Avaya™ Interactive Response
Release 1.2
Release Notes

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Notice
Every effort was made to ensure that the information in this document was complete and accurate at the time of printing. However, information is subject to change.

Preventing Toll Fraud
"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Fraud Intervention
If you *suspect that you are being victimized* by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1 800 643 2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Web site:

http://www.avaya.com

Select **Support >Escalation Management > International Services**.

Providing Telecommunications Security
Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Your Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you - an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure:

- your Avaya-provided telecommunications systems and their interfaces
- your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- any other equipment networked to your Avaya products.

Federal Communications Commission Statements

Part 15: Class A Statement
Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

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, or
- routed to a recorded announcement that can be administered by the CPE user.

This equipment returns answer-supervision signals on all direct inward dialed (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) Interference Information
This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

European Union Declarations of Conformity

CE

Avaya Inc. declares that the switch equipment specified in this document bearing the "CE" (Conformité Europeénne) mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (1999/5/EC), including the Electromagnetic Compatibility Directive (89/336/EEC) and Low Voltage Directive (73/23/EEC). This equipment has been certified to meet CTR3 Basic Rate Interface (BRI) and CTR4 Primary Rate Interface (PRI) and subsets thereof in CTR12 and CTR13, as applicable.

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To report problems or to request assistance setting up and using your system, contact the Avaya Technical Services Organization (TSO). The telephone number for support in the United States is 1-800-242-2121.

For additional support telephone numbers:

- Visit the Avaya Support Centre Web site (http://support.avaya.com).
- Select **Escalation Management > International Services**.

Warranty
Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language as well as information regarding support for this product, while under warranty, is available through the Avaya Support Centre Web site http://support.avaya.com.

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Acknowledgment
This document was written by the CRM Information Development group.

Contents

Release notes overview

These release notes provide important information about the Avaya IR system, including known issues and work solutions for Release 1.2.

This document is updated periodically when known issues are resolved or enhancements are added to the system. Check the Avaya Support Centre Web site (http://support.avaya.com) for an updated version of this document.

This document includes the following sections:

Installation issues

Consider the information in this section when you are installing the Avaya IR system.

This section includes the following topics:

Error message when selecting terminal type

When setting up the pre-installed software or installing the Avaya IR system from CDs, the system displays the following prompt requesting you to select a terminal type to use for the session:

```
What type of terminal are you using?

 1) ANSI Standard CRT
 2) DEC VT52
 3) DEC VT100
 4) Heathkit 19
 5) Lear Siegler ADM31
 6) PC Console
 7) Sun Command Tool
 8) Sun Workstation
 9) Televideo 910
 10) Televideo 925
 11) Wyse Model 50
 12) X Terminal Emulator (xterms)
 13) Other

Type the number of your choice and press Return:
```

When you select the terminal type, the system might display the following error message:

```
*/LC_MESSAGES/openwin_defaultfont: No such file or directory
```

This error message does not cause problems with the installation or configuration of the software on the system. Please ignore this message and similar ones resulting from selecting a terminal type.

Installation process sometimes rejects CD

When installing the Avaya IR system from CD, the system displays the following prompt requesting you to insert CD-2:

```
Put the CD labeled AVAYA IR R1.2 Software Packages - CD 2
into the drive.

Press enter when ready.
```

When you insert CD-2, the system might not accept it, displaying a message that indicates you inserted the wrong CD.

If the installation process will not accept CD-2, do the following steps:

1. Press Ctrl-C.

   The installation process stops. If the system does not automatically eject the CD, go to the next step. Otherwise, go to Step 3.

2. Enter **`eject cdrom`**

   The system ejects the CD.

3. Remove the CD from the CD-ROM drive.

4. Enter **`reboot`**

   The system reboots.

5. At the console login prompt, log in as root.

6. At the command prompt, enter **`/.ai`**

7. Insert CD-2.

   The installation process continues. Proceed as documented in "Installation > Installing the system base software from CD > Installing system software" in *Avaya IR R1.2.1 Install and Troubleshooting Guide* or *Avaya IR R1.2.1 System Help.*

Allow space for the external modem

The external modem can be located on top of the hardware platform or on a separate equipment shelf. The U.S. Robotics Sportster 33.6 kB faxmodem measures approximately 1.25 inches high, 6.63 inches wide, and 3.75 inches deep. The height of the external modem should be taken into consideration if you plan to mount the hardware platform in an equipment rack and you want to place the external modem on top of the hardware platform.

