

Lucent Technologies
Bell Labs Innovations



INTUITY™ CONVERSANT® System

Version 6.0

MAP/40P Maintenance

585-310-199
Comcode 108074774
Issue 1.0
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- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

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EMC Directive 89/336/EEC

Low-Voltage Directive 73/23/EEC



The "CE" mark affixed to the equipment means that it conforms to the above directives.

Comments

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Acknowledgment

This document was prepared by Product Documentation, Lucent Technologies, Columbus, OH.



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About This Book

Purpose

This book, *Lucent INTUITY™ CONVERSANT® System Version 6.0 MAP/40P Maintenance*, 585-310-199, contains information for troubleshooting and diagnosing problems associated with the MAP/40P and hardware. Component replacement procedures and common system procedures are also included in the book. Installation procedures for base system software, INTUITY CONVERSANT system software, and optional feature software. Appendices contain a system configuration description, a list of component ordering numbers, a checklist for building a system, and checklists for disaster recovery.

Intended Audiences

This book is intended primarily for the on-site service technician and system administrators. Secondary audiences include the following:

- Field support
- Helpline personnel

We assume that the primary users of this book have completed the MAP/40P hardware installation training course (see "Related Resources" below).

Release History

This is the first release of this book.

Trademarks

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How to Use This Book

This book is designed to help you maintain your INTUITY CONVERSANT system. It should be used as a quick-reference to obtain specific information you may need on a particular topic.

For Troubleshooting Information

Basic troubleshooting information is available in Chapter 1, "Troubleshooting".

For Diagnostic Information

Instructions for conducting diagnostics are available in "Chapter 2, "Diagnostics".

For Common System Procedures

Instructions for conducting common system procedures are available in Chapter 3, "Common System Procedures".

For Hardware Information

Instructions for replacing or installing hardware components of the MAP/40P are available in Chapter 4, "Getting Inside the Computer", Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards", Chapter 6, "Replacing the Hard Disk Drive", Chapter 7, "Replacing Other Components" and Chapter 8, "Installing the Tip/Ring Distribution Hardware".

For Software Information

Instructions for replacing or installing software components of the MAP/40P are available in Chapter 9, "Installing Base System Software", Chapter 10, "Installing the INTUITY CONVERSANT System Software", and Chapter 11, "Installing the Optional Feature Software".

Conventions Used in This Book

This section describes the conventions used in this book.

Terminology

- The word "type" means to press the key or sequence of keys specified. For example, an instruction to type the letter "y" is shown as
Type **y** to continue.
- The word "enter" means to type a value and then press **ENTER**. For example, an instruction to type the letter "y" and press **ENTER** is shown as
Enter **y** to continue.
- The word "select" means to move the cursor to the desired menu item and then press **ENTER**. For example, an instruction to move the cursor to the start test option on the Network Loop-Around Test screen and then press **ENTER** is shown as
Select Start Test.
- The INTUITY CONVERSANT system displays *windows*, *screens*, and *menus*. Windows and screens both show and request system information (Figure 1 through Figure 4). Menus (Figure 5) present options from which you can choose to view another menu, or a screen or window.

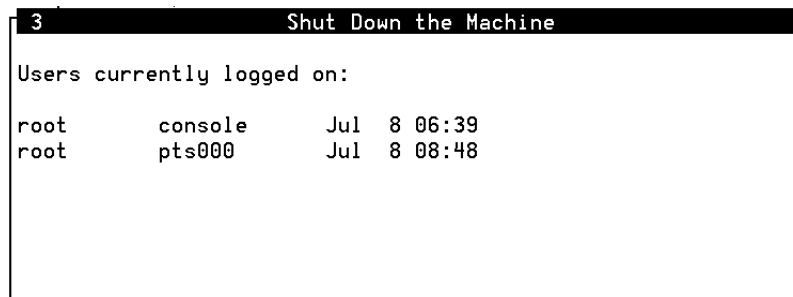


Figure 1. Example of an INTUITY CONVERSANT Window Showing Information

In order to install UnixWare, you must reserve a partition (a portion of your hard disk's space) on your primary hard disk for the UNIX System. After you press 'ENTER' you will be shown a screen that will allow you to create new partitions, delete existing partitions or change the active partition of your primary hard disk (the partition that your computer will boot from).

WARNING: All files in any partition(s) you delete will be destroyed. If you wish to attempt to preserve any files from an existing UNIX System, do not delete its partition(s).

The UNIX System partition that you intend to use on the primary hard disk must be at least 120 MBs and labeled 'ACTIVE.'

Figure 2. Example of an INTUITY CONVERSANT Screen Showing Information



Figure 3. Example of an INTUITY CONVERSANT Window Requesting Information

You may use a partition of your secondary hard disk. If you choose to use a partition of your secondary hard disk you will be shown a screen that will allow you to partition your secondary hard disk.

WARNING: All files in any partition(s) you delete will be destroyed.

If you choose to create a UNIX System partition on your secondary hard disk, it must be at least 40 MBs.

Your Options are:

1. Do not use a partition of the secondary hard disk for the UNIX System.
2. Use a partition of the secondary hard disk for the UNIX System.

Press '1' or '2' followed by 'ENTER'.

Figure 4. Example of an INTUITY CONVERSANT Screen Requesting Information

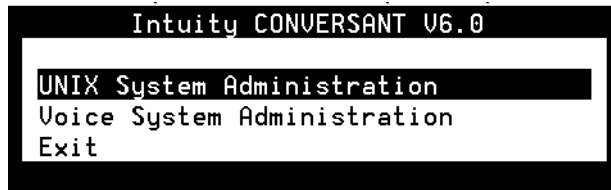


Figure 5. Example of an INTUITY CONVERSANT Menu

Terminal Keys

- Keys that you press on your terminal or PC are represented as rounded boxes. For example, an instruction to press the enter key is shown as
Press **ENTER**.
- Two or three keys that you press at the same time on your terminal or PC (that is, you hold down the first key while pressing the second and/or third key) are represented as a series of separate rounded boxes. For example, an instruction to press and hold **ALT** while typing the letter “d” is shown as
Press **ALT** **D**.
- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as round boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 3 is shown as
Press **F3** (Choices).
- Keys that you press on your telephone keypad are represented as square boxes. For example, an instruction to press the first key on your telephone keypad is shown as
Press **1** to record a message.

Screen Displays

- Values, system messages, field names, and prompts that appear on the screen are shown in typewriter-style constant-width type, as shown in the following examples:

Example 1:

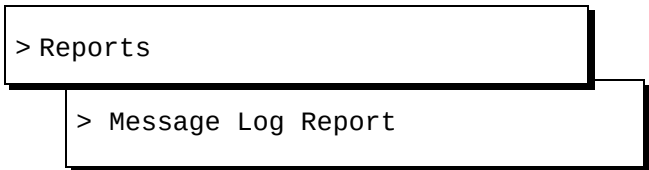
Enter the number of ports to be dedicated to outbound traffic in the
Maximum Simultaneous Ports field.

Example 2:

Alarm Form Update was successful.
Press <Enter> to continue.

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

Start at the Voice System Administration menu and select



```
> Reports
> Message Log Report
```

In this example, you would access the Voice System Administration menu and select the Reports menu. From the Reports menu, you would then select the Message Log Report window.

- Screens shown in this book are examples only. The screens you see on your machine will be similar, but not exactly the same.

Other Typography

- Commands and text you type in or enter appear in **bold type**, as in the following examples:

Example 1:

Enter **change-switch-time-zone** at the enter command: prompt.

Example 2:

Type **high** or **low** in the Speed: field.

- Command variables are shown in ***bold italic*** type when they are part of what you must type in and *regular italic* type when they are not, for example

Enter **ch ma *machine_name***, where *machine_name* is the name of the call delivery machine you just created.

Safety and Security Alert Labels

This book uses the following symbols to call your attention to potential problems that could cause personal injury, damage to equipment, loss of data, service interruptions, or breaches of toll fraud security:



CAUTION:

Indicates the presence of a hazard that if not avoided can or will cause minor personal injury or property damage, including loss of data.



WARNING:

Indicates the presence of a hazard that if not avoided can cause death or severe personal injury.



DANGER:

Indicates the presence of a hazard that if not avoided will cause death or severe personal injury.



SECURITY ALERT:

Indicates the presence of a toll fraud security hazard. Toll fraud is the unauthorized use of a telecommunications system by an unauthorized party.

Related Resources

This section describes additional documentation and training available for you to learn more about the INTUITY CONVERSANT product.

Documentation



NOTE:

The *INTUITY CONVERSANT System Version 6.0 System Description*, 585-310-241, contains a detailed description of all books included in V6.0 INTUITY CONVERSANT documentation library. Always refer to the appropriate book for specific information on planning, installing, administering, or maintaining an INTUITY CONVERSANT system.

Required for the System Maintenance

To repair or alter the configuration of your system, you must have a copy of this book, *INTUITY CONVERSANT System V6.0 MAP/40P Maintenance*, 585-310-199.

Additional Suggested Documentation

It is suggested that you also obtain and use the following books:

- *INTUITY CONVERSANT System Version 6.0 Alarms and Log Messages*, 585-310-182
- *INTUITY CONVERSANT System Version 6.0 MAP/40P New System Installation*, 585-310-198

See the inside front cover for information on how to order INTUITY CONVERSANT documentation.

Training

The following training class is recommended as a prerequisite to performing repairs on a V6.0 INTUITY CONVERSANT system:

- Course No. BO3620A, CONVERSANT Installation and Maintenance (for domestic installations)
- Course No. GO3603A, CONVERSANT Installation and Maintenance (for international installations)

For more information on INTUITY CONVERSANT training, call the BCS Education and Training Center at one of the following numbers:

- Organizations within Lucent Technologies: (904) 636-3261
- Lucent Technologies customers and all others: (800) 255-8988

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You may also fax you comments to the attention of the Lucent Technologies INTUITY CONVERSANT writing team at (303) 538-1741.

Please mention the name and order number of this book, *INTUITY CONVERSANT System V6.0 MAP/40P Maintenance*, 585-310-199.

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Lucent Technologies—formed as a result of AT&T's planned restructuring—designs, builds, and delivers a wide range of public and private networks, communications systems and software, consumer and business telephone systems, and microelectronic components. The world-renowned Bell Laboratories is the research and development arm for the company.

Overview

This chapter describes some basic troubleshooting procedures for the most common system problems.

The following assumptions are made in this chapter:

- You have checked the Message Log for any relevant messages. See “Getting Started,” in Chapter 1 of *INTUITY CONVERSANT Version 6.0 System Alarms and Log Messages*, 585-310-182.
- The resolutions in the second column of the tables are intended to provide a starting point to isolate a problem and may not be exhaustive.
- The procedures in the second column assume general editing knowledge and script familiarity, as most of the commands and procedures are performed from the command line.
- You have already performed a visual inspection of the system.

Purpose

The purpose of this chapter is to provide the on-site technician or system administrator with repair procedures for the most common system procedures.

Repairing Power-Up Troubles

Power-up troubles are experienced when you are first turning the system on. Table 1-1 lists the indications related to power-up troubles.

Table 1-1. Repairing Power Up Troubles

Indication	Corrective Action
The system will not power up.	1. Verify that the power toggle switch on the front is in the ON position. 2. Verify all external system connections (power cords and monitor cables) are correct (for example, the blue cable connects to the 3270 card and not to the system parallel port). 3. Verify all external system connections are secure.
During start-up, the system displays the following message: "Shared memory is marked as invalid. cvis_ menu exiting."	1. Stop the voice system. See "Stopping the Voice System" in Chapter 3, "Common System Procedures" in the maintenance book for your platform. 2. Start the voice system. See "Starting the Voice System" in Chapter 3, "Common System Procedures" in the maintenance book for your platform. 3. Enter cvis_mainmenu 4. If the problem persists: a. Stop the voice system. See "Stopping the Voice System" in Chapter 3, "Common System Procedures" in the maintenance book for your platform. b. Enter cp /gendb/shmem/devtbl /gendb/shmem/ devtbl.old c. Enter rm /gendb/shmem/devtbl d. Start the voice system. See "Starting the Voice System" in Chapter 3, "Common System Procedures" in the maintenance book for your platform.

Continued on next page

Table 1-1. Repairing Power Up Troubles — *Continued*

Indication	Corrective Action
The start_vs command takes a long time to initialize on a system with many analog lines.	1. Starting at the Switch Administration screen, set Dial-Tone Training to "No." See "Switch Interface Administration," of <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591 for the procedure.  NOTE: If dial-tone training is "no," you should specify that the dial-tone frequency to be used with a particular switch (350 and 440 is the default for the DEFINITY® switch). 2. Verify that the transfers being performed in the application are still functioning properly.

Repairing Boot-Up Troubles

Boot-up troubles are experienced when the system crashes and reboots itself or when you reboot the system. Table 1-2 lists the indications and possible repair procedures related to boot-up troubles.

Table 1-2. Repairing Boot-Up Troubles

Indication	Corrective Action
Cards are not recognized during boot up.	1. Enter pkginfo 2. Make sure the driver software is installed (SP, Tip/Ring, or T1). 3. Check the circuit cards. See "Circuit Card Diagnostics" in Chapter 2, "Diagnostics" in the maintenance book for your platform. 4. Make sure that cards have the proper switch settings and correct placement of terminating resistors if attached to the TDM bus cable.
When the system boots, it displays messages in the message log report or on the console similar to the following message: Unable to attach shared memory, Bad DEVTBL, and/or VROP respawning too rapidly.	1. Stop the voice system. See "Stopping the Voice System" in Chapter 3, "Common System Procedures." 2. Enter cp /gendb/shmem/devtbl /gendb/shmem/devtbl.old 3. Enter rm /gendb/shmem/devtbl 4. Start the voice system. See "Starting the Voice System" in Chapter 3, "Common System Procedures" in the maintenance book for your platform.
The system displays the following message: Non-system disk or disk error. Replace and hit any key to continue.	1. Check the diskette drive and confirm that it is empty. 2. Check the cartridge tape drive and confirm that it is empty. 3. Check the power connections. 4. Reboot the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures" in the maintenance book for your platform.

Continued on next page

Table 1-2. Repairing Boot-Up Troubles — Continued

Indication	Corrective Action
The system passes run level four then reboots continuously (rolling reboot).	1. Power off the platform immediately after the system reboots. 2. Remove one optional circuit card (for example, SP, T1, Tip/Ring). 3. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures" in the maintenance book for your platform. 4. Repeat Steps 1–3 until the system reboots properly. 5. Replace the circuit cards.
The system is experiencing continuous automatic reboots.	1. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures" in the maintenance book for your platform. 2. While rebooting the system, hold down the ENTER key when the system displays the UnixWare graphics. 3. When the system prompts you for a previously saved kernel, enter unix.old or enter the name of a kernel that you saved manually at a previous time. This file is created automatically each time the kernel is rebuilt. 4. Check the size of the static kernel by entering size /stand/unix If the kernel is larger than 4 Mbytes, remove some of the packages.

Continued on next page

Table 1-2. Repairing Boot-Up Troubles — *Continued*

Indication	Corrective Action
A file system check shows a file system with 0 files, 0 blocks, or 0 free.	1. Verify the disk partition was adequate. See "Initializing the Hard Disk Drives" in Chapter 9, "Installing Base System Software." 2. Restore the system software from the mkimage backup tape. See "Performing a System Restoration Using the mkimage Command," in Chapter 3, "Common System Procedures" in the maintenance book for your platform. If no backup is available, reload the system software. See Chapter 9, "Installing Base System Software," Chapter 10, "Installing the INTUITY CONVERSANT System Software," and Chapter 11, "Installing the Optional Feature Software."
The system hangs after a reboot and the screen is blank.	1. Check the diskette drive and confirm that it is empty. 2. Check the power connections. 3. Check the power supply by watching for hard disk access with the disk access light. 4. Reboot the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures."

Repairing System Installation/ Upgrade/Set-Up Troubles

These troubles are experienced during initial installation of the voice system, while upgrading either hardware or software, or when adding additional hardware or software. Table 1-3 lists the indications and possible repair procedures related to these troubles.

Table 1-3. Repairing System Installation/Upgrade/Set-Up Troubles

Indication	Corrective Action
The system cannot initialize the IPCI card.	1. Check for possible conflict with memory and I/O addresses or interrupt conflicts. 2. Log in as root. 3. Enter crash 4. Enter strstat The system displays a message similar to the message shown in Figure 1-1. a. Increase the values to slightly higher than what is listed under the CONFIG column. b. If anything other than 0 appears in the FAIL column, use the /etc/conf/bin/ldtune command to increase the tunable parameter. The parameters to tune are NSTREAM, NQUEUE (should be 4 X NSTREAM), NBLK4, NBLK16, NBLK64, NBLK128, NBLK256, NBLK512, NBLK1024, NBLK2048, and NBLK4096. c. After you have changed the tunable parameters, use the /etc/conf/bin/ldbuild command to rebuild the UNIX kernel. 5. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures" in the maintenance book for your platform.

```
> strstat
ITEM          CONFIG  ALLOC  FREE      TOTAL    MAX    FAIL
streams       106    106    0         592    109    0
queues        522    522    0        1926    530    0
message blocks 75     57    18       24269    77     0
data blocks   68     57    11       18271    68     0
link blocks   16     16    0         16     16     0
stream events  6       4     2          6     6     0

Count of scheduled queues:  0
```

Figure 1-1. strstat Sample Output

Repairing Application-Related Troubles

These troubles are experienced when the voice system is not taking calls or when the voice system is taking calls but the application is not working as expected. There are a number of subgroups for application troubles, such as speech, database, Text-to-Speech, and Speech Recognition. Table 1-4 lists the indications and possible repair procedures related to these troubles.

Table 1-4. Repairing Application-Related Troubles

Indication	Corrective Action
The voice system is ringing, but is not answering the telephone or the voice system is busy.	1. Scan the Message Log Report for messages related to the trouble. See "Getting Started," in <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i>, 585-310-182. 2. Enter display card all 3. Check the status of all the circuit cards. 4. Check if the application is properly assigned to the channel(s). 5. Make sure the application contains the Answer Phone action.

Continued on next page

Table 1-4. Repairing Application-Related Troubles — Continued

Indication	Corrective Action
The voice system answers the call, but does not play any speech.	1. Scan the Message Log Report for messages related to the trouble. See "Getting Started," in <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i>, 585-310-182. 2. Enter display card all 3. Verify that the spadm script is not assigned to any channels. 4. Check the status of all the circuit cards. 5. If spadm is assigned, reassign the channel to the correct script name. See "Voice System Administration," of <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591. 6. Place test calls to determine if this is occurring on every channel. 7. If it is occurring only on certain channels, this could be a hardware problem. Place the problem channels in a MANOOS state until the card can be replaced. 8. Enter trace tsm chan all tee /tmp/trace.out This sends the trace output to the console and to the file /tmp/trace.out. 9. Review the trace output for failure indications or error messages.

Continued on next page

Table 1-4. Repairing Application-Related Troubles — *Continued*

Indication	Corrective Action
All calls are dropped.	1. Scan the Message Log Report for messages related to the trouble. See “Getting Started,” in <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i>, 585-310-182. 2. Enter hstatus all This will allow you to check the status of the host if this feature is being used. If all sessions are recovering or logging in, this could explain the trouble. 3. Enter who -rpb 4. Search for different time stamps on the processes. A recent date different from most of the others may indicate the process respawned. 5. Record the scenario that caused the problem. 6. If the process is specific to a feature package, see the trouble table for that feature package in this chapter.

Repairing 3270 Communication Troubles

Table 1-5 lists the indications and possible repair procedures related to 3270 communication troubles. See Chapter 6 of the *3270 User's Guide* for more information on troubleshooting the host interface.

Table 1-5. Repairing 3270 Communications Troubles

Indication	Corrective Action
The system cannot establish connection with the host.	1. Make sure the configuration parameters are set correctly as described in "Voice System Administration," in chapter 3 of <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591. 2. Ask the host administrator to "bounce" the line.
The hassign command displays the following message: Rejected by the host interface process	1. Scan the Message Log Report for host related messages. See "Getting Started," in <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i>, 585-310-182. 2. Ensure that the host script has been successfully verified and installed. 3. If host administration commands have recently been issued, it may have caused the host interface process to mark this session as "not available." To verify this, enter hstatus 4. Enter stop_vs 5. Enter start_hi 6. Enter start_vs

Continued on next page

Table 1-5. Repairing 3270 Communications Troubles — *Continued*

Indication	Corrective Action
The hstatus command displays the following messages: host interface is not responding	This does not always mean the host has stopped communicating. It may indicate that the host process is very active, and has not been able to service your command after 60 seconds. 1. Enter stop_vs 2. Enter start_hi 3. Enter start_vs 4. Scan the Message Log Report for host related messages. See "Getting Started," in <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i>, 585-310-182. 5. Enter trace dip0 tee /tmp/dip0.out 6. Check for any host process activity. There could be a 10-minute delay if the sessions have been in recovery for a while. 7. Press DEL to exit trace when you are finished.
The hstatus command displays the following message: host interface is not running	1. Enter stop_vs 2. Enter start_hi 3. Enter start_vs 4. Verify that the host interface process is running. 5. If it is not, enter sh -x /vs/data/S96hostint This command attempts to start the host interface process.

Continued on next page

Table 1-5. Repairing 3270 Communications Troubles — Continued

Indication	Corrective Action
Login or logout does not work.	1. Enter sb_trace <session number> This captures a trace of the process. 2. Use hassign to assign the host application to the host session. See Appendix A, “Summary of Commands,” in <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591. Trace data may appear on the screen. 3. If you are testing login, enter hstatus If you are testing logout, enter hlogout <session number> See Appendix A, “Summary of Commands,” in <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591. 4. After the application has had enough time to complete, press DELETE to stop the trace. 5. To view this data, enter pg /vs/trans/hostdata/chanxx where xx is the host session number.
Screens are not being dumped through sb_trace	1. Stop the voice system. See “Stopping the Voice System” in Chapter 3, “Common System Procedures” in the maintenance book for your platform. 2. Start the voice system. See “Stopping the Voice System” in Chapter 3, “Common System Procedures” in the maintenance book for your platform. ⇒ NOTE: Do not remove the files in /vs/trans/hostdata/chanxx as the host DIP will not recreate them unless a stop_vs and start_vs has been done.

Continued on next page

Table 1-5. Repairing 3270 Communications Troubles — Continued

Indication	Corrective Action
Recovery does not work.	1. Enter sb_te <i><session number></i> on an available session. See Appendix A, "Summary of Commands," in <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591. 2. Take this session to various screens this application may receive, then press (CONTROL) (X) to exit sb_te. 3. Enter sb_trace <i><session number used in Step 1></i> 4. Use hassign to assign the host application to the host session. This causes the application to jump to the recovery procedure. See Appendix A, "Summary of Commands," in <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591. 5. Enter hstatus to monitor the status of this session. If it reaches "logged in," the recovery was successful. If not, stop the trace and review the data. 6. Enter hfree <i><session number></i> 7. Repeat all steps for each screen the application may receive.
The system detects a hardware fault on the host interface card.	■ If the fault is detected on a PC/XL or FIFO/SIB circuit card, use the hdiagnose command to diagnose the connection. ■ If the fault is detected on a Token Ring circuit card, replace the circuit card.

Repairing Speech Recognition Troubles

The following tables attempt to isolate troubles related to the speech recognition functionality on the INTUITY CONVERSANT system. These troubles are separated into general speech recognition troubles (WholeWord and FlexWord™) and accuracy troubles.

Repairing General Speech Recognition Troubles

The following speech recognition troubles (Table 1-6 and Table 1-7) are related to general problems with the WholeWord or FlexWord feature.

Table 1-6. Repairing WholeWord Speech Recognition Troubles

Indication	Corrective Action
The script prompt does not give you time to respond.	Enter display card <sp card number> 1. Make sure that the functionality assigned to the SP circuit card is WW_RECOG or VOICE+WW_RECOG. See "Voice System Administration," in <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591. 2. Make sure the SP circuit card is in the INSERT state. Enter restore card <sp_card_number> if the SP circuit card is MANOOS. Enter diagnose card <sp_card_number> if the SP circuit card is BROKEN. 3. If the SP circuit card or CMP circuit card(s) associated with it fail diagnostics, replace the circuit card. See "Removing a Circuit Card" in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards." 4. Make sure all CMP circuit cards attached to the SP circuit card providing speech recognition are in the INSERT state. If any CMP circuit card is BROKEN or NOT_DIAG complete the following steps a through f: a. Make sure the SP has WW_RECOG or VOICE+WW_RECOG assigned. b. Enter diagnose card <sp_card_number> c. If either the SP circuit card or CMP card(s) fail diagnostics, replace the circuit card. See "Removing a Circuit Card" in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards."

Table 1-6. Repairing WholeWord Speech Recognition Troubles — *Continued*

Indication	Corrective Action
The script prompt does not give you time to respond (<i>continued</i>).	d. Check the number of speech recognition resources available. For each CMP circuit card attached to an SP, 6 channels of speech recognition are provided. — Use SP_Allocate to check if a recognition resource is available before each Prompt and Collect statement. — If possible, explicitly reserve the resource. e. Enter diagnose card <sp_card_number> to make sure the SP circuit card performing speech recognition and the telephone circuit cards indicate tdm1 in the OPTIONS list. f. If the system indicates no tdm, install a TDM bus cable between these boards. If the cable is already there and the system indicates no tdm, make sure the cable is installed properly. If the problem persists, replace the TDM cable.

Table 1-7. Repairing Speech WholeWord and FlexWord Recognition Troubles

Indication	Corrective Action
The CMP card is in a NOT_DIAG state.	1. Assign speech recognition functionality (WW_RECOG, SW_RECOG, Voice+WW_RECOG or VOICE+SW_RECOG) to the SP circuit card. See “Voice System Administration” in <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591. 2. Enter diagnose card <sp_card_number> where <sp_card_number> is the number of the SP circuit card with the NOT_DIAG CMP circuit card attached.
A BSS error occurred during boot or start_vs .	1. Check the circuit cards. See “Circuit Card Diagnostics” in Chapter 2, “Diagnostics.” 2. Check the SP/CMP cable connections.

Continued on next page

Table 1-7. Repairing Speech WholeWord and FlexWord Recognition Troubles — Continued

Indication	Corrective Action
SP_INIT failed, and diagnostics did not run.	1. Shut down the system. See “Shutting Down the Operating System” in Chapter 3, “Common System Procedures.” 2. Disconnect the SP/CMP cables from one of the CMP cards. 3. Reboot the system. See “Rebooting the UNIX System,” in Chapter 3, “Common System Procedures.” 4. Run the SP diagnostics again. See “Circuit Card Diagnostics” in Chapter 2, “Diagnostics.” 5. If the error is resolved, replace the CMP circuit card that is no longer connected to the SP/CMP cables. See “Companion (AYC7) Circuit Card,” in Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards.” If the error is not resolved, repeat Steps 1 through 4 for each additional CMP circuit card. 6. Replace the SP/CMP cables. 7. Make sure the SP card is an AYC2B or an AYC2C by verifying the name of the card on the faceplate.
Speech playback stops on the first keyword spoken by voice system.	1. Scan the Message Log Report for SP circuit card related messages. See “Getting Started,” in chapter 1 of <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i>, 585-310-182. 2. Determine if barge-in is enabled for this prompt by checking the Announce or Prompt and Collect actions. There may be a touch-tone simulation in the prompt. 3. Disable the prompt if enabled to see if it plays.
A corrupted speech phrase is heard.	When re-recording an active speech phrase, first record the speech into a temporary speech buffer, then copy the phrase into the active phrase.

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Table 1-7. Repairing Speech WholeWord and FlexWord Recognition Troubles — Continued

Indication	Corrective Action
Clicking is heard on the line.	1. If the lines are connected to PBX and T/R lines, verify that the lines are configured on the PBX as ECTS (electronic custom telephone service) and <i>not</i> POTS (plain old telephone service). 2. Check the outgoing and incoming volume parameters as described in "Switch Interfaces," in chapter 5 of <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591. For T1 circuit cards, defaults are ■ ovol = 707 ■ ivol = 1414 For Tip/Ring circuit cards, defaults are ■ ovol = 1000 ■ ivol = 4000 3. Re-record speech if volume levels were too high. 4. If necessary, check the circuit cards. See "Circuit Card Diagnostics" in Chapter 2, "Diagnostics." 5. If other lines are available on the system, connect those to the card exhibiting the noisy/clicking conditions. If the problem goes away, the lines may be bad. If the problem persists, enter diagnose card <card number> If the card passes and the problem persists, replace the card. See Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards."
No memory found on CMP <cmp number>.	Replace the CMP circuit card. See "Companion (AYC7) Circuit Card" in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards."
SP diagnostics fail intermittently.	Replace the SP/CMP cables.

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Table 1-7. Repairing Speech WholeWord and FlexWord Recognition Troubles — Continued

Indication	Corrective Action
No voice is heard when the script answers the telephone.	1. Enter display card to determine the type of Tip/Ring circuit card you have. a. The SP card should be assigned to WW_RECOG, VOICE+WW_RECOG, SW_RECOG, or VOICE+SW_RECOG functionality or some other SP card in the system should have just VOICE functionality. To change the VRS6 card to TDM mode, see “Voice Equipment Options” in Chapter 3, “Voice System Administration,” of <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591. b. The IVP6 card must be set to “talk” if the SP card is assigned to WW_RECOG or SW_RECOG. There must be another SP card in the system with VOICE only functionality providing the voice. 2. Make sure the SP card is in the INSERTV state. If MANOOS, enter restore card <sp_card_number>. If BROKEN, complete Steps a and b below: a. Enter remove card <sp_card_number> b. Enter diagnose card <sp_card_number> If either the SP card or CMP card(s) fail diagnostics, replace the card. See “Companion (AYC7) Circuit Card” or “Signal Processor (AYC2C or AYC9) Circuit Card” in Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards.” 3. Make sure that both the SP card performing speech recognition and the telephony cards say <code>tdm1</code> in the OPTIONS list. If it says no <code>tdm</code>, install a TDM bus cable between these cards. If the cable is already there and it says no <code>tdm</code>, check the cable connection by pushing down the cable at each connector to ensure proper installation. If the problem persists, replace the TDM cable.

Repairing Speech Recognition Accuracy Troubles

Table 1-8 lists speech recognition troubles that are related to accuracy problems on the voice system

Table 1-8. Repairing Speech Recognition Accuracy Troubles

Indication	Corrective Action
The script chooses the wrong option after you speak.	1. Have your script speak back what it recognized (the value of \$CI_VALUE) right in the Prompt and Collect action. This helps ensure it is not a bug in the script that is making you think that recognition does not work. Perhaps your script is copying the result of \$CI_VALUE to a variable and then evaluating the variable. For a YES/NO prompt, the variable must be of type character since it returns "Y" or "N." 2. If you are using an SDIG recognition type with a length greater than 1, you can trace the recognition dip (trace recog_dip) to see what the dip is returning to the script.
The initial timeout is not long enough for the digit string.	1. Make sure the Initial Timeout value in the Prompt and Collect action is long enough for the system to recognize valid keywords in the caller's speech. 2. If you are having recognition problems on a prompt expecting a digit string, try increasing the initial timeout by 3 to 5 seconds.
A CMP or SP card is broken.	1. Enter diagnose card <sp_card_number> 2. Make sure all the tests pass.
Pressing return does not produce a result.	If a Prompt & Collect statement is using speech recognition and has Speak with Interrupt enabled, the prompt should not exceed 30 seconds. This is because the SP card can only buffer up to 30 seconds worth of input speech for performing recognition. 1. Replace the single Prompt & Collect statement (which had the >30-second prompt) by a series of Prompt & Collect statements all with prompts shorter than 30 seconds. As long as the prompts within the commands are less than 30 seconds long, a series of statements can be used to replace a single Prompt & Collect that has a long prompt.

Continued on next page

Table 1-8. Repairing Speech Recognition Accuracy Troubles — Continued

Indication	Corrective Action
Trouble is affecting a specific person and not all callers.	There are people whose voices fall outside of the speech models and will have difficulty getting speech recognition to work for their voice every time. You may want to attempt to collect data samples of the specific audience.
Callers responses are not being recognized.	Make sure the recognition types used are appropriate for what the caller is being asked to say. For example, if the recognition type is SY_N, the system expects callers to say "Yes" or "No." If the callers are responding with digits instead of the words "Yes" or "No," accuracy will be very poor. Check your wordlist to make sure the words the caller is speaking are included in the wordlist.
A custom grammar was overwritten.	Reinstall the custom work package if your script uses a custom grammar and the speech recognition package has been reloaded for some reason.
A custom grammar or DIP is inoperable.	1. Check to see if the speech recognition problem you are having is only for prompts that use custom work (a custom grammar or DIP). 2. Contact the developer of your custom work for assistance.
SP card will not download with speech recognition functionality assigned.	1. If using custom grammars, check with the developer of the custom work to make sure the grammar does not exceed design limitations. 2. Make sure the SP circuit card is an AYC2B or an AYC2C by verifying the name of the card on the front plate.
The voice system is too slow.	Use the WholeWord recognition type which is smallest for the expected data. For example, if callers are asked to say 1, 2, 3, or 4, use the SI_5 rather than SDIG with minimum and maximum digits of 1.
The script reprompts MAX_TRIES a number of times.	Check for sufficient speech recognition resources. See the SP_Allocate external action as described in <i>INTUITY CONVERSANT System Version 6.0 Application Development with Script Builder</i> , 585-310-760.

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Table 1-8. Repairing Speech Recognition Accuracy Troubles — Continued

Indication	Corrective Action
Barge-in does not work when talk over the prompt (applies to WholeWord speech recognition only — FlexWord does not support barge-in).	1. Make sure SR_Prompt is set to “yes.” See <i>INTUITY CONVERSANT System Version 6.0 Application Development with Script Builder</i>, 585-310-760. 2. Make sure the Prompt and Collect and Announce actions have Prompt With Interrupt set to “yes.” 3. Check that your incoming and outgoing speech volume levels are near the recommended levels. See “Switch Interface Administration,” in chapter 5 of <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591. If these values are changed, complete Steps a and b: a. Stop the voice system. See “Stopping the Voice System,” in Chapter 3, “Common System Procedures.” b. Start the voice system. See “Starting the Voice System,” in Chapter 3, “Common System Procedures.” 4. Check that a Tip/Ring circuit card is set to “tdm.”
Barge in does not work.	The circuit cards are not set correctly for barge-in (applies to WholeWord speech recognition only). For T1 systems, at least one SP card must be assigned VOICE function and at least one SP card must be assigned WW_RECOG or VOICE+WW_RECOG. For Tip/Ring systems, at least one SP card must be assigned VOICE+WW_RECOG and IVP6 or VRS cards must be set to “tdm.” The system can also have an SP card with VOICE only, an SP card for speech recognition set to WW_RECOG, and IVP6 or VRS6 cards set to “tdm.”
No barge-in resources available (applies to WholeWord speech recognition only — FlexWord does not support barge-in).	1. Check the return code for SR_Prompt to see if barge-in resources are available (return = 0). 2. If none are available, the call should be handled as touch tone if possible, or sent to an agent. If problem persists, consider adding SP and CMPs cards to increase the available resources.

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Table 1-8. Repairing Speech Recognition Accuracy Troubles — *Continued*

Indication	Corrective Action
The prompt is talked off without saying keywords (applies to WholeWord speech recognition only — FlexWord does not support barge-in).	1. Test the prompt with considerable background noise. 2. Test the prompt again in a quiet environment. 3. Make sure the caller is not using a speakerphone. 4. Investigate whether the prompt needs to be interruptible. If not, set Speak With Interrupt to “no” in the Prompt and Collect action. 5. Make sure SR_Prompt is set early enough in the script. This can be done immediately after the Answer Phone action as shown below: start 1. Answer Phone 2. External Action SR_Prompt Recognize_During_Prompt = “yes” 3. Announce Speak Without Interrupt Phrase “sil.050”.in -2
You hear stuttered speech during talkoff.	Reduce the load. See “Table 1-29 lists the procedures for repairing channel/card state troubles.” below for the procedure.

Repairing ORACLE Database Troubles

Table 1-9 lists troubles related to database problems on the voice system.

Table 1-9. Repairing ORACLE Database Troubles

Indication	Corrective Action
The voice script gets incorrect information or no information from the local database.	1. Scan the Message Log Report for messages related to the trouble. See "Getting Started," in chapter 1 of <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i>, 585-310-182. 2. Enter dbfree 3. Check the amount of free database space. 4. Enter trace tsm dip1 chan all where <i>dip1</i> is the local database dip. 5. Determine whether the database is full. 6. Determine whether an attempt has been made to modify a record without first reading the record. 7. Check to see if the local database table exists and is properly configured with data.
Occasionally, the script does not find an existing database record.	1. Scan the Message Log Report for messages related to the trouble. See "Getting Started," in chapter 1 of <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i>, 585-310-182. 2. If no message exists, it is likely the database DIP is not responding to the script request in a timely fashion due to heavy traffic load or system load. Verify the MATCH_FOUND value after the Read Table action. If MATCH_FOUND is -2, the script timed out on the Read Table request. The application should retry the Read Table or prompt caller to call back later.

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Table 1-9. Repairing ORACLE Database Troubles — *Continued*

Indication	Corrective Action
The open cursor limit has been reached.	Increase the number of open cursors to 511: 1. Enter vi /oracle/dbs/initA.ora 2. Change line open_cursors = 255 to open_cursors = 511 3. Stop the voice system. See “Stopping the Voice System,” in Chapter 3, “Common System Procedures.” 4. Stop the database system. See “Stopping the Database System” in Chapter 3, “Common System Procedures.” 5. Start the database system. See “Starting the Database System” in Chapter 3, “Common System Procedures.” 6. Start the voice system. See “Starting the Voice System” in Chapter 3, “Common System Procedures.”

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Table 1-9. Repairing ORACLE Database Troubles — *Continued*

Indication	Corrective Action
The voice script gets incorrect information or no information from the remote database.	1. Scan the Message Log Report for messages related to the trouble. See “Getting Started,” in chapter 1 of <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i>, 585-310-182. 2. Check the Database Access ID Table under Database Administration in the cvis_menu to make sure the Database Access ID is assigned to the remote machine. 3. Enter ps -ef grep oraldb 4. Verify that the name of the remote machine is displayed. 5. Consult the database administrator of the remote machine to determine if the remote database is up and had not been shutdown ungracefully during the period the voice system was running. An example of an ungraceful shutdown of the database is to abort the database using the sqldb command shutdown abort. The observed ORACLE 6.0.30 symptom is that the shadow process of orasrv in the remote machine to which the voice system remains connected remains alive in memory after the remote database is shutdown gracefully. When the remote database is up again, this shadow process of orasrv is still able to access some of the database data in memory. However, the result would be unexpected. The script is not able to get information correctly from the remote database in this case and you should perform the following Steps a and b: a. Stop the voice system. See “Stopping the Voice System” in Chapter 3, “Common System Procedures.” b. Start the voice system. See “Starting the Voice System” in Chapter 3, “Common System Procedures.” 6. Consult with the database administrator to see if any changes have been made to the tables on the remote machine. If changes have been made, the affected application must be verified and installed again. See “Installing the Application,” in chapter 9 of <i>INTUITY CONVERSANT System Version 6.0 Application Development with Script Builder</i>, 585-310-760. 7. Enter trace tsm chan all dbdipx where x is the database ID number (either 2, 3, 4, or 5).

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Table 1-9. Repairing ORACLE Database Troubles — Continued

Indication	Corrective Action
ccasum never finishes its cron job	- Determine if you are transferring to more than 100 numbers. If so, kill the cron job by completing the following Steps a through c: - Enter <i>ps -ef grep ccasum</i> - Search for the PID for ccasum. It is located in the second column from the left. - Enter <i>kill -9 <pid #></i>, where <i><pid #></i> is the parent process id (PID) number. - Create an index for ccasum by completing the following steps: - Log on to sqlplus as <i>sti/sti</i> - Enter <i>create index cca_idx on cca(phone_num);</i> - Enter <i>quit</i> - Enter <i>/vs/bin/util/ccasum</i> when the call traffic is light. - Enter <i>/vs/bin/util/ccadel</i> when ccasum is finished.
Concern about memory usage.	Decrease the value of nbuf in the <i>/vs/data/spchconfig</i> file.
Need to increase nbuf.	- Edit <i>/etc/conf/mtune.d/shm</i> to change the SHMMAX value from 4194304 (4-Mbyte) to 6291456 (6-Mbyte). - Edit <i>/etc/conf/cf.d/mtune</i> to change the SHMMAX value from 4194304 to 6291456. - Run <i>/etc/conf/bin/ldtune SHMMAX 6291456</i> - Run <i>/etc/conf/bin/ldbuild -B</i> - Edit <i>/vs/data/spchconfig</i> to change the nbuf value to 360. - Reboot the system. See “Rebooting the UNIX System” in Chapter 3, “Common System Procedures.”

Repairing Script Builder Troubles

Table 1-10 and Table 1-11 provide information on troubles related to the Script Builder package.

Table 1-10. Repairing Script Builder Troubles

Indication	Corrective Action
Messages are cut off.	Add a few seconds of initial silence (0.2 to 0.5 seconds) to the beginning of the message to be played. Another way to avoid missing any segment of a message is to construct a phrase consisting of a few seconds of silence and play that phrase first.
The terminal is locked-up.	Use the following key sequence to release your terminal keypad: (CONTROL) (J) stty sane (CONTROL) (J)
You receive the message No Space On Root File System.	1. Press (EXIT) from Script Builder. 2. Clean up the root file system. Try to free a minimum of several hundred free blocks. 3. Re-enter Script Builder with your application. You may find that everything is functioning properly with your application. You may be able to continue right where you left off and just retype any previous changes that were not saved. However, depending on where you were in the application when root ran out of space, some files may be corrupted. 4. If Script Builder fails completely with this application, complete the following Steps a and b: a. Remove the transaction part of the application by pressing REMOVE in the Script Builder Applications screen. b. Restore it from a backup. See <i>INTUITY CONVERSANT System Version 6.0 Application Development with Script Builder</i>, 585-310-760.

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Table 1-10. Repairing Script Builder Troubles — Continued

Indication	Corrective Action
There is no speech output.	1. Make sure the phrase actually exists. If it does not, record it. See the Speech Administration screen in Chapter 7, "Producing Speech," of <i>INTUITY CONVERSANT System Version 6.0 Application Development with Script Builder</i>, 585-310-760. 2. Make sure the OVOL and IVOL parameters are correctly set in the Switch Interface screen. See Chapter 5, "Switch Interface Administration," of <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591. 3. Enter display card sp 4. Check the status of the SP cards.
Host sessions recover repeatedly.	1. Scan the Message Log Report for messages related to the trouble. See Chapter 1, "Getting Started," in <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i>, 585-310-182. 2. Make sure a Transaction Base screen has been specified. 3. Make sure the Login and Recovery sequences both leave the host session at a Transaction Base screen.
A ring no answer occurs for an application that has a host interface.	1. Scan the Message Log Report for messages related to the trouble. See Chapter 1, "Getting Started," in <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i>, 585-310-182. 2. Check the host timeout value and verify that the host response time is not exceeded.

Repairing Script Builder FAX Actions Troubles

The following table provides information about trouble related to the Script Builder FAX Actions package. See these tables for appropriate corrective action if a trouble with Script Builder FAX Actions arises.

Table 1-11. Repairing Script Building FAX Actions Troubles

Trouble Indication	Corrective Action
The ASCII to TIFF conversion process failed	The << SBFAX006 SBF_ASCTOTIFF_FAILED >> line above and similar lines throughout this chapter are explain message identifiers and mnemonics that can be used as arguments to the explain function which is used to obtain the explain text associated with the error message. For example, to obtain the information below, enter at the UNIX shell prompt the command explain SBFAX006 The script made a request to transmit a text file to the caller. Before the text file can be sent, it must be converted into the appropriate format. This conversion failed for the text file specified. Most likely, the file requested is not suitable for transmission. Check to make sure the file is either a text file or a fax file entered through the Fax Response Workspace.
The FAX combine process failed	The system attempted to combine two or three files into a single fax file. This operation failed. For this operation to be completed, file conversions are performed to get the information into a form suitable for transmission. Most likely, one or more of the files requested are not suitable for transmission. Check to make sure the files requested are either text files or fax files entered through the Fax Response Workspace.
The FAX cover page process failed	The script request to join two files into a single fax file (possibly for use as a cover page) failed. For this operation to be completed, file conversions are performed to get the information into a form suitable for transmission. Most likely, one or both of the files requested are not suitable for transmission. Check to make sure the files requested are either text files or fax files entered through the Fax Response Workspace.

Table 1-11. Repairing Script Building FAX Actions Troubles — *Continued*

Trouble Indication	Corrective Action
FAX file not found	The script request to transmit a fax file to the caller failed because the fax file requested could not be found. Verify that the fax file exists either in the Fax Response Workspace or at the full path specified in the script.
Text file not found	The caller did not receive the fax requested. Consider manually transmitting the fax message requested by the caller using the delivery number contained in the error message. The script request to transmit a file to the caller failed because the file requested could not be found. Verify that the file exists and was specified in the script with the appropriate path. The caller did not receive the fax they requested. Consider transmitting it manually to the caller using the delivery number contained in the error message.
The FAX send process failed	The script request to transmit one or two fax messages to the caller failed. The return code reported in the error message indicates the result of the delivery request. This error may be the result of the failure of earlier FAX Actions. For example, if another FAX Action failed and the script did not check its return value, it is likely that the associated FAX_Send action would also fail. Consult the list below to determine the source of the problem. — 6003 FAX file missing — 6105 FAXMGR not running/FAX channels not in service/No phone lines attached
The execute UNIX command failed	The script request to execute a UNIX command or shell script failed. Most likely, the problem is with the command or shell script. Check that the command or shell script that was attempted works when executed manually. If it does, make sure that its full path name is provided to the script.

Repairing Primary Rate Interface Troubles

The following troubles (Table 1-12) are related to the Primary Rate Interface (PRI) feature. It details what action should be taken if the D- or B-channels do not come into service as expected.

Table 1-12. Repairing PRI Troubles

D-Channel Status	B-Channel Status	Trouble Indication	Corrective Action
D-MANOOS	MANOOS	Channels have not been put into service.	Change the state of the channels to INSERV.
FOOS	FOOS	The T1/E1 facility has not established physical connectivity or is experiencing a problem.	Could be due to one of several reasons. This is normal for about 10–20 seconds after restoring T1/E1 channels. If the condition persists, the System Message Display screen should contain an error message numbered TWIP013 through TWIP018 that indicates the nature of the problem. See the explanation of error messages numbered TWIP013 through TWIP018 in Chapter 2, “Message Log Entries,” in <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i>, 585-310-182.
D-MANOOS	HWOOS	The D-channel has not been put into service.	Change the state of the D-channel to INSERV.
D-HWOOS	HWOOS	The SP card assigned to PRI is not in service.	1. Restore SP circuit card to service. 2. If SP circuit card is broken, diagnose it. See “Circuit Card Diagnostics,” in Chapter 2, “Diagnostics.” 3. If the card is bad, replace it. See “Speech and Signal Processor (AYC43) Circuit Card” in Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards.”

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Table 1-12. Repairing PRI Troubles — Continued

D-Channel Status	B-Channel Status	Trouble Indication	Corrective Action
D-NETOOS	HWOOS	The D-channel has not yet established connection.	1. If the D-channel does not change after 5 minutes, check that the card with the D-channel is connected to the correct port on the switch. 2. Make sure that the switch is provisioned to invert the HDLC data and D channel data if the framing/coding used is D4ZCS. Data is not inverted if the framing/coding is ESFB8ZS.
D-INSERV	MANOOS	The B-channel has not been put into service.	Change the state of the B-channel to inserv.
D-INSERV	NETOOS	The B-channel has not been put into service by the switch.	This condition can last several seconds after the D-channel comes into service. If the condition persists, check the configuration of the switch.
FOOS	HWOOS	The T1/E1 card that contains the D-channel is having problems.	See the previous case where D-channel is Foos.
D-NETOOS	PENDING	The D-channel has lost connection. Active call on the B-channel is being kept up.	See Chapter 2, "Message Log Entries," in <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i> , 585-310-182 for indication of why D-channel connection was lost.

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Table 1-12. Repairing PRI Troubles — *Continued*

D-Channel Status	B-Channel Status	Trouble Indication	Corrective Action
D-HWOOS	PENDING	The SP card assigned to PRI is not in service. An active call on the B-channel is being kept up.	1. Restore the SP circuit card to service. 2. If SP circuit card is broken, diagnose it. See "Circuit Card Diagnostics," in Chapter 2, "Diagnostics." 3. If the card is bad, replace it. See "Speech and Signal Processor (AYC43) Circuit Card" in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards."
Foos	PENDING	The T1/E1 card that contains the D-channel is having link problems. Active call is being kept up on the B-channel.	See the previous case where the D-channel is Foos.
D-INSERT	ON-HOOK	Incoming calls to voice system are not answered. The switch reports an error that indicates the voice system is attempting to negotiate to a nonexistent channel.	The interface ID Provisioning on the switch may not be correct. 1. Make sure the card that has the D-channel is set for an Interface ID of 1. 2. Make sure the circuit cards without the D-channel are set for an Interface ID of 2 through 5.
D-INSERT	ON-HOOK	Outgoing calls are rejected by the switch. The switch reports an error indicating an invalid information element or invalid service.	Make sure that you have correctly specified the service type (using the "ISDN_Service" function in Script Builder or the "setparam" script instruction).

Repairing Form Filler Plus Troubles

The following troubles (Table 1-13) are related to the Form Filler Plus feature.

Table 1-13. Repairing Form Filler Plus Troubles

Trouble Indication	Corrective Action
■ Form Filler Coding has failed for a reason other than voice coding timeous (that is, Form Filler Code fails due to voice coding failure – return code -1). ■ FF_Code has been called more than 10 times in the call session (return code -20). ■ Form Filler Code fails due to insufficient space on the speech file system (return code -555).	1. Stop the voice system. See “Stopping the Voice System,” in Chapter 3, “Common System Procedures.” 2. Start the voice system. See “Starting the Voice System,” in Chapter 3, “Common System Procedures.” 3. Test the Form Filler Plus database by calling an application script and starting a test record. 4. Check all Form Filler Plus application scripts to confirm that they are not calling the FF_Code action more than 10 times with the Re-Record Phrase option set to “no.” 5. Verify that valid script ID is being used for each FF_Code and that the Script ID is always the same for FF_Code in a single application script. 6. Verify that FF_Store is being called by the script only once per call session and that at least one call to FF_Code precedes the call to FF_Store. 7. Check the Speech Space Statistics in the Form Filler Call Record Summary Report screen. If the speech filesystem is low on space, transcribe and delete more records using the Form Retriever (that is, the transcription script). If disk space shortages occur frequently, allot more disk space to speech storage. See Chapter 8, “Daily Administration,” of <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591, for additional information on the Form Filler Call Record Summary Report.  NOTE: The system sets the maximum number of speech phrases that may be recorded at installation. See <i>INTUITY CONVERSANT System Version 6.0 System Description</i>, 585-310-241, for additional information.

Repairing Text-to-Speech Troubles

The following troubles (Table 1-14) are related to the Text-to-Speech (TTS) feature.

Table 1-14. Repairing Text-to-Speech Troubles

Indication	Corrective Action
Text is not spoken during playback of a PROMPT that is text.	1. Check the outgoing text volume in the Analog/Digital Interface screen. See Chapter 6, "Switch Interface Administration," of <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591, for changing the volume level. 2. To verify the card is in the INSERT state, enter display card <sp card number> where <sp card number> is the number of the SP card allocated for TTS. 3. Verify the SP card is assigned to the function TTS. See "SP/SSP Functions" in Chapter 3, "Voice System Administration," of <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591. 4. Check the return code of either the tts_file external function or the particular say instruction. If the return value is -2, the SP card may be under the maximum load it can handle for TTS (six simultaneous channels per SP). 5. Make sure the tts_dip is running. Enter ps -ef 6. Make sure the TDM cable connects the SP card with the Tip/Ring circuit cards on the system. 7. Stop the voice system. See "Stopping the Voice System," in Chapter 3, "Common System Procedures." 8. Start the voice system. See "Starting the Voice System," in Chapter 3, "Common System Procedures."

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Table 1-14. Repairing Text-to-Speech Troubles — Continued

Indication	Corrective Action
Text is not spoken during playback of a TTS file.	1. Check the outgoing text volume in the Analog/Digital Interface screen. See Chapter 5, “Switch Interface Administration,” of <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591, for changing the volume level. 2. Enter ps -ef to verify that the /vs/bin/vrs/tts_dip process is running on the system. 3. Check the Script Builder function tts_file for the particular application and ensure that the function has been correctly configured. See Chapter 7, “Defining the Transaction,” of <i>INTUITY CONVERSANT System Version 6.0 Application Development with Script Builder</i>, 585-310-760. 4. Verify where and what file the tts_dip external function is attempting to access. The file is located in /vs/data/tts_file directory by default. 5. Verify that the file contains data to be synthesized. 6. Make sure the text file does not have unusual characters. 7. Create a test file to be spoken. 8. Check the tts_dip external function in the application and verify that argument 2 of the external function contains the full directory path of the file to be synthesized.
TTS speech is being played too fast or too slow.	Check the speaking rate of the text being played. The default speaking rate is the rate value of 2. See Appendix D, “Advanced Text-to-Speech Features,” in <i>INTUITY CONVERSANT System Version 6.0 Speech Development, Processing, and Recognition</i>, 585-310-762.

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Table 1-14. Repairing Text-to-Speech Troubles — *Continued*

Indication	Corrective Action
Addresses, telephone numbers, fractions and proper names not being properly pronounced.	1. Verify that the text is grammatically correct. 2. Attempt to activate a “class detector” for the appropriate text class (address, proper names, telephone numbers, or proper names) that is not being properly pronounced. See Appendix D, “Advanced Text-to-Speech Features” of <i>INTUITY CONVERSANT System Version 6.0 Speech Development, Processing, and Recognition</i>, 585-310-762.
Assigning the TTS function to the SP card fails.	1. Verify that the SP card is an AYC9 SP card. The output for display card <sp card number> should be “SP-8.” 2. Make sure that the SP card is in the MANOOS state before attempting to assign the TTS function to the card. 3. Verify that the system recognizes that the SP card exists in the system.
The SP (AYC9) card is not recognized by the system.	1. Check the switch settings for the AYC9 SP card and ensure there are no address/interrupt conflicts. 2. Verify that the SP card is properly connected to the TDM bus. 3. Verify that the other cards are configured correctly for communication on the TDM bus (for example, TDM resistors, etc). 4. Install a new SP card if available. See “Speech and Signal Processor (AYC43) Circuit Card” in Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards.”
You run out of disk space while loading the TTS package.	1. Check the remaining disk space to ensure that the root slice has at least 7 Mbytes of free space to install the TTS package. 2. Check if there are any files that can be temporarily moved to another area of the disk or removed.

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Table 1-14. Repairing Text-to-Speech Troubles — Continued

Indication	Corrective Action
The TTS pronunciation of text output is grammatically incorrect.	1. Verify that the text being synthesized contains appropriate sentence structure using capitalization, commas, and action verbs. 2. See Appendix D, “Advanced Text-to-Speech Features” in <i>INTUITY CONVERSANT System Version 6.0 Speech Development, Processing, and Recognition</i>, 585-310-762, for escape sequences that can improve the pronunciation.
Script Builder fields are not correctly spoken using TTS.	1. Verify that the Type field in the Announce screen is set for TEXT. 2. Verify that the Format field of the Announce screen is preceded with an “A” for speaking fields in the TTS format. See Appendix D, “Advanced Text-to-Speech Features” in <i>INTUITY CONVERSANT System Version 6.0 Speech Development, Processing, and Recognition</i>, 585-310-762, for changes to the ANNOUNCE action for TTS.
Talkoff is inhibited during TTS playback.	1. Utilizing the tts_file external function complete the following Steps a and b: a. Verify that argument one of the external function for tts_file has the numeric value of “1” to enable talkoff. b. Check the return value for the tts_file external function. See Appendix D, “Advanced Text To Speech Features” in <i>INTUITY CONVERSANT System Version 6.0 Speech Development, Processing, and Recognition</i>, 585-310-762, for the possible reasons for the return code. 2. Utilizing the Announce action, check the Announce action and ensure the Speak with Interrupt option is set to “Yes”.
Sentences using TTS are spoken as if they are run together.	Verify that there is a space after the last character in a complete sentence on the lines within the Announce action. See “Hints for Writing Applications Using TTS” in <i>INTUITY CONVERSANT System Version 6.0 Speech Development, Processing, and Recognition</i> , 585-310-762.
Fields using TTS are spoken as if they are run together.	Insert a silence phrase (!si50) at the beginning of a sentence to make it sound more natural.

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Table 1-14. Repairing Text-to-Speech Troubles — *Continued*

Indication	Corrective Action
Text that should be spoken in sentence format is being spelled.	1. Verify that the text that is being spelled is <i>not</i> in all capital letters. Text in all capital letters will be spelled. 2. Check all escape sequences for correctness.
The state of the SP card changes to BROKEN after executing an application that uses TTS.	1. Check the text that is being spoken in the application and ensure all escape sequences are being properly implemented. See Appendix D, "Advanced Text-to-Speech Features" in <i>INTUITY CONVERSANT System Version 6.0 Speech Development, Processing, and Recognition</i>, 585-310-762. 2. Ensure that escape sequences that are inserted within the text are adjacent to some text and not surrounded by space. 3. Diagnose the SP. See "Circuit Card Diagnostics," in Chapter 2, "Diagnostics."
TTS quits speaking.	1. Make sure all escape sequences are utilized properly (especially the <i>!si</i> and <i>!sf</i> sequences). 2. Check that the amount of silence with the escape sequences are either greater than 0 or less than 100. For example, <i>!si100</i> will cause TTS to quit talking. See Appendix D, "Advanced Text-to-Speech Features" in <i>INTUITY CONVERSANT System Version 6.0 Speech Development, Processing, and Recognition</i>, 585-310-762, for information on the use of these instructions. 3. Make sure the text does not have considerable white space or commas in a row (,,,,).

Repairing ASAI Troubles

The trouble resolution information for ASAI covers the following areas of ASAI operation:

- General ASAI troubleshooting
- Domain troubles
- Channel trouble
- Digital link troubles
- Trace utility information

General ASAI Troubleshooting

Several tools are available to diagnose problems with the ASAI system, including

- System messages
- STATUS field of the Domain Administration and Channel Administration screens
- Trace utility

If you suspect or are experiencing problems with the ASAI system, perform the following procedure:

1. Display the Message Log Report screen as described in Chapter 8, "Daily Administration", of *INTUITY CONVERSANT System Version 6.0 Administration*, 585-310-591.



NOTE:

ASAI system messages are numbered from ASAI001 through ASAI031 and are described in Chapter 2, "Message Log Entries" of *INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages*, 585-310-182. Follow the instructions given for the appropriate system message.

2. If an ASAI system message appears in the Message Log Report, display the Domain Administration screen.
3. In the Domain Administration screen, check the STATUS field of each domain to confirm that it is inserv.

If a domain is not in an inserv state, see Table 1-15 for additional information.

Table 1-15. Repairing ASAI Domain Troubles

Status	Definition	Indication	Corrective Action
MANOOS	manual out of service	Domain has not been placed into service.	Use the ENABLE key to place the domain into service.
FOOS	facility out of service	The ASAI digital link is not operating.	This could be due to several factors. See Table 1-19.
BROKEN	broken	A virtual channel could not be allocated for the service assigned to this domain.	1. Verify that the correct service is assigned to the domain. For the voice system ACD domain, this service must be voice system. 2. Use the DISABLE key to return the state to manoos. 3. Use the ENABLE key again.
INITING	initializing	The service assigned to the domain is failing initialization.	1. Verify that the correct service is assigned to the domain. For the voice system ACD domain, this service must be voice system. 2. Use the DISABLE key to return the state to manoos. 3. Use the ENABLE key again.

Table 1-15. Repairing ASAI Domain Troubles — Continued

Status	Definition	Indication	Corrective Action
NETOOS	network out of service	ASAI link is up, but attempts to initialize the domain are failing.	This could be caused by several factors, including: ■ The wrong domain type is specified (for example, ACD or VDN). ■ The wrong extension is specified. ■ The domain is not administered on the PBX. 1. See Chapter 2, “Message Log Entries”, in <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i>, 585-310-182, for information on ASAI017 through ASAI024 system messages numbered. 2. Use the DISABLE key to return the state to manoos. 3. Check these parameters. 4. Use the CHANGE key to change a domain parameter is necessary. 5. Use the ENABLE key again.

If all domains are inserv, complete the following Steps a and b:

- a. Display the Channel Administration screen.
- b. In the Channel Administration screen, check the STATUS field of each channel to confirm that it is in a LOGIN state.

If any channels are not in a LOGIN state, see Table 1-17 for additional information.

4. If the above steps do not resolve the problem, check the following if you are diagnosing either an existing system which was working previously or a new system:
 - Verify that all voice equipment (Tip/Ring cards, T1 cards, SP cards, etc) is functioning properly.
 - Verify that the lines to the Tip/Ring or T1 cards are functioning properly.
 - Verify that the administration of the PBX or voice system has not changed. You can verify the administration of the PBX values through the Switch Interfaces screen. See Chapter 5, "Switch Interface Administration," of *INTUITY CONVERSANT System Version 6.0 Administration*, 585-310-591, for information.
5. If you are diagnosing a new system and the procedures in Step 4 do not point to the source of the problem, check the following:
 - Verify that all domains are administered properly.
 - Verify that the PBX is properly routing calls to the voice system ACD split, if applicable.
 - If using a host, verify that there is not a problem with the host.
 - Trace utility.

Repairing ASAI Domain Troubles

Use the following table if, after following the steps to administer a domain, the domain is not in service. In most cases when the domain is not in service, system messages ASAI017 – ASAI024 appear in the Message Log Report. The Message Log Report screen is described in Chapter 1, “Getting Started,” of *INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages*, 585-310-182. See Table 1-16 for assistance in determining the cause of the trouble.

Table 1-16. Domain Failure Causes

Cause	Corrective Action
Can't start script,state=11	Cannot start service assigned to domain. You may be attempting to monitor more domains than the system is able to handle under the current call loads. See Chapter 4, “Feature Package Administration,” of <i>INTUITY CONVERSANT System Version 6.0 Administration</i> , 585-310-591, for information on ASAI system specifications.
Script not responding,state=12	Service assigned to domain is not responding. 1. Verify that the correct service is assigned to the specified domain. If it is incorrectly assigned the service is not responding correctly. 2. Make sure that the service follows the guidelines described in <i>INTUITY CONVERSANT System Version 6.0 Administration</i> , 585-310-591.
Rejected by switch,cause=0	Invalid number or domain. The domain value is neither a valid VDN or a valid ACD split extension.
Rejected by switch,cause=2	Resources not available. The request cannot be executed because the switch limit would be exceeded for the maximum number of monitored domains.
Rejected by switch,cause=3	The user has not subscribed for the requested capability.
Rejected by switch,cause=7	Service or option not implemented. The given domain is already being monitored.
Rejected by switch,cause=10	Invalid association. The association is already in existence.

Table 1-16. Domain Failure Causes

Cause	Corrective Action
Rejected by switch,cause=24	Switch not administered correctly. The domain value is an adjunct controlled split or a vector controlled split.
Rejected by switch,cause=26	Switching equipment congestion. The switch is not accepting the request at this time because of processor overload. The adjunct or user may retry the request, but should not do so immediately.
Rejected by switch,cause=X	Domain cannot be monitored for other reasons. Verify that the Type and Extension are correctly administered for the specified domain. See Table 1-20 for other cause values.

Repairing ASAI Channel Troubles

Use Table 1-17 if the domain is not in service after administering and logging in an ASAI channel. In most cases when the ASAI channel is not logged in, system messages ASAI009 – ASAI016 appear in the Message Log report.

Table 1-17. Repairing ASAI Channel (voice system Agent Line) Troubles

Status	Definition	Indication	Corrective Action
MANOOS	manual out of service	The channel has not been placed into service.	Use the ASSIGN key in the Voice Equipment screen to change state to inserv.
FOOS	facility out of service	The line is not functional.	This could be the result of several factors, including: ■ The line is not connected to PBX (or the wiring is bad). ■ No loop current is detected on line.
BROKEN	broken	A possible malfunction has been detected on the line.	Diagnose the card. See “Circuit Card Diagnostics” in Chapter 2, “Diagnostics.” If the diagnostics fail, replace the circuit card. See Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards.”
LOGOUT	logged out	The channel has not been administered for log in.	Use the LOGIN key to log in the channel.

Continued on next page

Table 1-17. Repairing ASAI Channel (voice system Agent Line) Troubles — Continued

Status	Definition	Indication	Corrective Action
HWOOS	hardware out of service	The channel cannot be logged in because ASAI digital link is not operating.	This could be a result of several factors. See Table 1-19 for additional information.
NETOOS	network out of service	The ASAI link is up, but attempts to log in the channel are failing.	This could be caused by several factors, including: ■ The wrong extension is specified. ■ The extension does not exist. ■ The extension does not belong to the voice system ACD hunt group. 1. See system messages ASAI009–ASAI016 in Chapter 2, “Message Log Entries,” in <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i>, 585-310-182. 2. Use the LOGOUT key to return the state to logout. 3. Use the CHANGE key to change the extension if necessary. 4. Try the LOGIN key again.
NONEX	nonexistent	The card is not physically linked to the channels.	If desired, you may leave the channels in a NONEX state. If you leave the channels in a NONEX state, unassign the channels as a voice system agent (by pressing REMOVE in the Channel Administration screen). If you wish, you may renumber the channels in the Change A Channel Entry screen. Otherwise, add the card to the channels to physically link the card to the channel.

Repairing Channel Login Failures

Table 1-18 lists corrective actions for possible channel login failures.

Table 1-18. Channel Login Failure Causes

Cause	Corrective Action
No VIS Domain, cause=1	An ACD domain has not been administered (on the voice system) with the service "VIS." Add and enable an ACD type domain with service "VIS." See <i>INTUITY CONVERSANT System Version 6.0 Administration</i> , 585-310-591.
Rejected by switch, cause=0	The extension assigned to the channel on the voice system may be incorrect. Correct the extension assignment for the channel.
Rejected by switch, cause=0	An invalid ACD split or channel extension value is designated in the request.
Rejected by switch, cause=2	The request cannot be executed because of a lack of available switch resources.
Rejected by switch, cause=3	The user has not subscribed for the requested capability.
Rejected by switch, cause=7	Login is not available for the extension entered as the split extension.  NOTE: An invalid split extension can be a valid non-split extension (such as a channel extension) on the switch, but it will still be denied.
Rejected by switch, cause=10	Invalid association. The association is already in existence.
Rejected by switch, cause=21	Channel logged in to another split. The channel is already logged in to the maximum number of splits.
Rejected by switch, cause=22	Incorrect number of channel login digits. The channel is not logged in (applies only to the channel login).
Rejected by switch, cause=24	The split is not administered correctly. A request has been denied by the switch to log in a member of the auto-available split.
Rejected by switch, cause=26	Switching equipment congestion. The switch is not accepting the request at this time because of processor overload. The adjunct or user may wish to retry the request, but should not do so immediately.
Rejected by switch, cause=X	The PBX cannot log in the channel for other reasons. See Table 1-20 for other cause values.

Repairing ASAI Digital Link Troubles

The ASAI digital link is not operating if

- It remains in the foos state after following the steps to administer and enable a domain.
- It remains in the hwoos state after administering a channel as a voice system agent line and logging it in.
- You receive a system message indicating the ASAI link is down while attempting to ENABLE a domain or LOGIN a channel.

If you encounter one of these conditions, select **Show Status of ASAI Link** while in the ASAI Administration menu to display the current status of the link. Then see Table 1-19 to resolve the trouble.

NOTE:

If you cannot establish the ASAI link to the switch, check the CRV Length of the extension associated with the BRI link. This parameter must be set to 2, not 1.

Table 1-19. Repairing ASAI Digital Link Troubles

Status	Indication	Corrective Action
OFFLINE	The IPCI card is in an off-line mode.	Select initialize IPCI Board to place the card on-line.
L1 DOWN, L2 DOWN	The ASAI physical link is down.	1. Check the ASAI link wiring between the voice system and the PBX. 2. If the wiring is correct, diagnose the IPCI card. See "Circuit Card Diagnostics" in Chapter 2, "Diagnostics." 3. If the card is bad, replace it. See Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards."
L1 UP, L2 DOWN	The ASAI physical link is correct, but the link layer is down.	1. Make certain the ASAI port on the PBX is administered with Fixed TEI=y and TEI=3. 2. If TEI parameters are correct, diagnose the IPCI card. See "Circuit Card Diagnostics" in Chapter 2, "Diagnostics." 3. If the card is bad, replace it. See Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards."

Table 1-19. Repairing ASAI Digital Link Troubles — *Continued*

Status	Indication	Corrective Action
PUMPING	The IPCI card is in the process of initialization.	This should be a temporary state. If the card stays in this state, take the card OFFLINE and initialize it. If this unsuccessful, try restarting the system or replacing the card.
AWAITING GOING OFFLINE	The IPCI card is attempting to go off-line.	This should be a temporary state. If the card stays in this state, take the card OFFLINE and initialize it. If this is unsuccessful, try restarting the system or replacing the card.
FAULTY HARDWARE, UNKNOWN, UNDETERMINED	The IPCI card is in an unknown state.	The IPCI circuit card is either nonexistent or malfunctioning. Assuming the card is installed complete the following: 1. Take the circuit card OFFLINE. 2. Initialize the circuit card. 3. Diagnose the circuit card. See "Circuit Card Diagnostics," in Chapter 2, "Diagnostics." 4. If you are unable to successfully initialize and diagnose the card, replace the card. See Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards."
L1 UP, L2 UP	The ASAI link should be operative.	If the domain is still foos, do the following: 1. Take the IPCI circuit card OFFLINE. 2. Initialize the circuit card. 3. If the problem persists, diagnose the circuit card. See "Circuit Card Diagnostics" in Chapter 2, "Diagnostics." If the card is bad, replace it. See in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards." If the diagnose is successful, reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures."

Correlation Between Voice System and PBX Cause Values

Table 1-20 correlates the voice system ASAI cause values with the DEFINITY Generic 3i coding standards and values.



NOTE:

The VIS Value is the number returned in the Cause Value field of the ASAI Script Builder actions.

Table 1-20. Correlation Between Voice System and DEFINITY Generic 3i Coding Standards and Values

VIS Value	DEFINITY Value	Description
0	CS0/28	Invalid number or domain; the domain value is not a valid VDN or a valid ACD split extension.
1	CS0/111	Protocol error; the Q.932 protocol has been violated.
2	CS3/40	Resources not available; the request cannot be executed because the switch limit would be exceeded for the maximum number of monitored domains.
3	CS0/50	The user has not subscribed for the requested capability.
4	CS3/79	The service or option is not implemented.
5	CS0/96	A mandatory information element is missing.
6	CS0/100	The contents of an information element are invalid.
7	CS3/63	Login is not available for the extension entered as the split extension.  NOTE: An invalid split extension can be a valid non-split extension (such as a channel extension) on the switch, but it will still be denied.
8	CS3/86	Calls with the requested identity have been terminated.
9	CS0/98	The message is not compatible with the call state.
10	CS0/81	Invalid association; the association is already in existence.
11	CS3/80	The options are incompatible.
12	CS0/102	Recovery on timer has expired.

Continued on next page

Table 1-20. Correlation Between Voice System and DEFINITY Generic 3i Coding Standards and Values — *Continued*

VIS Value	DEFINITY Value	Description
13	CS3/15	The agent is not logged in.
14	CS3/11	The extension assigned to the channel on the voice system does not belong to the ACD split assigned to the voice system service. Correct the extension assignment for the channel.
15	CS0/17	The specified extension currently has an active call. A channel cannot be logged in when it is off-hook.
16	CS0/18	No user is responding.
17	CS3/43	Permission is denied.
18	CS3/87	Internal switch audit
19	CS3/27	Out of service.
20	CS3/12	The agent state is inconsistent with the request.
21	CS3/13	The channel is logged in to another split. The channel is already logged into the maximum number of splits.
22	CS3/14	The number of channel login digits is incorrect. The channel is not logged in (applies only to channel login).
23	CS3/16	The options are in the same state.
24	CS3/41	The split is not administered correctly. A request has been denied by the switch to log in a member of the auto-available split.
25	CS0/16	The options have normal clearing.
26	CS0/42	Switch equipment congestion. The switch is not accepting the request at this time because of processor overload. The adjunct or user may wish to retry the request, but should not do so immediately.
27	CS0/99	An information element is nonexistent.
28	CS3/22	Queues are full.
29	CS0/01	Unassigned number.
30	CS0/21	Call rejected.
31	CS0/22	Number changed/SIT-Vacant.
32	CS0/31	Normal, unspecified/SIT-unknown.

Continued on next page

Table 1-20. Correlation Between Voice System and DEFINITY Generic 3i Coding Standards and Values — *Continued*

VIS Value	DEFINITY Value	Description
33	CS0/34	No circuit or channel available/SIT-not circuit.
35	CS0/58	Bearer capability is not presently available.
36	CS0/88	The destination is incompatible.
37	CS0/95	Invalid message, unspecified.
38	CS0/97	The message is nonexistent/not implemented.
39	CS3/19	There is no answer.
40	CS3/20	Trunks are not available.
41	—	The ASAI link is down.
42	CS3/30	Redirected.
43	CS3/38	The network is out of order.
44	CS3/42	Reorder/denial.
45	CS3/46	Administration is in progress.
46	CS3/53	The feature request was rejected.

Repairing Administrative Troubles

Administrative troubles are experienced while performing a task you have initiated (for example, a trouble arises while performing a *mkimage* of the system software). Table 1-21 contains troubles related to administrative tasks.

Table 1-21. Repairing Administrative Troubles

Trouble Indication	Corrective Action
UNIX commands are failing or the disk reported failures.	1. Scan the Message Log Report in Chapter 2, "Message Log Entries," in <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i> , 585-310-182.
ccasum never finishes its cron job.	- Determine if you are transferring to more than 100 numbers. If you are, kill the cron job by completing the following Steps a through c: - Enter ps -ef grep ccasum - Search for the PID for ccasum (is it located in the second column from the left.) - Enter kill -9 pid# where <i>pid#</i> is the parent process id (PID) number. - Create an index for ccasum by completing the following Steps a through c: - Log in to SQL*Plus as sti/sti - Enter create index cca_idx on cca(phone_num); - Enter :quit to exit the SQL*Plus Utility - When the call traffic is light, enter /vs/bin/utill/ccasum - Enter /vs/bin/utill/ccadel when ccasum is finished.
Using the vi editor causes a core dump.	1. To split the file into multiple segments, enter split -n filename name where: -n is the number of lines in each piece (1000 is the default, <i>filename</i> is the name of the files you want to split, and <i>name</i> is the new segment you are creating.

Repairing Operational Troubles

Operational troubles are experienced with the physical components of the voice system, such as a blank monitor or an inoperable modem. These troubles can occur at any time. Table 1-22 contains troubles related to operational tasks.

Table 1-22. Repairing Operational Troubles

Trouble Indication	Corrective Action
The monitor screen is blank, but the voice system is still taking calls.	1. Check the power on the voice system. If on, place a test call to the system. 2. Check the LED on the monitor. If on, check the contrast and brightness controls on the monitor. 3. Check the monitor connection to the voice system. 4. Unplug/plug in the monitor cable to the voice system. 5. Check the on/off switch on the monitor. 6. Log in remotely to check out the system and see if the voice system is taking calls. 7. If the problem persists, replace the monitor and or the video controller circuit card.
The shutdown and init commands will not bring the system down.	1. Perform a hard reboot of the system.

Repairing Feature Licensing Troubles

Operational troubles are experienced with the physical components of the voice system, such as a blank monitor or an inoperable modem. These troubles can occur at any time. Table 1-23 contains troubles related to operational tasks.

Table 1-23. Repairing Feature Licensing Troubles

Trouble Indication	Corrective Action
Feature licensing is no longer active.	1. If the name of your system has been changed, the TSC must be notified.

Repairing Other Voice System Troubles

Other voice system troubles include those general trouble areas that do not fall into the other classes listed above. The following tables contain some general trouble areas that do not fall into the other classes listed above. Specifically, the troubles include:

- Call transferring troubles
- Performance-related troubles
- Speech-related troubles
- Diagnostic troubles
- Touch-tone input troubles
- Report troubles
- Channel state troubles

Repairing Call Transfer Troubles

Table 1-24 lists the procedures for repairing call transfer troubles.

Table 1-24. Repairing Call Transfer Troubles

Indication	Corrective Action
Voice system not transferring calls properly.	1. Scan the Message Log Report in Chapter 2, "Message Log Entries," in <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i>, 585-310-182. 2. Verify the values on the Switch Administration screen as described in Chapter 5, "Switch Interface Administration," of <i>INTUITY CONVERSANT System Version 6.0 Administration</i>, 585-310-591. If this screen has changed, complete the following Steps a through d: a. Save the values. b. Stop the voice system. See "Stopping the Voice System," in Chapter 3, "Common System Procedures." c. Start the voice system. See "Starting the Voice System," in Chapter 3, "Common System Procedures." d. Reinstall the application. See "Installing the Script Builder Package" in Chapter 11, "Installing the Optional Feature Software." 3. Try to transfer a call manually, by completing the following Steps a through d:  NOTE: An analog phone is needed for this test. a. Plug the line going into the voice system into the phone. b. Place the call to this phone. c. Answer the call. d. Try to transfer to another extension. 4. Assign the feature test script to the channel and place test calls. 5. Enter trace tsm chan all trip tee /tmp/trace.out 6. Check the logic of the application that is doing the transfer.

Continued on next page

Table 1-24. Repairing Call Transfer Troubles

Indication	Corrective Action
Direct agent calls do not work properly.	Make sure all fields within the ASAI external actions are defined as the feature documentation states. If Script Builder must convert fields from one type to another (that is, char to num) sometimes fields do not contain the values expected. For a direct agent call to be successful, the Split Extension field must contain the number identifying a valid ACD split. If the field is corrupted the direct agent call will not work.

Repairing Performance Troubles

Table 1-25 lists the procedures for repairing performance troubles.

Table 1-25. Repairing Performance Troubles

Indication	Corrective Action
The system is slow or delayed in speaking. The system performance is degraded. For example ■ Speech breaks are occurring ■ There is bad response time to commands	1. Make sure the value for the Cache Controller is set to "Enable" in the CPU CMOS SETUP screen. It is highly unlikely that this is the root cause of degraded system performance and the system must be powered down and rebooted to check this screen. See "Accessing the Setup Screen" in Chapter 4, "Connecting Peripherals and Powering Up," of the new system installation book for your platform. 2. Reduce the load. See "Reducing Load" below.

Repairing Diagnostics Troubles

Table 1-26 lists the procedures for repairing diagnostics troubles.

Table 1-26. Repairing Diagnostics Troubles

Indication	Corrective Action
Card diagnostics failed.	Check the circuit cards. See “Circuit Card Diagnostics” in Chapter 2, “Diagnostics.”

Repairing Touch-Tone Input Troubles

Table 1-27 lists the procedures for repairing touch-tone input troubles.

Table 1-27. Repairing Touch-Tone Input Troubles

Indication	Corrective Action
User touch-tone input is not being correctly interpreted by the system.	1. Verify the Prompt and Collect action matches the intended use in the script. 2. If this is channel related (that is, the trouble only appears on a particular channel) and you have another card, see if the trouble occurs on the other card. If not, replace the original card. See Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards.”

Repairing Report Troubles

Table 1-28 lists the procedures for repairing report troubles.

Table 1-28. Repairing Report Troubles

Indication	Corrective Action
Call data reports are not accurate or they are not complete.	1. Determine if there is any additional free space in the database by entering dbfrag 2. Scan the Message Log Report in Chapter 2, “Message Log Entries,” in <i>INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages</i>, 585-310-182.

Repairing Channel/Card State Troubles

Table 1-29 lists the procedures for repairing channel/card state troubles.

Table 1-29. Repairing Channel/Card State Troubles

Indication	Corrective Action
The channel/card is in the state Hwoos or Netoos.	Determine the type of channel by entering display channel <channel number> 1. If the outcome shows PRIB or PRID, see Table 1-12. 2. If the maintenance state is displayed by looking at the Channel Administration screen under the ASAI Feature Packages, see the ASAI troubleshooting section in this book.
Channel/card is in state Manoos.	Restore the channel or card by entering restore [channel/card] [channel/card #] See Appendix A, "Summary of Commands," in <i>INTUITY CONVERSANT System Version 6.0 Administration</i> , 585-310-591.
Channel/card is in state Foos.	Enter display channel <channel number> If T1.5, PRIB, or PRID is displayed, check the error log for a message in the range TWIP013–TWIP018. Follow the recommended repair procedure for that message. If VRS6, IVP4, or IVP6 is displayed: 1. Enter diagnose card <card number>. 2. If the channel remains Foos, check the phone connection to the card.
Channel/card is in state Broken.	Follow the repair procedure for message MTC003 provided in Chapter 3, "System Message Listings." If the card is an SP card, perform the "Checking the TDM Bus" procedure in Chapter 4, "Common Maintenance Procedures," as well.

Reducing Load

This repair procedure is provided to enable application developers and system administrators to troubleshoot the root cause of system problems. Problems related to performance depend on a wide range of variables; understanding the nature of the problem requires a good understanding of the attributes of the system which affect performance. See Chapter 7, "Performance Information," in *INTUITY CONVERSANT System Version 6.0 System Description*, 585-310-241, before attempting to troubleshoot complex performance-related problems.



NOTE:

Every INTUITY CONVERSANT system must have a minimum of 32 Mbyte of memory.

The information provided in this section is platform related. Rule out application related performance problems first before proceeding this procedure.

Indicators of Performance Problems

Most performance-related problems become noticable through either reports of slow response time from end users or performance- or load-related error messages in the alarm log.

Reports of Poor Response Time

If poor response time is reported but no load-related messages are reported to the alarm log, it is likely that the response time delays are a result of one or more of the following:

- Host transactions
- Database transactions
- Delays in custom database interface processes (DIPs) or customer IRAPI processes
- Large, complex TSM applications (for example, an application that contains multiple language options)

An application rarely experiences unacceptable delays because of voice processing (playing and coding phrases and recognizing touch tones) without alarms in the alarm log. Voice processing shows little change in response time as system load increases. Typically, if load increases to a point where the system cannot serve voice processing requests in real time, alarms are logged.

Reports of System Inaccessibility

Typically, if load increases to a point where the system cannot serve voice processing requests in real time, alarms are logged. However, if the system is inaccessible, the alarms logged are also inaccessible. UNIX interprocess communication (IPC) message queues may indicate that the system may be nearing its load threshold.

Load-Related Messages in the Alarm Log

Load-related messages in the alarm log indicate that voice processing cannot be carried out in real time because of excessive system load. Components of the system which affect voice processing include:

- Central processing unit (CPU)
- Memory
- Hard disk drives
- Signal processor (SP) and speech and signal processing (SSP) circuit cards

Identifying Load Culprits

Before attempting to analyze the application for load liabilities, it is important to remember that processing external to the application may be the cause of load related problems. Check that none of the following occur at times when load-related alarms are reported:

- Use of the INTUITY CONVERSANT Script Builder application generator on a production machine during peak load hours
- Excessive use of call data event tracking
- Excessive requests to the 3270 host interface
- Reading of large (more than 500 records) database tables that are not indexed
- Reading of and writing to database tables exclusively
- Use of the system monitor program with a fast refresh rate
A fast refresh rate is anything less than the default rate of 5 seconds.
- Requests of call data reports during peak load periods
- Performance of other operation, administration, and maintenance (OA&M) functions (includes backups, speech administration, etc)
- ASCII to FAX conversions when using Script Builder FAX Actions
- System cron jobs

⇒ **NOTE:**

Every day at 12:15 a.m. all call data is summarized. If this coincides with even low voice processing activity, alarms may be reported. A possible solution is to modify the crontab entry for a time with less load.

If sources of external load have been ruled out, continue with the following sections.

Checking CPU Resources

To check the CPU resources do the following

1. Enter **sar**

⇒ **NOTE:**

The **sar** command reports system activity reports for a wide variety of system resources. (See **sar(1m)** in the *UNIX SVR4.2 Command Reference* for a complete description.)

The system displays the CPU Resources screen (Figure 1-2).

00:00:00	%usr	%sys	%wio	%idle
01:00:00	0	0	0	100
02:00:00	0	0	0	100
03:00:00	0	0	0	100
04:00:00	0	0	0	100
05:00:00	0	0	0	100
06:00:00	0	0	0	100
07:00:00	0	0	0	100
08:00:00	0	0	0	100
08:20:00	0	0	0	100
08:40:00	0	0	0	100
09:00:00	0	0	0	99
09:20:00	0	0	0	99
09:40:00	0	4	1	95
10:00:00	9	43	3	45
10:20:00	10	36	2	52
10:40:00	10	23	2	65
11:00:00	9	23	2	65
11:20:00	2	4	1	93
11:40:00	0	0	0	99

Figure 1-2. CPU Resources Screen

⇒ **NOTE:**

To display current CPU usage every 5 seconds for 50 seconds, enter **sar 5 50**

If the CPU Resources screen shows CPU usage (the sum of columns 2 and 3, **usr + sys**) over 60 percent during the busy hour or when alarms are logged, it is likely that alarms are a result of over utilization of CPU resources.

The output of the second command should only be considered during the busy hour and CPU usage should again be below 60 percent. If either of these test show CPU utilization consistently over 60 percent it is likely that the CPU is the problem.

See “Reducing CPU Usage” below.

Checking Disk Resources

To check the disk resources do the following

1. Enter **sar -c** or **sar -c 5 50**

The system displays the Disk Resources screen (Figure 1-3).

00:00:00	scall/s	sread/s	swrit/s	fork/s	exec/s	rchar/s	wchar/s
01:00:00	58	4	0	0.14	0.15	5219	42
02:00:00	37	2	0	0.04	0.04	202	3
03:00:00	35	2	0	0.02	0.02	180	2
04:00:00	38	3	0	0.03	0.04	522	6
05:00:00	48	3	0	0.06	0.06	634	6
06:00:00	108	16	15	0.05	0.07	2021	794
07:00:00	2246	48	1256	0.02	0.03	12984	46369
08:00:00	1841	47	804	0.11	0.13	9475	36937
08:20:00	1036	34	25	0.02	0.02	2649	17658
08:40:00	1067	39	38	0.03	0.04	3985	26619
09:00:00	246	19	5	0.10	0.10	873	3999
09:20:00	76	19	3	0.09	0.10	1956	1347
09:40:00	65	16	0	0.08	0.08	424	6
10:00:00	74	20	1	0.12	0.12	567	38
10:20:00	72	20	1	0.08	0.08	423	15
10:40:00	73	20	1	0.08	0.08	464	17
11:00:00	87	24	5	0.11	0.11	2005	857
11:20:00	78	22	2	0.10	0.10	1001	82
11:40:00	103	27	2	0.27	0.30	3206	195

Figure 1-3. Disk Resources Screen



NOTE:

If the sum of the **rchar/s** and **wchar/s** columns is consistently greater than 320000 during the busy hour, then it is likely that the disk is the problem. See “Reducing CPU Usage” for repair procedures.

Checking Memory Resources

To check the CPU resources do the following

1. Enter **sar -p** or **sar -p 5 50**

The system displays the Memory Resources screen (Figure 1-4).

```

18:42:03 atch/s pgin/s ppgin/s pflt/s vflt/s slock/s
18:42:08 0.00 7.75 9.54 0.00 12.13 0.00
18:42:13 4.79 22.75 28.14 0.00 28.34 0.00
18:42:18 6.96 34.79 40.76 0.00 42.74 0.00
18:42:23 3.19 17.93 23.31 0.00 25.10 0.00
18:42:28 9.56 9.96 11.95 0.00 19.52 0.00
18:42:33 5.18 10.16 11.75 0.00 15.54 0.00
18:42:38 3.19 6.37 7.17 0.00 11.95 0.00
18:42:43 3.17 8.33 9.13 0.00 13.29 0.00
18:42:48 0.60 13.94 17.33 0.00 19.52 0.00
18:42:53 0.00 8.76 9.16 0.00 16.33 0.00
18:42:58 0.80 11.16 11.35 0.00 21.12 0.00
18:43:03 0.40 5.98 5.98 0.00 10.76 0.00
18:43:08 0.00 9.38 10.58 0.00 15.57 0.00
18:43:13 0.20 9.36 10.96 0.00 17.53 0.00
18:43:18 0.60 10.76 13.75 0.00 17.93 0.00
18:43:23 3.59 5.79 6.79 0.00 8.98 0.00
18:43:28 1.39 8.95 9.74 0.00 13.92 0.00
18:43:33 6.79 9.18 12.18 0.00 17.96 0.00
18:43:38 0.20 6.96 7.95 0.00 12.33 0.00
18:43:43 0.00 6.97 8.76 0.00 12.75 0.00
18:43:48 0.00 6.35 6.94 0.00 12.30 0.00
18:43:53 0.00 12.50 14.88 0.00 19.64 0.00
18:43:58 0.80 6.96 7.95 0.00 12.92 0.00

```

Figure 1-4. Memory Resources Screen

2. Check the column labeled **vflt/s**. Note if this value is consistently close to or greater than 50.00 and continue with Step 3.



NOTE:

Processes being created and terminated regularly will also cause **vflt/s** to increase. If this is the case, memory may be sufficient, but the creation of processes is forcing the operating system to *page* processes to disk and back into memory. When processes are paged, they respond more slowly and speech processing may be interrupted.

3. Enter **sar -g** or **sar -g 5 50**

The system displays the Memory Resources screen (Figure 1-5).

	pgout/s	ppgout/s	pgfree/s	pgscan/s
18:42:03				
18:42:08	4.97	20.87	27.04	49.30
18:42:13	10.18	35.93	40.52	152.69
18:42:18	5.37	16.90	20.08	68.99
18:42:23	7.97	32.87	33.47	21.71
18:42:28	5.58	11.16	15.54	43.82
18:42:33	3.78	19.52	21.31	23.71
18:42:38	4.58	7.57	14.54	52.39
18:42:43	6.55	9.72	13.69	39.09
18:42:48	7.57	28.09	32.47	34.46
18:42:53	9.16	18.33	25.90	62.75
18:42:58	13.94	16.93	29.28	98.41
18:43:03	6.97	15.94	17.73	18.53
18:43:08	7.39	31.74	34.13	16.97
18:43:13	8.17	23.11	29.88	47.41
18:43:18	16.93	45.82	52.19	58.37
18:43:23	5.79	36.73	36.73	0.00
18:43:28	4.77	29.42	29.42	0.00
18:43:33	2.99	14.77	15.97	5.59
18:43:38	8.75	28.43	35.59	158.05
18:43:43	7.97	31.87	32.87	30.88
18:43:48	5.56	31.94	32.54	22.82
18:43:53	10.91	33.93	41.27	90.48
18:43:58	12.92	45.33	50.89	60.64

Figure 1-5. Memory Resources Screen

4. Check the column labeled pgscan/s. Note if this value is consistently close to or greater than 100 and continue with Step 5.
5. Enter **sar -r**

The system displays the Memory Resources screen (Figure 1-6).

```

18:42:03 freemem freeswp
18:42:08      82    10406
18:42:13      92    10406
18:42:18     105    10406
18:42:23     102    10405
18:42:28      94    10405
18:42:33      99    10405
18:42:38      96    10405
18:42:43      86    10405
18:42:48     113    10405
18:42:53      87    10405
18:42:58      79    10405
18:43:03     107    10405
18:43:08     106    10405
18:43:13      93    10405
18:43:18      98    10405
18:43:23     167    10405
18:43:28     136    10405
18:43:33     106    10405
18:43:38      86    10405
18:43:43      97    10405
18:43:48      90    10405
18:43:53      79    10405
18:43:58      84    10405

```

Figure 1-6. Memory Resources Screen

6. Check the column labeled `freemem`. Note if this value is consistently close to or less than 100.
7. If two or more values consistently follow the pattern listed below, see "Reducing Memory Usage" for more information.

`vflt/s > 50.00`

`pgscan/s > 100`

`freemem < 100`

Checking SP/SSP Card Resources

There is no way to examine the activity on an SP card, however, the SP cards have well defined limits for how much voice processing they support. See *INTUITY CONVERSANT System Version 6.0 System Description*, 585-310-241. Be sure that your application does not go beyond these limits for the various coding types and voice activities.

The RM resource activity report provides a way to examine how the system is using SSP circuit resources. See Chapter 8, "Daily Administration," of *INTUITY CONVERSANT System Version 6.0 Administration*, 585-310-591 for additional information.

Also, make sure that the appropriate number of SP/SSP circuit cards in your system are assigned the VOICE function. See “SP/SSP Functions” in Chapter 3, “Voice System Administration,” of *INTUITY CONVERSANT System Version 6.0 Administration*, 585-310-591.

Reducing Load for Host

Tune the 3270 host interaction.

The following procedures should be considered for reducing the load for the host.

- Limit the number of screens that must be sent to or retrieved from the host, making the voice system less dependent on host performance.
- The parameters associated with the host can impact system performance. Make sure that time-out periods are long enough for the host to respond but not too long so that the caller must wait unnecessarily. Be aware of how the parameters are used and what is typical for the host system. Keep track of how many LUs the system has and how many channels are to be used. For example, if a system with one host communication board (32 LUs available) has 48 calls active each of which needs to access the host, 16 callers are locked out of the host if LUs are not shared (that is, if the LUs are reserved).
- For host systems that are known to be slow at times, one way of hiding the pause from the host is to use an announce statement between the send host screen and the get host screen statements. For example:
 1. Prompt and Collect (get card number)
 2. Get Host Screen A
 3. Send Host Screen A (send the card number to the host application)
 4. Announce (repeat the card number to the caller)
 5. Get Host Screen (retrieve caller data)

This would cover part of the time that the host is slow in processing the user-input card number with an announce statement that repeats the number back to the user. By the time the announce is completed, the host may have responded. Thus the user does not realize the gap caused by the slow host response.

- Consider checking the speed of the host link. Increasing the speech of the link to 19.2 or 56 Kbps may decrease any delays in host processing.

Reducing Load for Database

The following should be considered to reduce load because of use of the local database.

- For large tables (over 500 records) that are being read by the application, indexing the tables reduces the access time and impact on system performance. However, note that making changes to indexed tables can also impact system performance.
- The insert (add) record operation is a much faster operation than the update (change) operation. One way to replace a change record with an add record is to add records to a table during the normal call hours and write a shell routine using SQL*PLUS to summarize and delete records during nonpeak hours.
- Attempt using SQL*Views to encapsulate common database queries which require multiple accesses on a single table or accesses from multiple tables.
- Keep in mind that each call data event is a unique record in more than one table. Therefore, every time a call data event is accessed, the database table is updated at the end of the call.

Reducing Load for Custom DIPs/IRAPI Processes

Since DIPs can be vary widely in size and complexity there is little specific information that can be given about DIP performance. In general, DIPs should

- Avoid using excessive memory (more than 200 pages)
- Avoid creating new processes (by using **fork(2)** and **exec(2)** or **system(3)**)
- Rely on minimal communication with the script to reduce message sending

Reducing Load for Voice Processing

See Chapter 7, "Performance Information," in *INTUITY CONVERSANT System Version 6.0 System Description*, 585-310-241, for a more detailed explanation the performance of voice processing. The information below simply attempts to give a step-by-step approach to reducing speech-processing load.

Voice Play

Voice play performance is affected by the

- Coding algorithm
- Phrase length
- Speech pool

Coding Algorithm

Coding algorithm primarily determines how much data must be transferred to do voice processing. Coding algorithms such as SBC16, ADPCM16, and CELP16 pack 4 seconds of speech in a single 8-Kbyte block and show the best performance. PCM64 is at the other extreme of the spectrum; it packs 1 seconds of speech in a single block, and therefore requires the system to do four times the work in the same time. ADPCM32 is the standard coding rate. ADPCM32 is a middle ground between performance and sound quality. It packs 3 seconds per block. SBC 24 packs 3 seconds per block. Sound quality must be considered before moving to the SBC16 or ADPCM16 coding algorithms.

Phrase Length

Short phrases (less than 2 seconds for ADPCM32), particularly when played back-to-back (such as through a single Script Builder Announce action), place more load on the system than a single longer phrase. The load manifests itself as increased CPU usage, memory occupancy and, if the speech pool size (see the following paragraph) is larger than the speech buffer cache, disk accesses.

