Lucent Technologies
Bell Labs Innovations

Intuity™ CONVERSANT® System
Version 7.0
MAP/100C Maintenance

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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.

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 Nomérique 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.

European Union Declaration of Conformity

Lucent Technologies Business Communications Systems declares that the Intuity™ CONVERSANT® System equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below: EMC Directive 89/336/EEC Low-Voltage Directive 73/23/EEC. The "CE" mark affixed to the equipment means that it conforms to the above directives.

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GENERAL WARNING: The grant of a Telepermit for any item of terminal equipment indicates that only Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly

in all respects with other items of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

IMPORTANT NOTICE: Under power failure conditions, this device may not operate. Please ensure that a separate telephone, not dependent on local power, is available for emergency use.

AUTOMATIC RE-ATTEMPTS TO THE SAME NUMBER: Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom specifications:

- There shall be no more than 10 call attempts to the same number within any 30 minute period for any single manual call initiation, and,

- The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempts and the beginning of the next attempt.

AUTOMATIC CALLS TO DIFFERENT NUMBERS: Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. In order to operate within the limits for compliance with Telecom specifications, the associated equipment shall be set to ensure that automatic calls to different numbers are spaced such that there is not less than 5 seconds between the end of one call attempt and the beginning of the next attempt.

USER INSTRUCTIONS (AUTOMATIC CALL SETUP): This equipment shall not be set up to make automatic calls to the Telecom "111" emergency service.

CALL ANSWERING (AUTOMATIC ANSWERING EQUIPMENT): Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. In order to operate within the limits for compliance with Telecom specifications, the associated equipment shall be set to ensure that calls are answered between 3 and 30 seconds of receipt of ringing.

Toll Fraud

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.

Your Responsibility for Your System's Security

You and your system manager are responsible for the security of your system and for preventing unauthorized use. You are 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.

Lucent Technologies Fraud Intervention and Corporate Security

If you suspect that you are being victimized by toll fraud and you need technical support or assistance, call the Lucent Technologies National Customer Care Center Toll Fraud Intervention Hotline at 1 800 643-2353.

Aside from whether immediate support is required, all toll fraud incidents involving Lucent products or services should be reported to Lucent Corporate Security at 1 800 821-8235. In addition to recording the incident, Lucent Corporate Security is available for consultation on security issues, investigation support, referral to law enforcement agencies, and educational programs.

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• Lucent Technologies customers and others

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

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About This Book

Overview

This book contains information for troubleshooting and diagnosing problems associated with the Intuity CONVERSANT MAP/100C and hardware. It also includes component replacement procedures as well as 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.

Note: To repair or alter the configuration of your system, you must have a copy of this book,

Intended Audience

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

- Field support — Technical Service Organization (TSO)

- Lucent Technologies Helpline personnel

We assume that the primary users of this book have completed the MAP/100C hardware installation training course (see).

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.

How This Book Is Organized

This book contains the following sections:

- — provides the correct procedures for accessing the internal components of the MAP/100C system.

- [Chapter 2, Installing or Replacing Circuit Cards](#) — contains information to ensure that Intuity CONVERSANT circuit cards are installed correctly and resource options are set correctly.

- [Chapter 3, Replacing the Hard Disk Drive](#) — contains procedures to identify and recover from hard disk drive failures, to add a hard disk drive, to establish disk mirroring, and to clean a hard disk drive.

- [Chapter 4, Replacing Other Components](#) — contains procedures to replace in the MAP/100C internal components and information on the correct configuration and settings for individual components.

- [Chapter 5, Installing the Tip/Ring Distribution Hardware](#) — contains the installation procedures for the Tip/Ring distribution hardware.

- [Chapter 6, Installing Base System Software](#) — provides information to reload the UnixWare operating system software.

- [Chapter 7, Installing the Intuity CONVERSANT System Software](#) — contains procedures to reload the Intuity CONVERSANT system software.

- [Chapter 8, Installing the Optional Feature Software](#) — contains procedures to install all the software that was not included on the application software cartridge tape.

- [Appendix A, System Configuration](#) — describes the configuration of components in the MAP/100C and the operation of the Hardware Resource Allocator.

- [Appendix B, Component Ordering Numbers](#) — lists the ordering number for replacement components used in the MAP/100C.

- [Appendix C, How to Build a System Using This Book](#) — provides the sequence of operations for building an Intuity CONVERSANT system.

- [Appendix D, Disaster Recovery Checklists](#) — provides a general task checklist for disaster recovery with references to required procedures.

- [Glossary](#) — Defines the terms, abbreviations, and acronyms used in system documentation.

- [Index](#) — Alphabetically lists the principal subjects covered in the book.

Conventions Used in This Book

Understanding the typographical and other conventions used in this book is necessary to interpret the information.

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 the **ENTER** key on the keyboard. 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 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 system display menus, screens, and windows. Menus allow you to select options or to choose to view another menu, screen, or window ([Figure 1 on page xxx](#)). Screens and windows both show and request system information ([Figure 5 on page xxxiii](#) through [Figure 5 on page xxxiii](#)).

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

Figure 1. Example of an Intuity CONVERSANT Menu

```
        Voice System Administration

Application Package Administration
Backup/Restore
Configuration Management
Feature Packages
Reports
Script Builder Applications
Switch Interfaces
System Monitor
Unix Management
Exit
```
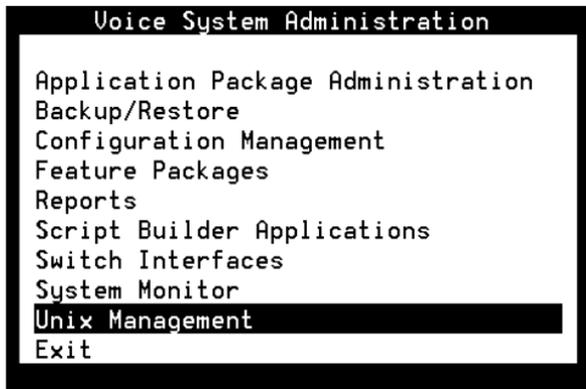
Figure 2. Example of an Intuity CONVERSANT Window Requesting Information

```
   Wait Time

Seconds: ▮
```

Figure 3. Example of an Intuity CONVERSANT Screen Requesting Information

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

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

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

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

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

Figure 4.   Example of an Intuity CONVERSANT Screen Showing Information

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

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

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

Figure 5.   Example of an Intuity CONVERSANT Window Showing Information
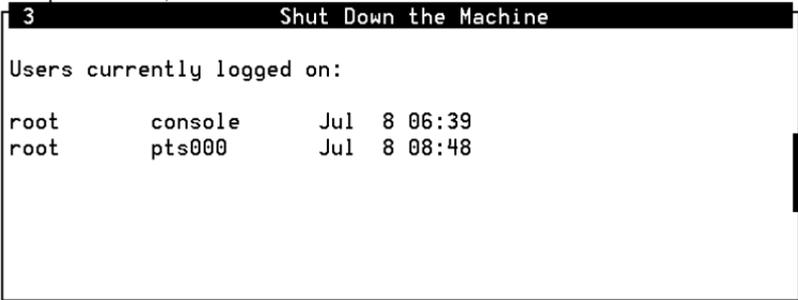
```
 3                    Shut Down the Machine

Users currently logged on:

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

Keyboard and Telephone Keypad Representations

• Keys that you press on your terminal or PC are represented as small capitalized **BOLD** text. 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 small capitalized **BOLD** text. For example, an instruction to press and hold the Alt key 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 small capitalized **BOLD** text 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 appear in small capitalized **BOLD** text. For example, an instruction to press the first key on your telephone keypad is shown as

  Press **1** to record a message.

Cross References and Hypertext   [Blue underlined](#) type indicates a cross reference or hypertext link that takes you to another location in the document when you click on it with your mouse.

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

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

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

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

Start at the Intuity CONVERSANT main menu and select:

```
> Reports
```

```
    > Message Log Report
```

In this example, you would access the Intuity CONVERSANT main menu and select the Reports menu. From the Reports menu, you would then select the Message Log Reports menu.

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

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

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 in *blue italic type* when they are referred to, for example:

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

- Command options are shown inside square brackets, for example:

  Enter **connect *switchname* [-d] [-b | -w]**

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.**

Getting Help

The Intuity CONVERSANT system provides online help to assist you during installation, administration, and application development tasks.

To use the online help:

*   Press **F1** (Help) when you are in a menu or window.

    The first time you press **F1**, the system displays information about the currently active window or menu.

    ~   When you are in a window, the help explains the purpose of the window and describes its fields.

    ~   When you are in a menu, the help explains how to use menus.

If you press **F1** again, the system displays a General Help screen that explains how to use the online help.

• Press **F2** (Choices) when you are in a field.

The system displays valid field choices either in a pop-up window or on the status line directly above the function keys.

• Press **F6** (Cancel) to exit the online help.

Technical Assistance

Web Site   The following customer support web site contains resources where you can find solutions for technical problems:

   http://support.lucent.com

Contact Numbers   Technical assistance on the Intuity CONVERSANT product is available through the following telephone contacts:

• In the United States, call 1-800-242-2121.

• In Canada, call one of the following numbers, depending on your location:

   ~ 1-800-363-1882 for assistance in Quebec and eastern Canada

   ~ 1-800-387-4268 for assistance in Ontario and western Canada

> • In any other country, call your local distributor or check with your project
> manager or systems consultant.

Related Resources

Additional documentation and training material is available for you to learn
more about the Intuity CONVERSANT product.

Training   To obtain training on the Intuity CONVERSANT product, contact 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

You can also view information on Intuity CONVERSANT training at the
Global Learning Solutions (GLS) web site at one of the following web links:

- Organizations within Lucent Technologies

  http://training.gls.lucent.com

- Lucent Technologies customers and all others

  http://www.lucenttraining.com

The courses listed below are recommended. Other courses are available.

- For technicians doing repairs on Intuity CONVERSANT V7.0 systems

  ~ BTT509H, CONVERSANT Installation and Maintenance Voice Information System

- For technicians and administrators

  ~ BTC344M, Intuity CONVERSANT V7 Administration Overview (CD-ROM)

- For application developers

  ~ BTC128H, Introduction to Script Builder
  ~ BTC166H, Introduction to Voice@Work
  ~ BTC204H, Intermediate Voice@Work
  ~ BTC301H, Advanced CONVERSANT Programming

Documentation   Appendix A, "Documentation Guide," in *Intuity CONVERSANT System Version 7.0 System Description*, 585-313-204, describes in detail all books included in Intuity CONVERSANT documentation library and referenced in this book.

Note: Always refer to the appropriate book for specific information on planning, installing, administering, or maintaining an Intuity CONVERSANT system.

Additional Suggested Documentation

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

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

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 Procedures" in the *Intuity CONVERSANT System Reference*, 585-313-205.

For Installation Information

Instructions for installing or reinstalling system elements are available in *Intuity CONVERSANT System Version 7.0 New System Installation*, 585-313-106.

Obtaining Printed Versions of the Documentation

See Documentation Ordering Information on page viii of Copyright and Legal Notices for information on how to purchase Intuity CONVERSANT documentation in printed form. You can also print documentation locally from the CD-ROM (see Printing the Documentation on page xliv).

Using the CD-ROM Documentation

Lucent Technologies ships the documentation in electronic form. Using the Adobe Acrobat Reader application, you can read these documents on a Windows PC, on a Sun Solaris workstation, or on an HP-UX workstation. Acrobat Reader displays high-quality, print-like graphics on both UNIX and Windows platforms. It provides scrolling, zoom, and extensive search capabilities, along with online help. A copy of Acrobat Reader is included with the documents.

Note: If viewing documents online, it is recommended that you use a separate platform and not the Intuity CONVERSANT system.

Setting the Default Magnification   You can set your default magnification by selecting **File | Preferences | General**. We recommend the **Fit Page** option.

Adjusting the Window Size

On HP and Sun workstations, you can control the size of the reader window by using the **-geometry** argument. For example, the command string **acroread -geometry 900x900 mainmenu.pdf** opens the main menu with a window size of 900 pixels square.

Hiding and Displaying Bookmarks

By default, the document appears with bookmarks displayed on the left side of the screen. The bookmarks serve as a hypertext table of contents for the chapter you are viewing. You can control the appearance of bookmarks by selecting **View | Page Only** or **View | Bookmarks and Page.**

Using the Button Bar

The button bar can take you to the book's Index, table of contents, main menu, and glossary. It also lets you update your documents. Click the corresponding button to jump to the section you want to read.

Using Hypertext Links

Hypertext links appears in blue underlined text. These links are shortcuts to other sections or books.

Navigating with Double Arrow Keys

The double right and double left arrows (◄◄ and ►►) at the top of the Acrobat Reader window are the go-back and go-forward functions. The go-back button takes you to the last page you visited prior to the current page. Typically, you use ◄◄ to jump back to the main text from a cross reference or illustration.

Searching for Topics

Acrobat has a sophisticated search capability. From the main menu, select **Tools | Search.** Then select **Master Index.**

Displaying Figures   If lines in figures appear broken or absent, increase the magnification. You might also want to print a paper copy of the figure for better resolution.

Printing the
Documentation   **Note:** For information on purchasing printed copies of the documents, see Obtaining Printed Versions of the Documentation on page xlii.

If you would like to read the documentation in paper form rather than on a computer monitor, you can print all or portions of the online screens.

Printing an Entire Document

To print an entire document, do the following:

1 From the documentation main menu screen, select one of the print-optimized documents. Print-optimized documents print two-screens to a side, both sides of the sheet on 8.5x11-inch or A4 paper.

2 Select **File | Print**.

3 Enter the page range you want to print, or select **All**. Note that the print page range is different from the page numbers on the documents (they print two to a page).

4 The document prints.

5 Close the file. Do not leave this file open while viewing the electronic documents.

Printing Part of a Document

To print a single page or a short section, you can print directly from the online version of the document.

1 Select **File | Print**.

2 Enter the page range you want to print, or select **Current**.

   The document prints, one screen per side, two sides per sheet.

How To Comment on This Book

While we have tried to make this document fit your needs, we are interested in your suggestions for improving it and urge you to send your comments to us.

Comment Form   A comment form, available in paper and electronic versions, is available via the documentation CD-ROM. To use the comment form:

1 Select **Comments** from the Main Menu of the CD-ROM.

2 Follow the instructions provided on the CD-ROM to do one of the following:

   ~ Print the paper version of the form, complete it, and fax or mail it to us.

   ~ Access a Lucent Technologies website where you can enter your comments electronically.

Contact Us Directly If you prefer not to use the comment form, you can contact us directly at the following address or fax number.

> **Note:** Direct your correspondence to the attention of the Lucent Technologies Intuity CONVERSANT writing team. Be sure to mention the title of the book on which you are commenting.

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Fax 1 303-538-1741

1 Getting Inside the Computer

Overview

This chapter provides the correct procedures for accessing the internal components of the MAP/100C.

Topics covered include:

- Protecting Against Damage from Electrostatic Discharge on page 2
- Power removal and restoration
  - ~ Removing Power from the MAP/100C on page 7
  - ~ Restoring Power to the MAP/100C on page 17
- Computer chassis access
  - ~ Accessing the Circuit Card Cage on page 11
  - ~ Accessing the Peripheral Bay on page 13

Protecting Against Damage from Electrostatic Discharge

> ⚠️ **CAUTION:**
> Read this section before unpacking the MAP/100C. 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 6.   ESD WIarning Symbol

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

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 7 on page 4 and Figure 8 on page 5).

Figure 7.   How to Hold a Small Circuit Card
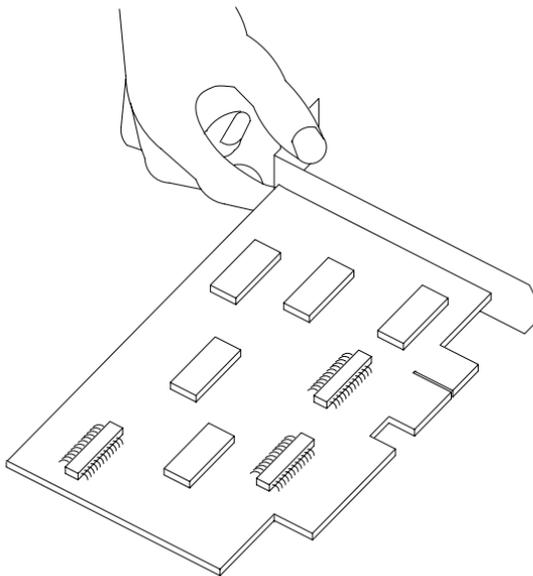
Figure 8. How to Hold a Large Circuit Card
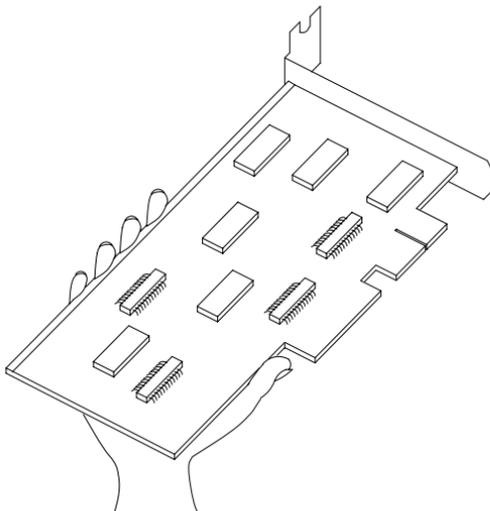
> ⚠ **CAUTION:**
> Ensure that your palm is not in contact with the noncomponent side of the
> board.

- 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 9. ESD-Sensitive Area of an Electronic Component

ESD sensitive area (bottom surface)

Recommended holding points
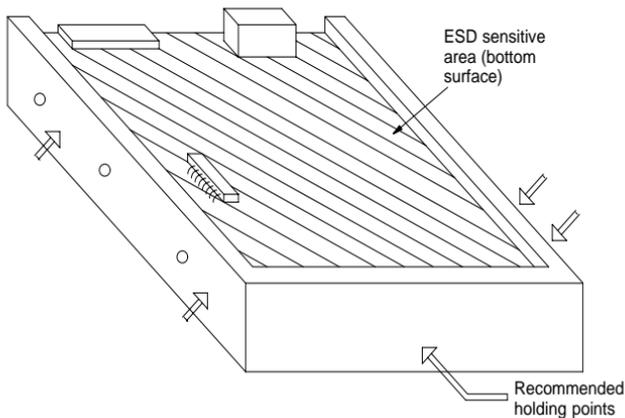
Removing Power from the MAP/100C

The MAP/100C can operate with either AC or DC power.

Removing AC Power

The MAP/100C requires a dedicated power line. The power cord connects to the top of the MAP/100C at the point labeled "AC power input receptacle." Before you begin any work in the MAP/100C you must disconnect the incoming power.

To remove AC power from the MAP/100C, do the following:

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 lower front of the MAP/100C (Figure 10 on page 8).

Figure 10.   MAP/100C Front View

Floppy
disk drive

⏚ ESD Ground	Fan Status				COM1	Keyboard	Video	Reset	On Off	Power	
	Drive Bay	CPU Rear Fans	Pwr Sup								
	○	○ ○ ○ ○	○		○	○	○	○	▢▢	○	
		1 2 3 4									

m100c-7 LJK 113094
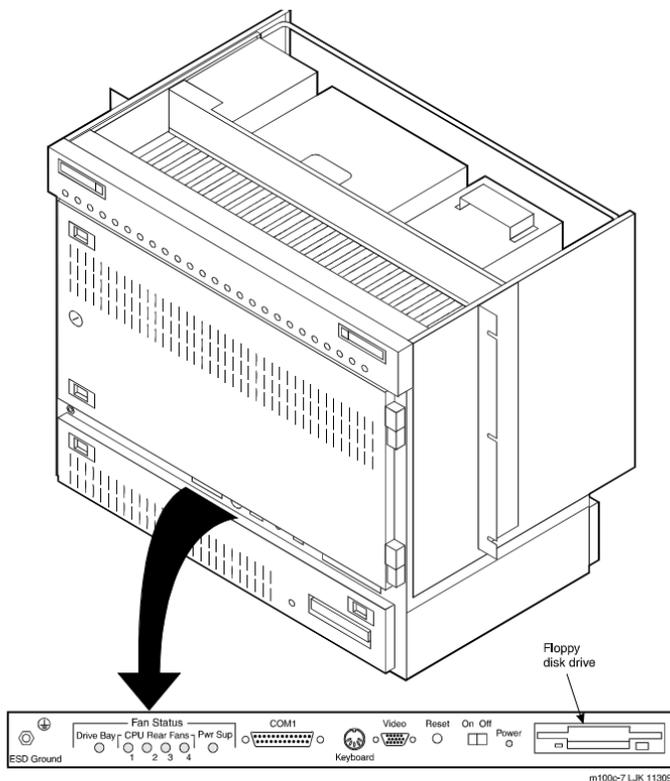
5 Turn off the circuit breaker on the back of the MAP/100C
   (Figure 11 on page 9).

Figure 11.   MAP/100C Back View

m100c-8 LJK 012195
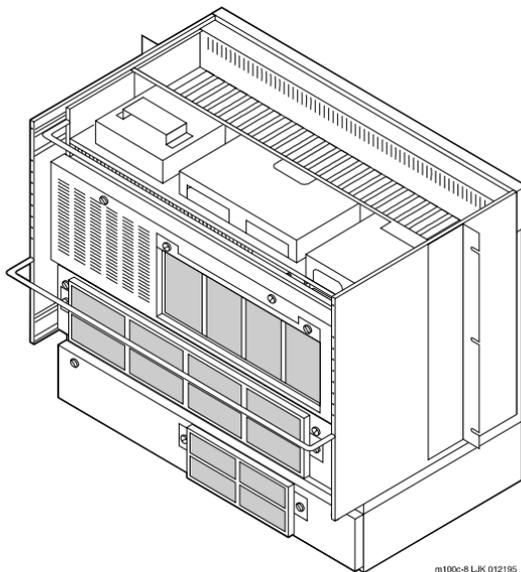
6 Unplug the MAP/100C from the power outlet.

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

Removing DC Power

To remove DC power from the MAP/100C, do the following:

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 lower front of the MAP/100C (Figure 10 on page 8).

5 Turn off the circuit breaker on the back of the MAP/100C (Figure 11 on page 9).

Accessing the Circuit Card Cage

The circuit card cage houses the circuit cards used by the Intuity CONVERSANT system. See Appendix A, System Configuration for the placement of the circuit cards within the circuit card cage.

To access the circuit card cage you must

• Open the front door

• Remove the circuit card retaining bracket

Opening the Front Door

To open the front door, do the following:

1 Loosen the 1/4-turn latch on the MAP/100C front door (Figure 10 on page 8).

2 Disengage the slide latches on the left side of the door (Figure 10 on page 8) by pushing them toward the center.

3 Swing the door open as far to the right as possible (Figure 12 on page 12).

Figure 12.   MAP/100C Circuit Card Cage

m100c-11 LJK 022495
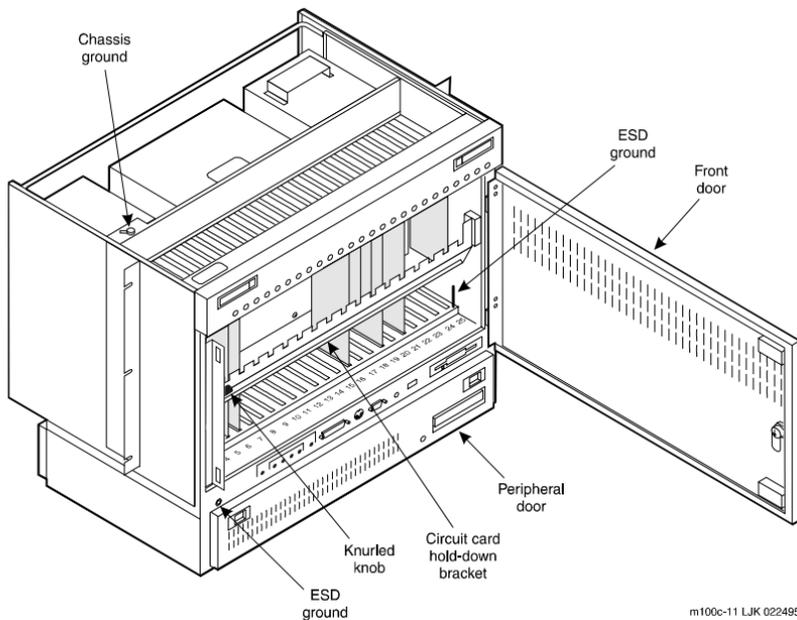
Removing the Circuit Card Cage Retaining Bracket

To remove the circuit card cage retaining bracket, do the following:

1 Pull the knurled knob, on the left of the circuit card cage retaining bracket, toward the center of the MAP/100C until it is released from the hole in the chassis.

2 Gently pull on the left side of the circuit card retaining bracket to remove the bracket from the MAP/100C.

Accessing the Peripheral Bay

The peripheral bay houses the hard disk drives, the floppy disk drive, and the SCSI tape drive. See Appendix A, System Configuration for the placement of these components within the peripheral bay.

The peripheral bay can be accessed from the front or the back.

Accessing the Peripheral Bay from the Front

To access the peripheral bay from the front, do the following:

1 Disengage the slide latches on the left side of the door (Figure 10 on page 8) by pushing them toward the center.

2 Swing the door down as far as possible ().

Figure 13.   MAP/100C Peripheral Bay

SCSI hard disk drive ID 0   m100cdr1 LJK 012995   3.5-inch 1.44 Mbyte floppy disk drive   SCSI cartridge tape drive
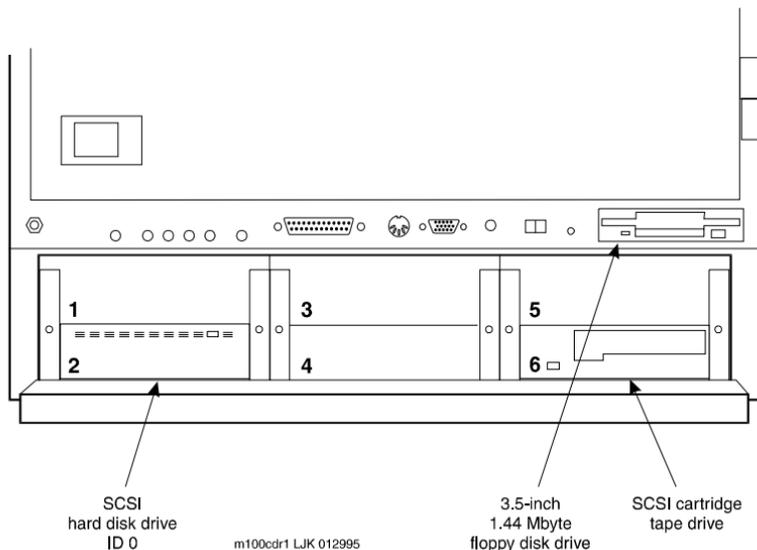
Accessing the Peripheral Bay from the Back

To access the peripheral bay from the back, do the following:

1 Release the slide latches on the front of the MAP/100C.

2 Pull the unit forward.

3 Loosen the captive screws on the rear peripheral bay door.

4 Swing the door down as far as possible (Figure 14 on page 16).

Figure 14. MAP/100C Back View with the Peripheral Bay Door Open
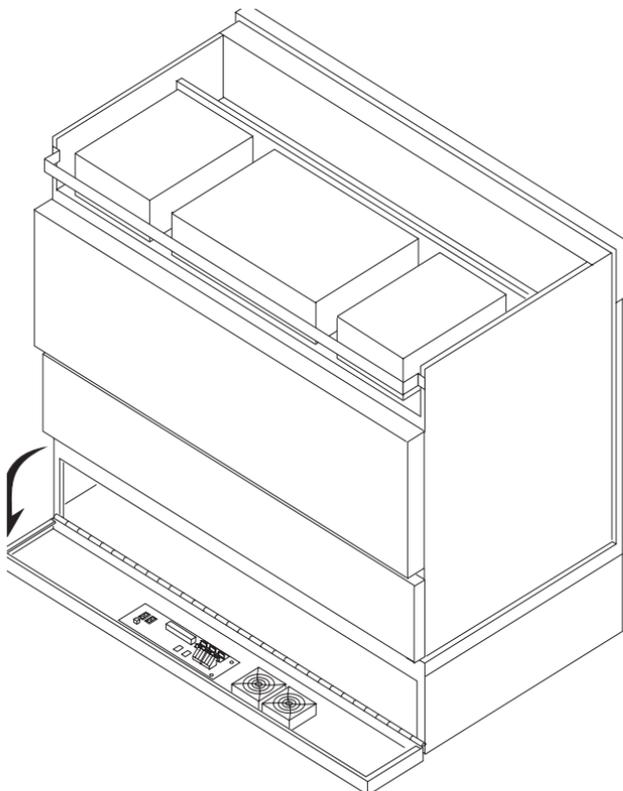
Restoring Power to the MAP/100C

To restore power to the MAP/100C, do the following:

1 Plug the MAP/100C power cord into the designated power outlet.

2 Turn on the circuit breaker on the back of the MAP/100C (Figure 11 on page 9).

3 Turn on the power switch on the lower front of the MAP/100C (Figure 10 on page 8).

4 Turn on the monitor's power switch.

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

2 Installing or Replacing Circuit Cards

Overview

This chapter provides information to ensure that circuit cards are installed correctly and resource options are set correctly on the MAP/100C system.

Topics covered include:

- Configuring circuit cards in the MAP/100C

- Types of circuit cards

- General steps for circuit card installation

- Specific procedures for installation of standard and optional MAP/100C circuit cards

- Settings for resource options

General Procedures

The general procedures include:

- Removing a Circuit Card on page 19
- Installing a Circuit Card on page 21

Removing a Circuit Card

> ⚠ **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 the guidelines in
> Protecting Against Damage from Electrostatic Discharge on page 2, in
> Chapter 1, Getting Inside the Computer .

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, do the following:

   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/100C. See Removing Power from the MAP/100C on page 7 in Chapter 1, Getting Inside the Computer .

4 Access the circuit card cage. See Accessing the Circuit Card Cage on page 11 in Chapter 1, Getting Inside the Computer .

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 25. Make sure to install the replacement card in the same backplane slot.

9 Remove the circuit card from the MAP/100C chassis.

⚠ CAUTION:

Hold the circuit card carefully by the edges and place it on a grounded mat. See Protecting Against Damage from Electrostatic Discharge on page 2 in Chapter 1, Getting Inside the Computer for detailed electrostatic discharge precautions.

Installing a Circuit Card

⚠ 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 on page 2 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 Close the circuit card cage. See Accessing the Circuit Card Cage on page 11 in Chapter 1, Getting Inside the Computer .

9 Apply power to the unit. See Restoring Power to the MAP/100C on page 17, in Chapter 1, Getting Inside the Computer .

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

> ⚠️ **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 on page 2, 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/100C 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.

Figure 15.   Settings for Switches on the IVP6-IA (AYC29) and IVC6 (AYC10) Tip/Ring Circuit Cards T/R-0 through T/R-7

Base I/O address = 100 Hex.
IVC6-IU T/R 0
First card installed

Base I/O address = 200 Hex.
IVC6-IU T/R 1
Second card installed

Base I/O address = 300 Hex.
IVC6-IU T/R 2
Third card installed

Base I/O address = 500 Hex.
IVC6-IU T/R 3
Fourth card installed

Base I/O address = 600 Hex.
IVC6-IU T/R 4
Fifth card installed

Base I/O address = 700 Hex.
IVC6-IU T/R 5
Sixth card installed

Base I/O address = 900 Hex.
IVC6-IU T/R 6
Seventh card installed

Base I/O address = a00 Hex.
IVC6-IU T/R 7
Eighth card installed

Base I/O address = b00 Hex.
IVC6-IU T/R 8
Ninth card installed

Base I/O address = d00 Hex.
IVC6-IU T/R 9
Tenth card installed

Base I/O address = e00 Hex.
IVC6-IU T/R 10
Eleventh card installed

Note: Rocker switches 5 and 6 can be set either open or closed.

IVP6-IA (AYC29) Circuit Card

The IVP6-IA (AYC29) circuit card (Figure 16 on page 27) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/100C.

Each Tip/Ring card in the system must have a unique address. To set these addresses, the switches must be configured properly. Figure 15 on page 26 shows the switch settings for the IVP6-IA (AYC29) circuit card.

Figure 16.   Layout of the IVP6 (AYC29) Tip/Ring Circuit Card
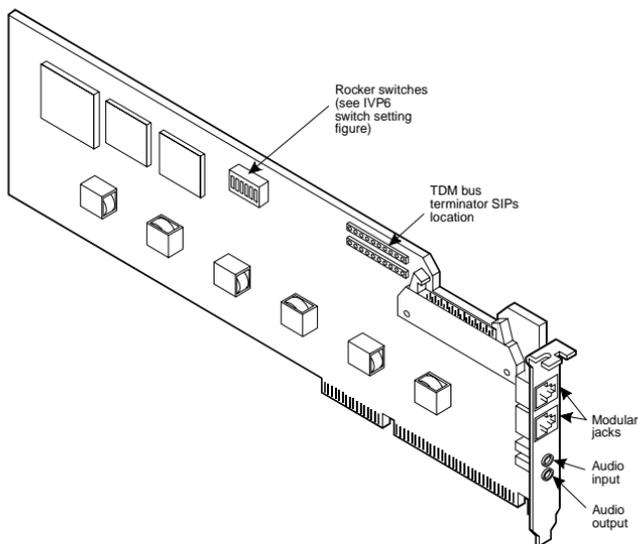
IVC6 (AYC10) Circuit Card

The IVC6 (AYC10) circuit card (Figure 17 on page 28) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/100C.

Figure 17. IVC6 (AYC10) Tip/Ring Circuit Card
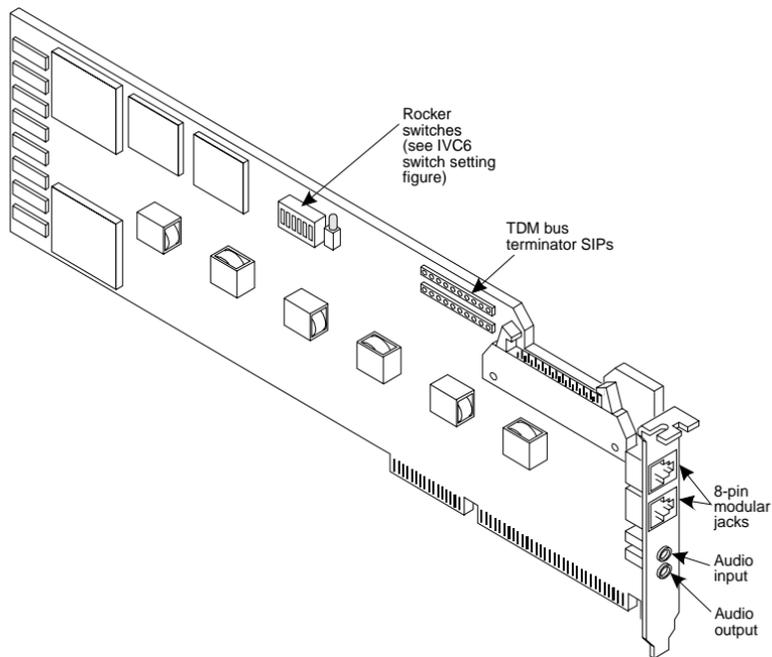
Labels in figure:
- Rocker switches (see IVC6 switch setting figure)
- TDM bus terminator SIPs
- 8-pin modular jacks
- Audio input
- Audio output

Each Tip/Ring card in the system must have a unique address. To set these addresses, the switches must be configured properly. Figure 15 on page 26 shows the switch settings for the IVC6 (AYC10) circuit card.

NGTR (AYC30) Circuit Card   The NGTR (AYC30) circuit card (Figure 18 on page 30) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/100C.

Figure 18.   NGTR (AYC30)

I/O address switch

TDM bus B

TDM bus terminator SIPs

TDM bus A

8-pin modular jacks

Audio input

Audio output
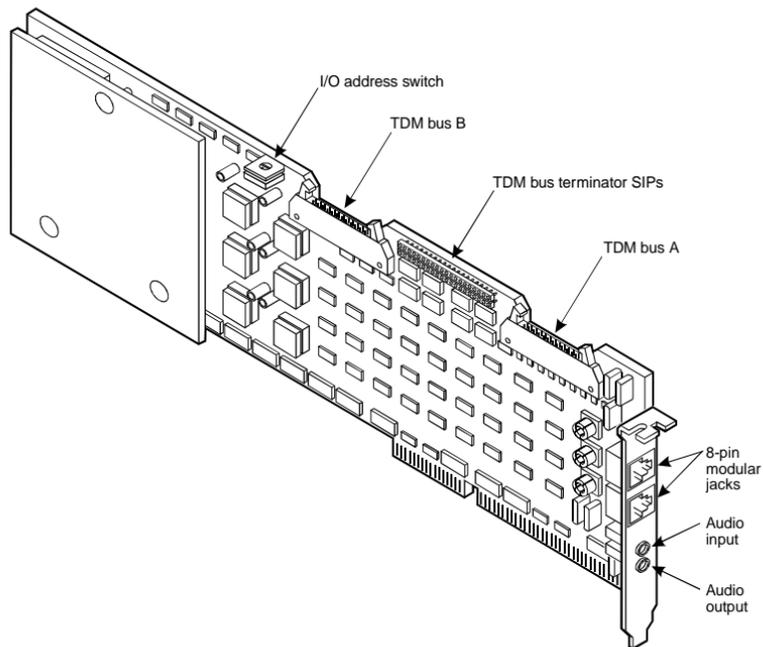
ngtr KLC 070296

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.

Figure 19.   NGTR (AYC30) Tip/Ring Circuit Card Switch Settings
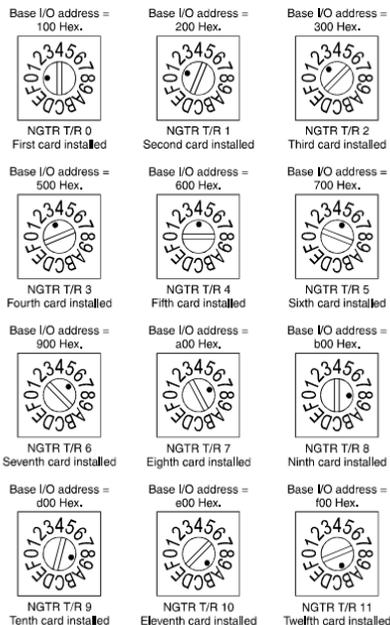
swcvng3 KLC 091796

Installing the Tip/Ring Circuit Card Driver

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 on page 473 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>
```

```
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 20 on page 35) contains switches and jumpers that you must set before you install the circuit card in the MAP/100C.

Figure 20.   E1/T1 (AYC21) Circuit Card
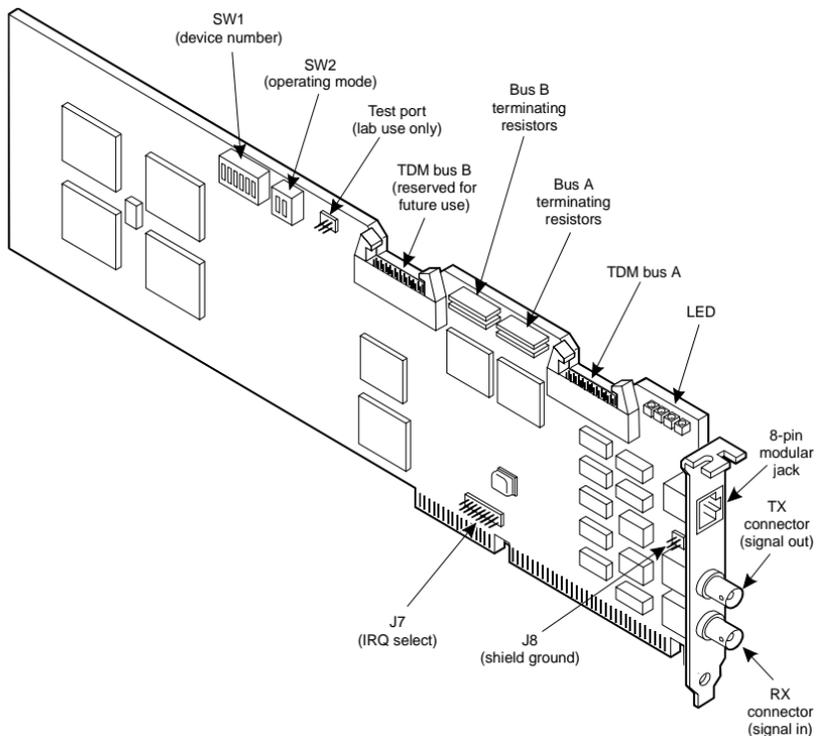
Jumper Settings   Figure 21 on page 36 shows the location and correct setting of the E1/T1 circuit card jumpers.

Figure 21.   AYC21 Jumper Settings

J8

Ground RX outer conductor

Ground TX outer conductor

J7 (IRQ select)
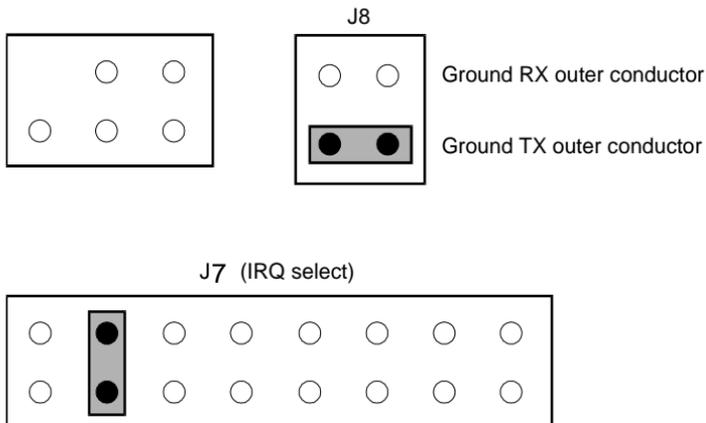
Switch Settings   There are two sets of switches on the E1/T1 circuit card. Figure 22 on page 37 through Figure 24 on page 38 show the correct switch settings.

Figure 22.   AYC21 Device Number Switch 1 Settings

Card 0
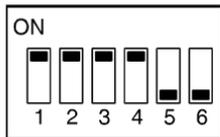
Card 1
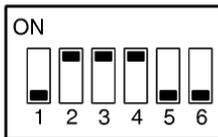
Card 2
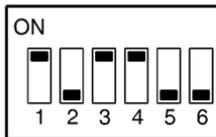
Card 3
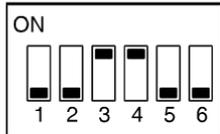
Card 4
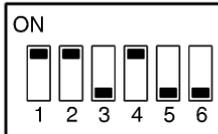
swcva21 LJK 091696

Figure 23.   AYC21 Operating Mode Switch Settings for E1 Operation

CEPT/E1
75 ohm, BNC jack

CEPT/E1
120 ohm, modular jack
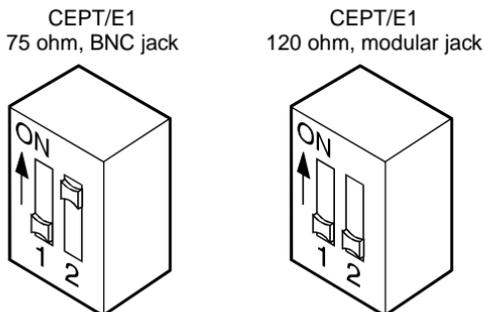
Figure 24.   AYC21 Operating Mode Switch Settings for T1 Operation

T1
100 ohm, modular jack

avc21-s6 LJK 080296
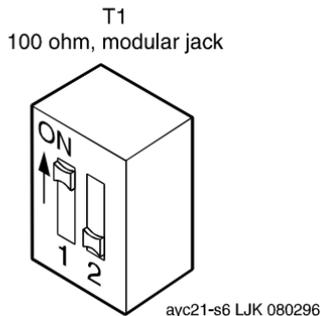
Installing the E1/T1 Circuit Card Driver

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.

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 25 on page 43) contains switches and jumpers that you must set before you install the circuit card in the MAP/100C.

Figure 25.   Speech and Signal Processor Circuit Card

TDM termination (future)

TDM bus B termination

Two-position switch

TDM bus A termination

Rotary switch

Jumpers

Memory

ssp LJK 072296
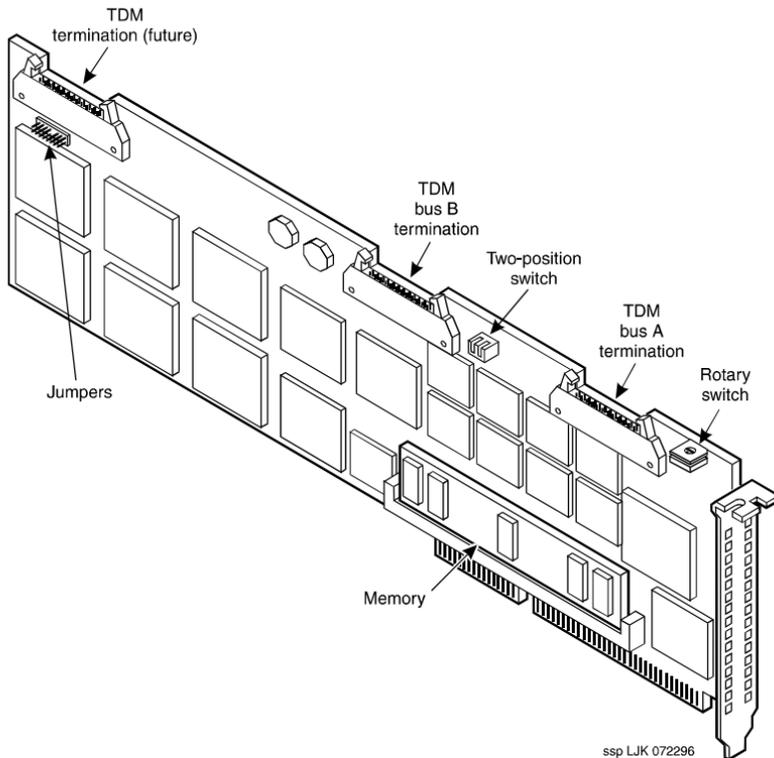
Jumper Settings   Figure 25 on page 43 shows the location of the SSP circuit card jumpers.
There should be no jumpers installed on the SSP circuit card.

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

- Two-position switches

- Rotary switch

Two-Position Switch Settings

Figure 26 on page 44 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 26. SSP Circuit Card Two-Position Switches (Set for a Placement in the
Middle of the TDM Bus**
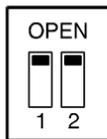
ssp-sw LJK 072296

Rotary Switch Settings

shows the rotary switch. It is set at zero for the first SSP circuit card installed in the MAP/100C.

Figure 27. SSP Circuit Card Rotary Switch
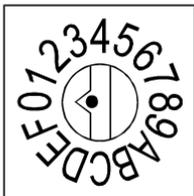
shows the rotary switch settings for the subsequent SSP circuit cards installed.

Table 1. SSP Circuit Card Rotary Switch Setting

I/O Address	OS Index	Rotary Switch Setting
d20	8	0
d28	9	1
d30	10	2
		1 of 2

Table 1. SSP Circuit Card Rotary Switch Setting

I/O Address	OS Index	Rotary Switch Setting
d38	11	3
920	12	4
928	13	5
930	14	6
938	15	7
		2 of 2

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 25 on page 43).

⚠ CAUTION:
The DIMM is not field serviceable.

Installing the ASP Driver Package To install the ASP circuit card driver, do the following:

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

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 "ASP Driver Package 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. asp   INTUITY ASP Driver Package
          (i486) cs3.1

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 ASP Driver Package (asp) from <diskette1>

INTUITY ASP Driver Package
(i486) cs3.1
Using </> as the package base directory.
```

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**

The system displays the following message:

```
READY TO PROCESS:
Package: INTUITY ASP Driver Package (asp)
        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 "ASP Driver Package 1 of 2" from the diskette drive.

7 Insert the diskette labeled "ASP Driver Package 2 of 2" into the diskette drive.

8 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 INTUITY ASP Driver Package (asp) was
successful.

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

9 Enter **q**

10 Make sure the light on the diskette drive is off, and remove the diskette from the drive.

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

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 28 on page 50 shows the SMC8432 Ethernet LAN circuit card. There are no jumpers on the circuit card.

Figure 28.   SMC8432 Ethernet LAN Circuit Card

cdcvpclb LJK 051497
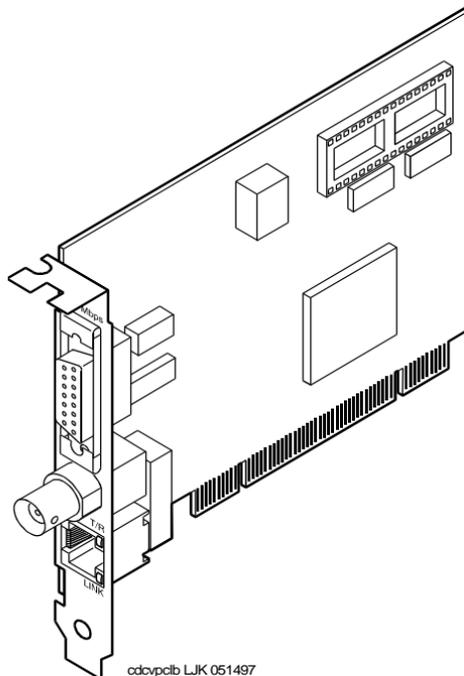
SMC9332 Circuit Card

The SMC9332 Ethernet LAN circuit card is a 10/100-Mbps circuit card. Figure 29 on page 51 shows the SMC9332 Ethernet LAN circuit card. There are no jumpers on the circuit card.

Figure 29.   SMC9332 Ethernet LAN Circuit Card

cdcvpcla LJK 051497
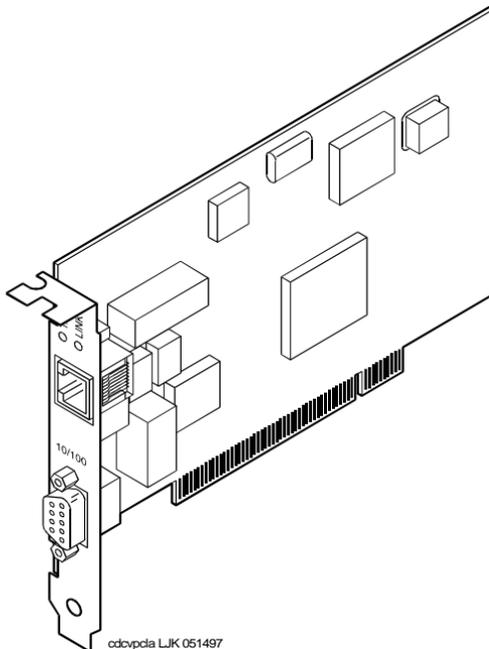
Installing a PCI LAN Circuit Card

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 on page 52

~ CMOS Parameter Settings on page 98

~ Installing the PCI Circuit Card Driver on page 54

~ Verifying the PCI LAN Circuit Card Installation on page 58

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 begin with the next step. See "Shut Down the System," in "Common System Procedures," in the *Intuity CONVERSANT System Reference*, 585-313-205.

2 Install the 10 Mbps or 10/100 Mbps PCI LAN circuit card. See Installing a Circuit Card on page 21 .

3 Administer the PCI INT/IRQ Binding. See CMOS Parameter Settings on page 98.

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 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 your 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.

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 30 on page 55).

Figure 30. Network Interface Card Support Utility—Summary Screen

```
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
```

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

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 following line:
   ```
   smpw0:0::/dev/smpw0_0:-trailers
   ```
   to
   eeE0:0::/dev/eeE_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 following line:
```
###4c:/usr/sbin/route::n:add default default_router 1
```
to:
4c:/usr/sbin/route::y:add default *a.b.c.*254 1

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.

The system displays the UNIX prompt.

18 Continue with the procedure in .

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 on page 473 in Appendix A, System Configuration.

2 Record the output.

3 Complete the procedur in Installing the PCI LAN Circuit Card on page 52.

4 Complete the procedure in Verifying the PCI LAN Circuit Card Installation on page 58.

Token Ring Circuit Cards

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 () 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.

Figure 31.   Token Ring Circuit Card - IBM Turbo 16/4

cdintknr RPY 112197
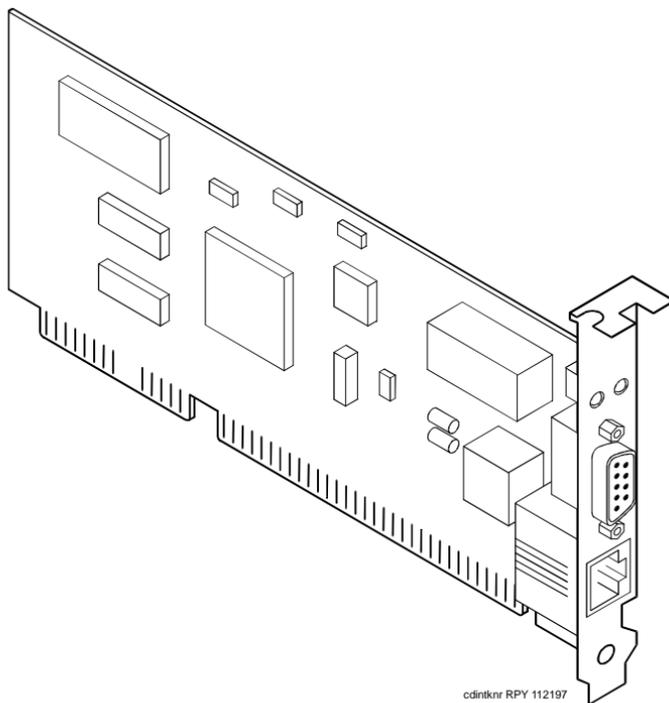
To configure the IBM Turbo 16/4 Token Ring circuit card, do the following:

1 Select the appropriate action from the following choices:

~ 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 in Appendix A, System Configuration.

Record the parameters listed in .

Table 2. Token Ring Circuit Card Settings

Parameter	Setting
IRQ	
ROM address	
RAM address	
I/O address	

~ 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 on page 61.

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 on page 21 .

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 on page 19. 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.

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 on page 61, and
ROM_start_address and *RAM_start_address* are addresses recorded in
Table 2 on page 61.

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 3 on page 67. These settings are used in the procedures in Installing the Token Ring Driver on page 68.

Table 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 on page 21. 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.

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 30 on page 55).

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.

Figure 32. Network Interface Card Support Utility—Summary Screen

