



## ***CentreVu***<sup>®</sup> Explorer II

Version 2.0

Installation for *Sun Microsystems*<sup>®</sup>

585-218-202  
Comcode 108456625  
Issue 1  
April 2000

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Document Title: *CentreVu*<sup>®</sup> Explorer II Version 2.0  
 Installation for *Sun Microsystems*<sup>®</sup>

Document No.: 585-218-202

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## Introduction

*CentreVu*® Explorer II transforms your call center information into a powerful knowledge base that works to better meet your business needs. Information collected from the *CentreVu* Call Management System (CMS) is compiled, formatted, and presented to the user through a Web browser. From the browser, you can see specific and critical call center activity.

*CentreVu* Explorer II handles the call center activity by recording, storing, and supplying specific information about each call. For example, the *CentreVu* Call Management System (CMS) indicates that a caller has abandoned; the *CentreVu* Explorer II details information about that abandoned call including the number of times held, whether the call was transferred, how long the caller was in the queue, and so on. The following type of information can also be gathered using *CentreVu* Explorer II:

- The number of callers abandoned after holding for more than 30 seconds
- Agents who transfer the most calls
- The calls measured by stroke counts or call work codes

## Audience

This guide is written for installers of the *CentreVu Explorer II* for *Sun® Microsystems* solution, and includes anyone who is installing the *CentreVu Explorer II* software including Lucent *NetCare®* Professional Services, Technical Service Center, Maintenance and Provisioning, Call Management System Helpline, Sales Design Support Center (SDSC), and anyone else who might use or support the *CentreVu Explorer II* for Sun Microsystems installation and setup.

The installation on Sun Microsystems is complicated. It is imperative that a database administrator familiar with both *UNIX* and *Informix* prepare the Sun machine and install *CentreVu Explorer II*.

This *CentreVu® Explorer II Installation for Sun® Microsystems* guide is for anyone who needs to know about the *CentreVu Explorer II*:

- Installation
- Troubleshooting

## Supporting *CentreVu Explorer II*

If you encounter problems while preparing for installation or installing *CentreVu Explorer II*, contact the National Customer Care Center at 1-800-242-2121 (Lucent Technologies also offers fee-based installation consultation). Customers outside the United States should contact their Lucent representative or distributor.

If you receive error messages during a failed installation, record the messages to assist the National Customer Care Center personnel with problem diagnosis.

# System Requirements

This section discusses the hardware and software requirements for the Sun Microsystems installation of *CentreVu Explorer II*.

## Hardware

The *CentreVu Explorer II* software for Sun has the following hardware requirements.

Minimum computer system requirements:

- Ultra 5 with one 360 MHz processor, 256 MB of memory, and two hard disk drives, 8.4 GB and 9 GB
- Enterprise 3500/3501 with dual 336 MHz Ultra Sparc processors, 256 MB memory, and two 9 GB hard disk drives

## Operating System

The *CentreVu Explorer II* software for Sun is compatible with the Solaris 2.7 operating system.

## Software

The *CentreVu Explorer II* software for Sun requires that the following be installed:

- Informix Dynamic Server version 7.31 or greater
- Sun recommended security patches included on the *CentreVu Explorer II* compact disc.

Refer to the Readme file on the *CentreVu Explorer II* compact disc for information on the necessary patches and the installation steps.

## Minimum Browser Requirements

The client workstation must be able to run a supported web browser. *CentreVu Explorer II* has been tested with *Microsoft Internet Explorer 3.01* and also with *Netscape Navigator 3.x* (minimum). Netscape 4.0 or Internet Microsoft Explorer 4.0 are recommended. However, any hypertext markup language (HTML) 2.0 compliant browser that supports applets and javascripts should work.

## Document Conventions

The following typographic conventions are used in this guide:

- **Bold** type identifies dialog boxes, other screen elements, and user input. For example:

The system displays the **Select Destination Directory** dialog box.

Type **xyz** in the **User** field.

- *Italics* identify emphasis, book titles, or chapter titles. For example:

See Chapter 2, *Installing the Scoring Manager*, for more information.

- *Courier* text identifies screen displays, prompts, script code, and system messages. For example:

```
Installation is in progress -- do not  
remove the floppy disk.
```

- The | is used to designate related menu selections. For example:

Select **Administration|Administrator Utilities**.

## Related Documents

This section lists where you can find specific information about call center products. You can view the Lucent documents online at the following Web site by entering the document number.

*<http://support.lucent.com>*

To order any of these documents, call the Lucent Publications Center at 1-800-457-1235 or 1-317-361-5353.

<b>Title</b>	<b>Document Number</b>
<b>Installing Call Center Computers</b>	
<i>CentreVu Sun Enterprise 3500 Computer Hardware Installation</i>	585-215-873
<i>CentreVu Sun Enterprise 3500 Computer Connectivity Diagram</i>	585-215-877
<i>CentreVu Call Management System Sun Ultra 5 Computer Hardware Installation</i>	585-215-871
<i>CentreVu Call Management System Sun Ultra 5 Computer Connectivity Diagram</i>	585-215-872
<b>Installing and Setting Up the Software on a CMS Computer</b>	
<i>CentreVu Call Management System Release 3 Version 8 Software Installation and Setup</i>	585-210-941
<b>Maintaining and Troubleshooting a Call Center Computer</b>	
<i>CentreVu Call Management System Release 3 Version 8 Hardware Maintenance and Troubleshooting</i>	585-210-919
<i>CentreVu Call Management System Sun Enterprise 3500 Computer Maintenance and Troubleshooting</i>	585-215-875
<b>Other Documents</b>	
<i>CentreVu Call Management System Release 3 Version 8 External Call History Interface</i>	585-210-912
<i>Installation Guide for Informix Dynamic Server on UNIX</i>	NA





*CentreVu  
Explorer II*

## **PART ONE**

# **Installing *CentreVu Explorer II* Yourself**

The following chapters are included in this part of the *CentreVu® Explorer II Installation for Sun Microsystems®* guide:

### **Preparing the Sun Machine for CentreVu Explorer II**

### **Installing CentreVu Explorer II**

After completing the steps in these chapters, go on to the next part:

### **Factory Installed CentreVu Explorer II**

**The following steps outline the *CentreVu Explorer II* pre-installation:**

- 1 Enable External Call History (ECH) files.
- 2 Set up the ECH file data transfer from the CMS to the *CentreVu Explorer II* server.
- 3 Verify network (TCP/IP) connectivity between the server and the clients.
- 4 Get the CMS licenses from CenterPoint Solutions.
- 5 Prepare Solaris for *CentreVu Explorer II*.
- 6 Prepare the *CentreVu Explorer II* database space.

**The following steps outline the *CentreVu Explorer II* installation:**

- 1 Install the *CentreVu Explorer II* files.
- 2 License the application.
- 3 Create the *CentreVu Explorer II* database.
- 4 Convert *CentreVu Explorer I* data if applicable.



## Preparing the Sun Machine for *CentreVu* Explorer II

Before installing *CentreVu* Explorer II complete the pre-installation checklist and follow the steps in this chapter. The Sun machine must be properly prepared to accept the *CentreVu* Explorer II installation. This chapter includes the following steps:

- Enable the external call history files in CMS
- Configure the CMS data transfer to the *CentreVu* Explorer II server
- Install Solaris 2.7
- Verify TCP/IP connectivity between the *CentreVu* Explorer II server and clients
- Receive the CenterPoint Solutions license and key
- Create the Informix user and group
- Partition the drives
- Install and configure Informix Dynamic Server
- Create the *CentreVu* Explorer II database spaces

**Note:** Follow the pre-installation steps carefully. Lucent Technologies certifies the *CentreVu* Explorer II installation only when the pre-installation and installation steps are followed as indicated in this guide.

## Pre-installation Checklist

When you finish this chapter, all the following items should be checked.

- Enable the External Call History (ECH) files**

*CentreVu Explorer II* receives call data from the CMS via the CMS ECH feature. Contact your Lucent Technologies Account Representative to arrange for feature activation.
- Configure the ECH data transfer from CMS to the *CentreVu Explorer II* server**

Contact the NetCare Professional Services at 800.4.NETCARE to set up the ECH data transfer from the CMS or resolve problems with the ECH files.
- Install the Solaris Operating System**

Follow the steps in the *Installing Solaris for CentreVu Explorer II* section on page 1-3.
- Verify network (TCP/IP) connectivity between the server and clients**

From the Solaris command line, enter **ping [client IP address]**. If the connection is made, the message: [client IP address] is alive displays.
- Get the license and key from CenterPoint Solutions, Inc.**

A copy of the License Request form is located in Appendix B, or on the CenterPoint Solutions' Web site at <http://www.centerpointusa.com>. You can also call CenterPoint Solutions at 303-382-6300 and request a form. Complete the license request form, sign it, and fax it to CenterPoint Solutions at 303-382-6301. You must have a license for each CMS connected to *CentreVu Explorer II*.
- Create the Informix user and group**

The UNIX administrator will create the Informix user and group following the steps in *Creating the Informix User and Group* on page 1-5.
- Partition the hard disk drives**

The UNIX administrator will partition the drives following the steps in *Partitioning the Drives* on page 1-5.
- Install Informix Dynamic Server 7.31**

The UNIX administrator will install and configure the Informix Dynamic Server 7.31. See the steps in *Installing and Configuring Informix* on page 1-12.
- Create the *CentreVu Explorer II* database spaces**

Your database administrator will create the database space. Follow the steps in the *Creating the CentreVu Explorer II Database Space* section on page 1-14.

## Preparing Solaris for *CentreVu Explorer II*

Solaris ships with a number of configurations and types of hard drives. This document may not handle your specific machine but will give you a procedural plan. This chapter outlines the following steps to help you prepare for the *CentreVu Explorer II* installation.

- 1 Install Solaris 2.7.
- 2 Create the Informix user and group.
- 3 Partition the hard drives.
- 4 Install and configure the Informix Dynamic Server version 7.31.
- 5 Create the database spaces.

### Installing Solaris for *CentreVu Explorer II*

Install Solaris 2.7 with the recommended patches and the file system configurations outlined in the following steps. By using the file systems defined here, you will ensure the correct operating system setup for the *CentreVu Explorer II* installation. The *CentreVu Explorer II* installation requires a root, swap, and ech file system setup. By default, the CMS data files are stored in the `/usr/netscape/server4/ExplorerV2/Data` directory. Mount the ech file system to the Data directory.

#### To install Solaris 2.7

- 1 Install the Solaris Operating System using the *CentreVu Call Management System, Release 3 Version 8, Software Installation and Setup* manual, Lucent Document Number

585-210-941 (Comcode 108502360). Combine the steps on pages 2-4 through 2-38 of the manual with the file system setup steps that follow.

- 2 When setting up the root and swap file systems, use the following table to define the file system locations and sizes.

**Table 1 Root and swap file system location and size**

For this file system...	use this location...	and size for the Ultra 5...	or this size for the Enterprise 3500...
root	disc 1, slice 0	1GB	1GB
swap	disc 1, slice 4	1GB	1GB

- 3 When setting up the ech file system, use the following table to define the file system location and size.

**Table 2 Ech file system location and size**

For this configuration...	use this location...	and size for the Ultra 5...	or this size for the Enterprise 3500...
2 disks	disk 1, slice 1	1.5GB	2GB
3 disks	disk 1, slice 1	2.5GB	3GB
4 disks	disk 1, slice 1	4.5GB	5GB
5 disks	disk 2, slice 0	8.5GB	8.5GB

**Warning:** Do not set up any other file systems.

- 4 Install the recommended Sun patches for Solaris 2.7 located on the *CentreVu Explorer II* compact disc. Complete installation instructions are available in the Readme file.

## Creating the Informix User and Group

Creating the Informix user and group prepares the environment for the Informix installation.

### To create the Informix user and group

- 1 Enter the following command to add the group:  
**groupadd informix**
- 2 Enter the following command to add the user:  
**useradd -g informix -d /usr/informix informix**

## Partitioning the Drives

Each Solaris hard disk drive can be arranged into seven partitions. Normally, partition two represents the entire hard disk drive. The other partitions can be used to separate the drive into multiple file systems.

