



Product Support Notice

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PSN # PSN002205u

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Severity/risk level

Low

Urgency

When convenient

Name of problem How to activate IBM Informix ODBC or JDBC on an existing Call Management System.

Products affected

Call Management System (CMS) releases R12, R13, R13.1, R14, and R14.1.

Problem description

Beginning with CMS R15, Openlink ODBC is no longer supported on the product. CMS R15 is sold with IBM Informix ODBC and JDBC interfaces available as standard in the CMS product. Upon upgrade to R15, the Openlink ODBC interface will be removed.

To help with the upgrade to CMS R15, an existing customer can make the Informix ODBC and JDBC interface available for use on their existing CMS. The customer can make sure all their tools and software work with the Informix interface. Then when the CMS is upgraded to R15, the tools and software will continue to operate properly.

The ability to activate Informix ODBC and JDBC is only available for CMS versions R12, R13, R13.1, R14 and R14.1.

The IBM Informix software and interface is already on these older servers, but was blocked from customer access. The steps in this PSN (And in the ODBC/JDBC customer facing document) tell how to enable IBM Informix ODBC and JDBC for use on these older CMS servers.

Open link ODBC can run in parallel with IBM Informix ODBC and JDBC.

The instructions on how to make IBM Informix ODBC and JDBC available for use on an existing CMS are also documented in the customer facing document titled "ODBC and JDBC Connectivity" that is posted to the **support.avaya.com** portal.

The instructions assume the user performing this work is familiar with the UNIX editor vi, UNIX cp command to copy and how to stop and start CMS. If you are not familiar with this type of CMS interface, please notify Avaya Support to perform these changes.

The client software required to use IBM Informix ODBC or JDBC is on the Informix IDS CD shipped with the old CMS product. If the customer does not have that CD, the client can be obtained from the IBM web site free of charge.

The location on the IBM website to download the newest Windows Server 2003, Windows Vista Family (32 bit only), and Windows XP compatible ODBC is:

http://www14.software.ibm.com/webapp/download/preconfig.jsp?id=2007-11-01+10%3A22%3A53.782388R&S_TACT=104CBW71&S_CMP=

The location on the IBM website to download the newest JDBC Driver (multiplatform):

http://www14.software.ibm.com/webapp/download/preconfig.jsp?id=2007-11-08+12%3A27%3A16.258747R&S_TACT=104CBW71&S_CMP=

You must be a registered user with a valid login and password. If you do not have a valid login, you can easily register. There is no cost.

The site indicates the software is a trial version. When the customer upgrades to R15, the official version of the client software is provided on the CMS CDs.

Once you open the zip file, the file to extract and install for ODBC is named "IBM Informix Client-SDK.msi".

Resolution

The instructions on how to make IBM Informix ODBC and JDBC available for use on an existing CMS are documented in the customer facing document titled "ODBC and JDBC Connectivity" that is posted to the **support.avaya.com** portal.

The instructions are repeated here for ease of use.

Note:

For CMS R15 systems that were installed properly, ODBC and JDBC have already enabled. Use this procedure to confirm that ODBC and JDBC were installed and make changes **only** if the hostnames were not set up properly.

1. Obtain the hostname of the CMS server by running the following command:
hostname
This will respond with the hostname of the system, for example:
Cardinal
2. Save a copy of the **/opt/informix/etc/onconfig.cms** and the **/opt/informix/etc/sqlhosts** files.
This will allow you to revert to the original files if necessary. For example, you could use the following commands to make copies of these files:
cd /opt/informix/etc
cp onconfig.cms onconfig.cms.bak
cp sqlhosts sqlhosts.bak
3. On the CMS server, add the following two lines to the **/opt/informix/etc/sqlhosts** file. Note that in both cases, you must substitute the actual hostname of the CMS server. If these lines already exist, do not add them again.
cms_net ontlitcp <hostname> 50000
cms_<hostname> ontlitcp <hostname> 50001
The 50000 and the 50001 values are the network port and if you prefer, you can administer them in the **/etc/services** and then add the name here instead.
4. Modify the **/opt/informix/etc/onconfig.cms** file and add the **cms_net** and **cms_hostname** entries to the **DBSERVERALIASES** line separated with commas. Remember to substitute the output found in step 1 from your system for the example hostname cardinal used here.
DBSERVERALIASES oacms_ol,cms_net,cms_cardinal# List of alternate
Dbservernames
5. After you have modified the files, make backup copies of the files using the current date. For example, use the following commands to make backup copies for the date January 25, 2009:
cd /opt/informix/etc
cp onconfig.cms onconfig.cms.01252009
cp sqlhosts sqlhosts.01252009
6. Stop and start CMS and IDS. See Avaya CMS Software Installation, Maintenance, and Troubleshooting or Avaya CMS Administration for these commands.

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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