Lucent Technologies
Bell Labs Innovations

INTUITY™ Interchange

Release 5.2

Installation

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

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- A call is unanswered
- A busy tone is received
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For additional documents, refer to the section in "About This Document" entitled "Related Resources."

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About This Document

Purpose

This book, *"Intuity™ Interchange Release 5.2 Installation"*, contains system requirements, an installation checklist, verification procedures for software installation, and system recovery procedures for the Lucent INTUITY Interchange system.

It only contains information that is specific to the INTUITY Interchange system. See *"Intuity™ Messaging Solutions Release 4 MAP/5P System Installation"* or *"Intuity™ Messaging Solutions Release 4 MAP/100P System Installation"* for additional installation information. See *"Intuity™ Messaging Solutions Release 4 MAP/5P System Maintenance"* or *"Intuity™ Messaging Solutions Release 4 MAP/100P Maintenance"* for additional system recovery information.

Intended Audiences

This book is intended primarily for the personnel responsible for configuration and installation of the INTUITY Interchange system.

Release History

This is the first release of this book.

Conventions Used in This Book

This section describes the conventions used in this book.

Terminology

- The word "type" means to press the key or sequence of keys specified. For example, an instruction to type the letter "y" is shown as

    Type **y** to continue.

- The word "enter" means to type a value and then press (ENTER). For example, an instruction to type the letter "y" and press (ENTER) is shown as

    Enter **y** to continue.

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

    Select Start Test.

- The INTUITY Interchange system displays *windows and menus*. "Windows" show and request system information (Figure 1). "Menus" (Figure 2) present options from which you can choose to view another menu, or a screen or window.

- The words "subscriber" and "user" are interchangeable terms that describe a person administered on the INTUITY Interchange system. The word "user" is the preferred term in the text; however, "subscriber" appears on most of the screens.
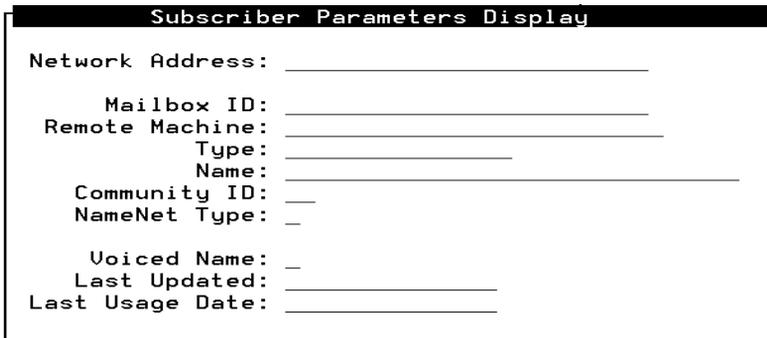
```
            Subscriber Parameters Display
  Network Address: _____

       Mailbox ID: _____
   Remote Machine: _____
             Type: _____
             Name: _____
     Community ID: ___
     NameNet Type: _

      Voiced Name: _
     Last Updated: _____
  Last Usage Date: _____
```

Figure 1. Example of an INTUITY Interchange Window

```
┌─────────────────────────────────────────────┐
│  ███████████████████████████████████████████ │
│  █ INTUITY Interchange Administration █      │
│                                               │
│  ███████████████████████████████████         │
│  █ Subscriber Administration      █           │
│                                               │
│  System Parameters                            │
│                                               │
│  Remote Machine Administration                │
│                                               │
│  Enterprise List Adminstration                │
│                                               │
│  Networking Traffic Reports                   │
│                                               │
└─────────────────────────────────────────────┘
```
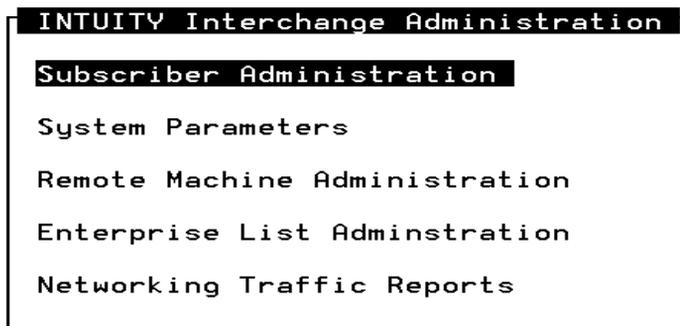
Figure 2.   Example of an INTUITY Interchange Menu

Terminal Keys

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

    Press (ENTER).

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

    Press (ALT) (D).

- Function keys on your terminal, PC, or system screens, also known as *soft
  keys*, are represented as round boxes followed by the function or value of
  that key enclosed in parentheses. For example, an instruction to press
  function key 2 is shown as

    Press (F2) (Choices).

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

    Press [1] to record a message.

Screen Displays

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

  Example 1:

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

  Example 2:

    `Alarm Form Update was successful.`

    `Press <Enter> to continue.`

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

    Start at the Lucent INTUITY Administration menu and select

    > INTUITY Interchange Administration

    > Subscriber Administration

    In this example, you would access the Lucent INTUITY Administration menu and select the INTUITY Interchange Administration menu. From the INTUITY Interchange Administration menu, you would then select the Subscriber Administration screen.

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

Other Typography

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

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

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

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

Safety and Security Alert Labels

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

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

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

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

Related Resources

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

Documentation

It is suggested that you obtain and use the following books in conjunction with this installation book:

- *"Intuity™ Messaging Solutions Release 4 MAP/5P System Installation"* for detailed information on installing a MAP/5P system

- *"Intuity™ Messaging Solutions Release 4 MAP/100P System Installation"* for detailed information on installing a MAP/100P system

- *"Intuity™ Messaging Solutions Release 4 MAP/5P System Maintenance"* for detailed information on MAP/5P system recovery

- *"Intuity™ Messaging Solutions Release 4 MAP/100P Maintenance"* for information on MAP/100P system recovery

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

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

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Training

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

- Organizations within Lucent: (904) 636-3261

- Lucent customers and all others: (800) 255-8988

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- MAX is a trademark of Ascend Communications, Inc.

- ORACLE is a trademark of the Oracle Corporation.

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INTUITY Interchange System Requirements

1

What's in This Chapter?

This chapter describes the hardware and software requirements for a Lucent INTUITY™ Interchange installation. The purpose of this chapter is to ensure that the customer site has the requirements necessary for an installation of the INTUITY Interchange system.

⇒ NOTE:

INTUITY Interchange systems are assembled, loaded, and tested prior to shipment to the customer site.

Hardware Requirements

The following are the hardware requirements for the INTUITY Interchange:

- INTUITY MAP/5P platform with dual hard disk drives and an IVC6 or *ngtr* circuit card

    or

- INTUITY MAP/100P platform with six hard disk drives using disk mirroring and at least two IVC6 or *ngtr* circuit cards

    ### ⇒ NOTE:

    ngtr cards for customers outside the U.S., Canada, and Mexico.

- An Ethernet Workgroup Switch, which is a dedicated LAN segment, with a switched Ethernet hub

  $\Longrightarrow$ **NOTE:**

    You may use any brand/model switch which fulfills these requirements:

    — Standards based switched 10BASE-T Hub with standard IEEE 802.3, ISO/IEC 8802-3 Ethernet

    — RJ-45 (UTP cable, EIA/TIA categories 3, 4, and 5) interface

    — have at least 6 ports

    — have diagnostic capabilities (LEDs for network and system monitoring)

    — SNMP agent - needed if you use SNMP in your network

  You may alternatively choose a 10/100BASE-T hub, for which you would also need:

    — to ensure that each port automatically senses the speed of the attached device

    — to ensure compliance with IEEE 802.3, 802.3u, and ISO/8802.3 standards

Switch Connections

The INTUITY Interchange connects to a switch (Lucent and non-Lucent switches) via the analog lines from the switch to the IVC6 or *ngtr* circuit cards in the platform. See your system switch integration documentation for connection information.

