



# **INTUITY™ Messaging Solutions**

Release 5

Upgrade Procedures

585-313-117  
Issue 4  
June 2002

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#### Notice

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

#### Your Responsibility for Your System's Security

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your system manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Avaya does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Avaya will not be responsible for any charges that result from such unauthorized use.

#### Avaya Corporate Security

Whether or not immediate support is required, all toll fraud incidents involving Avaya products or services should be reported to Avaya Corporate Security at 1 800 821-8235. In addition to recording the incident, Avaya Corporate Security is available for consultation on security issues, investigation support, referral to law enforcement agencies, and educational programs.

#### Avaya Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical support or assistance, call the Avaya National Customer Care Center Toll Fraud Intervention Hotline at 1 800 643-2353.

#### Federal Communications Commission Statement

**Part 15: Class A Statement.** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

**Part 68: Network Registration Number.** This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by an FCC registration number.

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

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

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

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

#### Canadian Department of Communications (DOC)

##### Interference Information

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

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le reglement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

#### Trademarks

See the section titled "About This Book."

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#### European Union Declaration of Conformity

Avaya declares that the equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:

EMC Directive 89/336/EEC

Low-Voltage Directive 73/23/EEC



The "CE" mark affixed to the equipment means that it conforms to the above directives.

#### Comments

To comment on this document, please send your comments by one of these methods:

— Voice mail or fax to 303-538-9625

— Email to [infodev@avaya.com](mailto:infodev@avaya.com)

— US Postal Mail

Avaya Inc.

Product Documentation

Room D1B53

1300 West 120th Avenue

Denver, CO 80234

#### Acknowledgment

This document was prepared by UCS Information Development, Avaya, Denver, CO, US.

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# About This Book

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## Purpose

This book, *INTUITY Messaging Solutions Release 5 Upgrade Procedures*, 585-313-117, Issue 4, contains instructions for replacing a Release 2, 3, or 4 INTUITY AUDIX system with a Release 5.1 INTUITY AUDIX system. It also contains instructions for replacing a Release 5.1 MAP/5P, MAP/5PV3, or MAP/5PV4 system with a Release 5.1 MAP/40P or MAP/100P system or replacing a Release 5.1 MAP/40P system with a Release 5.1 MAP/100P system.

## Intended Audiences

This book is intended primarily for the on site technical personnel who are responsible for installing the system and performing the upgrade. Secondary audiences include the following from Avaya:

- Field support—Technical Service Organization (TSO)
- Helpline personnel
- AUDIX Upgrade Center personnel
- Provisioning project managers—Avaya Technology and Consulting (ATAC)

We assume two things about the primary users of this book:

- That they have completed the Avaya Intuity hardware installation training course

- That they have some experience setting up and administering an INTUITY AUDIX system.

Only those procedures that are specific to upgrades are included in this book. Procedures specific to other aspects of managing an INTUITY AUDIX system can be found on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807, Issue 6 or later.

See Related Resources (page xxi) for more information.

## Release History

This is the fourth issue of this book for INTUITY Messaging Solutions Release 5.

## How to Use This Book

This book contains the step-by-step instructions needed to complete a upgrade. Each chapter contains an upgrade checklist and the detailed procedures necessary to complete a specific upgrade. Use the chapter that fits your particular system.

Although this book is designed to step you through the entire upgrade process, you can also use it as a quick reference to obtain specific information you may need on a particular topic.

There are references to the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM throughout this book. Only those procedures that are specific to upgrades are contained in this book. If more information is available about a subject on the CD-ROM, a reference to that section is included. For more information on how to access the topics on the CD-ROM, see Using the Documentation CD-ROM (page xxii).

This book includes an alphabetical index at the end to help locate specific topics.



# Conventions Used in This Book

This section describes the conventions used in this book.

## Terminology

- The word *enter* means to type a value and then press the ENTER key. For example, an instruction to type the letter *y* and press ENTER is shown as

Enter *y* to continue.

- The word *select* means to move the cursor to the desired menu item and then press ENTER. For example, an instruction to move the cursor to the `Start Test` option on the Network Loop-Around Test screen and then press ENTER is shown as

Select `Start Test`

- The Avaya Intuity system displays *windows*, *screens*, and *menus*. Windows show and request system information. Screens request that you enter a command at the `enter command:` prompt. This input is either a value or other specific information you must input through a field or a command you must enter from the `enter command:` prompt. Menus present options from which you can choose to view another menu, or a screen or window.

## Keyboard and Telephone Keypad Representations

- Keys that you press on your *terminal* or *PC keyboard* are represented as all uppercase letters. For example, an instruction to press the ENTER key is shown as

Press ENTER.

