

Lucent Technologies
Bell Labs Innovations



INTUITY™ CONVERSANT® System

Upgrading to Customer Assist Care Center

Version 6.0.4

Addendum

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Comcode 108037193
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Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 Rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Canadian Department of Communications (DOC)

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EMC Directive	89/336/EEC
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Acknowledgment

This document was prepared by Product Documentation, Lucent Technologies, Columbus, OH.

Addendum – Upgrading to Customer Assist Care Center V6.0.4

Overview

This document defines the process needed to upgrade Customer Assist Care Center V6.0 to Customer Assist Care Center V6.0.4. This upgrade does not add or remove any features of Customer Assist Care Center. This upgrade is considered mandatory. It needs to be applied to all systems with Customer Assist Care Center V6.0.

General Availability Release Build Number

The General Availability build number for Customer Assist Care Center Software Update 6.0.4 is 2. To check the build number on the voice system, type **pkginfo -l cca604** at the UNIX command line and check the `BUILD` field.

⇒ NOTE:

All installed Customer Assist Care Center packages are changed to Version 6.0.4. To check whether a package has been updated, type **pkginfo -l *pkg_name*** at the UNIX command line and check the `VERSION` field.
(Example: type **pkginfo -l cccPltfrm**)

Upgrade from Care Center V6.0 to Care Center V6.0.2

Upgrading from Customer Assist Care Center V6.0 to the Generally Available (GA) Customer Assist Care Center V6.0.4 does not require the Mailbox and Speech Conversion Utility 2.0 package. The data backup using the normal backup option in the administration can be directly converted and restored by Care Center V6.0.4.

Upgrade an Existing CONVERSANT Customer Assist Care Center V6.0 System

Use the procedures in this section to upgrade your CONVERSANT Customer Assist Care Center V6.0 system.

Backup the Platform Database and Configurations

1. If you are not already logged in as root, log into the Care Center administration interface by following the instructions in “Logging In” on page 2-3 of *Customer Assist Care Center User Guide*, 585-310-242.
2. Back up the vector database.
 - a. Insert a UNIX formatted diskette into drive 0.
 - b. From the System Backup/Restore, select Backup Vector Database to Floppy Disk.
 - c. Enter **UNIX** in the UNIX or DOS format field depending on the type of diskette used in the backup.
 - d. Enter **0** in the Drive 0 or Drive 1 field.

⇒ NOTE:

The default drive is 0, but if the diskette is placed in drive 1, enter **1** in this field.

- e. Press **SAVE** to begin the backup of the database.
- f. Press **ENTER** when the system asks for confirmation.
- g. Make sure the backup was successful. At the UNIX command prompt, enter **cpio -ivtI < /dev/rdisk/f0**

⇒ NOTE:

The default drive is 0, but if the diskette is placed in drive 1, enter **cpio -ivtI < /dev/rdisk/f1** at the UNIX command prompt.

```
-rw-rw-r--1 root sys 27654 Apr 29 13:03 1997 Speech.db
-rw-rw-r--1 root sys 6 Apr 29 13:03 1997 Speech.ver
-rw-rw-r--1 root sys 29 Apr 29 13:03 1997Speech.date
-rw-rw-r--1 root sys 5 Apr 29 13:03 1997Speech.uname
-rw-rw-r--1 root sys 15 Apr 29 13:03 1997 Speech.tkfile
-rw-rw-r--1 root sys 5 Apr 29 13:03 1997tkfile.list
-rw-rw-r--1 root sys 92904 Apr 29 13:03 1997 6104/1000
-rw-rw-r--1 root sys 16488 Apr 29 13:03 1997 6104/1001
-rw-rw-r--1 root sys 23360 Apr 29 13:03 1997 6104/1002
rw-rw-r--1 root sys 18228 Apr 29 13:03 1997 6104/1003
-rw-rw-r--1 root sys 8436Apr 29 13:03 1997 6104/1004
```

Figure 2. Example of UNIX verification of speech backup

The output of this command is a listing of the contents on the diskette. The listing may be very large. The size depends upon the number of phrases in the talkfile. The file list should include 5 Speech.<ext> files and several speech phrase files. The speech phrase file format is written as 2 numbers separated by a forward slash (for example, 6104/1000). The number before the slash is the talkfile where the phrase resides. The number after the slash is the phrase number. The example above is for talkfile 6104 and contains 5 phrases.

