Lucent Technologies
Bell Labs Innovations

INTUITY™ CONVERSANT® System

Version 7.0

MAP/5P Maintenance

Notice
Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Your Responsibility for Your System's Security
Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

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Part 15: Class A Statement. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by an FCC registration number.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 Rules. This equipment returns answer-supervision signals to the public switched network when:
- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:
- A call is unanswered
- A busy tone is received
- A reorder tone is received

Canadian Department of Communications (DOC)
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This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A préscrites dans le reglement sur le brouillage radioélectrique édicté par le ministére des Communications du Canada.

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             Issue 2, April 1998

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Lucent Technologies provides a limited warranty on this product. Refer to the "Limited Use Software License Agreement" card provided with your package.

European Union Declaration of Conformity
Lucent Technologies Business Communications Systems declares that the equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:
EMC Directive   89/336/EEC
Low-Voltage Directive   73/23/EEC

CE   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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

Contents

Page iii

Contents

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Contents

Page v

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Contents

Page vi

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Contents

Page viii

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Contents

Page ix

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Contents

Page x

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Contents

Page xi

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Contents

Page xii

About This Book

Purpose

This book, *Lucent INTUITY™ CONVERSANT® System Version 7.0 MAP/5P Maintenance*, 585-313-107, contains information for troubleshooting and diagnosing problems associated with the MAP/5P 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 — Technical Service Organization (TSO)
- Lucent Technologies Helpline personnel

We assume that the primary users of this book have completed the MAP/5P hardware installation training course (see "Related Resources").

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

About This Book
Release History

Page xiv

Release History

This is the first release of this book.

Trademarks

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- CLEO is a trademark of Interface Systems, Inc.

- Hayes and Smartmodem are trademarks of Hayes Microcomputer Products, Inc.

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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.

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.
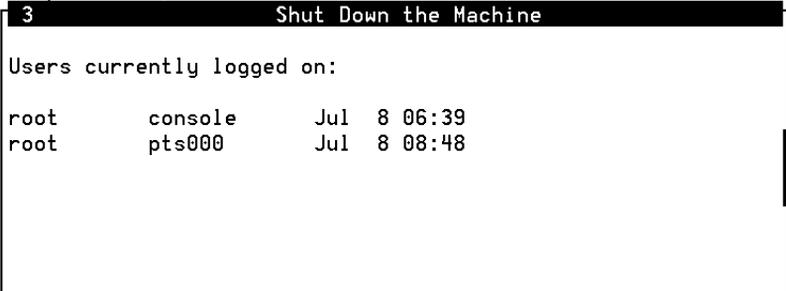
```
 3                Shut Down the Machine

Users currently logged on:

root       console     Jul  8 06:39
root       pts000      Jul  8 08:48



```

Figure 1.   Example of an INTUITY CONVERSANT Window Showing Information

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

About This Book
Conventions Used in This Book

Page xvi

```
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

```
          Wait Time

   Seconds: ███
```

**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

```
          Voice System Administration

     Application Package Administration
     Backup/Restore
     Configuration Management
     Feature Packages
     Reports
     Script Builder Applications
     Switch Interfaces
     System Monitor
     Unix Management
```
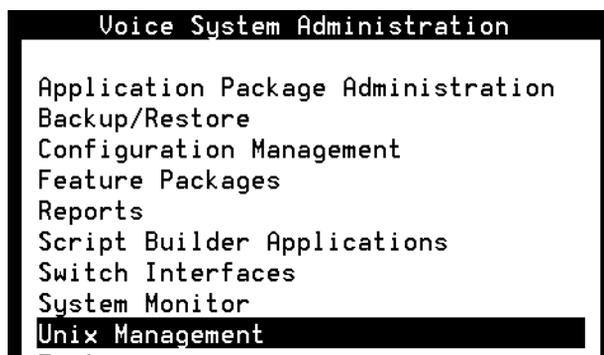
Figure 5.   Example of an INTUITY CONVERSANT Menu

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 7.0 System Description*, 585-313-204, contains a detailed description of all books included in V7.0 INTUITY CONVERSANT documentation library. Always refer to the appropriate book for specific information on planning, installing, administering, or maintaining an INTUITY CONVERSANT system.

For Troubleshooting Information

Basic troubleshooting information is available in "Troubleshooting" in the *INTUITY CONVERSANT System Reference*, 585-313-205.

For Diagnostic Information

Instructions for conducting diagnostics are available in "Diagnostics" in the
INTUITY CONVERSANT System Reference, 585-313-205.

For Common System Procedures

Instructions for conducting common system procedures are available in
"Common Procedures" in the *INTUITY CONVERSANT System Reference*,
585-313-205.

For Hardware Information

Instructions for replacing or installing hardware components of the MAP/5P are
available in Chapter 1, "Getting Inside the Computer", Chapter 2, "Installing or
Replacing Circuit Cards", Chapter 3, "Replacing a Hard Disk Drive", and
Chapter 4, "Replacing Other Components".

For Software Information

Instructions for replacing or installing software components of the MAP/5P are
available in Chapter 5, "Installing Base System Software", Chapter 6, "Installing
the Intuity CONVERSANT System Software", and Chapter 7, "Installing the
Optional Feature System Software".

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 Version 7.0 MAP/5P Maintenance*,
585-313-107.

Additional Suggested Documentation

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

- *INTUITY CONVERSANT System Reference,* 585-313-205*.*

- *INTUITY CONVERSANT System Version 7.0 New System Installation*,
  585-313-106.

- *INTUITY CONVERSANT System Version 7.0 Communication Development*,
  585-33-202.

- *INTUITY CONVERSANT System Version 7.0 Application Development with
  Script Builder*, 585-313-206.

- *INTUITY CONVERSANT System Version 7.0 Administration*, 585-313-501

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 V7.0 INTUITY CONVERSANT system:

- Graphical Designer - CGD courses BTC130H and BTC302H are to be replaced by a Voice@Work course.

- Course No. BTT509H, CONVERSANT installation & Maintenance Voice Information System

- Course No. BSP008L, Voice Response Sales Seminar

- Course No. BTC130H, INTUITY CONVERSANT Graphical Designer for New Application Customers

- Course No. BTC201H, Script Builder Hose Application Development Workshop

- Course No. BTC301H, INTUITY CONVERSANT VIS Advanced Script Builder

- Course No. BTC302H, INTUITY CONVERSANT Graphical Designer for Experienced Script Builder Users

- Course No. BTC128H, Introduction to Script Builder

- Course No. BTC344M, CONVERSANT VIS 7.0 Hardware and Administration Overview (CD/ROM)

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

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

About This Book
How to Comment on This Book

Page xxiii

How to Comment on This Book

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If the reader comment card has been removed, send your comments to:

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> Denver, Colorado 80234

You may also fax your 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 Version 7.0 MAP/5P Maintenance*, 585-313-107.

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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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

About This Book
Disclaimer

Page xxiv

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

1 Getting Inside the Computer
Overview

Page 1-1

Getting Inside the Computer

1

Overview

This chapter describes procedures for

- Proper electrostatic discharge protection

- Power removal and restoration

- Computer chassis access

Purpose

The purpose of this chapter is to provide the correct procedures for accessing the internal components of the MAP/5P.

Protecting Against Damage from Electrostatic Discharge

> ⚠ **CAUTION:**
> *Read this section before unpacking the MAP/5P. 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 1-1).

Figure 1-1.   ESD Warning Symbol

To avoid damaging ESD-sensitive components, follow these rules:

> ⚠ **CAUTION:**
> *Ensure that your palm is not in contact with the non-component side of the board.*

- Handle ESD-sensitive circuit cards only after attaching a wrist strap to your 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 1-2 and Figure 1-3).
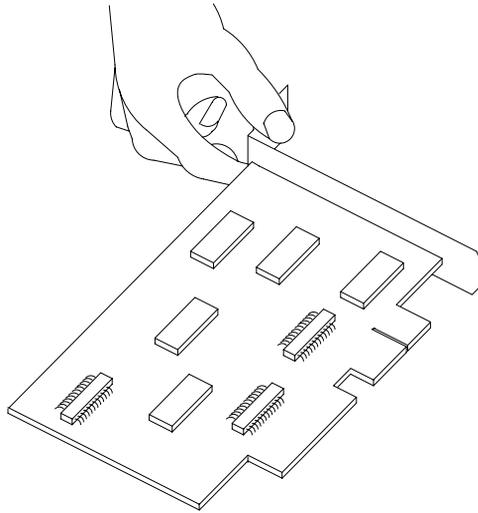
Figure 1-2.   How to Hold a Small Circuit Card
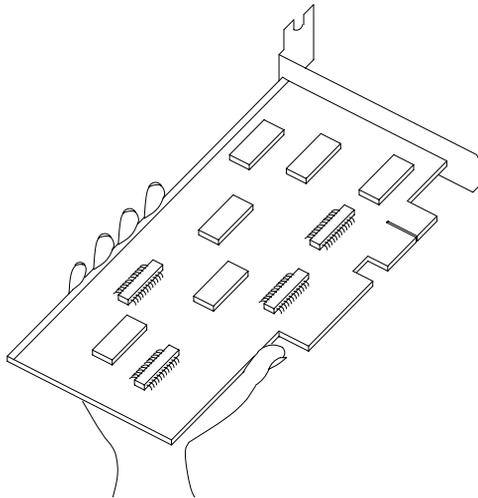
Figure 1-3.   How to Hold a Large Circuit Card

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

1   Getting Inside the Computer
Protecting Against Damage from Electrostatic Discharge   *Page 1-4*

- 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 1-4).
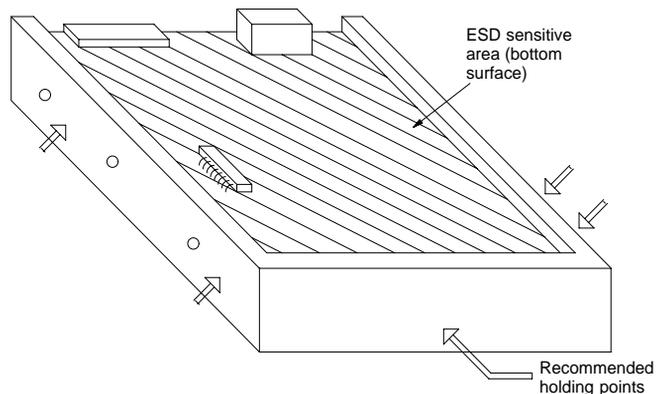
Figure 1-4.   ESD-Sensitive Area of an Electronic Component

Removing Power from the MAP/5P

The MAP/5P requires a dedicated circuit with a dedicated circuit breaker. The power cord connects to the rear of the MAP/5P at the point labeled AC power inlet receptacle (Figure 1-5).
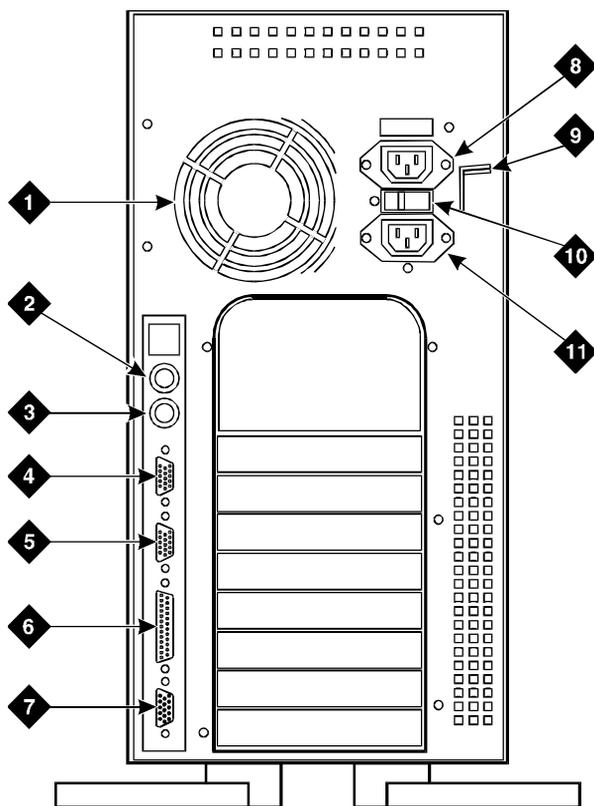
1.   Power supply fan intake
2.   Keyboard connector
3.   Mouse connector
4.   COM1
5.   COM2
6.   Parallel port
7.   Video connector
8.   AC power supply outlet
9.   Dress cover lock
10. AC voltage selector switch
11. AC power inlet receptacle

Figure 1-5.   Back View of the MAP/5P

Before you begin any work in the MAP/5P complete the following procedure to remove power from the MAP/5P:

1. Shut down the INTUITY™ CONVERSANT® system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

2. Turn off the monitor's power switch.

   The green or amber lamp on the front bottom of the monitor should be off.

3. Turn off the power switch on the front of the MAP/5P.

   The green lamp labeled POWER ON on the front of the unit should be off.

4. Unplug the MAP/5P from the power outlet.

5. Remove the MAP/5P power cord from the AC receptacle in the wall.

6. 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/5P. You must remove the dress cover to access these components.

⚠ DANGER:

Shut power off before removing the dress cover. See "Removing Power from the MAP/5P" for the procedure.

To remove the dress cover, do the following:

1. Place the dress cover lock (Figure 1-5) in the open position.

   ### ⮕ NOTE:
   Figure 1-5 shows the dress cover lock in the locked position.

2. Simultaneously compress the dress cover latches on either side of the MAP/5P (Figure 1-6).

3. Slide the dress cover away from the MAP/5P.
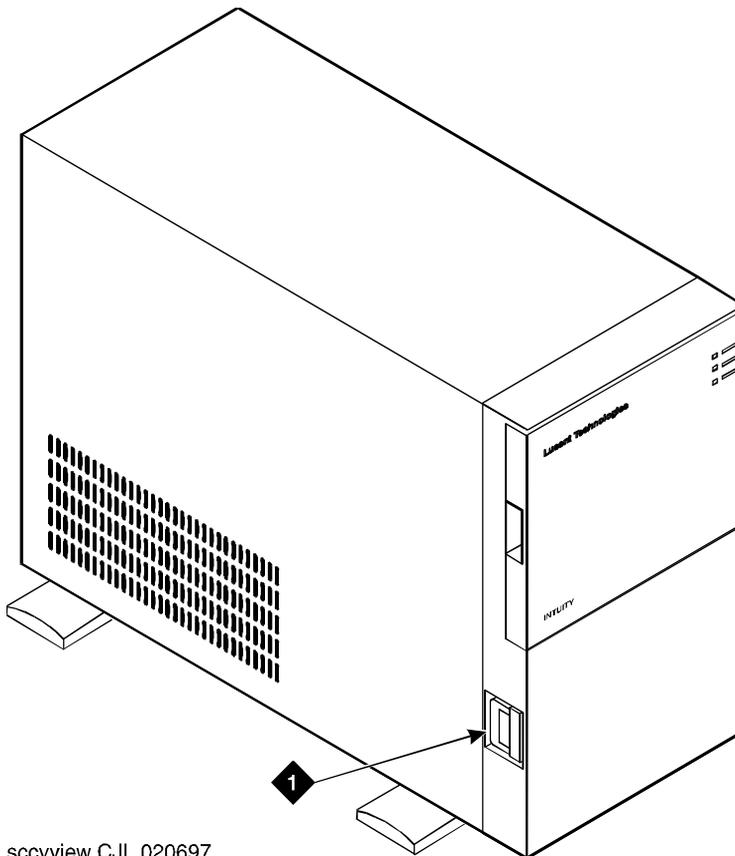
sccvview CJL 020697

1.   Dress cover latch

Figure 1-6.   Removing the Dress Cover

Replacing the Dress Cover

To replace the dress cover, do the following:

1. Align the dress cover with the MAP/5P chassis.

2. Slide the dress cover back until it locks into place.

3. Close the dress cover lock on the back of the MAP/5P chassis.

Restoring Power to the MAP/5P

To restore power to the MAP/5P, do the following:

1. Plug the MAP/5P power cord into the designated power outlet.

2. Fasten the power cord to the MAP/5P dress cover lock using a cable tie.

   ➡ **NOTE:**
   Leave some slack in the power cord between the dress cover lock
   and the back of the MAP/5P.

3. Turn on the monitor's power switch.

   The green or amber lamp on the front bottom of the monitor should be lit.

4. Press on the power switch on the front of the MAP/5P.

   The green lamp on the front of the unit should be lit.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

2 Installing or Replacing Circuit Cards
Overview

Page 2-1

Installing or Replacing Circuit Cards

2

Overview

This chapter describes

- Configuring circuit cards in the MAP/5P

- Types of circuit cards

- General steps for circuit card installation

- Specific procedures for installation of standard and optional MAP/5P 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

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

2 Installing or Replacing Circuit Cards
General Procedures

Page 2-2

General Procedures

The general procedures include:

- Removing a circuit card

- Installing a circuit card

Removing 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 1, "Getting Inside the Computer".

To remove a circuit card, you must:

- Remove the INTUITY™ CONVERSANT® system from service

- Access the circuit card

- Extract the circuit card

Removing the INTUITY CONVERSANT System from Service

To remove the INTUITY CONVERSANT system from service, 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. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

3. Shut down the system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

4. Remove the incoming power. See "Removing Power from the MAP/5P" in Chapter 1, "Getting Inside the Computer", for the procedure.

Accessing the Circuit Card

To access the circuit card, remove the dress cover. See "Removing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for this procedure.

Extracting the Circuit Card

To extract the circuit card, do the following:

1. Locate the circuit card to be replaced within the card cage.

2. Disconnect any attached cables.

   $\implies$ **NOTE:**
   Pay close attention to the connectivity of each cable to make it easier to connect them to the replacement circuit card.

3. If there are cables attached to other circuit cards which would impede the removal of the card, disconnect them and place them to the side.

   $\implies$ **NOTE:**
   Pay close attention to the connectivity of each cable.

4. Remove the retaining screw from the circuit card faceplate and save it.

5. Remove the circuit card from the backplane slot by gently pulling on each corner of the card.

   $\implies$ **NOTE:**
   Note the slot assignment because you must install the replacement card in the same backplane slot. See "Component Assignments" in Appendix A, "System Configuration", for circuit card slot assignments.

6. Remove the circuit card from the MAP/5P.

   ⚠️ **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 1, "Getting Inside the Computer", for detailed electrostatic discharge precautions.

7. 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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

2 Installing or Replacing Circuit Cards
General Procedures

Page 2-4

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 1, "Getting Inside the Computer".*

To install a circuit card, you must:

- Insert the circuit card

- Reassemble the MAP/5P

- Restore the INTUITY CONVERSANT system to service

> ### ➡ NOTE:
> If you are adding an additional circuit card to the INTUITY CONVERSANT system, complete the procedures, "Removing the Intuity CONVERSANT System from Service" and "Accessing the Circuit Card".

Inserting the Circuit Card

To insert the 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. You must re-use the material in which the replacement circuit card was packaged 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 listed later in this chapter for each type of circuit card you are installing then continue with Step 3.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

2 Installing or Replacing Circuit Cards
General Procedures
Page 2-5

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 4, "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 the last circuit card on the bus, 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. If necessary, see Appendix A, "System Configuration", to determine the correct slot in which to place the 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.

Reassembling the MAP/5P

To reassemble the MAP/5P, replace the dress cover. See "Replacing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.

Restoring the INTUITY CONVERSANT System to Service

To restore the INTUITY CONVERSANT system to service, do the following:

1. Restore power to the MAP/5P. See "Restoring Power to the MAP/5P" in Chapter 1, "Getting Inside the Computer", for the procedure.

2. Verify the INTUITY CONVERSANT system operation by placing a call to a user.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

2 Installing or Replacing Circuit Cards
Settings for Optional Circuit Card

Page 2-6

Settings for Optional 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 1, "Getting Inside the Computer".*

This section provides the following information on the optional feature circuit cards:

- Switch and jumper settings

- 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.

Asynchronous SuperSerial Circuit Card

The asynchronous circuit card allows you to connect the INTUITY CONVERSANT System to external peripheral equipment.

Figure 2-1 shows the asynchronous SuperSerial circuit card.

> ⟹ **NOTE:**
> If you are installing the asynchronous SuperSerial circuit card, the system cannot be equipped with the 8-Port Asynchronous Megaport circuit card.
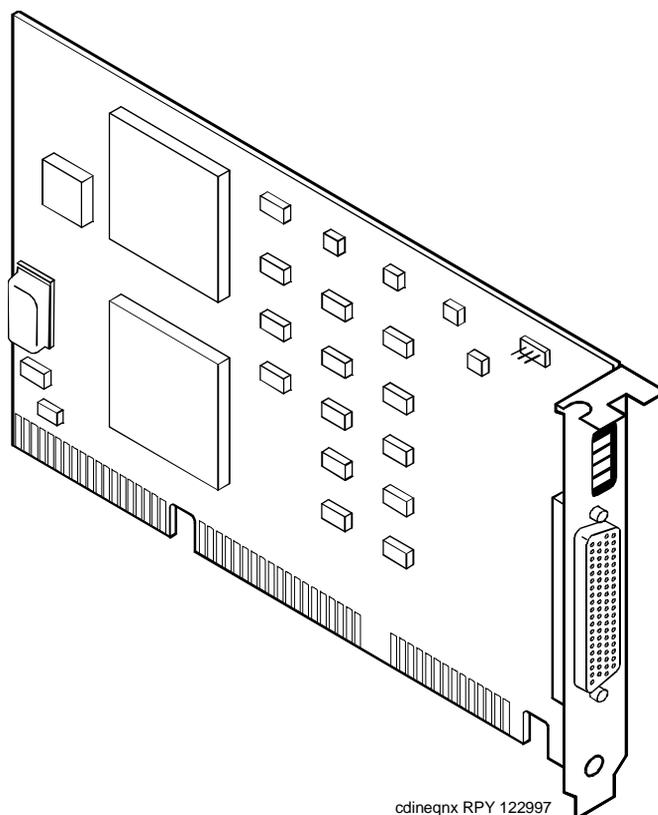
cdineqnx RPY 122997

Figure 2-1.   Asynchronous SuperSerial Circuit Card

Installing the Asynchronous SuperSerial Card Driver

To install the asynchronous super serial 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 SST Loadable STREAMS Device Driver (EISA/ISA/MCA/PCI) 1 of 1" into the diskette drive.

4. Press (ENTER).

   The system displays the following message:

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

2 Installing or Replacing Circuit Cards
Settings for Optional Circuit Card

Page 2-8

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

The following packages are available:
 1. eqn         Equinox SST Loadable STREAMS
                 Device Driver (EISA/ISA/MCA/PCI)
                 (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:
Package: Equinox SST Loadable STREAMS Device Driver
(EISA/ISA/MCA/PCI) (eqn) from <diskette1>

Equinox SST Loadable STREAMS Device Driver
(EISA/ISA/MCA/PCI) (i386)
Using </> as the package base directory.
Lucent Technologies Inc.
```

   The system displays several status messages and then the following
   message:

```
This seems to be an ISA system. Is this correct[Y/n]?
```

6. Enter **y**

   The system displays the following message:

```
Installing for ISA bus system.

The following i/o ports appear to be free for use by
Equinox ISA boards:
    220 240 260 280 2a0 2c0 2e0 320 360 3a0 3c0
Should the driver autoconfigure all Equinox ISA boards
[Y/n]?
```

7. Enter **n**

   The system displays the following message:

```
One 16k block of memory addresses will be used by all
Equinox ISA boards. This address must meet the
following criteria:

    1.  In the range of 640 kilobyte to 1 Megabyte or
        above 2 Gigabytes
    2.  No other physical memory (RAM/ROM) present
    3.  Must NOT be cached
    4.  Must begin on a 16k boundary

An example hexadecimal address is 0xb0000

Enter your address selection in hexadecimal: 0x
```

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

2 Installing or Replacing Circuit Cards
Settings for Optional Circuit Card

Page 2-9

8. Enter the appropriate address as determined by the Hardware Resource Allocator.

   The memory block boundary is determined by the INTUITY CONVERSANT Hardware Resource Allocator. See "Hardware Resource Allocator Operation" in Appendix A, "System Configuration".

   The system displays the following message:

   ```
   You may enable a selection of baud rates above 38400 for
   all ports by answering "Yes" to the following question.

   If you enable baud rates above 38400, speeds below 300
   baud will be unavailable. Speeds 300 to 38400 are
   unaffected.

   The high baud rates are selected according to the
   following table:

               57600        B50
               76800        B75
               115200       B110
               238400       B134 (depending on board/module
                                 (type

   Enable high baud rate selection [y/N]?
   ```

9. Enter **n**

   The system displays the following message:

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

   A system rebuild has been requested when the system is
   shutdown. System tunables have been modified.

   Please request a reboot using the "init 6" command to
   use the driver.

   If you desire the default set of port monitors and port
   services to be installed, execute "/etc/equportsetup"
   after the system has rebooted.

   Installation of Equinox SST Loadable STREAMS Device
   Driver (EISA/ISA/MCA/PCI) (eqn) 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 "Equinox SST Loadable STREAMS Device Driver (EISA/ISA/MCA/PCI) 1 of 1" from the diskette drive.

12. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205.

PCI Ethernet LAN Circuit Cards

The system supports two versions of the PCI Ethernet LAN circuit card

- SMC8432
- SMC9332

These cards allow you to connect the INTUITY CONVERSANT system to your local area network.

SMC8432 Circuit Card

The SMC8432 Ethernet LAN circuit card is a 10-Mbps circuit card. Figure 2-2 shows the SMC8432 Ethernet LAN circuit card.

cdcvpcb LJK 051497
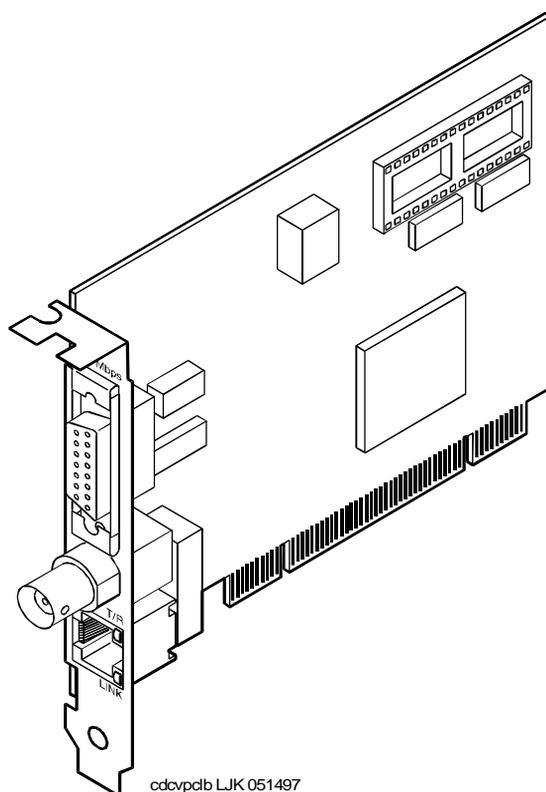
Figure 2-2.   SMC8432 Ethernet LAN Circuit Card

There are no jumpers on the SMC8432 circuit card.

SMC9332 Circuit Card

The SMC9332 Ethernet LAN circuit card is a 10/100-Mbps circuit card. <u>Figure 2-3</u> shows the SMC9332 Ethernet LAN circuit card.
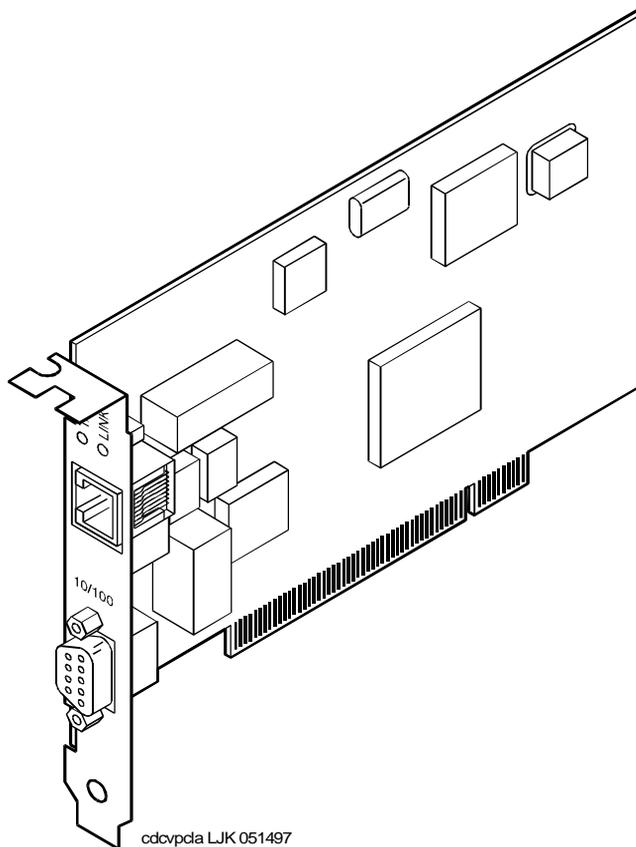
Figure 2-3.   SMC9332 Ethernet LAN Circuit Card

There are no jumpers on the SMC9332 circuit card.

Installing a PCI LAN Circuit Card

Installation of a 10 Mbps or a 10/100 Mbps PCI LAN circuit card, in a system which did not previously have a LAN circuit card, involves

- ''Installing a PCI LAN Circuit Card''

- ''CMOS Parameter Settings''

- ''Installing the PCI Circuit Card Driver''

- ''Verifying the PCI LAN Circuit Card Installation''

Installing the PCI LAN Circuit Card

To install either a 10 Mbps or a 10/100 Mbps PCI LAN circuit card, do the following:

1. Shut down the system if it is up and running, otherwise continue with step 2. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

2. Install the 10 Mbps or 10/100 Mbps 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.

Installing a 100 Mbps PCI LAN Circuit Card

⇒ **NOTE:**
Perform the following procedure if the SMC9332 circuit card is required to operate at *100 Mbps.* If the SMC9332 circuit card is to operate at 10 Mbps, continue with ''Installing the PCI Circuit Card Driver'' because no changes are required for 10 Mbps operation.

To ensure the SMC9332 circuit card operates at 100 Mbps, do the following:

1. Login as root.

2. Enter **vi /etc/inst/nics/drivers/smpw0**

3. Change the line *SMPMEDIA0 SMC_MEDIA_AMD* to
   SMPMEDIA0 SMC_MEDIA_STP100_UTP100

   ⇒ **NOTE:**
   SMPMEDIA0 is used for the first PCI LAN circuit card. If you system is using more than one PCI LAN circuit card, change SMPMEDIA1 (for card 2), SMPMEDIA2 (for card 3), or SMPMEDIA3 (for card 4) as required, to read the same as that entered for SMPMEDIA0.

4. Write and exit the file.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

2 Installing or Replacing Circuit Cards
Settings for Optional Circuit Card

Page 2-13

Installing the PCI Circuit Card Driver

To install the PCI LAN circuit card driver, do the following:

1. From the network administrator, determine the following:

   - The machine IP address

   - The machine node name

   - The system name

2. If you are not already logged in as root, do so now.

3. Enter **niccfg**

   The system displays the following message:

   ```
   Setting up the Network Interface Card Support Utility
   ```

   The system then displays the Network Interface Card Support
   Utility—Summary Screen (Figure 2-4).

```
SLOT       BUS-NUM        BOARD NAME          IRQ  IO-ADDR   MAN-ADDDR          DMA
-----      --------       ------------        ---  --------  ---------          ---
  6        PCI___0        SMC_EtherPower_9332  IO  f880-f8ff  fedfec00-fedfec7f




                         Please Select an Option

                    (*) Accept all Entries
                    ( ) Add an entry for a card
                    ( ) Delete/restore an Entry for a Card
                    ( ) Install Driver from IHV Diskette
                    ( ) Cancel this Utility Without Making Changes


Use the up/down arrow keys to select then press ENTER
```

Figure 2-4. Network Interface Card Support Utility—Summary Screen

4. Use the down ▼ arrow to select: `Accept all Entries`

   ⇒ **NOTE:**
   If installing from a diskette, select:
   `Install Driver from IHV Diskette`

5. Press (ENTER)

   The system displays the following message:

   ```
   Installing drivers for Network Card you selected. This
   will take a few minutes.
   ```

   When complete, the system displays the system prompt.

6. Enter **setuname -n <*name*>** where *<name>* is the machine node name.

7. Enter **setuname -s <*name*>** where *<name>* is the system name.

8. Enter **cd /etc/net**

9. Use the vi editor and enter the machine node name to the *hosts* file in
   each of the following directories:

   - ticlts

   - ticots

   - ticotsord

   $\Longrightarrow$ **NOTE:**
   The machine node name must be entered two times on the same
   line, separated by a tab.

10. Enter **cd /etc/confnet.d/inet**

11. Use the vi editor to edit the *interface* file.

12. Change the line *smpw0:0::/dev/smpw0_0:-trailers* to the following:

    smpw0:0::/dev/smpw0_0:netmask 0xffffff00 broadcast *a.b.c*.255 -trailers
    where *a.b.c* are the first three parts of your machine IP address. For
    example, IP address 135.7.50.201 would be changed to 135.7.50.255.

13. Copy the files you edited in Step 9 into the */etc/inet/* directory.

14. Enter **cd /etc/inet**

15. Use the vi editor to edit the *config* file.

16. Change the line *###4c:/usr/sbin/route::n:add default default_router 1* to
    the following:

    4c:/usr/sbin/route::y:add default *a.b.c*.254 where *a.b.c*. are the first
    three parts of your IP address. For example, IP address 135.7.50.201
    would be changed to 135.7.50.254.

17. Write and exit the file.

18. Continue with "Verifying the PCI LAN Circuit Card Installation".

Verifying the PCI LAN Circuit Card Installation

To set the 10 Mbps or 10/100 Mbps PCI LAN circuit card installation, do the following:

1. Enter **/etc/inet/rc.restart**

2. Check the message log report for TCP/IP or LAN adapter errors. See Chapter 7, "Peripheral Administration," *INTUITY CONVERSANT System Version 7.0 Administration*, 585-313-501.

3. Verify that you have network connectivity using the **ping** command. See Appendix A, "Summary of Commands," in *INTUITY CONVERSANT System Version 7.0 Administration*, 585-313-501.

CMOS Parameter Settings

To change the CMOS Pnp/PCI System Configuration for either a 10Mbps or a 10/100Mbps PCI LAN circuit card, do the following:

1. Perform a hard reboot of the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   ### ⇒ NOTE:
   You must perform a hard reboot to access the CMOS parameter settings.