```
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
```

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

4 Press **ENTER**

The system displays the Selection Screen (Figure 33 on page 70).

Figure 33.   Selection Screen

```
                          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)
```

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 34 on page 71).

Figure 34. Configuration Screen

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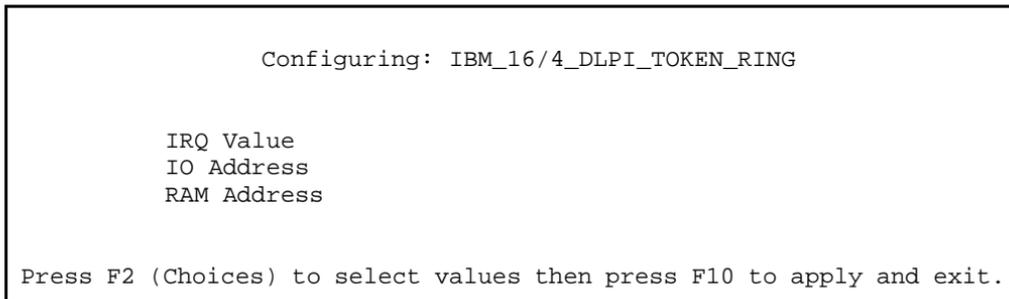
⚠ CAUTION:
If the IRQ is shown to be 2, enter *9* instead. **Do not** enter 2.

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

   ~ IRQ value from Table 3 on page 67.

   ~ I/O address from Table 3 on page 67.

   ~ RAM address from Table 3 on page 67.

  9 Press **F10** to apply the values and exit.

   The system displays the Network Interface Support Card Utility-Summary Screen (Figure 35 on page 72).

Figure 35.   Network Interface Card Support Utility—Summary Screen

```
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
```

10 Use the down $\boxed{\blacktriangledown}$ 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.

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.

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.

Figure 36.   Asynchronous SuperSerial Circuit Card

cdineqnx RPY 122997
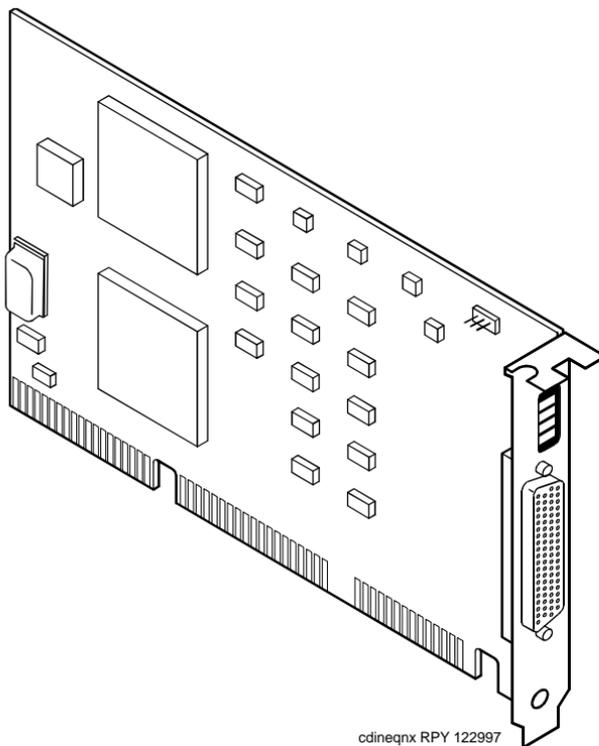
Installing the Asynchronous SuperSerial Circuit Card Driver

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 on page 472 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/100C supports up to two Lucent FIFO/SIB synchronous host circuit
cards.

Figure 37 on page 80 shows the FIFO/SIB synchronous host card and the
location of the switches and interrupt jumpers.

Figure 37.   FIFO/SIB Synchronous Host Circuit Card

SW1
(see Synchronous Host
switch setting figure)

J3
(see Synchronous Host
jumper setting figure)

J2
(see Synchronous Host
jumper setting figure)
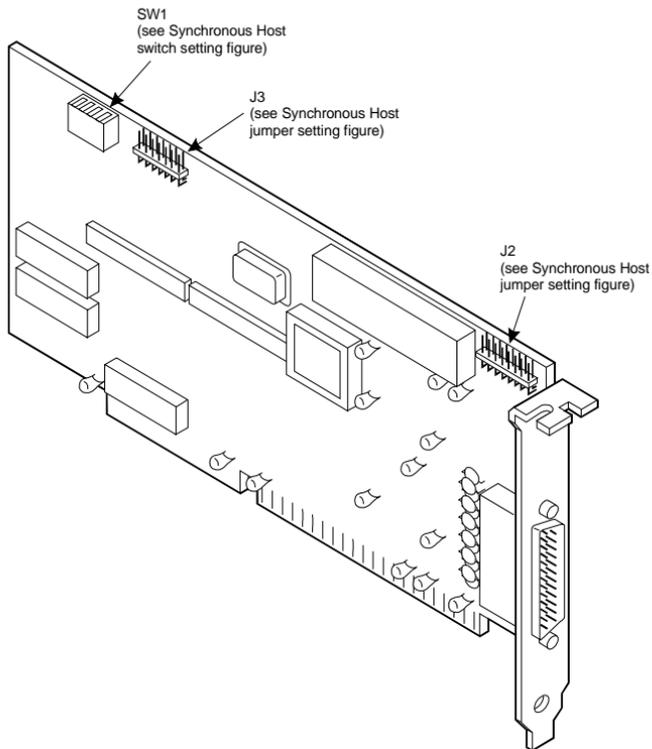
Jumper Settings   There are two jumper locations on the synchronous host circuit card, J3 and J2.

Use J3 to set the interrupt request line (IRQ) to a value of 3, 5, 9, 10, 11, 12, or 13 (Figure 38 on page 82). The IRQ corresponds to the number below the pins. Figure 38 on page 82 shows the card set with an IRQ of 3. See Operating the Hardware Resource Allocator on page 472 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 38 on page 82.

Note: When operating at 64 kbaud, this setting supports a maximum cable length of 15 ft.

Figure 38.   Jumper Settings for the FIFO/SIB Synchronous Host Circuit Card
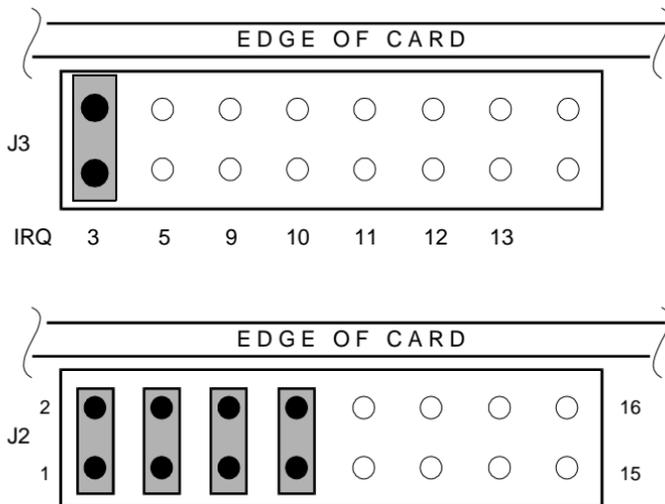
Switch Settings   Figure 37 on page 80 shows the location of the I/O switch block SW1. Figure 39 on page 83 shows the I/O switch settings for an address of 380.

Figure 39. Switch Settings for the FIFO/SIB Synchronous Host Circuit Card

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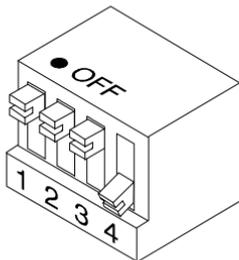
All switches closed or OFF

NOTE: Switch 4 is not used.

shows the switch settings for other potential I/O addresses.

Table 4. FIFO/SIB Switch Settings

	Switch		
I/O Address	**1**	**2**	**3**
250	On	On	Off
260	Off	Off	On
			1 of 2

Table 4. FIFO/SIB Switch Settings

	Switch		
I/O Address	**1**	**2**	**3**
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
			2 of 2

Standard Circuit Cards

⚠ 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 on page 2 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/100C:

- 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 () that plugs into the backplane. There is one P5 200 MHz CPU circuit card installed in the MAP/100C.

Figure 40.   P5 200 MHz CPU Circuit Card

cdinpent RPY 012897
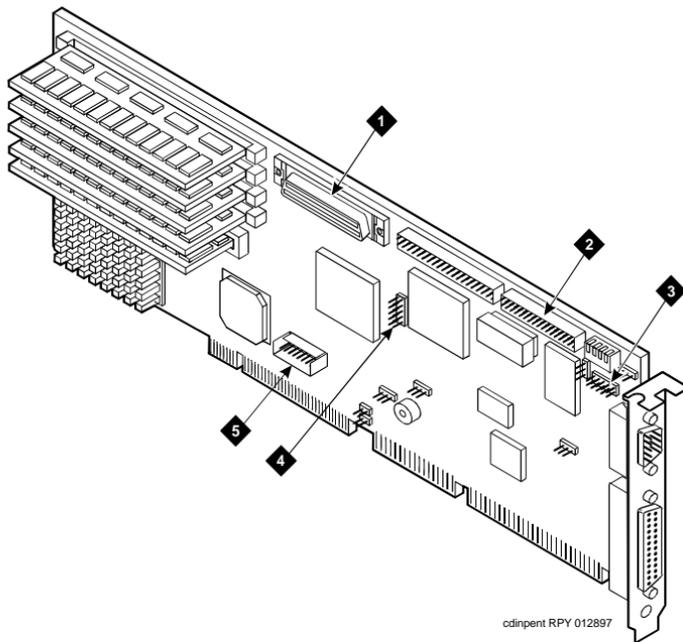
1. SCSI cable connector   4. Mouse cable connector (not used)

2. Diskette cable connector   5. Keyboard cable connector

3. COM2 cable connector

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 41. P5 200 MHz CPU Circuit Card Jumper and Switch Settings

jpinpent KLC 033198
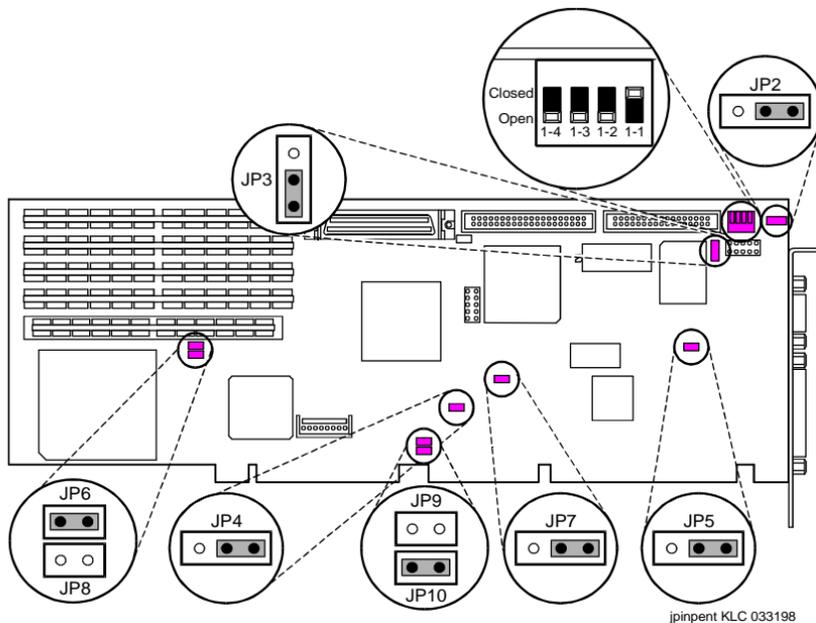
Switch Settings

The P5 200 MHz CPU card has switches that you must set before you install the circuit card (Figure 41 on page 88).

Placing the P5 200 MHz CPU Circuit Card in the MAP/100C

To place the P5 200 MHz CPU circuit card in the MAP/100C, do the following:

1 Remove the incoming power. See Removing Power from the MAP/100C on page 7, in Chapter 1, Getting Inside the Computer .

2 Access the circuit card cage. See Accessing the Circuit Card Cage on page 11, in Chapter 1, Getting Inside the Computer .

3 Remove the video controller card from Slot 23. See Removing a Circuit Card on page 19 .

4 Attach the SCSI cable adapter to the P5 200 MHz CPU circuit card (Figure 42 on page 90).

Figure 42.   Attaching the SCSI Cable Adapter

cdinpnt2 RPY 012897
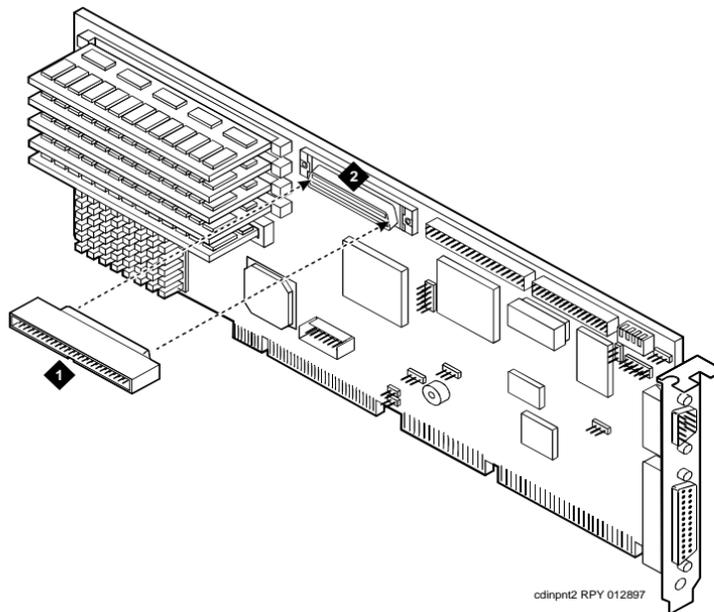
1. SCSI cable adapter   **2. SCSI cable connector**

   5 Complete step 1 and step 2 in Installing a Circuit Card on page 21.

   6 Attach the keyboard cable to the keyboard pins on the P5 200 MHz CPU circuit card. See Installing the Remote Maintenance Circuit Card Software Package on page 117 .

   7 Complete Step 3 under Installing a Circuit Card on page 21.

   8 Attach the disk activity cable to the P5 200 MHz CPU circuit card with the red lead toward the back of the MAP/100C.

   9 Attach the rear COM2 cable to the P5 200 MHz CPU circuit card. See Installing the Remote Maintenance Circuit Card Software Package on page 117 .

   10 Attach the SCSI cable to the SCSI controller pins on the P5 200 MHz CPU circuit card. See Installing a SCSI Cartridge Tape Drive on page 228 in Chapter 4, Replacing Other Components .

Note: The SCSI cable has a label which contains the following message:

   H600-449 Group 1
   MAP/100C SCSI CA
   (SCSI/( ) -P5/200)

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 Drive on page 216 in Chapter 4, Replacing Other Components .

Note: The diskette drive cable has a label which contains the following message:

H600-449Group 1
MAP/100C Floppy CA
(Floppy/( ) -P5/200)

12 Replace the video controller circuit card in Slot 23. See Installing a Circuit Card on page 21 .

13 Complete Step 4 through Step 10 under Installing a Circuit Card on page 21.

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.

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 43 on page 93).

Figure 43.   Host Adapter Configuration Screen

```
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
```

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 5 on page 94.

Note: These settings are shown for Version 1.2 only.

Table 5.   SCSI Bus Interface Definitions

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

[*] Termination is automatically controlled. This setting is ignored.

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 6 on page 95.

Table 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 .

Note: These settings must be applied to all SCSI IDs (0 – 15) shown.

Table 7. SCSI Device Configuration

Option	Setting
Initiate Sync Negotiation	Yes
Maximum Sync Transfer Rate	20.0
	1 of 2

Table 7. SCSI Device Configuration

Option	Setting
Enable Disconnection	Yes
Initiate Wide Negotiation	Yes
Send Start Unit Command	No
	2 of 2

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 8 on page 96.

Table 8. Advanced Configuration Options

Option	Setting
Host Adapter BIOS	Enabled
Support Removable Disks	Boot Only
	1 of 2

Table 8.   Advanced Configuration Options

Option	Setting
Extended BIOS Translation	Disabled
Display <Ctrl-A> Message	Enabled
Multiple Lun Support	Disabled
BIOS Support for More	Enabled
	2 of 2

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 (#).

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.

2 During the POST, press **F2**.

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 9 on page 99.

Note: The settings shown are for BIOS Version 4.05a.2.2 only.

The settings in Table 9 on page 99 that are indicated by an asterisk (*) may differ from the default parameters due to other equipped feature circuit cards in your system. All other settings should be the same as those listed.

ISA option ROMs such as those on the remote maintenance circuit card reside at addresses D000, D400, D800, and DC00 under Shadow RAM. When equipped, these devices should not be shadowed

Table 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
	1 of 4

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

Option	Setting
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
Shadow RAM	
Shadow Select C000:0 32K	SHADOW (*)
Shadow Select C800:0 12K	SHADOW (*)
Shadow Select CC00:0	AVAILABLE (*)
Shadow Select D000:0	AVAILABLE (*)
	Note: If this line indicates SHADOW, change it to ROM.

2 of 4

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

Option	Setting
Shadow Select D400:0 2K	ROM (*)
	Note: If this line indicates SHADOW, change it to ROM.
Shadow Select D800:0	AVAILABLE (*)
	Note: If this line indicates SHADOW, change it to ROM.
Shadow Select DC00:0 7K	AVAILABLE (*)
	Note: If this line indicates SHADOW, change it to ROM.
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
	3 of 4

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

Option	Setting
Show F2 Message for Setup	Enabled
Quiet Boot Enable/Disable	Enabled
Password Edit	
Password Options	Disabled
	4 of 4

   4 To change the parameter settings, do the following:

   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 9 on page 99.

Note: The settings in Table 10 on page 103 that are indicated by a star (*) may differ from the default parameters due to other equipped feature circuit cards in your system.

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

Option	Setting
Serial Ports	
16550 Compatible UART 1:	03F8h, IRQ4 (*)
	Note: Disable this port if the hardware resource allocator assigned the remote maintenance circuit card here.
16550 Compatible UART 2:	02F8h, IRQ3 (*)
	Note: Disable this port if the hardware resource allocator assigned the remote maintenance circuit card here.
Parallel Ports	
Select Parallel Port Address:	0378h IRQ 7 (*)
Parallel Port Mode	AT Compatible (*)
	1 of 3

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

Option	Setting
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
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
Delayed Transactions	Enabled
Bus Speed	
	2 of 3

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

Option	Setting
ISA Bus Speed	8.25 MHz
Miscellaneous	
SPEAKER Configuration	Enabled
Watchdog Timer Delay:	1.2 sec
Allocate USB Resources	Disabled
	3 of 3

   8 To change the parameter settings, do the following:

   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 11 on page 106.

Note: The settings in Table 11 on page 106 that are indicated by an asterisk (*) may differ from the default parameters due to other equipped feature circuit cards in your system.

Table 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
0x1069/0x0002 MassStorage-RAID	INTA->IRQ14 (*)
	1 of 2

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

Option	Setting
0x1011/0x0014 Network-Ethernet	INTA->IRQ10
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
	2 of 2

12 Place the cursor on **Basic Options**.

13 Press **ENTER**.

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

14 If you have changed any option from what is indicated in Table 9 on page 99, Table 10 on page 103, and Table 11 on page 106, press **ESC**.

This will reboot the system using the values you entered without creating a Flash it backup. If you have entered any incorrect values you can still go back to the original CMOS settings.

If you are certain the CMOS settings are correct and that the system will operate properly, place the cursor on **Flash It!** and press **ENTER**.

The system displays the following message.

```
Ready to Flash, Press the ESC key to Exit or ENTER to flash.
```

Note: CMOS options can not be flashed if you made any changes. If any changes were made, you must exit, reboot, then re-enter setup to flash.

15 Press **ENTER**.

The system displays the following message.

```
Erasing CPU BIOS
Flash It Reset in progress.
```

After approximately three minutes, the system reboots and displays
`Console Login:`

Video Controller Circuit Cards

Note: The AT&T CRT345 monitor is not compatible with the PCI video
circuit card.

Figure 44 on page 110 and Figure 45 on page 111 show the PCI video
controller circuit cards. There are no jumpers to set on the PCI video circuit
cards.

Figure 44. PCI Video Controller Circuit Card
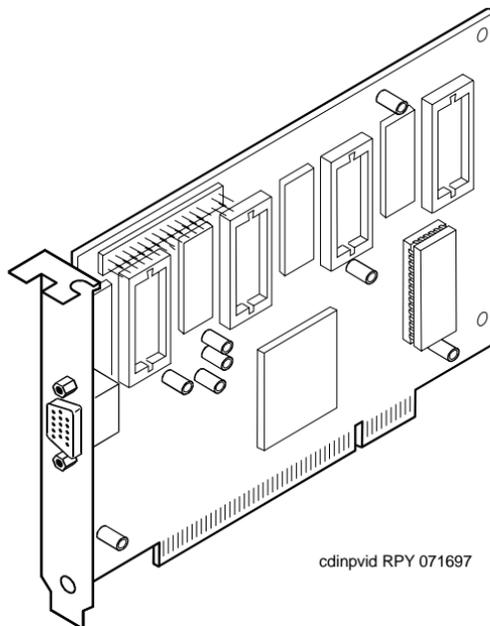
cdinpvid RPY 071697

Figure 45.   PCI Video Controller Circuit Card

cdixvidx LJK 112999
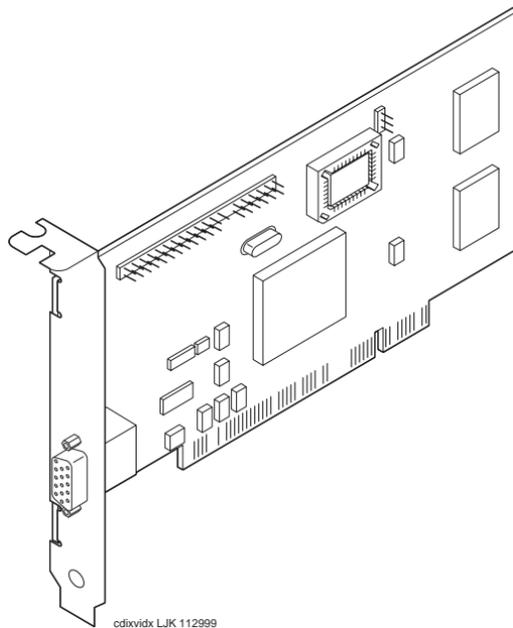
Remote Maintenance Circuit Card

The remote maintenance circuit card provides remote diagnostics of basic components (Figure 46 on page 113). There is one remote maintenance circuit card installed on the system.

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 47 on page 114 shows the faceplate of a remote maintenance circuit card with an internal modem (AYC54).

Figure 48 on page 115 shows the faceplate of a remote maintenance circuit card without an internal modem (AYC55).

Note: The AYC54and AYC55 remote maintenance circuit card can be connected to an external modem.

Figure 46.   Remote Maintenance Circuit Card

Platform reset connector

BEC enable switch

Fan status connector

co

cdr2rmb LJK 043097
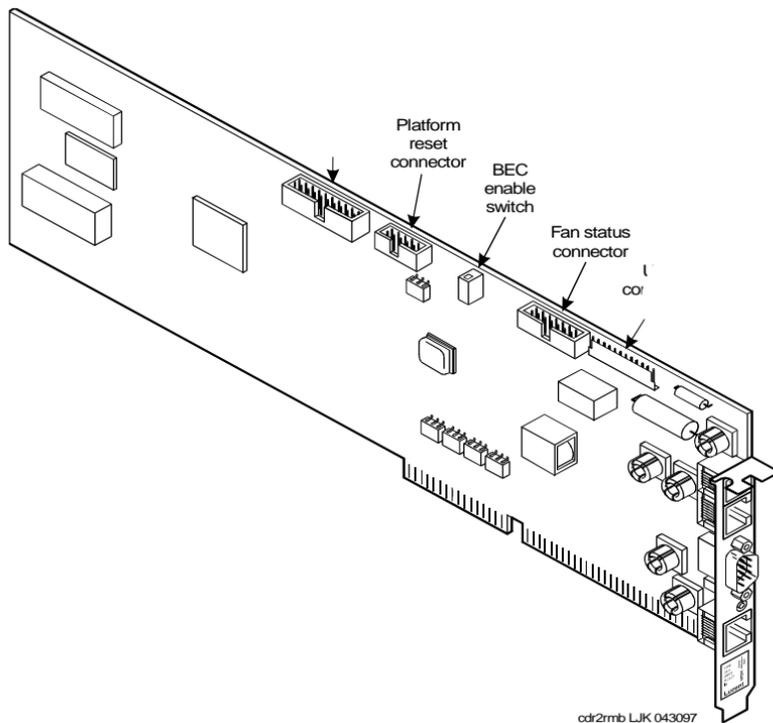
Figure 47. AYC54 Remote Maintenance Circuit Card Faceplate

RJ-11 tip-ring connector (line in)

User-definable output

Lock-down screws

UART DB9S connector

RMB reset switch

User-definable input (external UPS)

RMB AYC54 label

LINE
OUT
UART
RESET
IN

Lucent

Remote Maintenance Board

AYC54

fpr2rmb2 LJK 041597
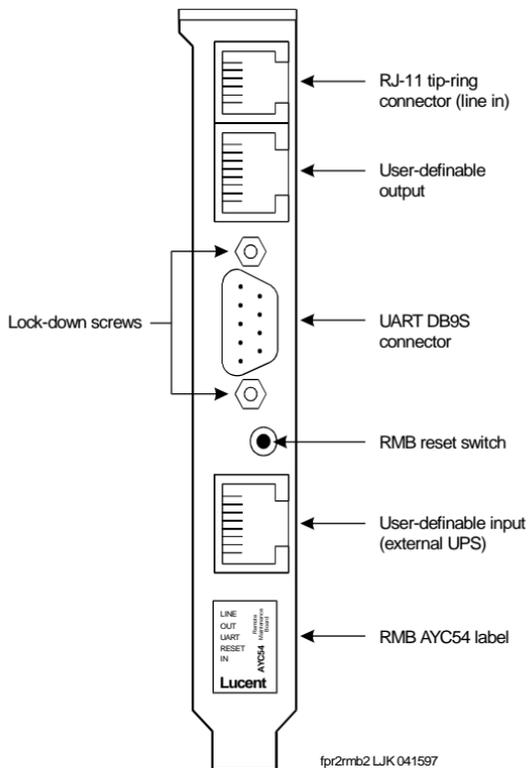
Figure 48.   AYC55 Remote Maintenance Circuit Card Faceplate
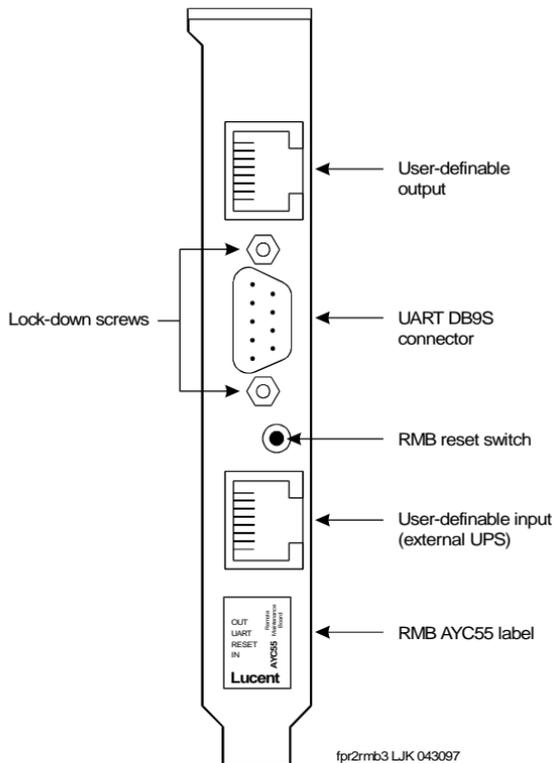
Setting the Resource Options

The remote maintenance circuit card is equipped with a BEC enable switch (Figure 46 on page 113). Ensure that this switch is set to the ON position (Figure 49 on page 116).

Figure 49.   BEC Enable Switch

swr2bec LJK 063097

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 on page 21.

2 Connect the remote maintenance circuit card interface cable to the P5 200 MHz CPU circuit card keyboard connection (Figure 40 on page 86).

Note: The P5 200 MHz CPU circuit card must be pulled partially out of the MAP/100C 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 40 on page 86).

4 Connect the remote maintenance circuit card interface cable to the remote maintenance circuit card platform reset connection (Figure 46 on page 113).

5 Connect the remote maintenance circuit card interface cable to the remote maintenance circuit card fan status connection (Figure 46 on page 113).

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:

```
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.

