



**Avaya™ Call Management System (CMS)  
Supervisor  
Version 11  
Installation and Getting Started**

585-210-706  
Issue 1  
May 2002  
Compas ID 90733

## 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.

## Preventing Toll Fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

## Avaya Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical support or assistance, call Technical Service Center Toll Fraud Intervention Hotline at +1 800 643 2353.

## Providing Telecommunications Security

Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of your company's telecommunications equipment) by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

## Your Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you - an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- Avaya-provided telecommunications systems and their interfaces
- Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products.

## Federal Communications Commission Statement

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.

## European Union Declaration of Conformity

Avaya Business Communications Systems declares that 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



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

## Trademarks

INFORMIX is a registered trademark of Informix Software, Inc.

Microsoft Windows is a trademark of Microsoft Corp.

Pentium is a registered trademark of Intel Corporation.

Solaris is a registered trademark of Sun Microsystems, Inc.

Sun is a registered trademark of Sun Microsystems, Inc.

Windows 95 is a trademark of Microsoft Corp.

Windows 98 is a trademark of Microsoft Corp.

Windows NT is a registered trademark of Microsoft Corp.

Windows ME is a trademark of Microsoft Corp.

Windows XP is a trademark of Microsoft Corp.

## Ordering Information

**Call:** Avaya Publications Center  
Voice +1 800 457 1235  
Fax +1 800 457 1764  
International Voice +1 410 568 3680  
International Fax +1 410 891 0207

**Write:** Globalware Solutions  
200 Ward Hill Avenue  
Hverhill, MA 01835 USA  
Attention: Avaya Account Manager

**Email:** totalware@gwsmail.com

**Order:** Document No. 585-210-706, Issue 1  
May 2002

You can be placed on a Standing Order list for this and other documents you may need. Standing Order will enable you to automatically receive updated versions of individual documents or document sets, billed to account information that you provide. For more information on Standing Orders, or to be put on a list to receive future issues of this document, please contact the Avaya Publications Center.

## Avaya National Customer Care Center

Avaya provides a telephone number for you to use to report problems or to ask questions about your contact center. The support telephone number is 1-800-242-2121.

## Avaya Web Page

For information about Avaya products and service, go to [www.avaya.com](http://www.avaya.com). For Avaya product documentation, go to [www.avayadocs.com](http://www.avayadocs.com).

## Acknowledgment

This document was written by the CRM Development group of Avaya Inc.

# Avaya™ Call Management System Supervisor

## Version 11

### Installation and Getting Started

## Contents

### About this document

Audience . . . . .	9
What you need to know . . . . .	9
Organization . . . . .	9
Contents of this document . . . . .	10
Conventions used in this document . . . . .	11
Window graphics . . . . .	11
Typographical conventions . . . . .	11
Related documents . . . . .	12

### Background information

About Supervisor . . . . .	14
What is Supervisor? . . . . .	14
What is new for this release . . . . .	14
CMS system capacities . . . . .	14
Number of Supervisor windows allowed . . . . .	14
Number of simultaneous instances allowed . . . . .	14
Number of PCs allowed to run Supervisor . . . . .	15
Performance . . . . .	15
Reliability and availability . . . . .	15
Security . . . . .	15
Languages supported . . . . .	16
About CMS . . . . .	17
What is CMS? . . . . .	17
CMS requirements . . . . .	17
About CMS upgrades . . . . .	17
Package contents . . . . .	18
List of contents . . . . .	18
Anything missing or damaged? . . . . .	18
Installation support . . . . .	19
Where to get support . . . . .	19
Graphical install . . . . .	19

## Contents

Operating system requirements . . . . .	20
Supported operating systems . . . . .	20
What about non supported operating systems? . . . . .	20
When to upgrade Windows . . . . .	20
Windows 95 . . . . .	20
Windows NT 4.0 . . . . .	21
About upgrades to Windows 2000 or XP . . . . .	21
Hardware requirements . . . . .	22
Required network, serial, or modem connections . . . . .	23
Network connections . . . . .	23
Serial connections . . . . .	23
Modem connections . . . . .	23
DCOM95 . . . . .	24
Why install DCOM95? . . . . .	24
Where to get DCOM95 . . . . .	24

## Install Supervisor

Organization of general information . . . . .	25
Organization of procedures . . . . .	25
Local and shared network installations . . . . .	26
Local installation . . . . .	26
Shared network installation . . . . .	26
About shared network configurations . . . . .	27
Overview of required steps . . . . .	27
About the network setup . . . . .	27
About the client PC setup . . . . .	27
Version upgrades . . . . .	28
Previous V11 install for a local installation . . . . .	28
V9 upgrade for a local installation . . . . .	28
V6 or V8 upgrade for a local installation . . . . .	28
V6 or V8 upgrade to V9 for a shared network . . . . .	29
About V5. . . . .	29
Typical and custom installations . . . . .	30
Typical installations . . . . .	30
Custom installations . . . . .	30
Install Supervisor on a local PC from the CD-ROM . . . . .	31
Install Supervisor on a local PC from the network . . . . .	32
Before you begin . . . . .	32
Prepare the network directory . . . . .	32
Install Supervisor on each PC . . . . .	33
Install Supervisor on a shared network drive . . . . .	34
Before you begin . . . . .	34
Set up the network . . . . .	34
Perform the PC client setup . . . . .	35

What to do if the installation does not start automatically . . . . .	36
About Autoplay . . . . .	36
Procedure . . . . .	36
Manually upgrade V6 or V8 to V9 for a shared network . . . . .	37
Set up the network . . . . .	37
Install V9 Supervisor . . . . .	37
<b>Uninstall Supervisor</b>	
Uninstall all versions except V5 . . . . .	40
Uninstall Supervisor Version 5. . . . .	41
Before you begin . . . . .	41
Procedure . . . . .	41
<b>Get started with Supervisor</b>	
About CMS server connection settings . . . . .	44
Connection options . . . . .	44
Automatic and manual . . . . .	44
Open the Supervisor application. . . . .	45
Establish the connection . . . . .	46
Example . . . . .	46
Choose settings . . . . .	46
Establish network settings . . . . .	47
Establish serial settings . . . . .	48
Establish modem settings. . . . .	48
Log in to the CMS server for the first time . . . . .	49
Log in to the CMS server after the first time . . . . .	50
Automatic login. . . . .	50
Manual login . . . . .	51
Log off the CMS server . . . . .	52
Exit Supervisor . . . . .	53
Change connection settings. . . . .	54
Close Supervisor windows . . . . .	55
<b>CMS operations</b>	
About operations . . . . .	58
Tasks on the Operations tab. . . . .	58
How to get to the Operations tab . . . . .	58
Actions menu . . . . .	59
Purpose . . . . .	59
Example . . . . .	59
Action menu items . . . . .	59

**Install and use the Terminal Emulator**

Organization of general information . . . . .	61
Organization of procedures . . . . .	61
About the Terminal Emulator . . . . .	62
Description of Terminal Emulator . . . . .	62
Installation information . . . . .	62
Why use the Terminal Emulator? . . . . .	62
The Terminal Emulator window . . . . .	63
Profile menu . . . . .	63
Edit menu . . . . .	64
Connection menu . . . . .	65
Reset menu . . . . .	66
Help menu . . . . .	66
Communications tab . . . . .	67
Purpose . . . . .	67
Connection descriptions . . . . .	67
Network connection settings . . . . .	68
Serial and modem connection settings. . . . .	69
Modem tab. . . . .	70
Purpose . . . . .	70
Example . . . . .	70
Before you begin . . . . .	70
Modem Commands field descriptions . . . . .	71
Font tab . . . . .	72
Purpose . . . . .	72
Example . . . . .	72
Font Sizes field descriptions . . . . .	73
Install the Terminal Emulator . . . . .	74
Open the Terminal Emulator . . . . .	75
Log in to CMS . . . . .	76
Create profiles . . . . .	76
To stop the login process . . . . .	76
Log in with more than four profiles. . . . .	77
Exit the Terminal Emulator . . . . .	78
Edit profiles . . . . .	79
Delete profiles . . . . .	80
Terminal Emulator messages . . . . .	82
Description of error messages . . . . .	82
Description of information messages . . . . .	83
Resolve Terminal Emulator font problems . . . . .	84

**Troubleshooting**

PC shutdowns and operating system crashes . . . . . 86

Resolve error messages . . . . . 87

    Installation messages. . . . . 87

    Login error messages. . . . . 88

Browse errors when logged into multiple CMS servers . . . . . 93

Find OCX and DLL incompatibilities . . . . . 94

Resolve TCP/IP host name . . . . . 95

Check for serial or modem connection problems . . . . . 96

General troubleshooting tips . . . . . 97

    Verify privileges . . . . . 97

    Verify permissions . . . . . 97

    Verify swap files . . . . . 97

    Test operation of networking software . . . . . 97

    Preserve Supervisor user profiles . . . . . 98

    View the readme file . . . . . 98

Support . . . . . 99

**Glossary** . . . . . 101

**Index** . . . . . 107



# About this document

Use this chapter as a preface to the Installation and Getting Started user guide.

## Audience

---

This document is intended for anyone who wants to install the Avaya™ Call Management System (CMS) Supervisor software for use with the MultiVantage™ system and the Avaya Call Management System (CMS).

## What you need to know

---

You must be familiar with your PC and the Microsoft Windows® operating systems, including standard Microsoft Windows conventions.

## Organization

---

This chapter includes the following sections:

- [Contents of this document](#)
- [Conventions used in this document](#)
- [Related documents](#)

# Contents of this document

The document is organized into the following chapters:

Chapter 1	<b>Introduction</b> This chapter introduces the Supervisor application.
Chapter 2	<b>Install Supervisor</b> This chapter provides the procedures to install Supervisor from a CD-ROM or the network onto a PC that will not access Supervisor over the network, or to a shared read-only directory on the network server.
Chapter 3	<b>Uninstall Supervisor</b> This chapter provides the procedures to uninstall Supervisor from a PC or network server.
Chapter 4	<b>Get started with Supervisor</b> This chapter provides the procedures to start Supervisor, log into a CMS server, log out of a CMS server, change your connection settings, and exit Supervisor.
Chapter 5	<b>Supervisor operations</b> This chapter describes detailed information on the Actions menu items that are available in Operations input windows.
Chapter 6	<b>Install and use the Terminal Emulator</b> This chapter provides general information about the Terminal Emulator, including how to install it and how to set it up to connect to the CMS server.
Chapter 7	<b>Troubleshooting</b> This chapter gives you information on error messages that you might receive while you install or use Supervisor and provides basic procedures for troubleshooting the error messages.

# Conventions used in this document

## Window graphics

A graphic of each Supervisor window is not included in this book. Graphics are provided to give you general information about a *type* of window.

## Typographical conventions

The following typographical conventions are used in this document:

This type of information:	Is presented like this:
GUI text strings embedded in procedures	Select <b>Save the report being copied as</b> .
Names of windows and keyboard keys	This field is in the Manual Login window.
Text you are asked to enter and system commands	Enter <b>save.exe</b>
Variable text	Couldn't create <filename>.
Key combinations for which you must press and hold down one key and then press another.	ALT+4
References to other documents	See the Avaya Call Management System Supervisor Reports manual.
Referenced sections and chapters	For an outline of the information in this document, see <a href="#">Contents of this document</a> on page 10.

## Related documents

The following documents include additional information about CMS or Supervisor:

- *Avaya Business Advocate User Guide*, 585-210-711
- *Avaya Call Management System Release 3 Version 11 Administration*, 585-215-515
- *Avaya Call Management System Supervisor Version 11 Reports*, 585-210-708
- *Avaya Call Management System Release 3 Version 11 Database Items and Calculations*, 585-780-702
- *Avaya Call Management System Custom Reports*, 585-215-822
- *Avaya Contact Center R3V11 and R11 Change Description*, 585-780-400
- *Avaya Call Management System Release 3 Version 11 External Call History Interface*, 585-780-700
- *Avaya Call Management System Supervisor Report Designer Version 11 User Guide*, 585-210-707
- *Avaya Call Management System Release 3 Version 11 Software Installation, Maintenance, and Troubleshooting*, 585-215-115
- *Sun SPARCserver Hardware Installation* documentation for connectivity diagrams, and maintenance and troubleshooting documentation

# Background information

The Supervisor software is a graphical user interface (GUI) to the CMS software. *Introduction* provides background information about the Avaya™ Call Management System (CMS) and the Avaya CMS Supervisor. Also included are the hardware and software requirements.

*Background information* includes the following sections:

- [About Supervisor](#)
- [About CMS](#)
- [Package contents](#)
- [Installation support](#)
- [Operating system requirements](#)
- [Hardware requirements](#)
- [Required network, serial, or modem connections](#)
- [DCOM95](#)

# About Supervisor

## What is Supervisor?

---

The Supervisor software is a graphical user interface (GUI) to the CMS software.

## What is new for this release

---

For a description of the new features available for this release, see the *Call Management System Change Description* document.

## CMS system capacities

---

The CMS system capacities are unchanged by the Supervisor software. If you want to put your Supervisor users on a LAN, your network must be able to support the additional network traffic.

