

Lucent Technologies
Bell Labs Innovations



Intuity™ CONVERSANT® System

Version 7.0

MAP/100P Maintenance

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Overview

This book contains information for troubleshooting and diagnosing problems associated with the Intuity CONVERSANT MAP/100P and its hardware. It also includes component replacement procedures as well as installation procedures for base system software, Intuity CONVERSANT system software, and optional feature software. Appendices contain a system configuration description, a list of component ordering numbers, a checklist for building a system, and checklists for disaster recovery.

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

Intended 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)
- Lucent Technologies Helpline personnel

We assume that the primary users of this book have completed the MAP/100P hardware installation training course, see [Training on page xl](#).

How to Use This Book

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

How This Book Is Organized

This book contains the following sections:

- [Chapter 1, Getting Inside the Computer](#) — provides correct procedures for accessing the internal components of the MAP/100P.
- [Chapter 2, Installing or Replacing Circuit Cards](#) — provides procedures to ensure that circuit cards are installed correctly and that resource options are set correctly.

- [Chapter 3, Replacing the Hard Disk Drive](#) — contains procedures to identify and recover from hard disk drive failures, to add a hard disk drive, to establish disk mirroring, and to clean a hard disk drive.
- [Chapter 4, Replacing Other Components](#) — contains information to replace the MAP/100P internal components and information on the correct configuration and settings for the individual components.
- [Chapter 5, Installing Base System Software](#) — contains the installation procedures necessary to reload the UnixWare operating system software.
- [Chapter 6, Installing the Intuity CONVERSANT System Software](#) — contains procedures to install the Intuity CONVERSANT system software.
- [Chapter 7, Installing the Optional Feature Software](#) — contains procedures to install all the software that was not included on the application software cartridge tape.
- [Appendix A, System Configuration](#) — describes the configuration of components in the MAP/100P and the operation of the Hardware Resource Allocator.
- [Appendix B, Component Ordering Numbers](#) — lists the ordering numbers for replacement components used in the MAP/100P.
- [Appendix C, Build Systems Using This Book](#) — provides the sequence of operations for rebuilding a system starting from the MAP/100P shell.

- [Appendix D, Disaster Recovery Checklists](#) — provides a general task checklist for disaster recovery with references to required procedures.
- [Glossary](#) — Defines the terms, abbreviations, and acronyms used in system documentation.
- [Index](#) — Alphabetically lists the principal subjects covered in the book.

Conventions Used in This Book

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

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

Terminology

- The word “type” means to press the key or sequence of keys specified. For example, an instruction to type the letter “y” is shown as
Type **y** to continue.
- The word “enter” means to type a value and then press the **ENTER** key on the keyboard. For example, an instruction to type the letter “y” and press **ENTER** is shown as
Type **y** to continue.

- The word “select” means to move the cursor to the desired item and then press **ENTER**. For example, an instruction to move the cursor to the start test option on the Network Loop-Around Test screen and then press **ENTER** is shown as

Select **Start Test**.

- The system displays menus, screens, and windows. Menus allow you to select options or to choose to view another menu, screen, or window ([Figure 1 on page xxxi](#)). Screens and windows both show and request system information ([Figure 2 on page xxxii](#) through [Figure 5 on page xxxiv](#)).

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

Figure 1. Example of a Menu

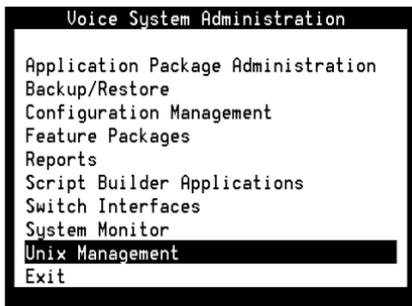
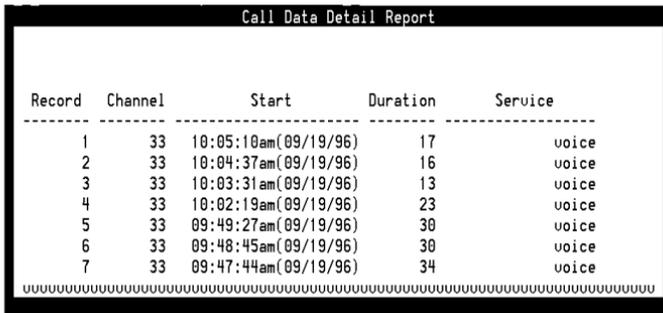


Figure 2. Example of an Intuity CONVERSANT Window Showing Information



The screenshot shows a window titled "Call Data Detail Report" containing a table with the following data:

Record	Channel	Start	Duration	Service
1	33	10:05:10am (09/19/96)	17	voice
2	33	10:04:37am (09/19/96)	16	voice
3	33	10:03:31am (09/19/96)	13	voice
4	33	10:02:19am (09/19/96)	23	voice
5	33	09:49:27am (09/19/96)	30	voice
6	33	09:48:45am (09/19/96)	30	voice
7	33	09:47:44am (09/19/96)	34	voice

Below the table, there is a long line of 100 small 'u' characters.

Figure 3. Example of an Intuity CONVERSANT Screen Showing Information

```
UnixWare Installation           Primary Hard Disk
Partitioning

In order to install LINCS, you should reserve a UNIX system
partition (a portion of your hard disk's space) containing
100% of the space on your primary hard disk. 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 partitions(s).

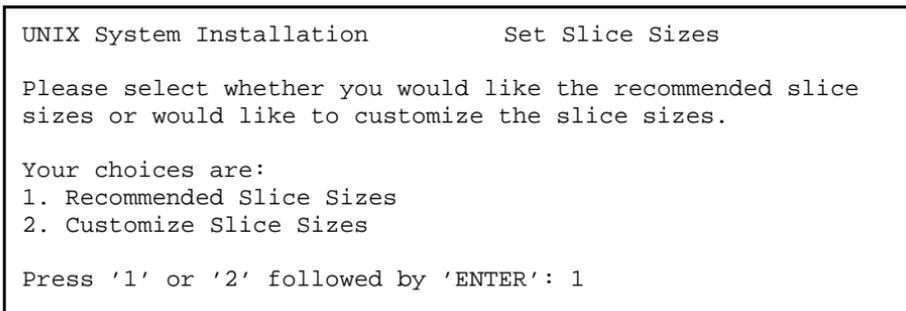
The UNIX system partition that you intend to use on the
primary hard disk must be at lease 4200 MBs and labeled
"ACTIVE."

Press 'ENTER' to continue
```

Figure 4. Example of an Intuity CONVERSANT Window Requesting Information



Figure 5. Example of an Intuity CONVERSANT Screen Requesting Information



Keyboard and Telephone Keypad Representations

- Keys that you press on your terminal or PC are represented as small capitalized **BOLD** text. For example, an instruction to press the enter key is shown as

Press **ENTER**.

- Two or three keys that you press at the same time on your terminal or PC (that is, you hold down the first key while pressing the second and/or third key) are represented in small capitalized **BOLD** text. For example, an instruction to press and hold the Alt key while typing the letter “d” is shown as

Press **ALT + D**.

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

Press **F3** (Choices).

- Keys that you press on your telephone keypad appear in small capitalized **BOLD** text. For example, an instruction to press the first key on your telephone keypad is shown as

Press **1** to record a message.

Cross References and Hypertext

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

Screen Displays

- Values, system messages, field names, and prompts that appear on the screen, and simulated screen displays are shown in typewriter-style constant width text, as shown in the following examples:
 - ~ Enter the number of ports to be dedicated to outbound traffic in the `Maximum Simultaneous Ports` field.
 - ~ Enter **y** in the `Message Transfer?` field.
 - ~ The system displays the following message:
`Installation in progress.`
- 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.

Other Typography

- Commands and text you type in or enter appear in **bold type**, as in the following examples:
 - Enter **change-switch-time-zone** at the `Enter` command: prompt.
 - Type **high** or **low** in the `Speed:` field.
- Command variables are shown in **bold italic** type when they are part of what you must type in, and in *blue italic type* when they are referred to, for example:
 - Enter **ch ma *machine_name***, where *machine_name* is the name of the call delivery machine you just created.
- Command options are shown inside square brackets, for example:
 - Enter **connect *switchname* [-d] [-b | -w]**

Safety and Security Alert Labels

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

**CAUTION:**

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

**WARNING:**

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

**DANGER:**

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

**SECURITY ALERT:**

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

Getting Help

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

To use the online help:

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

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

- ~ When you are in a window, the help explains the purpose of the window and describes its fields.
- ~ When you are in a menu, the help explains how to use menus.

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

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

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

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

Technical Assistance

Web Site

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

<http://support.lucent.com>

Contact Numbers

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

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

- In Canada, call one of the following numbers, depending on your location:
 - ~ 1-800-363-1882 for assistance in Quebec and eastern Canada
 - ~ 1-800-387-4268 for assistance in Ontario and western Canada
- In any other country, call your local distributor or check with your project manager or systems consultant.

Related Resources

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

Training

To obtain training on the Intuity CONVERSANT product, contact the BCS Education and Training Center at one of the following numbers:

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

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

- Organizations within Lucent Technologies

<http://training.gls.lucent.com>

- Lucent Technologies customers and all others

<http://www.lucenttraining.com>

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

- For technicians doing repairs on Intuity CONVERSANT V7.0 systems
 - ~ BTT509H, CONVERSANT Installation and Maintenance Voice Information System
- For technicians and administrators
 - ~ BTC344M, Intuity CONVERSANT V7 Administration Overview (CD-ROM)
- For application developers
 - ~ BTC128H, Introduction to Script Builder
 - ~ BTC166H, Introduction to Voice@Work
 - ~ BTC204H, Intermediate Voice@Work
 - ~ BTC301H, Advanced CONVERSANT Programming

Documentation

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

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

Additional Suggested Documentation

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

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

For Troubleshooting Information

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

For Diagnostic Information

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

For Common System Procedures

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

For Installation Information

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

Obtaining Printed Versions of the Documentation

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

Using the CD-ROM Documentation

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

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

- Setting the Default Magnification** You can set your default magnification by selecting **File | Preferences | General**. We recommend the **Fit Page** option.
- Adjusting the Window Size** On HP and Sun workstations, you can control the size of the reader window by using the **-geometry** argument. For example, the command string **acroread -geometry 900x900 mainmenu.pdf** opens the main menu with a window size of 900 pixels square.
- Hiding and Displaying Bookmarks** By default, the document appears with bookmarks displayed on the left side of the screen. The bookmarks serve as a hypertext table of contents for the chapter you are viewing. You can control the appearance of bookmarks by selecting **View | Page Only** or **View | Bookmarks and Page**.
- Using the Button Bar** The button bar can take you to the book's Index, table of contents, main menu, and glossary. It also lets you update your documents. Click the corresponding button to jump to the section you want to read.
- Using Hypertext Links** Hypertext links appear in [blue underlined](#) text. These links are shortcuts to other sections or books.
- Navigating with Double Arrow Keys** The double right and double left arrows ( and ) at the top of the Acrobat Reader window are the go-back and go-forward functions. The go-back button takes you to the last page you visited prior to the current page. Typically, you use  to jump back to the main text from a cross reference or illustration.

Searching for Topics

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

Displaying Figures

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

Printing the Documentation

Note: For information on purchasing printed copies of the documents, see [Obtaining Printed Versions of the Documentation on page xliii](#).

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

Printing an Entire Document

To print an entire document, do the following:

- 1 From the documentation main menu screen, select one of the print-optimized documents. Print-optimized documents print two screens to a side, both sides of the sheet on 8.5x11-inch or A4 paper.
- 2 Select **File | Print**.
- 3 Enter the page range you want to print, or select **All**. Note that the print page range is different from the page numbers on the documents (they print two to a page).
- 4 The document prints.

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

Printing Part of a Document

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

- 1 Select **File | Print**.
- 2 Enter the page range you want to print, or select **Current**.

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

How To Comment on This Book

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

Comment Form

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

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

- 2 Follow the instructions provided on the CD-ROM to do one of the following:
 - ~ Print the paper version of the form, complete it, and either fax or mail it to us.
 - ~ Access a Lucent Technologies website where you can enter your comments electronically.

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

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

Lucent Technologies
GLS Information Development Division
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Denver, CO 80234-2703 US
Fax 1 303-538-1741

1 Getting Inside the Computer

Overview

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

This chapter also describes:

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

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 6 on page 2](#)).

Figure 6. 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 7 on page 3](#) and [Figure 8 on page 4](#)).

CAUTION:

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

Figure 7. How to Hold a Small Circuit Card

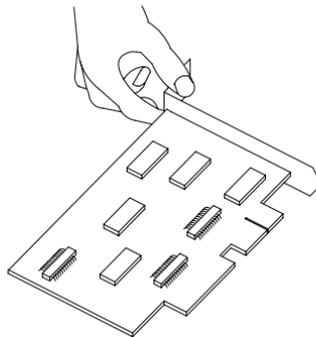
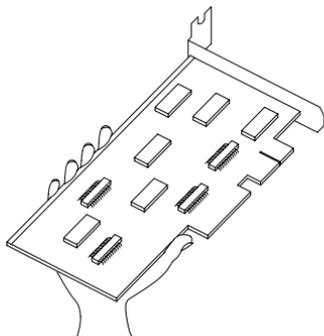
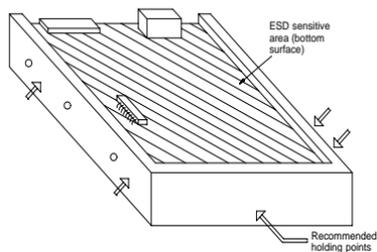


Figure 8. How to Hold a Large Circuit Card



- Keep circuit cards away from plastics and other synthetic materials such as polyester clothing.
- Do not hand circuit cards to another person unless that person is grounded at the same potential level.
- Hold devices such as a hard disk, floppy drive, or streaming tape in the same manner as a large circuit card. The ESD-sensitive area of these components is located on the bottom surface ([Figure 9 on page 5](#)).

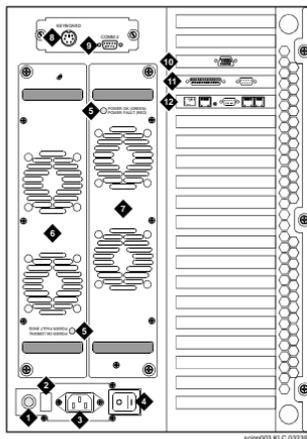
Figure 9. ESD-Sensitive Area of an Electronic Component



Removing Power from the MAP/100P

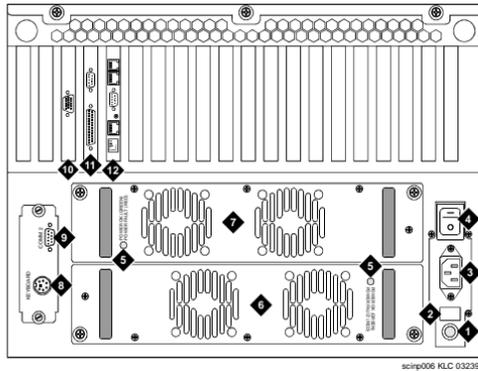
The MAP/100P requires a dedicated power line. The power cord connects to the rear of the MAP/100P at the point labeled AC power input receptacle ([Figure 10 on page 6](#) and [Figure 11 on page 7](#)). Before you begin any work in the MAP/100P you must disconnect the incoming power.

Figure 10. Deskside MAP/100P Rear View



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

Figure 11. Rack Mount MAP/100P Rear View



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

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 10 on page 6](#) and [Figure 11 on page 7](#)).
- 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 10 on page 6](#) and [Figure 11 on page 7](#)).

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.

CAUTION:

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:

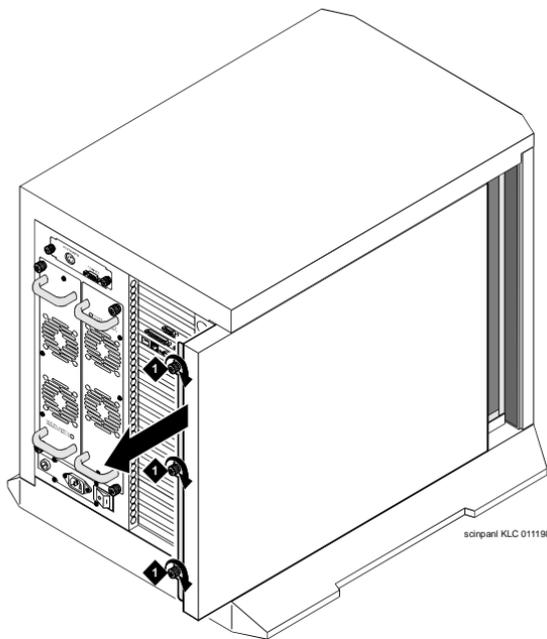
Note: It may be helpful to place a deskside MAP/100P on its right side, resting it against a thick book or two.

- 1 Loosen the three thumb screws in the back of the unit ([Figure 12 on page 10](#)).

Note: These are captive screws.

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

Figure 12. Accessing the Circuit Card Cage on a Deskside MAP/100P



1. Retaining thumb screw

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 10 on page 6](#) and [Figure 11 on page 7](#)).

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 10 on page 6](#) and [Figure 11 on page 7](#)).

- 4 Turn on the monitor's power switch.

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

2 Installing or Replacing Circuit Cards

Overview

The purpose of this chapter is to ensure that circuit cards are installed correctly and resource options are set correctly.

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

General Procedures

The general procedures include:

- Removing a circuit card
- Installing a circuit card

Removing a Circuit Card

CAUTION:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See [Protecting against Damage from Electrostatic Discharge on page 2](#), 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, do the following.
 - a Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
 - b Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
 - c Shut down the Intuity CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 3 Remove power from the MAP/100P. See [Removing Power from the MAP/100P on page 5](#) in [Chapter 1, Getting Inside the Computer](#) for power removal procedures.
- 4 Remove the dress cover. See [Accessing the Circuit Card Cage on page 9](#) 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 on page 2](#) in [Chapter 1, Getting Inside the Computer](#) for detailed electrostatic discharge precautions.

Installing a Circuit Card

CAUTION:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See [Protecting against Damage from Electrostatic Discharge on page 2](#) in [Chapter 1, Getting Inside the Computer](#) for detailed electrostatic discharge precautions.

To install a circuit card, do the following:

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

Note: Keep the package and all ESD protective wrapping. If you must return a card for repair, 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 on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

- 9 Apply power to the unit. See [Restoring Power to the MAP/100P on page 11](#), 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

CAUTION:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See [Protecting against Damage from Electrostatic Discharge on page 2](#), in [Chapter 1, Getting Inside the Computer](#) for detailed electrostatic discharge precautions.

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

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

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

Tip/Ring Circuit Cards

The Tip/Ring circuit cards provide the channels which are used by the Intuity CONVERSANT system. The MAP/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.

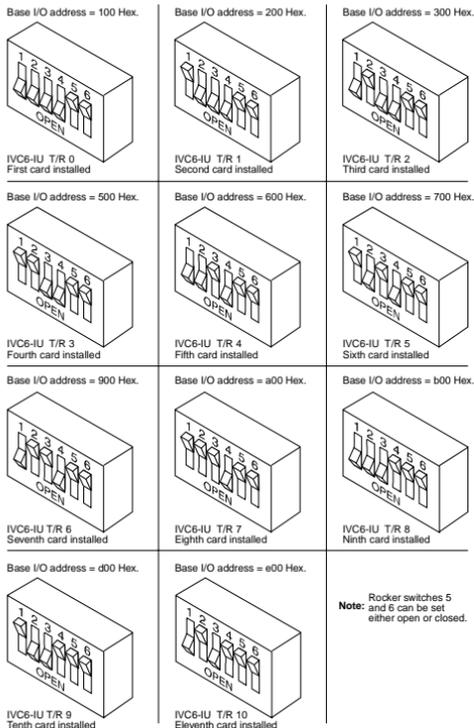
The six switches on Switch Bank A adjust the termination impedance that each Tip/Ring interface presents to the network. This adjustment is sometimes necessary to ensure an adequate impedance match between the network and the telephone hybrid on the Tip/Ring card.

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 13 on page 21](#), 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 13. Settings for Switches on the IVP6-IA (AYC29), and IVC6 (AYC10) Tip/Ring Circuit Cards T/R-0 through T/R-7

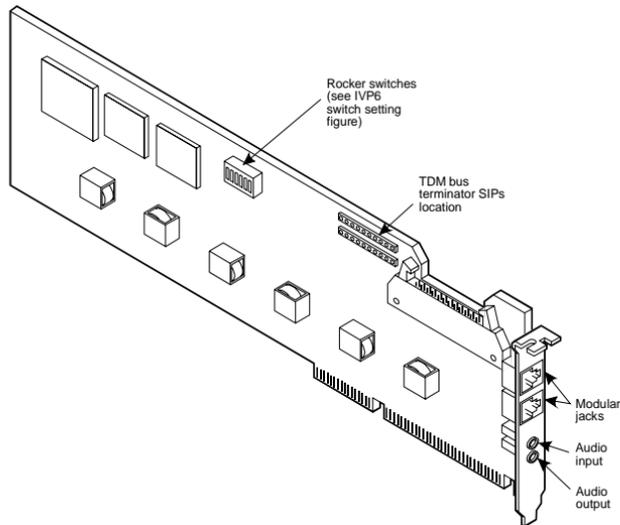


IVP6-IA (AYC29) Circuit Card

The IVP6-IA (AYC29) circuit card ([Figure 14 on page 22](#)) 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 13 on page 21](#) shows the switch settings for the IVP6-IA (AYC29) circuit card.

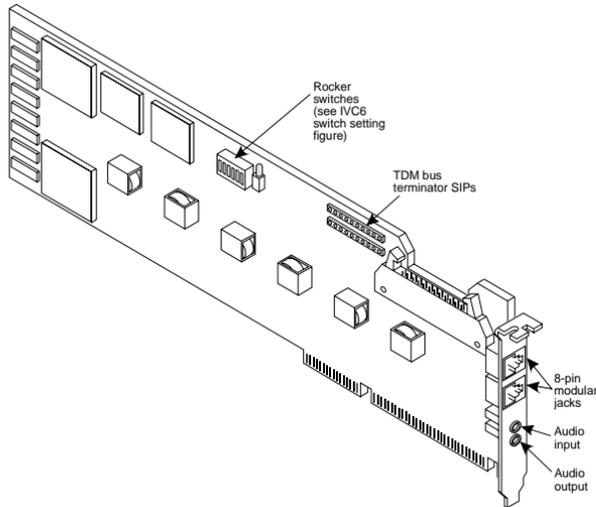
Figure 14. Layout of the IVP6 (AYC29) Tip/Ring Circuit Card



**IVC6 (AYC10)
Circuit Card**

The IVC6 (AYC10) circuit card ([Figure 15 on page 23](#)) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/100P.

Figure 15. IVC6 (AYC10) Tip/Ring Circuit Card

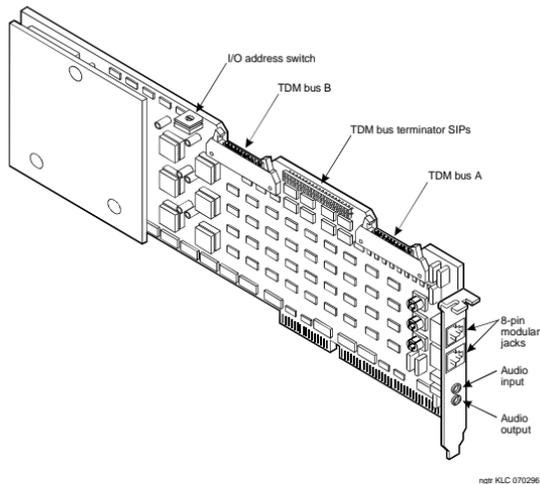


Each Tip/Ring card in the system must have a unique address. To set these addresses, the switches must be configured properly. [Figure 13 on page 21](#) shows the switch settings for the IVC6 (AYC10) circuit card.

**NGTR (AYC30)
Circuit Card**

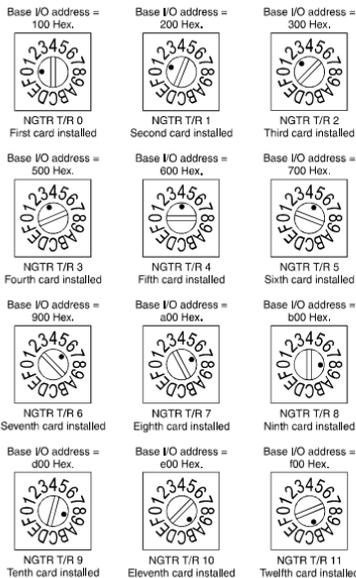
The NGTR (AYC30) circuit card ([Figure 16 on page 24](#)) provides six channels. This circuit card contains switches that you must set before you install the circuit card in the MAP/100P.

Figure 16. 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 17 on page 25](#) shows the switch settings for the NGTR (AYC30) circuit card.

Figure 17. NGTR (AYC30) Tip/Ring Circuit Card Switch Settings



sivcng3 KLC 001796

Installing the Tip/Ring Circuit Card Driver

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

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

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

- 1 Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 2 Run the Hardware Resource Allocator to determine the configuration and placement of the Tip/Ring circuit cards to be installed. See [Adding Hardware to an Existing Configuration on page 517](#) 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  
<diskettel>
```

```
INTUITY Tip/Ring Board Driver  
(i486)
```

```
Using </> as the package base directory.  
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```

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.
```

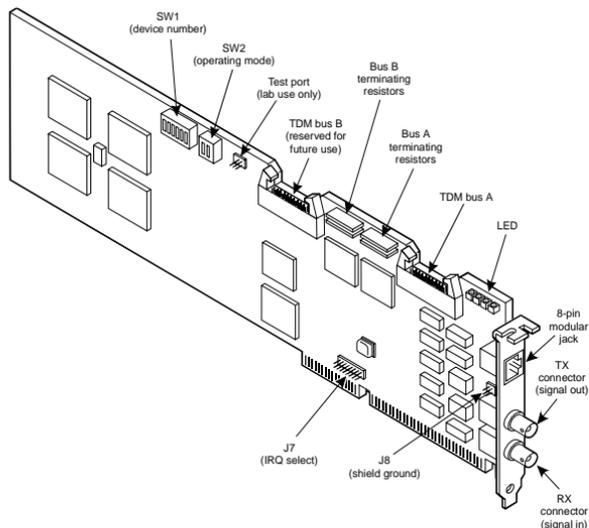
```
Insert diskette into Floppy Drive 1.
Type [go] when ready,
    or [q] to quit: (default: go)
```

- 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 18 on page 29](#)) contains switches and jumpers that you must set before you install the circuit card in the MAP/100P.

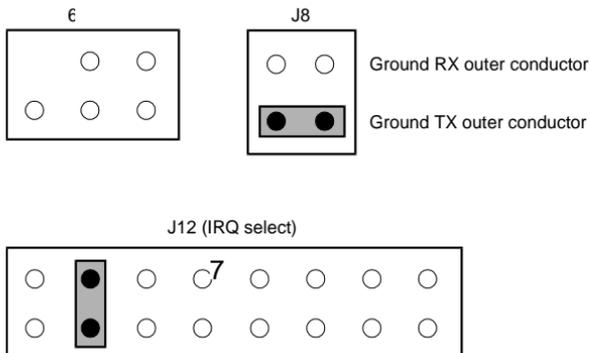
Figure 18. E1/T1 (AYC21) Circuit Card



Jumper Settings

[Figure 19 on page 30](#) shows the location and correct setting of the E1/T1 circuit card jumpers.

Figure 19. AYC21 Jumper Settings



Switch Settings

There are two sets of switches on the E1/T1 circuit card. [Figure 20 on page 31](#) through [Figure 22 on page 32](#) show the correct switch settings.

Figure 20. AYC21 Device Number Switch 1 Settings

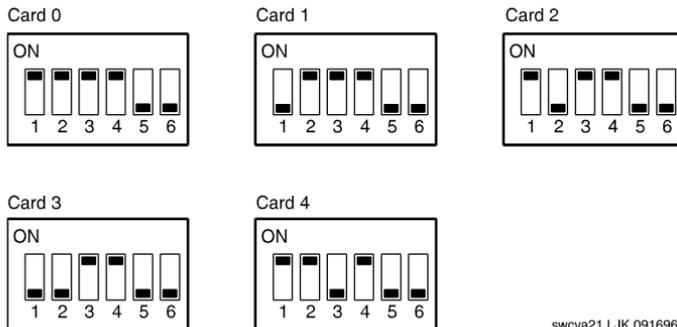


Figure 21. AYC21 Operating Mode Switch Settings for E1 Operation

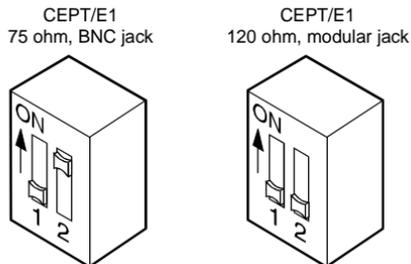
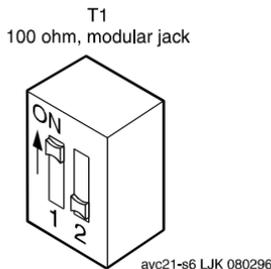


Figure 22. AYC21 Operating Mode Switch Settings for T1 Operation



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.
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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,
```

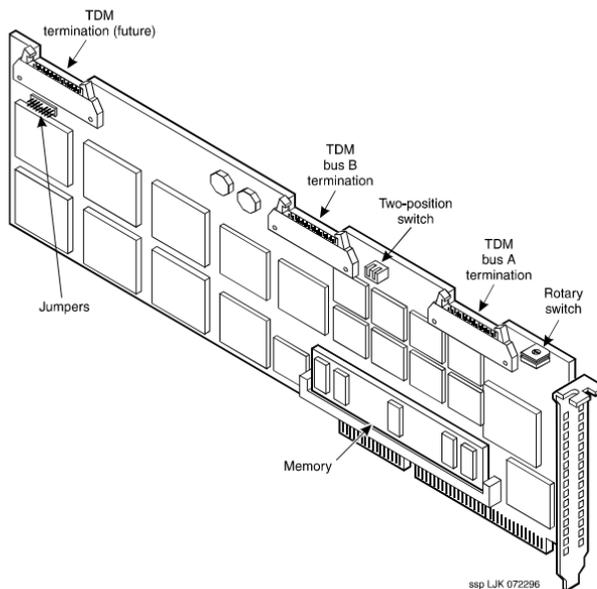
```
or [q] to quit: (default: go)
```

- 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 23 on page 36](#)) contains switches and jumpers that you must set before you install the circuit card in the MAP/100P.

Figure 23. Speech and Signal Processor Circuit Card



Jumper Settings

[Figure 23 on page 36](#) 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:

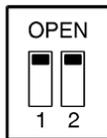
- Two-position switches
- Rotary switch

Two-Position Switch Settings

[Figure 24 on page 37](#) 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.

Note: The switch in [Figure 24 on page 37](#) is set for a placement in the middle of the TDM bus.

Figure 24. SSP Circuit Card Two-Position Switches



ssp-sw LJK 072296

Rotary Switch Settings

[Figure 25 on page 38](#) shows the rotary switch. It is set at zero for the first SSP circuit card installed in the MAP/100P.

Figure 25. SSP Circuit Card Rotary Switch



[Table 1 on page 38](#) shows the rotary switch settings for the subsequent SSP circuit cards installed.

Table 1. SSP Circuit Card Rotary Switch Setting

I/O Address	OS Index	Rotary Switch Setting
d20	8	0
d28	9	1
d30	10	2
d38	11	3
		<i>1 of 2</i>

Table 1. SSP Circuit Card Rotary Switch Setting

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

Memory

The SSP circuit card is equipped with 16 Mbytes of memory contained on a dual in-line memory module (DIMM). The DIMM is located in the lower portion of the SSP circuit card ([Figure 23 on page 36](#)).



CAUTION:

The DIMM is not field serviceable.

Installing the ASP Driver Package

To install the ASP circuit card driver, do the following:

- 1 Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in *Intuity CONVERSANT System Reference*, 585-313-205.
- 2 At the UNIX prompt, enter **pkgadd -d diskette1**

The system displays the following message:

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

- 3 Insert the diskette labeled “ASP Driver Package 1 of 2” into the diskette drive.
- 4 Press **ENTER**.

The system displays the following message:

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

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

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

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

- 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY ASP Driver Package (asp) from <diskette1>
```

```
INTUITY ASP Driver Package
```

```
(i486) cs3.1
```

```
Using </> as the package base directory.
```

Note: If you did not stop the voice system, the system displays the following message at this point:

```
The voice system is currently running and must be
stopped in order to install this package.
Is it ok to STOP the voice system ? [y/n]
```

Enter **y**

The system displays the following message:

```
READY TO PROCESS:
Package:   INTUITY ASP Driver Package (asp)
          diskette 2 of 2
```

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

- 6** Remove the diskette labeled “ASP Driver Package 1 of 2” from the diskette drive.
- 7** Insert the diskette labeled “ASP Driver Package 2 of 2” into the diskette drive.
- 8** Press **ENTER**.

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

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

```
Installation of INTUITY ASP Driver Package (asp) was  
successful.
```

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

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

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

9 Enter **q**

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

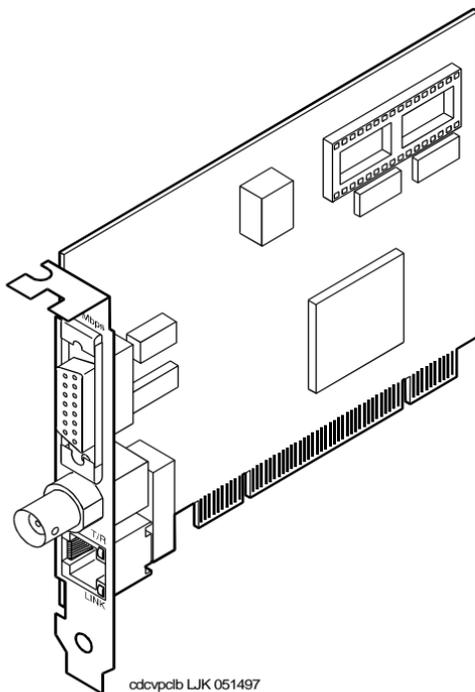
Reboot the system. See “Reboot the System,” in “Common System Procedures,” in *Intuity CONVERSANT System Reference*, 585-313-205.

PCI Ethernet LAN Circuit Cards

SMC8432 Circuit Card

The SMC8432 Ethernet LAN circuit card ([Figure 26 on page 43](#)) is a 10 Mbps circuit card. There are no jumpers on the circuit card.

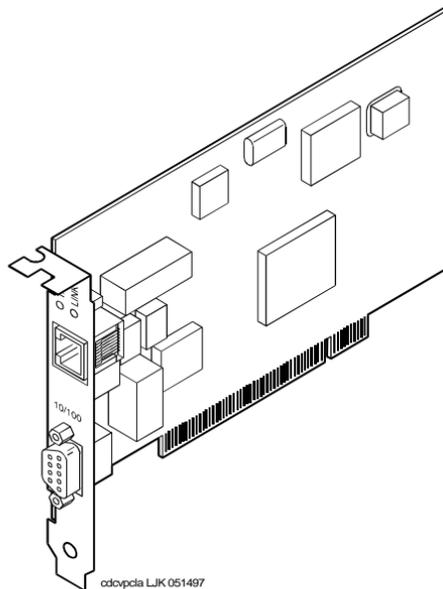
Figure 26. SSP Circuit Card Rotary Switch



SMC9332 Circuit Card

The SMC9332 Ethernet LAN circuit card ([Figure 27 on page 44](#)) is a 10/100 Mbps circuit card. There are no jumpers on the circuit card.

Figure 27. SMC9332 Ethernet LAN 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 on page 45](#)
- ~ [CMOS Parameter Settings on page 86](#)
- ~ [Installing the PCI Circuit Card Driver on page 47](#)
- ~ [Verifying the PCI LAN Circuit Card Installation on page 51](#)

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.
- 2 Install the 10 Mbps or 10/100 Mbps PCI LAN circuit card. See [Installing a Circuit Card on page 16](#) .
- 3 Administer the PCI INT/IRQ Binding. See [CMOS Parameter Settings on page 86](#) 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 on page 47](#) because no changes are required for 10 Mbps operation.

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

- 1 Login as root.
- 2 Enter **vi /etc/inst/nics/drivers/smpw0**
- 3 Change the line `SMPMEDIA0 SMC_MEDIA_AMD`
to
SMPMEDIA0 SMC_MEDIA_STP100_UTP100

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

- 4 Write and exit the file.

Installing the PCI Circuit Card Driver

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

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

The system displays the following message:

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

The system then displays the Network Interface Card Support Utility—Summary Screen ([Figure 28 on page 48](#)).

Figure 28. Network Interface Card Support Utility—Summary Screen

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

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:

eeE0:0::/dev/eeE_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* 1 where *a.b.c.* are the first three parts of your IP address. For example, IP address 135.7.50.201 would be changed to 135.7.50.254.

17 Write and exit the file.

18 Continue with [Verifying the PCI LAN Circuit Card Installation on page 51](#).

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

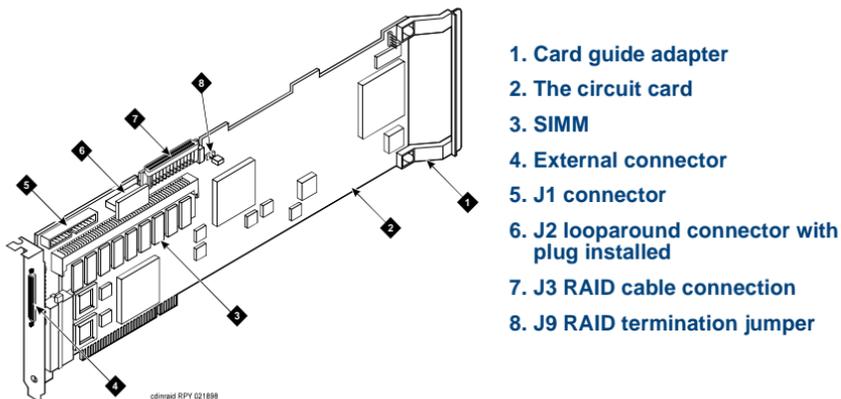
To replace a 10 Mbps or a 10/100 Mbps PCI LAN circuit card, do the following:

- 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 on page 517](#) in [Appendix A, System Configuration](#).
- 2 Record the output.
- 3 Complete the [Installing the PCI LAN Circuit Card on page 45](#) procedure above.
- 4 Complete the [Verifying the PCI LAN Circuit Card Installation on page 51](#) procedure above.

RAID Controller Circuit Card

The RAID controller circuit card ([Figure 29 on page 52](#)) is located in PCI slot 2 (backplane slot 19). The RAID controller circuit card has one jumper connected to J9.

Figure 29. RAID Controller Circuit Card



Token Ring Circuit Card

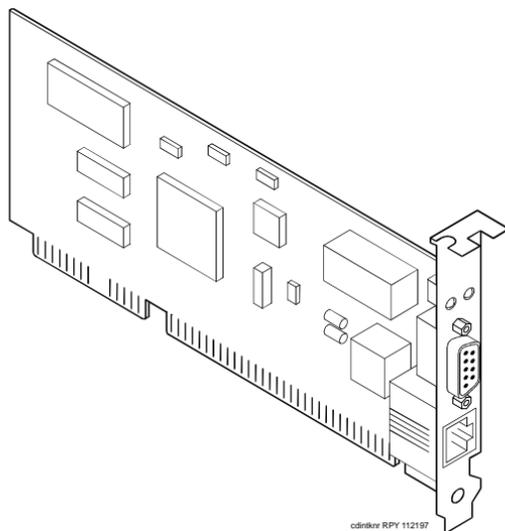
The Intuity CONVERSANT Token Ring circuit card allows you to connect the system to your local area network.

IBM Turbo 16/4

IBM Turbo 16/4 of the Token Ring circuit card ([Figure 30 on page 53](#)) 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 30. Token Ring Circuit Card - IBM Turbo 16/4



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

- 1 Select the appropriate course of action from the following two options:
 - ~ 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 on page 516](#) in [Appendix A, System Configuration](#).

Record the parameters listed in [Table 2 on page 54](#).

Table 2. Token Ring Circuit Card Settings

Parameter	Setting
IRQ	
ROM address	
RAM address	
I/O address	

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

The system displays a message similar to the following message:

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

Record the parameters listed in [Table 2 on page 54](#).

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

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

2 Enter **resmgr**

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

3 Install the new Token Ring circuit card. See [Installing a Circuit Card on page 16](#).

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 on page 14](#). If you do not have a Tip/Ring circuit card set as Tip/Ring 1, continue with [step 5](#).

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

The system displays the following message:

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

```
PC DOS 7.0 Startup Menu
```

- 1.IBM Auto/Turbo ISA Configuration using 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
LANAIDC. If equipped, power down the system NOW and remove
Tip/Ring card 1. Otherwise, continue with LANAIDC.
```

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

8 Press **ENTER**.

The system displays the following message:

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

```
Enter LANAIDC parameters - reboot your machine when done.
```

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

```
LANAIDC >
```

CAUTION:

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

- 9 Enter the following:

/INT=*n* /ROM=*ROM_start_address* /RAM=*RAM_start_address*

where *n* is the IRQ recorded in [Table 2 on page 54](#), and *ROM_start_address* and *RAM_start_address* are addresses recorded in [Table 2 on page 54](#).