Software requirements

The following are the software requirements for the INTUITY Interchange:

- UNIX SVR4.x

- A subset of AUDIX Voice Messaging Release 3.x or greater software modules

- INTUITY Interchange remote field update, if necessary

- Oracle 7.1.3 (unique for the INTUITY Interchange)

- INTUITY Interchange Application software

- INTUITY Switch software

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Software requirements

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$\Longrightarrow$ **NOTE:**

See Chapter 3, "Verifying Software Installation and Initial System Administration" to verify software installation for INTUITY Interchange and related packages.

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Lucent INTUITY Interchange Installation Checklist

2

What's in This Chapter?

INTUITY Interchange systems are assembled, loaded, and tested prior to shipment to the customer site. However, some installation procedures must be completed once the system arrives at the customer site. This chapter contains an installation checklist for a Lucent INTUITY™ Interchange system.

Installation Checklist

Table 2-1 provides the required procedures numbered in the sequence that they must be completed. A "Reference" column refers to the appropriate documentation, based on your platform, that applies to the procedure you are completing. A checkmark (√) in either the "Performed by Enhanced Services" or "Performed by Installer" column indicates who is responsible for that procedure during the installation.

The installer and the person or organization responsible for administration (Enhanced Services) *must* use this checklist to ensure that the required procedures are completed in the proper sequence.

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Table 2-1.   INTUITY Interchange System Installation Checklist

Task Description	Reference	Performed by Enhanced Services	Performed by Installer
Install the INTUITY Interchange platform.	*"Intuity™ Messaging Solutions Release 4 MAP/5P System Installation"* *"Intuity™ Messaging Solutions Release 4 MAP/100P System Installation"*		√
Verify that digital and AMIS analog lines connected to the INTUITY Interchange are obtained.	Design Center specifications		√
Verify that you have IP addresses for the INTUITY Interchange and Ethernet Workgroup Switch.	Design Center specifications	√	√
Verify that you have all remote machines connected to the INTUITY Interchange.	Design Center specifications	√	√
Install the Ethernet Workgroup Switch.	Installation documentation which accompanies the switch hardware		√
Connect the INTUITY Interchange system to the switch.	Design Center specifications		√
Verify the INTUITY Interchange software installation.	Chapter 3, "Verifying Software Installation and Initial System Administration"		√

Continued on next page

Table 2-**1.** **INTUITY Interchange System Installation Checklist —** *Continued*

Task Description	Reference	Performed by Enhanced Services	Performed by Installer
Administer and test initial INTUITY Interchange platform.	*"Intuity™ Messaging Solutions Release 4 MAP/5P System Maintenance"* *"Intuity™ Messaging Solutions Release 4 MAP/100P Maintenance"*		√
Administer and test TCP/IP digital networking on the INTUITY Interchange.	*"Intuity™ Messaging Solutions Release 4 MAP/5P System Maintenance"* *"Intuity™ Messaging Solutions Release 4 MAP/100P Maintenance"*		√
Administer and test disk mirroring. ⇒ **NOTE:** This procedure is only completed for a MAP/100P system.	*"Intuity™ Messaging Solutions Release 4 MAP/100P Maintenance"*		√
Perform initial administration on the INTUITY Interchange and remote machines.	"Initial Administration" in Chapter 3, "Verifying Software Installation and Initial System Administration"	√	

Continued on next page

Table 2-1.   INTUITY **Interchange System Installation Checklist —** *Continued*

Task Description	Reference	Performed by Enhanced Services	Performed by Installer
Verify that the installation with the proper server is registered.	For customers in the U.S., Canada, and Mexico, verification is completed through the INADS group in Denver. For customers outside of the U.S., Canada, and Mexico, verification is completed through the Center of Excellence (COE).		

Verifying Software Installation and Initial System Administration

3

What's in This Chapter?

Hardware and software for the INTUITY Interchange should have been assembled, loaded, and tested in the factory before shipment to the customer site. This chapter contains information for verifying the system software installed on Lucent INTUITY™ Interchange. It also contains information on the initial administration required for the INTUITY Interchange.

Verifying INTUITY Interchange Software Installation

To verify software installation of the INTUITY Interchange, do the following:

1. Start at the Lucent INTUITY™ main menu (Figure 3-1).

```
                    INTUITY (TM) Main Menu
Customer/Services Administration
Interchange Administration
Networking Administration
Platform Pre-Upgrade
Platform Upgrade
SNMP Administration
Switch Interface Administration
Upgrade
Voice System Administration
```

Figure 3-1.   Lucent INTUITY™ Main Menu

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2. Select

> ```
> > Customer/Services Administration
> ```
> ```
> > System Verification
> ```
> ```
> > View Installed Software
> ```

The system displays the View Installed Software screen (Figure 3-2). Use
[F2] (Next Page) and [F3] (Prev Page) to move through the View Installed
Software screen.

```
              View Installed Software

Displaying pkginfo (long version) for only the application
packages...

Displaying pkginfo for package AUDIXtune

   PKGINST:  AUDIXtune
      NAME:  INTUITY Platform AUDIX Tuning
  CATEGORY:  intuity
      ARCH:  i486
   VERSION:  i.2.3
    VENDOR:  Lucent Technologies Inc.
```

Figure 3-2. Sample View Installed Software Screen

3. Locate the following packages:

> **NOTE:**
> The order of the packages vary. These packages do not
> necessarily appear in the order listed below.
>
> *x* indicates version number associated with the software

- Unix Software

    as

- Intunix Software

    INTUNIX

- Installit Software

    installit

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- Cornerstone Platform Software

  AUDIXset
  AUDIXtune
  C23fru+*x*

- INTUITY AUDIX Application Software

  mtce
  netw
  platupg
  sdialer
  setupora
  tcpadm
  upgrade
  vs

- Oracle Software

  ORACLEset

- INTUITY Interchange Application Software

  aag
  ichg
  ic_us-eng
  icdfltdb
  icdfltdbs (MAP/5P only)
  icftp
  ichgftp
  ichgsnmp
  ichgupgr
  icswrule
  jamrt
  mmd
  mmddfltdb
  octelnet
  radutl
  sce
  setupora

- INTUITY Interchange Switch Software

  dciutism
     or
  slibtism
     or
  vbpctism

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Initial Administration 22

Initial Administration

Initial administration is required on the following components:

- INTUITY Interchange

- Remote digital, AMIS analog, and OctelNet analog remote machines

If Enhanced Services is responsible for the administration of the above components as based on the Design Center specifications, please contact them.

If the customer is responsible for the administration of the remote machines, based on Design Center specifications, then inform the customer of the systems' readiness.

See *"Intuity™ Interchange Release 5.2 Administration"* for detailed information on administration procedures for the INTUITY Interchange.

⇒ NOTE:

Networking translations for the remote Lucent machines are *not* part of the INTUITY Interchange. The customer can contract Enhanced Services to perform these networking translations.

System Recovery Checklist

<div style="text-align: right; font-size: 72px; font-weight: bold;">4</div>

What's in This Chapter

This chapter contains a system recovery checklist for the Lucent INTUITY™ Interchange. Use the information in this chapter in conjunction with Chapter 5, "System Recovery Procedures" and the disaster recovery checklists for the Lucent INTUITY Release 4 system provided in Appendix D, "Disaster Recovery Checklists" in *"Intuity™ Messaging Solutions Release 4 MAP/5P System Maintenance"* or Appendix C, "Disaster Recovery Checklists" in *"Intuity™ Messaging Solutions Release 4 MAP/100P Maintenance"*.

Checklist for System Recovery of the INTUITY Interchange System

The procedures in Table 4-1 should be conducted when you are replacing all of the hard disk drives on the INTUITY Interchange MAP/5P or MAP/100P system.

