

Lucent Technologies
Bell Labs Innovations



Intuity™ CONVERSANT® System

Version 7.0

MAP/40P Maintenance

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Contents

Copyright and Legal Notices

ii

Copyright	ii
Acknowledgment	ii
Trademarks	ii
Limited Warranty	iv
United States FCC Compliance Information	iv
Canadian Department of Communications (DOC) Interference Information	v
European Union Declaration of Conformity	v
Telecom New Zealand Ltd Warning Notices	v
Toll Fraud	vii
Documentation Ordering Information	viii

About This Book

xxvi

Overview	xxvi
Intended Audience	xxvii
How to Use This Book	xxvii
How This Book Is Organized	xxvii
Conventions Used in This Book	xxix
Terminology	xxx

Keyboard and Telephone Keypad Representations	xxxiii
Cross References and Hypertext	xxxiv
Screen Displays	xxxv
Other Typography	xxxvi
Safety and Security Alert Labels.	xxxvi
Getting Help	xxxvii
Technical Assistance.	xxxviii
Web Site	xxxviii
Contact Numbers	xxxviii
Related Resources.	xxxix
Training	xxxix
Documentation	xl
Using the CD-ROM Documentation	xl
Setting the Default Magnification	xl
Adjusting the Window Size	xl
Hiding and Displaying Bookmarks	xl
Using the Button Bar	xl
Using Hypertext Links	xl
Navigating with Double Arrow Keys	xl
Searching for Topics	xl
Displaying Figures.	xl
Printing the Documentation.	xl
How To Comment on This Book	xl
Comment Form	xl

Contact Us Directly	xlvii
-------------------------------	-------

1 Getting Inside the Computer **1**

Overview	1
Protecting Against Damage from Electrostatic Discharge	2
Removing Power from the MAP/40P.	6
Removing the Dress Cover	9
Replacing the Dress Cover	10
Restoring Power to the MAP/40P	10

2 Installing or Replacing Circuit Cards **11**

Overview	11
General Procedures	12
Removing a Circuit Card	12
Installing a Circuit Card	14
Settings for Optional Circuit Cards.	16
Tip/Ring Circuit Cards	17
IVP6-IA (AYC29) Circuit Card	20
IVC6 (AYC10) Circuit Card	22
NGTR (AYC30) Circuit Card	24
Installing the Tip/Ring Circuit Card Driver	27
E1/T1 Circuit Card	29
Jumper Settings	31

Switch Settings	31
Installing the E1/T1 Circuit Card Driver	34
Speech and Signal Processor (AYC43) Circuit Card	37
Jumper Settings	38
Switch Settings	39
Memory	41
Installing the ASP Driver Package	41
PCI Ethernet LAN Circuit Cards	44
SMC8432 Circuit Card	45
SMC9332 Circuit Card	46
Installing a PCI LAN Circuit Card	47
Replacing a PCI LAN Circuit Card	53
Token Ring Circuit Card	53
IBM Turbo 16/4	54
Installing the Token Ring Driver	63
Asynchronous SuperSerial Card	68
Installing the Asynchronous SuperSerial Card Driver	70
FIFO/SIB Synchronous Host Circuit Card	74
Jumper Settings	76
Switch Settings	77
Standard Circuit Cards	79
P5 200 MHz CPU Circuit Card	80
Setting the Resource Options	82
Placing the P5 200 MHz CPU Circuit Card in the MAP/40P	83
Verifying the Parameter Settings	87

CMOS Parameter Settings	92
Video Controller Circuit Cards	104
Remote Maintenance Circuit Card	107
Types of Remote Maintenance Circuit Cards	109
Setting the Resource Options	112
Inserting the Remote Maintenance Circuit Card	112
Installing the Remote Maintenance Circuit Card Software Package	113

3 Replacing the Hard Disk Drive 116

Overview	116
Identifying a Failed Hard Disk Drive	117
Hard Disk Drive Contents of the Hard Disk Drives in a Two-Drive System	117
Identifying a Hard Disk Drive 0 Failure in a Nonmirrored or Single-Disk System	118
Identifying a Hard Disk Drive 1 Failure in a Nonmirrored System	119
Identifying a Hard Disk Drive Failure in a Mirrored System	119
Replacing a Hard Disk Drive	120
Hard Disk Drive Removal	122
Removing the Lucent Intuity CONVERSANT System from Service	122
Accessing A Hard Disk Drive	123
Extracting Hard Disk Drive	123
Hard Disk Drive Installation	124
Inserting A Hard Disk Drive	125
Replacing Hard Disk Drive 0	126

Replacing Hard Disk Drive 0 (Nonmirrored or Single-Disk System)	126
Replacing the Hard Disk Drive	126
Restoring the Intuity CONVERSANT System	127
Replacing Hard Disk Drive 0 (Mirrored System)	128
Replacing the Hard Disk Drive	128
Restoring the Intuity CONVERSANT System	128
Replacing Hard Disk Drive 1	134
Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Nonmirrored System).	135
Replacing the Hard Disk Drive	135
Restoring the Intuity CONVERSANT System	135
Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Mirrored System).	137
Replacing the Hard Disk Drive	138
Restoring the Intuity CONVERSANT System	138
Adding a Hard Disk Drive	142
Adding a Hard Disk Drive to a System for Mirroring	143
Adding a Hard Disk Drive to a System for Speech Storage	149
Moving the Speech to the Speech Disk.	152
Cleaning a Hard Disk Drive	153
Using the fdisk Command	153
Low-Level Formatting the Hard Disk Drive	156
Low-Level Formatting with a P5 200 MHz CPU Circuit Card	156
Mirroring	159

Establishing Mirroring	159
Removing Mirroring	164
Disk Reuse.	165
Reusing for Mirroring	165
Reusing for Speech	165

4 Replacing Other Components 167

Overview	167
Replacing the Electromagnetic Interference Reduction Components	168
General Toroid and Ferrite Installation Guidelines	170
Installing a Ferrite	171
Installing a Toroid on the MAP/40P	175
Replacing the Backplane	177
Removing the Backplane	180
Installing the Backplane	181
Replacing Cables	184
Replacing the Diskette Cable	184
Removing the Diskette Cable	186
Installing a Diskette Cable	188
Replacing the Keyboard Cable	188
Removing the Keyboard Cable	190
Installing a Keyboard Cable	193
Replacing the SCSI Cable	193

Removing the SCSI Cable	195
Installing a SCSI Cable	196
Replacing the Cartridge Tape Drive	197
Removing the Cartridge Tape Drive	198
Installing the Cartridge Tape Drive	200
Replacing the Circuit Card Cage Fan	202
Removing a Circuit Card Cage Fan	203
Installing a Circuit Card Cage Fan	205
Replacing the Diskette Drive	206
Removing the Diskette Drive	207
Installing a Diskette Drive	211
Replacing the Filter	215
Removing the Filter	217
Cleaning the Filter	217
Installing the Filter	217
Replacing Memory Modules	218
Memory and SIMM Description	219
Installation Rules	219
SIMMs Configurations	220
Identifying a Damaged SIMM	221
Checking for Proper SIMM Seating	222
Checking for Defective SIMMs	223
Removing SIMMs	225
Installing SIMMs	226

Replacing the Power ON/OFF Switch	229
Removing the Power ON/OFF Switch	229
Replacing the Power Supply	231
Removing the Power Supply	231
Installing a Power Supply	235
Replacing a Terminator SIP	237

5 Installing the Tip/Ring Distribution Hardware 239

Overview	239
Capacity	239
Types of Tip/Ring Distribution Hardware	240
Tip/Ring Distribution Hardware with a 356B Adapter	240
Tip/Ring Distribution Hardware without a 356B Adapter	242
Installing and Connecting the Tip/Ring Distribution Hardware with the 356B Adapter	244
Installing the Tip/Ring Distribution Hardware with the 356B Adapter	244
Connecting the Tip/Ring Distribution Hardware with the 356B Adapter	247
Installing and Connecting the Tip/Ring Distribution Hardware without the 356B Adapter	247
Installing the Tip/Ring Distribution Hardware without the 356B Adapter	248
Connecting the Tip/Ring Distribution Hardware without the 356B Adapter	248

Completing the Installation.	251
--------------------------------------	-----

6 Installing Base System Software 252

Overview	252
Installing Base System Software.	253
Beginning the UnixWare Installation	253
Setting Up the UnixWare Environment	257
Initializing the Hard Disk Drives	264
Transferring the UnixWare Files.	276
Installing the Application Server	278
Activating the Volume Manager	280
Installing the LAN Card Driver Package	281
Setting up the Monitor	281
Initializing the Mouse.	286
Testing the Mouse	290

7 Installing the Intuity CONVERSANT System Software 291

Overview	291
Installing the Intuity CONVERSANT Base Software Set.	292
Installing the TCP/IP Packages	304

8 Installing the Optional Feature Software 306

Overview	306
Installing Software Packages Using the Unix Management Screens	307
Installing the Hardware Resource Allocator Package	309
Installing the Asynchronous Host Toolkit.	312
Installing the ASYNC_TEST Transaction Script Builder Backup	315
Installing the ASYNC_TEST Speech Script Builder Backup	317
Installing the Adjunct/Switch Application Interface Packages	319
Installing the CALLVISOR PC ISDN Package	319
Installing the CALLVISOR PC LAN Gateway Package	322
Installing the CALLVISOR PC ASAI Package	324
Installing the Adjunct/Switch Application Interface Package	327
Installing the Analog Switch Interface Package	331
Installing the Backup/Restore Utility	333
Installing the Call Bridge Application Package.	335
Installing the Call Classification Analysis Package	337
Installing the Data Collection Toolkit	340
Installing the Dial Pulse Recognition Package.	343
Installing the Enhanced Basic Speech Package.	345
Installing the FlexWord Speech Recognition Package.	347
Installing the ASP Driver	347
Installing FlexWord Recognition - Base	348

Installing FlexWord Recognition - U.S. English	350
Installing the FlexWord Toolkit Package	355
Installing the Form Filler Application	357
Installing the Graphical Speech Editor Package	361
Installing the LAN Adapter Setup Program	363
Installing the CLEO Packages	365
Installing the cleo_tkrn Package	367
Installing the cleo_sib Package	369
Installing the cleo_sna_1281u Package	375
Installing the cleo_3270 Package	378
Installing the cleo_mgmt Package	381
Installing the cleo_netman Package	383
Installing the cleo_HTE Package	386
Completing the Installation	388
Installing the Host Packages	389
Installing the Synchronous Host Interface Package	389
Installing the 3270 Enhanced File Transfer Package	391
Installing the NetView Alarm Interface Package	393
Installing the ORACLE Development Packages	395
Package List	396
Installation Requirements	397
Procedures	397
Increasing ORACLE File System	397
Creating a Temporary File System	398

Installing the ORACLE 7 Pro*C Package	398
Installing the ORACLE Developer 2000 Toolkit	400
Post Installation Setup	407
Installing the ORACLE 7 Patch 19	408
Completing Installation	409
Installing the ORACLE SQL*Net TCP/IP Package.	409
Installing the Primary Rate Interface Packages	412
Installing the ISDN Primary Rate Interface Package	412
Installing the Advanced Primary Rate Interface Package	415
Installing the Script Builder Package.	417
Installing the Script Builder FAX Actions Package	421
Installing the Unix Management Screens Package	429
Installing T1 Packages.	431
Installing the Line Side T1 Interface Packages	431
Installing the Line Side T1 Interface Package - Definity	431
Installing the Line Side T1 Interface Package - Galaxy.	434
Installing the T1 E&M Package	436
Installing the Text To Speech Package.	439
Installing the WholeWord Recognition Packages	446
Installing the WholeWord Recognition Base Package.	446
Installing the WholeWord Recognition Language Package	448
Installing the Feature Test Script Package.	450
Installing the Universal Call ID Package	455

Installing the SNMP Emanate Agent Package	457
Removing Software Packages	459
Using the Command Line	460
Using the Intuity CONVERSANT Screens.	462

Appendix A: System Configuration 465

Overview	465
Component Assignments	466
Operating the Hardware Resource Allocator	468
Adding Hardware to an Existing Configuration	468
Removing Hardware from an Existing Configuration	473
Specifying a New Configuration.	477
Saving a Configuration.	482
Viewing a Configuration.	484
Viewing a Successful Configuration	484
Viewing an Unsuccessful Configuration	487
Viewing a Dated Configuration	487
Comparing a Configuration	489
Presetting Hardware Resources	489
Configuration Device Data	492
The show_devices Command	492

Appendix B: Component Ordering Numbers	493
Overview	493
Component Ordering Numbers	494
Appendix C: How to Build a System Using This Book	509
Overview	509
Checklist for Building a System	510
Appendix D: Disaster Recovery Checklists	512
Disaster Recovery Checklists	512
Checklist for Software Reloading on Nonmirrored Intuity CONVERSANT Systems with Existing Hard Disk Drives	513
Checklist for Intuity CONVERSANT Systems with All New Hard Disk Drives	514
Checklist for Nonmirrored Intuity CONVERSANT Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1	516
Checklist for Nonmirrored Intuity CONVERSANT Systems with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1	517
Checklist for Mirrored Intuity CONVERSANT Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1	519
Checklist for Mirrored Intuity CONVERSANT Systems with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1	521

Glossary

523

Index

607

Overview

This book contains information for troubleshooting and diagnosing problems associated with the Intuity CONVERSANT MAP/40P and hardware. It also includes component replacement procedures as well as installation procedures for base system software, Intuity CONVERSANT system software, and optional feature software. Appendices contain a system configuration description, a list of component ordering numbers, a checklist for building a system, and checklists for disaster recovery.

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

Intended Audience

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

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

We assume that the primary users of this book have completed the MAP/40P hardware installation training course (see [Training on page xxxix](#)).

How to Use This Book

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

How This Book Is Organized

This book contains the following sections:

- [Chapter 1, Getting Inside the Computer](#) — Describes how to access the internal components of the MAP/40P and describes proper electrostatic discharge protection procedures, power removal and restoration procedures, and computer chassis access procedures.

- [Chapter 2, Installing or Replacing Circuit Cards](#) — Provides the procedures to install circuit cards and set the resource options correctly.
- [Chapter 3, Replacing the Hard Disk Drive](#) — Provides the procedures to identify a failed hard disk drive, hardware procedures to replace the drive, and software procedures to initialize the drive.
- [Chapter 4, Replacing Other Components](#) — Provides the procedures to replace internal components of the MAP/40P, including the backplane, cables, cartridge tape drive, circuit card cage fans, diskette drive, filter, memory modules, power supplies, and terminator SIPs.
- [Chapter 5, Installing the Tip/Ring Distribution Hardware](#) — Describes the two types of Tip/Ring distribution hardware and provides the installation procedures for them.
- [Chapter 6, Installing Base System Software](#) — Provides the installation procedures for the UnixWare operating system software.
- [Chapter 7, Installing the Intuity CONVERSANT System Software](#) — Provides the installation procedures for the Intuity CONVERSANT system software.
- [Chapter 8, Installing the Optional Feature Software](#) — Provides the procedures to install all the software not included on the application software cartridge tape.

- [Appendix A, System Configuration](#) — Describes placement of components in the MAP/40P and operation of the Hardware Resource Allocator.
- [Appendix B, Component Ordering Numbers](#) — Lists the ordering numbers for MAP/40P components.
- [Appendix C, How to Build a System Using This Book](#) — Provides a checklist detailing the sequence of operations for building an Intuity CONVERSANT MAP/40P platform.
- [Appendix D, Disaster Recovery Checklists](#) — Includes checklists for various disaster recovery scenarios.
- [Glossary](#) — Defines the terms, abbreviations, and acronyms used in system documentation.
- [Index](#) — Alphabetically lists the principal subjects covered in the book.

Conventions Used in This Book

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

Terminology

- The word “type” means to press the key or sequence of keys specified. For example, an instruction to type the letter “y” is shown as
Type **y** to continue.
 - The word “enter” means to type a value and then press the **ENTER** key on the keyboard. For example, an instruction to type the letter “y” and press **ENTER** is shown as
Enter **y** to continue.
 - The word “select” means to move the cursor to the desired item and then press **ENTER**. For example, an instruction to move the cursor to the start test option on the Network Loop-Around Test screen and then press **ENTER** is shown as
Select **Start Test**.
 - The system displays menus, screens, and windows. Menus allow you to select options or to choose to view another menu, screen, or window ([Figure 1 on page xxxi](#)). Screens and windows both show and request system information ([Figure 2 on page xxxi](#) through [Figure 5 on page xxxiii](#)).
- Note:** Screens shown in this book are examples only. The screens you see on your machine will be similar, but not exactly the same.

Figure 1. Example of an Intuity CONVERSANT Menu

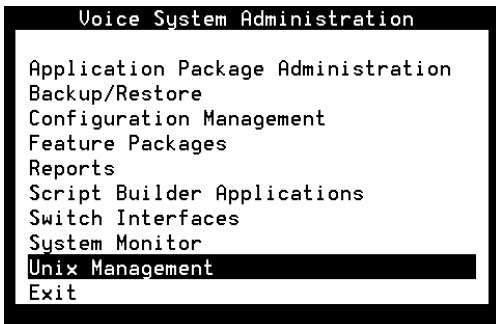


Figure 2. Example of an Intuity CONVERSANT Window Showing Information

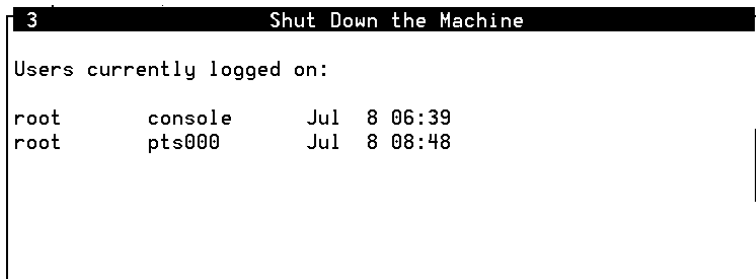


Figure 3. Example of an Intuity CONVERSANT Screen Showing Information

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

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

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

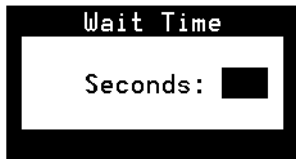
Figure 4. Example of an CONVERSANT Window Requesting Information

Figure 5. Example of a CONVERSANT Screen Requesting Information

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

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

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

Your Options are:

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

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

Keyboard and Telephone Keypad Representations

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

Press **ENTER**.

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

Press **ALT + D**.

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

Press **F3** (Choices).

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

Press **1** to record a message.

Cross References and Hypertext

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

Screen Displays

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

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

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

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

Start at the Voice System Administration menu and select

```
> Reports
  > Message Log Report
```

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

Other Typography

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

Safety and Security Alert Labels

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

**CAUTION:**

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

**WARNING:**

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

**DANGER:**

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

**SECURITY ALERT:**

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

Getting Help

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

To use the online help:

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

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

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

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

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

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

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

Technical Assistance

Web Site

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

<http://support.lucent.com>

Contact Numbers

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

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

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

Related Resources

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

Training

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

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

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

- Organizations within Lucent Technologies

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

- Lucent Technologies customers and all others
<http://www.lucenttraining.com>

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

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

Documentation

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

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

Additional Suggested Documentation

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

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

For Troubleshooting Information

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

For Diagnostic Information

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

For Common System Procedures

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

For Installation Information

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




Obtaining Printed Versions of the Documentation

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

Using the CD-ROM Documentation

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

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

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

Searching for Topics

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

Displaying Figures

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

Printing the Documentation

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

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

Printing an Entire Document

To print an entire document, do the following:

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

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

Printing Part of a Document

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

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

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

How To Comment on This Book

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

Comment Form

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

- 1 Select **Comments** from the Main Menu of the CD-ROM.
- 2 Follow the instructions provided on the CD-ROM to either:
 - ~ Print the paper version of the form, complete it, and fax or mail it to us.
 - ~ Access a Lucent Technologies website where you can enter your comments electronically.

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

Lucent Technologies
GLS Information Development Division
Room 22-2H15
11900 North Pecos Street
Denver, CO 80234-2703 US
Fax 1 303-538-1741

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

1 Getting Inside the Computer

Overview

This chapter provides the correct procedures for accessing the internal components of the MAP/40P.

Topics covered include:

- [Protecting Against Damage from Electrostatic Discharge on page 2](#)
- Power removal and restoration procedures
 - ~ [Removing Power from the MAP/40P on page 6](#)
 - ~ [Restoring Power to the MAP/40P on page 10](#)
- Computer chassis access procedures
 - ~ [Removing the Dress Cover on page 9](#)
 - ~ [Replacing the Dress Cover on page 10](#)

Protecting Against Damage from Electrostatic Discharge

CAUTION:

Read this section before unpacking the MAP/40P. You must observe proper grounding techniques to prevent the discharge of static electricity from your body into ESD-sensitive components.

Circuit cards and packaging materials that contain ESD-sensitive components are usually marked with a yellow-and-black warning symbol ([Figure 6 on page 2](#)).

Figure 6. ESD Warning Symbol



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

- Handle ESD-sensitive circuit cards only after attaching a wrist strap to the bare wrist. Attach the other end of the wrist strap to a ground that terminates at the system ground, such as any unpainted metallic chassis surface.
- Handle a circuit card by the faceplate or side edges only ([Figure 7 on page 4](#) and [Figure 8 on page 5](#)).

CAUTION:

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

- Keep circuit cards away from plastics and other synthetic materials such as polyester clothing.
- Do not hand circuit cards to another person unless that person is grounded at the same potential level.
- Hold devices such as a hard disk, floppy drive, or streaming tape in the same manner as a large circuit card. The ESD-sensitive area of these components is located on the bottom surface ([Figure 9 on page 6](#)).

Figure 7. How to Hold a Small Circuit Card

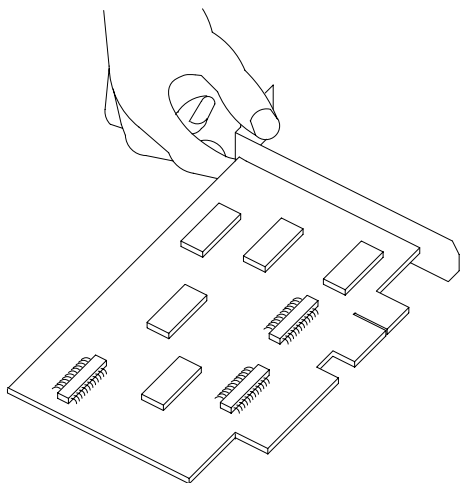


Figure 8. How to Hold a Large Circuit Card

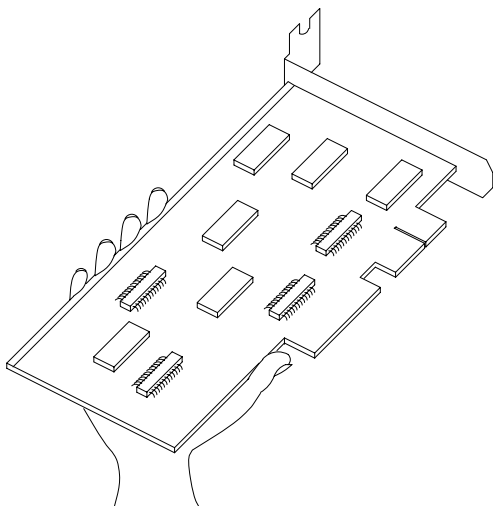
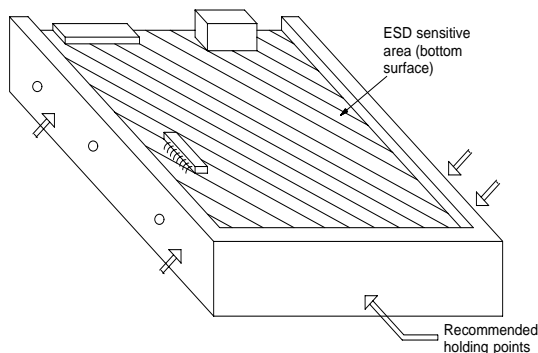


Figure 9. ESD-Sensitive Area of an Electronic Component

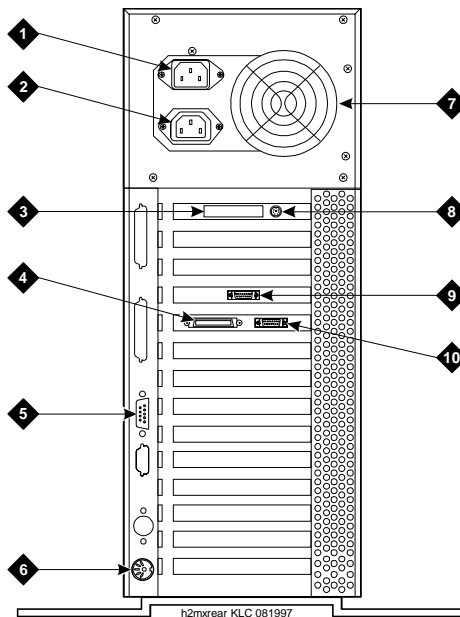


Removing Power from the MAP/40P

The MAP/40P requires a dedicated circuit with a dedicated circuit breaker. The power cord connects to the rear of the MAP/40P at the point labeled AC input receptacle ([Figure 10 on page 7](#)).

Before you begin any work in the MAP/40P you must disconnect the incoming power. Follow the procedure below to remove power from the MAP/40P.

Figure 10. Back View of the MAP/40P



- 1.AC power inlet receptacle
- 2.AC power supply outlet
- 3.External SCSI I/O connector
- 4.Parallel port
- 5.COM2
- 6.Keyboard connector
- 7.Power supply fan exhaust
- 8.Mouse connector - (not used)
- 9.Video connector
- 10.COM1

- 1 Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.”
- 2 Shut down the Intuity CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 3 Turn off the monitor’s power switch.
The green or amber lamp on the front bottom of the monitor should be off.
- 4 Turn off the power switch on the front of the MAP/40P.
The green lamp, labeled POWER ON, on the front of the unit should be off.
- 5 Unplug the MAP/40P from the power outlet.
- 6 Remove the MAP/40P power cord from the AC input receptacle on the rear of the MAP/40P ([Figure 10 on page 7](#)).
- 7 Observe the correct lock-out/tag-out precautions for isolating power as outlined in the Lucent lock-out/tag-out procedure.

Removing the Dress Cover

The dress cover provides protection for the internal components of the MAP/40P. You must remove the dress cover to access these components.



WARNING:

Shut power off before removing the dress cover or access panel of the MAP/40P. See [Removing Power from the MAP/40P on page 6](#).

- 1 Ensure that the MAP/40P tower configuration is in an upright position on the support base.
- 2 Remove the six screws located along the bottom of the MAP/40P, one located midway up the left side toward the front, and one in the middle of the rear of the chassis.

Note: You will need a No. 2 Phillips screwdriver.

There are three screws on each side of the MAP/40P.

- 3 Remove the screw holding the dress cover to the rear of the MAP/40P.
- 4 Remove the front bezel by pulling it forward.
- 5 At the rear of the MAP/40P, pry both sides of the dress cover away from the unit.
- 6 Slide the dress cover up to remove it from the MAP/40P.

Replacing the Dress Cover

- 1 Place the MAP/40P in the upright position.
- 2 Slide the dress cover over the unit.
- 3 Replace and tighten the eight dress cover retaining screws.

Restoring Power to the MAP/40P

The MAP/40P requires a dedicated power line. The power cord connects to the rear of the MAP/40P at the point labeled Input Receptacle ([Figure 10 on page 7](#)).

Follow the procedure below to restore power to the MAP/40P.

- 1 Place the MAP/40P power cord in the AC input receptacle on the rear of the unit ([Figure 10 on page 7](#)).
- 2 Plug the MAP/40P power cord into the designated power outlet.
- 3 Turn on the power switch on the front of the MAP/40P.

The green lamp, labeled POWER ON, on the front of the unit should be lit.

- 4 Turn on the monitor's power switch.

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

2 Installing or Replacing Circuit Cards

Overview

The purpose of this chapter is to ensure that:

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

Topics covered include:

- Configuring circuit cards in the MAP/40P
- Types of circuit cards
- General steps for circuit card installation
- Specific procedures for installation of standard and optional MAP/40P circuit cards
- Settings for resource options

General Procedures

The general procedures include:

- [Removing a Circuit Card on page 12](#)
- [Installing a Circuit Card on page 14](#)

Removing a Circuit Card

CAUTION:

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

To remove a circuit card, do the following.

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

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

- 2 If the system is in service, do the following:
 - a Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
 - b Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
 - c Shut down the Intuity CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 3 Remove power from the MAP/40P. See [Removing Power from the MAP/40P on page 6](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the dress cover. See [Removing the Dress Cover on page 9](#) in [Chapter 1, Getting Inside the Computer](#).
- 5 Locate the card to be replaced within the card cage. Disconnect any attached cables. Note the connectivity of each cable.
- 6 If there are ribbon cables attached to other cards which would impede the removal of the card, disconnect them and place them to the side. Note the connectivity of each cable.
- 7 Remove the retaining screw from the circuit card faceplate and save it.

- 8 Remove the circuit card from the backplane slot by gently pulling at the top corners of the circuit card.

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

- 9 Remove the circuit card from the MAP/40P chassis.

CAUTION:

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

Installing a Circuit Card

CAUTION:

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

To install a circuit card, do the following:

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

Note: Keep the package and all ESD protective wrapping. If you must return a card for repair, re-use of the replacement unit packaging is necessary to meet the manufacturer's warranty.

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

Note: See the specific instructions, listed later in this chapter, for each type of circuit card being installed then continue with [step 3](#).

- 3 Holding the circuit card by its upper corners, slide the card into the backplane connector slot position from which you removed the damaged card.
- 4 Apply even pressure to both corners of the circuit card until it is locked into the backplane.
- 5 Secure the circuit card faceplate into position by replacing the retaining screw.
- 6 Return all cables on the new card. Make sure these cables are attached to their proper terminations.
- 7 Return all cables removed from other cards. Make sure these cables are attached to their proper terminations.
- 8 Replace the side dress cover. See [Replacing the Dress Cover on page 10](#) in [Chapter 1, Getting Inside the Computer](#).

- 9 Apply power to the unit. See [Restoring Power to the MAP/40P on page 10](#), in [Chapter 1, Getting Inside the Computer](#).
- 10 Reboot the Intuity CONVERSANT system. See “Reboot the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.

Settings for Optional Circuit Cards

CAUTION:

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

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

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

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

Tip/Ring Circuit Cards

The Tip/Ring circuit cards provide the channels which are used by the Intuity CONVERSANT system. The MAP/40P accommodates eleven Tip/Ring circuit cards. The Tip/Ring circuit card can be any of the following types:

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

The following section covers the resource option settings for each type of T/R card. Many of the figures referenced illustrate settings for more than one type of T/R card.

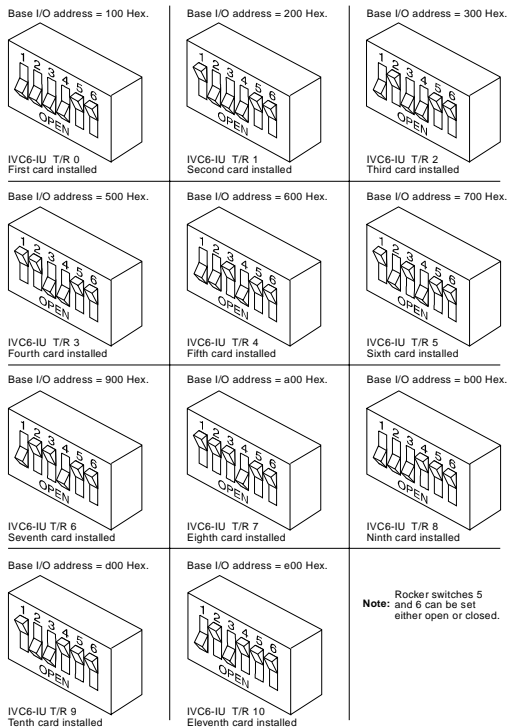
The six switches on Switch Bank A adjust the termination impedance that each Tip/Ring interface presents to the network. This adjustment is sometimes necessary to ensure an adequate impedance match between the network and the telephone hybrid on the Tip/Ring card.

Switches one (1) through six (6) on Switch Bank A correspond to channels 0-5, respectively, on each Tip/Ring card.

In general, you should leave all switches on Switch Bank A in the factory default “OPEN” position. If the system shows problems such as not recognizing touch tones, touch-tone simulation by outgoing speech (speech abruptly stops during playback), or unreliable detection of touch tones during playback (playback does not stop when a touch tone is entered), moving the switch that corresponds to the channel exhibiting the conditions to the “CLOSED” position may solve the problem.

Each Tip/Ring card in the system must have a unique address. To set these addresses, set Switch Bank B as shown in [Figure 11 on page 19](#), where “T/R 0” denotes the first Tip/Ring circuit card you are installing, “T/R 1” denotes the second card, and so on.

Figure 11. Settings for Switches on the IVP6-IA (AYC29), and IVC6 (AYC10) Tip/Ring Circuit Cards T/R-0 through T/R-7



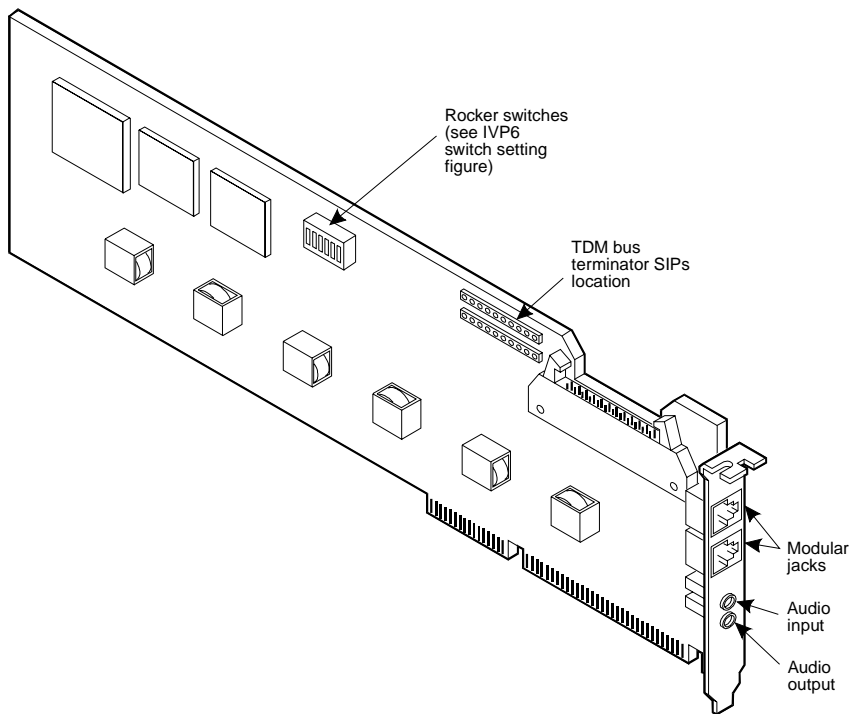
IVP6-IA (AYC29) Circuit Card

The IVP6-IA (AYC29) circuit card ([Figure 12 on page 21](#)) provides six channels.

Note: This circuit card contains switches that you must set before you install the circuit card in the MAP/40P.

Each Tip/Ring card in the system must have a unique address. To set these addresses, the switches must be configured properly. [Figure 11 on page 19](#) shows the switch settings for the IVP6-IA (AYC29) circuit card.

Figure 12. Layout of the IVP6 (AYC29) Tip/Ring Circuit Card



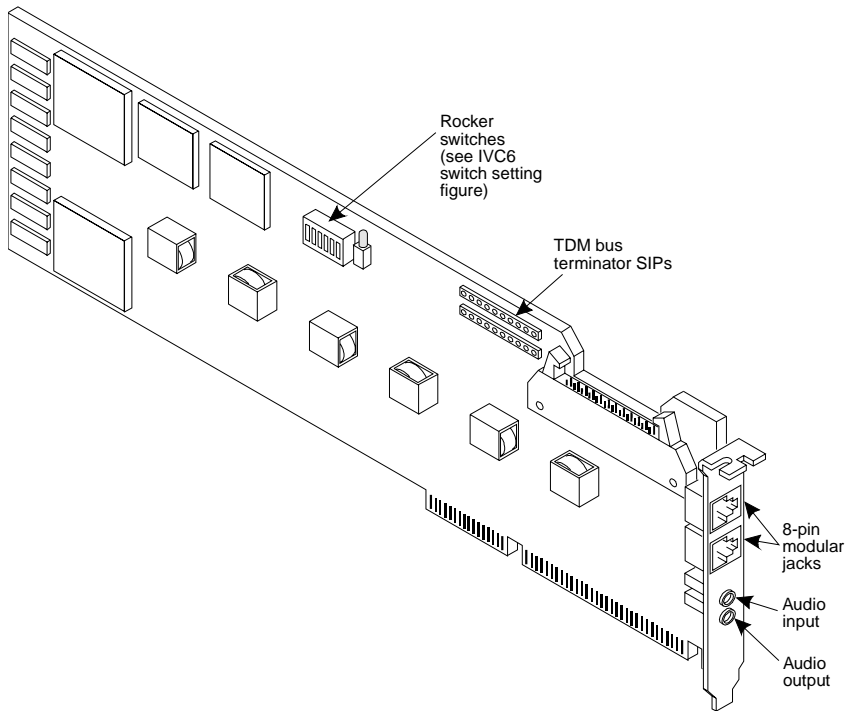
IVC6 (AYC10) Circuit Card

The IVC6 (AYC10) circuit card ([Figure 13 on page 23](#)) provides six channels.

Note: This circuit card contains switches that you must set before you install the circuit card in the MAP/40P.

Each Tip/Ring card in the system must have a unique address. To set these addresses, the switches must be configured properly. [Figure 11 on page 19](#) shows the switch settings for the IVC6 (AYC10) circuit card.

Figure 13. (AYC10) Tip/Ring Circuit Card



NGTR (AYC30) Circuit Card

The NGTR (AYC30) circuit card ([Figure 14 on page 25](#)) provides six channels.

Note: This circuit card contains switches that you must set before you install the circuit card in the MAP/40P.

Each Tip/Ring circuit card in the system must have a unique address. To set these addresses, the switch must be configured properly. [Figure 15 on page 26](#) shows the switch settings for the NGTR (AYC30) circuit card.

Figure 14. NGTR (AYC30)

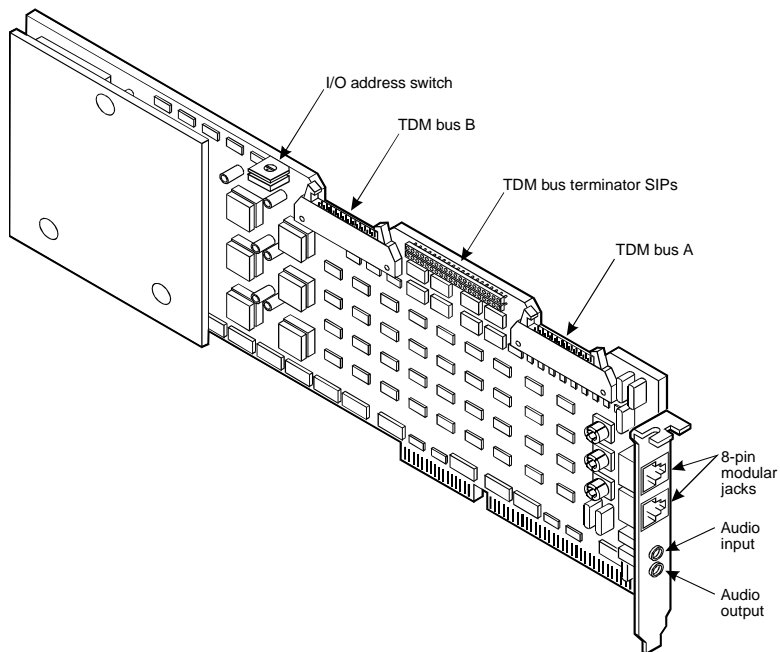
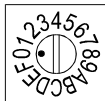


Figure 15. NGTR (AYC30) Tip/Ring Circuit Card Switch Settings

Base I/O address =
100 Hex.



NGTR T/R 0
First card installed

Base I/O address =
200 Hex.



NGTR T/R 1
Second card installed

Base I/O address =
300 Hex.



NGTR T/R 2
Third card installed

Base I/O address =
500 Hex.



NGTR T/R 3
Fourth card installed

Base I/O address =
600 Hex.



NGTR T/R 4
Fifth card installed

Base I/O address =
700 Hex.



NGTR T/R 5
Sixth card installed

Base I/O address =
900 Hex.



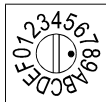
NGTR T/R 6
Seventh card installed

Base I/O address =
a00 Hex.



NGTR T/R 7
Eighth card installed

Base I/O address =
b00 Hex.



NGTR T/R 8
Ninth card installed

Base I/O address =
d00 Hex.



NGTR T/R 9
Tenth card installed

Base I/O address =
e00 Hex.



NGTR T/R 10
Eleventh card installed

Base I/O address =
f00 Hex.



NGTR T/R 11
Twelfth card installed

swcvmg3 KLC 091796

Installing the Tip/Ring Circuit Card Driver

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

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

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

- 1 Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 2 Run the Hardware Resource Allocator to determine the configuration and placement of the Tip/Ring circuit cards to be installed. See [Adding Hardware to an Existing Configuration on page 468](#) in [Appendix A, System Configuration](#).
- 3 If you are not already logged in as root, do so now.
- 4 Enter **pkgadd -d diskette1**

The system displays the following message:

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

5 Insert the diskette labeled “Tip/Ring Board Driver 1 of 1” into the diskette drive.

6 Press **ENTER**.

The system displays the following message:

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

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

1. tipring INTUITY Tip/Ring Board Driver
 (i486)

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

7 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Tip/Ring Board Driver (tipring) from  
<diskettel>
```

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

```
Using </> as the package base directory.  
Lucent Technologies Inc.
```

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

Please enter the IRQ:

- 8 Enter the IRQ provided by the Hardware Resource Allocator.

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

```
Installation of INTUITY Tip/Ring Board Driver (tipring) was
successful.
```

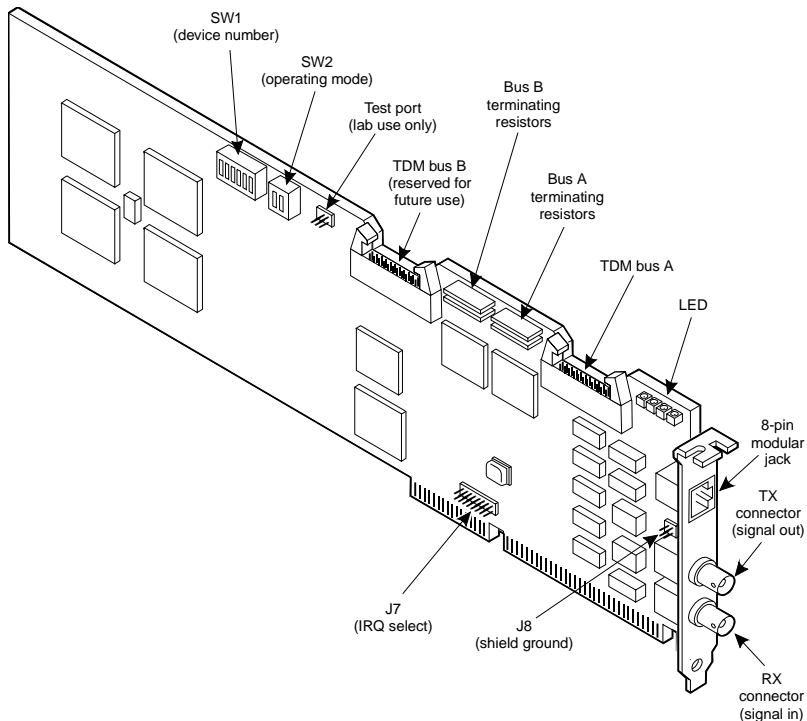
```
Insert diskette into Floppy Drive 1.
Type [go] when ready,
    or [q] to quit: (default: go)
```

- 9 Enter **q**
- 10 Remove the diskette labeled “Tip/Ring Board Driver 1 of 1” from the diskette drive.

E1/T1 Circuit Card

- Note:** The E1/T1 circuit card ([Figure 16 on page 30](#)) contains switches and jumpers that you must set before you install the circuit card in the MAP/40P.

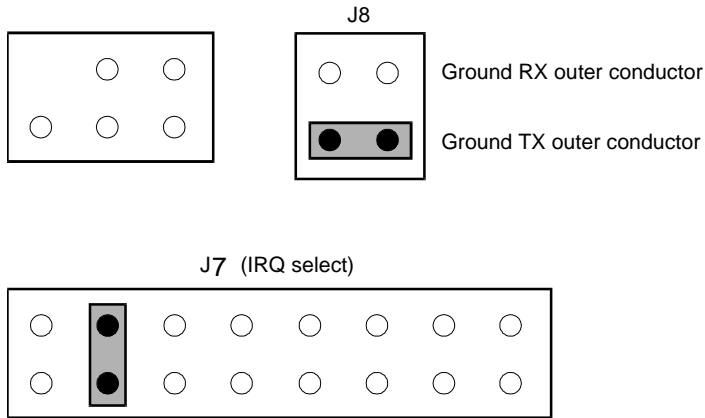
Figure 16. E1/T1 (AYC21) Circuit Card



Jumper Settings

[Figure 17 on page 31](#) shows the location and correct setting of the E1/T1 circuit card jumpers.

Figure 17. AYC21 Jumper Settings



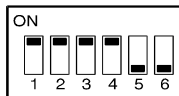
Switch Settings

There are two sets of switches on the E1/T1 circuit card. [Figure 18 on page 32](#), [Figure 19 on page 33](#), and [Figure 20 on page 33](#) show the correct switch settings.

Figure 18. AYC21 Device Number Switch 1 Settings

Base I/O address =
220 Hex

Card 0

Base I/O address =
222 Hex

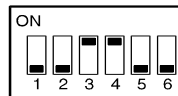
Card 1

Base I/O address =
224 Hex

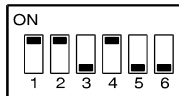
Card 2

Base I/O address =
226 Hex

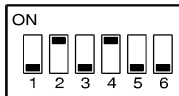
Card 3

Base I/O address =
228 Hex

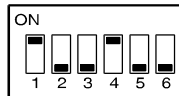
Card 4

Base I/O address =
22A Hex

Card 5

Base I/O address =
22C Hex

Card 6



swcva21 LJK 110596

Figure 19. AYC21 Operating Mode Switch Settings for E1 Operation

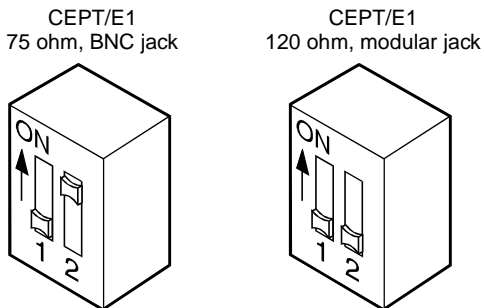
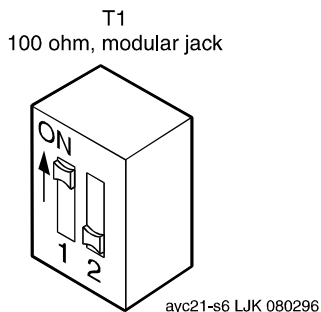


Figure 20. AYC21 Operating Mode Switch Settings for T1 Operation



Installing the E1/T1 Circuit Card Driver

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

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

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

- 1 If you are not already logged in as **root**, do so now.
- 2 Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 3 Enter **pkgadd -d diskette1**

The system displays the following message:

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

- 4 Insert the diskette labeled “T1/E1 Board Driver 1 of 3” into the diskette drive.
- 5 Press **ENTER**.

The system displays the following message:

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

The following packages are available:

1. tldriver INTUITY T1/E1 Board Driver
(i486)

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

6 Press ENTER.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY T1/E1 Board Driver (tldriver) from <diskette1>
```

```
INTUITY T1/E1 Board Driver
```

```
(i486)
```

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

```
Lucent Technologies Inc.
```

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

```
READY TO PROCESS:
```

```
Package: INTUITY T1/E1 Board Driver (tldriver)  
diskette 2 of 3
```

Insert diskette 2 of 3 into Floppy Drive 1.
Type [go] when ready,
or [q] to quit: (default: go)

- 7 Remove the diskette labeled "T1/E1 Board Driver 1 of 3" from the diskette drive.
- 8 Insert the diskette labeled "T1/E1 Board Driver 2 of 3" into the diskette drive.
- 9 Press **ENTER**.

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

```
READY TO PROCESS:  
Package: INTUITY T1/E1 Board Driver (tldriver)  
diskette 3 of 3
```

Insert diskette 3 of 3 into Floppy Drive 1.
Type [go] when ready,
or [q] to quit: (default: go)

- 10 Remove the diskette labeled "T1/E1 Board Driver 2 of 3" from the diskette drive.
- 11 Insert the diskette labeled "T1/E1 Board Driver 3 of 3" into the diskette drive.
- 12 Press **ENTER**.

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

```
Installation of T1/E1 Board Driver (tldriver) was
successful.
```

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

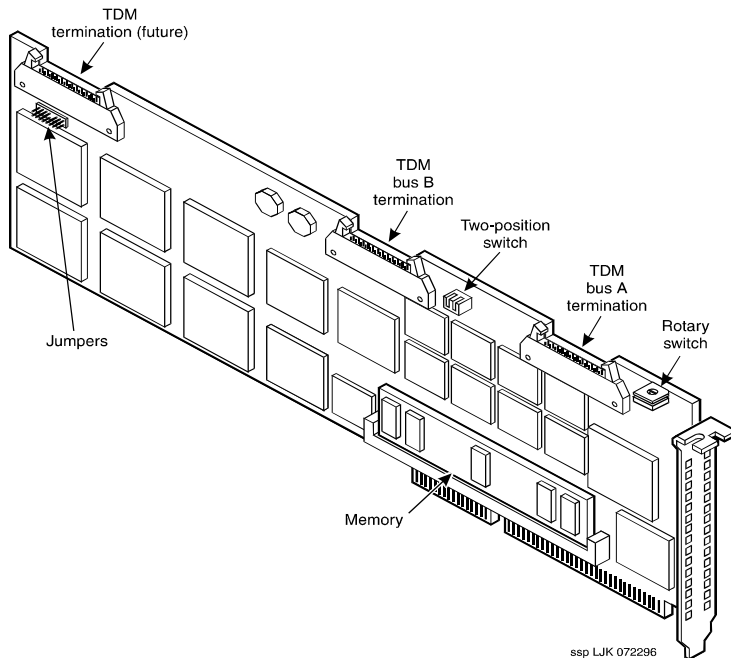
```
Type [go] when ready,
    or [q] to quit: (default: go)
```

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

Speech and Signal Processor (AYC43) Circuit Card

Note: The SSP circuit card ([Figure 21 on page 38](#)) contains switches that you must set before you install the circuit card in the MAP/40P.

Figure 21. Speech and Signal Processor Circuit Card



Jumper Settings

[Figure 21 on page 38](#) shows a location for jumpers. However, there should be no jumpers installed on the SSP circuit card.

Switch Settings

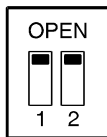
There are two types of switches on the SSP circuit card:

- Two-position switches
- Rotary switch

Two-Position Switch Settings

[Figure 22 on page 39](#) shows the location of the SSP circuit card two-position switches. If the SSP circuit card is not located at the end of the TDM bus, both switches should be set to open. The switches should be set to closed if the SSP circuit card is located at the end of the bus.

Figure 22. SSP Circuit Card Two-Position Switches (Set for a Placement in the Middle of the TDM Bus)

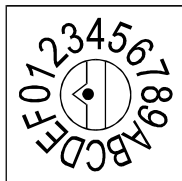


ssp-sw LJK 072296

Rotary Switch Settings

[Figure 23 on page 40](#) shows the rotary switch. It is set at zero for the first SSP circuit card installed in the MAP/40P.

Figure 23. SSP Circuit Card Rotary Switch



[Table 1 on page 40](#) shows the rotary switch settings for the subsequent SSP circuit cards installed.

Table 1. SSP Circuit Card Rotary Switch Setting

I/O Address	OS Index	Rotary Switch Setting
d20	8	0
d28	9	1
d30	10	2
d38	11	3
920	12	4
928	13	5

1 of 2

Table 1. SSP Circuit Card Rotary Switch Setting

I/O Address	OS Index	Rotary Switch Setting
930	14	6
938	15	7

2 of 2

Memory

The SSP circuit card is equipped with 16 Mbytes of memory contained on a dual in-line memory module (DIMM). The DIMM is located in the lower portion of the SSP circuit card ([Figure 21 on page 38](#)).

CAUTION:

The DIMM is not field serviceable.

Installing the ASP Driver Package

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

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

The system displays the following message:

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

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

The system displays the following message:

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

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

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

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

- 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

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

```
INTUITY ASP Driver Package
```

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

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

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

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

Enter **y**

The system displays the following message:

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

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

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

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

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

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

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

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

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

9 Enter **q**

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

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

PCI Ethernet LAN Circuit Cards

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

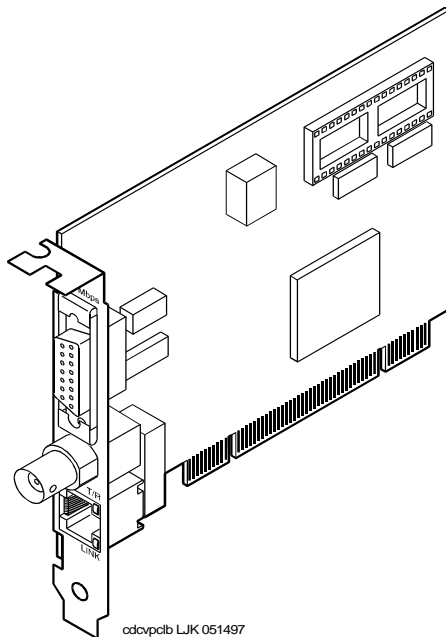
- ~ SMC8432
- ~ SMC9332

SMC8432 Circuit Card

The SMC8432 Ethernet LAN circuit card is a 10-Mbps circuit card. [Figure 24 on page 45](#) shows the SMC8432 Ethernet LAN circuit card.