For optimal performance, phrase length should be as close to the total capacity of its block count as possible. Block count is the number of speech blocks required to contain the phrase. If speech does not use blocks efficiently, space is wasted in memory and since data is copied over from disk in block sized chunks, disk accesses and CPU usage increase. For example, a phrase that uses an odd number of seconds (that is, 1, 3, 5, etc) uses only 50 percent of a block, whereas a 2-second phrase uses the entire block. However, the system utilizes CPU and disk resources more efficiently when speaking a 5-second phrase rather than 5 individual 1-second phrases. Placing longer phrases into one Announce step is much better than using separate short phrases.

Speech Pool

The speech pool is the quantity of speech data required by an application. It can be thought of as the *working set* for those familiar with virtual memory operating system terminology. The voice system caches speech in main memory. This is called the speech buffer cache, and it allows speech data to be reused without having to constantly retrieve it from disk. If all the active speech data can fit into memory simultaneously, the voice system will not have to continually access the disk for speech data. This results in a substantial savings in both CPU usage and disk accesses. If, however, the speech pool size is larger than the speech buffer cache, then the voice system will have to access the disk more frequently for speech. The larger the speech pool, the more likely speech will have to read from disk.

Calculating speech pool size requires knowing which phrases are usually played during normal script processing and how many blocks of speech these phrases require. See the paragraph above regarding block capacity for various coding algorithms. Calculating the size of the buffer cache requires a meticulous analysis of the application and an understanding on how users progress through a typical call scenario.

The size of the buffer cache is tunable by adding the `nbufs` parameter in the `/vs/data/spchconfig` file. VROP sets this value dynamically based on the number of telephone network connections in the system. The entry in the `/vs/data/spchconfig` file overrides the VROP setting. Note that you may not set this value to more than 250. A system showing signs of heavy disk activity, a large speech pool, and no appreciable paging activity may be a candidate for specifying the `nbufs` parameter. Modifying this dynamically assigned value should be done with extreme caution. Making this number too large may result in system paging, which is the worst condition the voice system can get into with respect to performance.

Reducing Voice Play Load

Reducing load because of voice play requires maximizing speech buffer efficiency, matching the speech pool size to the speech buffer cache, or considering the use of different coding rates which pack more speech into a single block or disk load balancing.

Maximal speech buffer efficiency may be achieved through the concatenation of several small phrases into a single larger phrase. The common practice of trimming silence from the ends of phrases and replacing the silence with short silent phrases is particularly inefficient. Playing silence to introduce delays is also inefficient. Try using the **sleep** instruction as described in Appendix A, "Summary of Script Instructions," of *INTUITY CONVERSANT System Version 6.0 Application Development with Advanced Methods*, 585-310-761.

Matching the speech pool size with the speech buffer cache may be achieved through increasing speech buffer efficiency as described above, and ensuring that phrases are shared both with and between applications.

Voice Code

Performance because of voice coding is affected as is voice play with respect to phrase length and coding algorithm. Voice coding differs in speech pool size. All coded phrases are *new*, that is, there is no benefit from the speech buffer cache. Indeed, it is likely that coding phrases will force other phrases, which may be likely to be played soon, to be flushed from the cache. Coding will also require a write to disk for each phrase coded. These two factors combine to increase load on the disk. Increased disk load because of coding may be addressed by switching coding algorithms, reducing channel counts or code times, or balancing the disk load.

Reducing CPU Usage

Application types making heavy use of CPU resources typically include those with heavy voice processing or local database loads. See "Reducing Load for Voice Processing" and "Reducing Load for Database" above for more information. If these software components do not appear to be responsible, the following sections suggest other possibilities.

Inefficient DIPs

See “Reducing Load for Custom DIPs/IRAPI Processes” above.

Run Away Processes

If the **sar(1m)** command consistently shows 0 percent idle time, it is likely that a process is in an infinite loop. The process can be identified with **ps(1m)** by examining the change in its CPU time and run status. If it is a system process, contact a service representative. If it is a user process, repair as required.

Inefficient Scripts

Script developers can writing applications that inherently use system resources inefficiently or are extremely large and complex. Since scripts are interpreted, attempting to use the script language or Script Builder for anything but basic call flow control may result in unacceptable inefficiencies. Code segments performing complex lexical or arithmetic calculations should be considered as candidates for DIPs. Also, increase efficiency by creating modular applications that execute several smaller applications from a main application. For example, a main application could allow a user to select a language application (that is, a version of an application in a particular language). The user input would then execute the language application from the main application.

Reducing Disk Usage

Applications making heavy use of voice processing or a local database typically place heavy loads on the disk. See the “Reducing Load for Voice Processing” and “Reducing Load for Database” sections. If problems persist, consider rechecking paging activity and memory usage. Also, consider adding more disks to your platform or disk load balancing or investigate more complex disk mirroring or disk striping. See the performance information in *INTUITY CONVERSANT System Version 6.0 System Description*, 585-310-241, for information about the performance penalties for excessive use of call data events. Be sure that you application falls within the guidelines specified.

Reducing Memory Usage

If you have concluded that your system does not have sufficient memory, the first thing to consider is the processes you have running. Be sure to check “Identifying Load Culprits” above to rule out the effects of external processing. Table 1-30 lists the processes that can be terminated if they are not providing a service to the application.

Table 1-30. Processes which may be Terminated

xferdip	This process is used only in bridging applications. Enter xferdip_off to terminate the process.
lpsched	This process is only required if a line printer is being used with the system. The command /usr/lib/lpshut can be used to turn off the lp scheduler. You may also rename the S80lp file from the /etc/rc2.d directory to s80lp . This action prevents the process from being execute during startup, but maintains the file on the system should the scheduler be needed in the future.
Network	Some networking processes such as rwhod and routed may be unnecessary.
sysmon	Do not run sysmon in systems with insufficient memory.

If no processes can be eliminated, be sure that all the packages on your system are being used and are not occupying memory unnecessarily.

Also be aware that script size, both code and data, affects memory usage. Application scripts should be shared across channels whenever possible, and redundant code and data should be eliminated.

Finally, if the **nbufs** parameter has been specified in the **/vs/data/spchconfig** file and a large number is specified (see “Speech Pool” above), consider reducing **nbufs**. The effect of reducing **nbufs** may be an increase in disk accesses for speech, however, the voice system is more tolerable to disk accesses for speech than for paging.

Overview

This chapter describes diagnostic procedures for the INTUITY™ CONVERSANT® system.

Purpose

The purpose of this chapter is to provide the on-site technician or system administrator with the correct procedures to diagnose trouble with the INTUITY CONVERSANT system.

Circuit Card Diagnostics

The following diagnostics can be performed on

- Tip/Ring circuit cards
- T1/E1 circuit cards
- SP circuit cards (upgrade only)
- SSP circuit cards

Checking Cable Connections for Cables other than the TDM Bus Cable

To check cable connections, do the following:

1. Route calls away from the system during this procedure.
2. Make sure that you know the type of card to be checked.
3. Write down the message text so that when the system is shut down, you know for which card you are performing this procedure.
4. Shut down the operating system. See “Shutting Down the Operating System,” in Chapter 3, “Common System Procedures.”
5. Access the circuit card cage. See “Removing the Dress Cover” in Chapter 4, “Getting Inside the Computer.”
6. Check the cable connections to be sure they are properly connected to the appropriate cards. See Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards.”

If a cable is not seated properly, reseal the cable and continue with Step 7.

If the cables appear to be inserted properly, complete the following Steps a through c before continuing with Step 7:

- a. Remove the cables except the TDM bus cable.
- b. Remove the circuit card from the system. See “Removing a Circuit Card” in Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” for the procedure.
- c. Replace the circuit card. See “Installing a Circuit Card” in Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” for the procedure.

NOTE:

Do not reseal the cables on the circuit card.

7. Reboot the operating system. See “Rebooting the UNIX System,” in Chapter 3, “Common System Procedures,” for the procedure.

8. Enter **diagnose card <card number>** where <card number> is the number of the identified circuit card.

If the circuit card passes diagnostics, and is on the TDM bus, continue with Step 9.

If the circuit card passes diagnostics and is not on the TDM bus, replace the cables you removed earlier and restore the system to service.

If the circuit card fails diagnostics, replace the circuit card and restore the system to service. See Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards," for the procedure.

9. Enter **diagnose bus x** where x is the number of bus.



NOTE:

X must be either 1 or all.

If the circuit card passes this diagnostic, replace the cables removed in "Checking Cable Connections for Cables other than the TDM Bus Cable."

If the circuit card fails this diagnostics, continue with the next procedure, "Checking the Terminating Resistors."

Checking the Terminating Resistors

To check the terminating resistors, do the following:

1. Shut down the operating system. See "Shutting Down the Operating System," in Chapter 3, "Common System Procedures," for the procedure.
2. Verify that the terminating resistors are inserted correctly. See "Replacing a Terminator SIP" in Chapter 7, "Replacing Other Components," for the procedure.



NOTE:

The AYC5B and AYC11 do not require orientation of the terminating resistors.

If the terminating resistors are inserted correctly, continue with Step 3.

If the terminating resistors have not been inserted correctly, complete the following Steps a through c:

- a. Insert the terminating resistors correctly.
- b. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures," for the procedure.

- c. Enter **diagnose card <card number>**
where <card number> is the number of the identified circuit card.
If the circuit card passes diagnostics, restore the system to service.
If the circuit card does not pass the diagnostic, continue with Step 3.
3. Verify that terminating resistors for the TDM bus exist only on the circuit cards connected at either end of the TDM bus.

If the other circuit cards do not have terminating resistors, continue with "Checking the Switch Settings."

If the other circuit cards have terminating resistors, complete the following Steps a through c:
 - a. Remove the terminating resistors.
 - b. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures," for the procedure.
 - c. Enter **diagnose card <card number>**
where <card number> is the number of the identified circuit card.
If the circuit card passes diagnostics, restore the system to service.
If the circuit card does not pass the diagnostic, continue with the next procedure, "Checking the Backplane Slot."

Checking the Backplane Slot

To check the backplane slot, do the following:

1. Shut down the system. See "Shutting Down the Operating System," in Chapter 3, "Common System Procedures," for the procedure.
2. Change the slot in which the circuit card resides.
3. Log in as root.
4. Start the voice system. See "Starting the Voice System" in Chapter 3, "Common System Procedures," for the procedure.
5. Enter **display card <card number>**
where <card number> is number of the affected circuit card.
If the circuit card state has changed to MANOOS, enter **restore card <card number>**
where <card number> is the number of the affected circuit card.
You have repaired the circuit card problem.
If the circuit card state has not changed to MANOOS, continue with the next procedure "Checking the Switch Settings."

Checking the Switch Settings

To check the switch settings, do the following:

1. Check the circuit card for proper switch settings. See Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards."
2. Toggle the switches to ensure a clean closure.
3. Check the chips on the card.
If any are not properly seated, reseal them.
4. Check the switches on all other similar circuit cards in the system.
For example, if the circuit card is a Tip/Ring circuit card, check the switch settings on all of the Tip/Ring circuit cards. See "Tip/Ring Circuit Cards" in for the procedure.
5. Toggle the dip switches to ensure a clean closure.
6. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures," for the procedure.
7. Log in as root.
8. Start the voice system. See "Starting the Voice System," in Chapter 3, "Common System Procedures," for the procedure.
9. Enter **displaycard <card number>**
where *<card number>* is number of the affected circuit card.
If the circuit card state has changed to MANOOS, enter **restorecard <card number>**
where *<card number>* is the number of the affected circuit card.
You have repaired the circuit card.
If the circuit card state has not changed to MANOOS, continue with Step 10.
10. Shut down the system. See "Shutting Down the Operating System," in Chapter 3, "Common System Procedures," for the procedure.
11. Reverse the switch settings of the suspect circuit card with a similar circuit card in the system.
12. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures," for the procedure.
13. Log in as root.
14. Start the voice system. See "Starting the Voice System," in Chapter 3, "Common System Procedures," for the procedure.
15. Enter **display card <card number>** where *<card number>* is number of the affected circuit card.

If the circuit card state has changed to MANOOS, enter **restore card** *<card number>* where *<card number>* is the number of the affected circuit card.

If the problem migrates with the switch setting, it is attributable to a software problem and not a hardware problem.

If the problem remains with the suspect circuit card, replace the suspect circuit card. See Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards."

Checking the Other Circuit Cards

If the above procedures have been attempted and the problem still exists, the problem may be attributed to another circuit card in the system. To determine which card, do the following:

1. Run diagnostics on all remaining cards in the system by entering **diagnose card all**
2. Observe the diagnostics for any failures.

If any circuit card fails diagnostics, perform the above procedures on that circuit card to determine if it is the source of the problem.

If all cards pass diagnostics, contact your service representative.

Checking a Circuit Card Using the INTUITY CONVERSANT Windows

The INTUITY CONVERSANT windows can be used to check the status of

- Tip/Ring circuit cards
- IPCI circuit cards
- Fax circuit cards

Checking a Tip/Ring Circuit Card

It is possible to check the entire Tip/Ring circuit card or to check a single channel on the Tip/Ring circuit card.

Checking the Tip/Ring Circuit Card

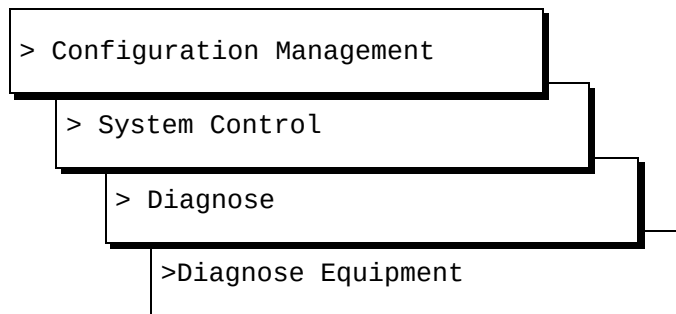
To check a circuit card using the INTUITY CONVERSANT windows, do the following:

1. Start at the INTUITY CONVERSANT V6.0 main menu (Figure 2-1).
2. Select Voice System Administration.



Figure 2-1. INTUITY CONVERSANT Main Menu

3. Select



The system displays the Diagnose Equipment Window (Figure 2-2).

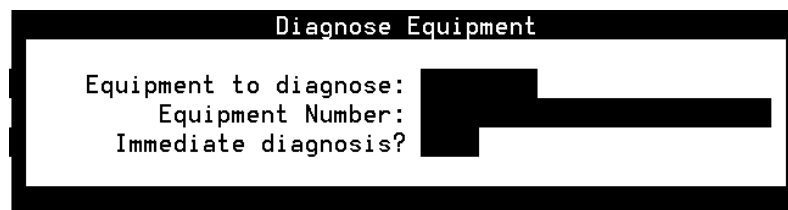


Figure 2-2. Diagnose Equipment Window

4. Enter **card** in the Equipment to diagnose: field.
5. Enter a card number, valid range, or all in the Equipment Number: field.



NOTE:

Enter circuit card ranges using one of the following formats:

0,1,2

0 1 2

0-2

6. If you want to conduct an immediate diagnosis, enter **y** in the Immediate diagnosis: field.



NOTE:

Immediate diagnosis takes the specified channels out of service immediately even if a call is in progress.

If you do not want to conduct an immediate diagnosis, enter **n** in the Immediate diagnosis: field.



NOTE:

The system waits until all specified channels are idle before beginning the diagnosis.

7. Press **F3** (save).

The system removes the circuit card from service and runs the diagnostics.

If the circuit card passes the diagnostics, the system displays the following message before placing the circuit card back in service:

Diag <card>, Passed

If the circuit card did not pass the diagnostics, the system displays the following message:

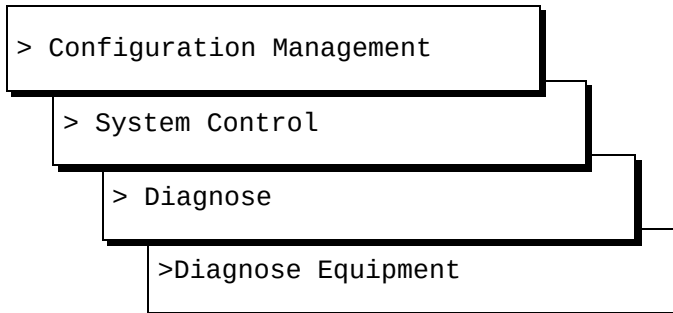
Diag <card>, Failed

Replace the circuit card.

Checking a Tip/Ring Circuit Card Channel

To check a Tip/Ring circuit card channel using the INTUITY CONVERSANT windows, do the following:

1. Start at the INTUITY CONVERSANT main menu (Figure 2-1).
2. Select Voice System Administration.
3. Select



The system displays the Diagnose Equipment Window (Figure 2-2).

4. Enter **channel** in the Equipment to diagnose: field.
5. Enter a channel number, valid range, or all in the Equipment Number field.



NOTE:

Enter circuit card ranges using one of the following formats:

0,1,2
0 1 2
0-2

6. If you want to conduct an immediate diagnosis, enter **y** in the Immediate diagnosis: field.



NOTE:

Immediate diagnosis takes the specified channels out of service immediately even if a call is in progress.

If you do not want to conduct an immediate diagnosis, enter **n** in the Immediate diagnosis: field.



NOTE:

The system waits until all specified channels are idle before beginning the diagnosis.

7. Press **F3** (Save).

The system removes the channel from service and runs the diagnostics.

If the channel passes the diagnostics, the system displays the following message:

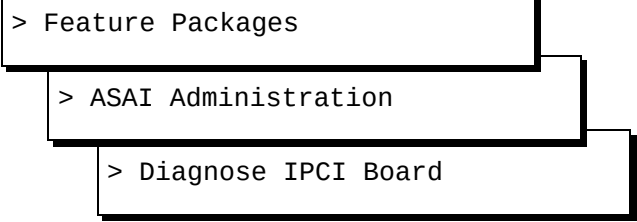
```
Found loop current on Channel X
Channel X state changed to INSERV.
Request to diagnose Tip/Ring chan X completed
```

If the circuit card did not pass the diagnostics, replace the circuit card.

Checking an IPCI Circuit Card

To check an IPCI circuit card, do the following:

1. Start at the INTUITY CONVERSANT main menu (Figure 2-1).
2. Select Voice System Administration
3. Select



```
> Feature Packages
> ASAI Administration
> Diagnose IPCI Board
```

The system displays the Diagnose IPCI Board window (Figure 2-3).

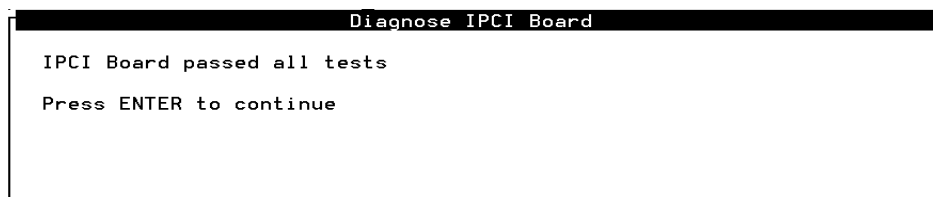


Figure 2-3. Diagnose IPCI Board Window

4. Press **ENTER**.

The system displays the ASAI Administration menu (Figure 2-4).

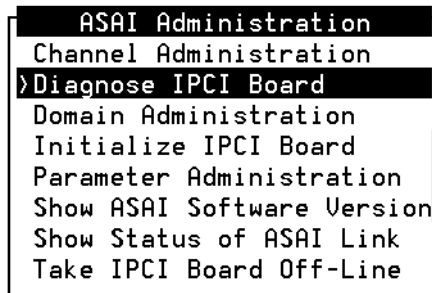


Figure 2-4. ASAI Administration Menu

If the IPCI circuit card passes the diagnostics, you have completed the procedure.

If the IPCI circuit card fails the diagnostics, replace the circuit card.

Checking a FAX Circuit Card

It is possible to check the entire FAX circuit card or to check a single channel on the FAX circuit card.

Checking the FAX Circuit Card

To check a FAX circuit card, do the following:

1. Start at the INTUITY CONVERSANT main menu (Figure 2-1).
2. Select Voice System Administration.
3. Select

> Application Package Administration

> Script Builder FAX Actions

> FAX Equipment Operations

> FAX Equipment Diagnostics

The system displays the FAX Equipment Diagnostics window (Figure 2-5).

Diagnose FAX Equipment	
Equipment to Diagnose:	_____
Equipment Number:	_____
Immediate Diagnosis?:	_____

Figure 2-5. FAX Equipment Diagnostics Window

4. Enter **card** in the Equipment to diagnose field.
5. Enter a card number, valid range, or all in the Equipment Number : field.

⇒ NOTE:

Enter circuit card ranges using one of the following formats:

0,1,2
0 1 2
0-2

6. If you want to conduct an immediate diagnosis, enter **y** in the Immediate diagnosis: field.

⇒ NOTE:

Immediate diagnosis takes the specified channels out of service immediately even if a call is in progress.

If you do not want to conduct an immediate diagnosis, enter **n** in the Immediate diagnosis: field.

⇒ NOTE:

The system waits until all specified channels are idle before beginning the diagnosis.

7. Press **F3** (save).

The system displays the FAX Equipment Diagnostics Results window (Figure 2-6).

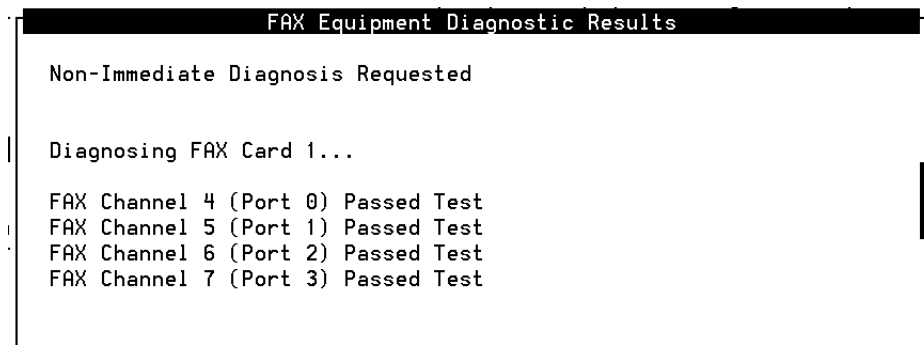


Figure 2-6. FAX Equipment Diagnostics Results Window

8. If the FAX circuit card passes the diagnostics, you have completed the procedure.

If the FAX circuit card fails the diagnostics, replace the circuit card.

Checking a FAX Circuit Card Channel

To check a FAX circuit card channel, do the following:

1. Start at the INTUITY CONVERSANT main menu (Figure 2-1).
2. Select Voice System Administration menu.
3. Select

> Application Package Administration

> Script Builder FAX Actions

> FAX Equipment Operations

> FAX Equipment Diagnostics

The system displays the FAX Equipment Diagnostics window (Figure 2-5).

4. Enter **channel** in the Equipment to diagnose: field.

5. Enter a channel number, valid range, or all in the Equipment Number : field.

⇒ NOTE:

Enter circuit card ranges using one of the following formats:

0,1,2
0 1 2
0-2

6. If you want to conduct an immediate diagnosis, enter **y** in the Immediate diagnosis: field.

⇒ NOTE:

Immediate diagnosis takes the specified channels out of service immediately even if a call is in progress.

If you do not want to conduct an immediate diagnosis, enter **n** in the Immediate diagnosis: field.

⇒ NOTE:

The system waits until all specified channels are idle before beginning the diagnosis.

7. Press **F3** (save).

The system displays the FAX Equipment Diagnostics Results window (Figure 2-6).

8. If the FAX circuit card channel passes the diagnostics, you have completed the procedure.

If the FAX circuit card channel fails the diagnostics, replace the circuit card.

Checking an 8-Port Asynchronous Circuit Card

To check an 8-port asynchronous circuit card, do the following:

1. At the UNIX prompt, enter **/usr/bin/megadiag**

The system displays the Megaport and Megaplex Configuration and Diagnostics screen (Figure 2-7).

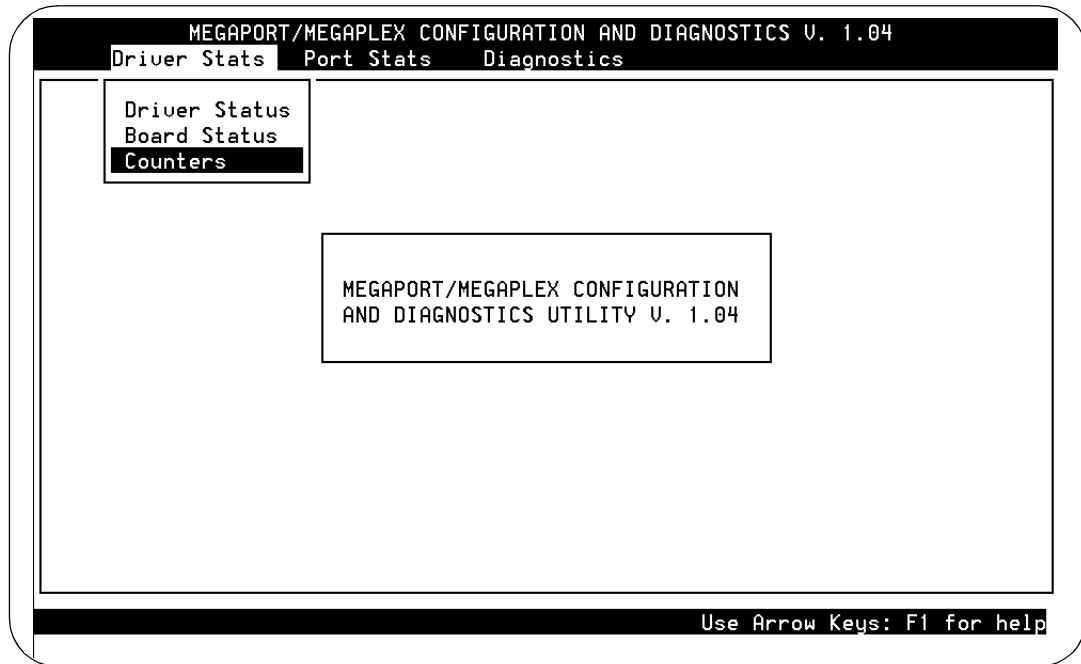


Figure 2-7. Megaport and Megaplex Configuration and Diagnostics Screen

The Megaport and Megaplex Configuration and Diagnostics screen contains a menu bar with the options Driver Stats, Port Stats, and Diagnostics.

2. Use the right and left arrow keys on the keyboard to move between the menu bar options.
3. Use the up and down arrow keys to move between menu options.
4. Press **ENTER** to select a menu option.
5. Press **F1** for help.
6. Press **ESC** to exit.

Displaying Serial Port Driver Stats

The serial port driver stats include:

- Drive status
- Board status

Driver Status

The Driver Status option displays the device driver's current configuration including the driver version, number of boards configured, number of boards found, and memory mapping.

To display the drive status, do the following. Starting at the MegaPort and Megaplex Configuration and Diagnostics screen (Figure 2-7):

1. Select Driver Stats.
2. Select Driver Status.
3. Press **ENTER**.

The system displays the Driver Status window (Figure 2-8).

```
Driver Status
Equinox MegaPort STREAMS Device Driver, Version 2.24a
Currently configured for 1 board(s) (logical).
Number of boards found: 1
Board address      BUFFER      REGISTER
Board # 1         0x000D0000      0x000D2000
```

Figure 2-8. Driver Status Window

Board Status

To display the board status, do the following. Starting at the MegaPort and Megaplex Configuration and Diagnostics screen (Figure 2-7):

1. Select Driver Stats.
2. Select Board Status.
3. Press **ENTER**.

The system displays the Board Status menu (Figure 2-9).

```
Board
/dev/ttysa[a-x]
/dev/ttysb[a-x]
/dev/ttysc[a-x]
/dev/ttysd[a-x]
/dev/ttyse[a-x]
/dev/ttysf[a-x]
/dev/ttysg[a-x]
/dev/ttysh[a-x]
/dev/ttysi[a-x]
/dev/ttysj[a-x]
```

Figure 2-9. Board Status Menu

Displaying Port Stats

Three options are available on the Port Stats menu:

- Port Status
- Termio
- Register Dump

These options allow the system to show certain port characteristics.

Port Status

The Port Status selection is a real-time representation of the RS-232 leads. It includes:

- Transmit rate
- Receive rate
- Total characters received
- Total characters transmitted
- Buffered data counts

The Port Status display is useful in troubleshooting wiring problems, chattering lines or devices (modems) and in monitoring load activity over a single line. Activity measurements can be taken by noting the Transmitted and Received counts and comparing them with other serial ports.

To display the port status, do the following. Starting at the Megaport and Megaplex Configuration and Diagnostics screen (Figure 2-7):

1. Select Port Stats.
2. Select Port Status.
3. Press **ENTER**.

The system displays the Prompt window (Figure 2-10).

`device: /dev/tty saa`

Figure 2-10. Prompt Window

4. Enter the name of the device to be verified.

The system displays the Port Status window (Figure 2-11).

/dev/ttysa					
OUTPUT			INPUT		
TD	OFF		RD	OFF	
DTR	OFF		DCD	OFF	
XON/XOFF	XON'ed				
Status	CLOSED				
CPS	0	█	CPS	0	
Transmitted		0	Received		0
Buffered	0		Buffered	0	

Figure 2-11. Port Status Window

Termio

The Termio option displays the general terminal interface data associated with the serial card. It is similar to the “stty” command in that it prints all enabled termio flags.

To display the termio, do the following. Starting at the Megaport and Megaplex Configuration and Diagnostics screen (Figure 2-7):

1. Select Port Stats.
2. Select Termio.
3. Press **ENTER**.

The system displays the Prompt window (Figure 2-10).

4. Enter the name of the device to be verified.

The system displays the Termio window.

Register Dump

The Register Dump option displays a real-time window of the on-board registers. The data is in raw form and useful to only Equinox technical personnel. It is used to obtain information about the hardware status and various software flags.

To display the Register Dump, do the following. Starting at the Megaport and Megaplex Configuration and Diagnostics screen (Figure 2-7):

1. Select Port Stats.
2. Select Register Dump.
3. Press **ENTER**.

The system displays the Prompt window (Figure 2-10).

4. Enter the name of the device to be verified.

The system displays the Register Dump window (Figure 2-12).

Reg. dump for /dev/ttySaa			
State: 0	mp_flags: 0		
cflag: 0	iflag: 522	oflag: 0	lflag: 0
txbase: 0	txidx: 0	txend: 0	
rxbase: 1	rxidx: 0	rxend: 0	
txcs: 88	txbaud: FE	out_ct: 3	
rxcs: 88	rxbaud: FE	in_ctl: FF	
txcsr: 2081	rxcsr: 2081	sample: 21	
mie: 0	cie: 0	cis: C200	
rxtdm: CF	txtdm: C3		
equlz: 0	eqmin: 0	eqmax: 0	linkst: 0
Transmit: 0	Receive: 0		

Figure 2-12. Register Dump Window

Diagnostics

There are two options on the Diagnostics menu:

- Loopback
- Send

They are intended for the experienced user. The Loopback test is designed to diagnose the board's primary components and their functionalities. There are two types of loopback tests: internal and external. The Send test simply writes a continuous stream of data to the specified port which is helpful in resolving wiring issues.

Serial Port External Loopback Test

Although the option for the serial port external loopback test appears on the screen, this option is not available. You should use the internal loopback test option.

Serial Port Internal Loopback Test

The internal loopback test is the same as the external loopback test except that it does not require that the transmit and receive pins be wired together. Because it does not test the full cabling of the port, the internal loopback test is not as thorough as the external loopback test.

To perform the serial port internal loopback test, do the following. Starting at the Megaport and Megaplex Configuration and Diagnostics screen (Figure 2-7):

1. Select Diagnostics.
2. Select Loopback.

3. Press **ENTER**.

The system displays the Loopback menu (Figure 2-13).

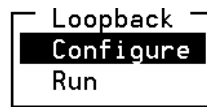


Figure 2-13. Loopback Menu

4. Select Configure.

5. Press **ENTER**.

The system displays the Configure menu (Figure 2-14).



Figure 2-14. Configure Menu

6. Select on Board .

7. Press **ENTER**.

The system displays the Board menu (Figure 2-9).

8. Press **ENTER** to select the first group of ports.

9. Press **ESC**.

The system displays the Loopback menu (Figure 2-13).

10. Select Run.

11. Press **ENTER**.

The system displays the Run menu (Figure 2-15).



Figure 2-15. Run Menu

12. Select 8 Ports.
13. Press **ENTER**.

The system displays the Loop Type menu (Figure 2-16).

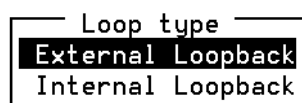


Figure 2-16. Loop Type Menu

14. Select Internal Loopback.
15. Press **ENTER**.

The system displays the Internal Loopback window (Figure 2-17).

Port	Xmit	Rcv	Errors	Rate	Note
saa	156825	151264	0	3874	ESC to exit
sab	156825	151237	0	3874	F2 Reset Errors
sac	156825	151258	0	3875	F3 Reset Test
sad	156825	151230	0	3876	F4 Refresh Screen
sae	156825	151219	0	3875	
saf	156825	151195	0	3870	
sag	156825	151170	0	3861	
sah	156825	151160	0	3857	

Figure 2-17. Internal Loopback Window

Database Diagnostics

To check the database free space, do the following:

1. Execute the **dbfrag** command.

The system displays the System Tablespace screen (Figure 2-18).



NOTE:

The data in your System Tablespace screen may be different from the data shown in Figure 2-18.

SYSTEM Tablespace, Space is in Oracle Blocks (4096 Bytes/Block)							
ALLOCATED	FREE	%FREE	AVG/FRAG	LARGEST	FRAGMENTS	DB_FILES	ROLLBACK
33000	21448	64.99	7149	2148	3	1	1750

Figure 2-18. System Tablespace Screen

See Chapter 6, “Database Administration,” and Appendix A, “Summary of Commands,” in *INTUITY CONVERSANT System Version 6.0 Administration*, 585-310-591, for information on the **dbfrag** command.

2. If the number in the %FREE field is less than 10, add more space to the database.

See Chapter 6, “Database Administration,” in *INTUITY CONVERSANT System Version 6.0 Administration*, 585-310-591, for information on increasing the database size.

Extents Diagnostics

An extent is an user-defined unit of storage in the ORACLE “storage” clause when defining an ORACLE object. It is used as MINEXTENTS or MAXEXTENTS in the storage clause. An ORACLE object (that is, a table, an index, a rollback segment) grows one extent in size each time the object needs to be expanded.

When the maximum allowed number of extents is reached, the object will not be able to grow further. The object needs to be redefined so that either the size of each extent is increased or the initial object size is increased, to reduce the number of extents required for the storage of this object.

The maximum allowed number of extents in an INTUITY CONVERSANT system is 249.

To check the number of extents, do the following:

1. Enter **dbused**

The system displays the Space Allocated screen (Figure 2-19).



NOTE:

The data in your Space Allocated screen may be different from the data shown in Figure 2-19.

Usage for “sti/sti”					
Space allocated to objects, Oracle Blocks (4096 Bytes/Block)					
NAME	TYPE	BLOCKS	MBYTES	EXTENTS	MAX_EXTENTS
CCASUM	TABLE	10	.02	1	249
TRASUM	TABLE	10	.02	1	249
ABCD	TABLE	10	.02	1	249
CCA	TABLE	200	.39	1	249
EVSUM	TABLE	10	.02	1	249
RCS	TABLE	2405	4.70	121	249
CDHSUM	TABLE	10	.02	1	249
EVENTS	TABLE	1025	2.00	1	249
CALL	TABLE	515	1.01	1	249
SERVICE	TABLE	515	1.01	1	249
LDBCOLS	TABLE	10	.02	1	249
E1	INDEX	1025	2.00	1	249
C1	INDEX	515	1.01	1	249
S1	INDEX	515	1.01	1	249

Figure 2-19. Space Allocated Screen

2. Compare the value in the EXTENTS column to the value in the MAX_EXTENTS column.
3. If the value in the EXTENTS column is greater than or equal to the value in the MAX_EXTENTS column, the table has reached its maximum size.
4. Redefine the database table storage. See Chapter 6, "Database Administration," in *INTUITY CONVERSANT System Version 6.0 Administration*, 585-310-591, for information on increasing the database size.

You have completed this procedure.

ORACLE Network Diagnostics

To check the ORACLE network, do the following:

1. Determine the machine name. See Chapter 6, "Database Administration," in *INTUITY CONVERSANT System Version 6.0 Administration*, 585-310-591.
2. Enter **telnet *host_name*** where *host_name* is the name of the remote machine to which the database process is connected.

If the log in prompt appears on the screen, the network appears to be functioning properly. Continue with Step 3.

If the log in prompt does not appear on the screen, the network is not functioning properly. Contact the network support personnel for help.

3. Press **Ctrl-d** to return to the local machine.
4. Enter **netstat -a**

The system displays a table similar to that displayed in Figure 5.

Active Internet connections (including servers)					
Proto	Recv-Q	Send-Q	Local Address	Foreign Address	(state)
tcp	0	0			ESTABLISHED
tcp	0	0			ESTABLISHED
tcp	0	0			LISTEN
tcp	0	0			LISTEN
tcp	0	0			
tcp	0	0			
tcp	0	0			

Figure 2-20.

5. AVerify that the remote machine name appears on the screen under the *Foreign Address* column and the corresponding *state* field shows ESTABLISHED.

If the remote machine name does not appear, contact network support personnel for help.

If the remote machine name appears on the screen, verify that the ORACLE SQL*Net package is installed on the remote machine.

6. Verify that the network tunable parameters are correct according to the recommendations in the *INTUITY CONVERSANT System Version 6.0 Communication Development*, 585-310-763.
7. Verify the database connection by completing the following Steps a through c:
 - a. Invoke the ORACLE utility SQL*PLUS by entering **/oracle/bin/sqlplus sti/sti**

The system displays the following message:

SQL>

- b. Connect the SQL*PLUS session to the remote database by entering **connect sti/sti \@T:host_name:DB_SID;**

The *host_name* is name of the remote machine and the *DB_SID* is the name of the remote database obtained in the DB_SID field in Database Access ID Table under Database Administration. See Chapter 6, "Database Administration," in *INTUITY CONVERSANT System Version 6.0 Administration*, 585-310-591.



NOTE:

You must type a backslash sign (an escape character) following the *sti/sti* and before the @ sign.

- c. If the word **connected** appears on the screen, the network and remote database are functioning.

Continue with Step d.

If the word **connected** does not appear on the screen, contact the database administrator of the remote machine for help.

- d. Exit from the SQL*PLUS utility by entering **quit**

TDM Bus Diagnostics

The TDM bus can be diagnosed

- From the command line
- Through the INTUITY CONVERSANT windows

Using the Command Line

To diagnose the TDM Bus using the command line, do the following:

1. Confirm that the VIS associates the suspect card with "tdm1," by entering **display card <card number>**

where *card number* is the suspect card.

If the card is not configured for tdm1, there is a configuration error.

Complete the following Steps a through e:

- a. Record the current system configuration and service assignments. See "Viewing a Configuration" procedure in Appendix A, "System Configuration," for the procedure.
- b. Stop the voice system. See "Stopping the Voice System," in Chapter 3, "Common System Procedures," for the procedure.
- c. Move the system configuration and service assignments by entering **mv /gendb/shmem/devtbl /gendb/shmem/devtbl.old**

- d. Start the voice system. See "Starting the Voice System," in Chapter 3, "Common System Procedures," for the procedure.
 - e. Reconfigure the system. See "Specifying a New Configuration" procedure in Appendix A, "System Configuration," for the procedure.
2. To confirm that the TDM master/slave configuration is appropriate, enter **display card all jpg**

**NOTE:**

The | before *pg* is a pipe symbol, not a lower case *L*.

The system displays the Circuit Card Configuration screen (Figure 2-21).

**NOTE:**

The data in your Circuit Card Configuration screen may be different from the data shown in Figure 2-21.

CARD 0		STATE: Inserv	CLASS: Digital (E1)			O.S.INDEX: 0			
		NAME: AYC21	OPTIONS: master1,tdm1,PRI1,DCHAN						
		FUNCTION: PRI							
CD.PT	CHN	STATE	STATE-CHNG-TIME		SERVICE-NAME	PHONE	GROUP	OPTS	TYPE
0.0	0	Manoos	Oct 25	17:25:32	-	-	4	tdm	FRM
0.1	1	Inserv	Oct 25	17:32:48	-	-	4	tdm	PRI1B
0.2	2	Inserv	Oct 25	17:32:47	-	-	4	tdm	PRI1B
0.3	3	Inserv	Oct 25	17:29:46	-	-	4	tdm	PRI1B
0.4	4	Inserv	Oct 25	17:32:46	-	-	4	tdm	PRI1B
0.5	5	Inserv	Oct 25	17:29:46	-	-	4	tdm	PRI1B
0.6	6	Inserv	Oct 25	17:29:46	-	-	4	tdm	PRI1B
0.7	7	Inserv	Oct 25	17:29:45	-	-	4	tdm	PRI1B
0.8	8	Inserv	Oct 25	17:29:45	-	-	4	tdm	PRI1B
0.9	9	Inserv	Oct 25	17:29:44	-	-	4	tdm	PRI1B
0.10	10	Inserv	Oct 25	17:29:45	-	-	4	tdm	PRI1B
0.11	11	Inserv	Oct 25	17:29:44	-	-	6	tdm	PRI1B
0.12	12	Inserv	Oct 25	17:29:44	-	-	6	tdm	PRI1B
0.13	13	Inserv	Oct 25	17:29:44	-	-	6	tdm	PRI1B
0.14	14	Inserv	Oct 25	17:29:43	-	-	6	tdm	PRI1B
0.15	15	Inserv	Oct 25	17:29:44	-	-	6	tdm	PRI1B
0.16	16	Inserv	Oct 25	17:29:21	-	-	6	tdm	PRI1D
0.17	17	Inserv	Oct 25	17:29:43	-	-	6	tdm	PRI1B
:									

Figure 2-21. Circuit Card Configuration Screen

3. Confirm that there is only one card associated with the following configurations for tdm1.
 - master1
 - master2
 - master3

There can be multiple cards designated slave.

Use **(ENTER)** to page through the Circuit Card Configuration screen.

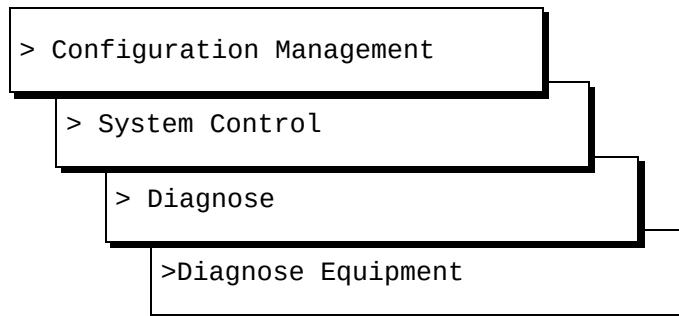
If more than one card is configured as master1, master2, or master3, there is a configuration error. Complete the following Steps a through e:

- a. Record the current system configuration and service assignments. See "Viewing a Configuration" procedure in Appendix A, "System Configuration," for the procedure.
 - b. Stop the voice system. See "Stopping the Voice System," in Chapter 3, "Common System Procedures," for the procedure.
 - c. Move the system configuration and service assignments by entering **mv /gendb/shmem/devtbl /gendb/shmem/devtbl.old**
 - d. Start the voice system. See "Starting the Voice System," in Chapter 3, "Common System Procedures," for the procedure.
 - e. Reconfigure the system. See "Specifying a New Configuration" procedure in Appendix A, "System Configuration," for the procedure.
4. Shut down the operating system. See "Shutting Down the Operating System," in Chapter 3, "Common System Procedures," for the procedure.
 5. If the problem persists, check the TDM resistors. See "Checking the Terminating Resistors" above for the procedure.
 6. If the problem persists, check the circuit card switch settings. See "Checking the Switch Settings" above for the procedure.

Using the INTUITY CONVERSANT Windows

To diagnose the TDM Bus using the INTUITY CONVERSANT windows, do the following:

1. Start at the INTUITY CONVERSANT main menu (Figure 2-1).
2. Select Voice System Administration menu.
3. Select



The system displays the Diagnose Equipment Window (Figure 2-2).

4. Enter **bus** in the Equipment to diagnose field.

The system automatically places a 1 in the Equipment Number field.

5. If you want to conduct an immediate diagnosis, enter **y** in the Immediate diagnosis field.



NOTE:

Immediate diagnosis takes the cards, attached to the TDM bus, out of service immediately even if a call is in progress.

If you do not want to conduct an immediate diagnosis, enter **n** in the Immediate diagnosis: field.



NOTE:

The system waits until all specified channels are idle before beginning the diagnosis.

6. Press **F3** (Save).

The system removes the cards attached to the TDM bus from service and runs the diagnostics.

If the TDM bus passes the diagnostics, the system displays the following message:

Diag <bus>, Passed

If the TDM bus did not pass the diagnostics, replace the cable.

Voice Port Loop Around Test

To perform a voice port loop around test, do the following:

1. Start at the INTUITY CONVERSANT main menu (Figure 2-1).
2. Select Voice System Administration menu.
3. Select

> Configuration Management

> System Control

> Diagnose

>Voice Port Loop Around Test

The system displays the Voice Port Loop Around Test window (Figure 2-22).

Voice Port Loop Around Test

Dialing Channel: [REDACTED]

Target Channel: [REDACTED]

Test Type: [REDACTED]

Immediate Diagnose?: [REDACTED]

Figure 2-22. Voice Port Loop Around Test Window

4. Enter a channel number in the Dialing Channel: field.

The dialing channel is the channel which sends the signal used to diagnose the target channel.

You can enter **AUTO** in this field to allow the system to choose the dialing channel.

5. Enter the number of the channel you want to diagnose in the Target Channel: field.
6. Enter a test type in the Test Type: field.

The following tests can be run on the voice port:

- all
- code
- fax receive
- fax transmit
- gain control
- loop current/dial tone detection
- manipulation of hook state
- play
- ring detection
- speed control
- touch tone receive
- touch tone transmit

⇒ NOTE:

The gain control, loop current/dial tone detection, manipulation of hook state, ring detection, speed control, touch tone receive, and touch tone transmit test types will be run during a voice port loop around test regardless of the entry in the Test Type: field.

7. Enter **no** in the Immediate Diagnose? field.

If you enter **yes** in this field the diagnosis will be performed immediately regardless of the current state of the dialing channel.



NOTE:

Immediate diagnosis cannot be done when **AUTO** is entered in the Dialing Channel: field.

8. Press **F3** (save).

The system completes the diagnostics and displays the Voice Port Loop Around Test Results screen (Figure 2-23).

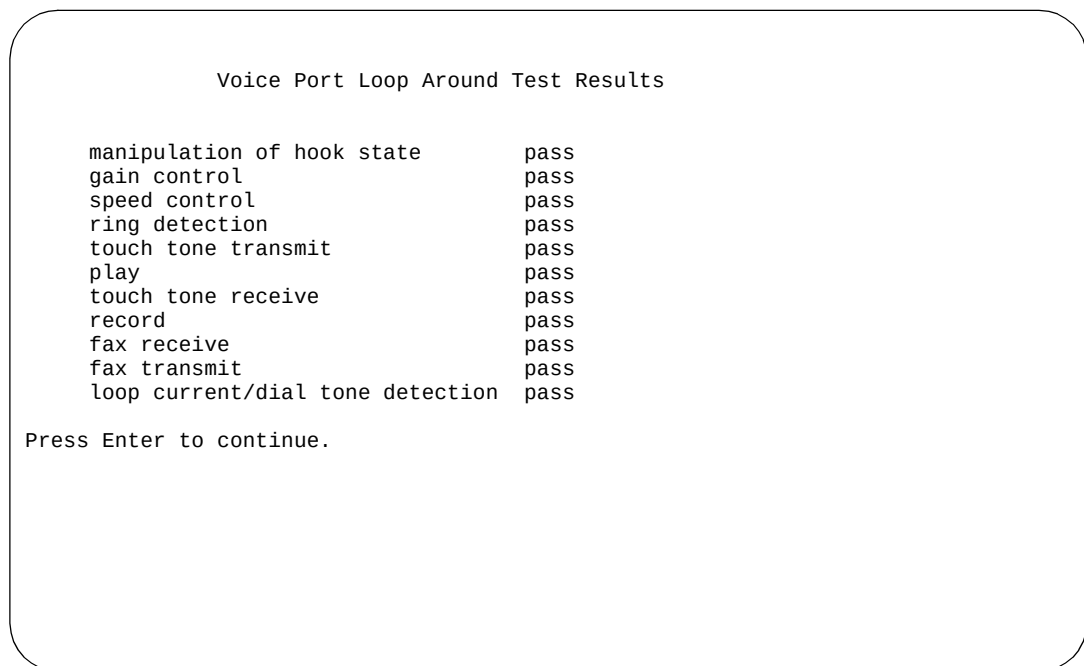


Figure 2-23. Voice Port Loop Around Test Results Screen

9. Press **ENTER**.

The system displays the Voice Port Loop Around Test window (Figure 2-22).

ASAI Trace Utility

To invoke the ASAI trace feature, type trace dip7 at the system prompt. Additional VIS processes can be monitored by adding arguments to the command (for example, trace dip7 chan 1).



NOTE:

All ASAI trace information displayed by trace is preceded by ASAI:. If trace is used to monitor other VIS processes, that information is preceded by other key words.

To cancel a trace command, press the DELETE key. The Trace Level parameter in the ASAI Parameters screen controls the amount of detail that is displayed when you use the trace dip 7 command to monitor messages and events being processed by the ASAI system. The trace feature facilitates the debugging of new applications and is an optional feature that is not required for normal system operations.

Three Trace Levels are available:

- The Low setting displays only ASAI error and warning conditions.
- The Normal setting displays information pertaining to the process of the A_Callinfo, A_Event, A_RouteSel, and A_Tran script actions, in addition to the information displayed by the Low setting. Such information is useful when attempting to debug new application scripts which use these actions.
- The High setting provides additional information on ASAI messages that are sent and received between the VIS and the DEFINITY Generic 3i PBX, in addition to the information displayed by the Low and Normal settings.

Low Detail

The Low setting displays only ASAI error and warning conditions. This is the default setting. Use this setting when there is live traffic to minimize processing overhead from the trace feature.

Error message preceded by ASAI: ERROR: typically indicate a malfunction in the processing of the ASAI link between the VIS and the PBX, an improperly written script, or an incorrect configuration. Error messages are displayed by trace to give additional insight into problems that are reported as system messages and as error codes in the Return Fields of the external actions. If you receive an error messages in the Message Log Report. The ASAI-related system messages are numbered from ASAI001 through ASAI031 and are discussed in Chapter 3, "System Message Listings." Follow the instructions provided for the message to remedy the problem.

If you receive error messages in the trace output and no ASAI system messages are reported, you may be experiencing a problem with the A_Callinfo, A_Event, A_RouteSel, or A_Tran actions. In this case, one of these actions is probably returning an error code in its Return Field and also in the Cause Value field.

If you receive neither ASAI system message nor error return codes from an ASAI script action but are still receiving error messages in the trace output, you are probably experiencing a system problem and should escalate the problem.

Warning messages indicate a low-severity problem detected by the ASAI system. These message are preceded by ASAI: WARNING: and are usually the result of an incorrectly configured system or a manual out of service (manooS) ACD, VDN, or CTL domain that is receiving messages from the PBX. These messages may also correspond to a system message that appears in the Message Log Report. For example, the following message is displayed if you use A_Tran to transfer to an extension for which there is no domain administered in the Domain Administration screen.

```
ASAI: WARNING: Event 'C' Discarded, no CTL Domain for Ext  
'1234'
```

At the same time, system message number ASAI031 appears in the Message Log Report. Similarly, the following message is displayed if you use A_Tran to transfer to an extension or domain which is not in service.

```
ASAI: WARNING: Event 'C' Discarded, Domain 'name' not active
```

In this case no system message appears in the Message Log Report because it is not necessarily considered an error.

Normal Detail

In addition to the information displayed by the Low setting, the Normal setting displays information pertaining to the processing of the A_Callinfo, A_Event, A_RouteSel, and A_Tran script actions. Such information is useful when attempting to debug new application scripts which use these actions. The format is specific to each ASAI action being processed.

A_Callinfo trace information

When A_Callinfo is used in a voice script on a Tip/Ring or LST1 channel, trace displays the following information. The first line indicates which channel requested the information. The remaining indented lines contain the information that is returned to the A_Callinfo action in the voice script.

```
ASAI: A_Callinfo: Sending Info for chan 1
ASAI:Calling party Number:''
ASAI:Called Party Number: '5100'
ASAI:Switch Data: ''
ASAI:Trunk Group Id: '5', Call Id: '163'
ASAI:Cause Value: '0', Return Field: '0'
```

If an error occurs in the processing of A_Callinfo, a message preceded by ASAI: Error: A_Tran is displayed along with a description of the problem.

A_Event trace information

When A_Event is used in a monitoring or routing script that is assigned to a domain, the following trace messages are examples of what is displayed when each event is reported.

```
ASAI: A_Event: Reporting Event 'C' to Domain
      'name'
ASAI:Connected Party Number: '5609'
ASAI:Calling Party Number: "", Trunk Grp Id: '5'
ASAI:Called Party Number: '5100'
ASAI:Switch Data:"
ASAI:Call id: '170', Other Call Id: '160'
ASAI:LAI Display Info: "
ASAI:VIS Data: "
ASAI:Routing Id: '30'
ASAI:Return Field: '67'
```

The first line indicates the type of event that is reported and the domain to which it is reported. The event type is one of the following:

- A (ABANDON) — The caller was abandoned before the call was answered.
- C (CONNECT) — The call was alerted or connected. See the information on Parameter Administration in Chapter XX of the XX for a description of the CONNECT Event field.
- E (END) — The call has ended after being answered.
- R (ROUTE REQUEST) — PBX is requesting the call be routed.

The indented lines that follow the first line contain information that is returned in the corresponding fields of the A_Event action form.

A_RouteSel trace information

When A_RouteSel is used in a routing script that is assigned to an RTE domain, the following trace messages are examples of what is displayed.

```
ASAI: A_RouteSel: Routing call in Domain 'name'
              (Route ID 1234)
ASAI:Destination Number: '5019'
ASAI:Split Extension: ''
ASAI:Priority Call? Yes
```

If the Route Select could not be sent to the PBX, a trace message preceded by ASAI: ERROR: A_RouteSel: is displayed along with a description of the problem. In some cases a cause value is also displayed. See Chapter 6 of *INTUITY CONVERSANT System Version 6.0 Application Development with Script Builder*, 585-310-760, for a list of A_RouteSel Cause Values.

A_Tran trace information

When A_Tran is used in a voice script on a T/R or LST1 channel, trace displays messages such as the following indicating a successful transfer.

```
ASAI: A_Tran: requested on chan 1
ASAI: A_Tran: Taking Control of call on chan 1
              (CLID 304)
ASAI: A_Tran: Placing caller on hold, chan 1
ASAI: A_Tran: Make Call on chan 1 (CLID 308)
ASAI:Destination Number: '5019'
ASAI:Split Ext: ''
ASAI:Priority Call? No
ASAI: A_Tran: Make Call completed on chan 1
ASAI:Call State: 'ALERTING'
ASAI: A_Tran: Merging calls on chan 1
```

The first line indicates which channel requested the transfer.

NOTE:

Each line beginning ASAI: A_Tran: indicates the beginning of the next processing step required to perform the transfer operation and contains the channel number on which the operation is taking place. See Chapter 6 of *INTUITY CONVERSANT System Version 6.0 Application Development with Script Builder*, 585-310-760, for an explanation of the steps required to perform a transfer. Processing steps may not be displayed contiguously depending on the amount of activity in the system (that is, other trace statements may appear in between each processing step for A_Tran).

The indented lines contain additional information about the current processing step. The Make Call step is followed by three lines of information which correspond to input fields in the A_Tran action form. The Make Call completed step is followed by a line indicating the outcome of the call. A successful transfer is indicated by the Merging calls message.

In the following example the outbound call (Make Call completed) was to a busy destination. In this case, the transfer (merge) was not attempted and the caller was reconnected to the voice script.

The sequence ends with the following message:

```
ASAI: A_Tran: requested on chan 1
ASAI: A_Tran: Taking Control of call on chan 1
          (CLID 304)
ASAI: A_Tran: Placing caller on hold, chan1
ASAI: A_Tran: Make Call on chan 1 (CLID 308)
ASAI: Destination Number: '5019'
ASAI: Split Ext: ''
ASAI: Priority Call? No
ASAI: A_Tran: Make Call completed on chan 1
ASAI: Call State: 'BUSY'
ASAI: A_Tran: Dropping call on chan 1
ASAI: A_Tran: Reconnecting caller on chan 1
ASAI: A_Tran: Relinquishing control of chan 1
```

Should an error occur in one of the processing steps, trace displays a message preceded by ASAI: ERROR: A_Tran: with a description of the problem.

NOTE:

If you receive error return codes from the A_Tran action and do not see errors while tracing dip7, the problem is detected by the voice script before making the request to the ASAI subsystem.

High Detail

In addition to the information displayed by the Low and Normal settings, the High setting gives additional information on ASAI messages that are sent and received between the VIS and the DEFINITY Generic 3i PBX. High detail causes trace to display information concerning call event and routing event messages as well as requests for domain enable/disable, channel login/logout, and heartbeat.

Call events

ASAI messages (call events) received from the PBX contain information about a call on a domain. This information may be useful when attempting to debug an application script which is monitoring the progress of calls on the PBX. The format of the call event message is as follows:

```
ASAI: Received EVENT on Domain "name" (CLID num CID
num)
```

The *EVENT* can be one of the following

- ALERTING — The call is ringing at an extension.
- CALLEND — All parties have dropped from the call causing the call to end.
- CONFERENCED — The call has been conferenced.
- CONNECTED — The call has been answered.
- CUT THROUGH — The call is interworking with a non-ISDN trunk.
- DENIAL — The call has been routed to an invalid number (intercept).
- DROP — A party on the call has dropped from the call.
- OFFERED — The call has entered the specified domain.
- QUEUED — The call has been placed in a queue and is awaiting delivery to an extension.
- 3P CALLEND — A call that was originated by A_Trunk has ended.
- TRANSFERRED — The call has been transferred.
- TRUNK SEIZED — The call has been routed to a trunk and the trunk has been seized.

The *name* is the name of domain which receives the event as specified in the Domain Administration screen. See Chapter 4, "Feature Package Administration" of *INTUITY CONVERSANT System Version 6.0 Administration*, 585-310-591, for additional information.

The name will be null for call events received that are not directly associated with a domain administered in the Domain Administration screen (for example, call events received for an outbound call placed by the A_Trunk script action). The CLID *num* is the ASAI Cluster ID that identifies the specified domain. The CID *num* is the Call ID that identifies the call. The PID is the party ID that identifies which Party dropped from the call and is reported with a DROP message only.

Routing Events

There are two ASAI messages received from the PBX which contain routing information. This information may be useful when debugging a routing application script which is assigned to a RTE domain. The following trace message is printed for each route request received. The format of the trace message is as follows:

```
ASAI: Received ROUTE REQUEST on Domain 'name' (Route ID
num)
```

Another trace message is printed when the PBX has acknowledged or canceled a previous route request. The format of this message is as follows:

```
ASAI: Received ROUTE END on Domain 'name' (Route ID
num)
ASAI: Cause: X
```

NOTE:

The second line indicates the reason why the route requested ended. After the receipt of this message a Route Selection can no longer be made (that is, A_RouteSel fails) for the specified Route ID. The Route ID is a number which identifies a particular route request.

Domain Enable/Disable Requests

When ACD or VDN domains are enabled or disabled, a message must be sent to the PBX requesting to activate or deactivate the sending of call events for the domain. Following are examples of the trace output that appears when these messages are sent.

```
ASAI: Sending ENABLE for domain 'name', ext '4321',
type 1 (CLID 224)
ASAI: Sending DISABLE for domain 'name', ext '5678'
type 2 (CLID 364)
```

The *name* and *ext* displayed correspond to the parameters administered for the domain in the Domain Administration screen. Note that Type 1 domains are ACD domains and Type 2 domains are VDN domains.

If an enable or disable request fails, a message is displayed which is preceded by ASAI: ERROR: ENABLE Domain: along with a description of the problem. If a Cause Value is provided in the message, the request was denied by the PBX.

Channel Login/Logout Requests

In order to log a channel in or out, an ASAI message must be sent to the PBX. Following are examples of the trace output that appears when these messages are sent.

```
ASAI: Sending LOGIN for chan 1, ext 1234 (CLID 778)
ASAI: Sending LOGOUT for chan1, ext 1234 (CLID 388)
```

The chan and ext displayed correspond to the parameters administered for the domain in the Channel Administration screen.

If a login or logout request fails, a message is displayed which is preceded by ASAI: ERROR: LOGIN CHANNEL: along with a description of the problem. If a Cause Value is provided in the message, the request was denied by the PBX.

Heartbeat Requests

To insure that the PBX and the VIS are in constant communication event when there is no traffic, messages are sent back and forth between the two systems. These messages, called heartbeat messages, typically appear only after periods of idleness of longer than 1 minute.

Generally, these trace messages can be ignored unless you suspect a loss of communication between the PBX and the VIS. The messages should alternate every minute during idle periods. Following are examples of these heartbeat messages:

```
ASAI: Received Heartbeat (CLID 7898 ind 1)
ASIA: Sending Heartbeat (CLID 2345)
```

Checking the Backplane Voltage Measurements

The backplane should be measured for the correct voltage. These voltages should read + (plus) or - (minus) 0.25 volt of their respective nominal value indicated on the backplane (Figure 2-24).



NOTE:

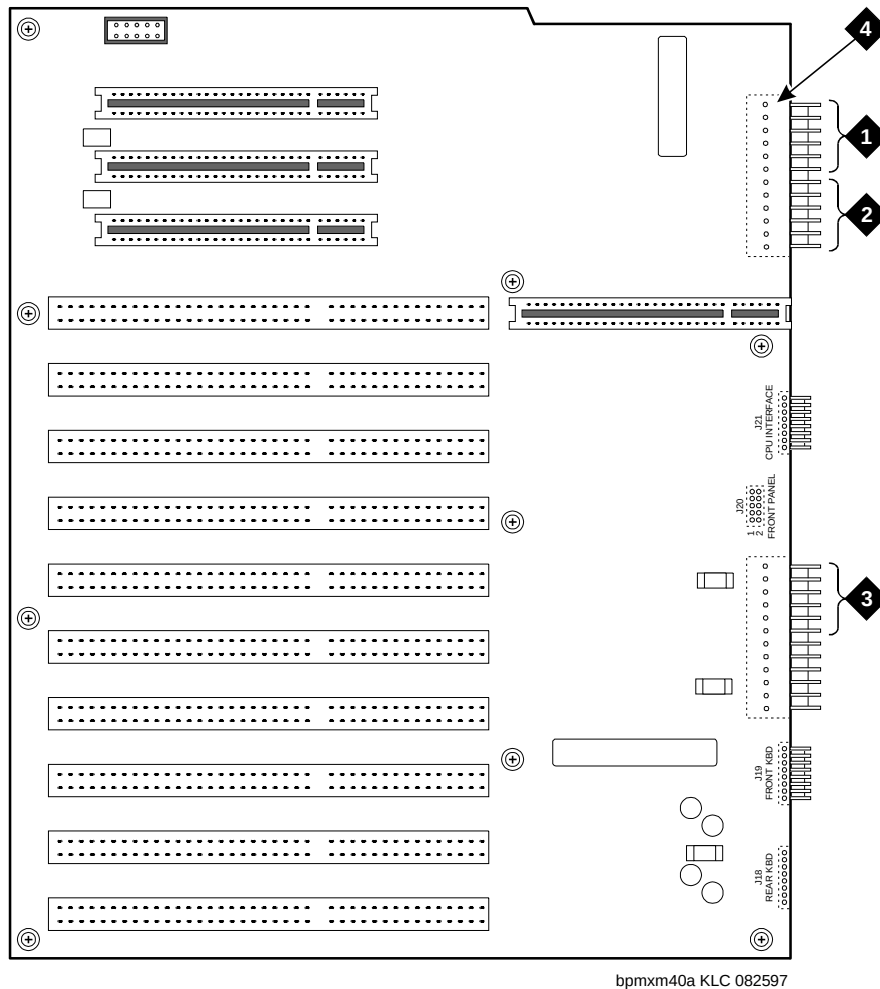
You will need a digital voltohm meter to perform these steps.

The indicated measurements are +5, -5, +12, or -12 volt DC. To check the backplane voltage, do the following:

1. Hold the negative probe of the voltohm meter to the ground terminal on the backplane.
2. Hold the positive probe of the voltohm meter to the indicated voltage terminal located in front of each connector plugged into the backplane.

3. Continue the readings until each voltage measurement is read.

NOTE:
Values are silkscreened onto the backplane



bpmxm40a KLC 082597

1. Attach power cable here. Align from top with wires: red red red white black black
2. Attach power cable here. Align from top with wires: black black blue yellow red orange
3. Attach power cable here. Align from top with wires: red red red black black
4. Voltage measurement points

Figure 2-24. MAP/40P Backplane

Common System Procedures

3

Overview

This chapter describes procedures for:

- Cartridge tape and diskette drive operation
- Backup and restore
- Voice system administration
- Operating system administration

Purpose

The purpose of this chapter is to provide the information necessary to perform the most common procedures associated with the INTUITY™ CONVERSANT® system.

About Cartridge Drives and Tapes

Cartridge tapes provide for the storage of information used by the INTUITY CONVERSANT system. The MAP/40P reads information from and writes information to cartridge tapes through the tape drive. The tape drive is located in Bay 1.

Cartridge Tape Drive

The MAP/40P uses a 2-Gbyte tape drive.

When to Change Cartridge Tapes

The manufacturer of the cartridge tape recommends that you replace a tape after approximately 30 full-capacity write or read operations. For example, if two tapes are being alternated for the unattended nightly backup, replace both tapes every two months.

Inserting and Removing Cartridge Tapes

This section details the procedures for inserting and removing a cartridge tape from a 2-Gbyte tape drive.

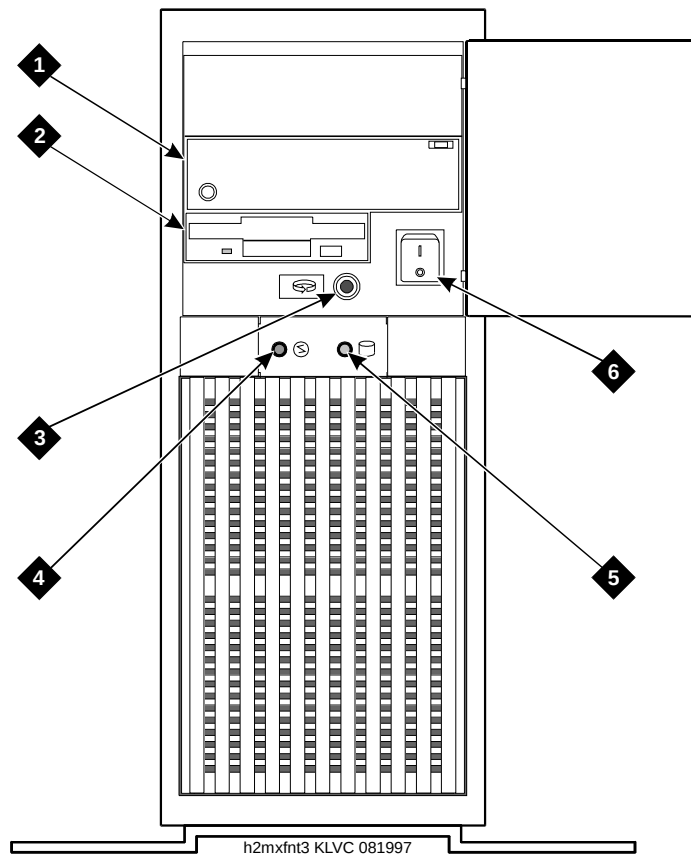
2-Gbyte Tape Drive

This section details the procedures for inserting and removing a cartridge tape from a 2-Gbyte tape drive.

Inserting the Cartridge Tape

To insert a 2-Gbyte cartridge tape, do the following:

1. Locate the tape drive on the front of the MAP/40P (Figure 3-1).



1. Cartridge tape drive
2. Diskette drive
3. Reset switch
4. Power indicator
5. Disk activity indicator
6. Power switch

Figure 3-1. Front View of the MAP/40P

2. Check the read/write dial to make sure that the tape is not write-protected. The small dial on the front of the tape should be in the horizontal position.

3. Complete Steps a through c to insert the tape in the drive.
 - a. Press the button on the upper right corner of the drive to open the drive door.
 - b. Insert the tape (Figure 3-2).
 - c. Close the door to push in the tape.
-

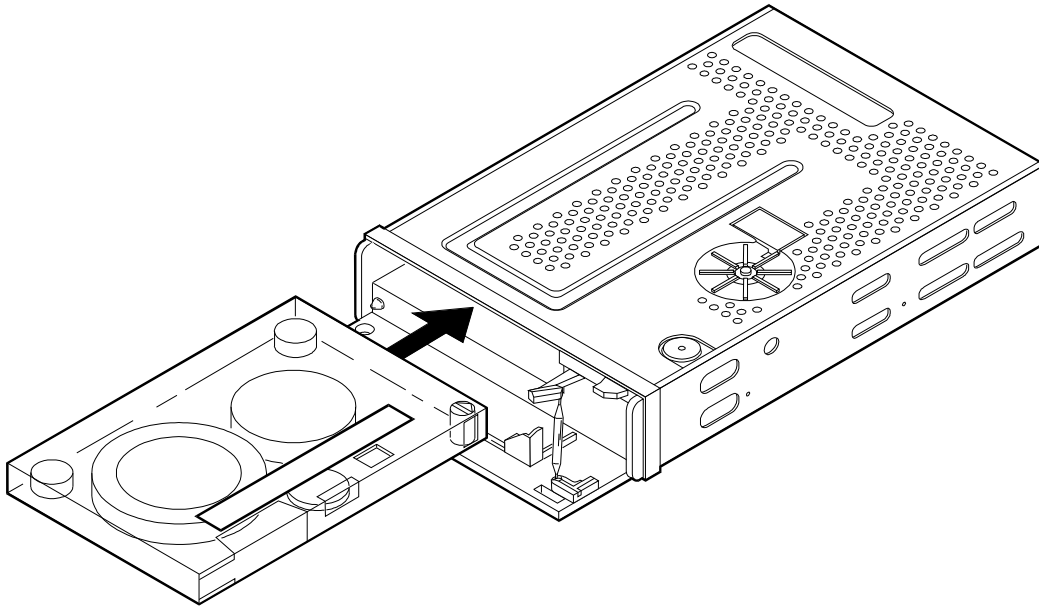


Figure 3-2. Tape Insertion with a 2-Gbyte Tape Drive

NOTE:

The light on the 2-Gbyte drive will blink when the drive is in use. If the light is lit and not blinking, the tape drive is idle.

Removing the Cartridge Tape

CAUTION:

You can only remove the tape when the drive is idle, that is, when the light is not blinking.

To remove a cartridge tape from a 2-Gbyte tape drive, do the following:

1. Press the button on the upper right corner of the drive to reveal part of the tape.
2. Pull out the tape.

Formatting Cartridge Tapes

To format a cartridge tape, do the following:

1. Start at the INTUITY CONVERSANT main menu (Figure 3-3).
2. Select the Voice System Administration.

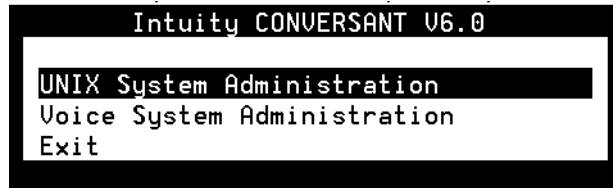
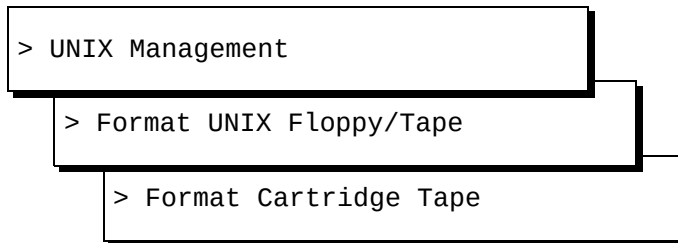


Figure 3-3. INTUITY CONVERSANT Main Menu

3. Select



The system displays a Confirm window (Figure 3-4).

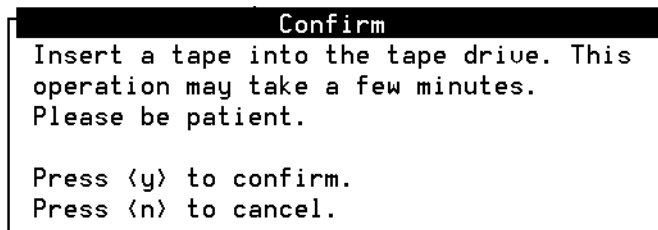


Figure 3-4. Confirm Window

4. Verify that the tape is not write-protected and insert the tape into the tape drive. See "Inserting and Removing Cartridge Tapes" above for more information.
5. Press **y**.
The system displays a screen stating that the tape has been formatted.
6. Remove the tape from the tape drive.
7. Press **ENTER** to continue.

About Diskette Drives and Diskettes

Diskettes can provide for the storage of information used by the INTUITY CONVERSANT system. If information must be transferred from an INTUITY CONVERSANT system without a LAN card, diskettes must be used.

Types of Diskettes

The INTUITY CONVERSANT system is not shipped with disks. If you need disks, obtain unformatted 3.5-inch disks. The disks can be either:

- High density (1.44-Mbyte)
- Low density (720-Kbyte)

Inserting and Removing Diskettes

This section details the procedures for inserting and removing diskettes.

Inserting the Diskette

To insert a diskette, do the following:

1. Locate the diskette drive on the front of the MAP/40P (Figure 3-1).
2. Check the read/write switch to make sure that the diskette is not write-protected.
3. Insert the diskette in the drive.



NOTE:

The light on the diskette drive is on when the drive is in use. If the light is not on, the diskette drive is idle.

Removing the Diskette



CAUTION:

You can only remove the diskette when the drive is idle, that is, when the light is not on.

To remove a diskette, do the following:

1. Press the button on the lower right corner of the diskette drive to reveal part of the diskette.
2. Pull out the diskette.

Formatting Diskettes

To format a diskette, do the following:

1. Start at the INTUITY CONVERSANT main menu (Figure 3-3), and select

```
> Voice System Administration
```

```
> UNIX Management
```

```
> Format UNIX Floppy/Tape
```

```
> Format 3.5 inch 1.44 Mbyte (High Density)
```

The system displays a Confirm window (Figure 3-5).

```
Confirm
Insert a diskette into the disk drive.
This operation may take a few minutes.
Please be patient.

Press <y> to confirm.
Press <n> to cancel.
```

Figure 3-5. Confirm Window

2. Verify that the diskette is not write-protected and insert the tape into the tape drive. See “Inserting and Removing Diskettes” above for more information.
3. Press **y**
The system displays a screen stating that the tape has been formatted.
4. Remove the tape from the tape drive.
5. Press **ENTER** to continue.

Backing Up the INTUITY CONVERSANT System

There are two tools available for you to use to backup and restore your system:

- BRU (backup/restore utility)
- mkimage

Backing Up the INTUITY CONVERSANT System Using BRU

The following section describes the procedure for backing up your INTUITY CONVERSANT system using the BRU.



NOTE:

Use the backup mechanisms described here to back up and restore files on the same machine only.

Types of BRU

- Root, or disk-level, backup - This is used to save the entire contents of a hard disk and is good to perform to baseline your new system after initial load.
- Full, or UNIX-level - This is a backup of all files and file systems.
- Differential, or UNIX-level differential - this is a backup of files which have changed dates since the last full backup.

When to perform a BRU backup

There are no specific times or rules as to when to perform a BRU backup. The following are a few suggestions:

- When the system is new. Perform a root and/or full backup to baseline your system.
- When your system has been upgraded to a new software release. Perform a differential backup.
- After your system has been upgraded or reconfigured with new or different hardware. Perform a full and/or differential backup.
- When you notice performing a differential backup is taking a long time to complete. Perform a full backup.

Performing a Root Backup

⇒ NOTE:

Make sure the Intuity Backup/Restore Utility is loaded on the system before performing a disk backup. This is convenient for doing Verification, Full and Differential UNIX backup steps.

Backup of the entire disk consists of two parts: copy disk to tape and checksum verification. Each part takes about 1 Hour/Gbyte to complete.

To perform a root backup using the BRU tool, do the following:

1. Log in as root.
2. Enter **shutdown -g0 -y**
The system shuts down.
3. Insert the BRU Disk Backup diskette labeled "QuickStart" into the diskette drive. See "Inserting and Removing Diskettes" above for the procedure.
4. Press the reset button on the lower front of the MAP/40P peripheral bay.
The system boots from the BRU diskette. After a few minutes the system displays the BRU Main Menu (Figure 3-6).

QuickStart - System Recovery Tool
Copyright(c) 1997, Enhanced Software Technologies, Inc.

1. Select Recovery Archive Device.
2. Perform System Backup
3. Perform System Recover
4. Perform Archive Volume Verification
5. Recovery Help
9. Restart Native Operating System

Select Option >

Figure 3-6. BRU Main Menu

5. Enter **1**

The system displays the BRU Select Recovery Device Type Menu screen (Figure 3-7).

Please select the type of Backup Device to use.

- 1. Wangtek 525 MB QIC Tape Drive
- 2. Tandberg 2.5 GB QIC Tape Drive
- Q. Quit

Select (1, 2, or Q)

Figure 3-7. BRU Select Recovery Device Type Menu Screen

6. Enter the number corresponding to your systems tape drive.

The system displays the following message:

Checking Device.

The system displays the BRU Main Menu screen (Figure 3-6).

7. Enter **2**

The system displays the following message:

Scanning system hardware for attached hard drives

I found X hard drives attached to this system:

1. First SCSI Hard Drive Size = xxxxxxxxx

Select Hard Drive to Backup; Separate multiple entries with spaces [1]:

8. Enter the number of the hard disk drive to be backed up.

The system displays the following message:

Total backup size 2048 MBytes

Make sure that the prepared tape is unchanged

Press [ENTER] to continue.

9. Press

The system displays the following message:

Creating the recovery volume...

This operation can take from minutes to hours depending upon the speed of the tape drive being used.

For example:

Wangtek 525MB QIC drive - 12MB/min = 720MB/hr

Tanberg 2.5GB QIC drive - 17MB/min = 1GB/hr

Backing up X hard drive.

System backup operation completed successfully.

QuickStart will now verify the backup.

While EST recommends that you verify each backup, this is an optional process.

Enter V to verify or S to skip [V/S]:



CAUTION:

Entering v will cause the system to verify the tape using the backup floppy. This procedure will take approximately two hours. During this time the system will be out of service.

10. Enter s

The system displays the following message:

Verification Skipped!

You may verify a QuickStart tape at any time by using option 4 from the main QS menu.

Press [ENTER] to return to the main menu.

11. Press .

The system displays the BRU main menu screen (Figure 3-6).

12. Remove the "QuickStart" boot diskette from the diskette drive. See "Inserting and Removing Diskettes" above for the procedure.

13. Enter 9

14. The system reboots to the INTUITY CONVERSANT system.

15. Verify the root backup tape while the system is in operation. See “Verifying a Root Backup Tape” below for the procedure.

Performing a Full Backup

This procedure can be performed while your system is up and running.

A full UNIX-level backup consists of two components:

- Estimate - this determines how much has changed since the last backup.
- Backup - this is the actual backup performance.

NOTE:

The estimated time required to perform a full backup is 1 Gbyte/hour.

To perform a Full UNIX-level backup, do the following:

1. Starting at the INTUITY CONVERSANT main menu (Figure 3-3), select

> Voice System Administration

> Backup/Restore

> Full Backup

> Estimate

The system displays a message similar to the following message:

Please be patient, depending on the size of the backup
this could take several minutes

Performing Full Backup estimate...

bru:1volume xxxxx files, xxxxxx archive blocks xxxxxx
Kbytes

Please press <ENTER> to return to menu.

2. Make sure you have enough backup tapes available to store the system data.
3. Label each cartridge tape with “Full UNIX Backup Tape X.”
4. Press .

The system displays the Full Backup menu (Figure 3-8).



Figure 3-8. Full Backup Menu

5. Select

A screenshot of a terminal window showing a prompt "> Backup". The prompt is displayed on a single line within a rectangular box.

The system displays the following message:

Please put a tape in the drive.

Press <Enter> to continue or q to quit.

6. Insert the first tape into the cartridge tape drive. See "Inserting and Removing Cartridge Tapes," above for the procedure.
7. Press **ENTER**.

The system displays the following message:

The Full UNIX backup is now complete. Please remove the tape and label it as "Full UNIX Backup, created [today's date]"

8. Verify the backup tape. See "Verifying a Backup Tape" below for the procedure.

Performing a Differential Backup

Differential backups can be scheduled (to be performed at specified date(s) and time) or performed on demand.

To perform a Differential UNIX-level backup, do the following:

1. Starting at the INTUITY CONVERSANT main menu (Figure 3-3), select

> Voice System Administration

> Backup/Restore

> Differential Backup

> Estimate

The system displays a message similar to the following:

Please be patient, depending on the size of the backup
this could take several minutes

Performing Differential Backup estimate...

bru:1volume xxxxx files, xxxxxx archive blocks xxxxxx
Kbytes

Please press <ENTER> to return to menu.

2. Make sure you have enough backup tapes available to store the system data.
3. Label each cartridge tape with "Differential UNIX Backup Tape X," where X is the tape number.
4. Press .

The system displays the Differential Backup menu (Figure 3-9).

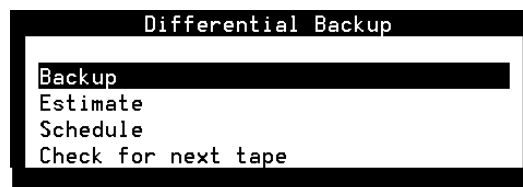


Figure 3-9. Differential Backup Menu

5. Select

> Backup

The system displays the following message:

Please put a tape in the drive.

Press <Enter> to continue or q to quit.

6. Insert the first tape into the cartridge tape drive. See "Inserting and Removing Cartridge Tapes," above for the procedure.
7. Press ENTER.

The system displays the following message:

The Differential UNIX backup is now complete. Please remove the tape and label it as "Differential UNIX Backup, created [today's date]"

8. Verify the backup tape. See "Verifying a Backup Tape" below for the procedure.

Scheduling a Differential UNIX-Level Backup

You can schedule a differential backup to be performed at a particular time on a weekly basis or on selected days during the week.

⇒ NOTE:

Be sure to have a tape loaded in the tape drive for a backup scheduled at a time when no operator is available.

⇒ NOTE:

The backup will wait for a tape to be inserted if there is not one already in the drive.

To schedule a differential UNIX-level backup, do the following:

1. Starting at the INTUITY CONVERSANT main menu (Figure 3-3), select

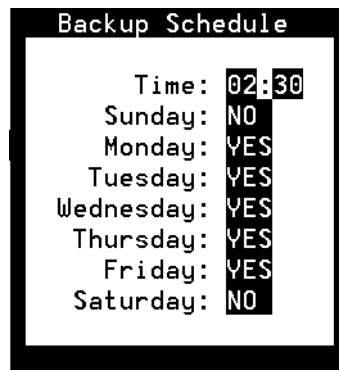
> Voice System Administration

> Backup/Restore

> Differential Backup

> Schedule

The system displays the Differential Backup Schedule window (Figure 3-10).



The screenshot shows a window titled "Backup Schedule". Inside, there is a "Time:" field set to "02:30". Below this, there are seven rows for the days of the week, each with a "YES" or "NO" value: Sunday: NO, Monday: YES, Tuesday: YES, Wednesday: YES, Thursday: YES, Friday: YES, and Saturday: NO.

Day	Backup
Sunday	NO
Monday	YES
Tuesday	YES
Wednesday	YES
Thursday	YES
Friday	YES
Saturday	NO

Figure 3-10. Differential Backup Schedule Window

2. Set the hour at which the system backup will occur by completing the following Steps a through :
 - a. Use the left  and right  arrows on your keyboard to move within the Time : field.
 - b. In the hour portion of the Time : field, enter number between 00 and 23.
 - c. In the minute portion of the Time : field, enter a number between 00 and 59.

For example, entering 02:30 activates the backup process at 2:30 am.
3. Press the down  arrow on your keyboard to move to the days of the week.

4. Type YES next to the day(s) that you want the differential backup to be performed.
5. Type NO next to the days that you do not want the differential backup to be performed.
6. Press **F3** (Save).

The system displays the Differential Backup menu (Figure 3-9).

Verifying a Backup Tape

A backup tape can be verified using the INTUITY CONVERSANT windows or the backup utility boot floppy.

Using the INTUITY CONVERSANT Windows

Verify your backup tape using the BRU once the system is in operation. Perform the verification on the same INTUITY CONVERSANT system or another INTUITY CONVERSANT system that has the BRU loaded.

The BRU verifies:

- Differential backup tapes
- Full backup tapes
- Root backup tapes

Verifying a Differential or Full Backup Tape. To perform a verification, do the following:

1. Insert the backup tape into the tape drive. See "Inserting and Removing Cartridge Tapes" above for the procedure.
2. Starting at the INTUITY CONVERSANT main menu (Figure 3-3), select

> Voice System Administration

> Backup/Restore

> Verify Backup

> Differential/Full

The system displays the following message:

The Backup Tape Verification is now complete. Please remove the tape, check that the label reflects whether the tape contains root, full, or differential backup data, date and time it was created then store it.

Verifying a Root Backup Tape. To perform a verification, do the following:

1. Insert the backup tape into the tape drive. See “Inserting and Removing Cartridge Tapes” above for the procedure.
2. Starting at the INTUITY CONVERSANT main menu (Figure 3-3), select

> Voice System Administration

> Backup/Restore

> Verify Backup

> "QuickStart"

The system displays the following message:

The Backup Tape Verification is now complete. Please remove the tape, check that the label reflects whether the tape contains root, full, or differential backup data, date and time it was created then store it.

Using the Backup Utility Boot Floppy

NOTE:

You must shut down your CONVERSANT system to perform this verification.

To perform the verification, do the following:

1. Log in as root.
2. Enter **shutdown -g0 -y**
The system shuts down.
3. Insert the BRU Disk Backup diskette labeled “QuickStart” into the diskette drive. See “Inserting and Removing Diskettes” above for the procedure.
4. Press the reset button on the lower front of the MAP/40P peripheral bay.
The system boots from the BRU diskette. After a few minutes the system displays the BRU Main menu (Figure 3-6).
5. Enter **4**

The system displays the following message:

Please insert the QuickStart archive media and press [ENTER] to continue.

6. Insert the backup tape into the cartridge tape drive. See “Inserting and Removing Cartridge Tapes” above for the procedure.

7. Press **ENTER**

The system displays the following message:

Checking the media contents...

Volume 1 = X SCSI fixed disk, size = 2097152 (2048 MB)

Verifying the X SCSI fixed disk.

8. If the verification was successful you have completed the backup procedure.

If the verification was unsuccessful, repeat the backup procedure.

Backing Up the INTUITY CONVERSANT System Using `mkimage`

The following section describes the procedure for backing up your INTUITY CONVERSANT system using the **mkimage** command.



NOTE:

The backup mechanisms described here should be used for backing up and restoring files on the same machine only.

The **mkimage** command backs up all files and speech to cartridge tapes. The **mkimage** command should only be used in the following situations:

- After initially loading a new system
- After upgrading to a new software release
- After upgrading hardware
- After reconfiguring the system

See Appendix A, "Summary of Commands," in *INTUITY CONVERSANT V6.0 Administration*, 585-310-591, for additional information about the **mkimage** command.

Performing a System Backup

To conduct a full system backup using **mkimage**, do the following:

1. Log in as root.
2. Stop the voice system. See "Stopping the Voice System" below for the procedure.
3. Enter **mkimage**

The system displays the following message:

The UNIX kernel will be rebuilt now. This will take some time. Please wait.

WARNING: This process will put the system in single user mode!!!

Do you wish to continue (y/n)?

4. Enter **y**

The system displays the following message:

The system will now be put in single user mode.
Re-login after the prompt and re-execute this command
to continue the mkimage process.

Console Login:

5. Continue with the next procedure, "Backing Up the Root File System."

Backing Up the Root File System

To back up the root file system, do the following:

1. Log in as root.

2. Enter **mkimage**

The system displays the following message:

Checking the system run level: Please wait

The system is in single user mode: Continuing

The following are approximate tape counts required for
this backup for various tape drive sizes

150 Mbyte drive:	X tape(s)
320 Mbyte drive:	X tape(s)
525 Mbyte drive:	X tape(s)
1.2 Gbyte drive:	X tape(s)
2.0 Gbyte drive:	X tape(s)

Be sure to number the cartridge tapes consecutively in
the order they will be inserted.

Label the tapes 'CONVERSANT Image Tape x' where x
indicates the insertion sequence. Also include the
current date.

Note: Very large files, such as database files, take
several minutes to backup. During this time you will
not see any progress reported to the console. If the
tape drive is running and the system disk light is
flashing, the operation is in progress.

Please insert the first tape now. Press 'ENTER' to
start image tape creation.

3. Label the appropriate number of cartridge tapes.

Label the tapes *CONVERSANT Image Tape x*, where x indicates the
insertion sequence. Also include the current date on the label.

4. Insert the cartridge tape labeled "CONVERSANT Image Tape 1" into the cartridge tape drive. See "Inserting and Removing Cartridge Tapes" above for the procedure.

5. Press **ENTER**.

The system takes approximately 30 minutes to load the information onto one cartridge tape.

If your system backup requires more than one cartridge tape, the system displays the following message:

End of medium on output
Change to part 2 and press RETURN key. (q)

If your backup requires more than one tape, complete Steps a through d:

- a. Remove the cartridge tape labeled "CONVERSANT Image Tape 1" from the cartridge tape drive. See "Inserting and Removing Cartridge Tapes" above for the procedure.
- b. Insert the cartridge tape labeled "CONVERSANT Image Tape 2" into the cartridge tape drive. See "Inserting and Removing Cartridge Tapes" above for the procedure.
- c. Press **ENTER**.
- d. Repeat Steps a through c for all necessary cartridge tapes.

If your backup does not require more than one tape, continue with Step 6.

6. When the system displays the following message, remove the last cartridge tape from the cartridge tape drive. See "Inserting and Removing Cartridge Tapes" above for the procedure.

The image tapes will be verified now.
Make sure the tapes are inserted in the order they are made.

Press 'Enter' to start verification.

7. Press **ENTER**.

The system displays the following message:

Please insert the first tape now. Press 'Enter' to continue.

8. Insert the cartridge tape labeled "CONVERSANT Image Tape 1" into the cartridge tape drive. See "Inserting and Removing Cartridge Tapes" above for the procedure.

9. Press **ENTER**.

The system takes as long to verify a cartridge tape as it did to create it.

The system will prompt for additional tapes if necessary.

10. If your system has speech files located on a second disk, perform the next procedure, "Backing Up the Speech Files."

If your system has only one disk, or is mirrored, continue with the procedure, "Verifying the Backup."

Backing Up the Speech Files

If your system contains speech files on Hard Disk Drive 2, the system will display the following message:

The following are approximate tape counts required for this backup for various tape drive sizes

150 Mbyte drive:	X tape(s)
320 Mbyte drive:	X tape(s)
525 Mbyte drive:	X tape(s)
1.2 Gbyte drive:	X tape(s)
2.0 Gbyte drive:	X tape(s)

Be sure to number the cartridge tapes consecutively in the order they will be inserted.

Label the tapes 'CONVERSANT Speech Tape x' where x indicates the insertion sequence. Also include the current date.

Note: Very large files, such as database files, take several minutes to backup. During this time you will not see any progress reported to the console. If the tape drive is running and the system disk light is flashing, the operation is in progress.

Please insert the first tape now. Press 'ENTER' to start image tape creation.

To back up the speech files, using the **mkimage** command, do the following:

1. Label the appropriate number of cartridge tapes.

Label the tapes 'CONVERSANT Speech Tape x' where x indicates the insertion sequence. Also include the current date on the label.

2. Insert the cartridge tape labeled "CONVERSANT Speech Tape 1" into the cartridge tape drive. See "Inserting and Removing Cartridge Tapes" above for the procedure.

3. Press **ENTER**.

The system takes approximately 30 minutes to load the information onto one cartridge tape.

If your system backup requires more than one cartridge tape, the system displays the following message:

End of medium on output

Change to part 2 and press RETURN key. (q)

If your backup requires more than one tape, complete Steps a through d:

- a. Remove the cartridge tape labeled "CONVERSANT Speech Tape 1" from the cartridge tape drive. See "Inserting and Removing Cartridge Tapes" above for the procedure.
- b. Insert the cartridge tape labeled "CONVERSANT Speech Tape 2" into the cartridge tape drive. See "Inserting and Removing Cartridge Tapes" above for the procedure.
- c. Press **ENTER**.
- d. Repeat Steps a through c for all necessary cartridge tapes.

If your backup does not require more than one tape, continue with Step 4.

4. When the system displays the following message, remove the last cartridge tape from the cartridge tape drive. See "Inserting and Removing Cartridge Tapes" above for the procedure.

The speech tapes will be verified now.
Make sure the tapes are inserted in the order they are made.

Press 'Enter' to start verification.

5. Press **ENTER**.

The system displays the following message:

Please insert the first tape now. Press 'Enter' to continue.

6. Insert the cartridge tape labeled "CONVERSANT Speech Tape 1" into the cartridge tape drive. See "Inserting and Removing Cartridge Tapes" above for the procedure.

7. Press **ENTER**.

The system takes as long to verify a cartridge tape as it did to create it.

The system will prompt for additional tapes if necessary.

8. Continue with the procedure, "Verifying the Backup."

Verifying the Backup

When the system is done verifying a cartridge tape it automatically reboots, returns to multi-user format, and displays the console login. To verify the backup, do the following:

1. Log in as root.
2. Enter **vi /SaveVsData/mkimage.log**

If the system displays the following message, the mkimage backup was successful.

Creation and verification of the CONVERSANT Image Tape is complete.

If the system does not display this message, the mkimage backup was not successful. Repeat the procedure.

Performing Other Backups

See the *Novell UnixWare Backup and Restore Services* book, which is part of the *UnixWare Documentation Set*, 585-350-908, for information on:

- Establishing an automatic backup using **bkreg**
- Backing up the UnixWare system
- Performing a UnixWare incremental backup
- Copying files using **cpio**
- Backing up non-Script Builder Applications
- Backing up a database

See *INTUITY CONVERSANT V6.0 Application Development with Script Builder*, 585-310-760, for information on:

- Backing up Script Builder applications

See *INTUITY CONVERSANT V6.0 Speech Development, Processing and Recognition*, 585-310-762, for information on:

- Backing up speech files using **spsav**

Restoring the INTUITY CONVERSANT System

The following section describes the procedure for restoring the INTUITY CONVERSANT system.

There are two tools available for you to use to restore your system:

- BRU (Backup/Restore utility)
- mkimage

Restore the INTUITY CONVERSANT System Using BRU

The following section describes the procedure for restoring your INTUITY CONVERSANT system using the BRU.

The BRU restores up to one or more tapes and has a checksum verification option available. BRU restore is a 3-step process:

1. Root, or disk-level, restore.
2. Full, or UNIX-level, restore.
3. Differential, or UNIX-level differential restore.

Performing a Root Restore



NOTE:

The INTUITY CONVERSANT system must be shut down in order to restore an entire disk.

To perform a root restore using the BRU tool, do the following:

1. Log in as root.
2. Enter **shutdown -g0 -y**
This message will shutdown the system.
3. Insert the BRU Disk Backup diskette labeled "QuickStart" into the diskette drive. See "Inserting and Removing Diskettes" above for the procedure.
4. Press the reset button on the lower front of the MAP/40P peripheral bay.
The system will boot from the BRU diskette. After a few minutes, the system displays the BRU main menu screen (Figure 3-6).
5. Enter **1**

The system displays the BRU Select Recovery Device Type Menu Screen (Figure 3-7).

6. Enter the number corresponding to your systems tape drive.

The system displays the following message:

Checking Device...

The system displays the BRU Main Menu Screen (Figure 3-6).

