

**Lucent Technologies**  
Bell Labs Innovations



# **INTUITY™ CONVERSANT® System**

Version 7.0

MAP/100P Maintenance

585-313-110  
Comcode 108178666  
Issue 1.0  
April 1998

## Notice

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

## Your Responsibility for Your System's Security

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

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

## Lucent Corporate Security

Whether or not 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.

## Lucent Technologies Fraud Intervention

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.

## Federal Communications Commission Statement

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

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

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

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

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

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

## Canadian Department of Communications (DOC)

### Interference Information

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

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

### Trademarks

See the section titled "About This Book."

### Ordering Information

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For additional documents, refer to the section in "About This Document" entitled "Related Resources."

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, contact the Lucent Technologies Publications Center.

### Warranty

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

### European Union Declaration of Conformity

Lucent Technologies Business Communications Systems declares that the equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:

EMC Directive 89/336/EEC  
Low-Voltage Directive 73/23/EEC



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

### Comments

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

### Acknowledgment

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

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## About This Book

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### Purpose

This book, *Lucent INTUITY CONVERSANT System Version 7.0 MAP/100P Maintenance*, 585-313-110, contains information for troubleshooting and diagnosing problems associated with the MAP/100P and its hardware. Component replacement procedures and common system procedures are also included in the book. Installation procedures for base system software, INTUITY™ CONVERSANT® system software, and optional feature software. Appendices contain a system configuration description, a list of component ordering numbers, a checklist for building a system, and checklists for disaster recovery.

### Intended Audiences

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

- Field support — Technical Service Organization (TSO)
- Helpline personnel

We assume that the primary users of this book have completed the MAP/100P hardware installation training course (see “Related Documentation and Training” below).

### Release History

This is the second release of this book.

## **Trademarks**

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## **How to Use This Book**

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

## Conventions Used in This Book

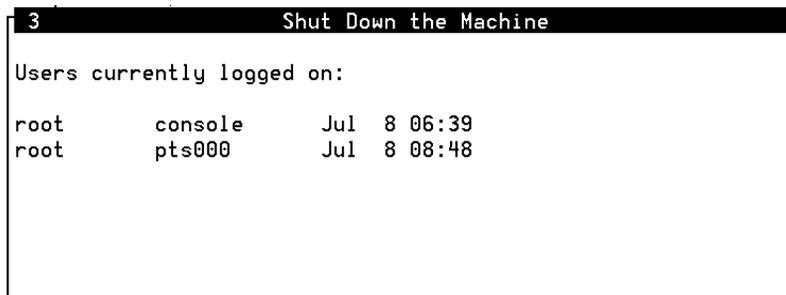
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This section describes the conventions used in this book.

### Terminology

---

- The word “type” means to press the key or sequence of keys specified. For example, an instruction to type the letter “y” is shown as  
Type **y** to continue.
- The word “enter” means to type a value and then press `(ENTER)`. For example, an instruction to type the letter “y” and press `(ENTER)` is shown as  
Enter **y** to continue.
- The word “select” means to move the cursor to the desired menu item and then press `(ENTER)`. For example, an instruction to move the cursor to the start test option on the Network Loop-Around Test screen and then press `(ENTER)` is shown as  
Select **Start Test**.
- The INTUITY CONVERSANT system displays *windows*, *screens*, and *menus*. Windows and screens both show and request system information ([Figure 1](#) through [Figure 4](#)). Menus ([Figure 5](#)) present options from which you can choose to view another menu, or a screen or window.



---

Figure 1. Example of an INTUITY CONVERSANT Window Showing Information

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

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

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

**Figure 2. Example of an INTUITY CONVERSANT Screen Showing Information**



---

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

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

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

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

Your Options are:

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

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

Figure 4. Example of an INTUITY CONVERSANT Screen Requesting Information

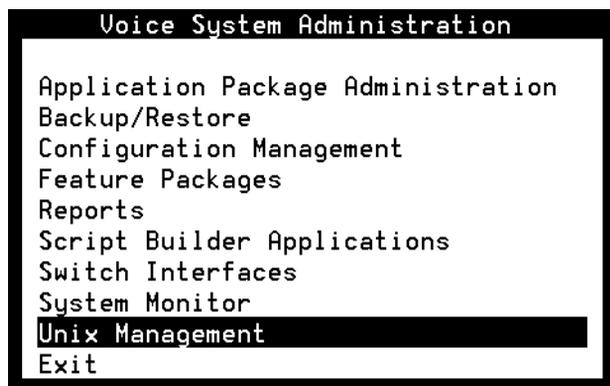


Figure 5. Example of an INTUITY CONVERSANT Menu

## Terminal Keys

---

- Keys that you press on your terminal or PC are represented as rounded boxes. For example, an instruction to press the enter key is shown as

Press **ENTER**.

- Two or three keys that you press at the same time on your terminal or PC (that is, you hold down the first key while pressing the second and/or third key) are represented as a series of separate rounded boxes. For example, an instruction to press and hold **ALT** while typing the letter “d” is shown as

Press **ALT** **D**.

- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as round boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 3 is shown as

Press **F3** (Choices).

- Keys that you press on your telephone keypad are represented as square boxes. For example, an instruction to press the first key on your telephone keypad is shown as

Press **1** to record a message.

## Screen Displays

---

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

Example 1:

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

Example 2:

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

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

Start at the Voice System Administration menu and select

```
> Reports
```

```
> Message Log Report
```

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

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

## Other Typography

---

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

Example 1:

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

Example 2:

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

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

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

## Safety and Security Alert Labels

---

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

### CAUTION:

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

### WARNING:

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

### DANGER:

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



### SECURITY ALERT:

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

## Related Resources

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

### Documentation

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#### NOTE:

The *INTUITY CONVERSANT System Version 7.0 System Description*, 585-313-204, contains a detailed description of all books included in V7.0 INTUITY CONVERSANT documentation library. Always refer to the appropriate book for specific information on planning, installing, administering, or maintaining an INTUITY CONVERSANT system.

### For Troubleshooting Information

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

### For Diagnostic Information

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

### For Common System Procedures

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

### For Alarm and Log Messages

Instructions for interpreting alarm and log messages are available in “Alarms and Log Messages” in the *INTUITY CONVERSANT System Reference*, 585-313-205.

### For Hardware Information

Instructions for replacing or installing hardware components of the MAP/100P are available in “[Getting Inside the Computer](#),” “[Installing or Replacing Circuit Cards](#),” “[Replacing the Hard Disk Drive](#),” and “[Replacing Other Components](#).”

## For Software Information

Instructions for replacing or installing software components of the MAP/100P are available in "[Installing Base System Software](#)," "[Installing the Intuity CONVERSANT System Software](#)," and "[Installing the Optional Feature Software](#)."

## Required for the System Maintenance

To repair or alter the configuration of your system, you must have a copy of this book, *INTUITY CONVERSANT System V7.0 MAP/100P Maintenance*, 585-313-110.

## Additional Suggested Documentation

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

- *INTUITY CONVERSANT System Reference*, 585-313-205.
- *INTUITY CONVERSANT System Version 7.0 New System Installation*, 585-313-106.
- *INTUITY CONVERSANT System Version 7.0 Communication Development*, 585-33-202.
- *INTUITY CONVERSANT System Version 7.0 Application Development with Script Builder*, 585-313-206.
- *INTUITY CONVERSANT System Version 7.0 Administration*, 585-313-501

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

## Training

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

- Graphical Designer - CGD courses BTC130H and BTC302H are to be replaced by a Voice@Work course.
- Course No. BTT509H, CONVERSANT Installation & Maintenance Voice Information System
- Course No. BSP008L, Voice Response Sales Seminar
- Course No. BTC130H, INTUITY CONVERSANT Graphical Designer for New Application Customers
- Course No. BTC201H, Script Builder Hose Application Development Workshop
- Course No. BTC301H, INTUITY CONVERSANT VIS Advanced Script Builder
- Course No. BTC302H, INTUITY CONVERSANT Graphical Designer for Experienced Script Builder Users

- Course No. BTC128H, Introduction to Script Builder
- Course No. BTC344M, CONVERSANT VIS 7.0 Hardware and Administration Overview (CD/ROM)

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

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

## **How to Comment on This Book**

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We are interested in your suggestions for improving this book. Please complete and return the reader comment card that is located behind the title page.

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Please mention the name and order number of this book, *INTUITY CONVERSANT System V7.0 MAP/100P Maintenance*, 585-313-110.

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# Getting Inside the Computer

# 1

---

## Overview

---

This chapter describes:

- Proper electrostatic discharge protection procedures
- Power removal and restoration procedures
- Computer chassis access procedures

## Purpose

---

The purpose of this chapter is to provide the correct procedures for accessing the internal components of the MAP/100P.

## Protecting against Damage from Electrostatic Discharge

---

### CAUTION:

*Read this section before unpacking the MAP/100P. You **must** observe proper grounding techniques to prevent the discharge of static electricity from your body into ESD-sensitive components.*

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



---

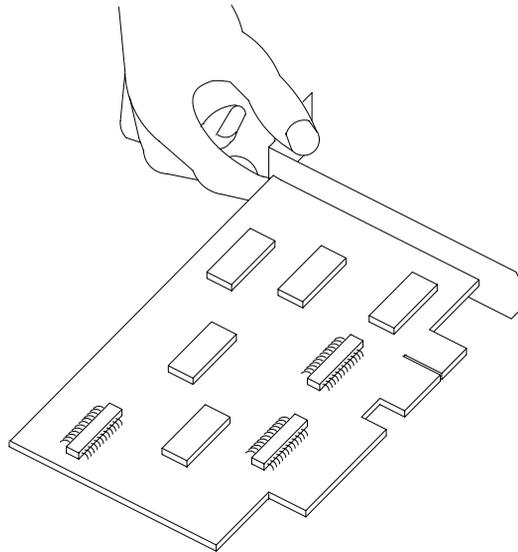
Figure 1-1. ESD Warning Symbol

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

- Handle ESD-sensitive circuit cards only after attaching a wrist strap to the bare wrist. Attach the other end of the wrist strap to a ground that terminates at the system ground, such as any unpainted metallic chassis surface.
- Handle a circuit card by the faceplate or side edges only ([Figure 1-2](#) and [Figure 1-3](#)).

### CAUTION:

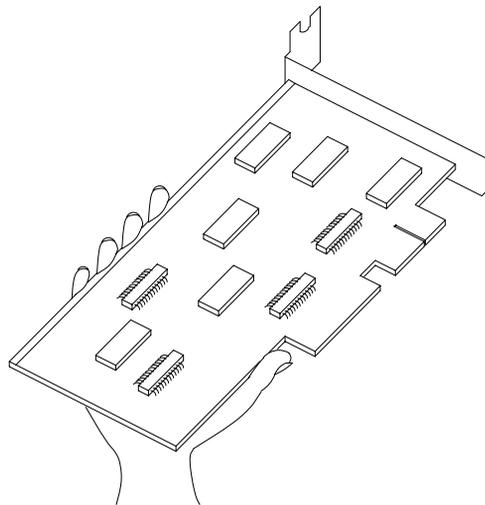
*Ensure that your palm is not in contact with the non-component side of the board.*



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**Figure 1-2. How to Hold a Small Circuit Card**

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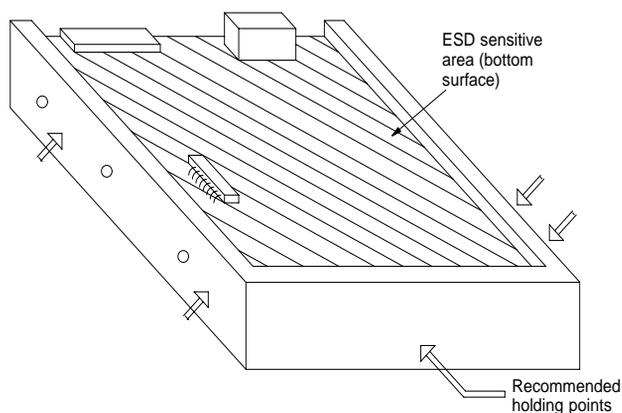


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**Figure 1-3. How to Hold a Large Circuit Card**

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- Keep circuit cards away from plastics and other synthetic materials such as polyester clothing.
- Do not hand circuit cards to another person unless that person is grounded at the same potential level.
- Hold devices such as a hard disk, floppy drive, or streaming tape in the same manner as a large circuit card. The ESD-sensitive area of these components is located on the bottom surface ([Figure 1-4](#)).

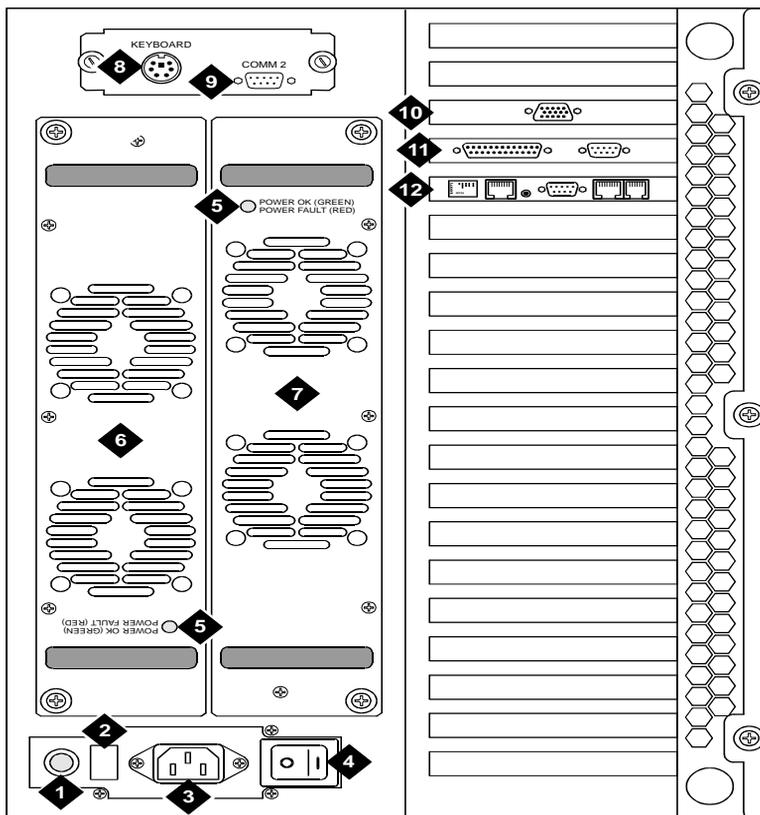


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**Figure 1-4. ESD-Sensitive Area of an Electronic Component**

## Removing Power from the MAP/100P

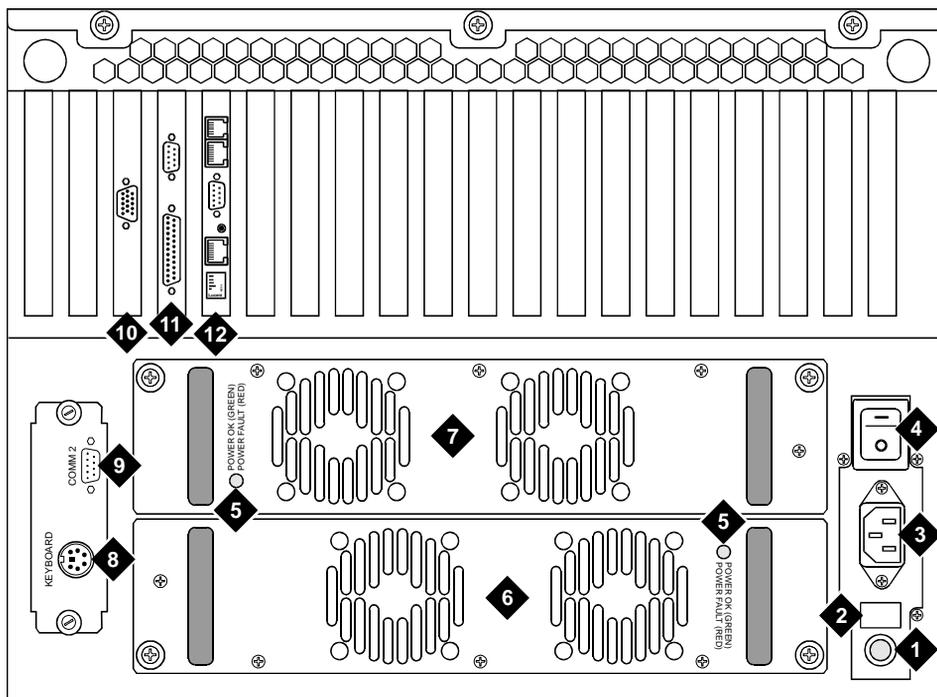
The MAP/100P requires a dedicated power line. The power cord connects to the rear of the MAP/100P at the point labeled AC power input receptacle (Figure 1-5 and Figure 1-6). Before you begin any work in the MAP/100P you must disconnect the incoming power.



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- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. AC line fuse</li> <li>2. Line fuse rating label</li> <li>3. AC power inlet receptacle</li> <li>4. ON/OFF power switch with protective guard</li> <li>5. Power supply status LED</li> <li>6. Power supply 1</li> </ol> | <ol style="list-style-type: none"> <li>7. Power Supply 2</li> <li>8. Keyboard connector</li> <li>9. COM2 port</li> <li>10. Video circuit card</li> <li>11. P5 200 MHz CPU with COM1 and parallel port (slot 17)</li> <li>12. Remote Maintenance card</li> </ol> |
|---|---|

Figure 1-5. DesksideMAP/100P Rear View



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- |  |  |
|--|--|
| 1. AC line fuse                              | 8. Keyboard connector                                    |
| 2. Line fuse rating label                    | 9. COM2 port   |
| 3. AC power inlet receptacle                 | 10. Video circuit card (PCI slot 1)                      |
| 4. ON/OFF power switch with protective guard | 11. P5 200 MHz CPU with COM1 and parallel port (slot 17) |
| 5. Power supply status LED                   | 12. Remote maintenance circuit card (ISA slot 16)        |
| 6. Power supply 1                            |  |
| 7. Power supply 2                            |  |

Figure 1-6. Rack Mount MAP/100P Rear View

To remove power from the MAP/100P, 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 back of the MAP/100P ([Figure 1-5](#)) and ([Figure 1-6](#)).

5. Unplug the MAP/100P from the power outlet.
6. Remove the MAP/100P power cord from the AC power input receptacle on the rear of the MAP/100P ([Figure 1-5](#)) and ([Figure 1-6](#)).



**NOTE:**

The power cord is anchored to the rear cable support bracket with a cable tie. Do not cut the cable tie.

## Accessing the Circuit Card Cage

A dress cover provides protection for the internal components of the MAP/100P. You must remove the side dress cover to access the circuit card cage.



**DANGER:**

*Shut power off before removing the dress cover. See ["Removing Power from the MAP/100P"](#) for the procedure.*

To remove the circuit card cage dress cover, do the following:



**NOTE:**

It may be helpful to place a desktop MAP/100P on its right side, resting it against a thick book or two.

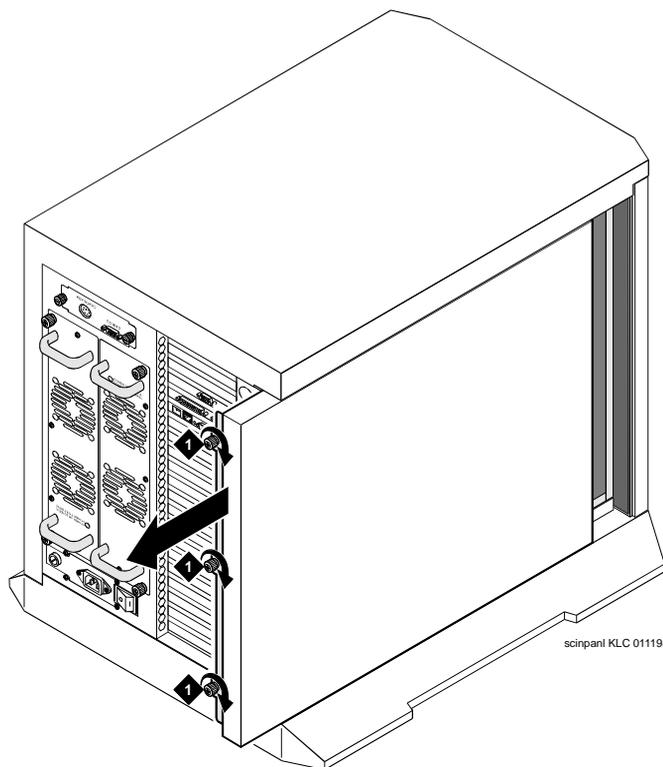
1. Loosen the three thumb screws in the back of the unit ([Figure 1-7](#)).



**NOTE:**

These are captive screws.

2. Slide the dress cover toward the back of the MAP/100P.



1. Retaining thumb screw

Figure 1-7. Accessing the Circuit Card Cage on a Deskside MAP/100P



**NOTE:**

The circuit card dress cover is on the top of a rack-mount MAP/100P.

## Replacing the Dress Cover

To replace the side dress cover, do the following:

1. Align the dress cover with the MAP/100P chassis.
2. Slide the dress cover until it locks into place.



**NOTE:**

Make sure the tab on the front of the dress cover slides under the lip of the chassis.

3. Tighten the thumb screws on the back of the MAP/100P.

## Restoring Power to the MAP/100P

---

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

1. Place the MAP/100P power cord in the AC input receptacle on the rear of the unit ([Figure 1-5](#)) and ([Figure 1-6](#)).



**NOTE:**

The power cord must be anchored to the cable bracket with a cable tie to relieve strain and reduce risk of power outage.

2. Plug the MAP/100P power cord into the designated power outlet.
3. Turn on the power switch on the lower back of the MAP/100P ([Figure 1-5](#)) and ([Figure 1-6](#)).
4. Turn on the monitor's power switch.

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



# Installing or Replacing Circuit Cards

# 2

---

## Overview

This chapter describes:

- Configuring circuit cards in the MAP/100P
- Types of circuit cards
- General steps for circuit card installation
- Specific procedures for installation of standard and optional MAP/100P circuit cards
- Settings for resource options

## Purpose

The purpose of this chapter is to ensure that:

- Circuit cards are installed correctly
- Resource options are set correctly

## General Procedures

---

The general procedures include:

- Removing a circuit card
- Installing a circuit card

### Removing a Circuit Card

---

#### **WARNING:**

*Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See [“Protecting against Damage from Electrostatic Discharge”](#), in [Chapter 1, “Getting Inside the Computer,”](#) for detailed electrostatic discharge precautions.*

To remove a circuit card, do the following.

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

#### **NOTE:**

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

2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205.
  - b. Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205.
  - c. Shut down the INTUITY CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205.
3. Remove power from the MAP/100P. See [“Removing Power from the MAP/100P”](#) in [Chapter 1, “Getting Inside the Computer,”](#) for power removal procedures.
4. Remove the dress cover. See [“Accessing the Circuit Card Cage”](#) in [Chapter 1, “Getting Inside the Computer,”](#) for component removal procedures.
5. Locate the card to be replaced within the card cage. Disconnect any attached cables. Note the connectivity of each cable.

6. If there are ribbon cables attached to other cards which would impede the removal of the card, disconnect them and place them to the side. Note the connectivity of each cable.
7. Remove the retaining screw from the circuit card faceplate and save it.
8. Remove the circuit card from the backplane slot by gently pulling at the top corners of the circuit card.



**NOTE:**

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

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



**CAUTION:**

Hold the circuit card carefully by the edges and place it on a grounded mat. See [“Protecting against Damage from Electrostatic Discharge”](#) in [Chapter 1, “Getting Inside the Computer,”](#) for detailed electrostatic discharge precautions.

## Installing a Circuit Card

---



**WARNING:**

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

To install a circuit card, do the following:

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



**NOTE:**

Keep the package and all ESD protective wrapping. If you must return a card for repair, reusing the replacement unit packaging is necessary to meet the manufacturer’s warranty. Be sure to include a description of the failure.

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



**NOTE:**

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

3. Holding the circuit card by its upper corners, slide the card into the backplane connector slot position from which you removed the damaged card.
4. Apply even pressure to both corners of the circuit card until it is locked into the backplane.
5. Secure the circuit card faceplate into position by replacing the retaining screw.
6. Return all cables on the new card. Make sure these cables are attached to their proper terminations.
7. Return all cables removed from other cards. Make sure these cables are attached to their proper terminations.
8. Replace the side dress cover. See [“Replacing the Dress Cover”](#) in [Chapter 1, “Getting Inside the Computer”](#), for the procedure.
9. Apply power to the unit. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer,”](#) for instructions on restoring power.
10. Reboot the INTUITY CONVERSANT system. See “Reboot the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205.

## Settings for Optional Circuit Cards

---



### WARNING:

*Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See [“Protecting against Damage from Electrostatic Discharge”](#), in [Chapter 1, “Getting Inside the Computer,”](#) for detailed electrostatic discharge precautions.*

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

- Switch and jumper settings
- Other installation requirements that are specific to the particular circuit card you are installing

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

## Tip/Ring Circuit Cards

---

The Tip/Ring circuit cards provide the channels which are used by the INTUITY CONVERSANT system. The MAP/100P accommodates eleven Tip/Ring circuit cards. The Tip/Ring circuit card can be any of the following types:

- IVP6-IA (AYC29)
- IVC6 (AYC10)
- NGTR (AYC30)

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 [Figure 2-1](#), where "T/R 0" denotes the first Tip/Ring circuit card you are installing, "T/R 1" denotes the second card, and so on.

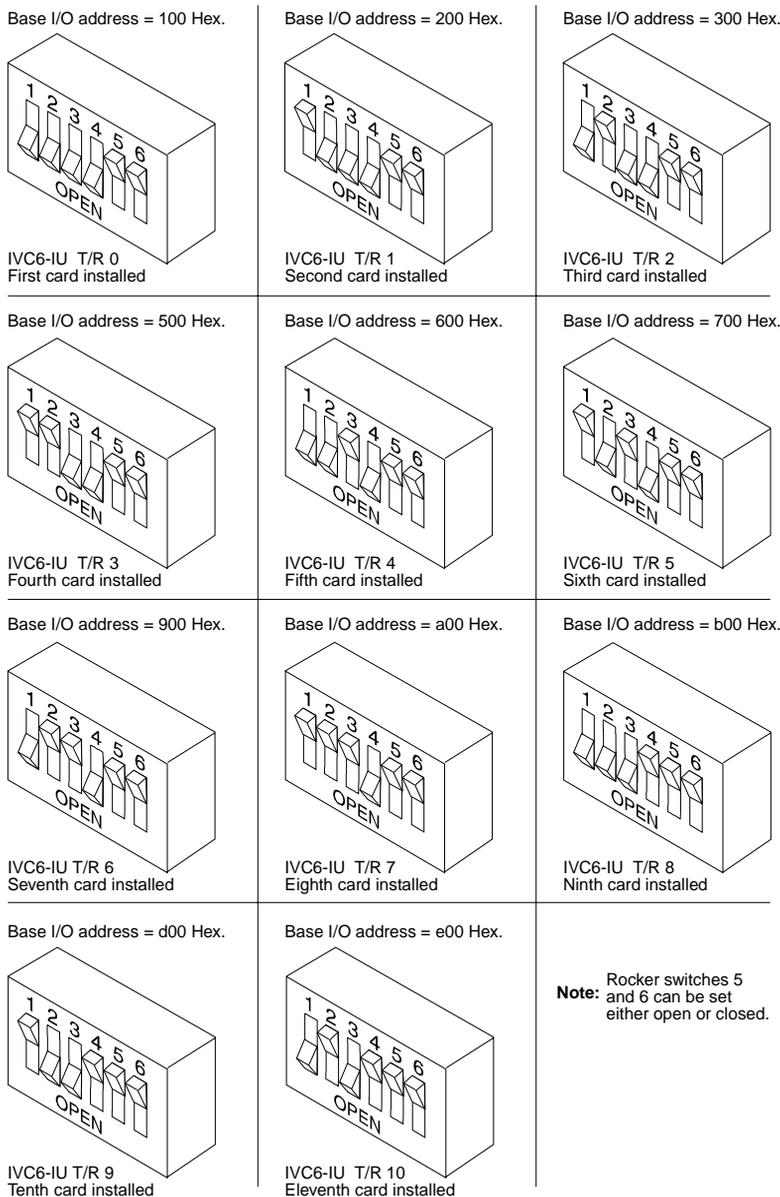


Figure 2-1. Settings for Switches on the IVP6-IA (AYC29), and IVC6 (AYC10) Tip/Ring Circuit Cards T/R-0 through T/R-7

### IVP6-IA (AYC29) Circuit Card

The IVP6-IA (AYC29) circuit card ([Figure 2-2](#)) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/100P.

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

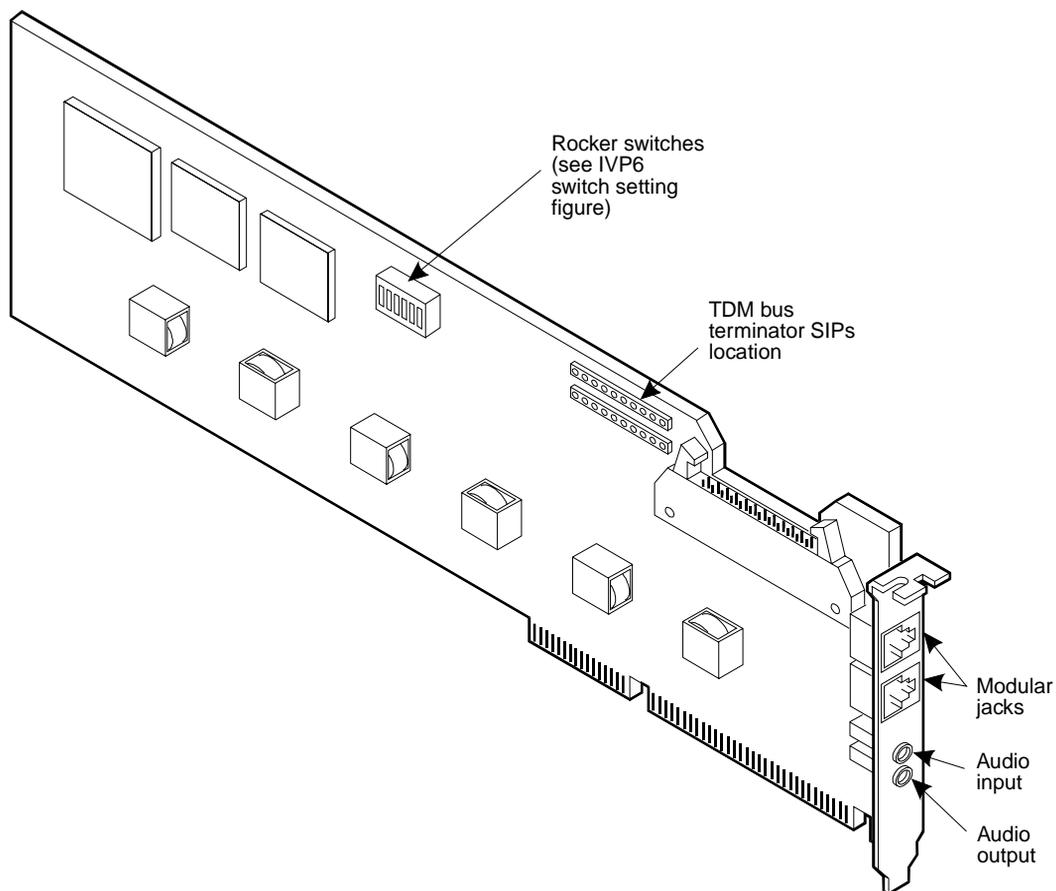


Figure 2-2. Layout of the IVP6 (AYC29) Tip/Ring Circuit Card

### IVC6 (AYC10) Circuit Card

The IVC6 (AYC10) circuit card ([Figure 2-3](#)) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/100P.

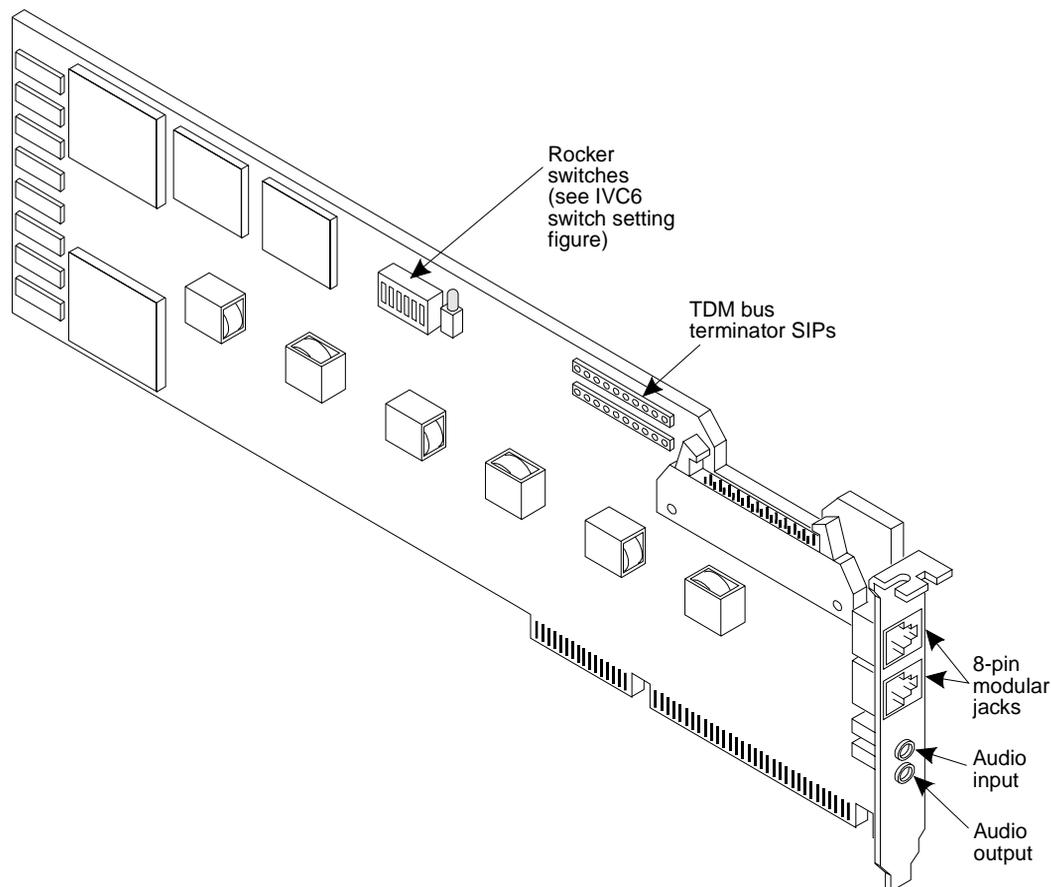


Figure 2-3. IVC6 (AYC10) Tip/Ring Circuit Card

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

### NGTR (AYC30) Circuit Card

The NGTR (AYC30) circuit card ([Figure 2-4](#)) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/100P.

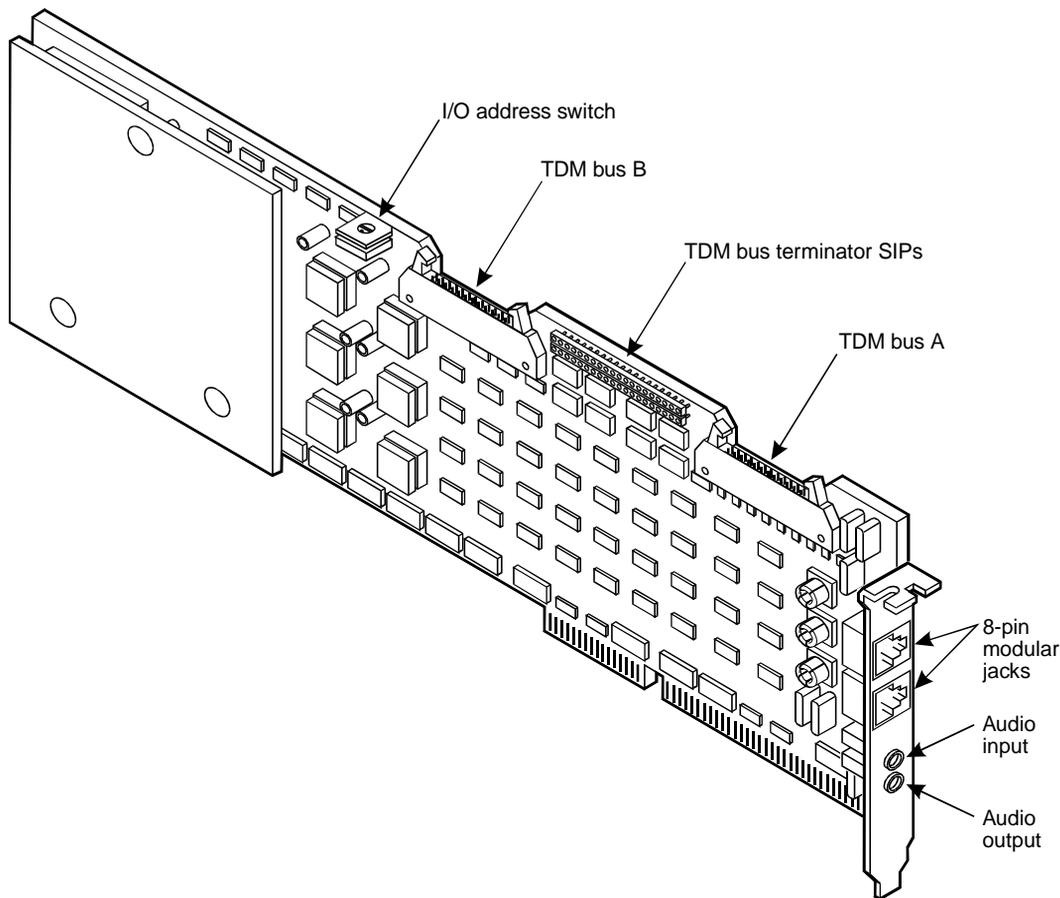


Figure 2-4. NGTR (AYC30)

Each Tip/Ring circuit card in the system must have a unique address. To set these addresses, the switch must be configured properly. [Figure 2-5](#) shows the switch settings for the NGTR (AYC30) circuit card.

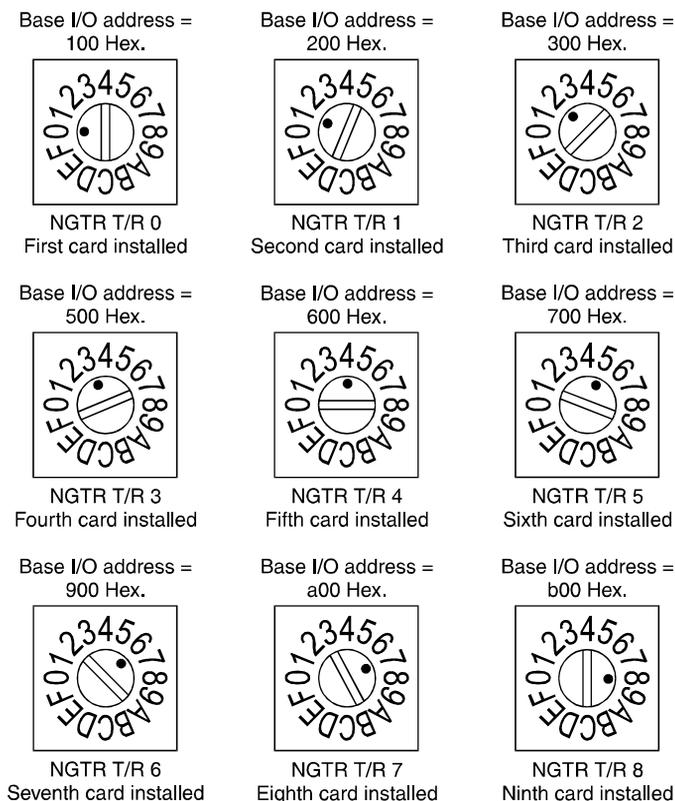


Figure 2-5. NGTR (AYC30) Tip/Ring Circuit Card Switch Settings

## 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”](#) 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 5-9) contains switches and jumpers that you must set before you install the circuit card in the MAP/100P.

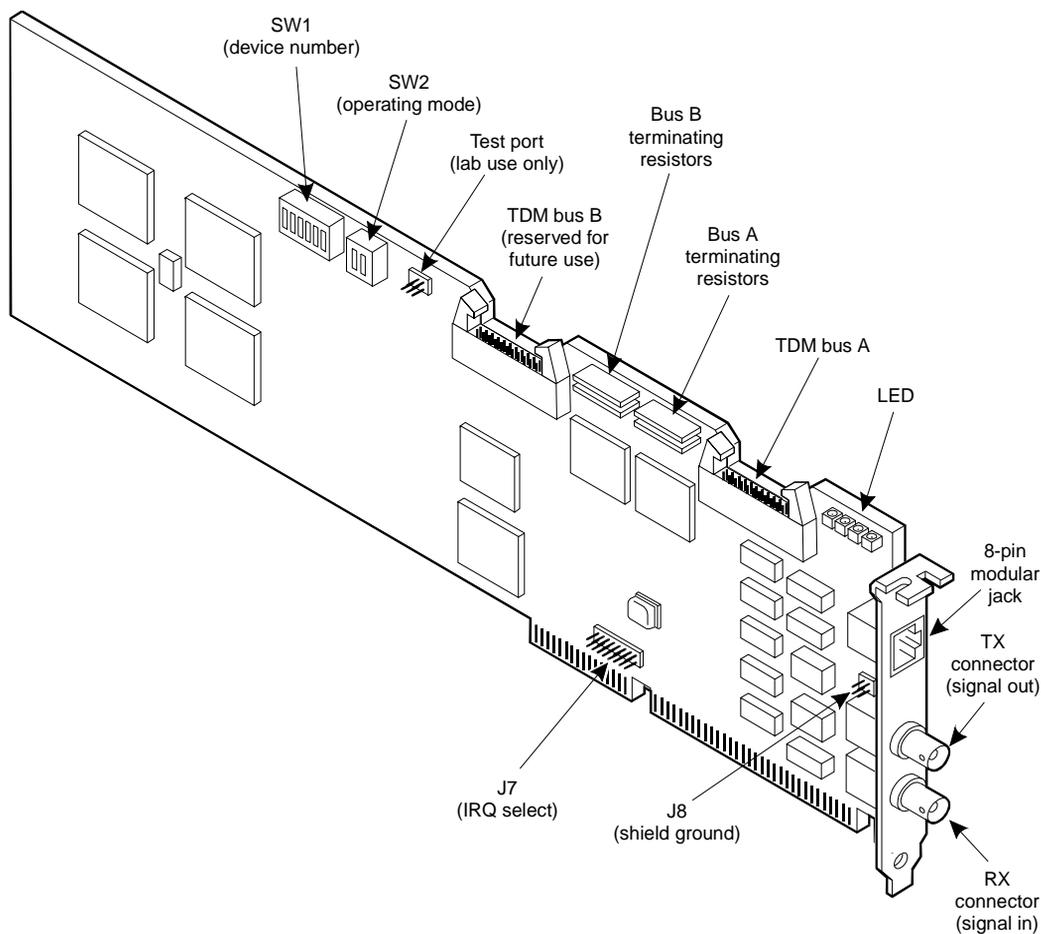
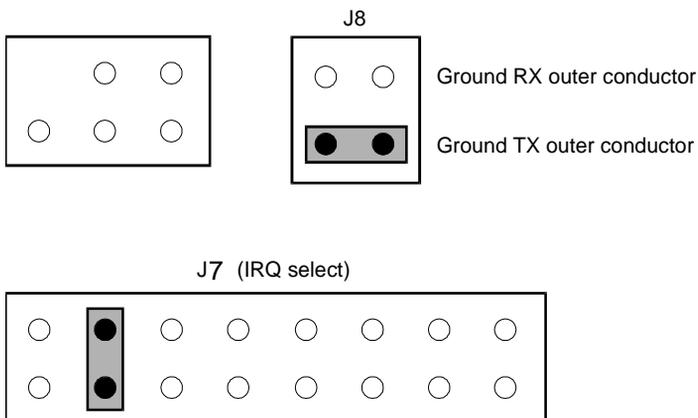


Figure 2-6. E1/T1 (AYC21) Circuit Card

## Jumper Settings

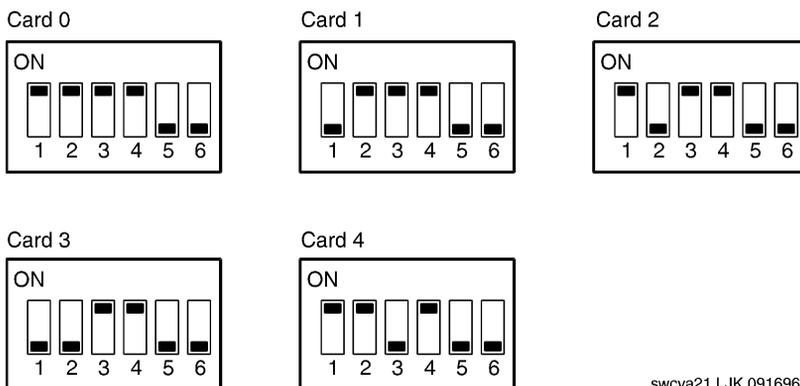
[Figure 2-7](#) shows the location and correct setting of the E1/T1 circuit card jumpers.



**Figure 2-7.** AYC21 Jumper Settings

## Switch Settings

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



swcva21 LJK 091696

**Figure 2-8.** AYC21 Device Number Switch 1 Settings

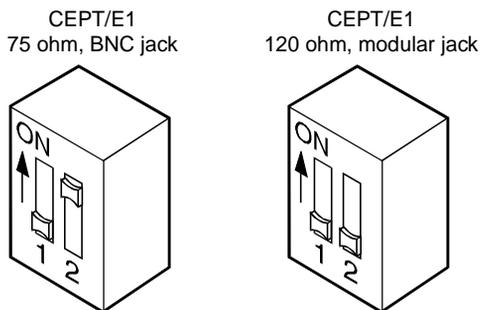


Figure 2-9. AYC21 Operating Mode Switch Settings for E1 Operation

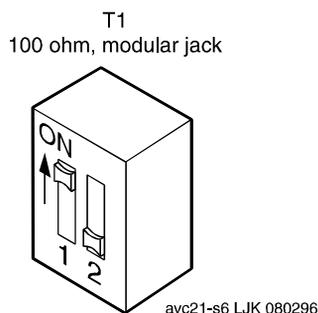


Figure 2-10. AYC21 Operating Mode Switch Settings for T1 Operation

## Installing the E1/T1 Circuit Card Driver

### NOTE:

If the E1/T1 circuit cards are not recognized when the voice system is started or if other problems are noticed with the E1/T1 circuit card driver, it may be necessary to remove and reinstall the E1/T1 circuit card driver.