The system displays the following message:

Configuration complete:

```
                IBM Turbo/16/4 Token-Ring ISA Adapter
PnP Support:           None Detected
Adapter Number:       1
Adapter MAC Address:  <varies card to card>
Microcode Level:     <varies card to card>
Serial Number:       <varies card to card>
Adapter Mode:        Auto16 Compatible
Configuration:       LEGACY
Adapter State:       Active
I/O Address:         A20-A23
Interrupt:           <n>*
RAM Address:         <RAM address>
ROM Address:         <ROM address>
Remote IPL:          Disabled
Token-Ring data rate: 16
Auto Sense data rate: Enabled
```

```
Adapter bus width:      16
                       * Setting in conflict
```

```
LANAIDC >
```

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

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

The system displays the following message:

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

```
Configuration complete:
```

```
                IBM Turbo/16/4 Token-Ring ISA Adapter

PnP Support:           None Detected
Adapter Number:        1
Adapter MAC Address:   <varies card to card>
Microcode Level:       <varies card to card>
Serial Number:         <varies card to card>
Adapter Mode:          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 3 on page 60](#). These settings are used in the [Installing the Token Ring Driver on page 61](#).

Table 3. Viewed Token Ring Circuit Card Settings

Parameter	Setting
I/O address	
Interrupt	
RAM address	

- 11 If the configuration is correct, remove the diskette labeled “Turbo Token Ring Setup Floppy” from the diskette drive.
- 12 Insert the Tip/Ring 1 circuit card if it was removed prior to [step 5](#), see [Installing a Circuit Card on page 16](#). Otherwise, continue with [step 13](#).
- 13 Reboot the system. See “Reboot the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.

Installing the Token Ring Driver

To configure the Token Ring driver, do the following:

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

The system displays the following message:

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

The system then displays the Network Interface Card Support Utility—Summary Screen ([Figure 31 on page 62](#)).

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

Figure 31. Network Interface Card Support Utility—Summary Screen

```

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

```

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

The system displays the Selection Screen ([Figure 32 on page 63](#)).

Figure 32. Selection Screen

```

Please Select 1

( )3COM_ETHERLINK_III_PCMCIA      ( )HP_EtherTwist_LAN_NC/16TP
( )3COM_EtherLink_2_3C503        (* )IBM_16/4_DLPI_TOKEN_RING
( )3COM_EtherLink_2_3C509        ( )IBM_16/4-TokenRing
( )3COM_EtherLink_16_3C507       ( )IBM-TokenRing_16/4_II
( )AMD_PCnet_ISA                 ( )Intel_EtherExpress_16
( )AMP_PCnet_ISA+                ( )Intel_EtherExpress_PRO/10
( )AnselCommunicationsNH2100     ( )InterLan_EtherBlaster
( )AnselCommunicationsNS2100    ( )InterLan_NI6510
( )CNet-Token-Ring_CN2000T      ( )InterLan_XLerator
( )Cabletron_E21XX_Family        ( )Microdyne_NE1000_B/A
( )Cabletron_E22XX_Family        ( )Microdyne_NE2000_A
( )Compaq_Embedded_AMD_PCnet     ( )Microdyne_NTR1000_G
( )Compex_ENET16-VP_NE2000      ( )National_Semi_NE2000
( )DEC_EtherWORKS3_Turbo        ( )National_Semi_NE2000Plus
( )HP_10/100VG_PC_LAN_J2573A    ( )Novell/Eagle_NE1000
( )HP_ETwist_PC_LAN_16_PLUS      ( )Novell/Eagle_NE2000

                                (Page Down for more)

```

- 5 Use the left , right , up , or down  arrows on your keyboard to move through the field selections.
- 6 Select **IBM_16/4_DLPI_TOKEN_RING**
- 7 Press **ENTER**.

The system displays the Configuration Screen ([Figure 33 on page 64](#)).

Figure 33. Configuration Screen

```
Configuring: IBM_16/4_DLPI_TOKEN_RING

      IRQ Value
      IO Address
      RAM Address

Press F2 (Choices) to select values then press F10 to apply
and exit.
```



CAUTION:

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

- 8** Use **F2** (Choices) to select the values for each field. Enter the following:
 - ~ IRQ value from [Table 3 on page 60](#).
 - ~ I/O address from [Table 3 on page 60](#).
 - ~ RAM address from [Table 3 on page 60](#).
- 9** Press **F10** to apply the values and exit.

The system displays the Network Interface Support Card Utility-Summary Screen ([Figure 34 on page 65](#)).

Figure 34. Network Interface Card Support Utility—Summary Screen

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

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.

The system displays the system prompt.

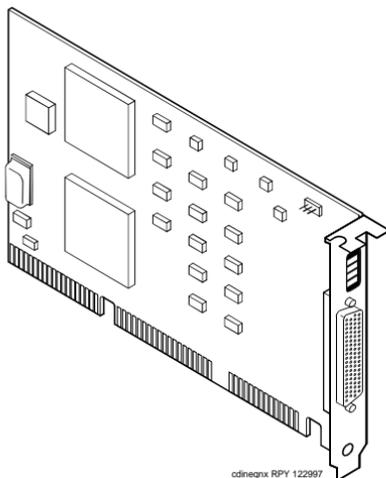
Asynchronous SuperSerial Circuit Card

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

[Figure 35 on page 67](#) 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 35. Asynchronous SuperSerial Circuit Card



cdineqrx RPY 122997

Installing the Asynchronous SuperSerial Circuit Card Driver

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

- 1 If you are not already logged in as root, do so now.
- 2 Enter **pkgadd -d diskette1**

The system displays the following message:

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

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

- 4 Press **ENTER**.

The system displays the following message:

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

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

- ```
 1. eqn Equinox SST Loadable STREAMS
 Device Driver (EISA/ISA/MCA/PCI)
 (i386)
```

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

- 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

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

```
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<br>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.

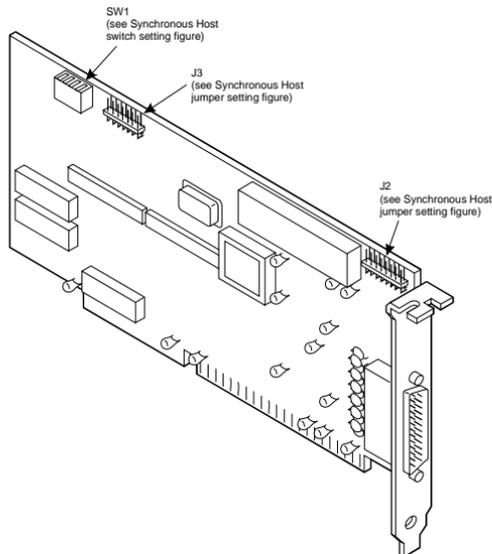
**12** Reboot the system. See "Reboot the System," in "Common System Procedures," in the *Intuity CONVERSANT System Reference*, 585-313-205.

## FIFO/SIB Synchronous Host Circuit Card

The MAP/100P supports up to two Lucent FIFO/SIB synchronous host circuit cards.

[Figure 36 on page 72](#) shows the FIFO/SIB synchronous host card and the location of the I/O switch block SW1 and interrupt jumpers.

**Figure 36. FIFO/SIB Synchronous Host Circuit Card**



### Jumper Settings

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

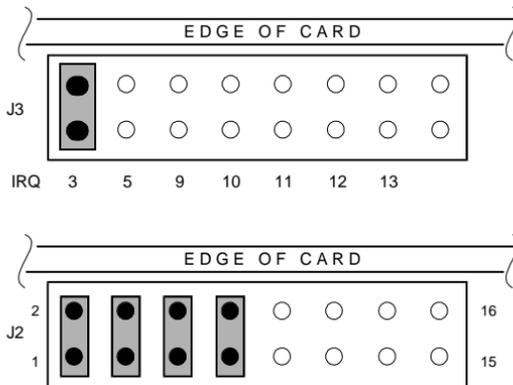
Use J3 to set the interrupt request line (IRQ) to a value of 3, 5, 9, 10, 11, 12, or 13 ([Figure 37 on page 74](#)). The IRQ corresponds to the number below the pins. [Figure 37 on page 74](#) shows the card set with an IRQ of 3. See [Hardware Resource Allocator Operation](#) in [Appendix A, System Configuration](#).

**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 37 on page 74](#).

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

**Figure 37. Jumper Settings for the FIFO/SIB Synchronous Host Circuit Card**

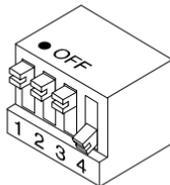


### Switch Settings

[Figure 38 on page 74](#) shows the I/O switch settings for an address of 380.

**Figure 38. Switch Settings for the FIFO/SIB Synchronous Host Circuit Card**

Base I/O address = 380 Hex



All switches closed or OFF

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

[Table 4 on page 75](#) shows the switch settings for other potential I/O addresses.

**Table 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

### 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](#) for detailed electrostatic discharge precautions.

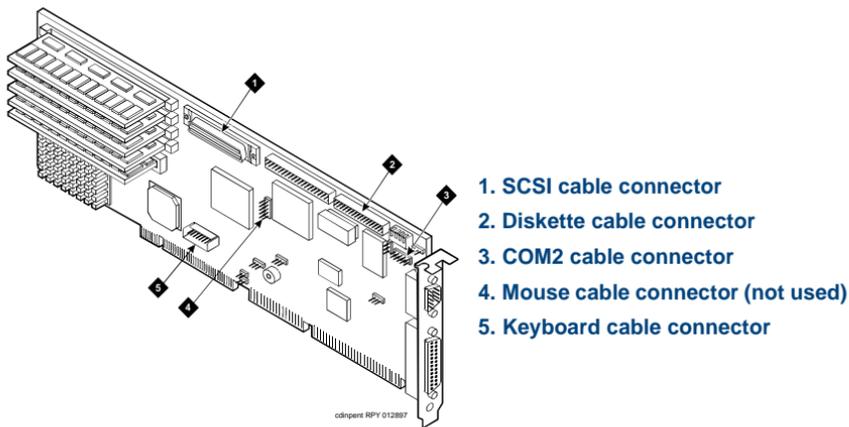
This section provides the following information on the standard circuit cards that are included with every MAP/100P:

- 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 39 on page 77](#)) that plugs into the backplane. There is one P5 200 MHz CPU circuit card installed in the MAP/100P.

Figure 39. P5 200 MHz CPU Circuit Card



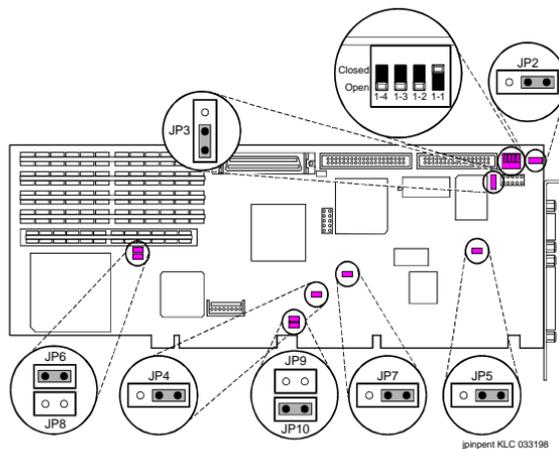
### Setting the Resource Options

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 40 on page 78](#)).

Figure 40. 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 40 on page 78](#)).

### 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](#).
- 3 Complete Step 1 and Step 2 in [Installing a Circuit Card on page 16](#).
- 4 Attach the keyboard cable to the keyboard cable connector on the P5 200 MHz CPU circuit card ([Figure on page 77](#)). 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 on page 16](#).

**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](#).

**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 on page 16](#).

### 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.
  - a 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 41 on page 81](#)).

**Figure 41. Host Adapter Configuration Screen**

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

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

- b Place the cursor on **Configure/View Host Adapter Settings**. Use the up  and down  arrows to move the cursor.

- c Press **ENTER**.
- d Compare the settings shown on the screen with the parameters listed in [Table 5 on page 82](#).

**Note:** These settings are shown for Version 1.2 only.

**Table 5. SCSI Bus Interface Definitions**

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

\* Termination is automatically controlled. This setting is ignored.

- e Place the cursor on **Boot Device Options**. Use the up  and down  arrows to move the cursor.
- f Press **ENTER**.

Compare the settings shown on the screen with the correct parameters listed in [Table 6 on page 83](#).

**Table 6. Boot Device Options**

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

**g** Press **ESC**.

The system displays the SCSI bus interface definitions screen.

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

**i** Press **ENTER**.

Compare the settings shown on the screen with the correct parameters listed in [Table 7 on page 84](#).

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

**Table 7. SCSI Device Configuration**

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

**j** Press **ESC**.

The system displays the SCSI bus interface definitions screen.

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

**l** Press **ENTER**.

Compare the settings shown on the screen with the correct parameters listed in [Table 8 on page 85](#).

**Table 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   |
|                           |           |

**m** Press **ESC**.

The system displays the SCSI bus interface definitions screen.

**n** Press **ESC**.

The system displays the following message:

```
Exit Utilities
 Yes
 No
```

- o Place the cursor on **Yes**. Use the up  and down  arrows to move the cursor.

- p Press **ENTER**.

The system displays the following message:

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

- q 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.
  - a 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.

- b** Compare the P5 200 MHz CPU circuit card settings in the setup menu with the default parameters listed in [Table 9 on page 88](#).

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

**Note:** The settings in [Table 9 on page 88](#) 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 9. CMOS Basic Option Settings for 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      |
| <i>1 of 3</i>                                       |                   |

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

| Option                   | Setting                                                                          |
|--------------------------|----------------------------------------------------------------------------------|
| <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 ( * )<br><b>Note:</b> If this line indicates SHADOW, change it to ROM. |
| Shadow Select D400:0 2K  | ROM ( * )<br><b>Note:</b> If this line indicates SHADOW, change it to ROM.       |
| Shadow Select D800:0     | AVAILABLE ( * )<br><b>Note:</b> If this line indicates SHADOW, change it to ROM. |
|                          | <i>2 of 3</i>                                                                    |

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

| Option                           | Setting                                                                          |
|----------------------------------|----------------------------------------------------------------------------------|
| Shadow Select DC00:0 7K          | AVAILABLE ( * )<br><b>Note:</b> If this line indicates SHADOW, 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                                                                         |
|                                  | <b>3 of 3</b>                                                                    |

- c To change the parameter settings, complete the following Steps 1 through 4.
  - [1] Place the cursor on the appropriate heading. Use the up (▲) and down (▼) arrows to move the cursor.
  - [2] Press **ENTER**.
  - [3] Change the parameters. Use the up (▲) and down (▼) arrows to move the cursor.
  - [4] Press **ENTER**.

d Place the cursor on *Advanced Options*.

e Press **ENTER**.

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

f Compare the P5 200 MHz CPU circuit card settings in the set-up menu with the default parameters listed in [Table 10 on page 92](#).

**Note:** The settings in [Table 10 on page 92](#) that are indicated by a star (\*) may differ from the default parameters due to other equipped feature circuit cards in your system.

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

| Option                        | Setting                                                                                                                                 |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| <b>Serial Ports</b>           |                                                                                                                                         |
| 16550 Compatible UART 1:      | 03F8h, IRQ4 (*)<br><b>Note:</b> Disable this port if the hardware resource allocator assigned the remote maintenance circuit card here. |
| 16550 Compatible UART 2:      | 02F8h, IRQ3 (*)<br><b>Note:</b> 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>1 of 3</b>                 |                                                                                                                                         |

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

| Option                         | Setting    |
|--------------------------------|------------|
| <b>Redirection</b>             |            |
| Select Redirection Destination | Disabled   |
| <b>Memory Cache</b>            |            |
| External Cache                 | Enabled    |
| <b>Advanced Chipset</b>        |            |
| DRAM Speed                     | 70ns       |
| 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>2 of 3</b>                  |            |

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

| Option                 | Setting  |
|------------------------|----------|
| <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 |

3 of 3

- g** To change the parameter settings, complete the following Steps 1 through 4.
- [1]** Place the cursor on the appropriate heading. Use the up (▲) and down (▼) arrows to move the cursor.
  - [2]** Press **ENTER**.
  - [3]** Change the parameters. Use the up (▲) and down (▼) arrows to move the cursor.
  - [4]** Press **ENTER**.

- h Place the cursor on **PCI Options**.
- i Press **ENTER**.

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

- j Compare the P5 200 MHz CPU circuit card settings in the set-up menu with the default parameters listed in [Table 11 on page 95](#).

**Note:** The settings in [Table 11 on page 95](#) that are indicated by a star (\*) may differ from the default parameters due to other equipped feature circuit cards in your system.

**Table 11. CMOS PCI Option Settings for 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<br>(on a RAID system) |
| PCI IRQ Line4     | IRQ10                                       |

1 of 3

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

| Option                          | Setting                               |
|---------------------------------|---------------------------------------|
| <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<br>(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                                  |

2 of 3

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

| Option                          | Setting |
|---------------------------------|---------|
| PCI Latency for Bus 0 Device 17 | Auto    |
| PCI Latency for Bus 0 Device 18 | Auto    |
| PCI Latency for Bus 0 Device 19 | Auto    |
| PCI Latency for Bus 0 Device 20 | Auto    |
| PCI Cache Line Size             | Auto    |
| <b>Onboard SCSI</b>             |         |
| Onboard PCI SCSI                | Enabled |

3 of 3

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

**l** Press **ENTER**.

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

**m** If you have changed any option from what is indicated in [Table 9 on page 88](#), [Table 10 on page 92](#), and [Table 11 on page 95](#), 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.

n Press **ENTER**.

The system displays the following message.

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

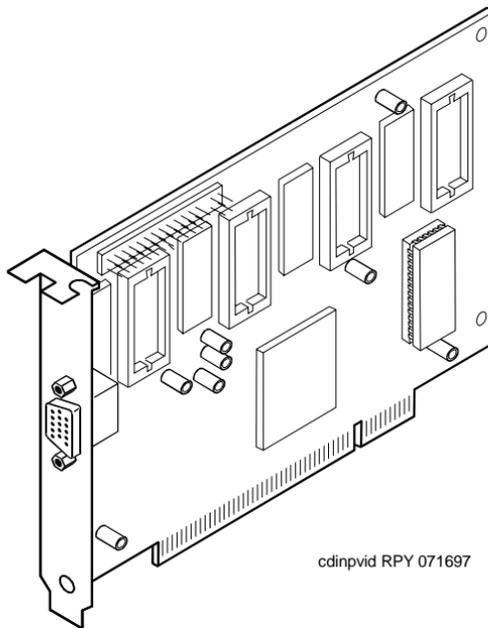
After approximately three minutes, the system reboots and displays  
Console Login:

## Video Controller Circuit Cards

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

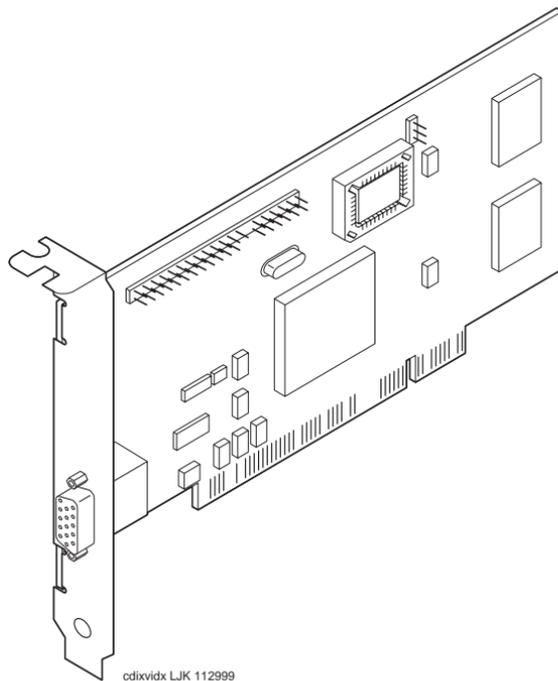
[Figure 42 on page 99](#) and [Figure 43 on page 100](#) show the PCI video controller circuit cards. There are no jumpers to set on the PCI video circuit cards.

Figure 42. PCI Video Controller Circuit Card



cdinvid RPY 071697

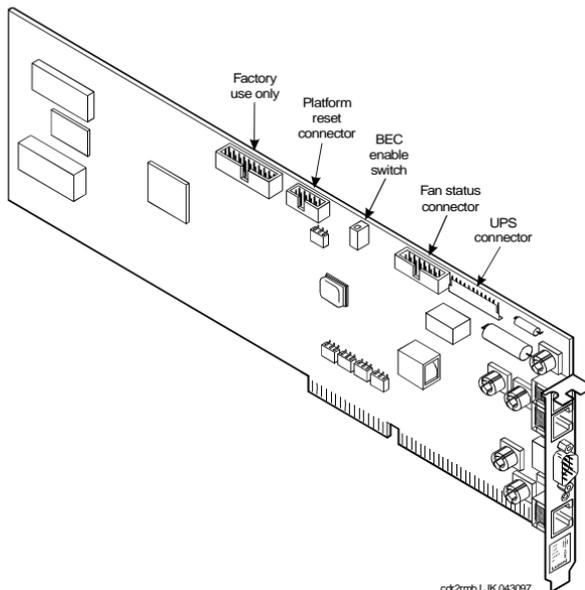
Figure 43. PCI Video Controller Circuit Card



## Remote Maintenance Circuit Card

The remote maintenance circuit card provides remote diagnostics of basic components ([Figure 44 on page 101](#)). There is one remote maintenance circuit card installed on the system.

**Figure 44. Remote Maintenance Circuit Card**



### Types of Remote Maintenance Circuit Cards

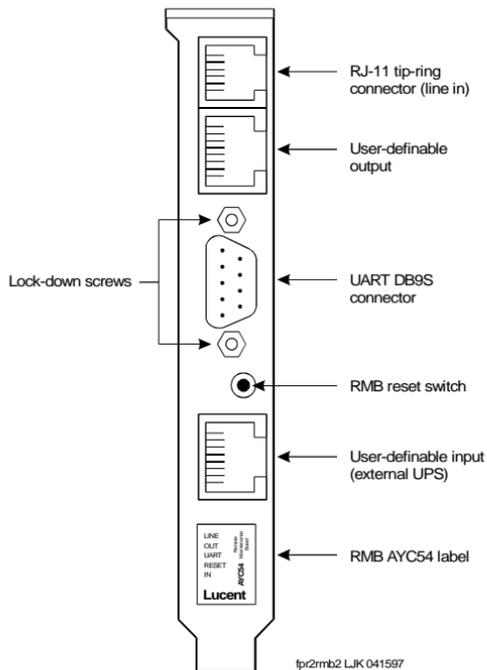
The Lucent Intuity system supports the AYC54 remote maintenance circuit card.

- 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 45 on page 103](#) shows the faceplate of a remote maintenance circuit card with an internal modem (AYC54).

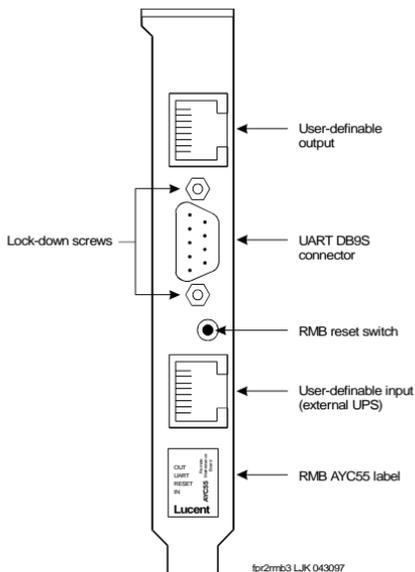
**Note:** The AYC54 and AYC55 remote maintenance circuit cards can be connected to an external modem.

Figure 45. AYC54 Remote Maintenance Circuit Card Faceplate



[Figure 46 on page 104](#) shows a faceplate of a remote maintenance card without an internal modem (AYC55).

**Figure 46. AYC55 Remote Maintenance Circuit Card Faceplate**



### Setting the Resource Options

The remote maintenance circuit card is equipped with a BEC enable switch. Ensure that this switch is set to the ON position ([Figure 47 on page 105](#)).

Figure 47. BEC Enable Switch



swr2bec LJK 063097

### Inserting the Remote Maintenance Circuit Card

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

- 1 Complete the steps in [Installing a Circuit Card on page 16](#).
- 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 on page 218](#) 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 <ctapel>.
```

```
Intuity RMB Software Set R2.0
(i486)
```

```
Using </> as the package base directory.
```

```
The RMB BEC ADDR has been defaulted to D1000
```

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

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

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

The system displays the following message:

```
Please select the country code:
```

```
01 - United States
```

```
02 - International
```

```
Country code [01]:
```

**7** Enter the appropriate code.

The system displays the following message:

```
Insert a cartridge into Tape Drive 1.
```

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

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

**8** Enter **q**

**9** Remove the cartridge tape.

# 3 Replacing the Hard Disk Drive

## Overview

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

This chapter describes procedures for:

- [Identifying a Failed Hard Disk Drive in a RAID System on page 109](#)
- [Replacing a SCSI Hard Disk Drive in the RAID System on page 113](#)
- [Performing a Manual Rebuild of a RAID Array on page 114](#)
- [Adding a SCSI Hard Disk Drive to a RAID System on page 115](#)
- [Identifying a Failed SCSI Hard Disk Drive in a Non-RAID System on page 127](#)
- [Software and Hardware Procedures for Replacing a SCSI Hard Disk Drive \(Nonmirrored System\) on page 142](#)
- [Software and Hardware Procedures for Replacing a SCSI Hard Disk Drive \(Mirrored System\) on page 147](#)
- [Low-Level Formatting the SCSI Hard Disk Drive on page 167](#)

## 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 59 on page 132](#)) for a deskside unit and [Figure 60 on page 133](#) 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

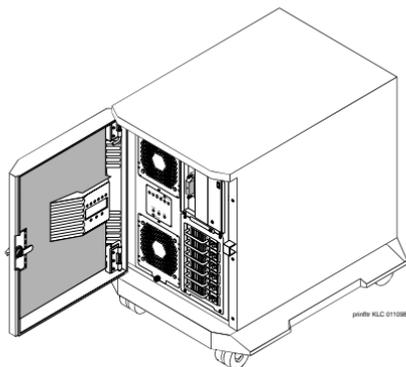
### ⚠ CAUTION:

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 48 on page 110](#)).

**Figure 48. Deskside MAP/100P with Front Door Open**

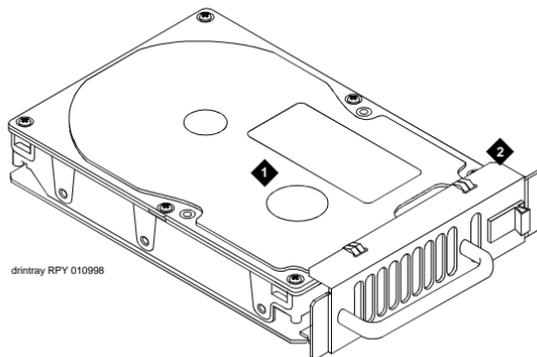


- 2 Remove the appropriate hard disk drive assembly by pressing the thumb tab toward the handle and pulling out on the assembly.

See [Table 12 on page 128](#) and [Table 13 on page 129](#) for the location of the hard disk drives.

- 3 Remove the four screws that hold the hard disk drive to the assembly bracket ([Figure 49 on page 111](#)).

**Figure 49. Hard Disk Drive Assembly**



- 1, Hard disk drive
2. Assembly bracket

- 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 49 on page 111](#)).



### 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 48 on page 110](#)).
- 3 Remove the appropriate hard disk drive assembly. See “Removing a SCSI Hard Disk Drive in a RAID System” above.

See [Table 12 on page 128](#) and [Table 13 on page 129](#) or [Figure 59 on page 132](#) and [Figure 60 on page 133](#) 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.
- 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.

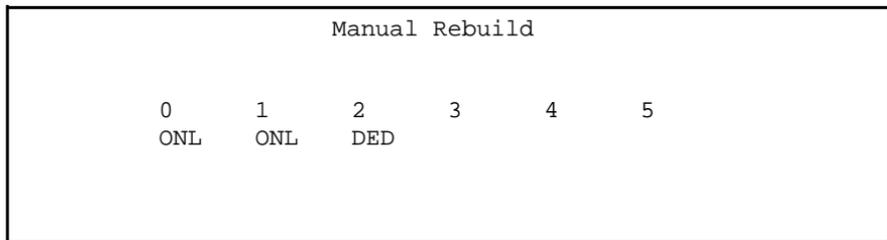
## Performing a Manual Rebuild of a RAID Array

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 **rblidsh**

The system displays the Manual Rebuild screen ([Figure 50 on page 114](#)).

**Figure 50. Sample Manual Rebuild Screen for a 3-Disk System**



### 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 **ENTER**.

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 **ENTER**.

## 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 on page 113](#).

**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 Version 7.0 System Reference*, 585-313-205.

**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 Version 7.0 System Reference*, 585-313-205.
- 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 49 on page 111](#)).

 **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 deskside 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 51 on page 117](#)).

**Figure 51. RAID Controller Main Menu**

```
Disk Array Controller Configuration Utility

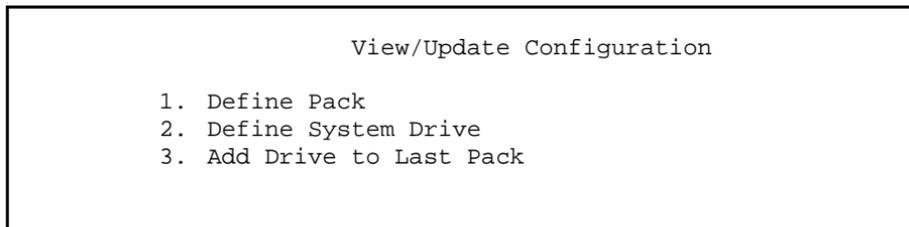
 Main Menu

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
```

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

The system displays the View/Update Configuration screen ([Figure 52 on page 118](#)).

**Figure 52. View/Update Configuration Screen**



**13** Select **Add Drive to Last Pack** and press **ENTER**.

The system displays the Add Capacity screen ([Figure 53 on page 119](#)).

Figure 53. Add Capacity Menu

| Add Capacity |         |        |
|--------------|---------|--------|
| Tgt ID       | Channel | Number |
|              | 0       | 1      |
| 0            | ONL     |        |
| 1            | ONL     |        |
| 2            | SBY     |        |
| 3            |         |        |
| 4            |         |        |
| 5            |         |        |

- 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.
```

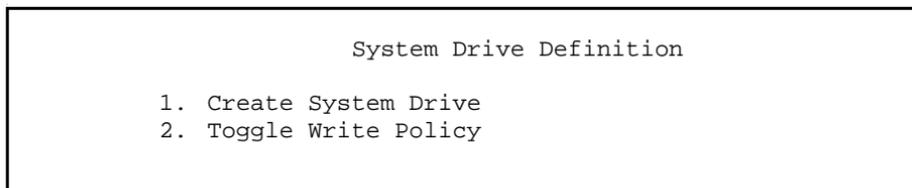
This process takes approximately 45 minutes to complete.

**17** Press **ENTER**.

The system displays the View/Update Configuration screen ([Figure 52 on page 118](#)).

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

The system displays the System Drive Definition screen ([Figure 54 on page 121](#)).

**Figure 54. 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 55 on page 122](#)).

**Figure 55. New System Drive Summary Screen**

```
 New System Drive Summary

Number of System Drives =
RAID Level =
Write Cache =
Number of Physical Devices =
Available Capacity =
```

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 54 on page 121](#)).

- 23** Select **Toggle Write Policy** and press **ENTER**.

The system displays the System Drive Table screen ([Figure 56 on page 123](#)).

Figure 56. System Drive Table Screen

| System Drive Table |           |      |            |
|--------------------|-----------|------|------------|
| Sys Drv            | Size (MB) | RAID | Write Mode |
| 0                  | 2026      | 5    | WRITE THRU |

- 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:

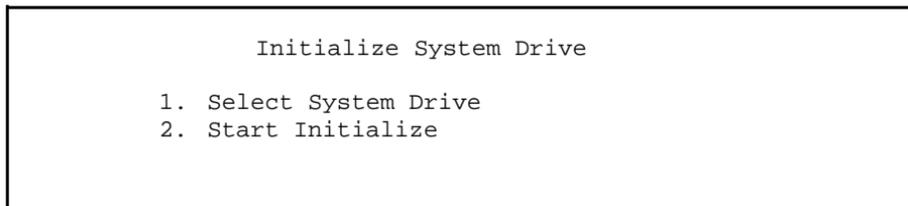
```
Saving configuration. Please wait.
Configuration saved.
```

- 28 Press **ESC** until the system returns to the Main Menu ([Figure 51 on page 117](#)).