Note: There are no jumpers on the circuit card.

Figure 24. SMC8432 Ethernet LAN Circuit Card

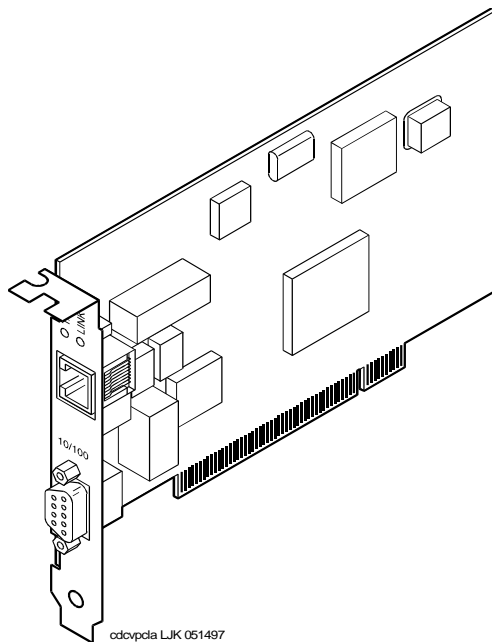


SMC9332 Circuit Card

The SMC9332 Ethernet LAN circuit card is a 10/100-Mbps circuit card. [Figure 25 on page 46](#) shows the SMC9332 Ethernet LAN circuit card.

Note: There are no jumpers on the circuit card.

Figure 25. SMC9332 Ethernet LAN Circuit Card



cdovpda LJK 051497

Installing a PCI LAN Circuit Card

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

- [Installing the PCI LAN Circuit Card on page 47](#)
- [CMOS Parameter Settings on page 92](#)
- [Installing the PCI Circuit Card Driver on page 49](#)
- [Verifying the PCI LAN Circuit Card Installation on page 52](#)

Installing the PCI LAN Circuit Card

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

- 1 Shut down the system if it is running; otherwise continue with [step 2](#). See “Shut Down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 2 Install the 10 Mbps or 10/100 Mbps PCI LAN circuit card. See [Installing a Circuit Card on page 14](#).
- 3 Administer the PCI INT/IRQ Binding. See [CMOS Parameter Settings on page 92](#).

Installing a 100 Mbps PCI LAN Circuit Card

Note: Perform the following procedure if the SMC9332 circuit card is required to operate at 100 Mbps. If the SMC9332 circuit card is to operate at 10 Mbps, continue with [Installing the PCI Circuit Card Driver on page 49](#) because no changes are required for 10 Mbps operation.

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

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

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

- 4 Write and exit the file.

Installing the PCI Circuit Card Driver

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

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

The system displays the following message:

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

The system then displays the Network Interface Card Support Utility—Summary Screen ([Figure 26 on page 50](#)).

Figure 26. Network Interface Card Support Utility—Summary Screen

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

Please Select an Option

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

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

4 Use the down (▼) arrow to select: **Accept all Entries**

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

5 Press **ENTER**

The system displays the following message:

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

When complete, the system displays the system prompt.

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

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

- 10 Enter **cd /etc/confnet.d/inet**
- 11 Use the vi editor to edit the **interface** file.
- 12 Change the line `smpw0:0::/dev/smpw0_0:-trailers`
to:
eeE0:0::/dev/eeE_0:netmask 0xfffff00 broadcast *a.b.c*.255 -trailers

where *a.b.c* are the first three parts of your machine IP address. For example, IP address 135.7.50.201 would be changed to 135.7.50.255.
- 13 Copy the files you edited in [step 9](#) into the **/etc/inet/** directory.

- 14 Enter **cd /etc/inet**
- 15 Use the vi editor to edit the **config** file.
- 16 Change the line `###4c:/usr/sbin/route::n:add default default_router 1`
to:
4c:/usr/sbin/route::y:add default a.b.c.254 1

where *a.b.c.* are the first three parts of your IP address. For example, IP address 135.7.50.201 would be changed to 135.7.50.254.

- 17 Write and exit the file.
- 18 Continue with the procedure in [Verifying the PCI LAN Circuit Card Installation on page 52](#).

Verifying the PCI LAN Circuit Card Installation

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

- 1 Enter **/etc/inet/rc.restart**
- 2 Check the message log report for TCP/IP or LAN adapter errors. See Chapter 7, "Peripheral Administration," *Intuity CONVERSANT System Version 7.0 Administration*, 585-313-501.

- 3 Verify that you have network connectivity using the **ping** command. See Appendix A, “Summary of Commands,” in *Intuity CONVERSANT System Version 7.0 Administration*, 585-313-501.

Replacing a PCI LAN Circuit Card

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

- 1 Run the Hardware Resource Allocator to determine the configuration and slot assignment of the PCI LAN circuit card. See [Adding Hardware to an Existing Configuration on page 468](#) in [Appendix A, System Configuration](#).
- 2 Record the output.
- 3 Complete the procedure in [Installing the PCI LAN Circuit Card on page 47](#).
- 4 Complete the procedure in [Verifying the PCI LAN Circuit Card Installation on page 52](#).

Token Ring Circuit Card

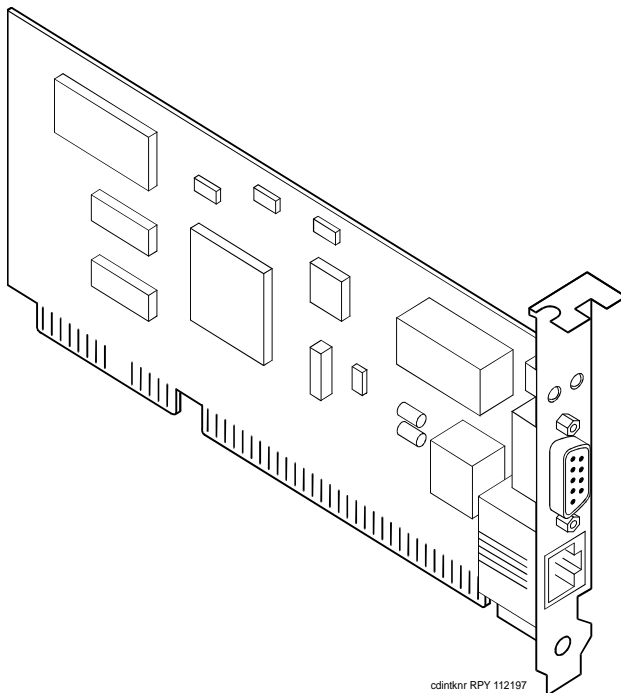
The Intuity CONVERSANT Token Ring circuit card allows you to connect the system to your local area network.

IBM Turbo 16/4

IBM Turbo 16/4 of the Token Ring circuit card ([Figure 27 on page 55](#)) is software configured. This is the latest version of the Token Ring circuit card. A diskette, provided with the Token Ring circuit card, is used to set the IRQ, I/O address, ROM address, RAM address, and RAM size.

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

Figure 27. Token Ring Circuit Card - IBM Turbo 16/4



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

- 1 If the Token Ring circuit card is being added to the system, run the Intuity CONVERSANT Hardware Resource Allocator to determine the resource assignments. See [Operating the Hardware Resource Allocator on page 468](#) in [Appendix A, System Configuration](#).

Record the parameters listed in [Table 2 on page 56](#).

Table 2. Token Ring Circuit Card Settings

Parameter	Setting
IRQ	
ROM address	
RAM address	
I/O address	

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

The system displays a message similar to the following message:

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

Record the parameters listed in [Table 2 on page 56](#).

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

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

2 Enter **resmgr**

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

3 Install the new Token Ring circuit card. See [Installing a Circuit Card on page 14](#).

Note: Complete all steps in the installation procedure.

4 Connect the Token Ring circuit card to the LAN.

CAUTION:

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

Note: You must remove the Tip/Ring circuit card that is set as Tip/Ring 1 (I/O address=0x200, OSINDEX=1) before completing this procedure (see [Removing a Circuit Card on page 12](#)). If you do not have a Tip/Ring circuit card set as Tip/Ring 1, continue with [step 5](#).

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

The system displays the following message:

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

```
PC DOS 7.0 Startup Menu
```

1. IBM Auto/Turbo ISA Configuration using LANAIID
2. IBM Auto/Turbo ISA Extended Diagnostics

```
Enter a choice: 1 Time Remaining: 15
```

Note: The system will automatically default to 1 when time remaining is 0.

- 7 Press **ENTER**

The system displays the following message:

```
If you have a Tip/Ring card equipped (IVP4, IVP6, IVC6, NGTR)
that is set as Tip/Ring 1 (I/O address=0x200, OSINDEX=1) you
MUST TEMPORARILY REMOVE that Tip/Ring card while running
LANAIDC. If equipped, power down the system NOW and remove
Tip/Ring card 1. Otherwise, continue with LANAIDC.
```

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

8 Press **ENTER**.

The system displays the following message:

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

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

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

```
LANAIDC >
```

CAUTION:

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

- 9 Enter the following:

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

where *n* is the IRQ recorded in [Table 2 on page 56](#), and *ROM_start_address* and *RAM_start_address* are addresses recorded in [Table 2 on page 56](#).

The system displays the following message:

Configuration complete:

IBM Turbo/16/4 Token-Ring ISA Adapter

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

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

```
LANAIDC >
```

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

10 Enter ***N*** to view the turbo token ring settings.

The system displays the following message:

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

```
Configuration complete:
```

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

```
Token-Ring data rate: 16
Auto Sense data rate: Enabled
Adapter bus width: 16
```

```
LANAIDC >
```

Record the parameters listed in [Table 3 on page 62](#). These settings are used in the procedures in [Installing the Token Ring Driver on page 63](#).

Table 3. Viewed Token Ring Circuit Card Settings

Parameter	Setting
I/O address	
Interrupt	
RAM address	

- 11 If the configuration is correct, remove the diskette labeled "Turbo Token Ring Setup Floppy" from the diskette drive.
- 12 Insert the Tip/Ring 1 circuit card if it was removed prior to [step 5](#) (See [Installing a Circuit Card on page 14](#).) Otherwise, continue with [step 13](#).
- 13 Reboot the system. See "Reboot the System," in "Common System Procedures," in the *Intuity CONVERSANT System Reference*, 585-313-205.

Installing the Token Ring Driver

To configure the Token Ring driver, do the following:

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

The system displays the following message:

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

The system then displays the Network Interface Card Support Utility—Summary Screen ([Figure 26 on page 50](#)).

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

Figure 28. Network Interface Card Support Utility—Summary Screen

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

Please Select an Option

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

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

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

4 Press **ENTER**.

The system displays the Selection Screen ([Figure 29 on page 65](#)).

Figure 29. Selection Screen





```

Please Select 1

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

(Page Down for more)

```

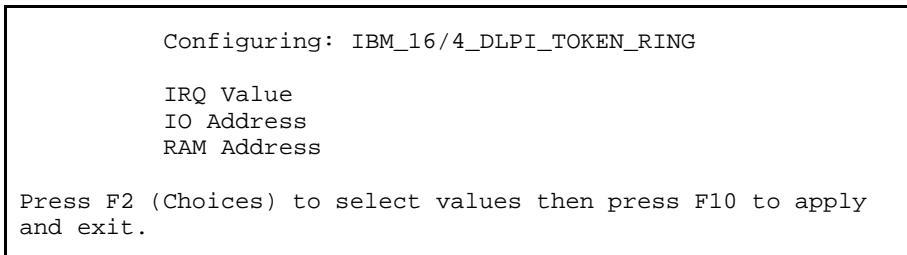
5 Use the left , right , up , or down  arrows on your keyboard to move through the field selections.

6 Select **IBM_16/4_DLPI_TOKEN_RING**

7 Press **ENTER**

The system displays the Configuration Screen ([Figure 30 on page 66](#)).

Figure 30. Configuration Screen



 **CAUTION:**

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

- 8** Use **F2** (Choices) to select the values for each field. Enter the following:
 - ~ IRQ value from [Table 3 on page 62](#).
 - ~ I/O address from [Table 3 on page 62](#).
 - ~ RAM address from [Table 3 on page 62](#).
- 9** Press **F10** to apply the values and exit.

The system displays the Network Interface Support Card Utility-Summary Screen ([Figure 31 on page 67](#)).

Figure 31. Network Interface Card Support Utility—Summary Screen

SLOT	BUS-NUM	BOARD NAME	IRQ	IO-ADDR	MAN-ADDR	DMA
-	ISA__0	IBM_16/4_DLPI_TOKEN_RING	9	A20-A23	D000-D3FFF	
6	PCI__0	SMC_EtherPower_9332	IO	f880-f8ff	fedfec00-fedfec7f	

Please Select an Option

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

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

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

The system displays the following message:

Are you sure?

Yes

No

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

The system displays the following message:

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

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

The system displays the system prompt.

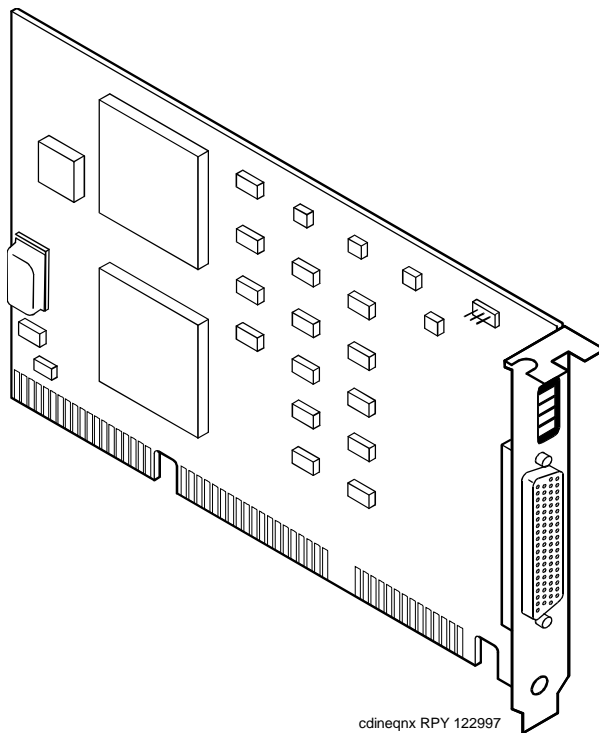
Asynchronous SuperSerial Card

The asynchronous circuit card allows you to connect the Intuity CONVERSANT System to external peripheral equipment. One end of the octopus cable, shipped with the circuit card, connects to the circuit card faceplate. The other end splits into eight separate cables, allowing for eight connections to your system.

[Figure 32 on page 69](#) shows the asynchronous SuperSerial circuit card.

Note: If you are installing the asynchronous SuperSerial circuit card, the system cannot be equipped with the 8-Port Asynchronous Megaport circuit card.

Figure 32. Asynchronous SuperSerial Circuit Card



Installing the Asynchronous SuperSerial Card Driver

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

1 If you are not already logged in as root, do so now.

2 Enter **pkgadd -d diskette1**

The system displays the following message:

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

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

4 Press **ENTER**.

The system displays the following message:

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

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

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

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

5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Package: Equinox SST Loadable STREAMS Device Driver
(EISA/ISA/MCA/PCI) (eqn) from <diskette1>

Equinox SST Loadable STREAMS Device Driver
(EISA/ISA/MCA/PCI) (i386)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
This seems to be an ISA system. Is this correct[Y/n]?
```

6 Enter y

The system displays the following message:

```
Installing for ISA bus system.

The following i/o ports appear to be free for use by Equinox
ISA boards:
    220 240 260 280 2a0 2c0 2e0 320 360 3a0 3c0
Should the driver autoconfigure all Equinox ISA boards
[Y/n]?
```

7 Enter n

The system displays the following message:

One 16k block of memory addresses will be used by all Equinox ISA boards. This address must meet the following criteria:

1. In the range of 640 kilobyte to 1 Megabyte or above 2 Gigabytes
2. No other physical memory (RAM/ROM) present
3. Must NOT be cached
4. Must begin on a 16k boundary

An example hexadecimal address is 0xb0000

Enter your address selection in hexadecimal: 0x

- 8** Enter the appropriate address as determined by the Hardware Resource Allocator.

The memory block boundary is determined by the Intuity CONVERSANT Hardware Resource Allocator. See [Operating the Hardware Resource Allocator on page 468](#) in [Appendix A, System Configuration](#).

The system displays the following message:

You may enable a selection of baud rates above 38400 for all ports by answering "Yes" to the following question.

If you enable baud rates above 38400, speeds below 300 baud will be unavailable. Speeds 300 to 38400 are unaffected.

The high baud rates are selected according to the following table:

57600	B50
76800	B75
115200	B110
238400	B134 (depending on board/module (type

Enable high baud rate selection [y/N]?

9 Enter n

The system displays the following message:

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

```
A system rebuild has been requested when the system is
shutdown. System tunables have been modified.
```

```
Please request a reboot using the "init 6" command to use the
driver.
```

```
If you desire the default set of port monitors and port
services to be installed, execute "/etc/equportsetup" after
the system has rebooted.
```

```
Installation of Equinox SST Loadable STREAMS Device Driver
(EISA/ISA/MCA/PCI) (equ) was successful.
```



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

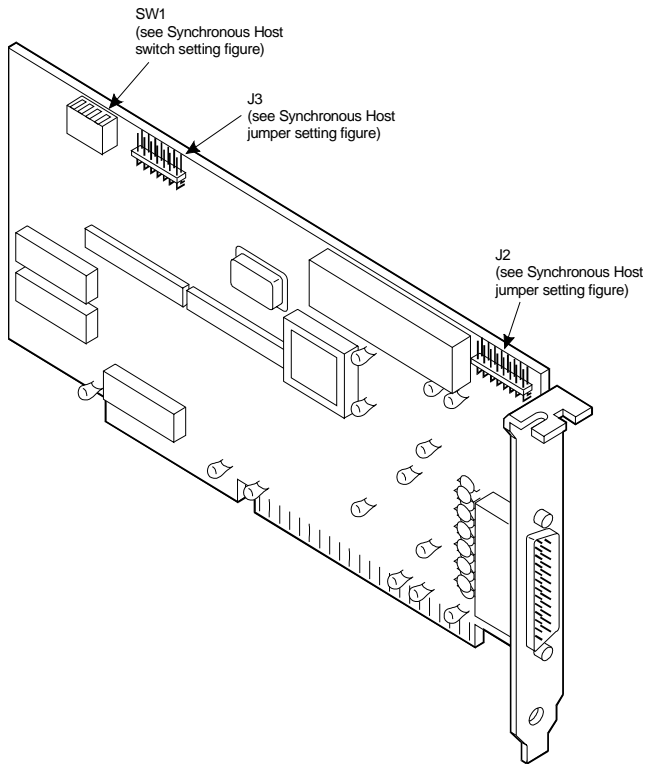
- 10** Enter **q**
- 11** Remove the diskette labeled “Equinox SST Loadable STREAMS Device Driver (EISA/ISA/MCA/PCI) 1 of 1” from the diskette drive.
- 12** Reboot the system. See “Reboot the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.

FIFO/SIB Synchronous Host Circuit Card

The MAP/40P supports up to two Lucent FIFO/SIB synchronous host circuit cards.

[Figure 33 on page 75](#) shows the FIFO/SIB synchronous host card and the location of the switches and interrupt jumpers.

Figure 33. FIFO/SIB Synchronous Host Circuit Card



Jumper Settings

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

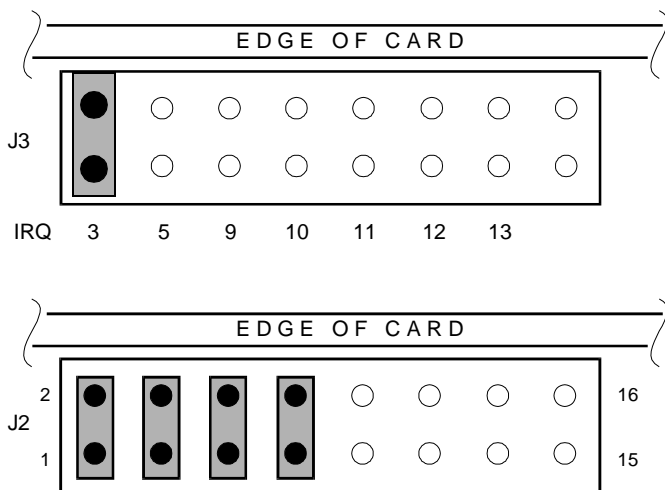
Use J3 to set the interrupt request line (IRQ) to a value of 3, 5, 9, 10, 11, 12, or 13 ([Figure 34 on page 77](#)). The IRQ corresponds to the number below the pins. [Figure 34 on page 77](#) shows the card set with an IRQ of 3. See [Operating the Hardware Resource Allocator on page 468](#) in [Appendix A, System Configuration](#).

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

J2 is preset at the factory. However, before you install the FIFO/SIB synchronous host circuit card, ensure that this jumper is set as shown in [Figure 34 on page 77](#).

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

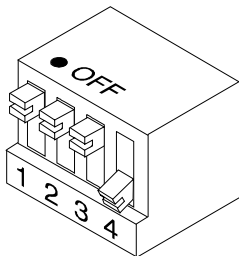
Figure 34. Jumper Settings for the FIFO/SIB Synchronous Host Circuit Card

**Switch Settings**

[Figure 33 on page 75](#) shows the location of the I/O switch block SW1. [Figure 35 on page 78](#) shows the I/O switch settings for an address of 380.

Figure 35. Switch Settings for the FIFO/SIB Synchronous Host Circuit Card

Base I/O address = 380 Hex



All switches closed or OFF

NOTE: Switch 4 is not used.

[Table 4 on page 78](#) shows the switch settings for other potential I/O addresses.

Table 4. FIFO/SIB Switch Settings

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

1 of 2

Table 4. FIFO/SIB Switch Settings

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

2 of 2

Standard Circuit Cards

CAUTION:

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

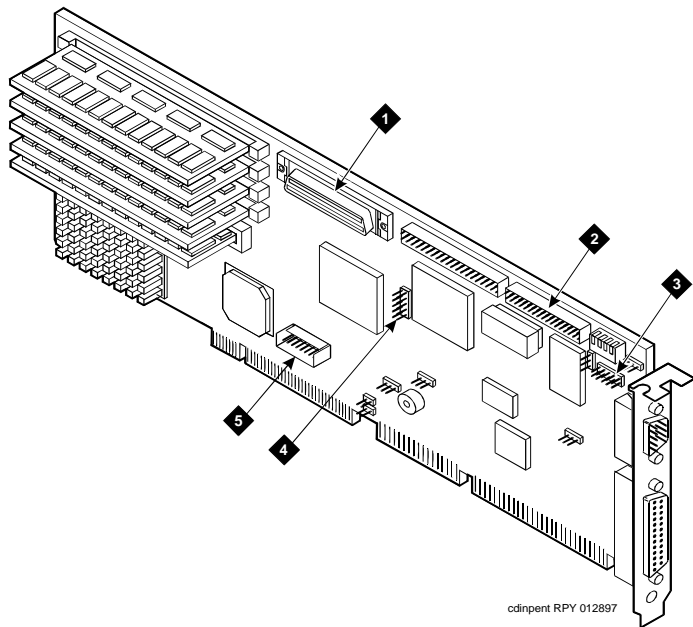
This section provides the following information on the standard circuit cards that are included with every MAP/40P:

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

P5 200 MHz CPU Circuit Card

The P5 200 MHz CPU is packaged on a single PC/AT-compatible circuit card ([Figure 36 on page 81](#)) that plugs into the backplane. There is one P5 200 MHz CPU circuit card installed in the MAP/40P.

Figure 36. P5 200 MHz CPU Circuit Card



1. SCSI cable connector
2. Diskette cable connector
3. COM2 cable connector

4. Mouse cable connector (not used)
5. Keyboard cable connector

Setting the Resource Options

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

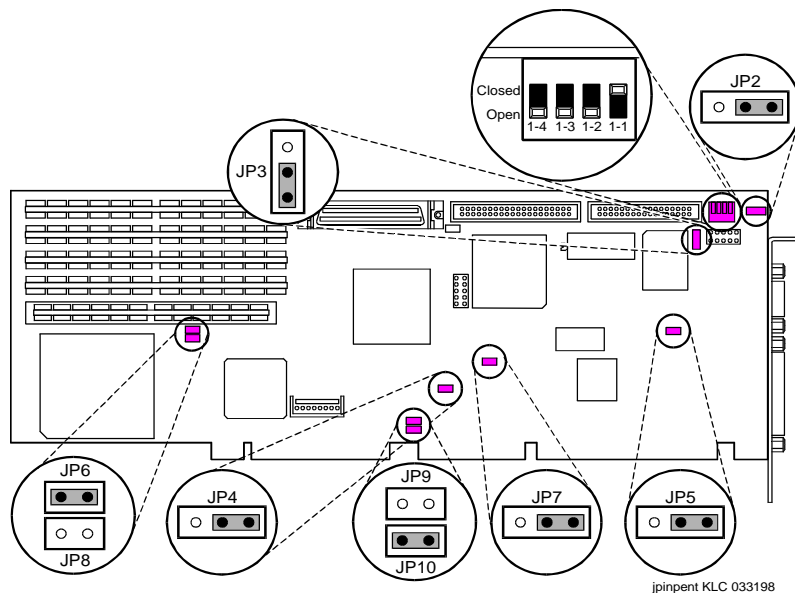
Jumper Settings

The P5 200 MHz CPU card has jumpers that you must verify before you install the circuit card ([Figure 37 on page 83](#)).

Switch Settings

The P5 200 MHz CPU card has switches that you must set before you install the circuit card ([Figure 37 on page 83](#)).

Figure 37. P5 200 MHz CPU Circuit Card Jumper and Switch Settings



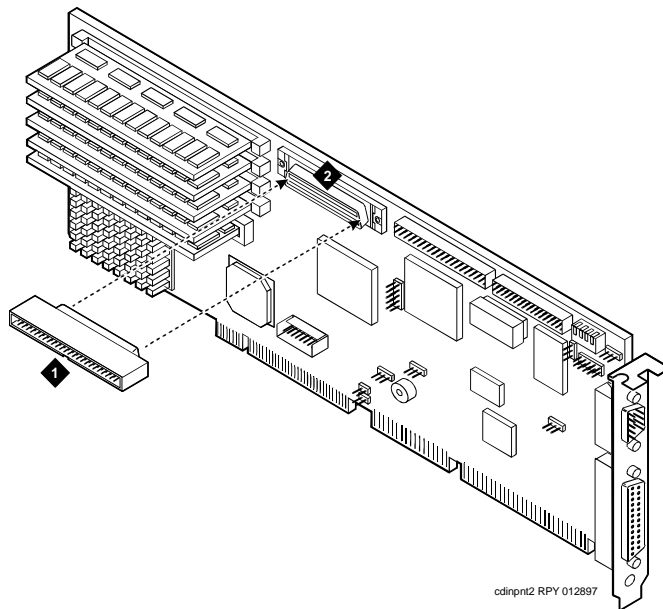
Placing the P5 200 MHz CPU Circuit Card in the MAP/40P

To place the P5 200 MHz CPU circuit card in the MAP/40P, do the following:

- 1 Remove the incoming power. See [Removing Power from the MAP/40P on page 6](#), in [Chapter 1, Getting Inside the Computer](#).

- 2 Remove the dress cover. See [Removing the Dress Cover on page 9](#), in [Chapter 1, Getting Inside the Computer](#).
- 3 Remove the video controller card. See [Removing a Circuit Card on page 12](#).
- 4 Attach the SCSI cable adapter to the P5 200 MHz CPU circuit card ([Figure 38 on page 85](#)).

Figure 38. Attaching the SCSI Cable Adapter



1. SCSI cable adapter

2. SCSI cable connector

- 5 Complete [step 1](#) and [step 2](#) of the procedure in [Installing a Circuit Card on page 14](#).
- 6 Attach the keyboard cable to the keyboard pins on the P5 200 MHz CPU circuit card. See [Inserting the Remote Maintenance Circuit Card on page 112](#).
- 7 Complete [step 3](#) of the procedure in [Installing a Circuit Card on page 14](#).
- 8 Attach the disk activity cable to the P5 200 MHz CPU circuit card with the red lead toward the back of the MAP/40P.
- 9 Install the rear COM2 cable to the P5 200 MHz CPU circuit card. See [Inserting the Remote Maintenance Circuit Card on page 112](#).
- 10 Attach the SCSI cable to the SCSI controller pins on the P5 200 MHz CPU circuit card. See [Installing a SCSI Cable on page 196](#) in [Chapter 4, Replacing Other Components](#).

Note: The SCSI cable has a label that displays the following message:

```
H600-449 Group 1
MAP/40P SCSI CA
(SCSI/( ) -P5/200)
```

Note: The SCSI cable will be routed over top of the disk activity cable.

- 11 Attach the diskette drive cable to the diskette drive cable pins on the P5 200 MHz CPU circuit card. See [Installing a Diskette Cable on page 188](#).

Note: The diskette drive cable has a label that displays the following message:

H600-449 Group 1
MAP/40P Floppy CA
(Floppy/() -P5/200)

Note: Replace the video controller circuit card. See [Installing a Circuit Card on page 14](#).

12 Complete [step 4](#) through [step 10](#) in [Installing a Circuit Card on page 14](#).

Verifying the Parameter Settings

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

Host Adapter Parameter Settings

CAUTION:

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

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

The system displays the Host Adapter Configuration screen ([Figure 39 on page 88](#)).

Figure 39. Host Adapter Configuration Screen

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

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



- 3 Place the cursor on **Configure/View Host Adapter Settings**. Use the up  and down  arrows to move the cursor.
- 4 Press **ENTER**.
- 5 Compare the settings shown on the screen with the parameters listed in [Table 5 on page 89](#).

Table 5. SCSI Bus Interface Definitions

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



- 6 Place the cursor on **Boot Device Options**. Use the up  and down  arrows to move the cursor.
- 7 Press **ENTER**.
- 8 Compare the settings shown on the screen with the correct parameters listed in [Table 6 on page 89](#).

Table 6. Boot Device Options

Option	Setting
Boot Target ID	0
Boot Lun Number	0

- 9 Press **ESC**.

The system displays the SCSI bus interface definitions screen.

- 10 Place the cursor on **SCSI Device Configuration**. Use the up (▲) and down (▼) arrows to move the cursor.
- 11 Press **ENTER**.
- 12 Compare the settings shown on the screen with the correct parameters listed in [Table 7 on page 90](#).

Note: These settings must be applied to all SCSI IDs (0 – 7) shown.

Table 7. SCSI Device Configuration

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

- 13 Press **ESC**.
The system displays the SCSI bus interface definitions screen.
- 14 Place the cursor on **Advanced Configuration Options**. Use the up (▲) and down (▼) arrows to move the cursor.
- 15 Press **ENTER**.

- 16 Compare the settings shown on the screen with the correct parameters listed in [Table 8 on page 91](#).

Table 8. Advanced Configuration Options

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



- 17 Press **ESC**.

The system displays the SCSI bus interface definitions screen.

- 18 Press **ESC**.

The system displays the following message:

```
Exit Utilities
  Yes
  No
```

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

20 Press **ENTER**.

The system displays the following message:

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

21 Press **ENTER**.

The system reboots and responds with the UNIX prompt (#).

CMOS Parameter Settings

CAUTION:

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

1 Perform a hard reboot of the system. See “Reboot the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.

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

The system displays the following message:

```
Please standby for SETUP Utility...
```

After the system has installed the BIOS it displays the CMOS basic options set-up menu.

- 3 Compare the P5 200 MHz CPU circuit card settings in the setup menu with the default parameters listed in [Table 9 on page 94](#).

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

Note: The settings in [Table 9 on page 94](#) that are indicated by a star (*) may differ from the default parameters due to other equipped feature circuit cards in your system. All other settings should be the same as those listed.

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

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

Option	Setting
Time and Date	
Set the time and date to the current time and date.	
Floppy Disks	
Floppy Controller	Enabled
Select Drive A: Type	3.5 Inch, 1.44 MB
Select Drive B: Type	Not Installed
Floppy Seek during POST	Enabled
Fixed Disks	
IDE Controller Setup	Disabled
Auto Detect IDE Drives	Enabled
Large Disk DOS Compatible	Disabled
Keyboard	
Keyboard Typematic Sound	Enabled
Keyboard Typematic Delay	500 msec
Keyboard Typematic Rate	15 chars/sec

1 of 3

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

Option	Setting
Shadow RAM	
Shadow Select C000:0 32K	SHADOW (*)
Shadow Select C800:0 12K	SHADOW (*)
Shadow Select CC00:0	AVAILABLE (*)
Shadow Select D000:0	AVAILABLE (*) Note: If this line indicates SHADOW, change it to ROM.
Shadow Select D400:0 2K	ROM (*) Note: If this line indicates SHADOW, change it to ROM.
Shadow Select D800:0	AVAILABLE (*) Note: If this line indicates SHADOW, change it to ROM.

2 of 3

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

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

3 of 3

- 4 To change the parameter settings, do the following:
 - a Place the cursor on the appropriate heading. Use the up (▲) and down (▼) arrows to move the cursor.
 - b Press **ENTER**.
 - c Change the parameters. Use the up (▲) and down (▼) arrows to move the cursor.
 - d Press **ENTER**.
- 5 Place the cursor on Advanced Options.
- 6 Press **ENTER**.

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

- 7 Compare the P5 200 MHz CPU circuit card settings in the set-up menu with the default parameters listed in [Table 9 on page 94](#).

Note: The settings in [Table 10 on page 98](#) that are indicated by a star (*) may differ from the default parameters due to other equipped feature circuit cards in your system.

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

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





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

Option	Setting
Memory Cache	
External Cache	Enabled
Advanced Chipset	
DRAM Speed	70ns
DMA Alias	Disabled
ECC/Parity Configuration	ECC
Memory Gap Block Size	Disabled
I/O Recovery	
8 bit I/O Recovery Time	6.5 SYSCLK
16 bit I/O Recovery Time	6.5 SYSCLK
ISA Guaranteed Access Time	Disabled
Delayed Transactions	Enabled
Bus Speed	
ISA Bus Speed	8.25 MHz
<i>2 of 3</i>	

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

Option	Setting
Miscellaneous	
SPEAKER Configuration	Enabled
Watchdog Timer Delay:	1.2 sec
Allocate USB Resources	Disabled
PS2 Mouse	
PS2MOUSE Configuration	Disabled

3 of 3

- 8 To change the parameter settings, do the following.
 - a Place the cursor on the appropriate heading. Use the up  and down  arrows to move the cursor.
 - b Press **ENTER**.
 - c Change the parameters. Use the up  and down  arrows to move the cursor.
 - d Press **ENTER**.
- 9 Place the cursor on **PCI Options**.
- 10 Press **ENTER**.

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

- 11 Compare the P5 200 MHz CPU circuit card settings in the set-up menu with the default parameters listed in [Table 11 on page 101](#).

Note: The settings in [Table 11 on page 101](#) that are indicated by a star (*) may differ from the default parameters due to other equipped feature circuit cards in your system.

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

Option	Setting
IRQs Setup	
PCI IRQ Line1	IRQ14
PCI IRQ Line2	IRQ14
PCI IRQ Line3	IRQ10
PCI IRQ Line4	IRQ10
PCI Devices	
0x8086/0x1250 Bridge-Host	No IRQ
0x9004/0x7078 MassStorage-SCSI	INTA->IRQ14
0x8086/0x7000 Bridge-ISA	No IRQ
0x8086/0x7010 MassStorage-IDE	No IRQ
1 of 3	

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

Option	Setting
0x1069/0x0002 MassStorage-RAID	INTA->IRQ14 (*)
0x1011/0x0014 Network-Ethernet	INTA->IRQ10
0x5333/0x8A01 Display-VGA	INTA->IRQ14
PCI Performance	
Delay for PCI Configuration	Disabled
PCI Latency for Bus 0 Device 13	Auto
PCI Latency for Bus 0 Device 14	Auto
PCI Latency for Bus 0 Device 15	Auto
PCI Latency for Bus 0 Device 16	Auto
PCI Latency for Bus 0 Device 17	Auto
PCI Latency for Bus 0 Device 18	Auto
PCI Latency for Bus 0 Device 19	Auto
PCI Latency for Bus 0 Device 20	Auto
PCI Cache Line Size	Auto

2 of 3

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

Option	Setting
Onboard SCSI	
Onboard PCI SCSI	Enabled
<i>3 of 3</i>	

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

13 Press **ENTER**.

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

- a If you have changed any option from what is indicated in [Table 9 on page 94](#), [Table 10 on page 98](#), and [Table 11 on page 101](#), press **ESC**.

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

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

The system displays the following message.

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

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

b Press **ENTER**.

The system displays the following message.

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

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

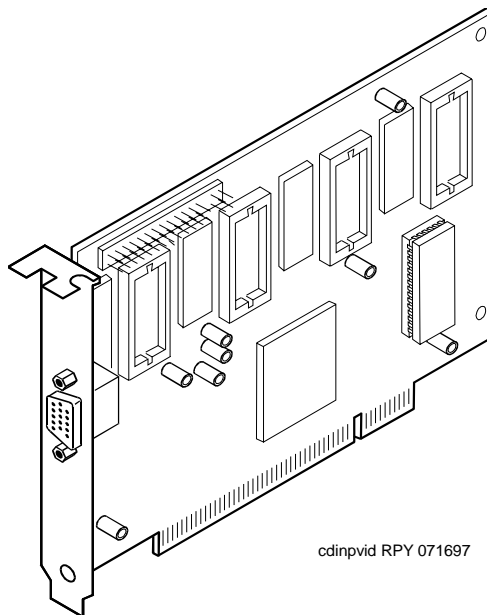
Video Controller Circuit Cards

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

[Figure 40 on page 105](#) and [Figure 41 on page 106](#) show the PCI video controller circuit cards.

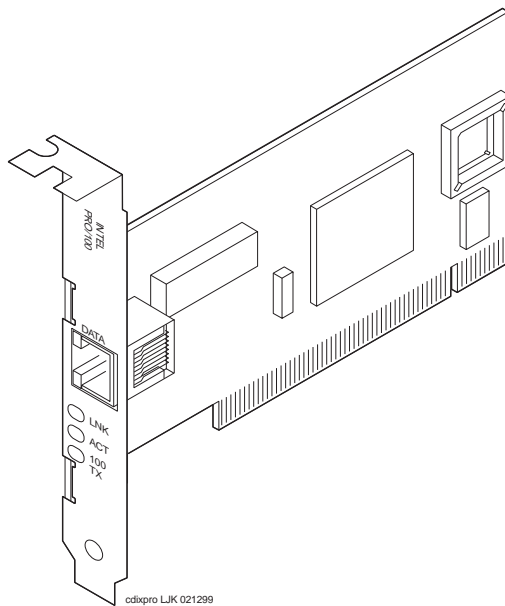
Note: There are no jumpers to set on the PCI video circuit cards.

Figure 40. PCI Video Controller Circuit Card



cdinvid RPY 071697

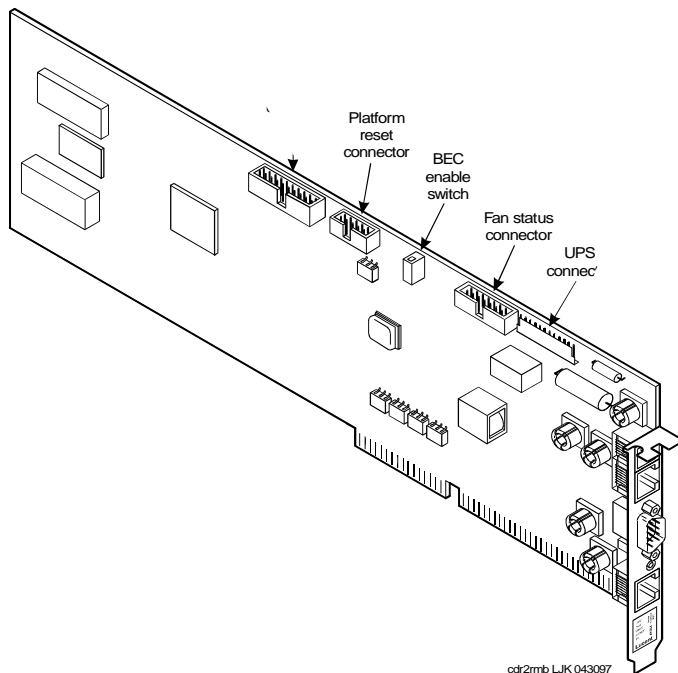
Figure 41. PCI Video Controller Circuit Card



Remote Maintenance Circuit Card

The remote maintenance circuit card provides remote diagnostics of basic components ([Figure 42 on page 108](#)). There is one remote maintenance circuit card installed on the system.

Figure 42. Remote Maintenance Circuit Card



Types of Remote Maintenance Circuit Cards

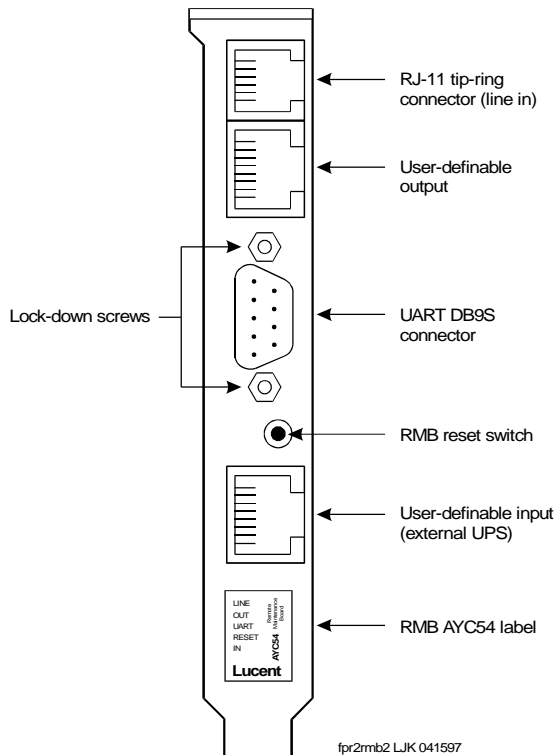
The Lucent Intuity system supports the AYC54 remote maintenance circuit card.

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

You can determine the type of remote maintenance circuit card installed on your system by viewing the faceplate. [Figure 43 on page 110](#) shows the faceplate of a remote maintenance circuit card with an internal modem (AYC54).

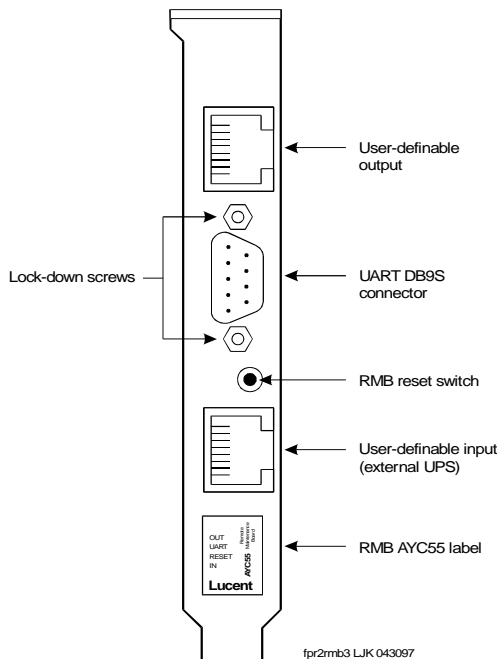
Note: The AYC54 and AYC55 remote maintenance circuit cards can be connected to an external modem.

Figure 43. AYC54 Remote Maintenance Circuit Card Faceplate



[Figure 44 on page 111](#) shows the faceplate of a remote maintenance circuit card without an internal modem (AYC55).

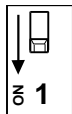
Figure 44. AYC55 Remote Maintenance Circuit Card Faceplate



Setting the Resource Options

The remote maintenance circuit card is equipped with a BEC enable switch ([Figure 42 on page 108](#)). Ensure that this switch is set to the ON position ([Figure 45 on page 112](#)).

Figure 45. BEC Enable Switch



swr2bec LJK 063097

Inserting the Remote Maintenance Circuit Card

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

- 1 Complete the steps in [Installing a Circuit Card on page 14](#).
- 2 Connect the remote maintenance circuit card interface cable to the P5 200 MHz CPU circuit card keyboard connection ([Figure 36 on page 81](#)).

Note: The P5 200 MHz CPU circuit card must be pulled partially out of the MAP/40P before the cable can be connected to the keyboard port.

- 3 Connect the remote maintenance circuit card interface cable to the P5 200 MHz CPU circuit card COM2 port connection ([Figure 36 on page 81](#)).
- 4 Connect the remote maintenance circuit card interface cable to the remote maintenance circuit card platform reset connection ([Figure 42 on page 108](#)).

- 5 Connect the remote maintenance circuit card interface cable to the remote maintenance circuit card fan status connection ([Figure 42 on page 108](#)).

Installing the Remote Maintenance Circuit Card Software Package

To install the remote maintenance circuit card software package, do the following:

- 1 Stop the voice system.
- 2 Enter **pkgadd -d ctape1**

The system displays the following message:

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

- 3 Insert the tape labeled “RMB Software Set” into the tape drive.
- 4 Press **ENTER**.

The system displays the following message:

```
Installation in progress. Do not remove the cartridge tape.  
The following sets are available:  
    1      RMBset  INTUITY RMB V2 Set  
          (i486)
```

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


5 Press **ENTER**.

The system displays the following message:

```
Processing:
```

```
Set: RMB Software Set R2.0 (RMBset) from <ctapel>.
```

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

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

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

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

6 If the remote maintenance circuit card should use:

~ COM1, press **ENTER**.

~ COM2, enter **n**

The system displays the following message:

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

```
01 - United States  
02 - International
```

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

7 Enter the appropriate code.

The system displays the following message:

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

- 8 Enter **q**
- 9 Remove the cartridge tape.

3 Replacing the Hard Disk Drive

Overview

This chapter describes the procedures to identify and recover from Intuity CONVERSANT system hard disk drive failures, to add a hard disk drive, and to clean a hard disk drive.

Topics covered include:

- How to identify a failed hard disk drive
- Hardware procedures for replacing a hard disk drive
- Software procedures for preparing the system for a new hard disk drive
- Software procedures for initializing a hard disk drive

Identifying a Failed Hard Disk Drive

Before a hard disk drive can be replaced you must identify which drive has failed. This section tells how to identify a failed hard disk drive in systems with two hard disk drives (both mirrored and unmirrored).

Note: If your system is configured with only one hard disk drive, see [Software and Hardware Procedures for Replacing Hard Disk Drive 1 \(Nonmirrored System\) on page 135](#).

Hard Disk Drive Contents of the Hard Disk Drives in a Two-Drive System

To determine which hard disk drive has failed, it is necessary to know what type of information is stored on each drive. [Table 12 on page 117](#) shows the information contained on each hard disk drive in a nonmirrored system.

Table 12. Contents of the Hard Disk Drives in a Nonmirrored System

Disk Identity	Contents of Disk
Hard Disk Drive 0, (bay 4)SCSI ID 00	UNIX operating system, all Intuity CONVERSANT software, system data, and speech/voice storage
Hard Disk Drive 1, (bay 5) SCSI ID 01	Speech/voice storage

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

[Table 13 on page 118](#) shows the information contained on each hard disk drive in a mirrored system.

Table 13. Contents of the Hard Disk Drives in a Mirrored System

Disk Identity	Contents of Disk
Hard Disk Drive 0, (bay 4) SCSI ID 00	UNIX operating system, all Intuity CONVERSANT software, system data, and speech/voice storage
Hard Disk Drive 1, (bay 5) SCSI ID 01	The same information as is contained on Disk 0

Identifying a Hard Disk Drive 0 Failure in a Nonmirrored or Single-Disk System

Because Hard Disk Drive 0 contains the only copy of the operating software in a nonmirrored or single disk system, a failure of this drive will result in a complete failure of the system. If this occurs you will not be able to reboot the system. See [Software and Hardware Procedures for Replacing Hard Disk Drive 1 \(Nonmirrored System\) on page 135](#) for the replacement procedure.

Identifying a Hard Disk Drive 1 Failure in a Nonmirrored System

Hard Disk Drive 1 contains speech and voice storage. If this hard disk drive fails, speech is lost. In the event of a Hard Disk Drive 1 failure the system displays the following message:

```
WARNING: Disk Driver: HA0 TCX LU0 - Check Condition
```

Note: The number after TC is the SCSI ID of the failed hard disk drive.

Identifying a Hard Disk Drive Failure in a Mirrored System

In a mirrored system both hard disk drives contain the same information. As a result, if either hard disk drive fails, the other drive will continue to operate the system. There will be no noticeable difference in service. A hard disk drive failure will be identified by the message shown in [Identifying a Hard Disk Drive 1 Failure in a Nonmirrored System on page 119](#).

The number preceded by TC in the message is the SCSI ID of the failed hard disk drive. If this message appears on the screen, contact your remote maintenance center.

Replacing a Hard Disk Drive

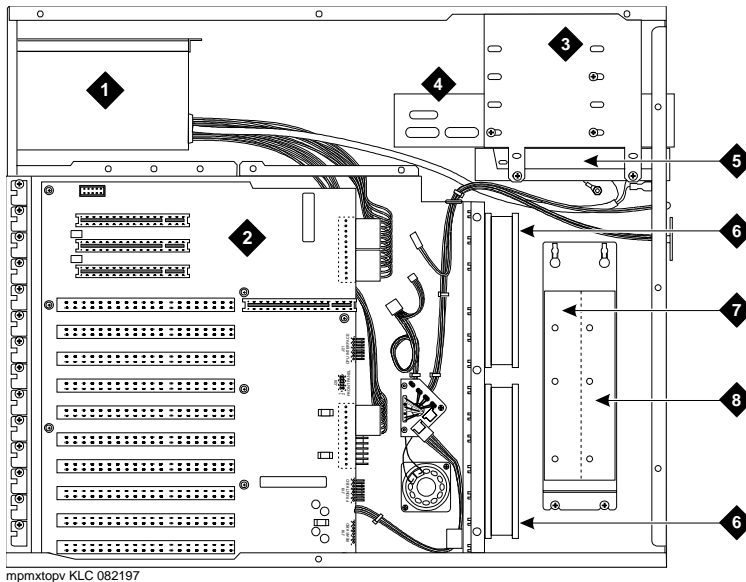
The MAP/40P can contain two hard disk drives. The first hard disk drive, SCSI ID 0, is located in Bay 4; the second hard disk drive, if provided, is located in Bay 5 ([Figure 46 on page 121](#)).



CAUTION:

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

Figure 46. Internal View of the MAP/40P



1. Power supply

2. Backplane

3. Peripheral Bay 1 - unused

4. Peripheral Bay 2 - cartridge tape drive

5. Peripheral Bay 3 - diskette drive

6. Circuit card cage fan

7. Peripheral Bay 4 - Hard Disk Drive 0

8. Peripheral Bay 5 - Hard Disk Drive 1

Hard Disk Drive Removal

To remove a hard disk drive, you must complete the following procedures:

- [Removing the Lucent Intuity CONVERSANT System from Service on page 122](#)
- [Accessing A Hard Disk Drive on page 123](#)
- [Extracting Hard Disk Drive on page 123](#)

Removing the Lucent Intuity CONVERSANT System from Service

To remove the Lucent Intuity system from service, do the following:

Note: This procedure is not necessary if Hard Disk Drive 0 has failed on a single-disk system.

- 1 Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
- 2 Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
- 3 Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
- 4 Shut down the Intuity CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.

- 5 Remove the incoming power. See [Removing Power from the MAP/40P on page 6](#) in [Chapter 1, Getting Inside the Computer](#).

Accessing A Hard Disk Drive

To access a hard disk drive, remove the dress cover. See [Removing the Dress Cover on page 9](#) in [Chapter 1, Getting Inside the Computer](#).

Extracting Hard Disk Drive

To extract a hard disk drive, do the following:

- 1 Remove the SCSI and power cables from the back of Hard Disk Drive 0 and 1 (if installed).
- 2 Loosen the two screws holding the hard disk drive bracket to the MAP/40P chassis.
- 3 Slide the hard disk drive bracket toward the floppy drive to release it from the keyed retainers then lift it from the MAP/40P.
- 4 Remove the screws which secure Hard Disk Drive 0 or 1 to the hard disk drive bracket.

Note: Hard Disk Drive 0 is nearest the fans.

- 5 Place the hard disk drive assembly, with the printed circuit board facing up, on an ESD-protected surface.
- 6 Continue with the procedure in [Hard Disk Drive Installation on page 124](#).

Hard Disk Drive Installation

To install Hard Disk Drive 0, you must complete the following procedures:

- [Installing the Hard Disk Drive Jumpers on page 124](#)
- [Inserting A Hard Disk Drive on page 125](#)

Installing the Hard Disk Drive Jumpers

The Lucent Intuity system supports Quantum hard disk drive. [Figure 47 on page 124](#) and [Figure 48 on page 125](#) show the jumper settings for the hard disk drives.

Figure 47. Jumper Settings for SCSI ID 0

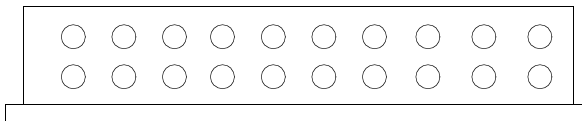
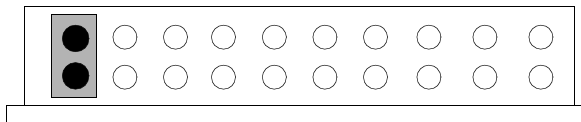


Figure 48. Jumper Settings for SCSI ID 1



Inserting A Hard Disk Drive

To insert the hard disk drive, do the following:

- 1 Remove the new hard disk drive from its ESD-protective wrapping.

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

- 2 Align Hard Disk Drive 0 or 1, in the hard disk drive bracket, with the jumpers near the top of the bracket.
- 3 Secure the hard disk drive in the hard disk drive bracket using the screws removed in Step 4 of [Extracting Hard Disk Drive on page 123](#).
- 4 Connect the SCSI and power cables to the back of Hard Disk Drive 0 and 1, if installed.
- 5 Secure the hard disk drive bracket to the chassis using the two screws loosened in Step 2 of [Extracting Hard Disk Drive on page 123](#).

- 6 Return to either the procedure [Replacing Hard Disk Drive 0 \(Nonmirrored or Single-Disk System\) on page 126](#) or [Replacing Hard Disk Drive 0 \(Mirrored System\) on page 128](#) to complete the system recovery.

Replacing Hard Disk Drive 0

The following procedure explains how to replace a hard disk drive on an existing Intuity CONVERSANT system.

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

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

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

Replacing the Hard Disk Drive

To replace the hard disk drive, do the following:

- 1 Remove Hard Disk Drive 0 from the system. See [Replacing a Hard Disk Drive on page 120](#) for the procedure.

- 2 Set the jumpers on the replacement Hard Disk Drive 0. See [Replacing a Hard Disk Drive on page 120](#) for the procedure.
- 3 Place the replacement Hard Disk Drive 0 in Bay 4. See [Replacing a Hard Disk Drive on page 120](#) for the procedure.

Restoring the Intuity CONVERSANT System

CAUTION:

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

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

- 1 Restore the system using the CONVERSANT Image Tape created using the **mkimage** command. See "Restore the System," in "Common System Procedures," in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 2 Restore the speech files using the **spres** command. See Appendix A, "Summary of Commands," in *Intuity CONVERSANT System Version 7.0 Administration*, 585-313-501.

Replacing Hard Disk Drive 0 (Mirrored System)

If Hard Disk Drive 0 fails in a mirrored system, the system will still be operational and there will be no noticeable degradation of service. The following procedure explains how to replace Hard Disk Drive 0 on a mirrored system.

CAUTION:

This initial synchronization of data on a mirrored system can degrade service, depending on system load. Therefore, perform this procedure only during off-peak hours.

Replacing the Hard Disk Drive

To replace the hard disk drive, do the following:

- 1 Remove Hard Disk Drive 0 from the system. See [Replacing a Hard Disk Drive on page 120](#) for the procedure.
- 2 Set the jumpers on the replacement Hard Disk Drive 0. See [Replacing a Hard Disk Drive on page 120](#) for the procedure.
- 3 Place the replacement Hard Disk Drive 0. See [Replacing a Hard Disk Drive on page 120](#) for the procedure.

Restoring the Intuity CONVERSANT System

To restore the Intuity CONVERSANT system, do the following:

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

The system displays the Volume Manager Support Operations screen ([Figure 49 on page 129](#)).

Figure 49. Volume Manager Support Operations Screen

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

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

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

Select an operation to perform:
```

3 Enter list

The system displays the List Disk Information screen ([Figure 50 on page 130](#)).