Table 4-1.   System Recovery Checklist for an INTUITY Interchange with All New Hard Drives

(√)	Task	Reference Documentation
	Remove the most recent nightly unattended backup tape which should be located in the cartridge tape drive.	N/A

Table 4-1.   System Recovery Checklist for an INTUITY Interchange with All New Hard Drives — *Continued*

(√)	Task	Reference Documentation
	Install the UNIX system software (4 diskettes). ➲ **NOTE:** 　The system will automatically reboot after the Unix installation has been completed. ⚠ **WARNING:** 　Do not run **installit** at this time.	"Installing UNIX System Software" in Chapter 5, "System Recovery Procedures".
	Install the Intunix software.	"Installing Intunix Software" in Chapter 5, "System Recovery Procedures".
	Reboot the INTUITY Interchange system.	"Rebooting the Intuity Interchange System" in Chapter 5, "System Recovery Procedures".
	Clean *1, 2, 3, 4,* and *5* hard disk drives for a MAP/100P system. Clean only the *1* hard disk drive for a MAP/5P system.	"Cleaning Hard Disk Drives" in Chapter 5, "System Recovery Procedures".
	Reboot the INTUITY Interchange system.	"Rebooting the Intuity Interchange System" in Chapter 5, "System Recovery Procedures".
	Run **installit**. ➲ **NOTE:** 　The system will automatically reboot after the *installit* command has been completed.	"Performing the Installit Command" in Chapter 5, "System Recovery Procedures".
	Install the INTUITY Cornerstone platform software.	"Installing Intuity Cornerstone Platform Software" in Chapter 5, "System Recovery Procedures".

**Table 4-1.   System Recovery Checklist for an INTUITY Interchange with
        All New Hard Drives — *Continued***

(√)	Task	Reference Documentation
	Reboot the INTUITY Interchange system.	"Rebooting the Intuity Interchange System" in Chapter 5, "System Recovery Procedures".
	Stop the voice system.	"Installing UNIX System Software" in Chapter 5, "System Recovery Procedures".
	⇒ **NOTE:** This procedure is to be completed only if you received a tape labeled "Remote Field Update for Cornerstone 2.3+x". Install the INTUITY Cornerstone platform Remote Field Update (RFU). ⇒ **NOTE:** Once the installation of the RFU is complete, reboot the system and stop the voice system.	"Installing Intuity Cornerstone Platform RFU" in Chapter 5, "System Recovery Procedures". "Rebooting the Intuity Interchange System through System Screens" in Chapter 5, "System Recovery Procedures". "Installing UNIX System Software" in Chapter 5, "System Recovery Procedures"
	Add the new hard disks *1*, *2*, *4*, and *5* to the MAP/100P. Add only the hard disk *1* to the MAP/5P. ⇒ **NOTE:** Disks 0 and 3 should *not* be added.	"Adding New Hard Disk Drives" in Chapter 5, "System Recovery Procedures".
	Reboot the INTUITY Interchange system.	"Rebooting the Intuity Interchange System through System Screens" in Chapter 5, "System Recovery Procedures".
	Stop the voice system.	"Installing UNIX System Software" in Chapter 5, "System Recovery Procedures"

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Table 4-1. System Recovery Checklist for an INTUITY Interchange with All New Hard Drives — *Continued*

(√)	Task	Reference Documentation
	Install the INTUITY AUDIX Application Software.	"Installing Intuity AUDIX Application Software" in Chapter 5, "System Recovery Procedures".
	Reboot the INTUITY Interchange system.	"Rebooting the Intuity Interchange System through System Screens" in Chapter 5, "System Recovery Procedures".
	Stop the voice system.	"Installing UNIX System Software" in Chapter 5, "System Recovery Procedures"
	Remove cdhstub package.	"Removing CDHSTUB Package" in Chapter 5, "System Recovery Procedures".
	Setup the base for the Oracle Software.	"Setting up the Base for Oracle Software" in Chapter 5, "System Recovery Procedures".
	Install the Oracle software.	"Installing Intuity AUDIX Application Software" in Chapter 5, "System Recovery Procedures".
	Reboot the INTUITY Interchange system.	"Rebooting the Intuity Interchange System through System Screens" in Chapter 5, "System Recovery Procedures".
	Stop the voice system.	"Installing UNIX System Software" in Chapter 5, "System Recovery Procedures"
	Install the INTUITY Interchange Application software.	"Installing Intuity Interchange Application Software" in Chapter 5, "System Recovery Procedures".

**Table 4-1.   System Recovery Checklist for an INTUITY Interchange with
        All New Hard Drives — *Continued***

(√)	Task	Reference Documentation
	Install the INTUITY Interchange Application RFU ⯈ **NOTE:** This procedure is to be completed only if you received a tape labeled "Remote Field Update for Interchange".	"Installing Intuity Interchange Application RFU" in Chapter 5, "System Recovery Procedures".
	Install the INTUITY switch software.	"Installing Intuity Switch Software" in Chapter 5, "System Recovery Procedures".
	Contact the remote maintenance center or ITAC to: 1. add speech hours (292 for MAP/100P or 200 for MAP/5P) 2. turn on disk mirroring (for MAP/100P only) 3. administer TCP/IP ⯈ **NOTE:** The steps above must be completed in exact order. Disc mirroring should *not* be turned on until remote maintenance center or ITAC receives the message `"Feature successfully updated"` after adding the number of speech hours. ⚠ **WARNING:** *DO NOT reboot the system until contacted by the remote maintenance center or ITAC that all of the above features have been successfully enabled.*	N/A

Table 4-**1.   System Recovery Checklist for an INTUITY Interchange with
              All New Hard Drives —** *Continued*

(√)	Task	Reference Documentation
	Reboot the INTUITY Interchange system.	"Rebooting the Intuity Interchange System through System Screens" in Chapter 5, "System Recovery Procedures".
	Verify INTUITY Interchange system recovery.	"Verifying the Intuity Interchange System Recovery" in Chapter 5, "System Recovery Procedures".
	Restore the INTUITY Interchange administration data from the unattended backup tape(s).	"Restoring Administration Data" in Chapter 5, "System Recovery Procedures".
	Reboot the INTUITY Interchange system.	"Rebooting the Intuity Interchange System through System Screens" in Chapter 5, "System Recovery Procedures".
	Place the nightly unattended backup tape into the cartridge tape drive.	N/A

System Recovery Procedures

5

What's in This Chapter

This chapter contains system recovery procedures for the Lucent INTUITY™ Interchange. Use the information in this chapter in conjunction with .

Installing UNIX System Software

⚠ CAUTION:

If you press $\boxed{\text{DELETE}}$ *to stop the UNIX installation at any time, you must start the software installation process again with "*UnixWare for INTUITIY Boot Floppy*1 of 3".*

To install the UNIX system software, do the following:

1. Remove the most recent nightly unattended backup tape which should be located in the cartridge tape drive.

2. If the INTUITY Interchange system is not powered on, turn it on using the power switch.

   The system responds by running memory tests and booting the UNIX system.

3. Log into the INTUITY Interchange as **craft**.

   The system displays the Lucent INTUITY Administration menu (Figure 3-1).

