CONVERSANT® System

Version 8.0

Upgrade Procedures

585-313-155
Comcode 108828732
October 2001
Issue 2

Copyright and Legal Notices

Notice

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

Avaya Web Page

The world wide web home page for Avaya is:
http://www.Avaya.com

Preventing Toll Fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your telecommunications system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Fraud Intervention

If you suspect you are being victimized by toll fraud and you need technical support or assistance, call the appropriate National Customer Care Center telephone number. Users of the MERLIN®, PARTNER®, and System 25 products should call 1 800 628-2888. Users of the System 75, System 85, DEFINITY® Generic 1, 2 and 3, and DEFINITY® ECS products should call 1 800 643-2353.

Providing TelecommunicationSecurity

Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of your company's telecommunications equipment) by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including, but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Your Responsibility for Your Company's Telecommunication Security

The final responsibility for securing both this system and its networked equipment rests with you – an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- Avaya-provided telecommunications systems and their interfaces
- Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

Avaya does not warrant that this product or any of its networked equipment is either immune from or will prevent either unauthorized or malicious intrusions. Avaya will not be responsible for any charges, losses, or damages that result from such intrusions.

Federal Communications Commission Statement

Part 15: Class A Statement.

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

Part 68: Network Registration Number.

This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by FCC registration numbers located on the faceplates of the cards.

Part 68: Answer-Supervision Signaling.

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

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

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

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

Industry Canada (IC) Interference Information

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

Le Présent Appareil Nomérique n’émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A préscrites dans le reglement sur le brouillage radioélectrique édicté par le Industrie Canada.

Telecom New Zealand Ltd Warning Notices

GENERAL WARNING: The grant of a Telepermit for any item of terminal equipment indicates that only Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with other items of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

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

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

- There shall be no more than 10 call attempts to the same number within any 30 minute period for any single manual call initiation, and,
- The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempts and the beginning of the next attempt.

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

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

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

Trademarks

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

- 5ESS is a trademark of Lucent Technologies.
- AUDIX, CONVERSANT, DEFINITY, and FlexWord are registered trademarks and Voice Power and INTUITY are trademarks of Avaya.
- 3M is a trademark of Minnesota Mining and Manufacturing.
- Phillips is a registered trademark of the Phillips Screw Co.
- Microsoft, MS, MS-DOS, Internet Explorer, and Excel are registered trademarks and Windows is a trademark of Microsoft Corporation.
- Truevoice is a registered trademark of AT&T.
- UnixWare is a registered trademark of The Santa Cruz Operation, Inc.
- UNIX is a registered trademark of UNIX System Laboratories, Inc.
- Novell is a registered trademark of Novell, Inc.
- ORACLE, ORACLE*Terminal, OBJECT*SQL, SQL*FORMS, SQL*Menu, SQL*Net, SQL*Plus, PRO*C, and SQL*ReportWriter are trademarks of the Oracle Corporation.
- IBM and VTAM are registered trademarks of International Business Machines Corporation.
- CLEO and LINKix are trademarks of CLEO Communications.
- Hayes and Smartmodem are trademarks of Hayes Microcomputer Products, Inc.
- Ethernet is a trademark of Xerox Corporation.
- VERITAS is a trademark of the Veritas Software Corporation.
- Netscape Navigator is a trademark of Netscape Communications Corporation.
- QuickStart is trademark of Enhanced Software Technologies, Inc.

Ordering Information

Call or Write

Avaya Publications Center

Voice	1 800 457-1235	International Voice	410-568-3680
FAX	1 800 457-1764	International FAX	410-891-0207

Write: Globalware Solutions
200 Ward Hill Avenue
Haverhill, MA 01835 USA

email: totalware@gwsmail.com

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

You can be placed on a standing order list for this and other documents you may need. For more information on standing orders, or to be put on a list to receive future issues of this document, contact the Avaya Publications Center.

Obtaining Products

To learn more about Avaya products and to order products, contact Avaya Direct, the direct-market organization of Avaya Business Communications Systems. Access their Web site at www.Avaya.direct.com. Or call the following numbers: customers 1 800 451- 2100, account executives 1 888 778-1880 (voice) or 1 888 778-1881 (fax).

Warranty

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

European Union Declaration of Conformity

The “CE” mark affixed to the equipment means that it conforms to the directives below. Avaya Business Communications Systems declares that the UCS 1000 equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:

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

Comments

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

Acknowledgment

This document was prepared by the Avaya CONVERSANT documentation team, Westminster, CO.

Contents

About This Book

Purpose

This book, *CONVERSANT® System Version 8.0 Upgrade Procedures*, 585-313-155, describes the processes and provides the procedures for upgrading the CONVERSANT system to V8.0.

Intended Audiences

The primary audience for this document is the installer of the V8.0 upgrade. This includes

- Onsite Avaya technicians who perform upgrades to V8.0 at the customer site
- End customers who choose to upgrade their own systems to V8.0
- Personnel from the Technical Service Organization (TSO) and the Remote Services Center (ITAC, COE) who support the onsite technician or customer who is performing an upgrade to V8.0

How to Use This Book

This book is both

- An installation manual for the upgrade engineer and technician
- A reference source

with information on upgrades to CONVERSANT V8.0.

To Use This Book as an Installation Manual

This book takes you step-by-step through the entire upgrade installation process, including prompts and system responses associated with the Upgrade Assistance Tool.

If you are ready to start the upgrade now, turn to the appropriate checklist (Table 1 on page 2 or Table 2 on page 3) in Chapter 1, Upgrade Overview and Checklists and complete all the steps in the order given. Check each task off when you are finished to ensure that you complete all of the necessary steps.

The column titled “Where to Find the Required Information” directs you to locations to find help with any of the tasks. Most of the information is in this book, but to complete some of the steps, you will also need a copy of the maintenance book for the V8.0 target system.

To Use This Book as a Reference

For information on verification of the upgrade, see Chapter 3, Verifying the Upgrade .

For information on troubleshooting known problems and system errors, see Chapter 4, Troubleshooting .

Conventions Used in This Book

This section describes the conventions used in this book.

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 “type” 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.

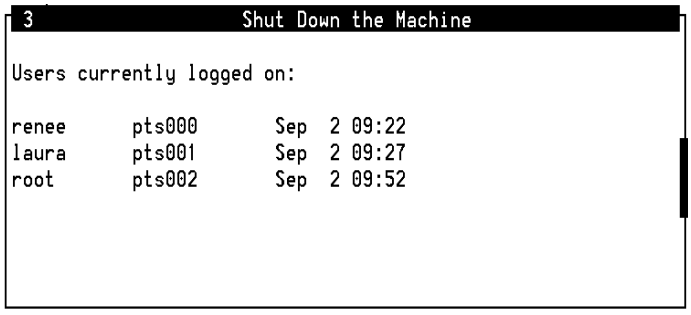
- The word “select” means to move the cursor to the desired menu item and then press **ENTER**. For example, an instruction to move the cursor to the start test option on the Network Loop-Around Test screen and then press **ENTER** is shown as

  Select **Start Test.**

- The system displays *windows, screens, and menus* (Figure 1through Figure 4 on page xv). Windows and screens both show and request system information. Menus (Figure 5 on page xv) present options from which you can choose to view another menu, a screen, or a window.

Example of a Window Showing Information

Figure 1. Window Showing Information



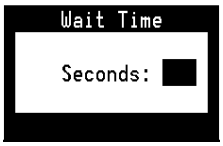
Example of a Window Showing Information

Figure 2. Window Showing Information

```
UnixWare Installation            Primary Hard Disk Partition

In order to install CONVERSANT, 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. Afte
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
existing UNIX system, do not delete its partitions(s).

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

Press 'ENTER' to continue
```

Example of a Window Requesting Information

Figure 3. Window Requesting Information



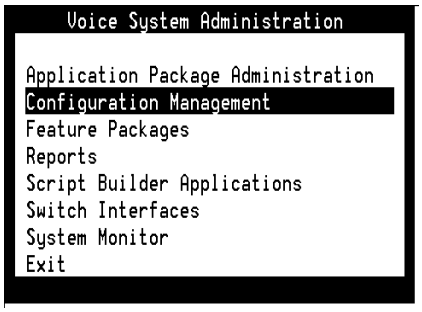
Example of a Screen Requesting Information

Figure 4. Screen Requesting Information

```
UNIX System Installation                          Set Slice Sizes

Please select whether you would like the recommended slice
sizes or would like to customize the slice sizes.

Your choices are:
1. Recommended Slice Sizes
2. Customize Slice Sizes

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

Example of a Menu

Figure 5. Example of a Menu



Example of Terminal Keys

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

  Press **ENTER**.

- Two or three keys that you press at the same time on your terminal or PC (that is, you hold down the first key while pressing the second and/or third key) are represented as a series of small **CAPITALIZED BOLD** text separated by the + sign. For example, an instruction to press and hold **ALT** while typing the letter "d" is shown as

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

- Function keys on your terminal, PC, or system screens, also known as soft keys, are represented as 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 are represented as **bold proportional** text. For example, an instruction to press the first key on your telephone keypad is shown as

  Press **1** to record a message.

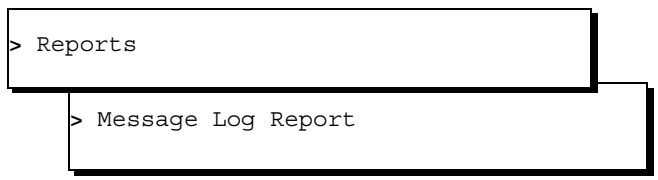
Screen Displays

- System messages, field names, and prompts that appear on the screen are shown in `type-writer 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 appears in a series of boxes as follows:

  Start at the Voice System Administration menu and select:



  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.

Some Screen Simulations

Text in a simulated screen display appears in `type-writer text`.

Example:

```
            QuickStart - Data Recovery Rescue
Copyright(c) 1997-1999 by Enhanced Software Technologies, Inc.
      Serial# 8200-999                          Version: 1.3.13

   Backup     Verify     Recover    Configure    Exit
   System     System     System     QuickStart   and Reboot
```

Items That May or May Not Appear

Grayed-out type represents optional items that may or may not appear in a given display.

Example:

> Once the backup is complete, the system displays a message similar to the following:
>
> The Differential UNIX backup is now complete. Please remove the tape and label it as "Differential UNIX Backup, created **April 30, 1999**."

Cross References and Hypertext

Blue, underlined type indicates a cross reference or hypertext link that will take you to another location in the document when you click it.

Other Typography

Command Text

- Literal values, commands, and text that you type in or enter appear in **bold type**, as in the following examples:

  Example 1: Enter **display card 15** at the `Enter command:` prompt.

  Example 2: Type **yes** or **no** in the `Speed:` field.

- Command variables are shown in ***bold proportional italic*** type when they are part of what you must type in, and in italics when they are not part of the command line, for example:

  Enter **restore card *card_number***, where *card_number* is the number of the card you want to restore.

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

  Enter **connect *switchname* [-c] [-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 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 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.avaya.com

Contact Numbers

Technical assistance on the 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.

Documentation

Note: The *CONVERSANT® System Version 8.0 System Description*, 585-313-219, contains a detailed description of all books included in the V8.0 CONVERSANT documentation library. Always refer to the appropriate book for specific information on planning, installing, administering, or maintaining an CONVERSANT system.

Required for the Upgrade

In addition to this book, you need the following book to complete an upgrade to V8.0:

- *CONVERSANT® System Version 8.0 Upgrade Planning*, 585-311-601 (available from the SDSC web site)

In addition, you need the maintenance book specific to the platform of your target system:

- *CONVERSANT® System Version 8.0 MAP/40P Maintenance*, 585-313-156
- *CONVERSANT® System Version 8.0 UCS 1000 Maintenance*, 585-313-150

If your configuration includes an AYC21 E1/T1 circuit card *and* a DEFINITY switch, you will also have to refer to the installation book for connectivity instructions:

- *CONVERSANT® System Version 8.0 New System Installation*, 585-313-149

Additional Suggested Documentation

Avaya suggests that you also obtain and use the following book for information on security and toll fraud issues:

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

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

Training

To obtain training on the CONVERSANT product, call Avaya at one of the following numbers:

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

You can also view information on CONVERSANT training at the following web site: http://learning2.avaya.com

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

- Course no. BTT509H, CONVERSANT Installation and Maintenance (for domestic installations)
- Course no. BTE509H, CONVERSANT Installation and Maintenance (for international installations)

Using the CD–ROM Documentation

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

Note: If viewing documents online, it is recommended that you use a separate platform and not the 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-linked text appears in blue, italics, and underlined. 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 choose the **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

If you want 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:

1. From the documentation main menu screen, select one of the print-optimized documents. Print-optimized documents are printed with two-screens to a side on both sides of the sheet on 8.5 x 11-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. Close the file when the document is printed. 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 is printed with one screen per side and two sides per sheet.

How to Comment on This Book

We are interested in your suggestions for improving this book. Please complete and return the reader comment card that is included with this documentation.

If the reader comment card has been removed, send your comments to:

Avaya, Inc.
Room D2-G43
1300 West 120th Avenue
Westminster, CO 80234-2703 US

Fax 1 303-538-9118

Direct your correspondence to the attention of the Avaya CONVERSANT documentation team. Be sure to mention the title of the book on which you are commenting.

Please mention the name and order number of this book, *CONVERSANT® System Version 8.0 Upgrade Procedures*, 585-313-155.

1 Upgrade Overview and Checklists

Overview

This chapter describes the staged upgrade process and contains checklists that outline this process and post-upgrade requirements. These checklists list all steps in the process, numbered in the order in which you must perform them. They also tell you where to look for supplemental procedures or other information you might need.

Use the checklists in this chapter to track your progress and ensure that you complete all the necessary steps in the required order. These checklists can also serve as a quick-reference guide for those already experienced with the upgrade process.

This chapter contains a checklist to complete an upgrade from any of the following releases to V8.0:

- V7.0
- V6.1
- V6.0
- V4.0i
- V4.0

Staged Upgrade

Upgrading an existing CONVERSANT system to V8.0 is available as a staged upgrade.

A new V8.0 system, which parallels the customer's source system in functionality, is created. The new *target* system is assembled, loaded, and tested at the factory and then sent to replace the customer's *existing* source system.

When the target V8.0 system arrives at the customer site, it is installed and provisioned. Customer's data and applications are ported over to the new target system using the Data Migration Tool.

The source system continues to operate in its normal manner during the data migration. Data Migration is accomplished in three phases and discussed in Chapter 2, Performing the Data Migration .

Completing the Upgrade

Follow the steps listed in Table 1 to complete an upgrade to V8.0.

Table 1. Upgrades Checklist

Step	✓	Task	Where to Find the Required Information
1		Complete the required upgrade prerequisites.	*CONVERSANT System Version 8.0 Upgrade Planning*, 585-313-605
2		Set up the upgrade schedule with all upgrade team members via a conference call.	Technical Support Center item under Support Web Sites
3		Install the new target assembled, loaded, and tested system.	*CONVERSANT System Version 8.0 New System Installation*, 585-313-149
4		Provision the target system.	Technical Support Center item under Support Web Sites
5		Verify any optional features, application, or supplemental procedures that may need to be performed.	Appendix A, Supplemental Procedures
6		Check which files are migrated.	Appendix A, Supplemental Procedures
7		Complete Phase 1 of the data migration. **⚠ CAUTION:** During this phase, the voice system must be stopped from 1 to 3 hours to avoid corruption of the ORACLE and speech files.	Performing Data Migration - Phase 1 in Chapter 2, Performing the Data Migration **Note:** Voice@Work and Graphical Designer applications are flagged but not migrated. These applications must be manually migrated to the target system. Contact the ISV, SDO, or VPC for the procedures necessary to migrate these applications.
8		Complete Phase 2 of the data migration.	Performing Data Migration - Phase 2 in Chapter 2, Performing the Data Migration

1 of 2

Table 1. Upgrades Checklist

Step	✓	Task	Where to Find the Required Information
9		Complete Phase 3 of the data migration.	Performing Data Migration - Phase 3 in Chapter 2, Performing the Data Migration
10		Perform the post-upgrade requirements.	Table 2 on page 3 in this chapter
11		Verify the upgrade.	Chapter 3, Verifying the Upgrade
12		Verify that all third-party applications have been upgraded.	Contact the application developer.
13		Perform a backup of your upgraded system.	"Backing up the CONVERSANT System" in "Common System Procedures", in the *CONVERSANT System Reference*, 585-313-215
			2 of 2

Completing the Post-Upgrade Requirements

After you complete your upgrade procedures, you must log off and log back on for the restored information to take effect after all the required data is restored.

Not all tasks listed apply to all system upgrades. Perform only those tasks in Table 2 that apply to your particular system. Use the guidelines in Table 2 in conjunction with TechNote 11342.

Note: Application developers are responsible for verifying that their applications are fully upgraded.

Table 2. Post-Upgrade Requirements Checklist

If the Source System Has:	✓	Do This Task on the Target System	Comments
System-related			
Network capabilities		Readminister the network configuration.	Use the **/etc/hosts** and **/etc/network** files, and special 'ifconfig' entries in **/etc/rc2.d/S69inet.**
PCI Ethernet card, IBM Token Ring card, or both		Readminister TCP/IP.	See Administering TCP/IP over Ethernet and Token Ring LANs in Appendix A, Supplemental Procedures.
			1 of 4

Table 2. Post-Upgrade Requirements Checklist

If the Source System Has:	✓	Do This Task on the Target System	Comments
User login called "install" that you want to also use on the target system		Use **sysadm** to recreate the user login called "install". **Note:** This may not be necessary if installed at the factory.	See Administering Operating System Logins in Appendix A, Supplemental Procedures.
User files manually preserved due to their nonstandard location		Restore user files manually preserved due to their nonstandard location on the source system.	See Restoring User Files Manually in Appendix A, Supplemental Procedures.
ORACLE add-on packages (such as SQL*Forms)		Restore any data or files associated with ORACLE add-on packages that you preserved from the source system.	See Restoring User Files Manually in Appendix A, Supplemental Procedures.
User-defined **cron** and/or **at** jobs		Readminister **cron** and **at** jobs.	Data is preserved in **o.*files*** in **/usr/spool/cron** directories.
SCSI mirroring		Readminister SCSI mirroring.	See "Establishing Mirroring" in Chapter 3 "Replacing the Hard Disk Drive," in the maintenance book for your target system.
Modified 3270 host access helper program[1]		Reapply any changes made to hostdip/helper program source code.	Use the **o.helper.c** and **<other>.c** and makefile in the **/att/ag/hostdip/helper directory.**
Modem or printer capabilities		Readminister modems and printers.	Data is preserved in the **/usr/lib/upgrade/scan.out** file. If needed, see "Peripheral Administration," in *CONVERSANT System Version 8.0 Administration*, 585-313-508.
Applications-related			
Nonstandard user and non-CONVERSANT packages and files		Restore nonstandard user and non-CONVERSANT packages and files.	For this application, see the instructions provided by your software supplier.

2 of 4

Table 2. Post-Upgrade Requirements Checklist

If the Source System Has:	✓	Do This Task on the Target System	Comments
C-language applications using **et_send** that have not previously been converted *via full conversion* to the current logging environment[2]		Complete a *full* conversion to remove all **et_send** calls from the source files.	See ''Upgrading Message Handling in DIPs'' in Appendix A, Supplemental Procedures.
Native language (TAS) applications		Recompile and/or reinstall native language (TAS) applications.	See Upgrading a TAS Application Script and Compiling a DIP in Appendix A, Supplemental Procedures.
WholeWord or FlexWord speech recognition, Text-to-Speech, or Dial Pulse Recognition		Activate the licenses for these features.	Install and run the License Modification Package. **Note**: Only Avaya personnel are permitted to install this software package.
Customer application that used a reserved name (see "Files and Data" in Chapter 3, "Preparing Your Source System" in CONVERSANT System Version 8.0 Upgrade Planning, 585-313-605.)		Restore speech for applications backed up due to naming conflicts with CONVERSANT package applications.	See Restoring Speech for User Applications Backed Up due to Naming Conflicts with Package Applications in Appendix A, Supplemental Procedures.
Modified messages, destinations, priorities, or message thresholding, and/or added logger messages (in APPL message class)		Install the changes on the target system.	See the **o.*files*** in the **/usr/spool/log**, **/usr/spool/log/formats**, and **/usr/spool/log/head** directories for reference. (If no modifications were made on the source system, remove these **o.*files***.)
Applications developed in IRAPI		**1** Search the application source files and replace the IRAPI function **irsay()** with the new version **irFDSay()**. **2** Recompile and retest the IRAPI applications.	**1** Use vi or a comparable editor **2** See Compiling and Installing IRAPI Applications in Appendix A, Supplemental Procedures.
Custom DIPs		Recompile and retest custom DIPs.	See Compiling a DIP in Appendix A, Supplemental Procedures.

3 of 4

Table 2. Post-Upgrade Requirements Checklist

If the Source System Has:	✓	Do This Task on the Target System	Comments
Digital-related			
Digital circuit cards		Readminister digital parameters.	See Chapter 3, "Voice System Administration," of *CONVERSANT System Version 8.0 Administration*, 585-313-508.
SP or SSP circuit cards		Readminister speech recognition and barge-in.	See Chapter 3, "Voice System Administration," of *CONVERSANT System Version 8.0 Administration*, 585-313-508.
PRI		Readminister all cards in a D-channel group to have contiguous card numbers with the D-channel on the first card.	See Administering PRI in Appendix A, Supplemental Procedures.
V4.0i system with E1 cards		Manually redo any changes made to the source system **.d1Parms** file if you also want those changes on the target system.	The **o.d1Parms** file is located in the **/vs/switches/digital/pkgs** directory for the appropriate switch.
			4 of 4

1.To determine if this program has been modified, check **/att/ag/hostdip/helper**. If (1) there are any new files besides **helper.o**, **extract.o**, or **makefile**, *or* (2) **extract.c** has been changed from the original, you must reapply the helper DIP changes.

2.If you have previously completed a *full* conversion of these files as part of an earlier upgrade to a pre-V8.0 release, it is not necessary to repeat it. However, if you performed a *transparent* conversion as part of an earlier upgrade, you must also complete a *full* conversion at this time. Transparent conversions are not supported and will not work in V8.0.

Support Web Sites

The following Web sites are available to internal Lucent associates for reference, forms, and other procedures:

- CONVERSANT Developer Support

  http://waterworks.cb.lucent.com/technotes

  This Web page contains links to all TechNotes.

- Sales and Design Support Center

  http://www.bcs.lucent.com/tech_info/sdsc/

  From here, select *Voice Response/CONVERSANT* to find help articles and latest information.

- Sales and Marketing for CONVERSANT

  http://www.bcs.lucent.com/sales_market/mmr

  This site requires your Intraworks login and password. From here, select *Upgrade Process* to get access to required forms, responsibilities, QPPCNs, and so on for CONVERSANT upgrades.

- Technical Support Center

  http://dencnv22.bcs.lucent.com

  This is the support center Web page. From here, select *CONVERSANT Provisioning and Upgrade Teams Forms.* From the teams forms page, access is provided to the Staged Upgrades Scheduling and Master Checklist forms required for V8 staged upgrades.

The following external web site provides limited access to registered Development Partners:

- **http://www.lucent.com/enterprise/alliance/home**

Note: This is a secure site that requires a browser that supports such security provisions.

2 Performing the Data Migration

Overview

The purpose of this chapter is to document the prompts and screens associated with the Data Migration Tool.

This chapter provides step-by-step procedures to migrate data from your existing source system to the new V8.0 target system. This includes upgrades from any of the following systems:

- V7.0
- V6.1
- V6.0
- V4.0i
- V4.0

Phases of Data Migration

Table 3 describes what is being performed by the data migration tool during the different phases.

Table 3. Data Migration Phase Descriptions

Phase	Description
1 **⚠ CAUTION:** During this phase, the voice system must be stopped from 1 to 3 hours to avoid corruption of the ORACLE and speech files.	The source system is scanned and all relevant data is collected and stored on the backup media.
2	The data collected in Phase 1 is prepared to be restored to the target system.
3	All data and configurations collected from the source system is restored on the new target system. If required, data conversion is done as part of the restore process.

Performing Data Migration - Phase 1

During this phase, the source system is scanned and data is collected and stored on the backup media. Perform the following procedure on the source system to complete Phase 1 of the assisted upgrade:

1. Insert the diskette labeled “CONVERSANT Data Migration Tool” into the drive.
2. If the source system is V6.0, V6.1 or V7.0, perform Step 2a through Step 2f. If the source system is V4.0i, or V4.0, skip this step and go to Step 3.

   a 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)
   ```

   b Press **ENTER**.

   The system displays the following message:

   ```
   Installation in progress. Do not remove the diskette.

   The following packages are available:
   1 dmt     Data Migration Tool
             (pentium) 4.3.1

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

   c Press **ENTER**.

   The system displays a series of status messages and then the following message when installation is complete:

   ```
   Installation of Data Migration Tool (dmt) was successful.