- A combination keystroke is a series of keystrokes that combines the two key functions described above plus a third key; that is, you press and hold down the first key, then press the second key, then release those keys and press a third key. A combination keystroke is represented as an equation. For example, an instruction to press and hold the ALT key while typing the letter *d* and then typing the number *1* is shown as

Press ALT+D+1.

- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as an uppercase F followed by

the value of that key and then the operation of the key enclosed in parentheses. For example, an instruction to press function key 3 is shown as

Press F3 (Save).

- Keys that you press on your *telephone keypad* are represented as square boxes. For example, an instruction to press the first key on your telephone keypad is shown as

Press  to record a message.

## Screen Displays

- Values, system messages, field names, and prompts that appear on the screen are shown in typewriter-style Courier type, as shown in the following examples:

Example 1:

Enter the number of ports to be dedicated to outbound traffic  
in the Maximum Simultaneous Ports: field.

Example 2:

The system displays the following message:

Alarm Form Update was successful.

- The sequence of menu options that you must select to display a specific screen or submenu is shown as follows:

From the INTUITY main menu, select:

Customer/Services Administration  
Alarm Management

In this example, you access the main menu and select the line item Customer/Service Administration. From the Customer/Service Administration menu that the system then displays, you select the line item Alarm Management.

- Screens shown in this book are examples only. The screens you see on your machine are similar, but not exactly the same, in all cases.

## Data Entry Conventions

- Commands and text you type in or enter appear in **bold type**, as in the following examples:

Example 1:

Enter **change-switch-time-zone** at the `enter` command prompt.

Example 2:

Type **high** or **low** in the `Speed` field.

- Command variables are shown in ***bold italic*** type when they are part of what you must type in and *regular italic* type when they are not, for example:

Enter **ch ma** ***machine\_name***, where *machine\_name* is the name of the call delivery machine you just created.

## Safety and Security Alert Labels

This book uses the following symbols to call your attention to potential problems that could cause personal injury, damage to equipment, loss of data, service interruptions, or breaches of toll fraud security:



### CAUTION:

Indicates the presence of a hazard that if not avoided *can* or *will* cause minor personal injury or property damage, including loss of data.



### WARNING:

Indicates the presence of a hazard that if not avoided *can* cause death or severe personal injury.



### DANGER:

Indicates the presence of a hazard that if not avoided *will* cause death or severe personal injury.



### SECURITY ALERT:

Indicates the presence of a toll fraud security hazard. Toll fraud is the unauthorized use of a telecommunications system by an unauthorized party.

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## Related Resources

This section describes additional resources available for you to learn more about installation of the Avaya Intuity product.

### Documentation

We suggest that you use this procedures book along with the following documentation resources on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians CD-ROM*, 585-313-807, Issue 4 or later:

- For a description of the preparation required for a upgrade, see Planning an Upgrade in the Migrations and Upgrades information on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians CD-ROM*.
- For initial switch administration procedures, see the Installation Checklists in the New System Installation and Initial Administration information on the on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians CD-ROM*.

For more information on how to follow these cross-references to the CD-ROM, see Using the Documentation CD-ROM (page xxii).

See the inside front cover of this book for information on how to order additional INTUITY AUDIX documentation.

### Training

For more information about training on Avaya INTUITY Messaging Solutions Release 5 and other Avaya products, visit the Avaya Web site at [www.avaya.com](http://www.avaya.com) and click Training.

### Technical Assistance

The following resources are available for technical assistance with Avaya Inc. products and services:

- Within the United States and Canada:
  - For INTUITY AUDIX systems, call the Multimedia Messaging Implementation Support Center (MMISC) at 800-242-2121, prompt 0, extension 15352.
  - For systems integrated with a MERLIN LEGEND switch, call 800-628-2888.

- For systems integrated with any other switch, call 800-242-2121.
- Within any other country:
  - For all systems, call your local distributor.

## Using the Documentation CD-ROM

The *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM is designed for an electronic format. On the CD-ROM, the connection between different, related information is made through hypertext links. After you read the information, you can click a “Back” button to return to the place you started.

This book contains references to the documentation CD-ROM. You can install the contents of the CD-ROM on your hard drive or you can read the contents from your CD-ROM drive. If you plan to use the CD-ROM infrequently, we recommend that you read the CD-ROM from your CD-ROM drive.

The most efficient way to find the referenced information on the CD-ROM is to click the Search button, select the area, and then search for the same phrase given in the reference. The system will display different possible locations of the text you entered, from which you can select the most likely location.