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4. Start at the System Management menu, and select

> Customer/Services Administration

> System Management

> UNIX Management

>Software Install

The system displays the Software Install menu (Figure 5-1).


```
                     View Installed Software
  Displaying pkginfo (long version) for only the application
  packages...

  Displaying pkginfo for package AUDIXtune

     PKGINST:   AUDIXtune
        NAME:   INTUITY Platform AUDIX Tuning
    CATEGORY:   intuity
        ARCH:   i486
     VERSION:   i.2.3
      VENDOR:   Lucent Technologies Inc.
```
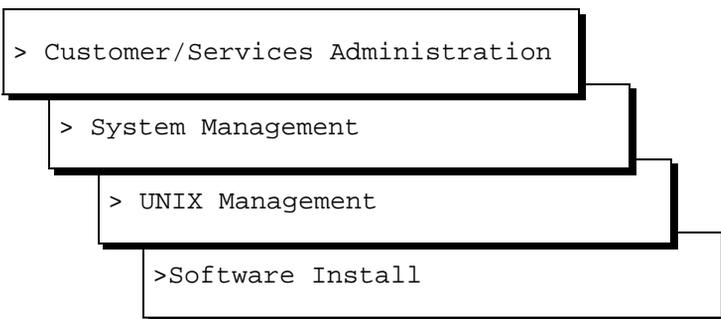
Figure 5-1. Software Install Menu

5. Insert the diskette labeled "UnixWare for INTUITIY Boot Floppy 1 of 3" into the floppy drive.

6. Press ENTER.

    Once the diskette has been installed successfully, the system displays the following message:

    ```
    Remove the diskette labeled "Boot Floppy 1 of 3".

    If you have a diskette labeled "Host Bus Adapter
    Drivers", insert that diskette now.

    For more information on Host Bus Adapter diskettes, see
    the UnixWare Installation Handbook.

    Otherwise, if you do not have (or do not need to use) a
    Host Bus Adapter diskette, insert the diskette labeled
    "Boot Floppy 2 of 3" now.

    Press 'ENTER' to continue.
    ```

7. Remove the "UnixWare for INTUITIY Boot Floppy 1 of 3" from the floppy disk drive.

8. Insert the Host Bus Adapter diskette labeled "Pentium Floppy HBA" into the floppy disk drive.

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9. Press ENTER.

   Once the diskette has been installed successfully, the system displays the following message:

   ```
   The Host Bus Adapter driver(s) on the Host Bus Adapter
   diskette have been loaded and you can now remove the
   diskette.

   If you have another Host Bus Adapter diskette (for
   different adapters) insert that diskette now.

   For more information, see the UnixWare Installation
   Handbook.

   Otherwise, if you do not have (or do not need to use)
   another Host Bus Adapter diskette, insert the diskette
   labeled "Boot Floppy 2 of 3" now.

   Press 'ENTER' to continue.
   ```

10. Remove the "Pentium Floppy HBA" from the floppy disk drive.

11. Insert the diskette labeled "UnixWare for INTUITIY Boot Floppy 2 of 3" into the floppy disk drive.

12. Press ENTER.

    The system displays the following message:

    ```
    Welcome to the UNIX System Installation process!

    If you have never installed the UNIX System before, it
    is recommended that you press the 'F1' (or '?') key now
    to learn more about the installation process and the
    hardware requirements of the UNIX System.

    -Pressing the 'F1' (or'?') key at any time during the
    installation will display more information or help.

    -Pressing the 'Del' key at any time cancels the
    installation.

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

    ⇒ **NOTE:**
    If you receive a message stating that you must have at least 60 MBytes of space in the hard drive to install UNIX, your hard disk drive is experiencing problems. The drive cable may not be connected properly, or you may have a faulty hard disk drive. Power down the system and check the hard disk drive cables.

13. Press ENTER.

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The system displays the following message:

```
The UnixWare Installation process supports the
following international keyboards. You may select
alternate keyboard types by using the left and right
arrow keys, and then press the 'ENTER' (or 'RETURN')
key.
```

Keyboard Nationality <u>U.S. ASCII</u>

    [APPLY]   [RESET]

When finished, move the cursor to 'Apply' and the press 'Enter' to continue.

14. Tab to [APPLY] and press [ENTER].

The system displays the following message:

```
On this screen, you will check the current date and time
that is set on your computer, and change them if
necessary. You also select what timezone configuration
you require. Either select a continent(s) which will
lead you onto a further screen with locations or Manual
Entry for a custom timezone.

    The current date: xx/xx/xx
    The current time: xx:xx:xx
```
Enter the month of the year: (1-12): xx
Enter the day of the month (1-31): xx
Enter the current year (00-99): xx
Enter the hour of the day (0-23): xx
Enter the minute of the hour (0-59): xx
Timezone Configuration: North/South America

    [APPLY]   [RESET]

Press 'TAB' to move the cursor between fields. When finished, move the cursor to 'Apply' and the press 'Enter' to continue.

➡ **NOTE:**
The above fields default to the current settings which correspond to the point at which you are performing this procedure.

15. Tab to [APPLY] and press [ENTER].

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The system displays the following message:

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

```
Location  US/Eastern
```

> APPLY   RESET

Press 'TAB' to move the cursor between fields. When finished, move the cursor to 'Apply' and the press 'Enter' to continue.

⇒ NOTE:
The above field defaults to the setting which corresponds to the continent you entered previously.

16. Tab to ⌷APPLY⌷ and press ⌷ENTER⌷.

The system displays the following message:

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

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

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

Press 'Enter" to continue.
```

17. Press ⌷ENTER⌷.

⇒ NOTE:
The system responses shown below are for systems which already have a partition created on the hard disk drive.

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The system displays one of the following messages:

- MAP/100P system:

```
Total disk space is 2048 cylinders (2048.0) MB.

Partition        Status    Type          Start        End
    1            Active    UNIX System   0            2047

Length           %         Approx MB
2048             100       2048.0

1.Overwrite system master boot code
2.Delete a partition
3.Exit (Update disk configuration and exit)
4.Cancel (Exit without updating disk
configuration)

Enter Selection: 3
```

- MAP/5P system:

```
Total disk space is 263 cylinders (2063.0) MB.

Partition        Status    Type          Start        End
    1            Active    UNIX System   0            2062

Length           %         Approx MB
2063             100       2063.0

1.Overwrite system master boot code
2.Delete a partition
3.Exit (Update disk configuration and exit)
4.Cancel (Exit without updating disk
configuration)

Enter Selection: 3
```

18. Press `ENTER`.

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The system displays the following message:

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

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

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

Your options are:
1.Do not use a partition of the second hard disk for the
   UNIX system.
2.Use a partition of the second hard disk for the UNIX
   system.

Press '1' or '2' followed by 'Enter":1
```

19. Press ENTER.

➡ NOTE:
The default value is 1.

The system displays the following message:

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

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

Your system choices are:

Platform Type: MAP/5P
CPU Type: Pentium-200
Offer Type: Intuity AUDIX


   APPLY          RESET

Press 'TAB' to move the cursor between fields. When
finished, move the cursor to 'Apply' and the press
'Enter' to continue.
```

20. Do one of the following:

■ For a MAP/5P system, use TAB to move the cursor between fields,
   and enter the following information:

   ```
   Platform Type: MAP/5P
   CPU Type: Pentium-200
   Offer Type: Intuity AUDIX
   ```

   The system displays the following message:

   ```
   You have selected the MAP/5P system. Now you must
   specify the sizes of the filesystem slices. The
   recommended sizes for a MAP/5P system are provided
   as defaults on this screen.
   ```

■ For a MAP/100P system, use TAB to move the cursor between
   fields, and enter the following information:

   ```
   Platform Type: MAP/100P
   CPU Type: Pentium-200
   Offer Type: Intuity AUDIX
   ```

   The system displays the following message:

   ```
   You have selected the MAP/100P system. Now you
   must specify the sizes of the filesystem slices.
   The recommended sizes for a MAP/100P system are
   provided as defaults on this screen.
   ```

21. Once the system has been selected through Step 16, you must designate
    the sizes of the file system slices.

■ For a MAP/5P, the system displays the following message:

   ```
   Press 'F1' and '?' key to see more information
   about these different system types.

   Size of/stand in MB: 10
   Size of/dev/dump in MB: 65
   Size of dev/swap in MB: 129
   Size of / / in MB: 200
   ```

   ```
   APPLY           RESET
   ```

   ```
   Press 'TAB' to move the cursor between fields.
   When finished, move the cursor to 'Apply' and the
   press 'Enter' to continue.
   ```

■ For a MAP/100P, the system displays the following message:

```
Press 'F1' and '?' key to see more information
about these different system types.