## Number of Supervisor windows allowed

---

Supervisor makes it possible for users to open as many as 12 windows simultaneously. This limit is set for each user by the CMS system administrator. Microsoft Windows that do not directly use CMS data, such as the color customization data, are not included in this limit. Also, windows that are open for applications other than Supervisor are not included in this limit.

The Supervisor application can connect to a single CMS. Supervisor does not provide the capability to combine data from more than one CMS.

## Number of simultaneous instances allowed

---

With the recommended configuration listed in [Hardware requirements](#) on page 22, you can run as many as four simultaneous Supervisor instances. With an Intel 486-compatible processor, you are limited to one instance of Supervisor with one report.

The ability to run several instances of Supervisor and the performance of the Supervisor software in this situation depends on the memory and speed of the PC that you use. It is also affected by any other applications that run on the PC while Supervisor is in use. If simultaneous Supervisor instances run in the background, the PC may require additional memory to maintain acceptable performance.

## Number of PCs allowed to run Supervisor

---

The number of PCs that can run Supervisor are limited by the number of simultaneous users who are contracted for in the site-licensing agreement with Avaya. The CMS software counts the number of active Supervisor clients that are logged in and limits the number of simultaneous users to the number of logins that were purchased by the customer.

A client may be logged in to a CMS server once per user ID on a single PC.

## Performance

---

When you use Supervisor you may experience slightly slower response times for some actions. The following are a few possible reasons for slower performance:

- The PC's configuration, processor speed, Level 2 cache, hard disk speed, and video RAM could affect the response time.
- If the Supervisor application runs simultaneously with other applications, performance of the Supervisor application could be affected by those other applications.
- Two or more Supervisor instances that run simultaneously could result in slightly slower response time.
- If Supervisor runs in a LAN environment, Supervisor generates additional network traffic. For example, if 250 Supervisor instances run two real-time reports each, Supervisor could require approximately 20% of the LAN's capacity. Therefore, ensure that your LAN is engineered appropriately.
- In a LAN environment, network backups can cause congestion on the network and adversely affect the network performance.

## Reliability and availability

---

If serial links or LAN connectivity drop and you are logged in with the Automatic Login capability, Supervisor automatically attempts to restore the connection.

## Security

---

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

## Languages supported

For information about which Supervisor languages are supported for which Microsoft Windows® operating system languages, see the following table ( ✓ indicates that the operating system is supported).

OS Language	Supervisor Language									
	English	Italian	French	German	Portuguese	Spanish	Japanese	Traditional Chinese	Simplified Chinese	Korean
English	✓	✓	✓	✓	✓	✓				
Italian	✓	✓								
French	✓		✓							
German	✓			✓						
Portuguese	✓				✓					
Spanish	✓					✓				
Japanese	✓						✓			
Traditional Chinese								✓		
Simplified Chinese	✓								✓	
Korean	✓									✓

For a list of supported operating systems, see [Operating system requirements](#) on page 20.

---

# About CMS

## What is CMS?

---

The Avaya Call Management System (CMS) is a software product used by customers who use an Avaya MultiVantage™ or other Avaya telecommunications switch, and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch. The CMS server collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature in the switch.

## CMS requirements

---

For the required CMS platform and version, see the Avaya Call Management System Software Installation, Maintenance, and Troubleshooting guide.

## About CMS upgrades

---

Before you install V11 CMS, install V11 Supervisor in a separate directory from your V9 Supervisor version. The V9 Supervisor and the V11 CMS can co-reside until you complete the V11 CMS upgrade. If you do not have a V11 CMS when you upgrade your Supervisor to V11, the Supervisor login will fail since V11 requires a V11 CMS.

# Package contents

## List of contents

---

The Supervisor software package includes the items that are listed in the following table.

Item	Description
V9 and V11 Supervisor software	CD-ROM
<i>Supervisor Installation and Getting Started</i> document	Document number 585-210-706

## Anything missing or damaged?

---

If either of the items is missing or damaged, contact your Avaya account team. For support outside of the United States, contact your Avaya representative or distributor.

---

# Installation support

## Where to get support

---

If you have difficulty installing Supervisor, refer to the following sources:

- System requirements in [Hardware requirements](#) on page 22.
- The tips in the **readme.txt** file on the CD-ROM. Use an editor such as Microsoft Windows Notepad to read the file.
- The Install Status window. This window displays a list of all files that are installed for Supervisor. Review this list to see that all files were successfully installed.
- [Troubleshooting](#) on page 85

If you have further questions, contact the Avaya National Customer Care Center on 1-800-242-2121. For support outside of the United States, contact your Avaya representative or distributor.

## Graphical install

---

The CD-ROM in your package includes a graphical installer to help you install your copy of Supervisor.

# Operating system requirements

## Supported operating systems

---

You will need one of the following operating systems:

- Windows 98

 **Important:**

Supervisor may require DCOM95 with certain versions of Windows 98.

For more information about DCOM95, see [DCOM95](#) on page 24.

- Windows NT 4.0 with Service Pack 4 or higher

For more information, see [Windows NT 4.0](#) on page 21.

- Windows ME

- Windows 2000

For more information, see [About upgrades to Windows 2000 or XP](#) on page 21.

- Windows XP

For more information, see [About upgrades to Windows 2000 or XP](#) on page 21.

## What about non supported operating systems?

---

If you attempt to install Supervisor on a non supported operating system, the setup program will fail without a displayed error message.

## When to upgrade Windows

---

If you want to upgrade from Supervisor Version 5.0, and you have Windows 3.1, Windows for Workgroups 3.11, or Windows NT 3.51, you must upgrade your PC operating system to Windows 98, Windows NT 4.0, Windows ME, Windows 2000, or Windows XP before you can install Supervisor.

## Windows 95

---

Windows 95 is no longer officially supported. You can install Supervisor on a PC with Windows 95, but should any problems occur, you will need to upgrade to a supported operating system.

## Windows NT 4.0

---

If you want to install Supervisor on a Windows NT 4.0 operating system, you must first install the Microsoft Service Pack 4 or later version. If you have Service Pack 1 or 2, you must first install Service Pack 3 before you install Service Pack 4.

## About upgrades to Windows 2000 or XP

---

If you upgrade any Windows operating system to Windows 2000 or XP without first uninstalling Supervisor, you will lose your ability to uninstall and upgrade Supervisor in the future.

Perform an upgrade to Windows 2000 or XP as follows:

1. Uninstall Supervisor
2. Upgrade to Windows 2000 or XP
3. Reinstall Supervisor

## Hardware requirements

To install and run Supervisor, you need the following minimum configuration of hardware:

- A Pentium-class 233 MHz processor or the minimum requirement for your version of Windows

- A hard disk drive with 50 MB of free space

If you want to install Supervisor in more than one language, you also need an additional 5 MB of disk space for each installation of Supervisor in another language.

- A CD-ROM drive
- A minimum of 64 MB RAM or the minimum requirement for your version of Windows.

If simultaneous Supervisor instances run in the background, additional memory may be required to maintain acceptable performance.

- An SVGA monitor and adapter set to at least 16 bit (64K) colors graphics resolution
- A mouse that is compatible with the supported Microsoft Windows operating systems
- A network, serial, or modem connection

For more information, see [Required network, serial, or modem connections](#) on page 23.

- If you want to co-reside more than one version of Supervisor, you will need more memory and disk resources.

---

# Required network, serial, or modem connections

## Network connections

---

If you have a network connection, you will need one of the following:

- A WinSock 2.0 compliant TCP/IP stack
- An ethernet communications board

## Serial connections

---

If you have a serial connection, you will need one of the following:

- A serial cable that is correctly wired to support hardware flow control and a 16550A UART communications port
- An available COM port

## Modem connections

---

For a modem connection, you will need at least a 19.2 Kbps modem and a 16550A UART communications port.

If the modem is external, the cable must be correctly wired to support hardware flow control.

# DCOM95

## Why install DCOM95?

---

If you want to install Supervisor on a Windows 95 operating system (which is not fully supported), or on certain versions of Windows 98, you must first install DCOM95 before you can install Supervisor.

Since DCOM95 requires that you reboot your PC, you need to close any open applications before you run it.

## Where to get DCOM95

---

The dcom95.exe program is located in the Dcom95 directory on your Supervisor CD-ROM, or in the Supervisor directory on the network server.

To download DCOM95 or read more about it, go to the following Microsoft web site:

[http://www.microsoft.com/com/dcom/dcom95/dcom1\\_3.asp](http://www.microsoft.com/com/dcom/dcom95/dcom1_3.asp)

# Install Supervisor

Use *Install Supervisor* to install the Avaya™ Call Management System (CMS) Supervisor on a local PC or on a shared network drive.

## Organization of general information

---

*Install Supervisor* contains the following general information:

- [Local and shared network installations](#) on page 26
- [About shared network configurations](#) on page 27
- [Version upgrades](#) on page 28
- [Typical and custom installations](#) on page 30

## Organization of procedures

---

*Install Supervisor* contains the following procedures:

- [Install Supervisor on a local PC from the CD-ROM](#) on page 31
- [Install Supervisor on a local PC from the network](#) on page 32
- [Install Supervisor on a shared network drive](#) on page 34
- [What to do if the installation does not start automatically](#) on page 36
- [Manually upgrade V6 or V8 to V9 for a shared network](#) on page 37

# Local and shared network installations

You can perform a local or shared network installation from the Supervisor installation CD or from a directory on the network which has a copy of all of the application files.

You can use two methods to install the application files, which are described as follows.

## Local installation

---

A local installation means that you install all of the Supervisor application files on each PC that will run Supervisor. The application files reside on local disk space on each PC.

## Shared network installation

---

A shared network installation means that you install the Supervisor application files on a PC that is on the network. The directory on the network where you install Supervisor must have sharing enabled.

Each PC that runs Supervisor has a program icon that points to the shared directory that contains the application files.

---

# About shared network configurations

## Overview of required steps

---

To setup a shared network configuration, you must first install Supervisor to a shared directory on the network. Then, you must setup each client PC with a program icon that points to the shared network directory so that users can access and run Supervisor from their PCs.

## About the network setup

---

The network setup installs application software files and all language options into a shared network directory. In addition, this setup transfers a client setup program and its associated files to the shared network directory.

## About the client PC setup

---

After you install Supervisor in the shared network directory, you must run the client setup program on each client PC. You must run the client PC setup from the newly-populated shared network directory. It will install an icon on each client PC that points to the shared network directory and will let you identify where you want to put user-specific files.

### Related topic

For installation procedures, see [Install Supervisor on a shared network drive](#) on page 34.

# Version upgrades

Use this topic for information about version upgrades.

## Related topics

For more information, see any of the following topics:

- [Install Supervisor on a local PC from the CD-ROM](#) on page 31
- [Install Supervisor on a local PC from the network](#) on page 32
- [Install Supervisor on a shared network drive](#) on page 34
- [Manually upgrade V6 or V8 to V9 for a shared network](#) on page 37

## Previous V11 install for a local installation

---

The program will prompt you to decide which one of the following you want to do:

- Reinstall the files. You will probably want to do this if you need to repair the files.
- Exit the installation wizard.

## V9 upgrade for a local installation

---

The program will prompt you to decide which one of the following you want to do:

- Uninstall V9 before you upgrade to V11. The installation wizard will retain your user preferences.
- Keep V9 and also install V11 in a new directory.



### **Important:**

You should keep your V9 application if you have not yet upgraded all of your CMSs to V11. Supervisor V11 is compatible with only CMS V11.

## V6 or V8 upgrade for a local installation

---

To retain your user preferences, you must do the following:

1. Upgrade to V9 *before* you can upgrade to V11. The installation program will ask you if you want the program to perform an automatic upgrade to V9.
2. Establish a connection to a V6, V8, or V9 CMS server after the V9 upgrade completes.
3. Restart the V11 installation.

## V6 or V8 upgrade to V9 for a shared network

---

To retain your user preferences, you must do the following:

1. On the server, manually upgrade to V9. For more information, see [Manually upgrade V6 or V8 to V9 for a shared network](#) on page 37.
2. On each client, the V11 installation program will prompt you to manually upgrade to V9.

 **Important:**

Perform an upgrade on each client. You must reinstall Supervisor in each client to update any Windows registry changes and local system files. You can use the same directory location on the file server as was used for the previous Supervisor installation, unless you want to keep your previous version.

3. Establish a connection to a V6, V8, or V9 CMS server after you complete the V9 upgrade on the server and clients.

## About V5

---

Supervisor Version 5 can co-reside with V11. There is no way to perform an upgrade from V5 to a later version.

### Related topic

[Uninstall Supervisor Version 5](#) on page 41

---

# Typical and custom installations

Choose a custom installation instead of a typical installation only if you want to install more languages than the typical installation will install.

## Typical installations

---

The installation program always installs the English version of Supervisor and online Help. If your operating system is in a language other than English, the installation program automatically installs Supervisor and online Help in English plus the language of your operating system.

Examples:

If your operating system is in ...	Then the typical installation will automatically install ...
English	English
Spanish	Spanish and English

## Custom installations

---

If you want to install more languages, you can choose a custom installation.

