

Avaya CMS Supervisor PC client and Web client Installation and Getting Started

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Preface

Avaya Call Management System (CMS) is an application for businesses and organizations that use Avaya communication servers to process large volumes of telephone calls using the Automatic Call Distribution (ACD) feature. Avaya CMS supports solutions for routing and agent selection, multi-site contact centers, remote agents, reporting, interfaces to other systems, workforce management, desktop applications, system recovery, and quality monitoring.

Avaya CMS is part of the Operational Effectiveness solution of the Avaya Customer Interaction Suite.

This section includes the following topics:

- Purpose on page 9
- Intended users on page 9
- Technical support for Terminal Emulator on page 12
- Overview on page 10
- Conventions and terminology on page 10
- Reasons for reissue on page 11
- Documentation Web sites on page 11
- Support on page 11

Purpose

The purpose of this document is to describe how to install and configure Avaya CMS Supervisor.

Intended users

This document is written for anyone who wants to install Avaya CMS Supervisor Release 16.3 software for use with Avaya Call Management System (CMS).

Overview

This document includes the following topics:

- Introducing CMS Supervisor PC client on page 25
- Installing CMS Supervisor PC client on page 33
- Uninstalling CMS Supervisor PC client on page 51
- Getting started with CMS Supervisor PC client on page 53
- CMS operations on page 65
- Installing and using Terminal Emulator on page 69
- Troubleshooting on page 91

Conventions and terminology

If you see any of the following safety labels in this document, take careful note of the information presented.

CAUTION:
Caution statements call attention to situations that can result in harm to software, loss of data, or an interruption in service.

WARNING:
Warning statements call attention to situations that can result in harm to hardware or equipment.

DANGER:
Danger statements call attention to situations that can result in harm to personnel.

SECURITY ALERT:
Security alert statements call attention to situations that can increase the potential for unauthorized use of a telecommunications system.

Add additional terminology or conventions if required for your particular document.

Reasons for reissue

This document includes the following updates:

- Support for CMS Supervisor Web, the CMS web reporting tool
- Added prerequisites required for configuring the Citrix software for CMS Supervisor PC client.

Documentation Web sites

All CMS documentation can be found at http://www.avaya.com/support. New issues of CMS documentation will be placed on this Web site when available.

Use the following Web sites to view related support documentation:

- Information about Avaya products and service

  http://www.avaya.com

- Sun hardware documentation

  http://docs.sun.com

Support

Contacting Avaya technical support

Avaya provides support telephone numbers for you to report problems or ask questions about your product.

For United States support:

1- 800- 242-2121

For international support:

See the Support Directory listings on the Avaya Web site.

Escalating a technical support issue

Avaya Global Services Escalation Management provides the means to escalate urgent service issues.

Technical support for Terminal Emulator

Consult the following if you are in need of technical support:

- The Terminal Emulator online help alphabetical Index and Find feature.
- The readme.txt file in the Terminal Emulator installation directory.
- The Avaya support website at http://www.avaya.com/support.

Before contacting the Avaya Customer Care Helpline at (800) 242-2121, please gather the following information:

- The version and load number of Terminal Emulator that is installed on your PC. To find version and load information for Terminal Emulator, select the **About...** item from the **Help** menu and note the load number.
- The version of Avaya CMS server you are using.
- The type of connection you have to the Avaya CMS server (network, serial, modem, or SSH).
- The manufacturer and model of your PC as well as the amount of RAM installed.

Chapter 1: Introduction

This chapter introduces CMS Supervisor Web and CMS Supervisor PC client as the two different methods of viewing CMS reports. CMS Supervisor Web has been introduced in CMS R16.3 as a method to view CMS reports in your web browser. CMS Supervisor PC client is the existing method to view CMS reports and provides the reporting functionality as a thick client on your Windows desktop. Starting R16.3, CMS Supervisor will be the generic term used for CMS Supervisor PC client and CMS Supervisor Web.

What is CMS?

The Avaya Call Management System is a software product used by customers that have Avaya Inc. telecommunication communication servers and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the communication server. The CMS server collects call-traffic data, formats management reports, and provides an administrative interface to the ACD features in the switch.

CMS supports the following remote methods of interfacing with the server:

- Avaya CMS Supervisor Web reporting on your browser
- Avaya CMS Supervisor PC client
- Terminal Emulator from a Windows-based PC
- A telnet session

What is CMS Supervisor PC client

The Avaya CMS Supervisor PC client software is a Windows-based interface to the Avaya Call Management System (CMS) server that allows nearly all of the operations available from the CMS server interface, including:

- Remotely administering most aspects of the CMS server, such as defining Dictionary entries, setting user permissions, and adjusting data storage intervals and capacities.
- Running reports to view the activity in your call center.

CMS Supervisor PC client runs on a PC that is running any of the following Microsoft operating systems that meet its minimum requirements:

- Windows XP
- Windows Vista
- Windows 7

For more information on CMS Supervisor PC client, refer chapter Introducing CMS Supervisor PC client on page 25.

What is CMS Supervisor Web

Avaya CMS Supervisor Web, or CMS web based reporting tool, allows customers to access CMS reports from a wide range of hardware platforms with a single point of installation for the web client software which eliminates the need to install a client on multiple computers.

The CMS R16.3 release of CMS web based reporting is not intended to completely replace CMS Supervisor PC client but is viewed as an option where customers wish to reduce the overheads associated with traditional CMS Supervisor PC client deployment.

The CMS Supervisor Web client is supported on the following browsers and OS combinations:

- Internet Explorer
  - Version 7 on Windows XP
  - Version 8 and 9 on Windows Vista and Windows 7
- Firefox
  - Version 3.6.23 and 7.0.1 on Windows XP, Windows Vista, and Windows 7
- Safari
  - Version 5.1.1 on Mac OS X 10.6 and10.7

For more information on CMS Supervisor Web, refer chapter Getting started with CMS Supervisor Web on page 17.

Features not supported in CMS Supervisor Web R16.3

The following features are not supported in CMS Supervisor Web R16.3 and are available only in CMS Supervisor PC client:

- CMS Administration
- Report Designer
- Integrated Reports

- Languages other than US English

CMS Supervisor PC Client and CMS Supervisor Web Comparison

Functionality	CMS Supervisor PC Client	CMS Supervisor Web Client
Platforms	Windows XP, Vista, 7	IE, Firefox, Safari (uses flash)
Install	Download and install on desktop PC	No desktop install required (CMS server based)
Connection Security	ssh	https
Ability to change user password	No	Yes
Admin	Yes	No
Report Designer (report creation)	Yes	No
View Custom Reports (created on server)	Yes	Yes
View Designer Reports (created on PC Client)	Yes	Yes
Real Time Report Execution	Yes	Yes
Historical Report Execution	Yes	Yes
Integrated Report Execution	Yes	No

Other CMS Supervisor Web improvements are:

- Threshold high and low ranges can be different of colors.
- You can change the report input values without re-launching the report by using the **Set Input** button.
- Users can change their password from the Web interface by clicking the **User** tab.

Note:

CMS Supervisor Web uses Flash technology. Therefore, it only runs on devices that support Flash. Apple iPad, iPhone, and iPod do not support Flash and cannot be used for CMS Supervisor Web.

Chapter 2: Getting started with CMS Supervisor Web

This chapter provides information about accessing CMS reports using CMS Supervisor Web. CMS Supervisor Web has been introduced in CMS R16.3 as a new method of accessing CMS reports using your web browser.

Signing in

You need the CMS Server address and domain to sign in to CMS Supervisor Web. For example, if your server is cms163.avaya.com, go to the following URL using any web browser.

https://cms163.avaya.com:8443/CMSWeb/

Note:
The ’s’ in https is important as all data in CMS Supervisor Web is secured using https.

In the User ID and Password fields, enter the same information you currently use for CMS Supervisor or Terminal Emulator.

Certificates

When you first open the login web page, you can see a certificate warning message. Each web browser displays this information differently but the warning is similar in all cases. To get rid of the warning message, the certificate should be "accepted". The steps you take to accept and install the certificate are different depending on your browser version.

Accepting a security certificate when using IE 6.0

1. When the Security Alert dialog is displayed, select **View Certificate**.
2. In the Certificate dialog box, select **Install Certificate**.
3. In the Certificate Import Wizard dialog box, select **Next** twice and then select **Finish**.

4. When the Security Warning dialog is displayed, select **Yes**.
5. When the confirmation dialog box displays, select **OK**.
6. In the Certificate dialog box, select **OK**.

   The Logon dialog is displayed.

Accepting a security certificate when using IE 7.0 and IE 8.0

1. When the Certificate Error dialog is displayed, select **Continue to this website (not recommended)**.

   The Address Bar turns pink.
2. Select the **Certificate Error** button next to the error message.
3. When the Security Alert dialog box displays, select **View Certificate**.
4. On the Certificate dialog box, select **Install Certificate**.
5. On the Certificate Import Wizard dialog box, select **Next** twice and then select **Finish**.
6. On the Security Warning dialog box, select **Yes**.
7. When the confirmation dialog box displays, select **OK**.
8. When the Certificate dialog is displayed, select **OK**.

   The Logon dialog is displayed.

Accepting a security certificate when using Firefox 2.0

1. When the Website Certified by an Unknown Authority dialog is displayed, select **Accept this certificate permanently**.
2. Select **OK**.

   The Logon dialog is displayed.

Accepting a security certificate when using Firefox 6, 7, and 8

1. When the system displays This Connection is Untrusted dialog, select **I understand the Risks**.
2. Click **Add Exception**.

3. When the system displays Add Security Exception dialog, click **Confirm Security Exception.**

   The Logon dialog is displayed.

Adobe Flash

CMS Supervisor Web uses Adobe Flash Player to run the application in your browser. If you do not have Adobe Flash installed, or you have an older version installed, you are prompted to upgrade when you open the login page. CMS Supervisor Web will not work on systems that cannot run the latest version of Adobe Flash Player.

To check which version of Adobe Flash Player your browser is running, go to

http://www.adobe.com/software/flash/about/

If your browser does not automatically offer to install a newer version of Adobe Flash Player (for example, if you do not have Adobe Flash Player installed or are using a version prior to 10.3), you can download the latest version here:

http://get.adobe.com/flashplayer/

Note:
Not all operating systems and/or devices support suitable versions of Adobe Flash Player.

Traffic lights and Menu bar

Once you sign in, traffic lights at the top of the web page show the current ACD Status. The ACD status has to be interpreted as follows:

- Red, which is at the upper position, indicates no traffic.
- Green, which is at the lower position, indicates traffic.
- Yellow, which is at the middle position, indicates an indeterminate state which includes the state during pump up.

Use the menu bar on the top left side of the web page providing options **User** and **Help** to set your password, set preferences, see the About information, open Help contents and sign out.

Changing ACD and running reports

The left side of the web page contains the navigation pane that lets you change the currently selected ACD, or display historical or real-time reports. Click **Change selected ACD** to open a pop-up selection window of the available ACDs, pseudo ACDs and ACD groups. Click the option you wish to use as the current ACD.

Click **Historical** or **Realtime** to populate the right side of the web page with the available report categories.

Note:
Integrated reports are not available in this version of CMS Supervisor Web.

To filter the list of reports for the selected report category, enter part of the report name in the **Report Filter** field. The **Report Filter** field is a text box located to the right of the magnifying glass. For example, type Daily to display only reports whose name includes the text "Daily".

To return the list to its unfiltered state, clear the **Report Filter** field.

To view details about a report, click a report name, then click **Details**.

To run a report, click **Run**. The report will open in a new browser window or browser tab depending on your browser settings.

The Report Window

When you click **Run** to run a report, a report window opens for you to provide input values for the report.

For some reports, a field has a Browse button which you can use to select values instead of typing the full information. This method requires entries in the Dictionary. Other Browse buttons simplify selecting dates and times. When entering dates, a single mouse click selects an individual date. To enter multiple dates, hold down the Control key as you click multiple dates. To enter a date range, hold down the Shift key when you click the end of the range.

Once CMS Supervisor Web displays the report in the Report Window, it displays buttons **Set Input**, **Print** and **Export to CSV** at the top of the Report Window. Click **Set Input** to reopen the report input pop-up where you can modify input values without restarting the report. Click **Print** to print the report. Do not use the print button in the browser as it will not format the output correctly. Click **Export To CSV** to export the report data to a file in csv format. You can then import the report into other applications.

In reports, where CMS Supervisor Web displays tables, you can resize columns by dragging the vertical bar between them.

Thresholds

Press the select button on the mouse, which is usually the left mouse button, when the mouse pointer is over an entry in a table where you want to set thresholds. A pop-up appears if drill down reports or thresholds are available for that data. Click **Threshold** in the pop-up menu. This displays the **Threshold Settings** dialog and allows you to configure the different threshold settings.

Drill Down

Press the select button on the mouse, which is usually the left mouse button, when the mouse pointer is over an entry in a table where you want to drill down. A pop-up appears if drill down reports or thresholds are available for that data. Selecting a drill down report will cause the drill down report to open in a new window or tab.

Debugging CMS Supervisor Web

This section contains the following topics:

- Debug settings on page 21
- User level logging on page 22
- Global level logging on page 23

Debug settings

The system stores debug settings for individual users in a common file on the CMS Server. The file is called `userlog.properties` and is present in location `/opt/cmsweb/log`.

This file contains three entries for each user. The entries and values stored for these entries are the following:

- username.LEVEL
  - Valid values for `username.LEVEL` are OFF, FATAL, ERROR, WARNING, INFO, DEBUG, TRACE, ALL.
  - If you follow the above order of `username.LEVEL` values, each succeeding value provides more detailed tracing information.

  - The default value for `username.LEVEL` is DEBUG.
- username.FILESIZE
  - Valid values for `username.FILESIZE` are 51200, 102400, 153600, 204800, 256000, 307200, 358400, 409600 and 460800.
  - The default value for `username.FILESIZE` is 460800.
- username.FILECOUNT
  - Valid values for `username.FILECOUNT` are 1,2,3,4,5,6,7 and 8.
  - The default value for `username.FILECOUNT` is 3.

There are two ways to modify the values of `username.LEVEL`, `username.FILESIZE` and `username.FILECOUNT`. You can use either the GUI or edit the `userlog.properties` files to change the values.

Changing settings using the GUI

The **User Preferences** window on the GUI has a **Tracing** tab which provides a way to alter the trace level, number of trace files and rollover filesize.

To change the debug values in **User Preferences** of the GUI, you must login using the account you wish to trace.

The main control panel page of the GUI changes to the new logging level when it receives the update from the server. Reports that start after the update has been received from the server use the new logging level. However, reports already running continue to use the previous logging level that was configured when the report was opened.

Changing settings using the userlog.properties file

The root user can modify the entries in the `userlog.properties` file using a text editor such as vi.

After the changes have been saved, it can take up to 30 seconds for the new values to reach the CMS Supervisor Web clients.

User level logging

The CMS server creates log files for users that have tracing enabled.The log files are located in the `/opt/cmsweb/log` directory.

The name of the most recent log file is `<username>.log` and older logfiles have the suffix .1, .2, .3 and so on.