Figure 50. List Disk Information Screen

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

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

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

4 Press ENTER.

The system displays the following message:

DEVICE	DISK	GROUP	STATUS
c0b0t0d0	disk00	rootdg	online
c0b0t1d0	disk01	rootdg	online

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

Device	Disk

- 6 Press **ENTER**.

The system displays the Volume Manager Support Operations screen ([Figure 49 on page 129](#)).

- 7 Enter **4**

The system displays the following message:

```
Enter the name of the disk to remove.
```

- 8 Enter the disk name for the drive with the device ID c0b0t0d0.

Note: This should be disk00.

The system displays the Volume Manager Support Operations screen ([Figure 49 on page 129](#)).

- 9 Enter **5**

The system displays the following message:

```
Enter the name of the disk to replace.
```

- 10** Enter the same disk name as in [step 8](#).

The system displays the following message:

```
Enter the device ID of the disk to use as a replacement.
```

- 11** Enter **c0b0t0d0**

The system displays the Hard Disk Partitioning – Disk 0 screen ([Figure 51 on page 133](#)).

Figure 51. Hard Disk Partitioning – Disk 0 Screen

```

Total disk size is 2048 cylinders (2048.0MB)

Partition      Status      Type      Start  End    Length  %      ApproxMB
-----
1              Active     UNIX      0      2047  2048    100    248.0
                System

SELECT ONE OF THE FOLLOWING.



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

Enter selection:

```

12 Enter 1

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

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

15 Enter **100**

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

The system displays the Hard Disk Partitioning – Disk 0 screen ([Figure 51 on page 133](#)).

17 Enter **4**

The system displays the Volume Manager Support Operations screen ([Figure 49 on page 129](#)).

18 Enter **q**

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

Replacing Hard Disk Drive 1

The following procedure explains how to replace a hard disk drive on an existing Intuity CONVERSANT system.

This procedure only applies to Hard Disk Drive 1. If it is not possible to log in to the Intuity CONVERSANT system, it is possible that Hard Disk Drive 0 has failed. See one of the procedures in [Replacing Hard Disk Drive 0 on page 126](#) (nonmirrored or mirrored, depending on your configuration) for instructions.

Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Nonmirrored System)

If Hard Disk Drive 1 fails in a nonmirrored system, the system is still operational. However, speech files are lost. The following procedure explains how to replace Hard Disk Drive 1 on a nonmirrored system.

Replacing the Hard Disk Drive

To replace Hard Disk Drive 1, do the following:

- 1 Remove Hard Disk Drive 1 from the system. See [Replacing a Hard Disk Drive on page 120](#) for the procedure.
- 2 Set the jumpers on the replacement Hard Disk Drive 1. See [Replacing a Hard Disk Drive on page 120](#) for the procedure.
- 3 Place the replacement Hard Disk Drive 1. See [Replacing a Hard Disk Drive on page 120](#) for the procedure.

Restoring the Intuity CONVERSANT System

To restore the Intuity CONVERSANT system, do the following:

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

The system displays the Volume Manager Support Operations screen ([Figure 49 on page 129](#)).

- 3 Enter **list**

The system displays the List Disk Information screen ([Figure 50 on page 130](#)).

4 Press **ENTER**.

The system displays the following message:

DEVICE	DISK	GROUP	STATUS
c0b0t0d0	disk00	rootdg	online
c0b0t1d0	disk01	rootdg	online

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

Device	Disk

6 Press **ENTER**.

The system displays the Volume Manager Support Operations screen ([Figure 49 on page 129](#)).

7 Enter **3**

The system displays the following message:

Enter the name of the disk to remove.

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

Note: This should be disk01.

The system displays the Volume Manager Support Operations screen ([Figure 49 on page 129](#)).

- 9 Add Hard Disk Drive 1 to the system. See [Adding a Hard Disk Drive to a System for Speech Storage on page 149](#).
- 10 Restore the speech files using the **spress** command. See Appendix A, “Summary of Commands” in *Intuity CONVERSANT System Version 7.0 Administration*, 585-313-501, for more information.

Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Mirrored System)

If Hard Disk Drive 1 fails in a mirrored system, the system is still operational and there is no noticeable degradation of service. The following procedure explains how to replace Hard Disk Drive 1 on a mirrored system.

CAUTION:

This initial synchronization of data on a mirrored system can degrade service, depending on system load. Therefore, perform this procedure only during off-peak hours.

Replacing the Hard Disk Drive

To replace Hard Disk Drive 1, do the following:

- 1 Remove Hard Disk Drive 1 from the system. See [Replacing a Hard Disk Drive on page 120](#) for the procedure.
- 2 Set the jumpers on the replacement Hard Disk Drive 1. See [Replacing a Hard Disk Drive on page 120](#) for the procedure.
- 3 Place the replacement Hard Disk Drive 1 in Bay 3. See [Replacing a Hard Disk Drive on page 120](#) for the procedure.

Restoring the Intuity CONVERSANT System

To restore the Intuity CONVERSANT system, do the following:

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

The system displays the Volume Manager Support Operations screen ([Figure 49 on page 129](#)).

- 3 Enter **list**

The system displays the List Disk Information screen ([Figure 50 on page 130](#)).

- 4 Press **ENTER**.

The system displays the following message:

```
DEVICE      DISK      GROUP     STATUS
c0b0t0d0   disk00   rootdg   online
c0b0t1d0   disk01   rootdg   online
```

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

Device	Disk

6 Press **ENTER**.

The system displays the Volume Manager Support Operations screen ([Figure 49 on page 129](#)).

7 Enter **4**

The system displays the following message:

```
Enter the name of the disk to remove.
```

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

Note: This should be disk01.

The system displays the Volume Manager Support Operations screen ([Figure 49 on page 129](#)).

9 Enter 5

The system displays the following message:

Enter the name of the disk to replace.

10 Enter the same disk name as in Step 8.

The system displays the following message:

Enter the device ID of the disk to use as a replacement.

11 Enter `c0b0t1d0`

The system displays the Hard Disk Partitioning – Disk 1 screen ([Figure 52 on page 141](#)).

Figure 52. Hard Disk Partitioning – Disk 1 Screen

```

Total disk size is 2048 cylinders (2048.0MB)

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

SELECT ONE OF THE FOLLOWING



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

Enter selection:

```

12 Enter 1

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

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

15 Enter **100**

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

The system displays the Hard Disk Partitioning – Disk 1 screen ([Figure 52 on page 141](#)).

17 Enter **4**

The system displays the Volume Manager Support Operations screen ([Figure 49 on page 129](#)).

18 Enter **q**

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

Adding a Hard Disk Drive

This section details the procedures for adding a second hard disk drive to an Intuity CONVERSANT system with only one hard disk drive. If you are replacing an existing drive, see [Replacing Hard Disk Drive 0 on page 126](#) or [Replacing Hard Disk Drive 1 on page 134](#).

Adding a Hard Disk Drive to a System for Mirroring

To add a hard disk drive, do the following:

- 1 Install the new hard disk drive. See [Replacing a Hard Disk Drive on page 120](#).
- 2 Clean the new hard disk drive. See [Cleaning a Hard Disk Drive on page 153](#).
- 3 Log in as root.
- 4 Enter **fdisk /dev/rdisk/c0b0t~~x~~d0s0**

The system displays the following message:

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

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

- 5 Enter **y**
- 6 Enter **vxdiskadm**

The system displays the Volume Manager Support Operations screen ([Figure 49 on page 129](#)).

- 7 Enter **1**

The system displays the Add or Initialize a Disk screen ([Figure 53 on page 144](#)).

Figure 53. Add or Initialize a Disk Screen

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

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

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

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

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

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

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

The system displays a message similar to the following message:

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

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

The system displays the following message:

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

- 10 Enter **y**

The system displays the following message:

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


Note: If the disk is a brand new disk, the above message is not displayed. Sometimes the newly added disk `STATUS` is shown as `error` instead of `online`. This may happen until the disk is added to the Volume Manager internal configuration files using `vxdiskadm`.

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

11 Enter **y**

The system displays the following message:

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

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

12 Press **ENTER**.

The system displays the following message:

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

13 Enter **n**

The system displays the following message:

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

14 Enter n

The system displays the following message:

```
The selected disks will be added to the disk group rootdg  
with the disk name that you will specify interactively
```

```
c0b0tXd0
```

```
Continue the operation? [y,n,q,?] (default: y)
```

15 Enter y

The system displays the following message:

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

```
Output format: [Device_name]
```

```
c0b0tXd0
```

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

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

16 Enter y

The system displays the following message

```
The following disk you selected for use appears to have
already been initialized for the Volume Manager. If you are
certain the disk has already been initialized for the Volume
Manager, then you do not need to reinitialize the disk device
Output format: [Device_Name]
```

```
c0b0tXd0
```

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

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

17 Enter n

The system displays the following message:

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

18 Enter y

The system displays the following message:

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

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

The system displays the following message:

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

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

20 Press **ENTER**.

The system displays the Volume Support Manager Operations screen ([Figure 49 on page 129](#)).

21 Select **q** to quit

22 Enter **vxdisk list**

The system displays a message similar to the following message:

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

23 Verify that the STATUS column for the disk is online.

Adding a Hard Disk Drive to a System for Speech Storage

Note: If you are using an existing disk, perform the [Cleaning a Hard Disk Drive on page 153](#) procedure first.

- 1 Complete the procedure in [Adding a Hard Disk Drive to a System for Mirroring on page 143](#).
- 2 Log in to the system as root.
- 3 Enter **/mtce/bin/dispdisk**

The system displays a message similar to the following:

Choose a disk from the following list

```
disk00  disk01
```

```
Enter disk:
```

- 4 Enter **disk01**

The system displays a message similar to the following:

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

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

Length: _____

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

The system displays the following message:

Enter Volume Name:

- 7 Enter **`home3`**

The system displays the following message:

Enter Volume Length:

- 8 Enter the number you recorded in Step 5.

The system displays the following message:

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

Choose a disk from the following list:

```
disk00  disk01
```

Enter disk:

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

The system displays the following message:

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

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

```
(DEL if wrong)
```

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

Moving the Speech to the Speech Disk

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

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

- 1 Log in as root.
- 2 Enter **cd /home2/vfs/talkfiles**
- 3 Enter **find . -name -pring | cpio -pdmuv /home3/vfs/talkfiles**
- 4 Enter **vi /vs/data/irAPI.rc**
- 5 Change the line `SPEECHDIR=/home2/vfs/talkfiles`
to
SPEECHDIR=/home3/vfs/talkfiles
- 6 Enter **stop_vs**

- 7 Enter **start_vs**
- 8 Enter **cd /home2/vfs/talkfiles**
- 9 Enter **rm -rf - ***

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

Cleaning a Hard Disk Drive

Cleaning a hard disk drive can be done by:

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

Using the **fdisk** Command

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

To clean a hard disk drive, do the following:

- 1 Log in to the system as root.
- 2 Enter **fdisk /dev/rdisk/c0b0t1d0s0**

⚠ CAUTION:

The phrase `c0b0t1d0s0` is the name of the disk to be cleaned. The phrase `c0b0t1d0s0` is correct for Hard Disk Drive 1. Hard Disk Drive 0 is named `c0b0t0d0s0`.

The system displays the Disk Cleaning screen ([Figure 54 on page 154](#)).

Figure 54. Disk Cleaning Screen

```

Total disk size is 2048 cylinders (2048.0MB)

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

SELECT ONE OF THE FOLLOWING

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

Enter selection:

```

3 Enter 3

The system displays the following message:

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

4 Enter the number of the partition.

For the example given in [Figure 54 on page 154](#), you would enter 1.

The system displays the following message:

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

5 Enter **y**

The system displays the following message:

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

The system displays the Disk Cleaning screen ([Figure 54 on page 154](#)).

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

Low-Level Formatting the Hard Disk Drive

The procedure for low-level formatting a hard disk drive differs depending on the CPU type installed on your system.

Low-Level Formatting with a P5 200 MHz CPU Circuit Card

To low-level format a hard disk drive, do the following:

- 1 Reboot the system. See “Reboot the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 2 Press **CONTROL + A** when prompted.

The system displays the Host Adapter Configuration screen ([Figure 55 on page 157](#)).

Figure 55. Host Adapter Configuration Screen

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

Options
Configure/View Host Adapter Settings
SCSI Disk Utilities

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

The system displays the SCSI Disk Utilities screen ([Figure 56 on page 158](#)).

Figure 56. SCSI Disk Utilities Screen



```
Select SCSI Disk and press <Enter>.  
  
SCSI ID #0    IBM DORS-32160  
SCSI ID #1    IBM DORS-32160  
SCSI ID #2    No Device  
SCSI ID #3    TANDBERG TDC4200  
SCSI ID #4    No Device  
SCSI ID #5    No Device  
SCSI ID #6    No Device  
SCSI ID #7    AIC - 7850
```

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

The system displays the Configure/Format Disk screen ([Figure 57 on page 158](#)).

Figure 57. Configure/Format Disk Screen

```
Configure Disk  
Format Disk
```

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

Mirroring

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

Establishing Mirroring

Establishing disk mirroring includes copying data from the first disk to the second disk, then enabling mirroring so that the two disks continue to be in sync. When mirroring to another disk, make sure that the second disk is at least as large as the first one. If the second disk is larger, the additional space remains unused and may be used later if there is a need to grow a file system.

The following procedure shows the system entries and system responses when mirroring disk00 and disk01. If you are mirroring other disks, your responses will be different.

- 1 Set the jumpers on Hard Disk Drive 1. See [Replacing a Hard Disk Drive on page 120](#) for the procedure.
- 2 Place Hard Disk Drive 1 in Bay 3. See [Replacing a Hard Disk Drive on page 120](#).
- 3 Add Hard Disk Drive 1 to the system. See [Adding a Hard Disk Drive to a System for Mirroring on page 143](#).
- 4 At the UNIX prompt, enter **vxdiskadm**
The system displays the Volume Manager Support Operations screen ([Figure 49 on page 129](#)).
- 5 Enter **6**
The system displays the Mirror Volumes on a Disk screen ([Figure 58 on page 161](#)).

Figure 58. Mirror Volumes on a Disk Screen

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

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

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

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

```
Enter disk name
```

6 Enter list

The system displays the Disk Group screen ([Figure 59 on page 162](#)).

Figure 59. Disk Group Screen

```
Disk group: rootdg

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

Enter disk name
```

7 Enter **disk00**

The system displays the following message:

```
You can choose to mirror volumes from disk disk00 onto any
available disk space, or you can choose to mirror onto a
specific disk. To mirror to a specific disk, select the name
of that disk. To mirror to any available disk space, select
"any".
```

```
Enter destination disk [<disk>,list,q,?] (default: any)
```

8 Enter **disk01**

The system displays the following message:

```
The requested operation is to mirror all volumes on disk
disk00 in disk group rootdg onto available disk space on disk
disk01.
```

NOTE: This operation takes a long time to complete.
Continue with the operation?

9 Enter y

The system displays the following message:

```
Mirror volume standvol
Mirror volume swapvol
Mirror volume rootvol
Mirror volume disk006vol
Mirror volume home3
Mirror volume mtce
Mirror volume oracle
Mirror volume tmp
Mirror volume voice1
Mirror volume voxem
Mirror volume vs
```

Mirroring of disk disk01 is complete.

Mirror volumes on another disk? [y,n,q,?] (default:n)

10 Enter n

The system displays the Volume Manager Support Operations screen ([Figure 49 on page 129](#)).

11 Enter q

Removing Mirroring

To remove mirroring, do the following:

- 1 At the UNIX prompt, enter **/mtce/bin/rmvolmirr**
- 2 The system displays the following message:

```
Choose a VolumeName from the following list:  
ALL standvol swapvol rootvol mtce oracle tmp vs  
Enter VolumeName or ALL:
```

- 3 Enter **ALL**

The system displays the following message for each volume:

```
Mirroring for xxx volume has been turned off.  
Volume mirror xxx has been removed.
```

where **xxx** is the volume name.

Disk Reuse

Reusing for Mirroring

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

- 1 Log in as root.

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

- 2 Enter **umount /home3**
- 3 Enter **voledit -rf rm home3**
- 4 Establish mirroring. See [Establishing Mirroring on page 159](#), and begin with [step 4](#).

Reusing for Speech

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

- 1 Log in as root.
- 2 Remove mirroring. See [Removing Mirroring on page 164](#).

- 3 Add a disk for speech storage. See [Adding a Hard Disk Drive to a System for Speech Storage on page 149](#), and begin with [step 3](#).
- 4 Move the speech to the speech disk. See [Moving the Speech to the Speech Disk on page 152](#).

4 Replacing Other Components

Overview

This chapter describes the correct procedures for replacing the following components on the Intuity CONVERSANT system. Information is also provided on the correct configuration and settings for the individual components.

- Backplane
- Cables
- Cartridge tape drive
- Circuit card cage fans
- Diskette drive
- Filter
- Memory modules
- Power supplies
- Terminator SIPs

Note: For circuit card replacement procedures, see [Chapter 2, Installing or Replacing Circuit Cards](#). For hard disk drive replacement procedures see [Chapter 3, Replacing the Hard Disk Drive](#).

Replacing the Electromagnetic Interference Reduction Components

Before connecting peripherals or external devices, install toroids and/or ferrites to each interface cable. All installations require the installation of toroids and ferrites as described in the following procedures to meet the individual country agency electromagnetic compatibility (EMC) regulations.

A toroid (Type A), used only on a MAP/40P system, is a 2.5 inch (6.4 cm) circular ferrite. Toroids are made of a highly conductive carbon type of material that is very brittle. If a toroid ring fractures, it should immediately be replaced.

A ferrite (Type B) is a 1 inch (2.5 cm) rectangular device. Ferrites are made of a variable conductive carbon type material to reduce special EMI (electromagnetic interference) frequency band width. Available in split and solid ferrite forms, a special snap-back protective cover is used to install and keep the halves together.

[Table 14 on page 169](#) lists the ferrites to be installed on a MAP/40P system that uses the AYC10 Tip/Ring circuit card. [Table 15 on page 170](#) lists the ferrites to be installed on a MAP/40P system that uses the AYC30 Tip/Ring circuit card.

Note: [Table 14 on page 169](#) and [Table 15 on page 170](#) contain data for a MAP/40P system installed with a 200 MHz CPU

Table 14. MAP/40P Ferrite Installation Using the AYC10 Tip/Ring Circuit Card

Component	Location	Cabling
Tip/Ring circuit card (AYC10)	Place 2 ferrites on each modular cable.	Wrap the modular cable once around each ferrite.

Table 15. MAP/40P Ferrite Installation Using the AYC30 Tip/Ring Circuit Card

Component	Location	Cabling
Tip/Ring circuit card (AYC30)	Place 2 ferrites on each modular cable.	<ul style="list-style-type: none"> Wrap the modular cable once around each ferrite. Wrap each modular cable twice through the toroid. <p>See Installing a Toroid on the MAP/40P on page 175 for general toroid installation.</p>

General Toroid and Ferrite Installation Guidelines

CAUTION:

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

When installing toroids or ferrites:

- Install toroids or ferrites to cables as required.
- Minimize the amount of cable between the toroids or ferrites and the computer chassis.

- Wrap cables as tightly as possible. Do not leave large amounts of slack in the loop(s).
- Use cable ties, when required, behind the ferrites to keep the ferrites in place.

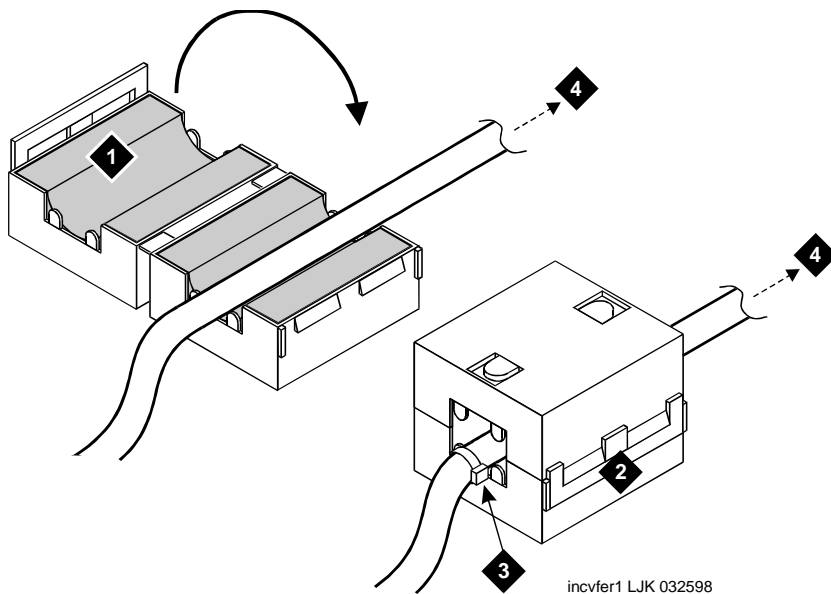
Installing a Ferrite

To install a ferrite, do the following:

- 1 Open the ferrite by gently pulling the fastener away from the body of the ferrite.
- 2 Place the cord or cable in the groove inside the ferrite ([Figure 60 on page 172](#)).

Note: Maintain minimum cable lead length between the ferrite and the computer chassis.

Figure 60. Example Ferrite (Type B) Installation

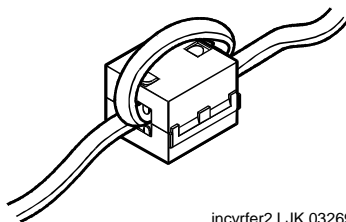


1. Ferrite in open position
2. Ferrite in snapped closed position
3. Cable tie
4. To the computer

If the cable is to be wrapped around the ferrite, wrap the cable tightly around half of the ferrite and place the cable into the groove ([Figure 61 on page 173](#)).

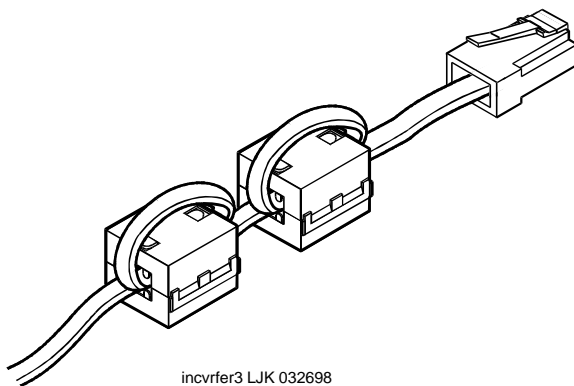
If the cable is to be wrapped around two ferrites, ensure the second ferrite is close to the first ferrite assembly ([Figure 62 on page 174](#)).

Figure 61. Example of Cable Wrapped Around Ferrite



incvrf2 LJK 032698

Figure 62. Example Double Ferrite Installation



- 3 Gently snap the ferrite shut.
- 4 Attach a cable tie ([Figure 60 on page 172](#)), when required, directly behind the last ferrite to secure it.

Note: If the cable is wrapped around the ferrite(s), no cable tie is required.

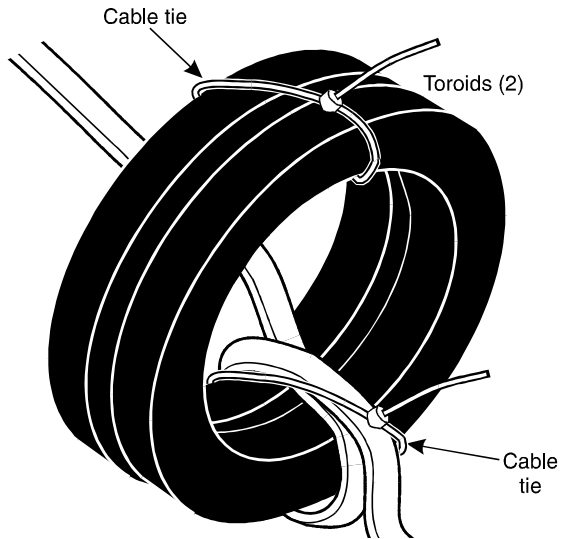
- 5 Trim the cable tie.

Installing a Toroid on the MAP/40P

The following is the general toroid installation procedure to be used on a MAP/40P system. [Figure 63 on page 176](#) shows an example of a paired toroid installation.

To install a toroid, do the following:

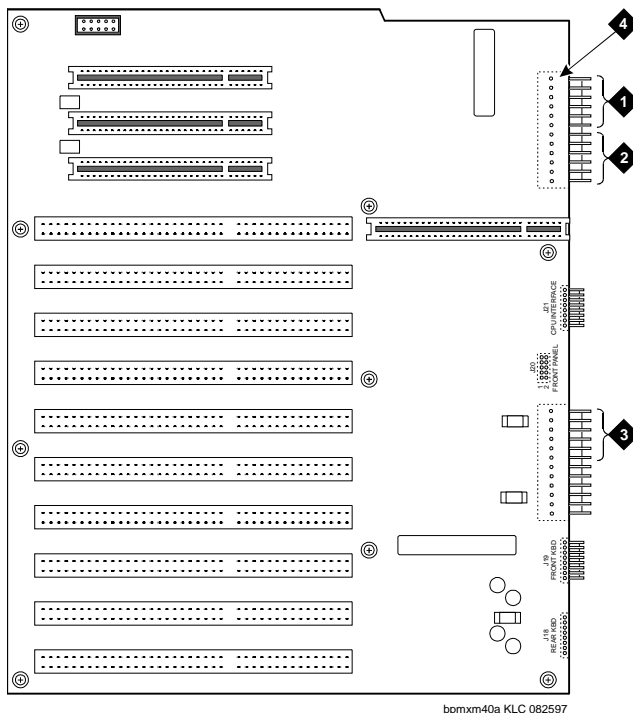
- 1 Place the toroid close to the computer chassis.
- 2 Wrap each modular cable tightly around the toroid.
- 3 Secure the cable(s) with a small cable tie to reduce cable movement.
- 4 Trim off any excess from the cable tie.

Figure 63. Example Toroid Installation

Replacing the Backplane

The following procedures detail removing and installing the backplane. The backplane ([Figure 64 on page 178](#)) is located in the MAP/40P card cage area as shown in [Figure 65 on page 179](#).

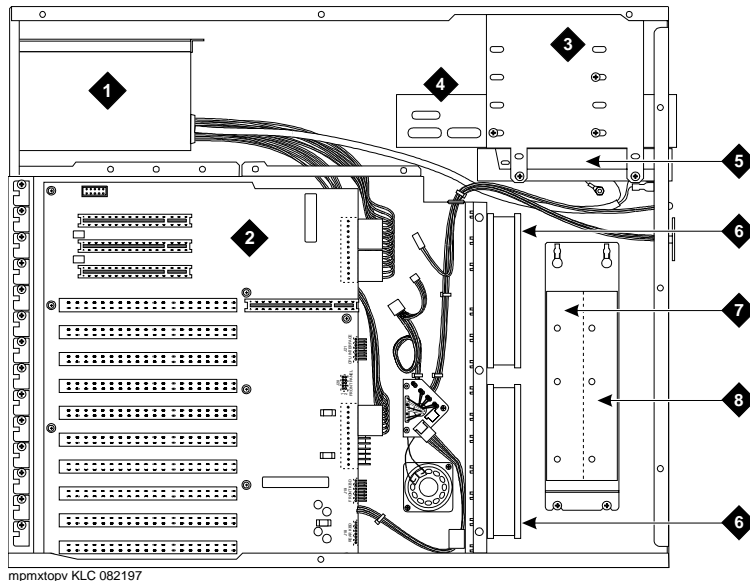
Figure 64. MAP/40P Backplane



1. Attach power cable here. Align from top with wires: red red red white black black
2. Attach power cable here. Align from top with wires: black black blue yellow red orange
3. Attach power cable here. Align from top with wires: red red black black
4. Voltage measurement points

bpmxm40a KLC 082597

Figure 65. MAP/40P Internal Layout



- | | |
|--|---|
| 1. Power supply | 5. Peripheral Bay 3 - diskette drive |
| 2. Backplane | 6. Circuit card cage fan |
| 3. Peripheral Bay1 - unused | 7. Peripheral Bay 4 - Hard Disk Drive 0 |
| 4. Peripheral Bay 2 - cartridge tape drive | 8. Peripheral Bay 5 - Hard Disk Drive 1 |

Removing the Backplane

CAUTION:

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

To remove the backplane, do the following:

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

- 3 Remove the incoming power. See [Removing Power from the MAP/40P](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the dress cover. See [Removing the Dress Cover](#) in [Chapter 1, Getting Inside the Computer](#).
- 5 Remove all of the circuit cards. See [Removing a Circuit Card](#), in [Chapter 2, Installing or Replacing Circuit Cards](#).

Note: Pay close attention to the backplane connector slots from which each circuit card is removed. The circuit cards will need to be replaced in the same slots in the new backplane. See [Component Assignments](#) in [Appendix A, System Configuration](#), for circuit card placement.

- 6 Unplug all power lead connectors.

Note: Make a note of the connector locations. Connectors are polarized but not keyed.

- 7 Remove the ten screws that secure the backplane to the MAP/40P.
- 8 Lift the backplane from the MAP/40P.

Installing the Backplane

To install the backplane, do the following:

- 1 Remove the new backplane from its ESD protective wrapping.

- Note:** Keep the package and all ESD-protective wrapping to return the defective unit. Re-use of the original replacement unit packaging is necessary to meet the manufacturer's warranty.
- 2 Mount the new backplane to the MAP/40P chassis using the ten screws you removed in [step 7](#) of the procedure in [Removing the Backplane on page 180](#).
- Note:** Make sure no wiring is trapped between standoffs and backplane. Redress the COM2 cable to a position near and under the CPU.
- 3 Connect all power cables that you removed in [step 6](#) of the procedure in [Removing the Backplane on page 180](#).
 - 4 Seat the CPU circuit card and the video controller card. See [Installing a Circuit Card on page 14](#), in [Chapter 2, Installing or Replacing Circuit Cards](#).
- Note:** Be sure to mount these cards in their correct backplane slot. See [Component Assignments on page 466](#) in [Appendix A, System Configuration](#), for these locations.
- 5 With the MAP/40P still disassembled, connect the COM2 interface and keyboard to the appropriate connectors on the CPU board.
 - 6 Connect the video monitor cord to the video monitor interface plug termination on the video controller board.
 - 7 Connect the disk activity LED cable assembly to the CPU.

- 8 Restore power to the MAP/40P. See [Restoring Power to the MAP/40P](#), in [Chapter 1, Getting Inside the Computer](#).
- 9 Check for the following indications that the system is properly connected:
 - ~ The +5, -5, +12, or -12 volt DC locations marked on the backplane read + (plus) or - (minus) 0.25 volt with respect to the correct voltages.
 - The monitor shows indications that the MAP/40P is attempting to boot. A self-check of memory is displayed on the terminal.
 - The diskette drive LED will temporarily light, indicating diskette drive bus activity and proper cable connection.

If the system is assembled properly, the machine will finish its boot process in approximately 2 minutes and remain in an idle state, waiting for system login. If the system is not assembled properly, repeat Steps 1 through 13 above.

- Note:** Depending on the particular configuration of the MAP/40P being serviced, error messages may be displayed on the screen indicating that certain circuit cards are not in their proper slots. This will not affect the MAP/40P's attempt to boot, and the error messages should subside when the system is fully operational with the four circuit cards.
- ~ The card cage fan begins operating.

- ~ The front control panel "Power On" indicator is lit.
 - ~ The power supply internal fan is operating.
- 10 Install the remaining cards in their appropriate backplane slots. See [Installing a Circuit Card](#), in [Chapter 2, Installing or Replacing Circuit Cards](#).
 - 11 Replace the dress cover. See [Replacing the Dress Cover](#), in [Chapter 1, Getting Inside the Computer](#).
 - 12 Apply power to the MAP/40P. See [Restoring Power to the MAP/40P](#), in [Chapter 1, Getting Inside the Computer](#).

Replacing Cables

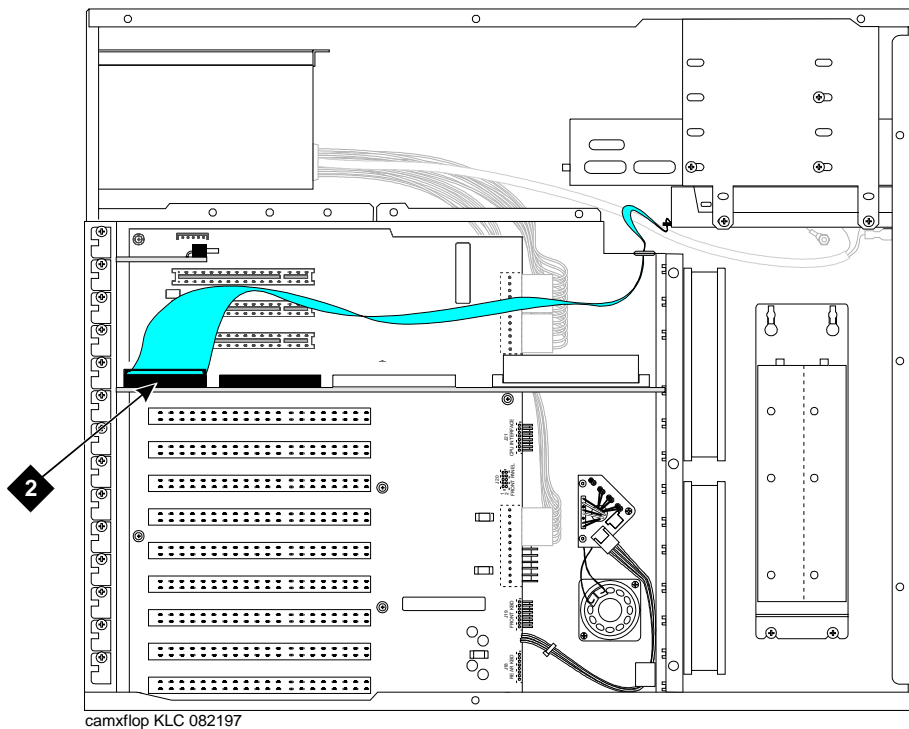
This section provides procedures for replacing the:

- Diskette cable
- Keyboard cable
- SCSI cable

Replacing the Diskette Cable

The diskette cable ([Figure 66 on page 185](#)) connects the diskette drive to the P5 200-MHz CPU circuit card.

Figure 66. Diskette Cable Routing



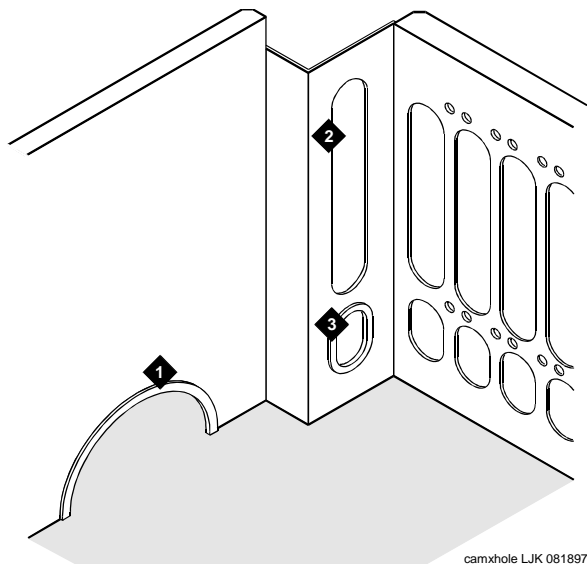
Removing the Diskette Cable

To remove the diskette cable, do the following:

- 1 Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
- 2 If the system is in service, do the following.
 - a Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - b Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - c Shut down the Intuity CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 3 Remove the incoming power. See [Removing Power from the MAP/40P on page 6](#) in [Chapter 1, Getting Inside the Computer](#), for this procedure.
- 4 Remove dress cover and access panel. See [Removing the Dress Cover on page 9](#) in [Chapter 1, Getting Inside the Computer](#), for these procedures.
- 5 Disconnect the diskette cable from the P5 200 MHz CPU circuit card.
- 6 Disconnect the diskette cable from the diskette drive.

- 7 Gently pull the diskette cable through the holes ([Figure 67 on page 187](#)) in the internal sheet metal into the card cage area of the MAP/40P.

Figure 67. MAP/40P Internal Sheet Metal Holes



- 1. Hole for routing power supply cables to backplane**
- 2. Hole for routing SCSI cable and diskette cable to P5 200 MHz CPU**
- 3. Hole for routing keyboard, reset, and LED cables**

- 8 Remove the diskette cable from the chassis.

Installing a Diskette Cable

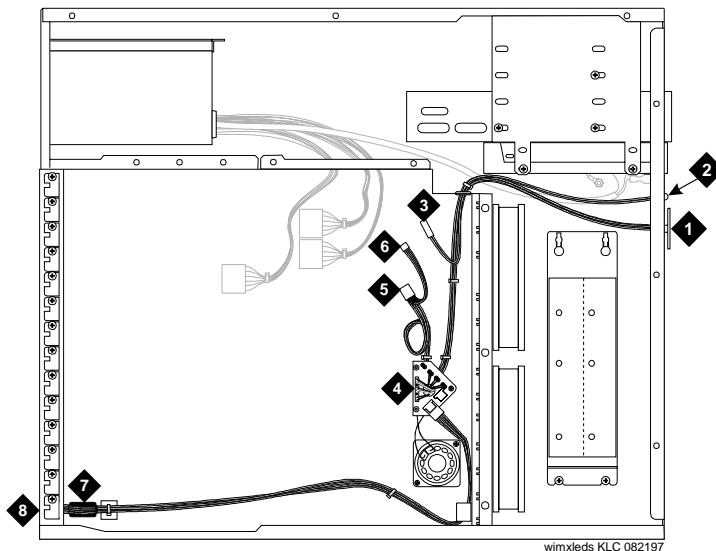
To install a diskette cable, do the following:

- 1 Carefully slide the cross over end of the diskette cable through the cable hole ([Figure 67 on page 187](#)) from the card cage area to the peripheral bay area.
- 2 Connect the diskette cable to the diskette drive.
- 3 Connect the diskette cable to the P5 200 MHz CPU circuit card.
- 4 Replace the dress cover. See [Replacing the Dress Cover on page 10](#) in [Chapter 1, Getting Inside the Computer](#).
- 5 Apply power to the MAP/40P. See [Restoring Power to the MAP/40P on page 10](#) in [Chapter 1, Getting Inside the Computer](#).

Replacing the Keyboard Cable

The keyboard cable ([Figure 68 on page 189](#)) connects the keyboard port to the P5 200 MHz CPU circuit card.

Figure 68. Keyboard Cable Routing



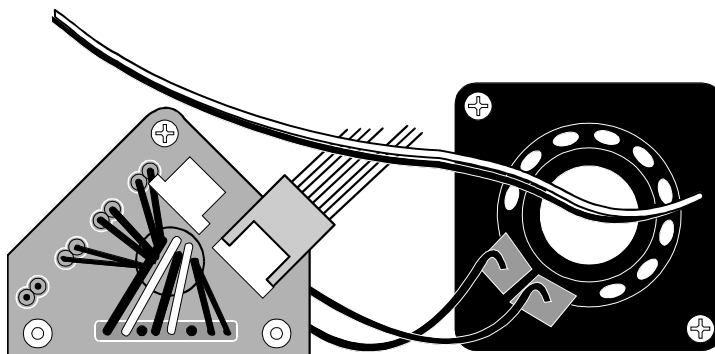
- | | |
|---------------------------------------|----------------------------------|
| 1. LED cables | 5. Keyboard cable, attach to CPU |
| 2. Reset cable | 6. Keyboard cable |
| 3. Disk activity cable, attach to CPU | 7. Keyboard port |
| 4. Keyboard interface | |

Removing the Keyboard Cable

To remove the keyboard cable, do the following:

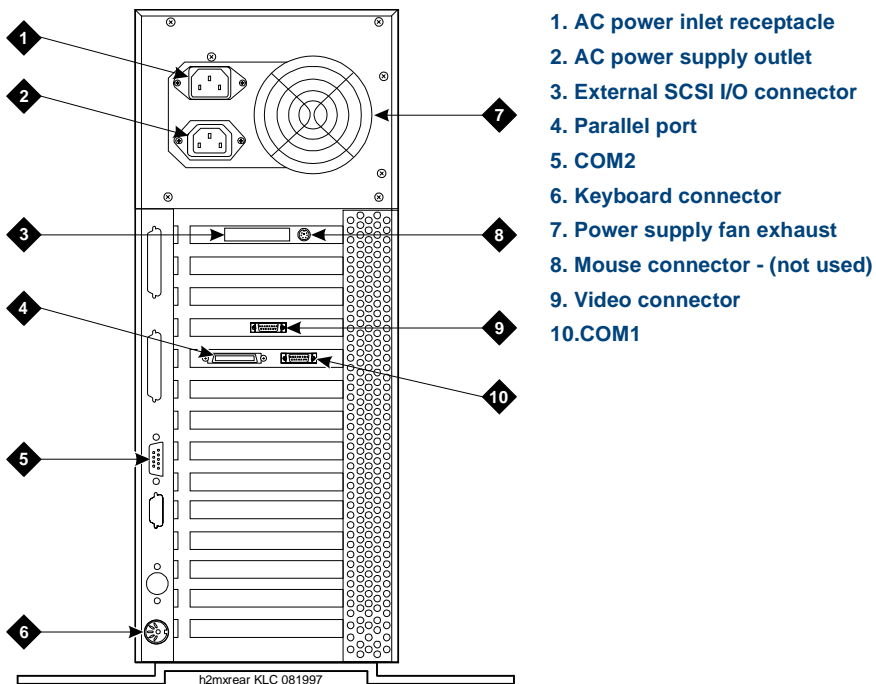
- 1 Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
- 2 If the system is in service, do the following.
 - a Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - b Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - c Shut down the Intuity CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 3 Remove the incoming power. See [Removing Power from the MAP/40P on page 6](#), in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove dress cover and access panel. See [Removing the Dress Cover on page 9](#), in [Chapter 1, Getting Inside the Computer](#).
- 5 Remove the circuit cards in Slots 1 through 6. See [Removing a Circuit Card on page 12](#), in [Chapter 2, Installing or Replacing Circuit Cards](#).
- 6 Disconnect the keyboard cable from the keyboard interface ([Figure 69 on page 191](#)).

Figure 69. Keyboard Interface



- 7 Disconnect the keyboard port from the MAP/40P chassis by removing the two screws ([Figure 70 on page 192](#)).
- 8 Remove the keyboard cable from the MAP/40P.

Figure 70. Back View of the MAP/40P



Installing a Keyboard Cable

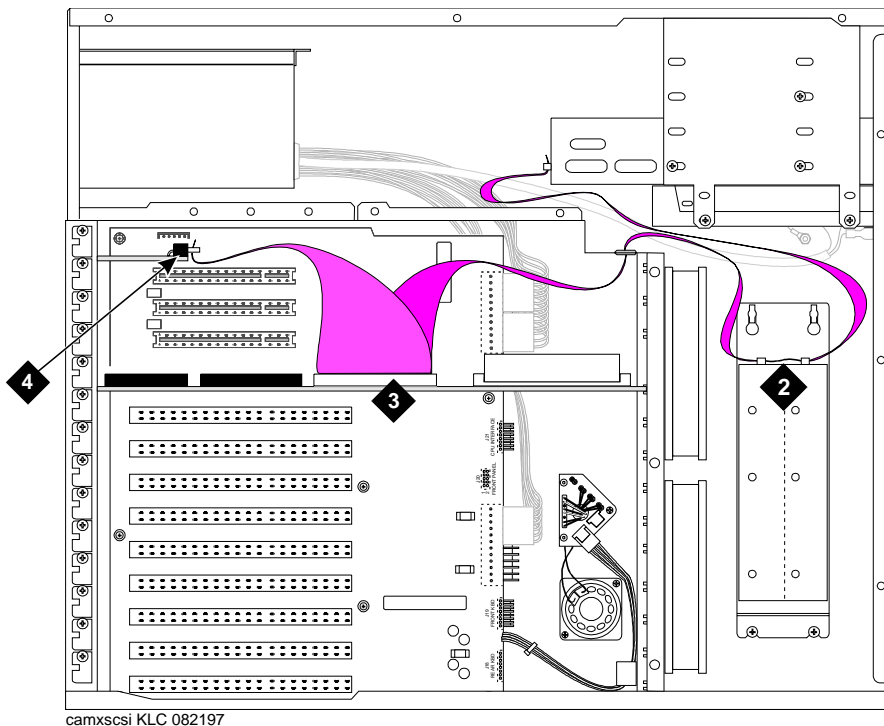
To install a keyboard cable, do the following:

- 1 Connect the keyboard cable to the keyboard interface ([Figure 69 on page 191](#)).
- 2 Attach the keyboard port to the MAP/40P chassis ([Figure 70 on page 192](#)) using the screws removed in [step 7](#) of the procedure in [Removing the Keyboard Cable on page 190](#).
- 3 Replace the circuit cards removed in [step 5](#) of the procedure in [Removing the Keyboard Cable on page 190](#). See [Installing a Circuit Card in Chapter 2, Installing or Replacing Circuit Cards](#) for the procedure.
- 4 Replace the dress cover. See [Replacing the Dress Cover on page 10 in Chapter 1, Getting Inside the Computer](#).
- 5 Connect the keyboard to the keyboard port.
- 6 Apply power to the MAP/40P. See [Restoring Power to the MAP/40P on page 10 in Chapter 1, Getting Inside the Computer](#).

Replacing the SCSI Cable

The SCSI cable ([Figure 71 on page 194](#)) connects the hard disk drives and cartridge tape drive to the P5 200 MHz CPU circuit card.

Figure 71. SCSI Cable Routing



Removing the SCSI Cable To remove the SCSI cable, do the following:

- 1 Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
- 2 If the system is in service, do the following:
 - a Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - b Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - c Shut down the Intuity CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 3 Remove the incoming power. See [Removing Power from the MAP/40P on page 6](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove dress cover and access panel. See [Removing the Dress Cover on page 9](#) in [Chapter 1, Getting Inside the Computer](#).
- 5 Disconnect the SCSI cable from the P5 200 MHz CPU circuit card.
- 6 Disconnect the SCSI cable from the external SCSI connector circuit card.
- 7 Disconnect the SCSI cable from the hard disk drives.

- 8 Disconnect the SCSI cable from the cartridge tape drive.
- 9 Gently pull the SCSI cable through the holes ([Figure 67 on page 187](#)) in the internal sheet metal into the peripheral bay area of the MAP/40P.
- 10 Remove the SCSI cable from the chassis.

Installing a SCSI Cable

To install a SCSI cable, do the following:

- 1 Identify the tape drive and the two, closely-positioned hard disk connectors.
- 2 Slide this end of the cable into the peripheral bay area, with the dark wire nearest you, and around to the hard disk drives.
- 3 Continue back around with the single-connector end to the rear of the tape drive. See [Figure 71 on page 194](#).
- 4 Attach one end of the SCSI cable to the cartridge tape drive.
- 5 Attach the SCSI cable to the hard disk drives.
- 6 Attach the SCSI cable to the P5 200 MHz CPU circuit card.
- 7 Attach the SCSI cable to the external SCSI connector circuit card.
- 8 Replace the dress cover. See [Replacing the Dress Cover on page 10 in Chapter 1, Getting Inside the Computer](#).
- 9 Apply power to the MAP/40P. See [Restoring Power to the MAP/40P on page 10 in Chapter 1, Getting Inside the Computer](#).

Replacing the Cartridge Tape Drive

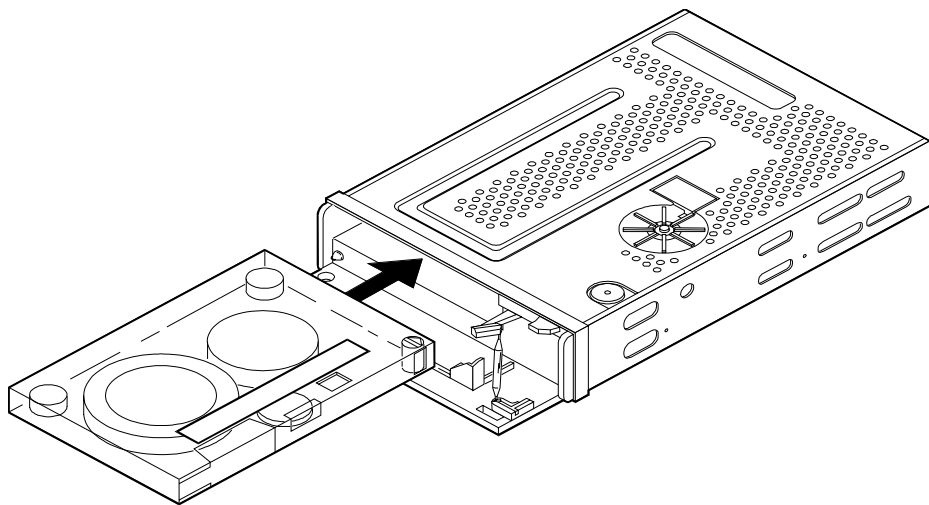
The cartridge tape drive ([Figure 72 on page 198](#)) is located in Position 2 of the peripheral bay ([Figure 78 on page 216](#)). The following procedures detail removal and installation of the cartridge tape drive for the MAP/40P:

- [Removing the Cartridge Tape Drive on page 198](#)
- [Installing the Cartridge Tape Drive on page 200](#)

CAUTION:

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

Figure 72. Cartridge Tape Drive



Removing the Cartridge Tape Drive

To remove the cartridge tape drive, do the following:

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

- 2 If the system is in service, perform the following Steps a and b.
 - a Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - b Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - c Shut down the Intuity CONVERSANT system. See “Shut Down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 3 Remove the incoming power. See [Removing Power from the MAP/40P on page 6](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove dress cover and bezel. See [Removing the Dress Cover on page 9](#) in [Chapter 1, Getting Inside the Computer](#).
- 5 Remove the power cord connector from the back of the cartridge tape drive.
- 6 Remove the SCSI bus cable assembly connection from the back of the cartridge tape drive.
- 7 Remove the four screws that mount the cartridge tape drive to the peripheral bracket. Two of the screws are accessed through holes in the MAP/40P chassis.

- 8 Slide the cartridge tape drive forward and remove it.
- 9 Place the cartridge tape drive upside down, with the printed circuit board facing up, on an ESD-protected surface.

Installing the Cartridge Tape Drive

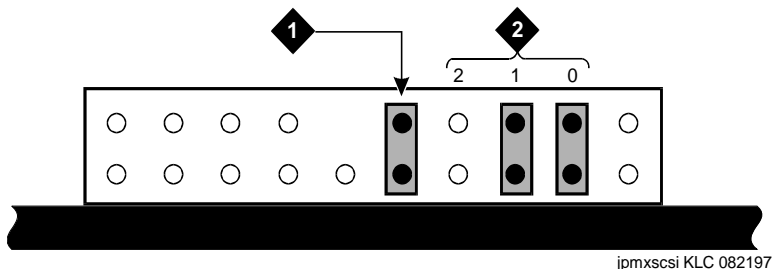
To install a cartridge tape drive, do the following:

- 1 Remove the new cartridge tape unit from its ESD-protective wrapping.

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

- 2 Verify the jumper settings were set correctly by the manufacturer ([Figure 73 on page 201](#)).