If the backup shows 0 files fitting this format, the talkfile does not have any phrases recorded currently.

- i. Remove the diskette from the drive after the backup is done, and label it accordingly.

Backup the Callback Messaging Database and Configurations

1. If you are not already logged in as root, log into the Care Center administration interface by following the instructions in "Logging In" on page 2-3 of *Customer Assist Care Center User Guide*, 585-310-242.
2. Back up the Mailbox speech from the System Backup/Restore.
 - a. Insert a UNIX formatted diskette into drive 0.
 - b. Select Backup/Restore Speech.
 - c. Enter **Backup** in the Backup or Restore field.
 - d. Enter **Mailbox Phrases** in the Talkfile field.
 - e. Enter **0** in the Drive 0 or Drive 1 field.

 **NOTE:**

The default drive is 0, but if the diskette is placed in drive 1, enter **1** in this field.

- f. Press **SAVE** to begin the backup of the speech.
- g. Press **ENTER** when the system asks for confirmation.
- h. Make sure the backup was successful. At the UNIX command prompt, enter **cpio -ivtI < /dev/rdisk/f03ht**

 **NOTE:**

The default drive is 0, but if the diskette is placed in drive 1, enter **cpio -ivtI < /dev/rdisk/f13ht** at the UNIX command prompt.

- i. Remove the diskette from the drive after the backup is done, and label it accordingly.

3. Back up the Mailbox Standard speech from the System Backup/Restore.

 **NOTE:**

The Mailbox Standard speech for each language must be backup and restore separately.

- a. Insert a UNIX formatted diskette into drive 0.
- b. Select Backup/Restore Speech.
- c. Enter **Backup** in the Backup or Restore field.
- d. Enter **6102** in the Talkfile field to backup Mailbox Standard Phrases for US English.

 **NOTE:**

Press **CHOICES** for the list of valid inputs.

- e. Enter **0** in the Drive 0 or Drive 1 field.

⇒ NOTE:

The default drive is 0, but if the diskette is placed in drive 1, enter **1** in this field.

- f. Press **SAVE** to begin the backup of the speech.
- g. Press **ENTER** when the system asks for confirmation.
- h. Make sure the backup was successful. At the UNIX command prompt, enter **cpio -ivtI < /dev/rdisk/f03ht**

⇒ NOTE:

The default drive is 0, but if the diskette is placed in drive 1, enter **cpio -ivtI < /dev/rdisk/f13ht** at the UNIX command prompt.

```
-rw-rw-r--1 root sys 27654 Apr 29 13:03 1997 Speech.db
-rw-rw-r--1 root sys 6 Apr 29 13:03 1997 Speech.ver
-rw-rw-r--1 root sys 29 Apr 29 13:03 1997Speech.date
-rw-rw-r--1 root sys 5 Apr 29 13:03 1997Speech.uname
-rw-rw-r--1 root sys 15 Apr 29 13:03 1997 Speech.tkfile
-rw-rw-r--1 root sys 5 Apr 29 13:03 1997 tkfile.list
-rw-rw-r--1 root sys 92904 Apr 29 13:03 1997 6104/1000
-rw-rw-r--1 root sys 16488 Apr 29 13:03 1997 6104/1001
-rw-rw-r--1 root sys 23360 Apr 29 13:03 1997 6104/1002
rw-rw-r--1 root sys 18228 Apr 29 13:03 1997 6104/1003
-rw-rw-r--1 root sys 8436Apr 29 13:03 1997 6104/1004
```

Figure 3. Example of UNIX verification of speech backup

- i. Remove the diskette from the drive after the backup is done, and label it accordingly.
- j. Repeat steps c to i for each languages to backup.