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

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

1. If you are not already logged in as root, do so now.
2. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205.

3. Enter **pkgadd -d diskette1**

The system displays the following message:

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

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

5. Press **ENTER**.

The system displays the following message:

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

```
The following packages are available:
```

1. tldriver 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 (tldriver) 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 (tldriver)  
            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 (tldriver)  
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 (tldriver) was  
successful.
```

```
Insert diskette into Floppy Drive 1.
```

```
Type [go] when ready,
```

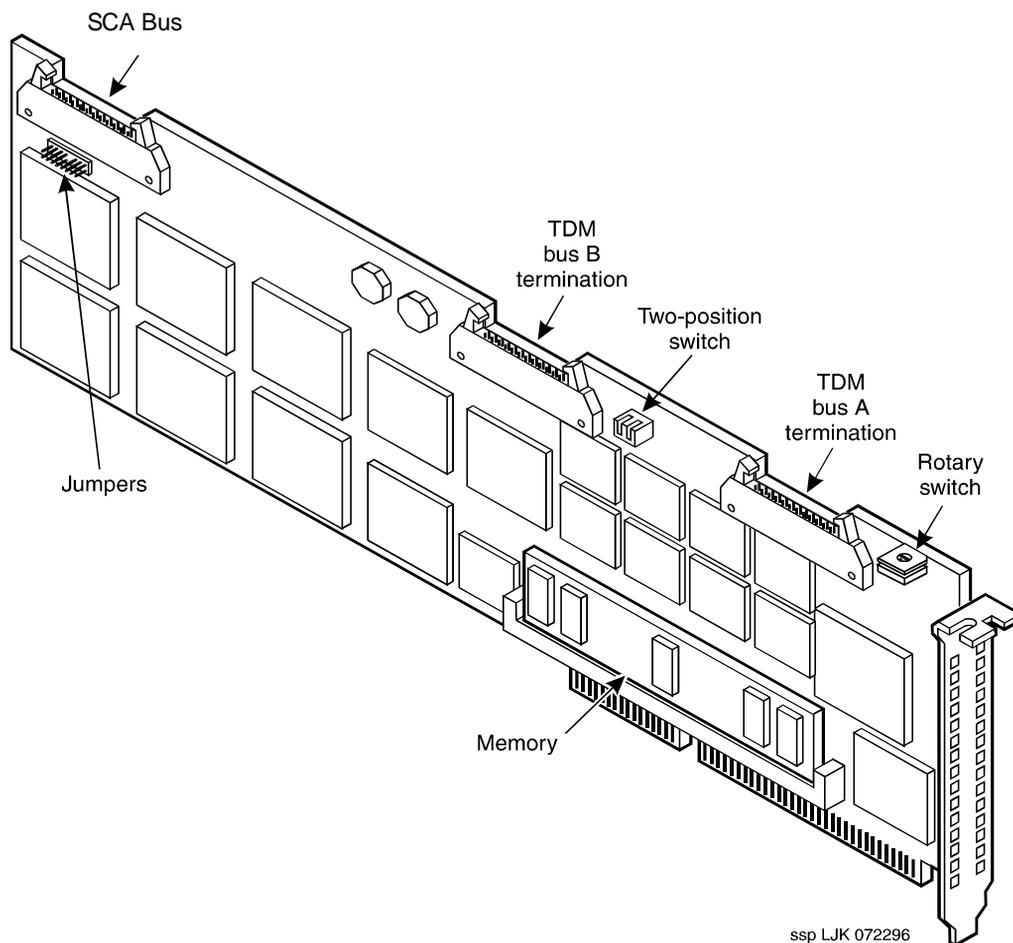
```
or [q] to quit: (default: go)
```

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

## Speech and Signal Processor (AYC43) Circuit Card

---

The SSP circuit card ([Figure 2-11](#)) contains switches and jumpers that you must set before you install the circuit card in the MAP/100P.



ssp LJK 072296

Figure 2-11. Speech and Signal Processor Circuit Card

## Jumper Settings

[Figure 2-11](#) shows the location of the SSP circuit card jumpers. There should be no jumpers installed on the SSP circuit card.

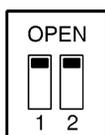
## Switch Settings

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

- Two-position switches
- Rotary switch

## Two-Position Switch Settings

[Figure 2-12](#) shows the location of the SSP circuit card two-position switches. If the SSP circuit card is not located at the end of the TDM bus, both switches should be set to open. The switches should be set to closed if the SSP circuit card is located at the end of the bus.



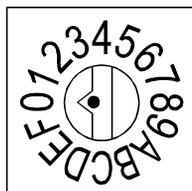
ssp-sw LJK 072296

---

**Figure 2-12. SSP Circuit Card Two-Position Switches (Set for a Placement in the Middle of the TDM Bus)**

## Rotary Switch Settings

[Figure 2-13](#) shows the rotary switch. It is set at zero for the first SSP circuit card installed in the MAP/100P.



---

**Figure 2-13. SSP Circuit Card Rotary Switch**

[Table 2-1](#) shows the rotary switch settings for the subsequent SSP circuit cards installed.

**Table 2-1. SSP Circuit Card Rotary Switch Setting**

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

## Memory

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



**CAUTION:**

*The DIMM is not field serviceable.*

## PCI Ethernet LAN Circuit Cards

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

- SMC8432
- SMC9332

### SMC8432 Circuit Card

The SMC8432 Ethernet LAN circuit card is a 10 Mbps circuit card. [Figure 2-14](#) shows the SMC8432 Ethernet LAN circuit card.

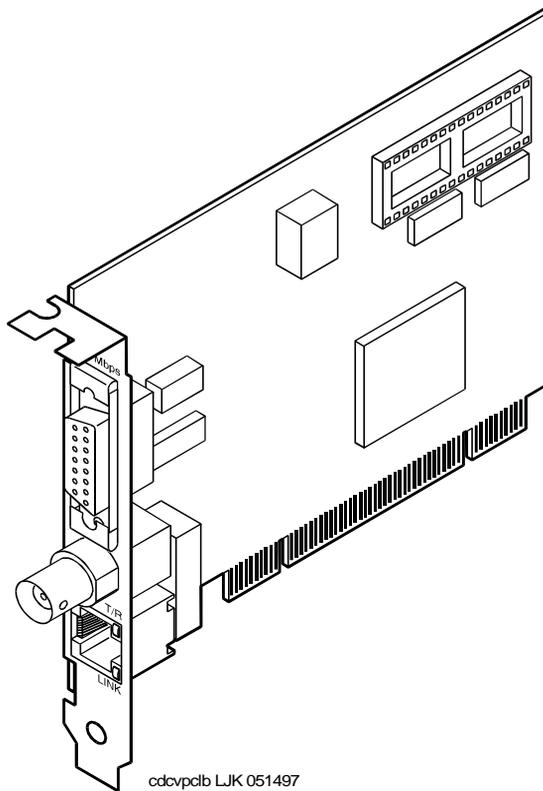
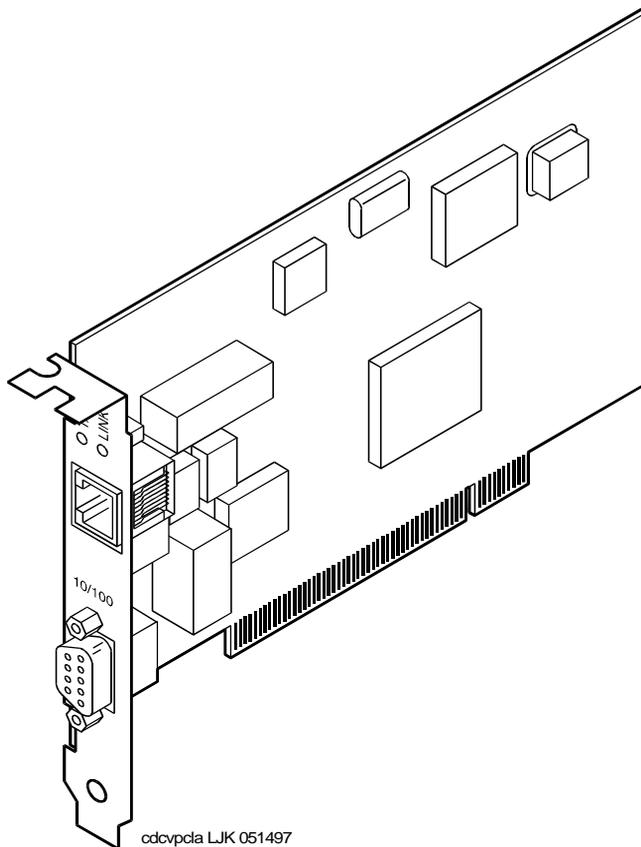


Figure 2-14. SMC8432 Ethernet LAN Circuit Card

There are no jumpers on the circuit card.

### SMC9332 Circuit Card

The SMC9332 Ethernet LAN circuit card is a 10/100 Mbps circuit card. [Figure 2-15](#) shows the SMC9332 Ethernet LAN circuit card.



---

**Figure 2-15. SMC9332 Ethernet LAN Circuit Card**

There are no jumpers on the circuit card.

## Installing a PCI LAN Circuit Card

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

- [“Installing the PCI LAN Circuit Card”](#)
- [“CMOS Parameter Settings”](#)
- [“Installing the PCI Circuit Card Driver”](#)
- [“Verifying the PCI LAN Circuit Card Installation”](#)

### Installing the PCI LAN Circuit Card

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

1. Shut down the system if it is up and running, otherwise continue with step 2. See “Shut Down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.
2. Install the 10 Mbps or 10/100 Mbps PCI LAN circuit card. See [“Installing a Circuit Card”](#) above for the procedure.
3. Administer the PCI INT/IRQ Binding. See [“CMOS Parameter Settings”](#) below for the procedure.

### Installing a 100 Mbps PCI LAN Circuit Card

#### NOTE:

Perform the following procedure if the SMC9332 circuit card is required to operate at *100 Mbps*. If the SMC9332 circuit card is to operate at 10 Mbps, continue with [“Installing the PCI Circuit Card Driver”](#) because no changes are required for 10 Mbps operation.

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

1. Login as root.
2. Enter `vi /etc/inst/nics/drivers/smpw0`
3. Change the line `SMPMEDIA0 SMC_MEDIA_AMD` to **SMPMEDIA0 SMC\_MEDIA\_STP100\_UTP100**

#### NOTE:

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

4. Write and exit the file.

## Installing the PCI Circuit Card Driver

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

1. From the network administrator, determine the following:
  - The machine IP address
  - The machine node name
  - The system name
2. If you are not already logged in as root, do so now.
3. Enter **niccfg**

The system displays the following message:

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

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

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

Please Select an Option

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

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

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

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



### NOTE:

If installing from a diskette, select:

Install Driver from IHV Diskette

5. Press **ENTER**

The system displays the following message:

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

When complete, the system displays the system prompt.

6. Enter **setuname -n name** where *name* is the machine node name.
7. Enter **setuname -s name** where *name* is the system name.
8. Enter **cd /etc/net**
9. Use the vi editor and enter the machine node name to the *hosts* file in each of the following directories:
  - ticlts
  - ticots
  - ticotsord

 **NOTE:**

The machine node name must be entered two times on the same line, separated by a tab.

10. Enter **cd /etc/confnet.d/inet**
11. Use the vi editor to edit the *interface* file.
12. Change the line *smpw0:0::/dev/smpw0\_0:-trailers* to the following:  
**smpw0:0::/dev/smpw0\_0:netmask 0xfffff00 broadcast a.b.c.255 -trailers**  
where *a.b.c* are the first three parts of your machine IP address. For example, IP address 135.7.50.201 would be changed to 135.7.50.255.
13. Copy the files you edited in Step [9](#) into the */etc/inet/* directory.
14. Enter **cd /etc/inet**
15. Use the vi editor to edit the *config* file.
16. Change the line *###4c:/usr/sbin/route::n:add default default\_router 1* to the following:  
**4c:/usr/sbin/route::y:add default a.b.c.254** where *a.b.c* are the first three parts of your IP address. For example, IP address 135.7.50.201 would be changed to 135.7.50.254.
17. Write and exit the file.
18. Continue with [“Verifying the PCI LAN Circuit Card Installation”](#).

## 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.

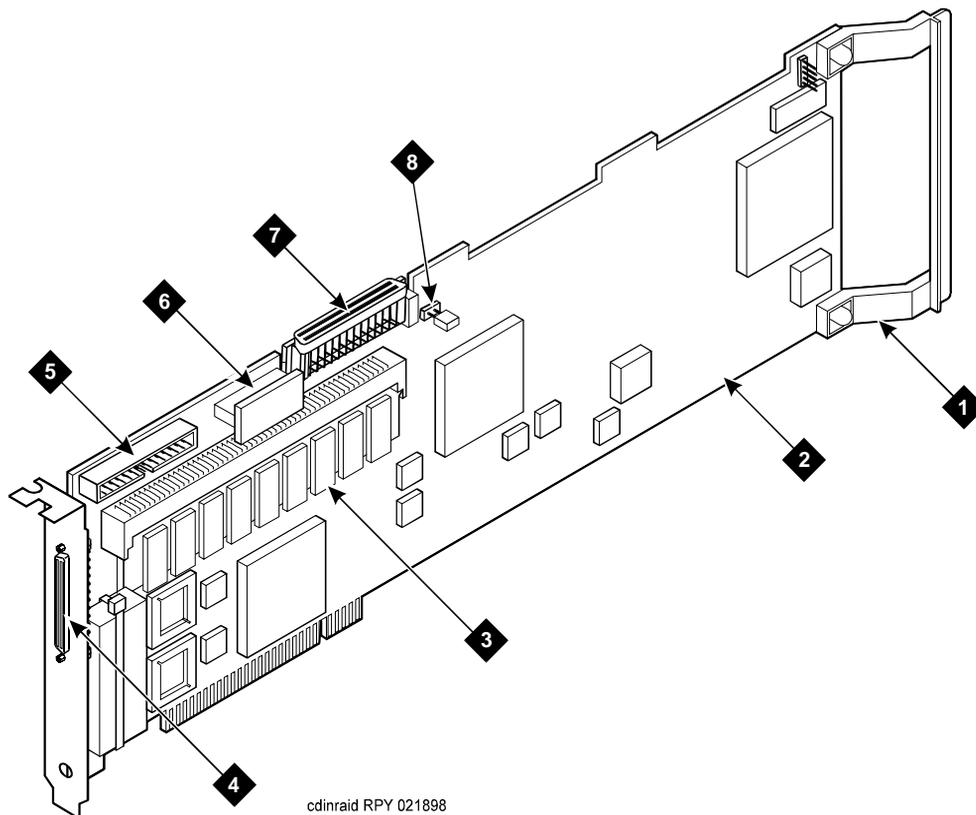
## Replacing a PCI LAN Circuit Card

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

1. Run the Hardware Resource Allocator to determine the configuration and slot assignment of the PCI LAN circuit card. See "[Adding Hardware to an Existing Configuration](#)" in [Appendix A, "System Configuration"](#).
2. Record the output.
3. Complete the "[Installing the PCI LAN Circuit Card](#)" procedure above.
4. Complete the "[Verifying the PCI LAN Circuit Card Installation](#)" procedure above.

## RAID Controller Circuit Card

The RAID controller circuit card, [Figure 2-17](#), is located in PCI slot 2 (backplane slot 19). The RAID controller circuit card has one jumper connected to J9.



cdinraid RPY 021898

1. Card guide adapter
2. The circuit card
3. SIMM
4. External connector
5. J1 connector
6. J2 looparound connector with plug installed
7. J3 RAID cable connection
8. J9 RAID termination jumper

Figure 2-17. RAID Controller Circuit Card

## Token Ring Circuit Card

---

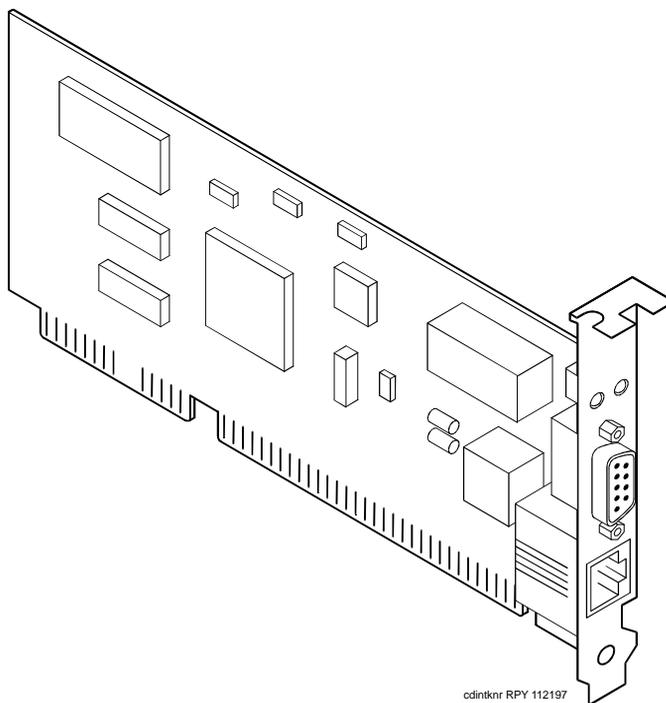
The INTUITY CONVERSANT Token Ring circuit card allows you to connect the system to your local area network.

### IBM Turbo 16/4

IBM Turbo 16/4 of the Token Ring circuit card ([Figure 2-18](#)) is software configured. This is the latest version of the Token Ring circuit card. A diskette, provided with the Token Ring circuit card, is used to set the IRQ, I/O address, ROM address, RAM address, and RAM size.

**⇒ NOTE:**

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



---

Figure 2-18. Token Ring Circuit Card - IBM Turbo 16/4

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

1. If the Token Ring circuit card is being added to the system, run the INTUITY CONVERSANT Hardware Resource Allocator to determine the resource assignments. See [“Hardware Resource Allocator Operation”](#) in [Appendix A, “System Configuration”](#).

Record the parameters listed in [Table 2-2](#).

**Table 2-2. Token Ring Circuit Card Settings**

| Parameter   | Setting |
|-------------|---------|
| IRQ         |         |
| ROM address |         |
| RAM address |         |
| I/O address |         |

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

The system displays a message similar to the following message:

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

Record the parameters listed in [Table 2-2](#).

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

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

2. Enter **resmgr**

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

3. Install the new Token Ring circuit card. See [“Installing a Circuit Card”](#) for the procedure.



**NOTE:**

Complete *all* steps in the installation procedure.

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



**CAUTION:**

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

**⇒ NOTE:**

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

5. Insert the diskette labeled *Turbo Token Ring Setup Floppy* into the diskette drive.
6. Reboot the system. See “Reboot the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

The system displays the following message:

```
Starting PC DOS...
```

```
PC DOS 7.0 Startup Menu
```

1. IBM Auto/Turbo ISA Configuration using LANAIID
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. Enter 1

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 LANAIIDC. If equipped, power down the system NOW and remove Tip/Ring card 1. Otherwise, continue with LANAIIDC.
```

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

8. Press **(ENTER)**.

The system displays the following message:

```
Please wait while LANAIIDC 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 LANAIIDC parameters - reboot your machine when done.
```

```
Examples: /view  
          /help
```

```
LANAIIDC >
```



**CAUTION:**

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

9. Enter the following:

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

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

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 **IV** 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:           AUTO 16 Compatible
Configuration:         LEGACY
Adapter State:         Active
I/O Address:           A20 - A23
Interrupt:             <n>
RAM Address:           <RAM address>
ROM Address:           <ROM address>
Remote IPL:            Disabled
Token-Ring data rate: 16
Auto Sense data rate: Enabled
Adapter bus width:    16
  
```

LANAIDC >

Record the parameters listed in [Table 2-3](#). These settings are used in the [“Installing the Token Ring Driver”](#) procedures below.

**Table 2-3. Viewed Token Ring Circuit Card Settings**

| Parameter   | Setting |
|-------------|---------|
| I/O address |         |
| Interrupt   |         |
| RAM address |         |

11. If the configuration is correct, remove the diskette labeled *Turbo Token Ring Setup Floppy* from the diskette drive.
12. Insert the Tip/Ring 1 circuit card if it was removed prior to [Step 5](#), see [“Installing a Circuit Card”](#). Otherwise, continue with [Step 13](#).
13. Reboot the system. See “Reboot the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

## Installing the Token Ring Driver

To configure the Token Ring driver, do the following:

1. If you are not already logged in as root, do so now.
2. Enter **niccfg**

The system displays the following message:

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

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



**NOTE:**

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

| SLOT | BUS-NUM | BOARD NAME          | IRQ | IO-ADDR   | MAN-ADDR          | DMA |
|------|---------|---------------------|-----|-----------|-------------------|-----|
| 6    | PCI__0  | SMC_EtherPower_9332 | IO  | f880-f8ff | fedfec00-fedfec7f |     |

Please Select an Option

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

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

**Figure 2-19. Network Interface Card Support Utility—Summary Screen**

3. Use the down (▼) arrow to select: Add an entry for a card
4. Press **ENTER**

The system displays the Selection Screen ([Figure 2-20](#)).

Please Select 1

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

(Page Down for more)

Figure 2-20. Selection Screen

5. Use the left (◀), right (▶), up (▲), or down (▼) arrows on your keyboard to move through the field selections.
6. Select IBM\_16/4\_DLPI\_TOKEN\_RING
7. Press **ENTER**

The system displays the Configuration Screen ([Figure 2-21](#)).

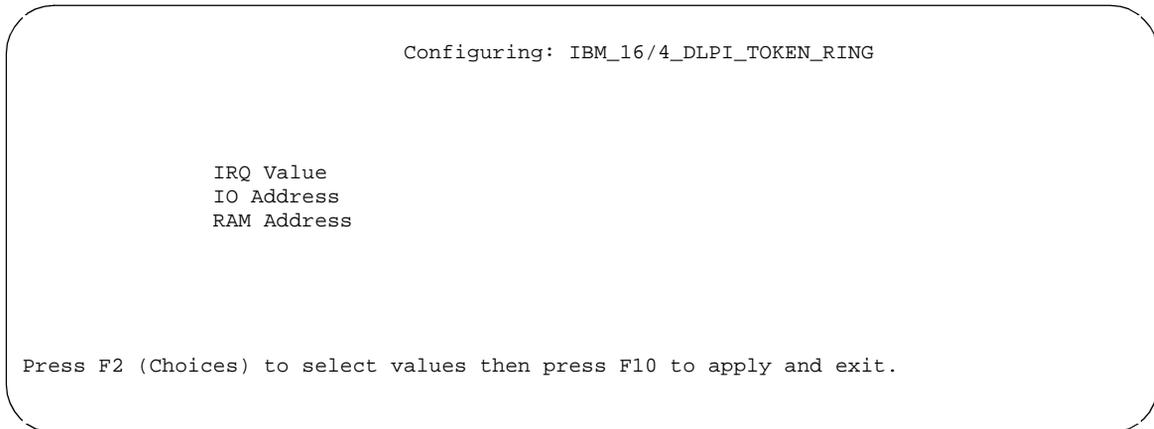


Figure 2-21. Configuration Screen



**CAUTION:**

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

8. Use **F2** (Choices) to select the values for each field. Enter the following:
  - IRQ value from [Table 2-3](#).
  - I/O address from [Table 2-3](#).
  - RAM address from [Table 2-3](#).
9. Press **F10** to apply the values and exit.

The system displays the Network Interface Support Card Utility-Summary Screen ([Figure 2-22](#)).

| SLOT | BUS-NUM | BOARD NAME               | IRQ | IO-ADDR   | MAN-ADDR          | DMA |
|------|---------|--------------------------|-----|-----------|-------------------|-----|
| ---  | -----   | -----                    | --- | -----     | -----             | --- |
| -    | ISA___0 | IBM_16/4_DLPI_TOKEN_RING | 9   | A20-A23   | D000-D3FFF        |     |
| 6    | PCI___0 | SMC_EtherPower_9332      | IO  | f880-f8ff | fedfec00-fedfec7f |     |

Please Select an Option

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

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

Figure 2-22. Network Interface Card Support Utility—Summary Screen

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

The system displays the following message:

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

11. Select **yes** and press **ENTER**

The system displays the following message:

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

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

The system displays the system prompt.

## Asynchronous SuperSerial Circuit Card

---

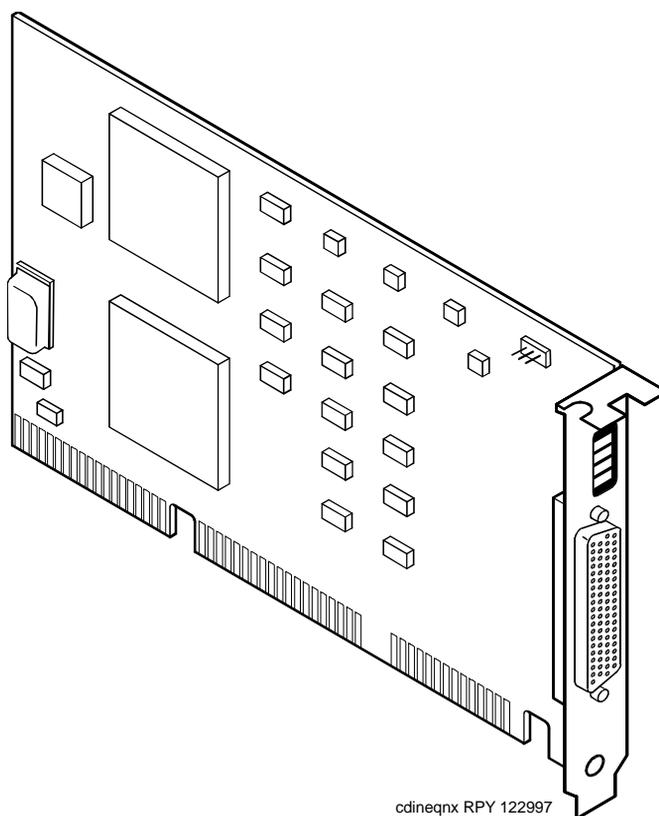
The asynchronous circuit card allows you to connect the Intuity CONVERSANT System to external peripheral equipment.

[Figure 2-23](#) 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 2-23. Asynchronous SuperSerial Circuit Card

## 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 [“Hardware Resource Allocator Operation”](#) 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/100P supports up to two Lucent FIFO/SIB synchronous host circuit cards.

[Figure 2-24](#) shows the FIFO/SIB synchronous host card and the location of the switches and interrupt jumpers.

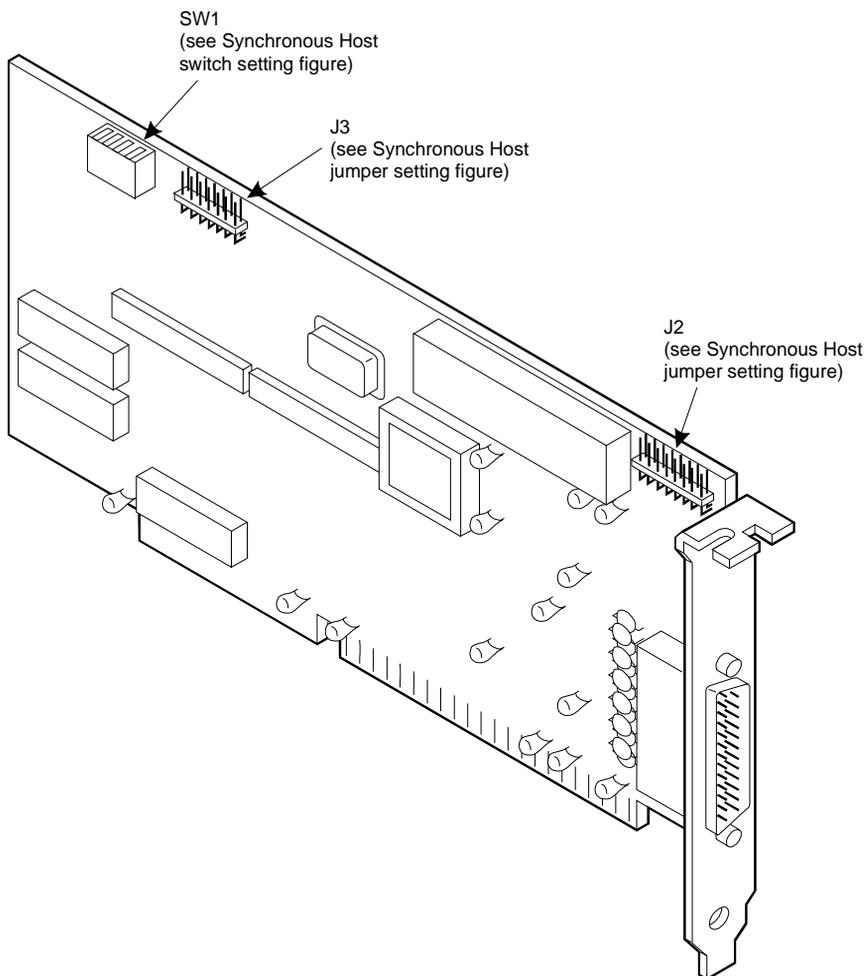


Figure 2-24. FIFO/SIB Synchronous Host Circuit Card

## Jumper Settings

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

Use J3 to set the interrupt request line (IRQ) to a value of 3, 5, 9, 10, 11, 12, or 13 (Figure 2-25). The IRQ corresponds to the number below the pins. Figure 2-25 shows the card set with an IRQ of 3. See “[Hardware Resource Allocator Operation](#)” in [Appendix A, “System Configuration”](#).



### NOTE:

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

J2 is preset at the factory. However, before you install the FIFO/SIB synchronous host circuit card, ensure that this jumper is set as shown in [Figure 2-25](#).



**NOTE:**

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

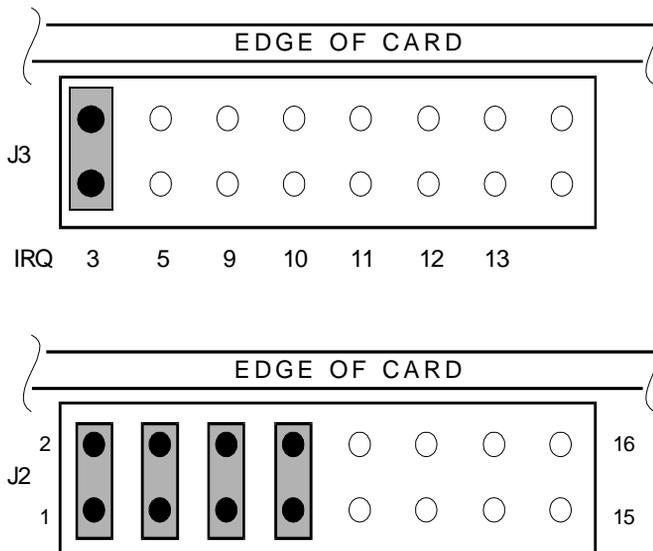
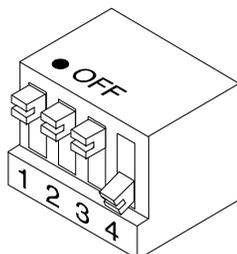


Figure 2-25. Jumper Settings for the FIFO/SIB Synchronous Host Circuit Card

### Switch Settings

[Figure 2-24](#) shows the location of the I/O switch block SW1. [Figure 2-26](#) shows the I/O switch settings for an address of 380.

Base I/O address = 380 Hex



All switches closed or OFF

**NOTE:** Switch 4 is not used.

Figure 2-26. Switch Settings for the FIFO/SIB Synchronous Host Circuit Card

[Table 2-4](#) shows the switch settings for other potential I/O addresses.

Table 2-4. FIFO/SIB Switch Settings

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

## Standard Circuit Cards

---



### WARNING:

*Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See [“Protecting against Damage from Electrostatic Discharge”](#) in [Chapter 1, “Getting Inside the Computer,”](#) for detailed electrostatic discharge precautions.*

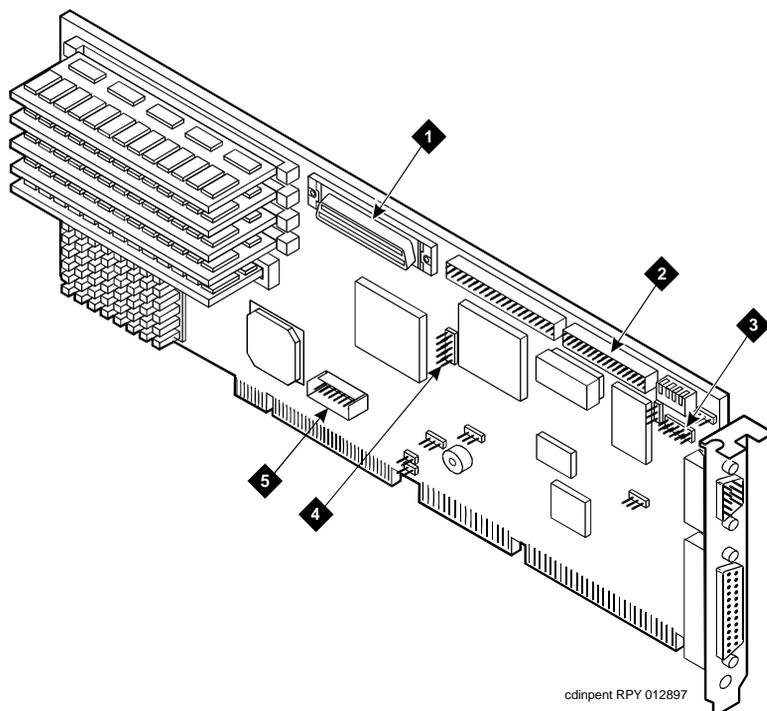
This section provides the following information on the standard circuit cards that are included with every MAP/100P:

- Switch and jumper settings
- Other installation requirements that are specific to the particular circuit card you are installing

### P5 200 MHz CPU Circuit Card

---

The P5 200 MHz CPU is packaged on a single PC/AT-compatible circuit card ([Figure 2-27](#)) that plugs into the backplane. There is one P5 200 MHz CPU circuit card installed in the MAP/100P.



- |                             |                                     |
|-----------------------------|-------------------------------------|
| 1. SCSI cable connector     | 4. Mouse cable connector (not used) |
| 2. Diskette cable connector | 5. Keyboard cable connector         |
| 3. COM2 cable connector     |                                     |

Figure 2-27. P5 200 MHz CPU Circuit Card

## Setting the Resource Options

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

### Jumper Settings

The P5 200 MHz CPU circuit card has jumpers that you must verify before you install the circuit card ([Figure 2-28](#)).

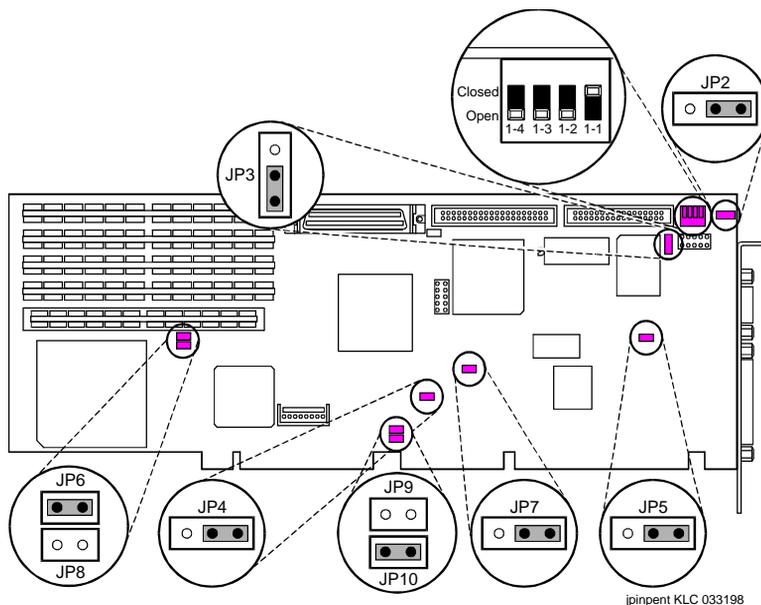


Figure 2-28. P5 200 MHz CPU Circuit Card Jumper and Switch Settings

### Switch Settings

The P5 200 MHz CPU circuit card has switches that you must set before you install the circuit card ([Figure 2-28](#)).

### Installing the P5 200 MHz CPU Circuit Card

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

1. Remove the incoming power. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
2. Access the circuit card cage. See [“Accessing the Circuit Card Cage”](#), in [Chapter 1, “Getting Inside the Computer”](#), for the procedure.
3. Complete [Step 1](#) and [Step 2](#) in [“Installing a Circuit Card”](#) above.
4. Attach the keyboard cable to the keyboard cable connector on the P5 200 MHz CPU circuit card ([Figure 2-27](#)). See [“Installing the Remote Maintenance Circuit Card Interface Cable”](#) in [Chapter 4, “Replacing Other Components”](#), for the procedure.
5. Complete [Step 3](#) under [“Installing a Circuit Card”](#) above.

**NOTE:**

Place the P5 200 MHz CPU circuit card in Slot 17.

6. Attach the SCSI cable to the P5 200 MHz CPU circuit card. See [“Installing the SCSI Cable”](#) in [Chapter 4, “Replacing Other Components”](#), for the procedure.



**NOTE:**

The SCSI cable has a label which contains the following information:

407869601  
SCSI CA, MAP/100P WIDE  
(SCSI/( ) -P5/200)



**NOTE:**

The SCSI cable will be routed next to the installed CPU circuit card.

7. Attach the COM2 cable to the COM2 connector on the P5 200 MHz CPU circuit card. See [“Installing the Remote Maintenance Circuit Card Interface Cable”](#) in [Chapter 4, “Replacing Other Components”](#), for the procedure.
8. Attach the diskette drive cable to the diskette cable connector on the P5 200 MHz CPU circuit card. See [“Installing the Diskette Cable”](#) in [Chapter 4, “Replacing Other Components”](#), for the procedure.



**NOTE:**

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

407868116  
Floppy CA, MAP/100P  
(Floppy/( ) -P5/200)



**NOTE:**

The diskette cable will be routed next to the installed CPU circuit card.

9. Complete [Step 4](#) through [Step 10](#) under [“Installing a Circuit Card”](#).

## Verifying the Parameter Settings

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

### Host Adapter Parameter Settings



**CAUTION:**

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

1. Reboot the system. See “Reboot the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.
2. After the power on self test (POST) but before the system boots, press **CONTROL** + **A** when prompted.

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

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

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

**Figure 2-29. Host Adapter Configuration Screen**

3. Place the cursor on Configure/View Host Adapter Settings. Use the up **▲** and down **▼** arrows to move the cursor.
4. Press **ENTER**.
5. Compare the settings shown on the screen with the parameters listed in [Table 2-5](#).



**NOTE:**

These settings are shown for Version 1.2 only.

**Table 2-5. SCSI Bus Interface Definitions**

| Option                        | Setting                     |
|-------------------------------|-----------------------------|
| Host Adapter SCSI ID          | 7                           |
| SCSI Parity Checking          | Enabled                     |
| Host Adapter SCSI Termination | Low ON/High ON <sup>1</sup> |

1. 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 2-6](#).

**Table 2-6. Boot Device Options**

| Option          | Setting |
|-----------------|---------|
| Boot Target ID  | 0       |
| Boot Lun Number | 0       |

8. Press (ESC).

The system displays the SCSI bus interface definitions screen.

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

10. Press (ENTER).

Compare the settings shown on the screen with the correct parameters listed in [Table 2-7](#).



**NOTE:**

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

**Table 2-7. SCSI Device Configuration**

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

11. Press **(ESC)**.

The system displays the SCSI bus interface definitions screen.

12. Place the cursor on **Advanced Configuration Options**. Use the up **(▲)** and down **(▼)** arrows to move the cursor.
13. Press **(ENTER)**.

Compare the settings shown on the screen with the correct parameters listed in [Table 2-8](#).

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

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

14. Press **(ESC)**.

The system displays the SCSI bus interface definitions screen.

15. Press **(ESC)**.

The system displays the following message:

```
Exit Utilities
  Yes
  No
```

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

The system displays the following message:

Please press any key to reboot.

18. Press **[ENTER]**.

The system reboots and responds with `Console Login:`.

You have completed verifying the Host Adapter settings.

## CMOS Parameter Settings



### CAUTION:

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

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

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

The system displays the following message:

Please standby for SETUP Utility...

After the system has completed its POST, it displays the CMOS basic options set-up menu.

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



### NOTE:

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



### NOTE:

The settings in [Table 2-9](#) that are indicated by a star (\*) 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.



### NOTE:

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

| Option  | Setting   |
|---|---|
| <b>Time and Date</b>                                |   |
| Set the time and date to the current time and date. |   |
| <b>Floppy Disks</b>                                 |   |
| Floppy Controller                                   | Enabled   |
| Select Drive A: Type                                | 3.5 Inch, 1.44 MB   |
| Select Drive B: Type                                | Not Installed   |
| Floppy Seek during POST                             | Enabled   |
| <b>Fixed Disks</b>                                  |   |
| IDE Controller Setup                                | Disabled  |
| Auto Detect IDE Drives                              | Enabled   |
| Large Disk DOS Compatible                           | Disabled  |
| <b>Keyboard</b>                                     |   |
| Keyboard Typematic Sound                            | Enabled   |
| Keyboard Typematic Delay                            | 500 msec  |
| Keyboard Typematic Rate                             | 15 chars/sec  |
| <b>Shadow RAM</b>                                   |   |
| Shadow Select C000:0 32K                            | SHADOW (*)  |
| Shadow Select C800:0 12K                            | SHADOW (*)  |
| Shadow Select CC00:0                                | AVAILABLE (*)   |
| Shadow Select D000:0                                | AVAILABLE (*)   |
|   |  <b>NOTE:</b><br>If this line indicates SHADOW,<br>change it to ROM. |

*Continued on next page*

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

| Option                           | Setting  |
|----------------------------------|--|
| Shadow Select D400:0 2K          | ROM (*)<br><br>⇒ <b>NOTE:</b><br>If this line indicates SHADOW,<br>change it to ROM.       |
| Shadow Select D800:0             | AVAILABLE (*)<br><br>⇒ <b>NOTE:</b><br>If this line indicates SHADOW,<br>change it to ROM. |
| Shadow Select DC00:0 7K          | AVAILABLE (*)<br><br>⇒ <b>NOTE:</b><br>If this line indicates SHADOW,<br>change it to ROM. |
| Shadow Select E000:0 64K         | SHADOW   |
| Shadow Select F000:0 64K         | SHADOW   |
| <b>Boot Options</b>              |  |
| 101-Key Keyboard Numlock at Boot | Enabled  |
| Set Boot Drive Sequence          | Diskette, Hard, CD-ROM Drives  |
| Report POST Errors               | Enabled  |
| Report Option ROM Errors         | Disabled   |
| Show F2 Message for Setup        | Enabled  |
| Quiet Boot Enable/Disable        | Enabled  |
| <b>Password Edit</b>             |  |
| Password Options                 | Disabled   |

4. To change the parameter settings, complete the following Steps a through d.
  - a. Place the cursor on the appropriate heading. Use the up (▲) and down (▼) arrows to move the cursor.
  - b. Press (ENTER).
  - c. Change the parameters. Use the up (▲) and down (▼) arrows to move the cursor.

- d. Press **[ENTER]**.
5. Place the cursor on **Advanced Options**.
6. Press **[ENTER]**.

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

7. Compare the P5 200 MHz CPU circuit card settings in the set-up menu with the default parameters listed in [Table 2-10](#).

**⇒ NOTE:**  
 The settings in [Table 2-10](#) that are indicated by a star (\*) may differ from the default parameters due to other equipped feature circuit cards in your system.

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

| Option                         | Setting  |
|--------------------------------|--|
| <b>Serial Ports</b>            |  |
| 16550 Compatible UART 1:       | 03F8h, IRQ4 (*)<br><br><b>⇒ NOTE:</b><br>Disable this port if the hardware resource allocator assigned the remote maintenance circuit card here. |
| 16550 Compatible UART 2:       | 02F8h, IRQ3 (*)<br><br><b>⇒ NOTE:</b><br>Disable this port if the hardware resource allocator assigned the remote maintenance circuit card here. |
| <b>Parallel Ports</b>          |  |
| Select Parallel Port Address:  | 0378h IRQ 7 (*)  |
| Parallel Port Mode             | AT Compatible (*)  |
| <b>Redirection</b>             |  |
| Select Redirection Destination | Disabled   |
| <b>Memory Cache</b>            |  |
| External Cache                 | Enabled  |
| <b>Advanced Chipset</b>        |  |
| DRAM Speed                     | 70ns   |

*Continued on next page*

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

| Option                     | Setting    |
|----------------------------|------------|
| DMA Alias                  | Disabled   |
| ECC/Parity Configuration   | ECC        |
| Memory Gap Block Size      | Disabled   |
| <b>I/O Recovery</b>        |            |
| 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    |
| <b>Bus Speed</b>           |            |
| ISA Bus Speed              | 8.25 MHz   |
| <b>Miscellaneous</b>       |            |
| SPEAKER Configuration      | Enabled    |
| Watchdog Timer Delay:      | 1.2 sec    |
| Allocate USB Resources     | Disabled   |
| <b>PS2 Mouse</b>           |            |
| PS2MOUSE Configuration     | Disabled   |

8. To change the parameter settings, complete the following Steps a through d.
  - a. Place the cursor on the appropriate heading. Use the up (▲) and down (▼) arrows to move the cursor.
  - b. Press (ENTER).
  - c. Change the parameters. Use the up (▲) and down (▼) arrows to move the cursor.
  - d. Press (ENTER).
9. Place the cursor on PCI Options.
10. Press (ENTER).  
 The system displays the CMOS PCI options set-up menu.
11. Compare the P5 200 MHz CPU circuit card settings in the set-up menu with the default parameters listed in [Table 2-11](#).



**NOTE:**

The settings in [Table 2-11](#) that are indicated by a star (\*) may differ from the default parameters due to other equipped feature circuit cards in your system.

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

| Option                          | Setting                                |
|---------------------------------|--|
| <b>IRQs Setup</b>               |  |
| PCI IRQ Line1                   | IRQ14                                  |
| PCI IRQ Line2                   | IRQ14                                  |
| PCI IRQ Line3                   | IRQ10 (*)<br>(IRQ 14 on a RAID system) |
| PCI IRQ Line4                   | IRQ10                                  |
| <b>PCI Devices</b>              |  |
| 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 (on a RAID System) (*)     |
| 0x1011/0x0014 Network-Ethernet  | INTA->IRQ10                            |
| 0x5333/0x8A01 Display-VGA       | INTA->IRQ14                            |
| <b>PCI Performance</b>          |  |
| 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                                   |

*Continued on next page*

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

| Option              | Setting |
|---------------------|---------|
| PCI Cache Line Size | Auto    |
| <b>Onboard SCSI</b> |         |
| Onboard PCI SCSI    | Enabled |

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 2-9](#), [Table 2-10](#), and [Table 2-11](#), 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

---

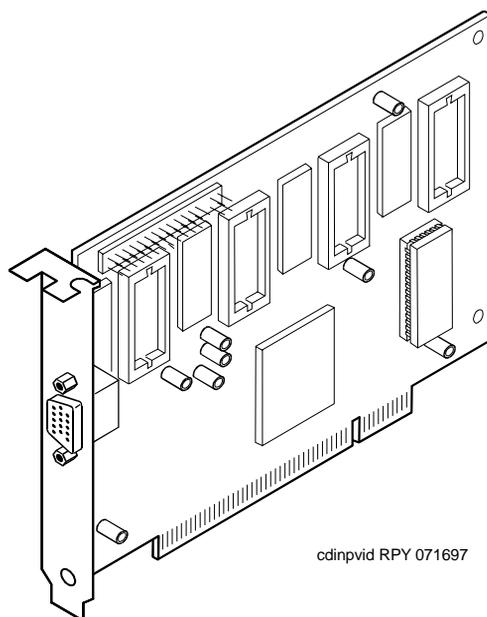


**NOTE:**

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

[Figure 2-30](#) shows the PCI video controller circuit card. There are no jumpers to set on the PCI video circuit card.

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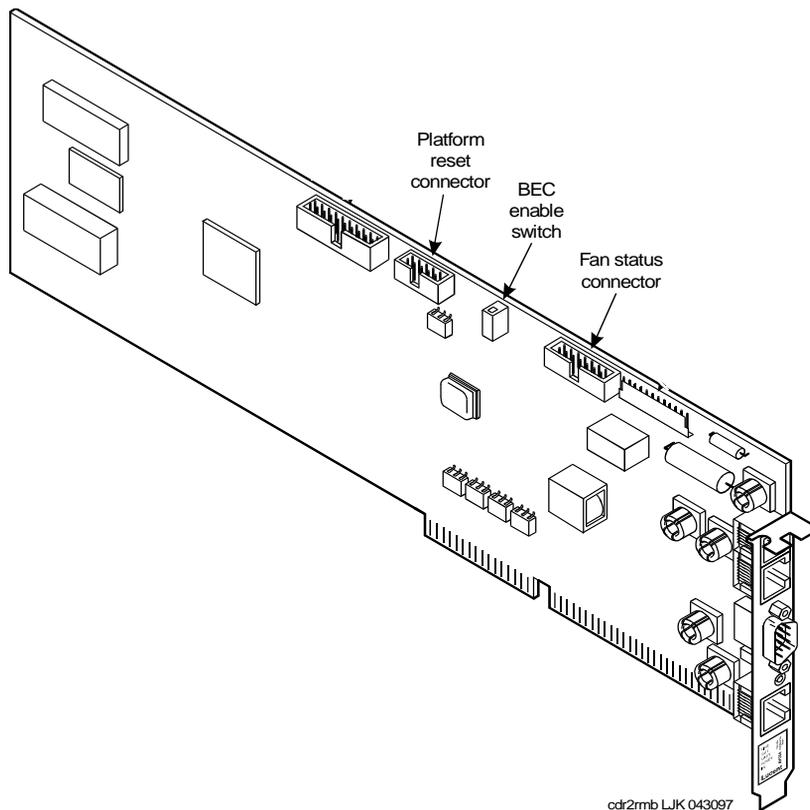


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**Figure 2-30.** PCI Video Controller Circuit Card

## Remote Maintenance Circuit Card

The remote maintenance circuit card provides remote diagnostics of basic components ([Figure 2-31](#)). There is one remote maintenance circuit card installed on the system.



cdr2rmb LJK 043097

Figure 2-31. Remote Maintenance Circuit Card

### Types of Remote Maintenance Circuit Cards

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

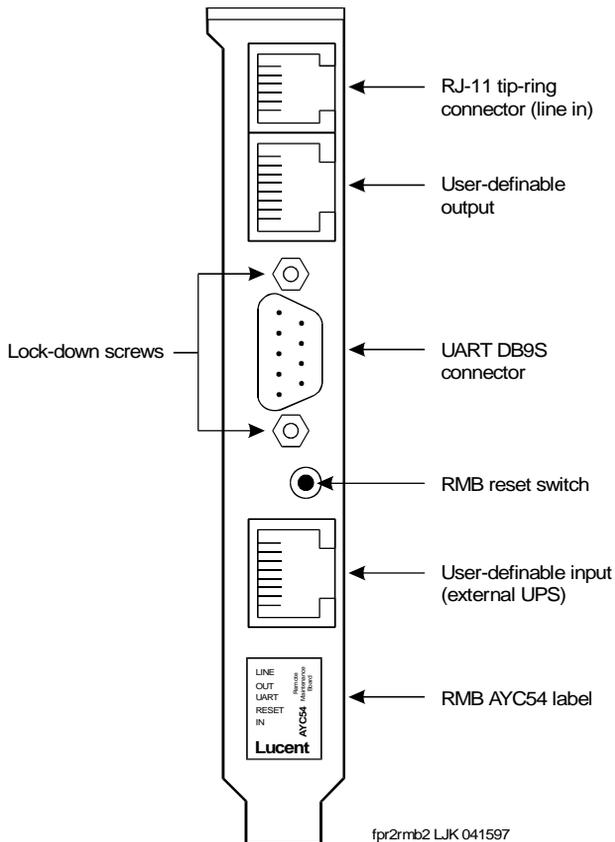
- With an internal modem (AYC54)
- Without an internal modem (AYC55)

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



**NOTE:**

The AYC5 4and AYC55 remote maintenance circuit cards can be connected to an external modem.



**Figure 2-32. AYC54 Remote Maintenance Circuit Card Faceplate**

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

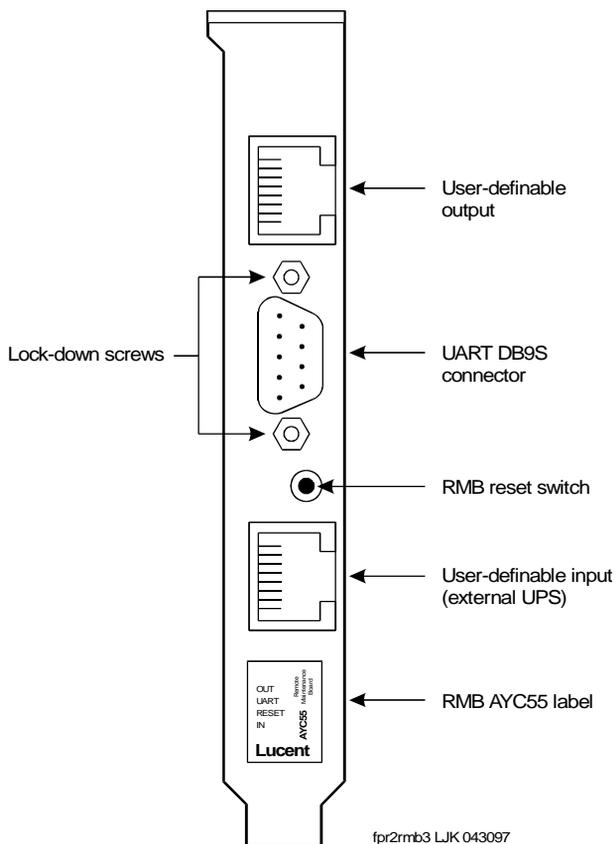


Figure 2-33. AYC55 Remote Maintenance Circuit Card Faceplate

### Setting the Resource Options

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

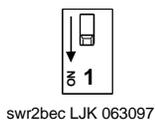


Figure 2-34. BEC Enable Switch

## Inserting the Remote Maintenance Circuit Card

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

1. Complete the steps in [“Installing a Circuit Card”](#), above.
2. Connect the remote maintenance circuit card interface cable to the P5 200 MHz CPU circuit card. See [“Installing the Remote Maintenance Circuit Card Interface Cable”](#) in [Chapter 4, “Replacing Other Components”](#), for the procedure.

## 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 remove the cartridge  
tape.
```

```
The following sets are available:  
  1      RMBset      INTUITY RMB V2 Set  
                (i486)i.2.2
```

```
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.

# Replacing the Hard Disk Drive

# 3

---

## Overview

This chapter describes:

- Identifying a failed hard disk drive in a RAID system
- Hardware procedures for replacing a hard disk drive in a RAID system
- Procedures to perform a manual rebuild of a RAID array
- Procedures to add a hard disk drive to a RAID system
- Identifying a failed hard disk drive in a non-RAID system
- Hardware procedures for replacing a hard disk drive in a non-RAID system
- Software procedures for preparing the system for a new hard disk drive in a non-RAID system
- Software procedures for initializing a hard disk drive in a non-RAID system

---

## Purpose

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

## Identifying a Failed Hard Disk Drive in a RAID System

---

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.

A system configured with the RAID optional feature is initially configured with at least three, 2GB disk drives.

The front panel display, [Figure 3-12](#) for a desktide unit and [Figure 3-13](#) for a rack-mount unit, contains the disk activity indicator LEDs. Each LED is associated with one disk and intermittently lights amber when that disk is accessed and active.

To identify a failed hard disk drive, verify the following:

1. The system displays the following message:

```
The SCSI device at address [chn#0:tgt#x] is DEAD
```

Where x is the SCSI device ID number.

 **NOTE:**

The CONVERSANT log file also contains an entry indicating which drive number has failed.

2. Typically, the LED for the failed hard disk drive remains off.

## Removing a SCSI Hard Disk Drive in a RAID System

---

 **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. Use extreme care when you make power and ground connections.*

To remove a hard disk drive in a system that has the RAID optional feature, do the following:

1. Open the front door of the MAP/100P ([Figure 3-1](#)).

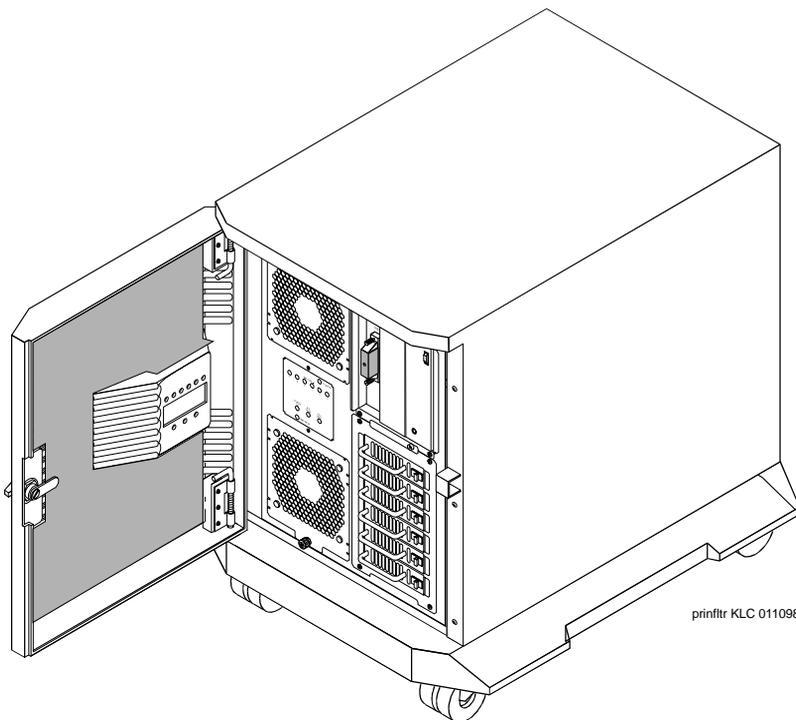


Figure 3-1. Deskside MAP/100P with Front Door Open

2. Remove the appropriate hard disk drive assembly by pressing the thumb tab toward the handle and pulling out on the assembly.

See [Table 3-1](#) and [Table 3-2](#) for the location of the hard disk drives.

3. Remove the four screws that hold the hard disk drive to the assembly bracket ([Figure 3-2](#)).

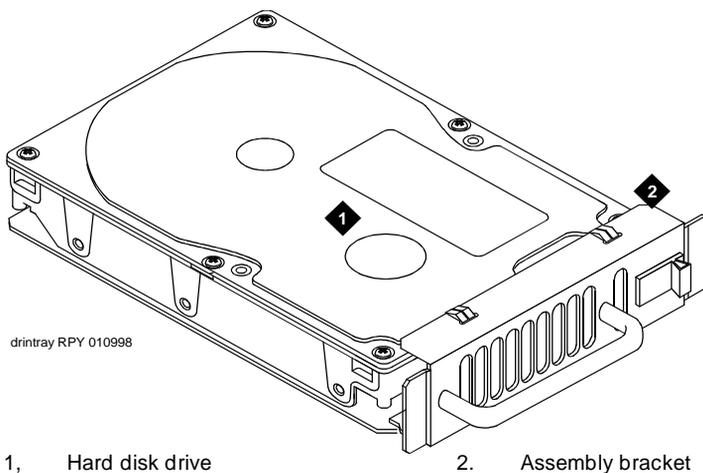


Figure 3-2. Hard Disk Drive Assembly

4. Remove the hard disk drive from the assembly bracket.
5. Place the defective hard disk drive upside down, with the circuit board facing up, on an ESD-protected surface.

## Installing a SCSI Hard Disk Drive in a RAID System

To mount a SCSI hard disk drive in the RAID system, do the following:

1. Attach the new hard disk drive to the assembly bracket using the four screws provided with the drive ([Figure 3-2](#)).



### CAUTION:

*Use only flat head screws to attach the hard disk drive to the drive assembly. The assembly will not fit in the MAP/100P with any other type of screw.*

2. Align the hard disk drive assembly with the appropriate slot in the MAP/100P.
3. Press the thumb tab on the assembly bracket toward the bracket handle.
4. Slide the hard disk drive assembly in the MAP/100P.



### NOTE:

The thumb tab should snap into place when the hard disk drive assembly has been fully installed in the MAP/100P. If the thumb tab

does not snap into place, press the thumb tab to the right for a deskside unit. Press the thumb tab up for a rack-mount unit.

5. Release the thumb tab.
6. Close the front door of the MAP/100P.

## Replacing a SCSI Hard Disk Drive in the RAID System

To replace a hard disk drive in a system with the RAID optional feature, 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. Open the front door of the MAP/100P ([Figure 3-1](#)).
3. Remove the appropriate hard disk drive assembly. See "[Removing a SCSI Hard Disk Drive in a RAID System](#)" above for the procedure.

See [Table 3-1](#) and [Table 3-2](#) or [Figure 3-12](#) and [Figure 3-13](#) for the location of the hard disk drives.

4. Mount the new hard disk drive. See "[Installing a SCSI Hard Disk Drive in a RAID System](#)" above for the procedure.
5. Close the front door of the MAP/100P.

The system displays the following message:

```
Rebuild in progress. Please wait.
```

### NOTE:

If the system does not initiate an automatic rebuild of the array within a couple minutes, insert the drive again.

## Performing a Manual Rebuild of a RAID Array

If the system does not automatically rebuild the array after you have re-inserted the drive, you will need to perform a manual rebuild. To perform a manual rebuild, do the following:

1. Enter **rblldsh**

The system displays the Manual Rebuild screen [Figure 3-3](#).

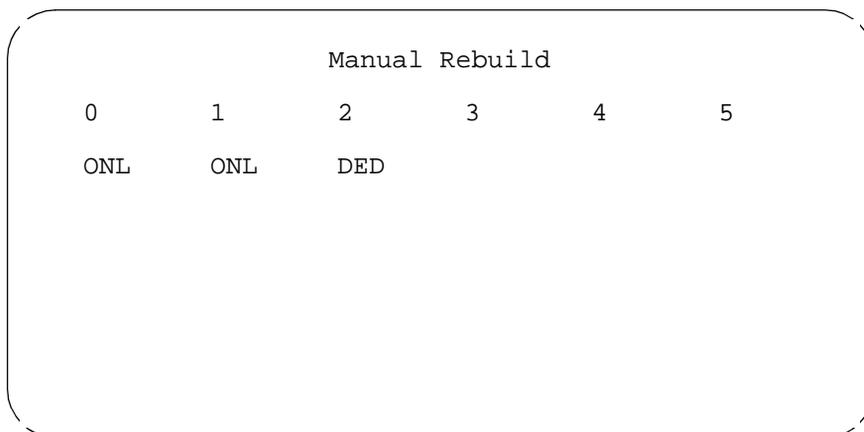


Figure 3-3. Manual Rebuild Screen

2. Press the left  or right  arrow to move to the drive marked DED

The system displays the following message:

```
Do you want to rebuild?  
  Yes  
  No
```

3. Select **yes** and press 

The system displays several progress messages. After several minutes, the system displays the following message:

```
Rebuild complete. Press ENTER to exit rebuild screen.
```

4. Press 

## Adding a SCSI Hard Disk Drive to a RAID System

---

This section details with the procedures for adding a SCSI hard disk drive to an INTUITY CONVERSANT MAP/100P RAID system. If you are replacing an existing drive see [“Replacing a SCSI Hard Disk Drive in the RAID System”](#) for the procedure.

 **NOTE:**  
The hard disk drive must be at least 2GB.

 **NOTE:**  
This procedure takes approximately 90 minutes to complete.

To add a hard disk drive to the system with the RAID optional feature, do the following:

1. Perform a system backup using *mkimage*. See "Backup the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedures.



**NOTE:**

Do not use the BRU with a RAID system.

2. Shut down the system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedures.
3. Remove the empty assembly bracket from the slot.
4. Attach the new hard disk drive to the assembly bracket using the four screws provided with the drive ([Figure 3-2](#)).



**CAUTION:**

*Use only flat head screws to attach the hard disk drive to the drive assembly. The assembly will not fit in the MAP/100P with any other type of screw.*

5. Align the hard disk drive assembly with the appropriate slot in the MAP/100P.
6. Press the thumb tab on the assembly bracket toward the bracket handle.
7. Slide the hard disk drive assembly in the MAP/100P.



**NOTE:**

The thumb tab should snap into place when the hard disk drive assembly has been fully installed in the MAP/100P. If the thumb tab does not snap into place, press the thumb tab to the right for a desktop unit. Press the thumb tab up for a rack-mount unit.

8. Release the thumb tab.
9. Insert the diskette labeled "RAID Configuration Utilities" into the diskette drive.
10. Boot into DOS.
11. Enter **daccf**

The system displays the following message:

```
Inquiring the devices connected to adapter
Channel 0                               Target ID
```

The system then displays the Main Menu [Figure 3-4](#).

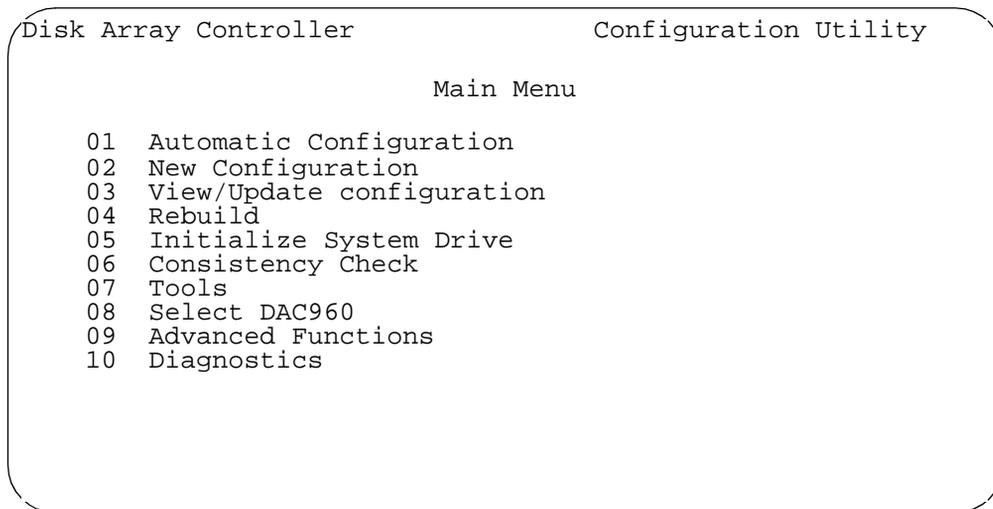


Figure 3-4. Main Menu

12. Press the down (▼) arrow to move to View/Update Configuration and press (ENTER)

The system displays the View/Update Configuration screen.

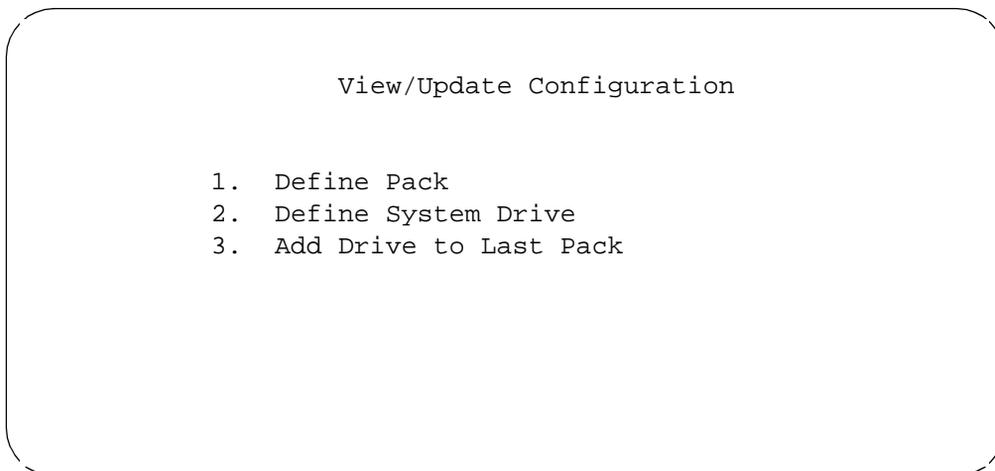


Figure 3-5. View/Update Configuration Screen

13. Select Add Drive to Last Pack and press (ENTER)

The system displays the Add Capacity screen [Figure 3-6](#).

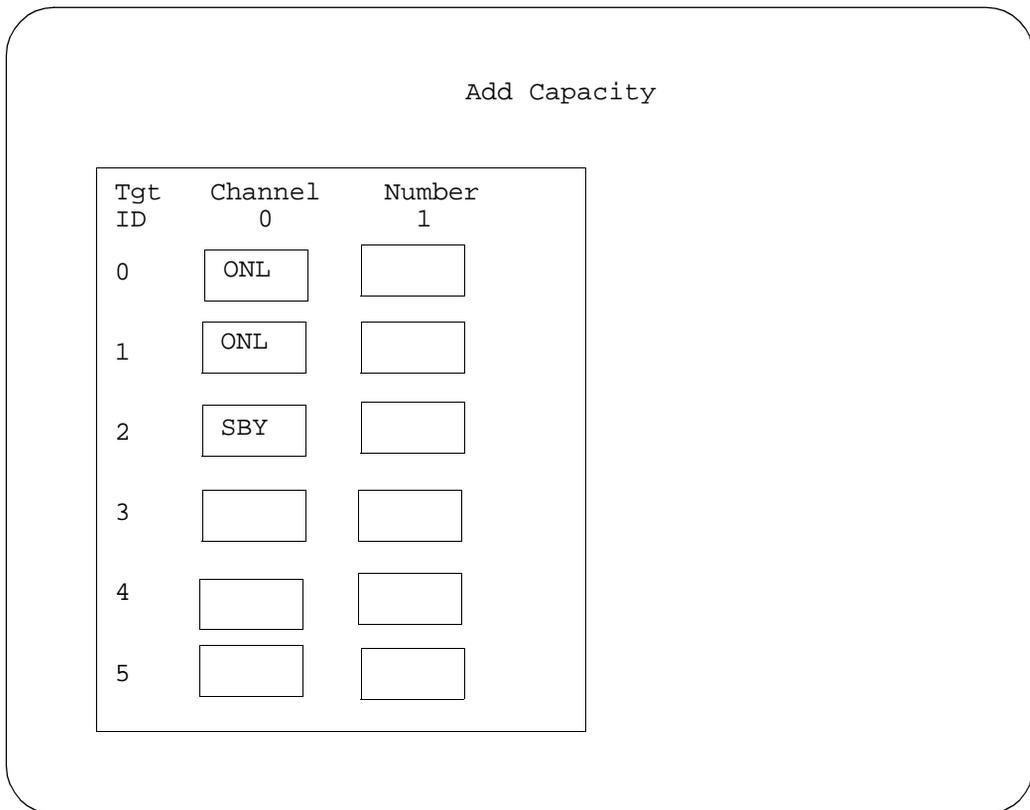


Figure 3-6. Add Capacity Screen

14. Select the drive to be added.

The new drive is marked as either RDY or SBY.

15. Press **(ESC)**

The system displays the following message:

```
!!WARNING: This process is irreversible.
           Do you want to proceed?
           No
           Yes
```

16. Select **yes** and press **(ENTER)**

The system displays the following message:

Rebuild in progress.

Rebuild process completed successfully.  
 Press any key to continue.

This process takes approximately 45 minutes to complete.

17. Press **ENTER**

The system displays the View/Update Configuration screen [Figure 3-5](#).

18. Press the down **▼** arrow to move to `Define System Drive` and press **ENTER**

The system displays the System Drive Definition screen [Figure 3-7](#)

System Drive Definition

1. Create System Drive
2. Toggle Write Policy

**Figure 3-7. System Drive Definition Screen**

19. Select `Create System Drive` and press **ENTER**

The system displays the RAID pop-up menu.

20. Select `RAID 5`

The system displays the default total space added in a pop-up box.

21. Press **ENTER**

The system displays the New System Drive Summary screen [Figure 3-8](#).

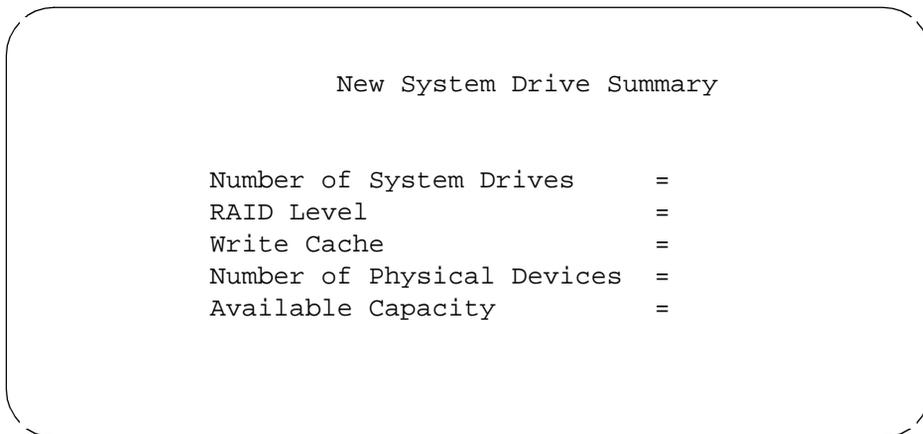


Figure 3-8. New System Drive Summary Screen

The system displays the following message:

```
Do you want to Create this System drive?
```

```
No
```

```
Yes
```

22. Select **yes** and press **(ENTER)**

The system displays the System Drive Definition screen [Figure 3-7](#).

23. Select **Toggle Write Policy** and press **(ENTER)**

The system displays the System Drive Table screen [Figure 3-9](#)

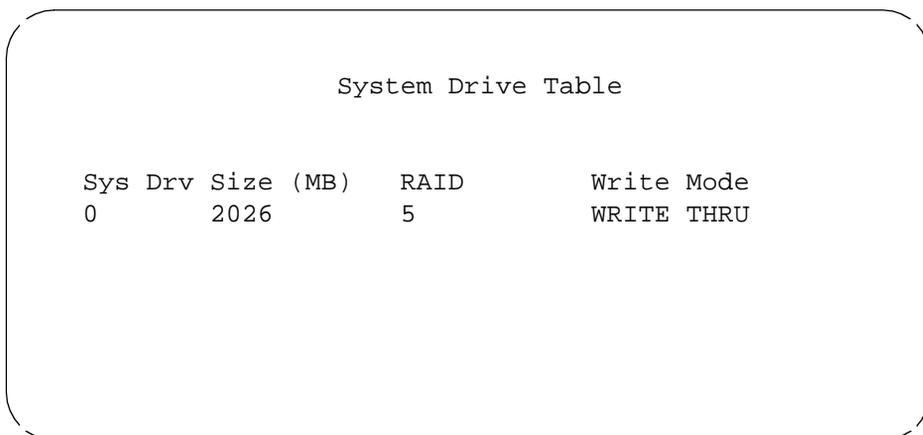


Figure 3-9. System Drive Table Screen

24. Use the left **(◀)** and right **(▶)** arrow keys to select the new drive.

25. Press **(ENTER)** to select **WRITE THRU**.

26. Press **(ESC)**.

The system displays the following message:

```
SAVE configuration?  
    YES  
    NO
```

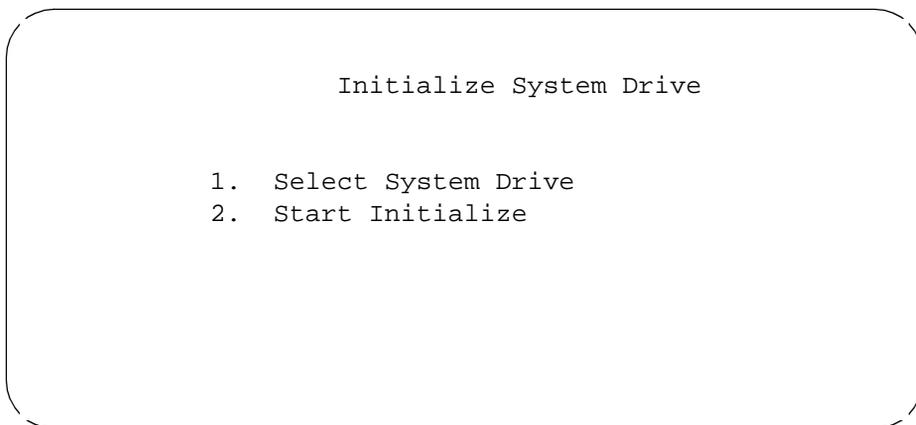
27. Select **yes**.

The system displays the following message:

```
Saving configuration. Please wait.  
Configuration saved.
```

28. Press **(ESC)** until the system returns to the Main Menu, [Figure 3-4](#).
29. Press the down **(▼)** arrow to move to Initialize System Drive and press **(ENTER)**

The system displays the Initialize System Drive screen, [Figure 3-10](#).



**Figure 3-10. Initialize System Drive Screen**

30. Select **1** and press **(ENTER)**

The system displays the Initialize New System Drive screen [Figure 3-11](#).

```
Initialize New System Drive
```

```
Sys Drv 0  
Sys Drv 1
```

Figure 3-11. Initialize New System Drive Screen

 **CAUTION:**

*Be careful of the drive you select in the next step. If you select a drive that previously existed, data will be destroyed. Typically, the last drive listed in [Figure 3-11](#) is the new drive.*

31. Select the new drive and press

The system displays the following message:

```
Initialize System Drive  
Sys Drv X
```

```
!!WARNING: Initialization of the system drives  
WILL destroy data on the drives.
```

32. Press

The system displays a message showing a check mark beside the new drive to be initialized.

33. Press

34. The system displays the Initialize System Drive screen [Figure 3-10](#)

35. Select **2** and press

The system displays the following message:

```
Do you want to proceed with initialization?  
No  
Yes
```

36. Select **yes** and press

The system displays several progress messages. When completed, the system displays the following message:

```
Initialization completed successfully.  
Press any key to continue.
```

37. Press **(ENTER)**

The system displays the following message:

```
Saving configuration, please wait.
```

The system displays the Initialize System Drive screen [Figure 3-10](#).

38. Press **(ESC)**

The system displays the Main Menu [Figure 3-4](#).

39. Press **(ESC)**

The system displays the following message:

```
Remember to save your configuration to a floppy disk  
before exiting. Do you really want to Exit  
Configuration Utility?
```

40. Select **yes** and press **(ENTER)**

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

## Identifying a Failed SCSI Hard Disk Drive in a Non-RAID System

Before a hard disk drive in a non-RAID system 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.



**NOTE:**

If your system is configured with only one hard disk drive, see “Software and Hardware Procedures for Replacing Hard Disk Drive 0 (Nonmirrored System)” for the procedure.

### SCSI 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 3-1](#) shows the information contained on each hard disk drive in a nonmirrored system.

**Table 3-1. Nonmirrored Hard Disk Drive Contents**

| Disk                                     | Contents  |
|--|---|
| Hard Disk Drive 0<br>SCSI ID 00<br>Bay 0 | UNIX operating system, all INTUITY CONVERSANT software, system data, and speech/voice storage |
| Hard Disk Drive 1<br>SCSI ID 01<br>Bay 1 | Speech/voice storage  |
| Hard Disk Drive 2<br>SCSI ID 02<br>Bay 2 | Speech/voice storage  |
| Hard Disk Drive 3<br>SCSI ID 03<br>Bay 3 | Speech/voice storage  |
| Hard Disk Drive 4<br>SCSI ID 04<br>Bay 4 | Speech/voice storage  |
| Hard Disk Drive 5<br>SCSI ID 05<br>Bay 5 | Speech/voice storage  |



**NOTE:**

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

[Table 3-2](#) show the information contained on each hard disk drive in a mirrored system.

**Table 3-2. Mirrored Hard Disk Drive Contents**

| Disk                                     | Contents   |
|--|--|
| Hard Disk Drive 0<br>SCSI ID 00<br>Bay 0 | UNIX operating system, all INTUITY software, system data, and speech/voice storage                     |
| Hard Disk Drive 1<br>SCSI ID 01<br>Bay 1 | UNIX operating system, all INTUITY software, system data, and speech/voice storage (mirror of drive 0) |
| Hard Disk Drive 2<br>SCSI ID 02<br>Bay 2 | Speech/voice storage   |
| Hard Disk Drive 3<br>SCSI ID 03<br>Bay 3 | Speech/voice storage   |
| Hard Disk Drive 4<br>SCSI ID 04<br>Bay 4 | Speech/voice storage   |
| Hard Disk Drive 5<br>SCSI ID 05<br>Bay 5 | Speech/voice storage   |

### Identifying a SCSI 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 SCSI Hard Disk Drive 0 \(Nonmirrored System\)](#)" for the replacement procedure.

### 3 Replacing the Hard Disk Drive

Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID

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## Identifying a Speech Storage SCSI 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 a message similar to the following 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 SCSI 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 SCSI 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 SCSI Hard Disk Drive in a Non-RAID System

---

The following procedures detail removing and installing a SCSI hard disk drive in the MAP/100P. [Figure 3-12](#) shows the positions of the hard disk drives for a deskside unit.

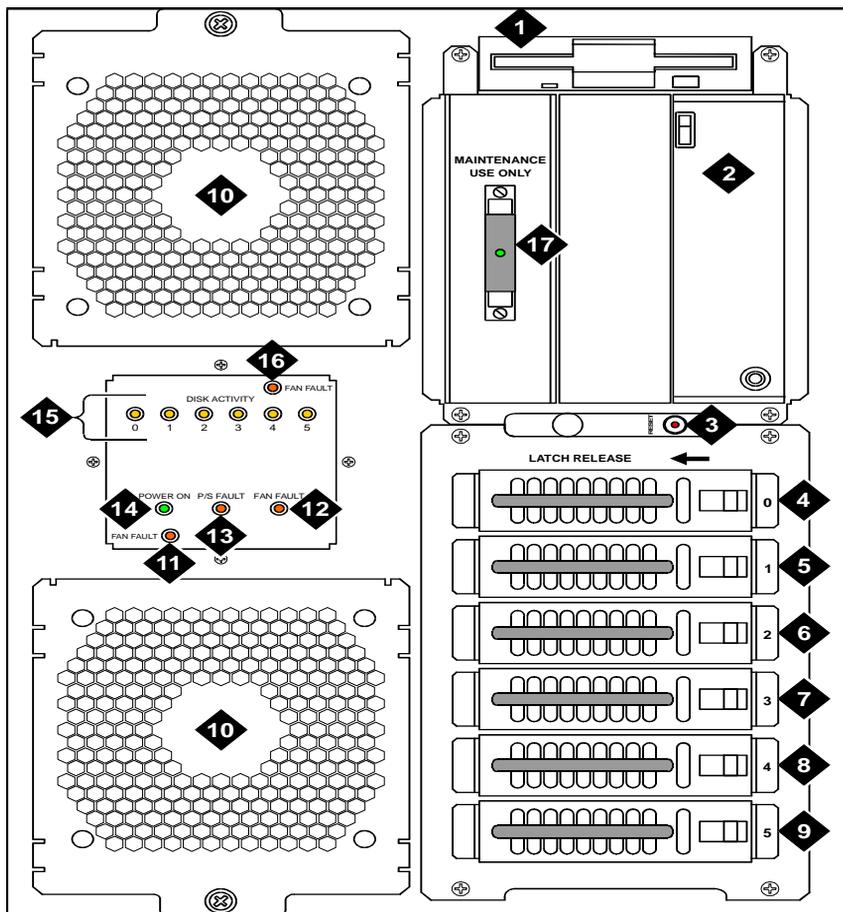


**WARNING:**

*Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See [“Protecting against Damage from Electrostatic Discharge”](#) in [Chapter 1, “Getting Inside the Computer,”](#) for the procedure.*

3 Replacing the Hard Disk Drive

Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID



scinp002 klc 011198

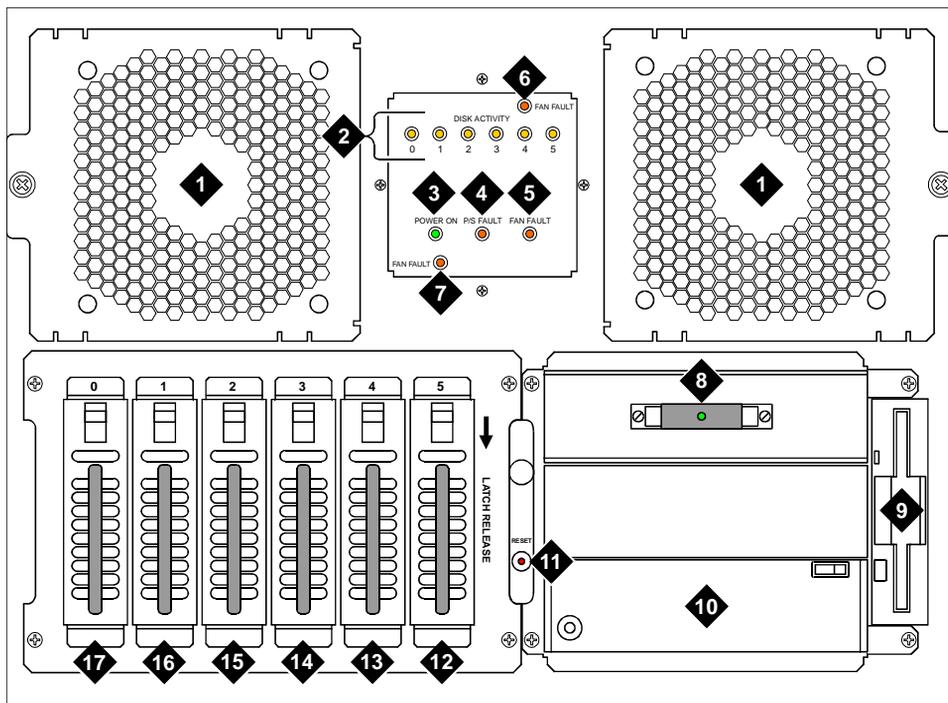
- |    |                      |     |                                       |
|----|----------------------|-----|---------------------------------------|
| 1. | Diskette drive       | 10. | Circuit card cage fan                 |
| 2. | Cartridge tape drive | 11. | Fan fault LED for lower fan           |
| 3. | Reset push button    | 12. | Card cage fan fault LED               |
| 4. | Hard disk drive 0    | 13. | Power supply fault LED                |
| 5. | Hard disk drive 1    | 14. | Power on LED                          |
| 6. | Hard disk drive 2    | 15. | Disk activity indicator (per SCSI ID) |
| 7. | Hard disk drive 3    | 16. | Fan fault LED for upper fan           |
| 8. | Hard disk drive 4    | 17. | SCSI external active terminator       |
| 9. | Hard disk drive 5    |     |                                       |

Figure 3-12. Front View of the Deskside MAP/100P

3 Replacing the Hard Disk Drive

Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID

Figure 3-13 shows the positions of the hard disk drives for a rack-mount unit.



scinp007 KLC 021798

- |  |                          |
|--|--------------------------|
| 1. Circuit card cage fan assembly        | 10. Cartridge tape drive |
| 2. Disk activity indicator (per SCSI ID) | 11. Reset push button    |
| 3. Power on LED                          | 12. Hard disk drive 5    |
| 4. Power supply fault LED                | 13. Hard disk drive 4    |
| 5. Card cage fan fault LED               | 14. Hard disk drive 3    |
| 6. Fan fault LED for right fan           | 15. Hard disk drive 2    |
| 7. Fan fault LED for left fan            | 16. Hard disk drive 1    |
| 8. SCSI external active terminator       | 17. Hard disk drive 0    |
| 9. Diskette drive                        |                          |

Figure 3-13. Front View of the Rack-Mount MAP/100P

## Removing a SCSI Hard Disk Drive

---

To remove a hard disk drive in a system that does not have the RAID optional feature, 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, complete the following Steps a through c:
  - a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.
  - b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.
  - c. Shut down the operating system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.
3. Remove power from the MAP/100P. See "[Removing Power from the MAP/100P](#)" in [Chapter 1, "Getting Inside the Computer,"](#) for the procedure.
4. Open the front door of the MAP/100P ([Figure 3-1](#)).
5. Remove the appropriate hard disk drive assembly by pressing the thumb tab toward the handle and pulling out on the assembly.  
  
See [Table 3-1](#) and [Table 3-2](#) for the location of the hard disk drives.
6. Remove the four screws that hold the hard disk drive to the assembly bracket ([Figure 3-2](#)).
7. Remove the hard disk drive from the assembly bracket.
8. Place the defective hard disk drive upside down, with the circuit board facing up, on an ESD-protected surface.

## Installing a SCSI Hard Disk Drive in the MAP/100P

---

To mount the SCSI hard disk drive in the MAP/100P, do the following:

1. Attach the new hard disk drive to the assembly bracket using the four screws provided with the drive ([Figure 3-2](#)).



### CAUTION:

*Use only flat head screws to attach the hard disk drive to the drive assembly. The assembly will not fit in the MAP/100P with any other type of screw.*

3 Replacing the Hard Disk Drive  
*Replacing SCSI Hard Disk Drive 0 in a Non-RAID System*

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2. Align the hard disk drive assembly with the appropriate slot in the MAP/100P.
3. Press the thumb tab on the assembly bracket toward the bracket handle.
4. Slide the hard disk drive assembly in the MAP/100P.

 **NOTE:**

The thumb tab should snap into place when the hard disk drive assembly has been fully installed in the MAP/100P. If the thumb tab does not snap into place, press the thumb tab to the right for a deskside unit. Press the thumb tab up for a rack-mount unit.

5. Release the thumb tab.
6. Close the front door of the MAP/100P.
7. Apply power to the unit. See "[Restoring Power to the MAP/100P](#)" in [Chapter 1, "Getting Inside the Computer,"](#) for the procedure.

## Replacing SCSI Hard Disk Drive 0 in a Non-RAID System

---

The following sections list the procedures for replacing SCSI Hard Disk Drive 0 in existing mirrored and nonmirrored systems.

### Replacing SCSI Hard Disk Drive 0 (Nonmirrored System)

---

Hard Disk Drive 0 contains the base system software. Therefore, if this disk fails on a nonmirrored 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:

 **CAUTION:**

*With no RAID controller equipped, the hard disk drives on the MAP/100P are not hot-swappable. The system must then be removed from service prior to removing a hard disk drive.*

1. Shut down the system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205.
2. Remove the hard disk drive from the system. See "[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)" above for the procedure.

3 Replacing the Hard Disk Drive  
*Replacing SCSI Hard Disk Drive 0 in a Non-RAID System*

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3. Remove the hard disk drive from the mounting bracket. See "[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)" above for the procedure.
4. Place the replacement hard disk drive on the mounting bracket. See "[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)" above for the procedure.
5. Place the hard disk drive assembly in the MAP/100P. See "[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)" above for the procedure.

## Restoring the INTUITY CONVERSANT System

 **WARNING:**

*After installing a 2-Gbyte hard disk drive into a system as Disk 0, **DO NOT ATTEMPT TO INSTALL AN OLDER VERSION OF UnixWare.** The 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, for the procedure.
2. Restore the speech files using the **spres** command. See *INTUITY CONVERSANT System Version 7.0 Application Development with Script Builder*, 585-313-206.

## Replacing SCSI 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.*

To replace a hard disk drive, do the following:

 **CAUTION:**

*With no RAID controller equipped, the hard disk drives on the MAP/100P are not hot-swappable. The system must then be removed from service prior to removing a hard disk drive.*

1. Shut down the system. See “Shut Down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205.
2. Remove Hard Disk Drive 0 from the MAP/100P. See “[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)” above for the procedure.

 **NOTE:**

Hard Disk Drive 0 is located in Hard Disk Drive Bay 0 ([Figure 3-12](#)).

3. Remove the hard disk drive from the mounting bracket. See “[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)” above for the procedure.
4. Place the replacement hard disk drive on the mounting bracket. See “[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)” above for the procedure.
5. Remove the label from the mounting bracket and save it for reuse.

 **NOTE:**

The label reads: SCSI ID: 0

6. Remove Hard Disk Drive 1 from the MAP/100P. See “[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)” above for the procedure.

 **NOTE:**

Hard Disk Drive 1 is located in Hard Disk Drive Bay 1 ([Figure 3-12](#)).

 **CAUTION:**

*Do not remove Hard Disk Drive 1 from the mounting bracket.*

7. Place Hard Disk Drive 1 in Hard Disk Drive Bay 0 ([Figure 3-12](#)).

 **NOTE:**

This is the hard disk drive bay from which you removed Hard Disk Drive 0 in Step [2](#) above.

8. Remove the label from mounting bracket and save it for reuse.

 **NOTE:**

The label reads: SCSI ID: 1

### 3 Replacing the Hard Disk Drive

Replacing a SCSI Hard Disk Drive other than Drive 0 in a Non-RAID System

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9. Place the new hard disk drive in Hard Disk Drive Bay 1. See "[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)" above for the procedure.
10. Put the label removed in Step [5](#) on the mounting bracket for hard disk drive 0.
11. Put the label removed in Step [8](#) on the mounting bracket for hard disk drive 1.
12. Reboot the system.

## Replacing a SCSI Hard Disk Drive other than Drive 0 in a Non-RAID System

---

The following procedure explains how to replace a SCSI 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 SCSI Hard Disk Drive 0 in a Non-RAID System](#)" procedures (nonmirrored or mirrored, depending on your configuration) for instructions.

## Software and Hardware Procedures for Replacing a SCSI Hard Disk Drive (Nonmirrored System)

---

The following 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:

### CAUTION:

*With no RAID controller equipped, the hard disk drives on the MAP/100P are not hot-swappable. The system must then be removed from service prior to removing a hard disk drive.*

**3** Replacing the Hard Disk Drive  
*Replacing a SCSI Hard Disk Drive other than Drive 0 in a Non-RAID System*

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1. Shut down the system. See “Shut Down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205.
2. Remove the hard disk drive from the system. See “[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)” above for the procedure.
3. Remove the hard disk drive from the mounting bracket. See “[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)” above for the procedure.
4. Place the replacement hard disk drive on the mounting bracket. See “[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)” above for the procedure.
5. Place the hard disk drive assembly in the MAP/100P. See “[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)” above for the procedure.

## Restoring the INTUITY CONVERSANT System

To restore the INTUITY CONVERSANT system, do the following:

1. Log in as root.
2. Enter **vxdiskadm**

The system displays the Volume Manager Support Operations screen ([Figure 3-15](#)).

3. Enter **list**

The system displays the List Disk Information screen ([Figure 3-14](#)).

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

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

Enter disk device or "all" [<address>,all,q,?] (default:all)
```

Figure 3-14. List Disk Information Screen

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 | disk03 | speech | online |
| c0b0t5d0 | disk04 | speech | online |
| c0b0t6d0 | disk05 | speech | online |

**⇒ NOTE:**

A disk that has failed will show `error` in the status column.

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

| Device | Disk |
|--------|------|
|        |      |
|        |      |
|        |      |
|        |      |
|        |      |
|        |      |

6. Press **ENTER**.

The system displays the Volume Manager Support Operations screen ([Figure 3-15](#)).

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

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

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

Select an operation to perform:
```

**Figure 3-15. Volume Manager Support Operations Screen**

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.

3 Replacing the Hard Disk Drive  
Replacing a SCSI Hard Disk Drive other than Drive 0 in a Non-RAID System

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The system displays the Volume Manager Support Operations screen ([Figure 3-15](#)).

9. Add a hard disk drive to the system. See "[Cleaning a SCSI Hard Disk Drive](#)" below for the procedure.
10. Restore the speech files using the **spres** command. See *INTUITY™ CONVERSANT® Version 6 Speech Development, Processing, and Recognition* for the procedure.

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

The following 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:

 **CAUTION:**

*The hard disk drives on the MAP/100P are not hot-swappable. The system must be removed from service prior to removing a hard disk drive.*

1. Shut down the system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205.
2. Remove the hard disk drive from the system. See "[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)" above for the procedure.
3. Remove the hard disk drive from the mounting bracket. See "[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)" above for the procedure.
4. Place the replacement hard disk drive on the mounting bracket. See "[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)" above for the procedure.

5. Place the hard disk drive assembly in the MAP/100P. See "[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)" above for the procedure.

## Restoring the INTUITY CONVERSANT System

To restore the INTUITY CONVERSANT system, do the following:

1. Log in as root.
2. Enter **vxdiskadm**

The system displays the Volume Manager Support Operations screen ([Figure 3-15](#)).

3. Enter **list**

The system displays the List Disk Information screen ([Figure 3-14](#)).

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 |
| c0b0t3d0 | disk03 | speech | online |
| c0b0t4d0 | disk04 | speech | online |
| c0b0t5d0 | disk05 | 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 3-15](#)).

7. Enter **4**

The system displays the following message:

Enter the name of the disk to remove.

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



**NOTE:**

This should be disk01.

The system displays the Volume Manager Support Operations screen (Figure 3-15).

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 **c0b0t $x$ d $x$** , where  $x$  is the failed drive number.

The system displays the Hard Disk Partitioning - Disk 1 screen (Figure 3-16).

Total disk size is 2048 cylinders (2048.0MB)

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

SELECT ONE OF THE FOLLOWING

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

Enter selection:

Figure 3-16. Hard Disk Partitioning – Disk 1 Screen

3 Replacing the Hard Disk Drive  
Adding a SCSI Hard Disk Drive in a Non-RAID System

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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 3-16](#)).

17. Enter **4**

The system displays the **Volume Manager Support Operations** screen ([Figure 3-15](#)).

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 INTUITY CONVERSANT system.

## Adding a SCSI Hard Disk Drive in a Non-RAID System

---

This section details the procedures for adding a second SCSI hard disk drive to an INTUITY CONVERSANT system which was supplied with only one hard disk drive. If you are replacing an existing drive see "[Replacing SCSI Hard Disk Drive 0 in a Non-RAID System](#)" or "[Replacing a SCSI Hard Disk Drive other than Drive 0 in a Non-RAID System](#)" for the procedure.

## Adding a Hard Disk Drive to a System for Mirroring

---

To add a hard disk drive, do the following:

1. Install the new hard disk drive. See "[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)" for the procedure.
2. Clean the new hard disk drive. See "[Cleaning a SCSI Hard Disk Drive](#)" for the procedure.
3. Log in as root.
4. Enter **fdisk /dev/rdisk/c0b0t.xd0s0**

The system displays the following message:

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

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

5. Enter **y**
6. Enter **vxdiskadm**

The system displays the Volume Manager Support Operations screen ([Figure 3-15](#)).

7. Enter **1**

The system displays the Add or Initialize a Disk screen ([Figure 3-17](#)).

```

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

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

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

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

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

**Figure 3-17. Add or Initialize a Disk Screen**

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:

**3** Replacing the Hard Disk Drive  
 Adding a SCSI Hard Disk Drive in a Non-RAID System

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

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

The system displays the following message:

```
Here is the disk selected. Output format: [Device_Name]
c0b0tXd0
Continue operation? [y,n,q,?] (default: y)
```

- 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?

- 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)
```

- Press **(ENTER)**.

The system displays the following message:

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

- 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 3-15](#)).

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 SCSI Hard Disk Drive to a System for Speech Storage

---

### NOTE:

If you are using an existing disk, perform the [“Cleaning a SCSI Hard Disk Drive”](#) procedure first.

1. Complete [“Adding a Hard Disk Drive to a System for Mirroring”](#) above.
2. Log in to the system as root.
3. Enter **/mtce/bin/dispdisk**

The system displays a message similar to the following:

```
Choose a disk from the following list
```

```
disk00 disk01
```

```
Enter disk:
```

4. Enter **disk01**

The system displays a message similar to the following:

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

```
standvol  
swapvol  
usr
```

- Record the value shown in the `Length` field on the line below.

Length: \_\_\_\_\_

- Enter **`/mtce/bin/makevol`**

The system displays the following message:

```
Enter Volume Name:
```

- Enter **`home3`**

The system displays the following message:

```
Enter Volume Length:
```

- 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:
```

- Enter the disk name (for example, `disk01`).

The system displays the following message:

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

```
Mkfs: make vxfs file system?
```

```
(DEL if wrong)
```

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

You have completed this procedure.

## Moving the Speech to the Speech Disk

---



### NOTE:

Direct calls away from the system during this procedure.

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

1. Log in as root.
2. Enter **cd /home2/vfs/talkfiles**
3. Enter **find . -name -pring | cpio -pdmuv /home3/vfs/talkfiles**
4. Enter **vi /vs/data/irAPI.rc**
5. Change the line **SPEECHDIR=/home2/vfs/talkfiles** to  
**SPEECHDIR=/home3/vfs/talkfiles**
6. Enter **stop\_vs**
7. Enter **start\_vs**
8. Enter **cd /home2/vfs/talkfiles**
9. Enter **rm -rf - \***

The /home2 directory is now available for customer files.

## Cleaning a SCSI Hard Disk Drive

---



### NOTE:

The following procedures are to be used only with SCSI drives in a *non-RAID* system. Cleaning is performed automatically on SCSI drives in RAID systems.

There are two ways to clean a SCSI 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/rdisk/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 3-18](#))

Total disk size is 2048 cylinders (2048.0MB)

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

SELECT ONE OF THE FOLLOWING

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

Enter selection:

**Figure 3-18. Disk Cleaning Screen**

**3. Enter 3**

The system displays the following message:

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

**4. Enter the number of the partition.**

For the example shown in [Figure 3-18](#), you would enter **1**

The system displays the following message:

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

**5. Enter y**

The system displays the following message:

Partition X has been deleted.

The system displays the Disk Cleaning Screen ([Figure 3-18](#))

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

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

## Low-Level Formatting the SCSI 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 in a non-RAID system, do the following:

1. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.
2. Press **CONTROL-A** when prompted.

The system displays the Host Adapter Configuration screen ([Figure 3-19](#)).

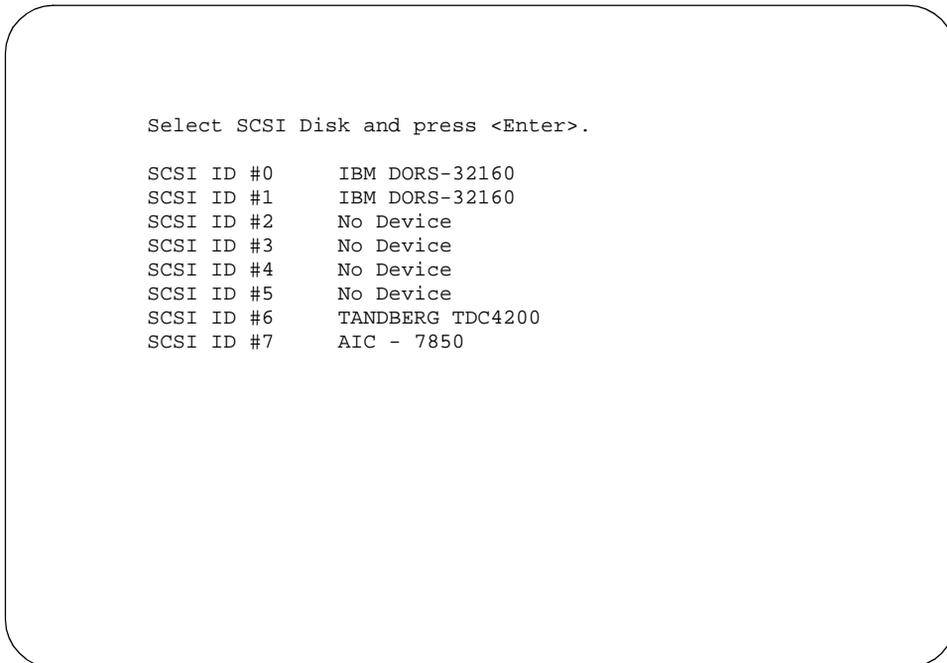
Would you like to configure the host adapter or run the SCSI disk utilities? Select the option and press <Enter>. Press <F5> to switch between color or monochrome.

Options  
Configure/View Host Adapter Settings  
SCSI Disk Utilities

**Figure 3-19. Host Adapter Configuration Screen**

3. Place the cursor on *SCSI Disk Utilities*. Use the up  and down  arrows to move the cursor.
4. Press .

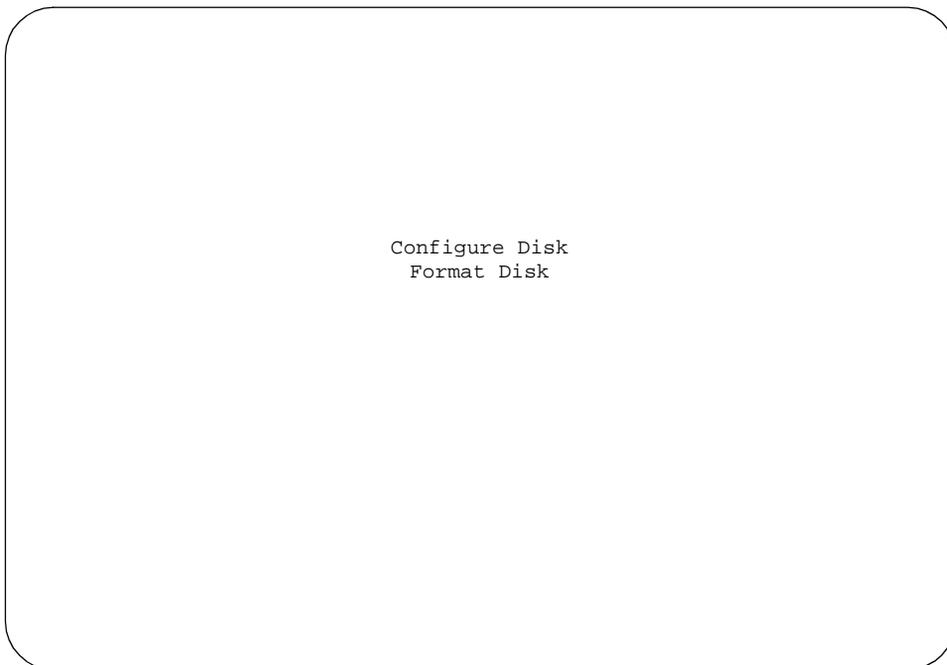
The system displays the SCSI Disk Utilities screen ([Figure 3-20](#)).



**Figure 3-20. SCSI Disk Utilities Screen**

5. Place the cursor on the SCSI Disk to be formatted. Use the up (▲) and down (▼) arrows to move the cursor.
6. Press (ENTER).

The system displays the Configure/Format Disk screen ([Figure 3-21](#)).



**Figure 3-21. Configure/Format Disk Screen**

7. Place the cursor on the `Format Disk`. Use the up  and down  arrows to move the cursor.
8. Press .
- 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. Place Hard Disk Drive 1 in Bay 1. See "[Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System](#)" above for the procedure.
2. Add Hard Disk Drive 1 to the system. See "[Adding a Hard Disk Drive to a System for Mirroring](#)" above for the procedure.
3. At the UNIX prompt, enter **vxdiskadm**  
The system displays the Volume Manager Support Operations screen ([Figure 3-15](#)).
4. Enter **6**  
The system displays the Mirror Volumes on a Disk screen ([Figure 3-22](#)).

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

```
This operation can be used to mirror volumes on a disk. These volumes can
be mirrored onto another disk or onto any available disk space. Volumes
will not be mirrored if they are already mirrored. Also, volumes that are
comprised of more than one subdisk will not be mirrored.
```

```
Mirroring volumes from the boot disk will produce a disk that can be used
as an alternate boot disk.
```

```
At the prompt below, supply the name of the disk containing the volumes
to be mirrored.
```

```
Enter disk name
```

Figure 3-22. Mirror Volumes on a Disk Screen

5. Enter **list**  
The system displays the Disk Group screen ([Figure 3-23](#)).

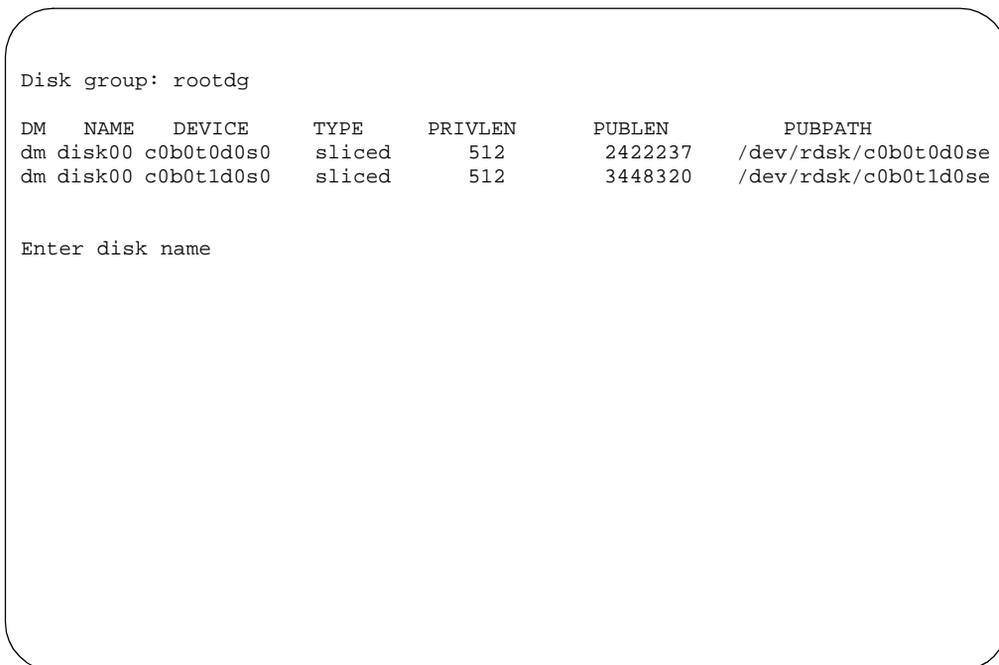


Figure 3-23. Disk Group Screen

6. 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)

7. 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?