Partitioning the drive includes the following steps:

- 1 Name and resize the partitions.
- 2 Configure and link the partition.

## Naming and Resizing the Partitions

The following steps will direct you to partition the disks and set up the slices using Table 3. In the table, locate your matching computer configuration and use the associated size values to partition the disks. The operating system (OS) partitions were assigned when you installed Solaris 2.7. Here you will assign the name **alternates** for each database (DB) partition and size the partitions according to your computer type, disk, and slice.

### To name and resize the partitions

- 1 From the command line, type **format**.
- 2 Use Table 3 to identify your computer configuration and the disk to partition.
- 3 Select that disk.
- 4 Write the disk ID in Table 3. For example, write the Disk ID, **c0t0d0**.
- 5 From the command line, type **partition**.
- 6 Use Table 3 to identify the slice to partition.
- 7 From the **partition** command line, enter the slice number.
- 8 From the **Enter partition id tag** menu command, enter **alternates** as the partition name.
- 9 From the **Enter partition permission flags** menu command, press the **Enter** key.
- 10 From the **Enter new starting cyl** menu command, enter the appropriate starting cylinder or press the **Enter** key to accept the default value.
- 11 Use Table 3 to identify the applicable partition size for the associated disk, slice, and computer configuration.
- 12 From the **Enter partition size** menu command, enter the identified partition size.

- 13 In Table 3, add the slice ID to the end of the disk ID. For example, add the slice ID (s3) to c0t0d0, the table would now read **c0t0d0s3**.

You will use the slice ID in the *Configuring and Linking the Partitions* section.

- 14 Repeat these steps for each database partition.
- 15 To save the names and sizes, from the **partition** command line enter **label**.
- 16 At the prompt, enter **Y**.

**Table 3 Database partition sizing**

For this configuration...	Set up and disk...	slice...	for the Enterprise 3500 with this size...	or the Ultra 5 with this size...	This partition will be used for the...	This disk ID slice ID is...	
Two Disk	0	0	1GB	1GB	OS (root)	_____	
		1	2.5GB	2GB	OS (ECH)	_____	
		3	512MB	512MB	DB (rootdbs)	_____	
		4	1GB	1GB	OS (swap)	_____	
		5	1GB	1GB	DB (informix_tmp)	_____	
		6	2GB	2GB	DB (exp2base )	_____	
		7	512MB	512MB	DB (exp2base)	_____	
	1	0	2GB	2GB	DB (exp2info )	_____	
		1	2GB	2GB	DB (exp2info )	_____	
		3	512MB	512MB	DB (exp2info )	_____	
		4	2GB	2GB	DB (exp2contact)	_____	
		5	2GB	2GB	DB (exp2contact)	_____	
	Three Disk	0	0	1GB	1GB	OS (root)	_____
			1	3GB	2.5GB	OS (ECH)	_____
3			512MB	512MB	DB (rootdbs)	_____	
4			1GB	1GB	OS (swap)	_____	
5			1GB	1GB	DB (informix_tmp)	_____	
6			2GB	2GB	DB (exp2base)	_____	

**Table 3 Database partition sizing**

For this configuration...	Set up and disk...	slice...	for the Enterprise 3500 with this size...	or the Ultra 5 with this size...	This partition will be used for the...	This disk ID slice ID is...
Three Disk cont.	1	0	2GB	2GB	DB (exp2contact)	_____
		1	2GB	2GB	DB (exp2contact)	_____
		3	2GB	2GB	DB (exp2contact)	_____
		4	1.5GB	1.5GB	DB (exp2contact)	_____
		5	1GB	1GB	DB (exp2base)	_____
	2	0	2GB	2GB	DB (exp2info)	_____
		1	2GB	2GB	DB (exp2info)	_____
		3	2GB	2GB	DB (exp2info)	_____
		4	1.5GB	1.5GB	DB (exp2info)	_____
		5	1GB	1GB	DB (exp2base)	_____
Four Disk	0	0	1GB	1GB	OS (root)	_____
		1	5GB	4.5GB	OS (ECH)	_____
		3	512MB	512MB	DB (rootdbs)	_____
		4	1GB	1GB	OS (swap)	_____
		5	1GB	1GB	DB (informix_tmp)	_____
	1	0	2GB	2GB	DB (exp2contact)	_____
		1	2GB	2GB	DB (exp2contact)	_____
		3	2GB	2GB	DB (exp2contact)	_____
		4	2GB	2GB	DB (exp2contact)	_____
		5	512MB	512MB	DB (exp2contact)	_____
	2	0	2GB	2GB	DB (exp2info)	_____
		1	2GB	2GB	DB (exp2info)	_____
		3	2GB	2GB	DB (exp2info)	_____
		4	2GB	2GB	DB (exp2info)	_____
		5	512MB	512MB	DB (exp2info)	_____
	3	0	2GB	2GB	DB (exp2base)	_____
		1	2GB	2GB	DB (exp2base)	_____
		3	1GB	1GB	DB (exp2base)	_____
		4	2GB	2GB	DB (exp2info)	_____
		5	1.5GB	1.5GB	DB (exp2contact)	_____

**Table 3 Database partition sizing**

For this configuration...	Set up and disk...	slice...	for the Enterprise 3500 with this size...	or the Ultra 5 with this size...	This partition will be used for the...	This disk ID slice ID is...	
Five Disk	0	0	1GB	1GB	OS (root)	_____	
		3	512MB	512MB	DB (rootdbs)	_____	
		4	1GB	1GB	OS (swap)	_____	
		5	1GB	1GB	DB (informix_tmp)	_____	
		1	2GB	2GB	DB (exp2base)	_____	
		6	2GB	2GB	DB (exp2base)	_____	
		7	1GB	512MB	DB (exp2base)	_____	
	1	0	8.5GB	8.5GB	OS (ECH)	_____	
	2	0	2GB	2GB	DB (exp2info)	_____	
			1	2GB	2GB	DB (exp2info)	_____
			3	2GB	2GB	DB (exp2info)	_____
			4	2GB	2GB	DB (exp2info)	_____
			5	512MB	512MB	DB (exp2info)	_____
	3	0	2GB	2GB	DB (exp2contact)	_____	
			1	2GB	2GB	DB (exp2contact)	_____
			3	2GB	2GB	DB (exp2contact)	_____
			4	2GB	2GB	DB (exp2contact)	_____
			5	512MB	512MB	DB (exp2contact)	_____
	4	0	2GB	2GB	DB(exp2info)	_____	
			1	1.5GB	1.5GB	DB(exp2info)	_____
			3	2GB	2GB	DB(exp2contact)	_____
4			1.5GB	1.5GB	DB(exp2contact)	_____	
5			1GB	1.5GB	DB(exp2base)	_____	

## Configuring and Linking the Partitions

A script on the compact disc is provided to configure and link the database partitions. This script changes the partition owner, group, read/write permissions, and creates the partition link. The script requires the Disk ID Slice (Partition) ID to configure and link the partitions.

### To configure and link the partitions

- 1 From the command line, enter the following command:  

```
/cdrom/exp2_sun/sliceconf
```

The **CentreVu Explorer II Disk Slice Configuration Utility** appears.
- 2 Press **Enter** to begin.
- 3 To configure and link the root database partition:
  - a Enter the slice you assigned to the root database partition.  
For example, enter the Disk ID Slice (Partition) ID, **c0t0d0s3**.
  - b Enter option **1** to identify this partition as the root database partition.  
This changes the owner, group, read/write permissions and creates the root database partition link.
  - c Press **Enter**.
- 4 To configure and link the temp database partition:
  - a Enter the slice you assigned to the temp database partition.  
For example, enter **c0t0d0s5**.
  - b Enter option **2** to identify the temp database partition.
  - c Press **Enter**.



## Installing and Configuring Informix

You must both configure the Informix environment and install the Informix Dynamic Server version 7.31.

### To install Informix Dynamic Server version 7.31

- 1 Login as root.
- 2 From the command prompt, enter the **uname -n** command.  
The system returns the server name.
- 3 Add the environment variables to the root login **.profile** file.  
Enter the following lines to the file:

```
INFORMIXSERVER=server name
```

**Note:** Replace **server name** with the name identified in step 2.

```
INFORMIXDIR=/usr/informix
```

```
ONCONFIG=onconfig
```

```
PATH=$PATH:usr/informix/bin:
```

```
export INFORMIXSERVER INFORMIXDIR ONCONFIG PATH
```

- 4 Rerun the **.profile** file. At the command prompt, enter  
**..profile**
- 5 Insert the Informix Dynamic Server version 7.31 compact disc into the CD-ROM drive.
- 6 To extract the Informix files, enter the following commands:

```
mkdir /usr/informix
```

```
cd /usr/informix
```

```
tar xvf /cdrom/cdrom0/SERVER/IDS.TAR
```

- 7 In order for Informix to run properly, you must set up the shared memory settings. Add the following lines to the `/etc/system` file:

```
set shmsys:shminfo_shmmax=268435456
set semsys:seminfo_semmap=64
set semsys:seminfo_semmni=4096
set semsys:seminfo_semmns=4096
set semsys:seminfo_semmnu=4096
set semsys:seminfo_semume=64
set semsys:seminfo_semmsl=100
set shmsys:shminfo_shmmin=100
set shmsys:shminfo_shmmni=100
set shmsys:shminfo_shmseg=100
```

- 8 Run the install file `/usr/informix/installserver`.
- 9 Enter `init 6` to reboot the machine and allow these changes to take effect.

For complete instructions on installing the Informix Dynamic Server, see the *Installation Guide for UNIX, Version 7.3*. You can view this online document from the Informix Web site: <http://www.informix.com/informix/resource/ids.htm>.

### To configure Informix

- 1 Create the `/usr/informix/etc/onconfig` file using one of the following templates provided on the CenterPoint Solutions compact disc:
- `/cdrom/exp2_sun/onconfig.UE3500`
  - `/cdrom/exp2_sun/onconfig.Ultra5`
- 2 In the `onconfig` file, change the `DBSERVERNAME` to the server name.

**Note:** To determine your server name, enter the `uname -n` command.

- 3 In the `/usr/informix/etc/sqlhosts` file, add the following entry replacing **servername** with the name of the server:

```
servername ontlitcp servername servername_tp
```

- 4 In the `/etc/services` file, add the following entry replacing **servername** with the name of the server:

```
servername_tp 1536/tcp
```

## Creating the *CentreVu* Explorer II Database Space

A database administrator familiar with both UNIX and Informix should complete the steps in this section.

This section outlines the process for creating the CentreVu Explorer II dbspaces and chunks. Table 5 includes the offsets and sizes for the exp2base, exp2contact, and exp2info dbspaces and chunks. The information is listed based on the various computer configurations. Use this table to ensure proper dbspace setup.

For more information on chunks and dbspaces, see the *Installation Guide for UNIX, Version 7.3*. You can view this online document from the Informix Web site:  
<http://www.informix.com/informix/resource/ids.htm>.

### To create the *CentreVu* Explorer II database spaces

- 1 From the command line, start Informix with **oninit -i** this will create the master and temp databases.
- 2 From the `/usr/informix/bin` directory, run **onmonitor**.
- 3 From the menu, select **dbspaces**.

4 Choose from the following options:

- To create a dbspace:
  - a Select **Create**.