You must have Adobe Acrobat Reader installed on your system to display some of the files on the CD-ROM. We recommend using version 4.0 or higher.

**Note:**

Do not insert the documentation CD-ROM into the INTUITY AUDIX system.

To read the documentation CD-ROM from your CD-ROM drive:

1. Insert the CD-ROM in the CD-ROM drive on your computer.
2. Do one of the following:
  - If the CD startup screen does not appear automatically, go to Step 3.
  - If the CD startup appears automatically, go to Step 5.
3. Click Start, then Run, and then type **d:\autorun.exe** in the window, where *d:* is the drive ID of your CD-ROM drive.

4. Click OK.

The system displays the CD startup screen.

5. Choose whether to install the documentation on your hard drive or read the documentation from the CD-ROM.

After the installation is complete or if you are reading from the CD-ROM, the Table of Contents screen is displayed.

## How to Comment on This Book

We are interested in your suggestions for improving this book. Please send your comments by one of these methods:

- Voice mail or fax to 303-538-9625
- Email to [infodev@avaya.com](mailto:infodev@avaya.com)
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Product Documentation  
Room D1-B53  
1300 West 120th Avenue  
Denver, CO 80234

Please be sure to mention the name and order number of this book:

*INTUITY Messaging Solutions Release 5 Upgrade Procedures*,  
585-313-117, Issue 4





# MAP/5 to Release 5.1 MAP/5PV3 or MAP/5PV4 Upgrade

---

This chapter lists the tasks required to upgrade a MAP/5 system by replacing it with a new Release 5.1 MAP/5PV3 or MAP/5PV4 system.

**Note:**

Begin reading and following these procedures one to two hours before the scheduled shutdown time. All of the tasks in the Preparing for the Data Transfer section can be completed while the old system is still in operation.

The tasks are grouped into these general sections:

- Preparing for the Data Transfer
- Backing Up the Existing Database
- Restoring the Database, Cabling the New System, and Beginning Service
- Completing the Upgrade

## Upgrade Checklist

Complete the items in the list in sequence. Print these sheets and check off each task as you complete it.

**Note:**

Complete all tasks in the Preparing for the Data Transfer section before the old system is shut down.

**Table: MAP/5 to Release 5.1 MAP/5PV3 or MAP/5PV4 Upgrade**

Section	Task	✓
Preparing for the Data Transfer	1. Requesting the Customer Passwords (page 4).	
	2. Checking the Reusable Upgrade Kit (page 5).	
	3. Gathering the Tools and Materials Needed for the Upgrade (page 6).	
	4. Completing the Assembly of the New System (page 7) so that it is ready to connect to the customer's switch.	
	5. Connecting the Monitor and A/B Switch Box (page 7).	
	6. Checking Operation of the New System (page 8). If necessary, install the upgrade software.	
	7. Verifying the Purchasable Feature Options (page 11)	
	8. Verifying the Switch Integrations (page 12)	
	9. Installing the Upgrade Backup Software on the Old System (page 16)	
	10. Checking the TCP/IP Configuration on the Old System (page 18).	
	11. Checking for and Transferring Custom Announcements (page 19) from the old system to the new system, if they exist.	

**Table: MAP/5 to Release 5.1 MAP/5PV3 or MAP/5PV4 Upgrade**

Section	Task	✓
Backing Up the Existing Database	12. Deactivating Alarm Origination (page 24) on the old system.	
	13. Busying Out the Switch Data Link (page 25) between the old system and the customer's switch.	
	14. Shutting Down the System (page 27) and turning off the power switch on the old system.	
	15. Checking for an External SCSI Connection (page 27). <ul style="list-style-type: none"> <li>■ If the system does not have a SCSI connection, continue with Task 16.</li> <li>■ If the system has a SCSI connection, go to Task 18.</li> </ul>	
	16. Removing the Front Panel (page 28).	
	17. Removing the Top Cover (page 28).	
	18. Assembling and Attaching the External Disk Cartridge Drive (page 29) to the old system.	
	19. Restarting the Old System (page 31).	
	20. Backing Up the Old System's Database (page 32). <b>Note:</b> This task includes removing the external disk cartridge drive.	

