CONVERSANT® System

Version 8.0
Remote Field Update A (RFU+A): Release Notes

Contents

Introduction

The CONVERSANT® System Version 8.0 (V8) Remote Field Update A (RFU+A) provides software updates and improvements for customers using CONVERSANT System Version 8.0.

For a list of the updates and improvements included in RFU+A, see Changes in RFU+A on page 7.

For detailed instructions for how to install RFU+A, see Installing RFU+A.

If it is necessary to recover the system from backup, see Restoring the system on page 35.

About CONVERSANT R9

CONVERSANT System Release 9.0 (R9) contains the same software updates and improvements as CONVERSANT System Version 8.0 (V8) with RFU+A installed. If your system shipped from Avaya on or after June 3, 2002, it is considered to be an R9 system and should have the RFU+A software package pre-installed. Your R9 system also includes V8 documentation and software media, since these items are unchanged for R9.

CONVERSANT R9 systems (and V8 systems with RFU+A installed) are "VoiceXML-ready." Complete VoiceXML functionality can be added to your system by separately purchasing the CONVERSANT R9 VoiceXML Feature from Avaya.

Changes in RFU+A

The following improvements and changes have been included in the RFU+A software set:

- Added two parameters to pri.rc that provide the following functionality:

  — Allow a 500 ms timeout after the system receives a DISC or DM

  — Set up an adjustable timer for re-transmitting SABME.

- Improved the function key F5 so that it operates in the edit mode of Script Builder speech administration.

- Improved the system to monitor the total number of processes so that it does not exceed the limit.

- Improved the system to support Call Classification ID (CCID) of 0 in FAS ISDN setup.

- Changed the prompt when dialing in through the RMB to show "TERM[4425]."

- Improved the system to initialize the SSP card correctly after the system is rebooted.

- Improved the system to support Full CCA transfers on the SSP card.

- Improved the PRI Disconnect message to pass UUI.

- Improved the system to release fax channels after abnormal disconnects.

- Improved the system to use whatever digits have been received instead of waiting to receive a Sending Complete message.

- Improved the cvis menu to assign Service and Startup commands together.

- Improved the system to always receive DNIS.

- Improved the system to always make voice channels available after call completion.

- Improved the Call Data Summary Report to include event data.

- Enabled the internal ASG feature.

    Note:
    To add users that need access to the system through the RMB, see *Remote Maintenance Board (RMB) CWB3 and CYD3/4 Reference* (585-310-260).

- Modified RMB V2 and V3 to comply with changes to the internal ASG feature.

- Improved the system to support 7-digit extensions.

Changes in RFU+A

- Improved the TSM package so the system does not speak null strings.

- Improved the system so the SSP card processes all Interrupts.

- Improved NLSR proxy to better handle connection loss with the NLSR server.

- Included an Oracle patch that allows more than 12 simultaneous connections to the local database.

- Included the UnixWare 7.1.1 maintenance package and new LAN drivers.

Installing RFU+A

Before installing RFU+A:

- Check for compatibility problems on page 10 with existing third-party software.

- Check to make sure you have all the items required on page 11 to complete the entire installation procedure.

Installing the RFU+A software set involves the following basic steps:

1. Back up the voice system on page 13

2. Stop the voice system on page 17

3. Load the RFU+A package on page 18

4. Run the RFU+A installation script on page 19

5. If necessary, Install the ORACLE patch

6. If necessary, Reconfigure the digital circuit card parameters on page 24

7. On UCS 1000 platforms only, Reconfigure the LAN adapters on page 26

8. If you have NLSR, do not reconfigure it. You do, however, need to Reestablish NLSR connectivity on page 31.

9. Test the voice system on page 33

Compatibility with third-party software

Before installing RFU+A, check with non-Avaya, third-party, suppliers whose software products may be installed on your CONVERSANT system. Some suppliers have reported incompatibilities between versions of their product and the software contained in RFU+A.