The system displays the **Create Dbspace** screen

```

Telnet - engledive
Connect Edit Terminal Help
Press ESC to build a new DBspace.
Press Interrupt to cancel the option and return to the Dbspaces menu.
Press F2 or CTRL-F for field level help.

                CREATE DBSPACE

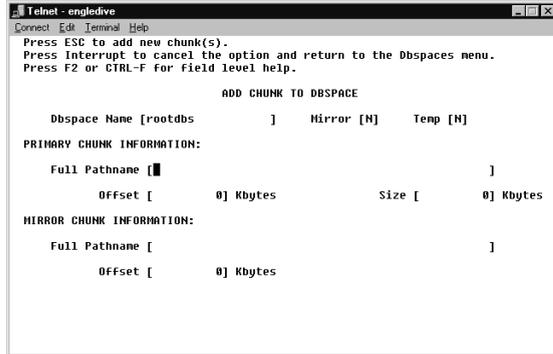
Dbspace Name [ ]      Mirror [ ]      Temp [ ]

PRIMARY CHUNK INFORMATION:
Full Pathname [ ]
Offset [ 0] Kbytes      Size [ 0] Kbytes

MIRROR CHUNK INFORMATION:
Full Pathname [ ]
Offset [ 0] Kbytes
  
```

- b In the **Dbspace name** field, type the dbspace name, **exp2Base**, **exp2Info**, or **exp2Contact**.
  - c In the **Mirror** field, type **N**.
  - d In the **Temp** field, type **N**.
  - e In the **Full Pathname** field, type the device name that you wrote down in Table 4.
  - f In the **Offset** and **Size** fields, use the values listed in Table 5 to create the various dbspaces. Tab between fields.
- To create a chunk:
    - a Select **Add\_chunk**.
    - b Select a dbspace.

The system displays the **Add Chunk to Dbspace** screen.



- c In the **Full Pathname** field, type the device name that you wrote down in Table 4.
- d In the **Offset** and **Size** fields, use the values listed in Table 5 to create the various dbspaces. Tab between fields.

**Table 5 Dbspace offset and size**

For this configuration...	create this dbspace/chunk...	with this offset...	and this size...	for this disk...	and this slice...
Two Disk	exp2Base DBSpace	0	2097150	1	6
	exp2Base Chunk #1	0	524288	1	7
	exp2Info DBSpace	2	2097148	2	0
	exp2Info Chunk #1	0	2097150	2	1
	exp2Info Chunk #2	0	524288	2	3
	exp2Contact DBSpace	0	2097150	2	4
	exp2Contact Chunk #1	0	2097150	2	5
Three Disk	exp2Base DBSpace	0	2097150	1	6
	exp2Base Chunk #1	0	1048575	2	5
	exp2Base Chunk #2	0	1048575	3	5
	exp2Info DBSpace	2	2097148	3	0
	exp2Info Chunk #1	0	2097150	3	1
	exp2Info Chunk #2	0	2097150	3	3
	exp2Info Chunk #3	0	1572864	3	4
	exp2Contact DBSpace	2	2097148	2	0

Table 5 Dbospace offset and size

For this configuration...	create this dbspace/chunk...	with this offset...	and this size...	for this disk...	and this slice...
Three Disk cont.	exp2Contact Chunk #1	0	2097150	2	1
	exp2Contact Chunk #2	0	2097150	2	3
	exp2Contact Chunk #3	0	1572864	2	4
Four Disk	exp2Base DBSpace	2	2097148	4	0
	exp2Base Chunk #1	0	2097150	4	1
	exp2Base Chunk #2	0	1048575	4	3
	exp2Info DBSpace	2	2097148	3	0
	exp2Info Chunk #1	0	2097150	3	1
	exp2Info Chunk #2	0	2097150	3	3
	exp2Info Chunk #3	0	2097150	3	4
	exp2Info Chunk #4	0	524288	3	5
	exp2Info Chunk #5	0	2097150	4	4
	exp2Contact DBSpace	2	2097148	2	0
	exp2Contact Chunk #1	0	2097150	2	1
	exp2Contact Chunk #2	0	2097150	2	3
	exp2Contact Chunk #3	0	2097150	2	4
	exp2Contact Chunk #4	0	524288	2	5
	exp2Contact Chunk #5	0	1572864	4	5
Five Disk	exp2Base DBSpace	0	2097150	1	1
	exp2Base Chunk #1	0	2097150	1	6
	exp2Base Chunk #2	0	1048575	1	7
			For the Ultra 5, 524288		
	exp2Base Chunk #3	0	1048575	5	5
			For the Ultra 5, 1572864		
	exp2Info DBSpace	2	2097148	3	0
	exp2Info Chunk #1	0	2097150	3	1
	exp2Info Chunk #2	0	2097150	3	3
	exp2Info Chunk #3	0	2097150	3	4
	exp2Info Chunk #4	0	524288	3	5
	exp2Info Chunk #5	2	2097148	5	0
exp2Info Chunk #6	0	1572864	5	1	

**Table 5 DbSPACE offset and size**

<b>For this configuration...</b>	<b>create this dbSPACE/chunk...</b>	<b>with this offset...</b>	<b>and this size...</b>	<b>for this disk...</b>	<b>and this slice...</b>
Five Disk cont.	exp2Contact DBSPACE	2	2097148	4	0
	exp2Contact Chunk #1	0	2097150	4	1
	exp2Contact Chunk #2	0	2097150	4	3
	exp2Contact Chunk #3	0	2097150	4	4
	exp2Contact Chunk #4	0	524288	4	5
	exp2Contact Chunk #5	0	2097150	5	3
	exp2Contact Chunk #6	0	1572864	5	4



*CentreVu*  
*Explorer II*

2

## Installing *CentreVu Explorer II*

This chapter outlines the *CentreVu Explorer II* installation, including licensing, database creation, and Explorer I data conversion. To ensure a successful installation of *CentreVu Explorer II*, make sure the Solaris machine was properly prepared. Then, carefully follow these installation instructions. During the installation, you will install all the necessary files, license one CMS, locate the Explorer II database, and convert any Explorer I files.

**Note:** Follow the installation steps carefully. Lucent Technologies certifies the *CentreVu Explorer II* installation only when the pre-installation and installation steps are followed as indicated in this guide.

## Installation Checklist

During the *CentreVu Explorer II* installation, check that the following occurs.



### **Install the *CentreVu Explorer II* files**

Follow the steps in the section *To install CentreVu Explorer II* on page 2-4.



### **License the *CentreVu Explorer II* application**

Before beginning the installation, complete the license form located in Appendix B or from CenterPoint Solutions' Web site at <http://www.centerpointusa.com>. Sign the completed form and fax it to CenterPoint Solutions at 303-382-6301.

You can license only one CMS during the installation. Enter additional licenses after installing the application. See Chapter 3, *Verifying the Installation and Licensing CentreVu Explorer II*.



### **Identify the *CentreVu Explorer II* database and ECH file location**

During the installation, identify the following:

- Space allocated for the database during the pre-installation. The *CentreVu Explorer II* installation creates the database in this space.
- Where to look for the incoming External Call History files.



### **If you are upgrading, convert the Explorer I data**

When you upgrade, you may want to convert existing data to the new database. Enter a date after which to import all calls to save time and database space during the conversion.

## What Happens During the Installation

When you install *CentreVu* Explorer II, the application completes the following steps:

- 1 Installs the iPlanet server and *CentreVu* Explorer II files to the `/usr/netscape/server4` directory.
- 2 Creates the **exp2** database in Informix.
- 3 Modifies the `/etc/passwd` and `/etc/shadow` files to add the user **lucent**.
- 4 Places the **S99CVExplorer** startup script in the `/etc/rc3.d` file.
- 5 Shutdown script.
- 6 Starts the required services.

## Installing *CentreVu* Explorer II

Install the *CentreVu* Explorer II on the server machine only. Users access the application through the browser, therefore no client installations are needed.

During the installation, you have the opportunity to convert your Explorer I data. This data converts at the approximate rate of 15 rps (rows per second). Converting large amounts of data is a time consuming process and is largely dependent on the hardware configuration and machine size. For example, a call center that received 100,000 calls per day may take two days to convert the call data at the rate of fifteen rows per second.

### To install *CentreVu Explorer II*

- 1 From the Sun server machine, insert the *CentreVu Explorer II* compact disc into the CD-ROM drive.
- 2 Log in as root to the Sun Console or via an X Window session.

**Note:** The installation cannot be completed via telnet.

- 3 Open a console window.

For example, right-click and select **Hosts|Terminal Console**.

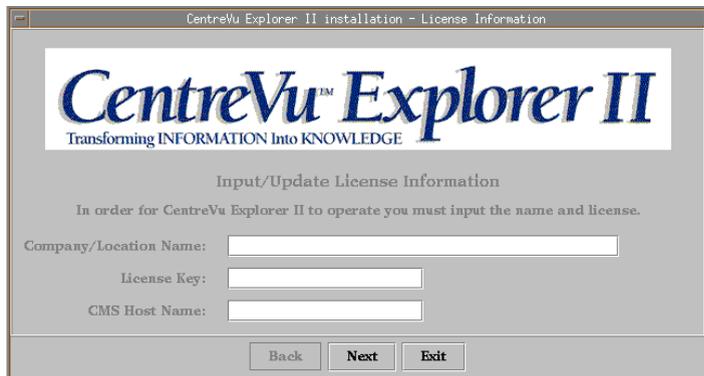
- 4 In the shell, type **cd /tmp**.
- 5 Enter the following command to untar the file:

```
tar xvf /cdrom/exp2_sun/enterprise/enterprise.tar
```

- 6 Enter the following command to install the application:

```
install.sh
```

The system displays the **License Information** panel.



The screenshot shows a window titled "CentreVu Explorer II installation - License Information". The window contains the CentreVu Explorer II logo with the tagline "Transforming INFORMATION Into KNOWLEDGE". Below the logo, the text "Input/Update License Information" is displayed, followed by the instruction "In order for CentreVu Explorer II to operate you must input the name and license." There are three input fields: "Company/Location Name:", "License Key:", and "CMS Host Name:". At the bottom of the window, there are three buttons: "Back", "Next", and "Exit".

- 7 Complete the **License Information** panel using the licensing information provided by CenterPoint Solutions. You can license only one CMS during the installation. License additional CMSs following installation. The following table relates the License receipt to the License panel.

License Receipt		License Panel
Company Name	=	Company/Location Name
License	=	License Key
Intuity CONVERSANT	=	CMS Host Name

**Warning:** If you are upgrading from *CentreVu Explorer I*, enter the new Explorer II license. Do not enter any other licenses until after converting the Explorer I database.

- 8 Click **Next**.

The system displays the **Create Database** panel.

CentreVu Explorer II Installation - Create Database

Please enter the required information for creating the database:

User Name:

Password:

ECH Data Location:

- 9 In the **User Name** field, type the database user name, typically **root**.
- 10 In the **Password** field, type the database user password. This is the Solaris login password for the user identified in the previous step, in this case **root**.

- 11 In the **ECH Data Location** field, type the directory or click **Browse** to select the top level directory where incoming External Call History data files from the CMS are stored.

When you license a CMS, a subdirectory is automatically created inside this directory to hold the ECH data from that particular CMS. It is recommended that you use this directory.

- 12 Click **Next**.

**Note:** If you receive a database creation error, see Appendix A, *Troubleshooting* or contact Technical Support at 1-800-242-2121.

The system displays the **Convert Explorer I** panel.

CentreVu Explorer II installation - Convert Explorer I

Will we upgrade data from an existing Explorer I installation?

Please enter the required information about Explorer I database:

Host Name: quickdraw

Database Name: CExplorer

User Name: sa

Password: \*\*\*\*

Import all calls on or after: 08/02/1999

Back Finish Exit

**Note:** You can only complete the conversion if both systems are on the same network and you can ping the *CentreVu Explorer I* server from the Sun machine.

13 Choose from the following options:

- To upgrade from an existing *CentreVu Explorer 1.x* server and migrate the data to *CentreVu Explorer II*, select the **Will we upgrade data from an existing Explorer I installation** check box and complete the **Convert Explorer I** panel:

**Note:** During conversion, the current ECH data is not populated until conversion is completed. The amount of available disk space should be monitored.

- a In the **Host Name** field, type the *CentreVu Explorer 1.x* IP address.
- b In the **Database Name** field, type the *CentreVu Explorer 1.x* database name, typically **CEXplorer**.
- c In the **User Name** field, type the *CentreVu Explorer 1.x* SQL Server login, typically this is **sa**.
- d In the **Password** field, type the *CentreVu Explorer 1.x* SQL Server password.

**Note:** Call National Customer Care at 1-800-242-2121 if you need the password.

- e In the **Import all calls on or after** field, type the date after which all call data should be stored in the *CentreVu Explorer II* database. Data collected prior to this date are accessible on the *CentreVu Explorer I* database only, data collected on or after this date are available on both the Explorer I and Explorer II database.