**Table: MAP/5 to Release 5.1 MAP/5PV3 or MAP/5PV4 Upgrade**

Section	Task	✓
Restoring the Database, Cabling the New System, and Beginning Service	21. Move to the new system. Install the SCSI interface card, connect the external disk cartridge drive, and Restoring the Database (page 36) on the new system. <b>Note:</b> This task includes removing the external disk cartridge drive and SCSI interface circuit card.	
	22. Disconnecting the Monitor and A/B Switch Box (page 41).	
	23. Moving the Cables to the New System (page 42).	
	24. Replacing the Dress Cover and Restarting the New System (page 43).	
	25. Verifying the Data Transfer (page 43).	
	26. Reinstall the New Switch Integration Package (if necessary) (page 45).	
	27. Releasing the Switch Data Link (page 48).	
	28. Verifying the Cable Connections (page 50).	
	29. Administering Passwords (page 51)	
	30. Performing Acceptance Tests (page 52) for the channels.	
	31. Administering and Testing All Features (page 52).	
	32. Activating Alarm Origination (page 53) on the new system.	
Completing the Upgrade	33. Replacing the MAP/5 Covers (page 53).	
	34. Pack and ship the old system and the RUK in Completing the Upgrade (page 54).	

## Requesting the Customer Passwords

Several passwords must be reset during the upgrade or must be known so that features can be administered correctly. Before the customer leaves,

ask the customer to write down these passwords so that you can complete the upgrade successfully.

Use the System Passwords (page 381) table in the Technician's Upgrade Worksheet (page 381) section to record these passwords.

## Checking the Reusable Upgrade Kit

Make sure that you have the materials to complete the upgrade successfully. Check the contents of the reusable upgrade kit (RUK). It needs to contain everything that is listed in the following table and shown in RUK Contents (page 418).

**Note:**

The RUK contains either an External JAZ Disk Cartridge Drive (page 392) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 394). Verify which drive is in the RUK before continuing with the upgrade procedures.

If the contents of the RUK do not match this list, call the Remote Support Center or your Center of Excellence (COE).

**Table: Contents of the Reusable Upgrade Kit**

Item	Quantity	Used with
<i>INTUITY Messaging Solutions Release 5 Documentation for Technicians</i> CD-ROM, 585-313-807, Issue 6 or later.  <b>Note:</b> The documentation CD-ROM contains a printable version of this book, <i>INTUITY Messaging Solutions Upgrade Procedures</i> , 585-313-117. From the CD-ROM table of contents, select User/Print Guides and then select Installation, Migration, and Upgrade Printable Guides.	1	All upgrades.
Upgrade software tape  <b>Note:</b> If the RUK does <i>not</i> contain an Upgrade software tape, call the MMISC at 800-242-2121, prompt 0, extension 15352, to download the Upgrade software.	1	All upgrades.
External disk cartridge drive, either a JAZ or a MO disk cartridge drive	1	All upgrades.
Disk cartridge drive power supply	1	All upgrades.

(1 of 2)

**Table: Contents of the Reusable Upgrade Kit**

Item	Quantity	Used with
Disk cartridge drive power cable (used with JAZ disk cartridge drive only)	1	All upgrades using an external JAZ disk cartridge drive.
Disk cartridges (formatted), either JAZ 2-GB disk cartridges or MO 540-K disk cartridges	3 to 5 (JAZ) or 10 (MO)	All upgrades.
SCSI interface circuit card	1	R5 MAP/5P and some MAP/40 upgrades.
SCSI-2 to Centronix-50 (SCSI-1) cable (6-foot)	1	Only one of these cables is used per upgrade.
SCSI-2 to SCSI-2 cable (6-foot)	1	
SCSI-2 to SCSI-3 cable (6-foot)	1	
SCSI-2 to SCSI-2 cable (1-foot) and internal ID50 adapter	1	Upgrades from MAP/5.

**(2 of 2)**

---

## Gathering the Tools and Materials Needed for the Upgrade

Before you proceed with the upgrade, be certain you have the materials you need to complete the upgrade successfully. For more information, see the Installation Prerequisites information in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

In that section, check the following lists:

- Tools
- Test equipment
- Documentation

## Completing the Assembly of the New System

Before the old INTUITY AUDIX system is taken out of service, assemble the new INTUITY AUDIX system and prepare it for service. For more information, see one of the following sections in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807:

- Assembling the MAP/5P and MAP/5PV3
- Assembling the MAP/5PV4
- Assembling the MAP/40P
- Assembling the Deskside MAP/100P
- Assembling the Rack-Mounted MAP/100P

Follow the steps in the above sections until the system is assembled.

For more information about connecting the keyboard, modem, or printer, see Connecting Peripheral Devices on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

**Note:**

Do not connect the monitor now. You connect it by using the A/B switch in the next task.

## Connecting the Monitor and A/B Switch Box

An upgrade to INTUITY AUDIX Release 5.1 does not include a new monitor, unless ordered separately. Both the older and newer systems can use the same monitor during the upgrade. However, the systems must be relatively close to each other.