2. During the POST, press ⌈CONTROL⌉ ⌈ALT⌉ ⌈ESC⌉.

   The system displays the following message:

   ```
   Please standby for SETUP Utility...
   ```

   After the system has installed the BIOS it displays the CMOS BIOS Utility screen (Figure 2-5).

```
                    BIOS Utility

                 Basic System Configuration
                 Advanced System Configuration
                 Power Saving
                 System Security
                 PnP/PCI System Configuration
                 Load Setup Default Settings
```

Figure 2-5.   BIOS Utility screen

3. Use the up ▲ and down ▼ arrows on your keyboard to move through the field selections.

4. Select PnP/PCI System Configuration

5. Press (ENTER)

6. The system displays the PnP/PCI System Configuration screen (Figure 2-6).

```
                          PnP/PCI System Configuration


    PCI IRQ Setting - - - - - - - - - - - - - - - - -[manual]

                                        INTA     INTB     INTC     INTD

        PCI Slot 1                      [14]
        PCI Slot 2                                                 [14]
        PCI Slot 3                                        [14]
        On-Board VGA                    [- -]


    PCI IRQ Sharing - - - - - - - - - - - -[NO]
    VGA Palette Snoop - - - - - - - - - - -[Disabled]
    Plug & Play OS - - - - - - - - - - - - [NO]
    Reset Resources Assignment  - - - - -[NO]
```
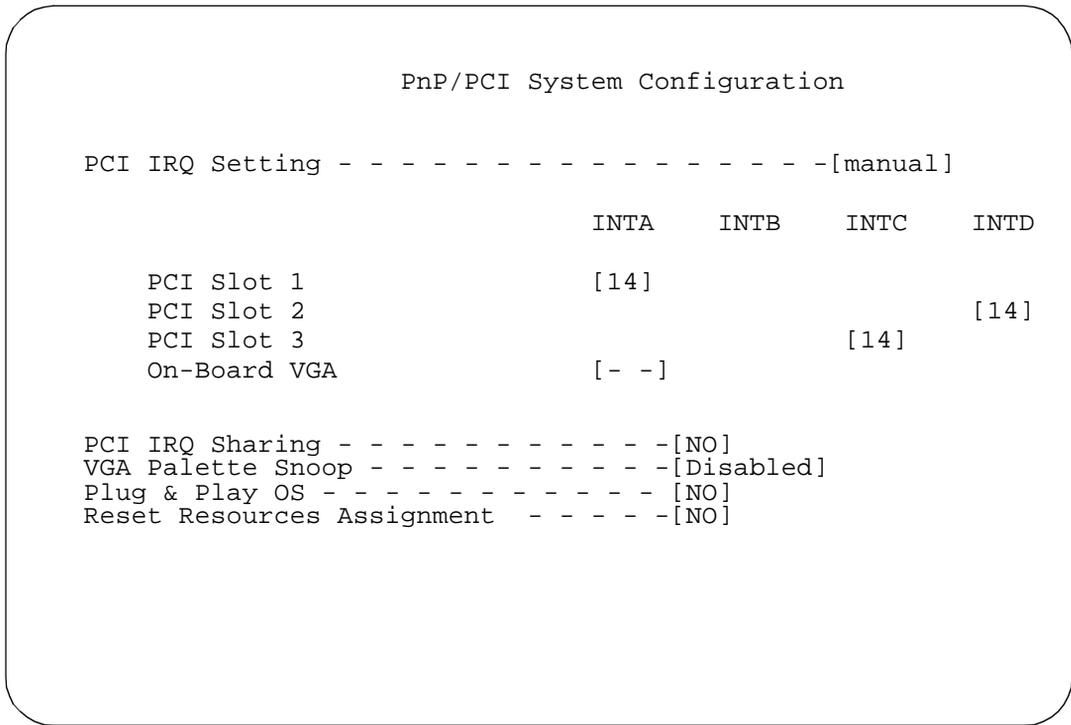
Figure 2-6.   PnP/PCI System Configuration screen

7. Use the up ▲ and down ▼ arrows on your keyboard to move through the field selections.

8. Select and highlight the field next to the PCI slot number specified in the Hardware Resource Allocater.

9. Use the left ◄ and right ► arrows on your keyboard to move through the field selections.

10. Select the IRQ setting specified in the Hardware Resource Allocater.

11. Press ⌷ESC⌷

   The system redisplays the BIOS Utility screen (Figure 2-5).

12. Press ⌷ESC⌷

   The system displays the following:

   ```
   Do you want to save CMOS data?
        [YES]        [NO]
   ```

13. Use the left ◄ and right ► arrows on your keyboard to move through the field selections.

14. Select [YES]

15. Press (ENTER)

     The system automatically reboots.

Replacing a PCI LAN Circuit Card

To replace a 10Mbps or a 10/100Mbps PCI LAN circuit card, do the following:

1. 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".

2. Record the output.

3. Complete the "Installing a PCI LAN Circuit Card" procedure above.

4. Complete the "Verifying the PCI LAN Circuit Card Installation" procedure above.

FIFO/SIB Synchronous Host Circuit Card

One FIFO/SIB synchronous host card is supported. Figure 2-7 shows the FIFO/SIB synchronous host card and the location of the switches and interrupt jumpers.
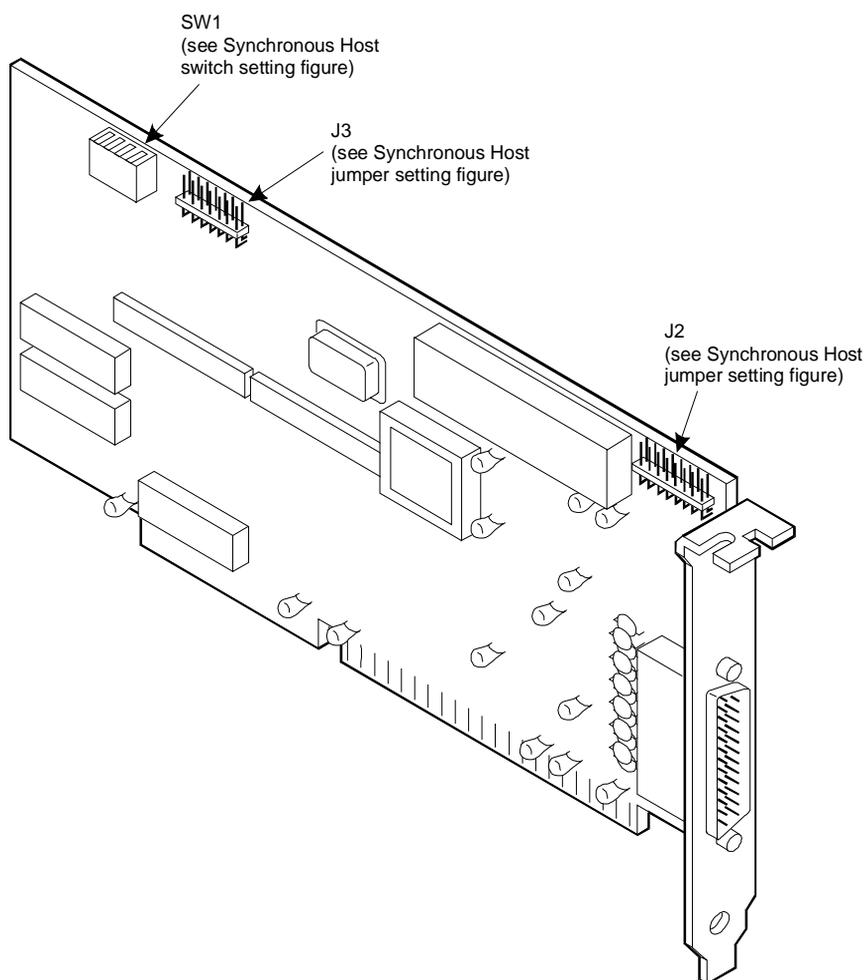
Figure 2-7.   FIFO/SIB Synchronous Host Circuit Card

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 2-8). The IRQ corresponds to the number below the pins. Figure 2-8 shows the card set with an IRQ of 3. See "Hardware Resource Allocator Operation" 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 2-8.

➡ NOTE:

When operating at 64 kbaud, this setting supports a maximum cable length of 15 ft.
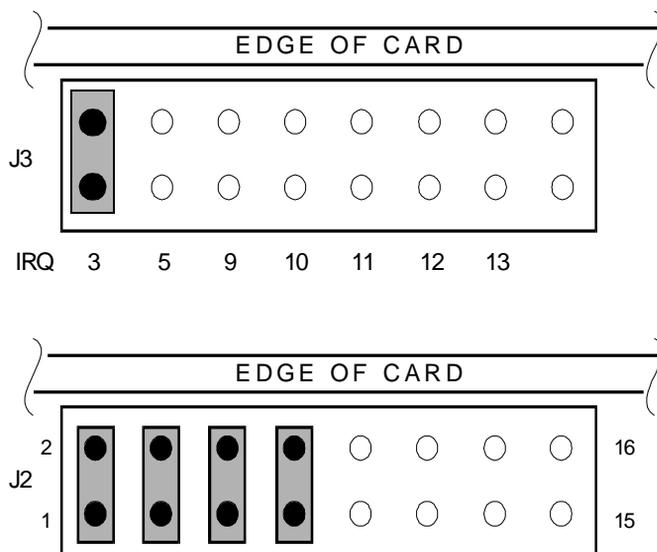
Figure 2-8.   Jumper Settings for the FIFO/SIB Synchronous Host Circuit Card

Switch Settings

Figure 2-7 shows the location of the I/O switch block SW1. Figure 2-9 shows the I/O switch settings for an address of 380.

Base I/O address = 380 Hex
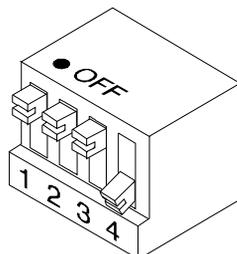
All switches closed or OFF

NOTE: Switch 4 is not used.

Figure 2-9.   Switch Settings for the FIFO/SIB Synchronous Host Circuit Card

Table 2-1 shows the switch settings for other potential I/O addresses.

Table 2-1.   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

Remote Maintenance Circuit Card

The remote maintenance circuit card provides remote diagnostics of basic components (Figure 2-10). There is one remote maintenance circuit card installed on the system.
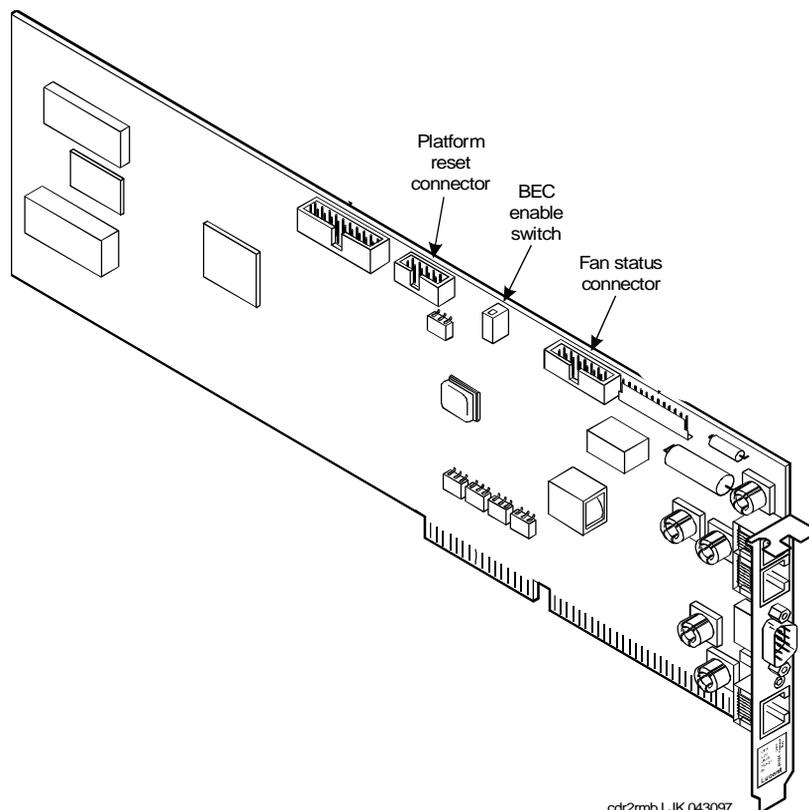
Figure 2-10.   Remote Maintenance Circuit Card

Types of Remote Maintenance Circuit Cards

The Lucent INTUITY system supports the AYC54 remote maintenance circuit card.

- With an internal modem (AYC54)

- Without an internal modem (AYC55)

You can determine the type of remote maintenance circuit card installed on you system by viewing the faceplate. Figure 2-11 shows the faceplate of a remote maintenance circuit card with an internal modem (AYC54).

➤ **NOTE:**
The AYC54 and AYC55 remote maintenance circuit cards can be connected to an external modem.
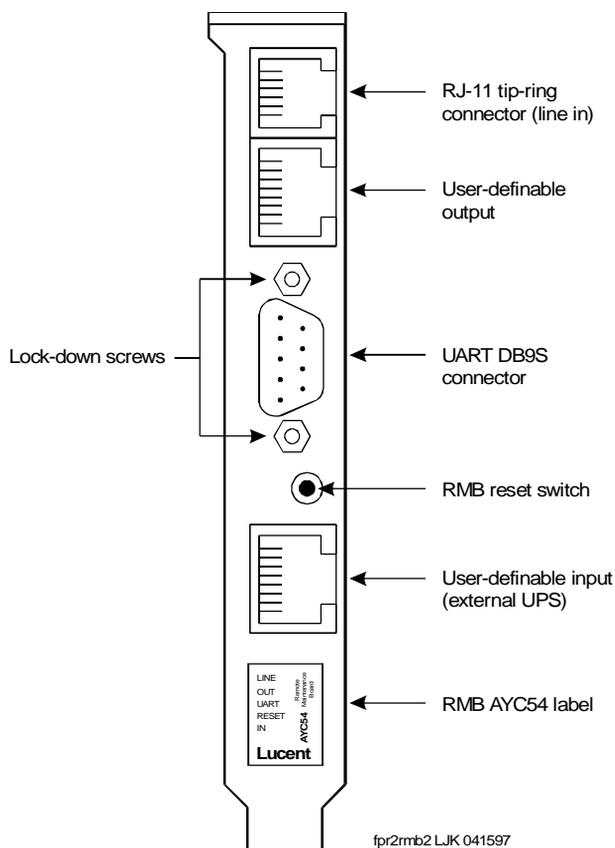
Figure 2-11.　AYC54 Remote Maintenance Circuit Card Faceplate

Figure 2-12 shows the faceplate of a remote maintenance circuit card without an internal modem (AYC55).
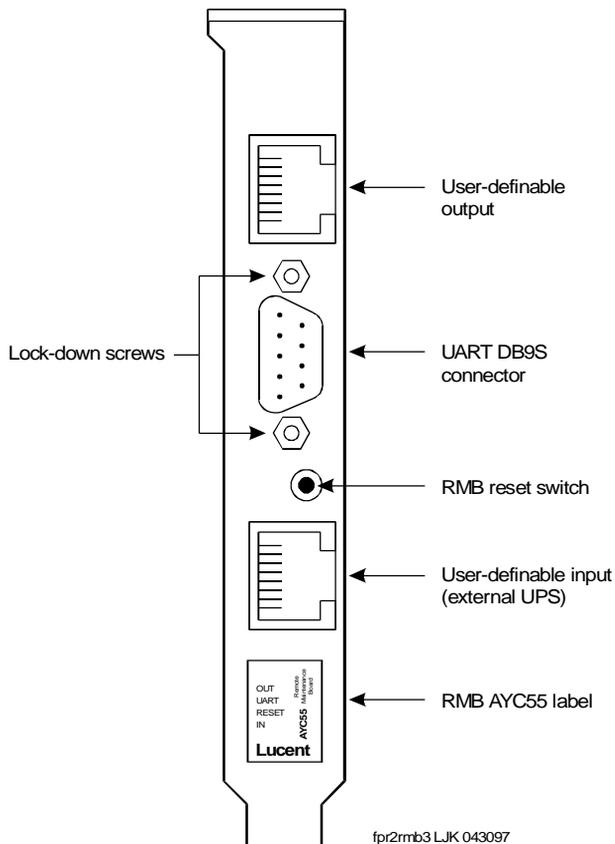
Figure 2-12.   AYC55 Remote Maintenance Circuit Card Faceplate

Setting the Resource Options

The remote maintenance circuit card is equipped with a BEC enable switch (Figure 2-10). Ensure that this switch is set to the ON position (Figure 2-13).
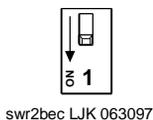
Figure 2-13.   BEC Enable Switch

Inserting the Remote Maintenance Circuit Card

To insert the remote maintenance circuit card, do the following:

1. Complete the steps in <u>"Installing a Circuit Card"</u>, above.

2. Connect the remote maintenance circuit card reset cable to the bottom two pins of CN30. <u>Figure 2-14</u> shows the location of CN30 and <u>Figure 2-15</u> shows which pins the cable should be placed on.

jpcvmb4 CJL 040797

1. JP5 - flash BIOS function
2. JP6 - BIOS ROM type
3. JP1 - BIOS type
4. JP2 - LED function
5. JP15 - standby power connector
6. JP4 - second-level cache
7. JP3 - second-level cache
8. JP30 - external battery connector
9. JP16 - software shutdown
10. JP42 - L2 cache mode
11. JP43 - CPU voltage for I/O
12. JP7 - regulator
13. JP44 - CPU voltage for core
14. JP11 - SMM/reset switch
15. CN19
16. CN30
17. JP14 - power-on switch connector

Figure 2-14.   Motherboard Jumper Locations
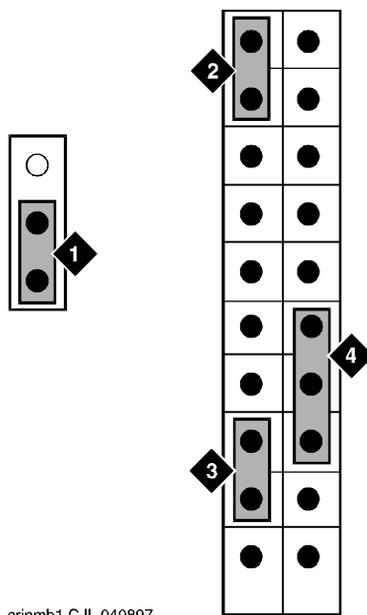
crinmb1 CJL 040897

1. RMB cable (pins 1 and 2 of CN30)
2. Reset switch connector (pins 19 and 20 of CN19)
3. Turbo LED connector (pins 12 and 13 of CN19)
4. Power LED connector (pins 3,4, and 5 of CN19)

Figure 2-15.   Motherboard Cable Connections

Installing the Remote Maintenance Circuit Card Software Package

To install the remote maintenance circuit card software package, do the following:

1. Stop the voice system.

2. 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)
    ```

3. Insert the tape labeled "RMB Software Set" into the tape drive.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

2 Installing or Replacing Circuit Cards
Settings for Optional Circuit Card

Page 2-27

4. Press ENTER.

   The system displays the following message:

   ```
   Installation in progress. Do not remote the cartridge
   tape.

   The following sets are available:
        1    RMBset   INTUITY RMB V2 Set
                      (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: RMB Software Set R2.0 (RMBset) from <ctape1>.

   INTUITY RMB Software Set R2.0
   (i486)
   Using </> as the package base directory.

   The RMB BEC ADDR has been defaulted to D1000

   As is typical, should the RMB use COM1, rather than COM2
   (default: y) [y,n,?]:
   ```

6. If the remote maintenance circuit card should use COM1, press ENTER.

   If the remote maintenance circuit card should use COM2, enter **n**

   The system displays the following message:

   ```
   Please select the country code:

        01 - United States
        02 - International


   Country code [01]:
   ```

7. Enter the appropriate code.

   The system displays the following message:

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

8. Enter **q**

9. Remove the cartridge tape.

SCSI Controller Circuit Card

The SCSI controller circuit card provides the ability to interface with internal and external SCSI devices. The MAP/5P accommodates one SCSI controller circuit card (Figure 2-16).
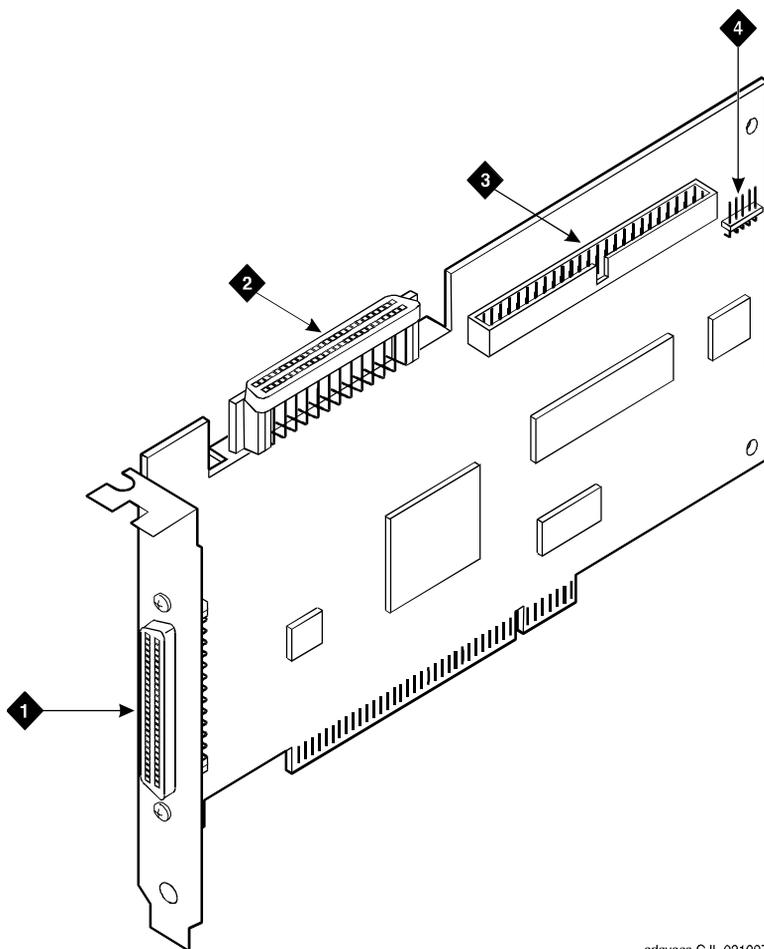
cdcvscs CJL 021997

1. 68-Pin 16-bit external SCSI connector
2. 68-Pin SCSI cable connector
3. 50-pin cable connector (not used)
4. LED cable connector

Figure 2-16.   SCSI Controller Circuit Card

There are no jumpers or switches on the SCSI controller circuit card.

To install the SCSI controller circuit card, do the following:

1. See "General Procedures" for the SCSI controller circuit card installation procedure.

2. Verify the SCSI Utility settings by completing the following Steps a through g:

   a. When prompted during the boot up, press (CONTROL) (A).

      The system displays the Host Adapter Configuration screen (Figure 2-17).

```
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
```
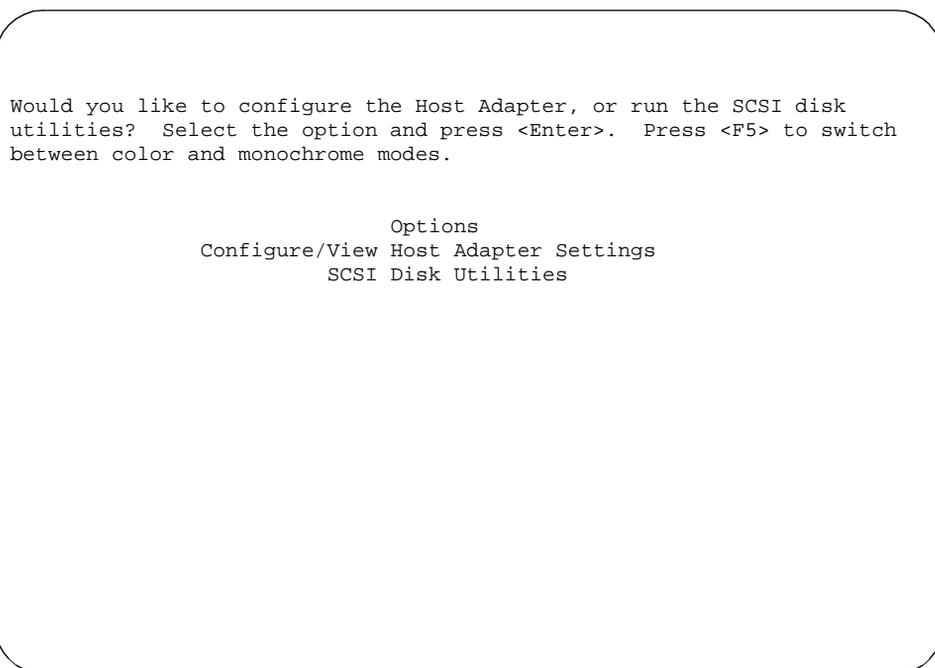
Figure 2-17.   Host Adapter Configuration Screen

   b. Place the cursor on Configure/View Host Adapter Settings. Use the up (▲) and down (▼) arrows to move the cursor.

   c. Press (ENTER).

   d. Compare the Host Adapter settings with those listed in Table 2-2. Change any that do not match.

      Use the up (▲) and down (▼) arrows to move the cursor between fields. Use the left (◄) and right (►) arrows to change the value of the field. Use the (ESC) key to return to the previous menu.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

2 Installing or Replacing Circuit Cards
   Settings for Optional Circuit Card

Page 2-30

Table 2-2.   Host Adapter Settings

Option	Setting
SCSI Bus Interface Definitions	
Host Adapter SCSI ID	7
SCSI Parity Checking	Enabled
Host Adapter SCSI Termination	Automatic
Boot Device Options	
Boot Target ID	0
Boot Lun Number	0
SCSI Device Configuration	
Initiate Sync Negotiation	Yes (Enabled)for all IDs
Maximum Sync Transfer Rate	20 Mbytes/sec for all IDs
Enable Disconnection	Yes (Enabled)for all IDs
Send Start Unit Command	No (Disabled)for all IDs
Initiate Wide Negotiation	Yes (Enabled)for all IDs
Advanced Host Adapter Settings	
Plug and Play SCAM Support	Disabled
Host Adapter BIOS	Enabled
Support Removable Disks Under BIOS as Fixed Disks	Boot only
Extended BIOS Translation for DOS Drives > 1 Gbyte	Enabled
Display <CTRL-A> Message During BIOS Initialization	Enabled
Multiple LUN Support	Disabled
BIOS Support for Bootable CD-ROM	Enabled
BIOS Support for Int 13 Extensions	Enabled
Support for Ultra SCSI Speed	Disabled

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

2 Installing or Replacing Circuit Cards
Settings for Optional Circuit Card

Page 2-31

e. When you have completed setting the SCSI utility, press ⌈ESC⌋.

The system displays the following message:

```
Do you want to save the SCSI Utility changes

     YES                  NO
```

f. Place the cursor on YES

g. Press ⌈ENTER⌋.

Tip/Ring Circuit Cards

The Tip/Ring circuit cards provide the channels used by the Lucent INTUITY system. There are six channels on each Tip/Ring circuit card. The MAP/5P accommodates three Tip/Ring circuit cards. The INTUITY CONVERSANT system supports the

■ AYC10 Tip/Ring circuit card

■ AYC30 Tip/Ring circuit card

AYC10 Tip/Ring Circuit Card

The AYC10 Tip/Ring circuit card (Figure 2-18) provides six channels.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

2 Installing or Replacing Circuit Cards
Settings for Optional Circuit Card

Page 2-32
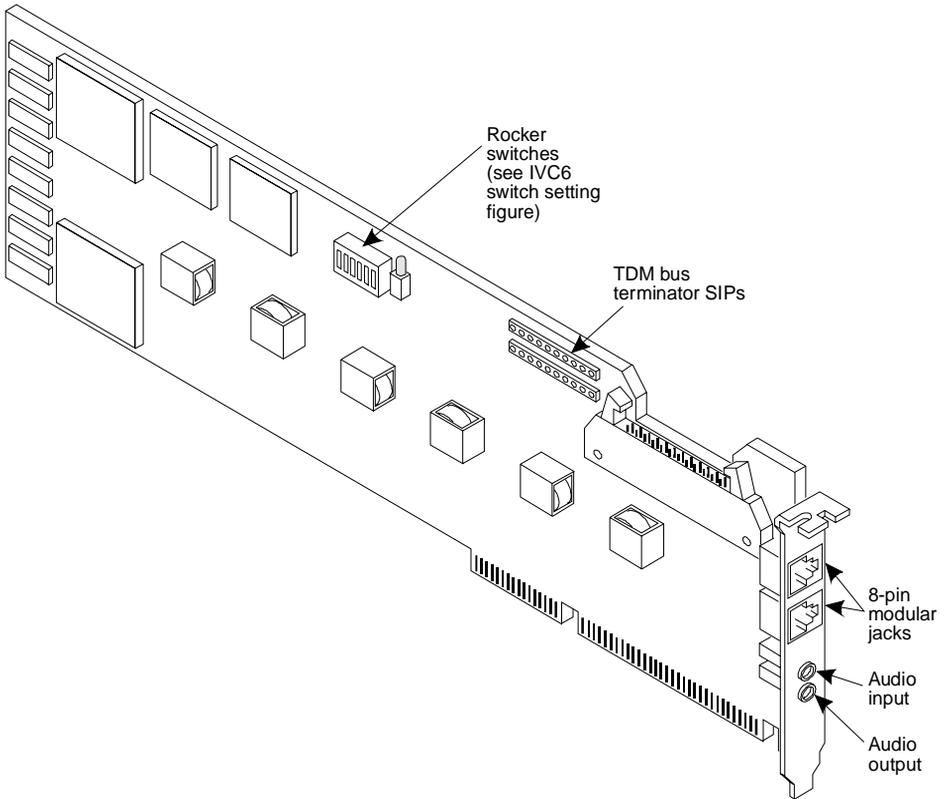
Figure 2-18. AYC10 Tip/Ring Circuit Card

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

2 Installing or Replacing Circuit Cards
Settings for Optional Circuit Card

Page 2-33

Each of the possible three Tip/Ring circuit cards in the MAP/5P has a unique address. The addresses are set on the card switch bank (Figure 2-19). There are no jumpers to set on the AYC10 Tip/Ring circuit card.

Base I/O address = 100 Hex.

Base I/O address = 200 Hex.

Base I/O address = 300 Hex.
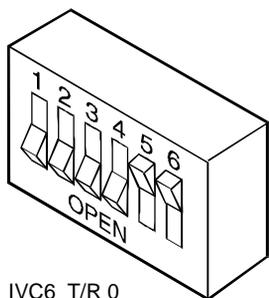
IVC6 T/R 0
First card installed
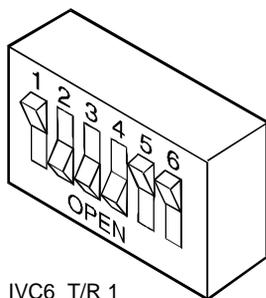
IVC6 T/R 1
Second card installed
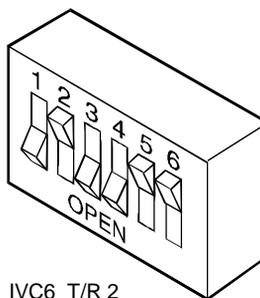
IVC6 T/R 2
Third card installed

Figure 2-19.   AYC10 Tip/Ring Switch Settings

See "General Procedures" for the Tip/Ring circuit card installation procedure.

AYC30 Tip/Ring Circuit Card

The AYC30 Tip/Ring circuit card (Figure 2-20) provides six channels.
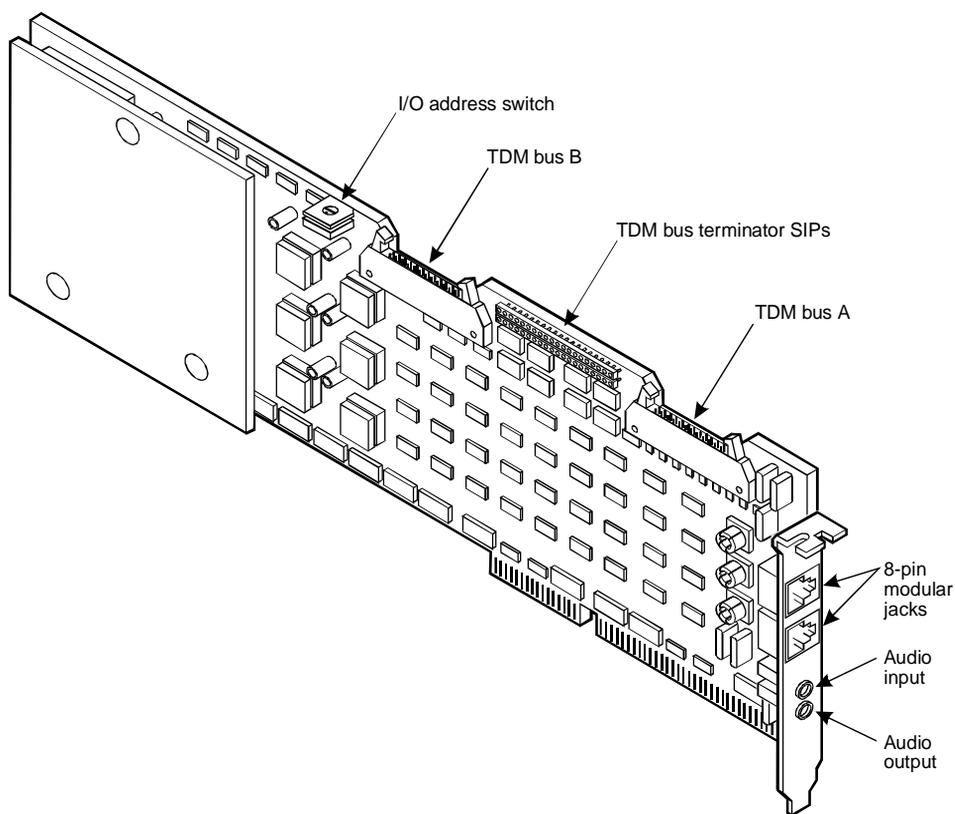
ngtr KLC 070296

Figure 2-20.   AYC30 Tip/Ring Circuit Card

Each Tip/Ring circuit card in the system must have a unique address. To set these addresses, the switch must be configured properly. Figure 2-21 shows the switch settings for the AYC30 Tip/Ring circuit card.

Figure 2-21.   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. Occasionally dynamically loadable drivers fail to load into the UnixWare kernel properly.

To install the Tip/Ring circuit card driver, do the following:

1. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, 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.

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.
   Lucent Technologies Inc.
   ```

   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.

Token Ring Circuit Card

The INTUITY CONVERSANT Token Ring circuit card allows you to connect the system to your local area network.

IBM Turbo 16/4

IBM Turbo 16/4 of the Token Ring circuit card (Figure 2-22) 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.

> **NOTE:**
> If you are installing the IBM Turbo 16/4 circuit card, the system cannot be equipped with the IBM Auto 16/4 circuit card.

cdintknr RPY 112197
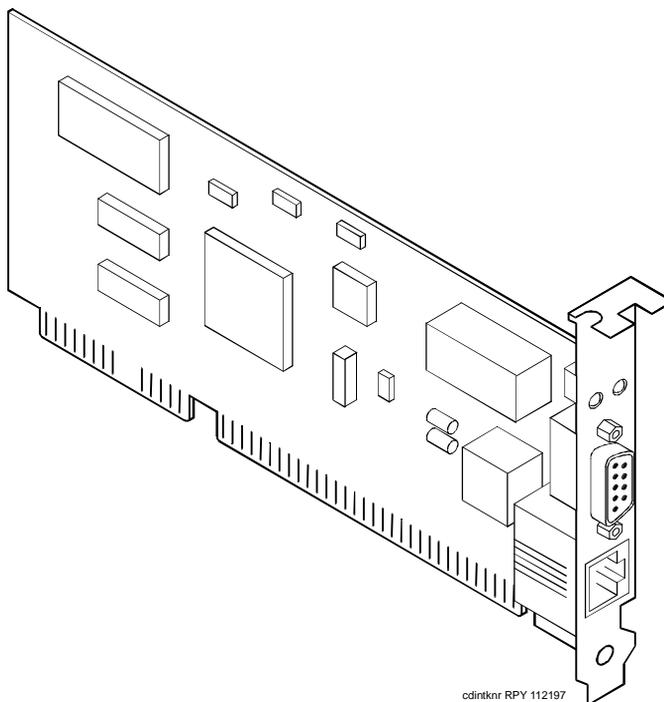
Figure 2-22.   Token Ring Circuit Card - IBM Turbo 16/4

To configure the IBM Turbo 16/4 Token Ring ISA 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 "Hardware Resource Allocator Operation" in Appendix A, "System Configuration", for the procedure.

Record the parameters listed in .

Table 2-3.   Token Ring Circuit Card Settings

Parameter	Setting
IRQ	
ROM address	
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 **cat /etc/conf/sdevice.d/ibmtok**

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 .

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.

Verify that IRQ being used by the existing Token Ring circuit card, or designated by the Hardware Resource Allocator, is available.

2. Enter **resmgr**

   The system displays a table containing available and assigned IRQs. Scan the IRQ column to verify availability.

3. Install the new Token Ring circuit card. See "Installing a Circuit Card" for the procedure.

   $\Longrightarrow$ **NOTE:**
   Complete *all* steps in the installation procedure.

4. 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.

> **NOTE:**
> You must remove the Tip/Ring circuit card that is set as Tip/Ring 1
> (I/0 address=0x200, OSINDEX=1) before completing this procedure,
> see "Removing a Circuit Card". If you do not have a Tip/Ring circuit
> card set as Tip/Ring 1, continue with Step 5.

5. Insert the diskette labeled *Turbo Token Ring Setup Floppy* into the diskette
   drive.

6. Reboot the system. See "Reboot the System," in "Common System
   Procedures," in the *INTUITY CONVERSANT System Reference*,
   585-313-205, for the procedure.

   The system displays the following message:

   ```
   Starting PC DOS...

