



**AT&T CentreVu
Supervisor**

CentreVu Supervisor

Version 1.0

Installation and Getting Started



Developed by AT&T Network Systems Customer Education and Training Organization





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AT&T *CentreVu*
Supervisor

Introduction

About *CentreVu* Supervisor



AT&T *CentreVu*TM Supervisor (Supervisor) is an interface to the Call Management System (CMS) running on the *Microsoft*^{*} *Windows*[†] operating environment. The Supervisor software runs on an *IBM*[‡] compatible PC that is running the *Microsoft Windows* 3.1 or *Windows* for Workgroups 3.11 operating environment. See page 5 for detailed requirements.



CentreVu Supervisor is a client/server application. In this case, the “client” is the PC in which you are running the *CentreVu* application. The “server” is your *CentreVu* CMS machine containing your database.

CMS is a software product used by customers that have AT&T telecommunication switches and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch. The CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature in the switch.

* Microsoft is a registered trademark of Microsoft Corp.

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‡ BM is a registered trademark of International Business Machines, Inc.





Introduction

CMS System Capacities

The CMS system capacities are unchanged by the Supervisor software. For those of you who are putting your *CentreVu* Supervisor users on a Local Area Network (LAN), your network must support the additional network traffic.

Number of Supervisor Windows Allowed

When you are running Supervisor you are allowed to open as many as 12 windows simultaneously. Windows that do not directly use CMS data, such as the color customization data, are not included in this limit. Windows which have been opened for other applications also 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 multiple CMSs.



Number of PCs Allowed to Run Supervisor



The number of PCs running *CentreVu* Supervisor is limited by the number of site-licensing agreements with AT&T. The CMS software will count the number of active *CentreVu* Supervisor clients that are logged in, and limit the number of simultaneous users to the number purchased by the customer.





Performance

When you are using Supervisor you may experience slightly slower response times for some actions. This could be for a variety of reasons:

- If Supervisor is running in a LAN environment, you must be aware of the additional network traffic that must be supported, and ensure that your LAN has been engineered appropriately. In a LAN environment, network backups could cause congestion on the network, adversely affecting its performance.
- If the Supervisor application is running simultaneously with other applications, performance of the Supervisor application could be affected by those other applications, or vice versa.
- Processor speed and memory of your PC.

Reliability/Availability

If serial links or LAN connectivity drop, the Supervisor application will automatically attempt to restore the connection if you logged in using the Automatic Login capability.

Security

When Supervisor is connected to CMS, the same level of security afforded to you with a dedicated CMS terminal is provided. The existing CMS permissions structure will be honored. Even when you are using Supervisor on a LAN, you will be able to access only the information that is available in a direct-connect environment.





Introduction

Using This Document

This document describes what you need to know to successfully install *CentreVu* Supervisor and to begin using it. The document assumes that you are familiar with your computer and the *Windows* operating system, including using the F1 key to activate Help.

The book is organized into the following chapters:

- **Installing *CentreVu* Supervisor** — walks you through the process of installing Supervisor.
- **Getting Started** — walks you through the process of starting Supervisor, logging into a CMS server, logging out of a CMS server, and exiting Supervisor. Also teaches you how to change your connection settings, and gives you information on getting help with the Supervisor product.
- **Troubleshooting** — gives you general information on troubleshooting the installation of Supervisor, including tips on working with the Bravo test tool, and also gives you general information on logging into the CMS server.



Conventions Used

The following conventions are used in this document:

- You should use the left mouse button whenever you are asked to click or press the mouse button unless the right button is specified.
- Menu names, options, and icon names are shown in bold text. For example: Choose **Save** from the **File** menu.
- References to windows will be capitalized (for example, Manual Login window).
- Text you are asked to enter and system commands are shown in courier font (for example, Enter this `command`).
- *Italics* are used to reference other documents, to reference file names, and for trademarks.





AT&T *CentreVu*
Supervisor

Installing *CentreVu* Supervisor

Introduction

This section of the document describes everything you need to know to successfully install *CentreVu* Supervisor. It includes the following topics:

- Checking package contents
- What you need on your PC (for PC installation)
- Installation to a local hard disk
- Installation across a network.





Installing *CentreVu* Supervisor

Checking Package Contents

To be sure your package contents are complete, check them against the following list:

- **Program disks** - your *CentreVu* Supervisor package should contain a set of 3.5-inch diskettes.
- **Documentation** - your *CentreVu* Supervisor package should contain the following printed document:
 - *CentreVu™ Supervisor Installation and Getting Started* (this document) (AT&T 585-215-810).

If any of the items are missing or damaged, contact your AT&T Account Team. International customers should contact their AT&T Representative or Distributor.





What You Need on Your PC

To install and run *CentreVu* Supervisor, you need the following:

- *IBM* compatible workstation (486/33 minimum - pentium is recommended)
- A hard disk drive with 16 MB of free space (full installation)

Note

Performing many CMS operations and running numerous CMS reports will require a varying amount of additional disk space.

- A floppy disk drive that can read high-density 3.5-inch diskettes
- A VGA monitor and adapter set to at least 640x480x16 colors graphics resolution
- MS DOS 5.0 or higher
- *Microsoft Windows* 3.1 or *Windows for Workgroups* 3.11 operating environment
- A mouse compatible with *Windows* 3.1
- For Network Connection - WinSock 1.1 compliant TCP/IP stack and 8 or 16 MB of RAM or more
- For Serial Connection - serial cable correctly wired to support hardware flow control, 16 MB of RAM or more, and a 16550A UART communications port
- For Modem Connection - at least a 9600-bps modem, 16 MB of RAM or more, and a 16550A UART communications port. If the modem is external, then the cable must be correctly wired to support hardware flow control.





Installing *CentreVu* Supervisor

- If you have *Windows* 3.1, the following entries need to be added or modified in the CONFIG.SYS and AUTOEXEC.BAT files:
 - CONFIG.SYS : FILES=70 (do not set the number of files to less than 70)
 - AUTOEXEC.BAT : SHARE /L:100 (do not set the locks switch [/L:] to less than 100)
- If you have *Windows for Workgroups* 3.11, the following entry needs to be added or modified in the CONFIG.SYS file:
 - CONFIG.SYS : FILES=70 (do not set the number of files to less than 70).

What You Need for Your *CentreVu* CMS Server

- Sun* SPARCserver computer (recommended)
- *CentreVu* Call Management System Release 3 Version 4.



*Sun is a registered trademark of Sun Microsystems, Inc.

8 What You Need for Your *CentreVu* CMS Server





Installation Procedures

If you have any difficulty installing *CentreVu* Supervisor, refer to the following sources of information:

- System requirements listed on page 7.
- The `readme.txt` file located on Disk #1. Use an editor such as *Windows* Notepad to read the file.
- The Troubleshooting section on page 67 of this document.

If you have further questions, contact the AT&T Call Center Helpline or Professional Services Installation Consultation on 1-800-344-9670. For International support, call your AT&T Representative or Distributor for assistance.

The disks in your package include a graphical installer to help you install your copy of Supervisor. Files have been compressed so that they fit on fewer disks. The installer automatically expands the files. The installer also lets you choose which parts of Supervisor you want to install and where to install them. You can cancel installation at any time.



Note Supervisor cannot be installed by directly copying files from the diskettes to the hard drive because the files on the diskettes are compressed.



During the installation, you can click on the **Help** icon (see below) or press the `F1` key to obtain information on installation topics.



You can exit the installation of Supervisor by clicking on the **Exit** icon (see below) or by pressing the `F3` key.





Installing *CentreVu* Supervisor

Types of Installation

There are two ways you can install *CentreVu* Supervisor:

- **PC Stand-Alone Installation** - With this type of installation, you install Supervisor on your PC using the installation diskettes (see page 11).
- **LAN Server Installation** - With this type of installation, you use a PC that is running *Windows* and has administrator/supervisor privileges to install Supervisor onto a network server (Administrative Setup - see page 22). In order for clients to use Supervisor via the network server, each client must be set up to access Supervisor. This is done through Client Setup (see page 30).

During the LAN Server Installation, you can place User Files on either the network drive or the client's local drive.

Administrative Setup must be run to install Supervisor on a network server and Client Setup must be run to set the client up to access Supervisor from the network. Administrative Setup is run first followed by Client Setup.



Administrative Setup only needs to be run once while Client Setup up can be run many times after the initial setup.

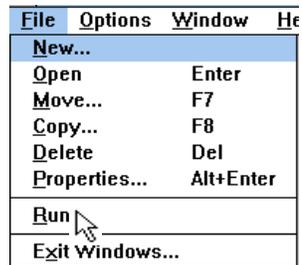




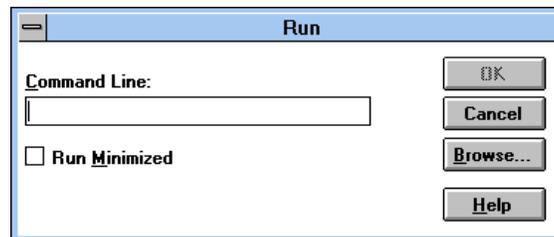
Installing *CentreVu* Supervisor on the PC

To install Supervisor from diskettes onto the PC, do the following:

1. If *Windows* is not already running, at the DOS prompt, type win and press **Enter**.
2. Insert Disk 1 into the drive you want to install from (usually the a : drive).
3. Choose **R**un from the **F**ile menu in the Program Manager.

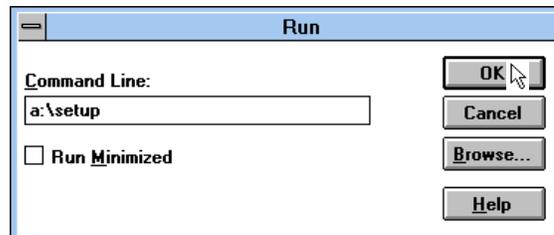


The Run dialog box appears:



Installing CentreVu Supervisor

4. In the Command Line: text box, type a:\setup and then select **OK**. If you are installing from another drive, type the letter for that drive instead of "a."



Setup begins by searching for a previous installation of Supervisor. If it finds a previous installation of Supervisor, Setup will use the same installation path of the previous installation. If Setup does not detect a previous installation, it will use the default installation path C:\CENTREVU.

The program continues and the Installation Location dialog box appears:



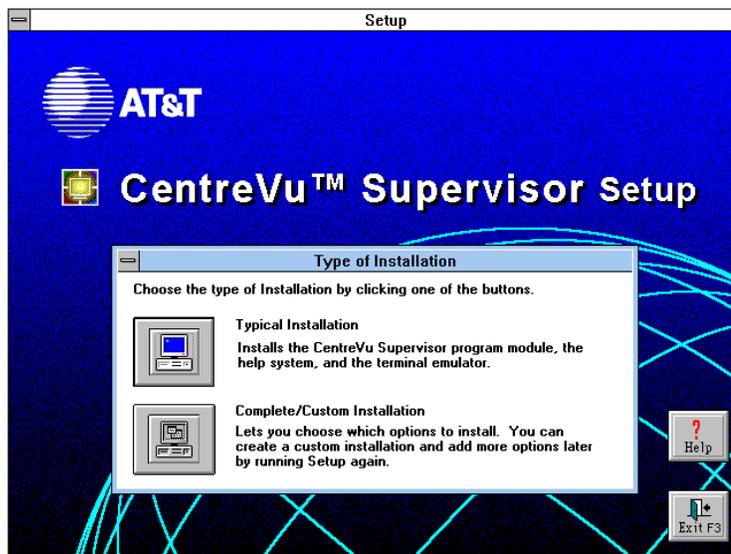


Installing CentreVu Supervisor

The default installation path is C:\CENTREVU. The notice above the Path: text box indicates that setup did not detect a previous installation of CentreVu Supervisor.

- To change the installation path, type the preferred drive and the directory in the Path: text box.
- Select **C**ontinue.

The program responds:



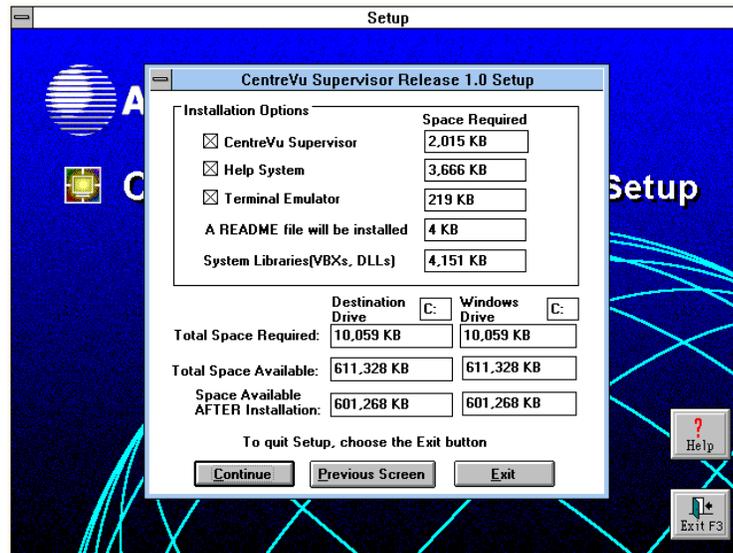
- Select a type of installation by clicking on one of the installation icons.
The **Typical Installation** icon is the default choice (box is highlighted). This will install all of the basic options without your intervention. Click on the **Typical Installation** icon if you want all basic options installed.
The **Complete/Custom Installation** icon allows you to choose which options to install. To select the Complete/Custom Installation, click on the **Complete/Custom Installation** icon.

