

Lucent Technologies
Bell Labs Innovations



INTUITY
Interchange Maintenance

585-310-574
Comcode 107881627
Issue 1
October 1996

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

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For additional documents, refer to the section in "About This Document" entitled "Related Resources."

You can be placed on a standing order list for this and other documents you may need. Standing order will enable you to automatically receive updated versions, billed to account information that you provide. For more information or to be put on a list to receive future issues of this document, contact the Lucent Technologies Publications Center.

European Union Declaration of Conformity

Lucent Technologies Business Communications Systems declares that MAP/100 equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:

EMC Directive 89/336/EEC

Low-Voltage Directive 73/23/EEC



The "CE" mark affixed to the equipment means that it conforms to the above directives.

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Any references within this text to American Telephone and Telegraph Corporation or AT&T should be interpreted as references to Lucent Technologies Incorporated. The exception is cross references to books published prior to December 31, 1996, which retain their original AT&T titles.

Heritage

Lucent Technologies - formed as a result of AT&T's planned restructuring - designs, builds, and delivers a wide range of public and private networks, communication systems and software, consumer and business telephone systems, and microelectronics components. The world-renowned Bell Laboratories is the research and development arm for the company.

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

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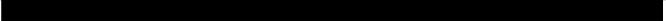
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About This Document

Purpose

This book, *Lucent INTUITY Interchange Maintenance*, 585-310-571, contains instructions for maintaining the Lucent INTUITY™ Interchange system. The book only contains the information that is specific to maintenance for the INTUITY Interchange. Refer to *Lucent INTUITY™ Platform Administration and Maintenance for Release 3.0*, 585-310-557, for additional information.

Intended Audiences

This book is intended primarily for the personnel responsible for maintenance of the INTUITY Interchange.

Release History

This is the first release of this book.

How to Use This Book

This book is organized into the following sections:

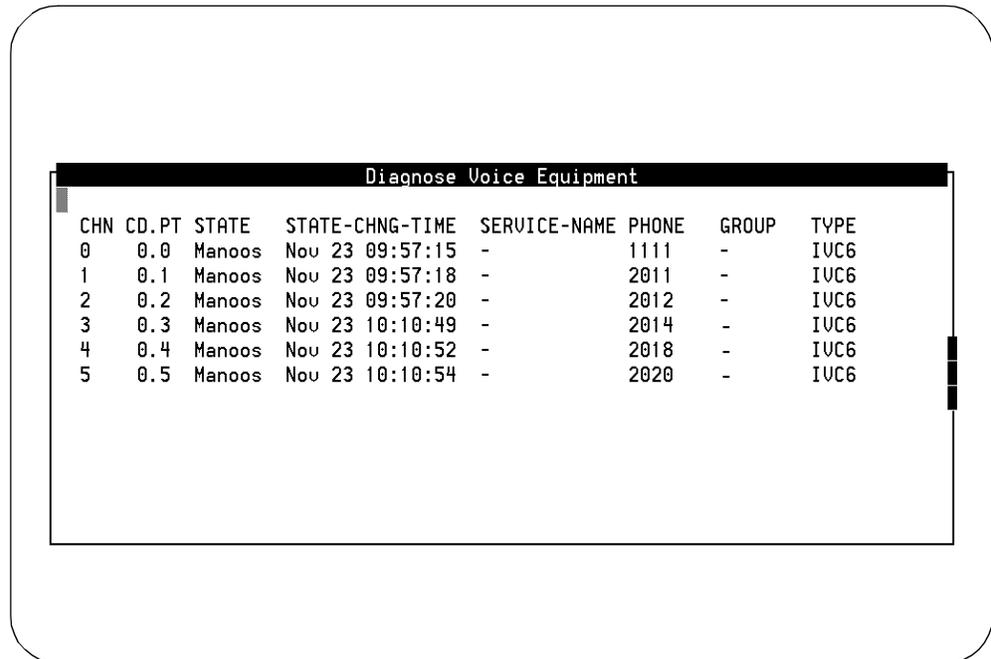
- Chapter 1, "Maintenance Strategy", describes the maintenance strategy of the INTUITY Interchange.
- Chapter 2, "System Recovery", provides system recovery procedures for the INTUITY Interchange.
- Chapter 3, "Alarm and Administrator Logs", provides alarm and administrator log entries for the INTUITY Interchange.
- Chapter A, "Current Engineering Updates", provides information on hardware updates to the current *Lucent INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557, and *Lucent INTUITY MAP/100 Hardware Installation*, 585-310-139.

Conventions Used in This Book

This section describes the conventions used in this book.

Terminology

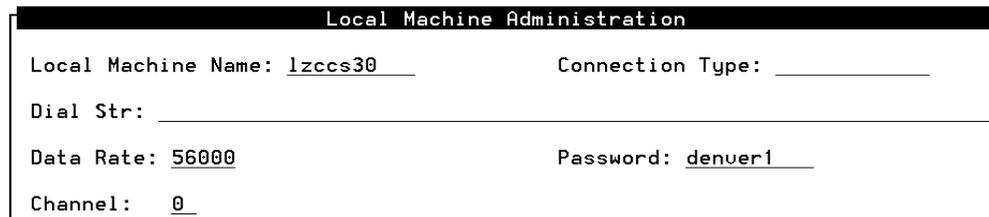
- The word "type" means to press the key or sequence of keys specified. For example, an instruction to type the letter "y" is shown as
Type **y** to continue.
- The word "enter" means to type a value and then press `(ENTER)`. For example, an instruction to type the letter "y" and press `(ENTER)` is shown as
Enter **y** to continue.
- The word "select" means to move the cursor to the desired menu item and then press `(ENTER)`. For example, an instruction to move the cursor to the start test option on the Network Loop-Around Test screen and then press `(ENTER)` is shown as
Select Start Test.
- The Lucent INTUITY system displays *windows*, *screens*, and *menus*. "Windows" show and request system information (Figure 1 and Figure 2, respectively). "Screens" request that you enter a command at the `enter command: prompt` (Figure 3). "Menus" (Figure 4) present options from which you can choose to view another menu, or a screen or window.
- The words "subscriber" and "user" are interchangeable terms that describe a person administered on the Lucent INTUITY system. The word "user" is the preferred term in the text; however, "subscriber" appears on most of the screens.



The screenshot shows a window titled "Diagnose Voice Equipment" containing a table with the following data:

CHN	CD.PT	STATE	STATE-CHNG-TIME	SERVICE-NAME	PHONE	GROUP	TYPE
0	0.0	Manoos	Nov 23 09:57:15	-	1111	-	IVC6
1	0.1	Manoos	Nov 23 09:57:18	-	2011	-	IVC6
2	0.2	Manoos	Nov 23 09:57:20	-	2012	-	IVC6
3	0.3	Manoos	Nov 23 10:10:49	-	2014	-	IVC6
4	0.4	Manoos	Nov 23 10:10:52	-	2018	-	IVC6
5	0.5	Manoos	Nov 23 10:10:54	-	2020	-	IVC6

Figure 1. Example of a Lucent INTUITY Window



The screenshot shows a window titled "Local Machine Administration" with the following configuration fields:

Local Machine Name: lzccs30 Connection Type: _____
Dial Str: _____
Data Rate: 56000 Password: denver1
Channel: 0

Figure 2. Example of a Lucent INTUITY Window

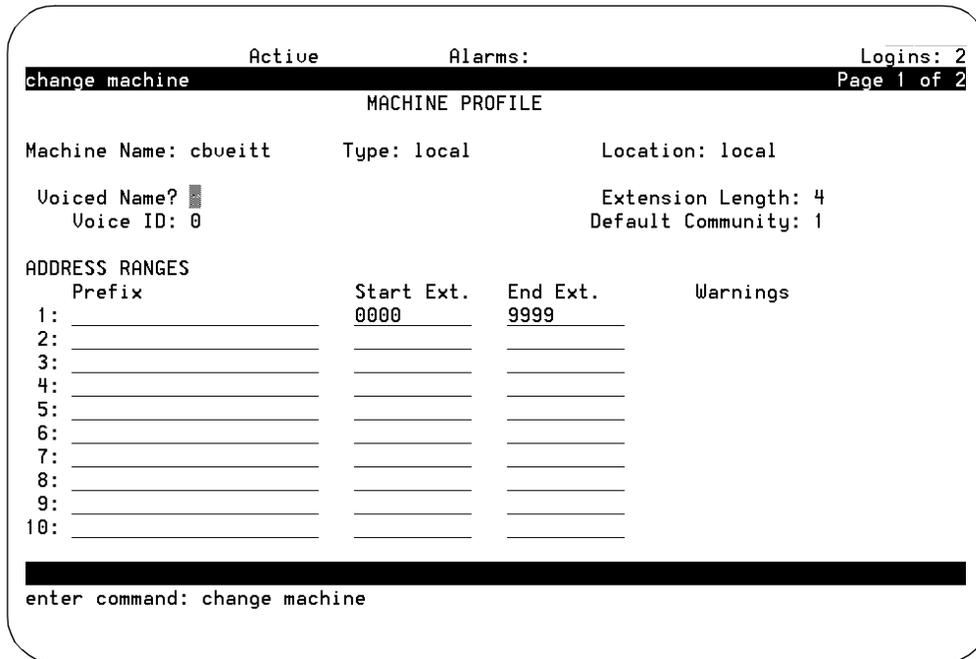


Figure 3. Example of a Lucent INTUITY Screen



Figure 4. Example of a Lucent INTUITY Menu

Terminal Keys

- Keys that you press on your terminal or PC are represented as rounded boxes. For example, an instruction to press the enter key is shown as
Press `ENTER`.
- Two or three keys that you press at the same time on your terminal or PC (that is, you hold down the first key while pressing the second and/or third key) are represented as a series of separate rounded boxes. For example, an instruction to press and hold `ALT` while typing the letter “d” is shown as
Press `ALT` `D`.
- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as round boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 2 is shown as
Press `F2` (CHOICES).
- Keys that you press on your telephone keypad are represented as square boxes. For example, an instruction to press the first key on your telephone keypad is shown as
Press `1` to record a message.

Screen Displays

- Values, system messages, field names, and prompts that appear on the screen are shown in typewriter-style `constant-width` type, as shown in the following examples:

Example 1:

```
Enter the number of ports to be dedicated to outbound traffic in the
Maximum Simultaneous Ports field.
```

Example 2:

```
Alarm Form Update was successful.
Press <Enter> to continue.
```

- The sequence of menu options that you must select to display a specific screen or submenu is shown as follows:

Start at the Lucent INTUITY Administration menu and select:

```
> Customer/Services Administration
```

```
> Alarm Management
```

In this example, you would access the Lucent INTUITY Administration menu and select the Customer/Services Administration menu. From the Customer/Services Administration menu, you would then select the Alarm Management screen.

- Screens shown in this book are examples only. The screens you see on your machine will be similar, but not exactly the same.

Other Typography

- Commands and text you type in or enter appear in **bold type**, as in the following examples:

Example 1:

Enter **change-switch-time-zone** at the `enter` command: prompt.

Example 2:

Type **high** or **low** in the `Speed:` field.

- Command variables are shown in ***bold italic*** type when they are part of what you must type in and *regular italic* type when they are not, for example

Enter **ch ma *machine_name***, where *machine_name* is the name of the call delivery machine you just created.

Safety and Security Alert Labels

This book uses the following symbols to call your attention to potential problems that could cause personal injury, damage to equipment, loss of data, service interruptions, or breaches of toll fraud security:

 **CAUTION:**

Indicates the presence of a hazard that if not avoided can or will cause minor personal injury or property damage, including loss of data.

⚠ WARNING:

Indicates the presence of a hazard that if not avoided can cause death or severe personal injury.

⚠ DANGER:

Indicates the presence of a hazard that if not avoided will cause death or severe personal injury.

Related Resources

This section describes additional documentation and training available for you to learn more about installation of the Lucent INTUITY product.

Documentation

⇒ NOTE:

The *Lucent INTUITY Documentation Guide*, 585-310-540, contains a detailed description of all books included in the Release 3.0 Lucent INTUITY documentation library. Always refer to the appropriate book for specific information on planning, installing, administering, or maintaining a Lucent INTUITY system.