 **Important:**

Always check the available disk space shown at the bottom of the window if you want to add languages and make sure your operating system is in the appropriate language.

You may not be allowed to install all of the languages supported by Supervisor. For a chart of what languages are available on your system, see [Languages supported](#) on page 16.

---

# Install Supervisor on a local PC from the CD-ROM

To install Supervisor on a local PC from the CD-ROM, use the following procedure:

1. If you want to upgrade Supervisor, read [Version upgrades](#) on page 28.
2. Close any programs that are running on the PC.
3. Insert the Supervisor CD-ROM into the CD-ROM drive.

For more information, see [What to do if the installation does not start automatically](#) on page 36.

4. Follow the steps on the wizard screens until the installation is complete. Make sure that you select **Install to Local PC** and install the files at either the default location or somewhere else on your hard drive.

For more information, see any of the following topics:

- [Local and shared network installations](#) on page 26
  - [Typical and custom installations](#) on page 30
5. Establish a connection to the CMS server. For the procedure, see [Get started with Supervisor](#) on page 43.

# Install Supervisor on a local PC from the network

If you want to install Supervisor on a local PC from the network, you must first copy the Supervisor installation files from the CD-ROM onto the network. Then you install Supervisor onto each client PC from the network.

## Before you begin

---

Do the following steps before you install Supervisor:

1. If you want to upgrade Supervisor, read [Version upgrades](#) on page 28.
2. Verify that every applicable PC has network access to the computer that contains the Supervisor application files.

Typically, a mapped network drive provides network access to this computer because it makes it easy to locate the Supervisor application files during the installation. If the Supervisor application files cannot be located, the installation will fail. For information about how to map to a network drive, see Windows Help.

## Prepare the network directory

---

Use the following procedure to prepare the network directory:

1. At a PC that is connected to the network, close all programs that are running on the PC.
2. Insert the Supervisor CD-ROM into the CD-ROM drive.
3. If Autoplay is enabled on your PC, the installation starts automatically. Click Cancel to interrupt the installation.
4. Open Microsoft Windows Explorer.
5. Create a directory on the network drive, and record the path to the directory for later use.
6. Copy the contents of the CD-ROM to the directory that you created in Step 5. Be sure to copy *all* of the files.
7. Go to [Install Supervisor on each PC](#) on page 33.

## Install Supervisor on each PC

---

For each PC you install from a network, do the following steps:

1. Go to [Prepare the network directory](#) on page 32 if you have not done so already.
2. Close all programs that are running on the PC.
3. Navigate to **Start > Run**.
4. Browse to the network drive and the directory that contains the Supervisor files you copied in Step 6 of [Prepare the network directory](#) on page 32.
5. Double-click on the Setup.exe file located in the root directory.

The Supervisor installation wizard opens.

6. Follow the steps on the wizard screens until the installation is complete. Make sure that you select **Install to Local PC** and install the files at either the default location or somewhere else on your hard drive.

For more information, see any of the following topics:

- [Local and shared network installations](#) on page 26
  - [Typical and custom installations](#) on page 30
7. Establish a connection to the CMS server. For the procedure, see [Get started with Supervisor](#) on page 43.

# Install Supervisor on a shared network drive

Use the following procedure to create a shared application directory on the network drive for the Supervisor files. With this type of installation, the Supervisor executable files reside on the network server and are shared by multiple computers.

### Related topic

For more information, see [About shared network configurations](#) on page 27.

## Before you begin

---

Do the following steps before you install Supervisor:

1. If you want to upgrade Supervisor, read [Version upgrades](#) on page 28.
2. Verify that every applicable PC has network access to the computer that contains the Supervisor application files.

Typically, a mapped network drive provides network access to this computer because it makes it easy to locate the Supervisor application files during the installation. If the Supervisor application files cannot be located, the installation will fail. For information about how to map to a network drive, see Windows Help.

## Set up the network

---

Use the following procedure to setup the network:

1. Log into the PC as a user with administrative privileges.
2. Close all programs that are running on the PC.
3. Create a directory on the network drive to hold the Supervisor application files.
4. Insert the Supervisor CD-ROM into the CD-ROM drive.

For more information, see [What to do if the installation does not start automatically](#) on page 36.

5. Follow the steps on the wizard screens until the installation is complete. Make sure that you select **Install on shared network drive** and install the files in the directory you created.



### Important:

If you have V9 installed on your system, install V11 in a separate directory from V9.

For more information, see [Local and shared network installations](#) on page 26.

6. Go to [Perform the PC client setup](#) on page 35.

## Perform the PC client setup

---

### Important:

You must run client setup from the actual PC that will be used to access Supervisor. If you just log on to the network as each user, and then run client setup, the program will not install properly.

To setup a client PC, do the following steps:

1. Go to [Set up the network](#) on page 34, if you have not done so already.
2. From a client PC, close any programs that are running on the PC.
3. In Windows Explorer, navigate to the directory where Supervisor is installed on the network.
4. Locate and then double-click on the Setup.exe file located in the network application directory.

The Supervisor installation wizard opens.

5. Follow the steps on the wizard screens until the installation is complete. Install the files at either the default location or somewhere else on your hard drive.

If you have a previous Supervisor version, you must choose to either co-reside the V11 files in a separate directory or upgrade.

For more information, see [Typical and custom installations](#) on page 30.

6. If you have another client PC, perform this procedure again at that PC.
7. Establish a connection to the CMS server. For the procedure, go to [Get started with Supervisor](#) on page 43.

---

# What to do if the installation does not start automatically

## About Autoplay

---

The CD-ROM also supports the Microsoft Windows AutoPlay feature. If AutoPlay is enabled on your PC, insert the CD-ROM into the drive and the Supervisor Setup program starts automatically. For information on how to enable or disable AutoPlay on your PC, see your system administrator.

## Procedure

---

If the Supervisor installation does *not* start automatically, do the following steps:

1. Navigate to **Start > Run**.
2. Do one of the following:

<b>If you want to install from</b>	<b>Then</b>
A CD-ROM	Browse the contents of the CD-ROM and double-click on the Setup.exe file.
A shared network drive	In Microsoft Explorer, navigate to the directory where Supervisor is installed on the network, and double-click on the Setup.exe file.

For help locating the executables, consider the following:

- The V11 executable is located in the root directory.
  - The V9 executable is located in a subdirectory off the root directory.
3. Click OK.

The installation wizard opens.

---

# Manually upgrade V6 or V8 to V9 for a shared network

If you want to keep your preferences, you must first upgrade Supervisor V6 or V8 to V9 before you can install V11.

Use this procedure only if you are upgrading a V6 or V8 file server to V11 for a shared network install.

## Set up the network

---

Do the following steps before you upgrade to V9:

1. Set up a network directory for your V9 files. For more information, see [Set up the network](#) on page 34.



**Important:**

Create a separate directory for the V9 files.

2. Return to [Install V9 Supervisor](#) on page 37.

## Install V9 Supervisor

---

Use this procedure to manually upgrade V6 or V8 to V9 on a shared network. Do the following for each client:

1. Close all programs that are running on the PC.
2. Navigate to the drive and directory on the network that contains the V9 Supervisor application files.
3. Double-click on SetupClt.exe.  
The Supervisor Installation Welcome window opens.
4. Click Next.  
The Previous Version Found window opens.
5. Click OK to continue with the installation.
6. Select the option to install Supervisor R9 as an upgrade.  
The Select Location window opens.
7. Make sure that you have enough disk space to install the application to the specified drive. The numbers at the bottom of the window indicate the total space that is available.

## Install Supervisor

8. Select the installation location, and click OK.

You can either accept the default location that is displayed or browse to another location.

9. Click Next.

10. Select **Typical** or **Custom**, and click Next.

For more information, see [Typical and custom installations](#) on page 30.

11. Select the shortcut location, and click Next.

You can either accept the default location that is displayed or browse to another location.

12. Click Install.

**Note:**

The Install Status window displays a list of all files that are installed for V9 Supervisor. Verify that all files were successfully installed.

13. Click Finish to return to your desktop.

14. Establish a connection to a V6, V8, or V9 CMS server.

You must perform this step to ensure that user preferences and server information are preserved.

For the procedure, go to [Get started with Supervisor](#) on page 43.

**Note:**

You *cannot* connect to a V11 CMS server.

15. Restart the V11 installation.

# Uninstall Supervisor

You can easily uninstall the Avaya™ Call Management System (CMS) Supervisor application with the Microsoft® Windows Add/Remove Programs wizard. Uninstall removes the Supervisor files and directories from the PC.

*Uninstall Supervisor* contains the following procedures:

- [Uninstall all versions except V5](#) on page 40
- [Uninstall Supervisor Version 5](#) on page 41

# Uninstall all versions except V5

### **Important:**

For shared network installations, uninstall the client software *before* you uninstall the server software. The uninstall program needs an executable file that exists only on the server.

To uninstall Supervisor, do the following steps:

1. Close all programs that are running on the PC.
2. From the Microsoft Windows Start menu, select Settings > Control Panel.
3. Double-click the Add/Remove Programs icon.

The Add/Remove Programs Properties window opens.

4. Select the Install/Uninstall tab.
5. Highlight **Supervisor X.0** in the list of installed software.
6. Click Add/Remove.

The Remove Avaya CMS Supervisor window opens.

7. Click Yes.

The Perform Uninstall window opens and a progress indicator that shows what percentage of the files are installed.

### **CAUTION:**

If you press Cancel at this time, the system cancels the uninstall process. However, because some files have been deleted, Supervisor will not run. Also, the system prevents you from trying to uninstall Supervisor files a second time if you cancel the first attempt.

After the uninstall is complete, the system returns you to the desktop.

8. If you have a shared network installation, uninstall the server using these procedures.

---

# Uninstall Supervisor Version 5

Since Version 5 does not have an uninstall program, you must remove it manually. Use the following procedure to remove Version 5 of Supervisor.

**Note:**

You can also use this procedure to delete old Terminal Emulator files.

## Before you begin

---

It is not necessary to uninstall any prior Supervisor version before you install the latest version. However, you may want to remove all references to the old version before you install the latest version. For example, you may want to remove the old desktop icons.

 **Important:**

For shared network installations, uninstall the client software *before* you uninstall the server software. The uninstall program needs an executable file that exists only on the server.

## Procedure

---

To uninstall Supervisor Version 5, do the following steps:

1. Delete the directory and all files contained within the directory where you installed Supervisor. For example, c:\centrevu or c:\cvterm.
2. Delete the centrevu.ini and cvterm.ini files.

If you have already upgraded to the latest version, the .ini files may not exist.

 **CAUTION:**

Do not perform Steps 3 through 6 if you have already upgraded to the latest version.

3. Go to Start > Settings > Control Panel > Fonts.
4. Select CVTERM.
5. Click Delete.
6. Click Yes after the message: **Are you sure you want to delete these fonts?**
7. Go to Start > Settings > Taskbar.
8. Select the Start Menu Programs tab.
9. Click Remove.

## Uninstall Supervisor

10. Select Avaya CMS Supervisor.
11. Click Remove.
12. Click Yes after the message: **Are you sure you want to remove ...**

# Get started with Supervisor

*Get started with Supervisor* provides procedures for common operations that you will perform in Avaya™ Call Management System (CMS) Supervisor.

*Get started with Supervisor* contains the following information:

- [About CMS server connection settings](#) on page 44
- [Open the Supervisor application](#) on page 45
- [Establish the connection](#) on page 46
- [Log in to the CMS server for the first time](#) on page 49
- [Log in to the CMS server after the first time](#) on page 50
- [Log off the CMS server](#) on page 52
- [Exit Supervisor](#) on page 53
- [Change connection settings](#) on page 54
- [Close Supervisor windows](#) on page 55

## About CMS server connection settings

You must establish connection settings before you can connect to the Avaya Call Management System (CMS) server.

### Connection options

---

There are three connection options:

- Network
- Serial
- Modem

### Automatic and manual

---

There are two ways to set these options to connect to the CMS server:

- Automatic. To log in to the CMS server through the Graphical User Interface (GUI).
- Manual. To log in to the CMS server through a command line. You would use manual login for the following reasons:
  - You need to login as cmssvc or cms.
  - You are instructed to do so for troubleshooting.

### Related topic

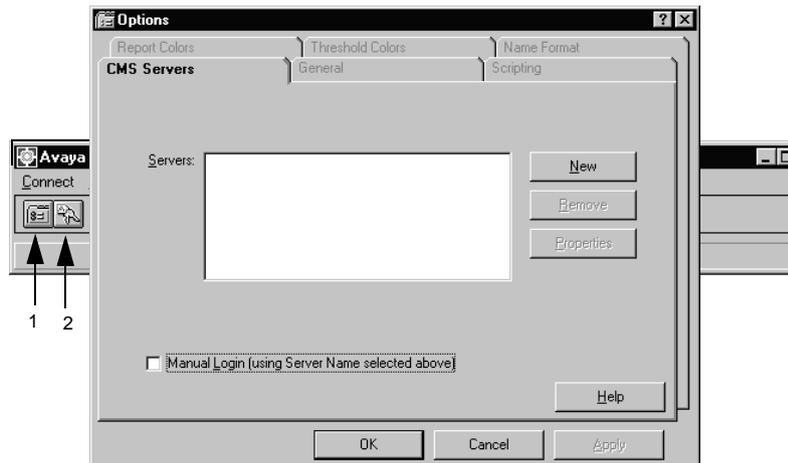
For more information about your Solaris system, see your Solaris system administrator.