3 Replacing the Hard Disk Drive

Overview

This chapter describes the hardware and software procedures to install the hard disk drives in the proper manner.

Topics covered include:

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 a Hard Disk Drive (Nonmirrored System) on page 146.

Hard Disk Drive Contents

To determine which hard disk drive has failed, you must know what type of information is stored on each drive. Table 12 on page 122 shows the information contained on each hard disk drive in a nonmirrored system.

Note: SCSI ID 03 is the tape drive.

Table 12. Nonmirrored Hard Disk Drive Contents

Disk	Contents
Hard Disk Drive 0 SCSI ID 00, Bay 1	UNIX operating system, all Intuity CONVERSANT software, system data, and speech/voice storage
Hard Disk Drive 1 SCSI ID 01, Bay 3	Speech/voice storage
Hard Disk Drive 2 SCSI ID 02, Bay 2	Speech/voice storage
Hard Disk Drive 4 SCSI ID 04, Bay 4	Speech/voice storage
Hard Disk Drive 5 SCSI ID 05, Bay 5	Speech/voice storage

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

Table 13 on page 123 show the information contained on each hard disk drive in a mirrored system.

Table 13. Mirrored Hard Disk Drive Contents

Disk	Contents
Hard Disk Drive 0 SCSI ID 00, Bay 1	UNIX operating system, all Intuity software, system data, and speech/voice storage
Hard Disk Drive 1 SCSI ID 01, Bay 3	UNIX operating system, all Intuity software, system data, and speech/voice storage
Hard Disk Drive 2 SCSI ID 02 Bay 2	Speech/voice storage
Hard Disk Drive 4 SCSI ID 04, Bay 4	Speech/voice storage
Hard Disk Drive 5 SCSI ID 05, Bay 5	Speech/voice storage

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 results in a complete failure of the system. If this occurs you cannot reboot the system. See Replacing Hard Disk Drive 0 (Nonmirrored or Single Disk System) on page 137 for the replacement procedure.

Identifying a Speech Storage Hard Disk Drive Failure in a Nonmirrored System

In a nonmirrored system all hard disk drives, with the exception of Hard Disk Drive 0, contain speech and voice storage. If a hard disk drive used to store speech fails, speech is lost. In the event of such a failure, the system displays the following message:

If this message appears on the screen, contact your remote maintenance center.

```
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 the contents of each hard disk drive is mirrored to another hard disk drive in the system. As a result, if a hard disk drive fails the mirrored hard disk 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 discussed in Identifying a Speech Storage Hard Disk Drive 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.

Hardware Procedures for Replacing a Hard Disk Drive

The following procedures detail removing and installing a hard disk drive in the MAP/100C. Figure 50 on page 126 shows the positions of the hard disk drives.

⚠ 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 on page 2, in Chapter 1, Getting Inside the Computer .

Figure 50.   Front View of the MAP/100C

SCSI
hard disk drive
ID 0

m100cdr1 LJK 012995

3.5-inch
1.44 Mbyte
floppy disk drive

SCSI cartridge
tape drive
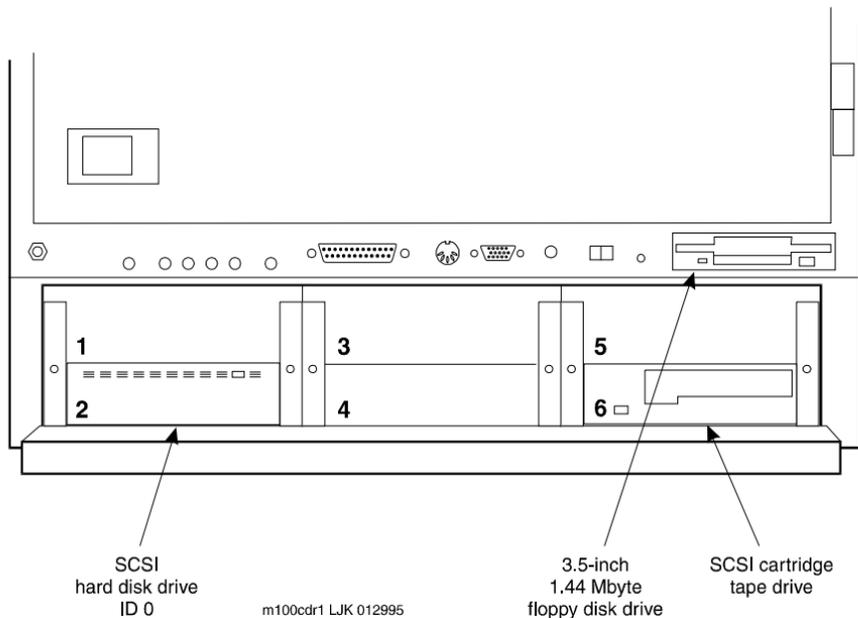
Removing a Hard Disk Drive

To remove a hard disk 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, do the following:

   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 "Ad*minister 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 the incoming power. See "Removing Power from the MAP/100C" in Chapter 1, Getting Inside the Computer .

4 Access the circuit card cage. See Accessing the Circuit Card Cage on page 11 in Chapter 1, Getting Inside the Computer .

5 In the bottom of the card cage, located in the back right area (as viewed from the front of the unit), there is a floor panel held in place with a thumb screw fastener. Remove the panel so that you can see the cable portal to the peripheral bay.

6 Unlatch the two or three closable cable retainers mounted along the right side of the card cage. Remove these by pulling on the tabs extending from one end, and free the cable bundle.

Note: Some units may not have the closable cable retainers. If this is the case, cut the cable ties that secure the cables to the cable retainers. You will have to reinstall the cable ties to this older version of cable retainer.

7 Access the peripheral bay. See Accessing the Peripheral Bay on page 13 in Chapter 1, Getting Inside the Computer .

8 Remove the power cord connector.

9 Remove the bus cable assembly connections.

10 Remove the screws holding the hard disk drive to the MAP/100C peripheral bay.

  The screws are located on each side of the hard disk drive (Figure 51 on page 129).

Figure 51. Hard Disk Drive Mounting Kit
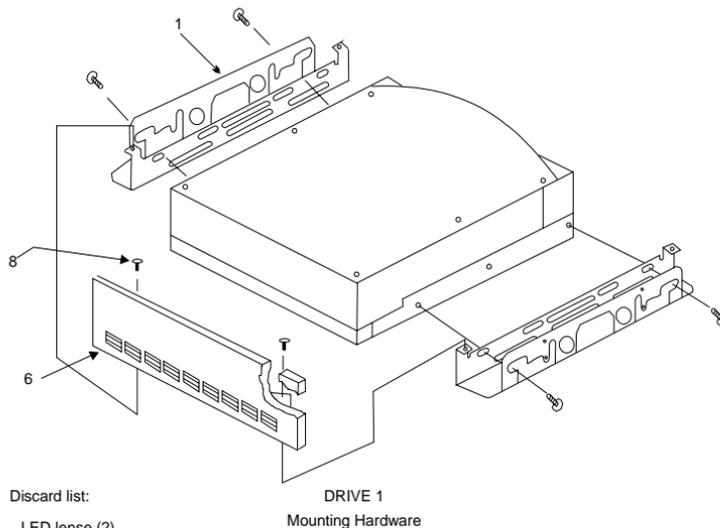
Discard list:

LED lense (2)

Item 4 & 5

LED cable assembly (1)

Item 7

Support bracket (1)

Item 3

DRIVE 1

Mounting Hardware

11 Slide the hard disk drive and mounting bracket forward until it hits the stops. Pull the drive from the platform.

12 Remove the four screws, two on each side, that hold the unit in the mounting bracket. Save the screws and the mounting bracket.

13 Remove the drive unit and set it aside.

14 Return the hard disk drive to the remote maintenance center. Include the following information with the hard disk drive:

- **~** The name and telephone number of the technician
- **~** The symptoms associated with the disk failure
- **~** The TSCSS ticket number

Readying a New Hard Disk Drive for Installation

To ready a new hard disk drive for installation, do the following:

1 Remove the universal installation kit from the top of the hard disk drive carton.

2 Open the carton.

Cut the top seam and side seams so that the carton can be used again if the hard disk needs to be returned to the factory.

Note: You must return any piece of equipment in the original shipping carton and packing materials to ensure warranty.

3 Remove the hard disk drive from the antistatic bag. Keep the bag with the shipping carton.

4 Place the hard disk drive upside down, with the circuit board facing up, on an ESD-protected surface.

5 Verify that all jumpers are correctly positioned.

Figure 52. Jumper Settings for SCSI ID 0
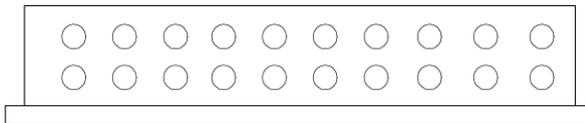
Figure 53. Jumper Settings for SCSI ID 1
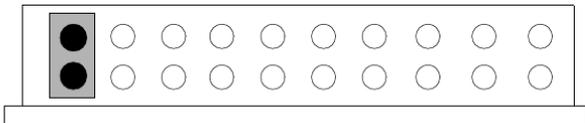
Figure 54.   Jumper Settings for SCSI ID 2
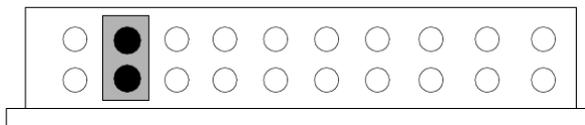
Figure 55.   Jumper Settings for SCSI ID 4
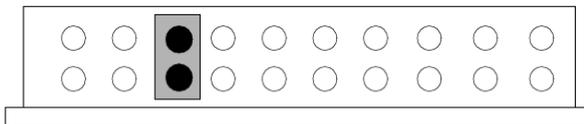
Figure 56.   Jumper Settings for SCSI ID 5
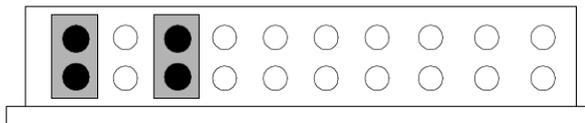
Figure 57.   Jumper Settings for SCSI ID 6
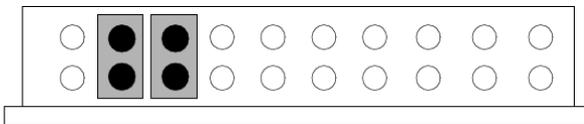
6 Set the disk aside and open the Universal Installation Kit. The kit contains two bags.

The first bag contains:

~ LED lenses

~ LED with the connector cable assembly

~ Faceplate

The second bag contains:

~ Mounting rails

~ Spacer bar

~ Bag of screws needed for assembly and mounting

7 Discard the following items:

~ LED lenses

~ LED with the connector cable assembly

~ Faceplate

8 Place the mounting rails parallel to each other with the smaller of the two flanges of the rails on the inside ().

9 Position the hard disk drive with the circuitry down between the rails; the connector end of the drive unit should be flush with the ends of the mounting rails.

10 Align the mounting holes of the drive and the mounting rails.

11 Insert #6-32 x 3/16 inch screws (two screws per side) in the lowest row of slots in the mounting rails and tighten.

12 If the hard disk drive you are replacing is in Position 3, mount the plastic faceplate and secure it to extended bracket ends using two #6-32 x 3/16 inch screws.

Mounting a Hard Disk Drive in the MAP/100C

To mount the hard disk drive, do the following:

1 Position the drive.

Note: Ensure that the aluminum case of the drive is face up. The mounting rails prevent the circuitry from touching the work table and adjacent chassis components once the disk is mounted in the MAP/100C.

2 On either side of the MAP/100C, locate the bottom third set of slots just behind the front of any of the peripheral bays you are using.

3 Use the screws provided with the bracket kit to secure the drive to the peripheral bay through the bottom slot.

Note: Even though there are two threaded holes located just above each other, use only the bottom position to secure the disk drive/mounting brackets inside the MAP/100C.

4 Place the drive in the MAP/100C, sliding it through the front entry area. Hold the drive unit from inside the peripheral bay area when you align the bracket with the holes.

5 Insert two screws on each side of the disk in the first bottom mounting hole. Lock the screw in place, but do not tighten it.

6 Lift up the drive from the back and position it so you can see the back bottom mounting holds through the bottom slot position.

7 Lock the screws in place on either side, but do not tighten them.

8 Adjust the bracket depth so the faceplate is even with the back edge of the bezel or flush with the adjacent floppy disk drive bezel. Loosen the two front side screws if necessary.

9 Lock the screws firmly in place.

Connecting Cables to the Hard Disk Drive

To connect the cables to the hard drive, do the following:

1 Attach the SCSI cable by aligning it with the pins on the cable receptacle and pushing it on. All connectors are "keyed" to prevent incorrect installation.

2 Attach the power cable to the hard disk drive in the same manner.

3 Dress all cables together neatly and affix the hard disk drive to the peripheral bay assembly by adjusting the plastic cable retainer that is part of the assembly. This cable retainer can be seen by looking through the right side door.

All disk cables are held in place by this retainer as shipped from the factory. Pull on the tab at the top of the retainer to release it. Press on the retainer to secure it.

4 Close the peripheral bay. See Accessing the Peripheral Bay on page 13 in Chapter 1, Getting Inside the Computer .

5 Apply power to the unit. See Restoring Power to the MAP/100C on page 17 in Chapter 1, Getting Inside the Computer .

Replacing Hard Disk Drive 0

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

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

Hard Disk Drive 0 contains the base system software. Therefore, if this disk fails on a nonmirrored or single disk system, you must reinstall the entire Intuity CONVERSANT system after you replace the hard disk drive.

Replacing the Hard Disk Drive

To replace a hard disk drive, do the following:

1 Remove the hard disk drive from the system. See Hardware Procedures for Replacing a Hard Disk Drive on page 125.

2 Set the jumpers on the replacement hard disk drive. See Hardware Procedures for Replacing a Hard Disk Drive on page 125.

3 Place the replacement hard disk drive in the appropriate bay. See Hardware Procedures for Replacing a Hard Disk Drive on page 125.

Restoring the Intuity CONVERSANT System

⚠ CAUTION:

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 only compatible version of the operating system tape 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 Intuity 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.

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, for more information.

Replacing Hard Disk Drive 0 (Mirrored System)

The following procedure explains how to replace Hard Disk Drive 0 on a mirrored system.

Note: If Hard Disk Drive 0 fails in a mirrored system, the system is still operational and there is no noticeable degradation of service.

⚠ 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 a hard disk drive, do the following:

1 Remove the hard disk drive from the system. See Hardware Procedures for Replacing a Hard Disk Drive on page 125.

2 Set the jumpers on the replacement hard disk drive. See Hardware Procedures for Replacing a Hard Disk Drive on page 125.

3 Place the replacement hard disk drive in the appropriate bay. See Hardware Procedures for Replacing a Hard Disk Drive on page 125.

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 58 on page 140).

Figure 58.   **Volume Manager Support Operations Screen**

```
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:
```

3 Enter **list**

The system displays the List Disk Information screen (Figure 59 on page 141).

Figure 59. List Disk Information Screen

```
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)
```

4 Press **ENTER**.

The system displays a message similar to the following:

```
DEVICE    DISK    GROUP    STATUS
c0b0t0d0  disk00  rootdg   online
c0b0t1d0  disk01  rootdg   online
c0b0t2d0  disk02  speech   online
c0b0t4d0  disk04  speech   online
c0b0t5d0  disk05  speech   online
c0b0t6d0  disk06  speech   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 58 on page 140).

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 c0b0t0d0.

Note: This should be disk00.

The system displays the Volume Manager Support Operations screen (Figure 58 on page 140).

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 60 on page 144).

Figure 60. .Hard Disk Partitioning - Disk 1 Screen

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


Partition Status    Type   Start  End   Length   %      ApproxMB
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:
```

12 Enter **1**

The system displays 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 $\boxed{\blacktriangledown}$ to move to the **Apply** box and press **ENTER**.

The system displays the Hard Disk Partitioning - Disk 1 screen (Figure 60 on page 144).

17 Enter **4**

The system displays the Volume Manager Support Operations screen (Figure 58 on page 140).

18 Enter **q**

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

Replacing a Hard Disk Drive other than Drive 0

The following procedure explains how to replace a hard disk drive other than Hard Disk Drive 0 on an existing Intuity CONVERSANT system.

Note: If it is not possible to log in to the Intuity CONVERSANT system, it is possible that Hard Disk Drive 0 has failed. In that case, 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 a Hard Disk Drive (Nonmirrored System)

This procedure explains how to replace the defective hard disk drive on a nonmirrored system.

Note: If a hard disk drive fails in a nonmirrored system, the system is still operational. However, speech files are lost.

Replacing the Hard Disk Drive

To replace a hard disk drive, do the following:

1 Remove the hard disk drive from the system. See Hardware Procedures for Replacing a Hard Disk Drive on page 125 .

2 Set the jumpers on the replacement hard disk drive. See Hardware Procedures for Replacing a Hard Disk Drive on page 125.

3 Place the replacement hard disk drive in the appropriate bay. See Hardware Procedures for Replacing a Hard Disk Drive on page 125.

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 58 on page 140).

3 Enter **list**

The system displays the List Disk Information screen (Figure 59 on page 141). See Appendix A, "Summary of Commands," in Intuity CONVERSANT System Version 7.0 Administration, 585-313-501, for information on the **list** command.

4 Press **ENTER**.

The system displays a message similar to the following:

```
DEVICE      DISK      GROUP     STATUS
c0b0t0d0    disk00    rootdg    online
c0b0t1d0    disk01    rootdg    online
c0b0t2d0    disk02    speech    online
c0b0t4d0    disk04    speech    online
c0b0t5d0    disk05    speech    online
c0b0t6d0    disk06    speech    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 58 on page 140).

7 Enter **3**

The system displays the following message:

Enter the name of the disk to remove.

8 Enter the disk name for the failed hard disk drive.

The system displays the Volume Manager Support Operations screen (Figure 58 on page 140).

9 Add a hard disk drive to the system. See Adding a Hard Disk Drive to a System for Speech Storage on page 162.

10 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, for more information.

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

This procedure explains how to replace a hard disk drive on a mirrored system.

Note: If a hard disk drive fails on a mirrored system, the system is still operational and there is no noticeable degradation of service.

⚠ 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 a hard disk drive, do the following:

1 Remove the hard disk drive from the system. See [Hardware Procedures for Replacing a Hard Disk Drive on page 125](#).

2 Set the jumpers on the replacement hard disk drive. See [Hardware Procedures for Replacing a Hard Disk Drive on page 125](#).

3 Place the replacement hard disk drive in the appropriate bay. See [Hardware Procedures for Replacing a Hard Disk Drive on page 125](#).

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 58 on page 140](#)).

3 Enter **list**

   The system displays the List Disk Information screen ([Figure 59 on page 141](#)).

4 Press **ENTER**.

The system displays a message similar to the following:

```
DEVICE    DISK     GROUP    STATUS
c0b0t0d0  disk00   rootdg   online
c0b0t1d0  disk01   rootdg   online
c0b0t2d0  disk02   speech   online
c0b0t4d0  disk04   speech   online
c0b0t5d0  disk05   speech   online
c0b0t6d0  disk06   speech   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 58 on page 140).

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 58 on page 140).

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 60 on page 144).

12 Enter **1**

The system displays 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 60 on page 144).

17 Enter **4**

The system displays the Volume Manager Support Operations screen (Figure 58 on page 140).

18 Enter **q**

The system will start mirroring the contents of mirrored hard disk drive to the replacement hard disk drive. This will not interrupt normal operation of the CONVERSANT system.

Adding a Hard Disk Drive

This section details the procedures for adding a second hard disk drive to an Intuity CONVERSANT system which was supplied with only one hard disk drive.

Note: If you are replacing an existing drive see Replacing Hard Disk Drive 0 on page 137 or Replacing a Hard Disk Drive other than Drive 0 on page 145.

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 Hardware Procedures for Replacing a Hard Disk Drive on page 125.

2 Clean the new hard disk drive. See Cleaning a Hard Disk Drive on page 165.

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 58 on page 140).

7 Enter **1**

The system displays the Add or Initialize a Disk screen
(Figure 61 on page 156).

Figure 61.   Add or Initialize a Disk Screen

```
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,?]
```

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

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 **c0b0t***X***d0**, 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:

```
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 c0b0tXd0?
```

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:

```
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 58 on page 140).

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, first perform the procedure in Cleaning a Hard Disk Drive on page 165.

1 Complete the procedure in Adding a Hard Disk Drive to a System for Mirroring on page 154.

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.

Length: _____

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

The system displays the following message:

```
Enter Volume Name:
```

7 Enter **home3**

The system displays the following message:

```
Enter Volume Length:
```

8 Enter the number you recorded in step 5.

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.

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 - ***

The **/home2** directory is now available for customer files.

Cleaning a Hard Disk Drive

There are two ways to clean a hard disk drive:

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

Using the fdisk Command

A hard disk drive that contains data cannot be installed in an Intuity CONVERSANT system. The hard disk drive must be cleaned before use.

To use the **fdisk** command 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 (Figure 62 on page 167)

Figure 62. Disk Cleaning Screen

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

Partition Status    Type   Start  End   Length   %    ApproxMB
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:
```

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 shown in Figure 62 on page 167, 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 62 on page 167)

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.
```

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.

2 Press **CONTROL+ A** when prompted.

The system displays the Host Adapter Configuration screen (Figure 63 on page 169).

Figure 63. Host Adapter Configuration Screen

```
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
```

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 64 on page 170).

Figure 64. SCSI Disk Utilities Screen

```
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
```

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 65 on page 171).

Figure 65.   Configure/Format Disk Screen

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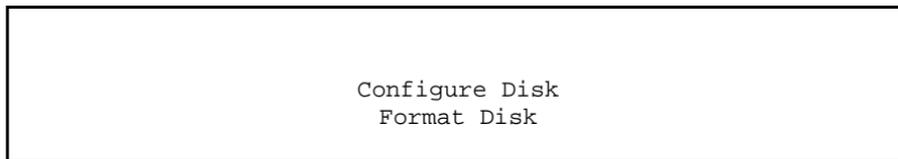
7 Place the cursor on the **Format Disk**. Use the up ▲ and down ▼ arrows to move the cursor.

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 first 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 disk01 and disk02. If you are mirroring other disks, your responses will be different.

1 Set the jumpers on Hard Disk Drive 1. See Hardware Procedures for Replacing a Hard Disk Drive on page 125.

2 Place Hard Disk Drive 1 in Bay 3. See Hardware Procedures for Replacing a Hard Disk Drive on page 125.

3 Add Hard Disk Drive 1 to the system. See Adding a Hard Disk Drive to a System for Mirroring on page 154.

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

The system displays the Volume Manager Support Operations screen (Figure 58 on page 140).

5 Enter **6**

The system displays the Mirror Volumes on a Disk screen (Figure 66 on page 173).

Figure 66. Mirror Volumes on a Disk Screen

```
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
```

6 Enter **list**

The system displays the Disk Group screen (Figure 67 on page 174).

Figure 67. Disk Group Screen

```
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
```

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
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 58 on page 140).

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 on page 172, and begin with step 3.

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 on page 176.

3 Add a disk for speech storage. See Adding a Hard Disk Drive to a System for Speech Storage on page 162, and begin with step 3.

4 Move the speech to the speech disk. See Moving the Speech to the Speech Disk on page 164.

4 Replacing Other Components

Overview

This chapter describes the procedures to replace the internal components of the MAP/100C. Information is also provided on the correct configuration and settings for the individual components.

Topics covered include:

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) is a 2.5 inch (6.4 cm) circular ferrite (comcode: 405853458). 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 (comcode: 407616846). Ferrites are made of a variable conductive carbon type material to reduce special EMC 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.

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

Two sizes of cable ties are used to secure the toroids and ferrites:

- Small (comcode 407033349), 0.1 x 8.0 inch (0.3 x 20 cm)

- Large (comcode 402678684), 0.19 x 7.72 inch (0.5 x 20 cm)

Toroid and Ferrite Placement

contains a summary of special toroid and ferrite installation. See and for detailed installation instructions.

