



# Avaya Visual Vectors

Version 11

Installation and Getting Started

585-210-710  
Comcode 700211469  
Issue 1.0  
May 2002

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# Avaya Visual Vectors Version 11 Installation Procedures

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# About this document

This document provides instructions for the installation of the Avaya Visual Vectors software. Visual Vectors provides a simple graphical user interface to the Avaya Call Vectoring feature. Call Vectoring enables you to create, copy, and edit vectors on supported MultiVantage™ or Definity™ switches.

This section includes the following topics:

- [Intended audience](#) on page 7
- [Reason for reissue](#) on page 7
- [Document organization](#)
- [Related documents](#) on page 8
- [How to order Avaya Publications](#) on page 8

## Intended audience

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This guide is intended for individuals who install the Avaya Visual Vectors software. It assumes that you are familiar with the operation of your computer and the Microsoft Windows® operating system that is installed on it. Windows versions that are compatible with Visual Vectors include Windows 95, Windows 98, Windows 2000, Windows NT 4.0, Windows ME, and Windows XP.

### Important:

Avaya does not provide technical support for Visual Vectors installed on Windows 95 systems. Installation of Visual Vectors Version 11 on Windows 95 systems is *permissive*. This means that it may be possible to install and run the Visual Vectors Version 11 client software on Windows 95 systems. However, if technical problems occur, upgrade of the client operating system to a fully supported Windows platform is required.

## Reason for reissue

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This document is being reissued to support Avaya Visual Vectors Version 11.

## Document organization

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This installation guide includes the following major topics:

- [Before you begin](#) on page 11
- [Installing the Visual Vectors Server Software](#) on page 17
- [Installing Visual Vectors on client computers](#) on page 23
- [Getting started with Avaya Visual Vectors](#) on page 35

## Related documents

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- *Avaya Call Center R3V11 Documentation CD-ROM*, 585-780-800
- *Avaya Visual Vectors Version 11 User Guide*, 585-210-709
- *Avaya Call Management System R3V11 Software Installation, Maintenance, and Troubleshooting*, 585-215-115

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Haverhill, MA 01835

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Provide the following information in you request:

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Issue 1, May 2002

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## About this document

# Before you begin

Read the following information before you begin a Visual Vectors installation:

- [Visual Vectors software components](#) on page 11
- [Hardware and software requirements](#) on page 13
- [Upgrade considerations](#) on page 14
- [Using the HOME variable to maintain user-specific settings](#) on page 15
- [Technical support](#) on page 16

## **Visual Vectors software components**

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Avaya Visual Vectors is a client/server application, which means that software is installed on multiple computers.

- *Avaya Visual Vectors Server Software* is the server component
- *Avaya Visual Vectors* is the client component

### **Visual Vectors Server Software**

*Visual Vectors Server Software* is installed directly on a CMS server. The server software provides the gateway for Visual Vectors to the user call center network. It must be installed before Visual Vector client applications can make a connection to that CMS.

For the procedure used to install the server software, see [Installing the Visual Vectors Server Software](#) on page 17.

### **Visual Vectors client**

*Visual Vectors* is installed on client PCs, from which you can then access and manipulate various types of objects in your call center network.

## Types of Visual Vectors client installations

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There are two basic methods used to install the Visual Vectors client software, which are described as follows.

### Visual Vectors local installation

A complete set of Visual Vector software components can be installed on a PC workstation or other Windows-based network server. This type of *local installation* includes all the application files needed to run Visual Vectors on the client.

### Visual Vectors network client installation

Visual Vectors can also be installed in a shared network configuration. In this case, most of the application files are installed on a central, Windows-based computer.

One or more *network client* installations are then created on other computers on the network. The network client installations include the minimal set of Visual Vectors files required to link to the main application files on the central server share.

The shared network installation option is useful in work environments where installation capacity on client PCs is limited by hardware configurations or company policies.

## Hardware and software requirements

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Computer systems used for Visual Vectors client installations should meet or exceed the following recommended system specifications.

### Operating systems

Visual Vectors is supported on the following operating systems:

- Windows 98
- Windows NT (Service Pack 4.0 or later)
- Windows 2000
- Windows ME
- Windows XP

#### **Important:**

Avaya does not provide technical support for Visual Vectors installed on Windows 95 systems. Installation of Visual Vectors Version 11 on Windows 95 systems is *permissive*. This means that it may be possible to install and run the Visual Vectors Version 11 client software on Windows 95 systems. However, if technical problems occur, upgrade of the client operating system to a fully supported Windows platform is required.

### Minimum recommended hardware configurations

The recommended minimum hardware configurations for the Visual Vectors Version 11 client software include:

- 300 MHz Pentium II (or compatible) processor
- RAM requirements
  - Windows 98, NT and ME systems – 96 MB RAM (128 MB if co-resident with Avaya CMS Supervisor)
  - Windows 2000 and XP systems – 128 MB RAM (160 MB if co-Pentium II (or compatible) 300 MHz processor)
- Available free disk space
  - 45 MB free space before installing Visual Vectors client software (90 MB free space if Supervisor will also be installed)

 **Important:**

For each additional language included in an installation, add an additional 5 MB for Visual Vectors and 5 MB for Supervisor.

- A CD-ROM drive (local client installation only)
- SVGA monitor with a graphics adapter that supports 64K colors or higher, and a minimum resolution of 800 x 600 pixels
- Microsoft Internet Explorer (IE) version 3.0.2 or later

**Note:**

IE is not required to be set as the default system browser to view html files.

- For Network connection:
  - WinSock 1.1 compliant TCP/IP stack
  - Ethernet communications board

## Upgrade considerations

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The Visual Vectors installation program detects the presence of any earlier versions of the software that may be installed on the computer. If a previous version of the software is detected, during the installation process, you are prompted to either upgrade the existing installation or preserve the existing installation and add the new version as a separate installation.

### Special considerations for upgrading Version 1 software

If you are upgrading from an original Visual Vectors Version 1 installation, additional upgrade measures are required. A database upgrade message will be displayed when you start the new Visual Vectors software for the first time, and you are instructed to find and run the **migrate.bat** tool, which is located in the Visual Vectors program directory. A detailed description of the procedure used to run the tool can be found in the installation **readme.txt** file.

If you previously chose to keep the existing Visual Vectors Version 1 program, and then add the new version as a separate installation, you are also notified that the upgraded database will not be compatible with the Version 1 installation, and you are provided the option to cancel the database upgrade. Note that if you cancel the database upgrade, you will not be able to use the new Visual Vectors installation.

## Using the HOME variable to maintain user-specific settings

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Read this section if:

- the Visual Vectors application installed on a client PC will be used by more than one user
- it is important to preserve user-specific settings for each user

Visual Vectors creates and maintains a **.cvvv** directory in which to store user-specific application settings. User specific settings include items such as CMS servers to which you have established connections, custom scratch pads you have created, any vectors stored offline in your scratchpads, and so forth.