- 29 Press the down  arrow to move to **Initialize System Drive** and press **ENTER**.

The system displays the Initialize System Drive screen ([Figure 57 on page 124](#)).

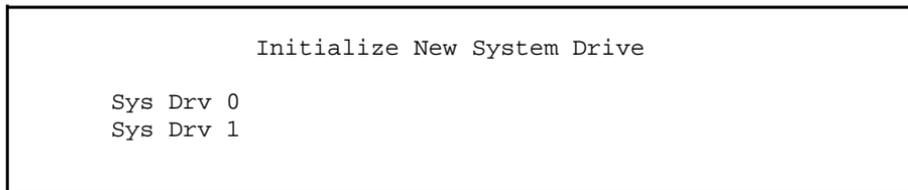
**Figure 57. Initialize System Drive Screen**



- 30 Select **1** and press **ENTER**.

The system displays the Initialize New System Drive screen ([Figure 58 on page 124](#)).

**Figure 58. 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 58 on page 124](#) is the new drive.

- 31** Select the new drive and press **ENTER**.

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 **ENTER**.

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

- 33** Press **ESC**.

- 34** The system displays the Initialize System Drive screen ([Figure 57 on page 124](#)).

- 35** Select 2 and press **ENTER**.

The system displays the following message:

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

**36** Select **yes** and press **ENTER**.

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 57 on page 124](#)).

**38** Press **ESC**.

The system displays the Main Menu ([Figure 51 on page 117](#)).

**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 Version 7.0 System Reference*, 585-313-205.

## 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 a SCSI Hard Disk Drive \(Nonmirrored System\) on page 142](#) .

## 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 12 on page 128](#) shows the information contained on each hard disk drive in a nonmirrored system.

**Table 12. Nonmirrored Hard Disk Drive Contents**

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

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

[Table 13 on page 129](#) show the information contained on each hard disk drive in a mirrored system.

**Table 13. Mirrored Hard Disk Drive Contents**

| Disk                                   | Contents                                                                                               |
|----------------------------------------|--------------------------------------------------------------------------------------------------------|
| Hard Disk Drive 0<br>SCSI ID 00, Bay 0 | UNIX operating system, all Intuity software, system data, and speech/voice storage                     |
| Hard Disk Drive 1<br>SCSI ID 01, 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, Bay 2 | Speech/voice storage                                                                                   |
| Hard Disk Drive 3<br>SCSI ID 03, Bay 3 | Speech/voice storage                                                                                   |
| Hard Disk Drive 4<br>SCSI ID 04, Bay 4 | Speech/voice storage                                                                                   |
| Hard Disk Drive 5<br>SCSI ID 05, 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 \(Nonmirrored System\) on page 136](#) for the replacement procedure.

## 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 NonmirroredSystem on page 130](#).

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

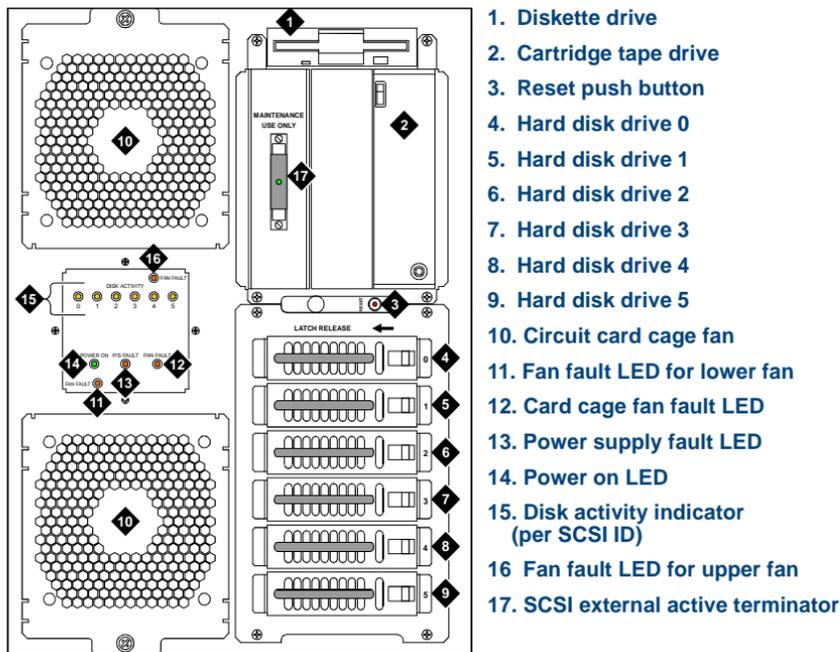
The following procedures detail removing and installing a SCSI hard disk drive in the MAP/100P. [Figure 59 on page 132](#) shows the positions of the hard disk drives for a deskside unit.

### CAUTION:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See [Protecting against](#)

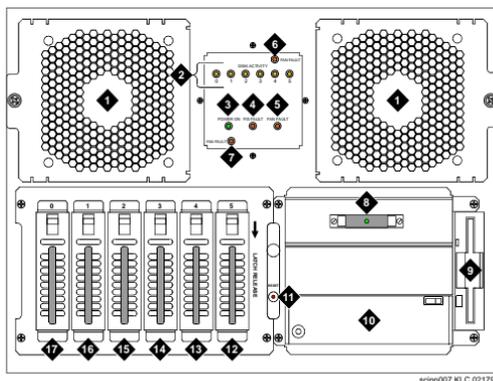
[Damage from Electrostatic Discharge on page 2](#) in [Chapter 1, Getting Inside the Computer](#).

**Figure 59. Front View of the Deskside MAP/100P**



[Figure 60 on page 133](#) shows the positions of the hard disk drives for a rack-mount unit.

**Figure 60. Front View of the Rack-Mount MAP/100P**



- |                                          |                          |
|------------------------------------------|--------------------------|
| 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                        |                          |

## 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 Version 7.0 System Reference*, 585-313-205.
  - a Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Version 7.0 System Reference*, 585-313-205.
  - b Shut down the operating system. See “Shut Down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Version 7.0 System Reference*, 585-313-205.
- 3 Remove power from the MAP/100P. See [Removing Power from the MAP/100P on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Open the front door of the MAP/100P ([Figure 48 on page 110](#)).
- 5 Remove the appropriate hard disk drive assembly by pressing the thumb tab toward the handle and pulling out on the assembly.

See [Table 12 on page 128](#) and [Table 13 on page 129](#) for the location of the hard disk drives.

- 6 Remove the four screws that hold the hard disk drive to the assembly bracket ([Figure 49 on page 111](#)).
- 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 49 on page 111](#)).



### **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.

7 Apply power to the unit. See [Restoring Power to the MAP/100P on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

## 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 Version 7.0 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 on page 131](#).
- 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 on page 131](#).
- 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 on page 131](#).
- 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 on page 131](#).

## Restoring the Intuity CONVERSANT System

### CAUTION:

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

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

- 1 Restore the system using the Intuity CONVERSANT image tape created using the **mkimage** command. See “Restore the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Version 7.0 System Reference*, 585-313-205.
- 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 Version 7.0 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 on page 131](#) .

**Note:** Hard Disk Drive 0 is located in Hard Disk Drive Bay 0 ([Figure 59 on page 132](#) and [Figure 60 on page 133](#)).

- 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 on page 131](#) .

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 on page 131](#).

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 on page 131](#).

**Note:** Hard Disk Drive 1 is located in Hard Disk Drive Bay 1 ([Figure 59 on page 132](#) and [Figure 60 on page 133](#)).

 **CAUTION:**

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

7 Place Hard Disk Drive 1 in Hard Disk Drive Bay 0.

**Note:** This is the hard disk drive bay from which you removed Hard Disk Drive 0 in [step 2](#) .

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

**Note:** The label reads: SCSI ID: 1

- 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 on page 131](#).
- 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 on page 136](#) 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.

- 1 Shut down the system. See “Shut Down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Version 7.0 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 on page 131](#).
- 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 on page 131](#).

- 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 on page 131](#) e.
- 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 on page 131](#) .

### 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 63 on page 146](#)).

- 3 Enter **list**

The system displays the List Disk Information screen ([Figure 61 on page 144](#)).

**Figure 61. List Disk Information Screen**

```

 List Disk Information
Menu: VolumeManager/Disk/ListDisk

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

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

```

**4 Press ENTER.**

The system displays a message similar to the following:

| DEVICE DISK    | GROUP  | STATUS |
|----------------|--------|--------|
| c0b0t0d0disk00 | rootdg | online |
| c0b0t1d0disk01 | rootdg | online |
| c0b0t2d0disk02 | speech | online |
| c0b0t4d0disk03 | speech | online |
| c0b0t5d0disk04 | speech | online |
| c0b0t6d0disk05 | 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.

**Table 62. Device ID and Disk Name**

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

6 Press **ENTER**.

The system displays the Volume Manager Support Operations screen ([Figure 63 on page 146](#)).

**Figure 63. Volume Manager Support Operations Screen**

```

 Volume Manager Support Operations
Menu: VolumeManager/Disk

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

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

Select an operation to perform:
```

**7 Enter 3**

The system displays the following message:

Enter the name of the disk to remove.

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

The system displays the Volume Manager Support Operations screen ([Figure 63 on page 146](#)).

- 9 Add a hard disk drive to the system. See [Cleaning a SCSI Hard Disk Drive on page 164](#).
- 10 Restore the speech files using the **spres** command. See *Intuity CONVERSANT Version 6 Speech Development, Processing, and Recognition*, 585-313-201.

## 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 Version 7.0 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 on page 131](#).
- 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 on page 131](#).
- 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 on page 131](#).
- 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 on page 131](#).

## 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 63 on page 146](#)).

3 Enter **list**

The system displays the List Disk Information screen ([Figure 61 on page 144](#)).

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.

**Table 64. Device ID and Disk Name**

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

6 Press **ENTER**.

The system displays the Volume Manager Support Operations screen ([Figure 63 on page 146](#)).

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 63 on page 146](#)).

- 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 65 on page 152](#)).

Figure 65. Hard Partition Partitioning - Disk 1 Screen

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

Partition Status Type Start End Length % Approx MB

1 Active Unix 0.00 2047 2048 100 2048.0
 System

SELECT ONE OF THE FOLLOWING:

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

Enter selection:
```

**12** Enter 1

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

**13** Select **UNIX System**. (Use  and  to move through the Partition Type field selections.)**14** Press **TAB** to move to the **Percentage of Disk** field.

15 Enter **100**

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

The system displays the Hard Disk Partitioning - Disk 1 screen ([Figure 65 on page 152](#)).

17 Enter **4**

The system displays the Volume Manager Support Operations screen ([Figure 63 on page 146](#)).

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 on page 136](#) or [Replacing a SCSI Hard Disk Drive other than Drive 0 in a Non-RAID System on page 141](#).

## 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 on page 131](#).
- 2 Clean the new hard disk drive. See [Cleaning a SCSI Hard Disk Drive on page 164](#).
- 3 Log in as root.
- 4 Enter **fdisk /dev/rdisk/c0b0txd0s0**

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 63 on page 146](#)).

- 7 Enter **1**

The system displays the Add or Initialize a Disk screen ([Figure 66 on page 155](#)).

**Figure 66. Add or Initialize a Disk Screen**

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

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

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

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

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

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

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

The system displays a message similar to the following message:

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

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

The system displays the following message:

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

- 10 Enter **y**

The system displays the following message:

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

Note: If the disk is a brand new disk, the above message is not displayed. Sometimes the newly added disk STATUS is shown as `error` instead of `online`. This may happen until the disk is

```
added to the Volume Manager internal configuration files
using vxdiskadm.
```

```
Do you wish to reinitialize c0b0tXd0?
```

### 11 Enter **y**

The system displays the following message:

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

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

### 12 Press **ENTER**.

The system displays the following message:

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

### 13 Enter **n**

The system displays the following message:

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

### 14 Enter **n**

The system displays the following message:

```
The selected disks will be added to the disk group rootdg
with the disk name that you will specify interactively
c0b0tXd0
Continue the operation? [y,n,q,?] (default: y)
```

### 15 Enter y

The system displays the following message:

```
The following disk device appears to have been initialized
already. The disk is currently available as a replacement
disk.
Output format: [Device_name]
c0b0tXd0
Use this device? [y,n,q,?] (default: y)
```

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

### 16 Enter y

The system displays the following message

```
The following disk you selected for use appears to have
already been initialized for the Volume Manager. If you are
certain the disk has already been initialized for the Volume
```

```
Manager, then you do not need to reinitialize the disk device
Output format: [Device_Name]
```

```
c0b0tXd0
```

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

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

### 17 Enter n

The system displays the following message:

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

### 18 Enter y

The system displays the following message:

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

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

The system displays the following message:

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

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

**20** Press **ENTER**.

The system displays the Volume Support Manager Operations screen ([Figure 63 on page 146](#)).

**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 on page 164](#) procedure first.

- 1 Complete [Adding a Hard Disk Drive to a System for Mirroring on page 154](#).
- 2 Log in to the system as root.
- 3 Enter **/mtce/bin/dispdisk**

The system displays a message similar to the following:

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

```
disk00 disk01
```

```
Enter disk:
```

#### 4 Enter **disk01**

The system displays a message similar to the following:

```
Disk Name: disk01 Status: online
```

```
Device Name: c0b0t1d0s0Length: 4187648
```

```
Volumes on disk disk01:
```

```

```

```
home
```

```
home2
```

```
rootvol
```

```
standvol
```

```
swapvol
```

```
usr
```

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

```
Length: _____
```

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

The system displays the following message:

```
Enter Volume Name:
```

### 7 Enter **home3**

The system displays the following message:

```
Enter Volume Length:
```

### 8 Enter the number you recorded in [step 5](#).

The system displays the following message:

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

Choose a disk from the following list:
disk00 disk01

Enter disk:
```

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

The system displays the following message:

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

Mkfs: make vxfs file system?

(DEL if wrong)
```

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

## Moving the Speech to the Speech Disk

**Note:** Direct calls away from the system during this procedure.

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

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

The /home2 directory is now available for customer files.

## Cleaning a 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 67 on page 165](#)).

**Figure 67. Disk Cleaning Screen**

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

Partition Status Type Start End Length % Approx MB
----- -
1 Active Unix 0 2047 2048 100 20480
 System

SELECT ONE OF THE FOLLOWING:

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

Enter selection:
```

**3 Enter 3**

The system displays the following message:

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

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

For the example shown in [Figure 67 on page 165](#), 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 67 on page 165](#))

**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 Version 7.0 System Reference*, 585-313-205.

## 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 Version 7.0 System Reference*, 585-313-205.
- 2 Press **CONTROL+ A** when prompted.

The system displays the Host Adapter Configuration screen ([Figure 68 on page 167](#)).

**Figure 68. Host Adapter Configuration Screen**

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

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

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

#### 4 Press **ENTER**.

The system displays the SCSI Disk Utilities screen ([Figure 69 on page 168](#)).

**Figure 69. SCSI Disk Utilities Screen**

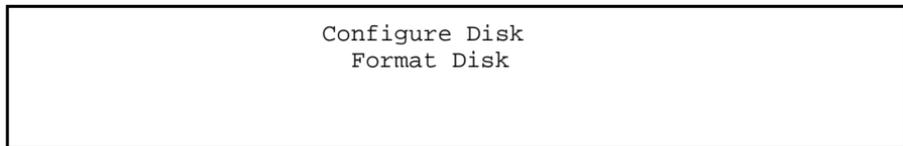
```
Select SCSI Disk and press <Enter>.
```

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

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

#### 6 Press **ENTER**.

The system displays the Configure/Format Disk screen ([Figure 70 on page 169](#)).

**Figure 70. Configure/Format Disk Screen**

- 7 Place the cursor on the **Format Disk**. Use the up  and down  arrows to move the cursor.
- 8 Press **ENTER**.  
The system will ask you to confirm that the disk is to be formatted.
- 9 Enter **y**

## Mirroring

### Establishing Mirroring

This section details procedures for establishing mirroring on a two-disk Intuity CONVERSANT system.

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 on page 131](#) .
- 2 Add Hard Disk Drive 1 to the system. See [Adding a Hard Disk Drive to a System for Mirroring on page 154](#) .
- 3 At the UNIX prompt, enter **vxdiskadm**

The system displays the Volume Manager Support Operations screen ([Figure 63 on page 146](#)).

- 4 Enter **6**

The system displays the Mirror Volumes on a Disk screen ([Figure 71 on page 171](#)).

**Figure 71. Mirror Volumes on a Disk Screen**

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

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

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

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

```
Enter disk name
```

**5 Enter list**

The system displays the Disk Group screen ([Figure 72 on page 172](#)).

Figure 72. Disk Group Screen

```
Disk group: rootdg
```

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

```
Enter disk name
```

## 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 63 on page 146](#)).

### 10 Enter q

## Removing Mirroring

This section details procedures for removing mirroring on a two-disk Intuity CONVERSANT system.

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 on page 169](#), and begin with [step 3](#).

## Reusing for Speech

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

- 1 Log in as root.
- 2 Remove mirroring. See [Removing Mirroring on page 174](#) .

- 3 Add a disk for speech storage. See [Adding a SCSI Hard Disk Drive to a System for Speech Storage on page 160](#) , and begin with [step 3](#).
- 4 Move the speech to the speech disk. See [Moving the Speech to the Speech Disk on page 163](#).

# 4 Replacing Other Components

## Overview

This chapter is designed 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 individual components.

Included in this chapter are procedures for:

- [Replacing Backplanes on page 178](#)
- [Replacing Cables on page 192](#)
- [Replacing the Cartridge Tape Drive on page 229](#)
- [Replacing the Console Alarm Panel on page 237](#)
- [Replacing the Diskette Drive on page 242](#)
- [Replacing a Fan Module on page 248](#)
- [Replacing the Fan Filter on page 252](#)
- [Replacing the AC Line Fuse on page 254](#)
- [Replacing the Hard Disk Drive Carriage on page 259](#)

- [Replacing the Memory Modules on page 262](#)
- [Replacing the Internal Power Supply on page 272](#)
- [Replacing the Unit Maintenance Interface Board Assembly on page 276](#)
- [Replacing a Terminator SIP on page 279](#)
- [Replacing the Tip/Ring Distribution Hardware on page 281](#)

## Replacing Backplanes

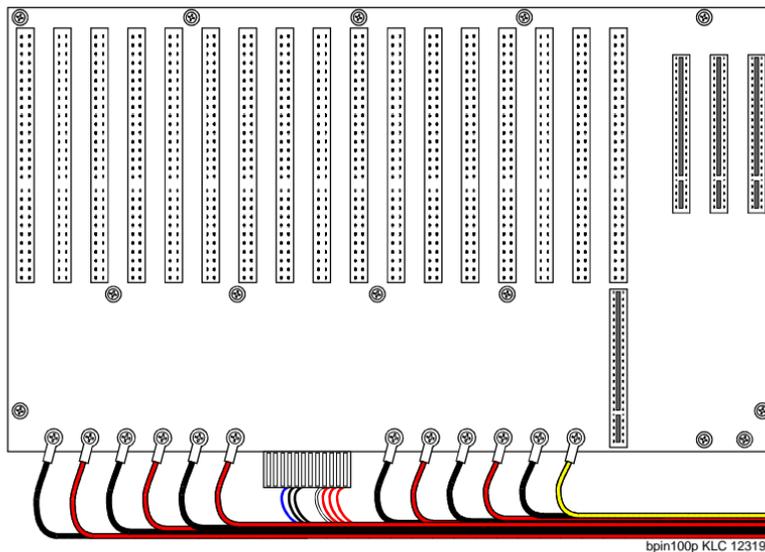
This section details the replacement procedures for the following backplanes:

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

### Replacing the Circuit Card Backplane

The circuit card backplane ([Figure 73 on page 179](#)) is located inside the circuit card cage.

Figure 73. Circuit Card Backplane



### Removing the Circuit Card Backplane

#### ⚠ CAUTION:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See [Protecting against](#)

[Damage from Electrostatic Discharge on page 2](#), in [Chapter 1, Getting Inside the Computer](#).

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 on page 5](#), in [Chapter 1, Getting Inside the Computer](#).
- 4 Access the circuit card cage. See [Accessing the Circuit Card Cage on page 9](#), in [Chapter 1, Getting Inside the Computer](#).

- 5 Remove the circuit cards. See [Removing a Circuit Card on page 14](#), in [Chapter 2, Installing or Replacing Circuit Cards](#).
- 6 Remove the 12 screws which hold the power supply wires to the circuit card backplane ([Figure 73 on page 179](#)).
- 7 Remove the power supply wire slide connector from the circuit card backplane ([Figure 73 on page 179](#)).
- 8 Remove the 12 screws which secure the circuit card backplane to the MAP/100P ([Figure 73 on page 179](#)).
- 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

#### CAUTION:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See [Protecting against Damage from Electrostatic Discharge on page 2](#), in [Chapter 1, Getting Inside the Computer](#).

To install the circuit card backplane, do the following:

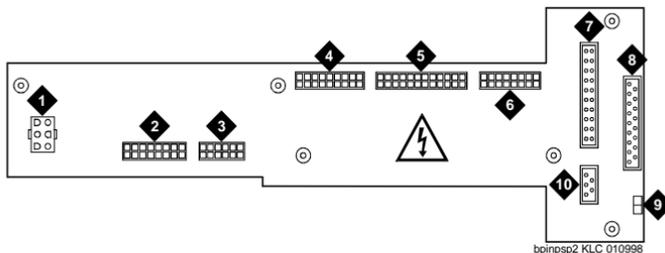
- 1 Place the circuit card backplane in the MAP/100P.

- 2 Secure the circuit card backplane using the 12 screws removed in [step 8](#) of [Removing the Circuit Card Backplane on page 179](#).
- 3 Attach the power supply wire slide connector to the circuit card backplane ([Figure 73 on page 179](#)).
- 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 on page 179](#).
- 5 Replace the circuit cards. See [Installing a Circuit Card on page 16](#) in [Chapter 2, Installing or Replacing Circuit Cards](#).
- 6 Replace the side dress cover. See [Replacing the Dress Cover on page 11](#) in [Chapter 1, Getting Inside the Computer](#).
- 7 Restore the incoming power. See [Restoring Power to the MAP/100P on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

## Replacing the Power Supply Backplane

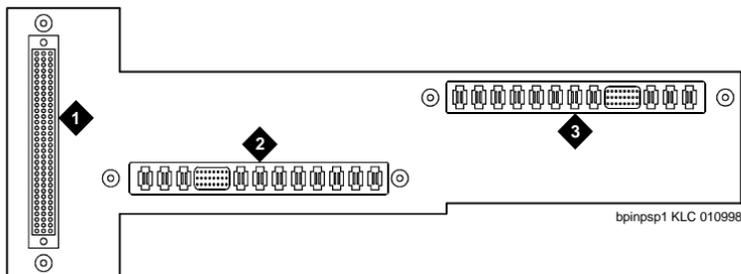
The power supply backplane ([Figure 74 on page 183](#) and [Figure 75 on page 184](#)) is located between the power supply bay and the peripheral bay.

Figure 74. Power Supply Backplane (showing peripheral bay connections)



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. J10 - CPU reset cable connection
10. J7 - SCSI ID cable connection

Figure 75. Power Supply Backplane (showing power supply connections)



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

## Removing the Power Supply Backplane

### CAUTION:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See [Protecting against Damage from Electrostatic Discharge on page 2](#), in [Chapter 1, Getting Inside the Computer](#).

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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the power supplies. See [Removing a Power Supply on page 273](#).
- 5 Remove the remote maintenance circuit card. See [Installing the Unit Maintenance Interface Board Assembly on page 278](#).
- 6 Remove the front bezel.

- 7 Remove the hard disk drive carriage. See [Removing the Hard Disk Drive Carriage on page 260](#).
- 8 Disconnect the following cables ([Figure 74 on page 183](#)).
  - ~ 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:

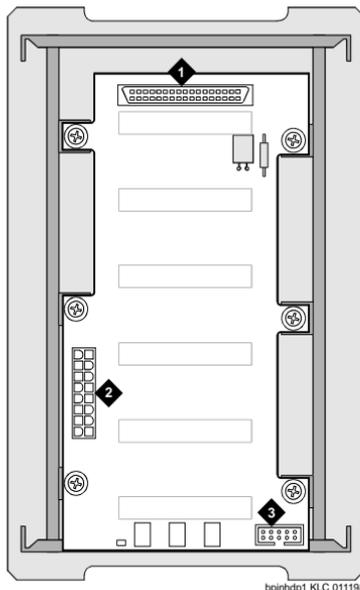
- 1 Place the power supply backplane in the MAP/100P.
- 2 Secure the power supply backplane with the six screws you removed in [step 9](#) of “Removing the Power Supply Backplane”.

- 3 Connect the following cables ([Figure 74 on page 183](#)):
  - ~ 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 on page 261](#).
- 5 Replace the remote maintenance circuit card. See [Installing the Unit Maintenance Interface Board Assembly on page 278](#).
- 6 Replace the power supplies. See [Installing a Power Supply on page 275](#).
- 7 Replace the front bezel.
- 8 Apply power to the MAP/100P. See [Restoring Power to the MAP/100P on page 11](#), in [Chapter 1, Getting Inside the Computer](#).

## Replacing the Hard Disk Drive Carriage Backplane

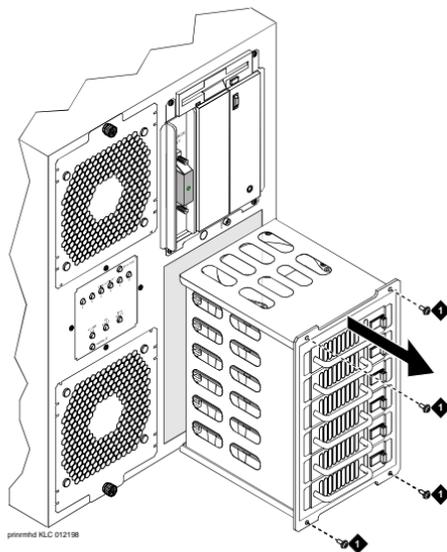
The hard disk drive carriage backplane ( [Figure 76 on page 188](#) ) is located in the back of the hard disk drive carriage ( [Figure 77 on page 189](#) ).

**Figure 76. Hard Disk Drive Carriage Backplane**



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

Figure 77. Hard Disk Drive Carriage



1. Hard disk drive carriage retaining screw

### Removing the Hard Disk Drive Carriage Backplane

#### CAUTION:

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

skin and connect the strap cable to an earth ground. See [Protecting against Damage from Electrostatic Discharge on page 2](#) in [Chapter 1, Getting Inside the Computer](#).

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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the front bezel.

- 5 Remove the hard disk drive carriage. See [Removing the Hard Disk Drive Carriage on page 260](#).
- 6 Remove the hard disk drive power cable from the hard disk drive carriage backplane ([Figure 76 on page 188](#)).
- 7 Remove the SCSI bus cable from the hard disk drive carriage backplane ([Figure 76 on page 188](#)).
- 8 Remove the SCSI ID cable from the hard disk drive carriage backplane ([Figure 76 on page 188](#)).
- 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 on page 189](#).
- 3 Connect the hard disk drive power cable to the hard disk drive carriage backplane ([Figure 76 on page 188](#)).
- 4 Connect the SCSI bus cable to the hard disk drive carriage backplane ([Figure 76 on page 188](#)).

- 5 Connect the SCSI ID cable to the hard disk drive carriage backplane ([Figure 76 on page 188](#)).
- 6 Replace the hard disk drive carriage. See [Installing the Hard Disk Drive Carriage on page 261](#).
- 7 Replace the front bezel.
- 8 Apply power to the MAP/100P. See [Restoring Power to the MAP/100P on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

## Replacing Cables

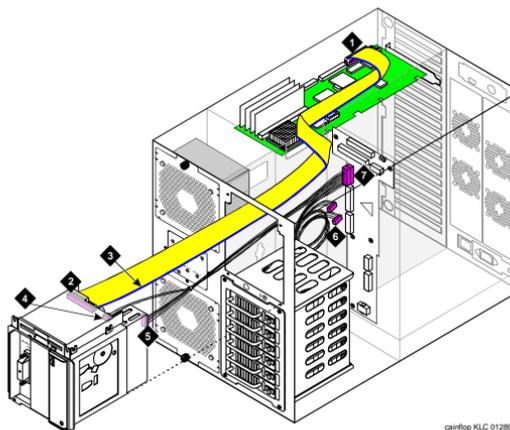
This section provides the procedures for:

- [Replacing the Diskette Cable on page 193](#)
- [Replacing the Console Alarm Cable on page 196](#)
- [Replacing the Power Cables on page 200](#)
- [Replacing the Unit Maintenance Interface Board Assembly Cable on page 215](#)
- [Replacing the Reset Cable on page 221](#)
- [Installing the SCSI Cable on page 223](#)
- [Installing the SCSI ID Cable on page 227](#)

## Replacing the Diskette Cable

The diskette cable connects the diskette drive to the P5 200 MHz CPU circuit card (Figure 78 on page 193).

Figure 78. Diskette and Power Supply Cables



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)
7. Power cable attachment to power supply backplane - J6

cas/ftp KLC 012898

### 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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the front bezel.
- 5 Remove the peripheral carriage by removing the four screws that secure it to the MAP/100P chassis ([Figure 78 on page 193](#)).
- 6 Remove the diskette cable from the back of the diskette drive, ([Figure 78 on page 193](#)).
- 7 Access the circuit card cage. See [Accessing the Circuit Card Cage on page 9](#) in [Chapter 1, Getting Inside the Computer](#).

- 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 on page 14](#) in [Chapter 2, Installing or Replacing Circuit Cards](#).
- 9 Remove the diskette cable from the P5 200 MHz CPU circuit card, ([Figure 78 on page 193](#)).
- 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 78 on page 193](#)).
- 2 Attach the diskette cable to the P5 200 MHz CPU circuit card, ([Figure 78 on page 193](#)).
- 3 Attach the diskette cable to the diskette drive ([Figure 78 on page 193](#)).
- 4 Slide the peripheral carriage into the MAP/100P.

### CAUTION:

Care must be given during installation to prevent cable damage.

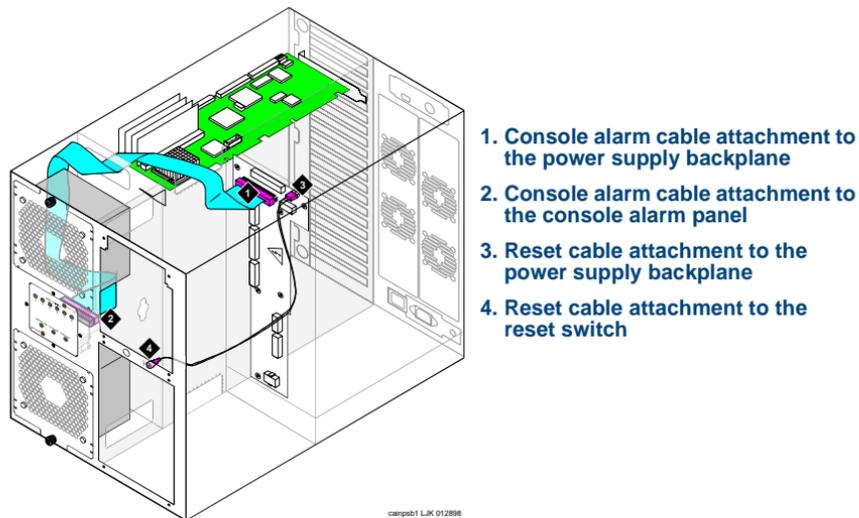
- 5 Secure the peripheral carriage the four screws removed in [step 5 of Removing the Diskette Cable on page 193](#).

- 6 Replace the front bezel.
- 7 Close the circuit card cage. See [Replacing the Dress Cover on page 11](#) in [Chapter 1, Getting Inside the Computer](#).
- 8 Apply power to the MAP/100P. See [Restoring Power to the MAP/100P on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

### Replacing the Console Alarm Cable

The console alarm cable consolidates all alarm indicators to the console alarm panel ([Figure 79 on page 197](#)).

Figure 79. 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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the front bezel.
- 5 Remove the peripheral carriage by removing the four screws that secure it to the MAP/100P chassis ([Figure 78 on page 193](#)).
- 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 74 on page 183](#)).
- 7 Disconnect the console alarm cable from the back of the console alarm panel. See [Removing the Console Alarm Panel on page 239](#).

**Installing the  
Console Alarm  
Cable**

- 8 Remove the console alarm cable from the MAP/100P.

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 79 on page 197](#)).
- 3 Attach the console alarm cable to the power supply backplane, ([Figure 74 on page 183](#)).
- 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 on page 197](#).
- 6 Replace the console alarm panel. See [Installing the Console Alarm Panel on page 241](#).
- 7 Replace the front bezel.
- 8 Apply power to the MAP/100P. See [Restoring Power to the MAP/100P on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

## 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 78 on page 193](#)).

### 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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 4** Remove the front bezel.
- 5** Remove the peripheral carriage by removing the four screws that secure it to the MAP/100P chassis ([Figure 78 on page 193](#)).
- 6** Remove the cartridge tape drive power supply cable from the back of the cartridge tape drive ([Figure 78 on page 193](#)).
- 7** Remove the diskette drive mini power supply cable from the diskette drive ([Figure 78 on page 193](#)).
- 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 74 on page 183](#)).

- 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 78 on page 193](#)).
- 2 Attach the diskette drive mini power supply cable to the diskette drive, ([Figure 78 on page 193](#)).
- 3 Attach the cartridge tape and diskette drive power supply cable to the power supply backplane.

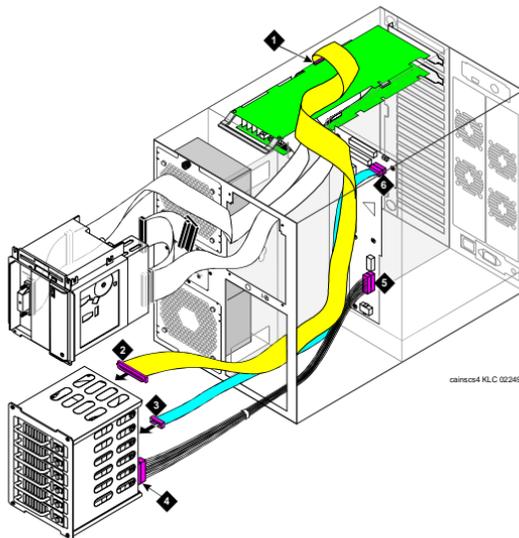
The cartridge tape and diskette drive power supply cable attaches to connection point J6 on the power supply backplane, ([Figure 74 on page 183](#)).

- 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 on page 197](#).
- 6 Replace the front bezel.
- 7 Apply power to the MAP/100P. See [Restoring Power to the MAP/100P on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

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

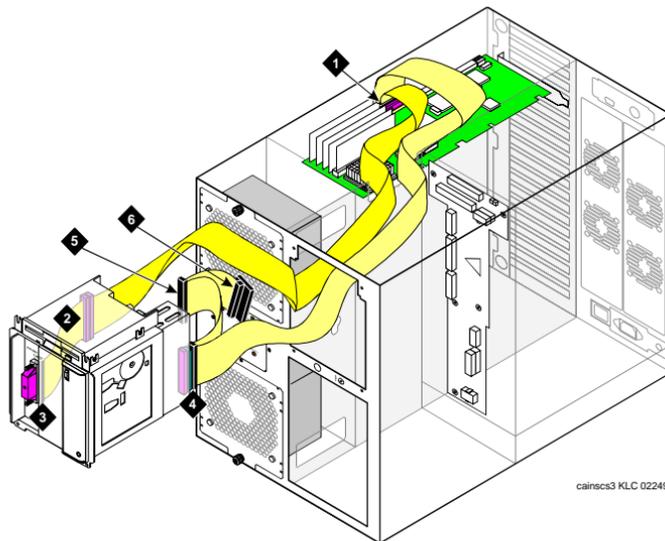
The hard disk drive power supply cable connects the power supply backplane and the hard disk drive carriage backplane ([Figure 80 on page 204](#)). This cable supplies power to all hard disk drives. Associated with the backplane power supply is the SCSI cable routing in a RAID system, ([Figure 81 on page 205](#)).

Figure 80. RAID and Hard Disk Drive Carriage Cables



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 81. SCSI Cable Routing in a RAID System



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

### 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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the front bezel.
- 5 Remove the hard disk drive carriage. See [Removing the Hard Disk Drive Carriage on page 260](#).