**Note:**

If another monitor is available, this task is not required. Go to the next task in the procedure.

The monitor on the older system is equipped with a power cable and a video signal cable. The power cable has a male plug at one end and a female plug at the other end. One end of the signal cable has a video input connector, and the other end is permanently attached to the monitor.

To connect the monitor to both systems through the A/B switch box:

1. Turn off the video monitor.
2. Disconnect the video cable from the older system.

**Note:**

The video signal cable is attached to a female connector on the video controller card of the older system.

3. Attach the video cable from the older system to Position C on the A/B switch box. See A/B Switch Box Connections (page 401).
4. Attach one of the two video cables from the reusable upgrade kit (RUK) to the video controller circuit card in the older system. Tighten the thumbscrews on the connector.
5. Attach the other end of this video cable to Position A on the A/B switch box.
6. Attach the second video cable from the RUK to the video controller circuit card in the newer system and tighten the thumbscrews on the video cable connector.
7. Attach the other end of this video cable to Position B on the A/B switch box.
8. Connect power to the older system, the newer system, and the video monitor.

**Note:**

If this is a MAP/5PV3 or MAP/5PV4 upgrade, ignore the three-way power cable at this point. Connect the straight power cable to the back of the new MAP/5PV3 or MAP/5PV4.

9. Turn on the video monitor.

## Checking Operation of the New System

After assembling the new system, check to make sure that it is working properly before shutting down service on the old system. You might also need to install the upgrade package or change the selected switch integration.



To check operation of the new system:

1. If you are using the A/B switch box with a single monitor, turn the switch to the new system.
2. Connect electrical power to the new system and turn on the power switch.

The system starts up. After some time, it displays the login prompt.

3. Log in as **craft**

The system displays the INTUITY Main Menu (page 389).

4. Check the INTUITY Main Menu for the System Upgrade menu option.
5. Do one of the following:
  - If the System Upgrade menu option is displayed, go to the next task, Installing the Upgrade Backup Software on the Old System.
  - If the System Upgrade menu option is not displayed, go to Step 6.
6. Insert the latest INTUITY AUDIX R5 software CD-ROM in the INTUITY AUDIX system CD-ROM drive.
7. Start at the INTUITY Main Menu and select:

Software Management  
Software Installation  
CD

The system displays the following message:

\*\*\*SOFTWARE INSTALL\*\*\*

A successful backup has not been completed in the past 2 hours. In the unlikely event of a catastrophic failure during this upgrade procedure, a full system backup may be the only method of recovering the customer's data. Doing a full system backup is HIGHLY recommended.

Do you want to continue with the upgrade anyway?

- (\*) Yes, continue this operation without full system backup  
( ) No, quit this operation in order to

complete full system backup

8. Move the cursor to Yes and then press ENTER to continue with the installation.
9. Press the DOWN ARROW key until the cursor highlights the following entry on the second page of the software packages screen in the Applications Software Group:

```
[ ] upgset -- INTUITY Upgrade Utility
```

**Note:**

You might need to scroll through several screens.

10. Press ENTER.

The system displays the following line:

```
[X] upgset -- INTUITY Upgrade Utility
```

11. Press the DOWN ARROW key until the cursor highlights the following message:

```
Install selected packages
```

**Note:**

You then scroll through several screens.

12. Press ENTER.

The system displays the following message:

```
You selected the following packages from the  
CD:
```

```
*upgset -- Est. Installation Time: 5 minutes
```

```
Total Estimated Installation time is 0 hours  
and 5 minutes.
```

13. Make sure that the cursor is on PROCEED and then press ENTER.

The system installs the package and then displays the following message:

```
Do you have more media from which to install  
more software?
```

14. Enter **n**

The system displays the following message:

```
Do you have hardware to install?
```

15. Enter **n**

The system displays the System Management menu.

16. Press F6 (Cancel) twice to log off the system.

**Note:**

The system does not display the System Upgrade menu option on the INTUITY Main Menu until you log back in to the system again.

17. Log in to the INTUITY AUDIX system as **craft**
18. Check the INTUITY Main Menu (page 389) for the System Upgrade menu option.
19. Remove the INTUITY AUDIX R5 software CD-ROM from the CD-ROM drive.
20. Continue with the next task, Verifying the Purchasable Feature Options.

## Verifying the Purchasable Feature Options

The enabled feature options on the new system must be equal to or greater than the enabled feature options on the old system in order for the upgrade to be successful. This task describes how to verify the enabled feature options on both the old and new systems.