8. 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)

9. Enter **n**

The system displays the Volume Manager Support Operations screen ([Figure 3-15](#)).

10. Enter **q**

## Removing Mirroring

To remove mirroring, do the following:

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

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:

2. Enter **ALL**

The system displays the following message for each volume:

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

```
Volume mirror xxx has been removed.
```

where xxx is the volume name.

## Disk Reuse

---

### Reusing for Mirroring

---

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

1. Log in as root.



**NOTE:**

In the following steps, home3 is the volume where the speech files are stored.

2. Enter **umount /home3**
3. Enter **voledit -rf rm home3**
4. Establish mirroring. See [“Establishing Mirroring”](#) for the procedure and begin with Step [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”](#) for the procedure.
3. Add a disk for speech storage. See, [“Adding a SCSI Hard Disk Drive to a System for Speech Storage”](#) for the procedure and begin with Step [3](#).
4. Move the speech to the speech disk. See [“Moving the Speech to the Speech Disk”](#).

# Replacing Other Components

# 4

---

## Overview

---

This chapter describes the procedures for replacing the following:

- Backplanes
- Cables
- Cartridge tape drive
- Console alarm panel
- Diskette drive
- Fan modules
- Fan filter
- AC line fuse
- Peripheral bay carriage
- Hard disk drive carriage
- CPU memory modules
- Power supplies
- Remote maintenance circuit card
- Terminator SIPs
- Tip/Ring distribution hardware

## Purpose

The purpose of this chapter is to ensure that the correct procedures are used to replace the internal components of the MAP/100P. This chapter also provides information on the correct configuration and settings for the individual components.

## Replacing Backplanes

This section details the replacement procedures for the following backplanes:

- Circuit card backplane
- Power supply backplane
- Hard disk drive carriage backplane

### Replacing the Circuit Card Backplane

The circuit card backplane (Figure 4-1) is located inside the circuit card cage.

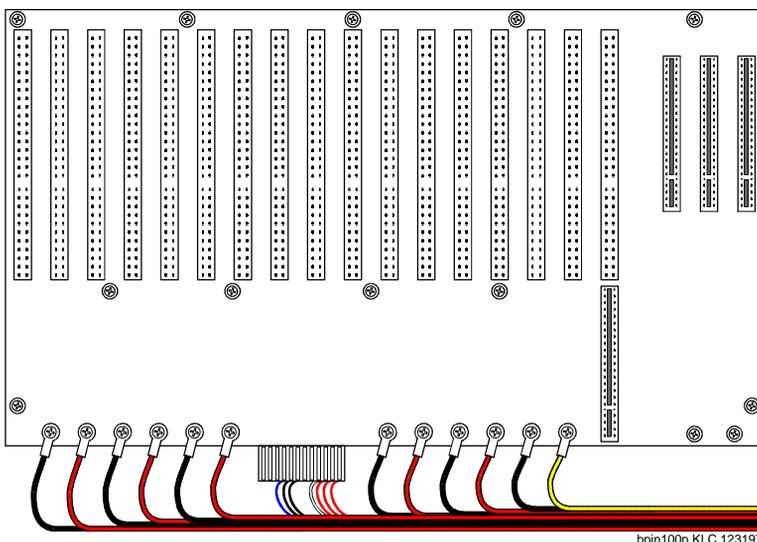


Figure 4-1. Circuit Card Backplane

### Removing the Circuit Card Backplane



**WARNING:**

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare

*skin and connect the strap cable to an earth ground. See [“Protecting against Damage from Electrostatic Discharge”](#), in [Chapter 1, “Getting Inside the Computer”](#).*

To remove the circuit card backplane, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition with no obvious shipping damage.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
3. Remove the incoming power. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
4. Access the circuit card cage. See [“Accessing the Circuit Card Cage”](#), in [Chapter 1, “Getting Inside the Computer”](#), for the procedure.
5. Remove the circuit cards. See [“Removing a Circuit Card”](#), in [Chapter 2, “Installing or Replacing Circuit Cards”](#), for the procedure.
6. Remove the 12 screws which hold the power supply wires to the circuit card backplane ([Figure 4-1](#)).
7. Remove the power supply wire slide connector from the circuit card backplane ([Figure 4-1](#)).
8. Remove the 12 screws which secure the circuit card backplane to the MAP/100P ([Figure 4-1](#)).
9. Remove the circuit card backplane. Do this by squeezing the snap lock standoffs one at a time and lifting the backplane (left to right on rack-mounts and bottom to top on deskside units).

## Installing the Circuit Card Backplane



### WARNING:

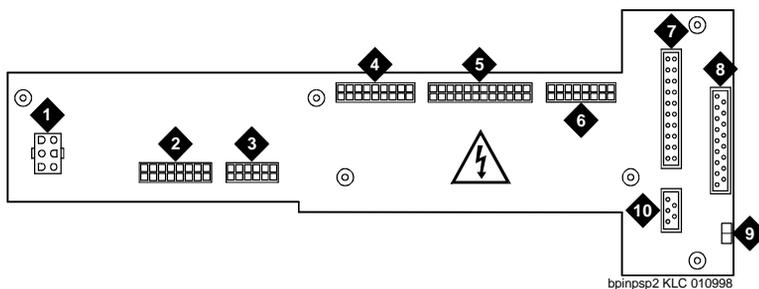
Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See [“Protecting against Damage from Electrostatic Discharge”](#), in [Chapter 1, “Getting Inside the Computer”](#).

To install the circuit card backplane, do the following:

1. Place the circuit card backplane in the MAP/100P.
2. Secure the circuit card backplane using the 12 screws removed in Step [8](#) of [“Removing the Circuit Card Backplane”](#), above.
3. Attach the power supply wire slide connector to the circuit card backplane ([Figure 4-1](#)).
4. Attach the 12 power supply wires to the circuit card backplane using the screws you removed in Step [6](#) of [“Removing the Circuit Card Backplane”](#), above.
5. Replace the circuit cards. See [“Installing a Circuit Card”](#), in [Chapter 2, “Installing or Replacing Circuit Cards”](#), for the procedure.
6. Replace the side dress cover. See [“Replacing the Dress Cover”](#), in [Chapter 1, “Getting Inside the Computer”](#), for the procedure.
7. Restore the incoming power. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.

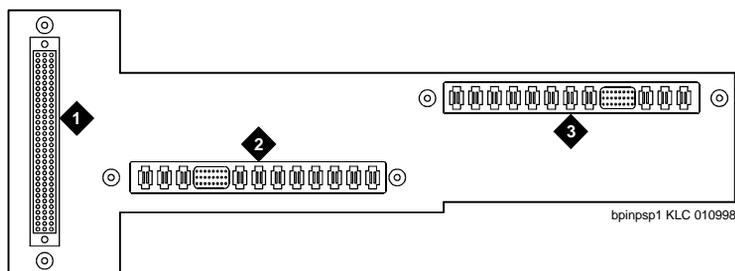
## Replacing the Power Supply Backplane

The power supply backplane ([Figure 4-2](#) and [Figure 4-3](#)) is located between the power supply bay and the peripheral bay.



1. J1 - Main AC power ON/OFF switch cable connection
2. J2 - Hard disk drive power cable connection
3. J3 - Circuit card backplane power cable connection
4. J4 - (Unused)
5. J5 - Circuit card backplane power cable connection
6. J6 - Cartridge tape and diskette drive power supply cable connection
7. J8 - Console alarm cable connection
8. J9 - Remote maintenance circuit card interface cable connection
9. CPU reset cable connection
10. J7 - SCSI ID cable connection

Figure 4-2. Power Supply Backplane (showing peripheral bay connections)



1. Remote maintenance circuit card interface connection
2. Power supply connection
3. Power supply connection

Figure 4-3. Power Supply Backplane (showing power supply connections)

## Removing the Power Supply Backplane

### WARNING:

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

To remove the power supply backplane, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition with no obvious shipping damage.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
3. Remove the incoming power. See "[Removing Power from the MAP/100P](#)", in [Chapter 1, "Getting Inside the Computer"](#), for this procedure.
4. Remove the power supplies. See "[Removing a Power Supply](#)", for the procedure.
5. Remove the remote maintenance circuit card. See "[Removing the Unit Maintenance Interface Board Assembly](#)", for the procedure.
6. Remove the front bezel.
7. Remove the hard disk drive carriage. See "[Removing the Hard Disk Drive Carriage](#)", for the procedure.
8. Disconnect the following cables ([Figure 4-2](#)).
  - Power ON/OFF switch cable connection
  - Hard disk drive power cable connection
  - Circuit card backplane power cable connection
  - Diskette and tape drive power cable connection
  - Unit maintenance interface board assembly connection
  - Console alarm cable connection
  - SCSI cable connection
  - Reset cable connection
  - Hard disk drive SCSI ID cable connection
9. Remove the six screws that secure the power supply backplane to the MAP/100P.
10. Pull the power supply backplane from the MAP/100P.

## Installing the Power Supply Backplane

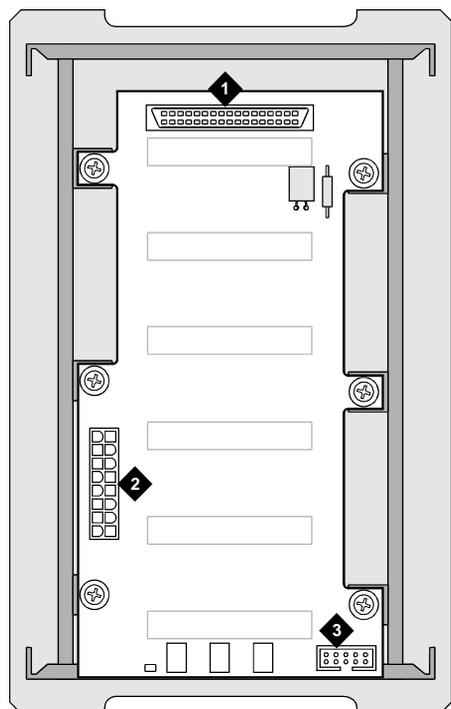
To install the power supply backplane, do the following:

1. Place the power supply backplane in the MAP/100P.
2. Secure the power supply backplane with the six screws you removed in Step 9 of [“Removing the Power Supply Backplane”](#).
3. Connect the following cables ([Figure 4-2](#)):
  - Power ON/OFF switch cable connection
  - Hard disk drive power cable connection
  - Circuit card backplane power cable connection
  - Diskette and tape drive power cable connection
  - Console alarm cable connection
  - SCSI cable connection
  - Reset cable connection
  - Hard disk drive SCSI ID cable connection
4. Replace the hard disk drive carriage. See [“Installing the Hard Disk Drive Carriage”](#), for the procedure
5. Replace the remote maintenance circuit card. See [“Installing the Unit Maintenance Interface Board Assembly”](#) for the procedure.
6. Replace the power supplies. See [“Installing a Power Supply”](#) for the procedure.
7. Replace the front bezel.
8. Apply power to the MAP/100P. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.

## Replacing the Hard Disk Drive Carriage Backplane

---

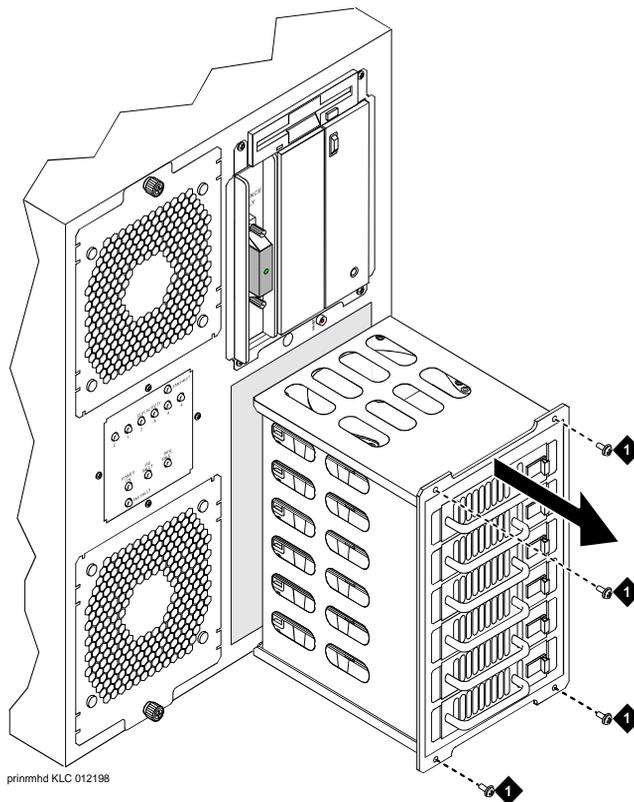
The hard disk drive carriage backplane ([Figure 4-4](#)) is located in the back of the hard disk drive carriage ([Figure 4-5](#)).



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1. SCSI or RAID bus cable connection
2. Hard disk drive power cable connection
3. SCSI ID cable connection

Figure 4-4. Hard Disk Drive Carriage Backplane



1. Hard disk drive carriage retaining screw

Figure 4-5. Hard Disk Drive Carriage

## Removing the Hard Disk Drive Carriage Backplane

### WARNING:

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

To remove the hard disk drive carriage backplane, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition with no obvious shipping damage.
2. If the system is in service, perform the following steps.

- a. Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
3. Remove the incoming power. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
  4. Remove the front bezel.
  5. Remove the hard disk drive carriage. See [“Removing the Hard Disk Drive Carriage”](#), below for the procedure.
  6. Remove the hard disk drive power cable from the hard disk drive carriage backplane ([Figure 4-4](#)).
  7. Remove the SCSI bus cable from the hard disk drive carriage backplane ([Figure 4-4](#)).
  8. Remove the SCSI ID cable from the hard disk drive carriage backplane ([Figure 4-4](#)).
  9. Remove the six screws that secure the hard disk drive backplane to the hard disk drive carriage.
  10. Remove the hard disk drive carriage backplane.

## Installing the Hard Disk Drive Carriage Backplane

To install the hard disk drive carriage backplane, do the following:

1. Place the hard disk drive carriage backplane on the hard disk drive carriage.
2. Secure the hard disk drive backplane with the six screws you removed in [Step 9](#) of [“Removing the Hard Disk Drive Carriage Backplane”](#).
3. Connect the hard disk drive power cable to the hard disk drive carriage backplane ([Figure 4-4](#)).
4. Connect the SCSI bus cable to the hard disk drive carriage backplane ([Figure 4-4](#)).
5. Connect the SCSI ID cable to the hard disk drive carriage backplane ([Figure 4-4](#)).
6. Replace the hard disk drive carriage. See [“Installing the Hard Disk Drive Carriage”](#), below for the procedure.

7. Replace the front bezel.
8. Apply power to the MAP/100P. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.

## Replacing Cables

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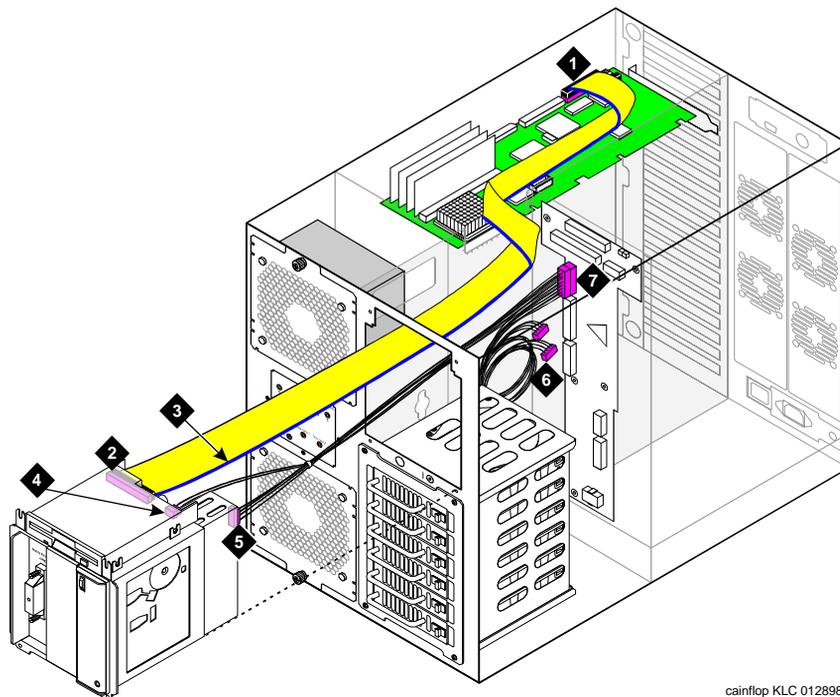
This section provides the procedures for replacing the following cables:

- Diskette
- Console alarm
- Power
- Remote maintenance circuit card interface
- Reset
- SCSI RAID
- SCSI (non-RAID)
- SCSI ID

## Replacing the Diskette Cable

---

The diskette cable connects the diskette drive to the P5 200 MHz CPU circuit card ([Figure 4-6](#)).



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1. Diskette cable attachment to P5 200 MHz CPU circuit card
2. Diskette cable attachment to diskette drive
3. Pin 1 tracer
4. Power cable attachment to diskette drive
5. Power cable attachment to the cartridge tape drive
6. Extra power cable attachments (future)

Figure 4-6. Diskette and Power Supply Cables

## Removing the Diskette Cable

To remove the diskette cable, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.

- c. Shut down the INTUITY CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the INTUITY CONVERSANT System Reference, 585-313-205, for voice system administration.
3. Remove the incoming power. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
4. Remove the front bezel.
5. Remove the peripheral carriage by removing the four screws that secure it to the MAP/100P chassis ([Figure 4-6](#)).
6. Remove the diskette cable from the back of the diskette drive ([Figure 4-6](#)).
7. Access the circuit card cage. See [“Accessing the Circuit Card Cage”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
8. Identify and remove the circuit card that needs to be removed in order to gain full access to the circuit card cage. See [“Removing a Circuit Card”](#) for the procedure.
9. Remove the diskette cable from the P5 200 MHz CPU circuit card ([Figure 4-6](#)).
10. Gently feed the diskette cable through the MAP/100P chassis and out through the peripheral carriage hole.

## Installing the Diskette Cable

To install the diskette cable, do the following:

1. Feed the non-labeled end of the diskette cable through the MAP/100P chassis to the peripheral carriage area and the other end near the P5 200 MHz CPU circuit card ([Figure 4-6](#)).
2. Attach the diskette cable to the P5 200 MHz CPU circuit card ([Figure 4-6](#)).
3. Attach the diskette cable to the diskette drive ([Figure 4-6](#)).
4. Slide the peripheral carriage into the MAP/100P.



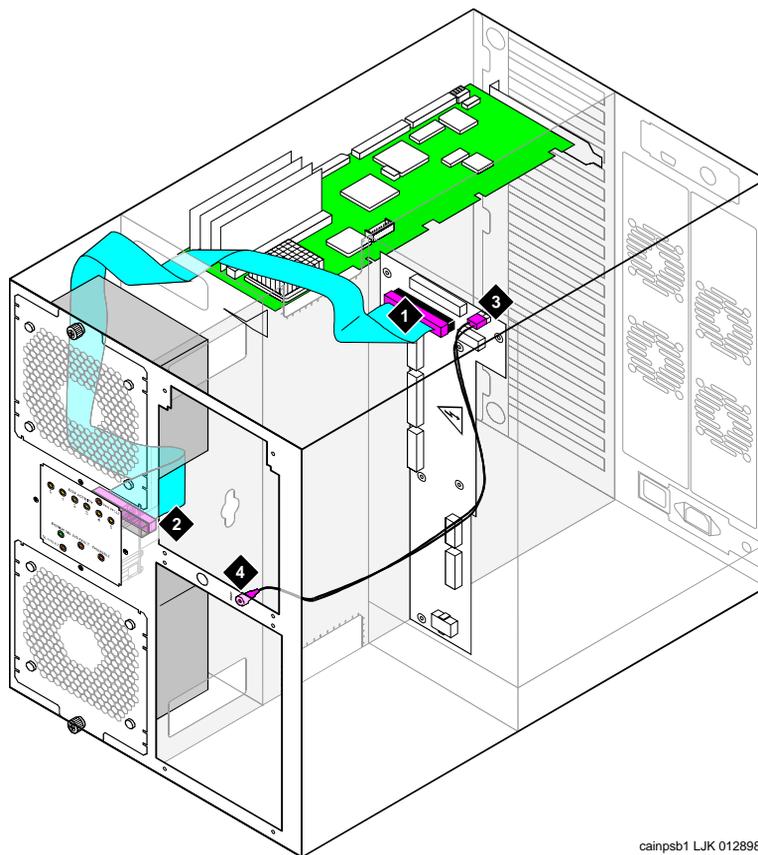
### CAUTION:

*Care must be given during installation to prevent cable damage.*

5. Secure the peripheral carriage the four screws removed in Step [5](#) of [“Removing the Diskette Cable”](#).
6. Replace the front bezel.
7. Close the circuit card cage. See [“Replacing the Dress Cover”](#), in [Chapter 2, “Installing or Replacing Circuit Cards”](#), for this procedure.
8. Apply power to the MAP/100P. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.

## Replacing the Console Alarm Cable

The console alarm cable consolidates all alarm indicators to the console alarm panel ([Figure 4-7](#)).



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1. Console alarm cable attachment to the power supply backplane
2. Console alarm cable attachment to the console alarm panel
3. Reset cable attachment to the power supply backplane
4. Reset cable attachment to the reset switch

Figure 4-7. Console Alarm and Reset Cables

## Removing the Console Alarm Cable

To remove the console alarm cable, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following steps.

- a. Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
3. Remove the incoming power. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
  4. Remove the front bezel.
  5. Remove the peripheral carriage by removing the four screws that secure it to the MAP/100P chassis ([Figure 4-6](#)).
  6. Remove the console alarm cable from the power supply backplane.  
The console alarm cable attaches to connection point J8 on the power supply backplane ([Figure 4-2](#)).
  7. Disconnect the console alarm cable from the back of the console alarm panel. See [“Removing the Console Alarm Panel”](#) for the procedure.
  8. Remove the console alarm cable from the MAP/100P.

## Installing the Console Alarm Cable

To install the console alarm cable, do the following:

1. Feed the console alarm cable through the MAP/100P chassis with one end in the peripheral carriage area and the labelled end near the console alarm panel.
2. Attach the console alarm cable to the console alarm panel ([Figure 4-7](#)).
3. Attach the console alarm cable to the power supply backplane ([Figure 4-2](#)).
4. Slide the peripheral carriage into the MAP/100P.
5. Secure the peripheral carriage the four screws removed in Step [5](#) of [“Removing the Console Alarm Cable”](#).
6. Replace the console alarm panel. See [“Installing the Console Alarm Panel”](#) for the procedure.
7. Replace the front bezel.
8. Apply power to the MAP/100P. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.

## Replacing the Power Cables

---

The MAP/100P has cables which supply power to the:

- Cartridge tape and diskette drive
- Hard disk drive carriage backplane
- Circuit card backplane

### Replacing the Cartridge Tape and Diskette Drive Power Supply Cable

The cartridge tape and diskette drive power supply cable connects the power supply backplane and both the cartridge tape and diskette drives ([Figure 4-6](#)).

### Removing the Cartridge Tape and Diskette Drive Power Supply Cable

To remove the cartridge tape and diskette drive power supply cable, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
3. Remove the incoming power. See "[Removing Power from the MAP/100P](#)", in [Chapter 1, "Getting Inside the Computer"](#), for this procedure.
4. Remove the front bezel.
5. Remove the peripheral carriage by removing the four screws that secure it to the MAP/100P chassis ([Figure 4-6](#)).
6. Remove the cartridge tape drive power supply cable from the back of the cartridge tape drive ([Figure 4-6](#)).
7. Remove the diskette drive mini power supply cable from the diskette drive ([Figure 4-6](#)).

8. Remove the cartridge tape and diskette drive power supply cable from the power supply backplane.

The cartridge tape and diskette drive power supply cable attaches to connection point J6 on the power supply backplane ([Figure 4-2](#)).

9. Remove the cartridge tape and diskette drive power supply cable from the MAP/100P.

### Installing the Cartridge Tape and Diskette Drive Power Supply Cable

To install the cartridge tape and diskette drive power supply, do the following:

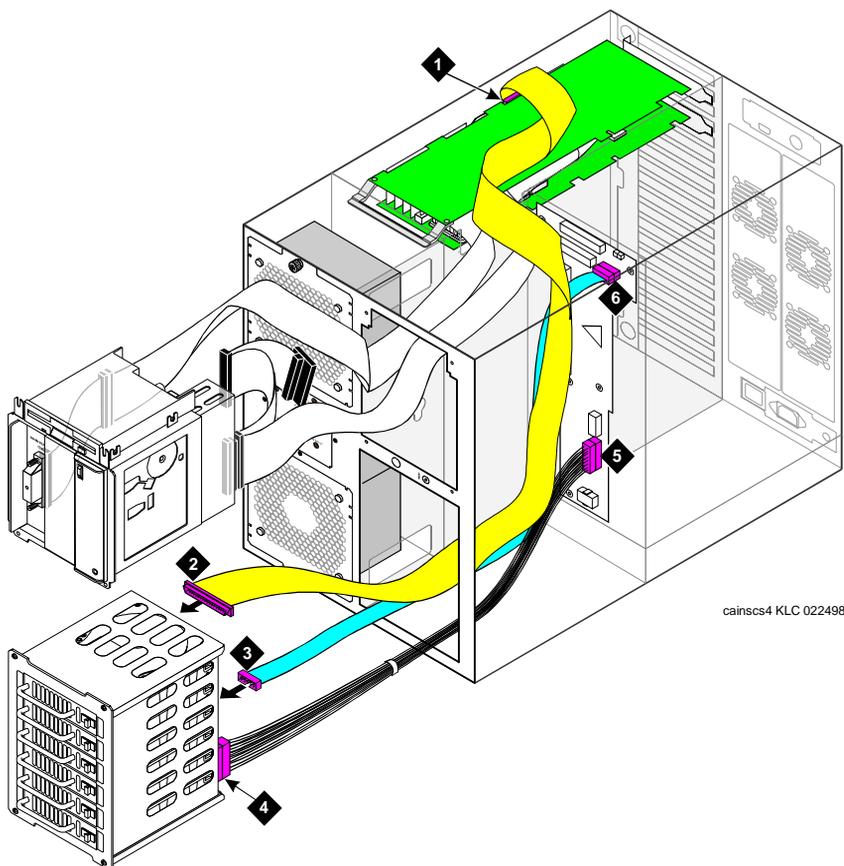
1. Attach the cartridge tape drive power supply cable to the back of the cartridge tape drive ([Figure 4-6](#)).
2. Attach the diskette drive mini power supply cable to the diskette drive ([Figure 4-6](#)).
3. Attach the cartridge tape and diskette drive power supply cable to the power supply backplane.

The cartridge tape and diskette drive power supply cable attaches to connection point J6 on the power supply backplane ([Figure 4-2](#)).

4. Slide the peripheral carriage into the MAP/100P.
5. Secure the peripheral carriage the four screws removed in Step [5](#) of [“Removing the Console Alarm Cable”](#).
6. Replace the front bezel.
7. Apply power to the MAP/100P. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.

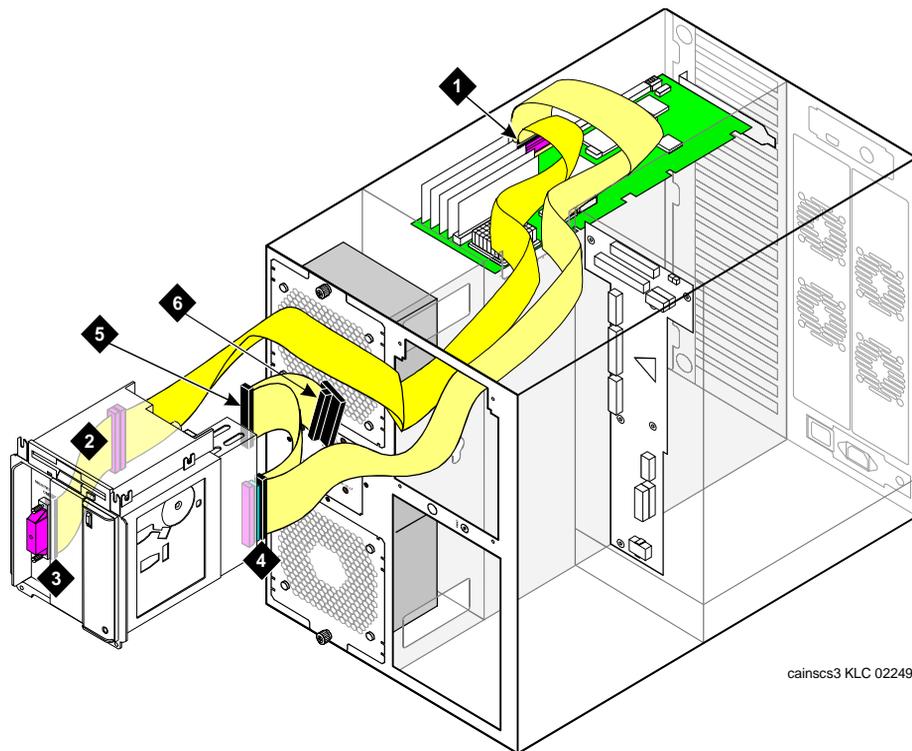
### Replacing the RAID Hard Disk Drive Carriage Backplane Power Supply Cable

The hard disk drive power supply cable connects the power supply backplane and the hard disk drive carriage backplane ([Figure 4-8](#)). This cable supplies power to all hard disk drives. Associated with the backplane power supply is the SCSI cable routing in a RAID system ([Figure 4-9](#)).



1. RAID cable connection to RAID controller circuit card
2. RAID cable connection to the hard disk drive carriage backplane
3. SCSI ID cable connection to the hard disk drive carriage backplane
4. Power supply cable connection to the hard disk drive carriage backplane
5. Hard disk drive power supply cable connection to the power supply backplane
6. SCSI ID cable connection to the power supply backplane

Figure 4-8. RAID and Hard Disk Drive Carriage Cables



1. SCSI cable connection to P5 200 MHz CPU circuit card
2. SCSI cable connection to the SCSI jumper cable extension
3. Mini SCSI cable extension connection to the external terminator (68-pin high density)
4. SCSI cable connection to the cartridge tape drive
5. Future connection
6. SCSI external active terminator

Figure 4-9. SCSI Cable Routing in a RAID System

### Removing the RAID Hard Disk Drive Carriage Power Supply Cable

To remove the hard disk drive carriage power supply cable, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.

- c. Shut down the INTUITY CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the INTUITY CONVERSANT System Reference, 585-313-205, for voice system administration.
3. Remove the incoming power. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
4. Remove the front bezel.
5. Remove the hard disk drive carriage. See [“Removing the Hard Disk Drive Carriage”](#) below for the procedure.
6. Remove the hard disk drive carriage power supply cable from the hard disk drive carriage ([Figure 4-8](#)).
7. Remove the hard disk drive carriage power supply cable from the power supply backplane ([Figure 4-8](#)).
8. Remove the hard disk drive carriage power supply cable from the MAP/100P.

### Installing the RAID Hard Disk Drive Carriage Power Supply Cable

To install the hard disk drive carriage power supply cable, do the following:

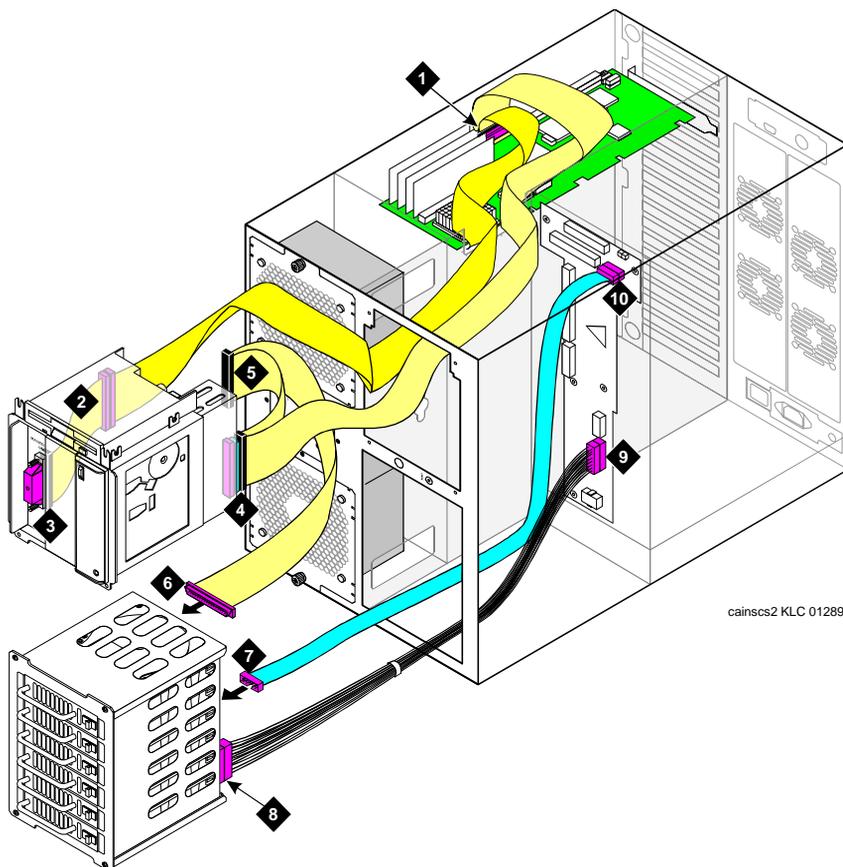
1. Attach the hard disk drive carriage power supply cable to the hard disk drive carriage backplane ([Figure 4-4](#)).
2. Attach the hard disk drive carriage power supply cable to the power supply backplane.

The hard disk drive carriage power supply cable attaches to connection point J2 on the power supply backplane ([Figure 4-2](#)).

3. Install the hard disk drive carriage. See [“Installing the Hard Disk Drive Carriage”](#) below for the procedure.
4. Replace the front bezel.
5. Apply power to the MAP/100P. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.

### Replacing the SCSI Hard Disk Drive Carriage Backplane Power Supply Cable in a Non-RAID System

The hard disk drive power supply cable connects the power supply backplane and the hard disk drive carriage backplane ([Figure 4-10](#)). This is the cable that supplies power to all six hard disk drives.



1. SCSI cable connection to P5 200 MHz CPU circuit card
2. SCSI cable connection to the SCSI jumper cable extension
3. Mini SCSI cable extension connection to the external terminator
4. SCSI cable connection to the cartridge tape drive
5. Future SCSI connection
6. SCSI cable connection to the hard disk drive carriage backplane
7. SCSI ID cable connection to the hard disk drive carriage backplane
8. Power supply cable connection to the hard disk drive carriage backplane
9. Hard disk drive power supply cable connection to the power supply backplane
10. SCSI ID cable connection to the power supply backplane

Figure 4-10. Non-Raid SCSI and Hard Disk Drive Carriage Cables

### Removing the SCSI Hard Disk Drive Carriage Power Supply Cable in a Non-RAID System

To remove the hard disk drive carriage power supply cable, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following steps.

- a. Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
3. Remove the incoming power. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
  4. Remove the front bezel.
  5. Remove the hard disk drive carriage. See [“Removing the Hard Disk Drive Carriage”](#) below for the procedure.
  6. Remove the hard disk drive carriage power supply cable from the hard disk drive carriage ([Figure 4-10](#)).
  7. Remove the hard disk drive carriage power supply cable from the power supply backplane ([Figure 4-10](#)).
  8. Remove the hard disk drive carriage power supply cable from the MAP/100P.

### **Installing the SCSI Hard Disk Drive Carriage Power Supply Cable in a Non-RAID System**

To install the hard disk drive carriage power supply cable, do the following:

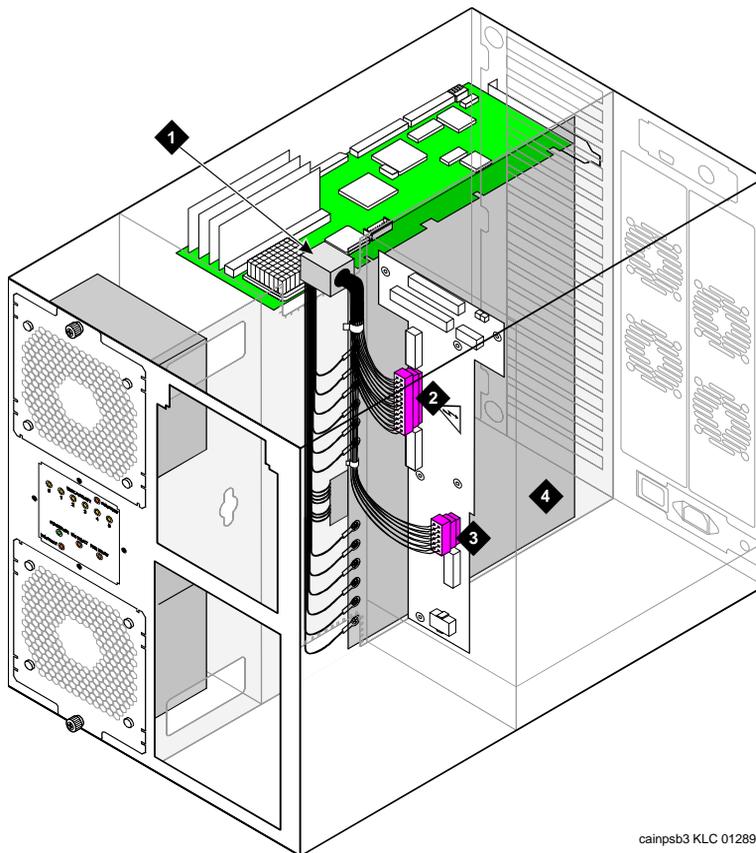
1. Attach the hard disk drive carriage power supply cable to the hard disk drive carriage backplane ([Figure 4-4](#)).
2. Attach the hard disk drive carriage power supply cable to the power supply backplane.

The hard disk drive carriage power supply cable attaches to connection point J2 on the power supply backplane ([Figure 4-2](#)).

3. Install the hard disk drive carriage. See [“Installing the Hard Disk Drive Carriage”](#) below for the procedure.
4. Replace the front bezel.
5. Apply power to the MAP/100P. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.

### **Replacing the Circuit Card Backplane Power Supply Cable**

The circuit card backplane power supply cable connects the power supply backplane and the circuit card backplane ([Figure 4-10](#)).



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1. Toroid
2. Circuit card backplane power supply connection
3. Circuit card backplane power supply connection
4. Circuit card backplane

Figure 4-11. Circuit Card Backplane Power Supply Cable

### Removing the Circuit Card Backplane Power Supply Cable

To remove the circuit card backplane power supply cable, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.

- b. Shut down the voice system. See ““Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
3. Remove the incoming power. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
4. Remove the front bezel.
5. Remove the peripheral carriage by removing the four screws that secure it to the MAP/100P chassis ([Figure 4-6](#)).
6. Remove the hard disk drive carriage. See [“Removing the Hard Disk Drive Carriage”](#) below for the procedure.
7. Remove the circuit card backplane power supply cable from the power supply backplane ([Figure 4-10](#)).
8. Remove all of the circuit cards. See [“Removing a Circuit Card”](#), in [Chapter 2, “Installing or Replacing Circuit Cards”](#), for the procedure.
9. Remove the circuit card backplane power supply cable from the circuit card backplane ([Figure 4-1](#)).
10. Remove the circuit card backplane power supply cable from the MAP/100P.

## Installing the Circuit Card Backplane Power Supply Cable

To install the circuit card backplane power supply cable, do the following:

1. Attach the circuit card backplane power supply cable to the power supply backplane.

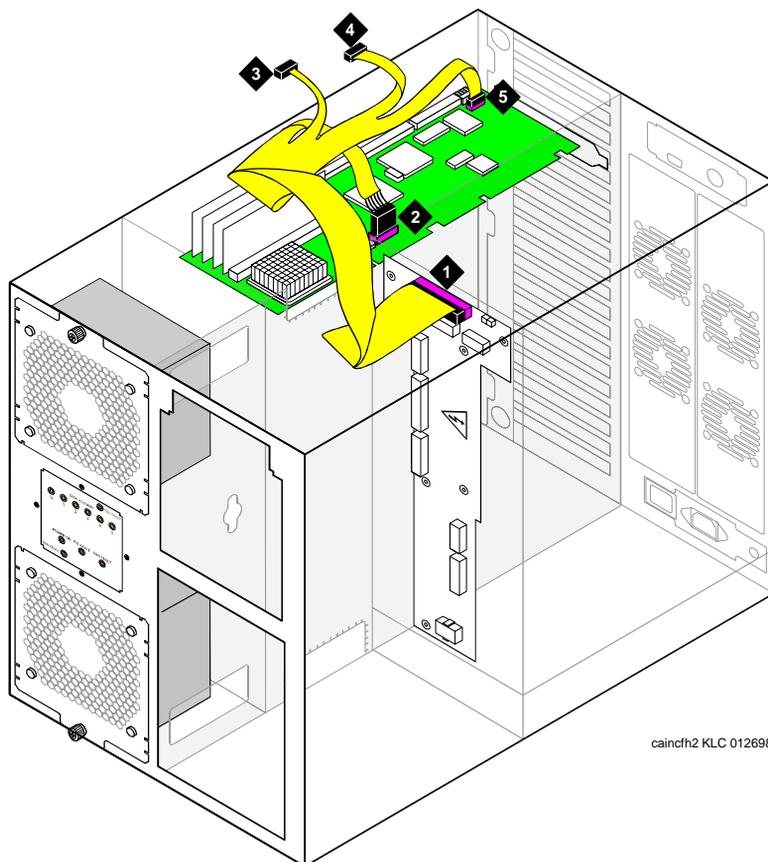
The circuit card backplane power supply cable attaches to connection points J3 and J5 on the power supply backplane ([Figure 4-2](#)).

2. Attach the circuit card backplane power cable to the circuit card backplane ([Figure 4-1](#)).
3. Replace all of the circuit cards. See [“Installing a Circuit Card”](#), in [Chapter 2, “Installing or Replacing Circuit Cards”](#), for the procedure.
4. Install the hard disk drive carriage. See [“Installing the Hard Disk Drive Carriage”](#) below for the procedure.
5. Secure the peripheral carriage with the four screws removed in [Step 5](#) of [“Removing the Circuit Card Backplane Power Supply Cable”](#).
6. Replace the front bezel.
7. Apply power to the MAP/100P. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.

## Replacing the Unit Maintenance Interface Board Assembly Cable

The remote maintenance circuit card interface cable () connects the:

- Power supply backplane
- Remote maintenance circuit card
- P5 200 MHz CPU circuit card



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1. Connection to the power supply backplane
2. Connection to the keyboard port on the P5 200 MHz CPU circuit card
3. Connection to the platform reset port on the remote maintenance circuit card
4. Connection to the fan status port on the remote maintenance circuit card
5. Connection to the COM2 port on the P5 200 MHz CPU circuit card

Figure 4-12. Remote Maintenance Circuit Card Interface Cable

## Removing the Remote Maintenance Circuit Card Interface Cable

To remove the remote maintenance circuit card interface cable, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
3. Remove the incoming power. See "[Removing Power from the MAP/100P](#)", in [Chapter 1, "Getting Inside the Computer"](#), for this procedure.
4. Remove the front bezel.
5. Remove the peripheral carriage by removing the four screws that secure it to the MAP/100P chassis ([Figure 4-6](#)).
6. Disconnect the remote maintenance circuit card interface cable from the power supply backplane ([Figure 4-12](#)).
7. Disconnect the remote maintenance circuit card interface cable from the remote maintenance circuit card platform reset connection ([Figure 4-12](#)).
8. Disconnect the remote maintenance circuit card interface cable from the remote maintenance circuit card fan status connection ([Figure 4-12](#)).
9. Disconnect the remote maintenance circuit card interface cable from the P5 200 MHz CPU circuit card keyboard connection ([Figure 4-12](#)).
10. Disconnect the remote maintenance circuit card interface cable from the P5 200 MHz CPU circuit card COM2 port connection ([Figure 4-12](#)).
11. Remove the reset cable from the MAP/100P chassis.

## Installing the Remote Maintenance Circuit Card Interface Cable

To install the remote maintenance circuit card interface cable, do the following:

1. Connect the remote maintenance circuit card interface cable to the power supply backplane ([Figure 4-12](#)).

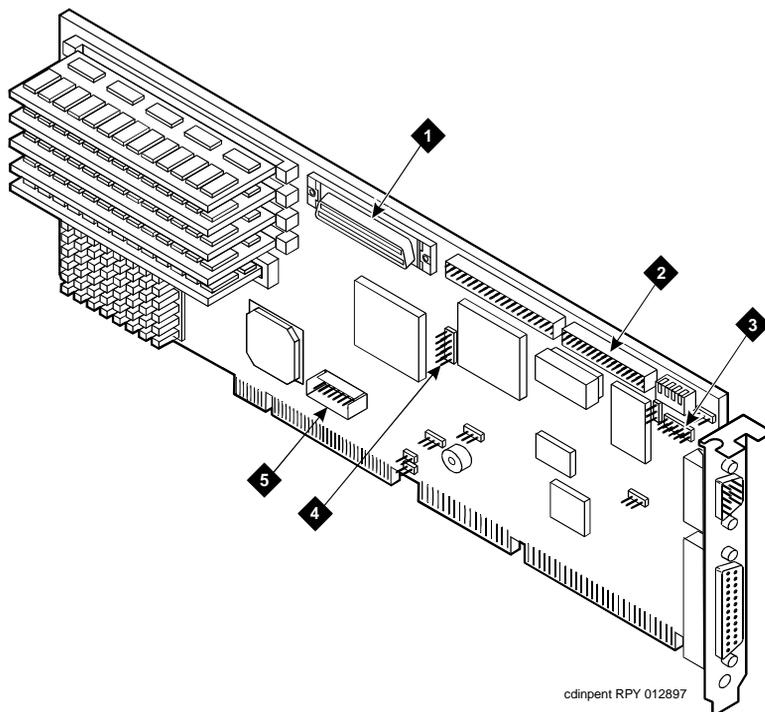
The remote maintenance circuit card interface cable attaches to connection point J9 on the power supply backplane ([Figure 4-2](#)).

2. Connect the remote maintenance circuit card interface cable to the P5 200 MHz CPU circuit card keyboard connection ([Figure 4-13](#)).



**NOTE:**

The P5 200 MHz CPU circuit card must be pulled partially out of the MAP/100P before the cable can be connected to the keyboard port.



- |                             |                                     |
|-----------------------------|-------------------------------------|
| 1. SCSI cable connector     | 4. Mouse cable connector (not used) |
| 2. Diskette cable connector | 5. Keyboard cable connector         |
| 3. COM2 cable connector     |                                     |

**Figure 4-13. P5 200 MHz CPU Circuit Card**

3. Connect the remote maintenance circuit card interface cable to the P5 200 MHz CPU circuit card COM2 port connection ([Figure 4-13](#)).
4. Connect the remote maintenance circuit card interface cable to the remote maintenance circuit card platform reset connection ([Figure 4-14](#)).

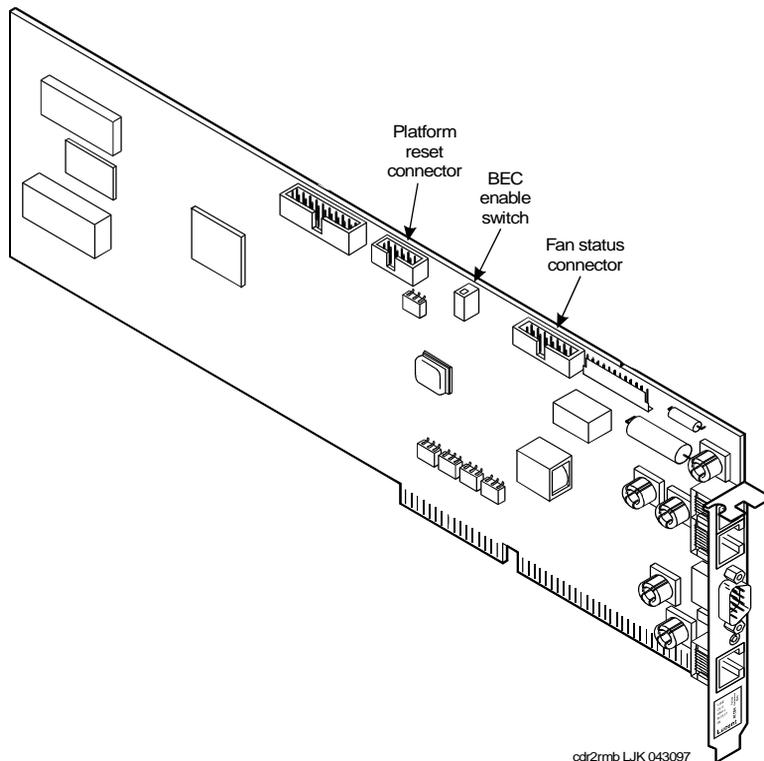


Figure 4-14. Remote Maintenance Circuit Card

5. Connect the remote maintenance circuit card interface cable to the remote maintenance circuit card fan status connection ([Figure 4-14](#)).
6. Slide the peripheral carriage into the MAP/100P.
7. Secure the peripheral carriage the four screws removed in Step [5](#) of [“Removing the Remote Maintenance Circuit Card Interface Cable”](#).
8. Replace the front bezel.
9. Apply power to the MAP/100P. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.

## Replacing the Reset Cable

The reset cable connects the reset switch on the front of the MAP/100P to the power supply backplane ([Figure 4-7](#)).

## Removing the Reset Cable

To remove the reset cable, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
3. Remove the incoming power. See "[Removing Power from the MAP/100P](#)", in [Chapter 1, "Getting Inside the Computer"](#), for this procedure.
4. Remove the front bezel.
5. Remove the peripheral carriage by removing the four screws that secure it to the MAP/100P chassis ([Figure 4-6](#)).
6. Disconnect the reset cable from the reset switch ([Figure 4-7](#)).
7. Disconnect the reset cable from the power supply backplane ([Figure 4-7](#)).
8. Remove the reset cable from the MAP/100P chassis.

## Installing the Reset Cable

To install the reset cable, do the following:

1. Place the reset cable in the MAP/100P chassis peripheral carriage area.
2. Attach the reset cable to the reset switch ([Figure 4-7](#)).
3. Attach the reset cable to the power supply backplane ([Figure 4-7](#)).

The reset cable attaches to connection point J10 on the power supply backplane ([Figure 4-2](#)).

4. Slide the peripheral carriage into the MAP/100P.
5. Secure the peripheral carriage the four screws removed in Step [5](#) of "[Removing the Reset Cable](#)".
6. Replace the front bezel.
7. Apply power to the MAP/100P. See "[Restoring Power to the MAP/100P](#)", in [Chapter 1, "Getting Inside the Computer"](#), for this procedure.

## Installing the SCSI Cable

---



**NOTE:**

The following procedures are for a non-RAID system.

