

Lucent Technologies
Bell Labs Innovations



INTUITYTM CONVERSANT[®] System

Version 6.0

Unattended Upgrade Procedures

585-313-104
Comcode 108328634
Issue 2
July 1998

Notice

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

Your Responsibility for Your System's Security

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.

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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.

Part 15: Personal Computer Statement. This equipment has been certified to comply with the limits for a Class B computing device, pursuant to Subpart J of Part 15 of FCC Rules. Only peripherals (computing input/output devices, terminals, printers, etc.) certified to comply with the Class B limits may be attached to this computer. Operation with noncertified peripherals is likely to result in interference to radio and television reception.

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by an FCC registration number.

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 reglement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

Warranty

Lucent Technologies provides a limited warranty on this product. Refer to the "Limited Use Software License Agreement" card provided with your package.

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

To comment on this document, return the comment card at the front of the document.

Acknowledgment

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

INTUITY CONVERSANT System Version 6.0 Update 1 Unattended Upgrade Procedures

Overview

This document provides step-by-step procedures to perform an unattended upgrade for INTUITY™ CONVERSANT® V5.0 and V6.0 systems to V6.0 Update 1. It includes information on how to:

- Evaluate your system to ensure you can perform these procedures.
- Prepare your system for the unattended upgrade.
- Perform the unattended upgrade.
- Verify the success of the upgrade.
- Troubleshoot problems you may encounter during the upgrade.

Purpose

The purpose of this document is to provide INTUITY CONVERSANT system administrators with the procedures for performing an unattended upgrade from Version 5.0 or 6.0 to Version 6.0 Update 1.

What Does This Upgrade Do?

The INTUITY CONVERSANT V6.0 Update1 addresses a number of issues from the V5.0 and V6.0 releases. Among them, this upgrade:

- Provides for Year 2000 Compliance on all INTUITY CONVERSANT V6.0 systems
- Corrects a number of product exceptions from Versions 5.0 and 6.0 (for more details about these product exceptions, see the “Release Notes”, Comcode 108107491, that came with this package)
- Provides enhanced backup and restore utilities and administration screens for printers and modems

 **NOTE:**

This upgrade is a software-only upgrade and requires no modification or replacement of existing hardware.

Checklist for the Unattended Upgrade

Table 1 is a checklist to help you accomplish all tasks required to perform the unattended upgrade of INTUITY CONVERSANT to V6.0 Update 1.

Table 1. Checklist for Unattended Upgrades

Step	✓	Task	Where to Find the Required Information
1.		Complete the required upgrade prerequisites.	“Prepare for the Unattended Upgrade” section of this document
2.		Complete the upgrade.	“Perform the Unattended Upgrade” section of this document
3.		Verify the upgrade.	“Verify the Upgrade” section of this document
4.		Perform a backup of your upgraded system.	“Perform a System Backup” task in the “Prepare for the Unattended Upgrade” section of this document

Remote Service Center Information

This document contains several steps that refer you to your remote service center. The phone or FAX number to call depends upon your location. Table 2 is a list of the remote service centers and their corresponding contact numbers.

Table 2. Remote Service Centers

For the Following Locations:	Contact the Following Remote Service Center:	Phone Number:	FAX Number:
Asia Pacific (APAC)	COE – Singapore		
Caribbean and Latin America (CALA)	COE – CALA	303-804-3777	303-804-3711
Europe, Middle East, and Africa (EMEA)	COE – U.K. and Western Europe	+44-1252 -74889	+44-1252-774877
	COE – Budapest	+36-1-345-4334	+36-1-345-4350
	COE – Bahrain	+973-218-266	+973-218-267
	International Technical Assistance Center (ITAC)	303-804-3777	303-804-3711
U.S.A. and Canada	Technical Service Center (TSC)	800-242-2121 , Ext. 81977	303-488-6300

Prepare for the Unattended Upgrade

Before you can perform the unattended upgrade, you must prepare your system. Table 3 is a checklist to help you accomplish all tasks required to prepare for the unattended upgrade of INTUITY CONVERSANT to V6.0 Update 1.

Table 3. Checklist for Unattended Upgrades Preparation Procedures

Step	✓	Task	Where to Find the Required Information
1.		Run the Upgrade Evaluation Tool to determine how many backup cartridge tapes you will need.	“Run the Upgrade Evaluation Tool” in this section
2.		Acquire whatever you need to update any custom or packaged applications that reside on the system you want to upgrade.	“Acquire Items/Information Required for Application Updates” in this section
3.		Assemble the items you need to perform the upgrade.	“Assemble the Required Upgrade Items” in this section
4.		Perform a system backup on the system you want to upgrade.	“Perform a System Backup” in this section
5.		Perform a backup of any custom or packaged applications that reside on the system you want to upgrade.	“Perform a Backup of Custom and Packaged Applications” in this section

Run the Upgrade Evaluation Tool

Before you perform an unattended upgrade, you must determine two things:

- Whether or not your system is configured so you can perform the upgrade as an unattended upgrade
- If so, how many cartridge tapes you need to do the **mkimage** system backup

The Upgrade Evaluation Tool floppy diskette that comes with this upgrade package is a software tool designed to help you with these two tasks.

⇒ NOTE:

Lucent Technologies recommends that you use the Upgrade Evaluation Tool at least two weeks prior to the actual upgrade, especially if you think you will need to obtain additional cartridge tapes or exchange cartridge tapes for the system backups.

Table 4 lists the items required to perform the Upgrade Evaluation Tool procedure for the unattended upgrade.