The table below displays the contents of the log file:

```
2011-09-20 15:44:11,174 DEBUG cmssvc - LEAVING getAllUserPropertiesHandler
2011-09-20 15:44:11,175 DEBUG cmssvc - ENTERING nextCallStack
2011-09-20 15:44:11,175 DEBUG cmssvc - nextCallStack: stack exhausted
2011-09-20 15:44:11,175 DEBUG cmssvc - ENTERING closeProgressWindow
2011-09-20 15:44:11,175 DEBUG cmssvc - LEAVING closeProgressWindow
2011-09-20 15:44:11,175 DEBUG cmssvc - ENTERING/LEAVING endCallStack
```

WARNING:
Logging is only available when a user is logged into the server. This means that until a successful login is achieved no logging will appear in a user's log file.

Global level logging

In addition to user level logging above, there are two log files that capture additional information:

- `/opt/cmsweb/tomcat6/logs/cms_debug.log` contains logging information for all Avaya softwares running under tomcat or in the browsers.
- `/opt/cmsweb/tomcat6/logs/catalina.out` contains all the non Avaya Tomcat logging information in addition to the contents from `cms_debug.log`.
- The normal CMS server logs, for example, elog, are also available.

Chapter 3: Introducing CMS Supervisor PC client

Avaya CMS Supervisor PC client is a graphical user interface (GUI) to the CMS software. This section provides background information about the Avaya CMS and Avaya CMS Supervisor PC client. Also included are the hardware and software requirements.

This section includes the following topics:

- About CMS Supervisor PC client on page 25
- Installation support on page 28
- Operating system requirements on page 29
- Hardware requirements on page 30
- Required network, serial, or modem connections on page 31

About CMS Supervisor PC client

This section includes the following topics:

- What is new for this release on page 25
- Number of CMS Supervisor PC client windows allowed on page 26
- Number of simultaneous instances allowed on page 26
- Number of PCs allowed to run CMS Supervisor PC client on page 26
- Performance on page 26
- Reliability and availability on page 27
- Security on page 27
- Languages supported on page 27

What is new for this release

For a description of the new features available for this release, see the *Call Management System Change Description* document.

Number of CMS Supervisor PC client windows allowed

CMS Supervisor PC client makes it possible for users to open as many as 12 windows simultaneously. This limit is set for each user by the CMS system administrator. Windows that do not directly use CMS data, such as the color customization data, are not included in this limit. Also, windows that are open for applications other than CMS Supervisor PC client are not included in this limit.

CMS Supervisor PC client can connect to a single CMS. CMS Supervisor PC client does not provide the capability to combine data from more than one CMS.

Number of simultaneous instances allowed

With the recommended configuration listed in Hardware requirements on page 30, you can run as many as four simultaneous CMS Supervisor PC client instances.

The ability to run several instances of CMS Supervisor PC client and the performance of CMS Supervisor PC client in this situation depends on the memory and speed of the PC that you use. It is also affected by any other applications that run on the PC while CMS Supervisor PC client is in use. If simultaneous CMS Supervisor PC client instances run in the background, the PC may require additional memory to maintain acceptable performance.

Number of PCs allowed to run CMS Supervisor PC client

The number of PCs that can run CMS Supervisor PC client are limited by the number of simultaneous users who are contracted for in the site-licensing agreement with Avaya. CMS counts the number of active CMS Supervisor PC client clients that are logged in and limits the number of simultaneous users to the number of logins that were purchased by the customer.

A client may be logged in to a CMS server once per user ID on a single PC.

Performance

When you use CMS Supervisor PC client you may experience slightly slower response times for some actions. The following are a few possible reasons for slower performance:

- The PC’s configuration, processor speed, Level 2 cache, hard disk speed, and video RAM could affect the response time.
- If CMS Supervisor PC client runs simultaneously with other applications, its performance could be affected by those other applications.

- Two or more CMS Supervisor PC client instances that run simultaneously could result in slightly slower response time.
- If CMS Supervisor PC client runs in a LAN environment, it generates additional network traffic. For example, if 250 CMS Supervisor PC client instances run two real-time reports each, CMS Supervisor PC client could require a significant portion of the LAN's capacity. Therefore, ensure that your LAN is engineered appropriately.
- In a LAN environment, network backups can cause congestion on the network and adversely affect the network performance.

Reliability and availability

If serial links or LAN connectivity drop and you are logged in with the Automatic Login capability, CMS Supervisor PC client automatically attempts to restore the connection.

Security

When CMS Supervisor PC client is connected to CMS, you have the same level of security as you do when you use a dedicated CMS terminal. The existing CMS permissions structure is honored. When you use CMS Supervisor PC client on a LAN, you are able to access only the information that is available in a direct-connect environment.

CMS Supervisor PC client also incorporates a SecureShell (SSH) feature for encrypted communications with a CMS Server. For more information on this feature, see Establish SSH settings on page 57.

Languages supported

For information about which CMS Supervisor PC client languages are supported for which Microsoft Windows® operating system languages, see the following table (**X** indicates that the operating system language is supported).

OS Language	**CMS Supervisor PC client Language**											
	English	Italian	French	German	Portu-guese	Spanish	Japanese	Traditional Chinese	Simplified Chinese	Korean	Dutch	Russian
English	X	X	X	X	X	X						
Italian	X	X										

OS Language	CMS Supervisor PC client Language											
	English	Italian	French	German	Portu-guese	Spanish	Japanese	Traditional Chinese	Simplified Chinese	Korean	Dutch	Russian
French	X		X									
German	X			X								
Portuguese	X				X							
Spanish	X					X						
Japanese	X						X					
Traditional Chinese								X				
Simplified Chinese	X								X			
Korean	X									X		
Dutch	X										X	
Russian	X											X

For a list of supported operating systems, see Operating system requirements on page 29.

Installation support

If you have difficulty installing CMS Supervisor PC client, refer to the following sources:

- Operating system requirements on page 29.
- Hardware requirements on page 30.
- The tips in the `readme.txt` file on the disc.
- Troubleshooting on page 91.

If you have further questions, contact the Avaya National Customer Care Center at 1-800-242-2121. For support outside of the United States, contact your Avaya representative or distributor.

Operating system requirements

This section includes the following topics:

- Supported operating systems on page 29.
- Using current versions on page 30.
- What about non supported operating systems? on page 30.
- About upgrades to Windows XP, Windows Vista, or Windows 7 on page 30.

Supported operating systems

Avaya CMS Supervisor PC client R16.3 supports the following 32-bit operating systems:

- Windows XP Professional

  Note:
  Windows XP Tablet PC Edition is not supported

- Windows Vista Enterprise Edition

  Note:
  Windows Vista is not supported when running on a Tablet PC.

- Windows 7

  Note:
  Windows 7 is not supported when running on a Tablet PC.

Avaya CMS Supervisor PC client R16.3 supports the following 64-bit operating systems:

- Windows 7
- Windows Vista

Avaya CMS Supervisor PC client R16.3 supports the following Citrix deployments:

- Citrix XenApp 6.5 Enterprise on Windows 2008 R2 Enterprise 64-bit SP1
- Citrix XenApp 6.5 Enterprise on Windows 2008 R2 Enterprise 64-bit
- Citrix XenApp 6.0 Enterprise on Windows 2008 R2 Enterprise 64-bit SP1
- Citrix XenApp 6.0 Enterprise on Windows 2008 R2 Enterprise 64-bit
- Citrix XenApp 5.0 Enterprise on Windows 2003 R2 Enterprise 32-bit SP2
- Citrix XenApp 5.0 Enterprise on Windows 2003 R2 Enterprise 32-bit

Using current versions

To ensure compatibility, it is recommended that you install the latest service packs for your Microsoft operating system. To ensure security, you must install the latest security patches for your supported Microsoft operating system prior to installing Avaya CMS Supervisor PC client.

What about non supported operating systems?

If you attempt to install CMS Supervisor PC client on a non supported operating system, the setup program will fail without displaying an error message.

About upgrades to Windows XP, Windows Vista, or Windows 7

If you upgrade any Windows operating system to Windows XP without first uninstalling CMS Supervisor PC client, you will lose your ability to uninstall and upgrade CMS Supervisor PC client in the future. If you upgrade any Windows operating system to Windows Vista or Windows 7 without first uninstalling CMS Supervisor PC client you will lose your ability to uninstall, upgrade or run CMS Supervisor PC client.

Perform an upgrade to Windows XP, Vista, or 7 as follows:

1. Uninstall CMS Supervisor PC client
2. Upgrade to Windows XP, Vista, or 7
3. Reinstall CMS Supervisor PC client

Hardware requirements

To install and run CMS Supervisor PC client, your system must meet the following minimum requirements:

- A Pentium-class or compatible processor rated at the appropriate speed:
  - Windows XP: 300 MHz or faster
  - Windows Vista: 1 GHz or faster
  - Windows Server (running Citrix XenApp 5.0, 6.0, or 6.5 Enterprise Edition): 2 GHz or faster
  - Windows 7: 1 GHz or faster

- Free disk space (does not include free space required for CMS Supervisor PC client to run):
  - Windows XP: 100 MB
  - Windows Vista: 100 MB
  - Windows Server (running Citrix XenApp 5.0, 6.0, or 6.5 Enterprise Edition): 100 MB
  - Windows 7: 100 MB

  Note:
  If you want to install CMS Supervisor PC client in more than one language, you need an additional 5 MB of disk space for each language.

  Note:
  When using Windows Server running Citrix XenApp 5.0, 6.0, or 6.5 Enterprise Edition, the amount of disk space, memory, and processing power required varies depending on the number of simultaneous users. For larger deployments, multiple servers will be required.
- Minimally, a CD-ROM disc drive
- RAM:
  - Windows XP: 256 MB
  - Windows Vista: 1 GB
  - Windows 7: 1 GB
  - Windows Server (running Citrix XenApp 5.0, 6.0, or 6.5 Enterprise Edition): 2 GB
- A color SVGA monitor and graphics adapter set to a resolution of at least 800x600 (1024x768 or greater recommended)
- A network, serial, or modem connection

  Note:
  If you want more than one version of CMS Supervisor PC client to run simultaneously on a PC, you will need more memory and disk resources.

Required network, serial, or modem connections

This section includes the following topics:

- Network connections on page 32.
- Serial connections on page 32.
- Modem connections on page 32.

Network connections

To support a network connection, you will need the following:

- TCP/IP network protocol.
- An Ethernet communications board.

These requirements include SecureShell (SSH) connections.

CMS Supervisor PC client now supports IPv6 connectivity. The following list demonstrates the interoperability of IPv6 with different Windows releases:

- IPv6 is enabled “out of the box” on Windows 7 and Windows Vista.
- On Windows XP, IPv6 must be enabled manually using the command:

  `netsh int ipv6 install`

Serial connections

To support a serial connection, you will need the following:

- A serial cable that is correctly wired to support hardware flow control and a 16550A UART communications port.
- An available COM port.

Modem connections

To support a modem connection, you will need at least a 19.2 Kbps modem and a 16550A UART communications port.

If the modem is external, the cable must be correctly wired to support hardware flow control.

Chapter 4: Installing CMS Supervisor PC client

This section describes the options and procedures for installing Avaya Call Management System (CMS) Supervisor on a local PC.

This section includes the following general information:

- Local installations on page 33
- Version upgrades on page 33
- Typical and custom installations on page 35
- Installing CMS Supervisor PC client on a local PC from a disc on page 36
- Installing CMS Supervisor PC client on a local PC from the network on page 36
- What to do if the installation does not start automatically on page 38
- CMS Supervisor PC client silent installation and uninstallation on page 38

Local installations

You can perform a local installation from the CMS Supervisor PC client installation disc or from a directory on the network that has a copy of all the application files. A local installation means that you install all of the CMS Supervisor PC client application files on each PC that will run CMS Supervisor PC client. The application files reside on local disk space on each PC.

Version upgrades

This topic includes information about version upgrades and includes the following topics:

- Upgrading a previously-installed R16 version using a local installation on page 34
- Upgrading from R13 and earlier on page 34
- Upgrading R14 through R15 using a local installation on page 34

Related topics:

- Installing CMS Supervisor PC client on a local PC from a disc on page 36

- Installing CMS Supervisor PC client on a local PC from the network on page 36
- Installing CMS Supervisor PC client with Citrix XenApp 5.0, 6.0, and 6.5 on page 43

Upgrading a previously-installed R16 version using a local installation

The program will prompt you to install the update from the currently installed CMS Supervisor PC client version to the new CMS Supervisor PC client version. The program dialog will display the currently installed CMS Supervisor PC client version and the latest version of CMS Supervisor PC client to which you are upgrading. You will also have the option of cancelling the upgrade.

Upgrading from R13 and earlier

You cannot upgrade to R16.3 when coming from R13 or earlier installs. You must uninstall the current software and install R16.3 as a new install.

Upgrading R14 through R15 using a local installation

The program will prompt you to upgrade Avaya CMS Supervisor PC client to R16. You will also have the option of canceling the installation. You must follow the on-screen instructions to remove the previous installation of CMS Supervisor PC client when prompted or the upgrade will fail.

CAUTION:
During upgrades to R16, the Uninstallation wizard for the earlier version of CMS Supervisor PC client may open a window prompting you to reboot. When prompted for a reboot, select "No, I will restart my computer later." Do not select to reboot or the upgrade will fail.

Important:
Silent upgrades are not supported, as the previous versions of CMS Supervisor PC client do not support a silent uninstall.

Typical and custom installations

Choose a custom installation instead of a typical installation only if you want to install more languages than the typical installation will install.

This section includes the following topics:

- Typical installations on page 35
- Custom installations on page 35

Typical installations

The installation program always installs the English version of CMS Supervisor PC client and online Help (except with Traditional Chinese). If your operating system is in a language other than English, the installation program automatically installs CMS Supervisor PC client and online Help in English plus the language of your operating system.

Examples:

If your operating system is in ...	Then the typical installation will automatically install ...
English	English
Spanish	Spanish and English

Custom installations

You must make sure that your operating system is set to the appropriate language.

Important:
You should always check the available disk space shown at the bottom of the window if you want to add languages. Also, you must make sure that your operating system is set to the appropriate language.

You may not be allowed to install all of the languages supported by CMS Supervisor PC client. For more information, see Languages supported on page 27.

Installing CMS Supervisor PC client on a local PC from a disc

Important:
If you are upgrading CMS Supervisor PC client, you must follow the instructions in Version upgrades on page 33 before installing the new CMS Supervisor PC client version.

To install CMS Supervisor PC client on a local PC from the disc, use the following procedure:

1. Close any programs that are running on the PC.
2. Insert the CMS Supervisor PC client disc into the disc drive.
3. Run Setup.exe and follow the steps on the wizard screens until installation is complete.
4. Establish a connection to the CMS server. For the procedure, see Getting started with CMS Supervisor PC client on page 53.

Related Topics:

- Local installations on page 33.
- Typical and custom installations on page 35.
- What to do if the installation does not start automatically on page 38.

Installing CMS Supervisor PC client on a local PC from the network

If you want to install CMS Supervisor PC client on a local PC from the network, you must first copy the CMS Supervisor PC client installation files from the disc onto the network. Then you install CMS Supervisor PC client onto each client PC from the network.

This section includes the following topics:

- Before you begin on page 37
- Prepare the network directory on page 37
- Installing CMS Supervisor PC client on each PC on page 37

Before you begin

Do the following steps before you install CMS Supervisor PC client:

1. If you want to upgrade CMS Supervisor PC client, read Version upgrades on page 33.
2. Verify that every applicable PC has access to the network resource that contains the CMS Supervisor PC client application files.

   Typically, a mapped network drive provides network access to this computer because it makes it easy to locate the CMS Supervisor PC client application files during the installation. If the CMS Supervisor PC client application files cannot be located, the installation will fail. For information about how to map to a network drive, see Windows Help.