   PC DOS 7.0 Startup Menu

   1.  IBM Auto/Turbo ISA Configuration using LANAID
   2.  IBM Auto/Turbo ISA Extended Diagnostics

   Enter a choice: 1 Time Remaining: 15
   ```

   > **NOTE:**
   > The system will automatically default to 1 when time remaining is 0.

7. Press (ENTER)

   The system displays the following message:

   ```
   If you have a Tip/Ring card equipped (IVP4, IVP6, IVC6,
   NGTR) that is set as Tip/Ring 1 (I/O address=0x200,
   OSINDEX=1) you MUST TEMPORARILY REMOVE that Tip/Ring
   card while running LANAIDC. If equipped, power down the
   system NOW and remove Tip/Ring card 1. Otherwise,
   continue with LANAIDC.

   Hit any key to continue with LANAIDC...
   ```

8. Press (ENTER).

   The system displays the following message:

   ```
   Please wait while LANAIDC configures your card. To
   complete setup, you must assign the INTERRUPT number,
   RAM address and ROM address. Don't forget to reinstall
   Tip/Ring 1 when complete.

   Enter LANAIDC parameters - reboot your machine when
   done.

         Examples:    /view
                      /help

   LANAIDC >
   ```

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

2 Installing or Replacing Circuit Cards
Settings for Optional Circuit Card

Page 2-40

⚠ **CAUTION:**
> If *n* is shown to be 2, enter **9** instead. **Do not** enter 2.

9. Enter the following:

    /INT=*n* /ROM=*ROM start address* /RAM=*RAM start address*

    where *n* is the IRQ recorded in Table 2-3, and *ROM start address* and
    RAM start address are addresses recorded in Table 2-3.

    The system displays the following message:

```
Configuration complete:

        IBM Turbo/16/4 Token-Ring ISA Adapter

      PnP Support:           None Detected
      Adapter Number:        1
      Adapter MAC Address:   <varies card to card>
      MicroCode Level:       <varies card to card>
      Serial Number:         <varies card to card>
      Adapter Mode:          Auto16 Compatible
      Configuration:         LEGACY
      Adapter State:         Active
      I/O Address:           A20-A23
      Interrupt:             <n>*
      RAM Address:           <RAM address>
      ROM Address:           <ROM address>
      Remote IPL:            Disabled
      Token-Ring data rate:  16
      Auto Sense data rate:  Enabled
      Adapter bus width:     16
                  * Setting in conflict

LANAIDC >
```

⇒ **NOTE:**
> The setting in conflict message may or may not appear and can be
> ignored.

10. Enter **/V** to view the turbo token ring settings.

     The system displays the following message:

```
...Warning: Interrupt level in conflict.

Configuration complete:

        IBM Turbo/16/4 Token-Ring ISA Adapter

      PnP Support:           None Detected
      Adapter Number:        1
      Adapter MAC Address:   <varies card to card>
      MicroCode Level:       <varies card to card>
```

```
                   Serial Number:          <varies card to card>
                   Adapter Mode:           Auto16 Compatible
                   Configuration:          LEGACY
                   Adapter State:          Active
                   I/O Address:            A20-A23
                   Interrupt:              <n>
                   RAM Address:            <RAM address>
                   ROM Address:            <ROM address>
                   Remote IPL:             Disabled
                   Token-Ring data rate:   16
                   Auto Sense data rate:   Enabled
                   Adapter bus width:      16


         LANAIDC >
```

Record the parameters listed in Table 2-4. These settings are used in the "Installing the Token Ring Driver" procedures below.

Table 2-4.   Viewed Token Ring Circuit Card Settings

Parameter	Setting
I/O address	
Interrupt	
RAM address	

11. If the configuration is correct, remove the diskette labeled *Turbo Token Ring Setup Floppy* from the diskette drive.

12. Insert the Tip/Ring 1 circuit card if it was removed prior to Step 5, see "Installing a Circuit Card". Otherwise, continue with Step 13.

13. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

Installing the Token Ring Driver

To configure the Token Ring driver, do the following:

1. If you are not already logged in as root, do so now.

2. Enter **niccfg**

   The system displays the following message:

   ```
   Setting up the Network Interface Card Support Utility
   ```

   The system then displays the Network Interface Card Support Utility—Summary Screen (Figure 2-4).

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

2 Installing or Replacing Circuit Cards
Settings for Optional Circuit Card

Page 2-42

⇒ **NOTE:**

If other network cards are installed in your system, the system first displays a message indicating network drives are currently installed. Press enter to continue.

```
SLOT        BUS-NUM        BOARD NAME          IRQ  IO-ADDR   MAN-ADDDR           DMA
-----       --------       ------------        ---  --------  ---------           ---
  6         PCI___0        SMC_EtherPower_9332  IO  f880-f8ff  fedfec00-fedfec7f




                        Please Select an Option

                    ( ) Accept all Entries
                    (*) Add an entry for a card
                    ( ) Delete/restore an Entry for a Card
                    ( ) Install Driver from IHV Diskette
                    ( ) Cancel this Utility Without Making Changes


Use the up/down arrow keys to select then press ENTER


```

Figure 2-23. Network Interface Card Support Utility—Summary Screen

3. Use the down ▼ arrow to select: Add an entry for a card

4. Press ENTER

The system displays the Selection Screen (Figure 2-24).

```
                            Please Select 1


( )3COM_ETHERLINK_III_PCMCIA                    ( )HP_EtherTwist_LAN_NC/16TP
( )3COM_EtherLink_2_3C503                       (*)IBM_16/4_DLPI_TOKEN_RING
( )3COM_EtherLink_2_3C509                       ( )IBM_16/4_TokenRing
( )3COM_EtherLink_16_3C507                      ( )IBM_TokenRing_16/4_II
( )AMD_PCnet_ISA                                ( )Intel_EtherExpress_16
( )AMP_PCnet_ISA+                               ( )Intel_EtherExpress_PRO/10
( )AnselCommunicationsNH2100                    ( )InterLan_EtherBlaster
( )AnselCommunicationsNS2100                    ( )InterLan_NI6510
( )CNet_Token_Ring_CN2000T                      ( )InterLan_XLerator
( )Cabletron_E21XX_Family                       ( )Microdyne_NE1000_B/A
( )Cabletron_E22XX_Family                       ( )Microdyne_NE2000_A
( )Compaq_Embedded_AMD_PCnet                    ( )Microdyne_NTR1000_G
( )Compex_ENET16-VP_NE2000                      ( )National_Semi_NE2000
( )DEC_EtherWORKS3_Turbo                        ( )National_Semi_NE2000Plus
( )HP_10/100VG_PC_LAN_J2573A                    ( )Novell/Eagle_NE1000
( )HP_ETwist_PC_LAN_16_PLUS                     ( )Novell/Eagle_NE2000




                         (Page Down for more)
```

**Figure 2-24.	Selection Screen**

5. Use the left ◄, right ►, up ▲, or down ▼ arrows on your keyboard to move through the field selections.

6. Select IBM_16/4_DLPI_TOKEN_RING

7. Press ENTER

The system displays the Configuration Screen (Figure 2-25).

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

2   Installing or Replacing Circuit Cards
Settings for Optional Circuit Card

Page 2-44

```
                     Configuring: IBM_16/4_DLPI_TOKEN_RING


          IRQ Value
          IO Address
          RAM Address




Press F2 (Choices) to select values then press F10 to apply and exit.
```
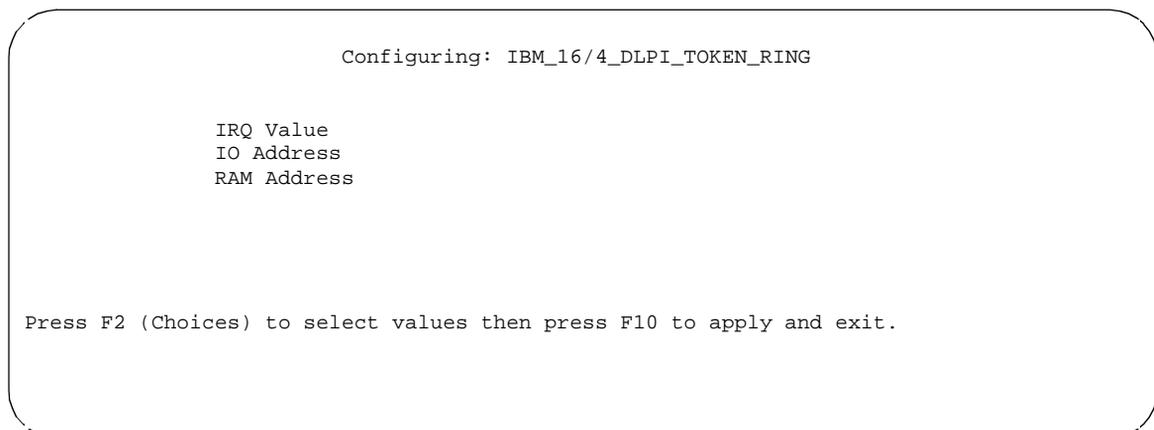
Figure 2-25.   Configuration Screen

> ### ⚠ CAUTION:
> *If the IRQ is shown to be 2, enter **9** instead. **Do not** enter 2.*

8. Use F2 (Choices) to select the values for each field. Enter the following:

   ■ IRQ value from Table 2-4.

   ■ I/O address from Table 2-4.

   ■ RAM address from Table 2-4.

9. Press F10 to apply the values and exit.

   The system displays the Network Interface Support Card Utility-Summary
   Screen (Figure 2-26).

```
 SLOT      BUS-NUM   BOARD NAME                IRQ  IO-ADDR   MAN-ADDDR          DMA
 -----     --------  ------------              ---  --------  ---------          ---
   -       ISA___0   IBM_16/4_DLPI_TOKEN_RING   9  A20-A23   D000-D3FFF

   6       PCI___0   SMC_EtherPower_9332        IO f880-f8ff  fedfec00-fedfec7f




                             Please Select an Option


                       (*) Accept all Entries
                       ( ) Add an entry for a card
                       ( ) Delete/restore an Entry for a Card
                       ( ) Install Driver from IHV Diskette
                       ( ) Cancel this Utility Without Making Changes



 Use the up/down arrow keys to select then press ENTER
```

Figure 2-26.　Network Interface Card Support Utility—Summary Screen

10. Use the down ▼ arrow to select: `Accept All Entries`

    The system displays the following message:

    ```
            Are you sure?

                Yes
                No
    ```

11. Select **yes** and press ENTER

    The system displays the following message:

    ```
    Installing drivers for the Network Card(s) you
    selected. This will take a few minutes.
    ```

12. Reboot the system. See "Reboot the System," in "Common System
    Procedures," in the *INTUITY CONVERSANT System Reference*,
    585-313-205, for the procedure.

    The system displays the system prompt.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

2   Installing or Replacing Circuit Cards
Settings for Optional Circuit Card

Page 2-46

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

3 Replacing a Hard Disk Drive
Overview

Page 3-1

Replacing a Hard Disk Drive

3

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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

3 Replacing a Hard Disk Drive
Identifying a Failed Hard Disk Drive

Page 3-2

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 "Recovering from a Hard Disk Drive 0 Failure (Nonmirrored or Single-Disk System)" for the procedure.

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 3-1 shows the information contained on each hard disk drive in a nonmirrored system.

Table 3-1.   Contents of the Hard Disk Drives in a Nonmirrored System

Disk Identity	Contents of Disk
Hard Disk Drive 0, SCSI ID 00, Bay 3	UNIX operating system, all INTUITY CONVERSANT software, system data, and speech/voice storage
Hard Disk Drive 1, SCSI ID 01, Bay 4	Speech/voice storage

NOTE:

The contents for Hard Disk Drive 0 are identical in nonmirrored and single-disk systems.

Table 3-2 shows the information contained on each hard disk drive in a mirrored system.

Table 3-2. Contents of the Hard Disk Drives in a Mirrored System

Disk Identity	Contents of Disk
Hard Disk Drive 0, SCSI ID 00, Bay 3	UNIX operating system, all INTUITY CONVERSANT software, system data, and speech/voice storage
Hard Disk Drive 1, SCSI ID 01, Bay 4	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 results in a complete failure of the system. If this occurs you can not reboot the system. See "Recovering from a Hard Disk Drive 0 Failure (Nonmirrored or Single-Disk 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 TCX LU0 - Check Condition
```

> **NOTE:**
> The number after TC is the SCSI ID of the failed hard disk drive.

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 continues to operate the system. There is no noticeable difference in service. A hard disk drive failure in a mirrored system is identified by the message shown above in "Identifying a Hard Disk Drive 1 Failure in a Nonmirrored System".

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

3   Replacing a Hard Disk Drive
Recovering from a Hard Disk Drive 0 Failure

Page 3-4

The number preceded by TC 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.

Recovering from a Hard Disk Drive 0 Failure

The following sections list the procedures for replacing Hard Disk Drive 0 in mirrored, nonmirrored, and single-disk systems.

Recovering from a Hard Disk Drive 0 Failure (Nonmirrored or Single-Disk System)

Because Hard Disk Drive 0 contains the base system software. Therefore, after you replace the hard disk drive, you must reinstall the entire INTUITY CONVERSANT system if this disk fails on a nonmirrored or single-disk 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. Replace Hard Disk Drive 0. See "Replacing a Hard Disk Drive" for the procedure.

2. Restore the system using the CONVERSANT Image Tape created using the **mkimage** command. "Restore the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

3. Restore the speech files using the **spres** command.

Recovering from a Hard Disk Drive 0 Failure (Mirrored System)

In the event of a Hard Disk Drive 0 failure in a mirrored system, the system remains operational with 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.

To restore the INTUITY CONVERSANT system, do the following:

1. Replace Hard Disk Drive 0. See "Replacing a Hard Disk Drive" for the procedure.

2. Log in as root.

3. Enter **vxdiskadm**

    The system displays the Volume Manager Support Operations screen (Figure 3-1).

```
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 3-1.   Volume Manager Support Operations Screen

4. Enter **list**

    The system displays the List Disk Information screen (Figure 3-2).

```
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 3-2.   List Disk Information Screen

5. Press ENTER.

    The system displays the following message:

    ```
    DEVICE        DISK          GROUP        STATUS
    c0b0t0d0      disk00        rootdg       online
    c0b0t1d0      disk01        rootdg       online
    ```

    ⇛ NOTE:
    A disk that has failed will show `error` in the status column.

6. Record the device IDs and disk names in the following table:

Device	**Disk**

7. Press ENTER.

    The system displays the Volume Manager Support Operations screen
    (Figure 3-1).

8. Enter **4**

    The system displays the following message:

    ```
    Enter the name of the disk to remove.
    ```

9. Enter the disk name for the drive with the device ID *c0b0t0d0*.

    ⮕ **NOTE:**
    This should be disk00.

    The system displays the Volume Manager Support Operations screen
    (Figure 3-1).

10. Enter **5**

    The system displays the following message:

    ```
    Enter the name of the disk to replace.
    ```

11. Enter the same disk name as in Step 9.

    The system displays the following message:

    ```
    Enter the device ID of the disk to use as a replacement.
    ```

12. Enter **c0b0t0d0**

    The system displays the Hard Disk Partitioning – Disk 0 screen
    (Figure 3-3).

```
       Total disk size is 2048 cylinders (2048.0MB)



                                                                    Approx
  Partition  | Status | Type   | Start | End  | Length | %   |  MB
  1          | Active | UNIX   | 0     | 2047 | 2048   | 100 | 2048.0
                        System

       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 3-3.   Hard Disk Partitioning – Disk 0 Screen

13. Enter **1**

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

14. Select UNIX System. Use ◀ and ▶ to move through the Partition
    Type field selections.

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

16. Enter **100**

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

    The system displays the Hard Disk Partitioning – Disk 1 screen (Figure
    3-3).

18. Enter **4**

    The system displays the Volume Manager Support Operations screen
    (Figure 3-1).

19. Enter **q**

    The system starts mirroring the contents of Hard Disk Drive 1 to Hard Disk
    Drive 0. This does not interrupt normal operation of the INTUITY
    CONVERSANT system.

You have completed the procedure for replacing Hard Disk Drive 0 in a mirrored
system.

Recovering from a Hard Disk Drive 1 Failure

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 you can log in to the INTUITY
CONVERSANT system, it is possible that Hard Disk Drive 0 has failed. See one of
the procedures in "Recovering from a Hard Disk Drive 0 Failure" (nonmirrored or
mirrored, depending on your configuration) for instructions.

Recovering from a Hard Disk Drive 1 Failure (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.

To restore the INTUITY CONVERSANT system, do the following:

1. Replace Hard Disk Drive 0. See "Replacing a Hard Disk Drive" for the
   procedure.

2. Log in as root.

3. Enter **vxdiskadm**

   The system displays the Volume Manager Support Operations screen
   (Figure 3-1).

4. Enter **list**

   The system displays the List Disk Information screen (Figure 3-2).

5. Press ENTER.

   The system displays the following message:

   ```
   DEVICE       DISK        GROUP       STATUS
   c0b0t0d0     disk00      rootdg      online
   c0b0t1d0     disk01      rootdg      online
   ```

6. Record the device IDs and disk names in the following table:

Device	Disk

7. Press ENTER.

   The system displays the Volume Manager Support Operations screen
   (Figure 3-1).

8. Enter **3**

   The system displays the following message:

   ```
   Enter the name of the disk to remove.
   ```

9. Enter the disk name for the drive with the device ID *c0b0t1d0*.

   ⇒ **NOTE:**
      This should be disk01.

   The system displays the Volume Manager Support Operations screen
   (Figure 3-1).

10. Add Hard Disk Drive 1 to the system. See "Adding a Hard Disk Drive to a
    System for Speech Storage" for the procedure.

11. Restore the speech files using the **spres** command. See *INTUITY
    CONVERSANT Version 7.0 Speech Development, Processing, and
    Recognition, 585-313-201,* for the procedure.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

3 Replacing a Hard Disk Drive
Recovering from a Hard Disk Drive 1 Failure

Page 3-10

Recovering from a Hard Disk Drive 1 Failure (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.

To restore the INTUITY CONVERSANT system, do the following:

1. Replace Hard Disk Drive 0. See "Replacing a Hard Disk Drive" for the procedure.

2. Log in as root.

3. Enter **vxdiskadm**

   The system displays the Volume Manager Support Operations screen (Figure 3-1).

4. Enter **list**

   The system displays the List Disk Information screen (Figure 3-2).

5. Press (ENTER).

   The system displays the following message:

   ```
   DEVICE       DISK        GROUP       STATUS
   c0b0t0d0     disk00      rootdg      online
   c0b0t1d0     disk01      rootdg      online
   ```

6. Record the device IDs and disk names in the following table:

Device	Disk

7. Press (ENTER).

   The system displays the Volume Manager Support Operations screen (Figure 3-1).

8. Enter **4**

   The system displays the following message:

   ```
   Enter the name of the disk to remove.
   ```

9. Enter the disk name for the drive with the device ID *c0b0t1d0*.

   ⮕ **NOTE:**
      This should be disk01.

   The system displays the Volume Manager Support Operations screen
   (Figure 3-1).

10. Enter **5**

    The system displays the following message:

    Enter the name of the disk to replace.

11. Enter the same disk name as in Step 9.

    The system displays the following message:

    Enter the device ID of the disk to use as a replacement.

12. Enter **c0b0t1d0**

    The system displays the Hard Disk Partitioning – Disk 1 screen
    (Figure 3-4).

```
        Total disk size is 2048 cylinders (2048.0MB)




                                                           Approx
  Partition  │ Status │ Type   │ Start │  End  │ Length │  %  │   MB
  1          │ Active │ UNIX   │  0    │ 2047  │ 2048   │ 100 │ 2048.0
             │        │ System │       │       │        │     │

        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 3-4. Hard Disk Partitioning – Disk 1 Screen

13. Enter **1**

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

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

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

16. Enter **100**

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

    The system displays the Hard Disk Partitioning – Disk 1 screen (Figure 3-4).

18. Enter **4**

    The system displays the Volume Manager Support Operations screen (Figure 3-1).

19. 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.

Replacing a Hard Disk Drive

The MAP/5P can contain two hard disk drives. The first hard disk drive, SCSI ID 0, is located in Bay 6 (Figure 3-5). The second hard disk drive, if provided, is located in Bay 5 (Figure 3-5).
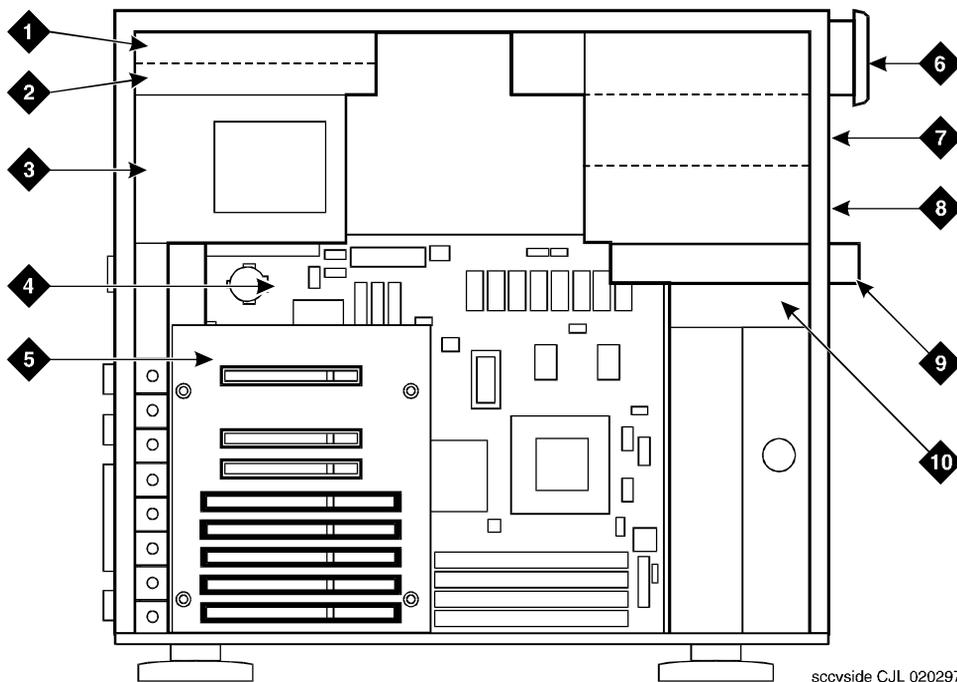
1. Bay 6 - Hard Disk Drive 0
2. Bay 7 - Empty
3. Power supply
4. Motherboard
5. Riser card

6. Bay 1 - Cartridge tape drive
7. Bay 2 - Empty
8. Bay 3 - Empty
9. Bay 4 - Diskette drive
10. Bay 5 - Hard Disk Drive 1 (if used)

Figure 3-5.   Internal View of the MAP/5P

Replacing Hard Disk Drive 0

> ⚠ **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 <u>"Protecting Against Damage from Electrostatic Discharge"</u> in <u>Chapter 1, "Getting Inside the Computer"</u>.*

Hard Disk Drive 0 Removal

To remove Hard Disk Drive 0, you must:

- Remove the INTUITY CONVERSANT system from service.

- Access the hard disk drive.

- Extract the hard disk drive.

Removing the INTUITY CONVERSANT System from Service

To remove the INTUITY CONVERSANT 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 "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

3. Shut down the system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

4. Remove the incoming power. See <u>"Removing Power from the MAP/5P"</u> in <u>Chapter 1, "Getting Inside the Computer"</u>, for the procedure.

Accessing Hard Disk Drive 0

To access Hard Disk Drive 0, remove the dress cover. See <u>"Removing the Dress Cover"</u> in <u>Chapter 1, "Getting Inside the Computer"</u>.

Extracting Hard Disk Drive 0

To extract Hard Disk Drive 0, do the following:

1. Remove the SCSI cable from the back of the hard disk drive.

2. Remove the power cord from the back of the hard disk drive.

3. Locate the screws holding Hard Disk Drive 0 to the peripheral bay frame.

> **NOTE:**
> Pay close attention to the location of the screws in both the peripheral bay chassis and the hard disk drive. If you return the screws to a different position, the hard disk drive may protrude from or be recessed into the chassis.

4. Holding the rear of the hard disk drive, remove these screws.

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 0 Installation".

Hard Disk Drive 0 Installation

To install Hard Disk Drive 0, you must:

- Set the jumper settings.

- Insert the hard disk drive.

Setting the Hard Disk Drive 0 Jumper Settings

Configure the jumpers on Hard Disk Drive 0 as shown in Figure 3-6.
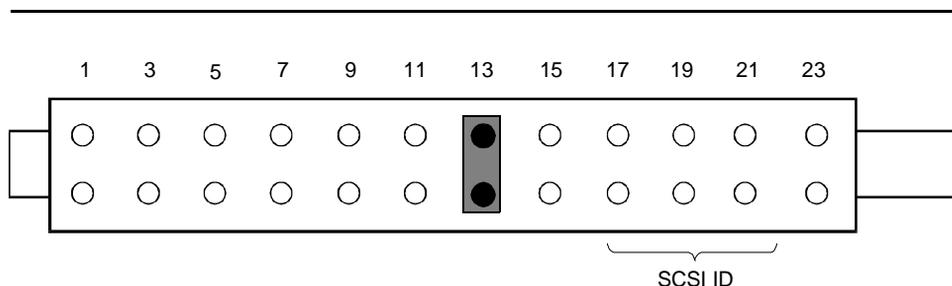
Figure 3-6.　Hard Disk Drive 0 Jumper Settings

Inserting Hard Disk Drive 0

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. You must re-use the material in which the replacement hard disk drive was packaged to meet the manufacturer's warranty.

2. Align Hard Disk Drive 0, with the component side down, with the correct holes in Bay 6.

    $\Longrightarrow$ **NOTE:**
    > Pay close attention to the location of the screws in both the peripheral bay chassis and the hard disk drive. If you return the screws to a different position, the hard disk drive may protrude from or be recessed into the chassis.

3. Attach the hard disk drive to the peripheral bay using the four screws removed in Step 4 of "Extracting Hard Disk Drive 0".

4. Attach the power cable to the hard disk drive.

5. Attach the SCSI cable to the hard disk drive.

Replacing Hard Disk Drive 1

! 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 1, "Getting Inside the Computer".

Hard Disk Drive 1 Removal

To remove Hard Disk Drive 1, you must:

- Remove the INTUITY CONVERSANT system from service.

- Access the hard disk drive.

- Extract the hard disk drive.

Removing the INTUITY CONVERSANT System from Service

To remove the INTUITY CONVERSANT system from service, 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. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

3. Shut down the system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

4. Remove the incoming power. See "Removing Power from the MAP/5P" in Chapter 1, "Getting Inside the Computer", for the procedure.

Accessing Hard Disk Drive 1

To access Hard Disk Drive 1, remove the dress cover. See "Removing the Dress Cover" in Chapter 1, "Getting Inside the Computer" for this procedure.

Extracting Hard Disk Drive 1

To extract Hard Disk Drive 1, do the following:

1. Remove the SCSI cable from the back of the hard disk drive.

2. Remove the power cord from the back of the hard disk drive.

3. Press down on the thumb-tab which locks the peripheral frame in place (Figure 3-7).
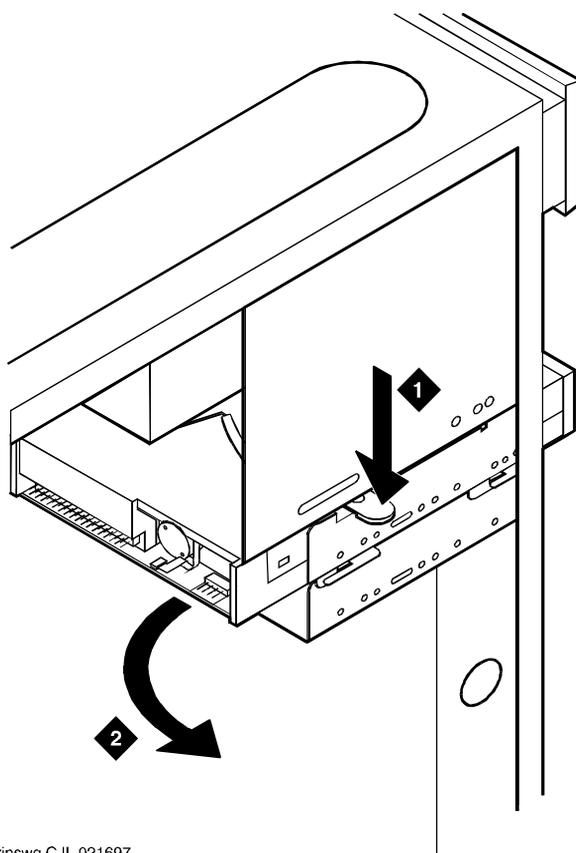
drinswg CJL 021697

1. Press down on the thumb tab.
2. Rotate the frame out of the chassis.

Figure 3-7.   Removing the Peripheral Frame

4. Pull the peripheral frame toward you (Figure 3-7).

    The frame will rotate toward the front of the MAP/5P until the bracing lip clears. You can then pull the frame out of the MAP/5P.

5. Locate the screws holding Hard Disk Drive 1 to the peripheral frame.

    > **NOTE:**
    > Pay close attention to the location of the screws in both the peripheral bay chassis and the hard disk drive. If you return the screws to a different position, the hard disk drive may protrude from or be recessed into the chassis.

6. Holding the rear of the hard disk drive, remove these screws.

7. Remove Hard Disk Drive 1 from the peripheral frame.

8. Place the hard disk drive assembly, with the printed circuit board facing up, on an ESD-protected surface.

9. Continue with the next procedure, "Hard Disk Drive 1 Installation".

Hard Disk Drive 1 Installation

To install Hard Disk Drive 1, you must:

- ■ Set the jumper settings.

- ■ Insert the hard disk drive.

Setting the Hard Disk Drive 1 Jumper Settings

Configure the jumpers on Hard Disk Drive 1 as shown in Figure 3-8.
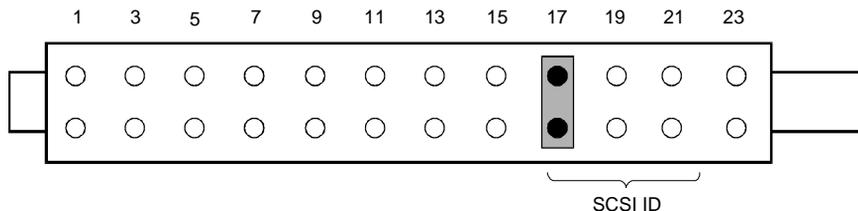
Figure 3-8.   Hard Disk Drive 1 Jumper Settings

Inserting Hard Disk Drive 1

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. You must return
   > the defective hard disk drive in the material in which the replacement
   > hard disk drive was packaged to meet the manufacturer's warranty.

2. Attach the hard disk drive, with the component side down, to the
   peripheral frame using the four screws removed in Step 6 of "Extracting
   Hard Disk Drive 1".

   ⇒ **NOTE:**
   > Pay close attention to the location of the screws in both the
   > peripheral bay chassis and the hard disk drive. If you return the
   > screws to a different position, the hard disk drive may protrude from
   > or be recessed into the chassis.

3. Attach the power cable to the hard disk drive.

4. Attach the SCSI cable to the hard disk drive.

5. Place the front of the peripheral frame into the MAP/5P.

6. Align the peripheral frame so that the bracing lip on the MAP/5P chassis is
   below the guide on the peripheral frame (Figure 3-9).
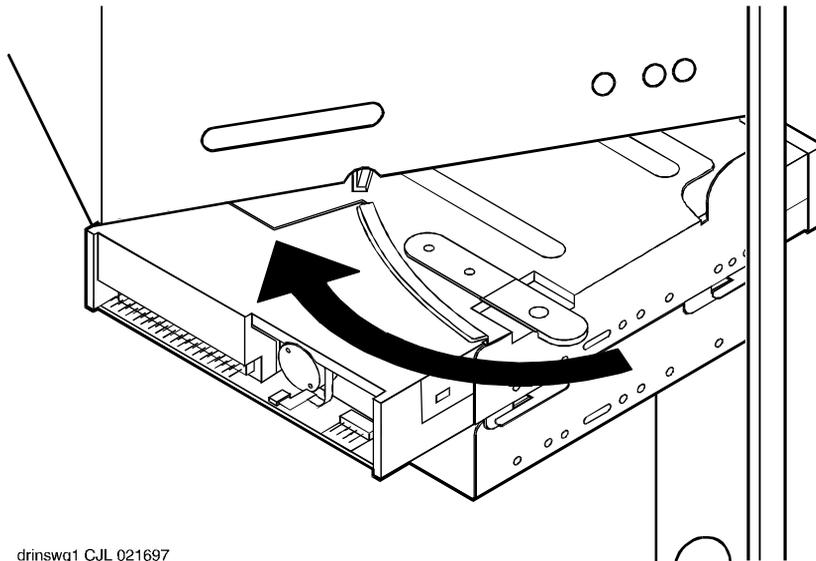
drinswg1 CJL 021697

Figure 3-9.   Installing the Peripheral Frame

7. Rotate the peripheral frame into the MAP/5P chassis until it is locked in place.

8. Check the cable connections to both the diskette drive and Hard Disk Drive 1.

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 "Recovering from a Hard Disk Drive 0 Failure" or "Recovering from a Hard Disk Drive 1 Failure" for the procedure.

Adding a Hard Disk Drive 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" for the procedure.

2. Clean the new hard disk drive. See "Cleaning a Hard Disk Drive" for the procedure.

3. Log in as root.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

3 Replacing a Hard Disk Drive
Adding a Hard Disk Drive

Page 3-21

4. Enter **fdisk /dev/rdsk/c0b0t*x*d0s0**

   The system displays the following message:

   ```
   The recommended default partitioning for your disk is
   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.
   ```

5. Enter **y**

6. Enter **vxdiskadm**

   The system displays the Volume Manager Support Operations screen
   (Figure 3-1).

7. Enter **1**

   The system displays the Add or Initialize a Disk screen (Figure 3-10).

```
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 c0b0t2d0, 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.

More than one disk or pattern may be entered at the prompt. Here are some
disk selection examples:

all:          all disks
c3 c4b0t2:    all disks on both controller 3 and controller 4, bus 0,
              target 2
c3b0t4d2:     a single disk

Select disk device to add
[<pattern-list>,all,list,q,?]
```

Figure 3-10.   Add or Initialize a Disk Screen

8. 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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

3 Replacing a Hard Disk Drive
Adding a Hard Disk Drive

Page 3-22

The system displays a message similar to the following message:

```
DEVICE          DISK          GROUP          STATUS
c0b0t0d0        disk00        rootdg         online
c0b0t1d0        -             -              online
```

9. Enter the device to add, in the form *c0b0tXd0*, where *X* is the number of the drive that you are adding.

   The system displays the following message:

   ```
   Here is the disk selected. Output format: [Device_Name]

   c0b0tXd0

   Continue operation? [y,n,q,?] (default: y)
   ```

10. Enter **y**

    The system displays the following message:

    ```
    Disk device c0b0tXd0 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 **vxdiskadm**.

    Do you wish to reinitialize c0b0t*X*d0?