> ⚠️ **IMPORTANT:**
> To avoid potential problems, you must explicitly contact any non-Avaya suppliers with software on your CONVERSANT system before proceeding with the RFU+A installation. Suppliers associated with Avaya's CONVERSANT have been provided with RFU+A software. They should be able to identify any problems between their software and the RFU+A software.

To see a current list of suppliers whose products have known incompatibilities, see the Avaya Support Centre Web site http://support.avaya.com.

From the Avaya Support Centre Web site:

1. Click **Call Center/CRM**.

2. Choose **Self Service** from the navigation menu on the left.

   The menu expands to reveal the Self Service products.

3. Choose **Interactive Voice Response (CONVERSANT® IVR)**.

4. Choose **General Information**.

5. Choose **Warnings/Bulletins/Alerts**.

   A list of bulletins are displayed in the main browser window.

6. Click **V8 RFU+A Compatibility Issues**.

   The browser displays a document listing third-party suppliers whose products have known compatibility problems with the RFU+A software.

Items required

An Avaya technician will install the RFU+A software set. To perform the installation, the technician will need the following items:

- CONVERSANT System Version 8.0 Remote Field Update A (RFU+A) CD-ROM (part number J1P260TK-1 L50)

- *CONVERSANT System Version 8.0 Remote Field Update A (RFU+A): Release Notes* (this document -- Comcode 700233570)

- Customer Letter (Comcode 700223696)

- *CONVERSANT System Version 8.0 System Reference* (Comcode 108850207). This document is available at the Avaya Support Centre Web site http://support.avaya.com.

- Data tape cartridges to perform system backups

- Root passwords for the systems on which you will be installing RFU+A. Obtain this information from the customer.

Required patch for RFU+A

CONVERSANT V8 system on the UCS 1000 platform should have QPPCN 1278B, Remote Maintenance Board (RMB) software patch, installed before installing RFU+A.

To determine if this patch has been installed:

1. Login is as root.

2. Type **pkginfo -l rmb3** at the Unix prompt and press **Enter**.

   The system displays information about the RMB software package.

   If the version of the RMB software is earlier that 2.1.3, you need the patch.

If you are a United States customer and need this patch installed, contact the Avaya Technical Service Center (TSC) at **800-242-2121** to schedule installation. Press **3** at the prompt. Then press **0** and **15777** to get assistance. Please provide your IL/FL number or Sold To number when contacting the Avaya TSC, so they can quickly and accurately pull up your records and ship the required software update materials. Non-US customers can contact their local Center of Excellence (COE) to schedule installation.

Time required to install RFU+A

The time required to perform the RFU+A installation is approximately 40 minutes. The time required to perform a backup of the voice system depends on the size of the target file system. Plan on a minimum of 2 hours if a backup is required before installing RFU+A.

Call for assistance

For assistance in the United States, call the Technical Service Center at 800-242-2121. Press 0 and then press 15277.

For assistance outside the United States, call your regional support center.

Back up the voice system

A complete mkimage backup of the CONVERSANT should be done and verified by the customer. Before proceeding with the installation, verify that the backup has been done. If it has, then proceed to Stop the voice system on page 17. If a backup is not available, assess whether the system has a standard configuration, which is indicated by the following conditions:

- All files are on a single machine (for example, there are no speech or database files that would need to be backed up over a LAN).

- There are no other file systems added to the system disk or to other disks (such as changes to the /unused file systems).

If the system has a standard configuration, then follow the instructions beginning with Setting up the mkimage backup on page 13.

If the system does not have a standard configuration, see "Backing Up the System Using mkimage" in Chapter 3 "Common System Procedures" of *CONVERSANT System Version 8.0 System Reference,* 585-313-215, for information on how to do the backup. Then proceed with Stop the voice system on page 17.

> **Note:**
> If a full backup has not been done by the customer, then the customer will be charged for the time taken by the technician to do the backup.

Backing up the system involves the following basic steps:

1. Setting up the mkimage backup on page 13

2. Backing up the voice file system on page 14

3. Verifying the mkimage backup on page 16

Setting up the mkimage backup

The mkimage utility captures a system configuration so that system can be restored. It backs up a defined and fixed set of file systems that contain the essential CONVERSANT system files on the system disk for a standard configuration.