Prepare the network directory

Use the following procedure to prepare the network directory:

1. At a PC that is connected to the network, close all programs that are running on the PC.
2. Insert the CMS Supervisor PC client disc into the disc drive.
3. Open Microsoft Windows Explorer.
4. Create a directory on the network drive and record the path to the directory for later use.
5. Copy the contents of the disc to the directory that you created in Step 4. Be sure to copy *all* of the files.
6. Go to Installing CMS Supervisor PC client on each PC on page 37.

Installing CMS Supervisor PC client on each PC

For each PC you install from a network, do the following steps:

1. Go to Prepare the network directory on page 37 if you have not done so already.
2. Close all programs that are running on the PC.
3. Navigate to **Start** > **Run**.
4. Browse to the network drive and the directory that contains the CMS Supervisor PC client files you copied in Step 5 of Prepare the network directory on page 37.
5. Execute the Setup.exe file that is located in the root directory.

6. Establish a connection to the CMS server. For the procedure, see Getting started with CMS Supervisor PC client on page 53.

Related topics:

- Local installations on page 33
- Typical and custom installations on page 35

What to do if the installation does not start automatically

If the CMS Supervisor PC client installation does not start automatically, do the following steps:

1. From the Windows interface, select **Start > Run**.
2. Do one of the following:

If you want to install from	Then
A software disc	Browse the contents of the software disc and execute the Setup.exe file.
A shared network drive	In Windows Explorer, navigate to the directory where CMS Supervisor PC client is installed on the network and execute the Setup.exe file.

Note:
The setup.exe executable is located in the root directory.

3. Select **OK**.

   The system displays the installation wizard.

CMS Supervisor PC client silent installation and uninstallation

You can install and uninstall CMS Supervisor PC client R16.3 in the silent mode by using the command line interface. If not specified, the target directory for the installed software and the language shortcuts are the same as the **Typical** install option from the GUI.

For a silent install, use the following command:

```
Setup.exe /hide_progress --silent
```

For a silent uninstall, use the following command:

```
Setup.exe /hide_progress /uninst --silent
```

There are additional installation and uninstallation options provided with this build. The following table explains these additional options:

Option	Description
--Help	This option provides you with a summary of the available command line options
--Logdir=<directory>	This option allows you to save a copy of the setup.log file in the specified directory
--TargetDir=<directory>	This option defines the destination directory to be used when you install CMS Supervisor PC client
--<lang>[=yes | =no | =force]	This option allows a different combination of language shortcuts to be made available. --<lang>=yes and --<lang> are equivalent. Only shortcuts for languages supported on the OS are created (see Languages supported and variable definitions on page 40). --<lang>=force forces the language shortcut to be created even if the language is not supported on the OS (see Languages supported and variable definitions on page 40). --<lang>=no removes the shortcut for the specified language. The default shortcut (for example, the English language shortcut on an English OS) cannot be removed using --<lang>=no.

Example

```
Setup.exe /hide_progress --silent --TargetDir=C:\Program Files\
  Avaya\CMSR16_1 --enu=yes --fra --rus=no --chn=yes --kor=force
```

This example command does the following:

- It installs the CMS Supervisor PC client software in silent mode to **`C:\Program Files\Avaya\CMSR16_1.`**
- It creates shortcuts for English, French, and Korean (assuming the software was installed on an English OS).
- It removes Russian, if already installed.
- Simplified Chinese is not installed as it is not supported on an English OS and has not been forced.

Languages supported and variable definitions

The following table lists the languages supported and their variable definitions in CMS Supervisor PC client R16 Maintenance Release 1:

LANGUAGE	Variable
Chinese (simplified)	chn
Chinese (traditional)	tch
Dutch	nld
English	enu
French	fra
German	deu
Italian	ita
Japanese	jpn
Korean	kor
Portuguese	ptb
Russian	rus
Spanish	eso

Adding, viewing and establishing connections to CMS R12/R13 servers

When adding a new entry to the list of servers, R12 and R13 are available in the pulldown list of server versions even though they are no longer officially supported. Connecting to R12 and R13 servers is permissive use only. When R12 or R13 is selected, a warning message is displayed; however the user is permitted to still add an R12 or R13 server to the list.

When viewing the details for a server in the list of servers, a warning message is displayed if the server is an R12 or R13 CMS server. This does not prevent the user from connecting to the server.

When establishing a connection to a CMS R12 or R13 server, a warning message will be displayed.

If you select OK to continue, the connection is established - this is permissive use only. If the user selects Cancel, the connection is not established and the user can select a different server to establlish a connection with.

Chapter 5: Installing CMS Supervisor PC client with Citrix XenApp 5.0, 6.0, and 6.5

This section describes how to install and run CMS Supervisor PC client on a system running Citrix XenApp 5.0, 6.0, and 6.5. This section includes the following topics:

- Installing the software on page 43
- Launching the CMS Supervisor PC client application on page 48
- Uninstalling the software on page 48
- Considerations when using Citrix XenApp on page 50

Installing the software

This section describes how to install and run CMS Supervisor PC client on a Windows Server running Citrix XenApp 5.0, 6.0, and 6.5. This section includes the following topics:

- Prerequisites on page 43
- Installing the CMS Supervisor PC client software on page 44
- Configuring the Citrix software for CMS Supervisor PC client on page 44

Prerequisites

- You must be logged on as an administrator or have administrator privileges.
- Citrix XenApp must be installed and running (this includes configuring IIS, terminal services, user accounts, and any licensing for XenApp, terminal services, and so forth)

CAUTION:
Do not run consecutive installs on the same PC without uninstalling the previous installation (configuration data may be reset if the installer is rerun). For more information see Uninstalling the software on page 48.

Installing the CMS Supervisor PC client software

1. Insert the CMS Supervisor PC client software disc or download the installation software from support.avaya.com.

   Note:
   If the installer starts automatically, select **cancel**.

2. Open a command window running with Administrator privileges.
3. Run the following command at the command prompt:

   ```
   change user /install
   ```

4. From the command prompt, run the **Setup.exe** executable for the CMS Supervisor PC client application. For example if the software disc is in the **D** drive, enter:

   ```
   D:\Setup.exe
   ```

5. Follow the steps on the wizard screens until the installation is complete. Make sure that you select Install to Local PC and install the files at either the default location or somewhere else on your hard drive.
6. Run the following command at the command prompt:

   ```
   change user /execute
   ```

   Important:
   Post installation, you are required to enable Telephony Services. If you do not enable Telephony Services, the entire application becomes unresponsive and new CMS servers cannot be administered using CMS Supervisor PC client.

Configuring the Citrix software for CMS Supervisor PC client

Configure the **Citrix XenApp** software to share the CMS Supervisor PC client application before using the CMS Supervisor PC client application.

Prerequisites

- You must enable the CMS Supervisor PC client application for all Citrix users.
- You must enable Windows Telephony Services on your computer.

Configuring the Citrix software

1. On the appropriate Citrix Access Management Console window, select **Citrix Resources** > **XenApp** > **Farm Name**.

   Note:
   If you have not created a Citrix XenApp farm, you will have to configure one before proceeding.

2. Right-click on **Farm Name** and select **New > Publish application**.

   The system displays the **Welcome** screen.

3. Select **Next.**

   The system displays the **Name** screen.

4. Enter the **Display name** and **Application description**.

   For example, enter CMS Supervisor PC client and CMS Supervisor PC client, respectively.

   Note:
   You can specify a language in the Display name or Application description.

5. Select **Next.**

   The system displays the **Type** screen.

6. Under **Application**, select **Accessed from a server**.

7. Under **Server application type**, select **Installed application**.

8. Select **Next.**

   The system displays the **Location** screen.

9. Enter one of the following Command line entries at the **Command line** prompt:

Note:
If a different target directory was chosen during installation of CMS Supervisor PC client, the path to ACSRun.exe is different.

Language	Command (32-bit system path)
Chinese	"C:\Program Files\Avaya\CMS Supervisor R16\ACSRun.exe" /L:chn
German	"C:\Program Files\Avaya\CMS Supervisor R16\ACSRun.exe" /L:deu
English	"C:\Program Files\Avaya\CMS Supervisor R16\ACSRun.exe" /L:enu
Spanish	"C:\Program Files\Avaya\CMS Supervisor R16\ACSRun.exe" /L:eso
French	"C:\Program Files\Avaya\CMS Supervisor R16\ACSRun.exe" /L:fra
Italian	"C:\Program Files\Avaya\CMS Supervisor R16\ACSRun.exe" /L:ita
Japanese	"C:\Program Files\Avaya\CMS Supervisor R16\ACSRun.exe" /L:jpn
Korean	"C:\Program Files\Avaya\CMS Supervisor R16\ACSRun.exe" /L:kor
Dutch	"C:\Program Files\Avaya\CMS Supervisor R16\ACSRun.exe" /L:nld
Portuguese	"C:\Program Files\Avaya\CMS Supervisor R16\ACSRun.exe" /L:ptb
Russian	"C:\Program Files\Avaya\CMS Supervisor R16\ACSRun.exe" /L:rus
Traditional Chinese	"C:\Program Files\Avaya\CMS Supervisor R16\ACSRun.exe" /L:tch

Language	Command (64-bit system path)
Chinese	"C:\Program Files (x86)\Avaya\CMS Supervisor R16\ACSRun.exe" /L:chn
German	"C:\Program Files (x86)\Avaya\CMS Supervisor R16\ACSRun.exe" /L:deu
English	"C:\Program Files (x86)\Avaya\CMS Supervisor R16\ACSRun.exe" /L:enu
Spanish	"C:\Program Files (x86)\Avaya\CMS Supervisor R16\ACSRun.exe" /L:eso
French	"C:\Program Files (x86)\Avaya\CMS Supervisor R16\ACSRun.exe" /L:fra
Italian	"C:\Program Files (x86)\Avaya\CMS Supervisor R16\ACSRun.exe" /L:ita
Japanese	"C:\Program Files (x86)\Avaya\CMS Supervisor R16\ACSRun.exe" /L:jpn
Korean	"C:\Program Files (x86)\Avaya\CMS Supervisor R16\ACSRun.exe" /L:kor
Dutch	"C:\Program Files (x86)\Avaya\CMS Supervisor R16\ACSRun.exe" /L:nld
Portuguese	"C:\Program Files (x86)\Avaya\CMS Supervisor R16\ACSRun.exe" /L:ptb

Language	Command (64-bit system path)
Russian	"C:\Program Files (x86)\Avaya\CMS Supervisor R16\ACSRun.exe" /L:rus
Traditional Chinese	"C:\Program Files (x86)\Avaya\CMS Supervisor R16\ACSRun.exe" /L:tch

10. Click **Next**.

    The system displays the **Servers** screen.

11. Highlight servers to add.
12. Select **Add** to include servers that will host the CMS Supervisor PC client application.
13. Select **Next** once completed.

    The system displays the **Users** screen.

14. Select the appropriate directory type in the **Select directory type** drop-down list.
15. Click **Add** and select the available users in the selected directory type.
16. Click **Next**.

    The system displays the **Shortcut presentation** screen.

17. Select the shortcut settings as needed for your Citrix applications. You can add a shortcut to your Start menu or to your desktop.
18. Select **Next**.

    The system displays the **Publish immediately** screen.

19. Select **Configure advanced application settings now**.

    Important:
    You must enable the CMS Supervisor PC client application for all Citrix users.

20. Select **Next**.

    The system displays the **Access control** screen.

21. Select the access settings as necessary.

    The defaults for access control are **Allow connections made through Access Gateway Advanced Edition (version 4.0 or later)**, **Any connection**, and **Allow all other connections**.

22. Select **Next**.

    The system displays the **Content redirection** screen.

23. Configure appropriate application limits.
24. Select **Next**.

    The system displays the **Limits** screen.

25. Set CPU priority level to **Normal** only if you are using Citrix 5.0.
26. Select **Next**.

    The system displays the **Client options** screen.
27. Select the following options:
    - **Enable legacy audio**
    - **Start this application without waiting for printers to be created**

Note:
Selecting **Start this application without waiting for printers to be created** means that printing is not available immediately when CMS Supervisor PC client starts.

28. Select **Next**.

    The system displays the **Appearance** screen.
29. Set the Session Window size to **1024x768**. Set the number of colors to High color (16-bit) only if you are using Citrix 5.0.

Important:
Do not select the **Hide application** title bar.

30. Click **Finish** when the settings have been administered.
31. You have successfully configured the CMS Supervisor PC client application.

Launching the CMS Supervisor PC client application

Once the application has been configured within Citrix XenApp, log in to the Citrix server using a web browser or Citrix client software and select the CMS Supervisor PC client application. The application can then be used normally.

Uninstalling the software

This section describes how to uninstall the CMS Supervisor PC client software on servers running Citrix XenApp 5.0, 6.0, and 6.5. For more information see Uninstalling CMS Supervisor PC client on page 51.

Note:
After the software is uninstalled, all software is removed from the server PC (HKCU Registry entries may persist within the Citrix XenApp environment).

This section includes the following topics:

- Prerequisites on page 49
- Precautionary measures on page 49
- Uninstalling the software on page 49

Prerequisites

- You must be logged in as administrator or have administrator privileges
- Stop or exit any CMS Supervisor PC client sessions. The automated uninstaller will fail if CMS Supervisor PC client is running.
- Remove the application from Citrix XenApp.

Precautionary measures

CAUTION:

- Once the uninstall has started, do not break out of the uninstall process. Breaking out of the uninstall process may cause corruption in the Windows Registry. If corruption occurs, you might need to call Avaya technical support.
- If the uninstaller stops due to an instance of CMS Supervisor PC client running, exit the CMS Supervisor PC client session and rerun the uninstaller.
- Uninstalling removes the CMS Supervisor PC client software for all users on the PC not just the current user.
- Uninstalling the software will not remove CMS Supervisor PC client specific data from the HKEY_CURRENT_USER area of the registry for users accessing the software via Citrix XenApp.

Uninstalling the software

Use the Windows Control panel to uninstall the CMS Supervisor PC client application.

Considerations when using Citrix XenApp

This section contains the list of known issues of operation for CMS Supervisor PC client on servers running Citrix XenApp 5.0, 6.0, and 6.5.

- Automatic scripts are not supported when running CMS Supervisor PC client via Citrix XenApp.
- While running CMS Supervisor PC client through Citrix, users must use their own unique login to the CMS Server. Sharing CMS accounts can cause the connection to be rejected.
- When applying Group Policy and other restrictions on a Citrix Server, administrators should not interfere with the normal operation of CMS Supervisor PC client.

Chapter 6: Uninstalling CMS Supervisor PC client

This section provides procedures for uninstalling Avaya Call Management System (CMS) Supervisor.

This section includes the following topics:

- CMS Supervisor PC client uninstall using the Microsoft Windows Add/Remove Programs wizard on page 51
- CMS Supervisor PC client silent uninstall on page 52

CMS Supervisor PC client uninstall using the Microsoft Windows Add/Remove Programs wizard

You can easily uninstall the Avaya Call Management System (CMS) Supervisor application with the Microsoft® Windows **Add/Remove Programs** wizard. Uninstall removes the CMS Supervisor PC client files and directories from the PC.

To uninstall CMS Supervisor PC client, do the following steps:

1. Close all programs that are running on the PC.
2. From the Microsoft Windows **Start** menu, select **Settings** > **Control Panel** (or simply **Control Panel** depending on your version of Windows).
3. Execute the **Add/Remove Programs** feature.