- 6 Remove the hard disk drive carriage power supply cable from the hard disk drive carriage ([Figure 80 on page 204](#)).
- 7 Remove the hard disk drive carriage power supply cable from the power supply backplane ([Figure 80 on page 204](#)).
- 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 76 on page 188](#)).
- 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 74 on page 183](#)).

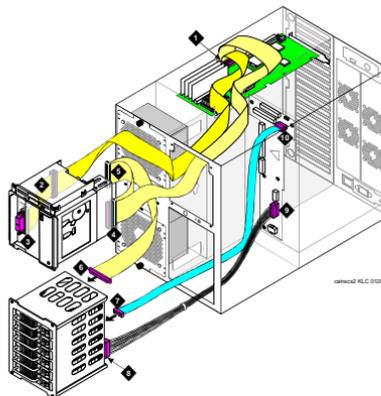
- 3 Install the hard disk drive carriage. See [Installing the Hard Disk Drive Carriage on page 261](#).

- 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](#).

### 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 82 on page 209](#)). This is the cable that supplies power to all six hard disk drives.

Figure 82. Non-Raid SCSI 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
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

### 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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the front bezel.
- 5 Remove the hard disk drive carriage. See [Removing the Hard Disk Drive Carriage on page 260](#).

- 6 Remove the hard disk drive carriage power supply cable from the hard disk drive carriage ([Figure 82 on page 209](#)).
- 7 Remove the hard disk drive carriage power supply cable from the power supply backplane ([Figure 82 on page 209](#)).
- 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 76 on page 188](#)).
- 2 Attach the hard disk drive carriage power supply cable to the power supply backplane.

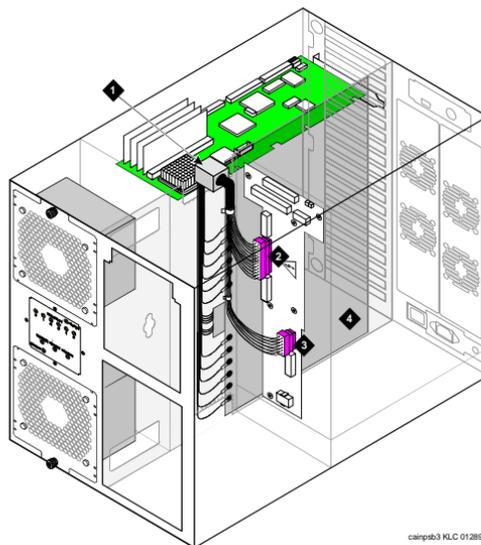
The hard disk drive carriage power supply cable attaches to connection point J2 on the power supply backplane ([Figure 74 on page 183](#)).

- 3 Install the hard disk drive carriage. See [Installing the Hard Disk Drive Carriage on page 261](#).
- 4 Replace the front bezel.
- 5 Apply power to the MAP/100P. See [Restoring Power to the MAP/100P on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

### 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 83 on page 212](#)).

**Figure 83. Circuit Card Backplane Power Supply Cable**



cairpsb3 KLC 012898

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

### 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 on page 5 in Chapter 1, Getting Inside the Computer](#).
- 4 Remove the front bezel.
- 5 Remove the peripheral carriage by removing the four screws that secure it to the MAP/100P chassis ([Figure 78 on page 193](#)).

- 6 Remove the hard disk drive carriage. See [Removing the Hard Disk Drive Carriage on page 260](#) below.
- 7 Remove the circuit card backplane power supply cable from the power supply backplane ([Figure 83 on page 212](#)).
- 8 Remove all of the circuit cards. See [Removing a Circuit Card on page 14](#) in [Chapter 2, Installing or Replacing Circuit Cards](#).
- 9 Remove the circuit card backplane power supply cable from the circuit card backplane ([Figure 73 on page 179](#)).
- 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 74 on page 183](#)).

- 2 Attach the circuit card backplane power cable to the circuit card backplane ([Figure 73 on page 179](#)).

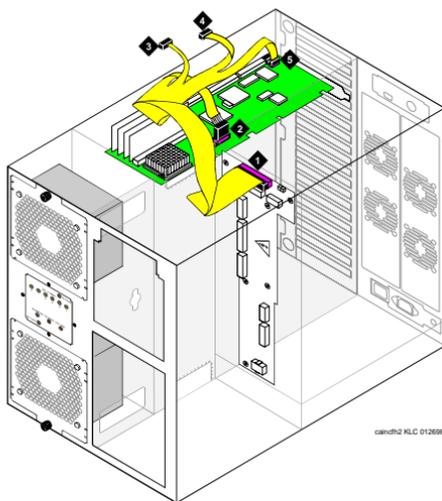
- 3 Replace all of the circuit cards. See [Installing a Circuit Card on page 16](#) in [Chapter 2, Installing or Replacing Circuit Cards](#).
- 4 Install the hard disk drive carriage. See [Installing the Hard Disk Drive Carriage on page 261](#).
- 5 Secure the peripheral carriage with the four screws removed in [step 5 of Removing the Circuit Card Backplane Power Supply Cable on page 213](#).
- 6 Replace the front bezel.
- 7 Apply power to the MAP/100P. See [Restoring Power to the MAP/100P on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

### Replacing the Unit Maintenance Interface Board Assembly Cable

The remote maintenance circuit card interface cable ([Figure 84 on page 216](#)) connects the:

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

Figure 84. Circuit Card Backplane Power Supply Cable



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

### 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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the front bezel.
- 5 Remove the peripheral carriage by removing the four screws that secure it to the MAP/100P chassis ([Figure 78 on page 193](#)).
- 6 Disconnect the remote maintenance circuit card interface cable from the power supply backplane ([Figure 84 on page 216](#)).
- 7 Disconnect the remote maintenance circuit card interface cable from the remote maintenance circuit card platform reset connection, ([Figure 84 on page 216](#)).

- 8 Disconnect the remote maintenance circuit card interface cable from the remote maintenance circuit card fan status connection, ([Figure 84 on page 216](#)).
- 9 Disconnect the remote maintenance circuit card interface cable from the P5 200 MHz CPU circuit card keyboard connection, ([Figure 84 on page 216](#)).
- 10 Disconnect the remote maintenance circuit card interface cable from the P5 200 MHz CPU circuit card COM2 port connection, ([Figure 84 on page 216](#)).
- 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:

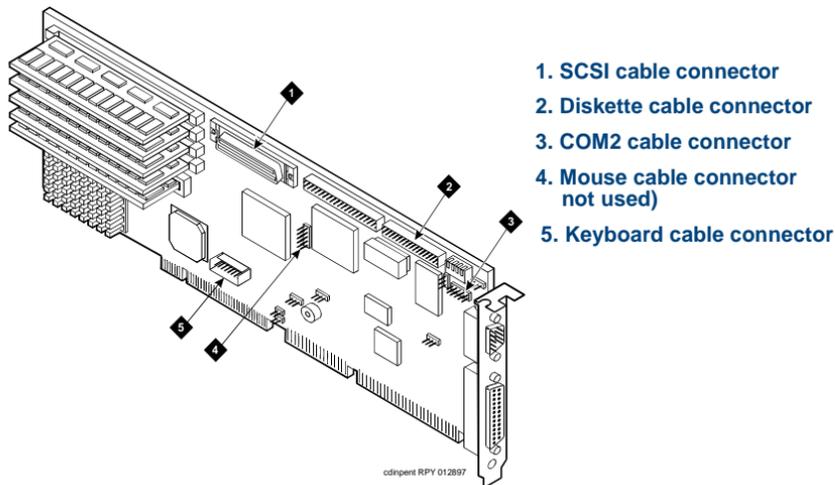
- 1 Connect the remote maintenance circuit card interface cable to the power supply backplane ([Figure 84 on page 216](#)).

The remote maintenance circuit card interface cable attaches to connection point J9 on the power supply backplane, ([Figure 74 on page 183](#)).

- 2 Connect the remote maintenance circuit card interface cable to the P5 200 MHz CPU circuit card keyboard connection, ([Figure 85 on page 219](#)).

**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.

**Figure 85. 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 85 on page 219](#)).



- 5 Connect the remote maintenance circuit card interface cable to the remote maintenance circuit card fan status connection ([Figure 86 on page 220](#)).
- 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 on page 216](#).
- 8 Replace the front bezel.
- 9 Apply power to the MAP/100P. See [Restoring Power to the MAP/100P on page 11](#) in [Chapter 1, Getting Inside the Computer](#) .

## Replacing the Reset Cable

The reset cable connects the reset switch on the front of the MAP/100P to the power supply backplane ([Figure 79 on page 197](#)).

**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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the front bezel.
- 5 Remove the peripheral carriage by removing the four screws that secure it to the MAP/100P chassis ([Figure 78 on page 193](#)).
- 6 Disconnect the reset cable from the reset switch ([Figure 79 on page 197](#)).
- 7 Disconnect the reset cable from the power supply backplane ([Figure 79 on page 197](#)).
- 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 79 on page 197](#)).
- 3 Attach the reset cable to the power supply backplane ([Figure 79 on page 197](#)).

The reset cable attaches to connection point J10 on the power supply backplane ([Figure 74 on page 183](#)).

- 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 on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

**Installing the SCSI Cable**

**Note:** The following procedures are for a non-RAID system.

The SCSI cable ([Figure 82 on page 209](#)) connects the:

- External SCSI terminator

**Note:** The SCSI cable connects to external SCSI terminator through a SCSI jumper extension cable ([Figure 82 on page 209](#)).

- 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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the front bezel.
- 5 Remove the peripheral carriage by removing the four screws that secure it to the MAP/100P chassis ([Figure on page 193](#)).
- 6 Remove the hard disk drive carriage. See [Removing the Hard Disk Drive Carriage on page 260](#).
- 7 Remove the SCSI cable from the mini SCSI extension cable ([Figure 82 on page 209](#)).

**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 82 on page 209](#)).

**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 85 on page 219](#)).
- 10 Remove the SCSI cable from the hard disk drive carriage backplane ([Figure 76 on page 188](#)).

- 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 82 on page 209](#)).
- 2 Attach the SCSI cable to the cartridge tape drive ([Figure 82 on page 209](#)).

**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 85 on page 219](#)).
- 4 Attach the SCSI cable to the hard disk drive carriage backplane ([Figure 76 on page 188](#)).
- 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 on page 224](#).
- 7 Install the hard disk drive carriage. See [Installing the Hard Disk Drive Carriage on page 261](#).
- 8 Replace the front bezel.

- 9 Apply power to the MAP/100P. See [Restoring Power to the MAP/100P on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

## Installing the SCSI ID Cable

The SCSI cable connects the power supply backplane and the hard disk drive carriage backplane ([Figure 82 on page 209](#)). 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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the front bezel.
- 5 Remove the hard disk drive carriage. See [Removing the Hard Disk Drive Carriage on page 260](#) below.
- 6 Remove the SCSI ID cable from the hard disk drive carriage ([Figure 82 on page 209](#)).
- 7 Remove the SCSI ID cable from the power supply backplane ([Figure 82 on page 209](#)).
- 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 76 on page 188](#)).
- 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 74 on page 183](#)).

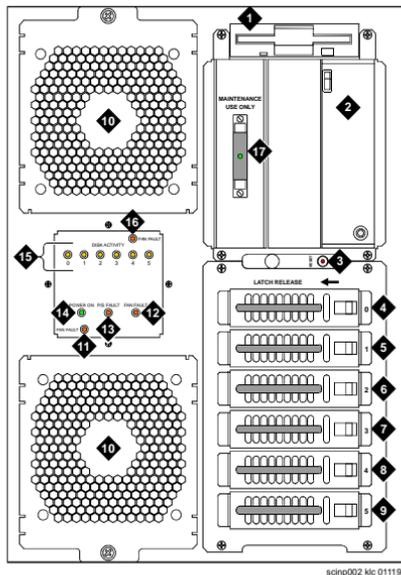
- 3 Install the hard disk drive carriage. See [Installing the Hard Disk Drive Carriage on page 261](#).
- 4 Replace the front bezel.

- 5 Apply power to the MAP/100P. See [Restoring Power to the MAP/100P on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

## Replacing the Cartridge Tape Drive

The cartridge tape drive is located in Peripheral Bay 3 ([Figure 87 on page 230](#)). The following procedures detail removal and installation of the cartridge tape drive for the MAP/100P.

Figure 87. Front View of the Deskside MAP/100P



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

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 **CAUTION:**

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See [Protecting against Damage from Electrostatic Discharge on page 2](#) in [Chapter 1, Getting Inside the Computer](#).

## 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.



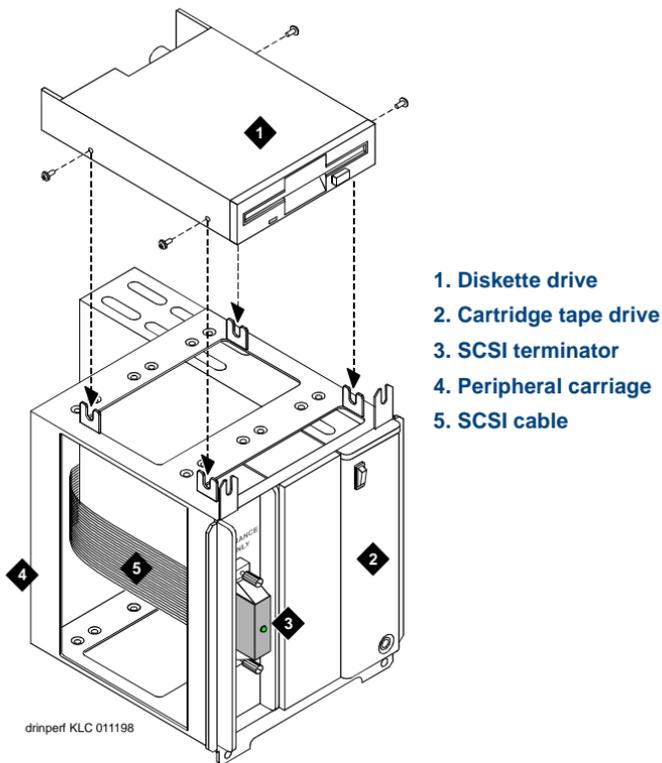
- 8 Remove the four screws securing the cartridge tape drive to the peripheral carriage ([Figure 88 on page 234](#)).

 **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.

Figure 88. Peripheral Carriage



## Installing a Cartridge Tape Drive

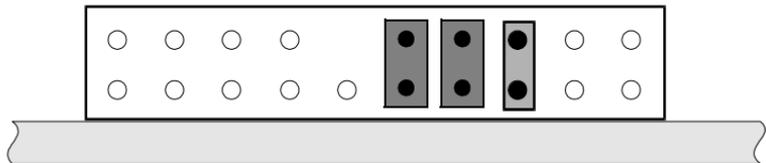
To install a cartridge tape drive, do the following:

- 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.

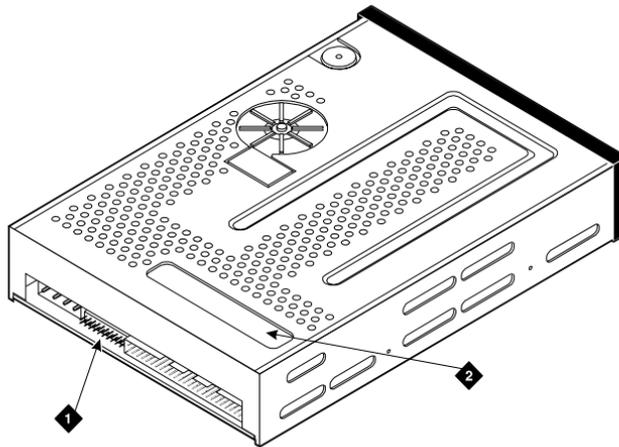
- 2 Verify that these settings are correct ([Figure 89 on page 235](#)).

**Figure 89. Jumper Settings for the Cartridge Tape Drive, SCSI ID = 6**



- 3 Remove the terminating resistors ([Figure 90 on page 236](#)).

Figure 90. Cartridge Tape Drive



drive1 C.J.L. 020597

**1. Jumpers****2. Terminating resistors**

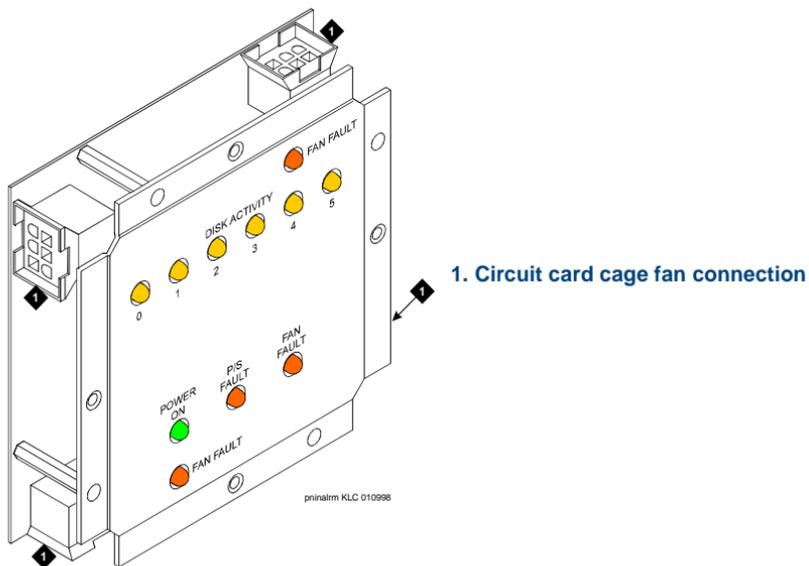
- 4 Secure the cartridge tape drive to the peripheral carriage using the four screws removed in [step 8 of Removing a Cartridge Tape Drive on page 231](#).
- 5 Attach the SCSI bus cable assembly.
- 6 Attach the power cable assembly.
- 7 Slide the peripheral carriage into the MAP/100P.

- 8 Secure the peripheral carriage the four screws removed in [step 5 of Removing a Cartridge Tape Drive on page 231](#).
- 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](#) .

## Replacing the Console Alarm Panel

The console alarm panel ([Figure 91 on page 238](#)) displays the status of the MAP/100P. The console alarm panel is located on the front of the MAP/100P ([Figure 85 on page 219](#)).

Figure 91. Console Alarm Panel



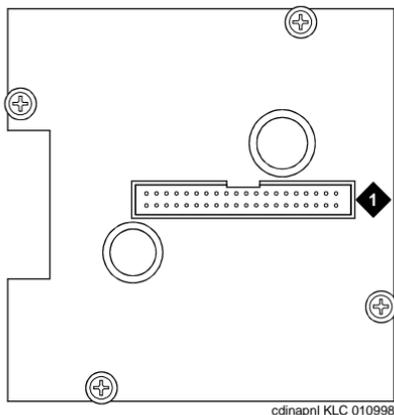
## Removing the Console Alarm Panel

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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the front bezel.
- 5 Remove both card cage fans. See “Removing a Fan Module” below.

- 6 Remove the four screws that secure the console alarm panel to the MAP/100P (Figure 87 on page 230).
- 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 92 on page 240).
- 9 Remove the four screws and the printed wiring board from the panel.

**Figure 92. Back View of the Console Alarm Panel**



**1. Alarm cable connection**

## 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 92 on page 240](#)).
- 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 Cable on page 197](#).
- 6 Replace the fans. See “Installing a Fan Module” below.
- 7 Apply power to the MAP/100P. See [Restoring Power to the MAP/100P on page 11](#) in [Chapter 1, Getting Inside the Computer](#).
- 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 87 on page 230](#).



### **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 on page 2](#) 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.



- 8 Remove the four screws securing the diskette drive to the peripheral carriage ([Figure 88 on page 234](#)).

 **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 the following 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
- ~ FD-235HF-A529

Identify the diskette drive you are installing.

3 Verify that the jumpers are set as shown in [Figure 93 on page 246](#) and [Figure 94 on page 247](#).

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

Figure 93. Diskette Drive Jumper Connections (6429, 6529, and 7529)

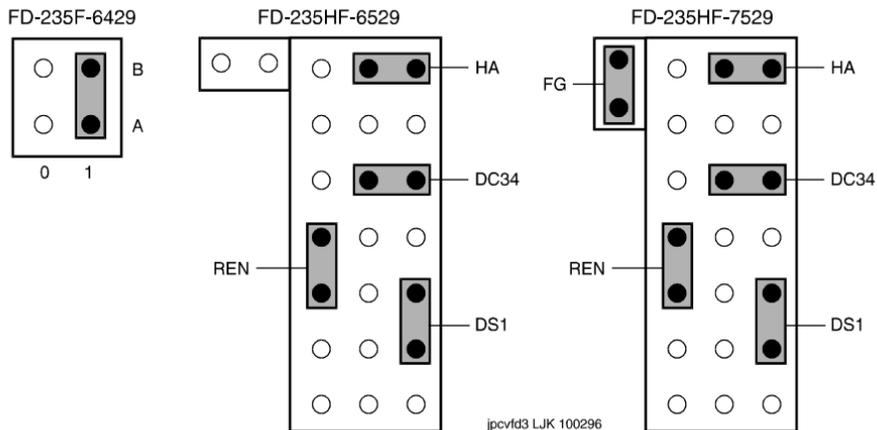
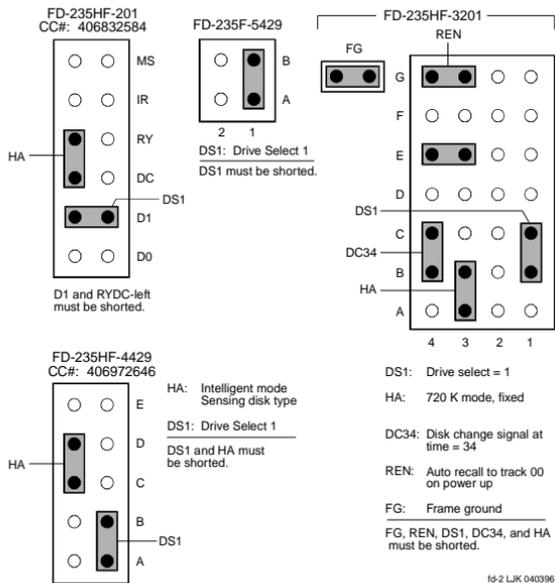


Figure 94. Diskette Drive Jumper Connections (201, 3201, 4429, and 5429)



- 4 Secure the diskette drive to the peripheral carriage using the four screws removed in [step 8](#) of [Removing the Diskette Drive on page 242](#).
- 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 on page 242](#).
- 9 Replace the front bezel.
- 10 Apply power to the MAP/100P. See [Restoring Power to the MAP/100P on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

## 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.

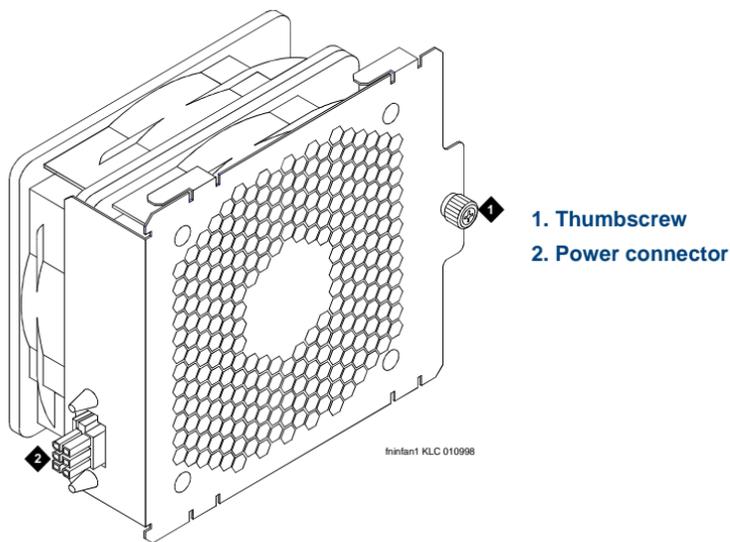
The circuit card cage fans are located behind the front door ([Figure 87 on page 230](#)). The circuit card cage fans are attached to assemblies in matched pairs. If a fan is defective, the associated Fan Fault LED will be lit ([Figure 91 on page 238](#)).

## 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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the front bezel.
- 5 Loosen the thumbscrew on the front of the circuit card cage fan module assembly ([Figure 95 on page 250](#)).

Figure 95. 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 on page 11](#) in [Chapter 1, Getting Inside the Computer](#).
- 6 Verify that the fan is working by observing the MAP/100P console alarm pane ([Figure 91 on page 238](#)).

 **CAUTION:**

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

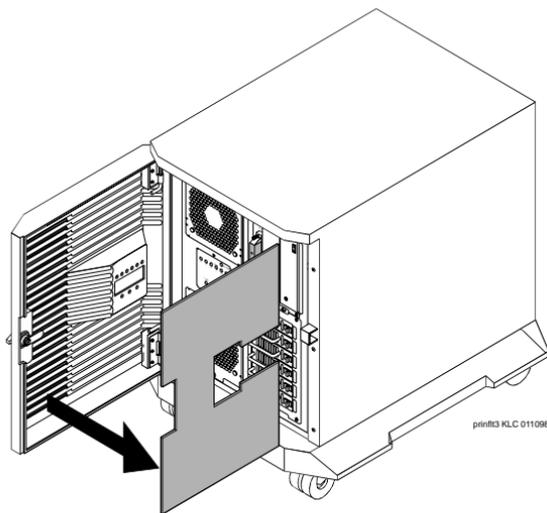
# Replacing the Fan Filter

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 96 on page 253](#)).

Figure 96. 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.

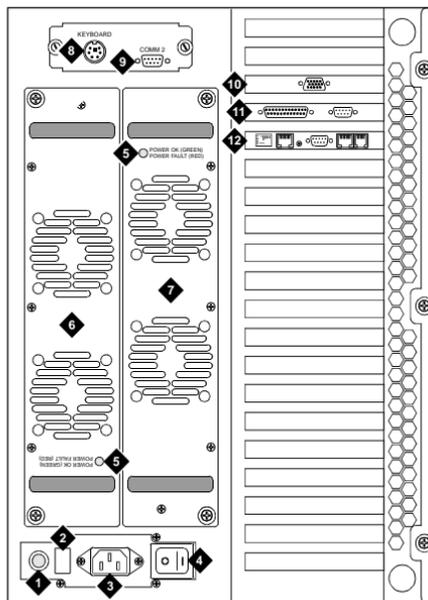
## Installing Fan Filters

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 97 on page 255](#)).

Figure 97. Rear View of the MAP/100P

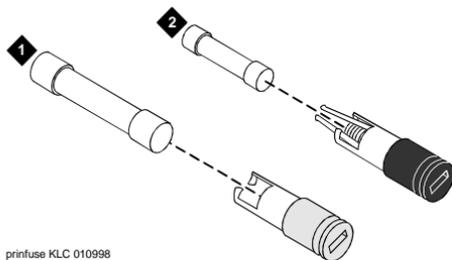


scrp003 KLC 032398

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

The MAP/100P is equipped with either a US domestic fuse or an international fuse depending on the location ([Figure 98 on page 256](#)).

Figure 98. Fuse Types



prinfuse KLC 010998

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

## 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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).

**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 99 on page 258](#)).



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 on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

## Replacing the Hard Disk Drive Carriage

The hard disk drive carriage ([Figure 77 on page 189](#)) 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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 3 Remove the front bezel.
- 4 Remove the four hard disk drive carriage retaining screws ([Figure 77 on page 189](#)).
- 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 76 on page 188](#)).
- 7 Remove the SCSI bus cable from the hard disk drive carriage backplane ([Figure 76 on page 188](#)).
- 8 Remove the SCSI ID cable from the hard disk drive carriage backplane ([Figure 76 on page 188](#)).

### 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 76 on page 188](#)).
- 2 Connect the SCSI bus cable to the hard disk drive carriage backplane ([Figure 76 on page 188](#)).
- 3 Connect the SCSI ID cable to the hard disk drive carriage backplane ([Figure 76 on page 188](#)).
- 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 on page 260](#).
- 6 Replace the front bezel.

- 7 Apply power to the MAP/100P. See [Restoring Power to the MAP/100P on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

## 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:**

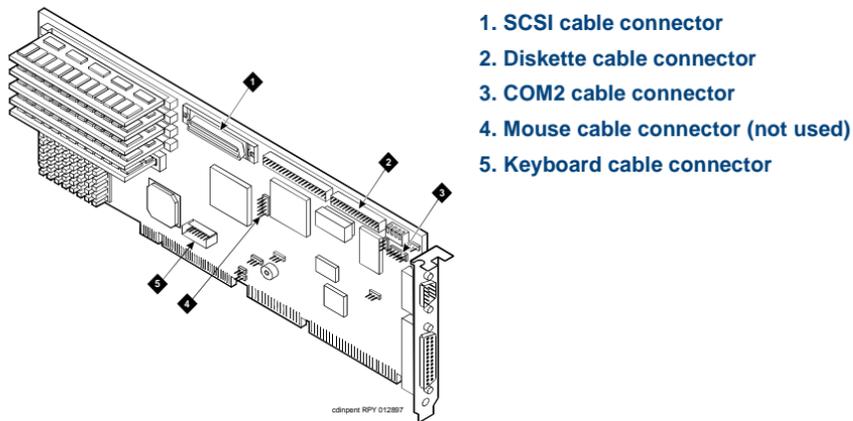
Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See [Protecting against Damage from Electrostatic Discharge on page 2](#) in [Chapter 1, Getting Inside the 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 100 on page 263](#)).

**Figure 100. 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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#) for power removal procedures.

- 4 Access the circuit card cage. See [Accessing the Circuit Card Cage on page 9](#) in [Chapter 1, Getting Inside the Computer](#).
- 5 Carefully remove the CPU circuit card. See [Removing a Circuit Card on page 14](#) in [Chapter 2, Installing or Replacing Circuit Cards](#) for more information on removing the CPU circuit card.
- 6 Verify that all SIMMs are properly seated in their slots. If all are properly seated, continue with the procedure in [Checking for Defective SIMMs on page 267](#).

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 on page 16](#) in [Chapter 2, Installing or Replacing Circuit Cards](#).
- c Reboot the system. See “Reboot the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, 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 procedure in [Checking for Defective SIMMs on page 267](#).

**Checking for  
Defective SIMMs**

To check for defective SIMMs, do the following:

- 1 Remove one pair of the SIMMs. See [Removing SIMMs on page 269](#), 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 on page 270](#), for more information on installing the new pair of SIMMs.

- 2 Reinstall the CPU circuit card. See [Installing a Circuit Card on page 16](#) in [Chapter 2, Installing or Replacing Circuit Cards](#).
- 3 Restore power to the MAP/100P. See [Restoring Power to the MAP/100P on page 11](#) 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 [step a](#) through [step 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 on page 5](#) 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 on page 270](#) 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 on page 270](#) for more information.
- 8 Replace the dress covers. See [Replacing the Dress Cover on page 11](#) in [Chapter 1, Getting Inside the Computer](#).
- 9 Apply power to the unit. See [Restoring Power to the MAP/100P on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

## 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.
- 3 Remove the incoming power. See [Removing Power from the MAP/100P on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Access the circuit card cage. See [Accessing the Circuit Card Cage on page 9](#), in [Chapter 1, Getting Inside the Computer](#).
- 5 Remove the CPU circuit card. See [Removing a Circuit Card on page 14](#) 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.
- 2 Remove the incoming power. See [Removing Power from the MAP/100P on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 3 Access the circuit card cage. See [Accessing the Circuit Card Cage on page 9](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the CPU circuit card. See [Removing a Circuit Card on page 14](#) in [Chapter 2, Installing or Replacing Circuit Cards](#).
- 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 on page 14](#) in [Chapter 2, Installing or Replacing Circuit Cards](#).
- 10 Reboot the system. See “Reboot the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for voice system administration.
- 11 Verify the amount of memory as the system reboots.
- 12 Replace the dress covers. See [Replacing the Dress Cover on page 11](#) in [Chapter 1, Getting Inside the Computer](#).
- 13 Apply power to the MAP/100P. See [Restoring Power to the MAP/100P on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

## 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 97 on page 255](#)). These two power supplies operate in a load-share mode and are hot swappable

### CAUTION:

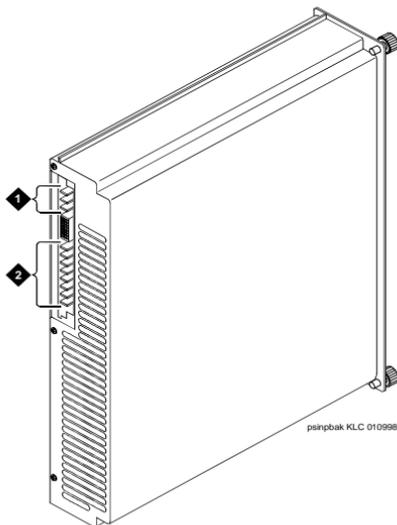
Do not operate the MAP/100P without both positions, PS1 and PS2, being equipped with a power supply. A power supply alarm fault occurs when a power supply is removed.

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 101 on page 273](#)).

**Note:** Ensure the connector pins are straight before installing.

**Figure 101. Power Supply Back View**



1. Grounding connectors

2. Power connectors

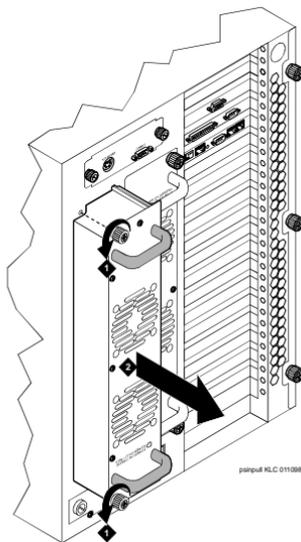
### Removing a Power Supply

**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 102 on page 274](#)).

**Figure 102. Removing a Power Supply**



**1. Retaining thumb screws**

- 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.

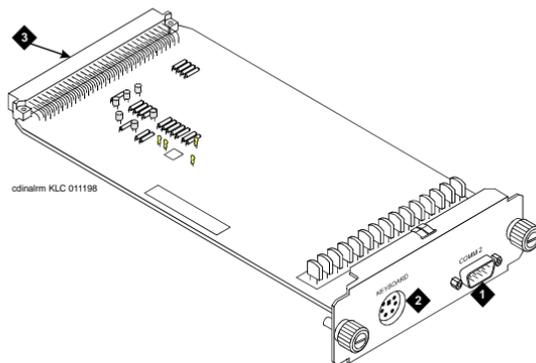
**Note:** Use a screwdriver to ensure that the thumbscrews are tight enough to properly seat the power supply.

- 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 103 on page 276](#)) 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.

**Figure 103. Unit Maintenance Interface Board Assembly**



1. COM2 port
2. Keyboard connection
3. Power supply backplane connection

The unit maintenance interface board assembly is located on the upper rear of the MAP/100P ([Figure 97 on page 255](#)).

## 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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 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 103 on page 276](#)).
- 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 103 on page 276](#)) has properly mated with the power supply backplane.
- 3 Tighten the two thumbscrews on the unit maintenance interface board assembly ([Figure 103 on page 276](#)).

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 on page 277](#) 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 on page 11](#) in [Chapter 1, Getting Inside the Computer](#).

## Replacing a Terminator SIP

If the circuit card is the last circuit card connected to either end of the TDM bus, you must ensure that the TDM bus terminator single in-line packages (SIPs) are in place on the circuit card. If the circuit card is not the last circuit card on the bus, you must remove the SIPs.

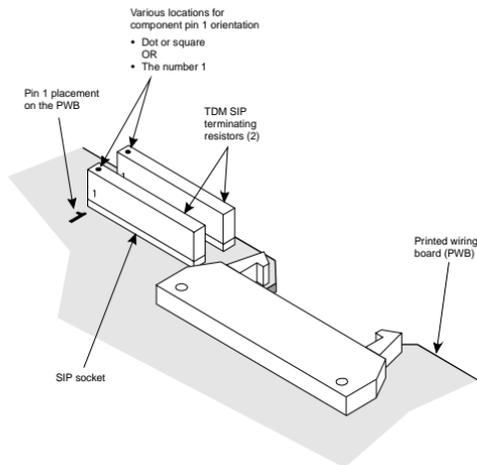
**Note:** “Last circuit card connected” means that there are no other cards between the circuit card and the end of the bus. There may, however, be empty connectors.

To replace a terminator SIP, do the following:

- 1 Align the terminator SIP with the SIP socket on the circuit card ([Figure 104 on page 280](#)).

There are markings on both the terminator SIP and the circuit card which should be used to align the terminator SIP.

Figure 104. Replacing Terminator SIPs on the TDM Bus



## 2 Insert the terminator SIP.

You have completed this procedure.