7. Enter **3**

The system displays the following message:

Please insert the QuickStart tape in the tape drive and press [ENTER].

8. Insert the recovery tape in the tape drive. See "Inserting and Removing Cartridge Tapes" above for the procedure.

9. Press **[ENTER]**.

The system displays the following message:

Verifying the tape and reading the contents listings.

Tape contains a QuickStart backup and is ready.

There is 1 drive volume on this tape

Volume 1 = X SCSI Hard Drive size = 2097152 (2048 MB)

Press [ENTER] to continue.

10. Press **[ENTER]**.

The system displays the following message:

Restoring the X hard drive.



NOTE:

The restore speed is about 1 GByte/hour.

Press [ENTER] to return to the main menu.

11. Press **[ENTER]**.

The system displays the BRU main menu screen (Figure 3-6).

12. Remove the "QuickStart" boot diskette from the diskette drive. See "Inserting and Removing Diskettes" above for the procedure.

13. Enter **9**

14. The system reboots to the INTUITY CONVERSANT system.

15. Continue with the following procedure, "Performing a Full Restore".

Performing a Full Restore

A Full Restore is the second step in the recovery process.

To perform a Full Restore, do the following:

1. Starting at the INTUITY CONVERSANT main menu (Figure 3-3), select

> Voice System Administration

> Backup/Restore

> Restore

The system checks to see if the INTUITY CONVERSANT Voice System is running. If the voice system is running, continue with step 2, otherwise go to step 3.

The system displays the following message:

The Voice System is running, do you want to stop it for Restore?

2. Enter **y**



NOTE:

If you choose N, the voice system is not stopped and the restoration does not continue.

3. Insert the tape labelled "Full Backup Created [latest date available]." See "Inserting and Removing Cartridge Tapes" for the procedure.

The system displays a message similar to the following message:

Do you want to recover the following volume:
Full Backup created on April 3, 1997: 2:30 A. M.
Enter y to recover (y):

4. Enter **y**



NOTE:

If more than one tape is required to restore, the system will prompt you to insert the additional tapes when they are needed.

5. Continue with "Performing a Differential Restore."

Performing a Differential Restore

A Differential Restore is the third step in the recovery process.

To perform a Differential Restore, do the following:

1. Starting at the INTUITY CONVERSANT main menu (Figure 3-3), select

```
> Voice System Administration
```

```
> Backup/Restore
```

```
> Restore
```

The system checks to see if the CONVERSANT Voice System is running. If the voice system is running, continue with step 2, otherwise go to step 3.

The system responds with the following message:

```
The Voice System is running, do you want to stop it for
Restore?
```

2. Enter **y**

NOTE:

If you choose N, the voice system is not stopped and the restoration does not continue.

3. Insert the tape labelled "Differential Backup Created [latest date available]." See "Inserting and Removing Cartridge Tapes" for the procedure.

The system displays a message similar to the following message:

```
Do you want to recover the following volume:
Differential Backup created on April 3,1997: 2:30 A. M.
Enter y to recover (y):
```

4. Enter **y**

NOTE:

If more than one tape is required to restore, the system will prompt you to insert the additional tapes when they are needed.

5. Press the reset button on the middle front of the MAP/40P peripheral bay.

Performing a System Restoration Using the mkimage Command

To perform a system restoration, do the following:

1. From Chapter 9, "Installing Base System Software," perform the following procedures:
 - a. "Beginning the UnixWare Installation"
 - b. "Setting Up the UnixWare Environment"
 - c. "Initializing the Hard Disk Drives"
 - d. "Transferring the UnixWare Files"

The system displays the Application Server Media Type screen (Figure 3-11).

The Application Server software is available on diskette or tape or network server. You must select the source you will use to install the software.

Your choices are:

1. Diskette Drive 1
2. Unixware for Intuity CONVERSANT
3. Network Install Server
4. Intuity Image/Snap Tape

Press a number between '1' and '4' followed by 'ENTER':

Figure 3-11. Application Server Media Type Screen

2. Insert the system backup cartridge tape labeled "CONVERSANT Image Tape 1" into the tape drive. See "Inserting and Removing Cartridge Tapes" above for the procedure.
3. Enter 4

The system displays the Insert Tape screen (Figure 3-12).

Please insert the Intuity Image/Snap cartridge tape into the tape drive and press 'ENTER'.

Your choices are:

1. The tape has been inserted in the tape drive.
2. Go back to previous menu.

Press '1' or '2' followed by 'ENTER':

Figure 3-12. Insert Tape Screen

4. Press **ENTER**.

This will accept the default of 1 to indicate the tape has been inserted and is ready for access.

The system displays the following message:

Installation in progress. This will take several minutes. Please do not remove the tape.

The installation process will take two to three hours to complete. When the system installation is complete the system will display a message stating that you are able to remove the tape from the drive.

5. Remove the tape labeled "CONVERSANT Image Tape 1" from the tape drive. See "Inserting and Removing Cartridge Tapes" above for the procedure.

6. Press **ENTER**.

The system reboots.

7. If your system has more than one hard disk drive clean the secondary hard disk drives. See "Cleaning a Hard Disk Drive," in Chapter 6, "Replacing the Hard Disk Drive," for the procedure.



CAUTION:

Do not remove the partition on the root hard disk drive.

8. Reboot the system. See “Rebooting the UNIX System,” below, for the procedure.
9. Perform the “Activating the Volume Manager,” procedure in Chapter 9, “Installing Base System Software.”

The system is now ready for you to restore speech files or activate mirroring. To restore the speech files, see “Saving and Restoring,” in Chapter 1, “Overview of Speech,” in *INTUITY CONVERSANT Version 6.0 Speech Development, Recognition, and Processing*, 585-310-762. To activate mirroring, see “Mirroring,” in Chapter 6, “Replacing the Hard Disk Drive.”

Performing a System Restoration on a System Upgraded from INTUITY CONVERSANT V5



CAUTION:

Do not perform this procedure on a system that has not been upgraded from INTUITY CONVERSANT V5.



CAUTION:

This procedure should only be performed once. After the procedure has been performed the upgraded INTUITY CONVERSANT V5 system has the same file structure as a factory supplied INTUITY CONVERSANT Version 6 system.

To perform a system restoration on a system upgraded from INTUITY CONVERSANT V5, do the following:

1. Perform the procedure “Performing a System Restoration Using the mkimage Command,” above.
2. Enter **/usr/bin/change_volname**

Restoring the Database Directory from System Backup



CAUTION:

Current data, system traffic data, and application data may be lost depending on the date of the last system backup.

1. If the database system is running, perform the “Stopping the Database System” procedure below.
2. Perform the “Selective System Restore” procedure described in *Novell UnixWare Backup and Restore Services* book which is part of the *UnixWare Documentation Set*, 585-350-908. Specify the directory **/oracle/dbs**
3. If there are other database files created outside the **/oracle/dbs** directory, perform the “Selective System Restore” procedure for each of the files. See the *Novell UnixWare Backup and Restore Services* book which is part of the *UnixWare Documentation Set*, 585-350-908, for this procedure.
4. Perform the “Starting the Voice System” procedure below to start the database and the voice system.

Administering the Voice System

Administering the voice system includes:

- Starting the voice system
- Stopping the voice system
- Shutting down the voice system

Starting the Voice System

You can stop the voice system from either the INTUITY CONVERSANT windows or the command line.

Using the INTUITY CONVERSANT Windows

To start the voice system, do the following:

1. Starting at the INTUITY CONVERSANT main menu (Figure 3-3), select

> Voice System Administration

> Configuration Management

> System Control

> Start Voice System

The system displays the following messages:

running bitmapmgr...

bitmapmgr completed.

Form Filler Audit complete. No errors found.

ORACLE RDBMS is already started.

The Voice System is starting

The Voice System is initializing cards

The Voice System is still initializing cards

Please wait...

Startup of the Voice system is now complete.

Hit acknowledge key to continue.

2. Press **F1** (Acknowledge).

The system displays the System Control menu (Figure 3-13).

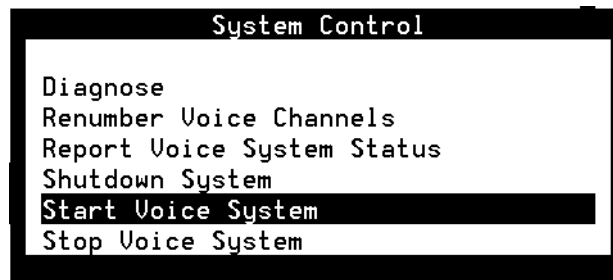


Figure 3-13. System Control Menu

Using the Command Line

To start the voice system, do the following:

1. Enter **start_vs**

The system displays the following messages:

```
running bitmapmgr...  
bitmapmgr completed.
```

```
Form Filler Audit complete. No errors found.
```

```
ORACLE RDBMS is already started.
```

```
The Voice System is starting
```

```
The Voice System is initializing cards
```

```
The Voice System is still initializing cards  
Please wait...
```

```
Startup of the Voice system is now complete.
```

Stopping the Voice System

You must stop the voice system to complete the following tasks:

- Replacing a component in the MAP/40P
- Performing routine backup and restore procedures

When the voice system is stopped, the entire system is placed in the idle state when all lines are free, the internal system tables are saved, and all processes are turned off.

The voice system can be stopped from either the INTUITY CONVERSANT windows or the command line.

Using the INTUITY CONVERSANT Windows

To stop the voice system, do the following:

NOTE:

Have the system administrator route calls away from the system before beginning this procedure.

1. Starting at the INTUITY CONVERSANT main menu (Figure 3-3), select

> Voice System Administration

> Configuration Management

> System Control

> Stop Voice System

The system displays the Wait Time window (Figure 3-14).

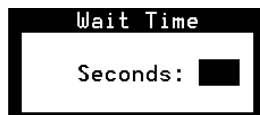


Figure 3-14. Wait Time Window

2. Enter a number between 60 and 600.

This is the number of seconds you want the system to wait for all calls to clear before stopping the voice system.

3. Press **F3** (Save).

The system displays the following messages:

The Voice System is now stopping.

Initiating request to clear all calls in the next *X* seconds.

Orderly idling of the system succeeded.

After the voice system has completely stopped, use the "Start Voice System" choice from the system control menu to restart the voice system.

The Voice System has stopped.

Press Enter to continue.

4. Press **ENTER**.

The system displays the System Control menu (Figure 3-13).

Using the Command Line

To stop the voice system, do the following:

⇒ NOTE:

Have the system administrator route calls away from the system before beginning this procedure.

1. Enter **stop_vs time**

where *time* is the time (60 to 600 seconds) that you want the system to wait before it begins the shut down procedure. The default wait time is 180 seconds.

The system displays the following message:

The Voice System is now stopping.

Initiating request to clear all calls in the next *X* seconds.

Orderly idling of the system succeeded.

After the voice system has completely stopped, use the "Start Voice System" choice from the system control menu to restart the voice system.

Shutting Down the Voice System

To shut down the voice system, do the following:

1. Starting at the INTUITY CONVERSANT main menu (Figure 3-3), select

> Voice System Administration

> Configuration Management

> System Control

> Shutdown System

The system displays the Wait Time window (Figure 3-14).

2. Enter a number between 0 and 60.

This is the number of seconds you want the system to wait for all calls to clear before shutting down the voice system.

3. Press **F3** (Save).

The system displays the following messages:

The Voice System is now stopping.

Initiating request to clear all calls in the next **X** seconds.

Orderly idling of the system succeeded.

After the voice system has completely stopped, use the "Start Voice System" choice from the system control menu to restart the voice system.

Administering the Operating System

Administering the operating system includes

- Shutting down the operating system
- Rebooting the operating system

Shutting Down the Operating System

You can shut down the operating system

- Using the INTUITY CONVERSANT windows
- Using the command line

☰ NOTE:

The system automatically resets the machine clock for daylight savings time. If your system is down at the time at that daylight savings time is updated (April and October), your machine clock will not indicate the correct time.

Using the INTUITY CONVERSANT Windows

1. Stop the voice system. See "Stopping the Voice System," above.
2. Start at the INTUITY CONVERSANT main menu (Figure 3-3), and select

> UNIX System Administration

> Machine

> shutdown

The system displays the Shut Down the Machine window (Figure 3-15).

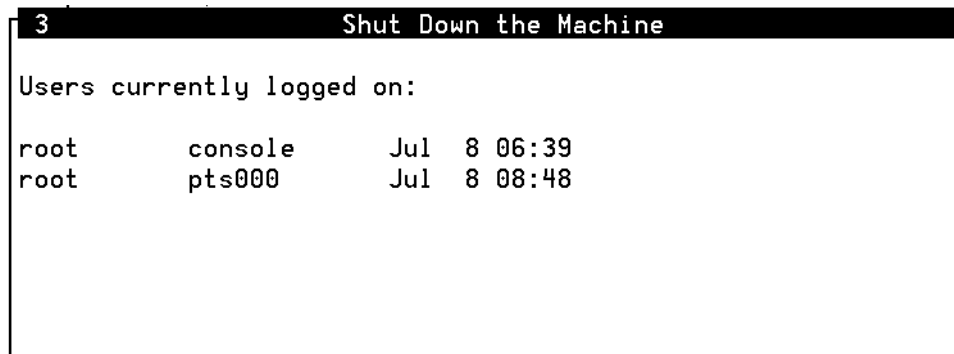


Figure 3-15. Shut Down the Machine Window

3. Press **F3** (Continue).

The system displays the next Shut Down the Machine window (Figure 3-16).

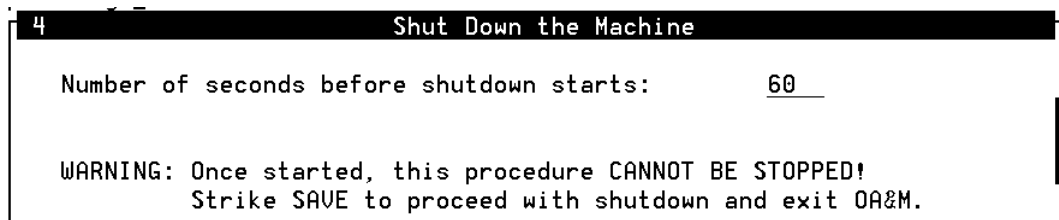


Figure 3-16. Shut Down the Machine Window (continued)

4. Enter the number of seconds the machine should wait to clear all calls before shutting down. Valid values are between 0 and 9999.

5. Press **F3** (Save).

If you selected "0," the shutdown starts immediately. In this case, all remote users (if any) are notified that a shutdown is starting immediately.

Using the Command Line

To shut down the operating system using the command line, do the following:

1. Stop the voice system. See "Stopping the Voice System" above.
2. Enter **shutdown -i0 -y -g0**

Rebooting the UNIX System

To reboot the UNIX system, do the following:

1. Stop the voice system. See “Stopping the Voice System” above for the procedure.
2. Enter **shutdown i6 -y -g0**

Administering the Database System

Administering the database system consists of

- Starting the database system
- Stopping the database system

Starting the Database System

To start the database system, do the following:

1. Enter **/oracle/bin/or w**

The system displays the following messages followed by the UNIX prompt.

```
ORACLE instance started.  
Database mounted.  
Database opened.  
Total System Global Area877716 bytes  
Fixed Size 24908 bytes  
Variable Size410440 bytes  
Database Buffers409600 bytes  
Redo Buffers32768 bytes  
SQL*DBA complete.
```

If the database start-up fails, the system may hang, forcing you to press **(DEL)**, or the system may provide error information and return the system prompt. If the system returns error information, enter:

/oracle/bin/oerr ora error_num

where *error_num* is the ORACLE error number in the reason field of the error message.

The output will contain a brief explanation of the error, the cause, and the action to take to correct it.

⇒ NOTE:

You can also refer to the *ORACLE Error Messages and Codes Manual* for the explanation. If the error is unique to the UNIX environment, you can also see the *ORACLE for UNIX Technical Reference Guide* for detailed information.

Follow the actions suggested to correct the problem.

Stopping the Database System

To stop the database system, do the following:

1. If the voice system is still running, perform “Stopping the Voice System” above.

2. Enter **/oracle/bin/ior s**

The system displays the following messages followed by the UNIX prompt.

Database closed.

Database dismounted.

ORACLE instance shut down.

SQL*DBA complete.

If the database shutdown was not successful, complete the following Steps a and b.

- a. Press **DEL**.

The system displays the following message:

ORA-01013: user requested cancel of current
operation SQL*DBA complete.

- b. Enter **/oracle/bin/ior c**

The system displays the following message:

ORACLE instance shut down.
SQL*DBA complete.

Dropping a Database Table

If the table resides in a remote system machine, perform the following procedure on that remote machine.



NOTE:

If the table resides in a non-system remote machine, contact the database administrator of the remote machine for assistance.

1. Enter **/oracle/bin/orastat** to verify that the database is running

The system displays either the number 1 or the number 0.

If “1” is displayed, the database is not running. Perform “Starting the Database System” above.

If “0” is displayed, the database is running. Continue with Step 2.

2. Enter **/oracle/bin/sqlplus sti/sti**

This will invoke the ORACLE SQL*PLUS utility.

The system displays the following message:

SQL*Plus: Release 3.1.1.9.1>

3. Enter **drop table <"tblname">**

where <"tblname"> is the name of the table to be dropped enclosed in double quotes.



NOTE:

The table name is case sensitive. It must also be enclosed in double quotes appearing exactly as it appears in the system message.

If the table is dropped successfully, the system displays the following message:

Table dropped.

If the <reason> field is ORA: 00942 table or view does not exist, continue with Step 4.

If the table cannot be dropped, complete Steps a through d.

- a. Enter **quit**

This will exit the SQL*PLUS utility.

- b. Perform "Stopping the Database System," above.

- c. Perform "Starting the Database System" above.

- d. Repeat Step 3 of this procedure.

4. Enter **quit**

This will exit the SQL*PLUS utility.

Recreating the System Traffic Tables

To recreate the system traffic tables, do the following:



NOTE:

All current system traffic data is lost after performing this procedure.

1. Stop the voice system. See "Stopping the Voice System" above for the procedure.
2. Enter **/oracle/bin/sqlplus \@ /oracle/dist/cdh.sql**
This will drop and recreate all system traffic tables.
3. Start the voice system. See "Starting the Voice System" above for the procedure.

Verifying the Date and Time

To check the UNIX Date and Time window, do the following:

1. Start at the INTUITY CONVERSANT main menu (Figure 3-3), and select

> Voice System Administration

> UNIX Management

> UNIX Date and Time

The system displays the UNIX Date and Time window (Figure 3-17).

UNIX Date and Time		
Date:	May	29, 1997
Time:	3:00	
AM/PM:	PM	
Timezone:	Eastern	
Is Daylight Savings Time used?:	YES	

Figure 3-17. UNIX Date and Time Window

2. Check each of the fields under UNIX Date and Time.

If all of the fields are correct, press **F6** (Cancel).

If a field contains incorrect information, continue with the next procedure, "Changing the UNIX Date and Time Window."

Changing the UNIX Date and Time Window

The user can change any of the displayed fields. To change one field in the Date and Time window, the user must either change or acknowledge the information in each field.

Changing the Date Field

The date field contains the month, day, and year.

Changing the Month

1. Place the cursor on the Month field in the UNIX Date and Time window.
2. If the month shown is not correct, complete Steps a through c:
 - a. Press **F2** (Choices) to display the months of the year (Figure 3-18).

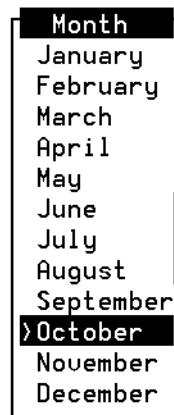


Figure 3-18. UNIX Month Choices Menu

- b. Use **▲** or **▼** to move the cursor and highlight the correct month.
- c. Press **ENTER** to place the name of the correct month into the month field.

NOTE:

The user can also select the current month by entering the corresponding alphabetic abbreviation from this list: **Ja, F, Mar, Ap, May, Jun, Jul, Au, S, O, N, D.**

Continue with the next procedure "Changing the Day."

If the month shown is correct, press **ENTER** for no change and continue with the next procedure "Changing the Day."

Changing the Day

If the day of the month shown is not correct, enter the correct day as a number from 1 to 31 and continue with the next procedure "Changing the Year."

If the day of the month shown is correct, press **ENTER** for no change and continue with the next procedure "Changing the Year."

Changing the Year

If the year shown is not correct, enter the correct year as a number from 1996 to 2038 and continue with the next procedure "Changing the Time Field."

If the year shown is correct, press **ENTER** for no change and continue with the next procedure "Changing the Time Field."

Changing the Time Field

If the time shown is not correct, enter the correct time in the form of *hours:minutes* and continue with the next procedure "Changing the AM/PM Field."

NOTE:

Use a 12-hour a.m./p.m. standard. Do not use the 24-hour military standard.

If the time shown is correct, press **ENTER** for no change and continue with the next procedure "Changing the AM/PM Field."

Changing the AM/PM Field

If AM/PM is not correct as shown, type **a** for a.m. or **p** for p.m. and continue with the next procedure "Changing the Time Zone Field."

If AM/PM is correct as shown, press **ENTER** for no change and continue with the next procedure "Changing the Time Zone Field."

Changing the Time Zone Field

If the time zone shown is not correct, complete Steps 1 through 3 and continue with the next procedure "Changing the Is Daylight Savings Time Used Field."

1. Press **F2** (Choices) to display the list of time zones (Figure 3-19).

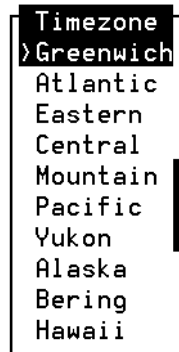


Figure 3-19. UNIX Time Zone Choices Menu

2. Use **▲** or **▼** to move the cursor and highlight the correct time zone.
3. Press **ENTER** to place the name of the correct time zone into the Timezone field.

If the time zone shown is correct, press **ENTER** for no change and continue with the next procedure “Changing the Is Daylight Savings Time Used Field.”

Changing the Is Daylight Savings Time Used Field

1. Type **y** for yes or **n** for no depending upon whether or not daylight savings time is used at any time during the year.
2. Press **F3** (Save) to save the changes and continue with the next procedure “Acknowledging the Changes to the Date and Time Window.”

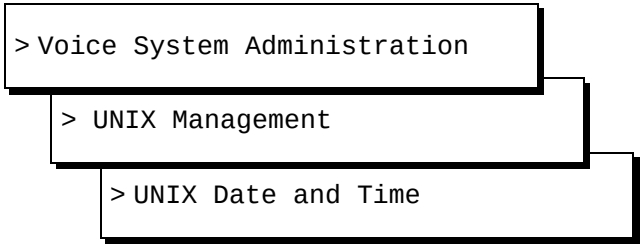
Acknowledging the Changes to the Date and Time Window

After the changes have been made to the Date and Time window the user must ensure that the system recognizes the new information. To acknowledge the new information, do the following:

1. Reboot the INTUITY CONVERSANT system. See “Rebooting the UNIX System” above for the procedure.

At this time the date and time changes will take affect.

2. Start at the INTUITY CONVERSANT main menu (Figure), and select



> Voice System Administration

> UNIX Management

> UNIX Date and Time

The system displays the UNIX Date and Time window (Figure 3-17).

3. Check each of the fields under UNIX Date and Time to ensure that the changes have been recorded.

Overview

This chapter describes:

- Proper electrostatic discharge protection procedures
- Power removal and restoration procedures
- Computer chassis access procedures

Purpose

The purpose of this chapter is to provide the correct procedures for accessing the internal components of the MAP/40P.

Protecting Against Damage from Electrostatic Discharge



CAUTION:

*Read this section before unpacking the MAP/40P. You **must** observe proper grounding techniques to prevent the discharge of static electricity from your body into ESD-sensitive components.*

Circuit cards and packaging materials that contain ESD-sensitive components are usually marked with a yellow-and-black warning symbol (Figure 4-1).



Figure 4-1. ESD Warning Symbol

To avoid damaging ESD-sensitive components, follow these rules:

- Handle ESD-sensitive circuit cards only after attaching a wrist strap to the bare wrist. Attach the other end of the wrist strap to a ground that terminates at the system ground, such as any unpainted metallic chassis surface.
- Handle a circuit card by the faceplate or side edges only (Figure 4-2 and Figure 4-3).

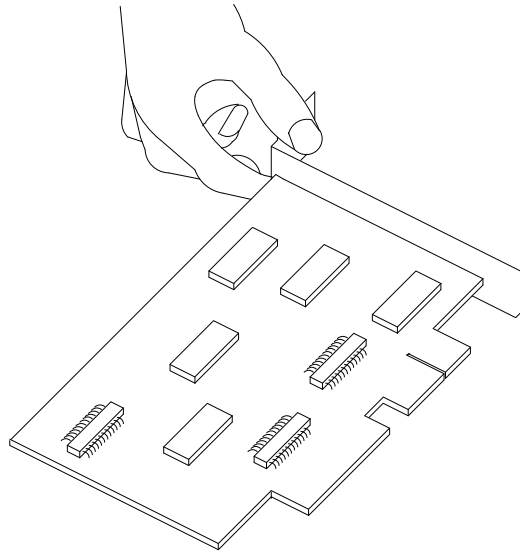


Figure 4-2. How to Hold a Small Circuit Card

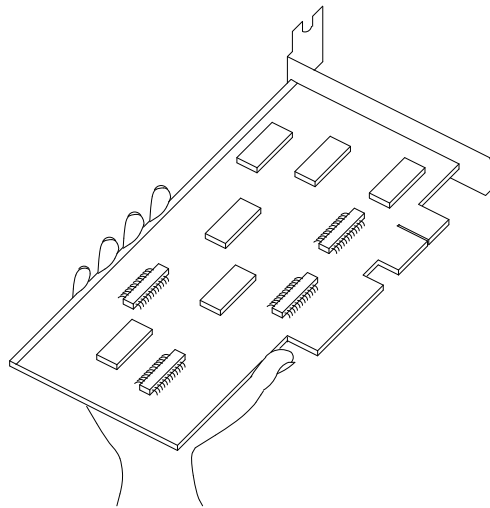


Figure 4-3. How to Hold a Large Circuit Card



CAUTION:

Ensure that your palm is not in contact with the non-component side of the board.

- Keep circuit cards away from plastics and other synthetic materials such as polyester clothing.
- Do not hand circuit cards to another person unless that person is grounded at the same potential level.
- Hold devices such as a hard disk, floppy drive, or streaming tape in the same manner as a large circuit card. The ESD-sensitive area of these components is located on the bottom surface (Figure 4-4).

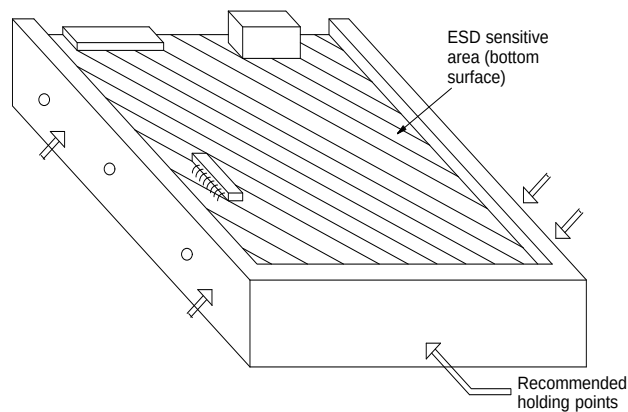
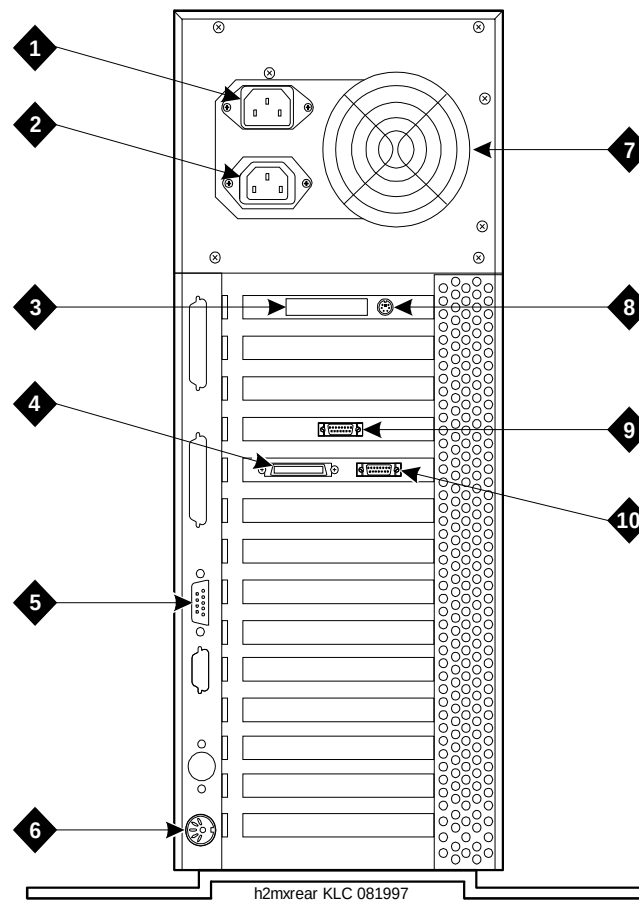


Figure 4-4. ESD-Sensitive Area of an Electronic Component

Removing Power from the MAP/40P

The MAP/40P requires a dedicated circuit with a dedicated circuit breaker. The power cord connects to the rear of the MAP/40P at the point labeled AC input receptacle (Figure 4-5). Before you begin any work in the MAP/40P you must disconnect the incoming power. Follow the procedure below to remove power from the MAP/40P



1. AC power inlet receptacle
2. AC power supply outlet
3. External SCSI I/O connector
4. Parallel port
5. COM2
6. Keyboard connector
7. Power supply fan exhaust
8. Mouse connector - (not used)
9. Video connector
10. COM1

Figure 4-5. Back View of the MAP/40P

1. Shut down the voice system. See "Shutting Down the Voice System" in Chapter 3, "Common System Procedures."
2. Shut down the INTUITY™ CONVERSANT® system. See "Shutting Down the Operating System" in Chapter 3, "Common System Procedures."
3. Turn off the monitor's power switch.

The green or amber lamp on the front bottom of the monitor should be off.

4. Turn off the power switch on the front of the MAP/40P.
The green lamp, labeled POWER ON, on the front of the unit should be off.
5. Unplug the MAP/40P from the power outlet.
6. Remove the MAP/40P power cord from the AC input receptacle on the rear of the MAP/40P (Figure 4-5).
7. Observe the correct lock-out/tag-out precautions for isolating power as outlined in the Lucent lock-out/tag-out procedure.

Removing the Dress Cover

The dress cover provides protection for the internal components of the MAP/40P. You must remove the dress cover to access these components.



CAUTION:

Shut power off before removing the dress cover or access panel of the MAP/40P. See "Removing Power from the MAP/40P" above for the procedure.

1. Ensure that the MAP/40P tower configuration is in an upright position on the support base.
2. Remove the six screws located along the bottom of the MAP/40P, one located midway up the left side toward the front, and one in the middle of the rear of the chassis.



NOTE:

You will need a No. 2 Phillips screwdriver.

There are three screws on each side of the MAP/40P.

3. Remove the screw holding the dress cover to the rear of the MAP/40P.
4. Remove the front bezel by pulling it forward.
5. At the rear of the MAP/40P, pry both sides of the dress cover away from the unit.
6. Slide the dress cover up to remove it from the MAP/40P.

Replacing the Dress Cover

1. Place the MAP/40P in the upright position.
2. Slide the dress cover over the unit.
3. Replace and tighten the eight dress cover retaining screws.

Restoring Power to the MAP/40P

The MAP/40P requires a dedicated power line. The power cord connects to the rear of the MAP/40P at the point labeled Input Receptacle (Figure 4-5).

Follow the procedure below to restore power to the MAP/40P.

1. Place the MAP/40P power cord in the AC input receptacle on the rear of the unit (Figure 4-5).
2. Plug the MAP/40P power cord into the designated power outlet.
3. Turn on the power switch on the front of the MAP/40P.

The green lamp, labeled POWER ON, on the front of the unit should be lit.

4. Turn on the monitor's power switch.

The green or amber lamp on the front bottom of the monitor should be lit.

Replacing, Installing, or Upgrading Circuit Cards

5

Overview

This chapter describes:

- Configuring circuit cards in the MAP/40P
- Types of circuit cards
- General steps for circuit card installation
- Specific procedures for installation of standard and optional MAP/40P circuit cards
- Settings for resource options

Purpose

The purpose of this chapter is to ensure that:

- Circuit cards are installed correctly
- Resource options are set correctly

General Procedures

The general procedures include:

- Removing a circuit card
- Installing a circuit card

Removing a Circuit Card



WARNING:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge" in Chapter 4, "Getting Inside the Computer," for detailed electrostatic discharge precautions.

To remove a circuit card, do the following.

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.



NOTE:

If the circuit card being replaced is defective, note all symptoms of failure and include this information with the circuit card when it is returned.

2. If the system is in service, perform the following Steps a through c:
 - a. Stop the voice system. See "Stopping the Voice System" in Chapter 3, "Common System Procedures," for the procedure.
 - b. Shut down the voice system. See "Shutting Down the Operating System" in Chapter 3, "Common System Procedures," for the procedure.
 - c. Shut down the INTUITY™ CONVERSANT® system. See "Shutting Down the Operating System" in Chapter 3, "Common System Procedures," for the procedure.
3. Remove power from the MAP/40P. See "Removing Power from the MAP/40P" in Chapter 4, "Getting Inside the Computer," for power removal procedures.
4. Remove the dress cover, circuit card access panel, and circuit card retaining bracket. See Chapter 4, "Getting Inside the Computer," for component removal procedures.
5. Locate the card to be replaced within the card cage. Disconnect any attached cables. Note the connectivity of each cable.

6. If there are ribbon cables attached to other cards which would impede the removal of the card, disconnect them and place them to the side. Note the connectivity of each cable.
7. Remove the retaining screw from the circuit card faceplate and save it.
8. Remove the circuit card from the backplane slot by gently pulling on each corner of the card.



NOTE:

The backplane connector slots are labeled 1 through 12. Make sure to install the replacement card in the same backplane slot.

9. Remove the circuit card from the MAP/40P chassis.



CAUTION:

Hold the circuit card carefully by the edges and place it on a grounded mat. See "Protecting Against Damage from Electrostatic Discharge" in Chapter 4, "Getting Inside the Computer," for detailed electrostatic discharge precautions.

Installing a Circuit Card



CAUTION:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge" in Chapter 4, "Getting Inside the Computer," for detailed electrostatic discharge precautions.

To install a circuit card, do the following:

1. Remove the new circuit card from its ESD-protective wrapping.



NOTE:

Keep the package and all ESD-protective wrapping. If you must return a card for repair, re-use of the replacement unit packaging is necessary to meet the manufacturer's warranty.

2. Verify the circuit card switch and jumper settings. Ensure address switches and jumpers are set to match the old card.



NOTE:

See the specific instructions below for the specific circuit card you are installing, then continue with Step 3.

3. If the circuit card is the last circuit card connected to either end of the TDM bus, you must ensure that the TDM bus terminator single in-line packages (SIPs) are in place on the circuit card. See "Replacing a Terminator SIP" in Chapter 7, "Replacing Other Components."

If the circuit card is not the last circuit card on the bus, you must remove the SIPs.



NOTE:

"Last circuit card connected" means that there are no other cards between the circuit card and the end of the bus. There may, however, be empty connectors.

4. If the circuit card you are installing is now the last circuit card on the bus, double check those circuit cards that were already in place to ensure that the SIPs have been removed.
5. Holding the circuit card by its upper corners, slide the card into the backplane connector slot position from which you removed the damaged card.
6. Apply even pressure to both corners of the circuit card until it is locked into the backplane.
7. Secure the circuit card faceplate into position by replacing the retaining screw.
8. Replace all cables on the new card. Make sure these cables are attached to their proper terminations.
9. Replace all cables removed from other cards. Make sure these cables are attached to their proper terminations.
10. Replace the circuit card retaining bracket, circuit card access panel, and MAP/40P dress panel. See Chapter 4, "Getting Inside the Computer," for component replacement procedures.
11. Apply power to the unit. See "Restoring Power to the MAP/40P" in Chapter 4, "Getting Inside the Computer," for instructions on restoring power.
12. Reboot the INTUITY CONVERSANT system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures," for the procedure.

Settings for Optional Circuit Cards

**WARNING:**

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge" in Chapter 4, "Getting Inside the Computer," for detailed electrostatic discharge precautions.

This section provides the following information on the optional feature circuit cards:

- Switch and jumper settings
- Driver installation, where necessary
- Other installation requirements that are specific to the particular circuit card you are installing

In general, circuit cards are not preset at the factory. You must set the switches and jumpers (resource options) *before* you install the cards. When you set the switches according to the instructions in this book, remember that OFF is equivalent to open and ON is equivalent to closed.

Table 5-1 lists the circuit cards that are supported with MAP/40P new sales and those that are currently supported with the V6 software but may not be supported in future releases.

Table 5-1. Supported Circuit Cards

New Sales Support	V6 Software Support
IVC6 (AYC10)	IVP6D (AYC27)
NGTR (AYC30)	IVP6 (AYC28)
IPV6-1A (AYC26)	Gemini-1000 asynchronous
AYC21 E1/T1	8-Port IPC-900
AYC43 SSP	AYC7 companion card
BrookTrout TR114+14L FAX	BrookTrout TR114-14L FAX
SMC8416BTA, SMC8432, and SMC9332	AYC9 TTS SP
CLEO FIFO/SIB	AYC3B/AYC11 T1 card
Token Ring Version 2	IVP4 (AYC6/6B) Tip/Ring
8-port asynchronous	AYC5/5B Tip/Ring
	CAG4 PC/ISDN (ASAI) card

Tip/Ring Circuit Cards

The Tip/Ring circuit cards provide the channels which are used by the INTUITY CONVERSANT system. The MAP/40P accommodates eight Tip/Ring circuit cards. The Tip/Ring circuit card can be any of the following types:

- IVP6 (AYC5B)
- IVP6-IU (AYC16)
- IVP6-IA (AYC26)
- IVP6-ID (AYC27)
- IVP6 (AYC28)
- IVC6 (AYC10)
- NGTR (AYC30)

The following section covers the resource option settings each type of Tip/Ring card. Many of the figures illustrate settings for more than one type of Tip/Ring card.

Figure 5-1 shows the switch setting for the Tip/Ring circuit cards, except the NGTR (AYC30).

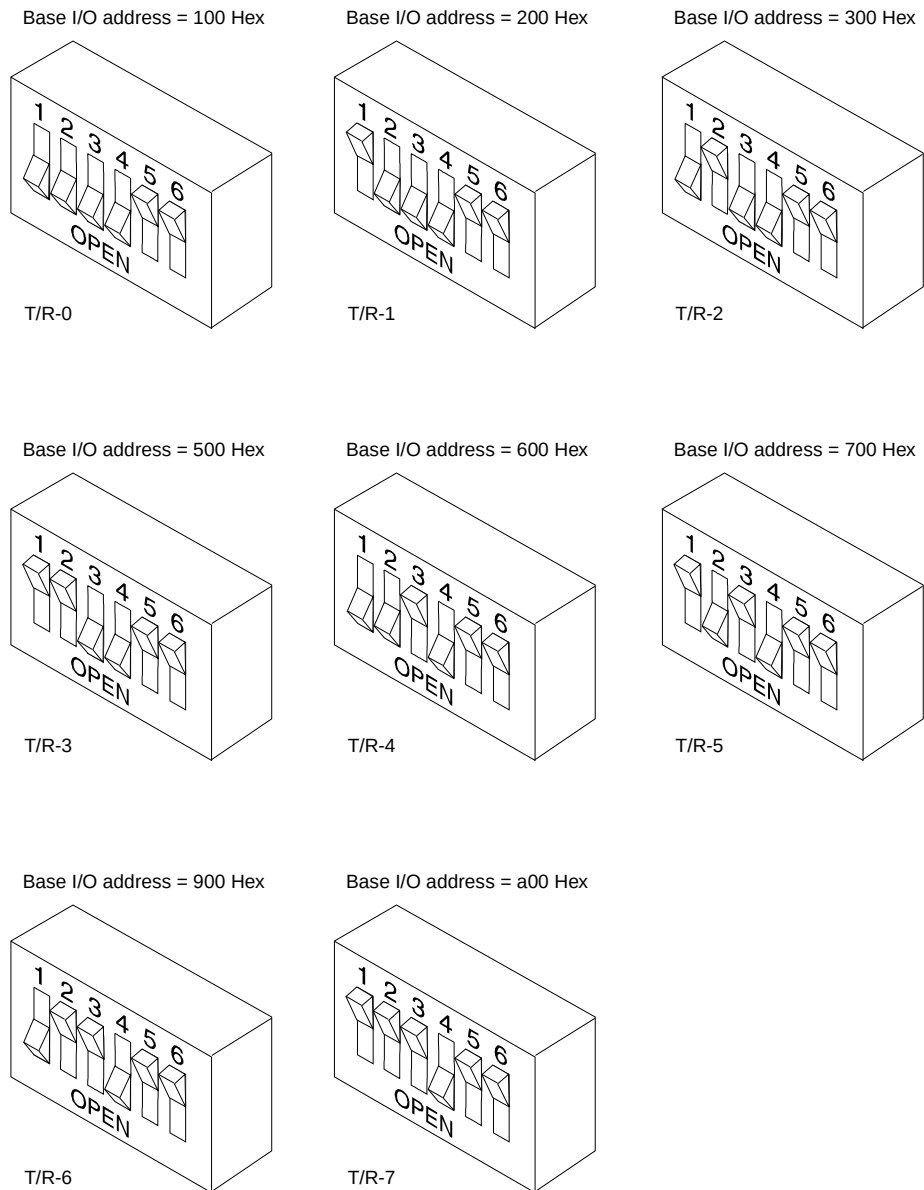


Figure 5-1. Settings for Switches on the IVP6 (AYC5B), IVP6-IU (AYC16), IVP6-IA (AYC26), IVP6-ID (AYC27), IVP6 (AYC28), and IVC6 (AYC10) Tip/Ring Circuit Cards T/R-0 through T/R-7

IVP6 (AYC5B) Circuit Card

The IVP6 (AYC5B) circuit card (Figure 5-2) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/40P.

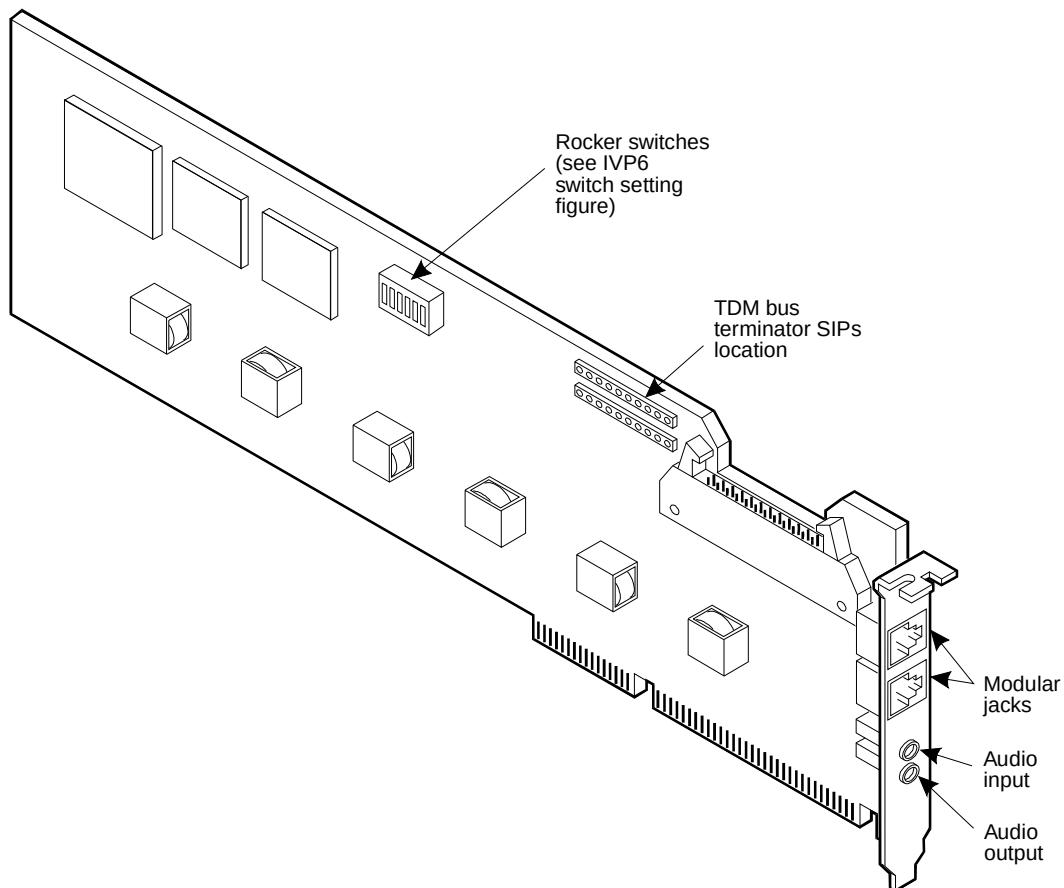


Figure 5-2. Layout of the IVP6 (AYC5B), IVP6-IU (AYC16), IVP6 (AYC26), IVP6 (AYC27), and IVP6 (AYC28) Tip/Ring Circuit Cards

Each Tip/Ring card in the system must have a unique address. To set these addresses, the switches must be configured properly. Figure 5-1 shows the switch settings for the IVP6 (AYC5B) circuit card.

IVP6-IU (AYC16) Circuit Card

The IVP6-IU (AYC16) circuit card (Figure 5-3) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/40P.

Each Tip/Ring card in the system must have a unique address. To set these addresses, the switches must be configured properly. Figure 5-1 shows the switch settings for the IVP6-IU (AYC16) circuit card.

IVP6-IA (AYC26) Circuit Card

The IVP6-IA (AYC26) circuit card (Figure 5-2) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/40P.

Each Tip/Ring card in the system must have a unique address. To set these addresses, the switches must be configured properly. Figure 5-1 shows the switch settings for the IVP6-IA (AYC26) circuit card.

IVP6-ID (AYC27) Circuit Card

The IVP6-ID (AYC27) circuit card (Figure 5-2) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/40P.

Each Tip/Ring card in the system must have a unique address. To set these addresses, the switches must be configured properly. Figure 5-1 shows the switch settings for the IVP6-ID (AYC27) circuit card.

IVP6 (AYC28) Circuit Card

The IVP6 (AYC28) circuit card (Figure 5-2) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/40P.

Each Tip/Ring card in the system must have a unique address. To set these addresses, the switches must be configured properly. Figure 5-1 shows the switch settings for the IVP6 (AYC28) circuit card.

IVC6 (AYC10) Circuit Card

The IVC6 (AYC10) circuit card (Figure 5-3) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/40P.

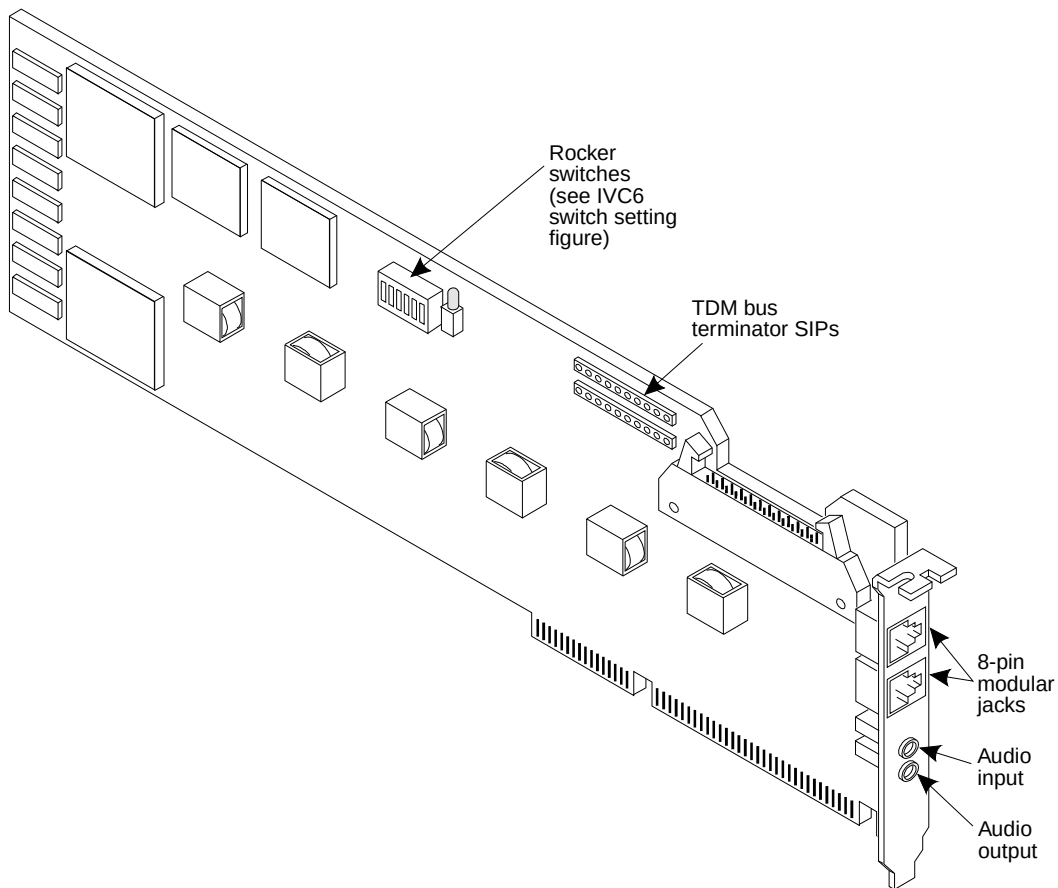


Figure 5-3. IVC6 (AYC10) Tip/Ring Circuit Card

Each Tip/Ring card in the system must have a unique address. To set these addresses, the switches must be configured properly. Figure 5-1 shows the switch settings for the IVC6 (AYC10) circuit card.

NGTR (AYC30) Circuit Card

The NGTR (AYC30) circuit card (Figure 5-4) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/40P.

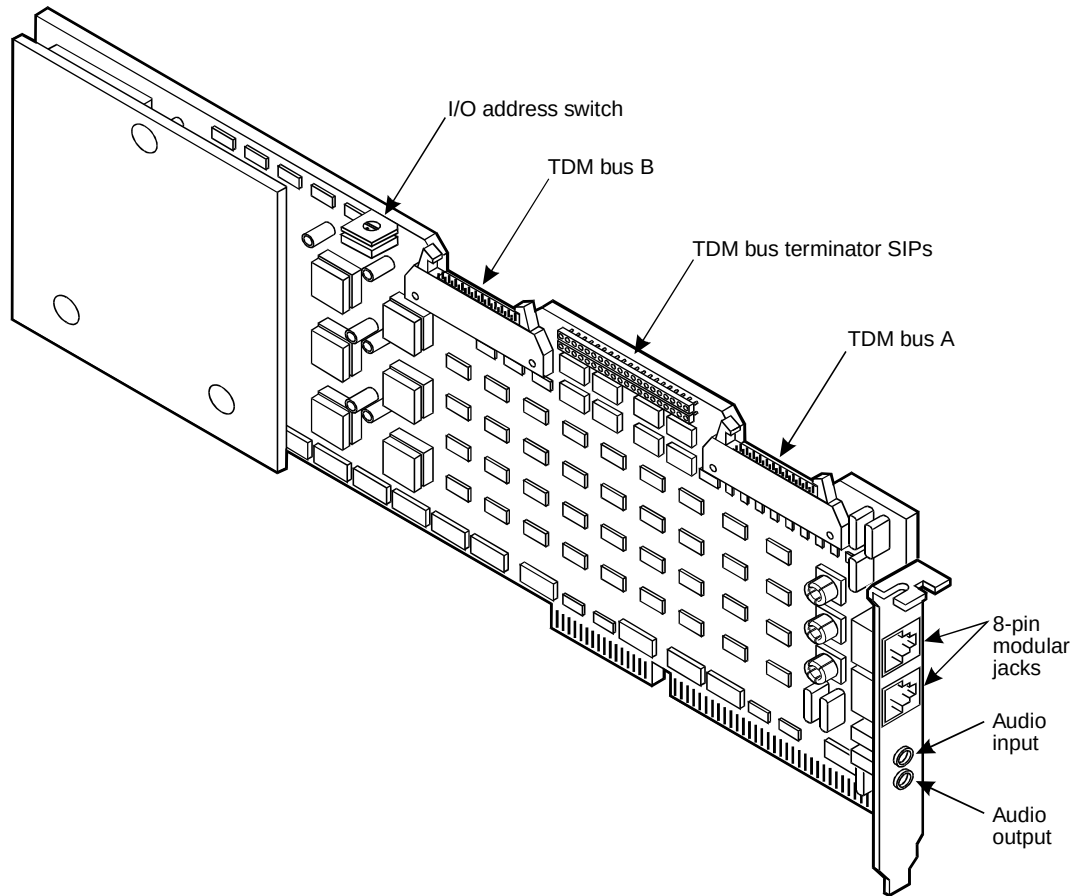
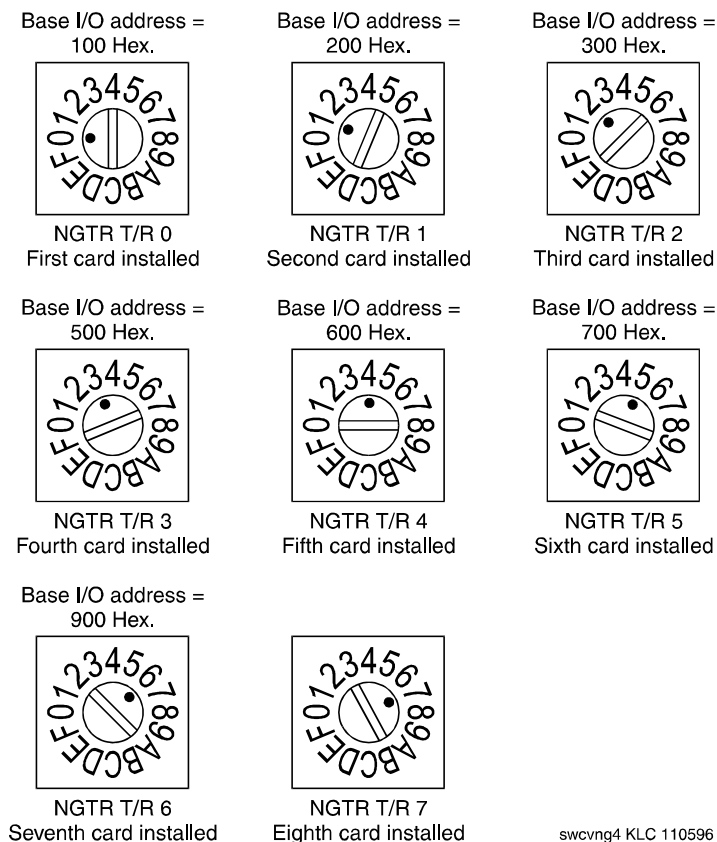


Figure 5-4. NGTR (AYC30)

Each Tip/Ring circuit card in the system must have a unique address. To set these addresses, the switch must be configured properly. Figure 5-5 shows the switch settings for the NGTR (AYC30) circuit card.



swcvng4 KLC 110596

Figure 5-5. NGTR (AYC30) Tip/Ring Circuit Card Switch Settings

Installing the Tip/Ring Circuit Card Driver

NOTE:

If the Tip/Ring circuit cards are not recognized when the voice system is started or if other problems are noticed with the Tip/Ring circuit card driver, it may be necessary to remove and reinstall the Tip/Ring circuit card driver.

To install the Tip/Ring circuit card driver, do the following:

1. Stop the voice system. See “Stopping the Voice System” in Chapter 3, “Common System Procedures,” for the procedure.
2. Run the Hardware Resource Allocator to determine the configuration and placement of the Tip/Ring circuit cards to be installed. See “Adding Hardware to an Existing Configuration” in Appendix A, “System Configuration.”
3. If you are not already logged in as root, do so now.
4. Enter **pkgadd -d diskette1**

The system displays the following message:

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

5. Insert the diskette labeled “Tip/Ring Board Driver 1 of 1” into the diskette drive. See “Inserting and Removing Diskettes” in Chapter 3, “Common System Procedures,” for the procedure.
6. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. `tipring` INTUITY Tip/Ring Board Driver
(i486)

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

7. Press **ENTER**.

The system displays the following message:

PROCESSING:

```
Set: INTUITY Tip/Ring Board Driver (tipring) from
<diskette1>
```

INTUITY Tip/Ring Board Driver (i486)

Using `</>` as the package base directory.
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The system displays several status messages and then the following message:

Please enter the IRQ:

8. Enter the IRQ provided by the Hardware Resource Allocator.

The system displays several status messages and then the following message:

Installation of INTUITY Tip/Ring Board Driver (tipring)
was successful.

Insert diskette into Floppy Drive 1.

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

9. Enter **q**
10. Remove the diskette labeled "Tip/Ring Board Driver 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

E1/T1 Circuit Card

The E1/T1 circuit card (Figure 5-6) contains switches and jumpers that you must set before you install the circuit card in the MAP/40P.

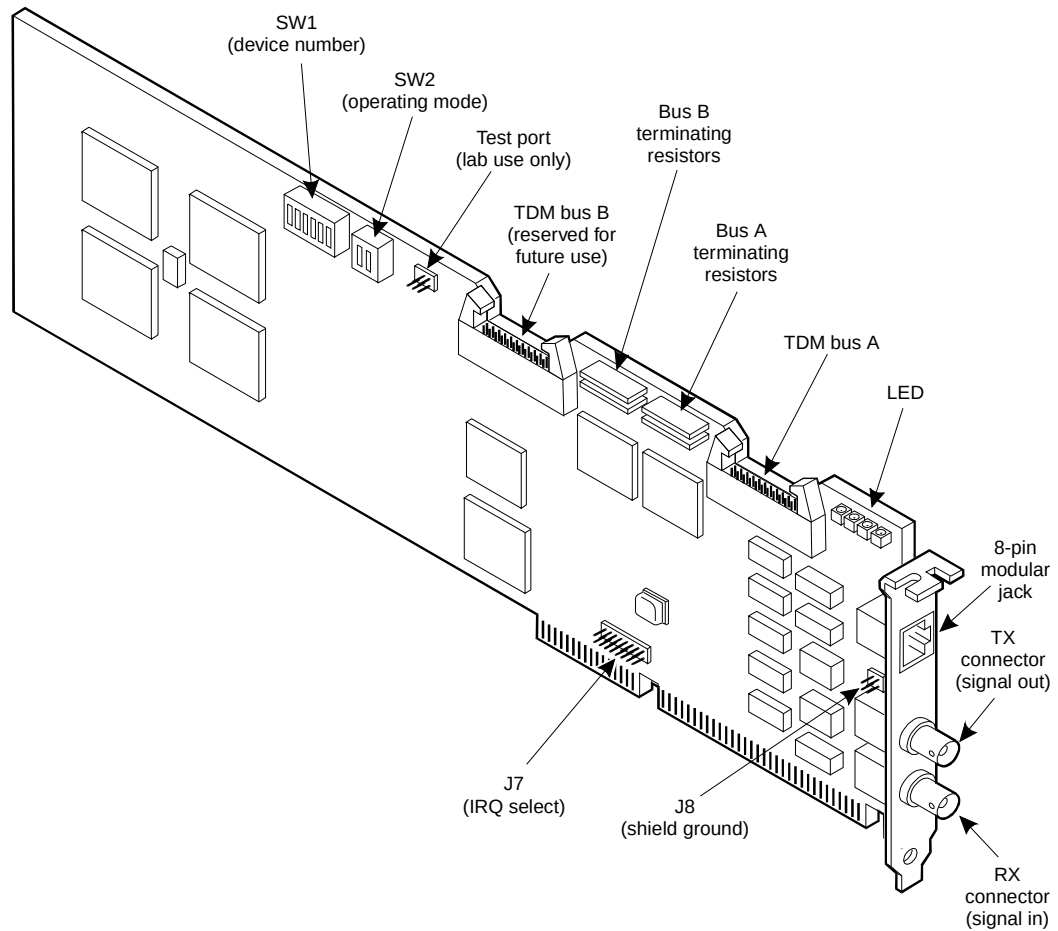


Figure 5-6. E1/T1 (AYC21) Circuit Card

Jumper Settings

Figure 5-7 shows the location and correct setting of the E1/T1 circuit card jumpers.

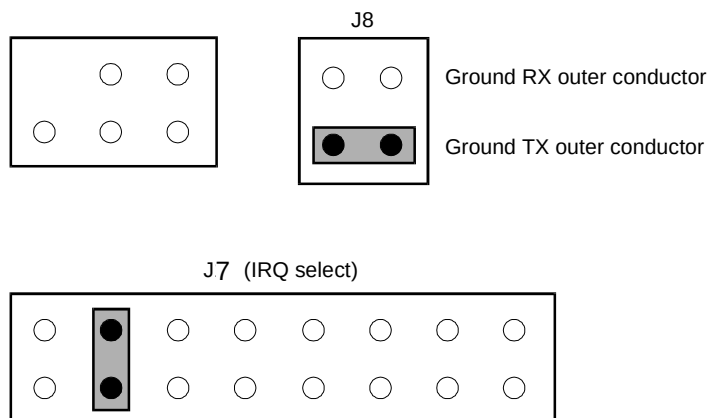
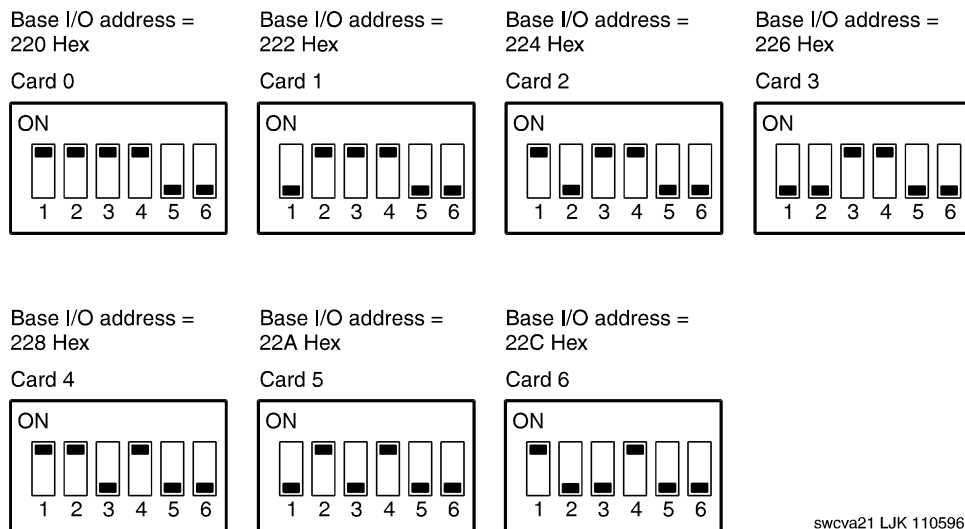


Figure 5-7. AYC21 Jumper Settings

Switch Settings

There are two sets of switches on the E1/T1 circuit card. Figure 5-8 through Figure 5-10 and show the correct switch settings.



swcva21 LJK 110596

Figure 5-8. AYC21 Device Number Switch 1 Settings

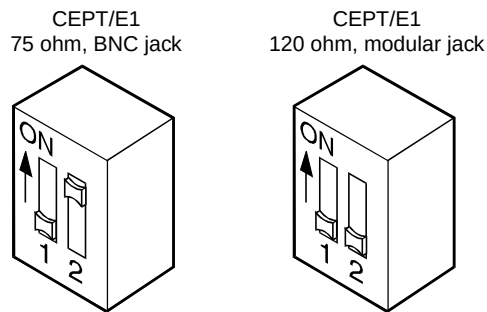


Figure 5-9. AYC21 Operating Mode Switch Settings for E1 Operation

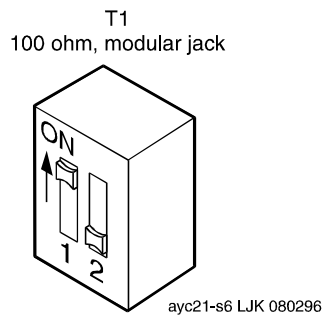


Figure 5-10. AYC21 Operating Mode Switch Settings for T1 Operation

Installing the E1/T1 Circuit Card Driver

➤ NOTE:

If the E1/T1 circuit cards are not recognized when the voice system is started or if other problems are noticed with the E1/T1 circuit card driver, it may be necessary to remove and reinstall the E1/T1 circuit card driver.

Occasionally dynamically loadable drivers fail to load into the UnixWare kernel properly.

To install the E1/T1 circuit card driver, do the following:

1. If you are not already logged in as root, do so now.
2. Stop the voice system. See “Stopping the Voice System” in Chapter 3, “Common System Procedures,” for the procedure.

3. Enter **pkgadd -d diskette1**

The system displays the following message:

Insert diskette into Floppy Drive 1.

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

4. Insert the diskette labeled "T1/E1 Board Driver 1 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

5. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. t1driver INTUITY T1/E1 Board Driver
(i486)

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

6. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY T1/E1 Board Driver (t1driver) from
<diskette1>

INTUITY T1/E1 Board Driver
(i486)

Using </> as the package base directory.
Lucent Technologies Inc.

The system displays several status messages and then the following message:

READY TO PROCESS:

Package: INTUITY T1/E1 Board Driver (t1driver)
diskette 2 of 3

Insert diskette 2 of 3 into Floppy Drive 1.

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

7. Remove the diskette labeled "T1/E1 Board Driver 1 of 3" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

8. Insert the diskette labeled "T1/E1 Board Driver 2 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

9. Press **ENTER**.

The system displays several status messages and then the following message:

READY TO PROCESS:

Package: INTUITY T1/E1 Board Driver (t1driver)
diskette 3 of 3

Insert diskette 3 of 3 into Floppy Drive 1.

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

10. Remove the diskette labeled "T1/E1 Board Driver 2 of 3" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

11. Insert the diskette labeled "T1/E1 Board Driver 3 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

12. Press **ENTER**.

The system displays several status messages and then the following message:

Installation of T1/E1 Board Driver (t1driver) was
successful.

Insert diskette into Floppy Drive 1.

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

13. Enter **q**

14. Remove the diskette labeled "T1/E1 Board Driver 3 of 3" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

T1 Circuit Cards

The INTUITY CONVERSANT system supports two types of T1 circuit cards:

- AYC3B
- AYC11

AYC3B Circuit Card

The AYC3B version of the T1 circuit card (Figure 5-11) contains switches and jumpers that you must set before you install the circuit card in the MAP/40P.

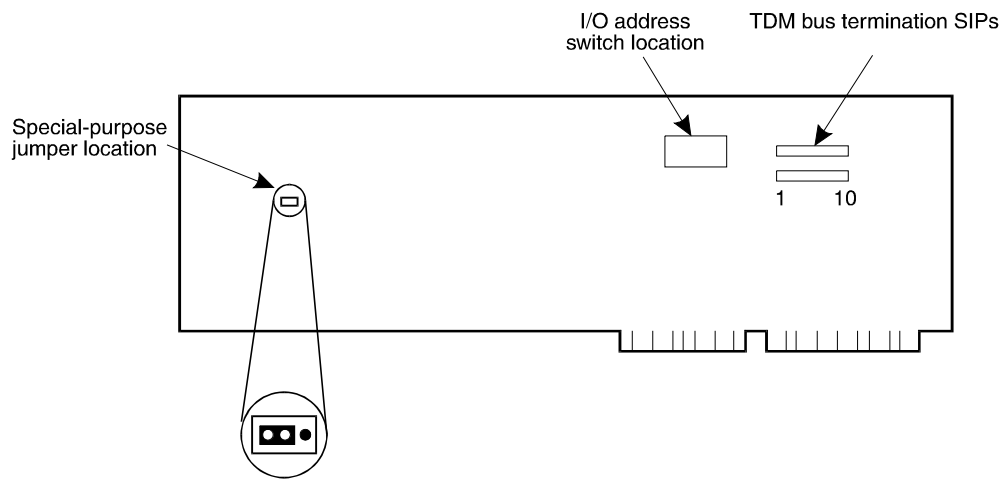


Figure 5-11. AYC3B T1 Circuit Card

Jumper Settings

Figure 5-11 shows the jumper setting for the AYC3B T1 circuit card.

Switch Settings

Figure 5-12 shows the switch settings for the AYC3B T1 circuit card.

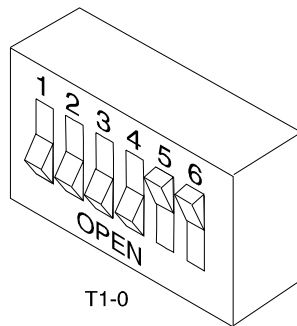


CAUTION:

Do not use OS-Index 0 or OS-Index 1 if your system has the Token Ring driver installed.

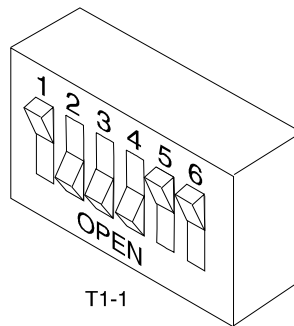
Base I/O address = 220 Hex

OS-Index = 0



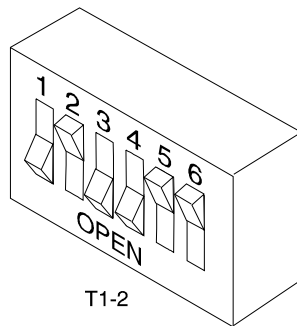
Base I/O address = 222 Hex

OS-Index = 1



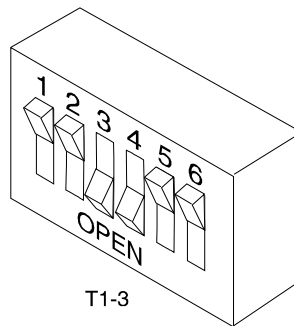
Base I/O address = 224 Hex

OS-Index = 2



Base I/O address = 226 Hex

OS-Index = 3



Base I/O address = 228 Hex

OS-Index = 4

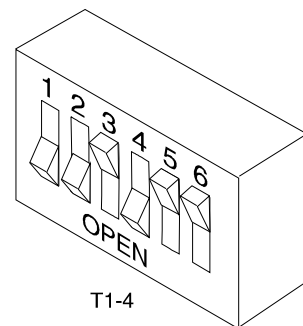


Figure 5-12. T1-0 through T1-4 Switch Settings for the AYC3B and AYC11 T1 Circuit Cards

AYC11 Circuit Card

The AYC11 version of the T1 circuit card (Figure 5-13) contains switches and jumpers that you must set before you install the circuit card in the MAP/40P.

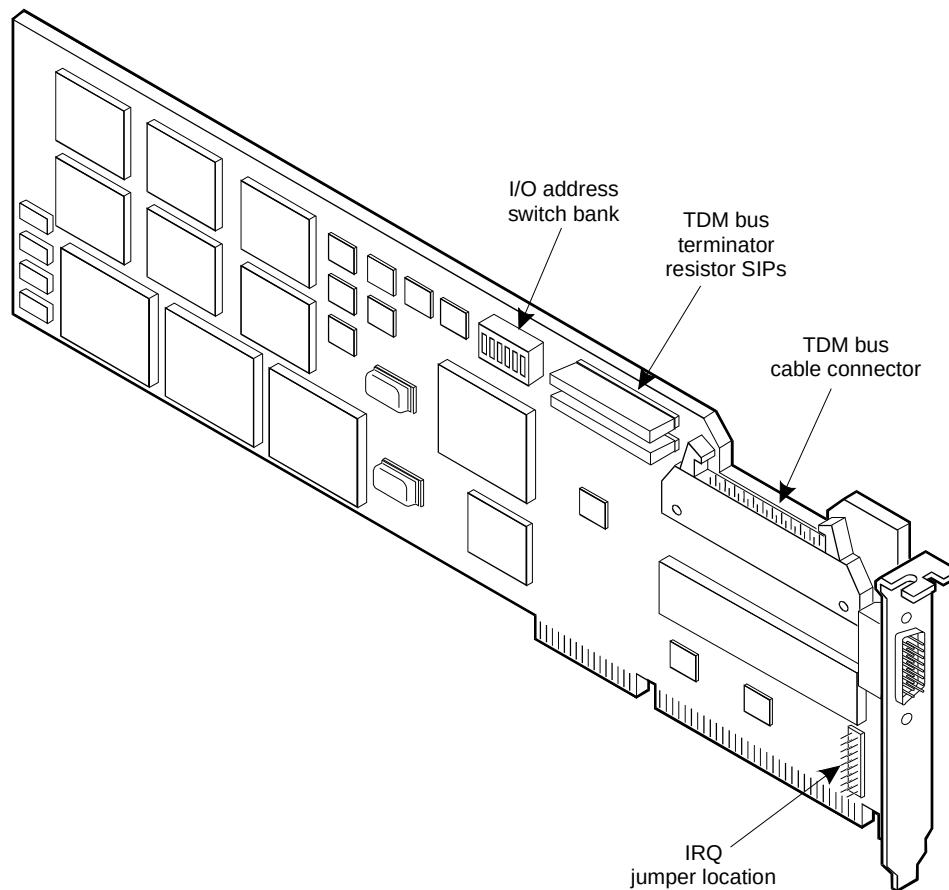


Figure 5-13. AYC11 T1 Circuit Card

Jumper Settings

Figure 5-14 shows the jumper settings for the AYC11 T1 circuit card.

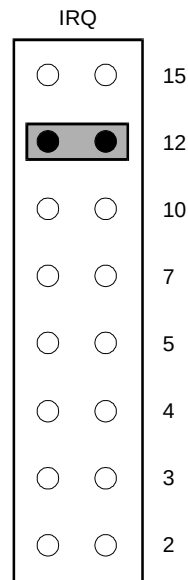


Figure 5-14. AYC11 Jumper Settings

Switch Settings

Figure 5-12 shows the switch settings for the AYC11 T1 circuit card.

Speech and Signal Processor (AYC43) Circuit Card

The SSP circuit card (Figure 5-14) contains switches and jumpers that you must set before you install the circuit card in the MAP/40P.

Jumper Settings

Figure 5-15 shows the location of the SSP circuit card jumpers. There should be no jumpers installed on the SSP circuit card.

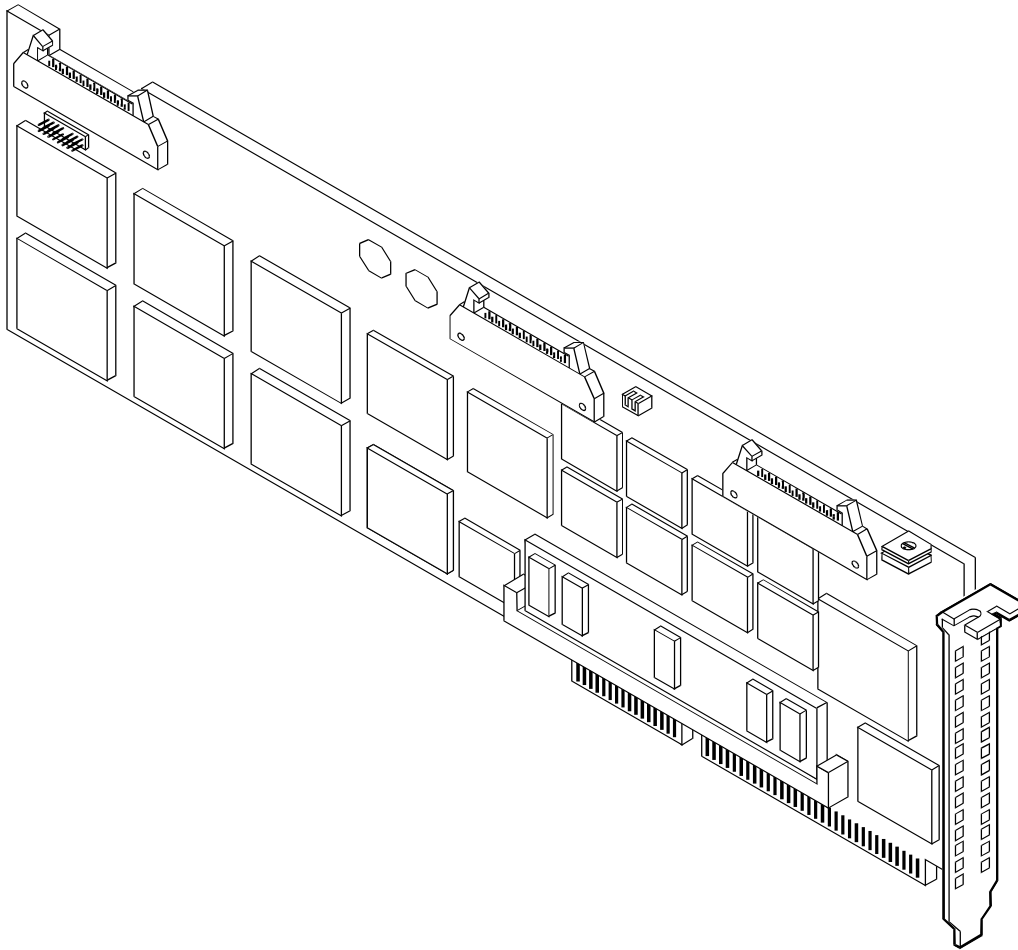


Figure 5-15. Speech and Signal Processor Circuit Card

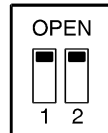
Switch Settings

There are two types of switches on the SSP circuit card:

- Two-position switches
- Rotary switch

Two-Position Switch Settings

Figure 5-16 shows the location of the SSP circuit card two-position switches. If the SSP circuit card is not located at the end of the TDM bus, both switches should be set to open. The switches should be set to closed if the SSP circuit card is located at the end of the bus.



ssp-sw LJK 072296

Figure 5-16. SSP Circuit Card Two-Position Switches (Set for a Placement in the Middle of the TDM Bus)

Rotary Switch Settings

Figure 5-17 shows the rotary switch. It is set at zero for the first SSP circuit card installed in the MAP/40P.

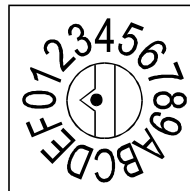


Figure 5-17. SSP Circuit Card Rotary Switch

Table 5-2 shows the rotary switch settings for the subsequent SSP circuit cards installed.

Table 5-2. SSP Circuit Card Rotary Switch Setting

I/O Address	OS Index	Rotary Switch Setting
d20	8	0
d28	9	1
d30	10	2
d38	11	3
920	12	4
928	13	5
930	14	6
938	15	7

Memory

The SSP circuit card is equipped with 16 Mbytes of memory contained on a dual in-line memory module (DIMM). The DIMM is located in the lower portion of the SSP circuit card (Figure 5-15).



CAUTION:

The DIMM is not field serviceable.

Signal Processor (AYC2C or AYC9) Circuit Card

Two types of SP circuit cards the INTUITY CONVERSANT system supports are:

- The AYC2C (Figure 5-18)
- The AYC9 (Figure 5-18)

Jumper Settings

There are no jumpers on either SP circuit card.

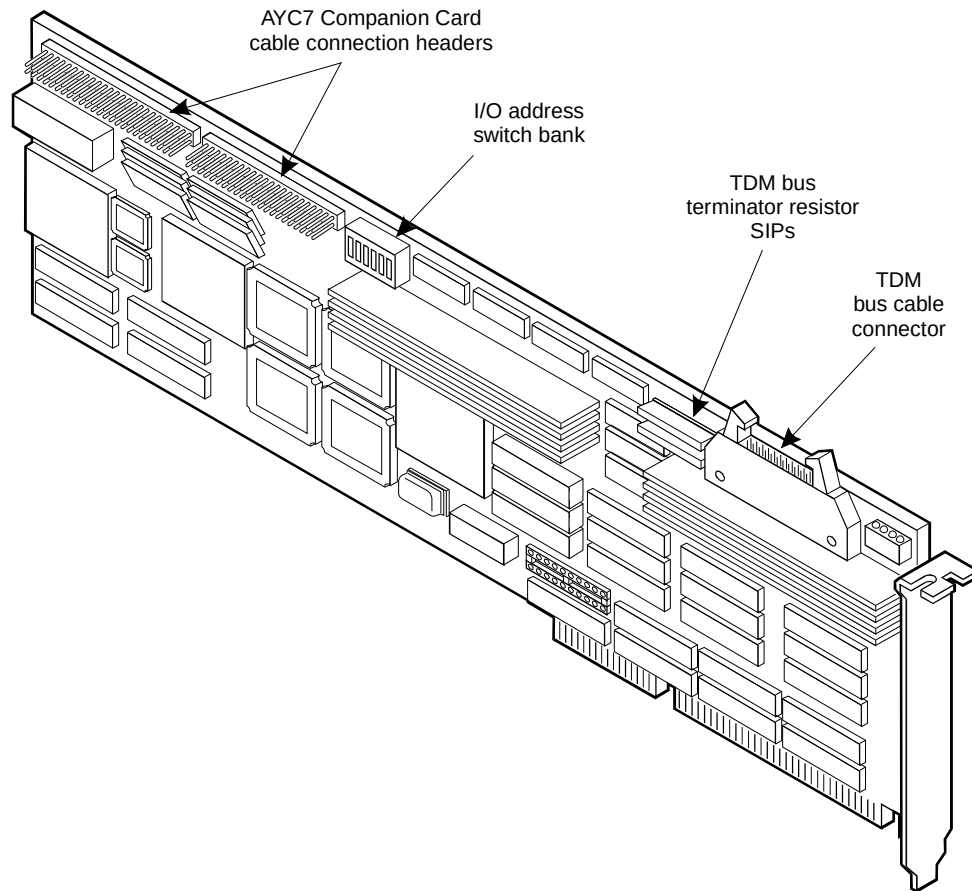


Figure 5-18. Signal Processor (AYC2C) or Text-to-Speech (AYC9) Circuit Card

Switch Settings

You must set one bank of switches on the SP circuit card. Set the switches as shown in Figure 5-19 for the correct I/O address switch settings for cards SP-0 through SP-7.

Notice in Figure 5-19 that the switches are numbered 1 through 6. Switch 1 is a no-option switch. This means its setting is not important. The figure shows this switch as open, but it does not matter if it is open or closed. Switch 2 must be closed. Switch 3 must be open. Figure 5-19 also displays the OS index number for the corresponding switch settings. The INTUITY CONVERSANT system uses this index to identify each SP card.



NOTE:

Contact your service representative to determine if the first four switch settings are valid.

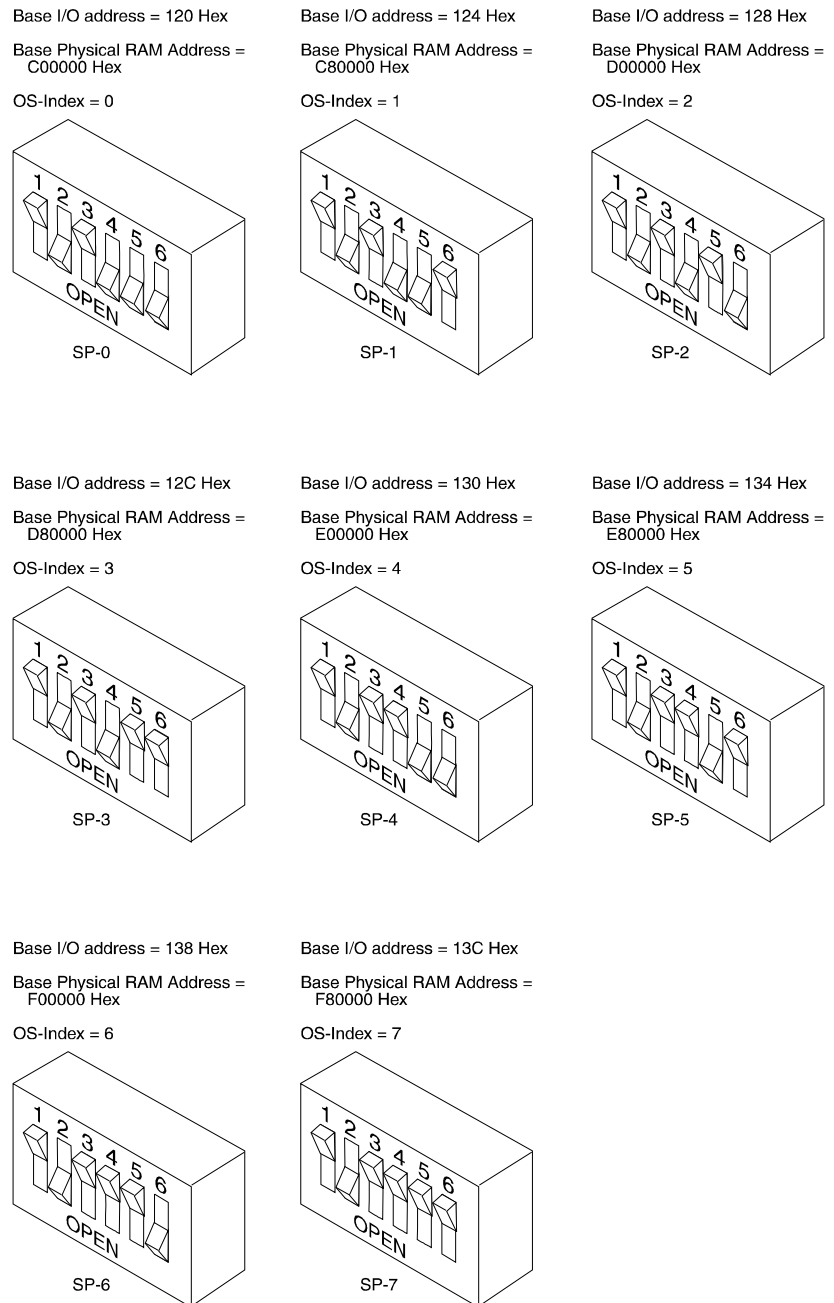


Figure 5-19. Switch Settings for Signal Processor (AYC2C) and Text-to-Speech (AYC9) Circuit Cards 0 through 7

Installing the SP Driver

To install the SP circuit card driver, do the following:

1. Stop the voice system. See "Stopping the Voice System" in Chapter 3, "Common System Procedures," for the procedure.

2. At the UNIX prompt, enter **pkgadd -d diskette1**

The system displays the following message:

Insert diskette into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

3. Insert the diskette labeled "ASP Driver Package 1 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

4. Press **(ENTER)**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. asp INTUITY ASP Driver Package
 (i486)

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

5. Press **(ENTER)**.

The system displays the following message:

PROCESSING:

Set: INTUITY ASP Driver Package (asp) from <diskette1>

INTUITY ASP Driver Package
(i486)

Using </> as the package base directory.

NOTE:

If you did not stop the voice system, the system displays the following message at this point:

The voice system is currently running and must be stopped in order to install this package.

Is it ok to STOP the voice system ? [y/n]

Enter **y**

READY TO PROCESS:

Package: INTUITY ASP Driver Package (asp)
diskette 2 of 3

Insert diskette 2 of 3 into Floppy Drive 1.

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

6. Remove the diskette labeled "ASP Driver Package 1 of 3" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
7. Insert the diskette labeled "ASP Driver Package 2 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
8. Press **ENTER**.

The system displays the following message:

READY TO PROCESS:

Package: INTUITY ASP Driver Package (asp)
diskette 3 of 3

Insert diskette 3 of 3 into Floppy Drive 1.

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

9. Remove the diskette labeled "ASP Driver Package 2 of 3" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
10. Insert the diskette labeled "ASP Driver Package 3 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
11. Press **ENTER**.

The system displays several status messages and then the following message:

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

Installation of INTUITY ASP Driver Package (asp) was
successful.

Insert diskette into Floppy Drive 1.

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

12. Enter **q**

13. Make sure that the light on the diskette drive is off and remove the diskette. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
14. Reboot the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures," for the procedure.

Companion (AYC7) Circuit Card

The Companion (CMP) circuit card (Figure 5-20) is an extension of the SP circuit card and is connected by its own special bus. The CMP card gets only power from the backplane. All the signal interfaces come from the SP card. If only one CMP card is attached to an SP, it must be located in the slot next to the SP. There cannot be an empty slot between the SP and the CMP. Up to eight (8) CMP cards are supported.

NOTE:

An SP may be configured to support at most two (2) CMP cards. The CMP(s) connected to the SP(s) always must start addressing with card 0. For example, if there are four SPs, each with one CMP, each CMP will be addressed as card 0.

The CMP card is used only in speech recognition applications. See *INTUITY CONVERSANT System Version 6.0 Speech Development, Processing and Recognition*, 585-310-762, for more information.

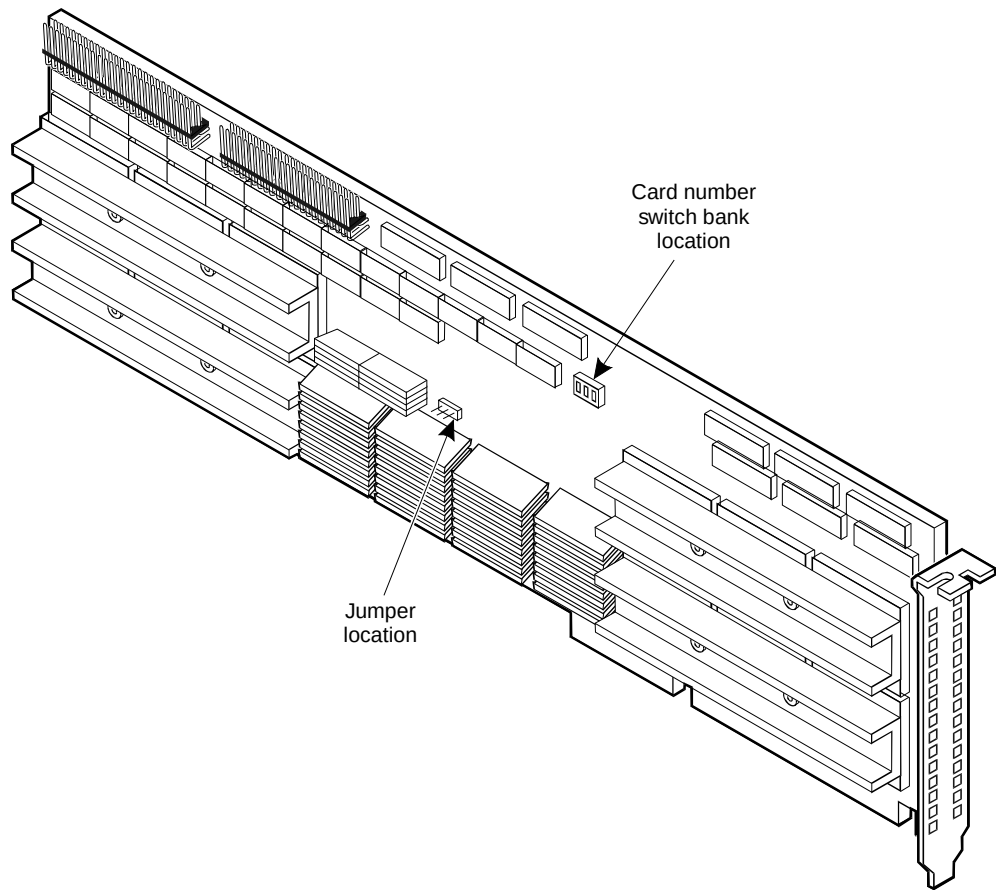


Figure 5-20. Companion Circuit Card

Jumper Settings

Figure 5-21 shows the jumper settings for the companion circuit card.



Figure 5-21. Companion Card Jumper Setting

Switch Settings

Figure 5-22 shows the required switch settings for the companion circuit card.

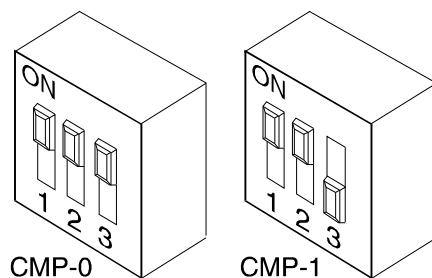


Figure 5-22. Companion Card 0 and 1 Switch Settings

Text-to-Speech (AYC9) Circuit Card

Figure 5-18 shows the TTS (AYC9) circuit card.

Jumper Settings

There are no jumpers on the AYC9 TTS circuit card.

Switch Settings

You must set one bank of switches on the TTS circuit card. Set the switches as shown in Figure 5-19 for the correct I/O address switch settings for cards TTS-0 through TTS-7.

Notice in Figure 5-19 that the switches are numbered 1 through 6. Switch 1 is a no-option switch. This means its setting is not important. The figure shows this switch as open, but it does not matter if it is open or closed. Switch 2 must be closed. Switch 3 must be open. Figure 5-19 also displays the OS index number for the corresponding switch settings. The INTUITY CONVERSANT system uses this index to identify each SP card.

Fax Circuit Cards

The INTUITY CONVERSANT system supports two versions of the fax circuit cards.

Version 1

The MAP/40P supports up to three Version 1 fax circuit cards (Figure 5-23).

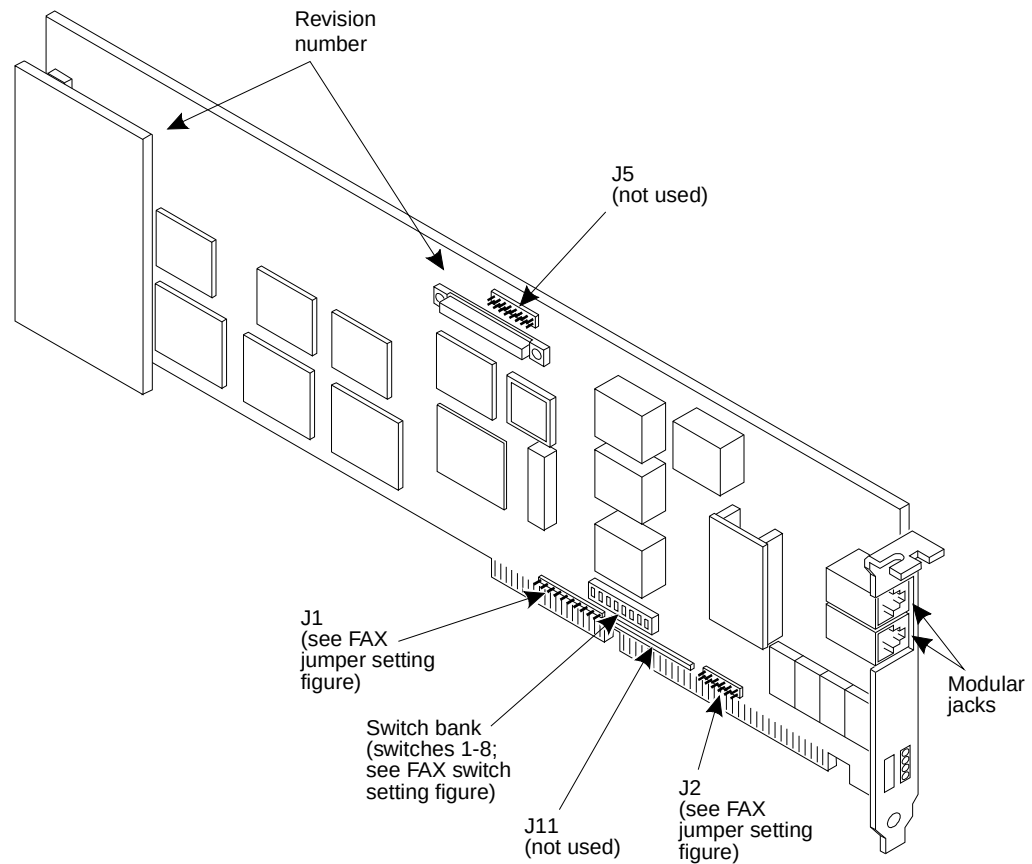


Figure 5-23. Fax Circuit Card - Version 1

Switches

There are multiple versions of the fax circuit card — revision 5, revision 6, and higher. The revision number is indicated on the card at one of the two locations shown in Figure 5-23. Set the switches for all versions as shown in Figure 5-24 unless otherwise instructed for those cards beyond revision 6, and observe the following:

- For revision 5 cards, switch #1 does not affect the I/O address and must be OFF on *all* fax circuit cards in the system. Switch #2 does not affect the base I/O address and must be ON *on one and only one* fax circuit card.
- For revision 6 cards, switch #1 does not affect the base I/O address. It is used to pull up the TR114 interrupt line and must be ON *on one and only one* fax circuit card in the system.

