Lucent Technologies
Bell Labs Innovations

INTUITY™ CONVERSANT® System

Version 7.0

MAP/40P Maintenance

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.

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

Part 68: 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 préscrites dans le reglement sur le brouillage radioélectrique édicté par le ministére des Communications du Canada.

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Issue 2, April 1998

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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

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

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About This Book

Purpose

This book, *Lucent INTUITY™ CONVERSANT® System Version 7.0 MAP/40P
Maintenance*, 585-313-108, contains information for troubleshooting and
diagnosing problems associated with the MAP/40P and hardware. Component
replacement procedures and common system procedures are also included in
the book. Installation procedures for base system software, INTUITY
CONVERSANT system software, and optional feature software. Appendices
contain a system configuration description, a list of component ordering
numbers, a checklist for building a system, and checklists for disaster recovery.

Intended Audiences

This book is intended primarily for the on-site service technician and system
administrators. Secondary audiences include the following:

- Field support
- Helpline personnel

We assume that the primary users of this book have completed the MAP/40P
hardware installation training course (see ''Related Resources'' below).

Release History

This is the first release of this book.

Trademarks

Lucent Technologies has made every effort to supply trademark information about company names, products, and services mentioned in the INTUITY CONVERSANT documentation library. Trademarks indicated below were derived from various sources.

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- Microsoft, MS, MS-DOS, Internet Explorer, and Excel are registered trademarks and Windows is a trademark of Microsoft Corporation.

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- UnixWare is a registered trademark of The Santa Cruz Operation, Inc.

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- Hayes and Smartmodem are trademarks of Hayes Microcomputer Products, Inc.

- Ethernet is a trademark of Xerox Corporation.

- QuickStart is a trademark of Enhanced Software Technologies Inc.

How to Use This Book

This book is designed to help you maintain your INTUITY CONVERSANT system. It should be used as a quick-reference to obtain specific information you may need on a particular topic.

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 (Figure 1 through Figure 4). Menus (Figure 5) present options from which you can choose to view another menu, or a screen or window.
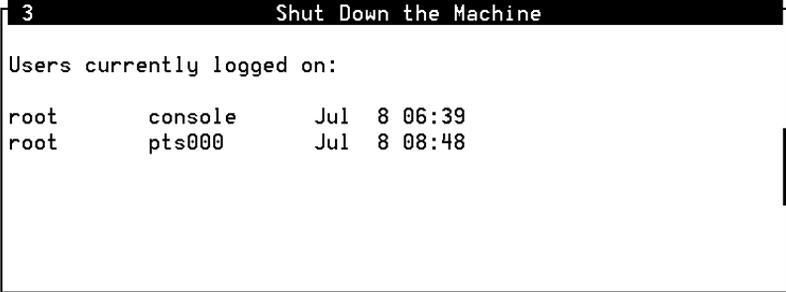

```
 3                    Shut Down the Machine

Users currently logged on:

root       console       Jul  8 06:39
root       pts000        Jul  8 08:48
```

Figure 1.   Example of an INTUITY CONVERSANT Window Showing Information

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```
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

```
                    Wait Time

              Seconds:  █
```

**Figure 3.   Example of an INTUITY CONVERSANT Window Requesting
Information**

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```
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

```
        Intuity CONVERSANT V6.0

UNIX System Administration
Voice System Administration
Exit
```
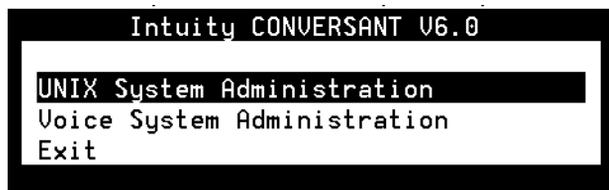
Figure 5.   Example of an INTUITY CONVERSANT Menu

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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:

    `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 Voice System Administration menu and select

    ```
    > Reports
    ```

    ```
        > Message Log Report
    ```

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   In this example, you would access the Voice System Administration
   menu and select the Reports menu. From the Reports menu, you
   would then select the Message Log Report window.

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

Other Typography

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

  Example 1:

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

  Example 2:

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

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

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

Safety and Security Alert Labels

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

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

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

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

! 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 product.

Documentation

NOTE:
> The *INTUITY CONVERSANT System Version 7.0 System Description*, 585-313-204, contains a detailed description of all books included in 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.

For Troubleshooting Information

Basic troubleshooting information is available in "Troubleshooting," in the *INTUITY CONVERSANT System Reference*, 585-313-205.

For Diagnostic Information

Instructions for conducting diagnostics are available in "Diagnostics," in the *INTUITY CONVERSANT System Reference*, 585-313-205.

For Common System Procedures

Instructions for conducting common system procedures are available in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205.

For Hardware Information

Instructions for replacing or installing hardware components of the MAP/40P are available in Chapter 1, "Getting Inside the Computer", Chapter 2, "Installing or Replacing Circuit Cards", Chapter 3, "Replacing the Hard Disk Drive", Chapter 4, "Replacing Other Components" and Chapter 5, "Installing the Tip/Ring Distribution Hardware".

For Software Information

Instructions for replacing or installing software components of the MAP/40P are available in Chapter 6, "Installing Base System Software", Chapter 7, "Installing the Intuity CONVERSANT System Software", and Chapter 8, "Installing the Optional Feature Software".

Required for the System Maintenance

To repair or alter the configuration of your system, you must have a copy of this book, *INTUITY CONVERSANT System V7.0 MAP/40P Maintenance*, 585-313-1-08.

Additional Suggested Documentation

It is suggested that you also obtain and use the following books:

- *INTUITY CONVERSANT System Reference*, 585-313-205.

- *INTUITY CONVERSANT System Version 7.0 New System Installation*, 585-313-106.

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

Training

The following training classes are available on the V7.0 INTUITY CONVERSANT system:

- Graphical Designer - CGD courses BTC130H and BTC302H are to be replaced by a Voice@Work course.

- Course No. BTT509H, CONVERSANT Installation & Maintenance Voice Information System

- Course No. BSP008L, Voice Response Sales Seminar

- Course No. BTC130H, INTUITY CONVERSANT Graphical Designer for New Application Customers

- Course No. BTC201H, Script Builder Hose Application Development Workshop

- Course No. BTC301H, INTUITY CONVERSANT VIS Advanced Script Builder

- Course No. BTC302H, INTUITY CONVERSANT Graphical Designer for Experienced Script Builder Users

- Course No. BTC128H, Introduction to Script Builder

- Course No. BTC344M, CONVERSANT VIS 7.0 Hardware and Administration Overview (CD/ROM)

For more information on INTUITY CONVERSANT training, 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

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You may also fax you 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 V7.0 MAP/40P Maintenance*, 585-313-108.

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

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1 Getting Inside the Computer
Overview

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Getting Inside the Computer

1

Overview

This chapter describes:

- Proper electrostatic discharge protection procedures

- Power removal and restoration procedures

- Computer chassis access procedures

Purpose

The purpose of this chapter is to provide the correct procedures for accessing the internal components of the MAP/40P.

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1 Getting Inside the Computer
Protecting Against Damage from Electrostatic Discharge

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Protecting Against Damage from Electrostatic Discharge

⚠ CAUTION:
*Read this section before unpacking the MAP/40P. You **must** observe proper grounding techniques to prevent the discharge of static electricity from your body into ESD-sensitive components.*

Circuit cards and packaging materials that contain ESD-sensitive components are usually marked with a yellow-and-black warning symbol (Figure 1-1).

ATTENTION
OBSERVE PRECAUTIONS
FOR HANDLING
ELECTROSTATIC
SENSITIVE
DEVICES

Figure 1-1.   ESD Warning Symbol

To avoid damaging ESD-sensitive components, follow these rules:

- Handle ESD-sensitive circuit cards only after attaching a wrist strap to the bare wrist. Attach the other end of the wrist strap to a ground that terminates at the system ground, such as any unpainted metallic chassis surface.

- Handle a circuit card by the faceplate or side edges only (Figure 1-2 and Figure 1-3).

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Protecting Against Damage from Electrostatic Discharge   *Page 1-3*
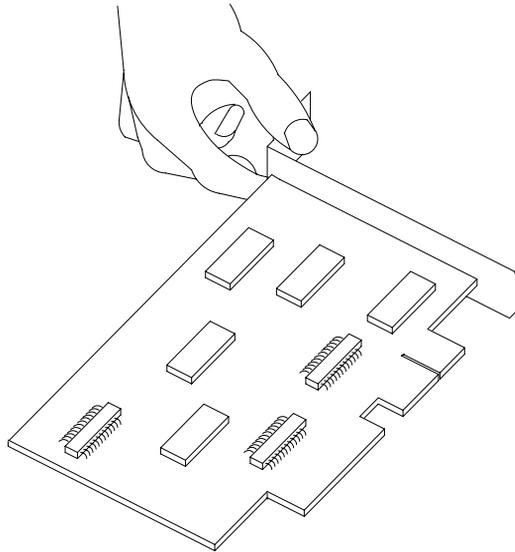
Figure 1-2.   How to Hold a Small Circuit Card
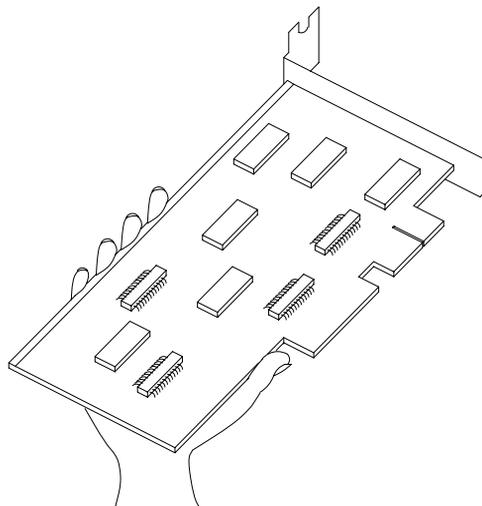
Figure 1-3.   How to Hold a Large Circuit Card

> ⚠ **CAUTION:**
> *Ensure that your palm is not in contact with the non-component side of the board.*

- Keep circuit cards away from plastics and other synthetic materials such as polyester clothing.

- Do not hand circuit cards to another person unless that person is grounded at the same potential level.

- Hold devices such as a hard disk, floppy drive, or streaming tape in the same manner as a large circuit card. The ESD-sensitive area of these components is located on the bottom surface (Figure 1-4).
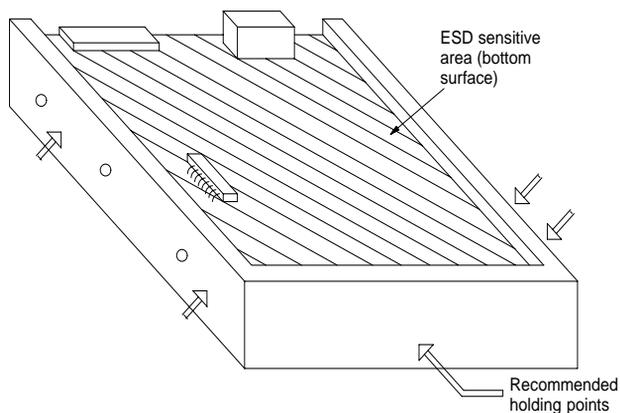
Figure 1-4.   ESD-Sensitive Area of an Electronic Component

Removing Power from the MAP/40P

The MAP/40P requires a dedicated circuit with a dedicated circuit breaker.   The power cord connects to the rear of the MAP/40P at the point labeled AC input receptacle (Figure 1-5). Before you begin any work in the MAP/40P you must disconnect the incoming power. Follow the procedure below to remove power from the MAP/40P
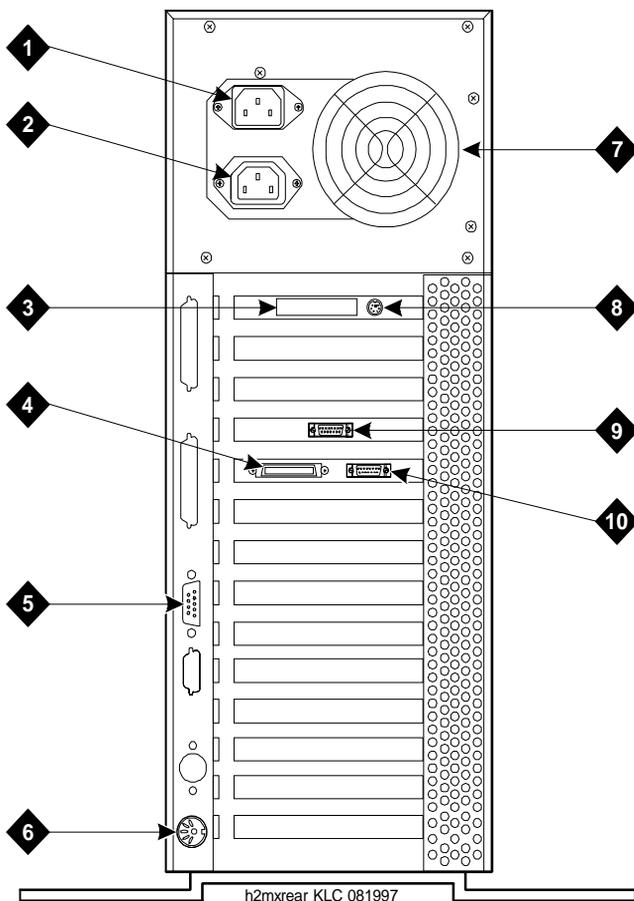
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Removing Power from the MAP/40P

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1. AC power inlet receptacle
2. AC power supply outlet
3. External SCSI I/O connector
4. Parallel port
5. COM2
6. Keyboard connector
7. Power supply fan exhaust
8. Mouse connector - (not used)
9. Video connector
10. COM1

Figure 1-5. Back View of the MAP/40P

1. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205."

2. Shut down the INTUITY™ CONVERSANT® system. See "Shut down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205."

3. Turn off the monitor's power switch.

   The green or amber lamp on the front bottom of the monitor should be off.

4. Turn off the power switch on the front of the MAP/40P.

   The green lamp, labeled POWER ON, on the front of the unit should be off.

5. Unplug the MAP/40P from the power outlet.

6. Remove the MAP/40P power cord from the AC input receptacle on the rear of the MAP/40P (Figure 1-5).

7. Observe the correct lock-out/tag-out precautions for isolating power as outlined in the Lucent lock-out/tag-out procedure.

Removing the Dress Cover

The dress cover provides protection for the internal components of the MAP/40P. You must remove the dress cover to access these components.

⚠ CAUTION:
Shut power off before removing the dress cover or access panel of the MAP/40P. See "Removing Power from the MAP/40P" above for the procedure.

1. Ensure that the MAP/40P tower configuration is in an upright position on the support base.

2. Remove the six screws located along the bottom of the MAP/40P, one located midway up the left side toward the front, and one in the middle of the rear of the chassis.

   ### ⇨ NOTE:
   You will need a No. 2 Phillips screwdriver.

   There are three screws on each side of the MAP/40P.

3. Remove the screw holding the dress cover to the rear of the MAP/40P.

4. Remove the front bezel by pulling it forward.

5. At the rear of the MAP/40P, pry both sides of the dress cover away from the unit.

6. Slide the dress cover up to remove it from the MAP/40P.

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1 Getting Inside the Computer
Replacing the Dress Cover

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Replacing the Dress Cover

1. Place the MAP/40P in the upright position.

2. Slide the dress cover over the unit.

3. Replace and tighten the eight dress cover retaining screws.

Restoring Power to the MAP/40P

The MAP/40P requires a dedicated power line.   The power cord connects to the rear of the MAP/40P at the point labeled Input Receptacle ().

Follow the procedure below to restore power to the MAP/40P.

1. Place the MAP/40P power cord in the AC input receptacle on the rear of the unit ().

2. Plug the MAP/40P power cord into the designated power outlet.

3. Turn on the power switch on the front of the MAP/40P.

   The green lamp, labeled POWER ON, on the front of the unit should be lit.

4. Turn on the monitor's power switch.

   The green or amber lamp on the front bottom of the monitor should be lit.

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1 Getting Inside the Computer
Restoring Power to the MAP/40P

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2   Installing or Replacing Circuit Cards
Overview

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Installing or Replacing Circuit Cards

2

Overview

This chapter describes:

- Configuring circuit cards in the MAP/40P

- Types of circuit cards

- General steps for circuit card installation

- Specific procedures for installation of standard and optional MAP/40P circuit cards

- Settings for resource options

Purpose

The purpose of this chapter is to ensure that:

- Circuit cards are installed correctly

- Resource options are set correctly

General Procedures

The general procedures include:

- Removing a circuit card

- Installing a circuit card

Removing a Circuit Card

> ⚠️ **WARNING:**
> *Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge", in Chapter 1, "Getting Inside the Computer," for detailed electrostatic discharge precautions.*

To remove a circuit card, do the following.

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.

   > ⇒ **NOTE:**
   > If the circuit card being replaced is defective, note all symptoms of failure and include this information with the circuit card when it is returned.

2. If the system is in service, perform the following steps.

   a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205.

   b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205.

   c. Shut down the INTUITY CONVERSANT system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205.

3. Remove power from the MAP/40P. See "Removing Power from the MAP/40P" in Chapter 1, "Getting Inside the Computer," for power removal procedures.

4. Remove the dress cover. See "Removing the Dress Cover" in Chapter 1, "Getting Inside the Computer," for component removal procedures.

5. Locate the card to be replaced within the card cage. Disconnect any attached cables. Note the connectivity of each cable.

6. If there are ribbon cables attached to other cards which would impede the removal of the card, disconnect them and place them to the side. Note the connectivity of each cable.

7. Remove the retaining screw from the circuit card faceplate and save it.

8. Remove the circuit card from the backplane slot by gently pulling at the top corners of the circuit card.

   ⇒ NOTE:
   The backplane connector slots are labeled 1 through 20. Make sure to install the replacement card in the same backplane slot.

9. Remove the circuit card from the MAP/40P chassis.

   ⚠ CAUTION:
   Hold the circuit card carefully by the edges and place it on a grounded mat. See "Protecting Against Damage from Electrostatic Discharge" in Chapter 1, "Getting Inside the Computer," for detailed electrostatic discharge precautions.

Installing a Circuit Card

⚠ WARNING:
Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge" in Chapter 1, "Getting Inside the Computer," for detailed electrostatic discharge precautions.

To install a circuit card, do the following:

1. Remove the new circuit card from its ESD protective wrapping.

   ⇒ NOTE:
   Keep the package and all ESD protective wrapping. If you must return a card for repair, re-use of the replacement unit packaging is necessary to meet the manufacturer's warranty.

2. Verify the circuit card switch and jumper settings. Ensure address switches and jumpers are set to match the old card.

   ⇒ NOTE:
   See the specific instructions, listed later in this chapter, for each type of circuit card being installed then continue with Step 3.

3. Holding the circuit card by its upper corners, slide the card into the backplane connector slot position from which you removed the damaged card.

4. Apply even pressure to both corners of the circuit card until it is locked into the backplane.

5. Secure the circuit card faceplate into position by replacing the retaining screw.

6. Return all cables on the new card. Make sure these cables are attached to their proper terminations.

7. Return all cables removed from other cards. Make sure these cables are attached to their proper terminations.

8. Replace the side dress cover. See "Replacing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.

9. Apply power to the unit. See "Restoring Power to the MAP/40P", in Chapter 1, "Getting Inside the Computer," for instructions on restoring power.

10. Reboot the INTUITY CONVERSANT system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205.

Settings for Optional Circuit Cards

⚠ WARNING:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge", in Chapter 1, "Getting Inside the Computer," for detailed electrostatic discharge precautions.

This section provides the following information on the optional feature circuit cards:

■ Switch and jumper settings

■ Other installation requirements that are specific to the particular circuit card you are installing

In general, circuit cards are not preset at the factory. You must set the switches and jumpers (resource options) *before* you install the cards. When you set the switches according to the instructions in this book, remember that OFF is equivalent to open and ON is equivalent to closed.

Tip/Ring Circuit Cards

The Tip/Ring circuit cards provide the channels which are used by the INTUITY CONVERSANT system. The MAP/40P accommodates eleven Tip/Ring circuit cards. The Tip/Ring circuit card can be any of the following types:

- AYC29 (IVP6-IA)

- AYC10 (IVC6)

- AYC30 (NGTR)

The following section covers the resource option settings for each type of T/R card. Many of the figures referenced illustrate settings for more than one type of T/R card.

The six switches on Switch Bank A adjust the termination impedance that each Tip/Ring interface presents to the network. This adjustment is sometimes necessary to ensure an adequate impedance match between the network and the telephone hybrid on the Tip/Ring card.

Switches one (1) through six (6) on Switch Bank A correspond to channels 0-5, respectively, on each Tip/Ring card.

In general, you should leave all switches on Switch Bank A in the factory default "OPEN" position. If the system shows problems such as not recognizing touch tones, touch-tone simulation by outgoing speech (speech abruptly stops during playback), or unreliable detection of touch tones during playback (playback does not stop when a touch tone is entered), moving the switch that corresponds to the channel exhibiting the conditions to the "CLOSED" position may solve the problem.

Each Tip/Ring card in the system must have a unique address. To set these addresses, set Switch Bank B as shown in , where "T/R 0" denotes the first Tip/Ring circuit card you are installing, "T/R 1" denotes the second card, and so on.

Base I/O address = 100 Hex.   Base I/O address = 200 Hex.   Base I/O address = 300 Hex.
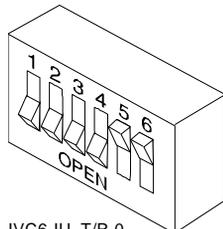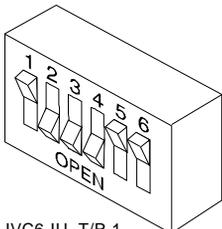
IVC6-IU T/R 0   IVC6-IU T/R 1   IVC6-IU T/R 2
First card installed   Second card installed   Third card installed

Base I/O address = 500 Hex.   Base I/O address = 600 Hex.   Base I/O address = 700 Hex.
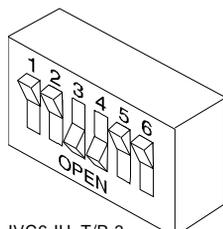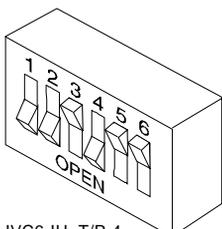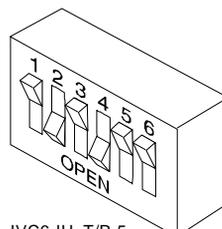
IVC6-IU T/R 3   IVC6-IU T/R 4   IVC6-IU T/R 5
Fourth card installed   Fifth card installed   Sixth card installed

Base I/O address = 900 Hex.   Base I/O address = a00 Hex.   Base I/O address = b00 Hex.
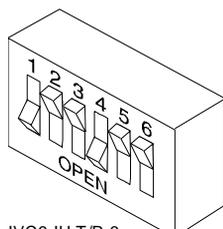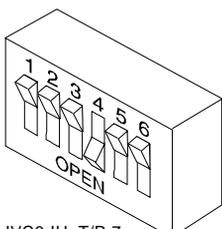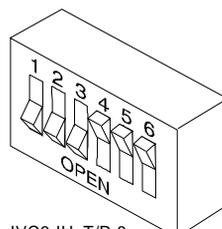
IVC6-IU T/R 6   IVC6-IU T/R 7   IVC6-IU T/R 8
Seventh card installed   Eighth card installed   Ninth card installed

Base I/O address = d00 Hex.   Base I/O address = e00 Hex.
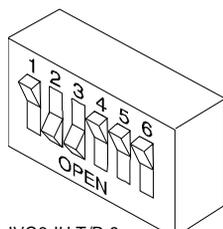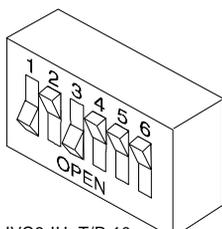
Note: Rocker switches 5 and 6 can be set either open or closed.

IVC6-IU T/R 9   IVC6-IU T/R 10
Tenth card installed   Eleventh card installed

Figure 2-1.   Settings for Switches on the IVP6-IA (AYC29), and IVC6 (AYC10) Tip/Ring Circuit Cards T/R-0 through T/R-7

IVP6-IA (AYC29) Circuit Card

The IVP6-IA (AYC29) circuit card (Figure 2-2) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/40P.

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Each Tip/Ring card in the system must have a unique address. To set these addresses, the switches must be configured properly. Figure 2-1 shows the switch settings for the IVP6-IA (AYC29) circuit card.

Rocker switches
(see IVP6
switch setting
figure)

TDM bus
terminator SIPs
location

Modular
jacks

Audio
input

Audio
output
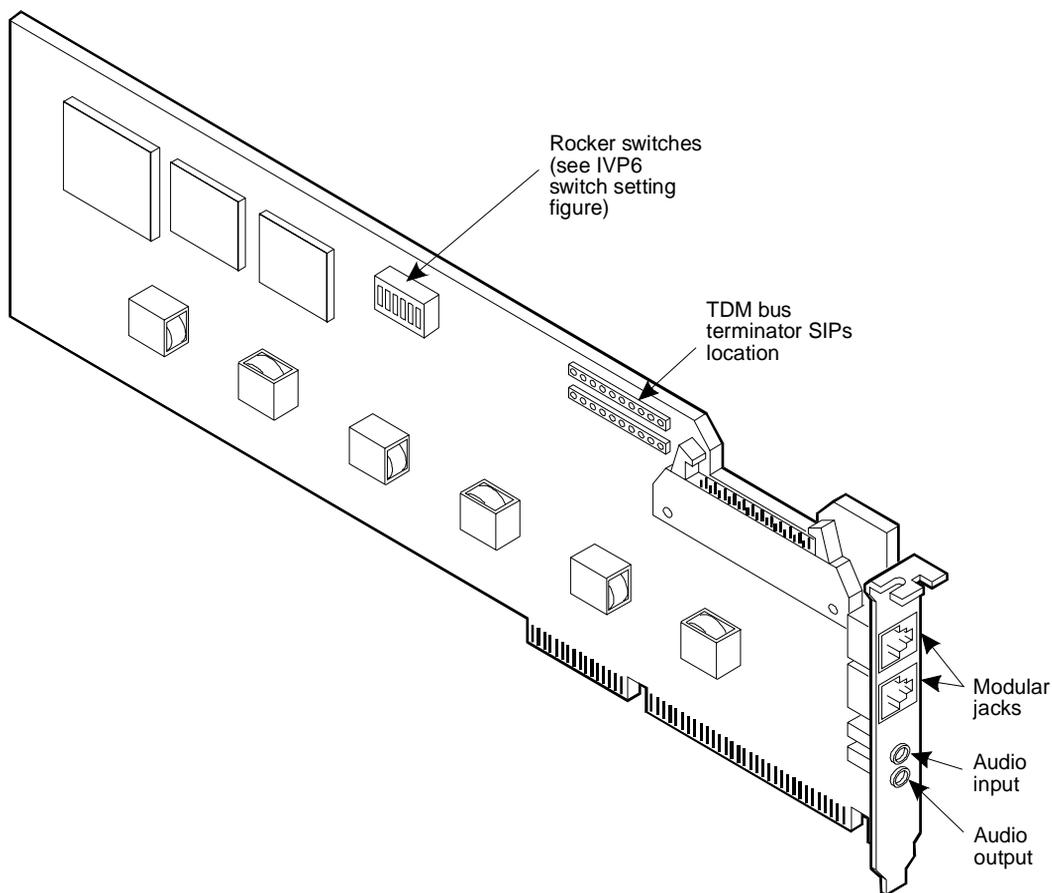
Figure 2-2.   Layout of the IVP6 (AYC29) Tip/Ring Circuit Card

IVC6 (AYC10) Circuit Card

The IVC6 (AYC10) circuit card (Figure 2-3) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/40P.

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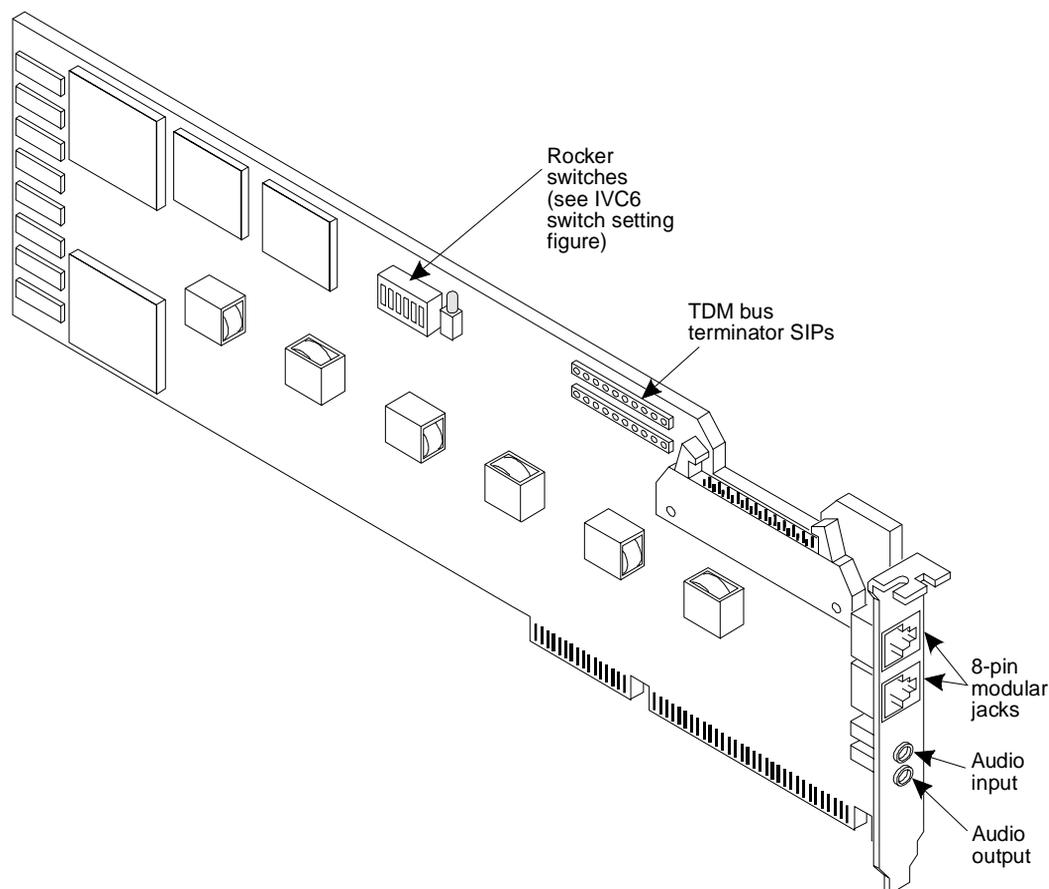
Figure 2-3.   (AYC10) Tip/Ring Circuit Card

Each Tip/Ring card in the system must have a unique address. To set these addresses, the switches must be configured properly. Figure 2-1 shows the switch settings for the IVC6 (AYC10) circuit card.

NGTR (AYC30) Circuit Card

The NGTR (AYC30) circuit card (Figure 2-4) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/40P.
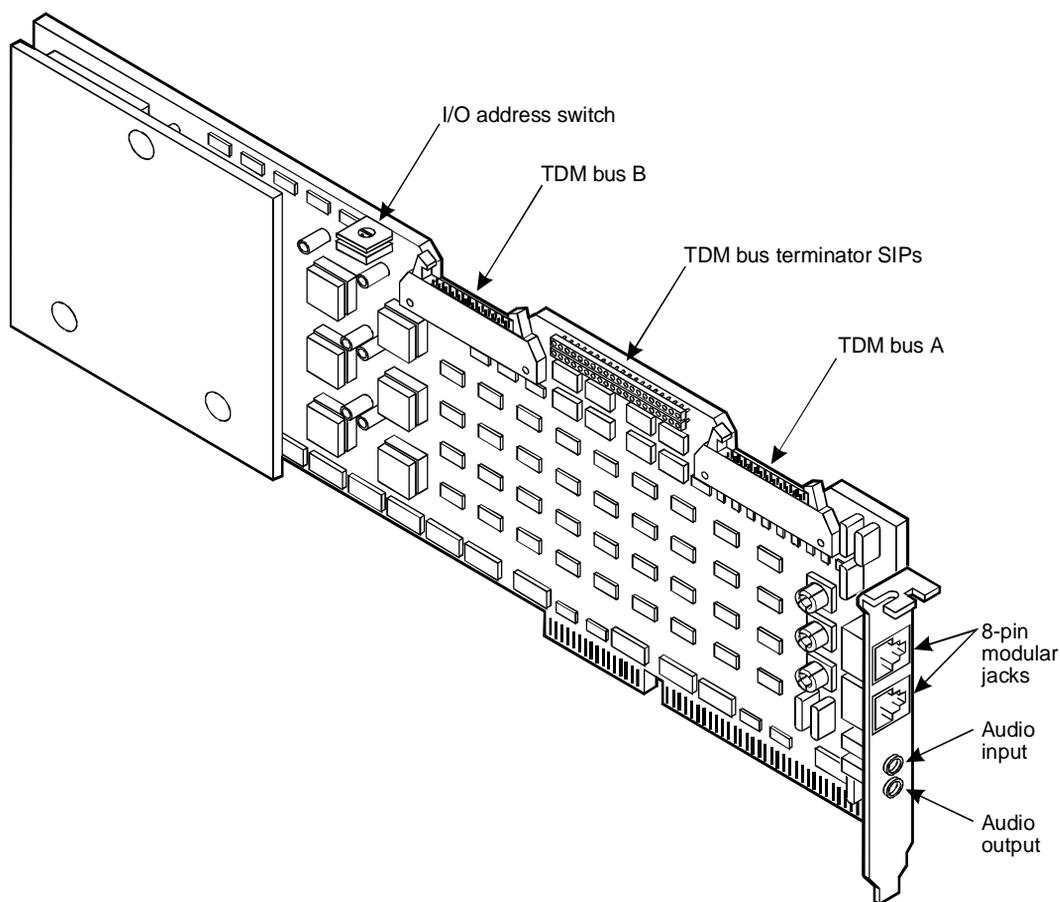
Figure 2-4.   NGTR (AYC30)

Each Tip/Ring circuit card in the system must have a unique address. To set these addresses, the switch must be configured properly. shows the switch settings for the NGTR (AYC30) circuit card.

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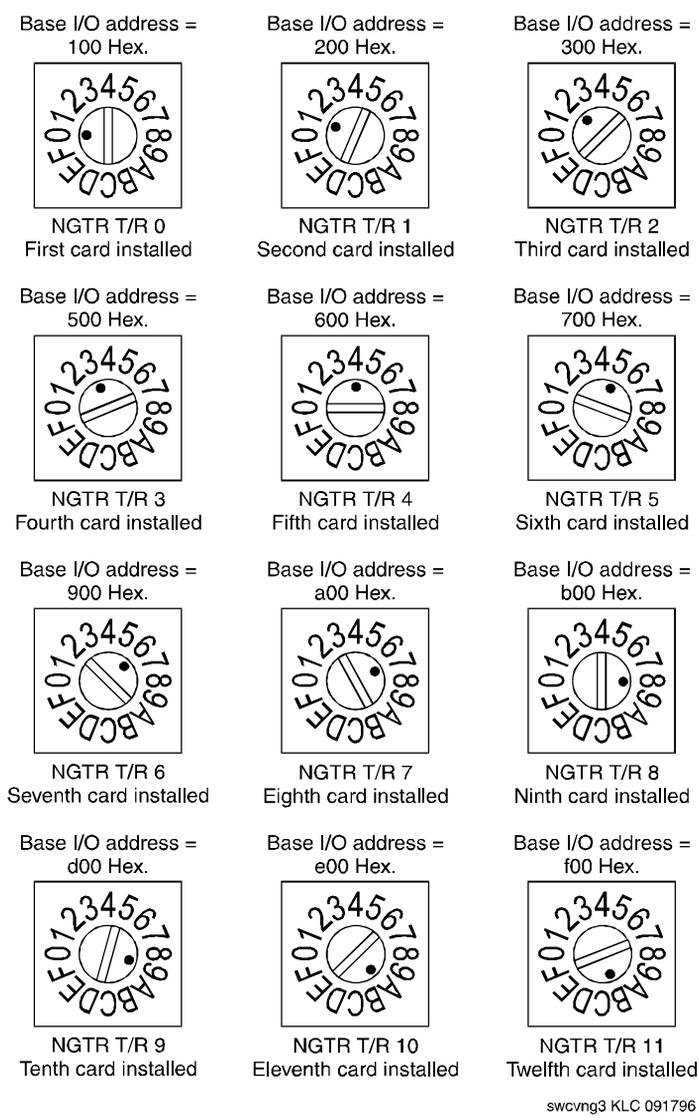
Figure 2-5.   NGTR (AYC30) Tip/Ring Circuit Card Switch Settings

Installing the Tip/Ring Circuit Card Driver

$\Rightarrow$ **NOTE:**

If the Tip/Ring circuit cards are not recognized when the voice system is
started or if other problems are noticed with the Tip/Ring circuit card driver,
it may be necessary to remove and reinstall the Tip/Ring circuit card driver.

Occasionally dynamically loadable drivers fail to load into the UnixWare
kernel properly.

To install the Tip/Ring circuit card driver, do the following:

1. Stop the voice system. See "Administer the Voice System," in "Common
   System Procedures," in the *INTUITY CONVERSANT System Reference*,
   585-313-205.

2. Run the Hardware Resource Allocator to determine the configuration and
   placement of the Tip/Ring circuit cards to be installed. See "Adding
   Hardware to an Existing Configuration" in Appendix A, "System
   Configuration".

3. If you are not already logged in as root, do so now.

4. 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)
   ```

5. Insert the diskette labeled "Tip/Ring Board Driver 1 of 1" into the diskette
   drive.

6. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. tipring    INTUITY Tip/Ring Board Driver
                    (i486)

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

7. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY Tip/Ring Board Driver (tipring) from
   <diskette1>
   ```

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```
INTUITY Tip/Ring Board Driver
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Please enter the IRQ:
```

8. Enter the IRQ provided by the Hardware Resource Allocator.

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

```
Installation of INTUITY Tip/Ring Board Driver (tipring)
was successful.

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

9. Enter **q**

10. Remove the diskette labeled "Tip/Ring Board Driver 1 of 1" from the diskette drive.

E1/T1 Circuit Card

The E1/T1 circuit card (Figure 5-9) contains switches and jumpers that you must set before you install the circuit card in the MAP/40P.

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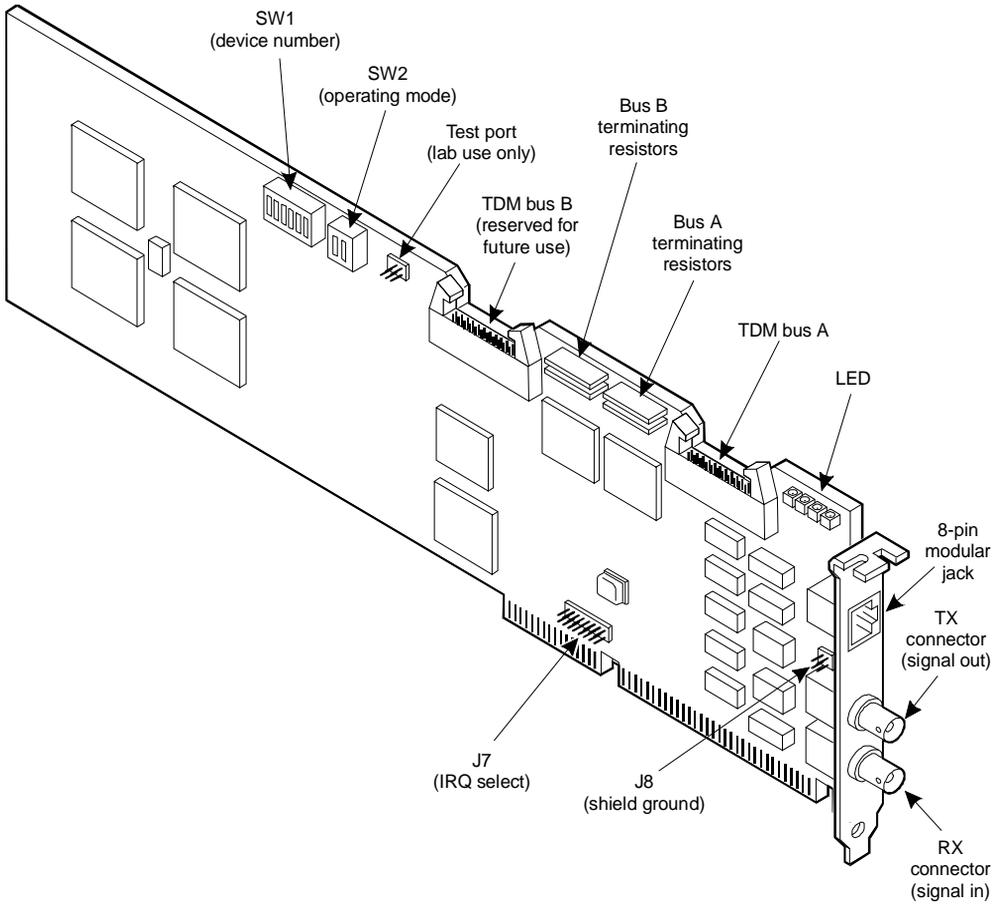
Figure 2-6. E1/T1 (AYC21) Circuit Card

Jumper Settings

Figure 2-7 shows the location and correct setting of the E1/T1 circuit card jumpers.

J8

Ground RX outer conductor

Ground TX outer conductor

J7 (IRQ select)
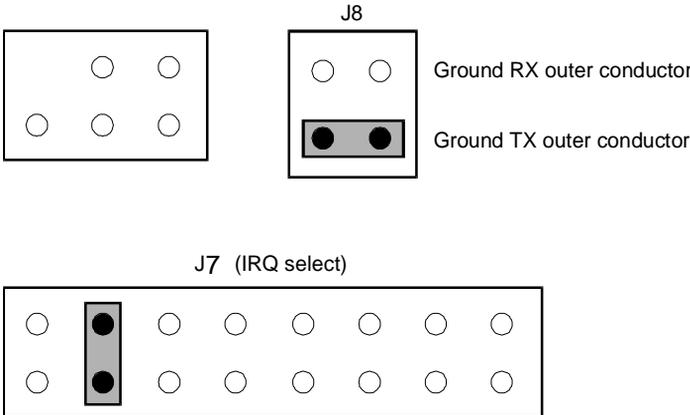
Figure 2-7.   AYC21 Jumper Settings

Switch Settings

There are two sets of switches on the E1/T1 circuit card. Figure 2-8 through Figure 2-10 and show the correct switch settings.

Base I/O address = 220 Hex
Card 0

Base I/O address = 222 Hex
Card 1

Base I/O address = 224 Hex
Card 2

Base I/O address = 226 Hex
Card 3

Base I/O address = 228 Hex
Card 4

Base I/O address = 22A Hex
Card 5

Base I/O address = 22C Hex
Card 6
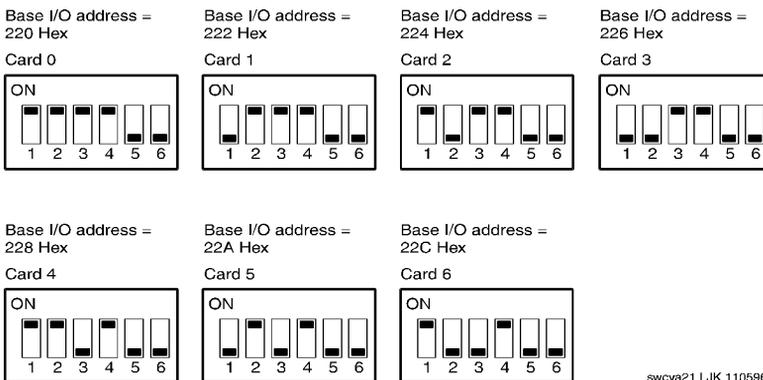
swcva21 LJK 110596

Figure 2-8.   AYC21 Device Number Switch 1 Settings

CEPT/E1
75 ohm, BNC jack

CEPT/E1
120 ohm, modular jack
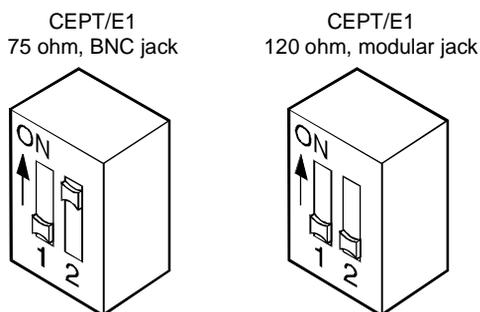
Figure 2-9.   AYC21 Operating Mode Switch Settings for E1 Operation

T1
100 ohm, modular jack

ayc21-s6 LJK 080296
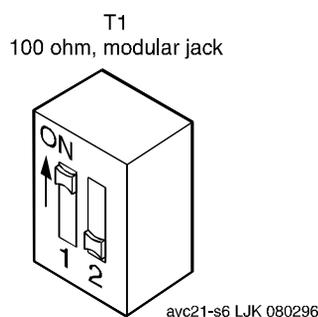
Figure 2-10.   AYC21 Operating Mode Switch Settings for T1 Operation

Installing the E1/T1 Circuit Card Driver

> **NOTE:**
> If the E1/T1 circuit cards are not recognized when the voice system is
> started or if other problems are noticed with the E1/T1 circuit card driver, it
> may be necessary to remove and reinstall the E1/T1 circuit card driver.
>
> Occasionally dynamically loadable drivers fail to load into the UnixWare
> kernel properly.

To install the E1/T1 circuit card driver, do the following:

1. If you are not already logged in as root, do so now.

2. Stop the voice system. See "Administer the Voice System," in "Common
   System Procedures," in the *INTUITY CONVERSANT System Reference*,
   585-313-205.

3. Enter **pkgadd -d diskette1**

   The system displays the following message:

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

4. Insert the diskette labeled "T1/E1 Board Driver 1 of 3" into the diskette
   drive.

5. Press ⌈ENTER⌋.

   The system displays the following message:

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

   The following packages are available:
     1. t1driver   INTUITY T1/E1 Board Driver
                   (i486)

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

6. Press ⌈ENTER⌋.

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY T1/E1 Board Driver (t1driver) from
   <diskette1>

   INTUITY T1/E1 Board Driver
   (i486)
   Using </> as the package base directory.
   Lucent Technologies Inc.
   ```

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

   ```
   READY TO PROCESS:
       Package: INTUITY T1/E1 Board Driver (t1driver)
               diskette 2 of 3

   Insert diskette 2 of 3 into Floppy Drive 1.
   Type [go] when ready,
       or [q] to quit: (default: go)
   ```

7. Remove the diskette labeled "T1/E1 Board Driver 1 of 3" from the diskette
   drive.

8. Insert the diskette labeled "T1/E1 Board Driver 2 of 3" into the diskette
   drive.

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9. Press (ENTER).

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

   ```
   READY TO PROCESS:
        Package: INTUITY T1/E1 Board Driver (t1driver)
                 diskette 3 of 3

   Insert diskette 3 of 3 into Floppy Drive 1.
   Type [go] when ready,
        or [q] to quit: (default: go)
   ```

10. Remove the diskette labeled "T1/E1 Board Driver 2 of 3" from the diskette
    drive.

11. Insert the diskette labeled "T1/E1 Board Driver 3 of 3" into the diskette
    drive.

12. Press (ENTER).

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

    ```
    Installation of T1/E1 Board Driver (t1driver) was
    successful.

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

13. Enter **q**

14. Remove the diskette labeled "T1/E1 Board Driver 3 of 3" from the diskette
    drive.

Speech and Signal Processor (AYC43) Circuit Card

The SSP circuit card (Figure 2-11) contains switches and jumpers that you must
set before you install the circuit card in the MAP/40P.
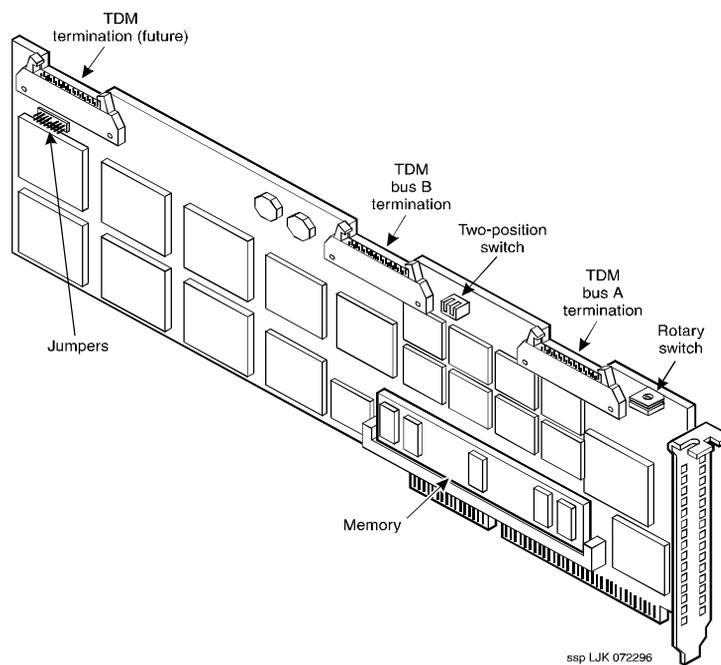
Figure 2-11.   Speech and Signal Processor Circuit Card

Jumper Settings

Figure 2-11 shows the location of the SSP circuit card jumpers. There should be no jumpers installed on the SSP circuit card.

Switch Settings

There are two types of switches on the SSP circuit card:

- Two-position switches
- Rotary switch

Two-Position Switch Settings

Figure 2-12 shows the location of the SSP circuit card two-position switches. If the SSP circuit card is not located at the end of the TDM bus, both switches should be set to open. The switches should be set to closed if the SSP circuit card is located at the end of the bus.
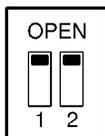
Figure 2-12.   SSP Circuit Card Two-Position Switches (Set for a Placement in the Middle of the TDM Bus)

Rotary Switch Settings

Figure 2-13 shows the rotary switch. It is set at zero for the first SSP circuit card installed in the MAP/40P.
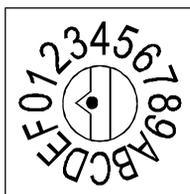
Figure 2-13.   SSP Circuit Card Rotary Switch

Table 2-1 shows the rotary switch settings for the subsequent SSP circuit cards installed.

Table 2-1.   SSP Circuit Card Rotary Switch Setting

I/O Address	OS Index	Rotary Switch Setting
d20	8	0
d28	9	1
d30	10	2
d38	11	3
920	12	4
928	13	5
930	14	6
938	15	7

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Memory

The SSP circuit card is equipped with 16 Mbytes of memory contained on a dual in-line memory module (DIMM). The DIMM is located in the lower portion of the SSP circuit card (Figure 2-11).

⚠ CAUTION:
The DIMM is not field serviceable.

PCI Ethernet LAN Circuit Cards

The system supports two versions of the PCI Ethernet LAN circuit card

- SMC8432
- SMC9332

SMC8432 Circuit Card

The SMC8432 Ethernet LAN circuit card is a 10-Mbps circuit card. Figure 2-14 shows the SMC8432 Ethernet LAN circuit card.

cdcvpclb LJK 051497
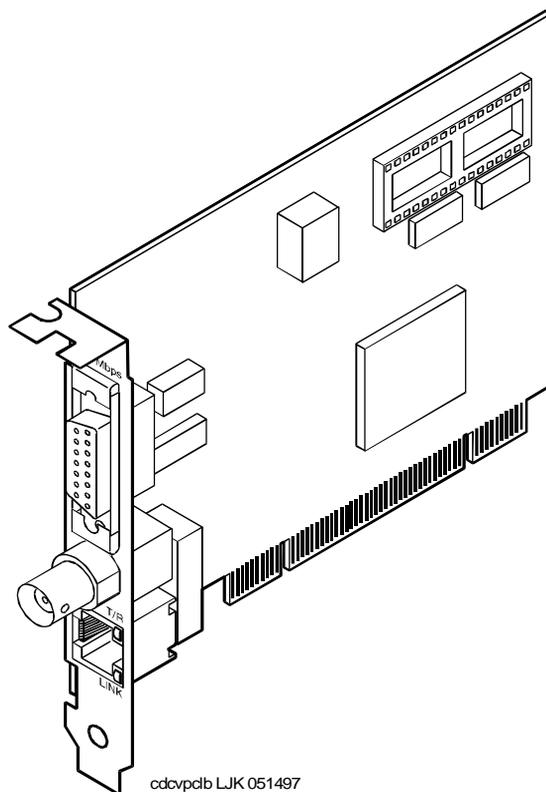
Figure 2-14.   SMC8432 Ethernet LAN Circuit Card

There are no jumpers on the circuit card.

SMC9332 Circuit Card

The SMC9332 Ethernet LAN circuit card is a 10/100-Mbps circuit card. Figure 2-15 shows the SMC9332 Ethernet LAN circuit card.

cdcvpcla LJK 051497
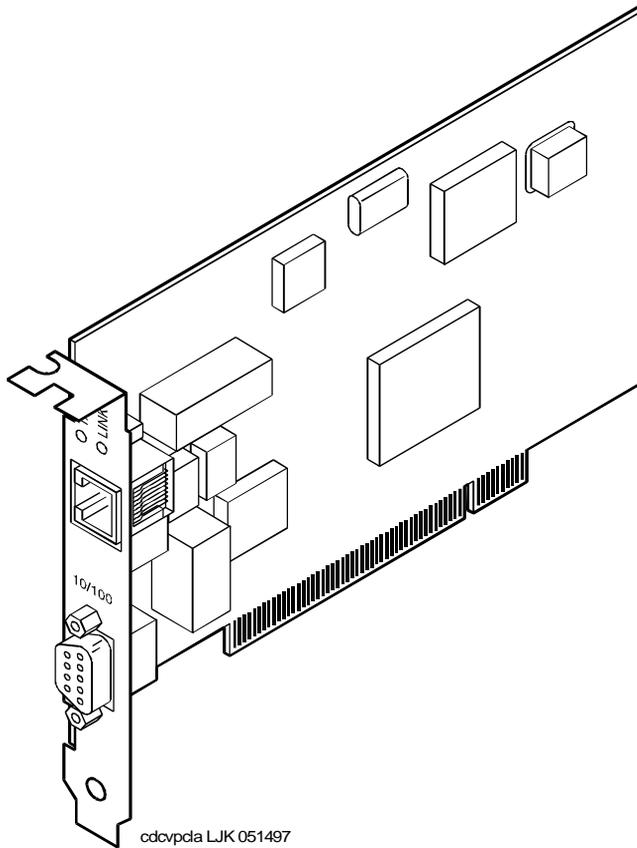
Figure 2-15.   SMC9332 Ethernet LAN Circuit Card

There are no jumpers on the circuit card.

Installing a PCI LAN Circuit Card

Installation of a 10 Mbps or a 10/100 Mbps PCI LAN circuit card, in a system which did not previously have a LAN circuit card, involves

- ''Installing the PCI LAN Circuit Card''

- ''CMOS Parameter Settings''

- ''Installing the PCI Circuit Card Driver''

- ''Verifying the PCI LAN Circuit Card Installation''

Installing the PCI LAN Circuit Card

To install either a 10 Mbps or a 10/100 Mbps PCI LAN circuit card, do the following:

1. Shut down the system if it is up and running, otherwise continue with step 2. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

2. Install the 10 Mbps or 10/100 Mbps PCI LAN circuit card. See ''Installing a Circuit Card'' above for the procedure.

3. Administer the PCI INT/IRQ Binding. See "CMOS Parameter Settings" below for the procedure.

Installing a 100 Mbps PCI LAN Circuit Card

➡ **NOTE:**
Perform the following procedure if the SMC9332 circuit card is required to operate at *100 Mbps.* If the SMC9332 circuit card is to operate at 10 Mbps, continue with ''Installing the PCI Circuit Card Driver'' because no changes are required for 10 Mbps operation.

To ensure the SMC9332 circuit card operates at 100 Mbps, do the following:

1. Login as root.

2. Enter **vi /etc/inst/nics/drivers/smpw0**

3. Change the line *SMPMEDIA0 SMC_MEDIA_AMD* to
   SMPMEDIA0 SMC_MEDIA_STP100_UTP100

   ➡ **NOTE:**
   SMPMEDIA0 is used for the first PCI LAN circuit card. If you system is using more than one PCI LAN circuit card, change SMPMEDIA1 (for card 2), SMPMEDIA2 (for card 3), or SMPMEDIA3 (for card 4) as required, to read the same as that entered for SMPMEDIA0.

4. Write and exit the file.

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Installing the PCI Circuit Card Driver

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

1. From the network administrator, determine the following:

   - The machine IP address

   - The machine node name

   - The system name

2. If you are not already logged in as root, do so now.

3. Enter **niccfg**

   The system displays the following message:

   ```
   Setting up the Network Interface Card Support Utility
   ```

   The system then displays the Network Interface Card Support
   Utility—Summary Screen (Figure 2-16).