# Open the Supervisor application

To open the Supervisor application, do the following steps:

1. From the Microsoft Windows Start menu, select Programs > Avaya > Avaya CMS Supervisor 11.0 > Avaya CMS Supervisor 11.0 - English.

At this point, the Supervisor application is open, but you are not logged in to the CMS server. If you have not yet established connection settings to a CMS server, the system displays the Supervisor Controller and an open Options window.



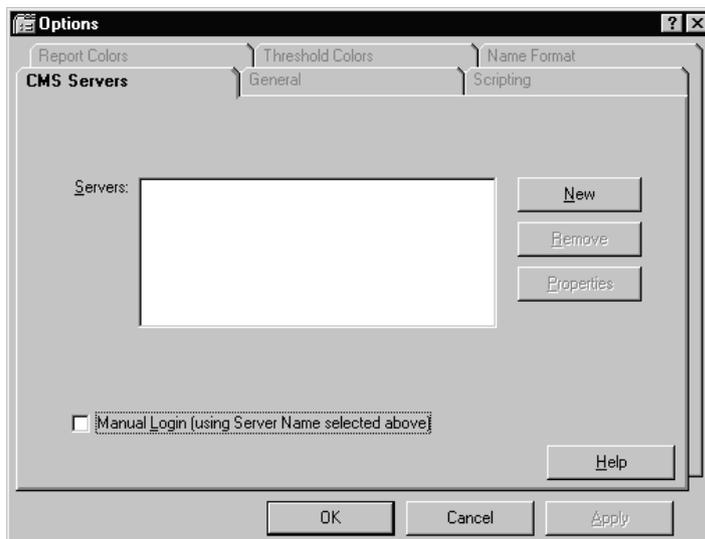
1. Options icon
2. Login icon

2. Continue with [Establish the connection](#) on page 46.

# Establish the connection

## Example

To establish connection settings to a CMS server, you must use the Options window. The Options window is displayed with the CMS Servers tab as the only active tab.



## Choose settings

To choose the settings, do the following steps:

1. Perform one of the following actions, depending on how you want to connect to the CMS server:

If you want to connect	Then
Manually	Select the Manual Login check box.
Automatically	Do <i>not</i> select the Manual Login check box.

For more information, see [Automatic and manual](#) on page 44.

2. Since this is a new connection, click New.

The Server Properties window opens.

3. Perform one of the following actions, depending on the type of connection that you want to establish:

For	The following window opens	Go to
A network connection	The Server Properties window opens with network settings.	<a href="#">Establish network settings</a> on page 47
A serial connection	The Server Properties window opens with serial settings.	<a href="#">Establish serial settings</a> on page 48
A modem connection	The Server Properties window opens with modem settings.	<a href="#">Establish modem settings</a> on page 48

## Establish network settings

---

To establish a network connection, do the following steps:

1. In the Connection box, make sure Network is selected.
2. In the Server Name text box, type the name of the server that you will use. As you type it, the system displays the Server Name in the CMS Network Address text box.
3. In the Network Port text box, use the default of 23 unless otherwise instructed by your system administrator.
4. Click OK.

The CMS Servers tab folder opens with the options that you chose.

Besides New, the other options in the CMS Servers tab are as follows:

- Remove. Highlight the name of the server and select this option to remove the CMS server configuration that you entered previously. You will get a message that asks if are sure you want to delete the server configuration. Click Yes or No.
  - Properties. Highlight the name of the server and select this option to display the Server Properties window, where you can view or change the CMS server configuration properties.
5. Click OK to accept the network settings. You have to select a server from the list before you click OK.

The Avaya CMS Supervisor Controller window opens. At this point you are still not logged in to the CMS server, but you have established connection settings to the CMS server.

6. Continue with [Log in to the CMS server for the first time](#) on page 49.

### Establish serial settings

---

To establish a serial connection, do the following steps:

1. In the Connection box, make sure Serial is selected.
2. In the Server Name text box, type the name of the server that you will use.
3. Select the correct settings for all the fields in the Serial Settings box.

See your CMS administrator for the appropriate serial settings.

4. Click OK.

The system displays the CMS Servers tab.

5. Click OK.

The Avaya CMS Supervisor Controller window opens. At this point you are still not logged in to the CMS server, but you have established connection settings to the CMS server.

6. Continue with [Log in to the CMS server for the first time](#) on page 49.

### Establish modem settings

---

To establish a modem connection, do the following steps:

1. In the Connection box, make sure Modem is selected.
2. In the Server Name text box, type the name of the server that you will use.
3. In the Phone Number text box, type the telephone number of the CMS server.

If you do not know the telephone number, contact your CMS administrator.

4. In the Modem box, select the modem from the pull-down list of modems that are configured in Microsoft Windows.
5. Click OK.

The CMS Servers tab displays.

6. Click OK.

The Avaya CMS Supervisor Controller window opens. At this point you are still not logged in to the CMS server, but you have established connection settings to the CMS server.

7. Continue with [Log in to the CMS server for the first time](#) on page 49.

---

# Log in to the CMS server for the first time

After you establish connection settings to the CMS server, you will log in to the CMS server.

To log in to the CMS server for the first time, do the following steps:

1. Use one of the following methods to log in to the CMS server:
  - Select Login from the Connect menu.
  - Click the Login icon .
2. Depending on how you established connection settings to the CMS server, one of two actions will occur:

For	Then	Go to
An automatic login connection	The Login Information window opens.	Step 3 in <a href="#">Automatic login</a> on page 50
A manual login connection	The Manual Login window opens	Step 2 in <a href="#">Manual login</a> on page 51

## Log in to the CMS server after the first time

After you log in to Supervisor for the first time and establish your login ID and password, the login procedures change slightly. Follow the procedures either for an automatic or a manual login.

### Automatic login

---

If the connection settings are established for automatic login, you will log in to the CMS server through the Automatic Login window. Now, each time that you open Supervisor, the system displays the Avaya CMS Supervisor Controller window and the Login Information window.

To log into the CMS server with automatic login, do the following steps:

1. Double-click the Supervisor icon in its program group or on the desktop.  
The Avaya CMS Supervisor Controller window opens with the Login Information window in front of the Controller.
2. From the CMS Server pull-down list, select the IP address or name of the CMS server.
3. Type your CMS login ID in the Login ID field, or choose it from the history list of IDs if it has been entered previously.
4. Press Tab to move to the Password text box.
5. Type your CMS password in the Password field.
6. Click OK.

The system displays a message box that indicates that Supervisor is connecting to the CMS server.

Once you connect to the CMS server, the system displays the Avaya CMS Supervisor Controller window with the CMS operations that are available on the toolbar. The status line is active and the system displays two new menus, Commands and Scripts, in the menu bar.

### Related topic

For more information on the scripting feature, refer to the Avaya Call Management System Administration guide.

## Manual login

---

If the connection settings are established for manual login, you will log in to the CMS server through the Manual Login window. Now, each time that you open Supervisor, the system displays the Avaya CMS Supervisor Controller window and the Manual Login window.

### Important:

The Manual Login window is not recommended for standard Solaris use, for example, do not use this window to edit files. The Manual Login window is *not* a Terminal Emulator.

To log into the CMS server with manual login, do the following steps:

1. Double-click the Supervisor icon in its program group or on the desktop.

The Avaya CMS Supervisor Controller window opens with the Manual Login window in front of the Controller. At this time, you are *not* logged in to the CMS server.

2. At the login prompt, enter your CMS Login ID.

The system displays the prompts only after you enter information for the previous prompt. All prompts are shown in the example of the Manual Login window for convenience.

3. At the password prompt, enter your CMS password.

4. Perform one of the following actions, depending on which prompt that the system displays:

If the system displays	Then enter
The Enter Terminal Type prompt	<code>cvsup</code>
The Solaris system prompt	<code>cms</code>

The Avaya CMS Supervisor Controller window opens.

Once you connect to the CMS server, the Avaya CMS Supervisor Controller window opens with the CMS operations that are available on the toolbar. The status line is active and the system displays two new menus, Commands and Scripts, in the menu bar.

### Related topics

- For more information on the scripting feature, see the Avaya Call Management System Administration guide.
- For more information about how to use the Avaya CMS Supervisor Controller window, see the Avaya Call Management CMS Supervisor Reports guide.

## Log off the CMS server

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

1. Use one of the following methods to log off of the CMS server:

- Select Logout from the Connect menu.

- Click the Exit icon .

This logs you out of the CMS server and out of Supervisor.

- Click the Logout icon .

The system asks you to verify whether you want to log out.

2. Click Yes to log off the CMS server.

- If you selected Exit in Step 1, Supervisor logs you out of CMS and closes the application.

- If you selected Logout in Step 1, Supervisor logs you out of CMS but the Controller window remains open.

3. Go to [Exit Supervisor](#) on page 53.

---

# Exit Supervisor

To exit the Supervisor application, do the following steps:

1. From the Connect menu, select Exit.
  - If you have logged off the CMS server, Supervisor closes.
  - If you have *not* logged off the CMS server, the system displays the following message:
2. Click one of the following:

<b>If you click</b>	<b>Then</b>
Yes	Supervisor automatically logs you off the CMS server and then exits from the application.
No	You are returned to the Supervisor Controller window and remain logged in to the CMS server.

## Change connection settings

**⚠ Important:**

You *cannot* be logged in to an CMS server when you change connection settings.

To change connection settings to the CMS server, do the following steps:

1. Open the Supervisor application.
2. Click Cancel from either the Login Information window or the Manual Login window.

The Avaya CMS Supervisor Controller window opens.

3. Click the Options icon .

The Options window opens with the CMS Servers tab folder open.

4. In the CMS Servers tab folder, select Properties.

The Server Properties window opens. Notice that the Server Name is displayed and cannot be changed.

5. In the Connection box, click the type of connection you want, Network, Serial, or Modem.

6. Change any settings as needed.

For information about how to enter serial and modem information, see [Establish the connection](#) on page 46.

7. Click OK to change the connection.

The CMS Servers tab folder displays.

---

## Close Supervisor windows

To close Supervisor windows, use any of the standard Microsoft Windows-based methods. You can also select Exit from the Connect menu to close all windows and quit the Supervisor application.

If the CMS server shuts down or is changed to single-user mode, Supervisor displays a warning message and then any open windows are closed.



# CMS operations

*CMS operations* provides information about the menus that you use to perform Avaya™ Call Management System (CMS) operations in Avaya CMS Supervisor.

*CMS operations* includes the following sections:

- [About operations](#) on page 58
- [Actions menu](#) on page 59

# About operations

## Tasks on the Operations tab

---

Use the Operations tab to perform the following tasks:

- Add items to the database
- Find items in the database
- Modify items in the database
- Delete items from the database

### Related topics

For detailed information about these tasks, see the Avaya Call Management System Administration guide.

## How to get to the Operations tab

---

Use any of the following paths to navigate to the Operations tabs:

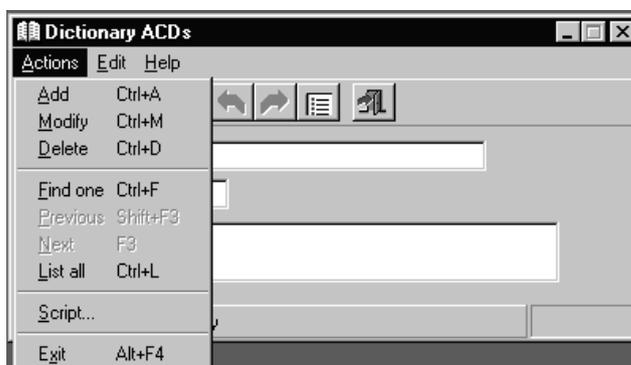
- Commands > Dictionary
- Commands > Exceptions
- Commands > Agent Administration
- Commands > Call Center Administration
- Tools > System Setup
- Tools > Maintenance
- Tools > User Permissions

# Actions menu

## Purpose

The Actions menu is found in the Dictionary, Exceptions, Agent Administration, Call Center Administration, Maintenance, System Setup, and User Permission operations windows. Actions are used to perform Avaya CMS-related functions.

## Example



## Action menu items

The following table lists the Actions menu items, their associated buttons, and a definition of each action. Not all of the actions are available to you all of the time.

Action	Button	Description
Add		Adds the data that you entered in the current window to the database.
Cancel		Cancels the operation that is in progress.
Copy Group/ Create		Creates a new group from an existing one.
Delete		Removes the entry on your current window from the Avaya CMS database.