Configuring the second LAN interface on Sun Fire 280R

The Sun Fire 280R platform comes with a Sun Gigaswift Ethernet network interface card pre-installed in the PCI-1 slot. The Avaya IR system does not require use of this card to perform properly on the 280R platform. However, you can use the card to improve performance for features that require heavy LAN traffic.

To configure the Gigaswift card installed on the Sun Fire 280R, see *Sun GigaSwift Ethernet Adapter Installation and User's Guide.* This document and the release notes for the Gigaswift card are available at

http://www.sun.com/products-n-solutions/hardware/docs/Network_Connectivity/Sun_GigaSwift_Ethernet/index.html

Supported databases

The following database systems can be used with Avaya IR and accessed through the JDBC integration feature:

- Oracle 8i (8.1.5, 8.1.6, 8.1.7)
- Oracle 9i
- Sybase 12.x
- Informix 9.21UC4
- IBM DB2 v.7
- MS SQL Server 7.0 and 2000

Note:

Local database support is for ORACLE 8i and 9i only.

MS SQL Server 7.x does not support stored procedures.

If you are using Sybase, Informix, or DB2, you must download and install the JDBC drivers for those database systems. For more information, see *Installing JDBC drivers* in the online help. The drivers for Oracle and SQL server are installed as part of the base Avaya IR packages.

Migration issues

An updated version of the migration tool is available on the Avaya Support Centre Web site. To successfully upgrade an Avaya IR system from R1.0 to R1.2, you must use the updated version of the tool instead of the version provided on the CD labeled *AVAYA IR Software Packages - CD 2*.

To download the updated migration tool, follow the instructions in Obtaining software patches on page 56. If the download is not available or you have trouble finding it, contact Avaya TSO at 1-800-242-2121 (for US customers). Support phone numbers for international customers are available at the Avaya Support Centre Web site (http://support.avaya.com). Go to Escalation Management > International Services.

Switch and telephony issues

Consider the information in this section when working with telephony connections to switches.

This section includes the following topics:

AAS agents not logged in after service interruption

Avaya IR systems configured to use Multivantage H.323 station protocol (VoIP) and Auto-Available Skill (AAS) agent ports can experience problems getting the ports back in service after a system restart. The Multivantage system should log in the AAS agent ports after interruption but may not with this configuration.

If this occurs, the AAS agents must be removed and re-added on the Multivantage system. For information on how to remove and add AAS agents, see the Multivantage administration documentation.

Administration issues

Consider the information in this section when setting up and administering features on the Avaya IR system.

This section includes the following topics:

TTS resource types not displayed in Change Speech Resource Port State screen

The Web Administration screen **Change Speech Resource Port State** does not correctly display the TTS resource types in the **Resource Types** drop-down list. This screen is normally used to manually move speech and TTS resource ports in and out of service.

Instead of using the Web Administration screen, use the **sproxyadm** command to change the state of TTS resource ports.

The following examples show how to use the command to change the state of TTS ports:

```
sproxyadm -r TTS1 -s server1 -p 0 -c MANOOS
```

This example changes the state for all TTS1 resource type port 0 on server1 to MANOOS (manual out-of-service).

```
sproxyadm -r TTS2 -s server1 -p 0  -c INSERV
```

This example changes the state for all TTS2 resource type port 0 on server 1 to INSERV (in service).

For more information on using the **sproxyadm** command, see "Administration > Command-line administration" in the *Avaya IR R1.2.1 System Help*.

Always stop voice system when creating partial backups

You must always stop the voice system when creating partial backups. Partial backups can be invalid or corrupt if made while the voice system is running.

The system provides the several methods to create partial backups. The following table provides information on how to stop the voice system for each method:

Partial backup method	**How to stop the voice system**
Manually create a partial backup using **Partial Backup** screen in Web Administration (Backup > Partial Backup).	Select **Yes** for the **Stop the voice system before backup** field.
Manually create a partial backup using the **backup** command	Use the **backup** command with the **-p** option. The system displays the following message: `Do you want the voice system stopped before running the backup? (y/n).` Enter **y** to stop the voice system.
Schedule a partial backup using the **Setup Backup Schedule** screen in Web Administration (Backup Scheduling > Setup Schedule).	This method automatically stops the voice system before making the backup. No action required.
Schedule a partial backup using the **schedback** command.	Use the **schedback** command with the **-p** option. The system displays the following message: `Do you want the voice system stopped before running the scheduled backup? (y/n)` Enter **y** to stop the voice system before the scheduled backup.