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

   d Enter **q**
   e Remove the diskette from the drive.
   f At the UNIX prompt, enter **who -r**

   The system displays the following message:

   ```
   run level 4 Nov 14 12:07 2 0 3
   ```

   g If the run level is 4, skip this step and go to Step 4.

   If the run level is *not* 4, start the voice system. See “Starting the Voice System” in “Common System Procedures” in the *Conversant System Reference*, 585-313-215.

   When you are finished go to Step 4.

3 If the source system is V4.0, perform Step 3a through Step 3d below.

a Enter **installpkg**

The system displays the following message:

```
Please indicate the installation medium you intend to use.

Strike "C" to install from CARTRIDGE TAPE or "F" to install
from FLOPPY DISKETTE.

Strike ESC to stop.
```

b Enter **f**

The system displays the following message:

```
Please insert the floppy diskette.

If the program installation requires more than one floppy
disk, be sure to insert the disks in the proper order,
starting with disk number 1.
After the first floppy disk, instructions will be provided
for inserting the remaining floppy disks.

Strike ENTER when ready
or ESC to stop
```

c Press **ENTER.**

The system displays the following message:

```
Installation is in progress -- do not remove the floppy.
```

The system displays a series of messages and then the following message:

```
Installation of the data migration tool is complete. To
start (or continue) the upgrade procedure, enter:

/usr/lib/upgrade/bin/upg

If this is the second stage of the upgrade, it will pick up
from where it left off after stage one.

The installation of the Data Migration Tool is now
complete.
```

d Remove the diskette from the diskette drive.

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

The system displays instructional messages and then the following message:

```
Enter the customer name and press <enter>: [NONE]
```

5 Enter the customer name and press **ENTER**.

The system displays the following message:

```
Responses to all questions are processed when the <Enter> key
is pressed. (This key may be labeled "RET" or "Return"on some
keyboards.)
```

After questions, values within ()s are the list of possible choices, e.g. (y/n), and a value within [] is the default choice, e.g. [n], which is selected by pressing the <Enter> key.

When answering any questions during this procedure, the response: ? produces detailed help about the question currently being asked. q causes you to immediately exit from the data migration procedure.

To continue with the data migration press <Enter>:

6 Press **ENTER**.

The system displays the following message:

```
Does this upgrade process have full redundancy? [Y]
```

7 Enter **y** if this upgrade process has full redundancy as defined in the table titled "Upgrade Terms and Their Definitions" in Chapter 1, ''Introduction to Upgrades'', in "CONVERSANT System Version 8.0 Upgrade Planning" , 585-313-605.

The system displays the following messages:

```
Extracting configuration information from your current
system.

SCAN - Version 66

The output of this program will be placed into file
"scan.out" in this directory. Please wait for the prompt to
return.

Program is complete. Output has been written to scan.out.

Scanning system for any known third-party
applications/packages
```

Note: The system also checks for any ORACLE database users who will not be migrated by the Data Migration Tool and list them here. Any users the system finds must be manually migrated to the target system. See Migrating Database Tables of Users Other than STI in Appendix A, Supplemental Procedures .

If any ORACLE database users who will not be migrated are identified, the system displays the following message where *XXXXXX* is the name of the oracle database users:

```
Data of the following oracle database users will not be
migrated by this tool:

XXXXXX

These users data must be manually migrated to the target
system. Please refer to the supplemental procedures section
of the upgrade manual.

To acknowledge this message and continue press <Enter>:
```

8 Press **ENTER**.

Note: If the upgrade process has full redundancy as defined in the table titled "Upgrade Terms and Their Definitions" in Chapter 1, "Introduction to Upgrades", in *CONVERSANT System Version 8.0 Upgrade Planning*, 585-313-605, enter **y**.

The system displays the following message:

Extracting configuration information from your current system.

TIMESTAMP: end of extraction of configuration info>>00-07-26 11:31:59

SCAN - Version 66

The output of this program will be placed into tfile "scan.out" in this directory. Please wait fo the prompt to return.

Program is complete. Output has been written to scan.out.

TIMESTAMP: end of extraction of configuration info >>00-07-26 11:32:48

WARNING: An error occurred while looking for 3rd party packages. This is not a critical error. Continuing with data migration.

To acknowledge this message and continue press <Enter>:

9 Press **ENTER**

The system displays the following message:

WARNING: Error occurred while checking for SQL*NET V1 connections. This is not a critical error. Continuing with the data migration.

To acknowledge this message and continue press <Enter>:

10 Press **ENTER**.

The file "/usr/lib/upgrade/scan.out" contains the configuration data just gathered. You may want to refer to this file later on in the data migration process.

You should either print this file or transfer it to another machine, where you can access the file while you continue to run the Data Migration procedure.

```
Do you want access to "ksh" to do this now? (y/n) [y]
```

11 Enter **n**

The system displays the following message:

```
Stop Voice System or Quit data migration
 1) stop Voice System and continue data migration
 2) quit data migration
Enter selection:[1]
```

12 Enter **1**

The system displays the following message:

```
Stopping Voice System

The Voice System is now stopping

Initiating request to clear all calls in the next 10 seconds.
```

The system displays the list of files to clear, which could take several seconds to complete. The system then displays the following messages:

```
After the Voice System has completely stopped, use the "Start
Voice System" choice from the System Control menu to restart
the Voice System

Stopping the ORACLE database.....

SQL*DBA: Release 7.0.12.2.0 - Production on Mon Jul 6
18:57:44 1998

Copyright (c) Oracle Corporation 1979, 1992. All rights
reserved.

ORACLE7 Server Release 7.0.12.2.0 - Production
With the procedural and distributed options
PL/SQL Release 2.0.14.0.1 - Production

SQLDBA> Connected.
SQLDBA> ORACLE instance shut down.
SQLDBA> SQL*DBA complete.

User Specific File Migration. To continue press <Enter>:
```

13 Press **ENTER.**

The system displays the following message:

```
You will now be prompted to enter the file names or
directories, that you would like to copy to the target 8.0
system. You may hit the RETURN key once done specifying all
files.

WARNING: The files specified in this section may overwrite
the files on the target 8.0 system without warning. Use
extreme caution when specifying file names, because it WILL
OVERWRITE FILES WHICH MAY RENDER THE TARGET 8.0 SYSTEM
UNUSABLE after the upgrade.

Also due to the operating system change in V8 any executables
migrated using this feature may need to be recompiled.

It is out of the scope of this tool to detect which is a
system file and which is a users file, but the tool will
block few directories to be specified by you.

To acknowledge this message and continue press <Enter>:
```

14 Press **ENTER.**

The system displays the following message:

```
!!!!!!!!!!!!! Use Extreme Caution!!!!!!!!!!!!!

Type the full path of the file/directory [Done]
```

15 If you want to copy any files or directories to the target 8.0 system that the data migration tool does not copy automatically, enter the complete path of those files and directories. Press **ENTER** after each path entry. For a complete list of all files and directories that the data migration tool copies automatically, see Appendix B, Migrated Files .

If you do not want to copy any additional files or directories, press **ENTER**.

16 If you enter additional files or directories that you want to copy, enter **done** when you have completed the names of all the files and directories you want to copy to the 8.0 system.

The system displays the following message for each path specified, where *xxxxxx* is the path you specified in Step 15:

```
Please verify all the entries. Answer yes or no

Do you want to copy?
xxxxxx. Enter [y/n] [y]
```

17 Enter **y** for each correct path you entered in Step 15.

Upon completion of all the paths, the system displays the following message:

```
Determining the amount of space required by the parameter,
data, user, and application files being saved and restored by
the upgrade procedure. Please be patient. The amount of time
required to perform this job depends upon the size of your
system, the number of users, etc. It may take 10 minutes or
more to complete...

The original versions of the files that have been changed
during this upgrade have been saved in the /vs/data directory
as o.filename.

Check these changes by comparing the entries for the files
under /etc/conf/init.d with the o.filename to insure that
they are correct.

An old /vs/data/CONVERSANT file from your source machine has
been saved in /vs/data/o.CONVERSANT

Determining the size of the database...XXXXX blocks

You will need 3 tape(s)
of 525 MB capacity
OR
of 150 MB capacity
and at least 1 formatted floppy (Recommend 2).

Do you have 2 formatted floppies? (y/n) [y]
```

18 Enter **y**

Note: You will need approximately two formatted diskettes that will be used to create an installable package for Phase 2 of the upgrade.

The system displays the following message:

```
Analyzing installed software packages to determine what needs
to be upgraded...
```

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

```
Label tape "ORACLE Backup: 1", place in drive, and press
<Enter>:
```

19 Press **ENTER**.

The system displays the following message:

```
Retensioning the cartridge tape...

Saving ORACLE Database

Wait until disk/tape activity stops before removing the tape.
Set the tape aside for later and press <Enter>:
```

20 When the tape activity stops, remove the tape from the tape drive.

21 Press **ENTER**.

The system performs several ORACLE functions, displays several messages, and restarts the voice system. The system then displays the following messages:

```
Custom and application speech will be preserved by this
procedure. Pre-recorded speech associated with standard
CONVERSANT packages will not be saved. This will avoid
conflicts with speech which will be loaded when the
associated CONVERSANT packages are installed.

Determining talkfiles to save, this may take a while, please
wait...

Starting speech backup. Label a tape "SPEECH Files Backup:
1", insert tape in drive, and press <Enter>:
```

22 Label another blank cartridge tape as “Speech Files Backup: 1” and insert it into the tape drive.

23 Press **ENTER**.

The system displays the following message:

```
Retensioning the cartridge tape...

Enter c when ready:
```

24 Enter **c**

The system displays status messages and then the following message when finished copying the speech files:

```
Speech Backup done....

Please remove the tape and label it as tape # 1

Speech file system backup complete.

Please remove the cartridge tape now.

Press <Enter>:
```

25 Remove the cartridge tape from the tape drive and press **ENTER**.

The system displays the following messages:

```
The Voice System is now stopping.

Initiating request to clear all calls in the next 180
seconds.

Orderly idling of system succeeded.
```

After several minutes, the voice system is stopped and the system displays the following message:

```
It is now time to save files that will be either reinstalled
on the upgraded system or merged with new files on the
upgraded system.

Label a free tape "Upgrade Save Files: 1", insert it in the
tape drive, and press <Enter>:
```

26 Insert the cartridge tape labeled “Upgrade Save Files: 1” into the tape drive.

27 Press **ENTER**.

The system displays the following message:

```
Retensioning the cartridge tape...
```

The system displays a series of status messages and then the following messages when finished copying the files:

```
Cleaning up any temporary files created during the saving
process.

Backup of UNIX files complete.

Creating an installable floppy for next stage of data
migration.

Insert floppy into drive.

Press <ENTER> to continue.
```

28 Remove the tape from the tape drive.

29 Insert a formatted diskette into the diskette drive.

30 Press **ENTER**.

Note: If your system requires more than one diskette, you are prompted to insert additional diskettes. Label each diskette as “1,” “2”, “3,” and so forth.

When the system finishes creating the diskettes, it displays the following message:

```
Remove floppy and label "Data Migration, Phase II--use
installpkg to install." Set aside for later.

Use installpkg to install
```

31 This concludes Phase 1 of the upgrade. Check off the completion of Step 2 in the checklist (Table 1 on page 2). Continue with Step 3, Performing Data Migration - Phase 2.

Performing Data Migration - Phase 2

During this phase, the data collected in Phase 1 is prepared to be restored to the target system. Sizes of the ORACLE database, speech file, and root file systems are checked to ensure that the target system has ample room to load the data from the source system.

Note: If ORACLE is not installed on the target machine, the system displays the following message:

WARNING: ORACLE RDBMS is not installed!

You may choose to stop and install ORACLE now or continue with the upgrade.

If you wish to continue with the upgrade

*The restoration of the database will be skipped.

*The applications may not verify and install Phase III.

*You will have to manually import the database after installing ORACLE.

If you choose to stop the upgrade

*You can restart the upgrade process from here after installing ORACLE.

To continue with upgrade, Please press **<Enter>**

You can continue with the upgrade by pressing either **Enter** or **q**.

If you choose to continue, the following message is displayed by the system and you must continue with Phase 3 Step 5:

Please store the tape labeled \”ORACLE Backup: 1\” in a safe place.

Perform the following procedure on the target system to complete Phase 2 of the assisted upgrade.

1. If you are not already logged in as root, do so now.
2. Insert the first diskette created in Phase 1 into the diskette drive.
3. Enter **installpkg**

   The system displays the following message:

   ```
   Please indicate the installation medium you intend to use.

   Strike "C" to install from CARTRIDGE TAPE or "F" to install
   from FLOPPY DISKETTE.

   Strike ESC to stop.
   ```

4. Enter **f**

   The system displays the following message:

   ```
   Please insert the floppy diskette.

   If the program installation requires more than one floppy
   disk, be sure to insert the disks in the proper order,
   starting with disk number 1.
   After the first floppy disk, instructions will be provided
   for inserting the remaining floppy disks.

   Strike ENTER when ready
   or ESC to stop
   ```

5. Press **ENTER**.

   The system displays the following message:

   ```
   Installation is in progress -- do not remove the floppy.
   ```

   The system displays a series of status messages and then the following message when installation is complete:

   ```
   Installation of the CONVERSANT Data Migration Tool is
   complete. To start (or continue) upgrade procedure, enter:

   /usr/lib/upgrade/bin/upg

   If this is the second stage of the upgrade, it will pick up
   from where it left off after stage one.
   ```

Note: UnixWare 7.1.1 (V8 system) causes the following error:

UX:sed:ERROR: invalid endpoint in range: s/[&()$#\-?!*;|<>]/./g

Confirm

A XENIX package with the same name Data Migration Tool has already been installed. This package may overwrite the XENIX package.

Press Enter to continue, ESC to quit.

6. Press **ENTER**.

   The system displays the following message:

   ```
   The installation of the Data Migration Tool is now complete.
   ```

7 Remove the diskette from the diskette drive.

8 Enter **/usr/lib/upgrade/bin/upg**

Note: The system checks all file system sizes. If any file system requires attention, the Data Migration Tool stops and directs the user to the appropriate supplemental procedure sections. Perform the appropriate supplemental procedure and then continue with Step 7 above.

The system displays a series of messages and then the following message:

```
This system, YYYY does not match the original system XXXX.

Press <Enter> to reset this system name YYYY to the original
source system XXXX, or type the new system name then press
<ENTER>:[XXXX]
```

9 Press **ENTER**.

The system displays the following message:

```
WARNING: Changing the machine name will affect the system's
feature licenses. The features provided by these licenses
will be unavailable.

Please refer to your system's user documentation for more
information.

Do you really want to change the system's node name? [y/n]
```

10 Enter **n**

The system displays the following messages:

```
Stopping Voice System.

The Voice System is now stopping.

Initiating request to clear all calls in the next 10 seconds.

Orderly idling of system succeeded.

After the Voice System has completely stopped, use the "Start
Voice System" choice from the System Control menu to restart
the Voice System.

Stopping the ORACLE database.....

Oracle Server Manager Release 2.3.2.0.0 - Production

Copyright (c) Oracle Corporation 1994, 1995. All rights
reserved.

Oracle7 Server Release 7.3.2.3.0 - Production Release

PL/SQL Release 2.3.2.3.0 - Production

SVRMGR> Connected.
SVRMGR> ORACLE instance shut down.
SVRMGR> Server Manager complete.
```

Note: If the system detects any missing packages, they are listed here and mail is sent to root.

11 This concludes Phase 2 of the upgrade. Check off the completion of Step 3 in the checklist (Table 1 on page 2). Continue with Step 4 of Performing Data Migration - Phase 3 below.

Performing Data Migration - Phase 3

Activities during this phase restores all data and configurations collected from the source system onto the new target system. If required, data conversion is done as part of the restore process.

Perform the following procedure on the target system to complete Phase 3 of the assisted upgrade.

1. Insert the tape labeled “ORACLE Backup: 1” that you created in Phase 1 into the tape drive.
2. Press **ENTER**.

   The system displays the following message:

   ```
   Place tape labeled "ORACLE Backup: 1" in the tape drive and
   press <Enter>:
   ```

3. Press **ENTER**.

   The system restores the ORACLE database, recreates the CDH tables, then displays the following message:

   ```
   Importation of database is complete...
   Wait until disk/tape activity stops before removing the tape.

   Starting speech restoration.

   Insert the "SPEECH Files Backup:1" tape into the drive and
   press <ENTER>.
   ```

4. Remove the tape labeled “ORACLE Backup: 1” from the tape drive.
5. Insert the tape labeled “Speech Files Backup: 1” that you created in Phase 1 into the tape drive.
6. Press **ENTER**.

   The system displays the following message:

   ```
   Please insert tape # 1...then type <enter> to continue
   ```

7. Press **ENTER**.

Note: The system restores the speech you saved during activities performed in Phase 1. You are prompted to insert each speech files backup tape as required.

The system displays the following message:

```
Speech file system restoration complete.

All files saved prior to the upgrade will now be restored or
merged with the upgraded system.

Place the tape labeled "Upgrade Save Files: 1" in the tape
drive and press <Enter>:
```

8 Press **ENTER**.

The system loads UNIX files and processes those files that require additional changes to upgrade and/or to merge them into the new system. The system then displays the following message:

```
Restoration of UNIX files complete.

NOTICE: If you have any CUSTOM GRAMMARS to load, they must be
loaded now, prior to converting and verifying ScriptBuilder
applications in the next step. You are given the opportunity
here to escape to the shell prompt in order to load custom
grammars or anything else deemed necessary prior to the
ScriptBuilder conversion step.

Do you want to load any custom grammars now? (y/n) [y]
```

Note: If ORACLE has not been installed on the target machine, the system displays the following message:

Warning: Oracle is not installed on this machine, and it is required to convert the Script Builder applications from the previous versions to V8. Therefore the SB applications restored on this machine will not be converted by this Data Migration Tool.

9 Do one of the following:

- If you do not have custom grammars to load, enter **n**
- If you have custom grammars to load, enter **y**

The system displays the following message:

```
Script Builder applications will now be upgraded. Do you want
the upgrade to be run in Compatibility Mode?

1) Minimum compatibility mode - errors only
2) Full compatibility mode - errors and warnings
3) Non-compatibility mode - Tell me everything!

Enter selection: [2] Full compatibility mode - errors and
warnings
```

10 Enter **2**

The system starts ORACLE and the voice system and proceeds to convert and verify ScriptBuilder applications. Any errors and warnings are displayed during this process.

The system displays the following messages:

```
Conversion completed.

Errors and warnings encountered in upgrading Script Builder
applications have been written to
/usr/lib/upgrade/output.lst.

If you have applications created manually using native script
language (tas), you must re-compile and install them manually
after you have completed the assisted upgrade.

Press <Enter>:
```

Note: If the source system has voice channels administered, additional information is displayed at this point. These messages show the station numbers assigned to the voice ports and give the opportunity to let the tool assign the telephone numbers displayed to the ports. Answer this question no [**n**] since the destination system usually has new telephone numbers. The system displays the following message:

TIMESTAMP: end of post-restoration/upgrade activities>> 00-07-26 15:30:30. The following port extensions will be assigned now. Please go through the list and confirm when prompted to do so.

Channel	Extension Number
0	2400
1	2401
2	2402
3	2403
4	2404
5	2405

Continue with the assignments (yes, no) [y]:

11 Press **n**.

The system displays the following messages:

```
Inittab successfully rebuilt.

Successful enable of automatic starting voice system.

You have completed the assisted portion of this upgrade to
CONVERSANT V8.0. However, this does NOT complete your
upgrade. There are several additional steps you need to
perform manually. (Depending on your source and target
scenarios, there may be many additional steps.)

The manual steps required to complete your upgrade are listed
in the checklist in the CONVERSANT Data Migration procedure
document.

Carefully review this checklist. It is important that you
perform all listed steps which apply to your scenario. Follow
the procedures described, making reference, as necessary to
other documents in the CONVERSANT document set. Remember that
the data migration history files,

/usr/lib/upgrade/output.lst

/usr/lib/upgrade/filesList, etc.

as well as files named "o.<file>" in other directories (which
were brought from your source system by the upgrade tool),
are available to help you to administer your target system.

Once you have performed the manual completion steps, verify
your data migration.
```

```
Some steps which might help you perform this verification are
included in the Verification and Troubleshooting chapter of
the CONVERSANT Data Migration document.

When you are satisfied that your upgrade is complete, backup
your target system according to the backup procedures
described in the CONVERSANT Operations document.

Press <Enter>:
```

12 Press **ENTER.**

Note: Backup procedures are detailed in *CONVERSANT System Version 8.0 Administration*, 585-313-508, and *CONVERSANT System Version 8.0 New System Installation*, 585-313-149.

The system displays the system prompt.

13 This concludes Phase 3 of the upgrade. Check off the completion of Step 4 in the upgrade checklist (Table 1 on page 2). Continue with the remaining steps in Table 1 on page 2 to complete the upgrade.

3 Verifying the Upgrade

Overview

This chapter describes how to verify the success of the upgrade procedures. Completing the verification steps in this chapter will help you ensure that all facets of the upgrade completed successfully.

Verifying the Upgrade

To verify the upgrade:

- Check the Script Builder installation output for failures:

Note: Only perform the vi command in Step a if you are familiar with using the vi editor. Otherwise, use the pg command **pg/usr/lib/upgrade/output.lst**

a Enter **vi /usr/lib/upgrade/output.lst**

b Once you are in the file, enter **/converting**

This instruction searches the file for all instances of the text converting. You can then read the file for information on the success of the VERIFY and INSTALL actions.

c After you read the information in the file, enter **:q!** to quit or exit the file without saving any changes (no changes should be saved).

Investigate and correct any errors. Once you resolve any problems, verify and install the applications again manually.

- Readminister configuration information, parameters, and so on. Be sure to check the following:
  - ~ Analog and digital switch interface parameters
  - ~ Service-to-channel assignments
  - ~ Service-to-DNIS assignments
  - ~ Card options
  - ~ Display options
  - ~ Network connectivity information
- Repeat on the target system any verification you did on your source system as part of the procedures in *CONVERSANT System Version 8.0 Upgrade Planning*, 585-311-601 (available from the SDSC Web site). This is to confirm that all tests and applications perform the same way that they did on the source system.
- Run the tests provided in the Feature Test Script Package on the target system.
- Run each of your applications in a test mode to verify its behavior.

- Check to make sure that all your third-party or custom applications are listed on the Application Package Administration screen:
  - **a** Enter **cvis_menu**
  - **b** Select

```
> Application Package Administration
```

  - **c** Make sure that all your third-party and custom applications are listed on the menu. If any of your third-party or custom applications are not listed, contact your remote maintenance center for assistance.
- For installations within the United States, dial out and dial in using the remote maintenance circuit card.
- For installations outside of the United States, test modem functionality by calling into the system using the external modem connected to the CONVERSANT system.

Note: The UCS1000 does not support SDLC or Token Ring. The MAP/40P supports it only if Interface Systems has installed their software and configured the system this way.

- For any system with an SDLC or token ring connection to a host computer, verify that all LUs are logged in:
  - **a** Enter **hstatus <host-application>**

    where <*host-application*> is your application name. The system displays a screen similar to the following:

Table 4. Host Status System Application Screen

SESSION	CONNECTION	LU	SERVICE	STATE
0	TKR1	2	tsys-host	logged in
1	TKR1	3	tsys-host	logged in
2	TKR1	4	tsys-host	logged in
3	TKR1	5	tsys-host	logged in
4	TKR1	6	tsys-host	logged in
5	TKR1	7	tsys-host	logged in
6	TKR1	8	tsys-host	logged in
7	TKR1	9	tsys-host	logged in
8	TKR1	10	tsys-host	logged in
9	TKR1	11	tsys-host	logged in
10	TKR1	12	tsys-host	logged in
11	TKR1	13	tsys-host	logged in

  - **b** Check the **STATE** column. If **logged in** is not showing for the LUs, see the following Interface Systems, Inc. (ISI) Web site for what actions to take : http://www.interfacesystems.com/

4 Troubleshooting

Overview

This chapter includes troubleshooting solutions for installation problems you may encounter. Troubleshooting information included here can help you correct known problems and common errors.

The troubleshooting information is divided into three sections:

- Problems with Starting, Restarting, or Running the Data Migration Tool
- Problems with System Software Reinstallation, Data Restoration, and Upgrade Conversion Operations
- Post-Installation Problems

These sections are further divided by specific headings that describe the problem or the part of the system to which the problem is related.

Problems with Starting, Restarting, or Running the Data Migration Tool

This section describes problems you might encounter when starting, restarting, or running the Data Migration Tool.

You Cannot Start or Restart the Program

- *Problem*: You are at a system prompt and do not know how to get the Data Migration Tool started. (Either the system was rebooted automatically as part of the data migration, or you entered **q** to quit in response to a question.)