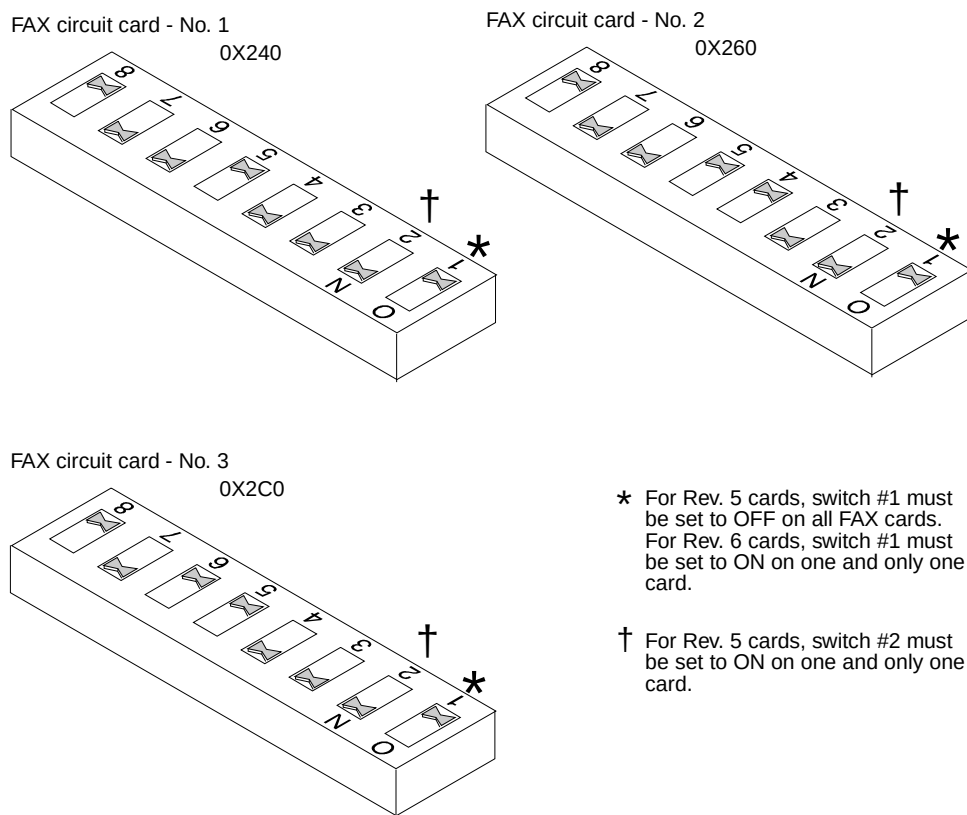


Figure 5-24. Fax Circuit Card - Version 1 Switch Settings

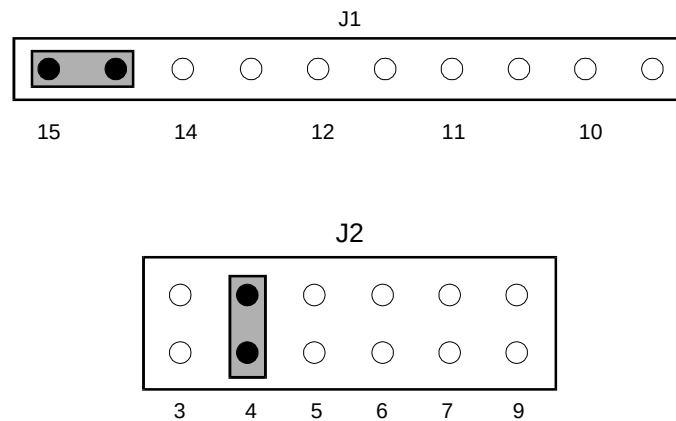
NOTE:

In Figure 5-24, the first switch bank indicates settings for the first card installed, the second switch bank for the second card installed, and the third switch bank for the third card installed.

Jumper Settings

Jumpers on the fax circuit card are in two locations: top center and bottom right (Figure 5-23). Neither J5 at the top center nor J11 in the middle of the bottom group is used.

Figure 5-25 shows diagrams of J1 and J2. Interrupt numbers are indicated beneath the jumper blocks. In this example, J1 is set to 15 and J2 is set to 4. You must set the jumpers according to the output of the Hardware Resource Allocator for the system you are installing. See "Operating the Hardware Resource Allocator," in Appendix A, "System Configuration," for more information.



Set jumpers according to the output of the configuration program for your system. This example shows interrupts set to 15 (J1) and 4 (J2).

Figure 5-25. Sample Fax Circuit Card Jumper Settings and Interrupt Numbers

Version 2

The MAP/40P supports up to three Version 2 fax circuit cards. Figure 5-26 shows the version 2 of the fax circuit card.

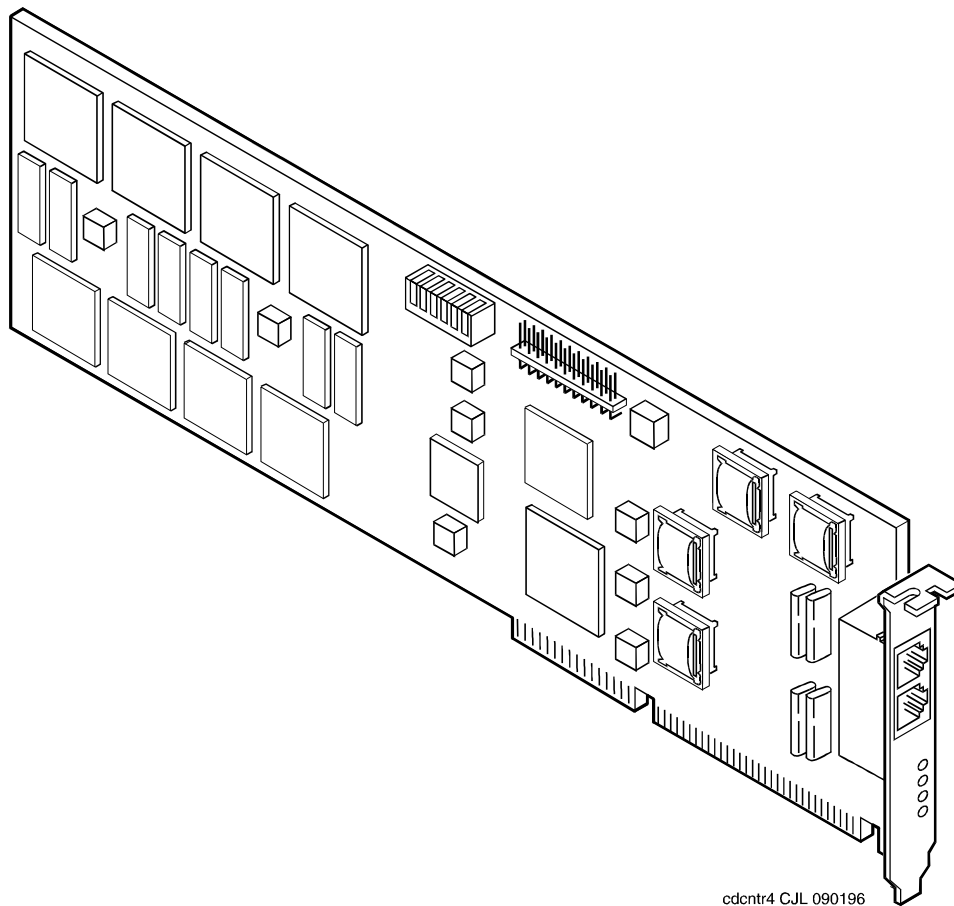


Figure 5-26. Fax Circuit Card - Version 2

Jumper Settings

Jumpers on the fax circuit card are located in the top center of the circuit card (Figure 5-26).

Figure 5-27 shows a diagram of the jumpers. Interrupt numbers are indicated above the jumper blocks. In this example, the jumper is set to 5. You must set the jumpers according to the output of the Hardware Resource Allocator for the system you are installing. See "Operating the Hardware Resource Allocator," in Appendix A, "System Configuration," for more information.

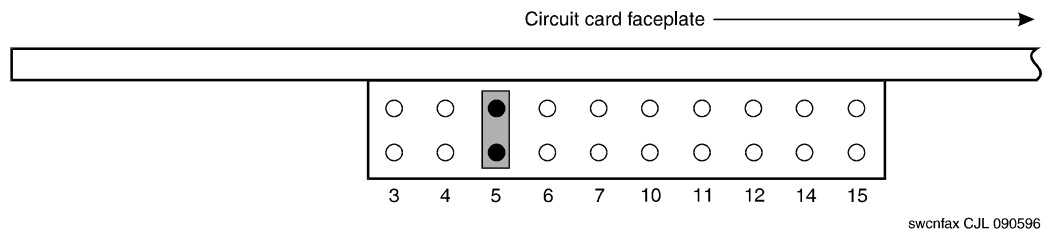


Figure 5-27. Sample Jumper Settings and Interrupt Numbers for the Fax Actions Circuit Card

Switch Settings

Set the switches as shown in Figure 5-28. Switch #1 does not affect the base I/O address. It is used to pull up the TR114 interrupt line and must be *ON on one and only one* fax attendant circuit card in the system.



NOTE:

In Figure 5-28, the first switch indicates settings for the first card installed, the second switch for the second card installed, and the third switch for the third card installed.

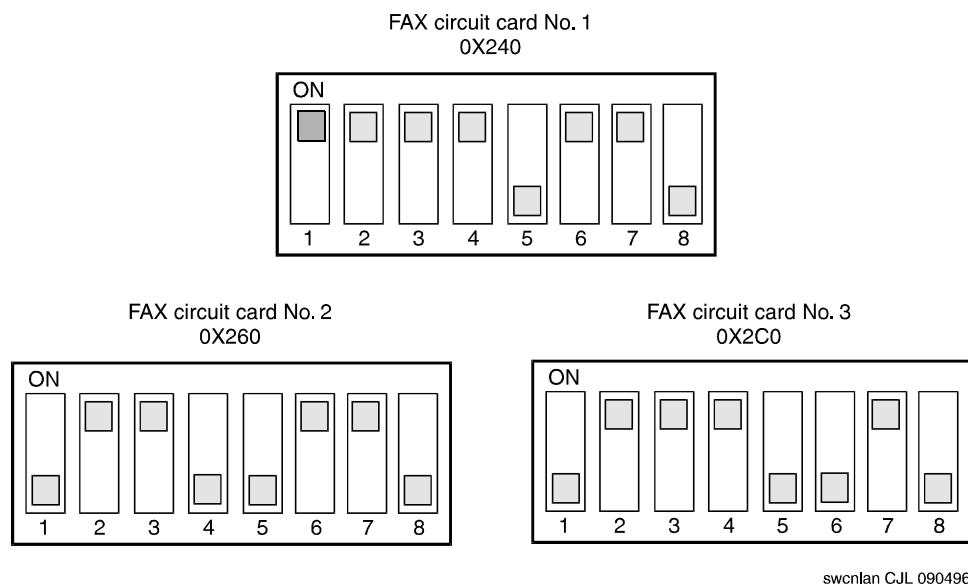


Figure 5-28. Switch Settings for the Fax Circuit Card

Ethernet LAN Circuit Cards

The INTUITY CONVERSANT system supports two types of Ethernet LAN circuit cards:

- ISA - Industry Standard Architecture
- PCI - Peripheral Component Interconnect

These cards allow you to connect the INTUITY CONVERSANT system to your local area network.

ISA Ethernet LAN Circuit Cards

The system supports two versions of the ISA Ethernet LAN circuit card.

- SMC8216
- SMC8416

SMC8216 Circuit Card

Figure 5-29 shows the SMC8216 Ethernet LAN circuit card.

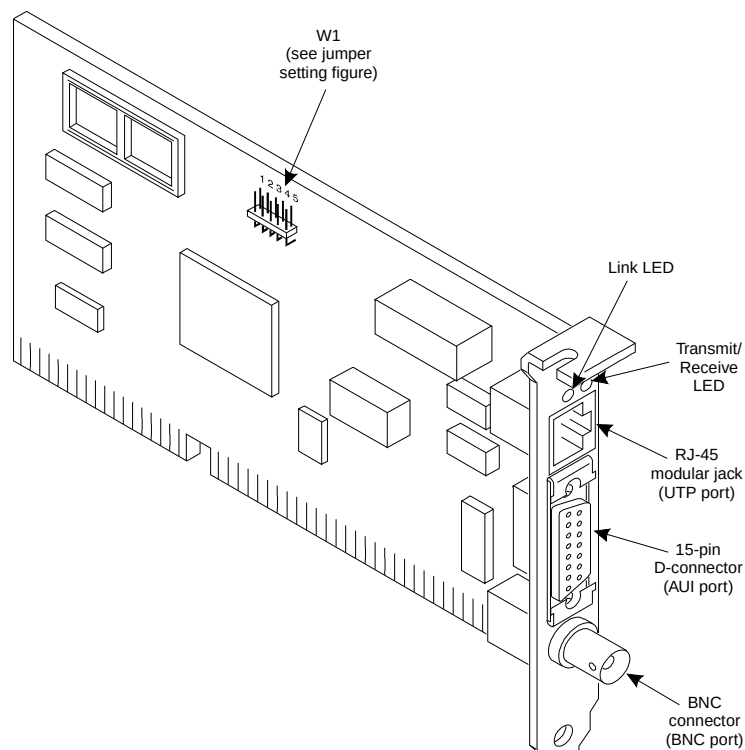


Figure 5-29. Ethernet LAN Circuit Card - SMC8216

The default software configuration is as follows:

- IRQ - 10
- I/O base address - 280
- RAM base address - D8000

The default setting for the jumper on W1 is "1" (Figure 5-30). This position configures the card to be software programmable beginning at the default settings.

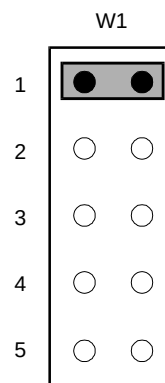


Figure 5-30. Ethernet LAN Circuit Card Software Programmable Jumper Setting

There are no switches to set on the Ethernet LAN circuit card.

SMC8416 Circuit Card

Figure 5-31 shows the SMC8416 Ethernet LAN circuit card.

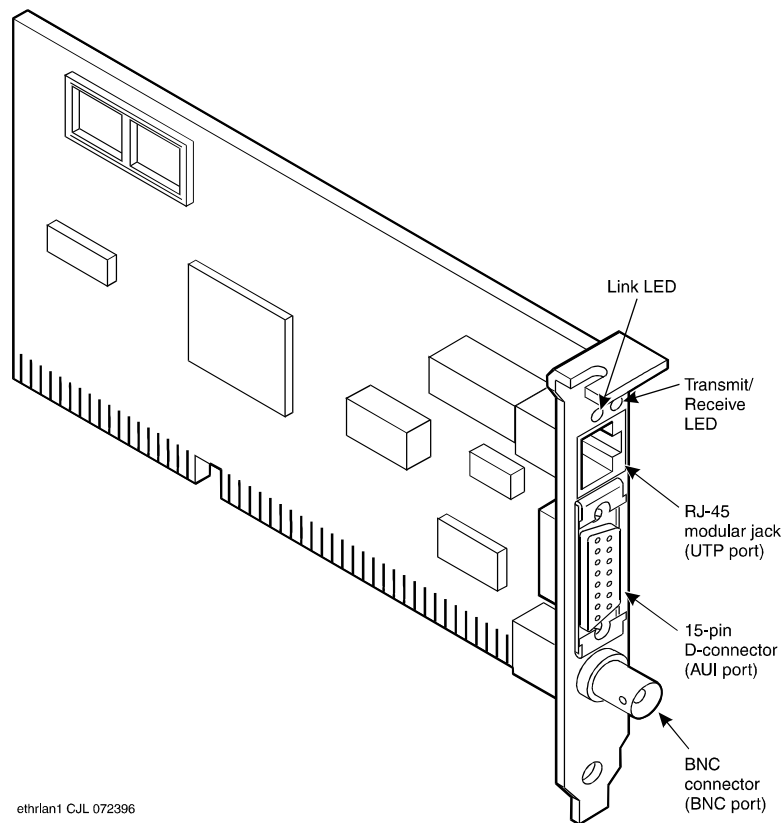


Figure 5-31. Ethernet LAN Circuit Card - Version 2 (SMC8416)

There are no jumpers or switches associated with Version 2 of the Ethernet LAN circuit card.

Installing an ISA LAN Circuit Card

Installation of a Version 2 LAN circuit card, in a system which did not previously have a LAN circuit card, involves:

- Installing the LAN circuit card driver
- Installing the LAN circuit card
- Verifying the LAN circuit card installation

Installing the ISA Hardware Driver. To install the LAN circuit card driver, do the following:

1. If you are not already logged in as root, do so now.
2. Stop the voice system. See “Stopping the Voice System” in Chapter 3, “Common System Procedures.”
3. Enter **pkgadd -d diskette1**

The system displays the following message:

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

4. Insert the diskette labeled “SMC Ethernet Device Driver ISA Release 3.07 1 of 1” into the diskette drive. See “Inserting and Removing Diskettes” in Chapter 3, “Common System Procedures.”
5. Press **ENTER**.

The system displays the following message:

The following packages are available:

1. smeUW11 SMC Ethernet Device Driver ISA Release
 3.07

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

6. Press **ENTER**.

The system displays the Adapter Selection screen (Figure 5-32).

Specify the number of SMC Ethernet Adapters to be configured

SMC ISA Adapters:

Use TAB/BACK TAB to move between fields. When form is complete, TAB to the "Action:" field, select "Apply", and press <Enter> to continue

Figure 5-32. Adapter Selection Screen

7. Use the left and right arrows on your keyboard to move through the field selections.
8. Select 1.
9. Press the down arrow to move to the Apply field.
10. Press .

The system displays the Access Mode Selection screen (Figure 5-33).

ADAPTER:

This screen allows you to select either Memory-Mapped or IO-Mapped for access mode of adapter.

If you are not using SMC 8416 adapter, select Memory-Mapped mode

Access Mode:

Use TAB/BACK TAB to move between fields. When form is complete, TAB to the "Action:" field, select "Apply", and press <Enter> to continue

Figure 5-33. Access Mode Selection Screen

11. Use the left ◀ and right ▶ arrows on your keyboard to move through the field selections.
12. Select Memory-Mapped.
13. Press the down ▼ arrow to move to the Apply field.
14. Press .

The system displays the SMCETH Parameter Selection screen (Figure 5-34).

ADAPTER: SMCETH

This screen allows you to select various parameters to be configured for adapter 1.

Interrupt Vector:
I/O Address:
RAM Address:

Use TAB/BACK TAB to move between fields. When form is complete, TAB to the "Action:" field, select "Apply", and press <Enter> to continue

Figure 5-34. SMCETH Parameter Selection Screen

15. Use the left ◀ and right ▶ arrows on your keyboard to move through the field selections.
16. Select the appropriate vector number.
The vector number is determined by the INTUITY CONVERSANT Hardware Resource Allocator. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration."
17. Use the left ◀ and right ▶ arrows on your keyboard to move through the field selections.
18. Select the appropriate I/O base address.
The I/O base address is determined by the INTUITY CONVERSANT Hardware Resource Allocator. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration."
19. Use the left ◀ and right ▶ arrows on your keyboard to move through the field selections.

20. Select the appropriate RAM base address.

The RAM base address is determined by the INTUITY CONVERSANT Hardware Resource Allocator. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration."



NOTE:

For Version 1 circuit cards, select the RAM base address to provide a 16-Kbyte block of RAM space.

For Version 2 circuit cards, select the RAM base address to provide an 8-Kbyte block of RAM space.

21. Press the down  arrow to move to the Apply field.
22. Press .
- The system displays a series of messages.
23. Remove the diskette labeled "SMC Ethernet Device Driver ISA Release 3.07 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures."
24. Reboot the system.
25. Continue with the next procedure, "Installing the ISA LAN Circuit Card."

Installing the ISA LAN Circuit Card. To install Version 2 of the Ethernet LAN circuit card, do the following:

1. Run the Hardware Resource Allocator to determine the configuration and slot assignment of the Version 2 LAN circuit card. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration."
2. Record the output.
3. Shut down the system. See "Shutting Down the Operating System" in Chapter 3, "Common System Procedures."
4. Install the Version 2 LAN circuit card. See "Installing a Circuit Card" above for the procedure.
5. Continue with the next procedure, "Configuring the ISA LAN Circuit Card."

Configuring the ISA LAN Circuit Card. To configure the Version 2 LAN circuit card, do the following:

The default software configuration is as follows:

- IRQ - 10
- I/O base address - 280
- RAM base address - D8000
- Access mode - Memory Mapped
- PnP - Disabled

1. Compare the default values with the values you received from the Hardware Resource Allocator.

If the default values match the values you received from the Hardware Resource Allocator, skip this step and continue with Step 2.

If the initializing values do not match the values you received from the Hardware Resource Allocator, complete the following Steps a through g:



NOTE:

The discrepancy in values will create error messages. Ignore these messages.

- a. Install the LAN Adapter Setup Program. See “Installing the LAN Adapter Setup Program” in Chapter 11, “Installing the Optional Feature Software, for the procedure.
- b. Enter **/etc/ezsetup**

The system displays the SMC LAN Adapter Setup screen (Figure 5-35).

```
SMC LAN Adapter Setup Program -- Version 1.21

Board Type:    8416BTA
Node Address:  0000C0314EDB

Current Setup

I/O Base Address  280
IRQ               15
RAM Size          8 K
WIN Size          16 K
RAM Base Address  0D8000
Add Wait States   Yes
Network Connection TwPr-No Link
Link Integrity    n/a
ROM Size          Disabled
ROM Base Address  Disabled
Pnpboot           n/a

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

Figure 5-35. SMC LAN Adapter Setup Screen - Sample Output

- c. Enter **y**
- d. Change the appropriate values.

- e. Enter **/etc/confnet.d/configure -i**

The system displays the following message:

These are the device(s) available on your system:

1 sme_0

Type the number of the device(s) to be configured with inet [?,??,q]

- f. Enter the appropriate number for the sme_0 device.

The system displays the following message:

Please enter the IP host name for device sme_0:

- g. Enter the your machine name.



CAUTION:

Do not take the default.

The system displays the following message:

Please initialize the IP address for host XXX:

2. Enter the IP address.

The system displays the following message:

Configure host XXX with default Ethernet(TM)ifconfig options?

Info message is long. (yes no ClassC BerkeleyC info; default: info)

3. Enter the **ClassC**.

The system displays the system prompt.

4. Continue with the next procedure, "Verifying the ISA LAN Circuit Card Installation."

Verifying the ISA LAN Circuit Card Installation. To check the Version 2 LAN circuit card installation, do the following:

1. Reboot the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures."
2. Check the message log report for TCP/IP or LAN adapter errors. See Chapter 1, "Getting Started," in *INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages*, 585-310-182.
3. Verify that you have network connectivity using the **ping** command. See Appendix A, "Summary of Commands," in *INTUITY CONVERSANT System Version 6.0 Administration*, 585-310-591.

Replacing an ISA LAN Circuit Card

To replace an ISA LAN circuit card, do the following:

1. Run the Hardware Resource Allocator to determine the configuration and slot assignment of the Version 2 LAN circuit card. See “Operating the Hardware Resource Allocator” in Appendix A, “System Configuration.”
2. Record the output.
3. Complete the “Installing the ISA LAN Circuit Card” procedure above.
4. Complete the “Configuring the ISA LAN Circuit Card” procedure above.
5. Complete the “Verifying the ISA LAN Circuit Card Installation” procedure above.

You have completed this procedure.

PCI Ethernet LAN Circuit Cards

The system supports two versions of the PCI Ethernet LAN circuit card

- SMC8432
- SMC9332

SMC8432 Circuit Card

The SMC8432 Ethernet LAN circuit card is a 10-Mbps circuit card. Figure 5-36 shows the SMC8432 Ethernet LAN circuit card.

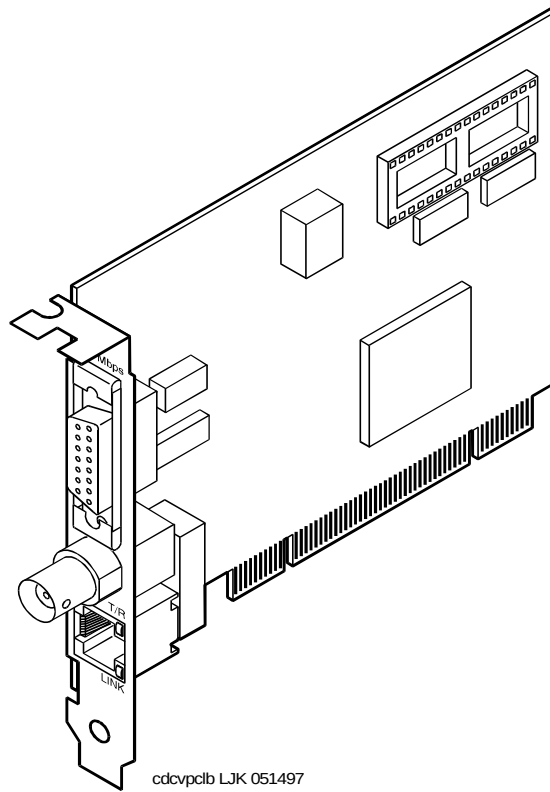


Figure 5-36. SMC8432 Ethernet LAN Circuit Card

There are no jumpers on the circuit card.

SMC9332 Circuit Card

The SMC9332 Ethernet LAN circuit card is a 10/100-Mbps circuit card. Figure 5-37 shows the SMC9332 Ethernet LAN circuit card.

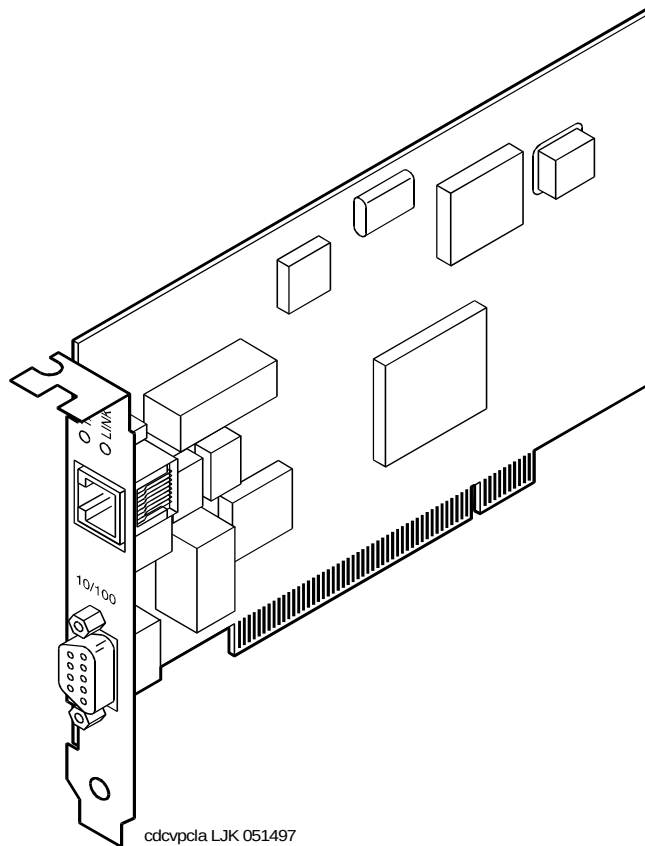


Figure 5-37. SMC9332 Ethernet LAN Circuit Card

There are no jumpers on the circuit card.

Installing a PCI LAN Circuit Card

Installation of a 10Mbps or a 10/100Mbps PCI LAN circuit card, in a system which did not previously have a LAN circuit card, involves:

- Installing the PCI LAN circuit card driver
- Installing the PCI LAN circuit card
- Changing the CMOS parameter settings

- Initializing the PCI LAN circuit card
- Verifying the PCI LAN circuit card installation

Installing the PCI Hardware Driver. To install the 10Mbps or 10/100Mbps PCI LAN circuit card driver, do the following:

⇒ NOTE:

Before proceeding, determine the system's hub connections from the system administrator.

1. Determine the following:
 - The system's hub connection
 - The media type
 - The LAN speed
 - The link integrity status
2. If you are not already logged in as root, do so now.
3. Stop the voice system. See "Stopping the Voice System" in Chapter 3, "Common System Procedures" for the procedure.
4. Enter **pkgadd -d diskette1**

The system displays the following message:

Insert diskette into Floppy Drive 1.
Type [go] when ready,
or [q] to quit: (default: go)
5. Insert the diskette labeled "SMC EtherPower Device Driver PCI (UnixWare 1.1)" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures" for the procedure.
6. Press **(ENTER)**.

The system displays the following message:

The following packages are available:

1. smpwUW11 SMC EtherPower Device Driver
(UnixWare 1.1) Release 1.03

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

The system displays the Adapter Selection Screen (Figure 5-38).

Specify the number of SMC EtherPower Adapters to be configured

SMC EtherPower Adapters:

Use TAB/BACK TAB to move between fields. When form is complete, TAB to the "Action:" field, select "Apply", and press <Enter> to continue

Figure 5-38. Adapter Selection Screen

8. Use the left ◀ and right ▶ arrows on your keyboard to move through the field selections.
9. Select a number between 0 and 2.



CAUTION:

Selecting 0 aborts the installation and the system redisplay the following:

Insert diskette into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

10. Press the down ▼ arrow to move to the Apply field.
11. Press .

The system displays the Adapter Type Selection Screen (Figure 5-39).

ADAPTER:

This screen allows you to select adapter type of adapter.

In this version only the same kind of adapters can be installed in the same system.

Adapter Type:

Apply

Reset

Use TAB/BACK TAB to move between fields. When form is complete, TAB to the "Action:" field, select "Apply", and press <Enter> to continue

Figure 5-39. Adapter Type Selection Screen

12. Use the left ◀ and right ▶ arrows on your keyboard to move through the field selections.
13. For 10Mbps, select SMC8432
For 10/100Mbps, select SMC9332
14. Press the down ▼ arrow to move to the Apply field.
15. Press **ENTER**.

The system displays the Media Type Selection Screen (Figure 5-40).

ADAPTER:

This screen allows you to select media type of adapter.
If you want it to be determined at system bootup time, choose "AutoMediaDetect". However, "AutoMediaDetect" can only detect among "BNC", "AUI", and "UTP". for "UTP Full Duplex" you must set it here.

Media Type:

Apply

Reset

Use TAB/BACK TAB to move between fields. When form is complete, TAB to the "Action:" field, select "Apply", and press <Enter> to continue

Figure 5-40. Media Type Selection Screen

16. Use the left ◀ and right ▶ arrows on your keyboard to move through the field selections.
17. Select the appropriate media type.

The media type is dependent on the system's hub connection.

If you selected SMC8432 in Step 13, there are five available options:

- AutoMedia Detect
- BNC
- AUI
- UTP
- UTP Full Duplex

If you selected SMC9332 in Step 13, there are four available options:

- STP100 or UTP100
- UTP100 Full Duplex
- UTP10 - Link Integrity ON
- 10Mbps - Link Integrity ON

18. Press the down ▼ arrow to move to the Apply field.

19. Press **ENTER**.

The system displays the following messages:

All Done!. Must Reboot the system to make the changes effective.

```
Installation of SMC EtherPower Device Driver PCI
(UnixWare 1.1)
(smpwUW11) was successful.
Insert diskette into Floppy Drive 1.
Type [go] when ready,
      or [q] to quit: (default: go)
```

20. Enter **q**

21. Remove the diskette labeled "SMC EtherPower Device Driver PCI (UnixWare 1.1)" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures" for the procedure.

22. Run the Hardware Resource Allocator to determine the configuration and slot assignment of the PCI LAN circuit card. See "Adding Hardware to an Existing Configuration" in Appendix A, "System Configuration."

23. Record the output.

The INTR and PCI slot assignments are needed for the PCI INT/IRQ Binding settings in the "CMOS Parameter Settings" procedure below.

24. Continue with the next procedure, "Installing the PCI LAN Circuit Card".

Installing the PCI LAN Circuit Card. To install either a 10Mbps or a 10/100Mbps PCI LAN circuit card, do the following:

1. Shut down the system if it is up and running, otherwise continue with step 2. See "Shutting Down the Operating System" in Chapter 3, "Common System Procedures" for the procedure.
2. Install the 10Mbps or 10/100Mbps PCI LAN circuit card. See "Installing a Circuit Card" above for the procedure.
3. Administer the PCI INT/IRQ Binding. See "CMOS Parameter Settings" below for the procedure.

Token Ring Circuit Card

The INTUITY CONVERSANT system supports two versions of the Token Ring circuit card. Both versions allow you to connect the INTUITY CONVERSANT system to your local area network.

Version 1

Version 1 of the Token Ring circuit card (Figure 5-41) has jumpers and switches that you must set before you install the circuit card in the MAP/40P.

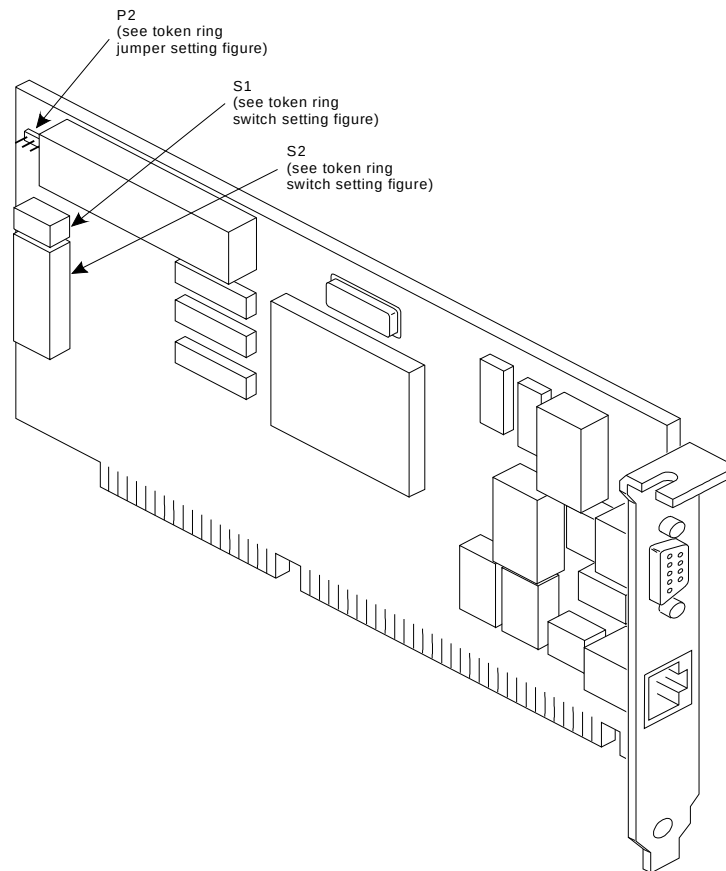


Figure 5-41. Token Ring Circuit Card - Version 1

Jumper Settings

Figure 5-41 shows the location of the 8- or 16-bit mode jumper (P2). You must place the jumper across positions 1 and 2 to select the 8-bit mode, as shown in Figure 5-42.

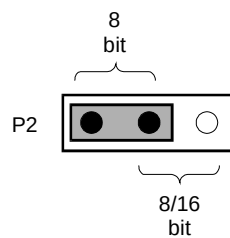


Figure 5-42. Token Ring Card 8- or 16-Bit Mode Jumper

Switch Settings

Figure 5-41 shows the location of switches S1 and S2 on Version 1 of the Token Ring circuit card. Figure 5-43 shows how to set the switches. With the exception of the interrupt level (switches 7 and 8), these are the default settings. Figure 5-44 provides a switch description summary.

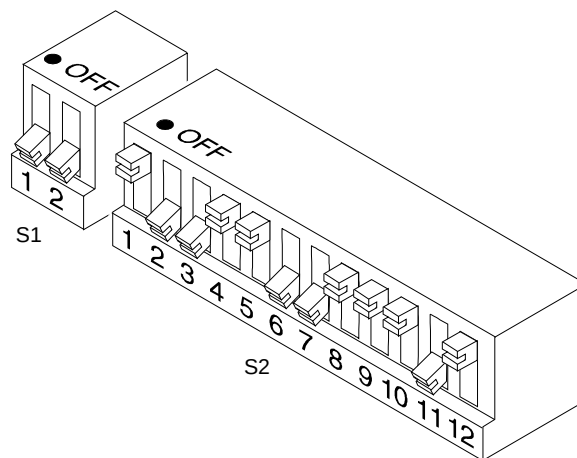


Figure 5-43. Switch Settings for the Token Ring Circuit Card

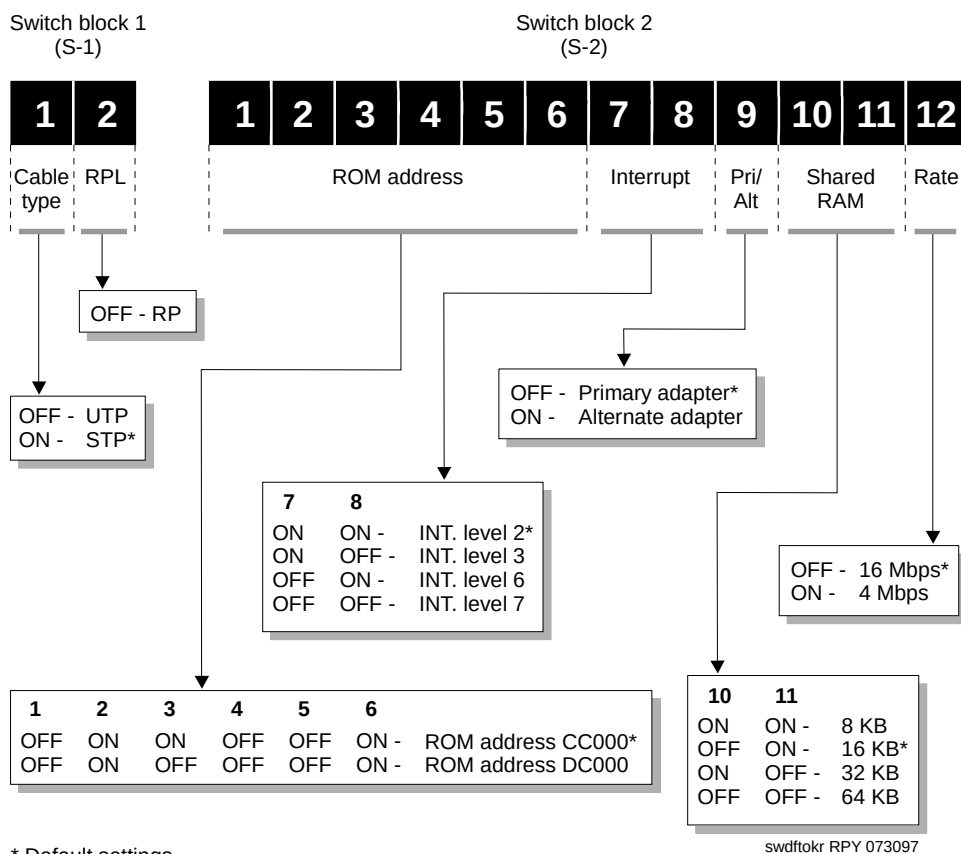


Figure 5-44. Token Ring Circuit Card Switch Description Summary

Version 2

Version 2 of the Token Ring circuit card (Figure 5-45) is software configured. This is the latest version of the Token Ring circuit card. A diskette, provided with the Token Ring circuit card, is used to set the IRQ, I/O address, ROM address, RAM address, and RAM size.

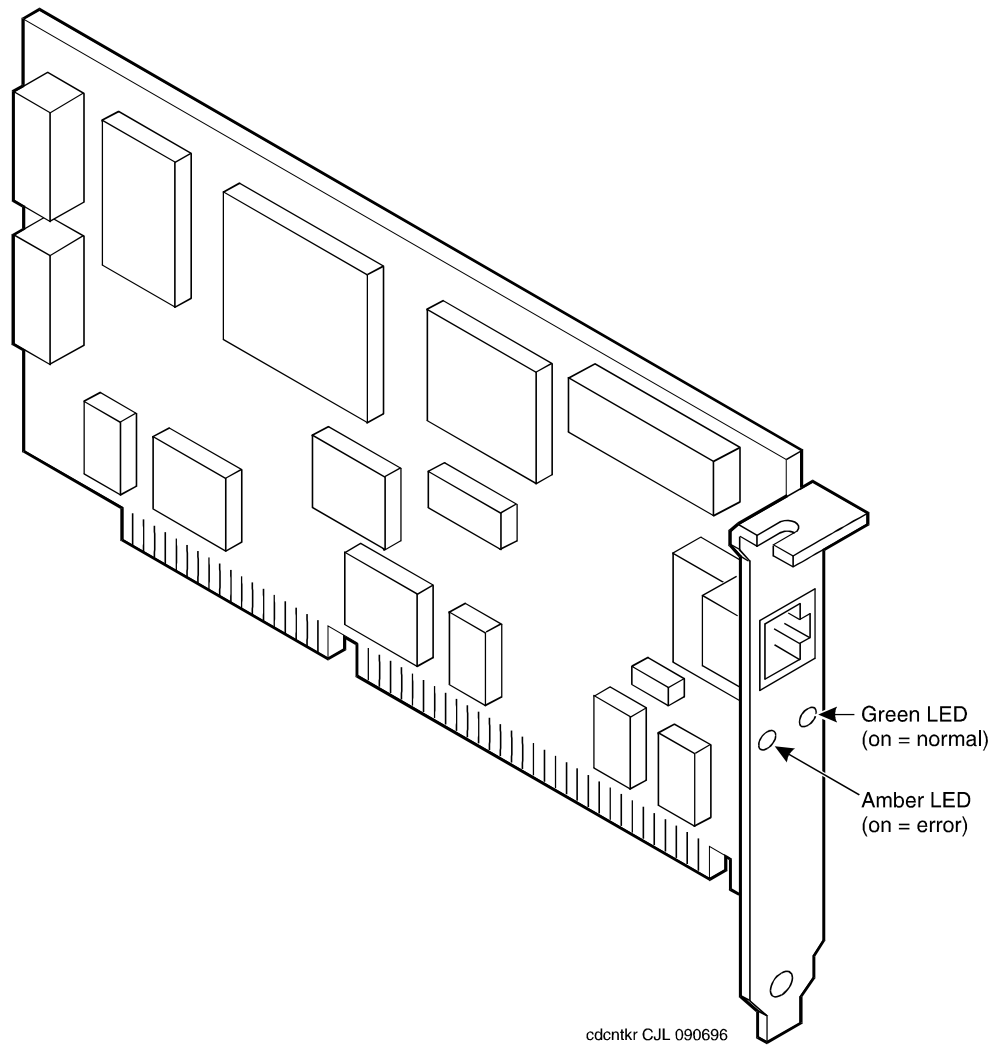


Figure 5-45. Token Ring Circuit Card - Version 2

To configure version 2 of the Token Ring circuit card, do the following:

1. If the Token Ring circuit card is being added to the system, run the INTUITY CONVERSANT Hardware Resource Allocator to determine the resource assignments. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration, for the procedure.



CAUTION:

You must run the new Hardware Resource Allocator if upgrading or replacing a Version 1 to/with a Version 2. IRQ 2 or 3 are the only valid IRQ assignments.

Record the parameters listed in Table 5-3.

Table 5-3. Token Ring Circuit Card Settings

Parameter	Setting
IRQ	
ROM address	
 CAUTION: <i>Do not use ROM address CC000 on systems with a P5 120-MHz CPU circuit card.</i>	
RAM address	
I/O address	

If the Token Ring circuit card is replacing an existing Token Ring circuit card, record and use the existing hardware resource parameters. You can view the existing parameters by entering **/etc/conf/sdevice.d/libmtok**

The system displays a message similar to the following message:

```
ibmtok Y 16 6 1 3 A20 A23 CC000 CDFFF -1
ibmtok Y 16 0 0 0 0 0 D0000 D3FFF -1
```

Record the parameters listed in Table 5-3.

In the example message, the IRQ is 3, the ROM address range is CC000 - CDFFF, the RAM address range is D0000 - D3FFF, and the I/O address range is A20 - A23.

2. Verify that IRQ being used by the existing Token Ring circuit card, or designated by the Hardware Resource Allocator, is available.

To set the IRQs complete the following Steps a and b:

- a. Enter **cd /etc/conf/cf.d**
- b. Enter **awk '{if(\$6==2||\$6==3||\$6==9){print\$0}}' sdevice**

If this command generates no output, the IRQs are available.

If the command generates output specifying ibmtok, the IRQs are available.

If the command generates an N in the second column, the IRQs are available.

If the command generates any other output the IRQs are not available.

3. Verify that the Token Ring BIOS ROM address is set to **DC000 - DDFFF**. See "P5 120-MHz CPU Circuit Card" for the procedure.



CAUTION:

The Token Ring circuit card must be configured before the P5 120-MHz CPU circuit card CMOS configuration is performed.

4. Make sure the Token Ring ROM is not shadowed. See "P5 120-MHz CPU Circuit Card" for the procedure.
5. Install the new Token Ring circuit card. See "Installing a Circuit Card" for the procedure.



NOTE:

Complete all 10 steps in the installation procedure.

6. Connect the Token Ring circuit card to the LAN.



CAUTION:

Do not use a 10 Base T (802.3) wire to connect the Token Ring circuit card to the LAN.

7. Insert the diskette labeled *Token Ring Setup Floppy* into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

8. Reboot the system. See “Rebooting the UNIX System” in Chapter 3, “Common System Procedures,” for the procedure.

The system displays the following message:

Starting PC DOS

PC DOS 7.0 Startup Menu

1. IBM Auto 16/4 Token-Ring ISA Extended Diagnostics
2. IBM Auto 16/4 Token-Ring ISA Configuration Using LANAIID

Enter a choice:

9. Enter 2

The system displays the following message:

Hit any key to continue with LANAIID from diskette or
remove the diskette and reboot the system normally...

10. Press .

The system displays the LANAIID Copyright screen (Figure 5-46).

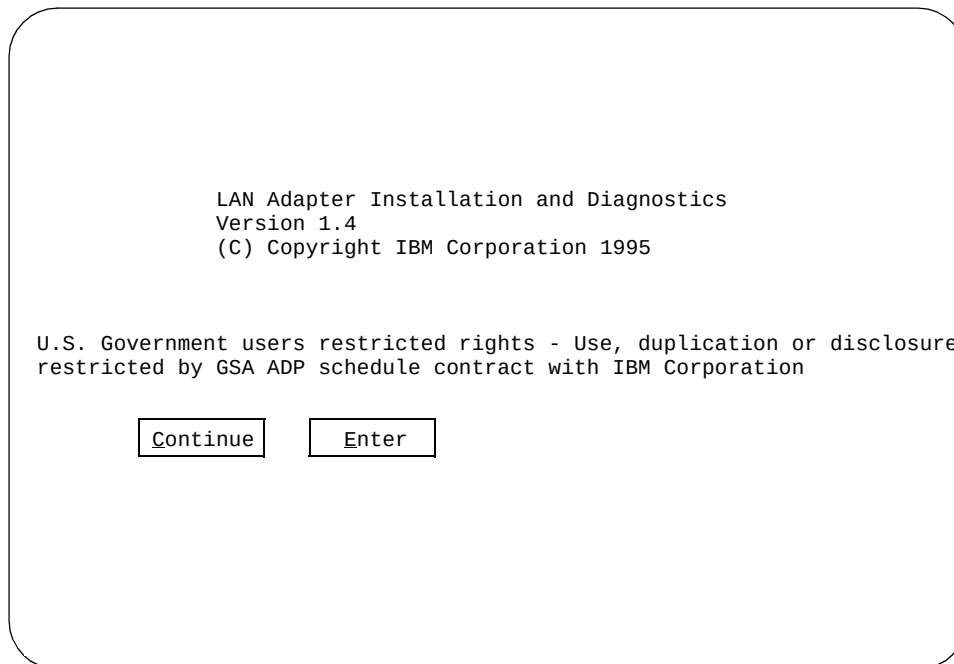


Figure 5-46. LANAIID Copyright Screen

11. Press **ENTER** to accept the default of Continue.

The system displays the following message:

Querying your machines current configuration.

Please wait.

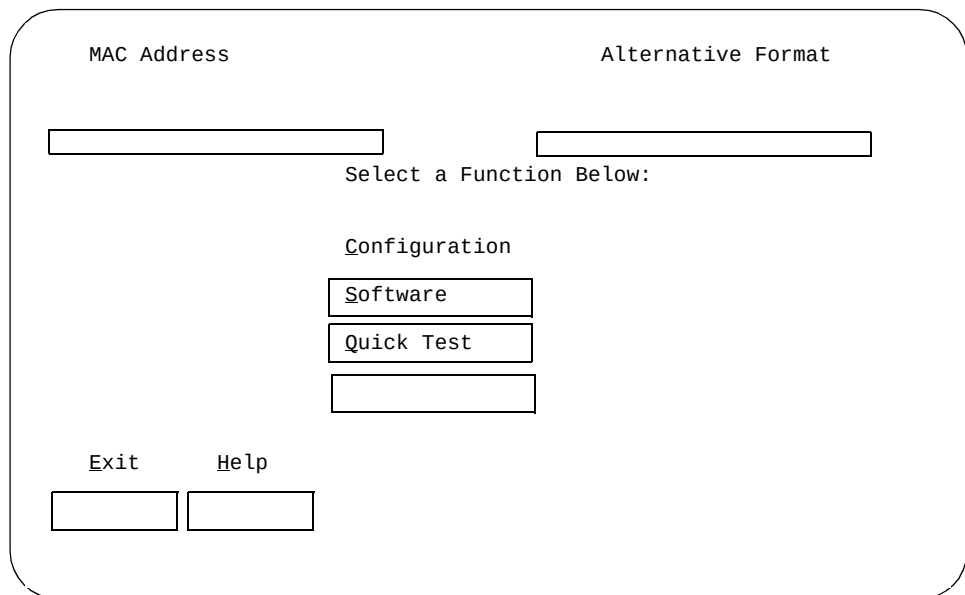
To accept the Fastpath Configuration and perform Fastpath installation, select one of the Fastpath options.

To bypass the Fastpath options, select <Standard Install>

Default = Standard Install

12. Press **ENTER** to accept the default.

The system displays the Standard Installation Options screen (Figure 5-47).



The screen displays the following elements:

- At the top, two labels: "MAC Address" on the left and "Alternative Format" on the right.
- Below each label is a rectangular input field.
- In the center, the text "Select a Function Below:" is displayed.
- Below this text is the label "Configuration".
- Under "Configuration" are three stacked rectangular buttons: "Software", "Quick Test", and an empty button.
- At the bottom left, the label "Exit" is above a rectangular button.
- At the bottom right, the label "Help" is above a rectangular button.

Figure 5-47. Standard Installation Options Screen

13. Press **ENTER** to accept the default of Configuration.

The system displays the Configuration Parameters screen (Figure 5-48).

The image shows a 'Configuration Parameters Screen' with a rounded rectangular border. At the top, there are two text input fields labeled 'MAC Address' and 'Alternate Format'. Below these, there are two radio button options: 'Pnp Configuration' (unselected) and 'Manual Configuration' (selected). Under 'Manual Configuration', there are five rows of configuration parameters, each with a label and a text input field: 'IRQ', 'Ram size', 'ROM', 'RAM', and 'I/O'. To the right of these input fields, there are four stacked boxes, each containing a title and two radio button options: 'Auto Sense' (Enabled/Disabled, with 'Disabled' selected), 'Data Rate' (4 Mbps/16 Mbps, with '16 Mbps' selected), 'Remote IPL' (Enabled/Disabled, with 'Disabled' selected), and 'Bus Width' (8 bit/16 bit, with '8 bit' selected). At the bottom of the screen, there are four buttons: 'STORE', 'SUGGEST', 'CANCEL', and 'HELP'.

Figure 5-48. Configuration Parameters Screen

14. If your system is equipped with a mouse, complete the following Steps a through q to set the configuration parameters.

If your system is not equipped with a mouse, skip to Step 15.

- a. Click on Manual Configuration.
- b. Click on IRQ.
- c. Choose the IRQ you recorded in Table 5-3.

⇒ NOTE:

The phrase “in use” next to an option indicates that the option is being used for another circuit card. If there is no other circuit card in the system using IRQ 2 or 3, the system may still indicate that one of these IRQs is “in use.” In this instance the system is referring to the Token Ring circuit card you are installing and the “in use” IRQ may be used.

- d. Click on ROM.
- e. Choose the ROM address you recorded in Table 5-3.

- f. Click on RAM. Use the up  and down  arrows to move the cursor.
 - g. Choose the RAM address you recorded in Table 5-3.
 - h. Click on I/O. Use the up  and down  arrows to move the cursor.
 - i. Choose the I/O address you recorded in Table 5-3.
 - j. Click on 16 Kbytes in the RAM Size field.
 - k. Click on Disabled in the Auto Sense field.
 - l. Click on 16 Mbps in the Data Rate field.
 - m. Click on Disabled in the Remote IPL field.
 - n. Click on 8 bit in the Bus Width field.
 - o. Click on Store.
 - p. Click on Done.
- The system displays the Standard Installation Options screen (Figure 5-47).
- q. Click on Quick Test.
15. If your system is not configured with a mouse, complete the following Steps a through v to set the configuration parameters.
- a. Place the cursor on Manual Configuration. Use the up  and down  arrows to move the cursor.
 - b. Press .
 - c. Set the IRQ.
 1. Place the cursor on IRQ. Use the up  and down  arrows to move the cursor.
 2. Press .



NOTE:

The phrase “in use” next to an option indicates that the option is being used for another circuit card. If there is no other circuit card in the system using IRQ 2 or 3, the system may still indicate that one of these IRQs is “in use.” In this instance the system is referring to the Token Ring circuit card you are installing and the “in use” IRQ may be used.

4. Press .

d. Set the I/O address.

1. Place the cursor on I/O. Use the up (▲) and down (▼) arrows to move the cursor.
2. Press (ENTER).
The system displays a list of choices.
3. Use the up (▲) and down (▼) arrows to highlight the I/O address you recorded in Table 5-3.
4. Press (ENTER).

e. Set the ROM address.

1. Place the cursor on ROM. Use the up (▲) and down (▼) arrows to move the cursor.
2. Press (ENTER).
The system displays a list of choices.
3. Use the up (▲) and down (▼) arrows to highlight the ROM address you recorded in Table 5-3.
4. Press (ENTER).

f. Set the RAM address.

1. Place the cursor on RAM. Use the up (▲) and down (▼) arrows to move the cursor.
2. Press (ENTER).
The system displays a list of choices.
3. Use the up (▲) and down (▼) arrows to highlight the RAM address you recorded in Table 5-3.
4. Press (ENTER).

g. Set the RAM size.

1. Place the cursor on RAM Size. Use the up (▲) and down (▼) arrows to move the cursor.
2. Press (ENTER).
The system displays a list of choices.
3. Use the up (▲) and down (▼) arrows to highlight 16Kb.
4. Press (ENTER).

h. Disable the Auto Sense function.

1. Press (TAB).
This will place the cursor in the AUTO Sense field.
2. Place the cursor on Disabled. Use the up (▲) and down (▼) arrows to move the cursor.

3. Press **ENTER**.
- i. Set the Data Rate.
 1. Press **TAB**.

This will place the cursor in the Data Rate field.
 2. Place the cursor on 16 Mbps. Use the up **▲** and down **▼** arrows to move the cursor.
 3. Press **ENTER**.
- j. Disable the Remote IPL.
 1. Press **TAB**.

This will place the cursor in the Remote IPL field.
 2. Place the cursor on Disabled. Use the up **▲** and down **▼** arrows to move the cursor.
 3. Press **ENTER**.
- k. Set the Bus Width.
 1. Press **TAB**.

This will place the cursor in the Bus Width field.
 2. Place the cursor on 8 bit. Use the up **▲** and down **▼** arrows to move the cursor.
 3. Press **ENTER**.
- l. Press **TAB** until the cursor is on Store.
- m. Press **ENTER**.

The system displays the Manual Configuration screen.
- n. Press **TAB** to select Continue.
- o. Press **ENTER**.
- p. Press **TAB** until the cursor is on Accept.
- q. Press **ENTER**.
- r. Press **ENTER** again for OK.
- s. Press **TAB** until the cursor is on Done.
- t. Press **ENTER**.

The system displays the Standard Installation Options screen (Figure 5-47).
- u. Press **TAB** until the cursor is on Quick Test.
- v. Press **ENTER**.

The system tests the configuration of the Token Ring circuit card.
- w. Press **TAB** until the cursor is on Cancel.

- x. Press `ENTER`.
 - y. Press `TAB` until the cursor is on Exit.
 - z. Press `ENTER`.
 - aa. Press `ENTER`.
16. Remove the diskette labeled "LANAID" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
 17. Perform a hard reboot of the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures," for the procedure.

Installing the Token Ring Hardware Support Package

To install the Token Ring hardware support package, do the following:

1. If you are not already logged in as root, do so now.
2. Insert the diskette labeled "Token Ring Hardware Support" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

3. Enter **pkgadd -d diskette1**

The system displays the following message:

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

4. Press `ENTER`.

The system displays the following message:

```
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`.

The system displays the following message:

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


The system displays a series of informational screens. Continue to press **ENTER** until the system displays the following message:

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

6. Press **ENTER**.

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.

The INTUITY CONVERSANT system supports the use of *one* IBM Token Ring Network 16/4 Adapter circuit card. Use this information as well as the output from the INTUITY CONVERSANT Hardware Resource Allocator to enter the data in this screen.



NOTE:

The Token Ring Network Adapter circuit card is Version 16/4, not 16/4A.

If, during the installation of the Token Ring Hardware Support package, you did not see the blue screen, the installation was not successful.

Reinstall the package by completing the following Steps a through h:

- a. From the system prompt #, enter **pkginfo**
- b. Find the tok (Token Ring Hardware Support) package and use the **pkgrm** command to remove it.
- c. Enter **shutdown -g0 -y -i6**
When the system reboots and comes back up, it displays the login screen.
- d. Press **ALT E**.
- e. Enter **root**
- f. Enter your root password.
The system responds by displaying the system prompt #.
- g. Enter **rm /etc/inst/scripts/postreboot.sh**
- h. Repeat the installation procedure for installing the Token Ring Hardware Support package.

During a successful installation, the system displays the following message:

...

Installing Token Ring Hardware Support as <tok>

When the package has finished installing, the system displays the following message:

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.



CAUTION:

Do not reboot the system at this time.

The system displays the system prompt #.

8. Remove the diskette. See “Inserting and Removing Diskettes” in Chapter 3, “Common System Procedures,” for the procedure.

PC/ISDN (IPCI) Circuit Card

The PC/ISDN circuit card supports the Adjunct/Switch Application Interface (ASAI).



NOTE:

Other Lucent Technologies documentation may refer to this card as the IPCI card.

There are two types of switches that you must set before you install the PC/ISDN circuit card in the MAP/40P. Figure 5-49 shows the PC/ISDN circuit card with the location of its switches.

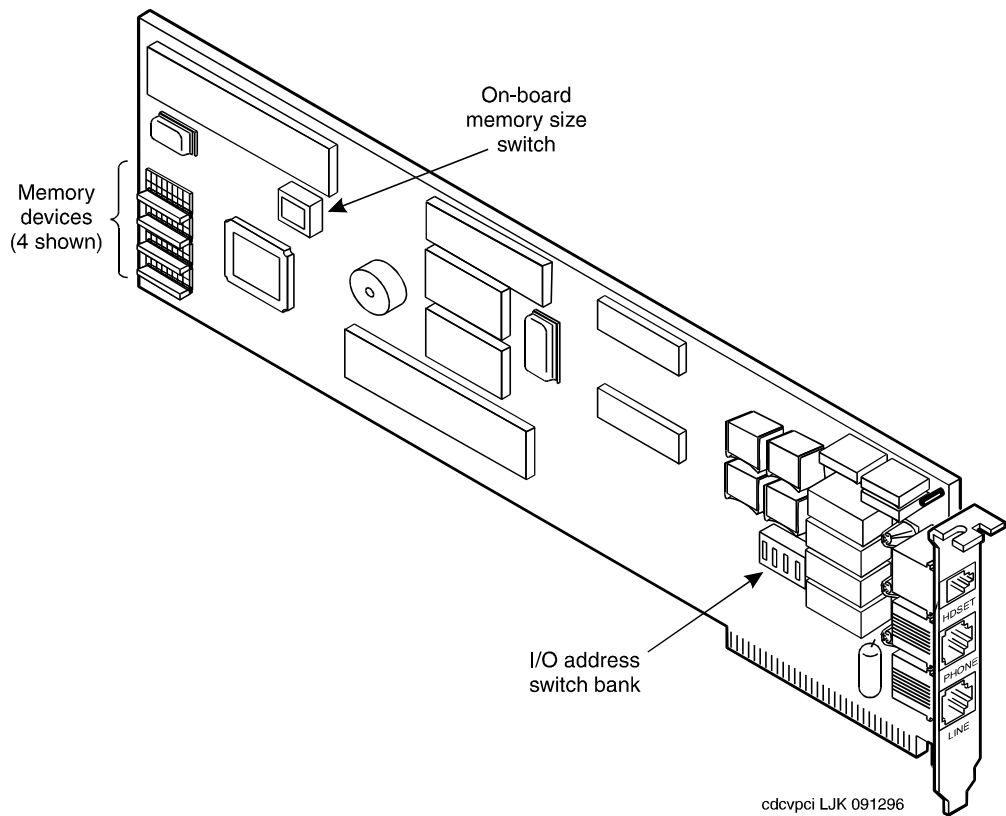


Figure 5-49. PC/ISDN Circuit Card

The first switches are the I/O address switches. These switches determine the I/O address of the PC/ISDN circuit card. These switches should be set as determined by the INTUITY CONVERSANT Hardware Resource Allocator. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration," for more information.

Figure 5-50 shows the I/O address switch settings.

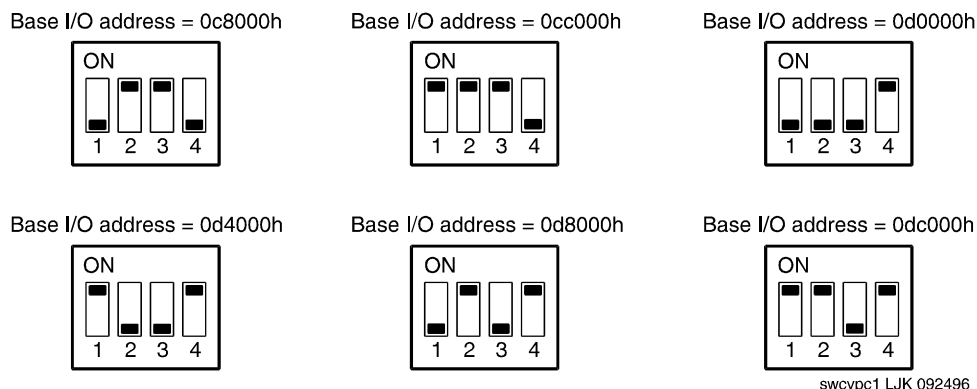


Figure 5-50. PC/ISDN Circuit Card Address Settings

There is also a switch that sets the on-board memory size. The position of this switch is based on the number of memory devices included on the PC/ISDN circuit card. If there are four memory devices, place the switch in the upper position. If there are eight memory devices, place the switch in the lower position.

Figure 5-51 shows the on-board memory size switch positions.

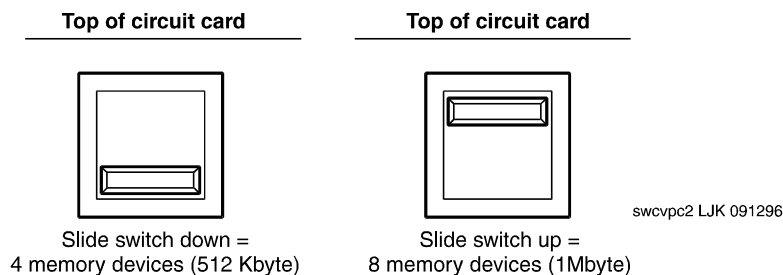


Figure 5-51. PC/ISDN Circuit Card On-Board Memory Size Settings

There are no jumpers to set on the PC/ISDN circuit card.

Asynchronous Circuit Cards

There are two types of asynchronous cards:

- 8-Port IPC-900 or Gemini-1000 Asynchronous Serial Card
- EQUINOX Megaport 8C5 8-Port Serial I/O Card

8-Port IPC-900 or Gemini-1000 Asynchronous Serial Card

Figure 5-52 shows the IPC-900 or Gemini-1000 asynchronous serial card with its switches and jumper locations. Check and set the IRQ settings, I/O switches, and memory switches on the asynchronous card before installing it.

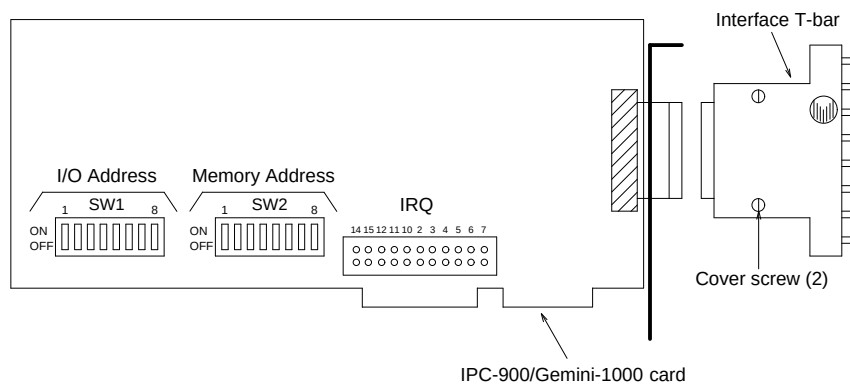


Figure 5-52. IPC-900 or Gemini-1000 Asynchronous Card

Jumper Settings

Figure 5-53 shows the jumper settings on the 8-Port IPC-900 or Gemini-1000 asynchronous serial card.

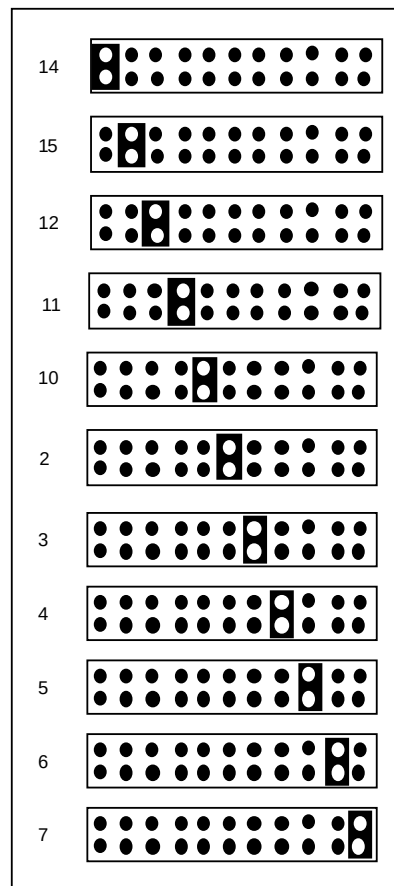


Figure 5-53. Interrupt Jumper Settings for IPC-900 or Gemini-1000 Asynchronous Card

Switch Settings

Figure 5-54 and Figure 5-55 show the switch settings on the 8-Port IPC-900 or Gemini-1000 asynchronous serial card.

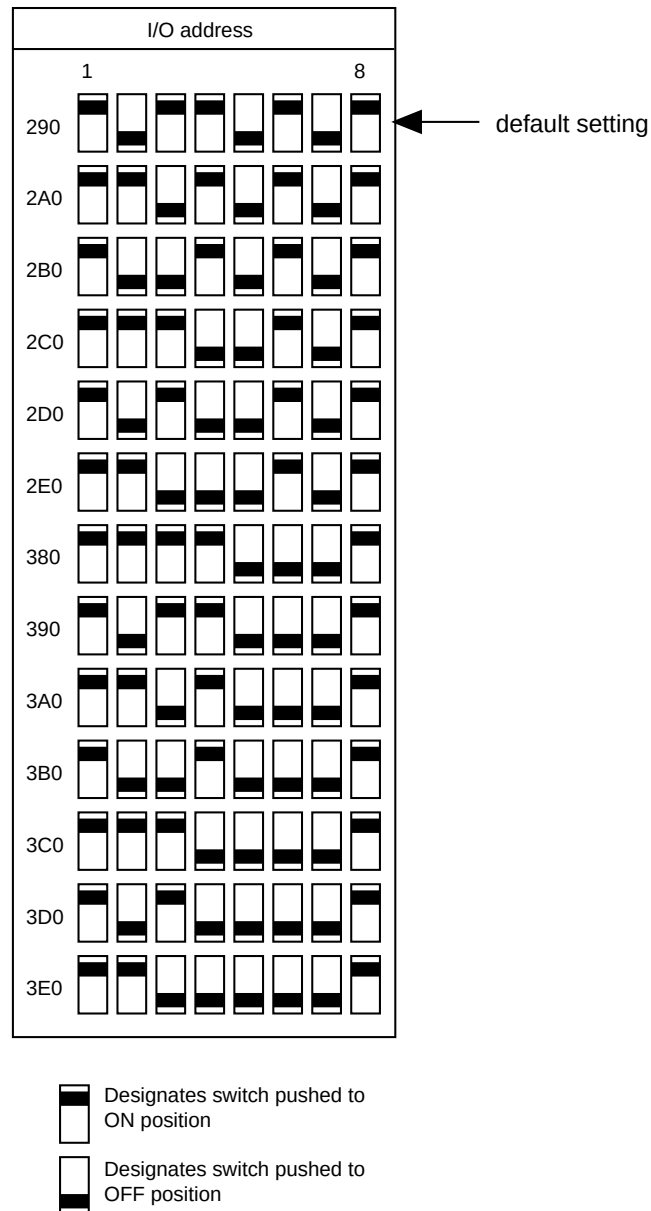


Figure 5-54. Base I/O Address Settings for the IPC-900 or Gemini-1000 Asynchronous Card

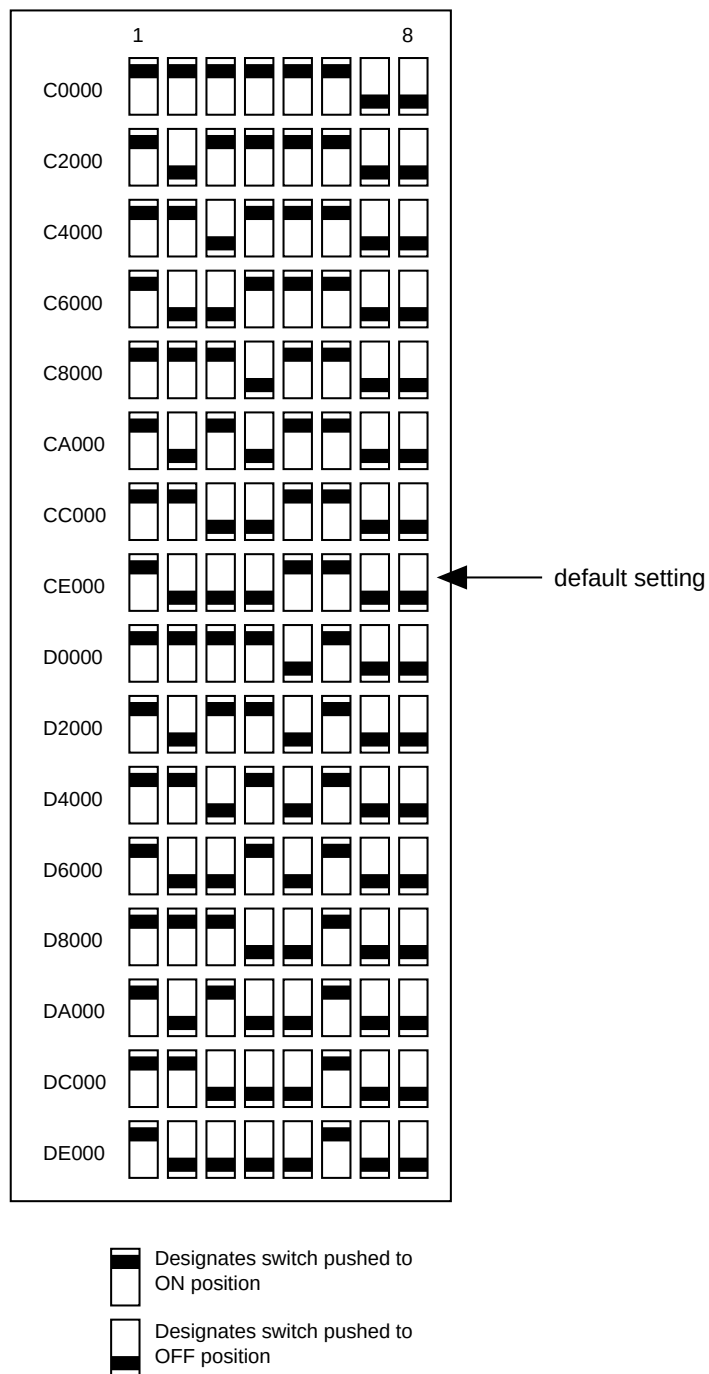


Figure 5-55. Memory Address Settings for the IPC-900 or Gemini-1000 Asynchronous Card

8-Port Asynchronous Circuit Card (EQUINOX Megaport 8C5 8-Port Serial I/O Board)

Figure 5-56 shows the EQUINOX Megaport 8C5 8-Port Asynchronous circuit card and the location of the jumpers. Verify that no jumpers are set.

There are no switches to set in the 8-Port Asynchronous circuit card.

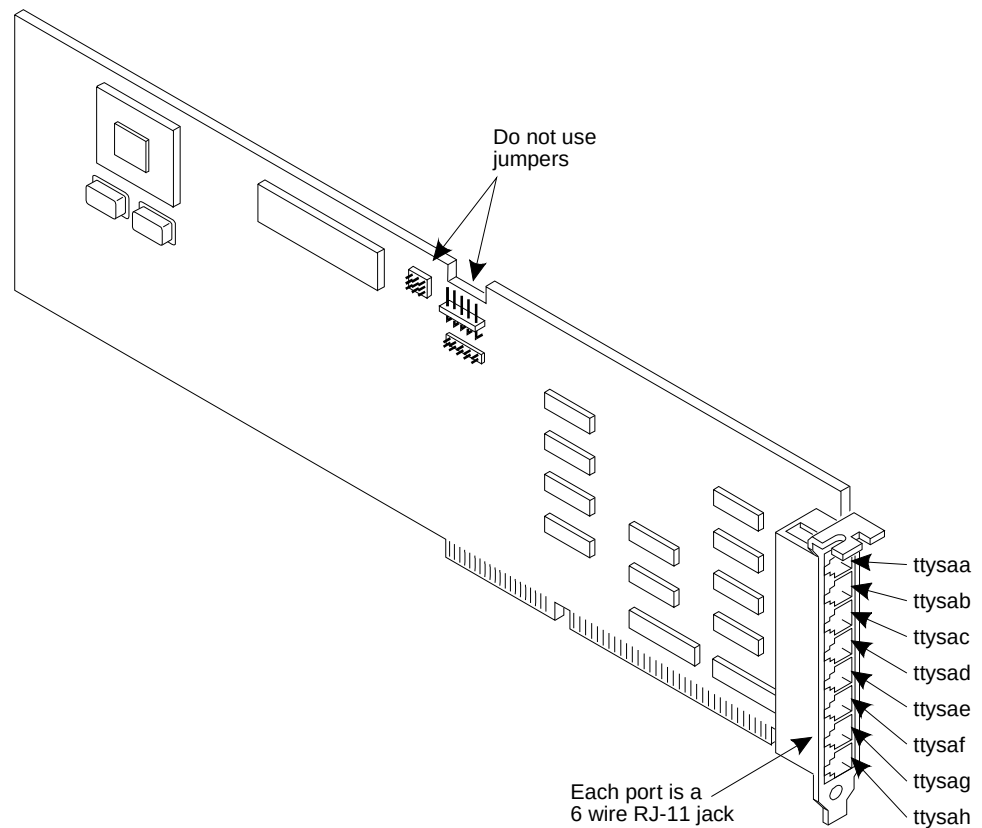


Figure 5-56. 8-Port Asynchronous Circuit Card (EQUINOX Megaport 8C5 8-Port Serial I/O Board)

Installing the Equinox Megaport Card Driver

To install the Equinox Megaport card driver, do the following:

1. If you are not already logged in as root, do so now.

2. Enter **pkgadd -d diskette1**

The system displays the following message:

Insert diskette into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

3. Insert the diskette labeled "Equinox Megaport/Megaplex STREAMS Device Driver (ISA/EISA) 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

4. Press **(ENTER)**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. eqx Equinox Megaport/Megaplex STREAMS
 Device Driver (ISA/ESA)
 (i386)

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

5. Press **(ENTER)**.

The system displays the following message:

PROCESSING:

Set: Equinox Megaport/Megaplex STREAMS Device Driver
(eqx) from <diskette1>

Equinox Megaport/Megaplex STREAMS Device Driver
(i386)

Using </> as the package base directory.

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The system displays several status messages and then the following message:

Press Enter to Continue.

6. Press **(ENTER)**.

The system displays the following message:

What do you wish to install?

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

Enter 1 or 2 [1]:

7. Press .

The system displays the following message:

Up to 10 MEGAPORT boards can be installed on a system.
Enter the number of boards you are installing [1]:

8. Press .

The system displays the following message:

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]

9. Press .

The system displays the following message:

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 16 MB or more of physical memory installed in your system.

Enter 2 if there is less than 16 MB of physical memory installed in your system.

Default is between 640KB and 1MB [1]:

10. Press .

The system displays the following message:

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]:

11. Enter the appropriate memory block boundary.

The memory block boundary is determined by the INTUITY CONVERSANT Hardware Resource Allocator. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration," for more information.

The system displays the following message:

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]:

12. Enter the appropriate memory block boundary.

The memory block boundary is determined by the INTUITY CONVERSANT Hardware Resource Allocator. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration," for more information.

The system displays the following message:

Is this an EISA machine (y/n) [No]?

13. Press **ENTER**.

The system displays the following message:

MEGAPORT CONFIGURATION SUMMARY

Number of boards installed:	1
Common 8KB buffer block:	XXXXXX
Board 1, 8KB control block:	XXXXXX
EISA system:	N

Is this correct? (y/n)

14. Enter **y**

The system displays several status messages and then the following message:

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

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

Insert diskette into Floppy Drive 1.

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

15. Enter **q**

16. Remove the diskette labeled "Equinox Megaport/Megaplex STREAMS Device Driver (ISA/EISA) 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
17. Reboot the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures," for the procedure.

See the section "Ports" in Chapter 8, "System Administration Features," of the *INTUITY CONVERSANT System Version 6.0 Administration*, 585-310-591, for information on serial ports set up for modems and terminals.

Synchronous Cards

There are two possible types of synchronous cards:

- PC/XL Synchronous Input/Output Card (Revision D or newer)
- Lucent /SIB Synchronous Host Circuit Card

PC/XL Synchronous I/O Card

Only one PC/XL synchronous card is supported (Revision D or newer). Figure 5-57 shows the location of the switches and interrupt jumpers.

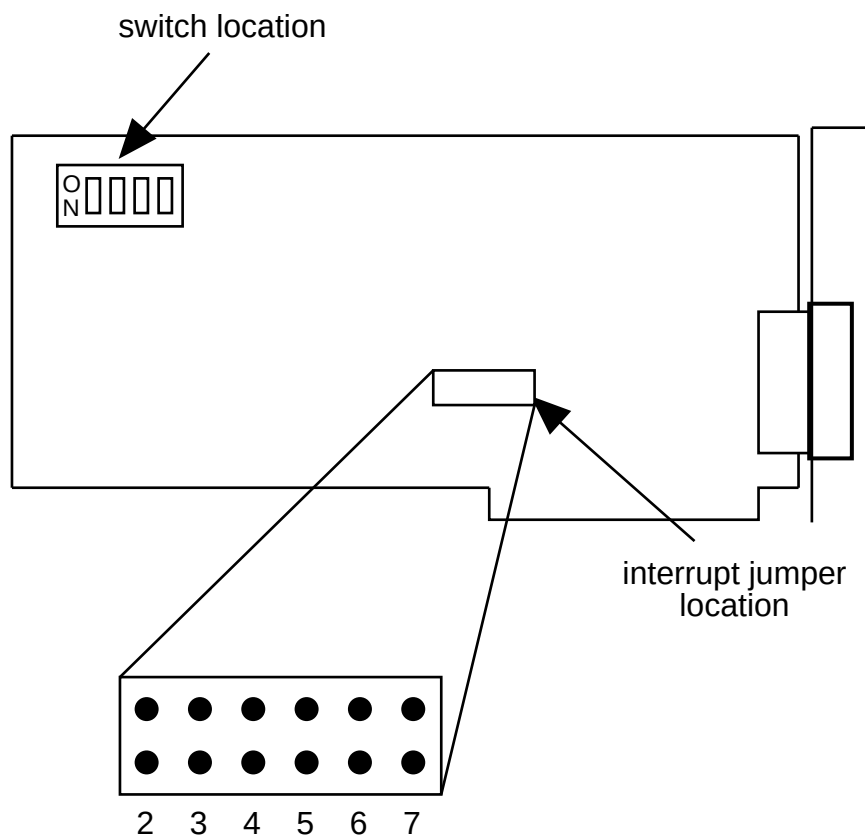


Figure 5-57. PC/XL Synchronous I/O Card

The interrupt request (IRQ) line enables the PC/XL to request service from the processor.

Set the IRQ jumper to the value selected by the software configuration program. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration," for more information.

The input/output (I/O) address is the door through which the PC/XL accesses the PC data paths. Figure 5-58 shows the I/O address settings.

Set the I/O address dip switches (switches 1–3) to the default I/O address 200H.

NOTE:
Switch 4 is not used.

I/O address			
	1	4	
0x200			
0x2A0			
0x2B0			
0x3A0			
0x3E0			

-  Designates switch pushed to ON position
-  Designates switch pushed to OFF position

Figure 5-58. Base I/O Address Settings for PC/XL Card

The PC/XL card allows a portion of its on-card memory (RAM) to be accessed (both read and write) by the CPU. All transactions with the PC/XL card take place through this shared memory window (SMW).w4

The location of the SMW is set during linkix_3270 software installation. See "Installing Package 3 (linkix_3270 Supplement)" in Chapter 11, "Installing the Optional Feature Software."

The SMW is 16 Kbyte in size and may reside at any available 16 Kbyte boundary below 1 Mbyte. The location is controlled by software, so there are *no* jumpers to adjust for this aspect.

FIFO/SIB Synchronous Host Circuit Card

Up to two FIFO/SIB synchronous host cards are supported. Figure 5-59 shows the FIFO/SIB synchronous host card and the location of the switches and interrupt jumpers.

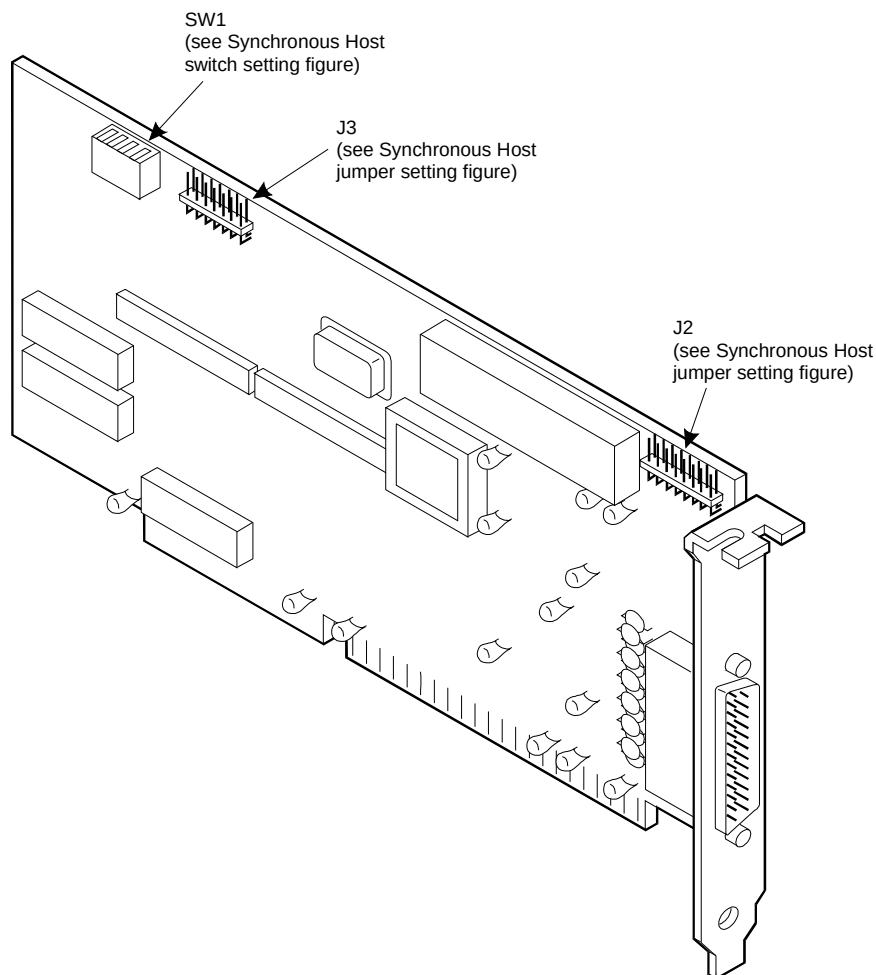


Figure 5-59. FIFO/SIB Synchronous Host Circuit Card

Jumper Settings

There are two jumper locations on the Synchronous Host circuit card, J3 and J2.

Use J3 to set the interrupt request line (IRQ) to a value of 3, 5, 9, 10, 11, 12, or 13 (Figure 5-60). The IRQ corresponds to the number below the pins. Figure 5-60 shows the card set with an IRQ of 3. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration" for more information.

➤ NOTE:

If you are using IRQ 9, ensure that IRQ 2 is unused on your system.

J2 is preset at the factory. However, before you install the FIFO/SIB synchronous host circuit card, ensure that this jumper is set as shown in Figure 5-60.



NOTE:

When operating at 64 kbaud, this setting supports a maximum cable length of 15 ft.

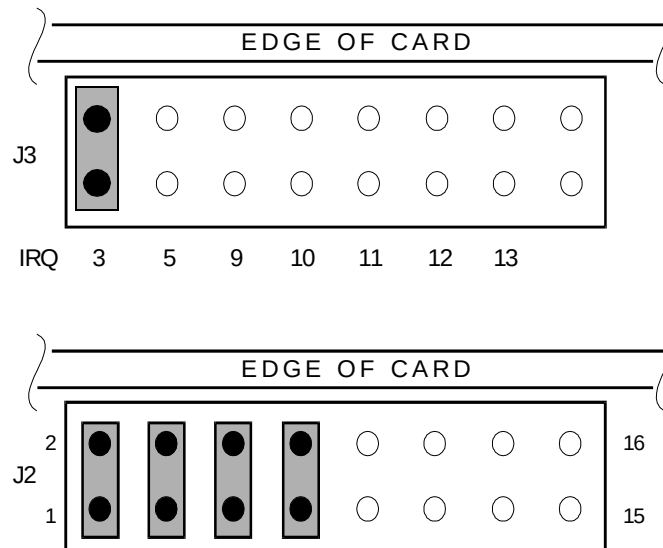
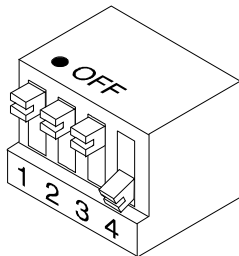


Figure 5-60. Jumper Settings for the FIFO/SIB Synchronous Host Circuit Card

Switch Settings

Figure 5-59 shows the location of the I/O switch block SW1. Figure 5-61 shows the I/O switch settings for an address of 380.

Base I/O address = 380 Hex



All switches closed or OFF

NOTE: Switch 4 is not used.

Figure 5-61. Switch Settings for the FIFO/SIB Synchronous Host Circuit Card

Table 5-4 shows the switch settings for other potential I/O addresses.

Table 5-4. FIFO/SIB Switch Settings

I/O Address	Switch		
	1	2	3
250	On	On	Off
260	Off	Off	On
2B0	On	Off	On
2E0	Off	On	On
380 (default)	Off	Off	Off
3A0	On	Off	Off
3E0	Off	On	Off
Disabled	On	On	On

Standard Circuit Cards



WARNING:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge" in Chapter 4, "Getting Inside the Computer," for detailed electrostatic discharge precautions.

This section provides the following information on the standard circuit cards that are included with every MAP/40P:

- Switch and jumper settings
- Other installation requirements that are specific to the particular circuit card you are installing

CPU Circuit Cards

The CPU circuit card available with the INTUITY CONVERSANT system MAP/40P is the P5 120-MHz CPU circuit card.

P5 120-MHz CPU Circuit Card

The P5 120-MHz CPU is packaged on a single PC/AT-compatible circuit card (Figure 5-62) that plugs into the backplane. There is one P5 120-MHz CPU circuit card installed in the MAP/40P.

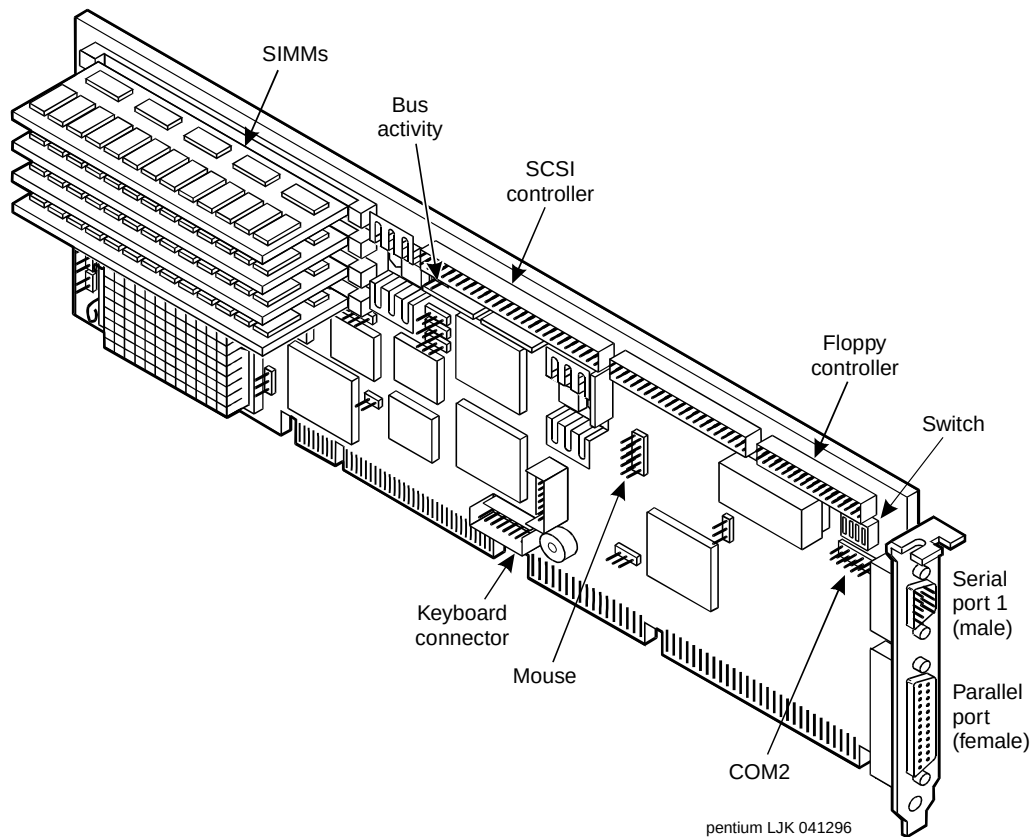


Figure 5-62. P5 120-MHz CPU Circuit Card and Jumper Locations



NOTE:

Remove the SCSI bus terminating SIPs before installing the P5 120-MHz circuit card. See Figure 5-63.

Jumper Settings

The P5 120-MHz CPU card has jumpers that you must set before you install the circuit card. Figure 5-63 shows the jumper locations. Figure 5-64 shows the jumper settings.

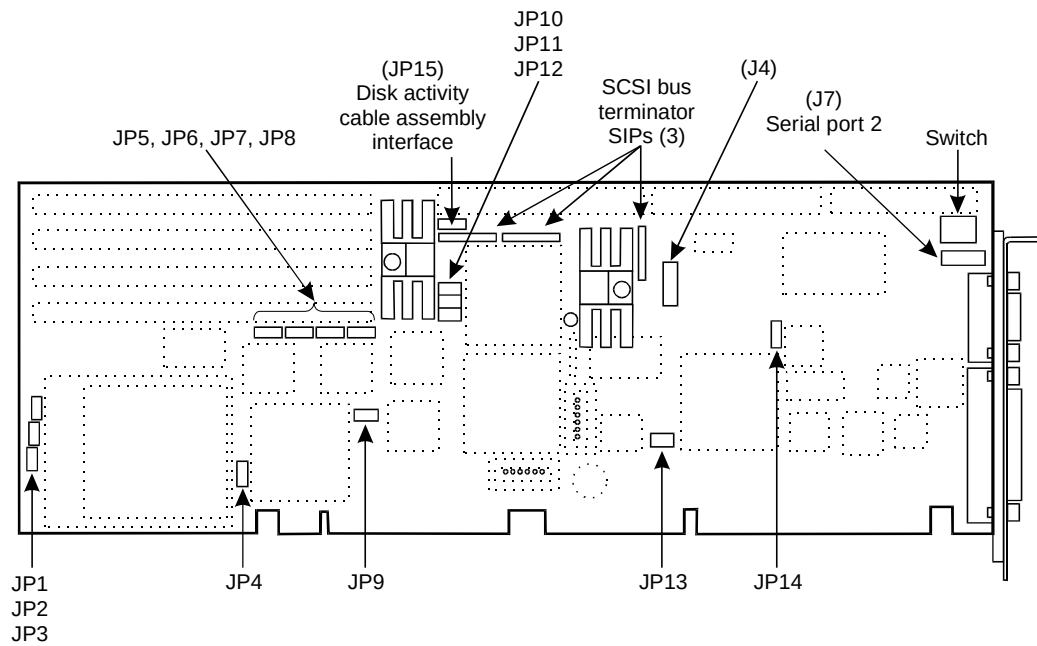


Figure 5-63. Jumper Locations for the P5 120-MHz CPU Circuit Card

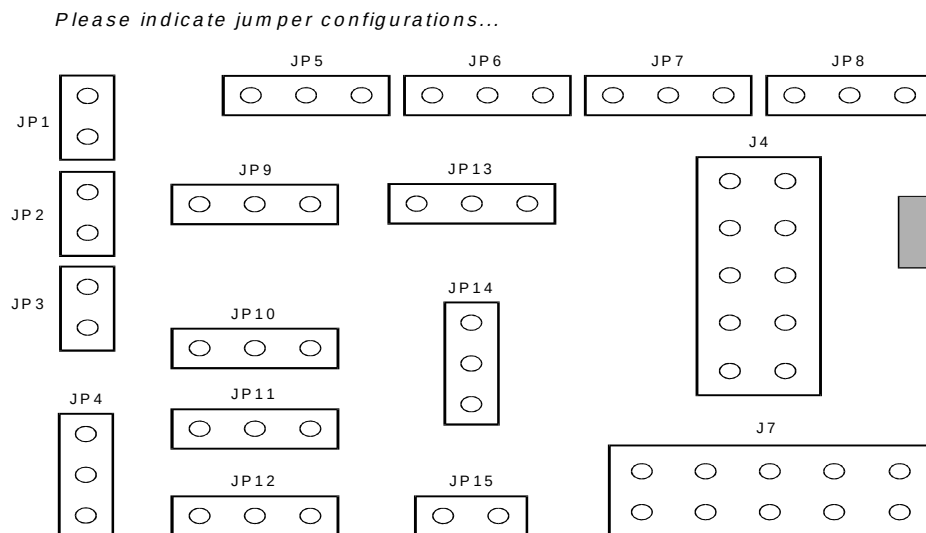


Figure 5-64. Jumper Settings for the P5 120-MHz CPU Circuit Card

Table 5-5 lists the function of each jumper as it is set for the Lucent INTUITY system.