It is suggested that you obtain and use the following books in conjunction with this maintenance book:

- *Lucent INTUITY MAP/100 Hardware Installation*, 585-310-139, for detailed information on installing hardware on the MAP/100
- *Lucent INTUITY Software Installation for Release 3.0*, 585-310-160, for detailed information on installing software
- *Lucent INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557, for detailed information on maintenance and troubleshooting for the MAP/100 and the INTUITY AUDIX application
- *Lucent INTUITY Interchange Installation*, 585-310-608, for detailed installation procedures for INTUITY Interchange systems
- *Lucent INTUITY Interchange Administration*, 585-310-573, for detailed information on INTUITY Interchange administration, reports, and subscriber interface

It is suggested that you obtain and use the following book for information on security and toll fraud issues:

- *GBCS Products Security Handbook*, 555-025-600

See the inside front cover for information on how to order Lucent INTUITY documentation.

Training

The following training class is recommended as a prerequisite to installing a Release 3.0 Lucent INTUITY system:

- Course No. MO1616A, INTUITY Messaging Solutions Installation and Maintenance

The following diskette accompanies the INTUITY Interchange documentation:

- Course No. MC9615C, INTUITY AUDIX High Capacity Option and INTUITY Interchange

For more information on Lucent INTUITY training, call the BCS Education and Training Center at one of the following numbers:

- Organizations within Lucent: (904) 636-3261
- Lucent customers and all others: (800) 255-8988

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The following trademarked products are mentioned in this book:

- AUDIX is a registered trademark of Lucent Technologies.
- INTUITY is a trademark of Lucent Technologies.
- BayStack is a trademark of Bay Networks, Inc.
- MAX is a trademark of Ascend Communications, Inc.

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We are interested in your suggestions for improving this book. Please complete and return the reader comment card that is located at the back of this book.

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Room 22-2H15
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Denver, Colorado 80234

Please be sure to mention the name and order number of this book.

Overview

The Lucent INTUITY™ system provides a single point of reference for troubleshooting a problem regardless of the system configuration. The Lucent INTUITY Interchange application does not change this maintenance strategy. All applications use the same alarm log to report errors occurring within an application or in its interaction with other applications. The alarm log receives entries from all areas of the system (including the Interchange-specific modules), prioritizes the alarms according to severity, and makes them accessible.

The information in this book should be used in conjunction with *Lucent INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557.

Performing An Upgrade

To perform an upgrade of the Interchange software, refer to Chapter 3, "Upgrading Interchange Software," of *Lucent INTUITY Interchange Installation*, 585-310-608.

What's in This Chapter

This chapter contains system recovery procedures for the INTUITY Interchange. Use the information in this chapter in conjunction with the procedures for system recovery for the INTUITY Release 3.0 system provided in *INTUITY Software Installation for Release 3.0*, 585-310-160.

⇒ NOTE:

If you are performing an upgrade of the Interchange software, refer to Chapter 3, "Upgrading Interchange Software," of *Lucent Intuity Interchange Installation*, 585-310-608. Do **not** use the procedures contained in this chapter as these are specific to system recovery.

Interchange System Recovery Checklist

This checklist provides system recovery procedures for the INTUITY Interchange with all new hard disk drives.

The list of required procedures for the recovery scenario is numbered in the sequence that the items must be completed.

⇒ NOTE:

It is expected that the installation technician will work with the remote maintenance center during system recovery.

Checklist for Lucent INTUITY Interchange Systems with All New Hard Disk Drives

The procedures in this checklist should be conducted when you are replacing all of the hard disk drives on your Lucent INTUITY Interchange system.

Table 2-1. Checklist for Lucent INTUITY Interchange Systems with All New Hard Disk Drives

✓	Task	Reference Documentation
	Locate the most recent full attended backup tape. You will also need to use the nightly unattended backup tape which should be located in the cartridge tape drive.	N/A
	Install the hard disk drives.	<i>INTUITY Platform Administration and Maintenance for Release 3.0</i> , 585-310-557
	Install the base system software. ⇒ NOTE: Do not run installit at this time.	"Installing UNIX System Software"
	Clean the Hard Disk Drives 1 through 6.	"Cleaning a Hard Disk Drive"
	Install the Intunix software	"Installing the Intunix Package"
	Run installit	"Perform the installit Command"
	Install the Lucent INTUITY system software using the custom option.	"Installing Lucent Intuity System Software"
	Complete the software procedures to add Hard Disk Drives 1 through 5.	"Initializing a New Hard Disk"

Continued on next page

Table 2-1. Checklist for Lucent INTUITY Interchange Systems with All New Hard Disk Drives — *Continued*

✓	Task	Reference Documentation
	Install the INTUITY AUDIX Voice Messaging R3.x tape using the custom option, selecting the following packages: <ul style="list-style-type: none"> ■ OSmods ■ mtce ■ upgrade ■ vs ■ softFAX ■ IVC6DI ■ netw ■ tcpadm 	“Installing INTUITY Software” in this chapter
	Contact the remote maintenance center to turn on disk mirroring and to add 300 speech hours	N/A
	Install the Interchange remote field update (RFU).	“Installing the Interchange RFU”
	Install the Oracle software.	“Installing ORACLE Software”
	Install the Interchange Application software.	“Installing Interchange Application Software”
	Verify Interchange system recovery.	“Verifying Interchange System Recovery”
	Restore the Interchange administration data from the unattended backup tape(s).	“Restoring Administration Data”

Installing the UNIX System Software

To install the UNIX system software, do the following:

1. Insert the diskette labeled "UNIX SVR4.2 Operating System Independent Image Boot Floppy 1 of 2" into the floppy drive.
2. Turn on the INTUITY Interchange using the power switch on the front panel of the MAP/100 if the system has been powered off. If the system has power, press the reset button on the front panel of the MAP/100.

The system responds by running memory tests and booting the UNIX system. The following message appears:

```
Remove the diskette labeled "Boot Floppy 1 of 3".
```

```
If you have a diskette labeled "Host Bus Adapter Drivers",  
insert that diskette now.
```

```
For more information on the Host Bus Adapter diskettes, see  
the Installation Guide.
```

```
Otherwise, if you do not have the (or do not need to use) a  
Host Bus Adapter diskette, insert the diskette labeled "Boot  
Floppy 2 of 3".
```

```
Press 'ENTER' to continue.
```

NOTE:

The INTUITY Interchange system does not use Host Bus Adapter diskettes with this version of the operating system software. Additionally, the INTUITY Interchange system only uses 2 boot floppies. These floppy diskettes are labeled 1 of 2 and 2 of 2.

3. Remove boot floppy 1 of 2 from the floppy disk drive.
4. Insert the diskette labeled "Boot Floppy 2 of 2" into the floppy disk drive and press **(ENTER)**.

The system responds:

```
Welcome to the UNIX System Installation process!
```

```
If you have never installed the UNIX System before, it is  
recommended that you press the "F1" (or '?') key now to learn  
more about the installation process and the hardware  
requirements of the UNIX System.
```

```
-Pressing the 'F1' (or '?') key at any time during the  
installation will display more information or help.
```

```
-Pressing the 'Del' key at any time cancels the installation.
```

```
Press 'F1' (or '?') key for more information or 'ENTER' to  
continue.
```

⚠ CAUTION:

*If you press **DELETE** to stop the UNIX installation at any time, you must start the software installation process again with Boot Floppy 1 of 2.*

⇒ NOTE:

If you receive a message stating that you must have at least 60 MBytes of space in the hard drive to install UNIX, your hard disk drive is experiencing problems. The drive cable may not be connected properly, or you may have a faulty hard disk drive. Power down the system and check the hard disk drive cables.

5. Press **ENTER** to continue.
6. Determine your next step:
 - a. If the system does not detect files, go to Step 8.
 - b. If the system detects files, the following message:

⇒ NOTE:

This message appears only if Drive 0 is an existing disk and contains files.

WARNING: Files have been detected in the active partition(s) of your hard disk(s).

In order to install the operating system, you must have an active UNIX partition occupying 100% of your hard disk. No other partition may share the disk.

You have the option of removing the existing partitions at this point and creating a new UNIX partition. You should only remove the existing partitions if you don't want to save any files on your disk.

If you elect to abort the installation, the existing partitions will not be removed and installation will be halted.

1. Destroy existing partitions and create a new UNIX partition.
2. Abort the installation, leaving existing partitions untouched.

Type '1' or '2' followed by 'ENTER':

7. Press **(ENTER)** to accept the default of 1 and to destroy the existing partitions.

The system responds:

You must choose a system type. The system type you choose will determine the default file system sizes you will specify on the next screen.

Press the 'F1' or '?' key to see more information about these different system types.

Your system choices are:

1. MAP/100
2. MAP/40
3. MAP/5

Press '1', '2', or '3' followed by 'ENTER':

8. Enter **1** for MAP/100.

The system responds:

You have selected the system. Now you must specify the sizes of the filesystem slices. The recommended sizes for MAP/100 system are provided as defaults on this screen.

Press the 'F1' or '?' key to see more information about these different system types.

```

        Size of /stand in MB: xx
        Size of /dev/dump in MB: xx
        Size of /dev/swap in MB: xx
        Size of / in MB: xx
    
```

```

        Apply  Reset
    
```

Press 'TAB' to move the cursor between fields. When finished, move the cursor to "Apply" and press 'ENTER' to continue.

9. Enter the appropriate space needed for each slice as shown below. Press **(TAB)** to move the cursor between fields.

Table 2-2. Space Requirements for the MAP/100

Slice	Space Required
/stand	16
/dev/dump	96
/dev/swap	128
/	110

10. Verify that you have entered the correct sizes for the correct MAP.

11. Press **(TAB)** to highlight “apply” when you have finished entering and verifying the space requirements.
12. Press **(ENTER)** to apply the settings.

The system responds:

Surface analysis is recommended but not required. Here you must choose to skip or perform surface analysis.

Press the 'F1' or '?' key to see more information about these different system types.

Your choices are:

1. Perform surface analysis
2. Skip surface analysis

Press '1' or '2' followed by 'ENTER': 1

13. Press **(ENTER)** to perform surface analysis. This procedure takes 5 to 15 minutes per Gbyte of hard disk drive space.

 **WARNING:**

Surface analysis is required for all systems because it makes a configuration change to the disk. Failure to perform surface analysis may cause the INTUITY system to fail.

The system responds:

You may proceed with installation from cartridge tape, or go back to the previous menu and change your selection.

To proceed, please insert the Intuity Image cartridge tape into the tape drive and type '1' followed by 'ENTER'. Make sure the tape is fully inserted into the tape drive.

Your choices are:

1. The Intuity Image tape has been inserted in the tape drive.
2. Go back to previous menu.

Press '1' or '2' followed by 'ENTER':

14. Remove the boot floppy 2 of 2 from the floppy disk drive.
15. Insert the cartridge tape labeled UNIX SVR4.2 Op Sys Independent Image for MAP/100 into the tape drive.

16. Press **ENTER**.

The system responds with a series of processing messages, then the following:

The Intuity Image Installation is complete. Applications and other software sets can be installed using the tools available with the Intuity Image after the computer is rebooted.

When you press 'ENTER', the computer will be shut down. Make sure the boot floppy drive is empty.

17. Verify the floppy disk drive is empty and press **ENTER**.

The system is rebooted.

18. At the console login prompt, log into the system as root, and press **ENTER** at the password prompt.

⇒ NOTE:

If you encounter information that your password has expired, press **ENTER** for the old password, type **install1** for the new password, and type **install1** to confirm the new password.

Cleaning a Hard Disk Drive

A hard disk drive which contains data cannot be installed on the Intuity Interchange system. The hard disk drive must be cleaned before use.

To clean a hard disk drive, do the following:

1. Log in to the system as root.
2. Enter **fdisk /dev/rdisk/c0t1d0s0**

⚠ CAUTION:

The phrase c0t1d0s0 is the name of the disk to be cleaned. The number (1 in the example above) following the t identifies the number of the disk to be cleaned (hard disk drives 1, 2, 4, 5, and 6).

The system displays the Disk Cleaning Screen (Figure 2-1).