Full backup errors

After running a full backup, the backup.status file may contain "No such file or directory " errors for files that do not exist on the Avaya IR system. These errors do not have any affect on the backup and can be ignored. The following are examples of the backup.status file errors:

```
cpio: Error with lstat() of "etc/defaultdomain", errno 2, No such
file or directory
```

```
cpio: Error with lstat() of "var/nis/NIS_COLD_START", errno 2, No
such file or directory
```

Assign or delete VoiceXML application error

The following error message displays when a user who does not have root permission attempts to assign or delete a VoiceXML application by using the **Application Assign** tab on the **Code Generation/Application Transfer** window in Avaya IVR Designer, or by running the **vxmlassign** or **vxmldelete** command from the Avaya IR system:

```
Unable to get necessary channel information, cannot continue:
java.io.FileNotFoundException: /vs/data/vxml/chan_assign.data
(permission denied)
```

To correct this problem, you must change the permissions on the **chan_assign.data** and **applDispatch.vxml** files.

To change file permissions:

1. Log in to the Avaya IR system as root.
2. Enter **`cd /vs/data/vxml`**
3. Enter **`chmod 666 chan_assign.data applDispatch.vxml`**

Must modify Oracle database to store CDH data on CONVERSANT

If you are using a local Oracle database on a CONVERSANT system to store call data handling (CDH) information, you must add the event_name column to the events and evsum tables. This modification is required to successfully store the CDH events in Oracle.

To modify the Oracle database to accept CDH events:

1. On the CONVERSANT system command prompt, enter **`sqlplus sti/sti`**

   The Oracle SQL command line interface starts.

2. At the SQL prompt, enter **`alter table events add (event_name varchar2(50));`**

   The event_name column is added to the events table.

3. Enter **`alter table evsum add (event_name varchar2(50));`**

   The event_name column is added to the evsum table.

4. Enter **`commit;`**

Using Netscape 4.7X

Web pages for *Avaya IR R1.2.1 System Help* and Vonetix administration may not display properly using Netscape 4.7X or earlier. These Web pages use cascading style sheets for formatting. Earlier versions of Netscape do not display style sheet-specified formatting correctly. On many Web pages, text is not readable due to this problem.

Avaya recommends using the following browsers to view Web pages associated with the IR system:

- Netscape 6.2 or higher
- Microsoft Internet Explorer 5.0 or higher

If you must use Netscape 4.7X, the following steps will help resolve some of the display issues:

1. In Netscape, select **Edit** > **Preferences**.
2. The system displays the Preferences dialog box.
3. In the Preferences category list, select **Advanced**.
4. Remove the check mark for **Enable style sheets** preference.
5. Select **OK**.

Note:
With style sheets disabled, Netscape 4.7X displays more readable Web pages with generally less formatting.

Application development issues

Consider the information in this section when developing applications for the Avaya IR system.

This section includes the following topics:

Unsupported TAS script instructions

The following TAS script instructions are not supported on the Avaya IR system:

- `background`
- `getdig` (replaced by `getinput`)
- `listenall`
- `sr_alloc` (replaced by `resource_alloc`)
- `sp_alloc` (replaced by `resource_alloc`)
- `tic('f')`
- `tic('F')`
- `tic('w')`
- `talkslotcontrol`
- `tic('W')`

VoiceXML considerations

When developing voice applications with VoiceXML, you must consider the capabilities and limitations of the Avaya VoiceXML feature, including the features of the VoiceXML 2.0 specification that are not yet supported.

For for information on what to consider for VoiceXML applications, see Application development > Advanced application development > Using VoiceXML" in *Avaya IR R1.2.1 System Help.*

See also DTMF grammar support for VoiceXML on page 30.

DTMF grammar support for VoiceXML

When developing VoiceXML applications that use touch-tone input, you can use the standard builtin DTMF grammar capability that is defined in the W3C VoiceXML 2.0 specification.