> **Important:**
> Before you back up the system, verify that all call traffic has been directed away from the CONVERSANT system, or that it is okay that the voice system be stopped during backup procedures.

To set up the mkimage backup:

1. Log in as root.

2. Type **stop_vs** at the Unix prompt then press **Enter**.

   The system displays the following message:

   ```
   The Voice System has stopped.
   ```

3. Type **mkimage** and press **Enter**.

   The system displays the following message:

   ```
   UX:idbuild: INFO:
   The unix kernel will be rebuilt now.
   This will take some time. Please wait.

   UX:idbuild: INFO: The unix kernel has been rebuilt.

   CHECKING THE SYSTEM RUN LEVEL: PLEASE WAIT.....

   *****************************************************
   **
   **WARNING: This process will put the system in single user
   mode!!!**
   ** **
   *****************************************************

   Do you wish to continue (y/n)?
   ```

4. Type **y** and press **Enter**.

   The system displays the following message:

   ```
   RE-LOGIN AFTER THE PROMPT AND RE-EXECUTE THIS COMMAND TO CONTINUE
   THE MKIMAGE PROCESS.
   ```

   This completes the setup for the mkimage backup. The system then displays the login prompt. You must log back in to the system to begin the backup of the voice system. Proceed to

Backing up the voice file system

To back up the voice file system:

1. Log in as root.

2. Type **mkimage** at the Unix prompt and press **Enter**.

   The system displays the following message:

   ```
   CHECKING THE SYSTEM RUN LEVEL: PLEASE WAIT.....
   THE SYSTEM IS IN SINGLE USER MODE: CONTINUING.....
   ```

```
WORKING..........

The total space used in the standard voice filesystems are 1935
MB. The following are approximate tape counts required for this
backup for various streaming tape drive sizes:

320Mb drive: X tape(s)
525Mb drive: X tape(s)
1.2Gb drive: X tape(s)
2.0Gb drive: X tape(s)
4.0Gb drive: X tape(s)

Be sure to number the cartridge tapes consecutively in the order
they will be inserted.

Label the tape(s) 'Voice System Image Tape x' where x indicates
the insertion sequence. Also include the current date.

Note: Very large files, such as database files, take several
minutes to back up. During this time you will not see any progress
reported to the console. If the tape drive is running and the
system disk light is flashing, the operation is progressing.

Please insert the first tape now. Press ENTER to start image
creation

The tape will be retensioned before writing.....
```

3. Label the appropriate number of cartridge tapes "CONVERSANT Image Tape *x date time*", where *x* indicates the insertion sequence (such as, "1," "2," "3," and so on), *date* is the current date, and *time* is the current time.

4. Insert the first tape into the cartridge tape drive.

5. Press **Enter**.

   The system takes typically over two hours to load the information onto one tape.

   ```
   End of medium on output
   Change to part 2 and press RETURN key. (q)
   ```

6. If your backup does not require more than one tape, continue with the next step.

   If your system requires more than one tape:

   a) Remove the first tape and insert the next tape into the cartridge tape drive.

   b) Press **Enter**.

   c) Repeat this procedure for all subsequent tapes required to complete the backup.

7. When the system displays the following message, remove the last tape from the cartridge tape drive.

```
The image tapes will be verified now.
Make sure the tapes are inserted in the order they are made.

Press 'Enter' to start verification.
```

8. Press **Enter**.

    The system displays the following message:

```
Please insert the first tape now. Press 'Enter' to continue.
```

9. Insert the first tape into the cartridge tape drive.

10. Press **Enter** to start the verification process.

    The system takes as long to verify a tape as it did to create it.

    The system will prompt for additional tapes if necessary.

Proceed to <u>Verifying the mkimage backup</u> on page 16.

Verifying the mkimage backup

When the system is done verifying a tape, it automatically reboots, returns to multi-user format, and displays the console login.