11. 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)
    ```

12. Press (ENTER).

    The system displays the following message:

    ```
    Use a default disk name for the disk? [y,n.q,?]
    (default: y)
    ```

13. Enter **n**

    The system displays the following message:

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

3 Replacing a Hard Disk Drive
Adding a Hard Disk Drive

Page 3-23

```
Add disk as a hot-spare disk for? [y,n,q,?](default: n)
```

14. Enter **n**

    The system displays the following message:

    ```
    The selected disks will be added to the disk group
    rootdg with the disk name that you will specify
    interactively
    ```

    ```
    c0b0tXd0
    ```

    ```
    Continue the operation? [y,n,q,?] (default: y)
    ```

15. Enter **y**

    The system displays the following message:

    ```
    The following disk device appears to have been
    initialized already. The disk is currently available as
    a replacement disk.
    Output format: [Device_name]
    ```

    ```
    c0b0tXd0
    ```

    ```
    Use this device? [y,n,q,?] (default: y)
    ```

    ### NOTE:
    If the disk is a brand new disk, the above message is not displayed.

16. Enter **y**

    The system displays the following message

    ```
    The following disk you selected for use appears to have
    already been initialized for the Volume Manager. If you
    are certain the disk has already been initialized for
    the Volume Manager, then you do not need to
    reinitialize the disk device
    Output format: [Device_Name]
    ```

    ```
    c0b0tXd0
    ```

    ```
    Reinitialize this device? [y,n,q,?] (default: y)
    ```

    ### NOTE:
    If the disk is a brand new disk, the above message is not displayed.

17. Enter **n**

    The system displays the following message:

    ```
    Perform surface analysis (highly recommended).
    [y,n,q,?] default:y
    ```

18. Enter **y**

    The system displays the following message:

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

3 Replacing a Hard Disk Drive
Adding a Hard Disk Drive

Page 3-24

```
Enter disk name for <c0d0tXd0> [<name>,q,?] (default:
disk01)
```

19. Enter the disk name, or press (ENTER) to select disk01.

    The system displays the following message:

    ```
    Adding disk device c0b0tXd0 to disk group rootdg with
    disk name <diskname>

    Add or initialize other disks? [y,n,q,?] (default: n)
    ```

20. Press (ENTER).

    The system displays the Volume Support Manager Operations screen
    (Figure 3-1).

21. Select **q** to quit

22. Enter **vxdisk list**

    The system displays a message similar to the following message:

    ```
    DEVICE        DISK          GROUP         STATUS
    c0b0t0d0      disk00        rootdg        online
    c0b0t1d0      -             -             online
    ```

23. Verify that the STATUS column for the disk is online.

Adding a Hard Disk Drive to a System for Speech Storage

> **NOTE:**
> If you are using an existing disk, perform the "Cleaning a Hard Disk Drive"
> procedure first.

1. Complete the procedure, "Adding a Hard Disk Drive to a System for
   Mirroring".

2. Log in to the system as root.

3. Enter **/mtce/bin/dispdisk**

   The system displays a message similar to the following:

   ```
   Choose a disk from the following list

   disk00  disk01

   Enter disk:
   ```

4. Enter **disk01**

   The system displays a message similar to the following:

   ```
   Disk Name:  disk01          Status: online
   Device Name: c0b0t1d0s0     Length: 4187648
   Volumes on disk disk01:
   -------------------------
   ```

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

3 Replacing a Hard Disk Drive
Adding a Hard Disk Drive

Page 3-25

```
home
home2
rootvol
standvol
swapvol
usr
```

5. Record the value shown in the Length field on the line below.

   Length: _____

6. Enter **/mtce/bin/makevol**

   The system displays the following message:

   ```
   Enter Volume Name:
   ```

7. Enter **home3**

   The system displays the following message:

   ```
   Enter Volume Length:
   ```

8. Enter the number you recorded in Step 5.

   The system displays the following message:

   ```
   Number of mirrors set to: 0
   Volume layout set to: nocontig
   Logging type set to: NONE
   Disk Group set to: rootdg

   Choose a disk from the following list:

   disk00  disk01

   Enter disk:
   ```

9. Enter the disk name (for example, disk01).

   The system displays the following message:

   ```
   Please wait, this will take a couple of minutes.

   Mkfs: make vxfs file system?

   (DEL if wrong)
   ```

When the system prompt returns, an entry is automatically added **/etc/vfstab** for the home3 volume, and the file system is mounted.

You have completed this procedure.

Moving the Speech to the Speech Disk

> $\Longrightarrow$ **NOTE:**
> Direct calls away from the system during this procedure.

To add a speech disk to an existing system, do the following:

1. Log in as root.

2. Enter **cd /home2/vfs/talkfiles**

3. Enter **find . -name -pring | cpio -pdmuv /home3/vfs/talkfiles**

4. Enter **vi /vs/data/irAPI.rc**

5. Change the line *SPEECHDIR=/home2/vfs/talkfiles* to
   SPEECHDIR=/home3/vfs/talkfiles

6. Enter **stop_vs**

7. Enter **start_vs**

8. Enter **cd /home2/vfs/talkfiles**

9. Enter **rm -rf - ***

The /home2 directory is now available for customer files.

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 that 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/rdsk/c0b0t1d0s0**

> ⚠️ **CAUTION:**
> *The phrase c0b0t1d0s0 is the name of the disk to be cleaned. The
> phrase c0b0t1d0s0 is correct for Hard Disk Drive 1. Hard Disk Drive
> 0 is named c0b0t0d0s0.*

The system displays the Disk Cleaning screen (Figure 3-11).

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

3 Replacing a Hard Disk Drive
Cleaning a Hard Disk Drive

Page 3-27

```
        Total disk size is 2048 cylinders (2048.0MB)



                                                             Approx
 Partition │ Status │ Type  │ Start │  End  │ Length │  %  │    MB
 1         │ Active │ UNIX  │ 0     │ 2047  │ 2048   │ 100 │ 2048.0
           │        │ System│       │       │        │     │

        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 3-11.   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 3-11, 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 3-11).

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 partiton, run the DOS
format command.  Changes limited to the "Active" status
field require no additional action.
```

7. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

Low-Level Formatting the Hard Disk Drive

The procedure for low-level formatting a hard disk drive differs depending on the CPU type installed on your system.

Low-Level Formatting with a P5 200 MHz CPU Circuit Card

To low-level format a hard disk drive, do the following:

1. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

2. Press (CONTROL) (A) when prompted.

   The system displays the Host Adapter Configuration screen (Figure 3-12).

```
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 or monochrome.


                              Options
                  Configure/View Host Adapter Settings
                        SCSI Disk Utilities
```
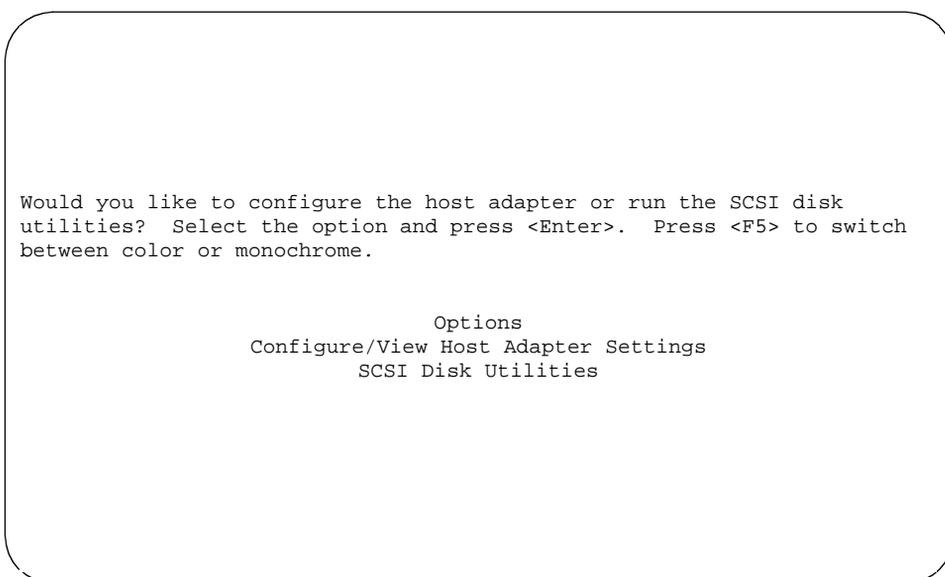
Figure 3-12.   Host Adapter Configuration Screen

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 3-13](#)).

```
          Select SCSI Disk and press <Enter>.

          SCSI ID #0    IBM DORS-32160
          SCSI ID #1    IBM DORS-32160
          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    AIC - 7850
```
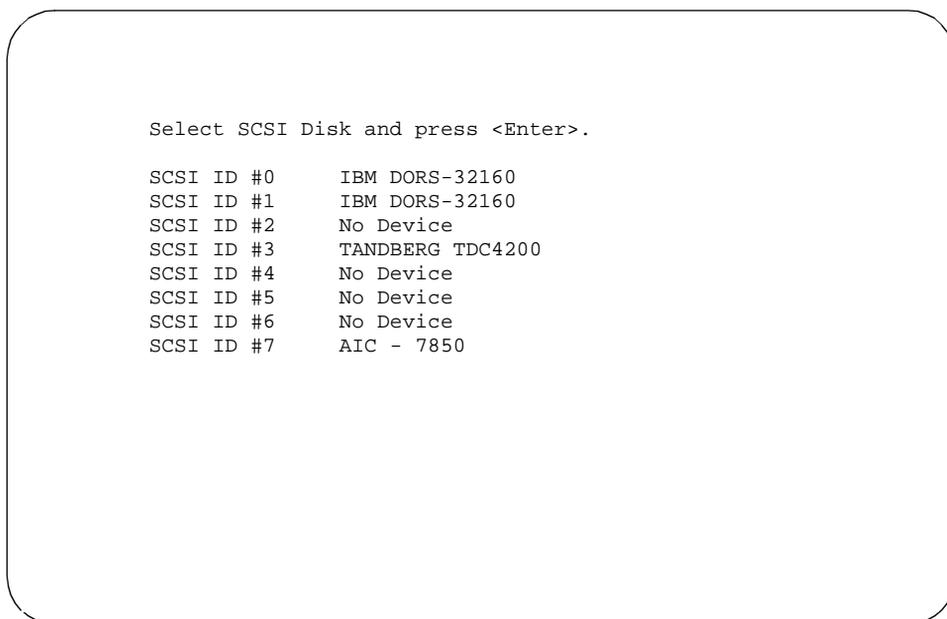
Figure 3-13.   SCSI Disk Utilities Screen

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 3-14](#)).

```
                    Configure Disk
                     Format Disk
```

Figure 3-14.   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 asks you to confirm that the disk is to be formatted.

9. Enter **y**

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 Hard Disk Drive 1" for the procedure.

2. Place Hard Disk Drive 1 in the MAP/5P. See "Replacing Hard Disk Drive 1" for the procedure.

3. Add Hard Disk Drive 1 to the system. See "Adding a Hard Disk Drive to a System for Mirroring" for the procedure.

4. At the UNIX prompt, enter **vxdiskadm**

   The system displays the Volume Manager Support Operations screen (Figure 3-1).

5. Enter **6**

   The system displays the Mirror Volumes on a Disk screen (Figure 3-15).

```
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 3-15.   Mirror Volumes on a Disk Screen

6. Enter **list**

   The system displays the Disk Group screen (Figure 3-16).

```
Disk group:  rootdg

DM   NAME   DEVICE     TYPE    PRIVLEN   PUBLEN        PUBPATH
dm disk00 c0b0t0d0s0  sliced    512     2422237   /dev/rdsk/c0b0t0d0se
dm disk00 c0b0t1d0s0  sliced    512     3448320   /dev/rdsk/c0b0t1d0se


Enter disk name
```

Figure 3-16.   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.

    Continue with the operation?
    ```

9. Enter **y**

    The system displays the following message:

    ```
    Mirror volume standvol
    Mirror volume swapvol
    Mirror volume rootvol
    Mirror volume disk006vol
    MIrror volume home3
    Mirror volume mtce
    Mirror volume oracle
    Mirror volume tmp
    Mirror volume voice1
    Mirror volume voxem
    Mirror volume vs

    Mirroring of disk disk01 is complete.

    Mirror volumes on another disk? [y,n,q,?] (default:n)
    ```

10. Enter **n**

    The system displays the Volume Manager Support Operations screen
    (Figure 3-1).

11. Enter **q**

Removing Mirroring

To remove mirroring, do the following:

1. At the UNIX prompt, enter **/mtce/bin/rmvolmirr**

2. The system displays the following message:

    ```
    Choose a VolumeName from the following list:

    ALL standvol swapvol rootvol mtce oracle tmp vs

    Enter VolumeName or ALL:
    ```

3. Enter **ALL**

    The system displays the following message for each volume:

    ```
    Mirroring for xxx volume has been turned off.

    Volume mirror xxx has been removed.
    ```

    where *xxx* is the volume name.

Disk Reuse

Reusing for Mirroring

To reuse an existing speech disk for mirroring, do the following:

1. Log in as root.

   ⫸ **NOTE:**
   In the following steps, home3 is the volume where the speech files
   are stored.

2. Enter **umount /home3**

3. Enter **voledit -rf rm home3**

4. Establish mirroring. See "Establishing Mirroring" for the procedure and
   begin with Step 4.

Reusing for Speech

To reuse an existing mirrored disk for speech, do the following:

1. Log in as root.

2. Remove mirroring. See, "Removing Mirroring" for the procedure.

3. Add a disk for speech storage. See, "Adding a Hard Disk Drive to a
   System for Speech Storage" for the procedure and begin with Step 3.

4. Move the speech to the speech disk. See "Moving the Speech to the
   Speech Disk".

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

4   Replacing Other Components
Overview

Page 4-1

Replacing Other Components

4

Overview

This chapter describes the procedures for replacing the

- Cartridge tape drive
- CMOS battery
- Diskette drive
- Fans
- Memory
- Motherboard
- Riser card
- Power supply
- Terminator SIP

Purpose

The purpose of this chapter is to ensure that you use the correct procedures to replace the internal components of the MAP/5P. This chapter also provides information on the correct configuration and settings for the individual components.

Replacing the Cartridge Tape Drive

⚠️ **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 1, "Getting Inside the Computer".

The cartridge tape drive is located in Bay 1 of the MAP/5P (Figure 4-1).

sccvfv1 CJL 012197
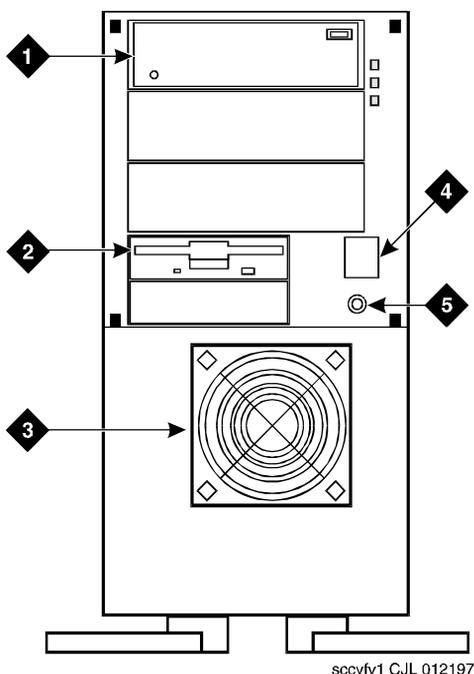
1.   Cartridge tape drive
2.   Diskette drive
3.   Circuit card cage fan
4.   Power button
5.   Reset button

Figure 4-1.   Front View of the MAP/5P

The following procedures detail removal and installation of the cartridge tape
drive for the MAP/5P (Figure 4-2).

drcvtpe1 CJL 020597
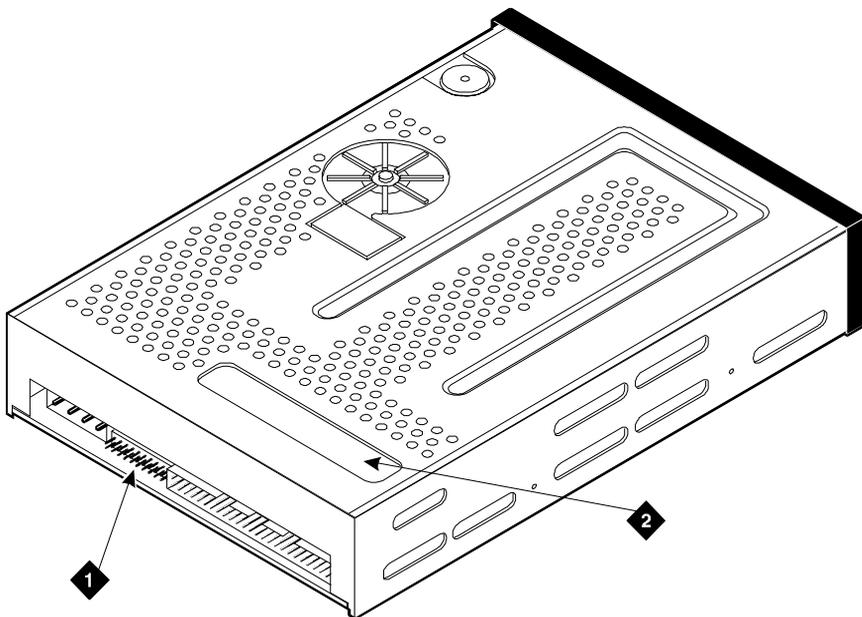
| 1. | Jumpers | 2. | Terminating resistors |

Figure 4-2.   Cartridge Tape Drive

Removing a Cartridge Tape Drive

To remove a cartridge tape drive, perform the following:

- "Removing the Intuity CONVERSANT System from Service"

- "Accessing the Cartridge Tape Drive"

- "Extracting the Cartridge Tape Drive"

Removing the INTUITY CONVERSANT System from Service

To remove the INTUITY CONVERSANT system from service, 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. Stop the voice system. See "Administer the Voice System," in "Common
   System Procedures," in the *INTUITY CONVERSANT System Reference*,
   585-313-205, for the procedure.

3. Shut down the voice system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

4. Remove the incoming power. See "Removing Power from the MAP/5P" in Chapter 1, "Getting Inside the Computer", for the procedure.

Accessing the Cartridge Tape Drive

To access the cartridge tape drive, remove the dress cover. See "Removing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.

Extracting the Cartridge Tape Drive

To extract the cartridge tape drive, do the following:

1. Remove the SCSI cable from the cartridge tape drive.

    $\implies$ **NOTE:**
    Make sure the SCSI cable pin adapter remains attached to the SCSI cable.

2. Remove the power cord from the cartridge tape drive.

3. Locate the four screws on the peripheral bay chassis that secure the drive in Position 1 of the peripheral bay.

    $\implies$ **NOTE:**
    Pay close attention to the location of the screws in both the peripheral bay chassis and the cartridge tape drive. If you return the screws to a different position, the cartridge tape drive may protrude from or be recessed into the chassis.

4. Holding the rear of the drive, loosen and remove these mounting screws.

5. Slide the drive forward within the peripheral bay and remove through the front opening of the chassis.

    ⚠ **CAUTION:**
    The drive fits tightly in the peripheral bay. Do not scrape wiring or components on the underside of the drive.

6. Continue with the next procedure, "Installing a Cartridge Tape Drive".

Installing a Cartridge Tape Drive

To install a cartridge tape drive, perform the following:

- "Verifying the Resource Options"

- "Inserting the Cartridge Tape Drive"

- "Reassembling the MAP/5P"

- "Restoring the Intuity CONVERSANT System to Service"

Verifying the Resource Options

To verify the resource options, do the following:

1. Remove the three terminating resistors on the cartridge tape drive (Figure 4-2).

2. Verify that the settings are correct as shown in Figure 4-3.
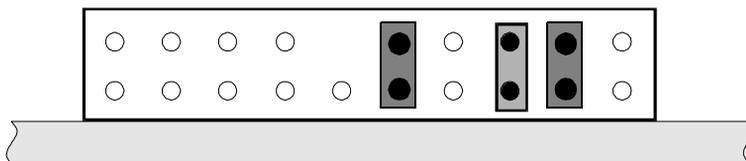
Figure 4-3.   Jumper Settings for the Cartridge Tape Drive, SCSI ID = 3

Inserting the Cartridge Tape Drive

To insert the 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. You must re-use the material in which the replacement tape drive was packaged to meet the manufacturer's warranty.

2. Place the new drive in the Position 1 of the peripheral bay chassis with the printed circuit board side down.

3. Position the unit so that the cartridge tape drive screw holes line up with the appropriate holes in the peripheral bay.

NOTE:

> Pay close attention to the location of the screws in both the peripheral bay chassis and the cartridge tape drive. If you return the screws to a different position, the cartridge tape drive may protrude from or be recessed into the chassis.

4. Secure the drive in the peripheral bay using the four screws removed in Step 4 of the procedure, "Extracting the Cartridge Tape Drive".

5. Attach the power cable to the cartridge tape drive.

6. Attach the SCSI cable to the cartridge tape drive.

NOTE:

> Make sure the SCSI cable pin adapter is attached to the SCSI cable.

Reassembling the MAP/5P

To reassemble the MAP/5P, replace the dress cover. See "Replacing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.

Restoring the INTUITY CONVERSANT System to Service

To restore the INTUITY CONVERSANT system, do the following:

1. Restore power to the MAP/5P. See "Restoring Power to the MAP/5P" in Chapter 1, "Getting Inside the Computer", for the procedure.

2. Verify the INTUITY CONVERSANT system operation by placing a call to the system.

Replacing a CMOS Battery

> ⚠ **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 1, "Getting Inside the Computer".*

The CMOS battery is located on the motherboard (Figure 4-4).
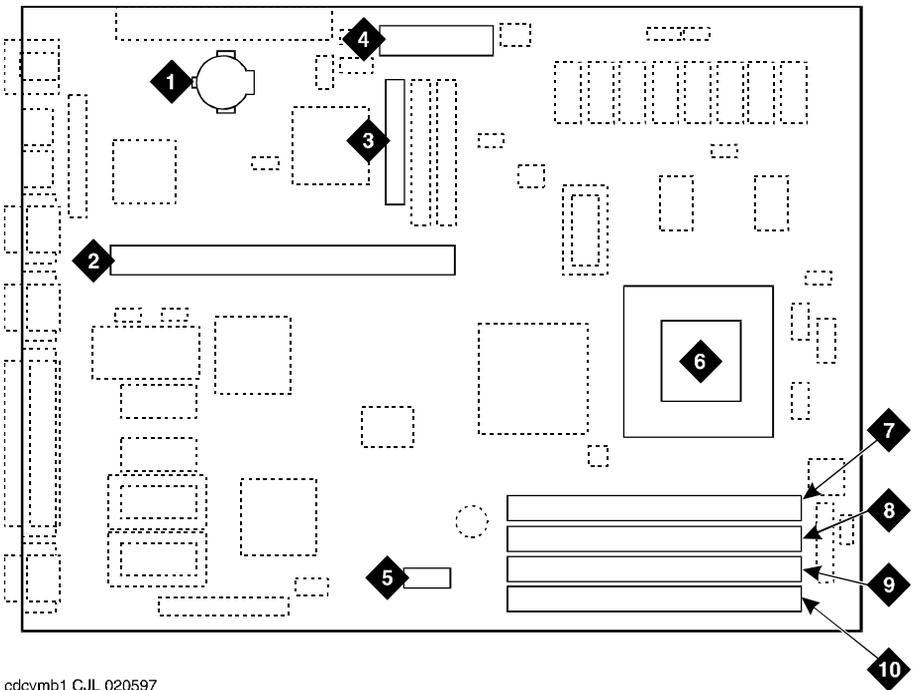
cdcvmb1 CJL 020597

1. CMOS battery   6.   CPU fan
2. Riser card connector   7.   SIMM4 socket (empty)
3. Diskette cable connector   8.   SIMM3 socket (empty)
4. Power supply connectors   9.   SIMM2 socket
5. Switches   10. SIMM1 socket

Figure 4-4.   MAP/5P Motherboard

Removing a CMOS Battery

To remove the CMOS battery, perform the following:

- ''Removing the Intuity CONVERSANT System from Service''

- ''Accessing the CMOS Battery''

- ''Extracting the CMOS Battery''

Accessing the CMOS Battery

To access the CMOS battery, remove the dress cover. See ''Removing the Dress Cover'' in Chapter 1, ''Getting Inside the Computer'', for the procedure.

Extracting the CMOS Battery

To extract the CMOS battery, do the following:

1. Gently push the battery to the side, away from the rear of the MAP/5P, until it has cleared the retaining bracket.

2. Pull the battery from the motherboard.

Installing a CMOS Battery

To install the CMOS battery, perform the following:

- ''Inserting the CMOS Battery''

- ''Reassembling the MAP/5P''

- ''Restoring the Intuity CONVERSANT System to Service''

- ''Verifying the CMOS Settings''

Inserting the CMOS Battery

To insert the CMOS battery, do the following:

1. Gently push the battery to the side, away from the rear of the MAP/5P, until it has cleared the retaining bracket.

2. Push the battery into the motherboard.

Verifying the CMOS Settings

To verify the CMOS settings, see ''Inserting the Motherboard''.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

4 Replacing Other Components
Replacing the Diskette Drive

Page 4-9

Replacing the Diskette Drive

![warning icon] **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 1, "Getting Inside the Computer".

The 1.44-Mbyte, 3.5-inch diskette drive is located in Bay 4 of the peripheral bay, as shown in Figure 4-1. There are no jumpers associated with the diskette drive used in the MAP/5P.

![note icon] **NOTE:**

If you are replacing the diskette cable, you must remove the riser card. See "Replacing the Riser Card" for the procedure.

Removing the Diskette Drive

To remove the diskette drive, perform the following:

- "Removing the Intuity CONVERSANT System from Service"

- "Accessing the Diskette Drive"

- "Extracting the Diskette Drive"

Accessing the Diskette Drive

To access the diskette drive, remove the dress cover. See "Removing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.

Extracting the Diskette Drive

To extract the diskette drive, do the following:

1. Remove the diskette cable from the back of the diskette drive.

2. Remove the power cord from the back of the diskette drive.

3. Press down on the thumb-tab which locks the peripheral frame in place (Figure 4-5).
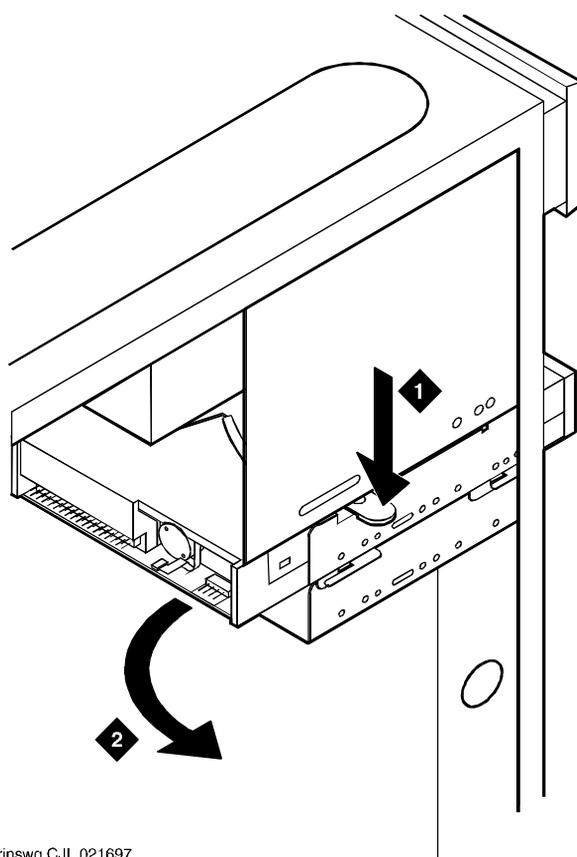
drinswg CJL 021697

1.　Press down on thumb tab
2.　Rotate frame out of chassis

Figure 4-5.　Removing the Peripheral Frame

4.　Pull the peripheral frame toward you (Figure 4-5).

　　The frame will rotate toward the front of the MAP/5P until the bracing lip
　　clears. You can then pull the frame out of the MAP/5P.

5.　Locate the screws holding the diskette drive to the peripheral frame

　　⇒ NOTE:
　　　　Pay close attention to the location of the screws in both the
　　　　peripheral frame and the diskette drive. If the screws are returned to
　　　　a different position, the diskette drive may protrude from or be
　　　　recessed into the chassis.

6.　Holding the rear of the diskette drive, remove these screws.

7. Remove the diskette drive from the peripheral frame.

⚠ 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.

8. Place the diskette drive assembly, with the printed circuit board facing up, on an ESD-protected surface.

9. Continue with the next procedure, "Installing the Diskette Drive".

Installing the Diskette Drive

To install the diskette drive, perform the following:

- ■ "Inserting the Diskette Drive"

- ■ "Reassembling the MAP/5P"

- ■ "Restoring the Intuity CONVERSANT System to Service"

Inserting the Diskette Drive

To insert the diskette drive, do the following:

1. Remove the new diskette drive from its ESD-protective wrapping.

⇒ NOTE:

Keep the package and all ESD-protective wrapping. You must re-use the material in which the replacement diskette drive was packaged to meet the manufacturer's warranty.

2. Attach the diskette drive to the peripheral frame using the four screws removed in Step 6 of "Extracting the Diskette Drive".

⇒ NOTE:

Pay close attention to the location of the screws in both the peripheral frame and the diskette drive. If the screws are returned to a different position, the diskette drive may protrude from or be recessed into the chassis.

3. Attach the power cable to the diskette drive.

4. Attach the diskette cable to the diskette drive.

5. Place the front of the peripheral frame into the MAP/5P.

6. Align the peripheral frame so that the bracing lip on the MAP/5P chassis is below the guide on the peripheral frame (Figure 4-6).
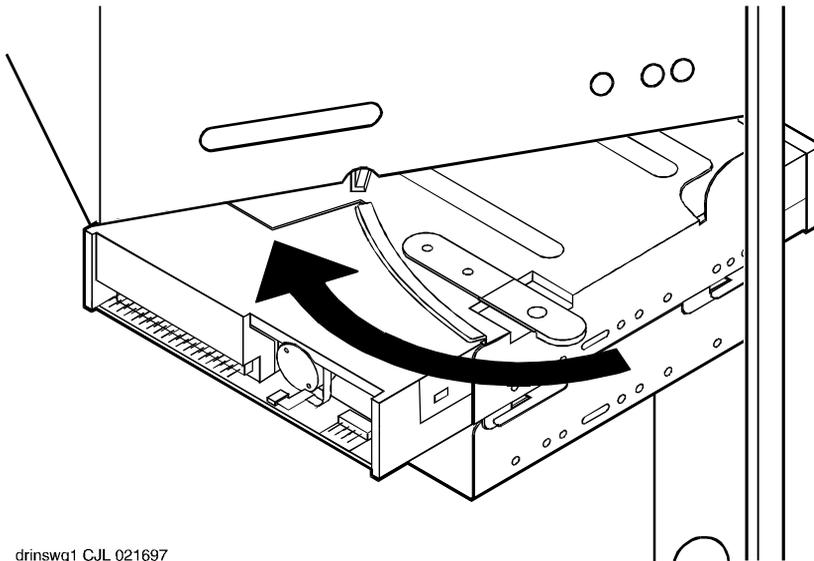
drinswg1 CJL 021697

Figure 4-6.   Installing the Peripheral Frame

7. Rotate the peripheral frame into the MAP/5P chassis until it is locked in
    place (Figure 4-6).

8. Check the cable connections to both the diskette drive and Hard Disk
    Drive 1 (if installed).

Replacing Fans

> **⚠ 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 1, "Getting Inside the Computer".*

The MAP/5P contains the following fans that provide cooling inside the unit:

- Power supply fan.

- Circuit card cage fan.

- CPU fan.

The power supply fan 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.

Replacing the Circuit Card Cage Fan

The circuit card cage fan is located in front of the card cage, behind the dress cover (Figure 4-1). The circuit card cage fan forces air flow through the MAP/5P chassis, across the circuit cards.

Removing a Circuit Card Cage Fan

To remove the circuit card cage fan, perform the following:

- "Removing the Intuity CONVERSANT System from Service"

- "Accessing the Circuit Card Cage Fan"

- "Extracting the Circuit Card Cage Fan"

Accessing the Circuit Card Cage Fan

To access the circuit card cage fan, do the following:

1. Remove the dress cover. See "Removing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.

2. Remove the protective aluminum screen which holds the circuit card cage fan in the chassis.

Extracting the Circuit Card Cage Fan

To extract the circuit card cage fan, do the following:

1. Lift the circuit card cage fan out of the chassis.

2. Unplug the 12-VDC power lead connector.

⚠ CAUTION:

> *Do not operate the MAP/5P for any length of time without the circuit card cage fan installed and operational.*

3. Continue with the next procedure, "Installing a Circuit Card Cage Fan".

Installing a Circuit Card Cage Fan

To install the circuit card cage fan, perform the following:

- ■ "Inserting the Circuit Card Cage Fan"

- ■ "Reassembling the MAP/5P"

- ■ "Restoring the Intuity CONVERSANT System to Service"

Inserting the Circuit Card Cage Fan

To insert the circuit card cage fan, do the following:

1. Attach the 12-VDC connector to the circuit card cage fan.

2. Place the circuit card cage fan in the MAP/5P chassis.

    ### ⇒ NOTE:
    Make sure the air flow is directed into the MAP/5P chassis. There is an air flow direction arrow on the fan.

Reassembling the MAP/5P

To reassemble the MAP/5P, do the following:

1. Replace the aluminum screen.

2. Replace the dress cover. See "Replacing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.

Restoring the INTUITY CONVERSANT System to Service

To restore the INTUITY CONVERSANT system, do the following:

1. Restore power to the MAP/5P. See "Restoring Power to the MAP/5P" in Chapter 1, "Getting Inside the Computer", for the procedure.

2. 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 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/5P powered up for any length of time until the circuit card cage fan is fully operational.*

3. Verify the INTUITY CONVERSANT system operation by placing a call to a user.

Replacing a CPU Fan

The CPU fan is located on the motherboard, on top of the CPU (Figure 4-4).

Removing a CPU Fan

To remove the circuit card cage fan, you must:

- "Removing the Intuity CONVERSANT System from Service"
- "Accessing the CPU Fan"
- "Extracting the CPU Fan"

Accessing the CPU Fan

To access the CPU fan, do the following:

1. Remove the dress cover. See "Removing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.

2. Remove all of the circuit cards. See "Removing a Circuit Card" in Chapter 2, "Installing or Replacing Circuit Cards", for the procedure.

> **➡ NOTE:**
> Pay close attention to the riser card connector slots from which each circuit card is removed. The circuit cards will need to be replaced in the same slots in the new riser card. See "Component Assignments" in Appendix A, "System Configuration", for circuit card placement.

Extracting the CPU Fan

To extract the CPU fan, do the following:

1. Remove the two screws which hold the CPU fan to the motherboard.

2. Lift the CPU out of the chassis.

3. Unplug the 12-VDC power lead connector.

4. Continue with the next procedure, "Installing a CPU Fan."

Installing a CPU Fan

To install the CPU fan, you must:

- "Inserting the CPU Fan"

- "Reassembling the MAP/5P"

- "Restoring the Intuity CONVERSANT System to Service"

Inserting the CPU Fan

To insert the CPU fan, do the following:

1. Attach the 12-VDC connector to the CPU fan.

2. Place the CPU fan on the motherboard.

3. Replace the two screws which hold the CPU fan to the motherboard.

Reassembling the MAP/5P

To reassemble the MAP/5P, do the following:

1. Replace the circuit cards. See "Installing a Circuit Card" in Chapter 2, "Installing or Replacing Circuit Cards", for the procedure.

2. Replace the dress cover. See "Replacing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.

Replacing Memory Modules

Single in-line memory modules (SIMMs) are located in the lower right hand portion of the motherboard (Figure 4-4). The following situations could indicate a missing or defective SIMM:

- The system will not boot.

- The power-on memory test fails.

- A parity error on the motherboard occurs.

In the case of a defective SIMM, you should replace both SIMMs.

⚠️ 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 1, "Getting Inside the Computer".

Removing SIMMs

To remove the SIMMs, perform the following:

- ■   "Removing the Intuity CONVERSANT System from Service"

- ■   "Accessing the SIMMs"

- ■   "Verifying the SIMM Seating"

- ■   "Extracting the SIMMs"

Accessing the SIMMs

To access the SIMMs, do the following:

1. Remove the dress cover. See "Removing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.

2. Remove the circuit cards in the bottom three slots. See "Removing a Circuit Card" in Chapter 2, "Installing or Replacing Circuit Cards".

Verifying the SIMM Seating

To verify the SIMM seating, do the following:

1. Apply pressure to both SIMMs to ensure they are properly seated.

2. If both are properly seated then both should be replaced.

   Continue with the next procedure, "Extracting the SIMMs".

   If one or more of the SIMMs are not properly installed or seated, complete the following Steps a through d:

   a. Properly seat the SIMM.

   b. Replace the dress cover. See "Replacing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.

   c. Restore the incoming power. See "Restoring Power to the MAP/5P" in Chapter 1, "Getting Inside the Computer", for the procedure.

   d. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

      If the system shows an amount of memory equal to that installed, the problem has been corrected. Complete the following Steps 1 through 7:

      1. Shut down the system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

      2. Remove the incoming power. See "Removing Power from the MAP/5P" in Chapter 1, "Getting Inside the Computer", for the procedure.

3. Remove the dress cover. See "Removing the Dress Cover"
    in Chapter 1, "Getting Inside the Computer", for the
    procedure.

4. Replace the circuit cards in the bottom three slots. See
    "Installing a Circuit Card" in Chapter 2, "Installing or
    Replacing Circuit Cards".

5. Replace the dress cover. See "Replacing the Dress Cover"
    in Chapter 1, "Getting Inside the Computer", for the
    procedure.

6. Restore the incoming power. See "Restoring Power to the
    MAP/5P" in Chapter 1, "Getting Inside the Computer", for the
    procedure.

7. Reboot the system. See "Reboot the System," in "Common
    System Procedures," in the *INTUITY CONVERSANT System
    Reference*, 585-313-205, for the procedure.

If the system shows an amount of memory less than that installed
on the card both of the SIMMs should be replaced, continue with
the next procedure, "Extracting the SIMMs".

Extracting the SIMMs

To extract the SIMMs, do the following:

1. Release the metal snap locks at the edge of the SIMM2 socket by gently pushing them to the outside (Figure 4-7).

1. SIMM in socket - top view   2. SIMM - side view
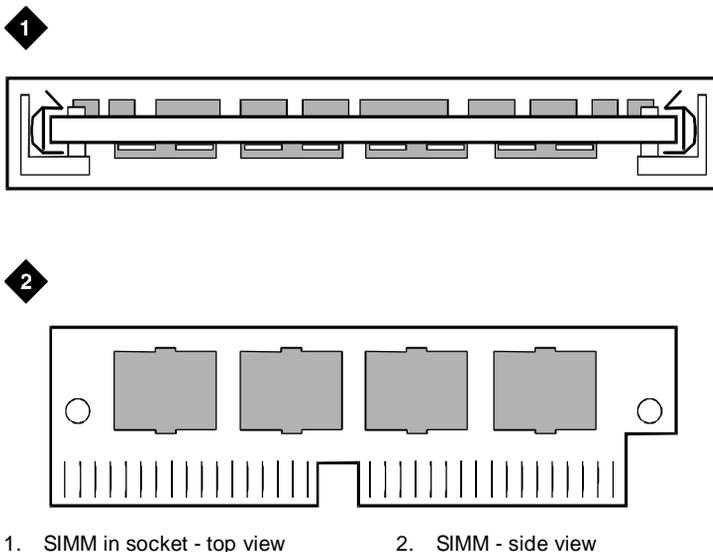
Figure 4-7.   SIMM Socket

2. Rotate the SIMM downward to approximately a 45-degree angle.

3. Remove the SIMM.

4. Repeat Steps 1 through 3 for the SIMM located in the SIMM1 socket.

5. Continue with the next procedure, "Installing SIMMs".

Installing SIMMs

To install the SIMMs, perform the following:

- "Inserting the SIMMs"
- "Reassembling the MAP/5P"
- "Restoring the Intuity CONVERSANT System to Service"

Inserting the SIMMs

To insert the SIMMs, do the following:

1. Install a SIMM in the SIMM1 socket by positioning it at approximately a 45-degree angle with respect to the motherboard.

   ### ⇒ NOTE:
   All SIMMs are keyed to prevent them from being inserted incorrectly.

2. Push down at that angle until the SIMM is reseated into the SIMM carrier.

3. 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.

4. 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.

5. Repeat Steps 1 through 4 to install a SIMM in the SIMM2 socket.

Reassembling the MAP/5P

To reassemble the MAP/5P, do the following:

1. Replace the circuit cards in the bottom three slots. See "Installing a Circuit Card" in Chapter 2, "Installing or Replacing Circuit Cards", for the procedure.

2. Replace the dress cover. See "Replacing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

4   Replacing Other Components
Replacing the Motherboard

Page 4-21

Replacing the Motherboard

> ⚠️ **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 1, "Getting Inside the Computer".*

Removing the Motherboard

To remove the motherboard, perform the following:

- "Removing the Intuity CONVERSANT System from Service"

- "Accessing the Motherboard"

- "Extracting the Motherboard"

Accessing the Motherboard

To access the motherboard, do the following:

1. Disconnect any cables attached to the ports in the back of the MAP/5P (Figure 4-8).

2. Remove the dress cover. See "Removing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.
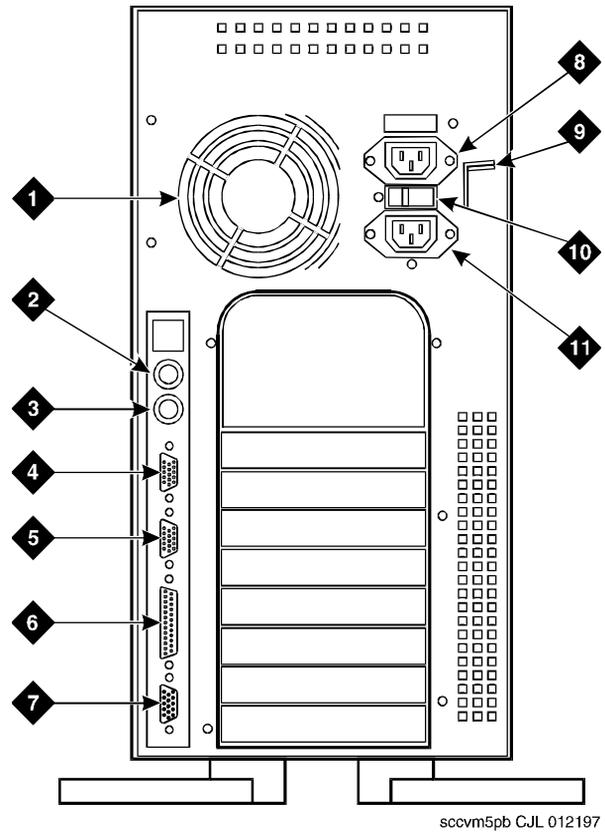
1. Power supply fan intake
2. Keyboard connector
3. Mouse connector
4. COM1
5. COM2
6. Parallel port
7. Video connector
8. AC power supply outlet
9. Dress cover lock
10. AC voltage selector switch
11. AC power inlet receptacle

Figure 4-8.   Rear View of the MAP/5P

3. Remove all of the circuit cards. See "Removing a Circuit Card" in Chapter 2, "Installing or Replacing Circuit Cards".

4. Remove the riser card. See "Removing the Riser Card" for the procedure.

Extracting the Motherboard

To extract the motherboard, do the following:

1. Disconnect the diskette cable from the motherboard (Figure 4-4).

2. Disconnect the power supply connections from the motherboard (Figure 4-4).

3. Push up on the motherboard retaining bracket.

4. Gently pull the motherboard forward until it has cleared the alignment pegs.

5. Slide the motherboard toward the front of the MAP/5P to allow the cable connectors, in the rear of the MAP/5P, to clear the chassis.

6. Remove the motherboard from the MAP/5P chassis.

7. Remove the memory from the motherboard. See "Removing SIMMs" for the procedure.

   $\Longrightarrow$ **NOTE:**

   The new motherboard contains no memory. Use the memory from the defective motherboard to populate the replacement.

8. Continue with the next procedure, "Installing the Motherboard".

Installing the Motherboard

To install the motherboard, you must:

■ "Verifying the Resource Options"

■ "Inserting the Motherboard"

■ "Reassembling the MAP/5P"

■ "Restoring the Intuity CONVERSANT System to Service"

Verifying the Resource Options

The motherboard contains switches and jumpers that you must verify. Figure 4-4 shows the location of the switches. Figure 4-9 shows the location of the jumpers on the motherboard.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

4 Replacing Other Components
Replacing the Motherboard

Page 4-24

jpcvmb4 CJL 040797

1. JP5 - flash BIOS function
2. JP6 - BIOS ROM type
3. JP1 - BIOS type
4. JP2 - LED function
5. JP15 - standby power connector
6. JP4 - second-level cache
7. JP3 - second-level cache
8. JP30 - external battery connector
9. JP16 - software shutdown
10. JP42 - L2 cache mode
11. JP43 - CPU voltage for I/O
12. JP7 - regulator
13. JP44 - CPU voltage for core
14. JP11 - SMM/reset switch
15. CN19
16. CN30
17. JP14 - power-on switch connector

Figure 4-9. Motherboard Jumper Locations

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

4 Replacing Other Components
Replacing the Motherboard

Page 4-25

To verify the resource options, do the following:

1. Verify the jumper settings on the motherboard (Figure 4-10).
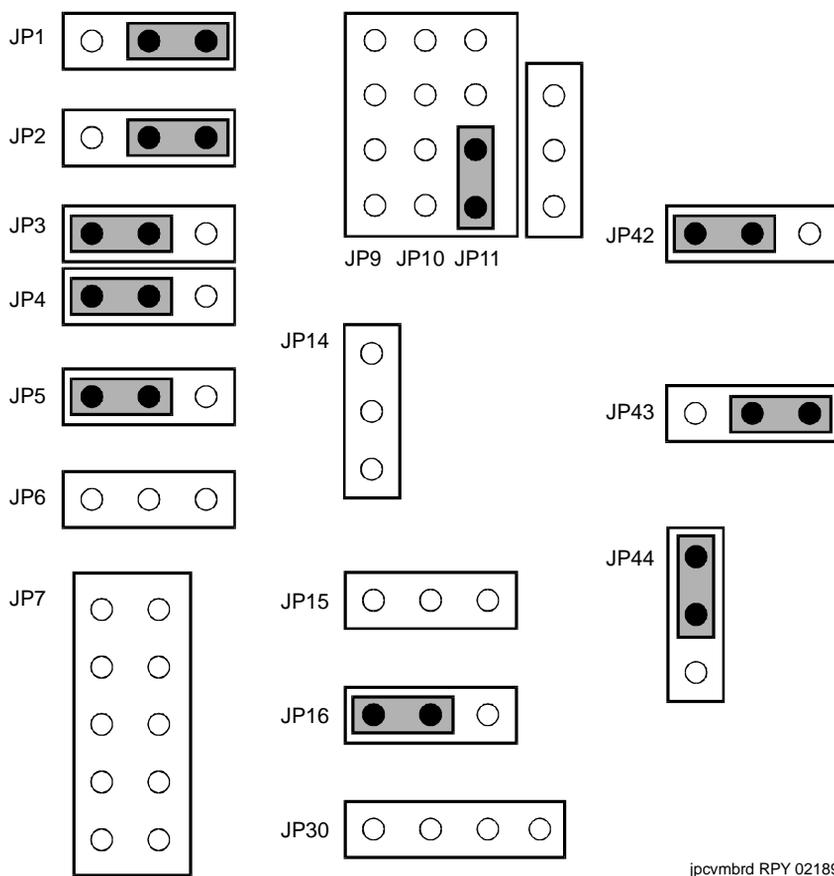
Figure 4-10.   Motherboard Jumper Settings

2. Verify the switch settings on the motherboard (Figure 4-11).
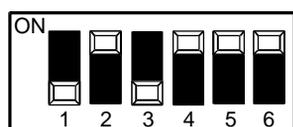
Figure 4-11.   Motherboard Switch Settings

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

4   Replacing Other Components
Replacing the Motherboard   *Page 4-26*

Inserting the Motherboard

To insert the motherboard, do the following:

1. Place the SIMMs from the defective motherboard on to the replacement motherboard. See "Installing SIMMs" for the procedure.

2. Place the motherboard in the MAP/5P.

3. Align the external cable connectors on the motherboard with the corresponding holes in the MAP/5P chassis.

4. Slide the motherboard to the rear of the MAP/5P so that the external cable connectors protrude through the rear of the unit.

5. Align the holes in the motherboard with the alignment pegs in the MAP/5P (Figure 4-4).

6. Gently push the motherboard into the MAP/5P until the retaining bracket has snapped into place (Figure 4-4).

7. Attach the diskette cable to the motherboard (Figure 4-4).

8. Attach the power supply connections to the motherboard (Figure 4-4).

9. Attach the reset switch connector to CN19 (Figure 4-12).
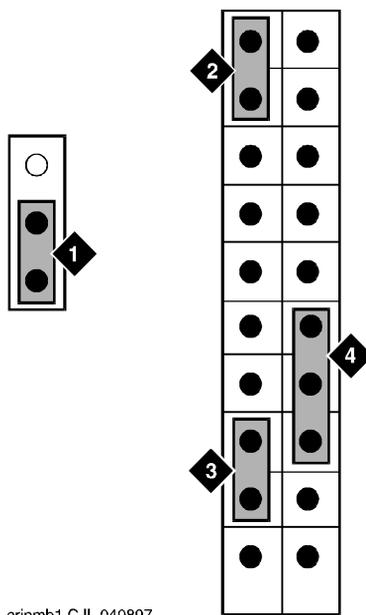
crinmb1 CJL 040897

1. RMB cable (pins 1 and 2 of CN30)
2. Reset switch connector (pins 19 and 20 of CN19)
3. Turbo LED connector (pins 12 and 13 of CN19)
4. Power LED connector (pins 3,4, and 5 of CN19)

Figure 4-12.   Motherboard Cable Connections

10. Attach the turbo LED connector to CN19 (Figure 4-12).

11. Attach the power LED connector to CN19 (Figure 4-12).

12. Attach the remote maintenance circuit card reset cable to CN30
     (Figure 4-12).

Reassembling the MAP/5P

To reassemble the MAP/5P, do the following:

1. Replace the riser card. See "Installing the Riser Card" for the procedure.

2. Replace the circuit cards. See "Installing a Circuit Card" in Chapter 2,
    "Installing or Replacing Circuit Cards".

3. Replace the dress cover. See "Replacing the Dress Cover" in Chapter 1,
    "Getting Inside the Computer", for the procedure.

4. Attach any cables that were connected to the following ports in the back
    of the MAP/5P (Figure 4-8):

    ■ Video port

    ■ Keyboard port

    ■ COM1

    ■ COM2

    ■ Parallel port

    ■ I/O port

Restoring the INTUITY CONVERSANT System to Service

To restore the INTUITY CONVERSANT system , do the following:

1. Restore power to the MAP/5P. See "Restoring Power to the MAP/5P" in
    Chapter 1, "Getting Inside the Computer", for the procedure.

2. Verify the CMOS settings by completing the following Steps a through e:

    a. When prompted, press (CONTROL) - (ALT) - (ESC).

        The system displays the CMOS Configuration screen (Figure 4-13).