   The system displays the **Add/Remove Programs Properties** window. (**Add or Remove Programs** in XP, **Uninstall a program** or **Programs and Features** in Windows Vista and Windows 7).
4. Select the **Install/Uninstall** tab. (**Change or Remove Programs** for Windows XP, skip this step for Windows Vista and Windows 7).
5. Highlight the entry for CMS Supervisor PC client in the list of installed software.
6. Select **Add/Remove**. For Windows XP, select the **Change/Remove** button. For Windows Vista and Windows 7, select the **Uninstall** button.

   The removal process is started.

7. Select **Yes** or **OK**.

   The system displays the **Perform Uninstall** window and a progress indicator shows what percentage of the files are uninstalled.

   CAUTION:
   If you press **Cancel** at this time, the system cancels the uninstall process. However, because some files have been deleted, CMS Supervisor PC client will not run. Also, the system prevents you from trying to uninstall CMS Supervisor PC client files a second time if you cancel the first attempt.

   After the uninstall is complete, the system returns you to the desktop.

CMS Supervisor PC client silent uninstall

For information on CMS Supervisor PC client silent uninstall, see CMS Supervisor PC client silent installation and uninstallation on page 38.

Chapter 7: Getting started with CMS Supervisor PC client

This section provides procedures for common operations that you will perform in Avaya Call Management System (CMS) Supervisor.

This section includes the following topics:

- About CMS server connection settings on page 53
- Open the CMS Supervisor PC client application on page 54
- Establish the connection on page 54
- Log in to the CMS server for the first time on page 58
- Log in to the CMS server after the first time on page 59
- Log off the CMS server on page 61
- Exit CMS Supervisor PC client on page 62
- Change connection settings on page 62
- Close CMS Supervisor PC client windows on page 63

About CMS server connection settings

You must establish connection settings before you can connect to the Avaya Call Management System (CMS) server.

This section includes the following topics:

- Connection options on page 53
- Automatic and manual on page 54

Connection options

CMS Supervisor PC client has the following connection options to a CMS server:

- Network
- Serial

- Modem
- SSH

Automatic and manual

There are two ways to set these options to connect to the CMS server:

- **Automatic** - This method logs in to the CMS server through the Graphical User Interface (GUI).
- **Manual** - This method logs in to the CMS server through a command line. You would use manual login for the following reasons:
  - You need to login as the `cmssvc` or `cms` user ID.
  - You are instructed to do so for troubleshooting.

Note:
If you need information about your Solaris system for the purpose of logging in through CMS Supervisor PC client, see your Solaris system administrator.

Open the CMS Supervisor PC client application

To open the CMS Supervisor PC client application, do the following steps:

1. From the Microsoft Windows **Start** Menu, select **Programs** > **Avaya** > **CMS Supervisor R16** > **CMS Supervisor R16 -- English**.

   At this point, the CMS Supervisor PC client application is open, but you are not logged in to the CMS server. If you have not yet established connection settings to a CMS server, the system displays the CMS Supervisor Controller and an **Options** window.
2. Continue with Establish the connection on page 54.

Establish the connection

This section includes the following topics:

- Choose settings on page 55
- Establish network settings on page 56
- Establish serial settings on page 56

- Establish modem settings on page 57
- Establish SSH settings on page 57

To establish connection settings to a CMS server, you must use the **Options** window. This window is displayed with the **CMS Servers** tab as the only active tab.

Besides **New**, the other options in the CMS Servers tab are as follows:

- **Remove -** Highlight the name of the server and select this option to remove the CMS server configuration that you entered previously. You will see a message that asks if are sure you want to delete the server configuration. Select **Yes** or **No**.
- **Properties -** Highlight the name of the server and select this option to display the **Server Properties** window, where you can view or change the CMS server configuration properties.

Choose settings

To choose the settings, do the following steps:

1. Perform one of the following actions, depending on how you want to connect to the CMS server:

If you want to connect	Then
Manually	Select the **Manual Login** check box.
Automatically	Do *not* select the **Manual Login** check box.

   For more information, see Automatic and manual on page 54.

2. Since this is a new connection, select **New**.

   The system displays the **Server Properties** window.

3. Perform one of the following actions, depending on the type of connection that you want to establish:

For	The following window is displayed	Go to
A network connection	The **Server Properties** window with network settings.	Establish network settings on page 56
A serial connection	The **Server Properties** window is displayed with serial settings.	Establish serial settings on page 56

For	The following window is displayed	Go to
A modem connection	The **Server Properties** window is displayed with modem settings.	Establish modem settings on page 57
A network connection using SecureShell (SSH)	The **Server Properties** window is displayed with network settings.	Establish SSH settings on page 57

Establish network settings

To establish a network connection, do the following steps:

1. In the **Connection** box, make sure **Network** is selected.
2. In the **Server Name** text box, enter the name of the server that you will use.
3. In the **Network Port** text box, use the default of 23 unless otherwise instructed by your system administrator.
4. Select **OK**.

   The system displays the **CMS Servers** tab with the options that you chose.
5. Select **OK** to accept the network settings. You must select a server from the list before you select **OK**.

   The system displays the Avaya CMS Supervisor Controller window. At this point, you are still not logged in to the CMS server, but you have established connection settings to the CMS server.
6. Continue with Log in to the CMS server for the first time on page 58.

Establish serial settings

To establish a serial connection, do the following steps:

1. In the **Connection** box, make sure **Serial** is selected.
2. In the **Server Name** text box, enter the name of the server that you will use.
3. Select the correct settings for all the fields in the **Serial Settings** box.

   See your CMS administrator for the appropriate serial settings.
4. Select **OK**.

   The system displays the **CMS Servers** tab.

5. Select **OK**.

   The system displays the Avaya CMS Supervisor Controller window. At this point, you are still not logged in to the CMS server, but you have established connection settings to the CMS server.

6. Continue with Log in to the CMS server for the first time on page 58.

Establish modem settings

To establish a modem connection, do the following steps:

1. In the **Connection** box, make sure **Modem is selected**.
2. In the **Server Name** text box, enter the name of the server that you will use.
3. In the **Phone Number** text box, enter the telephone number of the CMS server.

   If you do not know the telephone number, contact your CMS administrator.

4. In the **Modem** box, select the modem from the pull-down list of modems that are configured in Microsoft Windows.
5. Select **OK.**

   The system displays the CMS Servers tab.

6. Select **OK**.

   The system displays the Avaya CMS Supervisor Controller window. At this point, you are still not logged in to the CMS server, but you have established connection settings to the CMS server.

7. Continue with Log in to the CMS server for the first time on page 58.

Establish SSH settings

To establish a SecureShell (SSH) connection, do the following steps:

1. In the **Connection** box, make sure **SSH** is selected.
2. In the **Server Name** text box, enter the name of the server that you will use.
3. In the **Network Port** text box, use the default of 22 unless otherwise instructed by your system administrator.
4. Select **OK.**

   The system displays the **CMS Servers** tab.

5. Select **OK** to accept the network settings. You have to select a server from the list before you select **OK**.

   The system displays the Avaya CMS Supervisor Controller window. At this point, you are still not logged in to the CMS server, but you have established connection settings to the CMS server.

6. Continue with Log in to the CMS server for the first time on page 58.

Log in to the CMS server for the first time

Important:
Windows has certain words that are reserved due to MS-DOS compatibility reasons. These words cannot be used as user login ids because the OS generates an error when, as a part of the logging in procedure, Supervisor tries to create a directory with the name of the login id provided. The following are reserved words and not permitted to be used as login ids:
`con, nul, aux, com1, com2, com3, com4, com5, com6, com7, com8, com9, lpt1, lpt2, lpt3, lpt4, lpt5, lpt6, lpt7, lpt8, lpt9`

After you establish connection settings to the CMS server, you will log in to the CMS server.

To log in to the CMS server for the first time, do the following steps:

1. Use one of the following methods to log in to the CMS server:
   - Select **Login** from the **Connect** menu.
   - Select the **Login** icon .
2. Depending on how you established connection settings to the CMS server, one of two actions will occur:

For	Then	Go to
An automatic login connection	The system displays the **Login Information** window.	Step 3 in Automatic login on page 59
A manual login connection	The system displays the **Manual Login**.	Step 2 in Manual login on page 60

Note:

For SecureShell (SSH) connections, your user ID must have a corresponding password before you can log in to the CMS server. If your user ID was created through the CMS ASCII interface or through CMS Supervisor PC client and you have not yet set a password, you will not be able to log in through an SSH connection.

Log in to the CMS server after the first time

After you log in to CMS Supervisor PC client for the first time and establish your login ID and password, the login procedures change slightly. Follow the procedures for either an automatic or a manual login.

This section includes the following topics:

- Automatic login on page 59
- Manual login on page 60

Automatic login

If the connection settings are established for automatic login, you will log in to the CMS server through the **Automatic Login** window. Now, each time that you open CMS Supervisor PC client, the system displays the Avaya CMS Supervisor Controller window and the **Login Information** window.

To log into the CMS server with automatic login, do the following steps:

1. Launch **CMS Supervisor** icon by executing it from its program group or from the desktop.

   The system displays the Avaya CMS Supervisor Controller window with the **Login Information** window in front of the Controller.
2. From the **CMS Server** pull-down list, select the IP address or name of the CMS server.
3. Enter your CMS login ID in the **Login ID** field, or choose it from the history list of IDs if it has been entered previously.
4. Enter your CMS password in the **Password** field.

5. Select **OK**.

   The system displays a message box that indicates that CMS Supervisor PC client is connecting to the CMS server.

   Once you connect to the CMS server, the system displays the Avaya CMS Supervisor Controller window with the CMS operations that are available on the toolbar. The status line is active and the system displays two new menus, **Commands** and **Scripts**, in the menu bar.

Related topic

For more information on the scripting feature, refer to the Avaya Call Management System Administration guide.

Manual login

If the connection settings are established for manual login, you will log in to the CMS server through the **Manual Login** window. Now, each time that you open CMS Supervisor PC client, the system displays the Avaya CMS Supervisor Controller window and the **Manual Login** window.

Important:
The **Manual Login** window is not recommended for standard Solaris use. For example, do not use this window to edit files. The **Manual Login** window is *not* a Terminal Emulator.

To log into the CMS server with manual login, do the following steps:

1. Launch **CMS Supervisor** icon by executing it from its program group or from the desktop.

   The system displays the Avaya CMS Supervisor Controller window with the **Manual Login** window in front of the Controller. At this time, you are *not* logged in to the CMS server.

2. At the `login` prompt, enter your CMS login ID.

   The system displays the prompts only after you enter information for the previous prompt. All prompts are shown in the example of the **Manual Login** window for convenience.

3. At the `password` prompt, enter your CMS password.

4. Perform one of the following actions, depending on which prompt that the system displays:

If the system displays	Then enter
The `Enter Terminal Type` prompt	**`cvsup`**
The Solaris system prompt	**`cms`**

The system displays the Avaya CMS Supervisor Controller window.

Once you connect to the CMS server, the system displays the Avaya CMS Supervisor Controller window with the CMS operations that are available on the toolbar. The status line is active and the system displays two new menus, **Commands** and **Scripts**, in the menu bar.

Related topics

For more information on the scripting feature, see the Avaya Call Management System Administration guide.

For more information about how to use the Avaya CMS Supervisor Controller window, see the Avaya Call Management System Administration guide.

Log off the CMS server

To log off the CMS server, do the following steps:

1. Use one of the following methods to log off of the CMS server:
   - Select **Logout** from the **Connect** menu.
   - Select the **Exit** icon.

     You are logged out of the CMS server and out of CMS Supervisor PC client.
   - Select the **Logout** icon.

   The system asks you to verify whether you want to log out.
2. Select **Yes** to log off the CMS server.
   - If you selected **Exit** in Step 1, CMS Supervisor PC client logs you out of CMS and exits.
   - If you selected **Logout** in Step 1, CMS Supervisor PC client logs you out of CMS, but the Controller window remains open.
3. Go to Exit CMS Supervisor PC client on page 62.

Exit CMS Supervisor PC client

To exit the CMS Supervisor PC client application, do the following steps:

1. From the **Connect** menu, select **Exit**.
   - If you have logged off from the CMS server, CMS Supervisor PC client is then closed.
   - If you have *not* logged off the CMS server, the system displays the following message: "You are currently logged in. Are you sure you want to exit?"
2. Select one of the following:

If you select	Then
Yes	CMS Supervisor PC client automatically logs you off from the CMS server and then exits.
No	You are returned to the CMS Supervisor Controller window and remain logged in to the CMS server.

Change connection settings

Important:
You *cannot* be logged in to a CMS server when you change connection settings.

To change connection settings to the CMS server, do the following steps:

1. Start CMS Supervisor PC client.
2. Select **Cancel** from either the **Login Information** window or the **Manual Login** window.

   The system displays the Avaya CMS Supervisor Controller window.
3. Select the **Options** icon .

   The **Options** window appears with focus on the **CMS Servers** tab.
4. On the **CMS Servers** tab, select **Properties**.

   The system displays the **Server Properties** window. Notice that the server name is displayed and cannot be changed.
5. In the **Connection** box, select the type of connection you want: **Network**, **Serial**, **Modem**, or **SSH**.

6. Change any settings as needed.

   For information about how to enter serial and modem information, see Establish the connection on page 54.

7. Select **OK** to change the connection.

   The system displays the **CMS Servers** tab.

Close CMS Supervisor PC client windows

To close CMS Supervisor PC client windows, use any of the standard Microsoft Windows-based methods. You can also select **Exit** from the **Connect** menu to close all windows and quit the CMS Supervisor PC client application.

If the CMS server shuts down or is changed to single-user mode, CMS Supervisor PC client displays a warning message and then any open windows are closed.

Chapter 8: CMS operations

This section provides information about the menus that you use to perform Avaya Call Management System (CMS) operations in Avaya CMS Supervisor PC client.

This section includes the following topics:

- About operations on page 65
- Actions menu on page 66

About operations

This section includes the following topics:

- Tasks on the Operations tab on page 65
- How to get to the Operations tab on page 65

Tasks on the Operations tab

Use the **Operations** tab to perform the following tasks:

- Add items to the database
- Find items in the database
- Modify items in the database
- Delete items from the database

Related topics

For detailed information about these tasks, see the Avaya Call Management System Administration guide.

How to get to the Operations tab

Use any of the following paths to navigate to the **Operations** tabs of each specific area:

- **Commands** > **Dictionary**

- **Commands** > **Exceptions**
- **Commands** > **Agent Administration**
- **Commands** > **Call Center Administration**
- **Tools** > **System Setup**
- **Tools** > **Maintenance**
- **Tools** > **User Permissions**

Actions menu

This section includes the following topics:

- Purpose on page 66
- Action menu items on page 66

Purpose

The **Actions** menu is found in the **Dictionary**, **Exceptions**, **Agent Administration**, **Call Center Administration**, **Maintenance**, **System Setup**, and **User Permission** operations windows. Actions are used to perform Avaya CMS-related functions.

Action menu items

The following table lists the **Actions** menu items, their associated buttons, and a definition of each action.

Note:
Some of these actions are only available at specific times under certain conditions.

Action	Button	Description
Add		Adds the data that you entered in the current window to the database.
Cancel		Cancels the operation that is in progress.