Table 5-5. Jumper Functions

Jumper	Function
JP1	Sets the SRAM write policy to write-back.
JP2	Enables the pipeline.
JP3	Sets the processor speed to 1/2 bus speed.
JP4	Inactivates the watchdog timer reset.
JP5	This jumper is for factory use. DO NOT CHANGE.
JP6	This jumper is for factory use. DO NOT CHANGE.
JP7	This jumper is for factory use. DO NOT CHANGE.
JP8	This jumper is for factory use. DO NOT CHANGE.
JP9	Sets the cache select type to 256 Kbyte SRAM (5 volts, 3.3 volt compatible).
JP10	Sets the SRAM configuration to standard.
JP11	Sets the SRAM option to 256 Kbyte.
JP12	Sets the SRAM option to 256 Kbyte.
JP13	Sets the SCSI clock configuration to
JP14	Disables the keyboard when using Next Step OS configuration.
JP15	This is the hard disk drive bus activity LED interface connection.

Switch Settings

The P5 120-MHz CPU card has switches that you must set before you install the circuit card (Figure 5-65).

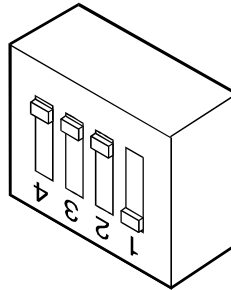


Figure 5-65. Switch Settings for the P5 120-MHz CPU Circuit Card

Table 5-6 shows function of each switch as well as the Lucent INTUITY CONVERSANT system default setting.

Table 5-6. Switch Settings and Functions

Switch	Function
1	Sets the monitor type as a color monitor.
2	Sets the on-board ROM access to disable auxiliary ROM and enable flash memory.
3	Sets the CMOS RAM. ⇒ NOTE: This switch is used in special cases when the CMOS RAM becomes corrupted.
4	This switch is not used.

Installation Procedure

1. Attach the keyboard cable. (Figure 5-66). This connector is keyed to prevent incorrect installation.

⇒ **NOTE:**
The two-wire cable continuing from the keyboard connector goes over the CPU and attaches to the reset connector on the RMB. See Figure 5-72.

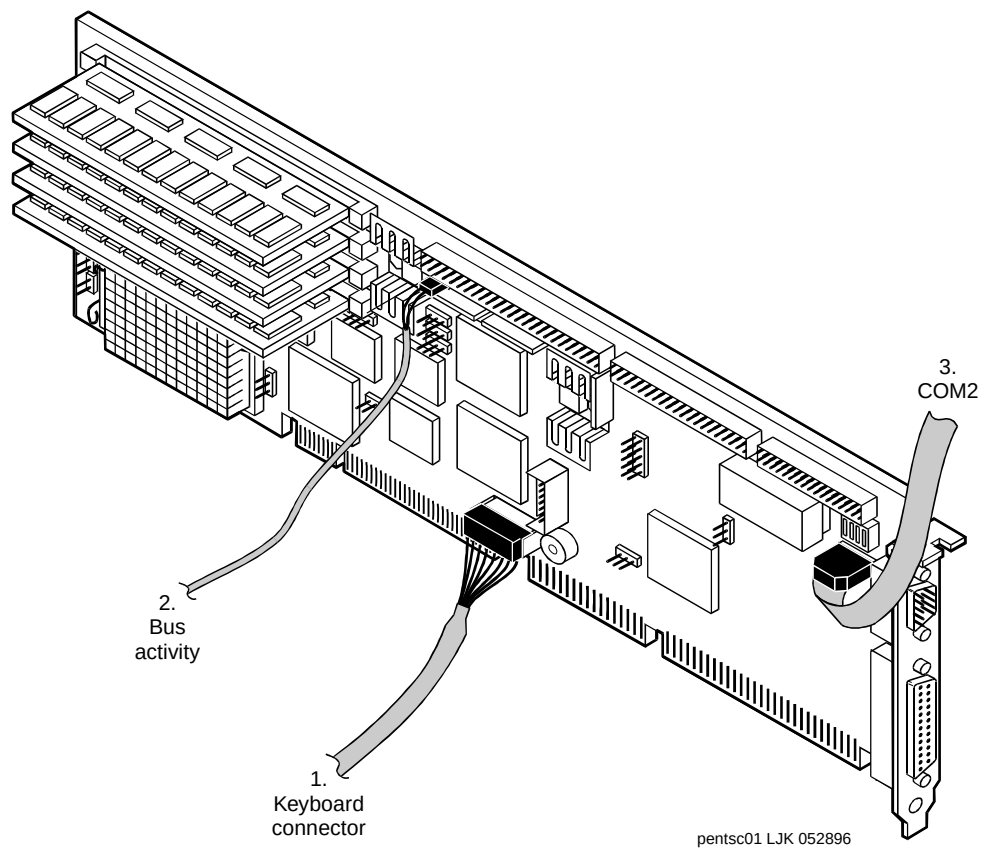


Figure 5-66. Attaching Cables to the P5 120-MHz CPU Circuit Card, Part 1

2. Attach the disk activity cable with the red lead toward the memory SIMMs (Figure 5-66).
3. Install the COM2 cable (Figure 5-66) with pin 1 (dark wire) toward the memory SIMMs.
This cable should come up from under the CPU.
4. Attach the SCSI cable (Figure 5-67) with the dark wire toward the memory SIMMs.

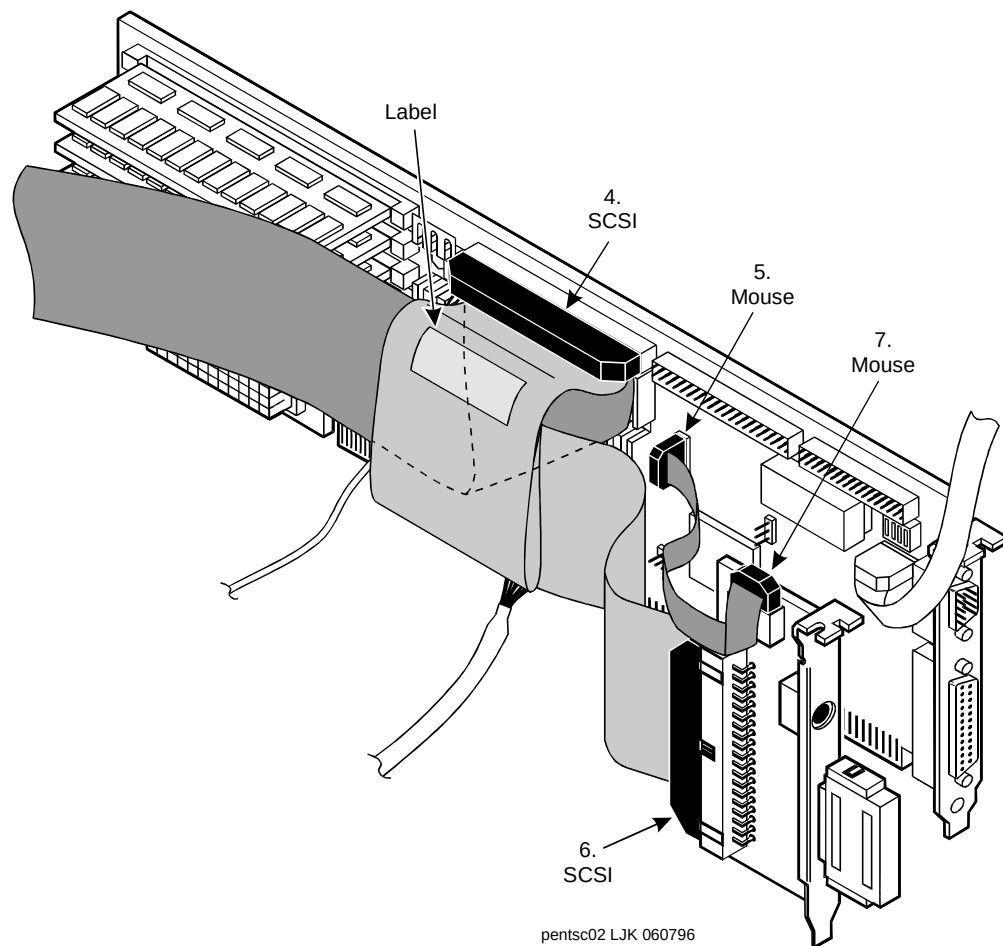


Figure 5-67. Attaching Cables to the P5 120-MHz CPU Circuit Card - Part 2



NOTE:

The SCSI cable has a label that contains the following information:

H600-485 GR1
MAP/40P Platform



NOTE:

The SCSI cable routes over the disk activity cable (Figure 5-67).

5. Attach the mouse (Figure 5-67).

Attaching the SCSI Cable to other Devices

To attach the SCSI cable to other devices, do the following:

1. Attach the SCSI cable to the external SCSI connector circuit card (Figure 5-67) with the dark wire on top.
2. Install the external SCSI connector circuit card. See "External SCSI Connector Circuit Card" below for the procedure.
3. Attach the SCSI cable to the hard disk drive or drives. The dark wire should be nearest to you.
4. Attach the SCSI cable to the cartridge tape drive. The dark wire should be nearest to you.

Attaching the Floppy Cable

To attach the floppy diskette drive cable, do the following:

1. Attach the floppy diskette drive cable to the drive connector on the P5 120-MHz CPU circuit card (Figure 5-68). The dark wire should face toward the memory SIMMs.
2. Dress this cable under the SCSI cable (Figure 5-68).
3. Attach the floppy cable to the floppy drive with the dark wire farthest from you.
4. Complete Steps 4 through 11 of "General Procedure."

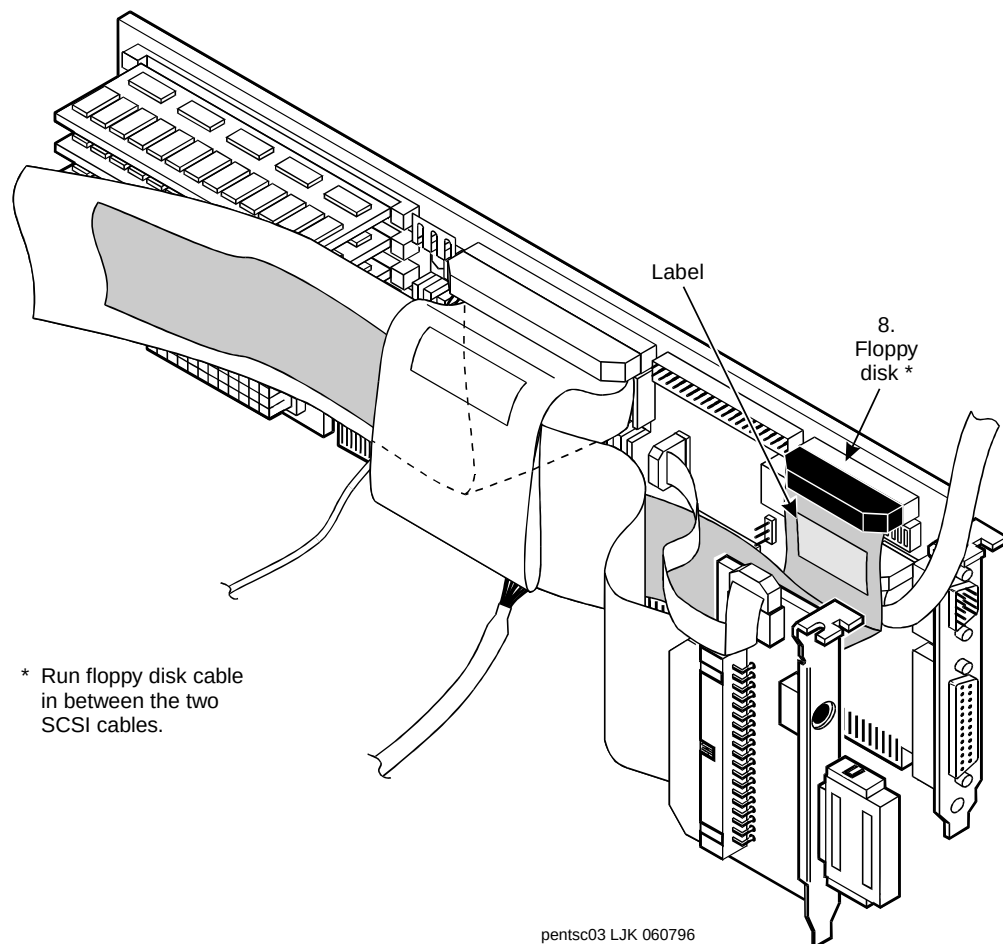


Figure 5-68. Attaching Cables to the P5 120-MHz CPU Circuit Card - Part 3

Host Adapter Parameter Settings

The P5 120-MHz CPU circuit card parameter settings are pre-loaded into each card. To verify these settings, do the following:



CAUTION:

Do not change the settings if there is a mismatch. Contact your remote maintenance center for assistance.

1. Reboot the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures," for the procedure.

2. After the power on self test (POST) but before the system boots, press **CONTROL** + **A** when prompted.

The system displays the Host Adapter Configuration screen (Figure 5-69).

Would you like to configure the Host Adapter, or run the SCSI disk utilities? Select the option and press <Enter>. Press <F5> to switch between color and monochrome modes.

Options
Configure/View Host Adapter Settings
SCSI Disk Utilities

Figure 5-69. Host Adapter Configuration Screen

3. Place the cursor on Configure/View Host Adapter Settings. Use the up **▲** and down **▼** arrows to move the cursor.
4. Press **ENTER**.
5. Compare the settings shown on the screen with the parameters listed in Table 5-7.

Table 5-7. SCSI Bus Interface Definitions

Option	Setting
Host Adapter SCSI ID	7
SCSI Parity Checking	Enabled
Host Adapter SCSI Termination	Disabled

6. Place the cursor on SCSI Device Configuration. Use the up (▲) and down (▼) arrows to move the cursor.

7. Press (ENTER).

Compare the settings shown on the screen with the correct parameters listed in Table 5-8.

⇒ NOTE:

These settings must be applied to all SCSI IDs (0 – 7) shown.

Table 5-8. SCSI Device Configuration

Option	Setting
Initiate Sync Negotiation	Yes
Maximum Sync Transfer Rate	5.0
Enable Disconnection	Yes
Send Start Unit Command	No
Include In BIOS Scan	Yes

8. Press (ESC).

The system displays the SCSI bus interface definitions screen.

9. Place the cursor on Advanced Configuration Options. Use the up (▲) and down (▼) arrows to move the cursor.

10. Press (ENTER).

Compare the settings shown on the screen with the correct parameters listed in Table 5-9.

Table 5-9. Advanced Configuration Options

Option	Setting
Reset SCSI Bus	Enabled
Host Adapter BIOS	Enabled
Support Removable Disks	Disabled
Extended BIOS Translations	Disabled
BIOS Support > 2 Drives	Disabled

11. Press (ESC).

The system displays the SCSI bus interface definitions screen.

12. Press **[ESC]**.

The system displays the following message:

```
Exit Utilities
  Yes
  No
```

13. Place the cursor on Yes. Use the up **[▲]** and down **[▼]** arrows to move the cursor.

14. Press **[ENTER]**.

The system displays the following message:

```
Please press any key to reboot.
```

15. Press **[ENTER]**.

The system reboots and responds with the UNIX prompt (#).

You have completed verifying the host adapter settings.

CMOS Parameter Settings



CAUTION:

Do not change the settings if there is a mismatch. Contact your local technical support representative for assistance.

1. Perform a hard reboot of the system. See “Rebooting the UNIX System” in Chapter 3, “Common System Procedures,” for the procedure.



NOTE:

You must perform a hard reboot to access the CMOS parameter settings.

2. During the POST, press **[S]**.

The system displays the following message:

```
Please standby for SETUP Utility...
```

After the system has installed the BIOS it displays the CMOS basic options set-up menu.

3. Compare the P5 120-MHz CPU circuit card settings in the setup menu with the default parameters listed in Table 5-10.



NOTE:

The settings in Table 5-10 may differ from the default parameters due to other equipped feature circuit cards in your system.

**Table 5-10. CMOS Basic Option Settings for the P5 120-MHz CPU
Circuit Card**

Option	Setting
Time and Date	
Set the time and date to the current time and date.	
Time/Date Boot Errors	ON
Floppy Disks	
On-board floppy controller	ON
Select Drive A: Type	3.5 Inch, 1.44 MB
Select Drive B: Type	Not Installed
Floppy Configuration Errors	ON
Fixed Disks	
On-board IDE Interface	OFF
Set Hard Disk 1 Type	SCSI Drive Installed
Set Hard Disk 2 Type	Not Installed (If there is only one disk installed)
Video Adapter	
Select Video Adapter Type	VGA/EGA
Video Configuration Errors	ON
Keyboard	
Keyboard Configuration Errors	ON
Set Keyboard Typematic Rate	NO
Shadow RAM	
Address: C000:0 Status	SHADOW
Address: C800:0 Status	SHADOW
Address: D400:0 Status	ROM
Address: DC00:0 Status	ROM
Address: E000:0 Status	SHADOW
Address: F000:0 Status	SHADOW
Boot Options	
Boot Drive Sequence	Drive A: then C:
Keyboard Numlock at Boot	OFF

Continued on next page

**Table 5-10. CMOS Basic Option Settings for the P5 120-MHz CPU
Circuit Card — Continued**

Option	Setting
Password Options	
Password Protect Options	None
Password Edit	
Skip these options.	

4. To change the parameter settings, complete the following Steps a through d.
 - a. Place the cursor on the appropriate heading. Use the up  and down  arrows to move the cursor.
 - b. Press .
 - c. Change the parameters. Use the up  and down  arrows to move the cursor.
 - d. Press .
5. Place the cursor on Advanced Options.
6. Press .

The system displays the CMOS advanced options set-up menu.
7. Compare the P5 120-MHz CPU circuit card settings in the set-up menu with the default parameters listed in Table 5-10.

⇒ NOTE:

The settings in Table 5-11 may differ from the default parameters due to other equipped feature circuit cards in your system.

**Table 5-11. CMOS Advanced Option Settings for the P5 120-MHz CPU
Circuit Card**

Option	Setting
Serial Ports	
16550 Compatible UART 1:	03F8, IRQ4
16550 Compatible UART 2:	02F8, IRQ3

Continued on next page

**Table 5-11. CMOS Advanced Option Settings for the P5 120-MHz CPU
Circuit Card — Continued**

Option	Setting
Parallel Ports	
Select Parallel Port Address:	0378
Select Parallel Port IRQ:	IRQ7
Select Parallel Port Mode:	ISA Compatible
PS/2 Mouse	
On-board PS/2 Mouse Port	OFF
Cache	
Internal 16K Code/Data Cache:	Enabled
Level 2 Write Back Cache:	Enabled
Level 2 Cache Test:	Disabled

Continued on next page

**Table 5-11. CMOS Advanced Option Settings for the P5 120-MHz CPU
Circuit Card — Continued**

Option	Setting
PCI Configuration	
Is C800 Available?	YES
Is CC00 Available?	YES
Is D000 Available?	NO
Is D400 Available?	NO
Is D800 Available?	NO
Is DC00 Available?	NO
Is IRQ5 Available?	NO
	 NOTE: The IRQ settings differ from system to system. Enter YES only if the Hardware Resource Allocator assigned a PCI card to this IRQ.
Is IRQ9 Available?	NO (see note above)
Is IRQ10 Available?	NO (see note above)
Is IRQ11 Available?	NO (see note above)
Is IRQ12 Available?	NO (see note above)
Is IRQ14 Available?	YES (see note above)
Is IRQ15 Available?	NO (see note above)
Integrated Adeptec PCI SCSI:	Enabled
PCI Bus Device 00:00:	OK
PCI Bus Device 00:01:	OK
PCI Bus Device 00:02:	OK

Continued on next page

**Table 5-11. CMOS Advanced Option Settings for the P5 120-MHz CPU
Circuit Card — Continued**

Option	Setting
PCI INT/IRQ Binding	
INTA IRQ Availability	14
INTB IRQ Availability	14 ⇒ NOTE: If PCI slot 1 has been equipped, enter the INTR number the Hardware Resource Allocator assigned to this device.
INTC IRQ Availability	14 ⇒ NOTE: If PCI slot 2 has been equipped, enter the INTR number the Hardware Resource Allocator assigned to this device.
INTD IRQ Availability	14 ⇒ NOTE: If PCI slot 3 has been equipped, enter the INTR number the Hardware Resource Allocator assigned to this device.
Memory Options	
Base Memory Size:	640K
Memory Gap Block Size:	4 Mbyte
Memory Gap Address Range	12-16 Mbyte

Continued on next page

**Table 5-11. CMOS Advanced Option Settings for the P5 120-MHz CPU
Circuit Card — Continued**

Option	Setting
System Performance	
ISA Bus Speed	7.5 MHz
Guaranteed Access Time:	Disabled
DRAM Performance Mode:	Enhanced
PCI Burst Mode:	Standard
PCI to Memory Posting	Standard
Host to PCI Posting	Standard
DMA Performance Mode:	Standard
ISA Performance Mode:	Standard
8-Bit I/O Recovery Time:	6 SYSCLK
16-Bit I/O Recovery Time:	6 SYSCLK
Miscellaneous	
Watchdog Timer Delay:	1.2 sec
ISA/PCI Option ROM Scan Order	PCI ROM Scan First
Console Redirection	
COM1 Baud Rate:	NOT USED
COM2 Baud Rate:	NOT USED
COM3 Baud Rate:	NOT USED
COM4 Baud Rate:	NOT USED

8. To change the parameter settings, complete the following Steps a through d.
 - a. Place the cursor on the appropriate heading. Use the up (▲) and down (▼) arrows to move the cursor.
 - b. Press (ENTER).
 - c. Change the parameters. Use the up (▲) and down (▼) arrows to move the cursor.
 - d. Press (ENTER).
9. Place the cursor on Basic Options.

10. Press **ENTER**.

The system displays the CMOS basic options set-up menu.

11. Place the cursor on **Flash It!**.

12. Press **ENTER**.

The system displays the following message.

Make Settings Permanent

Yes

No

13. Place the cursor on **Yes**.

14. Press **ENTER**.

The system displays the following message.

Reset in progress.

After approximately three minutes, the system reboots and displays the UNIX prompt (#).

External SCSI Connector Circuit Card

The external SCSI connector card (Figure 5-70) provides the ability to interface with external SCSI devices. There is only one external SCSI connector circuit card installed on the system. It resides in the faceplate.

NOTE:

There are only 13 electrical slots.

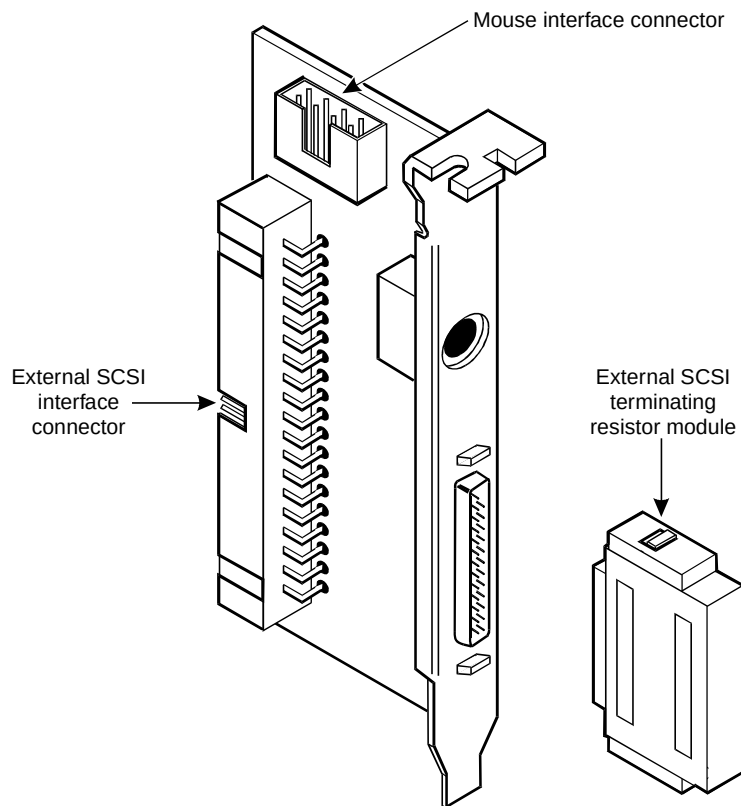


Figure 5-70. External SCSI Connector Circuit Card and Terminating Resistor Module

The terminating resistor module requires considerable force to insert. Insert it into the external SCSI adaptor before installing the adaptor. This allows you to examine and straighten the faceplate, if necessary, so that electromagnetic compatibility will be maintained (FCC Part 15). The terminating resistor must remain on the external SCSI connector circuit card whenever the MAP/40P is in operation.

Video Controller Circuit Cards

The Lucent INTUITY CONVERSANT system supports video controller circuit cards which are compatible with PCI backplane.

The video controller cards allow the MAP/40P to interface with a monitor. There is one video controller card installed on the system.

STB PCI Video Controller Circuit Cards

The INTUITY CONVERSANT system supports the STB PCI (Figure 5-71) video controller cards.

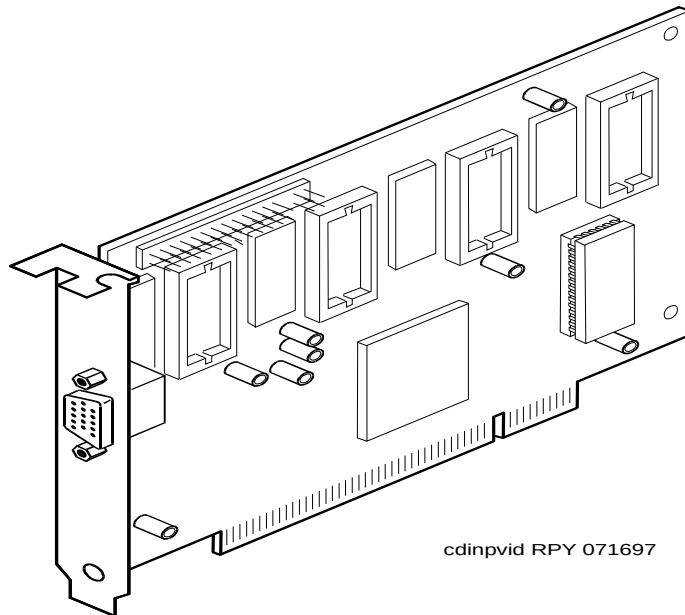


Figure 5-71. STB PCI Video Controller Circuit Card

There are no switches on the STB video controller card.

Remote Maintenance Circuit Card

The remote maintenance circuit card provides remote diagnostics of basic MAP/40P components (Figure 5-72). There is one remote maintenance circuit card installed on the system.

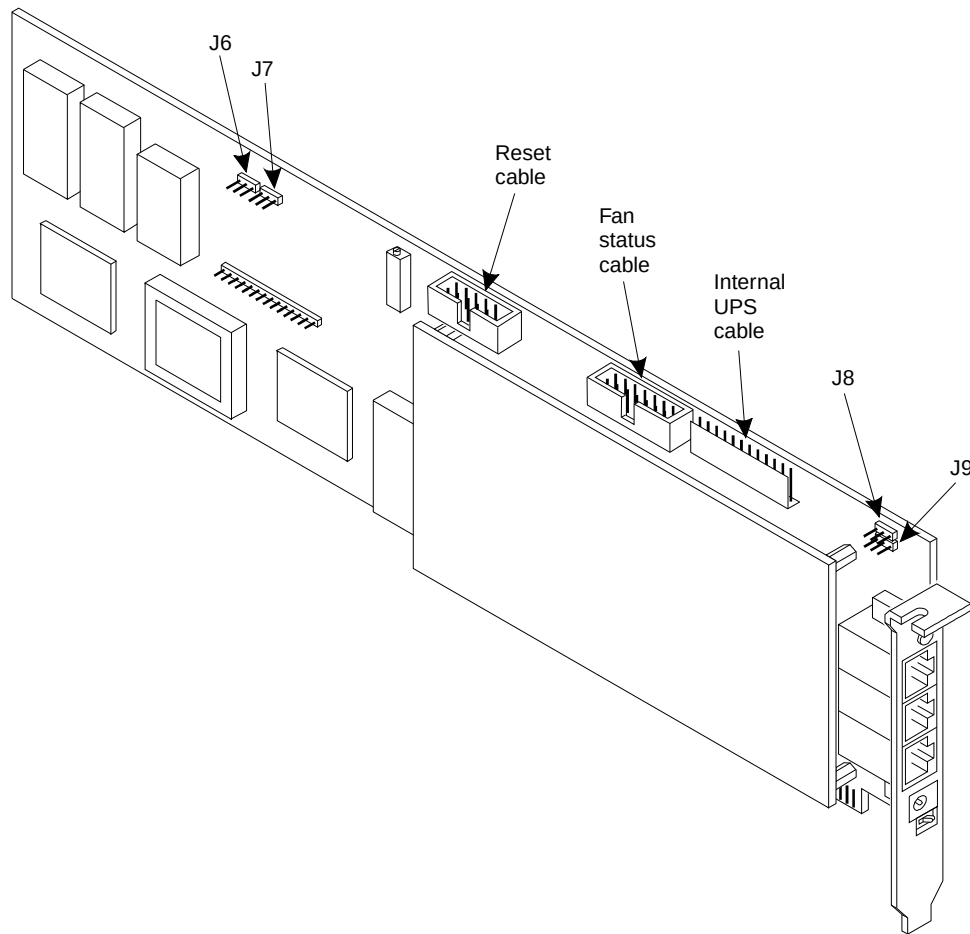


Figure 5-72. Remote Maintenance Circuit Card

Setting the Resource Options

Figure 5-73 shows the faceplate of the remote maintenance circuit card and an enlarged view of the BIOS Extension EPROM (BEE) enable switch. Ensure that this switch is set to the ON (default) position as shown.

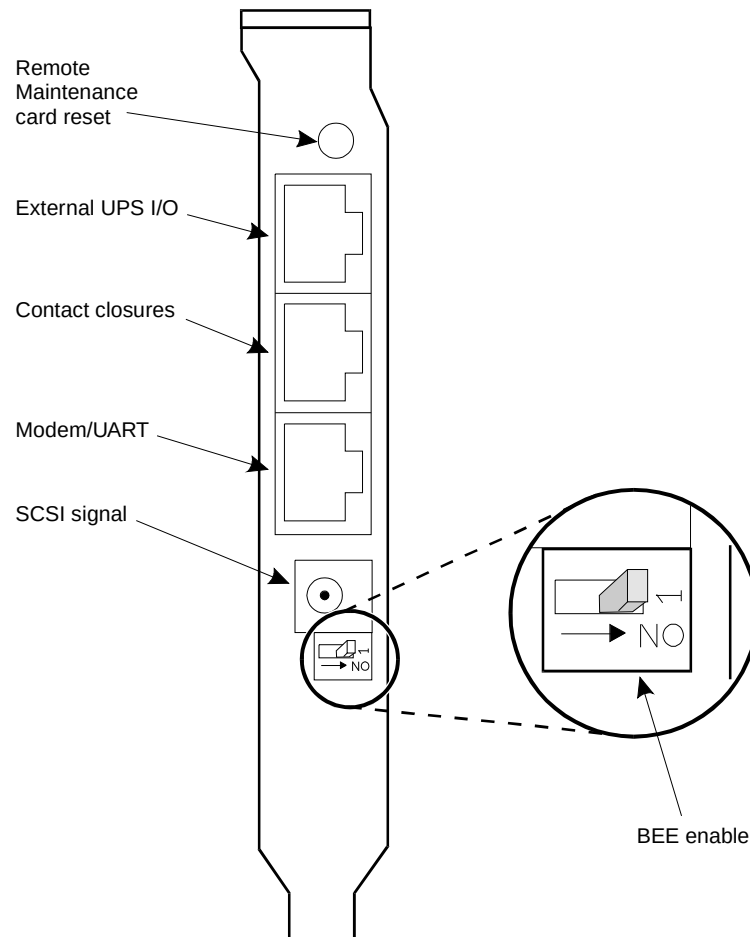


Figure 5-73. Faceplate of the Remote Maintenance Circuit Card Showing the BEE Enable Switch

There are four jumper locations on the Remote Maintenance circuit card (J6, J7, J8, and J9). Verify that a jumper is installed on pins 1 and 2 of each one as shown in Figure 5-74.

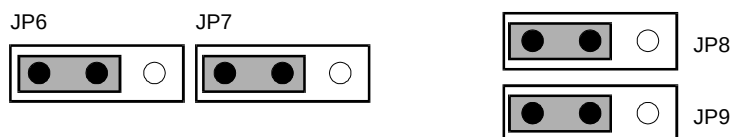


Figure 5-74. Jumper Settings for the Remote Maintenance Circuit Card

Installing the Remote Maintenance Circuit Card Driver

To install the remote maintenance circuit card driver, do the following:

1. If you are not already logged in as root, do so now.
2. Enter **pkgadd -d diskette1**
 The system displays the following message:
 Insert diskette into Floppy Drive 1.
 Type [go] when ready,
 or [q] to quit: (default: go)
3. Insert the diskette labeled "Remote Maintenance Board Package 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
4. Press **ENTER**.
 The system displays the following message:
 Installation in progress -- do not remove the diskette.
 The following packages are available:
 1. rmb Remote Maintenance Board Package
 (Kickstart 3 for V6 and Mach4)
 (i486)
 Select package(s) you wish to process (or 'all' to
 process all packages). (default: all) [?,??,q]:

5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: Remote Maintenance Board Package (Kickstart 3 for V6 and Mach4) (rmb) from <diskette1>

INTUITY Remote Maintenance Board Package
(Kickstart 3 for V6 and Mach4)
(i486)

Using </> as the package base directory.

Lucent Technologies Inc.

The system displays several status messages and then the following message:

Installation of Remote Maintenance Board Package
(Kickstart 3 for V6 and Mach4) (rmb) was successful.

Insert diskette into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

6. Enter **q**
7. Remove the diskette labeled "Remote Maintenance Board Package 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

Installing the Remote Maintenance Circuit Card Integration Software

To install the remote maintenance circuit card integration software, do the following:

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

The system displays the following message:

Insert diskette into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

3. Insert the diskette labeled "INTUITY RMB Integration Software Version 1.0 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

4. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. rmbinteg INTUITY RMB Integration Software
 Version 1.0
 (i486)

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

5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY RMB Integration Software Version 1.0
(rmbinteg) from <diskette1>

INTUITY RMB Integration Software Version 1.0
(i486)

Using </> as the package base directory.
Lucent Technologies Inc.

The system displays several status messages and then the following message:

Installation of INTUITY RMB Integration Software
Version 1.0 (rmbinteg) was successful.

Insert diskette into Floppy Drive 1.

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

6. Enter **q**
7. Remove the diskette labeled "INTUITY RMB Integration Software Version 1.0 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

Overview

This chapter describes:

- How to identify a failed hard disk drive
- Hardware procedures for replacing a hard disk drive
- Software procedures for preparing the system for a new hard disk drive
- Software procedures for initializing a hard disk drive

Purpose

The purpose of this chapter is to ensure that hard disk drives are installed in the proper manner.

Identifying a Failed Hard Disk Drive

Before a hard disk drive can be replaced you must identify which drive has failed. This section details how to identify a failed hard disk drive in INTUITY™ CONVERSANT® systems with two hard disk drives (both mirrored and unmirrored).

NOTE:

If your system is configured with only one hard disk drive, see “Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Nonmirrored System)” for the procedure.

Hard Disk Drive Contents of the Hard Disk Drives in a Two-Drive System

To determine which hard disk drive has failed, it is necessary to know what type of information is stored on each drive. Table 6-1 shows the information contained on each hard disk drive in a nonmirrored system.

Table 6-1. Contents of the Hard Disk Drives in a Nonmirrored System

Disk Identity	Contents of Disk
Hard Disk Drive 0, (bay 4) SCSI ID 00	UNIX operating system, all INTUITY CONVERSANT software, system data, and speech/voice storage
Hard Disk Drive 1, (bay 5) SCSI ID 01	Speech/voice storage

NOTE:

The contents for Hard Disk Drive 0 are identical in nonmirrored and single-disk systems.

Table 6-2 shows the information contained on each hard disk drive in a mirrored system.

Table 6-2. Contents of the Hard Disk Drives in a Mirrored System

Disk Identity	Contents of Disk
Hard Disk Drive 0, (bay 4) SCSI ID 00	UNIX operating system, all INTUITY CONVERSANT software, system data, and speech/voice storage
Hard Disk Drive 1, (bay 5) SCSI ID 01	The same information as is contained on Disk 0

Identifying a Hard Disk Drive 0 Failure in a Nonmirrored or Single-Disk System

Because Hard Disk Drive 0 contains the only copy of the operating software in a nonmirrored or single disk system, a failure of this drive will result in a complete failure of the system. If this occurs you will not be able to reboot the system. See "Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Nonmirrored System)" for the replacement procedure.

Identifying a Hard Disk Drive 1 Failure in a Nonmirrored System

Hard Disk Drive 1 contains speech and voice storage. If this hard disk drive fails, speech is lost. In the event of a Hard Disk Drive 1 failure the system displays the following message:

WARNING: Disk Driver: HA0 TC0 LU1 - Check Condition

If this message appears on the screen, contact your remote maintenance center.

Identifying a Hard Disk Drive Failure in a Mirrored System

In a mirrored system both hard disk drives contain the same information. As a result, if either hard disk drive fails, the other drive will continue to operate the system. There will be no noticeable difference in service. A hard disk drive failure will be identified by the message shown above in "Identifying a Hard Disk Drive 1 Failure in a Nonmirrored System."

The number preceded by LU in the message is the SCSI ID of the failed hard disk drive. If this message appears on the screen, contact your remote maintenance center.

Replacing a Hard Disk Drive

The MAP/40P can contain two hard disk drives. The first hard disk drive, SCSI ID 0, is located in Bay 4 (Figure 6-1). The second hard disk drive, if provided, is located in Bay 5 (Figure 6-1).

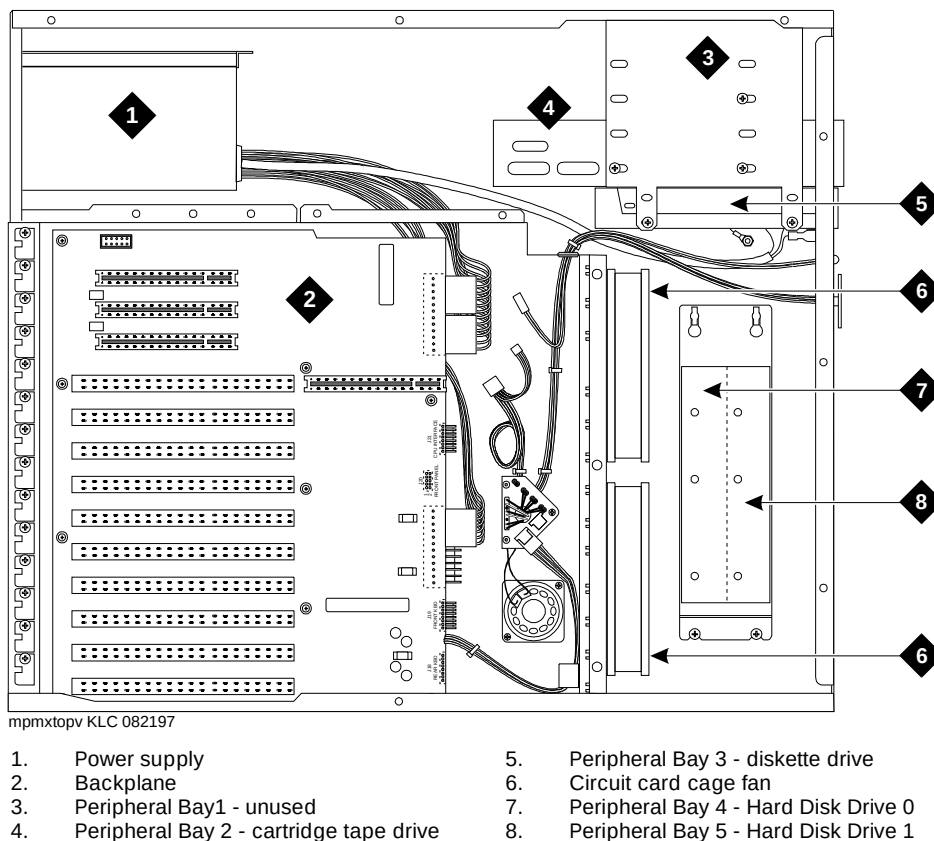


Figure 6-1. Internal View of the MAP/40P

Replacing A Hard Disk Drive

CAUTION:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge" in Chapter 4, "Getting Inside the Computer."

Hard Disk Drive Removal

To remove a hard disk drive, you must:

- Remove the Lucent INTUITY CONVERSANT system from service.
- Access the hard disk drive.
- Extract the hard disk drive.

Removing the Lucent INTUITY CONVERSANT System from Service

To remove the Lucent INTUITY system from service, do the following:

NOTE:

This procedure is not necessary if Hard Disk Drive 0 has failed on a single-disk system.

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. Stop the voice system. See "Stopping the Voice System" in Chapter 3, "Common System Procedures, for the procedure.
3. Shut down the voice system. See "Shutting Down the Voice System" in Chapter 3, "Common System Procedures, for the procedure.
4. Shut down the INTUITY CONVERSANT system. See "Shutting Down the Operating System" in Chapter 3, "Common System Procedures, for the procedure.
5. Remove the incoming power. See "'Removing Power from the MAP/40P'" in Chapter 4, "Getting Inside the Computer, for the procedure.

Accessing A Hard Disk Drive

To access a hard disk drive, remove the dress cover. See "'Removing the Dress Cover'" in Chapter 4, "Getting Inside the Computer, for the procedure.

Extracting Hard Disk Drive

To extract a hard disk drive, do the following:

1. Remove the SCSI and power cables from the back of Hard Disk Drive 0 and 1 (if installed).
2. Loosen the two screws holding the hard disk drive bracket to the MAP/40P chassis.
3. Slide the hard disk drive bracket toward the floppy drive to release it from the keyed retainers then lift it from the MAP/40P.
4. Remove the screws which secure Hard Disk Drive 0 or 1 to the hard disk drive bracket.

NOTE:

Hard Disk Drive 0 is nearest the fans.

5. Place the hard disk drive assembly, with the printed circuit board facing up, on an ESD-protected surface.
6. Continue with the next procedure, “Hard Disk Drive Installation.”

Hard Disk Drive Installation

To install Hard Disk Drive 0, you must:

- Install the jumpers.
- Insert the hard disk drive.

Installing the Hard Disk Drive Jumpers

The jumpers are located on the front of the hard drive (Figure 6-2).

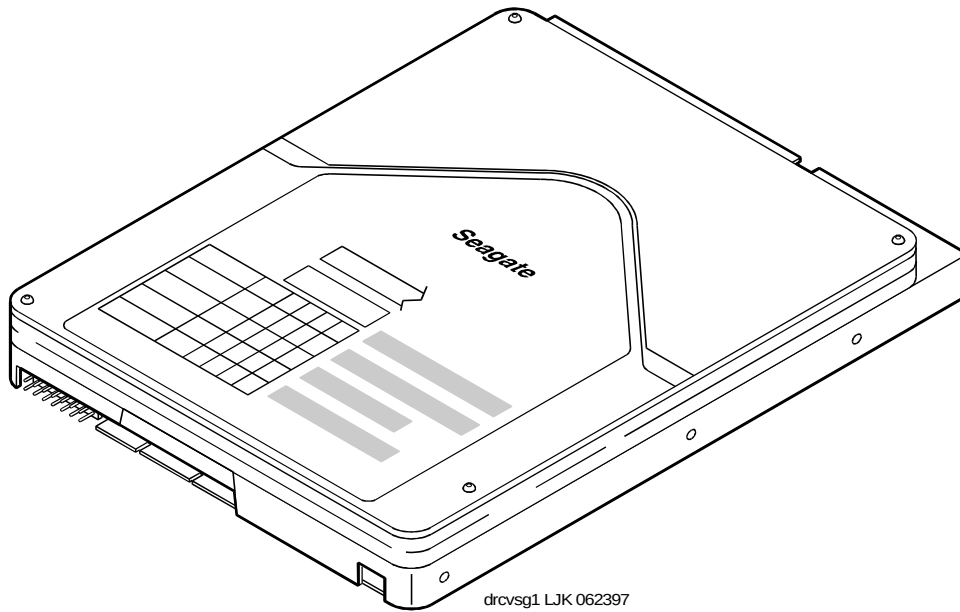


Figure 6-2. Hard Disk Drive

The jumpers on Hard Disk Drive 0 should be configured as shown in Figure 6-3.

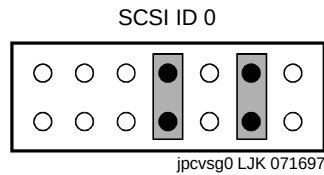


Figure 6-3. Hard Disk Drive 0 Jumper Settings

The jumpers on Hard Disk Drive 1 should be configured as shown in Figure 6-4.

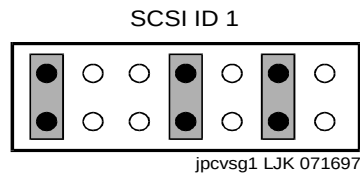


Figure 6-4. Hard Disk Drive 1 Jumper Settings

Inserting A Hard Disk Drive

To insert the hard disk drive, do the following:

1. Remove the new hard disk drive from its ESD-protective wrapping.



NOTE:

Keep the package and all ESD-protective wrapping to return the defective unit. Re-use of the original replacement unit packaging is necessary to meet the manufacturer's warranty.

2. Align Hard Disk Drive 0 or 1, in the hard disk drive bracket, with the jumpers near the top of the bracket.
3. Secure the hard disk drive in the hard disk drive bracket using the screws removed in Step 4 of "Extracting Hard Disk Drive" above.
4. Connect the SCSI and power cables to the back of Hard Disk Drive 0 and 1, if installed.

5. Secure the hard disk drive bracket to the chassis using the two screws loosened in Step 2 of "Extracting Hard Disk Drive" above.
6. Return to either the procedure "Replacing Hard Disk Drive 0 (Nonmirrored or Single-Disk System)" or "Replacing Hard Disk Drive 0 (Mirrored System)" to complete the system recovery.

Replacing Hard Disk Drive 0

The following procedure explains how to replace a hard disk drive on an existing INTUITY CONVERSANT system.

The following sections list the procedures for replacing Hard Disk Drive 0 in mirrored, nonmirrored, and single-disk systems.

Replacing Hard Disk Drive 0 (Nonmirrored or Single-Disk System)

Because Hard Disk Drive 0 contains the base system software, you must reinstall the entire INTUITY CONVERSANT system if this disk fails on a nonmirrored or single-disk system, after the hard disk drive has been replaced.

Replacing the Hard Disk Drive

To replace the hard disk drive, do the following:

1. Remove Hard Disk Drive 0 from the system. See "Replacing a Hard Disk Drive" for the procedure.
2. Set the jumpers on the replacement Hard Disk Drive 0. See "Replacing a Hard Disk Drive" for the procedure.
3. Place the replacement Hard Disk Drive 0 in Bay 4. See "Replacing a Hard Disk Drive" for the procedure.

Restoring the INTUITY CONVERSANT System

WARNING:

*After installing a 2-Gbyte hard disk drive into a system as Disk 0, **DO NOT ATTEMPT TO INSTALL AN OLDER VERSION OF UnixWare.** The version of the operating system tape that should be used contains the phrase "Independent Image." If the operating system tape does not contain this phrase, notify the remote maintenance center immediately.*

To reinstall the INTUITY CONVERSANT system software, do the following:

1. Restore the system using the CONVERSANT Image Tape created using the **mkimage** command. See “Restoring the INTUITY CONVERSANT System” in Chapter 3, “Common System Procedures,” for the procedure.
2. Restore the speech files using the **spres** command. See Appendix A, “Summary of Commands,” in *INTUITY CONVERSANT System Version 6.0 Administration*, 585-310-591.

Replacing Hard Disk Drive 0 (Mirrored System)

In the event of a Hard Disk Drive 0 failure in a mirrored system, the system will still be operational and there will be no noticeable degradation of service. The following procedure explains how to replace Hard Disk Drive 0 on a mirrored system.



CAUTION:

This initial synchronization of data on a mirrored system can degrade service, depending on system load. Therefore, perform this procedure only during off-peak hours.

Replacing the Hard Disk Drive

To replace the hard disk drive, do the following:

1. Remove Hard Disk Drive 0 from the system. See “Replacing a Hard Disk Drive” for the procedure.
2. Set the jumpers on the replacement Hard Disk Drive 0. See “Replacing a Hard Disk Drive” for the procedure.
3. Place the replacement Hard Disk Drive 0. See “Replacing a Hard Disk Drive” for the procedure.

Restoring the INTUITY CONVERSANT System

To restore the INTUITY CONVERSANT system, do the following:

1. Insert the diskette labeled “Veritas Boot Floppy 1 of 1” into the diskette drive. See “Inserting and Removing Diskettes” in Chapter 3, “Common System Procedures,” for the procedure.
2. Reboot the system. See “Rebooting the UNIX System” in Chapter 3, “Common System Procedures,” for the procedure.

The system displays the following message:

Enter boot SCSI drive:

3. Enter **D:unix**

The system displays the console login.

4. Log in as root.

5. Enter **voldiskadm**

The system displays the Volume Manager Support Operations screen (Figure 6-5).

```
Volume Manager Support Operations
Menu: VolumeManager/Disk

1      Add or initialize a disk
2      Encapsulate a disk
3      Remove a disk
4      Remove a disk for replacement
5      Replace a failed or removed disk
6      Mirror volumes on a disk
7      Move volumes from a disk
8      Enable access to (import) a disk group
9      Remove access to (deport) a disk group
10     Enable (online) a disk device
11     Disable (offline) a disk device
list   List disk information

?      Display help about menu
??     Display help about menuing system
q      Exit from menus

Select an operation to perform:
```

Figure 6-5. Volume Manager Support Operations Screen

6. Enter **list**

The system displays the List Disk Information screen (Figure 6-6).

```
List Disk Information
Menu: VolumeManager/Disk/ListDisk

    Use this menu option to display a list of disks. You can
    also choose to list detailed information about the disk at
    a specific disk device address.

Enter disk device or "all" [<address>,all,q,?] (default:all)
```

Figure 6-6. List Disk Information Screen

7. Press **ENTER**.

The system displays the following message:

DEVICE	DISK	GROUP	STATUS
c0t0d0	disk00	rootdg	online
c0t1d0	disk01	rootdg	online

8. Record the device IDs and disk names in the following table.

Device	Disk

9. Press **ENTER**.

The system displays the Volume Manager Support Operations screen (Figure 6-5).

10. Enter **4**

The system displays the following message:

Enter the name of the disk to remove.

11. Enter the disk name for the drive with the device ID *c0t0d0*.



NOTE:

This should be disk00.

The system displays the Volume Manager Support Operations screen (Figure 6-5).

12. Enter **5**

The system displays the following message:

Enter the name of the disk to replace.

13. Enter the same disk name as in Step 11.

The system displays the following message:

Enter the device ID of the disk to use as a replacement.

14. Enter **c0t1d0**

The system displays the Hard Disk Partitioning – Disk 1 screen (Figure 6-7).

Total disk size is 2048 cylinders (2048.0MB)

Partition	Status	Type	Start	End	Length	%	Approx MB
1	Active	UNIX System	0	2047	2048	100	2048.0

SELECT ONE OF THE FOLLOWING

- 0. Overwrite system master boot code
- 1. Create a partition
- 2. Change Active (Boot from) partition
- 3. Delete a partition
- 4. Update (Update disk configuration and exit)
- 5. Exit (Exit without updating disk configuration)

Enter selection:

Figure 6-7. Hard Disk Partitioning – Disk 1 Screen

15. Enter **1**

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

16. Select UNIX System. Use ◀ and ▶ to move through the Partition Type field selections.
17. Press **TAB** to move to the Percentage of Disk field.
18. Enter **100**
19. Press ▼ to move to the Apply box and press **ENTER**.

The system displays the Hard Disk Partitioning – Disk 1 screen (Figure 6-7).

20. Enter **4**

The system displays the Volume Manager Support Operations screen (Figure 6-5).

21. Enter **q**

The system starts mirroring the contents of Hard Disk Drive 1 to Hard Disk Drive 0. This will not interrupt normal operation of the INTUITY CONVERSANT system.

22. Remove the diskette labeled “Veritas Boot Floppy 1 of 1” from the diskette drive. See “Inserting and Removing Diskettes” in Chapter 3, “Common System Procedures,” for the procedure.

You have completed the procedure for replacing Hard Disk Drive 0 in a mirrored system.

Replacing Hard Disk Drive 1

The following procedure explains how to replace a hard disk drive on an existing INTUITY CONVERSANT system.

This procedure only applies to Hard Disk Drive 1. If it is not possible to log in to the INTUITY CONVERSANT system, it is possible that Hard Disk Drive 0 has failed. See one of the “Replacing Hard Disk Drive 0” procedures (nonmirrored or mirrored, depending on your configuration) for instructions.

Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Nonmirrored System)

In the event of a Hard Disk Drive 1 failure in a nonmirrored system, the system is still operational. However, speech files are lost. The following procedure explains how to replace Hard Disk Drive 1 on a nonmirrored system.

Replacing the Hard Disk Drive

To replace Hard Disk Drive 1, do the following:

1. Remove Hard Disk Drive 1 from the system. See “Replacing a Hard Disk Drive” for the procedure.
2. Set the jumpers on the replacement Hard Disk Drive 1. See “Replacing a Hard Disk Drive” for the procedure.
3. Place the replacement Hard Disk Drive 1. See “Replacing a Hard Disk Drive” for the procedure.

Restoring the INTUITY CONVERSANT System

To restore the INTUITY CONVERSANT system, do the following:

1. Log in as root.

2. Enter **voldiskadm**

The system displays the Volume Manager Support Operations screen (Figure 6-5).

3. Enter **list**

The system displays the List Disk Information screen (Figure 6-6).

4. Press **(ENTER)**.

The system displays the following message:

DEVICE	DISK	GROUP	STATUS
c0t0d0	disk00	rootdg	online
c0t1d0	disk01	rootdg	online

5. Record the device IDs and disk names in the following table.

Device	Disk

6. Press **(ENTER)**.

The system displays the Volume Manager Support Operations screen (Figure 6-5).

7. Enter **3**

The system displays the following message:

Enter the name of the disk to remove.

8. Enter the disk name for the drive with the device ID `c0t1d0`.



NOTE:

This should be disk01.

The system displays the Volume Manager Support Operations screen (Figure 6-5).

9. Add Hard Disk Drive 1 to the system. See “Adding Hard Disk Drive 1 to a System for Speech Storage” below for the procedure.
10. Restore the speech files using the **spres** command. See Appendix A, “Summary of Commands,” in *INTUITY CONVERSANT Version 6 Speech Development, Processing, and Recognition* for the procedure.

Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Mirrored System)

In the event of a Hard Disk Drive 1 failure in a mirrored system, the system is still operational and there is no noticeable degradation of service. The following procedure explains how to replace Hard Disk Drive 1 on a mirrored system.



CAUTION:

This initial synchronization of data on a mirrored system can degrade service, depending on system load. Therefore, perform this procedure only during off-peak hours.

Replacing the Hard Disk Drive

To replace Hard Disk Drive 1, do the following:

1. Remove Hard Disk Drive 1 from the system. See “Replacing a Hard Disk Drive” for the procedure.
2. Set the jumpers on the replacement Hard Disk Drive 1. See “Replacing a Hard Disk Drive” for the procedure.
3. Place the replacement Hard Disk Drive 1 in Bay 3. See “Replacing a Hard Disk Drive” for the procedure.

Restoring the INTUITY CONVERSANT System

To restore the INTUITY CONVERSANT system, do the following:

1. Log in as root.
2. Enter **voldiskadm**

The system displays the Volume Manager Support Operations screen (Figure 6-5).

3. Enter **list**

The system displays the List Disk Information screen (Figure 6-6).

4. Press **ENTER**.

The system displays the following message:

DEVICE	DISK	GROUP	STATUS
c0t0d0	disk00	rootdg	online
c0t1d0	disk01	rootdg	online

5. Record the device IDs and disk names in the following table.

Device	Disk

6. Press **ENTER**.

The system displays the Volume Manager Support Operations screen (Figure 6-5).

7. Enter **4**

The system displays the following message:

Enter the name of the disk to remove.

8. Enter the disk name for the drive with the device ID *c0t1d0*.



NOTE:

This should be disk01.

The system displays the Volume Manager Support Operations screen (Figure 6-5).

9. Enter **5**

The system displays the following message:

Enter the name of the disk to replace.

10. Enter the same disk name as in Step 8.

The system displays the following message:

Enter the device ID of the disk to use as a replacement.

11. Enter **c0t0d0**

The system displays the Hard Disk Partitioning – Disk 1 screen (Figure 6-7).

12. Enter **1**

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

13. Select UNIX System. Use ◀ and ▶ to move through the Partition Type field selections.

14. Press **TAB** to move to the Percentage of Disk field.

15. Enter **100**

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

The system displays the Hard Disk Partitioning – Disk 1 screen (Figure 6-7).

17. Enter **4**

The system displays the Volume Manager Support Operations screen (Figure 6-5).

18. Enter **q**

The system starts mirroring the contents of Hard Disk Drive 0 to Hard Disk Drive 1. This does not interrupt normal operation of the INTUITY CONVERSANT system.

Adding a Hard Disk Drive

This section details the procedures for adding a second hard disk drive to an INTUITY CONVERSANT system with only one hard disk drive. If you are replacing an existing drive, see “Replacing Hard Disk Drive 0” or “Replacing Hard Disk Drive 1” above for the procedure.

Adding Hard Disk Drive 1 to a System for Mirroring

To add a hard disk drive, do the following:

1. Install the new hard disk drive. See “Replacing a Hard Disk Drive” above for the procedure.
2. Clean the new hard disk drive. See “Cleaning a Hard Disk Drive” below for the procedure.
3. Log in as **root**.

4. Enter **voldiskadm**

The system displays the Volume Manager Support Operations screen (Figure 6-5).

5. Enter **1**

The system displays the Add or Initialize a Disk screen (Figure 6-8).

```
Add or initialize a disk
Menu: VolumeManager/Disk/AddDisk

Use this operation to add a disk to a disk group. You can select an
existing disk group or create a new disk group. You can also initialize
a disk without adding it to a disk group, which leaves the disk available
for use as a replacement disk. This operation takes, as input, a disk
device, for example c0t2d0, a disk group (or none to leave the disk
available for as a replacement disk). If you are adding the disk to a
disk group, you will be asked to give a name to the disk.

Select disk device to add [<address>,list,q,?]
```

Figure 6-8. Add or Initialize a Disk Screen

6. Enter **list** to show a list of the disk devices recognized by the system.



NOTE:

The **list** command will show the newly added disk “online” or “error,” but not as part of any disk group. Choose this disk address for the next prompt.

The system displays the following message:

DEVICE	DISK	GROUP	STATUS
c0t0d0	disk00	rootdg	online
c0t1d0	-	-	online

7. Enter the device to add.

The system displays the following message:

Disk device c0tXd0 appears to have been initialized already.
The disk is currently available as a replacement disk.



NOTE:

If the disk is a brand new disk, the above message is not displayed. Sometimes the newly added disk STATUS is shown as “Error” instead of “online.” This may happen until the disk is added to the Volume Manager internal configuration files using **voldiskadm**.

Do you wish to reinitialize c0tXd0?

8. Enter **y**

The system displays the following message:

You can choose to add this disk to an existing disk group, to create a new disk group, or you can choose to leave the disk available for use by future add or replacement operations. To create a new disk group, select a disk group name that does not yet exist. To leave the disk available for future use, specify a disk group name of "none".

Which disk group [<group>,none,list,q,?] (default: rootdg)

9. Press **ENTER**.

The system displays the following message:

You must now select a disk name for the disk. This disk name can be specified to disk removal, move, or replacement operations. If you move the disk, such as between host bus adapters, the disk will retain the same disk name, even though it will be accessed using a different disk device address name.

Enter disk name [<name>,q,?] (default: disk01)

10. Enter the disk name.

If you are adding Hard Disk Drive 0, enter **disk00**

If you are adding Hard Disk Drive 1, enter **disk01**

The system displays the following message:

The requested operation is to initialize disk device c0tXd0 and to add this device to disk group rootdg as disk disk0X.

Continue with operation? [y,n,q,?] (default: y)

11. Press **ENTER**.

The system displays the Initialize a Disk screen (Figure 6-9).

```
Initialize a disk
Menu: VolumeManager/Disk/AddDisk

The fdisk utility will now be invoked to allow you to select partitions
to be used for the DOS operating system, and one fdisk partition to use
for storing UNIX partitions. Please create exactly one partition with
type UNIX. If you wish to be able to boot UNIX on this disk, you must
also make the UNIX partition the active partition.

Continue?
```

Figure 6-9. Initialize a Disk Screen

12. Enter **y**.

The system displays the following message:

The recommended default partitioning for your disk is:
a 100% "UNIX System" partition.

To select this please type "y". To partition your disk
differently, type "n" and the "fdisk" program will let
you select other partitions.

13. Enter **y**

The system responds with the following message:

Perform surface analysis (default = y)

14. Press **ENTER**.

After approximately 20 to 30 minutes the system will indicate that the
procedure was successful.

The system then responds with the following message:

Add or initialize another disk? (default = n)

15. Press **ENTER**.

The system displays the Volume Manager Support Operations screen
(Figure 6-5).

16. Enter **q**

The system displays the system prompt.

Adding Hard Disk Drive 1 to a System for Speech Storage

1. Complete the “Adding Hard Disk Drive 1 to a System for Mirroring” procedure.
2. Log in to the system as **root**.
3. Enter **sysadm**



NOTE:

This procedure assumes that there is no file or directory named **/home3** on the system. If **/home3** exists, choose another unique name and substitute that name for **/home3** throughout the following procedure.

The system displays the UNIX System V Administration menu (Figure 6-10).

```
1          UNIX System V Administration
>backup_service - Backup Scheduling, Setup and Control
file_systems   - File System Creation, Checking and Mounting
machine        - Machine Configuration, Display and Shutdown
network_services - Network Services Administration
ports          - Port Access Services and Monitors
preSUR4        - Peripherals Setup
printers       - Printer Configuration and Services
restore_service - Restore From Backup Data
schedule_task  - Schedule Automatic Task
software       - Software Installation and Removal
storage_devices - Storage Device Operations and Definitions
system_setup   - System Name, Date/Time and Initial Password Setup
users          - User Login and Group Administration
volume_mgmt    - VERITAS Volume Manager Administration
```

Figure 6-10. UNIX System V Administration Menu

4. Select

```
>volume_mgmt
```

```
> Display Disks
```

```
> disk01
```

The system displays the Display Disk <disk01> window (Figure 6-11).

```
4          Display Disk disk01
Disk Name: disk01          Status: online
Device Name: c0t1d0s0      Length: 4189696

Volumes on disk disk01:
mtce
oracle
rootvol
standvol
swapvol
tmp
```

Figure 6-11. Display Disk Window

- Record the value in the Length field.

Length

- Press **[F6]** (Cancel) twice.

The system displays the VERITAS Volume Manager menu (Figure 6-12).

```
2          VERITAS Volume Manager
Basic Disk Operations      - Add, remove, and modify disks
Basic Filesystem Operations - Create, remove, and modify file systems
Basic Volume Operations    - Create, remove, and modify volumes
>Display Disks             - Show disks under Volume Manager control
Display Volumes            - Display parameters of volumes
Set Defaults               - Set defaults for top down utilities
```

Figure 6-12. VERITAS Volume Manager Menu

- Select

```
>Basic Volume Operations
  > Create
```

The system displays the Create Volumes window (Figure 6-13).

4 Create Volumes	
Volume Name:	_____
Volume Length:	_____
Number of mirrors:	<u>2</u>
Volume Layout:	<u>concat</u>
Logging Type:	<u>None</u>
Disk Group:	<u>rootdg</u>
Disk List:	<u>disk01 disk02</u>

Figure 6-13. Create Volumes Window

8. Enter **home3** in the Volume Name: field.
9. Enter the number you recorded in Step 5 in the Volume Length: field.
10. Enter **0** in the Number of Mirrors: field.
11. Enter **concat noncontig** in the Volume Layout: field.
12. Enter **None** in the Logging Type: field.
13. Enter **rootdg** in the Disk Group: field.
14. Enter **disk01** in the Disk List: field.
15. Press **F3** (Save).
16. Press **F6** (Cancel).
17. Press **F7** (Cmd-Menu).
18. Select

>Exit

The system displays the UNIX prompt.

19. Enter **/sbin/mkfs -F vxfs -o C,bsize=8192 /dev/rvol/home3 <number for length of disk from Step 5 above>**

The system displays the following message:

Mkfs: make vxfs file system?

(DEL if wrong)

20. Press **ENTER**.

21. Enter **cp /etc/vfstab /etc/vfstab.orig**
22. Add the following line to the file */etc/vfstab*:
/dev/vol/home3 /dev/rvol/home3 /home3 vxfs 1 yes mincache=closesync
23. Enter **mkdir /home3**
24. Enter **mount /home3**
25. Enter **mkdir -p /home3/vfs/talkfiles**

**NOTE:**

There is a sysadm menu option for creating a filesystem, but we recommend that you do not use this menu option when creating large file systems.

You have completed the procedure for adding a hard disk drive.

Cleaning a Hard Disk Drive

Cleaning a hard disk drive can be done by:

- Using the **fdisk** command
- Low-level formatting the hard disk drive

Using the **fdisk** Command

A hard disk drive which contains data cannot be installed in a INTUITY CONVERSANT system. The hard disk drive must be cleaned before use.

To clean a hard disk drive, do the following:

1. Log in to the system as root.
2. Enter **fdisk /dev/rdisk/c0t1d0s0**

**CAUTION:**

*The phrase **c0t1d0s0** is the name of the disk to be cleaned. The phrase **c0t1d0s0** is correct for Hard Disk Drive 1. Hard Disk Drive 0 is named **c0t0d0s0**.*

The system displays the Disk Cleaning screen (Figure 6-14).

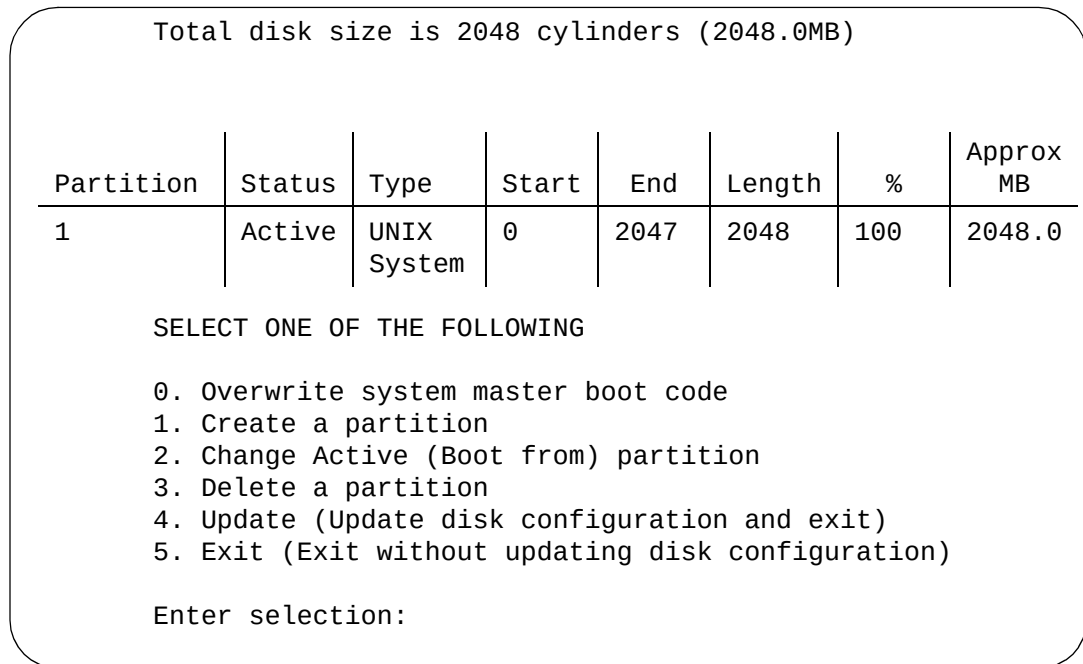


Figure 6-14. Disk Cleaning Screen

3. Enter **3**

The system displays the following message:

Enter the number of the partition you want to delete
(or enter x to exit)

4. Enter the number of the partition.

For the example given in Figure 6-14, you would enter **1**

The system displays the following message:

Do you want to delete partition X? This will erase all
files and programs in this partition (type "y" or "n").

5. Enter **y**

The system displays the following message:

Partition X has been deleted.

The system displays the Disk Cleaning screen (Figure 6-14).

6. Enter **4**

The system displays the following message:

If you have created or altered a partition, you must
initialize the partition to reflect the new
configuration. For a UNIX System partition run the

disksetup(1m) command. For a DOS partition, run the DOS format command. Changes limited to the "Active" status field require no additional action.

7. Reboot the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures," for the procedure.

You have completed the procedure for cleaning a hard disk drive.

Performing a Low-Level Format

To low-level format a hard disk drive, do the following:

1. Reboot the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures."
2. Press **CONTROL-A** when prompted.

The system displays the Host Adapter Configuration screen (Figure 6-15).

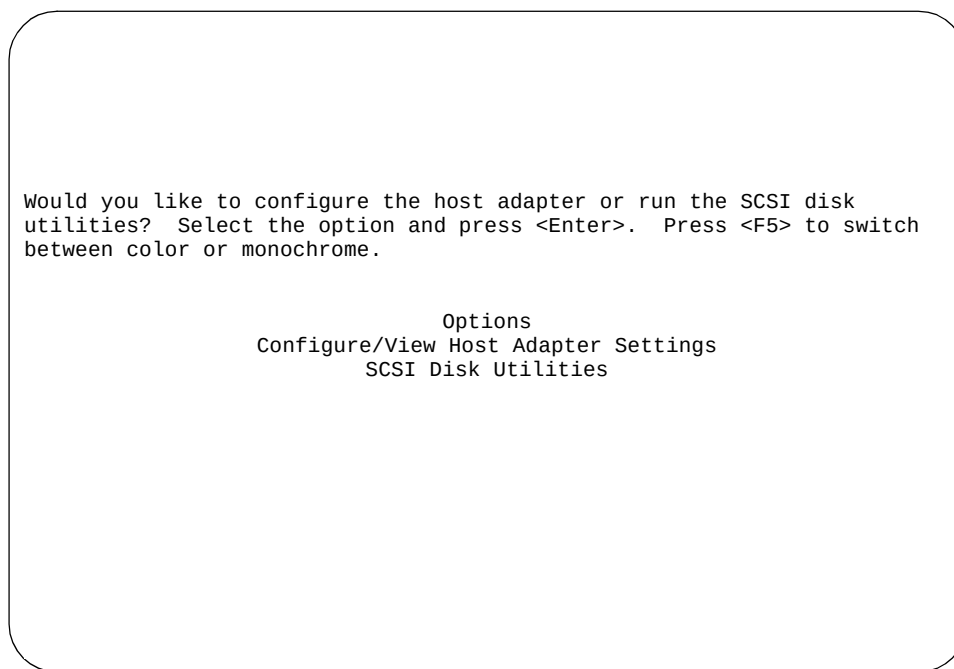


Figure 6-15. Host Adapter Configuration Screen

3. Place the cursor on SCSI Disk Utilities. Use the up **▲** and down **▼** arrows to move the cursor.
4. Press **ENTER**.

The system displays the SCSI Disk Utilities screen (Figure 6-16).

Select SCSI Disk and press <Enter>.

SCSI ID #0	IBM DORS-32160
SCSI ID #1	No Device
SCSI ID #2	No Device
SCSI ID #3	TANDBERG TDC4200
SCSI ID #4	No Device
SCSI ID #5	No Device
SCSI ID #6	No Device
SCSI ID #7	No Device

Figure 6-16. SCSI Disk Utilities Screen

5. Place the cursor on the SCSI Disk to be formatted. Use the up  and down  arrows to move the cursor.
6. Press **ENTER**.

The system displays the Configure/Format Disk screen (Figure 6-17).

Format Disk
Verify Disk Media

Figure 6-17. Configure/Format Disk Screen

7. Place the cursor on the Format Disk. Use the up (▲) and down (▼) arrows to move the cursor.
8. Press (ENTER).
The system will ask you to confirm that the disk is to be formatted.
9. Enter **y**
The system displays the following message:
Depending on your disk capacity, formatting may take from one minute to several hours.
Formatting Complete.

Mirroring

This section details procedures for establishing or removing mirroring on a two-disk INTUITY CONVERSANT system.

Establishing Mirroring

Establishing disk mirroring includes copying data from the first disk to the second disk, then enabling mirroring so that the two disks continue to be in sync. When mirroring to another disk, make sure that the second disk is at least as large as the first one. If the second disk is larger, the additional space remains unused and may be used later if there is a need to grow a file system.

The following procedure shows the system entries and system responses when mirroring disk00 and disk01. If you are mirroring other disks, your responses will be different.

1. Set the jumpers on Hard Disk Drive 1. See “Replacing a Hard Disk Drive” above for the procedure.
2. Place Hard Disk Drive 1 in Bay 3. See “Replacing a Hard Disk Drive” above for the procedure.
3. Add Hard Disk Drive 1 to the system. See “Adding Hard Disk Drive 1 to a System for Mirroring” above for the procedure.
4. At the UNIX prompt, enter **voldiskadm**
The system displays the Volume Manager Support Operations screen (Figure 6-5).
5. Enter **6**
The system displays the Mirror Volumes on a Disk screen (Figure 6-18).


```

Mirror volumes on a disk
Menu:  VolumeManager/Disk/Mirror

This operation can be used to mirror volumes on a disk.  These volumes can
be mirrored onto another disk or onto any available disk space.  Volumes
will not be mirrored if they are already mirrored.  Also, volumes that are
comprised of more than one subdisk will not be mirrored.
Mirroring volumes from the boot disk will produce a disk that can be used
as an alternate boot disk.
At the prompt below, supply the name of the disk containing the volumes
to be mirrored.

Enter disk name

```

Figure 6-18. Mirror Volumes on a Disk Screen

6. Enter **list**

The system displays the Disk Group screen (Figure 6-19).

```

Disk group:  rootdg

DM  NAME  DEVICE  TYPE  PRIVLEN  PUBLLEN  PUBPATH
dm disk00 c0t0d0s0  sliced  512      2422237  /dev/rdisk/c0t0d0se
dm disk00 c0t1d0s0  sliced  512      3448320  /dev/rdisk/c0t1d0se

Enter disk name

```

Figure 6-19. Disk Group Screen

7. Enter **disk00**

The system displays the following message:

You can choose to mirror volumes from disk disk00 onto any available disk space, or you can choose to mirror onto a specific disk. To mirror to a specific disk, select the name of that disk. To mirror to any available disk space, select "any".

Enter destination disk [<disk>,list,q,?] (default: any)

8. Enter **disk01**

The system displays the following message:

The requested operation is to mirror all volumes on disk disk00 in disk group rootdg onto available disk space on disk disk01.

NOTE: This operation takes a long time to complete.

(It will take approximately 20 minutes to mirror all volumes on a 1.2 Gbyte disk.)

Continue with the operation?

9. Enter **y**

The system displays the following message:

Mirror volume standvol

Mirror volume swapvol

Mirror volume rootvol

Disk disk01 is now bootable

Mirror volume mtce

Mirror volume oracle

Mirror volume tmp

Mirror volume vol

Mirror volume voice1

Mirror volume vs

Mirroring of disk disk01 is complete.

Mirror volumes on another disk?

10. Enter **n**

The system displays the Volume Manager Support Operations screen (Figure 6-5).

11. Enter **q**

Removing Mirroring

To remove mirroring, do the following:

1. At the UNIX prompt, enter **sysadm**

The system displays the UNIX System V Administration menu (Figure 6-10).

2. Select

```
>volume_mgmt  
> Basic Volume Operations  
> Remove Mirror
```

The system displays the Remove Mirrors window (Figure 6-20).

```
4 Remove Mirrors  
Remove a Mirror from the Volume named: _____  
Number of Mirrors currently on this Volume: _____  
Press Choices to Select Mirrors to Remove  
_____
```

Figure 6-20. Remove Mirrors Window

3. Enter the name of the volume in the Remove a Mirror from the Volume named: field.
4. Place the cursor in the Press Choices To Select Mirrors to Remove field.
5. Press **F2** (Choices) to select from the menu.
6. Select **disk01**
7. Press **F3** (Save).

Replacing Other Components

7

Overview

This chapter describes the procedures for replacing the:

- Backplane
- Cables
- Cartridge tape drive
- Circuit card cage fans
- Diskette drive
- Filter
- Memory modules
- Power supplies
- Terminator SIPs



NOTE:

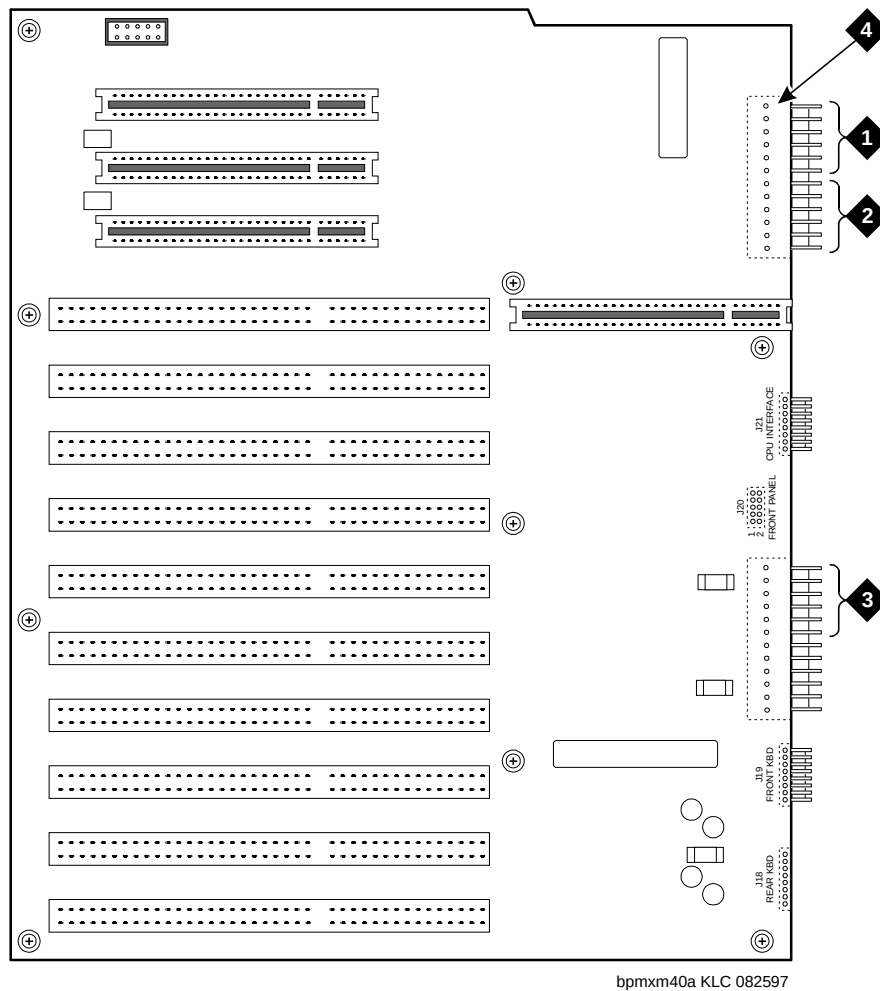
For circuit card replacement procedures, see Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards”. For hard disk drive replacement procedures see Chapter 6, “Replacing the Hard Disk Drive”.

Purpose

The purpose of this chapter is to ensure that the correct procedures are used to replace the internal components of the MAP/40P. This chapter also provides information on the correct configuration and settings for the individual components.

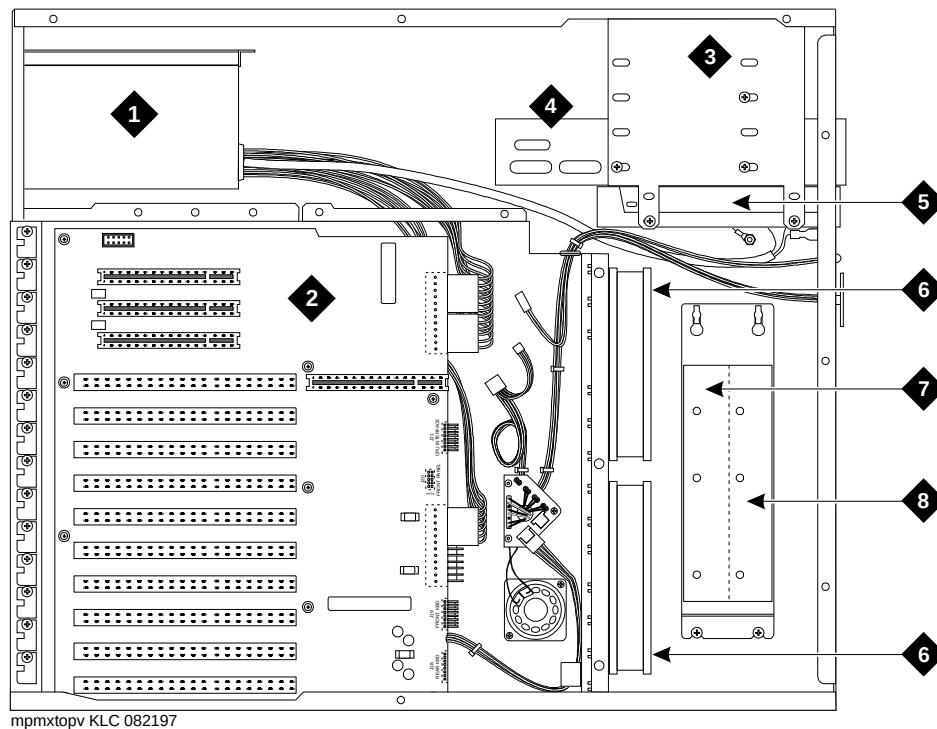
Replacing the Backplane

The following procedures detail removing and installing the backplane. The backplane (Figure 7-1) is located in the MAP/40P card cage area as shown in Figure 7-2.



1. Attach power cable here. Align from top with wires: red red red white black black
2. Attach power cable here. Align from top with wires: black black blue yellow red orange
3. Attach power cable here. Align from top with wires: red red red black black
4. Voltage measurement points

Figure 7-1. MAP/40P Backplane



1. Power supply	5. Peripheral Bay 3 - diskette drive
2. Backplane	6. Circuit card cage fan
3. Peripheral Bay1 - unused	7. Peripheral Bay 4 - Hard Disk Drive 0
4. Peripheral Bay 2 - cartridge tape drive	8. Peripheral Bay 5 - Hard Disk Drive 1

Figure 7-2. MAP/40P Internal Layout

Removing the Backplane



WARNING:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge," in Chapter 4, "Getting Inside the Computer".

To remove the backplane, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.

2. If the system is in service, perform the following Steps a and b.
 - a. Stop the voice system. See “Stopping the Voice System” in Chapter 3, “Common System Procedures” for the procedure.
 - b. Shut down the voice system. See “Shutting Down the Voice System” in Chapter 3, “Common System Procedures” for the procedure.
 - c. Shut down the INTUITY CONVERSANT system. See “Shutting Down the Operating System” in Chapter 3, “Common System Procedures” for the procedure.
3. Remove the incoming power. See “Removing Power from the MAP/40P” in Chapter 4, “Getting Inside the Computer”, for this procedure.
4. Remove the dress cover. See “Removing the Dress Cover” in Chapter 4, “Getting Inside the Computer”, for these procedures.
5. Remove all of the circuit cards. See “Removing a Circuit Card”, in Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards”, for this procedure.

⇒ NOTE:

Pay close attention to the backplane connector slots from which each circuit card is removed. The circuit cards will need to be replaced in the same slots in the new backplane. See “Component Assignments” in Appendix A, “System Configuration”, for circuit card placement.

6. Unplug all power lead connectors .

⇒ NOTE:

Make a note of the connector locations. Connectors are polarized but not keyed.

7. Remove the ten screws that secure the backplane to the MAP/40P.
8. Lift the backplane from the MAP/40P.

Installing the Backplane

To install the backplane, do the following:

1. Remove the new backplane from its ESD protective wrapping.

⇒ NOTE:

Keep the package and all ESD-protective wrapping to return the defective unit. Re-use of the original replacement unit packaging is necessary to meet the manufacturer's warranty.

2. Mount the new backplane to the MAP/40P chassis using the ten screws you removed in 7 of the procedure "Removing the Backplane."



NOTE:

Make sure no wiring is trapped between standoffs and backplane. Redress the COM2 cable to a position near and under the CPU.

3. Connect all power cables that you removed in 6 of the procedure "Removing the Backplane."
4. Seat the CPU circuit card and the video controller card. See "Installing a Circuit Card", in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards", for the procedure.



NOTE:

Be sure to mount these cards in their correct backplane slot. See "Component Assignments" in Appendix A, "System Configuration", for these locations.

5. With the MAP/40P still disassembled, connect the COM2 interface and keyboard to the appropriate connectors on the CPU board.
6. Connect the video monitor cord to the video monitor interface plug termination on the video controller board.
7. Connect the disk activity LED cable assembly to the CPU.
8. Restore power to the MAP/40P. See "Restoring Power to the MAP/40P", in Chapter 4, "Getting Inside the Computer", for the procedure.
9. Check for the following indications that the system is properly connected:
 - The +5, -5, +12, or -12 volt DC locations marked on the backplane read + (plus) or - (minus) 0.25 volt with respect to the correct voltages. See Chapter 2, "Checking the Backplane Voltage Measurements" for the procedure.
 - The monitor shows indications that the MAP/40P is attempting to boot. A self-check of memory is displayed on the terminal.
 - The diskette drive LED will temporarily light, indicating diskette drive bus activity and proper cable connection.

If the system is assembled properly, the machine will finish its boot process in approximately 2 minutes and remain in an idle state, waiting for system login. If the system is not assembled properly, repeat Steps 1 through 13 above.



NOTE:

Depending on the particular configuration of the MAP/40P being serviced, error messages may be displayed on the screen indicating that certain circuit cards are not in their proper slots. This will not affect the MAP/40P's attempt to boot, and the error messages

should subside when the system is fully operational with the four circuit cards.

- The card cage fan begins operating.
 - The front control panel "Power On" indicator is lit.
 - The power supply internal fan is operating.
10. Install the remaining cards in their appropriate backplane slots. See "Installing a Circuit Card", in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards", for this procedure.
 11. Replace the dress cover. See "Replacing the Dress Cover", in Chapter 4, "Getting Inside the Computer", for these procedures.
 12. Apply power to the MAP/40P. See "Restoring Power to the MAP/40P", in Chapter 4, "Getting Inside the Computer", for this procedure.

Replacing Cables

This section provides procedures for replacing the:

- Diskette cable
- Keyboard cable
- SCSI cable

Replacing the Diskette Cable

The diskette cable (Figure 7-3) connects the diskette drive to the P5 120-MHz CPU circuit card.

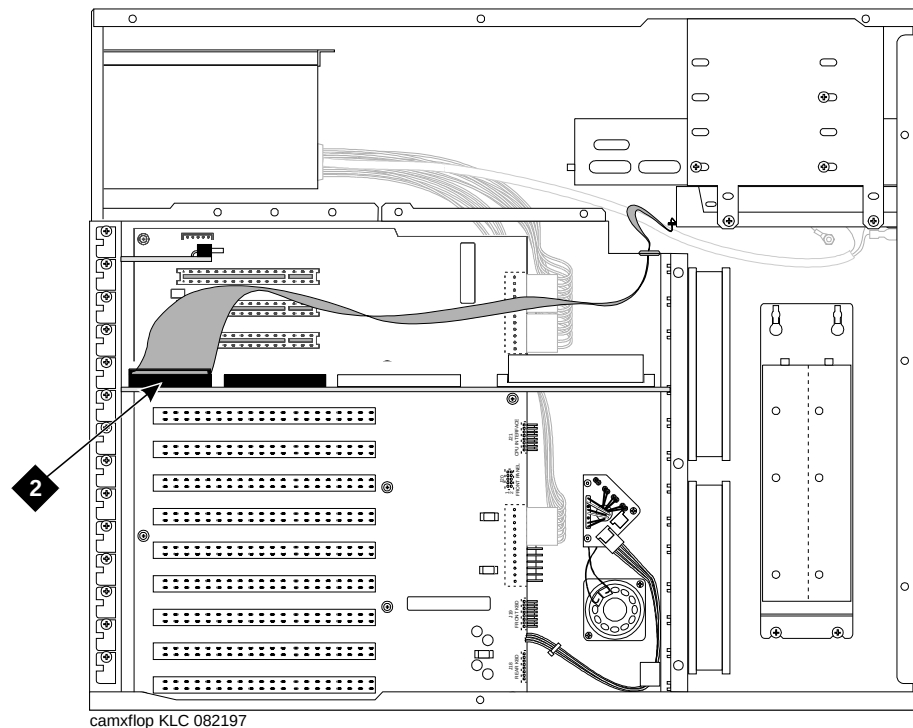


Figure 7-3. Diskette Cable Routing

Removing the Diskette Cable

To remove the diskette cable, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following Steps a and b.
 - a. Stop the voice system. See "Stopping the Voice System" in Chapter 3, "Common System Procedures" for the procedure.
 - b. Shut down the voice system. See "Shutting Down the Voice System" in Chapter 3, "Common System Procedures" for the procedure.
 - c. Shut down the INTUITY CONVERSANT system. See "Shutting Down the Operating System" in Chapter 3, "Common System Procedures" for the procedure.
3. Remove the incoming power. See "Removing Power from the MAP/40P" in Chapter 4, "Getting Inside the Computer", for this procedure.

4. Remove dress cover and access panel. See “Removing the Dress Cover” in Chapter 4, “Getting Inside the Computer”, for these procedures.
 5. Disconnect the diskette cable from the P5 120-MHz CPU circuit card.
 6. Disconnect the diskette cable from the diskette drive.
 7. Gently pull the diskette cable through the holes (Figure 7-4) in the internal sheet metal into the card cage area of the MAP/40P.
-

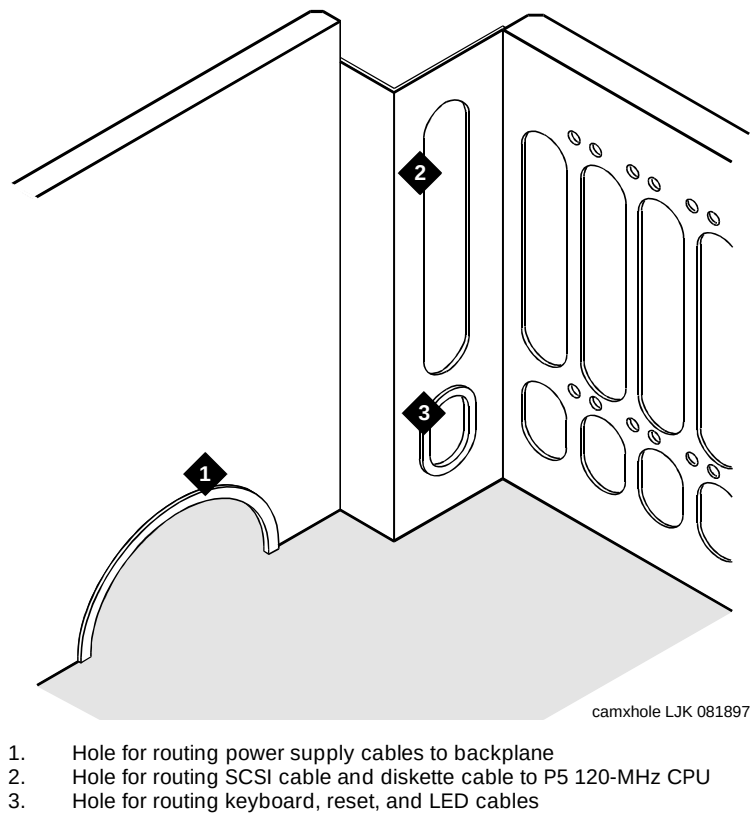


Figure 7-4. MAP/40P Internal Sheet Metal Holes

8. Remove the diskette cable from the chassis.

Installing a Diskette Cable

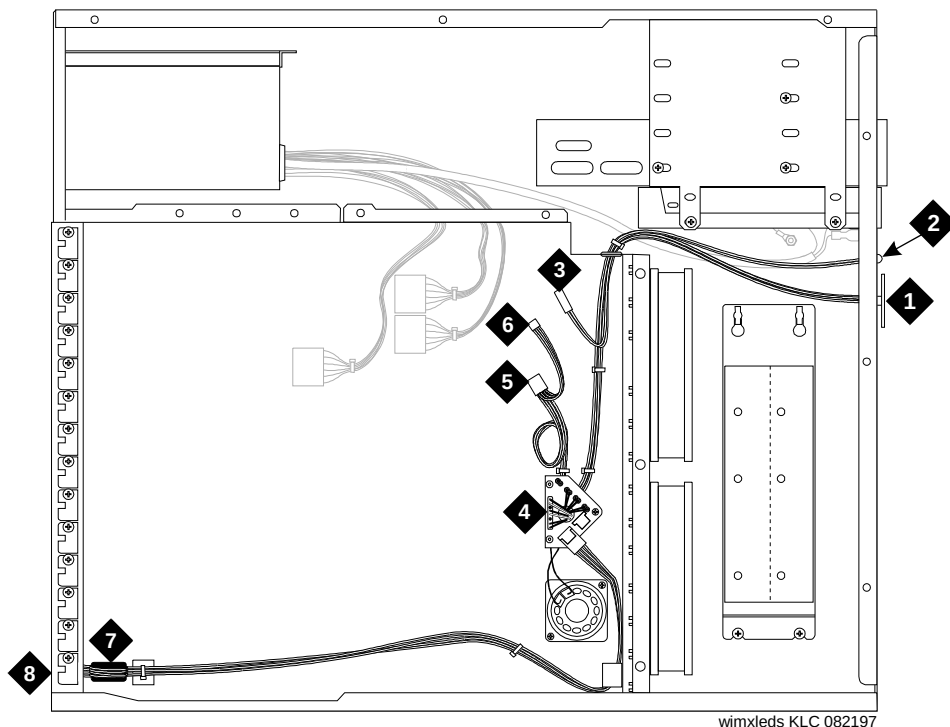
To install a diskette cable, do the following:

1. Carefully slide the cross over end of the diskette cable through the cable hole (Figure 7-4) from the card cage area to the peripheral bay area.
2. Connect the diskette cable to the diskette drive.

3. Connect the diskette cable to the P5 120-MHz CPU circuit card.
4. Replace the dress cover. See "Replacing the Dress Cover" in Chapter 4, "Getting Inside the Computer", for these procedures.
5. Apply power to the MAP/40P. See "Restoring Power to the MAP/40P" in Chapter 4, "Getting Inside the Computer", for this procedure.

Replacing the Keyboard Cable

The keyboard cable (Figure 7-5) connects the keyboard port to the P5 120-MHz CPU circuit card.



1. LED cables	5. Keyboard cable, attach to CPU
2. Reset cable	6. Keyboard cable
3. Disk activity cable, attach to CPU	7. Keyboard port
4. Keyboard interface	

Figure 7-5. Keyboard Cable Routing

Removing the Keyboard Cable

To remove the keyboard cable, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following Steps a, b, and c.
 - a. Stop the voice system. See “Stopping the Voice System” in Chapter 3, “Common System Procedures” for the procedure.
 - b. Shut down the voice system. See “Shutting Down the Voice System” in Chapter 3, “Common System Procedures” for the procedure.
 - c. Shut down the INTUITY CONVERSANT system. See “Shutting Down the Operating System” in Chapter 3, “Common System Procedures” for the procedure.
3. Remove the incoming power. See “Removing Power from the MAP/40P,” in Chapter 4, “Getting Inside the Computer”, for this procedure.
4. Remove dress cover and access panel. See “Removing the Dress Cover” in Chapter 4, “Getting Inside the Computer”, for these procedures.
5. Remove the circuit cards in Slots 1 through 6. See “Removing a Circuit Card” in Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards”, for the procedure.
6. Disconnect the keyboard cable from the keyboard interface (Figure 7-6).