```
                    Basic System Configuration
                  Advanced System Configuration
                   Power Saving Configuration
                         System Security
                  PnP/PCI System Configuration
```
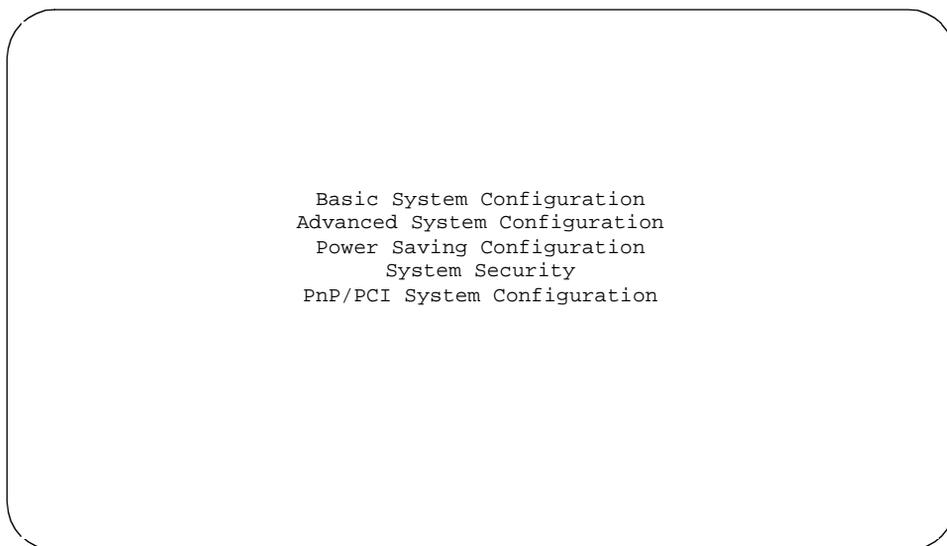
Figure 4-13.   CMOS Configuration Screen

b. Compare the CMOS settings with those listed in .

Use the up ▲ and down ▼ arrows to move the cursor between fields. Use the left ◄ and right ► arrows to change the value of the field. Use the ESC key to return to the previous menu.

Table 4-1.   CMOS Settings

Option	Setting
Basic System Configuration	
IDE0	AUTO
IDE1	AUTO
IDE2	AUTO
IDE3	AUTO
On-board IDE Controller	Disabled
Hard Disk Block Mode	Disabled
Advanced PIO Mode	Disabled
Hard Disk Size >504 MB	Disabled
Hard Disk 32 Bit Access	Disabled
Large Memory Support Mode	Normal

Continued on next page

Table 4-1.　CMOS Settings　— *Continued*

Option	Setting
Number Lock After Boot	Enabled
Memory Test	Enabled
Quiet Boot	Enabled
Configuration Table	Disabled
Advanced System Configuration	
Internal Cache (CPU Cache)	Enabled
External Cache	Enabled
Cache Scheme	Write Back
ECC/Parity Mode Selection	Parity
Memory @ 15MB-16MB Reserved for	[System] use
Power Saving Configuration	
Power Management Mode	Disabled
Power Saving Operation Mode	[Traditional]
IDE Hard Disk Standby Timer	Off
Monitor Power Saving Timer	Off
System Standby Timer	Off
System Suspend Timer	Off
IRQ2, IRQ9	Disabled
IRQ3	Disabled
IRQ4	Disabled
IRQ5	Disabled
IRQ7	Disabled
IRQ10	Disabled
IRQ11	Disabled
IRQ12	Disabled
IRQ15	Disabled
Quick Start Timer	Off
Point Device Location	[None]

Table 4-1.   CMOS Settings — *Continued*

Option	Setting
System Security	
Diskette Drive	Normal
Hard Disk Drive	Normal
System Boot Drive	Drive A then Drive C
Boot from CD-Rom	Disabled
Serial Port 1 Base Address	[3F8h]
Serial Port 2 Base Address	[2F8h]
Parallel Port Address	[378(IRQ7)]
Operation Mode	[Standard Parallel Port SPP] Mode
On-board PS/2 Mouse (IRQ12)	Disabled
Set-up Password	[None]
Power on Password	[None]
PnP/PCI System Configuration	
PCI IRQ Setting	Manual
PCI Slot 1	INTA 14
PCI Slot 2	INTD 14
PCI Slot 3	INTC 14
On-Board VGA	-
PCI IRQ Sharing	[No]
VGA Palette Snoop	[Disabled]
Plug & Play OS	[No]
Reset Resources Assignment	[No]

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

4   Replacing Other Components
Replacing the Power Supply

Page 4-31

c. When you have completed setting the CMOS, press (ESC).

The system displays the following message:

```
Do you want to save the CMOS settings?

     YES                    NO
```

d. Select YES

e. Press (ENTER).

3. Verify INTUITY CONVERSANT system operation by placing a call.

Replacing the Power Supply

The 110/220-VAC power supply is located in the upper left corner of the MAP/5P as shown in Figure 4-14.
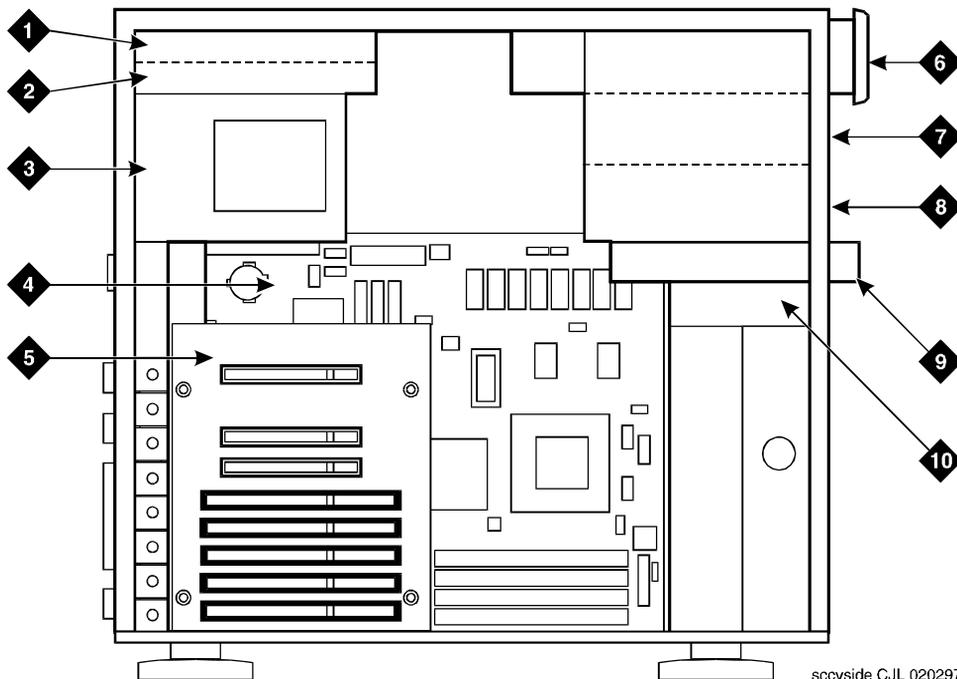
sccvside CJL 020297

1. Bay 6 - Hard Disk Drive 0
2. Bay 7 - Empty
3. Power supply
4. Motherboard
5. Riser card

6. Bay 1 - Cartridge tape drive
7. Bay 2 - Empty
8. Bay 3 - Empty
9. Bay 4 - Diskette drive
10. Bay 5 - Hard Disk Drive 1 (if used)

Figure 4-14.   MAP/5P Internal Layout

Removing the Power Supply

To remove the power supply, perform the following:

- ''Removing the Intuity CONVERSANT System from Service''

- ''Accessing the Power Supply''

- ''Extracting the Power Supply''

Accessing the Power Supply

To access the power supply, remove the dress cover. See "Removing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.

Extracting the Power Supply

To extract the power supply, do the following:

1. Unplug the connector to the cartridge tape drive (Figure 4-15).

2. Unplug the connector to the diskette drive (Figure 4-15).

3. Unplug the connector to Hard Disk Drive 1, if provided (Figure 4-15).

4. Unplug the connector to Hard Disk Drive 0 (Figure 4-15).

5. Unplug both connectors to the motherboard (Figure 4-15).
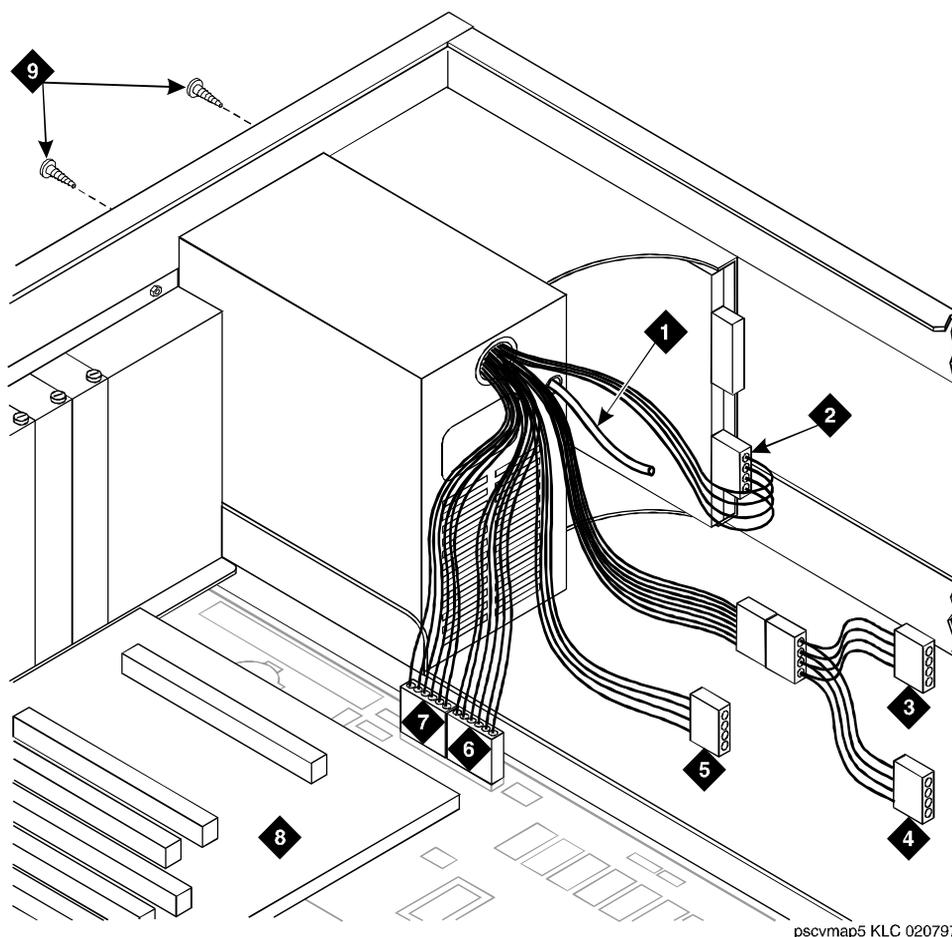
pscvmap5 KLC 020797

1. Power-on switch cable
2. Hard Disk Drive 0 connector
3. Diskette drive connector
4. Hard Disk Drive 1 connector
5. Cartridge tape drive connector

6. Motherboard connector
7. Motherboard connector
8. Riser card
9. Power supply retaining screws

Figure 4-15.   MAP/5P Power Supply

6. Locate the power supply switch cable, which is mounted to the front of the chassis by a single screw.

7. Remove the screw holding the power supply switch (Figure 4-16).
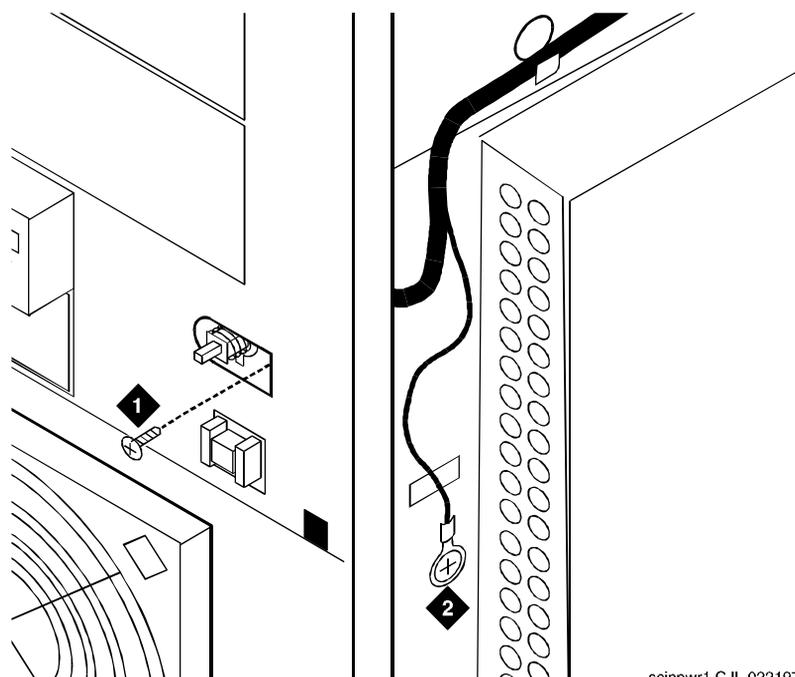
1. Power supply switch retaining screw
2. Power supply grounding wire and screw

Figure 4-16.   Power Supply Switch

8. Remove the screw which holds the grounding wire to the chassis
    (Figure 4-16).

9. Slide the power supply switch out of the retaining slot.

10. Remove the four screws on the chassis rear area that secure the power
    supply unit (Figure 4-15).

11. Slide the unit slightly forward towards the front of the MAP/5P and tilt
    towards the riser card.

12. Lift and remove the power supply.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

4   Replacing Other Components
Replacing the Power Supply

Page 4-35

Installing the Power Supply

To install the power supply, perform the following:

- ''Inserting a Power Supply''

- ''Reassembling the MAP/5P''

- ''Restoring the Intuity CONVERSANT System to Service''

Inserting a Power Supply

To insert 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. You must re-use the material in which the replacement tape drive was packaged to meet the manufacturer's warranty.

2. Verify the input AC voltage selection switch, located on the chassis side close to the button edge, is in the correct position.

   The switch is a slide type. Printed text on the surface indicates the input voltage requirements, either 115 or 230 Volts. The correct position for systems installed in the United States is 115 volts.

3. Install the power supply unit into the chassis and align the screw holes.

4. Install the four screws on the chassis rear area that secure the power supply unit (Figure 4-15).

5. Attach the power supply DC output connectors to the motherboard (Figure 4-15).

   ⇒ **NOTE:**
   The connectors are keyed to prevent them from being inserted incorrectly.

6. Attach the connector to the cartridge tape drive (Figure 4-15).

7. Attach the connector to the diskette drive (Figure 4-15).

8. Attach the connector to the Hard Disk Drive 1, if provided (Figure 4-15).

   If Hard Disk Drive 1 is not installed, dress this lead back out of the way to reduce cable congestion.

9. Attach the connector to Hard Disk Drive 0 (Figure 4-15).

10. Dress the power switch cable around to the front of the MAP/5P (Figure 4-17).
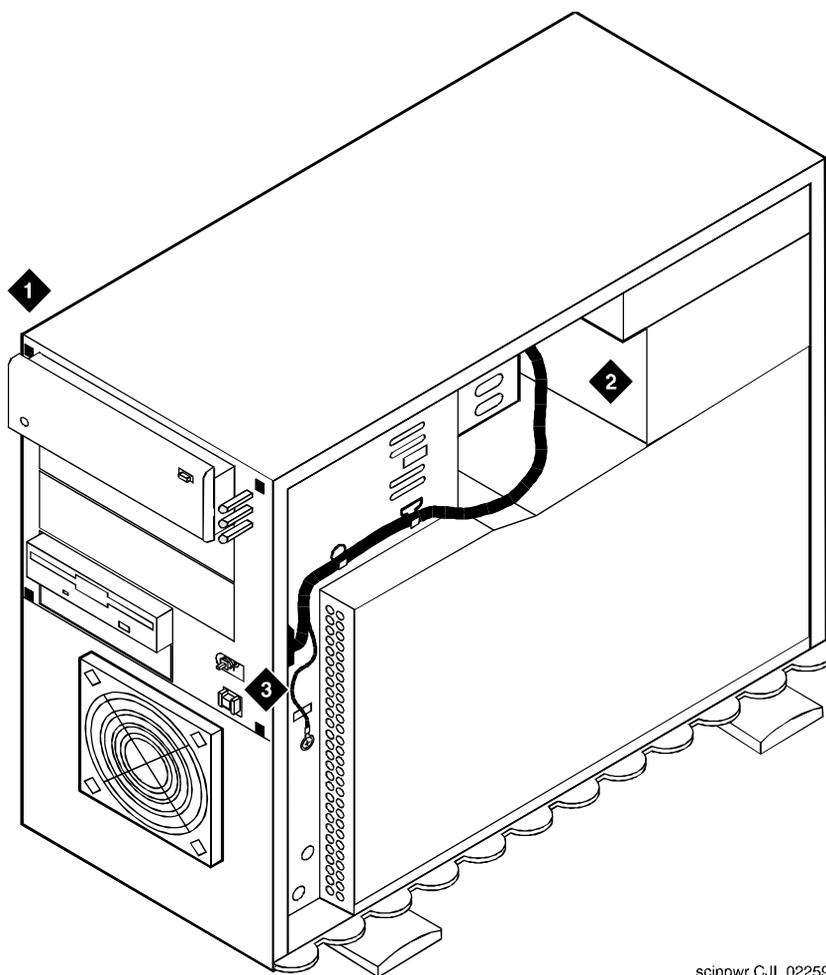
scinpwr CJL 022597

Figure 4-17.   Power Switch Cable

11. Slide the power switch into the slot provided (Figure 4-16).

12. Replace the screw you removed in Step 7 of "Removing the Power Supply".

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

4 Replacing Other Components
Replacing the Riser Card

Page 4-37

Replacing the Riser 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 1, "Getting Inside the Computer".

The following procedures detail the 6-slot riser card installation and removal. All of the circuit cards are connected to the riser card. The riser card is located in the back of the MAP/5P card cage area (Figure 4-14). The riser card is connected to the motherboard.

Removing the Riser Card

To remove the riser card, perform the following:

- "Removing the Intuity CONVERSANT System from Service"

- "Accessing the Riser Card"

- "Extracting the Riser Card"

Accessing the Riser Card

To access the riser card, do the following:

1. Remove the dress cover. See "Removing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.

2. Remove all of the circuit cards. See "Removing a Circuit Card" in Chapter 2, "Installing or Replacing Circuit Cards", for the procedure.

   > ⇨ **NOTE:**
   > Pay close attention to the riser card connector slots from which each circuit card is removed. You must replace the circuit cards in the same slots in the new riser card. See "Component Assignments" in Appendix A, "System Configuration", for circuit card placement.

Extracting the Riser Card

To extract the riser card, do the following:

1. Remove the screw in the lower left corner of the riser card.

2. Gently pull the riser card away from the motherboard until the riser card connector is removed from the slot on the motherboard.

3. Continue with the next procedure, "Installing the Riser Card".

Installing the Riser Card

To install the riser card, perform the following:

- "Installing the Riser Card"

- "Reassembling the MAP/5P"

- "Restoring the Intuity CONVERSANT System to Service"

Inserting the Riser Card

To insert the riser card, do the following:

1. Remove the new riser card from its ESD protective wrapping.

   ⇒ **NOTE:**
   Keep the package and all ESD-protective wrapping. You must re-use the material in which the replacement tape drive was packaged to meet the manufacturer's warranty.

2. Align the riser card connector with the slot on the motherboard.

3. Gently push the riser card connector into the motherboard.

4. Replace the screw in the bottom left corner of the riser card.

Reassembling the MAP/5P

To reassemble the MAP/5P, do the following:

1. Replace the circuit cards removed in Step 1 of "Extracting the Riser Card".

   ⇒ **NOTE:**
   Be sure to mount these cards in their correct riser card slot. See "Component Assignments" in Appendix A, "System Configuration", for circuit card placement.

2. Replace the Dress Cover. See "Replacing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.

Restoring the INTUITY CONVERSANT System to Service

To restore the INTUITY CONVERSANT system, do the following:

1. Restore power to the MAP/5P. See "Restoring Power to the MAP/5P" in Chapter 1, "Getting Inside the Computer", for the procedure.

2. Verify the INTUITY CONVERSANT system operation by placing a call to a user.

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 4-18).

   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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

4   Replacing Other Components
Replacing a Terminator SIP

Page 4-40

Various locations for
component pin 1 orientation

• Dot or square
  OR
• The number 1

Pin 1 placement
on the PWB

TDM SIP
terminating
resistors (2)

Printed wiring
board (PWB)

SIP socket
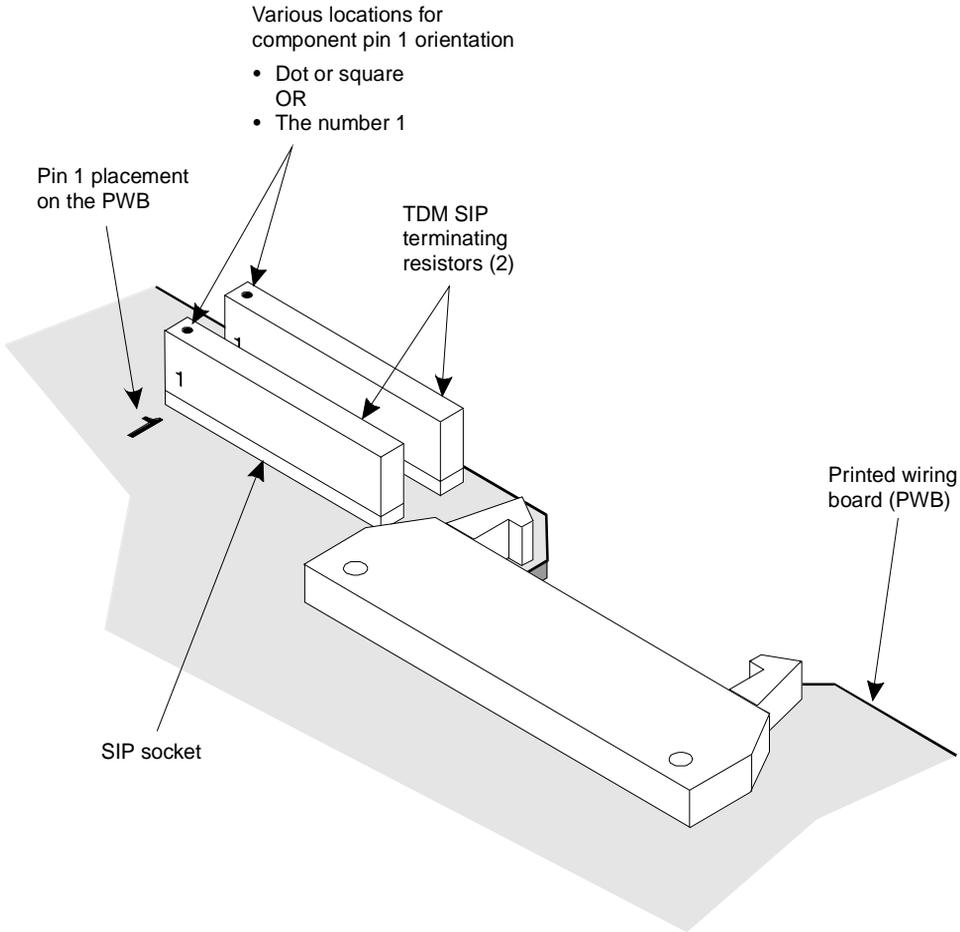
Figure 4-18.   Replacing Terminator SIPs on the TDM Bus

Installing Base System Software

<div style="text-align: right; font-size: 3em; font-weight: bold;">5</div>

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 <u>Appendix D, "Disaster Recovery Checklists"</u>.

$\Longrightarrow$ **NOTE:**
The installer must have the root password to complete this procedure.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

5 Installing Base System Software
Installing Base System Software

Page 5-2

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 7 INTUITY UnixWare
   2.1.2 Boot Floppy 1" into the diskette drive.

2. If the system is off, turn it on using the power switch on the front of the
   MAP/5P. See "Restoring Power to the MAP/5P" in Chapter 1, "Getting
   Inside the Computer", for the procedure.

   If the system is on, reboot the system. See "Reboot the System," in
   "Common System Procedures," in the *INTUITY CONVERSANT System
   Reference*, 585-313-205, for the procedure.

   The system displays the SCO 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:

   ```
   Insert the second floppy and press ENTER.
   ```

3. Remove the diskette labeled "INTUITY CONVERSANT 7 INTUITY UnixWare
   2.1.2 Boot Floppy 1" from the diskette drive.

4. Insert the diskette labeled "INTUITY CONVERSANT 7 INTUITY UnixWare
   2.1.2 Boot Floppy 2" into the diskette drive.

5. Press `ENTER`.

   The system displays the following message:

   ```
   Please wait while the system software drivers are
   loaded.
   ```

   After approximately 2 minutes the system displays the SCO UnixWare 2.1
   menu (Figure 5-1).