⇒ NOTE:

If you receive the message "No existing partitions", press **DELETE** and continue with the next procedure in the checklist.

```
Total disk size is 2048 cylinders (2048.0MB)
```

Partition	Status	Type	Start	End	Length	%	Approx MB
1	Active	UNIX System	0	2047	2048	100	2048.0

```
SELECT ONE OF THE FOLLOWING
```

0. Overwrite system master boot code
1. Create a partition
2. Change Active (Boot from) partition
3. Delete a partition
4. Update (Update disk configuration and exit)
5. Exit (Exit without updating disk configuration)

```
Enter selection:
```

Figure 2-1. Disk Cleaning Screen

3. Enter 3

The system displays the following message:

```
Enter the number of the partition you want to delete  
(or enter x to exit)
```

4. Enter the number of the partition.

For the example given in Figure 2-1, you would enter **1**

The system displays the following message:

```
Do you want to delete partition X? This will erase all  
files and programs in this partition (type "y" or "n").
```

5. Enter y

The system displays the following message:

```
Partition X has been deleted.
```

The system displays the Disk Cleaning Screen (Figure 2-1)

6. Enter **4**

The system displays the following message:

```
If you have created or altered a partition, you must
initialize the partition to reflect the new
configuration.  For a UNIX System partition run the
disksetup(1m) command.  For a DOS partiton, run the DOS
format command.  Changes limited to the "Active" status
field require no additional action.
```

7. Repeat the disk cleaning steps for the following disk drives in the MAP/100:

- c0t2d0s0
- c0t4d0s0
- c0t5d0s0
- c0t6d0s0

8. After all the disks have been clean, enter **init 6** at the system prompt to reboot the system.

Installing the Intunix Package

To install the Intunix package, do the following:

1. Make sure that you are logged into the system as root.

2. Enter **pkgadd -d ctape1**

The system responds:

```
Insert a cartridge into Tape Drive 1.
Type [go] when ready,
    or [q] to quit: (default:go)
```

3. Insert the INTUNIX+*n* 1 of 1 into the tape drive.

 **NOTE:**

n indicates the version of the Intunix update.

4. Press **(ENTER)**.

5. The system responds:

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

```
The following sets are available:
```

```
1    INTUNIX UNIX SVR4.2 Enhancement Set - Update n
      (486 Rel.2 of Indep UNIX, USL SVR4.2.3
```

```
Select package(s) you wish to process (or 'all' to process all
packages).  (default: all) [?,??,q]
```

6. Press `(ENTER)` to select all.

The system responds:

Installation in progress. Do not remove the diskette.

The following sets are available:

Listing of sets (software) available on this tape

Select package(s) you wish to process (or 'all' to process all packages). (default: all) [?,??,q]

7. Select all packages separated by commas, *except* for the **tcpfix** package.
8. Press `(ENTER)`.

The system responds:

Processing of <UNIX SVR4.2 Enhancement Set - Update n> is completed.

Insert a cartridge tape into Tape Drive 1.

Type [go] when ready

or [q] to quit: (default: go)

9. Enter **q**
10. Remove the INTUNIX tape from the tape drive.

Performing the installit Command

To run the **installit** command, do the following:

1. At the UNIX prompt, enter **installit**.

The system responds:

```
installit execution started: date time year
The system will attempt to perform a new installation
Press enter, to continue the Volume Manager installation
```

2. Press `(ENTER)` to continue the installation each time the system pauses and presents a prompt to press return to continue.

The system responds by rebooting the system then displaying the following prompt:

The system is ready.

The system's name is Intuity.

Welcome to Intuity AUDIX Voice Message System, Release 2.0
USL UNIX System V Release 4.2 Version 1.1 Patch U2.1

Console Login:

Installing the Lucent INTUITY System Software

To install the Lucent INTUITY system software, do the following:

1. Log in to the system as root, if necessary.

⇒ NOTE:

Press **(ENTER)** for the login password, or **install1** if you reset the password. This password and all passwords will change when customer data is restored. If the following message appears requesting the terminal type:

```
(TERM=AT386)?
```

press **(ENTER)** to accept this default.

The system displays the UNIX (#) prompt.

2. Insert the INTUITY AUDIX Voice Messaging R3.x Vex 1 of 1 cartridge tape into the tape drive.

3. Enter **pkgadd -d ctape1**

The system responds:

```
Insert a cartridge into Tape Drive 1.  
Type [go] when ready,  
    or [q] to quit: (default:go)
```

```
Insert a cartridge into Tape Drive 1.  
Type [go] when ready  
    or [q] to quit: (default: go)
```

4. Press **(ENTER)** to continue the installation.

System response:

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

```
The following sets are available:
```

```
1    Vex      Intuity Application Software Set  
      (486) 3.x-xx
```

```
Select package(s) you wish to process (or 'all' to process  
all packages). (default: all) [?,??,q]
```

5. Press **(ENTER)** to select all.

An installation information screen appears as shown in Figure 2-2.

```
The following types of installations are available. They are:

1 - All Packages - Installs software, voice announcements, and the
  initial database.

2 - Software Only - Installs only the software.

3 - Custom - Installs one or more packages selected by the installer.

Select type of installation:
  1) All Packages
  2) Software Only
  3) Custom
  4) Quit
```

Figure 2-2. Installation Information Screen

6. Enter **3**

System response:

Confirm: You selected option 3. (y/n)

7. Enter **y** to confirm.

The system responds with a list of questions, presented one at a time.

8. Select **y** for the following packages:

**OSmods
mtce
upgrade
vs
softFAX
IVC6DI
netw
tcpadm**



NOTE:

After selecting **y** for the **vs** package, the system responds:

```
Select switch type which is connected to this system
25 (System 25)
75 (System 75 or other PBX not listed here)
85 (System 85 or Dimension)
Enter selection (default:75) [?,??]
```

Press **ENTER** to select the default.

9. Press **ENTER** for any password prompts.

The system continues to load software after the password prompts, scrolling its activities across the screen. The following message then appears:

```
Insert a cartridge into Tape Drive 1.
Type [go] when ready
  or [q] to quit: (default: go)
```

10. Enter **q** to quit.
11. Remove the INTUITY System Software cartridge tape from the tape drive.
12. Enter **shutdown -y -g0 -i6** at the UNIX prompt.

System response:

```
Startup of the Voice System is complete
The system messages might wipeout the
Console Login prompt
Please hit the <ENTER> key after the messages stop
```

13. Press **ENTER** to obtain the console login prompt.

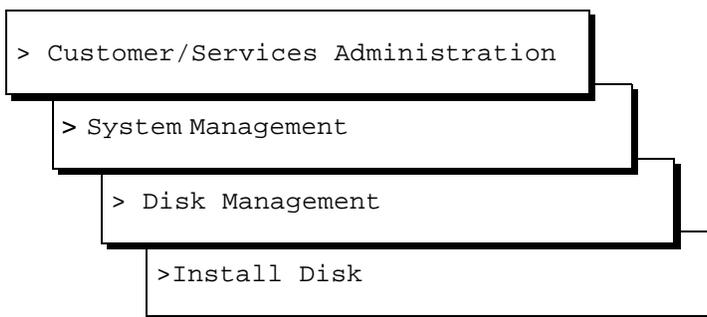
System response:

```
The system's name is Intuity.
Welcome to Intuity AUDIX Voice Messaging System, R2.0
Welcome to USL UNIX System V Release 4.2 Version 1
Console Login:
```

Initializing the New Hard Disk Drive

To initialize the hard disk drive, do the following:

1. Log in to the system as tsc.
2. Start at the Lucent INTUITY Administration menu (Figure 2-4) and select



The system displays the Install Disk window (Figure 2-3).



Figure 2-3. Install Disk Window

3. Enter the jumper id at the following prompt:

```
Enter jumper id of the disk being added (0-7):
```



NOTE:

Only disks 1, 2, 4 and 5 will be added. Disk 0 and 6 should *not* be added.

4. Enter 1

5. Press **F3** (SAVE).

The system responds:

The disk being installed at the selected jumper id has been installed previously. It is recommended that only new disks from the factory be installed on this system. Any existing data on this disk will be lost if you continue.

Do you wish to continue hit [y/n], and then hit Enter.

6. Enter **y**
7. Press **ENTER** when the system displays the following message:

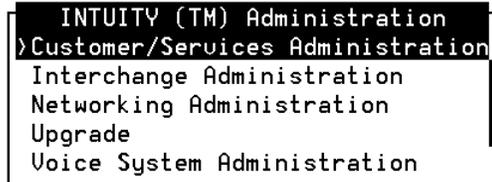
Disk installation was successful
Hit Enter to continue.

8. Repeat this procedure for hard disk drives 2, 4, and 5.

Installing the Interchange RFU

To install the Interchange RFU, do the following:

1. Log on to the INTUITY Interchange as craft.
2. Start at the Lucent INTUITY Administration menu (Figure 2-4).



```
INTUITY (TM) Administration
>Customer/Services Administration
Interchange Administration
Networking Administration
Upgrade
Voice System Administration
```

Figure 2-4. Lucent INTUITY Administration Menu

3. Select

```
> Customer/Services Administration
> System Management
> System Control
> Stop Voice System
```

4. Enter **y** to confirm that you wish to stop the voice system.

The system waits until all calls in progress disconnect before stopping the voice system and displays the following message:

The Voice System has stopped.

5. Press **(ENTER)** to continue.

6. Start at the Lucent INTUITY Administration menu and select

```
> Customer/Services Administration
> System Management
> UNIX Management
> Software Install
```

The system displays the Software Install menu (Figure 2-5).

```
Software Install
>Floppy drive
Tape drive
```

Figure 2-5. Software Install Menu

7. Insert the tape labeled "Remote Field Update A for INTERCHANGE 3.0-IP41-X."

8. Select Tape drive.

The system responds:

```
Insert a cartridge tape into Tape Drive 1.  
Type [go] when ready  
  or [q] to quit: (default: go)
```

9. Press **ENTER**.

The system responds:

```
Installation in progress. Do not remove the cartridge  
The following pkgs are available:
```

```
1   interchgrfu  Remote Field Update X for INTERCHANGE  
                      3.0-IP41-  
                      (486) 3.0-41
```

```
Select package(s) you wish to process (or 'all' to process all  
packages). (default: all) [?,??,q]
```

10. Press **ENTER**.

The system responds:

```
Processing of <Remote Field Update X for INTERCHANGE  
3.0-IP41-X> is completed.
```

```
Insert a cartridge tape into Tape Drive 1.  
Type [go] when ready  
  or [q] to quit: (default: go)
```

11. Enter **q**

12. Remove the tape labeled "Remote Field Update X for INTERCHANGE 3.0-IP41-X" from the tape drive.

13. Continue with the next procedure "Installing the ORACLE Software."

Installing the ORACLE Software

To install the ORACLE software, do the following:

1. Start at the Lucent INTUITY Administration menu (Figure 2-4) and select

```
> Customer/Services Administration
```

```
> System Management
```

```
> System Control
```

```
> Stop Voice System
```

2. Enter **y** to confirm that you wish to stop the voice system.

The system waits until all calls in progress disconnect before stopping the voice system and displays the following message:

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

3. Press **(ENTER)** to continue.
4. Start at the Lucent INTUITY Administration menu (Figure 2-4) and select

```
> Customer/Services Administration
```

```
> System Management
```

```
> UNIX Management
```

```
> Software Install
```

The system displays the Software Install menu (Figure 2-5).

5. Insert the tape labeled "ORACLE DBMS 7.0.16" into the tape drive.
6. Select Tape drive.

The system displays the following message:

```
Insert a cartridge tape into Tape Drive 1.  
Type [go] when ready  
or [q] to quit: (default: go)
```

7. Press **ENTER**.

The system displays the following message:

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

```
The following pkgs are available:
```

```
1  oracle  Oracle DMBS 7.0.16
      (486) 1.0-1
2  setupora Oracle Setup
      (486) 1.0-1
```

```
Select package(s) you wish to process (or 'all' to process all
packages). (default: all) [?,?,q]
```

8. Enter **2**

The system displays:

```
Processing of <Oracle Setup> is completed.
```

```
Insert a cartridge tape into Tape Drive 1.
```

```
Type [go] when ready
```

```
or [q] to quit: (default: go)
```

9. Enter **q**

10. Start at the Lucent INTUITY Administration menu (Figure 2-4) and select

```
> Customer/Services Administration
> System Management
> System Control
>Stop Voice System
```

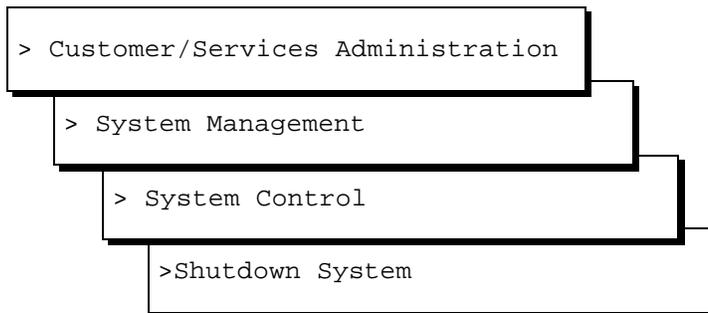
11. Enter **y** to confirm that you wish to stop the voice system.

