

**Lucent Technologies**  
Bell Labs Innovations



**INTUITY™ CONVERSANT® System**  
Silent Sentry Version 3.0  
Addendum

Use this addendum to replace Chapter 3, "Installing  
Silent Sentry," of this document.

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This chapter describes how to install Silent Sentry. When the installation is complete, you can take advantage of several Silent Sentry features described in the following chapters:

- Chapter 4, "Using Silent Sentry"
- Chapter 5, "Accessing Silent Sentry: The User Interface"
- Chapter 6, "Understanding Basic Features"

To customize Silent Sentry or to take advantage of additional features, see Chapter 7, "Customizing Silent Sentry".

### **Install Software**

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The following steps comprise the Silent Sentry installation process:

1. Checking the Requirements List
2. Defining the Installation Parameters
3. Determining the Contact List
4. Installing the Software
5. Setting Up the Contact List
6. Enabling Silent Sentry

The next sections discuss each step.

## **Checking the Requirements List**

To install Silent Sentry you must have the following:

- CONVERSANT software, either Version 4.0, 5.0, or 6.0. This includes CONVERSANT VIS application software and Script Builder.
- ORACLE® Software.
- FMLI (Forms and Menu Language Interpreter).
- Disk space needed for installation process: 6600 blocks on / (the root directory). The installation will fail immediately if there is not enough disk space.
- Approximate disk space needed after installation: 770 blocks on /, 2026 blocks in /usr, 313 blocks in the CONVERSANT speech file system.
- Complete Silent Sentry software package.
- A channel and phone line with which to call out.
- An optional channel and phone line with which to call in (the admin/demo channel).

### **NOTE:**

The required software packages are found on most CONVERSANTs.

An inbound channel allows people to call into the CONVERSANT admin/demo script to see if any events exist, confirm that they have received a Silent Sentry message, or run a demo of the software.

If you have the mandatory items, continue to "Defining the Installation Parameters."

## **Defining the Installation Parameters**

Once you have completed the requirements checklist, you're ready to define Silent Sentry installation parameters. In this step you will make several decisions on how to set up Silent Sentry to meet your needs. A parameters worksheet is provided in Appendix A, "Worksheets" to help with this task. You will be asked for the following information during software installation:

- Password  
This is the password that will be used for the new ssentry login.
- Callout Script Channel  
This is the channel number that will be used by Silent Sentry to send phone messages (voice and pager). We recommend that this be the last in-service channel on your machine.

- Admin/Demo Channel

This is an optional channel number you assign to allow people to call into the CONVERSANT admin/demo script to check for events, confirm events, or run a demo of the software. If you do not wish to run a demo, or decide to add a hidden option to your CONVERSANT application scripts, you do not need to enter a value for this. We recommend that this be the same channel used by the callout script.

**⇒ NOTE:**

Silent Sentry contains default values for the following parameters which you can accept by pressing **(ENTER)** when prompted during installation:

- Dispatcher Sleep Time

This is how often the dispatcher checks for events. The default is 60 seconds. Anything less than 60 seconds will negatively affect your machine's performance.

- Disk Spy Sleep Time

This is how often the disk spy checks for full file systems. The default is 600 seconds (10 minutes). Anything less than 300 seconds will negatively affect your machine's performance.

- Critical and Warning Low Disk Space

This is at what point you will be notified of disk space remaining. The default critical point is 10%, the default warning point is 20%.

- Contact List Sleep Time

This is how often Silent Sentry retries contacting the contact list if the last attempt through the list was unsuccessful. The default is 300 seconds (5 minutes).

Enter the appropriate information on the Parameters worksheet in Appendix A, "Worksheets" and continue to "Determining the Contact List."

### **Determining the Contact List**

After you have defined the installation parameters, the next step is to determine the contact list. The contact list explains when and how to place voice and pager calls to the people you specify. You may organize your contact list into groups if you wish to have different events call different people. If you will not be using different contact list groups, all your contacts should have a group ID of 1, which is the default group for CVIS spy errors.