  Solution: Enter **/usr/lib/upgrade/bin/upg** to continue the data migration, beginning at the point where it stopped.

You Are Prompted to Reset the System Name

- *Problem*: The system displays the following message when you restart the upgrade program after the disk change operations:

  ```
  This system, <name of target system> does not have
  the same name as the system upon which the upgrade
  began, <name of source system>.
  ```

  Press <Enter> to reset this system name <*name of target system***> to the original source system name <name of source system>, or type the new system name then press <ENTER>: [<name of source system>]**

  Solution:

  a Press ENTER to accept the name of the source system.

  The system displays the following message:

  The system name is set to <name of source system>.

  Are you sure you want to continue phase II of the upgrade on this system? (y/n) [n]

  b Enter **y**

  These steps correct the default system name installed with the operating system software and also continue the upgrade.

You Cannot View the /usr/lib/upgrade/output.lst File

- *Problem*: You try to view the **/usr/lib/upgrade/output.lst** file in the middle of the upgrade program, but the lines are too long for the editor and clear the screen if printed to the screen.

  Solution: This file gets cleaned up at the end of each phase of the upgrade and when the upgrade program is exited. Wait to view the file until after the upgrade program is exited. If you need to view the file at other times, you must translate much of the UNIX syntax.

Problems with System Software Reinstallation, Data Restoration, and Upgrade Conversion Operations

This section describes problems you might encounter when you are running Phase 2 of the Data Migration Tool.

You Need Configuration and Set-Up Information for Your Source System

- *Problem*: You are at a system prompt after determining the current configuration of your system and you are not sure what to do.

  Solution: **/usr/lib/upgrade/scan.out** is created during the first phase of the upgrade. It contains important information on configuration and set up of your source system. If the configuration of your source system is valid for the target system, you need the information discussed here.

  The file **/usr/lib/upgrade/scan.out** contains information you may need to view. How you provide yourself access to this file depends on the capabilities of your specific machine.

Do one of the following:

- To print the file, use whatever print command you normally use.
- To move the file to another machine:

  a Transfer it over a network if your machine is networked.
  b Enter **cpio -ocvB > /dev/rdsk/f0** to copy the file onto a diskette.
  c Enter **cpio -icvBd < /dev/rdsk/f0** to copy the file on the diskette onto the other machine.

The System Fails to Prompt for the ORACLE Database

- *Problem*: The data migration program fails to prompt you for the tape containing the ORACLE database.

  Solution: Complete the following procedure to manually restore the contents of the ORACLE database:

  a Insert the tape containing the ORACLE database.
  b At the shell command prompt, enter **rstDB**
  c Enter **/usr/lib/upgrade/bin/upg** to restart the data migration program.

The System Fails to Prompt for the Speech Tape

- *Problem*: The data migration program fails to prompt you for the tape containing speech.

  Solution: Complete “Using the spres Command to Restore Speech” in Appendix A, “Supplemental Procedures”, to restore speech manually. When finished, enter **/usr/lib/upgrade/bin/upg** to restart the data migration program.

The System Reports Errors for the FFtemplate Application

- *Problem*: When the upgrade tool converts, verifies, or installs your Script Builder applications, the system reports unrecorded speech errors for the FFtemplate application.

  Solution: FFtemplate is a sample application delivered with the Form Filler Plus optional software package. There is no speech associated with this sample application. These errors may be ignored. (If you copy this template to create a Form Filler application, you need to record speech for your application. Be sure to rename the speech pool your application uses to the name of your application.)

Post-Installation Problems

This section describes problems you might encounter on your target system after the upgrade is complete.

The System Fails to Come Up After a Reboot

- *Problem*: The system may start to boot, but then seems to hang.

  Solution: Check the diskette drive. If there is a diskette in the drive, remove it. Press the RESET button to reboot the system.

Speech Recognition Does Not Work

- *Problem*: After upgrading, Speech Recognition does not work.

  Solution: From the Voice System Administration menu, access the Configuration Management menu and select **Feature Licensing**. Check the Display Feature Licenses window to ensure that the licenses are set appropriately for your system. If they are, check the Speech and Signal Processor (SSP) card as follows:

  a Enter **display card sp** and examine the output.
  b Check the function assigned to the SSP card in the system. At least one SSP card must be assigned function WW_RECOG or WW_RECOG+VOICE.

The ASAI Link Does Not Come Up

- *Problem*: The ASAI link does not come up after the upgrade is complete.

  Solution: On the switch side (DEFINITY), the CRV length of the extension associated with the BRI link to the system *must* be set to 2. If the DEFINITY switch is properly administered and the wiring is correct, call the CALLVISOR PC hotline at (303) 538-5622.

Script Builder Applications Fail to Verify and Install

- *Problem*: Script Builder applications fail to verify and install due to database errors.

  Solution: Check the file **/att/trans/sb/*application*/symbols**, where *application* is the name of your application. If referenced tables are in the remote database, manually reverify and reinstall the applications after the host network connections are reestablished.

The System Reports Problems When You Stop and Restart the ORACLE Database

- *Problem*: You see messages and announcements regarding run level or state changes when you stop and restart the ORACLE database and voice system during the upgrade. These messages are often intermingled with the output from the other operations that are going on in the same time frame.

  Solution: Ignore these messages.

On an Upgrade from V4.0, the Database is Not Running

- *Problem*: You are upgrading from V4.0 and recovering your system from an image tape. During the start up of the voice system, you receive error messages that the database is not running.

  Solution: Use the following procedure to check for the existence of the **S98voice** file and recover it if necessary.

  a Enter **cd /etc/rc2.d**
  b Enter **ls -CFa**
  c Check for the **S98voice** file.

  If it is not there, it can be recovered from the **/etc/init.d** directory or from the **/oracle/dist** directory.

  - To recover from the **/etc/init.d** directory, enter

    cp /etc/init.d/S98voice /etc/rc2.d/S98voice

  - To recover from the **/oracle/dist** directory, enter

    cp /oracle/dist/S98voice /etc/rc2.d/S98voice

  d Reboot the system.
  e Start the voice system again.

Shell Programs Do Not Work

- *Problem*: Your shell programs do not work on your target system.

  Solution: The change in the operating system may cause shell programs to break. Make sure kshell is running on your system. Check your **.profile** file for the line **SHELL=/usr/bin/ksh**.

  Refer to the TechNotes Web site. See CONVERSANT Developer Support in Chapter 1, Upgrade Overview and Checklists, and consult the UnixWare documentation for commands to repair your shell scripts on the target system.

Application Speech is Missing

- *Problem*: Application speech is missing on your target system.

  Solution:

  a To determine the talkfile that was not carried to the target system, enter **vi /speech/talk/<application>.pl where <application>.pl is the application name where the speech is not working.**

  The talkfile number is the first number in the first column of the output.

  b Insert the speech tape created during the most recent mkimage backup.
  c Enter **spres -t talkfile <*talkfile#*>**

  where <*talkfile#*> is the number of the talkfile that was not carried forward.

The Network Does Not Come up

- *Problem*: The network does not come up after the upgrade is complete.

  Solution: See Administering TCP/IP over Ethernet and Token Ring LANs in Appendix A, Supplemental Procedures.

A Supplemental Procedures

Overview

This appendix provides procedures you may need to complete the upgrade as outlined in Chapter 1, Upgrade Overview and Checklists . Whether you use this information depends on the particular configuration of your source and/or target systems. Any supplemental procedures not provided here are contained in the maintenance book associated with the platform of your target system. The checklists will tell you which book you need.

The purpose of this appendix is to consolidate supplemental procedures you may need from other books in the CONVERSANT library. By presenting that information here, you can complete the upgrade and post-upgrade requirements using only this book and the maintenance book for your target system.

Supplemental Procedures for Assisted Upgrades

This section contains the following procedures, some of which you may need to complete the upgrade to V8.0 using the Data Migration Tool. See the maintenance book for your target system for any additional information you need, as directed by the upgrade checklists.

- Determining the Size of the ORACLE Database
- Increasing the Size of the ORACLE Database
- Determining the Size of the Voice File System
- Increasing the Voice File System Size on the Target System
- Migrating Database Tables of Users Other than STI
- Restoring User Files Manually
- Upgrading a TAS Application Script
- Compiling a DIP
- Administering TCP/IP over Ethernet and Token Ring LANs
- Restoring Speech for User Applications Backed Up due to Naming Conflicts with Package Applications
- Administering Modems
- Administering the Printer on the Voice System
- Compiling and Installing IRAPI Applications
- Administering Operating System Logins

- Using the findhomes Command to Move User Login Files to the Home Directory on the Target System
- Administering PRI

Determining the Size of the ORACLE Database

If the size of the ORACLE database on the source system has been increased beyond the default, you must allocate the same amount of space on the target system when prompted by the Data Migration Tool. Before you begin the upgrade, perform the following procedure on the *source* system to access the tablespace information and determine the size of the database.

Note: This procedure assumes that you will accept the general default configuration for the size of the ORACLE database and other packages when prompted by the Data Migration Tool.

1 Enter **dbfrag**

The system displays the system tablespace in a screen similar to the following:

```
System Tablespace, Space is in ORACLE Blocks (2048 Bytes/Block)
ALLOCATED   FREE    % FREE  AVG/FRAG   LARGEST   FRAGMENTS   DB_FILES  ROLLBACK
30000       22145   73.82   63         470       353         1         2824
```

2 Multiply the value listed in the ALLOCATED column by 2,048 to get the size of the ORACLE database in bytes.

3 The standard or default size of the ORACLE database is 65 MB. Subtract this from the value you calculated in Step 2 to get the size of the file, in bytes, that you must add to the ORACLE database on the target system.

This is the number you must enter when prompted during Performing Data Migration - Phase 3 in Chapter 2, “Performing the Data Migration” when it restores the ORACLE database. Make a note of this number so it is available when you begin the upgrade.

Increasing the Size of the ORACLE Database

If the size of the ORACLE database on the source system has been increased beyond the default, you must allocate the same amount of space on the target system when prompted by the Data Migration Tool. Before you begin the upgrade, first perform the procedures above to calculate the size of the ORACLE database on the *source* system.

To resize the ORACLE database on the *target* system:

1 Log in as **root**

Note: Verify there is enough free space in **/oracle** to make the data file larger. To check for free space, use the **dfspace** command.

Note: The increase/decrease size will be the total size. For exampl, if the .dbf file was 60 MB, and you said, resize 100 MB, this would make the file 100 MB.

1 Enter **su-oracle**

2 Enter **dbadisp svrmgrl**

The system displays the **SVRMGR>** prompt.

3 Enter **alter database datafile '/oracle/oradata/A/users01A.dbf' 2> resize <Total Size>M;**

The system displays the number of free database blocks. Verify the database size has increased to the size you want.

4 Enter **exit**

The system displays the **Console Login:** prompt.

Determining the Size of the Voice File System

If the Data Migration Tool indicates that there is not enough space in the voice file system, you need to increase the file system size on your target system.

First you must determine the amount of speech stored on the *source* system *and* how much space is allocated to voice on the *target* system.

Determining the Amount of Speech Stored on the Source System

To calculate the amount of space used by the voice file system on the *source system*:

1 Log in as **root**.

2 Enter **vdf**

The system displays a message similar to the following:

speechFS /home2/vfs/talkfiles 8785 free blocks of 35760 available (24% free) READWRITE (blocksize=16384bytes)

Interpretation: The speech file system is located at **/home2/vfs/talkfiles**, 8785 blocks are available of the 35760 allocated (or 24% free), has read-write permissions, and the block size is 16384 bytes.

3 Determine the size of speech stored in bytes:

a Subtract the number of free blocks from the number available.

b Multiply the value you calculated in Step 3a above by the block size.

Using the information in the sample message from Step 2 will give you [35760 – 8785] * 16384 = 441958400 bytes.

Note: If the source system is V4.0 and the block size is not listed, substitute 16384 bytes for the block size.

4 Determine the size of speech in 512-byte blocks.

Divide the number of bytes calculated in Step 3b above by 512.

Continuing with the sample originated in Step 2 will give you 441958400/512 = 863200 blocks, each block containing 512 bytes.

Continue with Determining Space Allocated to Voice on the Target System below.

Determining Space Allocated to Voice on the Target System

To calculate the amount of space allocated to the voice file system on the *target* system:

1 Log in as **root**.

2 Enter **vdf**

The system displays a message similar to the following:

speechFS /home2/vfs/talkfiles 8785 free blocks of 35760 available (24% free) READWRITE (blocksize=16384bytes)

3 Determine the free space allocated for voice in bytes.

Multiply the number of free blocks by the block size.

Using the sample message from Step 2 above will give you 8785 * 16384 = 143933440 bytes.

4 Determine the free space in 512-byte blocks.

Divide the number of bytes calculated in Step 3 above by 512.

Continuing with our sample, you will have 143933440/512 = 281120 blocks, with each block containing 512 bytes.

Increasing the Voice File System Size on the Target System

The voice file system can be increased if there is enough unallocated space on the disk.

Note: During Phase 1 activities, the Data Migration Tool specifies the amount of space by which the file system needs to increase.

If the space needed to increase the file system is not known, begin with Step 1, otherwise begin with Step 2.

To increase the voice file system size on the *target* system:

1. Determine the number of 512-byte blocks by which the file system needs to increase.

   Subtract the *free space in 512-byte blocks* on the *target* system from the *size of speech in 512-byte blocks* on the *source* system that was determined above.

   Using the values calculated from our samples will give you 863200 – 281120 = 582080 blocks.

2. Log in as **root**.

3. Enter **vdf**

   The system displays a message similar to the following:

   speechFS /home2/vfs/talkfiles 9785 free blocks of 36760 available (26% free)
   READWRITE (blocksize=16384bytes)

4. Enter **/mtce/bin/addfs -f /voice1 *xxx* 8192**

   where *xxx* is the number of blocks by which the voice file system needs to be increased.

5. Enter **vdf**

   The system displays a message similar to the following:

   speechFS /home2/vfs/talkfiles 9785 free blocks of 36760 available (26% free)
   READWRITE (blocksize=16384bytes)

Migrating Database Tables of Users Other than STI

Note: For more information about the export and import utilities provided by the ORACLE database, see the ORACLE Server Utilities Users Guide.

Export Procedures on the Source System

To migrate database tables of users other than STI, do the following on the *source* system:

1. Log in as **root**.

2. Insert a blank cartridge tape into the tape drive.

3. Enter the following:

   exp system/manager buffer=4096 file=/dev/rmt/c0s0 owner=*username*

   where *username* is the database user ID.

   The system displays a message similar to the following:

```
Export: Release 7.0.12.2.0 - Production on Fri Jul 24
18:46:07 1998
Copyright (c) Oracle corporation 1979, 1992. All rights
reserved.
Connected to: ORACLE7 Server Release 7.0.12.2.0 - Production
With the procedural and distributed options
PL/SQL Release 2.0.14.0.1 - Production
Volume size (<ret> for no restriction)>
```

4 Press ENTER.

The system displays several informational messages, and then the following:

Export terminated successfully without warnings.

5 Remove the cartridge tape from the tape drive of the *source* system.

Continue with Import Procedures on the Target System below to complete the database tables migration.

Import Procedures on the Target System

To complete the migration of database tables of users other than STI, do the following on the *target* system:

1 Insert the cartridge you removed from the source system into the tape drive on the *target* system.

2 Log in as **root**.

3 Enter the following:

imp system/manager buffer=4096 file=/dev/rmt/c0s0 owner=*username*

where *username* is the database user ID.

The system displays a message similar to the following:

```
Export: Release 7.0.12.2.0 - Production on Fri Jul 24
18:46:07 1998

Copyright (c) Oracle corporation 1979, 1992. All rights
reserved.

Connected to: ORACLE7 Server Release 7.0.12.2.0 -
Production
With the procedural and distributed options
PL/SQL Release 2.0.14.0.1 - Production
Volume size (<ret> for no restriction)>
```

4 Press ENTER.

The system displays several informational messages, and then the following:

Import terminated successfully without warnings.

5 Remove the cartridge tape from the tape drive.

Restoring User Files Manually

The Data Migration Tool restores user files for you if they were saved from standard locations as listed in Appendix B, Migrated Files. If you saved some other user files manually, restore those files using the information below.

User files that you saved using the FACE interface back-up utilities or the **sysadm** command must be restored manually using the **cpio** command.

To restore from cartridge tape:

1 Insert the tape into the tape drive.

2 Enter **cpio -icvBd -Hodc < /dev/rmt/c0s0**

To restore from diskette:

1. Insert the diskette into the diskette drive.
2. Enter **cpio -icvBd -Hodc < /dev/rdsk/f0**

Upgrading a TAS Application Script

This section describes how to upgrade your TAS application script for use in the CONVERSANT V8.0 environment.

Compiling the TAS Script

If you have upgraded your system to V8.0 from a release prior to V5.0, TAS may have been installed with "4.0 Compatibility Mode" set. Compatibility Mode allows older scripts that may not meet the TAS language definition to compile with a minimum of changes.

Script Changes for Compatibility Mode

The following script source code changes may be required before TAS V8.0 will successfully compile a script in Compatibility Mode. Although they occur only rarely, these incompatibilities produce error messages that prevent successful compilation of the script.

Note: Warning messages may also be produced by TAS in Compatibility Mode. These messages do not prevent successful compilation, but indicate changes that you should make in the script source code to ensure compatibility with future releases of the CONVERSANT system.

- Invalid register number errors

  TAS now does range checking on script instruction arguments that require register numbers (for example, arguments of the form r.*X*, *ch.*X*, *int.*X*, *sh.*X*, *ev.*X*, where *X* is a script register number). In releases prior to V5.0, only four registers were available, so *X* should be in the range 0 to 3. In CONVERSANT V5.0 and V7.0, 16 registers are available, so the valid range for *X* is 0 to 15. Invalid register numbers are a bug in the script and should be corrected.

  The most common mistake with the argument types that begin with an asterisk (*) is not that the register number is wrong, but that the asterisk was put there erroneously. For example, the argument "int.254" refers to the integer value stored at script address 254. The argument "*int.254" refers to the integer value stored at the script address contained in register 254, and therefore in this case 254 is not a valid register number. Prior to V5.0, TAS would not catch this error and TSM would substitute a null value for the argument when executing the script. Therefore, in cases of arguments like "*int.254", it is likely that the asterisk was put there in error (especially if the number is not even close to the valid range for register numbers).

  For errors involving an argument of the form **r.*X*** (where *X* is negative or greater than 15), the error is either in the use of a register value where some other data type was intended or in the use of an invalid register number. Examine the context of the instruction to determine the programmer's intent and make the correction accordingly.

- An instruction argument with a missing dot or period (**.**) between an immediate data type keyword (“im”, “imm”, “immed”, etc.) and a quoted string (for example, “im”xyz””)

  Place a dot between the data type and the quoted string or delete the data type keyword altogether since it is optional in this case (that is, im.”xyz” and “xyz” are equivalent). Prior to CONVERSANT V5.0, TAS would accept this syntax, although leaving out the dot in any other argument type was not acceptable. The error messages produced by this syntax in V5.0 and V7.0 indicate that the instruction has the wrong number of arguments, as the TAS compiler interprets it as two separate arguments (for example, a label argument and a literal string argument). This may also cause the system to produce an “undefined label ‘im’” message.

- Numeric labels

  Prior to V5.0, it was possible to define an unused label name with a numeric rather than an alphanumeric string and TAS would not complain. Valid labels must always begin with an alphabetic character to distinguish them from integer constants. This usually happens in a script where a #define symbol that has an integer value is used. If a label happens to have the same name as the #define symbol, the preprocessor substitutes the integer value of the #define symbol for the label name before being run through TAS. The following script fragment illustrates this:

  ```
  #define VALUE 128
  ...
  load(r.0, int.VALUE)
  ...
  VALUE:
  ...
  ```

  When TAS runs this script through the preprocessor, the value 128 is substituted for every occurrence of **VALUE**. This is acceptable for the load instruction (which is loading an integer at script address 128 into register 0), but the label is changed to “128:”, which is an invalid label definition.

  If a script like this compiled with the old TAS, then it is certain that the label was not being used anywhere in the script (for example, by any **goto()** or **jmp()** instructions), since instructions do not allow integer constants as labels. Therefore, you should delete the offending label.

Turning Off Compatibility Mode

If TAS was installed with Compatibility Mode set, you can unset the mode by renaming the file **/vs/data/tas.debug**. For example, use the UNIX command **mv /vs/data/tas.debug /vs/data/tas.debug.save**. To set the mode back, move the saved file back to its original name.

Note: If the file gets deleted, simply create the **/vs/data/tas.debug** file with the contents “0x2000” to set Compatibility Mode.

Running TAS without Setting Compatibility Mode

Running TAS without Compatibility Mode set may produce more warning and error messages for a particular script. These are problems that you should correct in the script source code to ensure compatibility with future releases of the CONVERSANT product. All new scripts you develop should be compiled without Compatibility Mode. Existing scripts that have been compiled in Compatibility Mode should be modified at some point (if necessary) to compile without it.

Error and warning messages point the user to the file, line number, instruction, and argument where the error or warning is caused and give a brief explanation of the problem. Error messages prevent successful compilation of the script by indicating improper TAS language syntax. Warning messages do not prevent successful compilation, but indicate that TAS is accepting an outdated form of an argument or instruction which may not be acceptable in the future. These messages indicate what the acceptable form should be so that you can change the source code accordingly.

Note: If the error messages are being overwhelmed in the output by numerous warning messages, use the **-w** command line option to suppress all warning messages.

Compiling a DIP

When upgrading to CONVERSANT V8.0 from releases V4.0 and V4.0i, you must recompile all DIPs. Use the following information to compile your DIP. If additional information is required, see *UNIX SVR2 Programming in Standard C* or any standard ANSI-C reference document.

Header Files and Libraries

The DIP source program is compiled in a standard method using the C-compiler (cc) to include the voice system header files and to link the voice system library **libssp.a** that resides in the directory **/vs/lib**. The voice system header files **mesg.h**, **VS.h**, and **shmemtab.h** reside in the directories **/att/include**, **/att/msgipc**, and **/usr/spool/log/head**, respectively.

Note: Whenever a DIP reports errors to the logger/alerter, be sure that **_INSTALLABLE_APPL** is defined, that is, **-D_INSTALLABLE_APPL**.

Example

For example, enter the following to create the executable version of DIP stock_dip.c.

Note: The backslashes at the end of each line mean that you are to type the information entirely on one single line.

```
cc -I/att/include -I/att/msgipc -I/usr/spool/log/head\
_D _INSTALLABLE_APPL -o stock_dip stock_dip.c\
/vs/lib/libspp.a/vs/lib/liblog.a/vs/lib/libprism.a
```

Once you create the executable version, you can start it manually from the shell command line or automatically through the inittab file.

Automatic Startup via inittab

A DIP can be started and managed automatically by the UNIX system process init if it appears in the **/etc/inittab** file. If you display the inittab file, entries for the voice system processes like TSM, logdaemon, and iCk are shown. Typically, one entry is made for each process to run. Entries in the inittab file consist of fields separated by colons (:). These fields allow you to specify the following:

- A unique label to identify the entry
- The run levels to run the program; voice system processes and most DIPs use run level 4
- Whether the program is to be run once only or re-run if it stops

The **start_vs** command rebuilds the modified inittab file by concatenating all the files in **/etc/conf/init.d**. Perform the following procedure to make your entries permanent:

1. Enter **stop_vs** to stop the voice system.
2. Edit your entry in the **/etc/conf/init.d** directory. The following is an entry for a DIP called stock_dip in the init.d directory that runs at run level 4, is re-run if it dies, and is labeled PI1:
   a. Enter **vi stock_dip**
   b. Add the following to the **stock_dip** file:
      PI1:4:respawn:/local/bin/stock_dip > /dev/null 2>&1
   c. Enter **:wq**
3. Enter **/vs/bin/util/mkitab**
4. Enter **start_vs** to start the voice system.

Your DIP will now start up automatically each time the voice system is started. If you experience problems with the procedure, execute **touch /etc/conf/init.d/CONVERSANT** before restarting the voice system.

Administering TCP/IP over Ethernet and Token Ring LANs

This section discusses administration of TCP/IP on CONVERSANT systems that contain either the PCI Ethernet card, the IBM Token Ring card, or both.