The system waits until all calls in progress disconnect before stopping the voice system and displays the following message:

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

12. Press **ENTER** to continue.

13. Start at the Lucent INTUITY Administration Menu (Figure 2-4) and select



The system displays the Wait Time window.

14. Enter a number between 0 and 60 to designate how long the system will wait for users to log off.

15. Press **F3** (SAVE).

The system displays the following message:

```
Shutdown started.
```

When the system is completely shut down, the system will display the following message.

```
The system is down.
```

```
Press Ctrl-Alt-Del to reboot your computer.
```

16. Make sure that there is no diskette in the floppy drive.

17. Press **Ctrl-Alt-Del**.

The system performs a power-on self test (POST). The screen lists various hardware components and the status of the tests performed on those components.

When the reboot is complete, the system displays the following prompt:

```
Startup of the Voice System is complete.
```

```
Console Login:
```

18. Log on to the INTUITY Interchange as craft.

19. Start at the Lucent INTUITY Administration menu (Figure 2-4) and select

```
> Customer/Services Administration
> System Management
> System Control
> Stop Voice System
```

20. Enter **y** to confirm that you wish to stop the voice system.

The system waits until all calls in progress disconnect before stopping the voice system and displays the following message:

The Voice System has stopped.

21. Start at the Lucent INTUITY Administration menu (Figure 2-4) and select

```
> Customer/Services Administration
> System Management
> UNIX Management
> Software Install
```

The system displays the Software Install menu (Figure 2-5).

22. Insert the tape labeled "ORACLE DBMS 7.0.16" into the tape drive.
23. Select Tape drive.

The system displays the following message:

```
Insert a cartridge tape into Tape Drive 1.
Type [go] when ready
  or [q] to quit: (default: go)
```

24. Press **ENTER**.

The system displays the following message:

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

```
The following pkgs are available:
```

```
1  oracle  Oracle DBMS 7.0.16
      (486) 1.0-1
2  setupora Oracle Setup
      (486) 1.0-1
```

```
Select package(s) you wish to process (or 'all' to process all
packages). (default: all) [?,??,q]
```

25. Enter **1**

The system responds:

```
Is this a software only install (y/n/q)
```

26. Enter **n**



CAUTION:

Select n only when installing this package for the first time or during a system recovery. The n option should not be used during an upgrade.

27. Enter **y** to confirm the selection.



NOTE:

Installation of the ORACLE DBMS takes approximately 45 minutes.

When installation is complete, the system responds:

```
Installation of <Oracle DBMS 7.0.16 (oracle)> is
completed.
```

```
Insert a cartridge tape into Tape Drive 1.
```

```
Type [go] when ready
```

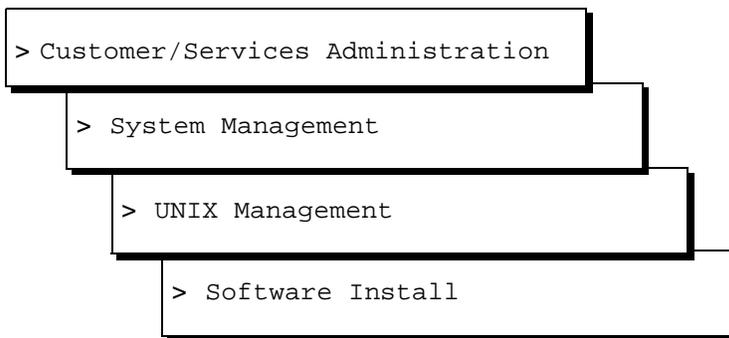
```
or [q] to quit: (default: go)
```

28. Enter **q**
29. Remove the tape labeled "Oracle DBMS 7.0.16" from the tape drive.
30. Reboot the system. Refer to Chapter 22, "Common Administration and Maintenance Procedures," of *INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557.
31. Continue with the next procedure "Installing the INTUITY Interchange Application Software."

Installing the INTUITY Interchange Application Software

To install the INTUITY Interchange Application software, do the following:

1. Start at the Lucent INTUITY Administration menu (Figure 2-4) and select



The system displays the Software Install menu (Figure 2-5).

2. Insert the tape labeled "INTUITY Interchange Application Software" into the tape drive.
3. Select Tape drive.

The system displays the following message:

```
Insert a cartridge tape into Tape Drive 1.
Type [go] when ready
  or [q] to quit: (default: go)
```

4. Press **ENTER**.

The system displays the following message:

```
Installation in progress. Do not remove the cartridge
The following pkgs are available:
```

```
1  interchg Intuity Interchange Software Set
    (486) ichg3.0-X.X
```

```
Select package(s) you wish to process (or 'all' to process all
packages). (default: all) [?,??,q]
```

5. Enter 1

The system responds:

Select type of installation

- 1) All Packages - Installs Software and Initial Database
- 2) Software Only - Installs only the software
- 3) Interchange Announcement Sets
- 4) Custom Installation
- 5) Quit

**CAUTION:**

Select 1 only when installing this package for the first time or during a system recovery. Do not select option 1 during an upgrade.

6. Enter 1

The system responds:

You have selected to install all packages including the default database. WARNING!! this will destroy the existing Interchange database! Do you wish to continue [y,n,?,q]

7. Enter y

The system responds:

Processing of <Intuity Interchange Software Set> is completed.

Insert a cartridge tape into Tape Drive 1.
Type [go] when ready
or [q] to quit: (default: go)

8. Enter q

9. Remove the tape labeled "Intuity Interchange Application Software" from the tape drive.
10. Press **(F6)** (CANCEL) twice to return to the System Management menu.
11. Shutdown and reboot the system. See "Rebooting the UNIX System" in Chapter 22, "Common Administration and Maintenance Procedures," of *Lucent INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557.

Verifying Interchange System Recovery

To verify installation of the Interchange software, do the following:

1. Start at the Lucent INTUITY Administration menu (Figure 2-4) and select

```
> Customer/Services Administration
```

```
> System Verification
```

```
> View Installed Software
```

The system displays the View Installed Software screen (Figure 2-6 and Figure 2-7). Use **F2** (NEXTPAGE) and **F3** (PREVPAGE) to move through the View Installed Software screen. The abbreviated versions of the packages installed appears after all detailed version of the packages.

```
View Installed Software
Displaying pkginfo (long version) for only the application
packages...
Displaying pkginfo for package Uex
  PKGINST: Uex
  NAME: Intuity Application Software Set
  CATEGORY: set
  ARCH: 486
  VERSION: 3.0-38
  PSTAMP: 3.38.0 R3.0 IP38 Tue Jul 11 10:22:32 EDT 1995
```

Figure 2-6. Sample View Installed Software Screen (Detailed Version)

View Installed Software		
softFAX 2.0		
intuity	OSmods	Intuity Operating System Modifications
Module		
Intuity	aag	Intuity Interchange AAG Package
system	acp	Enhanced Application Compatibility
patch	adscfix	UNIX SUR4.2 ADSC Driver Patch - Update G
system	audfs	AUDIX File system
system	base	Base System
system	bkrs	Extended Backup and Restore
system	bsdcompat	BSD Compatibility
system	cmds	Advanced Commands
preSUR4	compat	BSD compatibility package

Figure 2-7. Sample View Installed Software Screen (Abbreviated Version)

2. Locate the following packages in the View Installed Software screen:



NOTE:

The order of the packages vary in the View Installed Software screen. These packages do not necessarily appear in the order listed below.

Interchange RFU:

adsc+1
leomtce+1
leovs+1
sme42L+1

Oracle Tape:

oracle
setupora

Interchange Application Software Tape:

aag
ichg
ic_us-eng
icdfitdb
jamrt
netw
orasce
sec
sce

Restoring Administration Data

To restore INTUITY Interchange administration data, do the following:

1. Start at the Lucent INTUITY Administration menu (Figure 2-4) and select

```
> Customer/Services Administration
```

```
> System Management
```

```
> System Control
```

```
> Stop Voice System
```

2. Enter **y** to confirm that you wish to stop the voice system.

The system waits until all calls in progress disconnect before stopping the voice system and displays the following message:

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

3. Start at the Lucent INTUITY Administration menu (Figure 2-4) and select

```
> Customer/Services Administration
```

```
> Backup/Restore
```

```
> Restore
```

The system displays the following message.

```
please insert a tape into the tape drive to restore  
press <Enter> when tape is inserted  
press <Esc> key to terminate the restore
```

4. Insert the cartridge tape that contains the data to be restored into the tape drive.

5. Press **ENTER** to continue.

The system displays the header information for the tape. That information includes:

- Tape label
- Date
- List of packages (with release and version) installed on the machine when the tape was made
- Data types

The following is an example of tape header information:

```
PRODUCT_ID=2299999999
```

```
DATE=09/11/93 09:51
```

```
PKG=VM:0:R1.1
```

```
PKG=mtce:1.0:1.0-4
```

```
PKG=netw:0:1.0-4.3
```

```
PKG=vs:1.0:1.0-4
```

```
TYPE=System Data:
```

```
Press <Enter> to select data type.
```

```
Press <Esc> to terminate the restore.
```

6. Check the data types listed under `TYPE=System Data` to verify that this tape contains the appropriate data.

If it does not

- a. Press **ESC**.
- b. Return to Step 3.
- c. Try another tape.

If it does, continue with Step 6.

7. Press **ENTER** to continue.

The system displays the Restore window.

8. Enter **y** in the `System Data` and `Voice Name` fields that display the data types you want to restore.
9. Enter **n** in all of the other fields.
10. Press **F3** (SAVE) to restore the data types selected.
11. Insert subsequent tapes if prompted.

12. Press `[ENTER]` when the restore is complete and the system displays the following message:

```
restore process has been completed successfully  
press any key to continue
```

If the restore fails, the system displays the following message:

```
Restore Failed.
```

Do the following.

- a. Rewind the tape by removing it from the tape drive and then reinserting it.
 - b. Return to Step 4 and attempt the restore again.
 - c. If the restore fails a second time, access the alarm log. See *INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557, and follow associated repair actions for any active alarms in the log.
13. Reboot the system. Refer to Chapter 22, "Common Administration and Maintenance Procedures," of *INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557.

Alarm and Administrator Logs

3

What's in This Chapter?

This chapter provides the alarm and administrator log entries for the Lucent INTUITY™ Interchange system. The information in this chapter should be used in conjunction with *Lucent INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557. Only those alarms and administrator log entries that are specific to Interchange are contained in this chapter.

Alarm Log

Interchange Alarms

Alarm Code: 3001

Event ID: SWICOPENFAIL

Alarm Level: Major

Message Text: IC database open failure

Description: This alarm indicates that the ORACLE database server is not running.

Repair Action:

This alarm requires remote maintenance center intervention.

Alarm Code: 3002

Event ID: SWICINTERR

Alarm Level: Minor

Message Text: IC internal error

Description: This alarm indicates an Interchange process could not communicate with another Interchange process or a network problem occurred. If this alarm is active, it is likely that the Interchange is not in service or is not installed properly.

Repair Action:

This alarm requires remote maintenance center intervention.

Alarm Code: 3003

Event ID: SWRETRYEX

Alarm Level: Warning

Message Text: Retry count or max time for the message exceeded.

Description: This alarm is generated when the maximum transit time is exceeded for a given message type.

Repair Action:

None. This is for informational purposes only.

Alarm Code: 3004

Event ID: SWICORAINTErr

Alarm Level: Minor

Message Text: IC oracle internal error.

Description: This alarm may indicate a database error.

Repair Action:

This alarm requires remote maintenance center intervention.

Alarm Code: 3005

Event ID: SWICINVALIDVAL

Alarm Level: Minor

Message Text: Invalid value for sid or nid.

Description: This alarm indicates the system limits for subscriber IDs and node IDs have been exceeded.

Repair Action:

This alarm requires remote maintenance center intervention.

Alarm Code: 3006

Event ID: SWICCOREDUMP

Alarm Level: Minor

Message Text: IC module core dump saved.