Table 4. Items Needed to Use the Upgrade Evaluation Tool

Media	Package Name
Floppy Diskette	Upgrade Evaluation Tool
Floppy Diskette	Blank, formatted for DOS, with blank label

To use the Upgrade Evaluation Tool, do the following:

1. Place the diskette labeled "Upgrade Evaluation Tool" in the floppy drive of the system you want to upgrade.
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 **/usr/lib/upgrade/bin/upgeval**
The system displays a welcome and information message, then displays the following question:

```
Do you want to store the system information on a floppy?  
(y/n) [y]
```

8. Enter **y**
The system displays the following message:
Insert the floppy into the drive and press ENTER
9. Insert a blank floppy diskette in the floppy drive (Drive A).
10. Press **ENTER**.

If the diskette was preformatted for DOS, proceed to Step 11.

If the diskette was *not* preformatted for DOS, the system displays the following message:

```
dosls: bad media byte on /dev/rdisk/f0t
```

The floppy is either not inserted, write-protected, or not a DOS-formatted floppy.

Select course of action:

- 1) Retry
- 2) Format the floppy
- 3) Continue without using a floppy
- 4) Quit

```
Enter selection: [1]
```

If you get this message, enter **2**

When the diskette is finished formatting, the system displays the following message:

```
Insert new diskette for /dev/rdisk/f0t  
and press <RETURN> when ready
```

```
Formatting...Format complete  
1457664 bytes total disk space  
1457664 bytes available on disk
```

```
The floppy is ready for output.
```

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

System configuration will be stored in the following files on the floppy:

a:UNIX_ <i>systemName</i> .scn	Complete system scan
a:UNIX_ <i>systemName</i> .txt	Extracted version of complete scan
a:UNIX_ <i>systemName</i> .out	Copy of the screen output of this utility

⇒ NOTE:

systemName in each of the above file names represents and is replaced by the name of your system.

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

The voice system must be started to continue.

Do you want to start the voice system? (y/n) [y]

If you see this message, press **ENTER**.

⇒ NOTE:

If the voice system is already running, this message will not be displayed and no action is required.

The system displays a series of status and informational messages, including a message similar to the following:

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).

Two 2.5 Gbyte cartridge tapes have been included in your upgrade package. If you have a Tandberg drive, the message above states that you need two 2.5 Gbyte cartridge tapes. Use the cartridge tapes included in your upgrade package.

If you have a Wangtek drive, the message above states that you need **X** number of 525 Mbyte cartridge tapes. In this case, do the following after you complete this Upgrade Evaluation Tool procedure:

- a. Record this information on the FAX form ("Scheduling Form for Conversant Upgrades") that was in your upgrade package.
- b. FAX the "Scheduling Form for Conversant Upgrades" form to your remote service center (see Table 2). The remote service center will call you within two days to arrange a cartridge tape exchange.
- c. Wait until you receive the 525 Mbyte cartridge tapes from your remote service center (this should be five working days or less) before you do the unattended upgrade procedure.

12. Press **ENTER**.

If your system has a 486 central processing unit (CPU) circuit card with BIOS 2.1e 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 to Step 13.

If the system displays this message make a note of it. No action is required at this point, but later in the upgrade, you must install the BIOS 2.1g upgrade.

13. If the system displays the BIOS update message in Step 12, press **ENTER**.

If your system has Graphical Designer installed, the system displays the following message:

This system has the Graphical Designer package installed. For this update, a new version of the Graphical Designer package (version 1.6.1) is required (QPPCN 855DR). You may continue this upgrade without applying the Graphical Designer update, but be aware that your application may not work. To be safe, you may elect to quit this upgrade, and contact your Lucent account executive for assistance.

Select course of action:

- 1) Continue with existing Graphical Designer version
- 2) Quit

Enter selection: [1]



NOTE:

If you do *not* see this message, you do not require the Graphical Designer update. Go to Step 14.

- 14. If the system displays the Graphical Designer message in Step 13, enter the number of your choice.

If you have Silent Sentry installed, the system displays the following message:

WARNING: The Silent Sentry application is loaded on this system. This package currently has a problem on Intuity CONVERSANT Version 6.0 Update 1 that may lead to the Silent Sentry features becoming non-functional. To go ahead with the upgrade, it is recommended that the Silent Sentry feature be disabled until a new version of that package is available.

Select course of action:

- 1) Disable Silent Sentry
- 2) Continue without disabling Silent Sentry
- 3) Quit

Enter selection: [1]



NOTE:

If you do *not* see this message, you do not have Silent Sentry installed. Go to Step 15.

- Choice 1 disables Silent Sentry and continues with the unattended upgrade.



CAUTION:

Choice 2 may cause system problems. Lucent Technologies recommends that you not select this option.

- Choice 2 continues the upgrade without disabling Silent Sentry.
- Choice 3 quits the unattended upgrade without disabling Silent Sentry.

Enter the number of your choice.

15. After several more status messages, watch for the following message:
 An unattended upgrade will be possible on this system.



NOTE:

If the system states:

An unattended upgrade will not be possible on this system.

contact your remote service center (see Table 2) and arrange for assistance in performing this upgrade.

16. Remove the diskette from the floppy drive. Label it as follows:

Upgrade Evaluation Tool Output

systemName

Date: *mm/dd/yy*

systemName is the name of the system you are upgrading.

Put the labeled floppy diskette in a safe place where you can find it if you need it later for data retrieval.

Acquire Items/Information Required for Application Updates

Table 5 provides information on application updates required for Version 6.0 Update 1.