```
SLOT       BUS-NUM       BOARD NAME          IRQ  IO-ADDR   MAN-ADDDR          DMA
-----      --------      ------------        ---  --------  ---------          ---
  6        PCI___0       SMC_EtherPower_9332 IO   f880-f8ff fedfec00-fedfec7f




                        Please Select an Option

                  (*) Accept all Entries
                  ( ) Add an entry for a card
                  ( ) Delete/restore an Entry for a Card
                  ( ) Install Driver from IHV Diskette
                  ( ) Cancel this Utility Without Making Changes


Use the up/down arrow keys to select then press ENTER
```

Figure 2-16. Network Interface Card Support Utility—Summary Screen

4. Use the down ▼ arrow to select: Accept all Entries

   ➡ **NOTE:**
   If installing from a diskette, select:
   Install Driver from IHV Diskette

5. Press [ENTER]

   The system displays the following message:

   ```
   Installing drivers for Network Card you selected. This
   will take a few minutes.
   ```

   When complete, the system displays the system prompt.

6. Enter **setuname -n <*name*>** where *<name>* is the machine node name.

7. Enter **setuname -s <*name*>** where *<name>* is the system name.

8. Enter **cd /etc/net**

9. Use the vi editor and enter the machine node name to the *hosts* file in
   each of the following directories:

   - ticlts

   - ticots

   - ticotsord

   $\Rightarrow$ **NOTE:**
   The machine node name must be entered two times on the same
   line, separated by a tab.

10. Enter **cd /etc/confnet.d/inet**

11. Use the vi editor to edit the *interface* file.

12. Change the line *smpw0:0::/dev/smpw0_0:-trailers* to the following:

    smpw0:0::/dev/smpw0_0:netmask 0xffffff00 broadcast *a.b.c.*255 -trailers
    where *a.b.c.* are the first three parts of your machine IP address. For
    example, IP address 135.7.50.201 would be changed to 135.7.50.255.

13. Copy the files you edited in Step 9 into the */etc/inet/* directory.

14. Enter **cd /etc/inet**

15. Use the vi editor to edit the *config* file.

16. Change the line *###4c:/usr/sbin/route::n:add default default_router 1* to
    the following:

    4c:/usr/sbin/route::y:add default *a.b.c.*254 where *a.b.c.* are the first
    three parts of your IP address. For example, IP address 135.7.50.201
    would be changed to 135.7.50.254.

17. Write and exit the file.

18. Continue with .

Verifying the PCI LAN Circuit Card Installation

To set the 10 Mbps or 10/100 Mbps PCI LAN circuit card installation, do the following:

1. Enter **/etc/inet/rc.restart**

2. Check the message log report for TCP/IP or LAN adapter errors. See Chapter 7, "Peripheral Administration," *INTUITY CONVERSANT System Version 7.0 Administration*, 585-313-501.

3. Verify that you have network connectivity using the **ping** command. See Appendix A, "Summary of Commands," in *INTUITY CONVERSANT System Version 7.0 Administration*, 585-313-501.

Replacing a PCI LAN Circuit Card

To replace a 10Mbps or a 10/100Mbps PCI LAN circuit card, do the following:

1. Run the Hardware Resource Allocator to determine the configuration and slot assignment of the PCI LAN circuit card. See "Adding Hardware to an Existing Configuration" in Appendix A, "System Configuration".

2. Record the output.

3. Complete the "Installing the PCI LAN Circuit Card" procedure above.

4. Complete the "Verifying the PCI LAN Circuit Card Installation" procedure above.

Token Ring Circuit Card

The INTUITY CONVERSANT Token Ring circuit card allows you to connect the system to your local area network.

IBM Turbo 16/4

IBM Turbo 16/4 of the Token Ring circuit card (Figure 2-17) is software configured. This is the latest version of the Token Ring circuit card. A diskette, provided with the Token Ring circuit card, is used to set the IRQ, I/O address, ROM address, RAM address, and RAM size.

NOTE:
   If you are installing the IBM Turbo 16/4 circuit card, the system cannot be equipped with the IBM Auto 16/4 circuit card.

cdintknr RPY 112197
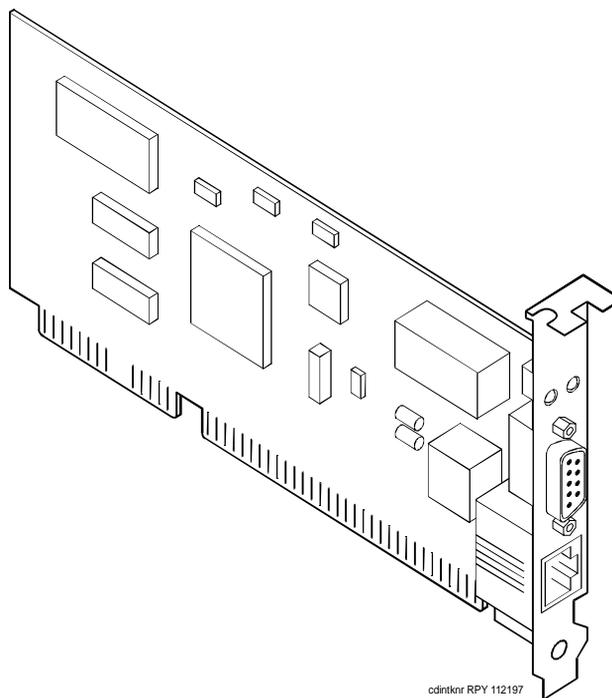
Figure 2-17.   Token Ring Circuit Card - IBM Turbo 16/4

To configure the IBM Turbo 16/4 Token Ring circuit card, do the following:

1. If the Token Ring circuit card is being added to the system, run the INTUITY
    CONVERSANT Hardware Resource Allocator to determine the resource
    assignments. See "Operating the Hardware Resource Allocator" in
    Appendix A, "System Configuration".

    Record the parameters listed in Table 2-2.

Table 2-2.   Token Ring Circuit Card Settings

Parameter	Setting
IRQ	
ROM address	
RAM address	
I/O address	

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If the Token Ring circuit card is replacing an existing Token Ring circuit card, record and use the existing hardware resource parameters. You can view the existing parameters by entering **cat /etc/conf/sdevice.d/ibmtok**

The system displays a message similar to the following message:

```
ibmtok  Y  16  6  1  3   A20 A23 CC000   CDFFF  -1
ibmtok  Y  16  0  0  0   0   0   D0000   D3FFF  -1
```

Record the parameters listed in Table 2-2.

In the example message, the IRQ is 3, the ROM address range is CC000 - CDFFF, the RAM address range is D0000 - D3FFF, and the I/O address range is A20 - A23.

Verify that IRQ being used by the existing Token Ring circuit card, or designated by the Hardware Resource Allocator, is available.

2. Enter **resmgr**

   The system displays a table containing available and assigned IRQs. Scan the IRQ column to verify availability.

3. Install the new Token Ring circuit card. See "Installing a Circuit Card" for the procedure.

   ⇒ NOTE:
   Complete *all* steps in the installation procedure.

4. Connect the Token Ring circuit card to the LAN.

   ⚠ CAUTION:
   Do not use a 10 Base T (802.3) wire to connect the Token Ring circuit card to the LAN.

   ⇒ NOTE:
   You must remove the Tip/Ring circuit card that is set as Tip/Ring 1 (I/0 address=0x200, OSINDEX=1) before completing this procedure, see "Removing a Circuit Card". If you do not have a Tip/Ring circuit card set as Tip/Ring 1, continue with Step 5.

5. Insert the diskette labeled *Turbo Token Ring Setup Floppy* into the diskette drive.

6. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

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The system displays the following message:

```
Starting PC DOS...

PC DOS 7.0 Startup Menu

1.  IBM Auto/Turbo ISA Configuration using LANAID
2.  IBM Auto/Turbo ISA Extended Diagnostics

Enter a choice: 1 Time Remaining: 15
```

> **NOTE:**
> The system will automatically default to 1 when time remaining is 0.

7. Press (ENTER)

   The system displays the following message:

```
If you have a Tip/Ring card equipped (IVP4, IVP6, IVC6,
NGTR) that is set as Tip/Ring 1 (I/O address=0x200,
OSINDEX=1) you MUST TEMPORARILY REMOVE that Tip/Ring
card while running LANAIDC. If equipped, power down the
system NOW and remove Tip/Ring card 1. Otherwise,
continue with LANAIDC.

Hit any key to continue with LANAIDC...
```

8. Press (ENTER).

   The system displays the following message:

```
Please wait while LANAIDC configures your card. To
complete setup, you must assign the INTERRUPT number,
RAM address and ROM address. Don't forget to reinstall
Tip/Ring 1 when complete.

Enter LANAIDC parameters - reboot your machine when
done.

     Examples:   /view
                 /help

LANAIDC >
```

> ⚠️ **CAUTION:**
> *If n is shown to be 2, enter* **9** *instead.* **Do not** *enter 2.*

9. Enter the following:

   /INT=*n* /ROM=*ROM start address* /RAM=*RAM start address*

   where *n* is the IRQ recorded in Table 2-2, and *ROM start address* and *RAM start address* are addresses recorded in Table 2-2.

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The system displays the following message:

```
Configuration complete:

     IBM Turbo/16/4 Token-Ring ISA Adapter

    PnP Support:           None Detected
    Adapter Number:        1
    Adapter MAC Address:   <varies card to card>
    MicroCode Level:       <varies card to card>
    Serial Number:         <varies card to card>
    Adapter Mode:          Auto16 Compatible
    Configuration:         LEGACY
    Adapter State:         Active
    I/O Address:           A20-A23
    Interrupt:             <n>*
    RAM Address:           <RAM address>
    ROM Address:           <ROM address>
    Remote IPL:            Disabled
    Token-Ring data rate:  16
    Auto Sense data rate:  Enabled
    Adapter bus width:     16
                * Setting in conflict
```

```
LANAIDC >
```

⇒ NOTE:

The setting in conflict message may or may not appear and can be ignored.

10. Enter **/V** to view the turbo token ring settings.

The system displays the following message:

```
...Warning: Interrupt level in conflict.
```

```
Configuration complete:

     IBM Turbo/16/4 Token-Ring ISA Adapter

    PnP Support:           None Detected
    Adapter Number:        1
    Adapter MAC Address:   <varies card to card>
    MicroCode Level:       <varies card to card>
    Serial Number:         <varies card to card>
    Adapter Mode:          Auto16 Compatible
    Configuration:         LEGACY
    Adapter State:         Active
    I/O Address:           A20-A23
    Interrupt:             <n>
    RAM Address:           <RAM address>
    ROM Address:           <ROM address>
    Remote IPL:            Disabled
    Token-Ring data rate:  16
```

```
Auto Sense data rate:    Enabled
Adapter bus width:       16
```

```
LANAIDC >
```

Record the parameters listed in Table 2-3. These settings are used in the "Installing the Token Ring Driver" procedures below.

Table 2-3.   Viewed Token Ring Circuit Card Settings

Parameter	Setting
I/O address	
Interrupt	
RAM address	

11. If the configuration is correct, remove the diskette labeled *Turbo Token Ring Setup Floppy* from the diskette drive.

12. Insert the Tip/Ring 1 circuit card if it was removed prior to Step 5, see "Installing a Circuit Card". Otherwise, continue with Step 13.

13. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

Installing the Token Ring Driver

To configure the Token Ring driver, do the following:

1. If you are not already logged in as root, do so now.

2. Enter **niccfg**

   The system displays the following message:

   ```
   Setting up the Network Interface Card Support Utility
   ```

   The system then displays the Network Interface Card Support Utility—Summary Screen (Figure 2-16).

   ➡️ NOTE:
   If other network cards are installed in your system, the system first displays a message indicating network drives are currently installed. Press enter to continue.

```
 ┌─────────────────────────────────────────────────────────────────────────────
 │
 │  SLOT      BUS-NUM        BOARD NAME          IRQ  IO-ADDR   MAN-ADDDR        DMA
 │  -----     --------       ------------        ---  --------  ---------        ---
 │    6       PCI___0        SMC_EtherPower_9332  IO  f880-f8ff  fedfec00-fedfec7f
 │
 │
 │
 │
 │
 │
 │                          Please Select an Option
 │
 │
 │                    ( ) Accept all Entries
 │                    (*) Add an entry for a card
 │                    ( ) Delete/restore an Entry for a Card
 │                    ( ) Install Driver from IHV Diskette
 │                    ( ) Cancel this Utility Without Making Changes
 │
 │
 │
 │  Use the up/down arrow keys to select then press ENTER
 │
 │
 │
 └─────────────────────────────────────────────────────────────────────────────
```

Figure 2-18.   Network Interface Card Support Utility—Summary Screen

3. Use the down ▼ arrow to select: `Add an entry for a card`

4. Press ⌊ENTER⌋

   The system displays the Selection Screen (Figure 2-19).

```
                              Please Select 1


 ( )3COM_ETHERLINK_III_PCMCIA                       ( )HP_EtherTwist_LAN_NC/16TP
 ( )3COM_EtherLink_2_3C503                          (*)IBM_16/4_DLPI_TOKEN_RING
 ( )3COM_EtherLink_2_3C509                          ( )IBM_16/4_TokenRing
 ( )3COM_EtherLink_16_3C507                         ( )IBM_TokenRing_16/4_II
 ( )AMD_PCnet_ISA                                   ( )Intel_EtherExpress_16
 ( )AMP_PCnet_ISA+                                  ( )Intel_EtherExpress_PRO/10
 ( )AnselCommunicationsNH2100                       ( )InterLan_EtherBlaster
 ( )AnselCommunicationsNS2100                       ( )InterLan_NI6510
 ( )CNet_Token_Ring_CN2000T                         ( )InterLan_XLerator
 ( )Cabletron_E21XX_Family                          ( )Microdyne_NE1000_B/A
 ( )Cabletron_E22XX_Family                          ( )Microdyne_NE2000_A
 ( )Compaq_Embedded_AMD_PCnet                       ( )Microdyne_NTR1000_G
 ( )Compex_ENET16-VP_NE2000                         ( )National_Semi_NE2000
 ( )DEC_EtherWORKS3_Turbo                           ( )National_Semi_NE2000Plus
 ( )HP_10/100VG_PC_LAN_J2573A                       ( )Novell/Eagle_NE1000
 ( )HP_ETwist_PC_LAN_16_PLUS                        ( )Novell/Eagle_NE2000




                           (Page Down for more)
```

Figure 2-19. Selection Screen

5. Use the left ◀, right ▶, up ▲, or down ▼ arrows on your keyboard to move through the field selections.

6. Select `IBM_16/4_DLPI_TOKEN_RING`

7. Press ENTER

The system displays the Configuration Screen (Figure 2-20).

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```
                    Configuring: IBM_16/4_DLPI_TOKEN_RING


            IRQ Value
            IO Address
            RAM Address




Press F2 (Choices) to select values then press F10 to apply and exit.
```
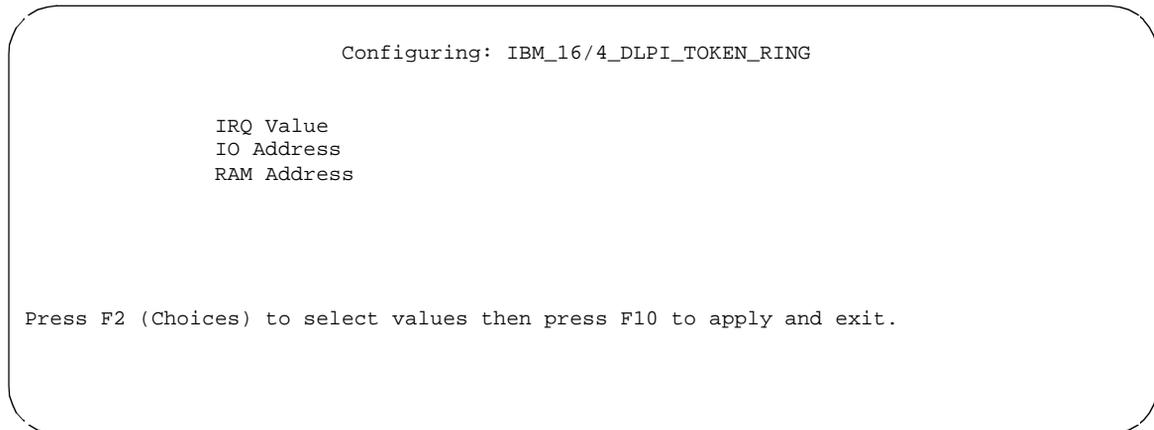
Figure 2-20.   Configuration Screen

⚠ CAUTION:

*If the IRQ is shown to be 2, enter **9** instead. **Do not** enter 2.*

8. Use F2 (Choices) to select the values for each field. Enter the following:

   ■ IRQ value from Table 2-3.

   ■ I/O address from Table 2-3.

   ■ RAM address from Table 2-3.

9. Press F10 to apply the values and exit.

   The system displays the Network Interface Support Card Utility-Summary
   Screen (Figure 2-21).

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```
 SLOT      BUS-NUM   BOARD NAME                  IRQ  IO-ADDR   MAN-ADDDR       DMA
 -----     --------  ------------                ---  --------  ---------       ---
   -       ISA___0   IBM_16/4_DLPI_TOKEN_RING     9   A20-A23   D000-D3FFF

   6       PCI___0   SMC_EtherPower_9332          IO f880-f8ff  fedfec00-fedfec7f




                             Please Select an Option


                      (*) Accept all Entries
                      ( ) Add an entry for a card
                      ( ) Delete/restore an Entry for a Card
                      ( ) Install Driver from IHV Diskette
                      ( ) Cancel this Utility Without Making Changes



 Use the up/down arrow keys to select then press ENTER
```

Figure 2-21.   Network Interface Card Support Utility—Summary Screen

10. Use the down ▼ arrow to select: `Accept All Entries`

    The system displays the following message:

    ```
            Are you sure?
                Yes
                No
    ```

11. Select **yes** and press ENTER

    The system displays the following message:

    ```
    Installing drivers for the Network Card(s) you
    selected. This will take a few minutes.
    ```

12. Reboot the system. See "Reboot the System," in "Common System
    Procedures," in the *INTUITY CONVERSANT System Reference*,
    585-313-205, for the procedure.

    The system displays the system prompt.

Asynchronous SuperSerial Card

The asynchronous circuit card allows you to connect the INTUITY CONVERSANT System to external peripheral equipment.

Figure 2-22 shows the asynchronous SuperSerial circuit card.

NOTE:
If you are installing the asynchronous SuperSerial circuit card, the system cannot be equipped with the 8-Port Asynchronous Megaport circuit card.
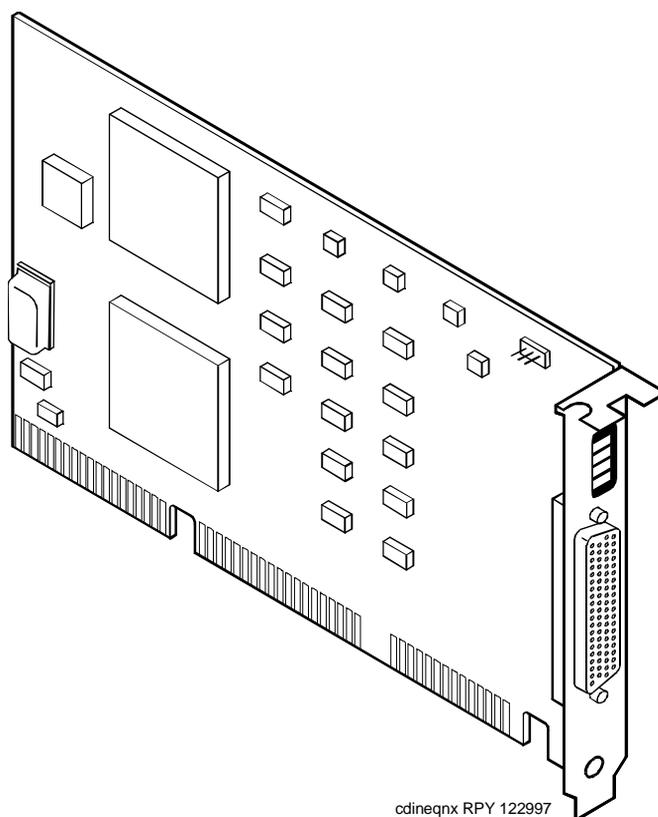
cdineqnx RPY 122997

Figure 2-22.   Asynchronous SuperSerial Circuit Card

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Installing the Asynchronous SuperSerial Card Driver

To install the Asynchronous SuperSerial card driver, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "Equinox SST Loadable STREAMS Device Driver (EISA/ISA/MCA/PCI) 1 of 1" into the diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
    1. eqn          Equinox SST Loadable STREAMS
                    Device Driver (EISA/ISA/MCA/PCI)
                    (i386)

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

5. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Package: Equinox SST Loadable STREAMS Device Driver
   (EISA/ISA/MCA/PCI) (eqn) from <diskette1>

   Equinox SST Loadable STREAMS Device Driver
   (EISA/ISA/MCA/PCI) (i386)
   Using </> as the package base directory.
   Lucent Technologies Inc.
   ```

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

   ```
   This seems to be an ISA system. Is this correct[Y/n]?
   ```

6. Enter **y**

   The system displays the following message:

   ```
   Installing for ISA bus system.
   ```

```
The following i/o ports appear to be free for use by
Equinox ISA boards:
    220 240 260 280 2a0 2c0 2e0 320 360 3a0 3c0
Should the driver autoconfigure all Equinox ISA boards
[Y/n]?
```

7. Enter **n**

   The system displays the following message:

```
One 16k block of memory addresses will be used by all
Equinox ISA boards. This address must meet the
following criteria:

    1.  In the range of 640 kilobyte to 1 Megabyte or
        above 2 Gigabytes
    2.  No other physical memory (RAM/ROM) present
    3.  Must NOT be cached
    4.  Must begin on a 16k boundary

An example hexadecimal address is 0xb0000

Enter your address selection in hexadecimal: 0x
```

8. Enter the appropriate address as determined by the Hardware Resource Allocator.

   The memory block boundary is determined by the INTUITY CONVERSANT Hardware Resource Allocator. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration".

   The system displays the following message:

```
You may enable a selection of baud rates above 38400 for
all ports by answering "Yes" to the following question.

If you enable baud rates above 38400, speeds below 300
baud will be unavailable. Speeds 300 to 38400 are
unaffected.

The high baud rates are selected according to the
following table:

            57600       B50
            76800       B75
            115200      B110
            238400      B134 (depending on board/module
                             (type

Enable high baud rate selection [y/N]?
```

9. Enter **n**

   The system displays the following message:

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

```
A system rebuild has been requested when the system is
shutdown. System tunables have been modified.

Please request a reboot using the "init 6" command to
use the driver.

If you desire the default set of port monitors and port
services to be installed, execute "/etc/equportsetup"
after the system has rebooted.

Installation of Equinox SST Loadable STREAMS Device
Driver (EISA/ISA/MCA/PCI) (equ) was successful.

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

10. Enter **q**

11. Remove the diskette labeled "Equinox SST Loadable STREAMS Device
    Driver (EISA/ISA/MCA/PCI) 1 of 1" from the diskette drive.

12. Reboot the system. See "Reboot the System," in "Common System
    Procedures," in the *INTUITY CONVERSANT System Reference*,
    585-313-205.

FIFO/SIB Synchronous Host Circuit Card

The MAP/40P supports up to two Lucent FIFO/SIB synchronous host circuit
cards.

Figure 2-23 shows the FIFO/SIB synchronous host card and the location of the
switches and interrupt jumpers.
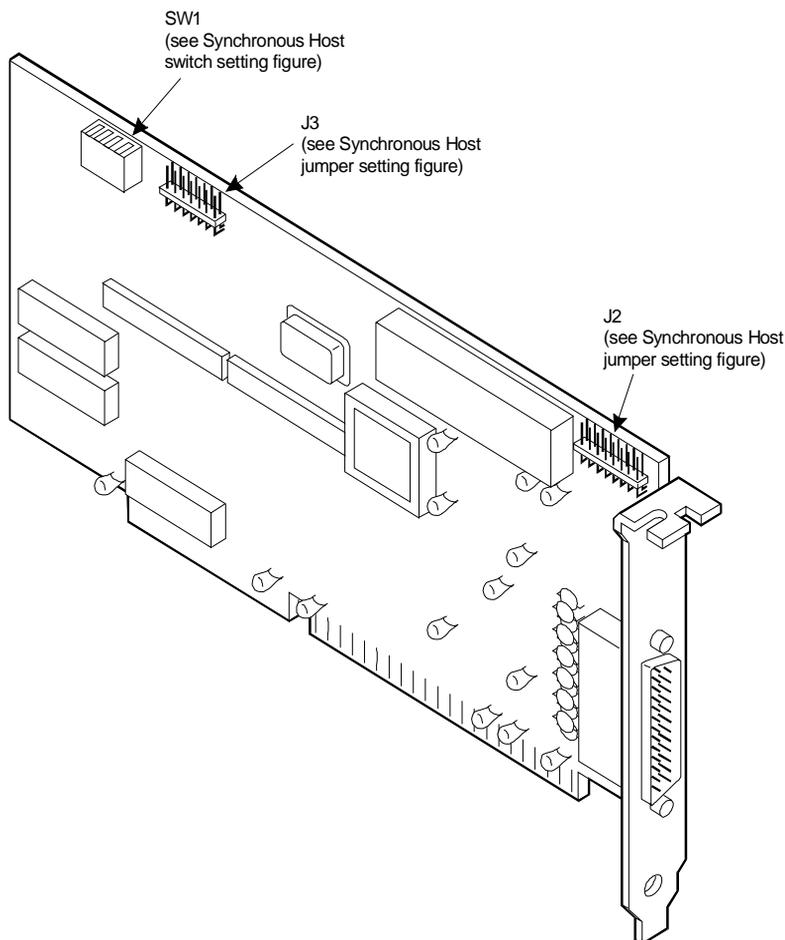
Figure 2-23.   FIFO/SIB Synchronous Host Circuit Card

Jumper Settings

There are two jumper locations on the synchronous host circuit card, J3 and J2.

Use J3 to set the interrupt request line (IRQ) to a value of 3, 5, 9, 10, 11, 12, or 13 (Figure 2-24). The IRQ corresponds to the number below the pins. Figure 2-24 shows the card set with an IRQ of 3. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration".

NOTE:
If you are using IRQ 9, ensure that IRQ 2 is unused on your system.

J2 is preset at the factory. However, before you install the FIFO/SIB synchronous host circuit card, ensure that this jumper is set as shown in Figure 2-24.

➡ **NOTE:**

When operating at 64 kbaud, this setting supports a maximum cable length of 15 ft.
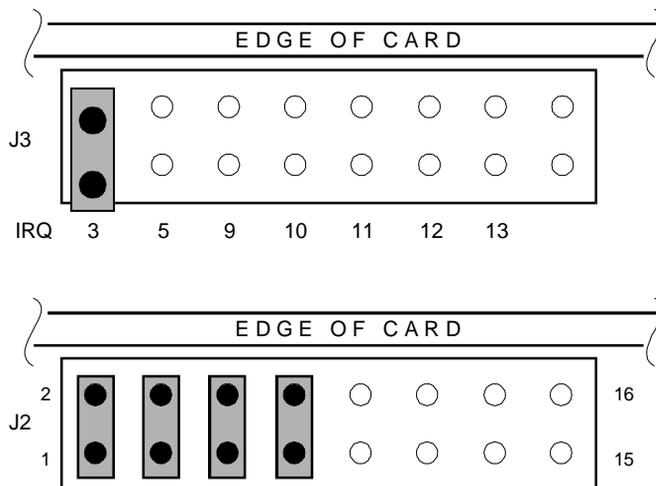
Figure 2-24.   Jumper Settings for the FIFO/SIB Synchronous Host Circuit Card

Switch Settings

Figure 2-23 shows the location of the I/O switch block SW1. Figure 2-25 shows the I/O switch settings for an address of 380.

Base I/O address = 380 Hex
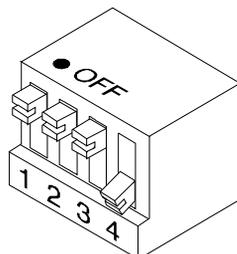
All switches closed or OFF

NOTE: Switch 4 is not used.

Figure 2-25.   Switch Settings for the FIFO/SIB Synchronous Host Circuit Card

Table 2-4 shows the switch settings for other potential I/O addresses.

Table 2-4.   FIFO/SIB Switch Settings

I/O Address	Switch		
	1	2	3
250	On	On	Off
260	Off	Off	On
2B0	On	Off	On
2E0	Off	On	On
380 (default)	Off	Off	Off
3A0	On	Off	Off
3E0	Off	On	Off
Disabled	On	On	On

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Standard Circuit Cards

! WARNING:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge" in Chapter 1, "Getting Inside the Computer," for detailed electrostatic discharge precautions.

This section provides the following information on the standard circuit cards that are included with every MAP/40P:

- Switch and jumper settings

- Other installation requirements that are specific to the particular circuit card you are installing

P5 200 MHz CPU Circuit Card

The P5 200 MHz CPU is packaged on a single PC/AT-compatible circuit card (Figure 2-26) that plugs into the backplane. There is one P5 200 MHz CPU circuit card installed in the MAP/40P.
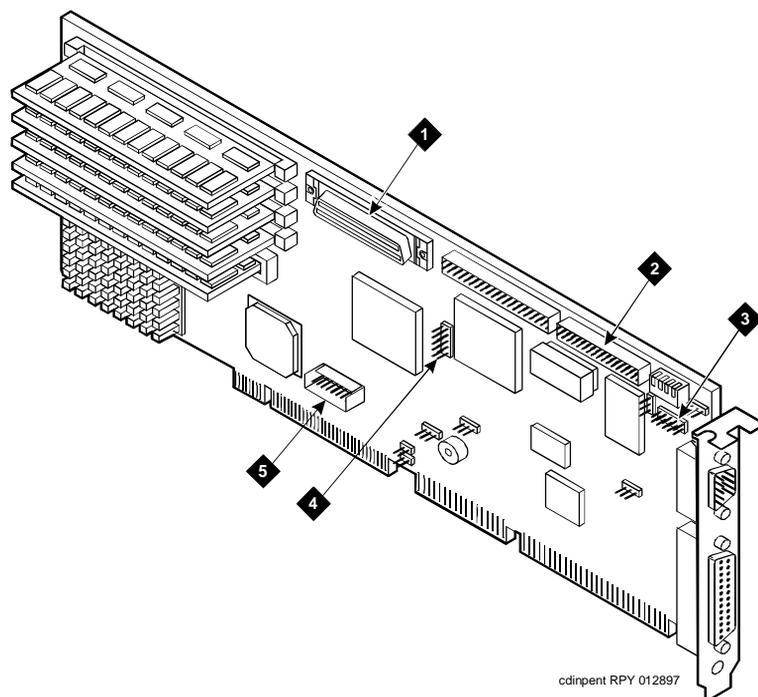
1.	SCSI cable connector	4.	Mouse cable connector (not used)
2.	Diskette cable connector	5.	Keyboard cable connector
3.	COM2 cable connector		

Figure 2-26.   P5 200 MHz CPU Circuit Card

Setting the Resource Options

The resource options for the P5 200 MHz CPU circuit card are set by jumpers and switches.

Jumper Settings

The P5 200 MHz CPU card has jumpers that you must verify before you install the circuit card (Figure 2-27).
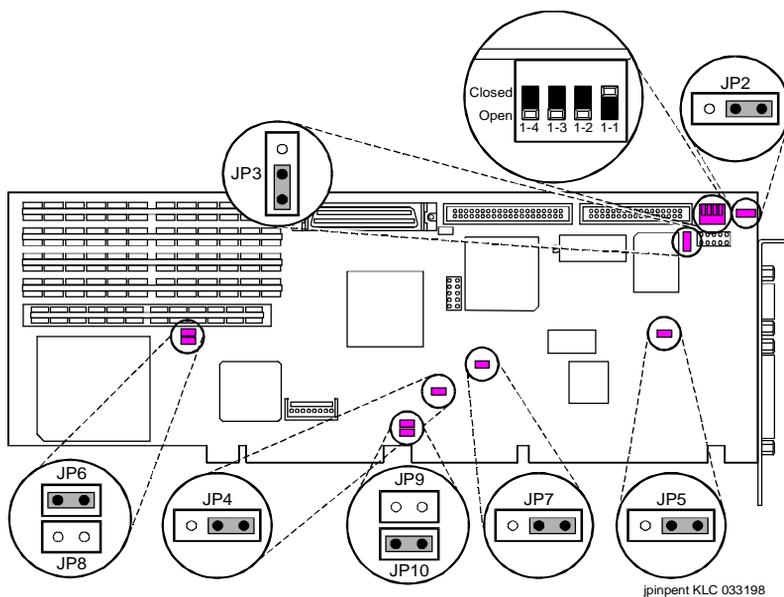
Figure 2-27.   P5 200 MHz CPU Circuit Card Jumper and Switch Settings

Switch Settings

The P5 200 MHz CPU card has switches that you must set before you install the circuit card (Figure 2-27).

Placing the P5 200 MHz CPU Circuit Card in the MAP/40P

To place the P5 200 MHz CPU circuit card in the MAP/40P, do the following:

1. Remove the incoming power. See "Removing Power from the MAP/40P", in Chapter 1, "Getting Inside the Computer", for this procedure.

2. Remove the dress cover. See "Removing the Dress Cover", in Chapter 1, "Getting Inside the Computer", for the procedure.

3. Remove the video controller card. See "Removing a Circuit Card" above for the procedure.

4. Attach the SCSI cable adapter to the P5 200 MHz CPU circuit card (Figure 2-28).
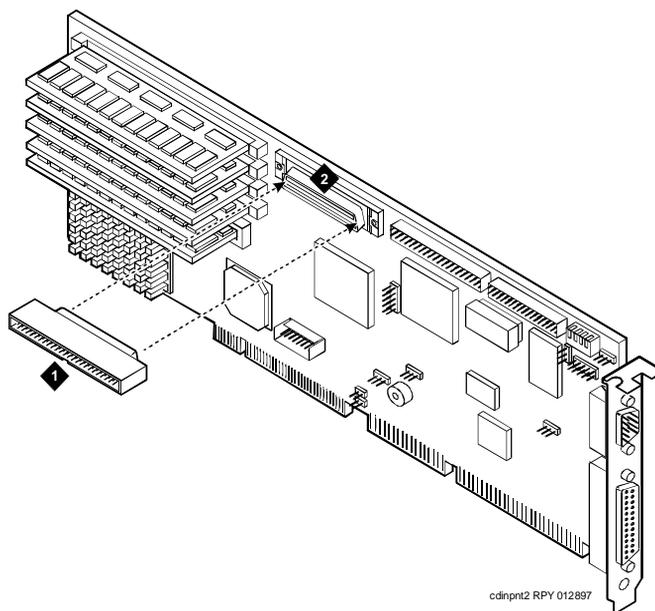
1.	SCSI cable adapter	2.	SCSI cable connector

Figure 2-28.   Attaching the SCSI Cable Adapter

5. Complete Step 1 and Step 2 in "Installing a Circuit Card" above.

6. Attach the keyboard cable to the keyboard pins on the P5 200 MHz CPU circuit card. See "Inserting the Remote Maintenance Circuit Card" below for the procedure.

7. Complete Step 3 under "Installing a Circuit Card" above.

8. Attach the disk activity cable to the P5 200 MHz CPU circuit card with the red lead toward the back of the MAP/40P.

9. Install the rear COM2 cable to the P5 200 MHz CPU circuit card. See "Inserting the Remote Maintenance Circuit Card" below for the procedure.

10. Attach the SCSI cable to the SCSI controller pins on the P5 200 MHz CPU circuit card. See "Installing a SCSI Cable" in Chapter 4, "Replacing Other Components", for the procedure.

> **NOTE:**
> The SCSI cable has a label which contains the following message:
>
> H600-449 Group 1
> MAP/40P SCSI CA
> (SCSI/( ) -P5/200)

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> **NOTE:**
> The SCSI cable will be routed over top of the disk activity cable.

11. Attach the diskette drive cable to the diskette drive cable pins on the P5
    200 MHz CPU circuit card. See "Installing a Diskette Cable" in Chapter 4,
    "Replacing Other Components", for the procedure.

> **NOTE:**
> The diskette drive cable has a label which contains the following
> message:
>
> H600-449 Group 1
> MAP/40P Floppy CA
> (Floppy/( ) -P5/200)

> **NOTE:**
> Replace the video controller circuit card in. See "Installing a Circuit
> Card" below for the procedure.

12. Complete Step 4 through Step 10 under "Installing a Circuit Card".

Verifying the Parameter Settings

P5 200 MHz CPU circuit card parameter settings are pre-loaded into each card.
To verify these settings, do the following.

Host Adapter Parameter Settings

> ⚠ **CAUTION:**
> *Do not change the settings if there is a mismatch. Contact your*
> *remote maintenance center for assistance.*

1. Reboot the system. See "Reboot the System," in "Common System
   Procedures," in the *INTUITY CONVERSANT System Reference*,
   585-313-205, for the procedure.

2. After the power on self test (POST) but before the system boots,
   press (CONTROL) + (A) when prompted.

   The system displays the Host Adapter Configuration screen
   (Figure 2-29).

```
Would you like to configure the Host Adapter, or run the SCSI disk
utilities? Select the option and press <Enter>. Press <F5> to switch
between color and monochrome modes.


                              Options
                  Configure/View Host Adapter Settings
                          SCSI Disk Utilities
```

Figure 2-29.   Host Adapter Configuration Screen

3. Place the cursor on `Configure/View Host Adapter` `Settings`. Use the up ▲ and down ▼ arrows to move the cursor.

4. Press ⌈ENTER⌋.

5. Compare the settings shown on the screen with the parameters listed in Table 2-5.

Table 2-5.   SCSI Bus Interface Definitions

Option	Setting
Host Adapter SCSI ID	7
SCSI Parity Checking	Enabled
Host Adapter SCSI Termination	Low ON/High ON

6. Place the cursor on `Boot Device Options`. Use the up ▲ and down ▼ arrows to move the cursor.

7. Press ⌈ENTER⌋.

   Compare the settings shown on the screen with the correct parameters listed in Table 2-6.

Table 2-6.   Boot Device Options

Option	Setting
Boot Target ID	0
Boot Lun Number	0

8. Press ESC.

    The system displays the SCSI bus interface definitions screen.

9. Place the cursor on SCSI Device Configuration. Use the up
    ▲ and down ▼ arrows to move the cursor.

10. Press ENTER.

    Compare the settings shown on the screen with the correct
    parameters listed in Table 2-7.

    ⊳ **NOTE:**
       These settings must be applied to all SCSI IDs (0 – 7) shown.

Table 2-7.   SCSI Device Configuration

Option	Setting
Initiate Sync Negotiation	Yes
Maximum Sync Transfer Rate	20.0
Enable Disconnection	Yes
Initiate Wide Negotiation	Yes
Send Start Unit Command	No

11. Press ESC.

    The system displays the SCSI bus interface definitions screen.

12. Place the cursor on Advanced Configuration Options. Use
    the up ▲ and down ▼ arrows to move the cursor.

13. Press ENTER.

    Compare the settings shown on the screen with the correct
    parameters listed in Table 2-8.

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Table 2-8. **Advanced Configuration Options**

Option	Setting
Host Adapter BIOS	Enabled
Support Removable Disks	Boot Only
Extended BIOS Translation	Disabled
Display <Ctrl-A> Message	Enabled
Multiple Lun Support	Disabled
BIOS Support for More	Enabled

14. Press (ESC).

    The system displays the SCSI bus interface definitions screen.

15. Press (ESC).

    The system displays the following message:

    ```
    Exit Utilities
         Yes
         No
    ```

16. Place the cursor on Yes. Use the up (▲) and down (▼) arrows to move the cursor.

17. Press (ENTER).

    The system displays the following message:

    ```
    Please press any key to reboot.
    ```

18. Press (ENTER).

    The system reboots and responds with the UNIX prompt (#).

You have completed verifying the Host Adapter settings.

CMOS Parameter Settings

⚠ CAUTION:
Do not change the settings if there is a mismatch. Contact your local technical support representative for assistance.

1. Perform a hard reboot of the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

$\Longrightarrow$ **NOTE:**

You must perform a hard reboot to access the CMOS parameter settings.

2. During the POST, press Ⓢ.

   The system displays the following message:

   ```
   Please standby for SETUP Utility...
   ```

   After the system has installed the BIOS it displays the CMOS basic options set-up menu.

3. Compare the P5 200 MHz CPU circuit card settings in the setup menu with the default parameters listed in Table 2-9.

   $\Longrightarrow$ **NOTE:**

   The settings in Table 2-9 may differ from the default parameters due to other equipped feature circuit cards in your system.

Table 2-9. CMOS Basic Option Settings for the P5 200 MHz CPU Circuit Card

Option	Setting
Time and Date	
Set the time and date to the current time and date.	
Floppy Disks	
Floppy Controller	Enabled
Select Drive A: Type	3.5 Inch, 1.44 MB
Select Drive B: Type	Not Installed
Floppy Seek during POST	Enabled
Fixed Disks	
IDE Controller Setup	Disabled
Auto Detect IDE Drives	Enabled
Large Disk DOS Compatible	Disabled
Keyboard	
Keyboard Typematic Sound	Enabled
Keyboard Typematic Delay	500 msec
Keyboard Typematic Rate	15 chars/sec

Continued on next page

Table 2-9.   CMOS Basic Option Settings for the P5 200 MHz CPU Circuit Card
— *Continued*

Option	Setting
Shadow RAM	
Shadow Select C000:0 32K	AVAILABLE
Shadow Select C800:0 14K	SHADOW
Shadow Select CC00:0	AVAILABLE
Shadow Select D000:0	AVAILABLE
Shadow Select D400:0 2K	ROM ➡ **NOTE:** This line must be set to ROM if the system is equipped with a remote maintenance circuit card otherwise this line will appear as AVAILABLE.
Shadow Select D800:0	AVAILABLE
Shadow Select DC00:0 8K	AVAILABLE
Shadow Select E000:0 64K	SHADOW
Shadow Select F000:0 64K	SHADOW
Boot Options	
101-Key Keyboard Numlock at Boot	Enabled
Set Boot Drive Sequence	Diskette, Hard, CD-ROM Drives
Report POST Errors	Enabled
Report Option ROM Errors	Disabled
Show F2 Message for Setup	Enabled
Quiet Boot Enable/Disable	Enabled
Password Edit	
Password Options	Disabled

   4. To change the parameter settings, complete the following Steps a
       through d.

       a. Place the cursor on the appropriate heading. Use the up ▲
           and down ▼ arrows to move the cursor.

       b. Press ENTER.

    c. Change the parameters. Use the up ▲ and down ▼ arrows
       to move the cursor.

    d. Press ⸤ENTER⸥.

5. Place the cursor on `Advanced Options`.

6. Press ⸤ENTER⸥.

    The system displays the CMOS advanced options set-up menu.

7. Compare the P5 200 MHz CPU circuit card settings in the set-up
    menu with the default parameters listed in Table 2-9.

> **NOTE:**
> The settings in Table 2-10 may differ from the default
> parameters due to other equipped feature circuit cards in
> your system.

Table 2-10.   CMOS Advanced Option Settings for the P5 200 MHz
**   CPU Circuit Card**

Option	Setting
Serial Ports	
`16550 Compatible UART 1:`	`03F8h, IRQ4`
`16550 Compatible UART 2:`	`02F8h, IRQ3` Disable this port if the remote maintenance circuit card is installed
Parallel Ports	
`Select Parallel Port Address:`	`0378h IRQ 7`
`Parallel Port Mode`	`AT Compatible`
Redirection	
`Select Redirection Destination`	`Disabled`
Memory Cache	
`External Cache`	`Enabled`
Advanced Chipset	
`DRAM Speed`	`70ns`
`DMA Alias`	`Disabled`
`ECC/Parity Configuration`	`ECC`
`Memory Gap Block Size`	`Disabled`

**Table 2-10.   CMOS Advanced Option Settings for the P5 200 MHz
               CPU Circuit Card —** *Continued*

Option	Setting
I/O Recovery	
8 bit I/O Recovery Time	6.5 SYSCLK
16 bit I/O Recovery Time	6.5 SYSCLK
ISA Guaranteed Access Time	Disabled
Bus Speed	
ISA Bus Speed	PCI Clock / 4
Miscellaneous	
SPEAKER Configuration	Enabled
Watchdog Timer Delay:	1.2 sec
PS2 Mouse	
PS2MOUSE Configuration	Disabled

8. To change the parameter settings, complete the following Steps a through d.

   a. Place the cursor on the appropriate heading. Use the up ▲ and down ▼ arrows to move the cursor.

   b. Press ⟨ENTER⟩.

   c. Change the parameters. Use the up ▲ and down ▼ arrows to move the cursor.

   d. Press ⟨ENTER⟩.

9. Place the cursor on PCI Options.

10. Press ⟨ENTER⟩.

   The system displays the CMOS PCI options set-up menu.

11. Compare the P5 200 MHz CPU circuit card settings in the set-up menu with the default parameters listed in Table 2-11.

   ⇨ **NOTE:**
      The settings in Table 2-11 may differ from the default parameters due to other equipped feature circuit cards in your system.

Table 2-11.   CMOS PCI Option Settings for the P5 200 MHz CPU Circuit Card

Option	Setting
IRQs Setup	
PCI IRQ Line1	IRQ14
PCI IRQ Line2	IRQ14
PCI IRQ Line3	IRQ10
PCI IRQ Line4	IRQ10
PCI Devices	
0x8086/0x1250 Bridge-Host	No IRQ
0x9004/0x7078 MassStorage-SCSI	INTA->IRQ14
0x8086/0x7000 Bridge-ISA	No IRQ
0x8086/0x7010 MassStorage-IDE	No IRQ
0x5333/0x8A01 Display-VGA	INTA->IRQ14
PCI Performance	
Delay for PCI Configuration	Disabled
PCI Latency for Bus 0 Device 13	Auto
PCI Latency for Bus 0 Device 14	Auto
PCI Latency for Bus 0 Device 15	Auto
PCI Latency for Bus 0 Device 16	Auto
PCI Latency for Bus 0 Device 17	Auto
PCI Latency for Bus 0 Device 18	Auto
PCI Latency for Bus 0 Device 19	Auto
PCI Latency for Bus 0 Device 20	Auto
PCI Cache Line Size	Auto
Onboard SCSI	
Onboard PCI SCSI	Enabled

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12. Place the cursor on `Basic Options`.

13. Press (ENTER).

    The system displays the CMOS basic options set-up menu.

14. Place the cursor on `Flash It!`.

15. Press (ENTER).

    The system displays the following message.

    ```
    Make Settings Permanent
            Yes
            No
    ```

16. Place the cursor on `Yes`.

17. Press (ENTER).

    The system displays the following message.

    ```
    Reset in progress.
    ```

    After approximately three minutes, the system reboots and displays
    the UNIX prompt (#).

Video Controller Circuit Cards

> ➡ **NOTE:**
> The AT&T CRT345 monitor is not compatible with the PCI video circuit card.

Figure 2-30 shows the PCI video controller circuit card. There are no jumpers to set on the PCI video circuit card.

cdinpvid RPY 071697
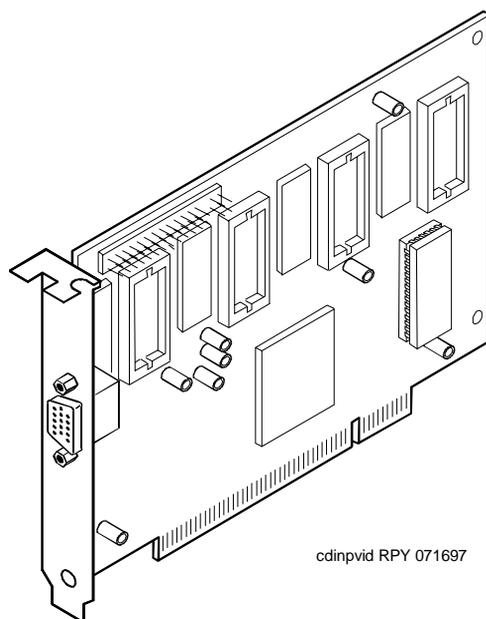
Figure 2-30.   PCI Video Controller Circuit Card

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Remote Maintenance Circuit Card

The remote maintenance circuit card provides remote diagnostics of basic components (Figure 2-31). There is one remote maintenance circuit card installed on the system.
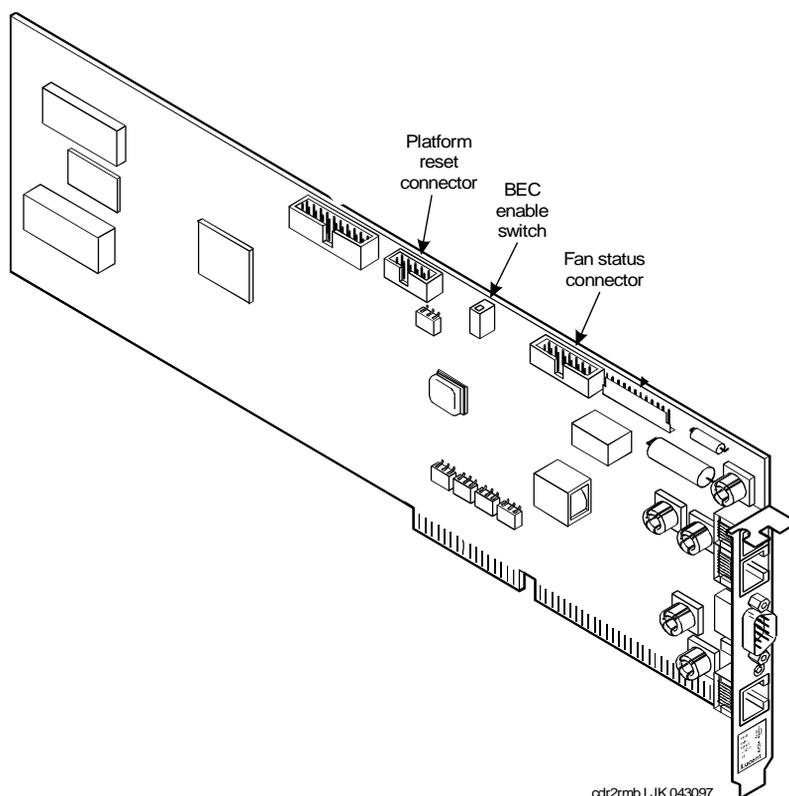
Figure 2-31.   Remote Maintenance Circuit Card

Types of Remote Maintenance Circuit Cards

The Lucent INTUITY system supports the AYC54 remote maintenance circuit card.

■ With an internal modem (AYC54)

■ Without an internal modem (AYC55)

You can determine the type of remote maintenance circuit card installed on you system by viewing the faceplate. Figure 2-32 shows the faceplate of a remote maintenance circuit card with an internal modem (AYC54).

> **NOTE:**
> The AYC54 and AYC55 remote maintenance circuit cards can be
> connected to an external modem.

RJ-11 tip-ring
connector (line in)

User-definable
output

Lock-down screws

UART DB9S
connector

RMB reset switch

User-definable input
(external UPS)

LINE
OUT
UART
RESET
IN
AYC54
Remote Maintenance Board
Lucent

RMB AYC54 label

fpr2rmb2 LJK 041597
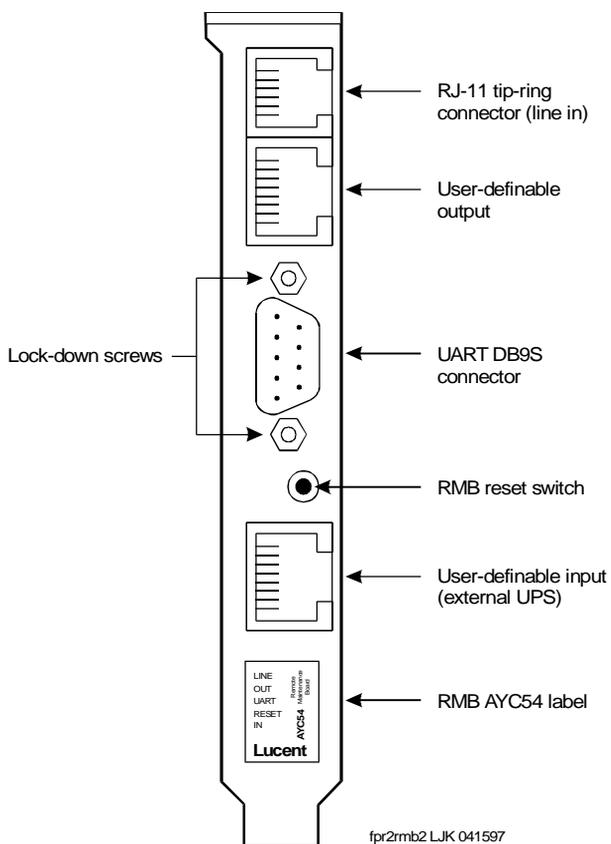
Figure 2-32.   AYC54 Remote Maintenance Circuit Card Faceplate

Figure 2-33 shows the faceplate of a remote maintenance circuit card without an
internal modem (AYC55).

User-definable
output

Lock-down screws

UART DB9S
connector

RMB reset switch

User-definable input
(external UPS)

OUT
UART
RESET
IN
Remote Maintenance Board
AYC55
Lucent

RMB AYC55 label

fpr2rmb3 LJK 043097
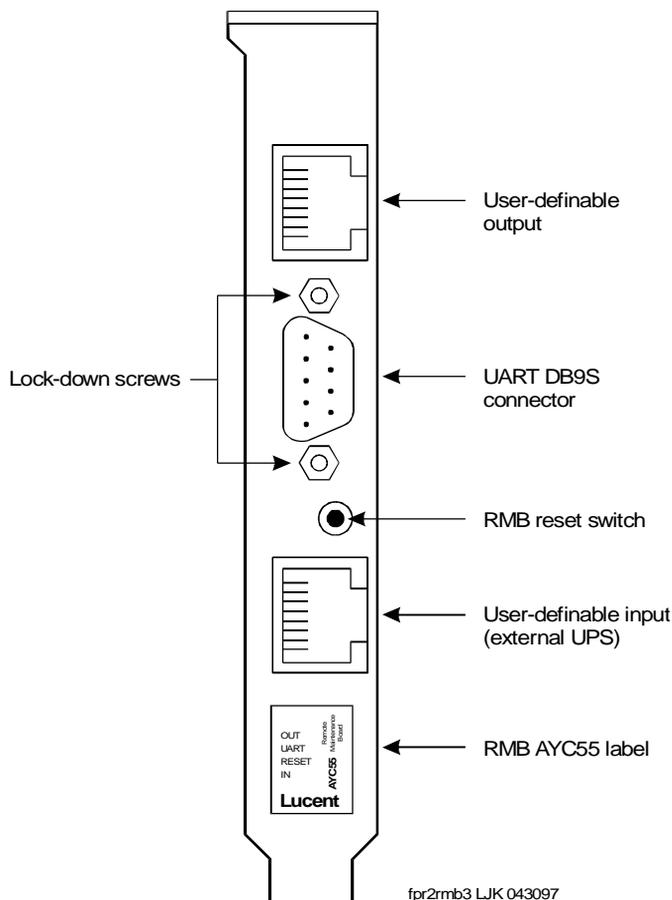
Figure 2-33.   AYC55 Remote Maintenance Circuit Card Faceplate

Setting the Resource Options

The remote maintenance circuit card is equipped with a BEC enable switch
(Figure 2-31). Ensure that this switch is set to the ON position (Figure 2-34).

ON **1**

swr2bec LJK 063097

Figure 2-34.   BEC Enable Switch

Inserting the Remote Maintenance Circuit Card

To insert the remote maintenance circuit card, do the following:

1. Complete the steps in "Installing a Circuit Card", above.

2. Connect the remote maintenance circuit card interface cable to the P5 200 MHz CPU circuit card keyboard connection (Figure 2-26).

   ### ⇒ NOTE:
   The P5 200 MHz CPU circuit card must be pulled partially out of the MAP/40P before the cable can be connected to the keyboard port.

3. Connect the remote maintenance circuit card interface cable to the P5 200 MHz CPU circuit card COM2 port connection (Figure 2-26).

4. Connect the remote maintenance circuit card interface cable to the remote maintenance circuit card platform reset connection (Figure 2-31).

5. Connect the remote maintenance circuit card interface cable to the remote maintenance circuit card fan status connection (Figure 2-31).

Installing the Remote Maintenance Circuit Card Software Package

To install the remote maintenance circuit card software package, do the following:

1. Stop the voice system.

2. Enter **pkgadd -d ctape1**

   The system displays the following message:

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

3. Insert the tape labeled "RMB Software Set" into the tape drive.

4. Press (ENTER).

   The system displays the following message:

   ```
   Installation in progress. Do not remote the cartridge
   tape.

   The following sets are available:
       1    RMBset    INTUITY RMB V2 Set
                      (i486)

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

5. Press (ENTER).

   The system displays the following message:

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```
Processing:

Set: RMB Software Set R2.0 (RMBset) from <ctape1>.

INTUITY RMB Software Set R2.0
(i486)
Using </> as the package base directory.

