

Lucent Technologies
Bell Labs Innovations



INTUITY™ CONVERSANT® System
Version 6.0 Update 1
Assisted Upgrade Procedures

585-313-103
Comcode 108360207
Issue 2
October 1998

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Notice

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Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your system manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

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- Reorient the receiving television or radio antenna where this may be done safely.
- To the extent possible, relocate the receiver with respect to the telephone equipment.
- Where the telephone equipment requires AC power, plug the telephone into a different AC outlet so that the telephone equipment and receiver are on different branch circuits.

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

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

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

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

Canadian Department of Communications (DOC)

Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

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European Union Declaration of Conformity

Lucent Technologies Business Communications Systems declares that the 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.

Comments

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Acknowledgment

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



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About This Book

Purpose

This book, *INTUITY™ CONVERSANT® System Version 6.0 Assisted Upgrade Procedures*, 585-313-103, describes the processes for upgrading to V6.0 Update 1 of the INTUITY CONVERSANT system.

Intended Audiences

The primary audience for this document is the installer of the V6.0 Update 1 upgrade. This includes

- Onsite technicians who perform upgrades to V6.0 Update 1 at the customer site
- End customers who choose to upgrade their own systems to V6.0 Update 1
- Personnel from the Technical Service Organization (TSO) who support the onsite technician or customer who is performing an upgrade to V6.0 Update 1

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- QuickStart is trademark of Enhanced Software Technologies, Inc.

How to Use This Book

This book is both

- An installation manual for the upgrade engineer and technician
- A reference source

with information on upgrades to INTUITY CONVERSANT V6.0 Update 1.

To Use This Book as an Installation Manual

This book is designed to step you through the entire upgrade installation process, including prompts and system responses associated with Tool.

If you are ready to start the upgrade now, turn to the appropriate checklist (Table 1-1 or Table 1-2) in Chapter 1, "Upgrade and Post-Upgrade Procedure Checklists" and complete all the steps in the order given. Check each task off when you are finished to ensure that you complete all of the necessary steps.

The column titled "Where to Find the Required Information" directs you to locations to find help with any of the tasks. Most of the information is in this book, but to complete some of the steps, you will also need a copy of the maintenance book for the V6.0 target system. See "Related Resources" below for a list of titles and document numbers.

To Use This Book as a Reference

- Chapter 3, "Performing an Assisted Upgrade That Requires an Operating System Reload"

For information on verification of the upgrade, see Chapter 5, "Verification of the Upgrade".

For information on troubleshooting known problems and system errors, see Chapter 6, "Troubleshooting".

INTUITY CONVERSANT INTUITY CONVERSANT releases V3.1, 3.1.1, 4.0, and 5.0 to the equivalents in V6.0 Update 1.

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 INTUITY CONVERSANT system displays *windows*, *screens*, and *menus*. Windows and screens both show and request system information (Figures 1 through 4). Menus (Figure 5) present options from which you can choose to view another menu, or a screen or window.

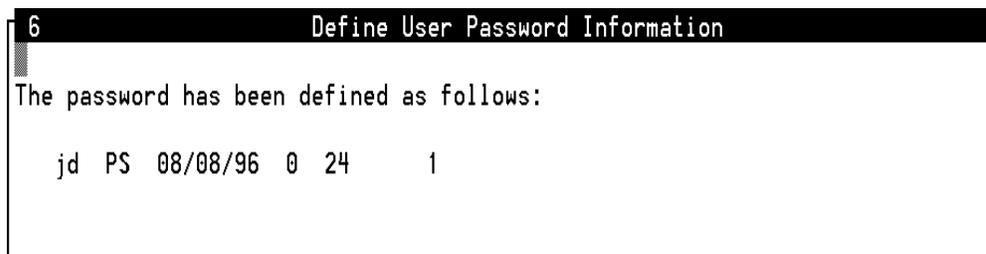


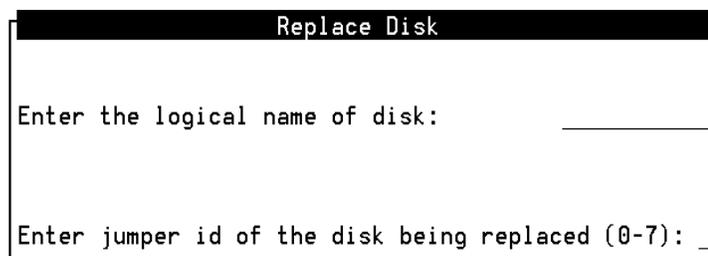
Figure 1. Example of an INTUITY CONVERSANT Window Showing Information

In order to install UnixWare, you must reserve a partition (a portion of your hard disk's space) on your primary hard disk for the UNIX System. After you press 'ENTER' you will be shown a screen that will allow you to create new partitions, delete existing partitions or change the active partition of your primary hard disk (the partition that your computer will boot from).

WARNING: All files in any partition(s) you delete will be destroyed. If you wish to attempt to preserve any files from an existing UNIX System, do not delete its partition(s).

The UNIX System partition that you intend to use on the primary hard disk must be at least 120 MBs and labeled 'ACTIVE.'

Figure 2. Example of an INTUITY CONVERSANT Screen Showing Information



```
Replace Disk
Enter the logical name of disk: _____
Enter jumper id of the disk being replaced (0-7): _
```

Figure 3. Example of an INTUITY CONVERSANT Window Requesting Information

You may use a partition of your secondary hard disk. If you choose to use a partition of your secondary hard disk you will be shown a screen that will allow you to partition your secondary hard disk.

WARNING: All files in any partition(s) you delete will be destroyed.

If you choose to create a UNIX System partition on your secondary hard disk, it must be at least 40 MBs.

Your Options are:

1. Do not use a partition of the secondary hard disk for the UNIX System.
2. Use a partition of the secondary hard disk for the UNIX System.

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

Figure 4. Example of an INTUITY CONVERSANT Screen Requesting Information

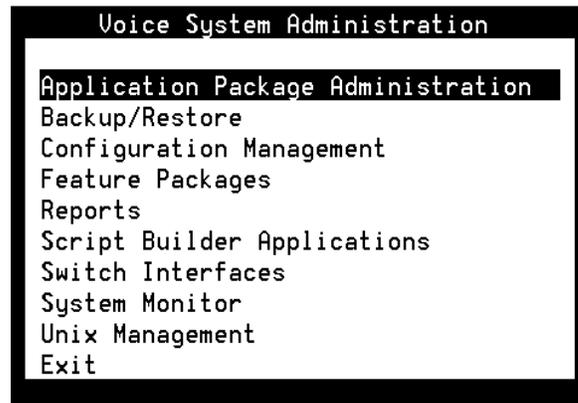


Figure 5. Example of an INTUITY CONVERSANT Menu

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 3 is shown as

Press `[F3] (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:

The system displays the following message:

`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 `INTUITY CONVERSANT Main Menu` and select

```
> Voice System Administration
```

```
> Reports
```

In this example, you access the `INTUITY CONVERSANT Main Menu` and select the `Voice System Administration` menu. From the `Voice System Administration` menu, you then select the `Reports` screen.

- The screens, windows, and menus shown in this book are examples only. Those 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.



SECURITY ALERT:

Indicates the presence of a toll fraud security hazard. Toll fraud is the unauthorized use of a telecommunications system by an unauthorized party.

Related Resources

This section describes additional documentation and training available for you to learn more about the INTUITY CONVERSANT system.

Documentation

 **NOTE:**

The *INTUITY™ CONVERSANT® System Version 6.0 System Description*, 585-310-241, contains a detailed description of all books included in the V6.0 INTUITY CONVERSANT documentation library. Always refer to the appropriate book for specific information on planning, installing, administering, or maintaining an INTUITY CONVERSANT system.

Required for the Upgrade

In addition to this book, you need the following book to complete an upgrade to V6.0 Update 1:

- *INTUITY™ CONVERSANT® System Version 6.0 Update 1 Upgrade Planning*, 585-310-105

In addition, you need the maintenance book specific to the platform of your target system:

- *INTUITY™ CONVERSANT® System Version 6.0 MAP/40 Maintenance*, 585-310-181
- *INTUITY™ CONVERSANT® System Version 6.0 MAP/100C Maintenance*, 585-310-180
- *INTUITY™ CONVERSANT® System Version 6.0 MAP/100 Maintenance*, 585-310-179
- *INTUITY™ CONVERSANT® System Version 6.0 MAP/5P Maintenance*, 585-310-192

If your configuration includes an AYC21 E1/T1 circuit card *and* a DEFINITY switch, you will also have to refer to the installation book specific to your platform for connectivity instructions:

 **NOTE:**

The MAP/5P does not have E1/T1 connectivity

- *INTUITY™ CONVERSANT® System Version 6.0 MAP/40 New System Installation*, 585-310-178
- *INTUITY™ CONVERSANT® System Version 6.0 MAP/100C New System Installation*, 585-310-177
- *INTUITY™ CONVERSANT® System Version 6.0 MAP/100 New System Installation*, 585-310-176

Additional Suggested Documentation

Lucent Technologies suggests that you also obtain and use the following book for information on security and toll fraud issues:

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

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

Training

The following training class is recommended as a prerequisite to installing an upgrade to a V6.0 Update 1 INTUITY CONVERSANT system:

- Course no. BTT509H, INTUITY CONVERSANT Installation and Maintenance (for domestic installations)
- Course no. BTE509H, INTUITY CONVERSANT Installation and Maintenance (for international installations)

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

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

For information on courses offered outside of the United States, call your local Lucent Technologies Center of Excellence.

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You may also fax your comments to the attention of the Lucent Technologies INTUITY CONVERSANT writing team at (303) 538-1741.

Please mention the name and order number of this book, *INTUITY™ CONVERSANT® System Version 6.0 Assisted Upgrade Procedures*, 585-310-103.

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Upgrade and Post-Upgrade Procedure Checklists

1

Overview

This chapter contains checklists that outline the assisted upgrade process and post-upgrade requirements. These checklists list all steps in the process, numbered in the order in which you must perform them. They also tell you where to look for supplemental procedures or other information you might need.

Purpose

This chapter contains a series of checklists that take you step-by-step through the assisted upgrade process and the post-upgrade requirements. Which of the checklists you use depends on the version of INTUITY™ CONVERSANT® from which you are upgrading and/or the specific configuration of your source and target systems.

Use the checklists in this chapter to track your progress and ensure that you complete all the necessary steps in the required order. These checklists can also serve as a quick-reference guide for those already experienced with the upgrade process.

To Complete the Assisted Upgrade

- To complete the upgrade from V5.0 or V6.0 to V6.0 Update 1 that does *not* require an operating system reload because of hardware changes, follow the steps listed in Table 1-1.

⇒ NOTE:

You must reload the operating system if:

- Your upgrade includes a platform migration
 - You change or repartition the disk
 - You install a P5 120-MHz CPU as part of Step 3 in the installation checklist (Table 1-1)
- Follow the steps listed in Table 1-2 to complete an upgrade from any of the following releases to V6.0 Update 1:
 - V5.0 that requires an operating system reload
 - V4.0i
 - V4.0
 - V3.1.1
 - V3.1

Table 1-1. Checklist for Assisted Upgrades That Do Not Require an Operating System Reload (V5.0 and V6.0 only)

Step	✓	Task	Where to Find the Required Information
1.		Complete the required upgrade prerequisites.	<i>INTUITY CONVERSANT System Version 6.0 Update 1 Upgrade Planning</i> , 585-313-105
2.		Complete Part 1 of the upgrade.	“Part 1 of the Assisted Upgrade” in Chapter 2, “Performing an Assisted Upgrade That Does Not Require an Operating System Reload”
3.		Complete Part 2 of the upgrade.	“Part 2 of the Assisted Upgrade” in Chapter 2, “Performing an Assisted Upgrade That Does Not Require an Operating System Reload”
4.		Perform the post-upgrade requirements.	Table 1-3 (and Table 1-4, if applicable) in this chapter
5.		Verify the upgrade.	Chapter 5, “Verification of the Upgrade”

Continued on next page

Table 1-1. Checklist for Assisted Upgrades That Do Not Require an Operating System Reload (V5.0 and V6.0 only) — *Continued*

Step	✓	Task	Where to Find the Required Information
6.		Perform a backup of your upgraded system.	"Backing up the INTUITY CONVERSANT System" in Chapter 3, "Common System Procedures", in the maintenance book for your target system
7.		(Optional) Install additional hardware and software for new functionality.	Applicable chapters of the maintenance book for your target system

Table 1-2. Checklist for Assisted Upgrades That Require an Operating System Reload or Hardware Modifications (V5.0, V4.0i, V4.0, V3.1.1, or V3.1 on a MAP/40/100/100C)

Step	✓	Task	Where to Find the Required Information
1.		Complete the required upgrade prerequisites.	<i>INTUITY CONVERSANT System Version 6.0 Update 1 Upgrade Planning</i> , 585-313-105
2.		Complete Part 1 of the upgrade.	"Part 1 of the Assisted Upgrade" in Chapter 3, "Performing an Assisted Upgrade That Requires an Operating System Reload"
3.		Upgrade the hardware as required.	Chapter 4, "Hardware Upgrades" in this book and applicable chapters of the installation and maintenance books for your target system

Continued on next page

Table 1-2. Checklist for Assisted Upgrades That Require an Operating System Reload or Hardware Modifications (V5.0, V4.0i, V4.0, V3.1.1, or V3.1 on a MAP/40/100/100C) — *Continued*

Step	✓	Task	Where to Find the Required Information
4.		<ul style="list-style-type: none"> ■ Install UnixWare. ■ Install VERITAS. ■ Install the SMC EtherCard driver (if the system has network capabilities). ■ Install the UnixWare 1.1.2 Enhancement Set. 	Applicable chapters of the installation and maintenance books for your target system (for specific references, see Steps 3 through 6 of “Install the New Hardware and Software” in Chapter 3, “Performing an Assisted Upgrade That Requires an Operating System Reload” in this book)
5.		Complete Part 2 of the upgrade.	“Part 2 of the Assisted Upgrade” in Chapter 3, “Performing an Assisted Upgrade That Requires an Operating System Reload”
6.		Perform the post-upgrade requirements.	Table 1-3 (and Table 1-4, if applicable) in this chapter
7.		Verify the upgrade.	Chapter 5, “Verification of the Upgrade”
8.		Perform a backup of your upgraded system.	“Backing up the INTUITY CONVERSANT System” in Chapter 3, “Common System Procedures”, in the maintenance book for your target system
9.		(Optional) Install additional hardware and software for new functionality.	Applicable chapters of the maintenance book for your target system

To Complete the Post-Upgrade Requirements

After you complete your upgrade procedures, you must log off and log back on for the restored information to take effect after all the required data is restored.

In addition, use Table 1-3 (and Table 1-4, if applicable) to complete the required post-upgrade tasks for the upgrade.

⇒ NOTE:

Not all tasks listed in Table 1-3 and Table 1-4 apply to all system upgrades. Perform only those tasks that apply to your particular system.

Table 1-3. Checklist of Post-Upgrade Requirements for V5.0 and Earlier Attended Upgrades

Option (Any Source System)	✓	Task to Accomplish	Notes/Comments
V6.0 standard speech		Install the V6.0 standard speech software package on the target system.	See Chapter 11, "Installing the Optional Feature Software", in the maintenance book for your target system
Network capabilities		Readminister the network configuration.	Use the /etc/hosts and /etc/network files, and special 'ifconfig' entries in /etc/rc2.d/S86win386
SMC Ethernet card, IBM Token Ring card, or both		Readminister TCP/IP.	See "Administering TCP/IP over Ethernet and Token Ring LANs" in Appendix A, "Supplemental Procedures"
User login called "install" that you want to also use on the target system		Use sysadm to recreate the user login called "install".	See "Administering Operating System Logins" in Appendix A, "Supplemental Procedures"
User files manually preserved due to their nonstandard location		Restore user files manually preserved due to their nonstandard location on the source system.	See "Restoring User Files Manually" in Appendix A, "Supplemental Procedures"

Continued on next page

Table 1-3. Checklist of Post-Upgrade Requirements for V5.0 and Earlier Attended Upgrades — *Continued*

Option (Any Source System)	✓	Task to Accomplish	Notes/Comments
Nonstandard user and non-CONVERSANT packages and files		Restore nonstandard user and non-CONVERSANT packages and files.	See the instructions provided by your software supplier
C-language applications using et_send that have not previously been converted <i>via full conversion</i> to the current logging environment ¹		Complete a <i>full conversion</i> to remove all et_send calls from the source files.	See “Upgrading Message Handling in DIPs” in Appendix A, “Supplemental Procedures”
Native language (TAS) applications		Recompile and/or reinstall native language (TAS) applications.	See “Upgrading a TAS Application Script” and “Compiling a DIP” in Appendix A, “Supplemental Procedures”
Applications developed in Graphical Designer		Recompile and/or reinstall applications developed in Graphical Designer.	See “Installing the Graphical Designer Application”, in Appendix A, “Supplemental Procedures”
ORACLE add-on packages (such as SQL*Forms)		Install the V6.0-supported version of the ORACLE add-on packages.	See Chapter 11, “Installing the Optional Feature Software”, in the maintenance book for your target system
		Restore any data or files associated with ORACLE add-on packages that you preserved from the source system.	See “Restoring User Files Manually” in Appendix A, “Supplemental Procedures”
Upgrade installed on a MAP/100C		Administer alerter configuration settings on the target system.	Use the o.files in the /vs/etc/default/alerter and /vs/data/alarms directories

Continued on next page

Table 1-3. Checklist of Post-Upgrade Requirements for V5.0 and Earlier Attended Upgrades — Continued

Option (Any Source System)	✓	Task to Accomplish	Notes/Comments
Customer application that used a reserved name (see “Files and Data” in [Chapter #] of the “Upgrade Planning” book)		Restore speech for applications backed up due to naming conflicts with INTUITY CONVERSANT package applications.	See “Restoring Speech for User Applications Backed up due to Naming Conflicts with Package Applications” in Appendix A, “Supplemental Procedures”
Modified messages, destinations, priorities, or message thresholding, and/or added logger messages (in APPL message class)		Install the changes on the target system.	See the o.files in the /usr/spool/log , /usr/spool/log/formats , and /usr/spool/log/head directories for reference (If no modifications were made on the source system, remove these o.files .)
Modified 3270 host access helper program ²		Reapply any changes made to hostdip/helper program source code.	Use the o.helper.c and <other>.c and makefile in the /att/ag/hostdip/helper directory
User-defined cron and/or at jobs		Readminister cron and at jobs.	Data is preserved in o.files in /usr/spool/cron directories
Modem or printer capabilities		Readminister modems and printers.	Data is preserved in the /usr/lib/upgrade/CVIS.info directory . If needed, see Chapter 7, “Peripheral Administration,” of <i>INTUITY CONVERSANT System Version 6.0 Administration</i> , 585-310-591
PRI		Readminister all cards in a D-channel group to have contiguous card numbers with the D channel on the first card.	See “Administering PRI” in Appendix A, “Supplemental Procedures”

Continued on next page

Table 1-3. Checklist of Post-Upgrade Requirements for V5.0 and Earlier Attended Upgrades — *Continued*

Option (Any Source System)	✓	Task to Accomplish	Notes/Comments
WholeWord or FlexWord® speech recognition, Text-to-Speech, or Dial Pulse Recognition		Activate the licenses for these features.	Install and run the License Modification Package. Note: Only Lucent Technologies personnel are permitted to install this software package.
SCSI mirroring		Readminister SCSI mirroring.	See Steps 4–7 of “Establishing Mirroring” in Chapter 6, “Replacing the Hard Disk Drive”, in the maintenance book for your target system
Digital circuit cards		Readminister digital parameters.	See Chapter 3, “Voice System Administration,” of INTUITY CONVERSANT System Version 6.0 Administration, 585-310-591
SP/SSP circuit cards		Readminister speech recognition and barge-in.	See Chapter 3, “Voice System Administration,” of INTUITY CONVERSANT System Version 6.0 Administration, 585-310-591

1. If you have previously completed a *full* conversion of these files as part of an earlier upgrade to a pre-V6.0 release, it is not necessary to repeat it. However, if you performed a *transparent* conversion as part of an earlier upgrade, you must also complete a *full* conversion at this time. Transparent conversions are not supported and will not work in V6.0.
2. To determine if this program has been modified, check `/att/ag/hostdip/helper`. If (1) there are any new files besides `helper.o`, `extract.o`, or `makefile`, or (2) `extract.c` has been changed from the original, you must reapply the helper DIP changes.

Table 1-4. Checklist of Additional Post-Upgrade Requirements for Assisted Upgrades from V5.0 Systems

Option	✓	Task to Accomplish	Notes/Comments
Applications developed in IRAPI		<ol style="list-style-type: none"> 1. Search the application source files and replace the IRAPI function irsay() with the new version irFDSay(). 2. Recompile and retest the IRAPI applications. 	<ol style="list-style-type: none"> 1. Use vi or a comparable editor 2. See “Compiling and Installing IRAPI Applications” in Appendix A, “Supplemental Procedures”
Custom DIPs		Recompile and retest custom DIPs.	See “Compiling a DIP” in Appendix A, “Supplemental Procedures”

⇒ NOTE:

After you complete all the required tasks from Table 1-3 (and Table 1-4, if applicable), return to Table 1-1 or Table 1-2, and complete the next step.

Table 1-5. Checklist of Additional Post-Upgrade Requirements for Assisted Upgrades from V4.0i Systems

Option	✓	Task to Accomplish	Notes/Comments
V4.0i system with E1 cards		Manually redo any changes made to the source system .d1Parms file if you also want those changes on the target system.	The o.d1Parms file is located in the /vs/switches/digital/pkgs directory for the appropriate switch.
V4.0i system that includes an ISDN PRI package used with an ACULAB circuit card		Modify the ISDN PRI parameters	<ol style="list-style-type: none"> 1. Using vi, edit /vs/data/pri/pri.rc as described in /vs/man/cat4/pri.rc.4 2. Set the FLAG value to 0x19 to include the AFLG_IGN_CMP flag as well as other default flags. 3. Set the NPI_TOA parameter to 0x22 (for NAT_TEL) or to another suitable value.

A Note about V5.0 to V6.0 Filesystem Changes

The V6.0 filesystem structure differs from that of V5.0. Upgrading from V5.0 to V6.0 without an operating system reload leaves you with the V5.0 filesystem structure until the point at which you do a restore from a **mkimage** tape on your V6.0 system. *This does not affect the operation of your V6.0 system.* However, the following comparisons of filesystems and space requirements between the two releases are included for your information.

V5.0 Filesystem	V5.0 Space Requirements (Mbytes)	
	1.2-Gbyte Drive	1.7-Gbyte Drive
/root	340	400
/stand	10	10
/swap	65	65
/home	60	342
/home2	340	500
/dump	65	65
/var	100	100
/usr	200	200

V6.0 Filesystem	V6.0 Space Requirements (Mbytes)	
	1.7-Gbyte Drive	2.0-Gbyte Drive
/root	500	600
/stand	15	15
/dev/dump	65	65
/dev/swap	129	129
mtce	20	20
/vs	200	200
/oracle	400	400
/tmp	20	20
/voice1	350	500

Performing an Assisted Upgrade That Does Not Require an Operating System Reload

2

Overview

This chapter provides step-by-step procedures for an upgrade of INTUITY™ CONVERSANT® V5.0 or V6.0 to V6.0 Update 1 that does *not* require an operating system reload.

 **NOTE:**

You must reload the operating system if:

- Your upgrade includes a platform migration
- You change or repartition the disk
- You install a P5 120-MHz CPU as part of Step 3 in the installation checklist (Table 1-2)

If you require an operating system reload, see Chapter 3, “Performing an Assisted Upgrade That Requires an Operating System Reload”.

Purpose

The purpose of this chapter is to document the prompts and screens associated with the Upgrade Assistance Tool for assisted upgrades.

Part 1 of the Assisted Upgrade

Perform the following procedure for an unattended upgrade:

1. Insert the diskette labeled "Platform Upgrade Assistance Package" into the drive.

2. 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)
```

3. Press **ENTER**.

The system displays the following message:

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

The following packages are available:

```
1 pltupg      INTUITY Platform Upgrade Assistance Package
              (CONVERSANT) i.2.1
```

```
Select package(s) you wish to process (or 'all' to
process
```

```
all packages). (default: all) [?,??,q]:
```

4. Press **ENTER**.

The system displays status messages during the installation and the following message when installation is complete:

```
Installation of INTUITY Platform Upgrade Assistance
Package (pltupg) was successful.
```

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

5. Enter **q**
6. Remove the diskette from the drive.
7. At the UNIX prompt, enter **who -r**

The system displays the following message:

```
run level 4 Nov 14 12:07  2  0  3
```

8. If the run level is 4, skip this step and go on to Step 9.

If the run level is *not* 4, start the voice system. See "Starting the Voice System" in Chapter 3, "Common System Procedures," in your system maintenance book for the procedure.

When you are finished go on to Step 9.

9. At the UNIX prompt, enter **/usr/lib/upgrade/bin/upg**

The system displays instructional messages, then the following message:

If you are upgrading an active machine, it is **HIGHLY RECOMMENDED** that a backup be performed as part of the upgrade procedure.

Do you need to do a backup now? (y/n) [y]

⇒ NOTE:

The default for the above prompt is **y**.

10. Enter **n**

⇒ NOTE:

If you did *not* perform the **mkimage** system backup as part of your preparation and planning procedures (see *INTUITY CONVERSANT System Version 6.0 Upgrade Planning*, 585-313-105), enter **y** and do the backup now. Then start back at the beginning of this chapter.

The system displays the following message:

Please enter the Intuity CONVERSANT platform type:

- 1) MAP/100
- 2) MAP/100C
- 3) MAP/40
- 4) don't know

Enter selection: [1]

11. Enter the number of the type of system you have. If you are not sure, enter **4**

⇒ NOTE:

Entering a **4** here will not affect the progress of the unattended upgrade.

The system displays the following message:

System name is *systemName*

systemName is the name of the system you are upgrading.

If software packages exist on the system, the system displays a message similar to the following. Otherwise, go to the response in Step 12.

The following update or patch packages are currently loaded on the system:

<i>updateFilename</i>	<i>Update package title</i>
-----------------------	-----------------------------

The assisted upgrade procedure calls for removal of all updates or patches of Intuity CONVERSANT packages (listed above) prior to starting the upgrade. This will be done automatically, if you answer yes to the following question.

Is it OK to remove the updates/patches? (y/n) [y]

⇒ NOTE:

Software patches are not needed after the upgrade is complete. This software is included with the packages on the upgrade tape.

updateFilename is the file name of the update package or patch.

Update package title is the title of the update package or patch.

If you get this message, enter **y**

12. Watch for the following message:

Any third party packaged applications, for example SpanLink, may require a separate upgrade process specific to that package, outside the scope of this upgrade process. If you are confident that your required 3rd party applications are compatible with Intuity CONVERSANT 6.0 Update_1, then you may proceed. Otherwise you might want to stop this upgrade now to verify with the 3rd party vendor, or Lucent support personnel, that your applications will be compatible.

Do you want to exit the upgrade to check any 3rd party packages? (y/n)
[y] n

If you have any third-party packages, the system displays a list of them at the end of the above message.

⇒ NOTE:

There are currently no changes to third party packages when upgrading from V6.0 to V6.0 Update 1. However, V5.0 systems must have third party packages upgraded independently of the Upgrade Assistance Tool.

13. If you want to exit the upgrade to check any third party packages, enter **y**

⇒ NOTE:

If you exit the upgrade at this point, you will have to start over at the beginning of this chapter.

To continue the upgrade procedure, enter **n**

The system displays the following message:

Call data records will NOT be preserved in the course of this upgrade. You may want to obtain any desired call data reports now before the records are deleted.

Do you want access to "ksh" to run CDH reports? (y/n)
[y]

14. If you do not want to run CDH reports, enter **n** and go on to the next step.
If you want to run CDH reports, enter **y**

The system temporarily moves you from the unattended upgrade procedure to the k shell. After each command you enter while in the k shell, the system displays the following message:

Enter "upg" to continue the upgrade procedure.

When you are finished running your CDH reports, enter **upg**

The system returns you to the unattended upgrade procedure at the point where you left to do the CDH reports. Go on to the next step.

15. Watch for the system to display the following message:

Do you have any Upgrade Add-on disks you wish to install now? (y/n) [n]

If your upgrade package included any upgrade add-on diskettes, go to Step 16. If your upgrade package did *not* include any upgrade add-on diskettes, go to Step 17.

16. Enter **y** and follow the onscreen prompts and any instructions you received for the add-on.

After each add-on, the system asks whether you have any more add-ons to install. After you have installed your last add-on, go to the next step.

17. Enter **n**

The system displays the following message:

Tape drive is *companyName*

System backups must be performed by the user before and after the upgrade process.

You will need **X** - *what type of* cartridge tape(s) to do a mkimage backup before this upgrade. In addition, you will need more tape(s) to do a backup of the system after the upgrade.

There are two choices for the after-upgrade backup:

1) mkimage -- requires **X** additional tape(s)
(**X** tapes total)

2) new Backup and Restore Utility (BRU) --
requires **X** additional tape(s)
(**X** tapes total)

Press ENTER to continue

companyName is the name of the company that made the tape drive you have on your system (either Tandberg or Wangtek).

⇒ NOTE:

If you performed the Platform Upgrade Assistance Package procedure sometime prior to performing the unattended upgrade procedure itself, you should have the correct number and type of cartridge tapes for the entire installation process. If you did not

perform the Platform Upgrade Assistance Package procedure, see “Run the Platform Upgrade Assistance Package” in Chapter 4, “Running the Evaluation Tool,” of *INTUITY CONVERSANT System Version 6.0 Update 1 Upgrade Planning*, 585-313-105.

Check to be sure you have the correct number and type of cartridge tapes to complete the unattended upgrade procedure.

18. Press **ENTER**.

If your system has a 486 central processing unit (CPU) card with BIOS 2.1c or earlier installed, the system displays the following message:

NOTE: This system has a 486 CPU, which requires a BIOS update for year2000 compliance. Refer to the upgrade documentation for instructions on performing the BIOS update.

Press **ENTER** to continue



NOTE:

If you do *not* see this message, you do not require the BIOS update. Go on to Step 19.

If the system displays this message make a note of it. You need not do anything at this point, but later in the procedure, you will need to perform the BIOS 2.1e upgrade installation.

Press **ENTER**.

19. If your system has the Token Ring circuit card installed, the system displays the following message:

The Token Ring Hardware Support package is loaded on this system. This package requires an update for V6.0 Update 1. Refer to the upgrade instructions for details on how to update the Token Ring package.

Press **ENTER** to continue



NOTE:

If you do *not* see this message, you do not require the Token Ring Hardware Support update. Go on to Step 20.

If the system displays this message make a note of it. You need not do anything at this point, but later in the procedure, you will need to perform the Token Ring Hardware Support upgrade installation.

Press **ENTER**.

20. The system determines if there is sufficient space available on your system to back up the ORACLE database. If additional space must be allocated, the system displays a number of status messages, then displays the following message:

Select one of the following upgrade options:

- 1) Quick install (preserve existing settings)
- 2) Custom install (for advanced users only)

Enter selection: [1]

21. Enter **2** for assisted upgrade.

The system displays the UNIX prompt.

22. Remove the package labeled "Spadm Audio Click" by completing the following Steps a through e:

- a. Enter **pkgrm**

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

- b. Press **(ENTER)** to scroll through the list until you locate the Spadm Audio Click patch package.

- c. Press **(CONTROL) (D)** to stop the display.

- d. Enter the number next to the Spadm Audio Click patch package.

The system displays the following message:

```
The following packages are currently installed:
```

```
1  spdm      Intuity CONVERSANT VIS V5.0
      SB/Spadm Audio/Click Patch
```

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

- e. Enter **y**

The system displays a series of messages and then the system prompt.

23. Remove the package labeled "Synch Host Update 1" by completing the following Steps a through e:

- a. Enter **pkgrm**

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

- b. Press **(ENTER)** to scroll through the list until you locate the Synch Host Update 1 package.

- c. Press **(CONTROL) (D)** to stop the display.

- d. Enter the number next to the Synch Host Update 1 package.

The system displays the following message:

```
The following package is currently installed:
```

```
synchost1  Intuity CONVERSANT VIS V5.0
Synchronous
```

```
Host Interface Package Update 1
(i486) 5.0
```

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

- e. Enter **y**

The system displays a series of messages and then the system prompt.

- 24. Some systems may also have a synchronous host update package installed labeled "Synch Host Update 2". If this is installed on your system, remove it by completing the following Steps a through e:

- a. Enter **pkgrm**

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

- b. Press **(ENTER)** to scroll through the list until you locate the Synch Host Update 2 package.

- c. Press **(CONTROL) (D)** to stop the display.

- d. Enter the number next to the Synch Host Update 2 package.

The system displays the following message:

```
The following package is currently installed:
synchost2  Intuity CONVERSANT VIS V5.0
Synchronous
           Host Interface Package Update 2
           (i486) 5.0
```

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

- e. Enter **y**

The system displays a series of messages and then the system prompt.

- 25. Remove the package labeled "Tip/Ring Update 1" by completing the following Steps a through c:

- a. Enter **removepkg**

The system displays a list of the packages installed and asks you to enter a number corresponding to the package you want to remove.

- b. Enter the number next to the Tip/Ring Update 1 package.

The system displays the following message:

```
Confirm
```

Insert the removable medium for the Tip/Ring Update 1 you wish to remove.

Strike **ENTER** when ready
or **ESC** to stop.

- c. Press **(ENTER)**.

26. Remove the package labeled "Application Update 1" by completing the following Steps a through c:
 - a. Enter **removepkg**

The system displays a list of the packages installed and asks you to enter a number corresponding to the package you want to remove.
 - b. Enter the number next to the Application Update 1 package.

The system displays the following message:

```
Confirm

Insert the removable medium for the Application Update 1 you wish
to remove.