If you chose **Complete/Custom Installation** continue with Step 8. If you chose **Typical Installation**, go to page 15.



Installing CentreVu Supervisor

The Installation Options dialog box appears:



8. By default, all available options are checked. Select the options you do not want to install by clicking on the box to the left of the option. The x in the box disappears (clicking the box again will reselect the option).

This dialog box shows the space required for each option. In addition, it provides you with the following information:

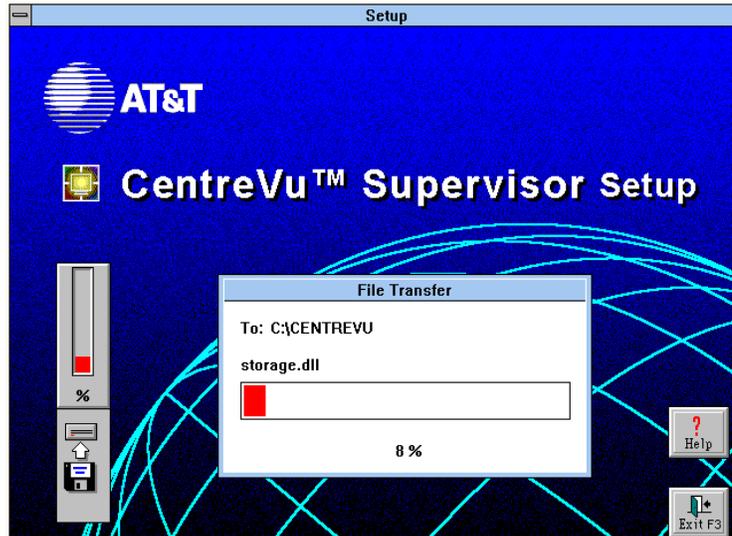
- The total space required to install the options you selected
- The total space available on the specified drive
- The total amount of space you will have on the specified drive after installation.

9. Do one of the following:
 Select **C**ontinue to install options.
 Select **P**revious Screen to return to the Installation Location dialog box.
 Select **E**xit to quit the setup program before installation is complete.



Installing CentreVu Supervisor

The program begins installing the options you selected.

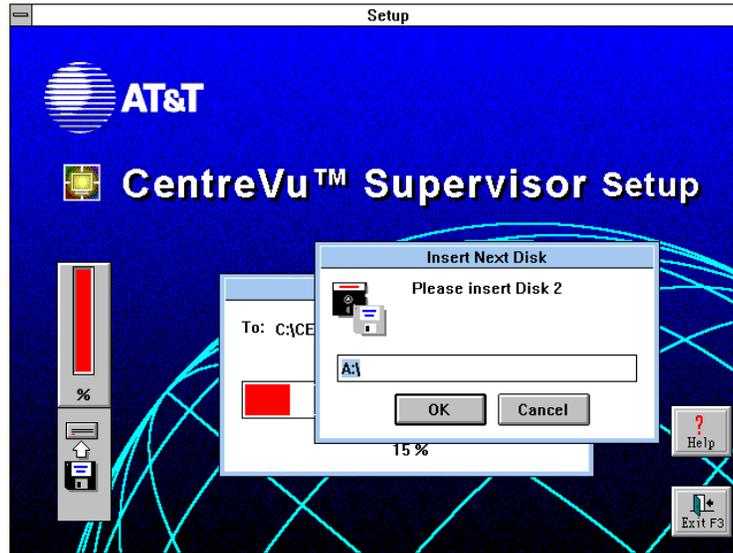


The File Transfer box displays the overall status of the installation. It provides the drive and directory where the files are being installed and the actual file that is being installed at any given time. The **File Transfer** indicator to the left of the File Transfer box displays the installation status of each file.



Installing CentreVu Supervisor

The program prompts you to insert the next disk, as shown below:





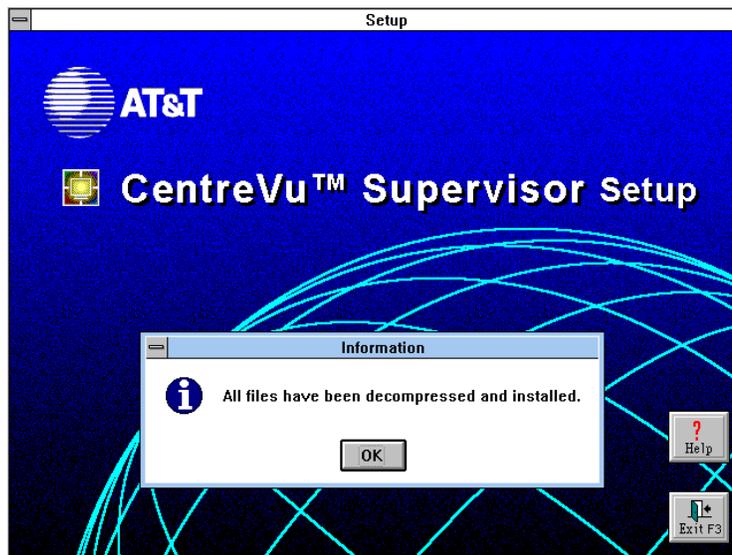
Installing CentreVu Supervisor

10. Insert the next disk as prompted and select **OK**.

The program continues to install files on your hard drive. Continue to insert disks as prompted.

When setup installs all files on the hard drive, it then begins to search the hard drive for dll's and vbx's that Supervisor uses. Setup creates a file called `cv_ver.log` that shows path and file information for duplicated dll's and vbx's.

When Setup is done searching for existing dll's and vbx's, the following dialog box appears:

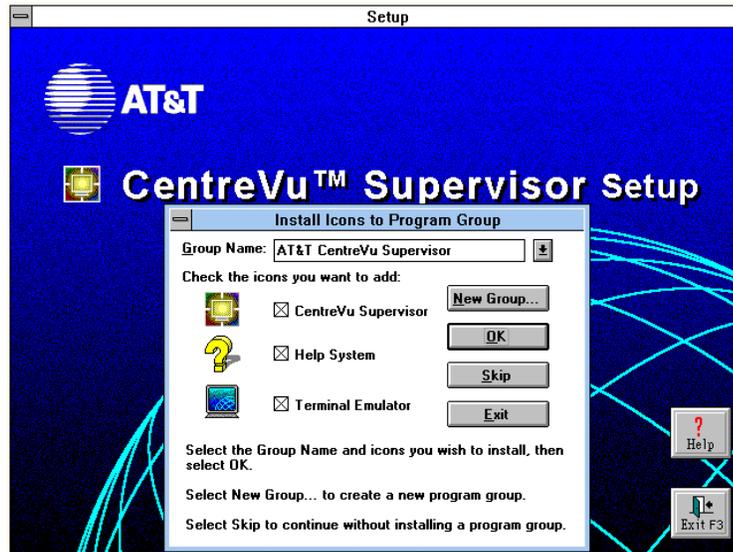


11. Select **OK** or press the Enter Key.



Installing CentreVu Supervisor

The Install Icons to Program Group dialog box appears:



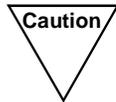
The Install Icons to Program Group dialog box provides you with the default program group name and icons for the Supervisor application.

12. Select **OK** to create the default Supervisor icons and program group name.

Note You can customize the group name by using the pull-down list of existing groups, entering a different group name in the **Group Name**: text box, or clicking on the **New Group...** button. See the Install Icons to Program Group dialog box on page 19.



Installing *CentreVu* Supervisor



If this is your first installation of *CentreVu* Supervisor and you select **Skip**, Setup will not create a Supervisor program group or icons. Supervisor is not designed to run from File Manager; it is designed to run in Program Manager. Therefore, we do not recommend that you select **Skip** when installing Supervisor for the first time.

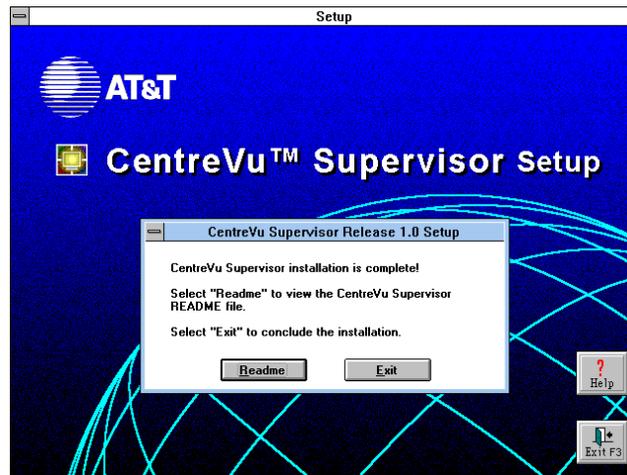
If you are installing Supervisor over an existing *CentreVu* program group, then you can select **Skip**. In this case, Setup will use the existing *CentreVu* program group name.





Installing *CentreVu* Supervisor

After Setup creates the program group name and icons, a message box appears telling you that Supervisor installation is complete.



13. Select **R**eadme if you want to see the `readme.txt` file using *Windows* Notepad. The `readme.txt` file contains the following information:

- Integration Notes
- *CentreVu* Terminal Options
- Installation Files
- Problems Installing when the *Microsoft* Office Toolbar is Running
- How to Uninstall
- Other information that may not have been included in the documentation.

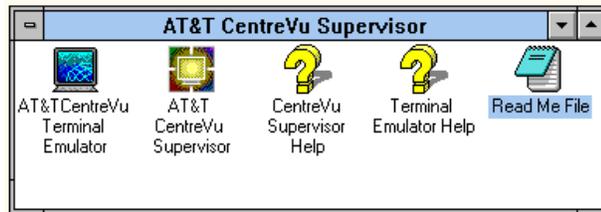
14. Select **E**xit to return to Program Manager.





Installing CentreVu Supervisor

15. In the Program Manager, the newly created Supervisor program group appears with icons for the Supervisor application. See the AT&T CentreVu Supervisor program group below:



CentreVu Supervisor installation is complete. Go to the “Getting Started With CentreVu Supervisor” section on page 37 to establish connection to the CMS server.





Installing *CentreVu* Supervisor

Installing *CentreVu* Supervisor on the Network (Administrative Setup)

If you are set up to share applications that exist on a network drive, you probably want to install *CentreVu* Supervisor on the network drive also. This will allow concurrent access by multiple users. To install *CentreVu* Supervisor on the network, you must run Administrative Setup.

Administrative Setup expands all program files into the network directory specified in the Administrative Setup Installation Location screen (see page 23). In addition, Administrative Setup transfers a Client Setup program and its associated files to the network directory. The Client Setup program allows clients to access *CentreVu* from the network server. The Client Setup section (page 30), described later in this document, explains what needs to be done to set up *CentreVu* Supervisor on user workstations.

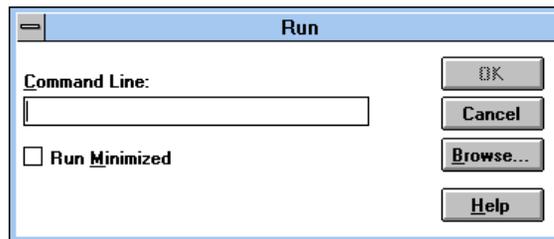
Note If you are upgrading to a new version of *CentreVu* Supervisor, you only have to run Administrative Setup. Running Client Setup is not necessary.



To install *CentreVu* Supervisor on a network drive, do the following:

1. At a PC that is running *Windows* and has administrator/supervisor privileges, insert *CentreVu* Supervisor disk #1 into the drive you want to install from (usually the a : drive).
2. From the *Windows* Program Manager, choose **R**un from the **F**ile menu.

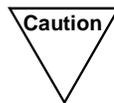
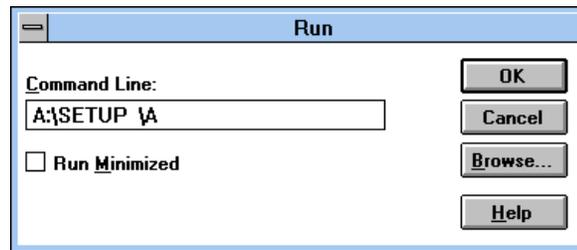
The Run dialog box appears:





Installing CentreVu Supervisor

3. In the Command Line: text box, type `A:\SETUP \A` and then select **OK** (make sure you use back slashes). If you are installing from another drive, type the letter for that drive instead. For example, `B:\SETUP \A`.