Table 5. Required Application and Feature Package Updates

Application	Information/Items Required	Comcode (if applicable)	QPPCN No.
Silent Sentry	New version of software (V3.1)	software: 108140898 documentation: 108168840	N/A
Customer Assist Care (V6.0) Call Center (V5.0)	Update for existing customers with (6.0.2) New version of software (6.0.3) shipped from factory	update software: 108156829 documentation: 108178492	N/A
Oracle Development Tools Package	New version; contact your account executive for PEC 1321-131U	N/A	N/A

Continued on next page

Table 5. Required Application and Feature Package Updates — *Continued*

Application	Information/Items Required	Comcode (if applicable)	QPPCN No.
Graphical Designer	New software and documentation for 1.6.1	N/A	855DR
RFU+b	New software; includes CPU Version 2.1g BIOS update	N/A	978DR
Token Ring update	New software; included in Software Upgrade Assistance tool	software: 108122359 documentation: 108122342	965DR

Assemble the Required Upgrade Items

Table 6 lists the software items required to perform an unattended upgrade of a V5.0 or V6.0 system to V6.0 Update 1.

Table 6. Unattended Upgrade Software

Media	Package Name	Comcode (if applicable)
Diskette	Software Upgrade Assistance Tool	
Tape	INTUITY CONVERSANT V6.0 Optional Package Upgrade Tape	
Floppy Diskettes (7)	V6.0 Update 1 boot floppies	
Diskette	Any applicable upgrade add-ons you received  NOTE: Not all Unattended Upgrade packages have upgrade add-on diskettes. It depends on your system configuration or applications.	
Diskette	BIOS 2.1g Upgrade	108074329

Table 7 lists other items required to perform an unattended upgrade to V6.0 Update 1.

Table 7. Other Items Required for Unattended Upgrade

Media	Title/Description	Comcode or Document Number (as applicable)
Document (paper)	"INTUITY CONVERSANT System Version 6.0 Unattended Upgrade Procedures" (this document)	108118944
Document (paper)	"486 Circuit Card BIOS Version 2.1g Upgrade"	108118951
Document (paper)	<i>INTUITY CONVERSANT System Version 6.0 Release Notes</i>	108107491
Tape	Blank cartridge tapes (the number and type of tapes needed is provided by the Evaluation Upgrade Tool)	406168526 (for 525 Mbyte tapes) 407333582 (for 2 Gbyte tapes)
CD-ROM	<i>INTUITY CONVERSANT System Version 6.0 Documents, Issue 2.0</i>	108011370
Book	Maintenance documentation for your platform (one of the following): MAP/100 MAP/100C MAP/40 MAP/5P	 585-310-179 585-310-180 585-310-181 585-310-192

Perform a System Backup

⇒ NOTE:

This backup and the following procedure, "Perform a Backup of Custom and Packaged Applications", should be done immediately prior to the upgrade procedure.

To perform a system backup, do the following:

⇒ NOTE:

The **mkimage** command requires that the voice system be down. It can take from 45 minutes to 2 hours to create the image (backup) tape. For this reason, Lucent Technologies recommends that you perform the system backup during off-peak hours.

 **CAUTION:**

You cannot use the Software Upgrade Assistance Tool with disk mirroring enabled.

1. To check for the presence of disk mirroring on your system, enter **volprint -hf**

The system displays a screen showing the current volume management configuration. A mirrored system has two plexes (`p1`) for every volume (`v`), and the subdisk (`sd`) for every plex is on a separate disk.

2. Disable disk mirroring if it is enabled. If it is not, go to Step 3.

To disable disk mirroring, see the instructions for “Removing Mirroring” in Chapter 6, “Replacing the Hard Disk Drive”, of the maintenance book for your platform.

3. Log in as root.

 **NOTE:**

You cannot perform a **mkimage** backup with the voice system running.

 **CAUTION:**

Have the system administrator route calls away from the system before beginning the next step.

4. To stop the voice system, 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.

5. Enter **mkimage**

The system displays the following message:

```
The UNIX kernel will be rebuilt now. This will take some time. Please wait.
```

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

Do you wish to continue (y/n)?

6. Enter **y**

The system displays the following message:

The system will now be put in single user mode. Re-login
after the prompt and re-execute this command to
continue the mkimage process.

Console Login:

7. Log in as root.

8. Enter **mkimage**

The system displays the following message:

Checking the system run level: Please wait

The system is in single user mode: Continuing

The following are approximate tape counts required for
this backup for various tape drive sizes

150 Mbyte drive:	X tape(s)
320 Mbyte drive:	X tape(s)
525 Mbyte drive:	X tape(s)
1.2 Gbyte drive:	X tape(s)
2.0 Gbyte drive:	X tape(s)

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

Label the tapes 'CONVERSANT Image Tape x' where x
indicates the insertion sequence. Also include the
current date.

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

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

9. Label the appropriate number of cartridge tapes with the following
information:

Pre-upgrade mkimage for
systemName
Date: mm/dd/yy
Tape X of XT

systemName is the name of the system you are upgrading. *X* is the number of this tape. *XT* is the total number of tapes required for the **mkimage** backup.

10. Insert the cartridge tape labeled "Pre-upgrade mkimage for...Tape 1 of *XT*" into the cartridge tape drive.

11. Press **(ENTER)**.

The system takes approximately 30 minutes to load the information onto one cartridge tape.

If your system backup requires more than one cartridge tape, the system displays the following message:

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

If your backup does not require more than one tape, go to Step 12.

If your backup requires more than one tape, complete Steps a through d:

- a. Remove the cartridge tape labeled "Pre-upgrade mkimage for...Tape 1 of *XT*" from the cartridge tape drive.
- b. Insert the cartridge tape labeled "Pre-upgrade mkimage for...Tape 2 of *XT*" into the cartridge tape drive.
- c. Press **(ENTER)**.
- d. Repeat Steps a through c for all necessary cartridge tapes.