Figure 73. Jumper Settings for the 2-Gbyte SCSI Cartridge Tape Drive, SCSI ID = 3



1. Parity

2. SCSI ID 3

- 3** Slide the new cartridge tape drive unit into the peripheral bracket. Ensure the front of the cartridge tape drive is flush with the other units in the peripheral bracket.
- 4** Secure the cartridge tape drive using the four screws removed in [step 7](#) of [Removing the Cartridge Tape Drive on page 198](#).
- 5** Attach the SCSI cable to the cartridge tape drive.
- 6** Attach the power cable that is provided with the system power supply wiring.

- 7 Replace the dress cover and bezel. See [Replacing the Dress Cover on page 10](#) in [Chapter 1, Getting Inside the Computer](#).
- 8 Apply power to the MAP/40P. See [Restoring Power to the MAP/40P on page 10](#) in [Chapter 1, Getting Inside the Computer](#).

Replacing the Circuit Card Cage Fan

The MAP/40P contains three fans that provide cooling inside the unit. The first is located inside the power supply and is not serviceable. Never attempt repairs to this fan. If it fails, you must replace the entire power supply. See [Replacing the Power Supply on page 231](#) for more information.

The other two fans are located in front of the card cage, behind the front cover panel. They are mounted on a support plate and force airflow through the MAP/40P chassis, across the circuit cards as illustrated in [Figure 65 on page 179](#).

Procedures to replace the circuit card cage fan include:

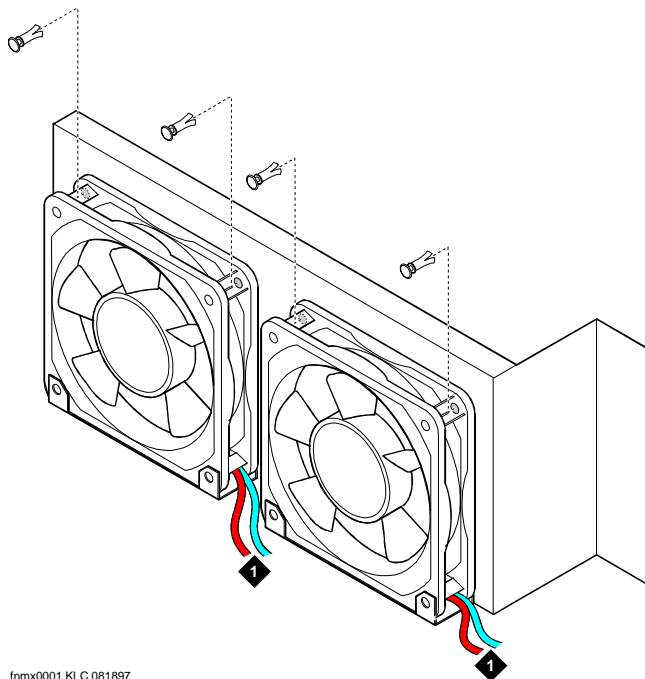
- [Removing a Circuit Card Cage Fan on page 203](#)
- [Installing a Circuit Card Cage Fan on page 205](#)

Removing a Circuit Card Cage Fan

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

- 1 Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
- 2 If the system is in service, perform the following Steps a and b.
 - a Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - b Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - c Shut down the Intuity CONVERSANT system. See “Shut down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 3 Remove the incoming power. See [Removing Power from the MAP/40P on page 6 in Chapter 1, Getting Inside the Computer](#).
- 4 Remove the dress cover. See [Removing the Dress Cover on page 9 in Chapter 1, Getting Inside the Computer](#).
- 5 Remove the two pop rivets that hold the circuit card cage fan to the chassis ([Figure 74 on page 204](#)).

Figure 74. Circuit Card Cage Fans



fmx0001 KLC 081897

1. Power cable connection leads

- 6 Unplug the 12-VDC power lead connector.
- 7 Lift the card cage fan out of the chassis.

Installing a Circuit Card Cage Fan

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

- 1 Attach the 12-VDC connector.

The connector is keyed to ensure correct mating.

- 2 Mount the card cage fan in the MAP/40P chassis and secure it with two pop-rivets ([Figure 74 on page 204](#)).

Note: The card cage fan unit must be installed so that air travels through the mounting plate hole towards the card cage area, as shown in [Figure 65 on page 179](#). Locate the air-flow direction indicators to ensure that the fan is properly mounted.

- 3 Apply power to the MAP/40P. See [Restoring Power to the MAP/40P on page 10](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Verify that the replacement fan is operating by placing a small sheet of paper across the grill on the intake side of the fan. The paper should adhere to the grill.

If the fan is operating, continue with [step 5](#).

If the fan is not operating or is spinning very slowly, check all wiring connections and voltages to ensure that the replacement unit is receiving power.

 **CAUTION:**

Do not leave the MAP/40P powered up for any length of time or proceed to the next step until the card cage fan is fully operational.

- 5 Replace the dress cover. See [Replacing the Dress Cover on page 10](#) in [Chapter 1, Getting Inside the Computer](#).

Replacing the Diskette Drive

The 1.44 Mbyte, 3.5-inch diskette drive is assembled by the manufacturer with a mounting kit. The diskette drive is located in Position 3 of the peripheral bay, as shown in [Figure 78 on page 216](#).

Procedures to replace the diskette drive include:

- [Removing the Diskette Cable on page 186](#)
- [Installing a Diskette Cable on page 188](#)

 **CAUTION:**

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

Removing the Diskette Drive

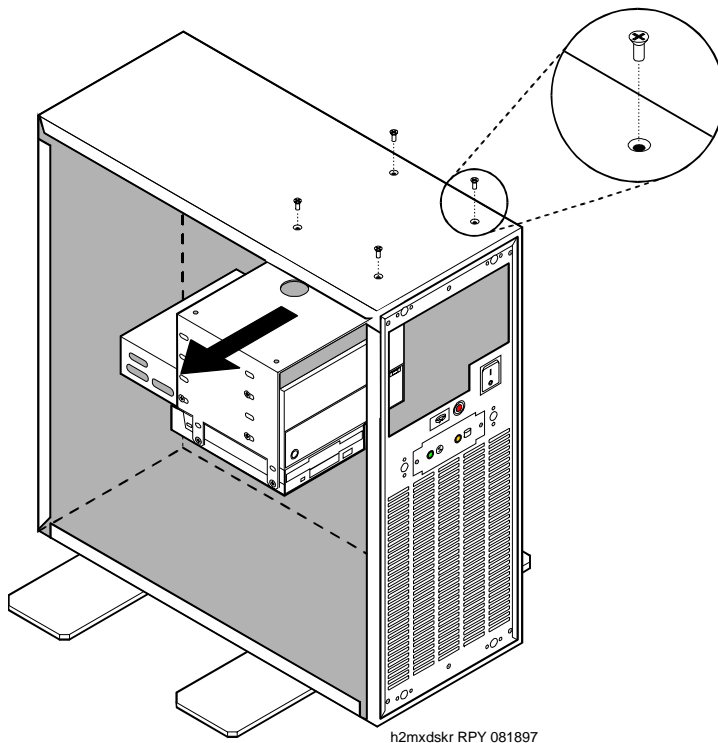
To remove the diskette drive, do the following:

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

- 3 Remove the incoming power. See [Removing Power from the MAP/40P on page 6](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove dress cover and bezel. See [Removing the Dress Cover on page 9](#) in [Chapter 1, Getting Inside the Computer](#).
- 5 Remove the four screws on the top of the chassis.

These screws hold the peripheral bracket ([Figure 75 on page 209](#)) which contains the cartridge tape drive and the diskette drive.

Figure 75. Peripheral Bracket



- 6 Slide the bracket toward the power supply to free it from a keyed fastener then lift it out of the MAP/40P.
- 7 Remove the power cord connectors from the back of the diskette and tape drives.
- 8 Remove the SCSI bus cable assembly connection from the back of the tape drive and the floppy cable from the diskette drive.
- 9 Remove the four 3-millimeter screws that mount the diskette drive to the peripheral bracket.

 **CAUTION:**

Keep these four screws separate. These screws are metric. Using any of the other screws associated with the MAP/40P will damage the threads in the diskette drive mounting hardware.

- 10 Slide the diskette drive forward and remove it.

 **CAUTION:**

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

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

Installing a Diskette Drive

To install a diskette drive, do the following:

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

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

The MAP/40P supports the following version of the diskette drive:

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

Identify the diskette drive you are installing.

- 2 Verify that the jumpers are set as shown in [Figure 76 on page 212](#) and [Figure 77 on page 213](#).

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

Figure 76. Diskette Drive Jumper Connections (6429, 6529, 7529, and A529)

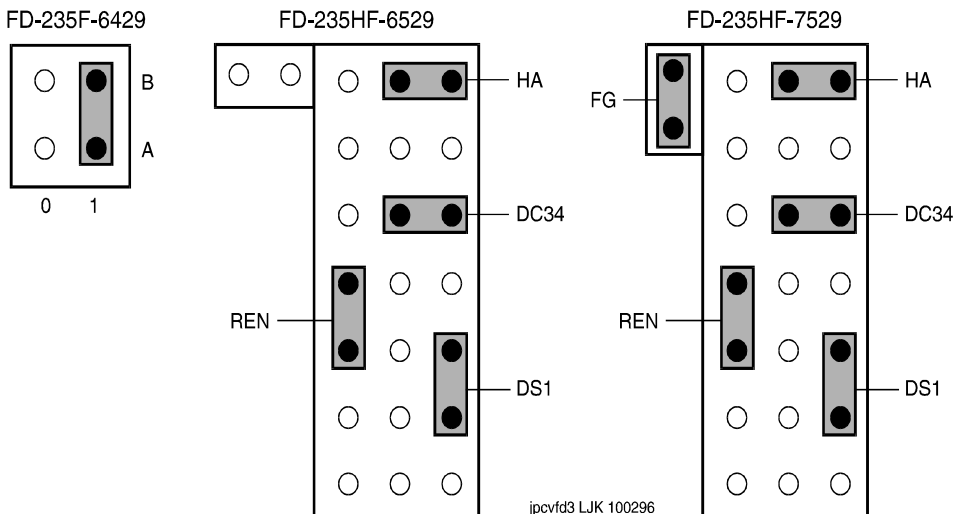
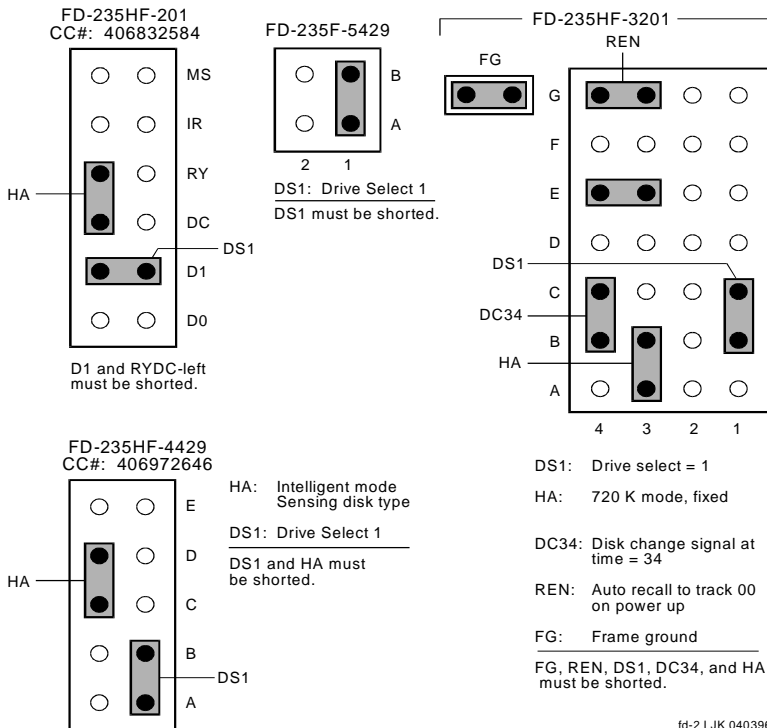


Figure 77. Diskette Drive Jumper Connections (201, 3201, 4429, 5429)



- 3 Slide the new diskette drive unit into the peripheral bracket. Ensure the front of the diskette drive is flush with the other units in the peripheral bracket.
- 4 Secure the diskette drive using the four 3-millimeter screws removed in [step 9 of Removing the Diskette Drive on page 207](#).
- 5 Attach the mini power-cable assembly that is provided with the system power supply wiring.
- 6 Attach the diskette cable assembly to the diskette drive.
Ensure that the red bus cable No. 1 conductor tracer indicator (dark wire farthest from you) is towards the bottom of the peripheral bay.
- 7 Attach the tape drive SCSI and power cables. (Be sure the dark wire of the SCSI is nearest you.)
- 8 Slide the peripheral bracket into the MAP/40P chassis.
- 9 Secure the peripheral bracket using the four 3-millimeter screws removed in [step 5 of Removing the Diskette Drive on page 207](#).
- 10 Replace the dress cover. See [Replacing the Dress Cover on page 10 in Chapter 1, Getting Inside the Computer](#).
- 11 Apply power to the MAP/40P. See [Restoring Power to the MAP/40P on page 10 in Chapter 1, Getting Inside the Computer](#).

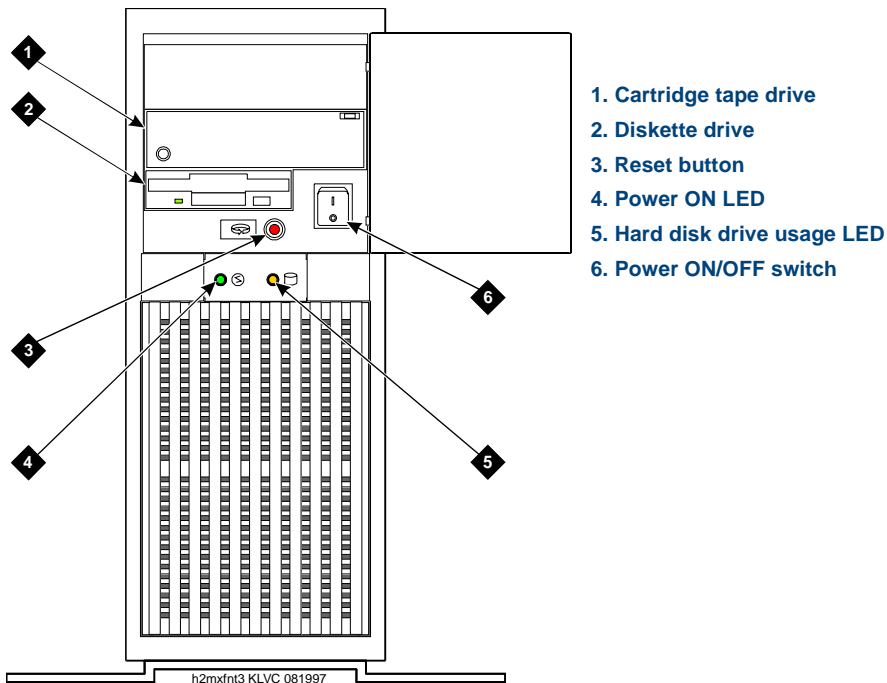
Replacing the Filter

The MAP/40P is equipped with a filter designed to remove dust and debris from the air before the air circulates inside the chassis. The filter is located behind a vented cover which attaches to the lower portion of the bezel ([Figure 78 on page 216](#)). The filter should be checked on a regular basis to determine the condition and cleaned if necessary.

Procedures to replace the filter include:

- [Removing the Filter on page 217](#)
- [Cleaning the Filter on page 217](#)
- [Memory and SIMM Description on page 219](#)

Figure 78. Front View of the MAP/40P



1. Cartridge tape drive
2. Diskette drive
3. Reset button
4. Power ON LED
5. Hard disk drive usage LED
6. Power ON/OFF switch

Removing the Filter

To remove the filter for replacement or cleaning, do the following.

- 1 Remove the vented cover from the lower portion of the bezel by pressing down gently on the top of the cover and pulling out.
- 2 Remove the filter from the vented cover.

Cleaning the Filter

Cleaning the filter should be a part of routine maintenance. Clean the filter with mild soap and water. Allow it to air dry before you replace it.

 **CAUTION:**

Do not use heat to dry the filter and do not place a wet or damp filter into the MAP/40P.

Installing the Filter

To install the filter, do the following:

- 1 Place the filter into the vented cover.

- 2 Place the vented cover into the bezel by inserting the lower portion behind the bezel, pressing down gently on the top of the cover, and pushing in toward the chassis.

Replacing Memory Modules

This section describes the memory available with the MAP/40P and includes the following procedures to replace memory modules:

- [Identifying a Damaged SIMM on page 221](#)
- [Removing SIMMs on page 225](#)
- [Installing SIMMs on page 226](#)

CAUTION:

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

Memory and SIMM Description

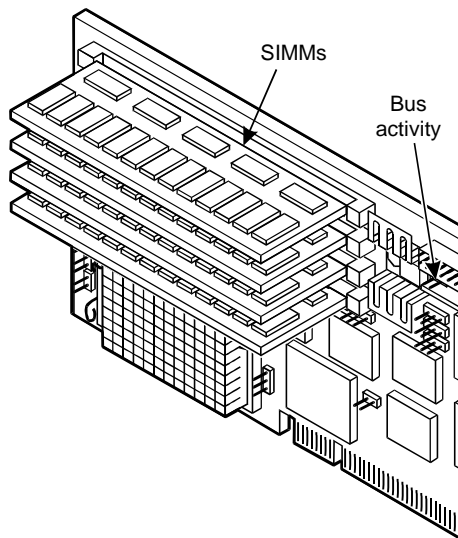
The MAP/40P supports 96 Mbytes of memory for the P5 200 MHz CPU circuit card. The memory is packaged on single in-line memory modules (SIMMs). These modules are placed in sockets located in the top left corner of the CPU circuit card ([Figure 79 on page 220](#)).

Installation Rules

The SIMMs must be installed on the CPU using the following rules:

- All SIMMs must be either -6, 60nS or -7, 70nS speed rating.
- SIMMs must be in matched pairs.
- SIMM1 and SIMM2 must both be equipped.
- SIMM1 and SIMM2 must be identical (same part number, speed, size, vendor).
- If SIMM3 and SIMM4 are equipped they must be identical. SIMM3 and SIMM4 can be different than SIMM1 and SIMM2.

Figure 79. CPU Circuit Card SIMM Location



SIMMs Configurations

The SIMMs must be in one of the following configurations:

- 32 Mbytes consisting of two identical 16-Mbyte SIMMs located in the SIMM1 and SIMM2 sockets.

- 64 Mbytes consisting of two identical 32-Mbyte SIMMs located in the SIMM1 and SIMM2 sockets.
- 64 Mbytes consisting of two identical 16-Mbyte SIMMs located in the SIMM1 and SIMM2 sockets and two identical 16-Mbyte SIMMs located in the SIMM3 and SIMM4 sockets.
- 96 Mbytes consisting of two identical 32-Mbyte SIMMs located in the SIMM1 and SIMM2 sockets and two identical 16-Mbyte SIMMs located in the SIMM3 and SIMM4 sockets.
- 128 Mbytes consisting of two identical 32-Mbyte SIMMs located in the SIMM1 and SIMM2 sockets and two identical 32-Mbyte SIMMs located in the SIMM3 and SIMM4 sockets.

Note: The Intuity™ CONVERSANT system will not boot if there is an odd number of SIMMs installed.

Identifying a Damaged SIMM

To determine which of the SIMMs is defective, you must test each pair. One pair of SIMMs must be removed and the system then rebooted using the remaining SIMMs to obtain a reading on the amount of memory available.

Checking for Proper SIMM Seating

To check for proper SIMM seating, do the following:

- 1 Verify that the replacement SIMM is on site and appears to be in usable condition, with no obvious shipping damage.
- 2 If the system is in service, perform the following steps.
 - a Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - b Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - c Shut down the Intuity CONVERSANT system. See “Shut down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 3 Remove power from the MAP/40P. See [Removing Power from the MAP/40P](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the dress cover. See [Removing the Dress Cover on page 9](#) in [Chapter 1, Getting Inside the Computer](#).
- 5 Carefully remove the CPU circuit card. See [Removing a Circuit Card on page 12](#) in [Chapter 2, Installing or Replacing Circuit Cards](#), for more information on removing the CPU circuit card.

- 6 Verify that all SIMMs are properly seated in their slots. If all are properly seated, continue with the procedure in [Checking for Defective SIMMs on page 223](#).

If one or more of the SIMMs are not properly installed or seated, do the following.

- a Properly seat the SIMM.
- b Replace the CPU circuit card. See [P5 200 MHz CPU Circuit Card on page 80](#) in [Chapter 2, Installing or Replacing Circuit Cards](#), for more information on removing the CPU circuit card.
- c Reboot the system. See “Reboot the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.

If the system shows an amount of memory:

- Equal to that installed on the card, the problem has been corrected.
- Less than that installed on the card, continue with the next procedure, [Checking for Defective SIMMs on page 223](#).

Checking for Defective SIMMs

To check for defective SIMMs, do the following:

- 1 Remove one of the SIMMs. See [Removing SIMMs on page 225](#).
- 2 Install a new SIMM, identical to the SIMM which was removed. See [Installing SIMMs on page 226](#).

- 3 Reinstall the CPU circuit card. See [P5 200 MHz CPU Circuit Card on page 80](#) in [Chapter 2, Installing or Replacing Circuit Cards](#), for more information on installing the CPU circuit card.
- 4 Restore power to the MAP/40P. See [Restoring Power to the MAP/40P on page 10](#) in [Chapter 1, Getting Inside the Computer](#).
- 5 Reboot the system. See “Reboot the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 6 Verify the amount of memory as the system reboots.
- 7 If the amount of memory shown by the system is not equal to the amount of memory installed on the card, one of the remaining SIMMs is defective. Complete [step a](#) through [step c](#). If the memory is correct continue with [step 8](#).
 - a Remove power from the MAP/40P. See [Removing Power from the MAP/40P on page 6](#) in [Chapter 1, Getting Inside the Computer](#), for more information on removing the power.
 - b Replace the SIMM which was removed in Step 1. See [Installing SIMMs on page 226](#), for more information on replacing the SIMM.
 - c Return to [step 1](#) and continue, removing a second of SIMM.

If the amount of memory shown by the system equals the amount of memory installed on the card, the SIMM you removed is defective.

- 8 Replace the dress cover. See [Replacing the Dress Cover on page 10](#) in [Chapter 1, Getting Inside the Computer](#), for more information on replacing these components.
- 9 Apply power to the unit. See [Restoring Power to the MAP/40P on page 10](#) in [Chapter 1, Getting Inside the Computer](#).

Removing SIMMs

To remove a SIMM, do the following:

- 1 Verify that the replacement SIMMs are on site and appear to be in usable condition.
- 2 If the system is in service, perform the following steps.
 - a Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - b Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - c Shut down the Intuity CONVERSANT system. See “Shut down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.

- 3 Remove the incoming power. See [Removing Power from the MAP/40P on page 6](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the dress cover. See [Removing the Dress Cover on page 9](#) in [Chapter 1, Getting Inside the Computer](#).
- 5 Remove the CPU circuit card. See [Removing a Circuit Card on page 12](#) in [Chapter 2, Installing or Replacing Circuit Cards](#).
- 6 Lay the CPU circuit card on a flat, clean, ESD-protected surface.
- 7 Release the metal snap locks gently at the edge of the SIMM connectors.
- 8 Rotate the SIMM back and downward to approximately a 60-degree angle.
- 9 Remove the SIMM.

Installing SIMMs

To install a SIMM, do the following:

- 1 If the system is in service, perform the following steps.
 - a Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.

- b Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - c Shut down the Intuity CONVERSANT system. See “Shut down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 2 Remove the incoming power. See [Removing Power from the MAP/40P on page 6](#) in [Chapter 1, Getting Inside the Computer](#).
- 3 Remove the dress cover. See [Removing the Dress Cover on page 9](#) in [Chapter 1, Getting Inside the Computer](#).
- 4 Remove the CPU circuit card. See [Removing a Circuit Card on page 12](#) in [Chapter 2, Installing or Replacing Circuit Cards](#).
- 5 Install the SIMM by positioning the new SIMM at approximately a 60-degree angle with respect to the CPU circuit card.

All SIMMs are keyed to prevent them from being inserted incorrectly.
- Note:** Install a new SIMM in the slot adjacent to the last SIMM installed. Do not leave any empty sockets between SIMMS.
- 6 Push down at that angle until the SIMM is reset into the SIMM carrier.
- 7 Snap the SIMM into place by rotating it to an upright position.

The metal snap lock on the ends of the connector for the SIMM will be forced open and then lock when in the upright position.

- 8 Ensure the connector guide pins are seated into the clearance holes provided at each end of the SIMM.

When properly seated, the guides should be fully extended into the circuit card clearance holes.

- 9 Reinstall the CPU circuit card. See [Installing a Circuit Card on page 14](#) in [Chapter 2, Installing or Replacing Circuit Cards](#).
- 10 Reboot the system. See “Reboot the System,” in “Common System Procedures,” in the Intuity CONVERSANT System Reference, 585-313-205.
- 11 Verify the amount of memory as the system reboots.
- 12 Replace the dress cover. See [Replacing the Dress Cover on page 10](#) in [Chapter 1, Getting Inside the Computer](#).
- 13 Apply power to the MAP/40P. See [Restoring Power to the MAP/40P on page 10](#) in [Chapter 1, Getting Inside the Computer](#).

Replacing the Power ON/OFF Switch

The power ON/OFF switch is located in the front of the MAP/40P ([Figure 65 on page 179](#)).

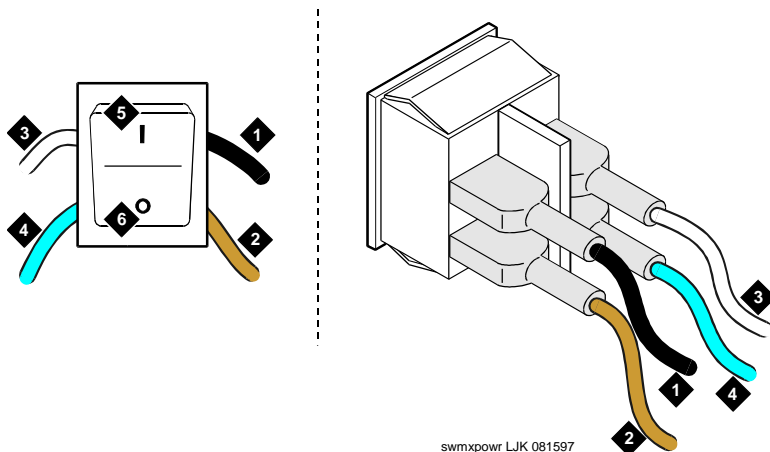
Removing the Power ON/OFF Switch

To remove the power ON/OFF switch, do the following:

- 1 Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
- 2 If the system is in service, perform the following Steps a and b.
 - a Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - b Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - c Shut down the Intuity CONVERSANT system. See “Shut down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 3 Remove the incoming power. See [Removing Power from the MAP/40P on page 6](#) in [Chapter 1, Getting Inside the Computer](#).

- 4 Remove dress cover. See [Removing the Dress Cover on page 9](#) in [Chapter 1, Getting Inside the Computer](#).
- 5 Remove the four wires which attach to the back of the power ON/OFF switch ([Figure 80 on page 230](#)).

Figure 80. Power ON/OFF Switch



1. Black wire
2. Brown wire
3. White wire

4. Blue wire
5. ON symbol
6. OFF symbol

swmxpowr LJK 081597

Replacing the Power Supply

The 110/220-VAC power supply is located in the upper right corner of the MAP/40P as shown in [Figure 65 on page 179](#).

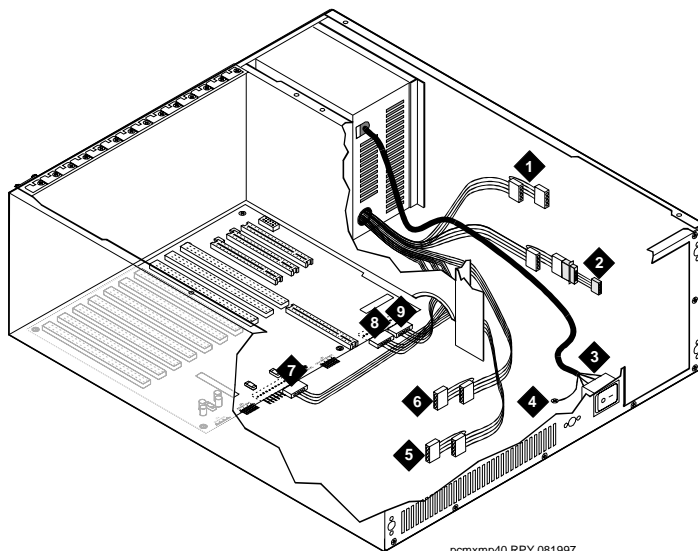
Removing the Power Supply

To remove the power supply, do the following:

- 1 Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
- 2 If the system is in service, perform the following Steps a, b and c.
 - a Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - b Shut down the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - c Shut down the Intuity CONVERSANT system. See “Shut down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 3 Remove the incoming power. See [Removing Power from the MAP/40P on page 6](#) in [Chapter 1, Getting Inside the Computer](#).

- 4 Remove dress cover. See [Removing the Dress Cover on page 9](#) in [Chapter 1, Getting Inside the Computer](#).
- 5 Unplug the connector to the cartridge tape drive ([Figure 81 on page 233](#)).
- 6 Unplug the connector to the diskette drive ([Figure 81 on page 233](#)).
- 7 Unplug the connector to the second hard disk drive, if provided.
- 8 Unplug the connector to the first hard disk drive ([Figure 81 on page 233](#)).

Figure 81. MAP/40P Power Supply Unit



1. Cartridge tape drive power connection
2. Diskette drive power connection
3. Power ON/OFF switch
4. Reset button
5. Hard Disk Drive 1 power connection
6. Hard Disk Drive 0 power connection
7. Backplane power connection
8. Backplane power connection
9. Backplane power connection

- 9** Remove the circuit cards in PCI slots 1, 2, and 3.

This is necessary to provide enough clearance to remove the power supply unit from the chassis.

- 10** Remove the SCSI cable from the P5 200 MHz circuit card.

This is necessary to provide adequate clearance to access the backplane power supply connectors.

- 11** Remove the diskette cable from the P5 200 MHz circuit card.

This is necessary to provide adequate clearance to access the backplane power supply connectors.

- 12** Disconnect the four wires connecting the output power cord to the power on switch ([Figure 81 on page 233](#)).

- 13** Remove the four screws on the chassis rear area that secure the power supply unit.

- 14** Slide the unit slightly forward towards the front of the chassis and tilt towards the backplane.

- 15** Lift and remove the power supply.

Installing a Power Supply

To install the power supply, do the following:

- 1 Remove the spare power supply unit from the shipping carton.

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

- 2 Install the power supply unit into the chassis and align the screw holes.
- 3 Install the four screws on the chassis rear area that secure the power supply unit.
- 4 Attach the power supply DC output connectors to the backplane connectors.
- 5 Attach the four wires connecting the output power cord to the power on switch ([Figure 81 on page 233](#)).
- 6 Attach the connector to the second hard disk drive, if provided.

If a second hard disk drive is not installed, dress this lead back out of the way to reduce cable congestion as previously outlined ([Figure 81 on page 233](#)).

- 7 Attach the connector to the first hard disk drive ([Figure 81 on page 233](#)).
- 8 Attach the connector to the cartridge tape drive ([Figure 81 on page 233](#)).

- 9 Attach the connector to the diskette drive ([Figure 81 on page 233](#)).
- 10 Connect the SCSI cable to the P5 200 MHz CPU circuit card.
- 11 Connect the diskette cable to the P5 200 MHz CPU circuit card.
- 12 Reinstall the circuit cards you removed from PCI slots 1, 2, and 3. See [Installing a Circuit Card on page 14](#) in [Chapter 2, Installing or Replacing Circuit Cards](#).
- 13 Apply power to the MAP/40P. See [Restoring Power to the MAP/40P on page 10](#) in [Chapter 1, Getting Inside the Computer](#).
- 14 Verify that the replacement power supply unit is functioning properly by doing the following:
 - a Measure the backplane +5V, -5V +12V and -12V voltages.
 - b Make sure the card cage fans are operating.
- 15 Replace the dress cover. See [Replacing the Dress Cover on page 10](#) in [Chapter 1, Getting Inside the Computer](#).

Replacing a Terminator SIP

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

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

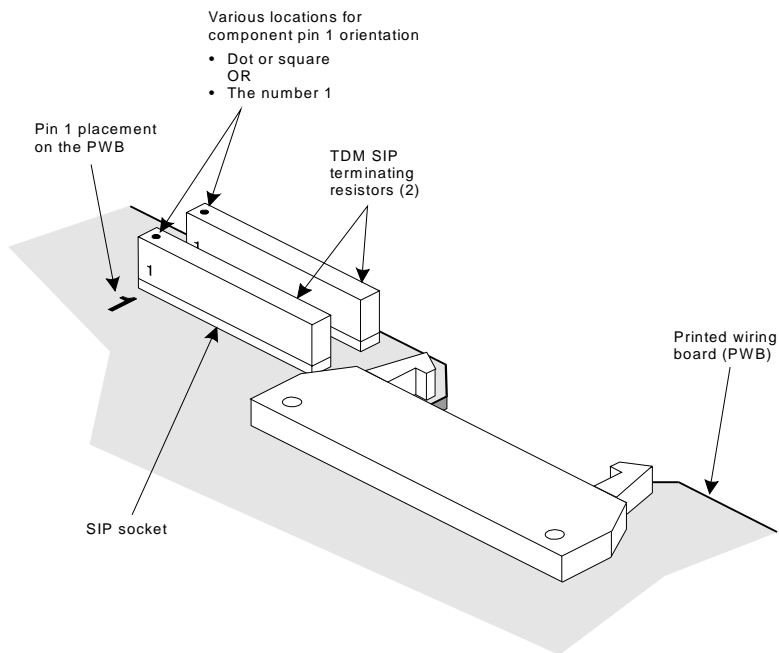
To replace a terminator SIP, complete the following:

- 1 Align the terminator SIP with the SIP socket on the circuit card ([Figure 82 on page 238](#)).

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

- 2 Insert the terminator SIP.

Figure 82. Replacing Terminator SIPs on the TDM Bus



5 Installing the Tip/Ring Distribution Hardware

Overview

As the number of lines served by the Lucent Intuity system increases, the number of 6-pin modular cords also increases. These 6-pin modular cords connect the system with the customer-premises equipment or the on-premises terminal block provided by the central office.

Optional Tip/Ring distribution hardware is available to help simplify the wiring scheme.

This chapter describes the two types of Tip/Ring distribution hardware and the proper installation procedures for them.

Capacity

The Tip/Ring distribution hardware allows you to connect to a maximum of 48 channels (eight Tip/Ring circuit cards) through two 25-pair, high-density cables (RJ21X).

Types of Tip/Ring Distribution Hardware

There are two types of Tip/Ring distribution hardware:

- Distribution hardware with a 356B adapter
- Distribution panel without a 356B adapter

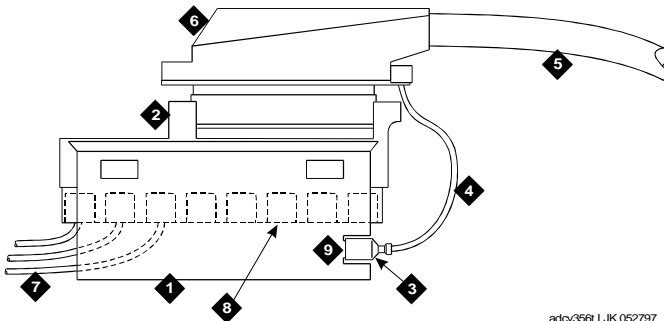
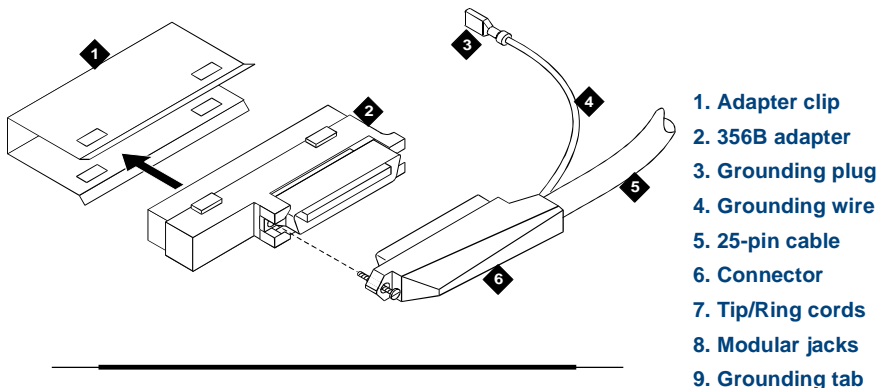
Tip/Ring Distribution Hardware with a 356B Adapter

The Tip/Ring distribution hardware with the 356B adapter ([Figure 83 on page 241](#)) comes in a kit which consists of:

- A 356B adapter
- An adapter bracket
- A mounting plate
- A 25-pair, high-density cable for the first 24 channels

Note: An additional 25-pair, high-density cable is required for the second 24 channels to be supported by the distribution panel. Therefore, if you are connecting 48 channels, you will need another cable that is not part of this kit.

Figure 83. Assembly of MAP/40P Tip/Ring Distribution Hardware with 356B Adapter



adov356B LJK 052797

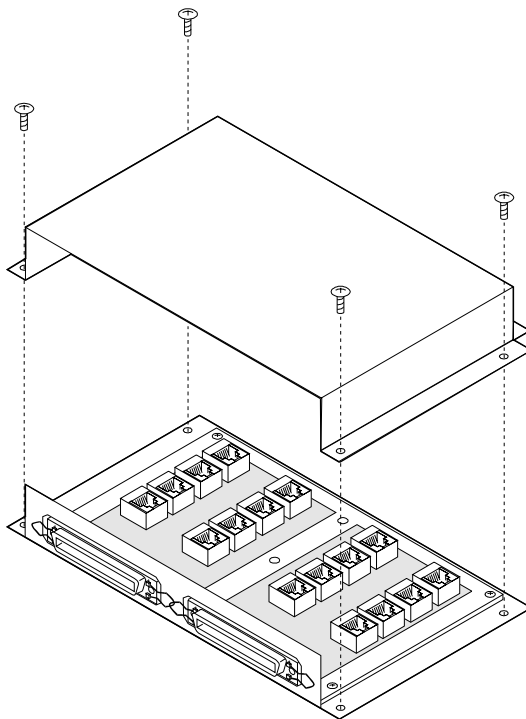
Tip/Ring Distribution Hardware without a 356B Adapter

The Tip/Ring distribution hardware without the 356B adapter ([Figure 84 on page 243](#)) comes in a kit which consists of:

- A distribution panel with a circuit pack assembly mounted in its base
- A top cover plate
- A 25-pair, high-density cable for the first 24 channels

Note: An additional 25-pair, high-density cable is required for the second 24 channels to be supported by the distribution panel. Therefore, if you are connecting 48 channels, you will need another cable that is not part of this kit.

Figure 84. MAP/40P Tip/Ring Distribution Hardware Assembly without 356B Adapter



Installing and Connecting the Tip/Ring Distribution Hardware with the 356B Adapter

CAUTION:

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

Installing the Tip/Ring Distribution Hardware with the 356B Adapter

- 1 Verify that the distribution hardware is on site and appears to be in usable condition.
- 2 If the system is currently connected to the telephone network, notify the service provider that the system is about to be disconnected. The service provider will ask which extensions will be affected.
- 3 If the system is in service, perform Steps a and b.
 - a Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.

- b** Shut down the system. See “Shut Down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.
- 4** Remove the incoming power. See [Removing Power from the MAP/40P on page 6](#) in [Chapter 1, Getting Inside the Computer](#).
- 5** Remove dress cover and access panel. See [Chapter 1, Getting Inside the Computer](#).
- 6** Verify that all of the necessary components are included. See [Figure 83 on page 241](#) for the components.
- 7** Place the MAP/40P on its side and install the distribution mounting plate below the circuit card cage on the bottom of the MAP/40P ([Figure 83 on page 241](#)).
- 8** Locate the two mounting holes which are parallel to those used to mount the support base.
- 9** Attach the short end of the mounting plate to the two mounting holes with the two screws provided. The end of the mounting plate should rest against the support base.
- 10** Return the MAP/40P to an upright position.
- 11** Install the u-shaped adapter brackets with the screws provided. Attach the brackets to the mounting plate.

The u-shape of the bracket should face out with the grounding lug towards the MAP/40P top surface ([Figure 83 on page 241](#)).

- 12 Plug the 3-foot, 6-pin modular cords from the Tip/Ring cards into the 356B adapters. Each adapter can accommodate eight modular cords ([Figure 83 on page 241](#)).
- 13 Using the connector provided, attach the 25-pair, high-density cable to the 356B adapter.
- 14 Snap the 356B adapters into the adapter bracket. Ensure the modular cords are inside the adapter bracket.

Note: The 356B adapters can be removed by spreading the bracket sides apart.

 **CAUTION:**

The 25-pair, high-density cables should come from the top of the adapter brackets.

- 15 Connect the grounding wire and strap to the top of the adapter bracket.

Connecting the Tip/Ring Distribution Hardware with the 356B Adapter

The numbering scheme for pinouts and channels which shows how to connect the short modular cords provided with the Tip/Ring cards to the distribution hardware is shown in [Tip/Ring Circuit Cards on page 17 in Chapter 2, Installing or Replacing Circuit Cards](#).

Referring to those tables and using the channel numbers on the Tip/Ring cards and the number of the Tip/Ring circuit cards in the system, connect the Tip/Ring card modular jacks to the appropriate jacks on the 356B connectors.

Installing and Connecting the Tip/Ring Distribution Hardware without the 356B Adapter

CAUTION:

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

Installing the Tip/Ring Distribution Hardware without the 356B Adapter

- 1 Make sure that the Tip/Ring distribution hardware assembly kit is on site and appears to be in usable condition.
- 2 Verify that all of the necessary components are included. See [Figure 83 on page 241](#) for the components.
- 3 If you are currently connected to the telephone network, notify the service provider that you are disconnecting.

They will ask you which extensions will be affected.
- 4 If the system is in service, perform Steps a and b.
 - a Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
 - b Shut down the system. See “Shut down the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.

Connecting the Tip/Ring Distribution Hardware without the 356B Adapter

- 1 Remove the seven screws that secure the distribution panel cover.
- 2 Put the distribution panel cover aside.

- 3 [Table 16 on page 249](#) shows the numbering scheme for connecting the short modular cords provided with the Tip/Ring circuit cards to the panel.

Use this information, the channel numbers on the Tip/Ring circuit cards, and the number of Tip/Ring circuit cards in the system to connect the Tip/Ring circuit card modular jacks to the appropriate jacks on the Tip/Ring distribution panel.

Table 16. Connecting the Modular Cords from the MAP/40P Tip/Ring Circuit Cards to the Tip/Ring Distribution Panel

Tip/Ring Card	Channel Numbers on Tip/Ring Card	Jack Number on Distribution Panel
1st	1, 2, 3	J1
	4, 5, 6	J2
2nd	1, 2, 3	J3
	4, 5, 6	J4
3rd	1, 2, 3	J5
	4, 5, 6	J6
4th	1, 2, 3	J7
	4, 5, 6	J8

1 of 2

Table 16. Connecting the Modular Cords from the MAP/40P Tip/Ring Circuit Cards to the Tip/Ring Distribution Panel

Tip/Ring Card	Channel Numbers on Tip/Ring Card	Jack Number on Distribution Panel
5th	1, 2, 3	J9
	4, 5, 6	J10
6th	1, 2, 3	J11
	4, 5, 6	J12
7th	1, 2, 3	J13
	4, 5, 6	J14
8th	1, 2, 3	J15
	4, 5, 6	J16

2 of 2

- 4 Make telephone line connections to the MAP/40P with the 25-pair, high-density cable(s) equipped with USOC RJ21X connections.
- 5 Mount the rear cover plate to the distribution panel cover with the four screws provided.
- 6 Mount the Tip/Ring distribution panel on a wall or cabinet or allow it to rest on a shelf or the floor.

Completing the Installation

To complete the installation and put the system back in service, do the following:

- 1 Replace the circuit card access panel and the dress cover and reconnect the keyboard, and the monitor. See [Replacing the Dress Cover on page 10](#) in [Chapter 1, Getting Inside the Computer](#).
- 2 Apply power to the MAP/40P. See [Restoring Power to the MAP/40P on page 10](#) in [Chapter 1, Getting Inside the Computer](#).
- 3 Run diagnostics to verify the hardware is functioning properly. See “Diagnostics,” in the *Intuity CONVERSANT System Reference*, 585-313-205 for more information on running the diagnostics.
- 4 Notify the service provider that the system is back online, if necessary.

6 Installing Base System Software

Overview

This chapter describes the installation procedures necessary to reload the UnixWare operating system software on a computer that has experienced a disk failure.

Use this chapter in conjunction with [Appendix D, Disaster Recovery Checklists](#).

Note: The installer must have the root password to complete these procedures.

Installing Base System Software

Note: Installing the UnixWare operating system unmounts file systems. If this software is being loaded onto a system that has clean hard disks that have not been previously loaded, the system will not detect file systems. If this is a recovery installation, the system will detect previously loaded file systems.

Beginning the UnixWare Installation

To load software onto a new or used disk, do the following:

- 1 Insert the diskette labeled “Intuity CONVERSANT 7 Intuity UnixWare 2.1.2 Boot Floppy 1” into the diskette drive.
- 2 If the system is off, turn it on using the power switch on the front of the MAP/40P. See [Restoring Power to the MAP/40P on page 10](#) in [Chapter 1, Getting Inside the Computer](#).

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

The system displays the SCO introduction screen as it begins to load the base system software. When the system has loaded the first boot floppy it displays the following message:

Insert the second floppy and press ENTER.

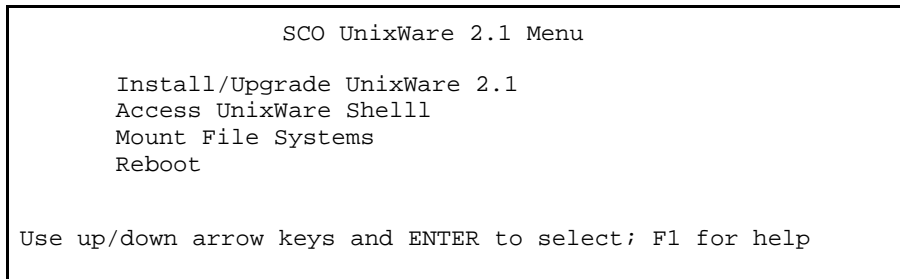
- 3 Remove the diskette labeled “Intuity CONVERSANT 7 Intuity UnixWare 2.1.2 Boot Floppy 1” from the diskette drive.
- 4 Insert the diskette labeled “Intuity CONVERSANT 7 Intuity UnixWare 2.1.2 Boot Floppy 2” into the diskette drive.
- 5 Press **ENTER**.


The system displays the following message:

Please wait while the system software drivers are loaded.

After approximately 2 minutes the system displays the SCO UnixWare 2.1 menu ([Figure 85 on page 255](#)).

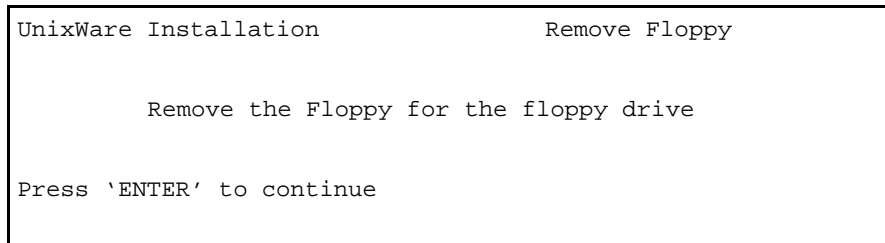
Figure 85. Start-Up Screen



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

The system displays the Remove Floppy screen ([Figure 86 on page 255](#)).

Figure 86. Remove Floppy Screen



7 Remove the diskette labeled “Intuity CONVERSANT 7 Intuity UnixWare 2.1.2 Boot Floppy 2” from the diskette drive.

8 Press **ENTER**.

The system displays the Introduction screen ([Figure 87 on page 256](#)).

Figure 87. Introduction Screen

UnixWare Installation

Introduction

Welcome to the UnixWare installation process!

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

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

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

 **CAUTION:**

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

- 9 Continue with the procedure in [Setting Up the UnixWare Environment on page 257](#).

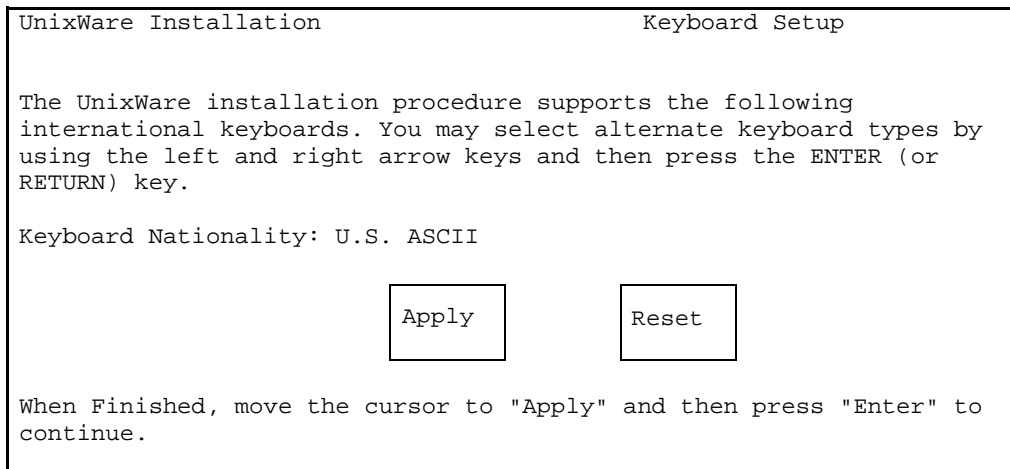
Setting Up the UnixWare Environment




To set up the UnixWare Environment, complete the following:

- 1 Starting at the Introduction Screen ([Figure 87 on page 256](#)), press **ENTER**.

The system displays the Keyboard Setup screen ([Figure 88 on page 258](#)).

Figure 88. Keyboard Setup Screen







- 2 Use the left  and right  arrows on your keyboard to move through the field selections.
- 3 Select **U.S. ASCII**.
- 4 Press the down  arrow to move to the `Apply` field and press **ENTER**.

The system displays the Configure Date and Time screen ([Figure 89 on page 259](#)).

Figure 89. Configure Date and Time Screen

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

- 5 Use the left  and right  arrows on your keyboard to move through the field selections. Use the down  arrow to move to the next field.
- 6 Select the appropriate data for each field.

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

The system displays the Continent Location Choice screen ([Figure 90 on page 260](#)).

Figure 90. Continent Location Choice Screen



UnixWare Installation Continent Location Choice Screen


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

Location

Apply Reset

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

- 8 Use the left  and right  arrows on your keyboard to move through the field selections.
- 9 Select the appropriate data for each field.

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

The system displays the Installation Type Selection screen ([Figure 91 on page 261](#)).

Figure 91. Installation Type Selection Screen

```
UnixWare Installation           Installation Type Selection




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

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

Platform Type:
CPU Type:
Offer Type:

Apply                               Reset


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

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

- 12 Select the appropriate data for each field as specified in [Table 17 on page 262](#).

Table 17. Installation Type Selection Screen Entries

Field	Setting
Platform type:	MAP/40P
CPU type:	Pentium/SCSI
Offer type:	Intuity CONVERSANT

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

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

The system displays the Primary Hard Disk Partitioning screen ([Figure 92 on page 263](#)).

Figure 92. Primary Hard Disk Partitioning Screen

```
UnixWare Installation      Primary Hard Disk Partitioning

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

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

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

Press 'ENTER' to continue
```

- 14 Continue with the procedure in [Initializing the Hard Disk Drives on page 264](#).

Initializing the Hard Disk Drives

To partition the hard disk drives, do the following:

- 1 Starting at the Primary Hard Disk Partitioning screen ([Figure 92 on page 263](#)), press **ENTER**.

The system displays the Hard Disk Partitioning, Disk 1 screen ([Figure 93 on page 264](#)).

Figure 93. .Hard Disk Partitioning, Disk 1 Screen

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

Partition      Status      Type      Start      End      Length      %      ApproxMB

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

Enter Selection:
```

2 Enter 2

The system displays the Create a Partition screen ([Figure 94 on page 265](#)).

Figure 94. .Create a Partition Screen

UnixWare Installation		Create a Partition					
Total disk size is 2047 cylinders (4094.0 MB)							
<u>Partition</u>	<u>Status</u>	<u>Type</u>	<u>Start</u>	<u>End</u>	<u>Length</u>	<u>%</u>	<u>ApproxMB</u>
Partition Type							
Percentage of Disk							
			<input type="button" value="Apply"/>		<input type="button" value="Reset"/>		





- 3 Use the left  and right  arrows on your keyboard to move through the field selections. Use the down  arrow to move to the next field.
- 4 Select the appropriate data for each field as specified in [Table 18 on page 266](#).

Table 18. Create a Partition Screen Entries

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

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

The system displays the Hard Disk Partitioning, Disk 1 screen ([Figure 95 on page 267](#)).

Figure 95. Hard Disk Partitioning, Disk 1 Screen

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

Cylinders							
<u>Partition</u>	<u>Status</u>	<u>Type</u>	<u>Start</u>	<u>End</u>	<u>Length</u>	<u>%</u>	<u>ApproxMB</u>
1	Active	UNIX System	0	2046	2047	100	4094

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

Enter Selection:

6 Press ENTER.

The system displays the Hard Disk Partitioning, Disk 1 screen ([Figure 96 on page 268](#)).

Figure 96. Hard Disk Partitioning, Disk 1 Screen

Total disk size is 2047 cylinders (4094.0MB)

<u>Partition</u>	<u>Status</u>	<u>Type</u>	<u>Start</u>	<u>End</u>	<u>Length</u>	<u>%</u>	<u>ApproxMB</u>
1	Active	UNIX System	0	2046	2047	100	4094

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

Enter Selection:

System master boot code will be overwritten

7 Enter 2

The system displays the Change Active Partition screen [Figure 97 on page 269](#).