The Visual Vectors installation program searches for a user HOME environment variable on the computer. For each HOME variable that is identified, a **.cvvv** folder is created in the directory specified by the user HOME variable. If the installation program does not find one or more user HOME variables on the system, a single default location is used, and user-specific settings are not maintained. Therefore, to enable user-specific settings for Visual Vectors, each user login must be associated with a unique user HOME variable.

### Important:

Windows operating systems allow creation of both *system* and *user* versions of the HOME variable. The Visual Vectors installation program looks only for *user* HOME variables to establish locations in which to create and maintain user-specific **.cvvv** directories.

If a user Home variable is not detected, the installation program prompts you to specify a file location for a new HOME variable.

### Creating user HOME variables

The steps required to create HOME user variables differ for various Windows operating systems versions. Although, a complete description is beyond the scope of this installation guide, the following general information is provided.

In general, environment variables in Windows are associated with the System Properties dialog. For example, on a Windows NT or Windows 2000 system, select:

**Start > Settings > Control Panel > System Properties**

## Before you begin

- In the **System Properties** dialog on an NT system, select the **Environment** tab.
- In the **System Properties** dialog on a Windows 2000 system, select the **Advanced** tab and click the **Environment Variables** button.

For more information on environment variables, consult with your system administrator, or see the user documentation for your Windows operating system.

## Uninstalling Visual Vectors

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If you want to uninstall the Visual Vectors software from a client computer, use the Windows **Add/Remove Programs** utility, which is located in the **Control Panel** dialog.

## Technical support

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If you have difficulty installing Visual Vectors client software, refer to the following sources:

- The online Help application provided with the installation program. To launch the installation help, press the **F1** function key when the installation program is running.
- The **readme.txt** file on the CD-ROM.
- The troubleshooting section located in *Avaya Visual Vectors Version 11 User Guide*, 585-210-709.

### Note:

An electronic copy of the user guide can be found on the *Visual Vectors Version 11 Software CD*.

If you review the information sources listed above and still require assistance, contact one of the technical support resources described below:

**United States customers** – Call the Avaya Customer Care Center at 1-800-242-2121.

**International customers** – Contact your designated Avaya representative or distributor for assistance.

# Installing the Visual Vectors Server Software

This section describes how to install and start the Avaya Visual Vectors Server Software on a CMS server. Installation of the server software is typically performed by a CMS system administrator who has the necessary server permissions.

If the Avaya Visual Vectors Server software is already installed on the CMS server or servers, or you are otherwise not responsible for installation of the server software, go to [Installing Visual Vectors on client computers](#) on page 23.

*Installing the Visual Vectors Server Software* includes the following topics:

- [Installation prerequisites](#) on page 17
- [Installation procedure](#) on page 17
- [Starting the Visual Vectors Server software](#) on page 21

## Installation prerequisites

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Before you install the Visual Vectors server software, obtain the *Avaya Visual Vector Server Software* CD-ROM.

**Note:**

The Visual Vector Server software CD-ROM is shipped separately from the Visual Vectors client software package.

## Installation procedure

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To install the Avaya Visual Vectors Server Software:

1. Verify that you are logged in as **root** at the console of the CMS server.
2. Load the *Avaya Visual Vectors Server Software* CD-ROM into the CD-ROM drive.

## Installing the Visual Vectors Server Software

3. After about 15 seconds, enter `mount` to verify the name of the CD-ROM.

The program displays a list of devices and file systems currently mounted. The last line should display information about the installed CD device that is similar to the following example:

```
/cdrom/untitled on /vol/dev/dsk/c0t2d0/untitled read
only/nosuid/maplcase/noglobal/rr/traildot/dev=16c0001 on (current
date and time)
```

4. Enter:

```
pkgadd -d /cdrom/cdrom0 LUfaas
```

If this is the first time that Visual Vectors has been installed, the system displays the following message:

```
Processing package instance <LUfaas> from </cdrom/untitled>

Visual Vectors Server Software
(sparc) vvsXX.X

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The selected base directory </cms/aas> must exist before
installation is attempted.

Do you want this directory created now [y,n,?,q]
```

**5. Enter: y**

The system displays the following message:

```
Using </cms/aas> as the package base directory.

## Processing package information.
## Processing system information.
## Verifying package dependencies.
## Verifying disk space requirements.
## Checking for conflicts with packages already installed.

The following files are already installed on the system and are
being used by another package:

* /cms/aas <attribute change only>
* - conflict with a file which does not belong to any package.

Do you want to install these conflicting files [y,n,?,q]
```

**6. Enter: y**

The system displays the following message:

```
## Checking for setuid/setgid programs.

This package contains scripts which will be executed with super-
user permission during the process of installing this package.

Do you want to continue with the installation of <LUfaas> [y,n,?]
```

**7. Enter: y**

The system displays the following message:

```
Installing Visual Vectors Server Software as <LUfaas>

## Installing part 1 of 1.
/cms/aas/.odbc.ini
/cms/aas/AAS_README
/cms/aas/Translation/AcdRelease/de_DE
.....
.....
.....
Installation of <LUfaas> was successful.
```

8. Enter:

```
setupaas
```

The system displays the **Avaya Visual Vectors System Services Menu**.

```
Avaya Visual Vectors Server System Services Menu

Select a command from the list below.

1) init_vvs      Setup the initial configuration
2) run_vvs       Turn VVS on or off
3) auth_display  Display simultaneous VVS logins
4) auth_set      Change simultaneous VVS logins
5) backup        Backup vector steps and layout files
6) restore       Restore vector steps and layout files

Enter choice (1-6) or q to quit:
```

9. Enter the number associated with the `init_vvs` option.

The system displays the following message:

```
This version of VVS functions only with CMS.

CMS name used : cms3
Maximum concurrent VVS logins[1-100](q to quit):
```

10. Enter the number of allowable concurrent logins, which must not exceed the number of licenses that were purchased.

11. Enter:

```
eject cdrom
```

For the procedure used to start the software, see [Starting the Visual Vectors Server software](#) on page 21.