You set up your contact list by entering a record in the CO\_CONTACTS database table for each contact. To enter this data, use the CONVERSANT user interface (cvis\_menu). Instructions for entering data using cvis\_menu are listed in "Setting Up the Contact List" on page 3-7. Use the Contact List worksheet in Appendix A,

"Worksheets" to help construct your contact list. Table 3-1 shows the database fields for the contact list:

**Table 3-1. Database Fields for the Contact List**

Field Name	Explanation
<b>COC_GROUP_ID</b>	A number from 0 to 99 indicating the group that the contact belongs to. Group 0 is reserved for the Silent Sentry demo script. Group 1 is the default for CONVERSANT errors.   <b>NOTE:</b> Setting up a group's in-hours is a different step, which you will do using the Silent Sentry user interface (silent_sentry).
<b>COC_ORDER</b>	A number that specifies the order within a contact list group in which to contact people.
<b>COC_CONTACT_ID</b>	A character field (up to 20 characters) that identifies the record. It is used for readability and record keeping.
<b>COC_PHONE_NUMBER</b>	The complete phone number to call. If this contact is a SkyPager®, this number is the PIN number for the pager. Don't use spaces, dashes, commas, or parenthesis. This is the exact number Silent Sentry will dial.
<b>COC_TYPE</b>	The type of phone call to make. 1 = voice 2 = numeric page 3 = SkyPager.
<b>COC_IN_OR_OUT</b>	This indicates if this contact is an in-hours contact ( <i>I</i> or <i>i</i> ) or an out-of-hours contact ( <i>O</i> or <i>o</i> ).
<b>COC_DISABLED</b>	This indicates if this contact is disabled. <i>n</i> = this number will be called. <i>y</i> = this number will never be called. <i>Y</i> = this number is temporarily disabled based on in-hours/out-of-hours.

 **NOTE:**

The PIN for confirming notification is **4653**. Give this to your contacts.

The contact list only determines which contacts belong to which group and whether a contact is considered an in-hours or an out-of-hours contact. If you want in-hours and out-of-hours contacts called at the proper times, you must also set up the group's in-hours. This is done by selecting the *Group Administration* menu option from the Silent Sentry user interface (silent\_sentry). Everything outside of the times specified as in-hours is considered out-of-hours. See

"Specifying a Group's In-Hours" on page 3-9 and "Group Administration" on page 5-9 for information.

Values need not be consecutive in the ORDER field. If the same value is used more than once, the contact order will be arbitrary.

If you want round-the-clock and/or 7-day-per-week notification, be sure to specify in-hours for each group and have contact records for both in-hours and out-of-hours contacts.

The SkyPager phone number is **918002580000**. If this is not correct, the pager configuration table must be changed. See "Calling a Numeric Pager" on page 7-7 for details.

## Installing the Software

Once you define the contact list, you are ready to install Silent Sentry. Keep several things in mind during this process:

- You will be using standard UNIX commands to install and remove the Silent Sentry software package.
- Remember to press **ENTER** after answering most prompts.
- Silent Sentry prompts are shown in *italics*. What you type is shown in **bold**.

Follow these steps for software installation:

1. Have your Parameters and Contact List worksheets ready.
2. Log into the CONVERSANT as **root**.
3. Installing Silent Sentry will overwrite any older versions of this software. Check to see what is installed on your machine:
  - a. At the UNIX prompt enter: **pkginfo**
  - b. Note your CONVERSANT version.
  - c. If Silent Sentry software exists, remove it using the **pkgrm** command.
  - d. If the Informist<sup>®</sup> software is installed, remove it using the **pkgrm** command.
4. Enter: **pkgadd -d diskette1**

You will see a number of status messages throughout the installation. This is normal.
5. Put the diskette "Silent Sentry Installation Disk 1" in the disk drive.
6. Disk drive: (This will only be asked if there is more than one drive on the machine)

Enter the appropriate disk drive number. In most cases this will be **0** (zero).

7. As you continue through the installation, you will be prompted for additional diskettes with:

*Insert Silent Sentry disk N and hit Enter*

Insert the correct diskettes as requested.