```
                        SCO UnixWare 2.1 Menu

             Install/Upgrade UnixWare 2.1
             Access UnixWare Shell
             Reboot



  Use up/down arrow keys and ENTER to select; F1 for help



```
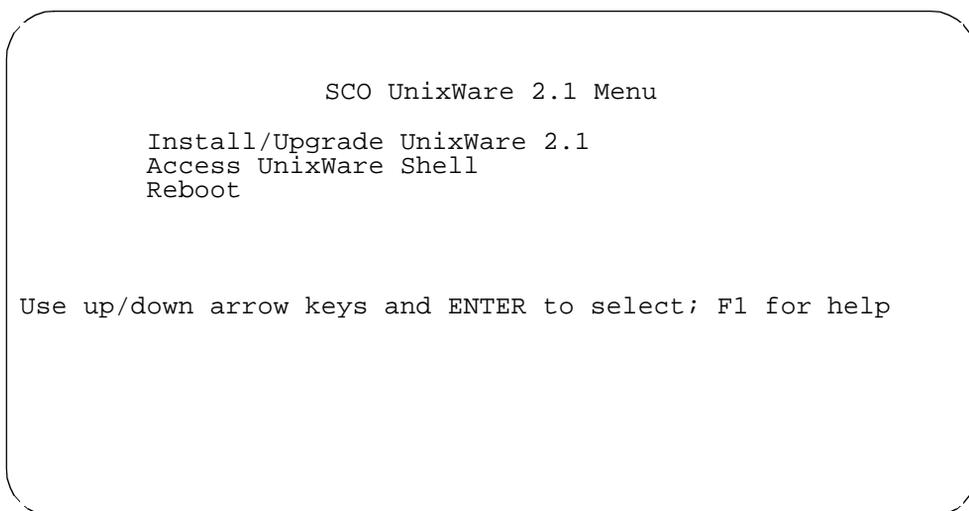
Figure 5-1.   Start-Up Screen

6. Press the down ▼ arrow to move to `Install/Upgrade UnixWare 2.1`
    and press `ENTER`.

    The system displays the Remove Floppy screen (Figure 5-2).

```
  UnixWare Installation                                    Remove Floppy




                  Remove the Floppy from the floppy drive









  Press 'ENTER' to continue
```
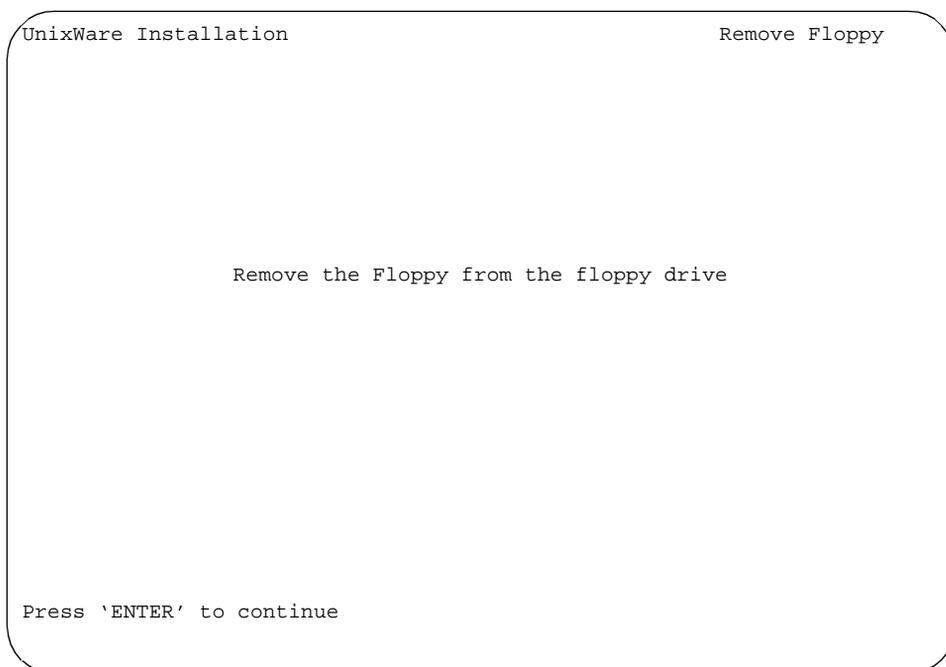
Figure 5-2.   Remove Floppy Screen

7. Remove the diskette labeled "INTUITY CONVERSANT 7 INTUITY UnixWare 2.1.2 Boot Floppy 2" from the diskette drive.

8. Press ENTER.

    The system displays the Introduction screen (Figure 5-3).

```
UnixWare Installation                              Introduction


Welcome to the UnixWare installation process!

If you have never installed UnixWare before, it is recommended that
you press the 'F1' (or '?') key now to learn more about the
installation process and the hardware requirements of UnixWare.

    -Pressing the 'F1' (or '?') key at any time during
         installation will display more information or help.
    -Pressing the 'Del' key at any time cancels the installation.




Press the 'F1' (or '?') key for more information or 'ENTER' to
continue.
```

Figure 5-3.   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.*

9. Continue with the next procedure, "Setting Up the UnixWare Environment".

Setting Up the UnixWare Environment

To set up the UnixWare Environment, complete the following:

1. Starting at the Introduction Screen (Figure 5-3), press ENTER.

    The system displays the Keyboard Setup screen (Figure 5-4).

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

5 Installing Base System Software
Installing Base System Software

Page 5-5

```
UnixWare Installation                                    Keyboard Setup



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: U.S. ASCII

                    ┌──────────┐      ┌──────────┐
                    │  Apply   │      │  Reset   │
                    └──────────┘      └──────────┘



When Finished, move the cursor to "Apply and then press 'Enter' to
continue.
```

Figure 5-4.   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 5-5).

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

5 Installing Base System Software
   Installing Base System Software

Page 5-6

```
/‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾
 UnixWare Installation                    Configure Date and Time

 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 select 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 5-5.   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 ENTER.

      The system displays the Continent Location Choice screen (Figure 5-6).

```
UnixWare Installation                Continent Location Choice Screen


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 5-6. 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 ENTER.

   The system displays the Installation Type Selection screen (Figure 5-7).

```
UnixWare Installation              Installation Type Selection

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 5-7.   Installation Type Selection Screen

11. 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. Select the appropriate data for each field as specified in Table 5-1.

Table 5-1.   Installation Type Selection Screen Entries

Field	Setting
Platform type:	MAP/5P
CPU type:	Pentium/SCSI or Pentium/IDE
Offer type:	INTUITY™ CONVERSANT®

13. Press the down ▼ arrow to move to the Apply field and press ENTER.

➡ **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 the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.

The system displays the Primary Hard Disk Partitioning screen
([Figure 5-8]).

```
UnixWare Installation                 Primary Hard Disk Partitioning


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 60 MBs and labeled 'ACTIVE.'




Press 'ENTER' to continue
```

Figure 5-8.   Primary Hard Disk Partitioning Screen

14. 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 5-8]), press
    ENTER.

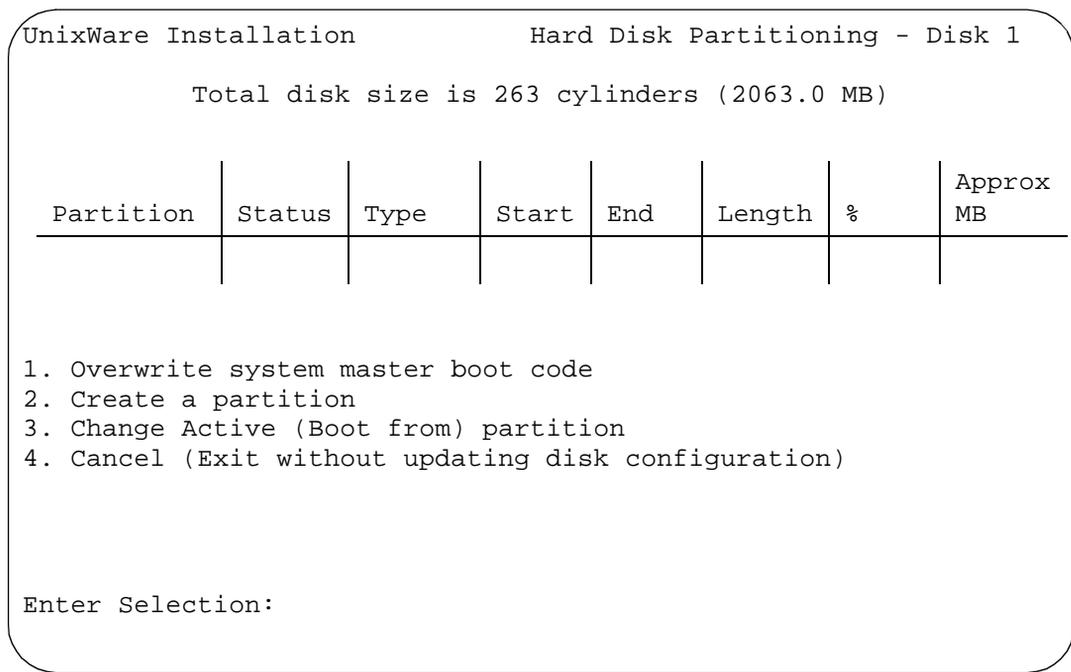   The system displays the Hard Disk Partitioning, Disk 1 screen
    ([Figure 5-9]).

```
 ⸝
╭─────────────────────────────────────────────────────────────╮
│ UnixWare Installation        Hard Disk Partitioning - Disk 1  ╲
│
│          Total disk size is 263 cylinders (2063.0 MB)
│
│                                                            Approx
│   Partition │ Status │ Type  │ Start │ End │ Length │ %  │ MB
│   ─────────────────────────────────────────────────────────────
│
│
│ 1. Overwrite system master boot code
│ 2. Create a partition
│ 3. Change Active (Boot from) partition
│ 4. Cancel (Exit without updating disk configuration)
│
│
│
│ Enter Selection:
│
╰─────────────────────────────────────────────────────────────╯
```

Figure 5-9.   Hard Disk Partitioning, Disk 1 Screen

2. Enter **2**

The system displays the Create a Partition screen (Figure 5-10).

```
 _____
/
| UnixWare Installation                        Create a Partition
|
|          Total disk size is 263 cylinders (2063.0 MB)
|
|                                                              Approx
|  Partition | Status | Type   | Start | End | Length | %     | MB
| _____|_____|_____|_____|_____|_____|_____|_____
|            |        |        |       |     |        |       |
|
|
|     Partition Type
| Percentage of Disk
|
|
|
|                    _____       _____
|                   |             |     |             |
|                   |   Apply     |     |   Reset     |
|                   |_____|     |_____|
|
_____
```
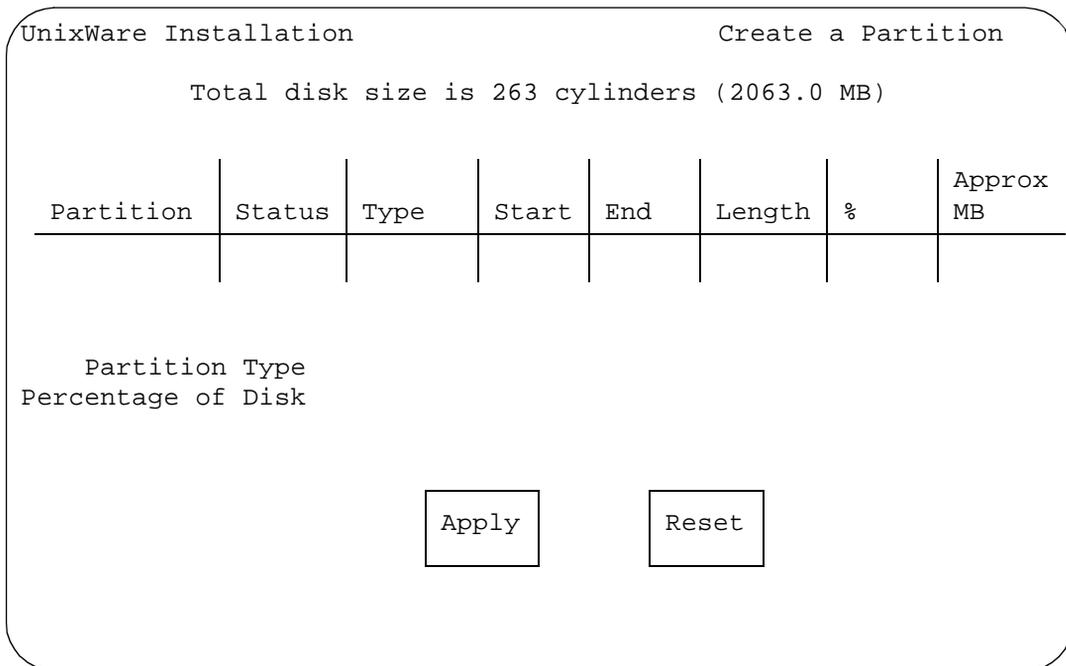
Figure 5-10.   Create a Partition Screen

3. 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.

4. Select the appropriate data for each field as specified in .

Table 5-2.   Create a Partition Screen Entries

Field	Setting
Partition type:	UNIX System
Percentage of Disk:	100

5. Press the down ▼ arrow to move to the `Apply` field and press (ENTER).

    The system displays the Hard Disk Partitioning, Disk 1 screen ().

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

5 Installing Base System Software
Installing Base System Software

Page 5-12

```
        Total disk size is 263 cylinders (2063.0MB)

                              Cylinders

                                                            Approx
  Partition   Status   Type    Start  End    Length   %     MB

  1                    UNIX    0      262    263      100   2063.0
                       System




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

Enter Selection:
```

Figure 5-11.   Hard Disk Partitioning, Disk 1 Screen

6. Press (ENTER).

The system displays the Hard Disk Partitioning, Disk 1 screen
(Figure 5-12).

```
        Total disk size is 263 cylinders (2063.0MB)

                            Cylinders

                                                        Approx
  Partition  │ Status │ Type  │ Start │ End  │ Length │ %   │ MB
  1          │ Active │ UNIX  │ 0     │ 262  │ 263    │ 100 │ 2063.0
             │        │ System│       │      │        │     │




        1. Do not overwrite system master boot code
        2. Change Active (Boot from) partition
        3. Delete a Partition
        4. Cancel (Exit without updating disk configuration)

Enter Selection:
```

Figure 5-12.　Hard Disk Partitioning, Disk 1 Screen

　　　　7.　Enter **2**

　　　　　　The system displays the Change Active Partition screen Figure 5-13.

```
 ┌─────────────────────────────────────────────────────────────────
 │ UnixWare Installation                    Change Active Partition
 │
 │           Total disk size is 263 cylinders (2063.0 MB)
 │
 │                                                            Approx
 │   Partition │ Status │ Type  │ Start │ End │ Length │ % │ MB
 │   1         │ Active │ UNIX  │ 0     │ 262 │ 262    │100│ 2063
 │             │        │ System│       │     │        │   │
 │
 │
 │
 │ 1. Partition 1
 │
 │
 │ Enter the number of partition you want to boot from:
 │
 └─────────────────────────────────────────────────────────────────
```
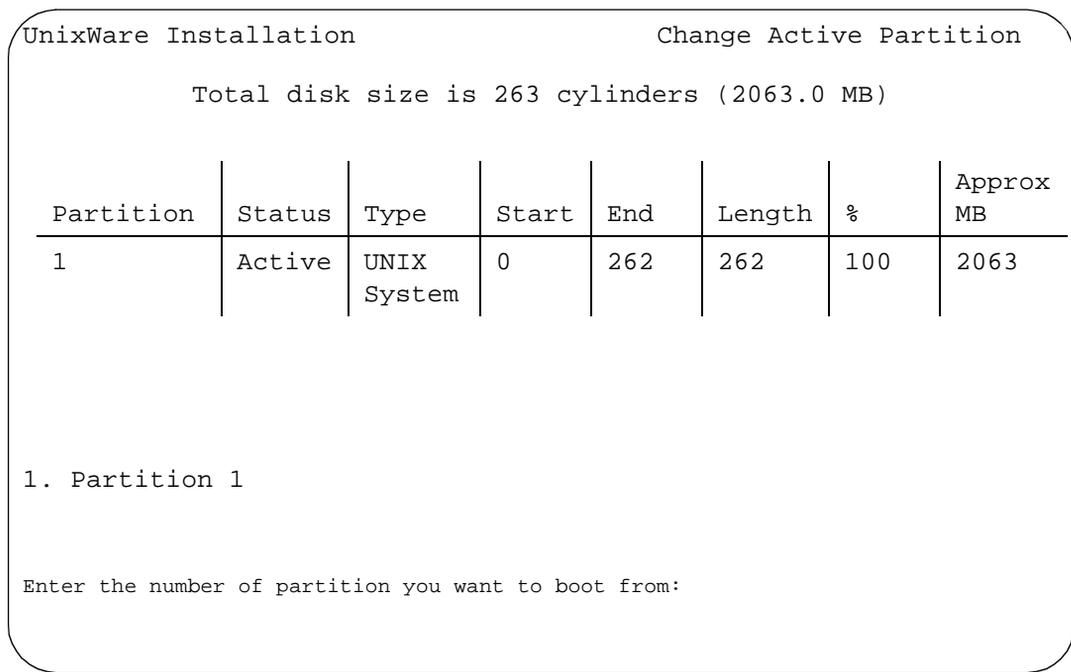
Figure 5-13.   Change Active Partition Screen

8. Press ‾ENTER‾

The system displays the Hard Disk Partitioning, Disk 1 screen Figure 5-14.

```
        Total disk size is 263 cylinders (2063.0MB)

                              Cylinders

                                                              Approx
  Partition   Status   Type    Start   End    Length   %      MB

  1           Active   UNIX     0      262    263      100    2063
                       System




        1. Do not overwrite system master boot code
        2. Delete a Partition
        3. Exit (update disk configuration and exit)
        4. Cancel (Exit without updating disk configuration)

Enter Selection:
```

Figure 5-14.   Hard Disk Partitioning, Disk 1 Screen

9. Enter **3**

If you have a second hard disk drive, the system displays the Secondary
Hard Drive Partitioning Screen (Figure 5-15).

If you do not have a second hard disk drive, skip Step 10 and continue
with Step 11.

```
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 5-15.   Secondary Hard Disk Partitioning Screen

10. Enter **1**

The system displays the UnixWare Installation Set Slice Sizes screen
(Figure 5-16).

```
UnixWare Installation              Set up File Systems on Disk(s)


 Enter filesystem sizes on first disk.


  Size of / in MB:          xx
  Size of /stand in MB:     xx
  Size of /dev/dump in MB:  xx
  Size of /dev/swap in MB:  xx
  Size of /mtce in MB:      xx
  Size of /vs in MB:        xx
  Size of /oracle in MB:    xx
  Size of /tmp in MB:       xx
  Size of /voice1 in MB:    xx
  Size of /voxem in MB:     xx




                    Apply        Reset


```

Figure 5-16.   UnixWare Installation Set Slice Sizes Screen

11. 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. Enter the appropriate number of megabytes of space needed for each slice as specified in Table 5-3.

➡ **NOTE:**
   The sizes listed in Table 5-3 are the recommended minimum 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.

Table 5-3.   Space Requirements for the MAP/5P

Slice	Space Requirements (MBytes)
/	615
/stand	15
/dev/dump	129
/dev/swap	129 (for a 64 MByte system) 193 (for a 96 MByte system) 257 (for a 128 MByte system) The boot floppies automatically configure the size using: (2 x memory size) + 1 = size
/mtce	20
/vs	100
/oracle	450 ➡ **NOTE:** Add 75 MBytes if your are loading ORACLE development packages.
/tmp	20
/voice1	100
/voxem	100

13. Press the down ▼ arrow to move to the `Apply` field and press ENTER.

The system displays the Hard Disk Surface Analysis screen (Figure 5-17).

```
 UNIX System Installation              Hard Disk Surface Analysis


 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

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

Figure 5-17.　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 I*NTUITY *CONVERSANT system to fail.*

　　14.　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 5-17), 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.
   ```

   After about 5 minutes the system displays the Media Type screen (Figure 5-18).

```
/ UnixWare Installation                              Media Type  \


      The Intuity Software is available on tape
      as an image depending on the application. You
      must select the proper choice depending on the
      application. For new CONVERSANT installation choose option 1.
      For new Audix installation choose option 2. For restoring
      CONVERSANT Make-image choose option 3.


 Your choices are:

  1. UnixWare for Intuity CONVERSANT Tape
  2. UnixWare for Intuity Audix
  3. Intuity Conversant Make-Image Tape


 Press a number between '1' and '3' followed by 'ENTER':


```

Figure 5-18.   Media Type Screen

> 2. 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 Media Type screen (Figure 5-18), enter **1**

    The system displays the Insert Tape screen (Figure 5-19).

```
UnixWare Installation                        Insert Intuity Image Tape



     Please insert the Intuity Image 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 5-19.   Insert Lucent INTUITY Tape Screen

2. Insert the cartridge tape labeled "INTUITY CONVERSANT 7.0 INTUITY
   UnixWare 2.1.2 Image Tape for CONVERSANT with Veritas" into the tape
   drive.

3. 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:

   ```
   Retentioning the tape. This will take about 3 minutes.
   Please do not remove the tape.
   ```

   After a few minutes the system displays the following message:

   ```
   Copying Intuity Image Tape to hard disk.
   Do not remove tape until prompted to do so.
   ```

   After about 30 minutes, the system displays the following message:

   ```
   Please remove the Tape from the tape drive.
   Press ENTER to continue.
   ```

4. Remove the cartridge tape labeled "INTUITY CONVERSANT 7.0 INTUITY
   UnixWare 2.1.2 Image Tape for CONVERSANT with Veritas" from the tape
   drive.

5. Press (ENTER).

The system displays the following message:

```
The UNIX System is now being rebuilt to reflect your
selections. This will not require any user input
```

```
Please wait
```

The system automatically reboots.

6. Continue with the next procedure, .

Activating the Volume Manager

To activate the Volume Manager, complete the following steps.

1. Login as root.

   The system displays the following message:

   ```
   Password:
   ```

2. Press (ENTER).

3. At the system prompt, enter **installit**

   The system displays the following message:

   ```
   Installit execution started:
   The system will attempt to perform a new installation.
   Press enter, to continue the Volume Manager
   installation...
   ```

4. Press (ENTER).

5. The system automatically reboots three times; each reboot takes
   approximately 5 minutes to complete.

   When the initialization of the Volume Manager is complete, the system
   displays: `Console Login:`

Installing the LAN Card Driver Package

See "PCI Ethernet LAN Circuit Cards" or "Token Ring Circuit Card" in Chapter 2, "Installing or Replacing Circuit Cards", for the procedure.

Setting up the Monitor

To set up the monitor, do the following:

1. Login as root

    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:

2. Enter **/usr/X/lib/display/setvideomode**

    The system displays a menu listing the different video chipset options.

3. Enter **3**

    This is the number corresponding to the video controller circuit card installed on your system.

    The system displays a menu listing monitor mode numbers for video resolution.

4. Enter **13**

    ### ⇒ NOTE:
    The mode number corresponds to the video controller circuit card installed on your system. The resolution must be 640 x 480 and the color must be 256.

    The system displays the following message:

    ```
    Video RAM: 2048K

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

5. Press (ENTER).

    The system displays the following message:

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

6. Enter **n**

    The system displays the Monitor Size screen (Figure 5-20).

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

5   Installing Base System Software
Setting up the Monitor

Page 5-24

```
      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 5-20.   Monitor Size Screen

7. Enter **14**

   The system displays a screen similar to the Monitor Test screen (Figure 5-21).

```
You have selected the following:

VENDOR.......: Generic S3 Virge-VS
CHIPSET......: VIRGE-VX
VIDEO RAM....: 2048K
MONITOR......: MULTISYNC 60 Hz
RESOLUTION...: 640x480
COLORS.......: 256




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

Figure 5-21.   Monitor Test Screen

8. Press (ENTER).

    The system displays the Test Pattern screen (Figure 5-22).

```
         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 5-22.   Test Pattern Screen

9. 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]:`

10. Press (ENTER) to stop the test.

    The system displays the following message:

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

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

    The system displays the Current Selection screen (Figure 5-23).

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

5 Installing Base System Software
Setting up the Monitor

Page 5-26

```
         Current Selection:

                 ENTRY........: Generic S3 Virge-VX
                 RESOLUTION...: 640x480
                 VISUAL.......: PseudoColor
                 MONITOR......: MULTISYNC 60Hz
```

Figure 5-23.   Current Selection Screen

Initializing the Mouse

If you want to initialize the mouse, do the following:

1. Enter **mouseadmin** at the system prompt and press ENTER.

   The system displays the Mouse Main Menu (Figure 5-24).

```
    There are no mice assigned.




    Select one of the following:

        B) Bus mouse add
        P) PS2 mouse add
        S) Serial mouse add
        T) Test your mouse configuration
        U) Update mouse configuration and quit
        E) Exit (no update)



Enter Selection:


```

Figure 5-24.   Mouse Main Menu

2. If you are not installing a mouse, enter **e**

   If you are installing a mouse, enter **s**

   The system displays the following message:

   There are no mice assigned.

   Enter the display terminal that will be using
   the mouse, or strike the ENTER key to return to
   the main menu.

   Display terminal (i.e., console, s0vt00, etc):

3. Enter **console** and press ENTER.

   The system displays the following message:

   Enter the device that the mouse will be attached to
   or strike the ENTER key to return to the main menu.

```
Mouse device: (i.e., tty00, tty01):
```

4. Enter the appropriate data for the serial port your mouse is connected to as listed in <u>Serial Mouse Installation Entries</u>,<u>Table 5-4</u>.

   > **NOTE:**
   > Be sure to use an available port and not the one assigned to the RMB.

Table 5-4.   Serial Mouse Installation Entries

Serial Port Connection	Screen Entry
COM1 port	TTY00
COM2 port	TTY01

5. Press `ENTER`.

   The system displays the following message:

   ```
   Is your mouse configured to Mouse Systems
   (MSC compatible) mode? [y or n]:
   ```

6. Enter **y** and press `ENTER`.

   The system displays the Mouse Main Menu (<u>Figure 5-25</u>).

```
The following terminals have mice assigned:

    Display Terminal                        Mouse Device
    ----------------                        -------------
    Console                                 Serial Mouse on TTY01


    Select one of the following:

        B) Bus mouse add
        P) PS2 mouse add
        S) Serial mouse add
        T) Test your mouse configuration
        U) Update mouse configuration and quit
        E) Exit (no update)


Enter Selection:
```

Figure 5-25.   Mouse Main Menu

7. Enter **u** and press ENTER.

   The system displays the Mouse Main menu Figure 5-25.

   TTY01 shown in Figure 5-25 reflects the port selected in step 4.

   Continue with Testing the Mouse procedure below.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

5 Installing Base System Software
Testing the Mouse

Page 5-30

Testing the Mouse

To test the mouse, do the following:

1. Enter **mouseadmin** at the system prompt and press (ENTER).

   The system displays the Mouse Main Menu ([Figure 5-25](#))

2. Enter **t** and press (ENTER).

   The system displays the following message:

   ```
   Please try using your mouse when the next
   screen appears.

   Strike the ENTER key when ready:
   ```

3. Press (ENTER).

   The system displays the following message:

   ```
   Press a mouse button to stop test.
   Test will be cancelled automatically in 15 seconds.
   ```

   The system displays the Mouse Main Menu ([Figure 5-25](#)).

4. Enter **e** and press (ENTER).

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

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

6   Installing the INTUITY CONVERSANT System Software
Overview   Page 6-1

Installing the INTUITY CONVERSANT System Software

6

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 after a disk failure. Use this chapter in conjunction with .

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 7.3.2

- 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 CONVERSANT VIS 7.0 Set" 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.
   ```

INTUITY CONVERSANT System Version 7.0　　　　　　　　　　　　　　　　　　*Issue 2.0*
MAP/5P Maintenance　*585-313-107*　　　　　　　　　　　　　　　　　　　　　*April 1998*

6　Installing the INTUITY CONVERSANT System Software
　　Installing the INTUITY CONVERSANT Base Software Set　　　　　　　　　　　*Page 6-3*

```
The following packages are available:

 1. CVISset    INTUITY CONVERSANT VIS V7 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 V7 Set (CVISset) from
   <ctape1>

   INTUITY CONVERSANT VIS V7 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 6-1 with a check mark for "yes" or "no."

Table 6-1.　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, you must answer yes to Question 3.		
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 Mbyte		

7. If you answered **no** to all of the questions in Table 6-1, you can use the default installation; enter **y** and continue with Step 8.

   If you answered **yes** to any of the questions in Table 6-1, you can not use the default installation; complete the following Steps a through p:

INTUITY CONVERSANT System Version 7.0   *Issue 2.0*
MAP/5P Maintenance *585-313-107*   *April 1998*

6   Installing the INTUITY CONVERSANT System Software
        Installing the INTUITY CONVERSANT Base Software Set   **Page 6-4**

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 6-1, enter **y** and continue
    with Step d.

    If you answered **yes** to Question 1 in Table 6-1, 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 6-1, enter **y** and continue with Step g.

    If you answered **yes** to Question 2, 3, 4, 5, 6, 7, or 8 in Table 6-1,
    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 6-1, enter
    1

    If you answered **no** for Questions 2, 3, and 6 and **yes** for Question 4
    or 7 in Table 6-1, enter **2**

    If you answered **yes** for Question 2, 3, or 6 and **no** for Questions 4
    and 7 in Table 6-1, 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 6-1, enter **1**

   If you answered **yes** for Question 5 or 8 in Table 6-1, 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 system.

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 6-1, enter **y**
   and continue with Step j.

   If you answered **yes** to Question 2, 3, or 4 in Table 6-1, 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:
```

INTUITY CONVERSANT System Version 7.0　　　　　　　　　　　　　　　　　　　Issue 2.0
MAP/5P Maintenance　*585-313-107*　　　　　　　　　　　　　　　　　　　　　April　1998

6　Installing the INTUITY CONVERSANT System Software
　　　Installing the INTUITY CONVERSANT Base Software Set　　　　　　　　　　　　　**Page 6-6**

i. If you answered **no** for Questions 2 and 3 and **yes** for Question 4 in
Table 6-1, enter **1**

➡ NOTE:

If your system has a remote maintenance circuit card, make
sure COM1 is disabled in the CMOS settings. See "Replacing
the Motherboard" in Chapter 4, "Replacing Other
Components", for the procedure to edit the CMOS settings.

If you answered yes to Questions 2 and 3 and no for Question 4 in
Table 6-1, enter **1**

If you answered **yes** to Question 3 and **no** for Questions 2 and 4 in
Table 6-1, enter **2**

The system displays the following message:

```
Serial port X has been configured as the alarm
port.
```

j. If you answered **no** for Questions 9 in Table 6-1, enter **y** and
continue with Step 8 below.

If you answered **yes** for Question 9 in Table 6-1, 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 TSM? [y,n,?]
```

   p. Enter **y**

The system displays the following message:

```
Lucent Technologies Inc.
## Processing package information.
## Processing system information.
## Verifying disk space requirements.

Installing INTUITY CONVERSANT VIS V7.0 Set as
<CVISset>

## 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 7.0
> Upgrade Procedures. 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 V7.0 Set> is
completed.