## Starting the Visual Vectors Server software

---

To start the Avaya Visual Vectors Server software:

1. Stop and restart AOM:

a. Enter: `aom stop`

b. Enter: `aom start`

2. Enter:

`setupaas`

The system displays the **Avaya Visual Vectors System Services Menu**.

```
Avaya Visual Vectors Server System Services Menu
```

```
Select a command from the list below.
```

- ```
1) init_vvs      Setup the initial configuration
2) run_vvs       Turn VVS on or off
3) auth_display  Display simultaneous VVS logins
4) auth_set      Change simultaneous VVS logins
5) backup        Backup vector steps and layout files
6) restore       Restore vector steps and layout files
```

```
Enter choice (1-6) or q to quit:
```

3. Enter the number associated with the `run_vvs` option.

The system displays the following message:

- ```
1) Turn VVS On
2) Turn VVS Off
```

```
Enter choice (1-2) or q to quit:
```

4. Enter the number associated with the `Turn VVS On` option.

## **Installing the Visual Vectors Server Software**

# Installing Visual Vectors on client computers

*Installing Visual Vectors on client computers* describes the installation options available for Visual Vectors. Topics include:

- [Visual Vectors installation options](#) on page 23
- [Setting up a network installation folder](#) on page 24
- [Installing the main application files](#) on page 25
- [Creating a network client installation](#) on page 30
- [Installing the Avaya Visual Vectors Training program](#) on page 33

## Visual Vectors installation options

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You can install Avaya Visual Vectors on client computers by either of two basic methods. The different installation types are described as follows.:

- [Local client installation](#)
- [Shared network client installations](#)

### Local client installation

A local installation of Visual Vectors includes all of the software components that Visual Vectors needs to connect to the Visual Vectors Server Software on CMS servers.

A local installation can be created from:

- The product CD-ROM.
- A *network installation folder* that is available over the local area network. The Visual Vectors installation files are copied from the product CD into a directory on a Windows-based server that is connected to the local area network. This type of installation is convenient when access to the product CD-ROM is limited. For more information, see [Setting up a network installation folder](#) on page 24.

### Shared network client installations

Visual Vectors can be set up to work in a shared network environment, in which one or more Visual Vectors client computers link to a common set of application files that have been installed on a central Windows-based server. The client computers include a minimal set of components that are required to connect to the application files installed on the central server, from which the application is remotely run.

The shared network installation option is useful in work environments where installation capacity on client PCs is limited by hardware configurations or company policies.

### Setting up a network installation folder

---

You can copy the Visual Vectors installation program files onto a computer connected to your local area network, from which they can be used to create either local or shared network installations. This is a useful strategy if access to the Visual Vectors product CD-ROM is limited.

#### Note:

If availability of the Visual Vectors product CD-ROM is not a concern, and you do not want to create a network installation folder, go to [Installing the main application files](#) on page 25.

### Procedure

To create a network installation folder for the Visual Vectors installation program:

1. Load the Avaya Visual Vectors CD-ROM on a computer that can be accessed over your local area network.

#### Important:

If AutoPlay is enabled on the computer, the Visual Vectors installation program starts after you insert the CD-ROM into the drive. If the installation program begins, select **Cancel**.

2. Open the **Windows Explorer** application and create a new folder to hold the Visual Vectors installation files.

#### Tip:

Remember to record the folder file path for future reference.

3. Select the drive assigned for the computer CD-ROM device and copy the main Visual Vectors installation directory to the folder you created in Step 2.
4. Verify that client computers on which you want to install Visual Vectors can make a network connection to the server that contains the network installation folder. If necessary, request assistance from your system administrator.

## Installing the main application files

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This section includes the following topics:

- [Basic installation types](#) on page 25
- [Prerequisites](#) on page 25
- [Procedure](#) on page 26

### Basic installation types

You can create either of the following types of Visual Vectors installations:

- A *local*, stand-alone installation
- A *shared network* installation, in which the application is installed on a central network server, from which it can be run by one or more remote client computers

#### Note:

If you create a shared network installation, you also need to create one or more network client installations to run from the shared network application files.

For more information, about the shared network installation option, see [Visual Vectors client](#) on page 11.

For a description of the procedure used to create the client installations, see [Creating a network client installation](#) on page 30.

### Prerequisites

Before you begin the installation process:

- You must be logged in to the client system with an account that has administrator privileges.
- If you want to install Visual Vectors directly from the product CD-ROM, obtain the *Avaya Visual Vectors Version 11* CD-ROM.

## Installing Visual Vectors on client computers

- If you want to install Visual Vectors from a network installation folder that you have previously set up, obtain the file path for the network folder. For more information, see [Setting up a network installation folder](#) on page 24.
- If more than one user will use Visual Vectors on the computer, verify that a unique HOME user variable has been created for each user login. For more information, see [Using the HOME variable to maintain user-specific settings](#) on page 15.

### Procedure

To install the main Visual Vectors application files:

1. Choose between the following options:

- **If installing from the CD-ROM** – Insert the CD-ROM in the computer CD-ROM device.
  - If the CD-ROM AutoPlay feature is enabled on your computer, the Visual Vectors setup program starts automatically.
  - If AutoPlay is not enabled, open Windows Explorer, select the local drive associated with the CD-ROM file and run the **Setup.exe** file. Alternately, you can select **Start > Run** from the Windows desktop, and enter the path to **setup.exe**. For example if the CD-ROM device is assigned to the local **D:** drive, you would enter the following path:

**D:\\setup.exe**

- **If installing from a network installation folder** – Use Windows Explorer to navigate to the network drive on which the network installation folder is located. In the network folder, select the **setup.exe** file.

The first Visual Vectors installation starts and the **Type of Install** dialog is displayed.

2. In the **Type of Install** dialog, do the following:
- a. Select either the **Local** or **Network** option.
  - b. Click **Install**

After you choose the installation type and click **Install**, the **Welcome** screen is displayed.

3. In the **Welcome** dialog, click **Next**.

## 4. Choose an appropriate option:

If ...	Then ...
One or more installation warning messages are displayed	Your computer does <i>not</i> meet all of the Visual Vectors installation requirements, such as browser version, service packs, supported platforms, and so forth. Complete any actions needed to satisfy prerequisite system requirements, and restart the installation procedure.
Either the <b>Select Location</b> or <b>Select Network Location</b> dialog is displayed	All installation requirements are met, and an earlier version of Visual Vectors is <i>not</i> installed on the system. Do one of the following: a. To accept the default installation directory, click <b>Next</b> . b. To select or create a different installation directory, click <b>Browse</b> , select or create the directory you want to use for the installation files, and click <b>OK</b> . c. Go to Step 5.
Either an <b>Upgrade</b> or <b>Multiple Versions</b> dialog is displayed	The installation program detects a previous copy of Visual Vectors software on the computer. Perform the following steps: a. Select an installation/upgrade option (abort, upgrade, or install a second copy) b. Click <b>Next</b> . c. Go to Step 5.

5. Choose between the following options:

- If you are performing a **Network** installation, the **Ready to Install** dialog is displayed. Click **Install**.

When the **Install Successful** dialog is displayed, click **Finish**. The **Network** installation is now complete, but you must create one or more network client installations. Follow the procedures described in [Creating a network client installation](#) on page 30.

- If you are performing a **Local** installation, a second **Type of Install** dialog is displayed. Continue with Step 6.