Table 14. Toroid and Ferrite Placement

Installed Component	Cable	Toroid/Ferrite Placement	Type	Number of Cable Ties
MAP chassis	Power cord	3 ferrites	B	1 large
Keyboard	Keyboard cable	1 toroid Wrap the cable 3 turns on the toroid.	A	2 small
Monitor	Monitor power cable	3 ferrites	B	1 large
Monitor	Monitor video cable	1 ferrite	B	1 large
CPU serial port COM1 or COM2	CPU serial port cable	1 ferrite	B	1 large

1 of 4

Table 14. Toroid and Ferrite Placement

Installed Component	Cable	Toroid/Ferrite Placement	Type	Number of Cable Ties
CPU parallel port (only used if optional printer will be installed)	Printer cable	1 ferrite	B	1 large
CPU serial port (only used if optional modem will be installed)	Modem cable	1 ferrite	B	1 large
Tip/Ring circuit card AYC10 or AYC29	Two 3-foot unshielded flat modular cables for each Tip/Ring circuit card	1 ferrite on each modular cable Wrap each cable 1 turn through the ferrite.	B	None

2 of 4

Table 14. Toroid and Ferrite Placement

Installed Component	Cable	Toroid/Ferrite Placement	Type	Number of Cable Ties
Tip/Ring circuit card AYC30	Two 3 foot unshielded flat modular cables for each Tip/Ring circuit card	1 ferrite on each modular cable	B	None
		Wrap each cable 1 turn through a pair of toroids.	A	1 small on the cable
		Each pair of toroids can support a maximum of 11 cables.		2 small on the toroid
LAN circuit card	Unshielded modular cable	1 ferrite Wrap the cable 1 turn through the ferrite.	B	None
Synchronous host interface circuit card	Shielded, unterminated DB25 cable	1 ferrite Wrap the cable 1 turn through the ferrite.	B	None
Token ring circuit card	Unshielded, unterminated modular cable	1 ferrite Wrap the cable 1 turn through the ferrite.	B	None

3 of 4

Table 14.   Toroid and Ferrite Placement

Installed Component	Cable	Toroid/Ferrite Placement	Type	Number of Cable Ties
Multi-port serial circuit card	2 unshielded, unterminated modular cables	1 ferrite for each cable Wrap the cable 1 turn through the ferrite.	B	None
Remote maintenance circuit card	Modular cable	1 ferrite Wrap the cable 2 turns through the ferrite.	B	None
Mouse	Mouse cable	1 ferrite Wrap the cable 4 turns through the ferrite.	B	None
				4 of 4

General Toroid and Ferrite Installation Guidelines

> ⚠️ **CAUTION:**
> Handle all toroids and ferrites with care. They are easily broken. Do not use any that are broken or fractured.

- Place toroids and ferrites as closely as possible to the computer chassis.

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

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

- Place small cable ties to hold the cable wrap(s) tightly in place around the toroids. Use large cable ties behind the ferrite(s) to help them to stay in place.

Installing a Toroid (Type A)

The following is the general toroid installation procedure. shows an example of paired toroid installation.

Single Toroid

1 Wrap each modular cable tightly around the toroid.

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

3 Trim off any excess from the cable tie.

Paired Toroids

1 Place two toroids together.

2 Secure the toroid pair with a small cable tie.

3 Trim any excess from the cable tie.

4 Wrap each modular cable around the toroid tightly. Wrap the cables around the toroid opposite of the small cable tie.

5 Secure the modular cable(s) with a cable tie to reduce cable movement.

6 Trim any excess from the cable tie.

Figure 68.   Example of a Toroid (Type A) Pair Installation
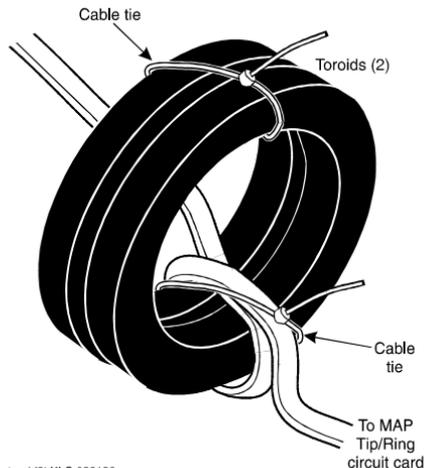
toroid2t KLC 082196

Installing a Ferrite (Type B)

The following is the general ferrite installation procedure. Figure 69 on page 189 and Figure 70 on page 190 show different examples of ferrite installations.

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.

3 If the cable is to be wrapped around the ferrite, loop the cable tightly around half of the ferrite and place the cable into the groove.

4 Gently snap the ferrite shut.

5 Attach a large cable tie directly behind the ferrite to secure it. If the cable is installed looped through the ferrite, no cable tie is required, Figure 70 on page 190.

6 Trim any excess from the cable tie.

Figure 69. Example of a Ferrite (Type B) Installation

incvfer1 LJK 032598
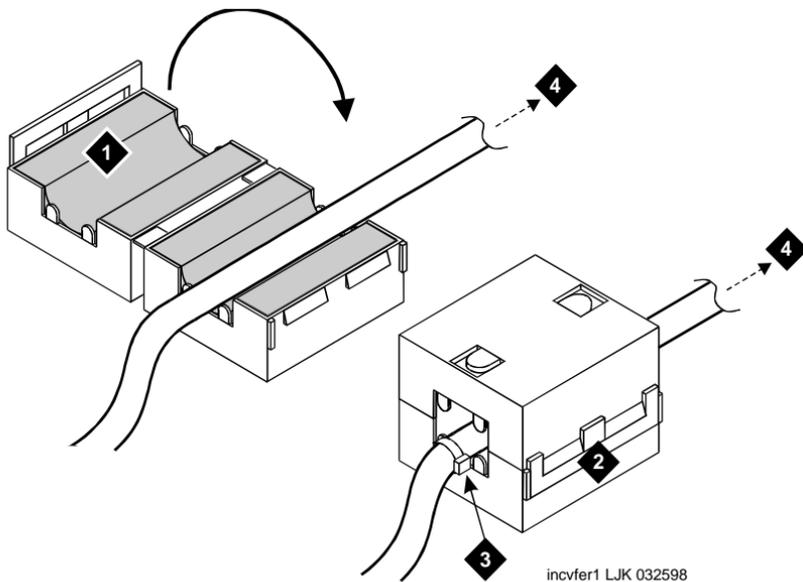
1. Split ferrite core (in open position)
2. Split ferrite core fastener (in snapped closed position)
3. Cable tie (.1 x 8.0 inches)
4. To the computer (map input)

Figure 70.   Example of a Ferrite (Type B) Installation

toroid10 LJK 082796
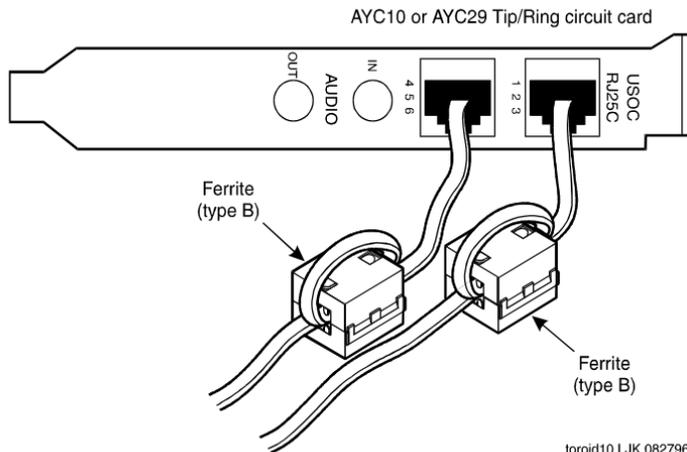
Replacing Defective Memory Modules

This section describes

- The memory available with the MAP/100C

- How to determine if the memory modules are damaged

- How to replace the memory

⚠ 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 on page 2 in Chapter 1, Getting Inside the Computer.

Memory and SIMM Description

The MAP/100C 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 71 on page 192).

Figure 71. CPU Circuit Card SIMM Location
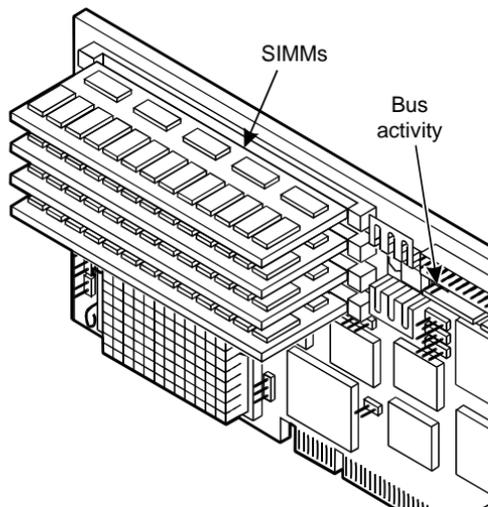
The SIMMs must be installed on the CPU using the following rules:

- 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 the SIMM seating, 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, do the following:

   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/100C. See Removing Power from the MAP/100C on page 7 in Chapter 1, Getting Inside the Computer.

4 Access the circuit card cage. See Accessing the Circuit Card Cage on page 11 in Chapter 1, Getting Inside the Computer.

5 Carefully remove the CPU circuit card. See Removing a Circuit Card on page 19 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 procedure in Checking for Defective SIMMS on page 196.

   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 on page 85 in Chapter 2, Installing or Replacing Circuit Cards.

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

      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 procedure in Checking for Defective SIMMS on page 196.

Checking for Defective SIMMS

To check for defective SIMMs, do the following:

1 Remove one pair of the SIMMs. See Removing SIMMs on page 197 for instructions.

   If the CPU circuit card is equipped with only one pair of SIMMS the pair must be replaced. See Installing SIMMs on page 199

2 Reinstall the CPU circuit card. See P5 200 MHz CPU Circuit Card on page 85 in Chapter 2, Installing or Replacing Circuit Cards.

3 Restore power to the MAP/100C. See Restoring Power to the MAP/100C on page 17 in Chapter 1, Getting Inside the Computer for more information on restoring the power.

4 Reboot the system. See "Reboot the System," in "Common System Procedures," in the Intuity CONVERSANT System Reference, 585-313-205.

5 Verify the amount of memory as the system reboots.

6 If the amount of memory shown by the system is not equal to the amount of memory still installed on the card, one of the remaining SIMMS is defective. Complete the following step a throughstep c. If the memory is not correct continue with step 7.

   a Remove power from the MAP/100C. See Removing Power from the MAP/100C on page 7 in Chapter 1, Getting Inside the Computer for more information on removing the power.

    b Replace the SIMMs which were removed at the beginning of this procedure. See Installing SIMMs on page 199 for instructions.

    c Return to step 1 and continue, removing the second pair of SIMMs.

7 If the amount of memory shown by the system equals the amount of memory still installed on the card, one of the SIMMs you removed is defective. Replace the pair with a new pair of SIMMs. See Installing SIMMs on page 199 for instructions.

8 Close the circuit card cage.

9 Apply power to the unit. See Restoring Power to the MAP/100C on page 17 in Chapter 1, Getting Inside the Computer.

Removing SIMMs

To remove SIMMs, do the following:

1 Verify that the new/replacement SIMMs are on site and appear to be in usable condition.

2 If the system is in service, do the following:

    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/100C. See Removing Power from the MAP/100C on page 7 in Chapter 1, Getting Inside the Computer.

4 Access the circuit card cage. See Accessing the Circuit Card Cage on page 11 in Chapter 1, Getting Inside the Computer.

5 Carefully remove the CPU circuit card. See Removing a Circuit Card on page 19 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 SIMMs, do the following:

1 If the system is in service, do the following:

   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*, 585-313-205e.

   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.

2 Remove power from the MAP/100C. See Removing Power from the MAP/100C on page 7 in Chapter 1, Getting Inside the Computer.

3 Access the circuit card cage. See Accessing the Circuit Card Cage on page 11 in Chapter 1, Getting Inside the Computer.

4 Carefully remove the CPU circuit card. See Removing a Circuit Card on page 19 in Chapter 2, Installing or Replacing Circuit Cards for more information on removing the CPU circuit card.

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.

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 on page 21 in Chapter 2, Installing or Replacing Circuit Cards.

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

11 Verify the amount of memory as the system reboots.

12 Apply power to the MAP/100C. See Restoring Power to the MAP/100C on page 17 in Chapter 1, Getting Inside the Computer.

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, do the following:

1 Align the terminator SIP with the SIP socket on the circuit card (Figure 72 on page 202).

There are markings on both the terminator SIP and the circuit card that you should use to align the terminator SIP.

2 Insert the terminator SIP.

Figure 72. Replacing Terminator SIPs on the TDM Bus

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)

Printed wiring board (PWB)

SIP socket
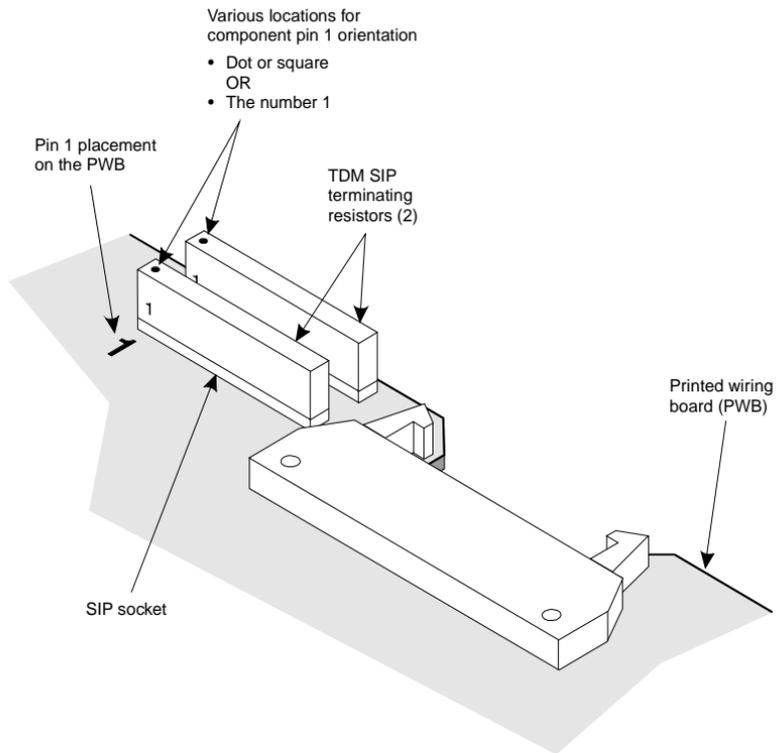
Replacing the Fan Filter

The MAP/100C is equipped with three fan filters

- One located behind the power supply filter access door

- One on the fan access panel

- One on the drive bay door

Removing Fan Filters

The filters can be removed by opening the appropriate door and detaching the filter material from the velcro fasteners.

Cleaning the Fan Filter

Cleaning the fan filter should be a part of routine maintenance. Clean the fan 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/100C.

Installing Fan Filters

To install a filter, position it behind the appropriate door and press on the velcro fasteners.

Replacing a Fan

The MAP/100C contains seven fans that provide forced-air cooling for the unit. There are four fans located in the rear of the MAP/100C and two fans located in the peripheral drive bay. All six of these fans are serviceable.

The seventh fan is located inside the power supply. If you are using a MAP/100C with AC power, the cooling fan is bolted to the end of the power supply and is serviceable. If you are using a MAP/100C with DC power, this fan is located inside the power supply itself and it *not* serviceable. *Never* attempt repairs on a DC power supply fan.

Replacing a Circuit Card Cage Fan

The circuit card cage fans are located in a bracket behind the left front door. The circuit card cage fans are attached to an assembly. You must remove all four circuit card cage fans from the system to replace one.

Removing a Circuit Card Cage Fan

To remove a circuit card cage fan, do the following:

1. Locate the defective fan.

   The MAP/100C has fan indicator lamps on the user-interface panel on the front of the unit (Figure 73 on page 206). A light that is not lit indicates a defective fan.

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

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

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.

5. Loosen the two captive screws on the chassis CPU fan panel or the drive bay rear access door.

6. Open the appropriate door by letting it fall toward you.

Figure 73.   MAP/100C Front View
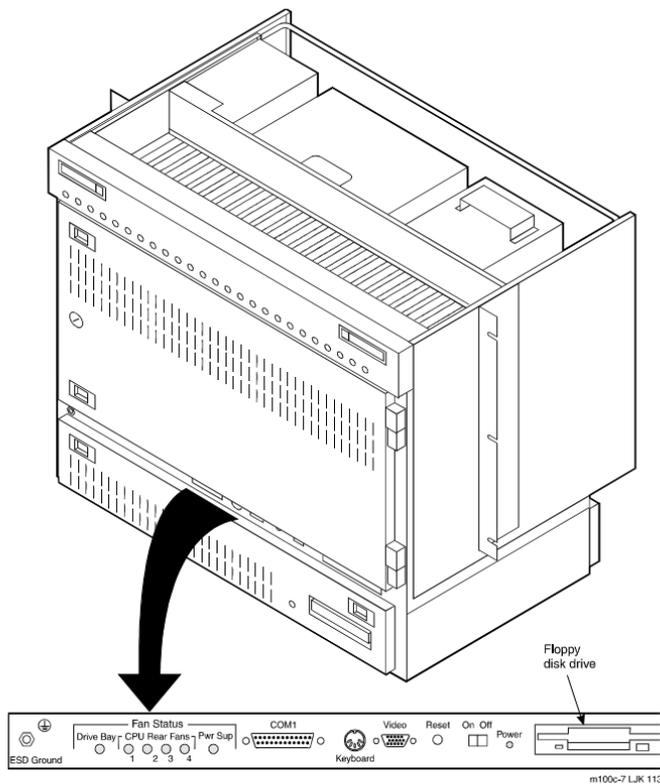
Figure 74. MAP/100C Back View

m100c-8 LJK 012195
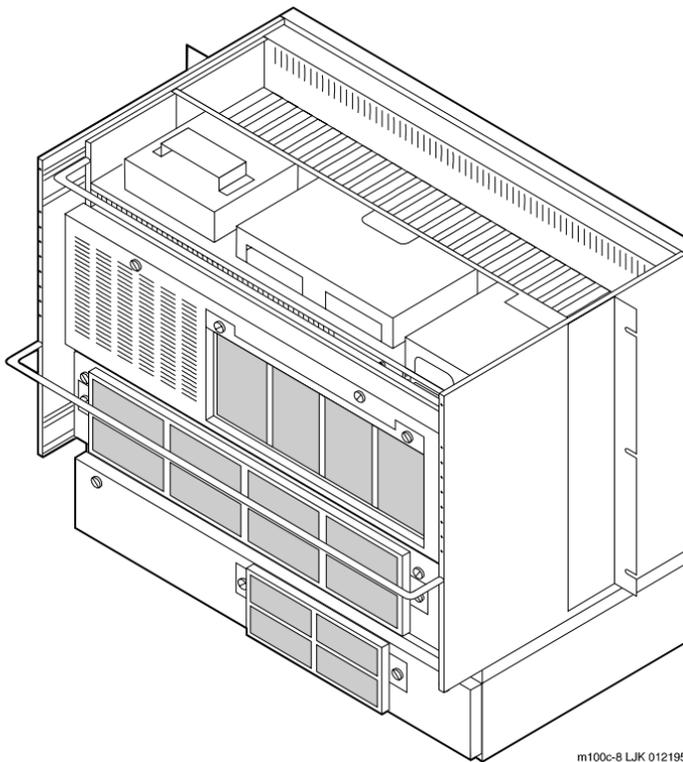
7 Locate the fan to be removed.

The fans in the CPU chassis are numbered to correspond to the indicator lights on the front user-interface panel.

Note: There is only one indicator light on the user-interface panel representing the drive bay fans, so use care when determining which fan in the drive bay rear access is the defective one.

8 Disconnect the wires from the screw terminal (Figure 75 on page 209).

   ~ On the CPU chassis fans, these wires are black and red.

   ~ On the drive bay fans, these wires are yellow, black, and red.

9 Remove the four nuts that secure the fan to the door.

10 Remove the wire finger guard that is on top of the fan.

11 Remove the fan.

Figure 75. MAP/100C Fan Cables

Drive bay
fan status cable

Cable must be connected to J14.
The single conductor may be left
or right justified since the jumper
pins are connected together.
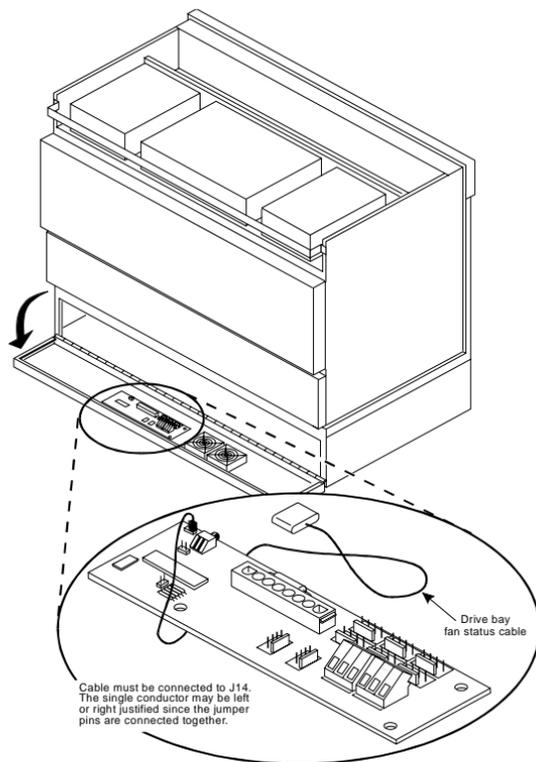
Installing a Circuit Card Cage Fan

To install a circuit card cage fan, do the following:

1 Position the fan in the area from which the defective fan was removed.

2 Replace the connector wires.

Attach the red lead to the "+" terminal and the black lead to the "-" terminal.

On the drive bay fans, connect the yellow lead to the "0" terminal.

3 Replace the wire finger guard on top of the fan.

4 Secure the fan and the wire finger guard to the fan panel with the four black nuts you saved when you removed the defective fan.

5 Close the peripheral bay door.

6 Power up the unit. See <u>Restoring Power to the MAP/100C on page 17</u> in <u>Chapter 1, Getting Inside the Computer</u>.

⚠ CAUTION:
Do not leave the MAP/100C powered up for any length of time until the circuit card cage fans are fully operational.

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 above the peripheral bay, as shown in Figure 76 on page 212.

⚠ 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 on page 2 in Chapter 1, Getting Inside the Computer for more information.

Figure 76.   MAP/100C Peripheral Bay

SCSI
hard disk drive
ID 0   m100cdr1 LJK 012995

3.5-inch
1.44 Mbyte
floppy disk drive

SCSI cartridge
tape drive
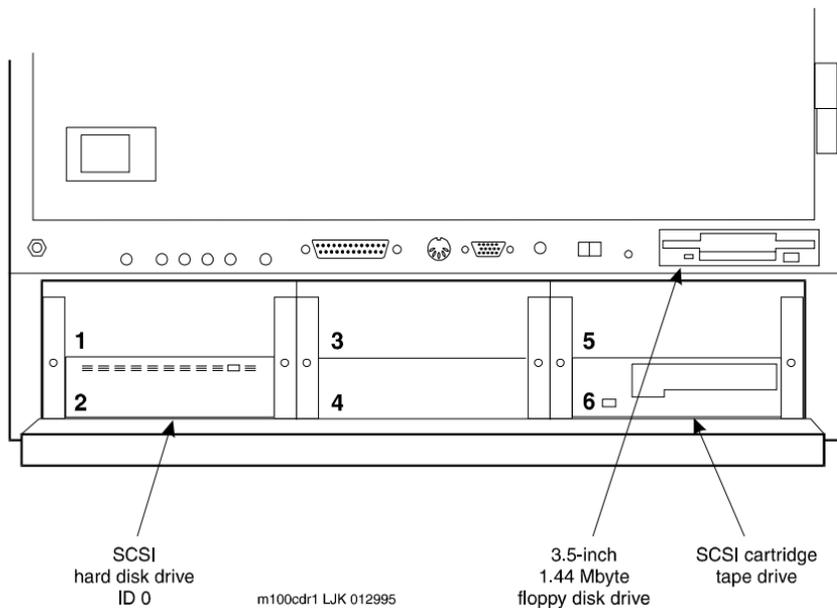
Removing the Diskette Drive

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, do the following:

  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 the incoming power. See Removing Power from the MAP/100C on page 7 in Chapter 1, Getting Inside the Computer.

4 Access the circuit card cage. See Accessing the Circuit Card Cage on page 11 in Chapter 1, Getting Inside the Computer.

5 Remove the two screws that hold the diskette drive in the MAP/100C.

These screws are located near the ESD ground screw at the bottom right of the circuit card cage (Figure 77 on page 214).

Figure 77.   MAP/100C Circuit Card Cage

Chassis ground

ESD ground

Front door

Peripheral door

Circuit card hold-down bracket

Knurled knob

ESD ground
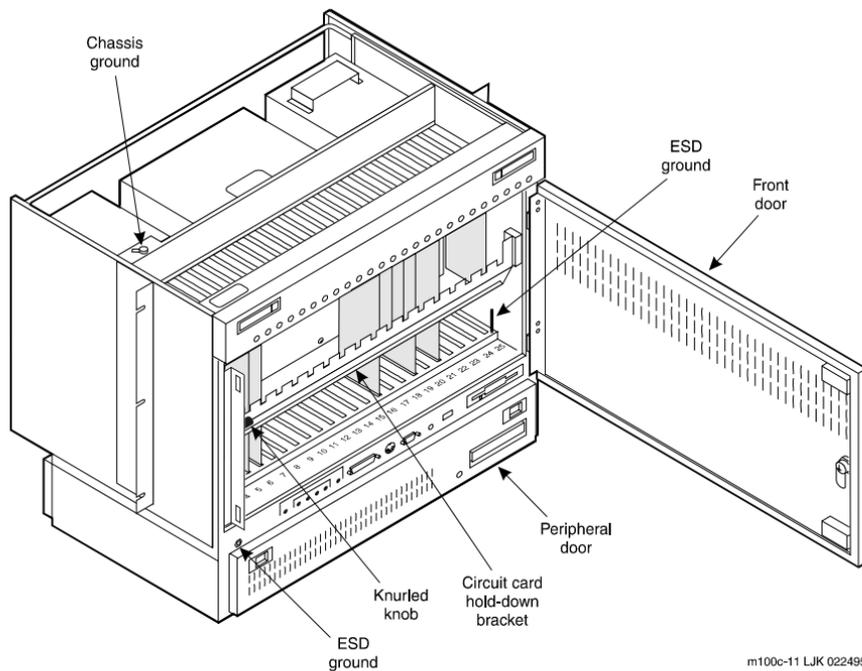
m100c-11 LJK 022495

6 Place the screwdriver in the screw holes and slide the diskette drive forward.

7 Remove the diskette drive from the MAP/100C.

8 Remove the power cord connector from the back of the diskette drive.

9 Remove the bus cable assembly connection from the back of the diskette drive.

10 Remove the four screws that hold the diskette drive to the mounting brackets.

11 Remove the mounting brackets.

12 Place the diskette drive assembly on an ESD-protected surface and carefully remove the PCBA 5-inch adapter card (Figure 78 on page 216).

⚠ CAUTION:
Do not bend or twist the PCBA 5-inch adapter card connector pins.