Size of/stand in MB: 10
Size of/dev/dump in MB: 97
Size of dev/swap in MB: 193
Size of / / in MB: 200
```

   [APPLY]   [RESET]

```
Press 'TAB' to move the cursor between fields.
When finished, move the cursor to 'Apply' and the
press 'Enter' to continue.
```

22. Tab to [APPLY] and press [ENTER].

⇒ NOTE:
This will apply the default settings as displayed on the screen.

The system displays the following message:

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

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

Your choices are:

1. Perform surface analysis
2. Skip surface analysis

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

23. Press [ENTER].

⚠ WARNING:
*Surface analysis is required for all systems because it makes a
configuration change to the disk. Failure to perform surface analysis
may cause the Lucent INTUITY system to fail.*

The system displays the following message:

```
Remove the diskette from the drive and insert the
diskette 'Boot Floppy 3 of 3".

Press 'Enter' to continue.
```

24. Remove the "UnixWare for Intuity Boot Floppy 2 of 3" from the floppy disk
    drive.

25. Insert the diskette labeled "UnixWare for INTUITIY Boot Floppy 3 of 3" into the floppy disk drive.

26. Press ENTER.

    The system displays the following message:

    ```
    Copying UNIX system files from the diskette on to your
    hard disk.

    This will take a few minutes.

    Please wait.
    ```

    Once the files have been successfully copied, the system displays the following message:

    ```
    Remove the Boot Floppy 3 of 3 from the drive.

    Press 'Enter' to continue.
    ```

27. Remove the "UnixWare for INTUITIY Boot Floppy 3 of 3" diskette from the floppy disk drive.

28. Press ENTER.

    The system displays the following message:

    ```
    The Application Server Software is available on
    diskette or tape or network server. You must select the
    source you will use to install the software.

    Your choices are:

    1.Diskette Drive 1.
    2.UnixWare for Intuity Conversant Tape
    3.Network Install Server
    4.Intuity Image/Snap Tape

    Press a number between 1 and 4 followed by 'ENTER':
    ```

29. Press 4 and ENTER.

    The system displays the following message:

    ```
    Please insert the Intuity Image Cartridge Tape into the
    tape drive and press "Enter"
    ```

30. Insert the cartridge tape labeled "UnixWare Image Tape" into the tape drive.

31. Press ENTER.

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The system displays the following message:

```
Your choices are:

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

Press 1 or 2 followed by "Enter"
```

32. Press ENTER.

➡ NOTE:
The default value is 1.

The system displays the following message:

```
Installation is in progress. This will take several
minutes. Please DO NOT remove tape.
```

Once the installation has been completed, the system displays the following message:

```
The system is ready.
```

The INTUITY Interchange system will now automatically reboot. Once the reboot is complete, the system will display the following message:

```
Startup of the Voice System is complete.
Console Login:
```

33. Remove the "UnixWare Image Tape" from the tape drive.

34. Log into the system as **root**.

The system displays the following message:

```
Enter password for root:
New password for root:xxxx
```

35. Enter a new password for `root`.

The system displays the following message:

```
Re-enter password:
```

36. Re-enter the password for root.

The system will display the following message:

```
Console Login:
```

37. Continue with the next procedure, <u>"Installing Intunix Software"</u>.

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Installing Intunix Software 40

Installing Intunix Software

To install the Intunix software, do the following:

1. Log into the system as **root**.

2. Enter **pkgadd -d ctape1** at the UNIX system prompt.

   The system displays the following message:

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

3. Insert the INTUNIX+*n* 1 of 1 into the tape drive.

   ### ➡ NOTE:
   n indicates the version of the Intunix update.

4. Press ENTER.

   - For a MAP/5P system, the system displays the following message:

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

     The following sets are available:

     1.Intuinix+n Intuity Unixware 1.1.2 Enhancement Set
                  Update x (486) i.1.x

     Select package(s) you wish to process (or 'all' to
     process all packages). (default: all)
     ```

   - For a MAP/100P system, the system displays the following message:

     ```
     1.Intuinix+n Intuity Unixware 1.1.2 Enhancement Set
                  Update x i1.1.x

     Select package(s) you wish to process (or 'all' to
     process all packages). (default: all)
     ```

5. Press ENTER.

   The system displays a list of packages to be installed and displays the following message:

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

6. Press ENTER.

The system displays the following message:

```
A version of the LAN driver is already installed.
Do you want to overlay that driver and re-use the kernel
options for the driver?

The overlay option which is often used during field
upgrades will preserve the network environment

Y) to overlay
Q) to quit (default: quit)
Do you wish to overlay the driver?
```

7. Enter **Y**.

   The system displays the following message:

   ```
   The board type currently installed in the system is the
   8416LAN adapter.

   1) 8216 LAN adapter
   2) 8416 LAN adapter
   q) To abort installation

   Please enter the board type you wish to use.
   ```

   ### ⇒ NOTE:
   The LAN adapters displayed above are examples. Your system will
   display the adapters applicable to your system.

8. Select the adapter currently installed on your system and press (ENTER).

   The system displays the following message:

   ```
   Processing of <INTUITY Unixware 1.1.2 Enhancement Set -
   Update x> is completed.

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

9. Enter **q**

   The system returns to the UNIX system prompt.

10. Remove the "INTUNIX+*n* 1 of 1 tape" from the tape drive.

11. Continue with the next procedure, .

Rebooting the INTUITY Interchange System

To reboot the INTUITY Interchange system, do the following:

1. Enter **shutdown -i0 -g0 -y** at the UNIX prompt.

   The system displays the following message:

   ```
   Shutdown started.
   ```

   When the system is completely shut down, the system displays the following message:

   ```
   The system is down.
   Press Ctrl-Alt-Del to reboot your computer.
   ```

2. Press $\boxed{\text{CTRL}}$ $\boxed{\text{ALT}}$ $\boxed{\text{DELETE}}$.

   The system performs a power-on self test (POST). The screen lists various hardware components and the status of the tests performed on those components.

   NOTE:
   The system will display the following message during the reboot:

   ```
   The UNIX operating system kernel will now be
   rebuilt to incorporate recent configuration
   changes.

   Strike ENTER when ready or Esc to stop.
   ```

   You do *not* have to take action to continue the shutdown.

   Once the shutdown has been completed, the system displays the following prompt:

   ```
   Startup of the Voice System is complete.
   Console Login:
   ```

3. Continue with the next procedure,

Cleaning Hard Disk Drives

   NOTE:
   A hard disk drive which contains data cannot be installed on the INTUITY Interchange system. The hard disk drive must be cleaned before it can be used.

To clean a hard disk drive, do the following:

1. Log into the system as **root**.

2. Enter **fdisk /dev/rdsk/c0t1d0s0** at the UNIX system prompt.

   ⇒ **NOTE:**

   The phrase c0t1d0s0 is the name of the disk to be cleaned. The
   number (1 in the example above) following the t identifies the
   number of the disk (1, 2, 4, or 5) to be cleaned.

   Clean *1, 2, 4,* and *5* disks for a MAP/100P. Clean only the *1* disk for a
   MAP/5P.

   The system displays the Disk Cleaning screen (Figure 5-2).