To verify the backup:

1. Log in as root.

2. Type **pg /SaveVsData/mkimage.log** at the Unix prompt and press **Enter**.

    If the system displays the following message, the mkimage backup was successful:

```
Creation and verification of the CONVERSANT Image Tape is
complete.
```

    Proceed with the steps in <u>Stop the voice system</u> on page 17, the next major step in the RFU+A installation process.

    If the system does not display the verification message, the mkimage backup was not successful. Repeat the procedure beginning at Backing up the voice file system.

Stop the voice system

Before installing RFU+A, verify that all call traffic has been directed away from the CONVERSANT system, or that it is okay that the voice system be stopped during installation of this software set.

> **Note:**
> It is highly recommended that a system backup be created prior to and after the installation of any new software. See <u>Back up the voice system </u>on page 13 for more information. Avaya recommends using a different tape for each backup. Do not reuse the same tape.

To stop the voice system:

1. Log in as root.

2. Type **stop_vs 0** at the Unix prompt and press **Enter**.

   The system displays messages indicating that various voice system processes are stopping. Go to the next step when the follow message is displayed:

   ```
   The Voice System has completely stopped, use the
   "Start Voice System" choice from the System Control menu
   to restart the Voice System
   ```

3. Type **Stop_wait** and press **Enter**.

   The system displays the following message:

   ```
   The Voice System has stopped.
   ```

   > **Note:**
   > Do not proceed with the installation until you have received this message.

Proceed with the steps in <u>Load the RFU+A package </u>on page 18.

Load the RFU+A package

The RFU+A package contains the installation script (rfu_install) and all the software changes. You must first load the RFU+A package on the system to run the installation script.

> **Note:**
> Before you load the RFU+A package and run the installation script, make sure you have stopped the voice system. See <u>Stop the voice system</u> on page 17 for more information.

To load the RFU+A package:

1. Insert the CD-ROM labeled "CONVERSANT Version 8.0 Remote Field Update A" into the CD-ROM drive.

2. Type **pkgadd -d cdrom1 RFUInst** at the UNIX prompt and press **Enter**.

    The system displays the following prompt:

    ```
    Insert CD into SCSI CD-Rom Drive 1.
    Type [go] when ready,
      or [q] to quit: (default: go)
    ```

3. Press **Enter** to load the RFU+A installation script.

    After the installation script has been installed, the system displays the following message:

    ```
    Installation of INTUITY Remote Field Update Installation Package
    (RFUInst) was successful.
    ```

    Proceed with the steps in <u>Run the RFU+A installation script</u> on page 19.

Run the RFU+A installation script

After you have loaded the RFU+A package, you are ready to run the script that automatically performs the installation of the software set.

> **Important:**
> If, for any reason, you must abort the installation script or if the script fails, you must restore the system from backup tape before rerunning the installation script. In cases in which the script fails, Avaya recommends that you <u>call for assistance</u> on page 12 in determining the reason for the failure.

To run the RFU+A installation script:

1. Type **rfu_install** at the UNIX prompt and press **Enter**.

   > **Note:**
   > The CD-ROM labeled "CONVERSANT System Version 8.0 Remote Field Update A" must be in the CD-ROM drive. This should have been completed in the steps in <u>Load the RFU+A package</u> on page 18.

   If your CONVERSANT V8 platform is UCS 1000, the system displays the following message: (If your platform is Map/40P, this message is not displayed; go to Step 4.)

   ```
   =================================================

   Please WRITE this information down for later use

   First Host name is <Host>
   First DHCP client is NO
   First Domain name is <domain name>
   First ip address is <IP address>
   First netmask is <netmask>
   First broadcast address is <broadcast address>
   First Default router is <default router>
   =================================================
   There is no second LAN configured for this machine
   =================================================

   Press enter to continue
   ```

2. Record this information in the table below. You will need it to <u>Reconfigure the LAN adapters</u> on page 26 later in the installation process.