Figure 97. Change Active Partition Screen

```
UnixWare Installation          Change Active Partition
Total disk size is 2047 cylinders (4094.0 MB)

Partition    Status    Type      Start  End    Length  %      ApproxMB
-----
1            Active   UNIX      0      2046  2047    100    4094
             System

1. Partition 1

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

8 Press ENTER

The system displays the Hard Disk Partitioning, Disk 1 screen [Figure 98 on page 270](#).

Figure 98. Hard Disk Partitioning, Disk 1 Screen

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

                                Cylinders

Partition   Status   Type   Start   End   Length   %   ApproxMB
  1         Active   UNIX   0       2046  2047    100  4094
                System

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

Enter Selection:
```

9 Enter 3

If you have a second hard disk drive, the system displays the Secondary Hard Drive Partitioning Screen ([Figure 99 on page 271](#)).

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

Figure 99. Secondary Hard Disk Partitioning Screen

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

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

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

Your Options are:

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

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

10 Enter 1

The system displays the UnixWare Installation Set Slice Sizes screen ([Figure 100 on page 272](#)).

Figure 100. UnixWare Installation Set Slice Sizes Screen




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

Enter filesystem sizes on first disk.

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

Apply	Reset
-------	-------

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

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

- 12 Enter the appropriate number of megabytes of space needed for each slice as specified in [Table 19 on page 273](#).

Note: The sizes listed in [Table 19 on page 273](#) are the recommended minimum sizes. If you are loading a system using a mkimage tape, use the sizes on the tape label. If there are no sizes, use the recommended size. If you are loading a new system, without a mkimage tape, use the recommended sizes.

Table 19. Minimum Space Requirements for the MAP/40P

Slice	Space Requirements (MBytes)
/	615
/stand	15
/dev/dump	129
/dev/swap	129 (for a 64 MByte system) 193 (for a 96 MByte system) 257 (for a 128 MByte system) The boot floppies automatically configure the size using: $(2 \times \text{memory size}) + 1 = \text{size}$
/mtce	20

Table 19. Minimum Space Requirements for the MAP/40P

Slice	Space Requirements (MBytes)
/vs	100
/oracle	450 Note: Add 75 MBytes if you are loading ORACLE development packages.
/tmp	20
/voice1	100
/voxem	100

2 of 2

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

The system displays the Hard Disk Surface Analysis screen ([Figure 101 on page 275](#)).

Figure 101. Hard Disk Surface Analysis Screen

```
UNIX System Installation                Hard Disk Surface Analysis

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

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

Your choices are:

1. Perform surface analysis
2. Skip surface analysis

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

 **CAUTION:**

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

- 14 Continue with the procedure in [Transferring the UnixWare Files on page 276](#).

Transferring the UnixWare Files

To transfer the UnixWare files, do the following:

- 1 Starting at the Hard Disk Surface Analysis screen ([Figure 101 on page 275](#)), press **ENTER**.

This will accept the default of 1 and perform the surface analysis. The system displays the following message:

```
Checking the hard disk for defects and creating file systems.  
This will take a few minutes. Please wait.
```

After about 5 minutes the system displays the Media Type screen ([Figure 102 on page 277](#)).

Figure 102. Media Type Screen

```
UnixWare Installation                               Media Type

The Intuity Software is available on tape
as an image depending on the application. You
must select the proper choice depending on the
application. For new CONVERSANT installation choose
option 1. For new Audix installation choose option 2.
For restoring CONVERSANT Make-image choose option 3.

Your choices are:

1. UnixWare for Intuity CONVERSANT Tape
2. UnixWare for Intuity Audix
3. Intuity Conversant Make-Image Tape

Press a number between '1' and '3' followed by 'ENTER':
```

- 2 Continue with the procedure in [Installing the Application Server on page 278](#).

Installing the Application Server

To install the application server, do the following:

- 1 Starting at the Media Type screen ([Figure 102 on page 277](#)), enter **1**
The system displays the Insert Tape screen ([Figure 103 on page 278](#)).

Figure 103. Insert Lucent Intuity Tape Screen

```
UnixWare Installation                Insert Intuity Image Tape

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

Your choices are:

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

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

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

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

The system displays the following message:

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

After a few minutes the system displays the following message:

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

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

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

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

The system displays the following message:

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

Please wait
```

The system automatically reboots.

- 6 Continue with the procedure in [Activating the Volume Manager on page 280](#).

Activating the Volume Manager

To activate the Volume Manager, complete the following steps.

- 1 Login as **root**.

The system displays the following message:

```
Password:
```

- 2 Press **ENTER**.

- 3 At the system prompt, enter **installit**

The system displays the following message:

```
Installit execution started:
```

```
The system will attempt to perform a new installation.
```

```
Press enter, to continue the Volume Manager installation...
```

- 4 Press **ENTER**.

- 5 The system automatically reboots three times; each reboot takes approximately 5 minutes to complete.

When the initialization of the Volume Manager is complete, the system displays: `Console Login:`

Installing the LAN Card Driver Package

See [PCI Ethernet LAN Circuit Cards on page 44](#) or [Token Ring Circuit Card on page 53](#) in [Chapter 2, Installing or Replacing Circuit Cards](#), for the procedure.

Setting up the Monitor

To set up the monitor, do the following:

- 1 Login as **root**

The system displays the system prompt #.

In order to use the graphical user interfaces (GUI) with the video controller card installed in your system, perform the following video setup operations:

- 2 Enter **`/usr/X/lib/display/setvideomode`**

The system displays a menu listing the different video chipset options.

- 3 Enter **3**

This is the number corresponding to the video controller circuit card installed on your system.

The system displays a menu listing monitor mode numbers for video resolution.

4 Enter 13

Note: The mode number corresponds to the video controller circuit card installed on your system. The resolution must be 640 x 480 and the color must be 256.

The system displays the following message:

```
Video RAM: 2048K
```

```
Do you want to change this value? (y/n) [n]:
```

5 Press ENTER.

The system displays the following message:

```
Default Monitor Size, 17 inches(y/n) [y]:
```

6 Enter n

The system displays the Monitor Size screen ([Figure 104 on page 283](#)).

Figure 104. Monitor Size Screen

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

Enter Monitor Size =>
```

7 Enter 14

The system displays a screen similar to the Monitor Test screen ([Figure 105 on page 284](#)).

Figure 105. Monitor Test Screen

```
You have selected the following:

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

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

8 Press ENTER.

The system displays the Test Pattern screen ([Figure 106 on page 285](#)).

Figure 106. Test Pattern Screen

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

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

9 Press **ENTER**.

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

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

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

The system displays the following message:

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

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

The system displays the Current Selection screen ([Figure 107 on page 286](#)).

Figure 107. Current Selection Screen

```
Current Selection:

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

Initializing the Mouse

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

- 1 Enter **mouseadmin** at the system prompt and press **ENTER**.

The system displays the Mouse Main Menu ([Figure 108 on page 287](#)).

Figure 108. Mouse Main Menu

```
There are no mice assigned.

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

Enter Selection:
```

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

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

The system displays the following message:

```
There are no mice assigned.
```

```
Enter the display terminal that will be using
the mouse, or strike the ENTER key to return to
the main menu.
```

```
Display terminal (i.e., console, s0vt00, etc):
```

3 Enter **console** and press **ENTER**.

The system displays the following message:

```
Enter the device that the mouse will be attached to
or strike the ENTER key to return to the main menu.
```

```
Mouse device: (i.e., tty00, tty01):
```

- 4 Enter the appropriate data for the serial port your mouse is connected to as listed in [Table 20 on page 288](#).

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

Table 20. Serial Mouse Installation Entries

Serial Port Connection	Screen Entry
COM1 port	TTY00
COM2 port	TTY01

- 5 Press **ENTER**.

The system displays the following message:

```
Is your mouse configured to Mouse Systems
(MSC compatible) mode? [y or n]:
```

- 6 Enter **y** and press **ENTER**.

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

The system displays the Mouse Main Menu ([Figure 109 on page 289](#)).

Figure 109. Mouse Main Menu

```
The following terminals have mice assigned:

      Display Terminal                Mouse Device
      -----                -----
      Console                Serial Mouse on TTY01

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

Enter Selection:
```

7 Enter `u` and press `ENTER`.

The system displays the Mouse Main menu [Figure 109 on page 289](#).

TTY01 shown in [Figure 109 on page 289](#) reflects the port selected in [step 4](#).

Continue with procedure in [Testing the Mouse on page 290](#).

Testing the Mouse

To test the mouse, do the following:

- 1 Enter **mouseadmin** at the system prompt and press **ENTER**.

The system displays the Mouse Main Menu ([Figure 109 on page 289](#)).

- 2 Enter **t** and press **ENTER**.

The system displays the following message:

```
Please try using your mouse when the next
screen appears.
```

```
Strike the ENTER key when ready:
```

- 3 Press **ENTER**.

The system displays the following message:

```
Press a mouse button to stop test.
Test will be cancelled automatically in 15 seconds.
```

The system displays the Mouse Main Menu ([Figure 109 on page 289](#)).

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

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

7 Installing the Intuity CONVERSANT System Software

Overview

This chapter provides detailed installation procedures to reload the Intuity CONVERSANT system in the event of a disk failure. Use this chapter in conjunction with [Appendix D, Disaster Recovery Checklists](#).

Installing the Intuity CONVERSANT Base Software Set

The Intuity CONVERSANT base software set includes:

- Intuity CONVERSANT Utilities Package
- Intuity CONVERSANT Runtime Processing Package
- Intuity CONVERSANT Maintenance Package
- Intuity CONVERSANT Logger/Alerter Package
- Intuity AUDIX Logger Package
- Intuity CONVERSANT Base ORACLE RDBMS 7.3.2
- Intuity CONVERSANT ORACLE 7 Integration Package
- Intuity CONVERSANT Administration Screens Package
- Intuity CONVERSANT Transaction State Machine Package
- Intuity CONVERSANT Switch Utilities Package
- Intuity CONVERSANT License Modification Package
- Intuity CONVERSANT Platform CONVERSANT Tuning

All of the packages included in the Intuity CONVERSANT base software set are required for the operation of the Intuity CONVERSANT system. All of the packages are contained on one cartridge tape.

To install the Intuity CONVERSANT base software set, do the following:

 **CAUTION:**

If you are using this procedure in conjunction with an upgrade, skip the first three steps and begin with [step 4](#).

- 1 Log in as **root**.
- 2 Insert the cartridge tape labeled “Intuity Platform CVIS 7.0 Set 1 of 1” into the cartridge tape drive.
- 3 Enter **pkgadd -d ctape1**

The system displays the following message:

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

- 4 Press **ENTER**.

The system displays the following message:

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

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

1. CVISset INTUITY CONVERSANT VIS V7 Set
(i486)

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

5 Press ENTER.

The system displays the following message:

PROCESSING:

Set: INTUITY CONVERSANT VIS V7 Set (CVISset) from <ctapel>

INTUITY CONVERSANT VIS V7 Set

(i486)

Using </> as the package base directory.

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

6 Answer the questions in [Table 21 on page 295](#) with a check mark for “yes” or “no.”

Table 21. Questions to Determine if the Default Installation is Appropriate

Number	Question	Yes	No
1	Do you want to turn off daylight savings time?		
2	Does your system have a remote maintenance circuit card? Note: If you answer yes to this question, you must answer yes to Question 3.		
3	Do you want to disable COM1?		
4	Do you want to disable COM2?		
5	Do you want to disable the parallel port?		
6	Is Interrupt Level 4 being used by anything other than COM1?		
7	Is Interrupt Level 3 being used by anything other than COM2?		
8	Is Interrupt Level 7 being used by anything other than the parallel port?		
9	Is your ORACLE database larger than 65 Mbyte		

- 7** If you answered **no** to all of the questions in [Table 21 on page 295](#), you can use the default installation; enter **y**

If you answered **yes** to any of the questions in [Table 21 on page 295](#), you can not use the default installation; complete the following [step a](#) through [step p](#).

- a** Enter **n**

The system displays the following message:

```
Do you want the default installation for mtce? [y,n,?]
```

- b** If you answered **no** to Question 1 in [Table 21 on page 295](#), enter **y** and skip to [step d](#).

If you answered **yes** to Question 1 in [Table 21 on page 295](#), enter **n**

The system displays the following message:

```
Is Daylight Savings Time ever used? [y,n,?]
```

- c** Enter **n**

The system displays the following message:

```
Do you want the default installation for vs? [y,n,?]
```

- d** If you answered **no** to all seven Questions 2, 3, 4, 5, 6, 7, and 8 in [Table 21 on page 295](#), enter **y** and skip to [step g](#).

If you answered **yes** to Question 2, 3, 4, 5, 6, 7, or 8 in [Table 21 on page 295](#), enter **n**

The system displays the following message:

```
The first serial port uses interrupt level 4
The second serial port uses interrupt level 3
The parallel port uses interrupt level 7
```

```
If you wish to reclaim some of these interrupts for other
devices, you may disable one of these serial ports.
However, one serial port must be enabled.
```

```
For serial ports would you like to:
```

1. Enable both
2. Enable first, disable second
3. Disable first, enable second

```
Please enter your selection:
```

- e** If you answered **no** to Questions 2, 3, 4, 6, and 7 in [Table 21 on page 295](#), enter **1**

If you answered **no** to Questions 2, 3, and 6 and **yes** for Question 4 or 7 in [Table 21 on page 295](#), enter **2**

If you answered **yes** to Question 2, 3, or 6 and **no** for Questions 4 and 7 in [Table 21 on page 295](#), enter **3**

Note: If you would like to disable both serial ports, enter **3**, complete the installation procedure, edit the `/etc/conf/sdevice.d/async` file, and reboot the system.

The system displays the following message:

```
For the parallel port (interrupt 7) would you like to:
```

1. Enable the parallel port
2. Disable the parallel port

f If you answered **no** for Questions 5 and 8 in [Table 21 on page 295](#), enter **1**

If you answered **yes** for Question 5 or 8 in [Table 21 on page 295](#), enter **2**

The system displays the following message:

```
Do you want the default installation for maint?
```

g Enter **n**

Note: There is no difference between the default installation and a custom installation of the maint system.

The system displays the following message:

```
Do you want the default installation for machlog? [y,n,?]
```

h If you answered **no** to Questions 2, 3, and 4 in [Table 21 on page 295](#), enter **y** and skip to [step j](#).

If you answered **yes** to Question 2, 3, or 4 in [Table 21 on page 295](#), enter **n**

The system displays the following message:

```
The first serial port uses interrupt level 4
The second serial port uses interrupt level 3
```

```
If you wish to reclaim some of these interrupts for other
devices, you may have to free some of these ports.
However, one serial port must be configured as the alarm
port.
```

```
For serial ports would you like to:
```

1. Enable first serial port (COM1) as alarm port
2. Enable second serial port (COM2) as alarm port

```
Please enter your selection:
```

- i** If you answered **no** for Questions 2 and 3 and **yes** for Question 4 in [Table 21 on page 295](#), enter **1**

Note: If your system has a remote maintenance circuit card, make sure COM1 is disabled in the CMOS settings. See [P5 200 MHz CPU Circuit Card](#) in [Chapter 2, Installing or Replacing Circuit Cards](#), for the procedure to edit the CMOS settings.

If you answered yes to Questions 2 and 3 and no for Question 4 in [Table 21 on page 295](#), enter **1**

If you answered **yes** to Question 3 and **no** for Questions 2 and 4 in [Table 21 on page 295](#), enter **2**

The system displays the following message:

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

- j** If you answered **no** for Question 9 in [Table 21 on page 295](#), enter **y** and skip to [step 8](#).

If you answered **yes** for Question 9 in [Table 21 on page 295](#), enter **n**

The system displays the following message:

```
The default name for the database file is dbsA.dbf
```

```
Enter a new name or strike ENTER to accept the default.
```

- k** Press **ENTER**.

The system displays the following message:

```
The default name for the first redo log file is log1A.dbf
```

```
Enter a new name or strike ENTER to accept the default.
```

- l** Press **ENTER**.

The system displays the following message:

```
The default name for the second redo log file is log2A.dbf
```

Enter a new name or strike ENTER to accept the default.

m Press **ENTER**.

The system displays the following message:

```
How many blocks do you want in your database? [default:
132,000].
```

n Enter the number of blocks you want in your database.

 **CAUTION:**

This number must be greater than 24,000.

The system displays the following message:

```
The default size for each of the redo log files is 800 [512
bytes] blocks.
```

```
How many blocks do you want in each of the redo log files?
[default: 800].
```

o Enter the number of blocks you want in your redo log files.

The system displays the following message:

```
Do you want to install TSM? [y,n,?]
```

p Enter **y**

The system displays the following message:

```
Lucent Technologies Inc.  
## Processing package information.  
## Processing system information.  
## Verifying disk space requirements.  
  
Installing INTUITY CONVERSANT VIS V7.0 Set as <CVISset>  
  
## Executing preinstall script.  
Executing the preinstall personality script for CVIStune.  
Enter password for oracle:  
New password:
```

CAUTION:

If you are using this procedure in conjunction with an upgrade, stop here and return to Intuity CONVERSANT System Version 7.0 Upgrade Procedures. Do not continue with [step 8](#).

- 8 Type the new password.
- 9 Press **ENTER**.

The system displays the following message:

```
Re-enter new password:
```

- 10 Re-type the new password.
- 11 Press **ENTER**.

The system displays a series of messages. After approximately one hour the system displays the following message:

```
Processing of <INTUITY CONVERSANT VIS V7.0 Set> is
completed.
```

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

```
Type [go] when ready,
or [q] to quit: (default: go)
```

12 Enter **q**

The system displays the following message:

```
***IMPORTANT NOTICE***
```

```
If installation of all desired packages is
complete, the machine should be rebooted in order
to ensure sane operation. Execute the shutdown
command with the appropriate options and wait for
the "Console Login:" prompt.
```

13 Enter **shutdown -i6 -g0 -y**

Installing the TCP/IP Packages

All of the UnixWare TCP/IP packages are installed during the installation of the operating system from the cartridge tape labeled “Intuity CONVERSANT VIS V7.0 UnixWare for Intuity 2.1.2.”

- Distributed File System Utilities
- Remote Procedure Calls Utilities
- Internet Utilities

Use the **pkginfo** command to view the list of packages on your system. If these packages are not installed on your system, install them now.

To install the TCP/IP packages, do the following:

1 Enter **pkgadd -d ctape1**

The system displays the following message:

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

- ### 2 Insert the cartridge tape labeled “Intuity CONVERSANT VIS V7.0 UnixWare for Intuity 2.1.2.”
- ### 3 Press **ENTER**.

The system displays a list of packages from which you must specify yes or no.

4 Enter **yes** for the following packages:

- ~ Distributed File System Utilities
- ~ Remote Procedure Calls Utilities
- ~ Internet Utilities

Enter **no** for all other packages.

5 Press **ENTER**.

The system displays the following message:

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

6 Enter **q**

8 Installing the Optional Feature Software

Overview

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

This chapter describes the procedures to install all the software that was not included on the application software cartridge tape. This software is called optional since it is not required for the basic system to function. The organization of this chapter is not to imply that you will necessarily install all of these packages nor will you install them in the order documented. Packages that are order-specific are identified as such.

This chapter also describes the general procedure for removing software packages.

The information in this chapter is necessary to reload the optional feature software on a computer that has experienced a disk failure.

Note: Be sure that you have run the Intuity CONVERSANT Hardware Resource Allocator and indicate all hardware that is or will be on your system. The data generated by the program is crucial in assuring that you respond correctly the prompts in this chapter.

See [Operating the Hardware Resource Allocator on page 468](#) in [Appendix A, System Configuration](#), in your hardware installation book.

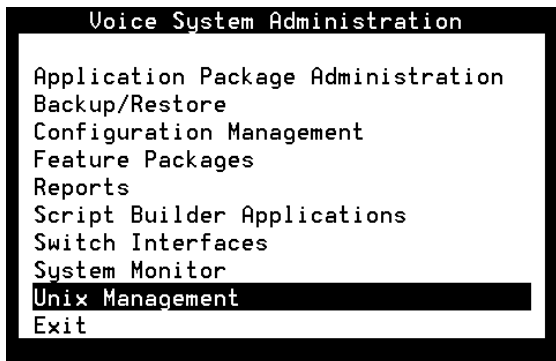
Installing Software Packages Using the Unix Management Screens

If your system has been equipped the Unix Management Screens Package, software can be loaded using the Intuity CONVERSANT system screens.

To load software a software package using the Intuity CONVERSANT system screens do the following:

- 1 Start at the Voice System Administration menu ([Figure 110 on page 308](#)).

Figure 110. Voice System Administration Menu



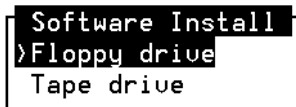
2 Select:

```
> UNIX Management
```

```
>Software Install
```

The system displays the Software Install menu ([Figure 111 on page 309](#)).

Figure 111. Software Install Menu



- 3 Select the appropriate media.
- 4 Continue with the procedures for each package.

Installing the Hardware Resource Allocator Package

Note: You must install and run the Intuity CONVERSANT Hardware Resource Allocator before installing any of the Intuity CONVERSANT System Version 7.0 base or optional packages.

To install the Hardware Resource Allocator package, do the following:

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

The system displays the following message:

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

3 Insert the diskette labeled “Hardware Resource Allocator 1 of 1” into the diskette drive.

4 Press **ENTER**.

The system displays the following message:

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

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

1. config INTUITY Hardware Resource Allocator
(i486)

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

5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Hardware Resource Allocator (config) from  
<diskettel>
```

```
INTUITY Hardware Resource Allocator  
(i486)
```

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

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

```
Installation of INTUITY Hardware Resource Allocator (config)
was successful.
```

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

```
Type [go] when ready,
      or [q] to quit: (default: go)
```

- 6 Remove the diskette labeled “Hardware Resource Allocator 1 of 1” from the diskette drive.

- 7 Enter **q**

Run the Intuity CONVERSANT Hardware Resource Allocator to obtain a current configuration listing for your system. See [Operating the Hardware Resource Allocator on page 468](#) in [Appendix A, System Configuration](#).

 **CAUTION:**

You must run the Intuity CONVERSANT Hardware Resource Allocator and obtain the output from it. The information is needed to install software packages to correctly set addresses for interrupts, I/O, etc.

Installing the Asynchronous Host Toolkit

To install the Asynchronous Host Toolkit package, do the following:

1 If you are not already logged in as root, do so now.

2 Enter **pkgadd -d diskette1**

The system displays the following message:

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

3 Insert the diskette labeled “CGS Asynchronous Host Toolkit 1 of 1” into the diskette drive.

4 Press **ENTER**.

The system displays the following message:

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

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

```
  1. asynchost      INTUITY CSG Asynchronous Host Toolkit  
                      (i486)
```

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

5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY CSG Asynchronous Host Toolkit (asynchost) from
<diskette1>

INTUITY CSG Asynchronous Host Toolkit
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
Enter number of host lines to be configured, 1 or 2:
```

6 Enter the number of lines to be configured.

This is the number of lines your system will be using to communicate with the host.

~ If you entered **1**, the system displays the following message:

```
Enter asynchronous request function number, 1 or 2:
```

Note: Entering **1** turns on the DIP for hostreq1 host line only. Entering **2** turns on the DIP for hostreq2 host line only

~ If you entered **2**, the system displays the following message:

```
Enter asynchronous request function number, S or D:
```

Note: Entering **S** turns on both host DIPs and they will work independently of each other. Entering **D** will turn on both host DIPs and they will work in conjunction with each other.

7 Enter the request number function.

The system displays the following message:

```
Enter tty port for the single line (e.g., ttys02):
```

Note: The tty port number is assigned to the port on the asynchronous circuit card to which you are connecting. See Chapter 3, “Making Cable Connections,” in *Intuity CONVERSANT System Version 7.0 New System Installation*, 538-313-106.

You can also determine the available tty addresses by viewing the **/dev** file.

8 Enter the tty port number you will be using.

The system displays the following message:

```
Installation of INTUITY CGS Asynchronous Host Toolkit  
(asynchost) was successful.
```

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

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

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

9 Remove the diskette labeled “CGS Asynchronous Host Toolkit 1 of 1” from the diskette drive.

Installing the ASYNC_TEST Transaction Script Builder Backup

To install the ASYNC_TEST Transaction Script Builder Backup package, do the following:

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

The system displays the following message:

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

- 3 Insert the diskette labeled “ASYNC_TEST Transaction SB Backup 1 of 1” into the diskette drive.
- 4 Press **ENTER**.

The system displays the following message:

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

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

```
1. asynctest      INTUITY ASYNC_TEST SB Backup  
                   (i486)
```

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

- 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY ASYNC_TEST SB Backup (asynctest) from
<diskettel>

INTUITY ASYNC_TEST SB Backup
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of INTUITY ASYNC_TEST SB Backup (asynctest) was
successful.

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

- 6 Remove the diskette labeled “ASYNC_TEST Transaction SB Backup 1 of 1” from the diskette drive.

Installing the ASYNC_TEST Speech Script Builder Backup

To install the SYNC_TEST Speech Script Builder Backup package, do the following:

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

The system displays the following message:

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

- 3 Insert the diskette labeled “ASYNC_TEST Speech SB Backup 1 of 1” into the diskette drive.
- 4 Press **ENTER**.

The system displays the following message:

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

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

```
1. asynctest      INTUITY ASYNC_TEST SB Backup  
                   (i486)
```

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

- 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY ASYNC_TEST SB Backup (asynctest) from
<diskette1>

INTUITY ASYNC_TEST SB Backup
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of INTUITY ASYNC_TEST SB Backup (asynctest) was
successful.

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

- 6 Enter **q**
- 7 Remove the diskette labeled “ASYNC_TEST Speech SB Backup 1 of 1” from the diskette drive.

Installing the Adjunct/Switch Application Interface Packages

Procedures to install the ASAI packages must be performed in the following order:

- 1 [Installing the CALLVISOR PC ISDN Package on page 319](#)
- 2 [Installing the CALLVISOR PC LAN Gateway Package on page 322](#)
- 3 [Installing the CALLVISOR PC ASAI Package on page 324](#)

Installing the CALLVISOR PC ISDN Package

To install the CALLVISOR PC ISDN package, do the following:

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

The system displays the following message:

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

- 3 Insert the diskette labeled "AT&T CALLVISOR PC ISDN Package 1 of 1" into the diskette drive.

4 Press **ENTER**.

The system displays the following message:

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

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

1. cvisdn AT&T CALLVISOR PC ISDN Package
(i486)

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

5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: AT&T CALLVISOR PC ISDN Package (cvisdn) from  
<diskettel>
```

```
INTUITY CALLVISOR PC ISDN Package  
(i486)
```

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

```
Lucent Technologies Inc.
```

```
Enter the number of IPCI boards installed on this machine.  
(default: 1) [1-4,?]
```

6 Enter 0

The system displays the following message:

```
Enter the desired version. (default: 1) [?]
```

7 Enter the desired version for the PC/ISDN (IPCI) circuit cards installed in your system

Note: Enter **1** if your system is connected to a G3V3 switch.
Enter **2** if your system is connected to a G3V4 switch.

The system displays the following message:

```
Enter for higher version operation. (default: 1) [0-1,?]
```

8 Press ENTER.

The system displays the following message:

```
Enter for lower version operation. (default: 1) [0-1,?]
```

9 Press ENTER.

The system displays several messages followed by the following message:

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

Remove the diskette from the drive.

To reboot the system, execute the command:
shutdown -i6 -y -g0

- 10 Remove the diskette labeled “AT&T CALLVISOR PC ISDN Package 1 of 1” from the diskette drive.
- 11 Continue with the procedure in [Installing the CALLVISOR PC LAN Gateway Package on page 322](#).

Installing the CALLVISOR PC LAN Gateway Package

To install the CALLVISOR PC LAN Gateway package, do the following:

- 1 Enter **pkgadd -d diskette1**

The system displays the following message:

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

- 2 Insert the diskette labeled “AT&T CALLVISOR PC LAN Gateway Package 1 of 1” into the diskette drive.
- 3 Press **ENTER**.

The system displays the following message:

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

The following packages are available:

1. cvesai AT&T CALLVISOR PC LAN Gateway Package
(i486)

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

4 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: AT&T CALLVISOR PC LAN Gateway Package (cvesai) from  
<diskettel>
```

```
AT&T CALLVISOR PC LAN Gateway Package  
(i486)
```

```
Using </> as the package base directory.  
Lucent Technologies Inc.
```

```
This machine currently has X BRA links administered  
There are X links available for use as LAN Gateway links.
```

```
Enter the number of LAN links to be installed (<=X):
```

5 Enter the number of LAN links used by your system.

Note: The Intuity CONVERSANT system requires one LAN link. If your system needs additional LAN connections for other software, establish the links now.

The system displays the following message:

```
Enter the destination for LAN link 1 [Definity]:
```

6 Enter your system's switch destination.

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

```
Installation of the AT&T CALLVISOR PC LAN Gateway Package (cvesai) was successful.
```

```
***IMPORTANT NOTICE***
```

```
If installation of all desired packages is complete, the machine should be rebooted to ensure sane operation. Execute the shutdown command with appropriate options and wait for the "Console Login:" prompt.
```

- 7** Remove the diskette labeled "AT&T CALLVISOR PC LAN Gateway Package 1 of 1" from the diskette drive.
- 8** Continue with the procedure in [Installing the CALLVISOR PC ASAI Package on page 324](#).

Installing the CALLVISOR PC ASAI Package

To install the CALLVISOR PC ASAI package, do the following:

- 1** Enter **pkgadd -d diskette1**

The system displays the following message:

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

- 2 Insert the diskette labeled “CALLVISOR PC ASAI Package 1 of 1” into the diskette drive.
- 3 Press **ENTER**.

The system displays the following message:

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

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

```
  1. cvasai   AT&T CALLVISOR PC ASAI Package  
      (i486)
```

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

- 4 Press **ENTER**.

The system displays the following message:

```
Configuring cvasai for X ASAI Node(s)
```

```
PROCESSING:
```

```
Set: AT&T CALLVISOR PC ASAI Package (cvasai) from  
<diskettel>
```

```
AT&T CALLVISOR PC ASAI Package
(i486)
Using </> as the package base directory.
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Enter the number of ASAI Nodes.
(default: 1) [1-4,?]
```

5 Enter the number of ASAI nodes on your system

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

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

Remove the diskette from the disk drive.

To reboot the system, execute the command:
shutdown -i6 -y -g0

To power down the system, execute the command:
shutdown -i0 -y -g0

IMPORTANT NOTICE

If installation of all desired packages is complete, the machine should be rebooted to ensure sane operation. Execute the shutdown command with appropriate options and wait for the "Console Login:" prompt.

```
Installation of AT&T CALLVISOR PC ASAI Package (cvasai) was
successful.
```

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

- 6 Enter **q**
- 7 Remove the diskette labeled “CALLVISOR PC ASAI Package 1 of 1” from the diskette drive.
- 8 Reboot the system. See “Reboot the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.

Installing the Adjunct/Switch Application Interface Package

To install the Adjunct/Switch Application Interface package, do the following:

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

The system displays the following message:

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

3 Insert the diskette labeled “Adjunct/Switch Application Interface Package 1 of 3” into the diskette drive.

4 Press **ENTER**.

The system displays the following message:

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

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

```
  1. asai          INTUITY Adjunct/Switch Application  
                    Interface Package (i486)
```

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

5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Adjunct/Switch Application Interface Package  
(asai) from <diskettel>
```

```
INTUITY Adjunct/Switch Application Interface Package  
(i486)
```

```
Using </> as the package base directory.  
Lucent Technologies Inc.
```

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

```
READY TO PROCESS:
Package:  INTUITY Adjunct/Switch Application
          Interface Package (asai) diskette 2 of 3

Insert diskette 2 of 3 into Floppy Drive 1.
Type [go] when ready,
    or [q] to quit: (default: go)
```

- 6 Remove the diskette labeled “Adjunct/Switch Application Interface Package 1 of 3” from the diskette drive.
- 7 Insert the diskette labeled “Adjunct/Switch Application Interface Package 2 of 3” into the diskette drive.
- 8 Press **ENTER**.

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

```
READY TO PROCESS:
Package:  INTUITY Adjunct/Switch Application
          Interface Package (asai) diskette 3 of 3

Insert diskette 3 of 3 into Floppy Drive 1.
Type [go] when ready,
    or [q] to quit: (default: go)
```


- 9 Remove the diskette labeled “Adjunct/Switch Application Interface Package 2 of 3” from the diskette drive.
- 10 Insert the diskette labeled “Adjunct/Switch Application Interface Package 3 of 3” into the diskette drive.
- 11 Press **ENTER**.

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

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

```
Installation of Adjunct/Switch Application Interface Package
(asai) was successful.
```

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

- 12 Enter **q**
- 13 Remove the diskette labeled “Adjunct/Switch Application Interface Package 3 of 3” from the diskette drive.

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

For more information on this feature package, see *Intuity CONVERSANT Version 7.0 Communication Development*, 585-313-202.

Installing the Analog Switch Interface Package

To install the Analog Switch Interface package, do the following:

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

The system displays the following message:

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

- 3 Insert the diskette labeled “Analog Switch Interface - (country) 1 of 1” into the diskette drive.
- 4 Press **ENTER**.

The system displays the following message:

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

The following packages are available:

1. usswtch INTUITY Analog Switch Interface Package
- US
(i486)

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

Note: The analog switch interface package used in this example is for the United States (US). The name will change depending on the country chosen.

5 Press ENTER.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Analog Switch Interface Package - US (usswtch)  
from <diskette1>
```

```
INTUITY Analog Switch Interface Package - US  
(i486)
```

```
Using </> as the package base directory.  
Lucent Technologies Inc.
```

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

```
Installation of INTUITY Analog Switch Interface Package - US  
(usswtch) was successful.
```

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

- 6 Enter **q**
- 7 Remove the diskette labeled “Analog Switch Interface - (country) 1 of 1” from the diskette drive.

Installing the Backup/Restore Utility

To install the Backup/Restore Utility, do the following:

- 1 At the UNIX prompt, enter **pkgadd -d diskette1**

The system displays the following message:

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

- 2 Insert the diskette labeled “Backup/Restore Utility 1 of 1” into the diskette drive.
- 3 Press **ENTER**.

The system displays the following message:

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

The following packages are available:

1. backrest INTUITY Backup/Restore Utility
(i486)

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

4 Press ENTER.

The system displays the following message:

```
PROCESSING:
Set: INTUITY Backup/Restore Utility (backrest) from
<diskettel>

INTUITY Backup/Restore Utility
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of INTUITY Backup/Restore Utility (backrest)
was successful.

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

5 Enter q

The system displays the UNIX prompt.

- 6 Make sure that the light on the diskette drive is off and remove the diskette.

For more information on this feature package, see “Back Up the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.

Installing the Call Bridge Application Package

To install the Call Bridge Application package, do the following:

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

The system displays the following message:

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

- 3 Insert the diskette labeled “Call Bridge Application Package 1 of 1” into the diskette drive.
- 4 Press **ENTER**.

The system displays the following message:

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

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

1. xferdip INTUITY Call Bridge Application Package
(i486)

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

5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Call Bridge Application Package (xferdip) from  
<diskette1>
```

```
INTUITY Call Bridge Application Package  
(i486)
```

```
Using </> as the package base directory.  
Lucent Technologies Inc.
```

```
After the installation, do you wish to activate bridging  
capability? (y/n)
```

6 Enter **y**

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

```
Installation of INTUITY Call Bridge Application Package
(xferdip) was successful.
```

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

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

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

- 7 Enter **q**
- 8 Remove the diskette labeled “Call Bridge Application Package 1 of 1” from the diskette drive.

Installing the Call Classification Analysis Package

Note: If you are installing the package and `feature_tst` is already installed on your system (as in assisted upgrades), once you have finished installing all other desired, you must remove `feature_tst` and reinstall it in order to select the CCA test.

To install the Call Classification Analysis package, do the following:

- 1 Make sure the ASP driver has been installed by entering **pkginfo |pg**

If the ASP driver has been installed there will be a line similar to the following:

```
intuity asp INTUITY ASP Driver Package
```

Continue with [step 2](#).

If the ASP driver has not been installed, see [Speech and Signal Processor \(AYC43\) Circuit Card on page 37](#), in [Chapter 2, Installing or Replacing Circuit Cards](#), for the procedure to load the driver.

2 At the UNIX prompt, enter **pkgadd -d diskette1**

The system displays the following message:

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

3 Insert the diskette labeled “Call Classification Analysis Package 1 of 1” into the diskette drive.

4 Press **ENTER**.

The system displays the following message:

```
Installation in progress -- do not remove the diskette.  
The following packages are available:  
1. cca INTUITY Call Classification Analysis  
Package (i486)
```

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

5 Press ENTER.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Call Classification Analysis Package (cca) from  
<diskette1>
```

```
INTUITY Call Classification Analysis Package  
(i486)
```

```
Using </> as the package base directory.  
Lucent Technologies Inc.
```

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

```
Installation of INTUITY Call Classification Analysis Package  
(cca) was successful.
```

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

```
Type [go] when ready,  
    or [q] to quit: (default: go)
```

6 Enter q

The system displays the UNIX prompt.

7 Make sure that the light on the diskette drive is off and remove the diskette.

For more information on this feature package, see *Intuity CONVERSANT Version 7.0 Application Development with Script Builder*, 585-313-206, and *Intuity CONVERSANT Version 7.0 Communication Development*, 585-313-202.

Installing the Data Collection Toolkit

To install the Data Collection Toolkit package, do the following:

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

The system displays the following message:

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

- 3 Insert the diskette labeled “Data Collection Toolkit 1 of 3” into the diskette drive.
- 4 Press **ENTER**.

The system displays the following message:

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

The following packages are available:

1. dctoolkit INTUITY Data Collection Toolkit
(i486)

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

5 Press ENTER.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Data Collection Toolkit (dctoolkit) from  
<diskettel>
```

```
INTUITY Data Collection Toolkit  
(i486)
```

```
Using </> as the package base directory.  
Lucent Technologies Inc.
```

```
READY TO PROCESS:
```

```
Package: INTUITY Data Collection Toolkit  
(dctoolkit) diskette 2 of 3
```

```
Insert diskette 2 of 3 into Floppy Drive 1.  
Type [go] when ready,  
or [q] to quit: (default: go)
```

6 Remove the diskette labeled "Data Collection Toolkit 1 of 3" from the diskette drive.

7 Insert the diskette labeled “Data Collection Toolkit 2 of 3” into the diskette drive.

8 Press **ENTER**.

The system displays the following message:

```
READY TO PROCESS:
```

```
Package: INTUITY Data Collection Toolkit  
         (dctoolkit) diskette 3 of 3
```

```
Insert diskette 3 of 3 into Floppy Drive 1.
```

```
Type [go] when ready,  
     or [q] to quit: (default: go)
```

9 Remove the diskette labeled “Data Collection Toolkit 2 of 3” from the diskette drive.

10 Insert the diskette labeled “Data Collection Toolkit 3 of 3” into the diskette drive.

11 Press **ENTER**.

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

```
Installation of INTUITY Data Collection Toolkit (dctoolkit)  
was successful.
```

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

- 12 Enter **q**
- 13 Remove the diskette labeled “Data Collection Toolkit 3 of 3” from the diskette drive.

Installing the Dial Pulse Recognition Package

To install the Dial Pulse Recognition package, do the following:

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

The system displays the following message:

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

- 3 Insert the diskette labeled “Dial Pulse Recognition 1 of 1” into the diskette drive.
- 4 Press **ENTER**.

The system displays the following message:

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

The following packages are available:

1. dpr INTUITY Dial-Pulse Recognition Package
(i486)

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

5 Press ENTER.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Dial-Pulse Recognition Package (dpr) from  
<diskettel>
```

```
INTUITY Dial-Pulse Recognition Package  
(i486)
```

```
Using </> as the package base directory.  
Lucent Technologies Inc.
```

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

```
Installation of INTUITY Dial-Pulse Recognition Package (dpr)  
was successful.
```

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

6 Enter **q**

7 Remove the diskette labeled “Dial Pulse Recognition 1 of 1” from the diskette drive.

Installing the Enhanced Basic Speech Package

To install the Enhanced Basic Speech package, do the following:

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

2 Enter **pkgadd -d diskette1**

The system displays the following message:

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

3 Insert the diskette labeled “Enhanced Basic Speech Package - **Language** 1 of 1” into the diskette drive.

4 Press **ENTER**.

The system displays the following message:

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

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

1. ebspchUS Enhanced Basic Speech - US English -
 Female
 (i486)

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

5 Press ENTER.

The system displays the following message:

```
PROCESSING:
```

```
Set: Enhanced Basic Speech - US English - Female (ebspchUS)  
from <diskettel>
```

```
INTUITY Enhanced Basic Speech - US English - Female  
(i486)
```

```
Using </> as the package base directory.  
Lucent Technologies Inc.
```

```
Installation of Enhanced Basic Speech - US English - Female  
(ebspchUS) was successful.
```

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

- 6 Enter **q**
- 7 Remove the diskette labeled “Enhanced Basic Speech Package - **Language** 1 of 1” from the diskette drive.
- 8 Reboot the system. See “Reboot the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.

Installing the FlexWord Speech Recognition Package

Procedures to install the FlexWord Speech Recognition Package must be performed in the following order:

- 1 [Installing the ASP Driver on page 347](#)
- 2 [Installing FlexWord Recognition - Base on page 348](#)
- 3 [Installing FlexWord Recognition - U.S. English on page 350](#)

Installing the ASP Driver

See [Speech and Signal Processor \(AYC43\) Circuit Card on page 37](#) in [Chapter 2, Installing or Replacing Circuit Cards](#), for the procedure.

Installing FlexWord Recognition - Base

To install the FlexWord Recognition - Base package, do the following:

- 1 Stop the voice system. See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
- 2 Ensure that the ASP Driver package has been installed.
- 3 At the UNIX prompt, enter **pkgadd -d diskette1**

The system displays the following message:

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

- 4 Insert the diskette labeled “FlexWord Recognition - Base 1 of 1” into the diskette drive.
- 5 Press **ENTER**.

The system displays the following message:

```
Installation in progress -- do not remove the diskette.  
  
The following packages are available:  
  1. flexrecog    INTUITY FlexWord Recognition - Base  
                    (i486)
```

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

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

```
The voice system is currently running and must be
stopped in order to install this package.
```

```
Is it ok to STOP the voice system? [y/n]
```

Enter **y**

6 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY FlexWord Recognition - Base (flexrecog) from
<diskettel>

INTUITY FlexWord Recognition - Base
(i486)
Using </> as the package base directory.
```

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

```
Installation of INTUITY FlexWord Recognition - Base
(flexrecog) was successful.
```

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

7 Enter q

- 8 Make sure that the light on the diskette drive is off and remove the diskette.**

Installing FlexWord Recognition - U.S. English

To install the FlexWord Recognition - U.S. English package, do the following:

- 1 Stop the voice system.** See “Administer the Voice System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205, for the procedure.
- 2 Ensure that the ASP Driver package has been installed.**
- 3 Ensure the FlexWord Recognition - Base package has been installed.**
- 4 At the UNIX prompt, enter `pkgadd -d diskette1`**

The system displays the following message:

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

5 Insert the diskette labeled “FlexWord Recognition - US English 1 of 5” into the diskette drive.

6 Press **ENTER**.

The system displays the following message:

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

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

- ```
1. usflex INTUITY FlexWord Recognition - US
 English (i486)
```

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

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

```
The voice system is currently running and must be
stopped in order to install this package.
```

```
Is it ok to STOP the voice system? [y/n]
```

Enter **y**

7 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY FlexWord Recognition - US English (usflex) from
<diskettel>

INTUITY FlexWord Recognition - US English
(i486)
Using </> as the package base directory.

READY TO PROCESS:
Package: INTUITY FlexWord Recognition - US English
(usflex) diskette 2 of 5

Insert diskette 2 of 5 into Floppy Drive 1.
Type [go] when ready,
or [q] to quit: (default: go)
```

- 8 Remove the diskette labeled “FlexWord Recognition - US English 1 of 5” from the diskette drive.
- 9 Insert the diskette labeled “FlexWord Recognition - US English 2 of 5” into the diskette drive.
- 10 Press **ENTER**.

The system displays the following message:

```
READY TO PROCESS:
Package: INTUITY FlexWord Recognition - US English
(usflex) diskette 3 of 5
```

Insert diskette 3 of 5 into Floppy Drive 1.  
Type [go] when ready,  
or [q] to quit: (default: go)

- 11 Remove the diskette labeled “FlexWord Recognition - US English 2 of 5” from the diskette drive.
- 12 Insert the diskette labeled “FlexWord Recognition - US English 3 of 5” into the diskette drive.
- 13 Press **ENTER**.

The system displays the following message:

```
READY TO PROCESS:
Package: INTUITY FlexWord Recognition - US English
 (usflex) diskette 4 of 5
```

Insert diskette 4 of 5 into Floppy Drive 1.  
Type [go] when ready,  
or [q] to quit: (default: go)

- 14 Remove the diskette labeled “FlexWord Recognition - US English 3 of 5” from the diskette drive.
- 15 Insert the diskette labeled “FlexWord Recognition - US English 4 of 5” into the diskette drive.
- 16 Press **ENTER**.



The system displays the following message:

```
READY TO PROCESS:
Package: INTUITY FlexWord Recognition - US English
 (usflex) diskette 5 of 5
```

Insert diskette 5 of 5 into Floppy Drive 1.

```
Type [go] when ready,
 or [q] to quit: (default: go)
```

- 17 Remove the diskette labeled “FlexWord Recognition - US English 4 of 5” from the diskette drive.
- 18 Insert the diskette labeled “FlexWord Recognition - US English 5 of 5” into the diskette drive.

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

```
Installation of INTUITY FlexWord Recognition - US English
(usflex) was successful.
```

Insert diskette into Floppy Drive 1.

```
Type [go] when ready,
 or [q] to quit: (default: go)
```

- 19 Enter **q**
- 20 Make sure that the light on the diskette drive is off and remove the diskette.

For more information on this feature package, see *Intuity CONVERSANT Version 7.0 Speech Development, Processing, and Recognition*, 585-313-201.

## Installing the FlexWord Toolkit Package

To install the FlexWord Toolkit package, do the following:

- 1 At the UNIX prompt, enter **pkgadd -d diskette1**

The system displays the following message:

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

- 2 Insert the diskette labeled “FlexWord Toolkit 1 of 2” into the diskette drive.
- 3 Press **ENTER**.

The system displays the following message:

```
The following packages are available:
1. FlexTool INTUITY FlexWord Toolkit
 (i486)
```

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

**4 Press ENTER.**

The system displays the following message:

```
PROCESSING:
Set: INTUITY FlexWord Toolkit (FlexTool) from <diskette1>

INTUITY FlexWord Toolkit
(i486)
Using </> as the package base directory.

READY TO PROCESS:
Package: INTUITY FlexWord Toolkit(FlexTool)
 diskette 2 of 2

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

- 5** Remove the diskette labeled “FlexWord Toolkit 1 of 2” from the diskette drive.
- 6** Insert the diskette labeled “FlexWord Toolkit 2 of 2” into the diskette drive.
- 7** Press **ENTER**.

The system displays the following message:

```
Installation of the FlexWord Toolkit package was successful.
```

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

### 8 Enter q

- 9 Make sure that the light on the diskette drive is off and remove the diskette.

For more information on this feature package, see *Intuity CONVERSANT Version 7.0 Speech Development, Processing, and Recognition*, 585-313-201.

## Installing the Form Filler Application

### CAUTION:

Talkfiles 8 and 9 are reserved talkfile numbers for Form Filler. If you have other applications that use talkfile numbers 8 or 9, do not erase your phrases; reassign new talkfile numbers to them. To do this, back up the speech in talkfiles 8 and 9, remove the speech, then install the Form Filler package. Once the Form Filler package is installed, restore the speech you backed up so the talkfile is assigned a new number. See *Intuity CONVERSANT Version 7.0 Administration*, 585-313-501, for information on speech backup with the **spsav** command.

To install the Form Filler Application package, do the following:

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

**2** Enter **pkgadd -d diskette1**

The system displays the following message:

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

**3** Insert the diskette labeled “Form Filler Application 1 of 2” into the diskette drive.

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

The system displays the following message:

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

The following packages are available:
 1. ff INTUITY Form Filler Application
 (i486)
```

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

**5** Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY Form Filler Application (ff) from <diskette1>

INTUITY Form Filler Application
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
READY TO PROCESS:
Package: INTUITY Form Filler Application (ff)
 diskette 2 of 2

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

- 6 Remove the diskette labeled “Form Filler Application 1 of 2” from the diskette drive.
- 7 Insert the diskette labeled “Form Filler Application 2 of 2” into the diskette drive.
- 8 Press **ENTER**.

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

```
Changing Form Filler Passwords.
```

```
Enter new transcription password:
```

- 9 Enter the new transcription password.

The system displays the following message:

```
Enter new review password:
```

- 10 Enter the new review password.

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

```
Installation of INTUITY Form Filler Application (ff) was
successful.
```

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

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

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

- 11 Enter **q**
- 12 Remove the diskette labeled "Form Filler Application 2 of 2" from the diskette drive.

To begin using the Form Filler feature as well as the FFtemplate, see Chapter 8, “Using Optional Features,” of *Intuity CONVERSANT Version 7.0 Application Development with Script Builder*, 585-313-206.

## Installing the Graphical Speech Editor Package

To install the Graphical Speech Editor package, do the following:

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

The system displays the following message:

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

- 3 Insert the diskette labeled “Graphical Speech Editor Package 1 of 1” into the diskette drive.
- 4 Press **ENTER**.

The system displays the following message:

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



The following packages are available:

1. gse INTUITY Graphical Speech Editor  
(i486)

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

## 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY Graphical Speech Editor (gse) from <diskette1>
INTUITY Graphical Speech Editor
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of INTUITY Graphical Speech Editor (gse) was
successful.

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

## 6 Enter **q**

- 7 Remove the diskette labeled “Graphical Speech Editor Package 1 of 1” from the diskette drive.
- 8 Set up the monitor. See [Setting up the Monitor on page 281](#), in [Chapter 6, Installing Base System Software](#).
- 9 Initialize the mouse. See [Initializing the Mouse on page 286](#), in [Chapter 6, Installing Base System Software](#).

**Note:** For additional information about the Graphical Speech Editor, see *Intuity CONVERSANT System Version 7.0 Speech Development, Recognition, and Processing*, 585-313-201.

## Installing the LAN Adapter Setup Program

To install the LAN Adapter Setup Program package, do the following:

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

The system displays the following message:

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

3 Insert the diskette labeled “SMC LAN Adapter Setup Program 1 of 1” into the diskette drive.

4 Press **ENTER**.

The system displays the following message:

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

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

1. ezsetup SMC LAN Adapter Setup program  
(i486)

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

5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: SMC LAN Adapter Setup program (ezsetup) from
<diskettel>
```

```
SMC LAN Adapter Setup program
(i386)
```

```
Using </var/spool/pkg> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of SMC LAN Adapter Setup program (ezsetup) was
successful.
```

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

```
Type [go] when ready,
 or [q] to quit: (default: go)
```

6 Enter **q**

7 Remove the diskette labeled “SMC LAN Adapter Setup Program 1 of 1” from the diskette drive.

## Installing the CLEO Packages

**Note:** The following packages must be installed before installing any of the CLEO packages:

- ~ UnixWare 2.1.2 operating system
- ~ Intuity CONVERSANT VIS V7.0 set
- ~ Token Ring Hardware Support (if you have a Token Ring card)

Use the following rules to guide your package selections:

- Install all the packages (based on the remaining rules in this list) at this time. Do not choose some packages now and then go back later to install more packages. Make all your package selections for installation now.
- If you have the FIFO/SIB synchronous interface card, you must choose package 5 from the menu.
- If you have the Token Ring card, you must choose package 7 from the menu.
- Select packages 1, 2, 3, 4, and 6 in every installation case.
- Perform the procedures to install the packages in the following order:
  - a [Installing the cleo\\_tkrn Package on page 367](#) and/or [Installing the cleo\\_sib Package on page 369](#)
  - b [Installing the cleo\\_sna\\_1281u Package on page 375](#)
  - c [Installing the cleo\\_3270 Package on page 378](#)
  - d [Installing the cleo\\_mgmt Package on page 381](#)
  - e [Installing the cleo\\_netman Package on page 383](#)
  - f [Installing the cleo\\_HTE Package on page 386](#)

## Installing the cleo\_tkrn Package

To install the cleo\_tkrn package, do the following:

- 1 If you are not already logged in as **root**, do so now.
- 2 Insert the cartridge tape labeled “CLEO 4.1.2.0 1 of 1” into the cartridge tape drive.
- 3 Enter **pkgadd -d ctape1**

The system displays the following message:

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

- 4 Press **ENTER**.

The system displays the following message:

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

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

```
1 cleo3270 cleo_3270, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
2 cleoHTE cleo_hte, Feature Level 2 (4.1.2.0)
 (386) 4.1.2.0
3 mgmt cleo_mgmt, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
4 netman cleo_netman, Feature Level 1 (4.1.2.0)
```

```
(386) 4.1.2.0
5 sib cleo_sib, Link Level (4.1.2.0)
 (386) 4.1.2.0
6 sna128lu cleo_sna_128lu, SNA Level, (4.1.2.0)
 (386) 4.1.2.0
7 tkrn cleo_tkrn, Link Level, (4.1.2.0)
 (386) 4.1.2.0
```

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

## 5 Enter 7

The system displays the following message:

```
PROCESSING:
Package: cleo_tkrn, Link Level (4.1.2.0) <tkrn> from <->

cleo_tkrn
(386) (4.1.2.0)
Using </> as the package base directory.
Lucent Technologies Inc.

Adding driver configurations to the kernel.
All previous configurations will be deleted.
Please wait...
```

The system then displays the following message and the system prompt:

```
Installation of the cleo_tkrn, Link Level (4.1.2.0) (tkrn)
was successful.
```

## Installing the cleo\_sib Package

To install the cleo\_sib package, do the following:

- 1 If you are not already logged in as **root**, do so now.
- 2 Insert the cartridge tape labeled “CLEO 4.1.2.0 1 of 1” into the cartridge tape drive.
- 3 Enter **pkgadd -d ctape1**

The system displays the following message:

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

- 4 Press **ENTER**.