4. Backup the Mailbox Configurations.

- a. Insert a UNIX formatted diskette into drive 0.
- b. Select Backup/Restore Mailbox Configuration.
- c. Enter **Backup** in the Backup or Restore field.
- d. Enter **0** in the Drive 0 or Drive 1 field.

⇒ NOTE:

The default drive is 0, but if the diskette is placed in drive 1, enter **1** in this field.

- e. Press **SAVE** to begin the backup of the speech.
- f. Press **ENTER** when the system asks for confirmation.
- g. Make sure the backup was successful. At the UNIX command prompt, enter **cpio -ivtI < /dev/rdisk/f03ht**

⇒ NOTE:

The default drive is 0, but if the diskette is placed in drive 1, enter **cpio -ivtI < /dev/rdisk/f13ht** at the UNIX command prompt.

```
-rw-rw-r-- 1 root sys 803 Apr 29 13:01 1997 Mailbox.dat
-rw-rw-r-- 1 root sys 29 Apr 29 13:01 1997 Mailbox.date
-rw-rw-r-- 1 root sys 45 Apr 29 13:01 1997 Mailbox.glob
-rw-rw-r-- 1 root sys 5 Apr 29 13:01 1997 Mailbox.uname
-rw-rw-r-- 1 root sys 6 Apr 29 13:01 1997 Mailbox.ver
```

Figure 4. Example of UNIX verification of mailbox configuration backup

The output of this command lists the contents of the diskette to the screen. A successful backup contains numerous files, including a mailbox.dat file. If the mailbox.dat file is of size 0, no mailboxes are defined currently.

- h. Remove the diskette from the drive after the backup is done, and label it accordingly.

Backup the Callback Messaging Customer Messages

1. If you are not already logged in as root, log into the Care Center administration interface by following the instructions in “Logging In” on page 2-3 of *Customer Assist Care Center User Guide*, 585-310-242.
2. Insert the diskette with the Backup/Restore Messages Utility into drive 0.
3. Enter **cpio -icuvI < /dev/rdisk/f03ht**



NOTE:

The default drive is 0, but if you place the diskette in drive 1, enter **-icuvI < /dev/rdisk/f13ht** at the UNIX command prompt.

The following files are copied to the **/tmp** directory on the CONVERSANT

- **BkResMsg.sh** - The utility program to backup the messages
- **MESSAGE.ctl** - Control file for loading the messages
- **MSGSEGMENTS.ctl** - Control file for loading the messages

4. Remove the diskette from the drive.
5. The voice system must be stopped before the backup can be done. Enter **stop_vs**
6. Insert the tape with the Callback Messaging messages into the tape drive.



WARNING:

It is assumed at this point that no messages have been dropped on the new system. Any messages dropped before the restore is completed will be deleted during the restore process.

7. Enter **cd /tmp**

System response:

System Message

This utility backs up messages to a tape. Press to abort.

Strike ENTER when ready.

8. Press ENTER.

System response:

Choose the device to write to:

1) ctape1

Type [q] to quit: 1

The list consists of all removable tape drives on the system. If there is no tape drive on the system, it will list all the floppy drives on the system.

9. Select the appropriate device and press ENTER.

System response:

Please wait...

Downloading records...

System Message

Insert the tape into the tape drive. Press to abort.

Strike ENTER when ready.

10. Press ENTER.

System response:

Message.txt

Message.ver

Message.date

Message.uname

<List of phrases backed up>

..

380 blocks

1012 messages backed up...

Backup completed.

System Message

Press ENTER to list the contents of the tape. Press to abort.

Strike ENTER when ready.