Description: This alarm indicates a software problem caused a core dump of an Interchange process.

Repair Action:

This alarm requires remote maintenance center intervention.

Alarm Code: 3007

Event ID: SWICAUDERR

Alarm Level: Minor

Message Text: IC audit failed.

Description: This alarm indicates an audit of the Interchange database failed. This alarm does not mean that the Interchange database is corrupted.

Repair Action:

This alarm requires remote maintenance center intervention.

Alarm Code: 0000

Event ID: SWICIPROCDEAD

Alarm Level: Major

Message Text: Too many process restarts. IC stopped.

Description: The Interchange application has stopped since one or more processes died.

Repair Action:

This alarm requires remote maintenance center intervention.

Alarm Code: 0003

Event ID: SWICINITFAIL

Alarm Level: Major

Message Text: IC module initialization failure.

Description: This alarm indicates the Interchange module failed to initialize. The Interchange module failed to start.

Repair Action:

This alarm requires remote maintenance center intervention.

AAG Alarms

Protocol Alarms

Event ID: AAG001

Alarm Level: Minor

Message Text: Unable to determine status of incoming call.

Description: The incoming call did not contain the AMIS start protocol tones.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: AAG002

Alarm Level: Minor

Message Text: Unable to connect to remote machine
<machine name>.

Description: The AAG did not receive the AMIS start protocol tones when trying to connect to a remote AMIS machine.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: AAG011

Alarm Level: Minor

Message Text: Timeout during <protocol step> while
sending/receiving to/from <machine name>

Description: The initial connection was made and then the AAG did not receive any protocol tone during the <protocol step> provided in the message text.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: AAG012

Alarm Level: Minor

Message Text: Remote machine <machine name> disconnected.

Description: The remote machine disconnected prematurely.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: AAG013

Alarm Level: Minor

Message Text: Checksum/Frame error during <protocol step>
while sending/receiving to/from <machine
name>

Description: The AAG script detected a protocol error during
transmission.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: AAG014

Alarm Level: Warning

Message Text: Zero Messages Received

Description: The AAG receive script did not receive any messages.
There was no error detected in the protocol. This may
indicate the remote machine experienced an error during
message transmission.

Repair Action:

This alarm requires remote maintenance center intervention.

Software Alarms

Event ID: AAG021

Alarm Level: Minor

Message Text: Send script started without node id.

Description: The AMIS send application was started with a blank
machine id.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: AAG022

Alarm Level: Minor

Message Text: Send script started with incorrect node id <id>.

Description: The AMIS send script application was started with an incorrect machine id.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: AAG031

Alarm Level: Minor

Message Text: Error accessing AAG database table <table name>

Description: The AAG could not access the database table indicated in the message text. The database may have been corrupted.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: AAG041

Alarm Level: Minor

Message Text: SCE external function <function name> failed, ret code <return code>

Description: The interface between the Service Creation Environment (SCE) and the AAG returned an error.

Repair Action:

This alarm requires remote maintenance center intervention.

Telephone Administration Alarms

Event ID: AAG061

Alarm Level: Warning

Message Text: Too many invalid login attempts for phone administration

Description: There were too many invalid login attempts made to the AAG in the last 10 minutes. The number of invalid login attempts is a changeable parameter (for example, 10 invalid log attempts in 10 minutes).

Repair Action:
Contact the AAG administrator.

Software Alarms

Event ID: AAG081

Alarm Level: Minor

Message Text: Cannot Start AMIS Script Trigger Process

Description: The AMIS send script Trigger mechanism is unable to start.

Repair Action:
This alarm requires remote maintenance center intervention.

Event ID: AAG082

Alarm Level: Minor

Message Text: Error Initializing Socket: ERRNO <#>
Exiting...

Description: A system error has occurred.

Repair Action:
This alarm requires remote maintenance center intervention.

Event ID: AAG083

Alarm Level: Minor

Message Text: Client: tcp/aag_trig: Unknown service

Description: The triggering process is not registered in the system process. The process entry has not automatically been made in the /etc/services file.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: AAG084

Alarm Level: Minor

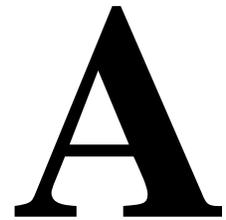
Message Text: Triggering process starting too frequently

Description: The AAG triggering process is respawning more than 5 times in 10 minutes.

Repair Action:

This alarm requires remote maintenance center intervention.

Current Engineering Updates



What's in This Appendix?

This appendix describes current engineering updates that apply to the Lucent INTUITY Multi-Application Platform 100 (MAP/100) system since the release of INTUITY AUDIX Release 3.0. These updates include:

- New 2-Gbyte (GB) hard disk drive
- Power supply replacement
- DCIU circuit card (GPsynch circuit card replacement)
- New STB Horizon video controller card
- New Ethernet local area network (LAN) circuit card

2-GB Hard Disk Drive

A new 2-GB hard disk drive is now certified on the Multi-Application Platform model 100 (MAP/100). This drive should be installed in the order detailed in *Lucent INTUITY MAP/100 Hardware Installation*, 585-310-139.

Figure A-1 illustrates the 2-GB hard disk drive and the jumper locations on the drive. Figure A-2 through Figure A-7 show the jumper settings for all six drives that may be installed.

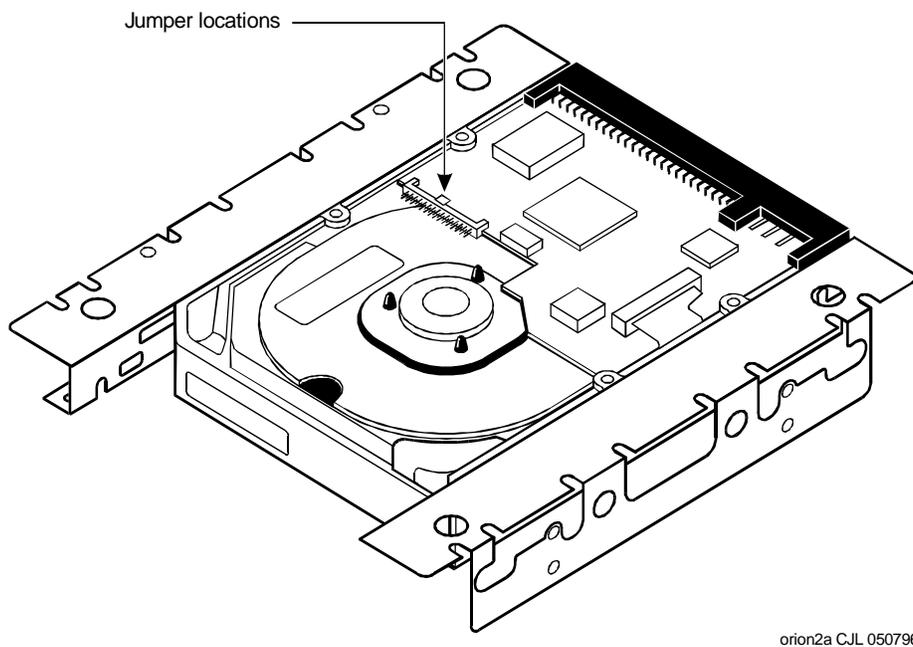


Figure A-1. Jumper Locations on the 2-GB Hard Disk Drive - comcode 407596857

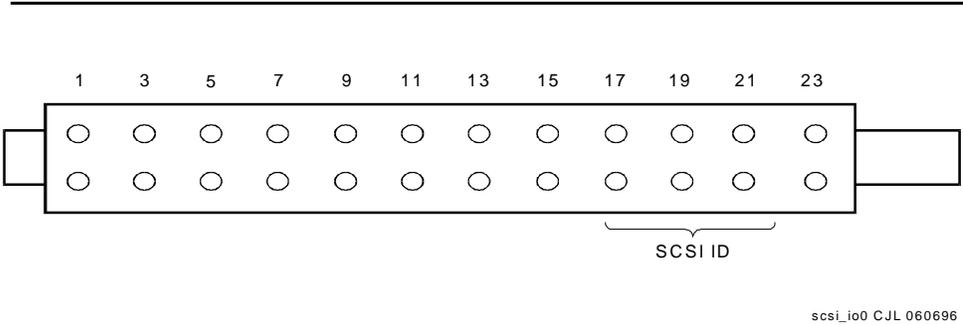


Figure A-2. Jumper Settings for the First Hard Disk Drive Installed - Bay 1, SCSI ID = 0

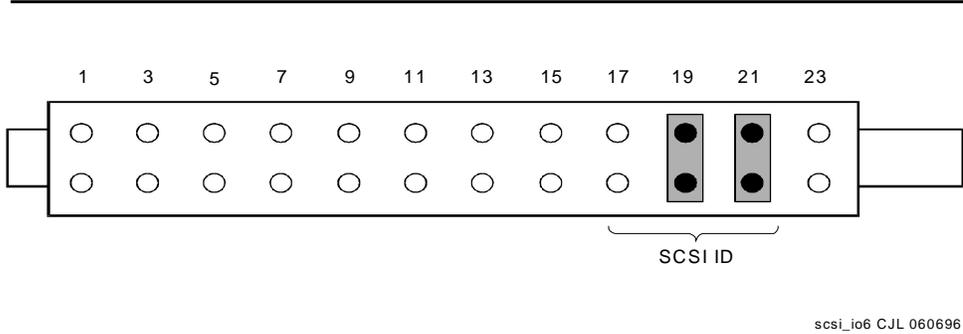


Figure A-3. Jumper Settings for the Second Hard Disk Drive Installed - Bay 3, SCSI ID = 6

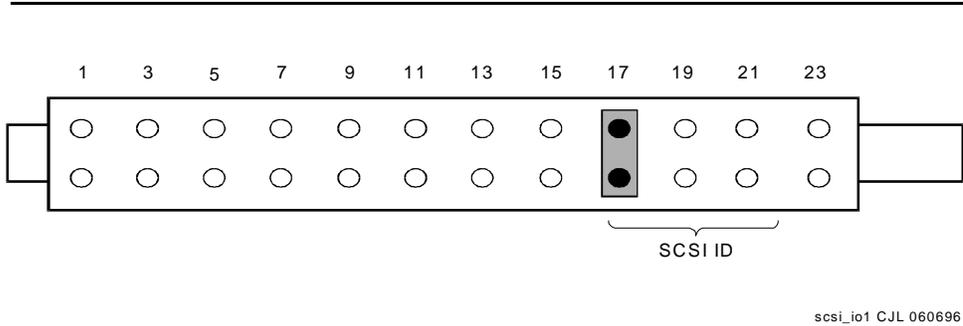


Figure A-4. Jumper Settings for the Third Hard Disk Drive Installed; Bay 5, SCSI ID = 1

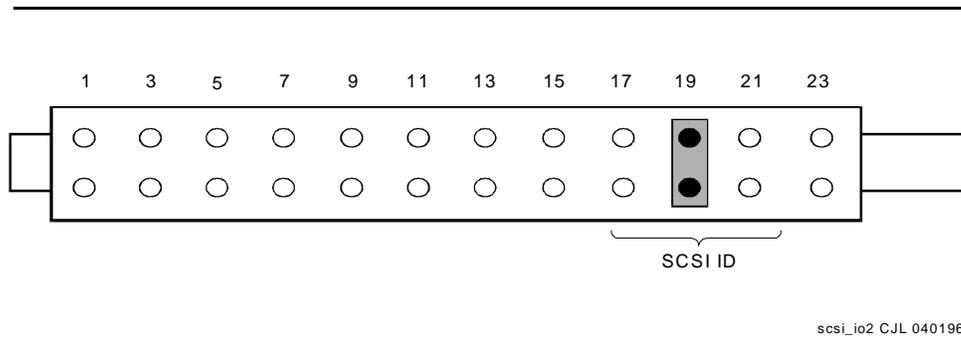


Figure A-5. Jumper Settings for the Fourth Hard Disk Drive Installed; Bay 6, SCSI ID = 2