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


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


       SELECT ONE OF THE FOLLOWING

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

       Enter selection:
```

Figure 5-2.   Disk Cleaning Screen

3. Enter **3**

   The system displays the following message:

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

4. Enter the number of the partition.

   The system displays the following message:

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

5. Enter **y**

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Performing the Installit Command

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The system displays the following message:

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

The system displays the Disk Cleaning Screen (Figure 5-2).

6. Enter **4**

The system displays the following message:

```
If you have created or altered a partition, you must
initialize the partition to reflect the new
configuration. For a UNIX System partition run the
disksetup(1m) command. For a DOS partition, run the DOS
format command. Changes limited to the "Active" status
field require no additional action.
```

7. Continue with Step8 below for a MAP/5P system.

   Repeat Steps 2 through 6 above for the following disk drives in the
   MAP/100P:

   - c0t2d0s0

   - c0t3d0s0

   - c0t4d0s0

   - c0t5d0s0

8. Reboot the system. See "Rebooting the Intuity Interchange System".

9. Continue with the next procedure, "Performing the Installit Command".

Performing the Installit Command

To run the `installit` command, do the following:

1. Log into the system as **root**.

2. At the UNIX system prompt, enter **installit**.

   The system displays the following message:

   ```
   Press "Enter" to continue Volume Manager installation.

   The system must now be rebooted to continue
   reconfiguration.
   Press "Return" to continue.
   ```

3. Press ENTER.

   The system reboots. Once the reboot has been completed, the system
   displays the following prompt:

   ```
   Console Login:
   ```

4. Continue with the next procedure, "Installing Intuity Cornerstone Platform
   Software".

Installing INTUITY Cornerstone Platform Software

To install the INTUITY Interchange cornerstone platform software, do the following:

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

   The system displays the UNIX system prompt.

2. Enter **pkgadd -d ctape1**

   The system displays the following message:

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

3. Insert the "INTUITY Platform AUDIX Set" cartridge tape into the tape drive.

4. Press ENTER.

   The system displays the following message:

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

   The following sets are available:
       1    AUDIX Set  Intuity Platform AUDIX Set(i486)
                         i.2.x

   Select package(s) you wish to process (or 'all' to
   process all packages). (default: all)
   ```

5. Press ENTER.

   The system displays the following message:

   ```
   Do you want to run default set installation?
   (Default:y)
   ```

6. Press ENTER.

   The system displays the following message:

   ```
   Enter password for craft:
   New password for craft:xxxx
   ```

7. Enter a new password for craft.

   The system displays the following message:

   ```
   Re-enter password:
   ```

8. Re-enter the password for craft.

   The system displays the following message:

   ```
   Enter password for tsc:
   New password for tsc:
   ```

9. Enter the new password for tsc.

The system displays the following message:

```
Re-enter password:
```

10. Re-enter the password for tsc.

    Once the installation is complete, the system displays the following message:

    ```
    Installation of <Intuity Platform AUDIX Set> is
    completed.

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

11. Enter **q**

    The system returns to the UNIX system prompt.

12. Remove the "INTUITY Platform AUDIX Set" cartridge tape from the tape drive.

13. Reboot the system. See <u>"Rebooting the Intuity Interchange System"</u>.

14. Continue with the next procedure, <u>"Stopping the Voice System"</u>.

Stopping the Voice System

To stop the voice system, do the following:

1. Log into the INTUITY Interchange as **craft**.

   The system displays the Lucent INTUITY Administration menu (<u>Figure 3-1</u>).

2. Select

```
> Customer/Services Administration

    > System Management

        > System Control

            >Stop Voice System
```

The system displays the following:

```
Wait Time seconds (60-600):
```

3. Enter the number of seconds until the voice system is to be stopped.

4. Press [F3] (Save).

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The system waits until all calls in progress disconnect before stopping the voice system and then displays the following message:

```
The Voice System has stopped.
Press "Enter" to continue.
```

5. Press `ENTER`.

6. Press `F6` (Cancel) until you return to the System Management menu.

7. If you received a tape labeled "Remote Field Update for Cornerstone 2.x", continue with the next procedure, "Installing Intuity Cornerstone Platform RFU".

   If you did not receive this tape, continue with "Adding New Hard Disk Drives".

Installing INTUITY Cornerstone Platform RFU

⮕ **NOTE:**
This procedure is to be completed only if you received a tape labeled "Remote Field Update for Cornerstone 2.3+x".

To install the INTUITY Interchange system platform RFU, do the following:

1. Start at the System Management menu, and select

   ```
   > UNIX Management
   ```

   ```
      > Software Install
   ```

   The system displays the Software Install menu (Figure 5-1).

2. Select `Tape drive`.

   The system displays the following message:

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

3. Insert the tape labeled "Remote Field Update for Cornerstone 2.3+x."

4. Press `ENTER`.

The system displays the following message:

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

The following pkgs are available:

1   c23+x  Remote Field Update for Cornerstone I.2.3


Select package(s) you wish to process (or 'all' to
process all packages). (default: all)
```

5. Press ENTER.

   Once the installation is complete, the system displays the following
   message:

   ```
   Processing of <Remote Field Update for Cornerstone> is
   completed.

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

6. Enter **q**

7. Remove the tape labeled "Remote Field Update for Cornerstone 2.3+x"
   from the tape drive.

8. Press F6 (Cancel) until you return to the System Management menu.

9. Continue with the next procedure
.

Rebooting the INTUITY Interchange System through System Screens

1. Start at the System Management menu, and select

   ```
   > System Control

       >Shutdown System
   ```

   The system displays the following:

   ```
   Wait Time seconds (0-60):
   ```

2. Enter the number of seconds until the system is to be shut down.

3. Press F3 (Save).

   The system displays the following message:

   ```
   Shutdown started.
   ```

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When the system is completely shut down, the system displays the following message:

```
The system is down.
Press Ctrl-Alt-Del to reboot your computer.
```

4. Press $\boxed{\text{CTRL}}$ $\boxed{\text{ALT}}$ $\boxed{\text{DELETE}}$.

The system performs a power-on self test (POST). The screen lists various hardware components and the status of the tests performed on those components.

> **NOTE:**
> The system will display the following message during the reboot:

> ```
> The UNIX operating system kernel will now be
> rebuilt to incorporate recent configuration
> changes.
>
> Strike ENTER when ready or Esc to stop.
> ```

> You do *not* have to take action to continue the shutdown.

Once the shutdown has been completed, the system displays the following prompt:

```
Startup of the Voice System is complete.
Console Login:
```

5. Stop the voice system. See "Stopping the Voice System".

6. Continue with the next procedure, "Adding New Hard Disk Drives".

Adding New Hard Disk Drives

> **NOTE:**
> Add new hard disks 1, 2, 4, and 5 for a MAP/100P system. Add *only* the new hard disk 1 for MAP/5P.
>
> Disks 0 and 3 should *not* be added.

To add a new hard disk drive, do the following:

1. Press $\boxed{\text{F6}}$ (Cancel) until you exit the system.

2. Log into the system as **tsc**.

3. Select

```
> Customer/Services Administration
  > System Management
    > Disk Management
      >Install Disk
```

The system displays the Install Disk window (Figure 5-3).

```
                    Install Disk




Enter jumper id of the disk being added (0-7): _
```

Figure 5-3.   Install Disk Window

4. Enter the new disk number to be added.

5. Press F3 (Save).

   The system may display the following message:

   ```
   The disk being installed at the selected jumper id has
   been installed previously. It is recommended that only
   new disks from the factory be installed on this system.
   Any existing data on this disk will be lost if you
   continue.
   Do you wish to continue hit [y/n], and then hit Enter.
   ```

6. Enter **y**

   The system displays the following message:

   ```
   Disk installation was successful
   Hit Enter to continue.
   ```

7. Press ENTER.

8. Repeat Steps 3 through 6 for all new hard disk drives to be added.

9. After all disks have been installed, press F6 (Cancel) until you return to the
   System Management menu.

10. Reboot the system. See "Rebooting the Intuity Interchange System through System Screens".

11. Continue with the next procedure, "Installing Intuity AUDIX Application Software".

Installing INTUITY AUDIX Application Software

To install the necessary INTUITY AUDIX application packages, do the following:

1. Stop the voice system. See "Stopping the Voice System".

2. Once the voice system has stopped press F6 (Cancel) until you exit the system.

3. Log into the system as **root**.

4. Insert the cartridge tape labeled "INTUITY AUDIX R4.*x*" into the tape drive.

5. Enter **pkgadd -d ctape1 netw** at the UNIX prompt.

   Once the package has been installed, the system displays the following message:

   ```
   Installation of Intuity Networking (netw) was
   successful.
   ```

6. Enter **pkgadd -d ctape1 tcpadm** at the UNIX prompt.

   Once the package has been installed, the system displays the following message:

   ```
   Installation of Intuity TCP/IP Administration and
   Maintenance (tcpadm) was successful.
   ```

7. Enter **pkgadd -d ctape1 sdialer** at the UNIX prompt.

   Once the package has been installed, the system displays the following message:

   ```
   Installation of Intuity Dialer Software(sdialer) was
   successful.
   ```

8. Enter **pkgadd -d ctape1 upgrade** at the UNIX prompt.

   Once the package has been installed, the system displays the following message:

   ```
   Installation of Intuity Upgrade Utility(upgrade) was
   successful.
   ```

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9. Entmer **pkgadd -d ctape1 platupg** at the UNIX prompt.