8. You may be told that *CONVERSANT version X is not supported by Silent Sentry* if your CONVERSANT version is not 4.0, 5.0, or 6.0, or if more than one version is installed on your machine. Enter the version that most closely matches your version (for example, enter 6.0 for any point releases of version 6.0), or cancel the installation.
9. Several tables will be listed. The following tables will be removed and recreated.

*Continue installation? (y/n):*

Type **y** and then press **ENTER**.

10. Enter a password for ssentry. *New password:*

Enter the password you wish to use.

11. Re-enter new password:

Re-enter your new password.

12. Enter channel to run the callout script on:

Enter the channel number from the worksheet.

13. Enter channel to run the admin/demo script on:

Enter the channel number from the worksheet. If you do not want this option, press **ENTER**, and the script will not be assigned.

**⇒ NOTE:**

You can expedite your software installation by pressing **ENTER** when asked the remaining questions (to give you the default values):

14. Enter seconds to sleep for the dispatcher:

Press **ENTER** for the default (60 seconds) or enter the new number from the worksheet.

15. Press **ENTER** when you are prompted for any values pertaining to flooding for the CVIS spy.

16. Enter seconds to sleep for the disk spy:

Press **ENTER** for the default (600 seconds) or enter the new number from the worksheet.

17. Enter value for CRITICAL low disk space event:

Press **ENTER** for the default (10%) or enter the new number from the worksheet. If you enter a new number, you will then be asked for a WARNING low disk space event value (default value = 20%).

18. Enter seconds to sleep between tries for calling the contact list:

Press **ENTER** for the default (300 seconds) or enter the new number from the worksheet.

19. After several minutes (and status messages and prompts for disks) you will see:

*Installation of Silent Sentry cron jobs successful!*

*\*\*\*\*\*Installation of Silent Sentry processes complete!\*\*\*\*\**

and instructions on what to do next (coinciding with the next sections).

Now you can continue to "Setting Up the Contact List."

## **Setting Up the Contact List**

After you install Silent Sentry, you can set up the contact list. The next sections describe the two parts that comprise setting up the contact list:

- Entering Your Contact List
- Specifying a Group's In-Hours

Silent Sentry is installed with the `make_call` action for voice and numeric pager calls for certain errors. Remember the `make_call` action calls contact list group 1. The default in-hours for group 1 are Monday through Friday, 07:30 to 17:00. If these hours are correct, you can skip the part "Specifying a Group's In-Hours."

### **Entering Your Contact List**

Use your Contact List worksheet as a guide to input your contact list.

#### **⇒ NOTE:**

In the next few steps you will use the function keys F1 through F8. In this book a function key is referenced as *[function-key label]*. If you do not see the specified key on the screen, press *[CHG-KEYS]* for a new set of functions.

If you run into a problem, do not press *[SAVE]*, because a *[SAVE]* cannot be undone. Instead, press *[CANCEL]* until you reach a familiar screen.

When you press a key, do not hold it down — just press it once.

1. At the CONVERSANT UNIX prompt, type: **cvis\_menu** **ENTER**
2. At the Voice System Admin Menu, choose *Script Builder Applications* **ENTER**

3. At the Script Builder Applications Menu, choose *callout [CHG-KEYS] [DEFINE]*
4. At the Define Application Menu, choose *Database Tables* **(ENTER)**
5. At the Table Name Menu, choose *CO\_CONTACTS [EDIT]*

**⇒ NOTE:**

The following sections contain generic commands you can use to administer all callout script database tables.

### **Adding Records**

1. At the Edit Table Menu, press *[ADD]* to add a record.
2. Enter Contact List worksheet information into the correct fields. Press **(ENTER)** after each field entry.
3. When all fields are full, press *[SAVE]* to save the record and then *[CANCEL]*. Repeat these steps if you want to add another record.

### **Searching Records**

At the Edit Table Menu search for the record you want by:

1. Pressing *[NEXT]* to scroll through the records, OR
2. Pressing *[SEARCH]*, entering a value in any field **(ENTER)**, pressing *[SAVE]* for the first match, *[NEXT]* for subsequent matches.

### **Deleting Records**

See the preceding part "Searching Records" to find the record you want to delete.