## Replacing the Tip/Ring Distribution Hardware

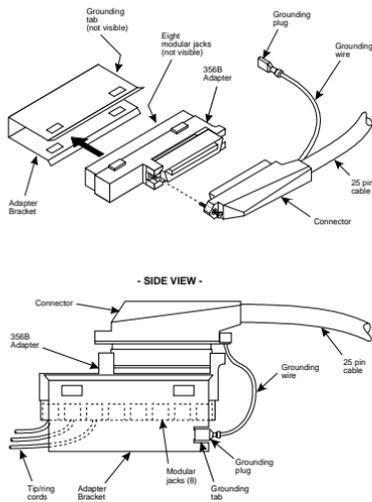
The Tip/Ring distribution hardware ([Figure 105 on page 282](#)) comes in a kit which consists of:

- 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.

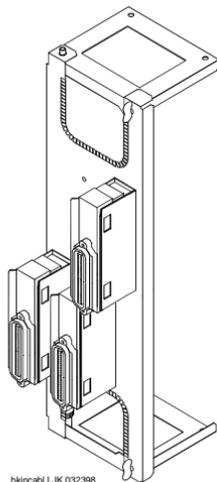
**Note:** Two kits must be purchased to accommodate all 64 channels.

Figure 105. Tip/Ring Distribution Hardware Assembly



The Tip/Ring distribution hardware attaches to the rear bracket on the MAP/100P ([Figure 106 on page 283](#)).

Figure 106. 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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).
- 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 on page 5](#) in [Chapter 1, Getting Inside the Computer](#).

- 5 Verify that all of the necessary components are included ([Figure 105 on page 282](#)).
- 6 Secure the u-shaped adapter brackets to the mounting plate on the rear of the MAP/100P with the screws provided ([Figure 106 on page 283](#)).

The u-shape of the bracket is mounted differently on the deskside configuration of the MAP/100P ([Figure 107 on page 286](#)) than on the rack-mounted configuration ([Figure 108 on page 287](#)).

**Figure 107. Tip/Ring Distribution Hardware - Deskside Configuration**

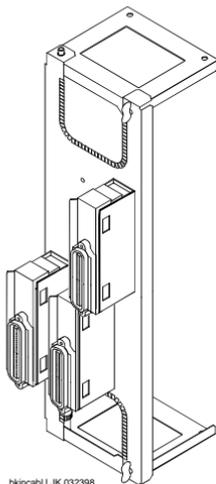
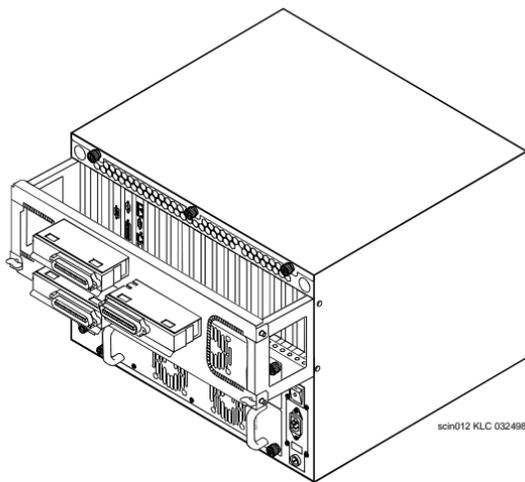


Figure 108. Tip/Ring Distribution Hardware - Rack-Mounted Configuration



- 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 105 on page 282](#)).

**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 on page 11](#) in [Chapter 1, Getting Inside the Computer](#).
- 13 Notify the service provider that the system is back on-line, if necessary.

# 5 Installing Base System Software

## Overview

This purpose of this chapter is to provide the information necessary to reload the operating system (UnixWare) 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 on page 296](#).

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**

The system displays the following message:

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

The system then displays the Main Menu ([Figure 109 on page 291](#)).

Figure 109. Main Menu

```
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
```

**3 Press ENTER 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 110 on page 293](#)).

Figure 110. Automatic Configuration Summary Screen

```
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!
```

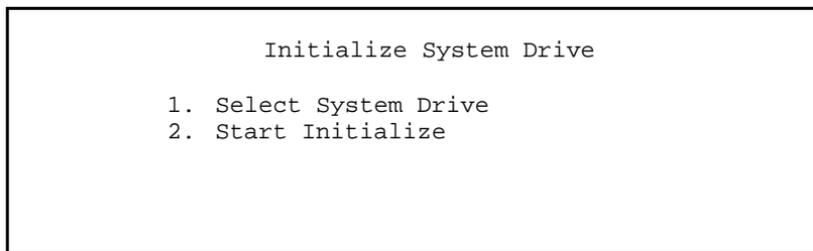
**6** Press **ENTER**.

The system displays the Main Menu ([Figure 109 on page 291](#)).

**7** Press the down (▼) arrow to move to **Initialize System Drive** and press **ENTER**.

The system displays the Initialize System Drive screen ([Figure 111 on page 294](#)).

Figure 111. 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 111 on page 294](#)).

- 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 109 on page 291](#)).

**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 on page 296](#).

## 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 on page 11](#) 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 112 on page 297](#)).

**Figure 112. Start-Up Screen**

```
SCO UnixWare 2.1 Menu

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

Use up/down arrow keys and ENTER to select; F1 for help
```

- 6 Press the down  arrow to move to **Install/Upgrade UnixWare 2.1** and press **ENTER**.

The system displays the Remove Floppy screen ([Figure 113 on page 298](#)).

**Figure 113. Remove Floppy Screen**

```
UnixWare Installation Remove Floppy

Remove the Floppy for the floppy drive

Press 'ENTER' to continue
```

- 7 Remove the diskette labeled “Intuity CONVERSANT 7 Intuity UnixWare 2.1.2 Boot Floppy 2” from the diskette drive.
- 8 Press **ENTER**.

The system displays the Introduction screen ([Figure 114 on page 299](#)).

Figure 114. Introduction Screen

```
UnixWare Installation Introduction

Welcome to the UnixWare installation process!

If you have never installed UnixWare before, it is recommended
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 installatio

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

**CAUTION:**

If you use the **DELETE** key to stop the UnixWare installation at any time during this process, you will have to restart the software installation process at [step 1](#).

- 9 Continue with the next procedure, [Setting Up the UnixWare Environment on page 300](#).

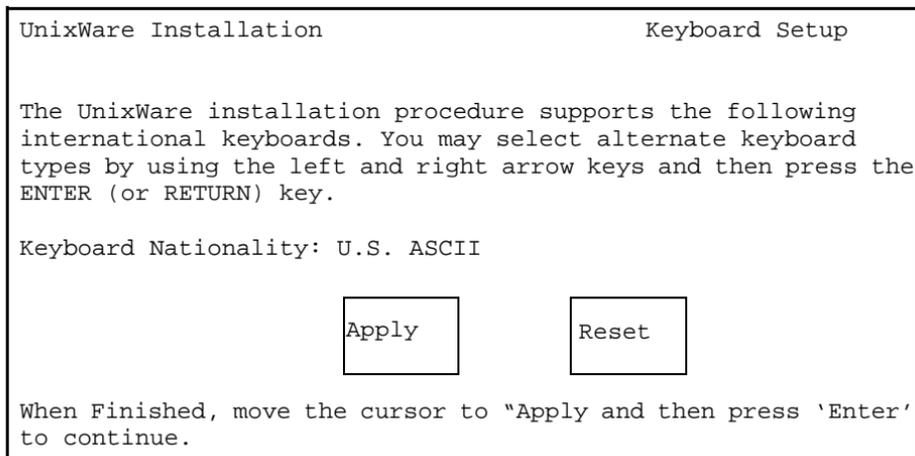
## Setting Up the UnixWare Environment

To set up the UnixWare Environment, complete the following:

- 1 Starting at the Introduction Screen ([Figure 114 on page 299](#)), press **ENTER**.

The system displays the Keyboard Setup screen ([Figure 115 on page 300](#)).

**Figure 115. 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 116 on page 302](#)).

Figure 116. Configure Date and Time Screen

| UnixWare Installation                                                                                                                                                                                                                                                             | Configure Date and Time |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| <p>On this screen, you will check the current date and time that your computer and change them if necessary. You also select what configuration you require. Either set a continent(s) which will onto a further screen with locations or manual entry for a custom timezone.</p> |                         |
| <p>The current date:<br/>The current Time:<br/>Enter the current year:<br/>Enter the month of the year (1-12):<br/>Enter the day of the month(1-31):<br/>Enter the hour of the day (0-23):<br/>Enter the minute of the hour (0-59):<br/>Timezone configuration:</p>               |                         |
| <p style="text-align: center;"><input type="button" value="Apply"/> <input type="button" value="Reset"/></p>                                                                                                                                                                      |                         |
| <p>Press 'TAB' to move the cursor between fields. When finished, move the cursor to 'APPLY' and then press 'ENTER' to continue.</p>                                                                                                                                               |                         |

- 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 117 on page 303](#)).

**Figure 117. Continent Location Choice Screen**

```
UnixWare Installation Continent Location Choice Screen

On this screen you choose the country/location you are in,
having already selected the continent. To go back to the
continent screen select 'Back One Screen'. Use the left and
right arrow keys.

Location

 Apply Reset

Press 'TAB' to move the cursor between fields. When finished,
move the cursor to 'APPLY' and then press 'ENTER' to continue.
```

8 Use the left  and right  arrows on your keyboard to move through the field selections.

9 Select the appropriate data for each field.

- 10 Press the down  arrow to move to the **Apply** field and press **ENTER**.

The system displays the Installation Type Selection screen ([Figure 118 on page 304](#)).

**Figure 118. Installation Type Selection Screen**

```
UnixWare Installation Installation Type Selection

You must choose a system type. The system type you choose will
determine the default file system sizes you will specify on
the next screen.

Press the 'F1' or '?' key to see more information about these
different system types.

Platform Type:
CPU Type:
Offer Type:

Apply Reset

Press 'TAB' to move between fields. Press 'ENTER' to apply
fields.
```

- 11 Use the left  and right  arrows on your keyboard to move through the field selections. Use the down  arrow to move to the next field.

- 12 Select the appropriate data for each field as specified in [Table 14 on page 305](#).

**Table 14. 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 **ENTER**.

**Note:** If the system displays a message that the system must have at least 60 MByte of space in the hard disk drive to install UNIX, the hard disk drive is experiencing problems. The cable may not be connected, or the hard disk drive may be damaged. Power down the system and check the hard disk drive cables. See [Accessing the Circuit Card Cage on page 9](#) in [Chapter 1, Getting Inside the Computer](#) for the procedure.

The system displays the Primary Hard Disk Partitioning screen ([Figure 119 on page 306](#)).

Figure 119. Primary Hard Disk Partitioning Screen

```
UnixWare Installation Primary Hard Disk Partitioning

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

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

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

- 14 Continue with the next procedure, [Initializing the Hard Disk Drives on page 307](#).

## Initializing the Hard Disk Drives

To partition the hard disk drives, do the following:

- 1 Start at the Primary Hard Disk Partitioning screen ([Figure 119 on page 306](#)) and press **ENTER**.

The system displays the Hard Disk Partitioning, Disk 1 screen ([Figure 120 on page 307](#)).

**Figure 120. Hard Disk Partitioning, Disk 1 Screen**

```
UnixWare Installation Hard Disk Partiton - Disk 1
 Total disk size is 2047 cylinders (4094.0MB)

Partition Status Type Start End Length % Approx MB

1. Overwrite system master boot code
2. Create a partition
3. Change Active (Boot from) partition
4. Cancel (Exit without updating disk configuration)

Enter selection:
```

- 2 Enter **2**

The system displays the Create a Partition screen ().

**Figure 121. Create a Partition Screen**

|                                              |               |                    |              |            |               |          |                  |
|----------------------------------------------|---------------|--------------------|--------------|------------|---------------|----------|------------------|
| UnixWare Installation                        |               | Create a Partition |              |            |               |          |                  |
| Total disk size is 2047 cylinders (4094.0MB) |               |                    |              |            |               |          |                  |
| <u>Partition</u>                             | <u>Status</u> | <u>Type</u>        | <u>Start</u> | <u>End</u> | <u>Length</u> | <u>%</u> | <u>Approx MB</u> |
| Partition Type                               |               |                    |              |            |               |          |                  |
| Percentage of Disk                           |               |                    |              |            |               |          |                  |
|                                              |               |                    |              | Apply      |               | Reset    |                  |

- 3 Use the left ◀ and right ▶ arrows on your keyboard to move through the field selections. Use the down ▼ arrow to move to the next field.
- 4 Select the appropriate data for each field as specified in [Table 15 on page 309](#).

Table 15. Create a Partition Screen Entries

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

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

The system displays the Hard Disk Partitioning, Disk 1 screen ([Figure 122 on page 309](#)).

Figure 122. Hard Disk Partitioning, Disk 1 Screen

```

Total disk size is 2047 cylinders (4094.0MB)

 Cylinders
Partition Status Type Start End Length % Approx MB
 1 Active UNIX 0.00 2046 2047 100 4094
 System

1. Overwrite system master boot code
2. Change Active (Boot from) partition
3. Delete a partition
4. Cancel (Exit without updating disk configuration)

Enter Selection:

```

**6 Press ENTER.**

The system displays the Hard Disk Partitioning, Disk 1 screen ([Figure 123 on page 310](#)).

**Figure 123. Hard Disk Partitioning, Disk 1 Screen**

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

 Cylinders
Partition Status Type Start End Length % Approx MB

1 Active UNIX 0.00 2046 2047 100 4094
 System

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

Enter Selection:
System master boot code will be overwritten
```

**7 Enter 2**

The system displays the Change Active Partition screen ([Figure 124 on page 311](#)).

Figure 124. Change Active Partition Screen

```
UnixWare Installation Change Active Partition

 Total disk size is 2047 cylinders (4094.0MB)

Partition Status Type Start End Length % Approx MB
 1 Active UNIX 0.00 2046 2047 100 4094
 System

1. Partition 1

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

**8** Press **ENTER**.

The system displays the Hard Disk Partitioning, Disk 1 screen ([Figure 125 on page 312](#)).

Figure 125. Hard Disk Partitioning, Disk 1 Screen

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

 Cylinders
Partition Status Type Start End Length % Approx MB

1 Active UNIX 0.00 2046 2047 100 4094
 System

1. Do not overwrite system master boot code
2. Delete a Partition
3. Exit (update disk configuration and exit)
4. Cancel (Exit without updating disk configuration)

Enter Selection:
System master boot code will be overwritten
```

**9 Enter 3**

If you have a second hard disk drive, the system displays the Secondary Hard Drive Partitioning Screen ([Figure 126 on page 313](#)).

If you do not have a second hard disk drive, skip [step 10](#) and continue with [step 11](#).

**Figure 126. Secondary Hard Disk Partitioning Screen**

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

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

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

Your Options are:

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

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

**10 Enter 1**

The system displays the UnixWare Installation Set Slice Sizes screen ([Figure 127 on page 314](#)).

Figure 127. UnixWare Installation Set Slice Sizes Screen

```
UnixWare Installation Set up File Systems on Disk(s)

Enter filesystem sizes on first disk.

Size of / in MB: xx
Size of /stand in MB: xx
Size of /dev/dump in MB: xx
Size of /dev/swap in MB: xx
Size of /mtce in MB: xx
Size of /vs in MB: xx
Size of /oracle in MB: xx
Size of /tmp in MB: xx
Size of /voicel in MB: xx
Size of /voxem in MB: xx

 Apply Reset

Consult software installation manual for correct sizes.
Megabytes in active partition: Disk 1 - 2063
```

- 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 16 on page 315](#).

**Note:** The sizes listed in [Table 16 on page 315](#) 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 16. 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                                                                                                                                                                                                               |
|           | <i>1 of 2</i>                                                                                                                                                                                                    |

Table 16. Minimum Space Requirements for the MAP/100P

| Slice   | Space Requirements (MBytes)                                                         |
|---------|-------------------------------------------------------------------------------------|
| /vs     | 100                                                                                 |
| /oracle | 450<br><b>Note:</b> Add 150 MBytes if your are loading ORACLE development packages. |
| /tmp    | 20                                                                                  |
| /voice1 | 100                                                                                 |
| /vozem  | 100                                                                                 |
|         | <i>2 of 2</i>                                                                       |

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

The system displays the Hard Disk Surface Analysis screen ([Figure 128 on page 317](#)).

Figure 128. Hard Disk Surface Analysis Screen

```
UNIX System Installation Hard Disk Surface Analysis

Surface analysis for the first disk is recommended but not
required. Here you must choose to skip or perform surface
analysis.

Press the 'F1' or '?' key to see more information about these
different system types.

You choices are:

1. Perform surface analysis
2. Skip surface analysis

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

 **CAUTION:**

Ignore the message at the top of this screen. Surface analysis is required for all systems because it makes a configuration change to the disk. Failure to perform surface analysis may cause the Intuity CONVERSANT system to fail.

- 14 Continue with the next procedure, [Transferring the UnixWare Files on page 318](#).

## Transferring the UnixWare Files

To transfer the UnixWare files, do the following:

- 1 Starting at the Hard Disk Surface Analysis screen ([Figure 128 on page 317](#)) 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 129 on page 319](#)).

Figure 129. Media Type Screen

```
UnixWare Installation Media Type

The Intuity Software is available on tape as an image depending
on the application. You must select the proper choice depending
on the application.

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':
```

- 2 Continue with the next procedure, [Installing the Application Server on page 319](#).

## Installing the Application Server

To Install the application server, do the following:

- 1 Starting at the Media Type screen ([Figure 129 on page 319](#)) enter 1

The system displays the Insert Tape screen ([Figure 130 on page 320](#)).

**Figure 130. Insert Lucent Intuity Tape Screen**

```
UnixWare Installation Insert Intuity Image Tape

Please insert the Intuity Image cartridge tape into the tape
drive and press 'ENTER'.

Your choices are:

1. The tape has been inserted in the tape drive.
2. Go back to previous menu.

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

- 2 Insert the cartridge tape labeled “Intuity CONVERSANT 7.0 Intuity UnixWare 2.1.2 Image Tape for CONVERSANT with Veritas” into the tape drive.
- 3 Press **ENTER**.

This will accept the default of 1 to indicate the tape has been inserted and is ready for access.

The system displays the following message:

```
Retentioning the tape. This will take about 3 minutes. Please
do not remove the tape.
```

After a few minutes the system displays the following message:

```
Copying Intuity Image Tape to hard disk. do not remove tape
until prompted to do so.
```

After about 30 minutes, the system displays the following message:

```
Please remove the tape from the tape drive.
Press ENTER to continue.
```

- 4 Remove the cartridge tape labeled “Intuity CONVERSANT 7.0 Intuity UnixWare 2.1.2 Image Tape for CONVERSANT with Veritas” from the tape drive.
- 5 Press **ENTER**.

The system displays the following message:

```
The UNIX System is now being rebuilt to reflect your
selections. This will not require any user input

Please wait
```

The system automatically reboots.

- 6 Continue with the next procedure, [Activating the Volume Manager on page 322](#).

## 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 on page 42](#) or [Token Ring Circuit Card on page 52](#) 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 131 on page 325](#)).

Figure 131. Monitor Size Screen

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

Enter Monitor Size =>
```

**7 Enter 14**

The system displays a screen similar to the Monitor Test screen ([Figure 132 on page 326](#)).

Figure 132. Monitor Test Screen

```
You have selected the following:
VENDOR.....: Generic S3 Virge-VS
CHIPSET.....: VIRGE-VX
VIDEO RAM....: 2048K
MONITOR.....: MULTISYNC 60 Hz
RESOLUTION...: 640x480
COLORS.....: 256

Do you want to test this mode?(y/n) [y]:
```

**8 Press ENTER.**

The system displays the Test Pattern screen ([Figure 133 on page 326](#)).

Figure 133. Test Pattern Screen

```
A TEST PATTERN WILL BE DRAWN ON YOUR SCREEN.
AFTER A FEW SECONDS, YOU WILL RETURN TO THIS
SCREEN. IF THE PATTERN DOESN'T LOOK RIGHT, YOU
CANNOT USE THIS MODE. YOU SHOULD TRY ANOTHER MODE.
IF THE PATTERN IS NOT EVEN STABLE,
PRESS 'DEL' IMMEDIATELY TO AVOID DAMAGE TO YOUR
HARDWARE.

Do you want to continue? (y/n) [y]:
```

**9 Press ENTER.**

After the test pattern is drawn, the system displays the following message:

```
Do you want to try the test again? (y/n) [n]:
```

**10 Press ENTER to stop the test.**

The system displays the following message:

```
Accept(y), Quit(q), Try another mode(anykey):
```

**11 Enter y to accept the setup.**

The system displays the Current Selection screen ([Figure 134 on page 327](#)).

**Figure 134. Current Selection Screen**

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

## Initializing the Mouse

If you want to initialize the mouse, do the following:

- 1 Enter **mouseadmin** at the system prompt.

The system displays the Mouse Main Menu ([Figure 135 on page 328](#)).

**Figure 135. Mouse Main Menu**

```
There are no mice assigned.

Select one of the following:
 B) Bus mouse add
 P) PS2 mouse add
 S) Serial mouse add
 T) Test your mouse configuration
 U) Update mouse configuration and quit
 E) Exit (no update)

Enter Selection:
```

- 2 If you are not installing a mouse, enter **e**

If you are installing a mouse, enter **s**

The system displays the following message:

```
There are no mice assigned.
```

Enter the display terminal that will be using the mouse, or strike the ENTER key to return to the main menu.

Display terminal (i.e., console, s0vt00, etc):

**3 Enter console and press ENTER.**

The system displays the following message:

Enter the device that the mouse will be attached to or strike the ENTER key to return to the main menu.

Mouse device: (i.e., tty00, tty01):

**4 Enter the appropriate data for the serial port your mouse is connected to as listed in [Table 17 on page 329](#).**

**Note:** Be sure to use an available port and not the one assigned to the RMB circuit card (AYC54 or AYC 55).

**Table 17. Serial Mouse Installation Entries**

| Serial Port Connection | Screen Entry |
|------------------------|--------------|
| COM1 port              | TTY00        |
| COM2 port              | TTY01        |
|                        |              |

**5 Press ENTER.**

The system displays the following message:

```
Is your mouse configured to Mouse Systems
(MSC compatible) mode? [y or n]:
```

**6** Enter **y** and press **ENTER**.

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

The system displays the Mouse Main Menu ([Figure 136 on page 330](#)).

**Figure 136. Mouse Main Menu**

```
The following terminals have mice assigned:
Display Terminal Mouse Device

Console Serial Mouse on TTY01

Select one of the following:
 B) Bus mouse add
 P) PS2 mouse add
 S) Serial mouse add
 T) Test your mouse configuration
 U) Update mouse configuration and quit
 E) Exit (no update)

Enter Selection:
```

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

The system displays the Mouse Main menu ([Figure 136 on page 330](#)).

TTY01 shown in [Figure 136 on page 330](#) reflects the port selected in step [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 136 on page 330](#)).

- 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 136 on page 330](#)).

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

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

# 6 Installing the Intuity CONVERSANT System Software

## Overview

This chapter details installation procedures for the Intuity CONVERSANT system software and provides the information necessary to reload the Intuity CONVERSANT system after a disk failure. Use this chapter in conjunction with [Appendix D, Disaster Recovery Checklists](#).

## Installing the Intuity CONVERSANT Base Software Set

The Intuity CONVERSANT base software set includes:

- Intuity CONVERSANT Utilities Package
- Intuity CONVERSANT Runtime Processing Package
- Intuity CONVERSANT Maintenance Package
- Intuity CONVERSANT Logger/Alerter Package
- Intuity AUDIX Logger Package
- Intuity CONVERSANT Base ORACLE RDBMS 7.3.2

- Intuity CONVERSANT ORACLE 7 Integration Package
- Intuity CONVERSANT Administration Screens Package
- Intuity CONVERSANT Transaction State Machine Package
- Intuity CONVERSANT Switch Utilities Package
- Intuity CONVERSANT License Modification Package
- Intuity CONVERSANT Platform CONVERSANT Tuning

All of the packages included in the Intuity CONVERSANT base software set are required for the operation of the Intuity CONVERSANT system. All of the packages are contained on one cartridge tape.

To install the Intuity CONVERSANT base software set, do the following:

 **CAUTION:**

If you are using this procedure in conjunction with an upgrade, skip the first three steps and begin with [step 4](#).

- 1 Log in as root.
- 2 Insert the cartridge tape labeled “Intuity Platform CVIS 7.0 Set 1 of 1” into the cartridge tape drive.
- 3 Enter **pkgadd -d ctape1**

The system displays the following message:

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

#### 4 Press ENTER.

The system displays the following message:

```
Installation in progress. Do not remove the cartridge.
The following packages are available:
 1. 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 18 on page 336](#) with a check mark for “yes” or “no.”

**Table 18. 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><b>Note:</b> 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 18 on page 336](#), you can use the default installation; enter **y**

If you answered **yes** to any of the questions in [Table 18 on page 336](#), you can not use the default installation; complete the following [step a](#) through [step p](#):

- a** Enter **n**

The system displays the following message:

```
Do you want the default installation for mtce? [y,n,?]
```

- b** If you answered **no** to Question 1 in [Table 18 on page 336](#), enter **y** and continue with [step d](#).

If you answered **yes** to Question 1 in [Table 18 on page 336](#), 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 18 on page 336](#), enter **y** and continue with [step g](#).

If you answered **yes** to Question 2, 3, 4, 5, 6, 7, or 8 in [Table 18 on page 336](#), 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 18 on page 336](#), enter **1**

If you answered **no** for Questions 2, 3, and 6 and **yes** for Question 4 or 7 in [Table 18 on page 336](#), enter **2**

If you answered **yes** for Question 2, 3, or 6 and **no** for Questions 4 and 7 in [Table 18 on page 336](#), enter **3**

**Note:** If you would like to disable both serial ports, enter **3**, complete the installation procedure, edit the `/etc/conf/sdevice.d/asyc` file, and reboot the system.

The system displays the following message:

For the parallel port (interrupt 7) would you like to:

1. Enable the parallel port
2. Disable the parallel port

**f** If you answered **no** for Questions 5 and 8 in [Table 18 on page 336](#), enter **1**

If you answered **yes** for Question 5 or 8 in [Table 18 on page 336](#), 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 18 on page 336](#), enter **y** and continue with [step j](#).

If you answered **yes** to Question 2, 3, or 4 in [Table 18 on page 336](#), 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 18 on page 336](#), 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 18 on page 336](#), enter **1**

If you answered **yes** to Question 3 and **no** for Questions 2 and 4 in [Table 18 on page 336](#), 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 18 on page 336](#), enter **y** and continue with [step 8](#) below.

If you answered **yes** for Question 9 in [Table 18 on page 336](#), 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:

```
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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**

- 14 If you are installing a system with the RAID optional feature, continue with [Installing the Global Array Manager Package for RAID Systems on page 348](#) and [Installing the Intuity Hardware RAID Integration Package on page 350](#) in [Chapter 7, Installing the Optional Feature Software](#).

# 7 Installing the Optional Feature Software

## Overview

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

This chapter describes the procedures to install all the software that was not included on the application software cartridge tape. This software is called optional software since it is not required for the basic system to function. The organization of this chapter is not to imply that you will necessarily install all of these packages nor will you install them in the order documented. Packages that are order-specific are identified as such.

This chapter also describes the general procedure for removing software packages.

The information in this chapter is necessary to reload the optional feature software on a computer that has experienced a disk failure.

**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.

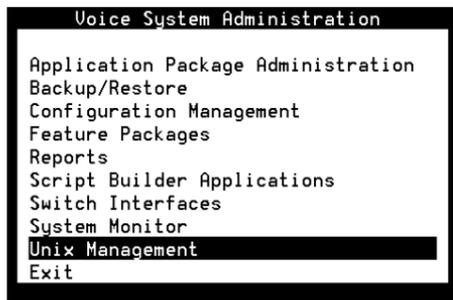
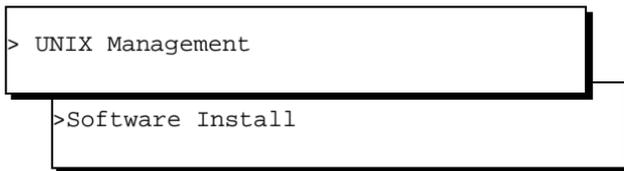
See [Hardware Resource Allocator Operation on page 516](#) in [Appendix A, System Configuration](#) in your hardware installation book.

## 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.

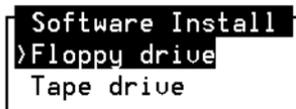
To load software a software package using the Intuity CONVERSANT system screens do the following:

- 1 Start at the Voice System Administration menu ([Figure 137 on page 347](#)).

**Figure 137. Voice System Administration Menu****2 Select:**

The system displays the Software Install menu ([Figure 138 on page 348](#)).

Figure 138. 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 <diskette1>
```

```
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. RAIDIntgINTUITY 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
<diskette1>
```

```
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. configINTUITY 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 on page 516](#) in [Appendix A, System Configuration](#).

### CAUTION:

You must run the Intuity CONVERSANT Hardware Resource Allocator and obtain the output from it. The information is needed to install software packages to correctly set addresses for interrupts, I/O, etc.

## Installing the Asynchronous Host Toolkit

To install this optional feature package, do the following:

- 1 If you are not already logged in as **root**, do so now.
- 2 Enter **pkgadd -d diskette1**

The system displays the following message:

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

3 Insert the diskette labeled “CGS Asynchronous Host Toolkit 1 of 1” into the diskette drive.

4 Press **ENTER**.

The system displays the following message:

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

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

```
 1. asynchost INTUITY CSG Asynchronous Host Toolkit
 (i486)
```

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

5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY CSG Asynchronous Host Toolkit (asynchost) from
<diskette1>
```

```
INTUITY CSG Asynchronous Host Toolkit
(i486)
```

```
Using </> as the package base directory.
```

```
Lucent Technologies Inc.
```

```
Enter number of host lines to be configured, 1 or 2:
```

6 Enter the number of lines to be configured.

This is the number of lines your system will be using to communicate with the host.

~ If you entered **1**, the system displays the following message:

```
Enter asynchronous request function number, 1 or 2:
```

**Note:** Entering **1** will turn on the DIP for hostreq1 host line only.  
Entering **2** will turn on the DIP for hostreq2 host line only

~ If you entered **2**, the system displays the following message:

```
Enter asynchronous request function number, S or D:
```

**Note:** Entering **S** will turn on both host DIPs and they will work independently of each other.  
Entering **D** will turn on both host DIPs and they will work in conjunction with each other.

7 Enter the request number function.

The system displays the following message:

```
Enter tty port for the single line (e.g., 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. asynctestINTUITY 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
<diskettel>
```

```
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. asynctestINTUITY 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.
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```

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

```
Installation of INTUITY ASYNC_TEST SB Backup (asynctest) was
successful.
```

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

6 Enter **q**

7 Remove the diskette labeled “ASYNC\_TEST Speech SB Backup 1 of 1” from the diskette drive.

## Installing the Adjunct/Switch Application Interface Packages

Procedures to install the he ASAI packages must be performed in the following order:

- 1 [Installing the CALLVISOR PC ISDN Package on page 361](#)
- 2 [Installing the CALLVISOR PC LAN Gateway Package on page 364](#)
- 3 [Installing the CALLVISOR PC ASAI Package on page 367](#)

### 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 on page 364](#).

## 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
<diskettel>
```

```
AT&T CALLVISOR PC LAN Gateway Package
(i486)
```

```
Using </> as the package base directory.
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```

```
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 on page 367](#).

## Installing the CALLVISOR PC ASAI Package

To install the CALLVISOR PC ASAI package, do the following:

- 1 Enter **pkgadd -d diskette1**

The system displays the following message:

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

- 2 Insert the diskette labeled “CALLVISOR PC ASAI Package 1 of 1” into the diskette drive.
- 3 Press **ENTER**.

The system displays the following message:

```
Installation in progress -- do not remove the diskette.
The following packages are available:
 1. cvasai AT&T CALLVISOR PC ASAI Package
 (i486)
```

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

#### 4 Press **ENTER**.

The system displays the following message:

```
Configuring cvasai for X ASAI Node(s)
PROCESSING:
Set: AT&T CALLVISOR PC ASAI Package (cvasai) from
<diskette1>

AT&T CALLVISOR PC ASAI Package
(i486)
Using </> as the package base directory.
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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.

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

```
READY TO PROCESS:
```

```
Package: INTUITY Adjunct/Switch Application
 Interface Package (asai) diskette 2 of 3
```

Insert diskette 2 of 3 into Floppy Drive 1.

Type [go] when ready,

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

- 6 Remove the diskette labeled “Adjunct/Switch Application Interface Package 1 of 3” from the diskette drive.
- 7 Insert the diskette labeled “Adjunct/Switch Application Interface Package 2 of 3” into the diskette drive.
- 8 Press **ENTER**.

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

```
READY TO PROCESS:
```

```
Package: INTUITY Adjunct/Switch Application
 Interface Package (asai) diskette 3 of 3
```

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

- 9 Remove the diskette labeled “Adjunct/Switch Application Interface Package 2 of 3” from the diskette drive.
- 10 Insert the diskette labeled “Adjunct/Switch Application Interface Package 3 of 3” into the diskette drive.
- 11 Press **ENTER**.

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

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

```
Installation of Adjunct/Switch Application Interface Package
(asai) was successful.
```

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

- 12 Enter **q**
- 13 Remove the diskette labeled “Adjunct/Switch Application Interface Package 3 of 3” from the diskette drive.

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

For more information on this feature package, see *Intuity CONVERSANT Version 7.0 Communication Development*, 585-313-202.

## Installing the Analog Switch Interface Package

To install this optional feature package, do the following:

- 1 If you are not already logged in as **root**, do so now.
- 2 Enter **pkgadd -d diskette1**

The system displays the following message:

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

- 3 Insert the diskette labeled “Analog Switch Interface - (country) 1 of 1” into the diskette drive.
- 4 Press **ENTER**.

The system displays the following message:

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

The following packages are available:

1. usswtch INTUITY Analog Switch Interface Package  
- US  
(i486)

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

**Note:** The analog switch interface package used in this example is for the United States (US). The name will change depending on the country chosen.

## 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY Analog Switch Interface Package - US (usswtch)
from <diskette1>

INTUITY Analog Switch Interface Package - US
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of INTUITY Analog Switch Interface Package - US
(usswtch) was successful.
```

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

6 Enter **q**

7 Remove the diskette labeled “Analog Switch Interface - (country) 1 of 1” from the diskette drive.

## 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
<diskettel>
```

```
INTUITY Backup/Restore Utility
(i486)
```

```
Using </> as the package base directory.
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```

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.
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```

```
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
<diskettel>
```

```
INTUITY Data Collection Toolkit
(i486)
```

```
Using </> as the package base directory.
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```

```
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.
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```

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

Procedures to install the FlexWord™ Speech Recognition Package must be performed in the following order :

- 1 [Installing the ASP Driver on page 389](#)
- 2 [Installing FlexWord Recognition - Base on page 390](#)
- 3 [Installing FlexWord Recognition - U.S. English on page 392](#)

### Installing the ASP Driver

See [Speech and Signal Processor \(AYC43\) Circuit Card on page 36](#) 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
<diskettel>
```

```
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 <diskette1>

INTUITY Form Filler Application
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
READY TO PROCESS:
Package: INTUITY Form Filler Application (ff)
 diskette 2 of 2

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

- 6 Remove the diskette labeled “Form Filler Application 1 of 2” from the diskette drive.
- 7 Insert the diskette labeled “Form Filler Application 2 of 2” into the diskette drive.
- 8 Press **ENTER**.

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

```
Changing Form Filler Passwords.
```

```
Enter new transcription password:
```

- 9 Enter the new transcription password.

The system displays the following message:

```
Enter new review password:
```

- 10 Enter the new review password.

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

```
Installation of INTUITY Form Filler Application (ff) was
successful.
```

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

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

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

- 11 Enter **q**
- 12 Remove the diskette labeled “Form Filler Application 2 of 2” from the diskette drive.

To begin using the Form Filler feature as well as the FFtemplate, see Chapter 8, “Using Optional Features,” of *Intuity CONVERSANT Version 7.0 Application Development with Script Builder*, 585-313-206.

## Installing the Graphical Speech Editor Package

To install this optional feature package, do the following:

- 1 If you are not already logged in as **root**, do so now.
- 2 Enter **pkgadd -d diskette1**

The system displays the following message:

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

- 3 Insert the diskette labeled “Graphical Speech Editor Package 1 of 1” into the diskette drive.
- 4 Press **ENTER**.

The system displays the following message:

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

The following packages are available:

1. gse INTUITY Graphical Speech Editor  
(i486)

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

## 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY Graphical Speech Editor (gse) from <diskette1>
INTUITY Graphical Speech Editor
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of INTUITY Graphical Speech Editor (gse) was
successful.

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

## 6 Enter **q**

- 7 Remove the diskette labeled “Graphical Speech Editor Package 1 of 1” from the diskette drive.
- 8 Initialize the mouse. See [Initializing the Mouse on page 328](#) 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. ezsetupSMC LAN Adapter Setup program  
(i486)

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

## 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: SMC LAN Adapter Setup program (ezsetup) from
<diskette1>
```

```
SMC LAN Adapter Setup program
(i386)
```

```
Using </var/spool/pkg> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of SMC LAN Adapter Setup program (ezsetup) was
successful.
```

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

6 Enter **q**

7 Remove the diskette labeled “SMC LAN Adapter Setup Program 1 of 1” from the diskette drive.

## Installing the CLEO Packages

The following packages *must* be installed before installing any of the CLEO packages:

- UnixWare 2.1.2 operating system
- Intuity CONVERSANT VIS V7.0 set
- Token Ring 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.
- Perform the procedures to install the packages in the following order:
  - a [Installing the cleo\\_tkrn Package on page 408](#) and/or [Installing the cleo\\_sib Package on page 410](#)
  - b [Installing the cleo\\_sna\\_1281u Package on page 417](#)
  - c [Installing the cleo\\_3270 Package on page 420](#)
  - d [Installing the cleo\\_mgmt Package on page 423](#)
  - e [Installing the cleo\\_netman Package on page 425](#)
  - f [Installing the cleo\\_HTE Package on page 428](#)

## Installing the cleo\_tkrn Package

To install the cleo\_tkrn package, do the following:

- 1 If you are not already logged in as **root**, do so now.
- 2 Insert the cartridge tape labeled “CLEO 4.1.2.0 1 of 1” into the cartridge tape drive.
- 3 Enter **pkgadd -d ctape1**

The system displays the following message:

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

#### 4 Press **ENTER**.

The system displays the following message:

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

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

```
1 cleo3270 cleo_3270, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
2 cleoHTE cleo_hte, Feature Level 2 (4.1.2.0)
 (386) 4.1.2.0
3 mgmt cleo_mgmt, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
4 netman cleo_netman, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
5 sib cleo_sib, Link Level (4.1.2.0)
 (386) 4.1.2.0
6 sna128lu cleo_sna_128lu, SNA Level, (4.1.2.0)
 (386) 4.1.2.0
7 tkrn cleo_tkrn, Link Level, (4.1.2.0)
 (386) 4.1.2.0
```

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

## 5 Enter 7

The system displays the following message:

```
PROCESSING:
Package: cleo_tkrn, Link Level (4.1.2.0) <tkrn> from <->
cleo_tkrn
(386) (4.1.2.0)
Using </> as the package base directory.
Lucent Technologies Inc.

Adding driver configurations to the kernel.
All previous configurations will be deleted.
Please wait...
```

The system then displays the following message and the system prompt:

```
Installation of the cleo_tkrn, Link Level (4.1.2.0) (tkrn)
was successful.
```

## Installing the cleo\_sib Package

To install the cleo\_sib package, do the following:

- 1 If you are not already logged in as **root**, do so now.
- 2 Insert the cartridge tape labeled “CLEO 4.1.2.0 1 of 1” into the cartridge tape drive.