   Once the package has been installed, the system displays the following message:

   ```
   Installation of Platform Upgrade package(platupg) was
   successful.
   ```

10. Remove the cartridge tape labeled "INTUITY AUDIX R4.x" from the tape drive.

11. Reboot the system. See "Rebooting the Intuity Interchange System".

12. Continue with the next procedure, "Removing CDHSTUB Package".

Removing CDHSTUB Package

To remove the cdhstub package, do the following:

1. Stop the voice system. See "Stopping the Voice System".

2. Log into the system as **tsc**.

3. Select

```
> Customer/Services Administration

    > System Management

        > UNIX Management

            >Software Remove
```

The system displays the Software Remove screen (Figure 5-4) which lists the software installed on the system.

NOTE:
Figure 5-4 is an example only. The display of software installed on your system may not be the same as shown in this example.

```
The following packages are available:
  1  EMM-RFU       PT$ EMM platform RFU+B
                   (486) 1.0
  2  INTUNIX       UNIX SVR4.2 Enhancement Set - Update G
                   (486) Rel. 2 of Indep UNIX, USL SVR4.2.3
  3  IVC6DI        Lucent Intuity IVC6 Device Interface for softFAX 2.0
                   (x86svr4_ints1) 2.0.07.32
  4  OSmods        Intuity Operating System Modifications Module
                   (486) 3.0-42e
  5  VMset         Intuity AUDIX software set
                   (486) 3.0-18e
  6  aag           Intuity Interchange AAG Package
                   (486) 1.20
  7  acp           Enhanced Application Compatibility
                   (386) 1
  8  admin         Administration Set
                   (386) 1
  9  adscfix       UNIX SVR4.2 ADSC Driver Patch - Update G
                   (486) Rel. 2 of Indep UNIX, USL SVR4.2.3, ver. 1
 10  audfs         AUDIX File system
                   (MFB) R1.1

... 65 more menu choices to follow;
<RETURN> for more choices, <CTRL-D> to stop display:
```

Figure 5-4.   Software Remove Screen

4. Locate the `cdhstub` package.

5. Note the number of the `cdhstub` package, located in the first column of the Software Remove screen (Figure 5-4).

6. Press [CTRL] [D].

    The system displays the following message:

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

7. Enter the number of the `cdhstub` package.

    The system displays the name and version number for the package selected.

8. Enter **y**

    > **NOTE:**
    > If the system displays any messages warning of dependencies, enter **y** again to continue with the software removal.

9. Press [ENTER].

10. Press [F6] (Cancel) until you return to the UNIX Management menu.

11. Continue with the next procedure, "Setting up the Base for Oracle Software".

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Setting up the Base for Oracle Software

To set up the base for the Oracle software, do the following:

1. Start at the UNIX Management menu, and select

   ```
   > Software Install
   ```

   The system displays the Software Install menu (Figure 5-1).

2. Select Tape drive.

   The system displays the following message:

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

3. Insert the tape labeled "INTUITY Interchange Software Set" into the tape drive.

4. Press ENTER.

   The system displays the following message:

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

   The following pkgs are available:

   1    interchg    Intuity Interchange Software Set
                     (Interchange) 5.2

   Select package(s) you wish to process (or 'all' to
   process all packages). (default: all)
   ```

5. Enter **1**

   The system displays the following message:

   ```
   Intuity Interchange Software Set
   (INTERCHANGE) 5.2.x
   Using </> as the package base directory

   Select type of installation:

   1) All Packages - Installs Software and Initial
       Database
   2) Software Only - Installs only the Software
   3) Interchange Announcement Sets
   4) Setup Oracle for Interchange
   5) Custom Installation
   6) Quit Installation
   Select (1-6):
   ```

6. Enter **4**

   The system displays the following message:

   ```
   Do you wish to continue "y"?
   ```

7. Enter **y**

   Once the Oracle base has been installed, the system will display the following message:

   ```
   Processing of <Intuity Interchange Software Set> is
   completed

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

8. Enter **q**

9. Remove the tape labeled "INTUITY Interchange Software Set" from the tape drive.

10. Press [F6] (Cancel) until you return to the System Management menu.

11. Continue with the next procedure, "Installing ORACLE Software".

Installing ORACLE Software

To install the ORACLE software, do the following:

1. Start at the System Management menu, and select

   ```
   > UNIX Management
   ```

   ```
         > Software Install
   ```

   The system displays the Software Install menu (Figure 5-1).

2. Select Tape Drive.

   The system displays the following message:

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

3. Insert the tape labeled "ORACLE DBMS 7.1.3" into the tape drive.

4. Press [ENTER].

   The system displays the following message:

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

   The following pkgs are available:
   ```

```
   1   ORACLEset Intuity Interchange Oracle RDMBS 7.1.3 Set
               (486) i.2.3

Select package(s) you wish to process (or 'all' to
process all packages). (default: all)
```

5. Press ⎡ENTER⎤.

   The system displays the following message:

   ```
Do you want to run default set installation (y/n)
   ```

6. Enter **y**

   ### ⇒ NOTE:
   Installation of ORACLE RDMBS 7.1.3 takes approximately 45
   minutes.

   When installation is complete, the system displays the following message:

   ```
Processing of <ORACLEset RDMBS 7.1.3> is completed.

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

7. Remove the tape labeled "ORACLE DBMS 7.1.3" from the tape drive.

8. Enter **q**

9. Press ⎡F6⎤ (Cancel) twice to return to the System Management menu.

10. Reboot the system. See .

11. Continue with the next procedure, .

Installing INTUITY Interchange Application Software

To install the INTUITY Interchange Application software, do the following:

1. Stop the voice system. See .

2. Press ⎡F6⎤ (Cancel) until you return to the System Management menu.

3. Select

   ```
   > UNIX Management

        > Software Install
   ```

The system displays the Software Install menu ().