Strike ENTER when ready
or ESC to stop.
```
 - c. Press **ENTER**.
27. Remove any additional update and patch packages contained on your system.
28. After you have removed the updates and patches, enter **/usr/lib/upgrade/bin/upg**

The system displays the following message:

```
Responses to all questions are processed when the
<Enter> key is pressed. (This key may be labeled "RET"
or "Return" on some keyboards.)

After questions, values within ()s are the list of
possible choices, e.g. (y/n), and a value within []s is
the default choice, e.g. [n], which is selected by
pressing the <Enter> key.

When answering any questions during this procedure, the
response:

? produces detailed help about the question currently
being asked.
q causes you to immediately exit from the upgrade
procedure.

You will need to know what device is to be used to back
up files and have a supply of backup media. After the
first couple of questions, you will be informed as to
the amount and types of backup media required.

If you are upgrading an active machine, it is HIGHLY
RECOMMENDED that a backup be performed as part of the
upgrade procedure.
Do you need to do a backup now? (y/n) [y]
```
29. Enter **n**

The system displays the following message:

```
Do you want to exit the upgrade procedure now to run CDH
reports? (y/n) [y]
```

30. Enter **n**

The system displays the following message:

```
Do you want to save a copy of the screen interactions
during the upgrade procedure? It is strongly
recommended that you do so. (y/n) [y]
```

31. Press **ENTER**.

The system displays the following message:

```
Select the Floppy Drive to be used to make any floppies:
 1) drive 0
 2) drive 1
Enter selection: [1]
```

32. Press **ENTER**.

The system displays the following message:

```
Type of Floppy Drive:
 1) 3.5", 1.44 megabyte
 2) 5.25, 1.2 megabyte
Enter selection: [1]
```

33. Press **ENTER**.

The system displays the following message:

```
Select the backup device:
 1) cartridge tape (c0s0)
 2) floppy
Enter selection: [1]
```

34. Press **ENTER**.

The system displays the following message:

```
Cartridge tape drive capacity:
 1) 60 megabyte
 2) 120 megabyte
 3) 150 megabyte
 4) 525 megabyte
 5) 2 gigabyte
Enter selection: [3]
```

35. If your system is an ESDI system, enter **3**

If your system has a Wangtek drive, enter **4**

If your system has a Tandberg drive, enter **5**



NOTE:

See “Types of Cartridge Tape Drives” in Chapter 3, “Common System Procedures,” in the maintenance document for your target system for tape drive identification procedures.

The system extracts the configuration information. The system displays a series of messages then the following message:

```
The file "/usr/lib/upgrade/CVIS.info" contains the
configuration data just gathered. You will need to be
able to view this information during the reinstallation
of packages phase of the assisted upgrade.
```

```
You should either print /usr/lib/upgrade/CVIS.info or
transfer it to another machine, where you can access
the file while you continue to run the assisted upgrade
procedure.
```

```
Do you want access to "ksh" to do this now? (y/n) [y]
```

36. Press **ENTER**.

The system displays the following message:

```
Enter "upg" to continue the upgrade
```

37. If you want to print the file, enter **lp /usr/lib/upgrade/CVIS.info**

If you want to transfer the file, use either the **cpio** or the **rcp** command. See “Summary of Commands” in Appendix A, of *INTUITY CONVERSANT System Version 6.0 Administration*, 538-310-591, for more information on these commands.

The system displays the following message:

```
Enter "upg" to continue the upgrade
```

38. Enter **upg**

The system displays the following message:

```
Stop Voice System or Quit Upgrade
 1) stop Voice System and continue upgrade
 2) quit upgrade
Enter selection: [1]
```

39. Press **ENTER**.

The system displays the following message:

```
The Voice System is now stopping

Initiating request to clear all calls in the next 10
seconds.

Orderly idling of system succeeded
sb_logoff: all sessions are unassigned. no need to
logoff.
```

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

...Stopping the ORACLE database.....

Will you be moving to a different Conversant VIS hardware platform? (y/n) [n]

40. Press **ENTER**.

The system displays the following message:

Will you be replacing or repartitioning your current disk, or reloading the operating system? (y/n) [n]

41. Enter **n**

The system displays the following message:

Determining the amount of space required by the parameter, data, user, and application files being saved and restored by the upgrade procedure. Please be patient. The amount of time required to perform this job depends upon the size of your system, the number of users, etc. It may take 10 minutes or more to complete...

The system displays a series of messages and then the following message:

Determining the size of the database...XXXX blocks
You will need X tape(s)

The system displays a series of messages and then the following message:

Label tape "ORACLE Backup: 1", place in drive, and press <Enter>:

42. Label a cartridge tape as described.

43. Insert the cartridge tape into the drive.

44. Press **ENTER**.

The system displays the following message:

Retensioning the cartridge tape...
Saving ORACLE Database

Wait until the disk/tape activity stops before removing the tape. Set the tape aside for later and press enter.

45. Remove the cartridge tape.

46. Press **ENTER**.

The system displays a series of messages and then the following message:

It is now time to save files that will be either reinstalled on the upgraded system or merged with new files on the upgraded system.

Label a free tape "Upgrade Save Files: 1", insert it in the tape drive, and press <Enter>:

47. Label a cartridge tape.
48. Insert the cartridge tape into the drive.
49. Press **ENTER**.

The system displays a series of messages and then the following message:

```
It is now time to start removing old packages of
software in preparation for reinstallation of the new
packages.
```

```
If for any reason you DO NOT want to perform the upgrade
at this time, answer 'n'. This will cause the upgrade to
abort. You will be able to perform the upgrade at a
later time, at the expense of having to answer all of
the questions asked so far again and making new tapes of
backed up information.
```

```
If you answer 'y', you should then be prepared to
continue to the end of the assisted upgrade procedure.
```

```
Do you want to proceed with the upgrade? (y/n) [y]
```

50. If your system does not have the host feature package, skip this step and continue with Step 51.

If your system has the host feature package, the system displays a series of messages and then the following message:

⇒ NOTE:

The host feature packages may not be removed in the order shown here.

```
The following package is currently installed:
```

```
synchost      Intuity CONVERSANT VIS V5.0
```

```
Synchronous
```

```
(3.0.2.7)
```

```
(386) 3.0.2.7
```

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

Complete the following Steps a through k:

- a. Enter **y**

The system displays a series of messages and then the following message:

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

```
The following package is currently installed:
linkxHTE          linkix_hte, Feature Level 2
                  (3.0.2.7)
                  (386) 3.0.2.7
```

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

b. Enter y

The system displays a series of messages and then the following message:

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

```
The following package is currently installed:
mgmt              linkix_mgmt, Feature Level 1
                  (3.0.2.0)
                  (386) 3.0.2.0
```

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

c. Enter y

The system displays a series of messages and then the following message:

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

```
The following package is currently installed:
netman           linkix_netman, Feature Level 2
                  (3.0.2.0)
                  (386) 3.0.2.0
```

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

d. Enter y

The system displays a series of messages and then the following message:

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

```
The following package is currently installed:
13270s02         linkix_3270, Feature Level 1,
                  Supplement 02
                  (386) 3.0.2.3
```

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

e. Enter y

The system displays a series of messages and then the following message:

```
Removal of <13270s02> was successful.
```

```
The following package is currently installed:
linkx3270        linkix_3270, Feature Level 2
                  (3.0.2.3)
                  (386) 3.0.2.3
```

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

f. Enter y

The system displays a series of messages and then the following message:

Removal of <linkx3270> was successful.

The following package is currently installed:

sna1281u	linkix_sna_1281u, SNA Level 2
	(3.0.3.0)
	(386) 3.0.3.0

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

g. Enter y

The system displays a series of messages and then the following message:

Resetting kernel tuning parameters...

Would you like to link the kernel at this time?
(y/n)

h. Enter n

The system displays the following message:

The kernel has to be linked at a later time to activate the linkix_sna_1281u, SNA Level (3.0.3.0) removal.

Press ENTER to continue

i. Press .

The system displays a series of messages and then the following message:

Removal of <sna1281u> was successful.

The following package is currently installed:

coproc03	linkix_coproc, Link Level,
	Supplement 03
	(386) 3.0.2.1

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

j. Enter y

The system displays a series of messages and then the following message:

Removal of <coproc03> was successful.

The following package is currently installed:

coproc	linkix_coproc, Link Level
	(3.0.2.1)
	(386) 3.0.2.1

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

k. Enter **y**

51. Press **(ENTER)**.

The system displays the following message:

```
Do you want to save your old logging data? [n]
```

52. Press **(ENTER)**.

The system displays the following message:

```
Linking new kernel.  
Intentionally deferring rebuilding of UNIX kernel.  
The kernel has been successfully linked. To activate it, you must reboot  
your system.
```

The system displays a series of messages and then the following message:

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

The system automatically removes the

- Form Filler Plus Package
- Speech Collection Toolkit
- Script Builder Package
- Speech Recognition Package
- SP circuit card driver
- Tip/Ring circuit card driver
- INTUITY CONVERSANT VIS V5.0 Application Software

The system then displays the following message:

```
All files under /oracle (and its subdirectories) are  
going to be removed. If you wish to save some of the  
files before they are removed, please answer <N> to  
stop the process. Otherwise, answer <Y> to continue:
```

53. Enter **y**

The system displays the following message:

```
The UNIX Operating System kernel will be rebuilt to  
include your configuration changes during the next  
system reboot.
```

The system rebuilds the kernel, reboots, and displays the system prompt.

54. Remove all custom grammar packages.

These packages are identified as custom grammar packages in the output of the **displaypkg** command.

55. Verify that all feature packages have been removed by entering **displaypkg**

If the only INTUITY CONVERSANT package still present on the system is the INTUITY Platform Upgrade Assistance Package, all packages have been successfully removed.

If there are additional INTUITY CONVERSANT packages still present on the system, remove them manually using **removepkg** or **pkgrm** as applicable.

 **CAUTION:**

Do not remove the package labeled "INTUITY Platform Upgrade Assistance Package."

 **NOTE:**

Any feature package removed manually will not appear to have been removed until after you reboot the system.

56. If you removed any packages in Steps 27, 54, or 55, complete the following Steps a through c:

- a. Shut down the system.
- b. Reboot the system.
- c. Log in as root

If you did not remove any packages in Steps 27, 54, or 55, skip Steps 56 a through c and continue with Step 1.

 **NOTE:**

This concludes Part 1 of the upgrade. Check off the completion of Step 2 in the upgrade checklist (Table 1-1). To continue with Step 3 and begin Part 2 of the upgrade, you need configuration information for the target system. If you do not have a system configuration from the TSO, you will have to run the Hardware Resource Allocator program. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration", of the maintenance book for your target system for more information.

Part 2 of the Assisted Upgrade

1. Enter `/usr/lib/upgrade/bin/upg`

The system displays a series of messages and then the following message:

```
Installation of 1 package(s) is now going to be made  
from the Distribution Tape labeled:
```

```
"Platform CVIS Set"
```

```
Place the requested cartridge tape in drive and press  
<Enter>:
```

2. Place the tape in the drive.

3. Press `ENTER`.



CAUTION:

Do not press enter a second time. Continue directly with Step 4.

4. Complete Steps 4 through 7 of "Installing the INTUITY CONVERSANT Base Software Set" in Chapter 10, "Installing the INTUITY CONVERSANT System Software," in the maintenance book for your target system.

At the completion of the INTUITY CONVERSANT system software installation, the system displays the following message:

```
Do you want to add an additional file for the "SYSTEM"  
tablespace? (y/n) [n]
```

5. If the size of the ORACLE database on your system is greater than 65 Mbytes, complete the following Steps a through d:

a. Enter `n`

The system displays the following message:

```
Name of file:
```

b. Enter the name of the file.



NOTE:

Follow the convention of adding the suffix **.db** to this file name.

The system displays the following message:

```
Size of file in kilobytes:
```

c. Enter the size necessary for the file.

The system displays the following message:

```
Do you want to add an additional file for the  
"SYSTEM" tablespace? (y/n) [n]
```

d. Enter **n**

If the size of the ORACLE database on your system is not greater than 65 Mbytes, enter **n**

The system displays the following message:

Place the tape labeled "ORACLE Backup: 1" in the tape drive and press <Enter>:

6. Insert the cartridge tape into the drive.

7. Press **(ENTER)**.

The system displays a series of messages and then a message similar to the following:

Find the installation floppies labeled:

"Hardware Resource Allocator"

Insert the first floppy and press <Enter>

8. Complete Steps a through e for every feature package to be installed on your system. See Chapter 11, "Installing Optional Feature Packages" in the maintenance book for your target system for more information.

⇒ NOTE:

If you do not want to add a particular package, enter **q** when you are asked to install it and continue with the upgrade.

a. Insert the diskette into the drive.

b. Press **(ENTER)**.

The system displays the following message:

Insert diskette into Floppy Drive 1.

Type [go] when ready,
or [q] to quit: (default: go)

c. Press **(ENTER)**.

When the system has completed the installation of the feature package the system displays the following message:

Make sure the last floppy has been removed and press <Enter>:

d. Remove the diskette from the drive.

e. Press **(ENTER)**.

⇒ NOTE:

If you are installing the Form Filler feature package, you will be asked for the review and transcription passwords. Press **(ENTER)** for both passwords.

If there is an additional feature package to install, the system displays a message similar to the following:

Find the installation floppies labeled:

“Switch Utilities Package”

Insert the first floppy and press <Enter>

Repeat Steps a through e above.

If your system has the host feature package, the system displays the following message when it has completed the installation of the last feature package:

Installation of X package(s) is now going to be made from the Distribution Tape labeled:

“LINKix (<number> packages)”

Place requested cartridge tape in drive and press <Enter>:

Install the host feature package. See “Installing the LINKix Packages” in Chapter 11, “Installing Optional Feature Software,” in the maintenance book for your platform.

When the system has completed the installation of the last feature package, it displays the following message:

All files saved prior to the upgrade will now be restored or merged with the upgraded system.

The system reboots.

9. After the reboot, enter **`/usr/lib/upgrade/bin/upg`**

The system displays the following message:

Place the tape labeled “Upgrade Save Files: 1” in the tape drive and press <Enter>:

10. Insert the tape into the tape drive.

11. Press **`ENTER`**.

The system displays the following message:

Processing all files that need additional changes to upgrade and/or merge them into the new system.

The original file for the files that have been changed during this upgrade has been saved in `/vs/data` directory as `o.filename`.

Check these changes by comparing the entries for the files under `/etc/conf/init.d` with the `o.filename` to insure that they are correct. An old `/vs/data/CONVERSANT` file from your source machine has been saved in `/vs/data/o.CONVERSANT`

The system begins restoring talkfiles and displays the following message:

```
NOTICE: If you have any CUSTOM GRAMMARS to load, they
must be loaded now, prior to converting and verifying
ScriptBuilder applications in the next step. You are
given the opportunity here to escape to the shell
prompt in order to load custom grammars or anything
else deemed necessary prior to the ScriptBuilder
conversion step.
```

```
Do you want to load any custom grammars now?
```



CAUTION:

The custom grammars must be V6.0 grammars. Pre-V6.0 grammars will not work and must not be loaded.

12. If your system has custom grammars, complete the following Steps a through c.



CAUTION:

Failure to load custom grammars at this point will result in errors.

- a. Press `(ENTER)`.

The system displays the UNIX prompt.

- b. Load the custom grammars.

- c. Enter **upg**

The system displays the following message:

```
Script Builder applications will now be upgraded.
Do you want the upgrade to be run in Compatibility
Mode?
```

- ```
1) Minimum compatibility mode - errors only
2) Full compatibility mode - errors and
 warnings
3) Non-compatibility mode - Tell me
 everything!
```

```
Enter selection: [2]
```

If your system does not have custom grammars, enter **n**

The system displays the following message:

```
Script Builder applications will now be upgraded. Do
you want the upgrade to be run in Compatibility Mode?
```

- ```
1) Minimum compatibility mode - errors only
2) Full compatibility mode - errors and warnings
3) Non-compatibility mode - Tell me everything!
```

```
Enter selection: [2]
```

13. Enter 3

The system starts the voice system, converts the Script Builder applications, and then displays the following message:

```
You have completed the assisted portion of this upgrade
from VIS Version 5 to VIS V6.0. However, this does NOT
complete your upgrade. There are several additional
steps you need to perform manually. (Depending on your
source and target scenarios, there may be many
additional steps.)
```

The manual steps required to complete your upgrade are listed in the checklist in the Intuity CONVERSANT VIS V6.0 Upgrades document.

Carefully review this checklist. It is important that you perform all listed steps which apply to your scenario. Follow the procedures described, making reference, as necessary to other documents in the Intuity CONVERSANT VIS V6.0 document set. Remember that the upgrade history files,

```
    /usr/lib/upgrade/output.lst
    /usr/lib/upgrade/filesList, etc.
```

as well as files named "o.<file>" in other directories (which were brought from your source system by the upgrade tool), are available to help you to administer your target system.

Once you have performed the manual completion steps, verify your upgrade. Some steps which might help you perform this verification are included in the Verification and Troubleshooting chapter of the Upgrades document.

When you are satisfied that your upgrade is complete, backup your target system according to the backup procedures described in the Intuity CONVERSANT VIS V6.0 Maintenance document.

Press <Enter>:

14. Press **ENTER**.

The system displays the system prompt.

This concludes Part 2 of the upgrade. Check off the completion of Step 3 on the upgrade checklist (Table 1-1). To finish the upgrade to V6.0, complete Steps 4, 5, 6, and (if applicable) Step 7.

Performing an Assisted Upgrade That Requires an Operating System Reload

3

Overview

This chapter provides step-by-step procedures for an upgrade of INTUITY™ CONVERSANT® to V6.0 Update 1 that requires an operating system reload. This includes upgrades to any of the following systems:

- Some V5.0 systems
- V4.0i
- V4.0
- V3.1.1
- V3.1

 **NOTE:**

You must reload the operating system of a V5.0 system if:

- your upgrade includes a platform migration
- you change or repartition the disk
- you install a P5 120-MHz CPU as part of Step 3 in the installation checklist (Table 1-2)

If you do *not* require an operating system reload, see Chapter 2, “Performing an Assisted Upgrade That Does Not Require an Operating System Reload”.

Purpose

The purpose of this chapter is to document the prompts and screens associated with the Upgrade Assistance Tool for assisted upgrades.

Part 1 of the Assisted Upgrade

Perform the following procedure for an assisted upgrade:

1. Insert the diskette labeled "Platform Upgrade Assistance Tool" into the drive.

2. 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)
```

3. Press **ENTER**.

The system displays the following message:

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

The following packages are available:

```
1 pltupg      INTUITY Platform Upgrade Assistance Package
              (CONVERSANT) i.2.1
```

```
Select package(s) you wish to process (or 'all' to
process
```

```
all packages). (default: all) [?,??,q]:
```

4. Press **ENTER**.

The system displays status messages during the installation and the following message when installation is complete:

```
Installation of INTUITY Platform Upgrade Assistance
Package (pltupg) was successful.
```

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

5. Enter **q**
6. Remove the diskette from the drive.
7. At the UNIX prompt, enter **who -r**

The system displays the following message:

```
run level 4 Nov 14 12:07  2  0  3
```

8. If the run level is 4, skip this step and go to Step 9.

If the run level is *not* 4, start the voice system. See "Starting the Voice System" in Chapter 3, "Common System Procedures," in your system maintenance book for the procedure.

When you are finished go to Step 9.

9. At the UNIX prompt, enter **/usr/lib/upgrade/bin/upg**

The system displays instructional messages, then the following message:

If you are upgrading an active machine, it is **HIGHLY RECOMMENDED** that a backup be performed as part of the upgrade procedure.

Do you need to do a backup now? (y/n) [y]

⇒ NOTE:

If you did *not* perform the **mkimage** system backup as part of your preparation and planning procedures, enter **y** and do the backup now. Then start again at the beginning of this chapter.

10. Enter **n**

The system displays the following message:

Please enter the Intuity CONVERSANT platform type:

- 1) MAP/100
- 2) MAP/100C
- 3) MAP/40
- 4) don't know

Enter selection: [1]

11. Enter the number of the type of system you have. If you are not sure, enter **4**

⇒ NOTE:

Entering a **4** here will not affect the progress of the upgrade.

The system displays the following message:

System name is *systemName*

systemName is the name of the system you are upgrading.

If software packages exist on the system, the system displays a message similar to the following. Otherwise, go to the response in Step 12.

The following update or patch packages are currently loaded on the system:

<i>updateFilename</i>	<i>Update package title</i>
-----------------------	-----------------------------

The assisted upgrade procedure calls for removal of all updates or patches of Intuity CONVERSANT packages (listed above) prior to starting the upgrade. This will be done automatically, if you answer yes to the following question.

Is it OK to remove the updates/patches? (y/n) [y]

⇒ NOTE:

Software patches are not needed after the upgrade is complete. This software is included with the packages on the upgrade tape.

updateFilename is the file name of the update package or patch.
Update package title is the title of the update package or patch.

If you get this message, enter **y**

12. Watch for the following message:

Any third party packaged applications, for example SpanLink, may require a separate upgrade process specific to that package, outside the scope of this upgrade process. If you are confident that your required 3rd party applications are compatible with Intuity CONVERSANT 6.0 Update_1, then you may proceed. Otherwise you might want to stop this upgrade now to verify with the 3rd party vendor, or Lucent support personnel, that your applications will be compatible.

Do you want to exit the upgrade to check any 3rd party packages? (y/n)
[y] n

If you have any third-party packages, the system displays a list of them at the end of the above message.

⇒ NOTE:

There are currently no changes to third party packages when upgrading from V6.0 to V6.0 Update 1.

13. If you want to exit the upgrade to check any third party packages, enter **y**

⇒ NOTE:

If you exit the upgrade at this point, you will have to start over at the beginning of this chapter.

To continue the upgrade procedure, enter **n**

The system displays the following message:

Call data records will NOT be preserved in the course of this upgrade. You may want to obtain any desired call data reports now before the records are deleted.

Do you want access to "ksh" to run CDH reports? (y/n)
[y]

14. If you do not want to run CDH reports, enter **n** and go on to the next step.

If you want to run CDH reports, enter **y**

The system temporarily moves you from the unattended upgrade procedure to the k shell. After each command you enter while in the k shell, the system displays the following message:

Enter "upg" to continue the upgrade procedure.

When you are finished running your CDH reports, enter **upg**

The system returns you to the unattended upgrade procedure at the point where you left to do the CDH reports. Go on to the next step.

15. Watch for the system to display the following message:

```
Do you have any Upgrade Add-on disks you wish to install
now? (y/n) [n]
```

If your upgrade package included any upgrade add-on diskettes, go to Step 16. If your upgrade package did *not* include any upgrade add-on diskettes, go to Step 17.

16. Enter **y** and follow the onscreen prompts and any instructions you received for the add-on.

After each add-on, the system asks whether you have any more add-ons to install. After you have installed your last add-on, go to the next step.

17. Enter **n**

The system displays the following message:

```
Tape drive is companyName
```

```
System backups must be performed by the user before and
after the upgrade process.
```

```
You will need X - what type of cartridge tape(s) to do a
mkimage backup before this upgrade. In addition, you
will need more tape(s) to do a backup of the system
after the upgrade.
```

```
There are two choices for the after-upgrade backup:
```

- ```
1) mkimage -- requires X additional tape(s)
 (X tapes total)

2) new Backup and Restore Utility (BRU) --
 requires X additional tape(s)
 (X tapes total)
```

```
Press ENTER to continue
```

```
companyName is the name of the company that made the tape drive you
have on your system (either Tandberg or Wangtek).
```

**⇒ NOTE:**

If you performed the Platform Upgrade Assistance Package procedure some time prior to performing the unattended upgrade procedure itself, you should have the correct number and type of cartridge tapes for the entire installation process. If you did not perform the Platform Upgrade Assistance Package procedure, see "Run the Platform Upgrade Assistance Package" in Chapter 4, INTUITY CONVERSANT System Version 6.0 Update 1 Upgrade Planning, 585-313-105.

Check to be sure you have the correct number and type of cartridge tapes to complete the unattended upgrade procedure.

18. Press **ENTER**.

If your system has a 486 Central Processing Unit (CPU) card with BIOS 2.1c or earlier installed, the system displays the following message:

NOTE: This system has a 486 CPU, which requires a BIOS update for year2000 compliance. Refer to the upgrade documentation for instructions on performing the BIOS update.

Press ENTER to continue



**NOTE:**

If you do *not* see this message, you do not require the BIOS update. Go on to Step 19.

If the system displays this message make a note of it. You need not do anything at this point, but later in the procedure, you will need to perform the BIOS 2.1e upgrade installation.

Press **ENTER**.

19. If your system has the Token Ring circuit card installed, the system displays the following message:

The Token Ring Hardware Support package is loaded on this system. This package requires an update for V6.0 Update 1. Refer to the upgrade instructions for details on how to update the Token Ring package.

Press ENTER to continue



**NOTE:**

If you do *not* see this message, you do not require the Token Ring Hardware Support update. Go on to Step 20.

If the system displays this message make a note of it. You need not do anything at this point, but later in the procedure, you will need to perform the Token Ring Hardware Support upgrade installation.

Press **ENTER**.

["Found unsupported package" message?]

20. The system determines if there is sufficient space available on your system to back up the ORACLE database. If additional space must be allocated, the system displays a number of status messages, then displays the following message:

Select one of the following upgrade options:

- 1) Quick install (preserve existing settings)
- 2) Custom install (for advanced users only)

Enter selection: [1]

21. Enter **2** for the assisted upgrade.

The system displays the following message:

Select the Floppy Drive to be used to make any floppies:

- 1) drive 0
- 2) drive 1

Enter selection: [1]

22. Press **ENTER**.

The system displays the following message:

Type of Floppy Drive:

- 1) 3.5", 1.44 megabyte
- 2) 5.25, 1.2 megabyte

Enter selection: [1]

23. Press **ENTER**.

The system displays the following message:

Select the backup device:

- 1) cartridge tape (c0s0)
- 2) floppy

Enter selection: [1]

24. Press **ENTER**.

The system displays the following message:

Cartridge tape drive capacity:

- 1) 60 megabyte
- 2) 120 megabyte
- 3) 150 megabyte
- 4) 525 megabyte
- 5) 2 gigabyte

Enter selection: [3]

25. If your system is an ESDI system, enter **3**

If your system has a Wangtek drive, enter **4**

If your system has a Tandberg drive, enter **5**

**⇒ NOTE:**

See "Types of Cartridge Tape Drives" in Chapter 3, "Common System Procedures," in the maintenance book for your target system for tape drive identification procedures.

The system extracts the configuration information. The system displays a series of messages then the following message:

The file "/usr/lib/upgrade/CVIS.info" contains the configuration data just gathered. You will need to be able to view this information during the reinstallation of packages phase of the assisted upgrade.

You should either print this file or transfer it to another machine, where you can access the file while you continue to run the assisted upgrade procedure.

Do you want access to "ksh" to do this now? (y/n) [y]

26. Press **ENTER**.

The system displays the following message:

Enter "upg" to continue the upgrade

27. If you want to print the file, enter **lp /usr/lib/upgrade/CVIS.info**

If you want to transfer the file, use either the **cpio** or the **rcp** command. See Appendix A, "Summary of Commands," in *INTUITY CONVERSANT System Version 6.0 Administration*, 538-310-591, for more information on these commands.

The system displays the following message:

Enter "upg" to continue the upgrade

28. Enter **upg**

The system displays the following message:

Stop Voice System or Quit Upgrade

1) stop Voice System and continue upgrade

2) quit upgrade

Enter selection: [1]

29. Press **ENTER**.

The system displays the following message:

The Voice System is now stopping

Initiating request to clear all calls in the next 10 seconds.

Orderly idling of system succeeded

sb\_logoff: all sessions are unassigned. no need to logoff.

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

...Stopping the ORACLE database.....

Determining the amount of space required by the parameter, data, user, and application files being saved and restored by the upgrade procedure. Please be patient. The amount of time required to perform this job depends upon the size of your system, the number of users, etc. It may take 10 minutes or more to complete...

The system displays a series of messages and then the following message:

```
Determining the size of the database...XXXX blocks
You will need X tape(s) and 1 formatted floppy.
```

```
Do you have 1 formatted floppy? (y,n) [y]
```

30. Press **ENTER**.

The system displays the following message:

```
Label tape "Speech Backup: 1", place in drive, and
press <Enter>:
```

31. Label a cartridge tape.  
32. Insert the cartridge tape into the drive.  
33. Press **ENTER**.

The system displays the following message:

```
Customer and application speech will be preserved by
this procedure. Pre-recorded speech associated with
standard CONVERSANT packages will not be saved. This
will avoid conflicts with V6.0 speech which will be
loaded when the associated CONVERSANT packages are
installed.
```

```
Retensioning the cartridge tape...
```

```
Enter c when ready:
```

34. Enter **c**

The system displays a series of messages and then the following message:

```
Speech Backup is done
Please remove the tape and label it as Tape#1
Speech file system backup complete.
```

```
Please remove the cartridge tape now.
```

35. Remove the cartridge tape from the drive.

The system displays a series of messages and then the following message:

```
Label tape "ORACLE Backup: 1", place in drive, and
press <Enter>:
```

36. Label a cartridge tape.  
37. Insert the cartridge tape into the drive.  
38. Press **ENTER**.

The system displays the following message:

```
Retensioning the cartridge tape...
Saving ORACLE Database
```

```
Wait until the disk/tape activity stops before removing
the tape. Set the tape aside for later and press enter.
```

39. Remove the cartridge tape.

40. Press **ENTER**.

The system displays a series of messages and then the following message:

```
It is now time to start removing old packages of
software in preparation for reinstallation of the new
packages.
```

```
Label a free tape "Upgrade Save Files: 1", insert it in
the tape drive, and press <Enter>:
```

41. Label a cartridge tape as described.

42. Insert the cartridge tape into the drive.

43. Press **ENTER**.

The system displays a series of messages and then the following message:

```
Backup of UNIX files complete.
```

```
Creating installable floppy for next stage of upgrade.
Insert floppy into drive 0 and press <Enter>:
```

44. Insert the diskette into the drive.

45. Press **ENTER**.

The system displays a series of messages and then the following message:

```
Remove floppy & label: "Upgrade, Phase II -- use
installpkg to install". Set it aside for later
```

```
Press <Enter>:
```

46. Remove the diskette from the drive.

47. Label the diskette.

**⇒ NOTE:**

This concludes Part 1 of the upgrade. Check off the completion of Step 2 in the checklist (Table 1-2). After you complete and check off Steps 3 and 4 in the checklist (Table 1-2), continue with Step 5, "Part 2 of the Assisted Upgrade" below.

## Install the New Hardware and Software

---

1. Press `(ENTER)`.

The system displays the following message:

```
This phase of the upgrade is now complete. Read the
following multi-page message
```

```
You have indicated that you are going to repartition
the hard disk, install new disk hardware and/or reload
the operating system. Also hardware changes may be
required to make your system capable of running V6.0.
You must perform these activities manually now.
```

```
Refer to For more information on
----- -----
Intuity CONVERSANT VIS Hardware modifications required
V6.0 Upgrades
```

```
Intuity CONVERSANT VIS details on hardware
<MAP40 or MAP100[C]> installation procedures, as
Maintenance and/or procedures, as required
applicable installation
documentation
```

```
Once you have accomplished these steps insert the disk
labeled
```

```
 "Upgrade, Phase II"
```

```
into your floppy drive, and enter "installpkg". You
will then be given direction to complete the upgrade
procedures, which begin when you enter
```

```
 /usr/lib/upgrade/bin/upg
```

2. Replace the hardware. Go to Step 3 in the checklist (Table 1-2) for the information you need, complete this step, check it off, and then return here and continue with Step 3.
3. Install the base system software. See "Installing Base System Software" Chapter 9, "Installing Base System Software," in the maintenance book for your target system and complete those procedures *with the following exception*:
  - If you are upgrading from V4.0, you must delete the existing UNIX system partition and recreate it. In the procedure "Initializing the Hard Disk Drives", the second screen you see is the Hard Disk Partitioning-Disk 1 screen. Instead of selecting option 3 as the procedure directs you, select option 2 to delete a partition and follow the prompts to create a 100 percent UNIX partition. Complete the remainder of the procedure as it is written.