The Avaya VoiceXML feature also provides limited support for XML-formatted DTMF grammars as defined in the W3C Speech Recognition Grammar Specification (SRGS). The following example illustrates what can be used in an XML DTMF grammar:

```
<xml version="1.0"?>
 <grammar mode="dtmf" root="DIGIT" version="1.0" xml:lang="en-US">
     <rule id="DIGIT" scope="public">
   <one-of>
       <item tag="name='one';digit='1'">1</item>
       <item tag="name='two';digit='2'">2</item>
       <item tag="name='three';digit='3'">3</item>
   </one-of>
     </rule>
 </grammar>
```

Avaya IR R1.2.1 supports the use of only the tags shown in the example above for XML DTMF grammars. Also, the VoiceXML feature in this release does not support the use of Javascript in XML DTMF grammars.

Update applications using ASAI external functions

The ASAI external functions A_Callinfo and A_Event in Avaya IR R1.2.1 now include information for redirecting number. If you have applications that use these external functions, you must update and re-install them for the applications to function correctly. You can update applications using Avaya IVR Designer, Voice@Work, or Script Builder.

Using Avaya IVR Designer or Voice@Work

To update an application using IVR Designer R5.0 or Voice@Work:

1. Open the application in IVR Designer.
2. Go to Tools > Application Resources.
3. On the **Usage** tab, right click **External Function** and select **Expand**.
4. Select A_Callinfo, right click it, and select **Change to Private Copy**.

   If the external function is not already a private copy, the system displays a Confirm message.
5. Select **OK**.
6. Open the **External Functions Manager**.
7. In the **Description** column of A_Callinfo, right click and select **Edit External Function Definition**.
8. In the **External Function Editor**, if the **System Function** box is checked, clear it.
9. In the **Function Arguments** area, scroll down to an empty row, right click and select **Add line**.
10. Add the following values:

Argument	Type	Direction	Help message	Required
Redirecting Number	number	From Func	Enter the variable to store the Redirecting Number	False

11. Select **OK**.
12. Repeat Steps 4 through 11 for the A_Event external function.
13. Using the **Node Editor**, select a variable to store the redirecting number for the A_Callinfo and A_Event external functions.
14. Generate the application code.
15. Transfer the application to the IR system.

16. Install the application on the IR system.
17. Assign the application to channels or numbers.

For information about Avaya IVR Designer (formerly known as Voice@Work) applications, see *Avaya IVR Designer Help*.

Using Script Builder

To update an application using Script Builder:

1. Open the application in Script Builder.
2. Define a variable to store the redirecting number.
3. Verify the application.
4. Migrate and install the application on the Avaya IR system.
5. Assign the application to channels or numbers.

For information about Script Builder applications, see *CONVERSANT System Version 8.0 Application Development with Script Builder,* 585-313-217.

External function cticonfer not returning correct call state

When the cticonfer external function is used to merge two calls, the cticallstate function will return an incorrect state for the call. The external function should return the value **2** (indicating the call has been established) but instead returns the value **7** (which indicates call origination).

TAS tflush instruction not returning correct return code

The TAS script instruction **tflush** returns an incorrect return code when touch-tones are entered during speech playback. The tflush instruction should return a value of 0 in register 0 when speech playback completes successfully, and a value of +1 when playback completes because of talkoff (touch-tones entered during playback). The tflush instruction returns an incorrect value of 0 in register 0 when playback completes because of talkoff.

Enhanced Basic Speech (EBS) problem with large currency amounts

US English Enhanced Basic Speech (EBS) package (ebsUS) does not correctly speak large currency amounts. For currency amounts above 12,000,000, the package might speak an arbitrary number instead of the number specified in the currency variable. The valid range for numbers and currency in this package should be -2,147,483,647 to 2,147,483,647.

Text-to-speech (TTS) and speech recognition issues

Consider the information in this section when working with text-to-speech (TTS) and speech recognition features on the Avaya IR system.

This section includes the following topics:

Timer for TTS voice administration incorrect

When you use the Avaya Proxy Text-to-Speech (PTTS) software to configure voices on SAPI-compliant Text-to-Speech (TTS) server, the time the software takes to configure multiple voices will be much longer than the "approximate time left" displayed in the **Configuring Proxy Text-to-Speech Interface** window.

You should wait as long as the software takes to configure the voices. The system will indicate when the configuration process is finished.

For more information about voice configuration see "PTTS Voice Administration on the Windows NT Servers" in Chapter 3, "PTTS Administration" in *PTTS User Guide*, 585-350-115.