### 3 Enter **pkgadd -d ctape1**

The system displays the following message:

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

### 4 Press **ENTER**.

The system displays the following message:

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

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

```
1 cleo3270 cleo_3270, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
2 cleoHTE cleo_hte, Feature Level 2 (4.1.2.0)
 (386) 4.1.2.0
3 mgmt cleo_mgmt, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
4 netman cleo_netman, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
5 sib cleo_sib, Link Level (4.1.2.0)
 (386) 4.1.2.0
6 sna128lu cleo_sna_128lu, SNA Level, (4.1.2.0)
 (386) 4.1.2.0
7 tkrn cleo_tkrn, Link Level, (4.1.2.0)
 (386) 4.1.2.0
```

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

## 5 Enter 5

The system displays the following message:

```
PROCESSING:
Package: cleo_sib, Link Level (4.1.2.0) <sib> from <->
cleo_sib
(386) (4.1.2.0)
Using </> as the package base directory.
Lucent Technologies Inc.

Adding driver configurations to the kernel.
All previous configurations will be deleted.
Please wait...
```

The system then displays the Possible Board Selections screen ([Figure 139 on page 413](#)).

**Figure 139. Possible Board Selections Screen**

```
Cleo ADD Board Options

Possible Board Selections

 1. Cleo FIFO SIB
 2. Cleo Microchannel FIFO SIB
 3. Cleo PC 201 Modem Board
 4. Cleo PC SIB
 5. Cleo Microchannel SIB
 6. ICOT SIB
 7. ICOT Microchannel SIB

Please enter selection or q to quit:
```

**6 Enter 1**

The system displays the following message:

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

**7 Enter y**

The system then displays the IRQ Selections screen ([Figure 140 on page 414](#)).

Figure 140. IRQ Selections Screen

```
Cleo ADD Board Options

 IRQ Selections

 5
 9
 10
 11
 12
 13

Please enter selection or q to quit:
```

- 8 Enter the appropriate IRQ as determined by the hardware resource allocator.

The system displays the following message:

```
Validating you selection...Please wait
You have selected X. Is this correct (y/n)?
```

- 9 Enter **y**

The system then displays the I/O Address Selections screen ([Figure 141 on page 415](#)).

**Figure 141. I/O Address Selections Screen**

```
Cleo ADD Board Options

I/O Address Selections

0x250
0x260
0x2B0
0x2E0
0x380
0x3A0
0x3E0

Please enter selection, <CR> for default of 0x380 or q to quit:
```

- 10 Enter the appropriate I/O address as determined by the hardware resource allocator.

The system displays the following message:

```
You have selected X. Is this correct (y/n)?
```

- 11 Enter **y**

The system displays the Board Configuration screen  
([Figure 142 on page 416](#)).

**Figure 142. Board Configurations Screen**

```

Cleo ADD Board Options

Configuration for board 1 is:
 Board Description = Cleo FIFO SIB
 IRQ = X
 I/O Address = X - X

This board has 1 physical port(s).
When configuring the Link Service record(s) of the Cleo
SNA Server use the following mapping:

 Boards Physical Port # Link Service Port #

 1 1

Is this configuration acceptable:

```

**12 Enter y**

The system displays the following message:

```

Board configuration successfully added.
Do you wish to add another board?

```

**13 Enter n**

The system then displays the following message and the system prompt:

```
Installation of the cleo_sib, Link Level (4.1.2.0) (sib) was
successful.
```

## Installing the cleo\_sna\_1281u Package

To install the cleo\_sna\_1281u package, do the following:

- 1 Make sure you have loaded at least one of the following packages:

- ~ cleo\_tkrn

- ~ cleo\_sib

- 2 Insert the cartridge tape labeled “CLEO 4.1.2.0 1 of 1” into the cartridge tape drive.

- 3 Enter **pkgadd -d ctape1**

The system displays the following message:

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

- 4 Press **ENTER**.

The system displays the following message:

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

The following packages are available:

```
1 cleo3270 cleo_3270, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
2 cleoHTE cleo_hte, Feature Level 2 (4.1.2.0)
 (386) 4.1.2.0
3 mgmt cleo_mgmt, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
4 netman cleo_netman, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
5 sib cleo_sib, Link Level (4.1.2.0)
 (386) 4.1.2.0
6 sna128lu cleo_sna_128lu, SNA Level, (4.1.2.0)
 (386) 4.1.2.0
7 tkrn cleo_tkrn, Link Level, (4.1.2.0)
 (386) 4.1.2.0
```

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

## 5 Enter 6

The system displays the following message:

PROCESSING:

```
Package: cleo_sna_128lu, SNA Level (4.1.2.0) <sna128lu> 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_sna128lu, Link Level (4.1.2.0) installation has
detected the following SDLC Frame Size.
```

```
265 (256 + 9) bytes
```

```
Do you want to change the SDLC Frame Size? (y/n)
```

## 6 Enter n

The system displays the following message:

```
You can use the "cleohw.cfg" utility should you need to
change the SDLC Frame Size after the installation.
```

```
Enter <CR> to continue.
```

## 7 Press ENTER.

The system displays the following message:

```
A kernel link is required to activate the cleo_sna_128lu, SNA
Level (4.1.2.0) installation. In most cases the kernel must
be relinked now. However, if the cleo_slim package is to be
installed before using the Cleo product the kernel link can
```

```
be postponed. cleo_slim will relink the kernel automatically
when installed.
```

```
Do you want to link the kernel now?
```

## 8 Enter y

The system displays the following message:

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

The system then displays the following message and the system prompt:

```
Installation of the cleo_sna_1281u, SNA Level (4.1.2.0)
(sna1281u) was successful.
```

## Installing the cleo\_3270 Package

To install the cleo\_3270 package, do the following:

- 1 Make sure you have loaded at least one of the following packages:
  - ~ cleo\_tkrn and or cleo\_sib
  - ~ cleo\_sna\_1281u
- 2 Insert the cartridge tape labeled “CLEO 4.1.2.0 1 of 1” into the cartridge tape drive.

### 3 Enter **pkgadd -d ctape1**

The system displays the following message:

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

### 4 Press **ENTER**.

The system displays the following message:

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

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

```
1 cleo3270 cleo_3270, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
2 cleoHTE cleo_hte, Feature Level 2 (4.1.2.0)
 (386) 4.1.2.0
3 mgmt cleo_mgmt, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
4 netman cleo_netman, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
5 sib cleo_sib, Link Level (4.1.2.0)
 (386) 4.1.2.0
6 sna128lu cleo_sna_128lu, SNA Level, (4.1.2.0)
 (386) 4.1.2.0
7 tkrn cleo_tkrn, Link Level, (4.1.2.0)
 (386) 4.1.2.0
```

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

## 5 Enter 1

The system displays the following message:

```
PROCESSING:
Package: cleo_3270, Feature Level 1 (4.1.2.0) <cleo3270>
from <->

cleo_3270
(386) (4.1.2.0)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installing cleo_3270, Feature Level 1 (4.1.2.0) (cleo3270).
Please wait.
```

The system then displays the following message and the system prompt:

```
Installation of the cleo_3270, Feature Level 1 (4.1.2.0)
(cleo3270) was successful.
```

## Installing the cleo\_mgmt Package

To install the cleo\_mgmt package, do the following:

- 1 Make sure you have loaded at least one of the following packages:
  - ~ cleo\_tkrn and or cleo\_sib
  - ~ cleo\_sna\_1281u
  - ~ cleo\_3270
- 2 Insert the cartridge tape labeled “CLEO 4.1.2.0 1 of 1” into the cartridge tape drive.
- 3 Enter **pkgadd -d ctape1**

The system displays the following message:

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

- 4 Press **ENTER**.

The system displays the following message:

```
Installation in progress. Do not remove the cartridge.
The following packages are available:
1 cleo3270 cleo_3270, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
```

```
2 cleoHTE cleo_hte, Feature Level 2 (4.1.2.0)
 (386) 4.1.2.0
3 mgmt cleo_mgmt, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
4 netman cleo_netman, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
5 sib cleo_sib, Link Level (4.1.2.0)
 (386) 4.1.2.0
6 sna128lu cleo_sna_128lu, SNA Level, (4.1.2.0)
 (386) 4.1.2.0
7 tkrn cleo_tkrn, Link Level, (4.1.2.0)
 (386) 4.1.2.0
```

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

## 5 Enter 3

The system displays the following message:

```
PROCESSING:
Package: cleo_mgmt, Feature Level 1 (4.1.2.0) <mgmt> from <-
>
cleo_mgmt
(386) (4.1.2.0)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installing cleo_mgmt, Feature Level 1 (4.1.2.0) (mgmt).
Please wait.
```

The system then displays the following message and the system prompt:

```
Installation of the cleo_mgmt, Feature Level (4.1.2.0)
(mgmt) was successful.
```

## Installing the cleo\_netman Package

To install the cleo\_netman package, do the following:

- 1 Make sure you have loaded at least one of the following packages:
  - ~ cleo\_tkrn and or cleo\_sib
  - ~ cleo\_sna\_1281u
  - ~ cleo\_3270
  - ~ cleo\_mgmt
- 2 Insert the cartridge tape labeled “CLEO 4.1.2.0 1 of 1” into the cartridge tape drive.
- 3 Enter **pkgadd -d ctape1**

The system displays the following message:

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

#### 4 Press **ENTER**.

The system displays the following message:

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

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

```
1 cleo3270 cleo_3270, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
2 cleoHTE cleo_hte, Feature Level 2 (4.1.2.0)
 (386) 4.1.2.0
3 mgmt cleo_mgmt, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
4 netman cleo_netman, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
5 sib cleo_sib, Link Level (4.1.2.0)
 (386) 4.1.2.0
6 sna128lu cleo_sna_128lu, SNA Level, (4.1.2.0)
 (386) 4.1.2.0
7 tkrn cleo_tkrn, Link Level, (4.1.2.0)
 (386) 4.1.2.0
```

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

## 5 Enter 4

The system displays the following message:

```
PROCESSING:
Package: cleo_netman, Feature Level (4.1.2.0) <netman> from
<->

cleo_netman
(386) (4.1.2.0)
Using </> as the package base directory.
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```

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

```
Installing cleo_netman, Feature Level 1 (4.1.2.0) (netman).
Please wait.
```

The system then displays the following message and the system prompt:

```
Installation of the cleo_netman, Feature Level (4.1.2.0)
(netman) was successful.
```

## Installing the cleo\_HTE Package

To install the cleo\_HTE package, do the following:

- 1 Make sure you have loaded at least one of the following packages:
  - ~ cleo\_tkrn and or cleo\_sib
  - ~ cleo\_sna\_1281u
  - ~ cleo\_3270
  - ~ cleo\_mgmt
  - ~ cleo\_netman
- 2 Insert the cartridge tape labeled “CLEO 4.1.2.0 1 of 1” into the cartridge tape drive.
- 3 Enter **pkgadd -d ctape1**

The system displays the following message:

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

- 4 Press **ENTER**.

The system displays the following message:

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

The following packages are available:

```
1 cleo3270 cleo_3270, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
2 cleoHTE cleo_hte, Feature Level 2 (4.1.2.0)
 (386) 4.1.2.0
3 mgmt cleo_mgmt, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
4 netman cleo_netman, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
5 sib cleo_sib, Link Level (4.1.2.0)
 (386) 4.1.2.0
6 sna128lu cleo_sna_128lu, SNA Level, (4.1.2.0)
 (386) 4.1.2.0
7 tkrn cleo_tkrn, Link Level, (4.1.2.0)
 (386) 4.1.2.0
```

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

## 5 Enter 2

The system displays the following message:

```
PROCESSING:
Package: cleo_HTE, Feature Level (4.1.2.0) <cleoHTE> from <-
>

cleo_HTE
(386) (4.1.2.0)
```

```
Using </> as the package base directory.
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```

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 [Installing the Host Packages on page 431](#).

## 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 perform the procedures to install the Host software in the following order:

- 1 [Installing the Synchronous Host Interface Package on page 431](#)
- 2 [Installing the 3270 Enhanced File Transfer Package on page 433](#)
- 3 [Installing the NetView Alarm Interface Package on page 435](#)

## 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.
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```

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.

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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 <diskettel>
```

```
INTUITY 3270 Netview Alarm Interface Package
(i486)
```

```
Using </> as the package base directory.
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```

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

```
Installation of INTUITY 3270 Netview Alarm Interface Package
(mtcxmtr) was successful.
```

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

**6** Enter **q**

**7** Remove the diskette labeled “3270 Netview Alarm Interface 1 of 1” from the diskette drive.

Once all the host software is installed, see *Intuity CONVERSANT Version 7.0 Communications Development*, 585-313-202, for more information about using the features.

## Installing the ORACLE Development Packages

ORACLE provides many packages that are not required to support the Intuity CONVERSANT system operation. Intuity CONVERSANT system refers to these packages as ORACLE add-on packages.

This section describes the installation procedures for each add-on package. For detailed installation and removal information, see the *ORACLE7 for Intel UNIX SVR4 (iABI) Installation & Configuration Guide*.

## Package List

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

- ORACLE 7 Pro\*C Package
- ORACLE 7 Developer Toolkit – which contains ORACLE FORMS 4.5.7.12 and ORACLE Reports 2.5.5.4.0

### CAUTION:

The ORACLE Developer Toolkit cartridge tape contains more ORACLE products than those listed. However, Intuity CONVERSANT system customers must NOT install products that are not listed. Some of the products are already included in the various Intuity CONVERSANT system packages, while other products are not authorized to be used by the Intuity CONVERSANT system customers. A violation of the recommendation may result into the corruption of the Intuity CONVERSANT system software configuration and may be illegal usage of the ORACLE software.

- ORACLE 7 Patch 19

## Installation Requirements

The basic requirements for installing ORACLE add-on packages are as follows:

- Intuity CONVERSANT Base ORACLE RDBMS 7.3.2 package is installed.
- The voice system and ORACLE database are stopped during the installation. (You can stop the database by entering **ior s**.)

## Procedures

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

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

### Increasing ORACLE File System

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

- 1 Log on to the system as **root**.
- 2 Enter **addfs /oracle 307200 1024**

### Creating a Temporary File System

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

- 1 Enter the following commands in the sequence below:

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

- 2 Enter **df** to verify the /xtmp file system is mounted.
- 3 Enter **TMPDIR=/xtmp**
- 4 Enter **export TMPDIR**

### Installing the Intuity ORACLE 7 Pro\*C Package

- 1 Enter **pkgadd -d ctape1**

The system displays the following message:

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

- 2 Insert the diskette labeled “ORACLE 7.3.2 Pro\*C Package” into the cartridge tape drive.

### 3 Press ENTER.

The system displays the following message:

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

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

1. proc INTUITY ORACLE 7 Pro\*C Package  
(i486) i.3.1

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

### 4 Press ENTER.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY ORACLE 7 Pro*C Package (proc) from <ctapel>
```

```
INTUITY ORACLE 7 Pro*C Package
(i486)
```

```
Using </> as the package base directory.
```

```
Lucent Technologies Inc.
```

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

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

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

5 Enter **q**

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

### Installing the Intuity ORACLE Developer 2000 Toolkit

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

- 1 Insert the tape labeled “ORACLE 7.3.2 Developer 2000 Toolkit” into the cartridge tape drive.
- 2 Enter the following commands in the sequence below:

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

The system displays the following message:

```
Select the Installer Activity.
```

**3 Select Install/Upgrade/Patch Software Only.**

The system displays the following message:

```
Select the Installer option
```

**4 Select New Product .**

The system displays the following message:

```
Enter mount point for your software installation.
```

**5 Enter /oracle**

The system displays the following message:

```
Complete $ORACLE_HOME location:
```

```
/oracle/app/oracle/product
```

**6 Enter 7.3.2****7 Press ENTER at the confirmation message.**

The system displays the following message:

```
Do you want to create DB objects also?
```

**8 Select No.**

The system displays the Logging and Status screen:

**9 Press ENTER.**

The system displays the README.FIRST file.

**10** Press **ENTER** to exit the README.FIRST file

**11** Press **ENTER** to avoid displaying the README.FIRST file in the future.

The system displays the following message:

```
Select one of the following:
```

```
(o) Install from CD-ROM
```

```
() Install from staging area
```

**12** Press **TAB**, **▲** (up arrow), and the spacebar to select `Install from CD-ROM`.

**13** Press **ENTER**.

The system displays the following message:

```
Enter the pathname of the $ORACLE_LINK directory
```

**14** Enter `/xtmp/d2k132`

The system displays the following message

```
Select the native language to be installed:
```

**15** Select **American/English**.

The system displays the following message

```
The /oracle/app/oracle/product/7.3.2/orainst/root.sh file
already exists. Select one of the following actions:
```

```
() Append root-related actions to this file
(o) Create new root.sh file
```

- 16** Press **TAB**, **▲** (up arrow), and the spacebar to select **Append root-related actions to this file**.

- 17** Press **ENTER**.

The system displays the following message

```
Post-installation steps that need to be run by root will be
written to
/oracle/app/oracle/product/7.3.2/orainst/root.sh
```

- 18** Press **ENTER**.

The system displays the following message

```
Install online help for:
() All Products Being Installed
(o) Products of Your Choice
() No Products
```

- 19** Press **TAB**, **▲** (up arrow), and the spacebar to select **All Products Being Installed**.

**20 Press ENTER.**

The system displays the following message:

```
Do you want to install UNIX-specific documentation?
```

**21 Select Yes.**

The system displays the following message:

```
Install product documentation from the product documentation
CD-ROM for:
```

```
(o) All Product Being Installed
() Products of Your Choice
() No Products
```

**22 Select All Products Being Installed.**

The system displays the following message:

```
Enter the pathname for your $ORACLE_DOC directory

/oracle/app/oracle/doc
```

**23 Press ENTER to select the default pathname.**

The system displays the Software Assist Manager screen.

- 24 Use the  (down arrow) and space bar to highlight the following products:
- ~ ORACLE FORMS 4.5.7.12
  - ~ ORACLE Reports 2.5.5.4.0

- 25 Press **TAB** to select **Install**, and then press **ENTER**.

The system displays the following message:

```
Would you like to install the PL/SQL Procedure Builder demos?
(Note: this will take up 5120 bytes of disk space).
```

- 26 Select **Yes**.

The system displays the following message:

```
Please enter the directory where the X-Windows libraries
(libxt.a, libX11.a) may be found:
```

- 27 Enter **/usr/X/lib**

The system displays the following message:

```
Please enter the directory where the MOTIF library (libXm.a)
is located:
```

- 28 Enter **/usr/X/lib**

The system displays the following message:

```
Would you like to install the ORACLE Graphics 2.5 demos?
(Note: this will take up 4405248 bytes of disk space).
```

**29 Select No.**

The system displays the following message:

```
Select one or more user interfaces for Oracle Forms...

(x) Character Mode Interface
() Motif Bitmapped Interface
```

**30 Select Character Mode Interface.**

The system displays the following message:

```
Would you like to install the ORACLE Forms demos?
(Note: this will take up 7963648 bytes of disk space).
```

**31 Select Yes.**

The system displays the following message:

```
Select one or more user interfaces for Oracle Reports 2.5...

(x) Character Mode Interface
() Motif Bitmapped Interface
```

**32 Select Character Mode Interface.**

The system displays the following message:

```
Would you like to install the ORACLE Reports 2.5 demos?
(Note: this will take up 27224064 bytes of disk space).
```

**33** Select **Yes**.

After approximately 30 minutes, the system displays a confirmation message.

**34** Select **OK**.

**35** Type **x** at the Software Asset Manager screen.

**36** Press **y** at the confirmation message.

## Post Installation Setup

- 1 At the UNIX system prompt, enter **su - root**
- 2 Enter the **root** password.
- 3 Enter **cd /oracle/app/oracle/product/7.3.2/orainst**
- 4 Enter **./root.sh**

The system displays the following message:

```
The following environment variables are set as
```

```
ORACLE_OWNER= oracle
```

```
ORACLE_HOME= oracle
```

```
ORACLE_SID= A
```

```
Are these settings correct (Y/N)? [Y]
```

**5 Press ENTER.**

The system displays the following message:

```
Enter the full pathname of the local bin directory
```

```
[/usr/bin]:
```

**6 Press ENTER.**

**7 The procedure is complete when the UNIX system prompt is returned.**

## Installing the Intuity ORACLE 7 Patch 19

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

**2 Insert the tape labeled “ORACLE 7.3.2 Patch 19” into the cartridge tape drive.**

**3 Enter the following commands in the sequence below:**

```
cd /xtmp
rm -rf d2k132
cpio -icvdB < /dev/rmt/ctape1
chmod 444 *
```

```
su - oracle
mkdir /oracle/app/oracle/product/7.3.2/D2K132_19
cd /oracle/app/oracle/product/7.3.2/D2K132_19
```

The system places you in the directory that you created. The files will be installed to this directory from **/xtmp**.

- 4 Enter the following commands in the sequence below:

```
tar -xvf /xtmp/tar.patch19
```

The system displays a series of file names and sizes before the system prompt appears.

- 5 Enter **./patch\_install.sh** to install the Intuity ORACLE 7 Patch 19.
- 6 Enter **cd ..**
- 7 Enter **rm -rf D2K132\_19** to remove the directory where the patch files were temporarily placed.

## Completing Installation

- 1 Enter the following commands to complete installation of the ORACLE development packages

```
umount /xtmp
voledit -rf rm xtmp
```

- 2 Enter **vxldg free** to show the currently available disk space.

## Installing the ORACLE SQL\*Net TCP/IP Package

To install this optional feature package, do the following:

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

2 Enter **pkgadd -d diskette1**

The system displays the following message:

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

3 Insert the diskette labeled “SQL\*NET TCP/IP for ORACLE 7.3.2” into the diskette drive.

4 Press **ENTER**.

The system displays the following message:

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

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

```
 1. ora7sql INTUITY SQL*NET TCP/IP for ORACLE
 7.3.2 (i486)
```

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

5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY SQL*NET TCP/IP for ORACLE 7.3.2 (ora7sql) from
<diskette1>

INTUITY SQL*NET TCP/IP for ORACLE 7.3.2
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of SQL*NET TCP/IP for ORACLE 7.3.2 (ora7sql)
was successful.

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

## 6 Enter **q**

## 7 Make sure that the light on the floppy disk drive is off and remove the diskette.

For more information on this feature, see

- 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

Procedures to install the primary rate interface packages include:

- [Installing the ISDN Primary Rate Interface Package on page 454](#)
- [Installing the Advanced Primary Rate Interface Package on page 457](#)

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.
```

```
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```

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

```
WARNING: Before this package can function, the T1/E1
 Driver package must be installed and then
 reboot the system to complete installation of
 the T1/E1 Driver package
```

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

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

```
The UNIX Operating System kernel has been rebuilt.
```

```
RM PROFILE_SIZE has been changed.
```

```
Reboot before attempting to use this PRI package.
```

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

```
This concludes the steps required to install the 'ISDN
Primary Rate Interface' feature. However, additional steps
are required to activate the feature. Consult the INTUITY VIS
Operations guide for the steps required. Administration must
also be done at the connecting end (PBX, ACD, or other
switch) to properly configure the T1 or E1 channels.
```

```
Installation of INTUITY ISDN Primary Rate Interface Package
(pri) was successful.
```

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

**6** Enter **q**

**7** Remove the diskette labeled “ISDN Primary Rate Interface Package 1 of 1” from the diskette drive.

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

For more information on this feature, see:

- Chapter 3, “Digital Telephony Interfaces,” of *Intuity CONVERSANT Version 7.0 Communications Development*, 585-313-202.
- Chapter 6, “Switch Interfaces,” of *Intuity CONVERSANT Version 7.0 Administration*, 585-313-501.

## Installing the Advanced Primary Rate Interface Package

To install this optional feature package, do the following:

- 1** If you are not already logged in as **root**, do so now.
- 2** Enter **pkgadd -d diskette1**

The system displays the following message:

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

- 3 Insert the diskette labeled “Advanced PRI Package 1 of 1” into the diskette drive.

- 4 Press **ENTER**.

The system displays the following message:

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

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

```
 1. npri INTUITY Advanced PRI Package
 (i486)
```

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

- 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Advanced PRI Package (npri) from <diskette1>
```

```
INTUITY Advanced PRI Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
This concludes the steps required to install the 'Advanced
PRI' feature.
```

```
Installation of INTUITY Advanced PRI Package (npri) was
successful.
```

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

#### 6 Enter **q**

- 7 Remove the diskette labeled “Advanced PRI Package 1 of 1” from the diskette drive.

## Installing the Script Builder Package

To install this optional feature package, do the following:

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

## 2 Enter **pkgadd -d diskette1**

The system displays the following message:

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

## 3 Insert the diskette labeled “Script Builder 1 of 3” into the diskette drive

## 4 Press **ENTER**.

The system displays the following message:

```
Installation in progress -- do not remove the diskette.
The following packages are available:
 1. sb INTUITY Script Builder
 (i486)
```

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

## 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY Script Builder (sb) from <diskette1>
```

```
INTUITY Script Builder
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
READY TO PROCESS:
Package: INTUITY Script Builder (sb)
 diskette 2 of 3

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

- 6 Remove the diskette labeled “Script Builder 1 of 3” from the diskette drive.
- 7 Insert the diskette labeled “Script Builder 2 of 3” into the diskette drive.
- 8 Press **ENTER**.

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

```
READY TO PROCESS:
Package: INTUITY Script Builder (sb)
 diskette 3 of 3
```

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

- 9 Remove the diskette labeled “Script Builder 2 of 3” from the diskette drive.
- 10 Insert the diskette labeled “Script Builder 3 of 3” into the diskette drive.
- 11 Press **ENTER**.

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

```
Installation of Script Builder (sb) was successful.
Insert diskette into Floppy Drive 1.
Type [go] when ready,
or [q] to quit: (default: go)
```

- 12 Enter **q**
- 13 Remove the diskette labeled “Script Builder 3 of 3” from the diskette drive.

For more information on this feature, see *Intuity CONVERSANT Version 7.0 Application Development with Script Builder*, 585-313-206.

## Installing the Script Builder FAX Actions Package

To install the Script Builder FAX Actions package, do the following:

- 1 At the UNIX prompt, enter **pkgadd -d ctape1**

The system displays the following message:

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

- 2 Insert the tape labeled “Script Builder FAX Actions for Lucent Technologies” into the tape drive.
- 3 Press **ENTER**.

The system displays the following message:

```
Installation in progress -- do not remove the cartridge.
The following packages are available:
 1. sbfax INTUITY Script Builder Fax Actions
 (i486)
```

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

#### 4 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY Script Builder Fax Actions (sbfax) from
<ctapel>

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 19 on page 466](#).

Table 19. 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<br>Guadeloupe: 5900 | French Polynesia: 6890 | Gabon: 2410                  | German Dem Rep: 370   |
| German Fed Rep: 490                 | Greece: 300            | Guam: 6710                   | Guantanamo Bay: 530   |
| Guatemala: 5020                     | Guyana: 5920           | Haiti: 5090                  | Honduras: 5040        |
|                                     |                        |                              | <i>1 of 3</i>         |

Table 19. Country codes

| Country: Code                      | Country: Code                        | Country: Code                           | Country: Code                           |
|------------------------------------|--------------------------------------|-----------------------------------------|-----------------------------------------|
| Hong Kong: 8520                    | Hungary: 360                         | Iceland: 3540                           | India: 910                              |
| Indonesia: 620                     | Iran: 980                            | Iraq: 9640                              | Ireland: 3530                           |
| Israel: 9720                       | Italy (Co): 390                      | Italy (PBX): 391                        | Ivory Coast: 2250                       |
| Japan 10: 810(10 pulse per second) | Japan 20: 811 (20 pulses per second) | Japan 10 DID: 812(10 pulses per second) | Japan 2 DID: 813 (10 pulses per second) |
| Jordan: 9620                       | Kenya: 2540                          | Korea: 820                              | Kuwait: 9650                            |
| Liberia: 2310                      | Libya: 2180                          | Liechtenstein: 410                      | Luxembourg: 3520                        |
| Malawi: 2650                       | Malaysia: 600                        | Mexico: 520                             | Monaco: 330                             |
| Morocco: 2120                      | Namibia: 2640                        | Netherlands: 310                        | Netherlands Antilles: 5990              |
| Netherlands Antilles Aruba: 2970   | New Caledonia: 6870                  | New Zealand: 640                        | Nicaragua: 5050                         |
| Nigeria: 2340                      | Norway: 470                          | Norway X: 471                           | Oman: 9680                              |
|                                    |                                      |                                         | <i>2 of 3</i>                           |

Table 19. Country codes

| Country: Code         | Country: Code                    | Country: Code             | Country: Code                |
|-----------------------|----------------------------------|---------------------------|------------------------------|
| Pakistan: 920         | Panama: 5070                     | Papua New Guinea:<br>6750 | Paraguay: 5950               |
| Peru: 510             | Philippines: 630                 | Poland: 480               | Portugal: 3510               |
| Qatar: 9740           | Romania: 400                     | Saipan: 6700              | San Marino: 390              |
| Saudi Arabia:<br>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<br>Emirates:<br>9710 | U.K. (CO): 440            | U.K. (PBX): 441              |
| Uruguay: 5980         | Vatican City: 390                | Venezuela: 580            | Yemen Arab<br>Republic: 9670 |
| Yugoslavia: 380       |                                  |                           |                              |
|                       |                                  |                           | <b>3 of 3</b>                |

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. Procedures for the following packages are available:

- [Installing the Line Side T1 Interface Package - Definity on page 473](#)
- [Installing the Line Side T1 Interface Package - Galaxy on page 476](#)

#### Installing the Line Side T1 Interface Package - Definity

To install this optional feature package, do the following:

- 1 If you are not already logged in as **root**, do so now.
- 2 Ensure that the T1 driver package has been installed.

### 3 Enter **pkgadd -d diskette1**

The system displays the following message:

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

### 4 Insert the diskette labeled “Line Side T1 Package - Definity 1 of 2” into the diskette drive.

### 5 Press **ENTER**.

The system displays the following message:

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

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

```
 1. lst1d INTUITY Line Side T1 Package - Definity
 (i486)
```

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

### 6 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY Line Side T1 Package - Definity (lst1d) from
<diskette1>
```

```
INTUITY Line Side T1 Package - Definity
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
READY TO PROCESS:
Package: INTUITY Line Side T1 Package - Definity
 (lst1d) diskette 2 of 2

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

- 7 Remove the diskette labeled “Line Side T1 Package - Definity 1 of 2” from the diskette drive.
- 8 Insert the diskette labeled “Line Side T1 Package - Definity 2 of 2” into the diskette drive.
- 9 Press **ENTER**.

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

```
This concludes the steps required to install the 'Line Side
T1 - Definity' feature. However, additional steps are
required to activate the feature. Consult the INTUITY VIS
```

Operations guide for the steps required. Administration must also be done at the connecting end (PBX, ACD, or other switch) to properly configure the T1 channels.

Installation of INTUITY Line Side T1 Package - Definity (1stld) 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
<diskettel>
```

```
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 (1st1g)
was successful.
```

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

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

7 Enter **q**

8 Remove the diskette labeled “Line Side T1 Package - Galaxy 1 of 1” from the diskette drive.

## Installing the T1 E&M Package

To install this optional feature package, do the following:

- 1 If you are not already logged in as **root**, do so now.
- 2 Ensure that the T1 driver package has been installed.

### 3 Enter **pkgadd -d diskette1**

The system displays the following message:

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

### 4 Insert the diskette labeled “T1 E&M Package 1 of 1” into the diskette drive.

### 5 Press **ENTER**.

The system displays the following message:

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

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

```
 1. t1em INTUITY T1 E&M Interface Package
 (i486)
```

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

### 6 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY T1 E&M Interface Package (t1em) from
<diskette1>
```

```
INTUITY T1 E&M Interface Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
This concludes the steps required to install the 'T1 E&M
Interface Package' feature. However, additional steps are
required to activate the feature. Consult the INTUITY VIS
Operations guide for the steps required. Administration must
also be done at the connecting end (PBX, ACD, or other
switch) to properly configure the T1 channels.
```

```
Installation of INTUITY T1 E&M Interface Package (t1em) was
successful.
```

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

**7 Enter q**

- 8 Remove the diskette labeled “T1 E&M Package 1 of 1” from the diskette drive.**

## Installing the Text To Speech Package

**Note:** If you are installing the TTS package and `feature_tst` is already installed on your system (as in assisted upgrades), once you have finished installing all other desired, you must remove `feature_tst` and reinstall it in order to select the TTS test.

To install the TTS package, do the following:

- 1 If you are not already logged in as **root**, do so now.
- 2 Enter **pkgadd -d diskette1**

The system displays the following message:

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

- 3 Insert the diskette labeled “Text to Speech Package 1 of 8” into the diskette drive.
- 4 Press **ENTER**.