6. In the **Type of Install** dialog, select the appropriate radio button to choose between the **Typical** and **Custom** options.

- Choose the **Typical** option if you want to install the Avaya Visual Vectors Help files both in English and the language of your operating system (if other than English). Then click **Next**.
- If you want to see a list from which to select the languages in which Avaya Visual Vectors Help files will be installed, choose the **Custom** option and click **Next**.

Select the installation languages from the list that is provided and then click **Next** again.

After you specify the install type, the **Select Folder** dialog is displayed.

7. In the **Select Folder** dialog, enter a folder name for the application shortcuts, and then click **Next**.

The **Ready to Install** dialog is displayed.

8. In the **Ready to Install** dialog, click **Install**.

9. Choose one of the following options:

- If the **Install Successful!** dialog is displayed, click **Finish**.
- If the **Set HOME environment** dialog is displayed do the following:
  - i. Either use the **Browse** button to select a directory location for the HOME variable and click **OK**, or click **Next** to accept the default location specified by the installation program. For more information about the HOME variable, see [Using the HOME variable to maintain user-specific settings](#) on page 15.  
  
The installation finishes and the **Install Successful!** dialog is displayed.
  - ii. Click **Finish**.

The **Local** installation is complete.

**Note:**

The Avaya Visual Vectors CD-ROM also includes a multimedia Visual Vectors Training program. If you want to install the training program, see [Installing the Avaya Visual Vectors Training program](#) on page 33.

## Creating a network client installation

---

A network client installation sets up the client computer to run Visual Vectors remotely from a network server on which the main application files are stored. The network client setup creates a program group with icons on the remote clients that link to the executable files on the network drive.

This section includes the following topics:

- [Prerequisites](#) on page 30
- [Procedure](#) on page 30

### Prerequisites

Before you begin a network client installation:

- Verify that the client computer meets the installation requirements listed in [Hardware and software requirements](#) on page 13.
- The client PC must be able to connect to the server on which the main application files were installed as a **Network** installation. If necessary, request assistance from your system administrator.
- The directory containing the Visual Vectors application files on the Windows-based network server must be configured as a *shared folder*. If necessary, request assistance from your system administrator.
- Verify that for each user who will log in and use Visual Vectors from a client PC, a unique HOME user variable has been created. For more information, see [Using the HOME variable to maintain user-specific settings](#) on page 15.

### Procedure

To perform a client setup:

1. Navigate the Windows file system and access the shared folder located on the network server where the Visual Vectors application files are installed.
2. Locate and then double-click the **setupclient.exe** file.  
The **Welcome** dialog is displayed.
3. In the **Welcome** dialog, click **Next**.

4. Choose between the following options:

If ...	Then ...
<p>One or more installation warning messages are displayed</p>	<p>Your computer does <i>not</i> meet all of the Visual Vectors installation requirements, such as browser version, service packs, supported platforms, and so forth. Complete any actions needed to comply with the prerequisite system requirements, and restart the installation procedure</p>
<p>The <b>Select Location</b> dialog is displayed</p>	<p>All installation requirements are met, and an earlier version of Visual Vectors is <i>not</i> installed on the system. Do one of the following:</p> <ul style="list-style-type: none"> <li>a. To accept the default installation directory, click <b>Next</b>.</li> <li>b. To select or create a different installation directory, click <b>Browse</b>, select or create the directory you want to use for the installation files, and click <b>OK</b>.</li> </ul> <p>Result: The <b>Ready to Install</b> dialog is displayed.</p> <ul style="list-style-type: none"> <li>c. Go to Step 5.</li> </ul>
<p>Either an <b>Upgrade</b> or <b>Multiple Versions</b> dialog is displayed</p>	<p>The installation program detects a previous copy of Visual Vectors software on the computer. Perform the following steps:</p> <ul style="list-style-type: none"> <li>a. Select an installation/upgrade option (abort, upgrade, or install a second copy).</li> <li>b. Click <b>Next</b>.</li> </ul> <p>Result: The <b>Ready to Install</b> dialog is displayed.</p> <ul style="list-style-type: none"> <li>c. Go to Step 5.</li> </ul>

5. In the **Ready to Install** dialog, click **Install**.

One of the following results will occur:

- The **Install Successful!** dialog is displayed.
- The **Set HOME environment** dialog is displayed if neither a system HOME variable or a user HOME variable for the login under which the installation is being run are configured. For more information, see as described in [Using the HOME variable to maintain user-specific settings](#) on page 15.

6. Choose one of the following options:

- If the **Install Successful!** dialog is displayed, click **Finish**.
- If the **Set HOME environment** dialog is displayed do the following:
  - i. Either use the **Browse** button to select a directory location for the HOME variable and click **OK**, or click **Next** to accept the default location specified by the installation program.  
  
The installation finishes and the **Install Successful!** dialog is displayed.
  - ii. Click **Finish**.

The network client installation is complete.

**Note:**

The Avaya Visual Vectors CD-ROM also includes a multimedia Visual Vectors Training program. If you want to install the training program, see [Installing the Avaya Visual Vectors Training program](#) on page 33.

## Installing the Avaya Visual Vectors Training program

---

The Avaya Visual Vectors installation includes a multimedia training program that you can use to become more familiar with the application.

### Prerequisites

Before you begin to install the multimedia training program:

- Obtain the Avaya Visual Vectors CD-ROM
- Verify that you can login to the client computer with administrator privileges.

### Procedure

To install the Visual Vectors training program:

1. Insert the Avaya Visual Vectors CD-ROM in the CD-ROM drive.  
If autoplay is enabled on the system, the installation program begins. Cancel the installation.
2. Open **Windows Explorer**. In the left window pane, click on the drive associated with the CD-ROM device.  
The contents of the CD-ROM are displayed.
3. Locate the folder named **BT467M** and double click on it to display its contents.
4. Locate and double click the **Setup.exe** file.
5. Follow the instructions provided by the installation program.

## **Installing Visual Vectors on client computers**

# Getting started with Avaya Visual Vectors

Visual Vectors has an easy-to-use graphical user interface that lets you create and manage vectors quickly and easily from a workstation. Using Visual Vectors, you can create vectors, save the vectors to an ACD, edit vectors, and copy and paste vectors by using an easy drag-and-drop method.

This section provides instructions for common application tasks:

- [Starting Visual Vectors](#) on page 36
- [Connecting to a CMS server from Visual Vectors](#) on page 37
- [Using Navigator](#) on page 39
- [Using Vector Editor](#) on page 42
- [Using the VDN Assignment Wizard](#) on page 49
- [Using the Import Export Wizard](#) on page 52

For more detailed information, see *Avaya Visual Vectors Version 11 User Guide*, 585-210-709. An electronic copy of the user guide is included on the product CD-ROM.