Action	Button	Description
Exit		Exits the window and other associated windows.
Find one		Searches the database for entries that match the input values in the current window.
Get contents		Provides access to the members of the agent group.
List all		Lists all of the entries that matched the current field values.
List Devices		Lists all the devices that are specified in the Backup/Restore Devices window.
Modify		Changes the database entry to reflect the new values that are entered in the current window.
Next		If you have used the Find One function, the Next button displays the next match that is found. Otherwise, this button is not available.
Previous		If you have used the Find One function, the Previous button displays the previous match that is found. Otherwise, this button is not available.
Run/Start		Starts the process for your current window.
Script...	No icon	Displays the Save as Script - Action window. Use this window to enter information in the appropriate fields, and then click Add, Modify, or Delete, and save it as a script. If Add, Modify, or Delete are not present, the Save as Script menu item is not present.
Select tables		Allows you to select specific tables to back up or restore.

# Install and use the Terminal Emulator

*Install and use the Terminal Emulator* explains how to install the Terminal Emulator software and set up profiles.

## Organization of general information

---

*Install and use the Terminal Emulator* contains the following general information:

- [About the Terminal Emulator](#) on page 62
- [The Terminal Emulator window](#) on page 63
- [Communications tab](#) on page 67
- [Modem tab](#) on page 70
- [Font tab](#) on page 72
- [Terminal Emulator messages](#) on page 82

## Organization of procedures

---

*Install and use the Terminal Emulator* contains the following procedures:

- [Install the Terminal Emulator](#) on page 74
- [Open the Terminal Emulator](#) on page 75
- [Log in to CMS](#) on page 76
- [Exit the Terminal Emulator](#) on page 78
- [Edit profiles](#) on page 79
- [Delete profiles](#) on page 80
- [Terminal Emulator messages](#) on page 82
- [Resolve Terminal Emulator font problems](#) on page 84

# About the Terminal Emulator

## Description of Terminal Emulator

---

The Terminal Emulator is a software application that emulates a 615 Color (615C) terminal. Use the Terminal Emulator to access the Avaya™ Call Management System (CMS) server from a PC with Microsoft® Windows. You can use the Terminal Emulator with any Avaya CMS server that supports 615 or 615C terminal types.

## Installation information

---

The Terminal Emulator is packaged with the Supervisor software, but you must install it separately. It is not automatically installed with the latest version of Supervisor.

## Why use the Terminal Emulator?

---

If you use Supervisor and the Terminal Emulator, you will use the Terminal Emulator for the following CMS capabilities:

- ACD Administration — Vector Contents  
You can also use Visual Vectors to access vector information and edit vectors.
- cmsadm and cmssvc command capabilities
- Solaris® system command capabilities
- INFORMIX® database commands
- Forecast
- Shortcuts
- Timetables
- Create and edit CMS custom reports

---

# The Terminal Emulator window

## Profile menu

---

From this menu you, can create, open, and save a connection profile. You can also exit the Terminal Emulator from this menu. Profiles are used to store information that is related to how a particular user connects to the remote host. The following table lists the items on the Profile menu and describes the action that each item performs.

Menu item	Action
New	Creates a new connection profile. By default, this connection profile is named "profile 1" until you save it. This item is unavailable if a connection is already active.
Open...	Opens an existing connection profile. The system displays a window with the current profiles listed when this menu item is selected. Once you select a profile to open, that profile becomes the first profile in the list of recently accessed profiles. This item is unavailable if there is already a connection active.
Save	Saves the current connection profile.
Save As...	Brings up a window that requests a name under which to save the profile. Existing profile names are listed in the Save Profile As window. You can select one of these names or enter a new profile name in the <b>Profile Name</b> text box. If you use an existing profile name, the system displays a message that warns that you are about to overwrite the contents of an existing profile.

<b>Menu item</b>	<b>Action</b>
1...4	Displays the four most-recently opened connection profiles. You can choose a numbered profile for quick access. The most recently selected profile that you choose becomes profile number 1, and the other items are renumbered accordingly. These items are unavailable if there is a connection already active.
Exit	Exits the Terminal Emulator. If there is a profile that was modified but not saved, a warning message is displayed.

### Edit menu

---

From this menu, you can copy selected text to the Microsoft Windows Clipboard, paste the contents of the Clipboard to a remote host computer, and clear the contents of the Clipboard. In this case, pasting means sending the selected text to the screen as if it were typed by the user. The capability to cut text is not supported by the Terminal Emulator. The following table lists the items on the Edit menu and a brief description of the action each item performs. You can also use the basic Microsoft Windows keyboard shortcuts.

<b>Menu item</b>	<b>Action</b>
Copy	Copies the selected text to the Microsoft Windows clipboard.
Paste	Pastes the contents of the Microsoft Windows clipboard to the location of your cursor on your PC as if you had typed it in.
Clear	Clears the contents of the Microsoft Windows clipboard.

## Connection menu

---

From this menu you can connect to, disconnect from, or send a break to a remote host computer. You also use this menu to set up or change the Terminal Emulator options, that is, communications, modem, and font. The following table lists the items on the Connection menu and describes the action that each item performs.

Menu item	Action
Connect	Establishes a connection to a remote host computer as specified in the active connection profile. If a connection is already active, this menu item is unavailable.
Disconnect	Disconnects the active connection. If there is no active connection, this menu item is unavailable.
Send Break	Sends a <i>break</i> sequence to a remote host computer. A break is used to temporarily suspend an operation or transmission. If your connection is <i>hung up</i> and the host appears not to respond when you press keys on your keyboard, try sending a break.
Options...	Brings up a window from which you can set up or change the Terminal Emulator options. For more information, see one of the following topics: <ul style="list-style-type: none"> <li>● <a href="#">Communications tab</a> on page 67</li> <li>● <a href="#">Modem tab</a> on page 70</li> <li>● <a href="#">Font tab</a> on page 72</li> </ul>

### Reset menu

---

From this menu, you can reset the terminal for Terminal Emulator. This provides a way to log in to Audix and the switch.

### Help menu

---

From this menu, you can get online Help for the Terminal Emulator. The following table lists the items on the Help menu and describes the action that each item performs.

<b>Menu item</b>	<b>Action</b>
Contents	Displays a table of contents of Help topics.
Technical Support	Shows how to get the Terminal Emulator technical support.
About...	Opens the the Terminal Emulator Help About window.

---

# Communications tab

## Purpose

---

The Communications tab displays a window that lets you set up or change the connection options to a remote host computer.

## Connection descriptions

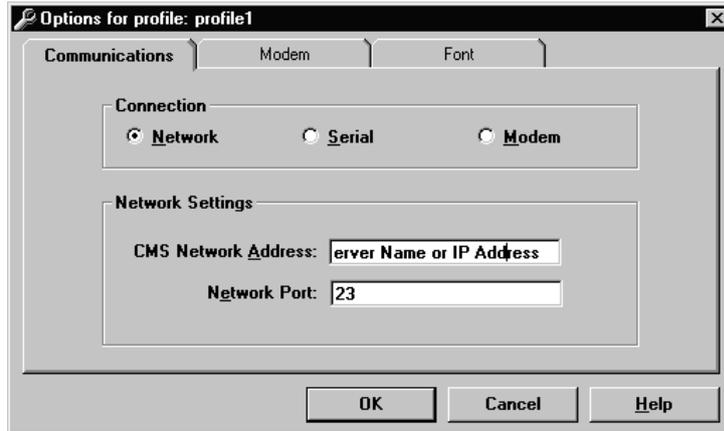
---

The following is a description of each of the connection options.

<b>Connection</b>	<b>Description</b>
Network	Use to connect to the remote Avaya CMS through a network.
Serial	Use to connect to the remote Avaya CMS through a serial connection.
Modem	Use to connect to the remote Avaya CMS through a modem.

## Network connection settings

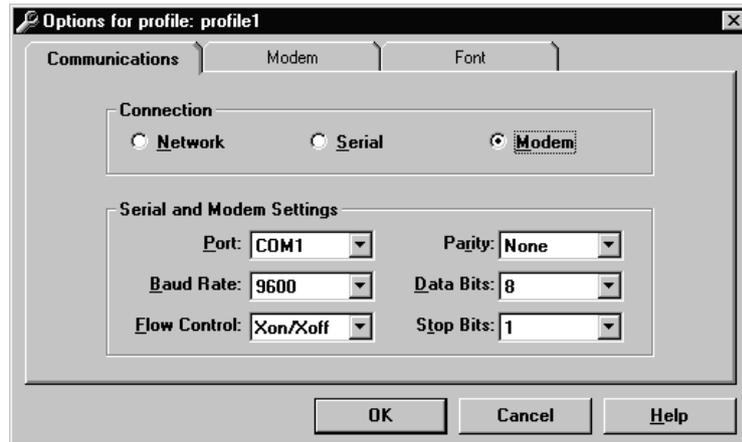
---



After you select Network, you will see the following fields.

Field	Description
Avaya CMS Network Address	Enter the name or the Internet Protocol (IP) address of the remote host. There is no default.
Network Port	Enter the network port that you want to connect. The default is 23, which is the network port reserved for Telnet.

## Serial and modem connection settings



After you select Serial or Modem, you will see the following fields.

Setting	Description
Port	Select the communication (COM) port you will use to connect to the Avaya CMS server. The options are COM1, COM2, COM3, and COM4.
Baud Rate	Select the baud rate. The options are 110, 300, 600, 1200, 2400, 4800, 9600, and 19.2K.
Flow Control	Select the flow control. The options are None, Xon/Xoff (software), Rts/Cts (hardware), or Both.
Parity	Select the parity setting. The options are None, Odd, Even, Mark, and Space.
Data Bit	Select the number of data bits. The options are 5, 6, 7, and 8.
Stop Bits	Select the number of stop bits. The options are 1, 1.5, and 2.

### Important:

Do not change these settings unless you are instructed to do so by your network administrator.

---

## Modem tab

### Purpose

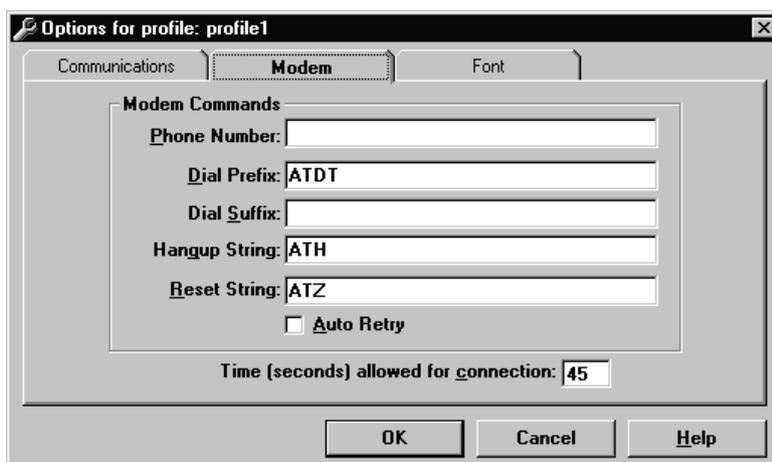
---

Select the Modem tab to set up or change dial strings that connect to the remote Avaya CMS through a modem port.

### Example

---

The following figure shows an example of standard modem settings.



### Before you begin

---

Before you can set the modem, go back to the Communications tab and set the following fields:

- Port
- Baud Rate
- Flow Control = Rts/Cts

## Modem Commands field descriptions

---

Use the following information to set up the modem connection.

Field	Description
Phone Number	Enter the telephone number of the remote host.
Dial Prefix	Enter the characters to send to the modem before the telephone number of the remote host. For example, if a <b>9</b> must be dialed before the telephone number, enter  <b>9</b>  after the phrase ATDT ( <b>ATDT9</b> ).
Dial Suffix	Enter the characters to send to the modem after the telephone number of the remote host. For example, if an extension must be dialed after the telephone number of the remote host, enter it here.
Hangup String	Enter the characters to send to the modem to cause it to hang up the connection. The default is ATH.
Reset String	Enter the characters to send to the modem to cause it to reset itself. The default is ATZ.
Auto Retry	Turns the auto retry option on or off. If the check box is not selected, the modem tries only once to establish a connection to the remote host.
Time (seconds) allowed for connection	Enter the maximum time to wait for the connection to be established. The valid values are 1 to 999 seconds. The default value is 45 seconds.

---

## Font tab

### Purpose

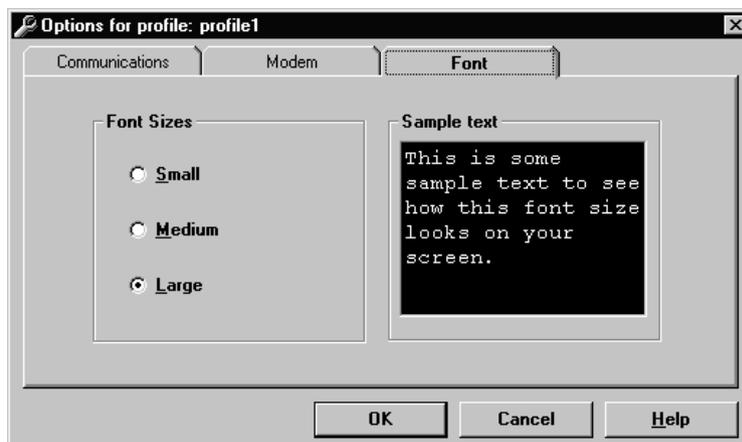
---

Select the Font tab to change the font size that is used by the Terminal Emulator when you are logged in to Avaya CMS.