	First LAN	Second LAN (if applicable)
Host name		
DHCP client		
Domain Name		
IP address		
Netmask address		
Broadcast address		
Default router address		

3. After recording the LAN information, press **Enter**.

   The system displays the following message:

   ```
   Before starting, please confirm that you have a recent system
   backup available should the need arise.
   Enter 'y' or 'n' (y/n)
   ```

4. Perform one of the following actions:

   — If you do not have a recent system backup available, type **n** and press **Enter.**

      The system displays the following message:

      ```
      Aborting... You should have a recent backup before loading the
      update.
      ```

      Create a system backup following the procedure in Back up the voice system on page 13.

   — If you do have a recent backup available from which you can recover the system, type **y** and press **Enter** to begin the installation.

   The system displays the following message:

   ```
   Installation in progress. Do not remove the cdrom.
   ```

   ```
   Removing patches, supplements, and RFUs that may interfere with
   V81rfu+a. This will take some time. Please wait.
   ```

   If your system contains obsolete patches, supplements, or RFUs, then they are removed at this time. When this action is completed, the system displays the following message:

   ```
   Installing V81rfu+a from cdrom.
   This will take some time. Please wait.
   ```

   After some time, the system then displays the following prompt:

```
==================== IMPORTANT ===========================
If this Conversant has an external ASG Guard connected to its RMB
port and you do not want to enable the internal ASG feature, for
double authentication, then answer n (no) for the next question,
otherwise answer y (yes)
Do you want to enable ASG? [y/n]
```

The Access Security Gateway (ASG) feature is an optional authentication interface you can use to secure the logins on the CONVERSANT system. Whenever a dial-up port user begins a session on the system for purposes of administration or maintenance, the user must enter a valid login ID. If the ASG interface is activated, the system issues a numerical challenge. In order for the user to access the CONVERSANT administration and maintenance features, the user must enter the correct numerical response. By activating the ASG feature, you can reduce the possibility of unauthorized remote access to the system. More information about ASG is available in *CONVERSANT System Version 8 System Description* and *CONVERSANT System Version 8 Administration*. These documents are available at the Avaya Support Centre Web site http://support.avaya.com.

5. To enable the internal ASG feature, press **Enter** to accept the default.
   Otherwise type **n** and press **Enter**.

   After all the applicable updates have been installed (this may take up to 30 minutes), the system displays the following message:

   > **Note:**
   > Please wait until you see the entire message before proceeding with the next step.

   ```
   The system will now be rebooted to activate the update.

   Please remove the CDROM from the CDROM drive so that the system
   can be rebooted.
   Enter 'y' when ready or 'n' to abort (y/n)
   ```

6. Perform one of the following actions:

   — If you want to reboot the system on your own, then type **n** and press **Enter**. It will be your responsibility to reboot the system.

   — If you want to reboot the system now, type **y** and press **Enter**.

   The system displays the following message:

   ```
   Once the system has rebooted, reconfigure the LAN adapters and
   then place sufficient test calls to verify correct system
   operation.
   ```

   The system reboots and returns to the `Console Login` prompt.

7. Login as root.

8. Type **vsenable** and press **Enter**.

   The system displays the following message:

   ```
   Inittab successfully rebuilt
   Successful enable of automatic starting voice system.
   ```

9. Type **start_vs** and press **Enter**.

   The system displays messages indicating that the voice system is starting.

When the Unix command prompt is displayed, you are ready to go on to the next step in the installation process. Proceed to Install the ORACLE patch if your system has a local ORACLE database installed. Otherwise, proceed to Reconfigure the digital circuit card parameters on page 24.

Install the ORACLE patch

The RFU+A installation script loads a patch for the local ORACLE database. If your system has the local ORACLE database installed, you will need the install the patch.

> ⚠️ **IMPORTANT:**
> Follow the steps below only if the CONVERSANT system has a local ORACLE database (version 8.1.5) installed. If there is no local ORACLE database on the system, skip these steps and proceed to <u>Reconfigure the digital circuit card parameters </u>on page 24.

To install the ORACLE patch:

1. Make sure you are logged in as root.

2. Type **ior c** at the Unix prompt and press **Enter**.

   The ORACLE process stops.

3. Type **cd /oracle/update** and press **Enter**.

   This command changes your working directory to the directory containing the patch files.