Action	Button	Description
Copy Group/ Create		Creates a new group from an existing one.
Delete		Removes the entry on your current window from the Avaya CMS database.
Exit		Exits the window and other associated windows.
Find one		Searches the database for entries that match the input values in the current window.
Get contents		Provides access to the members of the agent group.
List all		Lists all of the entries that matched the current field values.
List Devices		Lists all the devices that are specified in the **Backup/ Restore Devices** window.
Modify		Changes the database entry to reflect the new values that are entered in the current window.
Next		If you have used the **Find One** function, the **Next** button displays the next match that is found. Otherwise, this button is not available.
Previous		If you have used the **Find One** function, the **Previous** button displays the previous match that is found. Otherwise, this button is not available.
Run/Start		Starts the process for your current window.
Script...	No icon	Displays the **Save as Script - Action** window. Use this window to enter information in the appropriate fields, and then select **Add**, **Modify**, or **Delete**, and save it as a script. If **Add**, **Modify**, or **Delete** are not present, the **Save as Script** menu item is not present.
Select tables		Allows you to select specific tables to back up or restore.

Chapter 9: Installing and using Terminal Emulator

This section explains how to install Terminal Emulator and set up profiles.

This section includes the following general information:

- About Terminal Emulator on page 69
- Terminal Emulator main window on page 71
- The Terminal Emulator window on page 74
- Communications tab on page 78
- Modem tab on page 80
- Font tab on page 82
- Install Terminal Emulator on page 83
- Open Terminal Emulator on page 83
- Log in to CMS on page 83
- Exit Terminal Emulator on page 85
- Edit profiles on page 85
- Delete profiles on page 86
- Terminal Emulator messages on page 87
- Resolve Terminal Emulator font problems on page 89
- Terminal Emulator silent install and uninstall on page 89
- Terminal Emulator help on Windows VISTA, Winodws 7 on page 90

About Terminal Emulator

This section includes the following topics:

- Description of Terminal Emulator on page 70
- Installation information on page 70

Description of Terminal Emulator

Terminal Emulator is a software application that emulates a 615 Color (615C) terminal. Use Terminal Emulator to access the Avaya Call Management System (CMS) server from a PC with Microsoft Windows. You can use Terminal Emulator with any Avaya CMS server that supports 615 or 615C terminal types.

Note:
Terminal Emulator is available only with English as interface language.

This application can also be used as a telnet application to a host computer that is not running Avaya CMS.

Terminal Emulator requires the remote host computer to have a terminfo file supporting the 615C color terminal type. This file is a standard part of Avaya CMS. However, if you access a remote host computer that does not have a terminfo file supporting a 615C, Terminal Emulator may not work correctly.

Terminal Emulator is most often used to access the following CMS capabilities, which are not available through Avaya CMS Supervisor PC client:

- ACD Administration - Vector Contents

  You can also use Visual Vectors to access vector information and edit vectors.
- cmsadm and cmssvc login capabilities
- UNIX system command capabilities
- INFORMIX database commands
- Forecasts (if purchased)
- Shortcuts
- Timetables
- Creating and Editing CMS Custom Reports
- Graphical ACD Administration for Avaya communication servers with Expert Agent Selection (EAS)
- Solaris® system command capabilities

Installation information

Terminal Emulator is packaged with CMS Supervisor PC client, but you must install it separately. It is not automatically installed with the latest version of CMS Supervisor PC client. For further information on installing Terminal Emulator, see Install Terminal Emulator on page 83

Terminal Emulator main window

Using the Terminal Emulator main window, you can access the CMS subsystems, view information about an open connection profile, access the terminal emulator help, and perform other functions such as the various commands available in Terminal Emulator.

CMS main menu

The CMS main menu is the window that displays on the left side of the Terminal Emulator window. You can use the CMS main menu to access all of the CMS subsystems. There are three ways you can make a menu selection:

- Press the key for the first unique letter of the menu item (for example, D for Dictionary) and then press the Enter key to select the item.
- Use the up or down arrow keys to highlight the name of the subsystem you would like to access and then press the Enter key to select the item.
- Press the Tab key to move the highlight to the next menu item (or Shift + Tab to move to the previous menu item) and then press the Enter key to select the item.

Title Bar

The top border of a window displays the title of the window. If a connection profile is open in Terminal Emulator, its name is also displayed in the title bar. Otherwise, (untitled) is displayed.

Menu Bar

The Terminal Emulator menu bar contains the following menus:

- Profile
- Edit
- Connection
- Help

Terminal Emulator Function Keys

Like a 615C terminal, there are eight function keys at the bottom of the Terminal Emulator window, which correspond to the function keys on your keyboard. If a connection is not active to a remote host computer, Terminal Emulator labels the keys F1 through F8.

If a connection is active to a remote host computer supporting the 615C terminal type, you may access the function keys using either of the following methods:

- Press the corresponding function key on the keyboard (the same way you access the function keys from the 615C terminal).
- Use the mouse to click on a function key button at the bottom of the Terminal Emulator window. Note that your mouse cannot be used to select items on the remote host computer menus that are displayed inside the emulation window.

When Terminal Emulator is connected to a CMS system, the screen labels indicate the function each key performs. Following are the function keys available in Terminal Emulator.

This section includes the following topics:

- Help Function Key (F1) on page 72
- Window Function Key (F2) on page 72
- Commands Function Key (F3) on page 72
- Keep Function Key (F4) on page 73
- Exit Function Key (F5) on page 73
- Scroll Function Key (F6) on page 73
- Current Function Key (F7) on page 74
- Main Menu Function Key (F8) on page 74

Help Function Key (F1)

The Help Function Key displays the CMS Help menu that allows access to online user information. For example, if you need help with a particular input field on a CMS screen, you can select Field Help and get information pertaining to that particular field. If you need help on the use of a window, you can select More help and get the information.

Window Function Key (F2)

The Window Function Key is used to list, move, and size windows.

Commands Function Key (F3)

The Commands Function Key (F3) allows you to perform the following actions:

- Print the current window
- Create and change passwords
- Access the UNIX/Solaris system
- Select colors
- Select a default printer
- Change your ACD (real or pseudo)
- Save your own default values
- Restore the system default values
- Set the type of exception notification you receive
- Receive a warning when you log off with open windows.

Keep Function Key (F4)

From the Keep Function Key menu, you can create, modify, view, or delete timetables and shortcuts on the CMS server.

Exit Function Key (F5)

The Exit Function Key (F5) works as follows:

- With user windows, the Exit Function Key allows you to close the current window. Focus is then placed on the previously opened window. If no other windows are open, you are returned to the Main Menu. Any secondary windows associated with the current window are closed when this key is pressed.
- With menus/submenus, pressing the Exit Function Key moves the cursor to the previous menu or submenu selection and the current submenu is closed.
- With Function Key menus, if the cursor is on the first Function Key menu (not a Function Key submenu) and you press the Exit Function Key, the cursor returns to the previous position in the current open window or to the Main Menu if there are no open windows.

Scroll Function Key (F6)

The Scroll Function Key allows you to toggle between field traversal (input mode) and paging/scrolling.

Note:
The Scroll Function Key is not necessary in output windows, since you are in scroll mode in these windows.

Current Function Key (F7)

The Current Function Key (F7) allows you to step through the open CMS windows.

Main Menu Function Key (F8)

The Main Menu Function Key displays the Avaya CMS main menu in the Terminal Emulator window but leaves the current window open. Any displayed submenus or Function Key menus disappear.

The Terminal Emulator window

This section includes the following topics:

- Profile menu on page 75
- Edit menu on page 76
- Connection menu on page 77
- Reset menu on page 77
- Help menu on page 78

Profile menu

From this menu you, can create, open, and save a connection profile. You can also exit Terminal Emulator from this menu. Profiles are used to store information that is related to how a particular user connects to the remote host. The following table lists the items on the Profile menu and describes the action that each item performs.

Menu item	Action
New	Creates a new connection profile. By default, this connection profile is named “profile 1” until you save it. This item is unavailable if a connection is already active.
Open...	Selecting this menu item displays the Open Profile dialog box allowing you select and open a previously created profile. The Open Profile dialog box allows two different methods of opening a profile: ● Open - Loads the profile and the associated configuration without connecting to the remote system. ● Connect - Loads the selected profile and the associated configuration and then connects to the remote system. Once you open a profile, it will then occupy the first position in the list of recently accessed profiles under the Profile menu. This item is disabled if an active connection currently exists.
Save	Saves the currently loaded connection profile.
Save As...	Displays the **Save Profile As** dialog. In the **Profile Name** field, enter the name under which the currently loaded profile will be saved. Alternatively, choose to overwrite an existing profile by highlighting it in the list box and selecting the **OK** button. **Note:** If you use an existing profile name, you are presented with a message asking you to confirm the overwriting of the selected profile.

Menu item	Action
1...4	Displays the four most-recently opened connection profiles. You can choose a numbered profile for quick access. The most recently selected profile that you choose becomes profile number 1, and the other items are renumbered accordingly. These items are unavailable if there is a connection already active.
Exit	Exits Terminal Emulator. If there is a connection profile that is modified but not saved, a message box asks you if you want to save the changes to the connection profile. You can also exit Terminal Emulator using any of the standard Windows methods for ending a running application. See your Microsoft Windows documentation for more information.

Edit menu

From this menu, you can copy selected text to the Microsoft Windows Clipboard, paste the contents of the Clipboard to a remote host computer, and clear the contents of the Clipboard. In this case, pasting means sending the selected text to the screen as if it were typed by the user. The capability to cut text is not supported by Terminal Emulator. The following table lists the items on the **Edit** menu and a brief description of the action each item performs. You can also use the basic Microsoft Windows keyboard shortcuts.

Menu item	Action
Copy	Copies the selected text to the Windows Clipboard. The keyboard shortcut for this action is Ctrl + Insert. See your Microsoft Windows documentation for details on how to select text.
Paste	Pastes the contents of the Microsoft Windows Clipboard to the location of your cursor on your PC as if you had entered it. Alternatively, the Shift+Insert keyboard shortcut can be used.
Clear	Clears (deletes) the contents of the Microsoft Windows clipboard.

Connection menu

From this menu, you can connect to, disconnect from, or send a break sequence to a remote host computer. This menu can also be used to set up or change Terminal Emulator options (communications, modem, and font) for the currently selected profile. The **Connection** menu contains the following items:

Menu item	Action
Connect	This menu item establishes a connection to a remote host computer as specified in the current connection profile. If a connection is already active, this menu item is disabled.
Disconnect	Disconnects the currently active connection. This menu item is disabled if a connection is not currently active.
Send Break	Sends a break sequence to the remote host computer. The keyboard shortcut for a break sequence is Ctrl + F5. A break is used to temporarily suspend an operation or transmission of information. If your connection is unresponsive and the host appears not to respond when you press keys on your keyboard, you may want to send a break sequence.
Options...	Select this item from the Connection menu to display the Options for profile dialog box. This dialog box allows you to configure the communications configuration for a new or currently open profile. For more information, see one of the following topics: • Communications tab on page 78 • Modem tab on page 80 • Font tab on page 82 Once you have supplied all necessary information, select the OK button to save your changes. Otherwise, select the Cancel button to disregard any changes that have been made. For additional information, see Setting Terminal Emulator Options.

Reset menu

From this menu, you can reset the terminal for Terminal Emulator. This provides a way to log in to Audix and the communication server.

Help menu

From this menu, you can get online Help for Terminal Emulator. The following table lists the items on the Help menu and describes the action that each item performs.

Menu item	Action
Contents	Selecting the Contents item from the Help menu initializes the Terminal Emulator online help and displays the table of contents.
Technical Support	Shows how to receive Terminal Emulator technical support.
About...	Displays the Terminal Emulator **Help About** window, including version number and Avaya Inc. copyright information.

Communications tab

This section includes the following topics:

- Purpose on page 78
- Connection descriptions on page 79
- Network connection settings on page 79
- Serial and modem connection settings on page 80

Purpose

The Communications tab displays a window that lets you set up or change the connection options to a remote host computer.

Connection descriptions

The following is a description of each of the connection options.

Connection	Description
Network	Use this option to connect to the remote Avaya CMS through a network.
Serial	Use this option to connect to the remote Avaya CMS through a serial connection.
Modem	Use this option to connect to the remote Avaya CMS through a modem.
SSH	Use this option to connect to the remote Avaya CMS through a network connection using SecureShell (SSH).

Network connection settings

After you select **Network**, you see the following fields.

Field	Description
Network	Select this option to connect to a remote CMS server through your local or wide-area network.
Serial	Select this option to connect to a CMS server through a serial connection via a COM port on your PC.
Modem	Select this option to connect to a remote CMS server through a dial-up connection via a telephone line.
SSH	Select this option to connect to a remote CMS server through your local or wide-area network using a SecureShell (SSH) connection. This connection uses encrypted communications.
Avaya CMS Network Address	Enter the name or the Internet Protocol (IP) address of the remote host. There is no default.
Network Port	Enter the network port that you want to connect. The default, except for SSH, is 23, which is the network port reserved for Telnet.

Serial and modem connection settings

After you select **Serial** or **Modem**, you see the following fields.

Setting	Description
Port	From the drop-down list, choose the name of the communication port that you will use to connect to the remote CMS. The options are **COM1**, **COM2**, **COM3**, and **COM4**. If another application or device is using the selected port, a warning message is displayed stating that the selected port cannot be used for Terminal Emulator. **Note:** While a serial port or modem is connected to a remote host computer, the port cannot be used by any other application.
Baud Rate	Choose a Baud Rate from the drop-down list. By default, **9600** is selected. The options are: **110**, **300**, **600**, **1200**, **2400**, **4800**, **9600**, and **19.2K**.
Flow Control	Choose a Flow Control setting from the drop-down list. By default, **Xon/Xoff** is selected. The options are: **None**, **Xon/Xoff (software)**, **Rts/Cts**, or **Both (hardware)**.
Parity	Choose a Parity setting from the drop-down list. By default, **None** is selected. The options are: **None**, **Odd**, **Even**, **Mark**, and **Space**.
Data Bits	Choose a Data Bits setting from the drop-down list. By default, **8** is selected. The options are: **5**, **6**, **7**, and **8**.
Stop Bits	Choose a Stop Bits setting from the drop-down list. By default, **1** is selected. The options are: **1**, **1.5**, and **2**.

Important:
Do not change these settings unless you are instructed to do so by your network administrator.

Modem tab

This section includes the following topics:

- Purpose on page 81

- lBefore you begin on page 81
- Modem Commands field descriptions on page 81

Purpose

Select the **Modem** tab to set up or change dial strings that connect to the remote Avaya CMS through a modem port.

lBefore you begin

Before you can set the modem, go back to the Communications tab and set the following fields:

- **Port**
- **Baud Rate**
- **Flow Control = Rts/Cts**

Modem Commands field descriptions

Use the following information to set up the modem connection.

Field	Description
Phone Number	Enter the telephone number of the remote host computer to which you wish to connect.
Dial Prefix	Enter the characters to send to the modem before the telephone number of the remote host. For example, if a **9** must be dialed before the telephone number, enter **9** after the phrase ATDT (**ATDT9**).
Dial Suffix	Enter the digits to send to the modem after the telephone number of the remote host computer is dialed. For example, if you must enter an extension to reach the host computer, enter that extension in this field.
Hangup String	Enter the characters to send to cause the modem to hang up (disconnect) the connection to the remote host computer. By default, this field contains the string ATH.
Reset String	Enter the characters to reset the modem. The default is ATZ.