### Example

---

The following figure shows an example of the standard font settings for the Terminal Emulator.



## Font Sizes field descriptions

---

In the Font Sizes area, select one of the following.

Field	Description
Small	This font is approximately 8 points. It is appropriate for video displays that have a resolution of 640 x 480 (VGA) or less.
Medium	This font is approximately 9 points. It is appropriate for video displays that have a resolution of 800 x 600 or 1024 x 768. Medium is the default font size.
Large	This font is approximately 10 points. It is appropriate for video displays that have a resolution of 1024 x 768 or greater.
Sample text	Provides a sample of the selected font size.

## Install the Terminal Emulator

To install the Terminal Emulator, do the following steps:

1. In the directory that contains the Supervisor files, find the the Terminal Emulator setup file, **SetupTrm.exe**.
2. Double-click the **SetupTrm.exe** file to begin the installation.  
After a short wait, the Terminal Emulator Setup Welcome window opens.
3. Click Next to proceed with the installation.
4. Follow the instructions that the system displays on the windows to install the Terminal Emulator.  
When the Installation is finished, the Installation Completed window opens.
5. Click Finish to return to your desktop.

---

# Open the Terminal Emulator

To open the Terminal Emulator, do the following steps:

1. From the Microsoft® Windows® Start menu, select Programs >Avaya> Terminal Emulator 11.0.
2. Select Terminal Emulator 11.0 from the Supervisor menu.

The Terminal Emulator window opens with no connection active.

# Log in to CMS

## Create profiles

---

To create a profile, do the following steps:

1. Open the Terminal Emulator.
2. From the Profile menu, select New.

The Options window opens.

3. Set the the Terminal Emulator options.

The Terminal Emulator options are grouped under three tabs: Communications, Modem, and Font. For procedures on setting the options in each tab, see [Communications tab](#) on page 67, [Modem tab](#) on page 70, and [Font tab](#) on page 72.

4. Select Save As from the Profile menu.

The Save Profile As box opens.

5. Type the name of the profile in the Profile Name text box.

6. Click OK.

If you want to overwrite an existing profile with one you have just created, double-click the name in the list box.

7. Select the name of the profile you just created to login.

## To stop the login process

---

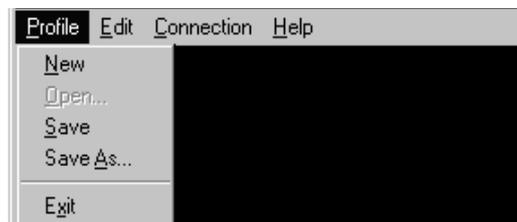
While doing these procedures, if you want to stop the login process but keep the Terminal Emulator running, select Disconnect from the Connection menu. If you want to stop the login process and close the Terminal Emulator, select Exit from the Profile menu.

## Log in with more than four profiles

---

To log in to CMS if you have more than four profiles, do the following steps:

1. From the Profile menu, select Open.



### Result:

When you select a connection profile, a connection is initiated and a status window opens. The system closes the status window when the connection is established.

- If the connection is established through the network or a dedicated serial line, you see the Avaya CMS login prompt.
- If the connection is established through a modem, the modem dials the number of the remote host and then attempts to connect.

2. At the login prompt, type your CMS login ID, and press Enter.
3. At the password prompt, type your CMS password, and press Enter.
4. At the terminal type prompt, type

`615c`

and press Enter.

The CMS Main Menu opens.

### Tip:

If the system displays a prompt, such as \$ or #, instead of the terminal type prompt or the CMS Main menu, type

`cms`

and press Enter.

## Exit the Terminal Emulator

To exit the Terminal Emulator, do the following steps:

1. From the CMS Main Menu, select Logout.

A window opens indicating that the CMS connection was dropped.

If the system displays a prompt, such as \$ or #, instead of the terminal type prompt or the CMS Main menu, type

```
exit
```

and press Enter.

2. Click OK.
3. From the Profile menu, select Exit.

If you select Exit or try to close the the Terminal Emulator window while a connection is active, the system displays a message asking if you want to exit anyway.

---

# Edit profiles

To edit an existing profile, do the following steps:

1. From the Profile menu, select Open.
2. Choose the name of the profile that you want to edit.
3. Select Open.
4. From the Connection menu, select Options.
5. Edit the profile.
6. Click OK.
7. From the Profile menu, select Save.

## Delete profiles

Use this procedure to delete a profile so that it does not appear in the Terminal Emulator application.

**Note:**

Terminal Emulator should not be running when performing this procedure.

To delete an existing profile in Terminal Emulator, do the following steps:

1. In the \WINDOWS (98, ME, XP) or \WINNT (NT, 2000) directory, locate the **cvterm.ini** file.
2. Open **cvterm.ini** in the text editor of your choice.

The file will appear similar to the following:

```
[servername1]
font=small
connect=net
host=servername1.mycompany.com
netport= 23
commport= 1
baud= 9600
parity=n
Databits= 8
StopBits=1
FlowControl= 1
prefix=ATDT
hangup=ATH
reset=ATZ
timeout= 45
cd_timeout= 300
auto_retry= 0
[Settings]
Profiles=servername1 servername2
order=servername2 servername1
Window=11475 4380
[servername2]
font=large
connect=net
host=servername2.mycompany.com
netport= 23
commport= 1
baud= 9600
parity=n
Databits= 8
StopBits=1
FlowControl= 1
prefix=ATDT
hangup=ATH
reset=ATZ
timeout= 45
```

```
cd_timeout= 300  
auto_retry= 0
```

3. Under the **[Settings]** entry, remove the profile name that you want to delete from the **Profiles=** and **order=** lines.
4. Locate the **[profile name]** that you want to delete and remove it along with the 16 lines that follow it.
5. Save the **cvterm.ini** file and close it.

**Result:** The deleted profile name will no longer appear in Terminal Emulator.

---

# Terminal Emulator messages

The Terminal Emulator displays error messages and information messages.

## Description of error messages

---

The following table describes the Terminal Emulator error messages.

Error message	Description
Unable to connect to the remote host	The Terminal Emulator failed to connect to the remote host. If the reason for failure can be determined, one of the following messages displays: <ul style="list-style-type: none"><li>● Busy, no answer.</li><li>● The remote host is not responding.</li><li>● The network is not responding.</li></ul>
The connection to the remote host was lost	Some possible causes for this message are: <ul style="list-style-type: none"><li>● The remote host crashed.</li><li>● The network dropped the connection.</li><li>● The modem hung up the line.</li></ul>
The profile name does not exist	Displays if you try to open a profile with the specified name and it does not exist.

## Description of information messages

---

The following table describes the Terminal Emulator information messages.

<b>Information message</b>	<b>Description</b>
The profile name exists, replace?	Displays if you try to save a profile with the specified name and it already exists.
Save changes to name?	displays if you try to exit the Terminal Emulator without saving changes to the profile with the specified name.
A connection is active, exit anyway?	Displays if you try to exit the Terminal Emulator while a connection is active.

## Resolve Terminal Emulator font problems

In rare instances, the font used by the Terminal Emulator does not install properly. If this happens, you will see characters instead of straight lines surrounding the CMS menus.

To resolve any Terminal Emulator font problems, do the following steps:

1. Use the uninstall program in Windows to uninstall the Terminal Emulator.
2. Run SetupTrm.exe again.
3. If this does not resolve the problem, uninstall the Terminal Emulator again.
4. From a DOS command prompt, manually delete all cvterm.\* files from the windows\fonts directory.
5. Run SetupTrm.exe again.

# Troubleshooting

If you have trouble with any of the procedures in this document, read this section before you call the National Customer Care Center. The problem may be something simple that you can quickly solve yourself.

*Troubleshooting* contains the following information:

- [PC shutdowns and operating system crashes](#) on page 86
- [Resolve error messages](#) on page 87
- [Browse errors when logged into multiple CMS servers](#) on page 93
- [Find OCX and DLL incompatibilities](#) on page 94
- [Resolve TCP/IP host name](#) on page 95
- [Check for serial or modem connection problems](#) on page 96
- [General troubleshooting tips](#) on page 97
- [Support](#) on page 99

## PC shutdowns and operating system crashes

If your PC shuts down, or your operating system crashes during an installation, Avaya™ Call Management System (CMS) Supervisor will attempt to clean up the installation and re-install the files the next time you attempt the installation. All errors encountered during the installation will be recorded in the `cvs_log.txt` file. This file will also contain a list of all the files that were copied or overwritten during installation. The `cvs_log.txt` file is located in the Supervisor home directory.

# Resolve error messages

Use the following information to help you with error messages encountered while installing or logging in to Supervisor.

## Installation messages

The following types of error messages can appear:

- Information. Indicates that the error will not affect the success of the installation. Also indicates that you do not have privileges to perform the installation.
- Warning. Indicates that the error may affect the success of the installation.
- Severe. Indicates that the installation will fail, and that Setup will exit.

Error message	Corrective action	Type
Installing to the WINDOWS or WINDOWS SYSTEM directories is not permitted. Select another directory.	Select another directory.	WARNING
Invalid directory name specified.	Provide a valid directory name.	WARNING
Invalid Location. You cannot install Avaya CMS Supervisor to a floppy drive. Please select another location.	Select another drive.	WARNING
Perform Rollback? This installation did not complete. Would you like to rollback the changes that were made during the partial installation?	Click Yes to delete files that were installed or to reinstate files in the registry that were changed during the partial installation.	SEVERE

Error message	Corrective action	Type
Setup has determined that Avaya CMS Supervisor 11.0 was previously unsuccessfully attempted to be installed on this computer. Since the PC configuration was changed, Setup will attempt to restore the PC to its original configuration (cleanup) before continuing with Setup.	Click Next to continue with the installation. It is important that the PC is restored to its original configuration, or Supervisor may not install or run correctly.	SEVERE
The drive selected either does not exist or has insufficient space available. Enter a different destination drive.	Select another drive.	WARNING
You do not have administrative privileges. Please log on as administrator and install Avaya CMS Supervisor.	Contact your system administrator, or select a PC on which you have administrative privileges.	INFORMATION

### Login error messages

---

Error message	Corrective action
A bad or invalid WINSOCK.DLL was detected on the system. Please correct this problem and try again.	Reinstall network stack.
An action cannot be completed because a component (cvsServer) is not responding. Choose <b>Switch To</b> to activate the component and correct the problem.	Select <b>Switch To</b> to correct the problem. If the problem still exists, install DCOM95 before you attempt to run Supervisor again. For further information, see <a href="#">DCOM95</a> on page 24.
Could not communicate with the modem.	Make sure that the communications and modem settings are correct. Use the Communications and Modem tabs in the Options window to verify and change settings.

Error message	Corrective action
Could not connect to the server	Try again. If you still have trouble after your third attempt, contact your system administrator to see if the server is working properly.
Your Avaya CMS Supervisor software is not compatible with the Avaya CMS server software. The Avaya CMS server must be upgraded before you can log in. Contact your system administrator.	Contact your system administrator.
This version of Avaya CMS Supervisor is not compatible with the software on your Avaya CMS server. Please upgrade your PC with the appropriate version of Avaya CMS Supervisor. Contact your Avaya CMS system administrator.	Select a different server on which the CMS version that you selected is installed, or select a different CMS version. Contact your CMS system administrator.
Could not find the file DALEAPP.EXE in the Avaya CMS Supervisor directory. Please re-install this file into the Avaya CMS Supervisor directory or contact technical support.	Reinstall Supervisor. If you cannot solve this problem yourself, contact the National Customer Care Center on 1-800-242-2121.
Could not initialize communications.	Try again. If you still have trouble after your second attempt, contact the National Customer Care Center on 1-800-242-2121.
Could not initialize DALEAPP.EXE. Please try to login again or contact technical support	<ol style="list-style-type: none"> <li>1.Exit Microsoft® Windows®.</li> <li>2.Open Microsoft Windows.</li> <li>3.Try to connect again.</li> <li>4.If this does not work, reinstall Supervisor and try to connect.</li> <li>5.If this does not work, contact the National Customer Care Center on 1-800-242-2121.</li> </ol>
Could not open the specified serial port. Please check communications settings, correct any problems, and try again.	In the Options window, check the settings under the Communications tab. Check to see if any other device is connected to the port and that you have the correct port assigned.
Could not resolve the hostname <user-entered server name>. Please check communications settings, correct any problems, and try again.	The hostname was not recognized by the Domain Name Services (DNS). Try the IP address instead of the hostname. If this does not work, contact your system administrator.