The system displays the following message:

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

The following packages are available:

1. tts INTUITY Text To Speech Package  
(i486)

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

## 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY Text To Speech Package (tts) from <diskette1>
INTUITY Text To Speech Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
READY TO PROCESS:
Package: INTUITY Text To Speech Package (tts)
 diskette 2 of 8

Insert diskette 2 of 8 into Floppy Drive 1.
Type [go] when ready,
 or [q] to quit: (default: go)
```

- 6 Remove the diskette labeled “Text to Speech Package 1 of 8” from the diskette drive.
- 7 Insert the diskette labeled “Text to Speech Package 2 of 8” into the diskette drive.
- 8 Press **ENTER**.

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

```
READY TO PROCESS:
Package: INTUITY Text To Speech Package (tts)
 diskette 3 of 8
```

```
Insert diskette 3 of 8 into Floppy Drive 1.
Type [go] when ready,
 or [q] to quit: (default: go)
```

- 9 Remove the diskette labeled “Text to Speech Package 2 of 8” from the diskette drive.
- 10 Insert the diskette labeled “Text to Speech Package 3 of 8” into the diskette drive.

**11 Press ENTER.**

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

```
READY TO PROCESS:
Package: INTUITY Text To Speech Package (tts)
 diskette 4 of 8

Insert diskette 4 of 8 into Floppy Drive 1.
Type [go] when ready,
 or [q] to quit: (default: go)
```

**12 Remove the diskette labeled “Text to Speech Package 3 of 8” from the diskette drive.****13 Insert the diskette labeled “Text to Speech Package 4 of 8” into the diskette drive.****14 Press ENTER.**

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

```
READY TO PROCESS:
Package: INTUITY Text To Speech Package (tts)
 diskette 5 of 8

Insert diskette 5 of 8 into Floppy Drive 1.
Type [go] when ready,
 or [q] to quit: (default: go)
```

- 15 Remove the diskette labeled “Text to Speech Package 4 of 8” from the diskette drive.
- 16 Insert the diskette labeled “Text to Speech Package 5 of 8” into the diskette drive.
- 17 Press **ENTER**.

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

```
READY TO PROCESS:
Package: INTUITY Text To Speech Package (tts)
 diskette 6 of 8
```

```
Insert diskette 6 of 8 into Floppy Drive 1.
Type [go] when ready,
 or [q] to quit: (default: go)
```

- 18 Remove the diskette labeled “Text to Speech Package 5 of 8” from the diskette drive.
- 19 Insert the diskette labeled “Text to Speech Package 6 of 8” into the diskette drive.
- 20 Press **ENTER**.

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

```
READY TO PROCESS:
Package: INTUITY Text To Speech Package (tts)
 diskette 7 of 8
```

```
Insert diskette 7 of 8 into Floppy Drive 1.
Type [go] when ready,
 or [q] to quit: (default: go)
```

- 21 Remove the diskette labeled “Text to Speech Package 6 of 8” from the diskette drive.
- 22 Insert the diskette labeled “Text to Speech Package 7 of 8” into the diskette drive.
- 23 Press **ENTER**.

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

```
READY TO PROCESS:
Package: INTUITY Text To Speech Package (tts)
 diskette 8 of 8
```

```
Insert diskette 8 of 8 into Floppy Drive 1.
Type [go] when ready,
 or [q] to quit: (default: go)
```

- 24 Remove the diskette labeled “Text to Speech Package 7 of 8” from the diskette drive.
- 25 Insert the diskette labeled “Text to Speech Package 8 of 8” into the diskette drive.
- 26 Press **ENTER**.

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

```
Installation of Text To Speech Package (tts) was successful.
Insert diskette into Floppy Drive 1.
Type [go] when ready,
 or [q] to quit: (default: go)
```

- 27 Enter **q**
- 28 Remove the diskette labeled “Text to Speech Package 8 of 8” from the diskette drive.

For more information on this feature package, see *Intuity CONVERSANT Version 7.0 Speech Development, Processing, and Recognition*, 585-313-201.

# Installing the WholeWord Recognition Packages

Procedures to install the WholeWord recognition packages include:

- [Installing the WholeWord Recognition - Base Package on page 488](#)
- [Installing the WholeWord Recognition - Language Package on page 490](#)

## 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 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
<diskettel>
```

```
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.
Lucent Technologies Inc.
```

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

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

**Note:** If you answer **y** and that package has not been installed on your system, you are given an opportunity to cancel the installation. The following is an example for Full CCA:

```
Displaypkg shows that Full CCA is not installed.
You will not be able to test Full CCA with this script.
Type q to quit or return to continue.
```

## 6 Enter y

The system displays the following message:

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

## 7 Enter y

The system displays the following message:

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

**8** Enter **y**

The system displays the following message:

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

**9** Enter **y**

The system displays the following message:

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

**10** Enter **y**

The system displays the following message:

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

**11** Enter **y**

The system displays the following message:

```
READY TO PROCESS:
```

```
Package: INTUITY Feature Test Script Package (ftst) diskette
2 of 3
```

```
Insert diskette 2 of 3 into Floppy Drive 1.
```

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

Do you want to include the Speech Recognition test? (y/n)

- 12 Remove the diskette labeled “Feature Test Script Package 1 of 3” from the diskette drive.
- 13 Insert the diskette labeled “Feature Test Script Package 2 of 3” into the diskette drive.
- 14 Press **ENTER**.

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

```
READY TO PROCESS:
```

```
Package: INTUITY Feature Test Script Package (ftst) diskette
3 of 3
```

```
Insert diskette 3 of 3 into Floppy Drive 1.
```

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

- 15 Remove the diskette labeled “Feature Test Script Package 2 of 3” from the diskette drive.
- 16 Insert the diskette labeled “Feature Test Script Package 3 of 3” into the diskette drive.
- 17 Press **ENTER**.

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

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

```
Installation of Adjunct/Switch Application Interface Package
(asai) was successful.
```

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

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

- 18 Enter **q**
- 19 Remove the diskette labeled “Feature Test Script Package 3 of 3” from the diskette drive.

## Installing the Universal Call ID Package

To install the Universal Call ID package, do the following:

- 1 If you are not already logged in as **root**, do so now.
- 2 Enter **pkgadd -d diskette1**

The system displays the following message:

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

- 3 Insert the diskette labeled “Universal Call ID Package 1 of 1” into the diskette drive.
- 4 Press **ENTER**.

The system displays the following message:

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

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

```
1.ucid INTUITY Universal Call ID
 (i486)
```

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

- 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY Universal Call ID Package (ucid) from
<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, you are asked if you want to remove speech file systems. Answer **no** to this prompt.
- During an initial installation of the Base ORACLE RDBMS package, a user called "oracle" is created. This user is NOT removed when the Base ORACLE RDBMS package is removed. Once all the base and add-on ORACLE packages have been removed, if you want to remove the

“oracle” user, do so through **SYSADM**. See Appendix A, “System Administration Features,” in *Intuity CONVERSANT Version 7.0 Administration*, 585-313-501.

To remove software packages, do the following:

- 1 Enter **displaypkg** at the system prompt #.

The system displays all the packages installed on your system.

- 2 Once you have determined the packages to be removed, enter **removepkg** or **pkgrm**

At the prompt, enter the number (as it appears on the screen) beside the package you want to remove.

Repeat [step 2](#) for each package you want to remove.

### CAUTION:

After you have removed packages from a UnixWare system, you **MUST** reboot the system before reinstalling packages. You can remove more than one package before rebooting, but you must reboot before reinstalling any packages.

## Using the Intuity CONVERSANT Screens

**Note:** Your system must have the Unix Management Screens Package installed in order to use this procedure.

To remove software using the Intuity CONVERSANT screens, do the following:

- 1 Start at the Voice System Administration menu ([Figure 137 on page 347](#)) and select:

```
> UNIX Management
```

```
>Software Remove
```

The system displays the Software Remove screen ([Figure 143 on page 505](#)) which lists the software installed on the system.

Figure 143. Software Remove Screen

The following packages are available:

|    |          |                                                                      |
|----|----------|----------------------------------------------------------------------|
| 1  | CUIsset  | INTUITY CONVERSANT VIS V6.0 Set<br>(i486) i.2.0                      |
| 2  | PerfBack | Perfect Backup and Restore<br>(SUR4.2-intel) 5.0.0                   |
| 3  | TSM      | INTUITY Transaction State Machine Package<br>(i486) i.2.0            |
| 4  | acp      | Enhanced Application Compatibility<br>(386) 1                        |
| 5  | as       | UnixWare for Intuity<br>(386) 1                                      |
| 6  | asai     | INTUITY Adjunct/Switch Application Interface Package<br>(i486) i.2.0 |
| 7  | asp      | INTUITY ASP Driver Package<br>(i486) i.2.0                           |
| 8  | atm      | Adobe Type Manager(TM)<br>(386) 1                                    |
| 9  | atm13    | ATM Basic Fonts<br>(386) 1                                           |
| 10 | backrest | INTUITY Backup/Restore Utilities<br>(i486) 1.0                       |

... 99 more menu choices to follow;

<RETURN> for more choices, <CTRL-D> to stop display:

- 2 Locate the package you wish to remove.
- 3 Note the number of the package given in the first column.
- 4 Press **CONTROL + D** .

The system displays the following message:

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

**5** Enter the number of the package.

The system displays the name and version number for the package selected.

**6** Enter **y**

The system removes the package.

**Note:** If the system displays any messages warning of dependencies, enter **y** again to continue with the software removal.

**7** Press **ENTER**.

# A System Configuration

## Overview

This appendix describes the placement of components in the MAP/100P and the operation of the Hardware Resource Allocator.

The information is designed to technicians to reconfigure the Intuity CONVERSANT system when it is necessary to add or remove hardware.

Topics covered include:

- [Component Assignments on page 508](#)
- [Hardware Resource Allocator Operation on page 516](#)
- [Configuration Device Data on page 541](#)

# Component Assignments

## Circuit Cards

The MAP/100P is equipped with a 20-slot backplane. For a deskside unit ([Figure 144 on page 510](#)) count from the bottom to the top. For a rack-mount unit ([Figure 145 on page 511](#)) 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 20 on page 509](#) lists the fixed slot assignments in the MAP/100P and are not variable in their arrangement.

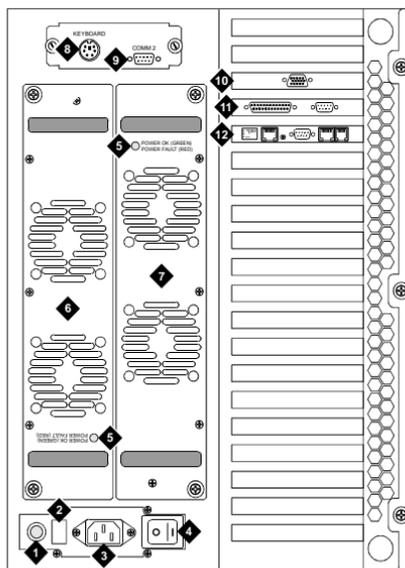
Table 20. MAP/100P Slot Assignments

| 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*              | RAID controller (optional) |
|                       |                          |                            |

\* PCI LAN circuit card can be assigned here if the system does not have RAID.

Slots are accessible from the back of the desktide MAP/100P ([Figure 144 on page 510](#)) and from the back of the rack-mount MAP/100P ([Figure 145 on page 511](#)).

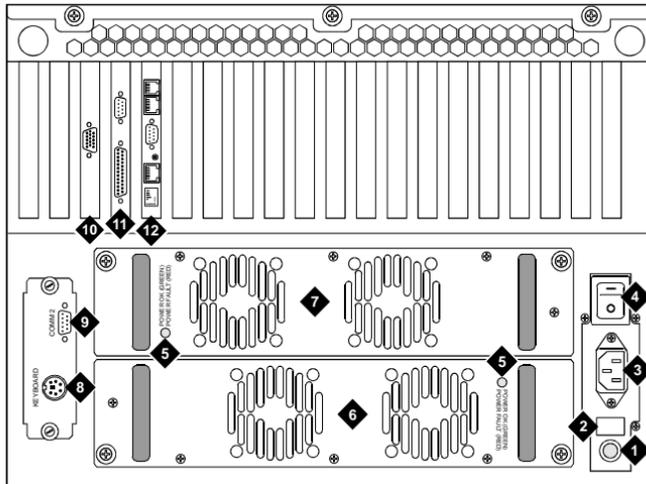
Figure 144. Back View of a Deskside MAP/100P



scirp003 KLC 032398

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

Figure 145. Back View of a Rack- Mount MAP/100P



scirp006 KLC 032398

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

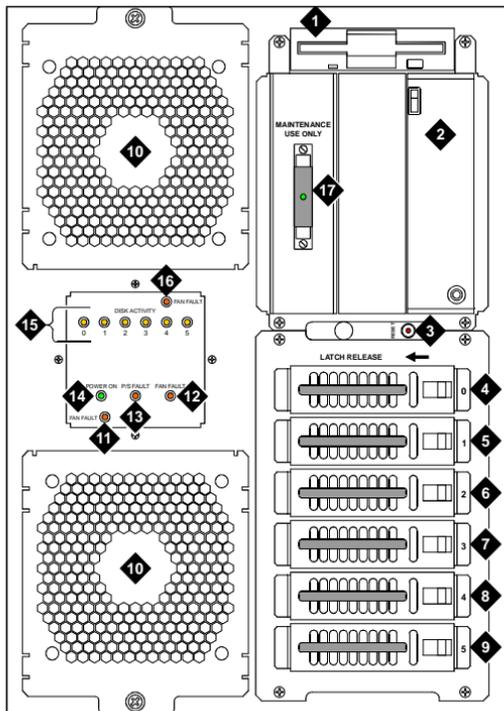
## Operating Hardware

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 desk-side MAP/100P ([Figure 146 on page 513](#)) and from the front of the rack-mount MAP/100P ([Figure 147 on page 514](#)).

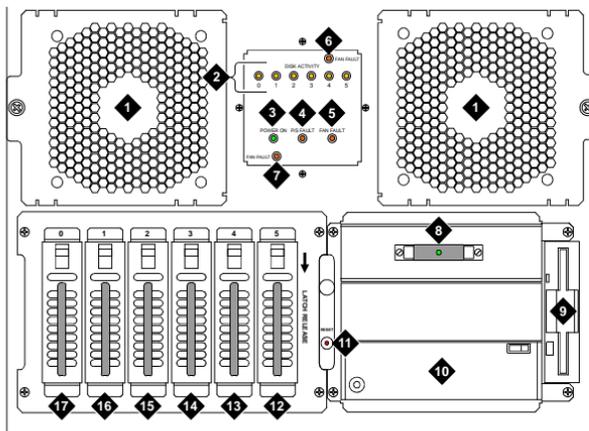
**Figure 146. Front View of a Deskside MAP/100P**



scinp002 klc 011196

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

**Figure 147. Front View of a Rack-Mount MAP/100P**



scirp007 KLC 021798

- |                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li><b>1. Circuit card cage fan assembly</b></li> <li><b>2. Disk activity indicator (per SCSI ID)</b></li> <li><b>3. Power on LED</b></li> <li><b>4. Power supply fault LED</b></li> <li><b>5. Card cage fan fault LED</b></li> <li><b>6. Fan fault LED for right fan</b></li> <li><b>7. Fan fault LED for left fan</b></li> <li><b>8. SCSI external active terminator</b></li> </ul> | <ul style="list-style-type: none"> <li><b>9. Diskette drive</b></li> <li><b>10. Cartridge tape drive</b></li> <li><b>11. Reset push button</b></li> <li><b>12. Hard disk drive 5</b></li> <li><b>13. Hard disk drive 4</b></li> <li><b>14. Hard disk drive 3</b></li> <li><b>15. Hard disk drive 2</b></li> <li><b>16. Hard disk drive 1</b></li> <li><b>17. Hard disk drive 0</b></li> </ul> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

[Table 21 on page 515](#) lists the fixed assignments for the peripheral bay, hard disk drive bay, and miscellaneous slots in the MAP/100P.

**Table 21. Fixed Assignments in the MAP/100P**

| Peripheral |                         | Hard Disk Drive |                   | Miscellaneous |                                                                                                                                |
|------------|-------------------------|-----------------|-------------------|---------------|--------------------------------------------------------------------------------------------------------------------------------|
| Bay        | Fixed To:               | Bay             | Fixed To:         | Slot          | Fixed To:                                                                                                                      |
| 1          | External SCSI connector | 0               | Hard Disk Drive 0 | 16            | Remote maintenance circuit card                                                                                                |
| 2          | Empty                   | 1               | Hard Disk Drive 1 | 17            | P5 200 MHz CPU circuit card                                                                                                    |
| 3          | Cartridge tape drive    | 2               | Hard Disk Drive 2 | 18            | Video circuit card (PCI slot 1)                                                                                                |
| 4          | Diskette drive          | 3               | Hard Disk Drive 3 | 19            | RAID controller circuit card, if equipped (PCI slot 2). If not equipped with RAID, this slot will have a PCI LAN circuit card. |

*1 of 2*

Table 21. Fixed Assignments in the MAP/100P

| Peripheral |           | Hard Disk Drive |                   | Miscellaneous |           |
|------------|-----------|-----------------|-------------------|---------------|-----------|
| Bay        | Fixed To: | Bay             | Fixed To:         | Slot          | Fixed To: |
|            |           | 4               | Hard Disk Drive 4 |               |           |
|            |           | 5               | Hard Disk Drive 5 |               |           |

2 of 2

## Hardware Resource Allocator Operation

Operation of the Hardware Resource Allocator includes the following tasks:

- [Adding Hardware to an Existing Configuration on page 517](#)
- [Removing Hardware from an Existing Configuration on page 521](#)
- [Specifying a New Configuration on page 525](#)
- [Saving a Configuration on page 531](#)
- [Viewing a Configuration on page 533](#)
- [Comparing a Configuration on page 538](#)
- [Presetting Hardware Resources on page 538](#)

## 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 on page 533](#) 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 on page 529](#)).

**8** Select the hardware item you want to add to the configuration file. Use the  up arrow and  down arrow keys to move through the screen.

**9** Press **ENTER**.

**10** If the system displays the following message:

```
Enter quantity to add (X max in multiples of 1):
```

Enter the quantity of this hardware item you want to install in your system.

If the system does not display this message, continue with [step 11](#).

**11** If the system displays the following message:

```
Do you wish to preset hardware options for device
XXXX [y|n]?
```

Enter **n**

If the system does not display this message, continue with [step 12](#).

- 12 When the system displays the following message:

```
1 XXXX device(s) added.
Press Enter to continue...
```

- 13 Press **ENTER**.

The system displays the Device Menu screen ([Figure on page 529](#)).

- 14 When you are done adding hardware to the configuration press **d**

The system displays the following message:

```
Configuration complete and successful.
Configuration data written to file: /vs/data/confData.
```

- 15 View the new configuration file to make sure you have added the correct hardware. See [Viewing a Configuration on page 533](#) 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 on page 531](#) 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 on page 533](#) 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 on page 529](#)).

**8** Press **r**

The system displays the Currently Selected Devices screen ([Figure 148 on page 523](#)).

**Figure 148. Currently Selected Devices Screen**

```

 Currently Selected Devices

1 SCSI_TAPE_DRIVE 5 SCSI_TAPE_DRIVE9 SP
2 VIDEO_CONTROLLER 6 16MB_SIMM 10 SP
3 RMB_M 7 16MB_SIMM 11 IVP6
4 SCSI_DISK 8 COMPANION 12 ETHERNET

Select Device to remove, q to quit
```

**Note:** The above screen is dependent on your system configuration and may look different than the one shown.

**9** Place the cursor on the hardware item you want to remove from the configuration file. Use the  up arrow and  down arrow keys to move through the screen.

**10** Press **ENTER**.

The system displays the following message:

```
You have currently selected 1 XX device(s)
How many do you wish to remove?
```

**11** Enter the quantity of the hardware item you want to remove from your system.

The system displays the Currently Selected Devices screen ([Figure 148 on page 523](#)).

**12** If you want to remove additional hardware from your system, repeat [step 9](#) through [step 11](#).

If you are done removing hardware from your system press **q**

The system displays the Device Menu screen ([Figure on page 529](#)).

**13** Press **d**

The system displays the following message:

```
Configuration complete and successful.
Configuration data written to file: /vs/data/confData.
```

- 14 View the new configuration file to make sure you have removed the correct hardware. See [Viewing a Configuration on page 533](#) for the procedure.
- 15 Make the necessary adjustments on the installed hardware based on the new configuration.
- 16 Save the new configuration. See [Saving a Configuration on page 531](#) for the procedure.
- 17 Enter **hconchk**

The system displays the following message:

```
hconchk: The hardware configuration check is complete.
```

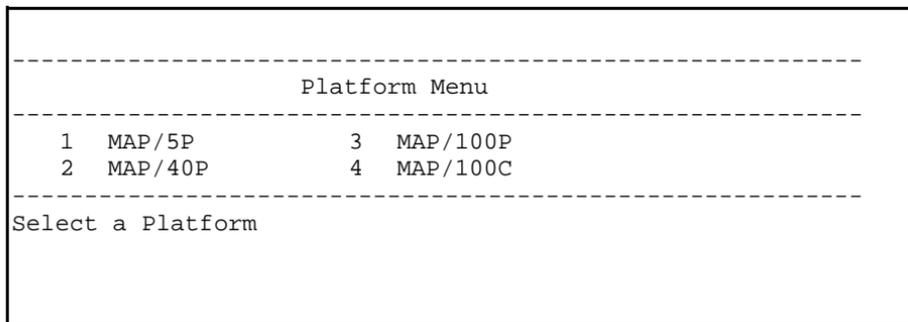
## Specifying a New Configuration

To specify a new configuration, do the following:

- 1 Enter **configure new**

The system displays the Platform Menu screen ([Figure 149 on page 526](#)).

Figure 149. Platform Menu Screen

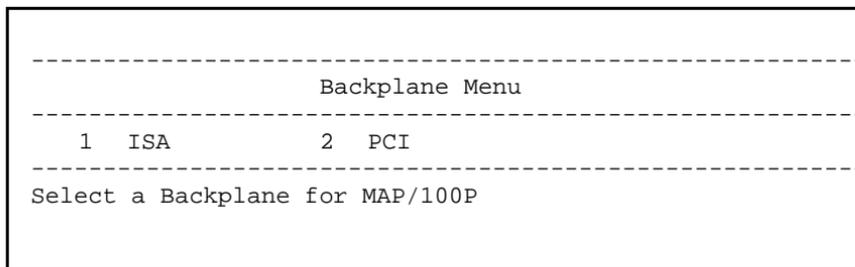


2 Place the cursor on **MAP/100P**.

3 Press **ENTER**.

The system displays the Backplane Menu screen  
([Figure 150 on page 527](#)).

Figure 150. Backplane Menu screen

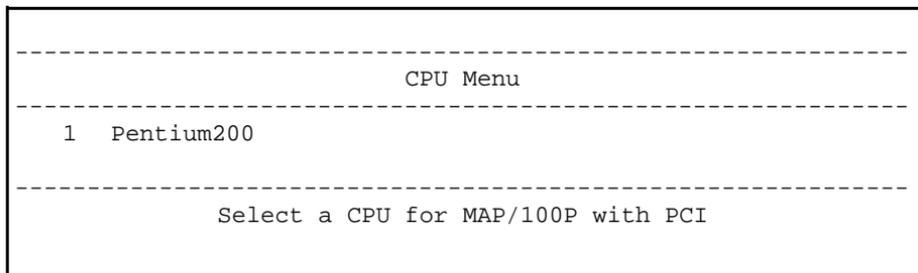


**Note:** The above menu screen is dependent on your system configuration and may look different than the one shown.

- 4 Place the cursor on appropriate backplane type.
- 5 Press **ENTER**.

The system displays the CPU Menu screen ([Figure 151 on page 528](#)).

Figure 151. 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 152 on page 529](#)).

Figure 152. Device Menu screen

```
Device Menu

1 SCSI_TAPE_DRIVE 17 T1 33 EICON
2 SCSI_DISK 18 T1_AYC21 34 8_PORT_SERIAL_EXP
3 PCI_SCSI 19 E1_AYC21 35 MEGA_8_PORT_SERIAL
4 EXT_SCSI 20 SP 36 REMOTE_TERMINAL
5 16MB_SIMM 21 MEGASP 37 EXTERNAL_MODEM
6 32MB_SIMM 22 SSP 38 SERIAL_PRINTER
7 VIDEO_CONTROLLER 23 COMPANION 39 SERIAL_MOUSE
8 RMB_M 24 TOKEN_RING 40 PS2_MOUSE
9 RMB_SP 25 CLEO_PCXL 41 PARALLEL_PRINTER
10 IVP6 26 FIFO_SIB 42 FAX
11 IVC6 27 ETHERNET 43 DCP
12 IVP6IU 28 PCI_LAN 44 DCP_NO_DMA
13 IVP6IA 29 IPCI 45 COLOR_CONSOLE
14 IVP6ID 30 PROTOCOL_CONV 46 VOICE_WORKSTATION
15 IVC6IA 31 ACCX
16 NGTR6 32 GPSYNC

Select Device #, r to remove, s to show, d when done, or q to quit
```

**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 152 on page 529](#)).

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 on page 533](#) for the procedure.
- 15 Make the necessary adjustments on the installed hardware based on the new configuration.
- 16 Save the new configuration. See [Saving a Configuration on page 531](#) 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
```

If the system displays the following message:

```
A "./configuration" file already exists
Overwrite? [y|n]
```

### 2 Enter **y**

The system displays the following message:

```
Configuration has been written to the "./configuration"
file.
```

### 3 Enter **vi ./configuration**

The system displays the System Configuration Table screen ([Figure 153 on page 535](#)).

Figure 153. Partial System Configuration Table Screen