To verify the feature options:

1. Go to the customer's old system.
2. From the INTUITY main menu, select:

Customer/Services Administration  
Feature Options

The system displays the Feature Options (Read Only) Screen (page 410).

3. Determine the features that are currently enabled for this customer and any related quantities. Record the results in the Existing Customer Features (page 382) table in the Technician's Upgrade Worksheet (page 381) section.
4. Press F6 (Cancel) twice.

The system displays the INTUITY Main Menu.

5. Go to the new system and verify that the feature options and related quantities are equal to or greater than the feature options enabled on the old system. Use the information that you wrote down in the Existing Customer Features (page 382) table in the Technician's Upgrade Worksheet (page 381).
6. Do one of the following:
  - If the enabled feature options on the new system are *not* equal to or greater than the enabled features on the old system, contact the MMISC at 800-242-2121, prompt 0, extension 15352, to have the necessary feature options enabled.
  - If the enabled feature options on the new system are equal to or greater than the enabled features on the old system, continue with Step 7.
7. Go to the old system. From the old system's INTUITY Main Menu, select:  
  
AUDIX Administration  
  
The system displays the AUDIX command prompt screen.
8. At the `enter command:` prompt, enter **list mea feat day**
9. The system displays the Feature Daily Traffic Screen (page 411).
10. Under SUBSCRIBERS, read the Local and Remote fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 383) table in the Technician's Upgrade Worksheet (page 381) section.
11. Continue with the next task, Verifying the Switch Integrations.

## Verifying the Switch Integrations

To allow the data to successfully transfer from the old system to the new system, the switch integration software installed on the new system must match the switch integration software installed on the old system. If the switch integrations do not match, you must remove the software installed on the new system and replace it with the same software that is installed on the old system. This task describes how to verify what switch integration is installed on each system and, if necessary, how to uninstall and install a switch integration software package.

To verify the switch integrations

1. Verify the switch integration software package that is installed on the old system. Record the switch integration type in the Switch

Integration Information (page 382) section of the Technician's Upgrade Worksheet (page 381).

2. Verify the switch integration on the new system:

- a. From the INTUITY Main Menu, select:

Feature Options

The Feature Options screen is displayed.

- b. Press the UP arrow, then press F7 (Switch Select).

The Switch Selection screen is displayed.

- c. Verify the type of switch integration in the Switch: field and then record the type in the Switch Integration Information (page 382) section of the Technician's Upgrade Worksheet (page 381).

3. Do one of the following:

- If the switch integration on the old system is the same as the switch integration on the new system, continue with the next task.
- If the switch integration on the old system is *not* the same as the switch integration on the new system, you must remove the switch integration software that is on the new system and replace it with the same switch integration software package that is currently installed on the old system. This will allow the data to successfully transfer.

To remove the switch integration software package that is currently installed on the new system:

- Start at the INTUITY Main Menu (page 389) and select:

Software Management  
Software Removal

The system displays the Basic Software Removal screen.

- Use the UP and DOWN arrows to move the cursor.
- Use the ENTER key to select the switch integration software package that you want to remove.
- After you have selected the package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.

- Select Submit.

The system displays the following:

Removal of the software in complete

Hit RETURN to continue

- Press RETURN.
- Press F6 (Cancel) until you reach the INTUITY Main Menu.
- From the INTUITY Main Menu, select:

Customer/Services Administration

System Management

System Control

Reboot System

The system displays the Wait Time Window.

Additionally, the system displays a warning to ensure that you know your password and to verify that your keyboard is connected.

- Press the Acknowledge Message (F1) key to acknowledge the warning message.
- Type 60 in the Wait Time Window.

This time (60 seconds) designates how many seconds the system is to wait for calls in progress to finish before stopping the voice system. After 60 seconds, no new calls are allowed. If any calls are still in progress after 60 seconds, the system waits until those calls have finished and then proceeds with stopping the voice system.

- Press Save (F3).

The system displays the following message:

Voice system will be stopped first to avoid data loss.

The system then shuts down and reboots automatically. A reboot takes approximately 15 minutes.

The system then displays the following message:

Startup of the Voice System is complete.

- After the system displays the above message, press ENTER.
- Verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.
- Log in to the system as tsc.

To install the switch integration software on the new system:

- Insert the Release 5.1 INTUITY AUDIX Multimedia CD in the CD-ROM drive.
- From the Software Management screen, select:

Software Installation  
CD

The system displays the Software Install Screen, Page 1.

- Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install and then press ENTER
- Press the down arrow until the cursor highlights Install selected packages and then press ENTER.