4. Type **chmod 755 RUNIT** and press **Enter**.

   The command changes the permissions on the patch executable file so that you can install it.

5. Type **RUNIT** and press **Enter**.

   The installation begins. As the patch is installed, the system displays messages indicating progress. When the installation is complete, the system displays the Unix prompt.

   > **Note:**
   > If the progress messages show a fatal error, the patch installation is unsuccessful. <u>Call for assistance </u>on page 12.

6. Type **ior w** and press **Enter**.

   The ORACLE process restarts.

7. Type **stop_vs; stop_wait; start_vs** and press **Enter**.

   The system displays messages indicating that the voice system is stopping and restarting. When the system displays the Unix prompt, the voice system has successful restarted.

Proceed to <u>Reconfigure the digital circuit card parameters </u>on page 24.

Reconfigure the digital circuit card parameters

Because RFU+A replaces the E1/T1 circuit card driver package, you need to reconfigure the circuit card parameters.

To reconfigure the digital circuit card parameters:

1. Type **remove card all** at the Unix prompt and press **Enter**.

   The system displays messages indicating that the circuit cards are being placed in a manual out-of-service (MANOOS) state.

2. Type **cvis_menu** and press **Enter**.

   The system displays the Voice System Administration menu.

3. Select **Switch Interfaces** and press **Enter**.

   The system displays the Switch Interfaces menu.

4. Select **Digital Interfaces** and press **Enter**.

   The system displays the Digital Interfaces menu, listing all of the available digital protocols.

5. Select the appropriate digital protocol for circuit cards on your system and press **Enter**.

   The system displays the menu for the protocol you selected.

6. Select **Change Parameters** and press **Enter**.

   The system displays the Change Parameters window.

7. Type the circuit card number in the Card Number field or press **F2** (Choices) and select the circuit card number from the pop-up menu. Press **Enter**.

8. Press **F3** (Save).

   The system saves the parameters.

9. Repeat Step 7 - 8 for remaining circuit cards, if necessary.

10. Press **F6** (Cancel) repeatedly to exit the Voice System Administration menu and return to the Unix command prompt.

11. Type **restore card all** and press **Enter**.

    The system displays messages indicating that the cards are being restored to the in service (INSERV) state. For the changes to take effect, you must reboot the system.

12. Type **cd /; shutdown -i6 -g0 -y** and press **Enter**.

The rebooting process starts. When it is finished, the system displays the Console Login prompt.

Proceed with the steps in , the next major step in the RFU+A installation process.

Reconfigure the LAN adapters

Since part of the UnixWare 7.1.1 maintenance package installs new ethernet drivers (also known as LAN adapters), you must reconfigure the LAN card (or cards) on your system to use the new drivers.

> **Note:**
> Reconfiguring the LAN adapters is only required on CONVERSANT systems running on the UCS 1000 platform. If you are installing RFU+A on a MAP/40P platform, you can skip these steps and proceed to Test the voice system on page 33.

You use the netcfg utility to reconfigure the LAN adapters, using information you recorded when you ran the installation script on page 19. If you have two LAN cards, you need to follow the steps in this section twice -- once for each card. After the LAN cards have been configured, you must reboot the system to enable the new LAN configuration.

> **Important:**
> Before reconfiguring the LAN adapters, the system must be rebooted. You should have done this as part of running the RFU+A installation script or reconfiguring the digital circuit card parameters on page 24. However, if you chose not to reboot the system during the script, make sure you do so before you proceed with reconfiguring the LAN adapters. To reboot the system, take the normal precautions to make sure it is okay to take the system down, and then type **cd /; shutdown -i6 -g0 -y** and press **Enter**. This initiates the rebooting process. When complete the system displays the console login prompt.