 **NOTE:**

Recreating the UNIX partition is necessary only if you are upgrading from V4.0.

- In the procedure “Installing the Application Server”, after you have inserted the cartridge tape labeled “INTUITY CONVERSANT VIS V6.0 UnixWare for INTUITY 1.1.2”, the second screen you see is the Verification Screen. This screen asks you to select the packages you want to install. You must select NO for the Network Support Utilities Package because SMC drivers and setup are not done at this point in the upgrade process.
4. Install the Veritas software. See “Installing the VERITAS Software Packages” in Chapter 9, “Installing Base System Software,” in the maintenance book for your target system.
  5. If your system has a LAN circuit card, install the LAN circuit card driver. See “Installing a Version 2 LAN Circuit Card” in Chapter 5, “Replacing, Installing, and Upgrading Circuit Cards,” in the maintenance book for your target system.
  6. Install the UnixWare Enhancement Set. See “Installing Base System Software” in Chapter 9, “Installing Base System Software,” in the maintenance book for your target system.

Go to Step 4 in the checklist (Table 1-2), check it off, and then return here and continue with the Step 1.

## Part 2 of the Assisted Upgrade

1. Insert the diskette labeled “Upgrade, Phase II -- use installpkg to install” into the drive.
2. Enter **installpkg**  
The system displays the following message:  

```
Please indicate the installation medium you intend to use.

Strike "C" to install from CARTRIDGE TAPE
or "F" to install from FLOPPY DISKETTE.

Strike ESC to stop.
```
3. Enter **f**  
The system displays the following message:  

```
Please insert the floppy disk.
```

If the program installation requires more than one floppy disk, be sure to insert the disks in the proper order, starting with disk number 1.

After the first floppy disk, instructions will be provided for inserting the remaining floppy disks.

Strike ENTER when ready  
or ESC to stop

4. Press **ENTER**.

The system displays the following message:

```
Installation is in progress -- do not remove the floppy.
```

The system displays a series of messages then the following message:

```
Installation of the upgrade assistance package is complete. To start (or continue) upgrade procedure, enter:
```

```
/usr/lib/upgrade/bin/upg
```

```
If this is the second stage of the upgrade, it will pickup from where it left off after stage one.
```

```
The installation of the INTUITY Software Upgrade Assistance Pkg is now complete
```

5. Enter **usr/lib/upgrade/bin/upg**

The system displays a series of messages and then the following message:

```
This system, UNIX_SV does not have the same name as the system upon which the upgrade began, XXX
```

```
Press <Enter> to reset this system name UNIX_SV to the original source system name XXXX, or type the new system name then press <ENTER>: [XXXX]
```

6. Press **ENTER**.

The system displays the following message:

```
The system name is set to XXXX
```

```
Are you sure you want to continue phase II of the upgrade on this system? (y/n) [n]
```

7. Enter **y**

The system displays the following message:

```
Use information in /usr/lib/upgrade/CVIS.info and the configuration data provided to you by the TSO to answer the questions you are asked for individual package installations.
```

The system displays a series of messages and then the following message:

```
Installation of 1 package(s) is now going to be made
from the Distribution Tape labeled:
```

```
 "Platform CVIS Set"
```

```
Place the requested cartridge tape in drive and press
<Enter>:
```

8. Place the tape in the drive.
9. Press **ENTER**.



**CAUTION:**

*Do not press enter a second time. Continue directly with Step 10.*

10. Complete Steps 4 through 7 of "Installing the INTUITY CONVERSANT Base Software Set" in Chapter 10, "Installing the INTUITY CONVERSANT System Software", in the maintenance book for your target system.
11. At the completion of the INTUITY CONVERSANT system software installation, the system displays the following message:

```
*** IMPORTANT NOTICE***
```

```
 If installation of all desired packages is
 complete, the machine should be rebooted in
 order to ensure sane operation. Execute the
 shutdown command with the appropriate options
 and wait for the "Console Login:" prompt.
```

```
The UNIX Operating System kernel will be rebuilt to
include your configuration changes during the next
system reboot.
```



**NOTE:**

The system reboots automatically. This is a deviation from the procedure outlined in Chapter 10, "Installing the INTUITY CONVERSANT System Software", in the platform maintenance book.

After the system reboot, the system displays the following message:

```
NOTICE: Prior to the VIS 5.0 release, the analog
tip/ring driver was bundled with the base application
software. In VIS 5.0 and later, the tip/ring driver is a
separate installable package. To accommodate systems
with and without the need for this driver, an
opportunity is given here to escape to a Unix shell in
order to manually install the tip/ring driver and any
country-specific switch integration packages desired.
```

```
Do you want to install the tip/ring driver now? (y/n)
[y]
```

12. If your system does not have Tip/Ring circuit cards, enter **n** and continue with Step 14.

If your system has Tip/Ring circuit cards, enter **y**

The system displays the following message:

```
You are being placed in the "ksh", to manually install
the tip/ring driver.
```

```
To continue the upgrade, enter "upg"
```

13. Load the Tip/Ring circuit card driver. See Chapter 5, "Replacing, Installing, and Upgrading Circuit Cards," in the maintenance book for your target system for the procedure.

14. Enter **upg**

```
Do you want to add an additional file for the "SYSTEM"
tablespace? (y/n) [n]
```

15. If the size of the ORACLE database on your system is greater than 65 Mbytes, complete the following Steps a through c:

- a. Enter **n**

```
The system displays the following message:
```

```
Name of file:
```

- b. Enter a name of the file.

 **NOTE:**

Follow the convention of adding **a.db** suffix to this file name.

```
The system displays the following message:
```

```
Size of file in kilobytes:
```

- c. Enter a size necessary for the file.

If the size of the ORACLE database on your system is not greater than 65 Mbytes, enter **n**

The system displays the following message:

```
Place the tape labeled "ORACLE Backup: 1" in the tape
drive and press <Enter>:
```

16. Insert the cartridge tape into the drive.

17. Press **(ENTER)**.

The system displays a series of messages and then a message similar to the following message for every feature package installed on your system:

```
Find the installation floppies labeled:
```

```
"Switch Utilities Package"
```

```
Insert the first floppy and press <Enter>
```

18. Complete Steps a through e for every feature package to be installed on your system. See Chapter 11, "Installing Optional Feature Packages," in the maintenance book for your target system for more information.

**⇒ NOTE:**

If you do not want to add a particular package, enter **q** when you are asked to install it.

- a. Insert the diskette into the drive.
- b. Press **ENTER**.

The system displays the following message:

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

- c. Press **ENTER**.

When the system has completed the installation of the feature package, it displays the following message:

```
Make sure the last floppy has been removed and
press <Enter>:
```

- d. Remove the diskette from the drive.
- e. Press **ENTER**.

If there is an additional feature package to install, the system displays a message similar to the following:

```
Find the installation floppies labeled:
```

```
 "Switch Utilities Package"
```

```
Insert the first floppy and press <Enter>
```

```
Repeat Steps a through e above.
```

If the system has completed the installation of the last feature package and your system has the host feature package, it displays the following message:

```
Installation of X package(s) is now going to be
made from the Distribution Tape labeled:
```

```
 "LINKix (<number> packages)"
```

```
Place requested cartridge tape in drive and press
<Enter>:
```

Install the host feature package. See Chapter 11, "Installing Optional Feature Software," in your platform maintenance book.

If the system has completed the installation of the last feature package, the system displays the following message:

All files saved prior to the upgrade will now be restored or merged with the upgraded system.

Place the tape labeled "Upgrade Save Files: 1" in the tape drive and press <Enter>:

19. Insert the tape into the tape drive.

20. Press **ENTER**.

The system displays a series of messages and then the following message:

Starting Speech Restoration. Insert the "SPEECH Files Backup: 1" tape into drive and press <Enter>.

21. Insert the tape into the tape drive.

22. Press **ENTER**.

The system displays a series of messages and then the following message:

Please insert tape #1...then type <enter> to continue.

23. Press **ENTER**.

The system displays a series of messages and then the following message:

Processing all files that need additional changes to upgrade and/or merge them into the new system.

The original file for the files that have been changed during this upgrade has been saved in /vs/data directory as o.filename.

Check these changes by comparing the entries for the files under /etc/conf/init.d with the o.filename to insure that they are correct. An old /vs/data/CONVERSANT file from your source machine has been saved in /vs/data/o.CONVERSANT

The system begins restoring talkfiles and displays the following message:

NOTICE: If you have any CUSTOM GRAMMARS to load, they must be loaded now, prior to converting and verifying ScriptBuilder applications in the next step. You are given the opportunity here to escape to the shell prompt in order to load custom grammars or anything else deemed necessary prior to the ScriptBuilder conversion step.

Do you want to load any custom grammars now?

**⚠ CAUTION:**

*The custom grammars must be V6.0 grammars. Pre-V6.0 grammars will not work and must not be loaded.*

24. If your system does not have custom grammars, enter **n**

The system displays the following message:

```
Script Builder applications will now be upgraded. Do
you want the upgrade to be run in Compatibility Mode?
 1) Minimum compatibility mode - errors only
 2) Full compatibility mode - errors and warnings
 3) Non-compatibility mode - Tell me everything!
Enter selection: [2]
```

If your system has custom grammars, complete the following Steps a through c.

**⚠ CAUTION:**

*Failure to load custom grammars at this point will result in errors.*

- a. Press **ENTER**.

The system displays the UNIX prompt.

- b. Load the custom grammars.

- c. Enter **upg**

The system displays the following message:

```
Script Builder applications will now be upgraded.
Do you want the upgrade to be run in Compatibility
Mode?
 1) Minimum compatibility mode - errors only
 2) Full compatibility mode - errors and
 warnings
 3) Non-compatibility mode - Tell me
 everything!
Enter selection: [2]
```

25. Enter **3**

The system starts the voice system, converts the Script Builder applications, and then displays the following message:

You have completed the assisted portion of this upgrade from VIS Version 4 to VIS V6.0. However, this does NOT complete your upgrade. There are several additional steps you need to perform manually. (Depending on your source and target scenarios, there may be many additional steps.)

The manual steps required to complete your upgrade are listed in the checklist in the Intuity CONVERSANT VIS V6.0 Upgrades document.

Carefully review this checklist. It is important that you perform all listed steps which apply to your scenario. Follow the procedures described, making reference, as necessary to other documents in the Intuity CONVERSANT VIS V6.0 document set. Remember that the upgrade history files,

/usr/lib/upgrade/output.lst  
/usr/lib/upgrade/filesList, etc.

as well as files named "o.<file>" in other directories (which were brought from your source system by the upgrade tool), are available to help you to administer your target system.

Once you have performed the manual completion steps, verify your upgrade. Some steps which might help you perform this verification are included in the Verification and Troubleshooting chapter of the Upgrades document.

When you are satisfied that your upgrade is complete, backup your target system according to the backup procedures described in the Intuity CONVERSANT VIS V6.0 Maintenance document.

Press <Enter>:

26. Press **ENTER**.

The system displays the system prompt.

This concludes Part 2 of the upgrade. Check off the completion of Step 5 in the upgrade checklist (Table 1-2). To finish the upgrade to V6.0, go back to the checklist and complete Steps 6, 7, 8, and (if applicable) Step 9.



**Overview**

---

This chapter provides lists of obsolete components, and those that you can reuse with or without modification in V6.0 Update 1. Where you are required to modify a component for reuse, this chapter either provides the procedure you need or a reference to where in the maintenance book you can find it.

**Purpose**

---

The purpose of this chapter is to help you determine which components you can reuse from your source system and how to modify them to work in the V6.0 Update 1 environment.

## Hardware Upgrade Components

---

Some components in your source system are now *obsolete*; that is, they have been replaced in V6.0 Update 1 by newer components and cannot be used again.

Other components in your source system have been replaced in V6.0 Update 1 by newer components, but are still supported in upgrade situations only. These components are *reusable*. Of these reusable components, some may be moved without modification from your source to target system, while others require a change in configuration or setup for use with V6.0 Update 1.

Table 4-1 identifies obsolete and reusable components and provides information on jumper and switch settings for each of the replacement component(s).

Go through each item in Table 4-1 and follow the directions there to upgrade your hardware as part of your V6.0 upgrade.

 **NOTE:**

If your target system configuration is different from your source system, be sure to modify the switch and/or jumper settings as needed to accommodate the new configuration. Whenever possible, use the same slot, jumper settings, dip switch settings, etc. for the replacement component(s). For a general listing of the supported address settings, see Chapter 2, "Hardware," of the *INTUITY™ CONVERSANT® System Version 6.0 System Description*, 585-310-241.

For instructions on removing components, see the applicable chapters in the maintenance book for your target system.

**Table 4-1. Components That You Must Remove, Replace, or Otherwise Modify for Use in V6.0**

| If you have:                                                                                    | Then you must:                                                                                                                                                                                                                                                                                                                                                | Using the following procedures:                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CPU</b>                                                                                      |                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                        |
| A 386 CPU                                                                                       | Upgrade to a P5 120-MHz CPU                                                                                                                                                                                                                                                                                                                                   | Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards," in the maintenance book for your target system                                                                                                                                                                                                                                                                                                         |
| A 486 CPU with BIOS earlier than version 2.1c <i>and/or</i> 16 Mbytes of memory                 | <ul style="list-style-type: none"> <li>■ Update the BIOS to Version 2.1c</li> </ul> <p style="text-align: center;">and</p> <ul style="list-style-type: none"> <li>■ Add 16 Mbyte of memory to equal at least 32 Mbyte</li> </ul> <p style="text-align: center;"><i>or</i></p> <ul style="list-style-type: none"> <li>■ Upgrade to a P5 120-MHz CPU</li> </ul> | <ul style="list-style-type: none"> <li>■ "CPU Circuit Cards" in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards," in the maintenance book for your target system</li> <li>■ Chapter 7, "Replacing Other Components", in the maintenance book for your target system</li> <li>■ Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards," in the maintenance book for your target system</li> </ul> |
| A P5 120-MHz CPU                                                                                | Install electromagnetic interference (EMI) reduction components on any cables attached to the platform                                                                                                                                                                                                                                                        | "Replacing or Installing Electromagnetic Interference Reduction Components" in Chapter 7, "Replacing Other Components," in the maintenance book for your target system                                                                                                                                                                                                                                                 |
| <b>Disk Subsystem</b>                                                                           |                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                        |
| ESDI or IDE components, including hard disk drives, cartridge tape drives, and controller cards | Upgrade to SCSI components                                                                                                                                                                                                                                                                                                                                    | Chapter 6, "Replacing the Hard Disk Drive", and Chapter 9, "Installing Base System Software," in the maintenance book for your target system                                                                                                                                                                                                                                                                           |

*Continued on next page*

**Table 4-1. Components That You Must Remove, Replace, or Otherwise Modify for Use in V6.0 — *Continued***

| If you have:                                                                      | Then you must:                                                                                                                                                                                 | Using the following procedures:                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Wangtek SCSI tape drive(s)                                                        | <ul style="list-style-type: none"> <li>■ Update the firmware on the tape drive(s) to 5525ES REV7</li> </ul> <p>and</p> <ul style="list-style-type: none"> <li>■ Add a jumper at JP2</li> </ul> | <ul style="list-style-type: none"> <li>■ “Checking the Wangtek SCSI Tape Drive Firmware Version” and “Upgrading the Wangtek SCSI Tape Drive Firmware Version” in this chapter</li> <li>■ “Replacing the SCSI Cartridge Tape Drive” in Chapter 7, “Replacing Other Components,” in the maintenance book for your target system</li> </ul> |
| A SCSI hard disk drive smaller than 1.7 Gbyte or with disk usage greater than 80% | Upgrade to a larger SCSI hard disk drive and/or plan to add an additional hard disk drive                                                                                                      | Chapter 6, “Replacing the Hard Disk Drive,” in the maintenance book for your target system                                                                                                                                                                                                                                               |
| Dual/multiple SCSI hard disk drives on a pre-V5.0 system                          | Low-level format all non-boot SCSI hard disk drive(s)                                                                                                                                          | “Low-Level Formatting the SCSI Hard Disk Drive” in Chapter 6, “Replacing the Hard Disk Drive,” in the maintenance book for your target system                                                                                                                                                                                            |
| A 2-Gbyte IBM tape drive <i>and</i> you are upgrading to a P5 120-MHz CPU         | Update the firmware on the tape drive <i>before</i> you install the CPU card                                                                                                                   | “Replacing the SCSI Cartridge Tape Drive” in Chapter 7, “Replacing Other Components,” in the maintenance book for your target system                                                                                                                                                                                                     |
| <b>Circuit Cards</b>                                                              |                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                          |
| Any SP cards in your target system                                                | Reset DIP switches on all SP cards from OS index 0–3 to 4–7                                                                                                                                    | “Signal Processor (AYC2C or AYC9) Circuit Card” in Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in the maintenance book for your target system                                                                                                                                                                        |
| More than four SP cards in any system                                             | Replace the number of SP cards in excess of four with the appropriate number of SSP (AYC43) cards                                                                                              | Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in the maintenance book for your target system                                                                                                                                                                                                                           |

*Continued on next page*

**Table 4-1. Components That You Must Remove, Replace, or Otherwise Modify for Use in V6.0 — *Continued***

| If you have:                                                                                             | Then you must:                                                                                                                                                                                                                                                                                                              | Using the following procedures:                                                                                       |
|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| <p>More than two SP cards in your target system <i>and</i> a P5 120-MHz CPU on a MAP/100 or MAP/100C</p> | <ul style="list-style-type: none"> <li>■ Replace the pre-series 8 SP cards with the new series 8 version <i>and</i> set the DIP switches to OS index 4–7</li> </ul> <p><i>or</i></p> <ul style="list-style-type: none"> <li>■ Replace the pre-series 8 SP cards with the appropriate number of SSP (AYC43) cards</li> </ul> | <p>Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in the maintenance book for your target system</p> |
| <p>A WDXLR83160 video controller card</p>                                                                | <p>Remove jumper block from JP3</p>                                                                                                                                                                                                                                                                                         | <p>Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in the maintenance book for your target system</p> |
| <p>A WDXLR831124 video controller card <i>and</i> a 486 CPU</p>                                          | <p>Remove jumper block from JP5</p>                                                                                                                                                                                                                                                                                         | <p>Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in the maintenance book for your target system</p> |
| <p>A WDXLR831124 video controller card <i>and</i> a P5 120-MHz CPU</p>                                   | <p>Replace the WDXLR831124 video controller card with the STB Horizon video card</p>                                                                                                                                                                                                                                        | <p>Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in the maintenance book for your target system</p> |
| <p>A WDXLR833124 video controller card <i>and</i> a P5 120-MHz CPU</p>                                   | <p>Replace the WDXLR833124 video controller card with the STB Horizon</p>                                                                                                                                                                                                                                                   | <p>Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in the maintenance book for your target system</p> |
| <p>One or more T1 cards in your system and you plan to add a Token Ring card</p>                         | <p>Reset the base I/O address switch settings on your V6.0 T1 card(s) as specified by the output of the Hardware Resource Allocator program</p>                                                                                                                                                                             | <p>“Resetting Switches on the T1 (AYC11) Circuit Card” in this chapter</p>                                            |

*Continued on next page*

**Table 4-1. Components That You Must Remove, Replace, or Otherwise Modify for Use in V6.0 — *Continued***

| If you have:                                                                                                                                      | Then you must:                                                                                                                                                                                                                                                          | Using the following procedures:                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| A MAP/100C with a power supply manufactured prior to March 1, 1993 <i>and</i> you plan to have more than eight Tip/Ring cards in your V6.0 system | Upgrade your power supply                                                                                                                                                                                                                                               | Contact the TSO.<br><br>Note: The date the power supply was manufactured is handwritten on the label affixed to the top of the MAP/100C. |
| Two PC/XL host communication cards for dual host connectivity                                                                                     | Replace both cards with FIFO/SIB cards                                                                                                                                                                                                                                  | Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards," in the maintenance book for your target system                           |
| Two PC/XL host communication cards for support of more than 32 LUs to the same host                                                               | <ul style="list-style-type: none"> <li>■ Remove one PC/XL card<sup>1</sup> (save it for a spare)</li> </ul> <p style="text-align: center;"><i>or</i></p> <ul style="list-style-type: none"> <li>■ Remove both PC/XL cards and replace with one FIFO/SIB card</li> </ul> | Chapter 5, "Replacing Installing, or Upgrading Circuit Cards," in the maintenance book for your target system                            |
| A PC/XL host communication card prior to Revision D <sup>2</sup>                                                                                  | <ul style="list-style-type: none"> <li>■ Replace with a PC/XL card Revision D or later</li> </ul> <p style="text-align: center;"><i>or</i></p> <ul style="list-style-type: none"> <li>■ Replace with a FIFO/SIB card</li> </ul>                                         | Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards," in the maintenance book for your target system                           |
| An EMULEX host communication card                                                                                                                 | Replace with a FIFO/SIB card                                                                                                                                                                                                                                            | Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards," in the maintenance book for your target system                           |
| An AYC3 T1 card                                                                                                                                   | Replace with an AYC11 T1 or AYC21 E1/T1 card                                                                                                                                                                                                                            | Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards," in the maintenance book for your target system                           |
| An AYC2 SP card                                                                                                                                   | Replace with an AYC43 SSP card                                                                                                                                                                                                                                          | Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards," in the maintenance book for your target system                           |

*Continued on next page*

**Table 4-1. Components That You Must Remove, Replace, or Otherwise Modify for Use in V6.0 — *Continued***

| <b>If you have:</b>                                                                         | <b>Then you must:</b>                                                                                           | <b>Using the following procedures:</b>                                                                                 |
|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| An AYC6 IVP4 Tip/Ring card                                                                  | Install the TDM upgrade for each IVP4 card, if it is not already installed                                      | “Upgrading IVP4 Cards with the Time Division Multiplexer Adapter Kit” in this chapter                                  |
| An AYC1 VRS6 Tip/Ring card                                                                  | Replace with an AYC28 IVP6 Tip/Ring or AYC30 NGTR card                                                          | Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in the maintenance book for your target system         |
| An AYC21 E1/T1 card <i>and</i> a direct connection to a DEFINITY switch                     | Install the card first using T1 twisted pair modular cabling                                                    | “Making Digital Connections” in Chapter 3, “Making Cable Connections,” of the installation book for your target system |
| An AYC21 E1/T1 card <i>and</i> a connection to a DEFINITY switch through a Paradyne 551 CSU | Install the card first using T1 twisted pair modular cabling and a special adapter between the card and the CSU | “Making Digital Connections” in Chapter 3, “Making Cable Connections,” of the installation book for your target system |
| Racal Interlan and STARLAN cards                                                            | Replace with a supported version of an ethernet LAN circuit card                                                | Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in the maintenance book for your target system         |
| A DCP PC/PBX interface card <sup>3</sup>                                                    | Remove and do not replace                                                                                       | Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in the maintenance book for your target system         |

*Continued on next page*

1. A single PC/XL (must be Revision D or later) can support up to 128 LUs in V6.0.
2. The correct version of this card will have (1) either the letter “D” *handwritten* or the letter “E” *etched* on the back or solder side, and (2) a Zilog 85C30 (not an 8530) chip in the upper right corner of the front side.
3. AUDIX Voice Power is not supported in V6.0.

## Hardware Modification Procedures

---

This section contains procedures you will need to modify applicable hardware from your source system that is reusable in V6.0 Update 1.

### Reusing the 486 CPU Card

---

The 486 CPU in your pre-V6.0 Update 1 source system is reusable in the following scenarios:

- 486 25- or 50-MHz in a V6.0 Update 1 system on a MAP/40
- 486 50-MHz in a V6.0 Update 1 system on a MAP/100

However, to reuse the 486 CPU, you may first have to update the BIOS to correct a timing problem and/or add additional memory if the card currently has less than 32 Mbyte.

- See “CPU Circuit Cards” in Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in the maintenance book for your target system for the procedures to determine which version of the BIOS you have and upgrade it if necessary.
- See “Replacing Defective Memory Modules” in Chapter 7, “Replacing Other Components,” in the maintenance book for your target system for procedures on installing additional memory.

### BIOS Upgrade for 486 CPU Card for Year 2000 Compliance

---

In order for the INTUITY™ CONVERSANT® setup engine to be fully functional after December 31, 1999, systems that use any 486 central processing unit (CPU) Revision 2 card, with the AT&T/Lucent Technologies BIOS Version 2.1c or earlier installed, need a BIOS upgrade. The comcodes for the CPU cards that require this update are:

- 407019272
- 407300276
- 407019306
- 407300342

The purpose of this document is to provide instructions for installation of the BIOS Version 2.1e (©1997, TMI) upgrade.

 **NOTE:**

If your system does not use the 486 CPU, Revision 2 card, you do not need this upgrade.

To determine what CPU card you have installed on your system, watch the display during a reboot process. At the beginning of the Power-On-Self-Test (POST), the display should be similar to the following:

```
AT&T
Copyright (c) 1985-1997 Phoenix Technologies Ltd.
Copyright (c) 1991-1997 Texas Micro Inc.
All Rights Reserved
```

```
The D486SX 25 MHz Industrial Computer BIOS, Version 2.1x 20314B
```

**⇒ NOTE:**

The CPU card may be either a 25 MHz or a 50 MHz card. The last line of the display above will reflect this difference.

### What Does This Upgrade Do?

This software upgrade provides for Year 2000 Compliance on all INTUITY CONVERSANT systems that use the 486 CPU, Revision 2 card with the AT&T/Lucent Technologies BIOS Version 2.1c or earlier installed.

**⇒ NOTE:**

This is solely a software upgrade and requires no hardware modifications. The upgrade provides Year 2000 Compliance for the Setup Engine only, and should not affect any other aspect of the CPU card's operation.

### What Will You Need to Perform the Upgrade?

You will need the following to accomplish this upgrade:

- Administrative access to the INTUITY CONVERSANT server to be upgraded
- The upgrade floppy diskette, labeled:

```
INTUITY Voice Processing Solutions
(c) 1997 Texas Micro Inc.
486CPU Rel II BIOS V2.1e
108074329
Insert in Drive A: and boot system
```

### Preparation for the Upgrade

Before you can install the BIOS Version 2.1e upgrade, prepare your system by doing the following:

1. Stop the voice system if it is running.
2. Shut down the UNIX/Unixware operating system.

### Stop the Voice System If It Is Running

To stop the voice system, do the following at the UNIX prompt:

**⇒ NOTE:**

Make sure you route calls away from the system before beginning this procedure.

1. Enter **stop\_vs time**

where *time* is the time (60 to 600 seconds) that you want the system to wait before it begins the shut down procedure. The default wait time is 180 seconds.

The system displays the following message:

```
The Voice System is now stopping.
```

```
Initiating request to clear all calls in the next x seconds.
```

```
Orderly idling of the system succeeded.
```

After the voice system has completely stopped, use the "Start Voice System" choice from the system control menu to restart the voice system.

**⇒ NOTE:**

If the voice system is not running, the system displays the following message:

```
The Voice System is not running.
```

## Shut Down the UNIX/Unixware Operating System

To shut down the operating system, do the following at the UNIX prompt:

**⇒ NOTE:**

The system automatically resets the machine clock for daylight savings time. If your system is down at the time at that daylight savings time is updated (April and October), your machine clock will not indicate the correct time.

1. At the system prompt, enter **shutdown -i0 -y -g0**

2. The system displays the following messages:

```
INIT: New run level: 0
The system is coming down. Please wait.
```

```
The system is down.
Press CTRL-ALT-DEL to reboot your computer.
```

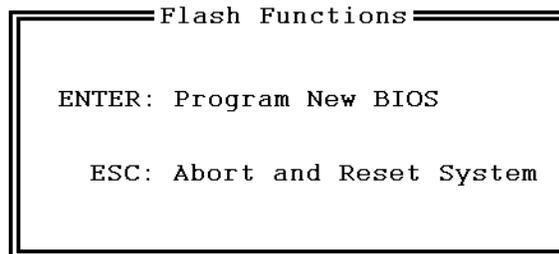
## Upgrade Installation Procedure

To install the BIOS Version 2.1e software upgrade, do the following:

1. Insert the upgrade floppy diskette into the floppy drive (normally Drive A).

2. Press **CONTROL** **ALT** **DEL**.

After several status messages, the system displays the Flash Functions window (Figure 4-1).

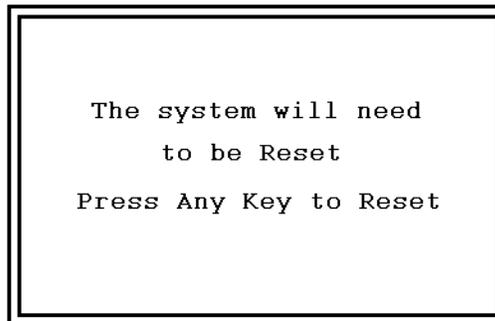


---

**Figure 4-1. Flash Functions Window**

3. Press **ENTER**.

After several status messages, the system displays the System Reset message (Figure 4-2).



---

**Figure 4-2. System Reset Message Window**

4. Remove the upgrade floppy diskette from the floppy drive.
5. Press any key.

This action resets the 486 CPU, Revision 2 card and allows the system to reboot.

**⇒ NOTE:**

If the system does not reboot automatically within 30 seconds, press the reset button to force a reboot of the computer.

### Verifying the Installation

To verify that the new BIOS has been correctly installed, watch the display during the reboot process. At the beginning of the Power-On-Self-Test (POST), the display should read:

```
AT&T
Copyright (c) 1985-1997 Phoenix Technologies Ltd.
Copyright (c) 1991-1997 Texas Micro Inc.
All Rights Reserved
```

```
The D486SX 25 MHz Industrial Computer BIOS, Version 2.1e 20314B
```

The last line above tells you that the BIOS has been correctly installed.

**⇒ NOTE:**

The CPU card may be either a 25 MHz or a 50 MHz card. The last line of the display above will reflect this difference.

### If You Have Questions or Problems

If you have any questions about or problems with this BIOS upgrade, please contact your INTUITY service provider.

### Reusing the Wangtek SCSI Tape Drive

The 1.7-Gbyte or larger Wangtek SCSI tape drive in your source system is reusable in your V6.0 Update 1 system, but only if you update the firmware using the software provided with your upgrade.

**⇒ NOTE:**

If you are upgrading from V5.0, this firmware update software may already be loaded.

### Checking the Wangtek SCSI Tape Drive Firmware Version

Use one of the following procedures to check the firmware version of your Wangtek SCSI tape drive.

#### On Systems with the UnixWare 1.1 Operating System Installed

1. From the system prompt, enter **sysadm**

The system displays the UNIX System V Administration menu (Figure 4-3).

```
1 UNIX System V Administration
backup_service - Backup Scheduling, Setup and Control
file_systems - File System Creation, Checking and Mounting
machine - Machine Configuration, Display and Shutdown
network_services - Network Services Administration
ports - Port Access Services and Monitors
preSUR4 - Peripherals Setup
printers - Printer Configuration and Services
restore_service - Restore From Backup Data
schedule_task - Schedule Automatic Task
software - Software Installation and Removal
storage_devices - Storage Device Operations and Definitions
system_setup - System Name, Date/Time and Initial Password Setup
)users - User Login and Group Administration
volume_mgmt - VERITAS Volume Manager Administration
```

---

Figure 4-3. UNIX System V Administration Menu

2. Select

```
> machine
> configuration
> summary
```

The system displays the System Configuration Information window (Figure 4-4).

```
4 System Configuration Information

SYSTEM CONFIGURATION:

Memory Size: 64 Megabytes
System Peripherals:

 Floppy Disk0 - 1.44MB 3.5
 Hard Disk0 - 1183 Megabyte Disk
 Tape Device - WANGTEK 5525ES SC
SI REV7
```

---

**Figure 4-4. System Configuration Information Window**

3. Check the Tape Device line.  
If the entry is WANGTEK 5525ES SCSI REV7, *do not* perform the firmware upgrade.  
If the entry is WANGTEK KS23569, you *must* perform the firmware upgrade during Step 3 in Table 1-2 when you upgrade the hardware.
4. Press **(F6)** (CANCEL) three times to return to the UNIX System V Administration menu (Figure 4-3).
5. Press **(F7)** (CMD-MENU).  
The system displays the Command Menu.
6. Select exit and press **(ENTER)** to return to the system prompt.
7. If you must perform the tape drive firmware upgrade as determined in Step 3 above, continue with “Upgrading the Wangtek SCSI Tape Drive Firmware” below.