The system displays the Software Install Confirmation.

- Make sure that the cursor is on PROCEED and then press ENTER.

The system installs the package then displays the following message:

Do you have more media from which to install more software?

- Enter **n**

The system displays the following message:

Do you have hardware to install?

- Enter **n**

The system automatically reboots.

**Note:**

The right-to-use license does not have to be activated at this point. You will activate the license after the upgrade is complete.

- Continue with the next task.

## Installing the Upgrade Backup Software on the Old System

The Upgrade Backup software must be installed on the old system in order to complete the upgrade. This task provides instructions on how to identify if the software has been previously installed on the system and, if necessary, how to install the software from a tape cartridge or have the software downloaded from the MMISC.

To identify if the software is already installed on the system and, if necessary, install the software:

1. If you are using an A/B switch with a single monitor, switch to the old system.
2. Log in as **craft**
3. Verify that the **System Upgrade** option is available from the INTUITY Main Menu. See **Main Menu After Installing the Upgrade Package** (page 423).
4. Do one of the following:
  - If the **System Upgrade** option is available from the INTUITY Main Menu, skip the rest of the steps in this task and go to the next task.
  - If the **System Upgrade** option is *not* available from the INTUITY Main Menu, you must install the Upgrade Backup software. Continue with Step 5.



5. Verify that the RUK contains a tape labeled "Upgrade Software."
6. Do one of the following:

- If the RUK contains a tape labeled "Upgrade Software," continue with Step 7.
- If the RUK *does not* contain a tape labeled "Upgrade Software," contact the MMISC at 800-242-2121, prompt 0, extension 15352, to have them install the Upgrade software remotely. After the software has been successfully installed, skip the rest of the steps in this task and go to the next task.

7. Open the tape drive door.
8. Insert the tape cartridge and close the door. See Inserting a Tape Cartridge (page 421).
9. From the INTUITY Main Menu, select:

```
Customer Services/Administration
  System Management
    UNIX Management
      Software Install
        Tape Drive
```

The system displays the following message:

```
Insert cartridge into tape drive 1. Type
[go] when ready or [q] to quit:
```

10. Press ENTER to continue.

The system displays the following message:

```
Select the packages you wish to process (or
'all' to process "All" packages)
```

**Note:**

All is the default.

11. Press ENTER to install all packages on the tape.

The system installs the software and then displays the following message:

```
Installation of INTUITY Upgrade Software
[software] was successful.
```

```
Processing of [INTUITY Upgrade Utility] is
complete.
```

```
Insert cartridge into tape drive 1. Type
[go] when ready or [q] to quit
```

12. Enter **q**
13. Press F6 (Cancel) until you reach the INTUITY Main Menu. See Main Menu Before Installing the Upgrade Package (page 422).
14. Remove the tape cartridge and then return it to the RUK.
15. Press F6 (Cancel) until you log off the system and then log back in as **craft**
16. Verify that the `System Upgrade` menu option is displayed on the INTUITY Main Menu. See Main Menu After Installing the Upgrade Package (page 423). If the menu option is not displayed, repeat Step 5 through Step 16.

## Checking the TCP/IP Configuration on the Old System

Before the upgrade, check the TCP/IP configuration on the old system.

To check the old system:

1. From the Avaya INTUITY Main Menu, select:

`Networking Administration`  
`TCP/IP Administration`

2. The system displays the TCP/IP Administration Screen (page 409).
3. Record the information from the screen in the TCP/IP Administration Screen Contents (page 381) table in the Technician's Upgrade Worksheet (page 381) section.

This information is used later to confirm the networking administration on the new machine.

4. Press F6 (Cancel) twice.

The system displays the INTUITY main menu.

5. Continue with the next task.

## Checking for and Transferring Custom Announcements

This procedure is used to check whether custom announcements exist on the old system and then describes how to prepare to transfer them to the new system.

- If the customer *does not* know if they have custom announcements, follow the steps in Checking for Custom Announcement Sets on the Old System (page 20) and then determine the next step.
- If the system *does not* have custom announcements, go to Deactivating Alarm Origination.
- If the system *does* have custom announcements, complete these steps before backing up the old database:
  - Adding the Custom Announcement Set Name to the New System (page 22)
  - Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 23)
  - Using a Custom Announcement Set for the Default Announcement Set on the New System (page 24)

The upgrade package checks whether custom announcements exist and whether they can be transferred. During the upgrade restore, the system checks to ensure that these steps have been completed.

### Custom Announcement Transfer Overview

A custom announcement set is transferred to the new system, but only if:

- The announcement fragments have been rerecorded.
- The announcement set has not been modified.