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

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

```
Press 'Enter' to start verification.
```

13. Press **(ENTER)**.

The system displays the following message:

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

14. Insert the cartridge tape labeled "Pre-upgrade mkimage for...Tape 1 of *XT*" into the cartridge tape drive.

15. Press **(ENTER)**.

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

The system prompts for additional tapes if necessary.

16. If your system has speech files located on a second disk, perform the next procedure, "Backing Up the Speech Files".

If your system has only one disk, or is mirrored, continue with the procedure, "Verifying the Backup".

Backing Up the Speech Files

If your system contains speech files on Hard Disk Drive 2, the system will display the following message:

The following are approximate tape counts required for this backup for various tape drive sizes

150 Mbyte drive:	X tape(s)
320 Mbyte drive:	X tape(s)
525 Mbyte drive:	X tape(s)
1.2 Gbyte drive:	X tape(s)
2.0 Gbyte drive:	X tape(s)

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

Label the tapes 'CONVERSANT Speech Tape x' where x indicates the insertion sequence. Also include the current date.

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

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

To back up the speech files, using the **mkimage** command, do the following:

1. Label the appropriate number of cartridge tapes with the following information:

**CONVERSANT Speech Tape for
systemName
Date: mm/dd/yy
Tape X of XT**

systemName is the name of the system you are upgrading. *X* is the number of this tape. *XT* is the total number of tapes required for the **mkimage** backup.

2. Insert the cartridge tape labeled "CONVERSANT Speech Tape for...Tape 1 of XT" into the cartridge tape drive.
3. Press (ENTER).

The system takes approximately 30 minutes to load the information onto one cartridge tape.

If your system backup requires more than one cartridge tape, the system displays the following message:

End of medium on output

Change to part 2 and press RETURN key. (q)

If your backup does not require more than one tape, go to Step 4.

If your backup requires more than one tape, complete Steps a through d:

- a. Remove the cartridge tape labeled "CONVERSANT Speech Tape for...Tape 1 of XT" from the cartridge tape drive.
 - b. Insert the cartridge tape labeled "CONVERSANT Speech Tape for...Tape 2 of XT" into the cartridge tape drive.
 - c. Press **ENTER**.
 - d. Repeat Steps a through c for all necessary cartridge tapes.
4. When the system displays the following message, remove the last cartridge tape from the cartridge tape drive.

The speech tapes will be verified now.

Make sure the tapes are inserted in the order they are made.

Press 'Enter' to start verification.

5. Press **ENTER**.

The system displays the following message:

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

6. Insert the cartridge tape labeled "CONVERSANT Speech Tape...Tape 1 of XT" into the cartridge tape drive.

7. Press **ENTER**.

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

The system prompts for additional tapes if necessary.

8. Continue with the procedure, "Verifying the Backup".

Verifying the Backup

When the system is done verifying a cartridge tape it automatically reboots, returns to multi-user format, and displays the console login. To verify the backup, do the following:

1. Log in as root.
2. Enter **vi /SaveVsData/mkimage.log**

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

Creation and verification of the CONVERSANT Image Tape is complete.

If the system does not display this message, the mkimage backup was not successful. Repeat the procedure.

Perform a Backup of Custom and Packaged Applications

The Software Upgrade Assistance Tool does not back up or restore any custom or packaged applications you may have on your source system. If you want these applications on your target system, you must:

- Determine their compatibility with V6.0 Update 1 (you may need to ask the software provider for assistance). If your current version of the application is not compatible, request a compatible replacement package from the software provider.
- Use the backup procedures specific to those packages to save the applications and any files associated with them.

Perform the Unattended Upgrade

Perform the following procedure for an unattended upgrade:

1. Insert the diskette labeled “Software 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. Enter **cd /**

 **CAUTION:**

Failure to follow Step 8 could result in a lockup of the entire system.

8. Enter **vsdisable**

The **vsdisable** command keeps the voice system from automatically starting when the system reboots.

The system displays the following message:

```
Inittab successfully rebuilt
Successful disabling of automatic starting of the voice
system
```

9. Enter **shutdown -g0 -i6 -y**

This step initiates an immediate shutdown and reboot of the system.

 **NOTE:**

Make sure there is no floppy diskette in the floppy drive before you do this step.

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

The system displays the following message

```
Enter the customer name and press <enter>:
```

11. Enter the customer name (for example, Lucent).

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**. If you did *not* perform the **mkimage** system backup in “Perform a System Backup” preparation procedure above, enter **y** and do the backup now. Then start back at the beginning of the “Perform the Unattended Upgrade” section above.

12. 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]

If you answer with selection 1 (MAP 100), the system displays the following question:

Please examine the faceplate of the MAP/100. At the top, just under the power light are the words "Battery Status" or "Pwr Supply Status." If the words are "Battery Status," (this indicates the old power supply) enter 1. If the words are "Pwr Supply Status," (this indicates the new power supply) enter 2. (default: 2) [?]

Check the faceplate and enter the appropriate response.

13. 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 package updates or patches exist on the system, the system displays a message similar to the following. Otherwise, go to the response in Step 14.

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**

14. 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 known changes to third party packages required when upgrading from V6.0 to V6.0 Update 1.

15. 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 must start over at Step 1 of the "Perform the Unattended Upgrade" section above.

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

The system displays the following message:

⇒ NOTE:

If you are performing the unattended upgrade on a V6.0 system, your system will not display the following message. Skip to Step 18.