Setting Up the LAN Connection on the MAP/40P

To administer the PCI LAN circuit card:

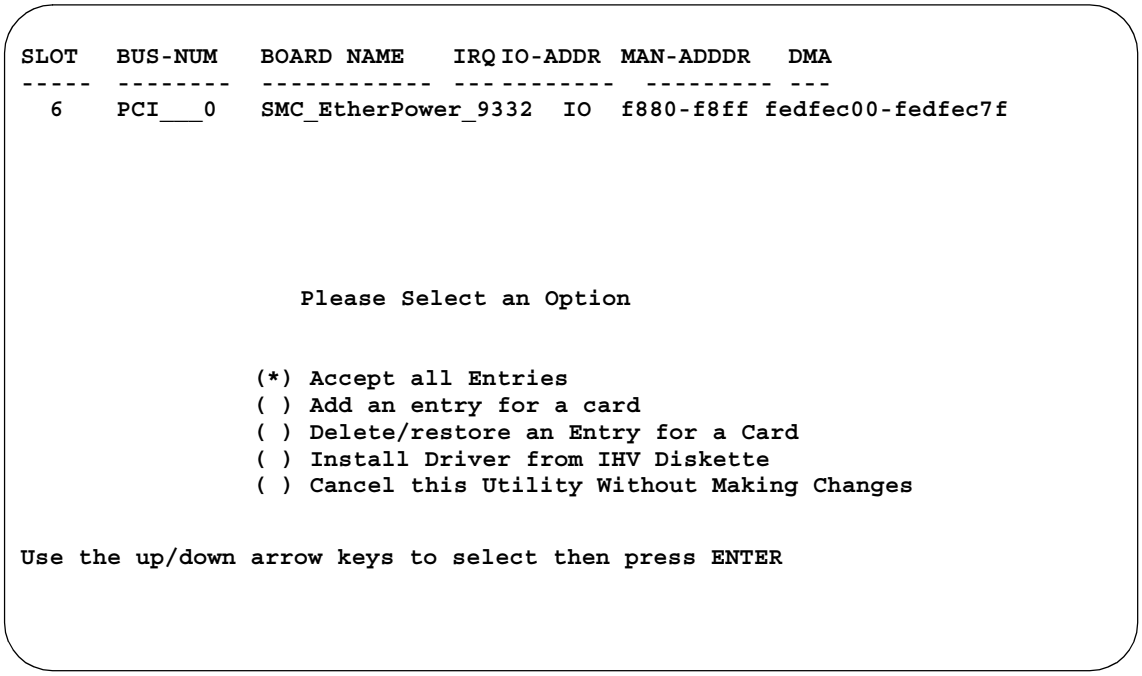
1. From the network administrator, determine the following:
   ~ The machine IP address
   ~ The machine node name
   ~ The same name
2. If you are not already logged in as root, do so now.
3. Enter **netcfg**

   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 6).

Figure 6. Network Interface Card Support Utility—Summary Screen



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

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

5 Press ENTER.

The system displays the following message:

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

When complete, the system displays the system prompt.

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

Note: Enter **uname -a** to determine the system node name.

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

8 Enter **cd /etc/net**

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

- **~ ticlts**
- **~ ticots**
- **~ ticotsord**

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

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

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

12 Change the line `smpw0:0::/dev/smpw0_0:-trailers` to the following: **eeE0:0::/dev/eeE_0:netmask 0xffffff00 broadcast *a.b.c*.255 -trailers** where a.b.c. are the first three parts of your machine IP address. For example, IP address 135.7.50.201 would be changed to 135.7.50.255.

13 Copy the files you edited in Step 9 into the **/etc/idnet/** 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

17 Write and exit the file.

18 Continue with Verifying the PCI LAN Circuit Card Installation.

Verifying the LAN Circuit Card Administration

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

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

2 Check the message log report for TCP/IP or LAN adapter errors. See Chapter 7, "Peripheral Administration," *CONVERSANT System Version 8.0 Administration*, 585-313-508.

3 Verify that you have network connectivity using the **ping** command. See Appendix A, "Summary of Commands," in *CONVERSANT System Version 8.0 Administration*, 585-313-508.

TCP/IP on the Ethernet Card with an IBM Token Ring Card Already Running TCP/IP

1 Install the Ethernet LAN card. For procedures, see "Replacing or Installing Circuit Cards" in the maintenance book for your target system. There you will also make sure that all of the necessary UnixWare TCP/IP packages are loaded on the system. If they are not, follow the instructions to load TCP/IP from the UnixWare tape.

Note: If cabling to the network is available, you may also connect the Ethernet card to the network hub at this time.

2 Complete the procedure "Installing the PCI Circuit Card Driver" in "Installing or Replacing Circuit Cards" of the maintenance book for your target system.

Note: The user responses provided in the maintenance book are recommendations only. If your situation calls for a different IRQ or a BNC connection rather than twisted pair, respond to the prompts accordingly.

3 See "Configuring LAN Connections" in the "Networking" section of the UnixWare 7 Documentation Guide for instructions on configuring the TCP/IP interfaces to the system. This documentation is available on the Web at the following URL:

http://www.sco.com/documentation/

4 Now that the TCP/IP interfaces have been configured on the system, the IBM Token Ring card *must* remain physically connected to an active MAU. If the connection to the Token Ring is up and active, skip to Step 6. If access to the ring is no longer available, continue with Step 5.

5 Edit the **/etc/confnet.d/inet/interface** file and comment out the line at the bottom that begins with "**ibmtok**". When you are finished, skip to Step 7.

Note: If you do not make this change, the next time the CONVERSANT is rebooted, the system will try to access the token ring and fail. The following message will appear on boot up:

"**TCP/IP start up not entirely successful. Error in /tmp/inet.start**"

If this error message appears, the system canl no longer connect to the ethernet network, even though the SMC Ethernet card is still physically connected to the LAN and the card is fine.

6 Edit the **/etc/confnet.d/inet/interface** file and make sure that the final entries in this file are in the following order:

lo:0: .....
sme:0:.....
ibmtok:0: .....

If the entries are not in the proper order in this file, the network routing table may not build correctly.

7 Enter **stop_vs**

8 Enter **/etc/conf/bin/idbuild**

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

10 Edit the **/etc/hosts** file to enter the remaining network node names for your LAN.

11 Enter **netstat -r**

The system displays the network routing table. This table will look similar to the one below.

Routing tables

Destination	Gateway	Flags	Refs	Use	Interface
localhost	localhost	UH	0	0	lo0
aaa.bb.ccc	host_name1	U	?	?	sme0
xxx.yy.zzz	host_name2	U	?	?	ibmtok0

Note: If the ethernet LAN or the token ring network include any routing devices, the routing table may have additional entries.

Note: If the IBM Token Ring card is disconnected, the network routing table will not contain any entries of the type "**ibmtok0**".

Restoring Speech for User Applications Backed Up due to Naming Conflicts with Package Applications

If your source system had user applications that were backed up due to naming conflicts with CONVERSANT package applications (see “Files and Data” in the “Upgrade Planning” document), you must now restore speech for those applications. Do this through Script Builder or using the **spres** command.

Using Script Builder to Restore Speech

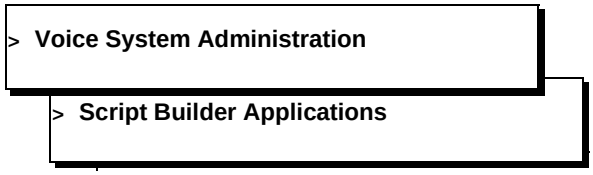
To restore speech using Script Builder:

1. Enter your login and password at the console prompt.
2. Enter **cvis_mainmenu**

   The system displays the CONVERSANT V8.0 menu (Figure 7).

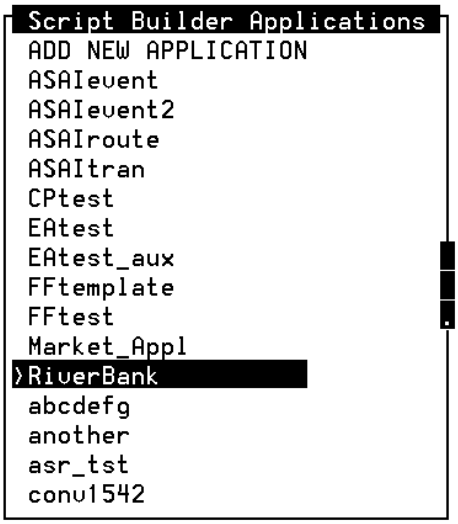
Figure 7. CONVERSANT V8.0 Menu

3. Select



   The system displays the Script Builder Applications menu (Figure 8).

Figure 8. Script Builder Applications Menu



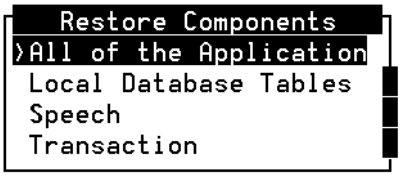
4 Highlight the application for which you are restoring speech.

5 Insert the appropriate disks into the disk drive.

6 Press F6 (Restore).

The system displays the Restore Components menu (Figure 9).

Figure 9. Restore Components Menu



7 Select

The system displays the following message:

Enter F to use FLOPPY DISK

Enter C to use CARTRIDGE TAPE

ENTER Q to stop.

8 Enter **F** to restore from floppy disk, **C** to restore from cartridge tape, or **Q** to quit.

When the speech is restored, the system displays the following message:

Restore speech successful

9 Press ENTER to return to the Restore Components menu (Figure 9 on page 47).

Using the spres Command to Restore Speech

The **spres** command restores speech from a backup.

Synopsis

spres -l <file> ***[-v] -t [talkfile <list>] [phrase <list>] [listfile <list>]***

Description

The **spres** command restores the specified talkfile number, phrase number, listfile, or phrase and talkfile of the speech.

Note: Only speech that is backed up from a V4.0 or V4.0i mkimage backup or using the **spsav** command can be restored with the **spres** command.

Parameters

The parameters for the **spres** command are as follows:

-l file	This parameter specifies the input device. Typically this is cartridge tape.
-v	This parameter is the verbose flag that gives a running commentary of the **restore** procedure.
-t	This parameter is the tape flag. It is required for restore from cartridge tape.
[talkfile <list>]	This parameter specifies the list of talkfiles to be restored as either a single digit, a range m–n, or the word **all**. The default is **all**.
[phrase <list>]	This parameter specifies the list of phrases to be restored, as either a single digit, a range m–n, or the word **all**. The default is **all**.
[listfile <list>]	This parameter specifies the list of listfiles and associated speech to be restored, for example, **listfile list.cabnt.**

The **spres** *command* invokes an interactive program asking you to insert and remove cartridge tapes periodically. If you use the ***-v*** option, the system displays information about each step of the recovery.

Example

The following example restores listfile “list.cabnt” verbosely from cartridge tape:

spres -l /dev/rmt/c0s0 -v -t listfile list.cabnt

Administering Modems

The following procedures are necessary to administer the modem:

- Administering the Voice System to Recognize the Modem (page 48)
- Setting Up UnixWare to Use a Modem for Outgoing Calls (page 49)
- Setting Up UnixWare to Use a Modem for Incoming Calls (page 51)

Administering the Voice System to Recognize the Modem

For the 3820 or 3920 plus modem to work properly with the voice system, you must administer the voice system to recognize the modem port.

To administer the voice system to recognize the modem:

1. At the `Console Login:` prompt, enter **root**

   The system prompts you for a password.

2. Enter your root password.

   The system displays the system prompt `#`.

3. Enter **cvis_menu**

4 Select:

```
> UNIX Management
    > Modem/Terminal Administration
        > Install Modem/Terminal Software
```

The system displays the Install Modem/Terminal window (Figure 10).

Figure 10. Install Modem/Terminal Window

```
Install Modem/Terminal

            Device: _____________
Serial Port Number: _____________
             Speed: _____________
```

5 Enter **modem** in the `Device:` field.

6 Press **F2** (Choices) to display a list of valid port numbers for the `Serial Port Number:` field.

7 Select one of the port numbers from the list.

- If you physically connected the modem to COM port 1, choose /**dev/tty00**
- If you physically connected the modem to COM port 2, choose **/dev/tty01**
- If you physically connected the modem to one of the multi-port serial ports, choose **/dev/ttysaa** – **/dev/ttysah** (ports 1–8 on multi-port serial card).

8 Enter **19200** in the `Speed:` field.

9 Press **F3** (Save).

The system displays a confirmation window.

10 Press **F6** (Cancel) to finish and return to the Modem/Terminal Installation menu.

Setting Up UnixWare to Use a Modem for Outgoing Calls

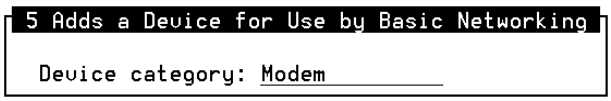
To configure UnixWare for a modem:

1 Start at the UNIX System V Administration menu and select:

```
> network services
    > basic networking
        > devices
            > add
```

2 The system displays the Adds a Device for Use by Basic Networking window (Figure 11).

Figure 11. Adds a Device for Use by Basic Networking Window

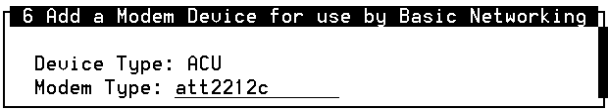


3 Enter **Modem** in the `Device category:` field, or press **F2** (Choices) to select from a menu. The default is **Modem**.

4 Press **F3** (Save).

The system displays the Add a Modem Device for use by Basic Networking (1) window (Figure 12).

Figure 12. Add a Modem Device for use by Basic Networking (1) Window



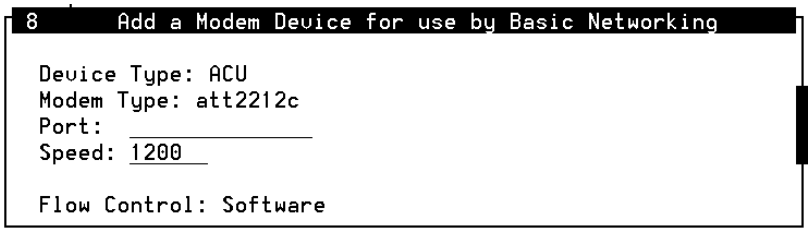
5 Enter **ACU** in the `Device Type:` field.

6 Enter the appropriate modem in the `Modem Type:` field, or press **F2** (Choices) to select from a menu. If your modem uses the "atdt" command set, select one of the Hayes modems.

7 Press **F3** (Save).

The system displays the Add a Modem Device for use by Basic Networking (2) window (Figure 13) with several of the fields already filled in.

Figure 13. Add a Modem Device for use by Basic Networking (2) Window



8 Enter a port number in the `Port:` field, or press **F2** (Choices) to select from a menu. A port number is the full path of port devices recognized by UNIX.

- If you physically connected the modem to COM port 1, select **/dev/tty00**
- If you physically connected the modem to COM port 2, select **/dev/tty01**
- If you physically connected the modem to one of the multi-port serial ports, select **/dev/ttysaa** – **/dev/ttysah** (ports 1–8 on the multi-port serial card).

Note: The port devices In the Choices menu are usually listed twice: once with *hardware* flow control, and once with *software* flow control. If you select term/01h, you are choosing port 1 with hardware flow control, and Hardware displays in the `Flow Control:` field. If you select term/01s, you are choosing port 1 with software flow control, and Software displays in the `Flow Control:` field.

9 Enter **9600** in the `Speed:` field, or accept the default.

10 Press **F3** (Save).

The system displays the following message:

Entry was added to the system. Use Ports menu to add a port monitor for a bidirectional port.

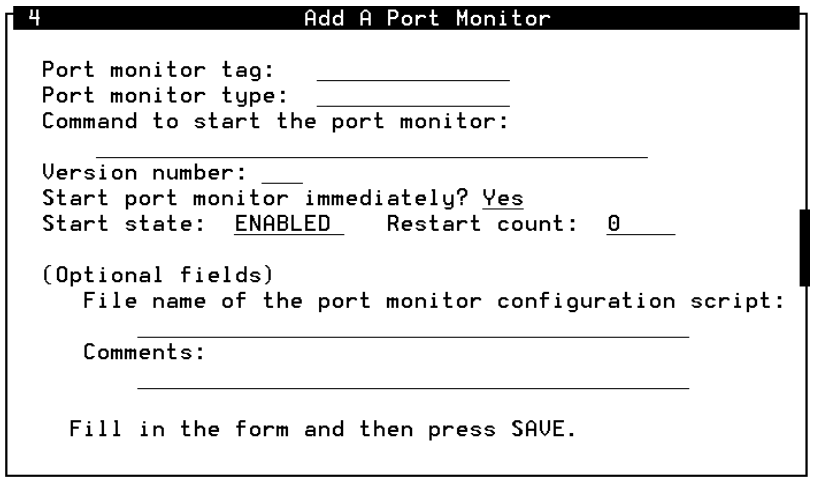
Setting Up UnixWare to Use a Modem for Incoming Calls

To configure UnixWare for a modem that can process incoming calls:

1 Start at the UNIX System V Administration menu and select:

The system displays the Add A Port Monitor window (Figure 14).

Figure 14. Add A Port Monitor Window



2 Enter **ModemMon** in the `Port monitor tag:` field.

3 Enter **ttymon** in the `Port monitor type:` field.

4 Enter **/usr/lib/saf/ttymon** in the `Command to start the port monitor:` field.

5 Enter **2** in the `Version number:` field.

6 Enter **Yes** in the `Start port monitor immediately:` field.

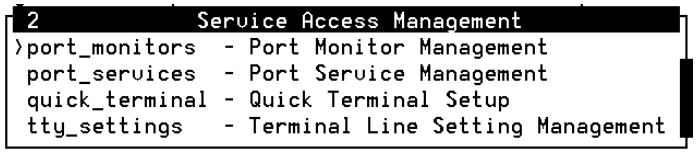
7 Enter **Enabled** in the `Start state:` field.

8 Enter **0** in the `Restart count:` field.

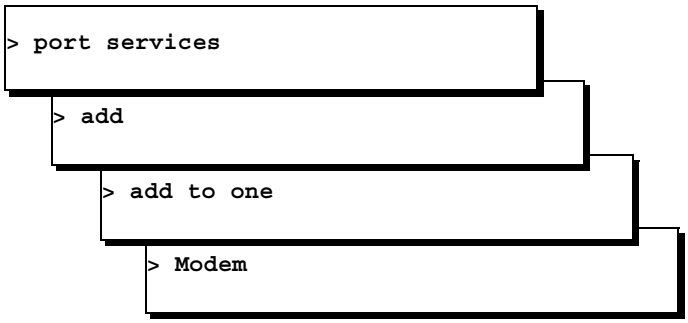
9 Press **F3** (Save).

The system displays the Service Access Management menu (Figure 15).

Figure 15. Service Access Management Menu

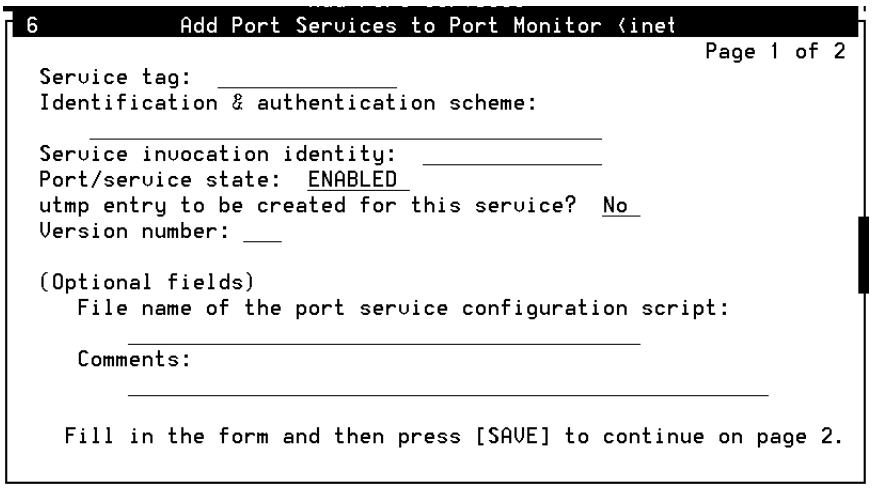


10 Select:



11 The system displays the Add Port Services to Port Monitor window (Figure 16).

Figure 16. Add Port Services to Port Monitor Window



12 Enter **Modem** in the `Service Tag:` field.

13 Enter **login** in the `Identification & Authentication Scheme:` field.

14 Leave the `Service invocation identity:` field blank.

15 Enter **ENABLED** in the `Port/service State:` field.

16 Enter **YES** in the `utmp entry to be created for this service?` field.

17 Enter **2** in the `Version number:` field.

Leave the remaining fields blank.

18 Press **F3** (Save).

The system displays the Add Port Services for ttymon window (Figure 17).

Figure 17. Add Port Services for ttymon Window

```
7                    Add Port Services for ttymon
                                                        Page 2 of 2
Name of TTY device: /dev/(serial port)
ttylabel:  19200
Service command:  /usr/bin/shserv
TTY line options:
   Hangup:          No     Connect-on-carrier:  No
   Bidirectional:   Yes    Wait-read:  Yes  (Wait-read count: 0   )
Timeout:  0
Prompt message:  login:
(Optional fields)
   Modules to be pushed:  ldterm
   Disabled response message:

  Fill in the form and then press [SAVE].
```

19 Enter **/dev/*serial_port_selected*** in the `Name of TTY device:` field, where *serial_port_selected* is the port connected to the modem.

20 Enter **19200** in the `ttylabel:` field.

21 Enter **/usr/bin/shserv** in the `Service command:` field.

22 Enter **No** in the `Hangup:` field.

23 Enter **No** in the `Connect-in-Carrier:` field.

24 Enter **Yes** in the `Bidirectional:` field.

25 Enter **Yes** in the `Wait-read Count:` field.

26 Enter **0** in the `Timeout:` field.

27 Enter **login:** in the `Prompt Message:` field.

28 Enter **ldterm** in the `Modules to be Pushed:` field.

29 Leave the `Disabled Response Message:` field blank.

30 Press **F3** (Save).

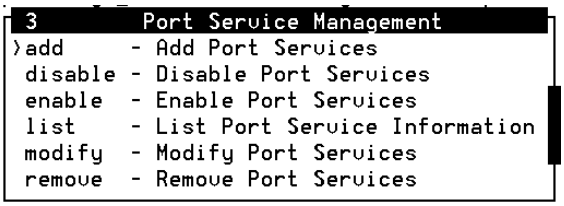
The system saves the configuration information and displays the following message:

Service <tty00s> is added successfully.

31 Press **F3** (Cont).

The system returns to the Port Service Management menu (Figure 18).

Figure 18. Port Service Management Menu



32 Press **F6** (Cancel) repeatedly to return to the UNIX System V Administration menu.

Printer Administration

The printer must be configured and administered for use with the voice system. Procedures for the printer include the following:

- Installing the Printer (page 54)
- Configuring the Printer on the Voice System (page 54)
- Administering the Printer on the Voice System (page 59)
- Configuring the Printer on the Voice System (page 54)

Installing the Printer

See “Connecting the Printer,” in Chapter 4, “Connecting Peripherals and Powering up," in *CONVERSANT System Version 8.0 New System Installation*, 585-313-149, for the procedure to physically connect the printer.

Configuring the Printer on the Voice System

CONVERSANT supports the standard parallel printers that have the UnixWare 2.1.3 driver. Contact your field support personnel if you want to connect a serial printer to the system.

To configure a local parallel printer:

1 At the `Console Login:` prompt, enter **root**

The system prompts you for a password.

2 Enter your root password.

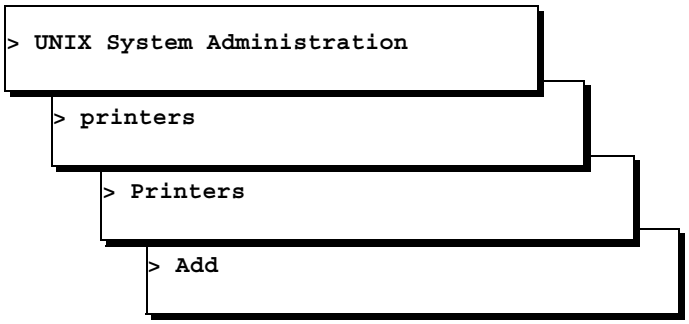
The system displays the system prompt `#`.

3 Enter **cvis_mainmenu**

The system displays the menu (Figure 19).

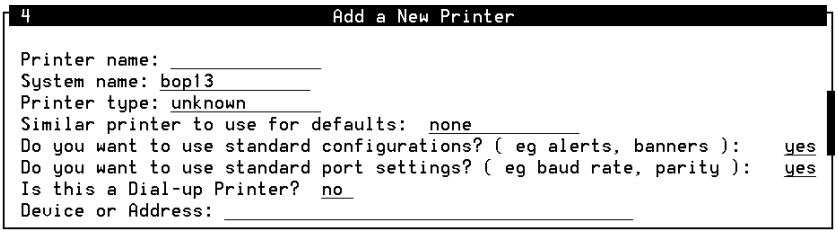
Figure 19. Voice System Main Menu

4 Select:



The system displays the Add a New Printer window (Figure 20).

