



# **CONVERSANT® System**

Release 9.0

Update to ASAI Feature: Release Notes

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#### Notice

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#### Preventing Toll Fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your 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 Technical Service Center Toll Fraud Intervention Hotline at +1 800 643 2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Web site:

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Click on Support, then click on Escalation Lists US and International. This Web site includes telephone numbers for escalation within the United States. For escalation telephone numbers outside the United States, click on Global Escalation List.

#### 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 working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

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

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

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

#### Your Responsibility for Your Company's 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

your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces

any other equipment networked to your Avaya products.

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Avaya provides a telephone number for you to use to report problems or to ask questions about your contact center. The support telephone number is 1-800-242-2121 in the United States and Canada. For additional support telephone numbers, see the Avaya Web site:

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Click on Support, then click on Escalation Lists US and International. This Web site includes telephone numbers for escalation within the United States. For escalation telephone numbers outside the United States, click on Global Escalation List.

#### Acknowledgment

This document was written by the CRM Information Development group.

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# Introduction

*CONVERSANT® System Release 9.0 Update to ASAI feature: Release Notes* describes the software updates and improvements on the ASAI Feature Package CD, how to install and set up the ASAI feature, and how to update ASAI applications.

CONVERSANT System Release 9.0 (R9) contains the same software updates and improvements as CONVERSANT System Version 8.0 (V8) with RFU+A installed. If your system shipped from Avaya on or after June 3, 2002, it is considered to be an R9 system and should have the RFU+A software package pre-installed.

For a description of the feature updates and improvements included in this package, see [Feature updates](#) on page 7.

For information about how to install and set up the ASAI feature, see [Installing and setting up the ASAI feature](#) on page 9.

For information about updating ASAI applications, see [Creating and updating ASAI applications](#) on page 17.

If it is necessary to recover the system from backup, see [Restoring the voice system](#) on page 21.

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## Requirements

Before installing the software packages on the ASAI Feature Package CD, verify that the DEFINITY system meets the following requirements:

- MultiVantage 1.2 or later software, or
- Generic G3R17 or later
- CVLAN software (cvlanxcl Release 8.2.1) on the Definity MAPD

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# Feature updates

The ASAI Feature Package CD contains the following:

- New ASAI package (8.0-1A.R9)
- New CVLAN software (cvlanxcl 8.2.2)
- The current UCID package (no new features have been added to this package)

## **New ASAI package**

The ASAI feature update adds the Network Call Redirection and 7-Digit Extensions features.

### **Network Call Redirection feature**

Enables a CONVERSANT R9 system to receive the Redirecting Number Information Element digits sent in the SETUP message for an incoming ISDN call. The Redirecting Number Information Element digits can be included in the following ASAI event messages:

- Call Offered
- Alerting
- Queuing
- Connect

The CONVERSANT R9 system must be monitoring the incoming ISDN call using a CVLAN VDN or a skill event-notification session, or the system must be receiving event information from a station domain-control session.

### **7-Digit Extensions feature**

Enables a CONVERSANT R9 system to receive ASAI messages with extension numbers that have up to seven digits.

## **New CVLAN package**

The CVLAN package has been updated to support the new ASAI features.





# Installing and setting up the ASAI feature

Before installing the ASAI feature package, verify that a complete mkimage backup of the CONVERSANT has been performed.

See "Backing Up the System Using mkimage" in Chapter 3 "Common System Procedures" of *CONVERSANT System Version 8.0 System Reference*, 585-313-215, for information on how to do the backup.

**Note:**

If a full backup has not been done by the customer, then the customer will be charged for the time taken by the technician to do the backup.

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## Installing the ASAI feature packages

The following procedures describe how to install the Adjunct/Switch Application Interface (ASAI) packages on the UCS 1000 and MAP/40P hardware platforms. If you currently have the ASAI feature installed on your CONVERSANT R9 system, see [Updating the ASAI feature](#) on page 15 for information about adding the Network Call Redirection and 7-Digit Extensions features to the ASAI software.

The ASAI packages must be installed in the following order:

1. The Avaya CALLVISOR PC CVLAN Client package
2. The Adjunct/Switch Application Interface package
3. The Universal Call ID package.

### Installing the Avaya CALLVISOR PC CVLAN Client package

To install the Avaya CALLVISOR PC CVLAN Client package:

1. If you are not logged in, log in as root.
2. Insert the CD-ROM labeled "ASAI Feature Package" into the CD-ROM drive.
3. At the UNIX prompt, enter **pkgadd -d cdrom1 cvlanxcl**

The system displays the following message:

```
Insert CD into SCSI CD-Rom 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 cdrom.
```

```
PROCESSING:
```

```
Package: AVAYA INC. CALLVISOR PC CVLAN CLIENT (UNIX SV X86)  
(cvlanxcl) from <cdrom1>
```

```
AVAYA INC. CALLVISOR PC CVLAN CLIENT (UNIX SV x86)  
(cvlanxcl) (I386) 6.1.4
```

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

```
Avaya Inc.
```

Installation of AVAYA CALLVISOR PC CVLAN CLIENT (UNIX SV x86)  
(cvlanxcl) was successful.