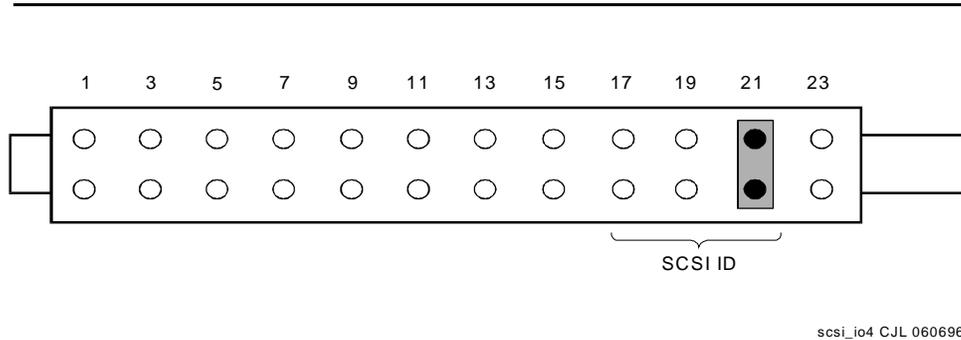


Figure A-6. Jumper Settings for the Fifth Hard Disk Drive Installed - Bay 2, SCSI ID = 4

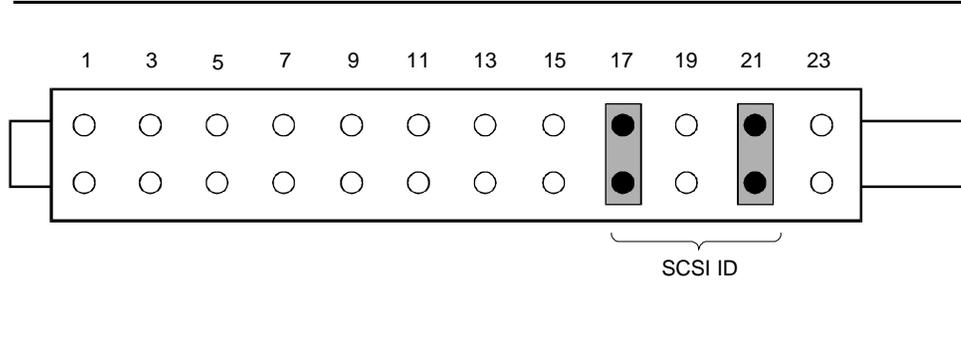


Figure A-7. Jumper Settings for the Sixth Hard Disk Drive Installed - Bay 4, SCSI ID = 5

Power Supply Replacement

The following section discusses replacing a power supply with another power supply for the MAP/100 platforms.

MAP/100s equipped with a single power supply, installed by the Lucent factory, will have the power supply located in position PS1 and a filler panel located in position PS2 (Figure A-9). MAP/100s equipped with redundant power supply will have a second power supply in place of the filler panel in position PS2.

⚠ CAUTION:

Do not operate the MAP/100 for extended periods without both positions, PS1 and PS2, being equipped with either a power supply or a filler panel.

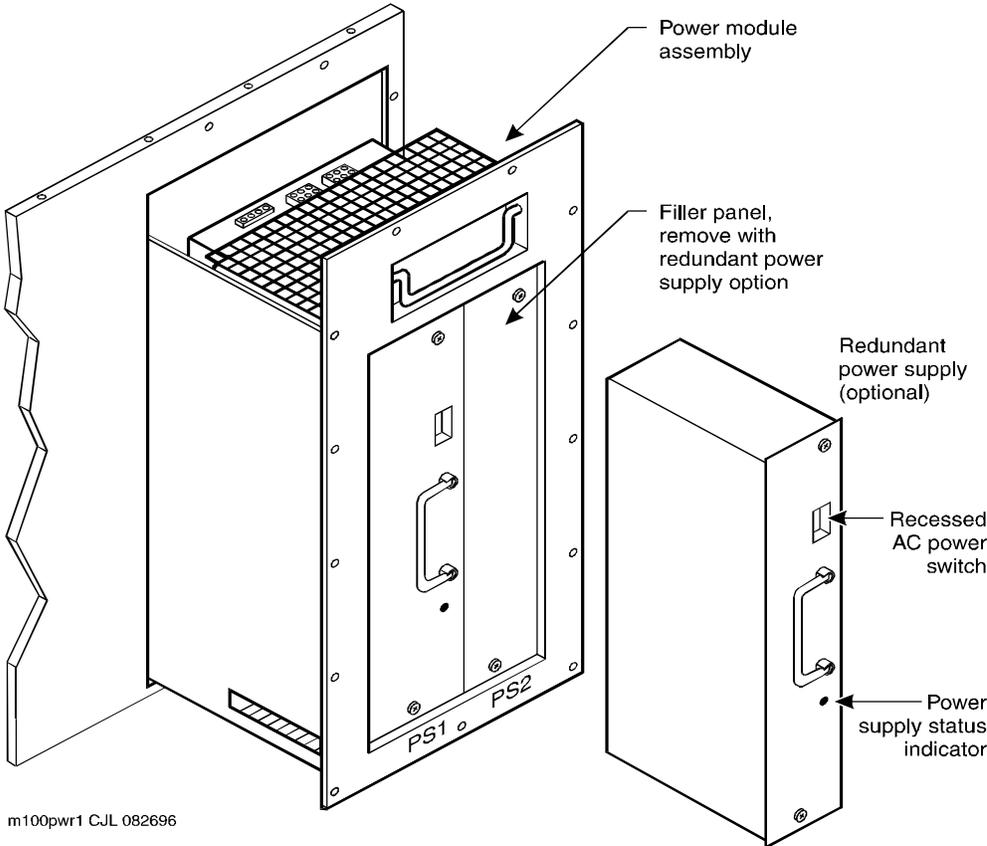


Figure A-8. Power Module Assembly with Redundant Power Supply Capability

The power supply module assembly with redundant power supply capability is not equipped with an internal UPS. The procedure for replacing power supplies differs depending on the number of power supplies present.

There are two indicators, on the front panel (Figure A-9), for each power supply in a MAP/100. The "PS1 OK" and the "PS2 OK" lights indicate that the power supplies are working properly. If one of these lights is not lit, the system has detected a fault. The power supply fan can not be serviced. As a result, the entire power supply must be replaced.

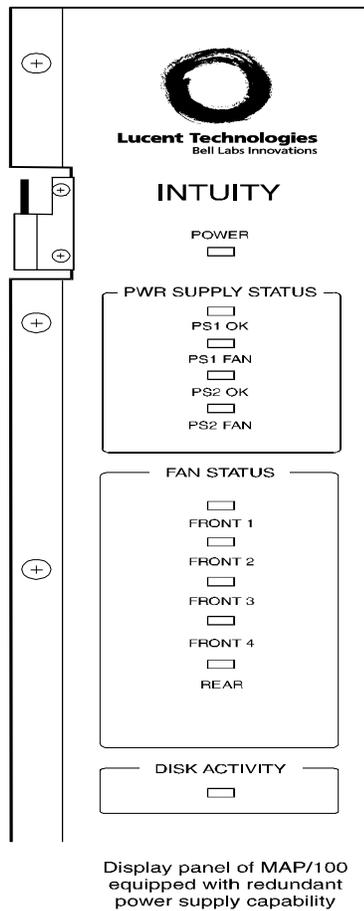


Figure A-9. MAP/100 Front Panel Display

The power supplies installed in the power module assembly automatically sense whether the incoming voltage is 110 or 220 VAC. There are no manual adjustments necessary to prepare the power supply for the incoming voltage.

The power module assembly with redundant power supply capability should never be removed from the MAP/100 when replacing or installing new power supplies. There are no serviceable components in the power module assembly. The power supplies attach to the power module assembly using a male connector and a backplane receptor (Figure A-10).

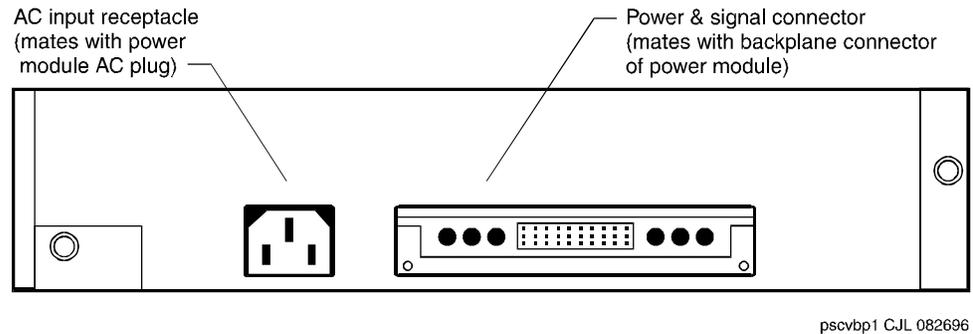


Figure A-10. Power Supply Back View

Single Power Supply Replacement

The following section describes how to replace the power supply for a MAP/100 equipped with a single power supply.

Remove the Power Supply

To remove the power supply in a power module assembly equipped with a single power supply, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following steps.
 - a. Stop the voice system. See "Stopping the Voice System" in Chapter 22, "Common Maintenance and Administration Procedures," in *Lucent INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557, for these procedures.
 - b. Power down the voice system. See "Rebooting the UNIX System" in Chapter 22, "Common Maintenance and Administration Procedures," in *Lucent INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557, for these procedures.
3. Remove the dress covers. See in Chapter 4, "Getting Inside the Computer", in *Lucent INTUITY MAP/100 Hardware Installation*, 585-310-139, for these procedures.

4. Place the power switch on the power supply in the off position (Figure A-9).

 **CAUTION:**

The power supply surface may be hot.

5. Make sure the power supply status indicator is off.
If the power supply status indicator is not off repeat Step 4.
6. Loosen the two 1/4-turn fasteners that hold the power supply to the power module assembly (Figure A-9).

 **NOTE:**

Do not loosen the 1/4-turn fasteners which hold the power module assembly to the MAP/100.

7. Grasp the power supply external pull handle and pull the power supply from the power module assembly.
8. Place the power supply to the side.

 **CAUTION:**

It is important that the defective power supply be returned to the remote maintenance center in the same condition as it was in the Lucent INTUITY system. If the power supply is damaged during removal, packaging, or shipping adequate failure analysis can not be conducted.

Install the Power Supply

To install the power supply in a power module assembly equipped with a single power supply, do the following:

1. Make sure the AC power switch on the power supply being installed is in the "OFF" position.
2. Align the power supply with the slot in the power module assembly. Make sure the male power receptacle on the power supply is at the bottom.
3. Slide the power supply into the power supply module assembly.
4. Apply pressure to ensure that the power supply is seated properly.
5. Tighten the two 1/4-turn fasteners on the power supply.

 **CAUTION:**

The maximum tightening torque for the 1/4-turn fasteners is 6 in-lbs (0.68 N-M). Applying excessive force will permanently damage these fasteners.

6. Place the AC power switch on the power supply in the "ON" position.
7. Make sure the power supply status indicator on the power supply is lit.
This indicates the power supply is operational.
8. Make sure the "PS1 OK" and "PS1 FAN" light on the front panel of the MAP/100 are both lit (Figure A-9).
9. Replace the dress cover. See Chapter 4, "Getting Inside the Computer", in *Lucent INTUITY MAP/100 Hardware Installation*, 585-310-139, for these procedures.

Adding a Second Power Supply to a Single Power Supply

The following section details the procedure for adding a second power supply to a system which was supplied with only one.

Remove the Filler Panel

The filler panel must be removed before a second power supply can be installed. It is not necessary to take the system out of service to remove or install the filler panel.

 **CAUTION:**

Do not operate the MAP/100 for extended periods without both positions, PS1 and PS2, being equipped with either a power supply or a filler panel.

To remove a filler panel, do the following:

1. Remove the dress covers. See Chapter 4, "Getting Inside the Computer", in *Lucent INTUITY MAP/100 Hardware Installation*, 585-310-139, for these procedures.

 **CAUTION:**

The power supply surface may be hot.

2. Loosen the two 1/4-turn fasteners that hold the filler panel to the power supply module assembly (Figure A-9).
3. Grasp and remove the filler panel.

Install the Second Power Supply

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. Make sure the AC power switch on the power supply being installed is in the "OFF" position.

3. Align the power supply with the slot in the power module assembly. Make sure the female power receptacle on the power supply is at the bottom.
4. Slide the power supply into the power supply module assembly.
5. Apply pressure to ensure that the power supply is seated properly.
6. Tighten the two 1/4-turn fasteners on the power supply.

 **CAUTION:**

The maximum tightening torque for the 1/4-turn fasteners is 6 in-lbs (0.68 N-M). Applying excessive force will permanently damage these fasteners.