The setup command for a network install must be typed as you see it above (however, you can use upper or lower case letters). If the setup command is typed incorrectly setup will automatically (without warning) begin a PC Stand-alone install instead of a network install.

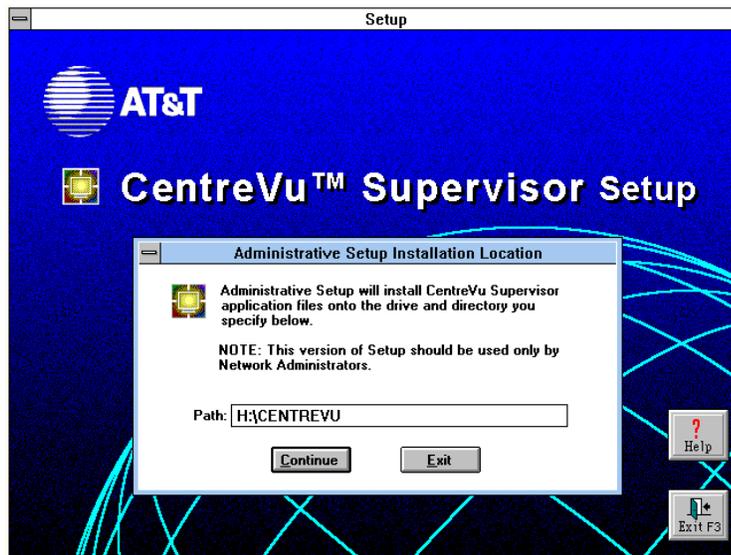
An Initializing Setup... screen appears for a short time before the Administrative Setup Installation Location dialog box appears.



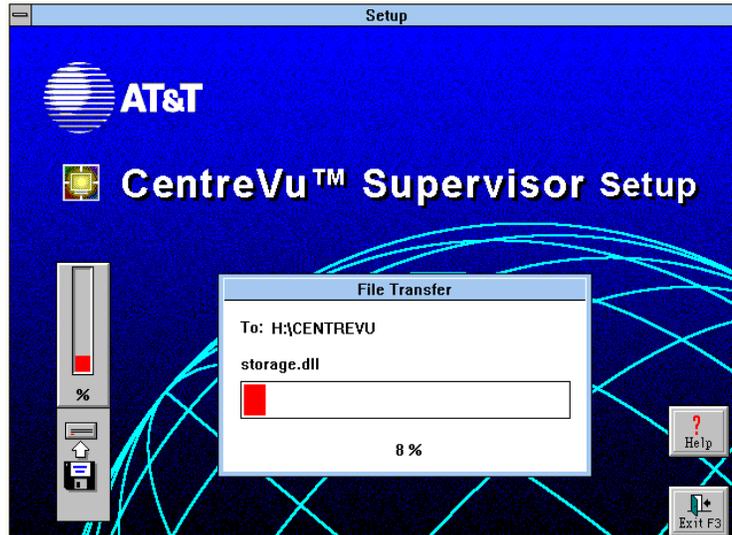


Installing *CentreVu* Supervisor

4. In the Path: text box, type in the LAN server drive and directory where you want *CentreVu* Supervisor installed.



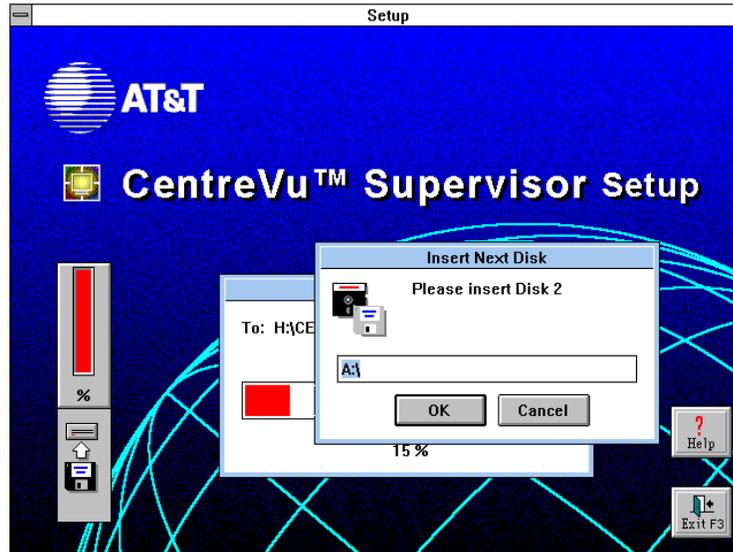
5. Select **C**ontinue.
The program responds:



The **File Transfer** box displays the overall status of the installation. It provides the drive and directory where the files are being installed and the actual file that is being installed at any given time. The **File Transfer** indicator to the left of the **File Transfer** box displays the installation status of each file.

Installing CentreVu Supervisor

The program prompts you to insert the next disk, as shown below:



6. Insert the next disk as prompted and select **OK**.

The program continues to install files on the LAN server. Continue to insert disks as prompted.

When Administrative Setup installs all files on the LAN server, it then begins to search the drive for dll's and vbx's that Supervisor uses. Administrative Setup creates a file called `cv_ver.log` that shows path and file information for duplicated dll's and vbx's.

When Administrative Setup is done searching for existing dll's and vbx's, the following Information dialog box appears:



7. Select **OK** or press the Enter key.

If your WINDOWS\SYSTEM directory is located on the network server, the following dialog box appears; go to Step 8. If your WINDOWS\SYSTEM directory is not located on the network server, you will not see this dialog box; go to Step 9.



Installing *CentreVu* Supervisor

8. Select **Yes** to transfer *CentreVu* Supervisor system files to the WINDOWS\SYSTEM\ directory located on the network server.
The system responds:



9. Select **Readme** if you want to see the readme.txt file using *Windows* Notepad. The readme.txt file contains the following information:
 - Integration Notes
 - *CentreVu* Terminal Options
 - Installation Files



Installing CentreVu Supervisor

- Problems Installing when the *Microsoft* Office Toolbar is Running
- How to Uninstall
- Other information that may not have been included into the documentation.

10. Select **Exit** to return to Program Manager.

CentreVu Supervisor is now installed on the LAN server. In order for clients to access *CentreVu* Supervisor on the LAN server, Client Setup must be run (go to page 30).



Installing *CentreVu* Supervisor

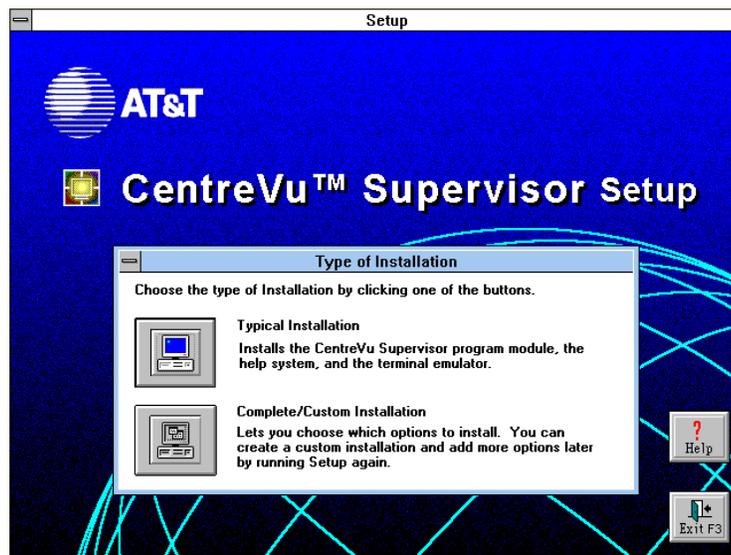
Setting Up the Client to Access *CentreVu* Supervisor from the Network (Client Setup)

Client Setup creates a program group on the client. The icons in the program group point to executable files on the application server. In addition, Client Setup allows you to identify where you want to put user files (user files can be located on the client's local drive or on the network).

To access Supervisor from the network, do the following:

1. Make sure that the network drive, where *CentreVu* Supervisor is installed, is connected.
2. In File Manager go to the directory where *CentreVu* Supervisor is installed.
3. Locate and then double-click on the `setup.exe` file. This begins Client Setup. You will see the Initializing Setup... box.

Once Client Setup has initialized, the Type of Installation dialog box appears:



4. Select a type of installation by clicking one of the following installation icons.

The **Typical Installation** icon is the default choice (box is highlighted). This will install all of the basic options without your intervention. Click on the **Typical Installation** icon if you want all basic options installed.

The **Complete/Custom Installation** icon allows you to choose which options to install. To select the Complete/Custom Installation, click the **Complete/Custom Installation** icon.

The program responds:



The Installation Location dialog box allows you to specify a directory for user files. The default is C : \CENTREVU.

If Client Setup detects a previous installation, you will see the drive and directory for the previous installation.



Installing *CentreVu* Supervisor

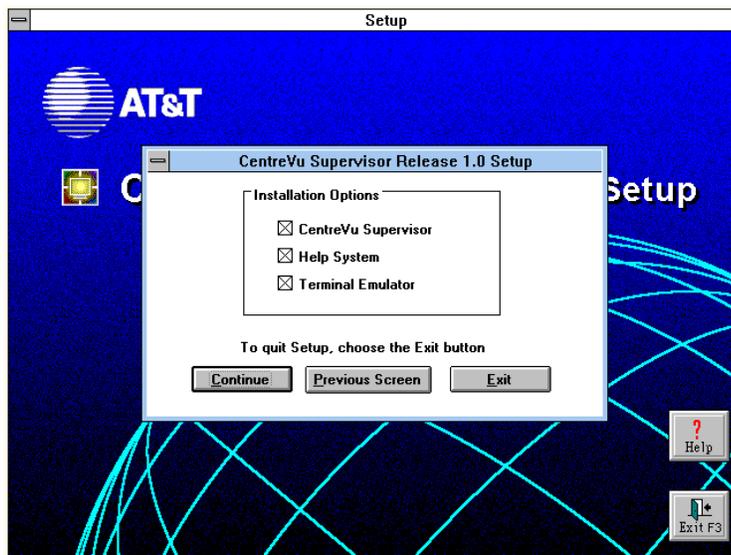
5. To change the directory for user files, type the preferred directory in the User Files: text box.

Note Your user files can be located on the Client's hard drive or on the network.

6. Select **C**ontinue.

The program responds with the Installation Options dialog box. This dialog box appears only for a Complete/Custom Installation.

If you chose a Typical Installation, the program bypasses the Installation Options dialog box and goes directly to the Install Icons to Program Group dialog box (page 33).



By default, all available options are checked. Select the options you do not want to install by clicking on the box to the left of the option. The x in the box disappears (clicking the box again will reselect the option).

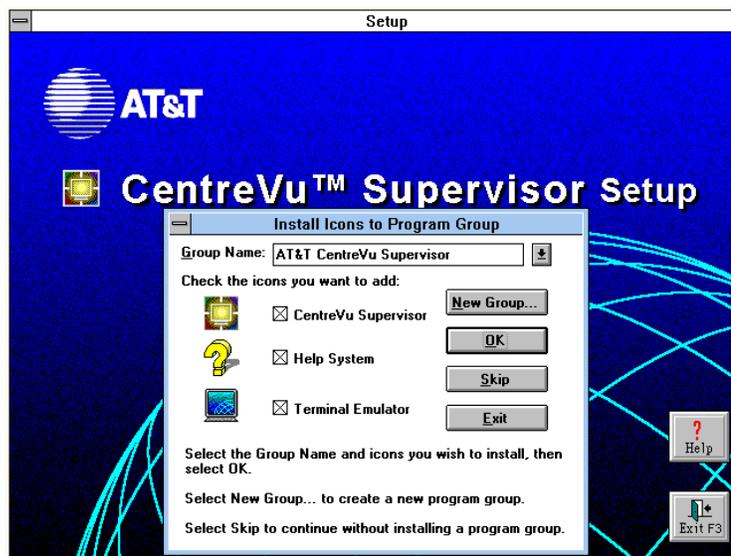




Installing *CentreVu* Supervisor

7. Do one of the following:
Select **C**ontinue to create the *CentreVu* Supervisor program group on the client.
Select **P**revious Screen to go back to the user files Installation Location dialog box.
Select **E**xit to quick Client Setup.

The Install Icons to Program Group dialog box appears if you select **C**ontinue.



The Install Icons to Program Group dialog box provides you with a default program group name and icons for the Supervisor application.

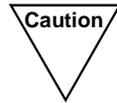
Note You can customize the group name by using the pull-down list of existing groups, entering a different group name in the **G**roup Name: text box, or clicking on the **N**ew **G**roup... button.