The RMB BEC ADDR has been defaulted to D1000

As is typical, should the RMB use COM1, rather than COM2
(default:y) [y,n,?]:
```

6. If the remote maintenance circuit card should use COM1, press `ENTER`.

   If the remote maintenance circuit card should use COM2, enter **n**

   The system displays the following message:

```
Please select the country code:

    01 - United States
    02 - International


Country code [01]:
```

7. Enter the appropriate code.

   The system displays the following message:

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

8. Enter **q**

9. Remove the cartridge tape.

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3 Replacing the Hard Disk Drive
Overview

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Replacing the Hard Disk Drive

3

Overview

This chapter describes:

- How to identify a failed hard disk drive

- Hardware procedures for replacing a hard disk drive

- Software procedures for preparing the system for a new hard disk drive

- Software procedures for initializing a hard disk drive

Purpose

The purpose of this chapter is to ensure that hard disk drives are installed in the proper manner.

Identifying a Failed Hard Disk Drive

Before a hard disk drive can be replaced you must identify which drive has failed. This section details how to identify a failed hard disk drive in INTUITY™ CONVERSANT® systems with two hard disk drives (both mirrored and unmirrored).

> **NOTE:**
> If your system is configured with only one hard disk drive, see "Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Nonmirrored System)" for the procedure.

Hard Disk Drive Contents of the Hard Disk Drives in a Two-Drive System

To determine which hard disk drive has failed, it is necessary to know what type of information is stored on each drive. Table 3-1 shows the information contained on each hard disk drive in a nonmirrored system.

Table 3-1.   Contents of the Hard Disk Drives in a Nonmirrored System

Disk Identity	Contents of Disk
Hard Disk Drive 0, (bay 4) SCSI ID 00	UNIX operating system, all INTUITY CONVERSANT software, system data, and speech/voice storage
Hard Disk Drive 1, (bay 5) SCSI ID 01	Speech/voice storage

> **NOTE:**
> The contents for Hard Disk Drive 0 are identical in nonmirrored and single-disk systems.

Table 3-2 shows the information contained on each hard disk drive in a mirrored system.

Table 3-2.   Contents of the Hard Disk Drives in a Mirrored System

Disk Identity	Contents of Disk
Hard Disk Drive 0, (bay 4) SCSI ID 00	UNIX operating system, all INTUITY CONVERSANT software, system data, and speech/voice storage
Hard Disk Drive 1, (bay 5) SCSI ID 01	The same information as is contained on Disk 0

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3 Replacing the Hard Disk Drive
Identifying a Failed Hard Disk Drive

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Identifying a Hard Disk Drive 0 Failure in a Nonmirrored or Single-Disk System

Because Hard Disk Drive 0 contains the only copy of the operating software in a nonmirrored or single disk system, a failure of this drive will result in a complete failure of the system. If this occurs you will not be able to reboot the system. See "Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Nonmirrored System)" for the replacement procedure.

Identifying a Hard Disk Drive 1 Failure in a Nonmirrored System

Hard Disk Drive 1 contains speech and voice storage. If this hard disk drive fails, speech is lost. In the event of a Hard Disk Drive 1 failure the system displays the following message:

```
WARNING:     Disk Driver: HA0 TCX LU0 - Check Condition
```

> **NOTE:**
> The number after TC is the SCSI ID of the failed hard disk drive.

Identifying a Hard Disk Drive Failure in a Mirrored System

In a mirrored system both hard disk drives contain the same information. As a result, if either hard disk drive fails, the other drive will continue to operate the system. There will be no noticeable difference in service. A hard disk drive failure will be identified by the message shown above in "Identifying a Hard Disk Drive 1 Failure in a Nonmirrored System."

The number preceded by TC in the message is the SCSI ID of the failed hard disk drive. If this message appears on the screen, contact your remote maintenance center.

Replacing a Hard Disk Drive

The MAP/40P can contain two hard disk drives. The first hard disk drive, SCSI ID 0, is located in Bay 4 (Figure 3-1). The second hard disk drive, if provided, is located in Bay 5 (Figure 3-1).
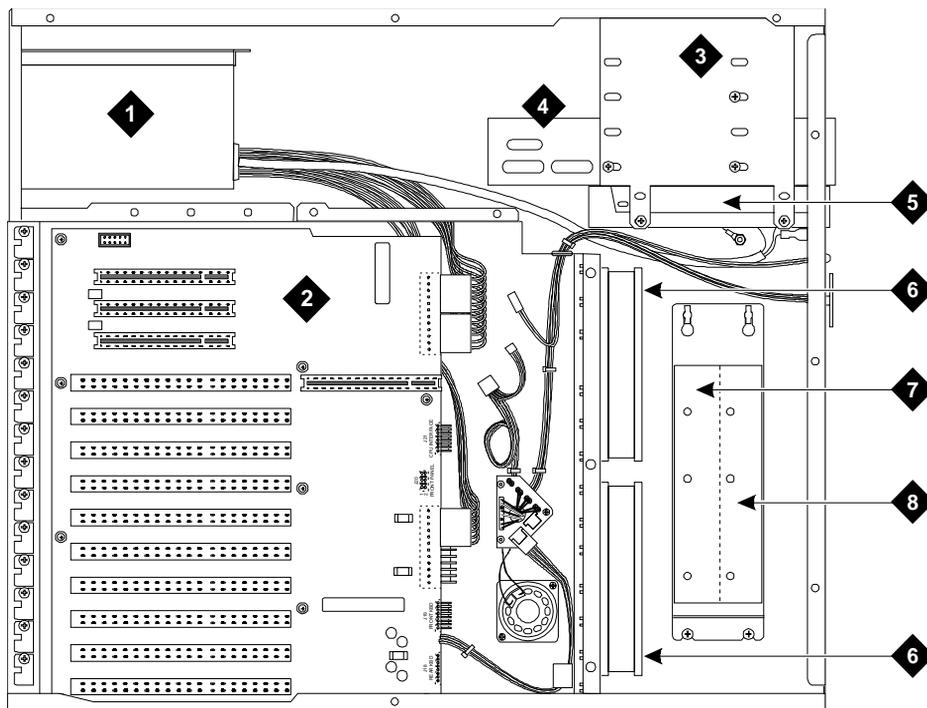
mpmxtopv KLC 082197

1.	Power supply	5.	Peripheral Bay 3 - diskette drive
2.	Backplane	6.	Circuit card cage fan
3.	Peripheral Bay1 - unused	7.	Peripheral Bay 4 - Hard Disk Drive 0
4.	Peripheral Bay 2 - cartridge tape drive	8.	Peripheral Bay 5 - Hard Disk Drive 1

Figure 3-1.   Internal View of the MAP/40P

Replacing A Hard Disk Drive

⚠️ CAUTION:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See ""Protecting Against Damage from Electrostatic Discharge"" in Chapter 1, "Getting Inside the Computer".

Hard Disk Drive Removal

To remove a hard disk drive, you must:

- Remove the Lucent INTUITY CONVERSANT system from service.

- Access the hard disk drive.

- Extract the hard disk drive.

Removing the Lucent INTUITY CONVERSANT System from Service

To remove the Lucent INTUITY system from service, do the following:

> **NOTE:**
> This procedure is not necessary if Hard Disk Drive 0 has failed on a
> single-disk system.

1. Verify that the replacement equipment is on site and appears to be in
   usable condition, with no obvious shipping damage.

2. Stop the voice system. See "Administer the Voice System," in "Common
   System Procedures," in the *INTUITY CONVERSANT System Reference*,
   585-313-205, for the procedure.

3. Shut down the voice system. See "Administer the Voice System," in
   "Common System Procedures," in the *INTUITY CONVERSANT System
   Reference*, 585-313-205, for the procedure.

4. Shut down the INTUITY CONVERSANT system. See "Shut Down the
   System," in "Common System Procedures," in the *INTUITY CONVERSANT
   System Reference*, 585-313-205, for the procedure.

5. Remove the incoming power. See ""Removing Power from the MAP/40P""
   in Chapter 1, "Getting Inside the Computer", for the procedure.

Accessing A Hard Disk Drive

To access a hard disk drive, remove the dress cover. See ""Removing the Dress
Cover"" in Chapter 1, "Getting Inside the Computer", for the procedure.

Extracting Hard Disk Drive

To extract a hard disk drive, do the following:

1. Remove the SCSI and power cables from the back of Hard Disk Drive 0
   and 1 (if installed).

2. Loosen the two screws holding the hard disk drive bracket to the MAP/40P
   chassis.

3. Slide the hard disk drive bracket toward the floppy drive to release it from
   the keyed retainers then lift it from the MAP/40P.

4. Remove the screws which secure Hard Disk Drive 0 or 1 to the hard disk
   drive bracket.

> ➡ **NOTE:**
>   Hard Disk Drive 0 is nearest the fans.

5. Place the hard disk drive assembly, with the printed circuit board facing up, on an ESD-protected surface.

6. Continue with the next procedure, "Hard Disk Drive Installation."

Hard Disk Drive Installation

To install Hard Disk Drive 0, you must:

■ Install the jumpers.

■ Insert the hard disk drive.

Installing the Hard Disk Drive Jumpers

The Lucent Intuity system supports Quantum hard disk drive. Figure 3-2 and Figure 3-3 show the jumper settings for the hard disk drives.
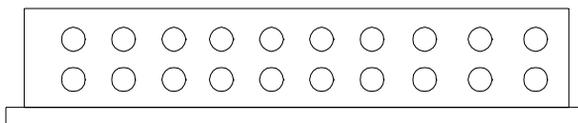
Figure 3-2.   Jumper Settings for SCSI ID 0
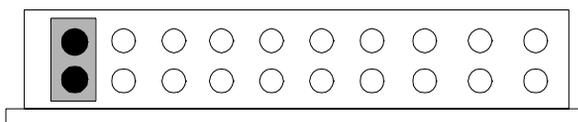
Figure 3-3.   Jumper Settings for SCSI ID 1

Inserting A Hard Disk Drive

To insert the hard disk drive, do the following:

1. Remove the new hard disk drive from its ESD-protective wrapping.

> **⇒ NOTE:**
> Keep the package and all ESD-protective wrapping to return the defective unit. Re-use of the original replacement unit packaging is necessary to meet the manufacturer's warranty.

2. Align Hard Disk Drive 0 or 1, in the hard disk drive bracket, with the jumpers near the top of the bracket.

3. Secure the hard disk drive in the hard disk drive bracket using the screws removed in <u>Step 4</u> of <u>"Extracting Hard Disk Drive"</u> above.

4. Connect the SCSI and power cables to the back of Hard Disk Drive 0 and 1, if installed.

5. Secure the hard disk drive bracket to the chassis using the two screws loosened in <u>Step 2</u> of "<u>Extracting Hard Disk Drive</u>" above.

6. Return to either the procedure <u>"Replacing Hard Disk Drive 0 (Nonmirrored or Single-Disk System)"</u> or <u>"Replacing Hard Disk Drive 0 (Mirrored System)"</u> to complete the system recovery.

Replacing Hard Disk Drive 0

The following procedure explains how to replace a hard disk drive on an existing INTUITY CONVERSANT system.

The following sections list the procedures for replacing Hard Disk Drive 0 in mirrored, nonmirrored, and single-disk systems.

Replacing Hard Disk Drive 0 (Nonmirrored or Single-Disk System)

Because Hard Disk Drive 0 contains the base system software, you must reinstall the entire INTUITY CONVERSANT system if this disk fails on a nonmirrored or single-disk system, after the hard disk drive has been replaced.

Replacing the Hard Disk Drive

To replace the hard disk drive, do the following:

1. Remove Hard Disk Drive 0 from the system. See "<u>Replacing a Hard Disk Drive</u>" for the procedure.

2. Set the jumpers on the replacement Hard Disk Drive 0. See "<u>Replacing a Hard Disk Drive</u>" for the procedure.

3. Place the replacement Hard Disk Drive 0 in Bay 4. See "<u>Replacing a Hard Disk Drive</u>" for the procedure.

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Replacing Hard Disk Drive 0

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Restoring the INTUITY CONVERSANT System

⚠ WARNING:

*After installing a 2-Gbyte hard disk drive into a system as Disk 0, **DO NOT ATTEMPT TO INSTALL AN OLDER VERSION OF UnixWare**. The version of the operating system tape that should be used contains the phrase "Independent Image." If the operating system tape does not contain this phrase, notify the remote maintenance center immediately.*

To reinstall the INTUITY CONVERSANT system software, do the following:

1. Restore the system using the CONVERSANT Image Tape created using the **mkimage** command. See "Restore the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

2. Restore the speech files using the **spres** command. See Appendix A, "Summary of Commands," in INTUITY *CONVERSANT System Version 7.0 Administration*, 585-313-501.

Replacing Hard Disk Drive 0 (Mirrored System)

In the event of a Hard Disk Drive 0 failure in a mirrored system, the system will still be operational and there will be no noticeable degradation of service. The following procedure explains how to replace Hard Disk Drive 0 on a mirrored system.

⚠ CAUTION:

This initial synchronization of data on a mirrored system can degrade service, depending on system load. Therefore, perform this procedure only during off-peak hours.

Replacing the Hard Disk Drive

To replace the hard disk drive, do the following:

1. Remove Hard Disk Drive 0 from the system. See "Replacing a Hard Disk Drive" for the procedure.

2. Set the jumpers on the replacement Hard Disk Drive 0. See "Replacing a Hard Disk Drive" for the procedure.

3. Place the replacement Hard Disk Drive 0. See "Replacing a Hard Disk Drive" for the procedure.

Restoring the INTUITY CONVERSANT System

To restore the INTUITY CONVERSANT system, do the following:

1. Log in as root.

2. Enter **vxdiskadm**

   The system displays the Volume Manager Support Operations screen
   (Figure 3-4).

```
Volume Manager Support Operations
Menu: VolumeManager/Disk

 1       Add or initialize a disk
 2       Encapsulate a disk
 3       Remove a disk
 4       Remove a disk for replacement
 5       Replace a failed or removed disk
 6       Mirror volumes on a disk
 7       Move volumes from a disk
 8       Enable access to (import) a disk group
 9       Remove access to (deport) a disk group
 10      Enable (online) a disk device
 11      Disable (offline) a disk device
 list    List disk information

 ?       Display help about menu
 ??      Display help about menuing system
 q       Exit from menus

Select an operation to perform:
```

Figure 3-4.   Volume Manager Support Operations Screen

3. Enter **list**

   The system displays the List Disk Information screen (Figure 3-5).

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Replacing Hard Disk Drive 0

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```
List Disk Information
Menu: VolumeManager/Disk/ListDisk

    Use this menu option to display a list of disks. You can
    also choose to list detailed information about the disk at
    a specific disk device address.

Enter disk device or "all" [<address>,all,q,?] (default:all)
```
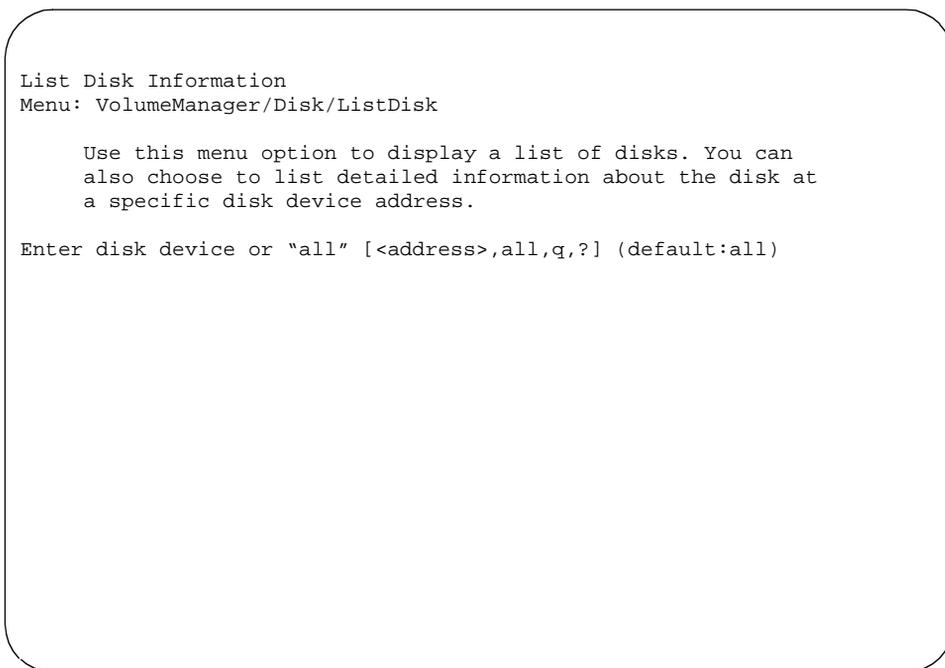
Figure 3-5.   List Disk Information Screen

4. Press (ENTER).

   The system displays the following message:

   ```
   DEVICE        DISK         GROUP        STATUS
   c0b0t0d0      disk00       rootdg       online
   c0b0t1d0      disk01       rootdg       online
   ```

5. Record the device IDs and disk names in the following table.

Device	**Disk**

6. Press (ENTER).

   The system displays the Volume Manager Support Operations screen
   (Figure 3-4).

7. Enter **4**

   The system displays the following message:

   ```
   Enter the name of the disk to remove.
   ```

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Replacing Hard Disk Drive 0

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8. Enter the disk name for the drive with the device ID *c0b0t0d0*.

   ⇒ **NOTE:**
   This should be disk00.

   The system displays the Volume Manager Support Operations screen (Figure 3-4).

9. Enter **5**

   The system displays the following message:

   ```
   Enter the name of the disk to replace.
   ```

10. Enter the same disk name as in Step 8.

    The system displays the following message:

    ```
    Enter the device ID of the disk to use as a replacement.
    ```

11. Enter **c0b0t0d0**

    The system displays the Hard Disk Partitioning – Disk 0 screen (Figure 3-6).

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

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

```
      SELECT ONE OF THE FOLLOWING

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

      Enter selection:
```

Figure 3-6.   Hard Disk Partitioning – Disk 0 Screen

12. Enter **1**

    The system responds with a screen where you must supply information for the new partition.

13. Select UNIX System. Use ◄ and ► to move through the Partition Type field selections.

14. Press [TAB] to move to the Percentage of Disk field.

15. Enter **100**

16. Press ▼ to move to the Apply box and press [ENTER].

    The system displays the Hard Disk Partitioning – Disk 0 screen (Figure 3-6).

17. Enter **4**

    The system displays the Volume Manager Support Operations screen (Figure 3-4).

    (Check for surface analysis)

18. Enter **q**

    The system starts mirroring the contents of Hard Disk Drive 1 to Hard Disk Drive 0. This will not interrupt normal operation of the INTUITY CONVERSANT system.

You have completed the procedure for replacing Hard Disk Drive 0 in a mirrored system.

Replacing Hard Disk Drive 1

The following procedure explains how to replace a hard disk drive on an existing INTUITY CONVERSANT system.

This procedure only applies to Hard Disk Drive 1. If it is not possible to log in to the INTUITY CONVERSANT system, it is possible that Hard Disk Drive 0 has failed. See one of the "Replacing Hard Disk Drive 0" procedures (nonmirrored or mirrored, depending on your configuration) for instructions.

Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Nonmirrored System)

In the event of a Hard Disk Drive 1 failure in a nonmirrored system, the system is still operational. However, speech files are lost. The following procedure explains how to replace Hard Disk Drive 1 on a nonmirrored system.

Replacing the Hard Disk Drive

To replace Hard Disk Drive 1, do the following:

1. Remove Hard Disk Drive 1 from the system. See "Replacing a Hard Disk Drive" for the procedure.

2. Set the jumpers on the replacement Hard Disk Drive 1.   See "Replacing a Hard Disk Drive" for the procedure.

3. Place the replacement Hard Disk Drive 1.   See "Replacing a Hard Disk Drive" for the procedure.

Restoring the INTUITY CONVERSANT System

To restore the INTUITY CONVERSANT system, do the following:

1. Log in as root.

2. Enter **vxdiskadm**

   The system displays the Volume Manager Support Operations screen (Figure 3-4).

3. Enter **list**

   The system displays the List Disk Information screen (Figure 3-5).

4. Press ⌷ENTER⌷.

   The system displays the following message:

   ```
   DEVICE      DISK        GROUP       STATUS
   c0b0t0d0    disk00      rootdg      online
   c0b0t1d0    disk01      rootdg      online
   ```

5. Record the device IDs and disk names in the following table.

Device	**Disk**

6. Press ⌷ENTER⌷.

   The system displays the Volume Manager Support Operations screen (Figure 3-4).

7. Enter **3**

   The system displays the following message:

   ```
   Enter the name of the disk to remove.
   ```

8. Enter the disk name for the drive with the device ID *c0b0t1d0*.

    ⮕ **NOTE:**
        This should be disk01.

    The system displays the Volume Manager Support Operations screen
    ([Figure 3-4](#)).

9. Add Hard Disk Drive 1 to the system. See "[Adding a Hard Disk Drive to a
    System for Speech Storage](#)" below for the procedure.

10. Restore the speech files using the **spres** command. See Appendix A,
    "Summary of Commands," in *INTUITY CONVERSANT Version 6 Speech
    Development, Processing, and Recognition* for the procedure.

Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Mirrored System)

In the event of a Hard Disk Drive 1 failure in a mirrored system, the system is still
operational and there is no noticeable degradation of service. The following
procedure explains how to replace Hard Disk Drive 1 on a mirrored system.

⚠ **CAUTION:**
   *This initial synchronization of data on a mirrored system can degrade
   service, depending on system load. Therefore, perform this procedure only
   during off-peak hours.*

Replacing the Hard Disk Drive

To replace Hard Disk Drive 1, do the following:

1. Remove Hard Disk Drive 1 from the system. See "[Replacing a Hard Disk
    Drive](#)" for the procedure.

2. Set the jumpers on the replacement Hard Disk Drive 1.   See "[Replacing a
    Hard Disk Drive](#)" for the procedure.

3. Place the replacement Hard Disk Drive 1 in Bay 3.   See "[Replacing a
    Hard Disk Drive](#)" for the procedure.

Restoring the INTUITY CONVERSANT System

To restore the INTUITY CONVERSANT system, do the following:

1. Log in as root.

2. Enter **vxdiskadm**

    The system displays the Volume Manager Support Operations screen
    ([Figure 3-4](#)).

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Replacing Hard Disk Drive 1

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3. Enter **list**

   The system displays the List Disk Information screen (Figure 3-5).

4. Press (ENTER).

   The system displays the following message:

   ```
   DEVICE      DISK        GROUP       STATUS
   c0b0t0d0    disk00      rootdg      online
   c0b0t1d0    disk01      rootdg      online
   ```

5. Record the device IDs and disk names in the following table.

Device	Disk

6. Press (ENTER).

   The system displays the Volume Manager Support Operations screen (Figure 3-4).

7. Enter **4**

   The system displays the following message:

   ```
   Enter the name of the disk to remove.
   ```

8. Enter the disk name for the drive with the device ID *c0b0t1d0*.

   ➡ NOTE:
   This should be disk01.

   The system displays the Volume Manager Support Operations screen (Figure 3-4).

9. Enter **5**

   The system displays the following message:

   ```
   Enter the name of the disk to replace.
   ```

10. Enter the same disk name as in Step 8.

    The system displays the following message:

    ```
    Enter the device ID of the disk to use as a replacement.
    ```

11. Enter **c0b0t1d0**

    The system displays the Hard Disk Partitioning – Disk 1 screen (Figure 3-7).

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



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

       SELECT ONE OF THE FOLLOWING

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

       Enter selection:
```

Figure 3-7.   Hard Disk Partitioning – Disk 1 Screen

12. Enter **1**

    The system responds with a screen where you must supply information for
    the new partition.

13. Select UNIX System. Use ◄ and ► to move through the Partition
    Type field selections.

14. Press TAB to move to the Percentage of Disk field.

15. Enter **100**

16. Press ▼ to move to the Apply box and press ENTER.

    The system displays the Hard Disk Partitioning – Disk 1 screen
    (Figure 3-7).

17. Enter **4**

    The system displays the Volume Manager Support Operations screen
    (Figure 3-4).

18. Enter **q**

    The system starts mirroring the contents of Hard Disk Drive 0 to Hard Disk
    Drive 1. This does not interrupt normal operation of the INTUITY
    CONVERSANT system.

Adding a Hard Disk Drive

This section details the procedures for adding a second hard disk drive to an INTUITY CONVERSANT system with only one hard disk drive. If you are replacing an existing drive, see "Replacing Hard Disk Drive 0" or "Replacing Hard Disk Drive 1" above for the procedure.

Adding a Hard Disk Drive to a System for Mirroring

To add a hard disk drive, do the following:

1. Install the new hard disk drive. See "Replacing a Hard Disk Drive" for the procedure.

2. Clean the new hard disk drive. See "Cleaning a Hard Disk Drive" for the procedure.

3. Log in as root.

4. Enter **fdisk /dev/rdsk/c0b0t*x*d0s0**

   The system displays the following message:

   ```
   The recommended default partitioning for your disk is
   100% UNIX system partition.

   To select this, please type "y". To partition your disk
   differently, type "n" and the "fdisk" program will let
   you select other partitions.
   ```

5. Enter **y**

6. Enter **vxdiskadm**

   The system displays the Volume Manager Support Operations screen (Figure 3-4).

7. Enter **1**

   The system displays the Add or Initialize a Disk screen (Figure 3-8).

```
Add or initialize a disk
Menu: VolumeManager/Disk/AddDisk

Use this operation to add a disk to a disk group. You can select an existing
disk group or create a new disk group. You can also initialize a disk
without adding it to a disk group, which leaves the disk available for use
as a replacement disk. This operation takes, as input, a disk device, for
example c0b0t2d0, a disk group (or none to leave the disk available for
as a replacement disk). If you are adding the disk to a disk group, you
will be asked to give a name to the disk.

More than one disk or pattern may be entered at the prompt. Here are some
disk selection examples:

all:          all disks
c3 c4b0t2:    all disks on both controller 3 and controller 4, bus 0,
              target 2
c3b0t4d2:     a single disk

Select disk device to add
[<pattern-list>,all,list,q,?]
```

Figure 3-8.   Add or Initialize a Disk Screen

8. Enter **list** to show a list of the disk devices recognized by the system.

   $\Longrightarrow$ **NOTE:**
   The **list** command will show the newly added disk online or error,
   but not as part of any disk group. Choose this disk address for the
   next prompt.

   The system displays a message similar to the following message:

   ```
   DEVICE          DISK          GROUP          STATUS
   c0b0t0d0        disk00        rootdg         online
   c0b0t1d0        -             -              online
   ```

9. Enter the device to add, in the form *c0b0tXd0*, where *X* is the number of
   the drive that you are adding.

   The system displays the following message:

   ```
   Here is the disk selected. Output format: [Device_Name]

   c0b0tXd0

   Continue operation? [y,n,q,?] (default: y)
   ```

10. Enter **y**

   The system displays the following message:

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Adding a Hard Disk Drive

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```
Disk device c0b0tXd0 appears to have been initialized
already.
The disk is currently available as a replacement disk.
```

NOTE:

If the disk is a brand new disk, the above message is not displayed. Sometimes the newly added disk STATUS is shown as error instead of online. This may happen until the disk is added to the Volume Manager internal configuration files using **vxdiskadm**.

Do you wish to reinitialize c0b0t*X*d0?

11. Enter **y**

The system displays the following message:

```
You can choose to add this disk to an existing disk
group, to create a new disk group, or you can choose to
leave the disk available for use by future add or
replacement operations. To create a new disk group,
select a disk group name that does not yet exist. To
leave the disk available for future use, specify a disk
group name of "none".

Which disk group [<group>,none,list,q,?] (default:
rootdg)
```

12. Press (ENTER).

The system displays the following message:

```
Use a default disk name for the disk? [y,n.q,?]
(default: y)
```

13. Enter **n**

The system displays the following message:

```
Add disk as a hot-spare disk for? [y,n,q,?](default: n)
```

14. Enter **n**

The system displays the following message:

```
The selected disks will be added to the disk group
rootdg with the disk name that you will specify
interactively
```

```
c0b0tXd0
```

```
Continue the operation? [y,n,q,?] (default: y)
```

15. Enter **y**

The system displays the following message:

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```
The following disk device appears to have been
initialized already. The disk is currently available as
a replacement disk.
Output format: [Device_name]
```

```
c0b0tXd0
```

```
Use this device? [y,n,q,?] (default: y)
```

> **NOTE:**
> If the disk is a brand new disk, the above message is not displayed.

16. Enter **y**

    The system displays the following message

    ```
    The following disk you selected for use appears to have
    already been initialized for the Volume Manager. If you
    are certain the disk has already been initialized for
    the Volume Manager, then you do not need to
    reinitialize the disk device
    Output format: [Device_Name]
    ```

    ```
    c0b0tXd0
    ```

    ```
    Reinitialize this device? [y,n,q,?] (default: y)
    ```

    > **NOTE:**
    > If the disk is a brand new disk, the above message is not displayed.

17. Enter **n**

    The system displays the following message:

    ```
    Perform surface analysis (highly recommended).
    [y,n,q,?] default:y
    ```

18. Enter **y**

    The system displays the following message:

    ```
    Enter disk name for <c0d0tXd0> [<name>,q,?] (default:
    disk01)
    ```

19. Enter the disk name, or press ENTER to select disk01.

    The system displays the following message:

    ```
    Adding disk device c0b0tXd0 to disk group rootdg with
    disk name <diskname>
    ```

    ```
    Add or initialize other disks? [y,n,q,?] (default: n)
    ```

20. Press ENTER.

    The system displays the Volume Support Manager Operations screen
    (Figure 3-4).

21. Select **q** to quit

22. Enter **vxdisk list**

    The system displays a message similar to the following message:

    ```
    DEVICE          DISK            GROUP           STATUS
    c0b0t0d0        disk00          rootdg          online
    c0b0t1d0        -               -               online
    ```

23. Verify that the STATUS column for the disk is online.

Adding a Hard Disk Drive to a System for Speech Storage

➡ NOTE:

　　If you are using an existing disk, perform the "Cleaning a Hard Disk Drive"
　　procedure first.

1. Complete the "Adding a Hard Disk Drive to a System for Mirroring" above.

2. Log in to the system as root.

3. Enter **/mtce/bin/dispdisk**

    The system displays a message similar to the following:

    ```
    Choose a disk from the following list

    disk00  disk01

    Enter disk:
    ```

4. Enter **disk01**

    The system displays a message similar to the following:

    ```
    Disk Name:  disk01          Status: online
    Device Name: c0b0t1d0s0     Length: 4187648
    Volumes on disk disk01:
    -------------------------
    home
    home2
    rootvol
    standvol
    swapvol
    usr
    ```

5. Record the value shown in the Length field on the line below.

    Length: _____

6. Enter **/mtce/bin/makevol**

    The system displays the following message:

    ```
    Enter Volume Name:
    ```

7. Enter **home3**

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Adding a Hard Disk Drive

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The system displays the following message:

```
Enter Volume Length:
```

8. Enter the number you recorded in .

The system displays the following message:

```
Number of mirrors set to: 0
Volume layout set to: nocontig
Logging type set to: NONE
Disk Group set to: rootdg

Choose a disk from the following list:

disk00  disk01

Enter disk:
```

9. Enter the disk name (for example, disk01).

The system displays the following message:

```
Please wait, this will take a couple of minutes.

Mkfs: make vxfs file system?

(DEL if wrong)
```

When the system prompt returns, an entry is automatically added **/etc/vfstab** for the home3 volume, and the file system is mounted.

You have completed this procedure.

Moving the Speech to the Speech Disk

➡ NOTE:

Direct calls away from the system during this procedure.

To add a speech disk to an existing system, do the following:

1. Log in as root.

2. Enter **cd /home2/vfs/talkfiles**

3. Enter **find . -name -pring | cpio -pdmuv /home3/vfs/talkfiles**

4. Enter **vi /vs/data/irAPI.rc**

5. Change the line *SPEECHDIR=/home2/vfs/talkfiles* to **SPEECHDIR=/home3/vfs/talkfiles**

6. Enter **stop_vs**

7. Enter **start_vs**

8. Enter **cd /home2/vfs/talkfiles**

9. Enter **rm -rf - ***

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Cleaning a Hard Disk Drive

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The /home2 directory is now available for customer files.

Cleaning a Hard Disk Drive

Cleaning a hard disk drive can be done by:

- Using the fdisk command
- Low-level formatting the hard disk drive

Using the fdisk Command

A hard disk drive which contains data cannot be installed in a INTUITY
CONVERSANT system. The hard disk drive must be cleaned before use.

To clean a hard disk drive, do the following:

1. Log in to the system as root.

2. Enter **fdisk /dev/rdsk/c0b0t1d0s0**

⚠ CAUTION:
*The phrase c0b0t1d0s0 is the name of the disk to be cleaned. The
phrase c0b0t1d0s0 is correct for Hard Disk Drive 1. Hard Disk Drive
0 is named c0b0t0d0s0.*

The system displays the Disk Cleaning screen ().

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Cleaning a Hard Disk Drive

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




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

        SELECT ONE OF THE FOLLOWING

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

        Enter selection:
```

Figure 3-9. Disk Cleaning Screen

3. Enter **3**

   The system displays the following message:

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

4. Enter the number of the partition.

   For the example given in Figure 3-9, you would enter **1**

   The system displays the following message:

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

5. Enter **y**

   The system displays the following message:

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

   The system displays the Disk Cleaning screen (Figure 3-9).

6. Enter **4**

   The system displays the following message:

   ```
   If you have created or altered a partition, you must
   initialize the partition to reflect the new
   configuration. For a UNIX System partition run the
   ```

```
disksetup(1m) command. For a DOS partition, run the DOS
format command. Changes limited to the "Active" status
field require no additional action.
```

7. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

You have completed the procedure for cleaning a hard disk drive.

Low-Level Formatting the Hard Disk Drive

The procedure for low-level formatting a hard disk drive differs depending on the CPU type installed on your system.

Low-Level Formatting with a P5 200 MHz CPU Circuit Card

To low-level format a hard disk drive, do the following:

1. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

2. Press (CONTROL)-(A) when prompted.

   The system displays the Host Adapter Configuration screen (Figure 3-10).

```
Would you like to configure the host adapter or run the SCSI disk
utilities?  Select the option and press <Enter>.  Press <F5> to switch
between color or monochrome.


                           Options
                Configure/View Host Adapter Settings
                       SCSI Disk Utilities
```
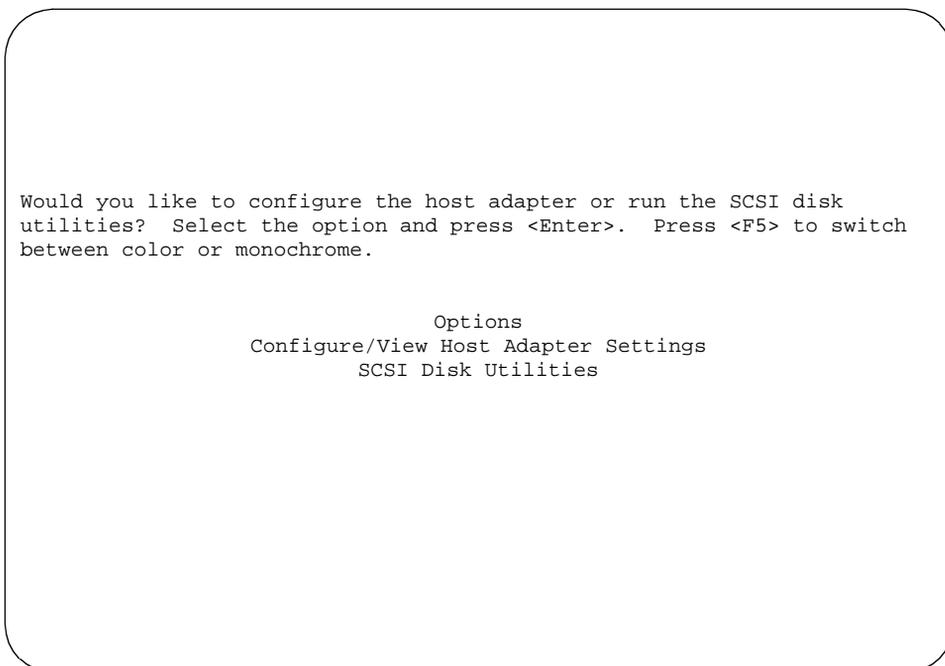
Figure 3-10.   Host Adapter Configuration Screen

3. Place the cursor on SCSI Disk Utilities. Use the up ▲ and down ▼
    arrows to move the cursor.

4. Press ENTER.

    The system displays the SCSI Disk Utilities screen (Figure 3-11).

```
        Select SCSI Disk and press <Enter>.

        SCSI ID #0     IBM DORS-32160
        SCSI ID #1     IBM DORS-32160
        SCSI ID #2     No Device
        SCSI ID #3     TANDBERG TDC4200
        SCSI ID #4     No Device
        SCSI ID #5     No Device
        SCSI ID #6     No Device
        SCSI ID #7     AIC - 7850
```

Figure 3-11.   SCSI Disk Utilities Screen

5. Place the cursor on the SCSI Disk to be formatted. Use the up ▲ and
    down ▼ arrows to move the cursor.

6. Press ENTER.

    The system displays the Configure/Format Disk screen (Figure 3-12).

```
                        Configure Disk
                         Format Disk
```
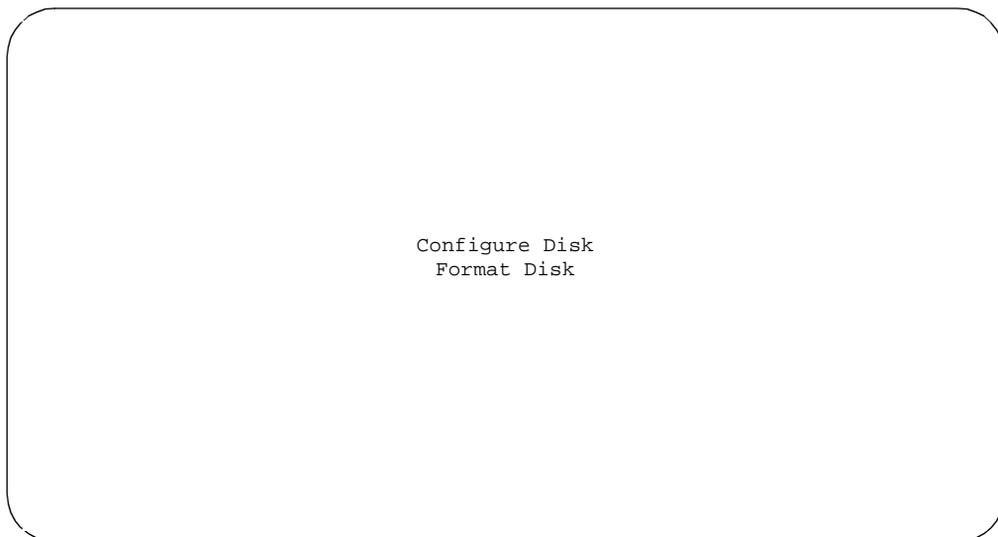
Figure 3-12.   Configure/Format Disk Screen

7. Place the cursor on the `Format Disk`. Use the up ▲ and down ▼ arrows to move the cursor.

8. Press ENTER.

   The system will ask you to confirm that the disk is to be formatted.

9. Enter **y**

Mirroring

This section details procedures for establishing or removing mirroring on a two-disk INTUITY CONVERSANT system.

Establishing Mirroring

Establishing disk mirroring includes copying data from the first disk to the second disk, then enabling mirroring so that the two disks continue to be in sync. When mirroring to another disk, make sure that the second disk is at least as large as the first one. If the second disk is larger, the additional space remains unused and may be used later if there is a need to grow a file system.

The following procedure shows the system entries and system responses when mirroring disk00 and disk01. If you are mirroring other disks, your responses will be different.

1. Set the jumpers on Hard Disk Drive 1. See "Replacing a Hard Disk Drive" above for the procedure.

2. Place Hard Disk Drive 1 in Bay 3. See "Replacing a Hard Disk Drive"
   above for the procedure.

3. Add Hard Disk Drive 1 to the system. See "'Adding a Hard Disk Drive to a
   System for Mirroring'" above for the procedure.

4. At the UNIX prompt, enter **vxdiskadm**

   The system displays the Volume Manager Support Operations screen
   (Figure 3-4).

5. Enter **6**

   The system displays the Mirror Volumes on a Disk screen (Figure 3-13).

```
Mirror volumes on a disk
Menu: VolumeManager/Disk/Mirror

This operation can be used to mirror volumes on a disk. These volumes can
be mirrored onto another disk or onto any available disk space. Volumes
will not be mirrored if they are already mirrored. Also, volumes that are
comprised of more than one subdisk will not be mirrored.
Mirroring volumes from the boot disk will produce a disk that can be used
as an alternate boot disk.
At the prompt below, supply the name of the disk containing the volumes
to be mirrored.

Enter disk name
```

Figure 3-13.   Mirror Volumes on a Disk Screen

6. Enter **list**

   The system displays the Disk Group screen (Figure 3-14).

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Mirroring

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```
Disk group: rootdg

DM    NAME    DEVICE      TYPE      PRIVLEN   PUBLEN          PUBPATH
dm disk00 c0b0t0d0s0 sliced      512     2422237      /dev/rdsk/c0b0t0d0se
dm disk00 c0b0t1d0s0  sliced      512     3448320      /dev/rdsk/c0b0t1d0se


Enter disk name
```

Figure 3-14. Disk Group Screen

7. Enter **disk00**

   The system displays the following message:

   ```
   You can choose to mirror volumes from disk disk00 onto
   any available disk space, or you can choose to mirror
   onto a specific disk. To mirror to a specific disk,
   select the name of that disk. To mirror to any available
   disk space, select "any".

   Enter destination disk [<disk>,list,q,?] (default: any)
   ```

8. Enter **disk01**

   The system displays the following message:

   ```
   The requested operation is to mirror all volumes on
   disk disk00 in disk group rootdg onto available disk
   space on disk disk01.

   NOTE: This operation takes a long time to complete.

   Continue with the operation?
   ```

9. Enter **y**

   The system displays the following message:

   ```
   Mirror volume standvol
   Mirror volume swapvol
   Mirror volume rootvol
   Mirror volume disk006vol
   MIrror volume home3
   Mirror volume mtce
   Mirror volume oracle
   Mirror volume tmp
   ```

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Mirroring

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```
Mirror volume voice1
Mirror volume voxem
Mirror volume vs

Mirroring of disk disk01 is complete.

Mirror volumes on another disk? [y,n,q,?] (default:n)
```

10. Enter **n**

    The system displays the Volume Manager Support Operations screen
    ([Figure 3-4]).

11. Enter **q**

Removing Mirroring

To remove mirroring, do the following:

1. At the UNIX prompt, enter **/mtce/bin/rmvolmirr**

2. The system displays the following message:

   ```
   Choose a VolumeName from the following list:

   ALL standvol swapvol rootvol mtce oracle tmp vs

   Enter VolumeName or ALL:
   ```

3. Enter **ALL**

   The system displays the following message for each volume:

   ```
   Mirroring for xxx volume has been turned off.

   Volume mirror xxx has been removed.
   ```

   where *xxx* is the volume name.

Disk Reuse

Reusing for Mirroring

To reuse an existing speech disk for mirroring, do the following:

1. Log in as root.

   ⮞ **NOTE:**
   In the following steps, home3 is the volume where the speech files are stored.

2. Enter **umount /home3**

3. Enter **voledit -rf rm home3**

4. Establish mirroring. See "Establishing Mirroring" for the procedure and begin with Step 4.

Reusing for Speech

To reuse an existing mirrored disk for speech, do the following:

1. Log in as root.

2. Remove mirroring. See, "Removing Mirroring" for the procedure.

3. Add a disk for speech storage. See, "Adding a Hard Disk Drive to a System for Speech Storage" for the procedure and begin with Step 3.

4. Move the speech to the speech disk. See "Moving the Speech to the Speech Disk".

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3 Replacing the Hard Disk Drive
Disk Reuse

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Replacing Other Components

4

Overview

This chapter describes the procedures for replacing the:

- ■ Backplane

- ■ Cables

- ■ Cartridge tape drive

- ■ Circuit card cage fans

- ■ Diskette drive

- ■ Filter

- ■ Memory modules

- ■ Power supplies

- ■ Terminator SIPs

➡ **NOTE:**
For circuit card replacement procedures, see Chapter 2, "Installing or Replacing Circuit Cards". For hard disk drive replacement procedures see Chapter 3, "Replacing the Hard Disk Drive".

Purpose

The purpose of this chapter is to ensure that the correct procedures are used to replace the internal components of the MAP/40P. This chapter also provides information on the correct configuration and settings for the individual components.

Replacing the Electromagnetic Interference Reduction Components

Before connecting peripherals or external devices, install toroids and/or ferrites to each interface cable. All installations require the installation of toroids and ferrites as described in the following procedures to meet the individual country agency electromagnetic compatibility (EMC) regulations.

A toroid (Type A), used only on a MAP/40P system, is a 2.5 inch (6.4 cm) circular ferrite. Toroids are made of a highly conductive carbon type of material that is very brittle. If a toroid ring fractures, it should immediately be replaced.

A ferrite (Type B) is a 1 inch (2.5 cm) rectangular device. Ferrites are made of a variable conductive carbon type material to reduce special EMI (electromagnetic interference) frequency band width. Available in split and solid ferrite forms, a special snap-back protective cover is used to install and keep the halves together.

Table 4-1 lists the ferrites to be installed on a MAP/40P system that uses the AYC10 Tip/Ring circuit card. Table 4-2 lists the ferrites to be installed on a MAP/40P system that uses the AYC30 Tip/Ring circuit card.

NOTE:
Table 4-1 and Table 4-2 contain data for a MAP/40P system installed with a 200 MHz CPU

Table 4-1.   MAP/40P Ferrite Installation Using the AYC10 Tip/Ring Circuit Card

Component	Location	Cabling
Tip/Ring circuit card (AYC10)	Place 2 ferrites on each modular cable.	Wrap the modular cable once around each ferrite.

Table 4-2.   MAP/40P Ferrite Installation Using the AYC30 Tip/Ring Circuit Card

Component	Location	Cabling
Tip/Ring circuit card (AYC30)	Place 2 ferrites on each modular cable.	Wrap the modular cable once around each ferrite. Wrap each modular cable twice through the toroid. See "Installing a Toroid on the MAP/40P" above for general toroid installation procedures.

General Toroid and Ferrite Installation Guidelines

> ⚠ **CAUTION:**
> *Handle toroids and ferrites with care. Toroids and ferrites are easily fractured or broken. Immediately replace any fractured or broken toroids or ferrites as they are no longer effective for EMC control.*

When installing toroids or ferrites:

- Install toroids or ferrites to cables as required.

- Minimize the amount of cable between the toroids or ferrites and the computer chassis.

- Wrap cables as tightly as possible. Do not leave large amounts of slack in the loop(s).

- Use cable ties, when required, behind the ferrites to keep the ferrites in place.

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   Replacing the Electromagnetic Interference Reduction Components   Page 4-4

Installing a Ferrite

To install a ferrite, do the following:

1. Open the ferrite by gently pulling the fastener away from the body of the ferrite.

2. Place the cord or cable in the groove inside the ferrite (Figure 4-1).

   ➡ **NOTE:**
   Maintain minimum cable lead length between the ferrite and the computer chassis.

incvfer1 LJK 032598
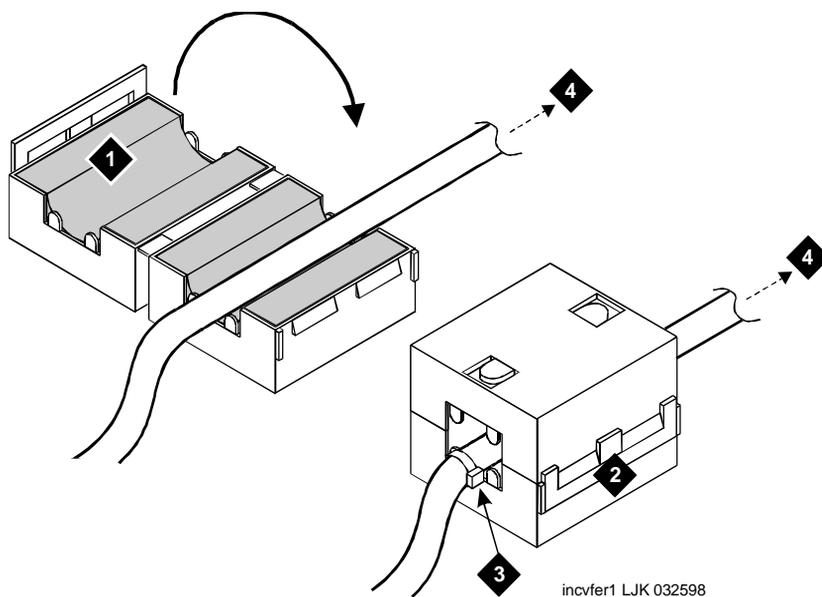
1. Ferrite in open position
2. Ferrite in snapped closed position
3. Cable tie
4. To the computer

Figure 4-1.   Example Ferrite (Type B) Installation

If the cable is to be wrapped around the ferrite, wrap the cable tightly around half of the ferrite and place the cable into the groove (Figure 4-2).

If the cable is to be wrapped around two ferrites, ensure the second ferrite is close to the first ferrite assembly (Figure 4-3).

incvrfer2 LJK 032698
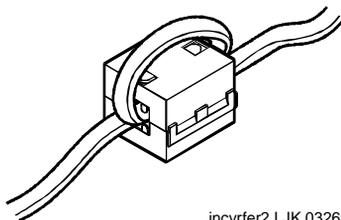
Figure 4-2.   Example of Cable Wrapped Around Ferrite

incvrfer3 LJK 032698
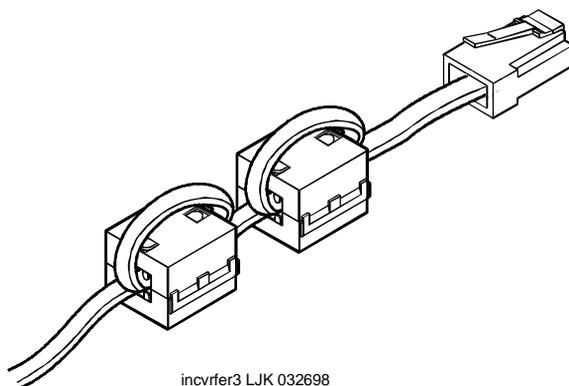
Figure 4-3.   Example Double Ferrite Installation

3. Gently snap the ferrite shut.

4. Attach a cable tie (Figure 4-1), when required, directly behind the last ferrite to secure it.

   NOTE:
   If the cable is wrapped around the ferrite(s), no cable tie is required.

5. Trim the cable tie.

Installing a Toroid on the MAP/40P

The following is the general toroid installation procedure to be used on a
MAP/40P system. Figure 4-4 shows an example of a paired toroid installation.

To install a toroid, do the following:

1. Place the toroid close to the computer chassis.

2. Wrap each modular cable tightly around the toroid.

3. Secure the cable(s) with a small cable tie to reduce cable movement.

4. Trim off any excess from the cable tie.
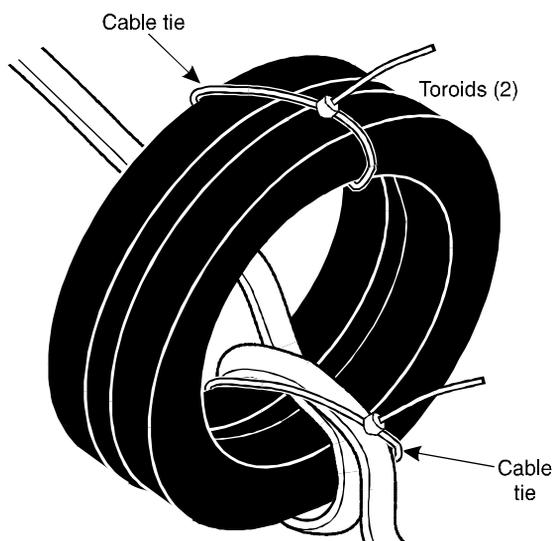
Figure 4-4.   Example Toroid Installation

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4 Replacing Other Components
Replacing the Backplane

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Replacing the Backplane

The following procedures detail removing and installing the backplane. The backplane (Figure 4-5) is located in the MAP/40P card cage area as shown in Figure 4-6.
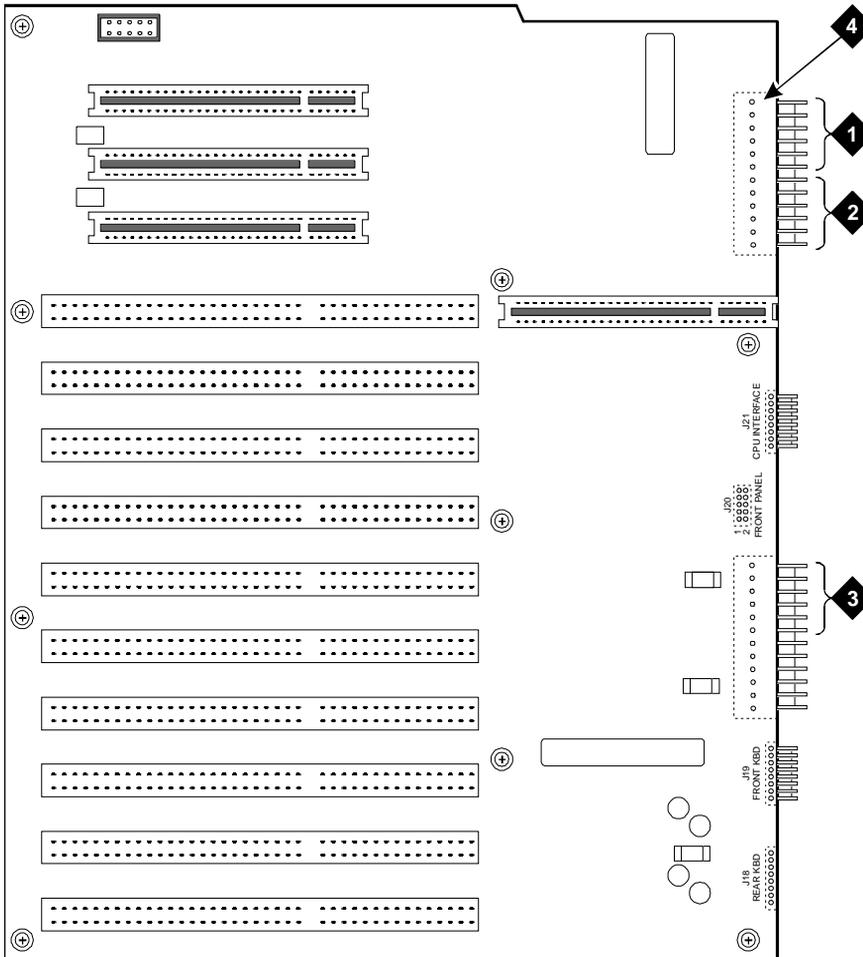
bpmxm40a KLC 082597

1. Attach power cable here. Align from top with wires: red red red white black black
2. Attach power cable here. Align from top with wires: black black blue yellow red orange
3. Attach power cable here. Align from top with wires: red red red black black
4. Voltage measurement points

Figure 4-5.   MAP/40P Backplane
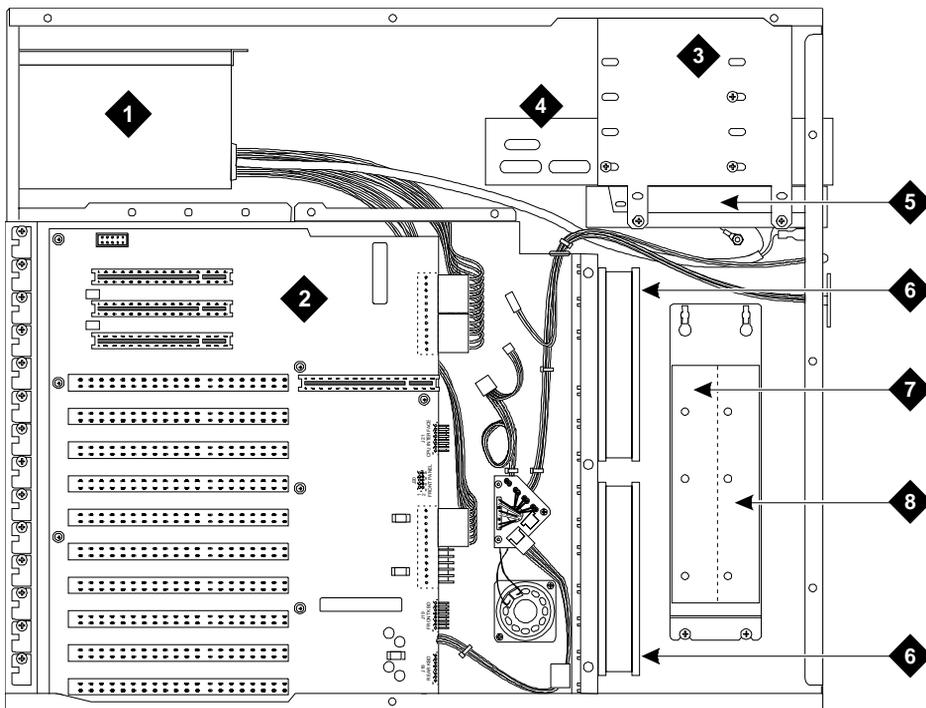
mpmxtopv KLC 082197

1.	Power supply	5.	Peripheral Bay 3 - diskette drive
2.	Backplane	6.	Circuit card cage fan
3.	Peripheral Bay1 - unused	7.	Peripheral Bay 4 - Hard Disk Drive 0
4.	Peripheral Bay 2 - cartridge tape drive	8.	Peripheral Bay 5 - Hard Disk Drive 1

Figure 4-6.   MAP/40P Internal Layout

Removing the Backplane

⚠ WARNING:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge," in Chapter 1, "Getting Inside the Computer".

To remove the backplane, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.

2. If the system is in service, perform the following Steps a and b.

    a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

    b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

    c. Shut down the INTUITY CONVERSANT system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

3. Remove the incoming power. See "Removing Power from the MAP/40P" in Chapter 1, "Getting Inside the Computer", for this procedure.

4. Remove the dress cover. See "Removing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for these procedures.

5. Remove all of the circuit cards. See "Removing a Circuit Card", in Chapter 2, "Installing or Replacing Circuit Cards", for this procedure.

    NOTE:
    Pay close attention to the backplane connector slots from which each circuit card is removed. The circuit cards will need to be replaced in the same slots in the new backplane. See "Component Assignments" in Appendix A, "System Configuration", for circuit card placement.

6. Unplug all power lead connectors.

    NOTE:
    Make a note of the connector locations. Connectors are polarized but not keyed.

7. Remove the ten screws that secure the backplane to the MAP/40P.

8. Lift the backplane from the MAP/40P.

Installing the Backplane

To install the backplane, do the following:

1. Remove the new backplane from its ESD protective wrapping.

    NOTE:
    Keep the package and all ESD-protective wrapping to return the defective unit. Re-use of the original replacement unit packaging is necessary to meet the manufacturer's warranty.

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Replacing the Backplane

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2. Mount the new backplane to the MAP/40P chassis using the ten screws you removed in 7 of the procedure "Removing the Backplane."

   ➡ **NOTE:**
      Make sure no wiring is trapped between standoffs and backplane. Redress the COM2 cable to a position near and under the CPU.

3. Connect all power cables that you removed in 6 of the procedure "Removing the Backplane."

4. Seat the CPU circuit card and the video controller card. See "Installing a Circuit Card", in Chapter 2, "Installing or Replacing Circuit Cards", for the procedure.

   ➡ **NOTE:**
      Be sure to mount these cards in their correct backplane slot. See "Component Assignments" in Appendix A, "System Configuration", for these locations.

5. With the MAP/40P still disassembled, connect the COM2 interface and keyboard to the appropriate connectors on the CPU board.

6. Connect the video monitor cord to the video monitor interface plug termination on the video controller board.

7. Connect the disk activity LED cable assembly to the CPU.

8. Restore power to the MAP/40P. See "Restoring Power to the MAP/40P", in Chapter 1, "Getting Inside the Computer", for the procedure.

9. Check for the following indications that the system is properly connected:

   ■ The +5, -5, +12, or-12 volt DC locations marked on the backplane read + (plus) or - (minus) 0.25 volt with respect to the correct voltages.

      — The monitor shows indications that the MAP/40P is attempting to boot. A self-check of memory is displayed on the terminal.

      — The diskette drive LED will temporarily light, indicating diskette drive bus activity and proper cable connection.

   If the system is assembled properly, the machine will finish its boot process in approximately 2 minutes and remain in an idle state, waiting for system login. If the system is not assembled properly, repeat Steps 1 through 13 above.

   ➡ **NOTE:**
      Depending on the particular configuration of the MAP/40P being serviced, error messages may be displayed on the screen indicating that certain circuit cards are not in their proper slots. This will not affect the MAP/40P's attempt to boot, and the error messages should

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Replacing Cables

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subside when the system is fully operational with the four circuit cards.

- The card cage fan begins operating.

- The front control panel "Power On" indicator is lit.

- The power supply internal fan is operating.

10. Install the remaining cards in their appropriate backplane slots. See "Installing a Circuit Card", in Chapter 2, "Installing or Replacing Circuit Cards", for this procedure.

11. Replace the dress cover. See "Replacing the Dress Cover", in Chapter 1, "Getting Inside the Computer", for these procedures.

12. Apply power to the MAP/40P. See "Restoring Power to the MAP/40P", in Chapter 1, "Getting Inside the Computer", for this procedure.

Replacing Cables

This section provides procedures for replacing the:

- Diskette cable

- Keyboard cable

- SCSI cable

Replacing the Diskette Cable

The diskette cable (Figure 4-7) connects the diskette drive to the P5 200-MHz CPU circuit card.

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Replacing Cables

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camxflop KLC 082197
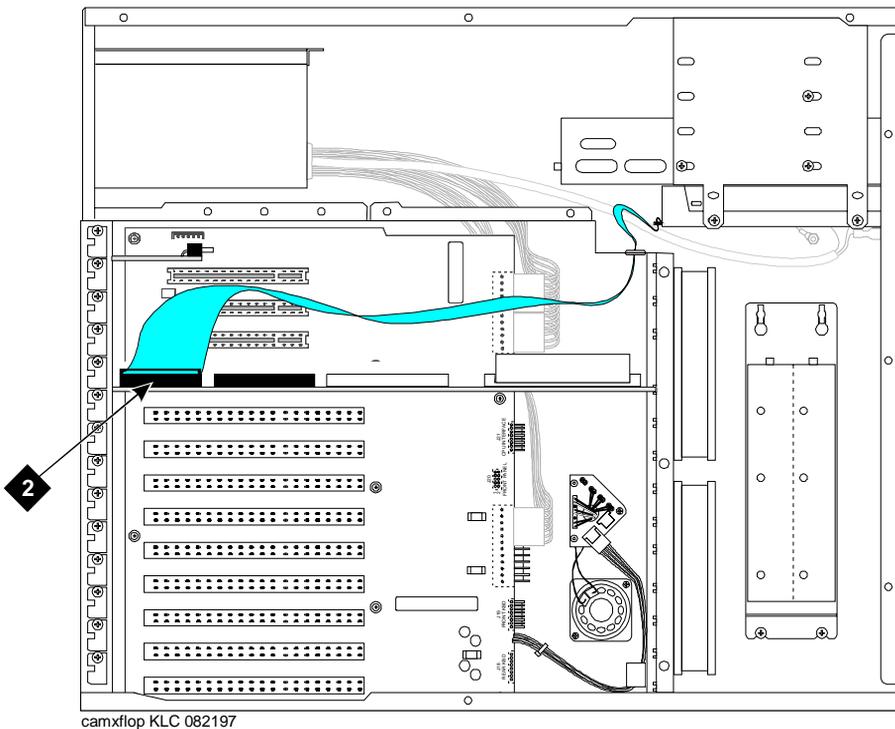
Figure 4-7.   Diskette Cable Routing

Removing the Diskette Cable

To remove the diskette cable, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.