### **On Systems without the UnixWare 1.1 Operating System Installed**

During boot up, check the last line on the boot up screen (before it goes to the operating system loading screen).

If the entry is WANGTEK 5525ES SCSI REV7 (other characters may appear also), *do not* perform the firmware upgrade.

If the entry is WANGTEK KS23569, you *must* perform the firmware upgrade. Continue with “Upgrading the Wangtek SCSI Tape Drive Firmware” below.

## Upgrading the Wangtek SCSI Tape Drive Firmware Version

Use the following procedure to upgrade the firmware version of your Wangtek SCSI tape drive:

1. Insert the diskette labeled "WANGTEK SCSI Tape Drive Update" into the floppy disk drive.
2. If the voice system is running, enter **stop\_vs**
3. Enter **-i0 -g0 -y** to initiate a graceful shutdown.
4. Press the platform RESET button to reboot the system.

As the system comes up again, it boots from the diskette in the floppy drive and displays the following message:

```
This floppy disk WILL change your WANGTEK TAPE DRIVE if
you continue
```

5. Press **(ENTER)**.

The system displays the following message:

```
Please enter system type that you are using now
(enter either MAP/5, MAP/40, or MAP/100).
```

Type one of the names as listed above and press enter.

6. Enter the appropriate name.

The system displays a multi-color screen with the following message:

```
The system has completed the attempt to change the
WANGTEK TAPE DRIVE. If the change was successful the
ATTTO00.LOG file will have recorded a CHECK CONDITION:
UNIT ATTENTION message after the second "lsl" command.
If your ATTTO00.LOG file does not reflect this
condition then enter TYPE README.TXT and follow those
instructions.
```

7. At the **A:\>** prompt, enter **type ATTTO00.LOG**
8. Look for two lines beginning with **lsl**; after those two lines you should see the following message:

```
** Check Condition: Unit Attention
```

This line indicates whether the installation of the firmware upgrade is successful.

If the installation is successful, remove the diskette from the floppy disk drive and continue with Step 9.

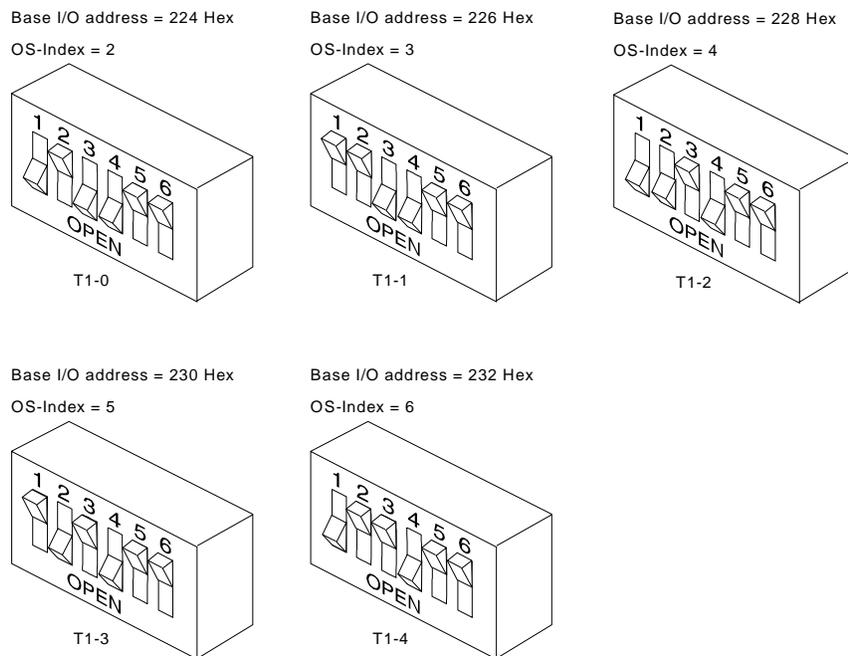
If the installation fails, see "Post-Installation Problems" in Chapter 6, "Troubleshooting".

9. Reboot the system or continue with other required hardware modifications.

## Resetting Switches on the T1 (AYC11) Circuit Card

---

In systems equipped with both T1 and Token Ring cards, a conflict exists in the I/O address between T1-0 and T1-1 and the Token Ring card. To resolve this conflict, you must reset the base I/O address switch settings of all T1 cards as shown in Figure 4-5.



**Figure 4-5. Switch Settings for T1 (AYC11) Circuit Cards T1-0 through T1-4 in an INTUITY CONVERSANT System with a Token Ring Circuit Card**

## Upgrading IVP4 Cards

---

If you have one or more AYC5 IVP4 cards on your source system, you must upgrade them using the IVP4 Time Division Multiplexer (TDM) Adapter Kit.

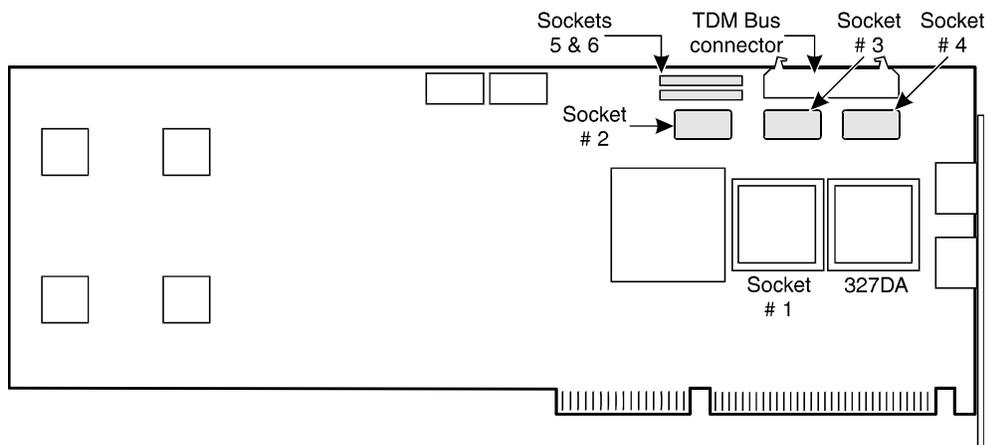
The IVP4 TDM Adapter Kit includes:

- One integrated circuit chip labeled “327DA”
- One integrated circuit chip labeled “320G”
- Two integrated circuit chip labeled “320H”
- Two resistor termination chips

- One set of TDM bus connector latches
- One 12-position TDM bus cable

Use the following procedure to upgrade your AYC5 IVP4 card(s):

1. Remove the IVP4 card(s) from your platform using the procedure “Removing Circuit Cards” in Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards”, in the maintenance book for your target system.
2. Orient the IVP4 card with the metal face plate to the right and the component side up (Figure 4-6).



**Figure 4-6. IVP4 Circuit Card**

3. Plug the integrated circuit chip labeled “327DA” into socket #1. Orient the markings on top of the chip in the same manner as those on the 327DA chip just to the right of socket #1 (Figure 4-6). Align the chip squarely and snap it firmly into the socket.
4. Plug the integrated circuit chip labeled “320G” into socket #2. The U-shaped notch should be to the left.
5. Plug the two integrated circuit chips labeled “320H” into sockets #2 and #3. The U-shaped notches should be to the left.
6. Determine whether or not your IVP4 card, once installed in the platform, is at either end to the TDM bus (that is, whether it will be the last card that the TDM bus connects to on either end). If the answer is no, do not install the terminating resistors on the card. If the card is at either end of the bus, install the terminating resistors into sockets #5 and #6. Orient the terminators so that the pin 1 marking on the side of the chip is to the left.

 **NOTE:**

Only two cards (the cards at either end of the TDM bus) can have terminating resistors. The two cards at either end of the bus *must* have the resistors.

7. Slide the TDM bus connector latches into the slots at either end of the TDM bus connector on the card.
8. Install the TDM bus cable into the TDM Bus connector. (This cable connects to all the INTUITY CONVERSANT circuit cards, such as Tip/Ring, T1, SSP, and SP circuit cards.)

---

## Verification of the Upgrade

# 5

---

### **Overview**

---

This chapter describes how to verify the success of the upgrade procedures.

### **Purpose**

---

Completing the verification steps in this chapter will help you ensure that all facets of the upgrade have completed successfully.

## Verifying the Upgrade

---

To verify the upgrade, complete the following tasks:

- Check the Script Builder installation output for failures:

1. Enter **vi /usr/lib/upgrade/output.list**
2. Once you are in the file, enter **/converting**

This instruction searches the file for all instances of the text `converting`. You can then read the file for information on the success of the `VERIFY` and `INSTALL` actions.

Investigate and correct any errors. Once you resolve any problems, verify and install the applications again manually.

- Readminister configuration information, parameters, etc. Be sure to check the following:
  - Analog and digital switch interface parameters
  - Service-to-channel assignments
  - Service-to-DNIS assignments
  - Card options
  - Display options
  - Network connectivity information
- Repeat on the target system any verification you did on your source system as part of the procedures in the “Upgrade Planning” book. This is to confirm that all tests/applications behave the same way.
- Run the tests provided in the Feature Test Script Package on the target system.
- Run each of your applications in a test mode to verify its behavior.
- Check to make sure all your third-party or custom applications are listed on the Application Package Administration screen:
  1. Enter **cvis\_menu**
  2. Select

```
> Application Package Administration
```
  3. Make sure all your third-party and custom applications are listed on the menu. If any of your third-party or custom applications are not listed, contact your remote maintenance center for assistance.
- For installations within the U.S., dial out and dial in using the Remote Maintenance circuit card.

- For installations outside of the U.S., test modem functionality by calling into the system using the external modem connected to the INTUITY™ CONVERSANT® system.
- For any system with an SDLC or token ring connection to a host computer, verify that all LUs are logged in:

1. Enter **hstatus <host-application>**

where <host-application> is your application name. The system displays a screen similar to the following:

| SESSION | CONNECTION | LU | SERVICE   | STATE     |
|---------|------------|----|-----------|-----------|
| 0       | TKR1       | 2  | tsys-host | logged in |
| 1       | TKR1       | 3  | tsys-host | logged in |
| 2       | TKR1       | 4  | tsys-host | logged in |
| 3       | TKR1       | 5  | tsys-host | logged in |
| 4       | TKR1       | 6  | tsys-host | logged in |
| 5       | TKR1       | 7  | tsys-host | logged in |
| 6       | TKR1       | 8  | tsys-host | logged in |
| 7       | TKR1       | 9  | tsys-host | logged in |
| 8       | TKR1       | 10 | tsys-host | logged in |
| 9       | TKR1       | 11 | tsys-host | logged in |
| 10      | TKR1       | 12 | tsys-host | logged in |
| 11      | TKR1       | 13 | tsys-host | logged in |

2. Check the STATE column. If logged in is not showing for the LUs, see Table 1-5 in Chapter 1, "Troubleshooting," of the Version 6.0 maintenance book for your platform for what actions to take.



## **Overview**

---

This chapter includes troubleshooting solutions for installation problems you may encounter.

The troubleshooting information is divided into three sections:

- "Problems with Starting, Restarting, or Running the Upgrade Assistance Tool"
- "Problems with System Software Reinstallation, Data Restoration, and Upgrade Conversion Operations"
- "Post-Installation Problems"

These sections are further divided by specific headings that describe the problem or the part of the system to which the problem is related.

## **Purpose**

---

The troubleshooting information included here can help you correct known problems and common errors.

## **Problems with Starting, Restarting, or Running the Upgrade Assistance Tool**

---

This section describes problems you might encounter when starting, restarting, or running the Upgrade Assistance Tool.

### **You Cannot Start/Restart the Program**

- *Problem:* You are at a system prompt and do not know how to get the Upgrade Assistance Tool started. (Either the system has been rebooted automatically as part of the assisted upgrade program, or you entered **q** to quit in response to a question.)

*Solution:* Enter **/usr/lib/upgrade/bin/upg** to continue the assistance program, beginning at the point where it stopped.

- *Problem:* You have just completed the hardware upgrades and installed the operating system, and you do not know how to get the upgrade assistance program restarted.

*Solution:*

1. If you are in the graphical login screen interface, press **[ALT] [E]**.

The system displays the following message:

```
Welcome to USL UNIX System V
Release 4.2 Version 1
Console Login:
```

2. Enter **root**
3. Enter your root password.  
The system displays the system prompt (**#**).
4. Place the diskette labeled “*Upgrade Part 2*” into the floppy disk drive.
5. Enter **pkgadd**
6. Enter **/usr/lib/upgrade/bin/upg** to restart the Upgrade Assistance Tool.

### **The System Detects the Presence of Mirroring on a Nonmirrored System**

- *Problem:* You attempt to run the upgrade assistance program and it tells you that you cannot proceed on a mirrored system and to turn SCSI disk mirroring off. You do not have SCSI disk mirroring on your system.

*Solution:* There is some indication to the upgrade program that mirroring is running on the source system. It may be that mirroring was on the system and active at one time, but it did not clean up properly when mirroring was disabled/removed. To work around this incorrect indicator of active SCSI disk mirroring, perform the following steps:

1. Log in to the system as **root**, if you have not done so already.
2. Enter **cd /etc/scsi**
3. Enter **ls -l mirrrortab**
4. Look at the fifth column in the output on the screen (the number just before the date).
5. If this number is not zero (0), enter **mirrrortab o.mirrrortab**
6. Enter **cd -** to go back to the previous location.
7. Enter **/usr/lib/upgrade/bin/upg** to start the upgrade program again.

### You Are Prompted to Reset the System Name

- *Problem:* The system displays the following message when you restart the upgrade program after the disk change operations:

```
This system, <UNIX_SV> does not have the same name
as the system upon which the upgrade began, <name
of source system>.
```

```
Press <Enter> to reset this system name <UNIX_SV>
to the original source system name <name of source
system>, or type the new system name then press
<ENTER>: [<name of source system>]
```

#### *Solution:*

1. Press **(ENTER)** to accept the name of the source system.

The system displays the following message:

```
The system name is set to <name of source system>.
```

```
Are you sure you want to continue phase II of the
upgrade on this system? (y/n) [n]
```

2. Enter **y**

These steps correct the default system name installed with the operating system software and also continue the upgrade.

### You Cannot View the /usr/lib/upgrade/output.lst File

- *Problem:* You try to view the **/usr/lib/upgrade/output.lst** file in the middle of the upgrade program, but the lines are too long for the editor and clear the screen if printed to screen.

*Solution:* This file gets cleaned up at the end of each phase and when the upgrade program is exited. Wait to view the file until after the upgrade program is exited. If you need to view the file at other times, you must translate much of the UNIX syntax.

## **Problems with System Software Reinstallation, Data Restoration, and Upgrade Conversion Operations**

---

This section describes problems you might encounter when you are running Part 2 of the Upgrade Assistance Tool.

### **There Is No Output to the Screen while Installing Packages from Tape**

- *Problem:* You are installing one or more packages from a tape. You see no screen output for a long time, perhaps for as long as 5 or 6 minutes.  
*Solution:* As long as the tape drive seems to be reading the tape, this problem is of no concern.

### **You Need Help Responding to the System Prompts during Package Installation**

- *Problem:* You need help with a question the system asks during package installation, and using Help (?) does not provide the required information.  
*Solution:* Do not use Help and Quit while answering questions during package installations. Use the information found in the **/usr/lib/upgrade/CVIS.info** file, and the TSO-provided target configuration data, if you have any. Also, use the package installation instructions found in the maintenance book for your target system. Depending on what package you are installing, check one of the following chapters in that book:
  - Chapter 9, “Installing Base System Software”
  - Chapter 10, “Installing the INTUITY CONVERSANT System Software”
  - Chapter 11, “Installing the Optional Feature Software”

### The System Does Not Recognize the Time Zone You Have Entered

- *Problem:* While installing the INTUITY Utilities Package, you receive the following error message:

Error: Unknown time zone. Please enter the time zone from the following:

- 1) Eastern Time Zone
- 2) Central Time Zone
- 3) Mountain Time Zone
- 4) Pacific Time Zone

*Solution:* Select option 1, Eastern Time Zone.

#### NOTE:

This problem will occur only in locations outside of the U.S. because the software does not currently recognize international time zones.

### The System Prompts You to Install an Unwanted Package

- *Problem:* During software reinstallation, you are prompted for a software package that you cannot or do not want to install on your target system. For example, you do not have the upgraded software for the package.

*Solution:*

1. When you are prompted for the first diskette of the package, do not put a diskette into the floppy disk drive.
2. Press **ENTER**.

The system displays the following message:

Press <ESC> to stop or <CR> to continue.

3. Press **ESC**.

The screen displays the word **FAILED!** and asks if you want to try manual installation.

4. Enter **n**

The tool skips to the next package it expects you to install.

## You Need Configuration and Set-Up Information for Your Source System

- *Problem:* You are at a system prompt after determining the current configuration of your system and you are not sure what to do.

*Solution:* **CVIS.info** is created during the first phase of the upgrade. It contains important information on configuration and set up of your source system. If the configuration of your source system is valid for the target system, you need the information discussed here.

The file **/usr/lib/upgrade/CVIS.info** contains information you may need when reinstalling upgraded VIS packages. You will need to be able to view the file during the reinstallation phases. How you provide yourself access to this file depends on the capabilities of your specific machine.

- To print the file, use whatever print command you normally use.
- To move the file to another machine:
  1. Transfer it over a network if your machine is networked.
  2. Enter **cpio -ocvB > /dev/rdisk/f0** to copy the file onto a diskette.
  3. Enter **cpio -icvBd < /dev/rdisk/f0** to copy the file on the diskette onto the other machine.

## You Have Inserted Floppies for the Wrong Package

- *Problem:* In the midst of installing a software package, you discover that you have inserted floppies for the wrong software package.

*Solution:*

1. *Do not* attempt to abort the installation. Complete the installation of the incorrect package.
2. At the next prompt for user input (for example, the program asks for the first diskette of the next package), enter **q** to exit from the upgrade program.
3. Remove the incorrectly installed package:
  - a. Enter **pkgrm**
  - b. Select the incorrectly installed package from the list.
4. Enter **/usr/lib/upgrade/bin/upg** to restart the upgrade procedure.

The system prompts you for the next software package you should install.

### You Receive Warnings while Installing the Application Software Package

- *Problem:* Warning message(s) appear on the screen while you are installing the INTUITY CONVERSANT VIS V6.0 Update 1 Application Software Package:

UX: cpio: WARNING: Cannot link "/usr/spool/oldLog/..."

*Solution:* These are normal messages. Ignore them.

### The System Fails to Prompt for the ORACLE Database

- *Problem:* The upgrade assistance program fails to prompt you for the tape containing the ORACLE database.

*Solution:* Complete the following procedure to manually restore the contents of the ORACLE database:

1. Insert the tape containing the ORACLE database.
2. At the shell command prompt, enter **rstDB**
3. Enter **/usr/lib/upgrade/bin/upg** to restart the upgrade assistance program.

### The System Fails to Prompt for the Speech Tape

- *Problem:* The upgrade assistance program fails to prompt you for the tape containing speech.

*Solution:* Complete "Using the spres Command to Restore Speech" in Appendix A, "Supplemental Procedures", to restore speech manually. When finished, enter **/usr/lib/upgrade/bin/upg** to restart the upgrade assistance program.

### The System Reports Errors for the FFtemplate Application

- *Problem:* When the upgrade tool converts/verifies/installs your Script Builder applications, the system reports unrecorded speech errors for the FFtemplate application.

*Solution:* FFtemplate is a sample application delivered with the Form Filler Plus optional software package. There is no speech associated with this sample application. These errors may be ignored. (If you copy this template to create a Form Filler application, you need to record speech for your application. Be sure to rename the speech pool your application uses to the name of your application.)

### The System Reports Problems with the IPC-900 Driver Package

- *Problem:* After installing the IPC-900 driver package on your target system (but before the system has been rebooted), the screen is flooded with messages indicating that ports cannot be opened.

*Solution:* Ignore the messages. Within a few minutes, the upgrade assistance program reboots the system and the messages will cease.

### The Voice System Fails to Start the First Time after Loading the Base Runtime Package

- *Problem:* UnixWare dynamic loadable drivers do not always link properly into the UNIX kernel. The system may or may not report errors as the drivers are being installed.

*Solution:* While at run level 4, try to execute **rmdb** to see if the RM driver was loaded properly. If the system reports errors, try the following to reinstall the package:

1. Use **pkgrm** to remove the base runtime package (vs package).
2. Reboot the system to force a kernel rebuild.
3. Use **pkgadd** to reinstall the base runtime package (vs package).
4. Use **start\_vs** to restart the voice system and check for problems.

### The System Does Not Recognize T1/E1 Cards after Loading the T1/E1 Driver Package

- *Problem:* UnixWare dynamic loadable drivers do not always link properly into the UNIX kernel. The system may or may not report errors as the drivers are being installed.

*Solution:* After starting the system, if **display card** does not show that T1 or E1 cards are installed, try the following to reinstall the package:

1. Use **pkgrm** to remove any digital protocol packages installed, for example Line Side T1 or E&M protocol.
2. Use **pkgrm** to remove the T1/E1 driver package (t1 driver package).
3. Reboot the system to force a kernel rebuild.
4. Use **pkgadd** to reinstall the T1/E1 driver package (t1 driver package).

5. Use **start\_vs** to restart the voice system.
6. Use **display card** to see if the system now recognizes the T1/E1 cards.

### The System Does Not Recognize Tip/Ring Cards after Loading the Tip/Ring Driver Package

- *Problem:* UnixWare dynamic loadable drivers do not always link properly into the UNIX kernel. The system may or may not report errors as the drivers are being installed.

*Solution:* After starting the system, if **display card** does not show that Tip/Ring cards are installed, try the following to reinstall the package:

1. Use **pkgrm** to remove the Tip/Ring driver package (tipring package).
2. Reboot the system to force a kernel rebuild.
3. Use **pkgadd** to reinstall the Tip/Ring driver package (tipring package).
4. Use **start\_vs** to restart the voice system.
5. Use **display card** to see if the system now recognizes the Tip/Ring cards.

### Post-Installation Problems

---

This section describes problems you might encounter on your target system after the upgrade is complete.

#### Unattended Upgrade Fails

- *Problem:* The system indicates that the unattended upgrade fails.

*Solution:* Perform the following steps

1. Check the output file **/usr/lib/upgrade/output.lst**
2. Clear any errors conditions that may appear in the file.
3. Execute the Software Upgrade Assistance Tool again.

#### The System Fails to Come up After a Reboot

- *Problem:* The system may start to boot, but then seems to hang.

*Solution:* Check the floppy disk drive. If there is a diskette in the drive, remove it. Press the RESET button to reboot the system.

- *Problem:* The system may have started to boot, and partially displayed the red UnixWare Loading screen, but then quits.

*Solution:* If you have a WDLXR831124 or WDLXR83160 video controller card, you must remove a jumper for these cards to work properly in a V6.0 system. See Table 5-1 for the information you need to correct this problem.

### Speech Recognition Does Not Work

- *Problem:* After upgrading, Speech Recognition does not work.

*Solution:* From the Voice System Administration menu, access the Configuration Management menu and select `Feature Licensing`. Check the Display Feature Licenses window to ensure that the licenses are set appropriately for your system. If they are, check the Signal Processor (SP) or Speech and Signal Processor (SSP) card(s) as follows:

1. Enter **display card sp** and examine the output.
2. Check the Function assigned to the SP or SSP cards in the system. At least one SP card (with at least one Companion [CMP] card) or one SSP card must be assigned function `WW_RECOG` or `WW_RECOG+VOICE`.
3. Check the service status of the SP and CMP cards. If the CMP card(s) indicate “Not diag,” then
  - a. Enter **remove ca n** (where *n* is the card number of the SP card identified above).
  - b. Enter **diagnose ca n** to diagnose the SP card and its attached CMP card(s).
  - c. After they have passed diagnostics, if the cards remain in the Out-Of-Service state, enter **restore ca n**

### T1 Card(s) Report PANICs (TWIP022 Errors)

- *Problem:* You have EtherCard hardware and software in your target system and notice that your T1 card(s) are reporting PANICs (TWIP022 errors).

*Solution:* Running the **smc\_setup** utility while the voice system is also running causes this error. Enter **stop\_vs** and wait until the system comes down before running **smc\_setup** to examine, verify, and/or reset network card resource (IRQ, RAM, and I/O address) status.

### The ASAI Link Does Not Come Up

- *Problem:* The ASAI link does not come up after the upgrade is complete.

*Solution:* On the switch side (DEFINITY), the CRV length of the extension associated with the BRI link to the system *must* be set to 2. If the DEFINITY switch is properly administered and the wiring is correct, call the CALLVISOR PC hotline at (303) 538-5622.

### **FlexWord® Speech Recognition Return Phrases Contain Control Characters**

- *Problem:* You are using Flexword speech recognition and you see control characters in your return phrases. For example, "Operator" is returned as "^Operator."

*Solution:* All FlexWord packages are shipped with AYC2C SP cards and shielded SP-to-CMP cables. However, if you are reusing older hardware, you may have some obsolete nonshielded cables. Replace any nonshielded cables with newer, shielded cables (comcode 601412828) to correct this problem.

### **Script Builder Applications Fail to Verify and Install**

- *Problem:* Script Builder applications fail to verify and install due to database errors.

*Solution:* Check the file */att/trans/sb/application/symbols*, where *application* is the name of your application. If referenced tables are in the remote database, manually reverify and reinstall the applications after the host network connections are reestablished.

### **The SCSI Tape Drive Firmware Update Fails**

- *Problem:* You are trying to upgrade the firmware on the SCSI tape drive and it fails.

*Solution:* Perform the following steps:

1. Insert the diskette labeled "WANGTEK SCSI Tape Drive Update" into the floppy disk drive.
2. Enter **README.TXT** and read the instructions.
3. Repeat the "Upgrading the Wangtek SCSI Tape Drive Firmware Version" procedure in Chapter 4, "Hardware Upgrades".

### **The System Reports Problems When You Stop and Restart the ORACLE Database**

- *Problem:* You see messages and announcements regarding run level or state changes when you stop and restart the ORACLE database and voice system during the upgrade. These messages are often intermingled with the output from the other operations that are going on in the same time frame.

*Solution:* Ignore these messages.

### On an Upgrade from V4.0, the Database is Not Running

- *Problem:* You are upgrading from V4.0 and recovering your system from an image tape. During the start up of the voice system, you receive error messages that the database is not running.

*Solution:* Use the following procedure to check for the existence of the **S98voice** file and recover it if necessary.

1. Enter **cd /etc/rc2.d**
2. Enter **ls -CFa**
3. Check for the **S98voice** file.

If it is not there, it may be recovered from the **/etc/init.d** directory or from the **/oracle/dist** directory.

- To recover from the **/etc/init.d** directory, enter  
**cp /etc/init.d/S98voice /etc/rc2.d/S98voice**
  - To recover from the **/oracle/dist** directory, enter  
**cp /oracle/dist/S98voice /etc/rc2.d/S98voice**
4. Reboot your system.
  5. Start the voice system again.

### Shell Programs Do Not Work

- *Problem:* Your shell programs do not work on your target system.

*Solution:* The change in the operating system may cause shell programs to break. Make sure kshell is running on your system. Check your **profile** file for the line **SHELL=/usr/bin/ksh**.

Refer to the ACCESS bulletin board and consult the UnixWare documentation for commands to repair your shell scripts on the target system.



#### NOTE:

For more information on ACCESS, see “Electronic Updates to This Book” in the “About This Book” chapter.

### Application Speech is Missing

- *Problem:* Application speech is missing on your target system.

*Solution:*

1. To determine the talkfile that was not carried to the target system, enter **vi /speech/talk**

The talkfile number is the first number in the first column of the output.

2. Insert the speech tape created during the most recent mkimage backup.
3. Enter **spres -t talkfile <talkfile#>**  
where <talkfile#> is the number of the talkfile that was not carried forward.

### Speech from a Restored V5.0 Application Plays out with a Clicking Sound

- *Problem:* Speech in an application restored from a V5.0 system plays out with a clicking sound that is constant throughout the entire phrase.  
*Solution:* The only known solution is to re-record the bad speech.

### The Network Does Not Come up

- *Problem:* The network does not come up after the upgrade is complete.  
*Solution:* Perform the following procedure to verify the network setup and configuration:

1. Enter **uname -S <machine\_name>**
2. Enter **setuname -s <machine\_name> -n <machine\_name>**
3. Merge the **/etc/hosts** and **/etc/networks** files with the migrated versions of these files, that is, **o.hosts** and **o.networks**.
4. Modify **/etc/inet/rc.inet** to configure access to the router.
5. Enter **stop\_vs**
6. Enter **/usr/bin/smc\_setup**  
The system displays the set-up file and the following message:  
Do you want to change the setup? (y)
7. Enter **y**  
The system displays the following message:  
I/O base address? (280)
8. Press **ENTER**.  
The system displays the following message:  
IRQ? (15)
9. Press **ENTER**.  
The system displays the following message:  
cRAM base address (0D8000)
10. Press **ENTER**.  
The system displays the following message:

Add wait states? (y)

11. Press **ENTER**.

The system displays the following message:

Network Connection:

1 = BNC or 10BaseT

2 = AUI or 10BaseT

3 = Twisted Pair - No Link Integrity

?(3)

12. Enter **3**

The system displays the following message:

ROM disabled? (y)

13. Press **ENTER**.

The system displays the following message:

Save the new setup? (y)

14. Press **ENTER**.

The system displays the system prompt (#).

15. Enter **/etc/confnet.d/configure -i**

16. Enter **shutdown -g0 -y** to shut down the machine.

17. When prompted, press **CTRL ALT DEL** to reboot.

### The System Reports vtoc or Other Disk Write Problems

- *Problem:* You receive messages about vtoc or other disk write problems when booting the system from the UnixWare for INTUITY Boot Floppies (while installing UnixWare or an INTUITY CONVERSANT image tape).

*Solution:* Try Selection 1 (Overwrite system master boot code) in the Hard Disk Partitioning screen menu. If the problem persists, low-level format the disk and attempt the installation again. See “Low-Level Formatting the Hard Disk Drive” in Chapter 6, “Replacing the Hard Disk Drive,” in the maintenance book for your target system.

### The System Reports Errors while Running Volume Manager Commands

- *Problem:* You get errors during the “Activating the Volume Manager” procedure (running **volinstall**) from **volassist** or other Volume Manager commands.

*Solution:* The Volume Manager has encountered something that it did not expect to see. You need to low-level format the second hard disk. For the procedure, see “Low-Level Formatting the Hard Disk Drive” in Chapter 6, “Replacing the Hard Disk Drive,” in the maintenance book for your target system.



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# Supplemental Procedures



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## Overview

This appendix provides procedures you may need to complete the upgrade as outlined in Chapter 1, "Upgrade and Post-Upgrade Procedure Checklists". Whether or not you use this information depends on the particular configuration of your source and/or target systems. Any supplemental procedures not provided here are contained in the maintenance book associated with the platform of your target system. The checklists will tell you which book you need.

## Purpose

The purpose of this appendix is to consolidate supplemental procedures you may need from other books in the INTUITY™ CONVERSANT® library. By presenting that information here, you can complete the upgrade and post-upgrade requirements using only this book and the maintenance book for your target system.

## Supplemental Procedures for Assisted Upgrades

---

This section contains the following procedures, some of which you may need to complete the upgrade to V6.0 Update 1 using the Upgrade Assistance Tool. See the maintenance book for your target system for any additional information you need, as directed by the upgrade checklists.

- Determining the Size of the ORACLE Database
- Getting a Target System Configuration
- Restoring User Files Manually
- Upgrading Message Handling in DIPs
- Upgrading a TAS Application Script
- Compiling a DIP
- Installing a Graphical Designer Application
- Administering TCP/IP over Ethernet and Token Ring LANs
- Restoring Speech for User Applications Backed up due to Naming Conflicts with Package Applications
- Administering Modems
- Administering Printers
- Compiling and Installing IRAPI Applications
- Administering Operating System Logins
- Using the **findhomes** Command to Move User Login Files to the Home Directory on the Target System

### Determining the Size of the ORACLE Database

If the size of the ORACLE database on the source system has been increased beyond the default, you must allocate the same amount of space on the target system when prompted by the Upgrade Assistance Tool. Before you begin the upgrade, perform the following procedure on the *source* system to access the tablespace information and determine the size of the database.

 **NOTE:**

This procedure assumes that you will accept the general default configuration for the size of the ORACLE database and other packages when prompted by the Upgrade Assistance Tool.