## Starting Visual Vectors

When you start Visual Vectors, the **Avaya Visual Vectors Framework** toolbar is displayed. You use the Framework window to to:

- Connect to CMS servers
- Start Navigator, Vector Editor, VDN Assignment Wizard, and Import Export Wizard from the Tools menu or toolbar
- Start the Avaya CMS Supervisor program

**Note:**

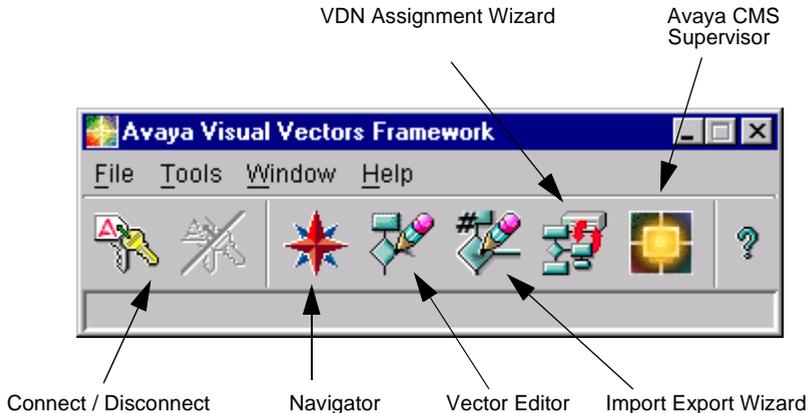
The Avaya CMS Supervisor icon is not displayed on the Framework toolbar if Supervisor is not installed on the computer.

### Procedure

To start Visual Vectors:

1. Beginning at the Windows taskbar, select **Start > Programs > Avaya Visual Vectors**.

The software program starts and the **Avaya Visual Vectors Framework** window opens. Although Visual Vectors is running, you are not yet connected to a CMS server.



## Connecting to a CMS server from Visual Vectors

---

Connecting to a CMS server from Visual Vectors includes the following topics:

- [When a CMS server connection is required](#) on page 37
- [When a CMS server connection is not required](#) on page 37
- [Connecting to an existing server](#) on page 38
- [Connecting to a new server](#) on page 38
- [Disconnecting from a CMS server](#) on page 39

### When a CMS server connection is required

You *must* connect to a server to:

- View and work with objects stored for that ACD
- Assign vector directory numbers (VDNs) to a vector
- Save your finished vector to a switch
- Import and export a vector from an ACD

#### Important:

Changes to vectors do not take effect unless the link between the CMS server and the switch is up. If the link is not up, Visual Vectors gives you the option to save to another location.

### When a CMS server connection is not required

You do *not* need to connect to a server to:

- View vectors stored on your ScratchPad
- View names of CMS servers to which you have connected previously
- Create a new vector
- Edit a vector you have copied from the switch onto your ScratchPad

## Connecting to an existing server

Use this procedure if you have previously connected to the CMS server.

**If you have connectivity problems** – If you fail to get a login prompt or the login attempt is denied, see the *Troubleshooting* section in *Avaya Visual Vectors Version 11 User Guide*. An electronic copy of the user guide is included on the Visual Vectors product CD-ROM.

To connect to an existing server:

1. Click **Connect** on the toolbar or select **Connect** from the File menu.

The system displays the **Connect to** dialog. The **Connect to server:** drop-down list displays the last server to which you connected. You can open the list to view other CMS servers to which you have connected.

2. In the **Connect to** dialog, do the following:
  - Enter your CMS login Id in the **Login Id:** text box.
  - Enter your CMS password in the **Password:** text box.
  - Click **Connect**.

### Note:

You are limited to one instance of a login ID per CMS server, but you can connect to more than one server at a time.

## Connecting to a new server

If you have never connected to a CMS server before, you need to establish an initial connection.

**If you have connectivity problems** – If you fail to get a login prompt or the login attempt is denied, see the *Troubleshooting* section in *Avaya Visual Vectors Version 11 User Guide*. An electronic copy of the user guide is included on the Visual Vectors product CD-ROM.

To connect to a new server:

1. Select **New CMS** from the File menu.

The **New CMS** login dialog box is displayed.
2. Type the hostname or IP address of a CMS server in the **Server Network Address:** text box.

3. Enter your CMS login ID in the **Login Id:** text box.
4. Type your CMS password in the **Password:** text box.
5. Click **OK**.

If the CMS server you entered is found, and you have the appropriate user permissions, a connection is established. If the CMS server is not found, the system displays an error message showing the cause of the failure.

**Note:**

You are limited to one instance of a login ID per CMS server, but you can connect to more than one server at a time.

### **Disconnecting from a CMS server**

To disconnect from a CMS server:

1. From the File menu:
  - a. Select **Disconnect**  
The **Disconnect** dialog is displayed.
  - b. Click on server from the server list and click **Disconnect**.

## **Using Navigator**

---

You use Navigator to view and manage call center objects. Navigator provides a hierarchical view of your Call Center World, similar to the way in which Microsoft Windows Explorer provides a hierarchical view of your file system.

This section includes the following topics:

- [Basic Navigator functions:](#) on page 40
- [Working with objects](#) on page 40
- [Validating vectors](#) on page 41
- [Renaming objects](#) on page 41

## Basic Navigator functions:

You can use Navigator to:

- View and manage switch objects used in vectors
- Organize objects into folders
- Copy and move vectors from an offline ScratchPad to one or more ACDs, and between ACDs
- Change properties of all objects
- View and rename objects, depending on your permissions

## Working with objects

For practice using Navigator:

1. To open Navigator, click the Navigator icon in the Framework window.
2. Double-click a server name to view objects on that server.

### Note:

If you are not connected to the server, Visual Vectors prompts you to log in.

3. Navigator displays the server you selected, and the ACDs for which you have read permission. For each ACD, Navigator organizes objects into folders.
4. To work on a highlighted vector, you would do one of the following:
  - Double-click it to launch Vector Editor and work on it now.
  - Highlight it and drag it to your ScratchPad to work on it later.

### Note:

When you drag the vector, the system asks you whether you want to copy or move it to the appropriate ACD.

## Validating vectors

To validate a vector, you need to copy, move, or save it to the appropriate ACD.

A vector is valid if:

- It contains no more than 32 stored steps.
- It is complete.
- All **goto** steps have destinations.
- Objects to which steps refer reside on the ACD.
- The user has write permission for the vector and the ACD.

The system displays an error message if the vector is invalid and gives you the opportunity to fix any problems before the vector is changed.

## Renaming objects

In Navigator, you use the ScratchPad to store vectors on your computer. If you have many vectors, organize them into folders.

