



INDeX Technical Bulletin

Commercial - in - Confidence

Bulletin No: 175
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Controlled Release – SVRC3-X

Avaya ECS Ltd is pleased to announce the controlled release of INDeX Server Cassette 3 (SVRC3-X), available in the UK from 16th August 2002. SVRC3-X incorporates an improved hardware specification plus a sixteen-channel voice processing board, thereby eliminating the need for an INDeX Voice Processing Cassette (VPC.)

Customers that may gain the greatest advantage are those who wish to add a new INDeX cassette, but do not have spare capacity in their system. Their existing server cassette & VPC can be replaced with an SVRC3-X, thus freeing up one slot, and negating the need to expand into another cabinet. Bare in mind that the INDeX CPU hardware and software may need upgrading beforehand (See 'Compatibility' section for details.)

SVRC3-X is pre-installed with IVM 1.5 software, so you must follow Technical Bulletin No. 185 in order to correctly back up and restore the customer database. The bulletin also includes detailed instructions on replacing an existing server cassette & VPC with an SVRC3-X.

Hardware Specification

SVRC3-X incorporates the following hardware components: -

- Celeron 566 MHz processor.
- 128 MB RAM.
- 20 GB Hard Drive (Only 8 GB is accessible.)
- 10base-T/100base-T Ethernet socket.
- 16 channel voice processing board.
- Indented shut down button.

Technical Training

SVRC3-X has been incorporated within the following IVM courses, but IVM trained engineers need not re-attend: -

- BTT066H2 - IVM Upgrade (Including Agent Assist & Voice Recording) 2-day update course.
- BTT325H2 - IVM (Including Agent Assist & Voice Recording) 5-day training course.

Avaya University will have further details and course availability. They can be contacted as follows: -

- Telephone their help desk on (01) 303-406-6089 or (01) 800-288-5327.
- Web link <http://www.avaya.learning.com>
- Email avaya.u.helpdesk@accenture.com

Documentation

INDeX Voice Manager 1.5 Installation Manual Issue 9a details the full installation procedure for the SVRC3-X, and is available at the following locations: -

- 1.5c INDeX Application CD within 'Support\Documentation\lvm\Technical'.
- Website address <https://emea-businesspartner.avaya.com> within the 'INDeX Support' section.

Compatibility

This section lists the minimum version of software that is compatible with SVRC3-X.

INDeX CPU Cassette

- INDeX Level 9.2.1 CPU-X

INDeX Voice Manager

- INDeX Voice Manager 1.5 (Controlled Release)

INDeX Access Manager Software

- INDeX Access Manager 3.1.11

INDeX Access Manager Dependant Software

- INDeX CT Integrator 2.06a4
- INDeX Delta Server 3.1.14 (*Includes CCMv2, CCMv3, and PC BLF 2.0.2*)
- INDeX Integrated Messaging System 1.3
- INDeX Management Console 1.1a4
- INDeX Networked Administration 2.09
- INDeX Networked Operator Console Professional 2.0.3
- INDeX Taskbar 2.12

Shutdown Procedure

Once the shut down button is pressed, an SVRC3-X will take longer to shut down than previous versions of server cassette. Whilst viewing the shut down through a KSM connection, it is important that the cassette not be removed when the screen temporarily goes blank, as it will not have completed the shut down and parking of the hard disk. Only remove the SVRC3-X once it's green lamp has gone out.

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