1. Enter **dbfrag**

The system displays the system tablespace in a screen similar to the following:

```
System Tablespace, Space is in ORACLE Blocks (2048 Bytes/Block)
ALLOCATED FREE % AVG/FRAG LARGEST FRAGMENTS DB_ ROLLBACK
 FREE
 FILES
30000 22145 73.82 63 470 353 1 2824
```

2. Multiply the value listed in the **ALLOCATED** column by 2,048 to get the size of the ORACLE database in bytes.
3. The standard or default size of the ORACLE database is 65 Mbytes. Subtract this from the value you calculated in Step 2 to get the size of the file, in bytes, that you must add to the ORACLE database on the target system.

This is the number you must enter when prompted during activities in "Part 2 of the Assisted Upgrade" in Chapter 2, "Performing an Assisted Upgrade That Does Not Require an Operating System Reload" or in "Part 2 of the Assisted Upgrade" in Chapter 3, "Performing an Assisted Upgrade That Requires an Operating System Reload" when it restores the ORACLE database. Make a note of this number so it is available when you begin the upgrade.

### Getting a Target System Configuration

If you do not have a target system configuration from the TSO, you can install and run the Hardware Resource Allocator Program to obtain one.

1. The Upgrade Assistance Tool helps you install the Hardware Resource Allocator Program. When this is complete, quit the upgrade program. Enter **q** when prompted to continue.
2. Complete the procedure, "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration", of the maintenance book for your target system. Use the **configure new** command to create a new configuration for your target system.
3. When creating your configuration, use the information in the **CVIS.info** file to preset the interrupts, I/O, RAM addresses, etc. for as many of the hardware components in your target configuration as possible.

There are some hardware components for which the file will probably not have the information necessary to preset the attributes. For example, if you are adding a Token Ring card to your target system configuration, you will not have the information in **CVIS.info** needs to preset any attributes on this component. For these new components and also for replacement components, let the Hardware Resource Allocator Program select the attribute settings.

4. Once the Hardware Resource Allocator Program is complete, use the **show\_config** command to view (and possibly print) the new configuration output.
5. Go back to the appropriate step in the upgrade checklist you are using (Table 1-1 or Table 1-2) and follow the instructions to install the INTUITY CONVERSANT VIS V6.0 Update 1 Set.
6. Enter **/usr/lib/upgrade/bin/upg** to restart the upgrade program.

### Restoring User Files Manually

The Upgrade Assistance Tool restores user files for you if they were saved from standard locations as listed in Appendix B, "Files Migrated as Part of an Assisted Upgrade" in the "Upgrade Planning" book. If you saved some other user files manually, restore those files using the information below.

User files that you saved using the FACE interface back-up utilities or the **sysadm** command must be restored manually using the **cpio** command.

- To restore from cartridge tape:
  1. Insert the tape into the tape drive.
  2. Enter **cpio -icvBd -Hodc < /dev/rmt/c0s0**
- To restore from diskette:
  1. Insert the diskette into the floppy disk drive.
  2. Enter **cpio -icvBd -Hodc < /dev/rdisk/f0**

### Upgrading Message Handling in DIPs

The following procedures detail how to upgrade the message handling of your native script or DIP to work in the V6.0 Update 1 logging environment. Complete the first procedure, "Saving Explain Text", on the source system *before* you perform the upgrade. Complete the next two procedures, "Restoring Explain Text" and "Performing a Full Conversion", on the target system *after* you complete the upgrade to V6.0 Update 1.

#### Saving Explain Text

1. From the *source* system, enter the following command:

```
> appl.explain
while read errNum; do explain $errNum >>appl.explain 2>&1;\
done
{type each error number defined in "appl_et.h", that has
explain text associated with it, 1 per line, end with <CTRL>D}
```

This produces the file **appl.explain** that has the form:

The message for error code 101 is:  
A serious system error has occurred.  
Reboot the system.  
The message for error code 102 is:  
A fairly serious system error has occurred.  
If it happens again, reboot the system.  
The message for error code 103 is:  
This error is not serious at all. However, if it happens three times a week for more 10 consecutive weeks, reboot the system.

2. Save the **appl.explain** file that contains the explain messages on external media (for example, on a floppy disk). Also, save **appl\_et.h** (or whatever header files contain the programming defines) for the application error numbers defined by your application.

After the upgrade to V6.0 Update 1 is complete, return to this section and continue with the next procedure, "Restoring Explain Text".

### Restoring Explain Text

Perform this procedure on the *target* system *after* the V6.0 Update 1 upgrade is installed.

1. Restore the **appl.explain** and **appl\_et.h** files.
2. Create the following shell script:

```
cat >/vs/upgrade/fmtExp <<!
vName='basename $3\ ' ; echo'<< '$vName' >>' ; echo; cat $3
chmod +x /vs/upgrade/fmtExp
```

3. Enter **/vs/upgrade/upgExp**

The system prompts you for the name of the file with your explanations in it and the name of the header file with the defines. If your file names match the default file names (that is, **appl.explain** and **appl\_et.h**), press **(ENTER)**. Otherwise, type the pathname for the requested file.

If the length of all of your error number defines is less than or equal to 14 characters, **upgExp** automatically converts each explanation into the appropriate form. A session might look like the following:

```
/vs/upgrade/upgExp

Name of the file in which the output from the pre-3.1
explain for application DIP error numbers was
saved:[appl.explain]
Name of the header file defining error numbers:[appl_
et.h]
Converting 109 APPL001 CORRUPT_DATA
Converting 110 APPL002 DATA_TOO_OLD
Converting 111 APPL003 NO_SERVER
```

If any of your define names are 15 or more characters long, **upgExp** truncates it after the 14th character. If you are satisfied with this short name, press `(ENTER)`.

**⇒ NOTE:**

This *short* name is the internal file name in which the explanation will be stored. The full *long* mnemonic is still an acceptable way to reference the explanation.

If an explanation is found in your explanation text file, **appl.explain**, but is not found in your header file, **appl\_et.h**, **upgExp** asks you for the mnemonic name associated with the error number.

You may rerun the **upgExp** command on the same set of explanations if you want to change the actual explanation texts. First edit the explanation text file, **appl.explain**, changing *only* the text of the explanation itself (the lines of text between those beginning with `The message for error code . . .`). Once you have the explanations as you want them to appear, type **upgExp** again. The second and subsequent times, the system asks if you want to overwrite each explanation. Press `(ENTER)`.

4. Continue with the next procedure, "Performing a Full Conversion".

## Performing a Full Conversion

To complete a full conversion in an upgrade process, follow the steps below.

1. Copy to tape or diskette all of the application source code, headers, and **/gendb/data/errors** file that you saved before you removed the pre-V6.0 Update 1 version.
2. Restore the application source code, headers, and **/gendb/data/errors** file to the machine.
3. Perform the following steps to create the file **/usr/spool/log/head/logAPPL.h**. This file should *not* exist prior to the upgrade procedure.

```
cd /usr/spool/log/head
if diff ORGlogAPPL.h logAPPL.h
then rm logAPPL.h
else echo You will need to manually combine o.logAPPL.h after
upgrade.
rm -f o.logAPPL.h
mv logAPPL.h o.logAPPL.h
fi
```

4. Remove all the comment lines up to the first `#include` at the top of file **/gendb/data/errors**.
5. If your error numbers are described in **/gendb/data/errors** file as they should be and if the name of your header file defining your error numbers is **/att/msgipc/etmsgs/appl\_et.h**, enter **/vs/upgrade/cvtAPPL**

This shell script creates two files, **/usr/spool/log/formats/APPLmsg** and **/usr/spool/log/head/logAPPL.h**. The former contains the formats of each error number message. The latter contains the mnemonic defines for each error number to be used by your application code. If you used a header by some other name, you must either temporarily rename it **appl\_et.h** so that you can use the **cvTAPPL** script, or you can manually execute the commands contained in **/vs/upgrade/cvtAPPL** with appropriate modifications to perform the necessary upgrade procedure.

6. Enter **cd /usr/spool/log/formats**
7. Enter **make -f formats.mk install**
8. Verify that
  - a. **APPLmsg** exists and contains the message formats for your applications
  - b. The file **./head/logAPPL.h** exists and contains the define symbols identifying your logging messages
  - c. **cmpLogFmt**, **textLogFmt.Mne**, **textLogFmt.NoM** exist in **.** and **..**
  - d. **textLogFmt** exists in **..** and is linked to either **textLogFmt.NoM** or **textLogFmt.Mne**
  - e. **systemLog.h** exists in both **.** and **./head**
9. Enter **msgadm** or use the Message Administration screen to reestablish the priority of each APPL message and specify the destination. For more information on
  - the **msgadm** command, see Appendix A, "Summary of Commands"
  - the Message Administration screen, see "Message Administration" in Chapter 3, "Configuration Management"of *INTUITY CONVERSANT System Version V6.0 Administration*, 585-310-591.

**⇒ NOTE:**

This step is optional if you used full pathnames in the previous step.

10. Enter **cd {src-directory}** where *{src-directory}* is the directory in which your application code is located.
11. Create the file **/tmp/cvt.lst** files, containing a list of all compilable source code, **\*.c**, **\*.h**, and **\*.pc** files, for any application programs you want to recompile for the current environment.

**⇒ NOTE:**

Each file name should appear on a line by itself. Pathnames should either be full pathnames (starting with **/**) or relative to the directory in which you plan to run the **upgCode** program.

**⇒ NOTE:**

If you have not used **appl\_et.h** as the name of your header file defining your error message numbers, you will need to amend the rules used to upgrade header files before proceeding. Your header file should have been named something like **xxx\_et.h**.

12. Having already performed the header file upgrade in Step 3, you should now have a new header file of the form, **logXXX.h**.

To amend the rules:

- a. Edit the file **/vs/upgrade/incChgs**.
- b. Add a line of the following form to the end of the list of rules:

```
xxx_et.hh'+.3i'logXXX.h
```

where *xxx* and *XXX* are the specific file name identifiers you used in your application.

13. Enter **/vs/upgrade/upgCode**
14. Examine all files for which warning messages were created during the conversion process. See **/tmp/cvt.lst** for the list of potential problems.

Problems fall into three major classes:

- Use of **#define** symbols or structure definitions from the header files **et\_send.h** or **et\_h**

For example, references to struct `et_msg`, `ET_MSG`, and `ERRORS_ATT` will generate warnings. The complete list of items that produce warnings is found in **/vs/upgrade/warningPats**. Manually change the code so that it no longer uses these symbols or structure elements.

- Calls to **et\_send** that are expressed as a macro, for example:

```
#define ETSEND(msgID,arg,str)
et_send(chan,msgID,arg,0,0,0,str)

ETSEND(VMD_MMLUPD,5,"message text")
```

The conversion program cannot deal with such cases. To allow the conversion program to operate on the previous example, manually change it to the following form:

```
et_send(chan,VMD_MMLUPD,5,0,0,0,"message text")
```

- Calls to **et\_send** that use a variable for the message ID, for example:

```
void func(id,arg0,arg1,str)
int id,arg0,arg1;
char *str;
{
et_send(-1,id,arg0,arg1,0,0,str);
}
```

These are the most complicated to convert. Read the manual page for the **logMsg** function in Appendix C, "C-Library Functions", of *INTUITY CONVERSANT System Version 6.0 Application Development with Advanced Methods*, 585-310-761.

The **logMsg** function replaces the **et\_send** function. Where **et\_send** had an invariant set of arguments in a fixed order, **logMsg** has a variable list of arguments the order and type of which depend on the message being logged.

To convert such references, you will have to understand the true intent of the underlying code. In the above example, the best solution would be to just replace the calls to **func()** with direct calls to **logMsg** since this function does not do anything except log a message.

In more complicated cases, the solution depends on the format of the messages that must be logged. Make changes to the code to resolve the problems if necessary.

15. Add a call of the form **logInit("{program-name}")** to each executable, where *{program-name}* is the name you want associated with messages logged by your application (for example, DBDIP). This name should match the bulletin board (BB) name provided to the **startup** or **VSstartup** routine.

You should normally place this call in the **main()** routine. This call must appear prior to any attempt to log information via the **logMsg**, **vlogMsg**, or **logSysError** functions.

16. Add the compiler option **-I /usr/spool/log/head** so that header files can be referenced from the **/usr/spool/log/head** directory.

**⇒ NOTE:**

You may remove the compiler option **-I /att/msgipc/etmsgs** since header files from the old system will not be used after conversion.

17. Add the following libraries to the make rules file of the application to include them in the load option:

**/vs/lib/liblog.a**  
**/vs/lib/libprism.a**

18. Recompile all modified applications.

## Upgrading a TAS Application Script

---

This section describes how to upgrade your TAS application script for use in the INTUITY CONVERSANT V6.0 Update 1 environment.

## Compiling the TAS Script

If you have upgraded your system to V6.0 Update 1 from a release prior to V5.0, TAS may have been installed with “4.0 Compatibility Mode” set. Compatibility Mode allows older scripts that may not meet the TAS language definition to compile with a minimum of changes.

### Script Changes for Compatibility Mode

The following script source code changes may be required before TAS V6.0 Update 1 will successfully compile a script in Compatibility Mode. Although they occur only rarely, these incompatibilities produce error messages that prevent successful compilation of the script.

#### NOTE:

Warning messages may also be produced by TAS in Compatibility Mode. These messages do not prevent successful compilation, but indicate changes that you should make in the script source code to ensure compatibility with future releases of the INTUITY CONVERSANT system.

- Invalid register number errors

TAS now does range checking on script instruction arguments that require register numbers (for example, arguments of the form `r.X`, `*ch.X`, `*int.X`, `*sh.X`, `*ev.X`, where `X` is a script register number). In releases prior to V5.0, only four registers were available, so `X` should be in the range 0–3. In INTUITY CONVERSANT V5.0 and V6.0 Update 1, 16 registers are available, so the valid range for `X` is 0–15. Invalid register numbers are a script bug and should be corrected.

The most common mistake with the argument types that begin with an asterisk (\*) is not that the register number is wrong, but that the asterisk was put there erroneously. For example, the argument “`int.254`” refers to the integer value stored at script address 254. The argument “`*int.254`” refers to the integer value stored at the script address contained in register 254, and therefore in this case 254 is not a valid register number. Prior to V5.0, TAS would not catch this error and TSM would substitute a null value for the argument when executing the script. Therefore, in cases of arguments like “`*int.254`”, it is likely that the asterisk was put there in error (especially if the number is not even close to the valid range for register numbers).

For errors involving an argument of the form `r.X` (where `X` is negative or greater than 15), the error is either in the use of a register value where some other data type was intended or in the use of an invalid register number. Examine the context of the instruction to determine the programmer’s intent and make the correction accordingly.

- An instruction argument with a missing dot or period ( . ) between an immediate data type keyword (“`im`”, “`imm`”, “`immed`”, etc.) and a quoted string (for example, “`im”xyz”`”)

Place a dot between the data type and the quoted string or delete the data type keyword altogether since it is optional in this case (that is, `im."xyz"` and `"xyz"` are equivalent). Prior to INTUITY CONVERSANT V5.0, TAS would accept this syntax, although leaving out the dot in any other argument type was not acceptable. The error messages produced by this syntax in V5.0 and V6.0 Update 1 indicate that the instruction has the wrong number of arguments, as the TAS compiler interprets it as two separate arguments (for example, a label argument and a literal string argument). This may also cause the system to produce an "undefined label 'im'" message.

- **Numeric labels**

Prior to V5.0, it was possible to define an unused label name with a numeric rather than an alphanumeric string and TAS would not complain. Valid labels must always begin with an alphabetic character to distinguish them from integer constants. This usually happens in a script where a `#define` symbol that has an integer value is used. If a label happens to have the same name as the `#define` symbol, the preprocessor substitutes the integer value of the `#define` symbol for the label name before being run through TAS. The following script fragment illustrates this:

```
#define VALUE 128
...
load(r.0, int.VALUE)
...
VALUE:
...
```

When TAS runs this script through the preprocessor, the value 128 is substituted for every occurrence of `VALUE`. This is acceptable for the `load` instruction (which is loading an integer at script address 128 into register 0), but the label is changed to `"128:"`, which is an invalid label definition.

If a script like this compiled with the old TAS, then it is certain that the label was not being used anywhere in the script (for example, by any `goto()` or `jmp()` instructions), since instructions do not allow integer constants as labels. Therefore, you should delete the offending label.

## Turning Off Compatibility Mode

If TAS was installed with Compatibility Mode set, you can unset the mode by renaming the file `/vs/data/tas.debug`. For example, use the UNIX command **`mv /vs/data/tas.debug /vs/data/tas.debug.save`**. To set the mode back, move the saved file back to its original name.

**⇒ NOTE:**

If the file gets deleted, simply create the `/vs/data/tas.debug` file with the contents `"0x2000"` to set Compatibility Mode.

## Running TAS without Setting Compatibility Mode

Running TAS without Compatibility Mode set may produce more warning and error messages for a particular script. These are problems that you should correct in the script source code to ensure compatibility with future releases of the INTUITY CONVERSANT product. All new scripts you develop should be compiled without Compatibility Mode. Existing scripts that have been compiled in Compatibility Mode should be modified at some point (if necessary) to compile without it.

Error and warning messages point the user to the file, line number, instruction, and argument where the error or warning is caused and give a brief explanation of the problem. Error messages prevent successful compilation of the script by indicating improper TAS language syntax. Warning messages do not prevent successful compilation, but indicate that TAS is accepting an outdated form of an argument or instruction which may not be acceptable in the future. These messages indicate what the acceptable form should be so that you can change the source code accordingly.

### NOTE:

If the error messages are being overwhelmed in the output by numerous warning messages, use the **-w** command line option to suppress all warning messages.

## Compiling a DIP

---

When upgrading to INTUITY CONVERSANT V6.0 Update 1 from releases V3.1 through V5.0, you must recompile all DIPs. Use the following information to compile your DIP. If additional information is required, see *UNIX SVR2 Programming in Standard C* or any standard ANSI-C reference document.

## Header Files and Libraries

The DIP source program is compiled in a standard method using the C-compiler (cc) to include the voice system header files and to link the voice system library **libssp.a** that resides in the directory **/vs/lib**. The voice system header files **mesg.h**, **VS.h**, and **shmentab.h** reside in the directories **/att/include**, **/att/msgipc**, and **/usr/spool/log/head**, respectively.

### NOTE:

Whenever a DIP reports errors to the logger/alerter, be sure that **\_INSTALLABLE\_APPL** is defined, that is, **-D\_INSTALLABLE\_APPL**.

## Example

For example, enter the following to create the executable version of DIP `stock_dip.c`.

**⇒ NOTE:**

The backslashes at the end of each line mean that you are to type the information entirely on one single line.

```
cc -l/att/include -l/att/msgipc -l/usr/spool/log/head\
_D_INSTALLABLE_APPL -o stock_dip stock_dip.c\
/vs/lib/lib spp.a/vs/lib/liblog.a/vs/lib/libprism.a
```

Once you create the executable version, you can start it manually from the shell command line or automatically through the inittab file.

### Automatic Startup via inittab

A DIP can be started and managed automatically by the UNIX system process `init` if it appears in the `/etc/inittab` file. If you display the inittab file, entries for the voice system processes like TSM, logdaemon, and iCk are shown. Typically, one entry is made for each process to run. Entries in the inittab file consist of fields separated by colons (:). These fields allow you to specify

- A unique label to identify the entry
- The run levels to run the program; voice system processes and most DIPs use run level 4
- Whether the program is to be run once only or re-run if it dies

The `start_vs` command rebuilds the modified inittab file by concatenating all the files in `/etc/conf/init.d`. Perform the following procedure to make your entries permanent:

1. Enter `stop_vs` to stop the voice system.
2. Edit your entry in the `/etc/conf/init.d` directory. The following is an entry for a DIP called `stock_dip` in the `init.d` directory that runs at run level 4, is re-run if it dies, and is labeled `PI1`:
  - a. Enter `vi stock_dip`
  - b. Add the following to the `stock_dip` file:

```
PI1:4:respawn:/local/bin/stock_dip > /dev/null 2>&1
```
  - c. Enter `:wq`
3. Enter `/vs/bin/util/mkitab`
4. Enter `start_vs` to start the voice system.

Your DIP will now start up automatically each time the voice system is started. If you experience problems with the procedure, execute `touch /etc/conf/init.d/CONVERSANT` before restarting the voice system.

## Installing the Graphical Designer Application

To install the Graphical Designer application file, perform the following procedure.

**⇒ NOTE:**

If the application includes FlexWord® wordlists or professionally recorded speech, there will be some additional prompts. These prompts are explained in “Installing an Application with FlexWord Wordlists” and “Installing an Application with Professionally Recorded Speech” following this procedure.

## Installing All Application Files

**⇒ NOTE:**

All applications are installed in the following default path:  
**\att\trans\graphd\*application name***

1. Enter **gd\_install [-f] [-n] [-s] [-o <{s|f|a|d|h}>] [-l <language name>] [-dp] <application name>**

**⇒ NOTE:**

Application names are case sensitive.

The optional arguments are as follows:

- 
- |    |                                                                                                                                                                                                                                |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| -f | Instructs the system that your files are on a floppy disk and prompts you to insert your floppy disk(s) so that the system can read the application files into the <b>\att/trans/graphd/<i>application name</i></b> directory. |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
- 
- |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| -l | Instructs the system that you want to convert the specified application to a new language. The dates, times, money values and digits will be converted so they can be spoken in the new language formats, provided that standard speech in the language desired is loaded and selected as the standard speech for the application. This instruction also converts speech recognition input to the appropriate speech recognition grammar for the new language. For example, If US 1 to 3 was chosen in Graphical Designer and Japanese is selected during gd_install, the system converts US 1 to 3 to JN 1 to 3. |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
- 
- |    |                                                                                                                                                                                                                                                                                                                                                                                       |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| -n | Instructs the system to overwrite all existing application files that are used by the specified application. For example, if the database table <b>acctinfo</b> already exists in the ORACLE database and your specified application also uses a database table named <b>acctinfo</b> , the system replaces the table in the ORACLE database with the table used by your application. |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
-

---

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| -s  | Instructs the system that you want to use professionally recorded speech in the specified application. The system then ignores any .WAV files that you may have transferred. When using this option, you are prompted to insert your floppy disk(s) so that the system can read the speech files into the talkfile directory. The default talkfile directory for INTUITY CONVERSANT V6.0 Update 1 systems upgraded from V5.0 without a reload of the operating system is <b>/home2/vfs/talkfiles</b> and <b>/voice1/vfs/talkfiles</b> for all other upgrades. |
| -dp | Modifies all prompts that listen for speech recognition input, touch tones, or WholeWord to also listen for Dial Pulse Recognition.                                                                                                                                                                                                                                                                                                                                                                                                                           |
| -ot | Instructs the system to overwrite all database tables with the same name.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| -os | Instructs the system to overwrite all speech files that have the same phrase tag number.                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| -of | Instructs the system to overwrite all FlexWord wordlists that have the same wordlist name.                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| -oa | Instructs the system to overwrite the entire <b>/att/trans/graphd/&lt;application name&gt;</b> directory.                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| -od | Instructs the system to overwrite the <b>.d</b> file which indicates a list of Call Data Events.                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| -oh | Instructs the system to overwrite the <b>.hs</b> file.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

---

- a. If database files exist, the system prompts you with the following question:  

```
Update the Oracle database? [Y/N]
```
- b. If you enter **Y**, the system asks you whether you want to overwrite tables that already exist in the ORACLE database:  

```
Table ACCTINFO already exists.
Overwrite? [Y/N]
```
- c. After all tables have been processed, the system asks you to restart the database dip. You must do this if the tables have changed.  

```
The database dip needs to be restarted. THIS WILL
AFFECT CALLS IN PROGRESS. If the database dip is
not restarted then the changes will not be
present. Restart the database dip? [Y/N]
```
- d. The system then looks for any recorded speech that you transferred, unless you specify the **-s** argument. If you specify the **-s** argument, the system prompts you with the following message:  

```
Place the speech floppy into the drive and press
enter.
```

 **NOTE:**

If your speech will be professionally recorded by Lucent Technologies, be sure to print out a phrase listing of your application and give it to the Lucent Technologies account executive. To do this from the Graphical Designer, select `Print` from the `File` menu and select the `Phrase Listing` option. If your speech is being recorded by someone other than Lucent Technologies, make sure that when you are creating the phrase listing on the `INTUITY CONVERSANT` system, you use the actual phrase numbers for the phrase tag names of each phrase you want recorded.

If you do not specify the `-s` argument and a particular talkfile number is already in use, the system prompts you with the following message:

```
Talkfile already exists.
Overwrite? [Y/N]
```

2. Press `(Y)` if you want to overwrite the existing talkfile number with the talkfile number you specified with the Graphical Designer. If you press `(N)`, you may need to go back to the Graphical Designer and assign a different talkfile number to the recorded phrases for the specified application.

 **CAUTION:**

*The Graphical Designer does not automatically assign talkfile numbers to a particular phrase. Therefore you need to specify the talkfile numbers and be aware of those already in use as you could overwrite a talkfile that is being used by another application.*

The system prompts you with the following message:

```
Do you want to use standard speech in addition to the
application speech? (y/n)
```

3. Press `(Y)` if you want to use standard speech.

The system shows you the current list of available speech pools and then prompts you with the following message:

```
Please enter the name of the standard phrase list.
```

4. Enter a name of one of the available speech pool names. Make sure to enter the full name with the `.pl` extension.

The system prompts you with the following message:

```
Please enter the name of the custom phrase list.
```

5. Enter a name of one of the available speech pool names. Make sure to enter the full name with the `.pl` extension.

If your application uses a host interface and you have installed the application once before, the system prompts you with the following message:

```
.HS file already exists.
Overwrite? [Y/N]
```

If your application does not use a host interface or if you are installing your application for the first time, the system does not display this prompt.

6. Press  **Y** if you want to overwrite the **.HS** file. The **.HS** file includes host screen information.

The system prompts you with the following message:

```
.D file already exists.
Overwrite? [Y/N]
```

7. Press  **Y** if you want to overwrite the **.D** file. The **.D** file indicates a list of Call Data Events.

The system tells you that TAS is executing and eventually displays the following message:

```
TAS: Script application name.t compiled successfully.
Output file: /vs/trans/application name.T
```

### Installing an Application with FlexWord Wordlists

If you are using any FlexWord wordlists in your application, the system prompts you with additional questions during the installation process.

If a wordlist already exists, the system prompts you with the following:

```
The wordlist <wordlist name> already exists.
Overwrite? [Y/N]
```

If a wordlist does not already exist, the system prompts you with the following:

```
Is <wordlist name> a new wordlist? [Y/N]
Overwrite? [Y/N]
```

If you press  **Y**, the new wordlist is added to the system. If you press  **N**, the system displays a list of active wordlists and prompts you to enter an active wordlist.

#### **CAUTION:**

*The Graphical Designer only allows you to include up to eight characters for the name of a wordlist. If you want to use a wordlist that already exists on the system with a longer name, you must respond to the above questions so that you can choose from the list that is displayed.*

## Installing an Application with Professionally Recorded Speech

If you are using professionally recorded speech in your application, the system prompts you with additional questions during the installation process.

If professional speech for your application already exists on the system, the system prompts you with the following:

```
You already have professionally recorded speech.
Overwrite? [Y/N]
```

If you press **(Y)**, the system prompts you to insert the professional speech floppy disk into the disk drive and press **(ENTER)**. It then prompts you for each floppy disk until it reads all of them.

## Administering TCP/IP over Ethernet and Token Ring LANs

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This section discusses administration of TCP/IP on INTUITY CONVERSANT systems that contain either the SMC Ethernet card, the IBM Token Ring card, or both.

### TCP/IP without a Token Ring Card

1. Install the SMC Ethernet LAN card. For procedures, see Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards", in the maintenance book for your target system. There you will also make sure that all of the necessary UnixWare TCP/IP packages are loaded on the system. If they are not, follow the instructions to load TCP/IP from the UnixWare tape.

**⇒ NOTE:**

If cabling to the network is available, you may also connect the Ethernet card to the network hub at this time.

2. Complete the procedure "Installing the LAN Card Driver Package" in Chapter 9, "Installing Base System Software," of the maintenance book for your target system.

**⇒ NOTE:**

The user responses provided in the maintenance book are recommendations only. If your situation calls for a different IRQ or a BNC connection rather than twisted pair, respond to the prompts accordingly.

3. Following the software installation procedure, refer to the Novell UnixWare guide entitled *TCP/IP & NFS; TCP/IP Administration*. In Chapter 3, pages 44–47, perform the following steps:

- a. Enter **/etc/confnet.d/configure -i**

The system prompts you for the interface type.

- b. Select `sme_0`.

The system prompts you for the host name, that is, the network node name for the system.

- c. Enter the name of your INTUITY CONVERSANT system as you want it to appear in the `/etc/hosts` file. The typical response is to enter the system UNIX name or some alias name for the system.

The system prompts you for the ifconfig options.

- d. Select `ClassC`.

- e. From page 47 in the UnixWare TCP/IP administration guide, change the route daemon to the active mode by editing the `/etc/inet/rc.inet` file and changing the line

```
/usr/sbin/in.routed -q
to
/usr/sbin/in.routed
```

- 4. Enter **stop\_vs**

- 5. Run **smc\_setup** again to reaffirm the entries that you made when you installed the EtherCard Driver Package.

- 6. Enter `/etc/conf/bin/idbuild`

- 7. Enter **shutdown -y -g0 -i6**

- 8. Edit the `/etc/hosts` file to enter the remaining network node names for your LAN.

- 9. Enter **netstat -r**

The system displays the network routing table. This table will look similar to the one below.

Routing tables

| Destination | Gateway   | Flags | Refs | Use | Interface |
|-------------|-----------|-------|------|-----|-----------|
| localhost   | localhost | UH    | 0    | 0   | lo0       |
| xxx.yy.zzz  | host_name | U     | ?    | ?   | sme0      |

**⇒ NOTE:**

If your SMC Ethernet card is already wired to the LAN, your routing table may have additional entries. These additional entries represent any routing devices that may be part of your network.

## TCP/IP over an IBM Token Ring Card with No Ethernet Card

1. Install the IBM Token Ring card. For procedures, see Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards”, in the maintenance book for your target system. There you will also make sure that all of the necessary UnixWare TCP/IP packages are loaded on the system. If they are not, follow the instructions to load TCP/IP from the UnixWare tape.



### NOTE:

If cabling to the ring is available, you may also connect the Token Ring card to the MAU at this time.

2. Complete the following software installation procedures for the entire Synchronous Host Interface feature:
  - a. “Installing the Token Ring Hardware Support Package” in Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” of the maintenance book for your target system
  - b. “Installing the LINKix Packages” in Chapter 9, “Installing the Optional Feature Software,” of the maintenance book for your target system
  - c. “Installing the Host Packages” Chapter 9, “Installing the Optional Feature Software,” of the maintenance book for your target system
3. See the Novell UnixWare guide entitled *TCP/IP & NFS; TCP/IP Administration*. In Chapter 3, pages 44–47, perform the following steps:
  - a. Enter **/etc/confnet.d/configure -i**  
The system prompts you for the interface type.
  - b. Select `ibmtok_0`.  
The system prompts you for the host name, that is, the network node name for the system.
  - c. Enter the name of your INTUITY CONVERSANT system as you want it to appear in the **/etc/hosts** file. The typical response is to enter the system UNIX name or some alias for the system.  
The system prompts you for the ifconfig options.
  - d. Select `ClassC`.
  - e. From page 47 in the UnixWare TCP/IP administration guide, change the route daemon to the active mode by editing the **/etc/inet/rc.inet** file and changing the line  

```
/usr/sbin/in.routed -q
```

to  

```
/usr/sbin/in.routed
```
4. Enter **shutdown -y -g0 -i6**

5. Edit the **/etc/hosts** file to enter the remaining network node names for your LAN.
6. Enter **netstat -r**

The system displays the network routing table. This table should look similar to the one below.

```
Routing tables
Destination Gateway Flags Refs Use Interface
localhost localhost UH 0 0 lo0
xxx.yy.zzz host_name U ? ? ibmtok0
```

**⇒ NOTE:**

If your Token Ring card is already wired to the MAU, your routing table may have additional entries. These additional entries represent any routing devices that may be part of your network.

### TCP/IP over the IBM Token Ring Interface and SMC Ethernet Cards

1. Install the IBM Token Ring card. For procedures, see Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards", in the maintenance book for your target system. There you will also make sure that all of the necessary UnixWare TCP/IP packages are loaded on the system. If they are not, follow the instructions to load TCP/IP from the UnixWare tape.

**⇒ NOTE:**

If cabling to the ring is available, you may also connect the Token Ring card to the MAU at this time.