**Note:** If you are converting large amounts of data, enter a more recent date to minimize the conversion time.

- If you are *not* upgrading or choose *not* to migrate the data, make sure the **Will we upgrade from an existing Explorer I installation** check box is clear.

- 14 Click **Finish** to complete the wizard.

While creating the database, messages appear in a message window. When the database creation is complete, the Wizard closes.

The *CentreVu* Explorer II services (rmiregistry, httpd, and *CentreVu* Explorer II data population) start automatically.



*CentreVu  
Explorer II*

## **PART TWO**

# **Factory Installed *CentreVu* Explorer II**

The following chapters are included in this part of the *CentreVu® Explorer II Installation for Sun Microsystems®* guide:

### **Verifying the Installation and Licensing CentreVu Explorer II**

### **Converting to CentreVu Explorer II for Solaris**

After completing the steps in these chapters, go on to the next part:

### **Preparing CentreVu Explorer II**

**The following steps outline the licensing and data conversion for the factory installed *CentreVu Explorer II*:**

- 1 Verify server and client connectivity.
- 2 Start the *CentreVu Explorer II* application.
- 3 License the CMS with CenterPoint Solutions.
- 4 Check the data transfer.
- 5 Verify query capability.
- 6 Convert the *CentreVu Explorer I* or *II* database if applicable.



*CentreVu  
Explorer II*

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## **Verifying the Installation and Licensing *CentreVu Explorer II***

This chapter verifies the *CentreVu Explorer II* installation. Whether you received a new Solaris machine with the factory installed *CentreVu Explorer II* or have completed the installation yourself, verify the installation now. To fully complete the verification steps for a factory installed *CentreVu Explorer II* application, you must license Explorer II for each CMS accessed.

To ensure that both the application is working as expected and to better enable any data conversion as outlined in the next chapter, follow the steps in this chapter carefully.

## Installation Verification Checklist

To verify a successful installation, check that you have both server and client connectivity, the application starts, data transfers, you have query capability, and have licensed Explorer II.

<input type="checkbox"/>	<b>Verify local and client connectivity</b> Open <i>CentreVu</i> Explorer II in a browser window.
<input type="checkbox"/>	<b>Start the <i>CentreVu</i> Explorer II application</b> Login as the administrator and start <i>CentreVu</i> Explorer II.
<input type="checkbox"/>	<b>License Explorer II (Factory install only)</b> From <i>CentreVu</i> Explorer II, if you want to convert from <i>CentreVu</i> Explorer I, enter the <i>CentreVu</i> Explorer I license. If you are not converting <i>CentreVu</i> Explorer I data, enter a license for <i>CentreVu</i> Explorer II.
<input type="checkbox"/>	<b>Check the data transfer</b> From the Administrator Utilities and check that the database status does not reflect any errors.
<input type="checkbox"/>	<b>Verify query capability</b> From <i>CentreVu</i> Explorer II run a query and verify the query contains data.

## Verifying the Installation and Licensing Explorer II

To verify that the *CentreVu* Explorer II installation was successful, complete the following:

- Verify the connectivity (server and client)
- Start the Explorer II application
- Check the data transfer
- Verify query capability

If you are running a factory installed version of *CentreVu* Explorer II, you must license Explorer II before you can check the data transfer and query capability.

## Verifying Connectivity and Starting *CentreVu* Explorer II

The process to verify connectivity and license the CMS are interrelated. If you are running *CentreVu* Explorer II from a factory install, after logging in you must license Explorer II before you can verify data transfer and query capability. If you installed *CentreVu* Explorer II yourself, you already have one license and can verify the installation, licensing other CMSs later.

### To obtain the Sun hostname and actual IP address

- 1 From the command line, enter the following command:

```
uname -n
```

The system displays the hostname, for example, **cms8300**.

From the command line, enter the following command replacing hostname with the name you received in step 1:

```
grep -i hostname /etc/hosts
```

The system displays the IP address. For example,  
**135.60.140.14 cms8300 loghost**

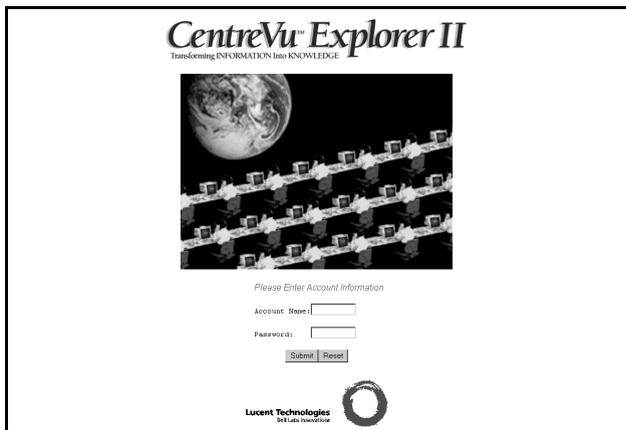
### To verify *CentreVu Explorer II* connectivity

- 1 From a client workstation, open a browser. For example open the Netscape or Microsoft Internet Explorer browser.
- 2 In the address line, type **http://Sun IP Address**, replace the **Sun IP Address** with the actual IP address (as identified in the above steps, *To obtain the Sun hostname and actual IP address*) and press **Enter**.

The browser window displays the following message:

#### **Starting Explorer II...**

*CentreVu Explorer II* opens.

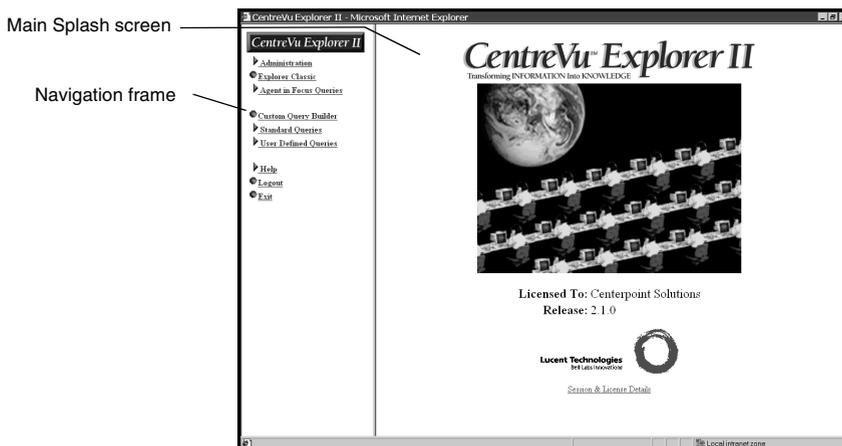


### To log in and start *CentreVu Explorer II*

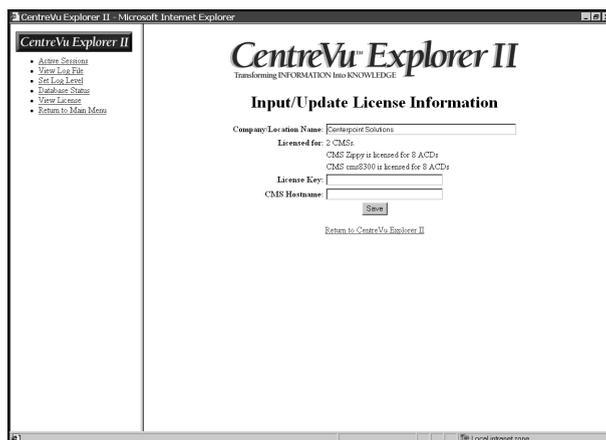
- 1 From the *CentreVu Explorer II* splash screen, enter **admin** in the **Account Name** field.
- 2 In the **Password** field, enter **cexplorer1**.
- 3 Click **Submit**.

4 Choose from the following options:

- If you installed *CentreVu Explorer II* yourself, the system displays the **Main Splash** screen. Go to the *Verifying Data Transfer and Query Capability* section on page 3-8.



- If you are running the factory installed *CentreVu Explorer II*, the system displays the **Input/Update License Information** screen. Go to the *Licensing a Factory Installed CentreVu Explorer II* section on page 3-6.



## Licensing a Factory Installed *CentreVu* Explorer II

For a factory installed *CentreVu* Explorer II with *CentreVu* Explorer I data to convert, license only the Explorer I CMS at this time. Do not license any other CMSs until the Explorer I data is converted. By licensing only the Explorer I CMS, you ensure that the Explorer I database is easily identifiable during conversion.

If you are not converting an Explorer I database, you can license all the *CentreVu* Explorer II CMSs at this time.

Complete the license request form located in Appendix B or on the CenterPoint Solutions' Web site at <http://www.centerpointusa.com>. After completing the form, sign it and fax it to CenterPoint Solutions at 303-382-6301.

**Warning:** If you use multiple *CentreVu* Explorer I CMSs, license only one Explorer I CMS at this time. If you license multiple CMSs, it will be impossible to associate conversion data with the correct CMS.

## To license a *CentreVu Explorer I Call Management System*

- 1 After starting *CentreVu Explorer II*, the **Input/Update License Information** screen displays.

Use the following table to correlate the CenterPoint Solutions license to the screen.

License Receipt		License Panel
Company Name	=	Company/Location Name
License	=	License Key
Intuity CONVERSANT	=	CMS Host Name

- 2 In the **Company/Location Name** field, enter the **Company Name**.
- 3 In the **License Key** field, enter the **License**.
- 4 In the **CMS Host Name** field, enter the **Intuity CONVERSANT** name.
- 5 Click **Save**.
- 6 Click the **Return to *CentreVu Explorer II*** link.
- 7 Go to the *Verifying Data Transfer and Query Capability* section on page 3-8.

## Verifying Data Transfer and Query Capability

After verifying the server and client connectivity, starting the Explorer II application, and possibly licensing the factory installed *CentreVu Explorer II*, you are ready to check the data transfer and query capability.

### To verify *CentreVu Explorer II* data transfer

- 1 From the navigation frame, select **Administration/Administrator Utilities**.
- 2 Select **Database Status**.

The system displays the **Database Status and Call History Files Read** screen.

**CentreVu Explorer II** Database Status and Call History Files Read

Current DB Usage(%) 2.630 Max. DB Usage(%) 95 Days Retained 60 Last Discard 11/16/99 12:00 AM

**Call** Call Segments 16318:17235 Statement/Call 1:056

CMS	File Name	Status	Error Message	Start Time	End Time	Rows	Rows/Sec
Zppp	F3gtsm\hcr0103.446	Processed correctly / Preserved		11/16/99 4:51 PM	11/16/99 4:51 PM	1	
Zppp	F3gtsm\hcr0102.445	Processed correctly / Preserved		11/16/99 4:51 PM	11/16/99 4:51 PM	8	
Zppp	F3gtsm\hcr0101.444	Processed correctly / Preserved		11/16/99 4:20 PM	11/16/99 4:20 PM	1	
Zppp	F3gtsm\hcr0001.443	Processed correctly / Preserved		11/16/99 4:20 PM	11/16/99 4:20 PM	10	
Zppp	F3gtsm\hcr0901.442	Processed correctly / Preserved		11/16/99 4:10 PM	11/16/99 4:10 PM	11	11
Zppp	F3gtsm\hcr0801.441	Processed correctly / Preserved		11/16/99 3:40 PM	11/16/99 3:40 PM	10	10
Zppp	F3gtsm\hcr0701.440	Processed correctly / Preserved		11/16/99 3:30 PM	11/16/99 3:30 PM	10	10
Zppp	F3gtsm\hcr0602.439	Processed correctly / Preserved		11/16/99 3:21 PM	11/16/99 3:21 PM	4	
Zppp	F3gtsm\hcr0601.438	Processed correctly / Preserved		11/16/99 3:21 PM	11/16/99 3:21 PM	6	
Zppp	F3gtsm\hcr0501.437	Processed correctly / Preserved		11/16/99 3:11 PM	11/16/99 3:11 PM	10	10
Zppp	F3gtsm\hcr0402.436	Processed correctly / Preserved		11/16/99 3:01 PM	11/16/99 3:01 PM	4	
Zppp	F3gtsm\hcr0401.435	Processed correctly / Preserved		11/16/99 2:51 PM	11/16/99 2:51 PM	6	
Zppp	F3gtsm\hcr0301.434	Processed correctly / Could not preserve		11/16/99 2:41 PM	11/16/99 2:41 PM	11	11
Zppp	F3gtsm\hcr0202.433	Processed correctly / Preserved		11/16/99 2:21 PM	11/16/99 2:21 PM	6	

- 3 Choose from the following options:
  - If there are no messages, set the Log Level to Trace:
    - a Select **Set Log Level**.
    - b Click the **Set Log Level** arrow and select **Trace**.
    - c Click **Save Settings**.