Figure 78. Diskette Drive Unit PCBA 5-Inch Adapter Card

Strap

PCBA Adaptor Card

pc1_m40 LJK 080393
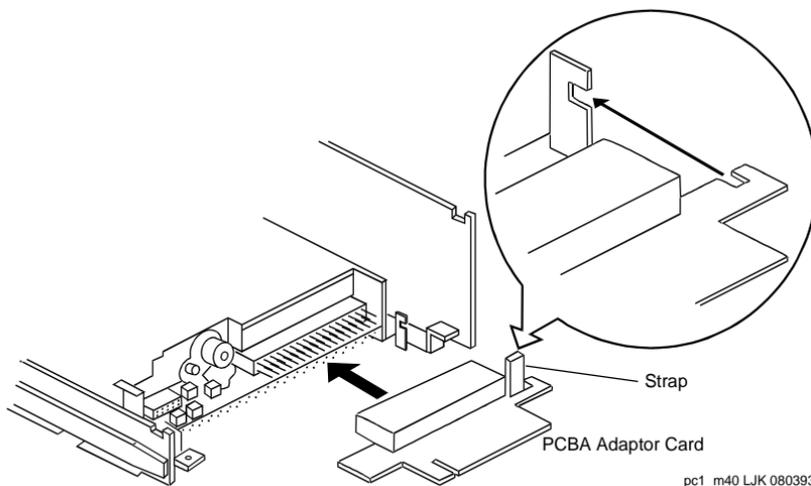
Installing a Diskette Drive

   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.

The MAP/100C uses one of the following diskette drives:

~ FD-235HF-201
~ FD-235HF-3201
~ FD-235HF-4429
~ FD-235F-5429
~ FD-235HF-6429
~ FD-235HF-6529
~ FD-235HF-7529
~ FD-235HF-A529

2 Identify the diskette drive you are installing.

3 Verify that the jumpers are set as shown in and .

Note: The jumper settings for the FD-235HF-A529 are the same as those displayed for the FD-235HF-7529.

4 Hold the diskette drive by the metal sides and carefully attach it to the 5.25-inch mounting hardware and bezel.

Figure 79.   Diskette Drive Jumper Connections (6429, 6529, 7529, and A529)
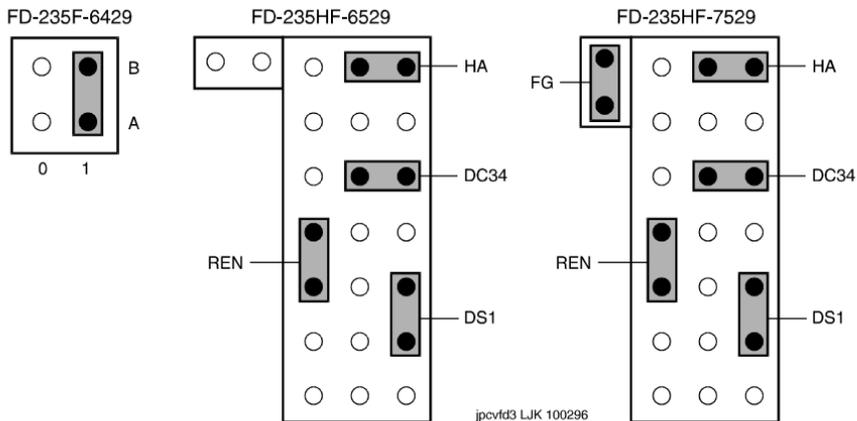
Figure 80. Diskette Drive Jumper Connections (201, 3201, 4429, and 5429)

FD-235HF-201
CC#: 406832584

MS
IR
RY
DC
DS1
D1
D0

HA

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

FG   REN

G
F
E
D
C
B
A

4   3   2   1

DS1
DC34
HA

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

5 Secure the diskette drive using the four 3-millimeter screws you removed in step 10 of the procedure in Removing the Diskette Drive on page 213.

6 Attach the PCBA adapter card, being careful to align the tabs shown in Figure 78 on page 216.

7 Slide the new diskette drive unit into the MAP/100C. Ensure the front of the diskette drive is flush with the front of the MAP/100C.

8 Attach the diskette drive cable assembly to the PCBA adapter card. Ensure that the red bus cable No. 1 conductor tracer indicator is towards the *bottom* of the peripheral bay. Both the PCBA card and the diskette drive cable assembly are keyed to prevent improper connection.

9 Attach the mini power-cable assembly that is provided with the system power supply wiring.

10 Secure the diskette drive to the MAP/100C with the two 3-millimeter screws you removed in step 5 of the procedure in Removing the Diskette Drive on page 213.

11 Close the circuit card cage. See Accessing the Circuit Card Cage on page 11 in Chapter 1, Getting Inside the Computer.

12 Restore the incoming power. See Restoring Power to the MAP/100C on page 17 in Chapter 1, Getting Inside the Computer.

Replacing the Power Supply

The power supply provides 110/220 VAC and is located behind the peripheral bay.

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, do the following:

   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 Open the slide latches on the front of the unit and pull the unit forward about 10 inches.

4 Open the power supply access door.

5 Remove the two screws on the bottom of the power supply that secure it to the unit. Save these screws.

6 Pull the power supply forward until there is sufficient room to disconnect the appropriate cables.

7 Disconnect the input power connection on the right side wall of the MAP/100C.

To disconnect the input power connection, squeeze the two ends of the connector and pull.

8 Detach the three orange connectors and one white connector on the left side of the power supply.

9 Carefully pull the power supply out of the unit.

⚠ CAUTION:

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

Installing the Power Supply

To install the power supply, do the following:

1 Attach the connectors to the left side of the power supply (three orange and one white).

2 Install the power input connector on the right side of the power supply.

3 Slide the unit back into position, realigning it with the "ears."

4 Carefully push the unit back until it locks into place.

5 Replace the screws removed from the bottom of the power supply unit.

6 Close the power supply access panel door.

7 Tighten the captive screws.

8 Push the unit back into place and secure the slide latches on the front of the unit.

Replacing the SCSI Cartridge Tape Drive

The SCSI cartridge tape drive (Figure 81 on page 225) is located in Bay 9 of the peripheral bay. The following procedures detail removal and installation of the SCSI cartridge tape drive for the MAP/100C.

> ⚠ **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 on page 2 in Chapter 1, Getting Inside
> the Computer for more information.

SCSI Cartridge Tape Drive

The MAP/100C supports 2-Gbyte tape drives.

Installation procedures are the same for either type of drive, but jumper
settings are different.

Figure 81.   SCSI Tape Drive
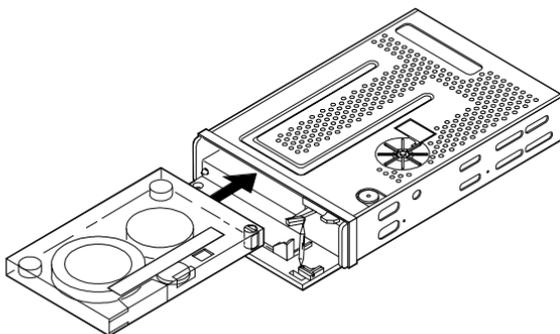
Removing a SCSI Cartridge Tape Drive

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, do the following:

  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 the incoming power. See Removing Power from the MAP/100C on page 7 in Chapter 1, Getting Inside the Computer.

4 Access the circuit card cage. See Accessing the Circuit Card Cage on page 11 in Chapter 1, Getting Inside the Computer.

5 In the bottom of the card cage, located in the back right area (as viewed from the front of the unit), there is a floor panel held in place with a thumb screw fastener. Remove the panel so that you can see the cable portal to the peripheral bay.

6 Unlatch the two or three closable cable retainers mounted along the right side of the card cage. Remove these by pulling on the tabs extending from one end, and free the cable bundle.

Note: Some units may not have the closable cable retainers. If this is the case, cut the cable ties that secure the cables to the cable retainers. You will have to reinstall the cable ties to this older version of cable retainer.

7 Access the peripheral bay. See Accessing the Peripheral Bay on page 13 in Chapter 1, Getting Inside the Computer.

8 Remove the power cord connector.

9 Remove the bus cable assembly connections.

10 Remove the screws holding the cartridge tape drive to the MAP/100C peripheral bay.

   The screws are located on each side of the cartridge tape drive (Figure 76 on page 212).

11 Slide the cartridge tape drive and mounting bracket forward until it hits the stops. Pull the drive from the platform.

12 Remove the four screws, two on each side, that hold the unit in the mounting bracket. Save the screws and the mounting bracket.

13 Remove the drive unit and set it aside.

Verifying Jumper Settings

The manufacturer sets the jumpers on the tape drives. However, before installing the drive, verify that these settings are correct. See Figure 82 on page 228 for jumper settings on the 2-Gbyte tape drive.

Figure 82. Jumper Settings for the 2-Gbyte SCSI Cartridge Tape Drive, SCSI ID = 3

jppcset KLC 081899
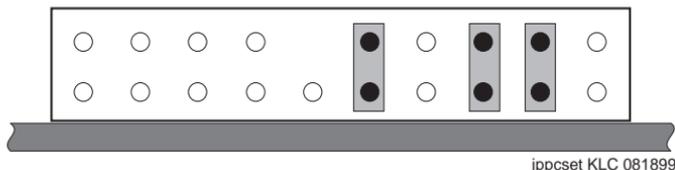
Installing a SCSI Cartridge Tape Drive

To install a SCSI cartridge tap drive, do the following:

1 Remove the new cartridge tape 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 Place the new drive in the mounting bracket with the printed circuit board side down.

3 Secure the cartridge tape drive with the four screws you removed in step 12 of the procedure in Removing a SCSI Cartridge Tape Drive on page 225.

4 Mount the new cartridge tape drive into the peripheral bay by sliding the unit into the Bay 6 opening (Figure 76 on page 212).

Position the unit so that the mounting bracket screw holes line up with the appropriate holes in the peripheral bay.

5 Secure the cartridge tape drive in the peripheral bay using the two screws you removed in step 10 of the procedure in Removing a SCSI Cartridge Tape Drive on page 225.

6 Attach the SCSI bus cable assembly. Ensure that the red bus cable tracer is connected to Pin 1 on the SCSI controller card.

7 Close the peripheral bay. See Accessing the Peripheral Bay on page 13 in Chapter 1, Getting Inside the Computer.

8 Close the circuit card cage. See Accessing the Circuit Card Cage on page 11 in Chapter 1, Getting Inside the Computer.

9 Restore the incoming power. See Restoring Power to the MAP/100C on page 17 in Chapter 1, Getting Inside the Computer.

Replacing the 25-Slot Backplane

The following procedures detail removing and installing the 25-slot backplane, to which all of the circuit cards and peripheral device connections are made. The backplane (Figure 83 on page 230) is located in the MAP/100C circuit card cage.

Figure 83.   25-Slot Backplane LED Indicators and Cabling
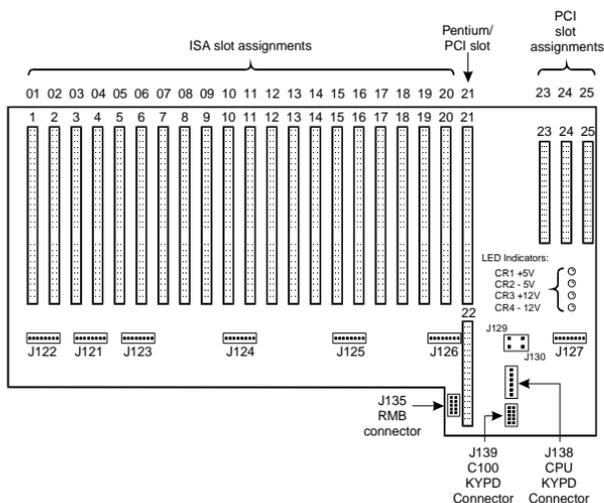
24slt_b3 CJL 050896

Removing the 25-Slot Backplane

> ⚠ **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 on page 2 in Chapter 1, Getting Inside
> the Computer for more information.

To remove the 25-slot 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, do the following:

   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 the incoming power. See Removing Power from the MAP/100C on page 7 in Chapter 1, Getting Inside the Computer.

4 Access the circuit card cage. See Accessing the Circuit Card Cage on page 11 in Chapter 1, Getting Inside the Computer.

5 Disconnect the upper and lower serial cables from the rear backplane interface pin fields. These cables are located behind the backplane near the power distribution board.

6 Disconnect the keyboard cable from the PCI portion of the backplane (pin field J138).

7 Disconnect the CPU reset cable from the PCI portion of the backplane (pin field J135).

8 Disconnect the SCSI activity cable from the backplane (pin field J129) with the red lead facing the faceplate.

9 Pull the following cables through the top of the rear panel access hole:

~ Serial

~ Floppy

~ SCSI

10 Disconnect the following cables located in the card cage area:

~ Fan detection

    ~ Power supply voltage sensing

    ~ CPU reset

11 Disconnect the following cable assemblies from the CPU circuit card:

    ~ COM2 serial port to J7 CPU pin field

    ~ Keyboard to J1 CPU pin field

    ~ Disk activity to JP15 CPU pin field, with the red lead away from the faceplate

    ~ PS/2 mouse I/O interface between the J4 CPU pin header and the external SCSI/PS/2 mouse I/O interface board (JP1 CPU pin field)

    ~ Floppy to J6 CPU pin field

    ~ SCSI controller to J2 CPU

12 Remove the circuit cards. See Removing a Circuit Card on page 19 in Chapter 2, Installing or Replacing Circuit Cards.

13 Remove the 16 backplane mounting screws.

14 Remove the backplane from the power distribution board connectors.

Installing the 25-Slot Backplane

> ⚠ **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 on page 2 in Chapter 1, Getting Inside
> the Computer for more information.

To install the 25-slot backplane, do the following:

1 Place the 25-slot backplane in the MAP/100C.

2 Partially install two mounting screws in opposite ends of the backplane
   corners.

3 Press the backplane firmly into the power distribution board connectors.

4 Install the remaining 14 backplane mounting screws and tighten enough
   to secure the hardware.

5 Redress the fan detection cable assembly by refolding the cable down
   into the center back panel access hole.

6 Mount the two screws into the power distribution board.

7 Connect the upper and lower serial cables to the rear backplane interface
   pin fields. These cables are located behind the backplane near the power
   distribution board.

8 Connect the keyboard cable to the PCI portion of the backplane (pin field J138).

9 Connect the CPU reset cable to the PCI portion of the backplane (pin field J135).

10 Connect the SCSI activity cable to the backplane (pin field J129) with the red lead facing the faceplate.

11 Pull the following cables through the top of the rear panel access hole:

~ Serial

~ Floppy

~ SCSI

12 Install the remote maintenance circuit card in slot 19. See Installing a Circuit Card on page 21 in Chapter 2, Installing or Replacing Circuit Cards.

13 Connect the following cables located in the card cage area:

~ Fan detection

~ Power supply voltage sensing

~ CPU reset

14 Install the video circuit card in slot 20. See Installing a Circuit Card on page 21 in Chapter 2, Installing or Replacing Circuit Cards.

15 Install the external SCSI connector card in slot 22. See Installing a Circuit Card on page 21 in Chapter 2, Installing or Replacing Circuit Cards.

16 Install the CPU circuit card in slot 21. See Installing a Circuit Card on page 21 in Chapter 2, Installing or Replacing Circuit Cards.

17 Connect the following cable assemblies to the CPU circuit card, while observing pin 1:

  ~ COM2 serial port to J7 CPU pin field

  ~ Keyboard to J1 CPU pin field

  ~ Disk activity to JP15 CPU pin field, with the red lead away from the faceplate

  ~ PS/2 mouse I/O interface between the J4 CPU pin header and the external SCSI/PS/2 mouse I/O interface board, JP1 CPU pin field

  ~ Floppy to J6 CPU pin field

  ~ SCSI controller to J2 CPU

Note: When properly routed and connected to the CPU circuit card, the keyboard, serial, floppy, and SCSI cable assemblies should appear neat and properly folded.

18 Install the remaining circuit cards.   See Installing a Circuit Card on page 21 in Chapter 2, Installing or Replacing Circuit Cards.

19 Apply power to the MAP/100C. See Restoring Power to the MAP/100C on page 17 in Chapter 1, Getting Inside the Computer.

20 Perform a soft reboot to ensure that the keyboard and CPU circuit card are properly connected.

If a problem occurs, verify that the video and CPU circuit cards are properly seated into the 25-slot backplane.

21 Verify that all cable connections are secure.

22 Close the peripheral bay. See Accessing the Peripheral Bay on page 13 in Chapter 1, Getting Inside the Computer.

23 Close the circuit card cage. See Accessing the Circuit Card Cage on page 11 in Chapter 1, Getting Inside the Computer.

5 Installing the Tip/Ring Distribution Hardware

Overview

As the number of lines served by the Intuity CONVERSANT 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.

This chapter provides the correct installation and connection procedures for the Tip/Ring distribution hardware.

Capacity

The Tip/Ring distribution hardware allows you to connect to a maximum of 64 channels (eleven Tip/Ring circuit cards) through four 25-pair, high-density cables (RJ21X).

Description

The Tip/Ring distribution hardware () 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 84.   MAP/100C Tip/Ring Distribution Panel Assembly**

40dstp1 LJK 010995
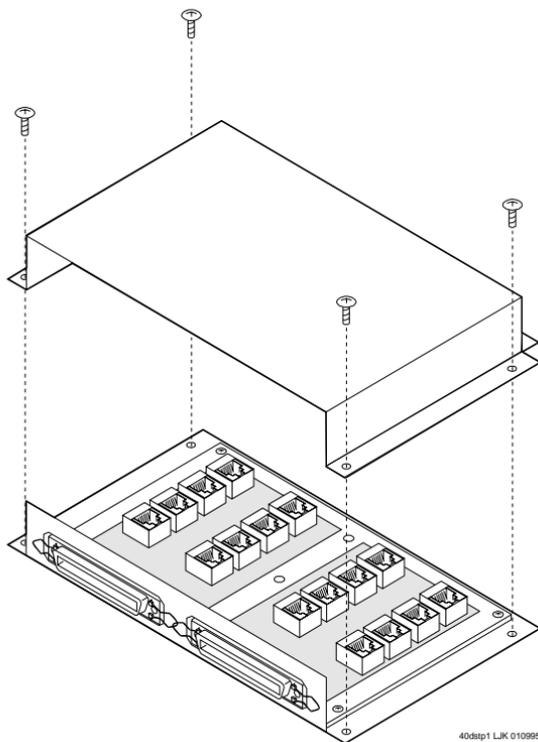
If you want to support 64 channels a second kit must be purchased (). The second kit contains:

- A 25-ft. 50-conductor interface cable

- A Tip/Ring distribution panel that is mounted onto a larger cover

Note: If you are installing a second Tip/Ring distribution panel, you will use this larger cover and discard the original, smaller cover. See .

Figure 85. MAP/100C Tip/Ring Distribution Panel Assembly Mounted inside a Larger Cover
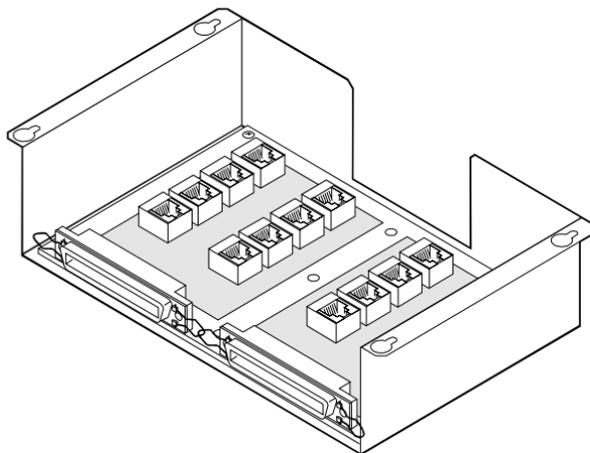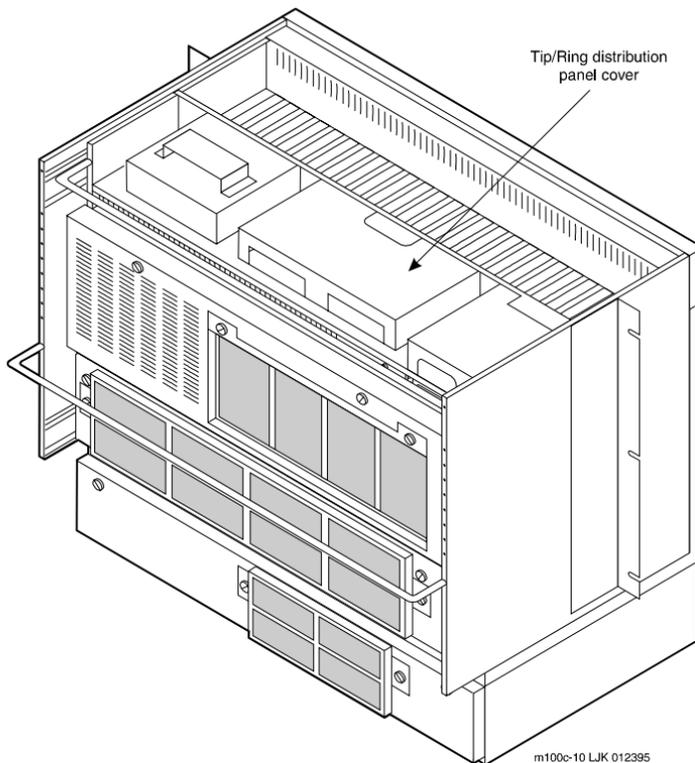
Installation

> ⚠ **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 on page 2 in Chapter 1, Getting Inside the Computer .

To install the Tip/Ring distribution hardware, do the following:

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, do the following.

    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.

4 Remove the incoming power. See Removing Power from the MAP/100C on page 7 in Chapter 1, Getting Inside the Computer .

5 Verify that all of the necessary components are included. See Description on page 239 for the components.

6 If you are installing a second Tip/Ring distribution panel, verify that the second distribution panel assembly kit is on site and appears to be in usable condition.

7 Remove the seven screws that secure the distribution panel cover. This cover is located on the top of the MAP/100C and extends approximately 1-1/2 inch out from the chassis (Figure 86 on page 244).

8 Put the distribution panel cover aside.

9 Position the distribution panel (or the first of the two distribution panels if you are installing two) so that the two 50-pin connectors point toward the floor and the modular jacks face away from the cabinet.

10 Align the mounting holes in the distribution panel with the threaded stand-offs on the cabinet.

11 Fasten the distribution panel to the cabinet using the five 6-32X.25-inch screws and lockwashers provided.

Figure 86.   MAP/100C Tip/Ring Distribution Panel

Tip/Ring distribution
panel cover

m100c-10 LJK 012395

12 Table 15 on page 245 shows the numbering scheme for connecting the short modular cords provided with the Tip/Ring boards to the panel.

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.

Note: You can connect a maximum of eight Tip/Ring circuit cards to each distribution panel.

Table 15. Connecting the Modular Cords from the MAP/100C Tip/Ring Circuit Cards to the Tip/Ring Distribution Panels

Tip/Ring Card	Channel Numbers on Tip/Ring Card	First Distribution Panel Jack Number	Second Distribution Panel Jack Number
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	—
			1 of 3

Table 15. Connecting the Modular Cords from the MAP/100C Tip/Ring Circuit Cards to the Tip/Ring Distribution Panels

Tip/Ring Card	Channel Numbers on Tip/Ring Card	First Distribution Panel Jack Number	Second Distribution Panel Jack Number
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	—
9th	1,2,3		J1
			J2

2 of 3

Table 15. Connecting the Modular Cords from the MAP/100C Tip/Ring Circuit Cards to the Tip/Ring Distribution Panels

Tip/Ring Card	Channel Numbers on Tip/Ring Card	First Distribution Panel Jack Number	Second Distribution Panel Jack Number
10th	1,2,3		J3
	4,5,6		J4
11th	1,2,3		J5
	4,5,6		J6
12th	1,2,3		J&
	4,5,6		J8

3 of 3

13 After you insert the modular cord into the appropriate jack, remove any slack in the cable on the back of the unit by dressing it so that it is stored in the area above the distribution panel.

Use cable ties, if necessary, to dress the cables neatly and tie them to the vertical cable-support bracket in the center of the unit.

14 Make telephone line connections to the MAP/100C with the 25-ft 50-conductor shielded cable(s) equipped with USOC RJ21X connections.

15 If you are installing only one Tip/Ring distribution panel, reinstall the panel cover to complete this procedure.

If you are installing a second Tip/Ring distribution panel, repeat step 12 through step 14 for the second panel and then continue with step 16.

16 Mount the second panel and cover onto the MAP/100C chassis. You need only two screws on each side of the panel to secure it instead of the seven you originally removed.

17 Power up the MAP/100C. See Restoring Power to the MAP/100C on page 17 in Chapter 1, Getting Inside the Computer for more information on restoring power to the unit.

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

19 Notify the service provider that the system is back on-line, if necessary.

6 Installing Base System Software

Overview

This chapter provides the information necessary to reload the UnixWare operating system software on a computer that has experienced a disk failure. Use this chapter in conjunction with Appendix D, Disaster Recovery Checklists.

Note: The **root** password is required 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/100C. See <u>Restoring Power to the MAP/100C on page 17</u> in <u>Chapter 1, Getting Inside the Computer</u>.

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.

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 87 on page 252).

Figure 87.   Start-Up Screen

```
                    SCO UnixWare 2.1 Menu

        Install/Upgrade UnixWare 2.1
        Access UnixWare Shell
        Mount File Systems
        Reboot


Use up/down arrow keys and ENTER to select; F1 for help
```
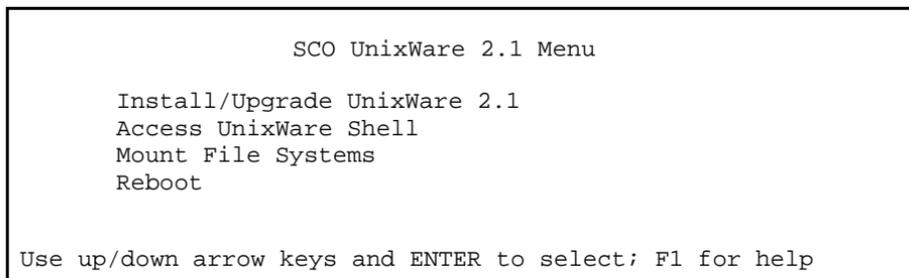
6 Press the down ▼ arrow to move to **Install/Upgrade UnixWare 2.1** and press **ENTER**.

The system displays the Remove Floppy screen (Figure 88 on page 252).

Figure 88.   Remove Floppy Screen

```
UnixWare Installation                         Remove Floppy

              Remove the Floppy for the floppy drive


Press 'ENTER' to continue
```
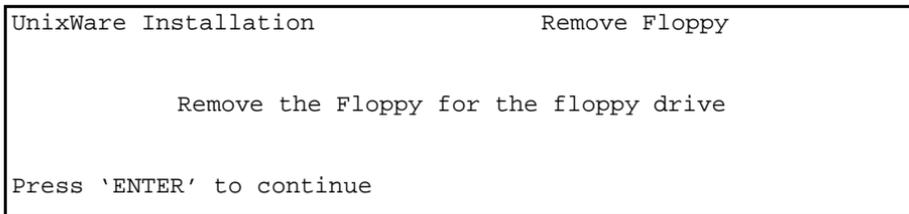
7 Remove the diskette labeled "Intuity CONVERSANT 7 Intuity UnixWare 2.1.2 Boot Floppy 2" from the diskette drive.