Figure 20. Add a New Printer Window



5 Enter the name of the new printer in the `Printer Name:` field.

6 Enter the local system name in the `System Name:` field.

7 Enter **oki-320** in the `Printer Type:` field.

8 Enter **none** in the `Similar printer to use for defaults:` field.

9 Enter **no** in the `Do you want to use standard configurations? (eg alerts, banners):` field.

10 Enter **yes** in the `Do you want to use standard port settings? (eg baud rate, parity):` field.

11 Enter **no** in the `Is this a Dial-up Printer?` field.

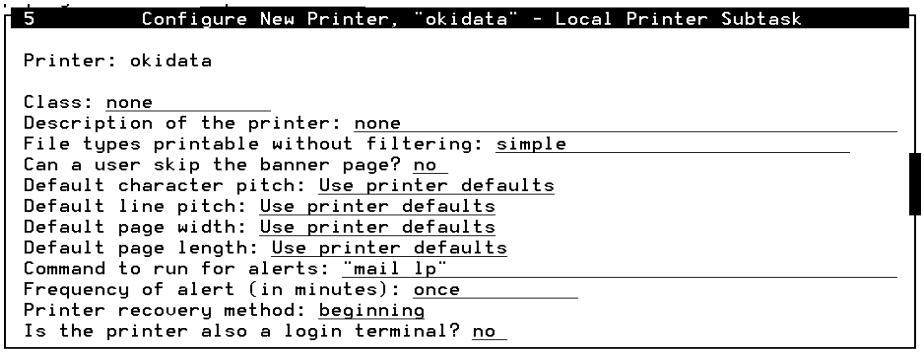
Note: If you enter **yes,** the system displays a `Dial-info:` field.

12 Enter **/dev/lp0** in the `Device or Address:` field.

13 Press **F3** (Save).

The system displays the Configure New Printer window (Figure 21).

Figure 21. Configure New Printer Window



14 Enter **none** in the `Class:` field.

15 Enter **printer one** in the `Description of the printer:` field.

16 Enter **simple** in the `File types printable without filtering:` field.

17 Enter **yes** in the `Can a user skip the banner page?` field.

18 Enter **Use printer defaults** in the following fields:

- Default char. pitch:
- Default line pitch:
- Default page width:
- Default page length:

19 Enter **mail lp** in the `Command to run for alerts:` field.

20 Enter **once** in the `Frequency of alert (in minutes):` field.

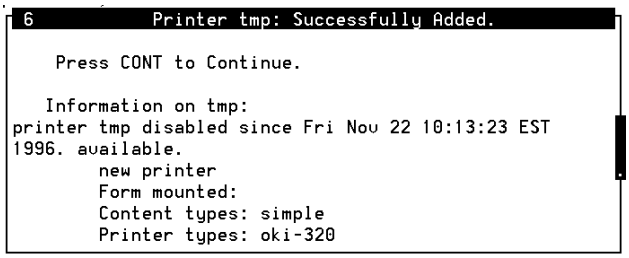
21 Enter **beginning** in the `Printer recovery method:` field.

22 Enter **no** in the `Is Printer also a login terminal?` field.

23 Press **F3** (Save).

The system displays the Printer: Successfully Added window (Figure 22).

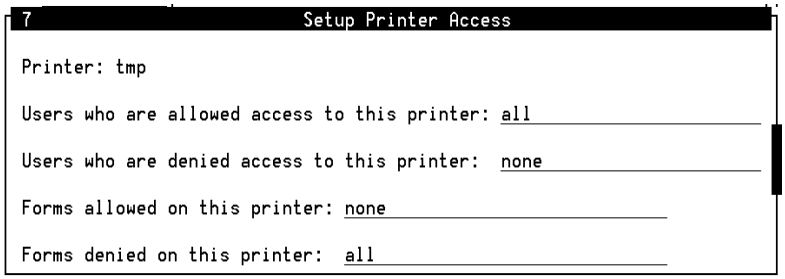
Figure 22. Printer: Successfully Added Window



24 Press **F8** (Cont).

The system displays the Setup Printer Access window (Figure 23).

Figure 23. Setup Printer Access Window



25 Enter **all** in the `Users who are allowed access to this printer:` field.

Note: Do not press **ENTER** until all of the fields are complete.

26 Enter **none** in the `Users who are denied access to this printer:` field.

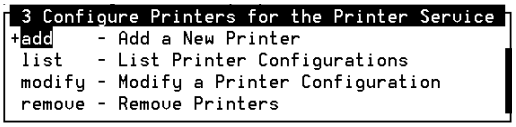
27 Enter **all** in the `Forms allowed on this printer:` field.

28 Enter **none** in the `Forms denied on this printer:` field.

29 Press **F3** (Save).

The system displays the Configure Printers for the Printer Service window (Figure 24).

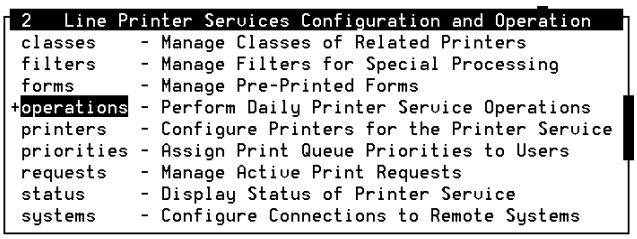
Figure 24. Configure Printers for the Printer Service Window



30 Press **F6** (Cont).

The system displays the Line Printer Services Configuration and Operations window (Figure 25).

Figure 25. Line Printer Services Configuration and Operations Window



Note: Wait at least 10 minutes before continuing with Step 31.

31 Select:

```
> operation
    > accept
```

The system displays the Allow Classes/Printers to Accept Requests window (Figure 26).

Figure 26. Allow Classes/Printers to Accept Requests Window

32 Enter the name of the printer in the `Printer(s) and/or Class(es):` field, or press **F2** (Choices) to select from a menu. If you select from the Choices menu, you must press **F2** (Mark) to mark each class or printer you want to accept print requests, and then press **F3** (Enter).

33 Press **F3** (Save).

34 Press **F6** (Cancel) twice.

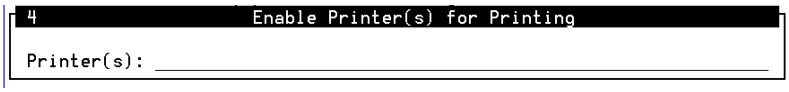
The system displays the Line Printer Services Configuration and Operations window (Figure 25 on page 57).

35 Select:

```
> operation
    > enable
```

The system displays the Enable Printer for Printing window (Figure 27).

Figure 27. Enable Printer for Printing Window



36 Enter the name of the printer in the `Printer(s):` field, or press **F2** (Choices) to select from a menu. If you select from the Choices menu, you must press **F2** (Mark) to mark each printer you want to enable, and then press **F3** (Enter).

37 Press **F3** (Save).

38 Press **F6** (Cancel).

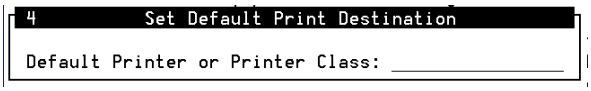
The system displays the Line Printer Services Configuration and Operations window (Figure 25 on page 57).

39 Select:

```
> operation
    > set default
```

The system displays the Set Default Print Destination window (Figure 28).

Figure 28. Set Default Print Destination Window



40 Enter the name of the printer in the `Default Printer or Printer Class:` field, or press **F2** (Choices) to select from a menu.

41 Press **F3** (Save).

The system saves the printer configuration information.

Administering the Printer on the Voice System

To administer the voice system to recognize the printer:

1 At the `Console Login:` prompt, enter **root**

The system prompts you for a password.

2 Enter your root password.

The system displays the system prompt #.

3 Enter **cvis_menu**

4 Select one of the following:

```
> UNIX Management
    > Printer Administration
        > Install Okidata 320 Printer Software
```

OR

```
> UNIX Management
    > Printer Administration
        > Install Okidata Laser Printer Software
```

The system installs the printer software.

5 Press **F6** (Cancel) to finish and return to the Printer Administration menu.

Setting Up a Printer

To set up a parallel printer for use with the system:

1. Log on to the system as root.
2. Enter **cd /etc/uucp**
3. Edit the Systems file to add an entry for the printer. This entry must include the hex representation for the printer IP address and port.

   hp4si Any hplaser - \x002 *hex_value_for_port hex_value_for _IP address*

   For example, **hp4si Any hplaser - \x0002238cc776928** would use 238c as the hex representation for port 9100 and c7769828 as the hex representation for IP address 199.118.152.40.
4. Edit the Devices file with the following line:

   hp4si tcp - - TLI \D
5. Save and exit the Devices file.
6. Enter:
   lpsystem -tbsd -Tnever -R0 -y"*printer_name IP_address*" hp4si

   where *printer_name* and *IP_address* are appropriate for the printer you are adding.
7. Enter **lpadmin -php4si -Uhp4si -lpcl -Thplaserjet**
8. If you do not want a banner page, perform the following procedure. Otherwise, go to Step 9.
   a. Enter **/usr/lib/lp/model**
   b. Enter **cp standard LANHP**
   c. Edit the **LANHP** file and change `nobanner="no"` to `nobanner="yes".`
9. Enter **lpstat -t**
10. The output should indicate the lpstat spooler is running and the printer you added should be displayed.

To make this printer the default, enter **lpadmin -dhp4si**

Compiling and Installing IRAPI Applications

Use this procedure to recompile and install an IRAPI application. The following example, chantest.c, shows the options and the libraries you will need:

```
cc -I/att/include -L/vs/lib chantest.c -o chantest \
        -lirEXT -lirAPI -lspp -lTOOLS -llog -lprism
```

The CONVERSANT VIS V8.0 Set contains all the necessary libraries and header files.

CAUTION:
The IRAPI function **irsay()** was changed to **irFDSay()** in V7.0. There are no parameter changes. Therefore, before you recompile the application, search for each instance of the function name and replace it.

1. Compile the IRAPI application.
2. Install the executable file anywhere on the system.
3. Install the speech files with the UNIX **cp(1)** or **cpio(1)** commands in the location where they are referenced by the application. For example, the chantest.c application shown above stores all its speech files in the **/speech/chantest** directory.
4. Use the **defService** command to define the service for the IRAPI application. This following example shows how to do this for the chantest.c application:

   defService -n -p chantest -t P chantest

   In the above command, the

   - **-n** option specifies the use of default values for all options not specified on the command line
   - **-p** option specifies the process name to which the service belongs. The process name string must be identical to the name used by the process as an argument to the irRegister(3IRAPI) function. (In this case the service and process names are identical.)
   - **-t** option specifies that chantest is a permanent process. This process should be running when the voice system is started and continue running until the voice system is stopped.

   See "defService" in *CONVERSANT System Version 8.0 Administration*, 585-310-508, **for information on additional options.**
5. Assign the service you defined in Step 4 to a channel or dialed number in the same manner that TSM script services are assigned. The following example assigns the chantest service to channel 0:

   assign service chantest to chan 0

   See "**assignService**" in *CONVERSANT System Version 8.0 Administration*, 585-310-508, for more information.
6. Run a permanent IRAPI application when the voice system is started. The recommended way to do this is to add a file to the **/etc/conf/init.d** directory containing an **inittab(4)** entry for the IRAPI process.

Administering Operating System Logins

For specific instructions on how to administer user or group logins, go to:

http://uW7doc.sco.com

1. Click Users and Groups
2. Click Administering User Accounts

Using the findhomes Command to Move User Login Files to the Home Directory on the Target System

Use the **findHomes** command to populate your home directory with user files saved as part of an assisted upgrade.

Synopsis

findHomes *[-?] [-v] [<dir>]*

Description

The **findHomes** command is part of the Data Migration Tool. It provides a convenient way to restore your files from the location where the Data Migration Tool saves them to the home directory for each user defined in the **/etc/passwd file, if the user has the same login ID as on the source system.**

For each user, the entire directory structure (including all files) preserved from the user home directory on the source system is moved to the user home directory on the target system. If a saved file has the same name as a file that already exists in a user's home directory on the target system, the saved version is moved to **o.<filename>** in that directory.

Files for any users whose login ID changes from the source to the target system must be moved from their saved location to their new home directory manually. This manual intervention is also required for any users who did not use their login IDs as the name of their home directories on the source system.

Run the **findHomes** command after the assisted software upgrade is complete and logins for all users expected to move from the source to the target system are administered on the target system. See "Administering Operating System Logins" above for more information about administration of user logins.

The *[?]* argument displays a help message.

The *[-v]* argument causes a list of saved files to be printed as they are moved.

The Data Migration Tool saves user files in **/home/o.<homedir>**, where <*homedir*> is the last directory in the full-pathname home directory specified for each user in the **/etc/passwd** file on the source system. Often, <*homedir*> is the user's login ID. If the file restoration to this directory fails, the files are restored in a directory with the full pathname of the user's home directory on the source system.

Note: A message is printed indicating any directory for which all the files are not successfully relocated.

Administering PRI

For any upgraded system that includes PRI, you must verify that the appropriate cards are assigned to PRI and ensure that the configuration of assigned cards is valid. In particular, all cards in a D-channel group must have contiguous card numbers and the first card must have the D-channel assigned to it. Use the following procedures to readminister SSP, SP, T1, and E1 cards as required. For additional information, see the following chapters in *CONVERSANT System Version 8.0 Administration*, 585-313-508:

- Chapter 3, "Configuration Management"
- Chapter 5, "Switch Interface Administration"

Assigning Functions to or Changing Functions on SSP Circuit Cards

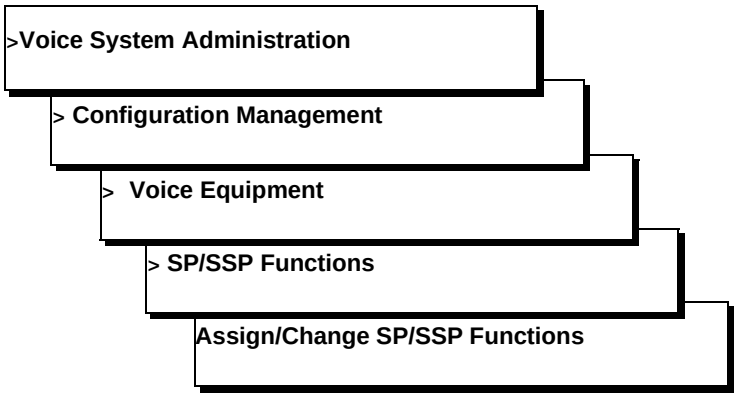
Use the Assign/Change Functions to SP or SSP Cards window to assign one of several installed pack files functions to SP or SSP circuit cards or to change the current functions assigned to SP or SSP circuit cards.

Note: The SP or SSP circuit card must be in the Manoos state before you can assign functions to it.

To change or assign functions to SP or SSP circuit cards:

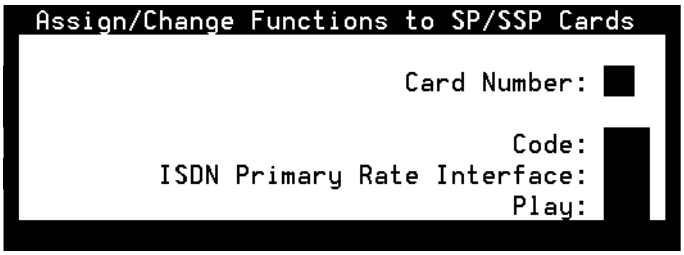
1. Log in as root.
2. Enter **cvis_menu**

   The system displays the CONVERSANT V8.0 menu.
3. Select



4 The system displays the Assign/Change Functions to SP/SSP Cards window (Figure 29).

Figure 29. Assign/Change Functions to SP/SSP Cards Window



CAUTION:
Assignments made in the Assign Functions to SP/SSP Cards window overwrite any other assignments that are currently in effect on the specified circuit cards. Make such assignments and reassignments carefully.

5 Enter information in the following fields or press F2 (Choices) to select from a menu:

Card Number: — Specify the circuit card or range of circuit cards to which you want to assign functions. Type a single number or a range of numbers separated by commas or spaces.

Enter **yes** to enable or **no** to disable the remaining three fields:

- **Code**: — whether to record (encode) caller input
- **ISDN-Primary Rate Interface**: — whether to allow an SP circuit card to perform the D–channel processing for a T1 circuit card that will have an ISDN PRI D–channel. This choice is only available for SP circuit cards (not SSP circuit cards) and cannot be used with any other functions. Only one SP circuit card may be assigned to PRI.
- **Play**: — whether to play prerecorded voice files

The following optional packages also appear in the Assign/Change Functions to SP/SSP Cards window and are enabled or disabled:

- Echo cancellation
- Whole Word speech recognition
- FlexWord speech recognition
- Call classification analysis (CCA)

Note: Full CCA is not enabled for SSP cards. An SP circuit card assigned to CCA can perform no other functions.

- Text–to–Speech (TTS)

Note: When changing the function of an SP circuit card to remove PRI, the system asks you if it is acceptable to unassign PRI for any T1 circuit cards associated with that SP card.

Administering ISDN PRI Layer 1 Protocol

This section describes how to access, change, and display ISDN PRI Layer 1 Protocol.

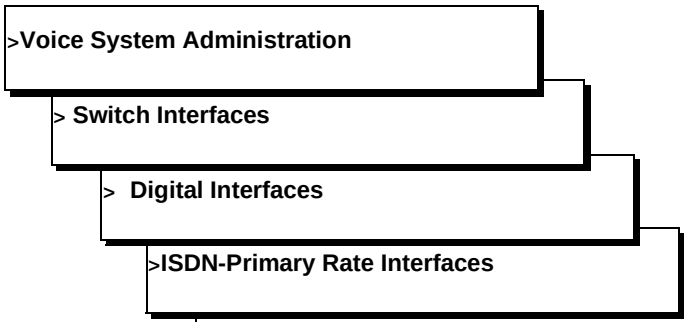
Accessing the ISDN PRI Layer 1 Menu

Note: All options that are selected match the corresponding options on the PBX or network switch.

To access the ISDN Primary Rate Interface (ISDN-PRI) Layer 1 menu:

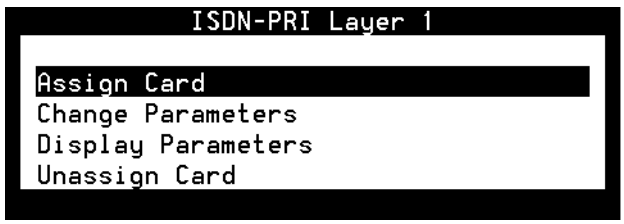
1. Log in as root.
2. Enter **cvis_menu**

   The system displays the CONVERSANT V8.0 menu.
3. Select



The system displays the ISDN-PRI Layer 1 menu (Figure 30).

Figure 30. ISDN-PRI Layer 1 Menu



Assigning the PRI Protocol to Digital Circuit Cards on the UCS 1000

Note: Before a new protocol can be assigned to a circuit card, any existing protocol must first be "unassigned." See the appropriate unassign procedure in this chapter for more information.

Before attempting to make any assignment changes to circuit cards, they must be in the "manoos" state. See Equipment State on page 100, in Chapter 3, "Voice System Administration", of *CONVERSANT System Version 8 Administration*, 585-313-510, for additional information.

If you change digital protocol assignments on the voice system, you must also make the change on the switch.

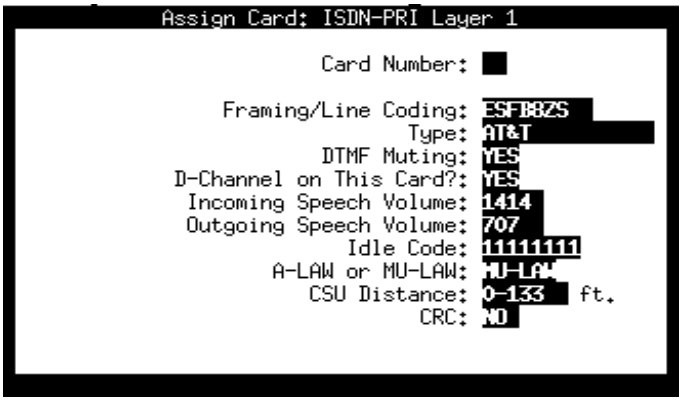
To assign the PRI protocol to a digital circuit card on the UCS 1000:

1 Start at the ISDN-PRI Layer 1 menu (Figure 30 on page 65) and select

```
> Assign Card
```

The system displays the Assign Card: ISDN-PRI Layer 1 window (Figure 31).

Figure 31. Assign Card: ISDN-PRI Layer 1 Window



2 Enter the circuit card number in the `Card Number:` field, or press **F2** (Choices) to select from a menu. Initially, all fields are populated with the default values for the circuit card number entered.

The `Card Number:` field is blank in Figure 31 on page 66.

The E1-specific fields are:

- Idle Code:
- A-LAW or MU-LAW:
- CRC:

The T1-specific field is:

- CSU Distance:

3 Enter the framing/line coding in the `Framing/Line Coding:` field, or press **F2** (Choices) to select from a menu.

- The valid values for T1 PRI are D4ZCS or ESFB8ZS. ESFB8ZS is the default.
- The only valid choice for E1 PRI is CEPTHDB3.

4 Enter the PRI protocol (AT&T, ETST, National, National BCAS, or Nortel), or press **F2** (Choices) to select from a menu. **AT&T** is the default.

5 Enter **Yes** to enable or **No** to disable in the `DTMF Muting:` field, or press **F2** (Choices) to select from a menu. **Yes** is the default.

Enter **Yes** to use dual-tone multifrequency (DTMF) muting to reduce false DTMF recognitions that sometimes result from the network echoing back sounds that the voice system falsely recognizes as touchtones.

Enter **No** when the interface is used for bridging; DTMF needs to pass through without muting.

6 Enter **Yes** or **No** to specify whether or not the circuit card carries the D-channel in the `D-channel on this Card?:` field, or press **F2** (Choices) to select from a menu.

Up to thirteen PRI T1 circuit cards can have a D-channel. The voice system supports up to thirteen 23B+D interfaces (each with its own D-channel and each set to **Yes** in this field) or up to 311 B+D (where one card has the D-channel and the other twelve cards are controlled by that D-channel and are set to **No** in this field since they do not have a D-channel). The system also supports configurations with two to twelve D-channels. Typically, each E1 PRI interface has its own D-channel and the system supports up to three 30B+D interfaces.

7 Enter the volume adjustment for all incoming speech on circuit cards in the `Incoming Speech Volume:` field. Valid values are 0 to 32000. Values less than 100 or greater than 8000 may distort the incoming speech. The default is 1414.

Any adjustment occurs before the system processes the incoming speech for coding it later for playback. The value in the `Incoming Speech Volume:` field represents a gain applied to the speech input using a logarithmic scale. A value of 1000 equals no gain; that is, the input is coded at the same level as it is received. Multiplying by 1.414 (the square root of two) approximately doubles the input volume, or increases it by 3 dB. Therefore, a value of 1414 in the field doubles the volume of incoming speech before it is coded, 2000 doubles it a second time, 2828 doubles it a third time, and so on.

To decrease the incoming speech volume, multiply by 0.707 to approximately half the value or decrease it by 3 dB. Therefore, a value of 707 in the field reduces the volume by half, 500 by half a second time, and so on.

Note: The incoming speech volume value is set on a per-card basis for digital circuit cards, versus on a system-wide basis for analog circuit cards.

8 Enter the volume adjustment for all outgoing speech played on the circuit card in the `Outgoing Speech Volume:` field. Valid values range from 0 to 32000. The default is 707.

The value in this field and its effect are the same as for `Incoming Speech Volume:` field. Any adjustment is applied to recorded speech as it is processed for playback.

▲ CAUTION:

The `Idle Code:`, `A-LAW or MU-LAW:`, and `CRC:` field parameters must match the settings on the DEFINITY switch to avoid service complications.

9 (E1 only) Enter the 8-digit code that isgenerated when the channel is idle in the `Idle Code:` field.

10 (E1 only) Enter **A-LAW** or **MU-LAW** in the `A-LAW or MU-LAW:` field.

11 Enter the cable distance, in feet, between the channel service unit (CSU) and the voice system in the `CSU Distance:` field, or press **F2** (Choices) to select from a menu. Valid values are 0 to 133, 134 to 266, 267 to 399, 400 to 533, and 534 to 666. The default is 0 to 133 feet. If there is no CSU, the value entered in this field should be the cable distance between the voice system and the equipment to which it is connected.

12 (E1 only) Enter **Yes** to enable the cyclical redundancy check error checking or **No** to disable the error checking in the `CRC:` field.

13 (Optional) Enter the outgoing volume of speech in the `Outgoing Text Volume:` field. Valid values are 0 to 32000 (-30 to +30 dB). The default is **1000**.

Note: The optional Text-to-Speech feature package must be installed on your system for this field to be visible.

14 Press **F3** (Save).

The system saves the parameter information and assigns PRI protocol to the selected E1/T1 circuit card.