You can rename objects in your Visual Vectors workspace. For example, you can use the following procedure to rename the Default ScratchPad:

1. In Navigator, click **Default ScratchPad** to highlight it.
2. Click the right mouse button.

The popup menu is displayed.

The context menu lists commands you can use in Navigator. These commands are also available from drop-down menus.

3. Select **Rename** from the menu.

The **Renaming Default ScratchPad** dialog is displayed.

4. In the **Name** text box, type the new name and click **OK**.

## Using Vector Editor

---

Vector Editor allows you to use a drag-and-drop feature to create and edit vectors. Different kinds of vector steps can be selected from a palette, and arranged in a work area. With the Vector Editor, you can:

- Choose vector steps from palettes.
- Add vector steps.
- Change properties of vector steps.
- Create a vector.
- Save and print the vector you created.

This section includes the following topics:

- [Creating an example vector](#) on page 42
- [Saving a vector](#) on page 47
- [Printing your vector graphic](#) on page 47

### Creating an example vector

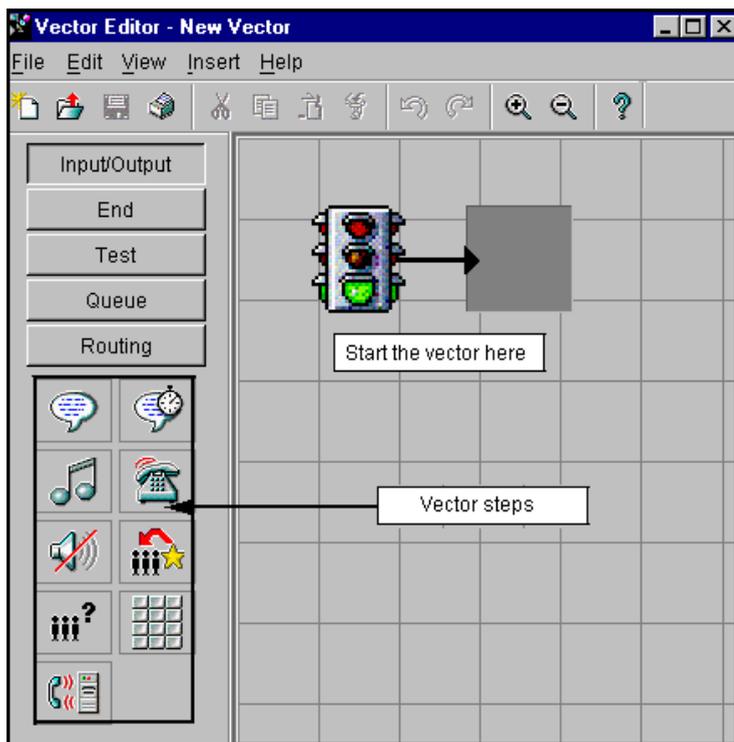
The following procedure explains briefly how to create an announcement vector, which plays an announcement until the caller reaches an agent.

To create an announcement vector:

1. To start the Vector Editor, select **Vector Editor** from the Tools menu or toolbar in the Framework window.
2. Do the following:
  - a. **Select Tools > Vector Editor**

A submenu displays a list of possible vector types, which are based on switch releases and their installed options.

- b. From the switch submenu, select an appropriate vector type.  
The **Vector Editor - New Vector** window is displayed.



**Tip:**

The green light shows the vector's starting point. You choose the vector steps from the palettes on the left.

Vector steps in the **Input/Output** palette determine which inputs you want to provide and which outputs customers can provide. The steps in the Input/Output palette include Announcement, Timed Announcement, Music, Ringback, Silence, Reply, Consider, Collect, and Converse.

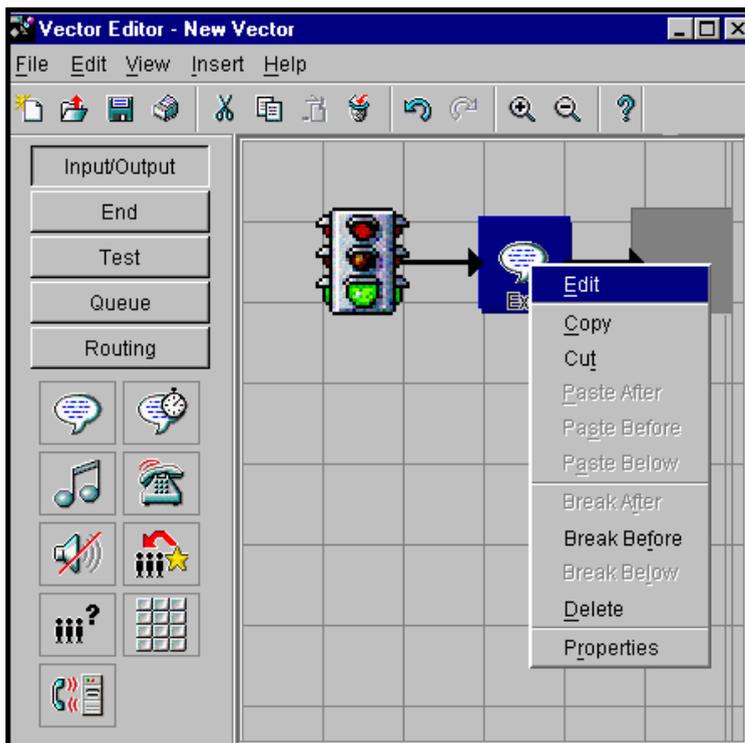
3. You are going to create a new vector in which the first step is an announcement. In the vector step palette, click and drag the Announcement step (top left in the palette) into the empty box in the vector workspace. When the step new is positioned correctly, the box is highlighted in yellow.

**Tip:**

You can also copy and paste steps from other vectors. This allows you to reuse vector steps when a step in an existing vector has properties you want to specify in a new vector step.

4. Define the properties for the new Announcement step. Place the cursor over the step and click the right mouse button.

A popup menu is displayed.



## 5. Select **Properties**

The **Properties** input window is displayed.