8. Select **O**K to create the default Supervisor icons and program group name.





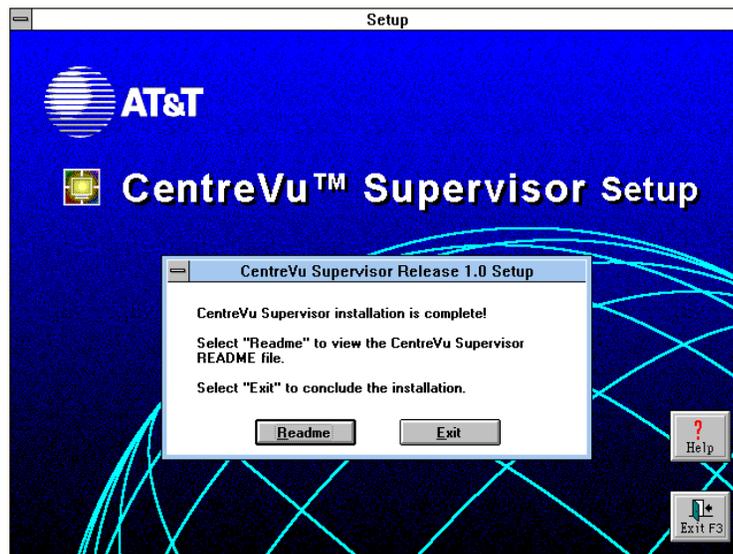
Installing *CentreVu* Supervisor



If this is your first installation of *CentreVu* Supervisor and you select **Skip**, setup will not create a Supervisor program group or icons. Supervisor is not designed to run from File Manager; it is designed to run in Program Manager. Therefore, we do not recommend that you select **Skip** when installing Supervisor for the first time.

If you are installing Supervisor over an existing *CentreVu* program group, then you can select **Skip**. In this case, setup will use the existing *CentreVu* program group.

After Client Setup creates the program group, a message box appears stating that *CentreVu* Supervisor installation is complete.





Installing CentreVu Supervisor

9. Select **Readme** if you want to see the `readme.txt` file using *Windows* Notepad. The `readme.txt` file contains the following information:
 - Integration Notes
 - *CentreVu* Terminal Options
 - Installation Files
 - Problems Installing when the *Microsoft* Office Toolbar is Running
 - How to Uninstall
 - Other information that may not have been included in the documentation.
10. Select **Exit** to return to Program Manager.

Client Setup is complete.

In the Program Manager, the newly created Supervisor program group appears with Supervisor icons that point to executable files on the application server.

Go to the “Getting Started with *CentreVu* Supervisor” section on page 37 to establish connection to the CMS server.





Installing *CentreVu* Supervisor





AT&T *CentreVu*
Supervisor

Getting Started with *CentreVu* Supervisor

Introduction



This section familiarizes you with the main components of the Supervisor Controller window and teaches you a few basic skills you will use every time you work with the application. You will learn how to do the following:



- Open the *CentreVu* Supervisor application
- Log into the *CentreVu* CMS server
- Log off the *CentreVu* CMS server
- Get help.

You will also learn about the following components of Supervisor Controller:

- Menus
- Icons
- Status line
- Windows.



Getting Started with *CentreVu* Supervisor

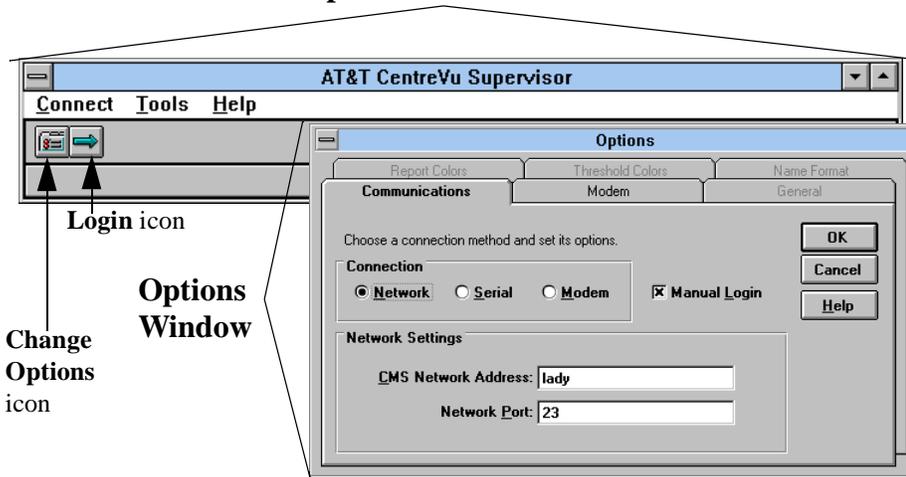
Opening the *CentreVu* Supervisor Application

Double-click on the Supervisor icon to open the application (see icon below):



At this point, the Supervisor application is open, but you do not have access to the CMS server. If you have not yet established connection settings to the CMS server, the Supervisor Controller appears along with an open Options dialog box. This scenario will continue to occur until you establish connection settings.

Supervisor Controller



The Options dialog box is used to establish connection settings to the CMS server. For information about connection settings, see the "About *CentreVu* CMS Server Connection Settings" section.



About *CentreVu* CMS Server Connection Settings

You must establish connection settings in order to connect to the CMS server. There are three connection options:

- Network
- Serial
- Modem.

You can set these options to connect to the CMS server one of two ways:

- Automatic - to set connections to the CMS server using the automatic method, you must have CMS as your login shell on the CMS server. If your login ID is not a CMS shell, you will not be able to log into the CMS server using the automatic method and will have to use the manual method.
- Manual - the reason you would use the manual login method over the automatic method is because your login ID is not assigned a CMS shell (for example, your login ID might be assigned a kshell instead) or you are instructed to do so for troubleshooting purposes.

Note

If you are not sure which shell you have been assigned to, check with your *CentreVu* CMS System Administrator.

To establish connection to the CMS server, see the “Establishing Connection to the CMS Server” section.

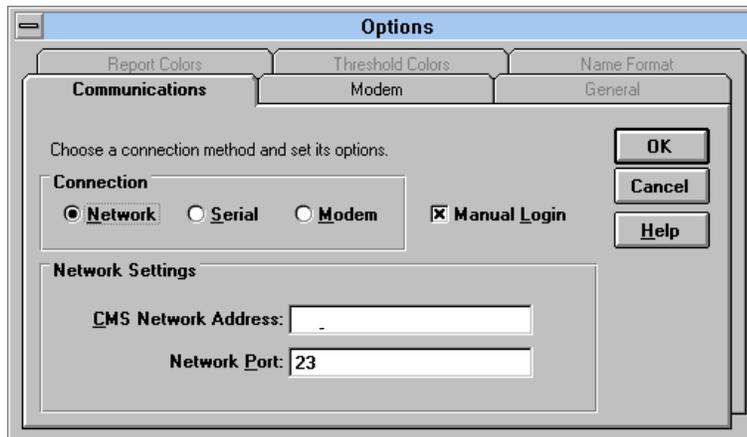




Getting Started with *CentreVu* Supervisor

Establishing Connection to the CMS Server

To establish connection settings to the CMS server, you must use the Options dialog box. As stated previously, this dialog box appears when the Supervisor application is open and when connection settings to the CMS server have not been established.



To establish connection, do the following:



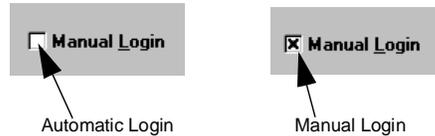
1. In the Connection box, click on the type of connection you will be using (**N**etwork, **S**erial, or **M**odem). The example below shows a Network connection.





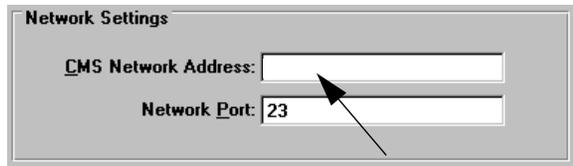
Getting Started with *CentreVu Supervisor*

- The **Manual Login** option is where you select either automatic or manual connection to the CMS server. If you want to connect automatically, do not select the **Manual Login** check box. If you want to connect manually, select the **Manual Login** check box.



If you chose **Network** connection in Step 1 on page 40, follow Steps 3-5. If you chose either **Serial** or **Modem** connections in Step 1 on page 40, follow Steps 6 -10.

- Type your CMS server host name or IP address in the **CMS Network Address**: text box. (If you do not know what your CMS server host name or IP address is, contact your CMS System Administrator.)



- Use the network port default (the network port default is 23).
- Select **OK**. You are finished with Network settings.

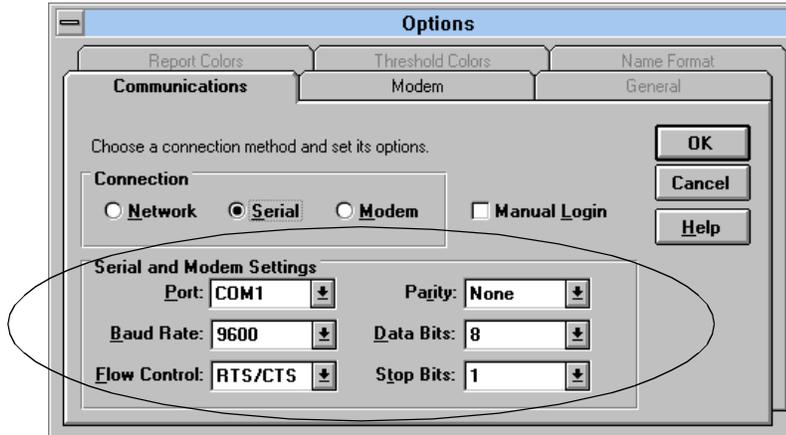
The system brings you back to the Supervisor Controller window. At this point you are still not logged into the CMS server, but you have established connection settings to the CMS server.



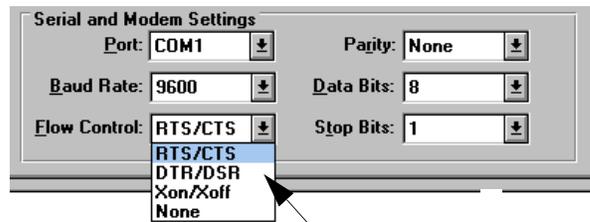


Getting Started with *CentreVu* Supervisor

- If you selected serial or modem settings in the Connection box, the Communications tab folder is changed as shown below:



- Each setting has a pull-down list with various options (see example below). Enter all settings for the serial or modem connection. See your CMS Administrator for serial settings.



Note Use RTS/CTS flow control for all serial connections.

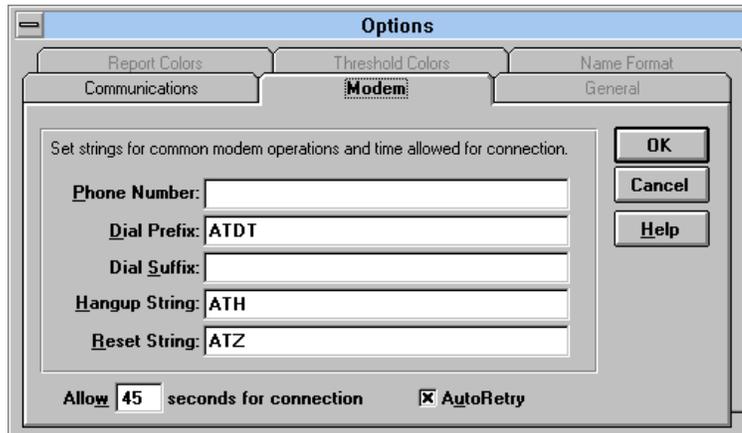
If you chose **Modem** in Step 1 on page 40, you will also have to set strings for common modem operations. To set modem strings, do the following:

- Click on the **Modem** tab in the Options dialog box.





The **Modem** tab appears in the forefront:



9. Set strings for the modem operations.



Note The Phone Number: text box is for the number to the CMS server. If you do not know what the phone number is, contact your CMS System Administrator.



10. Select **OK** to accept all the setting operations.

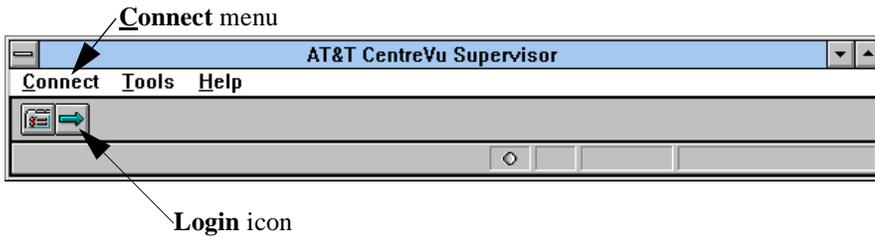
The system brings you back to the Supervisor Controller window. At this point you are still not logged into the CMS server, but you have established connection settings to the CMS server.