Error message	Corrective action
The application could not be started because system memory is low. Please close some applications and try again.	Close any open applications and try again.
The application could not be started because the executable file is corrupt. Please reinstall Avaya CMS Supervisor or call Technical Support.	Remove Supervisor and reinstall it. If Supervisor still does not start, contact the National Customer Care Center on 1-800-242-2121.
The application could not be started because the executable was not found. Please reinstall Avaya CMS Supervisor or call Technical Support.	Reinstall Supervisor or contact the National Customer Care Center on 1-800-242-2121.
The application could not be started because the path to the executable was not found. Please reinstall Avaya CMS Supervisor or call Technical Support.	Reinstall Supervisor or contact the National Customer Care Center on 1-800-242-2121.
The carrier detect signal was lost.	This is a modem-related problem. Try to connect again. If the problem persists, contact your system administrator.
The connection to the server has been lost, and Avaya CMS Supervisor must exit. Please try to connect again later.	This is a network-related problem. A nonrecoverable break in the network was received. Try to log in to the Avaya CMS server again. If the problem persists, contact your system administrator.
The connection to the server was lost.	This is a network-related problem. A nonrecoverable break in the network was received. Try to log in to the Avaya CMS server again. If the problem persists, contact your system administrator.
The file WINSOCK.DLL could not be found. Please ensure that this file is on your workstation's path.	Check for proper installation of the network. Contact your system administrator for help.
The maximum number of Avaya CMS Supervisor logins on the server has been reached. Please try again later.	The number of users that have been authorized to use Supervisor has been met. You will be denied login until the number of users fall below the authorized number. If you continue to have this problem, you can order more user licenses from the National Customer Care Center on 1-800-242-2121.

Error message	Corrective action
The network connection to <user-entered server name> timed out.	Supervisor was unable to log in to the server. This error indicates that there may be a problem on the server. Contact your Avaya CMS Administrator.
The network connection was broken.	There is possibly a problem with the network. Contact your system administrator.
The passwords you entered do not match. Please retype the passwords and try again.	Check to see if Caps Lock is on. If it is, turn it off. Then, retype the password and try again.
The serial connection was broken.	Try to log in to the Avaya CMS server again. If the problem persists, contact your system administrator.
The server did not recognize your Login ID and/or Password. Please try again.	Make sure that you entered the correct login ID and password. If you did, make sure that Caps Lock is not on.
The server did not respond to the login request. Try again?	This type of error occurs when the network is busy. Try again. If the problem persists, contact your system administrator.
The server does not support this version of Avaya CMS Supervisor. Please contact your system administrator.	There is an incompatibility problem between the server and Supervisor. Upgrade the Avaya CMS server or install an older version of Supervisor.
The server is currently in single-user mode. Please try again later.	You are logging in to the Avaya CMS server when it is in single-user mode. Try again later.
The server is not set up to support Avaya CMS Supervisor. Please contact your system administrator.	Supervisor is not authorized on the server (either the number of Supervisor users = 0 or the feature is not authorized). Contact your system administrator.
The server refused the connection.	In the Options window, check the Network Port number.
There was an unknown failure on the server.	Contact your Avaya CMS Administrator.
This version of Avaya CMS Supervisor is not supported by the server. Please contact your system administrator.	There is an incompatibility problem between the server and Supervisor. Upgrade the Avaya CMS server or install an older version of Supervisor.

Error message	Corrective action
You are not recognized as a valid server user. Please contact your system administrator.	Your login ID is not administered on the Avaya CMS server. Contact your system administrator.
Your new password must differ from the old by at least three character positions.	Choose another password. It must have at least three different character positions than your old password. It also must have at least two alphabetic characters, at least one numeric or special character, and must be six characters in length.
Your password may not be the same as or this similar to your login ID.	Choose another password. It must have at least three different character positions than your old password. It also must have at least two alphabetic characters, at least one numeric or special character, and must be six characters in length.
Your password must be at least six characters in length.	Choose another password. Your password must have at least two alphabetic characters, and at least one numeric or special character.
Your password must contain at least two alphabetic characters, and at least one numeric or special character.	Choose another password. Your password must also be at least six characters in length.
Your UNIX shell is not set to /usr/bin/cms, so Automatic Login will not work properly. Please select Manual Login in the Options dialog box and try again.	On the Supervisor controller, select Tools then Options... From the Options window, select Manual Login and try logging in to the Avaya CMS server manually. Call your system administrator to change your shell.

---

# Browse errors when logged into multiple CMS servers

When operations that involve retrieving and caching large amounts of data from the CMS cause a significant amount of delay, you may experience browse errors if the operation does not finish in a predetermined amount of time. If this occurs, you can eliminate this type of error by making a registry modification on the PC.

 **CAUTION:**

If you use the PC Registry Editor incorrectly, you can cause serious problems that may require you to reinstall your operating system. You can refer to the readme.txt file for the procedures and for more detailed information, but Avaya, Inc. recommends that you call technical support before you attempt to make any registry modifications on the PC.

## Find OCX and DLL incompatibilities

Supervisor and other applications on your PC use Ole Custom Control (OCX) and Dynamic Link Library (DLL) files. Some of the OCX and DLL files used by Supervisor may already exist on the PC because they are used by other applications. Problems can occur when Supervisor uses existing OCXs and DLLs that are incompatible with what Supervisor needs. These problems may appear as General Protection Faults (GPF), lockups, or other unexpected problems.

To determine if this type of problem exists, do the following steps:

1. Perform one of the following actions:

- Remove everything from your StartUp group.
- Hold down Shift and press L while starting.

2. Restart Microsoft Windows.

3. Run Supervisor. Make sure that Supervisor is the only application that is running.

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

4. Run the software that was in the StartUp group.

If you still encounter problems, then you will not be able to run this software at the same time as you run Supervisor. For support information, see [Support](#) on page 99.

---

# Resolve TCP/IP host name

In the event that initial configuration of the TCP/IP server for Supervisor has an error or other problem, use the following procedure to resolve host name problems:

1. To ensure that this is the problem, open an MS-DOS prompt or command prompt in Windows.
2. Ping the Avaya CMS host.  
If the host cannot be found, contact your network administrator. If the host is found, the reply will contain the host's IP address.
3. Check that the Avaya CMS host entry on the Domain Name Server (DNS) is correct. If it is wrong or missing, use the IP address returned to you to correct or create the entry.
4. Edit the LMHOSTS file on the user PC to include a line for the Avaya CMS server, which is:

*server name <tab> IP address*

---

## Check for serial or modem connection problems

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

To check for serial or modem connection problems, do the following steps:

1. Make sure that the RTS/CTS flow control string is selected in the Options window.
2. Check to see if your serial connection to the Avaya CMS server or modem is wired correctly for hardware flow control. For modem connections, make sure you have the correct cable wiring between the modem and the Avaya CMS server.
3. Your hardware flow control on the Avaya CMS server's serial ports must be on and functioning properly. Refer to the your SPARCserver documentation for correct configuration of hardware flow control for your respective serial communications.
4. 16550A UARTS must be in use on the PC running Supervisor. The following parameters in the [386Enh] section of the PC's SYSTEM.INI file should be set to:

**COMnFIFO=1**

For this parameter, substitute *n* for the communications port you want to use. This will ensure that the FIFO buffer capability of the communications port is used.

5. Some terminal server connections may require the addition of

**EscAllCtrl=1**

in the [LINK] section of the Centrevu.ini file.

---

# General troubleshooting tips

## Verify privileges

---

If you want to install Supervisor on a PC with Windows NT<sup>®</sup> 4.0, 2000, or XP; verify that you have administrator privileges.

## Verify permissions

---

For network installations, make sure that you have read, write, and execute permissions in the directories where you want to install the application.

## Verify swap files

---

If you have an older PC, make sure that your systems have permanent swap files. This increases performance during swap file operations.

## Test operation of networking software

---

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

### Preserve Supervisor user profiles

---

In the event that there is a failure during an upgrade, you can reinstall the old software. However, you will lose any previously-set preferences, scripts, or thresholds.

Use the following procedure to preserve user preferences before you perform an upgrade:

1. In Windows Explorer, locate the current user profiles.

**Example:**

`C:\Program Files\Avaya\CMS Supervisor V11\Profiles`

2. Open the directory and copy the Profiles file tree to another location.
3. Run the uninstall program.

For more information, see [Uninstall Supervisor](#) on page 39.

4. Use the procedures in this chapter to reinstall Supervisor.
5. Copy the saved profiles to the Profiles tree in the new Supervisor installation.

### View the readme file

---

On the Supervisor CD-ROM or installation directory, locate and double-click on the Readme.txt file to view last-minute installation tips for this Supervisor release. Since this file may contain valuable pre-installation information, you may want to read it now instead of waiting until the installation wizard prompts you to read it.

---

# Support

If the information in this section does not help you to solve the problem, contact the Avaya National Customer Care Center on 1-800-242-2121. For support outside of the United States, contact your Avaya representative or distributor. Avaya also offers fee-based installation consultation.

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



# Glossary

<b>ACD</b>	See <i>Automatic Call Distribution</i> .
<b>Actions menu</b>	A menu in the upper-left corner of the Avaya™ CMS Supervisor Operations windows. The menu lists the actions available for that particular user window (for example, add, modify, and delete). You select an action after you enter the necessary data in the user window.
<b>Add</b>	An Avaya CMS Supervisor action that adds the data entered in the given window to the Avaya CMS database.
<b>Add/Remove Programs wizard</b>	A Microsoft® Windows® feature that guides you through a series of steps in order to remove programs that have been installed on your computer. The Add/Remove icon is found in the Control Panel dialog box.
<b>Administrator privileges</b>	Permissions assigned to an Avaya CMS Supervisor user in order to administer specific elements, such as installing Avaya CMS Supervisor on a network. Access permissions are specified as read or write permission. Read permission means the user can only access and view Avaya CMS Supervisor data. Write permission means the Avaya CMS Supervisor user can add, modify, or delete Avaya CMS Supervisor data.
<b>Agent</b>	A person who answers calls to an extension in an ACD split/skill. The agent is known to Avaya CMS by a login identification keyed into a voice terminal.
<b>Agent reports</b>	A group of reports that give the status of agents in an agent group, selected splits or skills, or real-time information and statistics.
<b>Agent skill</b>	An attribute that is associated with an ACD agent. Agent Skills can be thought of as the ability for an agent with a particular set of skills to handle a call that requires one of a set of skills. An agent can be assigned up to four skills.
<b>Application directory</b>	A directory on the network server that holds the Avaya CMS Supervisor application software — executables and components.
<b>Automatic Call Distribution (ACD)</b>	A switch feature using software that channels high-volume incoming and outgoing call traffic to agent groups (splits or skills). Also an agent state where the extension is engaged on an ACD call.
<b>Automatic Script</b>	An Avaya CMS Supervisor feature that launches a new Avaya CMS Supervisor session that logs into Avaya CMS and runs the requested tasks in the background. Actions do not display on the PC. See also <i>Interactive Script</i> and <i>Script</i> .

<b>AutoPlay</b>	A Microsoft Windows feature that causes an application on a CD-ROM to run without any user interaction as soon as the CD-ROM is inserted into the drive.
<b>Avaya Business Advocate</b>	A collection of ECS features that provide new flexibility in the way a call is selected for an agent in a call surplus situation and in the way that an agent is selected for a call.
<b>Avaya Call Management System (CMS)</b>	A software product used by business customers that have Avaya telecommunications switches and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch. The Avaya CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature in the switch.
<b>Avaya CMS</b>	See <i>Avaya Call Management System</i> .
<b>Client</b>	A single PC that uses Avaya CMS Supervisor.
<b>Controller</b>	An Avaya CMS Supervisor feature that allows the user to access Avaya CMS reports and operations. The Controller includes a toolbar, a menu bar, a status bar, tooltips, and indicators.
<b>Custom reports</b>	Real-time or historical reports that have been customized from standard reports or created from scratch.
<b>Database</b>	A group of tables that store ACD data according to a specific time frame: current and previous intrahour real-time data and intrahour, daily, weekly, and monthly historical data.
<b>Database item</b>	A name for a specific type of data stored in one of the Avaya CMS databases. A database item may store ACD identifiers (split numbers or names, login IDs, VDNs, and so forth) or statistical data on ACD performance (number of ACD calls, wait time for calls in queue, current states of individual agents, and so forth).
<b>Database table</b>	Avaya CMS uses these tables to collect, store, and retrieve ACD data. Standard Avaya CMS items (database items) are names of columns in the Avaya CMS database tables.
<b>Data points</b>	Points of historical data. A data point should include data for each interval of the working day.
<b>Delete</b>	An Avaya CMS Supervisor action that removes the entry on the window from the Avaya CMS database.
<b>Designer reports</b>	Customized reports that can be created with Avaya CMS Supervisor's Report Designer feature. Designer Reports are run from Avaya CMS Supervisor.