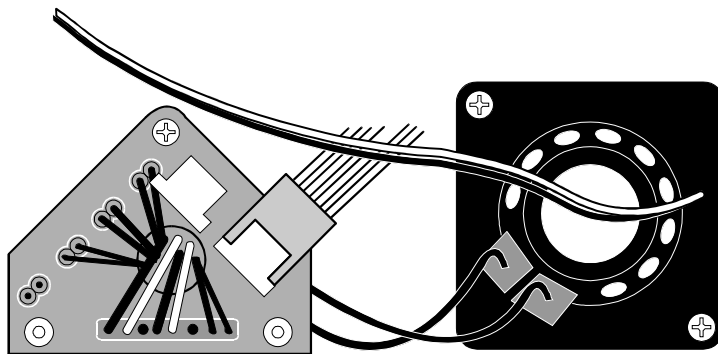


Figure 7-6. Keyboard Interface

7. Disconnect the keyboard port from the MAP/40P chassis by removing the two screws (Figure 7-7).

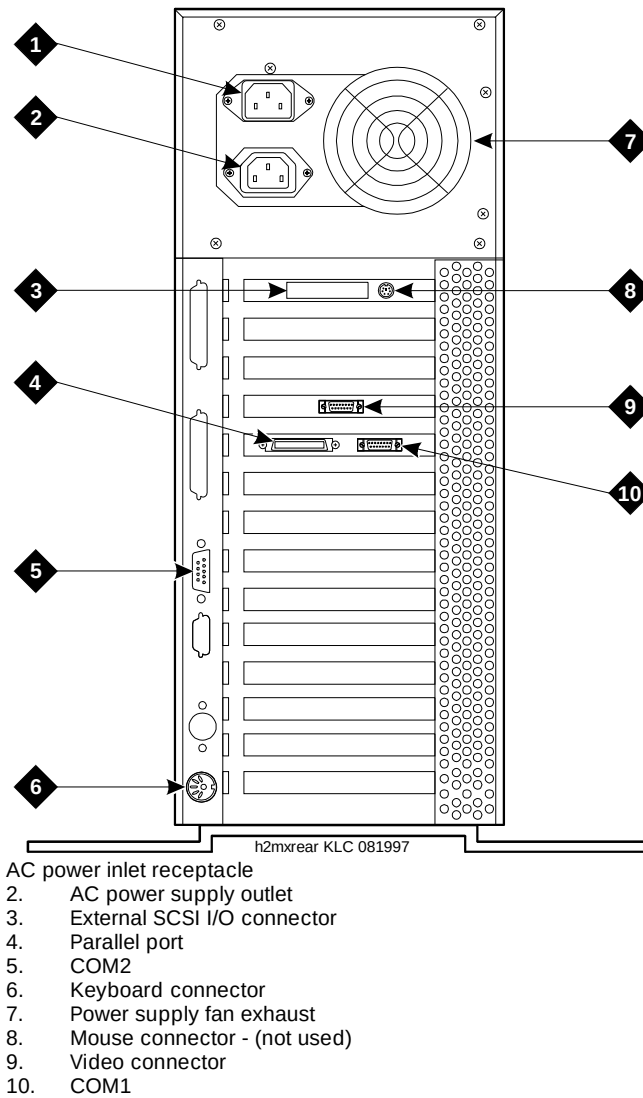


Figure 7-7. Back View of the MAP/40P

8. Remove the keyboard cable from the MAP/40P.

Installing a Keyboard Cable

To install a keyboard cable, do the following:

1. Connect the keyboard cable to the keyboard interface (Figure 7-6).

2. Attach the keyboard port to the MAP/40P chassis (Figure 7-7) using the screws removed in 7 of "Removing the Keyboard Cable."
3. Replace the circuit cards remove in 5 of "Removing the Keyboard Cable.". See "Installing a Circuit Card" in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards", for the procedure.
4. Replace the dress cover. See "Replacing the Dress Cover" in Chapter 4, "Getting Inside the Computer", for these procedures.
5. Connect the keyboard to the keyboard port.
6. Apply power to the MAP/40P. See "Restoring Power to the MAP/40P," in Chapter 4, "Getting Inside the Computer", for this procedure.

Replacing the SCSI Cable

The SCSI cable (Figure 7-8) connects the hard disk drives and cartridge tape drive to the P5 120-MHz CPU circuit card.

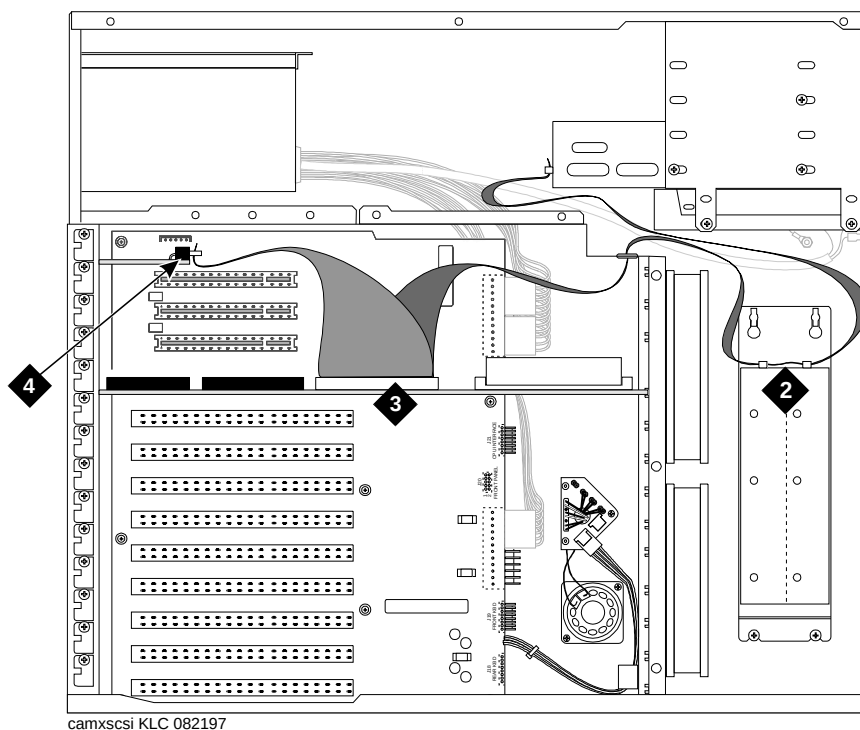


Figure 7-8. SCSI Cable Routing

Removing the SCSI Cable

To remove the SCSI cable, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following Steps a, b, and c.
 - a. Stop the voice system. See "Stopping the Voice System," in Chapter 3, "Common System Procedures" for the procedure.
 - b. Shut down the voice system. See "Shutting Down the Voice System," in Chapter 3, "Common System Procedures" for the procedure.
 - c. Shut down the INTUITY CONVERSANT system. See "Shutting Down the Operating System" in Chapter 3, "Common System Procedures" for the procedure.
3. Remove the incoming power. See "Removing Power from the MAP/40P," in Chapter 4, "Getting Inside the Computer", for this procedure.
4. Remove dress cover and access panel. See "Removing the Dress Cover" in Chapter 4, "Getting Inside the Computer", for these procedures.
5. Disconnect the SCSI cable from the P5 120-MHz CPU circuit card.
6. Disconnect the SCSI cable from the external SCSI connector circuit card.
7. Disconnect the SCSI cable from the hard disk drives.
8. Disconnect the SCSI cable from the cartridge tape drive.
9. Gently pull the SCSI cable through the holes (Figure 7-4) in the internal sheet metal into the peripheral bay area of the MAP/40P.
10. Remove the SCSI cable from the chassis.

Installing a SCSI Cable

To install a SCSI cable, do the following:

1. Identify the tape drive and the two, closely-positioned hard disk connectors.
2. Slide this end of the cable into the peripheral bay area, with the dark wire nearest you, and around to the hard disk drives.
3. Continue back around with the single-connector end to the rear of the tape drive. See Figure 7-8.
4. Attach one end of the SCSI cable to the cartridge tape drive.
5. Attach the SCSI cable to the hard disk drives.
6. Attach the SCSI cable to the P5 120-MHz CPU circuit card.
7. Attach the SCSI cable to the external SCSI connector circuit card.

8. Replace the dress cover. See “Replacing the Dress Cover” in Chapter 4, “Getting Inside the Computer”, for these procedures.
9. Apply power to the MAP/40P. See “Restoring Power to the MAP/40P,” in Chapter 4, “Getting Inside the Computer”, for this procedure.

Replacing the Cartridge Tape Drive

The cartridge tape drive (Figure 7-9) is located in Position 2 of the peripheral bay (Figure 7-15). The following procedures detail removal and installation of the cartridge tape drive for the MAP/40P.

⚠ WARNING:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See “Protecting Against Damage from Electrostatic Discharge,” in Chapter 4, “Getting Inside the Computer”.

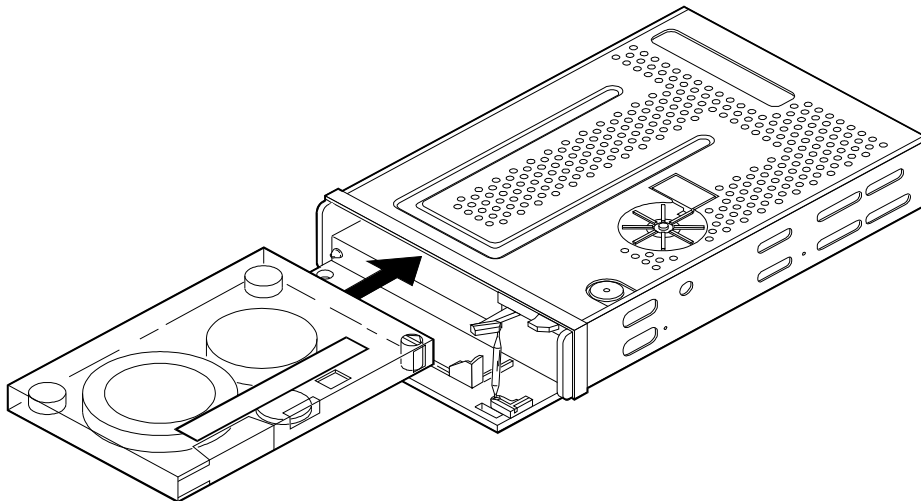


Figure 7-9. Cartridge Tape Drive

Removing the Cartridge Tape Drive

To remove the cartridge tape drive, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following Steps a and b.
 - a. Stop the voice system. See "Stopping the Voice System," in Chapter 3, "Common System Procedures" for the procedure.
 - b. Shut down the voice system. See "Shutting Down the Voice System," in Chapter 3, "Common System Procedures" for the procedure.
 - c. Shut down the INTUITY CONVERSANT system. See "Shutting Down the Operating System" in Chapter 3, "Common System Procedures" for the procedure.
3. Remove the incoming power. See "Removing Power from the MAP/40P," in Chapter 4, "Getting Inside the Computer", for this procedure.
4. Remove dress cover and bezel. See "Removing the Dress Cover" in Chapter 4, "Getting Inside the Computer", for these procedures.
5. Remove the power cord connector from the back of the cartridge tape drive.
6. Remove the SCSI bus cable assembly connection from the back of the cartridge tape drive.
7. Remove the four screws that mount the cartridge tape drive to the peripheral bracket. Two of the screws are accessed through holes in the MAP/40P chassis.
8. Slide the cartridge tape drive forward and remove it.
9. Place the cartridge tape drive upside down, with the printed circuit board facing up, on an ESD-protected surface.

Installing the Cartridge Tape Drive

To install a cartridge tape drive, do the following:

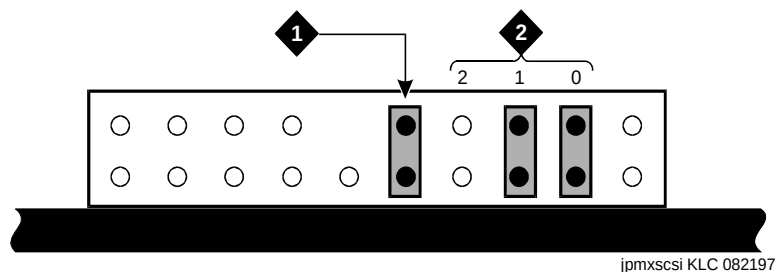
1. Remove the new cartridge tape unit from its ESD-protective wrapping.



NOTE:

Keep the package and all ESD-protective wrapping to return the defective unit. Re-use of the original replacement unit packaging is necessary to meet the manufacturer's warranty.

2. Verify the jumper settings were set correctly by the manufacturer (Figure 7-10).



1. Parity
2. SCSI ID 3

Figure 7-10. Jumper Settings for the 2-Gbyte SCSI Cartridge Tape Drive, SCSI ID = 3

3. Slide the new cartridge tape drive unit into the peripheral bracket. Ensure the front of the cartridge tape drive is flush with the other units in the peripheral bracket.
4. Secure the cartridge tape drive using the four screws removed in 7 of "Removing the Cartridge Tape Drive".
5. Attach the SCSI cable to the cartridge tape drive.
6. Attach the power cable that is provided with the system power supply wiring.
7. Replace the dress cover and bezel. See "Replacing the Dress Cover" in Chapter 4, "Getting Inside the Computer", for these procedures.
8. Apply power to the MAP/40P. See "Restoring Power to the MAP/40P" in Chapter 4, "Getting Inside the Computer", for this procedure.

Replacing the Circuit Card Cage Fan

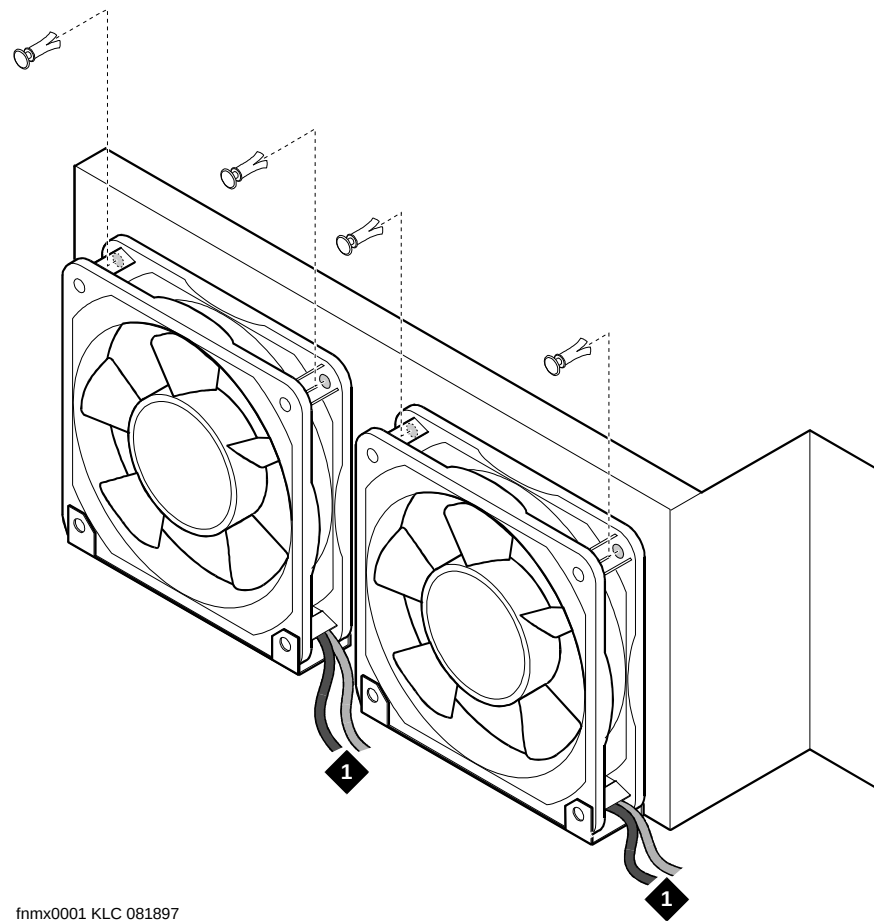
The MAP/40P contains three fans that provide cooling inside the unit. The first is located inside the power supply and is *not* serviceable. Never attempt repairs to this fan. If it fails, you must replace the entire power supply. See "Replacing the Power Supply," for more information.

The other two fans are located in front of the card cage, behind the front cover panel. They are mounted on a support plate and force airflow through the MAP/40P chassis, across the circuit cards as illustrated in Figure 7-2.

Removing a Circuit Card Cage Fan

To remove a circuit card cage fan, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following Steps a and b.
 - a. Stop the voice system. See "Stopping the Voice System," in Chapter 3, "Common System Procedures" for the procedure.
 - b. Shut down the voice system. See "Shutting Down the Voice System," in Chapter 3, "Common System Procedures" for the procedure.
 - c. Shut down the INTUITY CONVERSANT system. See "Shutting Down the Operating System" in Chapter 3, "Common System Procedures" for the procedure.
3. Remove the incoming power. See "Removing Power from the MAP/40P," in Chapter 4, "Getting Inside the Computer", for this procedure.
4. Remove the dress cover. See "Removing the Dress Cover" in Chapter 4, "Getting Inside the Computer", for component removal procedures.
5. Remove the two pop rivets that hold the circuit card cage fan to the chassis (Figure 7-11).



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1. Power cable connection leads

Figure 7-11. Circuit Card Cage Fans

6. Unplug the 12-VDC power lead connector.
7. Lift the card cage fan out of the chassis.

Installing a Circuit Card Cage Fan

To install a circuit card cage fan, do the following:

1. Attach the 12-VDC connector.

The connector is keyed to ensure correct mating.

2. Mount the card cage fan in the MAP/40P chassis and secure it with two pop-rivets (Figure 7-11).

**NOTE:**

The card cage fan unit must be installed so that air travels through the mounting plate hole towards the card cage area, as shown in Figure 7-2. Locate the air-flow direction indicators to ensure that the fan is properly mounted.

3. Apply power to the MAP/40P. See "Restoring Power to the MAP/40P," in Chapter 4, "Getting Inside the Computer", for this procedure.
4. Verify that the replacement fan is operating by placing a small sheet of paper across the grill on the intake side of the fan. The paper should adhere to the grill.

If the fan is operating, continue with 5.

If the fan is not operating or is spinning very slowly, check all wiring connections and voltages to ensure that the replacement unit is receiving power.

**CAUTION:**

Do not leave the MAP/40P powered up for any length of time or proceed to the next step until the card cage fan is fully operational.

5. Replace the dress cover. See "Replacing the Dress Cover" in Chapter 4, "Getting Inside the Computer", for these procedures.

Replacing the Diskette Drive

The 1.44 Mbyte, 3.5-inch diskette drive is assembled by the manufacturer with a mounting kit. The diskette drive is located in Position 3 of the peripheral bay, as shown in Figure 7-15.

**WARNING:**

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge," in Chapter 4, "Getting Inside the Computer".

Removing the Diskette Drive

To remove the diskette drive, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following Steps a, b and c.
 - a. Stop the voice system. See "Stopping the Voice System," in Chapter 3, "Common System Procedures" for the procedure.
 - b. Shut down the voice system. See "Shutting Down the Voice System," in Chapter 3, "Common System Procedures" for the procedure.
 - c. Shut down the INTUITY CONVERSANT system. See "Shutting Down the Operating System" in Chapter 3, "Common System Procedures" for the procedure.
3. Remove the incoming power. See "Removing Power from the MAP/40P," in Chapter 4, "Getting Inside the Computer", for this procedure.
4. Remove dress cover and bezel. See "Removing the Dress Cover" in Chapter 4, "Getting Inside the Computer", for these procedures.
5. Remove the four screws on the top of the chassis.

These screws hold the peripheral bracket (Figure 7-12) which contains the cartridge tape drive and the diskette drive.

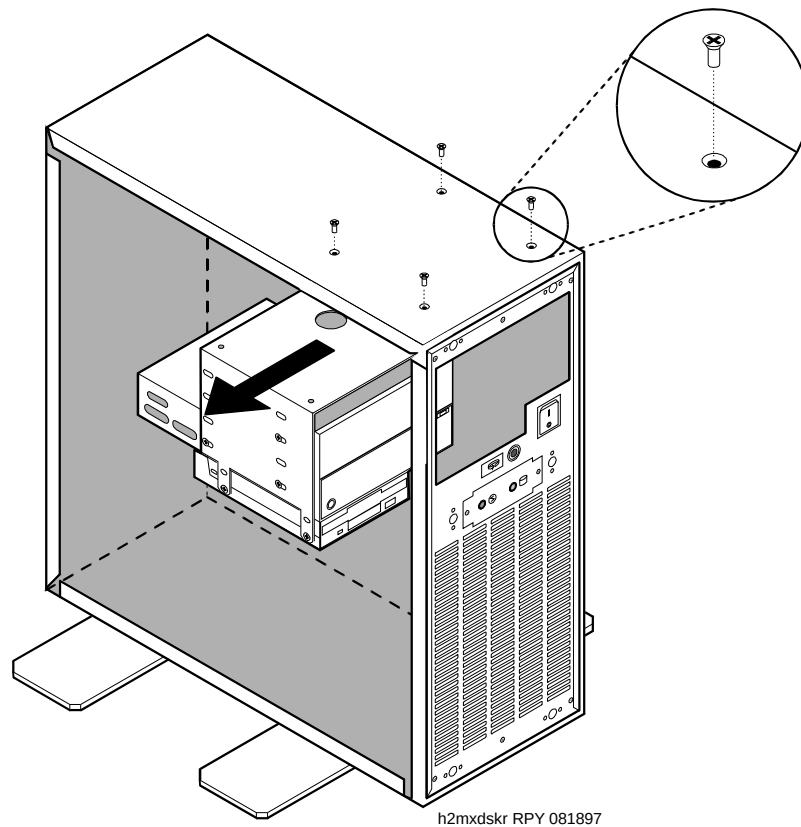


Figure 7-12. Peripheral Bracket

6. Slide the bracket toward the power supply to free it from a keyed fastener then lift it out of the MAP/40P.
7. Remove the power cord connectors from the back of the diskette and tape drives.
8. Remove the SCSI bus cable assembly connection from the back of the tape drive and the floppy cable from the diskette drive.
9. Remove the four 3-millimeter screws that mount the diskette drive to the peripheral bracket.



CAUTION:

Keep these four screws separate. These screws are metric. Using any of the other screws associated with the MAP/40P will damage the threads in the diskette drive mounting hardware.

10. Slide the diskette drive forward and remove it.



CAUTION:

Handle the diskette drive with care. The spindle motor, stepping motor, and printed circuit board are located on the bottom of the diskette drive. Do not place any force or strain on these components and do not touch the surface of the diskette drive printed circuit board.

11. Place the diskette drive upside down, with the printed circuit board facing up, on an ESD-protected surface.

Installing a Diskette Drive

To install a diskette drive, do the following:

1. Remove the new diskette drive unit from its ESD-protective wrapping.



NOTE:

Keep the package and all ESD-protective wrapping to return the defective unit. Re-use of the original replacement unit packaging is necessary to meet the manufacturer's warranty.

2. The diskette drive for the MAP/40P is produced in seven versions:

- FD-235HF-201
- FD-235HF-3201
- FD-235HF-4429
- FD-235F-5429
- FD-235HF-6429
- FD-235HF-6529
- FD-235HF-7529

Identify the diskette drive you are installing.

3. Verify that the jumpers are set as shown in Figure 7-13 and Figure 7-14.

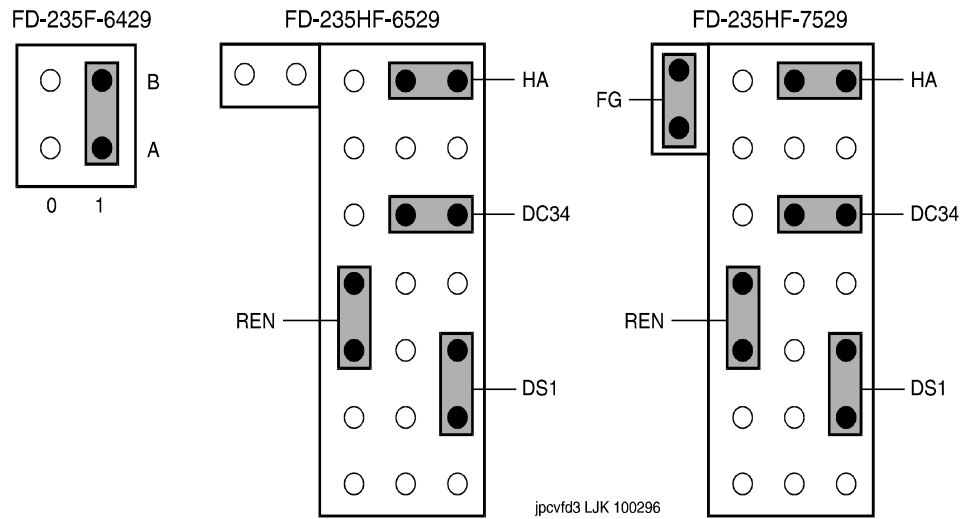


Figure 7-13. Diskette Drive Jumper Connections (6429, 6529, and 7529)

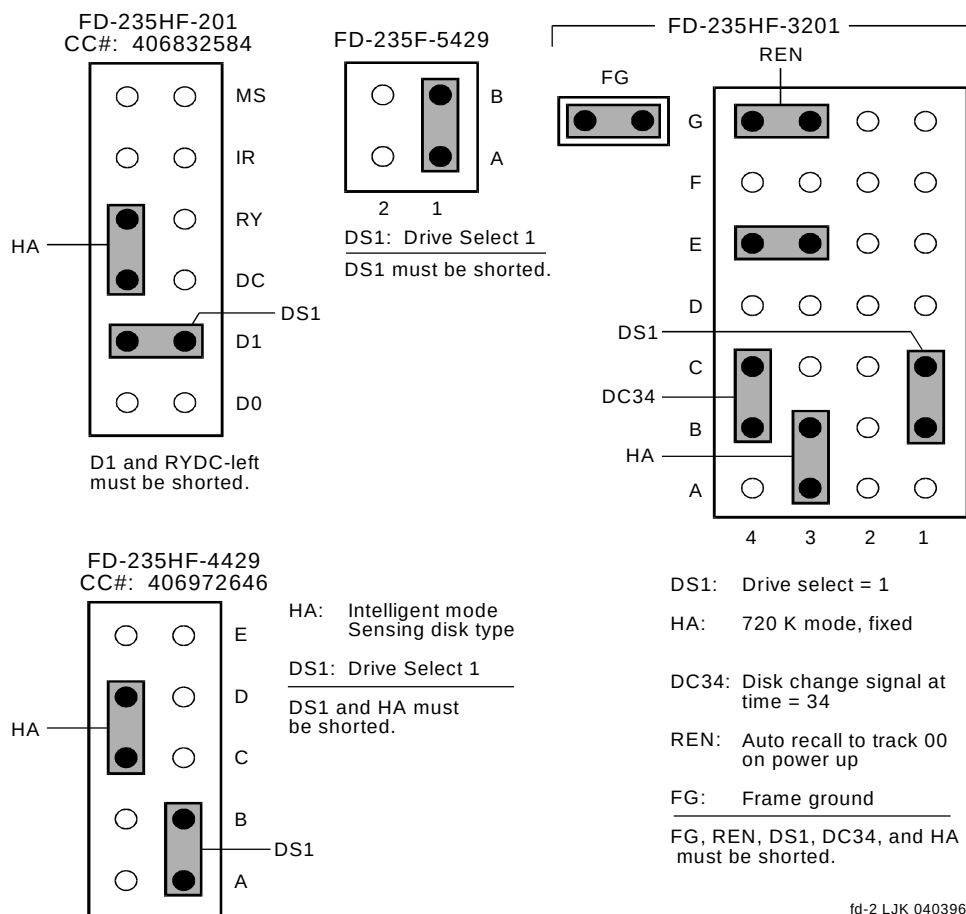


Figure 7-14. Diskette Drive Jumper Connections (201, 3201, 4429, 5429)

4. Slide the new diskette drive unit into the peripheral bracket. Ensure the front of the diskette drive is flush with the other units in the peripheral bracket.
5. Secure the diskette drive using the four 3-millimeter screws removed in 9 of "Removing the Diskette Drive".
6. Attach the mini power-cable assembly that is provided with the system power supply wiring.
7. Attach the diskette cable assembly to the diskette drive.
Ensure that the red bus cable No. 1 conductor tracer indicator (dark wire farthest from you) is towards the *bottom* of the peripheral bay.
8. Attach the tape drive SCSI and power cables. (Be sure the dark wire of the SCSI is nearest you.)

9. Slide the peripheral bracket into the MAP/40P chassis.
10. Secure the peripheral bracket using the four 3-millimeter screws removed in 5 of "Removing the Diskette Drive".
11. Replace the dress cover. See "Replacing the Dress Cover" in Chapter 4, "Getting Inside the Computer", for these procedures.
12. Apply power to the MAP/40P. See "Restoring Power to the MAP/40P," in Chapter 4, "Getting Inside the Computer", for this procedure.

Replacing the Filter

The MAP/40P is equipped with a filter designed to remove dust and debris from the air before the air circulates inside the chassis. The filter is located behind a vented cover which attaches to the lower portion of the bezel (Figure 7-15). The filter should be checked on a regular basis to determine the condition and cleaned if necessary.

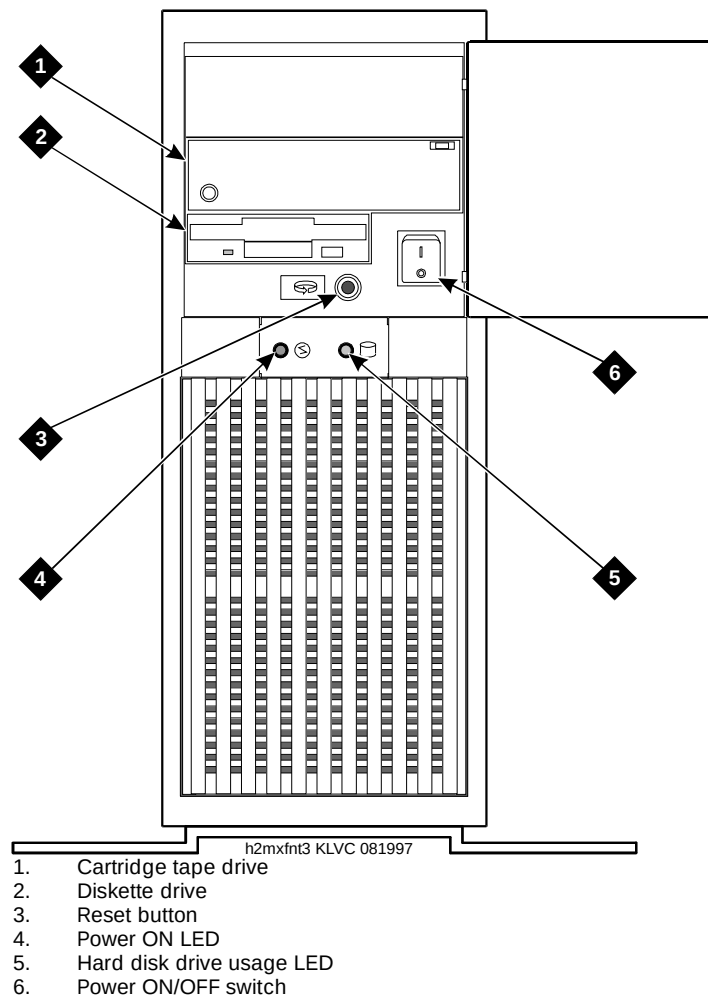


Figure 7-15. Front View of the MAP/40P

Removing the Filter

To remove the filter for replacement or cleaning, do the following.

1. Remove the vented cover from the lower portion of the bezel by pressing down gently on the top of the cover and pulling out.
2. Remove the filter from the vented cover.

Cleaning the Filter

Cleaning the filter should be a part of routine maintenance. Clean the filter with mild soap and water. Allow it to air dry before you replace it.



CAUTION:

Do not use heat to dry the filter and do not place a wet or damp filter into the MAP/40P.

Installing the Filter

To install the filter, do the following:

1. Place the filter into the vented cover.
2. Place the vented cover into the bezel by inserting the lower portion behind the bezel, pressing down gently on the top of the cover, and pushing in toward the chassis.

Replacing Memory Modules

This section describes:

- The memory available with the MAP/40P
- How to determine if the memory modules are damaged
- How to replace the memory



WARNING:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge," in Chapter 4, "Getting Inside the Computer".

Identifying a Defective SIMM

The following situations could indicate a missing or defective SIMM:

- The system will not boot
- The memory test fails
- A parity error on the CPU occurs

If you suspect a defective SIMM is present on the P5 120-MHz CPU circuit card, do the following:

Checking for Proper SIMM Seating

To check for proper SIMM seating, do the following:

1. Verify that the replacement SIMM is on site and appears to be in usable condition, with no obvious shipping damage.
 2. If the system is in service, perform the following steps.
 - a. Stop the voice system. See "Stopping the Voice System," in Chapter 3, "Common System Procedures" for the procedure.
 - b. Shut down the voice system. See "Shutting Down the Voice System," in Chapter 3, "Common System Procedures" for the procedure.
 - c. Shut down the INTUITY CONVERSANT system. See "Shutting Down the Operating System" in Chapter 3, "Common System Procedures" for the procedure.
 3. Remove power from the MAP/40P. See "Removing Power from the MAP/40P," in Chapter 4, "Getting Inside the Computer", for power removal procedures.
 4. Remove the dress cover. See "Removing the Dress Cover" in Chapter 4, "Getting Inside the Computer", for component removal procedures.
 5. Carefully remove the CPU circuit card. See "Removing a Circuit Card," in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards", for more information on removing the CPU circuit card.
 6. Verify that all SIMMs are properly seated in their slots. If all are properly seated, continue with the next procedure "Checking for Defective SIMMs."
- If one or more of the SIMMs are not properly installed or seated, do the following.

- a. Properly seat the SIMM.
- b. Replace the CPU circuit card. See "P5 120-MHz CPU Circuit Card," in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards", for more information on removing the CPU circuit card.
- c. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures" for the procedure.

If the system shows an amount of memory equal to that installed on the card, the problem has been corrected.

If the system shows an amount of memory less than that installed on the card, continue with the next procedure, "Checking for Defective SIMMs."

Checking for Defective SIMMs

To check for defective SIMMs, do the following:

1. Remove one of the SIMMs. See "Removing SIMMs," for more information on removing the SIMMs.
2. Install a new SIMM, identical to the SIMM which was removed. See "Installing SIMMs," for the procedure.
3. Reinstall the CPU circuit card. See "P5 120-MHz CPU Circuit Card," in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards", for more information on installing the CPU circuit card.
4. Restore power to the MAP/40P. See "Restoring Power to the MAP/40P," in Chapter 4, "Getting Inside the Computer", for more information on restoring the power.
5. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures" for the procedure.
6. Verify the amount of memory as the system reboots.
7. If the amount of memory shown by the system is not equal to the amount of memory installed on the card, one of the remaining SIMMs is defective. Complete Steps a through c. If the memory is not correct continue with Step 7.
 - a. Remove power from the MAP/40P. See "Removing Power from the MAP/40P," in Chapter 4, "Getting Inside the Computer", for more information on removing the power.
 - b. Replace the SIMM which was removed in Step 1. See "Installing SIMMs," for more information on replacing the SIMM.
 - c. Return to Step 1 and continue, removing a second of SIMM.
8. If the amount of memory shown by the system equals the amount of memory installed on the card, the SIMM you removed is defective.
9. Replace the dress cover. See "Replacing the Dress Cover" in Chapter 4, "Getting Inside the Computer", for more information on replacing these components.
10. Apply power to the unit. See "Restoring Power to the MAP/40P," in Chapter 4, "Getting Inside the Computer", for more information on restoring power to the MAP/40P.

Removing SIMMs

To remove a SIMM, do the following:

1. Verify that the replacement SIMMs are on site and appear to be in usable condition.

2. If the system is in service, perform the following steps.
 - a. Stop the voice system. See "Stopping the Voice System," in Chapter 3, "Common System Procedures" for the procedure.
 - b. Shut down the voice system. See "Shutting Down the Voice System," in Chapter 3, "Common System Procedures" for the procedure.
 - c. Shut down the INTUITY CONVERSANT system. See "Shutting Down the Operating System" in Chapter 3, "Common System Procedures" for the procedure.
3. Remove the incoming power. See "Removing Power from the MAP/40P," in Chapter 4, "Getting Inside the Computer", for this procedure.
4. Remove the dress cover. See "Removing the Dress Cover" in Chapter 4, "Getting Inside the Computer", for component removal procedures.
5. Remove the CPU circuit card. See "Removing a Circuit Card," in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards", for more information on removing the CPU circuit card.
6. Lay the CPU circuit card on a flat, clean, ESD-protected surface.
7. Release the metal snap locks gently at the edge of the SIMM connectors.
8. Rotate the SIMM back and downward to approximately a 60-degree angle.
9. Remove the SIMM.

Installing SIMMs

To install a SIMM, do the following:

1. If the system is in service, perform the following steps.
 - a. Stop the voice system. See "Stopping the Voice System," in Chapter 3, "Common System Procedures" for the procedure.
 - b. Shut down the voice system. See "Shutting Down the Voice System," in Chapter 3, "Common System Procedures" for the procedure.
 - c. Shut down the INTUITY CONVERSANT system. See "Shutting Down the Operating System" in Chapter 3, "Common System Procedures" for the procedure.
2. Remove the incoming power. See "Removing Power from the MAP/40P," in Chapter 4, "Getting Inside the Computer", for this procedure.
3. Remove the dress cover. See "Removing the Dress Cover" in Chapter 4, "Getting Inside the Computer", for component removal procedures.
4. Remove the CPU circuit card. See "Removing a Circuit Card," in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards", for this procedure.

5. Install the SIMM by positioning the new SIMM at approximately a 60-degree angle with respect to the CPU circuit card.

All SIMMs are keyed to prevent them from being inserted incorrectly.



NOTE:

Install a new SIMM in the slot adjacent to the last SIMM installed. Do not leave any empty sockets between SIMMS.

6. Push down at that angle until the SIMM is reset into the SIMM carrier.
7. Snap the SIMM into place by rotating it to an upright position.

The metal snap lock on the ends of the connector for the SIMM will be forced open and then lock when in the upright position.
8. Ensure the connector guide pins are seated into the clearance holes provided at each end of the SIMM.

When properly seated, the guides should be fully extended into the circuit card clearance holes.
9. Reinstall the CPU circuit card. See "Installing a Circuit Card," in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards", for this procedure.
10. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures" for the procedure.
11. Verify the amount of memory as the system reboots.
12. Replace the dress cover. See "Replacing the Dress Cover" in Chapter 4, "Getting Inside the Computer", for component removal procedures.
13. Apply power to the MAP/40P. See "Restoring Power to the MAP/40P," in Chapter 4, "Getting Inside the Computer", for this procedure.

Replacing the Power ON/OFF Switch

The power ON/OFF switch is located in the front of the MAP/40P (Figure 7-15).

Removing the Power ON/OFF Switch

To remove the power ON/OFF switch, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following Steps a and b.
 - a. Stop the voice system. See "Stopping the Voice System," in Chapter 3, "Common System Procedures" for the procedure.
 - b. Shut down the voice system. See "Shutting Down the Voice System," in Chapter 3, "Common System Procedures" for the procedure.

- c. Shut down the INTUITY CONVERSANT system. See "Shutting Down the Operating System" in Chapter 3, "Common System Procedures" for the procedure.
3. Remove the incoming power. See "Removing Power from the MAP/40P," in Chapter 4, "Getting Inside the Computer", for this procedure.
4. Remove dress cover. See "Removing the Dress Cover" in Chapter 4, "Getting Inside the Computer", for these procedures.
5. Remove the four wires which attach to the back of the power ON/OFF switch (Figure 7-16).

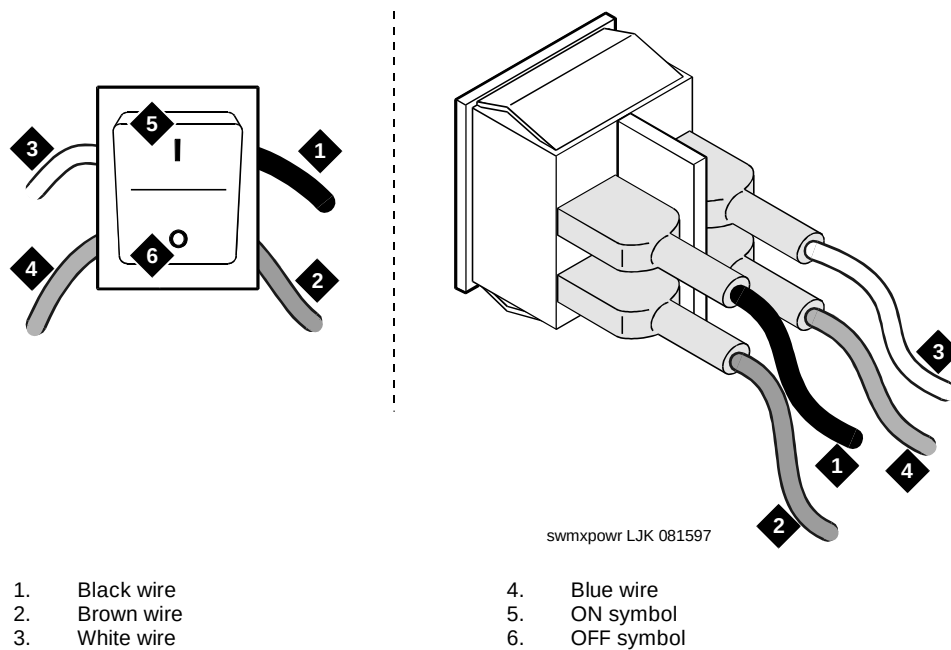


Figure 7-16. Power ON/OFF Switch

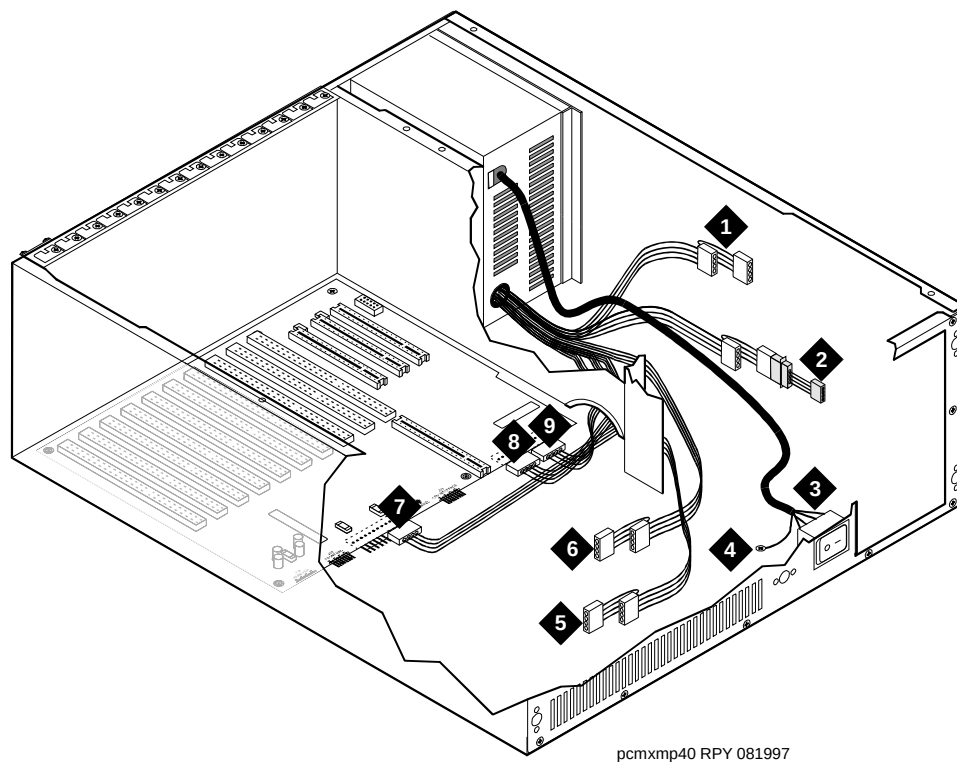
Replacing the Power Supply

The 110/220-VAC power supply is located in the upper right corner of the MAP/40P as shown in Figure 7-2.

Removing the Power Supply

To remove the power supply, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following Steps a, b and c.
 - a. Stop the voice system. See "Stopping the Voice System," in Chapter 3, "Common System Procedures" for the procedure.
 - b. Shut down the voice system. See "Shutting Down the Voice System," in Chapter 3, "Common System Procedures" for the procedure.
 - c. Shut down the INTUITY CONVERSANT system. See "Shutting Down the Operating System" in Chapter 3, "Common System Procedures" for the procedure.
3. Remove the incoming power. See "Removing Power from the MAP/40P," in Chapter 4, "Getting Inside the Computer", for this procedure.
4. Remove dress cover. See "Removing the Dress Cover" in Chapter 4, "Getting Inside the Computer", for these procedures.
5. Unplug the connector to the cartridge tape drive (Figure 7-17).
6. Unplug the connector to the diskette drive (Figure 7-17).
7. Unplug the connector to the second hard disk drive, if provided.
8. Unplug the connector to the first hard disk drive (Figure 7-17).



1. Cartridge tape drive power connection	6. Hard Disk Drive 0 power connection
2. Diskette drive power connection	7. Backplane power connection
3. Power ON/OFF switch	8. Backplane power connection
4. Reset button	9. Backplane power connection
5. Hard Disk Drive 1 power connection	

Figure 7-17. MAP/40P Power Supply Unit

9. Remove the circuit cards in PCI slots 1, 2, and 3.

This is necessary to provide enough clearance to remove the power supply unit from the chassis.

10. Remove the SCSI cable from the P5 120-MHz circuit card.

This is necessary to provide adequate clearance to access the backplane power supply connectors.

11. Remove the diskette cable from the P5 120-MHz circuit card.

This is necessary to provide adequate clearance to access the backplane power supply connectors.

12. Disconnect the four wires connecting the output power cord to the power on switch (Figure 7-17).

13. Remove the four screws on the chassis rear area that secure the power supply unit.
14. Slide the unit slightly forward towards the front of the chassis and tilt towards the backplane.
15. Lift and remove the power supply.

Installing a Power Supply

To install the power supply, do the following:

1. Remove the spare power supply unit from the shipping carton.



NOTE:

Keep the package and all ESD-protective wrapping to return the defective unit. Re-use of the original replacement unit packaging is necessary to meet the manufacturer's warranty.

2. Install the power supply unit into the chassis and align the screw holes.
3. Install the four screws on the chassis rear area that secure the power supply unit.
4. Attach the power supply DC output connectors to the backplane connectors.
5. Attach the four wires connecting the output power cord to the power on switch (Figure 7-17).
6. Attach the connector to the second hard disk drive, if provided.
If a second hard disk drive is not installed, dress this lead back out of the way to reduce cable congestion as previously outlined (Figure 7-17).
7. Attach the connector to the first hard disk drive (Figure 7-17).
8. Attach the connector to the cartridge tape drive (Figure 7-17).
9. Attach the connector to the diskette drive (Figure 7-17).
10. Connect the SCSI cable to the P5 120-MHz CPU circuit card.
11. Connect the diskette cable to the P5 120-MHz CPU circuit card.
12. Reinstall the circuit cards you removed from PCI slots 1, 2, and 3. See "Installing a Circuit Card," in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards", for this procedure.
13. Apply power to the MAP/40P. See "Restoring Power to the MAP/40P," in Chapter 4, "Getting Inside the Computer", for this procedure.

14. Complete Steps a and b to verify the replacement power supply unit is functioning properly.
 - a. Measure the backplane +5V, -5V +12V and -12V voltages. See Chapter 2, "Diagnostics", for balckplane voltage measurements.
 - b. Make sure the card cage fans are operating.
15. Replace the dress cover. See "Replacing the Dress Cover," in Chapter 4, "Getting Inside the Computer", for these procedures.

Replacing a Terminator SIP

If the circuit card is the last circuit card connected to either end of the TDM bus, you must ensure that the TDM bus terminator single in-line packages (SIPs) are in place on the circuit card. If the circuit card is not the last circuit card on the bus, you must remove the SIPs.



NOTE:

"Last circuit card connected" means that there are no other cards between the circuit card and the end of the bus. There may, however, be empty connectors.

To replace a terminator SIP, complete the following:

1. Align the terminator SIP with the SIP socket on the circuit card (Figure 7-18).

There are markings on both the terminator SIP and the circuit card which should be used to align the terminator SIP.

2. Insert the terminator SIP.

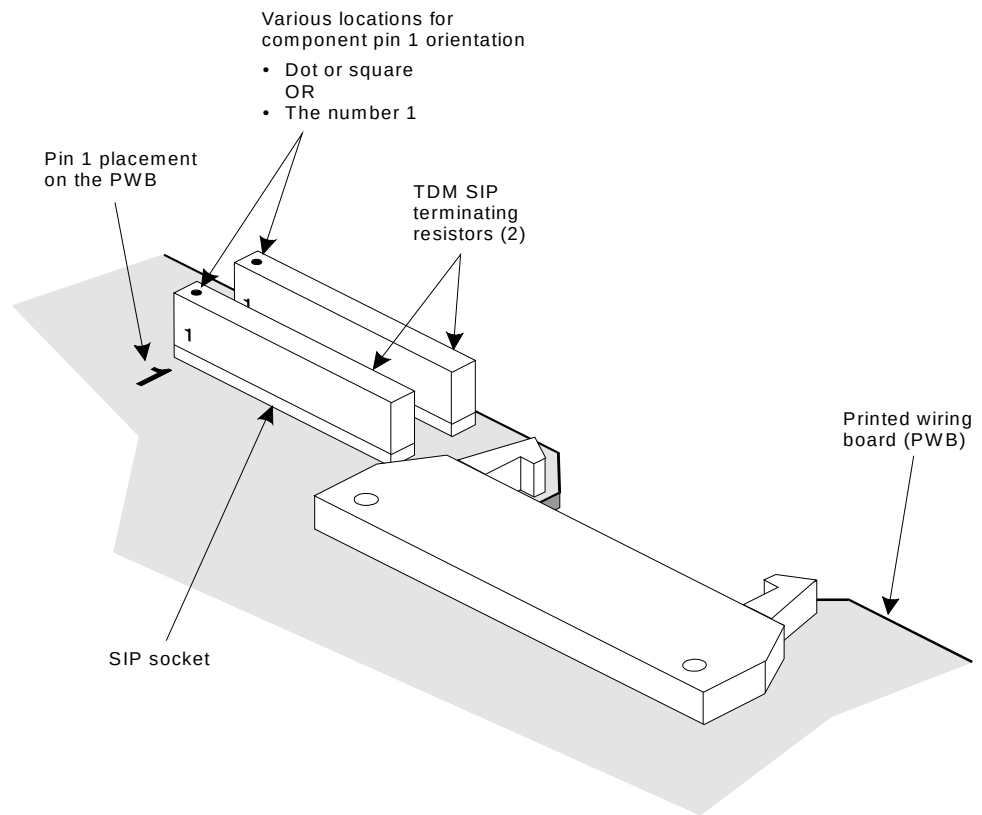


Figure 7-18. Replacing Terminator SIPs on the TDM Bus

Installing the Tip/Ring Distribution Hardware

8

Overview

This chapter describes the two types of Tip/Ring distribution hardware and the installation procedures for both.

Purpose

The purpose of this chapter is to provide the correct installation and connection procedures for the Tip/Ring distribution hardware.

Function

As the number of lines served by the Lucent INTUITY™ system increases, the number of 6-pin modular cords also increases. These 6-pin modular cords connect the system with the customer-premises equipment or the on-premises terminal block provided by the central office.

Optional Tip/Ring distribution hardware is available to help simplify the wiring scheme.

Capacity

The Tip/Ring distribution hardware allows you to connect to a maximum of 48 channels (eight Tip/Ring circuit cards) through two 25-pair, high-density cables (RJ21X).

Types of Tip/Ring Distribution Hardware

There are two types of Tip/Ring distribution hardware:

- Distribution hardware with a 356B adapter
- Distribution panel without a 356B adapter

Tip/Ring Distribution Hardware with a 356B Adapter

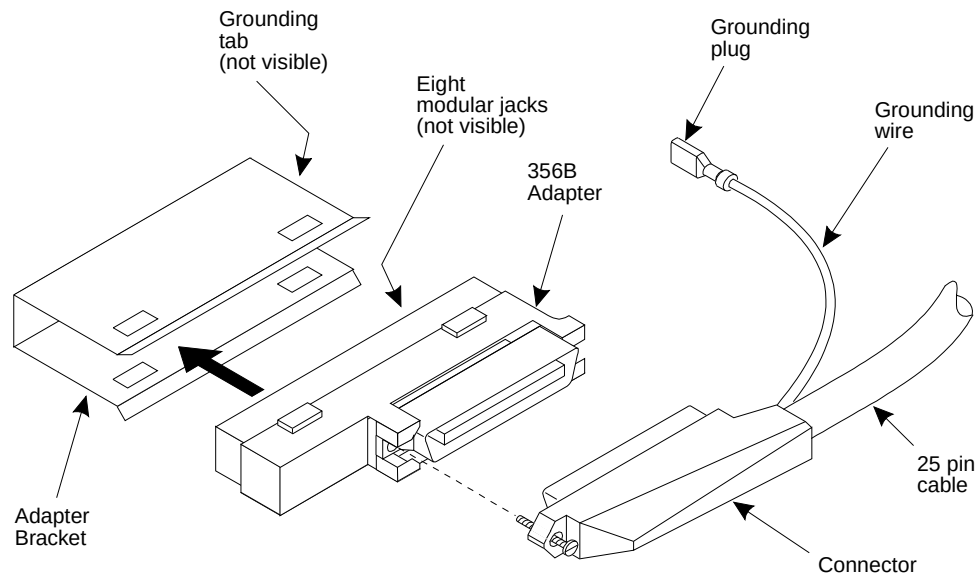
The Tip/Ring distribution hardware with the 356B adapter (Figure 8-1) comes in a kit which consists of:

- A 356B adapter
- An adapter bracket
- A mounting plate
- A 25-pair, high-density cable for the first 24 channels



NOTE:

An additional 25-pair, high-density cable is required for the second 24 channels to be supported by the distribution panel. Therefore, if you are connecting 48 channels, you will need another cable that is not part of this kit.



- SIDE VIEW -

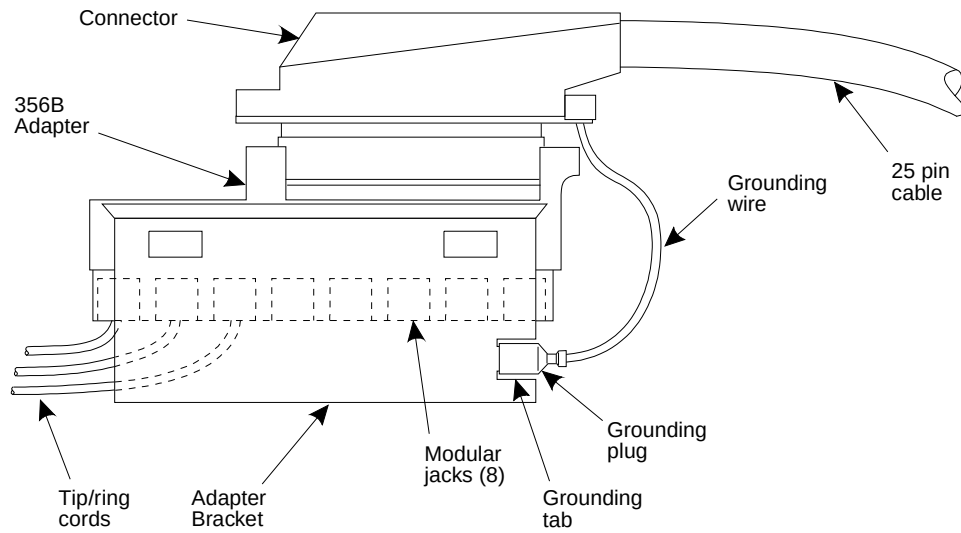


Figure 8-1. Assembly of the MAP/40P Tip/Ring Distribution Hardware with 356B Adapter

Tip/Ring Distribution Hardware without a 356B Adapter

The Tip/Ring distribution hardware without the 356B adapter (Figure 8-2) comes in a kit which consists of:

- A distribution panel with a circuit pack assembly mounted in its base
- A top cover plate
- A 25-pair, high-density cable for the first 24 channels



NOTE:

An additional 25-pair, high-density cable is required for the second 24 channels to be supported by the distribution panel. Therefore, if you are connecting 48 channels, you will need another cable that is not part of this kit.

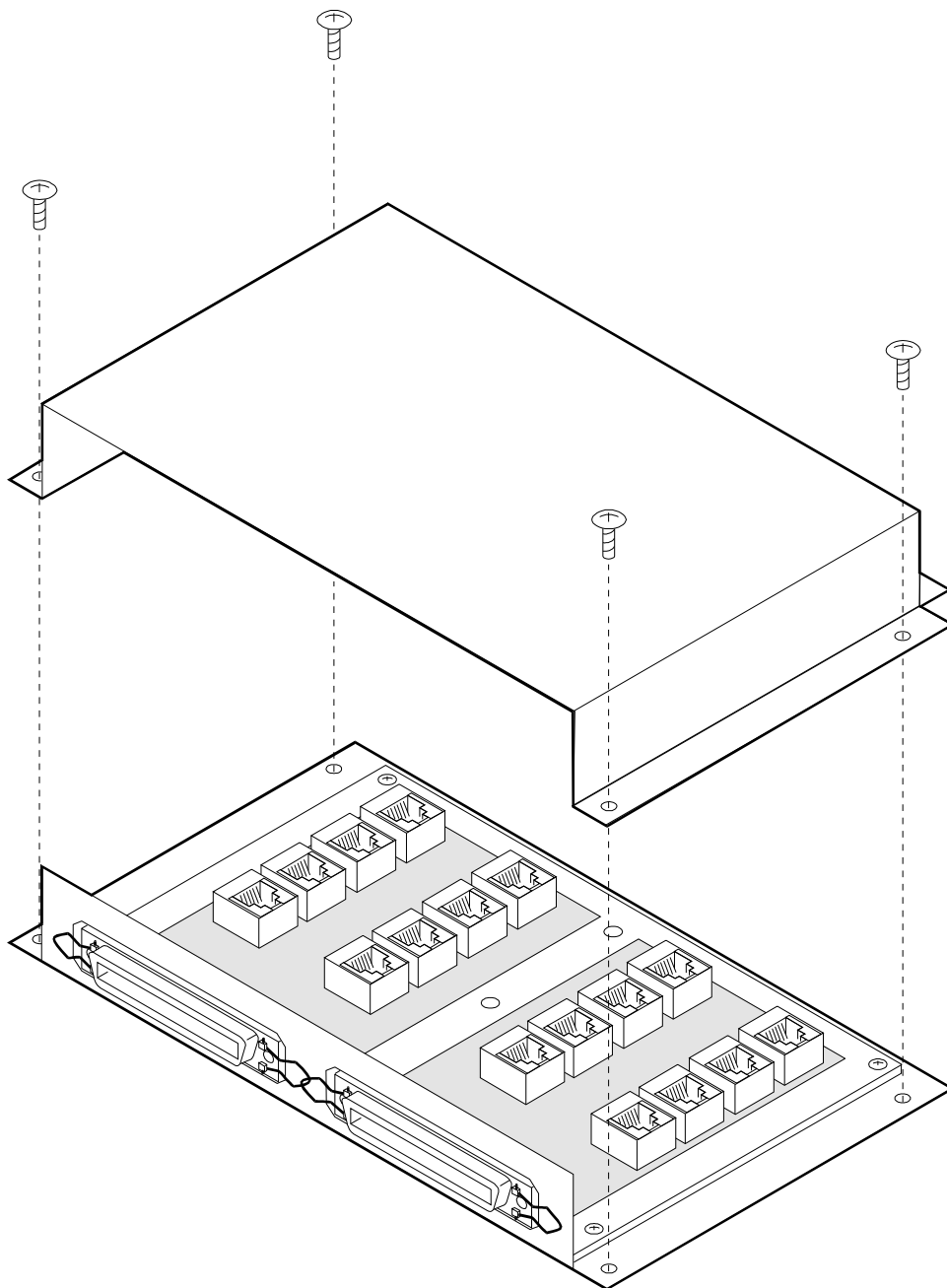


Figure 8-2. MAP/40P Tip/Ring Distribution Hardware Assembly without 356B Adapter

Installing and Connecting the Tip/Ring Distribution Hardware with the 356B Adapter



WARNING:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge" in Chapter 4, "Getting Inside the Computer."

Installing the Tip/Ring Distribution Hardware with the 356B Adapter

1. Verify that the distribution hardware is on site and appears to be in usable condition.
2. If the system is currently connected to the telephone network, notify the service provider that the system is about to be disconnected. The service provider will ask which extensions will be affected.
3. If the system is in service, perform Steps a and b.
 - a. Stop the voice system. See "Stopping the Voice System" in Chapter 3, "Common System Procedures," for the procedure.
 - b. Shut down the system. See "Shutting Down the Operating System" in Chapter 3, "Common System Procedures," for the procedure.
4. Remove the incoming power. See "Removing Power from the MAP/40P" in Chapter 4, "Getting Inside the Computer," for this procedure.
5. Remove dress cover and access panel. See Chapter 4, "Getting Inside the Computer," for these procedures.
6. Verify that all of the necessary components are included. See "Tip/Ring Distribution Hardware with a 356B Adapter" for the components.
7. Place the MAP/40P on its side and install the distribution mounting plate below the circuit card cage on the bottom of the MAP/40P (Figure 8-3).

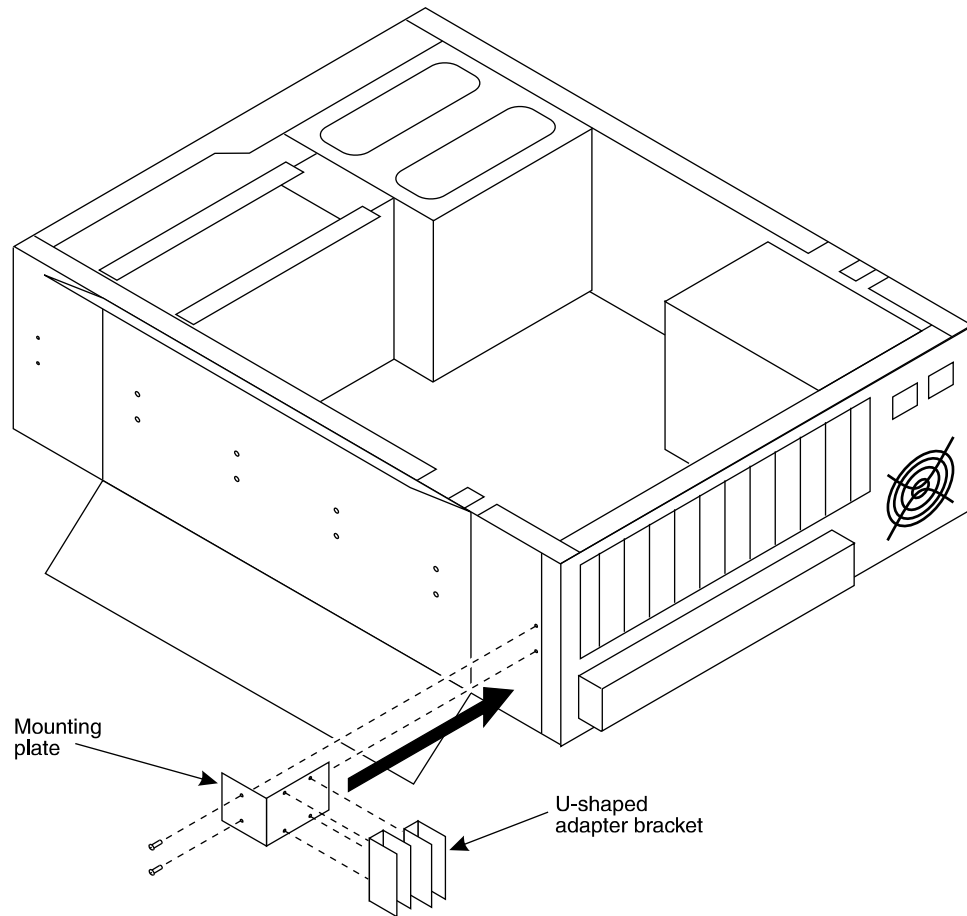


Figure 8-3. Tip/Ring Distribution Hardware After Assembly

8. Locate the two mounting holes which are parallel to those used to mount the support base.
9. Attach the short end of the mounting plate to the two mounting holes with the two screws provided. The end of the mounting plate should rest against the support base.
10. Return the MAP/40P to an upright position.
11. Install the u-shaped adapter brackets with the screws provided. Attach the brackets to the mounting plate.

The u-shape of the bracket should face out with the grounding lug towards the MAP/40P top surface (Figure 8-3).

12. Plug the 3-foot, 6-pin modular cords from the Tip/Ring cards into the 356B adapters. Each adapter can accommodate eight modular cords (Figure 8-1).
13. Using the connector provided, attach the 25-pair, high-density cable to the 356B adapter.
14. Snap the 356B adapters into the adapter bracket. Ensure the modular cords are inside the adapter bracket.

**NOTE:**

The 356B adapters can be removed by spreading the bracket sides apart.

**CAUTION:**

The 25-pair, high-density cables should come from the top of the adapter brackets.

15. Connect the grounding wire and strap to the top of the adapter bracket.

Connecting the Tip/Ring Distribution Hardware with the 356B Adapter

The numbering scheme for pinouts and channels which shows how to connect the short modular cords provided with the Tip/Ring cards to the distribution hardware is shown in "Tip/Ring Circuit Cards" in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards."

Referring to those tables and using the channel numbers on the Tip/Ring cards and the number of the Tip/Ring circuit cards in the system, connect the Tip/Ring card modular jacks to the appropriate jacks on the 356B connectors.

Installing and Connecting the Tip/Ring Distribution Hardware without the 356B Adapter

**WARNING:**

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge" in Chapter 4, "Getting Inside the Computer."

Installing the Tip/Ring Distribution Hardware without the 356B Adapter

1. Make sure that the Tip/Ring distribution hardware assembly kit is on site and appears to be in usable condition.
2. Verify that all of the necessary components are included. See “Tip/Ring Distribution Hardware without a 356B Adapter” above for the components.
3. If you are currently connected to the telephone network, notify the service provider that you are disconnecting.
They will ask you which extensions will be affected.
4. If the system is in service, perform Steps a and b.
 - a. Stop the voice system. See “Stopping the Voice System” in Chapter 3, “Common System Procedures,” for the procedure.
 - b. Shut down the system. See “Shutting Down the Operating System” in Chapter 3, “Common System Procedures,” for the procedure.

Connecting the Tip/Ring Distribution Hardware without the 356B Adapter

1. Remove the seven screws that secure the distribution panel cover.
2. Put the distribution panel cover aside.
3. Table 8-1 shows the numbering scheme for connecting the short modular cords provided with the Tip/Ring circuit cards to the panel.

Use this information, the channel numbers on the Tip/Ring circuit cards, and the number of Tip/Ring circuit cards in the system to connect the Tip/Ring circuit card modular jacks to the appropriate jacks on the Tip/Ring distribution panel.

Table 8-1. Connecting the Modular Cords from the MAP/40P Tip/Ring Circuit Cards to the Tip/Ring Distribution Panel

Tip/Ring Card	Channel Numbers on the Tip/Ring Card	Jack Number on the Distribution Panel
1st	1, 2, 3	J1
	4, 5, 6	J2
2nd	1, 2, 3	J3
	4, 5, 6	J4

Continued on next page

Table 8-1. Connecting the Modular Cords from the MAP/40P Tip/Ring Circuit Cards to the Tip/Ring Distribution Panel — *Continued*

Tip/Ring Card	Channel Numbers on the Tip/Ring Card	Jack Number on the Distribution Panel
3rd	1, 2, 3	J5
	4, 5, 6	J6
4th	1, 2, 3	J7
	4, 5, 6	J8
5th	1, 2, 3	J9
	4, 5, 6	J10
6th	1, 2, 3	J11
	4, 5, 6	J12
7th	1, 2, 3	J13
	4, 5, 6	J14
8th	1, 2, 3	J15
	4, 5, 6	J16

4. Make telephone line connections to the MAP/40P with the 25-pair, high-density cable(s) equipped with USOC RJ21X connections.
5. Mount the rear cover plate to the distribution panel cover with the four screws provided.
6. Mount the Tip/Ring distribution panel on a wall or cabinet or allow it to rest on a shelf or the floor.

Completing the Installation

To complete the installation and put the system back in service, do the following:

1. Replace the circuit card access panel and the dress cover and reconnect the keyboard, and the monitor. See "Replacing the Dress Cover" in Chapter 4, "Getting Inside the Computer," for more information on replacing these components.
2. Power up the MAP/40P. See "Restoring Power to the MAP/40P" in Chapter 4, "Getting Inside the Computer," for more information on restoring power to the unit.
3. Run diagnostics to verify the hardware is functioning properly. See "Circuit Card Diagnostics" in Chapter 2, "Diagnostics," for more information on running the diagnostics.
4. Notify the service provider that the system is back on-line, if necessary.

Overview

This chapter describes the installation procedures for the UnixWare operating system software.

Purpose

This purpose of this chapter is to provide the information necessary to reload the operating system on a computer that has experienced a disk failure. Use this chapter in conjunction with Appendix D, "Disaster Recovery Checklists".



NOTE:

The installer must have the root password to complete this procedure.

Installing Base System Software

NOTE:

Installing the UnixWare operating system unmounts file systems. If this software is being loaded onto a system that has clean hard disks that have not been previously loaded, the system will not detect file systems. If this is a recovery installation, the system will detect previously loaded file systems.

Beginning the UnixWare Installation

To load software onto a new or used disk, do the following:

1. Insert the diskette labeled "INTUITY™ CONVERSANT® V6.1 UnixWare Boot Floppy 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
2. If the system is off, turn it on using the power switch on the lower front of the MAP/40P. See "Restoring Power to the MAP/40P" in Chapter 4, "Getting Inside the Computer," for the procedure.

If the system is on, reboot the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures," for the procedure.

The system displays the UnixWare introduction screen as it begins to load the base system software. When the system has loaded the first boot floppy it displays the following message:

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

If you have a diskette labeled 'Host Bus Adapter Drivers', insert that diskette now.

For more information on Host Bus Adapter diskettes, see the UnixWare Installation Handbook.

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' now.

Press 'ENTER' to continue.

3. Remove the diskette labeled "INTUITY CONVERSANT V6.1 UnixWare Boot Floppy 1" from the diskette drive.
4. Insert the diskette labeled "Pentium PCI HBA Floppy" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
5. Press ENTER.

The system displays the Remove Host Bus Adapter Disk screen (Figure 9-1).

The Host Bus Adapter driver(s) on the Host Bus Adapter diskette have been loaded and you can now remove the diskette.

If you have another Host Bus Adapter diskette (for different adapters) insert that disk now.

For more information on Host Bus Adapter diskettes, see the UnixWare Installation Handbook.

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

Press 'Enter' to continue.

Figure 9-1. Remove Host Bus Adapter Disk Screen

6. Remove the diskette labeled "HBA Floppy" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
7. Insert the diskette labeled "UnixWare for INTUITY Boot Floppy 2" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
8. Press **ENTER**.
The system displays the following message:
Continuing UnixWare installation...
After approximately 2 minutes the system displays the Introduction screen (Figure 9-2).

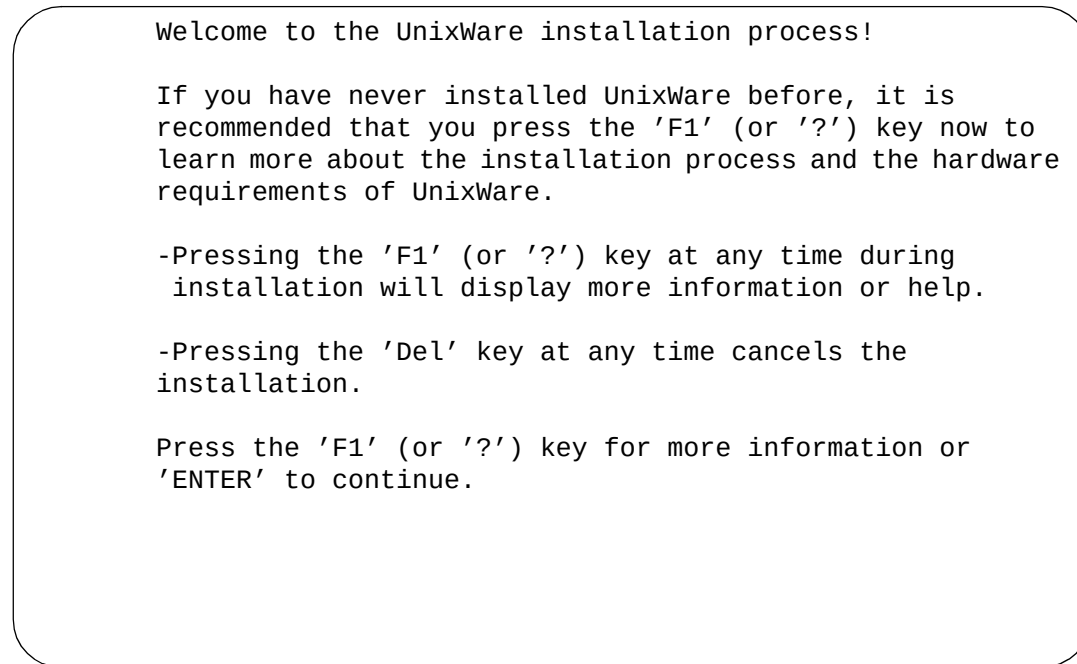


Figure 9-2. Introduction Screen



CAUTION:

*If you use the **DELETE** key to stop the UnixWare installation at any time during this process, you will have to restart the software installation process at Step 1.*



NOTE:

If the system displays a message that the system must have at least 60 MByte of space in the hard disk drive to install UNIX, the hard disk drive is experiencing problems. The cable may not be connected, or the hard disk drive may be damaged. Power down the system and check the hard disk drive cables. See "Removing Power from the MAP/40P" in Chapter 4, "Getting Inside the Computer," for the procedure.

9. Press `ENTER`.

If Disk 0 has been replaced with a new hard disk drive, the system displays the UnixWare Installation Files Deleted Warning screen (Figure 9-3). Press `ENTER` and continue with the next procedure, "Setting Up the UnixWare Environment."

If the system does not display the UnixWare Installation Files Deleted Warning, continue with the next procedure, "Setting Up the UnixWare Environment."

WARNING: Files have been detected in the active partition(s) of your hard disk(s).

In order to install the operating system, you must have an active UNIX partition occupying 100% of your hard disk. No other partitions may share the disk.

You have the option of removing the existing partitions at this point and creating a new UNIX partition. You should only remove the existing partitions if you don't want to save any files on your disk.

If you elect to abort the installation, the existing partitions will not be removed and installation will be halted.

1. Destroy existing partitions and create a new UNIX partition.

2. Abort the installation, leaving existing partitions untouched.

Type '1' or '2' followed by 'ENTER':1

Figure 9-3. UnixWare Installation Files Deleted Warning Screen

Setting Up the UnixWare Environment

To set up the UnixWare Environment, complete the following:

1. Starting at the Introduction Screen (Figure 9-2), press **ENTER**.

The system displays the Keyboard Setup screen (Figure 9-4).

The UnixWare installation procedure supports the following international keyboards. You may select alternate keyboard types by using the left and right arrow keys and then press the 'ENTER' or 'RETURN' key.

Keyboard Nationality:

Apply

Reset

When Finished, move the cursor to "Apply and then press 'Enter' to continue.

Figure 9-4. Keyboard Setup Screen

2. Use the left **◀** and right **▶** arrows on your keyboard to move through the field selections.
3. Select U.S. ASCII.
4. Press the down **▼** arrow to move to the Apply field and press **ENTER**.

The system displays the Configure Date and Time screen (Figure 9-5).

On this screen, you will check the current date and time that is set on your computer and change them if necessary. You also select what timezone configuration you require. Either set a continent(s) which will lead you onto a further screen with locations or manual entry for a custom timezone.

The current date:
The current Time:
Enter the current year:
Enter the month of the year (1-12):
Enter the day of the month (1-31):
Enter the hour of the day (0-23):
Enter the minute of the hour (0-59):
Timezone configuration:

Apply

Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor to 'APPLY' and then press 'ENTER' to continue.

Figure 9-5. Configure Date and Time Screen

5. Use the left  and right  arrows on your keyboard to move through the field selections. Use the down  arrow to move to the next field.
 6. Select the appropriate data for each field.
 7. Press the down  arrow to move to the Apply field and press .
- The system displays the Continent Location Choice screen (Figure 9-6).

On this screen you choose the country/location you are in, having already selected the continent. To go back to the continent screen select 'BACK ONE SCREEN'. Use the left and right arrow keys.

Location

Apply

Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor to 'APPLY' and then press 'ENTER' to continue.

Figure 9-6. Continent Location Choice Screen

8. Use the left  and right  arrows on your keyboard to move through the field selections.
 9. Select the appropriate data for each field.
 10. Press the down  arrow to move to the Apply field and press .
- The system displays the Primary Hard Disk Partitioning screen (Figure 9-7).

In order to install UnixWare, you must reserve a partition (a portion of your hard disk's space) on your primary hard disk for the UNIX System. After you press 'ENTER' you will be shown a screen that will allow you to create new partitions, delete existing partitions or change the active partition of your primary hard disk (the partition that your computer will boot from).

WARNING: All files in any partition(s) you delete will be destroyed. If you wish to attempt to preserve any files from an existing UNIX System, do not delete its partition(s).

The UNIX System partition that you intend to use on the primary hard disk must be at least 120 MBs and labeled 'ACTIVE.'

Figure 9-7. Primary Hard Disk Partitioning Screen

11. Continue with the next procedure, "Initializing the Hard Disk Drives."

Initializing the Hard Disk Drives

To partition the hard disk drives, do the following:

1. Starting at the Primary Hard Disk Partitioning screen (Figure 9-7), press **ENTER**.

The system displays the Hard Disk Partitioning, Disk 1 screen (Figure 9-8).

Total disk size is 2048 cylinders (2048.0MB)							
Cylinders							
Partition	Status	Type	Start	End	Length	%	Approx MB
1	Active	UNIX System	0	2047	2048	100	2048.0
 1. Overwrite system master boot code 2. Delete a partition 3. Exit (Update disk configuration and exit) 4. Cancel (Exit without updating disk configuration)							

Figure 9-8. Hard Disk Partitioning, Disk 1 Screen

2. Enter **3**

If you have a second hard disk drive, the system displays the Secondary Hard Drive Partitioning Screen (Figure 9-9).

If you do not have a second hard disk drive, skip Step 3 and continue with Step 4, Installation Type Selection.

You may use a partition of your secondary hard disk for the UNIX system. If you choose to use a partition of your secondary hard disk you will be shown a screen that will allow you to partition your secondary hard disk.

WARNING: All files in any partition(s) you delete will be destroyed.

If you choose to create a UNIX System partition on your secondary hard disk, it must be at least 40 MBs.

Your Options are:

1. Do not use a partition of the secondary hard disk for the UNIX System.
2. Use a partition of the secondary hard disk for the UNIX System.

Press '1' or '2' followed by 'ENTER'.

Figure 9-9. Secondary Hard Disk Partitioning Screen

3. Enter 1

The system displays the Installation Type Selection screen (Figure 9-10).

You must choose a system type. The system type you choose will determine the default file system sizes you will specify on the next screen.

Press the 'F1' or '?' key to see more information about these different system types.

Platform Type:

CPU Type:

Offer Type:

Apply

Reset

Press 'TAB' to move between fields. Press 'ENTER' to apply fields.

Figure 9-10. Installation Type Selection Screen

4. Use the left ◀ and right ▶ arrows on your keyboard to move through the field selections. Use the down ▼ arrow to move to the next field.
5. Select the appropriate data for each field as specified in Table 9-1.

Table 9-1. Installation Type Selection Screen Entries

Field	Setting
Platform type:	MAP/40P
CPU type:	Pentium
Offer type:	INTUITY CONVERSANT

6. Press the down ▼ arrow to move to the Apply field and press **ENTER**.
The system displays the UnixWare Installation Set Slice Sizes screen (Figure 9-11).

You have selected the MAP/40P system. Enter file system size on first disk.

Size of / in MB: 715
Size of /stand in MB: 15
Size of /dev/dump in MB: 65
Size of /dev/swap in MB: 65
Size of mtce in MB: 20
Size of /vs in MB: 200
Size of /oracle in MB: 200
Size of /tmp in MB: 20
Size of /voice1 in MB: 600

Consult software installation manual for correct sizes.

Megabytes in active partition: Disk 1 - 2047

Figure 9-11. UnixWare Installation Set Slice Sizes Screen

7. Use the left ◀ and right ▶ arrows on your keyboard to move through the field selections. Use the down ▼ arrow to move to the next field.
8. Enter the appropriate number of megabytes of space needed for each slice as specified in Figure 9-11.



NOTE:

The sizes listed in Figure 9-11 are the recommended sizes. If you are loading a system using a mkimage tape, use the sizes on the tape label. If there are no sizes, use the recommended size. If you are loading a new system, without a mkimage tape, use the recommended sizes.



NOTE:

If you are installing the extended oracle package, you may want to set / file system size to 615.

⇒ **NOTE:**

The formula used to determine /dev/swap is:
 $(2 \times \text{memory}) + 1 = \text{size}$
Ex: $2 \times 32\text{Mbyte} + 1 = 65$, $2 \times 64\text{Mbyte} + 1 = 129$, etc.

The formula used to determine /dev/dump is:
 $\text{memory} + 1 = \text{size}$
Ex: $64\text{Mbyte} + 1 = 65$ but do not go below the default of 65MB.

⇒ **NOTE:**

If you are installing the extended oracle package, you may want to set /oracle file system size to 300.

⇒ **NOTE:**

If you are installing the oracle add-on packages, then set /oracle file system to 400 MB. If you increase this file system then decrease either the /voice1 or root file systems.

9. Press the down (▼) arrow to move to the Apply field and press (ENTER).

The system displays the Hard Disk Surface Analysis screen (Figure 9-12).

Surface analysis for the first disk is recommended but not required. Here you must choose to skip or perform surface analysis.

Press the 'F1' or '?' key to see more information about these different system types.

You choices are:

1. Perform surface analysis
2. Skip surface analysis

Figure 9-12. Hard Disk Surface Analysis Screen



CAUTION:

Ignore the message at the top of this screen. Surface analysis is required for all systems because it makes a configuration change to the disk. Failure to perform surface analysis may cause the INTUITY CONVERSANT system to fail.

10. Continue with the next procedure, "Transferring the UnixWare Files."

Transferring the UnixWare Files

To transfer the UnixWare files, do the following:

1. Starting at the Hard Disk Surface Analysis screen (Figure 9-12), press **ENTER**.

This will accept the default of 1 and perform the surface analysis. The system displays the following message:

Checking the hard disk for defects and creating file systems. This will take a few minutes. Please wait.

The system displays the following message:

Copying Unix System files from the diskette onto your hard drive. This will take a few minutes. Please wait.

The system then clears the screen and displays the following message:

Making file systems on your hard disk. This will take a few minutes. Please wait

After approximately 10 minutes the system displays the Exchange Diskette screen (Figure 9-13).

Remove boot floppy 2 of 3 from the drive and insert the diskette labeled "Boot Floppy 3 of 3" now.

Press 'Enter' to continue.

Figure 9-13. Exchange Diskette Screen

2. Remove the diskette labeled "UnixWare for INTUITY Boot Floppy 2" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
3. Insert the diskette labeled "UnixWare for INTUITY Boot Floppy 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
4. Press **ENTER**.

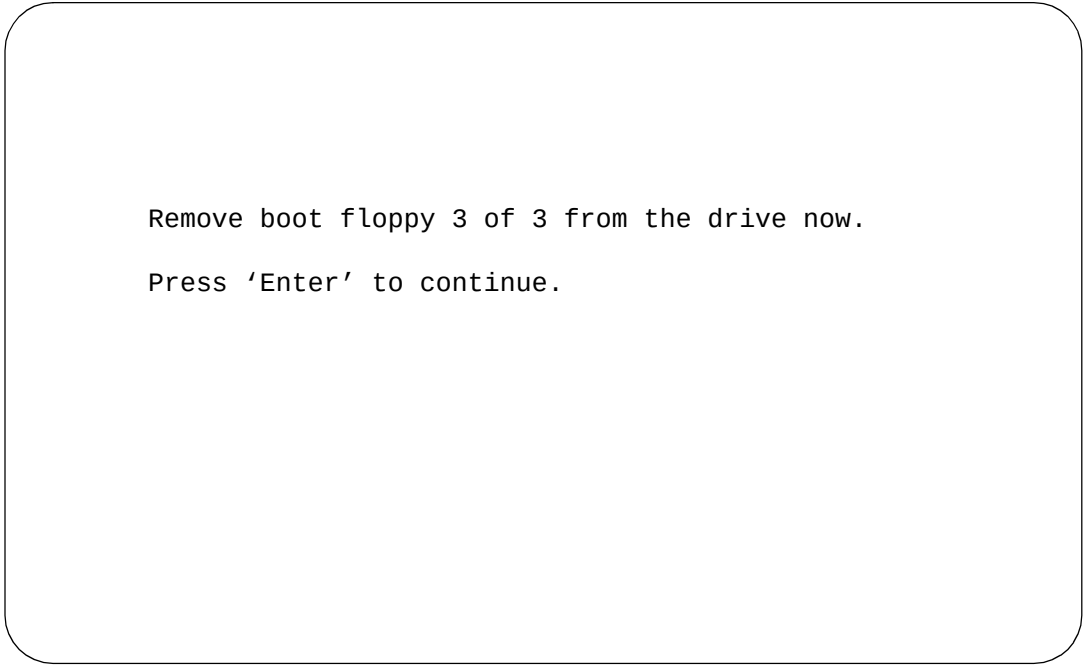
The system displays the following message:

Copying Unix System files from the diskette onto your hard drive. This will take a few minutes. Please wait.

The system then displays the following message:

Making file systems on your hard disk. This will take a few minutes. Please wait

The system displays the Remove Diskette screen (Figure 9-14).



```
Remove boot floppy 3 of 3 from the drive now.  
Press 'Enter' to continue.
```

Figure 9-14. Remove Diskette Screen

5. Remove the diskette labeled “UnixWare for INTUITY Boot Floppy 3” from the diskette drive. See “Inserting and Removing Diskettes” in Chapter 3, “Common System Procedures,” for the procedure.
6. Continue with the next procedure, “Installing the Application Server.”

Installing the Application Server

To Install the application server, do the following:

1. Starting at the Remove Diskette screen (Figure 9-14), press **ENTER**.
The system displays the Application Server Media Type screen (Figure 9-15).

The Application Server software is available on diskette or tape or network server. You must select the source you will use to install the software.

Your choices are:

1. Diskette Drive 1
2. Unixware for Intuity CONVERSANT Tape
3. Network Install Server
4. Intuity Image/Snap Tape

Press a number between '1' and '4' followed by 'ENTER':

Figure 9-15. Application Server Media Type Screen

2. Insert the cartridge tape labeled "INTUITY CONVERSANT VIS V6.1 UnixWare for INTUITY 1.1.2" into the tape drive. See "Inserting and Removing Cartridge Tapes" in Chapter 3, "Common System Procedures," for the procedure.
3. Enter **2**
The system displays the Insert Tape screen (Figure 9-16).

Please insert the Application Server cartridge tape into the tape drive and press 'ENTER'.

Your choices are:

1. The tape has been inserted in the tape drive.
2. Go back to previous menu.

Press '1' or '2' followed by 'ENTER':

Figure 9-16. Insert Lucent INTUITY Tape Screen

4. Press .

This will accept the default of 1 to indicate the tape has been inserted and is ready for access.

The system displays the following message:

Installation in progress. This will take several minutes. Please do not remove the tape.

After a few minutes the system displays a verification screen (Figure 9-17).

The following packages are included in this set for this release. Select "Yes" in the install column for the packages you wish to install.

Package Name	Install?
-----	-----
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

Apply

Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor to "Apply" and then press 'ENTER' to continue.

Figure 9-17. Verification Screen

5. Select the packages as shown in Figure 9-17.
Use the left  and right  arrows on your keyboard to move through the field selections. Use the down  arrow to move to the next field.
 6. Press the down  arrow to move to the Apply field and press .
- The system displays another verification screen (Figure 9-18).

The following packages are included in this set for this release. Select "Yes" in the install column for the packages you wish to install.

Package Name	Install?
-----	-----
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

Press 'TAB' to move the cursor between fields. When finished, move the cursor to "Apply" and then press 'ENTER' to continue.

Figure 9-18. Verification Screen

7. Select the packages as shown in Figure 9-18.

Use the left ◀ and right ▶ arrows on your keyboard to move through the field selections. Use the down ▼ arrow to move to the next field.

8. Press the down ▼ arrow to move to the Apply field and press .

The system displays another verification screen (Figure 9-19).

The following packages are included in this set for this release. Select "Yes" in the install column for the packages you wish to install.

Package Name	Install?
-----	-----
Basic NetWare Server	No
European Language Supplement	No
User Upgrade	Yes
Fingertip Librarian	Yes
Commands Reference Manual	Yes
System Files & Devices Reference Manual	Yes
ATM Basic Fonts	Yes
Distributed File System Utilities	Yes

Apply

Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor to "Apply" and then press 'ENTER' to continue.

Figure 9-19. Verification Screen

9. Select the packages as shown in Figure 9-19.

Use the left  and right  arrows on your keyboard to move through the field selections. Use the down  arrow to move to the next field.

10. Press the down  arrow to move to the Apply field and press .

The system displays another verification screen (Figure 9-20).

The following packages are included in this set for this release. Select "Yes" in the install column for the packages you wish to install.

Package Name	Install?
-----	-----
Remote Procedure Call 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

Apply

Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor to "Apply" and then press 'ENTER' to continue.

Figure 9-20. Verification Screen

11. Select the packages as shown in Figure 9-20.
Use the left ◀ and right ▶ arrows on your keyboard to move through the field selections. Use the down ▼ arrow to move to the next field.
12. Press the down ▼ arrow to move to the Apply field and press **ENTER**.
The system displays another verification screen (Figure 9-21).

The following packages are included in this set for this release. Select "Yes" in the install column for the packages you wish to install.

Package Name	Install?
-----	-----
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

Apply

Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor to "Apply" and then press 'ENTER' to continue.

Figure 9-21. Verification Screen

13. Select the packages as shown in Figure 9-21.

Use the left  and right  arrows on your keyboard to move through the field selections. Use the down  arrow to move to the next field.

14. Press the down  arrow to move to the Apply field and press .

The system displays another verification screen (Figure 9-22).

The following packages are included in this set for this release. Select "Yes" in the install column for the packages you wish to install.

Package Name	Install?
-----	-----
Operating System API Ref. Manual	Yes
Windowing Service API Ref. Manual	Yes
NetWare C Interface Ref. Manual	Yes
Motif API Reference	Yes
Device Driver Reference	Yes
XWIN GWS Fonts	Yes
UNIX Software Development Tools	Yes
Programming in Standard C	Yes

Apply

Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor to "Apply" and then press 'ENTER' to continue.

Figure 9-22. Verification Screen

15. Select the packages as shown in Figure 9-22.

Use the left  and right  arrows on your keyboard to move through the field selections. Use the down  arrow to move to the next field.

16. Press the down  arrow to move to the Apply field and press .

The system displays another verification screen (Figure 9-23).

The following packages are included in this set for this release. Select "Yes" in the install column for the packages you wish to install.

Package Name	Install?
-----	-----
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

Apply

Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor to "Apply" and then press 'ENTER' to continue.

Figure 9-23. Verification Screen

17. Select the packages as shown in Figure 9-23.
Use the left  and right  arrows on your keyboard to move through the field selections. Use the down  arrow to move to the next field.
 18. Press the down  arrow to move to the Apply field and press .
- The system displays another verification screen (Figure 9-24).

The following packages are included in this set for this release. Select "Yes" in the install column for the packages you wish to install.

Package Name	Install?
-----	-----
XWIN Screen Interface Specification	Yes
Motif Programming Guide	Yes
Motif Style Guide	Yes
Intro. to System Administration	Yes
TCP/IP Administration	Yes
NFS/RPC/NIS Administration	Yes
Software Development Kit Update	Yes
UnixWare Update 1.1.1	Yes

Apply

Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor to "Apply" and then press 'ENTER' to continue.

Figure 9-24. Verification Screen

19. Select the packages as shown in Figure 9-24.
Use the left ◀ and right ▶ arrows on your keyboard to move through the field selections. Use the down ▼ arrow to move to the next field.
20. Press the down ▼ arrow to move to the Apply field and press **ENTER**.
The system displays another verification screen (Figure 9-25).

The following packages are included in this set for this release. Select "Yes" in the install column for the packages you wish to install.

Package Name	Install?
-----	-----
UnixWare Update 1.1.2	Yes
VGA256 Video Driver for UnixWare	Yes
Ethernet Hardware Support	No
Token Ring Hardware Support	No
CD-ROM File System	No
Apply	Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor to "Apply" and then press 'ENTER' to continue.

Figure 9-25. Verification Screen

21. Select the packages as shown in Figure 9-25.
Use the left  and right  arrows on your keyboard to move through the field selections. Use the down  arrow to move to the next field.
 22. Press the down  arrow to move to the Apply field and press .
- The system displays the Automatic Installation screen (Figure 9-26).

The following packages can be installed automatically using default values. If you select custom installation you will be given the opportunity to change these values. However, this requires additional UNIX System knowledge.

Package Name	Options
-----	-----
Network Support Utilities	AUTOMATIC
Enhanced Application Compatibility	AUTOMATIC
Graphics Utilities	AUTOMATIC
Internet Utilities	AUTOMATIC
C Optimized Compilation System	AUTOMATIC
Enhanced Debugger	AUTOMATIC

Press 'TAB' to move the cursor between fields. When finished, move the cursor to "Apply" and then press 'ENTER' to continue.

Figure 9-26. Automatic Installation Screen

23. Select the packages as shown in Figure 9-26.

Use the left ◀ and right ▶ arrows on your keyboard to move through the field selections. Use the down ▼ arrow to move to the next field.

24. Press the down ▼ arrow to move to the Apply field and press **ENTER**.

The system displays the Assign Computer Name screen (Figure 9-27).

Select a name for the computer. This should be a short name that will be used to identify your computer. Please use only letters or numbers in the name you type. The name must be at least 3 characters long.

If you will be connecting your computer to a network of other UNIX Systems, then it is important that the name specified here be unique to your system. See the Help facility or the Installation Handbook for more information

Computer Name:

Apply

Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor to "Apply" and then press 'ENTER' to continue.

Figure 9-27. Assign Computer Name Screen

25. Enter the name of your computer.

The system displays the Build Font Binaries screen (Figure 9-28).

On this screen, you have the options to build your fonts for the X Window system. This takes the machine-independent format in which the fonts are distributed and compiles them into a machine readable format.

To use the X-Window system, the font binaries must be built. This takes a few minutes. You can build them now or do it at a later time by running the shell script, `/usr/X/adm/bldfonts`.

Do you want to build the font binaries now?

Your choices are

1. Build the font binaries now
2. Do not build the font binaries now

Type '1' or '2' and press Enter/Return to continue.

Figure 9-28. Build Font Binaries Screen

26. Enter **1**

The system displays the UnixWare Installation Progress screen (Figure 9-29).

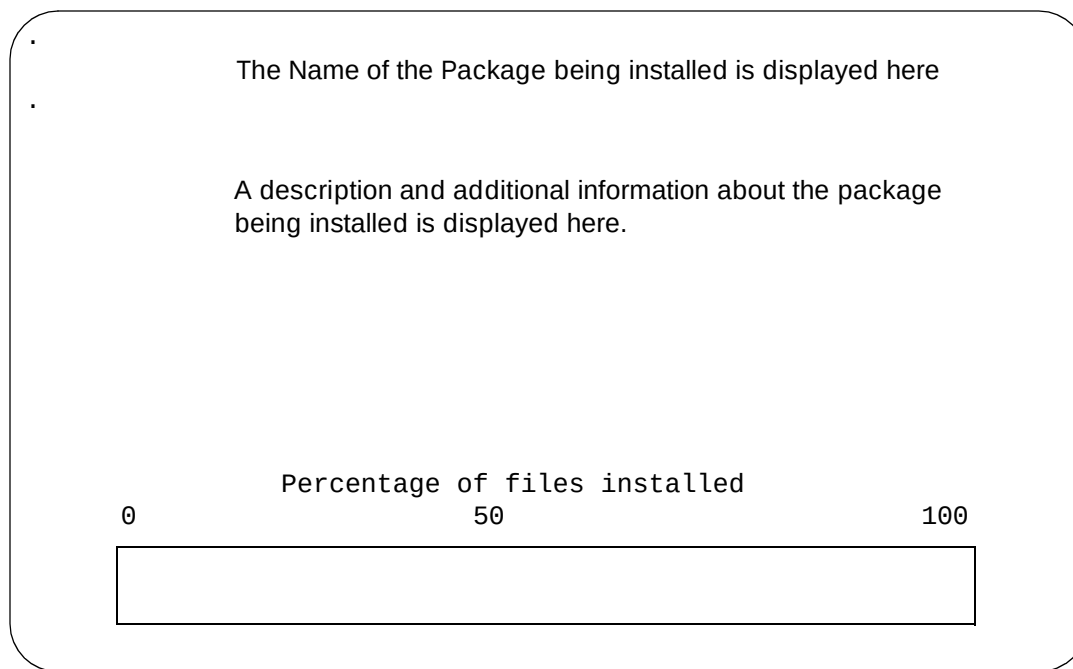


Figure 9-29. UnixWare Installation Progress Screen

The UnixWare Installation Progress screen displays the installation progress for each package (or file) you selected to install.