Logging Into CMS Server — First Time

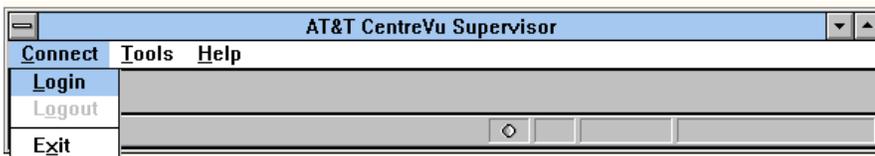
After you have established connection settings to the CMS server, you can log into the CMS server in one of two ways:

- Using the **C**onnect menu
- Using the **L**ogin icon.



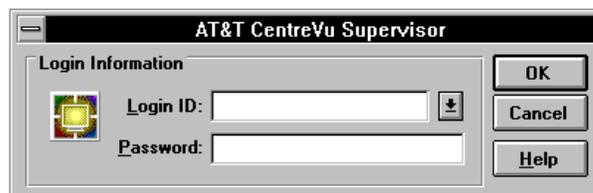
To log into the CMS server using the **C**onnect menu, do the following:

1. Select **L**ogin from the **C**onnect menu.



2. Depending on how you established connection settings to the CMS server, one of two actions will occur:

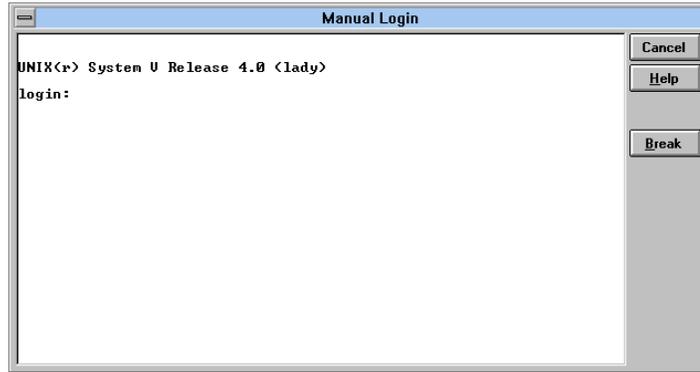
- The Login Information dialog box will appear (for automatic login):





Getting Started with *CentreVu Supervisor*

- The Manual Login dialog box will appear (for manual login):



3. If you established connection settings to the CMS server for automatic login, follow Steps 2 and 3 in the “Automatic Login” section on page 47.

If you established connection settings to the CMS server for manual login, follow Steps 2 through 4 in the “Manual Login” section on page 49.



To log into the CMS server using the **Login** icon, do the following:

1. Click on the **Login** icon.





Getting Started with *CentreVu* Supervisor

2. Depending on how you established connection settings to the CMS server, one of two actions will occur:
 - The Login Information dialog box will appear (for automatic login)
 - The Manual Login dialog box will appear (for manual login).
3. If you established connection settings to the CMS server for automatic login, follow Steps 2 and 3 in the “Automatic Login” section on page 47.

If you established connection settings to the CMS server for manual login, follow Steps 2 through 4 in the “Manual Login” section on page 49.



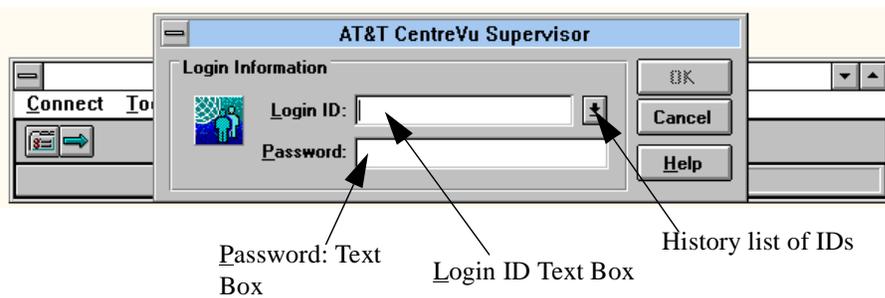
Logging Into CMS Server — After First Time

Automatic Login

If the connection settings were established for automatic login, you do not have to use the Manual Login dialog box. Now, each time you open the Supervisor application, the Supervisor Controller window along with the Login Information dialog box will appear.

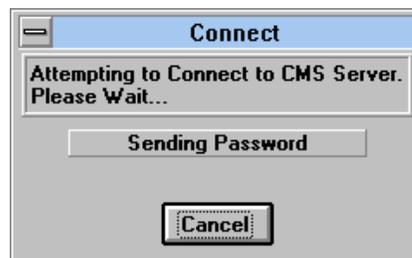
To log into the CMS server, do the following:

1. Double-click on the **Supervisor** icon in Program Manager. The Supervisor Controller window and Login Information dialog box (in the forefront) appears (see below):



2. Type your login ID in the Login ID: text box, or choose it from the history list of IDs, then type your password in the Password: text box.
3. Enter **OK**.

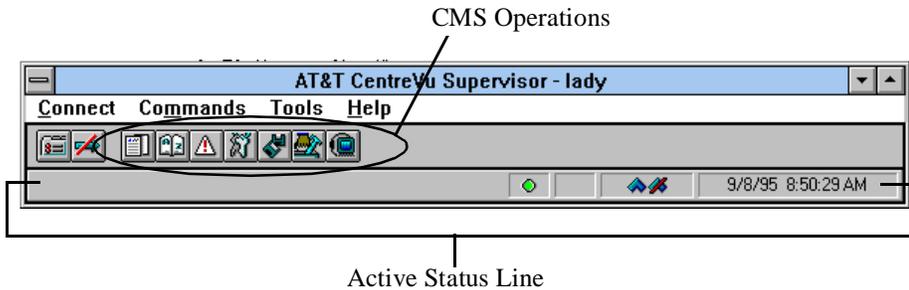
The system begins to connect you to the CMS server.





Getting Started with *CentreVu* Supervisor

Once you are connected to the CMS server, the Supervisor Controller window appears with CMS operations available on the toolbar, the status line is active, and a new menu (Commands) in the menu bar appears (see below):



Note To learn more about the Supervisor Controller window, see the “Exploring the Supervisor Controller” section on page 52.

Depending on your login permissions, you may not have all icons (CMS operations) available.



Manual Login

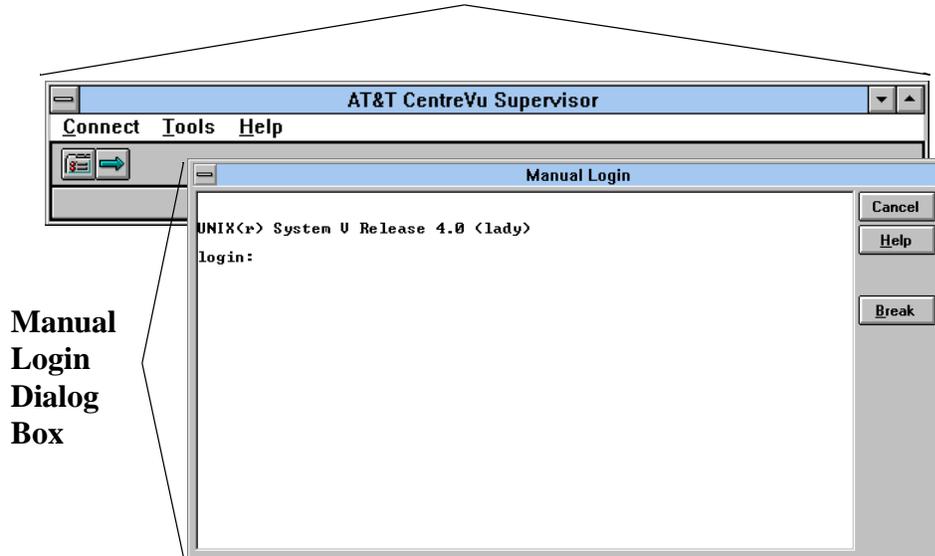
If the connection settings were established for manual login, you will have to log into the CMS server through the Manual Login dialog box. Now, each time you open the Supervisor application, the Supervisor Controller window along with the Manual Login dialog box will appear.

To log into the CMS server, do the following:

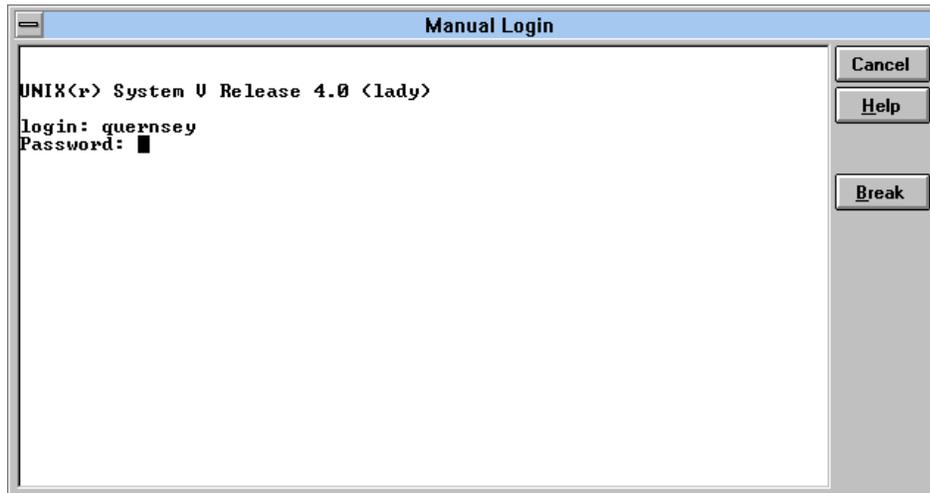
1. Double-click on the Supervisor icon in Program Manager. The application brings up the Supervisor Controller window and the Manual Login dialog box (in the forefront). At this time, you are not logged into the CMS server.



Controller



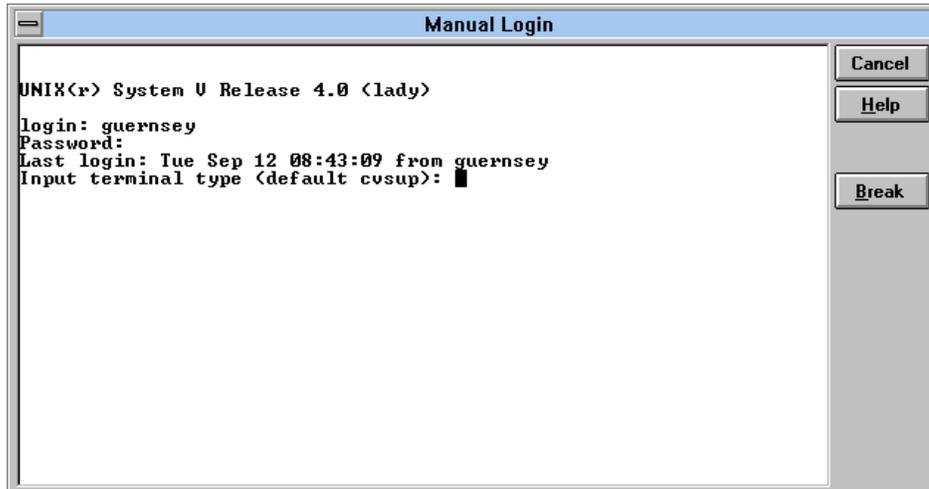
2. In the Manual Login dialog box, type your login ID after the login: prompt. The system responds:





Getting Started with *CentreVu* Supervisor

3. Type your login password after the `Password:` prompt.
The system responds:



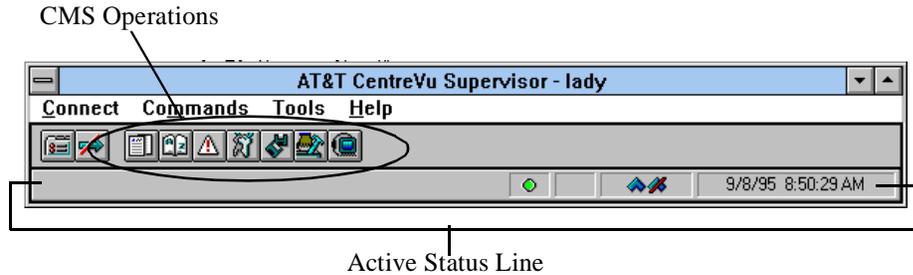
4. Input the terminal type `cvsup` at the `Input terminal type:` prompt, or press **Enter** if default is `cvsup`.
The system begins to connect you to the CMS server. Within a few seconds the system brings up the Supervisor Controller window





Getting Started with *CentreVu* Supervisor

with CMS operations available and the status line active (see below):



Note To learn more about the Supervisor Controller window, see the “Exploring the Supervisor Controller” section on page 52.

Depending on your login permissions, you may not have all icons (CMS operations) available.