Press *[REMOVE]*.

## Updating Records

See the preceding part "Searching Records" to find the record you want to update.

1. Press *[CHANGE]*.
2. Use arrow keys, **[TAB]** key, or **[ENTER]** key to move through the fields. Enter the new value in the correct field and press **[ENTER]**.
3. Press *[SAVE]*.

When all records are entered, deleted, or updated, press *[CHG-KEYS]*, then press *[CANCEL]* to return to the UNIX prompt. The next step is to enable the software.

### **NOTE:**

When you add someone to the contact list be sure to tell them the PIN for confirming events. Currently the PIN is **4653**.

## Specifying a Group's In-Hours

The default in-hours for group 1 are Monday through Friday 07:30 to 17:00. If you would like to have different hours for group 1 or have hours for other groups, use the Silent Sentry user interface to specify each group's in-hours. To do so, follow these steps:

1. Choose the *Application Package Administration* option.
2. Then choose the *Silent Sentry* option from **cv<sub>is</sub>\_menu**, or run the **silent\_sentry** utility command while logged in as **ssentry**.
3. After you are in the user interface, choose the *Group Administration* menu option.
4. Choose the *Insert or Modify* menu option.
5. Specify the group number of the group you wish to change.
6. Press the **[ENTER]** key, then *[CONT]*.
7. Enter the in-hours (in military time) for each day listed on the screen. Be sure to press **[ENTER]** after each in-hours time.

You can also specify an optional comment to help identify the group (be sure to press **[ENTER]** after typing a comment).

8. When you finish specifying the in-hours for this group, press *[SAVE]*. Remember, everything that is not in-hours is considered out-of-hours.

## **Enabling Silent Sentry**

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Silent Sentry is installed disabled. The dispatcher will not query for events, the spies will not enter events, and the callout script, if running, will stop after the current pass through the contact list.

After you set up the contact list, you can enable Silent Sentry. When the system is enabled, the spies will begin monitoring. Any errors that occurred while the system was disabled will be ignored. Any records that are in the dispatcher events table will be processed as will any records in the callout events table.

You can enable Silent Sentry via either the user interface or the command line, as described in the next two sections.

### **User Interface**

Follow these steps to enable Silent Sentry via the user interface:

1. While logged in as **ssentry**, type: **silent\_sentry**.
2. Choose *Utilities*.
3. Choose *Enable the Silent Sentry*. An *Enable the Silent Sentry* message window will appear that tells you:

*Enabled the Silent Sentry on: date/time/year.*

4. To verify that Silent Sentry was successfully enabled, select *Status*. It will tell you if Silent Sentry is enabled or disabled and show any outstanding events and callout events.

Selecting *Status* will indicate that the port spy is disabled — this is normal.

### **Command Line**

Enabling Silent Sentry via the command line is recommended for advanced users only. To enable Silent Sentry via the command line, follow these steps:

1. Run the **inf\_on** utility command located in the Silent Sentry *utils* directory.
2. To verify that Silent Sentry was successfully enabled, run: **inf\_stat** and **show\_events**.

The output of `inf_stat` will indicate that the port spy is disabled — this is normal.

## **Enabling the Port Spy**

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After you enable Silent Sentry, you may choose to enable the port spy. Enabling the port spy is optional and requires advanced UNIX knowledge. See "Setting Up the Port Spy" on page 7-20 for instructions.

## **Backing up Your Database Files**

Once you have installed and enabled Silent Sentry, it is a good idea to back up your database files. See "Utilities" on page 5-14 for instructions, and use the backup disk provided with Silent Sentry.

## **Testing Your Installation**

After you enable Silent Sentry, you are ready to test your installation. There are two ways to test whether Silent Sentry was installed correctly:

- If you specified a channel for the admin/demo script, you can run the Silent Sentry demo to verify that it will call you. See "Admin/Demo Script" on page 6-6 and Appendix C, "Using the Silent Sentry Demo" for instructions on running the demo.
- Or, you can create an event by adding it to the events table. See "Test an Event" on page 5-7 for instructions. Add an error that Silent Sentry calls on. Use *CVIS HOST 0013* for CONVERSANT 3.1 and later. If the installation was successful, Silent Sentry will call the contacts that belong to group 1.