8 Press **ENTER**.

The system displays the Introduction screen (Figure 89 on page 253).

Figure 89. Introduction Screen

```
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 t
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 installati



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

⚠ 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 procedure in .

Setting Up the UnixWare Environment

To set up the UnixWare Environment, complete the following:

1 Starting at the Introduction Screen () press **ENTER**.

The system displays the Keyboard Setup screen ().

Figure 90. Keyboard Setup Screen

```
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.
```
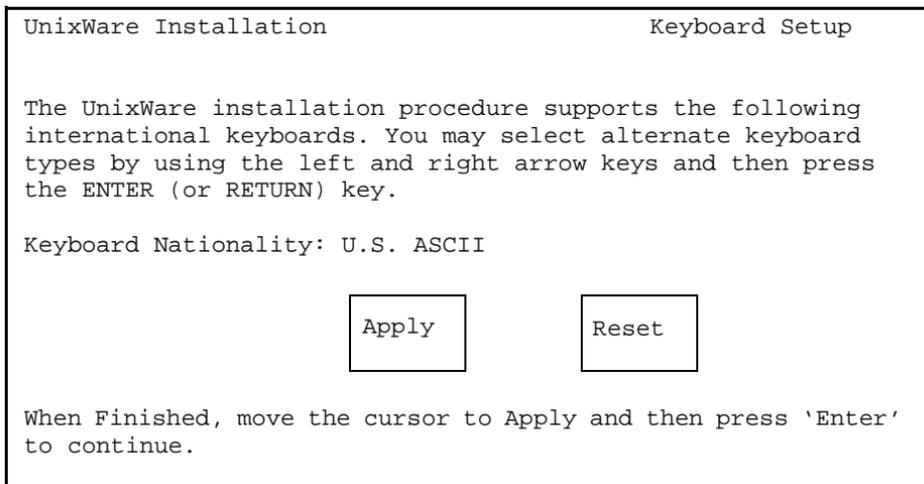
2 Use the left ◀ and right ▶ arrows on your keyboard to move through the field selections.

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 91 on page 256).

Figure 91. Configure Date and Time Screen

```
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.
```

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 92 on page 257).

Figure 92. Continent Location Choice Screen

```
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.
```

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 93 on page 258).

Figure 93. Installation Type Selection Screen

```
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.
```

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 16 on page 259.

Table 16. Installation Type Selection Screen Entries

Field	Setting
Platform type:	MAP/100C
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 MBytes 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 Accessing the Circuit Card Cage on page 11 in Chapter 1, Getting Inside the Computer .

The system displays the Primary Hard Disk Partitioning screen, (Figure 94 on page 260).

Figure 94. Primary Hard Disk Partitioning Screen

```
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.
```

14 Continue with the procedure in .

Initializing the Hard Disk Drives

To partition the hard disk drives, do the following:

1 Starting at the Primary Hard Disk Partitioning screen, (Figure 94 on page 260) press **ENTER**.

The system displays the Hard Disk Partitioning, Disk 1 screen, (Figure 95 on page 261).

Figure 95. .**Hard Disk Partitioning, Disk 1 Screen**

```
UnixWare Installation      Hard Disk Partitioning - Disk 1

Total disk size is 2047 cylinders (4094.0 MB)




Partition    Status    Type   Start End    Length    %   ApproxMB

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:
```

2 Enter **2**

The system displays the Create a Partition screen, (Figure 96 on page 262).

Figure 96. .**Create a Partition Screen**

```
UnixWare Installation                    Create a Partition

            Total disk size is 2047 cylinders (4094.0 MB)


Partition     Status     Type   Start  End    Length    %      ApproxMB


    Partition Type
Percentage of Disk



                         ┌───────┐         ┌───────┐
                         │ Apply │         │ Reset │
                         └───────┘         └───────┘
```

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 17 on page 263.

Table 17.   Create a Partition Screen Entries

Field	Setting
Partition type:	UNIX System
Percentage of Disk:	100

5 Press the down $\boxed{\blacktriangledown}$ arrow to move to the **Apply** field and press **ENTER**.

The system displays the Hard Disk Partitioning, Disk 1 screen, ().

Figure 97. .Hard Disk Partitioning, Disk 1 Screen

```
Total disk size is 2047 cylinders (4094.0MB)

                                Cylinders

Partition    Status    Type    Start  End    Length    %    ApproxMB

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:
```

6 Press **ENTER**.

The system displays the Hard Disk Partitioning, Disk 1 screen,
(Figure 98 on page 265).

Figure 98. .Hard Disk Partitioning, Disk 1 Screen

```
Total disk size is 2047 cylinders (4094.0MB)

                                  Cylinders

Partition    Status    Type   Start  End    Length    %      ApproxMB

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:
```

   7 Enter **2**

      The system displays the Change Active Partition screen ().

Figure 99.   Change Active Partition Screen

```
UnixWare Installation              Change Active Partition

          Total disk size is 2047 cylinders (4094.0 MB)


Partition    Status    Type    Start    End    Length    %    ApproxMB

1            Active    UNIX    0        2046   2047      100  4094
                       System


1. Partition 1

Enter the number of partition you want to boot from:
```

8 Press **ENTER**.

The system displays the Hard Disk Partitioning, Disk 1 screen (Figure 100 on page 267).

Figure 100.   Hard Disk Partitioning, Disk 1 Screen

```
Total disk size is 2047 cylinders (4094.0MB)

                                Cylinders

Partition    Status    Type    Start  End    Length    %      ApproxMB

1            Active    UNIX    0      2046   2047      100    4094
                       System



1. Do not overwrite system master boot code
2. Delete a Partition
3. Change Active (Boot from) partition
4. Cancel (Exit without updating disk configuration)


Enter Selection:
```

9 Enter **3**

If you have a second hard disk drive, the system displays the Secondary Hard Drive Partitioning Screen (Figure 101 on page 268).

If you do not have a second hard disk drive, skip Step 10 and continue with step 11.

Figure 101. Secondary Hard Disk Partitioning Screen

```
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'.
```

10 Enter **1**

The system displays the UnixWare Installation Set Slice Sizes screen
(Figure 102 on page 269).

Figure 102. UnixWare Installation Set Slice Sizes Screen

```
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
```

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 .

Note: The sizes listed in Table 18 on page 270 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 18.   Space Requirements for the MAP/100C

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
	1 of 2

Table 18. Space Requirements for the MAP/100C

Slice	Space Requirements (MBytes)
/oracle	450
	Note: Add 150 MBytes if you are loading ORACLE development packages.
/tmp	20
/voice1	100
/voxem	100
	2 of 2

13 Press the down (▼) arrow to move to the **Apply** field and press **ENTER**.

The system displays the Hard Disk Surface Analysis screen, (Figure 103 on page 272).

Figure 103. Hard Disk Surface Analysis Screen

```
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
```

⚠ 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 procedure in .

Transferring the UnixWare Files

To transfer the UnixWare files, do the following:

1 Starting at the Hard Disk Surface Analysis screen,
   (Figure 103 on page 272) 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 104 on page 274).

Figure 104. Media Type Screen

```
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.


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':
```

2 Continue with the procedure in .

Installing the Application Server

To Install the application server, do the following:

1 Starting at the Media Type screen () enter **1**

The system displays the Insert Tape screen ().

Figure 105. Insert Lucent Intuity Tape Screen

```
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':
```

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 procedure in
.

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**.

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

Installing the LAN Card Driver Package

See <u>Installing the ASP Driver Package on page 46</u> or <u>Token Ring Circuit Cards on page 59</u> in <u>Chapter 2, Installing or Replacing Circuit Cards</u> 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 106 on page 280).

Figure 106.   Monitor Size Screen

```
      Monitor Size
      ============
      12 inches
      13 inches
      14 inches
      15 inches
      16 inches
      17 inches
      19 inches
      20 inches
      21 inches
      other

  Enter Monitor Size =>
```

7 Enter **14**

  The system displays a screen similar to the Monitor Test screen,
  (Figure 107 on page 281).

Figure 107.   Monitor Test Screen

```
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]:
```

8 Press **ENTER**.

The system displays the Test Pattern screen ().

Figure 108.   Test Pattern Screen

```
   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]:
```

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 109 on page 282).

Figure 109. Current Selection Screen

```
Current Selection:
        ENTRY........: Generic S3 Virge-VX
        RESOLUTION...: 640x480
        VISUAL.......: PseudoColor
        MONITOR......: MULTISYNC 60Hz
```

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 110 on page 283).

Figure 110. Mouse Main Menu

```
   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:
```

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 .

Note: Be sure to use an available port and not the one assigned to the RMB.

Table 19. 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**.

Note: Enter **n** if administering the Agiler serial mouse.

The system displays the Mouse Main Menu (Figure 111 on page 285).

Figure 111. Mouse Main Menu

```
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:
```

7 Enter **u** and press **ENTER**.

The system displays the Mouse Main menu (Figure 111 on page 285).

TTY01 shown in Figure 111 on page 285 reflects the port selected in step 4.

Continue with Testing the Mouse on page 286.

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 111 on page 285).

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 ().

4 Enter **e** and press **ENTER**.

```
You have now installed all the required software for your
UnixWare operating system.
```

7 **Installing the Intuity CONVERSANT System Software**

Overview

This chapter provides the information necessary to reload the Intuity CONVERSANT system after a disk failure.

Use this chapter in conjunction with Appendix D, Disaster Recovery Checklists.

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.

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 20 on page 291 with a check mark for "yes" or "no."

Table 20.　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.		
			1 of 2

Table 20. Questions to Determine if the Default Installation is Appropriate

Number	Question	Yes	No
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		
			2 of 2

7 If you answered **no** to all of the questions in Table 20 on page 291, you can use the default installation; enter **y**

If you answered **yes** to any of the questions in Table 20 on page 291, you can not use the default installation; complete step a through step p:

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 20 on page 291, enter **y** and continue with step d.

If you answered **yes** to Question 1 in Table 20 on page 291, 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 20 on page 291, enter **y** and continue with step g.

If you answered **yes** to Question 2, 3, 4, 5, 6, 7, or 8 in Table 20 on page 291, 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 <u>Table 20 on page 291</u>, enter **1**

    If you answered **no** for Questions 2, 3, and 6 and **yes** for Question 4 or 7 in <u>Table 20 on page 291</u>, enter **2**

    If you answered **yes** for Question 2, 3, or 6 and **no** for Questions 4 and 7 in <u>Table 20 on page 291</u>, enter **3**

Note: If you would like to disable both serial ports, enter **3**, complete the installation procedure, edit the **/etc/conf/sdevice.d/asyc** 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 <u>Table 20 on page 291</u>, enter **1**

If you answered **yes** for Question 5 or 8 in <u>Table 20 on page 291</u>, 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 <u>Table 20 on page 291</u>, enter **y** and continue with <u>step j</u>.

If you answered **yes** to Question 2, 3, or 4 in <u>Table 20 on page 291</u>, 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 20 on page 291, 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 on page 85 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 20 on page 291, enter **1**

If you answered **yes** to Question 3 and **no** for Questions 2 and 4 in Table 20 on page 291, enter **2**

The system displays the following message:

```
Serial port X has been configured as the alarm port.
```

j If you answered **no** for Questions 9 in Table 20 on page 291, enter **y** and continue with step 8.

If you answered **yes** for Question 9 in Table 20 on page 291, 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:
```

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 5 packages:

~ Distributed File System Utilities

~ Remote Procedure Calls Utilities

~ Internet Utilities

Enter **no** for all other packages.

5 Press .

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**.

8 Installing the Optional Feature Software

Overview

Note: All of the procedures in this chapter must be performed with **root** permission.

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 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.

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 in for more information.

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 112. Voice System Administration Menu

```
         Voice System Administration

Application Package Administration
Backup/Restore
Configuration Management
Feature Packages
Reports
Script Builder Applications
Switch Interfaces
System Monitor
Unix Management
Exit
```
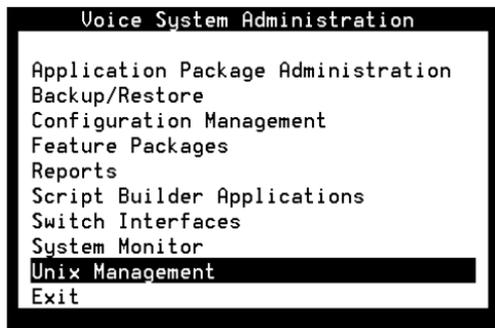
2 Select:

```
> UNIX Management

   >Software Install
```

The system displays the Software Install menu (Figure 113 on page 305).

Figure 113. Software Install Menu

```
Software Install
>Floppy drive
 Tape drive
```
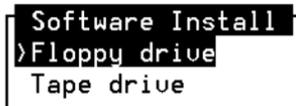
3 Select the appropriate media.

4 Continue with the procedures listed for each package.

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 on page 472 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:

```
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:
```

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:
```

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):
```

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>

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 of Ethernet LAN circuit cards installed in your system

8 **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
```

9 Remove the diskette labeled "AT&T CALLVISOR PC ISDN Package 1 of 1" from the diskette drive.

10 Continue with the procedure in .

Installing the CALLVISOR PC LAN Gateway Package

To install the CALLVISOR PC LAN Gateway 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 "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.

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.

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 procedure in .

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>

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.

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**

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 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.

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.

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

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
```

If the ASP driver has not been installed, see Speech and Signal Processor (AYC43) Circuit Card on page 42, 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  NTUITY Call Classification Analysis
          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 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.

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**.

The system displays the following message:

```
READY TO PROCESS:
Package:NTUITY 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.

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.

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.

Installing the External Alarms 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 "External Alarms 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. relaybd    INTUITY External Alarms 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 External Alarms Package (relaybd) from
<diskette1>

INTUITY External Alarms Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.

Do you want all currently defined Critical, Major, and Minor
System messages to be assigned to Alarm Contact Sets 1, 2,
and 3 respectively and all Alarm messages to be assigned to
Alarm Contact Set 4 by default? (y or n):
```

6 Enter **y**

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.

Ensure that the Relay Output Card has been physically
installed with the address dip switch set to 0x240
(1,2,3,5,6-ON 4-OFF)

Installation of INTUITY External Alarm Package (relaybd) 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 "External Alarm Package 1 of 1" from the diskette drive.

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

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 , 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.

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]:
```

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.

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.

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.

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)
   ```

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:

```
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.

Installing the Intelligent Ports Card Package

Ensure that the hardware has been installed before proceeding.

To install the Intelligent Ports Card Driver 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 "Intelligent Ports Card 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. gemini      INTUITY Intelligent Ports Card
                 (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 Intelligent Ports Card (gemini) from
<diskette1>

INTUITY Intelligent Ports Card
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.

What type of system are you using?
(1 - 386, 2 - 486, 3 - Pentium, Q to Quit)
```

5 Enter the appropriate number.

The system displays the following message:

```
The current system configuration will allow for up to 3
Gemini-10/1000 controller boards to be installed. How many
Gemini-10/1000 controller boards will you be installing?
(1-3,Q to quit)
```

6 Enter the appropriate number.

The system displays the following message:

```
Please enter the ports card type for Board 1:
The valid ports card types are:

    GEMINI-1000 (default)
    GEMINI-10

Type the ports card type and strike the ENTER key or type Q
to cancel installation. Striking the ENTER alone will select
the default.
```

7 Enter the appropriate card type.

The system displays the following message:

```
Please enter the following system configuration information
for GEMINI-X Board 1:
The available interrupts(s) for the GEMINI-X Board 1 are:

    IRQ X (default)
    IRQ X
    IRQ X
```

```
Type the interrupt number and strike the ENTER key or type Q
to cancel installation. Striking the ENTER alone will select
the default.
```

8 Enter the appropriate IRQ.

The IRQ is determined by the Intuity CONVERSANT Hardware Resource Allocator. See Operating the Hardware Resource Allocator on page 472, in Appendix A, System Configuration.

The system displays the following message:

```
Please enter the following system configuration information
for GEMINI-X Board 1:
The available starting I/O addresses for the GEMINI-X Board 1
are:

    Starting I/O address: XXX (default)
    Starting I/O address: XXX
    Starting I/O address: XXX
    Starting I/O address: XXX
    Starting I/O address: XXX
    Starting I/O address: XXX
    Starting I/O address: XXX
    Starting I/O address: XXX
    Starting I/O address: XXX
    Starting I/O address: XXX
```

```
Type the starting I/O address and strike the ENTER key or
type Q to cancel installation. Striking the ENTER alone will
select the default.
```

9 Enter the appropriate starting I/O address. The starting I/O address is determined by the Intuity CONVERSANT Hardware Resource Allocator. See , in Appendix A, System Configuration.

The system displays the following message:

```
Please enter the following system configuration information
for GEMINI-X Board 1. The available starting controller
memory addresses for the GEMINI-X Board 1 are:

  CA000 (default)  CC000        CE000
  D4000            D6000        DC000
  DE000            E0000        E2000
  E4000            E6000        E8000
  EA000            EC000        EE000


Type the starting controller memory address and strike the
ENTER key or type Q to cancel installation. Striking the
ENTER alone will select the default.
```

10 Enter the appropriate starting controller memory address. The starting controller memory address is determined by the Intuity CONVERSANT Hardware Resource Allocator. See Operating the Hardware Resource Allocator on page 472, in Appendix A, System Configuration.

The system displays the following message:

```
***************************************************
Board 1 configuration:
   Ports Card Type = GEMINI-X
   Interrupt number = X
   I/O ports Starting address = XXX
   Controller Memory Starting address = XXXXX
***************************************************

Is this configuration acceptable? (y or n)
```

11 Enter **y**

The system displays the following message:

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

Installation of INTUITY Intelligent Ports Card (gemini) 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 "Intelligent Ports Card 1 of 1" 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.

See *Intuity CONVERSANT Version 7.0 Administration*, 585-313-501, for information on port set up for modems and terminals and printers.

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:

1 tkrn and/or sib

   a sna1281u
   b cleo3270
   c mgmt
   d netman
   e 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**

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 114 on page 374).

Figure 114. Possible Board Selections Screen

```
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:
```

6 Enter **1**

The system displays the following message:

```
You have selected Cleo FIFO SIB.
Is this correct (y/n)?
```

7 Enter **y**

The system then displays the IRQ Selections screen,
(Figure 115 on page 375).

Figure 115. IRQ Selections Screen

```
              Cleo ADD Board Options
            --------------------------
                 IRQ Selections

                       5
                       9
                      10
                      11
                      12
                      13


Please enter selection or q to quit:
```

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 116 on page 376).

Figure 116. I/O Address Selections Screen

```
                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:
```

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 117 on page 377).

Figure 117. Board Configuration Screen

```
                  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:
```

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:

```
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**

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

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:

```
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.

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

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 and the CLEO packages 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.

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:

```
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:

```
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:

```
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.*

Package List

The ORACLE development packages are included on the following 3 tapes:

- Intuity ORACLE 7 Pro*C Package

- Intuity ORACLE 7 Developer Toolkit – which contains ORACLE FORMS 4.5.7.12 and ORACLE Reports 2.5.5.4.0

⚠ CAUTION:
The Intuity ORACLE Developer Toolkit 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.

- Intuity ORACLE 7 Patch 19

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 stopped during the installation. (You can stop the database by entering **ior s.**)

Procedures

Use the procedures in this section to install the Intuity ORACLE development packages.

Note: These procedures take approximately 1 hour to complete and must be completed in the order outlined in this document.

Increasing ORACLE File System

Note: This procedure adds 150 Mbytes of space to **/oracle**. This space must be on disk0.

1 Log on to the system as **root**.

2 Enter **addfs /oracle 307200 1024**

Creating a Temporary File System

Note: This procedure creates a 230-Mbyte temporary file system. This file system may exist on any disk in the system.

1 Enter the following commands in sequence:

   mkdir /xtmp
   volassist make xtmp 460800
   mkfs -F vxfs /dev/vx/dsk/xtmp 460800
   mount -F vxfs /dev/vx/dsk/xtmp
   chmod 777 xtmp

2 Enter **df** to verify the /xtmp file system is mounted.

3 Enter **TMPDIR=/xtmp**

4 Enter **export TMPDIR**

Installing the ORACLE 7 Pro*C Package

1 Enter **pkgadd -d ctape1**

The system displays the following message:

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

2 Insert the diskette labeled "Intuity ORACLE 7.3.2 Pro*C Package" into the cartridge 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. proc    INTUITY ORACLE 7 Pro*C Package
              (i486) i.3.1

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 ORACLE 7 Pro*C Package (proc) from <ctape1>

INTUITY ORACLE 7 Pro*C 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 ORACLE 7 Pro*C Package
(proc) was successful.
```

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

5 Enter **q**

6 Make sure that the light on the cartridge tape drive is off and remove the tape.

Installing the ORACLE Developer 2000 Toolkit

Note: To select a response other than the screen default, use the **TAB** key to highlight the selection, and then press **ENTER**.

1 Insert the tape labeled "Intuity ORACLE 7.3.2 Developer 2000 Toolkit" into the cartridge tape drive.

2 Enter the following commands in sequence:

mkdir /xtmp/d2k132
chmod 777 /xtmp/d2k132
su - oracle
cd /xtmp/d2k132
cpio -icvdB < /dev/rmt/ctape1
cd /oracle/orainst
./orainst

The system displays the following message:

```
Select the Installer Activity
```

3 Select **Install/Upgrade/Patch Software Only**.

The system displays the following message:

```
Select the Installer option
```

4 Select **New Product**.

The system displays the following message:

```
Enter mount point for your software installation.
```

5 Enter **/oracle**

The system displays the following message:

```
Complete $ORACLE_HOME location:
```

```
/oracle/app/oracle/product
```

6 Enter **7.3.2**

7 Press **ENTER** at the confirmation message.

The system displays the following message:

```
Do you want to create DB objects also?
```

8 Select **No**.

The system displays the Logging and Status screen:

9 Press **ENTER**.

The system displays the README.FIRST file.

10 Press **ENTER** to exit the README.FIRST file

11 Press **ENTER** to avoid displaying the README.FIRST file in the future.

The system displays the following message:

```
Select one of the following:
(o) Install from CD-ROM
( ) Install from staging area
```

12 Press **TAB**, ▲ (up arrow), and the spacebar to select **Install from CD-ROM**.

13 Press **ENTER**.

The system displays the following message:

```
Enter the pathname of the $ORACLE_LINK directory
```

14 Enter **/xtmp/d2k132**

The system displays the following message

```
Select the native language to be installed:
```

15 Select **American/English.**

The system displays the following message

```
The /oracle/app/oracle/product/7.3.2/orainst/root.sh file
already exists. Select one of the following actions:

( ) Append root-related actions to this file
(o) Create new root.sh file
```

16 Press **TAB**, (▲) (up arrow), and the spacebar to select **Append root-related actions to this file**.

17 Press **ENTER**.

The system displays the following message

```
Post-installation steps that need to be run by root will be
written to
/oracle/app/oracle/product/7.3.2/orainst/root.sh
```

18 Press **ENTER**.

The system displays the following message

```
Install online help for:

( ) All Product Being Installed
(o) Products of Your Choice
( ) No Products
```

19 Press **TAB**, (▲) (up arrow), and the spacebar to select **All Products Being Installed**.

20 Press **ENTER**.

The system displays the following message:

```
Do you want to install UNIX-specific documentation?
```

21 Select **Yes**.

The system displays the following message:

```
Install product documentation from the product documentation
CD-ROM for:

(o) All Product Being Installed
( ) Products of Your Choice
( ) No Products
```

22 Select **All Products Being Installed**.

The system displays the following message:

```
Enter the pathname for your $ORACLE_DOC directory

/oracle/app/oracle/doc
```

23 Press **ENTER** to select the default pathname.

The system displays the Software Assist Manager screen.

24 Use the ▼ (down arrow) and space bar to highlight the following products:

   ~ **ORACLE FORMS 4.5.7.12**

   ~ **ORACLE Reports 2.5.5.4.0**

25 Press **TAB** to select **Install**, and then press **ENTER**.

The system displays the following message:

```
Would you like to install the PL/SQL Procedure Builder demos?
(Note: this will take up 5120 bytes of disk space).
```

26 Select **Yes**

The system displays the following message:

```
Please enter the directory where the X-Windows libraries
(libxt.a, libX11.a) may be found:
```

27 Enter **/usr/X/lib**

The system displays the following message:

```
Please enter the directory where the MOTIF library (libXm.a)
is located:
```

28 Enter **/usr/X/lib**

The system displays the following message:

```
Would you like to install the ORACLE Graphics 2.5 demos?
(Note: this will take up 4405248 bytes of disk space).
```

29 Select **No**

The system displays the following message:

```
Select one or more user interfaces for Oracle Forms...

(x) Character Mode Interface
( ) Motif Bitmapped Interface
```

30 Select **Character Mode Interface**.

The system displays the following message:

```
Would you like to install the ORACLE Forms demos?
(Note: this will take up 7963648 bytes of disk space).
```

31 Select Yes.

The system displays the following message:

```
Select one or more user interfaces for Oracle Reports 2.5...

(x) Character Mode Interface
( ) Motif Bitmapped Interface
```

32 Select **Character Mode Interface**.

The system displays the following message:

```
Would you like to install the ORACLE Reports 2.5 demos?
(Note: this will take up 27224064 bytes of disk space).
```

33 Select Yes.

After approximately 30 minutes, the system displays a confirmation message.

34 Select **OK**.

35 Type **x** at the Software Asset Manager screen.

36 Press **y** at the confirmation message.

Post installation setup

1 At the UNIX system prompt, enter **su - root**

2 Enter the **root** password.

3 Enter **cd /oracle/app/oracle/product/7.3.2/orainst**

4 Enter **./root.sh**

The system displays the following message:

```
The following environment variables are set as

ORACLE_OWNER= oracle
ORACLE_HOME=  oracle
ORACLE_SID=   A

Are these settings correct (Y/N)? [Y}
```

5 Press **ENTER**.

The system displays the following message:

```
Enter the full pathname of the local bin directory
[/usr/bin]:
```

6 Press **ENTER**.

7 The procedure is complete when the UNIX system prompt is returned.

Installing the ORACLE 7 Patch 19

1 Log on to the system as **root**.

2 Insert the tape labeled "Intuity ORACLE 7.3.2 Patch 19" into the cartridge tape drive.

3 Enter the following commands in sequence:

> **cd /xtmp**
> **rm -rf d2k132**
> **cpio -icvdB < /dev/rmt/ctape1**

> **chmod 444 ***
> **su - oracle**
> **mkdir /oracle/app/oracle/product/7.3.2/D2K132_19**
> **cd /oracle/app/oracle/product/7.3.2/D2K132_19**

The system places you in the directory that you created. The files will be installed to this directory from **/xtmp**.

4 Enter the following commands in sequence:

> **tar -xvf /xtmp/tar.patch19**

The system displays a series of file names and sizes before the system prompt appears.