2. Complete the following software installation procedures for the entire Synchronous Host Interface feature:
  - a. "Installing the Token Ring Hardware Support Package" in Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards", of the maintenance book for your target system
  - b. "Installing the LINKix Packages" in Chapter 9, "Installing the Optional Feature Software", of the maintenance book for your target system
  - c. "Installing the Host Packages" Chapter 9, "Installing the Optional Feature Software", of the maintenance book for your target system
3. See the Novell UnixWare guide entitled *TCP/IP & NFS; TCP/IP Administration*. In Chapter 3, pages 44–47, perform the following steps:
  - a. Enter **/etc/confnet.d/configure -i**  
The system prompts you for the interface type.

- b. Select `ibmtok_0`.

If this choice is accepted, skip to Step e.

If “`ibmtok_0`” is not one of the choices for configuration, continue with Step c.

- c. Edit the `/etc/confnet.d/netdrivers` file and add the following line:

```
ibmtok_0 inet
```

- d. Re-run the `configure -i` command and select `ibmtok_0`.

The system prompts you for the host name, that is, the network node name for the system.

- e. Enter the name of your INTUITY CONVERSANT system as you want it to appear in the `/etc/hosts` file.

 **CAUTION:**

*In this procedure you are connecting the INTUITY CONVERSANT system to a second network. The ethernet LAN was configured previously, and now you are configuring a token ring LAN. Therefore, the token ring name for the system in the `/etc/hosts` file must be unique.*

The system prompts you for the `ifconfig` options.

- f. Select `ClassC`.

The system asks you want to use this machine as a gateway.

- g. Respond accordingly.

- h. From page 47 in the UnixWare TCP/IP administration guide, check the `/etc/inet/rc.inet` file to see if the routing daemon is in the active mode. Ensure that the line looks like this:

```
/usr/sbin/in.routed
```

rather than this:

```
/usr/sbin/in.routed -q
```

- 4. Physically connect the IBM Token Ring card to an active MAU and then skip to Step 7.

If access to the ring is not yet available, continue with Step 5.

- 5. Edit the `/etc/confnet.d/inet/interface` file and comment out the line that begins with “`ibmtok`”.

 **NOTE:**

If you do not make this change, the next time the INTUITY CONVERSANT is rebooted, the system will try to access the token ring and fail. The following message will appear on boot up:

```
"TCP/IP start up not entirely successful. Error in
/tmp/inet.start"
```

and the system will no longer be able to connect to the ethernet network, even though the SMC Ethernet card is still physically connected to the LAN and the card is fine.

If the IBM Token Ring card is still not physically connected to an active ring, *stop here*. When you have made the connection to the ring, return to this procedure and continue with Step 6.

6. With the IBM Token Ring card hooked up to an active MAU, edit the **/etc/confnet.d/inet/interface** file and comment in the line at the bottom that begins with "ibmtok".
7. Enter **shutdown -y -g0 -i6**
8. Edit the **/etc/hosts** file to enter the remaining network node names for your token ring LAN.
9. Enter **netstat -r**

The system displays the network routing table. This table should look similar to the following:

```
Routing tables

Destination Gateway Flags Refs Use Interface
localhost localhost UH 0 0 lo0
aaa.bb.ccc host_name1 U ? ? sme0
xxx.yy.zzz host_name2 U ? ? ibmtok0
```

**⇒ NOTE:**

If the ethernet LAN or the token ring network include any routing devices, the routing table may have additional entries.

### **TCP/IP on the SMC Ethernet Card but Not on a Token Ring Card Installed for SNA-3270**

1. Install the SMC Ethernet LAN card. For procedures, see Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards", in the maintenance book for your target system. There you will also make sure that all of the necessary UnixWare TCP/IP packages are loaded on the system. If they are not, follow the instructions to load TCP/IP from the UnixWare tape.

**⇒ NOTE:**

The user responses provided in the maintenance book are recommendations only. If your situation calls for a different IRQ or a BNC connection rather than twisted pair, respond to the prompts accordingly.

 **NOTE:**

If cabling to the network is available, you may also connect the Ethernet card to the network hub at this time.

2. Following the software installation procedure, refer to the Novell UnixWare guide entitled *TCP/IP & NFS; TCP/IP Administration*. In Chapter 3, pages 44–47, perform the following steps:

- a. Enter **/etc/confnet.d/configure -i**

The system prompts you for the interface type.

- b. Select `sme_0`.

The system prompts you for the host name, that is, the network node name for the system.

- c. Enter the name of your INTUITY CONVERSANT system as you want it to appear in the **/etc/hosts** file. The typical response is to enter the system UNIX name or some alias for the system.

The system prompts you for the ifconfig options.

- d. Select `ClassC`.

- e. From page 47 in the UnixWare TCP/IP administration guide, change the route daemon to the active mode by editing the **/etc/inet/rc.inet** file and changing the line

```
/usr/sbin/in.routed -q
to
/usr/sbin/in.routed
```

3. Edit the **/etc/confnet.d/inet/interface** file and comment out the line at the bottom that begins with “`ibmtok`”.

 **NOTE:**

This change is necessary to keep the SMC Ethernet connection working whether or not there is a connection to the IBM Token Ring card. If you do not make this change, the next time the INTUITY CONVERSANT is rebooted, the system will try to access the token ring and fail. The following message will appear on boot up:

```
“TCP/IP start up not entirely successful. Error in
/tmp/inet.start”
```

If this message appears, the system will no longer be able to connect to the ethernet network, even though the SMC Ethernet card is still physically connected to the LAN and the card is fine.

4. Enter **stop\_vs**
5. Run **smc\_setup** again to reaffirm the entries that you made when you installed the EtherCard Driver.

6. Enter **/etc/conf/bin/idbuild**
7. Enter **shutdown -y -g0 -i6**
8. Edit the **/etc/hosts** file to enter the remaining network node names for your LAN.
9. Enter **netstat -r**

The system displays the network routing table. This table will look similar to the one below.

```
Routing tables
Destination Gateway Flags Refs Use Interface
localhost localhost UH 0 0 lo0
xxx.yy.zzz host_name U ? ? sme0
```

**⇒ NOTE:**

If the SMC Ethernet card is already wired to the LAN, your routing table may have additional entries. These additional entries represent any routing devices that may be part of your network.

### TCP/IP on the SMC Ethernet Card with an IBM Token Ring Card Already Running TCP/IP

1. Install the SMC Ethernet LAN card. For procedures, see Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards", in the maintenance book for your target system. There you will also make sure that all of the necessary UnixWare TCP/IP packages are loaded on the system. If they are not, follow the instructions to load TCP/IP from the UnixWare tape.

**⇒ NOTE:**

If cabling to the network is available, you may also connect the Ethernet card to the network hub at this time.

2. Complete the procedure "Installing the LAN Card Driver Package" in Chapter 9, "Installing Base System Software", of the maintenance book for your target system.

**⇒ NOTE:**

The user responses provided in the maintenance book are recommendations only. If your situation calls for a different IRQ or a BNC connection rather than twisted pair, respond to the prompts accordingly.

3. Following the software installation procedure, refer to the Novell UnixWare guide titled *TCP/IP & NFS; TCP/IP Administration*. In Chapter 3, pages 44–47, perform the following steps:
  - a. Enter **/etc/confnet.d/configure -i**

The system prompts you for the interface type.

- b. Select `sme_0`.

If this choice is accepted, skip to Step 7.

If `sme_0` is not one of the choices for configuration, continue with Step c.

- c. Edit the **`/etc/confnet.d/netdrivers`** file and add the following line:

```
sme_0 inet
```

- d. Re-run the **`configure -i`** command and select `sme_0`.

The system prompts you for the host name, that is, the network node name for the system.

- e. Enter the name of your INTUITY CONVERSANT system as you want it to appear in the **`/etc/hosts`** file.

 **CAUTION:**

*In this procedure you are connecting the INTUITY CONVERSANT system to a second network. The token ring network was configured previously, and now you are configuring an ethernet LAN. Therefore, the ethernet name for the system in the **`/etc/hosts`** file must be unique.*

The system prompts you for the ifconfig options.

- f. Select `ClassC`.

The system asks if you want to use this machine as a gateway.

- g. Respond accordingly.

- h. From page 47 in the UnixWare TCP/IP administration guide, check the **`/etc/inet/rc.inet`** file to see if the routing daemon is in the active mode. Ensure that the line looks like this:

```
/usr/sbin/in.routed
```

rather than this:

```
/usr/sbin/in.routed -q
```

- 4. Now that two TCP/IP interfaces have been configured on the system, the IBM Token Ring card *must* remain physically connected to an active MAU. If the connection to the Token Ring is up and active, skip to Step 6. If access to the ring is no longer available, continue with Step 5.
- 5. Edit the **`/etc/confnet.d/inet/interface`** file and comment out the line at the bottom that begins with `ibmtok`. When you are finished, skip to Step 7.

**⇒ NOTE:**

If you do not make this change, the next time the INTUITY CONVERSANT is rebooted, the system will try to access the token ring and fail. The following message will appear on boot up:

```
"TCP/IP start up not entirely successful. Error in
/tmp/inet.start"
```

If this error message appears, the system will no longer be able to connect to the ethernet network, even though the SMC Ethernet card is still physically connected to the LAN and the card is fine.

6. Edit the **/etc/confnet.d/inet/interface** file and make sure that the final entries in this file are in the following order:

```
lo:0:
sme:0:.....
ibmtok:0:
```

If the entries are not in the proper order in this file, the network routing table may not build correctly.

7. Enter **stop\_vs**
8. Run **smc\_setup** again to reaffirm the entries that you made during the EtherCard Driver installation.
9. Enter **/etc/conf/bin/idbuild**
10. Enter **shutdown -y -g0 -i6**
11. Edit the **/etc/hosts** file to enter the remaining network node names for your LAN.
12. Enter **netstat -r**

The system displays the network routing table. This table will look similar to the one below.

```
Routing tables

Destination Gateway Flags Refs Use Interface
localhost localhost UH 0 0 lo0
aaa.bb.ccc host_name1 U ? ? sme0
xxx.yy.zzz host_name2 U ? ? ibmtok0
```

**⇒ NOTE:**

If the ethernet LAN or the token ring network include any routing devices, the routing table may have additional entries.

**⇒ NOTE:**

If the IBM Token Ring card is disconnected, the network routing table will not contain any entries of the type "ibmtok0".

## Restoring Speech for User Applications Backed up due to Naming Conflicts with Package Applications

---

If your source system had user applications that were backed up due to naming conflicts with INTUITY CONVERSANT package applications (see “Files and Data” in the “Upgrade Planning” book), you must now restore speech for those applications. Do this through Script Builder or using the **spres** command.

### Using Script Builder to Restore Speech

To restore speech using Script Builder, perform the following procedure:

1. Enter your login and password at the console prompt.
2. Enter **cvvis\_mainmenu**

The system displays the INTUITY CONVERSANT V6.0 menu (Figure A-1).



---

Figure A-1. INTUITY CONVERSANT V6.0 Menu

3. Select

```
> Voice System Administration
> Script Builder Applications
```

The system displays the Script Builder Applications menu (Figure A-2).

```
Script Builder Applications
ADD NEW APPLICATION
ASAEvent
ASAEvent2
ASAIRoute
ASAITran
CPtest
EAtest
EAtest_aux
FFtemplate
FFtest
Market_Appl
>RiverBank
 abcdefg
 another
 asr_tst
 conv1542
```

---

**Figure A-2. Script Builder Applications Menu**

4. Highlight the application for which you are restoring speech.
5. Insert the appropriate disks into the disk drive.
6. Press (F6) (Restore).

The system displays the Restore Components menu (Figure A-3).

```
Restore Components
>All of the Application
 Local Database Tables
 Speech
 Transaction
```

---

**Figure A-3. Restore Components Menu**

7. Select

```
> Speech
```

The system displays the following message:

Enter F to use FLOPPY DISK

Enter C to use CARTRIDGE TAPE

ENTER Q to stop.

8. Enter **F** to restore from floppy disk, **C** to restore from cartridge tape, or **Q** to quit.

When the speech is restored, the system displays the following message:

```
Restore speech successful
```

9. Press **ENTER** to return to the Restore Components menu (Figure A-3).

## Using the **spres** Command to Restore Speech

The **spres** command restores speech from a backup.

### Synopsis

```
spres -l <file> [-v] -t [talkfile <list>] [phrase <list>] [listfile <list>]
```

### Description

The **spres** command restores the specified talkfile number, phrase number, listfile, or phrase and talkfile of the speech.

### ⇒ NOTE:

Only speech that is backed up from a pre-V5.0 mkimage backup or using the **spsav** command can be restored with the **spres** command.

### Parameters

The parameters for the **spres** command are as follows:

|                                |                                                                                                                                                           |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>-l file</i>                 | This parameter specifies the input device. Typically this is cartridge tape ( <b>/dev/rmt/c0s0</b> ).                                                     |
| <i>-v</i>                      | This parameter is the verbose flag that gives a running commentary of the <b>restore</b> procedure.                                                       |
| <i>-t</i>                      | This parameter is the tape flag. It is required for restore from cartridge tape.                                                                          |
| <i>[talkfile &lt;list&gt;]</i> | This parameter specifies the list of talkfiles to be restored as either a single digit, a range m–n, or the word <b>all</b> . The default is <b>all</b> . |
| <i>[phrase &lt;list&gt;]</i>   | This parameter specifies the list of phrases to be restored, as either a single digit, a range m–n, or the word <b>all</b> . The default is <b>all</b> .  |
| <i>[listfile &lt;list&gt;]</i> | This parameter specifies the list of listfiles and associated speech to be restored, for example, <b>listfile list.cabnt</b>                              |

The **spres** command invokes an interactive program asking you to insert and remove cartridge tapes periodically. If you use the **-v** option, the system displays information about each step of the recovery.

### Example

The following example restores listfile "list.cabnt" verbosely from cartridge tape:

```
spres -l /dev/rmt/c0s0 -v -t listfile list.cabnt
```

## Administering Modems

---

Complete the following procedure to set up UnixWare to use a modem for outgoing calls.

### ⇒ NOTE:

For more information, see "Connecting a Modem" in Chapter 4, "Connecting Peripherals and Powering Up", in the installation book for your target system and the modem manufacturer's instructions.

1. Log in as root.
2. Enter **cvis\_mainmenu**

The system displays the INTUITY CONVERSANT V6.0 menu (Figure A-1).

3. Select

```
> UNIX System Administration
> Network_Services
> Basic_Networking
> Add
```

The system displays the Adds a Device for Use by Basic Networking window (Figure A-4).

---

**5 Adds a Device for Use by Basic Networking**

Device category: Modem

---

**Figure A-4. Adds a Device for Use by Basic Networking Window**

4. Enter **Modem** in the Device Category: field.
5. Press **F3** (Save).

The system displays the Add a Modem Device for Use by Basic Networking window (Figure A-5).

---

**6 Add a Modem Device for use by Basic Networking**

Device Type: ACU

Modem Type: HayesSmartm240

---

**Figure A-5. Add a Modem Device for Use by Basic Networking Window**

6. Enter **ACU** in the Device Type: field.
7. Enter **HayesSmartm2400B** in the Modem Type: field or press **F2** (Choices) to select from the menu.
8. Press **F3** (Save).

The system displays your choice in the Add a Modem Device for Use by Basic Networking window (Figure A-6).

```
7 Add a Modem Device for use by Basic Networking

Device Type: ACU
Modem Type: HayesSmartm240
Port: <serial port>
Speed: 19200

Flow Control: Software
```

Figure A-6. Add a Modem Device for Use by Basic Networking Window

9. Enter the serial port to be used in the `Port :` field or press **F2** (Choices) to select from the menu.
10. Enter **19200** in the `Speed :` field.



**NOTE:**

The word "Software" already appears in the `Flow Control :` field.

11. Press **F3** (Save).

The system displays the Add a Device window (Figure A-7).

```
8 Add a Device

The following entry will now be made in the
file /etc/uucp/Devices:

Type Line Line2 Class
ACU <serial port> - 19200
Dialer-Token Pairs
HayesSmartm240
```

Figure A-7. Add a Device Window

12. Press **F3** (Cont).

The system displays the following message:

```
Entry was added to the system. Use Ports menu to add a
port monitor for a bidirectional port.
```

13. Press **F6** (Cancel) repeatedly until you return to the UNIX System V Administration menu.
14. Press **F7** (Cmd-Menu) and select Exit.
15. If you are using the AT&T Data Port Express 14.4 FAX modem or a Hayes modem, follow the steps below:

- a. At the UNIX prompt, enter **vi /etc/uucp/Devices**
- b. Change the following line from:

```
ACU <serial port from above> - 19200 HayesSmartm240 \T

to
```

```
ACU <serial port from above>,M - 19200 HayesSmartm2400B
```

- c. If you want to access the modem directly, add the following line to the **/etc/uucp/Devices** file:

```
Direct <serial port from above>,M- 19200 direct
```

- d. For the Hayes Smartm2400B modem, change the following line in the **/etc/uucp/Dialers** file:

```
HayesSmartm2400B =,-, ""\M\dAT&F\r\c OK\r
\EATDT\T\r\c00\r\m\c
```

16. If serial ports are being used as either tty00s or tty01s, verify the following:
  - a. Enter **vi /etc/conf/sdevice.d/async** and **vi /etc/conf/sdevice.d/asyhp** and check the second column on the first line of each file. If it is set to **N**, change it to **Y**
  - b. Execute **/etc/conf/bin/idbuild**
  - c. Reboot the system.
17. To set up tty01s (COM2):
  - a. Substitute tty01s for every *<serial port>* prompt in the above procedure through Step 15.
  - b. In Step 16a, change the second column on the second line in the **etc/conf/sdevice.d/async** file from **N** to **Y**
  - c. Follow Steps 16b and 16c.

## Administering Printers

---

Figure A-8 shows the options available for printer administration. See *NOVELL UnixWare System Administration Print Service Administration* for additional information about each of these options.

```
2 Line Printer Services Configuration and Operation
>classes - Manage Classes of Related Printers
>filters - Manage Filters for Special Processing
>forms - Manage Pre-Printed Forms
>operations - Perform Daily Printer Service Operations
>printers - Configure Printers for the Printer Service
>priorities - Assign Print Queue Priorities to Users
>requests - Manage Active Print Requests
>status - Display Status of Printer Service
>systems - Configure Connections to Remote Systems
```

---

Figure A-8. Line Printer Services Configuration and Operation Menu

Complete the following procedure to administer a printer:

**⇒ NOTE:**

For more information, see “Connecting the Printer” in Chapter 4, “Connecting Peripherals and Powering Up,” in the installation book for your target system and the printer manufacturer’s instructions.

1. Log in as root.
2. Enter **cvis\_mainmenu**  
The system displays the INTUITY CONVERSANT V6.0 menu (Figure A-1).
3. Select

```
> UNIX System Administration
>Printers
>Printers
>Add
```

The system displays the Add a New Printer screen (Figure A-9).

```
4 Add a New Printer
Printer name: _____
System name: bop1_____
Printer type: unknown_____
Similar printer to use for defaults: none_____
Do you want to use standard configurations? (eg alerts, banners): yes
Do you want to use standard port settings? (eg baud rate, parity): yes
Is this a Dial-up Printer? no
Device or Address: _____
```

Figure A-9. Add a New Printer Screen

4. Enter **printer1** (or any other unique name) in the Printer name: field.
5. Enter your system name in the System name: field.
6. Enter **none** or the name of another printer in the Similar printer to use for defaults: field.
7. Enter **yes** in the Do you want to use standard configurations? field.
8. Enter **yes** in the Do you want to use standard port settings? field.
9. Enter **no** in the Is this a Dial-up Printer? field.
10. Enter **/dev/lp** or the name of another printer port in the Device or Address: field
11. Press **F3** (SAVE).
12. Press **F8** (CONT).  
The system displays the Configure Printers for the Printer Service menu.
13. Press **F6** (CANCEL) twice to return to the UNIX System V Administration menu.
14. Press **F7** (CMD-MENU).  
The system displays the Command Menu.
15. Select

```
> Exit
```

The system displays the system prompt.

16. At the system prompt, enter **accept printer1** to allow printer1 to begin accepting jobs.

17. Enter **enable printer1** to enable printer1.
18. Enter **lpadmin -d printer1** to make the newly defined printer the default printer.
19. Test the printer by entering **lp /etc/passwd**  
The system prints the contents of the **/etc/passwd** file to the printer.

## Compiling and Installing IRAPI Applications

Use this procedure to recompile and install an IRAPI application. The following example, `chantest.c`, shows the options and the libraries you will need:

```
cc -I/att/include -L/vs/lib chantest.c -o chantest \
-lirEXT -lirAPI -lspp -ITOOLS -llog -lprism
```

The INTUITY CONVERSANT VIS V6.0 Update 1 Set contains all the necessary libraries and header files.

### **CAUTION:**

*The IRAPI function **irsay()** has been changed to **irFDSay()** in V6.0 Update 1. There are no parameter changes. Therefore, before you recompile the application, do a search and replace for the function name.*

1. Compile the IRAPI application.
2. Install the executable file anywhere on the system.
3. Install the speech files with the UNIX **cp(1)** or **cpio(1)** commands in the location where they are referenced by the application. For example, the `chantest.c` application shown above stores all its speech files in the **/speech/chantest** directory.
4. Use the **defService** command to define the service for the IRAPI application. This following example shows how to do this for the `chantest.c` application:

```
defService -n -p chantest -t P chantest
```

In the above command, the

- **-n** option specifies the use of default values for all options not specified on the command line
- **-p** option specifies the process name to which the service belongs. The process name string must be identical to the name used by the process as an argument to the `irRegister(3IRAPI)` function. (In this case the service and process names are identical.)
- **-t** option specifies that `chantest` is a permanent process. This process should be running when the voice system is started and continue running until the voice system is stopped.

See “**defService**” in *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information on additional options.

5. Assign the service you defined in Step 4 to a channel or dialed number in the same manner that TSM script services are assigned. The following example assigns the chantest service to channel 0:

**assign service chantest to chan 0**

See “**assignService**” in *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for more information.

6. Run a permanent IRAPI application when the voice system is started. The recommended way to do this is to add a file to the **/etc/conf/init.d** directory containing an **inittab(4)** entry for the IRAPI process.

### Administering Operating System Logins

1. Log in as root.
2. Enter **cvvis\_mainmenu**  
The system displays the INTUITY CONVERSANT V6.0 menu (Figure A-1).
3. Select

```
> UNIX System Administration
>User Login and Group Administration
>add - Add Users or Groups
```

The system displays the Add Users or Groups window (Figure A-10). “User” is preselected in the window.

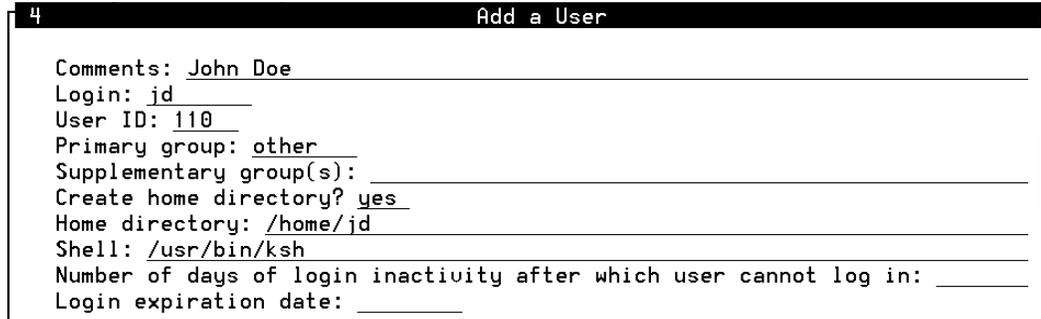
```
3 Add Users or Groups
User or group: user
```

---

**Figure A-10. Add Users or Groups Window**

4. Press **F3** (Save).

The system displays the Add a User window (Figure A-11).



A terminal window titled "4 Add a User" with the following text:

```
Comments: John Doe
Login: jd
User ID: 110
Primary group: other
Supplementary group(s):
Create home directory? yes
Home directory: /home/jd
Shell: /usr/bin/ksh
Number of days of login inactivity after which user cannot log in:
Login expiration date:
```

---

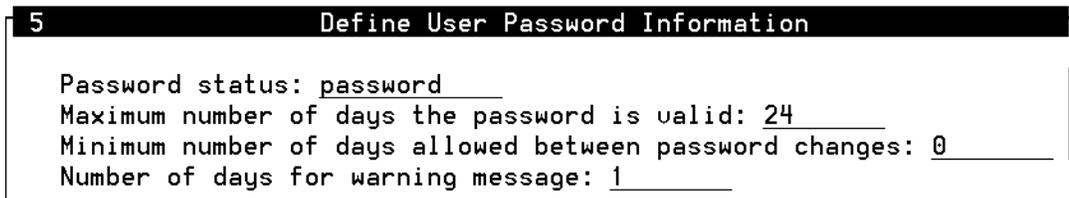
Figure A-11. Add a User Window

5. Enter the user's name in the `Comments:` field.
6. Enter the user's login in the `Login:` field.
7. Press `(RETURN)` four times to move the cursor to the `Create home directory?` field. Type **yes** into the field.

The system displays the `Home directory:` field listing the home directory for the user.

8. Type `/usr/bin/ksh` into the `Shell:` field.
9. Press `(F3)` (Save).

The system displays the Define User Password Information window (Figure A-12).



A terminal window titled "5 Define User Password Information" with the following text:

```
Password status: password
Maximum number of days the password is valid: 24
Minimum number of days allowed between password changes: 0
Number of days for warning message: 1
```

---

Figure A-12. Define User Password Information Window

10. Enter **password** into the `Password status:` field.
11. Press `(F3)` (Save).

The system displays the following prompt:

New password:

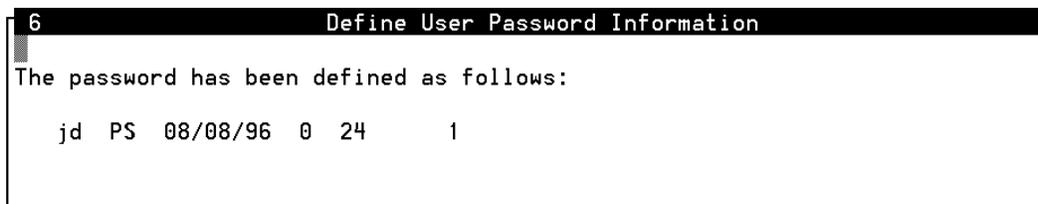
12. Enter the password for the user.

The system displays the following prompt:

Re-enter new Password:

13. Re-enter the password for the user.

The system displays the Define User Password Information window showing information for the user you have just entered (Figure A-13).



---

**Figure A-13. Define User Password Information Window**

14. If you want to add additional users, continue with Steps a and b below:

- a. Press **F3** (CONT).

The system displays the Add a User window (Figure A-11).

- b. Repeat Steps 9 through 13 for each user.

If you are finished adding users, press **F6** (Cancel) several times to return to the UNIX System V Administration menu.

### Using the findhomes Command to Move User Login Files to the Home Directory on the Target System

---

Use the **findHomes** command to populate your home directory with user files saved as part of an assisted upgrade.

#### Synopsis

```
findHomes [-?] [-v] [-D <dir>]
```

## Description

The **findHomes** command is part of the Upgrade Assistance Tool. It provides a convenient way to restore your files from the location where the Upgrade Assistance Tool saves them to the home directory for each user defined in the **/etc/passwd** file, if the user has the same login ID as on the source system.

For each user, the entire directory structure (including all files) preserved from the user home directory on the source system is moved to the user home directory on the target system. If a saved file has the same name as a file that already exists in a user's home directory on the target system, the saved version is moved to **o.<filename>** in that directory.

Files for any users whose login ID changes from the source to the target system must be moved from their saved location to their new home directory manually. This manual intervention is also required for any users who did not use their login IDs as the name of their home directories on the source system.

Run the **findHomes** command after the assisted software upgrade has completed and logins for all users expected to move from the source to the target system have been administered on the target system. See "Administering Operating System Logins" above for more information about administration of user logins.

The **[?]** argument displays a help message.

The **[-v]** argument causes a list of saved files to be printed as they are moved.

The **-D <dir>** argument specifies an additional directory to be searched for saved user files.

The Upgrade Assistance Tool saves user files in **/home/o.<homedir>**, where **<homedir>** is the last directory in the full-pathname home directory specified for each user in the **/etc/passwd** file on the source system. Often, **<homedir>** is the user's login ID. If the file restoration to this directory fails, the files are restored in a directory with the full pathname of the user's home directory on the source system.

### NOTE:

A message is printed indicating any directory for which all the files are not successfully relocated.

## Example

The following example causes all files found in **/home/o.<homedir>** to be moved to the home directory specified for each non-system-user specified in the **/etc/passwd** file on the upgraded system:

```
/usr/lib/upgrade/bin/findHomes -v -D/home
```

## Administering PRI

---

For any upgraded system that includes PRI, you must verify that the appropriate cards are assigned to PRI and ensure that the configuration of assigned cards is valid. In particular, for V6.0 Update 1 all cards in a D-channel group must now have contiguous card numbers and the first card must have the D-channel assigned to it. Use the following procedures to readminister SP, T1, and E1 cards as required. For additional information, see the following chapters in *INTUITY CONVERSANT System Version 6.0 Administration*, 585-310-591:

- Chapter 3, “Configuration Management”
- Chapter 6, “Switch Interfaces”

### Assigning Functions to or Changing Functions on SP/SSP Circuit Cards

Use the Assign/Change Functions to SP/SSP Cards window to assign one of several installed pack files functions to SP/SSP circuit cards or to change the current functions assigned to SP/SSP circuit cards.

 **NOTE:**

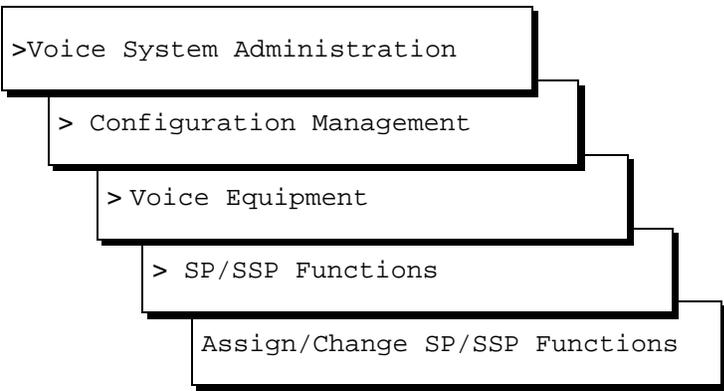
The SP or SSP circuit card must be in the Manoos state before you can assign functions to it.

To change/assign functions to SP/SSP circuit cards:

1. Log in as root.
2. Enter **cvis\_menu**

The system displays the INTUITY CONVERSANT V6.0 menu (Figure A-1).

3. Select



```
>Voice System Administration
> Configuration Management
> Voice Equipment
> SP/SSP Functions
Assign/Change SP/SSP Functions
```

4. The system displays the Assign/Change Functions to SP/SSP Cards window (Figure A-14).

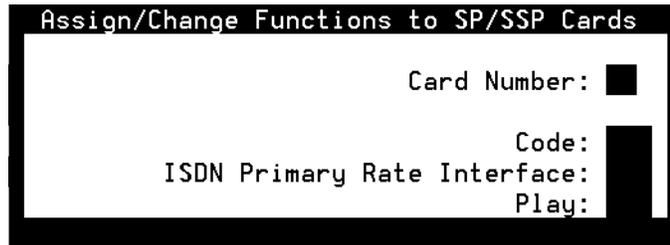


Figure A-14. Assign/Change Functions to SP/SSP Cards Window

**⚠ CAUTION:**

*Assignments made in the Assign Functions to SP/SSP Cards window overwrite any other assignments currently in effect on the specified circuit cards. Make such assignments and reassignments carefully.*

5. Enter information in the following fields or press **F2** (Choices) to select from a menu:

**Card Number:** — Specify the circuit card or range of circuit cards to which you want to assign functions. Type a single number or a range of numbers separated by commas or spaces.

Enter **yes** to enable or **no** to disable the remaining three fields:

- **Code:** — whether to record (encode) caller input
- **ISDN-Primary Rate Interface:** — whether to allow an SP circuit card to perform the D-channel processing for a T1 circuit card (AYC11, AYC3B) that will have an ISDN-PRI D-channel. This choice is only available for SP circuit cards (not SSP circuit cards) and cannot be used with any other functions. Only one SP circuit card may be assigned to PRI.
- **Play:** — whether to play prerecorded voice files

The following optional packages also appear in the Assign/Change Functions to SP/SSP Cards window and are enabled or disabled:

- Echo cancellation
- Whole Word speech recognition
- FlexWord speech recognition
- Call classification analysis (CCA)

**⇒ NOTE:**

Full CCA is not enabled for SSP cards. An SP circuit card assigned to CCA can perform no other functions.

- Text-to-Speech (TTS)



**NOTE:**

When changing the function of an SP circuit card to remove PRI, the system asks you if it is acceptable to unassign PRI for any T1 circuit cards associated with that SP.