## 6. To complete this window:

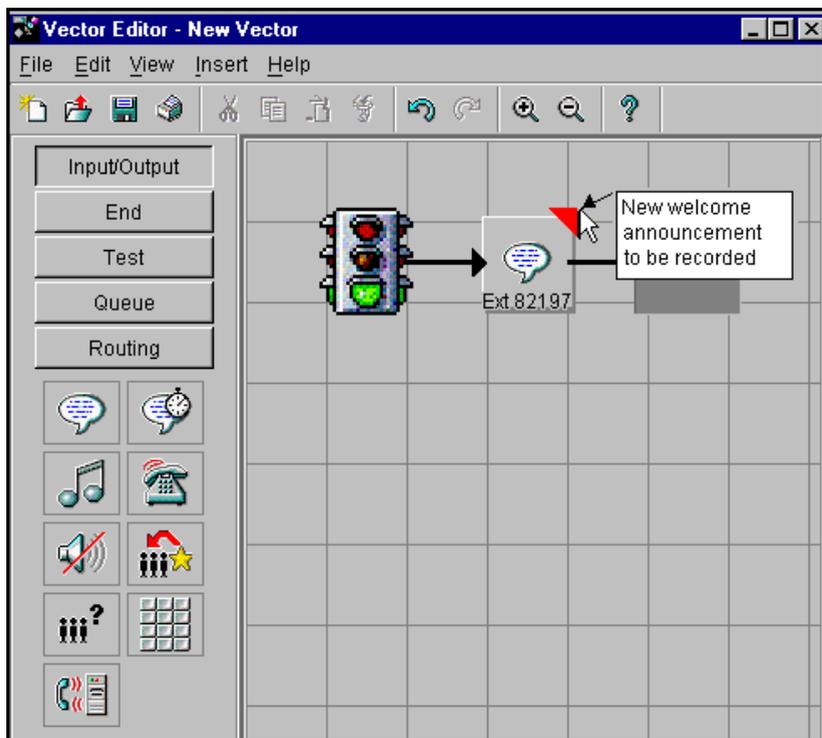
- In the **Extension:** field, enter your extension.
- In the **Comments:** field, enter “New welcome announcement to be recorded.”

A representation of a completed window is shown below:



7. Click **OK** to save the changes.

The new Announcement step in the vector workspace now displays the extension number you specified.



**Tip:**

A red triangle indicates on the corner of a step indicates that the step has an associated comment. Roll your cursor over it to view the comment.

## Saving a vector

To save a new or revised vector from the Vector Editor window:

1. From the main menu, select **File > Save As...** .

The Vector Editor displays the **Save Vector As** window.

2. Browse the **My World** directory to find the container in which you want to save the current vector.
3. Click the name of the container (ScratchPad or folder) in which you want to save the vector.
4. If you want to give the vector a name that is different from the default name, type your preferred name in the Name text box; for example, **Holiday Announcement**.
5. Click **Save**.

The Vector Editor does one of the following:

- Saves a graphical representation of the selected vector to the ScratchPad
  - Converts the visual vector and stores it on the ACD containing the vector folder.
6. When you are finished creating a vector, you need to assign VDNs to the vector. For instructions, see, [Using the VDN Assignment Wizard](#) on page 49.

## Printing your vector graphic

To print the graphic representation of a vector from Vector Editor:

1. Select **File > Print**

The system displays the **Print** dialog.

2. In the **Print** dialog, select the printer, print range, and number of copies.
3. If you need to specify any printer properties, click **Properties** and make your changes in the Document Properties window. Then click **OK**.
4. In the Print dialog box, click **OK**.

The system displays the **Printing Properties** window.

5. Select any of the following print options:
  - **1 to 1:** The vector graphic will print as the size you see on your screen. This is the default option.
  - **fit to 1 page:** The vector graphic will print on one page.
  - **fit to pages wide:** The vector graphic will print on the number of pages you specify in the pages field. The printed graphic will remain height and width proportional.
  - **fit to pages high:** Your vector graphic will print on the number of pages you specify in the pages field. The printed graphic will remain height and width proportional.
  - **scale to percent:** The vector graphic will print to the size you specify in the % field. The printed graphic will remain height and width proportional.
  - **Step Labels:** Click to enable the printing of step labels that are present on your vector graphic. If there are no step labels, this field is unavailable.
  - **Floating Comments:** Click to enable the printing of global comments that are present on your vector graphic. If there are no global comments, this field is unavailable.
  - **Step Comments:** Click to enable the printing of step comments that are present on your vector graphic. If there are no step comments, this field is unavailable.
  - **Alignment:** Click the down arrow to select the positioning of the vector graphic on the printout.
6. Click **OK** in the **Printing Properties** window to print your vector graphic.

## Using the VDN Assignment Wizard

---

When the switch receives a call, it translates digits dialed by the caller or sent to it into a VDN. The switch uses VDNs to direct those calls to the appropriate vector. When your vectors are complete and ready to use, the *VDN Assignment Wizard* helps you assign VDNs to your vectors so that incoming calls are treated appropriately for the needs of your organization.

### Assigning VDNs to a vector

To assign VDNs to a vector:

1. To start the VDN Assignment Wizard, do either of the following
  - Click the VDN Assignment Wizard button on the Framework toolbar.
  - Select: **Tools > VDN Assignment Wizard**.

The **Welcome** window is displayed.

2. In the **Welcome** window, browse your ACDs to find one that has one or more VDNs that you want to associate with the vector.

#### Note:

If you are not connected to a server, you must double-click the server and complete the **Connect to server** dialog before you can view ACDs. Only ACDs that you have permission to view are displayed.

3. Select an ACD and click **Next**.

The **Available for Selection** dialog is displayed.

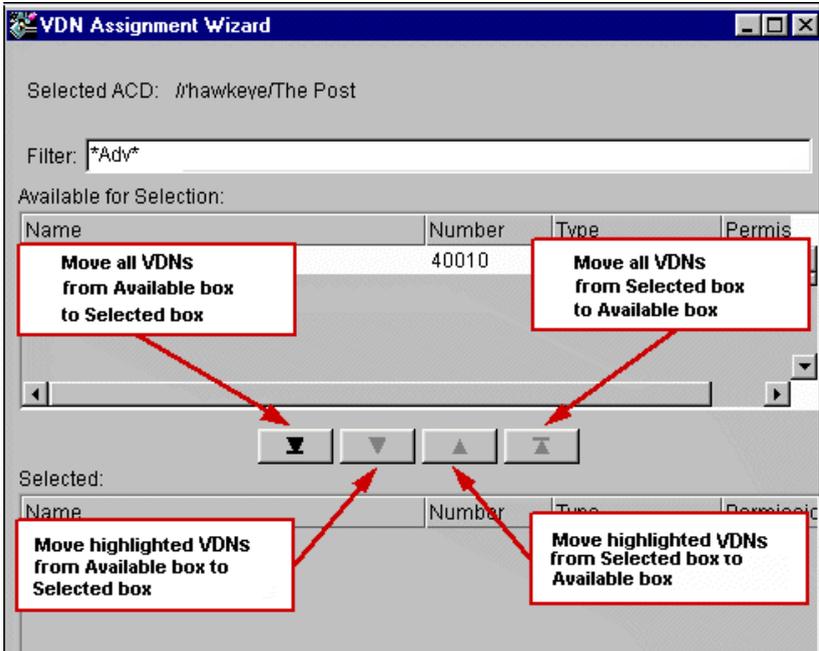
In the **Available for Selection** dialog box, you can display a list of all VDNs available for selection, or you can filter the list to display only those VDNs containing certain criteria.