2. If the system is in service, perform the following Steps a and b.

   a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   c. Shut down the INTUITY CONVERSANT system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205 for the procedure.

3. Remove the incoming power. See "Removing Power from the MAP/40P" in Chapter 1, "Getting Inside the Computer", for this procedure.

4. Remove dress cover and access panel. See "Removing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for these procedures.

5. Disconnect the diskette cable from the P5 200 MHz CPU circuit card.

6. Disconnect the diskette cable from the diskette drive.

7. Gently pull the diskette cable through the holes (Figure 4-8) in the internal sheet metal into the card cage area of the MAP/40P.
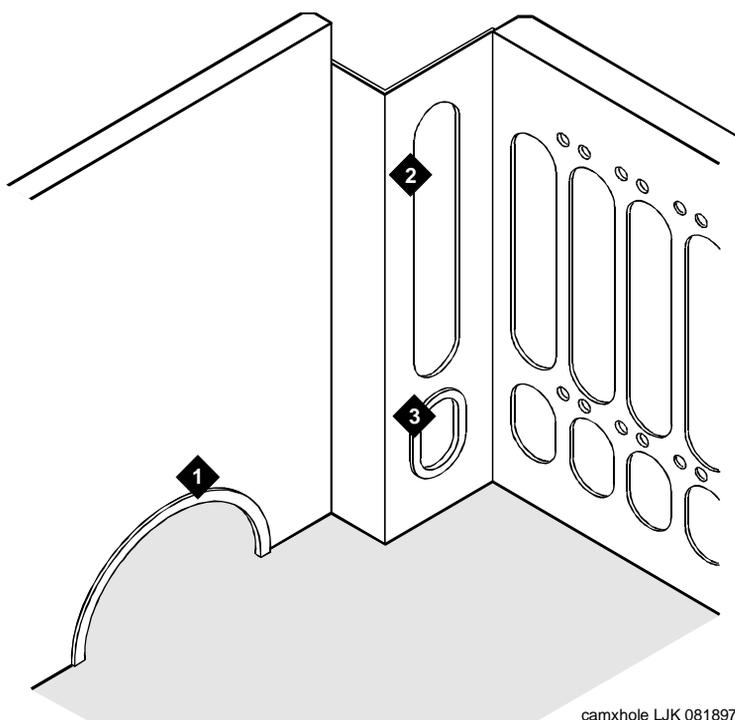
camxhole LJK 081897

1. Hole for routing power supply cables to backplane
2. Hole for routing SCSI cable and diskette cable to P5 200 MHz CPU
3. Hole for routing keyboard, reset, and LED cables

Figure 4-8.   MAP/40P Internal Sheet Metal Holes

8. Remove the diskette cable from the chassis.

Installing a Diskette Cable

To install a diskette cable, do the following:

1. Carefully slide the cross over end of the diskette cable through the cable hole (Figure 4-8) from the card cage area to the peripheral bay area.

2. Connect the diskette cable to the diskette drive.

3. Connect the diskette cable to the P5 200 MHz CPU circuit card.

4. Replace the dress cover. See "Replacing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for these procedures.

5. Apply power to the MAP/40P. See "Restoring Power to the MAP/40P" in Chapter 1, "Getting Inside the Computer", for this procedure.

Replacing the Keyboard Cable

The keyboard cable (Figure 4-9) connects the keyboard port to the P5 200 MHz CPU circuit card.

wimxleds KLC 082197
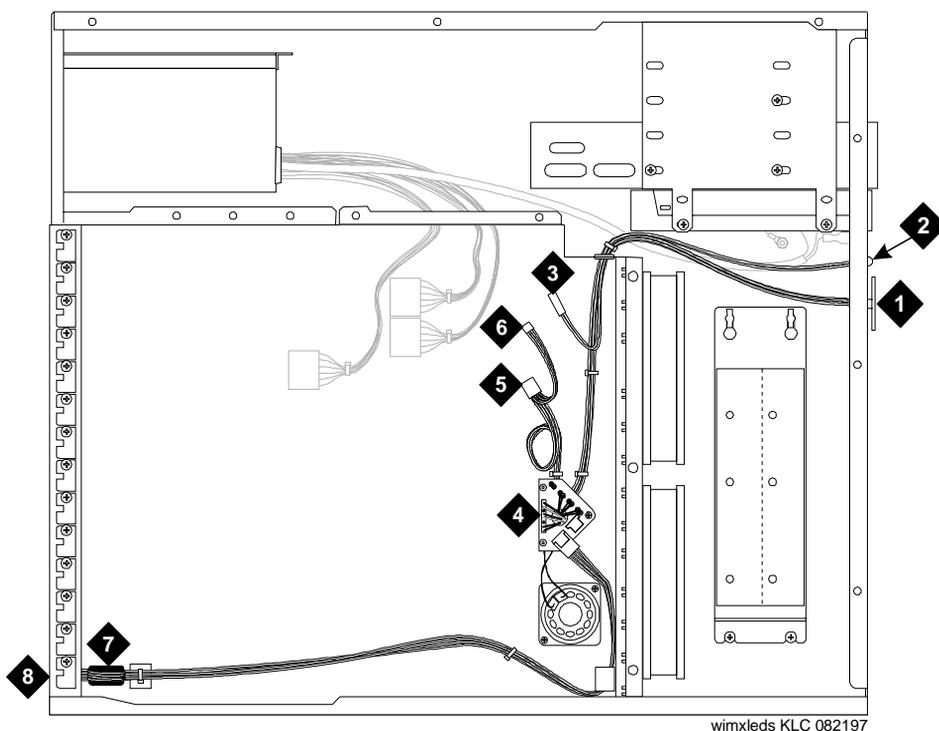
1.	LED cables	5.	Keyboard cable, attach to CPU
2.	Reset cable	6.	Keyboard cable
3.	Disk activity cable, attach to CPU	7.	Keyboard port
4.	Keyboard interface		

Figure 4-9.   Keyboard Cable Routing

Removing the Keyboard Cable

To remove the keyboard cable, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.

2. If the system is in service, perform the following Steps a, b, and c.

   a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   c. Shut down the INTUITY CONVERSANT system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

3. Remove the incoming power. See "Removing Power from the MAP/40P," in Chapter 1, "Getting Inside the Computer", for this procedure.

4. Remove dress cover and access panel. See "Removing the Dress Cover"in Chapter 1, "Getting Inside the Computer", for these procedures.

5. Remove the circuit cards in Slots 1 through 6. See "Removing a Circuit Card"in Chapter 2, "Installing or Replacing Circuit Cards", for the procedure.

6. Disconnect the keyboard cable from the keyboard interface (Figure 4-10).
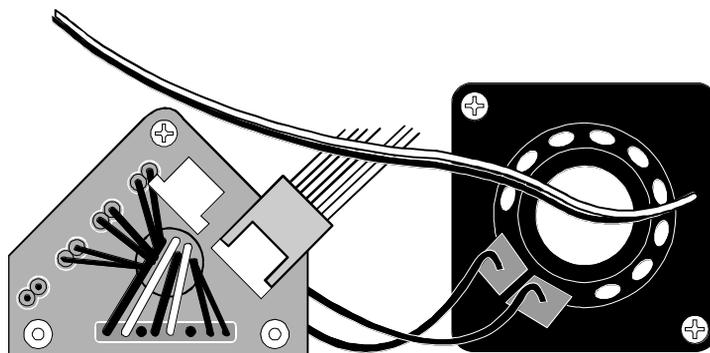
Figure 4-10.   Keyboard Interface

7. Disconnect the keyboard port from the MAP/40P chassis by removing the two screws (Figure 4-11).
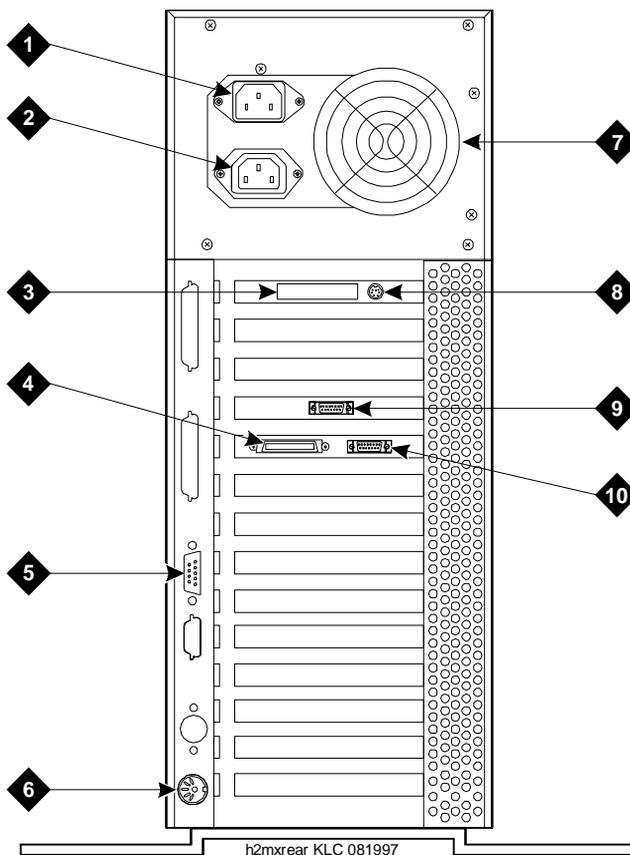
```
h2mxrear KLC 081997
```

AC power inlet receptacle
2.　　　AC power supply outlet
3.　　　External SCSI I/O connector
4.　　　Parallel port
5.　　　COM2
6.　　　Keyboard connector
7.　　　Power supply fan exhaust
8.　　　Mouse connector - (not used)
9.　　　Video connector
10.　　COM1

Figure 4-11.　　Back View of the MAP/40P

8. Remove the keyboard cable from the MAP/40P.

Installing a Keyboard Cable

To install a keyboard cable, do the following:

1. Connect the keyboard cable to the keyboard interface (Figure 4-10).

2. Attach the keyboard port to the MAP/40P chassis (Figure 4-11) using the
   screws removed in 7 of "Removing the Keyboard Cable."

3. Replace the circuit cards remove in 5 of "Removing the Keyboard Cable.".
   See "Installing a Circuit Card"in Chapter 2, "Installing or Replacing Circuit
   Cards", for the procedure.

4. Replace the dress cover. See "Replacing the Dress Cover"in Chapter 1,
   "Getting Inside the Computer", for these procedures.

5. Connect the keyboard to the keyboard port.

6. Apply power to the MAP/40P. See "Restoring Power to the MAP/40P," in
   Chapter 1, "Getting Inside the Computer", for this procedure.

Replacing the SCSI Cable

The SCSI cable (Figure 4-12) connects the hard disk drives and cartridge tape
drive to the P5 200 MHz CPU circuit card.

camxscsi KLC 082197
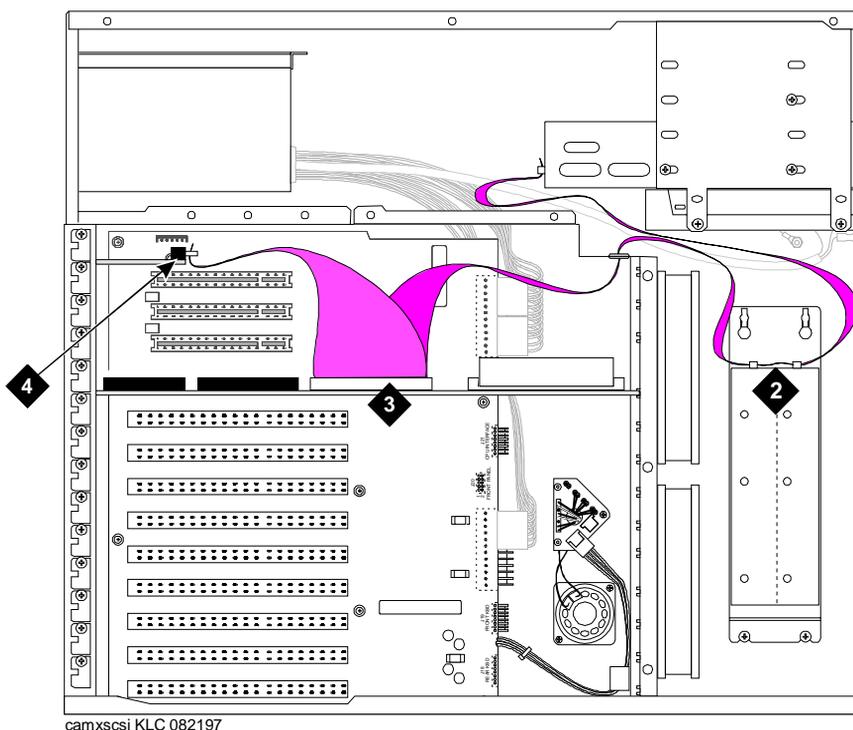
Figure 4-12.   SCSI Cable Routing

Removing the SCSI Cable

To remove the SCSI cable, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.

2. If the system is in service, perform the following Steps a, b, and c.

   a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   c. Shut down the INTUITY CONVERSANT system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

3. Remove the incoming power. See "Removing Power from the MAP/40P," in Chapter 1, "Getting Inside the Computer", for this procedure.

4. Remove dress cover and access panel. See "Removing the Dress Cover"in Chapter 1, "Getting Inside the Computer", for these procedures.

5. Disconnect the SCSI cable from the P5 200 MHz CPU circuit card.

6. Disconnect the SCSI cable from the external SCSI connector circuit card.

7. Disconnect the SCSI cable from the hard disk drives.

8. Disconnect the SCSI cable from the cartridge tape drive.

9. Gently pull the SCSI cable through the holes (Figure 4-8) in the internal sheet metal into the peripheral bay area of the MAP/40P.

10. Remove the SCSI cable from the chassis.

Installing a SCSI Cable

To install a SCSI cable, do the following:

1. Identify the tape drive and the two, closely-positioned hard disk connectors.

2. Slide this end of the cable into the peripheral bay area, with the dark wire nearest you, and around to the hard disk drives.

3. Continue back around with the single-connector end to the rear of the tape drive. See Figure 4-12.

4. Attach one end of the SCSI cable to the cartridge tape drive.

5. Attach the SCSI cable to the hard disk drives.

6. Attach the SCSI cable to the P5 200 MHz CPU circuit card.

7. Attach the SCSI cable to the external SCSI connector circuit card.

8. Replace the dress cover. See "Replacing the Dress Cover"in Chapter 1, "Getting Inside the Computer", for these procedures.

9. Apply power to the MAP/40P. See "Restoring Power to the MAP/40P," in Chapter 1, "Getting Inside the Computer", for this procedure.

Replacing the Cartridge Tape Drive

The cartridge tape drive (Figure 4-13) is located in Position 2 of the peripheral bay (Figure 4-19). The following procedures detail removal and installation of the cartridge tape drive for the MAP/40P.

⚠ WARNING:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge," in Chapter 1, "Getting Inside the Computer".
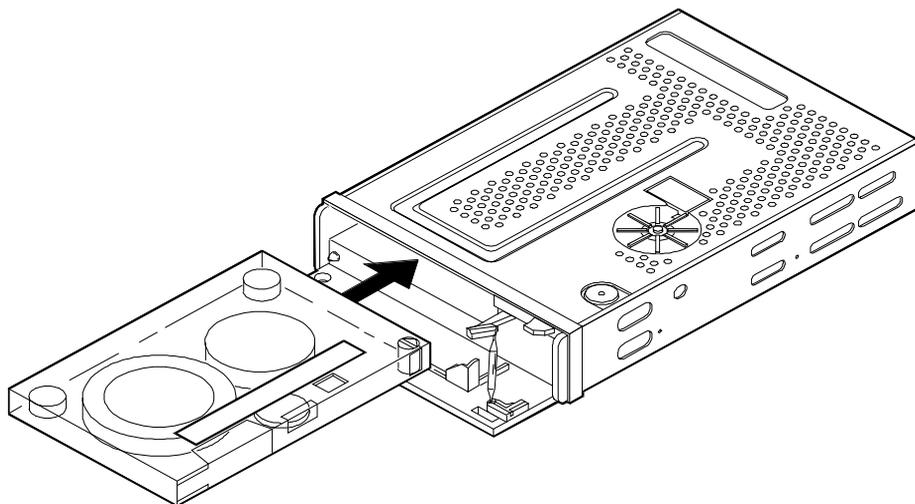
Figure 4-13.   Cartridge Tape Drive

Removing the Cartridge Tape Drive

To remove the cartridge tape drive, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.

2. If the system is in service, perform the following Steps a and b.

   a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   c. Shut down the INTUITY CONVERSANT system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

3. Remove the incoming power. See "Removing Power from the MAP/40P," in Chapter 1, "Getting Inside the Computer", for this procedure.

4. Remove dress cover and bezel. See "Removing the Dress Cover"in Chapter 1, "Getting Inside the Computer", for these procedures.

5. Remove the power cord connector from the back of the cartridge tape drive.

6. Remove the SCSI bus cable assembly connection from the back of the cartridge tape drive.

7. Remove the four screws that mount the cartridge tape drive to the peripheral bracket. Two of the screws are accessed through holes in the MAP/40P chassis.

8. Slide the cartridge tape drive forward and remove it.

9. Place the cartridge tape drive upside down, with the printed circuit board facing up, on an ESD-protected surface.

Installing the Cartridge Tape Drive

To install a cartridge tape drive, do the following:

1. Remove the new cartridge tape unit from its ESD-protective wrapping.

   $\Rightarrow$ **NOTE:**
   Keep the package and all ESD-protective wrapping to return the defective unit. Re-use of the original replacement unit packaging is necessary to meet the manufacturer's warranty.

2. Verify the jumper settings were set correctly by the manufacturer (Figure 4-14).

jpmxscsi KLC 082197
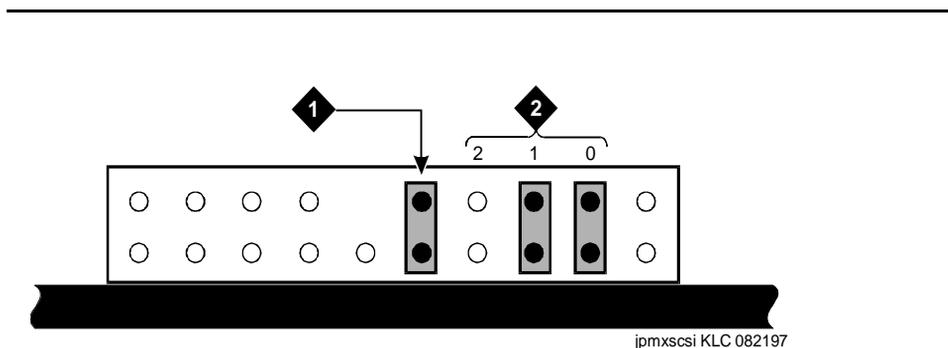
1.   Parity
2.   SCSi ID 3

**Figure 4-14.   Jumper Settings for the 2-Gbyte SCSI Cartridge
        Tape Drive, SCSI ID = 3**

3. Slide the new cartridge tape drive unit into the peripheral bracket. Ensure
    the front of the cartridge tape drive is flush with the other units in the
    peripheral bracket.

4. Secure the cartridge tape drive using the four screws removed in 7 of
    "Removing the Cartridge Tape Drive".

5. Attach the SCSI cable to the cartridge tape drive.

6. Attach the power cable that is provided with the system power supply
    wiring.

7. Replace the dress cover and bezel. See "Replacing the Dress Cover" in
    Chapter 1, "Getting Inside the Computer", for these procedures.

8. Apply power to the MAP/40P. See "Restoring Power to the MAP/40P" in
    Chapter 1, "Getting Inside the Computer", for this procedure.

Replacing the Circuit Card Cage Fan

The MAP/40P contains three fans that provide cooling inside the unit. The first is located inside the power supply and is *not* serviceable. Never attempt repairs to this fan. If it fails, you must replace the entire power supply. See "Replacing the Power Supply," for more information.

The other two fans are located in front of the card cage, behind the front cover panel. They are mounted on a support plate and force airflow through the MAP/40P chassis, across the circuit cards as illustrated in Figure 4-6.

Removing a Circuit Card Cage Fan

To remove a circuit card cage fan, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.

2. If the system is in service, perform the following Steps a and b.

    a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

    b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

    c. Shut down the INTUITY CONVERSANT system. See "Shut down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

3. Remove the incoming power. See "Removing Power from the MAP/40P," in Chapter 1, "Getting Inside the Computer", for this procedure.

4. Remove the dress cover. See "Removing the Dress Cover"in Chapter 1, "Getting Inside the Computer", for component removal procedures.

5. Remove the two pop rivets that hold the circuit card cage fan to the chassis (Figure 4-15).
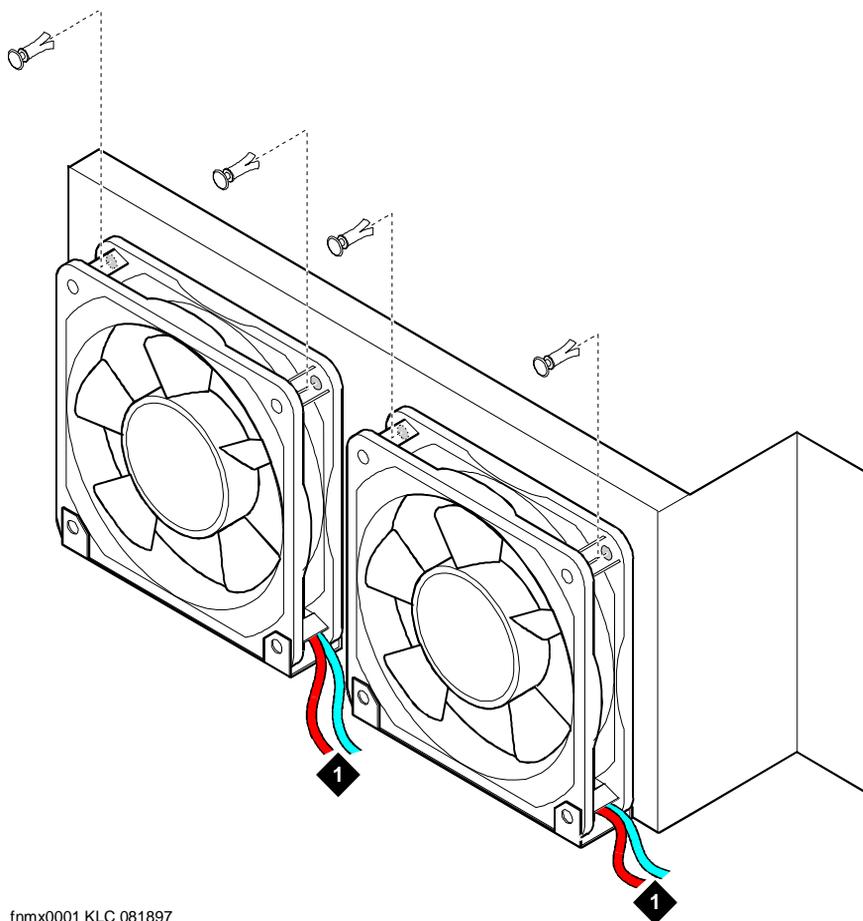
fnmx0001 KLC 081897

1.   Power cable connection leads

Figure 4-15.   Circuit Card Cage Fans

6. Unplug the 12-VDC power lead connector.

7. Lift the card cage fan out of the chassis.

Installing a Circuit Card Cage Fan

To install a circuit card cage fan, do the following:

1. Attach the 12-VDC connector.

   The connector is keyed to ensure correct mating.

2. Mount the card cage fan in the MAP/40P chassis and secure it with two pop-rivets (Figure 4-15).

   ➡ **NOTE:**
   The card cage fan unit must be installed so that air travels through the mounting plate hole towards the card cage area, as shown in Figure 4-6. Locate the air-flow direction indicators to ensure that the fan is properly mounted.

3. Apply power to the MAP/40P. See "Restoring Power to the MAP/40P," in Chapter 1, "Getting Inside the Computer", for this procedure.

4. Verify that the replacement fan is operating by placing a small sheet of paper across the grill on the intake side of the fan. The paper should adhere to the grill.

   If the fan is operating, continue with 5.

   If the fan is not operating or is spinning very slowly, check all wiring connections and voltages to ensure that the replacement unit is receiving power.

   ⚠ **CAUTION:**
   Do not leave the MAP/40P powered up for any length of time or proceed to the next step until the card cage fan is fully operational.

5. Replace the dress cover. See "Replacing the Dress Cover"in Chapter 1, "Getting Inside the Computer", for these procedures.

Replacing the Diskette Drive

The 1.44 Mbyte, 3.5-inch diskette drive is assembled by the manufacturer with a mounting kit. The diskette drive is located in Position 3 of the peripheral bay, as shown in Figure 4-19.

⚠️ WARNING:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge," in Chapter 1, "Getting Inside the Computer".

Removing the Diskette Drive

To remove the diskette drive, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.

2. If the system is in service, perform the following Steps a, b and c.

   a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   c. Shut down the INTUITY CONVERSANT system. See "Shut down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

3. Remove the incoming power. See "Removing Power from the MAP/40P," in Chapter 1, "Getting Inside the Computer", for this procedure.

4. Remove dress cover and bezel. See "Removing the Dress Cover"in Chapter 1, "Getting Inside the Computer", for these procedures.

5. Remove the four screws on the top of the chassis.

   These screws hold the peripheral bracket (Figure 4-16) which contains the cartridge tape drive and the diskette drive.

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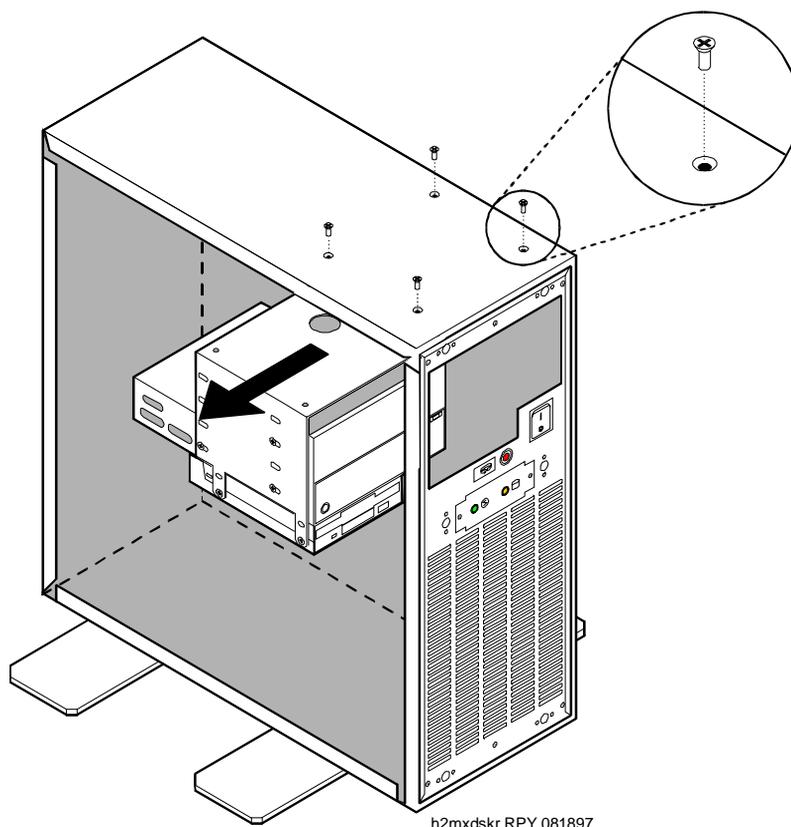
Figure 4-16.   Peripheral Bracket

6. Slide the bracket toward the power supply to free it from a keyed fastener then lift it out of the MAP/40P.

7. Remove the power cord connectors from the back of the diskette and tape drives.

8. Remove the SCSI bus cable assembly connection from the back of the tape drive and the floppy cable from the diskette drive.

9. Remove the four 3-millimeter screws that mount the diskette drive to the peripheral bracket.

⚠ CAUTION:

Keep these four screws separate. These screws are metric. Using any of the other screws associated with the MAP/40P will damage the threads in the diskette drive mounting hardware.

10. Slide the diskette drive forward and remove it.

⚠ **CAUTION:**

Handle the diskette drive with care. The spindle motor, stepping motor, and printed circuit board are located on the bottom of the diskette drive. Do not place any force or strain on these components and do not touch the surface of the diskette drive printed circuit board.

11. Place the diskette drive upside down, with the printed circuit board facing up, on an ESD-protected surface.

Installing a Diskette Drive

To install a diskette drive, do the following:

1. Remove the new diskette drive unit from its ESD-protective wrapping.

   ### ⇒ NOTE:
   Keep the package and all ESD-protective wrapping to return the defective unit. Re-use of the original replacement unit packaging is necessary to meet the manufacturer's warranty.

2. The diskette drive for the MAP/40P is produced in seven versions:

   - FD-235HF-201
   - FD-235HF-3201
   - FD-235HF-4429
   - FD-235F-5429
   - FD-235HF-6429
   - FD-235HF-6529
   - FD-235HF-7529

   Identify the diskette drive you are installing.

3. Verify that the jumpers are set as shown in Figure 4-17 and Figure 4-18.

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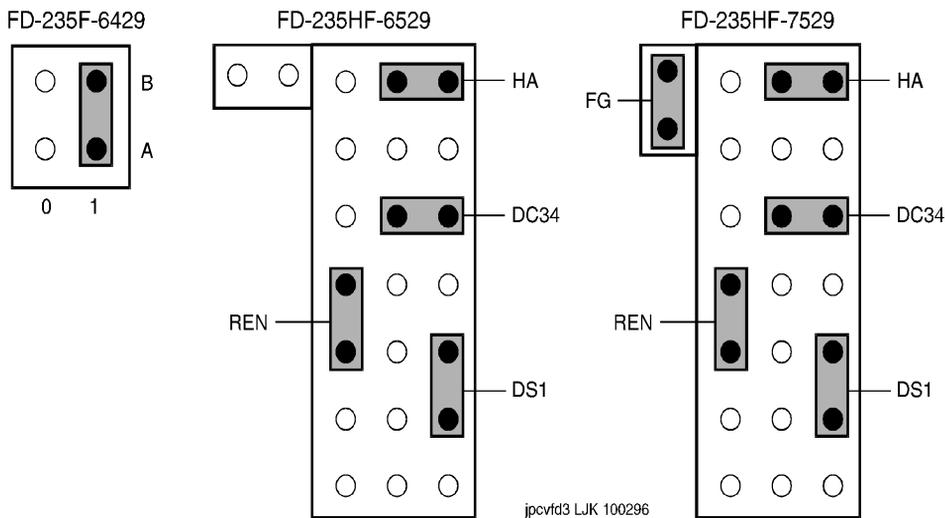
Figure 4-17.   Diskette Drive Jumper Connections (6429, 6529, and 7529)

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Replacing the Diskette Drive

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FD-235HF-201
CC#: 406832584

MS
IR
RY
DC
D1
D0

HA

DS1

D1 and RYDC-left
must be shorted.

FD-235F-5429

B
A

2   1

DS1: Drive Select 1

DS1 must be shorted.

FD-235HF-3201

REN

FG

G
F
E
D
C
B
A

DS1
DC34
HA

4   3   2   1

DS1:   Drive select = 1

HA: 720 K mode, fixed

DC34:   Disk change signal at
time = 34

REN: Auto recall to track 00
on power up

FG: Frame ground

FG, REN, DS1, DC34, and HA
must be shorted.

FD-235HF-4429
CC#: 406972646

E
D
C
B
A

HA

DS1

HA: Intelligent mode
Sensing disk type

DS1: Drive Select 1

DS1 and HA must
be shorted.

fd-2 LJK 040396

Figure 4-18.   Diskette Drive Jumper Connections (201, 3201, 4429, 5429)

4. Slide the new diskette drive unit into the peripheral bracket. Ensure the front of the diskette drive is flush with the other units in the peripheral bracket.

5. Secure the diskette drive using the four 3-millimeter screws removed in 9 of "Removing the Diskette Drive".

6. Attach the mini power-cable assembly that is provided with the system power supply wiring.

7. Attach the diskette cable assembly to the diskette drive.

   Ensure that the red bus cable No. 1 conductor tracer indicator (dark wire farthest from you) is towards the *bottom* of the peripheral bay.

8. Attach the tape drive SCSI and power cables. (Be sure the dark wire of the SCSI is nearest you.)

9. Slide the peripheral bracket into the MAP/40P chassis.

10. Secure the peripheral bracket using the four 3-millimeter screws removed in 5 of "Removing the Diskette Drive".

11. Replace the dress cover. See "Replacing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for these procedures.

12. Apply power to the MAP/40P. See "Restoring Power to the MAP/40P," in Chapter 1, "Getting Inside the Computer", for this procedure.

Replacing the Filter

The MAP/40P is equipped with a filter designed to remove dust and debris from the air before the air circulates inside the chassis. The filter is located behind a vented cover which attaches to the lower portion of the bezel (Figure 4-19). The filter should be checked on a regular basis to determine the condition and cleaned if necessary.

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Replacing the Filter

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1. Cartridge tape drive
2. Diskette drive
3. Reset button
4. Power ON LED
5. Hard disk drive usage LED
6. Power ON/OFF switch
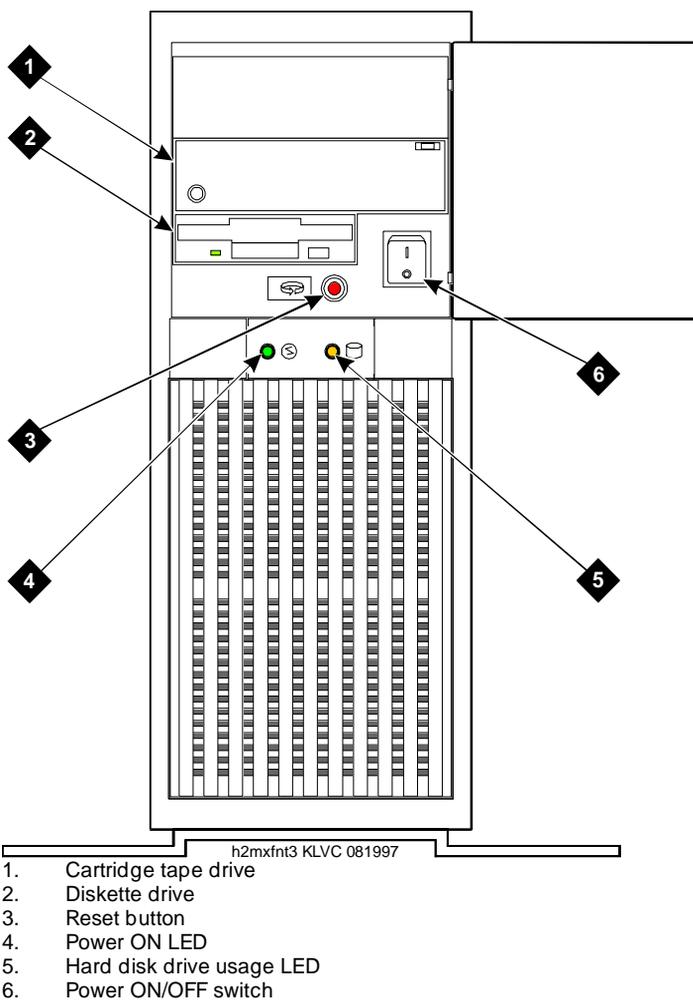
Figure 4-19.   Front View of the MAP/40P

Removing the Filter

To remove the filter for replacement or cleaning, do the following.

1. Remove the vented cover from the lower portion of the bezel by pressing down gently on the top of the cover and pulling out.

2. Remove the filter from the vented cover.

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Replacing Memory Modules

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Cleaning the Filter

Cleaning the filter should be a part of routine maintenance. Clean the filter with mild soap and water. Allow it to air dry before you replace it.

![!] CAUTION:
Do not use heat to dry the filter and do not place a wet or damp filter into the MAP/40P.

Installing the Filter

To install the filter, do the following:

1. Place the filter into the vented cover.

2. Place the vented cover into the bezel by inserting the lower portion behind the bezel, pressing down gently on the top of the cover, and pushing in toward the chassis.

Replacing Memory Modules

This section describes:

- The memory available with the MAP/40P

- How to determine if the memory modules are damaged

- How to replace the memory

![!] WARNING:
Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge," in Chapter 1, "Getting Inside the Computer".

Memory and SIMM Description

The MAP/40P supports 96 Mbytes of memory for the P5 200 MHz CPU circuit card. The memory is packaged on single in-line memory modules (SIMMs). These modules are placed in sockets located in the top left corner of the CPU circuit card (Figure 4-20).

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Replacing Memory Modules

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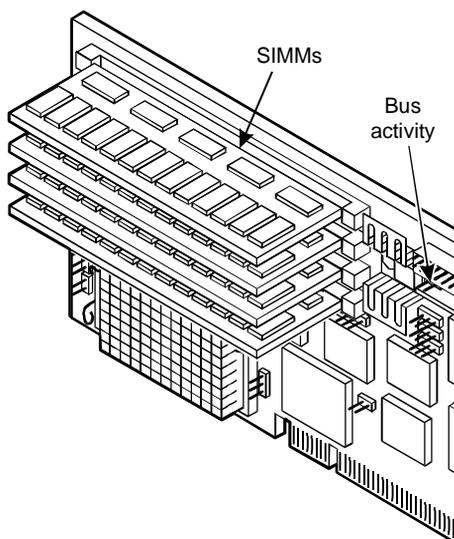
Figure 4-20.   CPU Circuit Card SIMM Location

The SIMMs must be installed on the CPU using the following rules:

- All SIMMs must be either -6, 60nS or -7, 70nS speed rating.

- SIMMs must be in matched pairs.

- SIMM1 and SIMM2 must both be equipped.

- SIMM1 and SIMM2 must be identical (same part number, speed, size, vendor).

- If SIMM3 and SIMM4 are equipped they must be identical. SIMM3 and SIMM4 can be different than SIMM1 and SIMM2.

The SIMMs must be in one of the following configurations:

- 32 Mbytes consisting of two identical 16-Mbyte SIMMs located in the SIMM1 and SIMM2 sockets.

- 64 Mbytes consisting of two identical 32-Mbyte SIMMs located in the SIMM1 and SIMM2 sockets.

- 64 Mbytes consisting of two identical 16-Mbyte SIMMs located in the SIMM1 and SIMM2 sockets and two identical 16-Mbyte SIMMs located in the SIMM3 and SIMM4 sockets.

- 96 Mbytes consisting of two identical 32-Mbyte SIMMs located in the SIMM1 and SIMM2 sockets and two identical 16-Mbyte SIMMs located in the SIMM3 and SIMM4 sockets.

- 128 Mbytes consisting of two identical 32-Mbyte SIMMs located in the SIMM1 and SIMM2 sockets and two identical 32-Mbyte SIMMs located in the SIMM3 and SIMM4 sockets.

> ➤ **NOTE:**
> The INTUITY™ CONVERSANT® system will not boot if there is an odd number of SIMMs installed.

Identifying a Damaged SIMM

To determine which of the SIMMs is defective, you must test each pair. One pair of SIMMs must be removed and the system then rebooted using the remaining SIMMs to obtain a reading on the amount of memory available.

Checking for Proper SIMM Seating

To check for proper SIMM seating, do the following:

1. Verify that the replacement SIMM is on site and appears to be in usable condition, with no obvious shipping damage.

2. If the system is in service, perform the following steps.

   a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   c. Shut down the INTUITY CONVERSANT system. See "Shut down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

3. Remove power from the MAP/40P. See "Removing Power from the MAP/40P," in Chapter 1, "Getting Inside the Computer", for power removal procedures.

4. Remove the dress cover. See "Removing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for component removal procedures.

5. Carefully remove the CPU circuit card. See "Removing a Circuit Card," in Chapter 2, "Installing or Replacing Circuit Cards", for more information on removing the CPU circuit card.

6. Verify that all SIMMs are properly seated in their slots. If all are properly seated, continue with the next procedure "Checking for Defective SIMMs."

   If one or more of the SIMMs are not properly installed or seated, do the following.

   a. Properly seat the SIMM.

b. Replace the CPU circuit card. See "P5 200 MHz CPU Circuit Card," in Chapter 2, "Installing or Replacing Circuit Cards", for more information on removing the CPU circuit card.

c. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   If the system shows an amount of memory equal to that installed on the card, the problem has been corrected.

   If the system shows an amount of memory less than that installed on the card, continue with the next procedure, "Checking for Defective SIMMs."

Checking for Defective SIMMs

To check for defective SIMMs, do the following:

1. Remove one of the SIMMs. See "Removing SIMMs," for more information on removing the SIMMs.

2. Install a new SIMM, identical to the SIMM which was removed. See "Installing SIMMs," for the procedure.

3. Reinstall the CPU circuit card. See "P5 200 MHz CPU Circuit Card," in Chapter 2, "Installing or Replacing Circuit Cards", for more information on installing the CPU circuit card.

4. Restore power to the MAP/40P.   See "Restoring Power to the MAP/40P," in Chapter 1, "Getting Inside the Computer", for more information on restoring the power.

5. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

6. Verify the amount of memory as the system reboots.

7. If the amount of memory shown by the system is not equal to the amount of memory installed on the card, one of the remaining SIMMs is defective. Complete Steps a through c. If the memory is not correct continue with Step 7.

   a. Remove power from the MAP/40P. See "Removing Power from the MAP/40P," in Chapter 1, "Getting Inside the Computer", for more information on removing the power.

   b. Replace the SIMM which was removed in Step 1. See "Installing SIMMs," for more information on replacing the SIMM.

   c. Return to Step 1 and continue, removing a second of SIMM.

8. If the amount of memory shown by the system equals the amount of memory installed on the card, the SIMM you removed is defective.

9. Replace the dress cover. See "Replacing the Dress Cover"in Chapter 1, "Getting Inside the Computer", for more information on replacing these components.

10. Apply power to the unit. See "Restoring Power to the MAP/40P," in Chapter 1, "Getting Inside the Computer", for more information on restoring power to the MAP/40P.

Removing SIMMs

To remove a SIMM, do the following:

1. Verify that the replacement SIMMs are on site and appear to be in usable condition.

2. If the system is in service, perform the following steps.

    a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

    b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

    c. Shut down the INTUITY CONVERSANT system. See "Shut down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

3. Remove the incoming power. See "Removing Power from the MAP/40P," in Chapter 1, "Getting Inside the Computer", for this procedure.

4. Remove the dress cover. See "Removing the Dress Cover"in Chapter 1, "Getting Inside the Computer", for component removal procedures.

5. Remove the CPU circuit card. See "Removing a Circuit Card," in Chapter 2, "Installing or Replacing Circuit Cards", for more information on removing the CPU circuit card.

6. Lay the CPU circuit card on a flat, clean, ESD-protected surface.

7. Release the metal snap locks gently at the edge of the SIMM connectors.

8. Rotate the SIMM back and downward to approximately a 60-degree angle.

9. Remove the SIMM.

Installing SIMMs

To install a SIMM, do the following:

1. If the system is in service, perform the following steps.

a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

c. Shut down the INTUITY CONVERSANT system. See "Shut down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

2. Remove the incoming power. See "Removing Power from the MAP/40P," in Chapter 1, "Getting Inside the Computer", for this procedure.

3. Remove the dress cover. See "Removing the Dress Cover"in Chapter 1, "Getting Inside the Computer", for component removal procedures.

4. Remove the CPU circuit card. See "Removing a Circuit Card," in Chapter 2, "Installing or Replacing Circuit Cards", for this procedure.

5. Install the SIMM by positioning the new SIMM at approximately a 60-degree angle with respect to the CPU circuit card.

   All SIMMs are keyed to prevent them from being inserted incorrectly.

   $\Longrightarrow$ **NOTE:**
   Install a new SIMM in the slot adjacent to the last SIMM installed. Do not leave any empty sockets between SIMMS.

6. Push down at that angle until the SIMM is reset into the SIMM carrier.

7. Snap the SIMM into place by rotating it to an upright position.

   The metal snap lock on the ends of the connector for the SIMM will be forced open and then lock when in the upright position.

8. Ensure the connector guide pins are seated into the clearance holes provided at each end of the SIMM.

   When properly seated, the guides should be fully extended into the circuit card clearance holes.

9. Reinstall the CPU circuit card. See "Installing a Circuit Card," in Chapter 2, "Installing or Replacing Circuit Cards", for this procedure.

10. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

11. Verify the amount of memory as the system reboots.

12. Replace the dress cover. See "Replacing the Dress Cover"in Chapter 1, "Getting Inside the Computer", for component removal procedures.

13. Apply power to the MAP/40P. See "Restoring Power to the MAP/40P," in Chapter 1, "Getting Inside the Computer", for this procedure.

Replacing the Power ON/OFF Switch

The power ON/OFF switch is located in the front of the MAP/40P (Figure 4-19).

Removing the Power ON/OFF Switch

To remove the power ON/OFF switch, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.

2. If the system is in service, perform the following Steps a and b.

   a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   c. Shut down the INTUITY CONVERSANT system. See "Shut down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

3. Remove the incoming power. See "Removing Power from the MAP/40P," in Chapter 1, "Getting Inside the Computer", for this procedure.

4. Remove dress cover. See "Removing the Dress Cover"in Chapter 1, "Getting Inside the Computer", for these procedures.

5. Remove the four wires which attach to the back of the power ON/OFF switch (Figure 4-21).

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4   Replacing Other Components
Replacing the Power Supply

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swmxpowr LJK 081597

1.	Black wire	4.	Blue wire
2.	Brown wire	5.	ON symbol
3.	White wire	6.	OFF symbol
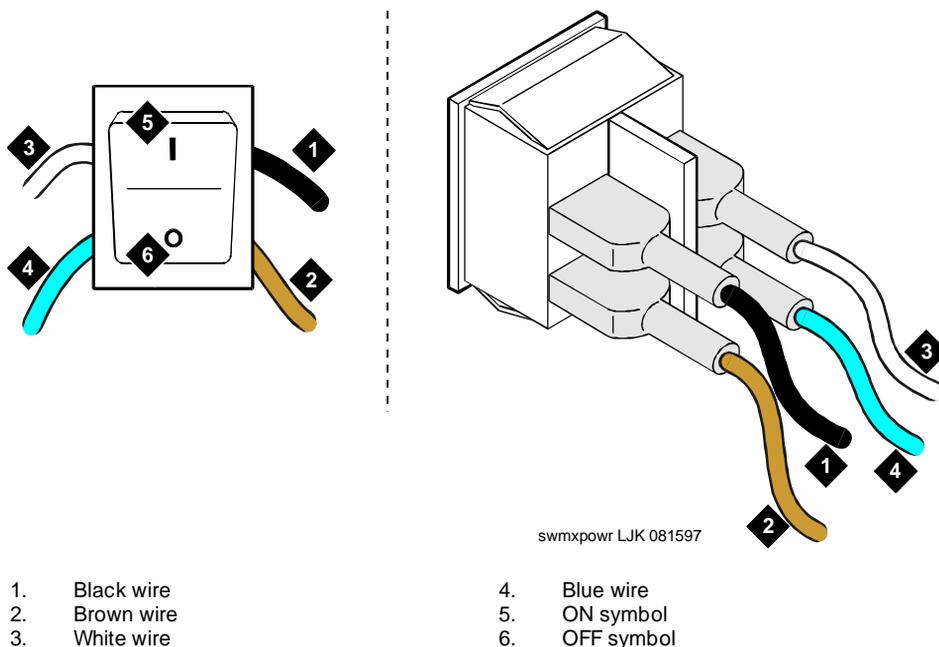
Figure 4-21.   Power ON/OFF Switch

Replacing the Power Supply

The 110/220-VAC power supply is located in the upper right corner of the MAP/40P as shown in Figure 4-6.

Removing the Power Supply

To remove the power supply, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.

2. If the system is in service, perform the following Steps a, b and c.

   a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

c. Shut down the INTUITY CONVERSANT system. See "Shut down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

3. Remove the incoming power. See "Removing Power from the MAP/40P," in Chapter 1, "Getting Inside the Computer", for this procedure.

4. Remove dress cover. See "Removing the Dress Cover"in Chapter 1, "Getting Inside the Computer", for these procedures.

5. Unplug the connector to the cartridge tape drive (Figure 4-22).

6. Unplug the connector to the diskette drive (Figure 4-22).

7. Unplug the connector to the second hard disk drive, if provided.

8. Unplug the connector to the first hard disk drive (Figure 4-22).

pcmxmp40 RPY 081997
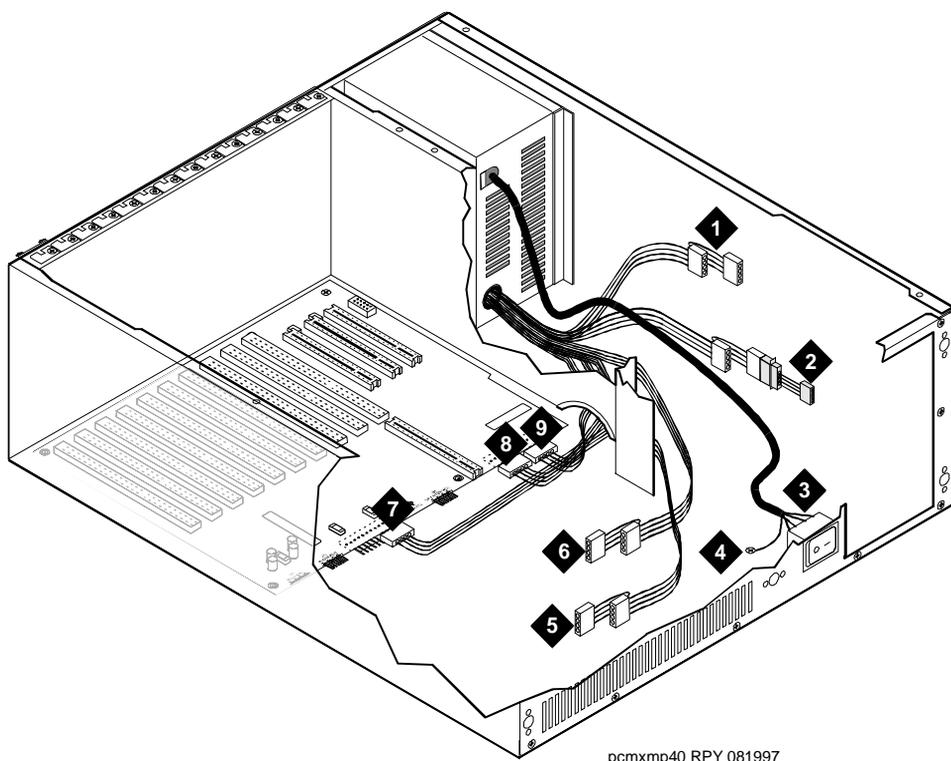
1.	Cartridge tape drive power connection	6.	Hard Disk Drive 0 power connection
2.	Diskette drive power connection	7.	Backplane power connection
3.	Power ON/OFF switch	8.	Backplane power connection
4.	Reset button	9.	Backplane power connection
5.	Hard Disk Drive 1 power connection		

Figure 4-22.   MAP/40P Power Supply Unit

9. Remove the circuit cards in PCI slots 1, 2, and 3.

    This is necessary to provide enough clearance to remove the power
    supply unit from the chassis.

10. Remove the SCSI cable from the P5 200 MHz circuit card.

    This is necessary to provide adequate clearance to access the backplane
    power supply connectors.

11. Remove the diskette cable from the P5 200 MHz circuit card.

    This is necessary to provide adequate clearance to access the backplane
    power supply connectors.

12. Disconnect the four wires connecting the output power cord to the power
    on switch (Figure 4-22).

13. Remove the four screws on the chassis rear area that secure the power
    supply unit.

14. Slide the unit slightly forward towards the front of the chassis and tilt
    towards the backplane.

15. Lift and remove the power supply.

Installing a Power Supply

To install the power supply, do the following:

1. Remove the spare power supply unit from the shipping carton.

    $\Longrightarrow$ **NOTE:**
      Keep the package and all ESD-protective wrapping to return the
      defective unit. Re-use of the original replacement unit packaging is
      necessary to meet the manufacturer's warranty.

2. Install the power supply unit into the chassis and align the screw holes.

3. Install the four screws on the chassis rear area that secure the power
    supply unit.

4. Attach the power supply DC output connectors to the backplane
    connectors.

5. Attach the four wires connecting the output power cord to the power on
    switch (Figure 4-22).

6. Attach the connector to the second hard disk drive, if provided.

    If a second hard disk drive is not installed, dress this lead back out of the
    way to reduce cable congestion as previously outlined (Figure 4-22).

7. Attach the connector to the first hard disk drive (Figure 4-22).

8. Attach the connector to the cartridge tape drive (Figure 4-22).

9. Attach the connector to the diskette drive (Figure 4-22).

10. Connect the SCSI cable to the P5 200 MHz CPU circuit card.

11. Connect the diskette cable to the P5 200 MHz CPU circuit card.

12. Reinstall the circuit cards you removed from PCI slots 1, 2, and 3. See "Installing a Circuit Card," in Chapter 2, "Installing or Replacing Circuit Cards", for this procedure.

13. Apply power to the MAP/40P. See "Restoring Power to the MAP/40P," in Chapter 1, "Getting Inside the Computer", for this procedure.

14. Complete Steps a and b to verify the replacement power supply unit is functioning properly.

    a. Measure the backplane +5V, -5V +12V and -12V voltages.

    b. Make sure the card cage fans are operating.

15. Replace the dress cover. See "Replacing the Dress Cover," in Chapter 1, "Getting Inside the Computer", for these procedures.

Replacing a Terminator SIP

If the circuit card is the last circuit card connected to either end of the TDM bus, you must ensure that the TDM bus terminator single in-line packages (SIPs) are in place on the circuit card. If the circuit card is not the last circuit card on the bus, you must remove the SIPs.

NOTE:
"Last circuit card connected" means that there are no other cards between the circuit card and the end of the bus. There may, however, be empty connectors.

To replace a terminator SIP, complete the following:

1. Align the terminator SIP with the SIP socket on the circuit card (Figure 4-23).

   There are markings on both the terminator SIP and the circuit card which should be used to align the terminator SIP.

2. Insert the terminator SIP.

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4 Replacing Other Components
Replacing a Terminator SIP

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Various locations for
component pin 1 orientation

- Dot or square
  OR
- The number 1

Pin 1 placement
on the PWB

TDM SIP
terminating
resistors (2)

1

1

Printed wiring
board (PWB)

SIP socket
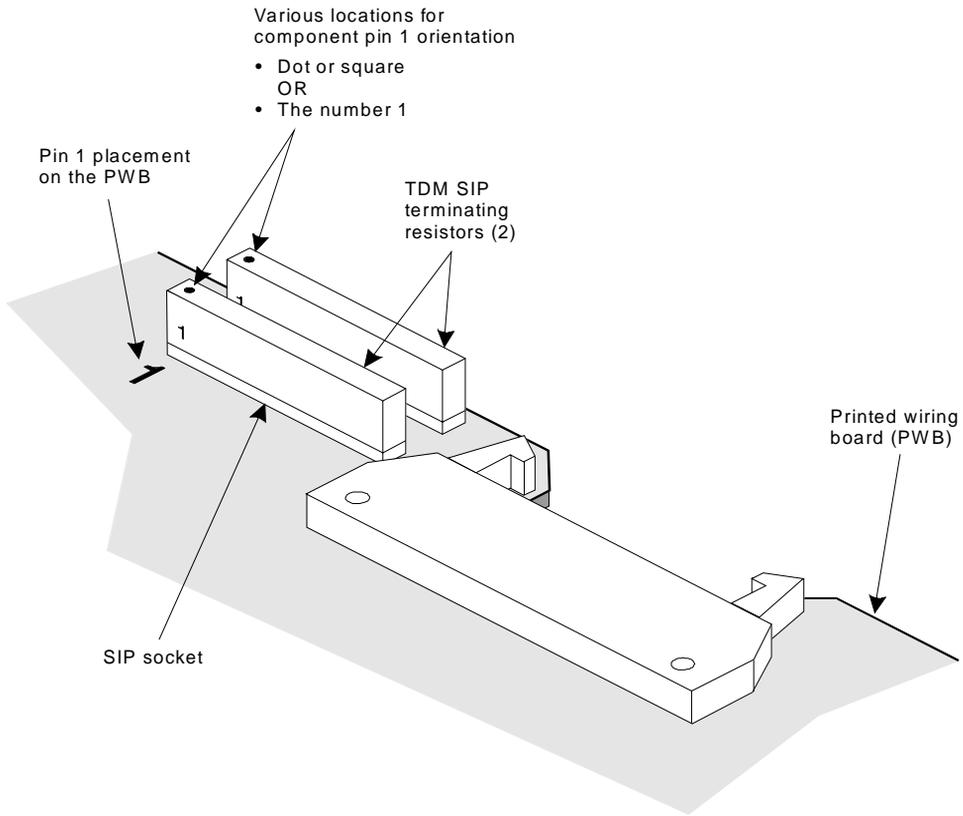
Figure 4-23.   Replacing Terminator SIPs on the TDM Bus

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4 Replacing Other Components
Replacing a Terminator SIP

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5 Installing the Tip/Ring Distribution Hardware
Overview

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Installing the Tip/Ring Distribution Hardware

5

Overview

This chapter describes the two types of Tip/Ring distribution hardware and the installation procedures for both.

Purpose

The purpose of this chapter is to provide the correct installation and connection procedures for the Tip/Ring distribution hardware.

Function

As the number of lines served by the Lucent INTUITY™ system increases, the number of 6-pin modular cords also increases. These 6-pin modular cords connect the system with the customer-premises equipment or the on-premises terminal block provided by the central office.

Optional Tip/Ring distribution hardware is available to help simplify the wiring scheme.

Capacity

The Tip/Ring distribution hardware allows you to connect to a maximum of 48 channels (eight Tip/Ring circuit cards) through two 25-pair, high-density cables (RJ21X).