Speecify TTS port state stays INSERV when LAN is down

The SpeechWorks Speechify proxy software on the Avaya IR system does not detect when the LAN connection to the Speechify server is inactive and leaves the TTS port state as INSERV. As a result, active callers hear silence, since the port on the IR system is still in service. The caller must hang up to terminate the call, even if the LAN connection comes back up. When the LAN connection is active again, the proxy software resets the port state so that new calls can be handled properly.

Restart SAPI TTS server to return server state to INSERV

If connectivity with SAPI-compliant Text-to-Speech (TTS) servers has been interrupted, you may need to set the resource state to INSERV to resume TTS services.

To set the resource state to INSERV:

1. On the IR system command prompt, enter **`sproxyadm -r TTSx -d`** to show the resource state.

   For complete information on how to use the **sproxyadm** command, see "Administration > Command-line administration" in *Avaya IR R1.2.1 System Help*.

2. If the resource state is FOOS or BROKEN, enter **`sproxyadm -r TTSx -f INSERV`** to change the resource state to INSERV.

3. Repeat Step 1 to check the resource state.

   If the resource state does not change to INSERV, you must restart the TTS service on the Windows NT server and repeat Steps 1 through 3 above.

To restart the Windows NT TTS service:

1. On the Windows NT server, open the **Control Panel** window (**Start** > **Settings** > **Control Panel**).
2. Select **Administrative Tools**.
3. Select **Component Services**.

   The system displays the **Component Services** window.

4. On the **Tree** tab, select **Services (Local)**.
5. Select the Text-to-Speech service from the list of services in the lower-right window.
6. From the **Action** menu, select **Stop**.

   The **Status** of the service is blank.

7. From the **Action** menu, select **Start**.

   The **Status** of the service is started.

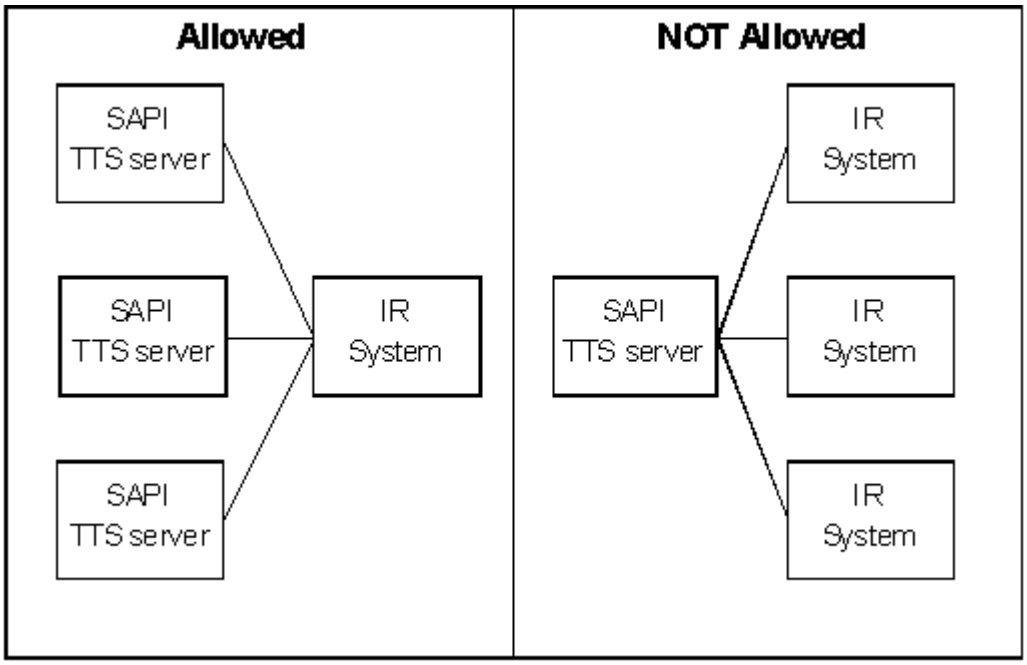
8. Close the **Component Services** window.

SAPI TTS servers limited to 1-to-1 relationship

SAPI-compliant Text-To-Speech (TTS) servers are limited to 1-to-1 relationship when connected to Avaya IR systems. In other words, a SAPI TTS server can only serve TTS services to one IR system (not many). Conversely, one IR system can have several SAPI TTS servers connected to it (a 1-to-many relationship).

