



Intuity™ AUDIX LX
Release 1
Change Description

Issue 2
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Notice

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

Avaya Web Page

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

Preventing Toll Fraud

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

Avaya Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical assistance or support, call the Technical Service Center's Toll Fraud Intervention Hotline at 1.800.643.2353.

Providing Telecommunications Security

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

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

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

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

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

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

Your Responsibility for Your Company's Telecommunications Security

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

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

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

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

Federal Communications Commission Statement

Part 15: Class A Statement. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interfer-

ence when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, could cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

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

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

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

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

Industry Canada (IC) Interference Information

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

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

Ordering Information

This document is only available from the Avaya Messaging Technical Services Organization Tier III or Tier IV websites.

Obtaining Products

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

European Union Declaration of Conformity

The "CE" mark affixed to the equipment means that it conforms to the referenced European Union (EU) Directives listed below:

EMC Directive 89/336/EEC

Low-Voltage Directive 73/23/EEC

For more information on standards compliance, contact your local distributor.

Comments

To comment on this document, send email to infodev@avaya.com or send a fax or voice message to +303-538-9625.

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Avaya Inc. formed as a result of Lucent's planned restructuring, designs builds and delivers voice, converged voice and data, customer relationship management, messaging, multi-service networking and structured cabling products and services. Avaya Labs is the research and development arm for the company.

INTUITY AUDIX LX Release 1 Change Description

Overview

This document describes the changes contained in INTUITY™ AUDIX® LX Release 1. The software for these releases contains maintenance and performance improvements, as well as specific updates, changes, and enhancements.

The changes listed in this document reflect the software available at the time of publication. Additional changes might be available at the time of installation.

How This Document Is Organized

The changes, updates, and enhancements to INTUITY AUDIX LX Release 1 are organized as follows:

- “Install New System Software” on page 2
- “Release 1.1-5 Changes” on page 7
- “Release 1.0-20 Changes” on page 8.

Install New System Software

Use this procedure if you have an INTUITY AUDIX LX 1000 platform and are upgrading the software to INTUITY AUDIX LX Release 1.1. This upgrade includes an operating system update, which requires that a full backup be taken and restored.

New INTUITY AUDIX LX 1.1 systems are shipped from the factory with the latest software and do not need to use this procedure.

Preparation

1. If you are installing to an existing system or cutting over an existing machine, plan to do the installation during low usage hours.
2. Obtain configuration notes before beginning the installation.

Follow these steps:

- a. Go to: <http://support.avaya.com>
- b. Click “Messaging” in the left column.
- c. Scroll down until you see the INTUITY heading in the center column.
- d. Under INTUITY AUDIX LX, click “General Info”.

The configuration notes on this website are updated as additional switch integrations are released.

3. Determine the following information for the INTUITY AUDIX LX, either through account worksheets or your project manager:
 - System name. The system name cannot exceed 7 characters if you plan to use Overlan (C-LAN) switch integration.
 - IP address, Domain, DNS. This must be provided by the customer.
 - Feature usage, such as outcalling, fax, and Internet Messaging
 - Switch integration information, such as switch IP address, extension numbers, and length

Important:

The backup in the next step must be taken before this installation to ensure that the customer's data is intact after completing the procedure.

4. If you are installing on an existing INTUITY AUDIX LX 1.0 system, stop the messaging software and take a full, attended backup just before starting the upgrade.
 - This backup may require several CDs.
 - For more information, see Stopping the Messaging Software and Backing Up System Files (Attended) on the INTUITY AUDIX LX 1.1 documentation CD.

Installing the Software

1. Insert the INTUITY AUDIX LX software CD into the CD drive.

Note:

Do not attempt a software update. The Update option will fail. Follow the steps below to complete a successful operating system and software upgrade.

2. Press the RESET button on the front of the INTUITY AUDIX LX. You need a small screwdriver or a ballpoint pen to press the button.

As the machine starts up, you see an Avaya splash screen and then a screen that says Welcome to Avaya INTUITY AUDIX LX with a boot: prompt.
3. At the boot: prompt, type **install** and press Enter.
4. Wait 10 to 15 minutes for the operating system installation to complete.
5. If the system prompts for information about language, keyboard, or installation media, press Enter.
6. If the system prompts for other information, such as video cards or disk type, there may be a problem. Contact Technical Support.

When installation is complete, the system displays a message "Congratulations, installation is complete."

7. Press Enter.

The system displays the message "Please remove the Install CD from the CD drive and press <ENTER>."

8. Remove the CD as soon as the drawer opens. Do not leave the CD in the CD drive. Leaving the CD in the drive causes the system to boot from it again and installation starts all over.
9. Press Enter. The CD drawer closes and the system begins to reboot.

As the system boots up for the first time, a confirmation screen displays: Welcome to Avaya INTUITY AUDIX LX R1.1.

10. Press Enter.

Setting the System Time

The system displays the Time Settings screen.