Field	Description
Auto Retry	Enables or disables the Auto Retry option. By default, this option is turned off and the modem tries only once to establish a connection to the remote Avaya CMS server.
Time (seconds) allowed for connection	Enter the maximum time to wait for a connection to a remote host computer to be established. Valid values are 1 to 999 seconds. By default, the value is 45 seconds.

Font tab

This section includes the following topics:

- Purpose on page 82
- Font Sizes field descriptions on page 82

Purpose

The Font tab allows you to select the size of the text that the Emulation Window displays. The default size is medium (approximately nine points).

Example

The following figure shows an example of the standard font settings for Terminal Emulator.

Font Sizes field descriptions

In the **Font Sizes** area, select one of the following:

Field	Description
Small	This font is approximately 8 points. It is appropriate for video displays that have a resolution of 640 x 480 (VGA) or less.
Medium	This font is approximately 9 points. It is appropriate for video displays that have a resolution of 800 x 600 or 1024 x 768. Medium is the default font size.

Field	Description
Large	This font is approximately 10 points. It is appropriate for video displays that have a resolution of 1024 x 768 or greater.
Sample text	Provides a sample of the selected font size.

Install Terminal Emulator

To install Terminal Emulator, do the following steps:

1. On the CMS Supervisor PC client software disc, browse to the Terminal Emulator setup file, `SetupTrm.exe`.
2. Execute the `SetupTrm.exe` file to begin the installation.

   After a short wait, the system displays the **Terminal Emulator Setup Welcome**.
3. Select **Next** to proceed with the installation.
4. Follow the instructions that the system displays on the windows to install Terminal Emulator.

   When the Installation is finished, the system displays the **Installation Completed** window.
5. Select **Finish** to return to your desktop.

Open Terminal Emulator

To open Terminal Emulator, select **Programs** > **Avaya** > **Terminal Emulator R16** > **Terminal Emulator R16** from the Start Menu. The Terminal Emulator window is then displayed with no active connection.

Log in to CMS

This section includes the following topics:

- Create profiles on page 84
- To stop the login process on page 84

- Log in with more than four profiles on page 84

Create profiles

To create a profile, do the following steps:

1. Open **Terminal Emulator**.
2. From the **Profile** menu, select **New**.

   The system displays the **Options** window.
3. Set the Terminal Emulator options.

   The Terminal Emulator o**ptions** are grouped under three tabs: **Communications**, **Modem**, and **Font**. For procedures on setting the options in each tab, see Communications tab on page 78, Modem tab on page 80, and Font tab on page 82.
4. Select **Save As** from the **Profile** menu.

   The system displays the **Save Profile As** box.
5. Enter the name of the profile in the **Profile Name** text box.
6. Select **OK**.

   If you want to overwrite an existing profile with one you have just created, double-click the name in the list box.
7. Select the name of the profile you just created to login.

To stop the login process

While doing these procedures, if you want to stop the login process but keep Terminal Emulator running, select **Disconnect** from the **Connection** menu. If you want to stop the login process and close Terminal Emulator, select **Exit** from the **Profile** menu.

Log in with more than four profiles

To log in to CMS if you have more than four profiles, do the following steps:

1. From the **Profile** menu, select **Open**.

   When you select a connection profile, a connection is initiated and the system displays a status window. The system closes the status window when the connection is established.

   - If the connection is established through the network or a dedicated serial line, you see the Avaya CMS login prompt.

- If the connection is established through a modem, the modem dials the number of the remote host and then attempts to connect.

2. At the `login` prompt, enter your CMS login ID, and press Enter**.**
3. At the `password` prompt, enter your CMS password, and press Enter.
4. At the `terminal type` prompt, enter **`cvterm`** and press Enter.

   The system displays the CMS Main Menu.



Tip:
If the system displays a prompt, such as $ or #, instead of the terminal type prompt or the CMS Main menu, enter **`cms`** and press **Enter**.

Exit Terminal Emulator

To exit Terminal Emulator, do the following steps:

1. From the CMS Main Menu, select **Logout**.

   The system displays a Terminal Emulator dialog box which indicates that the connection was broken.

   If the system displays a prompt, such as $ or #, instead of the terminal type prompt or the CMS Main menu, enter **`exit`** and press **Enter**.
2. Select **OK**.
3. From the **Profile** menu, select **Exit**.

   If you select **Exit** or try to close the Terminal Emulator window while a connection is active, the system displays a message asking if you want to exit anyway.

Edit profiles

To edit an existing profile, do the following steps:

1. From the **Profile** menu, select **Open**.
2. Choose the **name** of the profile that you want to edit.
3. Select **Open**.
4. From the **Connection** menu, select **Options**.
5. Edit the profile.

6. Select **OK**.
7. From the **Profile** menu, select **Save.**

Delete profiles

Use this procedure to delete a profile so that it does not appear in *Terminal Emulator*.

Note:
Terminal Emulator should not be running when performing this procedure.

To delete an existing profile in *Terminal Emulator*:

1. Locate the `cvterm.ini` file, which can be found at the following location:
   - Windows XP: \WINDOWS
   - Windows Vista: %APPDATA%\..\Local\VirtualStore\Windows
   - Windows 7: %APPDATA%\..\Local\VirtualStore\Windows

   Note:
   Note there is an %APPDATA% area for each of the users on a PC.
2. Open `cvterm.ini` in the text editor of your choice.

   The file will appear similar to the following:

```
[servername1]
font=small
connect=net
host=servername1.mycompany.com
netport= 23
commport= 1
baud= 9600
parity=n
Databits= 8
StopBits=1
FlowControl= 1
prefix=ATDT
hangup=ATH
reset=ATZ
timeout= 45
cd_timeout= 300
auto_retry= 0
[Settings]
Profiles=servername1 servername2
order=servername2 servername1
Window=11475 4380
[servername2]
font=large
connect=net
host=servername2.mycompany.com
```

```
netport= 23
commport= 1
baud= 9600
parity=n
Databits= 8
StopBits=1
FlowControl= 1
prefix=ATDT
hangup=ATH
reset=ATZ
timeout= 45
cd_timeout= 300
auto_retry= 0
```

3. Under the `[Settings]` entry, remove the profile name that you want to delete from the `Profiles=` and `order=` lines.
4. Locate the `[profile name]` that you want to delete and remove it along with the 16 lines that follow it.
5. Save the `cvterm.ini` file and close it.

   Result: The deleted profile name will no longer appear in *Terminal Emulator*.

Terminal Emulator messages

Terminal Emulator displays error messages and information messages.

This section includes the following topics:

- Description of error messages on page 88
- Description of information messages on page 89

Description of error messages

The following table describes the Terminal Emulator error messages.

Error message	Description
Unable to connect to the remote host	Terminal Emulator failed to connect to the remote host. If the reason for failure can be determined, one of the following messages is displayed: ● Busy, no answer. ● The remote host is not responding. ● The network is not responding.
The connection to the remote host was lost	Some possible causes for this message are: ● The remote host computer has stopped functioning properly. ● The network has dropped the connection. ● The modem has hung up the line.
The profile name does not exist	This message appears if you try to open a profile that does not exist.
The profile name exists, replace?	This message appears if you try to save over a profile that currently exists.
You must specify a hostname to connect to.	The profile being used does not have a remote host system specified in the CMS Network Address field.
Wrong Font Being Used	If the font in the Sample Text window of the Font tab on the Options dialog is in italics, then the Courier New font is not present on your system or is corrupted. The text font used by Terminal Emulator is the Courier New true type font. The font, CVTERM.TTF, is delivered with Terminal Emulator, but this font is only used for the graphical effects for the 615C emulation. If the wrong font is being used, you can attempt to remove and reinstall the Courier New font through the Fonts tool in the Windows Control Panel. Alternatively, you can attempt to copy over the cour.ttf file in the %windir%\Fonts directory with the same file from another PC.
Readme file not found	Ensure that the file, readme.txt, is located in the Terminal Emulator installation directory.

Description of information messages

The following table describes the Terminal Emulator information messages.

Information message	Description
The profile name exists, replace?	Displays if you try to save a profile with the specified name and it already exists.
Save changes to name?	Appears if you try to exit Terminal Emulator without saving changes to the profile with the specified name. Select the **Cancel** button to exit the Save option.
A connection is active, exit anyway?	Displays if you try to exit Terminal Emulator while a connection is active.

Resolve Terminal Emulator font problems

In rare instances, the font used by Terminal Emulator does not install properly. If this happens, you will see characters instead of straight lines surrounding the CMS menus.

To resolve any Terminal Emulator font problems, do the following steps:

1. Use the uninstall program in Windows to uninstall Terminal Emulator.
2. Run `SetupTrm.exe` again.
3. If this does not resolve the problem, uninstall Terminal Emulator again.
4. From a command prompt window, manually delete all `cvterm.*` files from the `windows\fonts` directory.
5. Run `SetupTrm.exe` again.

Terminal Emulator silent install and uninstall

You can install and uninstall Terminal Emulator R16.3 in the silent mode using the command line interface. If not specified, the target directory for the software is the same as the default install option from the GUI.

The **--silent** option is a required parameter for the install and uninstall commands.

The following table explains the other command line options:

Option	Description
--Help	This option provides a summary of the available command line options
--LogDir=<directory>	This option allows you to save a copy of the setup.log file in the specified directory.
--TargetDir=<directory>	This option defines the destination directory that you use when installing Terminal Emulator.

Examples

Use the following command to install the software to **C:\Program Files\Avaya\TER16_1**:

```
Setup.exe /hide_progress --silent --TargetDir=C:\Program Files\
  Avaya\TER16_1
```

Use the following command to uninstall the software:

```
Setup.exe /hide_progress /uninst --silent
```

Terminal Emulator help on Windows VISTA, Winodws 7

Microsoft no longer includes the WinHlp32.exe help system as part of the operating system. If you attempt to open help from Terminal Emulator, Windows will prompt you to install KB917607 if it has not already been installed.

Once WinHlp32.exe is installed, Terminal Emulator help will open correctly.

For more details see http://support.microsoft.com/kb/917607

This applies to the operating systems Windows Vista, Windows 7 and newer.

Chapter 10: Troubleshooting

If you have trouble with any of the procedures in this document, read this section before you call the Avaya support. The problem may be something simple that you can quickly solve yourself.

This section includes the following topics:

- Check for serial or modem connection problems on page 100 on page 91
- PC shutdowns and operating system crashes on page 93
- Resolve error messages on page 93
- Browse errors when logged into multiple CMS servers on page 98
- Find OCX and DLL incompatibilities on page 98
- Resolve TCP/IP host name on page 99
- Check for serial or modem connection problems on page 100

General troubleshooting tips

This section includes the following topics:

- Verify privileges on page 91
- Verify swap files on page 91
- Test operation of networking software on page 92
- Preserve CMS Supervisor PC client user profiles on page 92
- View the readme file on page 92

Verify privileges

To install CMS Supervisor PC client, verify that you have administrator privileges.

Verify swap files

If you have an older PC, make sure that your systems have permanent swap files. This increases performance during swap file operations.

Test operation of networking software

To ensure that the PC networking software is loaded and functional, you should test the networking connectivity to the target CMS server before you run CMS Supervisor PC client. To test this functionality, use the network ftp/telnet application. If this works, but CMS Supervisor PC client still cannot establish connection, it is most likely a problem with the `WINSOCK.DLL` file.

Preserve CMS Supervisor PC client user profiles

In the event of a failure during an upgrade, you can reinstall the old software. However, you will lose any previously-set preferences, scripts, or thresholds.

Use the following procedure to preserve user preferences before you perform an upgrade:

1. In Windows Explorer, locate the current user profiles.

   The default location for R16 (all operating systems), R15 (Windows Vista OS) and R14.1 (Windows Vista OS) is:

   `%APPDATA%\Avaya\CMS Supervisor Rxx\Profiles`

   Note:
   There is an %APPDATA% directory for each of the users on the PC.

2. Open the directory and copy the `Profiles` file tree to another location.
3. Run the uninstall program.

   For more information, see Uninstalling CMS Supervisor PC client on page 51.

4. Use the procedures in this chapter to reinstall CMS Supervisor PC client.
5. Copy the saved profiles to the default locations for each user as appropriate.

View the readme file

On the CMS Supervisor PC client software disc or installation directory, locate and open the `readme.txt` file to view last-minute installation tips for this CMS Supervisor PC client release. Since this file may contain valuable pre-installation information, you may want to read it now instead of waiting until the installation wizard prompts you to read it.

PC shutdowns and operating system crashes

If your PC shuts down, or your operating system crashes during an installation, Avaya Call Management System (CMS) Supervisor will attempt to clean up the installation and re-install the files the next time you attempt the installation.

Resolve error messages

Use the following information to help you with error messages encountered while installing or logging in to CMS Supervisor PC client.

This section includes the following topics:

- Installation messages on page 93
- Login error messages on page 94

Installation messages

The following types of error messages can appear:

- Information - Indicates that the error will not affect the success of the installation. Also indicates that you do not have privileges to perform the installation.
- Warning - Indicates that the error may affect the success of the installation.
- Severe - Indicates that the installation will fail, and that Setup will exit.

Error message	Corrective action	Type
Installing to the `\WINDOWS` or `\WINDOWS\SYSTEM` directories is not permitted. Select another directory.	Select another directory.	WARNING
Invalid directory name specified.	Provide a valid directory name.	WARNING
Invalid Location. You cannot install Avaya CMS Supervisor PC client to a floppy drive. Please select another location.	Select another drive.	WARNING

Error message	Corrective action	Type
Perform Rollback? This installation did not complete. Would you like to rollback the changes that were made during the partial installation?	Select **Yes** to delete files that were installed or to reinstate files in the registry that were changed during the partial installation.	SEVERE
The drive selected either does not exist or has insufficient space available. Enter a different destination drive.	Select another drive.	WARNING
You do not have administrative privileges. Please log on as administrator and install Avaya CMS Supervisor PC client.	Contact your system administrator, or select a PC on which you have administrative privileges.	INFORMATION

Login error messages

Error message	Corrective action
A bad or invalid `WINSOCK.DLL` was detected on the system. Please correct this problem and try again.	Reinstall network stack.
An action cannot be completed because a component (cvsServer) is not responding. Choose **Switch To** to activate the component and correct the problem.	Select **Switch To** to correct the problem.
Could not communicate with the modem.	Make sure that the communications and modem settings are correct. Use the **Communications** and **Modem** tabs in the **Options** window to verify and change settings.
Could not connect to the server	Try again. If you still have trouble after your third attempt, contact your system administrator to see if the server is working properly.
Your Avaya CMS Supervisor PC client software is not compatible with the Avaya CMS server software. The Avaya CMS server must be upgraded before you can log in. Contact your system administrator.	Contact your system administrator.