## **Remove Software**

Follow these steps for software removal:

1. Log into the system as **root**.
2. At the UNIX prompt enter: **pkginfo | pg**  
(pipe symbol)
3. Note your INTUITY CONVERSANT version.
4. If Gold System software exists, enter: **removepkg**
5. Select Gold system packages in the following order:
  - a. Silent Sentry
  - b. Gold Systems Gold Reports
  - c. Gold Systems Gold Speech
  - d. Gold Systems Gold Utilities

After removing all the existing Gold Systems packages, perform a shutdown and reboot the system.

6. Enter: **cd /**
7. Enter: **shutdown -g0 -i6 -y**

## **Restore Software**

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After an upgrade to INTUITY CONVERSANT System Version 6.0 Update 1, follow these steps to restore the Silent Sentry software:

1. Log into the system as **root**.
2. Enter: **pkgadd -d diskette1**
3. Install the purchased packages in following order (see "Installing the Software" for the specific installation procedure):
  - a. Silent Sentry
  - b. Infocus Reports
  - c. Gold System Gold Speech
  - d. Gold Systems Centralized Management Package

After all purchased/provided software is installed, shutdown and reboot the system.

4. Enter: **stop\_vs 3**
5. Enter: **ior c**
6. Enter: **shutdown -g0 -i6 -y**

After system has restarted the voice system, verify Silent Sentry setup and configuration. See "Installing the Software" for more information.

## **Application Backup and Restore**

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This section describes the procedures to backup and restore the Silent Sentry application.

### **Backup**

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Follow these steps for backup:

**⇒ NOTE:**

Have 3 UNIX formatted diskettes available during this procedure.

1. Log into the system as **root**.
2. Insert a UNIX formatted diskette into the floppy drive.
3. At the UNIX prompt enter: **/usr/add-on/silent\_sentry/utlis/backup\_df**

System response:

*Creating backup file for Contact List Group In-Hours.*

*Creating Backup file for Informist tables:*

*INF\_ACTION*  
*CO\_PAGE\_MAP*  
*CO\_PHRASES*  
*CO\_CONTACTS*  
*CO\_NPGR\_CFG*

*Please enter the floppy drive number.*

*Strike ENTER to backup to drive 0*

*or 1 to backup to drive 1.*

4. Press **ENTER**.

System response:

*Insert your backup disk and hit ENTER.*

5. Press **ENTER**.

System response:

*Copying backup to disk.*

*backup\_df.dmp*

*groups*

*XX blocks*

**⇒ NOTE:**

XX is number of UNIX/UnixWare data blocks copied.

## **Restore**

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Follow these steps for restoral:

**⇒ NOTE:**

Use the backup diskettes during this procedure.

1. Log into the system as **root**.
2. At the UNIX prompt enter: **/usr/add-on/silent\_sentry/utills/restore\_bf**

System response:

*Restoring backup of:*

*INF\_ACTION*  
*CO\_CONTACTS*  
*CO\_NPGR\_CFG*  
*CO\_PAGE\_MAP*  
*CO\_PHRASES*

*\*\*These tables will be deleted and then restored.\*\**

*Do you wish to continue? (Enter y for YES, n for NO):*

3. Enter: **y**

System response:

*Please enter the floppy drive number.*

*Strike ENTER to restore Informist data from drive 0*

*or 1 to restore Informist data from drive 1.*

4. Press **ENTER**.

System response:

*Insert your backup disk and hit ENTER.*

5. Insert the first back diskette and press **ENTER**.

System response:

*Reading in files:*

*backup\_df.dmp*

*groups*

*Disabled the Informist on : (date)*

*Restoring data.*

*\*\*Removing the Informist database tables.\*\**

*\*\*Restoring Informist Database tables.\*\**

*\*\*Restoring Contact list Group In-Hours.\*\**

*\*\*Restore of Informist data complete!\*\**

*Enabled the Informist on: (date)*

You have successfully completed a backup/restore of the Lucent Technologies/Gold Systems Silent Sentry application.