- d Select **View Log File**.
- e You must wait up to half an hour for the CMS to update the messages from the FTP file.

**Note:** It may take up to an hour to begin populating data.

If no messages appear, the data is not being processed. For more information, see Appendix A, *Troubleshooting*.

- If the messages indicate that data is being processed correctly, go to the *To verify CentreVu Explorer II query capability* on page 3-10.
- If the messages indicate a problem:
  - a Select **View Log File**.
  - b Look for messages similar to the following:

9/23/99	10:45 AM:CVELUCMS:	199.234.14.12
9/23/99	10:45 AM:CVELUCMS:	FTP Command USER lucent
9/23/99	10:45 AM:CVELUCMS:	FTP Command PASS *****
9/23/99	10:45 AM:CVELUCMS:	Compare ABCDEFG,7 password ABCDEFG,7
9/23/99	10:45 AM:CVELUCMS:	FTP Command TYPE A
9/23/99	10:45 AM:CVELUCMS:	FTP Command TYPE I
9/23/99	10:45 AM:CVELUCMS:	FTP Command CWD cocms1
9/23/99	10:45 AM:CVELUCMS:	FTP Command PORT 199,231,114,12,245,8
9/23/99	10:45 AM:CVELUCMS:	FTP Command STOR chr0401.873
9/23/99	10:45 AM:CVELUCMS:	chr0401.873

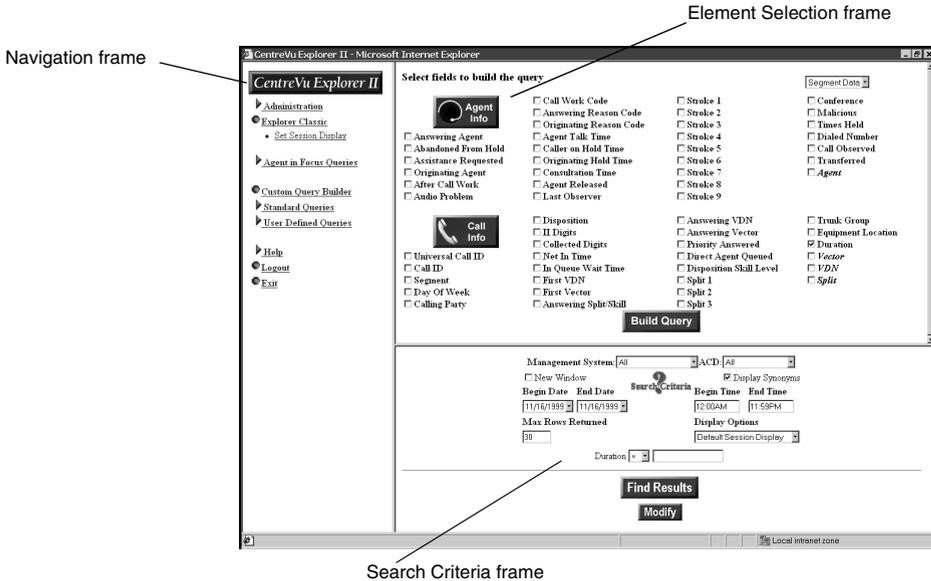
These messages indicate a successful file transfer activity.

If you see messages indicating access denied, failed, or an error, see Appendix A, *Troubleshooting* or contact Technical Support at 1-800-242-2121.

### To verify *CentreVu Explorer II* query capability

- 1 From the Navigation frame, select **Explorer Classic**.
- 2 In the Element Selection frame, click the **Duration** check box.
- 3 Click **Build Query**.

The system displays the **Search Criteria** frame.



- 4 Click the **Management System** arrow and select **All**.
- 5 Click the **ACD** arrow and select **All**.
- 6 Click the **Begin Date** arrow and select a beginning date within your data time frame.
- 7 Click the **End Date** arrow and select an ending date within your time frame.

- 8 Click the operator arrow that follows **Duration** and select > then enter **0** in the next field.
- 9 Click **Find Results**.

**Note:** Perform this test for each licensed Automatic Call Distribution (ACD).

If *CentreVu Explorer II* displays call results, the application is receiving data. If you do *not* receive results, check Appendix A, *Troubleshooting*.





## Converting to *CentreVu Explorer II* for Solaris

Converting a *CentreVu Explorer I* database requires that you:

- 1 License the CMS.
- 2 Convert the database.

When converting a *CentreVu Explorer I* database, it is very important that you convert the database immediately after licensing the CMS. If you have multiple *CentreVu Explorer I* CMSs that you wish to convert to *CentreVu Explorer II*, you must license and then convert each one separately. If you license multiple *CentreVu Explorer I* CMSs and later attempt to convert them, you can not correctly identify the appropriate CMS during conversion.

The following sections explain the *CentreVu Explorer I* and *CentreVu Explorer II* conversion and licensing processes.

## Converting a *CentreVu* Explorer I Database

You can convert the *CentreVu* Explorer I files to the new *CentreVu* Explorer II database by following these three steps.

- 1 License a *CentreVu* Explorer I CMS, see the steps in *Licensing a Factory Installed CentreVu Explorer II* on page 3-6.
- 2 Complete the **Convert Explorer I** panel.
- 3 Stop and restart services.

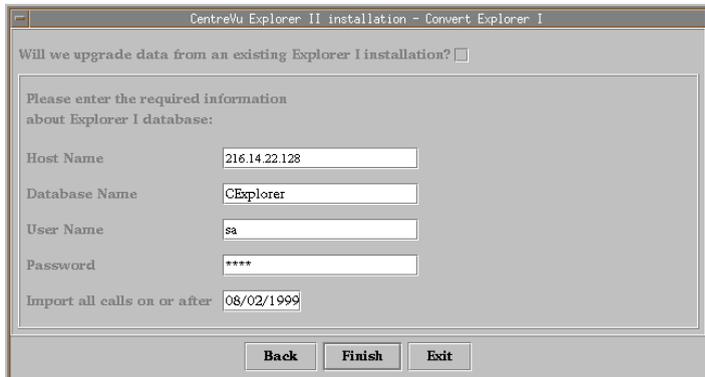
This sets the conversion to run when the service starts. If you are converting multiple *CentreVu* Explorer I databases, repeat the process for each CMS.

### To convert from *CentreVu* Explorer I

- 1 From the Solaris command line, enter:

**`/usr/netscape/server4/ExplorerV2/convert.sh`**

The system displays the **Convert Explorer I** panel.



The screenshot shows a window titled "CentreVu Explorer II installation - Convert Explorer I". The main text asks, "Will we upgrade data from an existing Explorer I installation?" with an unchecked checkbox. Below this, it says "Please enter the required information about Explorer I database:". There are four input fields: "Host Name" with the value "216.14.22.128", "Database Name" with "CExplorer", "User Name" with "sa", and "Password" with "\*\*\*\*". A fifth field, "Import all calls on or after", has the value "08/02/1999". At the bottom, there are three buttons: "Back", "Finish", and "Exit".

- 2 In the **Host Name** field, type the *CentreVu* Explorer 1.x IP address.  
**Note:** Converting large amounts of data is a time consuming process. During conversion, the current ECH data is not processed.
- 3 In the **Database Name** field, type the *CentreVu* Explorer 1.x database name, typically **CEXplorer**.
- 4 In the **User Name** field, type the *CentreVu* Explorer 1.x SQL Server login, typically this is **sa**.
- 5 In the **Password** field, type the *CentreVu* Explorer 1.x SQL Server password.
- 6 In the **Import all calls on or after** field, type the date after which all call data should be stored in the *CentreVu* Explorer II database. Data collected prior to this date are accessible on the *CentreVu* Explorer I database only, data collected on or after this date are available on both the Explorer I and Explorer II database.  
**Note:** If you are converting large amounts of data, enter a more recent date to minimize the conversion time.
- 7 Click **Finish** to complete the panel.
- 8 To populate the data, stop and restart services:
  - a At the Solaris command line, enter **`/etc/rc3.d/S99CExplorer stop`**.
  - b Enter **`/etc/rc3.d/S99CExplorer start`** to restart services.

Repeat this process for each CentreVu Explorer I database that you want to convert.

## Licensing Additional Call Management Systems

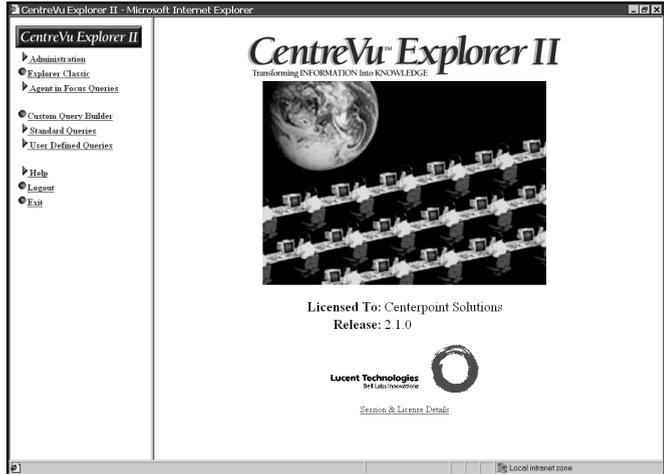
*CentreVu* Explorer II will not run without a valid license. A license must be generated for each CMS that is attached to the *CentreVu* Explorer II server. Each CMS can have up to eight Automatic Call Distribution (ACD) numbers.

If you are licensing multiple CMSs for *CentreVu* Explorer II, you can enter all the *CentreVu* Explorer II CMSs without considering the conversion process. However, if you are licensing multiple *CentreVu* Explorer I CMSs, you must license one then convert the database, license the next one, convert that database, and so on.

Complete the license request form located in Appendix B or on the CenterPoint Solutions' Web site at <http://www.centerpointusa.com>. For each CMS, complete the license request form, sign it and fax it to CenterPoint Solutions at 303-382-6301.

## To license a Call Management System

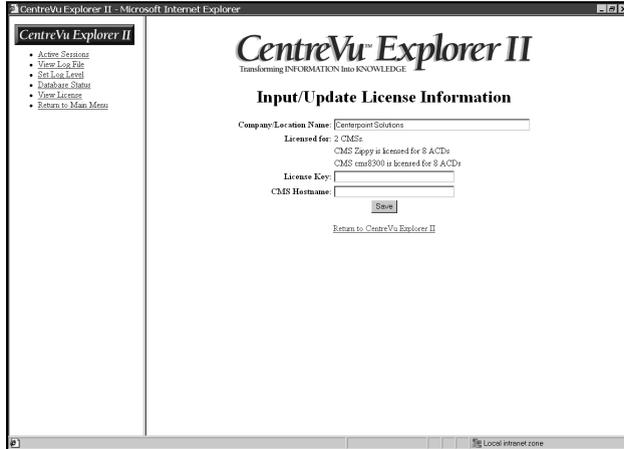
- 1 Start *CentreVu Explorer II* and login as the administrator.  
The system displays the main Splash Screen.



- 2 Select **Administration/Administrator Utilities**.
- 3 Select **View License**.

The **Input/Update License Information** screen displays. Use the following table to correlate the CenterPoint Solutions license to the screen.

License Receipt		License Panel
Company Name	=	Company/Location Name
License	=	License Key
Intuity CONVERSANT	=	CMS Host Name



- 4 In the **Company/Location Name** field, enter the **Company Name**.
- 5 In the **License Key** field, enter the **License**.
- 6 In the **CMS Host Name** field, enter the **Intuity CONVERSANT** name.
- 7 Click **Save**.
- 8 Click the **Return to CentreVu Explorer II** link.