The SCSI cable ([Figure 4-10](#)) connects the:

- External SCSI terminator



**NOTE:**

The SCSI cable connects to external SCSI terminator through a SCSI jumper extension cable ([Figure 4-10](#)).

- P5 200 MHz CPU circuit card
- Cartridge tape drive
- Hard disk drive carriage backplane

## Removing the SCSI Cable

To remove the SCSI cable, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See “Shut down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
3. Remove the incoming power. See “[Removing Power from the MAP/100P](#)”, in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
4. Remove the front bezel.
5. Remove the peripheral carriage by removing the four screws that secure it to the MAP/100P chassis ([Figure 4-6](#)).
6. Remove the hard disk drive carriage. See “[Removing the Hard Disk Drive Carriage](#)” below for the procedure.
7. Remove the SCSI cable from the mini SCSI extension cable ([Figure 4-10](#)).

 NOTE:

If the mini SCSI extension cable is to be replaced, remove it by loosening the two screws on the external SCSI connector.

8. Remove the SCSI cable from the cartridge tape drive ([Figure 4-10](#)).

 NOTE:

The cartridge tape drive has an adapter attached to it that allows it to connect to the SCSI cable. Make sure the adapter remains attached to the cartridge tape drive.

9. Remove the SCSI cable from the P5 200 MHz CPU circuit card ([Figure 4-13](#)).
10. Remove the SCSI cable from the hard disk drive carriage backplane ([Figure 4-4](#)).
11. Remove the SCSI cable from the MAP/100P.

## Installing the SCSI Cable

To install the SCSI cable, do the following:

1. Attach one end of the SCSI cable to the mini SCSI extension cable that is connected to the external SCSI terminator ([Figure 4-10](#)).
2. Attach the SCSI cable to the cartridge tape drive ([Figure 4-10](#)).

 NOTE:

The cartridge tape drive has an adapter attached to it that allows it to connect to the SCSI cable. Make sure the adapter remains attached to the cartridge tape drive.

3. Attach the SCSI cable to the P5 200 MHz CPU circuit card ([Figure 4-13](#)).
4. Attach the SCSI cable to the hard disk drive carriage backplane ([Figure 4-4](#)).
5. Slide the peripheral carriage into the MAP/100P.
6. Secure the peripheral carriage the four screws removed in Step [5](#) of "[Removing the SCSI Cable](#)".
7. Install the hard disk drive carriage. See "[Installing the Hard Disk Drive Carriage](#)" below for the procedure.
8. Replace the front bezel.
9. Apply power to the MAP/100P. See "[Restoring Power to the MAP/100P](#)", in [Chapter 1, "Getting Inside the Computer"](#), for this procedure.

## Installing the SCSI ID Cable

---

The SCSI cable connects the power supply backplane and the hard disk drive carriage backplane ([Figure 4-10](#)). This cable sets the SCSI IDs on all six hard disk drives.

## Removing the SCSI ID Cable

To remove the SCSI cable, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See "Shut down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
3. Remove the incoming power. See "[Removing Power from the MAP/100P](#)", in [Chapter 1, "Getting Inside the Computer"](#), for this procedure.
4. Remove the front bezel.
5. Remove the hard disk drive carriage. See "[Removing the Hard Disk Drive Carriage](#)" below for the procedure.
6. Remove the SCSI ID cable from the hard disk drive carriage ([Figure 4-10](#)).
7. Remove the SCSI ID cable from the power supply backplane ([Figure 4-10](#)).
8. Remove the SCSI ID cable from the MAP/100P.

## Installing the SCSI ID Cable

To install the SCSI ID cable, do the following:

1. Attach the SCSI ID cable to the hard disk drive carriage backplane ([Figure 4-4](#)).
2. Attach the SCSI ID cable to the power supply backplane.

The SCSI ID cable attaches to connection point J7 on the power supply backplane ([Figure 4-2](#)).
3. Install the hard disk drive carriage. See "[Installing the Hard Disk Drive Carriage](#)" below for the procedure.

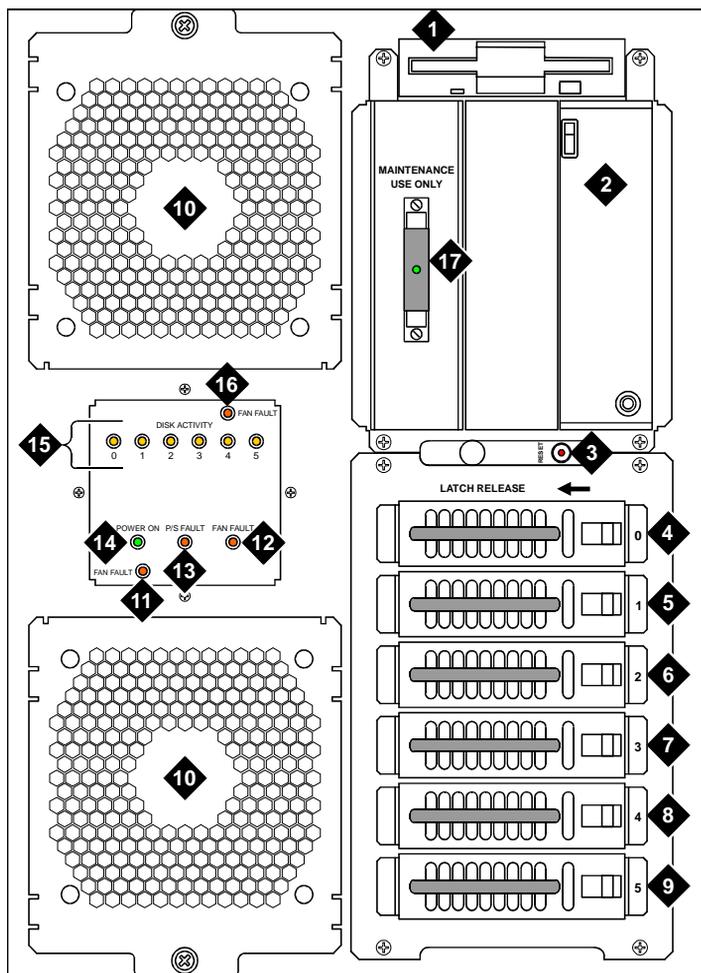
4 Replacing Other Components  
Replacing Cables

Page 4-33

4. Replace the front bezel.
5. Apply power to the MAP/100P. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.

## Replacing the Cartridge Tape Drive

The cartridge tape drive is located in Peripheral Bay 3 (Figure 4-15). The following procedures detail removal and installation of the cartridge tape drive for the MAP/100P.



scinp002 klc 011198

- |                         |   |
|-------------------------|---|
| 1. Diskette drive       | 10. Circuit card cage fan                 |
| 2. Cartridge tape drive | 11. Fan fault LED for lower fan           |
| 3. Reset push button    | 12. Card cage fan fault LED               |
| 4. Hard Disk Drive 0    | 13. Power supply fault LED                |
| 5. Hard Disk Drive 1    | 14. Power On LED                          |
| 6. Hard Disk Drive 2    | 15. Disk activity indicator (per SCSI ID) |
| 7. Hard Disk Drive 3    | 16. Fan fault LED for upper fan           |
| 8. Hard Disk Drive 4    | 17. SCSI external active terminator       |
| 9. Hard Disk Drive 5    |   |

Figure 4-15. Front View of the Deskside MAP/100P



**CAUTION:**

*Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See [“Protecting against Damage from Electrostatic Discharge”](#), in [Chapter 1, “Getting Inside the Computer”](#).*

## Removing a Cartridge Tape Drive

To remove a cartridge tape drive, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See “Shut down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
3. Remove the incoming power. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
4. Remove the front bezel.
5. Remove the peripheral carriage by removing the four screws that secure it to the MAP/100P chassis ([Figure 4-15](#)).
6. Remove the power cord connector from the back of the cartridge tape drive.
7. Remove the SCSI cable assembly connection from the back of the cartridge tape drive. Move it to the side.



**NOTE:**

The SCSI cable has an adapter attached to it that allows it to connect to the cartridge tape drive. Make sure the adapter remains attached to the SCSI cable.

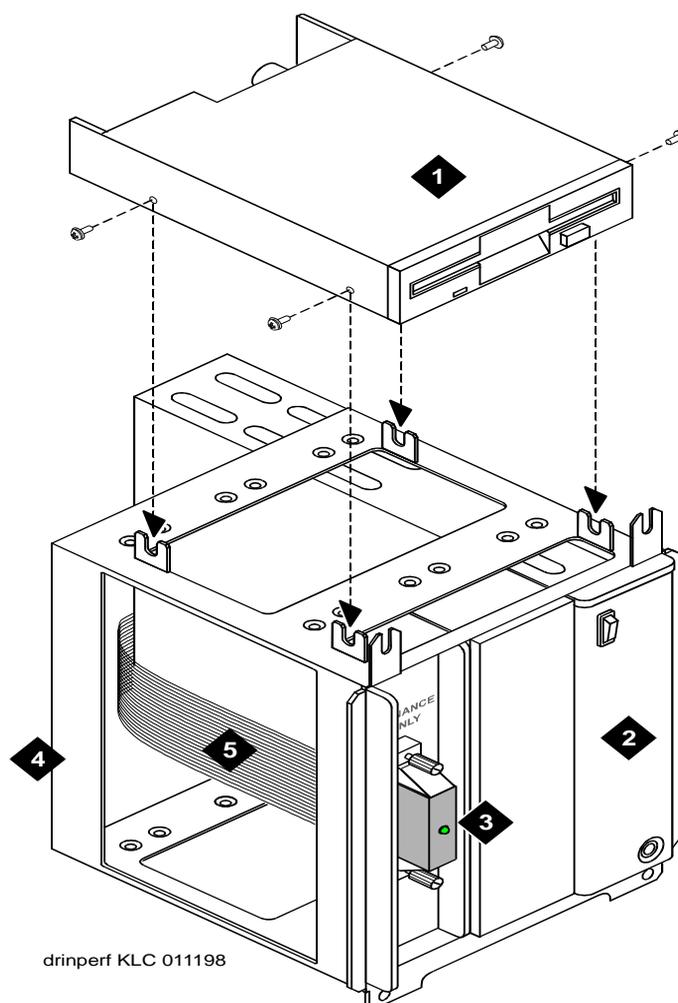
8. Remove the four screws securing the cartridge tape drive to the peripheral carriage (Figure 4-16).



**CAUTION:**

*Keep these four screws separate. These screws are metric. Using any of the other screws associated with the MAP/100P will damage the threads in the diskette drive mounting hardware.*

9. Remove the cartridge tape drive from the peripheral carriage.



- |                         |                        |
|-------------------------|------------------------|
| 1. Diskette drive       | 4. Peripheral carriage |
| 2. Cartridge tape drive | 5. SCSI cable          |
| 3. SCSI terminator      |                        |

Figure 4-16. Peripheral Carriage

## Installing a Cartridge Tape Drive

To install a cartridge tape 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. Verify that these settings are correct ([Figure 4-17](#)).

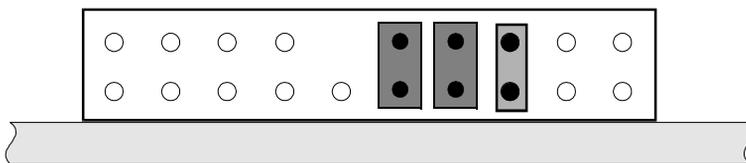
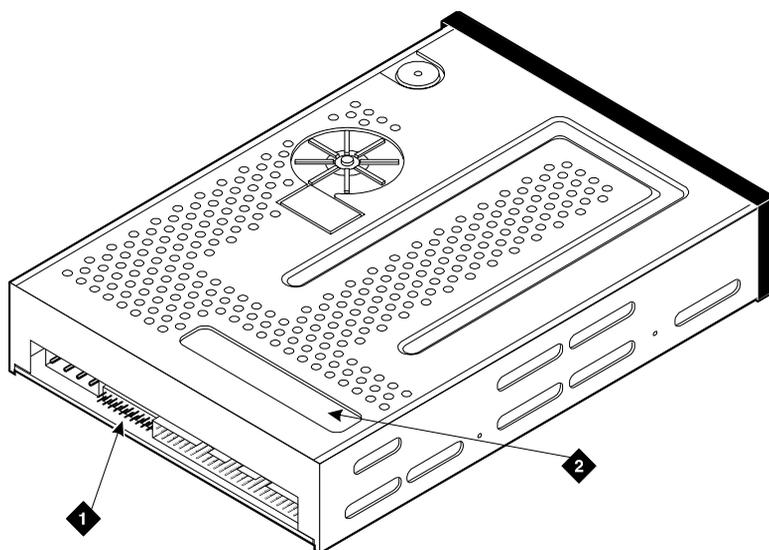


Figure 4-17. Jumper Settings for the Cartridge Tape Drive, SCSI ID = 6

3. Remove the terminating resistors ([Figure 4-18](#)).



1. Jumpers

2. Terminating resistors

drcvtpe1 CJL 020597

Figure 4-18. Cartridge Tape Drive

## 4 Replacing Other Components

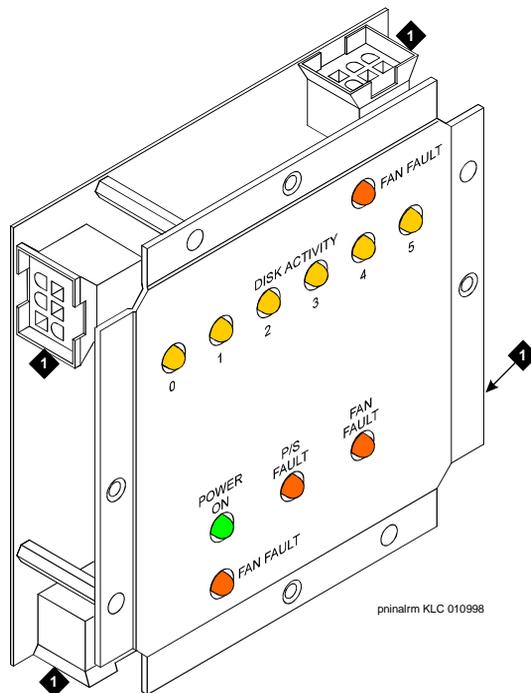
### Replacing the Console Alarm Panel

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- Secure the cartridge tape drive to the peripheral carriage using the four screws removed in Step 8 of [“Removing a Cartridge Tape Drive”](#).
- Attach the SCSI bus cable assembly.
- Attach the power cable assembly.
- Slide the peripheral carriage into the MAP/100P.
- Secure the peripheral carriage the four screws removed in Step 5 of [“Removing a Cartridge Tape Drive”](#).
- Replace the front bezel.
- Apply power to the MAP/100P. See [“Restoring Power to the MAP/100P”](#), in Chapter 1, [“Getting Inside the Computer”](#), for this procedure.

## Replacing the Console Alarm Panel

The console alarm panel ([Figure 4-19](#)) displays the status of the MAP/100P. The console alarm panel is located on the front of the MAP/100P ([Figure 4-15](#)).



1. Circuit card cage fan connection

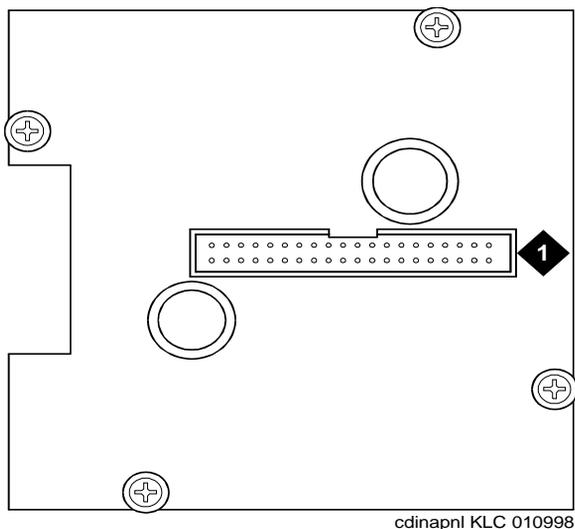
Figure 4-19. Console Alarm Panel

## Removing the Console Alarm Panel

---

To remove the console alarm panel, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition with no obvious shipping damage.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
3. Remove the incoming power. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
4. Remove the front bezel.
5. Remove both card cage fans. See [“Removing a Fan Module”](#), below for the procedure.
6. Remove the four screws that secure the console alarm panel to the MAP/100P ([Figure 4-15](#)).
7. Pull the console alarm panel gently out of the MAP/100P.
8. Remove the cable connected to the back of the console alarm panel ([Figure 4-20](#)).
9. Remove the four screws and the printed wiring board from the panel.



1. Alarm cable connection

Figure 4-20. Back View of the Console Alarm Panel

## Installing the Console Alarm Panel

To install the console alarm panel, do the following:

1. Attach the alarm cable to the connection on the back of the console alarm panel ([Figure 4-20](#)).
2. Mount the printed wiring board to the panel using the four screws that were removed earlier.
3. Align the console alarm panel so that the display is oriented correctly.
4. Slide the console alarm panel into the MAP/100P.
5. Secure the console alarm panel with the four screws you removed in [Step 6](#) of "[Removing the Console Alarm Panel](#)", above.
6. Replace the fans. See "[Installing a Fan Module](#)", below for the procedure.
7. Apply power to the MAP/100P. See "[Restoring Power to the MAP/100P](#)", in [Chapter 1, "Getting Inside the Computer"](#), for this procedure.
8. Verify the correct operation of the console alarm panel.
9. Replace the front bezel.

## Replacing the Diskette Drive

---

The 1.44 Mbyte, 3.5-inch diskette drive is assembled by the manufacturer with a mounting kit. The diskette drive is located in Peripheral Bay 4, as shown in [Figure 4-15](#).



### WARNING:

*Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See [“Protecting against Damage from Electrostatic Discharge”](#), in [Chapter 1, “Getting Inside the Computer”](#).*

## Removing the Diskette Drive

---

To remove the diskette drive, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
3. Remove the incoming power. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
4. Remove the front bezel.
5. Remove the peripheral carriage by removing the four screws that secure it to the MAP/100P chassis ([Figure 4-15](#)).
6. Remove the mini power cord connector from the back of the diskette drive.
7. Remove the diskette cable assembly connection from the back of the diskette drive. Move it to the side.



### NOTE:

Make sure to note the position of the ribbon cable pin 1 indicator.

8. Remove the four screws securing the diskette drive to the peripheral carriage ([Figure 4-16](#)).



**CAUTION:**

*Keep these four screws separate. These screws are metric. Using any of the other screws associated with the MAP/100P will damage the threads in the diskette drive mounting hardware.*

9. Lift the diskette drive off of the peripheral carriage.



**CAUTION:**

*Handle the diskette drive with care. The spindle motor, stepping motor, and printed circuit board are located on the bottom of the diskette drive. Do not place any force or strain on these components and do not touch the surface of the diskette drive printed circuit board.*

10. Place the diskette drive upside down, with the printed circuit board facing up, on an ESD-protected surface.

## Installing a Diskette Drive

---

To install a diskette drive, do the following:

1. Remove the new diskette drive unit from its ESD-protective wrapping.



**NOTE:**

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

2. The MAP/100P supports six versions of the diskette drive:

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

Identify the diskette drive you are installing.

3. Verify that the jumpers are set as shown in [Figure 4-21](#) and [Figure 4-22](#).

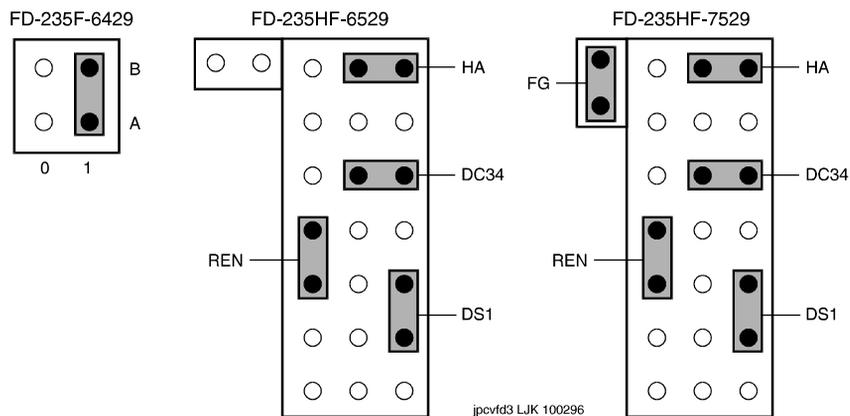


Figure 4-21. Diskette Drive Jumper Connections (6429 and 6529)

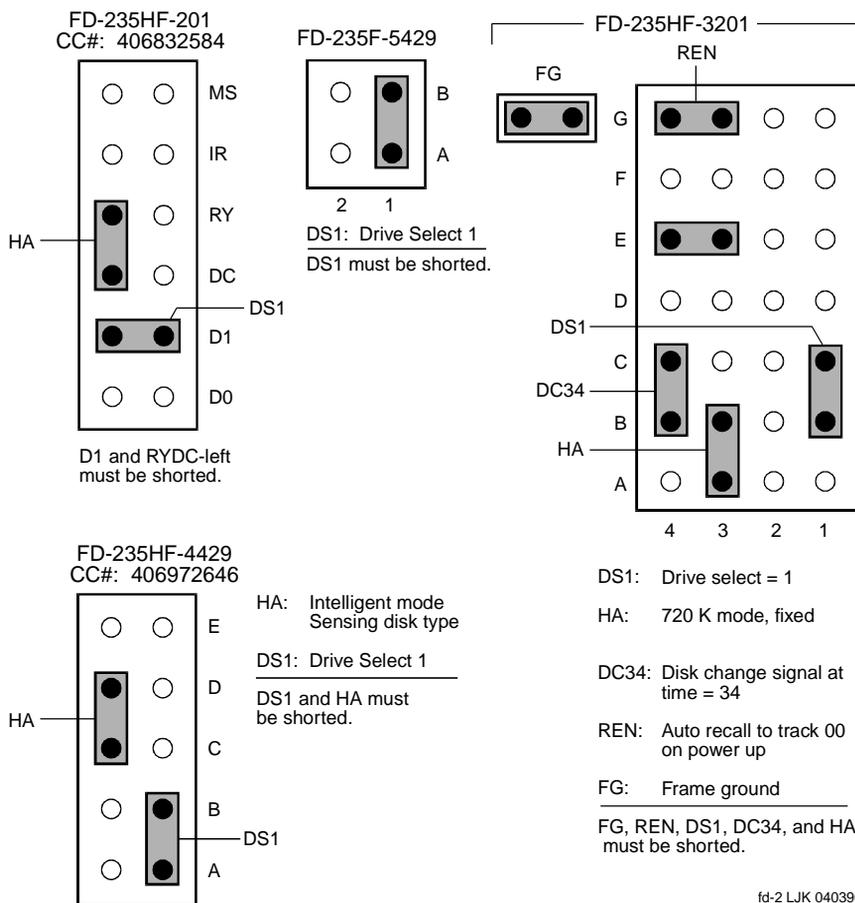


Figure 4-22. Diskette Drive Jumper Connections (201, 3201, 4429, and 5429)

4. Secure the diskette drive to the peripheral carriage using the four screws removed in Step 8 of [“Removing the Diskette Drive”](#).
5. Attach the diskette drive cable assembly.  
 Ensure that the diskette cable pin 1 indicator is towards the diskette drive spiral motor.
6. Attach the mini power-cable assembly.
7. Slide the peripheral carriage into the MAP/100P.
8. Secure the peripheral carriage the four screws removed in Step 5 of [“Removing the Diskette Drive”](#).
9. Replace the front bezel.
10. Apply power to the MAP/100P. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.

## Replacing a Fan Module

---

The MAP/100P contains five fans that provide forced-air cooling for the unit. There are four circuit card cage fans and one power supply fan. The circuit card cage fans are serviceable. The power supply fan is *not* serviceable and repairs should *never* be attempted.

The circuit card cage fans are located behind the front door ([Figure 4-15](#)). The circuit card cage fans are attached to assemblies in matched pairs. If a fan is defective, the associated Fan Fault LED will be lit ([Figure 4-19](#)).

## Removing a Fan Module

---

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

1. Locate the defective fan module.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
3. Remove power from the MAP/100P. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for the procedure.
4. Remove the front bezel.
5. Loosen the thumbscrew on the front of the circuit card cage fan module assembly ([Figure 4-23](#)).

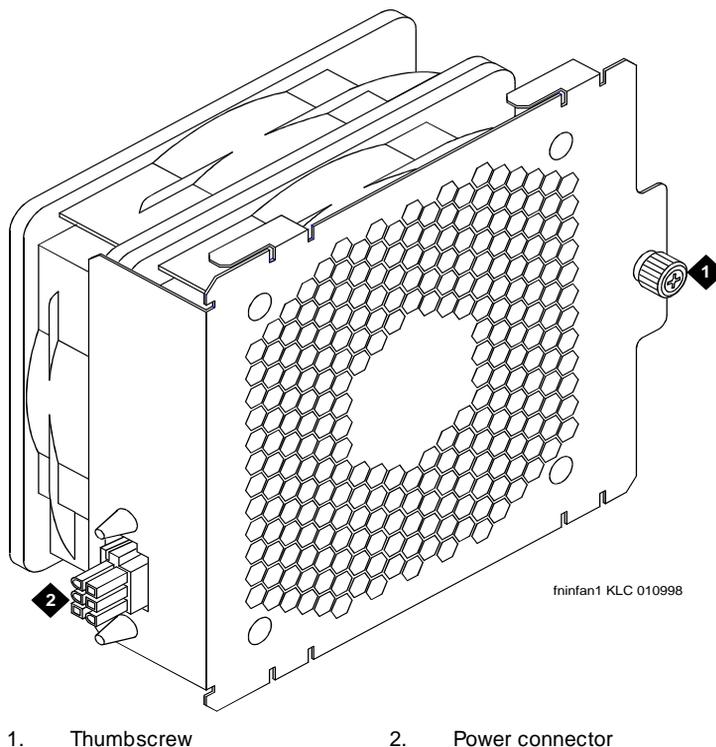


Figure 4-23. Circuit Card Cage Fan Module Assembly

6. Slide the circuit card cage fan assembly away from the console alarm panel in the center of the MAP/100P.

## Installing a Fan Module

To install a fan module assembly, do the following:

1. Place the circuit card cage fan module assembly in the MAP/100P.
2. Slide the circuit card cage fan module assembly toward the console alarm panel until the power connector is mated with the console alarm panel connection.
3. Tighten the locking thumbscrew.
4. Replace the front bezel.

5. Apply power to the MAP/100. See "[Restoring Power to the MAP/100P](#)", in [Chapter 1, "Getting Inside the Computer"](#), for this procedure.
6. Verify that the fan is working by observing the MAP/100P console alarm panel ([Figure 4-19](#)).



**CAUTION:**

*Do not leave the MAP/100P powered up for any length of time until the circuit card cage fans are fully operational.*

## Replacing the Fan Filter

The MAP/100P is equipped with a fan filter located behind the front door. The fan filter should be checked on a regular basis to determine the condition and cleaned if necessary.

## Removing Fan Filters

The filters can be removed by opening the front doors and detaching the filter material ([Figure 4-24](#)).

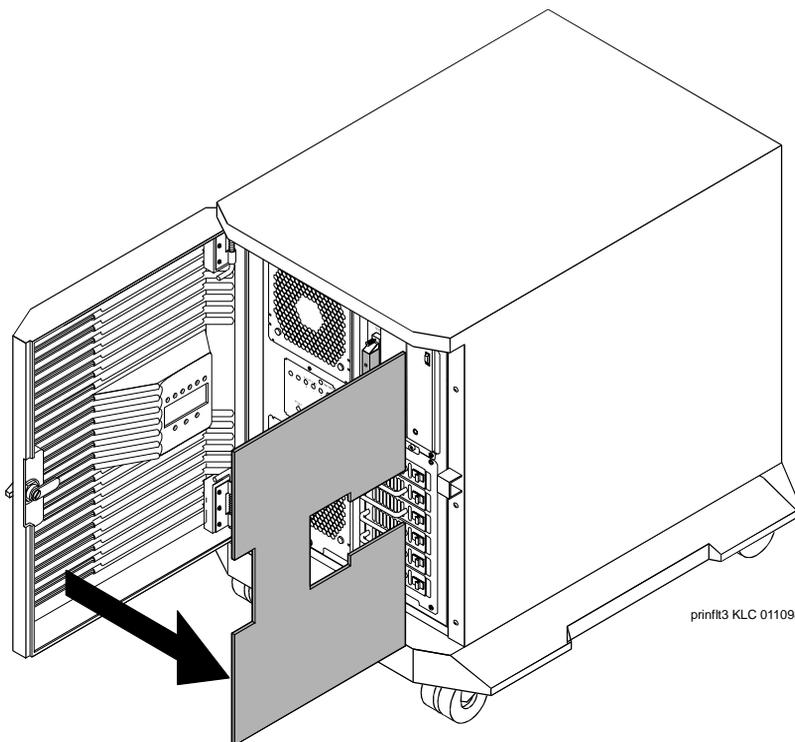


Figure 4-24. Removing the Fan Filter

### Cleaning the Fan Filter

Clean the fan filter with mild soap and water. Allow the fan filter to thoroughly air dry before replacement.

**⚠ CAUTION:**

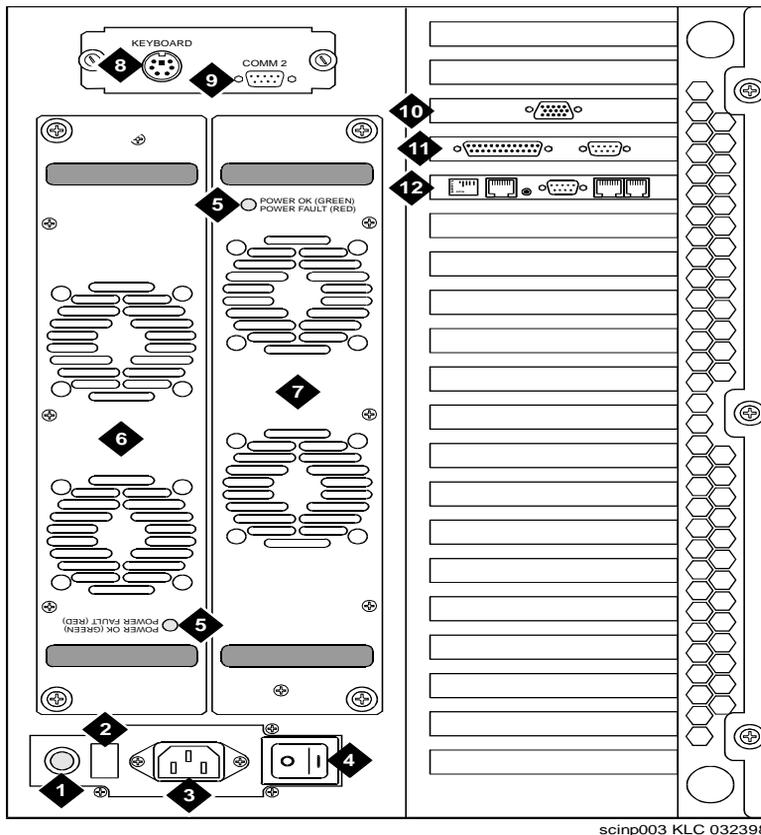
*Do not use heat to dry the filter and do not place a wet or damp filter into the MAP/100P.*

### Installing Fan Filters

To install a filter, position it behind the doors and press it into place.

### Replacing the AC Line Fuse

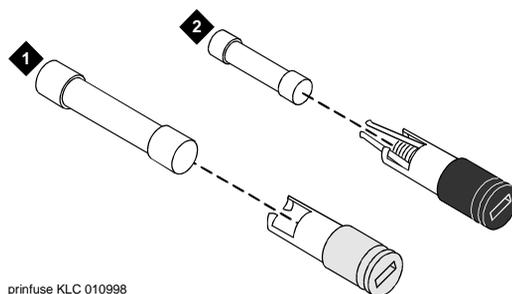
The fuse is located in the lower rear portion of the MAP/100P ([Figure 4-25](#)).



- |  |  |
|--|--|
| 1. AC line fuse                              | 8. Keyboard connector                                    |
| 2. Line fuse rating label                    | 9. COM2 port   |
| 3. AC power inlet receptacle                 | 10. Video circuit card (PCI slot 1)                      |
| 4. ON/OFF power switch with protective guard | 11. P5 200 MHz CPU with COM1 and parallel port (slot 17) |
| 5. Power supply status LED                   | 12. Remote maintenance circuit card (ISA slot 16)        |
| 6. Power supply 1                            |  |
| 7. Power supply 2                            |  |

Figure 4-25. Rear View of the MAP/100P

The MAP/100P is equipped with either a US domestic fuse or an international fuse depending on the location ([Figure 4-26](#)).



prinfuse KLC 010998

1. Domestic fuse and holder
2. International fuse and holder

Figure 4-26. Fuse Types

## Removing the AC Line Fuse

To remove the fuse, do the following:

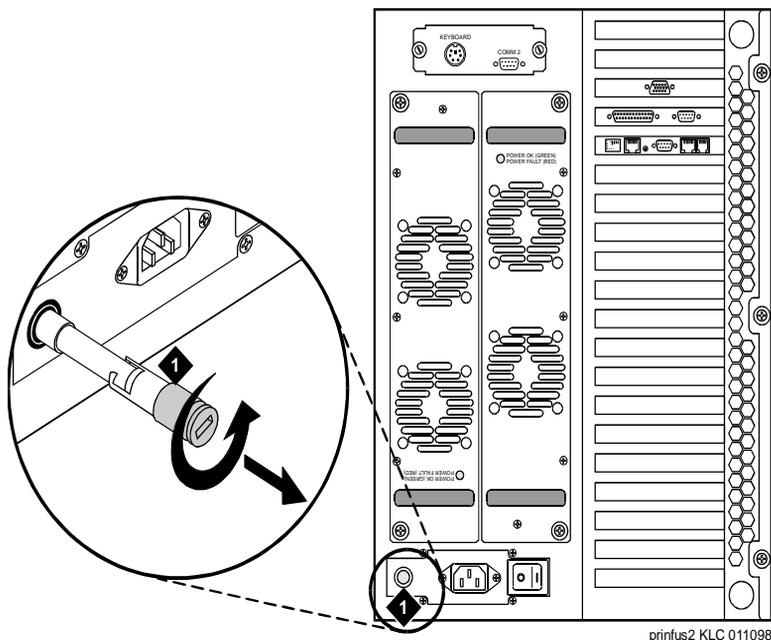
1. Verify that the replacement equipment is on site and appears to be in usable condition with no obvious shipping damage.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
3. Remove the incoming power. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.



### CAUTION:

*Do not turn the fuse holder more than 1/8-turn in any direction.*

4. Using a screw driver, gently press in and turn the fuse holder 1/8-turn counter-clockwise ([Figure 4-27](#)).



1. Fuse

Figure 4-27. Removing an AC Line Fuse

5. Remove the fuse from the fuse holder ([Figure 4-26](#)).

## Installing the AC Line Fuse

### CAUTION:

*Make sure to replace the defective fuse with a fuse of identical type and rating. The type and rating are displayed on the fuse endcap.*

To install the fuse do the following:

1. Place the fuse in the holder.
2. Place the fuse and holder in the MAP/100P.
3. Push the fuse in gently until you feel it make contact with the rear of the fuse slot.



**CAUTION:**

*Do not turn the fuse holder more than 1/8-turn in any direction.*

4. Gently turn the fuse holder 1/8-turn clockwise.
5. Apply power to the MAP/100P. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.

## Replacing the Hard Disk Drive Carriage

---

The hard disk drive carriage ([Figure 4-5](#)) holds the individual hard disk drive bracket assemblies in the MAP/100P.

### Removing the Hard Disk Drive Carriage

---

To remove the hard disk drive carriage, do the following:

1. If the system is in service, perform the following steps.
  - a. Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
2. Remove the incoming power. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
3. Remove the front bezel.
4. Remove the four hard disk drive carriage retaining screws ([Figure 4-5](#)).
5. Gently pull the hard disk drive carriage from the MAP/100P.
6. Remove the hard disk drive power cable from the hard disk drive carriage backplane ([Figure 4-4](#)).
7. Remove the SCSI bus cable from the hard disk drive carriage backplane ([Figure 4-4](#)).
8. Remove the SCSI ID cable from the hard disk drive carriage backplane ([Figure 4-4](#)).

## Installing the Hard Disk Drive Carriage

To install the hard disk drive carriage, do the following:

1. Connect the hard disk drive power cable to the hard disk drive carriage backplane ([Figure 4-4](#)).
2. Connect the SCSI bus cable to the hard disk drive carriage backplane ([Figure 4-4](#)).
3. Connect the SCSI ID cable to the hard disk drive carriage backplane ([Figure 4-4](#)).
4. Place the hard disk drive carriage in the MAP/100P.
5. Secure the hard disk drive carriage with the four screws you removed in Step 4 of [“Removing the Hard Disk Drive Carriage”](#).
6. Replace the front bezel.
7. Apply power to the MAP/100P. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.

## Replacing the Memory Modules

This section describes:

- The memory available with the MAP/100P
- How to determine if the memory modules are damaged
- How to replace the memory

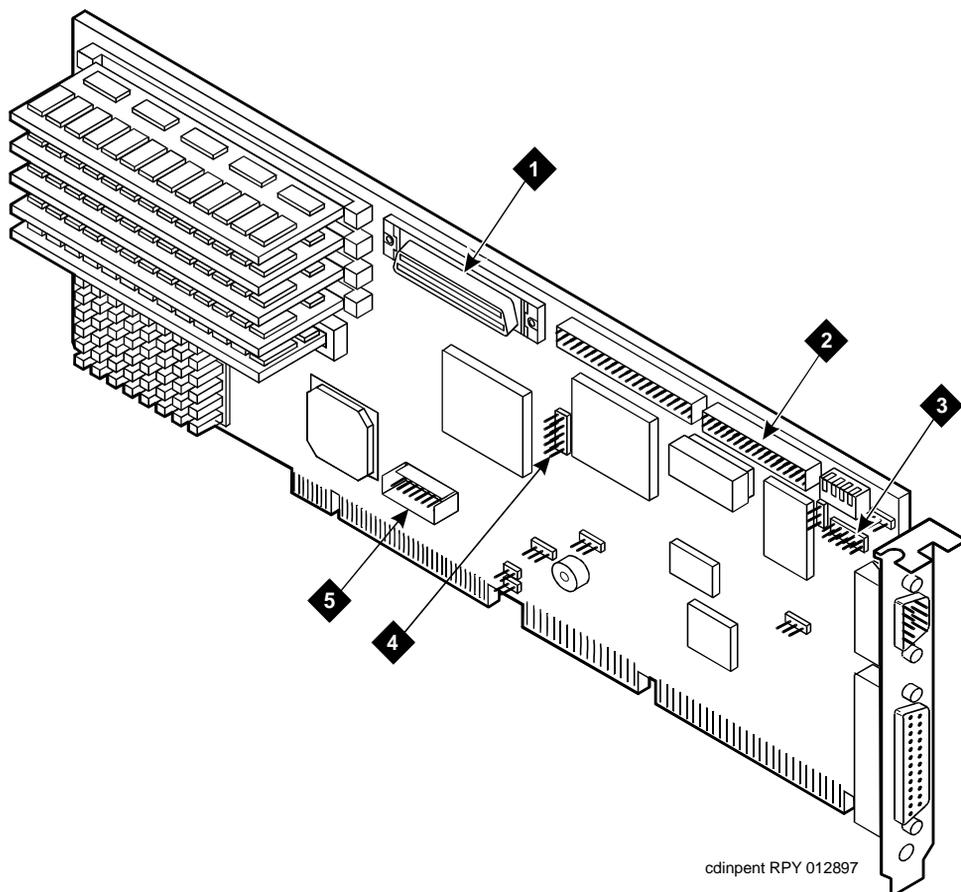


### **WARNING:**

*Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See [“Protecting against Damage from Electrostatic Discharge”](#), in [Chapter 1, “Getting Inside the Computer”](#).*

## Memory and SIMM Description

The MAP/100P supports 96 Mbytes of memory for the P5 200 MHz CPU circuit card. The memory is packaged on single in-line memory modules (SIMMs). These modules are placed in sockets located in the top left corner of the CPU circuit card ([Figure 4-28](#)).



- |                             |                                     |
|-----------------------------|-------------------------------------|
| 1. SCSI cable connector     | 4. Mouse cable connector (not used) |
| 2. Diskette cable connector | 5. Keyboard cable connector         |
| 3. COM2 cable connector     |                                     |

Figure 4-28. 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 2 identical 16-Mbyte SIMMs located in the SIMM1 and SIMM2 sockets.
- 64 Mbytes consisting of 2 identical 32-Mbyte SIMMs located in the SIMM1 and SIMM2 sockets.
- 64 Mbytes consisting of 2 identical 16-Mbyte SIMMs located in the SIMM1 and SIMM2 sockets and 2 identical 16-Mbyte SIMMs located in the SIMM3 and SIMM4 sockets.
- 96 Mbytes consisting of 2 identical 32-Mbyte SIMMs located in the SIMM1 and SIMM2 sockets and 2 identical 16-Mbyte SIMMs located in the SIMM3 and SIMM4 sockets.
- 128 Mbytes consisting of 2 identical 32-Mbyte SIMMs located in the SIMM1 and SIMM2 sockets and 2 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.

## Identifying a Damaged SIMM

---

To determine which of the SIMMs is defective, you must test each pair. One pair of SIMMs must be removed and the system then rebooted using the remaining SIMMs to obtain a reading on the amount of memory available.

## Checking for Proper SIMM Seating

To check for proper SIMM seating, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.

3. Remove power from the MAP/100P. See [“Removing Power from the MAP/100P”](#) in [Chapter 1, “Getting Inside the Computer”](#), for power removal procedures.
4. Access the circuit card cage. See [“Accessing the Circuit Card Cage”](#), in [Chapter 1, “Getting Inside the Computer”](#), for the procedure.
5. Carefully remove the CPU circuit card. See [“Removing a Circuit Card”](#), in [Chapter 2, “Installing or Replacing Circuit Cards”](#), for more information on removing the CPU circuit card.
6. Verify that all SIMMs are properly seated in their slots. If all are properly seated, continue with the next procedure “Checking for Defective SIMMS.”

If one or more of the SIMMs are not properly installed or seated, do the following.

- a. Properly seat the SIMM.
- b. Replace the CPU circuit card. See [“Installing a Circuit Card”](#), in [Chapter 2, “Installing or Replacing Circuit Cards”](#), for the procedure.
- c. Reboot the system. See “Reboot the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.

If the system shows an amount of memory equal to that installed on the card, the problem has been corrected.

If the system shows an amount of memory less than that installed on the card, continue with the next procedure, “Checking for Defective SIMMS.”

## Checking for Defective SIMMs

To check for defective SIMMs, do the following:

1. Remove one pair of the SIMMs. See [“Removing SIMMs”](#), below for more information on removing the SIMMs.

If the CPU circuit card is equipped with only one pair of SIMMS the pair must be replaced. See [“Installing SIMMs”](#), below for more information on installing the new pair of SIMMs.

2. Reinstall the CPU circuit card. See [“Installing a Circuit Card”](#), in [Chapter 2, “Installing or Replacing Circuit Cards”](#), for the procedure.
3. Restore power to the MAP/100P. See [“Restoring Power to the MAP/100P”](#), 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, for voice system administration.
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 Steps a through c. If the memory is not correct continue with Step 7.
  - a. Remove power from the MAP/100P. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for more information on removing the power.
  - b. Replace the SIMMs which were removed in Step 1. See [“Installing SIMMs”](#), below for more information on replacing the SIMM.
  - 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”](#), below for more information.
8. Replace the dress covers. See [“Replacing the Dress Cover”](#), in [Chapter 1, “Getting Inside the Computer”](#), for the procedure.
9. Apply power to the unit. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for the procedure.

## Removing SIMMs

---

To remove a SIMM, do the following:

1. Verify that the new/replacement SIMMs are on site and appear to be in usable condition.
2. Shut down the system. See “Shut Down the System,” in “Common System Procedures,” in the INTUITY *CONVERSANT System Reference*, 585-313-205, for the procedure.
3. Remove the incoming power. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
4. Access the circuit card cage. See [“Accessing the Circuit Card Cage”](#), in [Chapter 1, “Getting Inside the Computer”](#), for the procedure.
5. Remove the CPU circuit card. See [“Removing a Circuit Card”](#) in [Chapter 2, “Installing or Replacing Circuit Cards”](#), for more information on removing the CPU circuit card.
6. Lay the CPU circuit card on a flat, clean, ESD-protected surface.
7. Release the metal snap locks gently at the edge of the SIMM connectors.
8. Rotate the SIMM back and downward to approximately a 60-degree angle.
9. Remove the SIMM.

## Installing SIMMs

---

To install a SIMM, do the following:

1. Shut down the system. See "Shut Down the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.
2. Remove the incoming power. See "[Removing Power from the MAP/100P](#)", in [Chapter 1, "Getting Inside the Computer"](#), for this procedure.
3. Access the circuit card cage. See "[Accessing the Circuit Card Cage](#)", in [Chapter 1, "Getting Inside the Computer"](#), for the procedure.
4. Remove the CPU circuit card. See "[Removing a Circuit Card](#)", in [Chapter 2, "Installing or Replacing Circuit Cards"](#), for this procedure.
5. Install the SIMM by positioning the new SIMM at approximately a 60-degree angle with respect to the CPU circuit card.

All SIMMs are keyed to prevent them from being inserted incorrectly.

### 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 "[Removing a Circuit Card](#)", in [Chapter 2, "Installing or Replacing Circuit Cards"](#), for this procedure.
10. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
11. Verify the amount of memory as the system reboots.
12. Replace the dress covers. See "[Replacing the Dress Cover](#)", in [Chapter 1, "Getting Inside the Computer"](#), for the procedure.
13. Apply power to the MAP/100P. See "[Restoring Power to the MAP/100P](#)", in [Chapter 1, "Getting Inside the Computer"](#), for this procedure.

## Replacing the Internal Power Supply

The MAP/100P is equipped with two power supplies. The internal power supply assembly is not equipped with an internal UPS.

The MAP/100P has the power supplies located in positions Power Supply 1 and Power Supply 2 ([Figure 4-25](#)). These two power supplies operate in a load-share mode and are hot swappable

### CAUTION:

*Do not operate the MAP/100P without both positions, PS1 and PS2, being equipped with a power supply. A power supply alarm fault occurs when a power supply is removed.*

The power supplies installed in the MAP/100P automatically sense whether the incoming voltage is 110 or 220 VAC. There are no manual adjustments necessary to prepare the power supply for the incoming voltage.

The power supplies attach to a backplane in the MAP/100P using a male connector and a backplane receptacle ([Figure 4-29](#)).

### NOTE:

Ensure the connector pins are straight before installing.

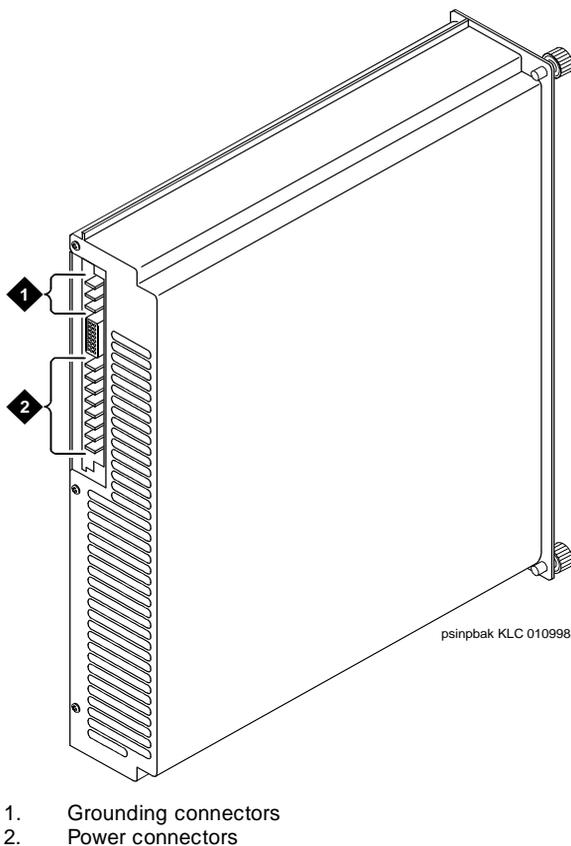


Figure 4-29. Power Supply Back View

## Removing a Power Supply

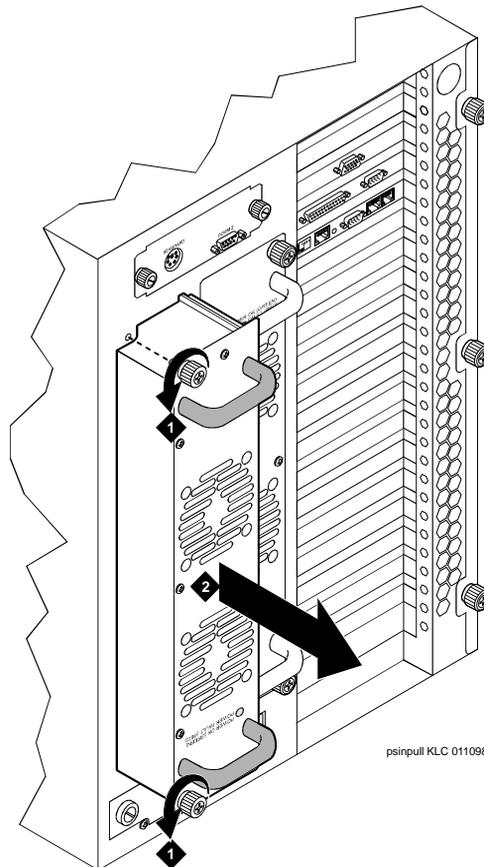


**NOTE:**

Power supplies are hot swappable therefore you do not need to shut down the system.

To remove a 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. Loosen the two thumbscrews that hold the power supply in the MAP/100P ([Figure 4-30](#)).



1. Retaining thumb screws

### Figure 4-30. Removing a Power Supply

3. Grasp the power supply pull handles and pull the power supply from the MAP/100P.



#### NOTE:

The power supply is heavy. Hold on to the bottom edge of the power supply while pulling it from the MAP/100P.

4. Place the power supply to the side.



**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 Lucent INTUITY system. If the power supply is damaged during removal, packaging, or shipping adequate failure analysis can not be conducted.*

## Installing a Power Supply

To install a power supply, do the following:

1. Align the power supply with the slot in the MAP/100P.
2. Slide the power supply into the MAP/100P.
3. Apply pressure to ensure that the power supply is seated properly.
4. Tighten the two thumbscrews on the power supply.



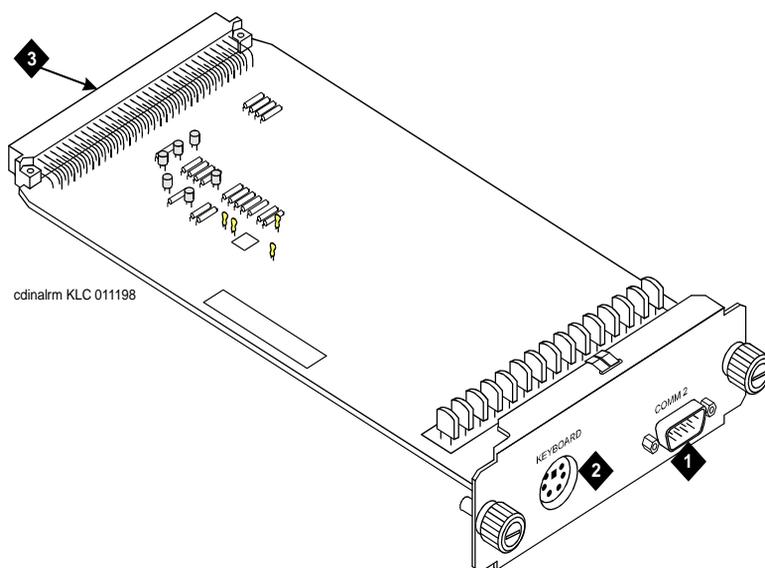
**NOTE:**

Use a screwdriver to ensure that the thumbscrews are tight enough to properly seat the power supply.