CAUTION:
You must stop and start the voice system in order for the changes to take effect.

Assigning the PRI Protocol to Digital Circuit Cards on the MAP/40P

Note: The E1/T1 circuit card must first be in MANOOS state and any previously assigned protocol must first be unassigned before a new protocol can be assigned.

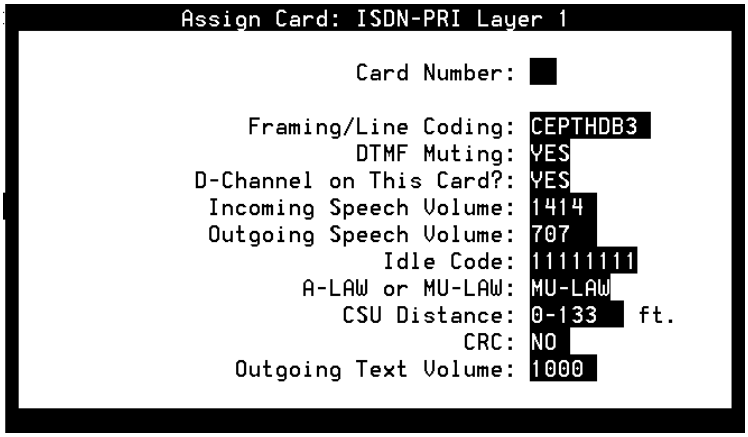
To assign the PRI protocol to a digital circuit card on the MAP/40P:

1 From the ISDN-PRI Layer 1 menu (Figure 30 on page 65) select

```
> Assign Card
```

The system displays the Assign Card: ISDN-PRI Layer 1 window (Figure 32 on page 69).

Figure 32. Assign Card: ISDN-PRI Layer 1 Window



Note: The **Outgoing Text Volume**: field is displayed only if the Text-to-Speech optional feature package software is installed on your system.

2 In the **Card Number:** field, enter the number of the circuit card you want to assign, or press F2 (Choices) to select from a menu. Initially, all fields are populated with the default values of the circuit card you have chosen. Certain fields are not displayed depending on whether the E1 or T1 rate is selected.

The following E1-specific fields are not displayed if you select T1:

- Idle Code
- A-LAW or MU-LAW
- CRC

The following T1-specific field is not displayed if you select E1:

- CSU Distance

3 In the **Framing/Line Coding:** field, enter the framing/line coding, or press F2 (Choices) to select from a menu. Valid values for T1 PRI are “D4ZCS” or “ESFB8ZS”. “ESFB8ZS” is the default. The only valid choice for E1 PRI is “CEPTHDB3”.

4 In the **DTMF Muting:** field, enter **Yes** or **No** or press F2 (Choices) to select from a menu. **Yes** is the default. Enter **Yes** if you want to use DTMF Muting to reduce false DTMF recognitions. These sometimes result from played speech or other output from the voice system being echoed back by the network and falsely recognized as touchtones.

If DTMF Muting is turned on, the outgoing speech path is interrupted so that the system can determine whether the touchtone was entered or simulated by the echoed speech that was generated by the voice system. DTMF Muting should, therefore, be set to **Yes** in most applications. Some applications cannot tolerate random interruptions in the outgoing speech path.

If DTMF Muting is turned off, the outgoing speech is not interrupted, and false DTMF detections might occur if the echoed speech simulates a touchtone. If you have an application that must pass DTMF tones to another system through a bridge, or if you require DTMF detection that adheres to LSSGR requirements for DTMF receivers, you may want to set DTMF Muting to **No**.

5 In the **D-channel on this Card?:** field, enter **Yes** or **No** to specify whether or not the circuit card carries the D-channel, or press F2 (Choices) to select from a menu. Up to five PRI T1 or three PRI E1 circuit cards can have a D-channel. The voice system supports up to five 23B+D interfaces (each with its own D-channel and each optioned for Yes in this field) or up to 119B+D (where one card has the D-channel and the other four cards are controlled by that D-channel and have No in this field since they do not have a D-channel). The system also supports configurations with two to four D-channels so long as there are no more than five T1 cards in the system. Typically, each E1 PRI interface has its own D-channel and the system supports up to three 30B+D interfaces.

   Cards that do not have a D-channel must have contiguous system card numbers that follow a card that has already been assigned to PRI and configured to have a D-channel. While both T1 PRI and E1 PRI are allowed in the same system, E1 and T1 cards are not permitted to use the same D-channel. When an AYC11 card has a D-channel, it is first necessary to assign PRI to an SSP card so that the SSP card can do the PRI message processing for that D-channel.

   When an AYC21 card has the D-channel, it is not necessary to assign an SSP card to PRI for that interface since the AYC21 card has sufficient CPU power to internally process the D-channel messages. At most, one SSP card can be assigned to PRI, therefore AYC21 cards must be used to support configurations with more than one D-channel. It is acceptable to mix the newer AYC21 and older AYC11 cards within a D-channel group; when doing so, it is best to have the D-channel on the AYC21 card so that an SSP card does not have to be assigned to PRI.

6 In the **Incoming Speech Volume:** field, enter the volume adjustment for all incoming speech on the E1/T1 circuit card. Valid values range from 0 to 32000; however, values less than 100 or more than 8000 may distort the incoming speech and make it difficult to understand. The default value for digital (E1/T1) circuit cards is 1414.

   The default is based on network standards and performance and should be used unless experience with your system dictates a change. If you have trouble hearing speech you recorded using this value, you can increase the value and record the speech again. This field has no effect on prerecorded speech from other sources.

   Any adjustment occurs before the incoming speech is processed by the system, for example, being coded for later playback. The value represents a gain applied to the speech input using a logarithmic scale on which a value of 1000 equals no gain; that is, the input is recorded at the level received. Multiplying by 1.414 (the square root of 2) approximately doubles the volume (in fact, increases it by 3 decibels). Therefore, a value of 1414 in this field doubles the volume of any incoming speech before it is used; 2000 doubles it again, 2828 doubles it a third time, and so on.

On the other hand, multiplying by 0.707 approximately halves the volume (decreases it by 3 decibels). Therefore, a value of 707 in this field reduces the volume by one half, 500 by half again, and so on. The following table shows the relationship between the volume number and the actual change in volume expressed in decibels (dB).

Volume Number	Gain (dB)
500	-6
707	-3
1000	0
1414	+3
2000	+6

Note that the incoming speech volume value is set on a per-card basis for digital circuit cards versus on a system-wide basis for analog circuit cards.

7 In the **Outgoing Speech Volume:** field, enter the volume adjustment for all outgoing speech played on the circuit card. Valid values range from 0 0 to 32000. The default is 707.

Any adjustment is applied to recorded speech as it is processed for playback. The value and its effect are the same as for the incoming speech volume.

As with the incoming speech volume, the default is based on network standards and performance and should be used unless experience with your system dictates a change. If you have trouble hearing speech phrases when played back at this level, you can increase the output volume by increasing the value in this field. With speech you supply, you also can rerecord the speech using a higher input gain to increase the recorded speech volume level.

Note: Distortion can result when the Incoming Volume or Outgoing Volume is too large.

8 (E1 only) In the **Idle Code:** field, enter the 8-bit code that will be generated when the channel is idle.

9 (E1 only) In the **A-LAW or MU-LAW:** field, enter which companding scheme to use. Enter A-LAW or MU-LAW. A-LAW is the default.

10 (T1 only) In the **CSU Distance:** field, enter the cable distance, in feet, between the Channel Service Unit (CSU) and the voice system, or press F2 (Choices) to select from a menu. Valid values are 0–133, 134–266, 267–399, 400–533, and 534–666. The default is 0–133 feet. If there is no CSU, the value entered in this field should be the cable distance between the voice system and the equipment to which it is connected.

11 (E1 only) In the **CRC:** field, enter **yes** to use the Cyclical Redundancy Check error checking or **no** to disable it.

PRI Parameters

Your PRI service provider may need to know some Layer 2 and Layer 3 parameters used by the voice system. Table 5 provides a list of the most commonly requested parameters. Incoming calls to the voice system should be provisioned so that the channel number is exclusive and not preferred.

If the switch is configured to deliver ANI on a subscription basis, it is not possible for the voice system to request a different type of ANI on a call-by-call basis.

While it is not recommended that you change the timer values from their defaults, the **/vs/man/cat4/pri.rc.4** manual page describes how PRI timer values and a few other parameters can be changed if that becomes necessary.

Table 5. PRI Parameters and Values

Parameter	AT&T ISDN	ETSI PRI	National BCAS ISDN (with Service Messages)	National ISDN (without Service Messages)	Nortel PRI
DCHAN_DELAY	0	0	0	0	0
NPI_TOA	0x400	0x400	0x400	0x400	0x400
PROTOCOL	0	0	0	0	0
FLAGS	0x33609	0xc80	0x409a1	0x40980	0x80941
Timer T203[1]	30 seconds	10 seconds	30 seconds	30 seconds	10 seconds
Timer T302	15 seconds	15 seconds	15 seconds	15 seconds	15 seconds
Timer T303[1]	4 seconds	4 seconds	4 seconds	4 seconds	4 seconds
Timer T304[1]	30 seconds	30 seconds	30 seconds	30 seconds	30 seconds
Timer T305[1]	4 seconds	30 seconds	30 seconds	30 seconds	30 seconds
Timer T308[1]	4 seconds	4 seconds	4 seconds	4 seconds	4 seconds
Timer T309[1]	30 seconds	90 seconds	90 seconds	90 seconds	90 seconds
Timer T310[1]	10 seconds	40 seconds	30 seconds	30 seconds	10 seconds
Timer T313[1]	4 seconds	4 seconds	4 seconds	4 seconds	4 seconds
Timer T316[1]	120 seconds	120 seconds	30 seconds	30 seconds	120 seconds
Timer T3M1[1]	120 seconds	120 seconds	120 seconds	120 seconds	120 seconds
Timer T372	7 seconds	7 seconds	7 seconds	7 seconds	7seconds

1.All timers are adjustable as described in the **/vs/man/cat4/pri.rc.4** file

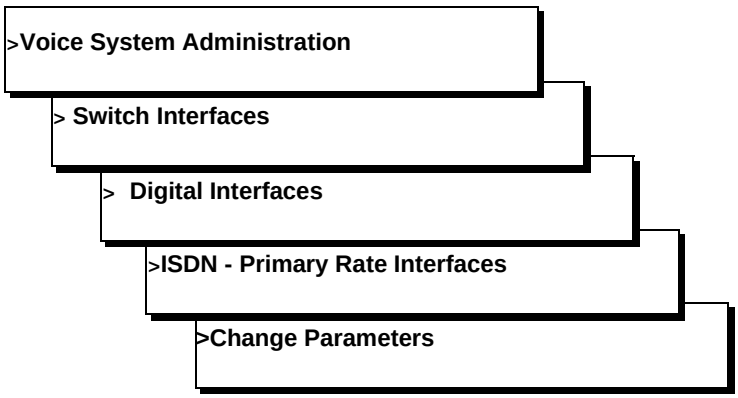
Changing ISDN PRI Layer 1 Card Parameters

Note: Before you perform this procedure, the circuit card must be in the MANOOS state and already assigned to ISDN-PRI Layer 1.

To change ISDN-PRI Layer 1 card parameters:

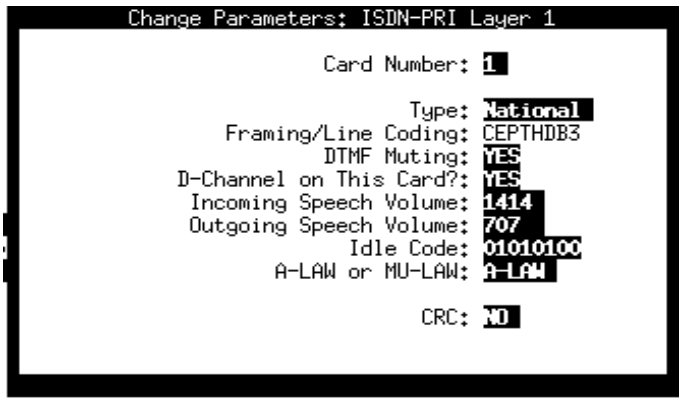
1. Log in as root.
2. Enter **cvis_menu**

   The system displays the CONVERSANT V8.0 menu.
3. Select



   The system displays the Change Parameters: ISDN-PRI Layer 1 window (Figure 33).

Figure 33. Change Parameters: ISDN-PRI Layer 1 Window



4. Enter the circuit card number in the `Card Number:` field, or press **F2** (Choices) to select from a menu. Initially, all fields are populated with the default values for the circuit card number entered.

   The `Card Number:` field is blank in Figure 33. After you enter the circuit card number, certain fields disappear depending on the configuration of the selected circuit card.

The E1-specific fields are:

- Idle Code:
- A-LAW or MU-LAW:
- CRC:

The T1-specific field is:

- CSU Distance:

5 Change any of the parameters as described in Assigning the PRI Protocol to Digital Circuit Cards on the UCS 1000 (page 65) and Assigning the PRI Protocol to Digital Circuit Cards on the MAP/40P (page 68).

CAUTION:
If you change the `Type` field, you must stop and start the voice systemr for the changes to take effect.

6 Press **F3** (Save).

The system changes the specified parameters for the selected circuit card.

Displaying ISDN-PRI Layer 1 Parameters

Note: To perform this procedure, the circuit card must be assigned to ISDN-PRI Layer 1. It does *not* have to be in the MANOOS state.

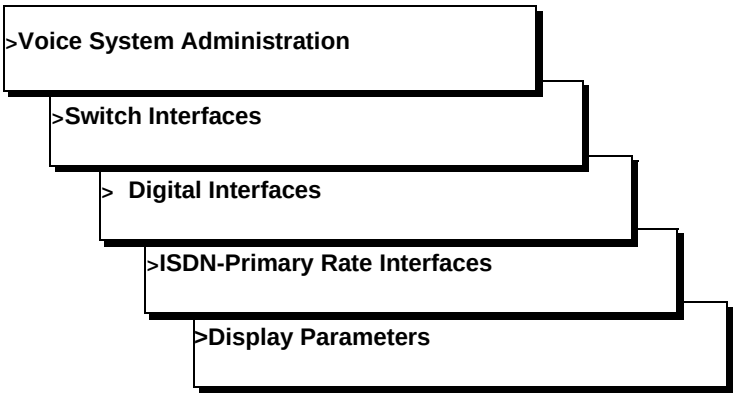
To display ISDN-PRI Layer 1 parameters:

1 Log in as root.

2 Enter **cvis_menu**

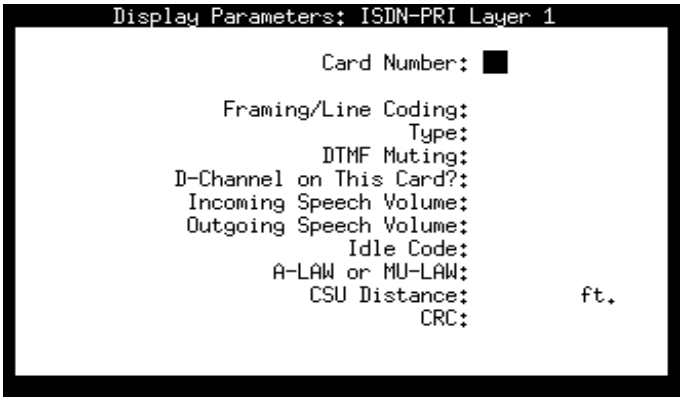
The system displays the CONVERSANT V8.0 menu.

3 Select



The system displays the Display Parameters: ISDN-PRI Layer 1 window.

Figure 34. Display Parameters: ISDN-PRI Layer 1 Window



4 Enter the circuit card number in the `Card Number:` field, or press **F2** (Choices) to select from a menu. Initially, all fields are populated with the default values for the circuit card number entered.

The `Card Number:` field is blank in Figure 34. After you enter the circuit card number, certain fields disappear depending on the configuration of the selected circuit card.

The E1-specific fields are:

- Idle Code:
- A-LAW or MU-LAW:
- CRC:

The T1-specific field is:

- CSU Distance:

The system displays the parameter values for the selected circuit card.

5 Press **F6** (Cancel) to return to the ISDN-PRI Layer 1 menu.

Unassigning the ISDN-PRI Layer 1 Card

Note: To perform this procedure, the circuit card must first be in the MANOOS state and must be assigned to ISDN-PRI Layer 1.

This procedure removes any protocols assigned to the circuit card and leaves it "Unassigned." If you change protocol assignments on the voice system, yhou must also make the change on the switch.

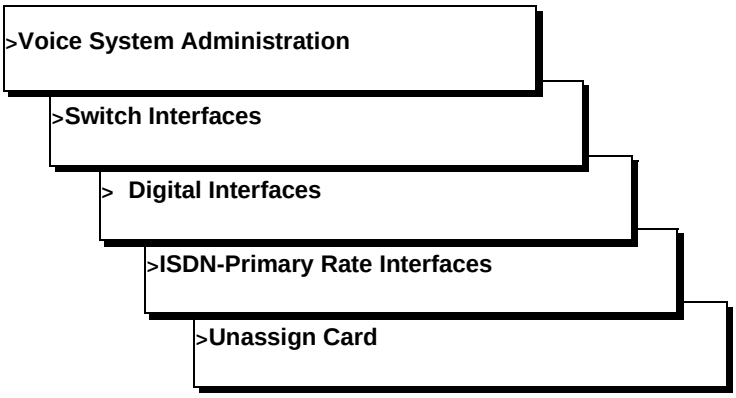
To unassign an ISDN-PRI Layer 1 card:

1 Log in as root.

2 Enter **cvis_menu**

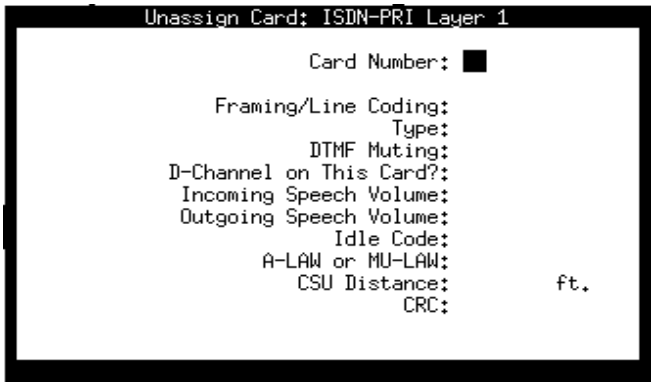
The system displays the CONVERSANT V8.0 menu.

3 Select



The system displays the The Unassign Card: ISDN-PRI Layer 1 window.

Figure 35. Unassign Card: ISDN-PRI Layer 1 Window



4 Enter the circuit card number in the `Card Number:` field, or press **F2** (Choices) to select from a menu.

The system displays the current parameter values for the selected circuit card.

5 Press **F3** (Save).

The system removes the PRI assignment from the selected circuit card.

6 Press **F6** (Cancel) repeatedly to return to the Digital Interfaces menu.

B Migrated Files

Overview

This appendix lists the files and directories that, if found on the source system, the upgrade assistance tool attempts to migrate to the target system. In the case of a file name, only that file is migrated. In the case of a directory name, that entire directory tree on the source system is migrated.

This appendix is provided for your reference. If your source system contains files that are not listed here and you want to use those files also on the upgraded system, you must back them up and restore them manually. See "Files and Data" in Chapter 3, "Upgrade Planning and Prerequisites", of *CONVERSANT System Version 8.0 Upgrade Planning*, 585-313-605, for more information.

File Operations

This section describes the operations that are associated with each file or directory tree listed in the following tables.

- *NoChange* — The file or directory tree is migrated to the target system with no changes. When these files are reinstalled, they overwrite any like-named files that may be on the target system.
- *SvNotFiles* —The file or files in the directory tree are migrated without change only if they do not “belong” to an CONVERSANT software package that is currently installed on the source system. When these files are reinstalled, they overwrite any like-named files that may be on the target system.
- *SvAsOld* — The file or files in the directory tree are migrated to the target system (in the same directory), but are found on the target system with the name **o.*file***.
- *SvOldNotFiles* —The file or files are migrated as **o.*files*** only if they do not “belong” to an CONVERSANT software package that is currently installed on the source system.
- *MvToNew* — The file or files are migrated, but are installed with a different file name and/or in a different directory on the target system.
- *MvDirToNew* — The file or files are installed in a new location on the target system. For these entries, the second file or directory named is the target system location.
- *NoSave* — The file or files are deliberately *not* migrated to the target system, even if they would have been preserved according to another operation coming later in the list.

- *MergeOp* and *TransOp* — The file or files may pass through a conversion or merge operation to transform the information provided in them into a format that accomplishes the same purpose on the target system. At this time, those merge operations that are noted with an asterisk (*) are simply placeholders. Files with notated merge operations may be migrated without change or as **o.*files***. Some manual action may be required to configure the associated feature to mimic its behavior on the source system.
- CvtTsmrc — The file or files may pass through a conversion or merge operation to transform the information provided in them into a format that accomplishes the same purpose on the target system. Once converted, the file is renamed as a **o.*file*** on the target system.

Files and Directories Listing

This section lists the files and/or directories that are migrated to the V8.0 target system as part of the assisted upgrade. It includes the following tables:

- Files Migrated in All Upgrades to V8.0 (Table 6.)
- Specific Files Migrated in Upgrades from V4.0 to V8.0 (Table 7 on page 83.)