7. Place the AC power switch on the power supply in the "ON" position.

 **WARNING:**

Do not turn off the active power supply if the INTUITY system is operating.

8. Make sure all four of the power supply indicator lights on the front panel of the MAP/100 are lit (Figure A-9).

These lights indicate the power supplies are operational.

If any of the four indicator lights are not lit, replace the respective power supply.

9. Replace the dress cover. See Chapter 4, "Getting Inside the Computer", in *Lucent INTUITY MAP/100 Hardware Installation*, 585-310-139, for these procedures.

Redundant Power Supply Replacement

MAP/100 platforms equipped with two power supplies (redundant supplies) allow replacement of one of the power supplies while the Lucent INTUITY system remains in service. The following procedures must be followed carefully to ensure that the MAP/100 operation is not unintentionally interrupted.

Remove the Power Supply

1. Identify the power supply to be replaced by observing the power supply status indicators on the front panel of the MAP/100 (Figure A-9).

The defective power supply will have at least one indicator light not lit.

2. Remove the dress covers. See Chapter 4, "Getting Inside the Computer", in *Lucent INTUITY MAP/100 Hardware Installation*, 585-310-139, for these procedures.

 **CAUTION:**

The power supply surface may be hot.

3. Place the power switch on the defective power supply in the off position (Figure A-9).

 **CAUTION:**

Make sure you shut off the correct power supply to avoid a loss of service.

4. Make sure the power supply status indicator is off.
If the power supply status indicator is not off repeat Step 3.
5. Loosen the two 1/4-turn fasteners that hold the power supply to the power module assembly (Figure A-9).

 **NOTE:**

Do not loosen the 1/4-turn fasteners which hold the power module assembly to the MAP/100.

6. Grasp the power supply external pull handle and pull the power supply from the power module assembly.
7. Place the power supply to the side.

 **CAUTION:**

It is important that the defective power supply be returned to the remote maintenance center in the same condition as it was in the Lucent INTUITY system. If the power supply is damaged during removal, packaging, or shipping adequate failure analysis can not be conducted.

Install the Power Supply

See "Install the Second Power Supply" for this procedure.

DCIU Circuit Card

The DCIU circuit card (Figure A-11) connects to Lucent switches through an X.25 link. Your system may interface with the link through this card or through the GP-Synch circuit card. See *Lucent INTUITY MAP/100 Hardware Installation*, 585-310-139, for more information on the GP-Synch circuit card.

NOTE:

You can install only one GP-Synch or DCIU circuit card in the MAP/100.

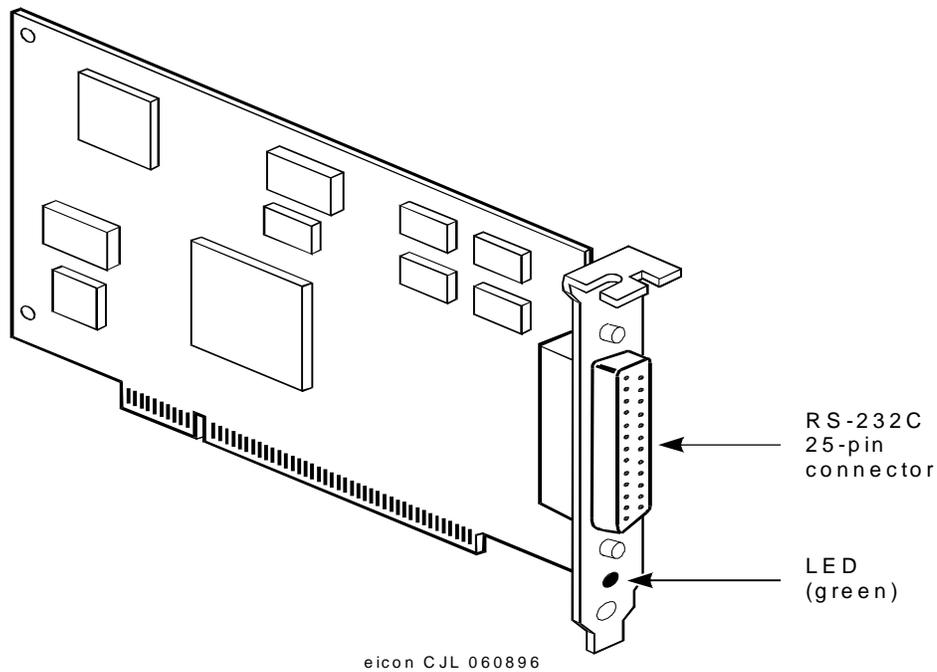


Figure A-11. DCIU Circuit Card - comcode 407611250

Setting the Resource Options

The DCIU circuit card contains no jumpers or switches that you must set before you install the circuit card.

Replacing a GP-Synch Circuit Card with a DCIU Circuit Card in the MAP/100

To replace a GP-synch circuit card with a DCIU circuit card, complete the following procedures.

Busy Out the DCIU Link

1. For System 75, G1, and G3 switches, enter **busy link n**

For G2 switches, enter **proc650 test 3**



NOTE:

For other switches, see the appropriate documentation.

2. Busy out the DCIU link from the Lucent INTUITY system. See "Busy-Out Switch Integration Link," in Chapter 20, "Diagnostics," of *Lucent INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557, for the procedure.
3. Stop the voice system. See "Stopping the Voice System," in Chapter 22, "Common Administration and Maintenance Procedures," of *Lucent INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557, for the procedure.
4. Insert the "AT&T INTUITY Platform DCIU Set" tape into the tape drive.

Remove the GP-Synch Circuit Card Software

1. Starting at the Lucent INTUITY Administration menu, select

```
> Customer/Services Administration
```

```
> System Management
```

```
> UNIX Management
```

```
> Software Remove
```

The system displays the *Software Remove* screen.

2. Press **(ENTER)** until the following software package name appears:

```
x25str  AT&T X.25 Network Interface Product
(i386) Release 2.1.1
```

3. Write down the number which appears to the left of the software package name.

4. Press **CONTROL** **D**

The system displays the following message:

```
Select package(s) you wish to process (or 'all' to
process all packages). (default: all) [?,??,q]
```

5. Enter the number which you wrote down in Step c.

The system displays the following message:

```
The following package is currently installed:
x25str  AT&T X.25 Network Interface Product
        (i386) Release 2.1.1
```

```
Do you want to remove this package [y,n,?,q]
```

6. Enter **y**

The system displays the *UNIX Management* window.

7. Select

```
> Software Remove
```

The system displays the *Software Remove* screen.

8. Press **ENTER** until the following software package name appears:

⇒ NOTE:

You will still see the listing for the X.25 package until the system has been rebooted.

```
rsegpc  GPSC-AT Remote STREAMS Environment
        (i386) Release 2.0.5
```

9. Write down the number which appears to the left of the software package name.

10. Press **CONTROL** **D**

The system displays the following message:

```
Select package(s) you wish to process (or 'all' to
process all packages). (default: all) [?,??,q]
```

11. Enter the number which you wrote down in Step i.

The system displays the following message:

```
The following package is currently installed:
rsegpc  GPSC-AT Remote STREAMS Environment
        (i386) Release 2.0.5
```

Do you want to remove this package [y,n,?,q]

12. Enter **y**

The system displays the *UNIX Management* window.

13. Select

```
> Software Remove
```

The system displays the *Software Remove* screen.

14. Press **(ENTER)** until the following software package name appears:



NOTE:

You will still see the listing for the X.25 and the rsegpc packages until the system has been rebooted.

```
rse      Remote STREAMS Environment
        (i386) Release 2.0.5
```

15. Write down the number which appears to the left of the software package name.

16. Press **(CONTROL) (D)**

The system displays the following message:

```
Select package(s) you wish to process (or 'all' to
process all packages). (default: all) [?,??,q]
```

17. Enter the number which you wrote down in Step i.

The system displays the following message:

```
The following package is currently installed:
rse      Remote STREAMS Environment
        (i386) Release 2.0.5
```

Do you want to remove this package [y,n,?,q]

18. Enter **y**

The system displays a series of messages followed by the *UNIX Management* window.

Install the DCIU Circuit Card Software

1. Select

```
> Software Install
> Tape Drive
```

The system displays the following message:

```
Insert a cartridge into Tape Drive 1.
Type [go] when ready
or [q] to quit: (default: go)
```

⇒ NOTE:

If you did not properly remove the DCIU circuit card software the system displays:

```
Before installing the gpssc software you must
first remove the eicon board software
package(s).
Run pkgrm to remove package(s): x25str rsegpsc
rse
and then retry pkgadd.
```

2. Press **ENTER**.

The system displays the following message:

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

```
The following sets are available:
```

```
1   DCIUset      Intuity Platform DCIU Set
                        (AUDIX) 4.x-xx
```

```
Select package(s) you wish to process (or 'all' to
process all packages). (default: all) [?,??,q]
```

3. Press **ENTER**.

The system displays the following message:

```
INTUITY Platform DCIU Set (V2)
(i486)
Using (/) as the package base directory.
Select your Intuity DCIU card type:
    1) DCIU (Eicon) card [card has a green LED
on
        the faceplate]
    2) GPSynch
Enter 1 or 2 [1]
```

4. Enter **1**

The system displays the following message:

```
Select your host switch type:
    1) 75, G1, G3r, G3i
    2) 85, G2

Enter 1 or 2: [1] :
```

5. Enter 1 or 2 to indicate the appropriate switch type.

The system displays the following message:

```
If you are installing a new GP-Synch or DCIU
(Eicon) card you may now shutdwon the system.
Make sure to remove power form the system before
removing or installing any circuit cards.

After a new circuit card is installed and the system is powered up,
you may see some error messages which you may safely ignore,
then a new UNIX kernel will be rebuilt to work with the card and
then the system will be automatically rebooted with the new kernel.

Processing of <INTUITY Platform DCIU Set> is
completed.

The following sets are available:
    1    DCIUset      Intuity Platform DCIU Set
                        (AUDIX) 4.x-xx

Select package(s) you wish to process (or 'all' to
process all packages). (default: all) [?,??,q]
```

6. Enter **q**
7. Shut down the INTUITY system.

Remove the GP-Synch Circuit Card Software

See "Remove the GP-Synch Circuit Card Software" for this procedure.

Install the DCIU Circuit Card

See "Installing a Circuit Card" in *INTUITY MAP/100 Hardware Installation*, 585-310-139.

Reboot the Lucent INTUITY system.

Reboot the Lucent INTUITY system. Refer to Chapter 22, "Common Administration and Maintenance Procedures," of *Lucent INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557 for these procedures.

NOTE:

When the system is rebooted, you may see error messages concerning the DCIU circuit card. *Ignore these messages.*

Release the DCIU Link

See "Release Switch Integration Link," in Chapter 20, "Diagnostics," of *Lucent INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557, for the procedure.

Release the DCIU Link at the Switch.

1. For System 75, G1, and G3 switches, enter **release link n**
For G2 switches, enter **proc650 test 3**

NOTE:

For other switches, see the appropriate documentation.

Replacing a DCIU Circuit Card with another DCIU Circuit Card in the MAP/100

See *Lucent INTUITY MAP/100 Hardware Installation*, 585-310-139, for the DCIU circuit card removal and installation procedures.

Installing a New DCIU Circuit Card in the MAP/100

Use the following procedure to install a DCIU circuit card in a system which previously did not have either a DCIU circuit card or a GP-Synch circuit card installed.

1. Stop the voice system. See "Stopping the Voice System," in Chapter 22, "Common Administration and Maintenance Procedures," of *Lucent INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557, for the procedure.
2. Insert the "AT&T INTUITY Platform DCIU Set" tape into the tape drive.