5. Make sure the power supply status indicator on the power supply is lit.  
This indicates the power supply is operational.

## Replacing the Unit Maintenance Interface Board Assembly

The unit maintenance interface board assembly ([Figure 4-31](#)) provides access to internal and external functions in the MAP/100P. Two features the unit maintenance interface board assembly provides access to are a keyboard connection and the COM2 port.



1. COM2 port
2. Keyboard connection
3. Power supply backplane connection

**Figure 4-31. Unit Maintenance Interface Board Assembly**

The unit maintenance interface board assembly is located on the upper rear of the MAP/100P ([Figure 4-25](#)).

## Removing the Unit Maintenance Interface Board Assembly

To remove the unit maintenance interface board assembly, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition with no obvious shipping damage.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.

3. Remove the incoming power. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
4. Disconnect the keyboard cable from the MAP/100P.
5. Disconnect any cable attached to the COM2 port.
6. Loosen the two thumbscrews on the unit maintenance interface board assembly ([Figure 4-31](#)).
7. Pull the remote maintenance circuit card out of the MAP/100P.

## Installing the Unit Maintenance Interface Board Assembly

---

To install the unit maintenance interface board assembly, do the following:

1. Align the unit maintenance interface board assembly with the MAP/100P.
2. Gently slide the unit maintenance interface board assembly into the MAP/100P until it ([Figure 4-31](#)) has properly mated with the power supply backplane.
3. Tighten the two thumbscrews on the unit maintenance interface board assembly ([Figure 4-31](#)).

Use a screwdriver to tighten the thumbscrews. This ensures a proper connection.

4. Connect the cable you removed from the COM2 port in [Step 5](#) of [“Removing the Unit Maintenance Interface Board Assembly”](#), above if necessary.
5. Connect the keyboard cable to the MAP/100P.
6. Apply power to the MAP/100P. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.

## 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 4-32](#)).

There are markings on both the terminator SIP and the circuit card which should be used to align the terminator SIP.

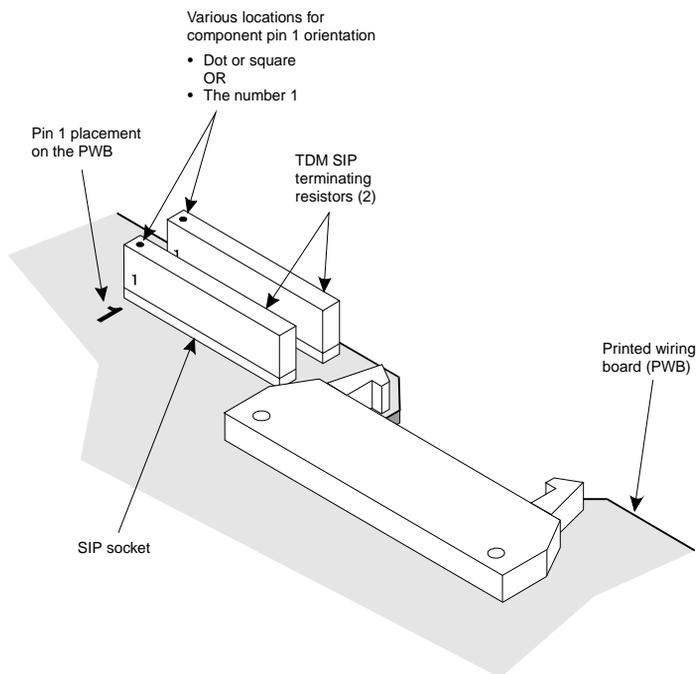


Figure 4-32. Replacing Terminator SIPs on the TDM Bus

2. Insert the terminator SIP.

You have completed this procedure.

## Replacing the Tip/Ring Distribution Hardware

The Tip/Ring distribution hardware ([Figure 4-33](#)) comes in a kit which consists of:

- A 356B adapter
- An adapter bracket
- A mounting plate
- A 25-pair, high-density cable for the first 24 channels

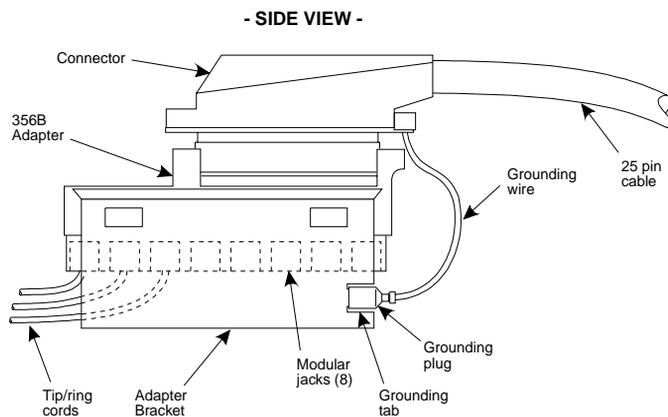
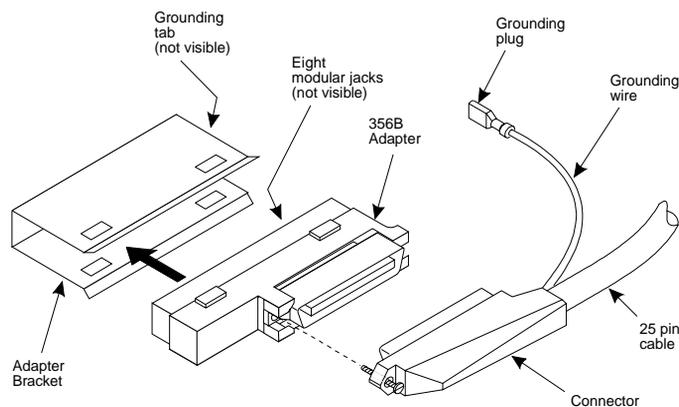
### ⇒ NOTE:

An additional 25-pair, high-density cable is required for the second 24 channels to be supported by the distribution panel. Therefore, if

you are connecting 48 channels, you will need another cable that is not part of this kit.



**NOTE:**  
Two kits must be purchased to accommodate all 64 channels.



**Figure 4-33. Tip/Ring Distribution Hardware Assembly**

The Tip/Ring distribution hardware attaches to the rear bracket on the MAP/100P ([Figure 4-34](#)).

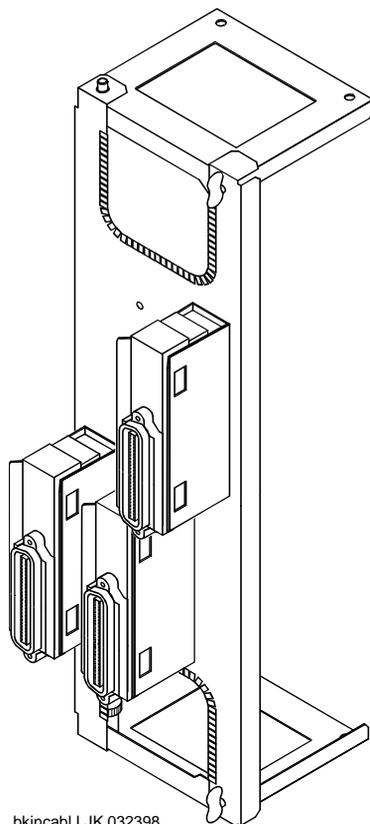


Figure 4-34. Tip/Ring Distribution Hardware on a Deskside MAP/100P

### Removing the Tip/Ring Distribution Hardware

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

1. 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.
2. If the system is in service, perform the following steps.
  - a. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for voice system administration.

- c. Shut down the INTUITY CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the INTUITY *CONVERSANT System Reference*, 585-313-205, for voice system administration.
3. Remove the incoming power. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
4. Loosen the screw that secures the 25-pin cable to the 356B adapter.
5. Cut the two cable ties securing the 25-pair cable connector hood to the 356B adapter mounting bracket.
6. Disconnect the 25-pin cable from the 356B adapter.
7. Pull the 356B adapter from the mounting bracket.
8. Disconnect the Tip/Ring cables from the 356B adapter.
9. If necessary, remove the two screws that secure the adapter bracket to the distribution hardware.

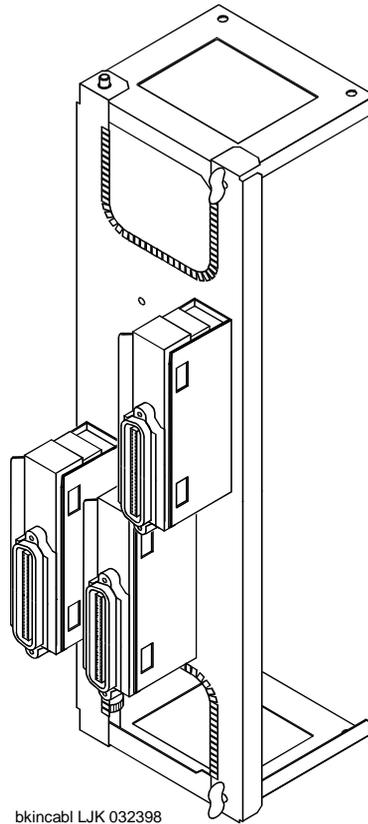
## Installing the Tip/Ring Distribution Hardware

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, perform the following steps.
  - a. Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the INTUITY *CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - b. Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the INTUITY *CONVERSANT System Reference*, 585-313-205, for voice system administration.
  - c. Shut down the INTUITY CONVERSANT system. See “Shut down the System,” in “Common System Procedures,” in the INTUITY *CONVERSANT System Reference*, 585-313-205, for voice system administration.
4. Remove the incoming power. See [“Removing Power from the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
5. Verify that all of the necessary components are included ([Figure 4-33](#)).
6. Secure the u-shaped adapter brackets to the mounting plate on the rear of the MAP/100P with the screws provided ([Figure 4-34](#)).

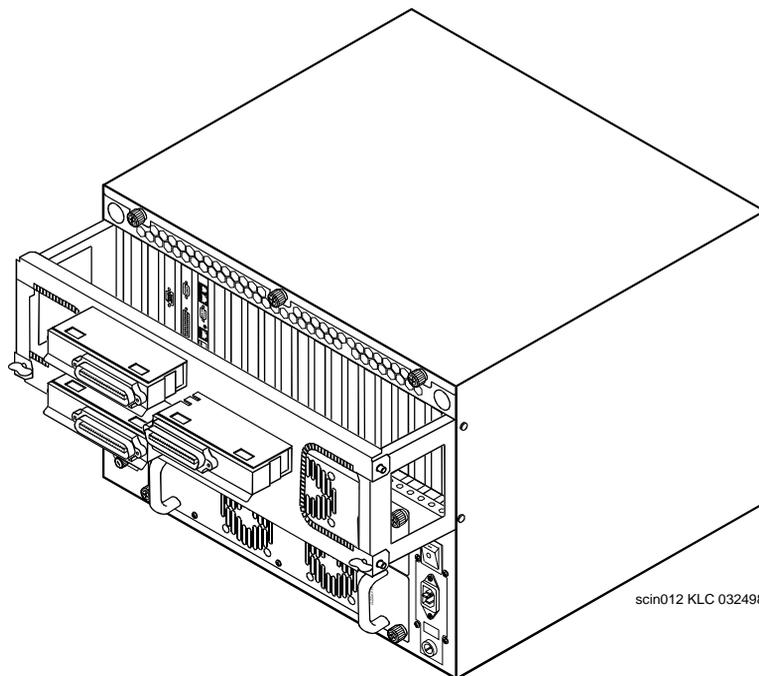
The u-shape of the bracket is mounted differently on the deskside configuration of the MAP/100P (Figure 4-35) than on the rack-mounted configuration (Figure 4-36).

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---

Figure 4-35. Tip/Ring Distribution Hardware - Deskside Configuration



scin012 KLC 032498

**Figure 4-36. Tip/Ring Distribution Hardware - Rack-Mounted Configuration**

7. Plug the 18-inch, 6-pin modular cords (H600 - 4--, Group 1) from the Tip/Ring circuit cards into the 356B adapters. Each adapter can accommodate up to eight modular cords ([Figure 4-33](#)).

**⇒ NOTE:**

Use the 6-foot modular cord provided with each circuit card if the customer provisioned the Tip/Ring analog line terminations.

8. Using the connector provided, attach the 25-pair, high-density cable to the 356B adapter.
9. Snap the 356B adapters into the adapter bracket. Ensure the modular cords are inside the adapter bracket.

**⇒ NOTE:**

The 356B adapters can be removed by spreading the bracket sides apart.

**⚠ CAUTION:**

*The 25-pair, high-density cables will dress down from the adapter brackets in a tower configuration. The cables will dress to either side of the MAP/100P in a rack-mounted configuration.*



**NOTE:**

In a properly installed rack-mount configuration, the 25-pair Tip/Ring cables will criss-cross and tie into the rear cabinet corner. This reduces stress on the connectors and diminishes interference when pulling the shelf forward.

10. Secure the 25-pair cable connector hood to the adapter bracket using two 8-inch cable ties.
11. Connect the grounding wire and strap to the top of the adapter bracket.
12. Apply power to the MAP/100P. See [“Restoring Power to the MAP/100P”](#), in [Chapter 1, “Getting Inside the Computer”](#), for this procedure.
13. Notify the service provider that the system is back on-line, if necessary.



# Installing Base System Software

# 5

---

## Overview

---

This chapter describes the installation procedures for the UnixWare operating system software.

## Purpose

---

This purpose of this chapter is to provide the information necessary to reload the operating system on a computer that has experienced a disk failure. Use this chapter in conjunction with [Appendix D, "Disaster Recovery Checklists"](#).



**NOTE:**

The installer must have the root password to complete this procedure.

## Installing Base System Software

---

### ⇒ NOTE:

Installing the UnixWare operating system unmounts file systems. If this software is being loaded onto a system that has clean hard disks that have not been previously loaded, the system will not detect file systems. If this is a recovery installation, the system will detect previously loaded file systems.

## Building the RAID System Drive

---

### ⇒ NOTE:

If your system has the RAID optional feature, these procedures must be performed *before* performing [“Beginning the UnixWare Installation”](#).

To build the RAID system drive, do the following:

1. Insert the diskette labeled “INTUITY CONVERSANT 7 RAID Configuration Utility” into the diskette drive and reboot.
2. Enter **daccf** and press

The system displays the following message:

```
Inquiring the devices connected to adapter
Channel 0                               Target ID
```

The system then displays the Main Menu [Figure 5-1](#).

```
Disk Array Controller                               Configuration Utility

                                     Main Menu

01 Automatic Configuration
02 New Configuration
03 View/Update configuration
04 Rebuild
05 Initialize System Drive
06 Consistency Check
07 Tools
08 Select DAC960
09 Advanced Functions
10 Diagnostics
```

Figure 5-1. Main Menu

3. Press  to select Automatic Configuration.

If the system displays the following message:

```
!!WARNING!!
```

```
A valid configuration exists. Proceeding further will  
destroy this configuration.
```

```
Do you want to proceed with the Configuration?
```

```
No
```

```
Yes
```

Select **Yes** and press **ENTER**.

If the system displays the following message:

```
Do you wish to have a Standby drive?
```

```
No
```

```
Yes
```

4. Select **No** and press **ENTER**.

The system displays the following message:

```
Do you want to have Write Cache enabled?
```

```
No
```

```
Yes
```

5. Select **No** and press **ENTER**.

The system displays the following message:

```
Saving configuration
```

```
Please wait.
```

The system displays the Automatic Configuration Summary screen [Figure 5-2](#).

Automatic Configuration

Number of System Drives = 1  
RAID Level = 5  
Write Cache = Disabled  
Number of Physical Devices = 3  
Available Capacity = 4094

Automatic Configuration successfully done.

Make sure to INITIALIZE System drive #0 before exiting this utility!

Figure 5-2. Automatic Configuration Summary Screen

6. Press **ENTER**.

The system displays the Main Menu [Figure 5-1](#).

7. Press the down **▼** arrow to move to Initialize System Drive and press **ENTER**.

The system displays the Initialize System Drive screen [Figure 5-3](#).

Initialize System Drive

1. Select System Drive
2. Start Initialize

Figure 5-3. Initialize System Drive Screen

8. Press **1** to move to `Select System Drive` and press `(ENTER)`.

The system displays the following message:

```
Initialize System Drive
Sys Drv 0
```

```
!!WARNING: Initialization of the System drives
           WILL destroy data on the drives.
```

9. Press `(ENTER)`.
10. Verify that `sys drv 0` is check marked.
11. Press `(ESC)`.

The system displays the Initialize System Drive screen [Figure 5-3](#).

12. Press **2** to move to `Start Initialize` and press `(ENTER)`.

The system displays the following message:

```
Do you want to proceed with initialization?
  No
  Yes
```

13. Select **yes** and press `(ENTER)`.

The system displays an initialization progress bar. This process takes approximately 45 minutes to complete. When completed, the system displays the following message:

```
Initialization completed successfully.
Press any key to continue.
```

14. Press `(ENTER)`.

The system displays the following message:

```
Saving configuration, please wait.
```

The system displays the Disk Array Controller Configuration Utility Main Menu [Figure 5-1](#).

15. Press `(ESC)`.

The system displays the following message:

```
Remember to save your configuration to a floppy disk
before exiting. Do you really want to Exit Config
Utility?
```

16. Select **yes** and press `(ENTER)`.

The system displays the DOS prompt.

17. Remove the diskette and proceed with ["Beginning the UnixWare Installation"](#) below.

## 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 starting from the DOS prompt, enter `(CONTROL) - (ALT) - (DELETE)`.

If the system is off, turn it on using the power switch on the front of the MAP/100P. See ["Restoring Power to the MAP/100P"](#) in [Chapter 1, "Getting Inside the Computer"](#), for the procedure.

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

The system displays the SCO introduction screen as it begins to load the base system software. When the system has loaded the first boot floppy it displays the following message:

```
Insert the second floppy and press ENTER.
```

3. Remove the diskette labeled "INTUITY CONVERSANT 7 INTUITY UnixWare 2.1.2 Boot Floppy 1" from the diskette drive.
4. Insert the diskette labeled "INTUITY CONVERSANT 7 INTUITY UnixWare 2.1.2 Boot Floppy 2" into the diskette drive.
5. Press `(ENTER)`.

The system displays the following message:

```
Please wait while the system software drivers are loaded.
```

After approximately 2 minutes the system displays the SCO UnixWare 2.1 menu ([Figure 5-4](#)).

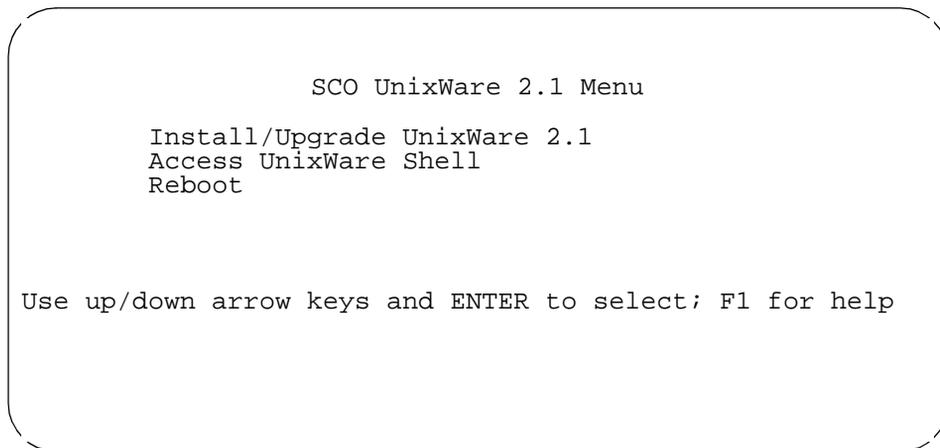


Figure 5-4. Start-Up Screen

6. Press the down (▼) arrow to move to Install/Upgrade UnixWare 2.1 and press (ENTER).

The system displays the Remove Floppy screen ([Figure 5-5](#)).

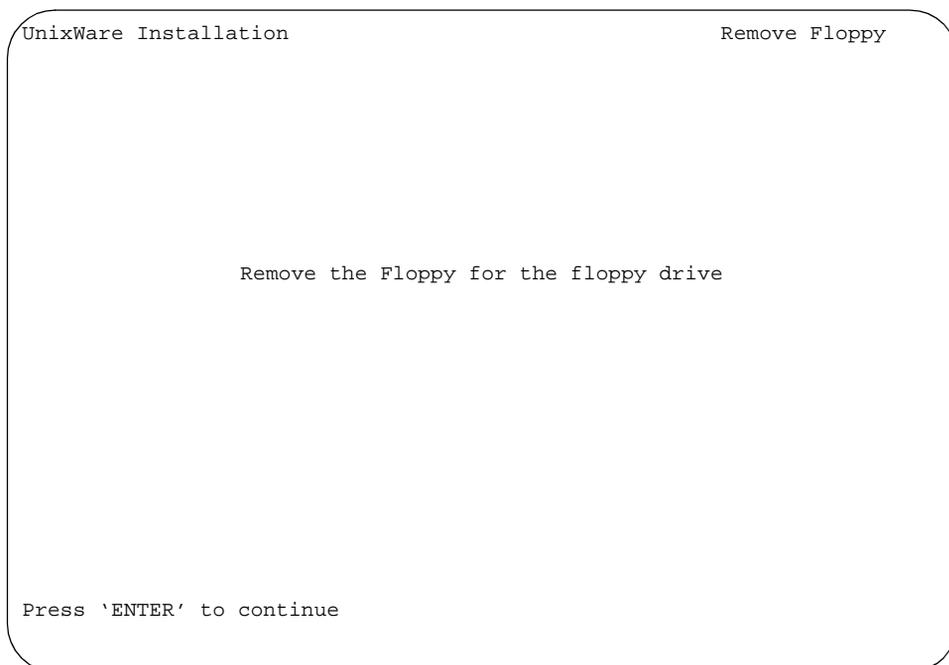


Figure 5-5. Remove Floppy Screen

7. Remove the diskette labeled "INTUITY CONVERSANT 7 INTUITY UnixWare 2.1.2 Boot Floppy 2" from the diskette drive.

8. Press **ENTER**.

The system displays the Introduction screen ([Figure 5-6](#)).

UnixWare Installation Introduction

Welcome to the UnixWare installation process!

If you have never installed UnixWare before, it is recommended that you press the 'F1' (or '?') key now to learn more about the installation process and the hardware requirements of UnixWare.

- Pressing the 'F1' (or '?') key at any time during installation will display more information or help.
- Pressing the 'Del' key at any time cancels the installation.

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

Figure 5-6. Introduction Screen



**CAUTION:**

*If you use the **DELETE** key to stop the UnixWare installation at any time during this process, you will have to restart the software installation process at Step 1.*

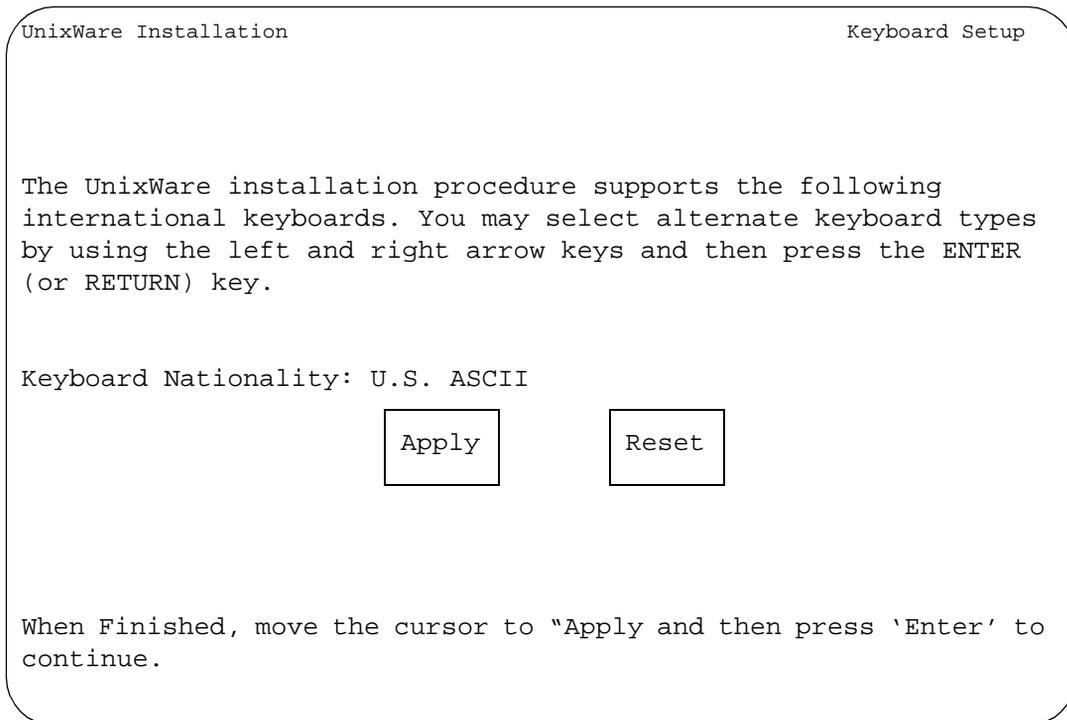
9. Continue with the next procedure, "[Setting Up the UnixWare Environment](#)".

## Setting Up the UnixWare Environment

To set up the UnixWare Environment, complete the following:

1. Starting at the Introduction Screen ([Figure 5-6](#)), press **ENTER**.

The system displays the Keyboard Setup screen ([Figure 5-7](#)).



**Figure 5-7. Keyboard Setup Screen**

2. Use the left **◀** and right **▶** arrows on your keyboard to move through the field selections.
3. Select U.S. ASCII.
4. Press the down **▼** arrow to move to the **Apply** field and press **ENTER**.

The system displays the Configure Date and Time screen ([Figure 5-8](#)).

UnixWare Installation

Configure Date and Time

On this screen, you will check the current date and time that is set on your computer and change them if necessary. You also select what timezone configuration you require. Either set a continent(s) which will lead you onto a further screen with locations or manual entry for a custom timezone.

The current date:

The current Time:

Enter the current year:

Enter the month of the year (1-12):

Enter the day of the month(1-31):

Enter the hour of the day (0-23):

Enter the minute of the hour (0-59):

Timezone configuration:

Apply

Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor to 'APPLY' and then press 'ENTER' to continue.

Figure 5-8. Configure Date and Time Screen

5. Use the left  and right  arrows on your keyboard to move through the field selections. Use the down  arrow to move to the next field.
6. Select the appropriate data for each field.
7. Press the down  arrow to move to the `Apply` field and press `ENTER`.

The system displays the Continent Location Choice screen ([Figure 5-9](#)).

UnixWare Installation                      Continent Location Choice Screen

On this screen you choose the country/location you are in, having already selected the continent. To go back to the continent screen select 'Back One Screen'. Use the left and right arrow keys.

Location

Apply

Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor to 'APPLY' and then press 'ENTER' to continue.

**Figure 5-9. Continent Location Choice Screen**

8. Use the left  and right  arrows on your keyboard to move through the field selections.
  9. Select the appropriate data for each field.
  10. Press the down  arrow to move to the Apply field and press .
- The system displays the Installation Type Selection screen ([Figure 5-10](#)).

UnixWare Installation Installation Type Selection

You must choose a system type. The system type you choose will determine the default file system sizes you will specify on the next screen.

Press the 'F1' or '?' key to see more information about these different system types.

Platform Type:  
 CPU Type:  
 Offer Type:

Apply

Reset

Press 'TAB' to move between fields. Press 'ENTER' to apply fields.

Figure 5-10. Installation Type Selection Screen

11. Use the left  and right  arrows on your keyboard to move through the field selections. Use the down  arrow to move to the next field.
12. Select the appropriate data for each field as specified in [Table 5-1](#).

Table 5-1. Installation Type Selection Screen Entries

| Field          | Setting              |
|----------------|----------------------|
| Platform type: | MAP/100P             |
| CPU type:      | Pentium/SCSI or RAID |
| Offer type:    | INTUITY™ CONVERSANT® |

13. Press the down  arrow to move to the Apply field and press .

 NOTE:

If the system displays a message that the system must have at least 60 MByte of space in the hard disk drive to install UNIX, the hard disk drive is experiencing problems. The cable may not be connected, or the hard disk drive may be damaged. Power down the system and check the hard disk drive cables. See [“Accessing the Circuit Card Cage”](#) in [Chapter 1, “Getting Inside the Computer”](#), for the procedure.

The system displays the Primary Hard Disk Partitioning screen ([Figure 5-11](#)).

```
UnixWare Installation                Primary Hard Disk Partitioning

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

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

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

Press 'ENTER' to continue
```

**Figure 5-11. Primary Hard Disk Partitioning Screen**

14. Continue with the next procedure, "[Initializing the Hard Disk Drives](#)".

## Initializing the Hard Disk Drives

To partition the hard disk drives, do the following:

1. Starting at the Primary Hard Disk Partitioning screen ([Figure 5-11](#)), press **ENTER**.

The system displays the Hard Disk Partitioning, Disk 1 screen ([Figure 5-12](#)).

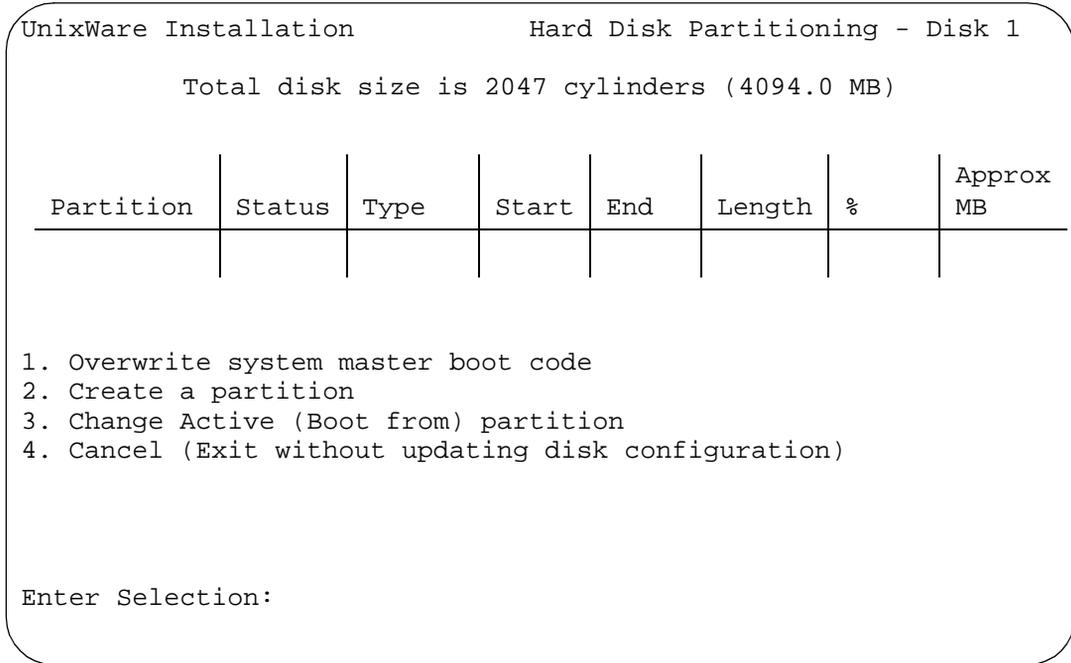


Figure 5-12. Hard Disk Partitioning, Disk 1 Screen

2. Enter 2

The system displays the Create a Partition screen ([Figure 5-13](#)).

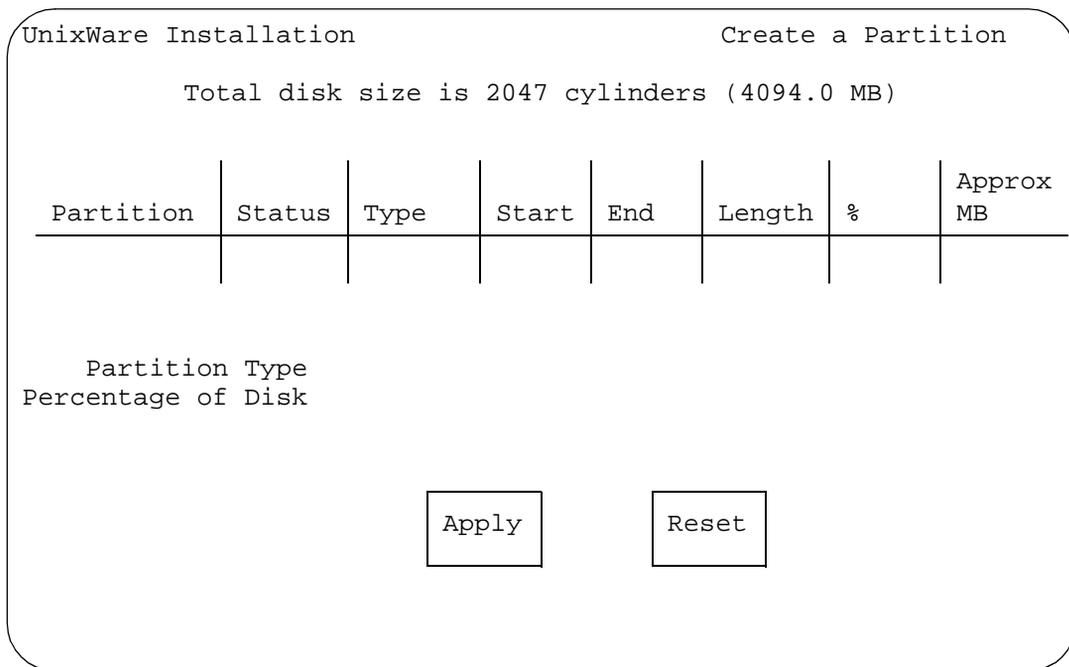


Figure 5-13. Create a Partition Screen

- 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.
- Select the appropriate data for each field as specified in [Table 5-2](#).

Table 5-2. Create a Partition Screen Entries

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

- Press the down arrow to move to the Apply field and press **ENTER**.  
 The system displays the Hard Disk Partitioning, Disk 1 screen ([Figure 5-14](#)).

Total disk size is 2047 cylinders (4094.0MB)

Cylinders

| Partition | Status | Type           | Start | End  | Length | %   | Approx<br>MB |
|-----------|--------|----------------|-------|------|--------|-----|--------------|
| 1         | Active | UNIX<br>System | 0     | 2046 | 2047   | 100 | 4094         |

1. Overwrite system master boot code
2. Change Active (Boot from) partition
3. Delete a partition
4. Cancel (Exit without updating disk configuration)

Enter Selection:

Figure 5-14. Hard Disk Partitioning, Disk 1 Screen

6. Press **ENTER**.

The system displays the Hard Disk Partitioning, Disk 1 screen ([Figure 5-15](#)).

Total disk size is 2047 cylinders (4094.0MB)

Cylinders

| Partition | Status | Type           | Start | End  | Length | %   | Approx<br>MB |
|-----------|--------|----------------|-------|------|--------|-----|--------------|
| 1         | Active | UNIX<br>System | 0     | 2046 | 2047   | 100 | 4094         |

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

Enter Selection:

Figure 5-15. Hard Disk Partitioning, Disk 1 Screen

7. Enter 2

The system displays the Change Active Partition screen [Figure 5-16](#).

UnixWare Installation Change Active Partition

Total disk size is 2047 cylinders (4094.0 MB)

| Partition | Status | Type           | Start | End  | Length | %   | Approx<br>MB |
|-----------|--------|----------------|-------|------|--------|-----|--------------|
| 1         | Active | UNIX<br>System | 0     | 2046 | 2047   | 100 | 4094         |

1. Partition 1

Enter the number of partition you want to boot from:

Figure 5-16. Change Active Partition Screen

8. Press **ENTER**

The system displays the Hard Disk Partitioning, Disk 1 screen [Figure 5-17](#).

Total disk size is 2047 cylinders (4094.0MB)

Cylinders

| Partition | Status | Type        | Start | End  | Length | %   | Approx MB |
|-----------|--------|-------------|-------|------|--------|-----|-----------|
| 1         | Active | UNIX System | 0     | 2046 | 2047   | 100 | 4094      |

1. Do not overwrite system master boot code
2. Delete a Partition
3. Exit (update disk configuration and exit)
4. Cancel (Exit without updating disk configuration)

Enter Selection:

Figure 5-17. Hard Disk Partitioning, Disk 1 Screen

9. Enter **3**

If you have a second hard disk drive, the system displays the Secondary Hard Drive Partitioning Screen ([Figure 5-18](#)).

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

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

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

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

Your Options are:

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

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

Figure 5-18. Secondary Hard Disk Partitioning Screen

10. Enter 1

The system displays the UnixWare Installation Set Slice Sizes screen ([Figure 5-19](#)).

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 /voicel in MB:      xx  
Size of /voxem in MB:       xx

Apply

Reset

Figure 5-19. UnixWare Installation Set Slice Sizes Screen

11. Use the left ◀ and right ▶ arrows on your keyboard to move through the field selections. Use the down ▼ arrow to move to the next field.
12. Enter the appropriate number of megabytes of space needed for each slice as specified in [Table 5-3](#).

⇒ NOTE:

The sizes listed in [Table 5-3](#) are the recommended minimum sizes. If you are loading a system using a mkimage tape, use the sizes on the tape label. If there are no sizes, use the recommended size. If you are loading a new system, without a mkimage tape, use the recommended sizes.

**Table 5-3. Minimum Space Requirements for the MAP/100P**

| Slice     | Space Requirements (MBytes)  |
|-----------|--|
| /         | 615  |
| /stand    | 15   |
| /dev/dump | 129  |
| /dev/swap | 129 (for a 64 MByte system)<br>193 (for a 96 MByte system)<br>257 (for a 128 MByte system)<br><br>The boot floppies automatically configure the size using:<br>$(2 \times \text{memory size}) + 1 = \text{size}$ |
| /mtce     | 20   |
| /vs       | 100  |
| /oracle   | 450<br><br> <b>NOTE:</b><br>Add 75 MBytes if your are loading ORACLE development packages.                                      |
| /tmp      | 20   |
| /voice1   | 100  |
| /voxem    | 100  |

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

The system displays the Hard Disk Surface Analysis screen ([Figure 5-20](#)).

UNIX System Installation

Hard Disk Surface Analysis

Surface analysis for the first disk is recommended but not required. Here you must choose to skip or perform surface analysis.

Press the 'F1' or '?' key to see more information about these different system types.

You choices are:

1. Perform surface analysis
2. Skip surface analysis

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

Figure 5-20. Hard Disk Surface Analysis Screen



**CAUTION:**

*Ignore the message at the top of this screen. Surface analysis is required for all systems because it makes a configuration change to the disk. Failure to perform surface analysis may cause the INTUITY CONVERSANT system to fail.*

14. Continue with the next procedure, ["Transferring the UnixWare Files"](#).

## Transferring the UnixWare Files

To transfer the UnixWare files, do the following:

1. Starting at the Hard Disk Surface Analysis screen ([Figure 5-20](#)), 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 5-21](#)).

UnixWare Installation

Media Type

The Intuity Software is available on tape as an image depending on the application. You must select the proper choice depending on the application. For new CONVERSANT installation choose option 1. For new Audix installation choose option 2. For restoring CONVERSANT Make-image choose option 3.

Your choices are:

1. UnixWare for Intuity CONVERSANT Tape
2. UnixWare for Intuity Audix
3. Intuity Conversant Make-Image Tape

Press a number between '1' and '3' followed by 'ENTER':

Figure 5-21. Media Type Screen

2. Continue with the next procedure, ["Installing the Application Server"](#).

## Installing the Application Server

To Install the application server, do the following:

1. Starting at the Media Type screen ([Figure 5-21](#)), enter **1**  
The system displays the Insert Tape screen ([Figure 5-22](#)).

UnixWare Installation

Insert Intuity Image Tape

Please insert the Intuity Image cartridge tape into the tape drive and press 'ENTER'.

Your choices are:

1. The tape has been inserted in the tape drive.
2. Go back to previous menu.

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

Figure 5-22. Insert Lucent INTUITY Tape Screen

2. Insert the cartridge tape labeled "INTUITY CONVERSANT 7.0 INTUITY UnixWare 2.1.2 Image Tape for CONVERSANT with Veritas" into the tape drive.

3. Press **ENTER**.

This will accept the default of 1 to indicate the tape has been inserted and is ready for access.

The system displays the following message:

```
Retentioning the tape. This will take about 3 minutes.  
Please do not remove the tape.
```

After a few minutes the system displays the following message:

```
Copying Intuity Image Tape to hard disk. do not remove  
tape until prompted to do so.
```

After about 30 minutes, the system displays the following message:

```
Please remove the tape from the tape drive.  
Press ENTER to continue.
```

4. Remove the cartridge tape labeled "INTUITY CONVERSANT 7.0 INTUITY UnixWare 2.1.2 Image Tape for CONVERSANT with Veritas" from the tape drive.
5. Press **ENTER**.

The system displays the following message:

```
The UNIX System is now being rebuilt to reflect your
selections. This will not require any user input
```

```
Please wait
```

The system automatically reboots.

6. Continue with the next procedure, [“Activating the Volume Manager”](#).

## Activating the Volume Manager

To activate the Volume Manager, complete the following steps.

1. Login as root.

The system displays the following message:

```
Password:
```

2. Press **(ENTER)**.

3. At the system prompt, enter **installit**

The system displays the following message:

```
Installit execution started:
```

```
The system will attempt to perform a new installation.
Press enter, to continue the Volume Manager
installation...
```

4. Press **(ENTER)**.

5. The system automatically reboots three times; each reboot takes approximately 5 minutes to complete.

When the initialization of the Volume Manager is complete, the system displays: Console Login:

## Installing the LAN Card Driver Package

---

See [“PCI Ethernet LAN Circuit Cards”](#) or [“Token Ring Circuit Card”](#) in [Chapter 2, “Installing or Replacing Circuit Cards”](#), for the procedure.

## Setting up the Monitor

---

To set up the monitor, do the following:

1. Login as root

The system displays the system prompt #.

In order to use the graphical user interfaces (GUI) with the video controller card installed in your system, perform the following video setup operations:

2. Enter **/usr/X/lib/display/setvideomode**

The system displays a menu listing the different video chipset options.

3. Enter **3**

This is the number corresponding to the video controller circuit card installed on your system.

The system displays a menu listing monitor mode numbers for video resolution.

4. Enter **13**

 **NOTE:**

The mode number corresponds to the video controller circuit card installed on your system. The resolution must be 640 x 480 and the color must be 256.

The system displays the following message:

```
Video RAM: 2048K
```

```
Do you want to change this value? (y/n) [n]:
```

5. Press **(ENTER)**.

The system displays the following message:

```
Default Monitor Size, 17 inches(y/n) [y]:
```

6. Enter **n**

The system displays the Monitor Size screen ([Figure 5-23](#)).

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

```
Enter Monitor Size =>
```

Figure 5-23. Monitor Size Screen

7. Enter **14**

The system displays a screen similar to the Monitor Test screen ([Figure 5-24](#)).

```
You have selected the following:
```

```
VENDOR.....: Generic S3 Virge-VS
CHIPSET.....: VIRGE-VX
VIDEO RAM....: 2048K
MONITOR.....: MULTISYNC 60 Hz
RESOLUTION...: 640x480
COLORS.....: 256
```

```
Do you want to test this mode?(y/n) [y]:
```

Figure 5-24. Monitor Test Screen

8. Press **ENTER**.

The system displays the Test Pattern screen ([Figure 5-25](#)).

```
A TEST PATTERN WILL BE DRAWN ON YOUR SCREEN.  
AFTER A FEW SECONDS, YOU WILL RETURN TO THIS  
SCREEN. IF THE PATTERN DOESN'T LOOK RIGHT, YOU  
CANNOT USE THIS MODE. YOU SHOULD TRY ANOTHER MODE.  
IF THE PATTERN IS NOT EVEN STABLE,  
PRESS 'DEL' IMMEDIATELY TO AVOID DAMAGE TO YOUR  
HARDWARE.
```

```
Do you want to continue? (y/n) [y]:
```

**Figure 5-25. Test Pattern Screen**

9. Press **ENTER**.

After the test pattern is drawn, the system displays the following message:

```
Do you want to try the test again? (y/n) [n]:
```

10. Press **ENTER** to stop the test.

The system displays the following message:

```
Accept(y), Quit(q), Try another mode(anykey):
```

11. Enter **y** to accept the setup.

The system displays the Current Selection screen ([Figure 5-26](#)).

Current Selection:

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

Figure 5-26. Current Selection Screen

## 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 5-27](#)).

```
There are no mice assigned.
```

```
Select one of the following:
```

- B) Bus mouse add
- P) PS2 mouse add
- S) Serial mouse add
- T) Test your mouse configuration
- U) Update mouse configuration and quit
- E) Exit (no update)

```
Enter Selection:
```

**Figure 5-27. Mouse Main Menu**

2. If you are not installing a mouse, enter **e**

If you are installing a mouse, enter **s**

The system displays the following message:

```
There are no mice assigned.
```

```
Enter the display terminal that will be using  
the mouse, or strike the ENTER key to return to  
the main menu.
```

```
Display terminal (i.e., console, s0vt00, etc):
```

3. Enter **console** and press **(ENTER)**.

The system displays the following message:

```
Enter the device that the mouse will be attached to  
or strike the ENTER key to return to the main menu.
```

Mouse device: (i.e., tty00, tty01):

4. Enter the appropriate data for the serial port your mouse is connected to as listed in [Serial Mouse Installation Entries](#), [Table 5-4](#).



**NOTE:**

Be sure to use an available port and not the one assigned to the RMB circuit card (AYC54 or AYC 55).

**Table 5-4. Serial Mouse Installation Entries**

| Serial Port Connection | Screen Entry |
|------------------------|--------------|
| COM1 port              | TTY00        |
| COM2 port              | TTY01        |

5. Press **(ENTER)**.

The system displays the following message:

```
Is your mouse configured to Mouse Systems  
(MSC compatible) mode? [y or n]:
```

6. Enter **y** and press **(ENTER)**.

The system displays the Mouse Main Menu ([Figure 5-28](#)).

The following terminals have mice assigned:

| Display Terminal | Mouse Device          |
|------------------|-----------------------|
| -----            | -----                 |
| Console          | Serial Mouse on TTY01 |

Select one of the following:

- B) Bus mouse add
- P) PS2 mouse add
- S) Serial mouse add
- T) Test your mouse configuration
- U) Update mouse configuration and quit
- E) Exit (no update)

Enter Selection:

Figure 5-28. Mouse Main Menu

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

The system displays the Mouse Main menu [Figure 5-28](#).

TTY01 shown in [Figure 5-28](#) reflects the port selected in step [4](#).

Continue with Testing the Mouse procedure below.

## 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 5-28](#))

2. Enter **t** and press **(ENTER)**.

The system displays the following message:

```
Please try using your mouse when the next  
screen appears.
```

Strike the ENTER key when ready:

3. Press **(ENTER)**.

The system displays the following message:

```
Press a mouse button to stop test.  
Test will be cancelled automatically in 15 seconds.
```

The system displays the Mouse Main Menu ([Figure 5-28](#)).

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

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

# Installing the INTUITY CONVERSANT System Software

# 6

---

## Overview

---

This chapter details installation procedures for the INTUITY™ CONVERSANT® system software.

## Purpose

---

This purpose of this chapter is to provide the information necessary to reload the INTUITY CONVERSANT system after a disk failure. Use this chapter in conjunction with [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. CVISet 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 (CVISet) from
<ctapel>
```

```
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 6-1](#) with a check mark for "yes" or "no."

**Table 6-1. Questions to Determine if the Default Installation is Appropriate**

| Number | Question   | Yes | No |
|--------|--|-----|----|
| 1      | Do you want to turn off daylight savings time?   |     |    |
| 2      | Does your system have a remote maintenance circuit card?<br><br> <b>NOTE:</b><br>If you answer yes to this question, you must answer yes to Question 3. |     |    |
| 3      | Do you want to disable COM1?   |     |    |
| 4      | Do you want to disable COM2?   |     |    |
| 5      | Do you want to disable the parallel port?  |     |    |
| 6      | Is Interrupt Level 4 being used by anything other than COM1?   |     |    |
| 7      | Is Interrupt Level 3 being used by anything other than COM2?   |     |    |
| 8      | Is Interrupt Level 7 being used by anything other than the parallel port?  |     |    |
| 9      | Is your ORACLE database larger than 65 Mbyte   |     |    |

7. If you answered **no** to all of the questions in [Table 6-1](#), you can use the default installation; enter **y**

If you answered **yes** to any of the questions in [Table 6-1](#), you can not use the default installation; complete the following Steps a through 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 6-1](#), enter **y** and continue with Step d.

If you answered **yes** to Question 1 in [Table 6-1](#), enter **n**

The system displays the following message:

```
Is Daylight Savings Time ever used? [y,n,?]
```

c. Enter **n**

The system displays the following message:

```
Do you want the default installation for vs?  
[y,n,?]
```

d. If you answered **no** to all seven Questions 2, 3, 4, 5, 6, 7, and 8 in [Table 6-1](#), enter **y** and continue with Step g.

If you answered **yes** to Question 2, 3, 4, 5, 6, 7, or 8 in [Table 6-1](#), enter **n**

The system displays the following message:

```
The first serial port uses interrupt level 4  
The second serial port uses interrupt level 3  
The parallel port uses interrupt level 7
```

If you wish to reclaim some of these interrupts for other devices, you may disable one of these serial ports. However, one serial port must be enabled.

For serial ports would you like to:

1. Enable both
2. Enable first, disable second
3. Disable first, enable second

Please enter your selection:

e. If you answered **no** for Questions 2, 3, 4, 6, and 7 in [Table 6-1](#), enter **1**

If you answered **no** for Questions 2, 3, and 6 and **yes** for Question 4 or 7 in [Table 6-1](#), enter **2**

If you answered **yes** for Question 2, 3, or 6 and **no** for Questions 4 and 7 in [Table 6-1](#), enter **3**

**⇒ NOTE:**

If you would like to disable both serial ports, enter **3**, complete the installation procedure, edit the `/etc/conf/sdevice.d/async` file, and reboot the system.

The system displays the following message:

For the parallel port (interrupt 7) would you like to:

1. Enable the parallel port
2. Disable the parallel port

f. If you answered **no** for Questions 5 and 8 in [Table 6-1](#), enter **1**

If you answered **yes** for Question 5 or 8 in [Table 6-1](#), enter **2**

The system displays the following message:

Do you want the default installation for maint?

g. Enter **n**

**⇒ NOTE:**

There is no difference between the default installation and a custom installation of the maint system.

The system displays the following message:

Do you want the default installation for machlog?  
[y,n,?]

h. If you answered **no** to Questions 2, 3, and 4 in [Table 6-1](#), enter **y** and continue with Step j.

If you answered **yes** to Question 2, 3, or 4 in [Table 6-1](#), enter **n**

The system displays the following message:

The first serial port uses interrupt level 4  
The second serial port uses interrupt level 3

If you wish to reclaim some of these interrupts for other devices, you may have to free some of these ports. However, one serial port must be configured as the alarm port.

For serial ports would you like to:

1. Enable first serial port (COM1) as alarm port
2. Enable second serial port (COM2) as alarm port

Please enter your selection:

- i. If you answered **no** for Questions 2 and 3 and **yes** for Question 4 in [Table 6-1](#), enter **1**



**NOTE:**

If your system has a remote maintenance circuit card, make sure COM1 is disabled in the CMOS settings. See “[P5 200 MHz CPU Circuit Card](#)” in [Chapter 2, “Installing or Replacing Circuit Cards”](#), for the procedure to edit the CMOS settings.