Types of Tip/Ring Distribution Hardware

There are two types of Tip/Ring distribution hardware:

- Distribution hardware with a 356B adapter

- Distribution panel without a 356B adapter

Tip/Ring Distribution Hardware with a 356B Adapter

The Tip/Ring distribution hardware with the 356B adapter (Figure 5-1) comes in a kit which consists of:

- A 356B adapter

- An adapter bracket

- A mounting plate

- A 25-pair, high-density cable for the first 24 channels

  > **NOTE:**
  > An additional 25-pair, high-density cable is required for the second 24 channels to be supported by the distribution panel. Therefore, if you are connecting 48 channels, you will need another cable that is not part of this kit.

Figure 5-1.   Assembly of the MAP/40P Tip/Ring Distribution Hardware with 356B Adapter

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Types of Tip/Ring Distribution Hardware

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Tip/Ring Distribution Hardware without a 356B Adapter

The Tip/Ring distribution hardware without the 356B adapter (Figure 5-2) comes in a kit which consists of:

- A distribution panel with a circuit pack assembly mounted in its base

- A top cover plate

- A 25-pair, high-density cable for the first 24 channels

   > **NOTE:**
   > An additional 25-pair, high-density cable is required for the second 24 channels to be supported by the distribution panel. Therefore, if you are connecting 48 channels, you will need another cable that is not part of this kit.
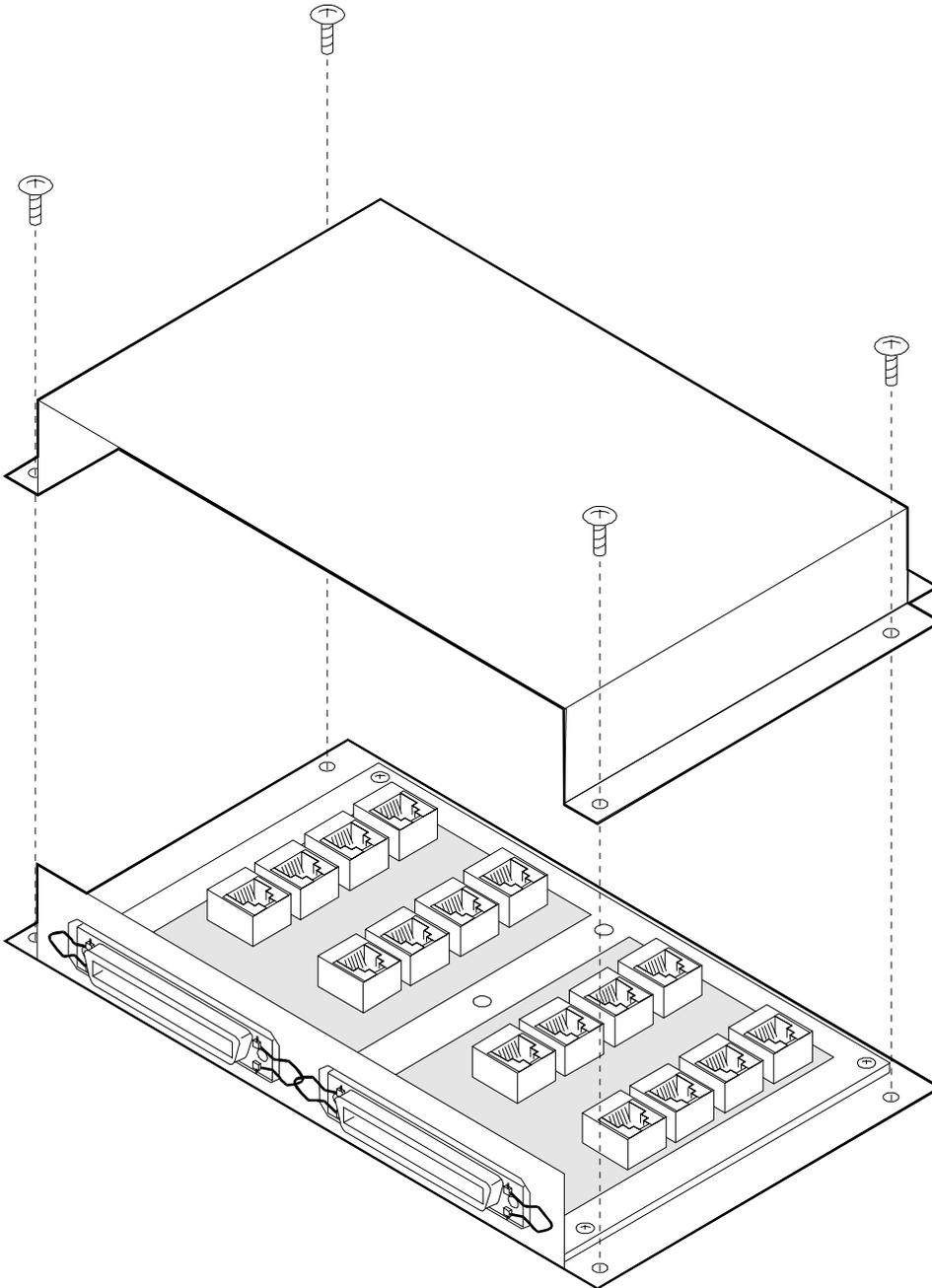
Figure 5-2.   MAP/40P Tip/Ring Distribution Hardware Assembly without 356B Adapter

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5 Installing the Tip/Ring Distribution Hardware
Installing and Connecting the Tip/Ring Distribution Hardware with the 356B   *Page 5-6*

Installing and Connecting the Tip/Ring Distribution Hardware with the 356B Adapter

> ⚠ **WARNING:**
> *Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge" in Chapter 1, "Getting Inside the Computer."*

Installing the Tip/Ring Distribution Hardware with the 356B Adapter

1. Verify that the distribution hardware is on site and appears to be in usable condition.

2. If the system is currently connected to the telephone network, notify the service provider that the system is about to be disconnected. The service provider will ask which extensions will be affected.

3. If the system is in service, perform Steps a and b.

   a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   b. Shut down the system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

4. Remove the incoming power. See "Removing Power from the MAP/40P" in Chapter 1, "Getting Inside the Computer," for this procedure.

5. Remove dress cover and access panel. See Chapter 1, "Getting Inside the Computer," for these procedures.

6. Verify that all of the necessary components are included. See "Tip/Ring Distribution Hardware with a 356B Adapter" for the components.

7. Place the MAP/40P on its side and install the distribution mounting plate below the circuit card cage on the bottom of the MAP/40P (Figure 5-3).

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       Installing and Connecting the Tip/Ring Distribution Hardware with the 356B   Page 5-7
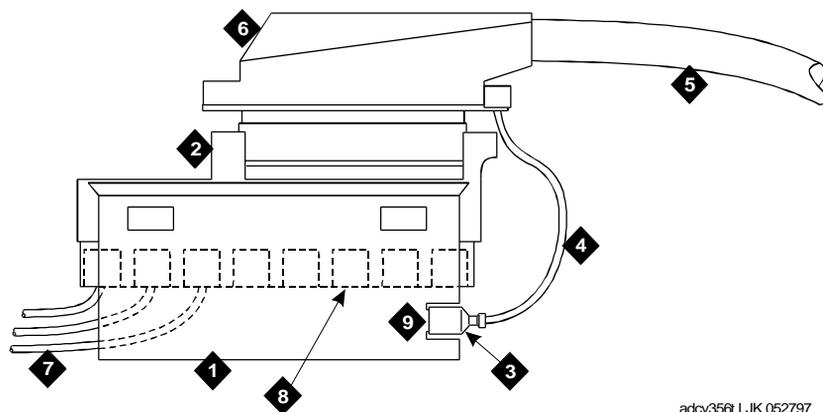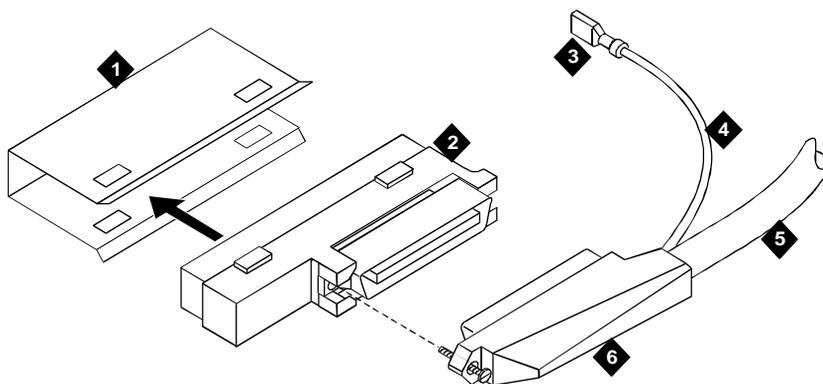
adcv356t LJK 052797

Figure 5-3.   Tip/Ring Distribution Hardware After Assembly

8. Locate the two mounting holes which are parallel to those used to mount the support base.

9. Attach the short end of the mounting plate to the two mounting holes with the two screws provided. The end of the mounting plate should rest against the support base.

10. Return the MAP/40P to an upright position.

11. Install the u-shaped adapter brackets with the screws provided. Attach the brackets to the mounting plate.

     The u-shape of the bracket should face out with the grounding lug towards the MAP/40P top surface (Figure 5-3).

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Installing and Connecting the Tip/Ring Distribution Hardware with the 356B   *Page 5-8*

12. Plug the 3-foot, 6-pin modular cords from the Tip/Ring cards into the 356B adapters. Each adapter can accommodate eight modular cords (Figure 5-1).

13. Using the connector provided, attach the 25-pair, high-density cable to the 356B adapter.

14. Snap the 356B adapters into the adapter bracket. Ensure the modular cords are inside the adapter bracket.

> ➤ **NOTE:**
> The 356B adapters can be removed by spreading the bracket sides apart.

> ⚠ **CAUTION:**
> *The* 25-pair, high-density *cables should come from the top of the adapter brackets.*

15. Connect the grounding wire and strap to the top of the adapter bracket.

Connecting the Tip/Ring Distribution Hardware with the 356B Adapter

The numbering scheme for pinouts and channels which shows how to connect the short modular cords provided with the Tip/Ring cards to the distribution hardware is shown in "Tip/Ring Circuit Cards" in Chapter 2, "Installing or Replacing Circuit Cards."

Referring to those tables and using the channel numbers on the Tip/Ring cards and the number of the Tip/Ring circuit cards in the system, connect the Tip/Ring card modular jacks to the appropriate jacks on the 356B connectors.

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5   Installing the Tip/Ring Distribution Hardware
   Installing and Connecting the Tip/Ring Distribution Hardware without the 356B   Page 5-9

Installing and Connecting the Tip/Ring Distribution Hardware without the 356B Adapter

> ⚠️ **WARNING:**
> *Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See "Protecting Against Damage from Electrostatic Discharge" in Chapter 1, "Getting Inside the Computer."*

Installing the Tip/Ring Distribution Hardware without the 356B Adapter

1. Make sure that the Tip/Ring distribution hardware assembly kit is on site and appears to be in usable condition.

2. Verify that all of the necessary components are included. See "Tip/Ring Distribution Hardware without a 356B Adapter" above for the components.

3. If you are currently connected to the telephone network, notify the service provider that you are disconnecting.

   They will ask you which extensions will be affected.

4. If the system is in service, perform Steps a and b.

   a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

   b. Shut down the system. See "Shut down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

Connecting the Tip/Ring Distribution Hardware without the 356B Adapter

1. Remove the seven screws that secure the distribution panel cover.

2. Put the distribution panel cover aside.

3. Table 5-1 shows the numbering scheme for connecting the short modular cords provided with the Tip/Ring circuit cards to the panel.

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Use this information, the channel numbers on the Tip/Ring circuit cards, and the number of Tip/Ring circuit cards in the system to connect the Tip/Ring circuit card modular jacks to the appropriate jacks on the Tip/Ring distribution panel.

Table 5-1.   Connecting the Modular Cords from the MAP/40P Tip/Ring Circuit Cards to the Tip/Ring Distribution Panel

Tip/Ring Card	Channel Numbers on the Tip/Ring Card	Jack Number on the Distribution Panel
1st	1, 2, 3	J1
	4, 5, 6	J2
2nd	1, 2, 3	J3
	4, 5, 6	J4
3rd	1, 2, 3	J5
	4, 5, 6	J6
4th	1, 2, 3	J7
	4, 5, 6	J8
5th	1, 2, 3	J9
	4, 5, 6	J10
6th	1, 2, 3	J11
	4, 5, 6	J12
7th	1, 2, 3	J13
	4, 5, 6	J14
8th	1, 2, 3	J15
	4, 5, 6	J16

4. Make telephone line connections to the MAP/40P with the 25-pair, high-density cable(s) equipped with USOC RJ21X connections.

5. Mount the rear cover plate to the distribution panel cover with the four screws provided.

6. Mount the Tip/Ring distribution panel on a wall or cabinet or allow it to rest on a shelf or the floor.

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5   Installing the Tip/Ring Distribution Hardware
Completing the Installation

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Completing the Installation

To complete the installation and put the system back in service, do the following:

1. Replace the circuit card access panel and the dress cover and reconnect the keyboard, and the monitor. See "Replacing the Dress Cover" in Chapter 1, "Getting Inside the Computer," for more information on replacing these components.

2. Power up the MAP/40P. See "Restoring Power to the MAP/40P" in Chapter 1, "Getting Inside the Computer," for more information on restoring power to the unit.

3. Run diagnostics to verify the hardware is functioning properly. See "Diagnostics," in the *INTUITY CONVERSANT System Reference*, 585-313-205 for more information on running the diagnostics.

4. Notify the service provider that the system is back on-line, if necessary.

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5 Installing the Tip/Ring Distribution Hardware
Completing the Installation

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6 Installing Base System Software
Overview

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Installing Base System Software

6

Overview

This chapter describes the installation procedures for the UnixWare operating system software.

Purpose

This purpose of this chapter is to provide the information necessary to reload the operating system on a computer that has experienced a disk failure. Use this chapter in conjunction with Appendix D, "Disaster Recovery Checklists".

> **NOTE:**
> The installer must have the root password to complete this procedure.

Installing Base System Software

> ⇒ **NOTE:**
> Installing the UnixWare operating system unmounts file systems. If this
> software is being loaded onto a system that has clean hard disks that have
> not been previously loaded, the system will not detect file systems. If this is
> a recovery installation, the system will detect previously loaded file
> systems.

Beginning the UnixWare Installation

To load software onto a new or used disk, do the following:

1. Insert the diskette labeled "INTUITY CONVERSANT 7 INTUITY UnixWare
   2.1.2 Boot Floppy 1" into the diskette drive.

2. If the system is off, turn it on using the power switch on the front of the
   MAP/40P. See "Restoring Power to the MAP/40P" in Chapter 1, "Getting
   Inside the Computer", for the procedure.

   If the system is on, reboot the system. See "Reboot the System," in
   "Common System Procedures," in the *INTUITY CONVERSANT System
   Reference*, 585-313-205, for the procedure.

   The system displays the SCO introduction screen as it begins to load the
   base system software. When the system has loaded the first boot floppy it
   displays the following message:

   ```
   Insert the second floppy and press ENTER.
   ```

3. Remove the diskette labeled "INTUITY CONVERSANT 7 INTUITY UnixWare
   2.1.2 Boot Floppy 1" from the diskette drive.

4. Insert the diskette labeled "INTUITY CONVERSANT 7 INTUITY UnixWare
   2.1.2 Boot Floppy 2" into the diskette drive.

5. Press `ENTER`.

   The system displays the following message:

   ```
   Please wait while the system software drivers are
   loaded.
   ```

   After approximately 2 minutes the system displays the SCO UnixWare 2.1
   menu (Figure 6-1).

```
             SCO UnixWare 2.1 Menu

        Install/Upgrade UnixWare 2.1
        Access UnixWare Shell
        Reboot




Use up/down arrow keys and ENTER to select;  F1 for help


```
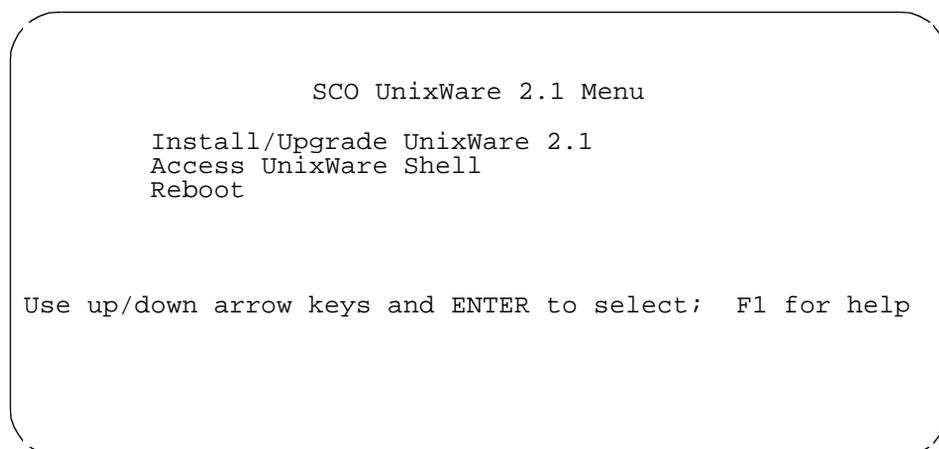
Figure 6-1.   Start-Up Screen

6. Press the down ▼ arrow to move to Install/Upgrade UnixWare 2.1
    and press ENTER.

    The system displays the Remove Floppy screen (Figure 6-2).

```
 ⎛ UnixWare Installation                                    Remove Floppy  ⎞
 ⎜                                                                          ⎟
 ⎜                                                                          ⎟
 ⎜                                                                          ⎟
 ⎜                                                                          ⎟
 ⎜                                                                          ⎟
 ⎜                    Remove the Floppy for the floppy drive               ⎟
 ⎜                                                                          ⎟
 ⎜                                                                          ⎟
 ⎜                                                                          ⎟
 ⎜                                                                          ⎟
 ⎜                                                                          ⎟
 ⎜                                                                          ⎟
 ⎜                                                                          ⎟
 ⎜  Press 'ENTER' to continue                                              ⎟
 ⎝                                                                          ⎠
```
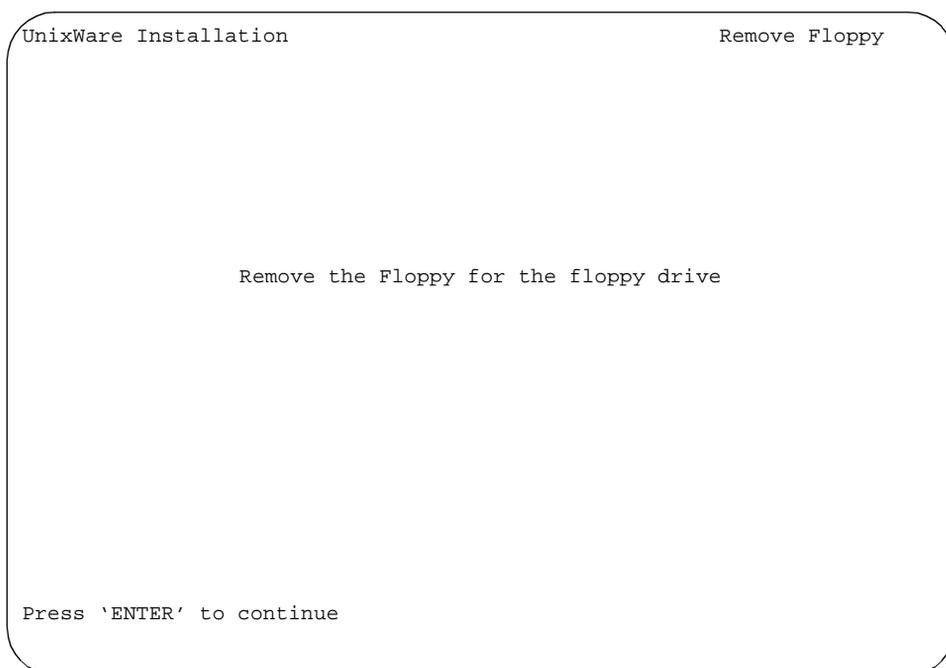
Figure 6-2.   Remove Floppy Screen

   7. Remove the diskette labeled "INTUITY CONVERSANT 7 INTUITY UnixWare
      2.1.2 Boot Floppy 2" from the diskette drive.

   8. Press ENTER.

      The system displays the Introduction screen (Figure 6-3).

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6 Installing Base System Software
Installing Base System Software

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```
┌─────────────────────────────────────────────────────────────────
│ UnixWare Installation                              Introduction  ╲
│
│
│ Welcome to the UnixWare installation process!
│
│ If you have never installed UnixWare before, it is recommended that
│ you press the 'F1' (or '?') key now to learn more about the
│ installation process and the hardware requirements of UnixWare.
│
│     -Pressing the 'F1' (or '?') key at any time during
│         installation will display more information or help.
│     -Pressing the 'Del' key at any time cancels the installation.
│
│
│
│
│
│ Press the 'F1' (or '?') key for more information or 'ENTER' to
│ continue.
│
╲────────────────────────────────────────────────────────────────
```

Figure 6-3.   Introduction Screen

> ## ⚠ CAUTION:
> *If you use the* ⌜DELETE⌝ *key to stop the UnixWare installation at any time during this process, you will have to restart the software installation process at Step 1.*

9. Continue with the next procedure, "Setting Up the UnixWare Environment".

Setting Up the UnixWare Environment

To set up the UnixWare Environment, complete the following:

1. Starting at the Introduction Screen (Figure 6-3), press ENTER.

   The system displays the Keyboard Setup screen (Figure 6-4).

```
UnixWare Installation                                    Keyboard Setup




 The UnixWare installation procedure supports the following
 international keyboards. You may select alternate keyboard types
 by using the left and right arrow keys and then press the ENTER
 (or RETURN) key.


 Keyboard Nationality: U.S. ASCII

                        ┌─────────┐      ┌─────────┐
                        │ Apply   │      │ Reset   │
                        └─────────┘      └─────────┘




 When Finished, move the cursor to "Apply and then press 'Enter' to
 continue.
```
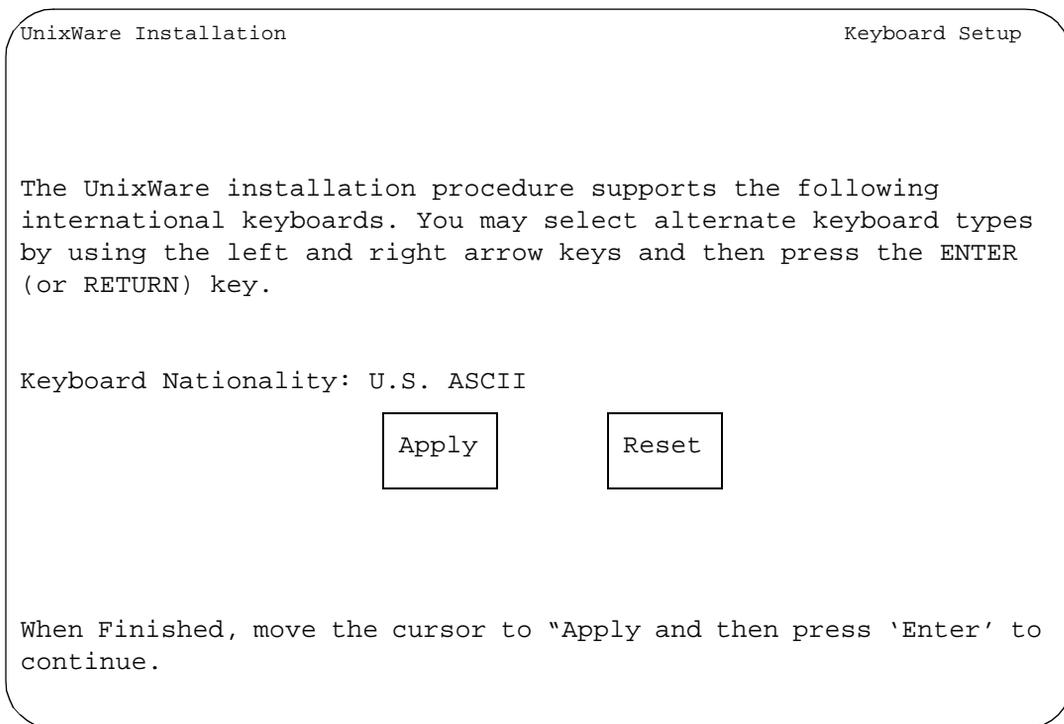
Figure 6-4.   Keyboard Setup Screen

2. Use the left ◄ and right ► arrows on your keyboard to move through the field selections.

3. Select U.S. ASCII.

4. Press the down ▼ arrow to move to the Apply field and press ENTER.

   The system displays the Configure Date and Time screen (Figure 6-5).

```
/UnixWare Installation                    Configure Date and Time

On this screen, you will check the current date and time that is
set on your computer and change them if necessary. You also select
what timezone configuration you require. Either set a continent(s)
which will lead you onto a further screen with locations or manual
entry for a custom timezone.


    The current date:
    The current Time:
    Enter the current year:
    Enter the month of the year (1-12):
    Enter the day of the month(1-31):
    Enter the hour of the day (0-23):
    Enter the minute of the hour (0-59):
    Timezone configuration:


                  +--------+        +--------+
                  | Apply  |        | Reset  |
                  +--------+        +--------+


Press 'TAB' to move the cursor between fields. When finished, move
the cursor to 'APPLY' and then press 'ENTER' to continue.
```

Figure 6-5.   Configure Date and Time Screen

5. Use the left ◄ and right ► arrows on your keyboard to move through the field selections. Use the down ▼ arrow to move to the next field.

6. Select the appropriate data for each field.

7. Press the down ▼ arrow to move to the Apply field and press ENTER.

The system displays the Continent Location Choice screen (Figure 6-6).

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Installing Base System Software

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```
UnixWare Installation            Continent Location Choice Screen


On this screen you choose the country/location you are in, having
already selected the continent. To go back to the continent screen
select 'Back One Screen'. Use the left and right arrow keys.


Location




                        ┌─────────┐      ┌─────────┐
                        │  Apply  │      │  Reset  │
                        └─────────┘      └─────────┘




Press 'TAB' to move the cursor between fields. When finished, move
the cursor to 'APPLY' and then press 'ENTER' to continue.
```

Figure 6-6.   Continent Location Choice Screen

8. Use the left ◀ and right ▶ arrows on your keyboard to move through the field selections.

9. Select the appropriate data for each field.

10. Press the down ▼ arrow to move to the `Apply` field and press `ENTER`.

   The system displays the Installation Type Selection screen (Figure 6-7).

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Installing Base System Software

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```
UnixWare Installation              Installation Type Selection


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


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

    Platform Type:
    CPU Type:
    Offer Type:




                    ┌─────────┐      ┌─────────┐
                    │ Apply   │      │ Reset   │
                    └─────────┘      └─────────┘


Press 'TAB' to move between fields.  Press 'ENTER' to apply fields.
```

Figure 6-7.   Installation Type Selection Screen

11. Use the left ◄ and right ► arrows on your keyboard to move through the field selections. Use the down ▼ arrow to move to the next field.

12. Select the appropriate data for each field as specified in Table 6-1.

Table 6-1.   Installation Type Selection Screen Entries

Field	Setting
Platform type:	MAP/40P
CPU type:	Pentium/SCSI
Offer type:	INTUITY™ CONVERSANT®

13. Press the down ▼ arrow to move to the `Apply` field and press `ENTER`.

> ➡ **NOTE:**
> If the system displays a message that the system must have at least 60 MByte of space in the hard disk drive to install UNIX, the hard disk drive is experiencing problems. The cable may not be connected, or the hard disk drive may be damaged. Power down the system and check the hard disk drive cables. See "Removing the Dress Cover" in Chapter 1, "Getting Inside the Computer", for the procedure.

The system displays the Primary Hard Disk Partitioning screen
([Figure 6-8](#)).

```
UnixWare Installation                    Primary Hard Disk Partitioning


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.'




Press 'ENTER' to continue
```

Figure 6-8.   Primary Hard Disk Partitioning Screen

14. Continue with the next procedure, <u>"Initializing the Hard Disk Drives"</u>.

Initializing the Hard Disk Drives

To partition the hard disk drives, do the following:

1. Starting at the Primary Hard Disk Partitioning screen ([Figure 6-8](#)), press
    (ENTER).

    The system displays the Hard Disk Partitioning, Disk 1 screen
    ([Figure 6-9](#)).

```
UnixWare Installation          Hard Disk Partitioning - Disk 1

         Total disk size is 2047 cylinders (4094.0 MB)


                                                           Approx
  Partition  | Status | Type   | Start | End  | Length | % | MB
             |        |        |       |      |        |   |


1. Overwrite system master boot code
2. Create a partition
3. Change Active (Boot from) partition
4. Cancel (Exit without updating disk configuration)




Enter Selection:
```

Figure 6-9. Hard Disk Partitioning, Disk 1 Screen

2. Enter **2**

   The system displays the Create a Partition screen (Figure 6-10).

```
 ┌──────────────────────────────────────────────────────────────
 │ UnixWare Installation                   Create a Partition
 │
 │         Total disk size is 2047 cylinders (4094.0 MB)
 │
 │                                                          Approx
 │   Partition │ Status │ Type   │ Start │ End │ Length │ % │ MB
 │ ────────────┼────────┼────────┼───────┼─────┼────────┼───┼─────
 │             │        │        │       │     │        │   │
 │
 │
 │     Partition Type
 │  Percentage of Disk
 │
 │
 │                    ┌─────────┐      ┌─────────┐
 │                    │  Apply  │      │  Reset  │
 │                    └─────────┘      └─────────┘
 │
 │
 └──────────────────────────────────────────────────────────────
```
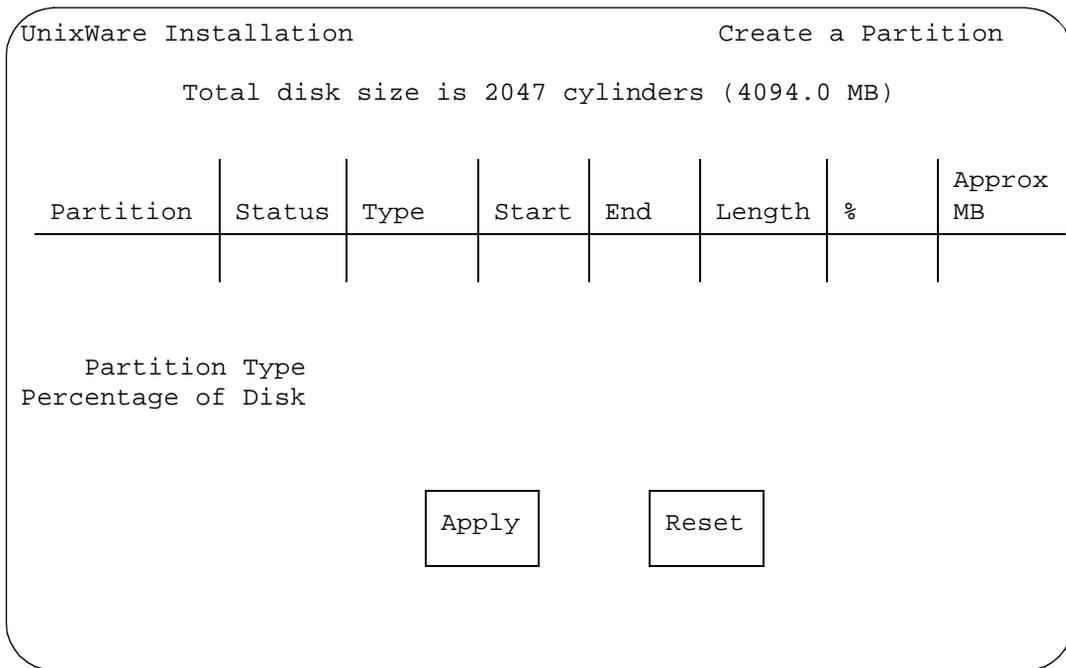
Figure 6-10.   Create a Partition Screen

3. Use the left ◄ and right ► arrows on your keyboard to move through the field selections. Use the down ▼ arrow to move to the next field.

4. Select the appropriate data for each field as specified in Table 6-2.

Table 6-2.   Create a Partition Screen Entries

Field	Setting
Partition type:	UNIX System
Percentage of Disk:	100

5. Press the down ▼ arrow to move to the `Apply` field and press `ENTER`.

   The system displays the Hard Disk Partitioning, Disk 1 screen (Figure 6-11).

```
          Total disk size is 2047 cylinders (4094.0MB)

                              Cylinders

                                                              Approx
   Partition   Status   Type    Start   End     Length   %    MB

   1           Active   UNIX    0       2046    2047     100  4094
                        System




        1. Overwrite system master boot code
        2. Change Active (Boot from) partition
        3. Delete a partition
        4. Cancel (Exit without updating disk configuration)

  Enter Selection:
```

Figure 6-11.   Hard Disk Partitioning, Disk 1 Screen

   6. Press (ENTER).

   The system displays the Hard Disk Partitioning, Disk 1 screen
   (Figure 6-12).

```
         Total disk size is 2047 cylinders (4094.0MB)

                              Cylinders

                                                          Approx
  Partition  | Status | Type   | Start | End  | Length | %   | MB
  1          | Active | UNIX   | 0     | 2046 | 2047   | 100 | 4094
             |        | System |       |      |        |     |




       1. Do not overwrite system master boot code
       2. Change Active (Boot from) partition
       3. Delete a Partition
       4. Cancel (Exit without updating disk configuration)

Enter Selection:
```

Figure 6-12.   Hard Disk Partitioning, Disk 1 Screen

   7. Enter **2**

      The system displays the Change Active Partition screen Figure 6-13.

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```
 ⎛UnixWare Installation                    Change Active Partition
 ⎜
 ⎜          Total disk size is 2047 cylinders (4094.0 MB)
 ⎜
 ⎜                                                          Approx
 ⎜   Partition │ Status │ Type  │ Start │ End  │ Length │ %  │ MB
 ⎜  ──────────────────────────────────────────────────────────────
 ⎜   1         │ Active │ UNIX  │ 0     │ 2046 │ 2047   │ 100│ 4094
 ⎜             │        │ System│       │      │        │    │
 ⎜
 ⎜
 ⎜
 ⎜ 1.   Partition 1
 ⎜
 ⎜
 ⎜ Enter the number of partition you want to boot from:
 ⎜
 ⎝
```

Figure 6-13.   Change Active Partition Screen

8. Press `ENTER`

The system displays the Hard Disk Partitioning, Disk 1 screen Figure 6-14.

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```
        Total disk size is 2047 cylinders (4094.0MB)

                            Cylinders

                                                        Approx
  Partition    Status   Type    Start   End    Length   %    MB

  1            Active   UNIX    0       2046   2047     100  4094
                        System




        1. Do not overwrite system master boot code
        2. Delete a Partition
        3. Exit (update disk configuration and exit)
        4. Cancel (Exit without updating disk configuration)

Enter Selection:
```

Figure 6-14.   Hard Disk Partitioning, Disk 1 Screen

9. Enter **3**

   If you have a second hard disk drive, the system displays the Secondary
   Hard Drive Partitioning Screen (Figure 6-15).

   If you do not have a second hard disk drive, skip Step 10 and continue
   with Step 11.

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```
You may use a partition of your secondary hard disk for the UNIX
system.  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 6-15.   Secondary Hard Disk Partitioning Screen

10. Enter **1**

The system displays the UnixWare Installation Set Slice Sizes screen
(Figure 6-16).

```
 _____
/                                                                        \
| UnixWare Installation              Set up File Systems on Disk(s)       |
|                                                                         |
|                                                                         |
|  Enter filesystem sizes on first disk.                                  |
|                                                                         |
|   Size of / in MB:           xx                                         |
|   Size of /stand in MB:      xx                                         |
|   Size of /dev/dump in MB:   xx                                         |
|   Size of /dev/swap in MB:   xx                                         |
|   Size of /mtce in MB:       xx                                         |
|   Size of /vs in MB:         xx                                         |
|   Size of /oracle in MB:     xx                                         |
|   Size of /tmp in MB:        xx                                         |
|   Size of /voice1 in MB:     xx                                         |
|   Size of /voxem in MB:      xx                                         |
|                                                                         |
|                                                                         |
|                        _____      _____                     |
|                       |           |    |           |                    |
|                       |   Apply    |    |   Reset   |                    |
|                       |_____|    |_____|                    |
|                                                                         |
|                                                                         |
\                                                                        /
 _____
```

Figure 6-16.   UnixWare Installation Set Slice Sizes Screen

> 11. Use the left ◄ and right ► arrows on your keyboard to move through the field selections. Use the down ▼ arrow to move to the next field.
>
> 12. Enter the appropriate number of megabytes of space needed for each slice as specified in Table 6-3.
>
> ⇒ **NOTE:**
>   The sizes listed in Table 6-3 are the recommended minimum sizes. If you are loading a system using a mkimage tape, use the sizes on the tape label. If there are no sizes, use the recommended size. If you are loading a new system, without a mkimage tape, use the recommended sizes.

Table 6-3.   Minimum Space Requirements for the MAP/40P

Slice	Space Requirements (MBytes)
/	615
/stand	15
/dev/dump	129
/dev/swap	129 (for a 64 MByte system) 193 (for a 96 MByte system) 257 (for a 128 MByte system) The boot floppies automatically configure the size using: (2 x memory size) + 1 = size
/mtce	20
/vs	100
/oracle	450 NOTE: Add 75 MBytes if you are loading ORACLE development packages.
/tmp	20
/voice1	100
/voxem	100

13. Press the down ▼ arrow to move to the `Apply` field and press `ENTER`.

The system displays the Hard Disk Surface Analysis screen (Figure 6-17).

```
UNIX System Installation               Hard Disk Surface Analysis


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

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




You choices are:

1. Perform surface analysis
2. Skip surface analysis

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

Figure 6-17.　Hard Disk Surface Analysis Screen

> ⚠️ **CAUTION:**
> *Ignore the message at the top of this screen. Surface analysis is required for all systems because it makes a configuration change to the disk. Failure to perform surface analysis may cause the INTUITY CONVERSANT system to fail.*

14. Continue with the next procedure, "Transferring the UnixWare Files".

Transferring the UnixWare Files

To transfer the UnixWare files, do the following:

1. Starting at the Hard Disk Surface Analysis screen (Figure 6-17), press ENTER.

   This will accept the default of 1 and perform the surface analysis. The system displays the following message:

   ```
   Checking the hard disk for defects and creating file
   systems. This will take a few minutes. Please wait.
   ```

   After about 5 minutes the system displays the Media Type screen (Figure 6-18).

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```
/UnixWare Installation                              Media Type


     The INTUITY Software is available on tape
     as an image depending on the application. You
     must select the proper choice depending on the
     application. For new CONVERSANT installation choose option 1.
     For new Audix installation choose option 2. For restoring
     CONVERSANT Make-image choose option 3.

Your choices are:

 1. UnixWare for INTUITY CONVERSANT Tape
 2. UnixWare for INTUITY Audix
 3. INTUITY Conversant Make-Image Tape


Press a number between '1' and '3' followed by 'ENTER':

```

Figure 6-18.   Media Type Screen

> 2. Continue with the next procedure, "Installing the Application Server".

Installing the Application Server

To Install the application server, do the following:

> 1. Starting at the Media Type screen (Figure 6-18), enter **1**
>
>   The system displays the Insert Tape screen (Figure 6-19).

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```
UnixWare Installation                    Insert INTUITY Image Tape



     Please insert the INTUITY Image cartridge tape into the tape
     drive and press 'ENTER'.








Your choices are:

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

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

Figure 6-19.   Insert Lucent INTUITY Tape Screen

2. Insert the cartridge tape labeled "INTUITY CONVERSANT 7.0 INTUITY
   UnixWare 2.1.2 Image Tape for CONVERSANT with Veritas" into the tape
   drive.

3. Press ENTER.

   This will accept the default of 1 to indicate the tape has been inserted and
   is ready for access.

   The system displays the following message:

   ```
   Retentioning the tape. This will take about 3 minutes.
   Please do not remove the tape.
   ```

   After a few minutes the system displays the following message:

   ```
   Copying INTUITY Image Tape to hard disk. do not remove
   tape until prompted to do so.
   ```

   After about 30 minutes, the system displays the following message:

   ```
   Please remove the tape from the tape drive.
   Press ENTER to continue.
   ```

4. Remove the cartridge tape labeled "INTUITY CONVERSANT 7.0 INTUITY
   UnixWare 2.1.2 Image Tape for CONVERSANT with Veritas" from the tape
   drive.

5. Press ENTER.

The system displays the following message:

```
The UNIX System is now being rebuilt to reflect your
selections. This will not require any user input

Please wait
```

The system automatically reboots.

6. Continue with the next procedure,

Activating the Volume Manager

To activate the Volume Manager, complete the following steps.

1. Login as root.

   The system displays the following message:

   ```
   Password:
   ```

2. Press (ENTER).

3. At the system prompt, enter **installit**

   The system displays the following message:

   ```
   Installit execution started:
   The system will attempt to perform a new installation.
   Press enter, to continue the Volume Manager
   installation...
   ```

4. Press (ENTER).

5. The system automatically reboots three times; each reboot takes
   approximately 5 minutes to complete.

   When the initialization of the Volume Manager is complete, the system
   displays: Console Login:

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Installing the LAN Card Driver Package

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Installing the LAN Card Driver Package

See "PCI Ethernet LAN Circuit Cards" or "Token Ring Circuit Card" in Chapter 2, "Installing or Replacing Circuit Cards", for the procedure.

Setting up the Monitor

To set up the monitor, do the following:

1. Login as root

   The system displays the system prompt #.

   In order to use the graphical user interfaces (GUI) with the video controller card installed in your system, perform the following video setup operations:

2. Enter **/usr/X/lib/display/setvideomode**

   The system displays a menu listing the different video chipset options.

3. Enter **3**

   This is the number corresponding to the video controller circuit card installed on your system.

   The system displays a menu listing monitor mode numbers for video resolution.

4. Enter **13**

   > **NOTE:**
   > The mode number corresponds to the video controller circuit card installed on your system. The resolution must be 640 x 480 and the color must be 256.

   The system displays the following message:

   ```
   Video RAM: 2048K

   Do you want to change this value? (y/n) [n]:
   ```

5. Press (ENTER).

   The system displays the following message:

   ```
   Default Monitor Size, 17 inches(y/n) [y]:
   ```

6. Enter **n**

   The system displays the Monitor Size screen (Figure 6-20).

```
        Monitor Size
        ============
        12 inches
        13 inches
        14 inches
        15 inches
        16 inches
        17 inches
        19 inches
        20 inches
        21 inches
        other




    Enter Monitor Size =>
```

Figure 6-20.　Monitor Size Screen

7. Enter **14**

    The system displays a screen similar to the Monitor Test screen (Figure 6-21).

```
You have selected the following:

VENDOR.......: Generic S3 Virge-VS
CHIPSET......: VIRGE-VX
VIDEO RAM....: 2048K
MONITOR......: MULTISYNC 60 Hz
RESOLUTION...: 640x480
COLORS.......: 256




Do you want to test this mode?(y/n) [y]:
```

Figure 6-21.　Monitor Test Screen

8. Press (ENTER).

    The system displays the Test Pattern screen (Figure 6-22).

```
        A TEST PATTERN WILL BE DRAWN ON YOUR SCREEN.
        AFTER A FEW SECONDS, YOU WILL RETURN TO THIS
        SCREEN. IF THE PATTERN DOESN'T LOOK RIGHT, YOU
        CANNOT USE THIS MODE. YOU SHOULD TRY ANOTHER MODE.
        IF THE PATTERN IS NOT EVEN STABLE,
        PRESS 'DEL' IMMEDIATELY TO AVOID DAMAGE TO YOUR
        HARDWARE.




Do you want to continue? (y/n) [y]:
```

Figure 6-22.   Test Pattern Screen

9. Press (ENTER).

    After the test pattern is drawn, the system displays the following message:

    ```
    Do you want to try the test again? (y/n) [n]:
    ```

10. Press (ENTER) to stop the test.

    The system displays the following message:

    ```
    Accept(y), Quit(q), Try another mode(anykey):
    ```

11. Enter **y** to accept the setup.

    The system displays the Current Selection screen (Figure 6-23).

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Setting up the Monitor

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```
        Current Selection:

                ENTRY........: Generic S3 Virge-VX
                RESOLUTION...: 640x480
                VISUAL.......: PseudoColor
                MONITOR......: MULTISYNC 60Hz
```

Figure 6-23.   Current Selection Screen

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Initializing the Mouse

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Initializing the Mouse

If you want to initialize the mouse, do the following:

1. Enter **mouseadmin** at the system prompt and press (ENTER).

   The system displays the Mouse Main Menu (Figure 6-24).

```
     There are no mice assigned.




     Select one of the following:

         B) Bus mouse add
         P) PS2 mouse add
         S) Serial mouse add
         T) Test your mouse configuration
         U) Update mouse configuration and quit
         E) Exit (no update)



 Enter Selection:
```

Figure 6-24.   Mouse Main Menu

2. If you are not installing a mouse, enter **e**

   If you are installing a mouse, enter **s**

   The system displays the following message:

   There are no mice assigned.

   Enter the display terminal that will be using
   the mouse, or strike the ENTER key to return to
   the main menu.

   Display terminal (i.e., console, s0vt00, etc):

3. Enter **console** and press (ENTER).

   The system displays the following message:

   Enter the device that the mouse will be attached to
   or strike the ENTER key to return to the main menu.

```
Mouse device: (i.e., tty00, tty01):
```

4. Enter the appropriate data for the serial port your mouse is connected to as listed in <u>Serial Mouse Installation Entries</u>,<u>Table 6-4</u>.

   > **NOTE:**
   > Be sure to use an available port and not the one assigned to the RMB.

Table 6-4.   Serial Mouse Installation Entries

Serial Port Connection	Screen Entry
COM1 port	TTY00
COM2 port	TTY01

5. Press (ENTER).

   The system displays the following message:

   ```
   Is your mouse configured to Mouse Systems
   (MSC compatible) mode? [y or n]:
   ```

6. Enter **y** and press (ENTER).

   The system displays the Mouse Main Menu (<u>Figure 6-25</u>).

```
The following terminals have mice assigned:

    Display Terminal                       Mouse Device
    ----------------                       -------------
    Console                                Serial Mouse on TTY01


    Select one of the following:

        B) Bus mouse add
        P) PS2 mouse add
        S) Serial mouse add
        T) Test your mouse configuration
        U) Update mouse configuration and quit
        E) Exit (no update)


Enter Selection:

```

Figure 6-25.   Mouse Main Menu

7. Enter **u** and press ENTER.

   The system displays the Mouse Main menu Figure 6-25.

   TTY01 shown in Figure 6-25 reflects the port selected in step 4.

   Continue with Testing the Mouse procedure below.

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Testing the Mouse

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Testing the Mouse

To test the mouse, do the following:

1. Enter **mouseadmin** at the system prompt and press ⦅ENTER⦆.

   The system displays the Mouse Main Menu (Figure 6-25)

2. Enter **t** and press ⦅ENTER⦆.

   The system displays the following message:

   ```
   Please try using your mouse when the next
   screen appears.

   Strike the ENTER key when ready:
   ```

3. Press ⦅ENTER⦆.

   The system displays the following message:

   ```
   Press a mouse button to stop test.
   Test will be cancelled automatically in 15 seconds.
   ```

   The system displays the Mouse Main Menu (Figure 6-25).

4. Enter **e** and press ⦅ENTER⦆.

   ```
   You have now installed all the required software for
   your UnixWare operating system.
   ```

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Testing the Mouse

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7 Installing the INTUITY CONVERSANT System Software
Overview

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Installing the INTUITY CONVERSANT System Software

7

Overview

This chapter details installation procedures for the INTUITY™ CONVERSANT® system software.

Purpose

This purpose of this chapter is to provide the information necessary to reload the INTUITY CONVERSANT system after a disk failure. Use this chapter in conjunction with .

Installing the **INTUITY CONVERSANT** Base Software Set

The INTUITY CONVERSANT base software set includes:

- INTUITY CONVERSANT Utilities Package

- INTUITY CONVERSANT Runtime Processing Package

- INTUITY CONVERSANT Maintenance Package

- INTUITY CONVERSANT Logger/Alerter Package

- INTUITY AUDIX Logger Package

- INTUITY CONVERSANT Base ORACLE RDBMS 7.3.2

- INTUITY CONVERSANT ORACLE 7 Integration Package

- INTUITY CONVERSANT Administration Screens Package

- INTUITY CONVERSANT Transaction State Machine Package

- INTUITY CONVERSANT Switch Utilities Package

- INTUITY CONVERSANT License Modification Package

- INTUITY CONVERSANT Platform CONVERSANT Tuning

All of the packages included in the INTUITY CONVERSANT base software set are required for the operation of the INTUITY CONVERSANT system. All of the packages are contained on one cartridge tape.

To install the INTUITY CONVERSANT base software set, do the following:

⚠ CAUTION:
If you are using this procedure in conjunction with an upgrade, skip the first three steps and begin with Step 4.

1. Log in as root.

2. Insert the cartridge tape labeled "INTUITY Platform CVIS 7.0 Set 1 of 1" into the cartridge tape drive.

3. Enter **pkgadd -d ctape1**

   The system displays the following message:

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

4. Press (ENTER).

   The system displays the following message:

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

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        Installing the INTUITY CONVERSANT Base Software Set   **Page 7-3**

```
The following packages are available:

 1. CVISset     INTUITY CONVERSANT VIS V7 Set
                (i486)

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

5. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY CONVERSANT VIS V7 Set (CVISset) from
   <ctape1>

   INTUITY CONVERSANT VIS V7 Set
   (i486)
   Using </> as the package base directory.

   Do you want to run the default set installation?
   (default: y)
   ```

6. Answer the questions in Table 7-1 with a check mark for "yes" or "no."

Table 7-1.   Questions to Determine if the Default Installation is Appropriate

Number	Question	Yes	No
1	Do you want to turn off daylight savings time?		
2	Does your system have a remote maintenance circuit card? **NOTE:** If you answer yes to this question, you must answer yes to Question 3.		
3	Do you want to disable COM1?		
4	Do you want to disable COM2?		
5	Do you want to disable the parallel port?		
6	Is Interrupt Level 4 being used by anything other than COM1?		
7	Is Interrupt Level 3 being used by anything other than COM2?		
8	Is Interrupt Level 7 being used by anything other than the parallel port?		
9	Is your ORACLE database larger than 65 Mbyte		

7. If you answered **no** to all of the questions in Table 7-1, you can use the default installation; enter **y**

   If you answered **yes** to any of the questions in Table 7-1, you can not use the default installation; complete the following Steps a through Step p:

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   Installing the INTUITY CONVERSANT Base Software Set   **Page 7-4**

a. Enter **n**

The system displays the following message:

```
Do you want the default installation for mtce?
[y,n,?]
```

b. If you answered **no** to Question 1 in Table 7-1, enter **y** and continue
with Step Step d.

If you answered **yes** to Question 1 in Table 7-1, enter **n**

The system displays the following message:

```
Is Daylight Savings Time ever used? [y,n,?]
```

c. Enter **n**

The system displays the following message:

```
Do you want the default installation for vs?
[y,n,?]
```

d. If you answered **no** to all seven Questions 2, 3, 4, 5, 6, 7, and 8 in
Table 7-1, enter **y** and continue with Step Step g.

If you answered **yes** to Question 2, 3, 4, 5, 6, 7, or 8 in Table 7-1,
enter **n**

The system displays the following message:

```
The first serial port uses interrupt level 4
The second serial port uses interrupt level 3
The parallel port uses interrupt level 7

If you wish to reclaim some of these interrupts
for other devices, you may disable one of these
serial ports. However, one serial port must be
enabled.

For serial ports would you like to:
1.   Enable both
2.   Enable first, disable second
3.   Disable first, enable second

Please enter your selection:
```

e. If you answered **no** for Questions 2, 3, 4, 6, and 7 in Table 7-1, enter
1

If you answered **no** for Questions 2, 3, and 6 and **yes** for Question 4
or 7 in Table 7-1, enter **2**

If you answered **yes** for Question 2, 3, or 6 and **no** for Questions 4
and 7 in Table 7-1, enter **3**

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> ⟐ **NOTE:**
>> If you would like to disable both serial ports, enter **3**, complete
>> the installation procedure, edit the **/etc/conf/sdevice.d/async**
>> file, and reboot the system.

The system displays the following message:

```
For the parallel port (interrupt 7) would you like
to:
1.   Enable the parallel port
2.   Disable the parallel port
```

f. If you answered **no** for Questions 5 and 8 in Table 7-1, enter **1**

   If you answered **yes** for Question 5 or 8 in Table 7-1, enter **2**

   The system displays the following message:

   ```
   Do you want the default installation for maint?
   ```

g. Enter **n**

> ⟐ **NOTE:**
>> There is no difference between the default installation and a
>> custom installation of the maint system.

The system displays the following message:

```
Do you want the default installation for machlog?
[y,n,?]
```

h. If you answered **no** to Questions 2, 3, and 4 in Table 7-1, enter **y**
   and continue with Step Step j.

   If you answered **yes** to Question 2, 3, or 4 in Table 7-1, enter **n**

   The system displays the following message:

   ```
   The first serial port uses interrupt level 4
   The second serial port uses interrupt level 3

   If you wish to reclaim some of these interrupts
   for other devices, you may have to free some of
   these ports. However, one serial port must be
   configured as the alarm port.

   For serial ports would you like to:
   1.   Enable first serial port (COM1) as alarm port
   2.   Enable second serial port (COM2) as alarm port

   Please enter your selection:
   ```

i. If you answered **no** for Questions 2 and 3 and **yes** for Question 4 in
    Table 7-1, enter **1**

    ### ➡ NOTE:
    If your system has a remote maintenance circuit card, make
    sure COM1 is disabled in the CMOS settings. See "P5 200
    MHz CPU Circuit Card" in Chapter 2, "Installing or Replacing
    Circuit Cards", for the procedure to edit the CMOS settings.

    If you answered yes to Questions 2 and 3 and no for Question 4 in
    Table 7-1, enter **1**

    If you answered **yes** to Question 3 and **no** for Questions 2 and 4 in
    Table 7-1, enter **2**

    The system displays the following message:

    ```
    Serial port X has been configured as the alarm
    port.
    ```

j. If you answered **no** for Question 9 in Table 7-1, enter **y** and
    continue with Step Step 8 below.

    If you answered **yes** for Question 9 in Table 7-1, enter **n**

    The system displays the following message:

    ```
    The default name for the database file is dbsA.dbf
    ```

    ```
    Enter a new name or strike ENTER to accept the
    default.
    ```

k. Press (ENTER).

    The system displays the following message:

    ```
    The default name for the first redo log file is
    log1A.dbf
    ```

    ```
    Enter a new name or strike ENTER to accept the
    default.
    ```

l. Press (ENTER).

    The system displays the following message:

    ```
    The default name for the second redo log file is
    log2A.dbf
    ```

    ```
    Enter a new name or strike ENTER to accept the
    default.
    ```

m. Press (ENTER).

    The system displays the following message:

    ```
    How many blocks do you want in your database?
    [default: 132,000].
    ```

n. Enter the number of blocks you want in your database.

> ### ⚠ CAUTION:
> *This number must be greater than 24,000.*

The system displays the following message:

```
The default size for each of the redo log files is
800 [512 bytes] blocks.
```

```
How many blocks do you want in each of the redo log
files? [default: 800].
```

o. Enter the number of blocks you want in your redo log files.

The system displays the following message:

```
Do you want to install TSM? [y,n,?]
```

p. Enter **y**

The system displays the following message:

```
Lucent Technologies Inc.
## Processing package information.
## Processing system information.
## Verifying disk space requirements.

Installing INTUITY CONVERSANT VIS V7.0 Set as
<CVISset>

## Executing preinstall script.
Executing the preinstall personality script for
CVIStune.
Enter password for oracle:
New password:
```

> ### ⚠ CAUTION:
> *If you are using this procedure in conjunction with an upgrade, Stop
> here and return to INTUITY CONVERSANT System Version 7.0
> Upgrade Procedures. Do not continue with Step 8.*

8. Type the new password.

9. Press (ENTER).

The system displays the following message:

```
Re-enter new password:
```

10. Re-type the new password.

11. Press (ENTER).

The system displays a series of messages. After approximately one hour
the system displays the following message:

```
Processing of <INTUITY CONVERSANT VIS V7.0 Set> is
completed.

Insert a cartridge into Tape Drive 1.

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

12. Enter **q**

    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.
    ```

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

Installing the TCP/IP Packages

All of the UnixWare TCP/IP packages are installed during the installation of the
operating system from the cartridge tape labeled "INTUITY CONVERSANT VIS
V7.0 UnixWare for INTUITY 2.1.2."

- Distributed File System Utilities

- Remote Procedure Calls Utilities

- Internet Utilities

Use the **pkginfo** command to view the list of packages on your system. If these
packages are not installed on your system, install them now.

To install the TCP/IP packages, do the following:

1. Enter **pkgadd -d ctape1**

   The system displays the following message:

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

2. Insert the cartridge tape labeled "INTUITY CONVERSANT VIS V7.0
   UnixWare for INTUITY 2.1.2."

3. Press (ENTER).

   The system displays a list of packages from which you must specify yes or
   no.

4. Enter **yes** for the following packages:

   - Distributed File System Utilities

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- Remote Procedure Calls Utilities

- Internet Utilities

Enter **no** for all other packages.

5. Press (ENTER).

The system displays the following message:

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

6. Enter **q**

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Installing the Optional Feature Software

8

Overview

This chapter describes the procedures to install all the software that was not included on the application software cartridge tape. This software is called *optional* software since it is not required for the basic system to function.

The organization of this chapter is not to imply that you will necessarily install all of these packages nor will you install them in the order documented. Packages that are order-specific are identified as such.

This chapter also describes the general procedure for removing software packages.

> **NOTE:**
> Be sure that you have run the INTUITY™ CONVERSANT® Hardware Resource Allocator and indicate all hardware that is/will be on your system. The data generated by the program is crucial in assuring that you respond correctly the prompts in this chapter. See "Operating the Hardware Resource Allocator" in Appendix A, "System Configuration," in your hardware installation book.

> **NOTE:**
> All of the procedures in this chapter must be performed with root permission.

Purpose

This purpose of this chapter is to provide the information necessary to reload the optional feature software to a computer which has experienced a disk failure.

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Installing Software Packages Using the Unix Management Screens

If your system has been equipped the Unix Management Screens Package, software can be loaded using the INTUITY CONVERSANT system screens.

To load software a software package using the INTUITY CONVERSANT system screens do the following:

1. Start at the Voice System Administration menu (Figure 8-1).

```
         Intuity CONVERSANT V6.0

UNIX System Administration
Voice System Administration
Exit
```
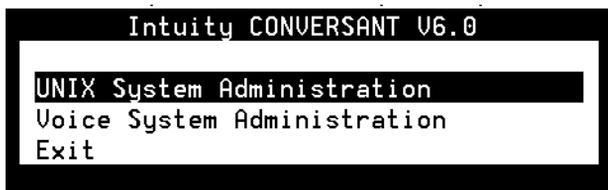
Figure 8-1.   Voice System Administration Menu

2. Select:

```
> UNIX Management

    >Software Install
```
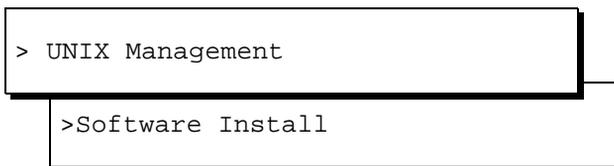
The system displays the Software Install menu (Figure 8-2).