```

 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

```

4 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 153 on page 535](#). 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 153 on page 535](#).

**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 152 on page 529](#)).

**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 **.Jdevices** file so that you can send this information to a printer.

If a **.Jdevices** file already exists, you are prompted as to whether it is acceptable to overwrite the existing file.

# B Component Ordering Numbers

## Overview

This appendix provides the ordering numbers for replacement components used in the MAP/100P.

## Component Ordering Numbers

[Table 22 on page 543](#) contains a list of component ordering numbers.

**Table 22. Component Ordering Numbers**

| <b>Basic Component Description</b>                                | <b>Order Number</b> |
|-------------------------------------------------------------------|---------------------|
| Adapter, 356B                                                     | 105197297           |
| Adapter, DB-9 feamile                                             | 406983205           |
| Adapter, electrical, 885A Kit                                     | 601419666           |
| Adapter, RJ45--DB25, DCE male (octopus), terminals and printers   | 406983171           |
| Adapter, RJ45--DB25, DCE female (octopus), terminals and printers | 406938189           |
| Adapter, RJ45--DB-25, DTE male (octopus), modem connections       | 406983155           |
| Adapter, SCSI, 68-50 pin, F/F, custom label                       | 407846229           |
| Adapter, T1-to-551 Paradyne CSU                                   | 407665884           |
| Backplane, hard disk drives                                       | 407869908           |
| <i>1 of 7</i>                                                     |                     |

Table 22. Component Ordering Numbers

| Basic Component Description                 | Order Number |
|---------------------------------------------|--------------|
| 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    |
| 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    |
| <i>2 of 7</i>                               |              |

Table 22. Component Ordering Numbers

| Basic Component Description                                     | Order Number |
|-----------------------------------------------------------------|--------------|
| 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, modular, 25-ft RJ-45 reversing (EQUINOX SSt-8I) | 407463157    |
| 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    |
| <i>3 of 7</i>                                                   |              |

Table 22. Component Ordering Numbers

| Basic Component Description                           | Order Number |
|-------------------------------------------------------|--------------|
| 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    |
| Circuit card, Tip/Ring, Next Generation (NGTR)        | 107224586    |
| <b>4 of 7</b>                                         |              |

Table 22. Component Ordering Numbers

| Basic Component Description                         | Order Number           |
|-----------------------------------------------------|------------------------|
| Circuit card, synchronous host interface (FIFO/SIB) | 407176601              |
| Circuit card, turbo token ring                      | 601876188              |
| Circuit card, video controller, PCI                 | 407783620<br>408320091 |
| 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              |
| <i>5 of 7</i>                                       |                        |

Table 22. Component Ordering Numbers

| Basic Component Description                | Order Number |
|--------------------------------------------|--------------|
| 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    |
| <i>6 of 7</i>                              |              |

Table 22. Component Ordering Numbers

| Basic Component Description           | Order Number |
|---------------------------------------|--------------|
| 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    |

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# C Build Systems Using This Book

## Overview

This appendix provides the sequence of operations for building an Intuity CONVERSANT system.

## Checklist for Building a System

The following checklist ([Table 23 on page 551](#)) 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.

**Table 23. Checklist for Building a System**

| Task | Description                                                   | Comment | Refer to                                                 | ✓ |
|------|---------------------------------------------------------------|---------|----------------------------------------------------------|---|
| 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>    |   |

1 of 2

Table 23. Checklist for Building a System

| Task | Description                           | Comment                               | Refer to                                                                     | ✓ |
|------|---------------------------------------|---------------------------------------|------------------------------------------------------------------------------|---|
| 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>          |   |

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# D Disaster Recovery Checklists

## Disaster Recovery Checklists

The following checklists are included in this section:

- [Checklist for Software Reloading on Nonmirrored Intuity CONVERSANT Systems with Existing Hard Disk Drives on page 554](#)
- [Checklist for Intuity CONVERSANT Systems with All New Hard Disk Drives on page 555](#)
- [Checklist for Nonmirrored Intuity CONVERSANT Systems with a New Hard Disk Drive 0 and Other Existing Hard Disk Drives on page 557](#)
- [Checklist for Nonmirrored Intuity CONVERSANT Systems with a New Hard Disk Drive, Other than Hard Disk Drive 0 on page 558](#)
- [Checklist for Mirrored Intuity CONVERSANT Systems with a New Hard Disk Drive 0 and Other Existing Hard Disk Drives on page 560](#)
- [Checklist for Mirrored Intuity CONVERSANT Systems with a New Hard Disk Drive, Other than Hard Disk Drive 0 on page 562](#)

## 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 24. Checklist for Software Reloading for Nonmirrored 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>spres</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.                                                                                   |                                                                                                                         |
|   |                                                                                                                                   | 1 of 2                                                                                                                  |

Table 24. Checklist for Software Reloading for Nonmirrored with Existing Hard Disk Drives

| ✓ | Task                                                         | Reference Documentation                                                                                               |
|---|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
|   | 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            |
|   |                                                              | <i>2 of 2</i>                                                                                                         |

## Checklist for Intuity CONVERSANT Systems with All New Hard Disk Drives

The procedures in this checklist, [Table 25 on page 556](#), 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 25. Checklist for 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> , 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, [Table 26 on page 557](#), 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 26. Checklist for Nonmirrored 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> |
|   |                                                                                                                                   | <i>1 of 2</i>                                                                                                                               |

**Table 26. Checklist for Nonmirrored Systems with a New Hard Disk Drive 0 and Other Existing Hard Disk Drives**

| ✓ | Task                                                         | Reference Documentation                                                                                               |
|---|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
|   | 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            |
|   |                                                              | <i>2 of 2</i>                                                                                                         |

## Checklist for Nonmirrored Intuity CONVERSANT Systems with a New Hard Disk Drive, Other than Hard Disk Drive 0

The procedures in this checklist, [Table 27 on page 559](#), 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 27. Checklist for Nonmirrored Systems with a New Hard Disk Drive, Other than 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> .                                               |
|   |                                                                                                                                   | <i>1 of 2</i>                                                                                                                                               |

Table 27. Checklist for Nonmirrored Systems with a New Hard Disk Drive, Other than Drive 0

| ✓ | Task                                                         | Reference Documentation                                                                                       |
|---|--------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
|   | Exit the Veritas screens.                                    | <a href="#">Cleaning a SCSI Hard Disk Drive</a> in <a href="#">Chapter 3, 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> , 585-313-201    |
|   |                                                              | <i>2 of 2</i>                                                                                                 |

## Checklist for Mirrored Intuity CONVERSANT Systems with a New Hard Disk Drive 0 and Other Existing Hard Disk Drives

The procedures in this checklist, [Table 28 on page 561](#), 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 28. Checklist for Mirrored Systems with a New Hard Disk Drive 0 and Other Existing 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 in Chapter 3, 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 in Chapter 3, 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 in Chapter 3, 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 in Chapter 3, Replacing the Hard Disk Drive.</a> |
|   | Place the former Hard Disk Drive 1 in Hard Disk Drive Bay 0.<br><br><b>Note:</b> 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 in Chapter 3, Replacing the Hard Disk Drive.</a> |
|   |                                                                                                                                         | <i>1 of 2</i>                                                                                                                              |

Table 28. Checklist for Mirrored Systems with a New Hard Disk Drive 0 and Other Existing Drives

| ✓ | Task                                                    | Reference Documentation                                                                                                                                     |
|---|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | 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, Replacing the Hard Disk Drive</a> . |
|   | Reboot the system.                                      | "Reboot the System," in "Common System Procedures," in the <i>Intuity CONVERSANT System Reference</i> , 585-313-205.                                        |
|   |                                                         | <i>2 of 2</i>                                                                                                                                               |

## Checklist for Mirrored Intuity CONVERSANT Systems with a New Hard Disk Drive, Other than Hard Disk Drive 0

The procedures in this checklist, [Table 29 on page 563](#), 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 29. Checklist for Mirrored 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 <a href="#">Chapter 3, 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 <a href="#">Chapter 3, 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 <a href="#">Chapter 3, 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 <a href="#">Chapter 3, 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 <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> , |
|   |                                                                                              |                                                                                                                                                                       |

## Numerics

### **23B+D**

23 bearer (communication) and 1 data (signaling) channel on a T1 PRI circuit card.

### **30B+D**

30 bearer (communication) and 1 data (signaling) channel (plus framing channel 0) on an E1 PRI circuit card.

### **3270 interface**

A link between one or more Intuity CONVERSANT machines and a host mainframe. In Intuity CONVERSANT system documentation, the 3270 interface specifically means the link between one or more system machines and an IBM host mainframe.

### **47B+D**

47 bearer (communication) and 1 data (signaling) channel on two T1 PRI circuit cards.

**4ESS®**

A large Lucent central office switch used to route calls through the telephone network.

**A****AC**

alternating current

**ACD**

[automatic call distributor](#)

**AD**

application dispatch

**AD-API**

application dispatch application programming interface

**adaptive differential pulse code modulation**

A means of encoding analog voice signals into digital signals by adaptively predicting future encoded voice signals. This adaptive modulation method reduces the number of bits required to encode voice. See also "[pulse code modulation](#)."

**adjunct products**

Products (for example, the Adjunct/Switch Application Interface) that the Intuity system administers via cut-through access to the inherent management capabilities of the product itself; this is in opposition to the ability of the Intuity CONVERSANT system to administer the switch directly.

**Adjunct/Switch Application Interface**

An optional feature package that provides an Integrated Services Digital Network-based interface between Lucent Technologies PBXs and adjunct processors.

**ADPCM**

[adaptive differential pulse code modulation](#)

**ADU**

[asynchronous data unit](#)

**advanced speech recognition**

A speech recognition ability that allows the system to understand WholeWord and FlexWord™ inputs from callers.

**affiliate**

A business organization that Lucent controls or with which Lucent is in partnership.

**AGL**

application generation language

**alarm relay unit**

A unit used in central office telecommunication arrangements that transmits warning indicators from telephone communications equipment (such as an Intuity CONVERSANT system) to audio.

**ALERT**

System alerter process

**alerter**

A system process that responds to patterns of events logged by the “logdaemon” process.

**American Standard Code for Information Interchange**

A standard code for data representation that represents alphanumeric characters as binary numbers. The code includes 128 upper- and lowercase letters, numerals, and special characters. Each alphanumeric and special character has an ASCII code (binary) equivalent that is 1 byte long.

**analog**

An analog signal, such as voice or music, that varies in a continuous manner. An analog signal may be contrasted with a digital signal, which represents only discrete states.

**ANI**

[automatic number identification](#)

**announcement**

A message the system plays to the caller to provide information. The caller is not asked to give a response. Compare to [“prompt.”](#)

**API**

Application programming interface

**application**

The automated transaction (interactions) among the caller, the voice response system, and any databases or host computers required for your business. See also [“application script.”](#)

**application administration**

The component of the Intuity CONVERSANT system that provides access to the applications currently available on your system and helps you to manage and administer them.

**application installation**

A two-step process in which the Intuity CONVERSANT system invokes the TSM script assembler for the specific application name and moves files to the appropriate directories.

**application script**

The computer program that controls the application (the transaction between the caller and the system). The Intuity CONVERSANT system provides several methods for creating application scripts, including Voice@Work, Script Builder, Transaction Assembler Script (TAS) language, and the Intuity Response Application Programming Interface (IRAPI).

**application verification**

A process in which the Intuity CONVERSANT system verifies that all the components needed by an application are complete.

**ASCII**

[American Standard Code for Information Interchange](#)

**ASI**

analog switch integration

**ASR**

[advanced speech recognition](#)

**asynchronous communication**

A method of data transmission in which bits or characters are sent at irregular intervals and spaced by start and stop bits rather than by time. Compare to "[synchronous communication](#)."

**asynchronous data unit**

An electronic communications device that allows computer systems to communicate over asynchronous lines more than 50 feet (15 m) in length.

**automatic call distributor**

That part of a telephone system that recognizes and answers incoming calls and completes these calls based on a set of instructions contained in a database. The ACD can send the call to an operator or group of operators as soon as the operator has completed a previous call or after the system has played a message to the caller.

**automatic number identification**

A method of identifying the calling party by automatically receiving a string of digits that identifies the calling station of a particular customer.

**AYC5B**

The IVP6 Tip/Ring (analog) circuit card.

**AYC10**

The IVC6 Tip/Ring (analog) circuit card.

**AYC21**

The E1/T1 (digital) circuit card.

**AYC30**

The [NGTR](#) (analog) circuit card.

**AYC43**

The speech and signal processor (SSP) circuit card.

**B****back up**

The preservation of the information in a file in a different location, so that the data is not lost in the event of hardware or system failure.

**backing up an application**

Using a utility that makes an archive copy of a completed application or an interim copy of an application in progress. The back-up copy can be restored to the system if the on-line version is damaged, or if you make revisions and want to go back to the previous version.

**barge-in**

A capability provided by WholeWord speech recognition and Dial Pulse Recognition (DPR) that allows callers to speak or enter their responses during the prompt and have those responses recognized (similar to the Speak with Interrupt capability). See also "[echo cancellation](#)."

**batch file**

A file containing one or more lines, each of which is a command executable by the UNIX shell.

**BB**

bulletin board

**binary synchronous communications**

A character-oriented synchronous link protocol.

**blind transfer protocol**

A protocol in which a call is completed as soon as the extension is dialed, without having to wait to see if the telephone is busy or if the caller answered.

**bps**

bits per second

**BRDG**

call bridging process

**bridging**

The process of connecting one telephone network connection to another over the Intuity CONVERSANT system TDM bus. Bridging decreases the processing load on the system since an active bridge does not require speech processing, database access, host activity, etc., for the transaction.

**BSC**

[binary synchronous communications](#)

**bundle**

In the context of the Enhanced File Transfer package, this term is used to denote a single file, a group of files (package), or a combination of both.

**byte**

A unit of storage in the computer. On many systems, a byte is 8 bits (binary digits), which is the equivalent of one character of text.

**C****call classification analysis**

A process that enables application designers to use information available within the system to classify the disposition of originated and transferred calls. Intelligent CCA is provided with the system. Full CCA is an optional feature package.

**call data event**

A parameter that specifies a list of variables that are appended to a call data record at the end of each call.

**call data handler process**

A software process that accumulates generic call statistics and application events.

**called party number**

The number dialed by the person making a telephone call. Telephone switching equipment can use this number to selectively route an incoming call to a particular department or agent.

**caller**

The party who calls for a service, gets connected to the Intuity CONVERSANT system, and interacts with it. As the Intuity CONVERSANT system can also make outbound calls for service, the caller can also be the person who responds to those outbound calls.

**call flow**

See "[transaction](#)."

**call progress tones**

Standard telephony sounds that indicate the status of the call. These sounds include busy, fast busy, ringback, reorder, etc.

**card cage**

An area within a Intuity CONVERSANT system platform that contains and secures all of the standard and optional circuit cards used in the system.

**cartridge tape drive**

A high-capacity data storage/retrieval device that can be used to transfer large amounts of information onto high-density magnetic cartridge tape based on a predetermined format. This tape can be removed from the system and stored as a backup, or used on another system.

**CAS**

channel associated signalling

**caution**

An admonishment or advisory statement used in Intuity CONVERSANT system documentation to alert the user to the possibility of a service interruption or a loss of data.

**CCA**

[call classification analysis](#)

**CDH**

[call data handler process](#)

**CELP**

[code excited linear prediction](#)

**central office**

An office or location in which large telecommunication devices such as telephone switches and network access facilities are maintained. These locations follow strict installation and operation requirements.

**central processing unit**

See "[processor.](#)"

**CGEN**

Voice system general message class

**channel**

See "[port.](#)"

**channel associated signaling**

A type of signaling that can be used on E1 circuit cards. It occurs on channel 16.

**CICS**

[Customer Information Control System](#)

**circuit card upgrade**

A new circuit card that replaces an existing card in the platform. Usually the replacement is an updated version of the original circuit card to replace technology made obsolete by industry trends or a new system release.

**cluster controller**

A bisynchronous interface that provides a means of handling remote communication processing.

**CMS**

Call Management System

**CO**

[central office](#)

**code excited linear prediction**

A means of encoding analog voice signals into digital signals that provides excellent quality with use of minimum disk space.

**command**

An instruction or request the user issues to the system software to make the system perform a particular function. An entire command consists of the command name and options.

**configuration**

The arrangement of the software and hardware of a computer system or network. The Intuity CONVERSANT system configuration includes either a standard or custom processor, peripheral equipment (for example, printers and modems), and software applications. Configuration also refers to the way the switch network is set up; that is, the types of products that are in the network and how those products communicate.

**configuration management**

The component of the system that allows you to manage the current configuration of voice channels, host sessions, and database connections, assign scripts to run on specific voice channels or host sessions, assign functionality to SSP and E1/T1 circuit cards, and perform various maintenance functions.

**connect and disconnect (C and D) tones**

DTMF tones that inform the system when the attendant has been connected (C) and when the caller has been disconnected (D).

**connected digits**

A sequence of digits that the system can process as a group, rather than requiring the caller to enter the digits one at a time.

**Converse Data Return (conv\_data)**

A Script Builder action that supports the DEFINITY<sup>®</sup> call vectoring (routing) feature by enabling the switch to retain control of vector processing in the system environment. It supports the DEFINITY “converse” vector command to establish a two-way routing mechanism between the switch and the system to facilitate data passing and return.

**controller circuit card**

A circuit card used on a computer system that controls its basic functionality and makes the system operational. These circuit cards are used to control magnetic peripherals, video monitors, and basic system communications.

**copying an application**

A utility in which information from a source application is directed into the destination application.

**coresidency**

The ability of two products or services to operate and interact with each other on a single hardware platform. An example of this is the use of an Intuity CONVERSANT system along with a package from a different vendor on the same system platform.

**CPE**

customer provided equipment or customer premise equipment

**CPN**

[called party number](#)

**CPT**

[call progress tones](#)

**CPU**

[central processing unit](#)

**crash**

An interactive utility for examining the operating system core and for determining if system parameters are being exceeded.

**CSU**

channel service unit

**custom speech**

Unique words or phrases to be used in Intuity CONVERSANT system voice prompts that Lucent Technologies custom records on a per-customer basis.

**custom vocabulary**

A specialized package of unique words or phrases created on a per-customer basis and used by WholeWord or FlexWord speech recognition.

**Customer Information Control System**

Part of the operating system that manages resources for running applications (for example, IND\$FILE). Note that [TSO](#) and CMS provide analogous functionality in other host environments.

**CVS**

converse vector step

**D****danger**

An admonishment or advisory statement used in Intuity CONVERSANT system documentation to alert the user to the possibility of personal injury or death.

**data interface process**

A software process that communicates with Script Builder applications.

**database**

A structured set of files, records, or tables.

**database field**

A field used to extract values from a local database and form the structure upon which a database is built.

**database record**

The information in a database for a person, product, event, etc. The database record is made up of individual fields for each information item.

**database table**

A structure, made up of columns and rows, that holds information in a database. Database tables provide a means of storing information that changes too often to “hard-code,” or store permanently, in the transaction outline.

**dB**

decibel

**DB**

database

**DBC**

database checking process

**DBMS**

database management system

**DC**

direct current

**DCE**

data communications equipment

**DCP**

digital communications protocol

**debug**

The process of locating and correcting errors in computer programs; also referred to as "[troubleshooting](#)."

**default**

The way a computer performs a task in the absence of other instructions.

**default owner**

The owner of a channel when no process takes ownership of that channel. The default owner holds all idle, in-service channels. In terms of the IRAPI, this is typically the Application Dispatch process.

**diagnose**

The process of performing diagnostics on a bus or on Tip/Ring, E1/T1, or SSP circuit cards.

**dial ahead**

The ability to collect and process touch-tone inputs in sequence, even when they are received before the prompts.

**dial pulse recognition**

A method of recognizing caller pulse inputs from a rotary telephone.

**dialed number identification service**

A service that allows incoming calls to contain information about the telephone number for which it is destined.

**dial through**

A capability provided by touch-tone and dial pulse recognition that allows callers to enter their responses during the prompt and have those responses recognized (similar to the Speak with Interrupt capability). See also “[barge-in](#)” and “[echo cancellation](#)”.

**dictionary**

A reference book containing an alphabetical list of words, with information given for each word including meaning, pronunciation, and etymology.

**DIMM**

dual in-line memory module

**DIO**

disk input and output process

**DIP**

[data interface process](#)

**directory**

A type of file used to group and organize other files or directories.

**display errdata**

A command that displays system errors sent to the logger.

**DMA**

direct memory address

**DNIS**

[dialed number identification service](#)

**DPR**

[dial pulse recognition](#)

**DSP**

digital signal processor

**DTE**

data terminal equipment

**DTMF**

[dual tone multi-frequency](#)

**DTR**

data terminal ready

**dual 3270 links**

A feature that provides an additional physical unit (PU) for a cost-effective means of connecting to two host computers. The customer can connect a system to two separate FEPs or to a single FEP shared by one or more host computers. Each link supports a maximum of 32 LUs.

**dual tone multi-frequency**

A touch-tone sound that is an audio signal including two different frequencies. *DTMF feedback* is the process of the “switch” providing this information to the system. *DTMF muting* is the process of ignoring these tones (which might be simulated by human speech) when they are not needed for the application.

**dump space**

An area of the disk that is fixed in size and should equal the amount of RAM on the system. The operating system “dumps” an image of core memory when the system crashes. The dump can be fetched after rebooting to help in analyzing the cause of the crash.

**E****E&M**

[Ear and Mouth](#)

**E1 / T1**

Digital telephony interfaces, commonly called *trunks*. E1 is an international standard at 2.048 Mbps. T1 is a North American standard at 1.544 Mbps.

**Ear and Mouth**

A common T1 trunking protocol for connection between two “switches.”

**EBCDIC**

Extended Binary Coded Decimal Interexchange Code

**echo cancellation**

The process of making the channel quiet enough so that the system can hear and recognize WholeWord and dial pulse inputs during the prompt. See also "[barge-in](#)."

**ECS**

[Enterprise Communications Server](#)

**editor system**

A system that allows speech phrases to be displayed and edited by a user. See "[Graphical Speech Editor](#)."

**EFT**

[Enhanced File Transfer](#)

**EIA**

Electronic Industries Association

**EISA**

Extended Industry Standard Architecture

**EMI**

electromagnetic interference

**enhanced basic speech**

Pre-recorded speech available from Lucent Technologies in several languages. Sometimes called "[standard speech](#)."

**Enhanced File Transfer**

A feature that allows the transferring of files automatically between the Intuity CONVERSANT system and a synchronous host processor on a designated logical unit.

**Enhanced Serial Data Interface**

A software- and hardware-controlled method used to store data on magnetic peripherals.

**Enterprise Communications Server**

The telephony equipment that connects your business to the telephone network. Sometimes called a "switch."

**error message**

A message on the screen indicating that something is wrong with a possible suggestion of how to correct it.

**ESD**

electrostatic discharge

**ESDI**

[Enhanced Serial Data Interface](#)

**ESS**

electronic switching system

**EST**

Enhanced Software Technologies, Inc.

**ET**

error tracker

**Ethernet**

A name for a local area network that uses 10BASE5 or 10BASE2 coaxial cable and InterLAN signaling techniques.

**event**

The notification given to an application when some condition occurs that is generally not encountered in normal operation.

## EXTA

external alarms feature message class

### external actions

Specific predefined system tasks that Script Builder can call or *invoke* to interact with other products or services. When an external action is invoked, the systems displays a form that provides choices in each field for the application developer to select. Examples are Call\_Bridge, Make\_Call, SP\_Allocate, SR\_Prompt, etc. In Voice@Work, external actions are treated as “[external functions](#).”

### external functions

Specific predefined (or customer-created) system tasks that Voice@Work or Script Builder can call or *invoke* to interact with other products or services. The function allows the application developer to enter the argument(s) for the function to act on. Examples are concat, getarg, length, substring, etc. See also “[external actions](#).”

## F

### FAX Actions

An optional feature package that allows the system to send fax messages.

**FCC**

Federal Communications Commission

**FDD**

floppy disk drive

**feature**

A function or capability of a product or an application within the Intuity CONVERSANT system.

**feature package**

An optional package that may contain both hardware and software resources to provide additional functionality to a standard system.

**feature\_tst script package**

A standard Intuity CONVERSANT system software program that allows a user to perform self-tests of critical hardware and software functionality.

**FEP**

front end processor

**FFE**

Form Filler Plus feature message class

**field**

See “[database field](#).”

**FIFO**

first-in-first-out processing order

**file**

A collection of data treated as a basic unit of storage.

**file transfer**

An option that allows you to transfer files interactively or directly to and from UNIX using the file transfer system (FTS).

**filename**

Alphabetic characters used to identify a particular file.

**FlexWord™ speech recognition**

A type of speech recognition based on subword technology that recognizes phonemes or parts of words in a specific language. See also “[subword technology](#).”

**foos**

facility out-of-service state

**Form Filler Plus**

An optional feature package that provides the capability for application scripts to record a caller's responses to prompts for later transcription and review.

**FTS**

file transfer process message class

**Full CCA**

A feature package that augments the types of call dispositions that Intelligent CCA can provide.

**function key**

A key, labeled F1 through F8, on your keyboard to which the Intuity CONVERSANT system software gives special properties for manipulating the user interface.

**G****GEN**

PRISM logger and alerter general message class

**grammar**

The inputs that a recognizer can match (identify) from a caller.

**Graphical Speech Editor**

A window-driven, X Windows/Motif based, graphical user interface (GUI) that can be accessed to perform different functions associated with the creation and editing of speech files for applications. The editing is done on the Intuity CONVERSANT system.

**GSE**

[Graphical Speech Editor](#)

**GUI**

graphical user interface

**H****hard disk drive**

A high-capacity data storage/retrieval device that is located inside a computer platform. A hard disk drive stores data on nonremovable high-density magnetic media based on a predetermined format for retrieval by the system at a later date.

**hardware**

The physical components of a computer system. The central processing unit, disks, tape, and floppy drives, etc., are all hardware.

**Hardware Resource Allocator**

A software program that resolves or blocks the allocation of CPU and memory resources for controlling and optional circuit cards.

**hardware upgrade**

Replacement of one or more fundamental platform hardware components (for example, the CPU or hard disk drive), while the existing platform and other existing optional circuit cards remain.

**HDD**

[hard disk drive](#)

**High Level Language Applications Programming Interface**

An application programming interface that allows a user to write custom applications that can communicate with a host computer via an API.

**HLLAPI**

[High Level Language Applications Programming Interface](#)

**HOST**

host interface process message class

**host computer**

A computer linked to a network to provide a range of services, such as database access and computation. The host computer operates in a time-sharing manner with other computers linked to it via the network.

**hwoos**

hardware out-of-service state

**Hz**

Hertz

**IBM**

International Business Machines

**iCk or ICK**

The system integrity checking process.

**ID**

identification

**IDE**

integrated disk electronics

**idle channel**

A channel that either has no owner or is owned by its default owner and is onhook.

**IE**

information element

**IND\$FILE**

The standard SNA file transfer utility that runs as an application under CICS, TSO, and CMS. IND\$FILE is independent of link-level protocols such as BISYNC and SDLC.

**independent software vendor**

A company that has an agreement with Lucent Technologies to develop software to work with the Intuity CONVERSANT system to provide additional features required by customers.

**indexed table**

A table that, unlike a nonindexed table, can be searched via a field name that has been indexed.

**industry standard architecture**

A PC bus standard that allows processors and other circuit cards to communicate with each other.

**INIT**

voice system initialization message class

**initialize**

To start up the system for the first time.

**inserv**

in-service state

**Integrated Services Digital Network**

A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

**Integrated Voice Processing (IVP) circuit card**

The IVP6 circuit card that provides Tip/Ring connections. The NGTR (AYC30) card also provides the same functions.

**intelligent CCA**

Monitoring the line after dialing is complete to determine whether a busy, reorder (fast busy), or other failure has been encountered. It also recognizes when the extension is answered or if the extension is not answered after a specified number of rings. The monitoring capabilities are dependent on the network interface circuit card and protocol used

**interface**

The access point of a system. With respect to the Intuity CONVERSANT system, the interface is designed to provide you with easy access to the software capabilities.

**interrupt**

The termination of voice and/or telephony functions when some condition occurs.

**Intuity Response Application Programming Interface**

A library of commands that provide a standard development interface for voice-telephony applications.

**IPC**

interprocess communication

**IPC**

intelligent ports card (IPC-900)

**IPCI**

integrated personal computer interface

**IRAPI**

[Intuity Response Application Programming Interface](#)

**IRQ**

interrupt request

**ISA**

[industry standard architecture](#)

**ISDN**

[Integrated Services Digital Network](#)

**ISV**

[independent software vendor](#)

**ITAC**

International Technical Assistance Center

**IVC6 circuit card (AYC10)**

A Tip/Ring (analog) circuit card with six channels.

**IVP6 circuit card (AYC5B)**

A Tip/Ring (analog) card with six channels.

**K****Kbps**

kilobytes per second

**Kbyte**

kilobyte

## keyboard mapping

In emulation mode, this feature enables the keyboard to send 3270 keyboard codes to the host according to a configuration table set up during installation.

## keyword spotting

A capability provided by WholeWord speech recognition that allows the system to recognize a single word in the middle of an entire phrase spoken by a caller in response to a prompt.

# L

## LAN

[local area network](#)

## LDB

[local database](#)

## LED

light-emitting diode

## library states

The state information about channel activities maintained by the IRAPI.

**LIFO**

last-in-first-out processing order

**line side E1**

A digital method of interfacing an Intuity CONVERSANT system to a PBX or “switch” using E1-related hardware and software.

**line side T1**

A digital method of interfacing an Intuity CONVERSANT system to a PBX or “switch” using T1-related hardware and software.

**listfile**

An ASCII catalog that lists the contents of one or more talkfiles. Each application script is typically associated with a separate listfile. The listfile maps speech phrase strings used by application scripts into speech phrase numbers.

**local area network**

A data communications network in a limited geographical area. The LAN provides communications between computers and peripherals.

**local database**

A database residing on the Intuity CONVERSANT system.

**LOG**

Intuity CONVERSANT system logger process message class

**logical unit**

A type of SNA Network Addressable Unit.

**logdaemon**

A UNIX system information and error logging process.

**logger**

See "[logdaemon](#)."

**logging on/off**

Entering or exiting the Intuity CONVERSANT system software.

**LSE1**

[line side E1](#)

**LST1**

[line side T1](#)

**LU**

[logical unit](#)

**M****magnetic peripherals**

Data storage devices that use magnetic media to store information. Such devices include hard disk drives, floppy disk drives, and cartridge tape drives.

**main screen**

The Intuity CONVERSANT system screen from which you are able to enter either the System Administration or Voice System Administration menu.

**maintenance process**

A software process that runs temporary diagnostics and maintains the state of circuit cards and channels.

**manooos**

manually out-of-service state

**MAP/100P**

multi application platform 100P

**MAP/100C**

multi application platform 100C

**MAP/40P**

multi application platform 40P

**MAP/5P**

multi application platform 5P

**masked event**

An event that an application can ignore (that is, the application can request not to be informed of the event).

**master**

A circuit card that provides clock information to the TDM bus.

**Mbps**

megabits per second

**MByte**

[megabyte](#)

**megabyte**

A unit of memory equal to 1,048,576 bytes (1024 x 1024). It is often rounded to one million.

**menu**

Options presented to a user on a computer screen or with voice prompts.

**MF**

[multifrequency](#)

**MHz**

megahertz

**Microsoft**

A manufacturer of software products, primarily for IBM-compatible computers.

**mirroring**

A method of data backup that allows all of the data transactions to the primary hard disk drive to be copied and maintained on a second identical drive in near real time. If the primary disk drive crashes or becomes disabled, all of the data stored on it (up to 1.2 billion bytes of information) is accessible on the second mirrored disk drive.

**ms**

millisecond

**msec**

millisecond

**MS-DOS**

A personal computer disk operating system developed by the Microsoft Corporation.

**MTC**

[maintenance process](#)

**multifrequency**

Dual tone digit signalling (similar to DTMF), used for trunk addressing between network switches or by network operators.

**multithreaded application**

A single process/application that controls several channels. Each thread of the application is managed explicitly. Typically this means state information for each thread is maintained and the state of the application on each channel is tracked.

**N****NCP**

Network Control Program

**NEBS**

Network Equipment Building Standards

**NEMA**

National Electrical Manufacturers Association

**netoos**

network out-of-service state

**NetView**

An optional feature package that transmits high-priority (major or critical) messages to the host as operator-generated alerts (OGAs) over the 3270 host link. The NetView Alarm feature package does not require a dedicated LU.

**next generation Tip/Ring (AYC30) circuit card**

An analog circuit card with six channels.

**NFAS**

non-facility associated signalling

**NFS**

network file sharing

**NGTR**

[next generation Tip/Ring \(AYC30\) circuit card](#)

**NM-API**

Network Management - Application Programming Interface

**NMVT**

network management vector transport

**nonex**

nonexistent state

**nonindexed table**

A table that can be searched only in a sequential manner and not via a field name.

**nonmasked event**

An event that must be sent to the application. Generally, an event is nonmaskable if the application would likely encounter state transition errors by trying to it.

**NRZ**

non return to zero

**NRZI**

non return to zero inverted

**null value**

An entry containing no value. A field containing a null value is normally displayed as blank and is different from a field containing a value of zero.

**O****obsolete hardware**

Hardware that is no longer supported on the Intuity CONVERSANT system.

**OEM**

original equipment manufacturer

**OGA**

[operator-generated alert](#)

**on-line help**

Messages or information that appear on the user's screen when a "function key" (F1 through F8) is pressed.

**operator-generated alert**

A system-monitoring message that is transmitted from the Intuity CONVERSANT system or other computer system to an IBM host computer and is classified as critical or major.

**option**

An argument used in a command line to modify program output by modifying the execution of a command. When you do not specify any options, the command executes according to its default options.

**ORACLE**

A company that produces relational database management software. It is also used as a generic term that identifies a database residing on a local or remote system that is created and maintained using an ORACLE RDBMS product.

**P****P&C**

Prompt and Collect Script Builder action step

**PBX**

[private branch exchange](#)

**PC**

personal computer

**PCB**

printed circuit board

**PCI**

[peripheral component interconnect](#)

**PCM**

[pulse code modulation](#)

**PEC**

price element code

**peripheral (device)**

Equipment such as printers or terminals that is in addition to the basic processor.

**peripheral component interconnect**

A newer, higher speed PC bus that is gradually displacing ISA for many components.

**permanent process**

A process that starts and initializes itself before it is needed by a caller.

**phoneme**

A single basic sound of a particular spoken language. For example, the English language contains 40 phonemes that represent all basic sounds used with the language. The English word "one" can be represented with three phonemes, "w" - "uh" - "n." Phonemes vary between languages because of guttural and nasal inflections and syllable constructs.

**phrase filtering (screening)**

The rejection of unrecognized speech. The WholeWord and FlexWord speech recognition packages can be programmed to reprompt the caller if the Intuity CONVERSANT system does not recognize a spoken response.

**phrase tag**

A string of up to 50 characters that identifies the contents of a speech phrase used by an application script.

**platform migration**

See “[platform upgrade](#).”

**platform upgrade**

The process of replacing the existing platform with a new platform.

**pluggable**

A term usually used with speech technologies, in particular standard speech, to indicate that a basic algorithmic technique has been implemented to accept one or more sets of parameters that tailors the algorithm to perform in one or more languages.

**poll**

A message sent from a central controller to an individual station on a multipoint network inviting that station to send if it has any traffic.

**polling**

A network arrangement whereby a central computer asks each remote location whether it wants to send information. This arrangement enables each user or remote data terminal to transmit and receive information on shared facilities.

**port**

A connection or link between two devices that allows information to travel to a desired location. See "[telephone network connection](#)."

**PRI**

[Primary Rate Interface](#)

**Primary Rate Interface**

An ISDN term for connections over E1 or T1 facilities that are usually treated as trunks.

**private branch exchange**

A private switching system, either manual or automatic, usually serving an organization, such as a business or government agency, and usually located on the customer's premises.

**processor**

In Intuity CONVERSANT system documentation, the computer on which UnixWare and Intuity CONVERSANT system software runs. In general, the part of the computer system that processes the data. Also known as the “[central processing unit](#).”

**prompt**

A message played to a caller that gives the caller a choice of selections in a menu and asks for a response. Compare to “[announcement](#).”

**prompt and collect (P and C)**

A message played to a caller that gives the caller a choice of selections in a menu and asks for a response. The responses is collected and the script progresses based on the caller's response.

**pseudo driver**

A driver that does not control any hardware.

**PS&BM**

power supply and battery module

**PSTN**

public switch telephone network

**pulse code modulation**

A digital modulation method of encoding voice signals into digital signals. See also "[adaptive differential pulse code modulation](#)."

**R****RAID**

redundant array of independent disks

**RAID array**

An assembly of disk drives configured to provide some level of RAID functionality.

**RAM**

random access memory

**RDMBS**

ORACLE relational database management system

**RECOG**

speech recognition feature message class

**recognition type**

The type of input the recognizer can understand. Available types include touch-tone, dial pulse, and Advanced Speech Recognition (ASR), which includes WholeWord and FlexWord speech recognition.

**recognizer**

The part of the system that compares caller input to a grammar in order to correctly match (identify) the caller input.

**record**

See "[database record](#)."

**recovery**

The process of using copies of the Intuity CONVERSANT system software to reconstruct files that have been lost or damaged. See also "[restore](#)."

**remote database**

Information stored on a system other than the Intuity CONVERSANT system that can be accessed by the Intuity CONVERSANT system.

**remote maintenance circuit card**

An Intuity CONVERSANT system circuit card, available with a built-in modem, that allows remote personnel (for example, field support) to access all Intuity CONVERSANT system machines. This card is standard equipment on all new MAP/100, MAP/40, and MAP/5P purchases.

**REN**

ringer equivalence number

**reports administration**

The component of Intuity CONVERSANT system that provides access to system reports, including call classification, call data detail, call data summary, message log, and traffic reports.

**restore**

The process of recovering lost or damaged files by retrieving them from available back-up tapes or from another disk device. See also “recovery.”

**restore application**

A utility that replaces a damaged application or restores an older version of an application.

**reuse**

The concept of using a component from a source system in a target system after a software upgrade or platform migration.

**RFS**

remote file sharing

**RM**

resource manager

**RMB**

[remote maintenance circuit card](#)

**roll back**

To cancel changes to a database since the point at which changes were last committed.

**rollback segment**

A portion of the database that records actions that should be undone under certain circumstances. Rollback segments are used to provide transaction rollback, read consistency, and recovery.

**RTS**

request to send

**S****SBC**

sub-band coding

**screen pop**

A method of delivering a screen of information to a telephone operator at the same time a telephone call is delivered. This is accomplished by a complex chain of tasks that include identifying the calling party number, using that information to access a local or remote ORACLE database, and pulling a “form” full of information from the database using an ORACLE database utility package.

**script**

The set of instructions for the Intuity CONVERSANT system to follow during a transaction.

**Script Builder**

An optional software package that provides a menu-oriented interface designed to assist in the development of custom voice response applications on the Intuity CONVERSANT system (see also "[Voice@Work](#)").

**SCSI**

[small computer system interface](#)

**SDLC**

synchronous data link control

**SDN**

software defined network

**shared database table**

A database table that is used in more than one application.

**shared speech**

Speech that is a part of more than one application.

**shared speech pools**

A parameter that allows the user of a voice application to share speech components with other applications.

**SID**

station identification

**signal processor circuit card (AYC2, AYC2B, AYC2C, or AYC9d)**

A speech processing circuit card that is an older, lower-capacity version of the speech and signal processor (SSP) circuit card (AYC43).

**SIMMs**

[single inline memory modules](#)

**single inline memory modules**

A method of containing random access memory (RAM) chips on narrow circuit card strips that attach directly to sockets on the CPU circuit card. Multiple SIMMs are sometimes installed on a single CPU circuit card.

**single-threaded application**

An application that runs on a single voice channel.

**slave**

A circuit card that depends on the TDM bus for clock information.

**SLIP**

serial line interface protocol

**small computer system interface**

A disk drive control technology in which a single SCSI adapter circuit card plugged into a PC slot is capable of controlling as many as seven different hard disks, optical disks, tape drives, etc.

**SNA**

systems network architecture

**SNMP**

simple network management protocol

**software**

The set or sets of programs that instruct the computer hardware to perform a task or series of tasks — for example, UnixWare software and the Intuity CONVERSANT system software.

**software upgrade**

The installation of a new version of software in which the existing platform and circuit cards are retained.

**source system**

The system from which you are upgrading (that is, your system as it exists *before* you upgrade).

**speech and signal processor circuit card (AYC43)**

The high-performance signal processing circuit card introduced in V6.0 capable of simultaneous support for various speech technologies.

**speech energy**

The amount of energy in an audio signal. Literally translated, it is the output level of the sound in every phonetic utterance.

**speech envelope**

The linear representation of voltage on a line. It reflects the sound wave amplitude at different intervals of time. This envelope can be plotted on a graph to represent the oscillation of an audio signal between the positive and negative extremes.

**speech file**

A file containing an encoded speech phrase.

**speech filesystem**

A collection of several talkfiles. The filesystem is organized into 16-Kbyte blocks for efficient management and retrieval of talkfiles.

**speech modeling**

The process of creating WholeWord speech recognition algorithms by collecting thousands of different speech samples of a single word and comparing them all to obtain a statistical average of the word. This average is then used by a WholeWord speech recognition program to recognize a single spoken word.

**speech space**

An area that contains all digitized speech used for playback in the applications loaded on the system.

**speech phrase**

A continuous speech segment encoded into a digital string.

**speech recognition**

The ability of the system to understand input from callers.

**SPIP**

signal processor interface process

**SPPLIB**

speech processing library

**SQL**

[structured query language](#)

**SR**

[speech recognition](#)

**SSP**

[speech and signal processor circuit card \(AYC43\)](#)

**standard speech**

The speech package available in several languages containing simple words and phrases produced by Lucent Technologies for use with the Intuity CONVERSANT system. This package includes digits, numbers, days of the week, and months, each spoken with initial, medial, and falling inflection. The speech is in digitized files stored on the hard disk to be used in voice prompts and messages to the caller. This feature is also called enhanced basic speech.

**standard vocabulary**

A standard package of simple word speech models provided by Lucent Technologies and used for WholeWord speech recognition. These phrases include the digits “zero” through “nine,” “yes,” “no,” and “oh,” or the equivalent words in a specific local language.

**string**

A contiguous sequence of characters treated as a unit. Strings are normally bounded by white spaces, tabs, or a character designated as a separator. A string value is a specified group of characters symbolized by a variable.

**structured query language**

A standard data programming language used with data storage and data query applications.

**subword technology**

A method of speech recognition used in FlexWord recognition that recognizes phonemes or parts of words. Compare to “[WholeWord speech recognition](#).”

**switch**

A software and hardware device that controls and directs voice and data traffic. A customer-based switch is known as a “[private branch exchange](#).”

**switch hook**

The device at the top of most telephones that is depressed when the handset is resting in the cradle (in other words, is *on hook*). The device is raised when the handset is picked up (in other words, when the telephone is *off hook*).

**switch hook flash**

A signaling technique in which the signal is originated by momentarily depressing the “switch hook.”

**switch interface administration**

The component of the Intuity CONVERSANT system that enables you to define the interaction between the Intuity CONVERSANT system and switches by allowing you to establish and modify switch interface parameters and protocol options for both analog and digital interfaces.

**switch network**

Two or more interconnected telephone switching systems.

**synchronous communication**

A method of data transmission in which bits or characters are sent at regular time intervals, rather than being spaced by start and stop bits. Compare to “[asynchronous communication](#).”

**SYS**

UNIX system calls message class

**sysgen**

system generation

**System 75**

An advanced digital switch supporting up to 800 lines that provides voice and data communications for its users.

**System 85**

An advanced digital switch supporting up to 3000 lines that provides voice and data communications for its users.

**system administrator**

The person assigned the responsibility of monitoring all Intuity CONVERSANT system software processing, performing daily system operations and preventive maintenance, and troubleshooting errors as required.

**system architecture**

The manner in which the Intuity CONVERSANT system software is structured.

**system message**

An event or alarm generated by either the Intuity CONVERSANT system or end-user process.

**system monitor**

A component of the Intuity CONVERSANT system that tests to verify that each incoming telephone line and its associated Tip/Ring or T1 circuit card is functional. Through the “System Monitor” component, you are able to see displays of the Voice Channel and Host Session Monitors.

**T****T1**

A digital transmission link with a capacity of 1.544 Mbps.

**table**

See “[database table](#).”

**tag image file format**

A format for storing and exchanging digital image data associated with fax modem data transfers and other applications.

**talkfile**

An ASCII file that contains the speech phrase tags and phrase tag numbers for all the phrases of a specific application. The speech phrases are organized and stored in groups. Each talkfile can contain up to 65,535 phrases, and the speech filesystem can contain multiple talkfiles.

**talkoff**

The process of a caller interrupting a prompt, so the prompt message stops playing.

**target system**

The system to which you are upgrading (that is, your system as you expect it to exist *after* you upgrade).

**TAS**

[transaction assembler script](#)

**TCC**

Technology Control Center

**TCP/IP**

transmission control protocol/internet protocol

**TDM**

time division multiplexing

**TE**

[terminal emulator](#)

**telephone network connection**

The point at which a telephone network connection terminates on an Intuity CONVERSANT system. Supported telephone connections are Tip/Ring, T1, and E1.

**terminal emulator**

Software that allows a PC or UNIX process to look like a specific type of terminal. In particular, it allows the Intuity CONVERSANT system to temporarily transform itself into a “look alike” of an IBM 3270 terminal. In addition to providing full 3270 functionality, the terminal emulator enables you to transfer files to and from UNIX.

**text-to-speech**

An optional feature that allows an application to play US English speech directly from ASCII text by converting that text to synthesized speech. The text can be used for prompts or for text retrieved from a database or host, and can be spoken in an application with prerecorded speech. text-to-speech application development is supported through Voice@Work and Script Builder.

**ThickNet**

A 10-mm (10BASE5) coaxial cable used to provide interLAN communications.

**ThinNet**

A 5-mm (10BASE2) coaxial cable used to provide interLAN communications.

**TIFF**

[tag image file format](#)

**time-division multiplex**

A method of serving a number of simultaneous channels over a common transmission path by assigning the transmission path sequentially to the channels, with each assignment being for a discrete time interval.

**Tip/Ring**

Analog telecommunications using four-wire media.

**token ring**

A ring type of local area network that allows any station in the network to communicate with any other station.

**trace**

A command that can be used to monitor the execution of a script.

**traffic**

The flow of information or messages through a communications network for voice, data, or audio services.

**transaction**

The interactions (exchanges) between the caller and the voice response system. A transaction can involve one or more telephone network connections and voice responses from the Intuity CONVERSANT system. It can also involve one or more of the system optional features, such as speech recognition, 3270 host interface, FAX Actions, etc.

**transaction assembler script**

The computer program code that controls the application operating on the voice response system. The code can be produced from Voice@Work, Script Builder, or by writing directly in TAS code.

**transaction state machine process**

A multi-channel IRAPI application that runs applications controlled by TAS script code.

**transient process**

A process that is created dynamically only when needed.

**TRIP**

Tip/Ring interface process

**troubleshooting**

The process of locating and correcting errors in computer programs. This process is also referred to as debugging.

**TSO**

Technical Services Organization

**TSO**

time share operation

**TSM**

[transaction state machine process](#)

**TTS**

[text-to-speech](#)

**TWIP**

T1 interface process

**U****UK**

United Kingdom

**US**

United States of America

**UNIX Operating System**

A multiuser, multitasking computer operating system originally developed by Lucent Technologies.

**UNIX shell**

The command language that provides a user interface to the UNIX operating system.

**upgrade scenario**

The particular combination of current hardware, software, application and target hardware, software, applications, etc.

**usability**

A measurement of how easy an application is for callers to use. The measurement is made by making observations and by asking questions. An application should have high usability to be successful.

**USOC**

universal service ordering code

**UVL**

unified voice library

**V****VDC**

video display controller

**vi editor**

A screen editor used to create and change electronic files.

**virtual channel**

A channel that is not associated with an interface to the telephone network (Tip/Ring, T1, LSE1/LST1, or PRI). Virtual channels are intended to run “data-only” applications which do not interact with callers but may interact with DIPs. Voice or network functions (for example, coding or playing speech, call answer, origination, or transfer) will not work on a virtual channel. Virtual channel applications can be initiated only by a “virtual seizure” request to TSM from a DIP.

**vocabulary**

A collection of words that the Intuity CONVERSANT system is able to recognize using either WholeWord or FlexWord speech recognition.

**vocabulary activation**

The set of active vocabularies that define the words and wordlists known to the FlexWord recognizer.

**vocabulary loading**

The process of copying the vocabulary from the system where it was developed and adding it to the target system.

**Voice@Work**

An optional software package that provides a graphical interface to assist in development of voice response applications on the Intuity CONVERSANT system (see also "[Script Builder](#)").

**voice channel**

A channel that is associated with an interface to the telephone network (Tip/Ring, T1, E1, LSE1/LST1, or PRI). Any Intuity CONVERSANT system application can run on a voice channel. Voice channel applications can be initiated by being assigned to particular voice channels or dialed numbers to handle incoming calls or by a "soft seizure" request to TSM from a DIP or the **soft\_srz** 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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