11. Press ENTER.

```
-rw-r--r-- 1 root sys 114259 Oct 30 09:11 1997, Message.txt
-rw-r--r-- 1 root sys 4 Oct 30 09:11 1997, Message.ver
-rw-r--r-- 1 root sys 29 Oct 30 09:11 1997, Message.date
-rw-r--r-- 1 root sys 8 Oct 30 09:11 1997, Message.uname
-rw-rw-rw- 1 root root 16384 Oct 30 08:56 1997, 65527
-rw-rw-rw- 1 root root 34656 Oct 30 08:54 1997, 65528
-rw-rw-rw- 1 root root 14404 Oct 30 08:53 1997, 65529
-rw-rw-rw- 1 root root 11456 Oct 30 08:52 1997, 65530
380 blocks
```

Figure 5. Example of backup and verification of mailbox speech.

The files **Message.txt**, **Message.ver**, **Message.date**, and **Message.uname** must be listed and be greater than 0 bytes. If there are caller recordings in the messages, the phrases are also listed. If files and phrases are not listed, the backup to tape was unsuccessful.

Backup the Dial Plan

1. If you are not already logged in as root, log into the Care Center administration interface by following the instructions in “Logging In” on page 2-3 of *Customer Assist Care Center User Guide*, 585-310-242.
2. Enter **cd /usr/add-on/ccc/OBJECTS**
3. Enter **DPAdmin** to enter the Dial Plan administration.
4. Write down each of the field values that were modified from the default settings on a piece of paper.

Backup the Custom Call Routing Tables

1. If you are not already logged in as root, log into the Care Center administration interface by following the instructions in “Logging In” on page 2-3 of the *Customer Assist Care Center manual*, 585-310-242.
2. Insert a DOS formatted diskette into drive 0.
3. Select System Administration.

4. Select Custom Call Routing Administration.
5. Select Import/Export Data from/to Floppy.
6. Enter **Export** in the Import/Export field.
7. Enter the name of an existing routing table in the Routing Table Name field.
8. Enter **A** in the Drive A or Drive B field.



NOTE:

The default drive is A, but if the diskette is placed in drive B, enter **B** in this field.

9. Enter the name of the destination file the data will be written to.



NOTE:

Different filename should be use for each routing tables.

10. Press **SAVE** to begin the backup of the routing table's data.
11. Make sure the backup was successful. Enter **dosdir a:** at the UNIX command prompt.



NOTE:

The default drive is A, but if you place the diskette in drive B, enter **dosdir b:** at the UNIX command prompt.

The output of this command is a listing of the contents on the drive.

```
Volume in drive /dev/rdisk/f0t has no label
```

```
Directory of /dev/rdisk/f0t:/
```

```
ROUTE1 TAB 25473 7-11-95 9:50a 1 File(s) 1432064 bytes  
free
```

The file that needs to be on the diskette is the filename typed in at the administration menu. The above example is the verification of a routing table saved to the filename **ROUTE1.TAB**. If the size of this file is 0, the routing table has 0 entries in it currently.

12. Remove the diskette from the drive after the backup is done, and label it accordingly.



NOTE:

If the same diskette will be used to hold more than one routing table data, leave it in the drive until the diskette is full.

13. Repeat step 5 to 12 for each routing table.

Remove the Customer Assist Care Center Software

Once you have backed up the database and configuration of the existing Care Center packages, remove the packages.

The Customer Assist Care Center software should be removed in reverse order. Therefore, remove the optional packages first:

- Callback Messaging Language and Runtime
- Callback Messaging Administration
- Custom Call Routing
- Speech Recognition
- Dial Pulse Recognition

Then remove the Platform packages:

- Platform Language and Runtime
- Platform

Remove a Package

Use the procedure below to remove any Care Center package. Be sure to remove packages in the order listed above.