<b>Dialog box</b>	A small on-screen window that conveys or requests information from the user. This window can contain list boxes, text boxes, tabbed pages, and so forth.
<b>Dictionary</b>	An Avaya CMS subsystem that can be used to assign names to various call center elements such as login IDs, splits/skills, trunk groups, VDNs and vectors. These names appear on reports, making them easier to interpret.
<b>Edit menu</b>	A menu on the Avaya CMS Supervisor Operations windows. The menu lists the actions available for that particular user window (for example, cut, copy, and paste).
<b>Exception</b>	A type of activity on the ACD which falls outside of the limits you have defined. An exceptional condition is defined in the Avaya CMS Exceptions subsystem, and usually indicates abnormal or unacceptable performance on the ACD (by agents, splits/skills, VDNs, vectors, trunks, or trunk groups).
<b>Exceptions reports</b>	Display occurrences of unusual call-handling events.
<b>Find One</b>	An Avaya CMS action that searches the database for entries that match the input value.
<b>Graphics</b>	An Avaya CMS reporting option that allows you to view some reports in bar graph format.
<b>Historical reports</b>	Display past ACD data for various agent, split/skill, trunk, trunk group, vector, or VDN activities. A report summary of call data into daily, weekly or monthly totals
<b>HTML</b>	See <i>HyperText Markup Language</i> .
<b>Hypertext</b>	A linkage between related text. For example, if you select a word in a sentence, information about that word is retrieved if it exists, or the next occurrence of the word is found.
<b>HyperText Markup Language</b>	A standard for defining documents with hypertext links. See also <i>Hypertext</i> .
<b>Input field</b>	An area on window where you specify information that you would like to view, add, modify, or delete.
<b>Installation directory</b>	A directory on the network that holds all of the Avaya CMS Supervisor files. Setup.exe is run from this directory to install Avaya CMS Supervisor on each client computer.
<b>Integrated reports</b>	Integrated reports compile call center information from any starting point in the last 24 hours up to and including the current interval.

<b>Interactive Script</b>	An Avaya CMS Supervisor feature that runs the requested tasks in the current Avaya CMS Supervisor session and displays the actions on the PC. You can input requested information while the script is running. See also <i>Automatic Script</i> and <i>Script</i> .
<b>LAN</b>	See <i>Local Area Network</i> .
<b>List All</b>	An Avaya CMS action that lists all the entries that matched the current field values.
<b>Local Area Network (LAN)</b>	Two or more computers connected by cable and using a suitable operating system and application software so they can directly share hard disks, printers, and other peripherals, and files.
<b>Local installation</b>	With this type of installation, you install all of the Avaya CMS Supervisor software to disk space on each local computer from a CD-ROM or from the network.
<b>Log</b>	A file that contains a record of computer activity as well as backup and recovery data.
<b>Maintenance</b>	An Avaya CMS subsystem that is used for doing routine maintenance of the Avaya CMS, such as backing up data, checking on the status of the connection to the switch, and scanning the error log.
<b>Name fields</b>	Fields in which you may enter a name (synonym) that has been entered in the Dictionary subsystem (for example, names of agents, splits/skills, agent groups, trunk groups, vectors, VDNs).
<b>Network server</b>	A computer in a network shared by multiple users.
<b>Pop-up</b>	A small window containing information that displays over a Help window.
<b>Queue/Agent reports</b>	A group of reports that give the status of all top agents in a skill and queue status, or skill status for a selected skill.
<b>Readme file</b>	A file that provides up-to-the-minute information on a newly released product; in this case, Avaya CMS Supervisor.
<b>Read-Only</b>	A directory or file that can be read, but not updated or erased.
<b>Real-Time reports</b>	Display current ACD call activity on agents, splits/skills, trunks, trunk groups, vectors, and VDNs for the current or previous intrahour interval. Current intrahour interval real-time reports are constantly updated as data changes during the interval. Previous intrahour interval real-time reports show data totals for activity that occurred in the previous intrahour interval.

<b>Registry</b>	The system-wide depository of information supported by Microsoft Windows. The registry contains information about the system and its applications, including clients and servers.
<b>Report Designer</b>	An Avaya CMS Supervisor feature that enables users to design their own reports.
<b>Report Wizard</b>	An Avaya CMS Supervisor feature that delivers user assistance, by way of a wizard, to quickly and easily generate new customized reports. The wizard provides instructional help that guides the user through a series of tasks that create a new customized report. Report Wizard is a supplement to Report Designer.
<b>Run</b>	A Microsoft Windows command that lets you execute a program, such as Avaya CMS Supervisor installation.
<b>Scripting</b>	An Avaya CMS feature that lets you automate actions such as changing an agent's skills, running reports, exporting report data, and many other Avaya CMS functions. For example, you can create a script to run a specified report and export the data on schedule.
<b>Scroll</b>	To use the bar on the side of the report window to move forward, backward, up, or down within a window.
<b>Setup program</b>	A program that configures a system for a particular environment; for example, it informs the system of a new device or interface, such as Avaya Call Management System Framework.
<b>Shared installation</b>	With this type of installation, the Avaya CMS Supervisor application software is installed to a shared application directory on the network server, but user-specific files and logs are stored in an Avaya CMS Supervisor directory on each user's PC or on their own network drive.
<b>Shortcut</b>	An icon on your computer screen that enables you to select and run an application (for example, Avaya CMS Supervisor) quickly and easily.
<b>Skill</b>	An attribute that is assigned to an ACD Agent. Agent Skills can be thought of as the ability for an Agent with a particular set of skills to handle a call which requires one of those skills.
<b>Solaris system</b>	A multi-user operating system developed by Sun Microsystems. The operating system on which Avaya CMS runs.
<b>Split</b>	A group of extensions that receives special-purpose calls in an efficient, cost-effective manner. Normally, calls to a split arrive primarily over one or a few trunk groups.
<b>Standard reports</b>	The set of reports that are delivered with the CMS or Avaya CMS Supervisor software.

<b>Start menu</b>	The menu that appears when you click on Start in the Microsoft Windows taskbar. This menu contains programs and other Microsoft Windows applications.
<b>Taskbar</b>	The bar that appears by default at the bottom of the Microsoft Windows desktop. You can click buttons that appear on this bar to switch between running programs.
<b>Terminal</b>	A combination of monitor (video display) and keyboard used to communicate with a remote computer to type and display information.
<b>Terminal Emulator</b>	An Avaya CMS Supervisor software application that emulates a 615 Color (615C) terminal.
<b>Toolbar</b>	A row of Controller buttons used to activate various functions of the Avaya CMS Supervisor application.
<b>Tooltips</b>	Brief descriptions that display when the mouse pointer is over a toolbar button.
<b>Trunk group report</b>	Displays the status of each trunk in a selected trunk group.
<b>UNIX system</b>	A multi-user operating system developed by AT&T in 1969. Avaya CMS runs on UNIX.
<b>User ID</b>	The login ID for an Avaya CMS user.
<b>VDN</b>	See <i>Vector Directory Number</i> .
<b>VDN reports</b>	A group of reports that show profiles of current VDN performance, call handling information for a specific VDN based on skill preference, and how calls to specific VDNs have been handled.
<b>Vector</b>	A list of steps that process calls in a user-defined manner. The steps in a vector can send calls to splits, play announcements and music, disconnect calls, give calls a busy signal, or route calls to other destinations.
<b>Vector Directory Number (VDN)</b>	An extension number that enables calls to connect to a vector for processing. A VDN is not assigned an equipment location. It is assigned to a vector. A VDN can connect calls to a vector when the calls arrive over an assigned automatic-in trunk group or when calls arrive over a dial-repeating (DID) trunk group and the final digits match the VDN.
<b>Vector report</b>	A report that lists the number of calls to specific vectors.
<b>Window</b>	A rectangular, on-screen frame through which you can view a menu, data entry fields, reports, or messages.
<b>Wizard</b>	A tutor built into the software that guides you through procedures.

# Index

---

## Numerical

1...4 menu on Terminal Emulator profile menu . . . . 64

---

## A

Actions menu . . . . . 59  
Add button . . . . . 59  
automatic installation . . . . . 36  
Autoplay . . . . . 36

---

## B

buttons, about . . . . . 59

---

## C

Call Management System  
    definition . . . . . 17  
    Supervisor requirements . . . . . 14  
    system capacities . . . . . 14  
Cancel button . . . . . 59  
choosing a Terminal Emulator profile . . . . . 64  
Clear on Terminal Emulator Edit menu . . . . . 64  
client and network setups . . . . . 27  
closing Supervisor windows . . . . . 55  
CMS operations . . . . . 57  
CMS requirements, see CMS Software Installation, Maintenance, and Troubleshooting guide  
CMS server  
    logging in . . . . . 77  
    logging out . . . . . 78  
CMS, see Call Management System  
Connect on Terminal Emulator Connection menu . . . 65  
Connection menu on Terminal Emulator . . . . . 65  
connection, establishing Terminal Emulator . . . . 77  
conventions, writing . . . . . 11  
Copy button . . . . . 59  
Copy on Terminal Emulator Edit menu . . . . . 64  
Create button . . . . . 59  
custom installations . . . . . 30

---

## D

DCOM95 . . . . . 24, 88  
Delete button . . . . . 59  
dial strings . . . . . 70  
Disconnect on Terminal Emulator Connection menu . 65  
DLL incompatibilities . . . . . 94  
documents, related . . . . . 12

---

## E

Edit menu on Terminal Emulator . . . . . 64  
editing profiles on Terminal Emulator . . . . . 79  
error messages . . . . . 92  
    installation . . . . . 87-88  
    login . . . . . 92  
Exit button . . . . . 60  
Exit menu on Terminal Emulator . . . . . 64  
exiting Terminal Emulator . . . . . 64, 78

---

## F

Find One button . . . . . 60

---

## G

Get Contents button . . . . . 60  
graphic conventions . . . . . 11

---

## H

Help menu on Terminal Emulator . . . . . 66

---

## I

icons . . . . . 59  
information messages, Terminal Emulator . . . . . 83  
Install/Uninstall tab . . . . . 40  
installation  
    custom vs. typical . . . . . 30  
    languages . . . . . 30  
    PC requirements . . . . . 24  
    starting . . . . . 36  
    support . . . . . 19  
    Terminal Emulator . . . . . 74  
    tips . . . . . 19

---

## L

language installation . . . . . 30  
languages on operating systems . . . . . 16, 30  
List Devices button . . . . . 60  
local installation  
    definition . . . . . 26  
    from the CD-ROM . . . . . 31  
    from the network . . . . . 32

---

logging into CMS . . . . .	76-77
logging out of CMS . . . . .	78
login prompt on Terminal Emulator . . . . .	77

## M

modem connection problems . . . . .	96
Modem tab on Terminal Emulator. . . . .	70
Modify button . . . . .	60
MultiVantage system. . . . .	9, 17

## N

National Customer Care Center phone number . . . . .	19
network and client setups . . . . .	27
network configurations, about shared . . . . .	27
network installations	
on a local PC . . . . .	32
permissions . . . . .	97
shared network drive . . . . .	34
network software operation. . . . .	97
New on Terminal Emulator Profile menu . . . . .	63
Next button . . . . .	60

## O

OCX incompatibilities . . . . .	94
Open on Terminal Emulator Profile menu . . . . .	77
opening a profile on Terminal Emulator . . . . .	63
opening Terminal Emulator. . . . .	75
operating systems	
languages . . . . .	16, 30
non supported . . . . .	20
upgrading . . . . .	20
Windows 95 . . . . .	20
operations, CMS . . . . .	57
Options on Terminal Emulator Connection menu . . . . .	65

## P

package contents . . . . .	18
password prompt on Terminal Emulator. . . . .	77
Paste on Terminal Emulator Edit menu . . . . .	64
permissions . . . . .	97
Previous button . . . . .	60
Profile menu on Terminal Emulator . . . . .	63-64
profile options on Terminal Emulator	
Modem tab . . . . .	70
setting . . . . .	76
window . . . . .	76
profiles	
creating Terminal Emulator . . . . .	76
preserving user . . . . .	98

## R

Readme file . . . . .	19, 93, 98
related documents . . . . .	12
Run button. . . . .	60

## S

Save As on Terminal Emulator Profile menu . . . . .	63
Save on Terminal Emulator Profile menu . . . . .	63
Save Profile As dialog box on Terminal Emulator . . . . .	76
saving a profile on Terminal Emulator . . . . .	63
Script button . . . . .	60
Select Tables button . . . . .	60
Send Break on Terminal Emulator Connection menu . . . . .	65
serial connection problems . . . . .	96
Setup executable file . . . . .	35
setups for network and client . . . . .	27
shared network configurations . . . . .	27
shared network installation	
definition . . . . .	26
procedure . . . . .	34
Start button . . . . .	60
starting the installation . . . . .	36
Supervisor	
performance . . . . .	15
reliability/availability . . . . .	15
security . . . . .	15
upgrading Windows. . . . .	20
swap files . . . . .	97

## T

Terminal Emulator	
creating profiles. . . . .	76
exiting . . . . .	64, 78
information about . . . . .	62
installing . . . . .	74
logging into CMS . . . . .	77, 78
menu bar. . . . .	66
messages, information . . . . .	83
opening . . . . .	75
type prompt. . . . .	77
using. . . . .	62
window. . . . .	63
troubleshooting	
networking software operation . . . . .	97
OCX and DLL incompatibilities. . . . .	94
preserving Supervisor user profiles. . . . .	98
resolving TCP/IP host name . . . . .	95
serial/modem connection problems . . . . .	96
typical installations . . . . .	30

---

## U

uninstalling Supervisor	
all versions except 5 . . . . .	40
version 5 . . . . .	41
upgrading	
information about. . . . .	28
operating systems . . . . .	20
user profiles, preserving . . . . .	98

---

## V

V11setup executable file . . . . .	33, 36
version upgrades . . . . .	28

---

## W

Windows 95. . . . .	20
windows, closing Supervisor . . . . .	55
Windows, upgrading . . . . .	20