The system displays the following message:

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

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

```
1 cleo3270 cleo_3270, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
2 cleoHTE cleo_hte, Feature Level 2 (4.1.2.0)
 (386) 4.1.2.0
3 mgmt cleo_mgmt, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
4 netman cleo_netman, Feature Level 1 (4.1.2.0)
```



```
(386) 4.1.2.0
5 sib cleo_sib, Link Level (4.1.2.0)
 (386) 4.1.2.0
6 sna128lu cleo_sna_128lu, SNA Level, (4.1.2.0)
 (386) 4.1.2.0
7 tkrn cleo_tkrn, Link Level, (4.1.2.0)
 (386) 4.1.2.0
```

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

## 5 Enter 5

The system displays the following message:

```
PROCESSING:
Package: cleo_sib, Link Level (4.1.2.0) <sib> from <->

cleo_sib
(386) (4.1.2.0)
Using </> as the package base directory.
Lucent Technologies Inc.

Adding driver configurations to the kernel.
All previous configurations will be deleted.
Please wait...
```

The system then displays the Possible Board Selections screen ([Figure 112 on page 371](#)).

**Figure 112. Possible Board Selections Screen**

```
 Cleo ADD Board Options

 Possible Board Selections

 1. Cleo FIFO SIB
 2. Cleo Microchannel FIFO SIB
 3. Cleo PC 201 Modem Board
 4. Cleo PC SIB
 5. Cleo Microchannel SIB
 6. ICOT SIB
 7. ICOT Microchannel SIB

Please enter selection or q to quit:
```

**6 Enter 1**

The system displays the following message:

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

**7 Enter y**

The system then displays the IRQ Selections screen ([Figure 113 on page 372](#)).

Figure 113. IRQ Selections Screen

```
Cleo ADD Board Options

 IRQ Selections

 5
 9
 10
 11
 12
 13

Please enter selection or q to quit:
```

- 8 Enter the appropriate IRQ as determined by the hardware resource allocator.

The system displays the following message:

```
Validating you selection...Please wait
You have selected X. Is this correct (y/n)?
```

- 9 Enter **y**

The system then displays the I/O Address Selections screen ([Figure 114 on page 373](#)).

**Figure 114. I/O Address Selections Screen**

```
Cleo ADD Board Options

I/O Address Selections

0x250
0x260
0x2B0
0x2E0
0x380
0x3A0
0x3E0

Please enter selection, <CR> for default of 0x380 or q to quit:
```

- 10** Enter the appropriate I/O address as determined by the hardware resource allocator.

The system displays the following message:

```
You have selected X. Is this correct (y/n)?
```

- 11** Enter **y**

The system displays the Board Configuration screen ([Figure 115 on page 374](#)).

**Figure 115. Board Configuration Screen**

```

 Cleo ADD Board Options

Configuration for board 1 is:

Board Description = Cleo FIFO SIB
IRQ = X
I/O Address = X - X

This board has 1 physical port(s).
When configuring the Link Service record(s) of the Cleo SNA
Server use the following mapping:

Boards Physical Port # Link Service Port #

 1 1

Is this configuration acceptable:

```

**12 Enter y**

The system displays the following message:

```

Board configuration successfully added.
Do you wish to add another board?

```

**13 Enter n**

The system then displays the following message and the system prompt:

```
Installation of the cleo_sib, Link Level (4.1.2.0) (sib) was
successful.
```

## Installing the cleo\_sna\_1281u Package

To install the cleo\_sna\_1281u package, do the following:

- 1 Make sure you have loaded at least one of the following packages:

- ~ cleo\_tkrn

- ~ cleo\_sib

- 2 Insert the cartridge tape labeled “CLEO 4.1.2.0 1 of 1” into the cartridge tape drive.

- 3 Enter **pkgadd -d ctape1**

The system displays the following message:

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

- 4 Press **ENTER**.

The system displays the following message:

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

The following packages are available:

```
1 cleo3270 cleo_3270, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
2 cleoHTE cleo_hte, Feature Level 2 (4.1.2.0)
 (386) 4.1.2.0
3 mgmt cleo_mgmt, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
4 netman cleo_netman, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
5 sib cleo_sib, Link Level (4.1.2.0)
 (386) 4.1.2.0
6 sna128lu cleo_sna_128lu, SNA Level, (4.1.2.0)
 (386) 4.1.2.0
7 tkrn cleo_tkrn, Link Level, (4.1.2.0)
 (386) 4.1.2.0
```

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

## 5 Enter 6

The system displays the following message:

```
PROCESSING:
Package: cleo_sna_128lu, SNA Level (4.1.2.0) <sna128lu> from
<->

cleo_sna_128lu
(386) (4.1.2.0)
```

```
Using </> as the package base directory.
Lucent Technologies Inc.
```

```
Adding driver configurations to the kernel.
All previous configurations will be deleted.
Please wait...
```

```
Enabling Link Level Drivers
```

```
cleo_sna128lu, Link Level (4.1.2.0) installation has
detected the following SDLC Frame Size.
```

```
265 (256 + 9) bytes
```

```
Do you want to change the SDLC Frame Size? (y/n)
```

## 6 Enter n

The system displays the following message:

```
You can use the "cleohw.cfg" utility should you need to
change the SDLC Frame Size after the installation.
```

```
Enter <CR> to continue.
```

## 7 Press ENTER.

The system displays the following message:

```
A kernel link is required to activate the cleo_sna_128lu, SNA
Level (4.1.2.0) installation. In most cases the kernel must
be relinked now. However, if the cleo_slim package is to be
installed before using the Cleo product the kernel link can
```



be postponed. `cleo_slim` will relink the kernel automatically when installed.

Do you want to link the kernel now?

## 8 Enter **y**

The system displays the following message:

```
The Unix kernel will be rebuilt now.
This will take some time. Please wait
```

The system then displays the following message and the system prompt:

```
Installation of the cleo_sna_1281u, SNA Level (4.1.2.0)
(sna1281u) was successful.
```

## Installing the `cleo_3270` Package

To install the `cleo_3270` package, do the following:

- 1 Make sure you have loaded at least one of the following packages:
  - ~ `cleo_tkrn` and or `cleo_sib`
  - ~ `cleo_sna_1281u`
- 2 Insert the cartridge tape labeled “CLEO 4.1.2.0 1 of 1” into the cartridge tape drive.

### 3 Enter **pkgadd -d ctape1**

The system displays the following message:

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

### 4 Press **ENTER**.

The system displays the following message:

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

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

```
1 cleo3270 cleo_3270, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
2 cleoHTE cleo_hte, Feature Level 2 (4.1.2.0)
 (386) 4.1.2.0
3 mgmt cleo_mgmt, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
4 netman cleo_netman, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
5 sib cleo_sib, Link Level (4.1.2.0)
 (386) 4.1.2.0
6 sna128lu cleo_sna_128lu, SNA Level, (4.1.2.0)
 (386) 4.1.2.0
7 tkrn cleo_tkrn, Link Level, (4.1.2.0)
 (386) 4.1.2.0
```

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

## 5 Enter 1

The system displays the following message:

```
PROCESSING:
Package: cleo_3270, Feature Level 1 (4.1.2.0) <cleo3270>
from <->

cleo_3270
(386) (4.1.2.0)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installing cleo_3270, Feature Level 1 (4.1.2.0) (cleo3270).
Please wait.
```

The system then displays the following message and the system prompt:

```
Installation of the cleo_3270, Feature Level 1 (4.1.2.0)
(cleo3270) was successful.
```

## Installing the cleo\_mgmt Package

To install the cleo\_mgmt package, do the following:

- 1 Make sure you have loaded at least one of the following packages:
  - ~ cleo\_tkrn and or cleo\_sib
  - ~ cleo\_sna\_1281u
  - ~ cleo\_3270
- 2 Insert the cartridge tape labeled “CLEO 4.1.2.0 1 of 1” into the cartridge tape drive.
- 3 Enter **pkgadd -d ctape1**

The system displays the following message:

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

- 4 Press **ENTER**.

The system displays the following message:

```
Installation in progress. Do not remove the cartridge.
The following packages are available:
1 cleo3270 cleo_3270, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
```

```
2 cleoHTE cleo_hte, Feature Level 2 (4.1.2.0)
 (386) 4.1.2.0
3 mgmt cleo_mgmt, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
4 netman cleo_netman, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
5 sib cleo_sib, Link Level (4.1.2.0)
 (386) 4.1.2.0
6 sna128lu cleo_sna_128lu, SNA Level, (4.1.2.0)
 (386) 4.1.2.0
7 tkrn cleo_tkrn, Link Level, (4.1.2.0)
 (386) 4.1.2.0
```

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

## 5 Enter 3

The system displays the following message:

```
PROCESSING:
Package: cleo_mgmt, Feature Level 1 (4.1.2.0) <mgmt> from <-
>
cleo_mgmt
(386) (4.1.2.0)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installing cleo_mgmt, Feature Level 1 (4.1.2.0) (mgmt).
Please wait.
```

The system then displays the following message and the system prompt:

```
Installation of the cleo_mgmt, Feature Level (4.1.2.0)
(mgmt) was successful.
```

## Installing the cleo\_netman Package

To install the cleo\_netman package, do the following:

- 1 Make sure you have loaded at least one of the following packages:
  - ~ cleo\_tkrn and or cleo\_sib
  - ~ cleo\_sna\_1281u
  - ~ cleo\_3270
  - ~ cleo\_mgmt
- 2 Insert the cartridge tape labeled “CLEO 4.1.2.0 1 of 1” into the cartridge tape drive.
- 3 Enter **pkgadd -d ctape1**

The system displays the following message:

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

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

The system displays the following message:

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

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

```
1 cleo3270 cleo_3270, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
2 cleoHTE leo_hte, Feature Level 2 (4.1.2.0)
 (386) 4.1.2.0
3 mgmt cleo_mgmt, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
4 netman cleo_netman, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
5 sib cleo_sib, Link Level (4.1.2.0)
 (386) 4.1.2.0
6 sna128lu cleo_sna_128lu, SNA Level, (4.1.2.0)
 (386) 4.1.2.0
7 tkrn cleo_tkrn, Link Level, (4.1.2.0)
 (386) 4.1.2.0
```

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

## 5 Enter 4

The system displays the following message:

```
PROCESSING:
Package: cleo_netman, Feature Level (4.1.2.0) <netman> from
<->

cleo_netman
(386) (4.1.2.0)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installing cleo_netman, Feature Level 1 (4.1.2.0) (netman).
Please wait.
```

The system then displays the following message and the system prompt:

```
Installation of the cleo_netman, Feature Level (4.1.2.0)
(netman) was successful.
```



## Installing the cleo\_HTE Package

To install the cleo\_HTE package, do the following:

- 1 Make sure you have loaded at least one of the following packages:
  - ~ cleo\_tkrn and or cleo\_sib
  - ~ cleo\_sna\_1281u
  - ~ cleo\_3270
  - ~ cleo\_mgmt
  - ~ cleo\_netman
- 2 Insert the cartridge tape labeled “CLEO 4.1.2.0 1 of 1” into the cartridge tape drive.
- 3 Enter **pkgadd -d ctape1**

The system displays the following message:

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

- 4 Press **ENTER**.

The system displays the following message:

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

The following packages are available:

```
1 cleo3270 cleo_3270, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
2 cleoHTE cleo_hte, Feature Level 2 (4.1.2.0)
 (386) 4.1.2.0
3 mgmt cleo_mgmt, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
4 netman cleo_netman, Feature Level 1 (4.1.2.0)
 (386) 4.1.2.0
5 sib cleo_sib, Link Level (4.1.2.0)
 (386) 4.1.2.0
6 sna128lu cleo_sna_128lu, SNA Level, (4.1.2.0)
 (386) 4.1.2.0
7 tkrn cleo_tkrn, Link Level, (4.1.2.0)
 (386) 4.1.2.0
```

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

## 5 Enter 2

The system displays the following message:

```
PROCESSING:
Package: cleo_HTE, Feature Level (4.1.2.0) <cleoHTE> from <-
>

cleo_HTE
(386) (4.1.2.0)
```

```
Using </> as the package base directory.
Lucent Technologies Inc.
```

The system then displays the following message and the system prompt:

```
Installation of the cleo_HTE, Feature Level (4.1.2.0)
(cleoHTE) was successful.
```

## Completing the Installation

When all of the chosen packages have been installed the system displays the following message:

- 1 Remove the cartridge tape from the cartridge tape drive.
- 2 Reboot the system. See “Reboot the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.

**Note:** If you should want to change IRQ, I/O Address, RAM Address, and/or SDLC frame size after installing the CLEO software, see **cleohw.cfg** in the procedure titled “Changing Hardware Configuration using cleohw.cfg” in Chapter 3, “Software Installation,” of the *CLEO Administration Guide*.

You have completed the installation of the CLEO packages. To finish the installation of the host software, go to [Installing the Host Packages on page 389](#).

## Installing the Host Packages

When installing the Intuity CONVERSANT Host software, the order in which you install the packages is very important.

**Note:** The Intuity CONVERSANT VIS V7.0 set must be installed before any of the Host packages. If the appropriate hardware (FIFO/SIB and/or Token Ring) is not installed at this time, you may get an error message when you stop and start the voice system:

Make sure you perform the procedures to install the Host software in the following order:

- 1 [Installing the Synchronous Host Interface Package on page 389](#)
- 2 [Installing the 3270 Enhanced File Transfer Package on page 391](#)
- 3 [Installing the NetView Alarm Interface Package on page 393](#)

## Installing the Synchronous Host Interface Package

Use the following procedure to install this optional feature package:

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

- 3 Insert the diskette labeled “Synchronous Host Interface Package 1 of 1” into the diskette drive.

- 4 Enter **pkgadd -d diskette1**

The system displays the following message:

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

- 5 Press **ENTER**.

The system displays the following message:

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

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

```
1. synchost INTUITY Synchronous Host Interface
 Package (i486)
```

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

- 6 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY Synchronous Host Interface Package (synchost)
from <diskette1>
```

```
INTUITY Synchronous Host Interface Package
(i486)
```

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

```
Lucent Technologies Inc.
```

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

```
Installation of Synchronous Host Interface Package
(synchost) was successful.
```

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

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

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

7 Enter **q**

8 Make sure that the light on the floppy disk drive is off and remove the diskette.

## Installing the 3270 Enhanced File Transfer Package

To install the 3270 Enhanced File Transfer package, do the following:

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

2 Enter **pkgadd -d diskette1**

The system displays the following message:

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

- 3 Insert the diskette labeled “3270 Enhanced File Transfer 1 of 1” into the diskette drive.

- 4 Press **ENTER**.

The system displays the following message:

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

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

```
 1. fts INTUITY 3270 Enhanced File Transfer
 Package (i486)
```

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

- 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY 3270 Enhanced File Transfer Package (fts) from
<diskette1>
```

```
INTUITY 3270 Enhanced File Transfer Package
(i486)
```

```
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of INTUITY 3270 Enhanced File Transfer Package
(fts) was successful.
```

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

**6** Enter **q**

**7** Remove the diskette labeled “3270 Enhanced File Transfer 1 of 1” from the diskette drive.

## Installing the NetView Alarm Interface Package

To install the NewView Alarm Interface package, do the following:

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



The system displays the following message:

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

- 3 Insert the diskette labeled “3270 Netview Alarm Interface 1 of 1” into the diskette drive.

- 4 Press **ENTER**.

The system displays the following message:

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

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

```
 1. mtcxmtr INTUITY 3270 Netview Alarm Interface
 Package (i486)
```

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

- 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY 3270 Netview Alarm Interface Package (mtcxmtr)
from <diskettel>
```

```
INTUITY 3270 Netview Alarm Interface Package
(i486)
```

```
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of INTUITY 3270 Netview Alarm Interface Package
(mtcxmtr) was successful.
```

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

**6** Enter **q**

- 7** Remove the diskette labeled “3270 Netview Alarm Interface 1 of 1” from the diskette drive.

Once all the host software is installed, see *Intuity CONVERSANT Version 7.0 Communications Development*, 585-313-202, for more information about using the features.

## Installing the ORACLE Development Packages

ORACLE provides many packages that are not required to support the Intuity CONVERSANT system operation. Intuity CONVERSANT system refers to these packages as ORACLE add-on packages.

This section describes the installation procedures for each add-on package. For detailed installation and removal information, see the *ORACLE7 for Intel UNIX SVR4 (iABI) Installation & Configuration Guide*.

## Package List

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

- ORACLE 7 Pro\*C Package
- ORACLE 7 Developer Toolkit – which contains ORACLE FORMS 4.5.7.12 and ORACLE Reports 2.5.5.4.0

### CAUTION:

The ORACLE Developer Toolkit cartridge tape contains more ORACLE products than those listed. However, Intuity CONVERSANT system customers must NOT install products that are not listed. Some of the products are already included in the various Intuity CONVERSANT system packages, while other products are not authorized to be used by the Intuity CONVERSANT system customers. A violation of the recommendation may result into the corruption of the Intuity CONVERSANT system software configuration and may be illegal usage of the ORACLE software.

- ORACLE 7 Patch 19

## Installation Requirements

The basic requirements for installing ORACLE add-on packages are as follows:

- Intuity CONVERSANT Base ORACLE RDBMS 7.3.2 package is installed.
- The voice system and ORACLE database are stopped during the installation. (You can stop the database by entering **ior s.**)

## Procedures

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

**Note:** These procedures take approximately 1 hour to complete and *must* be completed in the order documented.

### Increasing ORACLE File System

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

- 1 Log on to the system as **root**.
- 2 Enter **addfs /oracle 307200 1024**

## Creating a Temporary File System

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

- 1 Enter the following command sequence:

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

- 2 Enter **df** to verify the /xtmp file system is mounted.
- 3 Enter **TMPDIR=/xtmp**
- 4 Enter **export TMPDIR**

## Installing the ORACLE 7 Pro\*C Package

- 1 Enter **pkgadd -d ctape1**

The system displays the following message:

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

- 2 Insert the diskette labeled "ORACLE 7.3.2 Pro\*C Package" into the cartridge tape drive.

### 3 Press ENTER.

The system displays the following message:

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

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

1. proc INTUITY ORACLE 7 Pro\*C Package  
(i486) i.3.1

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

### 4 Press ENTER.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY ORACLE 7 Pro*C Package (proc) from <ctapel>
```

```
INTUITY ORACLE 7 Pro*C Package
(i486)
```

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

```
Lucent Technologies Inc.
```

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

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

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

5 Enter **q**

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

### Installing the ORACLE Developer 2000 Toolkit

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

- 1 Insert the tape labeled “ORACLE 7.3.2 Developer 2000 Toolkit” into the cartridge tape drive.
- 2 Enter the following command sequence:

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

The system displays the following message:

```
Select the Installer Activity
```

**3 Select Install/Upgrade/Patch Software Only.**

The system displays the following message:

```
Select the Installer option
```

**4 Select New Product.**

The system displays the following message:

```
Enter mount point for your software installation.
```

**5 Enter /oracle**

The system displays the following message:

```
Complete $ORACLE_HOME location:
```

```
/oracle/app/oracle/product
```

**6 Enter 7.3.2****7 Press ENTER at the confirmation message.**

The system displays the following message:

```
Do you want to create DB objects also?
```

**8 Select No.**

The system displays the Logging and Status screen:

**9 Press ENTER.**



The system displays the README.FIRST file.

**10** Press **ENTER** to exit the README.FIRST file

**11** Press **ENTER** to avoid displaying the README.FIRST file in the future.

The system displays the following message:

```
Select one of the following:
```

```
(o) Install from CD-ROM
```

```
() Install from staging area
```

**12** Press **TAB**, **▲** (up arrow), and the spacebar to select **Install from CD-ROM**.

**13** Press **ENTER**.

The system displays the following message:

```
Enter the pathname of the $ORACLE_LINK directory
```

**14** Enter **/xtmp/d2k132**

The system displays the following message

```
Select the native language to be installed:
```

**15** Select **American/English**.

The system displays the following message

```
The /oracle/app/oracle/product/7.3.2/orainst/root.sh file
already exists. Select one of the following actions:
```

```
() Append root-related actions to this file
(o) Create new root.sh file
```

- 16** Press **TAB**, **▲** (up arrow), and the spacebar to select **Append root-related actions to this file**.

- 17** Press **ENTER**.

The system displays the following message

```
Post-installation steps that need to be run by root will be
written to
/oracle/app/oracle/product/7.3.2/orainst/root.sh
```

- 18** Press **ENTER**.

The system displays the following message

```
Install online help for:
() All Products Being Installed
(o) Products of Your Choice
() No Products
```

- 19** Press **TAB**, **▲** (up arrow), and the spacebar to select **All Products Being Installed**.

**20 Press ENTER.**

The system displays the following message:

```
Do you want to install UNIX-specific documentation?
```

**21 Select Yes.**

The system displays the following message:

```
Install product documentation from the product documentation
CD-ROM for:
```

```
(o) All Product Being Installed
() Products of Your Choice
() No Products
```

**22 Select All Products Being Installed.**


The system displays the following message:

```
Enter the pathname for your $ORACLE_DOC directory

/oracle/app/oracle/doc
```

**23 Press ENTER to select the default pathname.**

The system displays the Software Assist Manager screen.

**24 Use  (down arrow) and space bar to highlight the following products:**

- ~ **ORACLE FORMS 4.5.7.12**
- ~ **ORACLE Reports 2.5.5.4.0**

- 25** Press **TAB** to select **Install**, and then press **ENTER**.

The system displays the following message:

```
Would you like to install the PL/SQL Procedure Builder demos?
(Note: this will take up 5120 bytes of disk space).
```

- 26** Select **Yes**.

The system displays the following message:

```
Please enter the directory where the X-Windows libraries
(libxt.a, libX11.a) may be found:
```

- 27** Enter **/usr/X/lib**

The system displays the following message:

```
Please enter the directory where the MOTIF library (libXm.a)
is located:
```

- 28** Enter **/usr/X/lib**

The system displays the following message:

```
Would you like to install the ORACLE Graphics 2.5 demos?
(Note: this will take up 4405248 bytes of disk space).
```

- 29** Select **No**.

The system displays the following message:

```
Select one or more user interfaces for Oracle Forms...
```

```
(x) Character Mode Interface
() Motif Bitmapped Interface
```

### 30 Select **Character Mode Interface**.

The system displays the following message:

```
Would you like to install the ORACLE Forms demos?
(Note: this will take up 7963648 bytes of disk space).
```

### 31 Select **Yes**.

The system displays the following message:

```
Select one or more user interfaces for Oracle Reports 2.5...
```

```
(x) Character Mode Interface
() Motif Bitmapped Interface
```

### 32 Select **Character Mode Interface**.

The system displays the following message:

```
Would you like to install the ORACLE Reports 2.5 demos?
(Note: this will take up 27224064 bytes of disk space).
```

### 33 Select **Yes**.

After approximately 30 minutes, the system displays a confirmation message.

- 34 Select **OK**.
- 35 Type **x** at the Software Asset Manager screen.
- 36 Press **y** at the confirmation message.

## Post Installation Setup

- 1 At the UNIX system prompt, enter **su - root**
- 2 Enter the **root** password.
- 3 Enter **cd /oracle/app/oracle/product/7.3.2/orainst**
- 4 Enter **./root.sh**

The system displays the following message:

```
The following environment variables are set as
```

```
ORACLE_OWNER= oracle
```

```
ORACLE_HOME= oracle
```

```
ORACLE_SID= A
```

```
Are these settings correct (Y/N)? [Y]
```

- 5 Press **ENTER**.

The system displays the following message:

```
Enter the full pathname of the local bin directory
[/usr/bin]:
```

6 Press **ENTER**.

7 The procedure is complete when the UNIX system prompt is returned.

## Installing the ORACLE 7 Patch 19

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

2 Insert the tape labeled “ORACLE 7.3.2 Patch 19” into the cartridge tape drive.

3 Enter the following command sequence:

```
cd /xtmp
rm -rf d2k132
cpio -icvdB < /dev/rmt/ctape1
chmod 444 *
su - oracle
mkdir /oracle/app/oracle/product/7.3.2/D2K132_19
cd /oracle/app/oracle/product/7.3.2/D2K132_19
```

The system places you in the directory that you created. The files will be installed to this directory from **/xtmp**.

4 Enter the following command sequence:

```
tar -xvf /xtmp/tar.patch19
```

The system displays a series of file names and sizes before the system prompt appears.

- 5 Enter **./patch\_install.sh** to install the ORACLE 7 Patch 19.
- 6 Enter **cd ..**
- 7 Enter **rm -rf D2K132\_19** to remove the directory where the patch files were temporarily placed.

### Completing Installation

- 1 Enter the following commands to complete installation of the ORACLE development packages

```
umount /xtmp
voedit -rf rm xtmp
```

- 2 Enter **vxvg free** to show the currently available disk space.

## Installing the ORACLE SQL\*Net TCP/IP Package

To install the ORACLE SQL\*Net TCP/IP package, do the following:

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



The system displays the following message:

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

- 3 Insert the diskette labeled “SQL\*NET TCP/IP for ORACLE 7.3.2” into the diskette drive.

- 4 Press **ENTER**.

The system displays the following message:

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

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

1. ora7sql INTUITY SQL\*NET TCP/IP for ORACLE  
7.3.2 (i486)

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

- 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY SQL*NET TCP/IP for ORACLE 7.3.2 (ora7sql) from
<diskette1>
```

```
INTUITY SQL*NET TCP/IP for ORACLE 7.3.2
(i486)
```

Using `</>` as the package base directory.  
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The system displays several status messages and then the following message:

```
Installation of SQL*NET TCP/IP for ORACLE 7.3.2 (ora7sql)
was successful.
```

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

**6** Enter **q**

- 7** Make sure that the light on the floppy disk drive is off and remove the diskette.

For more information on this feature see *Intuity CONVERSANT Version 7.0 Communication Development*, 585-313-202.

## Installing the Primary Rate Interface Packages

Procedures to install the primary rate interface packages include:

- [Installing the ISDN Primary Rate Interface Package on page 412](#)
- [Installing the Advanced Primary Rate Interface Package on page 415](#) (restricted availability)

**Note:** The ISDN primary rate interface package must be installed first.

### Installing the ISDN Primary Rate Interface Package

To install the ISDN Primary Rate Interface package, do the following:

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

The system displays the following message:

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

- 3 Insert the diskette labeled “ISDN Primary Rate Interface Package 1 of 1” into the diskette drive.
- 4 Press **ENTER**.

The system displays the following message:

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

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

```
1. pri INTUITY ISDN Primary Rate Interface Package (i486)
```

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

## 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY ISDN Primary Rate Interface Package (pri) from
<diskette1>
```

```
INTUITY ISDN Primary Rate Interface Package
(i486)
```

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

```
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```

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

```
WARNING: Before this package can function, the T1/E1
Driver package must be installed and then
reboot the system to complete installation of
the T1/E1 Driver package
```

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

```
The UNIX Operating System kernel will be rebuilt now. This
will take some time. Please wait.
```

```
The UNIX Operating System kernel has been rebuilt.
```

```
RM PROFILE_SIZE has been changed.
```

```
Reboot before attempting to use this PRI package.
```

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

```
This concludes the steps required to install the 'ISDN
Primary Rate Interface' feature. However, additional steps
are required to activate the feature. Consult the INTUITY VIS
Operations guide for the steps required. Administration must
also be done at the connecting end (PBX, ACD, or other
switch) to properly configure the T1 or E1 channels.
```

```
Installation of INTUITY ISDN Primary Rate Interface Package
(pri) was successful.
```

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

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

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

## 6 Enter q

- 7 Remove the diskette labeled “ISDN Primary Rate Interface Package 1 of 1” from the diskette drive.
- 8 Reboot the system. See “Reboot the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.

For more information on this feature, see:

- Chapter 3, “Digital Telephony Interfaces,” of *Intuity CONVERSANT Version 7.0 Communications Development*, 585-313-202.
- Chapter 6, “Switch Interfaces,” of *Intuity CONVERSANT Version 7.0 Administration*, 585-313-501.

## Installing the Advanced Primary Rate Interface Package

To install the Advanced Primary Rate Interface package, do the following:

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

The system displays the following message:

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

- 3 Insert the diskette labeled “Advanced PRI Package 1 of 1” into the diskette drive.
- 4 Press **ENTER**.

The system displays the following message:

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

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

- ```
  1. npri  INTUITY Advanced PRI Package  
      (i486)
```

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

- 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Advanced PRI Package (npri) from <diskette1>
```

```
INTUITY Advanced PRI Package  
(i486)
```

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

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

```
This concludes the steps required to install the 'Advanced
PRI' feature.
```

```
Installation of INTUITY Advanced PRI Package (npri) was
successful.
```

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

```
Type [go] when ready,
    or [q] to quit: (default: go)
```

6 Enter **q**

7 Remove the diskette labeled “Advanced PRI Package 1 of 1” from the diskette drive.

Installing the Script Builder Package

To install the Script Builder package, do the following:

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

The system displays the following message:

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

3 Insert the diskette labeled “Script Builder 1 of 3” into the diskette drive

4 Press **ENTER**.

The system displays the following message:

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

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

```
  1. sb      INTUITY Script Builder  
      (i486)
```

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

5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:  
Set: INTUITY Script Builder (sb) from <diskette1>  
  
INTUITY Script Builder  
(i486)  
Using </> as the package base directory.  
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```

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

```
READY TO PROCESS:
Package:  INTUITY Script Builder (sb)
          diskette 2 of 3

Insert diskette 2 of 3 into Floppy Drive 1.
Type [go] when ready,
   or [q] to quit: (default: go)
```

- 6 Remove the diskette labeled “Script Builder 1 of 3” from the diskette drive.
- 7 Insert the diskette labeled “Script Builder 2 of 3” into the diskette drive.
- 8 Press **ENTER**.

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

```
READY TO PROCESS:
Package:  INTUITY Script Builder (sb)
          diskette 3 of 3

Insert diskette 3 of 3 into Floppy Drive 1.
Type [go] when ready,
   or [q] to quit: (default: go)
```

- 9 Remove the diskette labeled “Script Builder 2 of 3” from the diskette drive.
- 10 Insert the diskette labeled “Script Builder 3 of 3” into the diskette drive.

11 Press ENTER.

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

```
Installation of Script Builder (sb) was successful.  
Insert diskette into Floppy Drive 1.  
Type [go] when ready,  
    or [q] to quit: (default: go)
```

12 Enter q**13 Remove the diskette labeled “Script Builder 3 of 3” from the diskette drive.**

For more information on this feature, see *Intuity CONVERSANT Version 7.0 Application Development with Script Builder*, 585-313-206.

Installing the Script Builder FAX Actions Package

To install the Script Builder FAX Actions package, do the following:

- 1 At the UNIX prompt, enter **pkgadd -d ctape1**

The system displays the following message:

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

- 2 Insert the tape labeled “Script Builder FAX Actions for Lucent Technologies” into the tape drive.
- 3 Press **ENTER**.

The system displays the following message:

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

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

- ```
 1. sbfax INTUITY Script Builder Fax Actions
 (i486)
```

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

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

The system displays the following message:

```
PROCESSING:
Set: INTUITY Script Builder Fax Actions (sbfax) from
<ctape1>

INTUITY Script Builder Fax Actions
(i486)
Using </> as the package base directory.
```

The system displays the following message:

```
Select the interrupt level for the FAX Circuit Card(s) from
the following level:
 3
 4
 5
 6
 7
 9
10
11
12
14
15
enter choice:
```

**5** Enter the interrupt level.

The system displays the following message:

```
Confirm. Interrupt level X. (y/n)
```

**6** Enter **y**

The system displays the following message:

```
REMEMBER to set the jumpers on the FAX circuit card(s) to use
interrupt X. Otherwise, the system will not function
properly.
```

```
Enter the code of the country in which this system will
operate. For a list of codes, consult your user
documentation. If you decide at a later date to change this
setting, simply use the SetPlace.sb utility (see your user
documentation.)
```

```
Enter choice:
```

**7** Enter the appropriate country code from [Table 22 on page 424](#).

Table 22. Country Codes

| Country: Code                       | Country: Code          | Country: Code                | Country: Code         |
|-------------------------------------|------------------------|------------------------------|-----------------------|
| USA: 10                             | Canada: 11             | Algeria: 2130                | American Samoa: 6840  |
| Andorra: 330                        | Argentina: 540         | Australia: 610               | Austria: 430          |
| Barrington: 9730                    | Belgium: 320           | Belize: 5010                 | Bolivia: 5910         |
| Brazil: 550                         | Cameroon: 2370         | Chile: 560                   | Columbia: 570         |
| Costa Rica: 5060                    | Cyprus: 3570           | Czech Republic/Slovakia: 420 | Denmark: 450          |
| Ecuador: 5930                       | Egypt: 200             | El Salvador: 5030            | Ethiopia: 2510        |
| Fiji: 6790                          | Finland: 3580          | France: 330                  | French Antilles: 5960 |
| French Antilles<br>Guadeloupe: 5900 | French Polynesia: 6890 | Gabon: 2410                  | German Dem Rep: 370   |
| German Fed Rep: 490                 | Greece: 300            | Guam: 6710                   | Guantanamo Bay: 530   |
| Guatemala: 5020                     | Guyana: 5920           | Haiti: 5090                  | Honduras: 5040        |

1 of 3

Table 22. Country Codes

| Country: Code                      | Country: Code                        | Country: Code                           | Country: Code                           |
|------------------------------------|--------------------------------------|-----------------------------------------|-----------------------------------------|
| Hong Kong: 8520                    | Hungary: 360                         | Iceland: 3540                           | India: 910                              |
| Indonesia: 620                     | Iran: 980                            | Iraq: 9640                              | Ireland: 3530                           |
| Israel: 9720                       | Italy (Co): 390                      | Italy (PBX): 391                        | Ivory Coast: 2250                       |
| Japan 10: 810(10 pulse per second) | Japan 20: 811 (20 pulses per second) | Japan 10 DID: 812(10 pulses per second) | Japan 2 DID: 813 (10 pulses per second) |
| Jordan: 9620                       | Kenya: 2540                          | Korea: 820                              | Kuwait: 9650                            |
| Liberia: 2310                      | Libya: 2180                          | Liechtenstein: 410                      | Luxembourg: 3520                        |
| Malawi: 2650                       | Malaysia: 600                        | Mexico: 520                             | Monaco: 330                             |
| Morocco: 2120                      | Namibia: 2640                        | Netherlands: 310                        | Netherlands Antilles: 5990              |
| Netherlands Antilles Aruba: 2970   | New Caledonia: 6870                  | New Zealand: 640                        | Nicaragua: 5050                         |
| Nigeria: 2340                      | Norway: 470                          | Norway X: 471                           | Oman: 9680                              |

2 of 3



Table 22. Country Codes

| Country: Code      | Country: Code              | Country: Code          | Country: Code             |
|--------------------|----------------------------|------------------------|---------------------------|
| Pakistan: 920      | Panama: 5070               | Papua New Guinea: 6750 | Paraguay: 5950            |
| Peru: 510          | Philippines: 630           | Poland: 480            | Portugal: 3510            |
| Qatar: 9740        | Romania: 400               | Saipan: 6700           | San Marino: 390           |
| Saudi Arabia: 9660 | Senegal: 2210              | Singapore: 650         | South Africa: 270         |
| Spain: 340         | Sri Lanka: 940             | Suriname: 5970         | Sweden: 460               |
| Switzerland: 410   | Taiwan: 8860               | Thailand: 660          | Tunisia: 2160             |
| Turkey: 900        | United Arab Emirates: 9710 | U.K. (CO): 440         | U.K. (PBX): 441           |
| Uruguay: 5980      | Vatican City: 390          | Venezuela: 580         | Yemen Arab Republic: 9670 |
| Yugoslavia: 380    |                            |                        |                           |

3 of 3

The system displays the following message:

Confirm. The country is X. (y/n)

## 8 Enter **y**

The system displays the following message:

```
Enter the number of faxingDips you want running on your
system. Your application will work fine regardless of how
many you choose. If you decide at a later date to change this
setting, simply use the SetFaxDip.sb utility (see your user
documentation.)
```

### **CAUTION:**

Using more than two faxingDips could cause your CPU idle time to be reduced to 0%. This will result in SPIO001 alarm messages and notification of the TSC.

```
For light expected FAX traffic enter 1
For average expected FAX traffic enter 2
For moderately heavy expected FAX traffic enter 3
For heavy expected FAX traffic enter 4

enter choice:
```

## 9 Enter **1** or **2** as appropriate.

The system displays the following message:

```
Confirm. Number of faxingDips is X. (y/n)
```

## 10 Enter **y**

The system displays the following message:

```
If you currently have applications that use FAX Actions, re-
verify and re-install them for best performance.
```

```
Your system will have X running faxingDips
```

```
The sbfax has been successfully installed. You must remove
the last floppy disk. The system will reboot shortly.
```

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

```
Installation of INTUITY Script Builder Fax Actions (sbfax)
was successful.
```

- 11** Enter **q**
- 12** Make sure that the light on the tape drive is off and remove the tape.
- 13** Reboot the system. See “Reboot the System,” in “Common System Procedures,” in the *Intuity CONVERSANT System Reference*, 585-313-205.

See the *Intuity CONVERSANT Version 7.0 Application Development with Script Builder*, 585-313-206, for more information on using Script Builder FAX Actions, as well as procedures to install the diskettes labeled “SBFAX\_demo Backup Speech” and “Transmissions.”

## Installing the Unix Management Screens Package

To install the UNIX Management Screens Package, do the following:

- 1 At the UNIX prompt, enter **pkgadd -d diskette1**

The system displays the following message:

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

- 2 Insert the diskette labeled “Unix Management Screens Package 1 of 1” into the diskette drive.
- 3 Press **ENTER**.

The system displays the following message:

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

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

```
 1. unixmgmt INTUITY Unix Management Screens Package
 (i486)
```

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

- 4 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY Unix Management Screens Package (unixmgmt) from
<diskettel>

INTUITY Unix Management Screens Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of INTUITY Unix Management Screens Package
(unixmgmt) was successful.

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

#### 5 Enter **q**

The system displays the UNIX prompt.

#### 6 Make sure that the light on the diskette drive is off and remove the diskette.

## Installing T1 Packages

The T1 packages include:

- Line side T1 interface packages
- T1 E&M package

### Installing the Line Side T1 Interface Packages

The line side T1 interface packages are separated by the type of switch to which they will interface. Procedures for the following packages are available:

- [Installing the Line Side T1 Interface Package - Definity on page 431](#)
- [Installing the Line Side T1 Interface Package - Galaxy on page 434](#)

#### Installing the Line Side T1 Interface Package - Definity

To install the Line Side T1 Interface Package — Definity, do the following:

- 1 If you are not already logged in as **root**, do so now.
- 2 Ensure that the T1 driver package has been installed.

**3 Enter `pkgadd -d diskette1`**

The system displays the following message:

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

**4 Insert the diskette labeled “Line Side T1 Package - Definity 1 of 2” into the diskette drive.****5 Press `ENTER`.**

The system displays the following message:

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

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

```
 1. lst1d INTUITY Line Side T1 Package - Definity
 (i486)
```

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

**6 Press `ENTER`.**

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Line Side T1 Package - Definity (lst1d) from
<diskette1>
```

```
INTUITY Line Side T1 Package - Definity
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
READY TO PROCESS:
Package: INTUITY Line Side T1 Package - Definity
 (lst1d) diskette 2 of 2

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

- 7 Remove the diskette labeled “Line Side T1 Package - Definity 1 of 2” from the diskette drive.
- 8 Insert the diskette labeled “Line Side T1 Package - Definity 2 of 2” into the diskette drive.
- 9 Press **ENTER**.

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

```
This concludes the steps required to install the 'Line Side
T1 - Definity' feature. However, additional steps are
required to activate the feature. Consult the INTUITY VIS
```



Operations guide for the steps required. Administration must also be done at the connecting end (PBX, ACD, or other switch) to properly configure the T1 channels.

Installation of INTUITY Line Side T1 Package - Definity (1stld) was successful.

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

**10** Enter **q**

**11** Remove the diskette labeled "Line Side T1 Package - Definity 2 of 2" from the diskette drive.

### Installing the Line Side T1 Interface Package - Galaxy

To install the Line Side T1 Interface Package — Galaxy, do the following:

- 1** If you are not already logged in as **root**, do so now.
- 2** Ensure that the T1 driver package has been installed.
- 3** Enter **pkgadd -d diskette1**

The system displays the following message:

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

4 Insert the diskette labeled “Line Side T1 Package - Galaxy 1 of 1” into the diskette drive.

5 Press **ENTER**.

The system displays the following message:

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

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

- ```
  1. lst1g      INTUITY Line Side T1 Package - Galaxy  
                (i486)
```

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

6 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY Line Side T1 Package - Galaxy (lst1g) from  
<diskettel>
```

```
INTUITY Line Side T1 Package - Galaxy  
(i486)
```

```
Using </> as the package base directory.  
Lucent Technologies Inc.
```

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

```
This concludes the steps required to install the 'Line Side
T1 - Galaxy' feature. However, additional steps are required
to activate the feature. Consult the INTUITY VIS Operations
guide for the steps required. Administration must also be
done at the connecting end (PBX, ACD, or other switch) to
properly configure the T1 channels.
```

```
Installation of INTUITY Line Side T1 Package - Galaxy (1st1g)
was successful.
```

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

```
Type [go] when ready,
    or [q] to quit: (default: go)
```

- 7 Enter **q**
- 8 Remove the diskette labeled “Line Side T1 Package - Galaxy 1 of 1” from the diskette drive.

Installing the T1 E&M Package

To install the T1 E&M package, do the following:

- 1 If you are not already logged in as **root**, do so now.
- 2 Ensure that the T1 driver package has been installed.

3 Enter **pkgadd -d diskette1**

The system displays the following message:

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

4 Insert the diskette labeled “T1 E&M Package 1 of 1” into the diskette drive.

5 Press **ENTER**.

The system displays the following message:

```
Installation in progress -- do not remove the diskette.  
The following packages are available:  
  1. tlem  INTUITY T1 E&M Interface Package  
        (i486)
```

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

6 Press **ENTER**.

The system displays the following message:

```
PROCESSING:  
Set: INTUITY T1 E&M Interface Package (tlem) from  
<diskette1>
```

```
INTUITY T1 E&M Interface Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
This concludes the steps required to install the 'T1 E&M
Interface Package' feature. However, additional steps are
required to activate the feature. Consult the INTUITY VIS
Operations guide for the steps required. Administration must
also be done at the connecting end (PBX, ACD, or other
switch) to properly configure the T1 channels.
```

```
Installation of INTUITY T1 E&M Interface Package (t1em) was
successful.
```

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

7 Enter q

- 8 Remove the diskette labeled “T1 E&M Package 1 of 1” from the diskette drive.**

Installing the Text To Speech Package

Note: If you are installing the TTS package and `feature_tst` is already installed on your system (as in assisted upgrades), once you have finished installing all other desired, you must remove `feature_tst` and reinstall it in order to select the TTS test.

To install the TTS package, do the following:

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

The system displays the following message:

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

- 3 Insert the diskette labeled “Text to Speech Package 1 of 8” into the diskette drive.
- 4 Press **ENTER**.

The system displays the following message:

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

The following packages are available:

1. tts INTUITY Text To Speech Package
(i486)

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

5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY Text To Speech Package (tts) from <diskette1>
INTUITY Text To Speech Package
(i486)
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
READY TO PROCESS:
Package: INTUITY Text To Speech Package (tts)
        diskette 2 of 8

Insert diskette 2 of 8 into Floppy Drive 1.
Type [go] when ready,
    or [q] to quit: (default: go)
```

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

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

```
READY TO PROCESS:  
Package:  INTUITY Text To Speech Package (tts)  
          diskette 3 of 8
```

```
Insert diskette 3 of 8 into Floppy Drive 1.  
Type [go] when ready,  
   or [q] to quit: (default: go)
```

- 9 Remove the diskette labeled “Text to Speech Package 2 of 8” from the diskette drive.
- 10 Insert the diskette labeled “Text to Speech Package 3 of 8” into the diskette drive.

11 Press ENTER.

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

```
READY TO PROCESS:  
Package:  INTUITY Text To Speech Package (tts)  
          diskette 4 of 8  
  
Insert diskette 4 of 8 into Floppy Drive 1.  
Type [go] when ready,  
   or [q] to quit: (default: go)
```

12 Remove the diskette labeled “Text to Speech Package 3 of 8” from the diskette drive.**13 Insert the diskette labeled “Text to Speech Package 4 of 8” into the diskette drive.****14 Press ENTER.**

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

```
READY TO PROCESS:  
Package:  INTUITY Text To Speech Package (tts)  
          diskette 5 of 8  
  
Insert diskette 5 of 8 into Floppy Drive 1.  
Type [go] when ready,  
   or [q] to quit: (default: go)
```

- 15 Remove the diskette labeled “Text to Speech Package 4 of 8” from the diskette drive.
- 16 Insert the diskette labeled “Text to Speech Package 5 of 8” into the diskette drive.
- 17 Press **ENTER**.

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

```
READY TO PROCESS:  
Package:  INTUITY Text To Speech Package (tts)  
          diskette 6 of 8
```

```
Insert diskette 6 of 8 into Floppy Drive 1.  
Type [go] when ready,  
   or [q] to quit: (default: go)
```

- 18 Remove the diskette labeled “Text to Speech Package 5 of 8” from the diskette drive.
- 19 Insert the diskette labeled “Text to Speech Package 6 of 8” into the diskette drive.
- 20 Press **ENTER**.

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

```
READY TO PROCESS:  
Package:  INTUITY Text To Speech Package (tts)  
          diskette 7 of 8
```

```
Insert diskette 7 of 8 into Floppy Drive 1.  
Type [go] when ready,  
   or [q] to quit: (default: go)
```

- 21 Remove the diskette labeled “Text to Speech Package 6 of 8” from the diskette drive.
- 22 Insert the diskette labeled “Text to Speech Package 7 of 8” into the diskette drive.
- 23 Press **ENTER**.

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

```
READY TO PROCESS:  
Package:  INTUITY Text To Speech Package (tts)  
          diskette 8 of 8
```

```
Insert diskette 8 of 8 into Floppy Drive 1.  
Type [go] when ready,  
   or [q] to quit: (default: go)
```

- 24 Remove the diskette labeled “Text to Speech Package 7 of 8” from the diskette drive.
- 25 Insert the diskette labeled “Text to Speech Package 8 of 8” into the diskette drive.
- 26 Press **ENTER**.

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

```
Installation of Text To Speech Package (tts) was successful.  
Insert diskette into Floppy Drive 1.  
Type [go] when ready,  
    or [q] to quit: (default: go)
```

- 27 Enter **q**
- 28 Remove the diskette labeled “Text to Speech Package 8 of 8” from the diskette drive.

For more information on this feature package, see *Intuity CONVERSANT Version 7.0 Speech Development, Processing, and Recognition*, 585-313-201.

Installing the WholeWord Recognition Packages

Procedures to install the WholeWord recognition packages include:

- [Installing the WholeWord Recognition Base Package on page 446](#)
- [Installing the WholeWord Recognition Language Package on page 448](#)

Installing the WholeWord Recognition Base Package

Note: If you are installing the WholeWord Recognition Base package and feature_tst is already installed on your system (as in assisted upgrades), once you have finished installing all other desired, you must remove feature_tst and reinstall it in order to select the ASR test.

To install the WholeWord Recognition Base package, do the following:

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

The system displays the following message:

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

3 Insert the diskette labeled “WholeWord Recognition - Base 1 of 1” into the diskette drive.

4 Press **ENTER**.

The system displays the following message:

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

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

```
  1. asr   INTUITY WholeWord Recognition - Base  
        (i486)
```

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

5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY WholeWord Recognition - Base (asr) from  
<diskettel>
```

```
INTUITY WholeWord Recognition - Base  
(i486)
```

```
Using </> as the package base directory.  
Lucent Technologies Inc.
```

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

```
Installation of INTUITY WholeWord Recognition - Base (asr)
was successful.
```

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

- 6 Enter **q**
- 7 Remove the diskette labeled “WholeWord Recognition - Base 1 of 1” from the diskette drive.

Installing the WholeWord Recognition Language Package

To install the WholeWord Recognition Language package, do the following:

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

The system displays the following message:

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

3 Insert the diskette labeled “WholeWord Recognition - Language 1 of 1” into the diskette drive.

4 Press **ENTER**.

The system displays the following message:

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

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

- ```
 1. usrecog INTUITY WholeWord Recognition - US
 English (i486)
```

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

5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
```

```
Set: INTUITY WholeWord Recognition - US English (usrecog)
from <diskette1>
```

```
INTUITY WholeWord Recognition - US English
(i486)
```

```
Using </> as the package base directory.
Lucent Technologies Inc.
```



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

```
Installation of INTUITY WholeWord Recognition - US English
(usrecog) was successful.
```

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

```
Type [go] when ready,
or [q] to quit: (default: go)
```

6 Enter **q**

7 Remove the diskette labeled “WholeWord Recognition - Language 1 of 1” from the diskette drive.

For more information on this feature package, see *Intuity CONVERSANT Version 7.0 Speech Development, Processing, and Recognition*, 585-313-201.

## Installing the Feature Test Script Package

Use the following procedure to install this optional feature package only after all the other optional feature packages have been installed:

- 1 The voice system must be running. To see if the system is running, use the **who -r** command.

The voice system is running if the run-level is 4. If the system is not running, execute the **start\_vs** command.

## 2 Enter **pkgadd -d diskette1**

The system displays the following message:

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

## 3 Insert the diskette labeled “Feature Test Script Package 1 of 3” into the diskette drive.

## 4 Press **ENTER**.

The system displays the following message:

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

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

```
 1. ftst INTUITY Feature Test Script Package
 (i486)
```

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

## 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY Feature Test Script Package (ftst) from
<diskettel>

INTUITY Feature Test Script Package
(i486)

Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Do you want to include the Simple CCA test? (y/n)
```

**Note:** If you answer **y** and that package has not been installed on your system, you are given an opportunity to cancel the installation. The following is an example for Full CCA:

```
Displaypkg shows that Full CCA is not installed.
You will not be able to test Full CCA with this script.
Type q to quit or return to continue.
```

## 6 Enter y

The system displays the following message:

```
Do you want to include the Full CCA test? (y/n)
```

## 7 Enter y

The system displays the following message:

```
Do you want to include the Playback and Coding test? (y/n)
```

**8** Enter **y**

The system displays the following message:

```
Do you want to include the Chantst test? (y/n)
```

**9** Enter **y**

The system displays the following message:

```
Do you want to include the Transfer Test test? (y/n)
```

**10** Enter **y**

The system displays the following message:

```
Do you want to include the Dial Pulse Recognition test? (y/n)
```

**11** Enter **y**

The system displays the following message:

```
READY TO PROCESS:
```

```
Package: INTUITY Feature Test Script Package (ftst) diskette
2 of 3
```

```
Insert diskette 2 of 3 into Floppy Drive 1.
```

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

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

Do you want to include the Speech Recognition test? (y/n)

- 12 Remove the diskette labeled “Feature Test Script Package 1 of 3” from the diskette drive.
- 13 Insert the diskette labeled “Feature Test Script Package 2 of 3” into the diskette drive.
- 14 Press **ENTER**.

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

```
READY TO PROCESS:
```

```
Package: INTUITY Feature Test Script Package (ftst) diskette
3 of 3
```

```
Insert diskette 3 of 3 into Floppy Drive 1.
```

```
Type [go] when ready,
or [q] to quit: (default: go)
```

- 15 Remove the diskette labeled “Feature Test Script Package 2 of 3” from the diskette drive.
- 16 Insert the diskette labeled “Feature Test Script Package 3 of 3” into the diskette drive.
- 17 Press **ENTER**.

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

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

```
Installation of Adjunct/Switch Application Interface Package
(asai) was successful.
```

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

```
Type [go] when ready,
 or [q] to quit: (default: go)
```

- 18 Enter **q**
- 19 Remove the diskette labeled “Feature Test Script Package 3 of 3” from the diskette drive.

## Installing the Universal Call ID Package

To install the Universal Call ID package, do the following:

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

The system displays the following message:

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

- 3 Insert the diskette labeled “Universal Call ID Package 1 of 1” into the diskette drive.

- 4 Press **ENTER**.

The system displays the following message:

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

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

```
1.ucid INTUITY Universal Call ID
 (i486)
```

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

- 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY Universal Call ID Package (ucid) from
<diskettel>

INTUITY Universal Call ID Package (i486)
```

```
Using </> as the package base directory.
Lucent Technologies Inc.
```

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

```
Installation of INTUITY Universal Call ID (ucid) was
successful
```

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

#### 6 Enter **q**

The system displays the Console Login prompt.

#### 7 Remove the diskette labeled “Universal Call ID Package” from the diskette drive.

In order to activate this feature, you must specify the UCID Network Node ID. See Chapter 4, “Feature Package Administration,” of *Intuity CONVERSANT System Version 7.0 Administration*, 585-313-501.

## Installing the SNMP Emanate Agent Package

To install the SNMP Emanate Agent package, do the following:

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



## 2 Enter **pkgadd -d diskette1**

The system displays the following message:

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

## 3 Insert the diskette labeled “Intuity SNMP Emanate Agent” into the diskette drive.

## 4 Press **ENTER**.

The system displays the following message:

```
Installation in progress. Do not remove the diskette.
The following packages are available:

1.snmp INTUITY SNMP Emanate Agent (snmp)
 (i486)
```

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

## 5 Press **ENTER**.

The system displays the following message:

```
PROCESSING:
Set: INTUITY SNMP Emanate Agent (snmp) from <diskette1>
```

```
INTUITY Emanate Agent
(i486) i.3.1
```

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

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

```
Installation of INTUITY SNMP Emanate Agent (snmp) was
successful
```

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

#### 6 Enter **q**

The system displays the Console Login prompt.