## Converting a CentreVu Explorer II NT Database

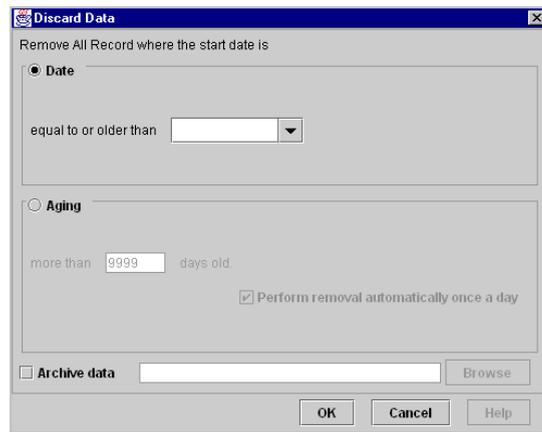
You can convert the *CentreVu* Explorer II files to the new *CentreVu* Explorer II database by following these steps:

- 1 License each CMS that you currently use with the NT machine for the Sun machine.
- 2 Archive the files on the NT machine.
- 3 FTP the files to the Sun machine.
- 4 Stop and restart services.
- 5 Relabel the synonyms on the Sun machine.

## To convert a *CentreVu Explorer II* database

- 1 License the *CentreVu Explorer II* CMSs for the Sun machine.
  - a Identify the CMSs that you want to convert to the Sun machine.
  - b For each CMS identified in step a, complete and sign the form located in Appendix B and fax it to CenterPoint Solutions at 303-382-6301.
- 2 When you receive the License and Key from CenterPoint Solutions, archive the files on the NT machine.
  - a From the Windows NT machine, click the **Start** button.
  - b Select **Programs|CentreVu Explorer|Data Discard Dialog**.
  - c In the **CentreVu Explorer II Database Discard Dialog** window, click the **Discard Data** button.

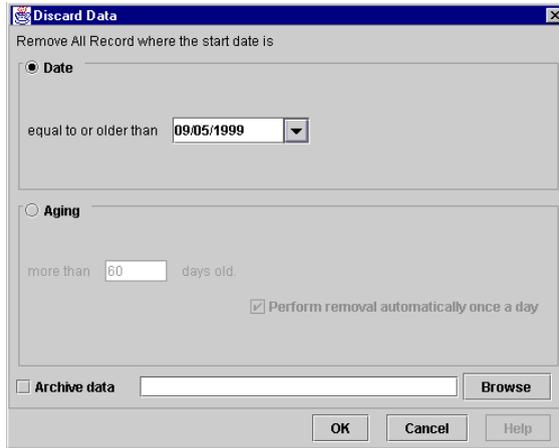
The system displays the **Discard Data** dialog box.



The **Date** radio button is selected by default.

- d From the **equal to or older than** drop-down list, select a specific date.

This archives all records that are equal to or older than the selected date.



- e Click the **Archive data** check box.
- f Click the **Browse** button.

The system displays the **Enter the file to archive** dialog box.

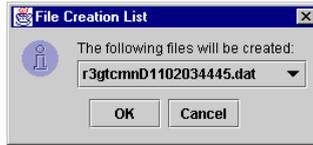


The **File name** drop-down list box displays the name of the first file to be archived. The file name identifies the *CentreVu* CMS, the month (M), day (D), hour (H), minute (M), and second (S) using the format MMDDHHMMSS. The archive process creates one file for each day of data.

- g From the **Save in** drop-down list box, enter or select the directory where you want to save the files.

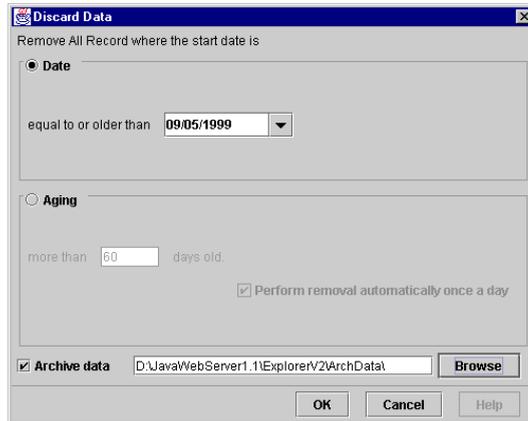
h Click the **Save** button.

The system displays the **File Creation List** box. The drop-down box displays the files that will be archived.



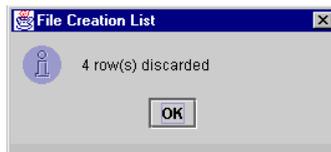
i Click **OK**.

The system displays the **Discard Data** dialog box.



The file location appears in the **Archive data** text box.

j Write down the file location, you will need this when you ftp the files.



k Click **OK**.

- 3 FTP the files to the Sun machine:
  - a From the Windows NT machine, click the **Start** button.
  - b Select **Programs|Command Prompt**.
  - c Enter the following command:

**ftp [hostname]**

Replace hostname with the Sun machine hostname identified in *To obtain the Sun hostname and actual IP address* on page 3-3.
  - d At the ftp prompt, enter the Solaris user name (probably root).
  - e Enter the Solaris user password.
  - f Enter the **as** command.

This sets the file transfer mode to ASCII.
  - g Enter the following command:

**lcd [archive file location]**

Replacing **archive file location** with the archived file location that you wrote down in step j on page 4-9.
  - h Identify the Explorer II Sun data directory, open the properties files using the following command:

**/usr/netscape/server4/ExplorerV2/java/CentreVuExplorer.properties**
  - i Enter the following command:

**cd [Explorer II Sun data directory]/[CMS data directory]**

Replacing the **Explorer II Sun data directory** with the directory identified in the previous step and the **CMS data directory** with the **CMS Host Name** from the License Panel.
  - j Enter the **prompt** command to automatically prompt the system to accept all files.
  - k Enter the **mput \*.dat** command to transfer the files.
  - l When the transfer is complete, enter **quit**.

- 4 Stop and restart services on the Sun machine:
  - a At the Solaris command line, enter **`/etc/rc3.d/S99CVExplorer stop`**.
  - b Enter **`/etc/rc3.d/S99CVExplorer start`** to restart services.
- 5 Label the synonyms on the Sun machine, choose from the following options:
  - To repopulate from the CMS, wait for the CMS to update the synonyms from the FTP file.
  - To manually relabel the synonyms:
    - a Start *CentreVu* Explorer II.
    - b Login as the administrator.
    - c In the Navigation frame, click **Administration**.
    - d Click each of the following options and update the CMS synonyms:
      - **Agent Names**
      - **VDN Names**
      - **Vector Names**
      - **Trunk Group Names**
      - **Split/Skill Names**
      - **Stroke Count Names**
      - **Reason Code Names**
      - **ACD Names**
      - **CMS Names**





*CentreVu  
Explorer II*

## **PART THREE**

# **Preparing *CentreVu Explorer II***

The following chapter is included in this part of the *CentreVu® Explorer II Installation for Sun Microsystems®* guide:

### **Setting Up CentreVu Explorer II**

The installation and setup of *CentreVu Explorer II* is completed when you finish this chapter.

**The following steps outline the *CentreVu Explorer II* setup:**

- 1** Set up remote access.
- 2** Configure the database maintenance routine.
- 3** Set up a data discard strategy.





## Setting Up CentreVu Explorer II

After installing the CentreVu Explorer II, you need to do the following:

- Set up remote access via a modem
- Configure the database maintenance routine
- Create a data discard strategy.
- Backup the file system (see *Backing Up and Restoring CentreVu Explorer II* for step by step instructions).

To provide remote support for CentreVu Explorer II, a modem must be installed. The steps in the following section outline this process.

Periodically you must update the Informix query statistics so that they accurately represent the current data set. For this purpose, the shell script, **update\_stats**, is provided in the **/usr/netscape/server4/ExplorerV2/bin** directory.

A data discard strategy will keep the data population routine running as expected. Depending on your situation, you can selectively discard data based on a specific date or specified age and optionally archive the files. The data restoration process is also discussed in this chapter.

The *CentreVu Explorer II* data population routine stores your call data on the *CentreVu Explorer II* server. However, data population stops when the database capacity reaches 95%. ECH files continue to transfer from the CMS to the *CentreVu Explorer II* server until the hard disk reaches capacity. If the hard disk fills up, ECH files may be permanently lost. To prevent database congestion and the potential loss of data, set up a data discard strategy.

**Warning:** The aging default setting is 60 days. If you do *not* change this setting, data more than 60 days old will automatically discard.

## Setting Up Remote Access

In order to provide remote support for CentreVu Explorer II, a modem must be installed. After setting up the modem hardware and telephone line, use the following instructions to configure the modem.

### To configure the modem

- 1 To the `/etc/ttydefs` file, append the `/usr/netscape/server4/ExplorerV2/etc/ttydefs` file contents.
- 2 To configure the modem, run the following command:  
`/usr/netscape/server4/ExplorerV2/bin/abcadm -i -b 9600 ttya`  
**Note:** If the modem is attached to serial port B type `ttyb` instead.
- 3 From another machine, dial-in and verify that the modem is working properly.

For more detailed instructions on setting up a modem, see the *CentreVu Call Management System, Release 3 Version 8, Software Installation and Setup* manual, Lucent Document Number 585-210-941 (Comcode 108502360).

## Configuring the Database Maintenance Routine

Informix maintains a set of statistics to help ensure optimal query performance. Periodically you must update these statistics so that they accurately represent the current data set. The shell script **update\_stats** located in the `/usr/netscape/server4/ExplorerV2/bin` directory is provided for this purpose. Use the following instructions to automate the script execution.

### To automatically update the statistics set

- 1 To the `/usr/spool/cron/crontabs/root` file, append the `/usr/netscape/server4/ExplorerV2/etc/crontab` file contents.
- 2 Run the `crontab root` command to activate the change.
- 3 Run the `crontab -l` command to verify that **update\_stats** now appears in the crontab.

## Discarding and Archiving Data

*Discarding* data removes data without saving it. *Archiving* saves data to a separate file. When you simply discard data, the data is removed and can *not* be restored. When you combine the discarding and archiving processes, data is removed from the database and saved in a separate file. Later the data can be restored to the database using the restore data routine. For more information on restoring data, see *Restoring Data* on page 5-13.

An administrator can:

- Discard all of the calls older than a certain date from the database
- Archive database files to a separate database for later retrieval
- Restore archived data

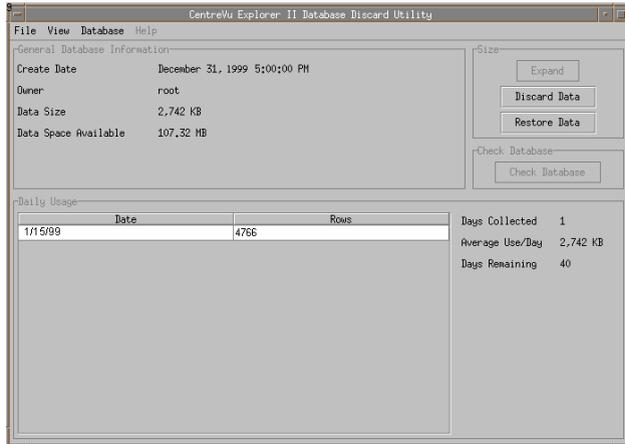
**Warning:** If you select to discard data without archiving it, the data is removed from the system and can *not* be retrieved.

## To set up a discard and archive routine

- 1 From the Solaris command line, enter the following:

**/usr/netscape/server4/ExplorerV2/bin/ddd**

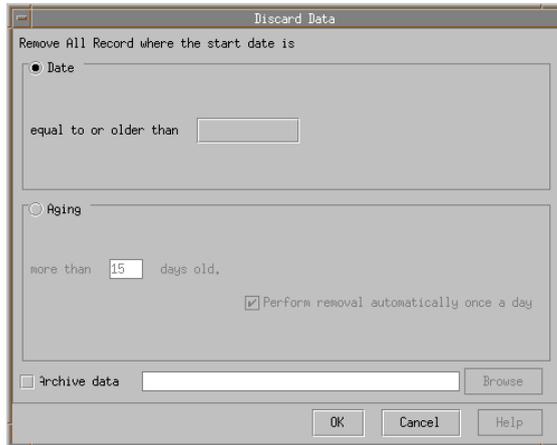
The system displays the **Database Discard Dialog** window.