1. Press Tab to move the cursor to the Time Zone Selection.
2. Use the up and down arrow keys to highlight the timezone where the system is located.
3. Press Tab to move the cursor to the New Time field.
4. Enter the time in HH:MM format. Note that it is a 24-hour clock.
5. Press Tab to move the cursor to the New Date field.
6. Enter the date in MM/DD/YY format.
7. Press Tab to move to the next field.
8. Make sure that there is an asterisk (*) in the Set Hardware Clock to GMT field.
9. Press Tab to move the cursor to the OK box.
10. Press Enter to save the page settings.

The system displays the message "Congratulations, configuration is complete."

11. Press Enter.

Running Autoinstall

The system displays the following prompt:

```
local host login
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1. Log in to the system as root.
2. Press Enter at the password prompt.
3. When the system prompts you for a new password, enter the password and confirm it.

The system displays the # prompt.

4. Put the System Software CD back in the CD drive.
5. Type **autoinstall** and press Enter.
6. Press Enter again to confirm that you want to do the autoinstall process.
7. Follow the autoinstall prompts to assign the system passwords for root, craft, tsc, and craftppp.

The system displays a message that the password changes were successful.

8. Wait 5-10 minutes while the INTUITY AUDIX software is installed.

When autoinstall completes, the system displays the message "Please remove the Installation CD from the CD drive and press <Enter>".

9. Remove the CD from the CD drive and close the CD drive door.
10. Press Enter to restart the system. If you accidentally allow the system to restart with the CD still in the drive, wait until you get to the install screen, then eject the CD. Press CTRL+ALT+DEL to restart the system.

As the system restarts, it displays a screen "Welcome to Kudsu" that allows you to configure the CD drive.

11. Press Enter on the keyboard to set up the CD drive.
12. Select Configure and press Enter again.

The system continues the startup process.

13. After the system restarts, the voice system (Messaging Software) should start automatically.

The system displays the following prompt:
local host login

14. Press Enter to login.
15. The installation is complete.

Install the Switch Integration Software

Install the correct switch integration package.

For more information, see *Install Switch Integration Software on the INTUITY AUDIX LX 1.1 documentation CD*.

Restore the Backup Data

Restore the data from the full backup taken just before the install.

For more information, see *Restoring Backed-Up System Files on the INTUITY AUDIX LX 1.1 documentation CD*.

Complete Installation Setup Tasks

Complete these remaining tasks, both found on the *INTUITY AUDIX LX 1.1 documentation CD*.

- Checking the Voice System and Network Addressing
- System Acceptance Test

Release 1.1-5 Changes

This section lists the INTUITY AUDIX LX changes and enhancements included in Release 1.1-5.

Near-Silent Messages Not Recorded

Several customers reported that messages were not being recorded by the system. Further research showed that if a caller spoke too softly, the system could not detect the message and would discard it.

Now, the system records messages that may have been previously considered silent.

Voice Messages from LX Through Interchange to Serenade

If a network was configured so that a voice-only message could be sent from Intuity AUDIX LX to an Interchange system and then to a Serenade voice-mail server, the recipient on the Serenade system would hear this error message added to the front of the sender's message: "One or more components could not be delivered, please contact the sender".

Now, messages delivered through this configuration do not include this error message.

Fax Send Failed, But Status Updated To "Sent"

Some systems were sending faxes that would fail during transmission, but the system would update the message status to "sent".

Now, faxes are restarted and delivered normally.

Release 1.0-20 Changes

This section lists the INTUITY AUDIX LX changes and enhancements included in Release 1.0-20.

Cannot Forward Some Messages

Formerly the system would not allow messages to be forwarded without a new voice attachment.

Now the system sends these messages normally.

Database Rebuild Message

The LX system sometimes requires that the database be checked or rebuilt. This process must complete before other processes can be started and so is best accomplished at startup. However, without feedback, it may appear that the system is not operating correctly. Some operators were attempting to correct the perceived problem by restarting their systems. This unnecessarily lengthened the startup time because the database check or rebuild had to complete regardless.

The system now tells the operator that a rebuild is in progress and warns them not to reboot the system.

Unclear Whether Backups Were Finished

Formerly the system would complete a backup properly and update the log normally, but this was unclear because additions to the log were inserted at the bottom of the display. Users had to continuously scroll down to check the backup status.

Now the system scrolls the message up to where the user can more easily see that the process has completed.

Apache Worm Fix

The INTUITY AUDIX LX uses Apache software as part of the system. A virus patch was recommended by CERT for use in remedying a security issue. This patch was installed in the system software.

System Start Issues Due to Database Request

Formerly the system stopped during the startup and waited for a missing database file.

Now the system starts normally without requiring this file.

Improved Network and Internet Reliability

Changes were made to the system to enhance the reliability of the network configuration screens. This change also increases the reliability of the forms access from the console and over the Internet.