Note The Manual Login window is not recommended for standard *UNIX** use (for example, it should not be used for editing). The Manual Login dialog box is not a Terminal Emulator.

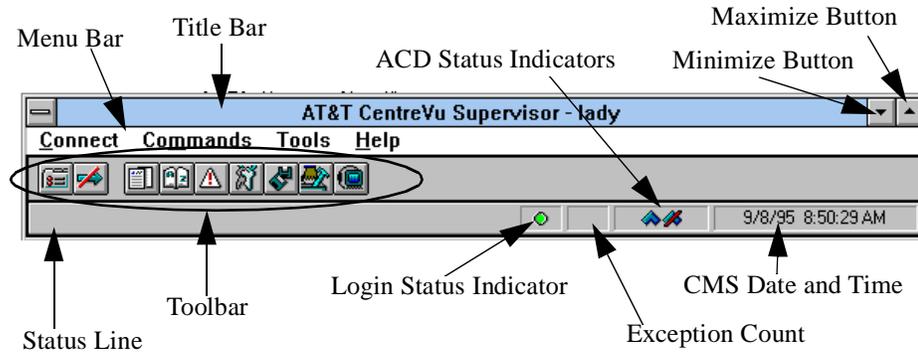
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Getting Started with *CentreVu* Supervisor

Exploring the *CentreVu* Supervisor Controller

The Supervisor Controller window, when logged into the CMS server, consists of the following key components:



- **Title Bar** — Contains the name of the application you are working in and the name of the CMS server you are logged into. The title bar is also used to reposition the Supervisor Controller window on the screen.
- **Menu Bar** — Contains the names of the four menus. Clicking on a menu name displays a list of commands for accessing Supervisor's functions.
- **Toolbar** — Gives you quick access to the most common operations in Supervisor. It can contain the following tools:

Tool	Used For
	Change options. This icon is present whether you are logged into a CMS server or not.



Getting Started with *CentreVu Supervisor*

Tool	Used For
 	Disconnect the current session. This icon is replaced by the Login connect icon when you are disconnected from the CMS server. Login Connect icon.
	Select a Report to run. Selections usually include Real-Time or Historical Reports from a number of different categories.
	Select a Dictionary operation or report.
	Select an Exceptions operation or report.
	Select a Permissions operation.
	Select a System Setup operation. Depending on your login permissions, you may or may not have access to this operation.
	Select a Maintenance operation. Depending on your login permissions, you may or may not have access to this operation.
	Select an ACD Administration operation or report.





Getting Started with *CentreVu* Supervisor

- **Status Line** — The status line appears at the bottom of the Supervisor Controller window, just below the toolbar line. It gives you information on your currently selected object or action. The status line also contains the following:
 - **ACD Status Indicators** — These are up to four small symbols that represent the status of the CMS connection to each ACD available. If you move the mouse over one of these indicators, the tool tip (in a yellow box, by default) indicates the name of the ACD.
 - **Login Status Indicator** — This indicates whether or not you are logged into the CMS server. A “green light” icon indicates that you are logged into the CMS server.
 - **Status Text** — When the mouse pointer is above a tools button and a tool tip is displayed, the status bar displays text giving a more complete description of the tool button’s functionality.
 - **CMS Date and Time** — This displays the current CMS server date and time in the format specified by *Windows* control panel.
 - **Exception Count** — This number indicates the current CMS exception count. When this number changes, the *Windows* “Exclamation” sound is played.
 - **Activity Indicator** — When a task is being performed, status text on the task being performed appears in the status line area. In addition to the status text, a status bar appears over the status text and increases as the task moves toward completion.
- **Maximize Button** — Used to enlarge the window to fill your screen.
- **Minimize Button** — Reduces the window to an icon on the *Windows* desktop.

For detailed information on using Supervisor, see the *CentreVu™ Supervisor User Guide* (AT&T 585-215-809).



Logging Off the *CentreVu* CMS Server

You can log off the CMS server one of three ways:

- Using the **C**onnect menu - **L**ogout option
- Using the **L**ogout icon
- Using the **C**onnect menu - **E**xit option (logs you out of the CMS server as well as the *CentreVu* Supervisor application).



Connect Menu **L**ogout Icon

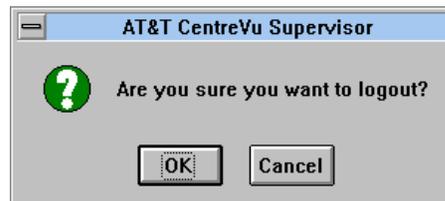
To log off the CMS server using the **C**onnect menu, do the following:

1. Select **L**ogout from the **C**onnect menu.



Connect pull-down menu

The application responds:



2. Select **OK** to log off the CMS server.

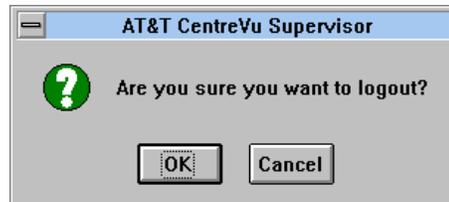


Getting Started with *CentreVu* Supervisor

To log off the CMS server using the **Logout** icon, do the following:

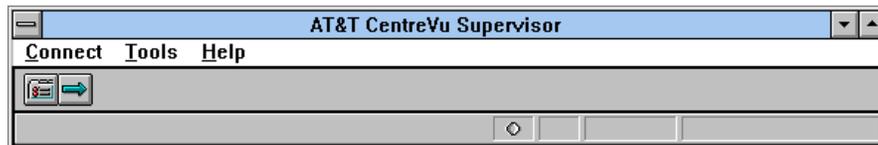
1. Click on the **Logout** icon. 

The system responds:



2. Select **OK** to log off the CMS server.

When you log off the CMS server, all Supervisor windows are closed and CMS Reports and operations are no longer available. The Supervisor Controller window looks like the following when you are logged off the CMS server:



Note

Once you have logged off the CMS server, the controller window changes in appearance (as shown above). You can see the following changes:

- The title bar no longer displays the name of the CMS server.
- The menu bar does not display the **Commands** option.
- The toolbar only displays two icons (**Options** icon and **Login** icon).
- The Status Line no longer displays activity:
 - Status lamp goes out.
 - ACD link status disappears.
 - Date/Time disappears.

56 Logging Off the CentreVu CMS Server

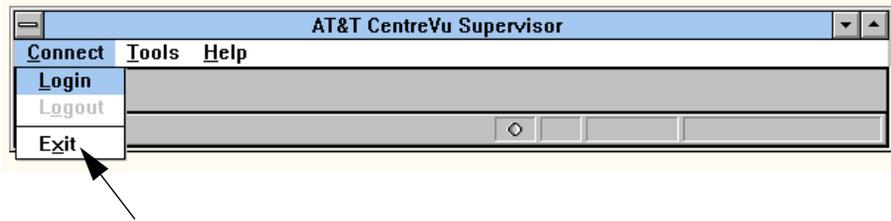




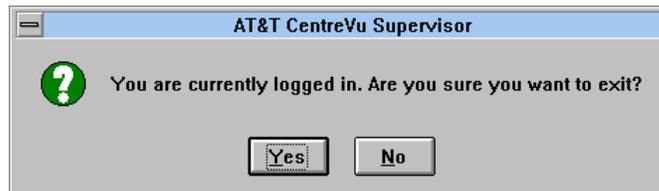
Getting Started with *CentreVu* Supervisor

To exit (or leave) the Supervisor application, do the following:

3. Select **E**xit form the **C**onnect menu.



Note If you try to exit out of the Supervisor application before logging off the CMS server, you will get the following message:



Selecting **Y**es will log you out and exit the application.



Change Connection Settings

If you want to change connection settings to the CMS server, do the following:

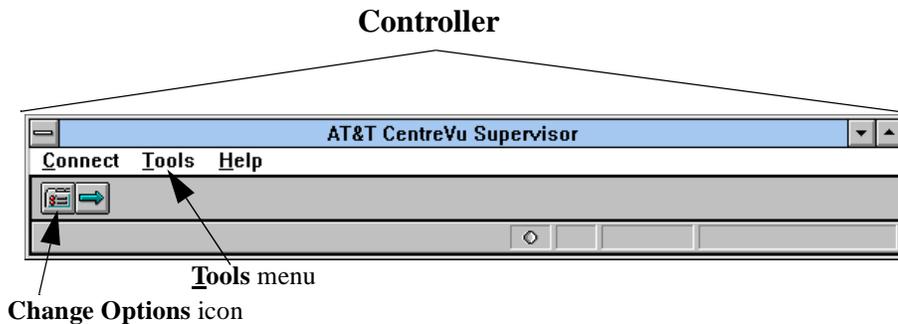
Note You cannot be logged into the CMS server to change connection settings.

1. Open the Supervisor application.

If your connection to the CMS server is set for automatic login, go to Step 2. If your connection to the CMS server is set for manual login, go to Step 3.

2. Select **Cancel** from the Login Information dialog box (this closes the Login Information dialog box).
3. Select **Cancel** from the Manual Login dialog box (this closes the Manual Login dialog box).

The system responds:



The Options dialog box is needed to change connection settings. There are two ways to open the Options dialog box:

- The **T**ools menu
- The **C**hange Options icon.



To change connection settings using the **T**ools menu, do the following:

1. Select **O**ptions... from the **T**ools menu.

The Options dialog box appears. Use instructions in the “Establishing Connection to the CMS Server” section on page 40 to change connection settings.

To change connection settings using the **C**hange Options icon, do the following:

1. Click on the **C**hange Options icon.



The Options dialog box appears. Use instructions in the “Establishing Connection to the CMS Server” section on page 40 to change connection settings.





Getting Started with *CentreVu* Supervisor

If you need help...

The Supervisor application provides help in two ways: online help and the *CentreVu™ Supervisor User Guide* (AT&T 585-215-809).

Online Help

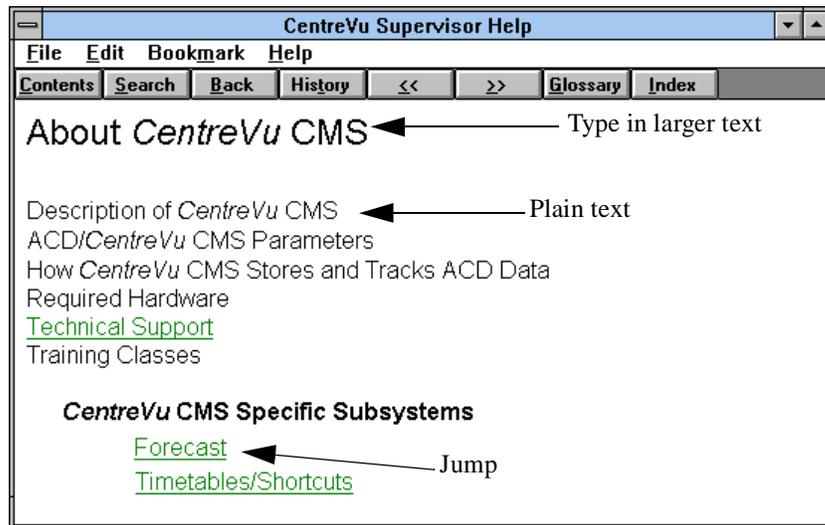
Help is divided into nine main categories. Each category is represented by a **bold** heading. These categories are:

- **What Is *CentreVu* Supervisor?**
- **About *CentreVu* CMS**
- **Getting Started with *CentreVu* Supervisor**
- **Operations Basics**
- **Reports Basics**
- **Controller Menus**
- **Database Items and Calculations Used in *CentreVu* CMS**
- **Features Unique to *CentreVu* Supervisor Help**
- **Error and User Messages**
- **Technical Support.**



Each category has a list of topics. Topics are the basic unit of a help project. Topics can be either jumps or pop-ups. The differences are:

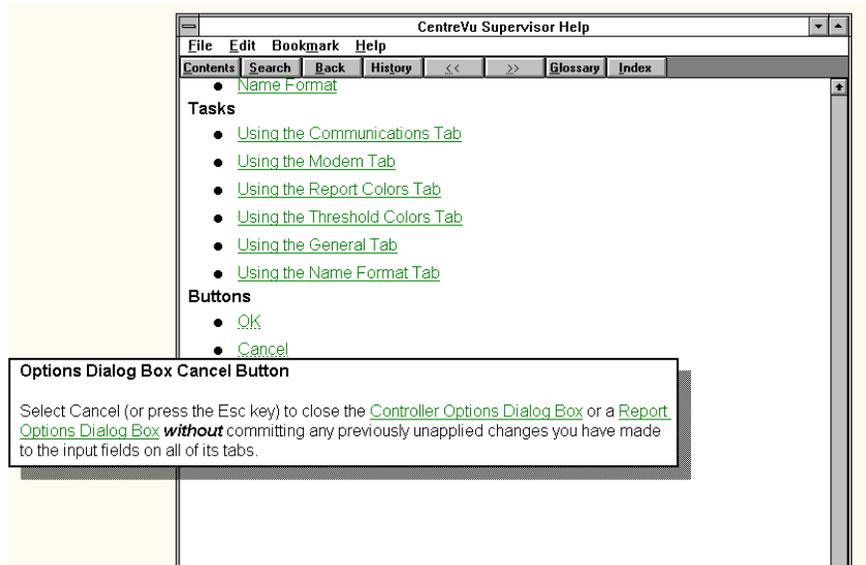
- Jumps appear as text with a solid underline (in green, by default, on color monitors); for example, About *CentreVu* CMS. When you single-click on text with a solid underline, Help jumps to a related topic. The result of a jump is a window that has a title in larger type text, and topics under that title which can be either plain text, other jumps or pop-ups. For example:





Getting Started with *CentreVu Supervisor*

- Pop-ups appear as words or phrases that are underscored with a broken line (in green, also by default, on color monitors); for example, Cancel. When you single-click on these words or phrases, a box appears with a definition or additional information. For example:

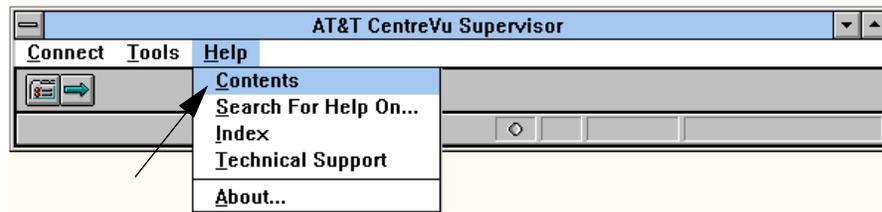




Getting Started with *CentreVu* Supervisor

You can get information from Supervisor Help in a number of ways. The method you use often depends on the type of information you are searching for. The different methods are:

- **Help Contents:** Displayed by clicking on the **H**elp menu from the Supervisor Controller Window and selecting **C**ontents.



The Help Contents shows the major categories of help available. From here you can move to more specific information. To return to the Help Contents from any topic, click the **C**ontents button at the top of the Help window.

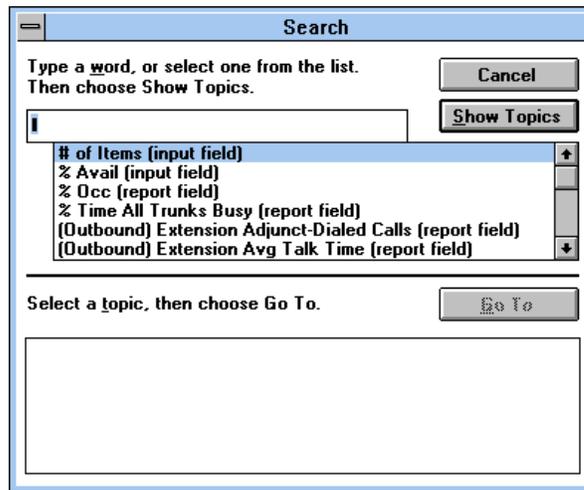
- **Help on open windows:** With a window open, you can press F1 key to get help on that window.





Getting Started with *CentreVu* Supervisor

- Help on a specific topic: Choosing **Search For Help On...** from the **H**elp menu displays a window in which you can search for topics that contain a specific term or phrase.



The same window can also be accessed from the Supervisor Help window by clicking the **S**earch button.



Learning to use Help

The Supervisor Help system provides several other features, such as bookmarks for marking topics you refer to frequently. You can learn more about this and other *CentreVu* Supervisor Help features by using the **H**ow to Use Help option (from the **H**elp menu) in *Windows Program Manager*.





Terminal Emulator

AT&T *CentreVu* Terminal Emulator (Terminal Emulator) emulates an AT&T 615 Color (615C) terminal. It is used to access the *CentreVu* Call Management System (CMS) from your personal computer (PC) running *Microsoft Windows*. You can use Terminal Emulator with any CMS system that supports 615 or 615C terminal types.

Using *CentreVu* Terminal Emulator with *CentreVu* Supervisor

If you are using *CentreVu* Supervisor and Terminal Emulator, you will use the Terminal Emulator for the following CMS capabilities:

- ACD Administration — Vector Contents
- cmsadm and cmssvc command capabilities
- *UNIX* system command capabilities
- *INFORMIX** database commands
- Forecast
- Shortcuts
- Timetables
- Creating and Editing CMS Custom Reports
- Graphical ACD Administration for Generic 2.2 switches with the Expert Agent Selection (EAS) feature.

To learn how to use *CentreVu* Terminal Emulator, refer to the *CentreVu*TM *Supervisor User Guide* (AT&T 585-215-809) document.

**INFORMIX* is a registered trademark of Informix Software, Inc.





Getting Started with *CentreVu* Supervisor



66 Terminal Emulator





**AT&T CentreVu
Supervisor**

Troubleshooting

Introduction



If you are having trouble with any of the procedures mentioned in this document, please read through this section before calling Customer Support. The problem may be something simple that you can quickly solve yourself.



If you have not solved the problem after reading through this section, contact the AT&T Call Center Helpline on 1-800-344-9670 (AT&T also offers fee based installation consultation). International customers should contact their AT&T representative or distributor.



**Troubleshooting****Troubleshooting Tips**

This section will help you with problems you may encounter when installing *CentreVu* Supervisor, logging into *CentreVu* Supervisor, or running *CentreVu* Supervisor. See:

- Table 1 through Table 16 for Installation Error Messages (Administrative Setup and PC Stand-Alone)
- Table 17 through Table 24 for Installation Error Messages (Client Setup)
- Table 25 for Login Error Messages.

Installation Error Messages (Administrative Setup and PC Stand-Alone)

Use Table 1 through Table 16 to help you with error messages encountered while installing *CentreVu* Supervisor on a network server or installing *CentreVu* Supervisor on a PC. There are three types of error messages:

- Information
- Warning
- Severe.

Table 1: Number and Date Conversion Error Messages

Error Message	Corrective Action
A zero length string was passed to _Insert_Commas_Kb. WARNING	No corrective action required.
A zero length string was passed to _Insert_Commas. WARNING	No corrective action required.





Table 2: List and Token Error Messages

Error Message	Corrective Action
Unable to create a list of tokens. SEVERE	No corrective action required.
Unable to parse the string of tokens. SEVERE	No corrective action required.
Could not create a list to store drives. Exiting. SEVERE	Installation terminates. No corrective action required.
Could not create a list to store the names of directories. Exiting. SEVERE	Installation terminates. No corrective action.



Table 3: Form Creation and Display Error Messages

Error Messages	Corrective Action
Due to a system error, Setup cannot show a form. WARNING	No corrective action required.
Internal error. Unable to create custom form. SEVERE	Installation terminates. No corrective action required.



**Troubleshooting****Table 4: Program Group Error Messages**

Error Message	Corrective Action
Please provide a Group Name. If you don't want to create a program group, select Skip. INFORMATION	If you do not want to create a program group, select Skip . Setup will use the existing <i>CentreVu</i> program group if one is present.
No program group name provided. If you wish to return to the previous screen, press Cancel. INFORMATION	Provide a program group name, or press Cancel to return to the previous screen.
<Existing program group> already exists as a Program Group. If you wish to use an existing program group, select Cancel, then select the desired name from the Group Name: list. INFORMATION	Provide the name of a program group that does not already exist, or return to the previous screen and select an existing program group.

**Table 5: File/Directory/Drive Access Error Messages**

Error Message	Corrective Action
Couldn't open <name of modulelist>. SEVERE	No corrective action required. Installation terminates.
Couldn't rename <full pathname>. SEVERE	Installation terminates. Make sure the file exists and is writable.
Couldn't create <filename> in <WINSYSDIR>. WARNING	Make sure the directory exists and is writable.
Couldn't copy <filename> to <WINSYSDIR>. WARNING or SEVERE depending on the file being copied.	Make sure the directory exists and is writable.



**Table 5: File/Directory/Drive Access Error Messages (Contd)**

Error Message	Corrective Action
Couldn't delete <full pathname>. SEVERE	Installation terminates. Make sure the file exists and is writable.
Couldn't delete <full pathname> from <full directory name>. WARNING	Make sure the file exists and is writable.
Unable to find notepad or the README file. Make sure both are present. WARNING	Make sure both are present.
Could not get list of valid drives. Exiting. SEVERE	No corrective action required. Installation terminates.
Could not get list of directories. Exiting. SEVERE	Installation terminates. No corrective action required.
Couldn't open <name of file>. Make sure this file was compressed into the ~INS0762.LIB. SEVERE	Make sure this file was compressed into the ~INS0762.LIB.
Copy the following files from the installation disks to your hard drive and run Setup again. SEVERE	Installation terminates. Copy the files, listed in the error message, from the installation disks to your hard drive and run Setup again.
The path you specified is not a valid path. Please choose another path. WARNING	Choose another path.
The directory you have specified to install the application is not writable. Please choose another directory. WARNING	Choose another directory.
Couldn't delete directory <full directory path>. WARNING	After setup completes, remove the directory created.



**Troubleshooting****Table 5: File/Directory/Drive Access Error Messages (Contd)**

Error Message	Corrective Action
Unable to create the directory you have specified, please specify another directory location.	Specify another directory location. WARNING

Table 6: Batch/Configuration/System File Error Messages

Error Message	Corrective Action
Couldn't modify <name of file>. SEVERE	Make sure file is present and writable.

Table 7: Clean Up Error Messages

Error Message	Corrective Action
Couldn't delete cleanup.bat. WARNING	Go to your CLEANUP directory and remove the cleanup.bat file.
Couldn't create <CLEANUP_DIR>. Make sure the root directory is writable. SEVERE	Installation terminates. Make sure the root directory is writable.
Cannot create cleanup.bat file in <CLEANUP_DIR>. Make sure the directory is writable and run Setup again. SEVERE	Installation terminates. Make sure the directory is writable and run Setup again.
Couldn't delete directory <full path to cleanup directory>. WARNING	No corrective action necessary.





Troubleshooting

Table 7: Clean Up Error Messages (Contd)

Error Message	Corrective Action
Couldn't delete cleanup.bat from <TARGETDIR>. WARNING	No corrective action necessary.

Table 8: Setuplog Error Messages

Error Message	Corrective Action
Cannot create setuplog: <full path down to setuplog.txt> Make sure the directory is writable and run setup again. SEVERE	Installation terminates. Make sure the directory is writable and run setup again.
Couldn't open setuplog.txt for appending. SEVERE	Installation terminates. Make sure the destination directory is writable and run setup again.



Table 9: Masterlist Error Messages

Error Message	Corrective Action
Couldn't create <insert pathname to masterlist file>. Make sure the directory exists and is writable. WARNING	Make sure the directory exists and is writable.



**Troubleshooting****Table 10: File Decompression Error Messages**

Error Message	Corrective Action
An error has occurred while attempting to decompress <filename> file. SEVERE	Installation terminates. No corrective action required.
All files have been decompressed and installed. INFORMATION	No corrective action required.
Non-existent disk drive specified. WARNING	Provide a valid drive designation.
Invalid path provided. WARNING	Provide a valid path.
Drive is open or disk is not present. WARNING	Put the disk in the correct drive and/or close the drive door.
Wrong disk inserted. Please insert disk <number of disk expected by the system>. WARNING	Insert the correctly numbered disk.

**Table 11: Disk Read Error Messages**

Error Message	Corrective Action
Installing to a floppy drive is not permitted. Select another drive. WARNING	Select another drive.
Installing to the WINDOWS or WINDOWS SYSTEM directories is not permitted. Select another directory. WARNING	Select another directory.





Table 12: Disk Space Error Message

Error Message	Corrective Action
The drive selected either does not exist or has insufficient space available. Enter a different destination drive. WARNING	Select another drive.
Setup has determined that you do not have enough disk space on the Windows drive. WARNING	Attempt to free up disk space on the drive where the <i>Windows</i> directory resides.
Setup has determined that you do not have the required amount of disk space on the destination drive for the options that have been selected. Choose a different set of options to be installed. WARNING	Choose a different set of options to be installed.
Setup has determined that you do not have the required amount of disk space on the Window's drive for the options that have been selected. Choose a different set of options to be installed. WARNING	Choose a different set of options to be installed.



Table 13: OLE Registration Error Messages

Error Messages	Corrective Action
Setup did not complete successfully because regedit.exe failed or could not be found. Make sure regedit.exe exists in the Windows directory and run Setup again. SEVERE	Installation terminates. Make sure regedit.exe exists in the <i>Windows</i> directory and run Setup again.



**Troubleshooting****Table 14: Version Log Error Messages**

Error Message	Corrective Action
Cannot create version log: <full path to version log> Make sure the directory is writable and run setup again. SEVERE	Installation terminates. Make sure the directory is writable and run setup again.