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]

16. If you do not want to run CDH reports, enter **n** and go to Step 18.

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.
```

17. 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 to Step 18.

18. 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 or any were provided to you by third-party vendors, go to Step 19. If you do not have any upgrade add-on diskettes, go to Step 20.

19. 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 Step 20.

20. 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 Upgrade Evaluation Tool 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 Upgrade Evaluation Tool procedure, see Step 11 in the “Run the Upgrade Evaluation Tool” section above.

Verify that you have the correct number and type of cartridge tapes to complete the unattended upgrade procedure.

21. Press `[ENTER]`.

If your system has a 486 central processing unit (CPU) circuit card with BIOS 2.1e 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 to Step 22.

If the system displays this message make a note of it. No action is required at this point, but later in the upgrade, you must install the BIOS 2.1g upgrade.

22. If the system displays the BIOS update message in Step 21, press `[ENTER]`.

If your system has Graphical Designer installed, the system displays the following message:

```
This system has the Graphical Designer package
installed. For this update, a new version of the
Graphical Designer package (version 1.6.1) is required
(QPPCN 855DR). You may continue this upgrade without
applying the Graphical Designer update, but be aware
that your application may not work. To be safe, you may
elect to quit this upgrade, and contact your Lucent
account executive for assistance.
```

```
Select course of action:
```

- ```
1) Continue with existing Graphical Designer version
2) Quit
```

```
Enter selection: [1]
```

**⇒ NOTE:**

If you do *not* see this message, you do not require the Graphical Designer update. Go to Step 23.

23. If the system displays the Graphical Designer message in Step 22, enter the number of your choice.

If you have Silent Sentry installed, the system displays the following message:

```
WARNING: The Silent Sentry application is loaded on
this system. This package currently has a problem on
Intuity CONVERSANT Version 6.0 Update 1 that may lead
to the Silent Sentry features becoming non-functional.
To go ahead with the upgrade, it is recommended that the
Silent Sentry feature be disabled until a new version
of that package is available.
```

Select course of action:

- 1) Disable Silent Sentry
- 2) Continue without disabling Silent Sentry
- 3) Quit

Enter selection: [1]

 **NOTE:**

If you do *not* see this message, you do not have Silent Sentry installed. Go to Step 25.

- Choice 1 disables Silent Sentry and continues with the unattended upgrade.

 **CAUTION:**

*Choice 2 may cause system problems. Lucent Technologies recommends that you not select this option.*

- Choice 2 continues the upgrade without disabling Silent Sentry.
- Choice 3 quits the unattended upgrade without disabling Silent Sentry.

24. Enter the number of your choice.

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]

**⇒ NOTE:**

If anything has changed on your system since you performed the Upgrade Evaluation Tool procedure, you may get the following message:

An unattended upgrade will not be possible on this system.

If you see this message:

- a. Enter **q** to discontinue the unattended upgrade procedure.
- b. Contact your remote service center (see Table 2) and arrange for assistance in performing this upgrade.

25. Enter **1**

The system displays the following message:

Place the tape containing the software into the drive, and press ENTER.

26. Insert the cartridge tape labeled "INTUITY CONVERSANT V6.0 — Optional Package Upgrade Tape" into the cartridge tape drive.
27. Press **ENTER**.

**⇒ NOTE:**

From this point, the unattended upgrade procedure takes approximately two to four hours and requires no further action from you until it is finished.

**⇒ NOTE:**

If either of the following messages appear on the console during the upgrade, continue—DO NOT ABORT the upgrade:

```
"FAILURE: Cannot load new tipring driver into the
new kernel. See file "/vs/data/TRInstallLog" for
more information. UX: pkginstall:
ERROR: postinstall script did not complete
successfully."
```

or

```
"The installation cannot be completed due to an
error in the driver module loading. Errors have
been written to the file /tmp/T1.err. Please try
the installation again. If the error occurs again,
contact your Lucent Technologies Service
Representative."
```

These are non-fatal errors that require no action. The driver will be available after the system restart.

 **CAUTION:**

*Do not respond to any prompts during the unattended upgrade procedure until you see the message below.*

After approximately two to four hours, the system displays the following message:

The system will now be rebooted.

Shutdown started. Thu Jun 5 17:08:55 EDT 1997

Do you want to continue? (y or n):

 **NOTE:**

If the unattended upgrade fails, you will not get the above message. Instead you will get a message similar to the following:

```
There were problems rebuilding the kernel. The
upgrade cannot be completed. Restore your system
from the backup tape and contact technical support
for guidance.
```

If you get this failure message, do the following:

- a. Insert a blank floppy diskette in the floppy drive.
- b. Enter **usr/lib/upgrade/bin/saveData**  
  
It may be necessary to format the diskette. If so, follow the onscreen prompts.
- c. Remove the diskette from the floppy drive and label as follows:  
  
**Upgrade saveData**  
**systemName**  
**Date: mm/dd/yy**  
  
*systemName* is the name of the system you are upgrading.
- d. Use the **mkimage** system backup tape to restore the system to its original configuration. Instructions for restoring the system using the **mkimage** backup are in Chapter 3, "Common System Procedures", of your INTUITY CONVERSANT System Version 6.0 maintenance book.
- e. Contact your remote service center (see Table 2) and arrange for assistance in performing this upgrade.

28. Enter **y**

 **NOTE:**

Make sure there is no floppy diskette in the floppy drive before you do this step.

The system reboots automatically.

29. If you noted in Step 21 above that you do *not* need to perform the BIOS upgrade installation, you are finished with the unattended upgrade procedure.

If you *do* need to perform the BIOS upgrade installation, use the instructions in the “486 CPU Circuit Card BIOS Version 2.1g Upgrade” document and floppy diskette that came with this upgrade package (see Table 6 and Table 7 above).

## **Re-installing the Feature Test Package**

If you have a V5 system and you have speech on Hard Disk Drive 2, you will need to reload the Feature Test Package. To reload the Feature Test Package, do the following:

1. If you are not already logged in as root, do so now.
2. Insert the cartridge tape labeled “INTUITY CONVERSANT V6.0 — Optional Package Upgrade Tape” into the cartridge tape drive.
3. Enter **pkgadd -d ctape1 fst**

The system displays the following message

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

4. Press **(ENTER)**.

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