WARNING: NOTICE: Reapply update711 pkg, followed by uw711m1, in this order.

Failure to do so may leave your system in an inconsistent state.

5. Ignore the warning message in the previous step that tells you to reapply update711 pkg, followed by uw711m1, and continue with the next procedure.

### Installing the Adjunct/Switch Application Interface package

1. If you are not logged in, log in as root.
2. Insert the CD-ROM labeled "ASAI Feature Package" into the CD-ROM drive.
3. At the UNIX prompt, enter **pkgadd -d cdrom1 asai**

The system displays the following message:

```
Insert CD into SCSI CD-Rom 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 cdrom.
```

```
PROCESSING:
```

```
Package: INTUITY Adjunct/Switch Application Interface Package  
(asai) from <cdrom1>.
```

```
INTUITY Adjunct/Switch Application Interface Package
```

```
(i486) V8.ph2-GAcc
```

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

```
Avaya Inc.
```

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

```
Enter LAN destination (IP or hostname) for link [definity]:
```

## Installing and setting up the ASAI feature

5. Enter the IP address for the machine or the name of the DEFINITY from the **/etc/hosts** file. Note that the default name is "definity", but this should be changed to match the name of the DEFINITY.

If the system displays the following message:

```
No entry for destination <name found in /etc/hosts file.  
Re-enter destination? y/n
```

Press **y** and re-enter the name of the DEFINITY.

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

```
CAUTION: Each Conversant connected to a MAPD must use a different  
Node ID.
```

```
Enter the MAPD Node ID used by this Conversant [signal01]:
```

6. Enter the Signal Node ID and press **Enter**.

**Note:**

The Signal Node ID must be consistent with the Signal Node ID administered on the DEFINITY.

The system displays the following message:

```
Select protocol discriminator for User to User Information
```

```
[1] User-specific protocol (DEFAULT)
```

```
[2] IA5 characters
```

```
Enter 1 or 2:
```

7. Enter **1** and press **Enter**.

The system displays the following message:

```
Installation of INTUITY Adjunct/Switch Application Interface  
Package
```

```
(asai) was successful.
```

```
UX:mailx: WARNING: No 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 to reboot.

WARNING: NOTICE: Reapply update711 pkg, followed by uw711m1, in this order.

Failure to do so may leave your system in an inconsistent state.

8. Ignore the warning message in the previous step that tells you to reapply update711 pkg, followed by uw711m1. If you are finished installing the ASAI packages, remove the CD-ROM from the CD-ROM drive and reboot the machine. If you want to install the UCID package, continue with the next procedure.

### Installing the Universal Call ID (UCID) package

1. If you are not logged in, log in as root.
2. Insert the CD-ROM labeled "ASAI Feature Package" into the CD-ROM drive.
3. At the UNIX prompt, enter **pkgadd -d cdrom1 ucid**

The system displays the following message:

```
Insert CD into SCSI CD-Rom 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 cdrom.

PROCESSING:

Package: INTUITY Universal Call ID Package (ucid) from <cdrom1>

INTUITY Universal Call ID Package

(i486) 4.3.1-5

Using </> as the package base directory.

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

Installation of INTUITY Universal Call ID (ucid) was successful.

WARNING: NOTICE: Reapply update711 pkg, followed by uw711m1, in this order.

Failure to do so may leave your system in an inconsistent state.

## Installing and setting up the ASAI feature

5. Ignore the warning message in the previous step that tells you to reapply update711 pkg, followed by uw711m1. If you are finished installing the ASAI packages, remove the CD-ROM from the CD-ROM drive and reboot the machine.

In order to activate this feature, you must specify the UCID Network Node ID. See Chapter 4, “Feature Package Administration,” of *CONVERSANT System Version 8.0 Administration*, 585-313-508.

---

## Updating the ASAI feature

If you have the ASAI feature installed on your CONVERSANT R9 system, use the following procedure to add the Network Call Redirection and 7-Digit Extensions features to the ASAI software.

1. Put the ASAI Feature Package CD in the CD drive.
2. If you are not logged in, log in as root.
3. To mount the CD, from the command prompt, type **mount -F cdfs -oro /dev/cdrom/cdrom1 /cdrom** and press **Enter**.
4. To copy the install file to /support, type **cp /cdrom/asai\_install /support** and press **Enter**.
5. To make the install file executable, type **chmod 777 /support/asai\_install** and press **Enter**.
6. To unmount the CD, type **umount /cdrom** and press **Enter**.
7. To run the install file, type **/support/asai\_install** and press **Enter**.