1. If you are not already logged in as root, log into the Care Center administration interface by following the instructions in “Logging In” on page 2-3 of *Customer Assist Care Center User Guide*, 585-310-242.
2. At the UNIX command prompt, enter **pkgrm**

The system displays a list of packages installed on the system.

 **NOTE:**

Care Center packages usually start at 13. To scroll down the screen for a list of more choices, press **n** or type **CTRL D** to stop.

3. Enter the number of the package you wish to remove.
4. Enter **y** at the confirmation prompt to continue and remove the package. (Enter **n** to cancel and quit the remove process.)

The system removes the selected package and returns a prompt such as:

```
Removal of <cccCbKMsg> was successful.
```

5. Repeat steps 2 to 4 for each Customer Assist package you wish to remove.



NOTE:

The Package Administration package asks whether the users wish to save the database during removal. Since you have already backed up the database, answer No to this question.

Install Customer Assist Care Center V6.0.4

Install the Customer Assist Care Center V6.0.4 packages using the “Installation and Removal” procedure on page 7-1 of *Customer Assist Care Center User Guide*, 585-310-242.

Restore the Platform Database and Configurations

1. If you are not already logged in as root, log into the Care Center administration interface by following the instructions in “Logging In” on page 2-3 of *Customer Assist Care Center User Guide*, 585-310-242.
2. Restore the vector database from the System Backup/Restore.
 - a. Insert the diskette with the vector database into drive 0.
 - b. Select Restore Vector Database.
 - c. Select Restore Database from Floppy Disk.
 - d. Enter **UNIX** in the UNIX or DOS format field depending on the type of diskette use in the backup.
 - e. Enter **0** in the Drive 0 or Drive 1 field.



NOTE:

The default drive is 0, but if the diskette is placed in drive 1, enter **1** in this field.

- f. Press **SAVE** to begin the restore of the database.
 - g. Press **ENTER** when the system asks for confirmation.
 - h. Remove the diskette from the drive after the restore is done.
3. Restore the Platform speech from the System Backup/Restore.
 - a. Insert the diskette with the Platform speech into drive 0.
 - b. Select Backup/Restore Speech.
 - c. Enter **Restore** in the Backup or Restore field.
 - d. To restore Vector Phrases, enter **Vector Phrases** in the Talkfile field.
 - e. Enter **0** in the Drive 0 or Drive 1 field.

 **NOTE:**

The default drive is 0, but if the diskette is placed in drive 1, enter **1** in this field.

- f. Press **SAVE** to begin the restore of the speech.
- g. Press **ENTER** when the system asks for confirmation.
- h. Remove the diskette from the drive after the restore is done.

Restore the Callback Messaging Database and Configurations

1. If you are not already logged in as root, log into the Care Center administration interface by following the instructions in “Logging In” on page 2-3 of *Customer Assist Care Center User Guide*, 585-310-242.
2. Restore the Mailbox speech from the System Backup/Restore.
 - a. Insert the diskette with the Mailbox speech into drive 0.
 - b. Select Backup/Restore Speech.
 - c. Enter **Restore** in the Backup or Restore field.
 - d. To restore Mailbox Phrases, enter **Mailbox Phrases** in the Talkfile field.
 - e. Enter **0** in the Drive 0 or Drive 1 field.

 **NOTE:**

The default drive is 0, but if the diskette is placed in drive 1, enter **1** in this field.

- f. Press **SAVE** to begin the restore of the speech.
 - g. Press **ENTER** when the system asks for confirmation.
 - h. Remove the diskette from the drive after the restore is done.
3. Restore the Mailbox Standard speech from the System Backup/Restore.
 - a. Insert the diskette with the Mailbox Standard speech into drive 0.
 - b. Select Backup/Restore Speech.
 - c. Enter **Restore** in the Backup or Restore field.
 - d. To restore Mailbox Standard Phrases for US English, enter **6102** in the Talkfile field.

 **NOTE:**

Press **CHOICES** for the list of valid inputs.