```
Do you want to include the Simple CCA test? (y/n)
```

5. Enter **y**

The system displays the following message:

```
Do you want to include the Full CCA test? (y/n)
```

6. Enter **y**

The system displays the following message:

```
Do you want to include the Playback and Coding test?
(y/n)
```

7. Enter **y**

The system displays the following message:

```
Do you want to include the Chantst test? (y/n)
```

8. Enter **y**

The system displays the following message:

```
Do you want to include the Transfer Test test? (y/n)
```

9. Enter **y**

The system displays the following message:

```
Do you want to include the Dial Pulse Recognition test?
(y/n)
```

10. Enter **y**

The system displays the following message:

```
Installation of INTUITY Feature Test Package (ftst) was
successful.
```

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

11. Enter **q**
12. Remove the tape from the tape drive.

## Verify the Upgrade

To verify the successful installation of the unattended upgrade, do the following:

- 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 application are listed on the menu as they were before the upgrade. If any of your third-party or custom applications are not listed, contact your remote service center (see Table 2) for assistance.

- Run each of your applications in a test mode to verify its behavior.
- 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 logical units (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 displayed for the LUs, see Table 1-5 in Chapter 1, “Troubleshooting,” of the V6.0 maintenance book for your platform for the actions to take.

## Perform a Backup of Your Upgraded System

After you have performed and verified the unattended upgrade, Lucent Technologies *strongly* recommends that you perform another system backup. To back up your system, you have two choices:

- Perform a **mkimage** backup according to the instructions found in the “Perform a System Backup” section above.
- Use the Backup/Restore Utilities (BRU) package provided with the upgrade package. Instructions for using the BRU tool are found in Chapter 3, “Common System Procedures”, in your INTUITY CONVERSANT System Version 6.0 maintenance book.



**NOTE:**

The BRU tool allows you to perform differential (incremental) backups later on, rather than forcing you to backup the entire system. Also, these differential backups can be performed without shutting down the system.

**⇒ NOTE:**  
 If you have a Tandberg drive and you choose to use the BRU tool to do your system backups, you need to acquire additional 2.5 Gbyte cartridge tapes.

## Inventory Items to Keep after the Upgrade

Once you have performed and verified the success of the unattended upgrade, you must keep any of the items listed in Table 8 you have. In addition, you must keep any items you have from J-Drawing J1P329TB1.

**⇒ NOTE:**  
 J-Drawing J1P329TB1 includes all the Enhanced Basic Speech packages. Keep any floppy diskettes you have which have this J-Drawing in the lower left corner of the label and have a title like the following: “Enhanced Basic Speech - *Language* - Female”.

*Language* is the name of the language on the diskette.

These are the only items you need to keep after the upgrade.

**⇒ NOTE:**  
 To avoid the possibility of accidentally installing or re-installing a wrong component later on, Lucent Technologies recommends that you discard any other items you may have from earlier installations or upgrades.

**Table 8. Items to Keep after the Upgrade — from J-Drawing J1P260TH1**

| List Number | Titles/Descriptions                    | Media Type           | Issue Number |
|-------------|----------------------------------------|----------------------|--------------|
| L-1         | UnixWare for INTUITY, Boot Floppy 1    | Floppy Diskettes (3) | 4.0 or later |
|             | UnixWare for INTUITY, Boot Floppy 2    |                      |              |
|             | UnixWare for INTUITY, Boot Floppy 3    |                      |              |
|             | Pentium PCI HBA Floppy                 | Floppy Diskette      | 4.0 or later |
|             | Emergency Boot Floppy                  | Floppy Diskette      | 4.0 or later |
|             | 486_UnixWare Emergency Boot Floppy     | Floppy Diskette      | 4.0 or later |
| L-2         | VxVm UnixWare Emergency Boot Floppy    | Floppy Diskette      | 4.0 or later |
|             | ViRGE Video Support for UnixWare 1.1.2 | Floppy Diskette      | 4.0 or later |
|             | UnixWare for INTUITY                   | Cartridge Tape       | 2.0          |
|             |                                        |                      |              |

*Continued on next page*

**Table 8. Items to Keep after the Upgrade — from J-Drawing J1P260TH1 — *Continued***

| <b>List Number</b> | <b>Titles/Descriptions</b>                      | <b>Media Type</b>    | <b>Issue Number</b> |
|--------------------|-------------------------------------------------|----------------------|---------------------|
|                    | (UnixWare token ring driver)                    | Floppy Diskette      | 2.0                 |
|                    | Token Ring Setup                                | Floppy Diskette      | 2.0                 |
| L-3                | VERITAS Volume Manager 1.2.1.1                  | Floppy Diskettes (4) | 2.0                 |
|                    | VERITAS Advanced File System 1.1                | Floppy Diskette      | 2.0                 |
| L-12               | CLEO LINKix                                     | CLEO Tape            | 2.0                 |
| L-15               | Equinox Megaport/Megaplex STREAMS Device Driver | Floppy Diskette      | 2.0                 |
| L-25               | WholeWord Recognition — Canadian French         | Floppy Diskette      | 3.0                 |
| L-26               | WholeWord Recognition — Latin American Spanish  | Floppy Diskettes (2) | 2.0                 |
| L-35               | WholeWord Recognition — Brazilian Portuguese    | Floppy Diskette      | 2.0                 |
| L-36               | WholeWord Recognition — UK English              | Floppy Diskette      | 2.0                 |
| L-37               | WholeWord Recognition — Australian English      | Floppy Diskette      | 2.0                 |
| L-38               | WholeWord Recognition — German                  | Floppy Diskette      | 2.0                 |
| L-39               | WholeWord Recognition — Castillian Spanish      | Floppy Diskette      | 2.0                 |