A SAPI TTS server cannot be connected to several IR systems.

The following figure illustrates the limitation for SAPI TTS servers connected to IR systems:



WholeWord not recognizing UK English variable length grammar

The WholeWord speech recognition feature (also known as Avaya Recognizer) does not recognize the last digit spoken when used with the variable length grammar in the UK English WholeWord language package (AVwwuk).

Alarms and logging issues

Consider the information in this section when using alarms and logging on the Avaya IR system.

This section includes the following topics:

Alarm severity level changes

The severity level of the following alarms are reported incorrectly in the Avaya IR system and the *Avaya IR R1.2.1 System Help*:

Alarm	Current severity level	Correct severity level
TTS008 (TTS_NORESOURCE)	Informational (no severity)	Major
CTI005 (CTI_GENERIC)	Informational (no severity)	Minor to Major (depending on the accompanying message)
DB005 (DB_GENERIC)	Informational (no severity)	Minor

Problems filtering message log

Message filtering based on severity level does not work properly when you specify the number of messages to view. Message filtering is available on the **Modify Message Log Report** screen in Web Administration (Reports > Message Log Report > Modify Message Log Report) and the **display messages** command using the **priority** option.

Normally, you should be able to specify both the severity level and the number of alarms you want to view in the message log. For example, you should be able to specify ***C Critical** in the **Priority** field and **50** in the **Number of Messages to be Displayed** field on the **Modify Message Log Report** screen to show the last 50 critical alarms. However, when you do this or enter **`display messages id all priority critical source all 50`**, the system may displays a subset of the critical messages or no messages at all, even though critical level alarms are in the message log.

To correctly filter messages based on severity level, use the **display messages** command and specify **all** for the number argument. For example,

`display messages id all priority critical source all all`

shows all of the critical alarms in the message log.

For more information on the display messages command, see "Administration > Command-line administration" in *Avaya IR R1.2.1 System Help*.

IMPORTANT:
You can also set the **Number of Messages to be Displayed** field to **All** on the **Modify Message Log Report** screen, but doing this can adversely affect the performance of the IR system. If you use this method, select a time when system performance is not critical.

Documentation issues

The information in this section updates various parts of the *Avaya IR R1.2.1 System Help.* The help system will be updated with this information in the next service pack or release.

This section includes the following topics:

show_sys command is enhanced

The **show_sys** command displays more data about the system than was available in the previous CONVERSANT systems. This data now includes information about NMS telephony cards and VoIP cards. The **show_sys** command also uses Solaris commands to acquire other system information.

Below is a list of the major sections of the scan.out file generated by the system when **show_sys** is run, which includes the new information available in this release.

- Basic information (such as versions of the operating system and Avaya IR software, CPU type, and memory size)
- Disk partition information
- Voice cards and their function (NMS or VoIP)
- Platform information
- CPUs
- IO devices
- Memory configuration
- USB devices
- Right-to-Use license
- Free space in the UNIX file system
- Speech storage
- Installed software
- Snapshot of panic from the **crash** command
- Current values (subset) of UNIX tunable parameters
- Proxy TTS information
- Speech recognition proxy information
- Free space in swap
- Free space in the speech file system
- Last lines from the **croncdh** file
- UUCP information
- Output of the **pmadm -l** command

- Cron information for root
- T1 DNIS information
- Cards installed (including trunk, port, channel, state, and service information)
- Output of **`ipcs -qob`** command
- System activity report for eight days, including current day

Change in Sun Fire 280R platform

The Sun Fire 280R does not require a keyboard or a mouse. The documentation for Release 1.2.1 incorrectly states that the Sun Fire 280R requires a Country Kit with power cord, keyboard, and mouse.

Additional administration commands

The **cticonfig**, **dbconfig**, and **display servers** commands are available for Avaya IR Release 1.2.1, but were omitted from the documentation.

cticonfig command

The **cticonfig** command administers the configuration of a Computer Telephony Integration Data Integration Process (CTI DIP).