```
 Software Install
>Floppy drive
 Tape drive
```
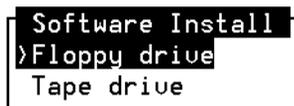
Figure 8-2.   Software Install Menu

3. Select the appropriate media.

4. Continue with the procedures listed for each package below.

Installing the Hardware Resource Allocator Package

> ⮞ **NOTE:**
> You must install and run the INTUITY CONVERSANT Hardware Resource
> Allocator before installing any of the INTUITY CONVERSANT System Version
> 7.0 base or optional packages.

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "Hardware Resource Allocator 1 of 1" into the
   diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. config     INTUITY Hardware Resource Allocator
                    (i486)

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

5. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY Hardware Resource Allocator (config) from
   <diskette1>

   INTUITY Hardware Resource Allocator
   (i486)
   Using </> as the package base directory.
   ```

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

```
Installation of INTUITY Hardware Resource Allocator
(config) was successful.

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

6. Remove the diskette labeled "Hardware Resource Allocator 1 of 1" from
   the diskette drive.

7. Enter **q**

Run the INTUITY CONVERSANT Hardware Resource Allocator to obtain a current
configuration listing for your system. See "Operating the Hardware Resource
Allocator" in Appendix A, "System Configuration".

⚠ CAUTION:

*You must run the INTUITY CONVERSANT Hardware Resource Allocator and
obtain the output from it. The information is needed to install software
packages to correctly set addresses for interrupts, I/O, etc.*

Installing the Asynchronous Host Toolkit

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "CGS Asynchronous Host Toolkit 1 of 1" into the
   diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. asynchost  INTUITY CSG Asynchronous Host Toolkit
                    (i486)

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

5. Press (ENTER).

   The system displays the following message:

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```
PROCESSING:
Set: INTUITY CSG Asynchronous Host Toolkit (asynchost)
from <diskette1>

INTUITY CSG Asynchronous Host Toolkit
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
Enter number of host lines to be configured, 1 or 2:
```

6. Enter the number of lines to be configured.

   This is the number of lines your system will be using to communicate with
   the host.

   If you entered **1**, the system displays the following message:

   ```
   Enter asynchronous request function number, 1 or 2:
   ```

   $\Longrightarrow$ **NOTE:**
   Entering **1** will turn on the DIP for hostreq1 host line only.
   Entering **2** will turn on the DIP for hostreq2 host line only

   If you entered **2**, the system displays the following message:

   ```
   Enter asynchronous request function number, S or D:
   ```

   $\Longrightarrow$ **NOTE:**
   Entering **S** will turn on both host DIPs and they will work
   independently of each other.
   Entering **D** will turn on both host DIPs and they will work in
   conjunction with each other.

7. Enter the request number function.

   The system displays the following message:

   ```
   Enter tty port for the single line (e.q., ttys02):
   ```

   $\Longrightarrow$ **NOTE:**
   The tty port number is assigned to the port on the asynchronous
   circuit card to which you are connecting. See Chapter 3, "Making
   Cable Connections," in *INTUITY CONVERSANT System Version 7.0
   New System Installation*, 538-313-106.

   You can also determine the available tty addresses by viewing the
   /dev file.

8. Enter the tty port number you will be using.

   The system displays the following message:

   ```
   Installation of INTUITY CGS Asynchronous Host Toolkit
   (asynchost) was successful.
   ```

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

9. Remove the diskette labeled "CGS Asynchronous Host Toolkit 1 of 1" from
   the diskette drive.

Installing the ASYNC_TEST Transaction Script Builder Backup

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "ASYNC_TEST Transaction SB Backup 1 of 1"
   into the diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. asynctest  INTUITY ASYNC_TEST SB Backup
                   (i486)

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

5. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY ASYNC_TEST SB Backup (asynctest) from
   <diskette1>

   INTUITY ASYNC_TEST SB Backup
   (i486)
   Using </> as the package base directory.
   Lucent Technologies Inc.
   ```

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

   ```
   Installation of INTUITY ASYNC_TEST SB Backup
   (asynctest) was successful.
   ```

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

6. Remove the diskette labeled "ASYNC_TEST Transaction SB Backup
    1 of 1" from the diskette drive.

Installing the ASYNC_TEST Speech Script Builder Backup

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "ASYNC_TEST Speech SB Backup 1 of 1" into
    the diskette drive.

4. Press (ENTER).

    The system displays the following message:

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

    The following packages are available:
      1. asynctest  INTUITY ASYNC_TEST SB Backup
                    (i486)

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

5. Press (ENTER).

    The system displays the following message:

    ```
    PROCESSING:
    Set: INTUITY ASYNC_TEST SB Backup (asynctest) from
    <diskette1>

    INTUITY ASYNC_TEST SB Backup
    (i486)
    Using </> as the package base directory.
    Lucent Technologies Inc.
    ```

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

    ```
    Installation of INTUITY ASYNC_TEST SB Backup
    (asynctest) was successful.
    ```

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

6. Enter **q**

7. Remove the diskette labeled "ASYNC_TEST Speech SB Backup 1 of 1"
   from the diskette drive.

Installing the Adjunct/Switch Application Interface Packages

The ASAI packages must be installed in the following order:

- AT&T CALLVISOR PC ISDN

- AT&T CALLVISOR PC LAN Gateway

- AT&T CALLVISOR PC ASAI

Installing the CALLVISOR PC ISDN Package

To install the CALLVISOR PC ISDN package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "AT&T CALLVISOR PC ISDN Package 1 of 1"
   into the diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. cvisdn    AT&T CALLVISOR PC ISDN Package
                  (i486)

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

5. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: AT&T CALLVISOR PC ISDN Package (cvisdn) from
   <diskette1>
   ```

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```
INTUITY CALLVISOR PC ISDN Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.

Enter the number of IPCI boards installed on this
machine. (default: 1) [1-4,?]
```

6. Enter **0**

   The system displays the following message:

   ```
   Enter the desired version. (default: 1) [?]
   ```

7. Enter the desired version for the PC/ISDN (IPCI) circuit cards installed in
   your system

   $\implies$ **NOTE:**
   > Enter version 1 if your system is connected to a G3V3 switch.
   > Enter version 2 if your system is connected to a G3V4 switch.

   The system displays the following message:

   ```
   Enter for higher version operation. (default: 1)
   [0-1,?]
   ```

8. Press (ENTER).

   The system displays the following message:

   ```
   Enter for lower version operation. (default: 1) [0-1,?]
   ```

9. Press (ENTER).

   The system displays several messages followed by the following
   message:

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

   Remove the diskette from the drive.

   To reboot the system, execute the command:
   shutdown -i6 -y -g0
   ```

10. Remove the diskette labeled "AT&T CALLVISOR PC ISDN Package 1 of 1"
    from the diskette drive.

11. Continue with the next procedure, "Installing the CALLVISOR PC LAN
    Gateway Package."

Installing the CALLVISOR PC LAN Gateway Package

To install the CALLVISOR PC LAN Gateway package, do the following:

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1. 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)
   ```

2. Insert the diskette labeled "AT&T CALLVISOR PC LAN Gateway Package 1 of 1" into the diskette drive.

3. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. cvesai     AT&T CALLVISOR PC LAN Gateway Package
                   (i486)

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

4. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: AT&T CALLVISOR PC LAN Gateway Package (cvesai)
   from <diskette1>

   AT&T CALLVISOR PC LAN Gateway Package
   (i486)
   Using </> as the package base directory.
   Lucent Technologies Inc.

   This machine currently has X BRI links administered
   There are X links available for use as LAN Gateway
   links.

   Enter the number of LAN links to be installed (<=X):
   ```

5. Enter the number of LAN links used by your system.

   $\Rightarrow$ **NOTE:**

   The INTUITY CONVERSANT system requires one LAN link. If your system needs additional LAN connections for other software, establish the links now.

   The system displays the following message:

   ```
   Enter the destination for LAN link 1 [definity]:
   ```

6. Enter your system's switch destination.

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

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```
Installation of the AT&T CALLVISOR PC LAN Gateway
Package (cvesai) was successful.
```

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

7. Remove the diskette labeled "AT&T CALLVISOR PC LAN Gateway Package 1 of 1" from the diskette drive.

8. Continue with the next procedure, "Installing the CALLVISOR PC ASAI Package."

Installing the CALLVISOR PC ASAI Package

To install the CALLVISOR PC ASAI package, do the following:

1. 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)
   ```

2. Insert the diskette labeled "CALLVISOR PC ASAI Package 1 of 1" into the diskette drive.

3. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. cvasai    AT&T CALLVISOR PC ASAI Package
                  (i486)

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

4. Press (ENTER).

   The system displays the following message:

   ```
   Configuring cvasai for X ASAI Node(s)

   PROCESSING:
   Set: AT&T CALLVISOR PC ASAI Package (cvasai) from
   <diskette1>
   ```

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```
AT&T CALLVISOR PC ASAI Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.

Enter the number of ASAI Nodes.
(default: 1) [1-4,?]
```

5. Enter the number of ASAI nodes on your system

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

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

   ```
   Remove the diskette from the disk drive.
   ```

   ```
   To reboot the system, execute the command:
   shutdown -i6 -y -g0
   ```

   ```
   To power down the system, execute the command:
   shutdown -i0 -y -g0
   ```

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

   ```
   Installation of AT&T CALLVISOR PC ASAI Package (cvasai)
   was successful.
   ```

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

6. Enter **q**

7. Remove the diskette labeled "CALLVISOR PC ASAI Package 1 of 1" from
   the diskette drive.

8. Reboot the system. See "Reboot the System," in "Common System
   Procedures," in the *INTUITY CONVERSANT System Reference*,
   585-313-205, for the procedure.

Installing the Adjunct/Switch Application Interface Package

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

2. Enter **pkgadd -d diskette1**

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The system displays the following message:

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

3. Insert the diskette labeled "Adjunct/Switch Application Interface Package 1 of 3" into the diskette drive.

4. Press (ENTER).

The system displays the following message:

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

The following packages are available:
  1. asai       INTUITY Adjunct/Switch Application
                Interface Package (i486)

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

5. Press (ENTER).

The system displays the following message:

```
PROCESSING:
Set: INTUITY Adjunct/Switch Application Interface
Package (asai) from <diskette1>

INTUITY Adjunct/Switch Application Interface Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
READY TO PROCESS:
    Package: INTUITY Adjunct/Switch Application
             Interface Package (asai) diskette 2 of 3

Insert diskette 2 of 3 into Floppy Drive 1.
Type [go] when ready,
    or [q] to quit:  (default:  go)
```

6. Remove the diskette labeled "Adjunct/Switch Application Interface Package 1 of 3" from the diskette drive.

7. Insert the diskette labeled "Adjunct/Switch Application Interface Package 2 of 3" into the diskette drive.

8. Press (ENTER).

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

```
READY TO PROCESS:
    Package: INTUITY Adjunct/Switch Application
             Interface Package (asai) diskette 3 of 3

Insert diskette 3 of 3 into Floppy Drive 1.
Type [go] when ready,
    or [q] to quit:  (default:  go)
```

9. Remove the diskette labeled "Adjunct/Switch Application Interface
    Package 2 of 3" from the diskette drive.

10. Insert the diskette labeled "Adjunct/Switch Application Interface Package
    3 of 3" into the diskette drive.

11. Press ENTER.

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

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

    ```
    Installation of Adjunct/Switch Application Interface
    Package (asai) was successful.
    ```

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

12. Enter **q**

13. Remove the diskette labeled "Adjunct/Switch Application Interface
    Package 3 of 3" from the diskette drive.

14. Reboot the system. See "Reboot the System," in "Common System
    Procedures," in the *INTUITY CONVERSANT System Reference*,
    585-313-205, for the procedure.

For more information on this feature package, see *INTUITY CONVERSANT Version
7.0 Communication Development*, 585-313-202.

Installing the Analog Switch Interface Package

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "Analog Switch Interface - (country) 1 of 1" into the diskette drive.

4. Press [ENTER].

    The system displays the following message:

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

    The following packages are available:
      1. usswtch    INTUITY Analog Switch Interface Package
                        - US
                    (i486)

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

    > **NOTE:**
    > The analog switch interface package used in this example is for the United States (US). The name will change depending on the country chosen.

5. Press [ENTER].

    The system displays the following message:

    ```
    PROCESSING:
    Set: INTUITY Analog Switch Interface Package - US
    (usswtch) from <diskette1>

    INTUITY Analog Switch Interface Package - US
    (i486)
    Using </> as the package base directory.
    Lucent Technologies Inc.
    ```

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

    ```
    Installation of INTUITY Analog Switch Interface Package
    - US (usswtch) was successful.

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

6. Enter **q**

7. Remove the diskette labeled "Analog Switch Interface - (country) 1 of 1" from the diskette drive.

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Installing the Backup/Restore Utility

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Installing the Backup/Restore Utility

To install the Backup/Restore Utility, do the following:

1. At the UNIX prompt, 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)
   ```

2. Insert the diskette labeled "Backup/Restore Utility 1 of 1" into the diskette drive.

3. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. backrest   INTUITY Backup/Restore Utility
                   (i486)

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

4. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY Backup/Restore Utility (backrest) from
   <diskette1>

   INTUITY Backup/Restore Utility
   (i486)
   Using </> as the package base directory.
   Lucent Technologies Inc.
   ```

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

   ```
   Installation of INTUITY Backup/Restore Utility
   (backrest) was successful.

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

5. Enter **q**

   The system displays the UNIX prompt.

6. Make sure that the light on the diskette drive is off and remove the diskette.

For more information on this feature package, see "Back Up the System," in
"Common System Procedures," in the *INTUITY CONVERSANT System Reference*,
585-313-205, for the procedure.

Installing the Call Bridge Application Package

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "Call Bridge Application Package 1 of 1" into
   the diskette drive.

4. Press ENTER.

   The system displays the following message:

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

   The following packages are available:
     1. xferdip    INTUITY Call Bridge Application Package
                   (i486)

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

5. Press ENTER.

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY Call Bridge Application Package (xferdip)
   from <diskette1>

   INTUITY Call Bridge Application Package
   (i486)
   Using </> as the package base directory.
   Lucent Technologies Inc.

   After the installation, do you wish to activate
   bridging capability? (y/n)
   ```

6. Enter **y**

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

```
Installation of INTUITY Call Bridge Application Package
(xferdip) was successful.

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

7. Enter **q**

8. Remove the diskette labeled "Call Bridge Application Package 1 of 1" from the diskette drive.

Installing the Call Classification Analysis Package

$\square$ **NOTE:**
If you are installing the package and feature_tst is already installed on your system (as in assisted upgrades), once you have finished installing all other desired, you must remove feature_tst and reinstall it in order to select the CCA test.

To install this optional feature package, do the following:

1. Make sure the ASP driver has been installed by entering **pkginfo |pg**

   If the ASP driver has been installed there will be a line similar to the following:

   ```
   INTUITY   asp     INTUITY ASP Driver Package
   ```

   Continue with Step 2.

   If the ASP driver has not been installed, see "Speech and Signal Processor (AYC43) Circuit Card," in Chapter 2, "Installing or Replacing Circuit Cards"," for the procedure to load the driver.

2. At the UNIX prompt, 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. Insert the diskette labeled "Call Classification Analysis Package 1 of 1" into the diskette drive.

4. Press ⌈ENTER⌉.

   The system displays the following message:

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

   The following packages are available:
     1. cca        INTUITY Call Classification Analysis
                      Package (i486)
   ```

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Installing the Call Classification Analysis Package

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

5. Press ⌈ENTER⌉.

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY Call Classification Analysis Package (cca)
   from <diskette1>

   INTUITY Call Classification Analysis Package
   (i486)
   Using </> as the package base directory.
   Lucent Technologies Inc.
   ```

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

   ```
   Installation of INTUITY Call Classification Analysis
   Package (cca) was successful.

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

6. Enter **q**

   The system displays the UNIX prompt.

7. Make sure that the light on the diskette drive is off and remove the
   diskette.

For more information on this feature package, see *INTUITY CONVERSANT Version
7.0 Application Development with Script Builder*, 585-313-206, and *INTUITY
CONVERSANT Version 7.0 Communication Development*, 585-313-202.

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8 Installing the Optional Feature Software
Installing the Data Collection Toolkit

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Installing the Data Collection Toolkit

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "Data Collection Toolkit 1 of 3" into the diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. dctoolkit  INTUITY Data Collection Toolkit
                    (i486)

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

5. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY Data Collection Toolkit (dctoolkit) from
   <diskette1>

   INTUITY Data Collection Toolkit
   (i486)
   Using </> as the package base directory.
   Lucent Technologies Inc.

   READY TO PROCESS:
       Package: INTUITY Data Collection Toolkit
               (dctoolkit) diskette 2 of 3

   Insert diskette 2 of 3 into Floppy Drive 1.
   Type [go] when ready,
        or [q] to quit:  (default:  go)
   ```

6. Remove the diskette labeled "Data Collection Toolkit 1 of 3" from the diskette drive.

7. Insert the diskette labeled "Data Collection Toolkit 2 of 3" into the diskette drive.

8. Press (ENTER).

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8 Installing the Optional Feature Software
Installing the Dial Pulse Recognition Package

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The system displays the following message:

```
READY TO PROCESS:
    Package: INTUITY Data Collection Toolkit
            (dctoolkit) diskette 3 of 3

Insert diskette 3 of 3 into Floppy Drive 1.
Type [go] when ready,
    or [q] to quit:  (default:  go)
```

9. Remove the diskette labeled "Data Collection Toolkit 2 of 3" from the diskette drive.

10. Insert the diskette labeled "Data Collection Toolkit 3 of 3" into the diskette drive.

11. Press (ENTER).

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

```
Installation of INTUITY Data Collection Toolkit
(dctoolkit) was successful.

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

12. Enter **q**

13. Remove the diskette labeled "Data Collection Toolkit 3 of 3" from the diskette drive.

Installing the Dial Pulse Recognition Package

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "Dial Pulse Recognition 1 of 1" into the diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

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Installing the Dial Pulse Recognition Package   *Page 8-22*

```
The following packages are available:
  1. dpr         INTUITY Dial-Pulse Recognition Package
                 (i486)
```

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

5. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY Dial-Pulse Recognition Package (dpr) from
   <diskette1>
   ```

   ```
   INTUITY Dial-Pulse Recognition Package
   (i486)
   Using </> as the package base directory.
   Lucent Technologies Inc.
   ```

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

   ```
   Installation of INTUITY Dial-Pulse Recognition Package
   (dpr) was successful.
   ```

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

6. Enter **q**

7. Remove the diskette labeled "Dial Pulse Recognition 1 of 1" from the
   diskette drive.

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8 Installing the Optional Feature Software
Installing the Enhanced Basic Speech Package

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Installing the Enhanced Basic Speech Package

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "Enhanced Basic Speech Package - *Language* 1 of 1" into the diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
      1. ebspchUS   Enhanced Basic Speech - US English -
                    Female
                    (i486)

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

5. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: Enhanced Basic Speech - US English - Female
   (ebspchUS) from <diskette1>

   INTUITY Enhanced Basic Speech - US English - Female
   (i486)
   Using </> as the package base directory.
   Lucent Technologies Inc.

   Installation of Enhanced Basic Speech - US English -
   Female (ebspchUS) was successful.

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

6. Enter **q**

7. Remove the diskette labeled "Enhanced Basic Speech Package - *Language* 1 of 1" from the diskette drive.

8. Reboot the system. See "Reboot the System," in "Common System
    Procedures," in the *INTUITY CONVERSANT System Reference*,
    585-313-205, for the procedure.

Installing the FlexWord Speech Recognition Package

Installing the FlexWord® Speech Recognition Package requires installing the
following packages in the order shown:

- ASP Driver package

- FlexWord Recognition - Base

- FlexWord Recognition - U.S. English

Installing the ASP Driver

See "Speech and Signal Processor (AYC43) Circuit Card" in Chapter 2,
"Installing or Replacing Circuit Cards"," for the procedure.

Installing FlexWord Recognition - Base

To install the FlexWord Recognition - Base package, do the following:

1. Stop the voice system. See "Administer the Voice System," in "Common
    System Procedures," in the *INTUITY CONVERSANT System Reference*,
    585-313-205, for the procedure.

2. Ensure that the ASP Driver package has been installed.

3. At the UNIX prompt, enter **pkgadd -d diskette1**

    The system displays the following message:

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

4. Insert the diskette labeled "FlexWord Recognition - Base 1 of 1" into the
    diskette drive.

5. Press (ENTER).

    The system displays the following message:

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

    The following packages are available:
      1. flexrecog  INTUITY FlexWord Recognition - Base
                     (i486)

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

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⧐ **NOTE:**

If you did not stop the voice system, the system displays the
following message at this point:

```
The voice system is currently running and must be
stopped in order to install this package.

Is it ok to STOP the voice system? [y/n]
```

Enter **y**

6. Press (ENTER).

The system displays the following message:

```
PROCESSING:
Set: INTUITY FlexWord Recognition - Base (flexrecog)
from <diskette1>

INTUITY FlexWord Recognition - Base
(i486)
Using </> as the package base directory.
```

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

```
Installation of INTUITY FlexWord Recognition - Base
(flexrecog) was successful.

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

7. Enter **q**

8. Make sure that the light on the diskette drive is off and remove the
   diskette.

Installing FlexWord Recognition - U.S. English

To install the FlexWord Recognition - U.S. English package, do the following:

1. Stop the voice system. See "Administer the Voice System," in "Common
   System Procedures," in the *INTUITY CONVERSANT System Reference*,
   585-313-205, for the procedure.

2. Ensure that the ASP Driver package has been installed.

3. Ensure the FlexWord Recognition - Base package has been installed.

4. At the UNIX prompt, 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)
```

5. Insert the diskette labeled "FlexWord Recognition - US English 1 of 5" into the diskette drive.

6. Press ENTER.

The system displays the following message:

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

The following packages are available:
  1. usflex    INTUITY FlexWord Recognition - US
               English (i486)

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

➡️ **NOTE:**
     If you did not stop the voice system, the system displays the following message at this point:

```
The voice system is currently running and must be
stopped in order to install this package.

Is it ok to STOP the voice system? [y/n]
```

     Enter **y**

7. Press ENTER.

The system displays the following message:

```
PROCESSING:
Set: INTUITY FlexWord Recognition - US English (usflex)
from <diskette1>

INTUITY FlexWord Recognition - US English
(i486)
Using </> as the package base directory.

READY TO PROCESS:
    Package: INTUITY FlexWord Recognition - US English
            (usflex) diskette 2 of 5

Insert diskette 2 of 5 into Floppy Drive 1.
Type [go] when ready,
    or [q] to quit:  (default:  go)
```

8. Remove the diskette labeled "FlexWord Recognition - US English 1 of 5" from the diskette drive.

9. Insert the diskette labeled "FlexWord Recognition - US English 2 of 5" into the diskette drive.

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10. Press (ENTER).

The system displays the following message:

```
READY TO PROCESS:
    Package: INTUITY FlexWord Recognition - US English
            (usflex) diskette 3 of 5

Insert diskette 3 of 5 into Floppy Drive 1.
Type [go] when ready,
    or [q] to quit: (default:  go)
```

11. Remove the diskette labeled "FlexWord Recognition - US English 2 of 5" from the diskette drive.

12. Insert the diskette labeled "FlexWord Recognition - US English 3 of 5" into the diskette drive.

13. Press (ENTER).

The system displays the following message:

```
READY TO PROCESS:
    Package: INTUITY FlexWord Recognition - US English
            (usflex) diskette 4 of 5

Insert diskette 4 of 5 into Floppy Drive 1.
Type [go] when ready,
    or [q] to quit: (default:  go)
```

14. Remove the diskette labeled "FlexWord Recognition - US English 3 of 5" from the diskette drive.

15. Insert the diskette labeled "FlexWord Recognition - US English 4 of 5" into the diskette drive.

16. Press (ENTER).

The system displays the following message:

```
READY TO PROCESS:
    Package: INTUITY FlexWord Recognition - US English
            (usflex) diskette 5 of 5

Insert diskette 5 of 5 into Floppy Drive 1.
Type [go] when ready,
    or [q] to quit: (default:  go)
```

17. Remove the diskette labeled "FlexWord Recognition - US English 4 of 5" from the diskette drive.

18. Insert the diskette labeled "FlexWord Recognition - US English 5 of 5" into the diskette drive.

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

```
Installation of INTUITY FlexWord Recognition - US
English (usflex) was successful.
```

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

19. Enter **q**

20. Make sure that the light on the diskette drive is off and remove the
    diskette.

For more information on this feature package, see *INTUITY CONVERSANT Version
7.0 Speech Development, Processing, and Recognition,* 585-313-201.

Installing the FlexWord Toolkit Package

To install the FlexWord Toolkit package, do the following:

1. At the UNIX prompt, 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)
   ```

2. Insert the diskette labeled "FlexWord Toolkit 1 of 2" into the diskette drive.

3. Press ENTER.

   The system displays the following message:

   ```
   The following packages are available:
     1. FlexTool   INTUITY FlexWord Toolkit
                    (i486)

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

4. Press ENTER.

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY FlexWord Toolkit (FlexTool) from
   <diskette1>

   INTUITY FlexWord Toolkit
   (i486)
   Using </> as the package base directory.

   READY TO PROCESS:
       Package: INTUITY FlexWord Toolkit(FlexTool)
                 diskette 2 of 2
   ```

```
Insert diskette 2 of 2 into Floppy Drive 1.
Type [go] when ready,
    or [q] to quit:  (default:  go)
```

5. Remove the diskette labeled "FlexWord Toolkit 1 of 2" from the diskette drive.

6. Insert the diskette labeled "FlexWord Toolkit 2 of 2" into the diskette drive.

7. Press (ENTER).

   The system displays the following message:

   ```
   Installation of the FlexWord Toolkit package was
   successful.

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

8. Enter **q**

9. Make sure that the light on the diskette drive is off and remove the diskette.

For more information on this feature package, see *INTUITY CONVERSANT Version 7.0 Speech Development, Processing, and Recognition*, 585-313-201.

Installing the Form Filler Application

⚠ CAUTION:

Talkfiles 8 and 9 are reserved talkfile numbers for Form Filler. If you have other applications that use talkfile numbers 8 or 9, do not erase your phrases; reassign new talkfile numbers to them. To do this, back up the speech in talkfiles 8 and 9, remove the speech, then install the Form Filler package. Once the Form Filler package is installed, restore the speech you backed up so the talkfile is assigned a new number. See INTUITY *CONVERSANT Version 7.0 Administration, 585-313-501, for information on speech backup with the* **spsav** *command.*

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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)
   ```

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3. Insert the diskette labeled "Form Filler Application 1 of 2" into the diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. ff          INTUITY Form Filler Application
                     (i486)

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

5. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY Form Filler Application (ff) from
   <diskette1>

   INTUITY Form Filler Application
   (i486)
   Using </> as the package base directory.
   Lucent Technologies Inc.
   ```

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

   ```
   READY TO PROCESS:
       Package: INTUITY Form Filler Application (ff)
                diskette 2 of 2

   Insert diskette 2 of 2 into Floppy Drive 1.
   Type [go] when ready,
       or [q] to quit: (default:  go)
   ```

6. Remove the diskette labeled "Form Filler Application 1 of 2" from the diskette drive.

7. Insert the diskette labeled "Form Filler Application 2 of 2" into the diskette drive.

8. Press (ENTER).

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

   ```
   Changing Form Filler Passwords.

   Enter new transcription password:
   ```

9. Enter the new transcription password.

   The system displays the following message:

   ```
   Enter new review password:
   ```

10. Enter the new review password.

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

    ```
    Installation of INTUITY Form Filler Application (ff)
    was successful.

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

11. Enter **q**

12. Remove the diskette labeled "Form Filler Application 2 of 2" from the diskette drive.

To begin using the Form Filler feature as well as the FFtemplate, see Chapter 8, "Using Optional Features," of *INTUITY CONVERSANT Version 7.0 Application Development with Script Builder*, 585-313-206.

Installing the Graphical Speech Editor Package

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "Graphical Speech Editor Package 1 of 1" into the diskette drive.

4. Press ENTER.

    The system displays the following message:

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

    The following packages are available:
      1. gse        INTUITY Graphical Speech Editor
                    (i486)

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

5. Press ENTER.

    The system displays the following message:

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```
PROCESSING:
Set: INTUITY Graphical Speech Editor (gse) from
<diskette1>

INTUITY Graphical Speech Editor
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of INTUITY Graphical Speech Editor (gse)
was successful.

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

6. Enter **q**

7. Remove the diskette labeled "Graphical Speech Editor Package 1 of 1" from the diskette drive.

8. Setup the monitor. See "Setting up the Monitor", in Chapter 6, "Installing Base System Software".

9. Initialize the mouse. See "Initializing the Mouse", in Chapter 6, "Installing Base System Software".

Installing the LAN Adapter Setup Program

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "SMC LAN Adapter Setup Program 1 of 1" into the diskette drive.

4. Press ENTER.

   The system displays the following message:

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

   The following packages are available:
     1. ezsetup    SMC LAN Adapter Setup program
                    (i486)
   ```

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

5. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: SMC LAN Adapter Setup program (ezsetup) from
   <diskette1>

   SMC LAN Adapter Setup program
   (i386)
   Using </var/spool/pkg> as the package base directory.
   Lucent Technologies Inc.
   ```

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

   ```
   Installation of SMC LAN Adapter Setup program (ezsetup)
   was successful.

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

6. Enter **q**

7. Remove the diskette labeled "SMC LAN Adapter Setup Program 1 of 1"
   from the diskette drive.

Installing the CLEO Packages

The following packages *must* be installed before installing any of the CLEO
packages:

- UnixWare 2.1.2 operating system

- INTUITY CONVERSANT VIS V7.0 set

- Token Ring Hardware Support (if you have a Token Ring card)

Use the following rules to guide your package selections:

- Install *all* the packages (based on the remaining rules in this list) at this
  time. Do not choose some packages now and then go back later to install
  more packages. Make *all* your package selections for installation now.

- If you have the FIFO/SIB synchronous interface card, you must choose
  package 5 from the menu.

- If you have the Token Ring card, you must choose package 7 from the
  menu.

- Select packages 1, 2, 3, 4, and 6 in every installation case.

- Load the packages in the following order:

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1. tkrn and/or sib

2. sna1281u

3. cleo3270

4. mgmt

5. netman

6. cleoHTE

Installing the cleo_tkrn Package

To install the cleo_tkrn package, do the following:

1. If you are not already logged in as root, do so now.

2. Insert the cartridge tape labeled "CLEO 4.1.2.0 1 of 1" into the cartridge tape drive.

3. Enter **pkgadd -d ctape1**

   The system displays the following message:

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

4. Press ENTER.

   The system displays the following message:

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

   The following packages are available:

   1  cleo3270     cleo_3270, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   2  cleoHTE      cleo_hte, Feature Level 2 (4.1.2.0)
                    (386) 4.1.2.0
   3  mgmt         cleo_mgmt, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   4  netman       cleo_netman, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   5  sib          cleo_sib, Link Level (4.1.2.0)
                    (386) 4.1.2.0
   6 sna128lu      cleo_sna_128lu, SNA Level, (4.1.2.0)
                    (386) 4.1.2.0
   7 tkrn          cleo_tkrn, Link Level, (4.1.2.0)
                    (386) 4.1.2.0

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

5. Enter **7**

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The system displays the following message:

```
PROCESSING:
Package: cleo_tkrn, Link Level (4.1.2.0) <tkrn> from
<->

cleo_tkrn
(386) (4.1.2.0)
Using </> as the package base directory.
Lucent Technologies Inc.

Adding driver configurations to the kernel.
All previous configurations will be deleted.
Please wait...
```

The system then displays the following message and the system prompt:

```
Installation of the cleo_tkrn, Link Level (4.1.2.0)
(tkrn) was successful.
```

Installing the cleo_sib Package

To install the cleo_sib package, do the following:

1. If you are not already logged in as root, do so now.

2. Insert the cartridge tape labeled "CLEO 4.1.2.0 1 of 1" into the cartridge tape drive.

3. Enter **pkgadd -d ctape1**

   The system displays the following message:

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

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
   1  cleo3270    cleo_3270, Feature Level 1 (4.1.2.0)
                  (386) 4.1.2.0
   2  cleoHTE     cleo_hte, Feature Level 2 (4.1.2.0)
                  (386) 4.1.2.0
   3  mgmt        cleo_mgmt, Feature Level 1 (4.1.2.0)
                  (386) 4.1.2.0
   4  netman      cleo_netman, Feature Level 1 (4.1.2.0)
                  (386) 4.1.2.0
   5  sib         cleo_sib, Link Level (4.1.2.0)
                  (386) 4.1.2.0
   6  sna128lu    cleo_sna_128lu, SNA Level, (4.1.2.0)
   ```

```
                (386) 4.1.2.0
7 tkrn          cleo_tkrn, Link Level, (4.1.2.0)
                (386) 4.1.2.0

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

5. Enter **5**

   The system displays the following message:

```
PROCESSING:
Package: cleo_sib, Link Level (4.1.2.0) <sib> from <->

cleo_sib
(386) (4.1.2.0)
Using </> as the package base directory.
Lucent Technologies Inc.

Adding driver configurations to the kernel.
All previous configurations will be deleted.
Please wait...
```

   The system then displays the Possible Board Selections screen (Figure 8-3).

```
                    Cleo ADD Board Options
                    ------------------------
                    Possible Board Selections


              1.    Cleo FIFO SIB
              2.    Cleo Microchannel FIFO SIB
              3.    Cleo PC 201 Modem Board
              4.    Cleo PC SIB
              5.    Cleo Microchannel SIB
              6.    ICOT SIB
              7.    ICOT Microchannel SIB



Please enter selection or q to quit:
```
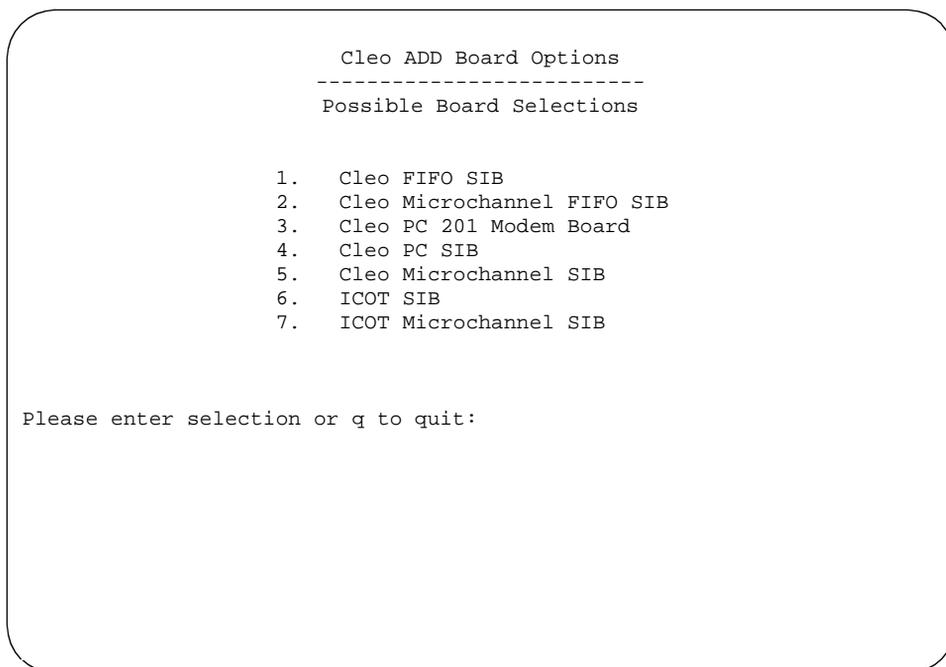
Figure 8-3.   Possible Board Selections Screen

6. Enter **1**

   The system displays the following message:

```
                         Cleo ADD Board Options
                         ------------------------
                              IRQ Selections


                                     5
                                     9
                                    10
                                    11
                                    12
                                    13



Please enter selection or q to quit:
```

Figure 8-4.   IRQ Selections Screen

8. Enter the appropriate IRQ as determined by the hardware resource
   allocator.

   The system displays the following message:

   ```
   Validating you selection...Please wait
   You have selected X. Is this correct (y/n)?
   ```
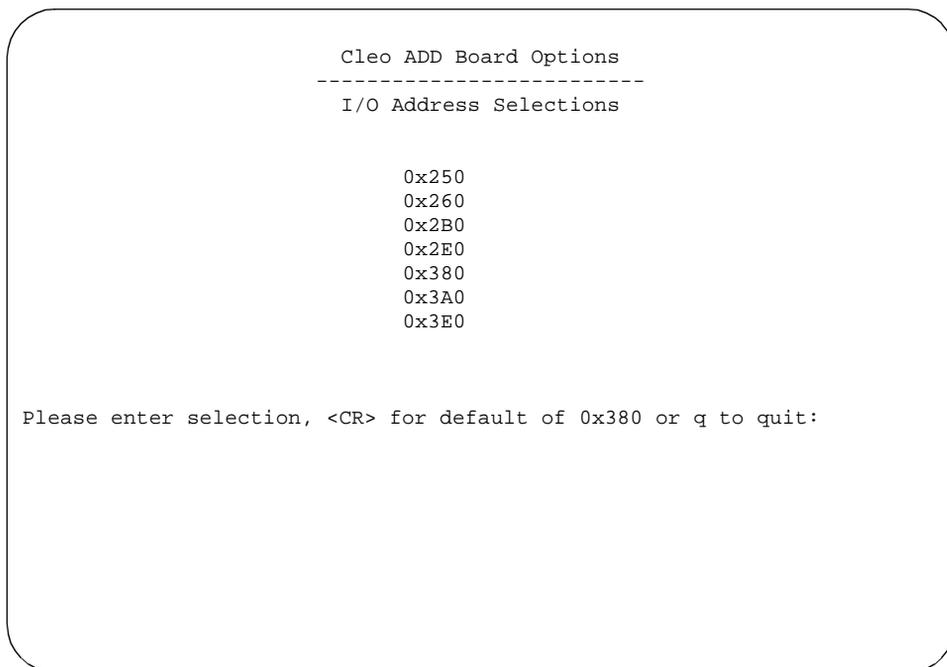
9. Enter **y**

   The system then displays the I/O Address Selections screen (Figure 8-5).

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```
                    Cleo ADD Board Options
                ------------------------
                   I/O Address Selections


                          0x250
                          0x260
                          0x2B0
                          0x2E0
                          0x380
                          0x3A0
                          0x3E0



Please enter selection, <CR> for default of 0x380 or q to quit:
```

Figure 8-5.   I/O Address Selections Screen

10. Enter the appropriate I/O address as determined by the hardware resource allocator.

The system displays the following message:

```
You have selected X. Is this correct (y/n)?
```

11. Enter **y**

The system displays the Board Configuration screen (Figure 8-6).

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```
                        Cleo ADD Board Options
                    --------------------------
Configuration for board 1 is:

    Board Description       =    Cleo FIFO SIB
    IRQ                     =    X
    I/O Address             =    X - X


This board has 1 physical port(s).
When configuring the Link Service record(s) of the Cleo SNA Server use the
following mapping:

    Boards Physical Port #                   Link Service Port #
    ----------------------                   -------------------
            1                                         1




Is this configuration acceptable:
```

Figure 8-6.   Board Configuration Screen

12. Enter **y**

The system displays the following message:

```
Board configuration successfully added.
Do you wish to add another board?
```

13. Enter **n**

The system then displays the following message and the system prompt:

```
Installation of the cleo_sib, Link Level (4.1.2.0)
(sib) was successful.
```

Installing the cleo_sna_1281u Package

To install the cleo_sna_1281u package, do the following:

1. Make sure you have loaded at least one of the following packages:

   ■ cleo_tkrn

   ■ cleo_sib

2. Insert the cartridge tape labeled "CLEO 4.1.2.0 1 of 1" into the cartridge
   tape drive.

3. Enter **pkgadd -d ctape1**

The system displays the following message:

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

4. Press ENTER.

   The system displays the following message:

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

   The following packages are available:

   1  cleo3270     cleo_3270, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   2  cleoHTE      cleo_hte, Feature Level 2 (4.1.2.0)
                    (386) 4.1.2.0
   3  mgmt         cleo_mgmt, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   4  netman       cleo_netman, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   5  sib          cleo_sib, Link Level (4.1.2.0)
                    (386) 4.1.2.0
   6 sna128lu      cleo_sna_128lu, SNA Level, (4.1.2.0)
                    (386) 4.1.2.0
   7 tkrn          cleo_tkrn, Link Level, (4.1.2.0)
                    (386) 4.1.2.0

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

5. Enter **6**

   The system displays the following message:

   ```
   PROCESSING:
   Package: cleo_sna_1281u, SNA Level (4.1.2.0) <sna1281u>
   from <->

   cleo_sna_1281u
   (386) (4.1.2.0)
   Using </> as the package base directory.
   Lucent Technologies Inc.

   Adding driver configurations to the kernel.
   All previous configurations will be deleted.
   Please wait...

   Enabling Link Level Drivers

   cleo_sna1281u, Link Level (4.1.2.0) installation has
   detected the following SDLC Frame Size.

       265 (256 + 9) bytes

   Do you want to change the SDLC Frame Size? (y/n)
   ```

6. Enter **n**

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The system displays the following message:

```
You can use the "cleohw.cfg" utility should you
need to change the SDLC Frame Size after the
installation.
```

Enter <CR> to continue.

7. Press (ENTER).

The system displays the following message:

```
A kernel link is required to activate the cleo_sna_
1281u, SNA Level (4.1.2.0) installation. In most cases
the kernel must be relinked now. However, if the cleo_
slim package is to be installed before using the Cleo
product the kernel link can be postponed.  cleo_slim
will relink the kernel automatically when installed.

Do you want to link the kernel now?
```

8. Enter **y**

The system displays the following message:

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

The system then displays the following message and the system prompt:

```
Installation of the cleo_sna_1281u, SNA Level (4.1.2.0)
(sna1281u) was successful.
```

Installing the cleo_3270 Package

To install the cleo_3270 package, do the following:

1. Make sure you have loaded at least one of the following packages:

   - cleo_tkrn and or cleo_sib
   - cleo_sna_1281u

2. Insert the cartridge tape labeled "CLEO 4.1.2.0 1 of 1" into the cartridge tape drive.

3. Enter **pkgadd -d ctape1**

The system displays the following message:

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

4. Press (ENTER).

The system displays the following message:

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

```
The following packages are available:

1  cleo3270     cleo_3270, Feature Level 1 (4.1.2.0)
                (386) 4.1.2.0
2  cleoHTE      cleo_hte, Feature Level 2 (4.1.2.0)
                (386) 4.1.2.0
3  mgmt         cleo_mgmt, Feature Level 1 (4.1.2.0)
                (386) 4.1.2.0
4  netman       cleo_netman, Feature Level 1 (4.1.2.0)
                (386) 4.1.2.0
5  sib          cleo_sib, Link Level (4.1.2.0)
                (386) 4.1.2.0
6 sna128lu      cleo_sna_128lu, SNA Level, (4.1.2.0)
                (386) 4.1.2.0
7 tkrn          cleo_tkrn, Link Level, (4.1.2.0)
                (386) 4.1.2.0

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

5. Enter **1**

   The system displays the following message:

   ```
   PROCESSING:
   Package: cleo_3270, Feature Level 1 (4.1.2.0)
   <cleo3270> from <->

   cleo_3270
   (386) (4.1.2.0)
   Using </> as the package base directory.
   Lucent Technologies Inc.
   ```

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

   ```
   Installing cleo_3270, Feature Level 1 (4.1.2.0)
   (cleo3270).
   Please wait.
   ```

   The system then displays the following message and the system prompt:

   ```
   Installation of the cleo_3270, Feature Level 1
   (4.1.2.0) (cleo3270) was successful.
   ```

Installing the cleo_mgmt Package

To install the cleo_mgmt package, do the following:

1. Make sure you have loaded at least one of the following packages:

   - cleo_tkrn and or cleo_sib

   - cleo_sna_1281u

   - cleo_3270

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2. Insert the cartridge tape labeled "CLEO 4.1.2.0 1 of 1" into the cartridge tape drive.

3. Enter **pkgadd -d ctape1**

   The system displays the following message:

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

4. Press ENTER.

   The system displays the following message:

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

   The following packages are available:

   1  cleo3270     cleo_3270, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   2  cleoHTE      cleo_hte, Feature Level 2 (4.1.2.0)
                    (386) 4.1.2.0
   3  mgmt         cleo_mgmt, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   4  netman       cleo_netman, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   5  sib          cleo_sib, Link Level (4.1.2.0)
                    (386) 4.1.2.0
   6 sna128lu      cleo_sna_128lu, SNA Level, (4.1.2.0)
                    (386) 4.1.2.0
   7 tkrn          cleo_tkrn, Link Level, (4.1.2.0)
                    (386) 4.1.2.0

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

5. Enter **3**

   The system displays the following message:

   ```
   PROCESSING:
   Package: cleo_mgmt, Feature Level 1 (4.1.2.0) <mgmt>
   from <->

   cleo_mgmt
   (386) (4.1.2.0)
   Using </> as the package base directory.
   Lucent Technologies Inc.
   ```

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

   ```
   Installing cleo_mgmt, Feature Level 1 (4.1.2.0) (mgmt).
   Please wait.
   ```

   The system then displays the following message and the system prompt:

```
Installation of the cleo_mgmt, Feature Level (4.1.2.0)
(mgmt) was successful.
```

Installing the cleo_netman Package

To install the cleo_netman package, do the following:

1. Make sure you have loaded at least one of the following packages:

    ■ cleo_tkrn and or cleo_sib

    ■ cleo_sna_1281u

    ■ cleo_3270

    ■ cleo_mgmt

2. Insert the cartridge tape labeled "CLEO 4.1.2.0 1 of 1" into the cartridge tape drive.

3. Enter **pkgadd -d ctape1**

    The system displays the following message:

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

4. Press (ENTER).

    The system displays the following message:

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

    The following packages are available:
    1  cleo3270    cleo_3270, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
    2  cleoHTE     cleo_hte, Feature Level 2 (4.1.2.0)
                    (386) 4.1.2.0
    3  mgmt        cleo_mgmt, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
    4  netman      cleo_netman, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
    5  sib         cleo_sib, Link Level (4.1.2.0)
                    (386) 4.1.2.0
    6 sna128lu     cleo_sna_128lu, SNA Level, (4.1.2.0)
                    (386) 4.1.2.0
    7 tkrn         cleo_tkrn, Link Level, (4.1.2.0)
                    (386) 4.1.2.0

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

5. Enter **4**

    The system displays the following message:

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```
PROCESSING:
Package: cleo_netman, Feature Level (4.1.2.0) <netman>
from <->

cleo_netman
(386) (4.1.2.0)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installing cleo_netman, Feature Level 1 (4.1.2.0)
(netman).
Please wait.
```

The system then displays the following message and the system prompt:

```
Installation of the cleo_netman, Feature Level
(4.1.2.0) (netman) was successful.
```

Installing the cleo_HTE Package

To install the cleo_HTE package, do the following:

1. Make sure you have loaded at least one of the following packages:

    - cleo_tkrn and or cleo_sib

    - cleo_sna_1281u

    - cleo_3270

    - cleo_mgmt

    - cleo_netman

2. Insert the cartridge tape labeled "CLEO 4.1.2.0 1 of 1" into the cartridge
   tape drive.

3. Enter **pkgadd -d ctape1**

   The system displays the following message:

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

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:

   1  cleo3270     cleo_3270, Feature Level 1 (4.1.2.0)
                    (386) 4.1.2.0
   2  cleoHTE      cleo_hte, Feature Level 2 (4.1.2.0)
   ```

```
                           (386) 4.1.2.0
        3  mgmt           cleo_mgmt, Feature Level 1 (4.1.2.0)
                          (386) 4.1.2.0
        4  netman         cleo_netman, Feature Level 1 (4.1.2.0)
                          (386) 4.1.2.0
        5  sib            cleo_sib, Link Level (4.1.2.0)
                          (386) 4.1.2.0
        6 sna128lu        cleo_sna_128lu, SNA Level, (4.1.2.0)
                          (386) 4.1.2.0
        7 tkrn            cleo_tkrn, Link Level, (4.1.2.0)
                          (386) 4.1.2.0

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

5. Enter **2**

   The system displays the following message:

   ```
   PROCESSING:
   Package: cleo_HTE, Feature Level (4.1.2.0) <cleoHTE>
   from <->

   cleo_HTE
   (386) (4.1.2.0)
   Using </> as the package base directory.
   Lucent Technologies Inc.
   ```

   The system then displays the following message and the system prompt:

   ```
   Installation of the cleo_HTE, Feature Level (4.1.2.0)
   (cleoHTE) was successful.
   ```

Completing the Installation

When all of the chosen packages have been installed the system displays the following message:

1. Remove the cartridge tape from the cartridge tape drive.

2. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

⊒> NOTE:
   If you should want to change IRQ, I/O Address, RAM Address, and/or SDLC frame size after installing the CLEO software, see **cleohw.cfg** in the procedure titled "Changing Hardware Configuration using cleohw.cfg" in Chapter 3, "Software installation," of the *CLEO Administration Guide*.

You have completed the installation of the CLEO packages. To finish the installation of the host software, go to the next section, "Installing the Host Packages".

Installing the Host Packages

When installing the INTUITY CONVERSANT Host software, the order in which you install the packages is very important.

⇒ NOTE:
The INTUITY CONVERSANT VIS V7.0 set *must* be installed before any of the Host packages. If the appropriate hardware (FIFO/SIB and/or Token Ring) is not installed at this time, you may get an error message when you stop and start the voice system:

Make sure you install the Host software in this order:

1. Install the Synchronous Host Interface package.

2. Install the 3270 Enhanced File Transfer package.

3. Install the 3270 NetView Alarm Interface package.

Installing the Synchronous Host Interface Package

Use the following procedure to install this optional feature package:

1. If you are not already logged in as root, do so now.

2. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

3. Insert the diskette labeled "Synchronous Host Interface Package 1 of 1" into the diskette drive.

4. 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)
   ```

5. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. synchost   INTUITY Synchronous Host Interface
                    Package (i486)

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

6. Press (ENTER).

   The system displays the following message:

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```
PROCESSING:
Set: INTUITY Synchronous Host Interface Package
(synchost) from <diskette1>

INTUITY Synchronous Host Interface Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of Synchronous Host Interface Package
(synchost) was successful.

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

7. Enter **q**

8. Make sure that the light on the floppy disk drive is off and remove the
   diskette.

Installing the 3270 Enhanced File Transfer Package

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "3270 Enhanced File Transfer 1 of 1" into the
   diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. fts        INTUITY 3270 Enhanced File Transfer
                    Package (i486)

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

5. Press (ENTER).

   The system displays the following message:

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```
PROCESSING:
Set: INTUITY 3270 Enhanced File Transfer Package (fts)
from <diskette1>

INTUITY 3270 Enhanced File Transfer Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of INTUITY 3270 Enhanced File Transfer
Package (fts) was successful.

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

6. Enter **q**

7. Remove the diskette labeled "3270 Enhanced File Transfer 1 of 1" from the diskette drive.

Installing the NetView Alarm Interface Package

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "3270 Netview Alarm Interface 1 of 1" into the diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. mtcxmtr    INTUITY 3270 Netview Alarm Interface
                   Package (i486)

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

5. Press (ENTER).

   The system displays the following message:

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```
PROCESSING:
Set: INTUITY 3270 Netview Alarm Interface Package
(mtcxmtr) from <diskette1>

INTUITY 3270 Netview Alarm Interface Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of INTUITY 3270 Netview Alarm Interface
Package (mtcxmtr) was successful.

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

6. Enter **q**

7. Remove the diskette labeled "3270 Netview Alarm Interface 1 of 1" from
   the diskette drive.

Once all the host software is installed, see *INTUITY CONVERSANT Version 7.0
Communications Development*, 585-313-202, for more information about using
the features.

Installing the ORACLE Development Packages

ORACLE provides many packages that are not required to support the INTUITY
CONVERSANT system operation. INTUITY CONVERSANT system refers to these
packages as *ORACLE add-on* packages.

This section describes the installation procedures for each add-on package. For
detailed installation and removal information, see the *ORACLE7 for Intel UNIX
SVR4 (iABI) Installation & Configuration Guide*.

The ORACLE add-on packages include the following:

- Pro*C 2.1.3.0.0
- SQL*FORMS Menu 3.0.16.12.9
- SQL*ReportWriter 1.1.14.16.1

> ⚠ **CAUTION:**
> *The ORACLE Development tools cartridge tape contains more ORACLE products than those listed. However, INTUITY CONVERSANT system customers must NOT install products that are not listed. Some of the products are already included in the various INTUITY CONVERSANT system packages, while other products are not authorized to be used by the INTUITY CONVERSANT system customers. A violation of the recommendation may result into the corruption of the INTUITY CONVERSANT system software configuration and may be illegal usage of the ORACLE software.*

Installation Requirements

The basic requirements for installing ORACLE add-on packages are as follows:

- INTUITY CONVERSANT Base ORACLE RDBMS 7.3.2 package is installed.

- The voice system and ORACLE database are running during the installation. (You can start the database by entering **ior w**)

Installing the ORACLE Add-on Packages

To install the ORACLE add-on packages, do the following:

1. Log in as oracle

2. Enter **cd /oracle/orainst**

3. Enter **./orainst**

   The system displays the following message:

   ```
   Enter the pathname for your ORACLE_HOME
   ```

4. Enter **/oracle**

   The system displays the following message:

   ```
   Enter the Installation Log File name
   ```

5. Enter **/oracle/orainst/install.log**

   The system displays the following message:

   ```
   Enter the name of the ORACLE owner
   ```

6. Enter **oracle**

   The system displays the following message:

   ```
   Select the desired Installer action
   ```

7. Select `Install/Upgrade/Patch Software Only`.

   Use [TAB] to move through the selections.

   The system displays the following message:

   ```
   Select the desired online help support:
   ```

8. Select For all products being installed.

    Use TAB to move through the selections.

    The system displays the following message:

    ```
    Select one of the following:
    ...
    ```

9. Select D: Install Directly from Tape

    The system displays the following message:

    ```
    Select the operating system you are running:
    ```

10. Select Unixware 2.1

    The system displays the following message:

    ```
    Select the native language to be installed:
    ```

11. Select American/English.

    The system displays the following message:

    ```
    Would you like to relink Oracle product executables:
    ```

12. Select yes.

    The system displays the following message:

    ```
    The /oracle/orainst/root.sh file already exists. Select
    (Yes) if you wish to append additional root-related
    action to this file. Select (No) if you wish to create a
    new root.sh.
    ```

13. Enter **yes**

    The system displays the following message:

    ```
    The installation log will be written to
    /oracle/orainst/install.log.
    ```

14. Press ENTER.

    The system displays the following message:

    ```
    Enter the non-rewinding device name:
    ```

15. Enter **/dev/rmt/ntape1**

    The system displays the following message:

    ```
    Enter the rewinding device name:
    ```

16. Enter **/dev/rmt/ctape1**

    The system displays the following message:

    ```
    Insert tape number 1.
    ```

17. Insert the cartridge tape labeled "ORACLE 7.3.2 Development Tools" into
    the tape drive.

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18. Press (ENTER).

    The system displays the following message:

    ```
    The currently running Installer (version 3.0.9.0.2)
    differs from the expected version (3.0.9.0.1). Select
    (Yes) to continue the installation. Select (No) to
    cancel the installation.
    ```

19. Press (TAB) to move the cursor. Select Yes.

    The system displays the following message:

    ```
    Working...
    ```

    The system is reading the tape at this time. After several minutes, the
    system displays the following message:

    ```
    Products available on /oracle/stage
    ```

20. Select each package:

    a. Use the arrow keys to move the cursor to package_name.

    b. Press (ENTER).

    Repeat Steps a and b for each of the following ORACLE add-on
    packages.

    - Pro*C 2.1.3.0.0

    - SQL*FORMS Menu 3.0.16.12.9

    - SQL*ReportWriter 1.1.14.16.1

    ## ⚠ CAUTION:

    *The ORACLE Development tools cartridge tape contains more
    ORACLE products than those listed. However, INTUITY
    CONVERSANT system customers must NOT install products
    that are not listed. Some of the products are already included
    in the various INTUITY CONVERSANT system packages, while
    other products are not authorized to be used by the INTUITY
    CONVERSANT system customers. A violation of the
    recommendation may result into the corruption of the INTUITY
    CONVERSANT system software configuration and may be
    illegal usage of the ORACLE software.*

21. Press (TAB) to move the cursor. Select (Install...).

    ## ⚠ CAUTION:

    *Do not select other items. If you do, you may corrupt the V7.0
    environment setup.*

    The system displays the following message:

```
Working...

Please select one of the following as a default
terminal type for SQL*Reportwriter:

srw_at386 - AT&T or ISC AT386 console
```

22. Select the appropriate terminal type from which you are going to run
    SQL*ReportWriter.

    ### ➡ NOTE:
    Use the default value if you plan to run SQL*ReportWriter from an
    AT386 terminal.

    The system displays the following message:

    ```
    Would you like to link the SQL*ReportWriter demo user
    exits:
    ```

23. Enter **yes**

    The system displays the following message:

    ```
    Would you like to re-link SQL*Forms 3.0 with PL/SQL?
    ```

24. Enter **yes**

    The system displays the following message:

    ```
    Would you like to relink SQL*Plus with SQL*Forms 3.0?
    ```

25. Enter **yes**

    The system displays the following message:

    ```
    Would you like to relink SQL*Forms 3.0 with SQL*Menu
    5.0?
    ```

26. Enter **yes**

    The system displays the following message:

    ```
    Working...

    Completed loading ORACLE software into the staging area
    (/oracle/stage). Select (OK) to continue.
    ```

27. Press (ENTER).

    The system displays the following message:

    ```
    Working...

    The requested action has been performed for selected
    products. You should examine the installation log for
    possible errors.

    Select (Help) for more details on what you can do next.
    Select (OK) to continue.
    ```

28. Press (ESC) (1).

29. Press (ENTER).

30. Use the arrow keys to move the cursor to quit.

31. Press (ENTER).

32. Remove the cartridge tape labeled "ORACLE 7.3.2 Development Tools" from the tape drive.

➡ **NOTE:**
The **displaypkg** command will not show ORACLE add-on packages on the screen. To determine the ORACLE add-on packages on your system, read the **/oracle/pkginst/unix.rgs** file. For each ORACLE product installed, a corresponding entry containing the ORACLE product name is created in this file.