### Administering ISDN PRI Layer 1 Protocol

This section describes how to access, change, and display ISDN PRI Layer 1 Protocol.

#### Accessing the ISDN PRI Layer 1 Menu



**NOTE:**

All options that are selected match the corresponding options on the PBX or network switch.

To access the ISDN Primary Rate Interface (ISDN-PRI) Layer 1 menu:

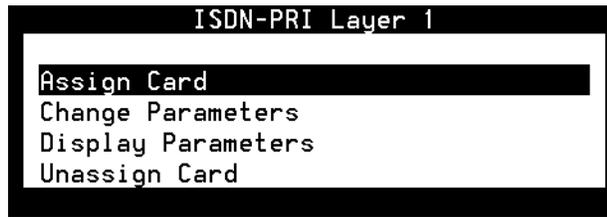
1. Log in as root.
2. Enter **cvms\_menu**

The system displays the INTUITY CONVERSANT V6.0 menu (Figure A-1).

3. Select

```
>Voice System Administration
> Switch Interfaces
> Digital Interfaces
>ISDN-Primary Rate Interfaces
```

The system displays the ISDN-PRI Layer 1 menu (Figure A-15).



---

Figure A-15. ISDN-PRI Layer 1 Menu

### Assigning an ISDN-PRI Layer 1 Circuit Card

**⇒ NOTE:**

The E1/T1 circuit card must first be in MANOOS state and any previously assigned protocol must first be unassigned before a new protocol can be assigned.

If you want to configure an AYC11 or an AYC3B circuit card to have a D-channel, you must first assign an SP circuit card to PRI service. Assigning an SP card to PRI is not required when the D-channel is on an AYC21 circuit card since the AYC21 has sufficient CPU capacity to perform the D-channel processing without an SP card.

To assign an ISDN-PRI Layer 1 circuit card:

1. From the ISDN-PRI Layer 1 menu (Figure A-15) select

```
> Assign Card
```

The system displays the Assign Card: ISDN-PRI Layer 1 window (Figure A-16).

```
Assign Card: ISDN-PRI Layer 1

Card Number: █

Framing/Line Coding: CEPTHDB3
DTMF Muting: YES
D-Channel on This Card?: YES
Incoming Speech Volume: 1414
Outgoing Speech Volume: 707
Idle Code: 11111111
A-LAW or MU-LAW: MU-LAW
CSU Distance: 0-133 ft.
CRC: NO
Outgoing Text Volume: 1000
```

Figure A-16. Assign Card: ISDN-PRI Layer 1 Window



**NOTE:**

The *Outgoing Text Volume:* field is displayed only if the Text-to-Speech optional feature package software is installed on your system.

2. In the *Card Number:* field, enter the number of the circuit card you want to assign, or press **F2** (Choices) to select from a menu. Initially, all fields are populated with the default values of the circuit card you have chosen. Certain fields are not displayed depending on whether the E1 or T1 rate is selected.

The following E1-specific fields are not displayed if you select T1:

- Idle Code
- A-LAW or MU-LAW
- CRC

The following T1-specific field is not displayed if you select E1:

- CSU Distance

3. In the *Framing/Line Coding:* field, enter the framing/line coding, or press **F2** (Choices) to select from a menu. Valid values for T1 PRI are "D4ZCS" or "ESFB8ZS". "ESFB8ZS" is the default. The only valid choice for E1 PRI is "CEPTHDB3".

4. In the `DTMF Muting:` field, enter **Yes** or **No** or press **F2** (Choices) to select from a menu. Yes is the default. Enter Yes if you want to use DTMF Muting to reduce false DTMF recognitions. These sometimes result from played speech or other output from the voice system being echoed back by the network and falsely recognized as touch tones.

If DTMF Muting is turned on, the outgoing speech path is interrupted so the system can determine whether the touch tone was entered or simulated by the echoed speech that was generated by the voice system. DTMF Muting should, therefore, be set to Yes in most applications. Some applications cannot tolerate random interruptions in the outgoing speech path.

If DTMF Muting is turned off, the outgoing speech is not interrupted, and false DTMF detections might occur if the echoed speech simulates a touch tone. If you have an application that must pass DTMF tones to another system through a bridge, or if you require DTMF detection that adheres to LSSGR requirements for DTMF receivers, you may want to set DTMF Muting to No.

5. In the `D-channel on this Card?:` field, enter **Yes** or **No** to specify whether or not the circuit card carries the D-channel, or press **F2** (Choices) to select from a menu. Up to five PRI T1 or three PRI E1 circuit cards can have a D-channel. The voice system supports up to five 23B+D interfaces (each with its own D-channel and each optioned for Yes in this field) or up to 119B+D (where one card has the D-channel and the other four cards are controlled by that D-channel and have No in this field since they do not have a D-channel). The system also supports configurations with two to four D-channels so long as there are no more than five T1 cards in the system. Typically, each E1 PRI interface has its own D-channel and the system supports up to three 30B+D interfaces.

Cards that do not have a D-channel must have contiguous system card numbers that follow a card that has already been assigned to PRI and configured to have a D-channel. While both T1 PRI and E1 PRI are allowed in the same system, E1 and T1 cards are not permitted to use the same D-channel. When an AYC11 or AYC3B card has a D-channel, it is first necessary to assign PRI to an SP card so that the SP card can do the PRI message processing for that D-channel.

When an AYC21 card has the D-channel, it is not necessary to assign an SP card to PRI for that interface since the AYC21 card has sufficient CPU power to internally process the D-channel messages. At most, one SP card can be assigned to PRI, therefore AYC21 cards must be used to support configurations with more than one D-channel. It is acceptable to mix the newer AYC21 and older AYC11 and AYC3B cards within a D-channel group; when doing so, it is best to have the D-channel on the AYC21 card so that an SP card does not have to be assigned to PRI.

6. In the `Incoming Speech Volume:` field, enter the volume adjustment for all incoming speech on the E1/T1 circuit card. Valid values range from 0–32000; however, values less than 100 or more than 8000 may distort the incoming speech and make it difficult to understand. The default value for digital (E1/T1) circuit cards is 1414.

The default is based on network standards and performance and should be used unless experience with your system dictates a change. If you have trouble hearing speech you recorded using this value, you can increase the value and record the speech again. This field has no effect on prerecorded speech from other sources.

Any adjustment occurs before the incoming speech is processed by the system, for example, being coded for later playback. The value represents a gain applied to the speech input using a logarithmic scale on which a value of 1000 equals no gain; that is, the input is recorded at the level received. Multiplying by 1.414 (the square root of 2) approximately doubles the volume (in fact, increases it by 3 decibels). Therefore, a value of 1414 in this field doubles the volume of any incoming speech before it is used; 2000 doubles it again, 2828 doubles it a third time, etc.

On the other hand, multiplying by 0.707 approximately halves the volume (decreases it by 3 decibels). Therefore, a value of 707 in this field reduces the volume by one half, 500 by half again, etc. The following table shows the relationship between the volume number and the actual change in volume expressed in decibels (dB).

| Volume Number | Gain (dB) |
|---------------|-----------|
| 500           | -6        |
| 707           | -3        |
| 1000          | 0         |
| 1414          | +3        |
| 2000          | +6        |

---

Note that the incoming speech volume value is set on a per-card basis for digital circuit cards versus on a system-wide basis for analog circuit cards.

7. In the `Outgoing Speech Volume:` field, enter the volume adjustment for all outgoing speech played on the circuit card. Valid values range from 0–32000. The default is 707.

Any adjustment is applied to recorded speech as it is processed for playback. The value and its effect are the same as for the incoming speech volume.

As with the incoming speech volume, the default is based on network standards and performance and should be used unless experience with your system dictates a change. If you have trouble hearing speech phrases when played back at this level, you can increase the output volume by increasing the value in this field. With speech you supply, you also can rerecord the speech using a higher input gain to increase the recorded speech volume level.



**NOTE:**

Distortion can result when the Incoming Volume or Outgoing Volume is too large.

8. (E1 only) In the `Idle Code:` field, enter the 8-bit code that will be generated when the channel is idle.
9. (E1 only) In the `A-LAW` or `MU-LAW:` field, enter which companding scheme to use. Enter A-LAW or MU-LAW. A-LAW is the default.
10. (T1 only) In the `CSU Distance:` field, enter the cable distance, in feet, between the Channel Service Unit (CSU) and the voice system, or press  (Choices) to select from a menu. Valid values are 0–133, 134–266, 267–399, 400–533, and 534–666. The default is 0–133 feet. If there is no CSU, the value entered in this field should be the cable distance between the voice system and the equipment to which it is connected.
11. (E1 only) In the `CRC:` field, enter **yes** to use the Cyclical Redundancy Check error checking or **no** to disable it.

### **PRI Layer 2 and Layer 3 Parameters**

Your PRI service provider may need to know some Layer 2 and Layer 3 parameters used by the voice system. Table A-1 and Table A-2 list the most commonly requested parameters. Incoming calls to the voice system should be provisioned so that the channel number is exclusive and not preferred.

Note that changing the timer values from the default is not recommended. However, if this is necessary, see the [\*/vs/man/cat4/pri.rc.4\*](#) manual page for instructions.

**⇒ NOTE:**

If the switch is configured to deliver ANI on a subscription basis, it is not possible for the voice system to request a different type of ANI on a call-by-call basis.

**Table A-1. PRI Layer 2 Parameters**

| Layer 2 Parameter | Value       |
|-------------------|-------------|
| Retry Count N200  | 3           |
| Timer T200        | 1 second    |
| Timer T203        | 30 seconds  |
| HDLC (D4ZCS)      | Inverted    |
| HDLC (ESFB8ZS)    | Noninverted |

**Table A-2. PRI Layer 3 Parameters**

| Layer 3 Parameter                | Value        |
|----------------------------------|--------------|
| Timer T302                       | 15 seconds   |
| Timer T303                       | 4 seconds    |
| Timer T305                       | 4 seconds    |
| Timer T308                       | 4 seconds    |
| Timer T310                       | 10 seconds   |
| Timer T313                       | 4 seconds    |
| Timer T316                       | 120 seconds  |
| Timer T3M1                       | 120 seconds  |
| Timer T309                       | 30 seconds   |
| Interface ID (with D-channel)    | 1            |
| Interface ID (without D-channel) | 2–5          |
| Bearer capability                | 64 bit voice |

**Changing ISDN PRI Layer 1 Card Parameters****⇒ NOTE:**

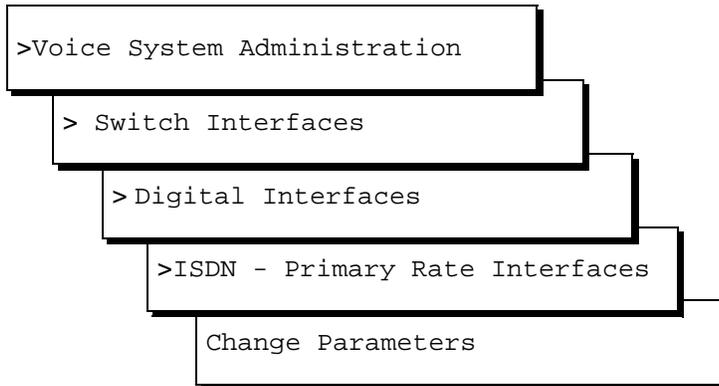
Before you perform this procedure, the circuit card must be in the MANOOS state and already assigned to ISDN-PRI Layer 1.

To change ISDN-PRI Layer 1 card parameters:

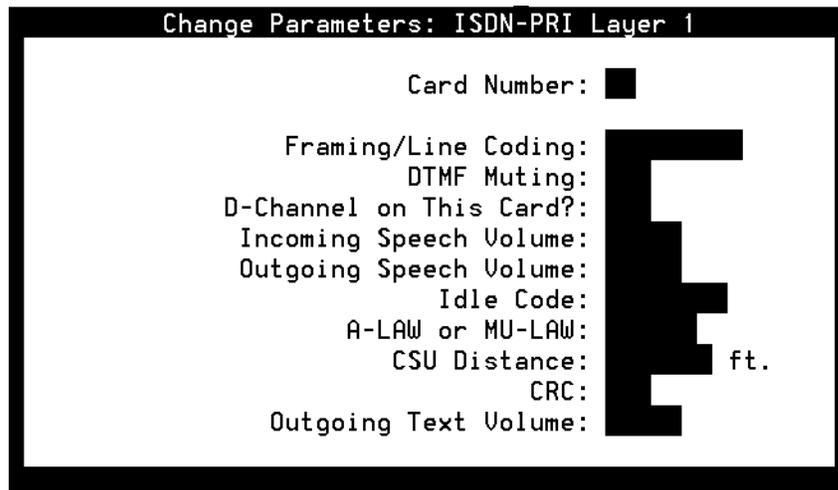
1. Log in as root.
2. Enter **cvvis\_menu**

The system displays the INTUITY CONVERSANT V6.0 menu (Figure A-1).

3. Select



The system displays the Change Parameters: ISDN-PRI Layer 1 window (Figure A-17).



**Figure A-17. Change Parameters: ISDN-PRI Layer 1 Window**

4. Enter the circuit card number in the **Card Number:** field or press **F2** (Choices) to select from a menu. Certain fields are not displayed depending on whether you select the E1 or T1 rate.

The following E1-specific fields are not displayed if you select T1:

- Idle Code
- A-LAW or MU-LAW
- CRC

The following T1-specific field is not displayed if you select E1:

- CSU Distance

**⇒ NOTE:**

The `Outgoing Text Volume:` field is displayed only if the Text-to-Speech optional feature package software is installed on your system.

5. Change any of the parameters as described in “Assigning an ISDN-PRI Layer 1 Circuit Card” above.

6. Press `F3` (Save Change).

The system changes parameters for the specified circuit card.

### Displaying ISDN-PRI Layer 1 Parameters

**⇒ NOTE:**

To perform this procedure, the circuit card must be assigned to ISDN-PRI Layer 1. It does *not* have to be in the MANOOS state.

To display ISDN-PRI Layer 1 parameters:

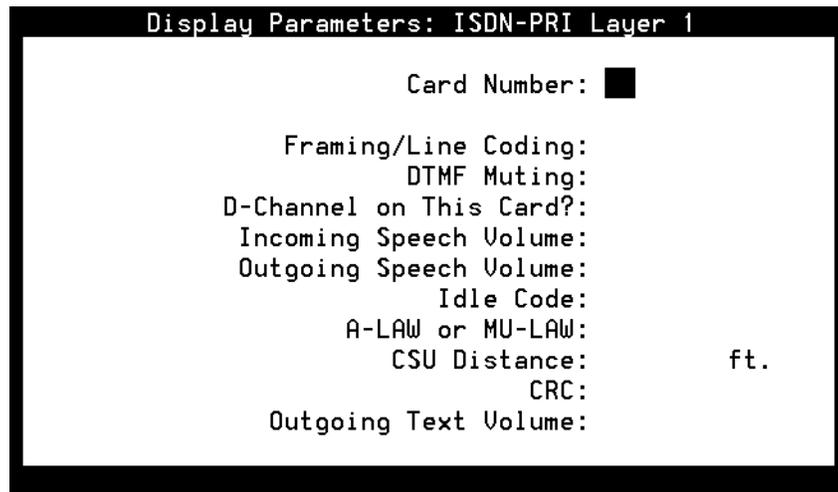
1. Log in as root.
2. Enter `cvvis_menu`

The system displays the INTUITY CONVERSANT V6.0 menu (Figure A-1).

3. Select

```
>Voice System Administration
>Switch Interfaces
>Digital Interfaces
>ISDN-Primary Rate Interfaces
Display Parameters
```

The system displays the Display Parameters: ISDN-PRI Layer 1 window (Figure A-18).



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**Figure A-18. Display Parameters: ISDN-PRI Layer 1 Window**

4. Enter the circuit card number in the `Card Number:` field or press `F2` (Choices) to select from a menu.

The system displays the current parameters for the specified circuit card.

T1- or E1-specific fields that are not applicable to the selected card are not displayed.

### Unassigning the ISDN-PRI Layer 1 Card

**⇒ NOTE:**

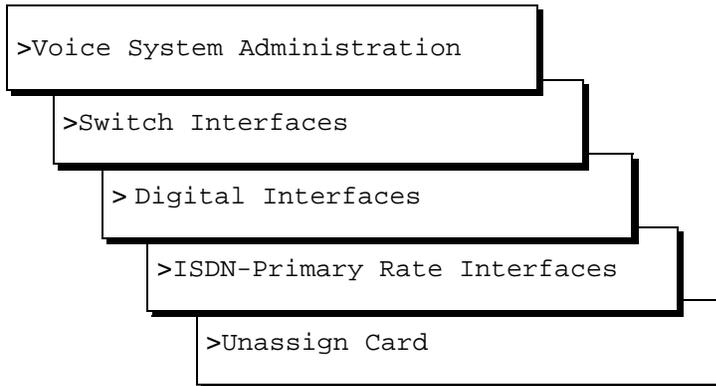
To perform this procedure, the circuit card must first be in the MANOOS state and must be assigned to ISDN-PRI Layer 1.

This procedure removes any protocols assigned to the circuit card and leaves it "Unassigned." To unassign an ISDN-PRI Layer 1 card:

1. Log in as root.
2. Enter `cvvis_menu`

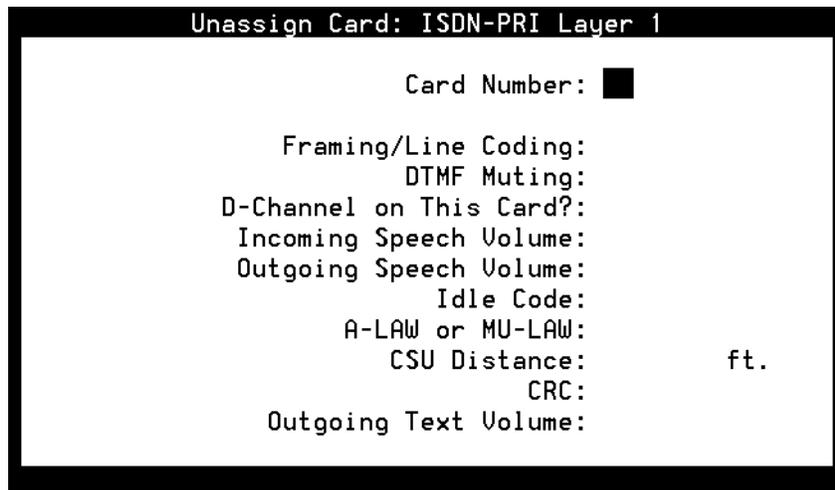
The system displays the INTUITY CONVERSANT V6.0 menu (Figure A-1).

3. Select



The system displays the The Unassign Card: ISDN-PRI Layer 1 window (Figure A-19).

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Figure A-19. Unassign Card: ISDN-PRI Layer 1 Window

4. Enter the circuit card number in the `Card Number:` field or press **F2** (Choices) to select from a menu.

The system displays the current parameters for the specified circuit card.

T1- or E1-specific fields that are not applicable to the selected card are not displayed.

5. Press **F3** (Save Unassign).

The system unassigns ISDN-PRI from the specified circuit card.

### **E1 PRI Using the ACULAB Protocol Converter**

In V4.0i, E1 PRI capability using the ACULAB protocol converter card was introduced to support the United Kingdom's DASS2 and DPNSS protocols. V6.0 Update 1 supports the same configuration, however, it is no longer necessary to assign an SP card to PRI. The AYC21 card can now perform the D-channel processing, which makes the SP card available for other uses.

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#### **Figure A-20.**

When using the ACULAB protocol converter, it is also necessary to set the FLAGS and NPI\_TOA parameters in the */vs/data/pri/pri.rc* file as described in the */vs/man/cat4/pri.rc.4* file. You must do this administration manually. It is not automatically performed by the Upgrade Assistance Tool.

#### **Digital Protocol Parameters**

Table A-3 and Table A-4 show the field ranges and the field default values for digital protocols.

**Table A-3. T1 Digital Protocol Parameters, Ranges, and Defaults**

| Protocol                                  | Parameter Range/Value      | ISDN PRI Layer 1 |
|-------------------------------------------|----------------------------|------------------|
| Framing/Line Coding                       | D4ZCS, ESFB8ZS             | CEPTHDB3         |
| DTMF Muting                               | Yes, No                    | Yes              |
| CSU Distance                              | 0–666 ft                   | 0–133 ft         |
| Wink Time <sup>1</sup>                    | 10–2550 msec               | N/A              |
| Post Wink Time <sup>1</sup>               | 10–2550 msec               | N/A              |
| Max. Digits in Called Number <sup>1</sup> | 0–16                       | N/A              |
| D-channel on This Card?                   | Yes, No                    | Yes              |
| Wink Disconnect Interval <sup>2</sup>     | 10–2550 msec               | N/A              |
| Dial Tone Delay                           | 20–5100 msec               | N/A              |
| Switch Hook Flash Duration <sup>2</sup>   | 10–2550 msec               | N/A              |
| Incoming Speech Volume                    | 0–32000<br>(-30 to +30 dB) | 1414             |
| Outgoing Speech Volume                    | 0–32000<br>(-30 to +30 dB) | 707              |
| Outgoing Text Volume <sup>3</sup>         | 0–32000<br>(-30 to +30 dB) | 1000             |

1. Applies only to T1 0.5 robbed-bit E&M.
2. Applies only to line side T1 protocol.
3. Applies only when Text-to-Speech is installed.

**Table A-4. E1 Digital Protocol Parameters, Ranges, and Defaults**

| Protocol                | Parameter Range/Value | E1 PRI   | ISDN PRI LAYER 1 (with ACULAB) |
|-------------------------|-----------------------|----------|--------------------------------|
| Framing/Line Coding     | CEPTHDB3              | CEPTHDB3 | CEPTHDB3                       |
| DTMF Muting             | Yes                   | Yes      | Yes                            |
| D-channel on This Card? | Yes/No                | N/A      | Yes                            |
| Dial Tone Delay         | 1000 msec, N/A        | N/A      | N/A                            |
| Incoming Speech Volume  | 1414                  | 1414     | 1414                           |
| Outgoing Speech Volume  | 707                   | 707      | 707                            |

**Table A-4. E1 Digital Protocol Parameters, Ranges, and Defaults**

| <b>Protocol</b>                   | <b>Parameter Range/Value</b> | <b>E1 PRI</b> | <b>ISDN PRI LAYER 1 (with ACULAB)</b> |
|-----------------------------------|------------------------------|---------------|---------------------------------------|
| Outgoing Text Volume <sup>1</sup> | 1000                         | N/A           | 1000                                  |
| Idle Code                         | 01010100                     | 01010101      | 01010100                              |
| A-LAW or MU-LAW                   | A-LAW                        | A-LAW         | A-LAW                                 |
| CRC                               | Yes                          | N/A           | Yes                                   |

1. Applies only when Text-to-Speech is installed.



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## Files Migrated as Part of an Assisted Upgrade

# B

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### Overview

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This appendix lists the files and directories that, if found on the source system, the upgrade assistance tool attempts to migrate to the target system. In the case of a file name, only that file is migrated. In the case of a directory name, that entire directory tree on the source system is migrated.

### Purpose

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This appendix is provided for your reference. If your source system contains files that are not listed here and you want to use those files also on the upgraded system, you must back them up and restore them manually. See “Files and Data” in Chapter 3, “Preparing Your Source System,” of *INTUITY CONVERSANT System Version 6.0 Update 1 Upgrade Planning*, 585-313-105, for more information.

## File Operations

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This section describes the operations that are associated with each file or directory tree listed in the following tables.

- *NoChange* — The file or directory tree is migrated to the target system with no changes. When these files are reinstalled, they overwrite any like-named files that may be on the target system.
- *SvNotFiles* — The file or files in the directory tree are migrated without change only if they do not “belong” to an INTUITY CONVERSANT software package that is currently installed on the source system. When these files are reinstalled, they overwrite any like-named files that may be on the target system.
- *SvAsOld* — The file or files in the directory tree are migrated to the target system (in the same directory), but are found on the target system with the name **o.file**.
- *SvOldNotFiles* — The file or files are migrated as **o.files** only if they do not “belong” to an INTUITY CONVERSANT software package that is currently installed on the source system.
- *MvToNew* — The file or files are migrated, but are installed with a different file name and/or in a different directory on the target system.
- *MvDirToNew* — The file or files are installed in a new location on the target system. For these entries, the second file/directory named is the target system location.
- *NoSave* — The file or files are deliberately *not* migrated to the target system, even if they would have been preserved according to another operation coming later in the list.
- *MergeOp* and *TransOp* — The file or files may pass through a conversion or merge operation to transform the information provided in them into a format that accomplishes the same purpose on the target system. At this time, those merge operations that are noted with an asterisk (\*) are simply placeholders. Files with notated merge operations may be migrated without change or as **o.files**. Some manual action may be required to configure the associated feature to mimic its behavior on the source system.

## Files and Directories Listing

This section lists the files and/or directories that are migrated to the V6.0 target system as part of the assisted upgrade. It includes the following tables:

- Table B-1. Files Migrated in All Upgrades to V6.0
- Table B-2. Files Migrated in Upgrades from V3.1 to V6.0
- Table B-3. Files Migrated in Upgrades from V3.1.1 to V6.0
- Table B-4. Files Migrated in Upgrades from V4.0 to V6.0

**Table B-1. Files Migrated in All Upgrades to V6.0**

| Comment                                              | Operation   | File or Directory                       |
|------------------------------------------------------|-------------|-----------------------------------------|
|                                                      | MergeCONV   | <b>/vs/data/CONVERSANT</b>              |
|                                                      | SvAsOld     | <b>/vs/data/alarms/alarm[1-6]</b>       |
|                                                      | NoChange    | <b>/vs/data/alarms/masks</b>            |
| # for NetView                                        | MergeAFlags | <b>/vs/data/alarm_flags</b>             |
| # 3.0+ source systems                                | NoChange    | <b>/vs/data/asai/chantbl</b>            |
|                                                      | NoChange    | <b>/vs/data/asai/domaintbl</b>          |
|                                                      | NoChange    | <b>/vs/data/asai/Parameters</b>         |
| # options for display-type<br># screens in cvis_menu | NoChange    | <b>/vs/data/cadm/cca.opts</b>           |
|                                                      | NoChange    | <b>/vs/data/cadm/cd.opts</b>            |
|                                                      | NoChange    | <b>/vs/data/cadm/cdsum.opts</b>         |
|                                                      | NoChange    | <b>/vs/data/cadm/evlog.opts</b>         |
|                                                      | NoChange    | <b>/vs/data/cadm/shutwait</b>           |
|                                                      | NoChange    | <b>/vs/data/cadm/traf.opts</b>          |
|                                                      | NoChange    | <b>/vs/data/cadm/voicedspopt</b>        |
|                                                      | NoChange    | <b>/vs/data/cadm/waittime</b>           |
| # parameters for IRAPI                               | CvtTsmrc    | <b>/vs/data/tsm.rc/vs/data/irAPI.rc</b> |
| # for SCCS                                           | NoChange    | <b>/vs/data/console_stat</b>            |
| # etStub msg conversion<br># files 3.1 or later      | MergeEtStub | <b>/vs/data/etStub.rules</b>            |
| # Form Filler Records                                | SvNotFiles  | <b>/vs/data/ff</b>                      |

*Continued on next page*

Table B-1. Files Migrated in All Upgrades to V6.0 — *Continued*

| Comment                                                               | Operation   | File or Directory                       |
|-----------------------------------------------------------------------|-------------|-----------------------------------------|
| # File Transfer<br># Configuration                                    | NoChange    | <b>/vs/data/fts_config</b>              |
| # CLEO LINKix                                                         | UpgHostSvc  | <b>/vs/data/hostsvc</b>                 |
| # replaces trtune_file in<br># V4.0                                   | NoChange    | <b>/vs/data/trhypot</b>                 |
| # new in V4.0                                                         | NoChange    | <b>/vs/data/mtc.rc</b>                  |
| # database dip<br># information                                       | NoChange    | <b>/vs/data/sb_databases</b>            |
|                                                                       | SvAsOld     | <b>/vs/data/spchconfig</b>              |
| # for V3.0, LST1+V5.0<br># changes; for V4.0, V5.0<br># changes 5 T1s | MergeTlcfg  | <b>/vs/data/t1_config</b>               |
| # parameters for irAPI                                                | MvToNew     | <b>/vs/data/irAPI.rc</b>                |
| # for Text-to-Speech                                                  | NoChange    | <b>/vs/data/tts_file</b>                |
| # for SCCS                                                            | NoChange    | <b>/vs/data/wdogOff</b>                 |
|                                                                       | NoChange    | <b>/vs/data/Aru_tty</b>                 |
|                                                                       | NoChange    | <b>/vs/data/Machname</b>                |
|                                                                       | NoChange    | <b>/vs/data/Sccs_tty</b>                |
| # driving rules for iCk<br># 3.1 or later                             | SvAsOld     | <b>/vs/etc/iCk.rules</b>                |
| # iCk configuration<br># settings                                     | SvAsOld     | <b>/vs/etc/default/iCk</b>              |
| # alerter configuration<br># settings                                 | SvAsOld     | <b>/vs/etc/default/alerter</b>          |
| # pre-3.1 custom<br># error/explain                                   | NoChange    | <b>/gendb/data/datafile</b>             |
|                                                                       | NoChange    | <b>/gendb/data/message_file</b>         |
|                                                                       | NoChange    | <b>/gendb/data/errors</b>               |
|                                                                       | NoChange    | <b>/gendb/data/appl.explain</b>         |
| # msgID to explain src<br># mapping                                   | MergeTransl | <b>/gendb/data/explain/translateLst</b> |

*Continued on next page*

**Table B-1. Files Migrated in All Upgrades to V6.0 — Continued**

| <b>Comment</b>                                                                                                 | <b>Operation</b> | <b>File or Directory</b>                  |
|----------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------|
| # binary config/setup info;<br># will require version-<br># specific conversions                               | ChgDevTbl        | <b>/gendb/shmem/devtbl</b>                |
| # services -> channel<br># assignments; may<br># require<br># version-specific<br># conversions                | ChgTransTbl      | <b>/gendb/shmem/transconfig</b>           |
|                                                                                                                | NoChange         | <b>/vs/data/ad_channel_table</b>          |
|                                                                                                                | NoChange         | <b>/vs/data/ad_dnisani_table</b>          |
|                                                                                                                | NoChange         | <b>/gendb/switch/analog/noDTtrain</b>     |
|                                                                                                                | NoChange         | <b>/gendb/switch/analog/cad.timing.B</b>  |
|                                                                                                                | NoChange         | <b>/gendb/switch/analog/cad.pattern.B</b> |
|                                                                                                                | NoChange         | <b>/gendb/switch/analog/current</b>       |
|                                                                                                                | SwtUserTune      | <b>/gendb/switch/analog/userTunable</b>   |
| # user changes need to<br># be merged into new<br># version;<br># may be other user src in<br># this directory | SvAsOld          | <b>/att/ag/hostdip/helper/*.c</b>         |
|                                                                                                                | SvAsOld          | <b>/att/ag/hostdip/helper/makefile</b>    |
|                                                                                                                | SvAsOld          | <b>/att/asr/findbest.c</b>                |
| # custom et error<br># messages                                                                                | NoChange         | <b>/att/msgipc/etmsgs/appl_et.h</b>       |
| # config for host boards                                                                                       | UpgHostCfg       | <b>/usr/lib/3270/host.cfg0</b>            |
| # differ from 2.1 to 3.0                                                                                       | UpgHostCfg       | <b>/usr/lib/3270/host.cfg1</b>            |
|                                                                                                                | NoChange         | <b>/usr/lib/linkix/com.cfg</b>            |
|                                                                                                                | NoChange         | <b>/usr/lib/linkix/com.sec</b>            |
|                                                                                                                | NoChange         | <b>/usr/lib/linkix/com3270.stu</b>        |
| # no preserve if in Files file                                                                                 | SvNotFiles       | <b>/usr/spool/log/formats/*msg</b>        |
|                                                                                                                | MvToNew          | <b>/usr/spool/log/formats/APPLmsg</b>     |
|                                                                                                                | MergeFMk         | <b>/usr/spool/log/formats/formats.mk</b>  |