---

## Setting up the new features

To set up the new features, see the following documents:

- For information about setting up the ASAI feature, see *CONVERSANT System Version 8.0 Administration*, 585-313-510. This document is available at the Avaya Support Centre Web site <http://support.avaya.com>.
- For information about setting up extension numbers that contain up to seven digits, see the Administration document for your DEFINITY system or Avaya MultiVantage™ Software.
- For information about setting up the Network Call Redirection feature, see *Avaya MultiVantage Call Center Software Release 11 Network Call Redirection*, 555-233-759. This document is available at the Avaya Support Centre Web site <http://support.avaya.com>.



# Creating and updating ASAI applications

After you have installed and set up the ASAI feature, you must update any existing ASAI applications that use the A\_Callinfo or A\_Event external functions, or create new applications. You can use Script Builder, Avaya IVR Designer, or Voice@Work to update existing applications or create new applications.

## Script Builder

To update an application using Script Builder:

1. Open the application in Script Builder.
2. Define a variable to store the redirecting number.
3. Verify the application.
4. Install the application on the CONVERSANT platform.
5. Assign the application to channels or numbers.

## Avaya IVR Designer or Voice@Work

To update an application using IVR Designer R5.0 or Voice@Work:

1. Open the application in IVR Designer.
2. Using the **External Function Editor**, add and define the redirecting number attribute for the A\_Callinfo and A\_Event external functions.  
  
See "To add and define the redirecting number attribute," for more information.
3. Using the **Node Editor**, select a variable to store the redirecting number for the A\_Callinfo and A\_Event external functions.
4. Generate the application code.
5. Transfer the application to the CONVERSANT platform.
6. Install the application on the CONVERSANT platform.
7. Assign the application to channels or numbers.

To add and define the redirecting number attribute:

1. Go to Tools > Application Resources.

## Creating and updating ASAI applications

2. On the **Usage** tab, right click **External Function** and select **Expand**.
3. Select A\_Callinfo or A\_Event, right click it, and select **Change to Private Copy**.  
If the external function is not already a private copy, the system displays a Confirm message.
4. Select **OK**.
5. Open the **External Functions Manager**.
6. In the **Description** column of A\_Callinfo or A\_Event, right click and select **Edit External Function Definition**.
7. In the **External Function Editor**, if the **System Function** box is checked, clear it.
8. In the **Function Arguments** area, scroll down to an empty row, right click and select **Add line**.
9. Add the following values:

| Argument           | Type   | Direction | Help message                                       | Required |
|--------------------|--------|-----------|--|----------|
| Redirecting Number | number | From Func | Enter the variable to store the Redirecting Number | False    |

10. Select **OK**.

To update an application using IVR Designer R5.1:

1. Open the application in IVR Designer.  
This will automatically update the A\_Callinfo and A\_Event external functions.
2. Using the Node Editor, select a variable to store the redirecting number for the A\_Callinfo and A\_Event external functions.
3. Generate the application code.
4. Transfer the application to the CONVERSANT platform.
5. Install the application on the CONVERSANT platform.
6. Assign the application to channels or numbers.

For information about Script Builder applications, see *CONVERSANT System Version 8.0 Application Development with Script Builder*, 585-313-217.

For information about Avaya IVR Designer (formerly known as Voice@Work) applications, see *Avaya IVR Designer Help*.

# Testing the voice system

Once you have installed the software packages, you should test the platform to make sure that all of the components have been set up correctly.

1. Log in as root.

Depending on the system configuration, the voice system may already have started automatically as part of the rebooting process. This will be the case if the system displayed voice startup messages during the rebooting process and before you logged in at the Console Login prompt. If you received these messages, go to Step 3. If not, go to Step 2.

2. Type **start\_vs** and press **Enter** to restart the voice system.
3. Verify and install applications to make full use of the fixes in the update.

Avaya recommends testing applications before restoring live call traffic back to the system.



# Restoring the voice system

It may be necessary to restore the voice system from an original backup if:

- The software package installation fails.
- Avaya Technical Support requests it.

What you need to do to restore the CONVERSANT system files depends on what part of the system needs to be restored and what platform you are using.

To restore the system from mkimage backups, see *CONVERSANT System Version 8.0 System Reference*.

For information on how to completely recover your system, see *CONVERSANT System Version 8.0 MAP/40P Maintenance* or *CONVERSANT System Version 8.0 UCS 1000 Maintenance* (depending on the hardware platform of your system). Both documents are available at the Avaya Support Centre Web site <http://support.avaya.com>.