After approximately one to two hours the system displays the Re-Enter HBA Disk screen (Figure 9-30).

You must now insert the relevant HBA diskette(s) that you used before.

Please insert the diskette labeled:
Adaptec 7800 Family PCI SCSI IHV HBA
into the drive and press 'Enter'.

Press 'Enter' to continue.

Figure 9-30. Re-Enter HBA Disk Screen

27. Remove the cartridge tape labeled "INTUITY CONVERSANT VIS V6.1 UnixWare for INTUITY 1.1.2" from the tape drive. See "Inserting and Removing Cartridge Tapes" in Chapter 3, "Common System Procedures," for the procedure.
28. Insert the diskette labeled "HBA Floppy" into the diskette drive. See "Inserting and Removing Cartridge Tapes" in Chapter 3, "Common System Procedures," for the procedure.
29. Press **ENTER**.
After approximately five minutes the system displays the Remove HBA Disk screen (Figure 9-31).

Please remove the HBA diskette from the drive and press 'Enter' to continue.

Press 'Enter' to continue.

Figure 9-31. Remove HBA Disk Screen

30. Remove the diskette labeled "HBA Floppy" from the diskette drive. See "Inserting and Removing Cartridge Tapes" in Chapter 3, "Common System Procedures," for the procedure.

31. Press **ENTER**.

The system displays the following message:

The UNIX System is now being rebuilt to reflect your software selections.

This will take several minutes and will not require any user input.

Please wait.

After approximately five minutes the system displays the Installation Verification screen (Figure 9-32).



NOTE:

There are several Verification screens. These screens show the status of all of the software packages you selected.

You selected to install these packages in this set. The status of each package installation is to the left of its name.

Status	Package Name
-----	-----
Succeeded	Base System
Succeeded	Printer Support
Succeeded	Network Support Utilities
Succeeded	Enhanced Application Compatibility
Succeeded	Graphics Utilities
Succeeded	Adobe Type Manager (TM)
Succeeded	Desktop Manager
Succeeded	Advanced Commands

Press 'Enter' to continue.

Figure 9-32. Installation Verification Screen

32. Make sure that all of the files (or packages) you selected are shown on the Verification Screens as having been successfully loaded.
33. Press **ENTER** to view the remaining verification screens.

After you have viewed the last Verification screen, the system displays the Application Server Installation Complete screen (Figure 9-33).

Installation of the UnixWare Application Server is complete. Applications and other software sets can be installed using the tools available after the computer is rebooted.

When you press 'Enter' the computer will be shutdown. Make sure the boot floppy drive is empty.

After the computer is rebooted, you can set up and try out your mouse. You will then be asked to create a user account for your UNIX System.

Refer to the Installation Handbook for more information.

Press 'Enter' to continue.

Figure 9-33. Application Server Installation Complete Screen

34. Continue with the next procedure, "Initializing the Mouse."

Initializing the Mouse

To initialize the mouse, do the following:

1. Starting at the Application Server Installation Complete screen (Figure 9-33), press **ENTER** to begin the automatic reboot of the system.

The system displays the Select Mouse screen (Figure 9-34).

If you wish to use a mouse with UnixWare you must select the type of mouse attached to your computer from the list below (or select "No Mouse" if you do not wish to use a mouse).

If you are unsure of what type you have, refer to Help information for this screen or the Installation Handbook for more information.

Your choices are:

1. Serial Mouse
2. Bus Mouse
3. PS/2 - Compatible Mouse
4. No Mouse

Press '1', '2', '3' or '4' followed by 'Enter'.

Figure 9-34. Select Mouse Screen

2. If you are not installing a mouse, enter **4**

Continue with the next procedure, "Setting Up User Accounts."

If you are installing a mouse, enter **1**

The system displays the Serial Mouse Installation screen (Figure 9-35).

In order to use a serial mouse, you must tell the installation program which serial port your mouse is connected to. You must also indicate the number of buttons that are on the mouse you will be using. See the Help Facility or the Installation Handbook for more information.

Enter the following information about your serial mouse.

Serial port your mouse is connected to:
Number of mouse buttons:

Apply

Reset

Press 'TAB' to move between fields. Press 'ENTER' to apply fields.

Figure 9-35. Serial Mouse Installation Screen

3. Enter the appropriate data for the serial port your mouse is connected to as listed in Serial Mouse Installation Screen Entries (Table 9-2)

Use the left  and right  arrows on your keyboard to move through the field selections. Use the down  arrow to move to the next field.

Table 9-2. Serial Mouse Installation Screen Entries

Serial Port Connection	Screen Entry
COM1 port	TTY00
COM2 port	TTY01

4. Enter the number of mouse buttons on your mouse.
 5. Press the down  arrow to move to the Apply field and press .
- The system displays the Mouse Test screen (Figure 9-36).

Your mouse selection is ready to be tested.

After pressing 'Enter', you will have 15 seconds to test the mouse. Make sure it moves as you expect, then press a mouse button to end the test. If you don't press a button within 15 seconds, the test will appear to fail.

Press 'Enter' to start mouse test.

Figure 9-36. Mouse Test Screen

6. Press .
7. Move the mouse to test it.
8. Press a mouse button.

The system displays the Root Account Setup screen (Figure 9-37).

In addition to user accounts, UnixWare contains a special account known as the "root" account. This account is the most powerful account on a UNIX System. You should now choose a password for this account. Remember and guard it carefully.

You will be asked to enter the root password twice after this screen. The text of the password will not appear on the screen when you type it.

Press 'Enter' to continue.

Figure 9-37. Root Account Setup Screen

9. Continue with the next procedure, "Setting Up User Accounts."

Setting Up User Accounts

To set up user accounts, do the following:

1. Starting at the Root Account Setup screen (Figure 9-37), press **(ENTER)**.
The system displays the following message:
New password:
2. Enter the root password.
The system displays the following message:
New password:
Re-enter new password:
3. Re-enter the root password.
The system displays the Sysadm Account Setup screen (Figure 9-38).

You now need to choose a password to restrict access to the account 'sysadm', for system administration.

You will be asked to enter the password after this screen. The text of the password as you type it will not appear on the screen. You will then be prompted to type the same password again. See the help facility or the Installation Handbook for more information.

Press 'Enter' or (Return) to continue.

Figure 9-38. Sysadm Account Setup Screen

4. Press .

The system displays the following message:

New password:

5. Enter the sysadm password.

The system displays the following message:

New password:

Re-enter new password:

6. Re-enter the sysadm password.

The system displays the UnixWare Installation Complete screen (Figure 9-39).

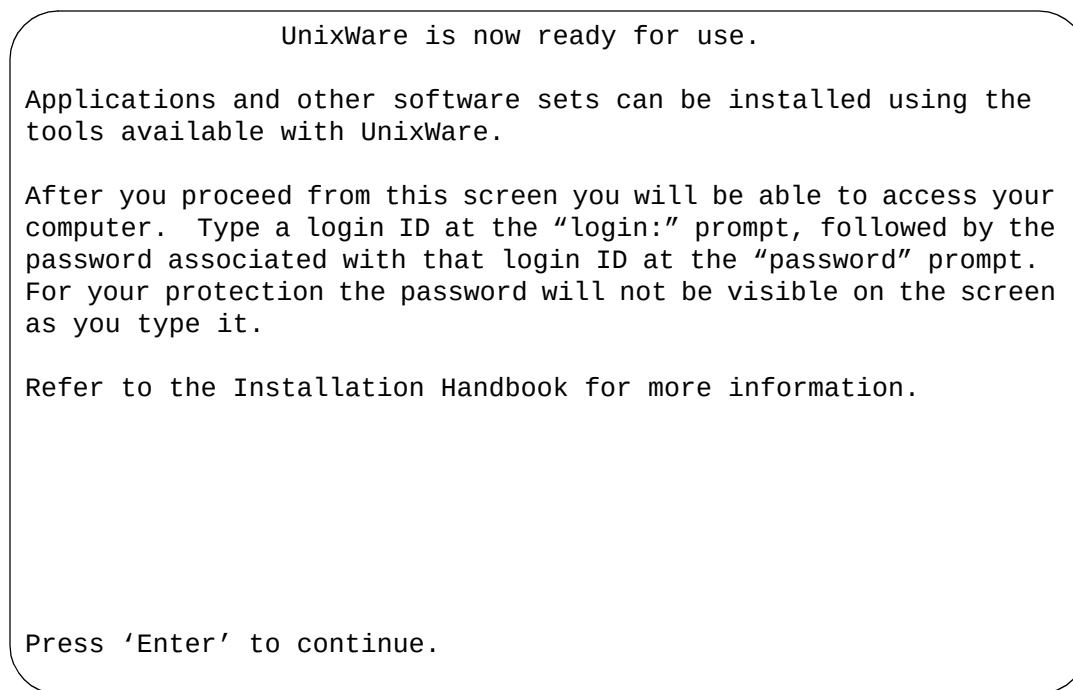


Figure 9-39. UnixWare Installation Complete Screen

7. Press **ENTER**.

The system displays the login screen.

8. If the Virge Video Driver was not included with your UnixWare, continue with the next procedure, "Installing the Virge Video Driver." Otherwise, proceed with the procedure, "Setting up the Monitor" below.

Installing the Virge Video Driver

To install the Virge video driver, perform the following steps:

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

The system displays the following message:

Insert diskette into Floppy Drive 1.

Type [go] when ready.

or [q] to quit: (default: go)

2. Insert the diskette labeled "Virge Video Driver" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

3. Press **ENTER**.

The system displays the following message:

Installation in progress. Do not remove the diskette.

The following packages are available:

1 VirgeUW11 Virge Driver for UnixWare 1.1
and x11R5 (i386at) 1.0

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

4. Enter **1**

After several minutes, the system displays the following message:

Installation of Virge Video Driver was successful.

Insert diskette into Floppy Drive 1.

Type [go] when ready.

or [q] to quit: (default: go)

5. Enter **q**

The system displays the system prompt #.

Setting up the Monitor

To set up the monitor, do the following:

1. Starting at the UnixWare Installation Complete screen (Figure 9-39), press **ALT E**.

The system displays the following message:

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

2. Enter **root**

3. Enter your root password.

The system displays 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:

4. Enter **/usr/X/lib/display/setvideomode**

The system displays a menu listing 3 different video chipset options.

5. Enter the number corresponding to the video controller circuit card installed on your system.

The system displays a menu listing monitor model numbers.

6. Enter the mode number corresponding to the video controller circuit card installed on your system.

The system displays the following message:

Video RAM: 2048K

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

7. Press **ENTER**.

The system displays the following message:

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

8. Enter **n**

The system displays the Monitor Size screen (Figure 9-40).

Monitor Size

=====

12 inches

13 inches

14 inches

15 inches

16 inches

17 inches

19 inches

20 inches

21 inches

other

Enter Monitor Size =>

Figure 9-40. Monitor Size Screen

9. Enter **13**

The system displays a screen similar to the Monitor Test screen (Figure 9-41).

You have selected the following:

VENDOR.....: STB
CHIPSET.....: GD54xx
VIDEO RAM....: 2048K
MONITOR.....: STDVGA
RESOLUTION...: 640x480
COLORS.....: 256

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

Figure 9-41. Monitor Test Screen

10. Press **ENTER**.

The system displays the Test Pattern screen (Figure 9-42).

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]:

Figure 9-42. Test Pattern Screen

11. Press **ENTER**.

After the test pattern is drawn, the system displays the following message:

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

12. Press **ENTER** to stop the test.

The system displays the following message:

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

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

The system displays the Current Selection screen (Figure 9-43).

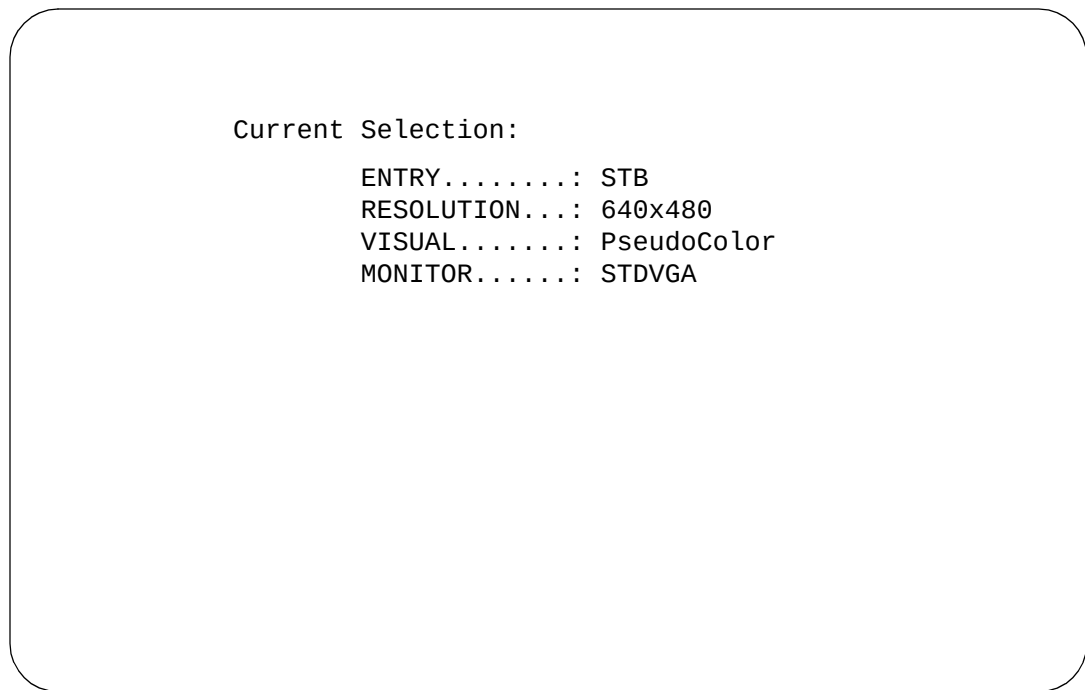


Figure 9-43. Current Selection Screen

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

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, see:

- *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

Perform the three procedures in this section sequentially. This procedure uses the 4 diskettes labeled "VERITAS Volume Manager 1.2.1.1."

1. At the system prompt, enter **pkgadd -d diskette1**
The system displays the following message:
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 diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
3. Press **[ENTER]**.
The system displays the following message:
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...
4. Enter **1**
After several minutes, the system displays the following message:
You have the Operations, Administration, and
Maintenance package installed.
Would you like to add the VXVM interface Forms and
Menus? [y]

5. Press **ENTER**.

After several minutes, the system displays the following message:

```
READY TO PROCESS
Package: VERITAS Volume Manager (vxvm)
diskette 2 of 4
Insert diskette 2 of 4 into floppy drive 1
Type [go] when ready.
or [q] to quit: (default: go)
```

6. Remove the diskette labeled "VERITAS Volume Manager 1.2.1.1: 1 of 4" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
7. Insert the diskette labeled "VERITAS Volume Manager 1.2.1.1: 2 of 4" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
8. Press **ENTER**.

After several minutes, the system displays the following message:

```
READY TO PROCESS
Package: VERITAS Volume Manager (vxvm)
diskette 3 of 4
Insert diskette 3 of 4 into floppy drive 1
Type [go] when ready.
or [q] to quit: (default: go)
```

9. Remove the diskette labeled "VERITAS Volume Manager 1.2.1.1: 2 of 4" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
10. Insert the diskette labeled "VERITAS Volume Manager 1.2.1.1: 3 of 4" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
11. Press **ENTER**.

After several minutes, the system displays the following message:

```
READY TO PROCESS
Package: VERITAS Volume Manager (vxvm)
diskette 4 of 4
Insert diskette 4 of 4 into floppy drive 1
Type [go] when ready.
or [q] to quit: (default: go)
```

12. Remove the diskette labeled "VERITAS Volume Manager 1.2.1.1: 3 of 4" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
13. Insert the diskette labeled "VERITAS Volume Manager 1.2.1.1: 4 of 4" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

14. Press **ENTER**.

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)

15. Enter **q**

The system displays the system prompt #.

16. Remove the diskette from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

17. Continue with the next procedure, "Installing the VERITAS File System Administration Package".

Installing the VERITAS File System Administration Package

If you have not done so already, complete "Installing the VERITAS Volume Manager Package" above before continuing with this procedure. This procedure uses the diskette labeled "VERITAS Advanced File System 1.1."

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

The system displays the following message:

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 diskette drive and press **ENTER**. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

The system displays the following message:

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**

Once the package is finished installing, the system displays the following message:

```
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 displays the system prompt #.

5. Remove the diskette from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

6. Continue with the next procedure, "Activating the Volume Manager".

Activating the Volume Manager

If you have not done so already, perform the following procedures before continuing with this procedure:

1. Installing the VERITAS Volume Manager Package
2. Installing the VERITAS File System Administration Package

To activate the Volume Manager, complete the following steps.

1. At the system prompt, enter **volinstall**

The system displays the Volume Manager Information screen (Figure 9-44).

The Volume Manager names disks on your system using the controller and disk number of the disk, substituting them into the following pattern.

c<controller>t<disk>d0

Some examples would be:

c0t0d0 - first controller, first disk

c1t0d0 - second controller, first disk

c1t1d0 - second controller, second disk

The Volume Manager has detected the following disks on your system.

c0t0d0

c0t1d0

Hit 'Return' to continue

Figure 9-44. Volume Manager Information Screen

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

2. Enter **1** for Quick Installation.

The system displays the following message:

Enter disk name for c0t0d0 [<name>, q,?]
(default: disk01)

3. Enter **disk00**

The system displays the following message:

The c0t0d0 disk has been configured for encapsulation.

If you have a two disk system, the system displays the following message:

Enter disk name for c0t1d0 [<name>, q,?]

4. Enter **disk01**

The system displays the following message:

The c0t0d0 disk has been configured for encapsulation.

The system should now be shut down and rebooted to continue with the installation process.

Shut down and reboot now?[y, n, q,?] (default: y)

5. Press **(ENTER)**.



NOTE:

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

```
prvtoc [-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. If you are not using the additional disks for mirroring, as in the case where the second disk is used for speech, use the **voldiskadd** command.

6. The system reboots three 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 system displays the login screen.

7. Press **(ALT) (E)**.

System response:

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

8. Enter **root**
9. Enter your root password.

The system responds by displaying the system prompt #.



NOTE:

Should the **volinstall** command fail because it cannot find the boot disk (c0t0d0), do the following:

1. Enter **/etc/conf/bin/ldbuild -B** to rebuild the kernel.
2. Once the kernel rebuild is complete, enter **init 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 above again.

Installing the LAN Card Driver Package

See “Ethernet LAN Circuit Cards” or “Token Ring Circuit Card” in Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” for the procedure.

Installing the INTUNIX Patch and Enhancement Package

The INTUNIX set contains the update packages for Unixware 1.1.2.

To install the INTUNIX Patch and Enhancement Package, do the following:

1. Enter **pkgadd -d ctape1**

The system displays the following message:

Insert a cartridge into Tape Drive 1.

Type [go] when ready

or [q] to quit: (default: go)

2. Insert the INTUNIX tape into the cartridge tape drive. See “Inserting and Removing Cartridge Tapes” in Chapter 3, “Common System Procedures,” for the procedure.
3. Press **ENTER**.

The system displays the following message:

Installation in progress. Do not remove the cartridge.

The following sets are available:

1 INTUNIX INTUITY UnixWare 1.1.2 Enhancement Set
(i486)

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

4. Press **ENTER**.

The system displays the following message:

Processing:

Set: INTUITY UnixWare 1.1.2 Enhancement Set (INTUNIX)
from <tape1>.

INTUITY UnixWare 1.1.2 Enhancement Set
(i486)

Using </> as the package base directory

Installation of INTUNIX successful.

The following packages are available:

- 1 intunix1
- 2 installit
- 3 memdrv
- 4 procdrv
- 5 year2000

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

5. Press **ENTER**.

The system displays several status messages and then the following
message:

Installation of INTUITY UnixWare 1.1.2 Enhancement Set
(INTUNIX) is completed.

Insert a cartridge into Tape Drive 1.

Type [go] when ready

or [q] to quit: (default: go)

6. Remove the INTUNIX tape from the cartridge tape drive. See "Inserting
and Removing Cartridge Tapes" in Chapter 3, "Common System
Procedures," for the procedure.

7. Enter **q**

8. Reboot the system. See "Rebooting the UNIX System" in Chapter 3,
"Common System Procedures," for the procedure.

Installing the INTUITY CONVERSANT System Software

10

Overview

This chapter details installation procedures for the INTUITY™ CONVERSANT® system software.

Purpose

This purpose of this chapter is to provide the information necessary to reload the INTUITY CONVERSANT system to a computer which has experienced a disk failure. This chapter should be used in conjunction with Appendix D, "Disaster Recovery Checklists."

Installing the INTUITY CONVERSANT Base Software Set

The INTUITY CONVERSANT base software set includes

- INTUITY CONVERSANT Utilities Package
- INTUITY CONVERSANT Runtime Processing Package
- INTUITY CONVERSANT Maintenance Package
- INTUITY CONVERSANT Logger/Alerter Package
- INTUITY AUDIX Logger Package
- INTUITY CONVERSANT Base ORACLE RDBMS 7.1.3
- INTUITY CONVERSANT Extended ORACLE RDBMS 7.1.3
- INTUITY CONVERSANT ORACLE 7 Integration Package
- INTUITY CONVERSANT Administration Screens Package
- INTUITY CONVERSANT Transaction State Machine Package
- INTUITY CONVERSANT Switch Utilities Package
- INTUITY CONVERSANT License Modification Package
- INTUITY CONVERSANT Platform CONVERSANT Tuning

All of the packages included in the INTUITY CONVERSANT base software set are required for the operation of the INTUITY CONVERSANT system. All of the packages are contained on one cartridge tape.

To install the INTUITY CONVERSANT base software set, do the following:



CAUTION:

If you are using this procedure in conjunction with an upgrade, skip the first three steps and begin with Step 4.

1. Log in as **root**.
2. Insert the cartridge tape labeled "INTUITY Platform CVIS 6 Set 1 of 1" into the cartridge tape drive.
3. Enter **pkgadd -d ctape1**

The system displays the following message:

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


4. Press **ENTER**.

The system displays the following message:

Installation in progress. Do not remove the cartridge.

The following packages are available:

1. CVISet INTUITY CONVERSANT VIS V6 Set
 (i486)

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

5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY CONVERSANT VIS V6 Set (CVISet) from
<tape1>

INTUITY CONVERSANT VIS V6 Set
(i486)

Using </> as the package base directory.

Do you want to run the default set installation?
(default: y)

6. Answer the questions in Table 10-1.

Place a check mark in the appropriate column for each question.

Table 10-1. Questions to Determine if the Default Installation is Appropriate

Number	Question	Yes	No
1	Do you want to turn off daylight savings time?		
2	Does your system have a remote maintenance circuit card? ⇒ NOTE: If you answer yes to this question, answer yes to Question 3 as well.		
3	Do you want to disable COM1?		
4	Do you want to disable COM2?		
5	Do you want to disable the parallel port?		
6	Is Interrupt Level 4 being used by anything other than COM1?		
7	Is Interrupt Level 3 being used by anything other than COM2?		
8	Is Interrupt Level 7 being used by anything other than the parallel port?		
9	Is your ORACLE database larger than 65 Mbytes		
10	Does your system have the Extended ORACLE feature package?		

7. If you answered **no** to all of the questions in Table 10-1, you can use the default installation, enter **y**

If you answered **yes** to any of the questions in Table 10-1 you can not use the default installation, complete the following Steps a through q:

- a. Enter **n**

The system displays the following message:

Do you want the default installation for mtce?
[y,n,?]

- b. If you answered **no** to Question 1 in Table 10-1, enter **y** and continue with Step d.

If you answered **yes** to Question 1 in Table 10-1, enter **n**

The system displays the following message:

Is Daylight Savings Time ever used? [y,n,?]

- c. Enter **n**

The system displays the following message:

Do you want the default installation for vs?
[y,n,?]

- d. If you answered **no** to all seven Questions 2, 3, 4, 5, 6, 7, and 8 in Table 10-1, enter **y** and continue with Step g.

If you answered **yes** to Question 2, 3, 4, 5, 6, 7, or 8 in Table 10-1, enter **n**

The system displays the following message:

The first serial port uses interrupt level 4
The second serial port uses interrupt level 3
The parallel port uses interrupt level 7

If you wish to reclaim some of these interrupts for other devices, you may disable one of these serial ports. However, one serial port must be enabled.

For serial ports would you like to:

1. Enable both
2. Enable first, disable second
3. Disable first, enable second

Please enter your selection:

- e. If you answered **no** for Questions 2, 3, 4, 6, and 7 in Table 10-1, enter **1**

If you answered **no** for Questions 2, 3, and 6 and **yes** for Question 4 or 7 in Table 10-1, enter **2**

If you answered **yes** for Question 2, 3, or 6 and **no** for Questions 4 and 7 in Table 10-1, enter **3**

⇒ NOTE:

If you would like to disable both serial ports, enter **3**, complete the installation procedure, edit the **/etc/conf/sdevice.d/asyc** file, and reboot the system.

The system displays the following message:

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

1. Enable the parallel port
2. Disable the parallel port

- f. If you answered **no** for Questions 5 and 8 in Table 10-1, enter **1**

If you answered **yes** for Question 5 or 8 in Table 10-1, enter **2**

The system displays the following message:

Do you want the default installation for maint?

- g. Enter **n**

⇒ NOTE:

There is no difference between the default installation and a custom installation of the maint package.

The system displays the following message:

Do you want the default installation for machlog?
[y,n,?]

- h. If you answered **no** to Questions 2, 3, and 4 in Table 10-1, enter **y** and continue with Step j.

If you answered **yes** to Question 2, 3, or 4 in Table 10-1, enter **n**

The system displays the following message:

The first serial port uses interrupt level 4
The second serial port uses interrupt level 3

If you wish to reclaim some of these interrupts for other devices, you may have to free some of these ports. However, one serial port must be configured as the alarm port.

For serial ports would you like to:

1. Enable first serial port (COM1) as alarm port
2. Enable second serial port (COM2) as alarm port

Please enter your selection:

- i. If you answered **no** for Questions 2 and 3 and **yes** for Question 4 in Table 10-1, enter **1**

 NOTE:

If your system has a remote maintenance circuit card, make sure COM1 is disabled in the CMOS settings. See "P5 120-MHz CPU Circuit Card" in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards" for the procedure to edit the CMOS settings.

If you answered yes to Questions 2 and 3 and no for Question 4 in Table 10-1, enter **1**

If you answered **yes** to Question 3 and **no** for Questions 2 and 4 in Table 10-1, enter **2**

The system displays the following message:

Serial port X has been configured as the alarm port.

Do you want the default installation for ora7base?
[y,n,?]



CAUTION:

If you choose the default installation for oracle the extended oracle package is not installed. You may install it upon completion of the CVIS set.

- j. If you answered **no** for Questions 9 and 10 in Table 10-1, enter **y** and continue with Step 8, below.

If you answered **yes** for Question 9 or 10 in Table 10-1, enter **n**

The system displays the following message:

The default name for the database file is dbsA.dbf

Enter a new name or strike ENTER to accept the default.

- k. Press **ENTER**.

The system displays the following message:

The default name for the first redo log file is log1A.dbf

Enter a new name or strike ENTER to accept the default.

- l. Press **ENTER**.

The system displays the following message:

The default name for the second redo log file is
log2A.dbf

Enter a new name or strike ENTER to accept the
default.

- m. Press **ENTER**.

The system displays the following message:

How many blocks do you want in your database?
[default: 132,000].

- n. Enter the number of blocks you want in your database.



CAUTION:

This number must be greater than 24,000.

The system displays the following message:

The default size for each of the redo log files is
800 [512 bytes] blocks.

How many blocks do you want in each of the redo log
files? [default: 800].

- o. Enter the number of blocks you want in your redo log files.

The system displays the following message:

Do you want to install the ora7ext? [y,n,?]

- p. If you want to install the extended oracle package enter **y**

If you do not want to install the extended oracle package enter **n**

The system displays the following message:

Do you want to install TSM? [y,n,?]

- q. Enter **y**

The system displays the following message:

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Processing package information.

Processing system information.

Verifying disk space requirements.

Installing INTUITY CONVERSANT VIS V6 Set as
<CVISet>

```
## Executing preinstall script.  
Executing the preinstall personality script for  
CVISTune.  
Enter password for oracle:  
New password:
```



CAUTION:

If you are using this procedure in conjunction with an upgrade, Stop here and return to INTUITY CONVERSANT System Version 6.0 Upgrade, 585-310-183. Do not continue with Step 8.

8. Type the new password.

9. Press **(ENTER)**.

The system displays the following message:

Re-enter new password:

10. Re-type the new password.

11. Press **(ENTER)**.

The system displays a series of messages. After approximately one hour the system displays the following message:

Processing of <INTUITY CONVERSANT VIS V6 Set> is completed.

Insert a cartridge into Tape Drive 1.

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

12. Enter **q**

The system displays the following message:

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.

13. Enter **shutdown -g0 -y**

The system displays the following message:

The system is down.

Press CTRL-ALT-DEL to reboot your computer.

14. Press **(CONTROL) (ALT) (DEL)**.

Overview

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 system 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 may be added back-to-back, however 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 INTUITY™ CONVERSANT® Hardware Resource Allocator 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 "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration" in your hardware installation book.

 NOTE:

All of the procedures in this chapter must be performed with **root** permission.

Purpose

The purpose of this chapter is to provide the information necessary to load the optional feature software to a computer which is being upgraded, having new features added, or which has experienced a disk failure.

Installing Software Packages Using the Unix Management Screens

If your system has been equipped the Unix Management Screens Package, software can be loaded using the INTUITY CONVERSANT system screens.

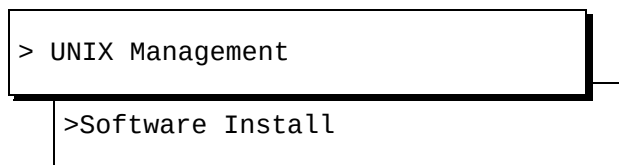
To load software a software package using the INTUITY CONVERSANT system screens do the following:

1. Start at the Voice System Administration menu (Figure 11-1).



Figure 11-1. Voice System Administration Menu

2. Select



The system displays the Software Install menu (Figure 11-2).

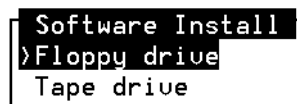


Figure 11-2. Software Install Menu

3. Select the appropriate media.
4. Continue with the procedures listed for each package below.

Installing the Hardware Resource Allocator Package

NOTE:

You must install and run the INTUITY CONVERSANT Hardware Resource Allocator before installing any of the INTUITY CONVERSANT System Version 6.0 base or optional packages.

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

2. Enter **pkgadd -d diskette1**

The system displays the following message:

Insert diskette into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

3. Insert the diskette labeled "Hardware Resource Allocator 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

4. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. config INTUITY Hardware Resource Allocator
(i486)

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

5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY Hardware Resource Allocator (config) from
<diskette1>

INTUITY Hardware Resource Allocator
(i486)

Using </> as the package base directory.

The system displays several status messages and then the following message:

Installation of INTUITY Hardware Resource Allocator (config) was successful.

Insert diskette into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

6. Remove the diskette labeled "Hardware Resource Allocator 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

7. Enter **q**

Run the INTUITY CONVERSANT Hardware Resource Allocator to obtain a current configuration listing for your system. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration".

 CAUTION:

It is very important that you run the INTUITY CONVERSANT Hardware Resource Allocator 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 Asynchronous Host Toolkit

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

2. Enter **pkgadd -d diskette1**

The system displays the following message:

Insert diskette into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

3. Insert the diskette labeled "CGS Asynchronous Host Toolkit 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

4. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. asynchost INTUITY CSG Asynchronous Host Toolkit (i486)

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

5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY CSG Asynchronous Host Toolkit (asynchost)
from <diskette1>

INTUITY CSG Asynchronous Host Toolkit
(i486)

Using </> as the package base directory.

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Enter number of host lines to be configured, 1 or 2:

6. Enter the number of lines to be configured.

This is the number of lines your system will be using to communicate with the host.

If you entered **1**, the system displays the following message:

Enter asynchronous request function number, 1 or 2:

⇒ NOTE:

Entering **1** will turn on the DIP for hostreq1 host line only.

Entering **2** will turn on the DIP for hostreq2 host line only.

If you entered **2**, the system displays the following message:

Enter asynchronous request function number, S or D:

⇒ NOTE:

Entering **S** will turn on both host DIPs and they will work independently of each other.

Entering **D** will turn on both host DIPs and they will work in conjunction with each other.

7. Enter the request number function.

The system displays the following message:

Enter tty port for the single line (e.q., ttys02):

⇒ NOTE:

The tty port number is assigned to the port on the asynchronous circuit card to which you are connecting. See Chapter 3, "Making Cable Connections," in *INTUITY CONVERSANT System Version 6.0 MAP/ 100 New System Installation*, 538-310-176.

You can also determine the available tty addresses by viewing the **/dev** file.

8. Enter the tty port number you will be using.
The system displays the following message:
Installation of INTUITY CGS Asynchronous Host Toolkit (asynchost) was successful.
Insert diskette into Floppy Drive 1.
Type [go] when ready,
or [q] to quit: (default: go)
9. Remove the diskette labeled "CGS Asynchronous Host Toolkit 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

Installing the ASYNC_TEST Transaction Script Builder Backup

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.
2. Enter **pkgadd -d diskette1**
The system displays the following message:
Insert diskette into Floppy Drive 1.
Type [go] when ready,
or [q] to quit: (default: go)
3. Insert the diskette labeled "ASYNC_TEST Transaction SB Backup 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
4. Press **[ENTER]**.
The system displays the following message:
Installation in progress -- do not remove the diskette.
The following packages are available:
1. asynctest INTUITY ASYNC_TEST SB Backup
(i486)
Select package(s) you wish to process (or 'all' to process all packages). (default: all) [?,??,q]:
5. Press **[ENTER]**.
The system displays the following message:
PROCESSING:
Set: INTUITY ASYNC_TEST SB Backup (asynctest) from
<diskette1>

```
INTUITY ASYNC_TEST SB Backup
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

The system displays several status messages and then the following message:

```
Installation of INTUITY ASYNC_TEST SB Backup
(asyncntest) was successful.
```

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

6. Remove the diskette labeled "ASYNC_TEST Transaction SB Backup 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

Installing the ASYNC_TEST Speech Script Builder Backup

To install this optional feature package, do the following:

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

The system displays the following message:

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

3. Insert the diskette labeled "ASYNC_TEST Speech SB Backup 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
4. Press **ENTER**.

The system displays the following message:

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

The following packages are available:

1. asyncntest INTUITY ASYNC_TEST SB Backup
(i486)

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

5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY ASYNC_TEST SB Backup (asynctest) from
<diskette1>

INTUITY ASYNC_TEST SB Backup
(i486)

Using </> as the package base directory.
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The system displays several status messages and then the following message:

Installation of INTUITY ASYNC_TEST SB Backup
(asynctest) was successful.

Insert diskette into Floppy Drive 1.

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

6. Enter **q**
7. Remove the diskette labeled "ASYNC_TEST Speech SB Backup 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

Installing the Adjunct/Switch Application Interface Packages

The ASAI packages can be installed on a system that is using:

- An IPCI circuit card
- A LAN circuit card

Installing ASAI on a System Using an IPCI Circuit Card

The ASAI packages must be installed in the following order:

- Lucent Technologies CALLVISOR PC ISDN
- Lucent Technologies CALLVISOR PC LAN Gateway
- Lucent Technologies CALLVISOR PC ASAI

Installing the CALLVISOR PC ISDN Package

To install the CALLVISOR PC ISDN package, do the following:

1. If you are not already logged in as root, do so now.

2. Enter **pkgadd -d diskette1**

The system displays the following message:

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

3. Insert the diskette labeled "Lucent Technologies CALLVISOR PC ISDN Package 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

4. Press **(ENTER)**.

The system displays the following message:

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

The following packages are available:

1. cvisdn Lucent Technologies CALLVISOR PC ISDN
 Package
 (i486)

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

5. Press **(ENTER)**.

The system displays the following message:

```
PROCESSING:
```

```
Set: Lucent Technologies CALLVISOR PC ISDN Package  
(cvisdn) from <diskette1>
```

```
INTUITY CALLVISOR PC ISDN Package  
(i486)
```

```
Using </> as the package base directory.  
Lucent Technologies Inc.
```

```
Enter the number of IPCI boards installed on this  
machine. (default: 1) [1-4,?]
```

6. Enter the number of PC/ISDN (IPCI) circuit cards installed in your system.

The system displays the following message:

```
Enter the Interrupt Vector Number (IVN) for the IPCI  
boards. (default: 2) [2-3,?]
```

7. Enter the interrupt vector number for the PC/ISDN (IPCI) circuit cards installed in your system. The interrupt vector number is obtained from the INTUITY CONVERSANT Hardware Resource Allocator. See "Operating the Hardware Resource Allocator," in Appendix A, "System Configuration".

The system displays the following message:

For IPCI board 1,
Enter the 5 digit SCMA value. (default: d0000) [?]

8. Enter the SCMA value for the PC/ISDN (IPCI) circuit cards installed in your system. The interrupt vector number is obtained from the INTUITY CONVERSANT Hardware Resource Allocator. See "Operating the Hardware Resource Allocator," in Appendix A, "System Configuration".

The system displays the following message:

Enter the desired version. (default: 1) [?]

9. Enter the desired version for the PC/ISDN (IPCI) circuit cards installed in your system.



NOTE:

Enter version 1 if your system is connected to a G3V3 switch.
Enter version 2 if your system is connected to a G3V4 switch.

The system displays the following message:

Enter for higher version operation. (default: 1)
[0-1,?]

10. Press **ENTER**.

The system displays the following message:

Enter for lower version operation. (default: 1) [0-1,?]

11. Press **ENTER**.

The system displays several messages followed by the following message:

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

Remove the diskette from the drive.

To reboot the system, execute the command:
shutdown -i6 -y -g0

12. Remove the diskette labeled "Lucent Technologies CALLVISOR PC ISDN Package 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
13. Continue with the next procedure, "Installing the CALLVISOR PC LAN Gateway Package."

Installing the CALLVISOR PC LAN Gateway Package

To install the CALLVISOR PC LAN Gateway package, do the following:

1. Enter **pkgadd -d diskette1**

The system displays the following message:

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

2. Insert the diskette labeled "Lucent Technologies CALLVISOR PC LAN Gateway Package 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

3. Press **(ENTER)**.

The system displays the following message:

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

```
The following packages are available:
```

1. cvesai Lucent Technologies CALLVISOR PC LAN
Gateway Package
(i486)

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

4. Press **(ENTER)**.

The system displays the following message:

```
PROCESSING:
```

```
Set: Lucent Technologies CALLVISOR PC LAN Gateway  
Package (cvesai) from <diskette1>
```

```
Lucent Technologies CALLVISOR PC LAN Gateway Package  
(i486)
```

```
Using </> as the package base directory.
```

```
Lucent Technologies Inc.
```

```
This machine currently has X BRI links administered  
There are X links available for use as LAN Gateway  
links.
```

```
Enter the number of LAN links to be installed (<=X):
```

5. Enter the number of LAN links used by your system.



NOTE:

The INTUITY CONVERSANT system does not require any LAN links. If your system needs a LAN connection for other software, establish the links now.

The system displays the following message:

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

Installation of the Lucent Technologies CALLVISOR PC LAN Gateway Package (cvesai) was successful.

IMPORTANT NOTICE

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

6. Remove the diskette labeled "Lucent Technologies CALLVISOR PC LAN Gateway Package 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
7. Continue with the next procedure, "Installing the CALLVISOR PC ASAI Package."

Installing the CALLVISOR PC ASAI Package

To install the CALLVISOR PC ASAI package, do the following:

1. Enter **pkgadd -d diskette1**

The system displays the following message:

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

2. Insert the diskette labeled "CALLVISOR PC ASAI Package 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
3. Press **(ENTER)**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. cvasai Lucent Technologies CALLVISOR PC ASAI
 Package
 (i486)

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

4. Press **ENTER**.

The system displays the following message:

Configuring cvasai for X ASAI Node(s)

PROCESSING:

Set: Lucent Technologies CALLVISOR PC ASAI Package
(cvasai) from <diskette1>

Lucent Technologies CALLVISOR PC ASAI Package
(i486)

Using </> as the package base directory.

Lucent Technologies Inc.

Enter the number of ASAI Nodes.

(default: 1) [1-4,?]

5. Enter the number of ASAI nodes on your system

The system displays several status messages and then the following message:

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

Remove the diskette from the disk drive.

To reboot the system, execute the command:

shutdown -i6 -y -g0

To power down the system, execute the command:

shutdown -i0 -y -g0

IMPORTANT NOTICE

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

Installation of Lucent Technologies CALLVISOR PC ASAI
Package (cvasai) was successful.

Insert diskette into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

6. Enter **q**

7. Remove the diskette labeled "CALLVISOR PC ASAI Package 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

8. Reboot the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures," for the procedure.

Installing ASAI on a System Using a LAN Circuit Card

The ASAI packages must be installed in the following order:

- Lucent Technologies CALLVISOR PC ISDN
- Lucent Technologies CALLVISOR PC LAN Gateway
- Lucent Technologies CALLVISOR PC ASAI

Installing the CALLVISOR PC ISDN Package

To install the CALLVISOR PC ISDN package, do the following:

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

The system displays the following message:

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

3. Insert the diskette labeled "Lucent Technologies CALLVISOR PC ISDN Package 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

4. Press **ENTER**.

The system displays the following message:

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

The following packages are available:

- ```
1. cvisdn Lucent Technologies CALLVISOR PC ISDN
 Package
 (i486)
```

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

5. Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: Lucent Technologies CALLVISOR PC ISDN Package
(cvisdn) from <diskette1>
```

```
INTUITY CALLVISOR PC ISDN Package
(i486)
```

```
Using </> as the package base directory.
Lucent Technologies Inc.
```

Enter the number of IPCI boards installed on this machine. (default: 1) [1-4,?]

6. Enter **0**

The system displays the following message:

Enter the desired version. (default: 1) [?]

7. Enter the desired version for the PC/ISDN (IPCI) circuit cards installed in your system.



**NOTE:**

Enter version 1 if your system is connected to a G3V3 switch.

Enter version 2 if your system is connected to a G3V4 switch.

The system displays the following message:

Enter for higher version operation. (default: 1)  
[0-1,?]

8. Press **ENTER**.

The system displays the following message:

Enter for lower version operation. (default: 1) [0-1,?]

9. Press **ENTER**.

The system displays several messages followed by the following message:

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

Remove the diskette from the drive.

To reboot the system, execute the command:  
shutdown -i6 -y -g0

10. Remove the diskette labeled "Lucent Technologies CALLVISOR PC ISDN Package 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
11. Continue with the next procedure, "Installing the CALLVISOR PC LAN Gateway Package."

## Installing the CALLVISOR PC LAN Gateway Package

To install the CALLVISOR PC LAN Gateway package, do the following:

1. Enter **pkgadd -d diskette1**

The system displays the following message:

Insert diskette into Floppy Drive 1.

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

2. Insert the diskette labeled "Lucent Technologies CALLVISOR PC LAN Gateway Package 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

3. Press **(ENTER)**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. cvesai        Lucent Technologies CALLVISOR PC LAN  
                 Gateway Package  
                 (i486)

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

4. Press **(ENTER)**.

The system displays the following message:

PROCESSING:

Set: Lucent Technologies CALLVISOR PC LAN Gateway  
Package (cvesai) from <diskette1>

Lucent Technologies CALLVISOR PC LAN Gateway Package  
(i486)

Using </> as the package base directory.

Lucent Technologies Inc.

This machine currently has X BRI links administered  
There are X links available for use as LAN Gateway  
links.

Enter the number of LAN links to be installed (<=X):

5. Enter the number of LAN links used by your system.



**NOTE:**

The INTUITY CONVERSANT system requires one LAN link. If your system needs additional LAN connections for other software, establish the links now.

The system displays the following message:

Enter the destination for LAN link 1 [definity]:

6. Enter your system's switch destination.

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

Installation of the Lucent Technologies CALLVISOR PC LAN Gateway Package (cvesai) was successful.

**\*\*\*IMPORTANT NOTICE\*\*\***

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

7. Remove the diskette labeled "Lucent Technologies CALLVISOR PC LAN Gateway Package 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
8. Continue with the next procedure, "Installing the CALLVISOR PC ASAI Package."

### Installing the CALLVISOR PC ASAI Package

To install the CALLVISOR PC ASAI package, do the following:

1. Enter **pkgadd -d diskette1**

The system displays the following message:

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

2. Insert the diskette labeled "CALLVISOR PC ASAI Package 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

3. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. cvasai      Lucent Technologies CALLVISOR PC ASAI  
                 Package  
                 (i486)

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

4. Press **ENTER**.

The system displays the following message:

Configuring cvasai for X ASAI Node(s)

PROCESSING:

Set: Lucent Technologies CALLVISOR PC ASAI Package  
(cvasai) from <diskette1>

Lucent Technologies CALLVISOR PC ASAI Package  
(i486)

Using </> as the package base directory.

Lucent Technologies Inc.

Enter the number of ASAI Nodes.

(default: 1) [1-4,?]

5. Enter the number of ASAI nodes on your system.

The system displays several status messages and then the following message:

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

Remove the diskette from the disk drive.

To reboot the system, execute the command:

shutdown -i6 -y -g0

To power down the system, execute the command:

shutdown -i0 -y -g0

\*\*\*IMPORTANT NOTICE\*\*\*

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

Installation of Lucent Technologies CALLVISOR PC ASAI  
Package (cvasai) was successful.



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

6. Enter **q**
7. Remove the diskette labeled "CALLVISOR PC ASAI Package 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
8. Reboot the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures," for the procedure.

### **Installing the Adjunct/Switch Application Interface Package**

---

To install this optional feature package, do the following:

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

The system displays the following message:

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

3. Insert the diskette labeled "Adjunct/Switch Application Interface Package 1 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
4. Press **ENTER**.

The system displays the following message:

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

The following packages are available:

1. asai           INTUITY Adjunct/Switch Application  
                  Interface Package (i486)

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

5. Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Adjunct/Switch Application Interface
Package (asai) from <diskette1>
```

```
INTUITY Adjunct/Switch Application Interface Package
(i486)
```

```
Using </> as the package base directory.
Lucent Technologies Inc.
```

The system displays several status messages and then the following message:

READY TO PROCESS:

Package: INTUITY Adjunct/Switch Application  
Interface Package (asai) diskette 2 of 3

Insert diskette 2 of 3 into Floppy Drive 1.

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

6. Remove the diskette labeled "Adjunct/Switch Application Interface Package 1 of 3" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
7. Insert the diskette labeled "Adjunct/Switch Application Interface Package 2 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
8. Press **ENTER**.

The system displays several status messages and then the following message:

READY TO PROCESS:

Package: INTUITY Adjunct/Switch Application  
Interface Package (asai) diskette 3 of 3

Insert diskette 3 of 3 into Floppy Drive 1.

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

9. Remove the diskette labeled "Adjunct/Switch Application Interface Package 2 of 3" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
10. Insert the diskette labeled "Adjunct/Switch Application Interface Package 3 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
11. Press **ENTER**.

The system displays several status messages and then the following message:

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

Installation of Adjunct/Switch Application Interface  
Package (asai) was successful.

Insert diskette into Floppy Drive 1.

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

12. Enter **q**
13. Remove the diskette labeled "Adjunct/Switch Application Interface Package 3 of 3" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
14. Reboot the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures," for the procedure.

For more information on this feature package, see *INTUITY CONVERSANT Version 6.0 Communication Development*, 585-310-763.

## Installing the Analog Switch Interface Package

---

To install this optional feature package, do the following:

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

The system displays the following message:

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

3. Insert the diskette labeled "Analog Switch Interface - (country) 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
4. Press **ENTER**.

The system displays the following message:

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

The following packages are available:

1. usswitch     INTUITY Analog Switch Interface Package  
                 - US  
                 (i486)

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

### NOTE:

The analog switch interface package used in this example is for the United States (US). The name will change depending on the country chosen.

5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY Analog Switch Interface Package - US  
(usswtch) from <diskette1>

INTUITY Analog Switch Interface Package - US  
(i486)

Using </> as the package base directory.  
Lucent Technologies Inc.

The system displays several status messages and then the following message:

Installation of INTUITY Analog Switch Interface Package  
- US (usswtch) was successful.

Insert diskette into Floppy Drive 1.

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

6. Enter **q**
7. Remove the diskette labeled "Analog Switch Interface - (country) 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

## **Installing the Backup/Restore Utility**

To install the Backup/Restore Utility, do the following:

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

The system displays the following message:

Insert diskette into Floppy Drive 1.

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

2. Insert the diskette labeled "Backup/Restore Utility 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
3. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. backrest INTUITY Backup/Restore Utility  
(i486)

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

4. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY Backup/Restore Utility (backrest) from  
<diskette1>

INTUITY Backup/Restore Utility  
(i486)

Using </> as the package base directory.  
Lucent Technologies Inc.

The system displays several status messages and then the following message:

Installation of INTUITY Backup/Restore Utility  
(backrest) was successful.

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

5. Enter **q**

The system displays the UNIX prompt.

6. Make sure that the light on the diskette drive is off and remove the diskette. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

For more information on this feature package, see "Backing Up the INTUITY CONVERSANT System" in Chapter 3, "Common System Procedures."

## Installing the Call Bridge Application Package

---

To install this optional feature package, do the following:

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

The system displays the following message:

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

3. Insert the diskette labeled "Call Bridge Application Package 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

7. Remove the diskette labeled "Call Bridge Application Package 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

## 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.

To install this optional feature package, do the following:

1. Make sure the ASP driver has been installed by entering **pkginfo jpg**

If the ASP driver has been installed there will be a line similar to the following:

```
intuity asp INTUITY ASP Driver Package
```

Continue with Step 2.

If the ASP driver has not been installed, see "Installing the SP Driver," in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards," for the procedure to load the driver.

2. At the UNIX prompt, enter **pkgadd -d diskette1**

The system displays the following message:

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

3. Insert the diskette labeled "Call Classification Analysis Package 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
4. Press **(ENTER)**.

The system displays the following message:

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

The following packages are available:

1. cca INTUITY Call Classification Analysis Package (i486)

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

5. Press **(ENTER)**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Call Classification Analysis Package (cca)
from <diskette1>
```

INTUITY Call Classification Analysis Package  
(i486)

Using </> as the package base directory.  
Lucent Technologies Inc.

The system displays several status messages and then the following message:

Installation of INTUITY Call Classification Analysis  
Package (cca) was successful.

Insert diskette into Floppy Drive 1.

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

6. Enter **q**

The system displays the UNIX prompt.

7. Make sure that the light on the diskette drive is off and remove the diskette. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

For more information on this feature package, see *INTUITY CONVERSANT Version 6.0 Application Development with Script Builder*, 585-310-760, and *INTUITY CONVERSANT Version 6.0 Communication Development*, 585-310-763.

## **Installing the Data Collection Toolkit**

To install this optional feature package, do the following:

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

The system displays the following message:

Insert diskette into Floppy Drive 1.

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

3. Insert the diskette labeled "Data Collection Toolkit 1 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
4. Press **(ENTER)**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. dctoolkit INTUITY Data Collection Toolkit  
(i486)

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



5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY Data Collection Toolkit (dctoolkit) from  
<diskette1>

INTUITY Data Collection Toolkit  
(i486)

Using </> as the package base directory.  
Lucent Technologies Inc.

READY TO PROCESS:

Package: INTUITY Data Collection Toolkit  
(dctoolkit) diskette 2 of 3

Insert diskette 2 of 3 into Floppy Drive 1.

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

6. Remove the diskette labeled "Data Collection Toolkit 1 of 3" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
7. Insert the diskette labeled "Data Collection Toolkit 2 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
8. Press **ENTER**.

The system displays the following message:

READY TO PROCESS:

Package: INTUITY Data Collection Toolkit  
(dctoolkit) diskette 3 of 3

Insert diskette 3 of 3 into Floppy Drive 1.

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

9. Remove the diskette labeled "Data Collection Toolkit 2 of 3" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
10. Insert the diskette labeled "Data Collection Toolkit 3 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

11. Press `(ENTER)`.

The system displays several status messages and then the following message:

```
Installation of INTUITY Data Collection Toolkit
(dctoolkit) was successful.
```

```
Insert diskette into Floppy Drive 1.
```

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

12. Enter `q`
13. Remove the diskette labeled "Data Collection Toolkit 3 of 3" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

## Installing the Dial Pulse Recognition Package

---

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

2. Enter `pkgadd -d diskette1`

The system displays the following message:

```
Insert diskette into Floppy Drive 1.
```

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

3. Insert the diskette labeled "Dial Pulse Recognition 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

4. Press `(ENTER)`.

The system displays the following message:

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

```
The following packages are available:
```

1. dpr INTUITY Dial-Pulse Recognition Package  
 (i486)

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

5. Press `(ENTER)`.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Dial-Pulse Recognition Package (dpr) from
<diskette1>
```

INTUITY Dial-Pulse Recognition Package  
(i486)  
Using </> as the package base directory.  
Lucent Technologies Inc.

The system displays several status messages and then the following message:

Installation of INTUITY Dial-Pulse Recognition Package  
(dpr) was successful.

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

6. Enter **q**
7. Remove the diskette labeled "Dial Pulse Recognition 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

## Installing the Enhanced Basic Speech Package

---

To install this optional feature package, do the following:

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

The system displays the following message:

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

3. Insert the diskette labeled "Enhanced Basic Speech Package - *Language* 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
4. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. ebUS           Enhanced Basic Speech - US English -  
                  Female  
                  (i486)

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

5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: Enhanced Basic Speech - US English - Female  
(ebspchUS) from <diskette1>

INTUITY Enhanced Basic Speech - US English - Female  
(i486)

Using </> as the package base directory.  
Lucent Technologies Inc.

Installation of Enhanced Basic Speech - US English -  
Female (ebspchUS) was successful.

Insert diskette into Floppy Drive 1.

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

6. Enter **q**
7. Remove the diskette labeled "Enhanced Basic Speech Package -  
*Language 1 of 1*" from the diskette drive. See "Inserting and Removing  
Diskettes" in Chapter 3, "Common System Procedures," for the  
procedure.
8. Reboot the system. See "Rebooting the UNIX System" in Chapter 3,  
"Common System Procedures," for the procedure.

## **Installing the External Alarms Package**

To install this optional feature package, do the following:

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

The system displays the following message:

Insert diskette into Floppy Drive 1.

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

3. Insert the diskette labeled "External Alarms Package 1 of 1" into the  
diskette drive. See "Inserting and Removing Diskettes" in Chapter 3,  
"Common System Procedures," for the procedure.
4. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. relaybd INTUITY External Alarms Package  
(i486)

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

5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY External Alarms Package (relaybd) from  
<diskette1>

INTUITY External Alarms Package  
(i486)

Using </> as the package base directory.

Lucent Technologies Inc.

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):

6. Enter **y**

The system displays several status messages and then the following message:

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

Ensure that the Relay Output Card has been physically installed with the address dip switch set to 0x360 (1,2,5-ON 3,4,6-OFF)

Installation of INTUITY External Alarm Package (relaybd) was successful.

Insert diskette into Floppy Drive 1.

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

7. Enter **q**
8. Remove the diskette labeled "External Alarm Package 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
9. Reboot the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures," for the procedure.

## Installing the Script Builder FAX Actions Package

---

To install the Script Builder FAX Actions package, do the following:

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

The system displays the following message:

Insert diskette into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

2. Insert the diskette labeled "Script Builder FAX Actions 1 of 6" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

3. Press **(ENTER)**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. sbfax           INTUITY Script Builder Fax Actions  
                  (i486)

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

4. Press **(ENTER)**.

The system displays the following message:

PROCESSING:

Set: INTUITY Script Builder Fax Actions (sbfax) from  
<diskette1>

INTUITY Script Builder Fax Actions  
(i486)

Using </> as the package base directory.

Select the interrupt level for the FAX Circuit Card(s)  
from the following level:

3  
4  
5  
6  
7  
9  
10  
11  
12  
14  
15

enter choice:

5. Type in the interrupt level.

6. Press **ENTER**.

The system displays the following message:

Confirm. Interrupt level **X**. (y/n)

7. Enter **y**

The system displays the following message:

REMEMBER to set the jumpers on the FAX circuit card(s) to use interrupt **X**. Otherwise, the system will not function properly.

Enter the code of the country in which this system will operate. For a list of codes, consult your user documentation. If you decide at a later date to change this setting, simply use the SetPlace.sb utility (see your user documentation.)

Enter choice:

8. Type the appropriate country code from Table 11-1.

**Table 11-1. Country Codes**

| Country: Code                       | Country: Code          | Country: Code                | Country: Code         |
|-------------------------------------|------------------------|------------------------------|-----------------------|
| USA: 10                             | Canada: 11             | Algeria: 2130                | American Samoa: 6840  |
| Andorra: 330                        | Argentina: 540         | Australia: 610               | Austria: 430          |
| Barring: 9730                       | Belgium: 320           | Belize: 5010                 | Bolivia: 5910         |
| Brazil: 550                         | Cameroon: 2370         | Chile: 560                   | Columbia: 570         |
| Costa Rica: 5060                    | Cyprus: 3570           | Czech Republic/Slovakia: 420 | Denmark: 450          |
| Ecuador: 5930                       | Egypt: 200             | El Salvador: 5030            | Ethiopia: 2510        |
| Fiji: 6790                          | Finland: 3580          | France: 330                  | French Antilles: 5960 |
| French Antillis<br>Guadeloupe: 5900 | French Polynesia: 6890 | Gabon: 2410                  | German Dem Rep: 370   |
| German Fed Rep: 490                 | Greece: 300            | Guam: 6710                   | Guantanamo Bay: 530   |
| Guatemala: 5020                     | Guyana: 5920           | Haiti: 5090                  | Honduras: 5040        |
| Hong Kong: 8520                     | Hungary: 360           | Iceland: 3540                | India: 910            |
| Indonesia: 620                      | Iran: 980              | Iraq: 9640                   | Ireland: 3530         |

*Continued on next page*

**Table 11-1. Country Codes — Continued**

| Country: Code                       | Country: Code                       | Country: Code                           | Country: Code                          |
|-------------------------------------|-------------------------------------|-----------------------------------------|----------------------------------------|
| Israel: 9720                        | Italy (Co): 390                     | Italy (PBX): 391                        | Ivory Coast: 2250                      |
| Japan 10: 810 (10 pulse per second) | Japan 20: 811 (20 pulse per second) | Japan 10 DID: 812 (10 pulse per second) | Japan 2 DID: 813 (10 pulse per second) |
| Jordan: 9620                        | Kenya: 2540                         | Korea: 820                              | Kuwait: 9650                           |
| Liberia: 2310                       | Libya: 2180                         | Liechtenstein: 410                      | Luxembourg: 3520                       |
| Malawi: 2650                        | Malaysia: 600                       | Mexico: 520                             | Monaco: 330                            |
| Morocco: 2120                       | Namibia: 2640                       | Netherlands: 310                        | Netherlands Antilles: 5990             |
| Netherlands Antilles<br>Aruba: 2970 | New Caledonia: 6870                 | New Zealand: 640                        | Nicaragua: 5050                        |
| Nigeria: 2340                       | Norway: 470                         | Norway X: 471                           | Oman: 9680                             |
| Pakistan: 920                       | Panama: 5070                        | Papua New Guinea: 6750                  | Paraguay: 5950                         |
| Peru: 510                           | Philippines: 630                    | Poland: 480                             | Portugal: 3510                         |
| Qatar: 9740                         | Romania: 400                        | Saipan: 6700                            | San Marino: 390                        |
| Saudi Arabia: 9660                  | Senegal: 2210                       | Singapore: 650                          | South Africa: 270                      |
| Spain: 340                          | Sri Lanka: 940                      | Suriname: 5970                          | Sweden: 460                            |
| Switzerland: 410                    | Taiwan: 8860                        | Thailand: 660                           | Tunisia: 2160                          |
| Turkey: 900                         | United Arab Emirates: 9710          | U.K. (CO): 440                          | U.K. (PBX): 441                        |
| Uruguay: 5980                       | Vatican City: 390                   | Venezuela: 580                          | Yemen Arab Republic: 9670              |
| Yugoslavia: 380                     |                                     |                                         |                                        |

9. Press **(ENTER)**.

The system displays the following message:

Confirm. The country is **X**. (y/n)

10. Enter **y**

The system displays the following message:

Enter the number of faxingDips you want running on your system. Your application will work fine regardless of how many you choose. If you decide at a later date to change this setting, simply use the SetFaxDip.sb utility (see your user documentation.)



|                                           |         |
|-------------------------------------------|---------|
| For light expected FAX traffic            | enter 1 |
| For average expected FAX traffic          | enter 2 |
| For moderately heavy expected FAX traffic | enter 3 |
| For heavy expected FAX traffic            | enter 4 |

enter choice:



**CAUTION:**

*Using more than two faxingDips could cause your CPU idle time to be reduced to 0%. This will result in SPIO001 alarm messages and notification of the TSC.*

11. Enter the **1** or **2** as appropriate.

The system displays the following message:

Confirm. Number faxingDips is **X**. (y/n)

12. Enter **y**

The system displays the following message:

READY TO PROCESS:

Package: INTUITY Script Builder Fax Actions  
(sbfax) diskette 2 of 6

Insert diskette 2 of 6 into Floppy Drive 1.

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

13. Remove the diskette labeled "Script Builder Fax Actions 1 of 6" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
14. Insert the diskette labeled "Script Builder Fax Actions 2 of 6" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
15. Press **(ENTER)**.

The system displays the following message:

READY TO PROCESS:

Package: INTUITY Script Builder Fax Actions  
(sbfax) diskette 3 of 6

Insert diskette 3 of 6 into Floppy Drive 1.

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

16. Remove the diskette labeled "Script Builder Fax Actions 2 of 6" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

17. Insert the diskette labeled "Script Builder Fax Actions 3 of 6" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
18. Press **ENTER**.  
The system displays the following message:  

```
READY TO PROCESS:
 Package: INTUITY Script Builder Fax Actions
 (sbfax) diskette 4 of 6

Insert diskette 4 of 6 into Floppy Drive 1.
Type [go] when ready,
 or [q] to quit: (default: go)
```
19. Remove the diskette labeled "Script Builder Fax Actions 3 of 6" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
20. Insert the diskette labeled "Script Builder Fax Actions 4 of 6" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
21. Press **ENTER**.  
The system displays the following message:  

```
READY TO PROCESS:
 Package: INTUITY Script Builder Fax Actions
 (sbfax) diskette 5 of 6

Insert diskette 5 of 6 into Floppy Drive 1.
Type [go] when ready,
 or [q] to quit: (default: go)
```
22. Remove the diskette labeled "Script Builder Fax Actions 4 of 6" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
23. Insert the diskette labeled "Script Builder Fax Actions 5 of 6" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
24. Press **ENTER**.  
The system displays the following message:  

```
READY TO PROCESS:
 Package: INTUITY Script Builder Fax Actions
 (sbfax) diskette 6 of 6

Insert diskette 6 of 6 into Floppy Drive 1.
Type [go] when ready,
 or [q] to quit: (default: go)
```

25. Remove the diskette labeled "Script Builder Fax Actions 5 of 6" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
26. Insert the diskette labeled "Script Builder Fax Actions 6 of 6" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
27. Press **ENTER**.

The system displays the following message:

If you currently have applications that use FAX Actions, re-verify and re-install them for best performance.

Your system will have X running faxingDips

The sbfax has been successfully installed. You must remove the last floppy disk. The system will reboot shortly.

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

Installation of INTUITY Script Builder Fax Actions (sbfax) was successful.

Insert diskette into Floppy Drive 1.

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

28. Enter **q**
29. Make sure that the light on the diskette drive is off and remove the diskette. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
30. Reboot the system. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

See the *INTUITY CONVERSANT Version 6.0 Application Development with Script Builder*, 585-310-760, 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® Speech Recognition Package

---

Installing the FlexWord Speech Recognition Package requires installing the following packages in the order shown:

- ASP Driver package
- FlexWord Recognition - Base
- FlexWord Recognition - U.S. English

### Installing the ASP Driver

---

See “Installing the SP Driver” in Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” for the procedure.

### Installing FlexWord Recognition - Base

---

To install the FlexWord Recognition - Base package, do the following:

1. Stop the voice system. See “Stopping the Voice System” in Chapter 3, “Common System Procedures,” for the procedure.
2. Ensure that the ASP Driver package has been installed.
3. At the UNIX prompt, enter **pkgadd -d diskette1**

The system displays the following message:

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

4. Insert the diskette labeled “FlexWord Recognition - Base 1 of 1” into the diskette drive. See “Inserting and Removing Diskettes” in Chapter 3, “Common System Procedures,” for the procedure.
5. Press **ENTER**.

The system displays the following message:

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

The following packages are available:

1. flexrecog INTUITY FlexWord Recognition - Base  
(i486)

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

#### NOTE:

If you did not stop the voice system, the system displays the following message at this point:

The voice system is currently running and must be stopped in order to install this package.

Is it ok to STOP the voice system ? [y/n]

Enter **y**

6. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY FlexWord Recognition - Base (flexrecog)  
from <diskette1>

INTUITY FlexWord Recognition - Base  
(i486)

Using </> as the package base directory.

The system displays several status messages and then the following message:

Installation of INTUITY FlexWord Recognition - Base  
(flexrecog) was successful.

Insert diskette into Floppy Drive 1.

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

7. Enter **q**

8. Make sure that the light on the diskette drive is off and remove the diskette. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

### **Installing FlexWord Recognition - U.S. English**

To install the FlexWord Recognition - U.S. English package, do the following:

1. Stop the voice system. See "Stopping the Voice System" in Chapter 3, "Common System Procedures," for the procedure.
2. Ensure that the ASP Driver package has been installed.
3. Ensure the FlexWord Recognition - Base package has been installed.
4. At the UNIX prompt, enter **pkgadd -d diskette1**

The system displays the following message:

Insert diskette into Floppy Drive 1.

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

9. Insert the diskette labeled “FlexWord Recognition - US English 2 of 5” into the diskette drive. See “Inserting and Removing Diskettes” in Chapter 3, “Common System Procedures,” for the procedure.

10. Press **ENTER**.

The system displays the following message:

READY TO PROCESS:

Package: INTUITY FlexWord Recognition - US English  
(usflex) diskette 3 of 5

Insert diskette 3 of 5 into Floppy Drive 1.

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

11. Remove the diskette labeled "FlexWord Recognition - US English 2 of 5" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
12. Insert the diskette labeled "FlexWord Recognition - US English 3 of 5" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
13. Press **ENTER**.

The system displays the following message:

READY TO PROCESS:

Package: INTUITY FlexWord Recognition - US English  
(usflex) diskette 4 of 5

Insert diskette 4 of 5 into Floppy Drive 1.

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

14. Remove the diskette labeled "FlexWord Recognition - US English 3 of 5" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
15. Insert the diskette labeled "FlexWord Recognition - US English 4 of 5" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
16. Press **ENTER**.

The system displays the following message:

READY TO PROCESS:

Package: INTUITY FlexWord Recognition - US English  
(usflex) diskette 5 of 5

Insert diskette 5 of 5 into Floppy Drive 1.

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

17. Remove the diskette labeled "FlexWord Recognition - US English 4 of 5" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

18. Insert the diskette labeled "FlexWord Recognition - US English 5 of 5" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

The system displays several status messages and then the following message:

```
Installation of INTUITY FlexWord Recognition - US
English (usflex) was successful.
```

```
Insert diskette into Floppy Drive 1.
```

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

19. Enter **q**
20. Make sure that the light on the diskette drive is off and remove the diskette. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

For more information on this feature package, see *INTUITY CONVERSANT Version 6.0 Speech Development, Processing, and Recognition*, 585-310-762.

## Installing the FlexWord Toolkit Package

---

To install the FlexWord Toolkit package, do the following:

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

The system displays the following message:

```
Insert diskette into Floppy Drive 1.
```

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

2. Insert the diskette labeled "FlexWord Toolkit 1 of 2" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

3. Press **ENTER**.

The system displays the following message:

The following packages are available:

1. FlexTool     INTUITY FlexWord Toolkit  
                  (i486)

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



4. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY FlexWord Toolkit (FlexTool) from  
<diskette1>

INTUITY FlexWord Toolkit  
(i486)

Using </> as the package base directory.

READY TO PROCESS:

Package: INTUITY FlexWord Toolkit(FlexTool)  
diskette 2 of 2

Insert diskette 2 of 2 into Floppy Drive 1.

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

5. Remove the diskette labeled "FlexWord Toolkit 1 of 2" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
6. Insert the diskette labeled "FlexWord Toolkit 2 of 2" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

7. Press **ENTER**.

The system displays the following message:

Installation of the FlexWord Toolkit package was  
successful.

Insert diskette into Floppy Drive 1.

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

8. Enter **q**
9. Make sure that the light on the diskette drive is off and remove the diskette. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

For more information on this feature package, see *INTUITY CONVERSANT Version 6.0 Speech Development, Processing, and Recognition*, 585-310-762.

## **Installing the Form Filler Application**



### **CAUTION:**

*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, back up 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. See Appendix A, "Summary of Commands" in INTUITY CONVERSANT Version 6.0 Administration, 585-310-591, for information on speech backup with the **spsav** command.*

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

2. Enter **pkgadd -d diskette1**

The system displays the following message:

Insert diskette into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

3. Insert the diskette labeled "Form Filler Application 1 of 2" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

4. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. ff                   INTUITY Form Filler Application  
                          (i486)

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

5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY Form Filler Application (ff) from  
<diskette1>

INTUITY Form Filler Application  
(i486)

Using </> as the package base directory.  
Lucent Technologies Inc.

The system displays several status messages and then the following message:

READY TO PROCESS:

Package: INTUITY Form Filler Application (ff)  
diskette 2 of 2

Insert diskette 2 of 2 into Floppy Drive 1.

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

6. Remove the diskette labeled "Form Filler Application 1 of 2" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
7. Insert the diskette labeled "Form Filler Application 2 of 2" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
8. Press **ENTER**.

The system displays several status messages and then the following message:

Changing Form Filler Passwords.

Enter new transcription password:

9. Enter the new transcription password.

The system displays the following message:

Enter new review password:

10. Enter the new review password.

The system displays several status messages and then the following message:

Installation of INTUITY Form Filler Application (ff)  
was successful.

Insert diskette into Floppy Drive 1.

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

11. Enter **q**
12. Remove the diskette labeled "Form Filler Application 2 of 2" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

To begin using the Form Filler feature as well as the FFtemplate, see Chapter 8, "Using Optional Features," of *INTUITY CONVERSANT Version 6.0 Application Development with Script Builder*, 585-310-760.

## Installing the Graphical Speech Editor Package

---

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

2. Enter **pkgadd -d diskette1**

The system displays the following message:

Insert diskette into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

3. Insert the diskette labeled "Graphical Speech Editor Package 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

4. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. gse           INTUITY Graphical Speech Editor  
                  (i486)

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

5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY Graphical Speech Editor (gse) from  
<diskette1>

INTUITY Graphical Speech Editor  
(i486)

Using </> as the package base directory.  
Lucent Technologies Inc.

The system displays several status messages and then the following message:

Installation of INTUITY Graphical Speech Editor (gse)  
was successful.

Insert diskette into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

6. Enter **q**
7. Remove the diskette labeled "Graphical Speech Editor Package 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

## **Installing the Megaport Device Driver Package**

---

Ensure that the hardware has been installed before proceeding.

To install the megaport device driver package, do the following:

1. At the UNIX prompt, enter **pkgadd -d ctape1**

The system displays the following message:

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

2. Insert the diskette labeled "V6.1 Optional Features" into the tape drive. See "Inserting and Removing Cartridge Tapes" in Chapter 3, "Common System Procedures," for the procedure.

3. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the tape.

The following packages are available:

A list of available packages is displayed. This list continues through several screens.

4. Press **ENTER** until the following message is displayed:

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

5. Enter **13**

The system displays the following message:

PROCESSING:

Package: Equinox Megaport/Megaplex STREAMS Device Driver (ISA/EISA) (eqx) from <ctape1>

Equinox Megaport/Megaplex STREAMS Device Driver (ISA/EISA) (i386) 2.24a

Using </> as the package base directory.  
Lucent Technologies Inc.

Installing...

Equinox Megaport STREAMS Device Driver, Version 2.24a  
and...  
Equinox Megaplex Slave Printer STREAMS Device Driver,  
Version 1.23

Press Enter to continue

6. Press **ENTER**.

The system displays the following message:

What do you wish to install:

- (1) MEGAPORT
- (2) MEGAPLEX
- (3) Help

Enter 1 or 2 [1]:

7. Press **ENTER**.

The system displays the following message:

Up to 10 MEGAPORT boards may be installed.

Enter number of boards to install [1]:

8. Press **ENTER**.

The system displays the following message:

MEGAPORT VERSIONS:

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]

9. Press **ENTER**.

The system displays the following message:

BOARD ADDRESSING:

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

- (1) Between 640KB and 1MB
- (2) Above 1MB
- (3) Help

Enter 1 if there is 16MB or more of physical memory  
installed in your system.

Enter 2 if there is 16MB or less of physical memory  
installed in your system.

Default is between 640KB and 1MB [1]

10. Enter the appropriate number.

The system displays the following message:

BUFFER BLOCK:

8KB of unoccupied memory is required for the MEGAPORT board(s). This 8KB memory block must reside on an 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 [d000]

11. Enter the appropriate address. The address is determined by the INTUITY CONVERSANT Hardware Resource Allocator. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration".

The system displays the following message:

MEGAPORT CONTROL BLOCK:

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 [d000]

12. Enter the appropriate control block memory address. The control block memory address is determined by the INTUITY CONVERSANT Hardware Resource Allocator. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration".

The system displays the following message:

Is this an EISA machine (y/n) [No]?

13. Enter y

The system displays the following message:

\*\*\*\*\*

MEGAPORT CONFIGURATION SUMMARY:

Number of boards installed = 1

Common 8KB buffer block = XXXXX

Board 1, 8KB control block = XXXXX

EISA system = Y

\*\*\*\*\*

Is this configuration acceptable? (y or n)

14. Enter **y**

The system displays the following message:

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

Insert tape into Tape Drive 1.

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

15. Enter **q**

16. Remove the tape labeled "V6.1 Optional Features" from the tape drive.  
See "Inserting and Removing Cartridge Tapes" in Chapter 3, "Common  
System Procedures," for the procedure.

17. Reboot the system. See "Rebooting the UNIX System" in Chapter 3,  
"Common System Procedures," for the procedure.

See Chapter 7, "Peripheral Administration" in *INTUITY CONVERSANT System  
Version 6.0 Administration*, 585-310-591, for information on port set up for  
modems and terminals and printers.

## Installing the LAN Adapter Setup Program

---

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

2. Enter **pkgadd -d diskette1**

The system displays the following message:

Insert diskette into Floppy Drive 1.

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

3. Insert the diskette labeled "SMC LAN Adapter Setup Program 1 of 1" into  
the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3,  
"Common System Procedures," for the procedure.

4. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. ezsetup      SMC LAN Adapter Setup program  
                 (i486)

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



5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: SMC LAN Adapter Setup program (ezsetup) from  
<diskette1>

SMC LAN Adapter Setup program  
(i386)

Using </var/spool/pkg> as the package base directory.  
Lucent Technologies Inc.

The system displays several status messages and then the following message:

Installation of SMC LAN Adapter Setup program (ezsetup)  
was successful.

Insert diskette into Floppy Drive 1.

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

6. Enter **q**
7. Remove the diskette labeled "SMC LAN Adapter Setup Program 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

## Installing the LINKix Packages

---

The following packages *must* be installed before installing any of the LINKix packages:

- UnixWare 1.1 operating system
- INTUITY CONVERSANT VIS V6.0 set
- 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 1 of 1" into the cartridge tape drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
3. Enter **pkgadd -d ctape1**

The system displays the following message:

Insert a cartridge into Tape Drive 1.

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

4. Press **ENTER**.

The system displays the following message:

Installation in progress. Do not remove the cartridge.

The following packages are available:

- |   |            |                                                                 |
|---|------------|-----------------------------------------------------------------|
| 1 | coproc     | linkix_coproc, Link Level (3.0.2.1)<br>(386) 3.0.2.1            |
| 2 | coproc05   | linkix_coproc, Link Level, Supplement<br>05<br>(386) 3.0.2.1    |
| 3 | l3270s05   | linkix_3270, Feature Level 1, Supplement<br>05<br>(386) 3.0.2.3 |
| 4 | linkht03   | linkix_hte, Feature Level 2 Supplement<br>03<br>(386) 3.0.2.7   |
| 5 | linkix3270 | linkix_3270, Feature Level 1 (3.0.2.3)<br>(386) 3.0.2.3         |
| 6 | linkxHTE   | linkix_hte, Feature Level 2 (3.0.2.7)<br>(386) 3.0.2.7          |
| 7 | mgmt       | linkix_mgmt, Feature Level 1 (3.0.2.3)<br>(386) 3.0.2.0         |
| 8 | netman     | linkix_netman, Feature Level 1 (3.0.2.0)<br>(386) 3.0.2.0       |
| 9 | sib        | linux_sib, Link Level (3.0.2.1)<br>(386) 3.0.2.1                |

...3 more package to follow;

<RETURN> for more choices, <CTRL-D> to stop display:

5. Press **ENTER**.

The system displays the following message:

- |    |          |                                                          |
|----|----------|----------------------------------------------------------|
| 10 | sib09    | linkix_sib, Link Level, Supplement 09<br>(386) 3.0.2.1   |
| 11 | sna03    | linkix_sna, SNA Level, Supplement 03<br>(386) 3.0.3.0    |
| 12 | sna128lu | linkix_sna_128lu, Link Level, (3.0.3.0)<br>(386) 3.0.3.0 |
| 13 | tkrn     | linkix_tkrn, Link Level, (3.0.2.5)<br>(386) 3.0.2.5      |
| 14 | tkrn02   | linkix_tkrn, Link Level, Supplement 02<br>(386) 3.0.2.5  |

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

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 9 and 10 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 13 from the menu.
- Select packages 3, 4, 5, 6, 7, 8, 11, and 12 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.

### Installing Package 1 (linkix\_coproc)

The system displays the following message:

PROCESSING:

Set: Link Level (3.0.2.1) from <diskette1>

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Do you wish to continue? (y/n)

1. Enter **y**

The system displays several status messages and then the following message:

Checking for streams ... Done

linkix\_coproc, Link Level (3.0.2.1) install will add drivers to the kernel and build a new kernel. Do you wish to continue or terminate the installation? (c/t)

2. Enter **c**

The system displays the following message:

Adding driver configurations to the kernel.  
All previous configurations will be deleted.  
Please wait...

Possible board type selections for the Link Level Driver are:

- 1) CLEO FIFO/SIB
- 2) CLEO PC/SIB
- 3) CLEO PC/XL
- 4) CLEO EMX286I4
- 5) CLEO EMX286MC4 (Microchannel board)

q) Quit

Please enter board type selection:

3. Enter the appropriate circuit card type for your system.

The system displays the following message:

The installation will now set up an IRQ for your board:

The XXX Board supports the following IRQs:

| <u>IRQ</u> | <u>DRIVER</u> |
|------------|---------------|
| 1) 3       | async         |
| 2) 4       | async         |
| 3) 5       | -AVAILABLE-   |
| 4) 9       | ipci          |

q) quit

Please enter an -AVAILABLE- IRQ selection, <CR> for default of IRQ 5.



**NOTE:**

The above message is dependent on your system configuration and may look different than the one shown.

4. Enter the appropriate IRQ.

The IRQ is determined by the INTUITY CONVERSANT Hardware Resource Allocator. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration".

The system displays the following message:

The installation will now set up the IO address for your board:

The XXX Board supports the following IOs:

| <u>IO</u>          | <u>Driver</u> |
|--------------------|---------------|
| 1) 0x200 (default) | -AVAILABLE-   |
| 2) 0x2A0           | -AVAILABLE-   |
| 3) 0x2B0           | -AVAILABLE-   |
| 4) 0x2E0           | -AVAILABLE-   |
| 5) 0x3A0           | -AVAILABLE-   |
| 6) 0x3B0           | -AVAILABLE-   |
| 7) 0x3E0           | -AVAILABLE-   |

q) quit

Please enter IO selection, <CR> for default of IO 0x200.



**NOTE:**

The above message is dependent on your system configuration and may look different than the one shown.

5. Enter the appropriate IO.

The IO is determined by the INTUITY CONVERSANT Hardware Resource Allocator. See "Operating the Hardware Resource Allocator," in Appendix A, "System Configuration".

The system displays the following message:

The installation will now set up the Shared Memory address for your board:

The XXX Board supports the following Shared Memory addresses:

| <u>IO</u>  | <u>Driver</u> | <u>IO</u>   | <u>Driver</u> |
|------------|---------------|-------------|---------------|
| 1) 0xA0000 | kd            | 9) 0xC0000  | kd            |
| 2) 0xA4000 | kd            | 10) 0xC4000 | kd            |

|            |    |             |             |
|------------|----|-------------|-------------|
| 3) 0xA8000 | kd | 11) 0xC8000 | adsc        |
| 4) 0xAC000 | kd | 12) 0xCC000 | -AVAILABLE- |
| 5) 0xB0000 | kd | 13) 0xD0000 | ipci        |
| 6) 0xB4000 | kd | 14) 0xD4000 | -AVAILABLE- |
| 7) 0xB8000 | kd | 15) 0xD8000 | sme0        |
| 8) 0xBC000 | kd | 16) 0xDC000 | -AVAILABLE- |

q) quit

Please enter selection, <CR> for default of 0xD0000:

**⇒ NOTE:**

The above message is dependent on your system configuration and may look different than the one shown.

6. Enter the appropriate shared memory address.

The shared memory address is determined by the INTUITY CONVERSANT Hardware Resource Allocator. See "Operating the Hardware Resource Allocator," in Appendix A, "System Configuration".

The system displays the following message:

The IRQ, IO and Shared Memory Address selections have been to the kernel configuration.

You can use the "LINKix.cfg" utility should you need to change the IRQ Number, the I/O Start Address or the Shared Memory Address settings after the installation.

Press <return> to continue:

7. Press **ENTER**.

The system displays the following message:

The kernel has to be linked at a later time to activate the linkix\_coproc, Link Level (3.0.2.1) installation.

The kernel will be automatically linked with the complete installation of one of the following LINKix SNA Level packages:

linkix\_sna\_321u  
linkix\_sna\_641u  
linkix\_sna\_1281u  
linkix\_sna\_2541u

Enter <CR> to continue

8. Press **ENTER**.

### **Installing Package 2 (linkix\_coproc Supplement)**

The system displays the following message:

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Do you wish to continue? (y/n)

1. Enter **y**

The system displays the following message:

Press Enter to continue.

2. Press **ENTER**.

### **Installing Package 3 (linkix\_3270 Supplement)**

The system displays the following message:

#### **RESTRICTED RIGHTS**

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Do you wish to continue? (y/n)

1. Enter **y**

The system displays the following message:

Press Enter to continue.

2. Press **ENTER**.

### **Installing Package 4 (linkix\_hte Supplement)**

The system displays the following message:

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Do you wish to continue? (y/n)

1. Enter **y**

The system displays the following message:

Press Enter to continue.

2. Press **ENTER**.

### **Installing Package 5 (linkix\_3270)**

The system displays the following message:

#### **RESTRICTED RIGHTS**

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Do you wish to continue? (y/n)

1. Enter **y**



### **Installing Package 6 (linkix\_hte)**

The system displays the following message:

#### **RESTRICTED RIGHTS**

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Do you wish to continue? (y/n)

1. Enter **y**

### **Installing Package 7 (linkix\_mgmt)**

The system displays the following message:

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Do you wish to continue? (y/n)

1. Enter **y**

### **Installing Package 8 (linkix\_netman)**

The system displays the following message:

#### **RESTRICTED RIGHTS**

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Do you wish to continue? (y/n)

1. Enter **y**

### **Installing Package 9 (linkix\_sib)**

The system displays the following message:

#### **RESTRICTED RIGHTS**

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Do you wish to continue? (y/n)

1. Enter **y**

Press Enter to continue:

2. Press **ENTER**.

### **Installing Package 10 (linkix\_sib Supplement)**

The system displays the following message:

#### **RESTRICTED RIGHTS**

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Do you wish to continue? (y/n)

1. Enter **y**

The system displays the following message:

Press Enter to continue.

2. Press **ENTER**.

### **Installing Package 11 (linkix\_sna Supplement)**

The system displays the following message:

linkix\_sna, SNA Level Supplement 01 install will add drivers to the kernel and build a new kernel. Do you wish to continue or terminate the installation? (c/t)

1. Enter **c**

The system displays the following message:

Adding driver configurations to the kernel.  
All previous configurations will be deleted.  
Please wait...

The UNIX Operating System kernel will be rebuilt now. This will take some time. Please wait.

The UNIX Operating System kernel has been rebuilt

### **Installing Package 12 (linkix\_sna)**

---

The system displays several status messages and then the following message:

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Do you wish to continue? (y/n)

2. Enter **y**

The system displays several status messages and then the following message:

linkix\_sna\_1281u, SNA Level (3.0.3.0) install will add drivers to the kernel and build a new kernel. Do you wish to continue or terminate the installation? (c/t)

3. Enter **c**

The system displays several status messages and then the following message:

Adding driver configurations to the kernel.  
All previous configurations will be deleted.  
Please wait...

linkix\_sna\_1281u, SNA Level (3.0.3.0) installation was successful.

### **Installing Package 13 (linkix\_tkrn)**

---

The system displays the following message:

Installing linkix\_tkrn, Link Level, 3.0.2.5 (386) 3.0.2.5

Your current token ring frame size is set to the default of "1497" bytes.

Enter new value between the range of 2048 and 8192 or <CR> to accept the minimum default value of "2048" bytes =>

1. Press `(ENTER)`.

The system responds with the following message:

The token ring frame size has been assured to work with the default settings of LINKix.

You may use the following command at a later time, should you need to increase the frame size:

```
/etc/conf/bin/ldtune -c TOK_TX_BUFF_SIZE [frame size]
```

Enter `<CR>` to continue.

2. Press `(ENTER)`.

The system displays the following message:

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Do you wish to continue? (y/n)

3. Enter `y`

The system displays the following message:

The kernel has to be linked at a later time to activate the linkix\_tkrn, Link Level (3.0.2.5) installation.

The kernel will be automatically linked with the complete installation of one of the following LINKix SNA Level packages:

```
linkix_sna_321u
linkix_sna_641u
linkix_sna_1281u
linkix_sna_2541u
linkix_sna_lcfg
```

Enter `<CR>` to continue

4. Press `(ENTER)`.

## Completing the Installation

---

When all of the chosen packages have been installed the system displays the following message:

```
The operating kernel has been successfully linked. To
activate it, you must reboot your system.
```

```
Installation of linkix_sna, SNA Level, Supplement 01
(sna01) was successful
```

```
Insert a cartridge into Tape Drive 1.
```

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

1. Enter **q**
2. Remove the cartridge tape from the cartridge tape drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
3. Reboot the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures," for the procedure.

### **NOTE:**

If you should want to change IRQ, I/O Address, RAM Address, and/or SDLC frame size after installing the LINKix software, see **LINKix.cfg** in the procedure titled "Changing Hardware Configuration using LINKix.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 Host Packages."

## Installing the Host Packages

---

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

### NOTE:

The INTUITY CONVERSANT VIS V6.0 set and the LINXix packages *must* be installed before any of the 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 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.

## 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. Stop the voice system. See "Stopping the Voice System" in Chapter 3, "Common System Procedures," for the procedure.
3. Insert the diskette labeled "Synchronous Host Interface Package 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

4. Enter **pkgadd -d diskette1**

The system displays the following message:

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

5. Press **(ENTER)**.

The system displays the following message:

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

The following packages are available:

1. synchost INTUITY Synchronous Host Interface  
 Package (i486)

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

6. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY Synchronous Host Interface Package  
(synchost) from <diskette1>

INTUITY Synchronous Host Interface Package  
(i486)

Using </> as the package base directory.  
Lucent Technologies Inc.

The system displays several status messages and then the following message:

Installation of Synchronous Host Interface Package  
(synchost) was successful.

Insert diskette into Floppy Drive 1.

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

7. Enter **q**
8. Make sure that the light on the floppy disk drive is off and remove the diskette. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

### **Installing the 3270 Enhanced File Transfer Package**

---

To install this optional feature package, do the following:

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

The system displays the following message:

Insert diskette into Floppy Drive 1.

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

3. Insert the diskette labeled "3270 Enhanced File Transfer 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.



4. Press `ENTER`.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. fts            INTUITY 3270 Enhanced File Transfer  
                 Package (i486)

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

5. Press `ENTER`.

The system displays the following message:

PROCESSING:

Set: INTUITY 3270 Enhanced File Transfer Package (fts)  
from <diskette1>

INTUITY 3270 Enhanced File Transfer Package  
(i486)

Using </> as the package base directory.  
Lucent Technologies Inc.

The system displays several status messages and then the following message:

Installation of INTUITY 3270 Enhanced File Transfer  
Package (fts) was successful.

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

6. Enter **q**
7. Remove the diskette labeled "3270 Enhanced File Transfer 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

### **Installing the NetView Alarm Interface Package**

To install this optional feature package, do the following:

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

The system displays the following message:

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

3. Insert the diskette labeled "3270 Netview Alarm Interface 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
4. Press **ENTER**.  
The system displays the following message:  
Installation in progress -- do not remove the diskette.  
The following packages are available:  
1. mtcxmtr INTUITY 3270 Netview Alarm Interface  
Package (i486)  
Select package(s) you wish to process (or 'all' to  
process all packages). (default: all) [?,??,q]:
5. Press **ENTER**.  
The system displays the following message:  
PROCESSING:  
Set: INTUITY 3270 Netview Alarm Interface Package  
(mtcxmtr) from <diskette1>  
INTUITY 3270 Netview Alarm Interface Package  
(i486)  
Using </> as the package base directory.  
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The system displays several status messages and then the following  
message:  
Installation of INTUITY 3270 Netview Alarm Interface  
Package (mtcxmtr) was successful.  
Insert diskette into Floppy Drive 1.  
Type [go] when ready,  
or [q] to quit: (default: go)
6. Enter **q**
7. Remove the diskette labeled "3270 Netview Alarm Interface 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

Once all the host software (LINKix and Host package) are installed, for more information about using the features, see *INTUITY CONVERSANT Version 6.0 Communications Development*, 585-310-763.

## Installing the ORACLE Development Packages

---

ORACLE provides many packages that are not required to support the INTUITY CONVERSANT system operation. INTUITY CONVERSANT system 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, see the *ORACLE7 for Intel UNIX SVR4 (iABI) Installation & Configuration Guide*.

The ORACLE add-on packages include the following:

- Pro\*C 1.6.4.2.0
- SQL\*FORMS 3.0.16.12.8
- SQL\*Menu 5.0.11.13.5
- SQL\*ReportWriter 1.1.14.11.1



### CAUTION:

*The ORACLE Development tools cartridge tape contains more ORACLE products than those listed. However, INTUITY CONVERSANT system customers must NOT install products that are not listed. Some of the products are already included in the various INTUITY CONVERSANT system packages, while other products are not authorized to be used by the INTUITY CONVERSANT system customers. A violation of the recommendation may result into the corruption of the INTUITY CONVERSANT system software configuration and may be illegal usage of the ORACLE software.*

## Installation Requirements

---

The basic requirements for installing ORACLE add-on packages are as follows:

- INTUITY CONVERSANT Base ORACLE RDBMS 7.1.3 package is installed.
- INTUITY CONVERSANT V6.0 Extended ORACLE DBMS 7.1.3 package is installed.
- The voice system and ORACLE database are running 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.

## **Installing the ORACLE Add-on Packages**

To install the ORACLE add-on packages, do the following:

1. Log in as oracle.
2. Enter **cd /oracle/orainst**
3. Enter **./orainst**  
The system displays the following message:  
Enter the pathname for your ORACLE\_HOME
4. Enter **/oracle**  
The system displays the following message:  
Enter the Installation Log File name
5. Enter **/oracle/orainst/install.log**  
The system displays the following message:  
Enter the name of the ORACLE owner
6. Enter **oracle**  
The system displays the following message:  
Select the desired Installer action
7. Select Install/Upgrade/Patch Software Only.  
Use **(TAB)** to move through the selections.  
The system displays the following message:  
Select the desired online help support:
8. Select For all products being installed.  
Use **(TAB)** to move through the selections.  
The system displays the following message:  
Select one of the following:  
...
9. Select D: Install Directly from Tape  
The system displays the following message:  
Select the operating system you are running:
10. Select Unixware 1.1  
The system displays the following message:  
Select the native language to be installed:

11. Select American/English.

The system displays the following message:

Would you like to relink Oracle product executables:

12. Select yes.

The system displays the following message:

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.

13. Enter **yes**

The system displays the following message:

The installation log will be written to /oracle/orainst/install.log.

14. Press **ENTER**.

The system displays the following message:

Enter the non-rewinding device name:

15. Enter **/dev/rmt/ntape1**

The system displays the following message:

Enter the rewinding device name:

16. Enter **/dev/rmt/ctape1**

The system displays the following message:

Insert tape number 1.

17. Insert the cartridge tape labeled "ORACLE 7.1.3 Development Tools" into the tape drive. See "Inserting and Removing Cartridge Tapes" in Chapter 3, "Common System Procedures," for the procedure.

18. Press **ENTER**.

The system displays the following message:

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.

19. Press **TAB** to move the cursor. Select Yes.

The system displays the following message:

Working ...

The system is reading the tape at this time. After several minutes, the system displays the following message:

Products available on /oracle/stage

20. 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 of the following ORACLE add-on packages.

- Pro\*C 1.6.4.2.0
- SQL\*FORMS 3.0.16.12.8
- SQL\*Menu 5.0.11.13.5
- SQL\*ReportWriter 1.1.14.11.1



**CAUTION:**

*The ORACLE Development tools cartridge tape contains more ORACLE products than those listed. However, INTUITY CONVERSANT system customers must NOT install products that are not listed. Some of the products are already included in the various INTUITY CONVERSANT system packages, while other products are not authorized to be used by the INTUITY CONVERSANT system customers. A violation of the recommendation may result into the corruption of the INTUITY CONVERSANT system software configuration and may be illegal usage of the ORACLE software.*

21. Press **TAB** to move the cursor. Select (Install...).



**CAUTION:**

*Do not select other items. If you do, you may corrupt the V6.0 environment setup.*

The system displays the following message:

Working...

Please select one of the following as a default terminal type for SQL\*Reportwriter:

srw\_at386 - AT&T or ISC AT386 console

22. Select the appropriate terminal type from which you are going to run SQL\*ReportWriter.



**NOTE:**

Use the default value if you plan to run SQL\*ReportWriter from an AT386 terminal.

The system displays the following message:

Would you like to link the SQL\*ReportWriter demo user exits:

23. Enter **yes**

The system displays the following message:

Would you like to re-link SQL\*Forms 3.0 with PL/SQL?

24. Enter **yes**

The system displays the following message:

Would you like to relink SQL\*Plus with SQL\*Forms 3.0?

25. Enter **yes**

The system displays the following message:

Would you like to relink SQL\*Forms 3.0 with SQL\*Menu 5.0?

26. Enter **yes**

The system displays the following message:

Working...

Completed loading ORACLE software into the staging area (/oracle/stage). Select (OK) to continue.

27. Press **(ENTER)**.

The system displays the following message:

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.

28. Press **(ESC) (1)**.

29. Press **(ENTER)**.

30. Use the arrow keys to move the cursor to quit.

31. Press **ENTER**.
32. Remove the cartridge tape labeled "ORACLE 7.1.3 Development Tools" from the tape drive. See "Inserting and Removing Cartridge Tapes" in Chapter 3, "Common System Procedures," for the procedure.



**NOTE:**

The **displaypkg** command will not show ORACLE add-on packages on the screen. To determine the ORACLE add-on packages on your system, read the **/oracle/pkginst/unix.rgs** file. For each ORACLE product installed, a corresponding entry containing the ORACLE product name is created in this file.

## Installing the ORACLE SQL\*Net TCP/IP Package

---

To install this optional feature package, do the following:

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

The system displays the following message:

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

3. Insert the diskette labeled "SQL\*NET TCP/IP for ORACLE 7.1.3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
4. Press **ENTER**.

The system displays the following message:

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

The following packages are available:

1. ora7sql INTUITY SQL\*NET TCP/IP for ORACLE  
7.1.3 (i486)

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

5. Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY SQL*NET TCP/IP for ORACLE 7.1.3 (ora7sql)
from <diskette1>
```



```
INTUITY SQL*NET TCP/IP for ORACLE 7.1.3
(i486)
Using </> as the package base directory.
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```

The system displays several status messages and then the following message:

```
Installation of SQL*NET TCP/IP for ORACLE 7.1.3
(ora7sql) was successful.
```

```
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. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

For more information on this feature see *INTUITY CONVERSANT Version 6.0 Communication Development*, 585-310-763.