*Continued on next page*

Table B-1. Files Migrated in All Upgrades to V6.0 — *Continued*

| Comment                                                                          | Operation     | File or Directory               |
|----------------------------------------------------------------------------------|---------------|---------------------------------|
|                                                                                  | SvAsOld       | /usr/spool/log/head/logAPPL.h   |
|                                                                                  | SvNotFiles    | /usr/spool/log/head/log[A-Z]*.h |
|                                                                                  | MvToNew       | /usr/spool/log/head/logAPPL.h   |
|                                                                                  | MvToNew       | /usr/spool/log/dataDictLog      |
|                                                                                  | MvToNew       | /usr/spool/log/ddMapLog         |
|                                                                                  | MvToNew       | /usr/spool/log/kMsgsScript      |
|                                                                                  | MvToNew       | /usr/spool/log/msgDst.rules     |
|                                                                                  | MvToNew       | /usr/spool/log/thresh.rules     |
|                                                                                  | MvToNew       | /usr/spool/log/cmpLogFmt        |
|                                                                                  | MvToNew       | /usr/spool/log/textLogFmt       |
| # logger data                                                                    | UpgLogData    | /usr/spool/log/data             |
|                                                                                  | MvDirToNew    | /usr/spool/oldLog               |
|                                                                                  | SvNotFiles    | /att/ag/hostdip/helper/*.c      |
|                                                                                  | SvNotFiles    | /att/include                    |
| # Form Filler Plus pkg                                                           | NoSave        | /speech/talk/FFtemplate.pl      |
|                                                                                  | NoSave        | /speech/talk/transcribe.pl      |
| # feature_tst pkg                                                                | NoSave        | /speech/talk/feature_tst.pl     |
| # speech collection toolkit<br># pkg                                             | NoSave        | /speech/talk/dc_sample.pl       |
|                                                                                  | NoSave        | /speech/talk/monitor.pl         |
| # phrase lists for<br># applications                                             | NoChange      | /speech/talk/*.pl               |
| # sb applications src; use<br># sb_conv when restoring<br># to get them upgraded | SvNotFiles    | /att/trans/sb                   |
| # customer explain files                                                         | SvNotFiles    | /gendb/data/explain/[A-Z0-9]/*  |
|                                                                                  | NoSave        | /etc/default/boot               |
|                                                                                  | NoSave        | /etc/default/default.*          |
|                                                                                  | SvAsOld       | /etc/default/*                  |
|                                                                                  | SvOldNotFiles | /etc/init.d                     |

*Continued on next page*

Table B-1. Files Migrated in All Upgrades to V6.0 — *Continued*

| Comment                                                            | Operation  | File or Directory            |
|--------------------------------------------------------------------|------------|------------------------------|
| # system-wide profile                                              | SvAsOld    | <b>/etc/profile</b>          |
|                                                                    | SvAsOld    | <b>/etc/rc[023].d</b>        |
|                                                                    | SvAsOld    | <b>/oracle/dbs/initA.ora</b> |
| # preserve if not in Files                                         | SvNotFiles | <b>/vs/bin/ag/eaforms</b>    |
|                                                                    | SvNotFiles | <b>/vs/bin/ag/eascripts</b>  |
| # preserve if not in Files<br># SB external functions              |            | <b>/vs/bin/ag/lib</b>        |
|                                                                    | SvAsOld    | <b>/vs/data/conf_data</b>    |
| # user login information                                           | SvAsOld    | <b>/etc/passwd</b>           |
| # password file for logins                                         | SvAsOld    | <b>/etc/shadow</b>           |
| # getty terminal behavior<br># replaced by vfstab<br># in UnixWare | SvAsOld    | <b>/etc/gettydefs</b>        |
| # LAN network hosts                                                | SvAsOld    | <b>/etc/hosts</b>            |
| # LAN networks known                                               | SvAsOld    | <b>/etc/networks</b>         |
|                                                                    | NoSave     | <b>/usr/add-on/ksh</b>       |
|                                                                    | SvNotFiles | <b>/usr/add-on</b>           |
| # lp spooler configuration                                         | NoChange   | <b>/usr/spool/lp</b>         |
| # cron & at jobs                                                   | SvAsOld    | <b>/usr/spool/cron</b>       |
| # uucp log files, etc.                                             | NoChange   | <b>/usr/spool/uucp</b>       |
| # files from uucp                                                  | NoChange   | <b>/usr/spool/uucppublic</b> |
| # files controlling uucp                                           | SvAsOld    | <b>/usr/lib/uucp/[DMPS]*</b> |
| # root .profile                                                    | SvAsOld    | <b>/.profile</b>             |
| # root .env                                                        | SvAsOld    | <b>/.env</b>                 |
| # root .aliases                                                    | SvAsOld    | <b>/.alias*</b>              |
| # root .*rc                                                        | SvAsOld    | <b>/*.rc</b>                 |
| # V5 and later speech fs                                           | NoChange   | <b>/home2/vfs</b>            |
| # FlexWord files                                                   | FlexWordC  | <b>/att/asr/wordlists</b>    |
| # o.<dir> from dirsList file<br># on target systems                | NoChange   | <b>\$ (homeDirs)</b>         |

**Table B-2. Files Migrated in Upgrades from V3.1 to V6.0**

| <b>Comment</b>            | <b>Operation</b> | <b>File or Directory</b>   |
|---------------------------|------------------|----------------------------|
| # database dip parameters | MergeOp          | <i>/vs/data/ldb dip.rc</i> |

**Table B-3. Files Migrated in Upgrades from V3.1.1 to V6.0**

| <b>Comment</b>           | <b>Operation</b> | <b>File or Directory</b>   |
|--------------------------|------------------|----------------------------|
| #database dip parameters | NoChange         | <i>/vs/data/ldb dip.rc</i> |

**Table B-4. Files Migrated in Upgrades from V4.0 to V6.0**

| <b>Comment</b>            | <b>Operation</b> | <b>File or Directory</b>                                  |
|---------------------------|------------------|-----------------------------------------------------------|
| # custom grammars         | NoChange         | <i>/vs/data/sr_file</i>                                   |
| # database dip parameters | NoChange         | <i>/vs/data/ldb dip.rc</i>                                |
| # custom grammars         | NoChange         | <i>/vs/pack/cmp.seg</i>                                   |
|                           | NoChange         | <i>/att/include/sr_grammar.h</i>                          |
| # FlexWord wordlists      | MvDirToNew       | <i>/att/asr/wordlists/<br/>/att/asr/wordlists/active/</i> |
| # Flexword                | NoChange         | <i>/att/asr/sr_files/sr_file.sw</i>                       |

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## Package Mapping

# C

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### **Overview**

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This appendix includes tables that map the names of software packages in INTUITY™ CONVERSANT® releases V3.1, 3.1.1, 4.0, and 5.0 to their equivalents in V6.0.

### **Purpose**

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This appendix is provided to help you verify that your V6.0 system contains the proper set of software packages when the upgrade is complete.

## Package Mapping Tables

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This section includes the following tables:

- Table C-1. Package Mapping from V3.1 to V6.0 Update 1
- Table C-2. Package Mapping from V3.1.1 to V6.0 Update 1
- Table C-3. Package Mapping from V4.0 to V6.0 Update 1
- Table C-4. Package Mapping from V5.0 to V6.0 Update 1

**Table C-1. Package Mapping from V3.1 to V6.0 Update 1**

| V3.1 Package                                                         | V6.0 Replacement Package(s)                  |
|----------------------------------------------------------------------|----------------------------------------------|
| CONVERSANT Intro Advanced DBMS Software R1.0                         | None                                         |
| CONVERSANT Adjunct/Switch Application Feature Package Version 3.1    | Adjunct/Switch Application Interface Package |
| CONVERSANT Intro Application Support Software R1.0                   | None                                         |
| CONVERSANT Intelligent Ports Card (AT&T IPC-802) Version 3.1         | Intelligent Ports Card                       |
| CONVERSANT Intro Advanced Application Toolkit R1.0                   | None                                         |
| CONVERSANT Call Classification Analysis Package Version 3.1          | Call Classification Analysis Package         |
| CONVERSANT Chantst Speech Package Version 3.1                        | Feature Test Script Package                  |
| CONVERSANT CVMS - Interface For VIS Development Machines Version 1.0 | None                                         |
| CONVERSANT CVMS Interface Version 3                                  | None                                         |
| Form Filler Plus Version 3.1                                         | Form Filler Application                      |
| CONVERSANT VIS Application Software Version 3.1                      | CONVERSANT VIS V6.0 Set                      |
| CONVERSANT Intro Application Development Software R1.0               | None                                         |
| Integrated Voice Power System Software R2.0                          | None                                         |
| CONVERSANT Intelligent Ports Card (AT&T IPC-900) Version 3.1         | Intelligent Ports Card                       |

*Continued on next page*

**Table C-1. Package Mapping from V3.1 to V6.0 Update 1 — Continued**

| <b>V3.1 Package</b>                                                      | <b>V6.0 Replacement Package(s)</b>                                                 |
|--------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| Conversant VIS Performance Test Analysis Tools Version 3.1               | None                                                                               |
| Conversant VIS Performance Test Tools Version 3.1                        | None                                                                               |
| CONVERSANT ISDN Primary Rate Interface Package Version 3.1               | ISDN Primary Rate Interface Package                                                |
| CONVERSANT Speech Recognition Package Version 3.1                        | WholeWord Recognition Package - Base<br>WholeWord Recognition Package - US English |
| CONVERSANT Script Builder Version 3.1                                    | Script Builder                                                                     |
| CONVERSANT SP Board Driver Version 3.1                                   | ASP Driver Package                                                                 |
| CONVERSANT T1 Board Driver Version 3.1                                   | T1/E1 Board Driver<br>T1 E&M Interface Package                                     |
| CONVERSANT(TM) VIS T1 A/B Robbed-bit E&M Protocol Package (Version 1.14) | None                                                                               |
| CONVERSANT Text to Speech Package Version 3.1                            | Text to Speech Package                                                             |
| Voice Mail External Actions Package Version 3.1                          | None                                                                               |
| CONVERSANT Configuration Package Version 3.1                             | Hardware Resource Allocator                                                        |
| CONVERSANT ISDN Network Primary Rate Interface Package Version 3.1       | Available as a custom package only                                                 |
| CONVERSANT VIS External Alarm Interface Package Version 3.1              | External Alarms Package                                                            |
| CONVERSANT VIS 3270 Enhanced File Transfer Version 3.1                   | 3270 Enhanced File Transfer Package                                                |
| CONVERSANT AYC11 Upgrade Package for T1 E&M, Issue 1                     | T1 E&M Interface Package                                                           |
| CONVERSANT AYC11 Upgrade Package for ISDN-PRI, Issue 1                   | None                                                                               |

*Continued on next page*

**Table C-1. Package Mapping from V3.1 to V6.0 Update 1 — *Continued***

| <b>V3.1 Package</b>                         | <b>V6.0 Replacement Package(s)</b>   |
|---------------------------------------------|--------------------------------------|
| CONVERSANT AYC11 Upgrade Package, Issue 1   | None                                 |
| Compuert/SCCS Interface Package Version 3.1 | Compuert/SCCS Interface Package      |
| 3270 NetView Alarm Interface Version 3.1    | 3270 Netview Alarm Interface Package |

**Table C-2. Package Mapping from V3.1.1 to V6.0 Update 1**

| V3.1.1 Package                                                       | V6.0 Replacement Packages(s)                 |
|----------------------------------------------------------------------|----------------------------------------------|
| AT&T UNIX System V/386 Release 3.2.2 Maintenance Update #1           | None                                         |
| CONVERSANT Intro Advanced DBMS Software R1.0                         | None                                         |
| CONVERSANT Adjunct/Switch Application Feature Package Version 3.1    | Adjunct/Switch Application Interface Package |
| CONVERSANT Intro Application Support Software R1.0                   | None                                         |
| CONVERSANT Intelligent Ports Card (AT&T IPC-802) Version 3.1         | Intelligent Ports Card                       |
| CONVERSANT Intro Advanced Application Toolkit R1.0                   | None                                         |
| CONVERSANT Call Classification Analysis Package Version 3.1          | Call Classification Analysis Package         |
| CONVERSANT Chantst Speech Package Version 3.1                        | Feature Test Script Package                  |
| CONVERSANT CVMS - Interface For VIS Development Machines Version 1.0 | None                                         |
| CONVERSANT CVMS Interface Version 3                                  | None                                         |
| Form Filler Plus Version 3.1                                         | Form Filler Application                      |
| CONVERSANT VIS Application Software Version 3.1                      | CONVERSANT VIS V6.0 Set                      |
| CONVERSANT Intro Application Development Software R1.0               | None                                         |
| Integrated Voice Power System Software R2.0                          | None                                         |
| CONVERSANT Intelligent Ports Card (AT&T IPC-900) Version 3.1         | Intelligent Ports Card                       |
| Conversant VIS Performance Test Analysis Tools Version 3.1           | None                                         |
| Conversant VIS Performance Test Tools Version 3.1                    | None                                         |
| CONVERSANT ISDN Primary Rate Interface Package Version 3.1           | ISDN Primary Rate Interface Package          |

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**Table C-2. Package Mapping from V3.1.1 to V6.0 Update 1 — *Continued***

| <b>V3.1.1 Package</b>                                                    | <b>V6.0 Replacement Packages(s)</b>                                                |
|--------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| CONVERSANT Speech Recognition Package Version 3.1                        | WholeWord Recognition Package - Base<br>WholeWord Recognition Package - US English |
| CONVERSANT Script Builder Version 3.1                                    | Script Builder                                                                     |
| CONVERSANT SP Board Driver Version 3.1                                   | ASP Driver Package                                                                 |
| CONVERSANT T1 Board Driver Version 3.1                                   | T1/E1 Board Driver<br>T1 E&M Interface Package                                     |
| CONVERSANT(TM) VIS T1 A/B Robbed-bit E&M Protocol Package (Version 1.14) | None                                                                               |
| CONVERSANT Text To Speech Package Version 3.1                            | Text To Speech Package                                                             |
| Voice Mail External Actions Package Version 3.1                          | None                                                                               |
| CONVERSANT Configuration Package Version 3.1                             | Hardware Resource Allocator                                                        |
| CONVERSANT ISDN Network Primary Rate Interface Package Version 3.1       | Available as a custom package only                                                 |
| CONVERSANT VIS External Alarm Interface Package Version 3.1              | External Alarms Package                                                            |
| CONVERSANT VIS 3270 Enhanced File Transfer Version 3.1                   | 3270 Enhanced File Transfer Package                                                |
| CONVERSANT AYC11 Upgrade Package for T1 E&M, Issue 1                     | T1 E&M Interface Package                                                           |
| CONVERSANT AYC11 Upgrade Package for ISDN-PRI, Issue 1                   | None                                                                               |
| CONVERSANT AYC11 Upgrade Package, Issue 1                                | None                                                                               |
| Compulert/SCCS Interface Package Version 3.1                             | Compulert/SCCS Interface Package                                                   |
| 3270 NetView Alarm Interface Version 3.1                                 | 3270 Netview Alarm Interface Package                                               |

**Table C-3. Package Mapping from V4.0 to V6.0 Update 1**

| V4.0 Package                                                         | V6.0 Replacement Package(s)                  |
|----------------------------------------------------------------------|----------------------------------------------|
| CONVERSANT Intro Advanced DBMS Software R1.0                         | None                                         |
| CONVERSANT VIS V4.0 Adjunct/Switch Application Interface Package     | Adjunct/Switch Application Interface Package |
| CONVERSANT Intro Application Support Software R1.0                   | None                                         |
| CONVERSANT Intelligent Ports Card (AT&T IPC-802)                     | Intelligent Ports Card                       |
| CONVERSANT Intro Advanced Application Toolkit R1.0                   | None                                         |
| CONVERSANT AYC11 Upgrade Package for T1 E&M, Issue 1                 | T1 E&M Interface Package                     |
| CONVERSANT AYC11 Upgrade Package, Issue 1                            | None                                         |
| CONVERSANT AYC11 Upgrade Package for ISDN-PRI, Issue 1               | None                                         |
| CONVERSANT VIS V4.0 Call Classification Analysis Package             | Call Classification Analysis Package         |
| CONVERSANT Chantst Speech Package                                    | None                                         |
| CONVERSANT CVMS - Interface For VIS Development Machines Version 1.0 | None                                         |
| CONVERSANT CVMS Interface Version 3                                  | None                                         |
| CONVERSANT VIS V4.0 Form Filler Plus Package                         | Form Filler Application                      |
| CONVERSANT VIS V4.0 Application Software                             | CONVERSANT VIS V6.0 Set                      |
| CONVERSANT Intro Application Development Software R1.0               | None                                         |
| Integrated Voice Power System Software R2.0                          | None                                         |
| CONVERSANT VIS V4.0 Intelligent Ports Card (AT&T IPC-900)            | Intelligent Ports Card                       |
| CONVERSANT VIS V4.0 Performance Test Analysis Tools                  | None                                         |

*Continued on next page*

**Table C-3. Package Mapping from V4.0 to V6.0 Update 1 — Continued**

| <b>V4.0 Package</b>                                             | <b>V6.0 Replacement Package(s)</b>             |
|-----------------------------------------------------------------|------------------------------------------------|
| CONVERSANT VIS V4.0 Performance Test Tools                      | None                                           |
| CONVERSANT VIS V4.0 ISDN Primary Rate Interface Package         | ISDN Primary Rate Interface Package            |
| CONVERSANT VIS V4.0 Script Builder                              | Script Builder                                 |
| CONVERSANT VIS V4.0 SP Board Driver                             | ASP Driver Package                             |
| CONVERSANT VIS V4.0 T1 Board Driver                             | T1/E1 Board Driver<br>T1 E&M Interface Package |
| CONVERSANT VIS T1 A/B Robbed-bit E&M Interface Package          | None                                           |
| CONVERSANT VIS V4.0 Line Side T1 Interface Package - Galaxy     | Line Side T1 Package - Galaxy                  |
| CONVERSANT VIS V4.0 Line Side T1 Interface Package - DEFINITY   | Line Side T1 Package - Definity                |
| CONVERSANT VIS V4.0 Text To Speech Package                      | Text To Speech Package                         |
| CONVERSANT VIS V4.0 Voice Mail External Actions Package         | None                                           |
| CONVERSANT VIS V4.0 Speech Collection Toolkit                   | Data Collection Toolkit                        |
| CONVERSANT VIS V4.0 ISDN Network Primary Rate Interface Package | Available as a custom package only             |
| CONVERSANT VIS V4.0 Configuration Package                       | Hardware Resource Allocator                    |
| CONVERSANT VIS V4.0 External Alarm Interface Package            | External Alarms Package                        |
| CONVERSANT VIS V4.0 3270 Enhanced File Transfer                 | 3270 Enhanced File Transfer Package            |
| CONVERSANT VIS V4.0 Compulert/SCCS Interface Package            | Compulert/SCCS Interface Package               |
| CONVERSANT VIS V4.0 3270 NetView Alarm Interface                | 3270 Netview Alarm Interface Package           |
| CONVERSANT VIS V4.0 FlexWord Recognition Package (AT&T D1390)   | FlexWord Recognition - Base                    |

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**Table C-3. Package Mapping from V4.0 to V6.0 Update 1 — *Continued***

| <b>V4.0 Package</b>                                               | <b>V6.0 Replacement Package(s)</b>                                                             |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| CONVERSANT VIS V4.0 Speech Recognition Package - US English       | WholeWord Recognition Package - Base<br>WholeWord Recognition Package - US English             |
| CONVERSANT VIS V4.0 Speech Recognition Package - UK English       | WholeWord Recognition Package - Base<br>WholeWord Recognition Package - UK English             |
| CONVERSANT VIS V4.0 Speech Recognition Package - Canadian French  | WholeWord Recognition Package - Base<br>WholeWord Recognition Package - Canadian French        |
| CONVERSANT VIS V4.0 Speech Recognition Package - Mexican Spanish  | WholeWord Recognition Package - Base<br>WholeWord Recognition Package - Latin American Spanish |
| CONVERSANT VIS V4.0 PBX/PSTN Switch Interface Package - Hong Kong | Analog Switch Interface Package -- Hong Kong                                                   |
| CONVERSANT VIS V4.0 PBX/PSTN Switch Interface Package - Mexico    | Analog Switch Interface Package -- Mexico                                                      |
| CONVERSANT VIS V4.0 PBX/PSTN Switch Interface Package - UK        | Analog Switch Interface Package -- UK                                                          |
| CONVERSANT VIS Line Side T1 Interface Package - Galaxy            | Line Side T1 Package - Galaxy                                                                  |
| CONVERSANT VIS Line Side T1 Interface Package - DEFINITY          | Line Side T1 Package - Definity                                                                |
| CONVERSANT VIS V4.0 Graphical Speech Editor Package               | Graphical Speech Editor                                                                        |
| CONVERSANT VIS V4.0 Software Upgrade Assistance Package           | None                                                                                           |

**Table C-4. V5.0 to V6.0 Update 1 Package Mapping**

| V5.0 Package                                                         | Remove?<br>1 | V6.0 Replacement Package(s)          |
|----------------------------------------------------------------------|--------------|--------------------------------------|
| UnixWare for INTUITY Emergency Boot Floppy                           | No           | None                                 |
| CONVERSANT Intro Application Support Software R1.0                   | No           | None                                 |
| CONVERSANT Intelligent Ports Card (AT&T IPC-802)                     | Yes          | Intelligent Ports Card               |
| CONVERSANT AYC11 Upgrade Package for T1 E&M, Issue 1                 | Yes          | T1 E&M Interface Package             |
| CONVERSANT AYC11 Upgrade Package, Issue 1                            | No           | None                                 |
| CONVERSANT AYC11 Upgrade Package for ISDN-PRI, Issue 1               | No           | None                                 |
| INTUITY CONVERSANT VIS V5.0 Call Classification Analysis Package     | Yes          | Call Classification Analysis Package |
| CONVERSANT Chantst Speech Package                                    | Yes          | None                                 |
| CONVERSANT CVMS - Interface For VIS Development Machines Version 1.0 | Yes          | None                                 |
| CONVERSANT CVMS Interface Version 3                                  | Yes          | None                                 |
| INTUITY CONVERSANT VIS V5.0 Speech Collection Toolkit                | Yes          | Data Collection Toolkit              |
| Fax Attendant R2.5 Script Builder FAX Actions                        | No           | None                                 |
| INTUITY CONVERSANT VIS V5.0 Form Filler Plus Package                 | Yes          | Form Filler Application              |
| INTUITY CONVERSANT VIS V5.0 Intelligent Ports Card                   | Yes          | Intelligent Ports Card               |
| INTUITY CONVERSANT VIS V5.0 Intro Application Software               | Yes          | CONVERSANT VIS V6.0 Set              |
| INTUITY CONVERSANT VIS V5.0 Application Software                     | Yes          | CONVERSANT VIS V6.0 Set              |

*Continued on next page*

**Table C-4. V5.0 to V6.0 Update 1 Package Mapping — Continued**

| V5.0 Package                                                          | Remove?<br>1 | V6.0 Replacement Package(s)                    |
|-----------------------------------------------------------------------|--------------|------------------------------------------------|
| CONVERSANT Intro Application Development Software R1.0                | No           | None                                           |
| Integrated Voice Power System Software R2.0                           | No           | None                                           |
| CONVERSANT VIS Intelligent Ports Card (AT&T IPC-900)                  | Yes          | Intelligent Ports Card                         |
| INTUITY CONVERSANT VIS V5.0 3270 NetView Alarm Interface              | Yes          | 3270 Netview Alarm Interface Package           |
| INTUITY CONVERSANT VIS V5.0 Performance Test Analysis Tools           | No           | None                                           |
| INTUITY CONVERSANT VIS V5.0 Performance Test Tools                    | No           | None                                           |
| INTUITY CONVERSANT VIS V5.0 ISDN Primary Rate Interface Package       | Yes          | ISDN Primary Rate Interface Package            |
| INTUITY CONVERSANT VIS V5.0 Script Builder                            | Yes          | Script Builder                                 |
| INTUITY CONVERSANT VIS V5.0 SP Board Driver                           | Yes          | ASP Driver Package                             |
| INTUITY CONVERSANT VIS V5.0 SQL*NET TCP/IP for ORACLE 7.0.12          | Yes          | SQL*NET TCP/IP for ORACLE 7.1.3                |
| INTUITY CONVERSANT VIS V5.0 FlexWord Recognition Package              | Yes          | FlexWord Recognition - Base                    |
| INTUITY CONVERSANT VIS V5.0 T1 Board Driver                           | Yes          | T1/E1 Board Driver<br>T1 E&M Interface Package |
| CONVERSANT VIS T1 A/B Robbed-bit E&M Interface Package                | No           | None                                           |
| INTUITY CONVERSANT VIS V5.0 Line Side T1 Interface Package - Galaxy   | Yes          | Line Side T1 Package - Galaxy                  |
| INTUITY CONVERSANT VIS V5.0 Line Side T1 Interface Package - DEFINITY | Yes          | Line Side T1 Package - DEFINITY                |

*Continued on next page*

**Table C-4. V5.0 to V6.0 Update 1 Package Mapping — Continued**

| <b>V5.0 Package</b>                                                      | <b>Remove?<br/>1</b> | <b>V6.0 Replacement Package(s)</b>                                                             |
|--------------------------------------------------------------------------|----------------------|------------------------------------------------------------------------------------------------|
| INTUITY CONVERSANT VIS V5.0 Tip/Ring Board Driver                        | Yes                  | Tip/Ring Board Driver                                                                          |
| INTUITY CONVERSANT VIS V5.0 Text To Speech Package                       | Yes                  | Text To Speech Package                                                                         |
| INTUITY CONVERSANT VIS V5.0 Voice Mail External Actions Package          | Yes                  | None                                                                                           |
| INTUITY CONVERSANT VIS V5.0 Network Primary Rate Interface Package       | Yes                  | Available as a custom package only                                                             |
| INTUITY CONVERSANT VIS V5.0 Line Side T1 Interface Package - Galaxy      | Yes                  | Line Side T1 Package - Galaxy                                                                  |
| CONVERSANT VIS Line Side T1 Interface Package - DEFINITY                 | Yes                  | Line Side T1 Package - Definity                                                                |
| INTUITY CONVERSANT VIS V5.0 Speech Recognition Package - US English      | Yes                  | WholeWord Recognition Package - Base<br>WholeWord Recognition Package - US English             |
| CONVERSANT VIS Speech Recognition Package - UK English                   | Yes                  | WholeWord Recognition Package - Base<br>WholeWord Recognition Package - UK English             |
| INTUITY CONVERSANT VIS V5.0 Speech Recognition Package - Canadian French | Yes                  | WholeWord Recognition Package - Base<br>WholeWord Recognition Package - Canadian French        |
| INTUITY CONVERSANT VIS V5.0 Speech Recognition Package - Mexican Spanish | Yes                  | WholeWord Recognition Package - Base<br>WholeWord Recognition Package - Latin American Spanish |
| INTUITY CONVERSANT VIS V5.0 Configuration Package                        | Yes                  | Hardware Resource Allocator                                                                    |
| INTUITY CONVERSANT VIS V5.0 External Alarms Package                      | Yes                  | External Alarms Package                                                                        |

*Continued on next page*

**Table C-4. V5.0 to V6.0 Update 1 Package Mapping — Continued**

| V5.0 Package                                                                         | Remove?<br>1 | V6.0 Replacement Package(s)                     |
|--------------------------------------------------------------------------------------|--------------|-------------------------------------------------|
| INTUITY CONVERSANT VIS V5.0<br>3270 Enhanced File Transfer                           | Yes          | 3270 Enhanced File Transfer<br>Package          |
| INTUITY CONVERSANT VIS V5.0<br>Compuert/SCCS Interface Package                       | Yes          | Compuert/SCCS Interface Package                 |
| CONVERSANT VIS PBX/PSTN<br>Switch Interface Package - Hong<br>Kong                   | Yes          | Analog Switch Interface Package --<br>Hong Kong |
| CONVERSANT VIS PBX/PSTN<br>Switch Interface Package - Mexico                         | Yes          | Analog Switch Interface Package --<br>Mexico    |
| CONVERSANT VIS PBX/PSTN<br>Switch Interface Package - UK                             | Yes          | Analog Switch Interface Package --<br>UK        |
| INTUITY CONVERSANT VIS V5.0<br>Graphical Speech Editor Package                       | Yes          | Graphical Speech Editor                         |
| INTUITY CONVERSANT VIS V5.0<br>Software Upgrade Assistance<br>Package                | No           | None                                            |
| CGS Asynchronous Host Toolkit<br>Version 1.0                                         | No           | None                                            |
| FAX Attendant R2.5 Script Builder<br>FAX Actions - SBFAX_demo Backup<br>Transactions | No           | None                                            |
| FAX Attendant R2.5 Script Builder<br>FAX Actions - SBFAX_demo Backup<br>Speech       | No           | None                                            |
| INTUITY CONVERSANT VIS V5.0<br>Feature Test Script Package                           | Yes          | Feature Test Script Package                     |
| INTUITY CONVERSANT VIS V5.0<br>Adjunct/Switch Application Interface<br>Package       | Yes          | Adjunct/Switch Application Interface<br>Package |
| AUDIX Voice Power Release 2.5 -<br>Speech                                            | No           | None                                            |
| AUDIX Voice Power Release 2.5 -<br>Speech                                            | No           | None                                            |
| AUDIX Voice Power Release 2.5 -<br>Software                                          | No           | None                                            |

*Continued on next page*

**Table C-4. V5.0 to V6.0 Update 1 Package Mapping — Continued**

| V5.0 Package                                                                                | Remove?<br>1 | V6.0 Replacement Package(s)        |
|---------------------------------------------------------------------------------------------|--------------|------------------------------------|
| AUDIX Voice Power Release 2.5 - Software                                                    | No           | None                               |
| AVP R2.5 Switch Integration Software for S75/DEFINITY G1/G3 PBX                             | No           | None                               |
| AVP R2.5 Switch Integration Software for S25 PBX                                            | No           | None                               |
| FAX Attendant Release 2.5 (For Use With AVP)                                                | No           | None                               |
| FAX Attendant Release 2.5 (For Use Without AVP)                                             | No           | None                               |
| FAX Attendant R2.5 Switch Integration Software for S75/DEFINITY G1/G3 (For Use Without AVP) | No           | None                               |
| FAX Attendant R2.5 Switch Integration Software for S85/DEFINITY G2 (For Use Without AVP)    | No           | None                               |
| FAX Attendant R2.5 Switch Integration Software for S75/DEFINITY G1/G3 (For Use With AVP)    | No           | None                               |
| FAX Attendant R2.5 Switch Integration Software for S25 (For Use With AVP)                   | No           | None                               |
| INTUITY CONVERSANT VIS V5.0 Synchronous Host Interface Package                              | Yes          | Synchronous Host Interface Package |
| INTUITY CONVERSANT VIS V5.0 FlexWord Toolkit                                                | Yes          | FlexWord Toolkit                   |
| INTUITY CONVERSANT VIS V5.0 CALLVISOR PC ASAI Package                                       | Yes          | CALLVISOR PC ASAI Package          |
| INTUITY CONVERSANT VIS V5.0 CALLVISOR PC ISDN Package                                       | Yes          | CALLVISOR PC ISDN Package          |

*Continued on next page*

**Table C-4. V5.0 to V6.0 Update 1 Package Mapping — Continued**

| <b>V5.0 Package</b>                         | <b>Remove?<br/>1</b> | <b>V6.0 Replacement Package(s)</b>         |
|---------------------------------------------|----------------------|--------------------------------------------|
| linkix_coproc, Link Level (3.0.2.1)         | No                   | linkix_coproc, Link Level (3.0.2.1)        |
| linkix_sib, Link Level (3.0.2.1)            | No                   | linkix_sib, Link Level (3.0.2.1)           |
| linkix_tkrn, Link Level (3.0.2.5)           | No                   | linkix_tkrn, Link Level (3.0.2.5)          |
| linkix_sna_128lu, SNA Level (3.0.3.0)       | No                   | linkix_sna_128lu, SNA Level (3.0.3.0)      |
| linkix_3270, Feature Level 1 (3.0.2.3)      | No                   | linkix_3270, Feature Level 1 (3.0.2.3)     |
| linkix_hte, Feature Level 2 (3.0.2.7)       | No                   | linkix_hte, Feature Level 2 (3.0.2.7)      |
| linkix_mgmt, Feature Level 1 (3.0.2.3)      | No                   | linkix_mgmt, Feature Level 1               |
| linkix_netman, Feature Level 1 (3.0.2.0)    | No                   | linkix_netman, Feature Level 1             |
| linkix_coproc, Link Level, Supplement 04    | Yes                  | linkix_coproc, Link Level, Supplement 05   |
| linkix_3270, Feature Level 1, Supplement 03 | Yes                  | linkix_3270, Feature Level, Supplement 05  |
| linkix_hte, Feature Level 2, Supplement 02  | Yes                  | linkix_hte, Feature Level 2, Supplement 03 |
| linkix_sib, Link Level, Supplement 02       | Yes                  | linkix_sib, Link Level, Supplement 09      |
| linkix_sna, Link Level, Supplement 01       | Yes                  | linkix_sna_128lu, SNA Level Supplement 03  |

1. Indicates whether or not the V5.0 package is removed from the source system in those upgrades that do not involve an operating system reload.



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