To reconfigure the LAN adapters:

1. Log in as root.

2. Type **netcfg** at the Unix prompt and press **Enter**.

The system displays the Network Configuration Manager screen.

```
+---------------------- Network Configuration Manager ----------------------+
| +-----------------------------------------------------------------------+ |
| | Hardware    Protocol    View                                  Help  | |
| +-----------------------------------------------------------------------+ |
| Current networking configuration:                                         |
| +-----------------------------------------------------------------------+ |
| | |                                                                  | | |
| | |                                                                  | | |
| | |                                                                  | | |
| | |                                                                  | | |
| | |                                                                  | | |
| | |                                                                  | | |
| | |                                                                  | | |
| | |                                                                  | | |
| | |                                                                  | | |
| | |                                                                  | | |
| | |                                                                  | | |
| | +------------------------------------------------------------------+ | |
| |---------------------------------------------------------------------- |
| Current configuration of the LAN software in this system                  |
+---------------------------------------------------------------------------+
```

3. Press the **Tab** key to highlight the Hardware menu. Press the **Down-Arrow** key. This displays the Hardware menu with the first item `Add New LAN Adapter` highlighted. This is the menu item you want to use so press **Enter** to select it.

    The system displays a list of the LAN adapters found on the system.

4. Press the **Down-Arrow** key to select `Ethernet-Intel 2114x based 10/100 Mbps Ethernet Controller`. When selected, an asterisk (*) should appear next to the LAN adapter.

5. Press the **Tab** key twice to highlight `Continue` and press **Enter**.

The system displays the following screen.

```
-
+---------------------- Network Driver Configuration ---------------------+
|                                                                         |
|Enter the configuration of Ethernet-Intel 2114x based 10/100 Mbps Ethernet|
|Controller(7.1.1b-4.3.0)-PCI Slot 0 Bus 2 Device 2 Function 0            |
| Advanced Options [ Advanced Options ]                                    |
|                                                                         |
|                                                                         |
|                                                                         |
|                                                                         |
|                                                                         |
|                                                                         |
|                                                                         |
|                                                                         |
|                                                                         |
|                                                                         |
|                                                                         |
|                                                                         |
|Advanced Network Driver Configuration                                     |
|-------------------------------------------------------------------------|
|[   OK   ]                      [ Cancel ]                    [ Help ]|
+-------------------------------------------------------------------------+
```

6. Press the **Tab** key to highlight OK and press **Enter**.

    The system begins building the configuration (as indicated by the busy indicator (*) at the top of the screen. After the system completes building the configuration, it displays the following screen.

```
+---------------------- Network Configuration Manager ---------------------+
|+-----------------------------------------------------------------------+|
|| Hardware    Protocol    View                                   Help ||
|+-----------------------------------------------------------------------+|
|                                                                         |
| +---------------------------- Add protocol ----------------------------+ |
| |Select one networking product to be added to                      |:|
| |Ethernet-Intel 2114x based 10/100 Mbps Ethernet                   |:|
| |Controller(7.1.1b-4.3.0)-PCI Slot 0 Bus 2 Device 2 Function 0:    |:|
| |+-------------------------------------------------------------+|:|
| || HW Ethernet-Intel 2114x based 10/100 Mbps Ethernet Controller(7.1.1b- ||:|
| ||*    - Backup Device                                        ||:|
| ||     - IPX/SPX                                              ||:|
| ||     - TCP/IP                                               ||:|
| ||                                                            ||:|
| |+-------------------------------------------------------------+|:|
| |-------------------------------------------------------------|:|
| |[  Add   ]                  [ Cancel ]              [ Help ]|:|
| +---------------------------------------------------------------------+ |
|  :::::::::::::::::::::::::::::::::::::::::::::::::::::::::::::::::::::::::|
| ||                                                                    ||
| +--------------------------------------------------------------------+|
| ---------------------------------------------------------------------|
|                                                                         |
+-------------------------------------------------------------------------+
```