- e. Enter **0** in the Drive 0 or Drive 1 field.

 **NOTE:**

The default drive is 0, but if the diskette is placed in drive 1, enter **1** in this field.

- f. Press **SAVE** to begin the restore of the speech.
 - g. Press **ENTER** when the system asks for confirmation.
 - h. Remove the diskette from the drive after the restore is done.
 - i. Repeat steps b to h for each languages to restore.
4. Restore the mailbox configurations from the System Backup/Restore.
- a. Insert the diskette with the mailbox configuration into drive 0.
 - b. Select Backup/Restore Mailbox Configuration.
 - c. Enter **Restore** in the Backup or Restore field.
 - d. Enter **0** in the Drive 0 or Drive 1 field.

 **NOTE:**

The default drive is 0, but if the diskette is placed in drive 1, enter **1** in this field.

- e. Press **SAVE** to begin the restore of the database.
- f. Press **ENTER** when the system asks for confirmation.
- g. Remove the diskette from the drive after the restore is done.

Restore the Callback Messaging Customer Messages

1. If you are not already logged in as root, log into the Care Center administration interface by following the instructions in "Logging In" on page 2-3 of *Customer Assist Care Center User Guide*, 585-310-242.
2. The voice system must be stopped before the backup can be done. Enter **stop_vs**
3. Insert the tape with the Callback Messaging messages into the tape drive.

 **WARNING:**

It is assumed at this point that no messages have been dropped on the new system. Any messages dropped before the restore is completed will be deleted during the restore process.

4. Enter **cd /usr/add-on/ccc/bin/UTIL**

5. Enter **BkResMsg.sh Restore**

System response:

System Message

This utility restores messages from tape. It will
overwrite

any existing messages and speech associated with
messages.

Press to abort.

Strike ENTER when ready.

6. Press ENTER.

System response:

Choose the device to read from:

1) ctape1

Type [q] to quit: 1

The list consists of all removable tape drives on the system. If there is no
tape drive on the system, it will list all the floppy drives on the system.

7. Select the appropriate device and press ENTER.

System response:

Please wait...

System Message

Insert the tape into the tape drive. Press to
abort.

Strike ENTER when ready.

8. Press ENTER.

System response:

The backup was done on Thu Oct 30 09:11:43 CST 1997 from
UNIX_SV.

Converting message schema...

Loading message records...

Message.txt

Message.ver

Message.date

Message.uname

```
<List of phrases backed up>
```

```
..
```

```
380 blocks
```

```
1012 messages restored...
```

```
Restore completed.
```

Restore the Dial Plan

The notes of the previous Dial Plan configuration can be used to set certain site specific information in the Dial Plan Administration.

1. If you are not already logged in as root, log into the Care Center administration interface by following the instructions in "Logging In" on page 2-3 of *Customer Assist Care Center User Guide*, 585-310-242.
2. Enter **cd /usr/add-on/ccc/OBJECTS**
3. Enter **DPAdmin** to enter the Dial Plan administration.
4. For each of the field values that were modified from the default settings and written down earlier, modify the corresponding fields in the Dial Plan accordingly.

Restore the Custom Call Routing Database

1. If you are not already logged in as root, log into the Care Center Administration interface by following the instructions in "Logging In" on page 2-3 of the *Customer Assist Care Center manual*, 585-310-242.
2. Select System Administration.
3. Select Custom Call Routing Administration.
4. Select Routing Table Administration.
5. Select Add Table.
6. Enter the name of a routing table, the approximate maximum number of records and optional description.
7. Repeat step 5 to 6 for each of the routing tables.
8. Press CANCEL to return to the Custom Call Routing Administration menu.
9. Select Import/Export Data from/to Floppy.
10. For each routing table, fill the form to import the data into the table. See "Import/Export Data from/to Diskette" on page 4-80 of *Customer Assist Care Center User Guide*, 585-310-242 for more information.