Table 6. Files Migrated in All Upgrades to V8.0

Comment	Operation	File or Directory
Inittab entries	MergeCONV	**/vs/data/CONVERSANT**
Alarms	SvAsOld	**/vs/data/alarms/alarm[1-6]**
	NoChange	**/vs/data/alarms/masks**
# for NetView	MergeAFlags	**/vs/data/alarm_flags**
# 3.0+ source systems;	CvtAsaiTbls	**/vs/data/asai/chantbl**
ASAI information		**/vs/data/asai/domaintbl**
ASAI Parameters	NoChange	**/vs/data/asai/Parameters**
# options for display-type # screens in cvis_menu	NoChange	**/vs/data/cadm/cca.opts**
	NoChange	**/vs/data/cadm/cd.opts**
	NoChange	**/vs/data/cadm/cdsum.opts**
	NoChange	**/vs/data/cadm/evlog.opts**
	NoChange	**/vs/data/cadm/shutwait**
	NoChange	**/vs/data/cadm/traf.opts**
	NoChange	**/vs/data/cadm/voicedspopt**
	NoChange	**/vs/data/cadm/waittime**
# parameters for IRAPI	CvtTsmrc	**/vs/data/tsm.rc**

1 of 6

Table 6. Files Migrated in All Upgrades to V8.0

Comment	Operation	File or Directory
		/vs/data/o.irAPI.rc
# for SCCS	NoChange	**/vs/data/console_stat**
# etStub msg conversion # files 3.1 or later	MergeEtStub	**/vs/data/etStub.rules**
# Form Filler Records	SvNotFiles	**/vs/data/ff**
# File Transfer # Configuration	NoChange	**/vs/data/fts_config**
# CLEO LINKix	UpgHostSvc	**/vs/data/hostsvc**
# replaces trtune_file in # V4.0	NoChange	**/vs/data/trhypot**
# new in V4.0	NoChange	**/vs/data/mtc.rc**
# database dip # information	NoChange	**/vs/data/sb_databases**
	SvAsOld	**/vs/data/spchconfig**
# for V3.0, LST1+V5.0 # changes; for V4.0, V5.0 # changes 5 T1s	MergeT1cfg	**/vs/data/t1_config**
# parameters for irAPI	SvAsOld	**/vs/data/irAPI.rc**
# for Text-to-Speech	NoChange	**/vs/data/tts_file**
# for SCCS	NoChange	**/vs/data/wdogOff**
	NoChange	**/vs/data/Aru_tty**
	NoChange	**/vs/data/Machname**
	NoChange	**/vs/data/Sccs_tty**
# driving rules for iCk # 3.1 or later	SvAsOld	**/vs/etc/iCk.rules**
# iCk configuration # settings	SvAsOld	**/vs/etc/default/iCk**
# alerter configuration # settings	SvAsOld	**/vs/etc/default/alerter**
# pre-3.1 custom # error/explain	NoChange	**/gendb/data/datafile**
	NoChange	**/gendb/data/message_file**
	NoChange	**/gendb/data/errors**
	NoChange	**/gendb/data/appl.explain**

2 of 6

Table 6. Files Migrated in All Upgrades to V8.0

Comment	Operation	File or Directory
# msgID to explain src # mapping	MergeTransl	**/gendb/data/explain/translateLst**
# important binary config/setup info; # will require version- # specific conversions	SvAsOld	**/gendb/shmem/devtbl**
# services -> channel # assignments; may # require # version-specific # conversions	SvAsOld	**/gendb/shmem/transconfig**
	SvAsOld	**/vs/data/ad_channel_table**
	SvAsOld	**/vs/data/ad_dnisani_table**
	NoChange	**/gendb/switch/analog/noDTtrain**
	NoChange	**/gendb/switch/analog/cad.timing.B**
	NoChange	**/gendb/switch/analog/cad.pattern.B**
	NoChange	**/gendb/switch/analog/current**
	SwtUserTune	**/gendb/switch/analog/userTunable**
# user changes need to # be merged into new # version; # may be other user src in # this directory	SvAsOld	**/att/ag/hostdip/helper/*.c**
	SvAsOld	**/att/ag/hostdip/helper/makefile**
	SvAsOld	**/att/asr/findbest.c**
# custom et error # messages	NoChange	**/att/msgipc/etmsgs/appl_et.h**
# config for host boards	UpgHostCfg	**/usr/lib/3270/host.cfg0**
# differ from 2.1 to 3.0	UpgHostCfg	**/usr/lib/3270/host.cfg1**
	UpgHostCfg	**/usr/lib/linkix/com.cfg**
	NoChange	**/usr/lib/cleo/com.cfg**
	NoChange	**/usr/lib/linkix/com.sec**
	NoChange	**/usr/lib/linkix/com3270.stu**
# no preserve if in Files file	SvNotFiles	**/usr/spool/log/formats/*msg**

3 of 6

Table 6. Files Migrated in All Upgrades to V8.0

Comment	Operation	File or Directory
	MvToNew	**/usr/spool/log/formats/APPLmsg**
	MergeFMk	**/usr/spool/log/formats/formats.mk**
	SvAsOld	**/usr/spool/log/head/logAPPL.h**
	SvNotFiles	**/usr/spool/log/head/log[A-Z]*.h**
	MvToNew	**/usr/spool/log/head/logAPPL.h**
	MvToNew	**/usr/spool/log/dataDictLog**
	MvToNew	**/usr/spool/log/ddMapLog**
	MvToNew	**/usr/spool/log/kMsgsScript**
	MvToNew	**/usr/spool/log/msgDst.rules**
	MvToNew	**/usr/spool/log/thresh.rules**
	MvToNew	**/usr/spool/log/cmpLogFmt**
	MvToNew	**/usr/spool/log/textLogFmt**
# logger data	UpgLogData	**/usr/spool/log/data**
	SvAsOld	**/usr/spool/oldLog** **/vs/spool/oldLog**
	SvNotFiles	**/att/ag/hostdip/helper/*.c**
	SvNotFiles	**/att/include**
# AVP pkg phrase list	NoSave	/speech/talk/list.avp
# fax attendant pkg phrase list	NoSave	/speech/talk/list.fax
# Form Filler Plus pkg	NoSave	**/speech/talk/FFtemplate.pl**
	NoSave	**/speech/talk/transcribe.pl**
# feature_tst pkg	NoSave	**/speech/talk/feature_tst.pl**
# speech collection toolkit # pkg	NoSave	**/speech/talk/dc_sample.pl**
	NoSave	**/speech/talk/monitor.pl**
# phrase lists for # applications	NoChange	**/speech/talk/*.pl**
# sb applications src; use # sb_conv when restoring # to get them upgraded	SvNotFiles	**/att/trans/sb**
# AVP and FAX files;	NoSave	/usr/ocdb
# preserve if disk changes	NoSave	/usr/vmdb

4 of 6

Table 6. Files Migrated in All Upgrades to V8.0

Comment	Operation	File or Directory
# AVP files; preserve if disk changes	NoSave	/avp/data
# FAX files; preserve if disk changes	NoSave	/usr/faxdb
# FAX channel configiuration data	NoSave	/etc/fax/faxconfig.cfg
# customer explain files	SvNotFiles	**/gendb/data/explain/[A-Z0-9]/***
	NoSave	**/etc/default/boot**
	NoSave	**/etc/default/default.***
	SvAsOld	**/etc/default/***
	SvOldNotFiles	**/etc/init.d**
# system-wide profile	SvAsOld	**/etc/profile**
	SvAsOld	**/etc/rc[023].d**
	SvAsOld	**/oracle/dbs/initA.ora**
# preserve if not in Files	SvNotFiles	**/vs/bin/ag/eaforms**
	SvNotFiles	**/vs/bin/ag/eascripts**
# preserve if not in Files # SB external functions	SvNotFiles	**/vs/bin/ag/lib**
	SvAsOld	**/vs/data/conf_data**
# user login information	SvAsOld	**/etc/passwd**
# password file for logins	SvAsOld	**/etc/shadow**
# getty terminal behavior # replaced by vfstab # in UnixWare	SvAsOld	**/etc/gettydefs**
# LAN network hosts	SvAsOld	**/etc/hosts**
# LAN networks known	SvAsOld	**/etc/networks**
	NoSave	**/usr/add-on/ksh**
	SvNotFiles	**/usr/add-on**
# LAN router info	SvAsOld	**/etc/inet/rc.inet**
	SvAsOld	**/etc/confnet.d/inet/interface**
# lp spooler configuration	NoChange	**/usr/spool/lp**
# cron & at jobs	SvAsOld	**/usr/spool/cron**
# uucp log files, etc.	NoChange	**/usr/spool/uucp**
# files from uucp	NoChange	**/usr/spool/uucppublic**

5 of 6

Table 6. Files Migrated in All Upgrades to V8.0

Comment	Operation	File or Directory
# files controlling uucp	SvAsOld	**/usr/lib/uucp/[DMPS]***
# root .profile	SvAsOld	**/.profile**
# root .env	SvAsOld	**/.env**
# root .aliases	SvAsOld	**/.alias***
# root .*rc	SvAsOld	**/*.rc**
# V5 and later speech fs	NoChange	**/home2/vfs**
# FlexWord files	FlexWordC	**/att/asr/wordlists**
# o.<dir> from dirsList file # on target systems	NoChange	**$ (homeDirs)**

6 of 6

Table 7. Specific Files Migrated in Upgrades from V4.0 to V7.0

Comment	Operation	File or Directory
# custom grammars	NoChange	**/vs/data/sr_file**
# database dip parameters	NoChange	**/vs/data/ldbdip.rc**
# custom grammars	NoChange	**/vs/pack/cmp.seg**
	NoChange	**/att/include/sr_grammar.h**
# FlexWord wordlists	MvDirToNew	**/att/asr/wordlists/** **/att/asr/wordlists/active/**
# Flexword	NoChange	**/att/asr/sr_files/sr_file.sw**

C Package Mapping

Overview

This appendix includes tables that map the names of software packages in CONVERSANT releases V4.0, V6.0 and V7.0 to their equivalents in V8.0.

This appendix is provided to help you verify that your V8.0 system contains the proper set of software packages when the upgrade is complete.

Package Mapping Tables

This section includes the following tables:

- Table 8 on page 85 Package Mapping from V4.0 to V8.0
- Table 9 on page 88 Package Mapping from V6.0 to V8.0
- Table 10 on page 92 Package Mapping from V7.0 to V8.0

Table 8. Package Mapping from V4.0 to V8.0

V4.0 Package	V8.0 Replacement Package
CONVERSANT Intro Advanced DBMS Software R1.0	None
CONVERSANT VIS V4.0 Adjunct/Switch Application Interface Package	INTUITY Adjunct/Switch Application Interface Package
CONVERSANT Intro Application Support Software R1.0	None
CONVERSANT Intelligent Ports Card (AT&T IPC-802)	None
CONVERSANT Intro Advanced Application Toolkit R1.0	None
CONVERSANT AYC11 Upgrade Package for T1 E&M, Issue 1	INTUITY T1 E&M Interface Package
CONVERSANT AYC11 Upgrade Package, Issue 1	None
CONVERSANT AYC11 Upgrade Package for ISDN-PRI, Issue 1	None
CONVERSANT VIS V4.0 Call Classification Analysis Package	INTUITY Call Classification Package

1 of 4

Table 8. Package Mapping from V4.0 to V8.0

V4.0 Package	V8.0 Replacement Package
CONVERSANT Chantst Speech Package	INTUITY Feature Test Script Package
CONVERSANT CVMS - Interface For VIS Development Machines Version 1.0	None
CONVERSANT CVMS Interface Version 3	None
CONVERSANT VIS V4.0 Form Filler Plus Package	INTUITY Form Filler Application
CONVERSANT VIS V4.0 Application Software	INTUITY CONVERSANT VIS V8.0 Set
CONVERSANT Intro Application Development Software R1.0	None
Integrated Voice Power System Software R2.0	None
CONVERSANT VIS V4.0 Intelligent Ports Card (AT&T IPC-900)	None
CONVERSANT VIS V4.0 Performance Test Analysis Tools	None
CONVERSANT VIS V4.0 Performance Test Tools	None
CONVERSANT VIS V4.0 ISDN Primary Rate Interface Package	INTUITY ISDN Primary Rate Interface Package
CONVERSANT VIS V4.0 Script Builder	INTUITY Script Builder
CONVERSANT VIS V4.0 SP Board Driver	INTUITY ASP Driver Package
CONVERSANT VIS V4.0 T1 Board Driver	INTUITY T1/E1 Board Driver
	INTUITY T1 E&M Interface Package
CONVERSANT VIS T1 A/B Robbed-bit E&M Interface Package	None
CONVERSANT VIS V4.0 Line Side T1 Interface Package - Galaxy	INTUITY Loop Start FXS Package
CONVERSANT VIS V4.0 Line Side T1 Interface Package - DEFINITY	INTUITY Loop Start FXS Package
CONVERSANT VIS V4.0 Text To Speech Package	INTUITY Text To Speech Package
CONVERSANT VIS V4.0 Voice Mail External Actions Package	None
CONVERSANT VIS V4.0 Speech Collection Toolkit	INTUITY Data Collection Toolkit
CONVERSANT VIS V4.0 ISDN Network Primary Rate Interface Package	None

2 of 4

Table 8. Package Mapping from V4.0 to V8.0

V4.0 Package	V8.0 Replacement Package
CONVERSANT VIS V4.0 Configuration Package	None
CONVERSANT VIS V4.0 External Alarm Interface Package	None
CONVERSANT VIS V4.0 3270 Enhanced File Transfer	None
CONVERSANT VIS V4.0 Compulert/SCCS Interface Package	None
CONVERSANT VIS V4.0 3270 NetView Alarm Interface	None
CONVERSANT VIS V4.0 FlexWord Recognition Package (AT&T D1390)	INTUITY FlexWord Recognition - Base
CONVERSANT VIS V4.0 Speech Recognition Package - US English	INTUITY WholeWord Recognition Package - Base
	INTUITY WholeWord Recognition Package - US English
CONVERSANT VIS V4.0 Speech Recognition Package - UK English	INTUITY WholeWord Recognition Package - Base
	INTUITY WholeWord Recognition Package - UK English
CONVERSANT VIS V4.0 Speech Recognition Package - Canadian French	INTUITY WholeWord Recognition Package - Base
	INTUITY WholeWord Recognition Package - Canadian French
CONVERSANT VIS V4.0 Speech Recognition Package - Mexican Spanish	INTUITY WholeWord Recognition Package - Base
	INTUITY WholeWord Recognition Package - Latin American Spanish
CONVERSANT VIS V4.0 PBX/PSTN Switch Interface Package - Hong Kong	INTUITY Analog Switch Interface Package -- Hong Kong
CONVERSANT VIS V4.0 PBX/PSTN Switch Interface Package - Mexico	INTUITY Analog Switch Interface Package -- Mexico
CONVERSANT VIS V4.0 PBX/PSTN Switch Interface Package - UK	INTUITY Analog Switch Interface Package -- UK
CONVERSANT VIS Line Side T1 Interface Package - Galaxy	INTUITY Loop Start FXS Package

3 of 4

Table 8. Package Mapping from V4.0 to V8.0

V4.0 Package	V8.0 Replacement Package
CONVERSANT VIS Line Side T1 Interface Package - DEFINITY	INTUITY Loop Start FXS Package
CONVERSANT VIS V4.0 Graphical Speech Editor Package	None
CONVERSANT VIS V4.0 Software Upgrade Assistance Package	None
	4 of 4

Table 9. Package Mapping from V6.0 to V8.0

V6.0 Package	V8.0 Replacement Package
Equinox Megaport/Megaplex STREAMS Device Driver (ISA/EISA)	None
INTUITY Intelligent Ports Card (gemini)	None
INTUITY Call Classification Analysis Package	INTUITY Call Classification Analysis Package
CONVERSANT Chantst Speech Package	INTUITY Feature Test Script Package
INTUITY Data Collection Toolkit	INTUITY Data Collection Toolkit
INTUITY Form Filler Application	INTUITY Form Filler Application
INTUITY CONVERSANT VIS V6.0	INTUITY CONVERSANT VIS V8.0
INTUITY 3270 Netview Alarm Interface Package	None
INTUITY ISDN Primary Rate Interface Package	INTUITY ISDN Primary Rate Interface Package
INTUITY Script Builder	INTUITY Script Builder
INTUITY ASP Driver Package	INTUITY ASP Driver Package
INTUITY SQL*NET TCP/IP V1/V2 for ORACLE 7.1.3	ORACLE 8i RDBMS Integration Package
INTUITY FlexWord Recognition - Base	INTUITY FlexWord Recognition - Base
INTUITY T1/E1 Board Driver	INTUITY T1/E1 Board Driver
INTUITY T1 E&M Interface Package	INTUITY T1 E&M Interface Package
INTUITY Line Side T1 Package - Galaxy	Loop Start FXS Package
INTUITY Line Side T1 Package - DEFINITY	Loop Start FXS Package
INTUITY Tip/Ring Board Driver	INTUITY Tip/Ring Board Driver
INTUITY Text To Speech Package	INTUITY Text To Speech Package
INTUITY CONVERSANT VIS V5.0 Network Primary Rate Interface Package	None
	1 of 5

Table 9. Package Mapping from V6.0 to V8.0

V6.0 Package	V8.0 Replacement Package
INTUITY WholeWord Recognition Package - Base	INTUITY WholeWord Recognition Package - Base
INTUITY WholeWord Recognition Package - US English	INTUITY WholeWord Recognition Package - US English
INTUITY WholeWord Recognition Package - UK English (not listed in i.2.1/pkg)	INTUITY WholeWord Recognition Package - UK English
INTUITY WholeWord Recognition Package - Canadian French	INTUITY WholeWord Recognition Package - Canadian French
INTUITY WholeWord Recognition Package - Latin American Spanish	INTUITY WholeWord Recognition Package - Latin American Spanish
INTUITY Hardware Resource Allocator	None
INTUITY External Alarms Package	None
INTUITY 3270 Enhanced File Transfer Package	None
INTUITY Compulert/SCCS Interface Package	None
Analog Switch Interface Package -- Hong Kong (not listed in i.2.1/pkg)	INTUITY Analog Switch Interface Package -- Hong Kong
Analog Switch Interface Package -- Mexico (not listed in i.2.1/pkg)	INTUITY Analog Switch Interface Package -- Mexico
Analog Switch Interface Package -- UK (not listed in i.2.1/pkg)	INTUITY Analog Switch Interface Package -- UK
INTUITY Graphical Speech Editor	None
INTUITY CSG Asynchronous Host Toolkit	INTUITY CSG Asynchronous Host Toolkit
INTUITY Script Builder FAX Actions	CONVERSANT Script Builder FAX Actions
INTUITY Feature Test Script Package	INTUITY Feature Test Script Package
INTUITY Adjunct/Switch Application Interface Package	INTUITY Adjunct/Switch Application Interface Package
AVP R2.5 Switch Integration Software for S75/DEFINITY G1/G3 PBX	None
AVP R2.5 Switch Integration Software for S25 PBX	None
FAX Attendant Release 2.5 (For Use With AVP)	None
FAX Attendant Release 2.5 (For Use Without AVP)	None
FAX Attendant R2.5 Switch Integration Software for S75/DEFINITY G1/G3 (For Use Without AVP)	None

2 of 5

Table 9. Package Mapping from V6.0 to V8.0

V6.0 Package	V8.0 Replacement Package
FAX Attendant R2.5 Switch Integration Software for S85/DEFINITY G2 (For Use Without AVP)	None
FAX Attendant R2.5 Switch Integration Software for S75/DEFINITY G1/G3 (For Use With AVP)	None
FAX Attendant R2.5 Switch Integration Software for S25 (For Use With AVP)	None
INTUITY Synchronous Host Interface Package	None
INTUITY FlexWord Toolkit	INTUITY FlexWord Toolkit
LUCENT TECHNOLOGIES CALLVISOR PC ASAI Package	LUCENT TECHNOLOGIES CALLVISOR PC CVLAN CLIENT (UNIX SV x86)
LUCENT TECHNOLOGIES CALLVISOR PC ISDN Package	LUCENT TECHNOLOGIES CALLVISOR PC CVLAN CLIENT (UNIX SV x86)
INTUITY Dial Pulse Recognition Package	INTUITY Dial Pulse Recognition Package
Enhanced Basic Speech - US_English- Female	Enhanced Basic Speech - US_English- Female
INTUITY Advanced PRI Package	INTUITY Advanced PRI Package
INTUITY FlexWord Recognition - US English	INTUITY FlexWord Recognition - US English
INTUITY Backup/Restore Utilities	INTUITY Backup/Restore Utilities
INTUITY Call Bridge Application Package	INTUITY Call Bridge Application Package
INTUITY ASYNC_TEST Transaction SB Backup	None
INTUITY Unix Management Screens Package	INTUITY Unix Management Screens Package
LUCENT TECHNOLOGIES Callvisor PC LAN Gateway	LUCENT TECHNOLOGIES CALLVISOR PC CVLAN CLIENT (UNIX SV x86)
INTUITY Analog Switch Interface Package - US	INTUITY Analog Switch Interface Package - US
INTUITY CONVERSANT VIS V6 Set	INTUITY CONVERSANT VIS V8.0 Set
INTUITY Platform CCS Set	None
INTUITY Platform CONVERSANT Tuning	INTUITY Platform CONVERSANT Tuning
INTUITY IVC6 Device Interface for softFAX	INTUITY CONVERSANT FAXset
INTUITY Transaction State Machine Package	INTUITY Transaction State Machine Package
INTUITY CDH Stub Package	None
INTUITY Administration Screens Package	INTUITY Administration Screens Package
Enhanced Basic Speech - US_English - Male	Enhanced Basic Speech - US_English - Male
INTUITY FAX Integration Package	INTUITY FAX Integration Package

3 of 5

Table 9. Package Mapping from V6.0 to V8.0

V6.0 Package	V8.0 Replacement Package
INTUITY Graphical Designer Integration Package	None
Installit utility for INTUITY	Installit utility for INTUITY
INTUITY UnixWare 1.1.2 Platform Enhancements Extension	None
INTUITY Line Side E1 Package - Definity	Loop Start FXS Package
INTUITY AUDIX Logger Package	INTUITY AUDIX Logger Package
INTUITY Maintenance Package	INTUITY Maintenance Package
INTUITY MAP40 Platform Upgrade Package	None
INTUITY Utilities Package	INTUITY Utilities Package
INTUITY Base ORACLE RDBMS 7.1.3	ORACLE 8i RDBMS Integration Package
INTUITY Extended ORACLE RDBMS 7.1.3	ORACLE 8i RDBMS Integration Package
INTUITY ORACLE 7 Integration Package	ORACLE 8i RDBMS Integration Package
INTUITY Platform Upgrade Assistance Package	INTUITY Platform Upgrade Assistance Package
INTUITY Logger/Alerter Package	INTUITY Logger/Alerter Package
Remote Maintenance Board Package (Kickstart 3)	None
Remote Maintenance Board Package (AYC54/55) [rmb2]	None
Remote Maintenance Board Package (AYC54/55) [rmb2_1.3.10]	None
INTUITY RMB Integration Software Version 1.0	None
INTUITY RMB Integration Software Version 2.0	None
softFAX(r) Facsimile System	INTUITY CONVERSANT FAXset
INTUITY Switch Utilities Package	INTUITY Switch Utilities Package
Token Ring Hardware Support	None
Token Ring Hardware Support Update 1 [tok+a]	None
Token Ring Hardware Support Update 1 [tok+b]	None
INTUITY License Modification Package	INTUITY License Modification Package
INTUITY Platform Upgrade Evaluation Tool	None
INTUITY Runtime Processing Package	INTUITY Runtime Processing Package
linkix_coproc, Link Level (3.0.2.1)	None
linkix_sib, Link Level (3.0.2.1)	None

4 of 5

Table 9. Package Mapping from V6.0 to V8.0

V6.0 Package	V8.0 Replacement Package
linkix_tkrn, Link Level (3.0.2.5)	None
linkix_sna_128lu, SNA Level (3.0.3.0)	None
linkix_3270, Feature Level 1 (3.0.2.3)	None
linkix_hte, Feature Level 2 (3.0.2.7)	None
linkix_mgmt, Feature Level 1 (3.0.2.3)	None
linkix_netman, Feature Level 1 (3.0.2.0)	None
linkix_coproc, Link Level, Supplement 05	None
linkix_3270, Feature Level 1, Supplement 05	None
linkix_hte, Feature Level 2, Supplement 03	None
linkix_sib, Link Level, Supplement 09	None
linkix_sna, Link Level, Supplement 03	None
linkix_tkrn, Link Level, Supplement 02	None
	5 of 5

Table 10. Package Mapping from V7.0 to V8.0

V7.0 Package	V8.0 Replacement Package
INTUITY CONVERSANT VIS V7 Set	INTUITY CONVERSANT VIS V8 Set
INTUITY Transaction State Machine Package	INTUITY Transaction State Machine Package
INTUITY Administration Screens Package	INTUITY Administration Screens Package
INTUITY AUDIX Logger Package	INTUITY AUDIX Logger Package
INTUITY Maintenance Package	INTUITY Maintenance Package
INTUITY Utilities Package	INTUITY Utilities Package
INTUITY Base ORACLE RDBMS 7.3.2	ORACLE 8i RDBMS Integration Package
INTUITY ORACLE 7 Integration Package	ORACLE 8i RDBMS Integration Package
INTUITY Logger/Alerter Package	INTUITY Logger/Alerter Package
INTUITY Switch Utilities Package	INTUITY Switch Utilities Package
INTUITY License Modification Package	INTUITY License Modification Package
INTUITY Runtime Processing Package	INTUITY Runtime Processing Package
INTUITY FlexWord Toolkit	INTUITY FlexWord Toolkit
Global Array Manager	Global Array Manager
INTUITY Analog Switch Interface Package - Argentina	INTUITY Analog Switch Interface Package - Argentina
	1 of 5

Table 10. Package Mapping from V7.0 to V8.0

V7.0 Package	V8.0 Replacement Package
INTUITY Adjunct/Switch Application Interface Package	INTUITY Adjunct/Switch Application Interface Package
INTUITY ASP Driver Package	INTUITY ASP Driver Package
INTUITY WholeWord Recognition - Base	INTUITY WholeWord Recognition - Base
INTUITY CSG Asynchronous Host Toolkit	INTUITY CSG Asynchronous Host Toolkit
INTUITY WholeWord Recognition - Australian English	INTUITY WholeWord Recognition - Australian English
INTUITY Analog Switch Interface Package - Australia	INTUITY Analog Switch Interface Package - Australia
INTUITY Backup/Restore Utilities	INTUITY Backup/Restore Utilities
INTUITY Analog Switch Interface Package - Belgium	INTUITY Analog Switch Interface Package - Belgium
INTUITY FlexWord Recognition - Brazilian Portuguese	INTUITY FlexWord Recognition - Brazilian Portuguese
INTUITY WholeWord Recognition - Brazilian Portuguese	INTUITY WholeWord Recognition - Brazilian Portuguese
INTUITY Analog Switch Interface Package - Brazil	INTUITY Analog Switch Interface Package - Brazil
INTUITY Call Classification Analysis Package	INTUITY Call Classification Analysis Package
INTUITY Analog Switch Interface Package - Canada	INTUITY Analog Switch Interface Package - Canada
INTUITY WholeWord Recognition - Canadian French	INTUITY WholeWord Recognition - Canadian French
INTUITY Hardware Resource Allocator	None
INTUITY Analog Switch Interface Package - Colombia	INTUITY Analog Switch Interface Package - Colombia
INTUITY FlexWord Recognition - Spanish	INTUITY FlexWord Recognition - Spanish
INTUITY Data Collection Toolkit	INTUITY Data Collection Toolkit
INTUITY Dial-Pulse Recognition Package	INTUITY Dial-Pulse Recognition Package
Enhanced Basic Speech - US English - Female	Enhanced Basic Speech - US English - Female
Enhanced Basic Speech - US English - Male	Enhanced Basic Speech - US English - Male
Equinox SST Loadable STREAMS Device Driver (EISA/ISA/MCA/PCI)	Equinox SST Loadable STREAMS Device Driver (EISA/ISA/MCA/PCI/CPCI)