5 Enter **./patch_install.sh** to install the Intuity ORACLE 7 Patch 19.

6 Enter **cd ..**

7 Enter **rm -rf D2K132_19** to remove the directory where the patch files were temporarily placed.

Completing Installation

1 Enter the following commands to complete installation of the Intuity ORACLE development packages

> **umount /xtmp**
> **voledit -rf rm xtmp**

2 Enter **vxdg free** to show the currently available disk space.

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 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:

```
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
    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 21. 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
German Fed Rep: 490	Greece: 300	Guam: 6710	Guantanamo Bay: 530
Guatemala: 5020	Guyana: 5920	Haiti: 5090	Honduras: 5040

1 of 3

Table 21.   Country Codes

Country: Code	Country: Code	Country: Code	Country: Code
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
			2 of 3

Table 21. Country Codes

Country: Code	Country: Code	Country: Code	Country: Code
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			

3 of 3

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.

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.

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. 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>
```

```
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.

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.

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)

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 CO*NVERSANT 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, 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.

⚠ CAUTION:
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 112 on page 304), select

```
> UNIX Management
    >Software Remove
```

The system displays the Software Remove screen, (Figure 118 on page 466). which lists the software installed on the system.

Figure 118.   Software Remove Screen

```
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:
```

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**.

A System Configuration

Overview

This appendix describes the placement of components in the MAP/100C and the operation of the Hardware Resource Allocator.

The information is designed is to enable technicians to reconfigure the Intuity CONVERSANT system when it is necessary to add or remove hardware.

Component Assignments

Slots   Circuit cards are placed in the MAP/100C in locations called slots. Slots are numbered 1 through 25 from the left of the MAP/100C circuit card cage to the right (Figure 119 on page 470).

Bays   Operating hardware is placed in the MAP/100C in locations called bays. Bays are also numbered from the top to the bottom, 1 through 9, (Figure 120 on page 471).

Figure 119.   MAP/100C Circuit Card Cage
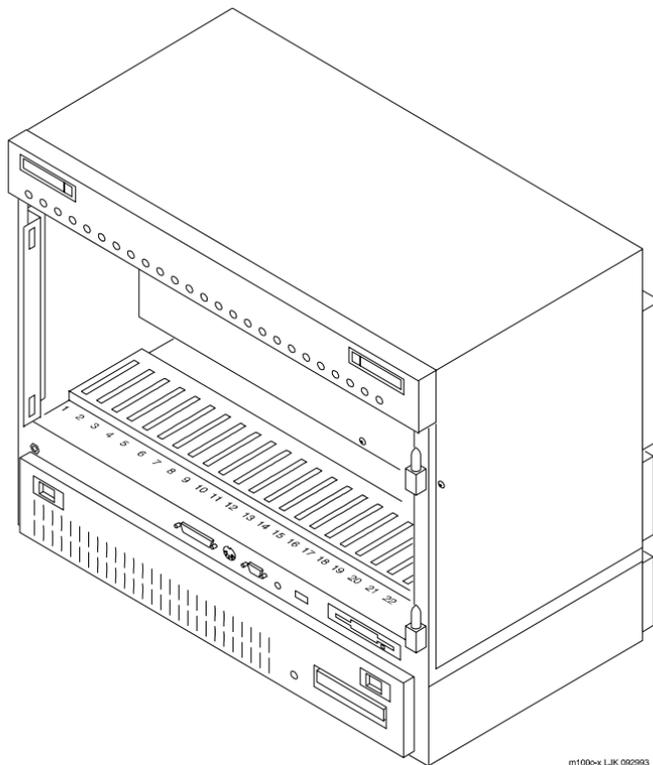
m100c-x LJK 092993

Figure 120.   MAP/100C Bays

SCSI
hard disk drive
ID 0   m100cdr1 LJK 012995

3.5-inch
1.44 Mbyte
floppy disk drive

SCSI cartridge
tape drive
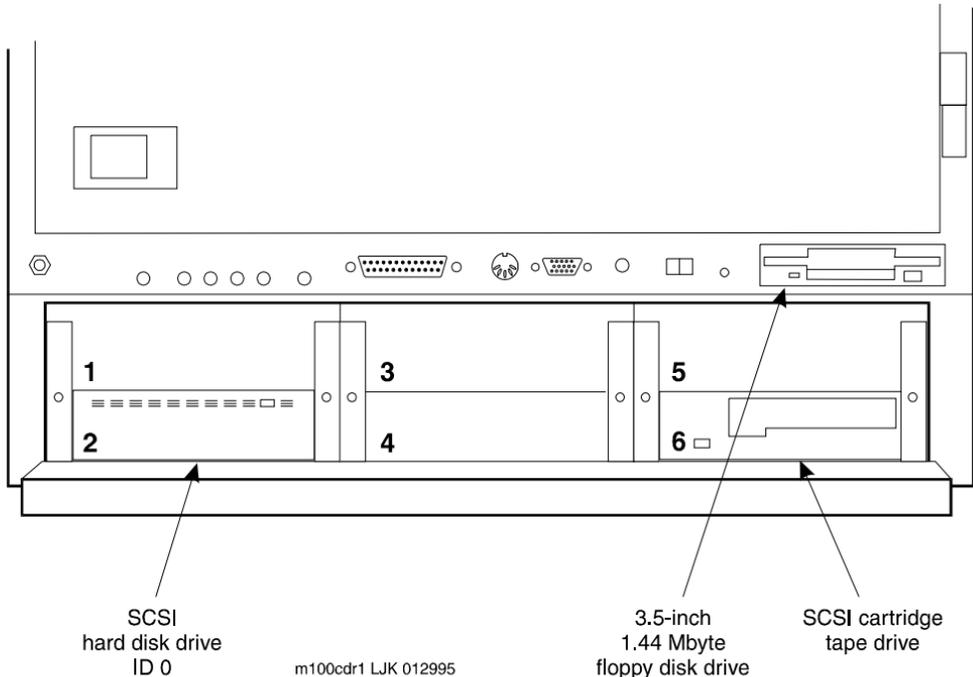
Table 22 on page 472 lists the bay assignments and SCSI IDs for the
components installed for the Intuity CONVERSANT system.

Table 22. MAP/100C Resource Locations

Device	Bay	SCSI ID
Primary hard disk drive	1	0
Second hard disk drive (if present)	3	1
Third hard disk drive (if present)	2	2
Fourth hard disk drive (if present)	4	4
Fifth hard disk drive (if present)	5	5
Tape drive	9	3

Operating the Hardware Resource Allocator

Operation of the Hardware Resource Allocator includes the following tasks:

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 Make a hard copy of the current configuration by printing the output of the **show_config** command. See <u>Viewing a Configuration on page 488</u> for an explanation of the **show_config** command.

2 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...
```

3 Insert the diskette labelled "Configuration Data" into the diskette drive.

4 Press **ENTER**.

The system displays the following message:

```
Working.../vs/data/confData retrieved

UNIX_SV#
```

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/100C Platform with PCI backplane and
P5200MHz 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 125 on page 485).

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...
```

13 Press **ENTER**.

The system displays the Device Menu screen (Figure 125 on page 485).

14 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.
```

15 View the new configuration file to make sure you have added the correct hardware. See Viewing a Configuration on page 488 for the procedure.

16 Make the necessary adjustments on the installed hardware based on the new configuration.

17 Save the new configuration. See <u>Saving a Configuration on page 487</u> for the procedure.

18 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 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 <u>Viewing a Configuration on page 488</u> 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/100C 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 125 on page 485).

8 Press **r**

The system displays the Currently Selected Devices screen, (Figure 121 on page 480).

Figure 121. Currently Selected Devices Screen

```
                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
```

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**.

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 this hardware item you want to remove from your system.

The system displays the Currently Selected Devices screen, (Figure 121 on page 480).

The system displays the following message:

12 If you are done removing hardware from your system press **q**

The system displays the Device Menu screen (Figure 125 on page 485).

If you want to remove additional hardware from your system, repeat step 9 through step 11.

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 on page 488 for the procedure.

15 Make the necessary adjustments on the installed hardware based on the new configuration.

16 Save the new configuration. See Saving a Configuration on page 487 for the procedure.

17 Enter **hconchk**

The system displays the following message:

```
hconchk: The hardware configuration check is complete.
```

Specifying a New Configuration

If you want to remove one device from the system and add another device in its place, you must specify a new configuration for the system.

To specify a new configuration, do the following:

1 Enter **configure new**

The system displays the Platform Menu screen (Figure 122 on page 482).

Figure 122. Platform Menu Screen

```
--------------------------------------------------------------------------P
                    Platform Menu
--------------------------------------------------------------------------
  1  MAP/40P        2  MAP/100P      3  MAP/100C
--------------------------------------------------------------------------
                    Select a Platform
```
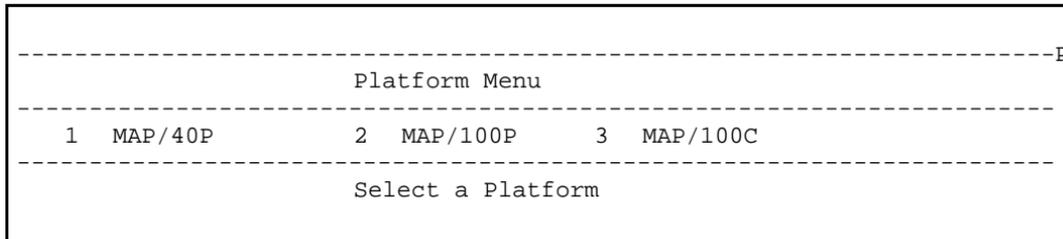
2 Place the cursor on **MAP/100C.**

3 Press **ENTER**.

The system displays the Backplane Menu screen,
(Figure 123 on page 483).

Figure 123.   **Backplane Menu Screen**

```
----------------------------------------------------------------------
                           Backplane Menu
----------------------------------------------------------------------
   1  ISA            2. PCI
----------------------------------------------------------------------
                    Select a Backplane for MAP/100C
```
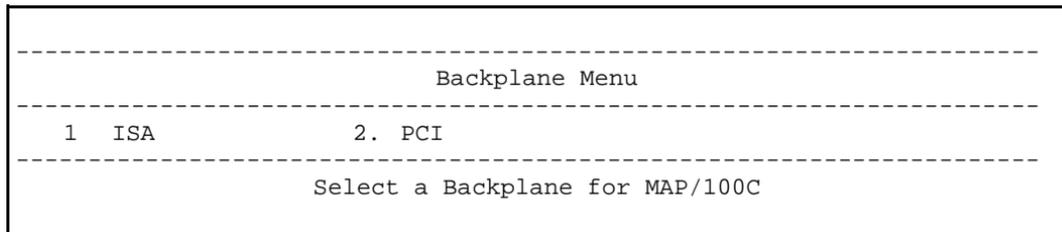
4 Place the cursor on **PCI.**

5 Press **ENTER**.

The system displays the CPU Menu screen (Figure 124 on page 484).

Figure 124. CPU Menu Screen

```
-----------------------------------------------------------------------
                              CPU Menu
-----------------------------------------------------------------------
  1     Pentium200
-----------------------------------------------------------------------
                 Select a CPU for MAP/100C with PCI
```
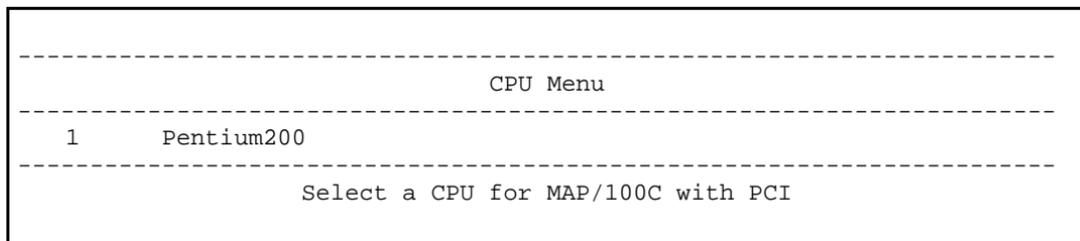
Note: The above menu screen is dependent on your system configuration and may look different than the one shown.

6 Place the cursor on the appropriate CPU type.

7 Press **ENTER**.

The system displays the Device Menu screen (Figure 125 on page 485).

Figure 125. Device Menu Screen

```
                         Device Menu

1   SCSI_TAPE_DRIVE      16  T1             31  8_PORT_SERIAL_EXP
2   SCSI_DISK            17  T1_AYC21       32  MEGA_8_PORT_SERIAL
3   SCSI_HOST_ADAPTERS   18  E1_AYC21       33  REMOTE_TERMINAL
4   16MB_SIMM            19  SP             34  EXTERNAL_MODEM
5   VIDEO_CONTROLLER     20  MEGASP         35  SERIAL_PRINTER
6   RMB_M                21  SSP            36  SERIAL_MOUSE
7   RMB_SP               22  COMPANION      37  PARALLEL_PRINTER
8   IVP4                 23  TOKEN_RING     38  FAX
9   IVP6                 24  CLEO_PCXL      39  EXTERNAL_ALARM
10  IVC6                 25  FIFO_SIB       40  DCP
11  IVP6IU               26  ETHERNET       41  DCP_NO_DMA
12  IVP6IA               27  IPCI           42  COLOR_CONSOLE
13  IVP6ID               28  PROTOCOL_CONV  43  VOICE_WORKSTATION
14  IVC6IA               29  ACCX
15  NGTR6                30  GPSYNC

Select Device #, r to remove, s to show, d when done, or q to quit
```

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 125 on page 485).

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 for the procedure.

15 Make the necessary adjustments on the installed hardware based on the new configuration.

16 Save the new configuration. See 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 labelled "Configuration Data" into the diskette drive.

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:
Make sure the diskette is placed 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"
file.
```

4 Enter **vi ./configuration**

The system displays the System Configuration Table screen,
(Figure 126 on page 490).

Figure 126. Partial System Configuration Table Screen

```
                    SYSTEM CONFIGURATION TABLE

PLATFORM

MAP/100C
Description: MAP/100C platform w/ PCI backplane and 200 MHz CPU
Backplane:  PCI
CPU:        P5 200


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
```

      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 126 on page 490. Asterisks (*) next to field value indicate an unresolved resource conflict.

3 Use the ▲ up arrow and ▼ down arrow keys to move through the screen.

Viewing a Dated Configuration

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.

- 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.

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 "Alarms and Log Messages" in *Intuity CONVERSANT Version 7.0 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 Conversant Hardware Resource Allocator attempts the initial pass at configuration. If this pass is successful, the program terminates normally. If this pass is *not* successful, the system does not attempt a second pass at the configuration.

Use the following procedure to preset resources:

1 When you specify a single device, the following prompt appears:

```
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 ().

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. In most cases, you will not work with this file. Your only option is the **show_devices** command. This command displays and prints to a file all devices and their attributes as represented in the **deviceData** file.

⚠ **CAUTION:**

Do not alter this file except by using one of the above commands.

The show_devices Command

The **show_devices** command uncompresses the database of devices and their attributes contained in the **device_data** file and displays the information on the screen. At the same time, a **./devices** file is created 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.

B Component Ordering Numbers

Overview

This appendix provides the ordering numbers for replacement components used in the MAP/100C. contains ordering numbers for components in your system.

Component Ordering Numbers

Table 23.   Component Ordering Numbers

Basic Component Description	Order Number
Adapter, 356B	105197297
Adapter, electrical-885A	106070270
Adapter, electrical-885A Kit	601419666
Adapter, DB-9 female	406983205
Adapter, RJ45--DB25, DCE male (octopus), terminals and printers	406983171
Adapter, RJ45--DB25, DCE female (octopus), terminals and printers	406938189
Adapter, RJ45--DB-25, DTE male (octopus), modem connections	406983155
Adapter, T1-to-551 Paradyne CSU	407665884
Backplane, 20-ISA, 3-PCI, 1-CPU	407518539
Backplane, 25-slot	406548719
	1 of 7

Table 23.   Component Ordering Numbers

Basic Component Description	Order Number
Brackets, PC filter (20)	406798686
Cable assembly, 15-position, TDM bus	601412927
Cable assembly, AC/DC LED	406840751
Cable assembly, AC/DC LED	406840975
Cable assembly, audio input/output	407667757
Cable assembly, console	407868199
Cable assembly, DC LED	406798413
Cable assembly, E1 M/M, 25 ft (BNC Coaxial)	407615285
Cable assembly, E1 M/M, 75 ft (BNC Coaxial)	407615277
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, diskette drive	407868116
Cable assembly, front to rear I/O	406798306

2 of 7

Table 23. Component Ordering Numbers

Basic Component Description	Order Number
Cable assembly, internal fan status	601436108
Cable assembly, M/F RS232	405119355
Cable assembly, modular, 25-ft RJ-45 reversing (EQUINOX SSt-8I)	407463157
Cable assembly, main power distribution	406798652
Cable assembly, peripheral drive bay fan status	407023464
Cable assembly, peripheral drive bay power	407741750
Cable assembly, SCSI peripheral control, wide	407869601
Cable assembly, keyboard (P5, 100-PCI, 100C-PCI)	601818412
Circuit breaker, AC	406798678
Circuit breaker, DC	406798660
Circuit card, 8-port asynchronous interface, SST-8I	407788439
Circuit card, CPU, P5 200,0MB Memory	407877018
Circuit card, DCP, PC/PBX interface	106986870

3 of 7

Table 23. Component Ordering Numbers

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, remote maintenance (RMB V2)	107725467
Circuit card, Speech and Signal Processor (SSP)	601835820
Circuit card, Tip/Ring (IVC6)	106406580
Circuit card, Tip/Ring (IVC6-1A)	107213944
Circuit card, Tip/Ring, Next Generation (NGTR)	107224586
Circuit card, synchronous host interface (FIFO/SIB)	407176601
Circuit card, turbo token ring	601876188
Circuit card, video controller, PCI	407783620 408320091
Cord, AC power, Australia-style, 8-ft	407051630
Cord, power, monitor (PC style)	407115591
	4 of 7

Table 23. Component Ordering Numbers

Basic Component Description	Order Number
Cord, power, monitor (wall outlet)	406666263
Cord, telephone, DW8A-SE, 25 ft	103848800
Coupler, E1, F/F (BNC Coaxial)	407617901
Disk drive, floppy, 1.44-Mbyte	406832584
Disk drive, hard, SCSI, 2.0-Gbyte	407876358
Fan, card cage	406693838
Fan, card cage	406947333
Fan, peripheral bay	406693812
Filter, fan panel	406690834
Filter, peripheral bay	406690818
Filter, power supply	406690826
Fuse, 65-VDC, 30A, VFB	406666412
IC, 16-Mbyte SIMM, paired kit	601858905
IC, 32-Mbyte SIMM, paired kit	601858921

5 of 7

Table 23. Component Ordering Numbers

Basic Component Description	Order Number
Keyboard (GIS gray)	407104066
Lever latch	406798280
Module, voice workstation	601459621
Monitor, color, VGA	407773316
Mouse, serial	407176593
PCB assembly, AC power input	406798223
PCB assembly, AC power input	406840660
PCB assembly, DC power input	406798215
PCB assembly, front I/O interface	406783407
PCB assembly, rear I/O interface	406783431
PCB assembly, Tip/Ring distribution	601226590
Power supply, AC	406833814
Power supply, DC	406833806
Power distribution board, card cage fans	406798199

6 of 7

Table 23. Component Ordering Numbers

Basic Component Description	Order Number
Power distribution board, peripheral bay fans	406798207
Power distribution board, peripheral bay fans	407023431
Resistor SIP, TDM terminator	403789167
Screws, slide to chassis	406798710
Screws, slide to side plate	406798702
Slide, lower shelf	406798728
Slide, upper shelf latching	406798744
Tape drive, SCSI streaming, 2-Gbyte	407334507
Tape drive, blank 2.5GB	407557073
Terminator, single-ended active, SCSI-2	407524719
Thumbscrews/switch cover kit	406988048
Thumbscrews, PC hold-down	406798694
Toroid, ring type	405853458
Toroid, split type (ferrite)	407616846

7 of 7

C How to Build a System Using This Book

Overview

This appendix provides the sequence of operation for building an Intuity CONVERSANT system

Checklist for Building a System

The following checklist assumes that you are starting with a MAP/100C shell which has only the power supply and the 25-slot backplane.

If your system does not have a power supply or a backplane included, see Chapter 4, Replacing Other Components for the installation procedures.

Table 24.   Checklist for Building a System

Task	Description	Comments	See	✔
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	
				1 of 2

Table 24. Checklist for Building a System

Task	Description	Comments	See	✔
5	Install the diskette drive.		Chapter 4, Replacing Other Components	
6	Install the circuit cards.		Chapter 5, Installing the Tip/Ring Distribution Hardware	
7	Apply power to the unit.		Chapter 1, Getting Inside the Computer	
8	Install the base system software.		Chapter 7, Installing the Intuity CONVERSANT 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	
				2 of 2

D Disaster Recovery Checklists

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

The procedures in Table 25 on page 509 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 25.   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.	
		1 of 2

Table 25.   Checklist for Software Reloading for Nonmirrored Intuity CONVERSANT Systems with Existing Hard Disk Drives

✔	Task	Reference Documentation
	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 7.0 Speech Development, Processing, and Recognition*, 585-313-201

2 of 2

Checklist for Intuity CONVERSANT Systems with All New Hard Disk Drives

The procedures in Table 26 on page 511 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 26. 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).	Hardware Procedures for Replacing a Hard Disk Drive on page 125, 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 7.0 Speech Development, Processing, and Recognition*, 585-313-201

Checklist for Nonmirrored Intuity CONVERSANT Systems with a New Hard Disk Drive 0 and Other Existing Hard Disk Drives

The procedures in Table 27 on page 512 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 another hard disk drive has also failed.

Table 27.   Checklist for Nonmirrored Intuity CONVERSANT Systems with a New Hard Disk Drive 0 and Other 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.	
	Replace the hard disk drive.	Hardware Procedures for Replacing a Hard Disk Drive on page 125 in Chapter 3, Replacing the Hard Disk Drive."
		1 of 2

Table 27. Checklist for Nonmirrored Intuity CONVERSANT Systems with a New Hard Disk Drive 0 and Other Existing Hard Disk Drives

✔	Task	Reference Documentation
	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 7.0 Speech Development, Processing, and Recognition*, 585-313-201
		2 of 2

Checklist for Nonmirrored Intuity CONVERSANT Systems with a New Hard Disk Drive, Other than Hard Disk Drive 0

The procedures in should be conducted on a two disk nonmirrored Intuity CONVERSANT system in which a hard disk drive, other than Hard Disk Drive 0 has failed.

Table 28. Checklist for Nonmirrored INTUITY CONVERSANT Systems with a New Hard Disk Drive, Other than Hard Disk Drive 0

✔	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.	Hardware Procedures for Replacing a Hard Disk Drive on page 125 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 a Hard Disk Drive (Nonmirrored System) on page 146 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 on page 162 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 on page 162 in Chapter 3, Replacing the Hard Disk Drive.
		1 of 2

Table 28. Checklist for Nonmirrored Intuity CONVERSANT Systems with a New Hard Disk Drive, Other than Hard Disk Drive 0

✔	Task	Reference Documentation
	Exit the Veritas screens.	<u>Software and Hardware Procedures for Replacing a Hard Disk Drive (Nonmirrored System) on page 146</u> in <u>Chapter 3, Replacing the Hard Disk Drive</u>.
	Restore any speech files using the **spres** backup tape.	*Intuity CONVERSANT System Version 7.0 Speech Development, Processing, and Recognition*, 585-313-201
		2 of 2

Checklist for Mirrored Intuity CONVERSANT Systems with a New Hard Disk Drive 0 and Other Existing Hard Disk Drives

The procedures in <u>Table 30 on page 518</u> 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 another hard disk drive has also failed.

Table 29. Checklist for Mirrored Intuity CONVERSANT Systems with a New Hard Disk Drive 0 and Other Existing Hard Disk Drives

✔	Task	Reference Documentation
	Locate the diskette labelled "VERITAS Boot Floppy 1 of 1".	
	Replace the hard disk drive.	"Hardware Procedures for 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) on page 139 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) on page 139 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) on page 139 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) on page 139 in Chapter 3, Replacing the Hard Disk Drive."
		1 of 2

Table 29. Checklist for Mirrored Intuity CONVERSANT Systems with a New Hard Disk Drive 0 and Other Existing Hard Disk Drives

✔	Task	Reference Documentation
	Exit the Veritas screens.	Replacing Hard Disk Drive 0 (Mirrored System) on page 139 in Chapter 3, Replacing the Hard Disk Drive."
	Remove the diskette labelled "VERITAS Boot Floppy 1 of 1" from the diskette drive.	

2 of 2

Checklist for Mirrored Intuity CONVERSANT Systems with a New Hard Disk Drive, Other than Hard Disk Drive 0

The procedures in Table 30 on page 518 should be conducted on a two disk mirrored Intuity CONVERSANT system in which a hard disk drive other than Hard Disk Drive 0 has failed.

Table 30.   Checklist for Mirrored Intuity CONVERSANT Systems with a New Hard Disk Drive, Other than Hard Disk Drive 0

✔	Task	Reference Documentation
	Replace the hard disk drive.	Hardware Procedures for Replacing a Hard Disk Drive on page 125 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 a Hard Disk Drive (Mirrored System) on page 149 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 a Hard Disk Drive (Mirrored System) on page 149 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 a Hard Disk Drive (Mirrored System) on page 149 in Chapter 3, Replacing the Hard Disk Drive."
	Exit the Veritas screens.	Software and Hardware Procedures for Replacing a Hard Disk Drive (Mirrored System) on page 149 in Chapter 3, Replacing the Hard Disk Drive."

Glossary

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

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 Voice@Work, Script Builder, Transaction Assembler Script (TAS) language, and the Intuity Response Application Programming Interface (IRAPI).

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.

AYC5B

The IVP6 Tip/Ring (analog) circuit card.

AYC10

The IVC6 Tip/Ring (analog) circuit card.

AYC21

The E1/T1 (digital) 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.

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 flow

See "transaction."

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

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.

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

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.

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

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

---

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 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. In Voice@Work, external actions are treated as "external functions."

external functions

Specific predefined (or customer-created) system tasks that Voice@Work 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. Examples are concat, getarg, length, substring, etc. See also "external actions."

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

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 software 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. The editing is done on the Intuity CONVERSANT system.

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

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

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

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 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.

IVP6 circuit card (AYC5B)

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 single 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.

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/100P

multi application platform 100P

MAP/100C

> multi application platform 100C

MAP/40P

> multi application platform 40P

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.

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.

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.

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."

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 **RAID**

> redundant array of independent disks

RAID array

> An assembly of disk drives configured to provide some level of RAID functionality.

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.

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 (see also "Voice@Work").

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.

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.

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.

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."

tag image file format

A format for storing and exchanging digital image data associated with fax modem data transfers and other applications.

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.

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 Voice@Work 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.

TIFF

tag image file format

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 Voice@Work, 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

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

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@Work

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").

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

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 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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