Table 15: Active Application Error Messages

Error Message	Corrective Action
Couldn't retrieve module file path for <name of active application>. SEVERE	Installation terminates. No corrective action required.
Setup has detected <application name> is currently in use. Please close down all applications and restart Setup without launching any StartUp group applications. SEVERE	Installation terminates. Close down all applications and restart Setup without launching any StartUp group applications.
Setup has detected the <help file name> is currently in use. Please close down all applications and restart Setup without launching any StartUp group applications. SEVERE	Installation terminates. Close down all applications and restart Setup without launching any StartUp group applications.



**Table 16: Application Module Selection Error Message**

Error Message	Corrective Action
No modules have been selected for installation. INFORMATION	Select one or more modules for installation.

Installation Error Messages (Client Setup)

Use Table 17 through Table 24 to help you with error messages encountered while running Client Setup. There are three types of error messages:

- Information
- Warning
- Severe.

**Table 17: List and Token Error Message**

Error Message	Corrective Action
Could not create a list to store drives. Exiting. SEVERE	Installation terminates. No corrective action required.



**Troubleshooting****Table 18: Form Creation and Display Error Messages**

Error Message	Corrective Action
Due to a system error, Setup cannot show a form. WARNING	No corrective action required.
Internal error. Unable to create custom form. Exiting installation program. SEVERE	Installation terminates. No corrective action required.

Table 19: Program Group Error Messages

Error Message	Corrective Action
Please provide a Group Name. If you don't want to create a program group, select Skip. INFORMATION	If you do not want to create a program group, select Skip.
No program group name provided. If you wish to return to the previous screen, press Cancel. INFORMATION	Provide a program group name or press Cancel to return to the previous screen.
<Existing program group> already exists as a Program Group. If you wish to use an existing program group, select Cancel, then select the desired name from the Group Name: list. INFORMATION	Provide the name of a program group that does not already exist, or return to the previous screen and select an existing program group.



**Table 20: File/Directory/Drive Access Error Messages**

Error Message	Corrective Action
Couldn't open <name of modulelist>. SEVERE	Installation terminates. No corrective action required.
Couldn't copy <filename> to <WINSYSDIR>. WARNING or SEVERE depending on the importance of the file being copied.	Make sure the directory exists and is writable.
Unable to find notepad or the README file. Make sure both are present. WARNING	Make sure both are present.
Could not get list of valid drives. Exiting. SEVERE	Installation terminates. No corrective action required.
The path you specified is not a valid path. Please choose another path. WARNING	Choose another path.
The directory you have specified to install the application is not writable. Please choose another directory. WARNING	Choose another directory.
Couldn't delete directory <full directory path>. WARNING	After setup completes, remove the directory.
Unable to create the directory you have specified, please specify another directory location. WARNING	Specify another directory.





Troubleshooting

Table 21: Batch/Configuration/System File Error Message

Error Message	Corrective Action
Couldn't modify <name of file>. SEVERE	Installation terminates. Make sure file is present and writable.

Table 22: Disk Read Error Messages

Error Messages	Corrective Action
Installing to a floppy drive is not permitted. Select another drive. WARNING	Select another drive.
Installing to the WINDOWS or WINDOWS SYSTEM directories is not permitted. Select another directory. WARNING	Select another directory.
Installing to the WINDOWS or WINDOWS SYSTEM directories is not permitted. Select another drive. WARNING	Select another drive.



**Table 23: OLE Registration Error Messages**

Error Message	Corrective Action
Setup did not complete successfully because regedit.exe failed or could not be found. Make sure regedit.exe exists in the Windows directory and run Setup again. SEVERE	Make sure regedit.exe exists in the <i>Windows</i> directory and run Setup again.
Your server has not been administered to share CentreVu Supervisor. SEVERE	Installation terminates. Contact your LAN administrator. The cv_netwk.ini file needs to be placed in the <i>Windows</i> System directory.

Table 24: Application Module Selection Error Message

Error Message	Corrective Action
No modules have been selected for installation. INFORMATION	Select one or more modules for installation.



**Troubleshooting****Login Error Messages**

Use Table 25 to help you with problems you may encounter when logging into the CMS server.

Table 25: 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.
Could not communicate with the modem.	Make sure that communication and modem setting are correct. Use the Communications and Modem tabs in the Options dialog box.
Could not connect to the server	Try again. If you still have trouble after your second attempt, contact Technical Support.
Could not find the file DALEAPP.EXE in the AT&T CentreVu Supervisor directory. Please re-install this file into the AT&T CentreVu Supervisor directory or contact technical support.	Reinstall <i>CentreVu</i> Supervisor.
Could not initialize communications.	Try again. If you still have trouble after your second attempt, contact Technical Support.
Could not initialize DALEAPP.EXE. Please try to login again or contact technical support	<ol style="list-style-type: none"> 1. Exit <i>Windows</i>. 2. Open <i>Windows</i>. 3. If this does not work, reinstall <i>CentreVu</i> Supervisor and try to connect. 4. If this does not work, contact Technical Support.
Could not initiate a socket connection.	The network is not installed properly. Use the Bravo Tool to help you isolate the network problem, or contact your System Administrator.





Table 25: Login Error Messages (Contd)

Error Message	Corrective Action
Could not open the specified serial port. Please check communications settings, correct any problems, and try again.	Check the settings under the Communications tab in the Options dialog box.
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.
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 AT&T CentreVu Supervisor or call Technical Support.	Try reinstalling <i>CentreVu</i> Supervisor or call Technical Support.
The application could not be started because the executable was not found. Please reinstall AT&T CentreVu Supervisor or call Technical Support.	Reinstalling <i>CentreVu</i> Supervisor or call Technical Support.
The application could not be started because the path to the executable was not found. Please reinstall AT&T CentreVu Supervisor or call Technical Support.	Reinstalling <i>CentreVu</i> Supervisor or call Technical Support.
The carrier detect signal was lost.	This is a modem-related problem. Try connecting again. If the problem persists, contact your System Administrator.
The connection to the server has been lost, and AT&T CentreVu 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 into the CMS server again. If the problem persists, contact your System Administrator.





Troubleshooting

Table 25: Login Error Messages (Contd)

Error Message	Corrective Action
The connection to the server was lost.	This is a network-related problem. A nonrecoverable break in the network was received. Try to log into the CMS server again. If the problem persists, contact your System Administrator.
The file AOS.EXE is corrupt, so AT&T CentreVu Supervisor must exit. Please re-install this file into the AT&T CentreVu Supervisor directory or contact technical support.	Reinstall <i>CentreVu</i> Supervisor (during the install, make sure you do not skip icon installation) or call Technical Support.
The file AOS.EXE is not in your AT&T CentreVu Supervisor directory, so AT&T CentreVu Supervisor must exit. Please reinstall CentreVu Supervisor.	Reinstall <i>CentreVu</i> Supervisor.
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 AT&T CentreVu Supervisor logins on the server has been reached. Please try again later.	The number of users that have been authorized to use <i>CentreVu</i> 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 AT&T Technical Support.
The network connection to '<user-entered server name>' timed out.	<i>CentreVu</i> Supervisor was unable to log into the server. This error indicates that there may be a problem on the server. Contact your CMS Administrator.
The network connection was broken.	There is possibly a problem with the network. Contact your System Administrator.





Table 25: Login Error Messages (Contd)

Error Message	Corrective Action
The passwords you entered do not match. Please retype the passwords and try again.	Retype the password and try again.
The path pathname specified by the UserPath item in the [Control] section of CENTREVU.INI is not writeable. Please correct this problem and try again.	This message is displayed when running <i>CentreVu</i> Supervisor over a network. Either the UserPath is pointing to the wrong place (that is, directory), or you do not have permission to write to the directory or drive. Contact your System Administrator.
The serial connection was broken.	Try to log into the 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 the Caps Lock key is not on.
The server did not respond to the login request. Try again?	This type of error will occur when the network is busy. Try again. If the problem persists, contact your System Administrator.
The server does not support this version of AT&T CentreVu Supervisor. Please contact your system administrator.	There is an incompatibility problem between the server and <i>CentreVu</i> Supervisor. Upgrade the CMS server or install an older version of <i>CentreVu</i> Supervisor.
The server is currently in single-user mode. Please try again later.	You are logging into the CMS server when it is in single-user mode. Try again later.
The server is not set up to support AT&T CentreVu Supervisor. Please contact your system administrator.	<i>CentreVu</i> Supervisor is not authorized on the server (either the number of <i>CentreVu</i> Supervisor users = 0 or the feature is not authorized). Contact your System Administrator.





Troubleshooting

Table 25: Login Error Messages (Contd)

Error Message	Corrective Action
The server refused the connection.	Check the Network Port number in the Options dialog box.
There was an unknown failure on the server.	Contact your CMS Administrator.
This version of AT&T CentreVu Supervisor is not supported by the server. Please contact your system administrator.	There is an incompatibility problem between the server and <i>CentreVu</i> Supervisor. Upgrade the CMS server or install an older version of <i>CentreVu</i> Supervisor.
You are not recognized as a valid server user. Please contact your system administrator.	Your login ID is not administered on the 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.





Table 25: Login Error Messages (Contd)

Error Message	Corrective Action
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 <i>CentreVu</i> Supervisor Controller, select Tools then Options... From the Options dialog box, select Manual Login and try logging into the CMS server manually. Call your System Administrator to change your shell.

VBX and DLL Incompatibilities

The *CentreVu* Supervisor application as well as other applications on your PC use VBX and DLL files. Some of the VBXs and DLLs that Supervisor uses may already exist on the PC because they are used by other applications. Problems can occur when Supervisor uses existing VBXs and DLLs that are an 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:

1. Remove everything from your StartUp group.
2. Restart *Windows*.
3. Run *CentreVu* Supervisor (make sure it is the only application running).

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

4. Start running 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 *CentreVu* Supervisor.

If you did not encounter problems, it is likely that this software is compatible with the version of VBX/DLL that *CentreVu* Supervisor uses.

Contact Technical Support to correct this problem.





Troubleshooting

DOS Operating System and *Windows* Configuration

All systems running *CentreVu* Supervisor need to have as much DOS conventional memory available as possible. This number should be greater than or equal to 580K. To determine how much available DOS conventional memory your system has, do the following:

- For systems with *MS-DOS** (*Microsoft*) - use the *MS-DOS MEM* command. Look for the number following the text: "Largest executable program size." If this amount needs to be increased, it can be done through the use of the *MS-DOS MEMMAKER* utility.
- For systems with *PC-DOS* (*IBM*) - Use the *PC-DOS QCONFIG* command. Look for the amount of free conventional memory listed in *QCONFIG*'s output. If this amount needs to be increased it can be done through the use of the *PC-DOS RAMBoost* utility.

Windows Swap Files

Systems should be running with permanent swap files. This increases performance during swap file operations and will be most helpful to system with 8 MB of RAM.



Installing *CentreVu* Supervisor

Before you install *CentreVu* Supervisor, make sure no other application is running. This includes items that may be in the *Windows* StartUp group and items specified via the *WIN.INI* file *load=* and *run=* parameters. Restart *Windows* after temporarily moving items from the StartUp group to another group and after "commenting out" the *load=* and *run=* lines of the *WIN.INI* file.

*MS-DOS is a registered trademark of Microsoft Corp.





Proper 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 prior to running *CentreVu* Supervisor. To test this functionality, use the network software's own ftp/telnet application. If this works, but Supervisor still cannot establish connection, it is most likely a problem with the WINSOCK.DLL.

Problems with Serial/Modem Connections

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

What to check for if you have serial or modem connection problems:

1. Make sure that the RTS/CTS flow control string is selected in the Options dialog box.
2. Check to see if your serial connection to the 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 CMS server.
3. Your hardware flow control on the CMS server's serial ports must be on and functioning properly. Refer to the "*CentreVu Call Management System Release 3 Version 4 Sun* SPARCserver Computers Installation and Maintenance*" document for correct configuration of hardware flow control for your respective serial communications.

*Sun is a registered trademark of Sun Microsystems, Inc.





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4. 16550A UARTS must be in use on the PC running *CentreVu* Supervisor. The following parameters in the [386Enh] section of the PC's SYSTEM.INI file should be set to:

COMnFIFO=1

Where *n* is the communications port being used. This will ensure that the FIFO buffer capability of the communications port will be used.

5. Some terminal server connections may require the addition of the EscAllCtrl=1 setting in the [LINK] section of the *Centrevu.ini* file.

Using a Secondary System Password on the CMS Server

If you use a secondary system password on your CMS server, set the [CONTROL] SystemPasswordPrompt= section in the *Centrevu.ini* file to a string that is the security password prompt of your CMS server.

For example:

[CONTROL]

SystemPasswordPrompt=External security:





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