Error message	Corrective action
This version of Avaya CMS Supervisor PC client is not compatible with the software on your Avaya CMS server. Please upgrade your PC with the appropriate version of Avaya CMS Supervisor PC client. Contact your Avaya CMS system administrator.	Select a different server on which the CMS version that you selected is installed, or select a different CMS version. Contact your CMS system administrator.
Could not find the file DALEAPP.EXE in the Avaya CMS Supervisor PC client directory. Please re-install this file into the Avaya CMS Supervisor PC client directory or contact technical support.	Reinstall CMS Supervisor PC client. If you cannot solve this problem yourself, If you continue to have this problem, you can contact support. See Support on page 11.
Could not initialize communications.	Try again. If you still have trouble after your second attempt, If you continue to have this problem, you can contact support. See Support on page 11.
Could not initialize DALEAPP.EXE. Please try to login again or contact technical support	1. Restart your PC. 2. Try to connect again. 3. If this does not work, reinstall CMS Supervisor PC client and try to connect. 4. If this does not work, If you continue to have this problem, you can contact support. See Support on page 11
Could not open the specified serial port. Please check communications settings, correct any problems, and try again.	In the **Options** window, check the settings under the **Communications** tab. Check to see if any other device is connected to the port and that you have the correct port assigned.
Could not resolve the hostname <user-entered server name>. Please check communications settings, correct any problems, and try again.	The hostname was not recognized by the Domain Name Services (DNS). Try the IP address instead of the hostname. If this does not work, contact your system administrator.
The application could not be started because system memory is low. Please close some applications and try again.	Close any open applications and try again.
The application could not be started because the executable file is corrupt. Please reinstall Avaya CMS Supervisor PC client or call Technical Support.	Remove CMS Supervisor PC client and reinstall it. If you continue to have this problem, you can contact support. See Support on page 11.
The application could not be started because the executable was not found. Please reinstall Avaya CMS Supervisor PC client or call Technical Support.	Reinstall CMS Supervisor PC client or If you continue to have this problem, you can contact support. See Support on page 11

Error message	Corrective action
The application could not be started because the path to the executable was not found. Please reinstall Avaya CMS Supervisor PC client or call Technical Support.	Reinstall CMS Supervisor PC client or If you continue to have this problem, you can contact support. See Support on page 11
The carrier detect signal was lost.	This is a modem-related problem. Try to connect again. If the problem persists, contact your system administrator.
The connection to the server has been lost, and Avaya CMS Supervisor PC client must exit. Please try to connect again later.	This is a network-related problem. A nonrecoverable break in the network was received. Try to log in to the Avaya CMS server again. If the problem persists, contact your system administrator.
The connection to the server was lost.	This is a network-related problem. A nonrecoverable break in the network was received. Try to log in to the Avaya CMS server again. If the problem persists, contact your system administrator.
The file, `WINSOCK.DLL`, could not be found. Please ensure that this file is on your workstation's path.	Check for proper installation of the network. Contact your system administrator for help.
The maximum number of Avaya CMS Supervisor PC client logins on the server has been reached. Please try again later.	The number of users that have been authorized to use CMS Supervisor PC client has been met. You will be denied login until the number of users fall below the authorized number. If you continue to have this problem, you can contact support. If you continue to have this problem, you can contact support. See Support on page 11.
The network connection to <user-entered server name> timed out.	CMS Supervisor PC client was unable to log in to the server. This error indicates that there may be a problem on the server. Contact your Avaya CMS Administrator.
The network connection was broken.	There is possibly a problem with the network. Contact your system administrator.
The passwords you entered do not match. Please retype the passwords and try again.	Check to see if Caps Lock is on. If it is, turn it off. Then, re-enter the password and try again.
The serial connection was broken.	Try to log in to the Avaya CMS server again. If the problem persists, contact your system administrator.

Error message	Corrective action
The server did not recognize your Login ID and/or Password. Please try again.	Make sure that you entered the correct login ID and password. If you did, make sure that Caps Lock is not on.
The server did not respond to the login request. Try again?	This type of error occurs when the network is busy. Try again. If the problem persists, contact your system administrator.
The server does not support this version of Avaya CMS Supervisor PC client. Please contact your system administrator.	There is an incompatibility problem between the server and CMS Supervisor PC client. Upgrade the Avaya CMS server or install an older version of Supervisor.
The server is currently in single-user mode. Please try again later.	You are logging in to the Avaya CMS server when it is in single-user mode. Try again later.
The server is not set up to support Avaya CMS Supervisor PC client. Please contact your system administrator.	Supervisor is not authorized on the server (either the number of CMS Supervisor PC client users = 0 or the feature is not authorized). Contact your system administrator.
The server refused the connection.	In the **Options** window, check the **Network Port** number.
There was an unknown failure on the server.	Contact your Avaya CMS Administrator.
This version of Avaya CMS Supervisor PC client is not supported by the server. Please contact your system administrator.	There is an incompatibility problem between the server and CMS Supervisor PC client. Upgrade the Avaya CMS server or install an older version of CMS Supervisor PC client.
You are not recognized as a valid server user. Please contact your system administrator.	Your login ID is not administered on the Avaya CMS server. Contact your system administrator.
Your new password must differ from the old by at least three character positions.	Choose another password. It must have at least three different character positions than your old password. It also must have at least two alphabetic characters, at least one numeric or special character, and must be six characters in length.
Your password may not be the same as or this similar to your login ID.	Choose another password. It must have at least three different character positions than your old password. It also must have at least two alphabetic characters, at least one numeric or special character, and must be six characters in length.

Error message	Corrective action
Your password must be at least six characters in length.	Choose another password. Your password must have at least two alphabetic characters, and at least one numeric or special character.
Your password must contain at least two alphabetic characters, and at least one numeric or special character.	Choose another password. Your password must also be at least six characters in length.
Your UNIX shell is not set to `/usr/bin/cms`, so Automatic Login will not work properly. Please select **Manual Login** in the **Options** dialog box and try again.	On the CMS Supervisor controller window, select **Tools** then **Options...** From the **Options** window, select **Manual Login** and try logging in to the Avaya CMS server manually. Call your system administrator to change your shell.

Browse errors when logged into multiple CMS servers

When operations that involve retrieving and caching large amounts of data from the CMS cause a significant amount of delay, you may experience browse errors if the operation does not finish in a predetermined amount of time. If this occurs, you can eliminate this type of error by making a Registry modification on the PC.

CAUTION:
If you use the Registry editor incorrectly, you can cause serious problems that may require you to reinstall your operating system. You can refer to the `readme.txt` file for the procedures and for more detailed information, but Avaya, Inc. recommends that you call technical support before you attempt to make any Registry modifications on the PC.

Find OCX and DLL incompatibilities

CMS Supervisor PC client and other applications on your PC use OLE Custom Extension (OCX) and Dynamic Link Library (DLL) files. Some of the OCX and DLL files used by CMS Supervisor PC client may already exist on the PC because they are used by other applications. Problems can occur when CMS Supervisor PC client uses existing OCXs and DLLs that are an incompatible with what CMS Supervisor PC client needs. These problems may appear as General Protection Faults (GPF), lockups, or other unexpected problems.

To determine if this type of problem exists, do the following steps:

1. Perform one of the following actions:
   - Remove everything from your **Startup** group.
   - Hold down **Shift** and press **L** while starting.
2. Restart Microsoft Windows.
3. Run CMS Supervisor PC client. Make sure that CMS Supervisor PC client is the only application that is running.

   If the problem no longer persists, it means that other software loaded on your PC is using an OCX or a DLL that is not compatible with CMS Supervisor PC client.
4. Run each software program that was in the **Startup** group, individually.

For support information, see Support on page 11. Contact Avaya for support. If you still encounter problems, then you will not be able to run this software at the same time as you run CMS Supervisor PC client. In rare instances, other software applications cannot co-reside with CMS Supervisor PC client on the same PC

Resolve TCP/IP host name

In the event that initial configuration of the TCP/IP server for CMS Supervisor PC client has an error or other problem, use the following procedure to resolve host name problems:

1. To ensure that this is the problem, open a command prompt window.
2. Ping the Avaya CMS host.

   If the host cannot be found, contact your network administrator. If the host is found, the reply will contain the host's IP address.
3. Check that the Avaya CMS host entry on the Domain Name Server (DNS) is correct. If it is wrong or missing, use the IP address returned to you to correct or create the entry.
4. Edit the `LMHOSTS` file on the PC to include a line for the Avaya CMS server, which is in the following format:

   `server name IP address`

   Example:

   `myserver 123.123.123.123`

Check for serial or modem connection problems

If you have a bad serial or modem connection, you will encounter slow data transfers and frequent loss of the serial connection. CMS Supervisor PC client will report this as a *Serial Connection Broken* error message. If automatic login was selected, CMS Supervisor PC client will attempt to connect again.

To check for serial or modem connection problems, do the following steps:

1. Make sure that the **RTS/CTS** flow control string is selected in the **Options** window.
2. Check to see if your serial connection to the Avaya CMS server or modem is wired correctly for hardware flow control. For modem connections, make sure you have the correct cable wiring between the modem and the Avaya CMS server.
3. Your hardware flow control on the Avaya CMS server's serial ports must be on and functioning properly. Refer to the your server platform documentation for correct configuration of hardware flow control for your respective serial communications.
4. 16550A UARTS must be in use on the PC running CMS Supervisor PC client. The following parameters in the `[386Enh]` section of the PC's `SYSTEM.INI` file should be set to:

   COM*n*FIFO=1

   For this parameter, substitute ***n*** for the communications port you want to use. This will ensure that the FIFO buffer capability of the communications port is used.
5. Some terminal server connections may require the addition of

   EscAllCtrl=1

   in the `[LINK]` section of the `Centrevu.ini` file.

Appendix A: Installed files

This section lists the files installed with CMS Supervisor PC client and Terminal Emulator. The variable <***TARGETDIR***> represents the install location. The variable <***WINDIR***> represents the Windows directory.