***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.
```

12. Remove the cartridge tape labeled "INTUITY CONVERSANT VIS 7.0 Set"
    from the cartridge tape drive.

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

Installing the TCP/IP Packages

All of the UnixWare TCP/IP packages are installed during the installation of the
operating system from the cartridge tape labeled "INTUITY CONVERSANT VIS 7.0
Set".

- Distributed File System Utilities

- Remote Procedure Calls Utilities

- Internet Utilities

Use the **pkginfo** command to view the list of packages on your system. If these
packages are not installed on your system, install them now.

To install the TCP/IP packages, 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 cartridge tape labeled "INTUITY CONVERSANT VIS 7.0 Set" into
   the tape drive.

3. Press (ENTER).

   The system displays a list of packages from which you must specify yes or
   no.

4. Enter **yes** for the following packages:

   - Distributed File System Utilities

   - Remote Procedure Calls Utilities

   - Internet Utilities

   Enter **no** for all other packages.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

6 Installing the INTUITY CONVERSANT System Software
Installing the TCP/IP Packages

Page 6-9

5. Press ENTER.

   The system displays the following message:

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

6. Enter **q**

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

6   Installing the INTUITY CONVERSANT System Software
        Installing the TCP/IP Packages   *Page 6-10*

Installing the Optional Feature System Software

<div style="text-align: right; font-size: 4em; font-weight: bold;">7</div>

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 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 or will be on your system. The data generated by the program is crucial in assuring that you respond correctly to the prompts in this chapter. See "Hardware Resource Allocator Operation" 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

This purpose of this chapter is to provide the information necessary to reload the optional feature software after a disk failure.

INTUITY CONVERSANT System Version 7.0   Issue 2.0
MAP/5P Maintenance 585-313-107   April 1998

7   Installing the Optional Feature System Software
        Installing Software Packages Using the Unix Management Screens   Page 7-2

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 7-1).
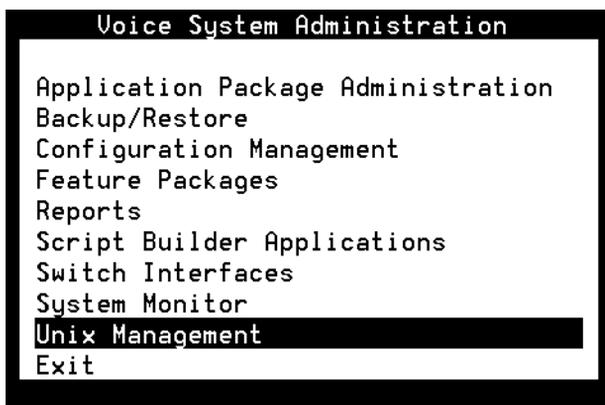
Figure 7-1.   Voice System Administration Menu

2. Select:
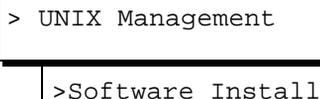
```
> UNIX Management

     >Software Install
```

The system displays the Software Install menu (Figure 7-2).
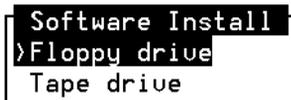
Figure 7-2.   Software Install Menu

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
> 7.0 base or optional packages.

To install this 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.

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.

7. Enter **q**

Run the INTUITY CONVERSANT Hardware Resource Allocator to obtain a current configuration listing for your system. See "Hardware Resource Allocator Operation" in Appendix A, "System Configuration".

⚠ CAUTION:

> *You must run the INTUITY CONVERSANT Hardware Resource Allocator and obtain the output from it. The information is needed to install software packages 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.

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.
Lucent Technologies Inc.
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:
    ```

    $\implies$ **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:
    ```

    $\implies$ **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):
    ```

    $\implies$ **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 7.0
    New System Installation*, 538-313-106.

    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.
    ```

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

7 Installing the Optional Feature System Software
Installing the Asynchronous Host Toolkit

Page 7-6

```
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.

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.

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
   (asynctest) was successful.
   ```

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

7 Installing the Optional Feature System Software
Installing the Asynchronous Host Toolkit

Page 7-7

```
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.

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.

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
   (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.

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.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. usswtch    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.

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.

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.

For more information on this feature package, see "Back Up the System," in
"Common System Procedures," in the *INTUITY CONVERSANT System Reference*,
585-313-205, for the procedure.

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.

4. Press (ENTER).

    The system displays the following message:

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

    The following packages are available:
      1. xferdip    INTUITY Call Bridge Application 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 Bridge Application Package (xferdip)
   from <diskette1>

   INTUITY Call Bridge Application Package
   (i486)
   Using </> as the package base directory.
   Lucent Technologies Inc.

   After the installation, do you wish to activate
   bridging capability? (y/n)
   ```

6. Enter **y**

   The system displays several status messages and then the following
   message:

   ```
   Installation of INTUITY Call Bridge Application Package
   (xferdip) 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 "Call Bridge Application Package 1 of 1"
   from the diskette drive.

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.

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.

7. Insert the diskette labeled "Data Collection Toolkit 2 of 3" into the diskette
   drive.

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.

10. Insert the diskette labeled "Data Collection Toolkit 3 of 3" into the diskette
    drive.

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.

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.

   ⮕ **NOTE:**
   The enhanced basic speech package used in this example is for
   United States English (US English). The name will change
   depending on the language chosen.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. ebspchUS   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.

8. Reboot the system. See "Reboot the System," in "Common System
   Procedures," in the *INTUITY CONVERSANT System Reference*,
   585-313-205, for the procedure.

Installing the Feature Test Script Package

Use the following procedure to install this optional feature package *only after* all
the other optional feature packages have been installed:

1. The voice system must be running. To see if the system is running, use the
   who -r command.

   The voice system is running if the run-level is 4. If the system is not
   running, enter **start_vs**

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 "Feature Test Script Package 1 of 3" into the
   diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

7 Installing the Optional Feature System Software
Installing the Feature Test Script Package

Page 7-15

```
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]:
```

5. 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:

```
Do you want to include the Simple CCA test? (y/n)
```

   ➡ **NOTE:**
   If you answer **y** and that package has not been installed on your
   system, you are given an opportunity to cancel the installation. The
   following is an example for Full CCA:

```
 Displaypkg shows that Full CCA is not installed.
 You will not be able to test Full CCA with this
 script.
 Type q to quit or return to continue.
```

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.

13. Insert the diskette labeled "Feature Test Script Package 2 of 3" into the diskette drive.

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.

16. Insert the diskette labeled "Feature Test Script Package 3 of 3" into the diskette drive.

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.

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.

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.

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 INTUITY CONVERSANT Version 7.0 Administration, 585-313-501, 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.

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.

7. Insert the diskette labeled "Form Filler Application 2 of 2" into the diskette
   drive.

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**

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

7 Installing the Optional Feature System Software
Installing the CLEO Packages

Page 7-20

12. Remove the diskette labeled "Form Filler Application 2 of 2" from the diskette drive.

To begin using the Form Filler feature as well as the FFtemplate, see Chapter 8, "Using Optional Features," of *INTUITY CONVERSANT Version 7.0 Application Development with Script Builder*, 585-313-206.

Installing the CLEO Packages

The following packages *must* be installed before installing any of the CLEO packages:

- UnixWare 2.1.2 operating system

- INTUITY CONVERSANT VIS V7.0 set

- Token Ring Hardware Support (if you have a Token Ring card)

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 package 5 from the menu.

- If you have the Token Ring card, you must choose package 7 from the menu.

- Select packages 1, 2, 3, 4, and 6 in every installation case.

- Load the packages in the following order:

    1. tkrn and/or sib

    2. sna1281u

    3. cleo3270

    4. mgmt

    5. netman

    6. cleoHTE

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

7   Installing the Optional Feature System Software
Installing the CLEO Packages

Page 7-21

Installing the cleo_tkrn Package

To install the cleo_tkrn package, do the following:

1. If you are not already logged in as root, do so now.

2. Insert the cartridge tape labeled "CLEO 4.1.2.0 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  cleo3270     cleo_3270, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   2  cleoHTE      cleo_hte, Feature Level 2 (4.1.2.0)
                    (386) 4.1.2.0
   3  mgmt         cleo_mgmt, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   4  netman       cleo_netman, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   5  sib          cleo_sib, Link Level (4.1.2.0)
                    (386) 4.1.2.0
   6 sna128lu      cleo_sna_128lu, SNA Level, (4.1.2.0)
                    (386) 4.1.2.0
   7 tkrn          cleo_tkrn, Link Level, (4.1.2.0)
                    (386) 4.1.2.0

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

5. Enter **7**

   The system displays the following message:

   ```
   PROCESSING:
   Package: cleo_tkrn, Link Level (4.1.2.0) <tkrn> from
   <->
   cleo_tkrn
   (386) (4.1.2.0)
   Using </> as the package base directory.
   Lucent Technologies Inc.
   ```

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

7 Installing the Optional Feature System Software
Installing the CLEO Packages

Page 7-22

```
Adding driver configurations to the kernel.
All previous configurations will be deleted.
Please wait...
```

The system then displays the following message and the system prompt:

```
Installation of the cleo_tkrn, Link Level (4.1.2.0)
(tkrn) was successful.
```

Installing the cleo_sib Package

To install the cleo_sib package, do the following:

1. If you are not already logged in as root, do so now.

2. Insert the cartridge tape labeled "CLEO 4.1.2.0 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  cleo3270    cleo_3270, Feature Level 1 (4.1.2.0)
                  (386) 4.1.2.0
   2  cleoHTE     cleo_hte, Feature Level 2 (4.1.2.0)
                  (386) 4.1.2.0
   3  mgmt        cleo_mgmt, Feature Level 1 (4.1.2.0)
                  (386) 4.1.2.0
   4  netman      cleo_netman, Feature Level 1 (4.1.2.0)
                  (386) 4.1.2.0
   5  sib         cleo_sib, Link Level (4.1.2.0)
                  (386) 4.1.2.0
   6 sna128lu     cleo_sna_128lu, SNA Level, (4.1.2.0)
                  (386) 4.1.2.0
   7 tkrn         cleo_tkrn, Link Level, (4.1.2.0)
                  (386) 4.1.2.0

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

5. Enter **5**

    The system displays the following message:

    ```
    PROCESSING:
    Package: cleo_sib, Link Level (4.1.2.0) <sib> from <->

    cleo_sib
    (386) (4.1.2.0)
    Using </> as the package base directory.
    Lucent Technologies Inc.

    Adding driver configurations to the kernel.
    All previous configurations will be deleted.
    Please wait...
    ```

    The system then displays the Possible Board Selections screen ().

```
                     Cleo ADD Board Options
                    -------------------------
                     Possible Board Selections


                1.   Cleo FIFO SIB
                2.   Cleo Microchannel FIFO SIB
                3.   Cleo PC 201 Modem Board
                4.   Cleo PC SIB
                5.   Cleo Microchannel SIB
                6.   ICOT SIB
                7.   ICOT Microchannel SIB



 Please enter selection or q to quit:
```
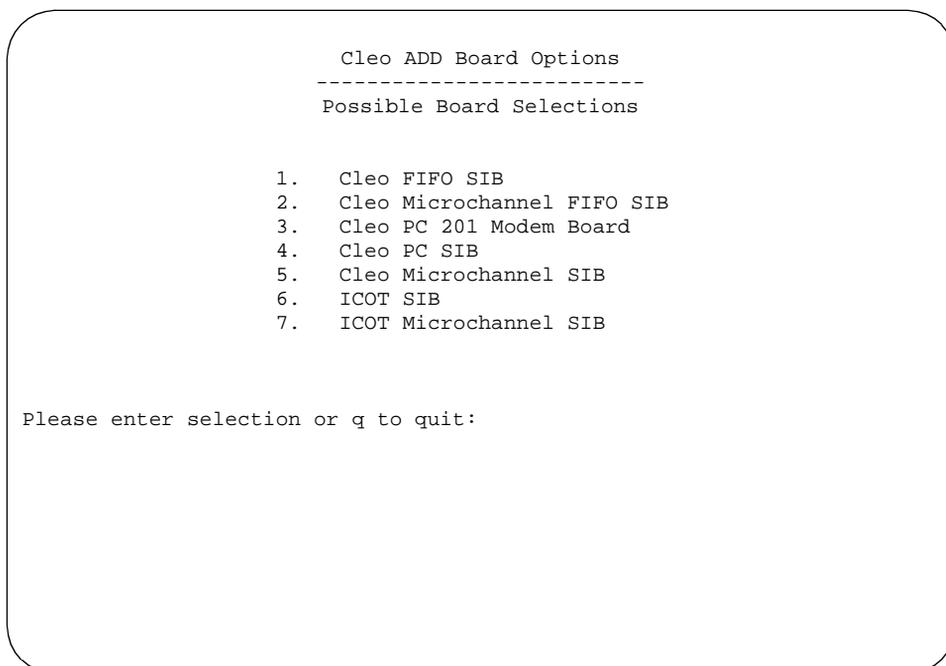
Figure 7-3.   Possible Board Selections Screen

6. Enter **1**

    The system displays the following message:

    ```
    You have selected Cleo FIFO SIB.
    Is this correct (y/n)?
    ```

7. Enter **y**

    The system then displays the IRQ Selections screen ().

```
                       Cleo ADD Board Options
                      -------------------------
                            IRQ Selections


                                  5
                                  9
                                 10
                                 11
                                 12
                                 13



Please enter selection or q to quit:
```
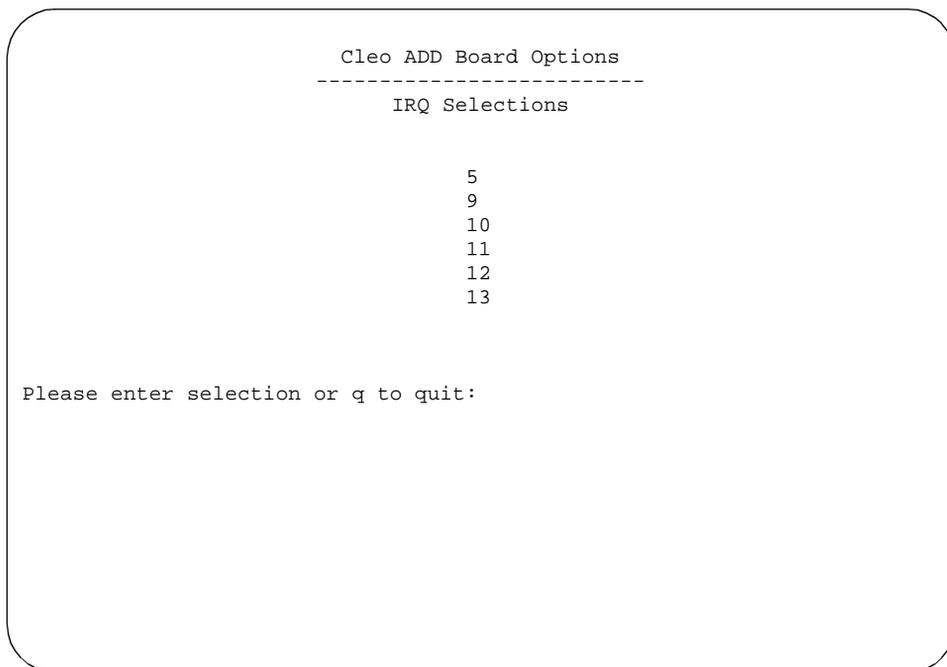
Figure 7-4.   IRQ Selections Screen

8. Enter the appropriate IRQ as determined by the hardware resource
    allocator.

    The system displays the following message:

    ```
    Validating you selection...Please wait
    You have selected X. Is this correct (y/n)?
    ```

9. Enter **y**

    The system then displays the I/O Address Selections screen ().

```
                       Cleo ADD Board Options
                     --------------------------
                       I/O Address Selections


                               0x250
                               0x260
                               0x2B0
                               0x2E0
                               0x380
                               0x3A0
                               0x3E0



 Please enter selection, <CR> for default of 0x380 or q to quit:
```

Figure 7-5.   I/O Address Selections Screen

10. Enter the appropriate I/O address as determined by the hardware
    resource allocator.

    The system displays the following message:

    ```
    You have selected X. Is this correct (y/n)?
    ```

11. Enter **y**

    The system displays the Board Configuration screen (Figure 7-6).

```
                        Cleo ADD Board Options
                     --------------------------
Configuration for board 1 is:

    Board Description        =    Cleo FIFO SIB
    IRQ                      =    X
    I/O Address              =    X - X


This board has 1 physical port(s).
When configuring the Link Service record(s) of the Cleo SNA Server use the
following mapping:

    Boards Physical Port #                    Link Service Port #
    ----------------------                    -------------------
            1                                          1




Is this configuration acceptable:
```

Figure 7-6.   Board Configuration Screen

12. Enter **y**

    The system displays the following message:

    ```
    Board configuration successfully added.
    Do you wish to add another board?
    ```

13. Enter **n**

    The system then displays the following message and the system prompt:

    ```
    Installation of the cleo_sib, Link Level (4.1.2.0)
    (sib) was successful.
    ```

Installing the cleo_sna_1281u Package

To install the cleo_sna_1281u package, do the following:

1. Make sure you have loaded at least one of the following packages:

    ■ cleo_tkrn

    ■ cleo_sib

2. Insert the cartridge tape labeled "CLEO 4.1.2.0 1 of 1" into the cartridge
   tape drive.

3. Enter **pkgadd -d ctape1**

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

7 Installing the Optional Feature System Software
Installing the CLEO Packages

Page 7-27

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  cleo3270     cleo_3270, Feature Level 1 (4.1.2.0)
                (386) 4.1.2.0
2  cleoHTE      cleo_hte, Feature Level 2 (4.1.2.0)
                (386) 4.1.2.0
3  mgmt         cleo_mgmt, Feature Level 1 (4.1.2.0)
                (386) 4.1.2.0
4  netman       cleo_netman, Feature Level 1 (4.1.2.0)
                (386) 4.1.2.0
5  sib          cleo_sib, Link Level (4.1.2.0)
                (386) 4.1.2.0
6 sna128lu      cleo_sna_128lu, SNA Level, (4.1.2.0)
                (386) 4.1.2.0
7 tkrn          cleo_tkrn, Link Level, (4.1.2.0)
                (386) 4.1.2.0

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

5. Enter **6**

The system displays the following message:

```
PROCESSING:
Package: cleo_sna_1281u, SNA Level (4.1.2.0) <sna1281u>
from <->

cleo_sna_1281u
(386) (4.1.2.0)
Using </> as the package base directory.
Lucent Technologies Inc.

Adding driver configurations to the kernel.
All previous configurations will be deleted.
Please wait...

Enabling Link Level Drivers

cleo_sna1281u, Link Level (4.1.2.0) installation has
detected the following SDLC Frame Size.

    265 (256 + 9) bytes

Do you want to change the SDLC Frame Size? (y/n)
```

6. Enter **n**

   The system displays the following message:

   ```
   You can use the "cleohw.cfg" utility should you
   need to change the SDLC Frame Size after the
   installation.
   ```

   Enter <CR> to continue.

7. Press ENTER.

   The system displays the following message:

   ```
   A kernel link is required to activate the cleo_sna_
   1281u, SNA Level (4.1.2.0) installation. In most cases
   the kernel must be relinked now. However, if the cleo_
   slim package is to be installed before using the Cleo
   product the kernel link can be postponed. cleo_slim
   will relink the kernel automatically when installed.
   ```

   ```
   Do you want to link the kernel now?
   ```

8. Enter **y**

   The system displays the following message:

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

   The system then displays the following message and the system prompt:

   ```
   Installation of the cleo_sna_1281u, SNA Level (4.1.2.0)
   (sna1281u) was successful.
   ```

Installing the cleo_3270 Package

To install the cleo_3270 package, do the following:

1. Make sure you have loaded at least one of the following packages:

   - cleo_tkrn and or cleo_sib

   - cleo_sna_1281u

2. Insert the cartridge tape labeled "CLEO 4.1.2.0 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  cleo3270      cleo_3270, Feature Level 1 (4.1.2.0)
                 (386) 4.1.2.0
2  cleoHTE       cleo_hte, Feature Level 2 (4.1.2.0)
                 (386) 4.1.2.0
3  mgmt          cleo_mgmt, Feature Level 1 (4.1.2.0)
                 (386) 4.1.2.0
4  netman        cleo_netman, Feature Level 1 (4.1.2.0)
                 (386) 4.1.2.0
5  sib           cleo_sib, Link Level (4.1.2.0)
                 (386) 4.1.2.0
6 sna128lu       cleo_sna_128lu, SNA Level, (4.1.2.0)
                 (386) 4.1.2.0
7 tkrn           cleo_tkrn, Link Level, (4.1.2.0)
                 (386) 4.1.2.0

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

5. Enter **1**

   The system displays the following message:

```
PROCESSING:
Package: cleo_3270, Feature Level 1 (4.1.2.0)
<cleo3270> from <->

cleo_3270
(386) (4.1.2.0)
Using </> as the package base directory.
Lucent Technologies Inc.
```

   The system displays several status messages and then the following
   message:

```
Installing cleo_3270, Feature Level 1 (4.1.2.0)
(cleo3270).
Please wait.
```

   The system then displays the following message and the system prompt:

```
Installation of the cleo_3270, Feature Level 1
(4.1.2.0) (cleo3270) was successful.
```

Installing the cleo_mgmt Package

To install the cleo_mgmt package, do the following:

1. Make sure you have loaded at least one of the following packages:

   - cleo_tkrn and or cleo_sib

   - cleo_sna_1281u

   - cleo_3270

2. Insert the cartridge tape labeled "CLEO 4.1.2.0 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  cleo3270     cleo_3270, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   2  cleoHTE      cleo_hte, Feature Level 2 (4.1.2.0)
                    (386) 4.1.2.0
   3  mgmt         cleo_mgmt, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   4  netman       cleo_netman, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   5  sib          cleo_sib, Link Level (4.1.2.0)
                    (386) 4.1.2.0
   6 sna128lu      cleo_sna_128lu, SNA Level, (4.1.2.0)
                    (386) 4.1.2.0
   7 tkrn          cleo_tkrn, Link Level, (4.1.2.0)
                    (386) 4.1.2.0

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

5. Enter **3**

The system displays the following message:

```
PROCESSING:
Package: cleo_mgmt, Feature Level 1 (4.1.2.0) <mgmt>
from <->

cleo_mgmt
(386) (4.1.2.0)
Using </> as the package base directory.
Lucent Technologies Inc.
```

The system displays several status messages and then the following
message:

```
Installing cleo_mgmt, Feature Level 1 (4.1.2.0) (mgmt).
Please wait.
```

The system then displays the following message and the system prompt:

```
Installation of the cleo_mgmt, Feature Level (4.1.2.0)
(mgmt) was successful.
```

Installing the cleo_netman Package

To install the cleo_netman package, do the following:

1. Make sure you have loaded at least one of the following packages:

   - cleo_tkrn and or cleo_sib

   - cleo_sna_1281u

   - cleo_3270

   - cleo_mgmt

2. Insert the cartridge tape labeled "CLEO 4.1.2.0 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  cleo3270     cleo_3270, Feature Level 1 (4.1.2.0)
                   (386) 4.1.2.0
   2  cleoHTE      cleo_hte, Feature Level 2 (4.1.2.0)
                   (386) 4.1.2.0
   3  mgmt         cleo_mgmt, Feature Level 1 (4.1.2.0)
                   (386) 4.1.2.0
   4  netman       cleo_netman, Feature Level 1 (4.1.2.0)
                   (386) 4.1.2.0
   5  sib          cleo_sib, Link Level (4.1.2.0)
                   (386) 4.1.2.0
   6 sna128lu      cleo_sna_128lu, SNA Level, (4.1.2.0)
                   (386) 4.1.2.0
   7 tkrn          cleo_tkrn, Link Level, (4.1.2.0)
                   (386) 4.1.2.0

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

5. Enter **4**

   The system displays the following message:

   ```
   PROCESSING:
   Package: cleo_netman, Feature Level (4.1.2.0) <netman>
   from <->

   cleo_netman
   (386) (4.1.2.0)
   Using </> as the package base directory.
   Lucent Technologies Inc.
   ```

   The system displays several status messages and then the following
   message:

   ```
   Installing cleo_netman, Feature Level 1 (4.1.2.0)
   (netman).
   Please wait.
   ```

   The system then displays the following message and the system prompt:

   ```
   Installation of the cleo_netman, Feature Level
   (4.1.2.0) (netman) was successful.
   ```

Installing the cleo_HTE Package

To install the cleo_HTE package, do the following:

1. Make sure you have loaded at least one of the following packages:

   - cleo_tkrn and or cleo_sib

   - cleo_sna_1281u

   - cleo_3270

   - cleo_mgmt

   - cleo_netman

2. Insert the cartridge tape labeled "CLEO 4.1.2.0 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  cleo3270     cleo_3270, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   2  cleoHTE      cleo_hte, Feature Level 2 (4.1.2.0)
                    (386) 4.1.2.0
   3  mgmt         cleo_mgmt, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   4  netman       cleo_netman, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   5  sib          cleo_sib, Link Level (4.1.2.0)
                    (386) 4.1.2.0
   6 sna128lu      cleo_sna_128lu, SNA Level, (4.1.2.0)
                    (386) 4.1.2.0
   7 tkrn          cleo_tkrn, Link Level, (4.1.2.0)
                    (386) 4.1.2.0

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

5. Enter **2**

The system displays the following message:

```
PROCESSING:
Package: cleo_HTE, Feature Level (4.1.2.0) <cleoHTE>
from <->

cleo_HTE
(386) (4.1.2.0)
Using </> as the package base directory.
Lucent Technologies Inc.
```

The system then displays the following message and the system prompt:

```
Installation of the cleo_HTE, Feature Level (4.1.2.0)
(cleoHTE) was successful.
```

Completing the Installation

When all of the chosen packages have been installed the system displays the following message:

1. Remove the cartridge tape from the cartridge tape drive.

2. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

NOTE:

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

You have completed the installation of the CLEO 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.

$\Rightarrow$ NOTE:

The INTUITY CONVERSANT VIS V7.0 set and the CLEO packages *must* be installed before any of the Host packages. Ensure the appropriate hardware (FIFO/SIB and/or Token Ring) is not installed at this time, otherwise you may get an error message when you stop and start the voice system.

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 "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

3. Insert the diskette labeled "Synchronous Host Interface Package 1 of 1" into the diskette drive.

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.

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.

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.

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.

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).

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

7 Installing the Optional Feature System Software
Installing the ORACLE Development Packages   **Page 7-38**

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.
Lucent Technologies Inc.
```

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.

Once the host software is installed, see *INTUITY CONVERSANT Version 7.0 Communications Development*, 585-313-202, for more information about using the features.

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 2.1.3.0.0
- SQL*FORMS Menu 3.0.16.12.9
- SQL*ReportWriter 1.1.14.16.1

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

7   Installing the Optional Feature System Software
Installing the ORACLE Development Packages

Page 7-39

⚠️ **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 7.3.2 package is installed.

- The voice system and ORACLE database are running during the installation. (You can start the database by entering **ior w**)

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:
   ```

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

7 Installing the Optional Feature System Software
Installing the ORACLE Development Packages

Page 7-40

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 2.1`

    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 7.3.2 Development Tools" into
    the tape drive.

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 2.1.3.0.0

■ SQL*FORMS Menu 3.0.16.12.9

■ SQL*ReportWriter 1.1.14.16.1

> ⚠ **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 V7.0
> 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.
    ```

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

7 Installing the Optional Feature System Software
   Installing the ORACLE SQL*Net TCP/IP Package

Page 7-43

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 7.3.2 Development Tools" from the tape drive.

➤ **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 7.3.2" into the diskette drive.

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
                   7.3.2 (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 7.3.2 (ora7sql)
   from <diskette1>
   ```

```
INTUITY SQL*NET TCP/IP for ORACLE 7.3.2
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

The system displays several status messages and then the following
message:

```
Installation of SQL*NET TCP/IP for ORACLE 7.3.2
(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.

For more information on this feature see *INTUITY CONVERSANT Version 7.0
Communication Development*, 585-313-202.

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.

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]:
```

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

7 Installing the Optional Feature System Software
Installing the Script Builder Package

Page 7-45

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.
   Lucent Technologies Inc.
   ```

   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.

7. Insert the diskette labeled "Script Builder 2 of 3" into the diskette drive.

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.

10. Insert the diskette labeled "Script Builder 3 of 3" into the diskette drive.

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.

For more information on this feature, see *INTUITY CONVERSANT System Version
7.0 Application Development with Script Builder*, 585-313-206.

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 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 tape labeled "Script Builder FAX Actions for Lucent
   Technologies" into the tape drive.

3. Press (ENTER).

   The system displays the following message:

   ```
   Installation in progress -- do not remove the
   cartridge.

   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
   <ctape1>

   INTUITY Script Builder Fax Actions
   (i486)
   Using </> as the package base directory.
   ```

   The system displays the following message:

   ```
   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. Enter the interrupt level.

    The system displays the following message:

    ```
    Confirm. Interrupt level X. (y/n)
    ```

6. 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:
    ```

7. Enter the appropriate country code from Table 7-1.

Table 7-1.   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 Guadeloupe: 5900	French Polynesia: 6890	Gabon: 2410	German Dem Rep: 370

Continued on next page

Table 7-1.   Country Codes — *Continued*

Country: Code	Country: Code	Country: Code	Country: Code
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
Israel: 9720	Italy (Co): 390	Italy (PBX): 391	Ivory Coast: 2250
Japan 10: 810(10 pulse per second)	Japan 20: 811 (20 pulses per second)	Japan 10 DID: 812(10 pulses per second)	Japan 2 DID: 813 (10 pulses 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 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			

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

7 Installing the Optional Feature System Software
Installing the Script Builder FAX Actions Package Page 7-49

The system displays the following message:

```
Confirm. The country is X. (y/n)
```

8. 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.)
```

⚠ **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.

```
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:
```

9. Enter **1** or **2** as appropriate.

The system displays the following message:

```
Confirm. Number of faxingDips is X. (y/n)
```

10. Enter **y**

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.
```

11. Enter **q**

12. Make sure that the light on the tape drive is off and remove the tape.

13. Reboot the system. See "Reboot the System," in "Common System
    Procedures," in the *INTUITY CONVERSANT System Reference*,
    585-313-205, for the procedure.

See the *INTUITY CONVERSANT Version 7.0 Application Development with Script
Builder*, 585-313-206, 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 Unix Management Screens Package

To install the Unix Management Screens 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 "Unix Management Screens Package 1 of 1"
   into the diskette drive.

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.
   ```

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

7 Installing the Optional Feature System Software
Installing the SNMP Emanate Agent Package
Page 7-51

```
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.

Installing the SNMP Emanate Agent Package

To install the SNMP Emanate Agent 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 a didskette into Floppy Drive 1.
   Type [go] when ready,
           or [q] to quit:  (default:  go)
   ```

3. Insert the diskette labeled "INTUITY SNMP Emanate Agent" into the diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:

   1.  snmp        INTUITY SNMP Emanate Agent (snmp)
                   (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 SNMP Emanate Agent (snmp) from <diskette1>

   INTUITY Emanate Agent
   (i486) i.3.1

   Using </> as the package base directory.
   ```

   The system displays several status messages and then the following message:

```
Installation of INTUITY SNMP Emanate Agent (snmp) was
successful

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

6. Enter **q**

   The system displays the Console Login prompt.

7. Remove the diskette labeled "INTUITY SNMP Emanate Agent" from the
   diskette drive.

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 7.0
Administration*, 585-313-501, 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 7.0 Administration*,
  585-313-501.

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 7-1), select

```
> UNIX Management

    >Software Remove
```

The system displays the Software Remove screen (Figure 7-7). which lists
the software installed on the system.

```
The following packages are available:
  1  CVISset       INTUITY CONVERSANT VIS V7.0 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 7-7.   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).

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

A System Configuration
Overview

Page A-1

System Configuration

A

Overview

This appendix describes the placement of components in the MAP/5P and the operation of the Hardware Resource Allocator.

Purpose

The purpose of this appendix is to enable the user to reconfigure the INTUITY™ CONVERSANT® when it is necessary to add or remove hardware.

System Configuration

The system configuration consists of:

- Memory
- Component Assignments

Memory

The MAP/5P supports 64-Mbyte of memory packaged on two 32-Mbyte single in-line memory modules (SIMMs). These modules are placed in sockets located in the bottom right corner of the motherboard (Figure A-1).
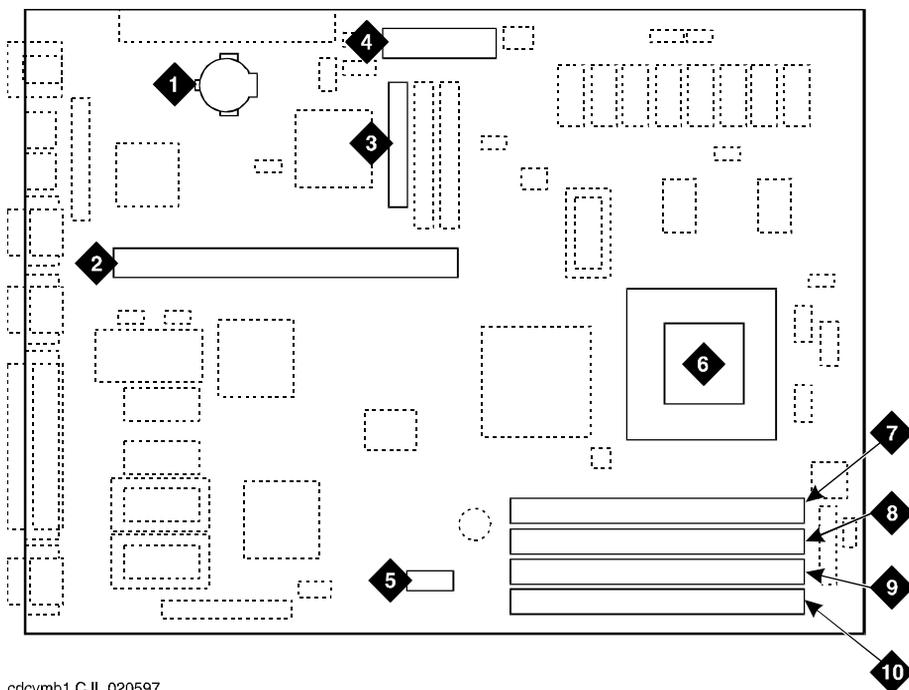
cdcvmb1 CJL 020597

1.	CMOS battery	6.	CPU
2.	Riser card connector	7.	SIMM4 socket (empty)
3.	Diskette cable connector	8.	SIMM3 socket (empty)
4.	Power supply connectors	9.	SIMM2 socket
5.	Switches	10.	SIMM1 socket

Figure A-1.   Motherboard

NOTE:
The INTUITY CONVERSANT system will not boot if there is an odd number of SIMMs

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

A System Configuration
System Configuration

Page A-3

Component Assignments

The components included in a system configuration are:

- Circuit cards

- Operating hardware

Circuit Cards

Circuit cards are placed in the MAP/5P in locations called *slots*. Slots are numbered PCI 1 through PCI 3 and ISA 2 through ISA 6 from the top of the MAP/5P to the bottom. Slots are accessible from the back of the MAP/5P (Figure A-2).
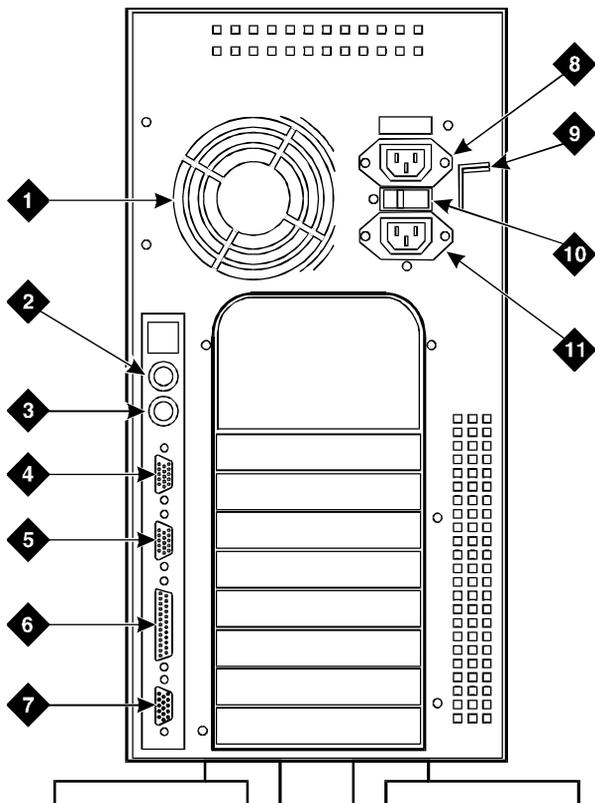
1.   Power supply fan intake
2.   Keyboard connector
3.   Mouse connector
4.   COM1
5.   COM2
6.   Parallel port
7.   Video connector
8.   AC power supply outlet
9.   Dress cover lock
10.   AC voltage selector switch
11.   AC power inlet receptacle

Figure A-2.   Back View of the MAP/5P

Operating Hardware

Operating hardware is placed in the MAP/5P in locations called *bays*. Bays are numbered 1 through 7. Bays 1 through 5 are accessible from the front of the MAP/5P (Figure A-3). Bays 6 and 7 are accessible only after you remove the dress cover (Figure A-4).