If you answered yes to Questions 2 and 3 and no for Question 4 in [Table 6-1](#), enter **1**

If you answered **yes** to Question 3 and **no** for Questions 2 and 4 in [Table 6-1](#), enter **2**

The system displays the following message:

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

- j. If you answered **no** for Question 9 in [Table 6-1](#), enter **y** and continue with Step 8 below.

If you answered **yes** for Question 9 in [Table 6-1](#), enter **n**

The system displays the following message:

```
The default name for the database file is dbsA.dbf
```

```
Enter a new name or strike ENTER to accept the
default.
```

- k. Press **[ENTER]**.

The system displays the following message:

```
The default name for the first redo log file is
log1A.dbf
```

```
Enter a new name or strike ENTER to accept the
default.
```

- l. Press **[ENTER]**.

The system displays the following message:

```
The default name for the second redo log file is
log2A.dbf
```

```
Enter a new name or strike ENTER to accept the
default.
```

- m. Press **[ENTER]**.

The system displays the following message:

```
How many blocks do you want in your database?
[default: 132,000].
```

- n. Enter the number of blocks you want in your database.



**CAUTION:**

*This number must be greater than 24,000.*

The system displays the following message:

```
The default size for each of the redo log files is
800 [512 bytes] blocks.
```

```
How many blocks do you want in each of the redo log
files? [default: 800].
```

- o. Enter the number of blocks you want in your redo log files.

The system displays the following message:

```
Do you want to install TSM? [y,n,?]
```

- p. Enter **y**

The system displays the following message:

```
Lucent Technologies Inc.
## Processing package information.
## Processing system information.
## Verifying disk space requirements.
```

```
Installing INTUITY CONVERSANT VIS V7.0 Set as
<CVISet>
```

```
## Executing preinstall script.
Executing the preinstall personality script for
CVISetune.
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 packages:
  - Distributed File System Utilities
  - Remote Procedure Calls Utilities
  - Internet Utilities

Enter **no** for all other packages.

5. Press **ENTER**.

The system displays the following message:

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

6. Enter **q**
7. If you are installing a system with the RAID optional feature, continue with ["Installing the Global Array Manager Package for RAID Systems"](#), and ["Installing the Intuity Hardware RAID Integration Package"](#).



# Installing the Optional Feature Software

# 7

---

## Overview

---

This chapter describes the procedures to install all the software that was not included on the application software cartridge tape. This software is called *optional* software since it is not required for the basic system to function.

The organization of this chapter is not to imply that you will necessarily install all of these packages nor will you install them in the order documented. Packages that are order-specific are identified as such.

This chapter also describes the general procedure for removing software packages.

**⇒ NOTE:**

Be sure that you have run the INTUITY™ CONVERSANT® Hardware Resource Allocator and indicate all hardware that is/will be on your system. The data generated by the program is crucial in assuring that you respond correctly the prompts in this chapter. See "[Hardware Resource Allocator Operation](#)" in [Appendix A, "System Configuration,"](#) in your hardware installation book.

**⇒ NOTE:**

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

---

## Purpose

---

This purpose of this chapter is to provide the information necessary to reload the optional feature software to a computer which has experienced a disk failure.

## 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 7-1](#)).

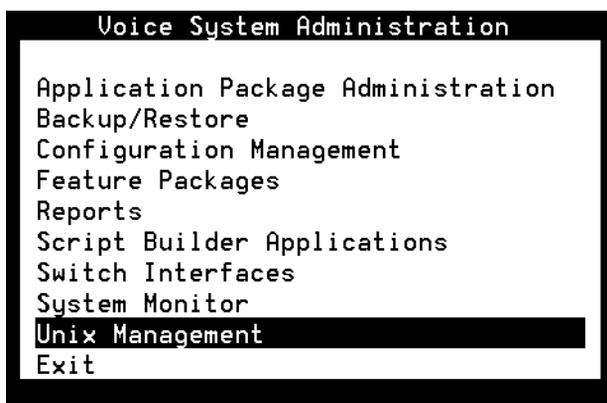
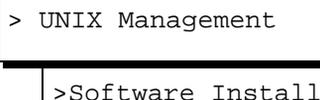


Figure 7-1. Voice System Administration Menu

2. Select:



```
> UNIX Management
>Software Install
```

The system displays the Software Install menu ([Figure 7-2](#)).

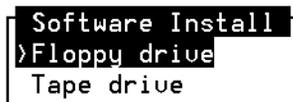


Figure 7-2. Software Install Menu

3. Select the appropriate media.
4. Continue with the procedures listed for each package below.

## Installing the Global Array Manager Package for RAID Systems

---

To install this optional feature package for RAID systems, 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 "Global Array Manager 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. gam          INTUITY Global Array Manager  
      (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 Global Array Manager (gam) from  
<diskettel>
```

```
INTUITY Global Array Manager  
(i486)
```

```
Using </> as the package base directory.
```

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

```
Installation of INTUITY Global Array Manager (gam) was  
successful.
```

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

6. Remove the diskette labeled "Global Array Manager 1 of 1" from the diskette drive.
7. Enter **q**

## Installing the Intuity Hardware RAID Integration Package

---

To install this optional feature package for RAID systems, 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 "Intuity Hardware Raid Integration 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. RAIDintg INTUITY Hardware Raid Integration  
(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 Raid Integration (RAIDintg) from  
<diskettel>
```

```
INTUITY Hardware Raid Integration  
(i486)  
Using </> as the package base directory.
```

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

```
Installation of INTUITY Hardware Raid Integration  
(RAIDintg) was successful.
```

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

6. Remove the diskette labeled "Intuity Hardware Raid Integration 1 of 1" from the diskette drive.
7. Enter **q**

## 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 "[Hardware Resource Allocator Operation](#)" 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 <diskettel>

INTUITY CSG Asynchronous Host Toolkit  
(i486)

Using </> as the package base directory.

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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.
```

## 7 Installing the Optional Feature Software

### *Installing the Adjunct/Switch Application Interface Packages*

Page 7-10

```
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.

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Enter the number of IPCI boards installed on this machine. (default: 1) [1-4,?]

6. Enter **0**

The system displays the following message:

Enter the desired version. (default: 1) [?]

7. Enter the desired version for the PC/ISDN (IPCI) circuit cards installed in your system

 **NOTE:**

Enter version 1 if your system is connected to a G3V3 switch.

Enter version 2 if your system is connected to a G3V4 switch.

The system displays the following message:

Enter for higher version operation. (default: 1)  
[0-1,?]

8. Press **ENTER**.

The system displays the following message:

Enter for lower version operation. (default: 1) [0-1,?]

9. Press **ENTER**.

The system displays several messages followed by the following message:

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

Remove the diskette from the drive.

To reboot the system, execute the command:  
shutdown -i6 -y -g0

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

11. Continue with the next procedure, "[Installing the CALLVISOR PC LAN Gateway Package.](#)"

## Installing the CALLVISOR PC LAN Gateway Package

---

To install the CALLVISOR PC LAN Gateway package, do the following:

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 next procedure, "[Installing the CALLVISOR PC ASAI Package.](#)"

## Installing the CALLVISOR PC ASAI Package

To install the CALLVISOR PC ASAI package, do the following:

1. Enter **pkgadd -d diskette1**

The system displays the following message:

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

2. Insert the diskette labeled "CALLVISOR PC ASAI Package 1 of 1" into the diskette drive.
3. Press **(ENTER)**.

The system displays the following message:

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

```
The following packages are available:
```

1. cvasai AT&T CALLVISOR PC ASAI Package  
(i486)

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

4. Press **(ENTER)**.

The system displays the following message:

```
Configuring cvasai for X ASAI Node(s)
```

```
PROCESSING:
```

```
Set: AT&T CALLVISOR PC ASAI Package (cvasai) from  
<diskette1>
```

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### Installing the Adjunct/Switch Application Interface Packages

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```
AT&T CALLVISOR PC ASAI Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

```
Enter the number of ASAI Nodes.
(default: 1) [1-4,?]
```

#### 5. Enter the number of ASAI nodes on your system

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

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

Remove the diskette from the disk drive.

```
To reboot the system, execute the command:
shutdown -i6 -y -g0
```

```
To power down the system, execute the command:
shutdown -i0 -y -g0
```

\*\*\*IMPORTANT NOTICE\*\*\*

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

```
Installation of AT&T CALLVISOR PC ASAI Package (cvasai)
was successful.
```

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

#### 6. Enter **q**

#### 7. Remove the diskette labeled "CALLVISOR PC ASAI Package 1 of 1" from the diskette drive.

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

## Installing the Adjunct/Switch Application Interface Package

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.
2. Enter **pkgadd -d diskette1**

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:

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Installing the Adjunct/Switch Application Interface Packages

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READY TO PROCESS:

Package: INTUITY Adjunct/Switch Application  
Interface Package (asai) diskette 3 of 3

Insert diskette 3 of 3 into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

9. Remove the diskette labeled "Adjunct/Switch Application Interface Package 2 of 3" from the diskette drive.
10. Insert the diskette labeled "Adjunct/Switch Application Interface Package 3 of 3" into the diskette drive.
11. Press **[ENTER]**.

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

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

Installation of Adjunct/Switch Application Interface Package (asai) was successful.

Insert diskette into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

12. Enter **q**
13. Remove the diskette labeled "Adjunct/Switch Application Interface Package 3 of 3" from the diskette drive.
14. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

For more information on this feature package, see *INTUITY CONVERSANT Version 7.0 Communication Development*, 585-313-202.

## Installing the Analog Switch Interface Package

---

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.
2. Enter **pkgadd -d diskette1**

The system displays the following message:

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

3. Insert the diskette labeled "Analog Switch Interface - (country) 1 of 1" into the diskette drive.
4. Press **ENTER**.

The system displays the following message:

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

```
The following packages are available:
```

- ```
  1. usswtch      INTUITY Analog Switch Interface Package  
      - US  
      (i486)
```

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

### NOTE:

The analog switch interface package used in this example is for the United States (US). The name will change depending on the country chosen.

5. Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Analog Switch Interface Package - US  
(usswtch) from <diskette1>
```

```
INTUITY Analog Switch Interface Package - US  
(i486)
```

```
Using </> as the package base directory.  
Lucent Technologies Inc.
```

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

```
Installation of INTUITY Analog Switch Interface Package  
- US (usswtch) was successful.
```

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

6. Enter **q**
7. Remove the diskette labeled "Analog Switch Interface - (country) 1 of 1" from the diskette drive.

## Installing the Backup/Restore Utility

To install the Backup/Restore Utility, do the following:

1. At the UNIX prompt, enter **pkgadd -d diskette1**

The system displays the following message:

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

2. Insert the diskette labeled "Backup/Restore Utility 1 of 1" into the diskette drive.
3. Press **(ENTER)**.

The system displays the following message:

Installation in progress -- do not remove the diskette.

The following packages are available:

1. backrest INTUITY Backup/Restore Utility  
(i486)

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

4. Press **(ENTER)**.

The system displays the following message:

PROCESSING:

Set: INTUITY Backup/Restore Utility (backrest) from  
<diskette1>

INTUITY Backup/Restore Utility  
(i486)

Using </> as the package base directory.  
Lucent Technologies Inc.

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

Installation of INTUITY Backup/Restore Utility  
(backrest) was successful.

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

5. Enter **q**

The system displays the UNIX prompt.

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

For more information on this feature package, see "Back Up the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.

## Installing the Call Bridge Application Package

---

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.
2. Enter **pkgadd -d diskette1**

The system displays the following message:

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

3. Insert the diskette labeled "Call Bridge Application Package 1 of 1" into the diskette drive.
4. Press **(ENTER)**.

The system displays the following message:

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

```
The following packages are available:
```

1. xferdip INTUITY Call Bridge Application Package  
 (i486)

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

5. Press **(ENTER)**.

The system displays the following message:

```
PROCESSING:  
Set: INTUITY Call Bridge Application Package (xferdip)  
from <diskette1>
```

```
INTUITY Call Bridge Application Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

After the installation, do you wish to activate bridging capability? (y/n)

6. Enter **y**

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

```
Installation of INTUITY Call Bridge Application Package
(xferdip) was successful.

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

7. Enter **q**

8. Remove the diskette labeled "Call Bridge Application Package 1 of 1" from the diskette drive.

## Installing the Call Classification Analysis Package

---



**NOTE:**

If you are installing the package and feature\_tst is already installed on your system (as in assisted upgrades), once you have finished installing all other desired, you must remove feature\_tst and reinstall it in order to select the CCA test.

To install this optional feature package, do the following:

1. Make sure the ASP driver has been installed by entering **pkginfo |pg**

If the ASP driver has been installed there will be a line similar to the following:

```
intuity    asp          INTUITY ASP Driver Package
```

Continue with Step [2](#).

If the ASP driver has not been installed, see "[Speech and Signal Processor \(AYC43\) Circuit Card](#)," in [Chapter 2, "Installing or Replacing Circuit Cards](#)," for the procedure to load the driver.

2. At the UNIX prompt, enter **pkgadd -d diskette1**

The system displays the following message:

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

3. Insert the diskette labeled "Call Classification Analysis Package 1 of 1" into the diskette drive.
4. Press **ENTER**.

The system displays the following message:

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

The following packages are available:

1. cca INTUITY Call Classification Analysis  
Package (i486)

```
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: INTUITY Data Collection Toolkit  
(dctoolkit) diskette 3 of 3
```

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

9. Remove the diskette labeled "Data Collection Toolkit 2 of 3" from the diskette drive.
10. Insert the diskette labeled "Data Collection Toolkit 3 of 3" into the diskette drive.
11. Press **ENTER**.

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

```
Installation of INTUITY Data Collection Toolkit  
(dctoolkit) was successful.
```

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

12. Enter **q**
13. Remove the diskette labeled "Data Collection Toolkit 3 of 3" from the diskette drive.

## Installing the Dial Pulse Recognition Package

---

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.
2. Enter **pkgadd -d diskette1**

The system displays the following message:

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

3. Insert the diskette labeled "Dial Pulse Recognition 1 of 1" into the diskette drive.
4. Press **ENTER**.

The system displays the following message:

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

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  
<diskettel>

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 <diskettel>

INTUITY Enhanced Basic Speech - US English - Female  
(i486)

Using </> as the package base directory.

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Installation of Enhanced Basic Speech - US English -  
Female (ebspchUS) was successful.

Insert diskette into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default: go)

6. Enter **q**
7. Remove the diskette labeled "Enhanced Basic Speech Package -  
*Language 1 of 1*" from the diskette drive.
8. Reboot the system. See "Reboot the System," in "Common System  
Procedures," in the *INTUITY CONVERSANT System Reference*,  
585-313-205, for the procedure.

## Installing the FlexWord Speech Recognition Package

---

Installing the FlexWord™ Speech Recognition Package requires installing the following packages in the order shown:

- ASP Driver package
- FlexWord Recognition - Base
- FlexWord Recognition - U.S. English

### Installing the ASP Driver

---

See "[Speech and Signal Processor \(AYC43\) Circuit Card](#)" in [Chapter 2, "Installing or Replacing Circuit Cards"](#)," for the procedure.

### Installing FlexWord Recognition - Base

---

To install the FlexWord Recognition - Base package, do the following:

1. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.
2. Ensure that the ASP Driver package has been installed.
3. At the UNIX prompt, enter **pkgadd -d diskette1**

The system displays the following message:

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

4. Insert the diskette labeled "FlexWord Recognition - Base 1 of 1" into the diskette drive.
5. Press **(ENTER)**.

The system displays the following message:

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

```
The following packages are available:
```

1. flexrecog INTUITY FlexWord Recognition - Base  
(i486)

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

#### NOTE:

If you did not stop the voice system, the system displays the following message at this point:

The voice system is currently running and must be stopped in order to install this package.

Is it ok to STOP the voice system? [y/n]

Enter **y**

6. Press **(ENTER)**.

The system displays the following message:

PROCESSING:

Set: INTUITY FlexWord Recognition - Base (flexrecog)  
from <diskette1>

INTUITY FlexWord Recognition - Base  
(i486)  
Using </> as the package base directory.

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

Installation of INTUITY FlexWord Recognition - Base  
(flexrecog) was successful.

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

7. Enter **q**

8. Make sure that the light on the diskette drive is off and remove the diskette.

## Installing FlexWord Recognition - U.S. English

To install the FlexWord Recognition - U.S. English package, do the following:

1. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.
2. Ensure that the ASP Driver package has been installed.
3. Ensure the FlexWord Recognition - Base package has been installed.
4. At the UNIX prompt, enter **pkgadd -d diskette1**

The system displays the following message:

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

5. Insert the diskette labeled "FlexWord Recognition - US English 1 of 5" into the diskette drive.

6. Press **ENTER**.

The system displays the following message:

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

```
The following packages are available:
```

1. usflex INTUITY FlexWord Recognition - US English (i486)

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

**⇒ NOTE:**

If you did not stop the voice system, the system displays the following message at this point:

```
The voice system is currently running and must be stopped in order to install this package.
```

```
Is it ok to STOP the voice system? [y/n]
```

Enter **y**

7. Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY FlexWord Recognition - US English (usflex)  
from <diskette1>
```

```
INTUITY FlexWord Recognition - US English  
(i486)
```

```
Using </> as the package base directory.
```

```
READY TO PROCESS:
```

```
Package: INTUITY FlexWord Recognition - US English  
(usflex) diskette 2 of 5
```

```
Insert diskette 2 of 5 into Floppy Drive 1.
```

```
Type [go] when ready,
```

```
or [q] to quit: (default: go)
```

8. Remove the diskette labeled "FlexWord Recognition - US English 1 of 5" from the diskette drive.
9. Insert the diskette labeled "FlexWord Recognition - US English 2 of 5" into the diskette drive.
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  
<diskettel>

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  
<diskettel>
```

```
INTUITY Graphical Speech Editor  
(i486)  
Using </> as the package base directory.  
Lucent Technologies Inc.
```

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

```
Installation of INTUITY Graphical Speech Editor (gse)
was successful.
```

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

6. Enter **q**
7. Remove the diskette labeled "Graphical Speech Editor Package 1 of 1" from the diskette drive.
8. Initialize the mouse. See ["Initializing the Mouse"](#), in [Chapter 5, "Installing Base System Software"](#).

 **NOTE:**

For additional information about the Graphical Speech Editor, see *INTUITY CONVERSANT System Version 7.0 Speech Development, Recognition, and Processing*, 585-313-201

## 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  
<diskettel>

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 Driver (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
  2. sna1281u
  3. cleo3270
  4. mgmt

5. netman
6. cleoHTE

Use the following procedure to install the CLEO software:

## 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)
(tkrr) 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**

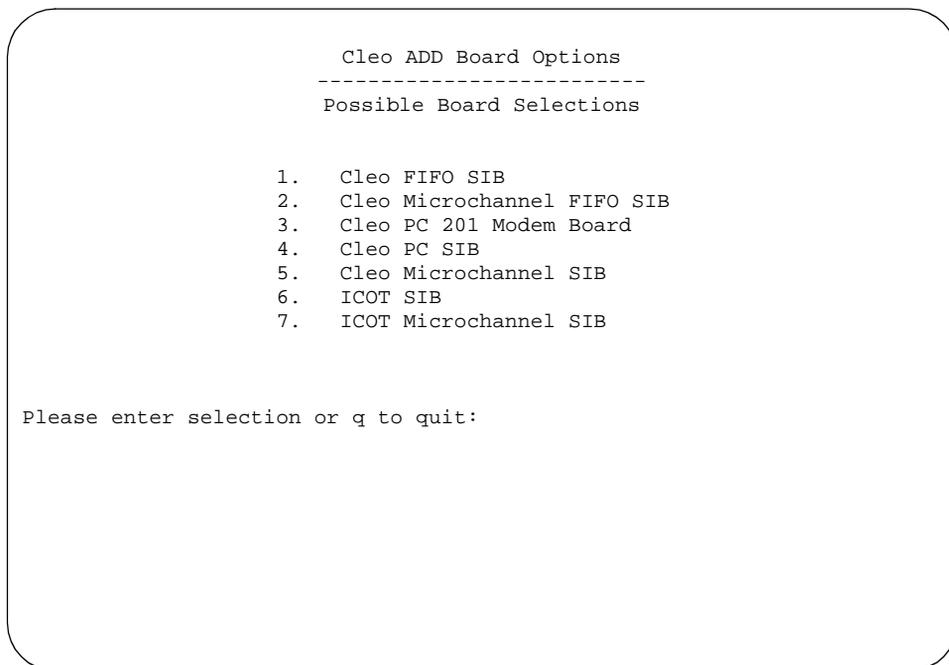
The system displays the following message:

```
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 7-3](#)).



**Figure 7-3. Possible Board Selections Screen**

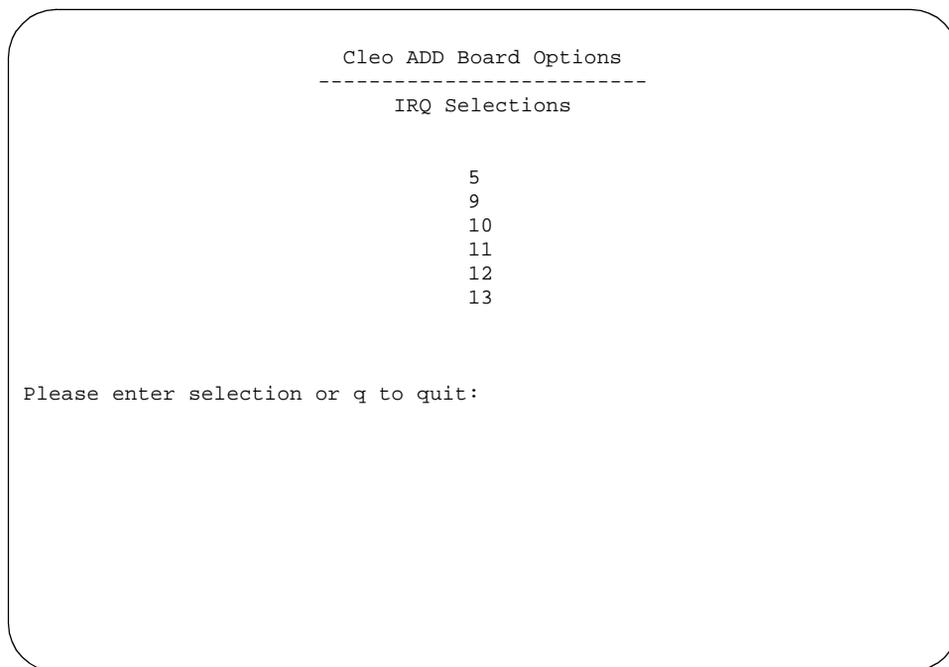
6. Enter **1**

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 7-4](#)).



**Figure 7-4. IRQ Selections Screen**

8. Enter the appropriate IRQ as determined by the hardware resource allocator.

The system displays the following message:

```
Validating you selection...Please wait
You have selected X. Is this correct (y/n)?
```

9. Enter **y**

The system then displays the I/O Address Selections screen ([Figure 7-5](#)).

```
Cleo ADD Board Options
-----
I/O Address Selections

0x250
0x260
0x2B0
0x2E0
0x380
0x3A0
0x3E0

Please enter selection, <CR> for default of 0x380 or q to quit:
```

**Figure 7-5. I/O Address Selections Screen**

10. Enter the appropriate I/O address as determined by the hardware resource allocator.

The system displays the following message:

```
You have selected X. Is this correct (y/n)?
```

11. Enter **y**

The system displays the Board Configuration screen ([Figure 7-6](#)).

```

                                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
                                -----

Is this configuration acceptable:
```

Figure 7-6. Board Configuration Screen

12. Enter **y**

The system displays the following message:

```
Board configuration successfully added.
Do you wish to add another board?
```

13. Enter **n**

The system then displays the following message and the system prompt:

```
Installation of the cleo_sib, Link Level (4.1.2.0)
(sib) was successful.
```

### Installing the cleo\_sna\_1281u Package

To install the cleo\_sna\_1281u package, do the following:

1. Make sure you have loaded at least one of the following packages:
  - cleo\_tkrn
  - cleo\_sib
2. Insert the cartridge tape labeled "CLEO 4.1.2.0 1 of 1" into the cartridge tape drive.
3. Enter **pkgadd -d ctape1**

The system displays the following message:

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)<br>(386) 4.1.2.0   |
| 2 | cleoHTE  | cleo_hte, Feature Level 2 (4.1.2.0)<br>(386) 4.1.2.0    |
| 3 | mgmt     | cleo_mgmt, Feature Level 1 (4.1.2.0)<br>(386) 4.1.2.0   |
| 4 | netman   | cleo_netman, Feature Level 1 (4.1.2.0)<br>(386) 4.1.2.0 |
| 5 | sib      | cleo_sib, Link Level (4.1.2.0)<br>(386) 4.1.2.0         |
| 6 | snal28lu | cleo_sna_128lu, SNA Level, (4.1.2.0)<br>(386) 4.1.2.0   |
| 7 | tkrn     | cleo_tkrn, Link Level, (4.1.2.0)<br>(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_128lu, SNA Level (4.1.2.0) <snal28lu>
from <->

cleo_sna_128lu
(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_snal28lu, 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 SDL C 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 sna1281u     cleo_sna_1281u, 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  snal28lu     cleo_sna_128lu, SNA Level, (4.1.2.0)
(386) 4.1.2.0
7  tkrn         cleo_tkrn, Link Level, (4.1.2.0)
(386) 4.1.2.0

```

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

### 5. Enter 2

The system displays the following message:

```

PROCESSING:
Package: cleo_HTE, Feature Level (4.1.2.0) <cleoHTE>
from <->

cleo_HTE
(386) (4.1.2.0)
Using </> as the package base directory.
Lucent Technologies Inc.

```

The system then displays the following message and the system prompt:

```

Installation of the cleo_HTE, Feature Level (4.1.2.0)
(cleoHTE) was successful.

```

## Completing the Installation

When all of the chosen packages have been installed the system displays the following message:

1. Remove the cartridge tape from the cartridge tape drive.
2. Reboot the system. See "Reboot the System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.



### NOTE:

If you should want to change IRQ, I/O Address, RAM Address, and/or SDLC frame size after installing the CLEO software, see **cleohw.cfg** in the procedure titled "Changing Hardware Configuration using cleohw.cfg" in Chapter 3, "Software installation," of the *CLEO Administration Guide*.

You have completed the installation of the CLEO packages. To finish the installation of the host software, go to the next section, "[Installing the Host Packages](#)".

## Installing the Host Packages

---

When installing the INTUITY CONVERSANT Host software, the order in which you install the packages is very important.

### NOTE:

The INTUITY CONVERSANT VIS V7.0 set *must* be installed before any of the Host packages. If the appropriate hardware (FIFO/SIB and/or Token Ring card) is not installed at this time, you may get an error message when you stop and start the voice system:

Make sure you install the Host software in this order:

1. Install the Synchronous Host Interface package.
2. Install the 3270 Enhanced File Transfer package.
3. Install the 3270 NetView Alarm Interface package.

## Installing the Synchronous Host Interface Package

---

Use the following procedure to install this optional feature package:

1. If you are not already logged in as root, do so now.
2. Stop the voice system. See "Administer the Voice System," in "Common System Procedures," in the *INTUITY CONVERSANT System Reference*, 585-313-205, for the procedure.
3. Insert the diskette labeled "Synchronous Host Interface Package 1 of 1" into the diskette drive.
4. Enter **pkgadd -d diskette1**

The system displays the following message:

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

5. Press **(ENTER)**.

The system displays the following message:

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

The following packages are available:

1. synchost INTUITY Synchronous Host Interface  
Package (i486)

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

6. Press **(ENTER)**.

The system displays the following message:

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*.

The ORACLE add-on packages include the following:

- Pro\*C 2.1.3.0.0
- SQL\*FORMS Menu 3.0.16.12.9
- SQL\*ReportWriter 1.1.14.16.1

### CAUTION:

*The ORACLE Development tools cartridge tape contains more ORACLE products than those listed. However, INTUITY CONVERSANT system customers must NOT install products that are not listed. Some of the products are already included in the various INTUITY CONVERSANT system packages, while other products are not authorized to be used by the INTUITY CONVERSANT system customers. A violation of the recommendation may result into the corruption of the INTUITY CONVERSANT system software configuration and may be illegal usage of the ORACLE software.*

## Installation Requirements

The basic requirements for installing ORACLE add-on packages are as follows:

- INTUITY CONVERSANT Base ORACLE RDBMS 7.3.2 package is installed.
- The voice system and ORACLE database are running during the installation. (You can start the database by entering **ior w**)

## Installing the ORACLE Add-on Packages

To install the ORACLE add-on packages, do the following:

1. Log in as oracle
2. Enter **cd /oracle/orainst**
3. Enter **./orainst**

The system displays the following message:

```
Enter the pathname for your ORACLE_HOME
```

4. Enter **/oracle**

The system displays the following message:

```
Enter the Installation Log File name
```

5. Enter **/oracle/orainst/install.log**

The system displays the following message:

```
Enter the name of the ORACLE owner
```

6. Enter **oracle**

The system displays the following message:

```
Select the desired Installer action
```

7. Select Install/Upgrade/Patch Software Only.

Use **(TAB)** to move through the selections.

The system displays the following message:

```
Select the desired online help support:
```

8. Select **F** for all products being installed.

Use **(TAB)** to move through the selections.

The system displays the following message:

Select one of the following:

...

9. Select **D**: Install Directly from Tape

The system displays the following message:

Select the operating system you are running:

10. Select **U**nixware 2.1

The system displays the following message:

Select the native language to be installed:

11. Select **A**merican/English.

The system displays the following message:

Would you like to relink Oracle product executables:

12. Select **y**es.

The system displays the following message:

The `/oracle/orainst/root.sh` file already exists. Select (Yes) if you wish to append additional root-related action to this file. Select (No) if you wish to create a new `root.sh`.

13. Enter **y**es

The system displays the following message:

The installation log will be written to `/oracle/orainst/install.log`.

14. Press **(ENTER)**.

The system displays the following message:

Enter the non-rewinding device name:

15. Enter **/dev/rmt/ntape1**

The system displays the following message:

Enter the rewinding device name:

16. Enter **/dev/rmt/ctape1**

The system displays the following message:

Insert tape number 1.

17. Insert the cartridge tape labeled "ORACLE 7.3.2 Development Tools" into the tape drive.

18. Press **(ENTER)**.

The system displays the following message:

```
The currently running Installer (version 3.0.9.0.2)
differs from the expected version (3.0.9.0.1). Select
(Yes) to continue the installation. Select (No) to
cancel the installation.
```

19. Press **(TAB)** to move the cursor. Select **Yes**.

The system displays the following message:

```
Working...
```

The system is reading the tape at this time. After several minutes, the system displays the following message:

```
Products available on /oracle/stage
```

20. Select each package:

- a. Use the arrow keys to move the cursor to `package_name`.
- b. Press **(ENTER)**.

Repeat Steps a and b for each of the following ORACLE add-on packages.

- Pro\*C 2.1.3.0.0
- SQL\*FORMS Menu 3.0.16.12.9
- SQL\*ReportWriter 1.1.14.16.1

 **CAUTION:**

*The ORACLE Development tools cartridge tape contains more ORACLE products than those listed. However, INTUITY CONVERSANT system customers must NOT install products that are not listed. Some of the products are already included in the various INTUITY CONVERSANT system packages, while other products are not authorized to be used by the INTUITY CONVERSANT system customers. A violation of the recommendation may result into the corruption of the INTUITY CONVERSANT system software configuration and may be illegal usage of the ORACLE software.*

21. Press **(TAB)** to move the cursor. Select **(Install...)**.

 **CAUTION:**

*Do not select other items. If you do, you may corrupt the V7.0 environment setup.*

The system displays the following message:

Working...

Please select one of the following as a default terminal type for SQL\*Reportwriter:

srw\_at386 - AT&T or ISC AT386 console

22. Select the appropriate terminal type from which you are going to run SQL\*ReportWriter.



**NOTE:**

Use the default value if you plan to run SQL\*ReportWriter from an AT386 terminal.

The system displays the following message:

Would you like to link the SQL\*ReportWriter demo user exits:

23. Enter **yes**

The system displays the following message:

Would you like to re-link SQL\*Forms 3.0 with PL/SQL?

24. Enter **yes**

The system displays the following message:

Would you like to relink SQL\*Plus with SQL\*Forms 3.0?

25. Enter **yes**

The system displays the following message:

Would you like to relink SQL\*Forms 3.0 with SQL\*Menu 5.0?

26. Enter **yes**

The system displays the following message:

Working...

Completed loading ORACLE software into the staging area (/oracle/stage). Select (OK) to continue.

27. Press **(ENTER)**.

The system displays the following message:

Working...

The requested action has been performed for selected products. You should examine the installation log for possible errors.

Select (Help) for more details on what you can do next. Select (OK) to continue.

28. Press **(ESC)** **(1)**.

29. Press **(ENTER)**.
30. Use the arrow keys to move the cursor to `quit`.
31. Press **(ENTER)**.
32. Remove the cartridge tape labeled "ORACLE 7.3.2 Development Tools" from the tape drive.



**NOTE:**

The **displaypkg** command will not show ORACLE add-on packages on the screen. To determine the ORACLE add-on packages on your system, read the **/oracle/pkginst/unix.rgs** file. For each ORACLE product installed, a corresponding entry containing the ORACLE product name is created in this file.

## Installing the ORACLE SQL\*Net TCP/IP Package

---

To install this optional feature package, do the following:

1. If you are not already logged in as root, do so now.
2. Enter **pkgadd -d diskette1**

The system displays the following message:

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

3. Insert the diskette labeled "SQL\*NET TCP/IP for ORACLE 7.3.2" into the diskette drive.
4. Press **(ENTER)**.

The system displays the following message:

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

```
The following packages are available:
```

- ```
  1. ora7sql      INTUITY SQL*NET TCP/IP for ORACLE  
                    7.3.2 (i486)
```

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

5. Press **(ENTER)**.

The system displays the following message:

```
PROCESSING:  
Set: INTUITY SQL*NET TCP/IP for ORACLE 7.3.2 (ora7sql)  
from <diskette1>
```

```
INTUITY SQL*NET TCP/IP for ORACLE 7.3.2
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of SQL*NET TCP/IP for ORACLE 7.3.2
(ora7sql) was successful.
```

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

6. Enter **q**
7. Make sure that the light on the floppy disk drive is off and remove the diskette.

For more information on this feature, see

- Chapter 2, "Digital Telephony Interfaces," of *INTUITY CONVERSANT Version 7.0 Communication Development*, 585-313-202.
- Chapter 5, "Switch Interface Administration," of *INTUITY CONVERSANT Version 7.0 Administration*, 585-313-201.

## 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.
```



PROCESSING:

Set: INTUITY Advanced PRI Package (npri) from  
<diskettel>

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 <diskettel>

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.

## 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 7-1](#).

**Table 7-1. Country Codes**

| Country: Code                    | Country: Code          | Country: Code                | Country: Code         |
|----------------------------------|------------------------|------------------------------|-----------------------|
| USA: 10                          | Canada: 11             | Algeria: 2130                | American Samoa: 6840  |
| Andorra: 330                     | Argentina: 540         | Australia: 610               | Austria: 430          |
| Barrington: 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 Antilles Guadeloupe: 5900 | French Polynesia: 6890 | Gabon: 2410                  | German Dem Rep: 370   |

*Continued on next page*

**Table 7-1. Country Codes — Continued**

| <b>Country: Code</b>               | <b>Country: Code</b>                 | <b>Country: Code</b>                    | <b>Country: Code</b>                    |
|------------------------------------|--------------------------------------|-----------------------------------------|-----------------------------------------|
| German Fed Rep: 490                | Greece: 300                          | Guam: 6710                              | Guantanamo Bay: 530                     |
| Guatemala: 5020                    | Guyana: 5920                         | Haiti: 5090                             | Honduras: 5040                          |
| Hong Kong: 8520                    | Hungary: 360                         | Iceland: 3540                           | India: 910                              |
| Indonesia: 620                     | Iran: 980                            | Iraq: 9640                              | Ireland: 3530                           |
| Israel: 9720                       | Italy (Co): 390                      | Italy (PBX): 391                        | Ivory Coast: 2250                       |
| Japan 10: 810(10 pulse per second) | Japan 20: 811 (20 pulses per second) | Japan 10 DID: 812(10 pulses per second) | Japan 2 DID: 813 (10 pulses per second) |
| Jordan: 9620                       | Kenya: 2540                          | Korea: 820                              | Kuwait: 9650                            |
| Liberia: 2310                      | Libya: 2180                          | Liechtenstein: 410                      | Luxembourg: 3520                        |
| Malawi: 2650                       | Malaysia: 600                        | Mexico: 520                             | Monaco: 330                             |
| Morocco: 2120                      | Namibia: 2640                        | Netherlands: 310                        | Netherlands Antilles: 5990              |
| Netherlands Antilles Aruba: 2970   | New Caledonia: 6870                  | New Zealand: 640                        | Nicaragua: 5050                         |
| Nigeria: 2340                      | Norway: 470                          | Norway X: 471                           | Oman: 9680                              |
| Pakistan: 920                      | Panama: 5070                         | Papua New Guinea: 6750                  | Paraguay: 5950                          |
| Peru: 510                          | Philippines: 630                     | Poland: 480                             | Portugal: 3510                          |
| Qatar: 9740                        | Romania: 400                         | Saipan: 6700                            | San Marino: 390                         |
| Saudi Arabia: 9660                 | Senegal: 2210                        | Singapore: 650                          | South Africa: 270                       |
| Spain: 340                         | Sri Lanka: 940                       | Suriname: 5970                          | Sweden: 460                             |
| Switzerland: 410                   | Taiwan: 8860                         | Thailand: 660                           | Tunisia: 2160                           |
| Turkey: 900                        | United Arab Emirates: 9710           | U.K. (CO): 440                          | U.K. (PBX): 441                         |
| Uruguay: 5980                      | Vatican City: 390                    | Venezuela: 580                          | Yemen Arab Republic: 9670               |
| Yugoslavia: 380                    |                                      |                                         |                                         |

The system displays the following message:

```
Confirm. The country is X. (y/n)
```

8. Enter **y**

The system displays the following message:

```
Enter the number of faxingDips you want running on your  
system. Your application will work fine regardless of  
how many you choose. If you decide at a later date to  
change this setting, simply use the SetFaxDip.sb  
utility (see your user documentation.)
```



**CAUTION:**

*Using more than two faxingDips could cause your CPU idle time to be reduced to 0%. This will result in SPIO001 alarm messages and notification of the TSC.*

```
For light expected FAX traffic           enter 1  
For average expected FAX traffic         enter 2  
For moderately heavy expected FAX traffic enter 3  
For heavy expected FAX traffic           enter 4
```

```
enter choice:
```

9. Enter **1** or **2** as appropriate.

The system displays the following message:

```
Confirm. Number of faxingDips is X. (y/n)
```

10. Enter **y**

The system displays the following message:

```
If you currently have applications that use FAX  
Actions, re-verify and re-install them for best  
performance.
```

```
Your system will have X running faxingDips
```

```
The sbfax has been successfully installed. You must  
remove the last floppy disk. The system will reboot  
shortly.
```

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

```
Installation of INTUITY Script Builder Fax Actions  
(sbfax) was successful.
```

11. Enter **q**

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

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

See the *INTUITY CONVERSANT Version 7.0 Application Development with Script Builder*, 585-313-206, for more information on using Script Builder FAX Actions, as well as procedures to install the diskettes labeled "SBFAX\_demo Backup Speech" and "Transmissions."

## Installing the Unix Management Screens Package

---

To install the UNIX Management Screens Package, do the following:

1. At the UNIX prompt, enter **pkgadd -d diskette1**

The system displays the following message:

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

2. Insert the diskette labeled "Unix Management Screens Package 1 of 1" into the diskette drive.
3. Press **(ENTER)**.

The system displays the following message:

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

```
The following packages are available:
```

1. unixmgmt INTUITY Unix Management Screens Package  
(i486)

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

4. Press **(ENTER)**.

The system displays the following message:

```
PROCESSING:  
Set: INTUITY Unix Management Screens Package (unixmgmt)  
from <diskette1>  
  
INTUITY Unix Management Screens Package  
(i486)  
Using </> as the package base directory.  
Lucent Technologies Inc.
```

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

```
Installation of INTUITY Unix Management Screens Package  
(unixmgmt) was successful.
```

```
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. lstld 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 (lstld)  
from <diskette1>

INTUITY Line Side T1 Package - Definity  
(i486)

Using </> as the package base directory.  
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The system displays several status messages and then the following message:

READY TO PROCESS:

Package: INTUITY Line Side T1 Package - Definity  
(lstld) 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 (lstld) 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 (lstlg) 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. tlem           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 (tlem) 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 (tlem)
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  
<diskettel>

INTUITY Text To Speech Package  
(i486)

Using </> as the package base directory.

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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  
<diskettel>

INTUITY Feature Test Script Package  
(i486)

Using </> as the package base directory.  
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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  
<diskettel>
```

```
INTUITY Universal Call ID Package (i486)
```

```
Using </> as the package base directory.  
Lucent Technologies Inc.
```

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

```
Installation of INTUITY Universal Call ID (ucid) was  
successful
```

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

6. Enter **q**

The system displays the Console Login prompt.

7. Remove the diskette labeled "Universal Call ID Package" from the diskette drive.

In order to activate this feature, you must specify the UCID Network Node ID. See Chapter 4, "Feature Package Administration," of *INTUITY CONVERSANT System Version 7.0 Administration*, 585-313-501.

## Installing the SNMP Emanate Agent Package

---

To install the SNMP Emanate Agent package, do the following:

1. If you are not already logged in as root, do so now.
2. Enter **pkgadd -d diskette1**

The system displays the following message:

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

3. Insert the diskette labeled "INTUITY SNMP Emanate Agent" into the diskette drive.
4. Press **(ENTER)**.

The system displays the following message:

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

```
The following packages are available:
```

1. snmp INTUITY SNMP Emanate Agent (snmp)  
 (i486)

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

5. Press **(ENTER)**.

The system displays the following message:

```
PROCESSING:  
Set: INTUITY SNMP Emanate Agent (snmp) from <diskette1>  
  
INTUITY Emanate Agent  
(i486) i.3.1  
  
Using </> as the package base directory.
```

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

```
Installation of INTUITY SNMP Emanate Agent (snmp) was
successful
```

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

6. Enter **q**

The system displays the Console Login prompt.

7. Remove the diskette labeled "INTUITY SNMP Emanate Agent" from the diskette drive.

## Removing Software Packages

---

Software packages can be removed using:

- The command line
- The INTUITY CONVERSANT screens

## Using the Command Line

---

Use the **removepkg** or **pkgrm** commands to remove a software package from your system. See the *INTUITY CONVERSANT Version 7.0 Administration*, 585-313-501, book for more information on these commands.

There are some *important* issues you need to be aware of when removing software from your system:

- Remove all services, functions, or card assignments before removing any software packages.
- When removing the Application software (installed in Chapter 10), you are asked if you want to remove speech file systems. Answer *no* to this prompt.
- During an initial installation of the Base ORACLE RDBMS package, a user called "oracle" is created. This user is NOT removed when the Base ORACLE RDBMS package is removed. Once all the base and add-on ORACLE packages have been removed, if you want to remove the "oracle" user, do so through **SYSADM**. See Appendix A, "System Administration Features," in *INTUITY CONVERSANT Version 7.0 Administration*, 585-313-501.

To remove software packages, do the following:

1. Enter **displaypkg** at the system prompt #.

The system displays all the packages installed on your system.

2. Once you have determined the packages to be removed, enter **removepkg** or **pkgrm**  
At the prompt, enter the number (as it appears on the screen) beside the package you want to remove.

Repeat Step 2 for each package you want to remove.

**⚠ WARNING:**

*After you have removed packages from a UnixWare system, you **MUST** reboot the system before reinstalling packages. You can remove more than one package before rebooting, but you must reboot before reinstalling any packages.*

## Using the INTUITY CONVERSANT Screens

**⇒ NOTE:**

Your system must have the Unix Management Screens Package installed in order to use this procedure.

To remove software using the INTUITY CONVERSANT screens, do the following:

1. Starting at the Voice System Administration menu ([Figure 7-1](#)), select

```
> UNIX Management
>Software Remove
```

The system displays the Software Remove screen ([Figure 7-7](#)), which lists the software installed on the system.