CMS Supervisor PC client files

<*TARGETDIR*>\acsAA.exe

<*TARGETDIR*>\acsApp.exe

<*TARGETDIR*>\acsCheckRegistry.exe

<*TARGETDIR*>\acsCNTRL.exe

<*TARGETDIR*>\acsCopyRegistry.exe

<*TARGETDIR*>\ACScript.exe

<*TARGETDIR*>\acsFENG.EXE

<*TARGETDIR*>\acsRep.exe

<*TARGETDIR*>\ACSRun.exe

<*TARGETDIR*>\acsRWDrv.exe

<*TARGETDIR*>\acsSRV.exe

<*TARGETDIR*>\ACSTrans.exe

<*TARGETDIR*>\acs_ssh.exe

<*TARGETDIR*>\acs_tnetd.exe

<*TARGETDIR*>\chn_cv.chm

<*TARGETDIR*>\chn_rd.cnt

<*TARGETDIR*>\CHN_RD.HLP

<*TARGETDIR*>\chn_rw.CNT

<*TARGETDIR*>\CHN_RW.HLP

<*TARGETDIR*>\comctl32.ocx

<*TARGETDIR*>\CSCMD32.OCX

<*TARGETDIR*>\CSFORM32.OCX

<*TARGETDIR*>\csp16.dat

<*TARGETDIR*>\CSPCTR32.OCX

<*TARGETDIR*>\CSPLST32.OCX

<*TARGETDIR*>\CSSPIN32.OCX

<*TARGETDIR*>\CSTEXT32.OCX

<*TARGETDIR*>\cvsBmpG.dll

<*TARGETDIR*>\CVSBR.dll

<*TARGETDIR*>\CVSCache.dll

<*TARGETDIR*>\cvschn.dll

<*TARGETDIR*>\cvsCONN.DLL

<*TARGETDIR*>\cvsCTLG.dll

<*TARGETDIR*>\CVSDaCom.dll

<*TARGETDIR*>\CVSDale.dll

<*TARGETDIR*>\cvsdeu.dll

<*TARGETDIR*>\cvsDOBJ.dll

<*TARGETDIR*>\CVSDSrv.dll

<*TARGETDIR*>\cvsenu.dll

<*TARGETDIR*>\cvsERR.dll

<*TARGETDIR*>\cvseso.dll

<*TARGETDIR*>\cvsFileSys.DLL

<*TARGETDIR*>\cvsfra.dll

<*TARGETDIR*>\cvsita.dll

<*TARGETDIR*>\cvsjpn.dll

<*TARGETDIR*>\cvskat.dll

<*TARGETDIR*>\cvskor.dll

<*TARGETDIR*>\CVSLog.dll

<*TARGETDIR*>\CVSMap.dll

<*TARGETDIR*>\cvsMB.ocx

<*TARGETDIR*>\cvsMSNGR.DLL

<*TARGETDIR*>\cvsnld.dll

<*TARGETDIR*>\CVSOS.dll

<*TARGETDIR*>\cvsptb.dll

<*TARGETDIR*>\cvsREG.dll

<*TARGETDIR*>\cvsretrb.dll

<*TARGETDIR*>\cvsrus.dll

<*TARGETDIR*>\cvsRWMn.dll

<*TARGETDIR*>\cvsSCALL.dll

<*TARGETDIR*>\cvsSCCD.dll

<*TARGETDIR*>\cvsScorg.dll

<*TARGETDIR*>\cvsSCPAX.dll

<*TARGETDIR*>\cvsSCRPT.dll

<*TARGETDIR*>\cvsSCUI.dll

<*TARGETDIR*>\CVSSM.dll

<*TARGETDIR*>\cvssnz.dll

<*TARGETDIR*>\cvsstd120.dll

<*TARGETDIR*>\cvsstd130.dll

<*TARGETDIR*>\cvsstd140.dll

<*TARGETDIR*>\cvsstd150.dll

<*TARGETDIR*>\cvsstd160.dll

<*TARGETDIR*>\cvsstd161.dll

<*TARGETDIR*>\cvsstd162.dll

<*TARGETDIR*>\cvsTAPI.DLL

<*TARGETDIR*>\cvstch.dll

<*TARGETDIR*>\CVSTHR.dll

<*TARGETDIR*>\CVSUfo.dll

<*TARGETDIR*>\cvsup32.dll

<*WINDIR*>\cvsupv16.cfg

<*TARGETDIR*>\deu_cv.chm

<*TARGETDIR*>\deu_rd.cnt

<*TARGETDIR*>\DEU_RD.HLP

<*TARGETDIR*>\deu_rw.CNT

<*TARGETDIR*>\DEU_RW.HLP

<*TARGETDIR*>\enu_cv.chm

<*TARGETDIR*>\enu_rd.cnt

<*TARGETDIR*>\enu_rd.hlp

<*TARGETDIR*>\enu_rw.cnt

<*TARGETDIR*>\enu_rw.hlp

<*TARGETDIR*>\eso_cv.chm

<*TARGETDIR*>\eso_rd.cnt

<*TARGETDIR*>\ESO_RD.HLP

<*TARGETDIR*>\eso_rw.CNT

<*TARGETDIR*>\ESO_RW.HLP

<*TARGETDIR*>\feact.bmp

<*TARGETDIR*>\feact.dat

<*TARGETDIR*>\fra_cv.chm

<*TARGETDIR*>\fra_rd.cnt

<*TARGETDIR*>\FRA_RD.HLP

<*TARGETDIR*>\fra_rw.CNT

<*TARGETDIR*>\FRA_RW.HLP

<*TARGETDIR*>\GdiPlus.dll

<*TARGETDIR*>\ita_cv.chm

<*TARGETDIR*>\ita_rd.cnt

<*TARGETDIR*>\ITA_RD.HLP

<*TARGETDIR*>\ita_rw.CNT

<*TARGETDIR*>\ITA_RW.HLP

<*TARGETDIR*>\jpn_cv.chm

<*TARGETDIR*>\Jpn_rd.cnt

<*TARGETDIR*>\JPN_RD.HLP

<*TARGETDIR*>\jpn_rw.cnt

<*TARGETDIR*>\JPN_RW.HLP

<*TARGETDIR*>\kor_cv.chm

<*TARGETDIR*>\kor_rd.cnt

<*TARGETDIR*>\kor_rd.hlp

<*TARGETDIR*>\kor_rw.CNT

<*TARGETDIR*>\KOR_RW.HLP

<*TARGETDIR*>\Locale\cvschn.dll

<*TARGETDIR*>\Locale\cvsdeu.dll

<*TARGETDIR*>\Locale\cvsenu.dll

<*TARGETDIR*>\Locale\cvseso.dll

<*TARGETDIR*>\Locale\cvsfra.dll

<*TARGETDIR*>\Locale\cvsita.dll

<*TARGETDIR*>\Locale\cvsjpn.dll

<*TARGETDIR*>\Locale\cvskat.dll

<*TARGETDIR*>\Locale\cvskor.dll

<*TARGETDIR*>\Locale\cvsnld.dll

<*TARGETDIR*>\Locale\cvsptb.dll

<*TARGETDIR*>\Locale\cvsrus.dll

<*TARGETDIR*>\Locale\cvstch.dll

<*TARGETDIR*>\MFC30.DLL

<*TARGETDIR*>\MFCANS32.DLL

<*TARGETDIR*>\MFCUIA32.DLL

<*TARGETDIR*>\MFCUIW32.DLL

<*TARGETDIR*>\msvbvm60.dll

<*TARGETDIR*>\nld_cv.chm

<*TARGETDIR*>\nld_rd.cnt

<*TARGETDIR*>\NLD_RD.HLP

<*TARGETDIR*>\nld_rw.CNT

<*TARGETDIR*>\NLD_RW.HLP

<*TARGETDIR*>\OC30.DLL

<*TARGETDIR*>\PICCLP32.OCX

<*TARGETDIR*>\ptb_cv.chm

<*TARGETDIR*>\ptb_rd.cnt

<*TARGETDIR*>\PTB_RD.HLP

<*TARGETDIR*>\ptb_rw.CNT

<*TARGETDIR*>\PTB_RW.HLP

<*TARGETDIR*>\QPRO32.DLL

<*TARGETDIR*>\readme.txt

<*TARGETDIR*>\RegistryDefaults.bat

<*TARGETDIR*>\rus_cv.chm

<*TARGETDIR*>\rus_rd.cnt

<*TARGETDIR*>\RUS_RD.HLP

<*TARGETDIR*>\rus_rw.CNT

<*TARGETDIR*>\RUS_RW.HLP

<*TARGETDIR*>\setup.CNT

<*TARGETDIR*>\SETUP.HLP

<*TARGETDIR*>\setup.log

<*TARGETDIR*>\sReg.bat

<*TARGETDIR*>\Ss32x25.ocx

<*TARGETDIR*>\SSCALA32.OCX

<*TARGETDIR*>\ssdock32.ocx

<*TARGETDIR*>\stdbtns.dat

<*TARGETDIR*>\supervsr.ico

<*TARGETDIR*>\TAB32X20.OCX

<*TARGETDIR*>\TABCTL32.OCX

<*TARGETDIR*>\tch_cv.chm

<*TARGETDIR*>\tch_rd.cnt

<*TARGETDIR*>\tch_rd.hlp

<*TARGETDIR*>\tch_rw.cnt

<*TARGETDIR*>\tch_rw.hlp

<*TARGETDIR*>\Threed32.ocx

<*TARGETDIR*>\TimeZone

<*TARGETDIR*>\TimeZoneFullList

<*TARGETDIR*>\USRDEF.CTL

<*TARGETDIR*>\Vcfi32.ocx

<*TARGETDIR*>\Vsocx32.OCX

<*TARGETDIR*>\Vsview2.lic

<*TARGETDIR*>\VSVIEW2.OCX

<*TARGETDIR*>\wlangdet.dll

Terminal Emulator files

<*TARGETDIR*>\acsterm.exe

<*TARGETDIR*>\acs_ssh.exe

<*TARGETDIR*>\acs_tnetd.exe

<*TARGETDIR*>\ATL.DLL

<*TARGETDIR*>\CSCMD32.OCX

<*TARGETDIR*>\cvsMB.ocx

<*TARGETDIR*>\CVTERM.TTF

<*TARGETDIR*>\cvtermj.ttf

<*TARGETDIR*>\enu_te.CNT

<*TARGETDIR*>\ENU_TE.HLP

<*TARGETDIR*>\mfc40.dll

<*TARGETDIR*>\mfc42.dll

<*TARGETDIR*>\MFCANS32.DLL

<*TARGETDIR*>\MSCOMM32.OCX

<*TARGETDIR*>\MSVBVM50.DLL

<*TARGETDIR*>\msvcrt.dll

<*TARGETDIR*>\msvcrt40.dll

<*TARGETDIR*>\MSWINSCK.OCX

<*TARGETDIR*>\OC30.DLL

<*TARGETDIR*>\OLE32.DLL

<*TARGETDIR*>\OLEAUT32.DLL

<*TARGETDIR*>\readme.txt

<*TARGETDIR*>\REGSVR32.EXE

<*TARGETDIR*>\RPCRT4.DLL

<*TARGETDIR*>\TAB32X20.OCX

<*TARGETDIR*>\TEsetup.log

<*TARGETDIR*>\tmspl16.dat

Glossary

ACD	See *Automatic Call Distribution*.
Actions menu	A menu in the upper-left corner of the Avaya CMS Supervisor Operations windows. The menu lists the actions available for that particular user window (for example, add, modify, and delete). You select an action after you enter the necessary data in the user window.
Add	An Avaya CMS Supervisor PC client action that adds the data entered in the given window to the Avaya CMS database.
Add/Remove Programs wizard	A Microsoft Windows® feature that guides you through a series of steps in order to remove programs that have been installed on your computer. The Add/Remove icon is found in the Control Panel dialog box.
Administrator privileges	Permissions assigned to an Avaya CMS Supervisor PC client user in order to administer specific elements, such as installing Avaya CMS Supervisor PC client on a network. Access permissions are specified as read or write permission. Read permission means the user can only access and view Avaya CMS Supervisor PC client data. Write permission means the Avaya CMS Supervisor PC client user can add, modify, or delete Avaya CMS Supervisor PC client data.
Agent	A person who answers calls to an extension in an ACD split/skill. The agent is known to Avaya CMS by a login identification keyed into a voice terminal.
Agent reports	A group of reports that give the status of agents in an agent group, selected splits or skills, or real-time information and statistics.
Agent skill	An attribute that is associated with an A agent. Agent Skills can be thought of as the ability for an agent with a particular set of skills to handle a call that requires one of a set of skills. An agent can be assigned up to four skills.
Application directory	A directory on the network server that holds the Avaya CMS Supervisor PC client application software - executables and components.
Automatic Call Distribution (ACD)	A communication server feature using software that channels high-volume incoming and outgoing call traffic to agent groups (splits or skills). Also an agent state where the extension is engaged on an ACD call.
Automatic Script	An Avaya CMS Supervisor PC client feature that launches a new Avaya CMS Supervisor session that logs into Avaya CMS and runs the requested tasks in the background. Actions do not display on the PC. See also *Interactive Script* and *Script*.
Avaya Business Advocate	A collection of ECS features that provide new flexibility in the way a call is selected for an agent in a call surplus situation and in the way that an agent is selected for a call.

Avaya Call Management System (CMS)	A software product used by business customers that have Avaya telecommunications communication servers and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the communication server. The Avaya CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature in the communication server.
Avaya CMS	See *Avaya Call Management System*.
Client	A single PC that uses Avaya CMS Supervisor PC client.
Controller	An Avaya CMS Supervisor PC client feature that allows the user to access Avaya CMS reports and operations. The Controller includes a toolbar, a menu bar, a status bar, tooltips, and indicators.
Custom reports	Real-time or historical reports that have been customized from standard reports or created from scratch.
Database	A group of tables that store ACD data according to a specific time frame: current and previous intrahour real-time data and intrahour, daily, weekly, and monthly historical data.
Database item	A name for a specific type of data stored in one of the Avaya CMS databases. A database item may store ACD identifiers (split numbers or names, login IDs, VDNs, and so forth) or statistical data on ACD performance (number of ACD calls, wait time for calls in queue, current states of individual agents, and so forth).
Database table	Avaya CMS uses these tables to collect, store, and retrieve A data. Standard Avaya CMS items (database items) are names of columns in the Avaya CMS database tables.
Data points	Points of historical data. A data point should include data for each interval of the working day.
Delete	An Avaya CMS Supervisor PC client action that removes the entry on the window from the Avaya CMS database.
Designer reports	Customized reports that can be created with Avaya CMS Supervisor PC client Report Designer. Designer Reports are run from Avaya CMS Supervisor PC client.
Dialog box	A small on-screen window that conveys or requests information from the user. This window can contain list boxes, text boxes, tabbed pages, and so forth.
Dictionary	An Avaya CMS subsystem that can be used to assign names to various call center elements such as login IDs, splits/skills, trunk groups, VDNs and vectors. These names appear on reports, making them easier to interpret.
Edit menu	A menu on the Avaya CMS Supervisor Operations windows. The menu lists the actions available for that particular user window (for example, cut, copy, and paste).

Exception	A type of activity on the ACD which falls outside of the limits you have defined. An exceptional condition is defined in the Avaya CMS Exceptions subsystem, and usually indicates abnormal or unacceptable performance on the ACD (by agents, splits/skills, VDNs, vectors, trunks, or trunk groups).
Exceptions reports	Display occurrences of unusual call-handling events.
Find One	An Avaya CMS action that searches the database for entries that match the input value.
Graphics	An Avaya CMS reporting option that allows you to view some reports in bar graph format.
Historical reports	Display past ACD data for various agent, split/skill, trunk, trunk group, vector, or VDN activities. A report summary of call data into daily, weekly, or monthly totals
HTML	See *HyperText Markup Language.*
Hypertext	A linkage between related text. For example, if you select a word in a sentence, information about that word is retrieved if it exists, or the next occurrence of the word is found.
HyperText Markup Language	A standard for defining documents with hypertext links. See also *Hypertext*.
Input field	An area on window where you specify information that you would like to view, add, modify, or delete.
Installation directory	A directory on the network that holds all of the Avaya CMS Supervisor PC client files. `Setup.exe` is run from this directory to install Avaya CMS Supervisor PC client on each client computer.
Integrated reports	Integrated reports compile call center information from any starting point in the last 24 hours up to and including the current interval.
Interactive Script	An Avaya CMS Supervisor PC client feature that runs the requested tasks in the current Avaya CMS Supervisor PC client session and displays the actions on the PC. You can input requested information while the script is running. See also *Automatic Script* and *Script*.
LAN	See *Local Area Network*.
List All	An Avaya CMS action that lists all the entries that matched the current field values.
Local Area Network (LAN)	Two or more computers connected by cable and using a suitable operating system and application software so they can directly share hard disks, printers, and other peripherals, and files.
Local installation	With this type of installation, you install all of the Avaya CMS Supervisor PC client software to disk space on each local computer from a software disc or from the network.
Log	A file that contains a record of computer activity as well as backup and recovery data.

Maintenance	An Avaya CMS subsystem that is used for doing routine maintenance of the Avaya CMS, such as backing up data, checking on the status of the connection to the communication server, and scanning the error log.
Name fields	Fields in which you may enter a name (synonym) that has been entered in the Dictionary subsystem (for example, names of agents, splits/skills, agent groups, trunk groups, vectors, VDNs).
Network server	A computer in a network shared by multiple users.
Pop-up	A small window containing information that is displayed over a Help window.
Queue/Agent reports	A group of reports that give the status of all top agents in a skill and queue status, or skill status for a selected skill.
Readme file	A file that provides up-to-the-minute information on a newly released product; in this case, Avaya CMS Supervisor PC client.
Read-Only	A directory or file that can be read, but not updated or erased.
Real-Time reports	Display current ACD call activity on agents, splits/skills, trunks, trunk groups, vectors, and VDNs for the current or previous intrahour interval. Current intrahour interval real-time reports are constantly updated as data changes during the interval. Previous intrahour interval real-time reports show data totals for activity that occurred in the previous intrahour interval.
Registry	The system-wide depository of information supported by Microsoft Windows. The registry contains information about the system and its applications, including clients and servers.
Report Designer	An Avaya CMS Supervisor PC client feature that enables users to design their own reports.
Report Wizard	An Avaya CMS Supervisor PC client feature that delivers user assistance, by way of a wizard, to quickly and easily generate new customized reports. The wizard provides instructional help that guides the user through a series of tasks that create a new customized report. Report Wizard is a supplement to Report Designer.
Run	A Microsoft Windows command that lets you execute a program, such as Avaya CMS Supervisor PC client installation.
Scripting	An Avaya CMS feature that lets you automate actions such as changing an agent's skills, running reports, exporting report data, and many other Avaya CMS functions. For example, you can create a script to run a specified report and export the data on schedule.
Scroll	To use the bar on the side of the report window to move forward, backward, up, or down within a window.
SecureShell (SSH)	This is a method of securing communications and operations over a network by using multiple encryption algorithms.
Setup program	A program that configures a system for a particular environment; for example, it informs the system of a new device or interface, such as Avaya Call Management System Framework.

Shared installation With this type of installation, the Avaya CMS Supervisor PC client application software is installed to a shared application directory on the network server, but user-specific files and logs are stored in an Avaya CMS Supervisor PC client directory on each user's PC or on their own network drive.

Shortcut An icon on your computer screen that enables you to select and run an application (for example, Avaya CMS Supervisor PC client) quickly and easily.

Skill An attribute that is assigned to an ACD Agent. Agent Skills can be thought of as the ability for an Agent with a particular set of skills to handle a call that requires one of those skills.

Solaris system A multi-user operating system developed by Sun Microsystems. The operating system on which Avaya CMS runs.

Split A group of extensions that receives special-purpose calls in an efficient, cost-effective manner. Normally, calls to a split arrive primarily over one or a few trunk groups.

Standard reports The set of reports that are delivered with the CMS or Avaya CMS Supervisor PC client software.

Start menu The menu that appears when you select Start in the Microsoft Windows taskbar. This menu contains programs and other Microsoft Windows applications.

Taskbar The bar that appears by default at the bottom of the Microsoft Windows desktop. You can select buttons that appear on this bar to alternate between running programs.

Terminal A combination of monitor (video display) and keyboard used to communicate with a remote computer to enter and display information.

Terminal Emulator An Avaya CMS Supervisor PC client software application that emulates a 615 Color (615C) terminal.

Toolbar A row of Controller buttons used to activate various functions of the Avaya CMS Supervisor PC client application.

Tooltips Brief descriptions that display when the mouse pointer is over a toolbar button.

Trunk group report Displays the status of each trunk in a selected trunk group.

User ID The login ID for an Avaya CMS user.

VDN See *Vector Directory Numbe*r.

VDN reports A group of reports that show profiles of current VDN performance, call handling information for a specific VDN based on skill preference, and how calls to specific VDNs have been handled.

Vector A list of steps that process calls in a user-defined manner. The steps in a vector can send calls to splits, play announcements and music, disconnect calls, give calls a busy signal, or route calls to other destinations.

Vector Directory Number (VDN)	An extension number that enables calls to connect to a vector for processing. A VDN is not assigned an equipment location. It is assigned to a vector. A VDN can connect calls to a vector when the calls arrive over an assigned automatic-in trunk group or when calls arrive over a dial-repeating (DID) trunk group and the final digits match the VDN.
Vector report	A report that lists the number of calls to specific vectors.
Window	A rectangular, on-screen frame through which you can view a menu, data entry fields, reports, or messages.
Wizard	A tutor built into the software that guides you through procedures.

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