2 of 5

Table 10. Package Mapping from V7.0 to V8.0

V7.0 Package	V8.0 Replacement Package
Equinox Megaport/Megaplex STREAMS Device Driver (ISA/EISA)	None
INTUITY Form Filler Application	INTUITY Form Filler Application
INTUITY FlexWord Recognition - Base	INTUITY FlexWord Recognition - Base
INTUITY FlexWord Recognition - French	INTUITY FlexWord Recognition - French
INTUITY WholeWord Recognition - French	INTUITY WholeWord Recognition - French
INTUITY Analog Switch Interface Package - France	INTUITY Analog Switch Interface Package - France
INTUITY 3270 Enhanced File Transfer Package	None
INTUITY Feature Test Script Package	INTUITY Feature Test Script Package
INTUITY FlexWord Recognition - German	INTUITY FlexWord Recognition - German
INTUITY WholeWord Recognition - German	INTUITY WholeWord Recognition - German
INTUITY Analog Switch Interface Package - Germany	INTUITY Analog Switch Interface Package - Germany
INTUITY Graphical Speech Editor	None
INTUITY Analog Switch Interface Package - Hong Kong	INTUITY Analog Switch Interface Package - Hong Kong
INTUITY Hardware RAID Integration	INTUITY Hardware RAID Integration
Installit Utility for INTUITY	Installit Utility for INTUITY
INTUITY Analog Switch Interface Package - Ireland	INTUITY Analog Switch Interface Package - Ireland
INTUITY WholeWord Recognition - Italian	INTUITY WholeWord Recognition - Italian
INTUITY Analog Switch Interface Package - Italy	INTUITY Analog Switch Interface Package - Italy
INTUITY Analog Switch Interface Package - Japan	INTUITY Analog Switch Interface Package - Japan
INTUITY FlexWord Recognition - Japanese	INTUITY FlexWord Recognition - Japanese
INTUITY WholeWord Recognition - Japanese	INTUITY WholeWord Recognition - Japanese
INTUITY Line Side E1 Package - Definity	Loop Start FXS Package
INTUITY Line Side T1 Package - Definity	Loop Start FXS Package
INTUITY Line Side T1 Package - Galaxy	Loop Start FXS Package
INTUITY Analog Switch Interface Package - Luxembourg	INTUITY Analog Switch Interface Package - Luxembourg

3 of 5

Table 10. Package Mapping from V7.0 to V8.0

V7.0 Package	V8.0 Replacement Package
INTUITY WholeWord Recognition - Latin American Spanish	INTUITY WholeWord Recognition - Latin American Spanish
INTUITY 3270 Netview Alarm Interface Package	None
INTUITY Analog Switch Interface Package - Mexico	INTUITY Analog Switch Interface Package - Mexico
INTUITY Analog Switch Interface Package - Netherlands	INTUITY Analog Switch Interface Package - Netherlands
INTUITY WholeWord Recognition - Dutch	INTUITY WholeWord Recognition - Dutch
INTUITY Nortel ISDN PRI Package	None
INTUITY Advanced PRI Package	INTUITY Advanced PRI Package
INTUITY Analog Switch Interface Package - New Zealand	INTUITY Analog Switch Interface Package - New Zealand
INTUITY SQL*NET TCP/IP V2 for ORACLE 7.3.2	ORACLE 8i RDBMS Integration Package
INTUITY E1 CAS R2 Interface Package - Australia	INTUITY E1 CAS R2 Interface Package - Australia
INTUITY ISDN Primary Rate Interface Package	INTUITY ISDN Primary Rate Interface Package
INTUITY E1 CAS MFC Interface Package - Mexico	INTUITY E1 CAS MFC Interface Package - Mexico
INTUITY External Alarms Package	None
Remote Maintenance Board Package (AYC54/55)	None
INTUITY RMB Integration Software Version 2.0	None
INTUITY Script Builder	INTUITY Script Builder
INTUITY Script Builder Fax Actions for Avaya Cards	INTUITY Script Builder Fax Actions for Avaya Cards
INTUITY SNMP Emanate Agent	INTUITY SNMP Emanate Agent
INTUITY Analog Switch Interface Package - Spain	INTUITY Analog Switch Interface Package - Spain
INTUITY Software Text To Speech Package	None
INTUITY Synchronous Host Interface Package	None
INTUITY T1/E1 Board Driver	INTUITY T1/E1 Board Driver
INTUITY T1 E&M Interface Package	INTUITY T1 E&M Interface Package
INTUITY Analog Switch Interface Package - Thailand	INTUITY Analog Switch Interface Package - Thailand

4 of 5

Table 10. Package Mapping from V7.0 to V8.0

V7.0 Package	V8.0 Replacement Package
INTUITY Tip/Ring Board Driver	None
INTUITY Text To Speech Package	INTUITY Text To Speech Package
INTUITY Universal Call ID	INTUITY Universal Call ID
INTUITY WholeWord Recognition - UK English	INTUITY WholeWord Recognition - UK English
INTUITY Analog Switch Interface Package - UK	INTUITY Analog Switch Interface Package - UK
INTUITY FlexWord Recognition - US English	INTUITY FlexWord Recognition - US English
INTUITY WholeWord Recognition - US English	INTUITY WholeWord Recognition - US English
INTUITY Analog Switch Interface Package - US	INTUITY Analog Switch Interface Package - US
INTUITY Call Bridge Application Package	INTUITY Call Bridge Application Package
	5 of 5

Glossary

Numerics

5ESS Switch

A central office switch manufactured by Lucent that can be integrated with the Avaya INTUITY system.

A

adjunct

A separate system closely integrated with a switch, such as an Avaya INTUITY system or a call management system (CMS).

administration

The process of setting up a system (such as a switch or a messaging system) to function as desired. Options and defaults are normally set up (translated) by the system administrator or service personnel.

ALT

See assemble, load, and test (ALT).

antistatic

A treatment for material to prevent the build-up of static electricity.

application

A computer software program.

application developer

The person or group who is responsible for developing a customer's application(s).

assemble, load, and test (ALT)

The Lucent factory process that preloads software, installs hardware, and tests the system prior to shipping.

B

backup

A duplicate copy of files and directories saved on a removable medium such as floppy diskette or tape. The back-up filesystem can be copied back (restored) if the active version is damaged (corrupted) or lost.

basic input/output system (BIOS)

A system that contains the buffers for sending information from a program to the actual hardware device for which the information is intended.

baud

A unit of measurement that describes the speed of transferred information.

baud rate

Transmission signaling speed.

BIOS

See basic input/output system (BIOS).

boot

The operation to start a computer system by loading programs from disk to main memory (part of system initialization). Booting is typically accomplished by physically turning on or restarting the system. Also called reboot.

boot filesystem

The filesystem from which the system loads its initial programs.

C

card cage

An area within the Avaya INTUITY hardware 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 is to be removed from the system and stored as a backup.

central processing unit (CPU)

The component of the computer that manipulates data and processes instructions coming from software.

channel

A telecommunications transmission path for voice and/or data.

channel capacity

A measure of the maximum bit rate through a channel.

comcode

A numbering system for telecommunications equipment used by Avaya. Each comcode is a nine-digit number that represents a specific piece of hardware, software, or documentation.

command

An instruction or request given by the user to the software to perform a particular function. An entire command consists of the command name and options. Also, one- or two-key touch tones that control a mailbox activity or function.

configuration

The particular combination of hardware and software components selected for a system, including external connections, internal options, and peripheral equipment.

D

database

A structured set of files, records, or tables. Also, a collection of filesystems and files in disk memory that store the voice and nonvoice (program data) necessary for Avaya INTUITY system operation.

data link

A term used to describe the communications link used for data transmission from a source to a destination, for example, a telephone line for data transmission.

default

A value that is automatically supplied by the system if no other value is specified.

DIP switch

See dual in-line package (DIP) switch.

display terminal

A data terminal with a screen and keyboard used for displaying Avaya INTUITY screens and performing maintenance or administration activities.

dual in-line package (DIP) switch

A small switch, usually attached to a printed circuit card, in which there are only two settings: on or off (or 0 or 1). DIP switches are used to configure the card in a semipermanent way.

E

EIA interface

A set of standards developed by the Electrical Industries Association (EIA) that specifies various electrical and mechanical characteristics for interfaces between electronic devices such as computers, terminals, and modems. Also known as RS-232.

electrostatic discharge (ESD)

Discharge of a static charge on a surface or body through a conductive path to ground. ESD can be damaging to integrated circuits.

electronic mail

See e-mail.

e-mail

The transfer of a wide variety of message types across a computer network (LAN or WAN). E-mail messages may be text messages containing only ASCII or may be complex multimedia messages containing embedded voice messages, software files, and images.

enabled/disabled

The state of a hardware device that indicates whether it is available for use by the Avaya INTUITY system. Devices must be equipped before they can be enabled (made active). See also equipped/unequipped.

equipped/unequipped

The state of a networking channel that indicates whether Avaya INTUITY software has recognized it. Devices must be equipped before they can be enabled (made active). See also enabled/disabled.

error message

A message on the screen indicating that something is wrong and possibly suggesting how to correct it.

errors

Problems detected by the system during operation and recorded in the maintenance log. Errors can produce an alarm if they exceed a threshold.

ESD

See electrostatic discharge (ESD).

F

facility out-of-service

State of operation during which the current channel is not receiving a dial tone and is not functioning.

field

An area on a screen, menu, or report where information can be typed or displayed.

field engineer

This person works at the customer site and with the UE to perform upgrade procedures. Also known as field technician.

FIFO

First-in/first-out.

file

A collection of data treated as a basic unit of storage.

filename

Alphanumeric characters used to identify a particular file.

file redundancy

See mirroring.

file system

A collection of related files (programs or data) stored on disk that are required to initialize a Avaya INTUITY system.

F key

See function key (F key).

FOOS

See facility out-of-service.

format

To set up a disk, floppy diskette, or tape with a predetermined arrangement of characters so that the system can read the information on it.

function key (F key)

A key on a computer keyboard programmed to perform a defined function when pressed. The user interface for the Avaya INTUITY system defines keys F1 through F8.

G

Generic 1, 2, or 3

Avaya switch system software releases, designed for serving large communities of System 75 and System 85 users.

generic tape

A copy of the standard software and stand-alone tape utilities that is shipped with a new Avaya INTUITY system.

H

hard disk drive

A high-capacity data storage/retrieval device that is located inside a computer. 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 are all hardware.

help

A command run by pressing **HELP** or **CTRL ?** on a Avaya INTUITY display terminal to show the options available at your current screen position. In the INTUITY AUDIX system, press *** H** on the telephone keypad to get a list of options. See also on-line help.

hertz (Hz)

A measurement of frequency in cycles per second. A hertz is 1 cycle per second.

host switch

The switch directly connected to the Avaya INTUITY system over the data link. Also, the physical link connecting a Avaya INTUITY system to a distributed communications system (DCS) network.

Hz

See hertz (Hz).

I

I/O

Input/output.

initialization

The process of bringing a system to a predetermined operational state. The start-up procedure tests hardware; loads the boot filesystem programs; locates, mounts, and opens other required filesystems; and starts normal service.

initialize

To start up the system for the first time.

input

A signal fed into a circuit or channel.

integrated voice processing CELP (IVC6) card

A computer circuit card that supports both fax processing and voice processing capabilities. It provides two analog ports to support six analog channels. All telephone calls to and from the Avaya INTUITY system are processed through the IVC6 card.

interface

The device or software that forms the boundary between two devices or parts of a system, allowing them to work together.

interrupt request (IRQ)

Within a PC, a signal sent from a device to the CPU to temporarily suspend normal processing and transfer control to an interrupt handling routine.

I/O address

input/output address.

IRQ

See interrupt request (IRQ).

ISV

Independent Software Vendor.

IVC6

See integrated voice processing CELP (IVC6) card.

J

jumper

Pairs or sets of small prongs or pins on circuit cards and mother boards the placement of which determines the particular operation the computer selects. When two pins are covered, an electrical circuit is completed. When the jumper is uncovered, the connection is not made. The computer interprets these electrical connections as configuration information.

K

Kbps

Kilobits per second; one thousand bits per second.

Kbyte

Kilobytes per second; 1024 thousand bytes per second.

L

label

The name assigned to a disk device (either a removable tape cartridge or permanent drive) through software. Cartridge labels may have a generic name (such as 3:3) to show the software release, or a descriptive name if for back-up copies (such as back01). Disk drive labels usually indicate the disk position (such as disk00 or disk02).

LAN

See local area network (LAN).

LCD

See liquid crystal display (LCD).

LED

See light emitting diode (LED).

light emitting diode (LED)

A light on the hardware platform that shows the status of operations.

liquid crystal display (LCD)

The 10-character alphanumeric display that shows the status of the system, including alarms.

load

The process of reading software from external storage (such as disk) and placing a copy in system memory.

local area network (LAN)

A network of PCs that communicate with each other and that normally share the resources of one or more servers. Operation of Avaya INTUITY Message Manager requires that the INTUITY AUDIX system and the users' PCs be on a LAN.

local installation

A switch, adjunct, or peripheral installed physically near the host switch or system.

login

A unique code a user must enter to gain approved access to the Avaya INTUITY system. See also password.

M

maintenance

The process of identifying system errors and correcting them, or taking steps to prevent problems from occurring.

major alarm

An alarm detected by Avaya INTUITY software that affects at least one fourth of the INTUITY ports in service. Often a major alarm indicates that service is affected.

MANOOS

See manually out-of-service.

manually out-of-service

State of operation during which a unit has been intentionally taken out of service.

MAP

See multi-application platform (MAP).

mean time between failures

The average time a manufacturer estimates will elapse before a failure occurs in a component or system.

media type

The form a message takes. The media types supported by the Avaya INTUITY system are voice, text, file attachments, and fax.

megabyte

A unit of memory equal to 1,048,576 bytes (1024 x 1024). It is often rounded to 1 million.

memory

A device that stores logic states such that data can be accessed and retrieved. Memory may be temporary (such as system RAM) or permanent (such as disk).

menu

A list of options displayed on a computer terminal screen or spoken by a voice processing system. Users choose the option that reflects what action they want the system to take.

migration

1. An installation that moves data to the Avaya INTUITY system from another type of Avaya messaging system, for example, from AUDIX R1, DEFINITY AUDIX, or AUDIX Voice Power.
2. During an upgrade, moves data from the source system to the target system.

minor alarm

An alarm detected by maintenance software that affects less than one fourth of the Avaya INTUITY ports in service, but has exceeded error thresholds or may impact service.

mirroring

A Avaya INTUITY system feature that allows data from crucial filesystems to be continuously copied to back-up (mirror) filesystems while the system is running. If the system has some problem where an original filesystem cannot be used, the backup filesystem is placed in service automatically.

modem

A device that converts data from a form that is compatible with data processing equipment (digital) to a form compatible with transmission facilities (analog), and vice-vera.

modular

A term that describes equipment made of plug-in units that can be added together to make the system larger, improve its capabilities, or expand its size.

MTBF

See mean time between failures.

multi-application platform (MAP)

The computer hardware platform used by the Avaya INTUITY system.

N

networking prefix

A set of digits that identifies a Avaya INTUITY machine.

O

on-line help

A Avaya INTUITY system feature that provides information about user interface windows, screens, and menus by pressing a predetermined key. See also help.

open systems interconnection (OSI)

An internationally accepted framework of standards for communication between systems made by different vendors.

operating system (OS)

The set of software programs that runs the hardware and interprets software commands.

option

A choice selected from a menu, or an argument used in a command line to specify program output by modifying the execution of a command. When you do not specify any options, the command executes according to its default options.

OS

See operating system (OS).

OSI

See open systems interconnection (OSI).

P

parallel transmission

The transmission of several bits of data at the same time over different wires. Parallel transmission of data is usually faster than serial transmission.

password

1. A word or character string recognized automatically by the Avaya INTUITY system that allows a user access to his/her mailbox or a system administrator access to the system data base.
2. An alphanumeric string assigned to local and remote networked machines to identify the machines or the network. See also login.

PBX

See private branch exchange (PBX).

PEC

Price element code.

peripheral device

Equipment such as a printer or terminal that is external to the Avaya INTUITY cabinet but necessary for full operation and maintenance of the system. Also called a *peripheral*.

pinouts

The signal description per pin number for a particular connector.

PM

See project managerr

PMS

Property management system.

port

A connection or link between two devices that allows information to travel to a desired location. For example, a switch port connects to a Avaya INTUITY voice port to allow a caller to leave a message.

POST

See power on self test (POST).

power on self test (POST)

A set of diagnostics stored in ROM that tests components such as disk drives, keyboard, and memory each time the system is booted. If problems are identified, a message is sent to the screen.

private branch exchange (PBX)

An analog, digital, or electronic telephone switching system where data and voice transmissions are not confined to fixed communications paths, but are routed among available ports or channels. See also switch.

processor interface (PI)

A System 75, Generic 1, Generic 3i, Generic 3s, and Generic 3vs switch data link. Also called processor interface board (PIB).

programmed function key

See function key (F key).

project manager

The person with the overall responsibility, beginning-to-end, for a customer's CONVERSANT upgrade.

protocol

A set of conventions or rules governing the format and timing of message exchanges (signals) to control data movement and the detection and possible correction of errors.

R

RAM

See random access memory (RAM).

random access memory (RAM)

The memory used in most computers to store the results of ongoing work and to provide space to store the operating system and applications that are actually running at any given moment.

read-only memory (ROM)

A form of computer memory that allows values to be stored only once; after the data is initially recorded, the computer can only read the contents. ROM is used to supply constant code elements such as bootstrap loaders, network addresses, and other more or less unvarying programs or instructions.

reboot

See boot.

remote access

Sending and receiving data to and from a computer or controlling a computer with terminals or PCs connected through communications (that is, telephone) links.

remote installation

A system, site, or piece of peripheral equipment that is installed in a different location from the host switch or system.

remote maintenance

The ability of Avaya personnel to interact with a remote computer through a telephone line or LAN connection to perform diagnostics and some system repairs. See also remote service center.

remote network

A network in which the systems are integrated with more than one switch.

remote service center

A Avaya or Avaya-certified organization that provides remote support to Avaya INTUITY customers. Depending upon the terms of the maintenance contract, your remote service center may be notified of all major and minor alarms and have the ability to remotely log in to your system and remedy problems. See also remote maintenance.

remote terminal

A terminal connected to a computer over a telephone line.

REN

See ringer equivalence number (REN).

restore

The process of recovering lost or damaged files by retrieving them from available back-up tapes, floppy diskette, or another disk device.

right-to-use (RTU) fee

A charge to the customer to access certain functions or capacities that are otherwise restricted, for example, additional voice or networking ports or hours of speech storage. Avaya personnel can update RTU parameters either at the customer's site or remotely via a modem.

ringer equivalence number (REN)

A number required in the United States for registering your telephone equipment with a service provider.

ROM

See read-only memory (ROM).

RS-232

See EIA interface.

RTS

Request to send.

S

SCA

Switch communications adapter.

scan

To automatically play mail messages, headers, or both.

screen

That portion of the Avaya INTUITY user interface through which most administrative tasks are performed. Avaya INTUITY screens request user input in the form of a command from the **enter command:** prompt.

SCSI

See small computer systems interface (SCSI).

SDO

Solution Delivery Organization.

serial transmission

The transmission of one bit at a time over a single wire.

server

A computer that processes and stores data that is used by other smaller computers. For Avaya INTUITY Message Manager, INTUITY AUDIX is the server.

shielded cables

Cables that are protected from interference with metallic braid or foil.

SID

See switch integration device (SID).

SIMM

See single in-line memory module (SIMM).

simplified message service interface (SMSI)

Type of data link connection to an integrated 1A ESS or 5ESS switch in the Avaya INTUITY system.

single in-line memory module (SIMM)

A method of containing random access memory (RAM) chips on narrow strips that attach directly to sockets on the CPU circuit card. Multiple SIMMs are sometimes installed on a single CPU circuit card.

small computer systems interface (SCSI)

An interface standard defining the physical, logical, and electrical connections to computer system peripherals such as tape and disk drives.

SMSI

See simplified message service interface (SMSI).

source system

The customer's existing V3.1.1, V4.0, V5.0, V6.0, and V6.0 Update 1 system currently in operation at the customer site.

surge

A sudden rise and fall of voltage in an electrical circuit.

surge protector

A device that plugs into the telephone system and the commercial AC power outlet to protect the telephone system from damaging high-voltage surges.

SW

See switch integration.

switch

An automatic telephone exchange that allows the transmission of calls to and from the public telephone network. See also private branch exchange (PBX).

switched access

A connection made from one endpoint to another through switch port cards. This allows the endpoint (such as a terminal) to be used for several applications.

switch hook

The device at the top of most telephones which is depressed when the handset is resting in the cradle (that is, when the telephone is *on hook*). This device is raised when the handset is picked up (that is, 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 integration

Sharing of information between a messaging system and a switch to provide a seamless interface to callers and system users. A fully integrated INTUITY AUDIX system, for example, answers each incoming telephone call with information taken directly from the switch. Such information includes the number being called and the circumstances under which the call was sent to it, for example, covered from a busy or unanswered extension.

switch integration device (SID)

A combination of hardware and software that passes information from the switch to the Avaya INTUITY system thus allowing it to share information with non-Avaya switches. The operation of a SID is unique to the particular switch with which it interfaces.

switch network

Two or more interconnected 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.

synchronous transmission

A type of data transmission where the data characters and bits are exchanged at a fixed rate with the transmitter and receiver synchronized. This allows greater efficiency and supports more powerful protocols.

system configuration

See configuration.

T

T.30

The standard for Group III fax machines that covers the protocol used to manage a fax session and negotiate the capabilities supported by each fax endpoint.

tape cartridge

One or more spare removable cartridges required to back up system information.

tape drive

The physical unit that holds, reads, and writes to magnetic tape.

target system

The new/replacement platform received from the factory with the appropriate hardware and software configuration for a customer's system being upgraded.

TCP/IP

See transmission control protocol/internet protocol (TCP/IP).

TDD

See telecommunications device for the deaf (TDD).

TDM

See time division multiplexing (TDM).

telecommunications device for the deaf (TDD)

A device with a keyboard and display unit that connects to or substitutes for a telephone. The TDD allows a deaf or hearing-impaired person to communicate over the telephone lines with other people who have TDDs. It also allows a deaf person to communicate with the INTUITY AUDIX system.

terminal

See display terminal.

terminal type

A number indicating the type of terminal from which a user is logging in to the Avaya INTUITY system. Terminal type is the last required entry before gaining access to the Avaya INTUITY display screens.

terminating resistor

A grounding resistor placed at the end of a bus, line, or cable to prevent signals from being reflected or echoed.

time division multiplexing (TDM)

A method of serving multiple channels simultaneously 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

A term used to denote the analog telecommunications interface.

tone generator

A device acoustically coupled to a rotary telephone used to produce touch-tone sounds.

traffic

The flow of attempts, calls, and messages across a telecommunications network.

translations

Software assignments that tell a system what to expect on a certain voice port or the data link, or how to handle incoming data. Translations customize the Avaya INTUITY system and switch features for users.

transmission control protocol/internet protocol (TCP/IP)

A suite of protocols that allow disparate hosts to connect over a network. Transmission control protocol (TCP) organizes data on both ends of a connection and ensures that the data that arrives matches that which was sent. Internet protocol (IP) ensures that a message passes through all the necessary routers to the proper destination.

T/R

See tip/ring.

troubleshooting

The process of locating and correcting errors in computer programs (also called debugging) or systems.

U

UE

See upgrade engineer.

Unequipped

See equipped/unequipped.

uninterruptable power supply (UPS)

An auxiliary power unit that provides continuous power in cases where commercial power is lost.

UNIX operating system

A multi-user, multi-tasking computer operating system.

upgrade

An installation that moves a Avaya INTUITY system to a newer release.

upgrade engineer

The person works from a remote location and with the on-site Avaya technician to perform upgrade procedures.

UPS

See uninterruptable power supply (UPS).

U. S. 123

An alternate announcement set in U. S. English whose prompts use numbers, not letters, to identify telephone keypad presses. For example, a prompt might say, *"Press star three,"* instead of, *"Press star D."*

user population

A combination of different types of users on which Avaya INTUITY configuration guidelines are based.

V

vector

A customized program in the switch for processing incoming calls.

volt

The unit of electromotive force required to produce a current of 1 ampere through a resistance of 1 ohm.

VPC

Voice-Processing Co-Marketer.

W

WAN

See wide area network (WAN).

watt

The unit of electrical power required to maintain a current of 1 amp under the pressure of 1 volt.

wide area network (WAN)

A data network typically extending a local area network (LAN) over telephone lines to link with LANS in other buildings and/or geographic locations.

window

That portion of the Avaya INTUITY user interface through which you can view system information or status.

Index

Symbols

Numerals

A

C

D

E

F

G

I

L

M

N

O

P

R

S

T

U

V

W