For information about the search filter, see [Using Visual Vectors search filters](#) on page 56.

4. To select the VDNs you want to administer in the Available for Selection: list, use either of the following methods:
  - Highlight each of the VDNs that you want and then use the arrow buttons to move the VDNs in the **Available for Selection:** list box to the **Selected:** list box.

- Select the arrow button with the horizontal line under it (that is, the left-most arrow button) to move all VDNs in the **Available for Selection:** list box to the **Selected:** list box.

The following figure explains arrow button functions in the dialog.



5. After you have moved the VDNs to the **Selected:** box, click **Next**.

The next window shows the VDNs you have selected and asks you to confirm the selection.

6. Do one of the following:

- If the selections are not correct, click **Back** to return to the previous window, where you can select the VDNs you want.
- If the selections are correct, click **Edit** to go forward.

The **Properties** dialog is displayed. In the **Properties** dialog, you identify the vector to which you are assigning the VDNs.

7. Select the Vector name from the **Vector Id:** drop-down list.

**Note:**

If the ACD uses the Expert Agent Selection (EAS) feature, you can also change the skill preferences for the selected VDN.

8. If EAS is enabled on the switch, select one or more skill preferences from the **Skill Preferences** drop-down list, and click **OK**.

The VDN is now assigned to the vector you selected.

## Using the Import Export Wizard

---

The Visual Vectors Import Export feature allows you to create a vector and export it to a public directory or other application, where the vector can be imported and shared by other users.

### Basic Import Export Wizard functions

With the Import Export feature, you can:

- Share vectors within a single site or across a multi-site environment
- Create a central library of vectors that other users can access
- Archive vectors to a server on a LAN for backup
- Train and mentor other users

### Exporting vectors

To export vectors:

1. Do one of the following:

- Click the Import Export Wizard button on the Framework toolbar.
- In Navigator, right click on the vector or vectors you want to export. Then select **Export** from the context menu.

The **Welcome** window is displayed.

2. Select **Export** and then click **Next**.

The next window displays a window to let you browse objects in the **My World** directory of call center objects.

3. Browse your available ACDs or ScratchPad folders to find the vectors that you want to export. Only ACDs that you have permission to view are displayed.

#### Note:

If you are not connected to a server, you must double-click the server and complete the **Connect to server** dialog before you can view its ACDs.

4. Highlight the appropriate ACD and click **Next**.

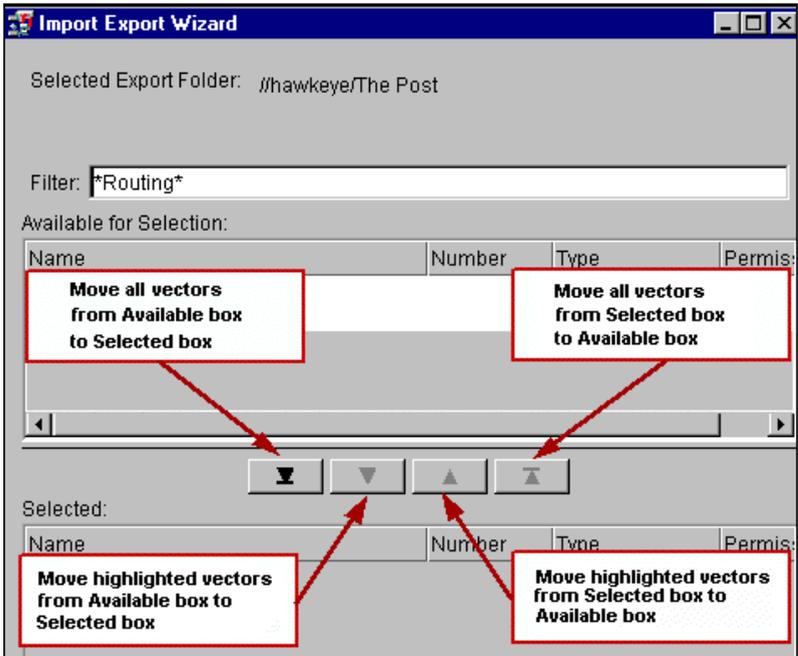
The **Available for Selection** list is displayed in the next window of the Wizard.

In the **Available for Selection** dialog box, you can display a list of all vectors available for selection, or you can filter the list to display only those vectors that contain certain criteria.

For more information about using the search filter, see [Using Visual Vectors search filters](#) on page 56.

5. To select the vectors you want to administer in the **Available for Selection:** list, use either of the following methods:
  - Highlight each of the vectors that you want and then use the arrow buttons to move the vectors in the **Available for Selection:** list box to the **Selected:** list box.
  - Select the arrow button with the horizontal line under it (that is, the left-most arrow button) to move all vectors in the **Available for Selection:** list box to the **Selected:** list box.

**Example:** The following window illustrates the purpose of the arrows.



6. After you have moved the vectors to the **Selected:** box, click **Next**.

The system displays the **Archive File** dialog.

7. Click **Browse** to display the **Select Export Archive** window, and find the target file on the network where you want to export the files.

8. When you find the archive file, click **Save**, and then click **Next** in the **Archive File** window.

9. The dialog box that is displayed depends on whether or not the archive file you chose already exists in the destination folder. Do one of the following:
  - If the file already exists, the system displays a dialog box that gives you the opportunity to specify how you want to handle the files. Continue with Step 10.
  - If the file does not exist, the **Export Summary** window is displayed. Go to Step 12.
10. If the file already exists, you are prompted to do one of following:
  - Do not overwrite duplicates
  - Overwrite duplicates
  - Replace the entire content of the file
11. Click **Next**.
  - If the file is corrupt or is an invalid format, the system displays an error message.
  - If the file is not corrupt and is of valid format, the **Vector Export Summary** window is displayed. This window summarizes the information collected to perform the export action.
12. In the **Vector Export Summary** window, do one of the following:
  - To cancel the export process, click **Cancel**.
  - If you need to modify the values, click **Back** to go to previous windows.
  - If you are satisfied with your choices, click **Export**.  
An **Export Completed** message is displayed.

## Using Visual Vectors search filters

---

The Visual Vectors VDN Assignment Wizard and Import Export Wizard include a search filter that allows you to filter VDNs according to various search criteria

To use the search filter:

1. In the **Filter:** field enter the desired alphanumeric characters, including wildcards. For example, you would enter:

- Question mark (?) for one character
- Asterisk (\*) for any number of characters

For example, if you filter on the term **\*Adv\***, your search would return VDNs with names like:

- RadioAdvertising
- AdventureTours
- AdvertisingDept

Alternately, if you excluded the leading asterisk character from the term to search on the term **Adv\***, you would generate a list of VDN names that begin with the letters *Adv*. In this example, the VDN named *RadioAdvertising* would be excluded from the search results.

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