| L-40               | WholeWord Recognition — Japanese                | Floppy Diskette      | 2.0                 |
| L-41               | WholeWord Recognition — European French         | Floppy Diskette      | 2.0                 |
| L-42               | WholeWord Recognition — Dutch                   | Floppy Diskette      | 2.0                 |
| L-43               | FlexWord Recognition — Japanese                 | Floppy Diskette      | 2.0                 |
| L-49               | FlexWord Recognition — French                   | Floppy Diskette      | 2.0                 |
| L-53               | Analog Switch Interface — Argentina             | Floppy Diskette      | 2.0                 |
| L-54               | Analog Switch Interface — Australia             | Floppy Diskette      | 2.0                 |
| L-55               | Analog Switch Interface — Belgium               | Floppy Diskette      | 2.0                 |
| L-56               | Analog Switch Interface — Brazil                | Floppy Diskette      | 2.0                 |
| L-57               | Analog Switch Interface — Canada                | Floppy Diskette      | 2.0                 |

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**Table 8. Items to Keep after the Upgrade — from J-Drawing J1P260TH1 — *Continued***

| List Number | Titles/Descriptions                                                  | Media Type           | Issue Number |
|-------------|----------------------------------------------------------------------|----------------------|--------------|
| L-58        | Analog Switch Interface — Colombia                                   | Floppy Diskette      | 2.0          |
| L-59        | Analog Switch Interface — France                                     | Floppy Diskette      | 2.0          |
| L-60        | Analog Switch Interface — Germany                                    | Floppy Diskette      | 3.0          |
| L-61        | Analog Switch Interface — Hong Kong                                  | Floppy Diskette      | 2.0          |
| L-62        | Analog Switch Interface — Ireland                                    | Floppy Diskette      | 2.0          |
| L-63        | Analog Switch Interface — Japan                                      | Floppy Diskette      | 2.0          |
| L-64        | Analog Switch Interface — Luxembourg                                 | Floppy Diskette      | 2.0          |
| L-65        | Analog Switch Interface — Mexico                                     | Floppy Diskette      | 2.0          |
| L-66        | Analog Switch Interface — Netherlands                                | Floppy Diskette      | 2.0          |
| L-67        | Analog Switch Interface — New Zealand                                | Floppy Diskette      | 2.0          |
| L-68        | Analog Switch Interface — Spain                                      | Floppy Diskette      | 2.0          |
| L-69        | Analog Switch Interface — UK                                         | Floppy Diskette      | 2.0          |
| L-71        | E1 CAS P2 Interface — Australia                                      | Floppy Diskette      | 2.0          |
| L-72        | E1 CAS R2-MFC Interface — Mexico                                     | Floppy Diskette      | 2.0          |
| L-81        | FlexWord Recognition — Spanish                                       | Floppy Diskette      | 2.0          |
| L-82        | FlexWord Recognition — German                                        | Floppy Diskette      | 2.0          |
| L-91        | Analog Switch Interface — Thailand                                   | Floppy Diskette      | 2.0          |
| L-95        | (CACC) Platform Language & Runtime UK English — Female               | Floppy Diskettes (2) | 3.0          |
| L-96        | (CACC) Speech Recognition Package                                    | Floppy Diskettes (2) | 3.0          |
| L-97        | (CACC) Platform Administration Package                               | Floppy Diskettes (3) | 3.0          |
| L-98        | (CACC) Callback Messaging Administration Package                     | Floppy Diskettes (3) | 3.0          |
| L-99        | (CACC) Callback Messaging Language & Runtime UK English — Female Pkg | Floppy Diskettes (2) | 3.0          |
| L-100       | (CACC) Platform Language & Runtime French — Female                   | Floppy Diskettes (2) | 3.0          |
| L-101       | (CACC) Platform Language & Runtime Canadian French — Female          | Floppy Diskettes (3) | 3.0          |

*Continued on next page*

**Table 8. Items to Keep after the Upgrade — from J-Drawing J1P260TH1 — *Continued***

| <b>List Number</b> | <b>Titles/Descriptions</b>                                                 | <b>Media Type</b>    | <b>Issue Number</b> |
|--------------------|----------------------------------------------------------------------------|----------------------|---------------------|
| L-102              | (CACC) Platform Language & Runtime German — Female                         | Floppy Diskettes (3) | 3.0                 |
| L-103              | (CACC) Platform Language & Runtime Dutch — Female                          | Floppy Diskette      | 3.0                 |
| L-104              | (CACC) Platform Language & Runtime Colombian Spanish — Female              | Floppy Diskettes (5) | 3.0                 |
| L-105              | (CACC) Platform Language & Runtime Brazilian Portuguese — Female           | Floppy Diskettes (2) | 3.0                 |
| L-106              | (CACC) Platform Language & Runtime Australian English — Female             | Floppy Diskettes (2) | 3.0                 |
| L-107              | (CACC) Platform Language & Runtime Japanese — Female                       | Floppy Diskettes (4) | 3.0                 |
| L-108              | (CACC) Platform Language & Runtime US English — Female                     | Floppy Diskettes (2) | 3.0                 |
| L-109              | (CACC) Platform Language & Runtime Standard Spanish — Female               | Floppy Diskettes (3) | 3.0                 |
| L-110              | (CACC) Platform Language & Runtime Hindi — Female                          | Floppy Diskette      | 2.0                 |
| L-111              | (CACC) Platform Language & Runtime Thailand — Female                       | Floppy Diskette      | 2.0                 |
| L-112              | (CACC) Callback Messaging Language & Runtime European French — Female      | Floppy Diskettes (2) | 3.0                 |