4. Select `Tape drive`.

   The system displays the following message:

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

5. Insert the tape labeled "INTUITY Interchange Software Set" into the tape
   drive.

6. Press ENTER.

   The system displays the following message:

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

   The following pkgs are available:

   1    interchg    Intuity Interchange Software Set
                     (Interchange) 5.2.x

   Select package(s) you wish to process (or 'all' to
   process all packages). (default: all)
   ```

7. Enter **1**

   The system displays the following message:

   ```
   Intuity Interchange Software Set
   (INTERCHANGE) 5.2
   Using </> as the package base directory

   Select type of installation:

   1) All Packages - Installs Software and Initial
       Database
   2) Software Only - Installs only the Software
   3) Interchange Announcement Sets
   4) Setup Oracle for Interchange
   5) Custom Installation
   6) Quit Installation
   Select (1-6):
   ```

8. Enter **1**

   The system displays the following message:

   ```
   Do you wish to continue "y"?
   ```

9. Enter **y**

   The system will display the following message:

   ```
   Enter password for icftp:
   New password for icftp:
   ```

10. Enter a new password for `icftp`.

    The system displays the following message:

    ```
    Re-enter password:
    ```

11. Re-enter the new password for `icftp` entered in Step 13.

    The system displays the following message:

    ```
    Turntable parameter "ARG_MAX" is currently set to 6144.
    Is it OK to change it to 7168? (y/n)
    ```

12. Enter **Y**.

    Once all packages have been installed, the system will display the following message:

    ```
    Processing of <Intuity Interchange Software Set> is
    completed

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

13. Enter **q**

14. Remove the tape labeled "INTUITY Interchange Software Set" from the tape drive.

15. If you received a tape labeled "Remote Field Update for INTERCHANGE", press F6 (Cancel) until you return to the System Management menu and continue with the next procedure, "Installing Intuity Interchange Application RFU".

    If you did *not* receive this tape, press F6 (Cancel) until you exit the system and continue with the "Installing Intuity Switch Software" procedure.

Installing INTUITY Interchange Application RFU

> **NOTE:**
> This procedure is to be completed only if you received a tape labeled
> "Remote Field Update for INTERCHANGE".

To install the INTUITY Interchange application RFU, do the following:

1. Start at the System Management menu, and select

   ```
   > UNIX Management
   ```

   ```
      > Software Install
   ```

The system displays the Software Install menu (Figure 5-1).

2. Select `Tape drive`.

   The system displays the following message:

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

3. Insert the tape labeled "Remote Field Update for INTERCHANGE."

4. Press ⎡ENTER⎤.

   The system displays the following message:

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

   The following pkgs are available:

   1   ichg+x  Remote Field Update for INTERCHANGE


   Select package(s) you wish to process (or 'all' to
   process all packages). (default: all)
   ```

5. Press ⎡ENTER⎤.

   The system displays the following message:

   ```
   Processing of <Remote Field Update for INTERCHANGE> is
   completed.

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

6. Remove the tape labeled "Remote Field Update for INTERCHANGE" from
   the tape drive.

7. Enter **q**

8. Press ⎡F6⎤ (Cancel) until you exit the system.

9. Continue with the next procedure,

Installing INTUITY Switch Software

To install the INTUITY switch software, do the following:

1. Log into the INTUITY Interchange as **tsc**.

2. Enter **/ichg/bin/install_ichgswin** at the UNIX prompt.

   The system displays the following message:

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

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3. Insert the cartridge tape labeled "DCIU", "SLIB" or "VBPC" into the tape drive.

4. Press (ENTER).

Once the switch software has been successfully installed, the system displays the following message:

```
Installation of xxxx Interface Switch module (xxxxtism)
was successful.
```

➡ NOTE:
xxxx indicates the name of the switch package that was installed.

5. Remove the tape from the tape drive.

6. Contact the remote maintenance center or ITAC to:

   ■ add hours of speech (200 for MAP/5P or 292 for MAP/100P)

   ■ turn on disc mirroring (for MAP/100P only)

   ■ administer TCP/IP

➡ NOTE:
These features must be completed in the above order. Disc mirroring should *not* be turned on until remote maintenance center or ITAC receives the message "Feature successfully updated" after adding the number of speech hours.

⚠ WARNING:
DO NOT reboot the system until contacted by the remote maintenance center or ITAC that all of the above features have been successfully enabled.

7. Once contacted by the remote maintenance center or ITAC that Step 6 has been completed, reboot the system. See "Rebooting the Intuity Interchange System".

8. Continue with the next procedure, "Verifying the Intuity Interchange System Recovery".

Verifying the INTUITY Interchange System Recovery

To verify installation of the INTUITY Interchange software, do the following:

1. Log into the system as **craft**.

The system displays the Lucent INTUITY Administration menu (Figure 3-1).

2. Select

> > Customer/Services Administration

> > System Verification

> > View Installed Software

The system displays the View Installed Software screens ([Figure 5-5](#)). Use
⟨F2⟩ (Next Page) and ⟨F3⟩ (Prev Page) to move through the View Installed
Software screen.

```
                   View Installed Software

Displaying pkginfo (long version) for only the application
packages...

Displaying pkginfo for package Vex

   PKGINST:  Vex
      NAME:  Intuity Application Software Set
  CATEGORY:  set
      ARCH:  486
   VERSION:  3.0-38
    PSTAMP:  3.38.0 R3.0 IP38 Tue Jul 11 10:22:32 EDT 1995
```

Figure 5-5.   Sample View Installed Software Screen

3. Locate the following packages:

   ⇛ **NOTE:**
      The order of the packages vary. These packages do not necessarily
      appear in the order listed below.

      x indicates version number associated with the software

      ■   Unix Software

              as

      ■   Intunix Software

              INTUNIX

      ■   Installit Software

              Installit

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- Cornerstone Platform Software

    AUDIXset
    AUDIXtune
    C23fru+*x*

- INTUITY AUDIX Application Software

    mtce
    netw
    platupg
    sdialer
    setupora
    tcpadm
    upgrade
    vs

- Oracle Software

    ORACLEset

- INTUITY Interchange Application Software

    aag
    ichg
    ic_us-eng
    icdfltdb
    icdfltdbs (MAP/5P only)
    icftp
    ichgftp
    ichgsnmp
    ichgupgr
    icswrule
    jamrt
    mmd
    mmddfltdb
    octelnet
    radutl
    sce
    setupora

- INTUITY Interchange Switch Software

    dciutism
      or
    slibtism
      or
    vbpctism

4. Press [F6] (Cancel) until you return to the Customer/Services Administration menu.

5. Continue with the next procedure, "Restoring Administration Data".

Restoring Administration Data

To restore INTUITY Interchange administration data, do the following:

1. Start at the Customer/Services Administration menu, and select

```
> Backup/Restore
```

```
   > Restore
```

The system displays the following message.

```
please insert a tape into the tape drive to restore
press <Enter> when tape is inserted
press <Esc> key to terminate the restore
```

2. Insert the cartridge tape that contains the back-up data into the tape drive.

3. Press ENTER.

The system displays the header information for the tape. It includes product ID, date, package contents, and data type.

The following is an example of the tape header:

```
        PRODUCT_ID=2299999999
        DATE=09/11/96 09:51
        PKG=VM:0:R1.1
        PKG=mtce:1.0:1.0-4
        PKG=netw:0:1.0-4.3
        PKG=vs:1.0:1.0-4
        TYPE=System Data:
```

The system displays the following prompt after the tape header information:

```
Press <Enter> to select data type.
Press <Esc> to terminate the restore.
```

4. Check the data types listed under TYPE=System Data to verify that this tape contains the appropriate data.

If it does not, perform the following Steps a through c:

   a. Press ESC.

   b. Return to Step 3.

   c. Try another tape.

If it does, continue with Step 8.

5. Press ENTER.

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6. Enter **y** in the System Data and Voice Name fields that display the data types you want to restore.

7. Enter **n** in all of the other fields.

8. Press [F3] (Save) to restore the data types selected.

9. Insert subsequent tapes if prompted.

   When the restore is complete, the system displays the following message:

   ```
   restore process has been completed successfully
   press any key to continue
   ```

   If the restore fails, the system displays the following message:

   Restore Failed.

   Do the following Steps a through c:

   a. Rewind the tape by removing it from the tape drive and then reinserting it.

   b. Return to Step 4 and attempt the restore again.

   c. If the restore fails a second time, access the alarm log. See *"Intuity™ Messaging Solutions Release 4.0 Alarm and Log Messages"* and follow associated repair actions for any active alarms in the log.

10. Press [ENTER].

11. Press [F6] (Cancel) until you return to the System Management menu.

12. Reboot the system. See "Rebooting the Intuity Interchange System through System Screens".

13. Replace the nightly unattended backup cartridge tape into the tape drive.

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