Synopsis

```
cticonfig
```

Description

Use the **cticonfig** command to administer the configuration of any of the following CTI DIPs:

- TSERVER1
- TSERVER2
- TSERVER3

Any of the following functions can be administered for any of the CTI DIPs listed above:

- **List configuration** – lists DIP configuration parameters
- **Add/change configuration** – adds or changes DIP configuration parameters
- **Delete configuration** – deletes DIP configuration parameters
- **Start/stop/restart DIP** – starts, stops, or restarts a DIP

The following table describes the CTI DIP configuration parameters:

Parameter	Description
Enter dip port <default is 6800>	The port monitored by the CTI DIP. The default port number is *6800*. This is the same for all the telephony servers. Unless you have another service on the system that is listening on this port, you can use the default.
Telephony server host name	The LAN host name for the telephony server. **Values:** Any string

Telephony server port number <default is 450>	The Avaya IR port used by the telephony server.
Telephony server user name	The user name you use to log in to the telephony server. **Values:** Any string
Telephony server password	The password you use to log in to the telephony server. **Values:** Any string
Enter company [LUCENT or AVAYA]	The name of the switch vendor. **Values:** LUCENT, AVAYA
Enter switch name <eg. G3_SWITCH>	The name of the switch. **Values:** Any string
Enter driver name <default: CSTA>	The name of the driver. **Values:** CSTA
Enter telephony server host name	The LAN host name for the telephony server. **Values:** Any string

dbconfig command

The **dbconfig** command administers the configuration of a JDBC database Data Interface Process (DIP).

Synopsis

```
dbconfig
```

Description

Use the **dbconfig** command to administer the configuration of any of the following database DIPs:

- DBDIP1
- DBDIP2
- DBDIP3
- DBDIP4
- DBDIP5

- Database CDH
- File CDH

Any of the following functions can be administered for any of the database DIPs listed above:

- **List configuration** – lists DIP configuration parameters
- **Add/change configuration** – adds or changes DIP configuration parameters
- **Delete configuration** – deletes DIP configuration parameters
- **Test configuration** – tests a DIP configuration
- **Start/stop/restart DIP** – starts, stops, or restarts a DIP

The following table describes the database DIP configuration parameters:

Parameter	Description
Database type	The type of database you want to use. **Values:** Oracle, Sybase, IBM DB2, Informix, Microsoft SQL Server.
Database host name	The LAN host name for the server hosting the database. **Values:** Any string
Database name	The name of the database. **Values:** Any string
Database port	The LAN port monitored by the database DIP. **Values:** 1-65535
Database user name	The user name used to access the database. **Values:** Any string
Database password	The password used to access the database. **Values:** Any string
Connection pool size	The amount of main memory resources used for databases. **Values:** 1-200

display servers command

The **display servers** command displays the status of administered Proxy TTS servers.

Synopsis

```
display servers
```

```
disp servers
```

Description

The **display servers** command displays the status of administered Proxy TTS servers.

Example

The following example displays the status of administered Proxy TTS servers.

```
   disp servers
```

Supported audio format

The *Avaya IR R1.2.1 System Help* does not specify the supported audio format for the platform. The system supports the following type of audio file for speech and recording:

Audio format: G.711 mu-law
Sample rate: 8 kHz
Channels: Mono
Resolution: 8-bit

Obtaining software patches

Avaya recommends you review the IR software patches available on the Avaya Support Centre Web site. You should download and install patches that are relevant to your needs.

To obtain software patches:

1. From a Web browser, go to Avaya Support Centre Web site (http://support.avaya.com).

   The browser displays the support site.

2. From the navigation menu, select **Contact Centers/CRM > Interactive Voice Response > Interactive Response > R 1.2**

   The browser displays a list of items available for IR in the main browser frame.

3. From the list, select **Software Downloads.**

   The browser displays a table listing the current patches and service packs available for the release.

4. Select the patch you want to download.

   The browser displays information about the patch, including a description of the issue the patch addresses and instructions for downloading and installing the patch.

5. Follow the instructions on the Web page to download and install the patch on the IR system.

IrEVENTS man page correction

The IRE_PLAY_DONE and IRE_RECORD_DONE events documented in the IrEvents man page should specify that the Event_mod1 modifier can be set to IREM_HUNGUP. This event indicates that the play or record request was abruptly terminated by the caller hanging up the phone.

IrFlash man page correction

This topic describes the irFlash function, which is supported for Avaya IR Release 1.2.1. The documentation for Release 1.2.1 describes the irFlash function as not available.