| L-113              | (CACC) Callback Messaging Language & Runtime Canadian French — Female      | Floppy Diskettes (2) | 3.0                 |
| L-114              | (CACC) Callback Messaging Language & Runtime German — Female               | Floppy Diskettes (3) | 3.0                 |
| L-115              | (CACC) Callback Messaging Language & Runtime Dutch — Female                | Floppy Diskettes (2) | 3.0                 |
| L-116              | (CACC) Callback Messaging Language & Runtime Colombian Spanish— Female     | Floppy Diskettes (2) | 3.0                 |
| L-117              | (CACC) Callback Messaging Language & Runtime Brazilian Portuguese — Female | Floppy Diskettes (2) | 3.0                 |

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**Table 8. Items to Keep after the Upgrade — from J-Drawing J1P260TH1 — *Continued***

| <b>List Number</b> | <b>Titles/Descriptions</b>                                                    | <b>Media Type</b>    | <b>Issue Number</b> |
|--------------------|-------------------------------------------------------------------------------|----------------------|---------------------|
| L-118              | (CACC) Callback Messaging Language & Runtime Australian English — Female      | Floppy Diskettes (2) | 3.0                 |
| L-119              | (CACC) Callback Messaging Language & Runtime Japanese — Female                | Floppy Diskettes (2) | 3.0                 |
| L-120              | (CACC) Callback Messaging Language & Runtime US English — Female              | Floppy Diskettes (2) | 3.0                 |
| L-121              | (CACC) Callback Messaging Language & Runtime Castillian Spanish — Female      | Floppy Diskettes (2) | 3.0                 |
| L-122              | (CACC) Callback Messaging Language & Runtime Hindi — Female                   | Floppy Diskette      | 2.0                 |
| L-123              | (CACC) Callback Messaging Language & Runtime Thailand — Female/Male           | Floppy Diskettes (2) | 2.0                 |
| L-124              | (CACC) Custom Call Routing                                                    | Floppy Diskette      | 3.0                 |
| L-125              | (CACC) Dial Pulse Recognition                                                 | Floppy Diskette      | 3.0                 |
| L-126              | CONVERSANT Solutions 1.x and 2.x to 6.0 Mailbox and Speech Conversion Utility | Floppy Diskette      | 1.0                 |
| L-136              | INTUITY Backup/Restore Utility                                                | Floppy Diskette      | 1.0                 |
| L-137              | Enhanced Software Technologies Backup/Restore                                 | Floppy Diskette      | 1.0                 |
| L-141              | INTUITY CONVERSANT V6.0 — Optional Package Upgrade Tape                       | Cartridge Tape       | 1.0                 |

## Troubleshooting

Table 9 shows a list of possible problems you may encounter while performing this unattended upgrade.

**Table 9. Troubleshooting Unattended Upgrade Problems**

| Indication                                                                                                                                                                                                                                      | Corrective Actions                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>The ORACLE database does not load after the upgrade.</p>                                                                                                                                                                                     | <ol style="list-style-type: none"> <li>1. Restore the system to its original configuration using the <b>mkimage</b> backup.</li> </ol> <p>Instructions for restoring the system using the <b>mkimage</b> backup are in Chapter 3, "Common System Procedures", of your INTUITY CONVERSANT System Version 6.0 maintenance book.</p> <ol style="list-style-type: none"> <li>2. At the UNIX prompt, enter <b>vsdisable</b></li> <li>3. Do the "Perform the Unattended Upgrade" again.</li> </ol> |
| <p>The system does not reboot after shutdown. It stalls after the "BIOS successfully installed!" message.</p>                                                                                                                                   | <ol style="list-style-type: none"> <li>1. Make sure there is no floppy diskette in the floppy drive.</li> <li>2. Reboot the system by pressing <b>CONTROL ALT DEL</b>.</li> </ol>                                                                                                                                                                                                                                                                                                            |
| <p>The following error message is received:</p> <pre>FAILURE: Cannot load new tipring driver into the kernel See file "/vs/data/TRInstallLog" for more information UX:pkginstall: ERROR: postinstall script did not complete successfully</pre> | <p>Non-fatal error — no action is required. The driver will be available after the system restart.</p>                                                                                                                                                                                                                                                                                                                                                                                       |

*Continued on next page*

**Table 9. Troubleshooting Unattended Upgrade Problems — *Continued***

| <b>Indication</b>                                                                                                                                                                                                                                                                                                         | <b>Corrective Actions</b>                                                                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| <p>The following error message is received:</p> <p>The installation cannot be completed due to an error in the driver module loading. Errors have been written to the file /tmp/T1.err.</p> <p>Please try the installation again. If the error occurs again, contact your Lucent Technologies Service Representative.</p> | <p>Non-fatal error — no action is required. The driver will be available after the system restart.</p> |