Installing the ORACLE SQL*Net TCP/IP Package

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "SQL*NET TCP/IP for ORACLE 7.3.2" into the diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. ora7sql    INTUITY SQL*NET TCP/IP for ORACLE
                   7.3.2 (i486)

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

5. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY SQL*NET TCP/IP for ORACLE 7.3.2 (ora7sql)
   from <diskette1>
   ```

```
INTUITY SQL*NET TCP/IP for ORACLE 7.3.2
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of SQL*NET TCP/IP for ORACLE 7.3.2
(ora7sql) was successful.

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

6. Enter **q**

7. Make sure that the light on the floppy disk drive is off and remove the
   diskette.

For more information on this feature see *INTUITY CONVERSANT Version 7.0
Communication Development*, 585-313-202.

Installing the Primary Rate Interface Packages

The primary rate interface packages include:

- ISDN primary rate interface

- Advanced primary rate interface (restricted availability)

The ISDN primary rate interface package must be installed first.

Installing the ISDN Primary Rate Interface Package

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "ISDN Primary Rate Interface Package 1 of 1"
   into the diskette drive.

4. Press (ENTER).

The system displays the following message:

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

The following packages are available:
  1. pri        INTUITY ISDN Primary Rate Interface
Package (i486)

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

5. Press ENTER.

The system displays the following message:

```
PROCESSING:
Set: INTUITY ISDN Primary Rate Interface Package (pri)
from <diskette1>

INTUITY ISDN Primary Rate Interface Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
WARNING: Before this package can function, the T1/E1
         Driver package must be installed and then
         reboot the system to complete installation of
         the T1/E1 Driver package
```

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

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

    The UNIX Operating System kernel has been rebuilt.

    RM PROFILE_SIZE has been changed.
    Reboot before attempting to use this PRI package.
```

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

```
This concludes the steps required to install the 'ISDN
Primary Rate Interface' feature. However, additional
steps are required to activate the feature. Consult the
INTUITY VIS Operations guide for the steps required.
Administration must also be done at the connecting end
(PBX, ACD, or other switch) to properly configure the
T1 or E1 channels.

Installation of INTUITY ISDN Primary Rate Interface
Package (pri) was successful.
```

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

6. Enter **q**

7. Remove the diskette labeled "ISDN Primary Rate Interface Package
   1 of 1" from the diskette drive.

8. Reboot the system. See "Reboot the System," in "Common System
   Procedures," in the *INTUITY CONVERSANT System Reference*,
   585-313-205 for the procedure.

For more information on this feature, see:

■ Chapter 3, "Digital Telephony Interfaces," of *INTUITY CONVERSANT
  Version 7.0 Communications Development*, 585-313-202.

■ Chapter 6, "Switch Interfaces," of *INTUITY CONVERSANT Version 7.0
  Administration*, 585-313-501.

Installing the Advanced Primary Rate Interface Package

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "Advanced PRI Package 1 of 1" into the
   diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. npri       INTUITY Advanced PRI Package
                    (i486)

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

5. Press (ENTER).

   The system displays the following message:

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```
PROCESSING:
Set: INTUITY Advanced PRI Package (npri) from
<diskette1>

INTUITY Advanced PRI Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
This concludes the steps required to install the
'Advanced PRI' feature.

Installation of INTUITY Advanced PRI Package (npri) was
successful.

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

6. Enter **q**

7. Remove the diskette labeled "Advanced PRI Package 1 of 1" from the diskette drive.

Installing the Script Builder Package

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "Script Builder 1 of 3" into the diskette drive

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. sb          INTUITY Script Builder
                    (i486)

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

5. Press (ENTER).

The system displays the following message:

```
PROCESSING:
Set: INTUITY Script Builder (sb) from <diskette1>

INTUITY Script Builder
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
READY TO PROCESS:
    Package: INTUITY Script Builder (sb)
            diskette 2 of 3

Insert diskette 2 of 3 into Floppy Drive 1.
Type [go] when ready,
    or [q] to quit:  (default:  go)
```

6. Remove the diskette labeled "Script Builder 1 of 3" from the diskette drive.

7. Insert the diskette labeled "Script Builder 2 of 3" into the diskette drive.

8. Press (ENTER).

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

```
READY TO PROCESS:
    Package: INTUITY Script Builder (sb)
            diskette 3 of 3

Insert diskette 3 of 3 into Floppy Drive 1.
Type [go] when ready,
    or [q] to quit:  (default:  go)
```

9. Remove the diskette labeled "Script Builder 2 of 3" from the diskette drive.

10. Insert the diskette labeled "Script Builder 3 of 3" into the diskette drive.

11. Press (ENTER).

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

```
Installation of Script Builder (sb) was successful.

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

12. Enter **q**

13. Remove the diskette labeled "Script Builder 3 of 3" from the diskette drive.

For more information on this feature, see *INTUITY CONVERSANT Version 7.0 Application Development with Script Builder*, 585-313-206.

Installing the Script Builder FAX Actions Package

To install the Script Builder FAX Actions package, do the following:

1. At the UNIX prompt, enter **pkgadd -d ctape1**

    The system displays the following message:

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

2. Insert the tape labeled "Script Builder FAX Actions for Lucent Technologies" into the tape drive.

3. Press ENTER.

    The system displays the following message:

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

    The following packages are available:
      1. sbfax      INTUITY Script Builder Fax Actions
                    (i486)

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

4. Press ENTER.

    The system displays the following message:

    ```
    PROCESSING:
    Set: INTUITY Script Builder Fax Actions (sbfax) from
    <ctape1>

    INTUITY Script Builder Fax Actions
    (i486)
    Using </> as the package base directory.
    ```

    The system displays the following message:

    ```
    Select the interrupt level for the FAX Circuit Card(s)
    from the following level:
            3
            4
            5
            6
            7
            9
            10
            11
            12
    ```

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```
            14
            15
    enter choice:
```

5. Enter the interrupt level.

    The system displays the following message:

    ```
    Confirm. Interrupt level X. (y/n)
    ```

6. Enter **y**

    The system displays the following message:

    ```
    REMEMBER to set the jumpers on the FAX circuit card(s)
    to use interrupt X. Otherwise, the system will not
    function properly.
    ```

    ```
    Enter the code of the country in which this system will
    operate. For a list of codes, consult your user
    documentation. If you decide at a later date to change
    this setting, simply use the SetPlace.sb utility (see
    your user documentation.)
    ```

    ```
    Enter choice:
    ```

7. Enter the appropriate country code from Table 8-1.

Table 8-1.   Country Codes

Country: Code	Country: Code	Country: Code	Country: Code
USA: 10	Canada: 11	Algeria: 2130	American Samoa: 6840
Andorra: 330	Argentina: 540	Australia: 610	Austria: 430
Barring: 9730	Belgium: 320	Belize: 5010	Bolivia: 5910
Brazil: 550	Cameroon: 2370	Chile: 560	Columbia: 570
Costa Rica: 5060	Cyprus: 3570	Czech Republic/Slovakia: 420	Denmark: 450
Ecuador: 5930	Egypt: 200	El Salvador: 5030	Ethiopia: 2510
Fiji: 6790	Finland: 3580	France: 330	French Antilles: 5960
French Antillis Guadeloupe: 5900	French Polynesia: 6890	Gabon: 2410	German Dem Rep: 370

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Table 8-1. **Country Codes** — *Continued*

Country: Code	Country: Code	Country: Code	Country: Code
German Fed Rep: 490	Greece: 300	Guam: 6710	Guantanamo Bay: 530
Guatemala: 5020	Guyana: 5920	Haiti: 5090	Honduras: 5040
Hong Kong: 8520	Hungary: 360	Iceland: 3540	India: 910
Indonesia: 620	Iran: 980	Iraq: 9640	Ireland: 3530
Israel: 9720	Italy (Co): 390	Italy (PBX): 391	Ivory Coast: 2250
Japan 10: 810(10 pulse per second)	Japan 20: 811 (20 pulses per second)	Japan 10 DID: 812(10 pulses per second)	Japan 2 DID: 813 (10 pulses per second)
Jordan: 9620	Kenya: 2540	Korea: 820	Kuwait: 9650
Liberia: 2310	Libya: 2180	Liechtenstein: 410	Luxembourg: 3520
Malawi: 2650	Malaysia: 600	Mexico: 520	Monaco: 330
Morocco: 2120	Namibia: 2640	Netherlands: 310	Netherlands Antilles: 5990
Netherlands Antilles Aruba: 2970	New Caledonia: 6870	New Zealand: 640	Nicaragua: 5050
Nigeria: 2340	Norway: 470	Norway X: 471	Oman: 9680
Pakistan: 920	Panama: 5070	Papua New Guinea: 6750	Paraguay: 5950
Peru: 510	Philippines: 630	Poland: 480	Portugal: 3510
Qatar: 9740	Romania: 400	Saipan: 6700	San Marino: 390
Saudi Arabia: 9660	Senegal: 2210	Singapore: 650	South Africa: 270
Spain: 340	Sri Lanka: 940	Suriname: 5970	Sweden: 460
Switzerland: 410	Taiwan:8860	Thailand: 660	Tunisia: 2160
Turkey: 900	United Arab Emirates: 9710	U.K. (CO): 440	U.K. (PBX): 441
Uruguay: 5980	Vatican City: 390	Venezuela: 580	Yemen Arab Republic: 9670
Yugoslavia: 380			

The system displays the following message:

```
Confirm. The country is X. (y/n)
```

8. Enter **y**

The system displays the following message:

```
Enter the number of faxingDips you want running on your
system. Your application will work fine regardless of
how many you choose. If you decide at a later date to
change this setting, simply use the SetFaxDip.sb
utility (see your user documentation.)
```

⚠ **CAUTION:**

Using more than two faxingDips could cause your CPU idle time to be reduced to 0%. This will result in SPIO001 alarm messages and notification of the TSC.

```
For light expected FAX traffic               enter 1
For average expected FAX traffic             enter 2
For moderately heavy expected FAX traffic    enter 3
For heavy expected FAX traffic               enter 4

enter choice:
```

9. Enter **1** or **2** as appropriate.

The system displays the following message:

```
Confirm. Number of faxingDips is X. (y/n)
```

10. Enter **y**

The system displays the following message:

```
If you currently have applications that use FAX
Actions, re-verify and re-install them for best
performance.

Your system will have X running faxingDips

The sbfax has been successfully installed. You must
remove the last floppy disk. The system will reboot
shortly.

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

Installation of INTUITY Script Builder Fax Actions
(sbfax) was successful.
```

11. Enter **q**

12. Make sure that the light on the tape drive is off and remove the tape.

13. Reboot the system. See "Reboot the System," in "Common System
    Procedures," in the *INTUITY CONVERSANT System Reference*,
    585-313-205, for the procedure.

See the *INTUITY CONVERSANT Version 7.0 Application Development with Script
Builder*, 585-313-206, for more information on using Script Builder FAX Actions,
as well as procedures to install the diskettes labeled "SBFAX_demo Backup
Speech" and "Transmissions."

Installing the Unix Management Screens Package

To install the UNIX Management Screens Package, do the following:

1. At the UNIX prompt, 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)
   ```

2. Insert the diskette labeled "Unix Management Screens Package 1 of 1"
   into the diskette drive.

3. Press ENTER.

   The system displays the following message:

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

   The following packages are available:
     1. unixmgmt   INTUITY Unix Management Screens Package
                   (i486)

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

4. Press ENTER.

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY Unix Management Screens Package (unixmgmt)
   from <diskette1>

   INTUITY Unix Management Screens Package
   (i486)
   Using </> as the package base directory.
   Lucent Technologies Inc.
   ```

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

   ```
   Installation of INTUITY Unix Management Screens Package
   (unixmgmt) was successful.
   ```

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

5. Enter **q**

   The system displays the UNIX prompt.

6. Make sure that the light on the diskette drive is off and remove the diskette.

Installing T1 Packages

The T1 packages include:

- Line side T1 interface packages
- T1 E&M package

Installing the Line Side T1 Interface Packages

The line side T1 interface packages are separated by the type of switch to which they will interface. The following packages are available:

- Line Side T1 Interface Package - Definity
- Line Side T1 Interface Package - Galaxy

Installing the Line Side T1 Interface Package - Definity

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

2. Ensure that the T1 driver package has been installed.

3. Enter **pkgadd -d diskette1**

   The system displays the following message:

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

4. Insert the diskette labeled "Line Side T1 Package - Definity 1 of 2" into the diskette drive.

5. Press ENTER.

   The system displays the following message:

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

```
The following packages are available:
    1. lst1d      INTUITY Line Side T1 Package - Definity
                  (i486)

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

6. Press ENTER.

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY Line Side T1 Package - Definity (lst1d)
   from <diskette1>

   INTUITY Line Side T1 Package - Definity
   (i486)
   Using </> as the package base directory.
   Lucent Technologies Inc.
   ```

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

   ```
   READY TO PROCESS:
       Package: INTUITY Line Side T1 Package - Definity
               (lst1d) diskette 2 of 2

   Insert diskette 2 of 2 into Floppy Drive 1.
   Type [go] when ready,
       or [q] to quit: (default:  go)
   ```

7. Remove the diskette labeled "Line Side T1 Package - Definity 1 of 2" from
   the diskette drive.

8. Insert the diskette labeled "Line Side T1 Package - Definity 2 of 2" into the
   diskette drive.

9. Press ENTER.

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

   ```
   This concludes the steps required to install the 'Line
   Side T1 - Definity' feature. However, additional steps
   are required to activate the feature. Consult the
   INTUITY VIS Operations guide for the steps required.
   Administration must also be done at the connecting end
   (PBX, ACD, or other switch) to properly configure the
   T1 channels.

   Installation of INTUITY Line Side T1 Package - Definity
   (lst1d) was successful.

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

10. Enter **q**

11. Remove the diskette labeled "Line Side T1 Package - Definity 2 of 2" from the diskette drive.

Installing the Line Side T1 Interface Package - Galaxy

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

2. Ensure that the T1 driver package has been installed.

3. Enter **pkgadd -d diskette1**

   The system displays the following message:

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

4. Insert the diskette labeled "Line Side T1 Package - Galaxy 1 of 1" into the diskette drive.

5. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. lst1g      INTUITY Line Side T1 Package - Galaxy
                   (i486)

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

6. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY Line Side T1 Package - Galaxy (lst1g) from
   <diskette1>

   INTUITY Line Side T1 Package - Galaxy
   (i486)
   Using </> as the package base directory.
   Lucent Technologies Inc.
   ```

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

   ```
   This concludes the steps required to install the 'Line
   Side T1 - Galaxy' feature. However, additional steps
   are required to activate the feature. Consult the
   INTUITY VIS Operations guide for the steps required.
   ```

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```
Administration must also be done at the connecting end
(PBX, ACD, or other switch) to properly configure the
T1 channels.

Installation of INTUITY Line Side T1 Package - Galaxy
(lst1g) was successful.

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

7. Enter **q**

8. Remove the diskette labeled "Line Side T1 Package - Galaxy 1 of 1" from the diskette drive.

Installing the T1 E&M Package

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

2. Ensure that the T1 driver package has been installed.

3. Enter **pkgadd -d diskette1**

   The system displays the following message:

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

4. Insert the diskette labeled "T1 E&M Package 1 of 1" into the diskette drive.

5. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. t1em       INTUITY T1 E&M Interface Package
                    (i486)

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

6. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY T1 E&M Interface Package (t1em) from
   <diskette1>
   ```

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```
INTUITY T1 E&M Interface Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
This concludes the steps required to install the 'T1
E&M Interface Package' feature. However, additional
steps are required to activate the feature. Consult the
INTUITY VIS Operations guide for the steps required.
Administration must also be done at the connecting end
(PBX, ACD, or other switch) to properly configure the
T1 channels.

Installation of INTUITY T1 E&M Interface Package (t1em)
was successful.

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

7. Enter **q**

8. Remove the diskette labeled "T1 E&M Package 1 of 1" from the diskette
   drive.

Installing the Text To Speech Package

> **NOTE:**
> If you are installing the TTS package and feature_tst is already installed on
> your system (as in assisted upgrades), once you have finished installing all
> other desired, you must remove feature_tst and reinstall it in order to select
> the TTS test.

To install the TTS package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "Text to Speech Package 1 of 8" into the
   diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

The following packages are available:
  1. tts          INTUITY Text To Speech Package
                   (i486)

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

5. Press ENTER.

   The system displays the following message:

```
PROCESSING:
Set: INTUITY Text To Speech Package (tts) from
<diskette1>

INTUITY Text To Speech Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
READY TO PROCESS:
    Package: INTUITY Text To Speech Package (tts)
            diskette 2 of 8

Insert diskette 2 of 8 into Floppy Drive 1.
Type [go] when ready,
    or [q] to quit:  (default:  go)
```

6. Remove the diskette labeled "Text to Speech Package 1 of 8" from the
   diskette drive.

7. Insert the diskette labeled "Text to Speech Package 2 of 8" into the
   diskette drive.

8. Press ENTER.

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

```
READY TO PROCESS:
    Package: INTUITY Text To Speech Package (tts)
            diskette 3 of 8

Insert diskette 3 of 8 into Floppy Drive 1.
Type [go] when ready,
    or [q] to quit:  (default:  go)
```

9. Remove the diskette labeled "Text to Speech Package 2 of 8" from the
   diskette drive.

10. Insert the diskette labeled "Text to Speech Package 3 of 8" into the
    diskette drive.

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11. Press ENTER.

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

    ```
    READY TO PROCESS:
         Package: INTUITY Text To Speech Package (tts)
                  diskette 4 of 8

    Insert diskette 4 of 8 into Floppy Drive 1.
    Type [go] when ready,
         or [q] to quit:  (default:  go)
    ```

12. Remove the diskette labeled "Text to Speech Package 3 of 8" from the
    diskette drive.

13. Insert the diskette labeled "Text to Speech Package 4 of 8" into the
    diskette drive.

14. Press ENTER.

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

    ```
    READY TO PROCESS:
         Package: INTUITY Text To Speech Package (tts)
                  diskette 5 of 8

    Insert diskette 5 of 8 into Floppy Drive 1.
    Type [go] when ready,
         or [q] to quit:  (default:  go)
    ```

15. Remove the diskette labeled "Text to Speech Package 4 of 8" from the
    diskette drive.

16. Insert the diskette labeled "Text to Speech Package 5 of 8" into the
    diskette drive.

17. Press ENTER.

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

    ```
    READY TO PROCESS:
         Package: INTUITY Text To Speech Package (tts)
                  diskette 6 of 8

    Insert diskette 6 of 8 into Floppy Drive 1.
    Type [go] when ready,
         or [q] to quit:  (default:  go)
    ```

18. Remove the diskette labeled "Text to Speech Package 5 of 8" from the
    diskette drive.

19. Insert the diskette labeled "Text to Speech Package 6 of 8" into the
    diskette drive.

20. Press ENTER.

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

```
READY TO PROCESS:
     Package: INTUITY Text To Speech Package (tts)
             diskette 7 of 8

Insert diskette 7 of 8 into Floppy Drive 1.
Type [go] when ready,
     or [q] to quit:  (default:  go)
```

21. Remove the diskette labeled "Text to Speech Package 6 of 8" from the diskette drive.

22. Insert the diskette labeled "Text to Speech Package 7 of 8" into the diskette drive.

23. Press (ENTER).

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

```
READY TO PROCESS:
     Package: INTUITY Text To Speech Package (tts)
             diskette 8 of 8

Insert diskette 8 of 8 into Floppy Drive 1.
Type [go] when ready,
     or [q] to quit:  (default:  go)
```

24. Remove the diskette labeled "Text to Speech Package 7 of 8" from the diskette drive.

25. Insert the diskette labeled "Text to Speech Package 8 of 8" into the diskette drive.

26. Press (ENTER).

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

```
Installation of Text To Speech Package (tts) was
successful.

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

27. Enter **q**

28. Remove the diskette labeled "Text to Speech Package 8 of 8" from the diskette drive.

For more information on this feature package, see *INTUITY CONVERSANT Version 7.0 Speech Development, Processing, and Recognition*, 585-313-201.

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Installing the WholeWord Recognition Packages

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Installing the WholeWord Recognition Packages

The WholeWord recognition packages include:

- WholeWord Recognition - Base
- WholeWord Recognition - Language

Installing the WholeWord Recognition - Base Package

> **NOTE:**
> If you are installing the WholeWord Recognition - Base package and
> feature_tst is already installed on your system (as in assisted upgrades),
> once you have finished installing all other desired, you must remove
> feature_tst and reinstall it in order to select the ASR test.

To install the WholeWord Recognition - Base feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "WholeWord Recognition - Base 1 of 1" into the
   diskette drive.

4. Press ENTER.

   The system displays the following message:

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

   The following packages are available:
     1. asr        INTUITY WholeWord Recognition - Base
                   (i486)

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

5. Press ENTER.

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY WholeWord Recognition - Base (asr) from
   <diskette1>
   ```

```
INTUITY WholeWord Recognition - Base
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of INTUITY WholeWord Recognition - Base
(asr) was successful.

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

6. Enter **q**

7. Remove the diskette labeled "WholeWord Recognition - Base 1 of 1" from
   the diskette drive.

Installing the WholeWord Recognition - Language Package

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.

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. Insert the diskette labeled "WholeWord Recognition - Language 1 of 1"
   into the diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:
     1. usrecog    INTUITY WholeWord Recognition - US
                   English (i486)

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

5. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY WholeWord Recognition - US English
   (usrecog) from <diskette1>
   ```

```
INTUITY WholeWord Recognition - US English
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of INTUITY WholeWord Recognition - US
English (usrecog) was successful.

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

6. Enter **q**

7. Remove the diskette labeled "WholeWord Recognition - Language 1 of 1"
   from the diskette drive.

For more information on this feature package, see *INTUITY CONVERSANT Version
7.0 Speech Development, Processing, and Recognition*, 585-313-201.

Installing the Feature Test Script Package

Use the following procedure to install this optional feature package *only after* all
the other optional feature packages have been installed:

1. The voice system must be running. To see if the system is running, use the
   who -r command.

   The voice system is running if the run-level is 4. If the system is not
   running, execute the **start_vs** command.

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. Insert the diskette labeled "Feature Test Script Package 1 of 3" into the
   diskette drive.

4. Press ENTER.

   The system displays the following message:

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

   The following packages are available:
     1. ftst       INTUITY Feature Test Script Package
                    (i486)
   ```

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

5. Press ENTER.

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY Feature Test Script Package (ftst) from
   <diskette1>

   INTUITY Feature Test Script Package
   (i486)

   Using </> as the package base directory.
   Lucent Technologies Inc.
   ```

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

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

   ### ➡ NOTE:

   If you answer **y** and that package has not been installed on your
   system, you are given an opportunity to cancel the installation. The
   following is an example for Full CCA:

   ```
   Displaypkg shows that Full CCA is not installed.
   You will not be able to test Full CCA with this
   script.
   Type q to quit or return to continue.
   ```

6. Enter **y**

   The system displays the following message:

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

7. Enter **y**

   The system displays the following message:

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

8. Enter **y**

   The system displays the following message:

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

9. Enter **y**

   The system displays the following message:

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

10. Enter **y**

    The system displays the following message:

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

11. Enter **y**

    The system displays the following message:

    ```
    READY TO PROCESS:
        Package: INTUITY Feature Test Script Package (ftst)
    diskette 2 of 3

    Insert diskette 2 of 3 into Floppy Drive 1.
    Type [go] when ready,
        or [q] to quit: (default:  go)

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

12. Remove the diskette labeled "Feature Test Script Package 1 of 3" from the
    diskette drive.

13. Insert the diskette labeled "Feature Test Script Package 2 of 3" into the
    diskette drive.

14. Press (ENTER).

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

    ```
    READY TO PROCESS:
        Package: INTUITY Feature Test Script Package (ftst)
    diskette 3 of 3

    Insert diskette 3 of 3 into Floppy Drive 1.
    Type [go] when ready,
        or [q] to quit: (default:  go)
    ```

15. Remove the diskette labeled "Feature Test Script Package 2 of 3" from the
    diskette drive.

16. Insert the diskette labeled "Feature Test Script Package 3 of 3" into the
    diskette drive.

17. Press (ENTER).

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

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

    Installation of Adjunct/Switch Application Interface
    Package (asai) was successful.

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

18. Enter **q**

19. Remove the diskette labeled "Feature Test Script Package 3 of 3" from the diskette drive.

Installing the Universal Call ID Package

To install the Universal Call ID package, do the following:

1. If you are not already logged in as root, do so now.

2. Enter **pkgadd -d diskette1**

   The system displays the following message:

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

3. Insert the diskette labeled "Universal Call ID Package 1 of 1" into the diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:

   1.  ucid       INTUITY Universal Call ID
                   (i486)

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

5. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY Universal Call ID Package (ucid) from
   <diskette1>

   INTUITY Universal Call ID Package (i486)

   Using </> as the package base directory.
   Lucent Technologies Inc.
   ```

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

   ```
   Installation of INTUITY Universal Call ID (ucid) was
   successful
   ```

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

6. Enter **q**

   The system displays the Console Login prompt.

7. Remove the diskette labeled "Universal Call ID Package" from the diskette drive.

In order to activate this feature, you must specify the UCID Network Node ID. See Chapter 4, "Feature Package Administration," of *INTUITY CONVERSANT System Version 7.0 Administration*, 585-313-501.

Installing the SNMP Emanate Agent Package

To install the SNMP Emanate Agent package, do the following:

1. If you are not already logged in as root, do so now.

2. Enter **pkgadd -d diskette1**

   The system displays the following message:

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

3. Insert the diskette labeled "INTUITY SNMP Emanate Agent" into the diskette drive.

4. Press (ENTER).

   The system displays the following message:

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

   The following packages are available:

   1.  snmp        INTUITY SNMP Emanate Agent (snmp)
                   (i486)

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

5. Press (ENTER).

   The system displays the following message:

   ```
   PROCESSING:
   Set: INTUITY SNMP Emanate Agent (snmp) from <diskette1>

   INTUITY Emanate Agent
   (i486) i.3.1

   Using </> as the package base directory.
   ```

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

```
Installation of INTUITY SNMP Emanate Agent (snmp) was
successful

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

6. Enter **q**

   The system displays the Console Login prompt.

7. Remove the diskette labeled "INTUITY SNMP Emanate Agent" from the diskette drive.

Removing Software Packages

Software packages can be removed using:

- The command line

- The INTUITY CONVERSANT screens

Using the Command Line

Use the **removepkg** or **pkgrm** commands to remove a software package from your system. See the *INTUITY CONVERSANT Version 7.0 Administration*, 585-313-501, book for more information on these commands.

There are some *important* issues you need to be aware of when removing software from your system:

- Remove all services, functions, or card assignments before removing any software packages.

- When removing the Application software (installed in Chapter 10), you are asked if you want to remove speech file systems. Answer *no* to this prompt.

- During an initial installation of the Base ORACLE RDBMS package, a user called "oracle" is created. This user is NOT removed when the Base ORACLE RDBMS package is removed. Once all the base and add-on ORACLE packages have been removed, if you want to remove the "oracle" user, do so through **SYSADM**. See Appendix A, "System Administration Features," in *INTUITY CONVERSANT Version 7.0 Administration*, 585-313-501.

To remove software packages, do the following:

1. Enter **displaypkg** at the system prompt #.

   The system displays all the packages installed on your system.

2. Once you have determined the packages to be removed, enter
   removepkg or **pkgrm**
   At the prompt, enter the number (as it appears on the screen) beside the
   package you want to remove.

Repeat Step 2 for each package you want to remove.

⚠️ WARNING:

*After you have removed packages from a UnixWare system, you MUST
reboot the system before reinstalling packages. You can remove more than
one package before rebooting, but you must reboot before reinstalling any
packages.*

Using the INTUITY CONVERSANT Screens

➡️ NOTE:

Your system must have the Unix Management Screens Package installed in
order to use this procedure.

To remove software using the INTUITY CONVERSANT screens, do the following:

1. Starting at the Voice System Administration menu (Figure 8-1), select

```
> UNIX Management

    >Software Remove
```

The system displays the Software Remove screen (Figure 8-7). which lists
the software installed on the system.

```
The following packages are available:
  1  CVISset       INTUITY CONVERSANT VIS V6.0 Set
                   (i486) i.2.0
  2  PerfBack      Perfect Backup and Restore
                   (SVR4.2-intel) 5.0.0
  3  TSM           INTUITY Transaction State Machine Package
                   (i486) i.2.0
  4  acp           Enhanced Application Compatibility
                   (386) 1
  5  as            UnixWare for Intuity
                   (386) 1
  6  asai          INTUITY Adjunct/Switch Application Interface Package
                   (i486) i.2.0
  7  asp           INTUITY ASP Driver Package
                   (i486) i.2.0
  8  atm           Adobe Type Manager(TM)
                   (386) 1
  9  atm13         ATM Basic Fonts
                   (386) 1
 10  backrest      INTUITY Backup/Restore Utilities
                   (i486) 1.0

... 99 more menu choices to follow;
<RETURN> for more choices, <CTRL-D> to stop display:
```

Figure 8-7.   Software Remove Screen

2. Locate the package you wish to remove.

3. Note the number of the package given in the first column.

4. Press (CONTROL) (D).

    The system displays the following message:

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

5. Enter the number of the package.

    The system displays the name and version number for the package selected.
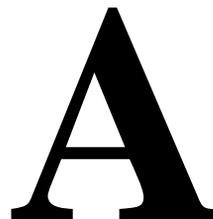
6. Enter **y**

    The system removes the package.

    ⇛ **NOTE:**
    If the system displays any messages warning of dependencies, enter **y** again to continue with the software removal.

7. Press (ENTER).

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Overview

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System Configuration

A

Overview

This appendix describes the placement of components in the MAP/40P and the operation of the Hardware Resource Allocator.

Purpose

The purpose of this appendix is to enable the user to reconfigure the INTUITY™ CONVERSANT® system in the event that hardware needs to be added or removed.

Component Assignments

Circuit cards are placed in the MAP/40P in locations called *slots*. Slots are numbered ISA1 through ISA 10 and PCI 1 through PCI 3 from the bottom of the MAP/40P to the top of the card cage. Slots are accessible from the back of the MAP/40P (Figure A-1).
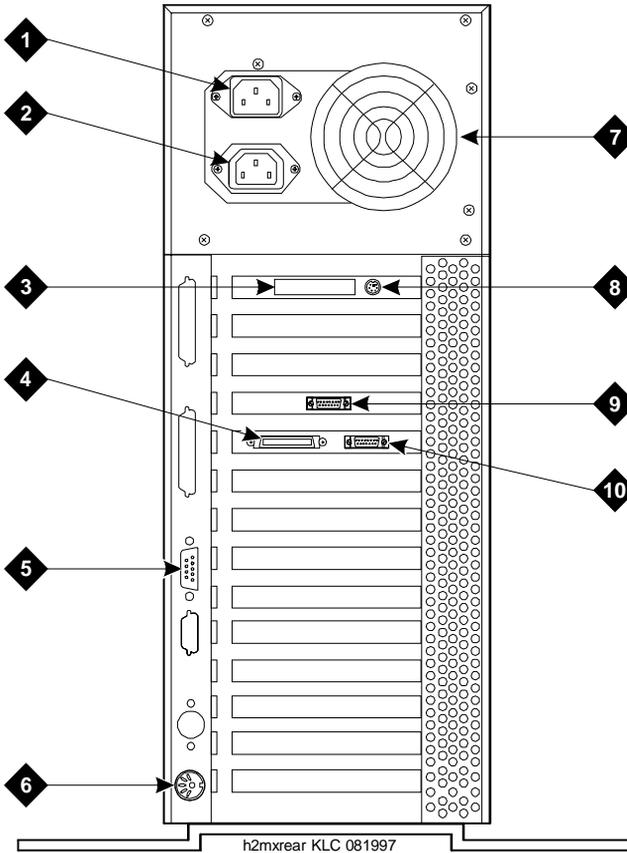
h2mxrear KLC 081997

1.   AC power inlet receptacle
2.   AC power supply outlet
3.   External SCSI I/O connector
4.   Parallel port
5.   COM2
6.   Keyboard connector
7.   Power supply fan exhaust
8.   Mouse connector
9.   Video connector
10. COM1

Figure A-1.   Back View of the MAP/40P

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Table A-1 lists the SCSI IDs for the components installed for the INTUITY CONVERSANT system.

Table A-1. MAP/40P Resource Locations

Device	SCSI ID
Primary hard disk drive	0
Secondary hard disk drive (if present)	1
Tape drive	3
Diskette drive	N/A

Operating the Hardware Resource Allocator

Operation of the Hardware Resource Allocator includes the following tasks:

- Adding Hardware to an Existing Configuration
- Removing Hardware from an Existing Configuration
- Specifying a New Configuration
- Saving a Configuration
- Viewing a Configuration
- Presetting Hardware Resources

Adding Hardware to an Existing Configuration

When you modify an existing configuration, you may have to change the current resource assignments:

- Differences in slot assignments or serial/parallel port assignments *will not* require switch settings and/or driver software changes. However, you may need to rearrange the cards and/or cables to fit the new configuration output.

- Differences in INTR, DMAC, IOADDR, or RAMADDR assignments *will* in most cases require you to change switch settings and reinstall driver software for the affected cards.

To add hardware to an existing configuration, do the following:

1. Enter **get_config**

   The system displays the following message:

   ```
   This program retrieves the /vs/data/confData file for a
   given VIS machine from floppy disk. This file
   represents the configuration of the machine and is
   required in order for the /vs/bin/util/configure
   program to upgrade the machine with new or additional
   hardware.

   Please insert the "CONFIGURATION DATA" floppy for this
   machine.

   Press <Enter> when ready to proceed...
   ```

2. Insert the diskette labeled *Configuration Data* into the diskette drive.

3. Press (ENTER).

   The system displays the following message:

   ```
   Working.../vs/data/confData retrieved

   UNIX_SV#
   ```

4. Make a hard copy of the current configuration by printing the output of the
   show_config command. See "Viewing a Configuration" below for an
   explanation of the **show_config** command.

5. Enter **configure**

   The system displays the following message:

   ```
   A configuration file, confData, exits.
   Do you wish to make changes to the previous
   configuration [y|n]?
   ```

6. Enter **y**

   The system displays the following message:

   ```
   Reading old configuration. Please wait...

   Successfully read MAP/40P Platform with PCI backplane
   and P5 200 CPU.

   Adding device ADAPSCSI
   Adding device VIDEO
   Adding device SCSIHD
   Adding device SCSITAPE

   Press any key to continue...
   ```

   $\Longrightarrow$ **NOTE:**
   The above message is dependent on your system configuration and
   may look different than the one shown.

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7. Press (ENTER).

   The system displays the Device Menu screen (Figure A-6).

8. Select the hardware item you want to add to the configuration file. Use the ▲ up arrow and ▼ down arrow keys to move through the screen.

9. Press (ENTER).

10. If the system displays the following message:

    ```
    Enter quantity to add (X max in multiples of 1):
    ```

    Enter the quantity of this hardware item you want to install in your system.

    If the system does not display this message, continue with Step 11.

11. If the system displays the following message:

    ```
    Do you wish to preset hardware options for device
    XXXX [y|n]?
    ```

    Enter **n**

    If the system does not display this message, continue with Step 12.

12. When the system displays the following message:

    ```
    1 XXXX device(s) added.

    Press Enter to continue...
    ```

    Press (ENTER).

    The system displays the Device Menu screen (Figure A-6).

13. When you are done adding hardware to the configuration press **d**

    The system displays the following message:

    ```
    Configuration complete and successful.
    Configuration data written to file: /vs/data/confData.
    ```

14. View the new configuration file to make sure you have added the correct hardware. See "Viewing a Configuration" below for the procedure.

15. Make the necessary adjustments on the installed hardware based on the new configuration.

16. Save the new configuration. See "Enter the quantity of the hardware item you want to remove from your system." below for the procedure.

17. Enter **hconchk**

    The system displays the following message:

    ```
    hconchk: The hardware configuration check is complete.
    ```

Removing Hardware from an Existing Configuration

When you modify an existing configuration, you may have to change the current resource assignments:

- Differences in slot assignments or serial/parallel port assignments *will not* require switch settings and/or driver software changes. However, you may need to rearrange the cards and/or cables to fit the new configuration output.

- Differences in INTR, DMAC, IOADDR, or RAMADDR assignments *will* in most cases require you to change switch settings and reinstall driver software for the affected cards.

To remove hardware from an existing configuration, do the following:

1. Enter **get_config**

   The system displays the following message:

   ```
   This program retrieves the /vs/data/confData file for a
   given VIS machine from floppy disk. This file
   represents the configuration of the machine and is
   required in order for the /vs/bin/util/configure
   program to upgrade the machine with new or additional
   hardware.

   Please insert the "CONFIGURATION DATA" floppy for this
   machine.

   Press <Enter> when ready to proceed...
   ```

2. Insert the diskette labelled *Configuration Data* into the diskette drive.

3. Press (ENTER).

   The system displays the following message:

   ```
   Working.../vs/data/confData retrieved

   UNIX_SV#
   ```

4. Make a hard copy of the current configuration by printing the output of the **show_config** command. See "Viewing a Configuration" below for an explanation of the **show_config** command.

5. Enter **configure**

   The system displays the following message:

   ```
   A configuration file, confData, exits.
   Do you wish to make changes to the previous
   configuration [y|n]?
   ```

6. Enter **y**

   The system displays the following message:

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```
                    Reading old configuration. Please wait...

                    Successfully read MAP/40P Platform with PCI backplane
                    and P5 200 CPU.

                    Adding device ADAPSCSI
                    Adding device VIDEO
                    Adding device SCSIHD
                    Adding device SCSITAPE

                    Press any key to continue...
```

> **NOTE:**
> The above message is dependent on your system configuration and
> may look different than the one shown.

7. Press ⟨ENTER⟩.

   The system displays the Device Menu screen (Figure A-6).

8. Press **r**

   The system displays the Currently Selected Devices screen (Figure A-2).

```
                         Currently Selected Devices

1    SCSI_TAPE_DRIVE          5    SCSI_TAPE_DRIVE    9    SP
2    VIDEO_CONTROLLER         6    16MB_SIMM          10   SP
3    RMB_M                    7    16MB_SIMM          11   IVP6
4    SCSI_DISK                8    COMPANION          12   ETHERNET

                    Select Device to remove, q to quit
```

Figure A-2.   Currently Selected Devices Screen

> **NOTE:**
> The above screen is dependent on your system configuration and
> may look different than the one shown.

9. Place the cursor on the hardware item you want to remove from the
   configuration file. Use the ▲ up arrow and ▼ down arrow keys to move
   through the screen.

10. Press ⟨ENTER⟩.

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The system displays the following message:

```
You have currently selected 1 XX device(s)
How many do you wish to remove?
```

11. Enter the quantity of the hardware item you want to remove from your system.

   The system displays the Currently Selected Devices screen (Figure A-2).

12. If you want to remove additional hardware from your system, repeat Steps 9 through 11.

   If you are done removing hardware from your system press **q**

   The system displays the Device Menu screen (Figure A-6).

13. Press **d**

   The system displays the following message:

```
Configuration complete and successful.
Configuration data written to file: /vs/data/confData.
```

14. View the new configuration file to make sure you have removed the correct hardware. See "Viewing a Configuration" below for the procedure.

15. Make the necessary adjustments on the installed hardware based on the new configuration.

16. Save the new configuration. See "Enter the quantity of the hardware item you want to remove from your system." below for the procedure.

17. Enter **hconchk**

   The system displays the following message:

```
hconchk: The hardware configuration check is complete.
```

Specifying a New Configuration

To specify a new configuration, do the following:

1. Enter **configure new**

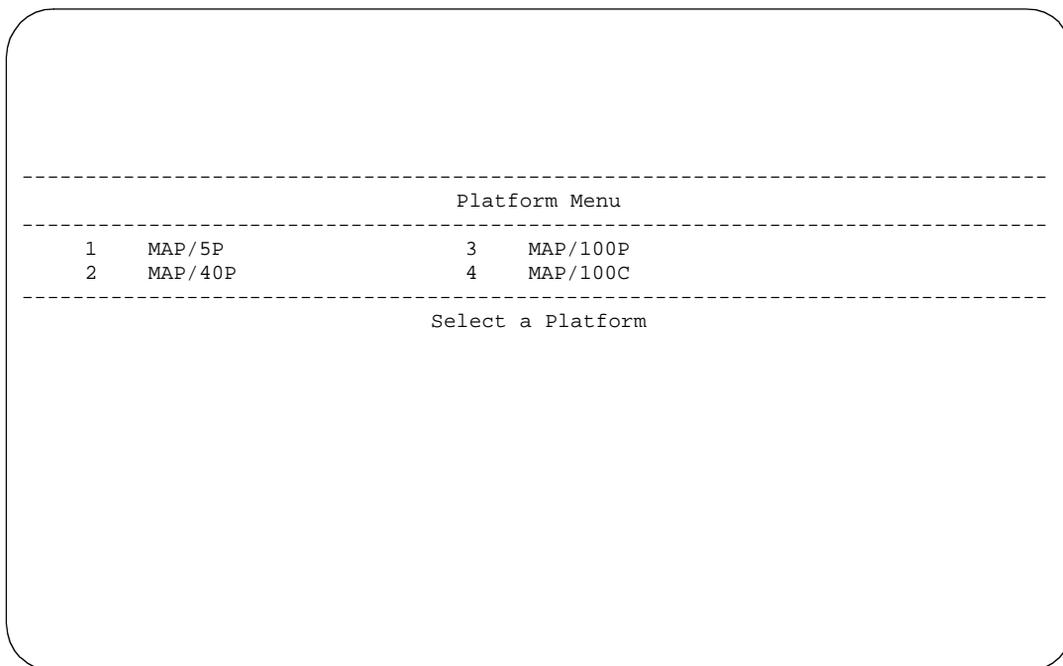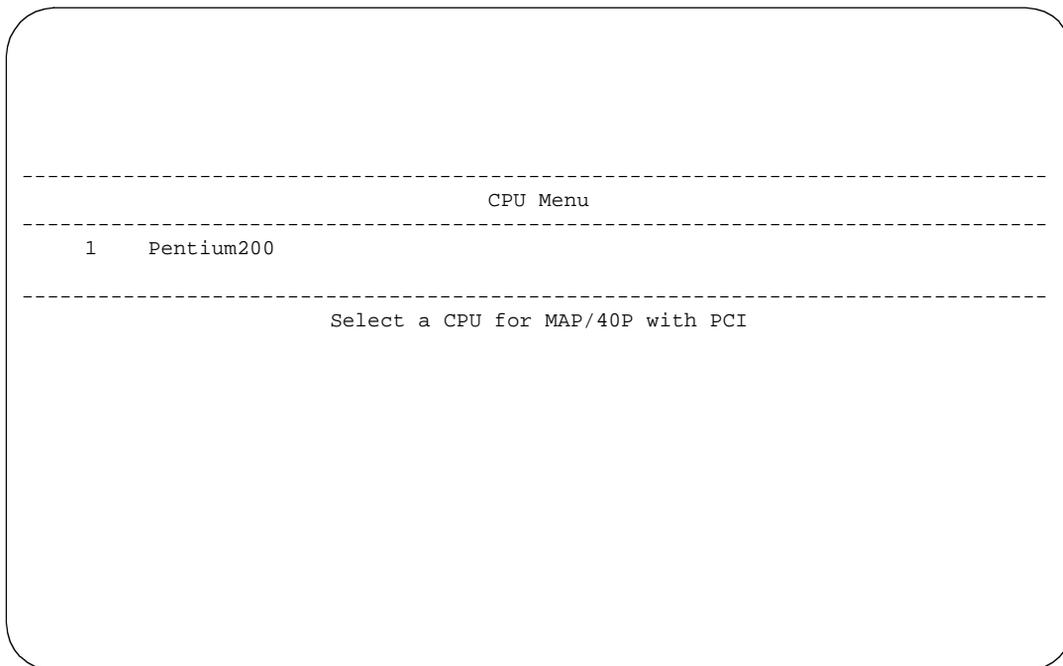   The system displays the Platform Menu screen (Figure A-3).

```
--------------------------------------------------------------------------------
                              Platform Menu
--------------------------------------------------------------------------------
    1    MAP/5P                    3    MAP/100P
    2    MAP/40P                   4    MAP/100C
--------------------------------------------------------------------------------
                            Select a Platform
```

Figure A-3.　Platform Menu Screen

2. Place the cursor on MAP/40P.

3. Press ENTER.

   The system displays the Backplane Menu screen (Figure A-4).

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```
--------------------------------------------------------------------------------
                               Backplane Menu
--------------------------------------------------------------------------------
    1    ISA                 2    PCI
--------------------------------------------------------------------------------
                       Select a Backplane for MAP/40P
```
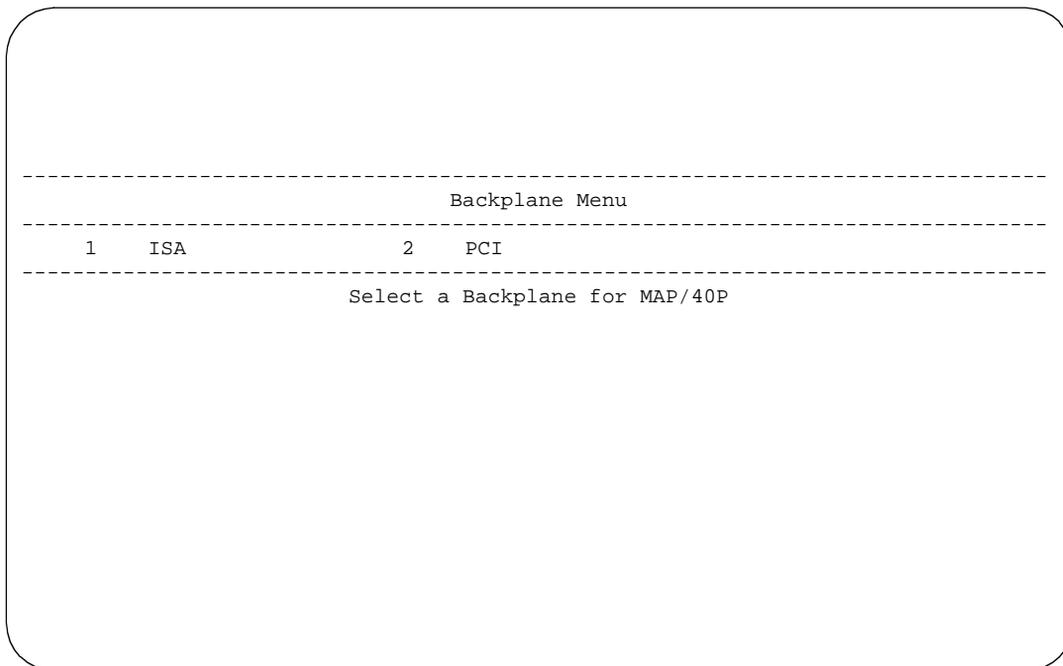
Figure A-4.   Backplane Menu screen

> **NOTE:**
> The above menu screen is dependent on your system configuration
> and may look different than the one shown.

4. Place the cursor on appropriate backplane type.

5. Press (ENTER).

    The system displays the CPU Menu screen (Figure A-5).

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```
--------------------------------------------------------------------------------
                                    CPU Menu
--------------------------------------------------------------------------------
    1     Pentium200

--------------------------------------------------------------------------------
                        Select a CPU for MAP/40P with PCI
```

Figure A-5.   CPU Menu screen

> **NOTE:**
> The above menu screen is dependent on your system configuration
> and may look different than the one shown.

6. Place the cursor on the appropriate CPU type.

7. Press (ENTER).

    The system displays the Device Menu screen (Figure A-6).

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```
                              Device Menu

1    SCSI_TAPE_DRIVE          17   T1                   33   EICON
2    SCSI_DISK                18   T1_AYC21             34   8_PORT_SERIAL_EXP
3    PCI_SCSI                 19   E1_AYC21             35   MEGA_8_PORT_SERIAL
4    EXT_SCSI                 20   SP                   36   REMOTE_TERMINAL
5    16MB_SIMM                21   MEGASP               37   EXTERNAL_MODEM
6    32MB_SIMM                22   SSP                  38   SERIAL_PRINTER
7    VIDEO_CONTROLLER         23   COMPANION            39   SERIAL_MOUSE
8    RMB_M                    24   TOKEN_RING           40   PS2_MOUSE
9    RMB_SP                   25   CLEO_PCXL            41   PARALLEL_PRINTER
10   IVP6                     26   FIFO_SIB             42   FAX
11   IVC6                     27   ETHERNET             43   DCP
12   IVP6IU                   28   PCI_LAN              44   DCP_NO_DMA
13   IVP6IA                   29   IPCI                 45   COLOR_CONSOLE
14   IVP6ID                   30   PROTOCOL_CONV        46   VOICE_WORKSTATION
15   IVC6IA                   31   ACCX
16   NGTR6                    32   GPSYNC

Select Device #, r to remove, s to show, d when done, or q to quit
```

Figure A-6.   Device Menu Screen

> ➔ **NOTE:**
> The above menu screen is dependent on your system configuration
> and may look different than the one shown.

8. Place the cursor on the hardware item you want to add to the configuration
   file. Use the ▲ up arrow and ▼ down arrow keys to move through the
   screen.

9. Press ENTER.

10. If the system displays the following message:

    `Enter quantity to add (X max in multiples of 1):`

    Enter the quantity of this hardware item you want to install in your system.

    If the system does not display this message, continue with Step 11.

11. If the system displays the following message:

    `Do you wish to preset hardware options for device`
    `XXXX [y|n]?`

    Enter **n**

    If the system does not display this message, continue with Step 12.

12. When the system displays the following message:

    ```
    1 XXXX device(s) added.
    ```

    ```
    Press Enter to continue...
    ```

    Press ENTER.

    The system displays the Device Menu screen (Figure A-6).

13. When you are done adding hardware to the configuration press **d**

    The system displays the following message:

    ```
    Configuration complete and successful.
    Configuration data written to file: /vs/data/confData.
    ```

14. View the new configuration file to make sure you have added the correct hardware. See "Viewing a Configuration" above for the procedure.

15. Make the necessary adjustments on the installed hardware based on the new configuration.

16. Save the new configuration. See "Enter the quantity of the hardware item you want to remove from your system." below for the procedure.

17. Enter **hconchk**

    The system displays the following message:

    ```
    hconchk: The hardware configuration check is complete.
    ```

Saving a Configuration

The system configuration should be saved whenever a change has been made. To save the system configuration, do the following:

1. Enter **save_config**

   The system displays the following message:

   ```
   This program copies the /vs/data/confData file for a
   given VIS machine to floppy disk. This file represents
   the configuration of the machine. The floppy must be
   kept in a safe place. It will be required as input for
   the /vs/bin/util/configure program in the event of a
   hardware upgrade to this machine.
   ```

   ```
   Please insert the "CONFIGURATION DATA" floppy for this
   machine.
   ```

   ```
   Press <Enter> when ready to proceed...
   ```

2. Insert the diskette labeled *Configuration Data* into the diskette drive.

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3. Press (ENTER).

   The system displays the following message:

   ```
   Working.../vs/data/confData
   /vs/data/confData saved

   UNIX_SV#
   ```

4. Remove the diskette labeled *Configuration Data* from the diskette drive.

   ## ⚠ CAUTION:
   Be sure you put the diskette in a safe place.

Viewing a Configuration

The show_config command allows you to view:

- Successful configurations

- Unsuccessful configurations

- Dated configurations

Viewing a Successful Configuration

To view a successful system configuration, do the following:

1. Enter **show_config**

   The system displays the following message:

   ```
   Using /vs/data/confData as configuration data input
   file. Output file is ./configuration
   ```

2. If the system displays the following message:

   ```
   A "./configuration" file already exists

   Overwrite? [y|n]
   ```

   Enter **y**

3. The system displays the following message:

   ```
   Configuration has been written to the "./configuration"
   ```

4. Enter **vi ./configuration**

   The system displays the System Configuration Table screen (Figure A-7).

```
                        SYSTEM CONFIGURATION TABLE


PLATFORM

MAP/40P
Description:    MAP/40P platform w/ PCI backplane and P5200 CPU
Backplane:     PCI
CPU:           P5200



DEVICES

Device Name:           VIDEO_CONTROLLER
Device Description:    [S]VGA Video Card

LOCATION   TDM?   INTR   IOADDR    RAMADDR   DMA   PORT        SCSI ID
--------   ----   ----   --------  --------- ---   ----------  ----------
 PCI 2                     3b0      a0000



Device Name:           RMB_M
Device Description:    Remote Maintenance Board with modem interface

LOCATION   TDM?   INTR   IOADDR    RAMADDR   DMA   PORT        SCSI ID
--------   ----   ----   --------  --------- ---   ----------  ----------
 ISA9               3      180      d1000
```

Figure A-7.   Partial System Configuration Table Screen

    5. Use the ▲ up arrow and ▼ down arrow keys to move through the screen.

Viewing an Unsuccessful Configuration

To view an unsuccessful system configuration, do the following:

    1. Enter **show_config fail**

        The system displays the following message:

```
Using /vs/data/fail_data as configuration data input
file. Output file is ./failed_config

Configuration has been written to the "./failed_config"
```

    2. Enter **vi ./failed_config**

        The system displays a System Configuration Table screen similar to the one shown in Figure A-7. Asterisks (*) next to any field value indicate an unresolved resource conflict.

    3. Use the ▲ up arrow and ▼ down arrow keys to move through the screen.

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A System Configuration
Operating the Hardware Resource Allocator

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Viewing a Dated Configuration

■ Show a dated configuration

You can also use **show_config** to view a previous configuration file saved by the configure program. To do this, type the command with a file name argument (for example, **show_config /vs/data/conf_*MMDDYY***). This command line expands the contents of the **conf_*MMDDYY*** file (if it exists) and prints its output to the screen. The program prompts you for an output file name so as to specify the output to this file rather than to the **./configuration** file.

To view a dated system configuration, do the following:

1. Enter **show_config /vs/data/conf_MMDDYY**

   Where *MMDDYY* is the month, day, and year of the configuration you want to view.

   The system displays the following message:

   ```
   Using /vs/data/conf_MMDDYY as configuration data input
   file.
   ```

   ```
   Please specify full path name of output file for this
   configuration:
   ```

2. Enter *pathname/fn*

   where *pathname* is the file location and *fn* is the filename.

   The system displays the following message:

   ```
   Configuration has been written to the "pathname/fn"
   file.
   ```

3. Enter **vi *pathname/fn***

   where *pathname* is the file location and *fn* is the filename from the previous step.

   The system displays a System Configuration Table screen similar to the one shown in .

4. Use the ▲ up arrow and ▼ down arrow keys to move through the screen.

Comparing a Configuration

The hardware configuration checker verifies that the device configuration information associated with the hardware resource allocator is consistent with the actual system device configuration. To verify the configuration, do the following:

1. Enter **hconchk**

   The system displays the following message:

   ```
   hconchk: The hardware configuration check is complete.
   ```

   If you receive any other error message or warning see "Alarm and Log Messages," in the *INTUITY CONVERSANT System Reference*, 585-313-205.

″Presetting Hardware Resources

The preset option allows you to preset the resources used for a particular card. This makes the card compatible and interchangeable with any of your application setups. The purpose of this option is to give you the flexibility to use your hardware with more than one application. You may want to preset certain resources of a single new device being selected for a configuration (for example, to force the configure program to select interrupt 6 for a particular device being specified).

If you have preset hardware resources, the INTUITY CONVERSANT Hardware Resource Allocator makes one attempt at configuration. If this attempt is successful, the program terminates normally. A second attempt is not performed.

Use the following procedure to preset resources:

1. When you specify a single device, the system displays the following prompt:

   ```
   Do you wish to preset any hardware options of <device
   name>? [y|(n)]
   ```

2. Press **y**

   The system asks you to select a value for the following parameters (where applicable):

   - IRQ

   - I/O address

   - RAM address

   - DMA address

   When you have entered all applicable presets, the system displays the following message:

   ```
   Press Enter to continue...
   ```

3. Press (ENTER).

The system displays the following message:

```
1 XXX device(s) added.