7. Press the **Down-Arrow** key to select TCP/IP on the screen.

8. Press the **Tab** key to highlight Add and press **Enter**.

The system displays the Internet Protocol Configuration screen.

```
 ▪
+-------------------- Internet Protocol Configuration --------------------+
|                                                                        |
|          Host name  |▉4ivr17_____|                          |
|        DHCP client  < > Yes <*> No                                     |
|        Domain name  |dr.avaya.com_____|                          |
|         IP address  |____|.|____|.|____|.|____|                        |
|           Netmask   |____|.|____|.|____|.|____|                        |
|  Broadcast address  |____|.|____|.|____|.|____|                        |
|      Default router |135_|.|9___|.|84__|.|254_|                        |
|                     [       Advanced options      ]                    |
|                                                                        |
|                                                                        |
|                                                                        |
|                                                                        |
|                                                                        |
|                                                                        |
|                                                                        |
|Enter host name of this machine                                         |
|------------------------------------------------------------------------|
|[   OK   ]                        [ Cancel ]                 [  Help  ]| |
+------------------------------------------------------------------------+
```

9. Beginning in the Host Name field, enter the LAN data you recorded during the installation process. Use the **Tab** key to move from field to field. When completed, use the **Tab** key to highlight OK and press **Enter**.

   After the Internet protocol is configured, a message appears indicating that the LAN adapter was successfully configured.

10. Press **Enter** to confirm the message.

    The system displays the new LAN connection on the main screen.

```
+---------------------- Network Configuration Manager --------------------+
|+----------------------------------------------------------------------+|
|| Hardware    Protocol    View                                Help  ||
|+----------------------------------------------------------------------+|
|Current networking configuration:                                       |
|+----------------------------------------------------------------------+|
||*HW Intel 2114x based 10/100 Mbps Ethernet Controller-PCI Slot 0 Bus 2||
||    - TCP/IP                                                          ||
||                                                                     ||
||                                                                     ||
||                                                                     ||
||                                                                     ||
||                                                                     ||
||                                                                     ||
||                                                                     ||
||                                                                     ||
||                                                                     ||
||                                                                     ||
||                                                                     ||
||                                                                     ||
||                                                                     ||
|+----------------------------------------------------------------------+|
|------------------------------------------------------------------------|
|Current configuration of the LAN software in this system                |
+------------------------------------------------------------------------+
```

11. (Optional) If you have another LAN card, repeat the procedure starting with Step 4.

12. Press the **Tab** key to highlight the Hardware menu. Press the **Down-Arrow** key several times to select Exit and then press **Enter**.

    The system returns to the UNIX prompt. To have the changes take effect, you must reboot the system.

13. Type **cd /; shutdown -i6 -g0 -y** and press **Enter**.

    The rebooting process starts. When it is finished, the system displays the console login prompt.

    Proceed with the steps in <u>Test the voice system </u>on page 33, the final major step in the RFU+A installation process.

Reestablish NLSR connectivity

To reestablish Natural Language Speech Recognition connectivity:

1. Type **cvis_menu** at the Unix prompt and press **Enter**.

   The system displays the Voice System Administration menu.

2. Select **SR Server Admin** and press **Enter**.

   The system displays the Speech Recognition Server Administration menu.

3. Select **Add/Remove SR Servers** and press **F3**.

   The system adds the server.

Test the voice system

Once you have installed RFU+A and reconfigured the LAN adapters, you should test the platform to make sure that all of the components have been set up correctly.

1. Log in as root.

   Depending on the system configuration, the voice system may already have started automatically as part of the rebooting process. This will be the case if the system displayed voice startup messages during the rebooting process and before you logged in at the Console Login prompt. If you received these messages, go to Step 3. If not, go to Step 2.

2. Type **start_vs** and press **Enter** to restart the voice system.

3. Verify and install applications to make full use of the fixes in the update. Avaya recommends testing applications before restoring live call traffic back to the system.

Restoring the system

It may be necessary to restore the system from an original backup if:

- The RFU+A installation script repeatedly fails.

- Avaya Technical Support requests it.

What you need to do to restore the CONVERSANT system files is dependent on what part of the system needs to be restored and what platform you are using.

To restore the system from mkimage backups, see *CONVERSANT System Version 8.0 System Reference*.

For information on how to completely recover your system, see *CONVERSANT System Version 8.0 MAP/40P Maintenance* or *CONVERSANT System Version 8.0 UCS 1000 Maintenance* (depending on the hardware platform of your system). Both documents are available at the Avaya Support Centre Web site http://support.avaya.com.