#### 7 Remove the diskette labeled “Intuity SNMP Emanate Agent” from the diskette drive.

## Removing Software Packages

Software packages can be removed using:

- The command line
- The Intuity CONVERSANT screens

## Using the Command Line

Use the **removepkg** or **pkgrm** commands to remove a software package from your system. See *Intuity CONVERSANT Version 7.0 Administration*, 585-313-501, book for more information on these commands.

There are some important issues you need to be aware of when removing software from your system:

- Remove all services, functions, or card assignments before removing any software packages.
- When removing the Application software, you are asked if you want to remove speech file systems. Answer **no** to this prompt.
- During an initial installation of the Base ORACLE RDBMS package, a user called “oracle” is created. This user is NOT removed when the Base ORACLE RDBMS package is removed. Once all the base and add-on ORACLE packages have been removed, if you want to remove the “oracle” user, do so through **SYSADM**. See Appendix A, “System Administration Features,” in *Intuity CONVERSANT Version 7.0 Administration*, 585-313-501.

To remove software packages, do the following:

- 1 Enter **displaypkg** at the system prompt #.

The system displays all the packages installed on your system.

- 2 Once you have determined the packages to be removed, enter **removepkg** or **pkgrm**  
At the prompt, enter the number (as it appears on the screen) beside the package you want to remove.

Repeat Step 2 for each package you want to remove.

 **CAUTION:**

After you have removed packages from a UnixWare system, you **MUST** reboot the system before reinstalling packages. You can remove more than one package before rebooting, but you must reboot before reinstalling any packages.

## Using the Intuity CONVERSANT Screens

**Note:** Your system must have the Unix Management Screens Package installed in order to use this procedure.

To remove software using the Intuity CONVERSANT screens, do the following:

- 1 Starting at the Voice System Administration menu ([Figure 110 on page 308](#)), select

```
> UNIX Management
>Software Remove
```

The system displays the Software Remove screen ([Figure 116 on page 463](#)), which lists the software installed on the system.

Figure 116. Software Remove Screen

```
The following packages are available:
 1 CUISset INTUITY CONVERSANT UIS U6.0 Set
 (i486) i.2.0
 2 PerfBack Perfect Backup and Restore
 (SUR4.2-intel) 5.0.0
 3 TSM INTUITY Transaction State Machine Package
 (i486) i.2.0
 4 acp Enhanced Application Compatibility
 (386) 1
 5 as UnixWare for Intuity
 (386) 1
 6 asai INTUITY Adjunct/Switch Application Interface Package
 (i486) i.2.0
 7 asp INTUITY ASP Driver Package
 (i486) i.2.0
 8 atm Adobe Type Manager(TM)
 (386) 1
 9 atm13 ATM Basic Fonts
 (386) 1
10 backrest INTUITY Backup/Restore Utilities
 (i486) 1.0

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

- 2 Locate the package you wish to remove.
- 3 Note the number of the package given in the first column.
- 4 Press **CTRL + D**.

The system displays the following message:

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

5 Enter the number of the package.

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

6 Enter **y**

The system removes the package.

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

7 Press **ENTER**.

# A System Configuration

## Overview

This appendix describes the placement of components in the MAP/40P and the operation of the Hardware Resource Allocator.

The information is designed to enable technicians to reconfigure the Intuity CONVERSANT system when it is necessary to add or remove hardware.

Topics covered include:

- [Component Assignments on page 466](#)
- [Operating the Hardware Resource Allocator on page 468](#)
- [Configuration Device Data on page 492](#)



## Component Assignments

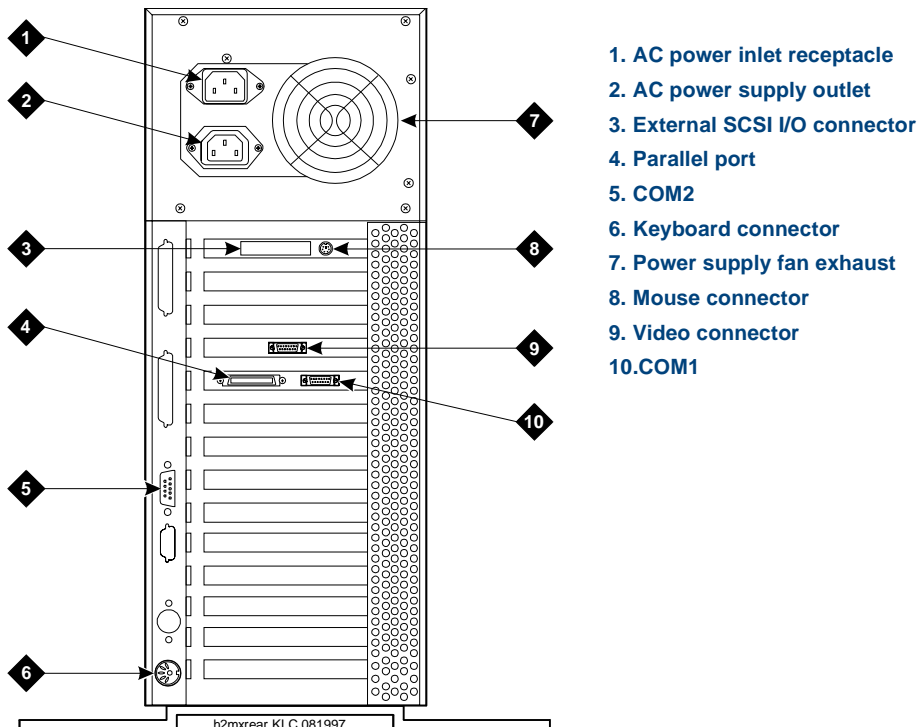
Circuit cards are placed in the MAP/40P in locations called slots. Slots are numbered ISA1 through ISA 10 and PCI 1 through PCI 3 from the bottom of the MAP/40P to the top of the card cage. Slots are accessible from the back of the MAP/40P ([Figure 117 on page 467](#)).

[Table 23 on page 466](#) lists the SCSI IDs for the components installed for the Intuity CONVERSANT system.

**Table 23. MAP/40P Resource Locations**

| Device                                 | SCSI ID |
|----------------------------------------|---------|
| Primary hard disk drive                | 0       |
| Secondary hard disk drive (if present) | 1       |
| Tape drive                             | 3       |
| Diskette drive                         | N/A     |
|                                        |         |

Figure 117. Back View of the MAP/40P



1. AC power inlet receptacle
2. AC power supply outlet
3. External SCSI I/O connector
4. Parallel port
5. COM2
6. Keyboard connector
7. Power supply fan exhaust
8. Mouse connector
9. Video connector
- 10.COM1

# Operating the Hardware Resource Allocator

Operation of the Hardware Resource Allocator includes the following tasks:

- [Adding Hardware to an Existing Configuration on page 468](#)
- [Removing Hardware from an Existing Configuration on page 473](#)
- [Specifying a New Configuration on page 477](#)
- [Saving a Configuration on page 482](#)
- [Viewing a Configuration on page 484](#)
- [Comparing a Configuration on page 489](#)
- [Presetting Hardware Resources on page 489](#)

## Adding Hardware to an Existing Configuration

When you modify an existing configuration, you may have to change the current resource assignments:

- Differences in slot assignments or serial/parallel port assignments **will not** require switch settings and/or driver software changes. However, you may need to rearrange the cards and/or cables to fit the new configuration output.

- Differences in INTR, DMAC, IOADDR, or RAMADDR assignments *will* in most cases require you to change switch settings and reinstall driver software for the affected cards.

To add hardware to an existing configuration, do the following:

### 1 Enter **get\_config**

The system displays the following message:

```
This program retrieves the /vs/data/confData file for a
given VIS machine from floppy disk. This file represents the
configuration of the machine and is required in order for the
/vs/bin/util/configure program to upgrade the machine with
new or additional hardware.
```

```
Please insert the "CONFIGURATION DATA" floppy for this
machine.
```

```
Press <Enter> when ready to proceed...
```

- ### 2 Insert the diskette labeled "Configuration Data" into the diskette drive.
- ### 3 Press **ENTER**.

The system displays the following message:

```
Working.../vs/data/confData retrieved
UNIX_SV#
```

- 4 Make a hard copy of the current configuration by printing the output of the **show\_config** command. See [Viewing a Configuration on page 484](#) for an explanation of the **show\_config** command.

- 5 Enter **configure**

The system displays the following message:

```
A configuration file, confData, exists.
Do you wish to make changes to the previous configuration
[y|n]?
```

- 6 Enter **y**

The system displays the following message:

```
Reading old configuration. Please wait...

Successfully read MAP/40P Platform with PCI backplane and P5
200 CPU.



Adding device ADAPSCSI
Adding device VIDEO
Adding device SCSIHD
Adding device SCSITAPE

Press any key to continue...
```

**Note:** This message depends on your system configuration and may look different than the one shown.

- 7 Press **ENTER**.

The system displays the Device Menu screen ([Figure 122 on page 480](#)).

- 8 Select the hardware item you want to add to the configuration file. Use the  up arrow and  down arrow keys to move through the screen.

- 9 Press **ENTER**.

- 10 If the system displays the following message:

```
Enter quantity to add (X max in multiples of 1):
```

Enter the quantity of this hardware item you want to install in your system.

If the system does not display this message, continue with [step 11](#).

- 11 If the system displays the following message:

```
Do you wish to preset hardware options for device
XXXX [y|n]?
```

enter **n**

If the system does not display this message, continue with [step 12](#).

- 12 When the system displays the following message:

```
1 XXXX device(s) added.
```

```
Press Enter to continue...
```

press **ENTER**.

The system displays the Device Menu screen ([Figure 122 on page 480](#)).

- 13** When you are done adding hardware to the configuration press **d**

The system displays the following message:

```
Configuration complete and successful.
Configuration data written to file: /vs/data/confData.
```

- 14** View the new configuration file to make sure you have added the correct hardware. See [Viewing a Configuration on page 484](#) for the procedure.
- 15** Make the necessary adjustments on the installed hardware based on the new configuration.
- 16** Save the new configuration. See [Saving a Configuration on page 482](#) for the procedure.
- 17** Enter **hconchk**

The system displays the following message:

```
hconchk: The hardware configuration check is complete.
```

## Removing Hardware from an Existing Configuration

When you modify an existing configuration, you may have to change the current resource assignments:

- Differences in slot assignments or serial/parallel port assignments *will not* require switch settings and/or driver software changes. However, you may need to rearrange the cards and/or cables to fit the new configuration output.
- Differences in INTR, DMAC, IOADDR, or RAMADDR assignments *will* in most cases require you to change switch settings and reinstall driver software for the affected cards.

To remove hardware from an existing configuration, do the following:

### 1 Enter **get\_config**

The system displays the following message:

```
This program retrieves the /vs/data/confData file for a
given VIS machine from floppy disk. This file represents the
configuration of the machine and is required in order for the
/vs/bin/util/configure program to upgrade the machine with
new or additional hardware.
```

```
Please insert the "CONFIGURATION DATA" floppy for this
machine.
```

```
Press <Enter> when ready to proceed...
```



2 Insert the diskette labelled "Configuration Data" into the diskette drive.

3 Press **ENTER**.

The system displays the following message:

```
Working.../vs/data/confData retrieved
UNIX_SV#
```

4 Make a hard copy of the current configuration by printing the output of the **show\_config** command. See [Viewing a Configuration on page 484](#) for an explanation of the **show\_config** command.

5 Enter **configure**

The system displays the following message:

```
A configuration file, confData, exists.
Do you wish to make changes to the previous configuration
[y|n]?
```

6 Enter **y**

The system displays the following message:

```
Reading old configuration. Please wait...

Successfully read MAP/40P Platform with PCI backplane and P5
200 CPU.

Adding device ADAPSCSI
Adding device VIDEO
```

```
Adding device SCSIHD
Adding device SCSITAPE

Press any key to continue...
```

**Note:** This message depends on your system configuration and may look different than the one shown.

**7** Press **ENTER**.

The system displays the Device Menu screen ([Figure 122 on page 480](#)).

**8** Press **r**

The system displays the Currently Selected Devices screen ([Figure 118 on page 475](#)).

**Figure 118. Currently Selected Devices Screen**

```

 Currently Selected Devices

1 SCSI_TAPE_DRIVE 5 SCSI_TAPE_DRIVE 9 SP
2 VIDEO_CONTROLLER 6 16MB_SIMM 10 SP
3 RMB_M 7 16MB_SIMM 11 IVP6
4 SCSI_DISK 8 COMPANION 12 ETHERNET

 Select Device to remove, q to quit
```

**Note:** This screen depends on your system configuration and may look different than the one shown.

9 Place the cursor on the hardware item you want to remove from the configuration file. Use the **▲** up arrow and **▼** down arrow keys to move through the screen.

10 Press **ENTER**.

The system displays the following message:

```
You have currently selected 1 XX device(s)
How many do you wish to remove?
```

11 Enter the quantity of the hardware item you want to remove from your system.

The system displays the Currently Selected Devices screen ([Figure 118 on page 475](#)).

12 If you want to remove additional hardware from your system, repeat [step 9](#) through [step 11](#).

If you are done removing hardware from your system press **q**

The system displays the Device Menu screen ([Figure 122 on page 480](#)).

13 Press **d**

The system displays the following message:

```
Configuration complete and successful.
Configuration data written to file: /vs/data/confData.
```

- 14 View the new configuration file to make sure you have removed the correct hardware. See [Viewing a Configuration on page 484](#) for the procedure.
- 15 Make the necessary adjustments on the installed hardware based on the new configuration.
- 16 Save the new configuration. See [Saving a Configuration on page 482](#) for the procedure.
- 17 Enter **hconchk**

The system displays the following message:

```
hconchk: The hardware configuration check is complete.
```

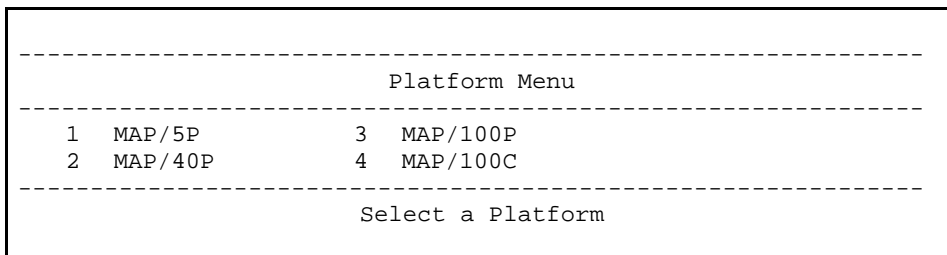
## Specifying a New Configuration

To specify a new configuration, do the following:

- 1 Enter **configure new**

The system displays the Platform Menu screen ([Figure 119 on page 478](#)).

Figure 119. Platform Menu Screen

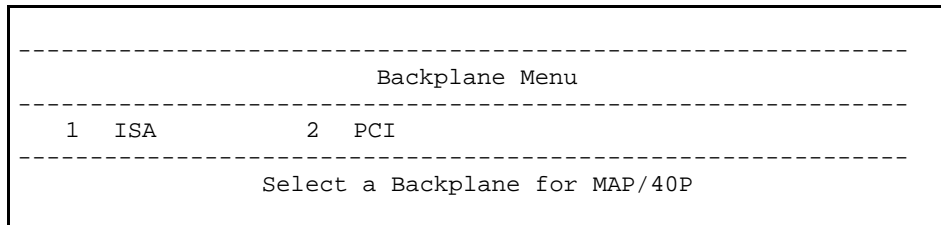


2 Place the cursor on **MAP/40P**.

3 Press **ENTER**.

The system displays the Backplane Menu screen ([Figure 120 on page 478](#)).

Figure 120. Backplane Menu screen



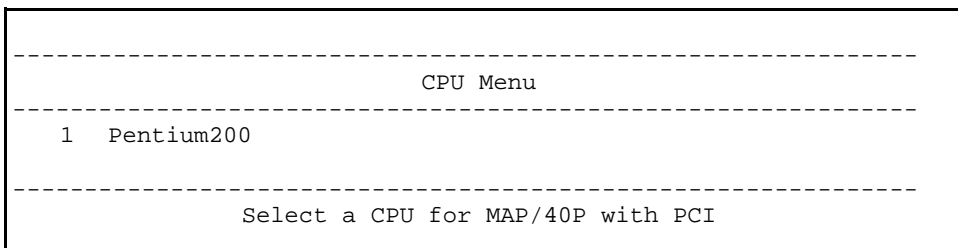
**Note:** This screen depends on your system configuration and may look different than the one shown.

4 Place the cursor on appropriate backplane type.

5 Press **ENTER**.

The system displays the CPU Menu screen ([Figure 121 on page 479](#)).

**Figure 121. CPU Menu screen**



**Note:** This screen depends on your system configuration and may look different than the one shown.

6 Place the cursor on the appropriate CPU type.

7 Press **ENTER**.

The system displays the Device Menu screen ([Figure 122 on page 480](#)).



Figure 122. Device Menu Screen

```
Device Menu

1 SCSI_TAPE_DRIVE 17 T1 33 EICON
2 SCSI_DISK 18 T1_AYC21 34 8_PORT_SERIAL_EXP
3 PCI_SCSI 19 E1_AYC21 35 MEGA_8_PORT_SERIAL
4 EXT_SCSI 20 SP 36 REMOTE_TERMINAL
5 16MB_SIMM 21 MEGASP 37 EXTERNAL_MODEM
6 32MB_SIMM 22 SSP 38 SERIAL_PRINTER
7 VIDEO_CONTROLLER 23 COMPANION 39 SERIAL_MOUSE
8 RMB_M 24 TOKEN_RING 40 PS2_MOUSE
9 RMB_SP 25 CLEO_PCXL 41 PARALLEL_PRINTER
10 IVP6 26 FIFO_SIB 42 FAX
11 IVC6 27 ETHERNET 43 DCP
12 IVP6IU 28 PCI_LAN 44 DCP_NO_DMA
13 IVP6IA 29 IPCI 45 COLOR_CONSOLE
14 IVP6ID 30 PROTOCOL_CONV 46 VOICE_WORKSTATION
15 IVC6IA 31 ACCX
16 NGTR6 32 GPSYNC

Select Device #, r to remove, s to show, d when done, or q to quit
```

**Note:** This screen depends on your system configuration and may look different than the one shown.

- 8 Place the cursor on the hardware item you want to add to the configuration file. Use the  up arrow and  down arrow keys to move through the screen.

9 Press **ENTER**.

10 If the system displays the following message:

```
Enter quantity to add (X max in multiples of 1):
```

Enter the quantity of this hardware item you want to install in your system.

If the system does not display this message, continue with [step 11](#).

11 If the system displays the following message:

```
Do you wish to preset hardware options for device
XXXX [y|n]?
```

Enter **n**

If the system does not display this message, continue with [step 12](#).

12 When the system displays the following message:

```
1 XXXX device(s) added.
```

```
Press Enter to continue...
```

Press **ENTER**.

The system displays the Device Menu screen ([Figure 122 on page 480](#)).

13 When you are done adding hardware to the configuration press **d**



The system displays the following message:

```
Configuration complete and successful.
Configuration data written to file: /vs/data/confData.
```

- 14 View the new configuration file to make sure you have added the correct hardware. See [Viewing a Configuration on page 484](#) for the procedure.
- 15 Make the necessary adjustments on the installed hardware based on the new configuration.
- 16 Save the new configuration. See [Saving a Configuration on page 482](#) for the procedure.
- 17 Enter **hconchk**

The system displays the following message:

```
hconchk: The hardware configuration check is complete.
```

## Saving a Configuration

The system configuration should be saved whenever a change has been made. To save the system configuration, do the following:

- 1 Enter **save\_config**

The system displays the following message:

```
This program copies the /vs/data/confData file for a given
VIS machine to floppy disk. This file represents the
configuration of the machine. The floppy must be kept in a
safe place. It will be required as input for the
/vs/bin/util/configure program in the event of a hardware
upgrade to this machine.
```

```
Please insert the "CONFIGURATION DATA" floppy for this
machine.
```

```
Press <Enter> when ready to proceed...
```

- 2 Insert the diskette labeled "Configuration Data" into the diskette drive.
- 3 Press **ENTER**.

The system displays the following message:

```
Working.../vs/data/confData
/vs/data/confData saved

UNIX_SV#
```

- 4 Remove the diskette labeled "Configuration Data" from the diskette drive.

 **CAUTION:**

Be sure you put the diskette in a safe place.

## Viewing a Configuration

The `show_config` command allows you to view:

- Successful configurations
- Unsuccessful configurations
- Dated configurations

### Viewing a Successful Configuration

To view a successful system configuration, do the following:

- 1 Enter **show\_config**

The system displays the following message:

```
Using /vs/data/confData as configuration data input file.
Output file is ./configuration
```

- 2 If the system displays the following message:

```
A "./configuration" file already exists
Overwrite? [y|n]
```

Enter **y**

- 3 The system displays the following message:



```
Configuration has been written to the "./configuration"
```

- 4 Enter **vi ./configuration**

The system displays the System Configuration Table screen ([Figure 123 on page 486](#)).

Figure 123. Partial System Configuration Table Screen

| SYSTEM CONFIGURATION TABLE                                        |      |      |        |         |     |       |         |
|-------------------------------------------------------------------|------|------|--------|---------|-----|-------|---------|
| PLATFORM                                                          |      |      |        |         |     |       |         |
| MAP/40P                                                           |      |      |        |         |     |       |         |
| Description: MAP/40P platform w/ PCI backplane and P5200 CPU      |      |      |        |         |     |       |         |
| Backplane: PCI                                                    |      |      |        |         |     |       |         |
| CPU: P5200                                                        |      |      |        |         |     |       |         |
| DEVICES                                                           |      |      |        |         |     |       |         |
| Device Name: VIDEO_CONTROLLER                                     |      |      |        |         |     |       |         |
| Device Description: [S]VGA Video Card                             |      |      |        |         |     |       |         |
| LOCATION                                                          | TDM? | INTR | IOADDR | RAMADDR | DMA | PORT  | SCSI ID |
| ----                                                              | ---- | ---- | -----  | -----   | --- | ----- | -----   |
| --                                                                |      |      |        |         |     |       |         |
| PCI 2                                                             |      |      | 3b0    | a0000   |     |       |         |
| Device Name: RMB_M                                                |      |      |        |         |     |       |         |
| Device Description: Remote Maintenance Board with modem interface |      |      |        |         |     |       |         |
| LOCATION                                                          | TDM? | INTR | IOADDR | RAMADDR | DMA | PORT  | SCSI ID |
| ----                                                              | ---- | ---- | -----  | -----   | --- | ----- | -----   |
| --                                                                |      |      |        |         |     |       |         |

- 5 Use the  up arrow and  down arrow keys to move through the screen.

### Viewing an Unsuccessful Configuration

To view an unsuccessful system configuration, do the following:



- 1 Enter **show\_config fail**

The system displays the following message:

```
Using /vs/data/fail_data as configuration data input file.
Output file is ./failed_config
Configuration has been written to the "./failed_config"
```

- 2 Enter **vi ./failed\_config**

The system displays a System Configuration Table screen similar to the one shown in [Figure 123 on page 486](#). Asterisks (\*) next to any field value indicate an unresolved resource conflict.

- 3 Use the  up arrow and  down arrow keys to move through the screen.

### Viewing a Dated Configuration

- Show a dated configuration

You can also use **show\_config** to view a previous configuration file saved by the configure program. To do this, type the command with a file name argument (for example, **show\_config /vs/data/conf\_MMDDYY**). This command line expands the contents of the **conf\_MMDDYY** file (if it exists)

and prints its output to the screen. The program prompts you for an output file name so as to specify the output to this file rather than to the **./configuration** file.

To view a dated system configuration, do the following:

**1** Enter **show\_config /vs/data/conf\_MMDDYY**

Where *MMDDYY* is the month, day, and year of the configuration you want to view.

The system displays the following message:

```
Using /vs/data/conf_MMDDYY as configuration data input file.
Please specify full path name of output file for this
configuration:
```

**2** Enter **pathname/fn**

where *pathname* is the file location and *fn* is the filename.



The system displays the following message:

```
Configuration has been written to the "pathname/fn" file.
```

**3** Enter **vi pathname/fn**

where *pathname* is the file location and *fn* is the filename from [step 2](#).

The system displays a System Configuration Table screen similar to the one shown in [Figure 123 on page 486](#).

- 4 Use the  up arrow and  down arrow keys to move through the screen.

## Comparing a Configuration

The hardware configuration checker verifies that the device configuration information associated with the hardware resource allocator is consistent with the actual system device configuration. To verify the configuration, do the following:

- 1 Enter **hconchk**

The system displays the following message:

```
hconchk: The hardware configuration check is complete.
```

If you receive any other error message or warning see “Alarm and Log Messages,” in the *Intuity CONVERSANT System Reference*, 585-313-205.

## Presetting Hardware Resources

The preset option allows you to preset the resources used for a particular card. This makes the card compatible and interchangeable with any of your application setups. The purpose of this option is to give you the flexibility to use your hardware with more than one application. You may want to preset



certain resources of a single new device being selected for a configuration (for example, to force the configure program to select interrupt 6 for a particular device being specified).

If you have preset hardware resources, the Intuity CONVERSANT Hardware Resource Allocator makes one attempt at configuration. If this attempt is successful, the program terminates normally. A second attempt is not performed.

Use the following procedure to preset resources:

- 1 When you specify a single device, the system displays the following prompt:

```
Do you wish to preset any hardware options of <device name>?
[y|(n)]
```

- 2 Press **y**

The system asks you to select a value for the following parameters (where applicable):

- ~ IRQ
- ~ I/O address
- ~ RAM address
- ~ DMA address

When you have entered all applicable presets, the system displays the following message:

```
Press Enter to continue...
```

**3 Press ENTER.**

The system displays the following message:

```
1 XXX device(s) added.
```

```
Press Enter to continue...
```

**4 Press ENTER.**

The system displays the Device Menu screen ([Figure 122 on page 480](#)).

**5 Enter hconchk**

The system displays the following message:

```
hconchk: The hardware configuration check is complete.
```

## Configuration Device Data

The **deviceData** file stores the devices and the attributes for creating a configuration. The **show\_devices** command displays and prints to a file all devices and their attributes as represented in the **deviceData** file.



### CAUTION:

Do not alter this file.

## The show\_devices Command

The **show\_devices** command uncompresses the database of devices and their attributes contained in the **deviceData** file and displays the information on the screen. At the same time, it creates a **.Jdevices** file so that you can send this information to a printer.

If a **.Jdevices** file already exists, you are prompted as to whether it is acceptable to overwrite the existing file.

# B Component Ordering Numbers

## Overview

This appendix provides the ordering numbers for replacement components used in the MAP/40P.

## Component Ordering Numbers

[Table 24 on page 494](#) contains a list of component ordering numbers.

**Table 24. Component Ordering Numbers**

| Basic Component Description                                       | Order Number |
|-------------------------------------------------------------------|--------------|
| Adapter, 356A                                                     | 104158829    |
| Adapter, 356B                                                     | 105197297    |
| Adapter, 415A (for extending E1/T1 cables)                        | 103942272    |
| Adapter, electrical, DCE female                                   | 407345776    |
| Adapter, electrical, DCE male (wyse trm, prntrs)                  | 407050111    |
| Adapter, RJ45--DB25, DCE male (octopus), terminals and printers   | 406983171    |
| Adapter, RJ45--DB25, DCE female (octopus), terminals and printers | 406938189    |
| Adapter, RJ45--DB-25, DTE male (octopus), modem connections       | 406983155    |
| Adapter, electrical, DTE female                                   | 407345768    |
| <i>1 of 15</i>                                                    |              |

Table 24. Component Ordering Numbers

| Basic Component Description              | Order Number |
|------------------------------------------|--------------|
| Adapter, electrical, DTE male (modems)   | 407050095    |
| Adapter, electrical, jack to jack        | 407005255    |
| Adapter, electrical, external SCSI       | 407524073    |
| Adapter, T1-to-551 Paradyne CSU          | 407665884    |
| Backplane, 12-slot                       | 406900084    |
| Backplane, 13-slot (9-ISA, 3-PCI, 1-CPU) | 407788702    |
| Base, tower                              | 406900019    |
| Bezel, front                             | 406900001    |
| Bezel                                    | 407791060    |
| Brackets, PC filter (20)                 | 406798686    |
| Cable assembly, 386 keyboard/reset       | 601436066    |
| Cable assembly, 486 keyboard adapter     | 601436082    |
| Cable assembly, 486 reset                | 601436090    |
| Cable assembly, 9 position TDM bus       | 601412836    |
| <i>2 of 15</i>                           |              |

Table 24. Component Ordering Numbers

| Basic Component Description                       | Order Number |
|---------------------------------------------------|--------------|
| Cable assembly, audio input/output                | 407667757    |
| Cable assembly, COM2                              | 406899963    |
| Cable assembly, CPU extension                     | 601436132    |
| Cable assembly, disk activity                     | 406899856    |
| Cable assembly, E1 M/M, 25 ft (BNC Coaxial)       | 407615285    |
| Cable assembly, E1 M/M, 75 ft (BNC Coaxial)       | 407615277    |
| Cable assembly, E1/Aculab, 75 Ohm M/M             | 407276211    |
| Cable assembly, E1/T1 MF crossover adapter (TwPr) | 407617968    |
| Cable assembly, E1/T1 M/M, 25 ft (TwPr)           | 407613983    |
| Cable assembly, E1/T1 M/M, 75 ft (TwPr)           | 407613975    |
| Cable assembly, EMI suppression (RMB)             | 407265529    |
| Cable assembly, diskette drive                    | 601412851    |
| Cable assembly, diskette drive, LED               | 407789932    |
| Cable assembly, diskette drive (SCSI units)       | 601412851    |
| <i>3 of 15</i>                                    |              |

Table 24. Component Ordering Numbers

| Basic Component Description             | Order Number |
|-----------------------------------------|--------------|
| Cable assembly, hard drive              | 601412844    |
| Cable assembly, LED PCB/fan             | 406899872    |
| Cable assembly, M/F RS232               | 405119355    |
| Cable assembly, reset/dual keyboard     | 406899997    |
| Cable assembly, reset/dual keyboard     | 407076876    |
| Cable assembly, SCSI peripheral control | 601436058    |
| Cable assembly, SP/CMP bus              | 601412828    |
| Cable assembly, switch power extension  | 406932947    |
| Cable assembly, T1, line side adapter   | 601806649    |
| Cable assembly, T1, 75 ft               | 601386873    |
| Cable assembly, tape drive              | 601415227    |
| Cable assembly, TDM Bus, 9 Pos.         | 601412836    |
| Cable assembly, telephone cord, 3-ft    | 601448632    |
| Cable assembly, utility harness         | 407789916    |
| <i>4 of 15</i>                          |              |



Table 24. Component Ordering Numbers

| Basic Component Description                                     | Order Number |
|-----------------------------------------------------------------|--------------|
| Cable assembly, bus activity (P5, 100-PCI)                      | 601818206    |
| Cable assembly, bus mouse (P5 MAPs)                             | 601855851    |
| Cable assembly, SCSI (P5 & 525-Mbyte tape drive)                | 601818230    |
| Cable assembly, SCSI (P5 and 2-Gbyte tape drive)                | 601818313    |
| Cable assembly, SCSI                                            | 601854706    |
| Cable assembly, floppy (P5)                                     | 601818339    |
| Cable assembly, floppy                                          | 407795947    |
| Cable assembly, keyboard (P5, 100-PCI, 100C-PCI)                | 601818412    |
| Cable assembly, keyboard                                        | 407789890    |
| Cable assembly, modular, 25-ft RJ-45 reversing (EQUINOX SSt-8I) | 407463157    |
| Card guide, 4-in.                                               | 407789049    |
| Circuit card, 8-port asynchronous interface                     | 406618538    |
| Circuit card, 8-port asynchronous interface                     | 407009046    |
| <i>5 of 15</i>                                                  |              |

Table 24. Component Ordering Numbers

| Basic Component Description                     | Order Number |
|-------------------------------------------------|--------------|
| Circuit card, companion processor (CMP)         | 106024151    |
| Circuit card, companion processor (CMP)         | 106944960    |
| Circuit card, CPU, 25-MHz, 0 Mbyte memory       | 407019272    |
| Circuit card, CPU, 25-MHz, 0 Mbyte memory       | 407300276    |
| Circuit card, CPU, 25-MHz, 12 Mbyte memory      | 406900100    |
| Circuit card, CPU, 25-MHz, 12 Mbyte memory      | 406989806    |
| Circuit card, CPU, 50-MHz, 0 Mbyte memory       | 407019306    |
| Circuit card, CPU, 50-MHz, 0 Mbyte memory       | 407300342    |
| Circuit card, CPU, P5120, 0 Mbyte memory        | 407515204    |
| Circuit card, DCP, PC/PBX interface             | 106986870    |
| Circuit card, disk drive controller             | 406222109    |
| Circuit card, E1, digital interface             | 106733348    |
| Circuit card, Ethernet LAN adapter (10MB/PCI)   | 407553254    |
| Circuit card, Ethernet LAN interface, Version 1 | 407199538    |

6 of 15

Table 24. Component Ordering Numbers

| Basic Component Description                     | Order Number |
|-------------------------------------------------|--------------|
| Circuit card, Ethernet LAN interface, Version 2 | 601834153    |
| Circuit card, fax, TR114+14L (Australia)        | 407334754    |
| Circuit card, fax, TR114+14L (Australia)        | 407433424    |
| Circuit card, fax, TR114+14L (Australia)        | 407644673    |
| Circuit card, fax, TR114+14L (France)           | 407658749    |
| Circuit card, fax, TR114+14L (Germany)          | 407468982    |
| Circuit card, fax, TR114+14L (Germany)          | 407644681    |
| Circuit card, fax, TR114+14L (Japan)            | 407389659    |
| Circuit card, fax, TR114+14L (Japan)            | 407644707    |
| Circuit card, fax, TR114+14L (Netherlands)      | 407455484    |
| Circuit card, fax, TR114+14L (Netherlands)      | 407644715    |
| Circuit card, fax, TR114+14L (Spain)            | 407658731    |
| Circuit card, fax, TR114+14L (United Kingdom)   | 407334770    |
| Circuit card, fax, TR114+14L (United Kingdom)   | 407433440    |

7 of 15

Table 24. Component Ordering Numbers

| Basic Component Description                   | Order Number |
|-----------------------------------------------|--------------|
| Circuit card, fax, TR114+14L (United Kingdom) | 407644723    |
| Circuit card, fax, TR114+14L (US & Canada)    | 407334747    |
| Circuit card, fax, TR114+14L (US & Canada)    | 407433408    |
| Circuit card, fax, TR114+14L (US & Canada)    | 407612126    |
| Circuit card, fax, TR114+14L (Hong Kong)      | 407334762    |
| Circuit card, fax, TR114+14L (Hong Kong)      | 407433432    |
| Circuit card, fax, TR114+14L (Hong Kong)      | 407632421    |
| Circuit card, fax, TR114+14L (Hong Kong)      | 407644699    |
| Circuit card, fax, TR114-14L (US & Canada)    | 407455450    |
| Circuit card, LAN interface                   | 406230573    |
| Circuit card, LAN interface                   | 406972646    |
| Circuit card, remote maintenance              | 406969238    |
| Circuit card, SCSI drive controller           | 406830356    |
| Circuit card, SCSI drive controller           | 407021856    |

8 of 15

Table 24. Component Ordering Numbers

| Basic Component Description                       | Order Number |
|---------------------------------------------------|--------------|
| Circuit card, Speech and Signal Processor (SSP)   | 107570491    |
| Circuit card, Tip/Ring (IVC6)                     | 106406580    |
| Circuit card, Tip/Ring (IVC6-1A)                  | 107213944    |
| Circuit card, Tip/Ring (IVP4) analog interface    | 106024094    |
| Circuit card, Tip/Ring (IVP4) analog interface    | 106769227    |
| Circuit card, Tip/Ring (IVP6) analog interface    | 105732267    |
| Circuit card, Tip/Ring (IVP6) analog interface    | 106430861    |
| Circuit card, Tip/Ring (IVP6) analog interface    | 107213936    |
| Circuit card, Tip/Ring (IVP6-IA) analog interface | 107101164    |
| Circuit card, Tip/Ring (IVP6-ID) analog interface | 107213381    |
| Circuit card, Tip/Ring (IVP6-IU) analog interface | 106560170    |
| Circuit card, Tip/Ring, Next Generation (NGTR)    | 107224586    |
| Circuit card, serial synchronous interface        | 406715771    |
| Circuit card, signal processor (SP)               | 106406572    |

9 of 15

Table 24. Component Ordering Numbers

| Basic Component Description                         | Order Number           |
|-----------------------------------------------------|------------------------|
| Circuit card, signal processor (SP)                 | 106439839              |
| Circuit card, starlan interface                     | 406817999              |
| Circuit card, synchronous host interface (FIFO/SIB) | 407176601              |
| Circuit card, synchronous interface                 | 601824956              |
| Circuit card, T1 digital interface                  | 106077753              |
| Circuit card, T1 digital interface with upgrade kit | 601413172              |
| Circuit card, tape drive controller                 | 406272799              |
| Circuit card, token ring, Version 1                 | 407199637              |
| Circuit card, token ring, Version 2                 | 407664507              |
| Circuit card, video controller                      | 406901884              |
| Circuit card, video controller                      | 407095835              |
| Circuit card, video controller                      | 407356955              |
| Circuit card, video controller, PCI                 | 407783620<br>408320091 |
| <i>10 of 15</i>                                     |                        |

Table 24. Component Ordering Numbers

| Basic Component Description               | Order Number |
|-------------------------------------------|--------------|
| Connector, BNC Wye LAN                    | 405990169    |
| Cord, 10-pin modular, 10 ft               | 846362705    |
| Cord, 10-pin modular, 10 ft               | 846983039    |
| Cord, 6-pin modular, 14-ft                | 102937604    |
| Cord, AC power, 9-ft                      | 406900092    |
| Cord, AC power, Australia, 8-ft           | 407051630    |
| Cord, AC power, Chile (Italy-style), 6-ft | 407515196    |
| Cord, AC power, Germany, 6-ft             | 407051648    |
| Cord, AC power, India, 8-ft               | 407406735    |
| Cord, AC power, Japan, 8-ft               | 407406727    |
| Cord, AC power, United Kingdom, 6-ft      | 406999243    |
| Cord, AC power, United States, 8-ft.      | 407789924    |
| Cord, power, monitor (PC style)           | 407115591    |
| Cord, telephone, 25-ft                    | 103623195    |
| <i>11 of 15</i>                           |              |

Table 24. Component Ordering Numbers

| Basic Component Description                  | Order Number |
|----------------------------------------------|--------------|
| Cord, telephone, DW8A-SE, 25 ft              | 103848800    |
| Coupler, E1, F/F (BNC Coaxial)               | 407617901    |
| Cover, dress                                 | 406900563    |
| Cover, filter                                | 407792464    |
| Disk drive, floppy, 1.44-Mbyte               | 406832584    |
| Disk drive, hard, 200-Mbyte                  | 406902791    |
| Disk drive, hard, 200-Mbyte                  | 407021153    |
| Disk drive, hard, SCSI, 1.2-Gbyte            | 406844134    |
| Disk drive, hard, SCSI, 1.75-Gbyte           | 407071950    |
| Disk drive, hard, SCSI, 2.0-Gbyte (Starfire) | 407340942    |
| Disk drive, hard, SCSI, 2.0-Gbyte (Medalist) | 407773555    |
| Door                                         | 407791102    |
| Door, drive cover                            | 406900043    |
| Door, vented                                 | 406900035    |
| <i>12 of 15</i>                              |              |



Table 24. Component Ordering Numbers

| Basic Component Description                         | Order Number |
|-----------------------------------------------------|--------------|
| Fan, card cage, 85-cfm, 12VDC                       | 406900126    |
| Fan, card cage (Includes Connector & 2 Snap Rivets) | 407789031    |
| Feet, tower (2-feet & mounting hardware)            | 407789056    |
| Filter, card cage                                   | 407791144    |
| Filter, vented door (quantity: 5)                   | 406900050    |
| IC, 16-Mbyte SIMM                                   | 406997601    |
| IC, 16-Mbyte SIMM                                   | 407244094    |
| IC, 16-Mbyte SIMM                                   | 407420116    |
| IC, 16-Mbyte SIMM                                   | 407608199    |
| IC, 16-Mbyte SIMM                                   | 407701747    |
| IC, 32-Mbyte SIMM                                   | 407420124    |
| IC, 32-Mbyte SIMM                                   | 407700285    |
| IC, 4-Mbyte SIMM                                    | 406666727    |
| IC, 4-Mbyte SIMM                                    | 406995522    |

13 of 15

Table 24. Component Ordering Numbers

| Basic Component Description         | Order Number |
|-------------------------------------|--------------|
| IC, 4-Mbyte SIMM                    | 407022961    |
| IC, 4-Mbyte SIMM                    | 407056696    |
| Keyboard (GIS gray)                 | 407104066    |
| Miscellaneous hardware kit          | 406899849    |
| Module, voice workstation           | 601459621    |
| Monitor, color, VGA                 | 406594952    |
| Monitor, color, VGA (Beige housing) | 407773316    |
| Monitor, color, VGA (GIS gray)      | 407088335    |
| Mount, LED                          | 407789072    |
| Mouse, serial                       | 407050970    |
| Mouse, serial                       | 407176593    |
| Power supply, AC, 325-Watts         | 406900027    |
| Power supply, AC, 325-Watts         | 406962654    |
| Power supply, AC, 350-Watts         | 407561661    |
| <i>14 of 15</i>                     |              |

Table 24. Component Ordering Numbers

| Basic Component Description                | Order Number |
|--------------------------------------------|--------------|
| Resistor SIP, TDM terminator               | 403789167    |
| Switch, reset                              | 406901926    |
| Switch, rocker                             | 406901918    |
| Switch, rocker, power                      | 407793843    |
| Tape drive, SCSI streaming                 | 406844126    |
| Tape drive, SCSI streaming, 2-Gbyte, black | 407334507    |
| Tape drive, streaming                      | 406664862    |
| Terminator, single-ended active, SCSI-2    | 407524719    |
| Toroid, ring type                          | 405853458    |
| Toroid, split type                         | 407616846    |
| <i>15 of 15</i>                            |              |

# C How to Build a System Using This Book

## Overview

This appendix provides the sequence of operations for building an Intuity CONVERSANT system.

## Checklist for Building a System

The following checklist ([Table 25 on page 510](#)) assumes that you are starting with a MAP/40P shell which has only the power supply and the 12-slot backplane.

If your system does not have a power supply or a 12-slot backplane included, see [Chapter 4, Replacing Other Components](#), for the installation procedures.

**Table 25. Checklist for Building a System**

| Task | Description                                                   | Comments | See                                                      | ✓ |
|------|---------------------------------------------------------------|----------|----------------------------------------------------------|---|
| 1    | Acquire all of the components necessary to build your system. |          | <a href="#">Appendix B, Component Ordering Numbers</a>   |   |
| 2    | Determine the slot and bay locations for the equipment.       |          | <a href="#">Appendix A, System Configuration</a>         |   |
| 3    | Install the hard disk drive(s).                               |          | <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> |   |
| 4    | Install the tape drive.                                       |          | <a href="#">Chapter 4, Replacing Other Components</a>    |   |

1 of 2

Table 25. Checklist for Building a System

| Task | Description                           | Comments                              | See                                                                          | ✓ |
|------|---------------------------------------|---------------------------------------|------------------------------------------------------------------------------|---|
| 5    | Install the diskette drive.           |                                       | <a href="#">Chapter 4, Replacing Other Components</a>                        |   |
| 6    | Install the circuit cards.            |                                       | <a href="#">Chapter 2, Installing or Replacing Circuit Cards</a>             |   |
| 7    | Apply power to the unit.              |                                       | <a href="#">Chapter 1, Getting Inside the Computer</a>                       |   |
| 8    | Install the base system software.     |                                       | <a href="#">Chapter 6, Installing Base System Software</a>                   |   |
| 9    | Install the Intuity system software.  |                                       | <a href="#">Chapter 7, Installing the Intuity CONVERSANT System Software</a> |   |
| 10   | Install the UNIX multi-user software. | This is an optional feature software. | <a href="#">Chapter 8, Installing the Optional Feature Software</a>          |   |

2 of 2

# D Disaster Recovery Checklists

## Disaster Recovery Checklists

The following checklists are included in this section:

- [Checklist for Software Reloading on Nonmirrored Intuity CONVERSANT Systems with Existing Hard Disk Drives on page 513](#)
- [Checklist for Intuity CONVERSANT Systems with All New Hard Disk Drives on page 514](#)
- [Checklist for Nonmirrored Intuity CONVERSANT Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1 on page 516](#)
- [Checklist for Nonmirrored Intuity CONVERSANT Systems with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1 on page 517](#)
- [Checklist for Mirrored Intuity CONVERSANT Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1 on page 519](#)
- [Checklist for Mirrored Intuity CONVERSANT Systems with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1 on page 521](#)

## Checklist for Software Reloading on Nonmirrored Intuity CONVERSANT Systems with Existing Hard Disk Drives

The procedures in [Table 26 on page 513](#) should be conducted when your Intuity CONVERSANT system experiences a software disaster. This checklist should not be used if hard disk drives are being replaced.

**Table 26. Checklist for Software Reloading for Nonmirrored Intuity CONVERSANT Systems with Existing Hard Disk Drives**

| ✓ | Task                                                                                                                              | Reference Documentation                                                                                                 |
|---|-----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
|   | Locate the most recent <b>mkimage</b> backup tape. You will also need to use any <b>spres</b> backup tape which has been created. |                                                                                                                         |
|   | Shutdown the Intuity CONVERSANT system.                                                                                           | “Shut Down the System,” in “Common System Procedures,” in the <i>Intuity CONVERSANT System Reference</i> , 585-313-205. |
|   | Leave all hard disks connected to the SCSI bus.                                                                                   |                                                                                                                         |

1 of 2



**Table 26. Checklist for Software Reloading for Nonmirrored Intuity CONVERSANT Systems with Existing Hard Disk Drives**

| ✓             | Task                                                          | Reference Documentation                                                                                      |
|---------------|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
|               | Restore the system using the <b>mkimage</b> backup tape.      | "Restore the System," in "Common System Procedures," in the Intuity CONVERSANT System Reference, 585-313-205 |
|               | Restore any speech files using the <b>spre</b> s backup tape. | <i>Intuity CONVERSANT System Version 7 Speech Development, Processing, and Recognition</i> , 585-313-201.    |
| <i>2 of 2</i> |                                                               |                                                                                                              |

## Checklist for Intuity CONVERSANT Systems with All New Hard Disk Drives

The procedures in this checklist ([Table 27 on page 515](#)) should be conducted when you are replacing both hard disk drives on your Intuity CONVERSANT system. There are no provisions in this checklist for recovering existing file system. As a result, this checklist should not be used if either hard disk drive has been previously used in your Intuity CONVERSANT system.

Table 27. Checklist for Intuity CONVERSANT Systems with New Hard Disk Drives 0 and 1

| ✓ | Task                                                                                                                              | Reference Documentation                                                                                      |
|---|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
|   | Locate the most recent <b>mkimage</b> backup tape. You will also need to use any <b>spres</b> backup tape which has been created. |                                                                                                              |
|   | Replace the hard disk(s).                                                                                                         | <a href="#">Replacing a Hard Disk Drive on page 120, in Chapter 3, Replacing the Hard Disk Drive</a>         |
|   | Restore the system using the <b>mkimage</b> backup tape.                                                                          | "Restore the System," in "Common System Procedures," in the Intuity CONVERSANT System Reference, 585-313-205 |
|   | Restore any speech files using the <b>spres</b> backup tape.                                                                      | <i>Intuity CONVERSANT System Version 7 Speech Development, Processing, and Recognition, 585-313-201.</i>     |

## Checklist for Nonmirrored Intuity CONVERSANT Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1

The procedures in this checklist ([Table 28 on page 516](#)) should be conducted on a two disk nonmirrored Intuity CONVERSANT system in which Hard Disk Drive 0 has failed. This checklist should not be used if Hard Disk Drive 1 has also failed.

**Table 28. Checklist for Nonmirrored Lucent Intuity Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1**

| ✓             | Task                                                                                                                              | Reference Documentation                                                                                                 |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
|               | Locate the most recent <b>mkimage</b> backup tape. You will also need to use any <b>spres</b> backup tape which has been created. |                                                                                                                         |
|               | Replace the hard disk drive.                                                                                                      | <a href="#">Replacing a Hard Disk Drive on page 120</a> , in <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> . |
| <i>1 of 2</i> |                                                                                                                                   |                                                                                                                         |

**Table 28. Checklist for Nonmirrored Lucent Intuity Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1**

| ✓             | Task                                                         | Reference Documentation                                                                                              |
|---------------|--------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
|               | Restore the system using the <b>mkimage</b> backup tape.     | "Restore the System," in "Common System Procedures," in the <i>Intuity CONVERSANT System Reference</i> , 585-313-205 |
|               | Restore any speech files using the <b>spres</b> backup tape. | <i>Intuity CONVERSANT System Version 7 Speech Development, Processing, and Recognition</i> , 585-313-201.            |
| <i>2 of 2</i> |                                                              |                                                                                                                      |

## Checklist for Nonmirrored Intuity CONVERSANT Systems with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1

The procedures in this checklist ([Table 29 on page 518](#)) should be conducted on a two disk nonmirrored Intuity CONVERSANT system in which Hard Disk Drive 1 has failed. This checklist should not be used if Hard Disk Drive 0 has also failed.

**Table 29. Checklist for Nonmirrored Intuity CONVERSANT Systems with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1**

| ✓             | Task                                                                                                                              | Reference Documentation                                                                                                                 |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
|               | Locate the most recent <b>mkimage</b> backup tape. You will also need to use any <b>spres</b> backup tape which has been created. |                                                                                                                                         |
|               | Replace the hard disk drive.                                                                                                      | <a href="#">Replacing a Hard Disk Drive on page 120</a> , in <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> .                 |
|               | Remove, for replacement, the old Hard Disk Drive 1 using the Veritas screens.                                                     | <a href="#">Replacing Hard Disk Drive 1 on page 134</a> , in <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> .                 |
|               | Add the new Hard Disk Drive 1, using the Veritas screens.                                                                         | <a href="#">Adding a Hard Disk Drive to a System for Speech Storage</a> , in <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> . |
|               | Initialize the new Hard Disk Drive 1 as a speech drive.                                                                           | <a href="#">Adding a Hard Disk Drive to a System for Speech Storage</a> , in <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> . |
| <i>1 of 2</i> |                                                                                                                                   |                                                                                                                                         |

**Table 29. Checklist for Nonmirrored Intuity CONVERSANT Systems with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1**

| ✓ | Task                                                         | Reference Documentation                                                                                     |
|---|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
|   | Exit the Veritas screens.                                    | <a href="#">Replacing Hard Disk Drive 1</a> , in <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> . |
|   | Restore any speech files using the <b>spres</b> backup tape. | <i>Intuity CONVERSANT System Version 7 Speech Development, Processing, and Recognition</i> , 585-313-201.   |

2 of 2

## Checklist for Mirrored Intuity CONVERSANT Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1

The procedures in this checklist ([Table 31 on page 522](#)) should be conducted on a two disk mirrored Intuity CONVERSANT system in which Hard Disk Drive 0 has failed. This checklist should not be used if Hard Disk Drive 1 has also failed.

**Table 30. Checklist for Mirrored Intuity CONVERSANT Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1**

| ✓             | Task                                                                                             | Reference Documentation                                                                                                       |
|---------------|--------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
|               | Locate the diskette labelled "VERITAS Boot Floppy 1 of 1".                                       |                                                                                                                               |
|               | Replace the hard disk drive.                                                                     | <a href="#">Replacing a Hard Disk Drive</a> , in <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> .                   |
|               | Reboot the system with the diskette labelled "VERITAS Boot Floppy 1 of 1" in the diskette drive. | <a href="#">Replacing Hard Disk Drive 0 (Mirrored System)</a> , in <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> . |
|               | Remove, for replacement, the old Hard Disk Drive 0 using the Veritas screens.                    | <a href="#">Replacing Hard Disk Drive 0 (Mirrored System)</a> , in <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> . |
|               | Replace the old Hard Disk Drive 0 with the new Hard Disk Drive 0, using the Veritas screens.     | <a href="#">Replacing Hard Disk Drive 0 (Mirrored System)</a> , in <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> . |
|               | Create a partition on Hard Disk Drive 0 using the Veritas screens.                               | <a href="#">Replacing Hard Disk Drive 0 (Mirrored System)</a> , in <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> . |
| <i>1 of 2</i> |                                                                                                  |                                                                                                                               |

**Table 30. Checklist for Mirrored Intuity CONVERSANT Systems with a New Hard Disk Drive 0 and an Existing Hard Disk Drive 1**

| ✓ | Task                                                                               | Reference Documentation                                                                                                     |
|---|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
|   | Exit the Veritas screens.                                                          | <a href="#">Replacing Hard Disk Drive 0 (Mirrored System)</a> , in <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> |
|   | Remove the diskette labelled "VERITAS Boot Floppy 1 of 1" from the diskette drive. |                                                                                                                             |

*2 of 2*

## Checklist for Mirrored Intuity CONVERSANT Systems with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1

The procedures in this checklist ([Table 31 on page 522](#)) should be conducted on a two disk mirrored Intuity CONVERSANT system in which Hard Disk Drive 1 has failed. This checklist should not be used if Hard Disk Drive 0 has also failed.



**Table 31. Checklist for Mirrored Intuity CONVERSANT Systems with an Existing Hard Disk Drive 0 and a New Hard Disk Drive 1**

| ✓ | Task                                                                                         | Reference Documentation                                                                                                                                            |
|---|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | Replace the hard disk drive.                                                                 | <a href="#">Replacing a Hard Disk Drive</a> , in <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> .                                                        |
|   | Remove, for replacement, the old Hard Disk Drive 1 using the Veritas screens.                | <a href="#">Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Mirrored System)</a> , in <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> . |
|   | Replace the old Hard Disk Drive 1 with the new Hard Disk Drive 1, using the Veritas screens. | <a href="#">Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Mirrored System)</a> , in <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> . |
|   | Create a partition on Hard Disk Drive 1 using the Veritas screens.                           | <a href="#">Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Mirrored System)</a> , in <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> . |
|   | Exit the Veritas screens.                                                                    | <a href="#">Software and Hardware Procedures for Replacing Hard Disk Drive 1 (Mirrored System)</a> , in <a href="#">Chapter 3, Replacing the Hard Disk Drive</a> . |
|   |                                                                                              |                                                                                                                                                                    |

## Numerics

### **23B+D**

23 bearer (communication) and 1 data (signaling) channel on a T1 PRI circuit card.

### **30B+D**

30 bearer (communication) and 1 data (signaling) channel (plus framing channel 0) on an E1 PRI circuit card.

### **3270 interface**

A link between one or more Intuity CONVERSANT machines and a host mainframe. In Intuity CONVERSANT system documentation, the 3270 interface specifically means the link between one or more system machines and an IBM host mainframe.

### **47B+D**

47 bearer (communication) and 1 data (signaling) channel on two T1 PRI circuit cards.

**4ESS®**

A large Lucent central office switch used to route calls through the telephone network.

**A****AC**

alternating current

**ACD**

[automatic call distributor](#)

**AD**

application dispatch

**AD-API**

application dispatch application programming interface

**adaptive differential pulse code modulation**

A means of encoding analog voice signals into digital signals by adaptively predicting future encoded voice signals. This adaptive modulation method reduces the number of bits required to encode voice. See also "[pulse code modulation](#)."

**adjunct products**

Products (for example, the Adjunct/Switch Application Interface) that the Intuity system administers via cut-through access to the inherent management capabilities of the product itself; this is in opposition to the ability of the Intuity CONVERSANT system to administer the switch directly.

**Adjunct/Switch Application Interface**

An optional feature package that provides an Integrated Services Digital Network-based interface between Lucent Technologies PBXs and adjunct processors.

**ADPCM**

[adaptive differential pulse code modulation](#)

**ADU**

[asynchronous data unit](#)

**advanced speech recognition**

A speech recognition ability that allows the system to understand WholeWord and FlexWord™ inputs from callers.

**affiliate**

A business organization that Lucent controls or with which Lucent is in partnership.

**AGL**

application generation language

**alarm relay unit**

A unit used in central office telecommunication arrangements that transmits warning indicators from telephone communications equipment (such as an Intuity CONVERSANT system) to audio.

**ALERT**

System alerter process

**alerter**

A system process that responds to patterns of events logged by the “logdaemon” process.

**American Standard Code for Information Interchange**

A standard code for data representation that represents alphanumeric characters as binary numbers. The code includes 128 upper- and lowercase letters, numerals, and special characters. Each alphanumeric and special character has an ASCII code (binary) equivalent that is 1 byte long.

**analog**

An analog signal, such as voice or music, that varies in a continuous manner. An analog signal may be contrasted with a digital signal, which represents only discrete states.

**ANI**

[automatic number identification](#)

**announcement**

A message the system plays to the caller to provide information. The caller is not asked to give a response. Compare to [“prompt.”](#)

**API**

Application programming interface

**application**

The automated transaction (interactions) among the caller, the voice response system, and any databases or host computers required for your business. See also [“application script.”](#)

**application administration**

The component of the Intuity CONVERSANT system that provides access to the applications currently available on your system and helps you to manage and administer them.

**application installation**

A two-step process in which the Intuity CONVERSANT system invokes the TSM script assembler for the specific application name and moves files to the appropriate directories.

**application script**

The computer program that controls the application (the transaction between the caller and the system). The Intuity CONVERSANT system provides several methods for creating application scripts, including Voice@Work, Script Builder, Transaction Assembler Script (TAS) language, and the Intuity Response Application Programming Interface (IRAPI).

**application verification**

A process in which the Intuity CONVERSANT system verifies that all the components needed by an application are complete.

**ASCII**

[American Standard Code for Information Interchange](#)

**ASI**

analog switch integration

**ASR**

[advanced speech recognition](#)

**asynchronous communication**

A method of data transmission in which bits or characters are sent at irregular intervals and spaced by start and stop bits rather than by time. Compare to "[synchronous communication](#)."

**asynchronous data unit**

An electronic communications device that allows computer systems to communicate over asynchronous lines more than 50 feet (15 m) in length.

**automatic call distributor**

That part of a telephone system that recognizes and answers incoming calls and completes these calls based on a set of instructions contained in a database. The ACD can send the call to an operator or group of operators as soon as the operator has completed a previous call or after the system has played a message to the caller.



**automatic number identification**

A method of identifying the calling party by automatically receiving a string of digits that identifies the calling station of a particular customer.

**AYC5B**

The IVP6 Tip/Ring (analog) circuit card.

**AYC10**

The IVC6 Tip/Ring (analog) circuit card.

**AYC21**

The E1/T1 (digital) circuit card.

**AYC30**

The [NGTR](#) (analog) circuit card.

**AYC43**

The speech and signal processor (SSP) circuit card.

**B****back up**

The preservation of the information in a file in a different location, so that the data is not lost in the event of hardware or system failure.

**backing up an application**

Using a utility that makes an archive copy of a completed application or an interim copy of an application in progress. The back-up copy can be restored to the system if the on-line version is damaged, or if you make revisions and want to go back to the previous version.

**barge-in**

A capability provided by WholeWord speech recognition and Dial Pulse Recognition (DPR) that allows callers to speak or enter their responses during the prompt and have those responses recognized (similar to the Speak with Interrupt capability). See also "[echo cancellation](#)."

**batch file**

A file containing one or more lines, each of which is a command executable by the UNIX shell.

**BB**

bulletin board

**binary synchronous communications**

A character-oriented synchronous link protocol.

**blind transfer protocol**

A protocol in which a call is completed as soon as the extension is dialed, without having to wait to see if the telephone is busy or if the caller answered.

**bps**

bits per second

**BRDG**

call bridging process

**bridging**

The process of connecting one telephone network connection to another over the Intuity CONVERSANT system TDM bus. Bridging decreases the processing load on the system since an active bridge does not require speech processing, database access, host activity, etc., for the transaction.

**BSC**

[binary synchronous communications](#)

**bundle**

In the context of the Enhanced File Transfer package, this term is used to denote a single file, a group of files (package), or a combination of both.

**byte**

A unit of storage in the computer. On many systems, a byte is 8 bits (binary digits), which is the equivalent of one character of text.

**C****call classification analysis**

A process that enables application designers to use information available within the system to classify the disposition of originated and transferred calls. Intelligent CCA is provided with the system. Full CCA is an optional feature package.

**call data event**

A parameter that specifies a list of variables that are appended to a call data record at the end of each call.

**call data handler process**

A software process that accumulates generic call statistics and application events.

**called party number**

The number dialed by the person making a telephone call. Telephone switching equipment can use this number to selectively route an incoming call to a particular department or agent.

**caller**

The party who calls for a service, gets connected to the Intuity CONVERSANT system, and interacts with it. As the Intuity CONVERSANT system can also make outbound calls for service, the caller can also be the person who responds to those outbound calls.

**call flow**

See "[transaction.](#)"

**call progress tones**

Standard telephony sounds that indicate the status of the call. These sounds include busy, fast busy, ringback, reorder, etc.

**card cage**

An area within a Intuity CONVERSANT system platform that contains and secures all of the standard and optional circuit cards used in the system.

**cartridge tape drive**

A high-capacity data storage/retrieval device that can be used to transfer large amounts of information onto high-density magnetic cartridge tape based on a predetermined format. This tape can be removed from the system and stored as a backup, or used on another system.

**CAS**

channel associated signalling

**caution**

An admonishment or advisory statement used in Intuity CONVERSANT system documentation to alert the user to the possibility of a service interruption or a loss of data.

**CCA**

[call classification analysis](#)

**CDH**

[call data handler process](#)

**CELP**

[code excited linear prediction](#)

**central office**

An office or location in which large telecommunication devices such as telephone switches and network access facilities are maintained. These locations follow strict installation and operation requirements.

**central processing unit**

See "[processor](#)."

**CGEN**

Voice system general message class

**channel**

See "[port](#)."

**channel associated signaling**

A type of signaling that can be used on E1 circuit cards. It occurs on channel 16.

**CICS**

[Customer Information Control System](#)

**circuit card upgrade**

A new circuit card that replaces an existing card in the platform. Usually the replacement is an updated version of the original circuit card to replace technology made obsolete by industry trends or a new system release.

**cluster controller**

A bisynchronous interface that provides a means of handling remote communication processing.

**CMS**

Call Management System

**CO**

[central office](#)

**code excited linear prediction**

A means of encoding analog voice signals into digital signals that provides excellent quality with use of minimum disk space.



**command**

An instruction or request the user issues to the system software to make the system perform a particular function. An entire command consists of the command name and options.

**configuration**

The arrangement of the software and hardware of a computer system or network. The Intuity CONVERSANT system configuration includes either a standard or custom processor, peripheral equipment (for example, printers and modems), and software applications. Configuration also refers to the way the switch network is set up; that is, the types of products that are in the network and how those products communicate.

**configuration management**

The component of the system that allows you to manage the current configuration of voice channels, host sessions, and database connections, assign scripts to run on specific voice channels or host sessions, assign functionality to SSP and E1/T1 circuit cards, and perform various maintenance functions.

**connect and disconnect (C and D) tones**

DTMF tones that inform the system when the attendant has been connected (C) and when the caller has been disconnected (D).

**connected digits**

A sequence of digits that the system can process as a group, rather than requiring the caller to enter the digits one at a time.

**Converse Data Return (conv\_data)**

A Script Builder action that supports the DEFINITY® call vectoring (routing) feature by enabling the switch to retain control of vector processing in the system environment. It supports the DEFINITY “converse” vector command to establish a two-way routing mechanism between the switch and the system to facilitate data passing and return.

**controller circuit card**

A circuit card used on a computer system that controls its basic functionality and makes the system operational. These circuit cards are used to control magnetic peripherals, video monitors, and basic system communications.

**copying an application**

A utility in which information from a source application is directed into the destination application.

**coresidency**

The ability of two products or services to operate and interact with each other on a single hardware platform. An example of this is the use of an Intuity CONVERSANT system along with a package from a different vendor on the same system platform.

**CPE**

customer provided equipment or customer premise equipment

**CPN**

[called party number](#)

**CPT**

[call progress tones](#)

**CPU**

[central processing unit](#)

**crash**

An interactive utility for examining the operating system core and for determining if system parameters are being exceeded.

**CSU**

channel service unit

**custom speech**

Unique words or phrases to be used in Intuity CONVERSANT system voice prompts that Lucent Technologies custom records on a per-customer basis.

**custom vocabulary**

A specialized package of unique words or phrases created on a per-customer basis and used by WholeWord or FlexWord speech recognition.

**Customer Information Control System**

Part of the operating system that manages resources for running applications (for example, IND\$FILE). Note that [TSO](#) and CMS provide analogous functionality in other host environments.

**CVS**

converse vector step

**D****danger**

An admonishment or advisory statement used in Intuity CONVERSANT system documentation to alert the user to the possibility of personal injury or death.

**data interface process**

A software process that communicates with Script Builder applications.

**database**

A structured set of files, records, or tables.

**database field**

A field used to extract values from a local database and form the structure upon which a database is built.

**database record**

The information in a database for a person, product, event, etc. The database record is made up of individual fields for each information item.

**database table**

A structure, made up of columns and rows, that holds information in a database. Database tables provide a means of storing information that changes too often to “hard-code,” or store permanently, in the transaction outline.

**dB**

decibel

**DB**

database

**DBC**

database checking process

**DBMS**

database management system

**DC**

direct current

**DCE**

data communications equipment

**DCP**

digital communications protocol

**debug**

The process of locating and correcting errors in computer programs; also referred to as “[troubleshooting](#).”

**default**

The way a computer performs a task in the absence of other instructions.

**default owner**

The owner of a channel when no process takes ownership of that channel. The default owner holds all idle, in-service channels. In terms of the IRAPI, this is typically the Application Dispatch process.

**diagnose**

The process of performing diagnostics on a bus or on Tip/Ring, E1/T1, or SSP circuit cards.

**dial ahead**

The ability to collect and process touch-tone inputs in sequence, even when they are received before the prompts.

**dial pulse recognition**

A method of recognizing caller pulse inputs from a rotary telephone.

**dialed number identification service**

A service that allows incoming calls to contain information about the telephone number for which it is destined.

**dial through**

A capability provided by touch-tone and dial pulse recognition that allows callers to enter their responses during the prompt and have those responses recognized (similar to the Speak with Interrupt capability). See also “[barge-in](#)” and “[echo cancellation](#)”.

**dictionary**

A reference book containing an alphabetical list of words, with information given for each word including meaning, pronunciation, and etymology.

**DIMM**

dual in-line memory module

**DIO**

disk input and output process



**DIP**

[data interface process](#)

**directory**

A type of file used to group and organize other files or directories.

**display errdata**

A command that displays system errors sent to the logger.

**DMA**

direct memory address

**DNIS**

[dialed number identification service](#)

**DPR**

[dial pulse recognition](#)

**DSP**

digital signal processor

**DTE**

data terminal equipment

**DTMF**

[dual tone multi-frequency](#)

**DTR**

data terminal ready

**dual 3270 links**

A feature that provides an additional physical unit (PU) for a cost-effective means of connecting to two host computers. The customer can connect a system to two separate FEPs or to a single FEP shared by one or more host computers. Each link supports a maximum of 32 LUs.

**dual tone multi-frequency**

A touch-tone sound that is an audio signal including two different frequencies. *DTMF feedback* is the process of the “switch” providing this information to the system. *DTMF muting* is the process of ignoring these tones (which might be simulated by human speech) when they are not needed for the application.

**dump space**

An area of the disk that is fixed in size and should equal the amount of RAM on the system. The operating system “dumps” an image of core memory when the system crashes. The dump can be fetched after rebooting to help in analyzing the cause of the crash.

**E****E&M**

[Ear and Mouth](#)

**E1 / T1**

Digital telephony interfaces, commonly called *trunks*. E1 is an international standard at 2.048 Mbps. T1 is a North American standard at 1.544 Mbps.

**Ear and Mouth**

A common T1 trunking protocol for connection between two “switches.”

**EBCDIC**

Extended Binary Coded Decimal Interexchange Code

**echo cancellation**

The process of making the channel quiet enough so that the system can hear and recognize WholeWord and dial pulse inputs during the prompt. See also "[barge-in](#)."

**ECS**

[Enterprise Communications Server](#)

**editor system**

A system that allows speech phrases to be displayed and edited by a user. See "[Graphical Speech Editor](#)."

**EFT**

[Enhanced File Transfer](#)

**EIA**

Electronic Industries Association

**EISA**

Extended Industry Standard Architecture

**EMI**

electromagnetic interference

**enhanced basic speech**

Pre-recorded speech available from Lucent Technologies in several languages. Sometimes called "[standard speech](#)."

**Enhanced File Transfer**

A feature that allows the transferring of files automatically between the Intuity CONVERSANT system and a synchronous host processor on a designated logical unit.

**Enhanced Serial Data Interface**

A software- and hardware-controlled method used to store data on magnetic peripherals.

**Enterprise Communications Server**

The telephony equipment that connects your business to the telephone network. Sometimes called a "switch."

**error message**

A message on the screen indicating that something is wrong with a possible suggestion of how to correct it.

**ESD**

electrostatic discharge

**ESDI**

[Enhanced Serial Data Interface](#)

**ESS**

electronic switching system

**EST**

Enhanced Software Technologies, Inc.

**ET**

error tracker

**Ethernet**

A name for a local area network that uses 10BASE5 or 10BASE2 coaxial cable and InterLAN signaling techniques.

**event**

The notification given to an application when some condition occurs that is generally not encountered in normal operation.

## EXTA

external alarms feature message class

### external actions

Specific predefined system tasks that Script Builder can call or *invoke* to interact with other products or services. When an external action is invoked, the systems displays a form that provides choices in each field for the application developer to select. Examples are Call\_Bridge, Make\_Call, SP\_Allocate, SR\_Prompt, etc. In Voice@Work, external actions are treated as “[external functions](#).”

### external functions

Specific predefined (or customer-created) system tasks that Voice@Work or Script Builder can call or *invoke* to interact with other products or services. The function allows the application developer to enter the argument(s) for the function to act on. Examples are concat, getarg, length, substring, etc. See also “[external actions](#).”

## F

### FAX Actions

An optional feature package that allows the system to send fax messages.

**FCC**

Federal Communications Commission

**FDD**

floppy disk drive

**feature**

A function or capability of a product or an application within the Intuity CONVERSANT system.

**feature package**

An optional package that may contain both hardware and software resources to provide additional functionality to a standard system.

**feature\_tst script package**

A standard Intuity CONVERSANT system software program that allows a user to perform self-tests of critical hardware and software functionality.

**FEP**

front end processor



**FFE**

Form Filler Plus feature message class

**field**

See “[database field](#).”

**FIFO**

first-in-first-out processing order

**file**

A collection of data treated as a basic unit of storage.

**file transfer**

An option that allows you to transfer files interactively or directly to and from UNIX using the file transfer system (FTS).

**filename**

Alphabetic characters used to identify a particular file.

**FlexWord™ speech recognition**

A type of speech recognition based on subword technology that recognizes phonemes or parts of words in a specific language. See also “[subword technology](#).”

**foos**

facility out-of-service state

**Form Filler Plus**

An optional feature package that provides the capability for application scripts to record a caller's responses to prompts for later transcription and review.

**FTS**

file transfer process message class

**Full CCA**

A feature package that augments the types of call dispositions that Intelligent CCA can provide.

**function key**

A key, labeled F1 through F8, on your keyboard to which the Intuity CONVERSANT system software gives special properties for manipulating the user interface.

**G****GEN**

PRISM logger and alerter general message class

**grammar**

The inputs that a recognizer can match (identify) from a caller.

**Graphical Speech Editor**

A window-driven, X Windows/Motif based, graphical user interface (GUI) that can be accessed to perform different functions associated with the creation and editing of speech files for applications. The editing is done on the Intuity CONVERSANT system.

**GSE**

[Graphical Speech Editor](#)

**GUI**

graphical user interface

**H****hard disk drive**

A high-capacity data storage/retrieval device that is located inside a computer platform. A hard disk drive stores data on nonremovable high-density magnetic media based on a predetermined format for retrieval by the system at a later date.

**hardware**

The physical components of a computer system. The central processing unit, disks, tape, and floppy drives, etc., are all hardware.

**Hardware Resource Allocator**

A software program that resolves or blocks the allocation of CPU and memory resources for controlling and optional circuit cards.

**hardware upgrade**

Replacement of one or more fundamental platform hardware components (for example, the CPU or hard disk drive), while the existing platform and other existing optional circuit cards remain.

**HDD**

[hard disk drive](#)

**High Level Language Applications Programming Interface**

An application programming interface that allows a user to write custom applications that can communicate with a host computer via an API.

**HLLAPI**

[High Level Language Applications Programming Interface](#)

**HOST**

host interface process message class

**host computer**

A computer linked to a network to provide a range of services, such as database access and computation. The host computer operates in a time-sharing manner with other computers linked to it via the network.

**hwoos**

hardware out-of-service state

**Hz**

Hertz

**IBM**

International Business Machines

**iCk or ICK**

The system integrity checking process.

**ID**

identification

**IDE**

integrated disk electronics

**idle channel**

A channel that either has no owner or is owned by its default owner and is onhook.

**IE**

information element

**IND\$FILE**

The standard SNA file transfer utility that runs as an application under CICS, TSO, and CMS. IND\$FILE is independent of link-level protocols such as BISYNC and SDLC.

**independent software vendor**

A company that has an agreement with Lucent Technologies to develop software to work with the Intuity CONVERSANT system to provide additional features required by customers.

**indexed table**

A table that, unlike a nonindexed table, can be searched via a field name that has been indexed.

**industry standard architecture**

A PC bus standard that allows processors and other circuit cards to communicate with each other.

**INIT**

voice system initialization message class

**initialize**

To start up the system for the first time.

**inserv**

in-service state

**Integrated Services Digital Network**

A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

**Integrated Voice Processing (IVP) circuit card**

The IVP6 circuit card that provides Tip/Ring connections. The NGTR (AYC30) card also provides the same functions.

**intelligent CCA**

Monitoring the line after dialing is complete to determine whether a busy, reorder (fast busy), or other failure has been encountered. It also recognizes when the extension is answered or if the extension is not answered after a specified number of rings. The monitoring capabilities are dependent on the network interface circuit card and protocol used

**interface**

The access point of a system. With respect to the Intuity CONVERSANT system, the interface is designed to provide you with easy access to the software capabilities.

**interrupt**

The termination of voice and/or telephony functions when some condition occurs.

**Intuity Response Application Programming Interface**

A library of commands that provide a standard development interface for voice-telephony applications.



**IPC**

interprocess communication

**IPC**

intelligent ports card (IPC-900)

**IPCI**

integrated personal computer interface

**IRAPI**

[Intuity Response Application Programming Interface](#)

**IRQ**

interrupt request

**ISA**

[industry standard architecture](#)

**ISDN**

[Integrated Services Digital Network](#)

**ISV**

[independent software vendor](#)

**ITAC**

International Technical Assistance Center

**IVC6 circuit card (AYC10)**

A Tip/Ring (analog) circuit card with six channels.

**IVP6 circuit card (AYC5B)**

A Tip/Ring (analog) card with six channels.

**K****Kbps**

kilobytes per second

**Kbyte**

kilobyte

**keyboard mapping**

In emulation mode, this feature enables the keyboard to send 3270 keyboard codes to the host according to a configuration table set up during installation.

**keyword spotting**

A capability provided by WholeWord speech recognition that allows the system to recognize a single word in the middle of an entire phrase spoken by a caller in response to a prompt.

**L****LAN**

[local area network](#)

**LDB**

[local database](#)

**LED**

light-emitting diode

**library states**

The state information about channel activities maintained by the IRAPI.

**LIFO**

last-in-first-out processing order

**line side E1**

A digital method of interfacing an Intuity CONVERSANT system to a PBX or “switch” using E1-related hardware and software.

**line side T1**

A digital method of interfacing an Intuity CONVERSANT system to a PBX or “switch” using T1-related hardware and software.

**listfile**

An ASCII catalog that lists the contents of one or more talkfiles. Each application script is typically associated with a separate listfile. The listfile maps speech phrase strings used by application scripts into speech phrase numbers.

**local area network**

A data communications network in a limited geographical area. The LAN provides communications between computers and peripherals.

**local database**

A database residing on the Intuity CONVERSANT system.

**LOG**

Intuity CONVERSANT system logger process message class

**logical unit**

A type of SNA Network Addressable Unit.

**logdaemon**

A UNIX system information and error logging process.

**logger**

See "[logdaemon](#)."

**logging on/off**

Entering or exiting the Intuity CONVERSANT system software.

**LSE1**

[line side E1](#)

**LST1**

[line side T1](#)

**LU**

[logical unit](#)

**M****magnetic peripherals**

Data storage devices that use magnetic media to store information. Such devices include hard disk drives, floppy disk drives, and cartridge tape drives.

**main screen**

The Intuity CONVERSANT system screen from which you are able to enter either the System Administration or Voice System Administration menu.

**maintenance process**

A software process that runs temporary diagnostics and maintains the state of circuit cards and channels.

**manooos**

manually out-of-service state

**MAP/100P**

multi application platform 100P

**MAP/100C**

multi application platform 100C

**MAP/40P**

multi application platform 40P

**MAP/5P**

multi application platform 5P

**masked event**

An event that an application can ignore (that is, the application can request not to be informed of the event).

**master**

A circuit card that provides clock information to the TDM bus.

**Mbps**

megabits per second

**MByte**

[megabyte](#)

**megabyte**

A unit of memory equal to 1,048,576 bytes (1024 x 1024). It is often rounded to one million.

**menu**

Options presented to a user on a computer screen or with voice prompts.

**MF**

[multifrequency](#)

**MHz**

megahertz

**Microsoft**

A manufacturer of software products, primarily for IBM-compatible computers.

**mirroring**

A method of data backup that allows all of the data transactions to the primary hard disk drive to be copied and maintained on a second identical drive in near real time. If the primary disk drive crashes or becomes disabled, all of the data stored on it (up to 1.2 billion bytes of information) is accessible on the second mirrored disk drive.



**ms**

millisecond

**msec**

millisecond

**MS-DOS**

A personal computer disk operating system developed by the Microsoft Corporation.

**MTC**

[maintenance process](#)

**multifrequency**

Dual tone digit signalling (similar to DTMF), used for trunk addressing between network switches or by network operators.

**multithreaded application**

A single process/application that controls several channels. Each thread of the application is managed explicitly. Typically this means state information for each thread is maintained and the state of the application on each channel is tracked.

**N****NCP**

Network Control Program

**NEBS**

Network Equipment Building Standards

**NEMA**

National Electrical Manufacturers Association

**netoos**

network out-of-service state

**NetView**

An optional feature package that transmits high-priority (major or critical) messages to the host as operator-generated alerts (OGAs) over the 3270 host link. The NetView Alarm feature package does not require a dedicated LU.

**next generation Tip/Ring (AYC30) circuit card**

An analog circuit card with six channels.

**NFAS**

non-facility associated signalling

**NFS**

network file sharing

**NGTR**

[next generation Tip/Ring \(AYC30\) circuit card](#)

**NM-API**

Network Management - Application Programming Interface

**NMVT**

network management vector transport

**nonex**

nonexistent state

**nonindexed table**

A table that can be searched only in a sequential manner and not via a field name.

**nonmasked event**

An event that must be sent to the application. Generally, an event is nonmaskable if the application would likely encounter state transition errors by trying to it.

**NRZ**

non return to zero

**NRZI**

non return to zero inverted

**null value**

An entry containing no value. A field containing a null value is normally displayed as blank and is different from a field containing a value of zero.

**O****obsolete hardware**

Hardware that is no longer supported on the Intuity CONVERSANT system.

**OEM**

original equipment manufacturer

**OGA**

[operator-generated alert](#)

**on-line help**

Messages or information that appear on the user's screen when a "function key" (F1 through F8) is pressed.

**operator-generated alert**

A system-monitoring message that is transmitted from the Intuity CONVERSANT system or other computer system to an IBM host computer and is classified as critical or major.

**option**

An argument used in a command line to modify program output by modifying the execution of a command. When you do not specify any options, the command executes according to its default options.

**ORACLE**

A company that produces relational database management software. It is also used as a generic term that identifies a database residing on a local or remote system that is created and maintained using an ORACLE RDBMS product.

**P****P&C**

Prompt and Collect Script Builder action step

**PBX**

[private branch exchange](#)

**PC**

personal computer

**PCB**

printed circuit board

**PCI**

[peripheral component interconnect](#)

**PCM**

[pulse code modulation](#)

**PEC**

price element code

**peripheral (device)**

Equipment such as printers or terminals that is in addition to the basic processor.

**peripheral component interconnect**

A newer, higher speed PC bus that is gradually displacing ISA for many components.

**permanent process**

A process that starts and initializes itself before it is needed by a caller.

**phoneme**

A single basic sound of a particular spoken language. For example, the English language contains 40 phonemes that represent all basic sounds used with the language. The English word "one" can be represented with three phonemes, "w" - "uh" - "n." Phonemes vary between languages because of guttural and nasal inflections and syllable constructs.

**phrase filtering (screening)**

The rejection of unrecognized speech. The WholeWord and FlexWord speech recognition packages can be programmed to reprompt the caller if the Intuity CONVERSANT system does not recognize a spoken response.

**phrase tag**

A string of up to 50 characters that identifies the contents of a speech phrase used by an application script.

**platform migration**

See "[platform upgrade](#)."

**platform upgrade**

The process of replacing the existing platform with a new platform.

**pluggable**

A term usually used with speech technologies, in particular standard speech, to indicate that a basic algorithmic technique has been implemented to accept one or more sets of parameters that tailors the algorithm to perform in one or more languages.

**poll**

A message sent from a central controller to an individual station on a multipoint network inviting that station to send if it has any traffic.



**polling**

A network arrangement whereby a central computer asks each remote location whether it wants to send information. This arrangement enables each user or remote data terminal to transmit and receive information on shared facilities.

**port**

A connection or link between two devices that allows information to travel to a desired location. See "[telephone network connection](#)."

**PRI**

[Primary Rate Interface](#)

**Primary Rate Interface**

An ISDN term for connections over E1 or T1 facilities that are usually treated as trunks.

**private branch exchange**

A private switching system, either manual or automatic, usually serving an organization, such as a business or government agency, and usually located on the customer's premises.

**processor**

In Intuity CONVERSANT system documentation, the computer on which UnixWare and Intuity CONVERSANT system software runs. In general, the part of the computer system that processes the data. Also known as the “[central processing unit](#).”

**prompt**

A message played to a caller that gives the caller a choice of selections in a menu and asks for a response. Compare to “[announcement](#).”

**prompt and collect (P and C)**

A message played to a caller that gives the caller a choice of selections in a menu and asks for a response. The responses is collected and the script progresses based on the caller's response.

**pseudo driver**

A driver that does not control any hardware.

**PS&BM**

power supply and battery module

**PSTN**

public switch telephone network

**pulse code modulation**

A digital modulation method of encoding voice signals into digital signals. See also "[adaptive differential pulse code modulation](#)."

**R****RAID**

redundant array of independent disks

**RAID array**

An assembly of disk drives configured to provide some level of RAID functionality.

**RAM**

random access memory

**RDMBS**

ORACLE relational database management system

**RECOG**

speech recognition feature message class

**recognition type**

The type of input the recognizer can understand. Available types include touch-tone, dial pulse, and Advanced Speech Recognition (ASR), which includes WholeWord and FlexWord speech recognition.

**recognizer**

The part of the system that compares caller input to a grammar in order to correctly match (identify) the caller input.

**record**

See "[database record](#)."

**recovery**

The process of using copies of the Intuity CONVERSANT system software to reconstruct files that have been lost or damaged. See also "[restore](#)."

**remote database**

Information stored on a system other than the Intuity CONVERSANT system that can be accessed by the Intuity CONVERSANT system.

**remote maintenance circuit card**

An Intuity CONVERSANT system circuit card, available with a built-in modem, that allows remote personnel (for example, field support) to access all Intuity CONVERSANT system machines. This card is standard equipment on all new MAP/100, MAP/40, and MAP/5P purchases.

**REN**

ringer equivalence number

**reports administration**

The component of Intuity CONVERSANT system that provides access to system reports, including call classification, call data detail, call data summary, message log, and traffic reports.

**restore**

The process of recovering lost or damaged files by retrieving them from available back-up tapes or from another disk device. See also “recovery.”

**restore application**

A utility that replaces a damaged application or restores an older version of an application.

**reuse**

The concept of using a component from a source system in a target system after a software upgrade or platform migration.

**RFS**

remote file sharing

**RM**

resource manager

**RMB**

[remote maintenance circuit card](#)

**roll back**

To cancel changes to a database since the point at which changes were last committed.

**rollback segment**

A portion of the database that records actions that should be undone under certain circumstances. Rollback segments are used to provide transaction rollback, read consistency, and recovery.

**RTS**

request to send

**S****SBC**

sub-band coding

**screen pop**

A method of delivering a screen of information to a telephone operator at the same time a telephone call is delivered. This is accomplished by a complex chain of tasks that include identifying the calling party number, using that information to access a local or remote ORACLE database, and pulling a “form” full of information from the database using an ORACLE database utility package.

**script**

The set of instructions for the Intuity CONVERSANT system to follow during a transaction.

**Script Builder**

An optional software package that provides a menu-oriented interface designed to assist in the development of custom voice response applications on the Intuity CONVERSANT system (see also "[Voice@Work](#)").

**SCSI**

[small computer system interface](#)

**SDLC**

synchronous data link control

**SDN**

software defined network

**shared database table**

A database table that is used in more than one application.

**shared speech**

Speech that is a part of more than one application.



**shared speech pools**

A parameter that allows the user of a voice application to share speech components with other applications.

**SID**

station identification

**signal processor circuit card (AYC2, AYC2B, AYC2C, or AYC9d)**

A speech processing circuit card that is an older, lower-capacity version of the speech and signal processor (SSP) circuit card (AYC43).

**SIMMs**

[single inline memory modules](#)

**single inline memory modules**

A method of containing random access memory (RAM) chips on narrow circuit card strips that attach directly to sockets on the CPU circuit card. Multiple SIMMs are sometimes installed on a single CPU circuit card.

**single-threaded application**

An application that runs on a single voice channel.

**slave**

A circuit card that depends on the TDM bus for clock information.

**SLIP**

serial line interface protocol

**small computer system interface**

A disk drive control technology in which a single SCSI adapter circuit card plugged into a PC slot is capable of controlling as many as seven different hard disks, optical disks, tape drives, etc.

**SNA**

systems network architecture

**SNMP**

simple network management protocol

**software**

The set or sets of programs that instruct the computer hardware to perform a task or series of tasks — for example, UnixWare software and the Intuity CONVERSANT system software.

**software upgrade**

The installation of a new version of software in which the existing platform and circuit cards are retained.

**source system**

The system from which you are upgrading (that is, your system as it exists *before* you upgrade).

**speech and signal processor circuit card (AYC43)**

The high-performance signal processing circuit card introduced in V6.0 capable of simultaneous support for various speech technologies.

**speech energy**

The amount of energy in an audio signal. Literally translated, it is the output level of the sound in every phonetic utterance.

**speech envelope**

The linear representation of voltage on a line. It reflects the sound wave amplitude at different intervals of time. This envelope can be plotted on a graph to represent the oscillation of an audio signal between the positive and negative extremes.

**speech file**

A file containing an encoded speech phrase.

**speech filesystem**

A collection of several talkfiles. The filesystem is organized into 16-Kbyte blocks for efficient management and retrieval of talkfiles.

**speech modeling**

The process of creating WholeWord speech recognition algorithms by collecting thousands of different speech samples of a single word and comparing them all to obtain a statistical average of the word. This average is then used by a WholeWord speech recognition program to recognize a single spoken word.

**speech space**

An area that contains all digitized speech used for playback in the applications loaded on the system.

**speech phrase**

A continuous speech segment encoded into a digital string.

**speech recognition**

The ability of the system to understand input from callers.

**SPIP**

signal processor interface process

**SPPLIB**

speech processing library

**SQL**

[structured query language](#)

**SR**

[speech recognition](#)

**SSP**

[speech and signal processor circuit card \(AYC43\)](#)

**standard speech**

The speech package available in several languages containing simple words and phrases produced by Lucent Technologies for use with the Intuity CONVERSANT system. This package includes digits, numbers, days of the week, and months, each spoken with initial, medial, and falling inflection. The speech is in digitized files stored on the hard disk to be used in voice prompts and messages to the caller. This feature is also called enhanced basic speech.

**standard vocabulary**

A standard package of simple word speech models provided by Lucent Technologies and used for WholeWord speech recognition. These phrases include the digits “zero” through “nine,” “yes,” “no,” and “oh,” or the equivalent words in a specific local language.

**string**

A contiguous sequence of characters treated as a unit. Strings are normally bounded by white spaces, tabs, or a character designated as a separator. A string value is a specified group of characters symbolized by a variable.

**structured query language**

A standard data programming language used with data storage and data query applications.

**subword technology**

A method of speech recognition used in FlexWord recognition that recognizes phonemes or parts of words. Compare to “[WholeWord speech recognition](#).”

**switch**

A software and hardware device that controls and directs voice and data traffic. A customer-based switch is known as a “[private branch exchange](#).”

**switch hook**

The device at the top of most telephones that is depressed when the handset is resting in the cradle (in other words, is *on hook*). The device is raised when the handset is picked up (in other words, when the telephone is *off hook*).

**switch hook flash**

A signaling technique in which the signal is originated by momentarily depressing the “switch hook.”

**switch interface administration**

The component of the Intuity CONVERSANT system that enables you to define the interaction between the Intuity CONVERSANT system and switches by allowing you to establish and modify switch interface parameters and protocol options for both analog and digital interfaces.

**switch network**

Two or more interconnected telephone switching systems.

**synchronous communication**

A method of data transmission in which bits or characters are sent at regular time intervals, rather than being spaced by start and stop bits. Compare to “[asynchronous communication](#).”

**SYS**

UNIX system calls message class

**sysgen**

system generation

**System 75**

An advanced digital switch supporting up to 800 lines that provides voice and data communications for its users.

**System 85**

An advanced digital switch supporting up to 3000 lines that provides voice and data communications for its users.

**system administrator**

The person assigned the responsibility of monitoring all Intuity CONVERSANT system software processing, performing daily system operations and preventive maintenance, and troubleshooting errors as required.

**system architecture**

The manner in which the Intuity CONVERSANT system software is structured.



**system message**

An event or alarm generated by either the Intuity CONVERSANT system or end-user process.

**system monitor**

A component of the Intuity CONVERSANT system that tests to verify that each incoming telephone line and its associated Tip/Ring or T1 circuit card is functional. Through the “System Monitor” component, you are able to see displays of the Voice Channel and Host Session Monitors.

**T****T1**

A digital transmission link with a capacity of 1.544 Mbps.

**table**

See “[database table](#).”

**tag image file format**

A format for storing and exchanging digital image data associated with fax modem data transfers and other applications.

**talkfile**

An ASCII file that contains the speech phrase tags and phrase tag numbers for all the phrases of a specific application. The speech phrases are organized and stored in groups. Each talkfile can contain up to 65,535 phrases, and the speech filesystem can contain multiple talkfiles.

**talkoff**

The process of a caller interrupting a prompt, so the prompt message stops playing.

**target system**

The system to which you are upgrading (that is, your system as you expect it to exist *after* you upgrade).

**TAS**

[transaction assembler script](#)

**TCC**

Technology Control Center

**TCP/IP**

transmission control protocol/internet protocol

**TDM**

time division multiplexing

**TE**

[terminal emulator](#)

**telephone network connection**

The point at which a telephone network connection terminates on an Intuity CONVERSANT system. Supported telephone connections are Tip/Ring, T1, and E1.

**terminal emulator**

Software that allows a PC or UNIX process to look like a specific type of terminal. In particular, it allows the Intuity CONVERSANT system to temporarily transform itself into a “look alike” of an IBM 3270 terminal. In addition to providing full 3270 functionality, the terminal emulator enables you to transfer files to and from UNIX.

**text-to-speech**

An optional feature that allows an application to play US English speech directly from ASCII text by converting that text to synthesized speech. The text can be used for prompts or for text retrieved from a database or host, and can be spoken in an application with prerecorded speech. text-to-speech application development is supported through Voice@Work and Script Builder.

**ThickNet**

A 10-mm (10BASE5) coaxial cable used to provide interLAN communications.

**ThinNet**

A 5-mm (10BASE2) coaxial cable used to provide interLAN communications.

**TIFF**

[tag image file format](#)

**time-division multiplex**

A method of serving a number of simultaneous channels over a common transmission path by assigning the transmission path sequentially to the channels, with each assignment being for a discrete time interval.

**Tip/Ring**

Analog telecommunications using four-wire media.

**token ring**

A ring type of local area network that allows any station in the network to communicate with any other station.

**trace**

A command that can be used to monitor the execution of a script.

**traffic**

The flow of information or messages through a communications network for voice, data, or audio services.

**transaction**

The interactions (exchanges) between the caller and the voice response system. A transaction can involve one or more telephone network connections and voice responses from the Intuity CONVERSANT system. It can also involve one or more of the system optional features, such as speech recognition, 3270 host interface, FAX Actions, etc.

**transaction assembler script**

The computer program code that controls the application operating on the voice response system. The code can be produced from Voice@Work, Script Builder, or by writing directly in TAS code.

**transaction state machine process**

A multi-channel IRAPI application that runs applications controlled by TAS script code.

**transient process**

A process that is created dynamically only when needed.

**TRIP**

Tip/Ring interface process

**troubleshooting**

The process of locating and correcting errors in computer programs. This process is also referred to as debugging.

**TSO**

Technical Services Organization

**TSO**

time share operation

**TSM**

[transaction state machine process](#)

**TTS**

[text-to-speech](#)

**TWIP**

T1 interface process

**U****UK**

United Kingdom

**US**

United States of America

**UNIX Operating System**

A multiuser, multitasking computer operating system originally developed by Lucent Technologies.

**UNIX shell**

The command language that provides a user interface to the UNIX operating system.

**upgrade scenario**

The particular combination of current hardware, software, application and target hardware, software, applications, etc.

**usability**

A measurement of how easy an application is for callers to use. The measurement is made by making observations and by asking questions. An application should have high usability to be successful.

**USOC**

universal service ordering code

**UVL**

unified voice library

**V****VDC**

video display controller

**vi editor**

A screen editor used to create and change electronic files.



**virtual channel**

A channel that is not associated with an interface to the telephone network (Tip/Ring, T1, LSE1/LST1, or PRI). Virtual channels are intended to run “data-only” applications which do not interact with callers but may interact with DIPs. Voice or network functions (for example, coding or playing speech, call answer, origination, or transfer) will not work on a virtual channel. Virtual channel applications can be initiated only by a “virtual seizure” request to TSM from a DIP.

**vocabulary**

A collection of words that the Intuity CONVERSANT system is able to recognize using either WholeWord or FlexWord speech recognition.

**vocabulary activation**

The set of active vocabularies that define the words and wordlists known to the FlexWord recognizer.

**vocabulary loading**

The process of copying the vocabulary from the system where it was developed and adding it to the target system.

**Voice@Work**

An optional software package that provides a graphical interface to assist in development of voice response applications on the Intuity CONVERSANT system (see also "[Script Builder](#)").

**voice channel**

A channel that is associated with an interface to the telephone network (Tip/Ring, T1, E1, LSE1/LST1, or PRI). Any Intuity CONVERSANT system application can run on a voice channel. Voice channel applications can be initiated by being assigned to particular voice channels or dialed numbers to handle incoming calls or by a "soft seizure" request to TSM from a DIP or the **soft\_szr** command.

**voice processing co-marketer**

A company licensed to purchase voice processing equipment, such as the Intuity CONVERSANT system, to market and sell based on their own marketing strategies.

**voice response output process**

A software process that transfers digitized speech between system hardware (for example, Tip/Ring and SSP circuit cards) and data storage devices (for example, hard disk, etc.)

**voice response unit**

A computer connected to a telephone network that can play messages to callers, recognize caller inputs, access and update a databases, and transfer and monitor calls.

**voice system administration**

The means by which you are able to administer both voice- and nonvoice-related aspects of the system.

**VPC**

[voice processing co-marketer](#)

**VROP**

voice response output process

**VRU**

[voice response unit](#)

**W****warning**

An admonishment or advisory statement used in Intuity CONVERSANT system documentation to alert the user to the possibility of equipment damage.

**WholeWord speech recognition**

An optional feature, available in several languages, based on whole-word technology that can recognize the numbers one through zero, “yes”, and “no” (the key words). This feature is reliable, regardless of the individual speaker. This feature can identify the key words when spoken in phrases with other words. A string of key words, called *connected digits*, can be recognized. During the prompt announcement, the caller can speak or use touch tones (or dial pulses, if available). See also “[whole-word technology](#).”

**whole-word technology**

The ability to recognize an entire word, rather than just the phoneme or a part of a word. Compare to “subword technology.”

**wink signal**

An interruption of current to a busy lamp indicating that there is a line on hold.

**word**

A unique utterance understood by the recognizer.

**wordlist**

A set of words available for FlexWord recognition by an application during a Prompt & Collect action step.

**word spotting**

The ability to search through extraneous speech during a recognition.

## Numerals

3270 Enhanced File Transfer  
installing the package [391](#)

## A

Acrobat Reader

adjusting the window size [xlili](#)  
hiding and displaying bookmarks [xlili](#)  
navigating [xlili](#)  
printing from [xliv](#)  
searching [xliv](#)  
setting the default magnification [xlili](#)

Adjunct/Switch Application Interface (ASAI)

installing the packages [319](#)

analog interfaces

installing the switch package [331](#)

analog switch interface

installing package [331](#)

ASAI, see Adjunct/Switch Application Interface Packages

ASP driver, see speech and signal processor circuit cards

ASYNC\_TEST, see asynchronous host interface toolkit

asynchronous host interface toolkit

installing speech script builder backup package [317](#)

installing the package [312](#)

installing transaction script builder backup package [315](#)

asynchronous SuperSerial circuit cards

description [68](#)

installing the driver [70](#)

view [69](#)

AYC10, see Tip/Ring circuit cards

AYC21, see E1/T1 circuit cards

AYC29, see Tip/Ring circuit cards

AYC30, see Tip/Ring circuit cards

AYC43, see speech and signal processor circuit cards

## B

backplanes

  circuit card

    installing [181](#)

    location [177](#)

    removing [180](#)

    view [178](#)

Backup/Restore Utility (BRU)

  installing the package [333](#)

base system software

  installing [253](#)

BRU, see Backup/Restore Utility (BRU)

## C

call bridge

  installing the application package [335](#)

Call Bridge Application

  installing the package [335](#)

Call Classification Analysis (CCA)

  installing the package [337](#)

cartridge tape drives, see drives

checklists

  building a system [510](#)

  recovery [512](#)

circuit cards

  Ethernet LAN circuit cards

    view

      SMC8432 [45](#)

      SMC9332 [46](#)

  general procedures [12](#)

  holding [4](#)

  settings for optional [16](#)

  view

    asynchronous SuperSerial [69](#)

    CPU [81](#)

    E1/T1 [30](#)

    remote maintenance [108](#)

    speech and signal processor [38](#)

    synchronous host [75](#)

    Tip/Ring [21](#), [23](#), [25](#)

    token ring [55](#)

    video controller [105](#), [106](#)

## CLEO

- completing CLEO [388](#)
- installing the cleo\_3270 package [378](#)
- installing the cleo\_HTE package [386](#)
- installing the cleo\_mgmt package [381](#)
- installing the cleo\_netman package [383](#)
- installing the cleo\_sib package [369](#)
- installing the cleo\_sna\_1281u package [375](#)
- installing the cleo\_tkrn package [367](#)
- installing the packages [365](#)

CMOS, see CPU circuit cards

comcodes [494](#)

component ordering numbers [494](#)

## configuration

- adding to existing hardware [468](#)
- comparing [489](#)
- device\_data file [492](#)
- removing hardware from existing configuration [473](#)
- saving [482](#)
- specifying new [477](#)
- viewing a successful [484](#)
- viewing dated [487](#)
- viewing unsuccessful [487](#)

configurator, see Hardware Resource Allocator

## CONVERSANT software set

- installing the packages [293](#)

## CPU circuit cards

CMOS parameter settings [92](#)

- advanced options [98](#)
- basic options [94](#)
- PCI options [101](#)

description [80](#)

host adapter parameter settings [87](#)

- advanced configuration options [91](#)
- boot device options [89](#)
- SCSI bus interface definitions [89](#)
- SCSI device configuration [90](#)

identifying defective SIMMs [221](#)

installing SIMMs [226](#)

installing the circuit card [83](#)

jumper settings [82](#)

maximum installed [80](#)

removing SIMMs [225](#)

switch settings [82](#)

view [81](#)

## D

## Data Collection Toolkit

installing the package [340](#)

device\_data file [492](#)



- dial pulse recognition (DPR)
  - installing the package [343](#)
- disks
  - hard disks
    - reusing [165](#)
- dress cover
  - installing [10](#)
  - removing [9](#)
- drivers
  - installing the asynchronous SuperSerial circuit card [70](#)
  - installing the E1/T1 circuit card [34](#)
  - installing the Ethernet LAN circuit card [49](#)
  - installing the Tip/Ring circuit card [27](#)
  - installing the token ring circuit card [63](#)
- drives
  - cartridge tapes
    - installing [200](#)
    - jumper settings [201](#)
    - location [197](#)
    - removing [198](#)
    - view [198](#)
  - diskettes
    - installing [211](#)
    - jumper settings [213](#)
    - location [206](#)
    - removing [207](#)
    - size [206](#)
    - types [211](#)
  - hard disks
    - adding for mirroring [143](#)
    - adding for speech storage [149](#)
    - cleaning [153](#)
    - contents of drive [117](#)
    - identifying failures [117–119](#)
    - installing [124–126](#)
    - low-level formatting [156](#)
    - moving speech to speech disk [152](#)
    - removing [122](#)
    - replacing [120–138](#)
    - setting jumpers [124](#)

## E

- E1/T1 circuit cards
  - description [29](#)
  - installing the driver [34](#)
  - jumper settings [31](#)
  - switch settings [31](#)
  - view [30](#)
- electromagnetic compatibility (EMC)
  - description [168](#)
  - ferrite placement
    - MAP/40P [169](#)
  - installing a ferrite [171](#)
  - installing a toroid [175](#)
  - installing reduction components [168–175](#)
- electronic documentation, printing [xliv](#)
- electrostatic discharge (ESD)
  - protecting against damage from [2](#)
  - sensitive area of electronic components [6](#)
  - warning symbol [2](#)
- EMC, see electromagnetic compatibility
- <\$nopgae [168](#)
- enhanced basic speech (EBS)
  - installing the package [345](#)
- ESD, see electrostatic discharge

- Ethernet LAN circuit cards
  - installing the circuit card [47](#)
  - installing the driver [49](#)
  - replacing the circuit card [53](#)
  - SMC8432 [45](#)
  - SMC9332 [46](#)
  - types [44](#)
  - verifying the circuit card installation [52](#)
  - view
    - SMC8432 [45](#)
    - SMC9332 [46](#)

## F

- fan filters
  - cleaning [217](#)
  - installing [217](#)
  - location [215](#)
  - removing [217](#)
- fans
  - circuit card cage
    - installing [205](#)
    - location [202](#)
    - removing [203](#)
    - replacing [202](#)
- FAX Actions
  - installing Script Builder [421](#)

## Feature Test Script

- installing the package [450](#)

FIFO/SIB, see synchronous host circuit cards

## FlexWord speech recognition

- installing the base package [348](#)

- installing the US English package [350](#)

## FlexWord toolkit

- installing the package [355](#)

## Form Filler Plus

- installing the package [357](#)

formatting hard disk drives [156](#)

## G

## Graphical Speech Editor (GSE)

- installing the package [361](#)

## H

hardware configuration checker [489](#)

- comparing a configuration [489](#)

## Hardware Resource Allocator (HRA)

- adding hardware to existing configuration [468](#)

- installing the package [309](#)

- operating [468](#)

- removing hardware from existing configuration [473](#)

- saving a configuration [482](#)

- specifying new configuration [477](#)

- viewing a configuration

  - dated [487](#)

  - successful [484](#)

  - unsuccessful [487](#)

HRA, see Hardware Resource Allocator

## I

installit command [280](#)

**L**

LAN adapter setup program  
installing the package [363](#)

**M**

MAP/40P  
back view [467](#)

megaport circuit card, see asynchronous  
SuperSerial circuit cards

memory, see SIMMs

mirroring  
establishing [159](#)  
removing [164](#)

monitor  
setting up [281](#)  
setvideomode command [281](#)

mouse  
initializing [286](#)  
mouseadmin command [286](#)

**N**

NetView alarm interface  
installing the package [393](#)

NGTR, see Tip/Ring circuit cards

**O**

ORACLE development  
installing the packages [395–409](#)

ordering numbers  
components [494](#)

**P**

P5 200 MHz CPU, see CPU circuit cards

PCI LAN, see Ethernet LAN circuit cards

power supplies  
installing [235](#)  
location [231](#)  
on/off switch location [229](#)  
removing [6](#), [231](#)  
removing the on/off switch [229](#)  
restoring [10](#)

Primary Rate Interface (PRI)  
installing the package [412](#)

## R

remote maintenance circuit cards (RMB)  
function [107](#)  
installing the circuit card [112](#)  
installing the software package [113](#)  
maximum installed [107](#)  
setting resource options [112](#)  
types [109](#)  
view [108](#)

removing  
software packages [459](#)

RMB, see remote maintenance circuit cards

## S

Script Builder  
installing the package [417](#)

Script Builder FAX Actions  
installing the package [421](#)

setvideomode command [281](#)

SIMMs  
configuration [220](#)  
description [219](#)  
identifying defective [221](#)  
installing [226](#)  
removing [225](#)  
view [220](#)

SIPs  
replacing the terminator [237](#)

SNMP Emanate Agent  
installing the package [457](#)

speech and signal processor circuit cards (SSP)  
jumper settings [38](#)  
memory [41](#)  
switch settings [39](#)  
view [37](#)

SSP, see speech and signal processor circuit cards

synchronous host circuit cards  
jumper settings [76](#)  
switch settings [77](#)  
view [75](#)

synchronous host interface  
installing the package [389](#)

## systems

online help support [xxxvii](#)

## T

## T1

installing the packages [431](#)

## TCP/IP

installing the packages [304](#)

TDM bus [237](#)

## Text-to-Speech (TTS)

installing the package [439](#)

## Tip/Ring circuit cards

AYC10 [23](#)

AYC29 [20](#)

AYC30 [25](#)

general description [17](#)

installing the driver [27](#)

switch settings

ACY10 [19](#)

ACY29 [19](#)

AYC30 [26](#)

view

AYC10 [23](#)

AYC29 [21](#)

AYC30 [25](#)

## Tip/Ring distribution hardware

capacity [239](#)

connecting with 356B adapter [247](#)

connecting without 356B adapter [248](#)

description [240](#)

function [239](#)

installing [244–251](#)

view with 356B adapter [241](#)

view without 356B adapter [243](#)

## token ring circuit cards

configuring the circuit card [56](#)

description [53](#)

installing the driver [63](#)

view [55](#)

## TTS, see Text-to-Speech

## U

## UCID, see Universal Call ID

## Universal Call ID (UCID)

installing the package [455](#)

## UNIX management screens

installing the package [429](#)

**V**

## VERITAS

activate volume manager [280](#)

installit [280](#)

## video controller circuit cards

description [104](#)

view [105](#), [106](#)

volume manager

activating [280](#)

**W**

WholeWord speech recognition

installing the packages [446](#)