## Installing the Primary Rate Interface Packages

---

The primary rate interface packages include:

- ISDN primary rate interface
- Advanced primary rate interface (restricted availability)

The ISDN primary rate interface package must be installed first.

## Installing the ISDN Primary Rate Interface Package

---

To install this optional feature package, do the following:

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

The system displays the following message:

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

3. Insert the diskette labeled "ISDN Primary Rate Interface Package 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

4. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. pri INTUITY ISDN Primary Rate Interface  
Package (i486)

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

5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY ISDN Primary Rate Interface Package (pri)  
from <diskette1>

INTUITY ISDN Primary Rate Interface Package  
(i486)

Using </> as the package base directory.  
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The system displays several status messages and then the following  
message:

WARNING: Before this package can function, the T1/E1  
Driver package must be installed and then  
reboot the system to complete installation of  
the T1/E1 Driver package

The system displays several status messages and then the following  
message:

The UNIX Operating System kernel will be rebuilt  
now. This will take some time. Please wait.

The UNIX Operating System kernel has been rebuilt.

RM PROFILE\_SIZE has been changed.

Reboot before attempting to use this PRI package.

The system displays several status messages and then the following  
message:

This concludes the steps required to install the 'ISDN  
Primary Rate Interface' feature. However, additional  
steps are required to activate the feature. Consult the  
INTUITY VIS Operations guide for the steps required.  
Administration must also be done at the connecting end  
(PBX, ACD, or other switch) to properly configure the  
T1 or E1 channels.

Installation of INTUITY ISDN Primary Rate Interface Package (pri) was successful.

Insert diskette into Floppy Drive 1.

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

6. Enter **q**
7. Remove the diskette labeled "ISDN Primary Rate Interface Package 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
8. Reboot the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures," for the procedure.

For more information on this feature, see:

- Chapter 3, "Digital Telephony Interfaces," of *INTUITY CONVERSANT Version 6.0 Communications Development*, 585-310-763
- Chapter 5, "Switch Interface Administration," of *INTUITY CONVERSANT Version 6.0 Administration*, 585-310-591

### Installing the Advanced Primary Rate Interface Package

---

To install this optional feature package, do the following:

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

The system displays the following message:

Insert diskette into Floppy Drive 1.

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

3. Insert the diskette labeled "Advanced PRI Package 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

4. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. npri           INTUITY Advanced PRI Package  
                  (i486)

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

5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY Advanced PRI Package (npri) from  
<diskette1>

INTUITY Advanced PRI Package  
(i486)

Using </> as the package base directory.  
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The system displays several status messages and then the following message:

This concludes the steps required to install the  
'Advanced PRI' feature.

Installation of INTUITY Advanced PRI Package (npri) was  
successful.

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

6. Enter **q**
7. Remove the diskette labeled "Advanced PRI Package 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

## **Installing the Script Builder Package**

To install this optional feature package, do the following:

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

The system displays the following message:

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

3. Insert the diskette labeled "Script Builder 1 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

4. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. sb                   INTUITY Script Builder  
                          (i486)

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

5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY Script Builder (sb) from <diskette1>

INTUITY Script Builder  
(i486)

Using </> as the package base directory.

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The system displays several status messages and then the following message:

READY TO PROCESS:

Package: INTUITY Script Builder (sb)  
diskette 2 of 3

Insert diskette 2 of 3 into Floppy Drive 1.

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

6. Remove the diskette labeled "Script Builder 1 of 3" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

7. Insert the diskette labeled "Script Builder 2 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

8. Press **ENTER**.

The system displays several status messages and then the following message:

READY TO PROCESS:

Package: INTUITY Script Builder (sb)  
diskette 3 of 3

Insert diskette 3 of 3 into Floppy Drive 1.

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

9. Remove the diskette labeled "Script Builder 2 of 3" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
10. Insert the diskette labeled "Script Builder 3 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
11. Press `(ENTER)`.  
The system displays several status messages and then the following message:  

```
Installation of Script Builder (sb) was successful.
Insert diskette into Floppy Drive 1.
Type [go] when ready,
 or [q] to quit: (default: go)
```
12. Enter `q`
13. Remove the diskette labeled "Script Builder 3 of 3" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

For more information on this feature, see *INTUITY CONVERSANT Version 6.0 Application Development with Script Builder*, 585-310-760.

## **Installing T1 Packages**

---

The T1 packages include:

- Line side T1 interface packages
- T1 E&M package

### **Installing the Line Side T1 Interface Packages**

---

The line side T1 interface packages are separated by the type of switch to which they will interface. The following packages are available:

- Line Side T1 Interface Package - Definity
- Line Side T1 Interface Package - Galaxy

#### **Installing the Line Side T1 Interface Package - Definity**

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.
2. Ensure that the T1 driver package has been installed.

3. Enter **pkgadd -d diskette1**

The system displays the following message:

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

4. Insert the diskette labeled "Line Side T1 Package - Definity 1 of 2" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

5. Press **ENTER**.

The system displays the following message:

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

```
The following packages are available:
```

- ```
  1. lst1d      INTUITY Line Side T1 Package - Definity  
                (i486)
```

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

6. Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Line Side T1 Package - Definity (lst1d)  
from <diskette1>
```

```
INTUITY Line Side T1 Package - Definity  
(i486)
```

```
Using </> as the package base directory.  
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```

The system displays several status messages and then the following message:

```
READY TO PROCESS:
```

```
  Package: INTUITY Line Side T1 Package - Definity  
            (lst1d) diskette 2 of 2
```

```
Insert diskette 2 of 2 into Floppy Drive 1.  
Type [go] when ready,  
  or [q] to quit: (default: go)
```

7. Remove the diskette labeled "Line Side T1 Package - Definity 1 of 2" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

8. Insert the diskette labeled "Line Side T1 Package - Definity 2 of 2" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

9. Press **ENTER**.

The system displays several status messages and then the following message:

This concludes the steps required to install the 'Line Side T1 - Definity' feature. However, additional steps are required to activate the feature. Consult the INTUITY VIS Operations guide for the steps required. Administration must also be done at the connecting end (PBX, ACD, or other switch) to properly configure the T1 channels.

Installation of INTUITY Line Side T1 Package - Definity (lst1d) was successful.

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

10. Enter **q**
11. Remove the diskette labeled "Line Side T1 Package - Definity 2 of 2" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

Installing the Line Side T1 Interface Package - Galaxy

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.
2. Ensure that the T1 driver package has been installed.
3. Enter **pkgadd -d diskette1**

The system displays the following message:

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

4. Insert the diskette labeled "Line Side T1 Package - Galaxy 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
5. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. lst1g INTUITY Line Side T1 Package - Galaxy
 (i486)

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

6. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY Line Side T1 Package - Galaxy (lst1g) from <diskette1>

INTUITY Line Side T1 Package - Galaxy
(i486)

Using </> as the package base directory.

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The system displays several status messages and then the following message:

This concludes the steps required to install the 'Line Side T1 - Galaxy' feature. However, additional steps are required to activate the feature. Consult the INTUITY VIS Operations guide for the steps required. Administration must also be done at the connecting end (PBX, ACD, or other switch) to properly configure the T1 channels.

Installation of INTUITY Line Side T1 Package - Galaxy (lst1g) was successful.

Insert diskette into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

7. Enter **q**
8. Remove the diskette labeled "Line Side T1 Package - Galaxy 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

Installing the T1 E&M Package

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.
2. Ensure that the T1 driver package has been installed.
3. Enter **pkgadd -d diskette1**

The system displays the following message:

Insert diskette into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

4. Insert the diskette labeled "T1 E&M Package 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

5. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. t1em INTUITY T1 E&M Interface Package
 (i486)

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

6. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY T1 E&M Interface Package (t1em) from
<diskette1>

INTUITY T1 E&M Interface Package
(i486)

Using </> as the package base directory.
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The system displays several status messages and then the following message:

This concludes the steps required to install the 'T1 E&M Interface Package' feature. However, additional steps are required to activate the feature. Consult the INTUITY VIS Operations guide for the steps required. Administration must also be done at the connecting end (PBX, ACD, or other switch) to properly configure the T1 channels.

Installation of INTUITY T1 E&M Interface Package (t1em) was successful.

Insert diskette into Floppy Drive 1.

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

7. Enter **q**

8. Remove the diskette labeled "T1 E&M Package 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

Installing the Text To Speech Package

⇒ NOTE:

If you are installing the TTS 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.

To install the TTS package, do the following:

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

The system displays the following message:

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

3. Insert the diskette labeled "Text to Speech Package 1 of 8" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

4. Press **ENTER**.

The system displays the following message:

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

```
The following packages are available:
```

- ```
 1. tts INTUITY Text To Speech Package
 (i486)
```

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

5. Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Text To Speech Package (tts) from
<diskette1>
```

```
INTUITY Text To Speech Package
(i486)
```

```
Using </> as the package base directory.
Lucent Technologies Inc.
```

The system displays several status messages and then the following message:

```
READY TO PROCESS:
```

```
Package: INTUITY Text To Speech Package (tts)
diskette 2 of 8
```

Insert diskette 2 of 8 into Floppy Drive 1.

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

6. Remove the diskette labeled "Text to Speech Package 1 of 8" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
7. Insert the diskette labeled "Text to Speech Package 2 of 8" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
8. Press **ENTER**.

The system displays several status messages and then the following message:

READY TO PROCESS:

Package: INTUITY Text To Speech Package (tts)  
diskette 3 of 8

Insert diskette 3 of 8 into Floppy Drive 1.

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

9. Remove the diskette labeled "Text to Speech Package 2 of 8" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
10. Insert the diskette labeled "Text to Speech Package 3 of 8" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
11. Press **ENTER**.

The system displays several status messages and then the following message:

READY TO PROCESS:

Package: INTUITY Text To Speech Package (tts)  
diskette 4 of 8

Insert diskette 4 of 8 into Floppy Drive 1.

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

12. Remove the diskette labeled "Text to Speech Package 3 of 8" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
13. Insert the diskette labeled "Text to Speech Package 4 of 8" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

14. Press **ENTER**.

The system displays several status messages and then the following message:

READY TO PROCESS:

Package: INTUITY Text To Speech Package (tts)  
diskette 5 of 8

Insert diskette 5 of 8 into Floppy Drive 1.

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

15. Remove the diskette labeled "Text to Speech Package 4 of 8" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

16. Insert the diskette labeled "Text to Speech Package 5 of 8" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

17. Press **ENTER**.

The system displays several status messages and then the following message:

READY TO PROCESS:

Package: INTUITY Text To Speech Package (tts)  
diskette 6 of 8

Insert diskette 6 of 8 into Floppy Drive 1.

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

18. Remove the diskette labeled "Text to Speech Package 5 of 8" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

19. Insert the diskette labeled "Text to Speech Package 6 of 8" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

20. Press **ENTER**.

The system displays several status messages and then the following message:

READY TO PROCESS:

Package: INTUITY Text To Speech Package (tts)  
diskette 7 of 8

Insert diskette 7 of 8 into Floppy Drive 1.

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

21. Remove the diskette labeled "Text to Speech Package 6 of 8" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

22. Insert the diskette labeled "Text to Speech Package 7 of 8" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

23. Press **ENTER**.

The system displays several status messages and then the following message:

READY TO PROCESS:

Package: INTUITY Text To Speech Package (tts)  
diskette 8 of 8

Insert diskette 8 of 8 into Floppy Drive 1.

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

24. Remove the diskette labeled "Text to Speech Package 7 of 8" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

25. Insert the diskette labeled "Text to Speech Package 8 of 8" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

26. Press **ENTER**.

The system displays several status messages and then the following message:

Installation of Text To Speech Package (tts) was  
successful.

Insert diskette into Floppy Drive 1.

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

27. Enter **q**

28. Remove the diskette labeled "Text to Speech Package 8 of 8" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

For more information on this feature package, see *INTUITY CONVERSANT Version 6.0 Speech Development, Processing, and Recognition*, 585-310-762.

## Installing the Unix Management Screens Package

---

To install the Backup/Restore Utility, do the following:

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

The system displays the following message:

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

2. Insert the diskette labeled "Unix Management Screens Package 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

3. Press **(ENTER)**.

The system displays the following message:

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

The following packages are available:

1. unixmgmt INTUITY Unix Management Screens Package (i486)

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

4. Press **(ENTER)**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Unix Management Screens Package (unixmgmt)
from <diskette1>
```

```
INTUITY Unix Management Screens Package
(i486)
```

```
Using </> as the package base directory.
Lucent Technologies Inc.
```

The system displays several status messages and then the following message:

```
Installation of INTUITY Unix Management Screens Package
(unixmgmt) was successful.
```

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

5. Enter **q**  
The system displays the UNIX prompt.
6. Make sure that the light on the diskette drive is off and remove the diskette. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

## Installing the WholeWord Recognition Packages

---

The WholeWord recognition packages include:

- WholeWord Recognition - Base
- WholeWord Recognition - Language

### Installing the WholeWord Recognition - Base Package

---

#### NOTE:

If you are installing the WholeWord Recognition - Base 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.

To install the WholeWord Recognition - Base feature package, do the following:

1. If you are not already logged in as root, do so now.
2. Enter **pkgadd -d diskette1**  
The system displays the following message:  
Insert diskette into Floppy Drive 1.  
Type [go] when ready,  
or [q] to quit: (default: go)
3. Insert the diskette labeled "WholeWord Recognition - Base 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
4. Press **ENTER**.  
The system displays the following message:  
Installation in progress -- do not remove the diskette.  
The following packages are available:  
1. asr INTUITY WholeWord Recognition - Base  
(i486)  
Select package(s) you wish to process (or 'all' to process all packages). (default: all) [?,??,q]:



5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY WholeWord Recognition - Base (asr) from  
<diskette1>

INTUITY WholeWord Recognition - Base  
(i486)

Using </> as the package base directory.  
Lucent Technologies Inc.

The system displays several status messages and then the following message:

Installation of INTUITY WholeWord Recognition - Base  
(asr) was successful.

Insert diskette into Floppy Drive 1.

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

6. Enter **q**
7. Remove the diskette labeled "WholeWord Recognition - Base 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

### **Installing the WholeWord Recognition - Language Package**

---

To install this optional feature package, do the following:

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

The system displays the following message:

Insert diskette into Floppy Drive 1.

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

3. Insert the diskette labeled "WholeWord Recognition - Language 1 of 1" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
4. Press **ENTER**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. usrecog INTUITY WholeWord Recognition - US  
English (i486)

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

5. Press **ENTER**.

The system displays the following message:

PROCESSING:

Set: INTUITY WholeWord Recognition - US English  
(usrecog) from <diskette1>

INTUITY WholeWord Recognition - US English  
(i486)

Using </> as the package base directory.  
Lucent Technologies Inc.

The system displays several status messages and then the following message:

Installation of INTUITY WholeWord Recognition - US  
English (usrecog) was successful.

Insert diskette into Floppy Drive 1.

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

6. Enter **q**
7. Remove the diskette labeled "WholeWord Recognition - Language 1 of 1" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

For more information on this feature package, see *INTUITY CONVERSANT Version 6.0 Speech Development, Processing, and Recognition*, 585-310-762.

## 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. Enter **pkgadd -d diskette1**

The system displays the following message:

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

2. Insert the diskette labeled "Feature Test Script Package 1 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

3. Press **(ENTER)**.

The system displays the following message:

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

```
The following packages are available:
```

- ```
1. ftst          INTUITY Feature Test Script Package  
                  (i486)
```

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

4. Press **(ENTER)**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Feature Test Script Package (ftst) from  
<diskette1>
```

```
INTUITY Feature Test Script Package  
(i486)
```

```
Using </> as the package base directory.  
Lucent Technologies Inc.
```

```
The system displays several status messages and then the following  
message:
```

5. Enter **y**

The system displays the following message:

```
Do you want to include the Simple CCA test? (y/n)
```

6. Enter **y**

The system displays the following message:

```
Do you want to include the Full CCA test? (y/n)
```

7. Enter **y**

The system displays the following message:

Do you want to include the Playback and Coding test?
(y/n)

8. Enter **y**

The system displays the following message:

Do you want to include the Chantst test? (y/n)

9. Enter **y**

The system displays the following message:

Do you want to include the Transfer Test test? (y/n)

10. Enter **y**

The system displays the following message:

Do you want to include the Dial Pulse Recognition test?
(y/n)

11. Enter **y**

The system displays the following message:

READY TO PROCESS:

Package: INTUITY Feature Test Script Package (ftst)
diskette 2 of 3

Insert diskette 2 of 3 into Floppy Drive 1.

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

Do you want to include the Speech Recognition test?
(y/n)

12. Remove the diskette labeled "Feature Test Script Package 1 of 3" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

13. Insert the diskette labeled "Feature Test Script Package 2 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

14. Press **ENTER**.

The system displays several status messages and then the following message:

READY TO PROCESS:

Package: INTUITY Feature Test Script Package (ftst)
diskette 3 of 3

Insert diskette 3 of 3 into Floppy Drive 1.

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

15. Remove the diskette labeled "Feature Test Script Package 2 of 3" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
16. Insert the diskette labeled "Feature Test Script Package 3 of 3" into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.
17. Press **ENTER**.

The system displays several status messages and then the following message:

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

Installation of Adjunct/Switch Application Interface Package (asai) was successful.

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

18. Enter **q**
19. Remove the diskette labeled "Feature Test Script Package 3 of 3" from the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.



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.

Removing Software Packages

Software packages can be removed using:

- The command line
- The INTUITY CONVERSANT screens

Using the Command Line

Use the **pkgrm** command to remove a software package from your system. See Appendix A, "Summary of Commands" in *INTUITY CONVERSANT Version 6.0 Administration*, 585-310-591, book for more information on these commands.

There are some *important* issues you need to be aware of when removing software from your system:

- Remove all services, functions, or card assignments before removing any software packages.
- When removing the Application software (installed in Chapter 10), 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**. See Appendix A, "Summary of Commands" in *INTUITY CONVERSANT Version 6.0 Administration*, 585-310-591.

To remove software packages, do the following:

1. Enter **pkginfo** at the system prompt #.
The system displays all the packages installed on your system.
2. Once you have determined the packages to be removed, enter **pkgrm**
3. 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 want to remove.

WARNING:

*After you have removed packages from a UnixWare system, you **MUST** reboot the system before reinstalling packages. You can remove more than one package before rebooting, but you must reboot before reinstalling any packages.*

Using the INTUITY CONVERSANT Screens

⇒ NOTE:

Your system must have the Unix Management Screens Package installed in order to use this procedure.

To remove software using the INTUITY CONVERSANT screens, do the following:

1. Starting at the Voice System Administration menu (Figure 11-1), select

> UNIX Management

>Software Remove

The system displays the Software Remove screen (Figure 11-3), which lists the software installed on the system.

```
The following packages are available:
1  CUISset      INTUITY CONVERSANT VIS V6.0 Set
                  (i486) i.2.0
2  PerfBack     Perfect Backup and Restore
                  (SVR4.2-intel) 5.0.0
3  TSM          INTUITY Transaction State Machine Package
                  (i486) i.2.0
4  acp          Enhanced Application Compatibility
                  (386) 1
5  as           UnixWare for Intuity
                  (386) 1
6  asai         INTUITY Adjunct/Switch Application Interface Package
                  (i486) i.2.0
7  asp          INTUITY ASP Driver Package
                  (i486) i.2.0
8  atm          Adobe Type Manager(TM)
                  (386) 1
9  atm13       ATM Basic Fonts
                  (386) 1
10 backrest     INTUITY Backup/Restore Utilities
                  (i486) 1.0

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

Figure 11-3. Software Remove Screen

2. Locate the package you wish to remove.
3. Note the number of the package given in the first column.

4. Press **CONTROL** **D**.

The system displays the following message:

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

5. Enter the number of the package.

The system displays the name and version number for the package selected.

6. Enter **y**

The system removes the package.

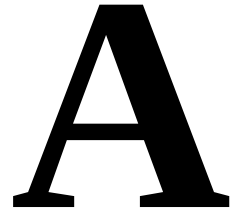


NOTE:

If the system displays any messages warning of dependencies, enter **y** again to continue with the software removal.

7. Press **ENTER**.

System Configuration



Overview

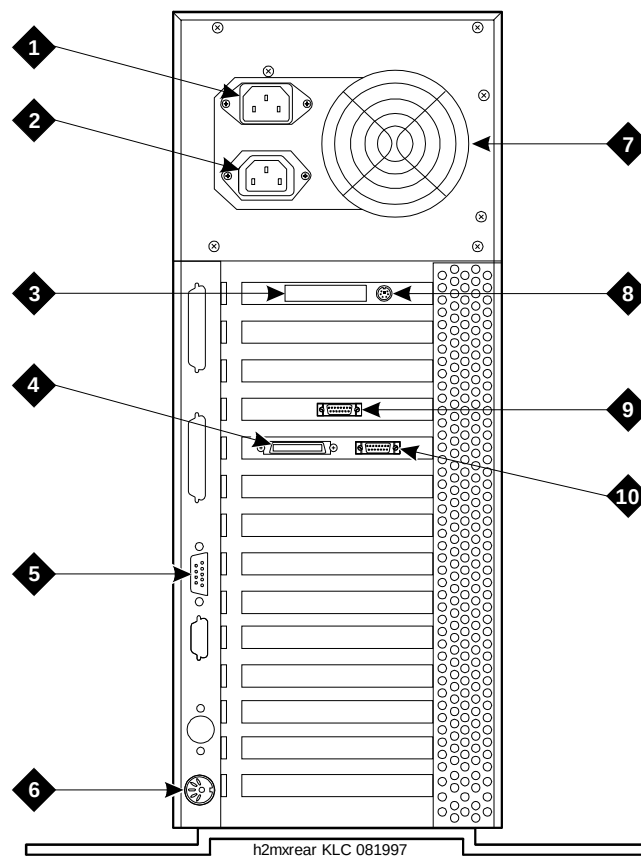
This appendix describes the placement of components in the MAP/40P and the operation of the Hardware Resource Allocator.

Purpose

The purpose of this appendix is to enable the user to reconfigure the INTUITY™ CONVERSANT® system in the event that hardware needs to be added or removed.

Component Assignments

Circuit cards are placed in the MAP/40P in locations called *slots*. Slots are numbered ISA1 through ISA 10 and PCI 1 through PCI 3 from the bottom of the MAP/40P to the top of the card cage. Slots are accessible from the back of the MAP/40P (Figure A-1).



1. AC power inlet receptacle
2. AC power supply outlet
3. External SCSI I/O connector
4. Parallel port
5. COM2
6. Keyboard connector
7. Power supply fan exhaust
8. Mouse connector
9. Video connector
10. COM1

Figure A-1. Back View of the MAP/40P

Table A-1 lists the SCSI IDs for the components installed for the INTUITY CONVERSANT system.

Table A-1. MAP/40P Resource Locations

Device	SCSI ID
Primary hard disk drive	0
Secondary hard disk drive (if present)	1
Tape drive	3
Diskette drive	N/A

Operating the Hardware Resource Allocator

Operation of the Hardware Resource Allocator includes the following tasks:

- Adding Hardware to an Existing Configuration
- Removing Hardware from an Existing Configuration
- Specifying a New Configuration
- Saving a Configuration
- Viewing a Configuration
- Presetting Hardware Resources

Adding Hardware to an Existing Configuration

When you modify an existing configuration, you may have to change the current resource assignments:

- Differences in slot assignments or serial/parallel port assignments *will not* require switch settings and/or driver software changes. However, you may need to rearrange the cards and/or cables to fit the new configuration output.
- Differences in INTR, DMAC, IOADDR, or RAMADDR assignments *will* in most cases require you to change switch settings and reinstall driver software for the affected cards.

To add hardware to an existing configuration, do the following:

1. Enter **get_config**

The system displays the following message:

This program retrieves the /vs/data/confData file for a given VIS machine from floppy disk. This file represents the configuration of the machine and is required in order for the /vs/bin/util/configure program to upgrade the machine with new or additional hardware.

Please insert the "CONFIGURATION DATA" floppy for this machine.

Press <Enter> when ready to proceed...

2. Insert the diskette labeled *Configuration Data* into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures".

3. Press **ENTER**.

The system displays the following message:

Working.../vs/data/confData retrieved

UNIX_SV#

4. Make a hard copy of the current configuration by printing the output of the **show_config** command. See "Viewing a Configuration" below for an explanation of the **show_config** command.

5. Enter **configure**

The system displays the following message:

A configuration file, confData, exists.
Do you wish to make changes to the previous configuration [y|n]?

6. Enter **y**

The system displays the following message:

Reading old configuration. Please wait...

Successfully read MAP/40P Platform with ISA backplane and 486CPU2 CPU.

Adding device ADAPSCSI

Adding device VIDEO

Adding device SCSIHD

Adding device SCSITAPE

Press any key to continue...



NOTE:

The above message is dependent on your system configuration and may look different than the one shown.

7. Press **ENTER**.
The system displays the Device Menu screen (Figure A-6).
8. Select the hardware item you want to add to the configuration file. Use the **▲** up arrow and **▼** down arrow keys to move through the screen.
9. Press **ENTER**.
10. If the system displays the following message:
Enter quantity to add (X max in multiples of 1):
Enter the quantity of this hardware item you want to install in your system.
If the system does not display this message, continue with Step 11.
11. If the system displays the following message:
Do you wish to preset hardware options for device
XXXX [y|n]?
Enter **n**
If the system does not display this message, continue with Step 12.
12. When the system displays the following message:
1 XXXX device(s) added.
Press Enter to continue...
Press **ENTER**.
The system displays the Device Menu screen (Figure A-6).
13. When you are done adding hardware to the configuration press **d**
The system displays the following message:
Configuration complete and successful.
Configuration data written to file: /vs/data/confData.
14. View the new configuration file to make sure you have added the correct hardware. See "Viewing a Configuration" below for the procedure.
15. Make the necessary adjustments on the installed hardware based on the new configuration.
16. Save the new configuration. See "Enter the quantity of the hardware item you want to remove from your system." below for the procedure.

Removing Hardware from an Existing Configuration

When you modify an existing configuration, you may have to change the current resource assignments:

- Differences in slot assignments or serial/parallel port assignments *will not* require switch settings and/or driver software changes. However, you may need to rearrange the cards and/or cables to fit the new configuration output.
- Differences in INTR, DMAC, IOADDR, or RAMADDR assignments *will* in most cases require you to change switch settings and reinstall driver software for the affected cards.

To remove hardware from an existing configuration, do the following:

1. Enter **get_config**

The system displays the following message:

This program retrieves the /vs/data/confData file for a given VIS machine from floppy disk. This file represents the configuration of the machine and is required in order for the /vs/bin/util/configure program to upgrade the machine with new or additional hardware.

Please insert the "CONFIGURATION DATA" floppy for this machine.

Press <Enter> when ready to proceed...

2. Insert the diskette labelled *Configuration Data* into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures".
3. Press **(ENTER)**.

The system displays the following message:

Working.../vs/data/confData retrieved

UNIX_SV#

4. Make a hard copy of the current configuration by printing the output of the **show_config** command. See "Viewing a Configuration" below for an explanation of the **show_config** command.
5. Enter **configure**

The system displays the following message:

A configuration file, confData, exists.

Do you wish to make changes to the previous configuration [y|n]?

6. Enter **y**

The system displays the following message:

Reading old configuration. Please wait...

Successfully read MAP/40P Platform with ISA backplane
and 486CPU2 CPU.

Adding device ADAPSCSI

Adding device VIDEO

Adding device SCSIHD

Adding device SCSITAPE

Press any key to continue...



NOTE:

The above message is dependent on your system configuration and may look different than the one shown.

7. Press **ENTER**.

The system displays the Device Menu screen (Figure A-6).

8. Press **r**

The system displays the Currently Selected Devices screen (Figure A-2).

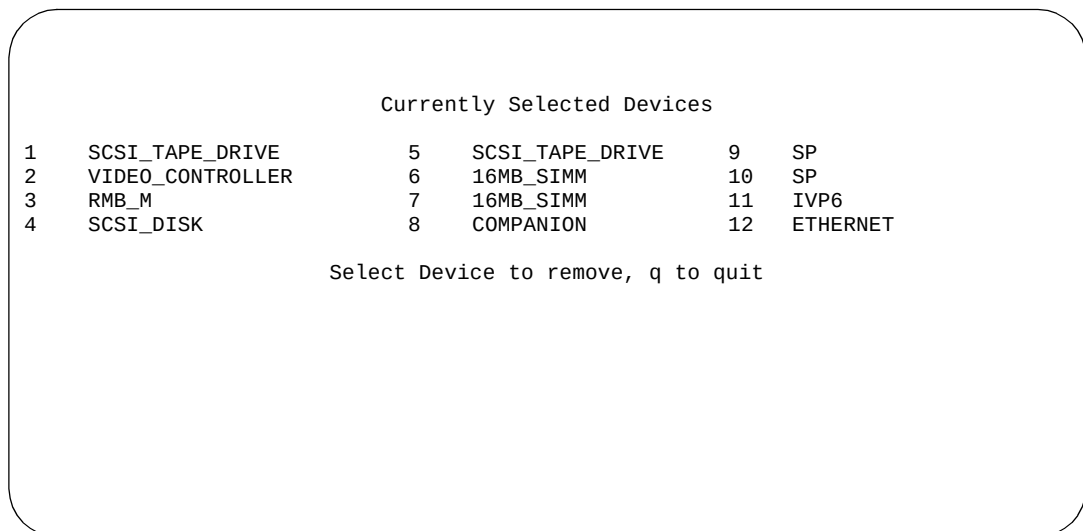


Figure A-2. Currently Selected Devices Screen



NOTE:

The above screen is dependent on your system configuration and may look different than the one shown.

9. Place the cursor on the hardware item you want to remove from the configuration file. Use the **▲** up arrow and **▼** down arrow keys to move through the screen.
10. Press **ENTER**.
The system displays the following message:
You have currently selected 1 XX device(s)
How many do you wish to remove?
11. Enter the quantity of the hardware item you want to remove from your system.
The system displays the Currently Selected Devices screen (Figure A-2).
12. If you want to remove additional hardware from your system, repeat Steps 9 through 11.
If you are done removing hardware from your system press **q**
The system displays the Device Menu screen (Figure A-6).
13. Press **d**
The system displays the following message:
Configuration complete and successful.
Configuration data written to file: /vs/data/confData.
14. View the new configuration file to make sure you have removed the correct hardware. See "Viewing a Configuration" below for the procedure.
15. Make the necessary adjustments on the installed hardware based on the new configuration.
16. Save the new configuration. See "Enter the quantity of the hardware item you want to remove from your system." below for the procedure.

Specifying a New Configuration

To specify a new configuration, do the following:

1. Enter **configure new**
The system displays the Platform Menu screen (Figure A-3).

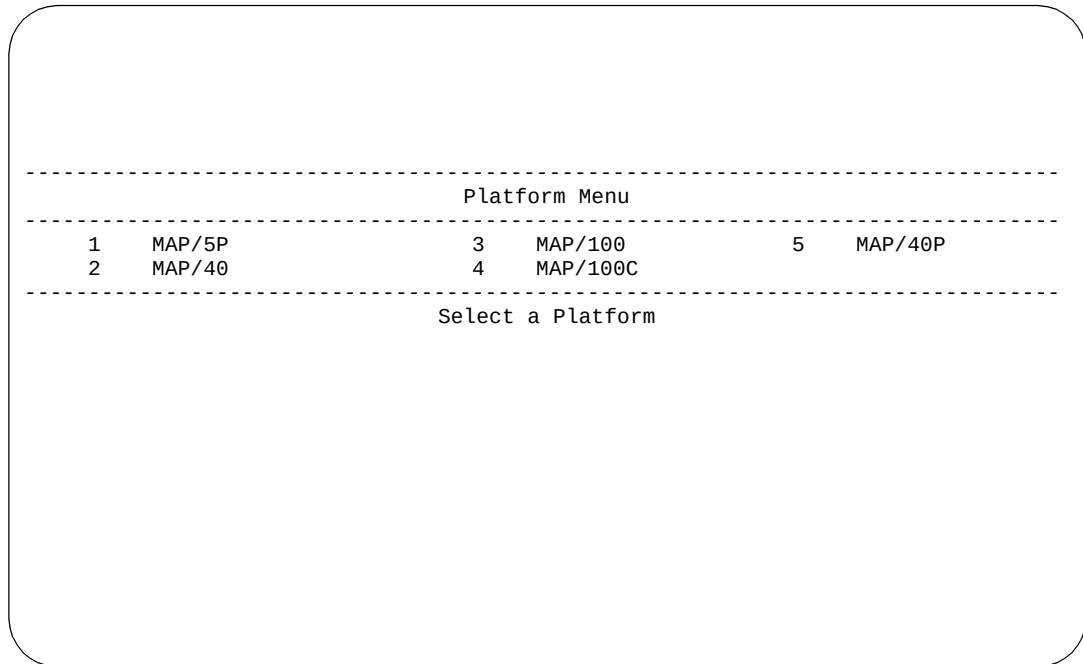


Figure A-3. Platform Menu Screen

2. Place the cursor on MAP/40P.
3. Press **ENTER**.

The system displays the Backplane Menu screen (Figure A-4).

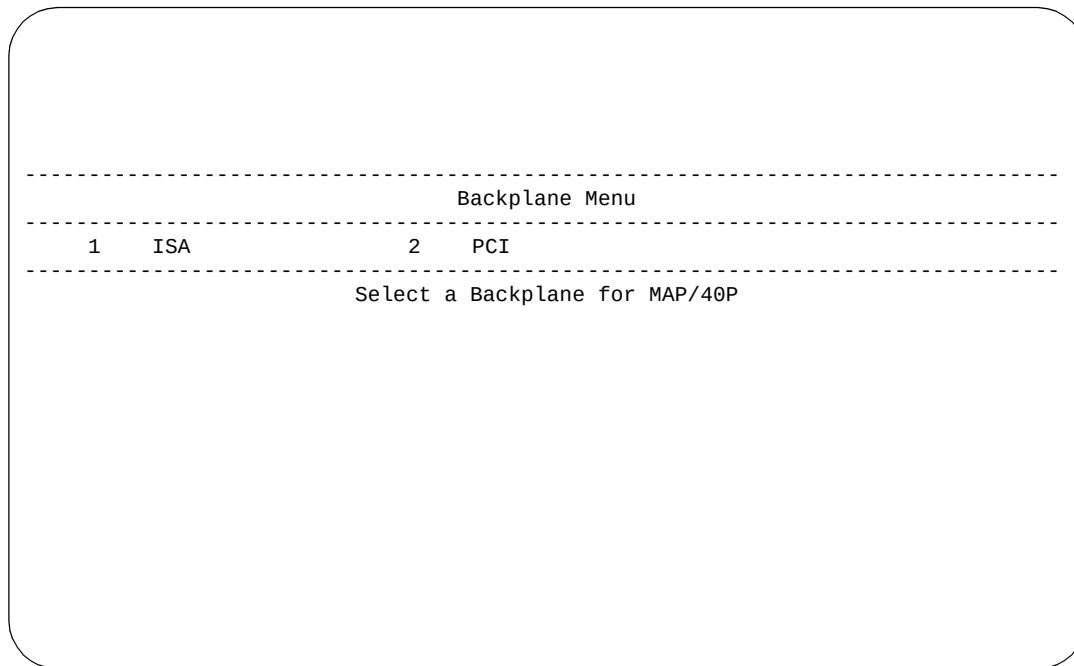


Figure A-4. Backplane Menu screen



NOTE:

The above menu screen is dependent on your system configuration and may look different than the one shown.

4. Place the cursor on appropriate backplane type .
5. Press **ENTER**.
The system displays the CPU Menu screen (Figure A-5).

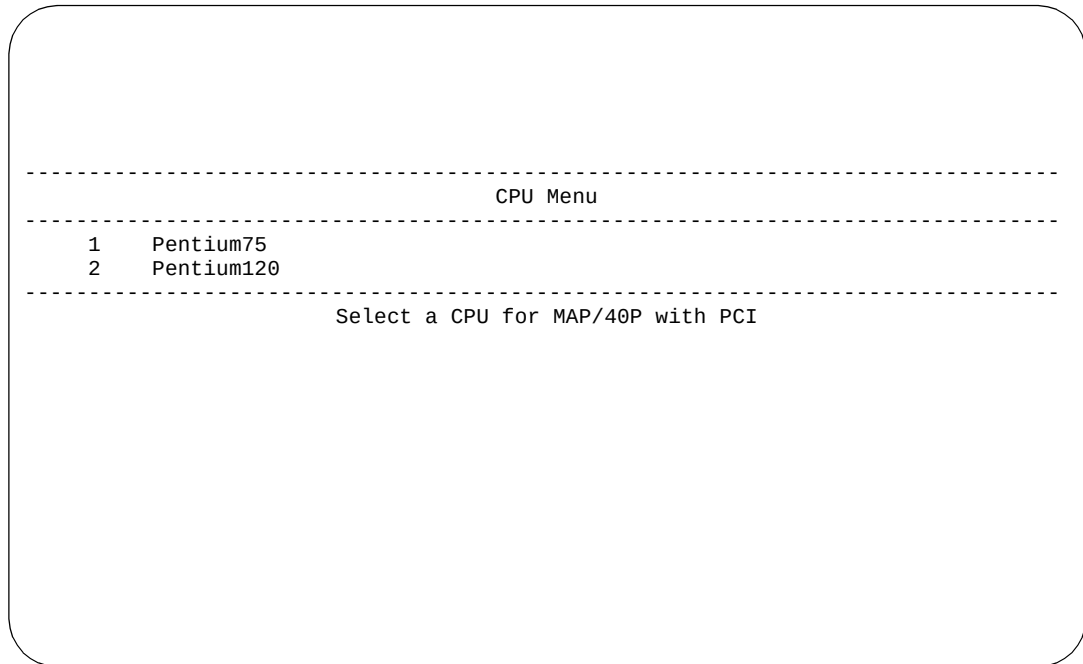


Figure A-5. CPU Menu screen



NOTE:

The above menu screen is dependent on your system configuration and may look different than the one shown.

6. Place the cursor on the appropriate CPU type.

7. Press **ENTER**.

The system displays the Device Menu screen (Figure A-6).

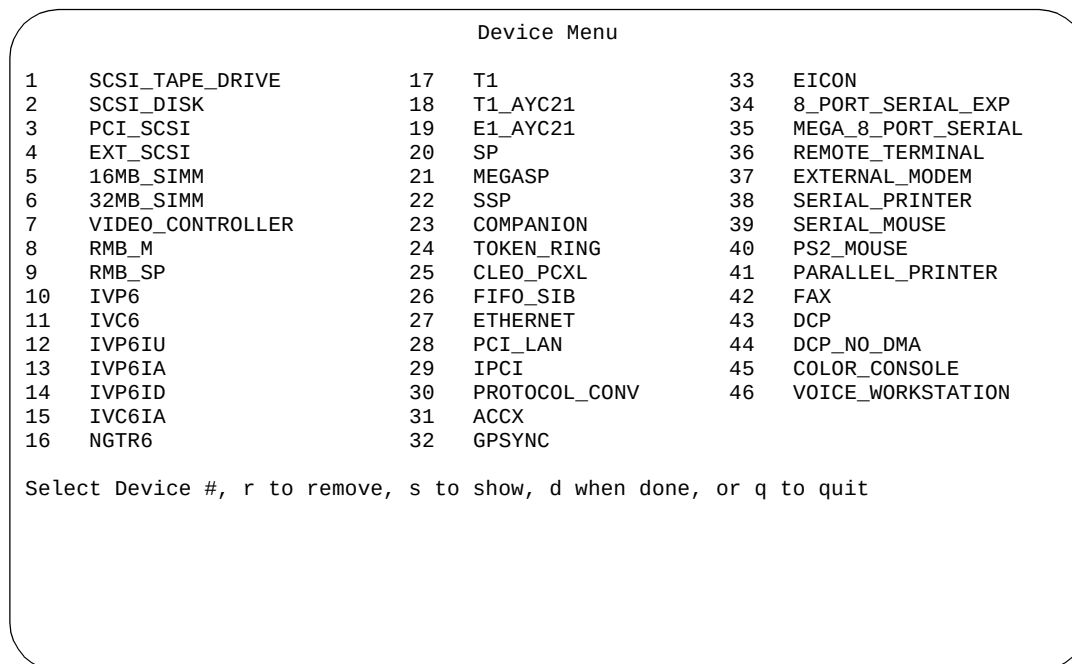


Figure A-6. Device Menu Screen



NOTE:

The above menu screen is dependent on your system configuration and may look different than the one shown.

8. Place the cursor on the hardware item you want to add to the configuration file. Use the  up arrow and  down arrow keys to move through the screen.
9. Press **ENTER**.
10. If the system displays the following message:
Enter quantity to add (X max in multiples of 1):
Enter the quantity of this hardware item you want to install in your system.
If the system does not display this message, continue with Step 11.
11. If the system displays the following message:
Do you wish to preset hardware options for device
XXXX [y|n]?
Enter **n**
If the system does not display this message, continue with Step 12.

12. When the system displays the following message:
1 XXXX device(s) added.
Press Enter to continue...
Press **ENTER**.
The system displays the Device Menu screen (Figure A-6).
13. When you are done adding hardware to the configuration press **d**
The system displays the following message:
Configuration complete and successful.
Configuration data written to file: /vs/data/confData.
14. View the new configuration file to make sure you have added the correct hardware. See "Viewing a Configuration" above for the procedure.
15. Make the necessary adjustments on the installed hardware based on the new configuration.
16. Save the new configuration. See "Enter the quantity of the hardware item you want to remove from your system." below for the procedure.

Saving a Configuration

The system configuration should be saved whenever a change has been made. To save the system configuration, do the following:

1. Enter **save_config**
The system displays the following message:

This program copies the /vs/data/confData file for a given VIS machine to floppy disk. This file represents the configuration of the machine. The floppy must be kept in a safe place. It will be required as input for the /vs/bin/util/configure program in the event of a hardware upgrade to this machine.

Please insert the "CONFIGURATION DATA" floppy for this machine.

Press <Enter> when ready to proceed...

2. Insert the diskette labeled *Configuration Data* into the diskette drive. See "Inserting and Removing Diskettes" in Chapter 3, "Common System Procedures," for the procedure.

3. Press **ENTER**.

The system displays the following message:

```
Working.../vs/data/confData
/vs/data/confData saved

UNIX_SV#
```

4. Remove the diskette labeled *Configuration Data* from the diskette drive. See “Inserting and Removing Diskettes” in Chapter 3, “Common System Procedures,” for the procedure.



CAUTION:

Be sure you put the diskette in a safe place.

Viewing a Configuration

The `show_config` command allows you to view:

- Successful configurations
- Unsuccessful configurations
- Dated configurations

Viewing a Successful Configuration

To view a successful system configuration, do the following:

1. Enter **show_config**

The system displays the following message:

```
Using /vs/data/confData as configuration data input
file. Output file is ./configuration
```

2. If the system displays the following message:

```
A “./configuration” file already exists
Overwrite? [y|n]
```

Enter **y**

3. The system displays the following message:

```
Configuration has been written to the “./configuration”
```

4. Enter **vi ./configuration**

The system displays the System Configuration Table screen (Figure A-7).

SYSTEM CONFIGURATION TABLE

PLATFORM

MAP/40P

Description: MAP/40P platform w/ ISA backplane and P5120 CPU

Backplane: ISA

CPU: P5120

DEVICES

Device Name: VIDEO_CONTROLLER

Device Description: [S]VGA Video Card

LOCATION	TDM?	INTR	IOADDR	RAMADDR	DMA	PORT	SCSI ID
-----	----	----	-----	-----	---	-----	-----
ISA11			3b0	a0000			

Device Name: RMB_M

Device Description: Remote Maintenance Board with modem interface

LOCATION	TDM?	INTR	IOADDR	RAMADDR	DMA	PORT	SCSI ID
-----	----	----	-----	-----	---	-----	-----
ISA9		3	180	d1000			

Figure A-7. Partial System Configuration Table Screen

5. Use the  up arrow and  down arrow keys to move through the screen.

Viewing an Unsuccessful Configuration

To view an unsuccessful system configuration, do the following:

1. Enter **show_config fail**

The system displays the following message:

Using /vs/data/fail_data as configuration data input
file. Output file is ./failed_config

Configuration has been written to the “./failed_config”

2. Enter **vi ./failed_config**

The system displays a System Configuration Table screen similar to the one shown in Figure A-7. Asterisks (*) next to any field value indicate an unresolved resource conflict.

3. Use the  up arrow and  down arrow keys to move through the screen.

Viewing a Dated Configuration

- Show a dated configuration

You can also use **show_config** to view a previous configuration file saved by the configure program. To do this, type the command with a file name argument (for example, **show_config /vs/data/conf_MMDDYY**). This command line expands the contents of the **conf_MMDDYY** file (if it exists) and prints its output to the screen. The program prompts you for an output file name so as to specify the output to this file rather than to the **./configuration** file.

To view a dated system configuration, do the following:

1. Enter **show_config /vs/data/conf_MMDDYY**

Where *MMDDYY* is the month, day, and year of the configuration you want to view.

The system displays the following message:

Using /vs/data/conf_MMDDYY as configuration data input file.

Please specify full path name of output file for this configuration:

2. Enter ***pathname/fn***

where *pathname* is the file location and *fn* is the filename.

The system displays the following message:

Configuration has been written to the "*pathname/fn*" file.

3. Enter **vi *pathname/fn***

where *pathname* is the file location and *fn* is the filename from the previous step.

The system displays a System Configuration Table screen similar to the one shown in Figure A-7.

4. Use the  up arrow and  down arrow keys to move through the screen.

”Presetting Hardware Resources

The preset option allows you to preset the resources used for a particular card. This makes the card compatible and interchangeable with any of your application setups. The purpose of this option is to give you the flexibility to use your hardware with more than one application. You may want to preset certain resources of a single new device being selected for a configuration (for example, to force the configure program to select interrupt 6 for a particular device being specified).

If you have preset hardware resources, the INTUITY CONVERSANT Hardware Resource Allocator makes one attempt at configuration. If this attempt is successful, the program terminates normally. A second attempt is not performed.

Use the following procedure to preset resources:

1. When you specify a single device, the system displays the following prompt:

Do you wish to preset any hardware options of <device name>? [y|(n)]

2. Press **y**

The system asks you to select a value for the following parameters (where applicable):

- IRQ
- I/O address
- RAM address
- DMA address

When you have entered all applicable presets, the system displays the following message:

Press Enter to continue...

3. Press **(ENTER)**.

The system displays the following message:

1 XXX device(s) added.

Press Enter to continue...

4. Press **(ENTER)**.

The system displays the Device Menu screen (Figure A-6).

Configuration Device Data

The **deviceData** file stores the devices and the attributes for creating a configuration. The **show_devices** command displays and prints to a file all devices and their attributes as represented in the **deviceData** file.



CAUTION:

Do not alter this file.

The show_devices Command

The **show_devices** command uncompresses the database of devices and their attributes contained in the **deviceData** file and displays the information on the screen. At the same time, it creates a **./devices** file so that you can send this information to a printer.

If a **./devices** file already exists, you are prompted as to whether it is acceptable to overwrite the existing file.

Component Ordering Numbers

B

Component Ordering Numbers

Table B-1. Component Ordering Numbers

Basic Component Description	Order Number
Adapter, 356A	104158829
Adapter, 356B	105197297
Adapter, 415A (for extending E1/T1 cables)	103942272
Adapter, electrical, DCE female	407345776
Adapter, electrical, DCE male (wyse trm, prntrs)	407050111
Adapter, electrical, DTE female	407345768
Adapter, electrical, DTE male (modems)	407050095
Adapter, electrical, jack to jack	407005255
Adapter, electrical, external SCSI	407524073
Adapter, T1-to-551 Paradyne CSU	407665884
Backplane, 12-slot	406900084
Backplane, 13-slot (9-ISA, 3-PCI, 1-CPU)	407788702
Base, tower	406900019
Bezel, front	406900001

Continued on next page

Table B-1. Component Ordering Numbers — Continued

Basic Component Description	Order Number
Bezel	407791060
Brackets, PC filter (20)	406798686
Cable assembly, 386 keyboard/reset	601436066
Cable assembly, 486 keyboard adapter	601436082
Cable assembly, 486 reset	601436090
Cable assembly, 9 position TDM bus	601412836
Cable assembly, audio input/output	407667757
Cable assembly, COM2	406899963
Cable assembly, CPU extension	601436132
Cable assembly, disk activity	406899856
Cable assembly, E1 M/M, 25 ft (BNC Coaxial)	407615285
Cable assembly, E1 M/M, 75 ft (BNC Coaxial)	407615277
Cable assembly, E1/Aculab, 75 Ohm M/M	407276211
Cable assembly, E1/T1 MF crossover adapter (TwPr)	407617968
Cable assembly, E1/T1 M/M, 25 ft (TwPr)	407613983
Cable assembly, E1/T1 M/M, 75 ft (TwPr)	407613975
Cable assembly, EMI suppression (RMB)	407265529
Cable assembly, diskette drive	601412851
Cable assembly, diskette drive, LED	407789932
Cable assembly, diskette drive (SCSI units)	601412851
Cable assembly, hard drive	601412844
Cable assembly, LED PCB/fan	406899872
Cable assembly, M/F RS232	405119355
Cable assembly, reset/dual keyboard	406899997
Cable assembly, reset/dual keyboard	407076876
Cable assembly, SCSI peripheral control	601436058
Cable assembly, SP/CMP bus	601412828
Cable assembly, switch power extension	406932947

Continued on next page

Table B-1. Component Ordering Numbers — Continued

Basic Component Description	Order Number
Cable assembly, T1, line side adapter	601806649
Cable assembly, T1, 75 ft	601386873
Cable assembly, tape drive	601415227
Cable assembly, TDM Bus, 9 Pos.	601412836
Cable assembly, telephone cord, 3-ft	601448632
Cable assembly, utility harness	407789916
Cable assembly, bus activity (P5, 100-PCI)	601818206
Cable assembly, bus mouse (P5 MAPs)	601855851
Cable assembly, SCSI (P5 & 525-Mbyte tape drive)	601818230
Cable assembly, SCSI (P5 and 2-Gbyte tape drive)	601818313
Cable assembly, SCSI	601854706
Cable assembly, floppy (P5)	601818339
Cable assembly, floppy	407795947
Cable assembly, keyboard (P5, 100-PCI, 100C-PCI)	601818412
Cable assembly, keyboard	407789890
Card guide, 4-in.	407789049
Circuit card, 8-port asynchronous interface	406618538
Circuit card, 8-port asynchronous interface	407009046
Circuit card, companion processor (CMP)	106024151
Circuit card, companion processor (CMP)	106944960
Circuit card, CPU, 25-MHz, 0 Mbyte memory	407019272
Circuit card, CPU, 25-MHz, 0 Mbyte memory	407300276
Circuit card, CPU, 25-MHz, 12 Mbyte memory	406900100
Circuit card, CPU, 25-MHz, 12 Mbyte memory	406989806
Circuit card, CPU, 50-MHz, 0 Mbyte memory	407019306
Circuit card, CPU, 50-MHz, 0 Mbyte memory	407300342
Circuit card, CPU, P5120, 0 Mbyte memory	407515204
Circuit card, DCP, PC/PBX interface	106986870

Continued on next page

Table B-1. Component Ordering Numbers — Continued

Basic Component Description	Order Number
Circuit card, disk drive controller	406222109
Circuit card, E1, digital interface	106733348
Circuit card, Ethernet LAN adapter (10MB/PCI)	407553254
Circuit card, Ethernet LAN interface, Version 1	407199538
Circuit card, Ethernet LAN interface, Version 2	601834153
Circuit card, fax, TR114+14L (Australia)	407334754
Circuit card, fax, TR114+14L (Australia)	407433424
Circuit card, fax, TR114+14L (Australia)	407644673
Circuit card, fax, TR114+14L (France)	407658749
Circuit card, fax, TR114+14L (Germany)	407468982
Circuit card, fax, TR114+14L (Germany)	407644681
Circuit card, fax, TR114+14L (Japan)	407389659
Circuit card, fax, TR114+14L (Japan)	407644707
Circuit card, fax, TR114+14L (Netherlands)	407455484
Circuit card, fax, TR114+14L (Netherlands)	407644715
Circuit card, fax, TR114+14L (Spain)	407658731
Circuit card, fax, TR114+14L (United Kingdom)	407334770
Circuit card, fax, TR114+14L (United Kingdom)	407433440
Circuit card, fax, TR114+14L (United Kingdom)	407644723
Circuit card, fax, TR114+14L (US & Canada)	407334747
Circuit card, fax, TR114+14L (US & Canada)	407433408
Circuit card, fax, TR114+14L (US & Canada)	407612126
Circuit card, fax, TR114+14L (Hong Kong)	407334762
Circuit card, fax, TR114+14L (Hong Kong)	407433432
Circuit card, fax, TR114+14L (Hong Kong)	407632421
Circuit card, fax, TR114+14L (Hong Kong)	407644699
Circuit card, fax, TR114-14L (US & Canada)	407455450
Circuit card, LAN interface	406230573

Continued on next page

Table B-1. Component Ordering Numbers — Continued

Basic Component Description	Order Number
Circuit card, LAN interface	406972646
Circuit card, remote maintenance	406969238
Circuit card, SCSI drive controller	406830356
Circuit card, SCSI drive controller	407021856
Circuit card, Speech and Signal Processor (SSP)	107570491
Circuit card, Tip/Ring (IVC6)	106406580
Circuit card, Tip/Ring (IVC6-1A)	107213944
Circuit card, Tip/Ring (IVP4) analog interface	106024094
Circuit card, Tip/Ring (IVP4) analog interface	106769227
Circuit card, Tip/Ring (IVP6) analog interface	105732267
Circuit card, Tip/Ring (IVP6) analog interface	106430861
Circuit card, Tip/Ring (IVP6) analog interface	107213936
Circuit card, Tip/Ring (IVP6-IA) analog interface	107101164
Circuit card, Tip/Ring (IVP6-ID) analog interface	107213381
Circuit card, Tip/Ring (IVP6-IU) analog interface	106560170
Circuit card, Tip/Ring, Next Generation (NGTR)	107224586
Circuit card, serial synchronous interface	406715771
Circuit card, signal processor (SP)	106406572
Circuit card, signal processor (SP)	106439839
Circuit card, starlan interface	406817999
Circuit card, synchronous host interface (FIFO/SIB)	407176601
Circuit card, synchronous interface	601824956
Circuit card, T1 digital interface	106077753
Circuit card, T1 digital interface with upgrade kit	601413172
Circuit card, tape drive controller	406272799
Circuit card, token ring, Version 1	407199637
Circuit card, token ring, Version 2	407664507
Circuit card, video controller	406901884

Continued on next page

Table B-1. Component Ordering Numbers — Continued

Basic Component Description	Order Number
Circuit card, video controller	407095835
Circuit card, video controller	407356955
Circuit card, video controller, PCI	407783620
Connector, BNC Wye LAN	405990169
Cord, 10-pin modular, 10 ft	846362705
Cord, 10-pin modular, 10 ft	846983039
Cord, 6-pin modular, 14-ft	102937604
Cord, AC power, 9-ft	406900092
Cord, AC power, Australia, 8-ft	407051630
Cord, AC power, Chile (Italy-style), 6-ft	407515196
Cord, AC power, Germany, 6-ft	407051648
Cord, AC power, India, 8-ft	407406735
Cord, AC power, Japan, 8-ft	407406727
Cord, AC power, United Kingdom, 6-ft	406999243
Cord, AC power, United States, 8-ft.	407789924
Cord, power, monitor (PC style)	407115591
Cord, telephone, 25-ft	103623195
Cord, telephone, DW8A-SE, 25 ft	103848800
Coupler, E1, F/F (BNC Coaxial)	407617901
Cover, dress	406900563
Cover, filter	407792464
Disk drive, floppy, 1.44-Mbyte	406832584
Disk drive, hard, 200-Mbyte	406902791
Disk drive, hard, 200-Mbyte	407021153
Disk drive, hard, SCSI, 1.2-Gbyte	406844134
Disk drive, hard, SCSI, 1.75-Gbyte	407071950
Disk drive, hard, SCSI, 2.0-Gbyte (Starfire)	407340942
Disk drive, hard, SCSI, 2.0-Gbyte (Medalist)	407773555

Continued on next page

Table B-1. Component Ordering Numbers — Continued

Basic Component Description	Order Number
Door	407791102
Door, drive cover	406900043
Door, vented	406900035
Fan, card cage, 85-cfm, 12VDC	406900126
Fan, card cage (Includes Connector & 2 Snap Rivets)	407789031
Feet, tower (2-feet & mounting hardware)	407789056
Filter, card cage	407791144
Filter, vented door (quantity: 5)	406900050
IC, 16-Mbyte SIMM	406997601
IC, 16-Mbyte SIMM	407244094
IC, 16-Mbyte SIMM	407420116
IC, 16-Mbyte SIMM	407608199
IC, 16-Mbyte SIMM	407701747
IC, 32-Mbyte SIMM	407420124
IC, 32-Mbyte SIMM	407700285
IC, 4-Mbyte SIMM	406666727
IC, 4-Mbyte SIMM	406995522
IC, 4-Mbyte SIMM	407022961
IC, 4-Mbyte SIMM	407056696
Keyboard (GIS gray)	407104066
Miscellaneous hardware kit	406899849
Module, voice workstation	601459621
Monitor, color, VGA	406594952
Monitor, color, VGA (Beige housing)	407773316
Monitor, color, VGA (GIS gray)	407088335
Mount, LED	407789072
Mouse, serial	407050970
Mouse, serial	407176593

Continued on next page

Table B-1. Component Ordering Numbers — Continued

Basic Component Description	Order Number
Power supply, AC, 325-Watts	406900027
Power supply, AC, 325-Watts	406962654
Power supply, AC, 350-Watts	407561661
Resistor SIP, TDM terminator	403789167
Switch, reset	406901926
Switch, rocker	406901918
Switch, rocker, power	407793843
Tape drive, SCSI streaming	406844126
Tape drive, SCSI streaming, 2-Gbyte, black	407334507
Tape drive, streaming	406664862
Terminator, single-ended active, SCSI-2	407524719
Toroid, ring type	405853458
Toroid, split type	407616846

How to Build a System Using This Book

C

Overview

This appendix provides the sequence of operation for building an INTUITY™ CONVERSANT® system.

Purpose

This appendix is intended to assist customers and vendors in building INTUITY CONVERSANT systems on the MAP/40P.

Checklist for Building a System

The following checklist assumes that you are starting with a MAP/40P shell which has only the power supply and the 12-slot backplane.

If your system does not have a power supply or a 12-slot backplane included, see Chapter 7, "Replacing Other Components," for the installation procedures.

Table C-1. Checklist for Building a System

Task	Description	Comments	Refer to	Done
1	Acquire all of the components necessary to build your system.		Chapter B, "Component Ordering Numbers"	
2	Determine the slot and bay locations for the equipment.		Chapter A, "System Configuration"	
3	Install the hard disk drive(s).		Chapter 6, "Replacing the Hard Disk Drive"	
4	Install the tape drive.		Chapter 7, "Replacing Other Components"	
5	Install the diskette drive.		Chapter 7, "Replacing Other Components"	
6	Install the circuit cards.		Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards"	
7	Apply power to the unit.		Chapter 4, "Getting Inside the Computer"	
8	Install the base system software.		Chapter 9, "Installing Base System Software"	
9	Install the INTUITY system software.		Chapter 10, "Installing the INTUITY CONVERSANT System Software"	
10	Install the UNIX multi-user software.	This is an optional feature software.	Chapter 11, "Installing the Optional Feature Software"	

Disaster Recovery Checklists

D

Disaster Recovery Checklists

The following checklists are included in this section:

- Checklist for Software Reloading on Nonmirrored INTUITY™ CONVERSANT® Systems with Existing Hard Disk Drives
- Checklist for INTUITY CONVERSANT Systems with All New Hard Disk Drives
- Checklist for Nonmirrored INTUITY CONVERSANT Systems With a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1
- Checklist for Nonmirrored INTUITY CONVERSANT Systems With an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1
- Checklist for Mirrored INTUITY CONVERSANT Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1
- Checklist for Mirrored INTUITY CONVERSANT Systems with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1

**Checklist for Software Reloading on
Nonmirrored INTUITY CONVERSANT Systems
with Existing Hard Disk Drives**

The procedures in Table D-1 should be conducted when your INTUITY CONVERSANT system experiences a software disaster. This checklist should not be used if hard disk drives are being replaced.

Table D-1. Checklist for Software Reloading for Nonmirrored INTUITY CONVERSANT Systems with Existing Hard Disk Drives

✓	Task	Reference Documentation
	Locate the most recent mkimage backup tape. You will also need to use any spres backup tape which has been created.	
	Shutdown the INTUITY CONVERSANT system.	"Shutting Down the Operating System," in Chapter 3, "Common System Procedures."
	Leave all hard disks connected to the SCSI bus.	
	Restore the system using the mkimage backup tape.	"Restoring the INTUITY CONVERSANT System," in Chapter 3, "Common System Procedures."
	Restore any speech files using the spres backup tape.	<i>INTUITY™ CONVERSANT® System Version 6 Speech Development, Processing, and Recognition</i> , 585-310-762.

**Checklist for INTUITY CONVERSANT Systems
with All New Hard Disk Drives**

The procedures in this checklist (Table D-2) should be conducted when you are replacing both hard disk drives on your INTUITY CONVERSANT system. There are no provisions in this checklist for recovering existing file system. As a result, this checklist should not be used if either hard disk drive has been previously used in your INTUITY CONVERSANT system.

Table D-2. Checklist for INTUITY CONVERSANT Systems with New Hard Disk Drives 0 and 1

✓	Task	Reference Documentation
	Locate the most recent mkimage backup tape. You will also need to use any spres backup tape which has been created.	
	Replace the hard disk(s).	"Replacing a Hard Disk Drive," in Chapter 6, "Replacing the Hard Disk Drive."
	Restore the system using the mkimage backup tape.	"Restoring the INTUITY CONVERSANT System," in Chapter 3, "Common System Procedures."
	Restore any speech files using the spres backup tape.	<i>INTUITY™ CONVERSANT® System Version 6 Speech Development, Processing, and Recognition</i> , 585-310-762.

**Checklist for Nonmirrored INTUITY
CONVERSANT Systems with a New Hard Disk
Drive 0 and an Existing Hard Disk Drive 1**

The procedures in this checklist (Table D-3) should be conducted on a two disk nonmirrored INTUITY CONVERSANT system in which Hard Disk Drive 0 has failed. This checklist should not be used if Hard Disk Drive 1 has also failed.

Table D-3. Checklist for Nonmirrored Lucent INTUITY Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1

✓	Task	Reference Documentation
	Locate the most recent mkimage backup tape. You will also need to use any spres backup tape which has been created.	
	Replace the hard disk drive.	"Replacing a Hard Disk Drive," in Chapter 6, "Replacing the Hard Disk Drive."
	Restore the system using the mkimage backup tape.	"Restoring the INTUITY CONVERSANT System," in Chapter 3, "Common System Procedures."
	Restore any speech files using the spres backup tape.	<i>INTUITY™ CONVERSANT® System Version 6 Speech Development, Processing, and Recognition</i> , 585-310-762.

**Checklist for Nonmirrored INTUITY
CONVERSANT Systems with an Existing Hard
Disk Drive 0 and a New Hard Disk Drive 1**

The procedures in this checklist (Table D-4) should be conducted on a two disk nonmirrored INTUITY CONVERSANT system in which Hard Disk Drive 1 has failed. This checklist should not be used if Hard Disk Drive 0 has also failed.

Table D-4. Checklist for Nonmirrored INTUITY CONVERSANT Systems with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1

✓	Task	Reference Documentation
	Locate the most recent mkimage backup tape. You will also need to use any spres backup tape which has been created.	
	Replace the hard disk drive.	"Replacing a Hard Disk Drive," in Chapter 6, "Replacing the Hard Disk Drive."
	Remove, for replacement, the old Hard Disk Drive 1 using the Veritas screens.	"Replacing Hard Disk Drive 1," in Chapter 6, "Replacing the Hard Disk Drive."
	Add the new Hard Disk Drive 1, using the Veritas screens.	"Adding Hard Disk Drive 1 to a System for Speech Storage," in Chapter 6, "Replacing the Hard Disk Drive."
	Initialize the new Hard Disk Drive 1 as a speech drive.	"Adding Hard Disk Drive 1 to a System for Speech Storage," in Chapter 6, "Replacing the Hard Disk Drive."
	Exit the Veritas screens.	"Replacing Hard Disk Drive 1," in Chapter 6, "Replacing the Hard Disk Drive."
	Restore any speech files using the spres backup tape.	<i>INTUITY™ CONVERSANT® System Version 6 Speech Development, Processing, and Recognition, 585-310-762.</i>

Checklist for Mirrored INTUITY CONVERSANT Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1

The procedures in this checklist (Table D-5) should be conducted on a two disk mirrored INTUITY CONVERSANT system in which Hard Disk Drive 0 has failed. This checklist should not be used if Hard Disk Drive 1 has also failed.

Table D-5. Checklist for Mirrored INTUITY CONVERSANT Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1

✓	Task	Reference Documentation
	Locate the diskette labelled <i>VERITAS Boot Floppy 1 of 1</i> .	
	Replace the hard disk drive.	"Replacing a Hard Disk Drive," in Chapter 6, "Replacing the Hard Disk Drive."
	Reboot the system with the diskette labelled <i>VERITAS Boot Floppy 1 of 1</i> in the diskette drive.	"Replacing Hard Disk Drive 0 (Mirrored System)," in Chapter 6, "Replacing the Hard Disk Drive."
	Remove, for replacement, the old Hard Disk Drive 0 using the Veritas screens.	"Replacing Hard Disk Drive 0 (Mirrored System)," in Chapter 6, "Replacing the Hard Disk Drive."
	Replace the old Hard Disk Drive 0 with the new Hard Disk Drive 0, using the Veritas screens.	"Replacing Hard Disk Drive 0 (Mirrored System)," in Chapter 6, "Replacing the Hard Disk Drive."
	Create a partition on Hard Disk Drive 0 using the Veritas screens.	"Replacing Hard Disk Drive 0 (Mirrored System)," in Chapter 6, "Replacing the Hard Disk Drive."
	Exit the Veritas screens.	"Replacing Hard Disk Drive 0 (Mirrored System)," in Chapter 6, "Replacing the Hard Disk Drive."
	Remove the diskette labelled <i>VERITAS Boot Floppy 1 of 1</i> from the diskette drive.	"Inserting and Removing Diskettes," in Chapter 3, "Common System Procedures."

**Checklist for Mirrored INTUITY CONVERSANT
Systems with an Existing Hard Disk Drive 0 and a
New Hard Disk Drive 1**

The procedures in this checklist (Table D-5) should be conducted on a two disk mirrored INTUITY CONVERSANT system in which Hard Disk Drive 1 has failed. This checklist should not be used if Hard Disk Drive 0 has also failed.

Table D-6. Checklist for Mirrored INTUITY CONVERSANT Systems with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1

✓	Task	Reference Documentation
	Replace the hard disk drive.	"Replacing a Hard Disk Drive," in Chapter 6, "Replacing the Hard Disk Drive."
	Remove, for replacement, the old Hard Disk Drive 1 using the Veritas screens.	"Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Mirrored System)," in Chapter 6, "Replacing the Hard Disk Drive."
	Replace the old Hard Disk Drive 1 with the new Hard Disk Drive 1, using the Veritas screens.	"Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Mirrored System)," in Chapter 6, "Replacing the Hard Disk Drive."
	Create a partition on Hard Disk Drive 1 using the Veritas screens.	"Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Mirrored System)," in Chapter 6, "Replacing the Hard Disk Drive."
	Exit the Veritas screens.	"Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Mirrored System)," in Chapter 6, "Replacing the Hard Disk Drive."

Glossary

Numerics

23B+D

23 bearer (communication) and 1 data (signaling) channel on a T1 PRI circuit card.

30B+D

30 bearer (communication) and 1 data (signaling) channel (plus framing channel 0) on an E1 PRI circuit card.

3270 interface

A link between one or more INTUITY CONVERSANT machines and a host mainframe. In INTUITY CONVERSANT system documentation, the 3270 interface specifically means the link between one or more system machines and an IBM host mainframe.

47B+D

47 bearer (communication) and 1 data (signaling) channel on two T1 PRI circuit cards.

4ESS

A large Lucent central office switch used to route calls through the telephone network.

A

AC

alternating current

ACD

automatic call distributor

AD

application dispatch

AD-API

application dispatch application programming interface

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, the Adjunct/Switch Application Interface) that the INTUITY system administers via cut-through access to the inherent management capabilities of the product itself; this is in opposition to the ability of the INTUITY CONVERSANT system to administer the switch directly.

Adjunct/Switch Application Interface

An optional feature package that provides an Integrated Services Digital Network-based interface between Lucent Technologies PBXs and adjunct processors.

ADPCM

adaptive differential pulse code modulation

ADU

asynchronous data unit

advanced speech recognition

A speech recognition ability that allows the system to understand WholeWord and FlexWord inputs from callers.

affiliate

A business organization that Lucent controls or with which Lucent is in partnership.

AGL

application generation language

alarm relay unit

A unit used in central office telecommunication arrangements that transmits warning indicators from telephone communications equipment (such as an INTUITY CONVERSANT system) to audio.

ALERT

system alerter process

alerter

A system process that responds to patterns of events logged by the "logdaemon" process.

American Standard Code for Information Interchange

A standard code for data representation that 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.

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.

ANI

automatic number identification

announcement

A message the system plays to the caller to provide information. The caller is not asked to give a response. Compare to "prompt."

API

application programming interface

application

The automated transaction (interactions) among the caller, the voice response system, and any databases or host computers required for your business. See also "application script."

application administration

The component of the INTUITY CONVERSANT system 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 system invokes the TSM script assembler for the specific application name and moves files to the appropriate directories.

application script

The computer program that controls the application (the transaction between the caller and the system). The INTUITY CONVERSANT system provides several methods for creating application scripts, including Graphical Designer, Script Builder, Transaction Assembler Script (TAS) language, and the Intuity Response Application Programming Interface (IRAPI).

application verification

A process in which the INTUITY CONVERSANT system verifies that all the components needed by an application are complete.

ASCII

American Standard Code for Information Interchange

ASI

analog switch integration

ASR

advanced speech recognition

asynchronous communication

A method of data transmission in which bits or characters are sent at irregular intervals and spaced by start and stop bits rather than by time. Compare to "synchronous communication."

asynchronous data unit

An electronic communications device that allows computer systems to communicate over asynchronous lines more than 50 feet (15 m) in length.

automatic call distributor

That part of a telephone system that recognizes and answers incoming calls and completes these calls based on a set of instructions contained in a database. The ACD 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.

AYC2C

The signal processor (SP) circuit card.

AYC3B

A T1 (digital) circuit card.

AYC5B

The IVP6 Tip/Ring (analog) circuit card.

AYC6B

The IVP4 Tip/Ring (analog) circuit card.

AYC7

The companion (CMP) circuit card.

AYC9

The Text-to-Speech circuit card.

AYC10

The IVC6 Tip/Ring (analog) circuit card.

AYC11

A T1 (digital) circuit card.

AYC16

The IVP6-IU Tip/Ring (analog) circuit card.

AYC21

The E1/T1 (digital) circuit card.

AYC26

The IVP6-IA Tip/Ring (analog) circuit card.

AYC27

The IVP6-ID Tip/Ring (analog) circuit card.

AYC28

The IVP6 Tip/Ring (analog) circuit card.

AYC30

The NGTR (analog) circuit card.

AYC43

The speech and signal processor (SSP) circuit card.

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

Using a utility that makes an archive copy of a completed application or an interim copy of an application in progress. The back-up copy can be restored to the system if the on-line version is damaged, or if you make revisions and want to go back to the previous version.

barge-in

A capability provided by WholeWord speech recognition and Dial Pulse Recognition (DPR) that allows callers to speak or enter their responses during the prompt and have those responses recognized (similar to the Speak with Interrupt capability). See also "echo cancellation."

batch file

A file containing one or more lines, each of which is a command executable by the UNIX shell.

BB

bulletin board

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.

bps

bits per second

BRDG

call bridging process

bridging

The process of connecting one telephone network connection to another over the INTUITY CONVERSANT system 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.

BRU

backup/restore utility. This is a menu-driven tool that provides the capability to backup, verify, and restore your system.

BSC

binary synchronous communications

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), which is the equivalent of one character of text.

C

call classification analysis

A process that enables application designers to use information available within the system to classify the disposition of originated and transferred calls. Intelligent CCA is provided with the system. Full CCA is an optional feature package.

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 the person making a telephone call. Telephone switching equipment can use this number to selectively route an incoming call to a particular department or agent.

caller

The party who calls for a service, gets connected to the INTUITY CONVERSANT system, and interacts with it. As the INTUITY CONVERSANT system can also make 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 system 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.

CAS

channel associated signalling

caution

An admonishment or advisory statement used in INTUITY CONVERSANT system documentation to alert the user to the possibility of a service interruption or a loss of data.

CCA

call classification analysis

CDH

call data handler process

CELP

code excited linear prediction

central office

An office or location in which large telecommunication devices such as telephone switches and network access facilities are maintained. These locations follow strict installation and operation requirements.

central processing unit

See "processor."

CGEN

voice system general message class

channel

See "port."

channel associated signaling

A type of signaling that can be used on E1 circuit cards. It occurs on channel 16.

CICS

Customer Information Control System

circuit card upgrade

A new circuit card that replaces an existing card in the platform. Usually the replacement is an updated version of the original circuit card to replace technology made obsolete by industry trends or a new system release.

cluster controller

A bisynchronous interface that provides a means of handling remote communication processing.

CMP (AYC7)

The companion circuit card to the signal processor (SP).

CMS

Call Management System

CO

central office

code excited linear prediction

A means of encoding analog voice signals into digital signals that provides excellent quality with use of minimum disk space.

command

An instruction or request the user issues to the system software to make the system perform a particular function. An entire command consists of the command name and options.

configuration

The arrangement of the software and hardware of a computer system or network. The INTUITY CONVERSANT system configuration includes either a standard or custom processor, peripheral equipment (for example, printers and 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 system 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 SSP and E1/T1 circuit cards, and perform various maintenance functions.

connect and disconnect (C and D) tones

DTMF tones that inform the system when the attendant has been connected (C) and when the caller has been disconnected (D).

connected digits

A sequence of digits that the system can process as a group, rather than requiring the caller to enter the digits one at a time.

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 system environment. It supports the DEFINITY "converse" vector command to establish a two-way routing mechanism between the switch and the system 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 circuit 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 an INTUITY CONVERSANT system along with a package from a different vendor on the same system platform.

CPE

customer provided equipment or customer premise equipment

CPN

called party number

CPT

call progress tones

CPU

central processing unit

crash

An interactive utility for examining the operating system core and for determining if system parameters are being exceeded.

CSU

channel service unit

custom speech

Unique words or phrases to be used in INTUITY CONVERSANT system voice prompts that Lucent Technologies custom records on a per-customer basis.

custom vocabulary

A specialized package of unique words or phrases 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.

CVS

converse vector step



D

danger

An admonishment or advisory statement used in INTUITY CONVERSANT system documentation to alert the user to the possibility of personal injury or death.

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 record

The information in a database for a person, product, event, etc. The database record is made up of individual fields for each information item.

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 store permanently, in the transaction outline.

dB

decibel

DB

database

DBC

database checking process

DBMS

database management system

DC

direct current

DCE

data communications equipment

DCP

digital communications protocol

debug

The process of locating and correcting errors in computer programs; 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 a bus or on Tip/Ring, E1/T1, or SSP circuit cards.

dial ahead

The ability to collect and process touch-tone inputs in sequence, even when they are received before the prompts.

dial pulse recognition

A method of recognizing caller pulse inputs from a rotary telephone.

dialed number identification service

A service that allows incoming calls to contain information about the telephone number for which it is destined.

dial through

A capability provided by touch-tone and dial pulse recognition that allows callers to enter their responses during the prompt and have those responses recognized (similar to the Speak with Interrupt capability). See also “barge-in” and “echo cancellation”.

dictionary

A reference book containing an alphabetical list of words, with information given for each word including meaning, pronunciation, and etymology.

DIMM

dual in-line memory module

DIO

disk input and output process

DIP

data interface process

directory

A type of file used to group and organize other files or directories.

display errdata

A command that displays system errors sent to the logger.

DMA

direct memory address

DNIS

dialed number identification service

DPR

dial pulse recognition

DSP

digital signal processor

DTE

data terminal equipment

DTMF

dual tone multi-frequency

DTR

data terminal ready

dual 3270 links

A feature that provides an additional physical unit (PU) for a cost-effective means of connecting to two host computers. The customer can connect a system 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 sound that is an audio signal including two different frequencies. *DTMF feedback* is the process of the “switch” providing this information to the system. *DTMF muting* is the process of ignoring these tones (which might be simulated by human speech) when they are not needed for the application.

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 when the system crashes. The dump can be fetched after rebooting to help in analyzing the cause of the crash.

E

E&M

Ear and Mouth

E1 / T1

Digital telephony interfaces, commonly called *trunks*. E1 is an international standard at 2.048 Mbps. T1 is a North American standard at 1.544 Mbps.

Ear and Mouth

A common T1 trunking protocol for connection between two “switches.”

EBCDIC

Extended Binary Coded Decimal Interexchange Code

echo cancellation

The process of making the channel quiet enough so that the system can hear and recognize WholeWord and dial pulse inputs during the prompt. See also “barge-in.”

ECS

Enterprise Communications Server

editor system

A system that allows speech phrases to be displayed and edited by a user. See “Graphical Speech Editor.”

EFT

Enhanced File Transfer

EIA

Electronic Industries Association

EISA

Extended Industry Standard Architecture

EMI

electromagnetic interference

Enhanced Basic Speech

Pre-recorded speech available from Lucent Technologies in several languages. Sometimes called "standard speech."

Enhanced File Transfer

A feature that allows the transferring of files automatically between the INTUITY CONVERSANT system 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.

Enterprise Communications Server

The telephony equipment that connects your business to the telephone network. Sometimes called a "switch."

error message

A message on the screen indicating that something is wrong with a possible suggestion of how to correct it.

ESD

electrostatic discharge

ESDI

Enhanced Serial Data Interface

ESS

electronic switching system

ET

error tracker

Ethernet

A name for a local area network that uses 10BASE5 or 10BASE2 coaxial cable and InterLAN signaling techniques.

event

The notification given to an application when some condition occurs that is generally not encountered in normal operation.

EXTA

external alarms feature message class

external actions

Specific predefined system tasks that Graphical Designer or Script Builder can call or *invoke* to interact with other products or services. When an external action is invoked, the systems displays a form that provides choices in each field for the application developer to select. Examples are Call_Bridge, Make_Call, SP_Allocate, SR_Prompt, etc.

external functions

Specific predefined (or customer-created) system tasks that can Graphical Designer or Script Builder can call or *invoke* to interact with other products or services. The function allows the application developer to enter the argument(s) for the function to act on (they are not provided in a choices list). Examples are concat, getarg, length, substring, etc.

F

FAX Actions

An optional feature package that allows the system to send fax messages.

FCC

Federal Communications Commission

FDD

floppy disk drive

feature

A function or capability of a product or an application within the INTUITY CONVERSANT system.

feature package

An optional package that may contain both hardware and software resources to provide additional functionality to a standard system.

feature_tst script package

A standard INTUITY CONVERSANT system software program that allows a user to perform self-tests of critical hardware and software functionality.

FEP

front end processor

FFE

Form Filler Plus feature message class

field

See "database field."

FIFO

first-in-first-out processing order

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 (FTS).

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 in a specific language. See also "subword technology."

foos

facility out-of-service state

Form Filler Plus

An optional feature package that provides the capability for application scripts to record a caller's responses to prompts for later transcription and review.

FTS

file transfer process message class

Full CCA

A feature package that augments the types of call dispositions that Intelligent CCA can provide.

function key

A key, labeled F1 through F8, on your keyboard to which the INTUITY CONVERSANT system software gives special properties for manipulating the user interface.

G

GEN

PRISM logger and alerter general message class

grammar

The inputs that a recognizer can match (identify) from a caller.

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 for applications.

Graphical Designer

An optional software package that provides a graphical interface to assist in development of voice response applications on the INTUITY CONVERSANT system (see also "Script Builder").

GSE

Graphical Speech Editor

GUI

graphical user interface

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 Resource Allocator

A software program that resolves or blocks the allocation of CPU and memory resources for controlling and optional circuit cards.

hardware upgrade

Replacement of one or more fundamental platform hardware components (for example, the CPU or hard disk drive), while the existing platform and other existing optional circuit cards remain.

HDD

hard disk drive

High Level Language Applications Programming Interface

An application programming interface that allows a user to write custom applications that can communicate with a host computer via an API.

HLLAPI

High Level Language Applications Programming Interface

HOST

host interface process message class

host computer

A computer linked to a network to provide 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.

hwoos

hardware out-of-service state

Hz

Hertz

I

IBM

International Business Machines

iCk or ICK

The system integrity checking process.

ID

identification

IDE

integrated disk electronics

idle channel

A channel that either has no owner or is owned by its default owner and is onhook.

IE

information element

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.

independent software vendor

A company that has an agreement with Lucent Technologies to develop software to work with the INTUITY CONVERSANT system to provide additional features required by customers.

indexed table

A table that, unlike a nonindexed table, can be searched via a field name that has been indexed.

industry standard architecture

A PC bus standard that allows processors and other circuit cards to communicate with each other.

INIT

voice system initialization message class

initialize

To start up the system for the first time.

inserv

in-service state

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 (IVP) circuit card

The IVP4 or IVP6 circuit card that provides Tip/Ring connections. The NGTR (AYC30) card also provides the same functions.

intelligent CCA

Monitoring 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. The monitoring capabilities are dependent on the network interface circuit card and protocol used

interface

The access point of a system. With respect to the INTUITY CONVERSANT system, the interface is designed to provide you with easy access to the software capabilities.

interrupt

The termination of voice and/or telephony functions when some condition occurs.

INTUITY Response Application Programming Interface

A library of commands that provide a standard development interface for voice-telephony applications.

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

IVC6 circuit card (AYC10)

A Tip/Ring (analog) circuit card with six channels.

IVP4 circuit card (AYC6 or AYC6B)

A Tip/Ring (analog) card with four channels.

IVP6 circuit card (AYC5, AYC5B, or AYC28)

A Tip/Ring (analog) card with six channels.

K

Kbps

kilobites per second

Kbyte

kilobyte

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 system to recognize a single word in the middle of an entire phrase spoken by a caller in response to a prompt.

L

LAN

local area network

LDB

local database

LED

light-emitting diode

library states

The state information about channel activities maintained by the IRAPI.

LIFO

last-in-first-out processing order

line side E1

A digital method of interfacing an INTUITY CONVERSANT system to a PBX or “switch” using E1-related hardware and software.

line side T1

A digital method of interfacing an INTUITY CONVERSANT system 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 LAN provides communications between computers and peripherals.

local database

A database residing on the INTUITY CONVERSANT system.

LOG

INTUITY CONVERSANT system logger process message class

logical unit

A type of SNA Network Addressable Unit.

logdaemon

A UNIX system information and error logging process.

logger

See "logdaemon."

logging on/off

Entering or exiting the INTUITY CONVERSANT system software.

LSE1

line side E1

LST1

line side T1

LU

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 system screen from which you are able to enter either the System Administration or Voice System Administration menu.

maintenance process

A software process that runs temporary diagnostics and maintains the state of circuit cards and channels.

manoos

manually out-of-service state

MAP/100

multi application platform 100

MAP/100C

multi application platform 100C

MAP/40

multi application platform 40

MAP/40P

multi application platform 40P

MAP/5P

multi application platform 5P

masked event

An event that an application can ignore (that is, the application can request not to be informed of the event).

master

A circuit card that provides clock information to the TDM bus.

Mbps

megabits per second

MByte

megabyte

megabyte

A unit of memory equal to 1,048,576 bytes (1024 x 1024). It is often rounded to one million.

menu

Options presented to a user on a computer screen or with voice prompts.

MF

multifrequency

MHz

megahertz

Microsoft

A manufacturer of 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

millisecond

msec

millisecond

MS-DOS

A personal computer disk operating system developed by the Microsoft Corporation.

MTC

maintenance process

multifrequency

Dual tone digit signalling (similar to DTMF), used for trunk addressing between network switches or by network operators.

multithreaded 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

NCP

Network Control Program

NEBS

Network Equipment Building Standards

NEMA

National Electrical Manufacturers Association

netoos

network out-of-service state

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.

next generation Tip/Ring (AYC30) circuit card

An analog circuit card with six channels.

NFAS

non-facility associated signalling

NFS

network file sharing

NGTR

next generation Tip/Ring (AYC30) circuit card

NM-API

Network Management - Application Programming Interface

NMVT

network management vector transport

nonex

nonexistent state

nonindexed table

A table that can be searched only in a sequential manner and not 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 it.

NRZ

non return to zero

NRZI

non return to zero inverted

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 the INTUITY CONVERSANT system.

OEM

original equipment manufacturer

OGA

operator-generated alert

on-line help

Messages or information that appear on the user's screen when a "function key" (F1 through F8) is pressed.

operator-generated alert

A system-monitoring message that is transmitted from the INTUITY CONVERSANT system or other computer system to an IBM host computer and is 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 executes 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

P&C

Prompt and Collect Script Builder action step

PBX

private branch exchange

PC

personal computer

PCB

printed circuit board

PCI

peripheral component interconnect

PCM

pulse code modulation

PEC

price element code

peripheral (device)

Equipment such as printers or terminals that is in addition to the basic processor.

peripheral component interconnect

A newer, higher speed PC bus that is gradually displacing ISA for many components.

permanent process

A process that starts and initializes itself before it is needed by a caller.

phoneme

A single basic sound of a particular spoken language. For example, the English language contains 40 phonemes that represent all basic sounds used with the language. The English 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 (screening)

The rejection of unrecognized speech. The WholeWord and FlexWord speech recognition packages can be programmed to reprompt the caller if the INTUITY CONVERSANT system does not recognize a spoken response.

phrase tag

A string of up to 50 characters that identifies 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.

pluggable

A term usually used with speech technologies, in particular standard speech, to indicate that a basic algorithmic technique has been implemented to accept one or more sets of parameters that tailors the algorithm to perform in one or more languages.

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.

polling

A network arrangement whereby a central computer asks each remote location whether it wants 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."

PRI

Primary Rate Interface

Primary Rate Interface

An ISDN term for connections over E1 or T1 facilities that are usually treated as trunks.

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 system documentation, the computer on which UnixWare and INTUITY CONVERSANT system software runs. In general, the part of the computer system that processes the data. Also known as the "central processing unit."

prompt

A message played to a caller that gives the caller a choice of selections in a menu and asks for a response. Compare to "announcement."

prompt and collect (P and C)

A message played to a caller that gives the caller a choice of selections in a menu and asks for a response. The responses is collected and the script progresses based on the caller's response.

pseudo driver

A driver that does not control any hardware.

PS&BM

power supply and battery module

PSTN

public switch telephone network

pulse code modulation

A digital modulation method of encoding voice signals into digital signals. See also "adaptive differential pulse code modulation."

R

RAM

random access memory

RDMBS

ORACLE relational database management system

RECOG

speech recognition feature message class

recognition type

The type of input the recognizer can understand. Available types include touch-tone, dial pulse, and Advanced Speech Recognition (ASR), which includes WholeWord and FlexWord speech recognition.

recognizer

The part of the system that compares caller input to a grammar in order to correctly match (identify) the caller input.

record

See "database record."

recovery

The process of using copies of the INTUITY CONVERSANT system software to reconstruct files that have been lost or damaged. See also "restore."

remote database

Information stored on a system other than the INTUITY CONVERSANT system that can be accessed by the INTUITY CONVERSANT system.

remote maintenance circuit card

An INTUITY CONVERSANT system circuit card, available with a built-in modem, that allows remote personnel (for example, field support) to access all INTUITY CONVERSANT system machines. This card is standard equipment on all new MAP/100, MAP/40, and MAP/5P purchases.

REN

ringer equivalence number

reports administration

The component of INTUITY CONVERSANT system that provides access to system reports, including call classification, call data detail, call data summary, message log, and traffic reports.

restore

The process of recovering lost or damaged files by retrieving them from available back-up 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 using a component from a source system in a target system after a software upgrade or platform migration.

RFS

remote file sharing

RM

resource manager

RMB

remote maintenance circuit card

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.

RTS

request to send

S

SBC

sub-band coding

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 system 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 INTUITY CONVERSANT system.

SCSI

small computer system interface

SDLC

synchronous data link control

SDN

software defined network

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.

SID

station identification

signal processor circuit card (AYC2, AYC2B, AYC2C, or AYC9d)

A speech processing circuit card that is an older, lower-capacity version of the speech and signal processor (SSP) circuit card (AYC43).

SIMMs

single inline memory modules

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.

SLIP

serial line interface protocol

small computer system interface

A disk drive control technology in which a single SCSI adapter circuit card plugged into a PC slot is capable of controlling as many as seven different hard disks, optical disks, tape drives, etc.

SNA

systems network architecture

SNMP

simple network management protocol

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 system software.

software upgrade

The installation of a new version of software in which the existing platform and circuit cards are retained.

source system

The system from which you are upgrading (that is, your system as it exists *before* you upgrade).

SP

signal processor circuit card (AYC2, AYC2B, AYC2C, or AYC9d)

speech and signal processor circuit card (AYC43)

The high-performance signal processing circuit card introduced in V6.0 capable of simultaneous support for various speech technologies.

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.

speech modeling

The process of 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 space

An area that contains all digitized speech used for playback in the applications loaded on the system.

speech phrase

A continuous speech segment encoded into a digital string.

speech recognition

The ability of the system to understand input from callers.

SPIP

signal processor interface process

SPPLIB

speech processing library

SQL

structured query language

SR

speech recognition

SSP

speech and signal processor circuit card (AYC43)

standard speech

The speech package available in several languages containing simple words and phrases produced by Lucent Technologies for use with the INTUITY CONVERSANT system. 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 voice prompts and messages to the caller. This feature is also called Enhanced Basic Speech.

standard vocabulary

A standard package of simple word speech models provided by Lucent Technologies and used for WholeWord speech recognition. These phrases include the digits “zero” through “nine,” “yes,” “no,” and “oh,” or the equivalent words in a specific local language.

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 used in FlexWord recognition that recognizes phonemes or parts of words. Compare to “WholeWord speech recognition (SR).”

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 (in other words, is *on hook*). The device is raised when the handset is picked up (in other words, when 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 INTUITY CONVERSANT system that enables you to define the interaction between the INTUITY CONVERSANT system 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 telephone 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. Compare to “asynchronous communication.”

SYS

UNIX system calls message class

sysgen

system generation

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 INTUITY CONVERSANT system software processing, performing daily system operations and preventive maintenance, and troubleshooting errors as required.

system architecture

The manner in which the INTUITY CONVERSANT system software is structured.

system message

An event or alarm generated by either the INTUITY CONVERSANT system or end-user process.

system monitor

A component of the INTUITY CONVERSANT system that tests to verify that each incoming telephone line and its associated Tip/Ring or T1 circuit 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

See “database table.”

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.

talkoff

The process of a caller interrupting a prompt, so the prompt message stops playing.

target system

The system to which you are upgrading (that is, your system as you expect it to exist *after* you upgrade).

TAS

transaction assembler script

TCC

Technology Control Center

TCP/IP

transmission control protocol/internet protocol

TDM

time division multiplexing

TE

terminal emulator

telephone network connection

The point at which a telephone network connection terminates on an INTUITY CONVERSANT system. Supported telephone connections are Tip/Ring, T1, and E1.

terminal emulator

Software that allows a PC or UNIX process to look like a specific type of terminal. In particular, it allows the INTUITY CONVERSANT system 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 US English 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 Graphical Designer and Script Builder.

ThickNet

A 10-mm (10BASE5) coaxial cable used to provide interLAN communications.

ThinNet

A 5-mm (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

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

The interactions (exchanges) between the caller and the voice response system. A transaction can involve one or more telephone network connections and voice responses from the INTUITY CONVERSANT system. It can also involve one or more of the system optional features, such as speech recognition, 3270 host interface, FAX Actions, etc.

transaction assembler script

The computer program code that controls the application operating on the voice response system. The code can be produced from Graphical Designer, Script Builder, or by writing directly in TAS code.

transaction state machine process

A multi-channel IRAPI application that runs applications controlled by TAS script code.

transient process

A process that is created dynamically only when needed.

TRIP

Tip/Ring interface process

troubleshooting

The process of locating and correcting errors in computer programs. This process is also referred to as debugging.

TSO

Technical Services Organization

TSO

time share operation

TSM

transaction state machine process

TTS

Text-to-Speech

TWIP

T1 interface process

U

UK

United Kingdom

US

United States of America

UNIX Operating System

A multiuser, multitasking computer operating system originally developed by Lucent Technologies.

UNIX shell

The command language that provides a user interface to the UNIX operating system.

upgrade scenario

The particular combination of current hardware, software, application and target hardware, software, applications, etc.

usability

A measurement of how easy an application is for callers to use. The measurement is made by making observations and by asking questions. An application should have high usability to be successful.

USOC

universal service ordering code

UVL

unified voice library

V

VDC

video display controller

vi editor

A screen editor used to create and change electronic files.

virtual channel

A channel that is not associated with an interface to the telephone network (Tip/Ring, T1, LSE1/LST1, 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 can be initiated only by a “virtual seizure” request to TSM from a DIP.

vocabulary

A collection of words that the INTUITY CONVERSANT system 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, E1, LSE1/LST1, or PRI). Any INTUITY CONVERSANT system application can run on a voice channel. Voice channel applications can 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 DIP or the **soft_srz** command.

voice processing co-marketer

A company licensed to purchase voice processing equipment, such as the INTUITY CONVERSANT system, 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 SSP circuit cards) and data storage devices (for example, hard disk, etc.)

voice response unit

A computer connected to a telephone network that can play messages to callers, recognize caller inputs, access and update a databases, and transfer and monitor calls.

voice system administration

The means by which you are able to administer both voice- and nonvoice-related aspects of the system.

VPC

voice processing co-marketer

VROP

voice response output process

VRU

voice response unit

W

warning

An admonishment or advisory statement used in INTUITY CONVERSANT system documentation to alert the user to the possibility of equipment damage.

WholeWord speech recognition (SR)

An optional feature, available in several languages, based on whole-word technology that can recognize the numbers one through zero, "yes", and "no" (the key words). This feature is reliable, regardless of the individual speaker. This feature can identify the key words when spoken in phrases with other words. A string of key words, called *connected digits*, can be recognized. During the prompt announcement, the caller can speak or use touch tones (or dial pulses, if available). See also "whole-word technology."

whole-word technology

The ability to recognize an entire word, rather than just the phoneme or a part of a word. Compare to "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 FlexWords that are available for recognition by an application during a Prompt & Collect action step.

word spotting

The ability to search through extraneous speech during a recognition.

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