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

A System Configuration
System Configuration

Page A-5

1. INT drive indicator
2. Speed indicator
3. Power indicator
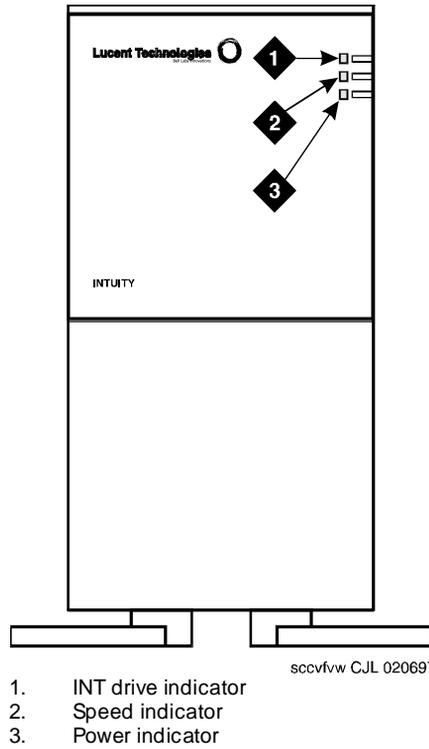
Figure A-3.   Front View of the MAP/5P
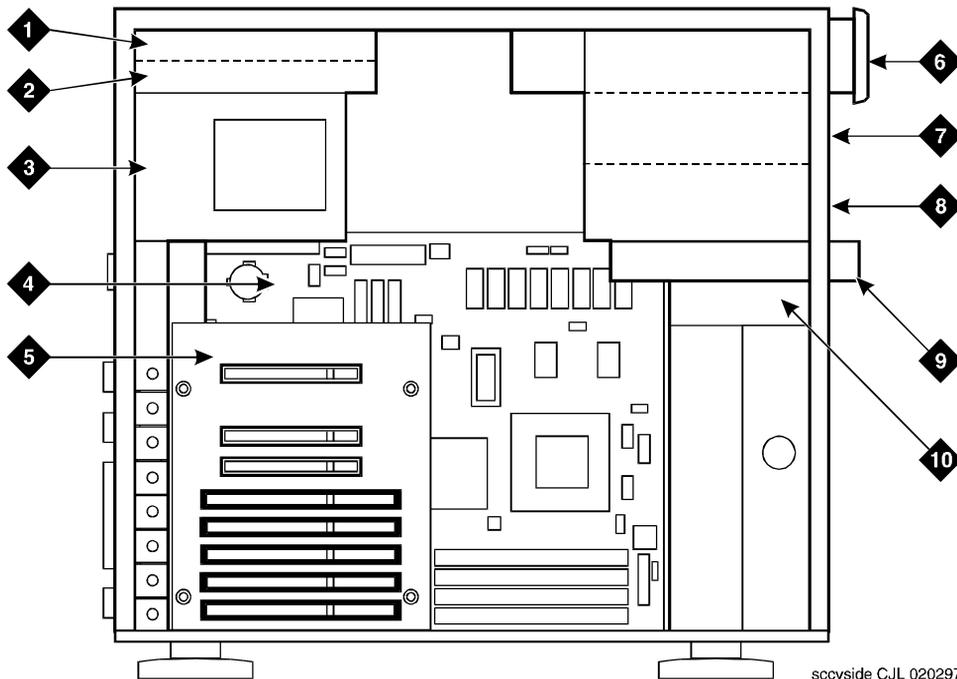
INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

A System Configuration
System Configuration

Page A-6

1. Bay 6 - Hard Disk Drive 0
2. Bay 7 - Empty
3. Power supply
4. Motherboard
5. Riser card

6. Bay 1 - Cartridge tape drive
7. Bay 2 - Empty
8. Bay 3 - Empty
9. Bay 4 - Diskette drive
10. Bay 5 - Hard Disk Drive 1 (if used)

Figure A-4.   MAP/5P Internal Layout

The following bay assignments are fixed in the MAP/5P:

- Bay 1 — Cartridge tape drive

- Bay 2 — Empty

- Bay 3 — Empty

- Bay 4 — Diskette drive

- Bay 5 — Hard Disk Drive 1 (if provided)

- Bay 6 — Hard Disk Drive 0

- Bay 7 — Empty

The following slot assignment is fixed in the MAP/5P:

- PCI Slot 1 — SCSI controller circuit card

Hardware Resource Allocator Operation

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

- Comparing 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.

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, exits.
   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/5P Platform with PCI backplane
   and P5 200 MHz CPU.

   Adding device ADAPSCSI
   Adding device VIDEO
   Adding device SCSIHD
   Adding device SCSITAPE

   Press any key to continue...
   ```

   ### $\Longrightarrow$ 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-9).

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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

A System Configuration
Hardware Resource Allocator Operation

Page A-9

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-9).

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 "Saving a Configuration" below for the procedure.

17. Enter **hconchk**

    The system displays the following message:

    ```
    hconchk: The hardware configuration check is complete.
    ```

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.

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, exits.
   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/5P Platform with PCI backplane
   and P5 200 MHz CPU.

   Adding device ADAPSCSI
   Adding device VIDEO
   Adding device SCSIHD
   Adding device SCSITAPE

   Press any key to continue...
   ```

   $\Longrightarrow$ **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-9).

8. Press **r**

    The system displays the Currently Selected Devices screen (Figure A-5).

```
                        Currently Selected Devices

1     SCSI_TAPE_DRIVE          5     SCSI_TAPE_DRIVE     9     SP
2     VIDEO_CONTROLLER         6     16MB_SIMM           10    SP
3     RMB_M                    7     16MB_SIMM           11    IVP6
4     SCSI_DISK                8     COMPANION           12    ETHERNET

                   Select Device to remove, q to quit
```
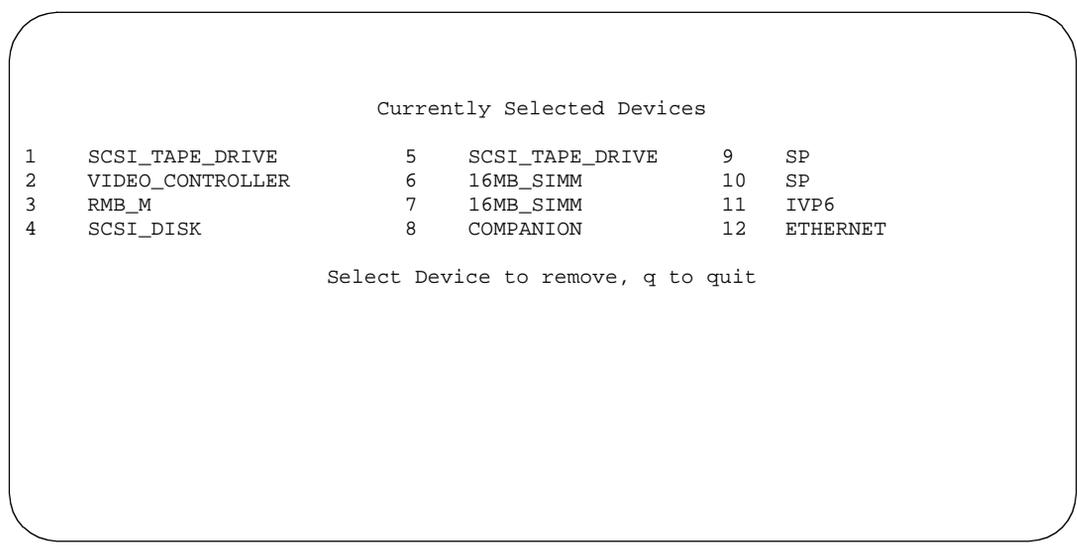
Figure A-5.   Currently Selected Devices Screen

> **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-5).

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-9).

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

A System Configuration
Hardware Resource Allocator Operation

Page A-12

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 "Saving a Configuration" below for the procedure.

17. Enter **hconchk**

    The system displays the following message:

    ```
    hconchk: The hardware configuration check is complete.
    ```

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-6).

```
--------------------------------------------------------------------------------
                              Platform Menu
--------------------------------------------------------------------------------
    1    MAP/5P                 3    MAP/100P
    2    MAP/40P                4    MAP/100C
--------------------------------------------------------------------------------
                             Select a Platform
```

Figure A-6.   Platform Menu Screen

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

A System Configuration
Hardware Resource Allocator Operation

Page A-13
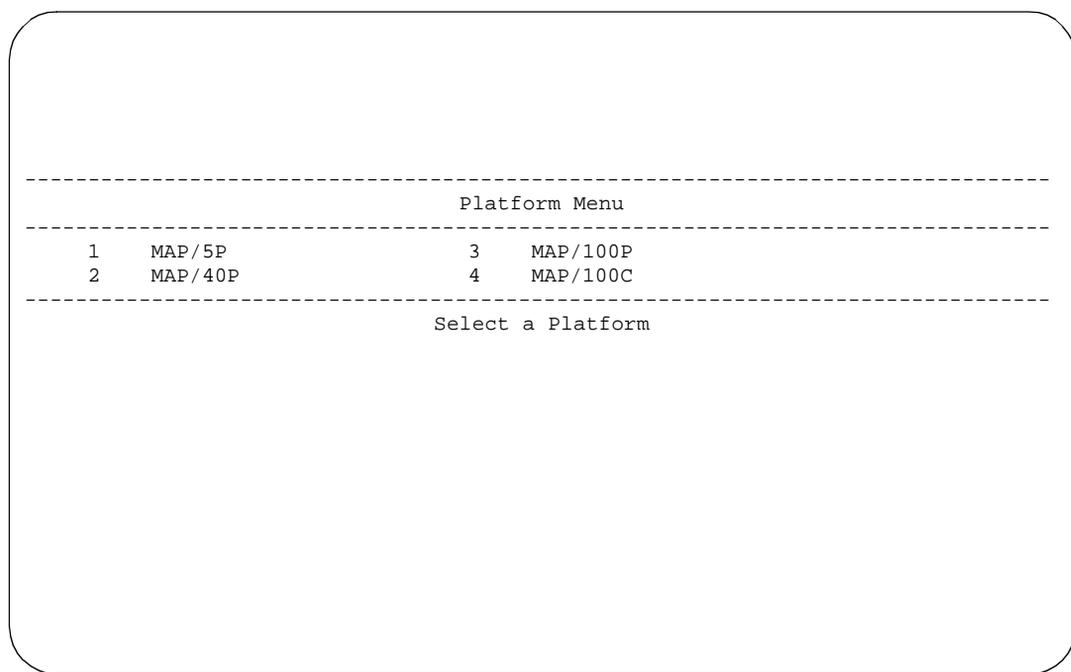
2. Place the cursor on MAP/5P.

3. Press (ENTER).

    The system displays the Backplane Menu screen (Figure A-7).

```
--------------------------------------------------------------------------------
                              Backplane Menu
--------------------------------------------------------------------------------
    1    ISA                  2    PCI
--------------------------------------------------------------------------------
                        Select a Backplane for MAP/5P
```
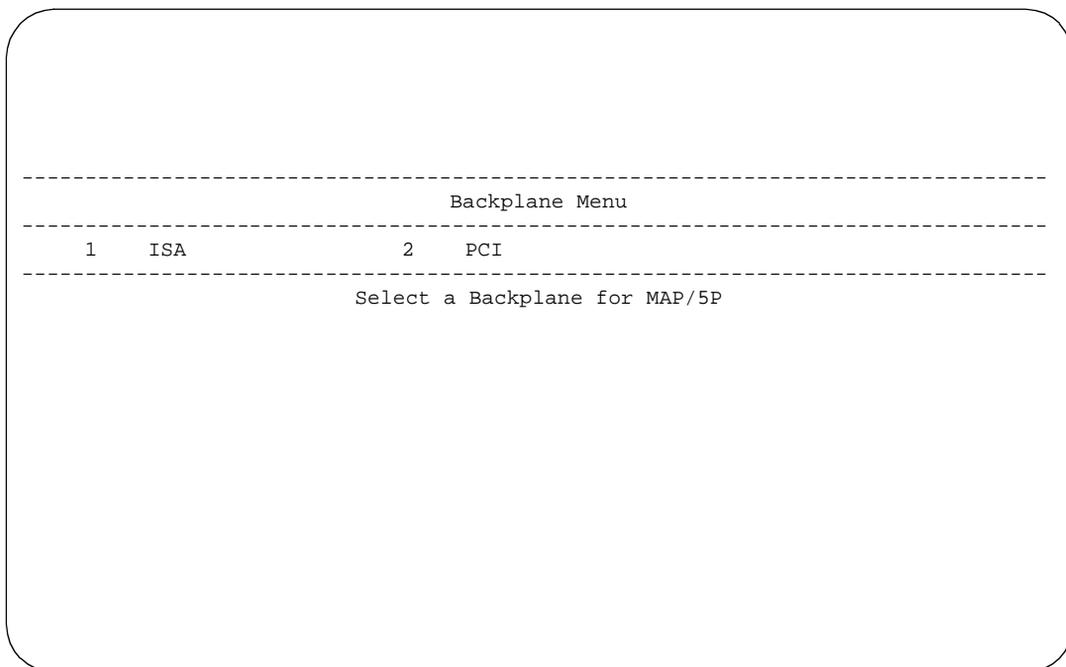
Figure A-7.   Backplane Menu screen

> **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-8).

```
--------------------------------------------------------------------------------
                                   CPU Menu
--------------------------------------------------------------------------------
     1     Pentium200

--------------------------------------------------------------------------------
                        Select a CPU for MAP/5P with PCI
```
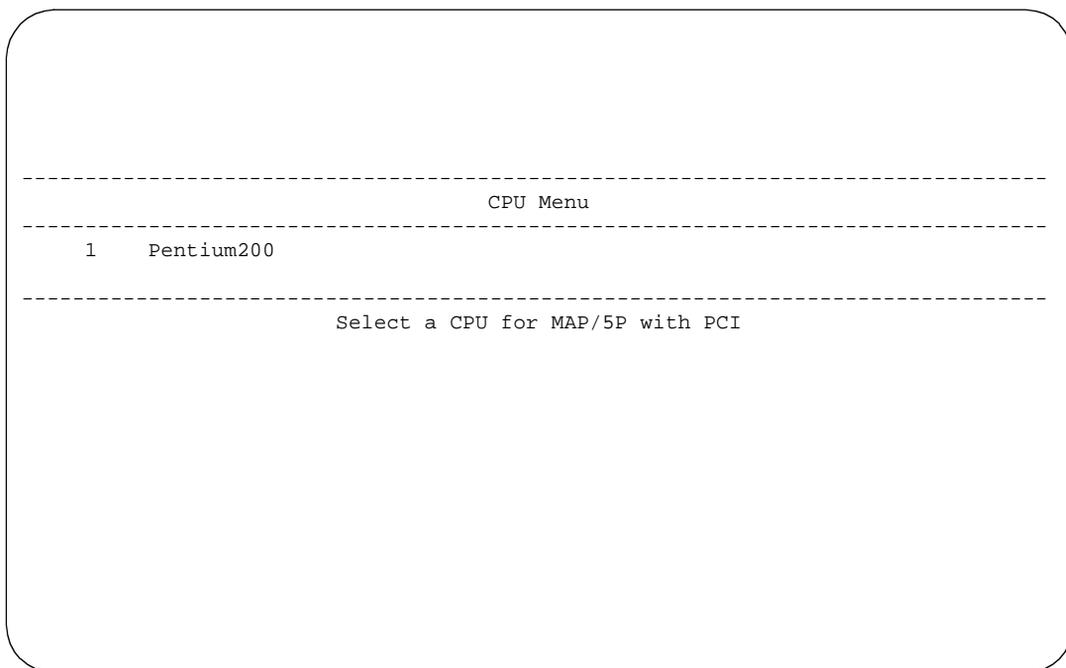
Figure A-8.   CPU Menu screen

> $\Longrightarrow$ **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-9).

```
                                Device Menu

1    SCSI_TAPE_DRIVE          17   T1                   33   EICON
2    SCSI_DISK                18   T1_AYC21             34   8_PORT_SERIAL_EXP
3    PCI_SCSI                 19   E1_AYC21             35   MEGA_8_PORT_SERIAL
4    EXT_SCSI                 20   SP                   36   REMOTE_TERMINAL
5    16MB_SIMM                21   MEGASP               37   EXTERNAL_MODEM
6    32MB_SIMM                22   SSP                  38   SERIAL_PRINTER
7    VIDEO_CONTROLLER         23   COMPANION            39   SERIAL_MOUSE
8    RMB_M                    24   TOKEN_RING           40   PS2_MOUSE
9    RMB_SP                   25   CLEO_PCXL            41   PARALLEL_PRINTER
10   IVP6                     26   FIFO_SIB             42   FAX
11   IVC6                     27   ETHERNET             43   DCP
12   IVP6IU                   28   PCI_LAN              44   DCP_NO_DMA
13   IVP6IA                   29   IPCI                 45   COLOR_CONSOLE
14   IVP6ID                   30   PROTOCOL_CONV        46   VOICE_WORKSTATION
15   IVC6IA                   31   ACCX
16   NGTR6                    32   GPSYNC

Select Device #, r to remove, s to show, d when done, or q to quit
```

Figure A-9.   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-9).

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 "Saving a Configuration" below for the procedure.

17. Enter **hconchk**

    The system displays the following message:

    ```
    hconchk: The hardware configuration check is complete.
    ```

Saving a Configuration

The system configuration should be saved to diskette 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.

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.

! 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"
    file.
    ```

4. Enter **vi ./configuration**

    The system displays the System Configuration Table screen (Figure A-10).

```
                        SYSTEM CONFIGURATION TABLE


 PLATFORM

 MAP/5P
 Description:   MAP/5P platform w/ PCI backplane and Pentium 200MHz CPU
 Backplane:     PCI
 CPU:           Pentium 200



 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-10.   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-10. 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 <u>Figure A-10</u>.

4. Use the ▲ up arrow and ▼ down arrow keys to move through the screen.

Comparing a Configuration

The hardware configuration checker verifies that the device configuration
information associated with the hardware resource allocator is consistent with the
actual system device configuration. To verify the configuration, do the following:

1. Enter **hconchk**

   The system displays the following message:

   ```
   hconchk: The hardware configuration check is complete.
   ```

If you receive any other error message or warning see "Alarm and Log Messages," in the *INTUITY CONVERSANT System Reference*, 585-313-205.

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-9).

5. Enter **hconchk**

   The system displays the following message:

```
        hconchk: The hardware configuration check is complete.
```

Configuration Device Data

The **deviceData** file stores the devices and the attributes for creating a configuration.   In most cases, you will not work with this file. Your only option is the **show_devices** command.   This 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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

A System Configuration
Configuration Device Data

Page A-22

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

B Component Ordering Numbers
Overview

Page B-1

Component Ordering Numbers

B

Overview

This appendix provides the ordering numbers for replacement components used in the MAP/5P.

Purpose

This appendix enables you to order replacement components for your MAP/5P.

Component Ordering Numbers

Table B-1 lists the component ordering numbers for available replacement components associated with the MAP/5P.

Table B-1.   Component Ordering Numbers

Basic Component Description	Order Number
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, SCSI, 68-50 pin	407714526
Adapter, SPM port connector	105012645
Cable assembly, ACCX	407027564
Cable assembly, ACCX	601436124
Cable assembly, ACCX/DCP	601447170
Cable assembly, ACCX/DCP	601447188
Cable assembly, diskette drive	407714559
Cable assembly, port/line	601447014
Cable assembly, port/line	601447162
Cable assembly, SCSI, 68-pin	407714542
Cable assembly, telephone cord, 3-ft	601448632
Circuit card, fax, TR114+14L (US & Canada)	407612126
Circuit card, SCSI controller	407711639
Circuit card, Tip/Ring (AYC10)	106406580
Circuit card, Tip/Ring, (AYC30)	107224586
Circuit card, remote maintenance	107725467
Circuit card, Turbo Token Ring	601876188
Cord, 6-pin modular, 14-ft	102937604
Cord, AC power, United States	407714773
Cord, AC power, Australia, 8-ft	407051630
Cord, AC power, Germany, 6-ft	407051648

Continued on next page

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

B Component Ordering Numbers
Component Ordering Numbers

Page B-3

Table B-1.   **Component Ordering Numbers** — *Continued*

Basic Component Description	Order Number
Cord, AC power, India, 8-ft	407406735
Cord, AC power, United Kingdom, 6-ft	406999243
Cord, power, monitor (PC style)	407714781
Cord, telephone, 25-ft	103623195
Cord, telephone, DW8A-SE, 25 ft	103848800
Cover, dress	407714609
Diskette drive, 1.44-Mbyte	407714765
Disk drive, hard, SCSI, 2.0-Gbyte	407711647
Door, front	407714617
Fan, card cage	407714807
Fan, CPU	407714815
Hardware, SID, Nor Telcom (Meridian)	407024702
Hardware, SID, Nor Telcom (SL-1)	407024694
Hardware, SID, Mitel	407024728
Hardware, SID, NEAX	407024710
Hardware, SID, Rolm	407024686
IC, 32-Mbyte SIMM	407711654
Interface unit, AYC22 cable	107221467
Interface unit, AYC22 cable	407020510
Keyboard	407681907
Monitor, color, VGA	406504571
Motherboard, 0-Mbytes memory	407711548
Power supply, AC	407711662
Riser card	407711621
Software, diagnostics diskette	407714799
Tape drive, SCSI streaming, 2-Gbyte	407329937

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

B Component Ordering Numbers
Component Ordering Numbers

Page B-4

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

C How to Build a System Using This Book
Overview

Page C-1

How to Build a System Using This Book

C
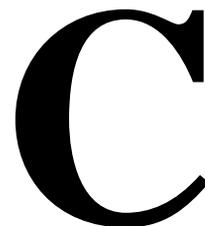
Overview

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/5P.

Checklist for Building a System

The following checklist (Table C-1) assumes that you are starting with a MAP/5P shell which has only the power supply, motherboard, and riser card.

If your system does not have a power supply, motherboard, or riser card included, see Chapter 4, "Replacing Other Components", for installation procedures for these components.

Table C-1.   Checklist for Building a System

Task	Description	See	✔
1	Acquire all of the components necessary to build your system.	"Component Ordering Numbers" in Appendix B, "Component Ordering Numbers"	
2	Determine the slot and bay locations for the equipment.	"System Configuration" in Appendix A, "System Configuration"	
3	Install the hard disk drive(s).	"Replacing a Hard Disk Drive" in Chapter 3, "Replacing a Hard Disk Drive"	
4	Install the tape drive.	"Installing a Cartridge Tape Drive" in Chapter 4, "Replacing Other Components"	
5	Install the diskette drive.	"Installing the Diskette Drive" in Chapter 4, "Replacing Other Components"	
6	Install the circuit cards.	"Settings for Optional Circuit Card" in Chapter 2, "Installing or Replacing Circuit Cards"	
7	Apply power to the unit.	"Restoring Power to the MAP/5P" in Chapter 1, "Getting Inside the Computer"	

Table C-1.　　Checklist for Building a System — *Continued*

Task	Description	See	✔
8	Install the base system software.	"Installing Base System Software" in Chapter 5, "Installing Base System Software"	
9	Install the INTUITY CONVERSANT system software.	"Installing the Intuity CONVERSANT Base Software Set" in Chapter 6, "Installing the Intuity CONVERSANT System Software"	
10	Install the feature software.	Chapter 7, "Installing the Optional Feature System Software"	

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

C How to Build a System Using This Book
Checklist for Building a System

Page C-4

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

D   Disaster Recovery Checklists
Overview

Page D-1

Disaster Recovery Checklists

D

Overview

This appendix provides general task descriptions for disaster recovery.

Purpose

Use this checklist as a guide to the necessary procedures for completing a disaster recovery.

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

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

D   Disaster Recovery Checklists
Disaster Recovery Checklists

Page D-3

Checklist for Software Reloading on a Nonmirrored INTUITY CONVERSANT System with Existing Hard Disk Drives

Complete the procedures in Table D-1 when your INTUITY CONVERSANT system experiences a software disaster. Do not use this checklist 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	Description	See	✔
1	Locate the most recent **mkimage** backup tape. You will also need to use any **spres** backup tape which has been created.		
2	Shutdown the INTUITY CONVERSANT system.	"Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205.	
3	Leave all hard disks connected to the SCSI bus.		
4	Restore the system using the **mkimage** backup tape.	"Restore the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205.	
5	Restore any speech files using the **spres** backup tape.	*INTUITY CONVERSANT Version 7 Speech Development, Processing, and Recognition,* 535-313-201.	

Checklist for a INTUITY CONVERSANT System with All New Hard Disk Drives

Complete the procedures in this checklist (Table D-2) when you are replacing both hard disk drives on your INTUITY CONVERSANT system. There are no provisions in this checklist for recovering existing file systems. Therefore, do not use this checklist 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	Description	See	✔
1	Locate the most recent **mkimage** backup tape. You will also need to use any **spres** backup tape which has been created.		
2	Replace the hard disk(s).	"Replacing a Hard Disk Drive", in Chapter 3, "Replacing a Hard Disk Drive"	
3	Restore the system using the **mkimage** backup tape.	"Restore the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205.	
4	Restore any speech files using the **spres** backup tape.	*INTUITY CONVERSANT Version 7 Speech Development, Processing, and Recognition*, 353-313-201.	

Checklist for a Nonmirrored INTUITY CONVERSANT System with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1

Complete the procedures in this checklist (Table D-3) on a two disk nonmirrored INTUITY CONVERSANT system in which Hard Disk Drive 0 has failed. Do not use this checklist 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	Description	See	✔
1	Locate the most recent **mkimage** backup tape. You will also need to use any **spres** backup tape which has been created.		
2	Replace the hard disk drive.	"Replacing a Hard Disk Drive", in Chapter 3, "Replacing a Hard Disk Drive"	
3	Restore the system using the **mkimage** backup tape.	"Restore the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205.	
4	Restore any speech files using the **spres** backup tape.	*INTUITY CONVERSANT Version 7.0 Speech Development, Processing, and Recognition*, 353-313-201.	

Checklist for a Nonmirrored INTUITY CONVERSANT System with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1

Complete the procedures in this checklist (Table D-4) on a two disk nonmirrored INTUITY CONVERSANT system in which Hard Disk Drive 1 has failed. Do not use this checklist 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	Description	See	✔
1	Locate the most recent **mkimage** backup tape. You will also need to use any **spres** backup tape which has been created.		
2	Replace the hard disk drive.	"Replacing a Hard Disk Drive", in Chapter 3, "Replacing a Hard Disk Drive"	
3	Remove, for replacement, the old Hard Disk Drive 1 using the VERITAS screens.	"Recovering from a Hard Disk Drive 1 Failure (Nonmirrored System)", in Chapter 3, "Replacing a Hard Disk Drive"	
4	Add the new Hard Disk Drive 1, using the VERITAS screens.	"Adding a Hard Disk Drive to a System for Speech Storage", in Chapter 3, "Replacing a Hard Disk Drive"	
5	Initialize the new Hard Disk Drive 1 as a speech drive.	"Adding a Hard Disk Drive to a System for Speech Storage", in Chapter 3, "Replacing a Hard Disk Drive"	
6	Exit the VERITAS screens.	"Adding a Hard Disk Drive to a System for Speech Storage", in Chapter 3, "Replacing a Hard Disk Drive"	
7	Restore any speech files using the **spres** backup tape.	*INTUITY CONVERSANT Version 7.0 Speech Development, Processing, and Recognition, 353-313-201*	

Checklist for a Mirrored INTUITY CONVERSANT System with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1

Complete the procedures in this checklist (Table D-5) on a two disk mirrored INTUITY CONVERSANT system in which Hard Disk Drive 0 has failed. Do not use this checklist 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	Description	See	✔
1	Locate the diskette labeled "VERITAS Boot Floppy 1 of 1."		
2	Replace the hard disk drive.	"Replacing Hard Disk Drive 0", in Chapter 3, "Replacing a Hard Disk Drive"	
3	Reboot the system with the diskette labeled "VERITAS Boot Floppy 1 of 1" in the diskette drive.	"Recovering from a Hard Disk Drive 0 Failure (Mirrored System)", in Chapter 3, "Replacing a Hard Disk Drive"	
4	Remove, for replacement, the old Hard Disk Drive 0 using the VERITAS screens.	"Recovering from a Hard Disk Drive 0 Failure (Mirrored System)", in Chapter 3, "Replacing a Hard Disk Drive"	
5	Replace the old Hard Disk Drive 0 with the new Hard Disk Drive 0, using the VERITAS screens.	"Recovering from a Hard Disk Drive 0 Failure (Mirrored System)", in Chapter 3, "Replacing a Hard Disk Drive"	
6	Create a partition on Hard Disk Drive 0 using the VERITAS screens.	"Recovering from a Hard Disk Drive 0 Failure (Mirrored System)", in Chapter 3, "Replacing a Hard Disk Drive"	
7	Exit the VERITAS screens.	"Recovering from a Hard Disk Drive 0 Failure (Mirrored System)", in Chapter 3, "Replacing a Hard Disk Drive"	
8	Remove the diskette labeled "VERITAS Boot Floppy 1 of 1" from the diskette drive.		

Checklist for a Mirrored INTUITY CONVERSANT System with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1

Complete the procedures in this checklist (Table D-6) on a two disk mirrored INTUITY CONVERSANT system in which Hard Disk Drive 1 has failed. Do not use this checklist 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	Description	See	✔
1	Replace the hard disk drive.	''Replacing Hard Disk Drive 1'', in Chapter 3, "Replacing a Hard Disk Drive"	
2	Remove, for replacement, the old Hard Disk Drive 1 using the VERITAS screens.	''Recovering from a Hard Disk Drive 1 Failure (Mirrored System)'', in Chapter 3, "Replacing a Hard Disk Drive"	
3	Replace the old Hard Disk Drive 1 with the new Hard Disk Drive 1, using the VERITAS screens.	''Recovering from a Hard Disk Drive 0 Failure (Mirrored System)'', in Chapter 3, "Replacing a Hard Disk Drive"	
4	Create a partition on Hard Disk Drive 1 using the VERITAS screens.	''Recovering from a Hard Disk Drive 0 Failure (Mirrored System)'', in Chapter 3, "Replacing a Hard Disk Drive"	
5	Exit the VERITAS screens.	''Recovering from a Hard Disk Drive 0 Failure (Mirrored System)'', in Chapter 3, "Replacing a Hard Disk Drive"	

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

E MAP/5P Platform Alarms
Overview

Page E-1

MAP/5P Platform Alarms

E

Overview

This appendix contains alarms specific to the MAP/5P hardware platform. These alarms appear on the console during a system reboot.

➤ **NOTE:**
These alarms are not generated by the INTUITY™ CONVERSANT® system and are not be documented in the INTUITY CONVERSANT alarm logs.

Purpose

The purpose of this appendix is to provide the service technician with information relating to the platform alarms generated by the MAP/5P.

INTUITY CONVERSANT System Version 7.0
Issue 2.0
MAP/5P Maintenance 585-313-107
April 1998

E MAP/5P Platform Alarms
Platform Alarms
Page E-2

Platform Alarms

Table E-1 lists the alarms associated with the MAP/5P as well as possible repair actions.

Table E-1. Platform Alarms

Alarm Message	Repair Action
CMOS Battery Error	Replace the battery. See "Replacing a CMOS Battery" in Chapter 4, "Replacing Other Components".
CMOS Checksum Error	1. Replace the battery. See "Replacing a CMOS Battery" in Chapter 4, "Replacing Other Components". 2. If Step 1 does not work, run setup by pressing **|** or **b+a+^**
Display Card Mismatch	Run setup by pressing **|** or **b+a+^**
Diskette Drive Controller Error or Not Installed	Check the diskette cable connections See "Replacing the Diskette Drive" in Chapter 4, "Replacing Other Components".
Diskette Drive Error	Diskette may be defective. If the diskette is good, replace the diskette drive. See "Replacing the Diskette Drive" in Chapter 4, "Replacing Other Components".
Diskette Drive A Type Mismatch	Run setup by pressing **|** or **b+a+^** and select the proper drive type.
Diskette Drive B Type Mismatch	Run setup by pressing **|** or **b+a+^** and select the proper drive type.
Equipment Configuration Error	Check the memory configuration.
Hard disk Controller Error	Run setup by pressing **|** or **b+a+^**
Hard disk 0 Error	Check all cable connections. Replace Hard Disk Drive 0. See "Recovering from a Hard Disk Drive 0 Failure" in Chapter 3, "Replacing a Hard Disk Drive".
Hard disk 1 Error	Check all cable connections. Replace Hard Disk Drive 1. See "Recovering from a Hard Disk Drive 1 Failure" in Chapter 3, "Replacing a Hard Disk Drive".
Keyboard Error or No Keyboard Connected	Check and connect the keyboard to the MAP/5P.

Table E-1.   Platform Alarms — *Continued*

Alarm Message	Repair Action
`Keyboard Interface Error`	Replace the keyboard.

`Memory Error at:`
`MMMM:SSSS:OOO`
`(W:XXXX, R:YYYY)`
 	
where:
M is Mbytes, S is Segment, O is Offset, and X/Y are write/read pattern
	Replace the SIMMs. See "Replacing Memory Modules" in Chapter 4, "Replacing Other Components".

`CPU Clock Mismatch`	1. Run setup by pressing **|** or **b+a+^** and check the CPU clock setting. 2. If the clock setting is correct, reboot the system. 3. If the error persists, contact the remote maintenance service center.
`Onboard Serial Port 1 Conflict`	Run setup by pressing **|** or **b+a+^** and disable the port.
`Onboard Serial Port 2 Conflict`	Run setup by pressing **|** or **b+a+^** and disable the port.
`Onboard Parallel Port Conflict`	Run setup by pressing **|** or **b+a+^** and disable the port.
`Pointing Device Error`	Check the connections on the mouse.
`Pointing Device Interface error`	Replace the mouse.
`Press	key to continue or b+a+^` `for setup.`	Press **|** or **b+a+^** to enter setup.
`Real Time Clock Error`	Replace the battery. See "Replacing a CMOS Battery" in Chapter 4, "Replacing Other Components".

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Issue 2.0
April 1998

E MAP/5P Platform Alarms
Platform Alarms

Page E-4

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*
Glossary

Issue 2.0
April 1998

Page GL-1

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 adminis-
　　ters 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

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-2

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).

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-3

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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-4

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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Glossary

Issue 2.0
April 1998

Page GL-5

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

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-6

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.

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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-7

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

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*
Glossary

Issue 2.0
April 1998

Page GL-8

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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-9

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

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-10

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

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-11

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

EST
Enhanced Software Technologies, Inc.

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

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-13

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

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-14

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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-16

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
kilobytes 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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-17

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

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-18

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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-19

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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Glossary

Issue 2.0
April 1998

Page GL-20

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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-21

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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Glossary

Issue 2.0
April 1998

Page GL-23

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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-24

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).

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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-26

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."

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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-27

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.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-28

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

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-29

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

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-30

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_szr** 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

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-31

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

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 words that are available for FlexWord recognition by an application during a Prompt & Collect action step.

word spotting

The ability to search through extraneous speech during a recognition.

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Glossary

Page GL-32

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Index

Page IN-1

Index

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Index

Page IN-2

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Index

Page IN-3

D

E

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Index

Page IN-4

F

H

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Index

Page IN-5

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Index

Page IN-6

P

PCI LAN, see Ethernet LAN circuit cards
power supplies
    installing, 4-35
    location, 4-31
    removing, 1-5, 4-32
    restoring, 1-8
    view, 4-33

R

remote maintenance circuit cards (RMB)
    function, 2-22
    installing the circuit card, 2-25
    installing the software package, 2-26
    maximum installed, 2-22
    setting resource options, 2-24
    types, 2-22
    view, 2-22
removing
    software packages, 7-52
riser card, see backplanes
RMB, see remote maintenance circuit cards

S

Script Builder
    installing the package, 7-44
Script Builder FAX Actions
    installing the package, 7-46
SCSI, 3-16
SCSI controller circuit cards
    function, 2-28
    host adapter settings, 2-30
    maximum installed, 2-28
    view, 2-28
setvideomode command, 5-23
SIMMs
    description, A-2
    installing, 4-19
    location, 4-16, A-2
    removing, 4-17
SIPs
    replacing the terminator, 4-39
SNMP Emanate Agent
    installing the package, 7-51
synchronous host circuit cards
    jumper settings, 2-19
    switch settings, 2-20
    view, 2-19
synchronous host interface
    installing the package, 7-35

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance *585-313-107*

Issue 2.0
April 1998

Index

Page IN-7

T

U

V

INTUITY CONVERSANT System Version 7.0
MAP/5P Maintenance 585-313-107

Index

Issue 2.0
April 1998

Page IN-8