**Note:** It may take up to 15 minutes to display the data.

- 2 Click the **Discard Data** button.

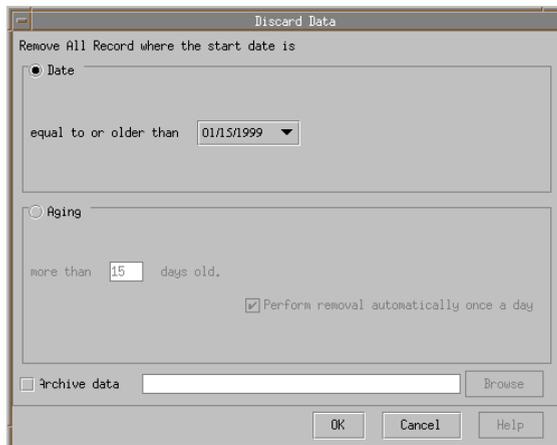
The system displays the **Discard Data** dialog box.



The **Date** radio button is selected by default.

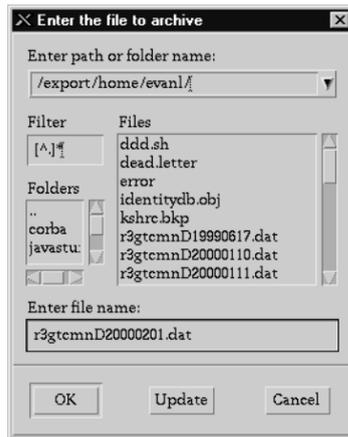
- 3 Click the **equal to or older than** arrow and select a specific date.

This removes any records that are equal to or older than the date selected.



- 4 Choose from the following options:
  - To discard the data without archiving it, go to step 5 on page 5-7.
  - To discard *and* archive the data:
    - a Click the **Archive data** check box.
    - b Click the **Browse** button.

The system displays the **Enter the file to archive** dialog box.

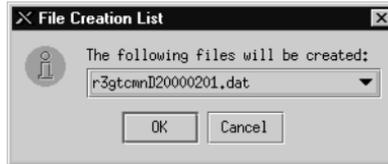


The **Enter file name** box displays the first file name to be archived. The file name identifies the *CentreVu* CMS, the month (M), day (D), hour (H), minute (M), and second (S) using the format MMDDHHMMSS. The archive process creates one file for each day of data.

- c In the **Enter path or folder name** box, click the arrow and select the directory or enter the directory where you want to save the files.

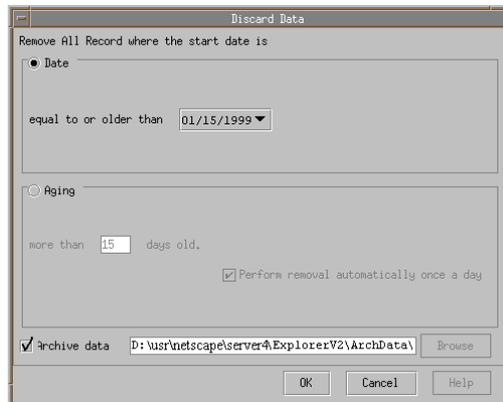
- d Click **OK**.

The system displays the **File Creation List** box. You can click the arrow to view all the files that will be archived.



- e Click **OK**.

The system displays the **Discard Data** dialog box.



The file location appears in the **Archive data** text box.

- 5 Click **OK**.

The **File Creation List** message box displays the total number of rows archived.

After archiving the files, the **Discard Data** message box displays the total number of rows discarded.



6 Click **OK**.

The discarding and archiving routines are complete.

## Aging Data

*Aging* removes data without saving it. *Archiving* saves data to a separate file. Within *CentreVu Explorer II*, you can set up an automatic aging process to identify records older than a selected number of days and automatically discard the records. You can also complete this process manually as the need arises. When you simply age data, the data is discarded and can *not* be restored. The aging default setting is 60 days, if you want to keep the data longer than this, be sure to edit this number. When you combine the aging and archiving processes, data is removed from the database and saved in a separate file. Later the data can be restored to the database using the restore data routine. For more information on restoring data, see *Restoring Data* on page 5-13.

An administrator can:

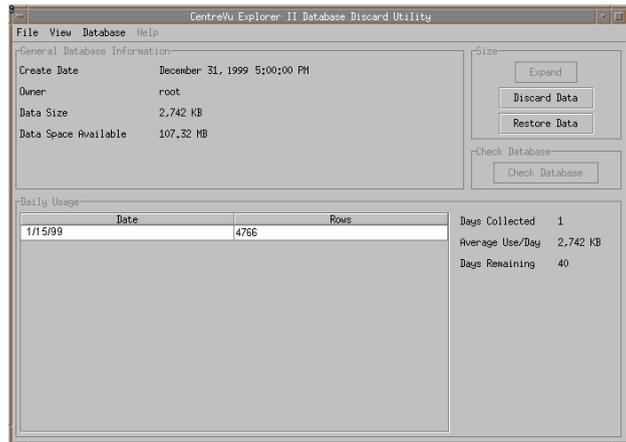
- Age data either manually or automatically discarding it from the database
- Archive database files to a separate database for later retrieval
- Restore archived data

**Warning:** If you select to age data without archiving it, the data is removed from the system and can *not* be retrieved.

## To set up the data discard aging and archiving routine

- 1 From the Solaris command line, enter the following:  
**/usr/netscape/server4/ExplorerV2/bin/ddd**

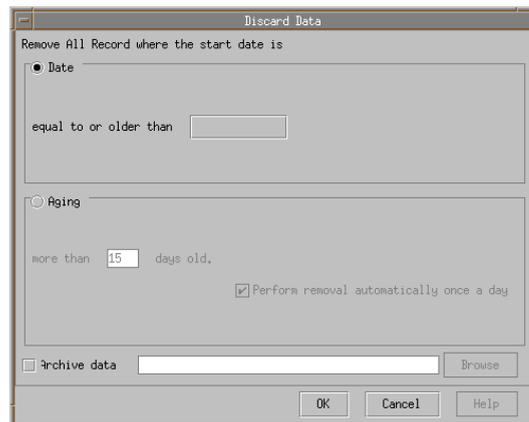
The system displays the **Database Discard Dialog** box.



**Note:** It may take up to 15 minutes to display the data.

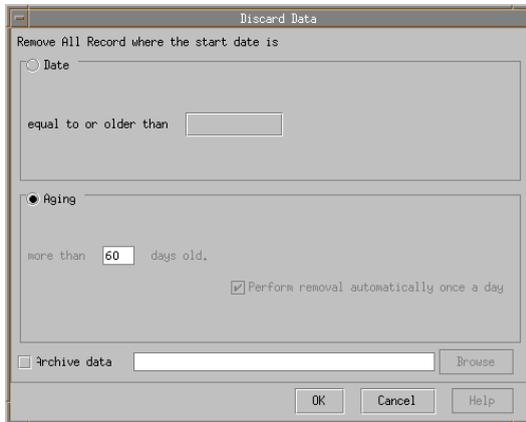
- 2 Click the **Discard Data** button.

The system displays the **Discard Data** dialog box.



The **Date** option is selected by default.

3 Select the **Aging** option.



4 In the **more than \_\_\_\_ days old** box, 60 appears by default. Leave the default value or enter the number of days of data to be stored on the database.

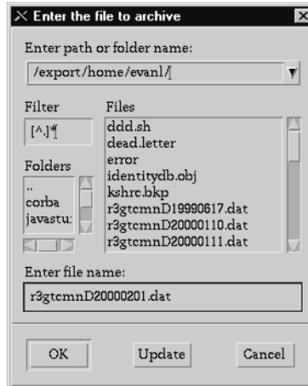
5 Choose from the following options:

- To age records automatically, leave the **Perform removal automatically once a day** check box selected.
- To manually age the records, clear this check box.

6 Choose from the following options:

- To age and discard the data without archiving it, go to step 7.
- To age *and* archive the data:
  - a Click the **Archive data** check box.
  - b Click the **Browse** button.

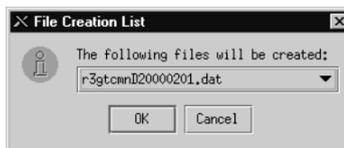
The system displays the **Enter the file to archive** dialog box.



The **Enter file name** box displays the first file name to be archived. The file name identifies the *CentreVu* CMS, the month (M), day (D), hour (H), minute (M), and second (S) using the format MMDDHHMMSS. The archive process creates one file for each day of data.

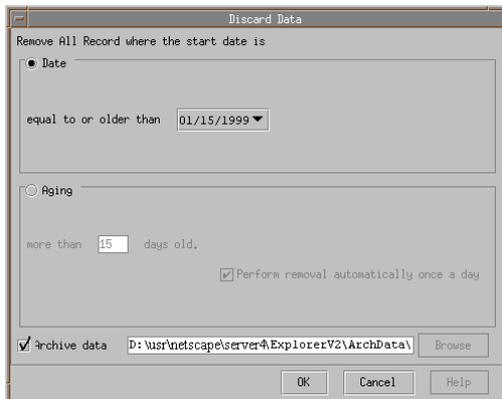
- c In the **Enter path or folder name** box, click the arrow and select the directory or enter the directory where you want to save the files.
- d Click **OK**.

The system displays the **File Creation List** box. You can click the arrow to view all the files that will be archived.



- e Click **OK**.

The system displays the **Discard Data** dialog box.

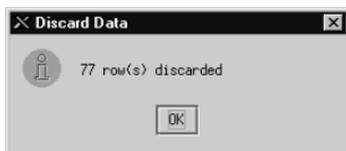


The file location appears in the **Archive data** text box.

- 7 Click **OK**.

The **File Creation List** message box displays the total number of rows archived.

After archiving the files, the **Discard Data** message box displays the total number of rows discarded.



- 8 Click **OK**.

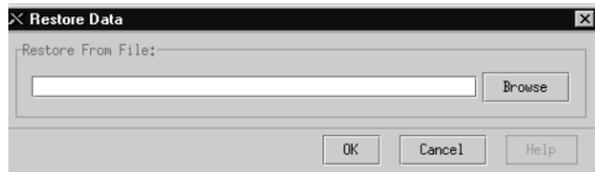
The aging and archiving routines are complete.

## Restoring Data

The Restore Data feature allows you to select previously archived data and insert the data back into the *CentreVu Explorer II* database.

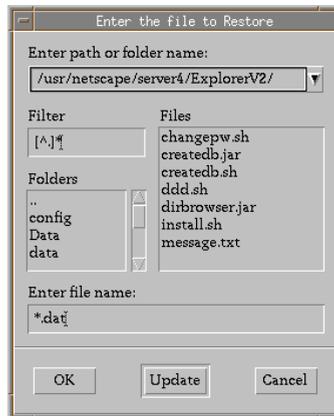
### To restore data

- 1 From the Data Discard Wizard, click the **Restore Data** button. The system displays the **Restore Data** dialog box.



- 2 Click **Browse** to locate a file.

The system displays the **Enter the file to Restore** dialog box.



- 3 Select a file or files and click **OK**.
- 4 Click **OK**.

When the data population routine runs, the data restores to the *CentreVu Explorer II* database.

**Note:** To see the data immediately, stop and restart services. For more information on stopping and restarting services, see *Troubleshooting*, page A-3.

## Uninstalling *CentreVu Explorer II*

The following process uninstalls the application. However, it does *not* delete the database. Contact your database administrator to remove the *CentreVu Explorer II* database.

### To uninstall *CentreVu Explorer II*

- From a shell prompt, enter `/usr/netscape/server4/uninstall`.

**Warning:** Do not run the uninstall file multiple times without restoring the original files between uninstalls. If you do this, the original data is modified and becomes irretrievable.

When you uninstall *CentreVu Explorer*, you remove the following:

- Server4 directory
- Lucent login entries from the `/etc/password` and `/etc/shadow` files
- *CentreVu Explorer II* service entry from the `/etc/services` file
- *CentreVu Explorer II* database entry from the `/usr/informix/etc/sqlhosts` file
- S99CVExplorer file from the `/etc/rc3.d` directory

All system files back up to an `.org` extension file (for example, `/etc/password` becomes `/etc/password.org`).