```
The following packages are available:
1  CUISset      INTUITY CONVERSANT VIS U6.0 Set
                   (i486) i.2.0
2  PerfBack    Perfect Backup and Restore
                   (SVR4.2-intel) 5.0.0
3  TSM         INTUITY Transaction State Machine Package
                   (i486) i.2.0
4  acp         Enhanced Application Compatibility
                   (386) 1
5  as          UnixWare for Intuity
                   (386) 1
6  asai        INTUITY Adjunct/Switch Application Interface Package
                   (i486) i.2.0
7  asp         INTUITY ASP Driver Package
                   (i486) i.2.0
8  atm        Adobe Type Manager(TM)
                   (386) 1
9  atm13      ATM Basic Fonts
                   (386) 1
10 backrest    INTUITY Backup/Restore Utilities
                   (i486) 1.0

... 99 more menu choices to follow;
<RETURN> for more choices, <CTRL-D> to stop display:
```

Figure 7-7. Software Remove Screen

2. Locate the package you wish to remove.
3. Note the number of the package given in the first column.
4. Press **(CONTROL) (D)**.

The system displays the following message:

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

5. Enter the number of the package.

The system displays the name and version number for the package selected.

6. Enter **y**

The system removes the package.



**NOTE:**

If the system displays any messages warning of dependencies, enter **y** again to continue with the software removal.

7. Press **(ENTER)**.



# System Configuration



## Overview

---

This appendix describes the placement of components in the MAP/100P and the operation of the Hardware Resource Allocator.

## Purpose

---

The purpose of this appendix is to enable the user to reconfigure the INTUITY CONVERSANT system in the event that hardware needs to be added or removed.

## Component Assignments

---

The following hardware components are discussed in this section:

- Circuit cards
- Operating hardware

### Circuit Cards

---

The MAP/100P is equipped with a 20-slot backplane. For a deskside unit ([Figure A-1](#)), count from the bottom to the top. For a rack-mount unit ([Figure A-2](#)), count left to right. Slots 1 through 16 are ISA slots 1 through 16. Slot 17 is a combined ISA/PCI slot. Slots 18 through 20 are PCI slots 1 through 3.

[Table A-1](#) lists the fixed slot assignments in the MAP/100P and are not variable in their arrangement.

**Table A-1. MAP/100P Slot Assignments**

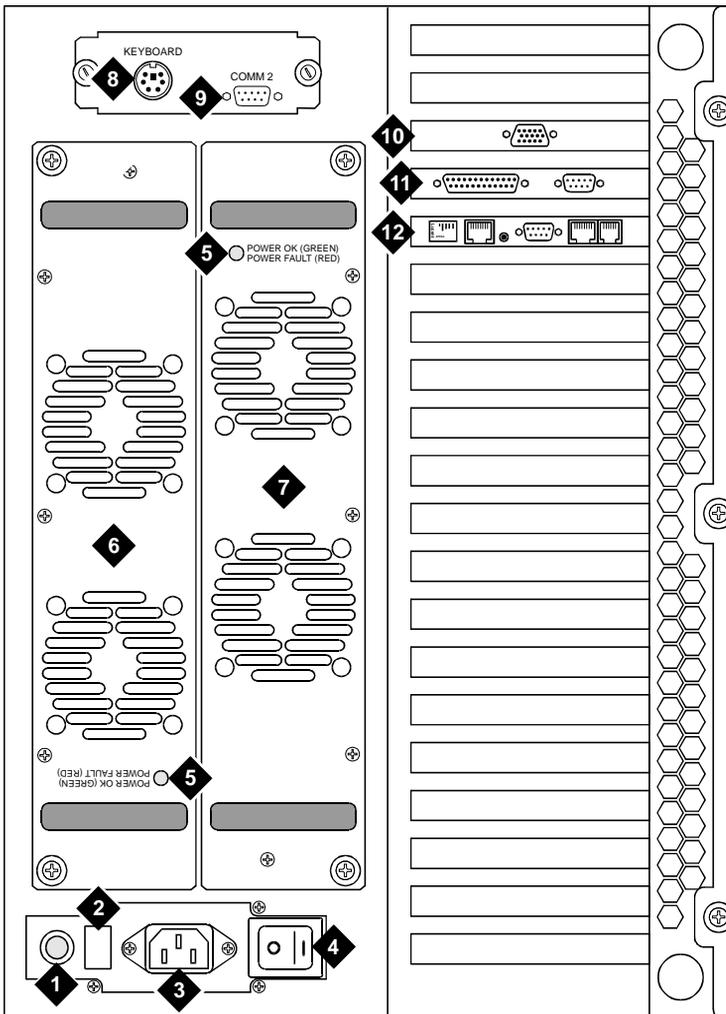
| Backplane Slot Number | Slot type and number     | Circuit Card               |
|-----------------------|--------------------------|----------------------------|
| 16                    | ISA slot 16              | Remote maintenance         |
| 17                    | Combined ISA/PCI slot 17 | P5 200 MHz CPU             |
| 18                    | PCI slot 1               | Video controller           |
| 19                    | PCI slot 2 <sup>1</sup>  | RAID controller (optional) |

---

1. PCI LAN circuit card can be assigned here if the system does not have RAID.

---

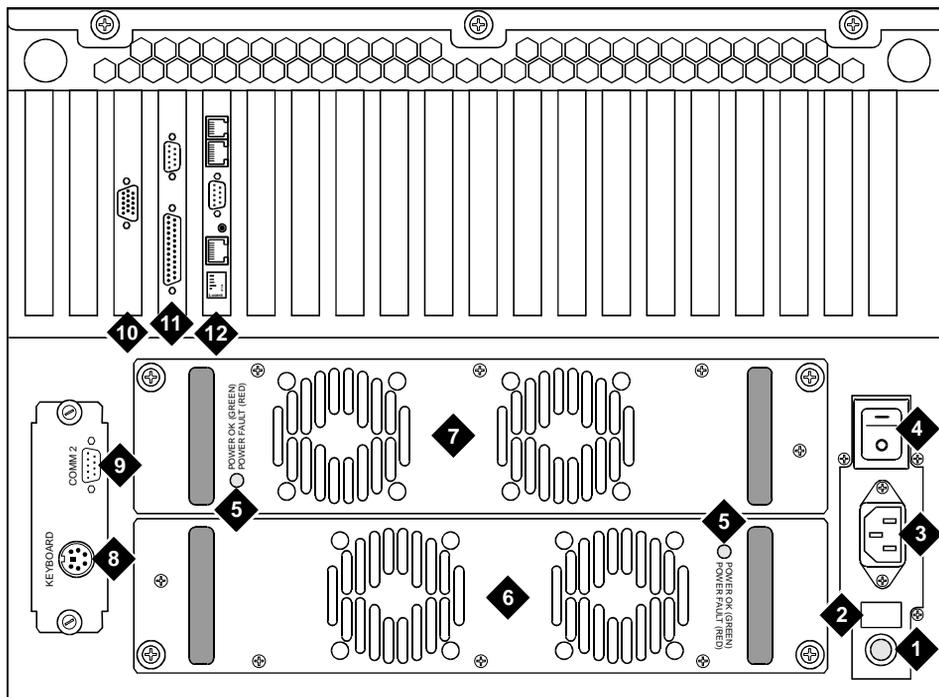
Slots are accessible from the back of the deskside MAP/100P ([Figure A-1](#)) and from the back of the rack-mount MAP/100P ([Figure A-2](#)).



scinp003 KLC 032398

- |    |  |     |   |
|----|--|-----|---|
| 1. | AC line fuse                                 | 8.  | Keyboard connector                                      |
| 2. | Line fuse rating label                       | 9.  | COM2 port   |
| 3. | AC power inlet receptacle                    | 10. | Video circuit card (PCI slot 1)                         |
| 4. | ON/OFF power switch<br>with protective guard | 11. | P5 200 MHz CPU<br>with COM1 and parallel port (slot 17) |
| 5. | Power supply status LED                      | 12. | Remote maintenance circuit<br>card (ISA 16)             |
| 6. | Power supply 1                               |     |   |
| 7. | Power Supply 2                               |     |   |

Figure A-1. Back View of a Deskside MAP/100P



scinp006 KLC 032398

- |    |   |     |  |
|----|---|-----|--|
| 1. | AC line fuse                              | 8.  | Keyboard connector                                   |
| 2. | Line fuse rating label                    | 9.  | COM2 port  |
| 3. | AC power inlet receptacle                 | 10. | Video circuit card (PCI slot 2)                      |
| 4. | ON/OFF power switch with protective guard | 11. | P5 200 MHz CPU with COM1 and parallel port (slot 17) |
| 5. | Power supply status LED                   | 12. | Remote maintenance circuit card (ISA16)              |
| 6. | Power supply 1                            |     |  |
| 7. | Power supply 2                            |     |  |

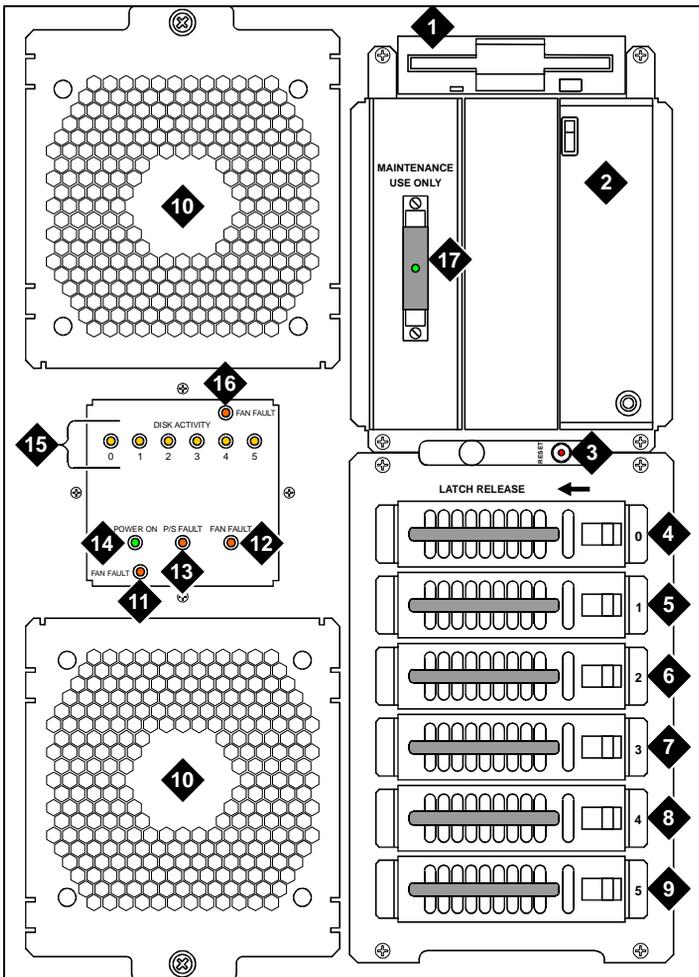
Figure A-2. Back View of a Rack-Mount MAP/100P

## Operating Hardware

Operating hardware is placed in the MAP/100P in locations called *bays*. The MAP/100P has two types of bays:

- Peripheral bays
- Hard disk drive bays

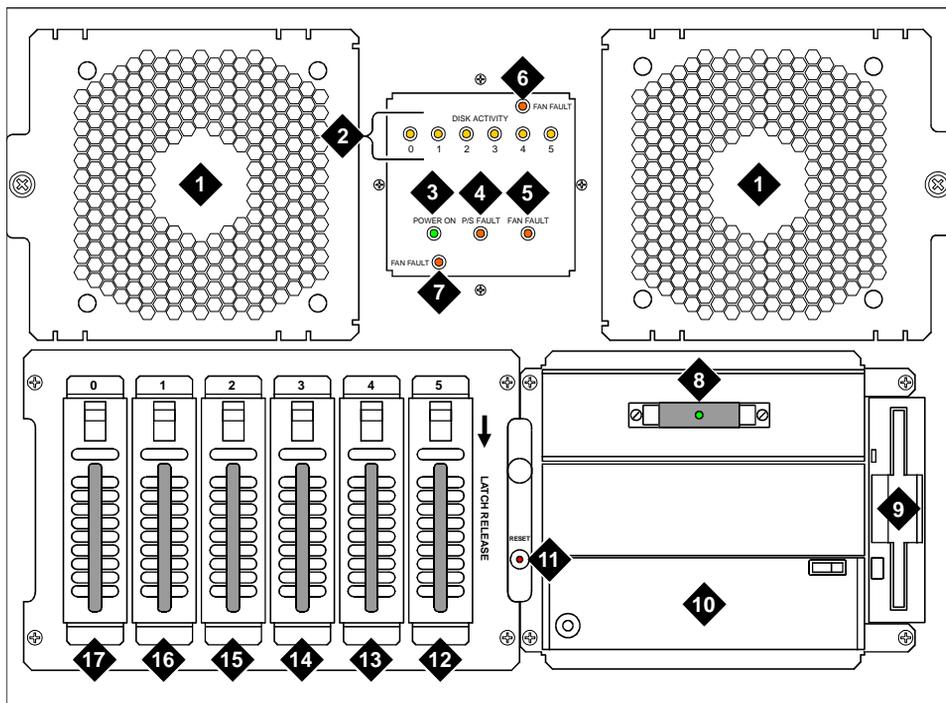
The peripheral bays are numbered 1 through 4. Hard disk drive bays are numbered 0 through 5. Bays are accessible from the front of the deskside MAP/100P ([Figure A-3](#)) and from the front of the rack-mount MAP/100P ([Figure A-4](#)).



scinp002 klc 011198

- |                         |   |
|-------------------------|---|
| 1. Diskette drive       | 10. Circuit card cage fan                 |
| 2. Cartridge tape drive | 11. Fan fault LED for lower fan           |
| 3. Reset push button    | 12. Card cage fan fault LED               |
| 4. Hard Disk Drive 0    | 13. Power supply fault LED                |
| 5. Hard Disk Drive 1    | 14. Power On LED                          |
| 6. Hard Disk Drive 2    | 15. Disk activity indicator (per SCSI ID) |
| 7. Hard Disk Drive 3    | 16. Fan fault LED for upper fan           |
| 8. Hard Disk Drive 4    | 17. SCSI external active terminator       |
| 9. Hard Disk Drive 5    |   |

Figure A-3. Front View of a Deskside MAP/100P



scinp007 KLC 021798

- |  |                          |
|--|--------------------------|
| 1. Circuit card cage fan assembly        | 10. Cartridge tape drive |
| 2. Disk activity indicator (per SCSI ID) | 11. Reset push button    |
| 3. Power on LED                          | 12. Hard disk drive 5    |
| 4. Power supply fault LED                | 13. Hard disk drive 4    |
| 5. Card cage fan fault LED               | 14. Hard disk drive 3    |
| 6. Fan fault LED for right fan           | 15. Hard disk drive 2    |
| 7. Fan fault LED for left fan            | 16. Hard disk drive 1    |
| 8. SCSI external active terminator       | 17. Hard disk drive 0    |
| 9. Diskette drive                        |                          |

Figure A-4. Front View of a Rack-Mount MAP/100P

The following peripheral bay assignments are fixed in the MAP/100P:

- Bay 1 — External SCSI connector
- Bay 2 — Empty
- Bay 3 — Cartridge tape drive
- Bay 4 — Diskette drive

The following hard disk drive bay assignments are fixed in the MAP/100P.

- Bay 0 — Hard Disk Drive 0
- Bay 1 — Hard Disk Drive 1
- Bay 2 — Hard Disk Drive 2
- Bay 3 — Hard Disk Drive 3

- Bay 4 — Hard Disk Drive 4
- Bay 5 — Hard Disk Drive 5

The following slot assignments are fixed in the MAP/100P:

- Slot 16 — Remote maintenance circuit card
- Slot 17 — P5 200 MHz CPU circuit card
- Slot 18 — Video circuit card (PCI slot 1)
- Slot 19 — RAID controller circuit card, if equipped (PCI slot 2). If not equipped with RAID, this slot will have a PCI LAN circuit card.

## Hardware Resource Allocator Operation

---

Operation of the Hardware Resource Allocator includes the following tasks:

- [“Adding Hardware to an Existing Configuration”](#)
- [“Removing Hardware from an Existing Configuration”](#)
- [“Specifying a New Configuration”](#)
- [“Saving a Configuration”](#)
- [“Viewing a Configuration”](#)
- [“Comparing a Configuration”](#)
- [“Presetting Hardware Resources”](#)

### Adding Hardware to an Existing Configuration

When you modify an existing configuration, you may have to change the current resource assignments:

- Differences in slot assignments or serial/parallel port assignments *will not* require switch settings and/or driver software changes. However, you may need to rearrange the cards and/or cables to fit the new configuration output.
- Differences in INTR, DMAC, IOADDR, or RAMADDR assignments *will* in most cases require you to change switch settings and reinstall driver software for the affected cards.

To add hardware to an existing configuration, do the following:

1. Enter **get\_config**

The system displays the following message:

This program retrieves the /vs/data/confData file for a given VIS machine from floppy disk. This file represents the configuration of the machine and is required in order for the /vs/bin/util/configure program to upgrade the machine with new or additional hardware.

Please insert the "CONFIGURATION DATA" floppy for this machine.

Press <Enter> when ready to proceed...

2. Insert the diskette labeled *Configuration Data* into the diskette drive.
3. Press **ENTER**.

The system displays the following message:

```
Working.../vs/data/confData retrieved
```

```
UNIX_SV#
```

4. Make a hard copy of the current configuration by printing the output of the **show\_config** command. See "[Viewing a Configuration](#)" below for an explanation of the **show\_config** command.
5. Enter **configure**

The system displays the following message:

```
A configuration file, confData, exists.
```

```
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/100P Platform with PCI backplane  
and 200MHz CPU.
```

```
Adding device ADAPSCSI
```

```
Adding device VIDEO
```

```
Adding device SCSIHD
```

```
Adding device SCSITAPE
```

```
Press any key to continue...
```

**⇒ NOTE:**

The above message is dependent on your system configuration and may look different than the one shown.

7. Press **ENTER**.

The system displays the Device Menu screen ([Figure A-9](#)).

8. Select the hardware item you want to add to the configuration file. Use the  up arrow and  down arrow keys to move through the screen.
9. Press .
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 .
- The system displays the Device Menu screen ([Figure A-9](#)).
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](#)" below for the procedure.
16. Make the necessary adjustments on the installed hardware based on the new configuration.
17. Save the new configuration. See "[Saving a Configuration](#)" below 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 labelled *Configuration Data* into the diskette drive.

3. Press **ENTER**.

The system displays the following message:

```
Working.../vs/data/confData retrieved
```

```
UNIX_SV#
```

4. Make a hard copy of the current configuration by printing the output of the **show\_config** command. See "[Viewing a Configuration](#)" below for an explanation of the **show\_config** command.

5. Enter **configure**

The system displays the following message:

```
A configuration file, confData, exits.
```

```
Do you wish to make changes to the previous
configuration [y|n]?
```

6. Enter **y**

The system displays the following message:

```
Reading old configuration. Please wait...
```

```
Successfully read MAP/100P Platform with PCI backplane
and 200MHz CPU.
```

```
Adding device ADAPSCSI
Adding device VIDEO
Adding device SCSIHD
Adding device SCSITAPE

Press any key to continue...
```



**NOTE:**

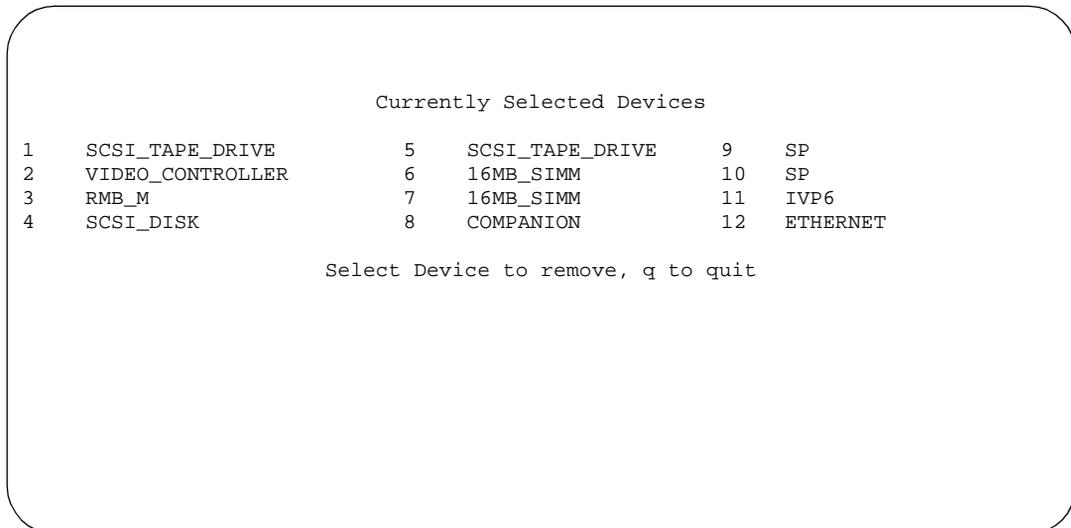
The above message is dependent on your system configuration and may look different than the one shown.

7. Press **ENTER**.

The system displays the Device Menu screen ([Figure A-9](#)).

8. Press **r**

The system displays the Currently Selected Devices screen ([Figure A-5](#)).



**Figure A-5. Currently Selected Devices Screen**



**NOTE:**

The above screen is dependent on your system configuration and may look different than the one shown.

9. Place the cursor on the hardware item you want to remove from the configuration file. Use the **▲** up arrow and **▼** down arrow keys to move through the screen.
10. Press **ENTER**.

The system displays the following message:

```
You have currently selected 1 XX device(s)
How many do you wish to remove?
```

11. Enter the quantity of the hardware item you want to remove from your system.

The system displays the Currently Selected Devices screen ([Figure A-5](#)).

12. If you want to remove additional hardware from your system, repeat Steps [9](#) through [11](#).

If you are done removing hardware from your system press **q**

The system displays the Device Menu screen ([Figure A-9](#)).

13. Press **d**

The system displays the following message:

```
Configuration complete and successful.  
Configuration data written to file: /vs/data/confData.
```

14. View the new configuration file to make sure you have removed the correct hardware. See "[Viewing a Configuration](#)" below for the procedure.

15. Make the necessary adjustments on the installed hardware based on the new configuration.

16. Save the new configuration. See "[Saving a Configuration](#)" below for the procedure.

17. Enter **hconchk**

The system displays the following message:

```
hconchk: The hardware configuration check is complete.
```

## Specifying a New Configuration

To specify a new configuration, do the following:

1. Enter **configure new**

The system displays the Platform Menu screen ([Figure A-6](#)).

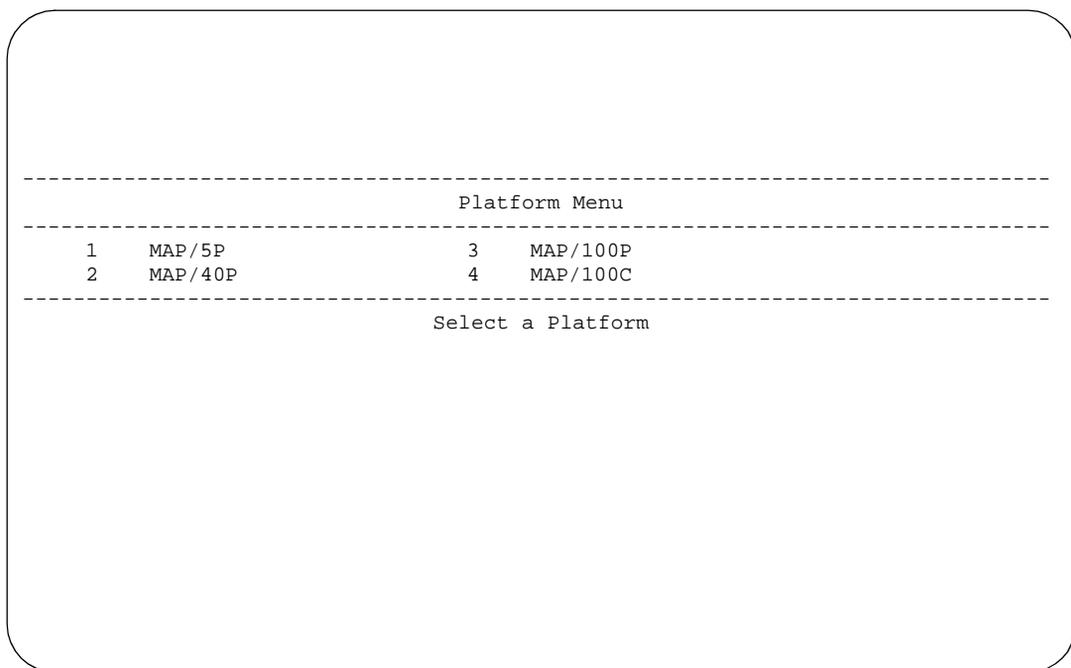


Figure A-6. Platform Menu Screen

2. Place the cursor on MAP/100P.
3. Press **ENTER**.

The system displays the Backplane Menu screen ([Figure A-7](#)).

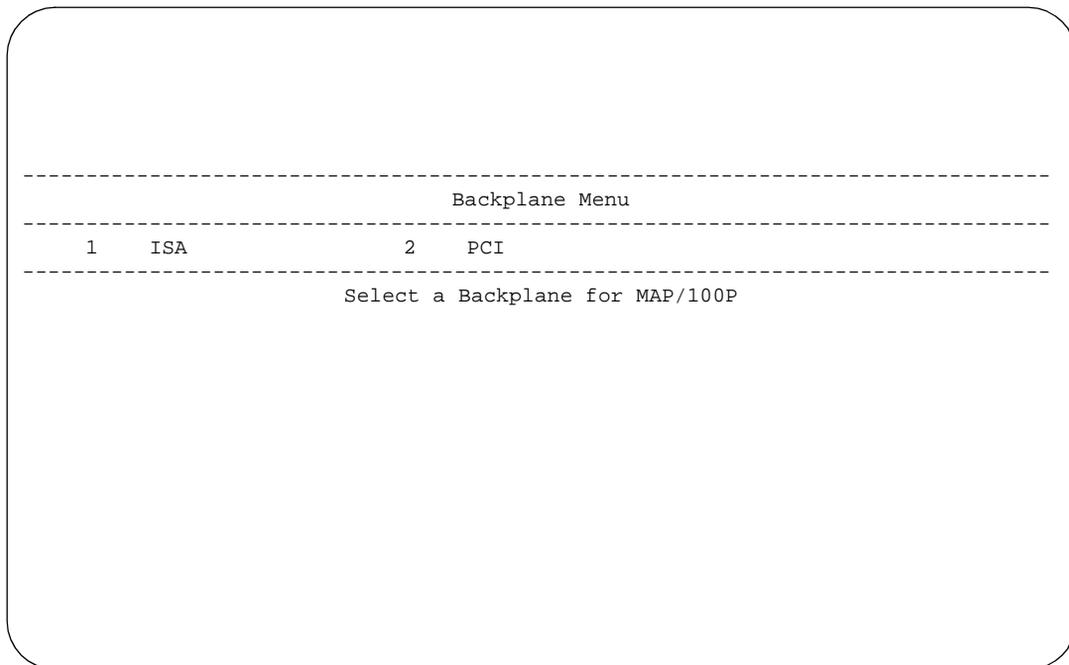


Figure A-7. Backplane Menu screen



**NOTE:**

The above menu screen is dependent on your system configuration and may look different than the one shown.

4. Place the cursor on appropriate backplane type .
5. Press **ENTER**.

The system displays the CPU Menu screen ([Figure A-8](#)).

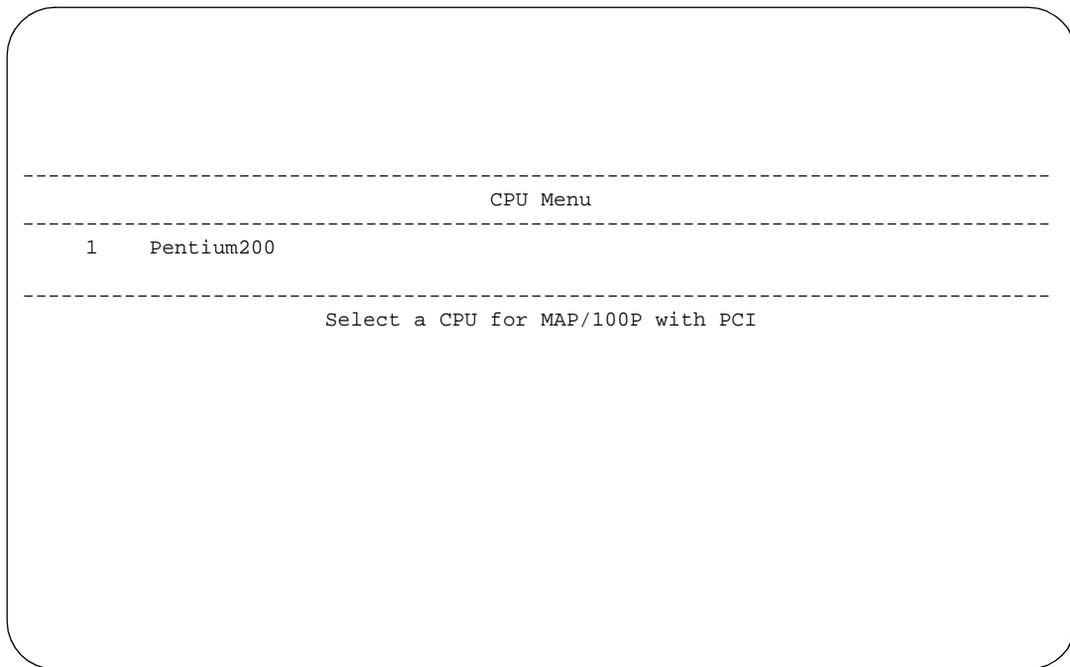


Figure A-8. CPU Menu screen



**NOTE:**

The above menu screen is dependent on your system configuration and may look different than the one shown.

6. Place the cursor on the appropriate CPU type.
7. Press **(ENTER)**.

The system displays the Device Menu screen ([Figure A-9](#)).

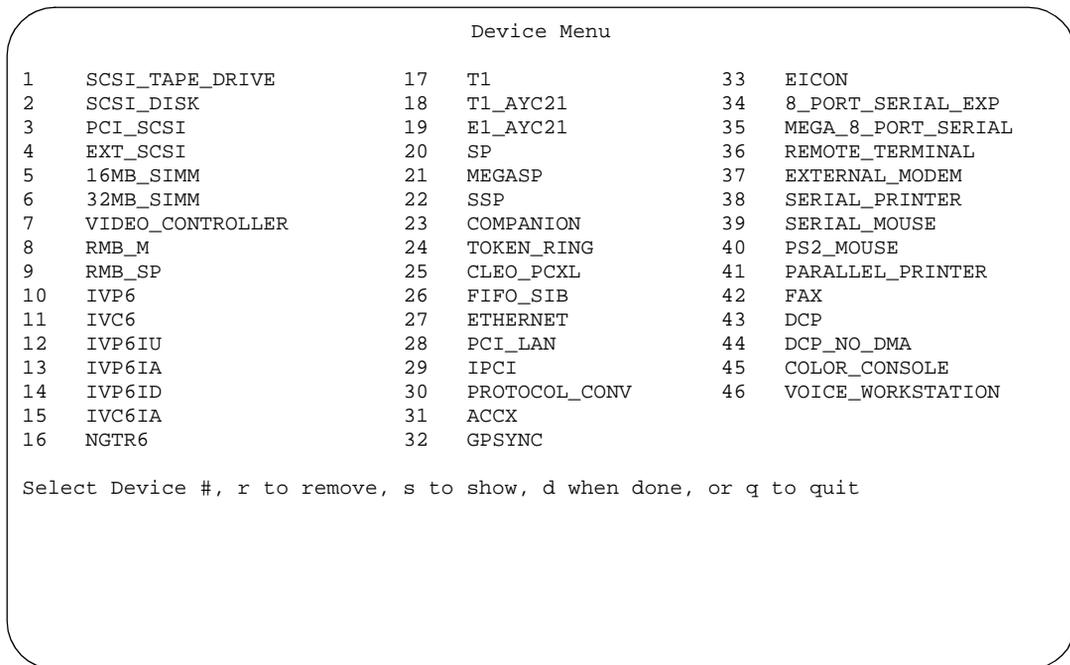


Figure A-9. Device Menu screen



**NOTE:**

The above menu screen is dependent on your system configuration and may look different than the one shown.

8. Place the cursor on the hardware item you want to add to the configuration file. Use the  up arrow and  down arrow keys to move through the screen.
9. Press **ENTER**.
10. If the system displays the following message:  
 Enter quantity to add (X max in multiples of 1):  
 Enter the quantity of this hardware item you want to install in your system.  
 If the system does not display this message, continue with Step [11](#).
11. If the system displays the following message:  
 Do you wish to preset hardware options for device  
 XXXX [y|n]?  
 Enter **n**  
 If the system does not display this message, continue with Step 12.

12. When the system displays the following message:

```
1 XXXX device(s) added.  
Press Enter to continue...  
Press ENTER.
```

The system displays the Device Menu screen ([Figure A-9](#)).

13. When you are done adding hardware to the configuration press **d**

The system displays the following message:

```
Configuration complete and successful.  
Configuration data written to file: /vs/data/confData.
```

14. View the new configuration file to make sure you have added the correct hardware. See "[Viewing a Configuration](#)" above for the procedure.
15. Make the necessary adjustments on the installed hardware based on the new configuration.
16. Save the new configuration. See "[Saving a Configuration](#)" below for the procedure.
17. Enter **hconchk**

The system displays the following message:

```
hconchk: The hardware configuration check is complete.
```

## Saving a Configuration

The system configuration should be saved to diskette whenever a change has been made. To save the system configuration, do the following:

1. Enter **save\_config**

The system displays the following message:

```
This program copies the /vs/data/confData file for a  
given VIS machine to floppy disk. This file represents  
the configuration of the machine. The floppy must be  
kept in a safe place. It will be required as input for  
the /vs/bin/util/configure program in the event of a  
hardware upgrade to this machine.
```

```
Please insert the "CONFIGURATION DATA" floppy for this  
machine.
```

```
Press <Enter> when ready to proceed...
```

2. Insert the diskette labeled *Configuration Data* into the diskette drive.

3. Press **(ENTER)**.

The system displays the following message:

```
Working.../vs/data/confData  
/vs/data/confData saved
```

```
UNIX_SV#
```

4. Remove the diskette labeled *Configuration Data* from the diskette drive.



**CAUTION:**

*Be sure you put the diskette in a safe place.*

## Viewing a Configuration

The `show_config` command allows you to view:

- Successful configurations
- Unsuccessful configurations
- Dated configurations

## Viewing a Successful Configuration

To view a successful system configuration, do the following:

1. Enter **show\_config**

The system displays the following message:

```
Using /vs/data/confData as configuration data input  
file. Output file is./configuration
```

2. If the system displays the following message:

```
A "./configuration" file already exists
```

```
Overwrite? [y|n]
```

Enter **y**

3. The system displays the following message:

```
Configuration has been written to the "./configuration"  
file.
```

4. Enter **vi ./configuration**

The system displays the System Configuration Table screen ([Figure A-10](#)).

SYSTEM CONFIGURATION TABLE

PLATFORM

MAP/100P  
 Description: MAP/100P platform w/ PCI backplane and Pentium 200MHz CPU  
 Backplane: PCI  
 CPU: Pentium 200

DEVICES

Device Name: VIDEO\_CONTROLLER  
 Device Description: [S]VGA Video Card

| LOCATION | TDM? | INTR | IOADDR | RAMADDR | DMA | PORT | SCSI ID |
|----------|------|------|--------|---------|-----|------|---------|
| ISA11    |      |      | 3b0    | a0000   |     |      |         |

Device Name: RMB\_M  
 Device Description: Remote Maintenance Board with modem interface

| LOCATION | TDM? | INTR | IOADDR | RAMADDR | DMA | PORT | SCSI ID |
|----------|------|------|--------|---------|-----|------|---------|
| ISA9     |      | 3    | 180    | d1000   |     |      |         |

Figure A-10. Partial System Configuration Table Screen

5. Use the  up arrow and  down arrow keys to move through the screen.

### Viewing an Unsuccessful Configuration

To view an unsuccessful system configuration, do the following:

1. Enter **show\_config fail**

The system displays the following message:

```
Using /vs/data/fail_data as configuration data input
file. Output file is ./failed_config
```

```
Configuration has been written to the "./failed_config"
```

2. Enter **vi ./failed\_config**

The system displays a System Configuration Table screen similar to the one shown in [Figure A-10](#). Asterisks (\*) next to any field value indicate an unresolved resource conflict.

3. Use the  up arrow and  down arrow keys to move through the screen.

## Viewing a Dated Configuration

- Show a dated configuration

You can also use **show\_config** to view a previous configuration file saved by the configure program. To do this, type the command with a file name argument (for example, **show\_config /vs/data/conf\_MMDDYY**). This command line expands the contents of the **conf\_MMDDYY** file (if it exists) and prints its output to the screen. The program prompts you for an output file name so as to specify the output to this file rather than to the **./configuration** file.

To view a dated system configuration, do the following:

1. Enter **show\_config /vs/data/conf\_MMDDYY**

where *MMDDYY* is the month, day, and year of the configuration you want to view.

The system displays the following message:

```
Using /vs/data/conf_MMDDYY as configuration data input
file.
```

```
Please specify full path name of output file for this
configuration:
```

2. Enter **pathname/fn**

where *pathname* is the file location and *fn* is the filename.

The system displays the following message:

```
Configuration has been written to the "pathname/fn"
file.
```

3. Enter **vi pathname/fn**

where *pathname* is the file location and *fn* is the filename from the previous step.

The system displays a System Configuration Table screen similar to the one shown in [Figure A-10](#).

4. Use the  up arrow and  down arrow keys to move through the screen.

## Comparing a Configuration

The hardware configuration checker verifies that the device configuration information associated with the hardware resource allocator is consistent with the actual system device configuration. To verify the configuration, do the following:

1. Enter **hconchk**

The system displays the following message:

```
hconchk: The hardware configuration check is complete.
```

If you receive any other error message or warning see “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 INTUITY CONVERSANT Hardware Resource Allocator makes one attempt at configuration. If this attempt is successful, the program terminates normally. A second attempt is not performed.

Use the following procedure to preset resources:

1. When you specify a single device, the system displays the following prompt:

```
Do you wish to preset any hardware options of <device  
name>? [y|(n)]
```

2. Press **y**

The system asks you to select a value for the following parameters (where applicable):

- IRQ
- I/O address
- RAM address
- DMA address

When you have entered all applicable presets, the system displays the following message:

```
Press Enter to continue...
```

3. Press **(ENTER)**.

The system displays the following message:

```
1 XXX device(s) added.
```

```
Press Enter to continue...
```

4. Press **(ENTER)**.

The system displays the Device Menu screen ([Figure A-9](#)).

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.*

## The show\_devices Command

The **show\_devices** command uncompresses the database of devices and their attributes contained in the **deviceData** file and displays the information on the screen. At the same time, it creates a **.devices** file so that you can send this information to a printer.

If a **.devices** file already exists, you are prompted as to whether it is acceptable to overwrite the existing file.

## Component Ordering Numbers

# B

## Component Ordering Numbers

**Table B-1. Component Ordering Numbers**

| Basic Component Description                 | Order Number |
|---|--------------|
| Adapter, 356B                               | 105197297    |
| Adapter, electrical, 885A Kit               | 601419666    |
| Adapter, SCSI, 68-50 pin, F/F, custom label | 407846229    |
| Adapter, T1-to-551 Paradyne CSU             | 407665884    |
| Backplane, hard disk drives                 | 407869908    |
| Backplane, 20-slot                          | 407869924    |
| Backplane, power supply                     | 407872829    |
| Board assembly, PCA console interface       | 407872837    |
| Board assembly, RMB interface               | 407869890    |
| Cable assembly, 15-position, TDM bus        | 601412927    |
| Cable assembly, audio input/output          | 407667757    |
| Cable assembly, console                     | 407868199    |
| Cable assembly, DC backplane power          | 407868157    |
| Cable assembly, DC media power              | 407868165    |

*Continued on next page*

**Table B-1. Component Ordering Numbers — Continued**

| Basic Component Description                           | Order Number |
|---|--------------|
| Cable assembly, diskette drive                        | 407868116    |
| Cable assembly, drive bay DC power                    | 407868173    |
| Cable assembly, E1 M/M, 25 ft (BNC Coaxial)           | 407615285    |
| Cable assembly, E1 M/M, 75 ft (BNC Coaxial)           | 407615277    |
| Cable assembly, E1/T1 M/F 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, keyboard/reset                        | 407868124    |
| Cable assembly, modular T/R, 16-inch                  | 601875040    |
| Cable assembly, Octopus, RJ-45, SST-8I                | 407497486    |
| Cable assembly, Port/Line, F/F, 35-ft.                | 601447014    |
| Cable assembly, Port/Line, F/M, 35-ft                 | 601447162    |
| Cable assembly, reset switch                          | 407868181    |
| Cable assembly, RMB interface                         | 401868132    |
| Cable assembly, SCSI drive indicators                 | 407868140    |
| Cable assembly, SCSI jumper                           | 407873660    |
| Cable assembly, SCSI, wide                            | 407869601    |
| Cable assembly, SCSI, wide, 2 Device (RAID)           | 601883291    |
| Cable assembly, SCSI, wide, RAID contrlr to SCA bckpl | 601883309    |
| Circuit card, 8-port asynchronous interface, SST-8I   | 407788439    |
| Circuit card, CPU, P5 200 MHz processor               | 407877018    |
| Circuit card, E1, digital interface                   | 106733348    |
| Circuit card, Ethernet LAN adapter, 10MB/PCI          | 407553254    |
| Circuit card, RAID Controller                         | 407904119    |
| 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-IA) analog interface     | 107213944    |

*Continued on next page*

**Table B-1. Component Ordering Numbers — Continued**

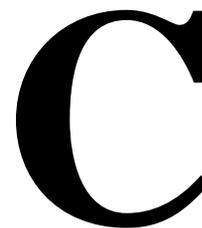
| Basic Component Description                         | Order Number |
|---|--------------|
| Circuit card, Tip/Ring, Next Generation (NGTR)      | 107224586    |
| Circuit card, synchronous host interface (FIFO/SIB) | 407176601    |
| Circuit card, turbo token ring                      | 601876188    |
| Circuit card, video controller, PCI                 | 407783620    |
| Cord, AC power, Australia-style, 8-ft               | 407051630    |
| Cord, AC power, Italy-style, 6-ft                   | 407515196    |
| Cord, AC power, European-style, 6-ft                | 407051648    |
| Cord, AC power, Old U.K.-style, 8-ft                | 407406735    |
| Cord, AC power, Japan-style, 8-ft                   | 407406727    |
| Cord, AC power, U. K.-style, 6-ft                   | 406999243    |
| Cord, AC power, North American-style, 8-ft.         | 407789924    |
| Cord, telephone, 25-ft                              | 103623195    |
| 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, 2-unit module                                  | 407869916    |
| Filter, air, bezel, rack door                       | 407869874    |
| Filter, air, bezel, rack inlay                      | 407869882    |
| Filter, air, bezel, tower door                      | 407869866    |
| Fuse and holder, 110V/60Hz (US domestic)            | 407876341    |
| Fuse and holder, 220V/50Hz (International)          | 407876333    |
| IC, 16-Mbyte SIMM, paired kit                       | 601858905    |
| IC, 32-Mbyte SIMM, paired kit                       | 601858921    |
| Keyboard (GIS gray)                                 | 407104066    |
| Monitor, color, VGA                                 | 407773316    |
| Mouse, serial                                       | 407176593    |
| Power supply 430W                                   | 407858976    |

*Continued on next page*

**Table B-1. Component Ordering Numbers — Continued**

| <b>Basic Component Description</b>    | <b>Order Number</b> |
|---------------------------------------|---------------------|
| Resistor SIP, TDM terminator          | 403789167           |
| Tape drive, SCSI streaming, 2-Gbyte   | 407334507           |
| Tape, blank, 2.5GB                    | 407557073           |
| Terminator, single-ended active, SCSI | 407874429           |
| Toroid, split type (ferrite)          | 407616846           |

# How to Build a System Using This Book



## Checklist for Building a System

The following checklist assumes that you are starting with a MAP/100P shell which has only the power supply and the backplanes.

If your system does not have a power supply or a 20-slot backplane included, see [Chapter 4, "Replacing Other Components"](#), for the installation procedures.

| Task | Description   | Comments | Refer to   | Done |
|------|---|----------|--|------|
| 1    | Acquire all of the components necessary to build your system. |          | <a href="#">Appendix B, "Component Ordering Numbers"</a>   |      |
| 2    | Determine the slot and bay locations for the equipment.       |          | <a href="#">Appendix A, "System Configuration"</a>         |      |
| 3    | Install the hard disk drive(s).                               |          | <a href="#">Chapter 3, "Replacing the Hard Disk Drive"</a> |      |
| 4    | Install the tape drive.                                       |          | <a href="#">Chapter 4, "Replacing Other Components"</a>    |      |
| 5    | Install the diskette drive.                                   |          | <a href="#">Chapter 4, "Replacing Other Components"</a>    |      |

| <b>Task</b> | <b>Description</b>                    | <b>Comments</b>                       | <b>Refer to</b>  | <b>Done</b> |
|-------------|---------------------------------------|---------------------------------------|--|-------------|
| 6           | Install the circuit cards.            |                                       | <a href="#">Chapter 2, "Installing or Replacing Circuit Cards"</a>             |             |
| 7           | Apply power to the unit.              |                                       | <a href="#">Chapter 1, "Getting Inside the Computer"</a>                       |             |
| 8           | Install the base system software.     |                                       | <a href="#">Chapter 5, "Installing Base System Software"</a>                   |             |
| 9           | Install the INTUITY system software.  |                                       | <a href="#">Chapter 6, "Installing the Intuity CONVERSANT System Software"</a> |             |
| 10          | Install the UNIX multi-user software. | This is an optional feature software. | <a href="#">Chapter 7, "Installing the Optional Feature Software"</a>          |             |

# Disaster Recovery Checklists

# D

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## Disaster Recovery Checklists

The following checklists are included in this section:

- Checklist for Software Reloading on Nonmirrored INTUITY CONVERSANT Systems with Existing Hard Disk Drives
- Checklist for INTUITY CONVERSANT Systems with All New Hard Disk Drives
- Checklist for Nonmirrored INTUITY CONVERSANT Systems With a New Hard Disk Drive 0 and Other Existing Hard Disk Drives
- Checklist for Nonmirrored INTUITY CONVERSANT Systems with a New Hard Disk Drive, Other than Hard Disk Drive 0
- Checklist for Mirrored INTUITY CONVERSANT Systems with a New Hard Disk Drive 0 and Other Existing Hard Disk Drives
- Checklist for Mirrored INTUITY CONVERSANT Systems with a New Hard Disk Drive, Other than Hard Disk Drive 0

**Checklist for Software Reloading on  
 Nonmirrored INTUITY CONVERSANT Systems  
 with Existing Hard Disk Drives**

The procedures in this checklist should be conducted when your INTUITY CONVERSANT system experiences a software disaster. This checklist should not be used if hard disk drives are being replaced.

**Table D-1. Checklist for Software Reloading for Nonmirrored INTUITY CONVERSANT Systems with Existing Hard Disk Drives**

| ✓ | Task   | Reference Documentation   |
|---|--|---|
|   | Locate the most recent <b>mkimage</b> backup tape. You will also need to use any <b>spress</b> backup tape which has been created. |   |
|   | Shutdown the INTUITY CONVERSANT system.  | "Shut Down the System," in "Common System Procedures," in the <i>INTUITY CONVERSANT System Reference</i> , 585-313-205. |
|   | Leave all hard disks connected to the SCSI bus.  |   |
|   | Restore the system using the <b>mkimage</b> backup tape.   | "Restore the System," in "Common System Procedures," in the <i>INTUITY CONVERSANT System Reference</i> , 585-313-205.   |
|   | Restore any speech files using the <b>spress</b> backup tape.  | <i>INTUITY CONVERSANT System Version 7.0 Speech Development, Processing, and Recognition</i><br>585-313-201             |

## Checklist for INTUITY CONVERSANT Systems with All New Hard Disk Drives

The procedures in this checklist should be conducted when you are replacing both hard disk drives on your INTUITY CONVERSANT system. There are no provisions in this checklist for recovering existing file system. As a result, this checklist should not be used if either hard disk drive has been previously used in your INTUITY CONVERSANT system.

Table D-2. Checklist for INTUITY CONVERSANT Systems with New Hard Disk Drives 0 and 1

| ✓ | Task  | Reference Documentation   |
|---|---|---|
|   | Locate the most recent <b>mkimage</b> backup tape. You will also need to use any <b>spres</b> backup tape which has been created. |   |
|   | Replace the hard disk(s).   | <a href="#">“Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System”</a> , in <a href="#">Chapter 3, “Replacing the Hard Disk Drive”</a> . |
|   | Restore the system using the <b>mkimage</b> backup tape.  | “Restore the System,” in “Common System Procedures,” in the <i>INTUITY CONVERSANT System Reference</i> , 585-313-205.   |
|   | Restore any speech files using the <b>spres</b> backup tape.  | <i>INTUITY CONVERSANT System Version 7.0 Speech Development, Processing, and Recognition</i><br>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 this checklist 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 D-3. 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 <b>mkimage</b> backup tape. You will also need to use any <b>spres</b> backup tape which has been created. |   |
|   | Replace the hard disk drive.  | <a href="#">“Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System”, in Chapter 3, “Replacing the Hard Disk Drive”.</a> |
|   | Restore the system using the <b>mkimage</b> backup tape.  | “Restore the System,” in “Common System Procedures,” in the <i>INTUITY CONVERSANT System Reference</i> , 585-313-205.                           |
|   | Restore any speech files using the <b>spres</b> backup tape.  | <i>INTUITY CONVERSANT System Version 7.0 Speech Development, Processing, and Recognition</i> 585-313-201  |

**Checklist for Nonmirrored INTUITY  
 CONVERSANT Systems with a New Hard Disk  
 Drive, Other than Hard Disk Drive 0**

The procedures in this checklist 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 D-4. 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 <b>mkimage</b> backup tape. You will also need to use any <b>spres</b> backup tape which has been created. |  |
|   | Replace the hard disk drive.  | <a href="#">“Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System”</a> , in Chapter 3, “ <a href="#">Replacing the Hard Disk Drive</a> ”. |
|   | Remove, for replacement, the old Hard Disk Drive 1 using the Veritas screens.   | <a href="#">“Replacing a SCSI Hard Disk Drive other than Drive 0 in a Non-RAID System”</a> , in Chapter 3, “ <a href="#">Replacing the Hard Disk Drive</a> ”.      |
|   | Add the new Hard Disk Drive 1, using the Veritas screens.   | <a href="#">“Cleaning a SCSI Hard Disk Drive”</a> , in Chapter 3, “ <a href="#">Replacing the Hard Disk Drive</a> ”.   |
|   | Initialize the new Hard Disk Drive 1 as a speech drive.   | <a href="#">“Cleaning a SCSI Hard Disk Drive”</a> , in Chapter 3, “ <a href="#">Replacing the Hard Disk Drive</a> ”.   |
|   | Exit the Veritas screens.   | <a href="#">“Cleaning a SCSI Hard Disk Drive”</a> , in Chapter 3, “ <a href="#">Replacing the Hard Disk Drive</a> ”.   |
|   | Restore any speech files using the <b>spres</b> backup tape.  | <i>INTUITY CONVERSANT System Version 7.0 Speech Development, Processing, and Recognition</i><br>585-313-201  |

**Checklist for Mirrored INTUITY CONVERSANT Systems with a New Hard Disk Drive 0 and Other Existing Hard Disk Drives**

The procedures in this checklist 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 D-5. Checklist for Mirrored INTUITY CONVERSANT Systems with a New Hard Disk Drive 0 and Other Existing Hard Disk Drives**

| ✓ | Task   | Reference Documentation  |
|---|--|--|
|   | Remove the Hard Disk Drive 0 from the MAP/100P.                | <a href="#">“Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System”</a> , in <a href="#">Chapter 3</a> , <a href="#">“Replacing the Hard Disk Drive”</a> . |
|   | Remove Hard Disk Drive 0 from the hard disk drive bracket.     | <a href="#">“Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System”</a> , in <a href="#">Chapter 3</a> , <a href="#">“Replacing the Hard Disk Drive”</a> . |
|   | Secure the new hard disk drive to the hard disk drive bracket. | <a href="#">“Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System”</a> , in <a href="#">Chapter 3</a> , <a href="#">“Replacing the Hard Disk Drive”</a> . |
|   | Remove Hard Disk Drive 1 from the MAP/100P.                    | <a href="#">“Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System”</a> , in <a href="#">Chapter 3</a> , <a href="#">“Replacing the Hard Disk Drive”</a> . |

*Continued on next page*

**Table D-5. Checklist for Mirrored INTUITY CONVERSANT Systems with a New Hard Disk Drive 0 and Other Existing Hard Disk Drives — Continued**

| ✓ | Task   | Reference Documentation   |
|---|--|---|
|   | Place the former Hard Disk Drive 1 in Hard Disk Drive Bay 0.<br><br> <b>NOTE:</b><br>This is the hard disk drive bay for Hard Disk Drive 0. | <a href="#">“Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System”</a> , in <a href="#">Chapter 3, “Replacing the Hard Disk Drive”</a> . |
|   | Place the new hard disk drive in Hard Disk Drive Bay 1.  | <a href="#">“Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System”</a> , in <a href="#">Chapter 3, “Chapter Title”</a> .                 |
|   | Reboot the system.   | “Reboot the System,” in “Common System Procedures,” in the <i>INTUITY CONVERSANT System Reference</i> , 585-313-205.  |

## Checklist for Mirrored INTUITY CONVERSANT Systems with a New Hard Disk Drive, Other than Hard Disk Drive 0

The procedures in this checklist 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 D-6. 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.   | <a href="#">“Hardware Procedures for Replacing a SCSI Hard Disk Drive in a Non-RAID System”</a> , in Chapter 3, <a href="#">“Replacing the Hard Disk Drive”</a> ,           |
|   | Remove, for replacement, the old Hard Disk Drive 1 using the Veritas screens.                | <a href="#">“Software and Hardware Procedures for Replacing a SCSI Hard Disk Drive (Mirrored System)”</a> , in Chapter 3, <a href="#">“Replacing the Hard Disk Drive”</a> , |
|   | Replace the old Hard Disk Drive 1 with the new Hard Disk Drive 1, using the Veritas screens. | <a href="#">“Software and Hardware Procedures for Replacing a SCSI Hard Disk Drive (Mirrored System)”</a> , in Chapter 3, <a href="#">“Replacing the Hard Disk Drive”</a> , |
|   | Create a partition on Hard Disk Drive 1 using the Veritas screens.                           | <a href="#">“Software and Hardware Procedures for Replacing a SCSI Hard Disk Drive (Mirrored System)”</a> , in Chapter 3, <a href="#">“Replacing the Hard Disk Drive”</a> , |
|   | Exit the Veritas screens.  | <a href="#">“Software and Hardware Procedures for Replacing a SCSI Hard Disk Drive (Mirrored System)”</a> , in Chapter 3, <a href="#">“Replacing the Hard Disk Drive”</a> , |

# Glossary

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## Numerics

**23B+D**  
23 bearer (communication) and 1 data (signaling) channel on a T1 PRI circuit card.

**30B+D**  
30 bearer (communication) and 1 data (signaling) channel (plus framing channel 0) on an E1 PRI circuit card.

**3270 interface**  
A link between one or more INTUITY™ CONVERSANT® machines and a host mainframe. In INTUITY CONVERSANT system documentation, the 3270 interface specifically means the link between one or more system machines and an IBM host mainframe.

**47B+D**  
47 bearer (communication) and 1 data (signaling) channel on two T1 PRI circuit cards.

**4ESS®**  
A large Lucent central office switch used to route calls through the telephone network.

---

## A

**AC**  
alternating current

**ACD**  
[automatic call distributor](#)

**AD**  
application dispatch

**AD-API**  
application dispatch application programming interface

**adaptive differential pulse code modulation**  
A means of encoding analog voice signals into digital signals by adaptively predicting future encoded voice signals. This adaptive modulation method reduces the number of bits required to encode voice. See also "[pulse code modulation](#)."

**adjunct products**  
Products (for example, the Adjunct/Switch Application Interface) that the INTUITY system administers via cut-through access to the inherent management capabilities of the product itself; this is in opposition to the ability of the INTUITY CONVERSANT system to administer the switch directly.

**Adjunct/Switch Application Interface**  
An optional feature package that provides an Integrated Services Digital Network-based interface between Lucent Technologies PBXs and adjunct processors.

**ADPCM**

[adaptive differential pulse code modulation](#)

**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.

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## 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

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## D

### **danger**

An admonishment or advisory statement used in INTUITY CONVERSANT system documentation to alert the user to the possibility of personal injury or death.

### **data interface process**

A software process that communicates with Script Builder applications.

### **database**

A structured set of files, records, or tables.

### **database field**

A field used to extract values from a local database and form the structure upon which a database is built.

### **database record**

The information in a database for a person, product, event, etc. The database record is made up of individual fields for each information item.

### **database table**

A structure, made up of columns and rows, that holds information in a database. Database tables provide a means of storing information that changes too often to "hard-code," or store permanently, in the transaction outline.

### **dB**

decibel

### **DB**

database

### **DBC**

database checking process

### **DBMS**

database management system

### **DC**

direct current

### **DCE**

data communications equipment

### **DCP**

digital communications protocol

### **debug**

The process of locating and correcting errors in computer programs; also referred to as "[troubleshooting](#)."

### **default**

The way a computer performs a task in the absence of other instructions.

### **default owner**

The owner of a channel when no process takes ownership of that channel. The default owner holds all idle, in-service channels. In terms of the IRAPI, this is typically the Application Dispatch process.

**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

---

# I

## IBM

International Business Machines

## iCk or ICK

The system integrity checking process.

## ID

identification

## IDE

integrated disk electronics

## idle channel

A channel that either has no owner or is owned by its default owner and is onhook.

## IE

information element

## IND\$FILE

The standard SNA file transfer utility that runs as an application under CICS, TSO, and CMS. IND\$FILE is independent of link-level protocols such as BISYNC and SDLC.

## independent software vendor

A company that has an agreement with Lucent Technologies to develop software to work with the INTUITY CONVERSANT system to provide additional features required by customers.

## indexed table

A table that, unlike a nonindexed table, can be searched via a field name that has been indexed.

## industry standard architecture

A PC bus standard that allows processors and other circuit cards to communicate with each other.

## INIT

voice system initialization message class

## 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.

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## T

**T1**

A digital transmission link with a capacity of 1.544 Mbps.

**table**

See "[database table](#)."

**talkfile**

An ASCII file that contains the speech phrase tags and phrase tag numbers for all the phrases of a specific application. The speech phrases are organized and stored in groups. Each talkfile can contain up to 65,535 phrases, and the speech filesystem can contain multiple talkfiles.

**talkoff**

The process of a caller interrupting a prompt, so the prompt message stops playing.

**target system**

The system to which you are upgrading (that is, your system as you expect it to exist *after* you upgrade).

**TAS**

[transaction assembler script](#)

**TCC**

Technology Control Center

**TCP/IP**

transmission control protocol/internet protocol

**TDM**

time division multiplexing

## TE

[terminal emulator](#)

### telephone network connection

The point at which a telephone network connection terminates on an INTUITY CONVERSANT system. Supported telephone connections are Tip/Ring, T1, and E1.

### 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.

### 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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