Press Enter to continue...
```

4. Press (ENTER).

   The system displays the Device Menu screen (Figure A-6).

5. Enter **hconchk**

   The system displays the following message:

   ```
   hconchk: The hardware configuration check is complete.
   ```

Configuration Device Data

The **deviceData** file stores the devices and the attributes for creating a
configuration. The **show_devices** command displays and prints to a file all
devices and their attributes as represented in the **deviceData** file.

⚠ CAUTION:
Do not alter this file.

The show_devices Command

The **show_devices** command uncompresses the database of devices and their
attributes contained in the **deviceData** file and displays the information on the
screen. At the same time, it creates a **./devices** file so that you can send this
information to a printer.

If a **./devices** file already exists, you are prompted as to whether it is acceptable
to overwrite the existing file.

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B   Component Ordering Numbers
Component Ordering Numbers

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Component Ordering Numbers

B

Component Ordering Numbers

Table B-1.   Component Ordering Numbers

Basic Component Description	Order Number
Adapter, 356A	104158829
Adapter, 356B	105197297
Adapter, 415A (for extending E1/T1 cables)	103942272
Adapter, electrical, DCE female	407345776
Adapter, electrical, DCE male (wyse trm, prntrs)	407050111
Adapter, electrical, DTE female	407345768
Adapter, electrical, DTE male (modems)	407050095
Adapter, electrical, jack to jack	407005255
Adapter, electrical, external SCSI	407524073
Adapter, T1-to-551 Paradyne CSU	407665884
Backplane, 12-slot	406900084
Backplane, 13-slot (9-ISA, 3-PCI, 1-CPU)	407788702
Base, tower	406900019
Bezel, front	406900001

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Component Ordering Numbers

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Table B-1.   Component Ordering Numbers — *Continued*

Basic Component Description	Order Number
Bezel	407791060
Brackets, PC filter (20)	406798686
Cable assembly, 386 keyboard/reset	601436066
Cable assembly, 486 keyboard adapter	601436082
Cable assembly, 486 reset	601436090
Cable assembly, 9 position TDM bus	601412836
Cable assembly, audio input/output	407667757
Cable assembly, COM2	406899963
Cable assembly, CPU extension	601436132
Cable assembly, disk activity	406899856
Cable assembly, E1 M/M, 25 ft (BNC Coaxial)	407615285
Cable assembly, E1 M/M, 75 ft (BNC Coaxial)	407615277
Cable assembly, E1/Aculab, 75 Ohm M/M	407276211
Cable assembly, E1/T1 MF crossover adapter (TwPr)	407617968
Cable assembly, E1/T1 M/M, 25 ft (TwPr)	407613983
Cable assembly, E1/T1 M/M, 75 ft (TwPr)	407613975
Cable assembly, EMI suppression (RMB)	407265529
Cable assembly, diskette drive	601412851
Cable assembly, diskette drive, LED	407789932
Cable assembly, diskette drive (SCSI units)	601412851
Cable assembly, hard drive	601412844
Cable assembly, LED PCB/fan	406899872
Cable assembly, M/F RS232	405119355
Cable assembly, reset/dual keyboard	406899997
Cable assembly, reset/dual keyboard	407076876
Cable assembly, SCSI peripheral control	601436058
Cable assembly, SP/CMP bus	601412828
Cable assembly, switch power extension	406932947

Table B-1. Component Ordering Numbers — *Continued*

Basic Component Description	Order Number
Cable assembly, T1, line side adapter	601806649
Cable assembly, T1, 75 ft	601386873
Cable assembly, tape drive	601415227
Cable assembly, TDM Bus, 9 Pos.	601412836
Cable assembly, telephone cord, 3-ft	601448632
Cable assembly, utility harness	407789916
Cable assembly, bus activity (P5, 100-PCI)	601818206
Cable assembly, bus mouse (P5 MAPs)	601855851
Cable assembly, SCSI (P5 & 525-Mbyte tape drive)	601818230
Cable assembly, SCSI (P5 and 2-Gbyte tape drive)	601818313
Cable assembly, SCSI	601854706
Cable assembly, floppy (P5)	601818339
Cable assembly, floppy	407795947
Cable assembly, keyboard (P5, 100-PCI, 100C-PCI)	601818412
Cable assembly, keyboard	407789890
Card guide, 4-in.	407789049
Circuit card, 8-port asynchronous interface	406618538
Circuit card, 8-port asynchronous interface	407009046
Circuit card, companion processor (CMP)	106024151
Circuit card, companion processor (CMP)	106944960
Circuit card, CPU, 25-MHz, 0 Mbyte memory	407019272
Circuit card, CPU, 25-MHz, 0 Mbyte memory	407300276
Circuit card, CPU, 25-MHz, 12 Mbyte memory	406900100
Circuit card, CPU, 25-MHz, 12 Mbyte memory	406989806
Circuit card, CPU, 50-MHz, 0 Mbyte memory	407019306
Circuit card, CPU, 50-MHz, 0 Mbyte memory	407300342
Circuit card, CPU, P5120, 0 Mbyte memory	407515204
Circuit card, DCP, PC/PBX interface	106986870

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B Component Ordering Numbers
Component Ordering Numbers

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Table B-1. Component Ordering Numbers — *Continued*

Basic Component Description	Order Number
Circuit card, disk drive controller	406222109
Circuit card, E1, digital interface	106733348
Circuit card, Ethernet LAN adapter (10MB/PCI)	407553254
Circuit card, Ethernet LAN interface, Version 1	407199538
Circuit card, Ethernet LAN interface, Version 2	601834153
Circuit card, fax, TR114+14L (Australia)	407334754
Circuit card, fax, TR114+14L (Australia)	407433424
Circuit card, fax, TR114+14L (Australia)	407644673
Circuit card, fax, TR114+14L (France)	407658749
Circuit card, fax, TR114+14L (Germany)	407468982
Circuit card, fax, TR114+14L (Germany)	407644681
Circuit card, fax, TR114+14L (Japan)	407389659
Circuit card, fax, TR114+14L (Japan)	407644707
Circuit card, fax, TR114+14L (Netherlands)	407455484
Circuit card, fax, TR114+14L (Netherlands)	407644715
Circuit card, fax, TR114+14L (Spain)	407658731
Circuit card, fax, TR114+14L (United Kingdom)	407334770
Circuit card, fax, TR114+14L (United Kingdom)	407433440
Circuit card, fax, TR114+14L (United Kingdom)	407644723
Circuit card, fax, TR114+14L (US & Canada)	407334747
Circuit card, fax, TR114+14L (US & Canada)	407433408
Circuit card, fax, TR114+14L (US & Canada)	407612126
Circuit card, fax, TR114+14L (Hong Kong)	407334762
Circuit card, fax, TR114+14L (Hong Kong)	407433432
Circuit card, fax, TR114+14L (Hong Kong)	407632421
Circuit card, fax, TR114+14L (Hong Kong)	407644699
Circuit card, fax, TR114-14L (US & Canada)	407455450
Circuit card, LAN interface	406230573

Table B-1.　**Component Ordering Numbers** — *Continued*

Basic Component Description	Order Number
Circuit card, LAN interface	406972646
Circuit card, remote maintenance	406969238
Circuit card, SCSI drive controller	406830356
Circuit card, SCSI drive controller	407021856
Circuit card, Speech and Signal Processor (SSP)	107570491
Circuit card, Tip/Ring (IVC6)	106406580
Circuit card, Tip/Ring (IVC6-1A)	107213944
Circuit card, Tip/Ring (IVP4) analog interface	106024094
Circuit card, Tip/Ring (IVP4) analog interface	106769227
Circuit card, Tip/Ring (IVP6) analog interface	105732267
Circuit card, Tip/Ring (IVP6) analog interface	106430861
Circuit card, Tip/Ring (IVP6) analog interface	107213936
Circuit card, Tip/Ring (IVP6-IA) analog interface	107101164
Circuit card, Tip/Ring (IVP6-ID) analog interface	107213381
Circuit card, Tip/Ring (IVP6-IU) analog interface	106560170
Circuit card, Tip/Ring, Next Generation (NGTR)	107224586
Circuit card, serial synchronous interface	406715771
Circuit card, signal processor (SP)	106406572
Circuit card, signal processor (SP)	106439839
Circuit card, starlan interface	406817999
Circuit card, synchronous host interface (FIFO/SIB)	407176601
Circuit card, synchronous interface	601824956
Circuit card, T1 digital interface	106077753
Circuit card, T1 digital interface with upgrade kit	601413172
Circuit card, tape drive controller	406272799
Circuit card, token ring, Version 1	407199637
Circuit card, token ring, Version 2	407664507
Circuit card, video controller	406901884

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B Component Ordering Numbers
Component Ordering Numbers

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Table B-1. **Component Ordering Numbers** — *Continued*

Basic Component Description	Order Number
Circuit card, video controller	407095835
Circuit card, video controller	407356955
Circuit card, video controller, PCI	407783620
Connector, BNC Wye LAN	405990169
Cord, 10-pin modular, 10 ft	846362705
Cord, 10-pin modular, 10 ft	846983039
Cord, 6-pin modular, 14-ft	102937604
Cord, AC power, 9-ft	406900092
Cord, AC power, Australia, 8-ft	407051630
Cord, AC power, Chile (Italy-style), 6-ft	407515196
Cord, AC power, Germany, 6-ft	407051648
Cord, AC power, India, 8-ft	407406735
Cord, AC power, Japan, 8-ft	407406727
Cord, AC power, United Kingdom, 6-ft	406999243
Cord, AC power, United States, 8-ft.	407789924
Cord, power, monitor (PC style)	407115591
Cord, telephone, 25-ft	103623195
Cord, telephone, DW8A-SE, 25 ft	103848800
Coupler, E1, F/F (BNC Coaxial)	407617901
Cover, dress	406900563
Cover, filter	407792464
Disk drive, floppy, 1.44-Mbyte	406832584
Disk drive, hard, 200-Mbyte	406902791
Disk drive, hard, 200-Mbyte	407021153
Disk drive, hard, SCSI, 1.2-Gbyte	406844134
Disk drive, hard, SCSI, 1.75-Gbyte	407071950
Disk drive, hard, SCSI, 2.0-Gbyte (Starfire)	407340942
Disk drive, hard, SCSI, 2.0-Gbyte (Medalist)	407773555

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B Component Ordering Numbers
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Table B-1. Component Ordering Numbers — *Continued*

Basic Component Description	Order Number
Door	407791102
Door, drive cover	406900043
Door, vented	406900035
Fan, card cage, 85-cfm, 12VDC	406900126
Fan, card cage (Includes Connector & 2 Snap Rivets)	407789031
Feet, tower (2-feet & mounting hardware)	407789056
Filter, card cage	407791144
Filter, vented door (quantity: 5)	406900050
IC, 16-Mbyte SIMM	406997601
IC, 16-Mbyte SIMM	407244094
IC, 16-Mbyte SIMM	407420116
IC, 16-Mbyte SIMM	407608199
IC, 16-Mbyte SIMM	407701747
IC, 32-Mbyte SIMM	407420124
IC, 32-Mbyte SIMM	407700285
IC, 4-Mbyte SIMM	406666727
IC, 4-Mbyte SIMM	406995522
IC, 4-Mbyte SIMM	407022961
IC, 4-Mbyte SIMM	407056696
Keyboard (GIS gray)	407104066
Miscellaneous hardware kit	406899849
Module, voice workstation	601459621
Monitor, color, VGA	406594952
Monitor, color, VGA (Beige housing)	407773316
Monitor, color, VGA (GIS gray)	407088335
Mount, LED	407789072
Mouse, serial	407050970
Mouse, serial	407176593

Table B-1.   Component Ordering Numbers — *Continued*

Basic Component Description	Order Number
Power supply, AC, 325-Watts	406900027
Power supply, AC, 325-Watts	406962654
Power supply, AC, 350-Watts	407561661
Resistor SIP, TDM terminator	403789167
Switch, reset	406901926
Switch, rocker	406901918
Switch, rocker, power	407793843
Tape drive, SCSI streaming	406844126
Tape drive, SCSI streaming, 2-Gbyte, black	407334507
Tape drive, streaming	406664862
Terminator, single-ended active, SCSI-2	407524719
Toroid, ring type	405853458
Toroid, split type	407616846

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C How to Build a System Using This Book
Overview

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How to Build a System Using This Book

C
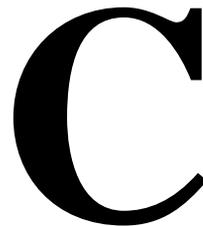
Overview

This appendix provides the sequence of operation for building an INTUITY™ CONVERSANT® system.

Purpose

This appendix is intended to assist customers and vendors in building INTUITY CONVERSANT systems on the MAP/40P.

Checklist for Building a System

The following checklist assumes that you are starting with a MAP/40P shell which has only the power supply and the 12-slot backplane.

If your system does not have a power supply or a 12-slot backplane included, see Chapter 4, "Replacing Other Components," for the installation procedures.

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C How to Build a System Using This Book
Checklist for Building a System

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Table C-1. **Checklist for Building a System**

Task	Description	Comments	Refer to	Done
1	Acquire all of the components necessary to build your system.		Appendix B, "Component Ordering Numbers"	
2	Determine the slot and bay locations for the equipment.		Appendix A, "System Configuration"	
3	Install the hard disk drive(s).		Chapter 3, "Replacing the Hard Disk Drive"	
4	Install the tape drive.		Chapter 4, "Replacing Other Components"	
5	Install the diskette drive.		Chapter 4, "Replacing Other Components"	
6	Install the circuit cards.		Chapter 2, "Installing or Replacing Circuit Cards"	
7	Apply power to the unit.		Chapter 1, "Getting Inside the Computer"	
8	Install the base system software.		Chapter 6, "Installing Base System Software"	
9	Install the INTUITY system software.		Chapter 7, "Installing the Intuity CONVERSANT System Software"	
10	Install the UNIX multi-user software.	This is an optional feature software.	Chapter 8, "Installing the Optional Feature Software"	

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Disaster Recovery Checklists

D
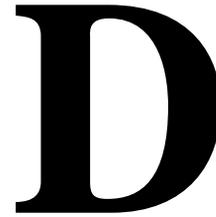
Disaster Recovery Checklists

The following checklists are included in this section:

- Checklist for Software Reloading on Nonmirrored INTUITY™ CONVERSANT® Systems with Existing Hard Disk Drives

- Checklist for INTUITY CONVERSANT Systems with All New Hard Disk Drives

- Checklist for Nonmirrored INTUITY CONVERSANT Systems With a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1

- Checklist for Nonmirrored INTUITY CONVERSANT Systems With an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1

- Checklist for Mirrored INTUITY CONVERSANT Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1

- Checklist for Mirrored INTUITY CONVERSANT Systems with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1

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D Disaster Recovery Checklists
Disaster Recovery Checklists

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Checklist for Software Reloading on Nonmirrored INTUITY CONVERSANT Systems with Existing Hard Disk Drives

The procedures in Table D-1 should be conducted when your INTUITY CONVERSANT system experiences a software disaster. This checklist should not be used if hard disk drives are being replaced.

Table D-1.   Checklist for Software Reloading for Nonmirrored INTUITY CONVERSANT Systems with Existing Hard Disk Drives

✓	Task	Reference Documentation
	Locate the most recent **mkimage** backup tape. You will also need to use any **spres** backup tape which has been created.	
	Shutdown the INTUITY CONVERSANT system.	"Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205.
	Leave all hard disks connected to the SCSI bus.	
	Restore the system using the **mkimage** backup tape.	"Restore the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205
	Restore any speech files using the **spres** backup tape.	*INTUITY™ CONVERSANT® System Version 7 Speech Development, Processing, and Recognition,* 585-313-201.

Checklist for INTUITY CONVERSANT Systems with All New Hard Disk Drives

The procedures in this checklist (Table D-2) should be conducted when you are replacing both hard disk drives on your INTUITY CONVERSANT system. There are no provisions in this checklist for recovering existing file system. As a result, this checklist should not be used if either hard disk drive has been previously used in your INTUITY CONVERSANT system.

Table D-2.   Checklist for INTUITY CONVERSANT Systems with New Hard Disk Drives 0 and 1

✓	Task	Reference Documentation
	Locate the most recent **mkimage** backup tape. You will also need to use any **spres** backup tape which has been created.	
	Replace the hard disk(s).	"Replacing a Hard Disk Drive", in Chapter 3, "Replacing the Hard Disk Drive"
	Restore the system using the **mkimage** backup tape.	"Restore the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205
	Restore any speech files using the **spres** backup tape.	*INTUITY CONVERSANT System Version 7 Speech Development, Processing, and Recognition*, 585-313-201.

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Checklist for Nonmirrored INTUITY CONVERSANT Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1

The procedures in this checklist (Table D-3) should be conducted on a two disk nonmirrored INTUITY CONVERSANT system in which Hard Disk Drive 0 has failed. This checklist should not be used if Hard Disk Drive 1 has also failed.

Table D-3.   Checklist for Nonmirrored Lucent INTUITY Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1

✓	Task	Reference Documentation
	Locate the most recent **mkimage** backup tape. You will also need to use any **spres** backup tape which has been created.	
	Replace the hard disk drive.	"Replacing a Hard Disk Drive", in Chapter 3, "Replacing the Hard Disk Drive"
	Restore the system using the **mkimage** backup tape.	"Restore the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205
	Restore any speech files using the **spres** backup tape.	*INTUITY CONVERSANT System Version 7 Speech Development, Processing, and Recognition*, 585-313-201.

Checklist for Nonmirrored INTUITY CONVERSANT Systems with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1

The procedures in this checklist (Table D-4) should be conducted on a two disk nonmirrored INTUITY CONVERSANT system in which Hard Disk Drive 1 has failed. This checklist should not be used if Hard Disk Drive 0 has also failed.

Table D-4.   Checklist for Nonmirrored INTUITY CONVERSANT Systems with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1

✓	Task	Reference Documentation
	Locate the most recent **mkimage** backup tape. You will also need to use any **spres** backup tape which has been created.	
	Replace the hard disk drive.	"Replacing a Hard Disk Drive", in Chapter 3, "Replacing the Hard Disk Drive"
	Remove, for replacement, the old Hard Disk Drive 1 using the Veritas screens.	"Replacing Hard Disk Drive 1", in Chapter 3, "Replacing the Hard Disk Drive"
	Add the new Hard Disk Drive 1, using the Veritas screens.	"Adding a Hard Disk Drive to a System for Speech Storage", in Chapter 3, "Replacing the Hard Disk Drive"
	Initialize the new Hard Disk Drive 1 as a speech drive.	"Adding a Hard Disk Drive to a System for Speech Storage", in Chapter 3, "Replacing the Hard Disk Drive"
	Exit the Veritas screens.	"Replacing Hard Disk Drive 1", in Chapter 3, "Replacing the Hard Disk Drive"
	Restore any speech files using the **spres** backup tape.	*INTUITY CONVERSANT System Version 7 Speech Development, Processing, and Recognition,* 585-313-201.

Checklist for Mirrored INTUITY CONVERSANT Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1

The procedures in this checklist (Table D-6) should be conducted on a two disk mirrored INTUITY CONVERSANT system in which Hard Disk Drive 0 has failed. This checklist should not be used if Hard Disk Drive 1 has also failed.

Table D-5.　Checklist for Mirrored INTUITY CONVERSANT Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1

✓	Task	Reference Documentation
	Locate the diskette labelled *VERITAS Boot Floppy 1 of 1*.	
	Replace the hard disk drive.	"Replacing a Hard Disk Drive", in Chapter 3, "Replacing the Hard Disk Drive"
	Reboot the system with the diskette labelled *VERITAS Boot Floppy 1 of 1* in the diskette drive.	"Replacing Hard Disk Drive 0 (Mirrored System)", in Chapter 3, "Replacing the Hard Disk Drive"
	Remove, for replacement, the old Hard Disk Drive 0 using the Veritas screens.	"Replacing Hard Disk Drive 0 (Mirrored System)", in Chapter 3, "Replacing the Hard Disk Drive"
	Replace the old Hard Disk Drive 0 with the new Hard Disk Drive 0, using the Veritas screens.	"Replacing Hard Disk Drive 0 (Mirrored System)", in Chapter 3, "Replacing the Hard Disk Drive"
	Create a partition on Hard Disk Drive 0 using the Veritas screens.	"Replacing Hard Disk Drive 0 (Mirrored System)", in Chapter 3, "Replacing the Hard Disk Drive"
	Exit the Veritas screens.	"Replacing Hard Disk Drive 0 (Mirrored System)", in Chapter 3, "Replacing the Hard Disk Drive"
	Remove the diskette labelled *VERITAS Boot Floppy 1 of 1* from the diskette drive.	

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Checklist for Mirrored INTUITY CONVERSANT Systems with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1

The procedures in this checklist (Table D-6) should be conducted on a two disk mirrored INTUITY CONVERSANT system in which Hard Disk Drive 1 has failed. This checklist should not be used if Hard Disk Drive 0 has also failed.

Table D-6.   Checklist for Mirrored INTUITY CONVERSANT Systems with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1

✓	Task	Reference Documentation
	Replace the hard disk drive.	''Replacing a Hard Disk Drive'', in Chapter 3, ''Replacing the Hard Disk Drive''
	Remove, for replacement, the old Hard Disk Drive 1 using the Veritas screens.	''Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Mirrored System)'', in Chapter 3, ''Replacing the Hard Disk Drive''
	Replace the old Hard Disk Drive 1 with the new Hard Disk Drive 1, using the Veritas screens.	''Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Mirrored System)'', in Chapter 3, ''Replacing the Hard Disk Drive''
	Create a partition on Hard Disk Drive 1 using the Veritas screens.	''Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Mirrored System)'', in Chapter 3, ''Replacing the Hard Disk Drive''
	Exit the Veritas screens.	''Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Mirrored System)'', in Chapter 3, ''Replacing the Hard Disk Drive''

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D Disaster Recovery Checklists
Disaster Recovery Checklists

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Numerics

23B+D
23 bearer (communication) and 1 data (signaling) channel on a T1 PRI circuit card.

30B+D
30 bearer (communication) and 1 data (signaling) channel (plus framing channel 0) on an E1 PRI circuit card.

3270 interface
A link between one or more INTUITY™ CONVERSANT® machines and a host mainframe. In INTUITY CONVERSANT system documentation, the 3270 interface specifically means the link between one or more system machines and an IBM host mainframe.

47B+D
47 bearer (communication) and 1 data (signaling) channel on two T1 PRI circuit cards.

4ESS®
A large Lucent central office switch used to route calls through the telephone network.

A

AC
alternating current

ACD
automatic call distributor

AD
application dispatch

AD-API
application dispatch application programming interface

adaptive differential pulse code modulation
A means of encoding analog voice signals into digital signals by adaptively predicting future encoded voice signals. This adaptive modulation method reduces the number of bits required to encode voice. See also "pulse code modulation."

adjunct products
Products (for example, the Adjunct/Switch Application Interface) that the INTUITY system administers via cut-through access to the inherent management capabilities of the product itself; this is in opposition to the ability of the INTUITY CONVERSANT system to administer the switch directly.

Adjunct/Switch Application Interface
An optional feature package that provides an Integrated Services Digital Network-based interface between Lucent Technologies PBXs and adjunct processors.

ADPCM
adaptive differential pulse code modulation

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ADU
asynchronous data unit

advanced speech recognition
A speech recognition ability that allows the system to understand WholeWord and FlexWord® inputs from callers.

affiliate
A business organization that Lucent controls or with which Lucent is in partnership.

AGL
application generation language

alarm relay unit
A unit used in central office telecommunication arrangements that transmits warning indicators from telephone communications equipment (such as an INTUITY CONVERSANT system) to audio.

ALERT
System alerter process

alerter
A system process that responds to patterns of events logged by the "logdaemon" process.

American Standard Code for Information Interchange
A standard code for data representation that represents alphanumeric characters as binary numbers. The code includes 128 upper- and lowercase letters, numerals, and special characters. Each alphanumeric and special character has an ASCII code (binary) equivalent that is 1 byte long.

analog
An analog signal, such as voice or music, that varies in a continuous manner. An analog signal may be contrasted with a digital signal, which represents only discrete states.

ANI
automatic number identification

announcement
A message the system plays to the caller to provide information. The caller is not asked to give a response. Compare to "prompt."

API
Application programming interface

application
The automated transaction (interactions) among the caller, the voice response system, and any databases or host computers required for your business. See also "application script."

application administration
The component of the INTUITY CONVERSANT system that provides access to the applications currently available on your system and helps you to manage and administer them.

application installation
A two-step process in which the INTUITY CONVERSANT system invokes the TSM script assembler for the specific application name and moves files to the appropriate directories.

application script
The computer program that controls the application (the transaction between the caller and the system). The INTUITY CONVERSANT system provides several methods for creating application scripts, including Graphical Designer, Script Builder, Transaction Assembler Script (TAS) language, and the Intuity Response Application Programming Interface (IRAPI).

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application verification
A process in which the INTUITY CONVERSANT system verifies that all the components needed by an application are complete.

ASCII
American Standard Code for Information Interchange

ASI
analog switch integration

ASR
advanced speech recognition

asynchronous communication
A method of data transmission in which bits or characters are sent at irregular intervals and spaced by start and stop bits rather than by time. Compare to "synchronous communication."

asynchronous data unit
An electronic communications device that allows computer systems to communicate over asynchronous lines more than 50 feet (15 m) in length.

automatic call distributor
That part of a telephone system that recognizes and answers incoming calls and completes these calls based on a set of instructions contained in a database. The ACD can send the call to an operator or group of operators as soon as the operator has completed a previous call or after the system has played a message to the caller.

automatic number identification
A method of identifying the calling party by automatically receiving a string of digits that identifies the calling station of a particular customer.

AYC2C
The signal processor (SP) circuit card.

AYC3B
A T1 (digital) circuit card.

AYC5B
The IVP6 Tip/Ring (analog) circuit card.

AYC6B
The IVP4 Tip/Ring (analog) circuit card.

AYC7
The companion (CMP) circuit card.

AYC9
The Text-to-Speech circuit card.

AYC10
The IVC6 Tip/Ring (analog) circuit card.

AYC11
A T1 (digital) circuit card.

AYC16
The IVP6-IU Tip/Ring (analog) circuit card.

AYC21
The E1/T1 (digital) circuit card.

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AYC26
The IVP6-IA Tip/Ring (analog) circuit card.

AYC27
The IVP6-ID Tip/Ring (analog) circuit card.

AYC28
The IVP6 Tip/Ring (analog) circuit card.

AYC30
The NGTR (analog) circuit card.

AYC43
The speech and signal processor (SSP) circuit card.

B

back up
The preservation of the information in a file in a different location, so that the data is not lost in the event of hardware or system failure.

backing up an application
Using a utility that makes an archive copy of a completed application or an interim copy of an application in progress. The back-up copy can be restored to the system if the on-line version is damaged, or if you make revisions and want to go back to the previous version.

barge-in
A capability provided by WholeWord speech recognition and Dial Pulse Recognition (DPR) that allows callers to speak or enter their responses during the prompt and have those responses recognized (similar to the Speak with Interrupt capability). See also "echo cancellation."

batch file
A file containing one or more lines, each of which is a command executable by the UNIX shell.

BB
bulletin board

binary synchronous communications
A character-oriented synchronous link protocol.

blind transfer protocol
A protocol in which a call is completed as soon as the extension is dialed, without having to wait to see if the telephone is busy or if the caller answered.

bps
bits per second

BRDG
call bridging process

bridging
The process of connecting one telephone network connection to another over the INTUITY CONVERSANT system TDM bus. Bridging decreases the processing load on the system since an active bridge does not require speech processing, database access, host activity, etc., for the transaction.

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BSC
binary synchronous communications

bundle
In the context of the Enhanced File Transfer package, this term is used to denote a single file, a group of files (package), or a combination of both.

byte
A unit of storage in the computer. On many systems, a byte is 8 bits (binary digits), which is the equivalent of one character of text.

C

call classification analysis
A process that enables application designers to use information available within the system to classify the disposition of originated and transferred calls. Intelligent CCA is provided with the system. Full CCA is an optional feature package.

call data event
A parameter that specifies a list of variables that are appended to a call data record at the end of each call.

call data handler process
A software process that accumulates generic call statistics and application events.

called party number
The number dialed by the person making a telephone call. Telephone switching equipment can use this number to selectively route an incoming call to a particular department or agent.

caller
The party who calls for a service, gets connected to the INTUITY CONVERSANT system, and interacts with it. As the INTUITY CONVERSANT system can also make outbound calls for service, the caller can also be the person who responds to those outbound calls.

call progress tones
Standard telephony sounds that indicate the status of the call. These sounds include busy, fast busy, ringback, reorder, etc.

card cage
An area within a INTUITY CONVERSANT system platform that contains and secures all of the standard and optional circuit cards used in the system.

cartridge tape drive
A high-capacity data storage/retrieval device that can be used to transfer large amounts of information onto high-density magnetic cartridge tape based on a predetermined format. This tape can be removed from the system and stored as a backup, or used on another system.

CAS
channel associated signalling

caution
An admonishment or advisory statement used in INTUITY CONVERSANT system documentation to alert the user to the possibility of a service interruption or a loss of data.

CCA
call classification analysis

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CDH
call data handler process

CELP
code excited linear prediction

central office
An office or location in which large telecommunication devices such as telephone switches and network access facilities are maintained. These locations follow strict installation and operation requirements.

central processing unit
See "processor."

CGEN
Voice system general message class

channel
See "port."

channel associated signaling
A type of signaling that can be used on E1 circuit cards. It occurs on channel 16.

CICS
Customer Information Control System

circuit card upgrade
A new circuit card that replaces an existing card in the platform. Usually the replacement is an updated version of the original circuit card to replace technology made obsolete by industry trends or a new system release.

cluster controller
A bisynchronous interface that provides a means of handling remote communication processing.

CMS
Call Management System

CO
central office

code excited linear prediction
A means of encoding analog voice signals into digital signals that provides excellent quality with use of minimum disk space.

command
An instruction or request the user issues to the system software to make the system perform a particular function. An entire command consists of the command name and options.

configuration
The arrangement of the software and hardware of a computer system or network. The INTUITY CONVERSANT system configuration includes either a standard or custom processor, peripheral equipment (for example, printers and modems), and software applications. Configuration also refers to the way the switch network is set up; that is, the types of products that are in the network and how those products communicate.

configuration management
The component of the system that allows you to manage the current configuration of voice channels, host sessions, and database connections, assign scripts to run on specific voice channels or host sessions, assign functionality to SSP and E1/T1 circuit cards, and perform various maintenance functions.

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connect and disconnect (C and D) tones
DTMF tones that inform the system when the attendant has been connected (C) and when the caller has been disconnected (D).

connected digits
A sequence of digits that the system can process as a group, rather than requiring the caller to enter the digits one at a time.

Converse Data Return (conv_data)
A Script Builder action that supports the DEFINITY® call vectoring (routing) feature by enabling the switch to retain control of vector processing in the system environment. It supports the DEFINITY "converse" vector command to establish a two-way routing mechanism between the switch and the system to facilitate data passing and return.

controller circuit card
A circuit card used on a computer system that controls its basic functionality and makes the system operational. These circuit cards are used to control magnetic peripherals, video monitors, and basic system communications.

copying an application
A utility in which information from a source application is directed into the destination application.

coresidency
The ability of two products or services to operate and interact with each other on a single hardware platform. An example of this is the use of an INTUITY CONVERSANT system along with a package from a different vendor on the same system platform.

CPE
customer provided equipment or customer premise equipment

CPN
called party number

CPT
call progress tones

CPU
central processing unit

crash
An interactive utility for examining the operating system core and for determining if system parameters are being exceeded.

CSU
channel service unit

custom speech
Unique words or phrases to be used in INTUITY CONVERSANT system voice prompts that Lucent Technologies custom records on a per-customer basis.

custom vocabulary
A specialized package of unique words or phrases created on a per-customer basis and used by WholeWord or FlexWord speech recognition.

Customer Information Control System
Part of the operating system that manages resources for running applications (for example, IND$FILE). Note that TSO and CMS provide analogous functionality in other host environments.

CVS
converse vector step

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D

danger
An admonishment or advisory statement used in INTUITY CONVERSANT system documentation to alert the user to the possibility of personal injury or death.

data interface process
A software process that communicates with Script Builder applications.

database
A structured set of files, records, or tables.

database field
A field used to extract values from a local database and form the structure upon which a database is built.

database record
The information in a database for a person, product, event, etc. The database record is made up of individual fields for each information item.

database table
A structure, made up of columns and rows, that holds information in a database. Database tables provide a means of storing information that changes too often to "hard-code," or store permanently, in the transaction outline.

dB
decibel

DB
database

DBC
database checking process

DBMS
database management system

DC
direct current

DCE
data communications equipment

DCP
digital communications protocol

debug
The process of locating and correcting errors in computer programs; also referred to as "troubleshooting."

default
The way a computer performs a task in the absence of other instructions.

default owner
The owner of a channel when no process takes ownership of that channel. The default owner holds all idle, in-service channels. In terms of the IRAPI, this is typically the Application Dispatch process.

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diagnose
The process of performing diagnostics on a bus or on Tip/Ring, E1/T1, or SSP circuit cards.

dial ahead
The ability to collect and process touch-tone inputs in sequence, even when they are received before the prompts.

dial pulse recognition
A method of recognizing caller pulse inputs from a rotary telephone.

dialed number identification service
A service that allows incoming calls to contain information about the telephone number for which it is destined.

dial through
A capability provided by touch-tone and dial pulse recognition that allows callers to enter their responses during the prompt and have those responses recognized (similar to the Speak with Interrupt capability). See also "barge-in" and "echo cancellation".

dictionary
A reference book containing an alphabetical list of words, with information given for each word including meaning, pronunciation, and etymology.

DIMM
dual in-line memory module

DIO
disk input and output process

DIP
data interface process

directory
A type of file used to group and organize other files or directories.

display errdata
A command that displays system errors sent to the logger.

DMA
direct memory address

DNIS
dialed number identification service

DPR
dial pulse recognition

DSP
digital signal processor

DTE
data terminal equipment

DTMF
dual tone multi-frequency

DTR
data terminal ready

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dual 3270 links
A feature that provides an additional physical unit (PU) for a cost-effective means of connecting to two host computers. The customer can connect a system to two separate FEPs or to a single FEP shared by one or more host computers. Each link supports a maximum of 32 LUs.

dual tone multi-frequency
A touch-tone sound that is an audio signal including two different frequencies. *DTMF feedback* is the process of the "switch" providing this information to the system. *DTMF muting* is the process of ignoring these tones (which might be simulated by human speech) when they are not needed for the application.

dump space
An area of the disk that is fixed in size and should equal the amount of RAM on the system. The operating system "dumps" an image of core memory when the system crashes. The dump can be fetched after rebooting to help in analyzing the cause of the crash.

E

E&M
Ear and Mouth

E1 / T1
Digital telephony interfaces, commonly called *trunks*. E1 is an international standard at 2.048 Mbps. T1 is a North American standard at 1.544 Mbps.

Ear and Mouth
A common T1 trunking protocol for connection between two "switches."

EBCDIC
Extended Binary Coded Decimal Interexchange Code

echo cancellation
The process of making the channel quiet enough so that the system can hear and recognize WholeWord and dial pulse inputs during the prompt. See also "barge-in."

ECS
Enterprise Communications Server

editor system
A system that allows speech phrases to be displayed and edited by a user. See "Graphical Speech Editor."

EFT
Enhanced File Transfer

EIA
Electronic Industries Association

EISA
Extended Industry Standard Architecture

EMI
electromagnetic interference

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Enhanced Basic Speech

Pre-recorded speech available from Lucent Technologies in several languages. Sometimes called "standard speech."

Enhanced File Transfer

A feature that allows the transferring of files automatically between the INTUITY CONVERSANT system and a synchronous host processor on a designated logical unit.

Enhanced Serial Data Interface

A software- and hardware-controlled method used to store data on magnetic peripherals.

Enterprise Communications Server

The telephony equipment that connects your business to the telephone network. Sometimes called a "switch."

error message

A message on the screen indicating that something is wrong with a possible suggestion of how to correct it.

ESD

electrostatic discharge

ESDI

Enhanced Serial Data Interface

ESS

electronic switching system

EST

Enhanced Software Technologies, Inc.

ET

error tracker

Ethernet

A name for a local area network that uses 10BASE5 or 10BASE2 coaxial cable and InterLAN signaling techniques.

event

The notification given to an application when some condition occurs that is generally not encountered in normal operation.

EXTA

external alarms feature message class

external actions

Specific predefined system tasks that Graphical Designer or Script Builder can call or *invoke* to interact with other products or services. When an external action is invoked, the systems displays a form that provides choices in each field for the application developer to select. Examples are Call_Bridge, Make_Call, SP_Allocate, SR_Prompt, etc.

external functions

Specific predefined (or customer-created) system tasks that can Graphical Designer or Script Builder can call or *invoke* to interact with other products or services. The function allows the application developer to enter the argument(s) for the function to act on (they are not provided in a choices list). Examples are concat, getarg, length, substring, etc.

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F

FAX Actions
An optional feature package that allows the system to send fax messages.

FCC
Federal Communications Commission

FDD
floppy disk drive

feature
A function or capability of a product or an application within the INTUITY CONVERSANT system.

feature package
An optional package that may contain both hardware and software resources to provide additional functionality to a standard system.

feature_tst script package
A standard INTUITY CONVERSANT system software program that allows a user to perform self-tests of critical hardware and software functionality.

FEP
front end processor

FFE
Form Filler Plus feature message class

field
See "database field."

FIFO
first-in-first-out processing order

file
A collection of data treated as a basic unit of storage.

file transfer
An option that allows you to transfer files interactively or directly to and from UNIX using the file transfer system (FTS).

filename
Alphabetic characters used to identify a particular file.

FlexWord™ speech recognition
A type of speech recognition based on subword technology that recognizes phonemes or parts of words in a specific language. See also "subword technology."

foos
facility out-of-service state

Form Filler Plus
An optional feature package that provides the capability for application scripts to record a caller's responses to prompts for later transcription and review.

FTS
file transfer process message class

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Full CCA
A feature package that augments the types of call dispositions that Intelligent CCA can provide.

function key
A key, labeled F1 through F8, on your keyboard to which the INTUITY CONVERSANT system soft-ware gives special properties for manipulating the user interface.

G

GEN
PRISM logger and alerter general message class

grammar
The inputs that a recognizer can match (identify) from a caller.

Graphical Speech Editor
A window-driven, X Windows/Motif based, graphical user interface (GUI) that can be accessed to perform different functions associated with the creation and editing of speech files for applications.

Graphical Designer
An optional software package that provides a graphical interface to assist in development of voice response applications on the INTUITY CONVERSANT system (see also "Script Builder").

GSE
Graphical Speech Editor

GUI
graphical user interface

H

hard disk drive
A high-capacity data storage/retrieval device that is located inside a computer platform. A hard disk drive stores data on nonremovable high-density magnetic media based on a predetermined format for retrieval by the system at a later date.

hardware
The physical components of a computer system. The central processing unit, disks, tape, and floppy drives, etc., are all hardware.

Hardware Resource Allocator
A software program that resolves or blocks the allocation of CPU and memory resources for controlling and optional circuit cards.

hardware upgrade
Replacement of one or more fundamental platform hardware components (for example, the CPU or hard disk drive), while the existing platform and other existing optional circuit cards remain.

HDD
hard disk drive

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High Level Language Applications Programming Interface
An application programming interface that allows a user to write custom applications that can communicate with a host computer via an API.

HLLAPI
High Level Language Applications Programming Interface

HOST
host interface process message class

host computer
A computer linked to a network to provide a range of services, such as database access and computation. The host computer operates in a time-sharing manner with other computers linked to it via the network.

hwoos
hardware out-of-service state

Hz
Hertz

I

IBM
International Business Machines

iCk or ICK
The system integrity checking process.

ID
identification

IDE
integrated disk electronics

idle channel
A channel that either has no owner or is owned by its default owner and is onhook.

IE
information element

IND$FILE
The standard SNA file transfer utility that runs as an application under CICS, TSO, and CMS. IND$FILE is independent of link-level protocols such as BISYNC and SDLC.

independent software vendor
A company that has an agreement with Lucent Technologies to develop software to work with the INTUITY CONVERSANT system to provide additional features required by customers.

indexed table
A table that, unlike a nonindexed table, can be searched via a field name that has been indexed.

industry standard architecture
A PC bus standard that allows processors and other circuit cards to communicate with each other.

INIT
voice system initialization message class

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initialize
To start up the system for the first time.

inserv
in-service state

Integrated Services Digital Network
A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

Integrated Voice Processing (IVP) circuit card
The IVP4 or IVP6 circuit card that provides Tip/Ring connections. The NGTR (AYC30) card also provides the same functions.

intelligent CCA
Monitoring the line after dialing is complete to determine whether a busy, reorder (fast busy), or other failure has been encountered. It also recognizes when the extension is answered or if the extension is not answered after a specified number of rings. The monitoring capabilities are dependent on the network interface circuit card and protocol used

interface
The access point of a system. With respect to the INTUITY CONVERSANT system, the interface is designed to provide you with easy access to the software capabilities.

interrupt
The termination of voice and/or telephony functions when some condition occurs.

INTUITY Response Application Programming Interface
A library of commands that provide a standard development interface for voice-telephony applications.

IPC
interprocess communication

IPC
intelligent ports card (IPC-900)

IPCI
integrated personal computer interface

IRAPI
Intuity Response Application Programming Interface

IRQ
interrupt request

ISA
industry standard architecture

ISDN
Integrated Services Digital Network

ISV
independent software vendor

ITAC
International Technical Assistance Center

IVC6 circuit card (AYC10)
A Tip/Ring (analog) circuit card with six channels.

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IVP4 circuit card (AYC6 or AYC6B)
　　A Tip/Ring (analog) card with four channels.

IVP6 circuit card (AYC5, AYC5B, or AYC28)
　　A Tip/Ring (analog) card with six channels.

K

Kbps
　　kilobytes per second

Kbyte
　　kilobyte

keyboard mapping
　　In emulation mode, this feature enables the keyboard to send 3270 keyboard codes to the host according to a configuration table set up during installation.

keyword spotting
　　A capability provided by WholeWord speech recognition that allows the system to recognize a sin-gle word in the middle of an entire phrase spoken by a caller in response to a prompt.

L

LAN
　　local area network

LDB
　　local database

LED
　　light-emitting diode

library states
　　The state information about channel activities maintained by the IRAPI.

LIFO
　　last-in-first-out processing order

line side E1
　　A digital method of interfacing an INTUITY CONVERSANT system to a PBX or "switch" using E1-related hardware and software.

line side T1
　　A digital method of interfacing an INTUITY CONVERSANT system to a PBX or "switch" using T1-related hardware and software.

listfile
　　An ASCII catalog that lists the contents of one or more talkfiles. Each application script is typically associated with a separate listfile. The listfile maps speech phrase strings used by application scripts into speech phrase numbers.

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local area network
A data communications network in a limited geographical area. The LAN provides communications between computers and peripherals.

local database
A database residing on the INTUITY CONVERSANT system.

LOG
INTUITY CONVERSANT system logger process message class

logical unit
A type of SNA Network Addressable Unit.

logdaemon
A UNIX system information and error logging process.

logger
See "logdaemon."

logging on/off
Entering or exiting the INTUITY CONVERSANT system software.

LSE1
line side E1

LST1
line side T1

LU
logical unit

M

magnetic peripherals
Data storage devices that use magnetic media to store information. Such devices include hard disk drives, floppy disk drives, and cartridge tape drives.

main screen
The INTUITY CONVERSANT system screen from which you are able to enter either the System Administration or Voice System Administration menu.

maintenance process
A software process that runs temporary diagnostics and maintains the state of circuit cards and channels.

manoos
manually out-of-service state

MAP/100
multi application platform 100

MAP/100C
multi application platform 100C

MAP/40
multi application platform 40

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MAP/5P
 multi application platform 5P

masked event
 An event that an application can ignore (that is, the application can request not to be informed of the event).

master
 A circuit card that provides clock information to the TDM bus.

Mbps
 megabits per second

MByte
 megabyte

megabyte
 A unit of memory equal to 1,048,576 bytes (1024 x 1024). It is often rounded to one million.

menu
 Options presented to a user on a computer screen or with voice prompts.

MF
 multifrequency

MHz
 megahertz

Microsoft
 A manufacturer of software products, primarily for IBM-compatible computers.

mirroring
 A method of data backup that allows all of the data transactions to the primary hard disk drive to be copied and maintained on a second identical drive in near real time. If the primary disk drive crashes or becomes disabled, all of the data stored on it (up to 1.2 billion bytes of information) is accessible on the second mirrored disk drive.

ms
 millisecond

msec
 millisecond

MS-DOS
 A personal computer disk operating system developed by the Microsoft Corporation.

MTC
 maintenance process

multifrequency
 Dual tone digit signalling (similar to DTMF), used for trunk addressing between network switches or by network operators.

multithreaded application
 A single process/application that controls several channels. Each thread of the application is managed explicitly. Typically this means state information for each thread is maintained and the state of the application on each channel is tracked.

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N

NCP
Network Control Program

NEBS
Network Equipment Building Standards

NEMA
National Electrical Manufacturers Association

netoos
network out-of-service state

NetView
An optional feature package that transmits high-priority (major or critical) messages to the host as operator-generated alerts (OGAs) over the 3270 host link. The NetView Alarm feature package does not require a dedicated LU.

next generation Tip/Ring (AYC30) circuit card
An analog circuit card with six channels.

NFAS
non-facility associated signalling

NFS
network file sharing

NGTR
next generation Tip/Ring (AYC30) circuit card

NM-API
Network Management - Application Programming Interface

NMVT
network management vector transport

nonex
nonexistent state

nonindexed table
A table that can be searched only in a sequential manner and not via a field name.

nonmasked event
An event that must be sent to the application. Generally, an event is nonmaskable if the application would likely encounter state transition errors by trying to it.

NRZ
non return to zero

NRZI
non return to zero inverted

null value
An entry containing no value. A field containing a null value is normally displayed as blank and is different from a field containing a value of zero.

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O

obsolete hardware
Hardware that is no longer supported on the INTUITY CONVERSANT system.

OEM
original equipment manufacturer

OGA
operator-generated alert

on-line help
Messages or information that appear on the user's screen when a "function key" (F1 through F8) is pressed.

operator-generated alert
A system-monitoring message that is transmitted from the INTUITY CONVERSANT system or other computer system to an IBM host computer and is classified as critical or major.

option
An argument used in a command line to modify program output by modifying the execution of a command. When you do not specify any options, the command executes according to its default options.

ORACLE
A company that produces relational database management software. It is also used as a generic term that identifies a database residing on a local or remote system that is created and maintained using an ORACLE RDBMS product.

P

P&C
Prompt and Collect Script Builder action step

PBX
private branch exchange

PC
personal computer

PCB
printed circuit board

PCI
peripheral component interconnect

PCM
pulse code modulation

PEC
price element code

peripheral (device)
Equipment such as printers or terminals that is in addition to the basic processor.

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peripheral component interconnect
A newer, higher speed PC bus that is gradually displacing ISA for many components.

permanent process
A process that starts and initializes itself before it is needed by a caller.

phoneme
A single basic sound of a particular spoken language. For example, the English language contains 40 phonemes that represent all basic sounds used with the language. The English word "one" can be represented with three phonemes, "w" - "uh" - "n." Phonemes vary between languages because of guttural and nasal inflections and syllable constructs.

phrase filtering (screening)
The rejection of unrecognized speech. The WholeWord and FlexWord speech recognition packages can be programmed to reprompt the caller if the INTUITY CONVERSANT system does not recognize a spoken response.

phrase tag
A string of up to 50 characters that identifies the contents of a speech phrase used by an application script.

platform migration
See "platform upgrade."

platform upgrade
The process of replacing the existing platform with a new platform.

pluggable
A term usually used with speech technologies, in particular standard speech, to indicate that a basic algorithmic technique has been implemented to accept one or more sets of parameters that tailors the algorithm to perform in one or more languages.

poll
A message sent from a central controller to an individual station on a multipoint network inviting that station to send if it has any traffic.

polling
A network arrangement whereby a central computer asks each remote location whether it wants to send information. This arrangement enables each user or remote data terminal to transmit and receive information on shared facilities.

port
A connection or link between two devices that allows information to travel to a desired location. See "telephone network connection."

PRI
Primary Rate Interface

Primary Rate Interface
An ISDN term for connections over E1 or T1 facilities that are usually treated as trunks.

private branch exchange
A private switching system, either manual or automatic, usually serving an organization, such as a business or government agency, and usually located on the customer's premises.

processor
In INTUITY CONVERSANT system documentation, the computer on which UnixWare and INTUITY CONVERSANT system software runs. In general, the part of the computer system that processes the data. Also known as the "central processing unit."

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prompt
A message played to a caller that gives the caller a choice of selections in a menu and asks for a response. Compare to "announcement."

prompt and collect (P and C)
A message played to a caller that gives the caller a choice of selections in a menu and asks for a response. The responses is collected and the script progresses based on the caller's response.

pseudo driver
A driver that does not control any hardware.

PS&BM
power supply and battery module

PSTN
public switch telephone network

pulse code modulation
A digital modulation method of encoding voice signals into digital signals. See also "adaptive differential pulse code modulation."

R

RAM
random access memory

RDMBS
ORACLE relational database management system

RECOG
speech recognition feature message class

recognition type
The type of input the recognizer can understand. Available types include touch-tone, dial pulse, and Advanced Speech Recognition (ASR), which includes WholeWord and FlexWord speech recognition.

recognizer
The part of the system that compares caller input to a grammar in order to correctly match (identify) the caller input.

record
See "database record."

recovery
The process of using copies of the INTUITY CONVERSANT system software to reconstruct files that have been lost or damaged. See also "restore."

remote database
Information stored on a system other than the INTUITY CONVERSANT system that can be accessed by the INTUITY CONVERSANT system.

remote maintenance circuit card
An INTUITY CONVERSANT system circuit card, available with a built-in modem, that allows remote personnel (for example, field support) to access all INTUITY CONVERSANT system machines. This card is standard equipment on all new MAP/100, MAP/40, and MAP/5P purchases.

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REN
ringer equivalence number

reports administration
The component of INTUITY CONVERSANT system that provides access to system reports, including call classification, call data detail, call data summary, message log, and traffic reports.

restore
The process of recovering lost or damaged files by retrieving them from available back-up tapes or from another disk device. See also "recovery."

restore application
A utility that replaces a damaged application or restores an older version of an application.

reuse
The concept of using a component from a source system in a target system after a software upgrade or platform migration.

RFS
remote file sharing

RM
resource manager

RMB
remote maintenance circuit card

roll back
To cancel changes to a database since the point at which changes were last committed.

rollback segment
A portion of the database that records actions that should be undone under certain circumstances. Rollback segments are used to provide transaction rollback, read consistency, and recovery.

RTS
request to send

S

SBC
sub-band coding

screen pop
A method of delivering a screen of information to a telephone operator at the same time a telephone call is delivered. This is accomplished by a complex chain of tasks that include identifying the calling party number, using that information to access a local or remote ORACLE database, and pulling a "form" full of information from the database using an ORACLE database utility package.

script
The set of instructions for the INTUITY CONVERSANT system to follow during a transaction.

Script Builder
An optional software package that provides a menu-oriented interface designed to assist in the development of custom voice response applications on the INTUITY CONVERSANT system.

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SCSI
small computer system interface

SDLC
synchronous data link control

SDN
software defined network

shared database table
A database table that is used in more than one application.

shared speech
Speech that is a part of more than one application.

shared speech pools
A parameter that allows the user of a voice application to share speech components with other applications.

SID
station identification

signal processor circuit card (AYC2, AYC2B, AYC2C, or AYC9d)
A speech processing circuit card that is an older, lower-capacity version of the speech and signal processor (SSP) circuit card (AYC43).

SIMMs
single inline memory modules

single inline memory modules
A method of containing random access memory (RAM) chips on narrow circuit card strips that attach directly to sockets on the CPU circuit card. Multiple SIMMs are sometimes installed on a single CPU circuit card.

single-threaded application
An application that runs on a single voice channel.

slave
A circuit card that depends on the TDM bus for clock information.

SLIP
serial line interface protocol

small computer system interface
A disk drive control technology in which a single SCSI adapter circuit card plugged into a PC slot is capable of controlling as many as seven different hard disks, optical disks, tape drives, etc.

SNA
systems network architecture

SNMP
simple network management protocol

software
The set or sets of programs that instruct the computer hardware to perform a task or series of tasks — for example, UnixWare software and the INTUITY CONVERSANT system software.

software upgrade
The installation of a new version of software in which the existing platform and circuit cards are retained.

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source system
The system from which you are upgrading (that is, your system as it exists *before* you upgrade).

speech and signal processor circuit card (AYC43)
The high-performance signal processing circuit card introduced in V6.0 capable of simultaneous support for various speech technologies.

speech energy
The amount of energy in an audio signal. Literally translated, it is the output level of the sound in every phonetic utterance.

speech envelope
The linear representation of voltage on a line. It reflects the sound wave amplitude at different intervals of time. This envelope can be plotted on a graph to represent the oscillation of an audio signal between the positive and negative extremes.

speech file
A file containing an encoded speech phrase.

speech filesystem
A collection of several talkfiles. The filesystem is organized into 16-Kbyte blocks for efficient management and retrieval of talkfiles.

speech modeling
The process of creating WholeWord speech recognition algorithms by collecting thousands of different speech samples of a single word and comparing them all to obtain a statistical average of the word. This average is then used by a WholeWord speech recognition program to recognize a single spoken word.

speech space
An area that contains all digitized speech used for playback in the applications loaded on the system.

speech phrase
A continuous speech segment encoded into a digital string.

speech recognition
The ability of the system to understand input from callers.

SPIP
signal processor interface process

SPPLIB
speech processing library

SQL
structured query language

SR
speech recognition

SSP
speech and signal processor circuit card (AYC43)

standard speech
The speech package available in several languages containing simple words and phrases produced by Lucent Technologies for use with the INTUITY CONVERSANT system. This package includes digits, numbers, days of the week, and months, each spoken with initial, medial, and falling inflection. The speech is in digitized files stored on the hard disk to be used in voice prompts and messages to the caller. This feature is also called Enhanced Basic Speech.

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standard vocabulary
> A standard package of simple word speech models provided by Lucent Technologies and used for WholeWord speech recognition. These phrases include the digits "zero" through "nine," "yes," "no," and "oh," or the equivalent words in a specific local language.

string
> A contiguous sequence of characters treated as a unit. Strings are normally bounded by white spaces, tabs, or a character designated as a separator. A string value is a specified group of characters symbolized by a variable.

structured query language
> A standard data programming language used with data storage and data query applications.

subword technology
> A method of speech recognition used in FlexWord recognition that recognizes phonemes or parts of words. Compare to "WholeWord speech recognition."

switch
> A software and hardware device that controls and directs voice and data traffic. A customer-based switch is known as a "private branch exchange."

switch hook
> The device at the top of most telephones that is depressed when the handset is resting in the cradle (in other words, is *on hook*). The device is raised when the handset is picked up (in other words, when the telephone is *off hook*).

switch hook flash
> A signaling technique in which the signal is originated by momentarily depressing the "switch hook."

switch interface administration
> The component of the INTUITY CONVERSANT system that enables you to define the interaction between the INTUITY CONVERSANT system and switches by allowing you to establish and modify switch interface parameters and protocol options for both analog and digital interfaces.

switch network
> Two or more interconnected telephone switching systems.

synchronous communication
> A method of data transmission in which bits or characters are sent at regular time intervals, rather than being spaced by start and stop bits. Compare to "asynchronous communication."

SYS
> UNIX system calls message class

sysgen
> system generation

System 75
> An advanced digital switch supporting up to 800 lines that provides voice and data communications for its users.

System 85
> An advanced digital switch supporting up to 3000 lines that provides voice and data communications for its users.

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system administrator
The person assigned the responsibility of monitoring all INTUITY CONVERSANT system software processing, performing daily system operations and preventive maintenance, and troubleshooting errors as required.

system architecture
The manner in which the INTUITY CONVERSANT system software is structured.

system message
An event or alarm generated by either the INTUITY CONVERSANT system or end-user process.

system monitor
A component of the INTUITY CONVERSANT system that tests to verify that each incoming telephone line and its associated Tip/Ring or T1 circuit card is functional. Through the "System Monitor" component, you are able to see displays of the Voice Channel and Host Session Monitors.

T

T1
A digital transmission link with a capacity of 1.544 Mbps.

table
See "database table."

talkfile
An ASCII file that contains the speech phrase tags and phrase tag numbers for all the phrases of a specific application. The speech phrases are organized and stored in groups. Each talkfile can contain up to 65,535 phrases, and the speech filesystem can contain multiple talkfiles.

talkoff
The process of a caller interrupting a prompt, so the prompt message stops playing.

target system
The system to which you are upgrading (that is, your system as you expect it to exist *after* you upgrade).

TAS
transaction assembler script

TCC
Technology Control Center

TCP/IP
transmission control protocol/internet protocol

TDM
time division multiplexing

TE
terminal emulator

telephone network connection
The point at which a telephone network connection terminates on an INTUITY CONVERSANT system. Supported telephone connections are Tip/Ring, T1, and E1.

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terminal emulator
Software that allows a PC or UNIX process to look like a specific type of terminal. In particular, it allows the INTUITY CONVERSANT system to temporarily transform itself into a "look alike" of an IBM 3270 terminal. In addition to providing full 3270 functionality, the terminal emulator enables you to transfer files to and from UNIX.

Text-to-Speech
An optional feature that allows an application to play US English speech directly from ASCII text by converting that text to synthesized speech. The text can be used for prompts or for text retrieved from a database or host, and can be spoken in an application with prerecorded speech. Text-to-Speech application development is supported through Graphical Designer and Script Builder.

ThickNet
A 10-mm (10BASE5) coaxial cable used to provide interLAN communications.

ThinNet
A 5-mm (10BASE2) coaxial cable used to provide interLAN communications.

time-division multiplex
A method of serving a number of simultaneous channels over a common transmission path by assigning the transmission path sequentially to the channels, with each assignment being for a discrete time interval.

Tip/Ring
Analog telecommunications using four-wire media.

token ring
A ring type of local area network that allows any station in the network to communicate with any other station.

trace
A command that can be used to monitor the execution of a script.

traffic
The flow of information or messages through a communications network for voice, data, or audio services.

transaction
The interactions (exchanges) between the caller and the voice response system. A transaction can involve one or more telephone network connections and voice responses from the INTUITY CONVERSANT system. It can also involve one or more of the system optional features, such as speech recognition, 3270 host interface, FAX Actions, etc.

transaction assembler script
The computer program code that controls the application operating on the voice response system. The code can be produced from Graphical Designer, Script Builder, or by writing directly in TAS code.

transaction state machine process
A multi-channel IRAPI application that runs applications controlled by TAS script code.

transient process
A process that is created dynamically only when needed.

TRIP
Tip/Ring interface process

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troubleshooting
The process of locating and correcting errors in computer programs. This process is also referred to as debugging.

TSO
Technical Services Organization

TSO
time share operation

TSM
transaction state machine process

TTS
Text-to-Speech

TWIP
T1 interface process

U

UK
United Kingdom

US
United States of America

UNIX Operating System
A multiuser, multitasking computer operating system originally developed by Lucent Technologies.

UNIX shell
The command language that provides a user interface to the UNIX operating system.

upgrade scenario
The particular combination of current hardware, software, application and target hardware, software, applications, etc.

usability
A measurement of how easy an application is for callers to use. The measurement is made by making observations and by asking questions. An application should have high usability to be successful.

USOC
universal service ordering code

UVL
unified voice library

V

VDC
video display controller

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vi editor
A screen editor used to create and change electronic files.

virtual channel
A channel that is not associated with an interface to the telephone network (Tip/Ring, T1, LSE1/LST1, or PRI). Virtual channels are intended to run "data-only" applications which do not interact with callers but may interact with DIPs. Voice or network functions (for example, coding or playing speech, call answer, origination, or transfer) will not work on a virtual channel. Virtual channel applications can be initiated only by a "virtual seizure" request to TSM from a DIP.

vocabulary
A collection of words that the INTUITY CONVERSANT system is able to recognize using either WholeWord or FlexWord speech recognition.

vocabulary activation
The set of active vocabularies that define the words and wordlists known to the FlexWord recognizer.

vocabulary loading
The process of copying the vocabulary from the system where it was developed and adding it to the target system.

voice channel
A channel that is associated with an interface to the telephone network (Tip/Ring, T1, E1, LSE1/LST1, or PRI). Any INTUITY CONVERSANT system application can run on a voice channel. Voice channel applications can be initiated by being assigned to particular voice channels or dialed numbers to handle incoming calls or by a "soft seizure" request to TSM from a DIP or the **soft_szr** command.

voice processing co-marketer
A company licensed to purchase voice processing equipment, such as the INTUITY CONVERSANT system, to market and sell based on their own marketing strategies.

voice response output process
A software process that transfers digitized speech between system hardware (for example, Tip/Ring and SSP circuit cards) and data storage devices (for example, hard disk, etc.)

voice response unit
A computer connected to a telephone network that can play messages to callers, recognize caller inputs, access and update a databases, and transfer and monitor calls.

voice system administration
The means by which you are able to administer both voice- and nonvoice-related aspects of the system.

VPC
voice processing co-marketer

VROP
voice response output process

VRU
voice response unit

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W

warning
    An admonishment or advisory statement used in INTUITY CONVERSANT system documentation to alert the user to the possibility of equipment damage.

WholeWord speech recognition
    An optional feature, available in several languages, based on whole-word technology that can recognize the numbers one through zero, "yes", and "no" (the key words). This feature is reliable, regardless of the individual speaker. This feature can identify the key words when spoken in phrases with other words. A string of key words, called *connected digits*, can be recognized. During the prompt announcement, the caller can speak or use touch tones (or dial pulses, if available). See also "whole-word technology."

whole-word technology
    The ability to recognize an entire word, rather than just the phoneme or a part of a word. Compare to "subword technology."

wink signal
    An interruption of current to a busy lamp indicating that there is a line on hold.

word
    A unique utterance understood by the recognizer.

wordlist
    A set of words that are available for FlexWord recognition by an application during a Prompt & Collect action step.

word spotting
    The ability to search through extraneous speech during a recognition.

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