3. Starting at the Lucent INTUITY Administration menu, select

```
> Customer/Services Administration
```

```
> System Management
```

```
> UNIX Management
```

```
> Software Install
```

```
> Tape Drive
```

The system displays the following message:

```
Insert a cartridge into Tape Drive 1.  
Type [go] when ready  
or [q] to quit: (default: go)
```

4. Press **ENTER**.

The system displays the following message:

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

```
The following sets are available:
```

```
1   DCIUset      Intuity Platform DCIU Set  
                        (AUDIX) 4.x-xx
```

```
Select package(s) you wish to process (or 'all' to  
process all packages). (default: all) [?,??,q]
```

5. Press **ENTER**.

The system displays the following message:

```
INTUITY Platform DCIU Set (V2)  
(i486)
```

```
Using (/) as the package base directory.
```

```
Select your Intuity DCIU card type:
```

```
1) DCIU (Eicon) card [card has a green LED on  
the faceplate]
```

```
2) GPSynch
```

```
Enter 1 or 2 [1]
```

6. Enter **1**

The system displays the following message:

```
Select your host switch type:
  1) 75, G1, G3r, G3i
  2) 85, G2
```

```
Enter 1 or 2: [1] :
```

7. Enter **1** or **2** to indicate the appropriate switch type.

The system displays the following message:

```
Processing of <INTUITY Platform DCIU Set> is
completed.
```

The following sets are available:

```
1    DCIUset      Intuity Platform DCIU Set
                        (AUDIX) 4.x-xx
```

```
Select package(s) you wish to process (or 'all' to
process all packages). (default:all) [?,??,q]
```

8. Enter **q**

9. Shut down the Lucent INTUITY system.

10. Install the DCIU circuit card. See "Installing a Circuit Card" in *Lucent INTUITY MAP/100 Hardware Installation*, 585-310-139, for the procedure.

11. Reboot the Lucent INTUITY system. Refer to Chapter 22, "Common Administration and Maintenance Procedures," of *Lucent INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557.

STB Horizon Video Controller Circuit Card

The STB Horizon video controller card is now supported by the Lucent INTUITY system (Figure A-12). This card is in addition to the other video controller cards detailed in *Lucent INTUITY MAP/100 Hardware Installation*, 585-310-139.

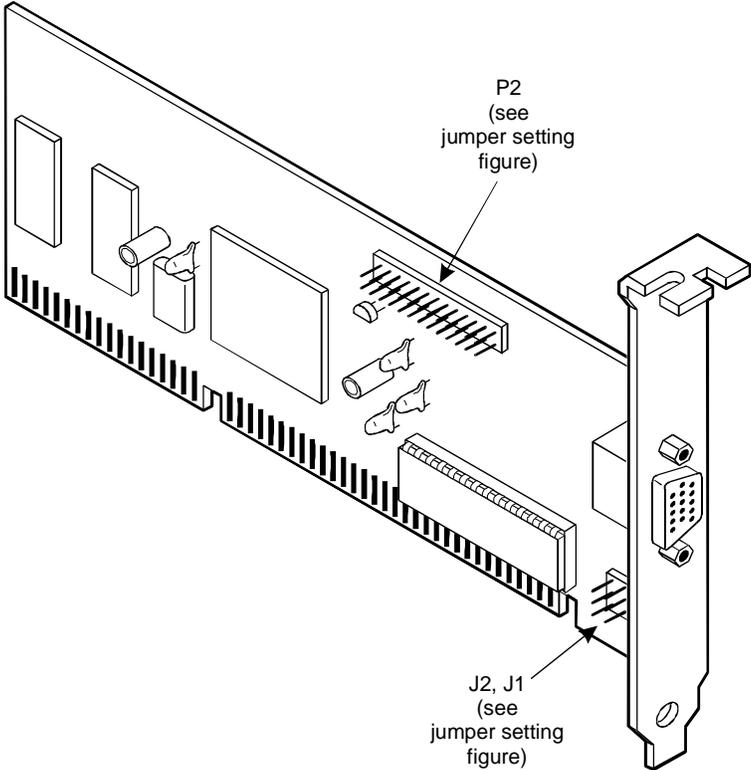


Figure A-12. STB Horizon Video Controller Circuit Card - comcode 407530013

Setting the Resource Options

Jumpers on the STB Horizon video controller card are set by the manufacturer. However, you must confirm the setting before you install the card (Figure A-13). There are no switches on the STB Horizon video controller card.

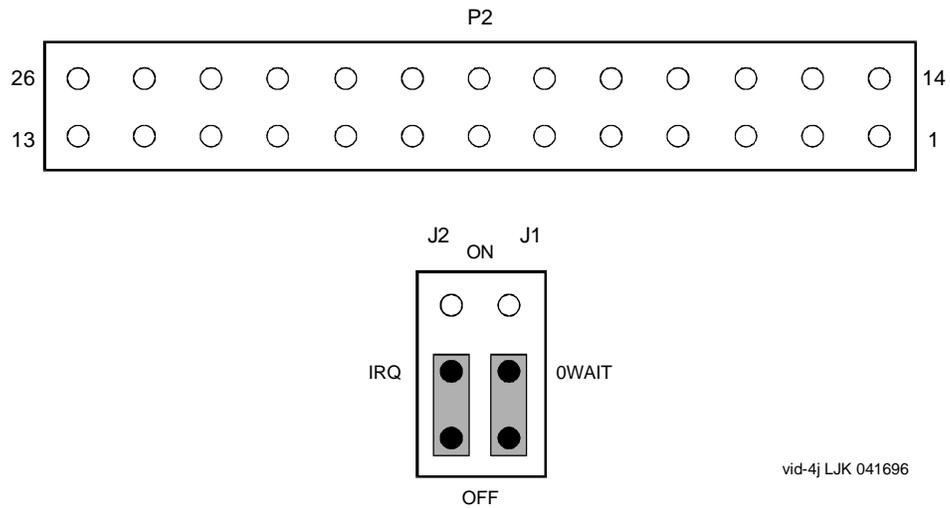
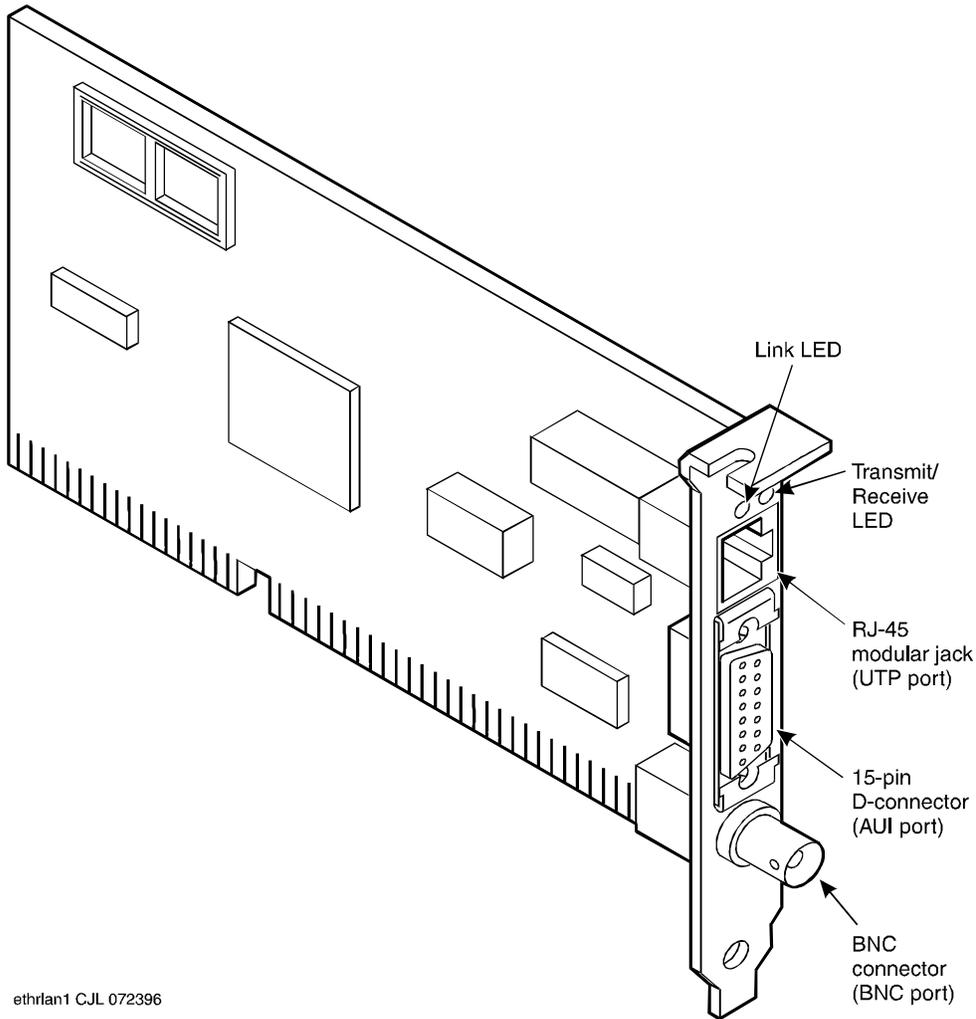


Figure A-13. STB HorizonVideo Controller Circuit Card Jumper Settings

Ethernet LAN Circuit Card

The Ethernet LAN circuit card (Figure A-14) supported by the Lucent INTUITY system allows you to connect the Lucent INTUITY system to your local area network.



ethrlan1 C.JL 072396

Figure A-14. Ethernet LAN Circuit Card - comcode 407199538

The default software configuration is as follows:

- IRQ - 10
- I/O base address - 280
- RAM base address - D8000

There are no jumpers or switches associated with the Ethernet LAN circuit card.

Installing the Hardware Driver

To install the LAN circuit card driver, do the following:

1. If you are not already logged in as **root**, do so now.
2. Stop the voice system. See "Stopping the Voice System," in Chapter 22, "Common Administration and Maintenance Procedures," of *Lucent INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557, for the procedure.
3. Enter **pkgadd -d diskette1**

The system displays the following message:

```
Insert diskette into Floppy Drive 1.  
Type [go] when ready,  
or [q] to quit: (default: go)
```

4. Insert the diskette labeled *SMC Ethernet STREAMS Device Driver 1 of 1* into the diskette drive.
5. Press **ENTER**.

The system displays the following message:

```
Installation in progress -- do not remove the diskette.
```

The following packages are available:

```
1. sme42L          SMC Ethernet STREAMS Device Driver  
                  SVR4.2(Lachman TCP/IP)  
                  (i386) Release 2.12
```

```
Select package(s) you wish to process (or 'all' to process all  
packages). (default: all) [?,??,q]:
```

6. Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: SMC Ethernet STREAMS Device Driver
SVR4.2(Lachman TCP/IP (sme42L) from <diskette1>
SMC Ethernet STREAMS Device Driver SVR4.2(Lachman
TCP/IP)(i386)
Using </var/spool/pkg> as the package base
directory.
Please provide installation parameters for each
board to be configured
Enter interrupt vector number (3-15):
```

7. Enter the appropriate vector number.

The system displays the following message:

```
Enter IO Base address (200 - 3E0):
```

8. Enter the appropriate I/O base address.

The system displays the following message:

```
Enter RAM Base address (80000 - FE000):
```

9. Enter the appropriate RAM base address.

The system displays the following message:

```
Configure another board? (Y/N):
```

10. Enter **n**

The system displays several status messages and then the following message:

```
Installation of SMC Ethernet STREAMS Device Driver
SVR4.2(Lachman TCP/IP (sme42L) was successful.

Insert diskette into Floppy Drive 1.
Type [go] when ready,
or [q] to quit: (default: go)
```

11. Enter **q**

12. Remove the diskette labeled *SMC Ethernet STREAMS Device Driver 1 of 1* from the diskette drive.

Abbreviations

A

AAG

AMIS Analog Gateway module

ADAP

administration and data acquisition package

ALT

assemble load and test

AMIS

audio messaging interchange specification

API

application programming interchange

AUDIX

audio information exchange

B

BCS

Business Communications Systems

bit

binary digit

bps

bits per second

C

CPU

central processing unit

D

DCIU

data communications interface unit

DCP

digital communication protocol

DCS

distributed communication system

DID

direct inward dialing

DNIS

dialed number identification service

E

ESD

electrostatic discharge

H

HMM

Hub message manager

I

IMAPI

INTUITY messaging application programming interface

INADS

initialization and administration system

IP

Internet protocol

L

LAN

local area network

M

MAP

multi-application platform

MT

maintenance (INTUITY software component)

Abbreviations

MWI
message-waiting indicator

MWL
message-waiting lamp

N

NW
INTUITY AUDIX Digital Networking module

P

PEC
price element code

PPP
point to point protocol

R

RFU
remote field update

RTU
right to use

S

SCE
service creation environment

SNMP
simple networking management protocol

SWIN
switch interface

T

TCP/IP
Transmission Control Protocol/Internet Protocol

TSC
Technical Services Center

TSO
Technical Services Organization

V

VDN
vector directory number

VP
voice platform (INTUITY software component)

W

WAN
wide area network

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