NAME

irFlash - flash the switch-hook

SYNOPSIS

```
#include <irapi.h>

int irFlash (channel_id cid, int tag);
```

DESCRIPTION

The *irFlash* function flashes the switch-hook for the channel specified as *cid*.

tag is a user-supplied number that associates an *irFlash* function call with a subsequent event. The event is returned in an event structure ir_event_struct [see IrEVENTS(4IRAPI)].

IRAPI library parameter IRP_FLASH_DURATION [see IrPARAMETERS(4IRAPI)] defines the duration of the switch-hook flash. Its existing value can be retrieved using irGetParam(3IRAPI) while a new value can be assigned to it using irSetParam(3IRAPI). The default IRP_FLASH_DURATION depends on the parameters associated with switch integration. If a different flash duration is required, this parameter must be set to the desired value before invoking *irFlash*. *irFlash* uses the value available at the time of flashing the switch-hook.

IRAPI library parameter IRP_FLASH_TYPE indicates whether to wait after generating the flash. The default value IRD_FLASH_NO_WAIT applies to all telephony types for which flash is supported and indicates that the IRE_FLASH_DONE event is generated as soon as the flash has been generated. The optional value of IRD_FLASH_AND_WAIT applies only to Line Side T1 and E1 and indicates that the library should wait briefly after generating the flash so that the switch can prepare to detecting DTMF digits used for dialing. Currently with LST1, there is no dial tone detection so this brief wait helps the switch to prepare to detect digits, but cannot ensure that the switch is ready.

The FLASH_DONE_EVENT indicates that the flash has been generated, but does not ensure that the switch is ready to accept digits for dialing.

WARNING: The parameters described above must be changed before calling *irFlash*.

Flashing is not supported for all telephony types (eg. PRI) and will only achieve the desired results if the switch supports flash in the manner desired.

EVENT

An IRE_FLASH_DONE event is returned with the appropriate modifier to indicate the success or failure of the function. Applications should be prepared to deal with the the dial-tone event occurring either before or after the IRE_FLASH_DONE event.

RETURN VALUE

IRR_OK is returned if the request is successfully initiated.

IRR_FAIL is returned if an error occurs.

ERROR

irError is set as follows if an error occurs:

IRER_INVALID if the cid is invalid

IRER_SERVICESTATE if the cid is not in the IRD_ACTIVE service state

IRER_SYSERROR if a system or driver call failure occurs (see irSysError for additional information)

IRER_UNSUPPORTED if a flash is attempted on telephony hardware that does not support the feature

IRER_BADSTATE if the cid is not in the IRS_IDLE library state

SEE ALSO

irSetParam(3IRAPI), *irGetParam(3IRAPI)*,

IrPARAMETERS(4IRAPI), *IrEVENTS(4IRAPI)*

VERSION

This is version 10/17/03 of this man page.

Additional third-party software package

The TDD Recognition Server Package is a third-party software package that is available for Avaya IR Release 1.2.1, but was omitted from the documentation.

Package name

TDD Recognition Server Package

Package identifier

tdd

Package type

Third-party

Description

The TDD Recognition Server is software provided by Interactive Northwest Inc. that enables the Avaya Interactive Response system to provide the functionality of a Telecommunication Devices for the Deaf (TDD) modem. For more information, see the Interactive Northwest Inc. Web site (http://www.interactivenw.com).

Installation of this package is protected by password and must be performed by Avaya or a certified third-party service provider. Contact Avaya for more information.

Help system does not search on some terms

The search function in the *Avaya IR R1.2.1 System Help* does not search on terms that are very common in the help topics. This limitation is appropriate for common elements of language, such as "the," "not," and "with." However, the search function will not search on other very common terms such as "Avaya" or "IRAPI." This can cause unexpected results when using search terms such as "Avaya Recognizer" or "Avaya VoiceXML."

If the help search function returns unusual results, review the search terms you used and enter the terms that are relatively more unique than the others. For example, enter the search term "Recognizer" instead of "Avaya Recognizer."

Statement about Netscape support

Avaya redistributes Netscape as part of the IR system. As part of the redistribution agreement, Avaya is required to provide the following information in the documentation for this product:

> End-users are not entitled to receive from Netscape any support, warranty, or documentation associated with the Netscape product unless they have paid for such support, warranty or documentation. End user can purchase support from Netscape, at http://help.netscape.com.

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