*CentreVu  
Explorer II*



## Troubleshooting

If *CentreVu Explorer II* is unable to connect to the database or if queries do not run, check for error messages. Open the **`/usr/netscape/server4/messages.txt`** file or the base installation directory followed by **`messages.txt`** to view the error messages. See the following sections for suggested resolutions to different error messages.

## Not Found Errors

If you receive errors indicating that a file is not found, for example: `install.sh: not found`, enter the full path or `./` when executing the script, to ensure the shell can locate the requested program.

## INFORMIXDIR and INFORMIXSERVER errors

If you receive `INFORMIXDIR` or `INFORMIXSERVER` errors, set the following variables in your shell. Enter the following commands replacing `hostname` with your server name:

```
INFORMIXSERVER=(hostname)  
export INFORMIXSERVER  
INFORMIXDIR=/usr/informix  
export INFORMIXDIR
```

**Note:** These variables apply to this session only.

## Database creation failed error

If you receive a database creation error, run the database process alone, from the Solaris command line, type the following:

```
usr/netscape/server4/ExplorerV2/createdb.sh
```

## No response from the server

If you are connecting to the server via a browser and receive no response from the server, verify the http and rmiregistry are running.

### To verify the http and rmiregistry are running

- 1 From the shell, enter:

```
ps -eaf|grep netscape
```

You should receive the following results:

```
root  9707      1  1 13:58:21 pts/13    0:02
/usr/netscape/server4/bin/https/jre/bin/..bin/sparc/green_threads/java -cp
/us
root  9726      1  20 13:59:07 pts/13    0:05
/usr/netscape/server4/bin/https/jre/bin/..bin/sparc/green_threads/java -cp
/us
root  9714  9713  2 13:58:21 ?          0:07 ns-httpd -d
/usr/netscape/server4/https-explorer2/config
root  9713      1  0 13:58:21 ?          0:00 ./uxwdog -d
/usr/netscape/server4/https-explorer2/config
```

- 2 If you do not receive the previous results, stop and start services. From the Solaris command line, enter:

```
/etc/rc3.d/S99CExplorer stop
```

```
/etc/rc3.d/S99CExplorer start
```

This command automatically starts all the required services.





*CentreVu  
Explorer II*

**B**

## **Backing Up and Restoring CentreVu Explorer II**

This section outlines the CentreVu Explorer II backup and restore processes. Provided with the CentreVu Explorer II software are two scripts, backup and restore, which are located in the /usr/netscape/server4/bin directory. The backup script provides the ability to backup both the UNIX file system and the Informix database, together and separately.

## Backing Up and Restoring the File System

After installing the product, immediately backup the file system. Complete a new backup of the file system at least once every six months or whenever a system change occurs.

Before restoring a file system backup, you must reinstall the Solaris operating system on the target system using the same configuration that was originally employed. Once Solaris has been successfully reinstalled, the file system can be restored using the backup tape.

### To backup the CentreVu Explorer II file system

- 1 Log in to Solaris.
- 2 Enter a terminal window.
- 3 Enter the command `/usr/netscape/server4/bin/backup -f`

**Note:** To use a tape device other than the default (/dev/rmt/0b) type `backup -t [DEVICE] -f`

- 4 Follow the instructions on the screen.

### To restore the CentreVu Explorer II files system

Contact the Lucent Technologies Technical Service Center at 1-800-442-2121 for assistance.

## Backing Up and Restoring the Database

Backup the CentreVu Explorer II database on a regular basis to prevent data loss in the event of database corruption, disk failure, or natural disaster. The procedure described here is a simple backup and restore strategy that provides an effective basic recovery mechanism.

If the database must be restored from backup, all ECH data applied to the database following the backup will be lost. For example, if the most recent back up was completed on Tuesday at 5 PM and a failure occurred on Thursday at 9 AM, all call records inserted into the database between 5 PM Tuesday and 9 AM Thursday will be lost after the backup is successfully restored.

It is therefore recommended that ECH files be saved until the data they contain has been recorded on a backup of the database. To save ECH files, set the parameter **ExpDbSaveFile** to true in the following file:

```
/usr/netscape/server4/ExplorerV2/java/CentreVuExplorer.properties
```

Saved files are moved into a subdirectory named **save**. After backing up the data, remove the ECH files from the system in a timely fashion to avoid filling up the hard disk drive.

## Configuring the Database Backup Device

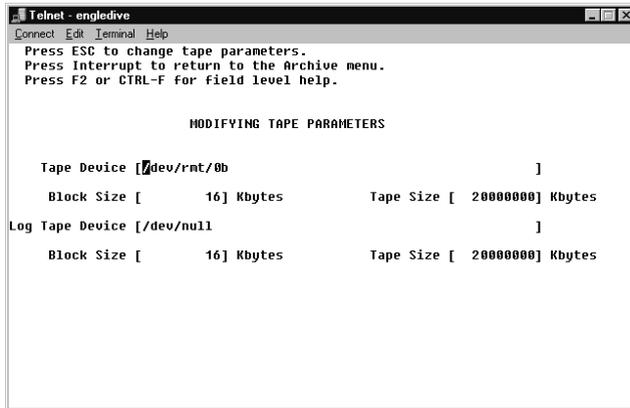
Before performing your first database backup, verify the backup device configuration.

### To review the backup device configuration

- 1 Log in to Solaris.
- 2 Enter a terminal window.
- 3 Enter the command **/usr/informix/bin/onmonitor**
- 4 Select **Archive** and press **Enter**.

- 5 Select **Tape Parameters** and press **Enter**.

The system displays a screen similar to the following.



```
Telnnet - engledive
Connect Edit Terminal Help
Press ESC to change tape parameters.
Press Interrupt to return to the Archive menu.
Press F2 or CTRL-F for field level help.

MODIFYING TAPE PARAMETERS

Tape Device [ /dev/rmt/0b ]
Block Size [ 16 ] Kbytes      Tape Size [ 20000000 ] Kbytes
Log Tape Device [ /dev/null ]
Block Size [ 16 ] Kbytes      Tape Size [ 20000000 ] Kbytes
```

By default, the tape device, `/dev/rmt/0b`, refers to a QIC compatible tape drive. If a different type of tape device is used, supply the appropriate block device driver. The default size of an individual backup tape is 2GB (2097152K). If a different size tape is being used, enter the correct tape size. When you are finished reviewing/modifying the backup device configuration, press the **esc** key.

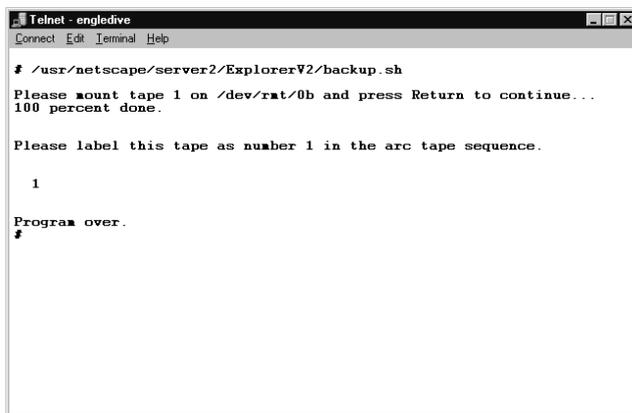
## Backing Up and Restoring the Database

This backup strategy is intended to maximize ease of administration while minimizing data loss in the event of failure. If this data is of critical importance to the operation of your organization, it is highly recommended that an Informix database administrator be brought in to implement a more robust backup strategy.

### To backup the CentreVu Explorer II database

- 1 Log in to Solaris.
- 2 Enter a terminal window.

- 3 Enter the following command:  
`/usr/netscape/server4/ExplorerV2/backup -d`
- 4 Insert the backup tape into the tape drive.
- 5 At the **Please mount tape 1 on /dev/rmt/0b** and press **Return** to **continue ...** prompt, press **Return**.
- 6 When instructed, label the tape.
- 7 Provide additional tapes if requested.
- 8 The backup is complete when the **Program over** message displays.



```
Telnet - engledive
Connect Edit Terminal Help

# /usr/netscape/server2/ExplorerV2/backup.sh
Please mount tape 1 on /dev/rmt/0b and press Return to continue...
100 percent done.

Please label this tape as number 1 in the arc tape sequence.

1

Program over.
#
```

### To restore the CentreVu Explorer II database

- 1 Log into Solaris.
- 2 Enter a terminal window.
- 3 Enter the following command:  
`/usr/netscape/server4/ExplorerV2/restore.sh`
- 4 Insert the restore tape into the tape drive.
- 5 From the **Please mount tape 1 on /dev/rmt/0b** and press **Return** to **continue ...** prompt, press **Return**.
- 6 From the **Continue Restore?** prompt, type **y**.

- 7 Provide additional tapes if requested.
- 8 From the **Do you want to back up the logs?** message, type **n**.
- 9 From the **Restore a level 1 archive?** prompt, type **n**.
- 10 From the **Do you want to restore log tapes?** message, type **n**.

When the **Program over** message displays, the restore is complete.

```

Telnet - englive
Connect Edit Terminal Help

# /usr/netscape/server4/ExplorerV2/restore.sh

Please mount tape 1 on /dev/rat/0b and press Return to continue...

Archive Tape Information
Tape type:          Archive Backup Tape
Online version:    Informix Dynamic Server Version 7.31.UC2A
Archive date:      Wed Jan 26 10:02:48 2000
User id:          root
Terminal id:      /dev/pts/6
Archive level:    0
Tape device:      /dev/rat/0b
Tape blocksize (in k): 16
Tape size (in k): 2000000
Tape number in series: 1

Spaces to restore:1 [rootdbs      ]
2 [exp2base      ]

Archive Information
Informix Dynamic Server Copyright(C) 1986-1998 Informix Software, Inc.
Initialization Time 01/25/2000 14:51:48
System Page Size 2048
Version 6
Archive CheckPoint Time 01/26/2000 10:02:48

Dbspaces
number flags fchunk nchunks flags owner name
1 1 1 1 N informix rootdbs
2 1 2 1 N informix exp2base

Chunks
chk/dbs offset size free bpages flags pathname
1 1 1 1048574 947479 PO- /dev/informix_root
2 2 1 1048574 1048071 PO- /dev/informix_devl

Continue restore? (y/n) y
Do you want to back up the logs? (y/n) n
Restore a level 1 archive (y/n) n
Do you want to restore log tapes? (y/n) n
/usr/informix/bin/onmode -sy
Program over.
# onmode -m

```



*CentreVu  
Explorer II*

C

## License Request Form

The License Request Form on the following page can be used to request a license for a CMS. If you are licensing multiple CMSs, please copy the form and submit one form for each CMS that you choose to license. If you need to review the License Agreement prior to signing, it is included in the software package.



# Explorer II

## License Request Form

### Company Information

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

Billing Contact Name: \_\_\_\_\_

Billing Contact Phone #: \_\_\_\_\_

### Required License Information

System Administrator: \_\_\_\_\_

Phone #: \_\_\_\_\_

E-mail: \_\_\_\_\_

CMS Machine Name: \_\_\_\_\_

NT Server IP Address (for *CentreVu Explorer II*): \_\_\_\_\_

Number of ACDs (for *CentreVu Explorer II*): \_\_\_\_\_

Customer IL #: \_\_\_\_\_ Order #: \_\_\_\_\_

Remote Access Contact: \_\_\_\_\_

### Lucent Technologies Contact Information

Account Team Representative: \_\_\_\_\_

Representative E-mail: \_\_\_\_\_

Phone #: \_\_\_\_\_

### Product Agreement

Signature indicates the customer has agreed and accepted the Software Terms and Conditions as outlined in the License Agreement.

### Signed and Agreed To:

Name

Date

Confidentiality Statement – CenterPoint Solutions, Inc. agrees the information contained herein, as well as any additional customer information furnished to or acquired during the course of product integration and usage, are confidential and shall not be disclosed to third parties without the written agreement of both parties hereto.



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