During the upgrade backup procedure, the system checks for the presence of custom announcements. If the fragments have been modified, but the announcement set has not, then the system backs up the custom announcement set and displays messages while it is being backed up. Custom announcement sets are not backed up if the set has been modified.

Before the upgrade restore occurs, a new, empty announcement set must be created on the new system. The base announcement set must then be copied into this custom-named set. If the custom set has been created properly and the announcement set upgrade conditions are met, then the custom announcement set is restored to the new system.

**Note:**

The procedures in this chapter can be used to transfer many simple custom announcement sets from existing INTUITY AUDIX systems to INTUITY AUDIX Release 5.1 systems. These procedures, however, may not transfer all custom announcement sets.

## Checking for Custom Announcement Sets on the Old System

To check for custom announcement sets:

1. From the INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX command prompt screen.

2. At the `enter command:` prompt, enter **list annnc-sets**

The system displays the Announcement Sets Screen (page 413). The screen shows several additional standard announcement sets. Each customer can have different standard or custom sets installed.

3. Determine if any of the announcement sets have been customized by comparing the announcements sets listed on your screen with the announcements listed in the table Standard Announcement Sets (page 20).

The table lists the announcement set abbreviation as it appears on the screen and the full name in parentheses.

**Table: Standard Announcement Sets**

us-eng (U.S. English)	dutch (Dutch)	malay (Malay)
us-eng-t (U.S. English Terse)	french-c (Canadian French)	mandarin (Mandarin)
us-tdd (U.S. English for TDD)	french-p (French Provincial)	norwegian (Norwegian)
us-123 (U.S. English 1,2,3)	german (German)	polish (Polish)
arabic-fm (Arabic-female)	greek (Greek)	portug (Brazilian Portuguese)
arabic-m (Arabic-male)	hindi (Hindi)	russian (Russian)

**Table: Standard Announcement Sets**

british (British English)	hungary (Hungarian)	slovak (Slovak)
cantonese (Cantonese)	indonese (Indonesian)	swedish (Swedish)
cas-span (Castilian Spanish)	italian (Italian)	taiwanese (Taiwanese)
croatia (Croatian)	korea (Korean)	thailand (Thai)
czech (Czech)	japan (Japanese)	turkish (Turkish)
danish (Danish)	lat-span (Latin-American Spanish)	—

4. Do one of the following:

- If all of the names on the Announcement Sets screen match the listed names in the table Standard Announcement Sets (page 20), go to Step 6.
- If the names on the Announcement Sets screen do not match the names listed in the table Standard Announcement Sets (page 20), use the table Custom Announcement Set Names (page 384) of the Technician's Upgrade Worksheet (page 381) section to write down the customized sets.

5. Ask the customer which announcement set was used for the base announcement set and write down the name of that base announcement set in the Custom Announcement Set Names (page 384) table of the Technician's Upgrade Worksheet (page 381) section.

**Note:**

For upgrades from systems prior to Release 5, if the customer does not know which announcement set was used as the base announcement set and wants to use the custom set on the new system, contact the Multimedia Messaging Implementation Support Center (MMISC) or your COE.

6. Press F1 (Cancel) and then enter **exit** to return to the INTUITY Main Menu.

7. Do one of the following:

- If the old system does not include any custom announcement sets, go to the Deactivating Alarm Origination section.

- If the old system contains custom announcement sets and you know the base announcement set for each, continue with Adding the Custom Announcement Set Name to the New System (page 22).
- If the old system contains custom announcement sets and you do not know which standard announcement set was the source for the custom announcement set, you must contact the MMISC or your COE for assistance.

## Adding the Custom Announcement Set Name to the New System

To add a custom announcement set name to the INTUITY AUDIX Release 5.1 system:

1. From the INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX Administration screen.

2. Enter **add announcement-set *annc-set-name***

where *annc-set-name* is the name of one custom announcement set that you wrote in the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section.

3. Press F3 (Enter).

The system displays the Announcement Sets Screen (page 413) with the name of the new announcement set listed and the following message:

Command Successfully Completed.

**Note:**

The announcement set you just named is empty until you copy the announcements from another set into it, as described in Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 23).

4. Repeat Step 2 and Step 3 for all of the custom announcement sets written in the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section.

## Copying the Base Announcement Set into the Custom Announcement Set on the New System

To copy the appropriate base announcement set to its custom announcement set on the Release 5.1 system:

1. From the INTUITY Main Menu, select:

AUDIX Administration

2. Enter **copy annnc-set**

The system displays the Copy Announcement Set Screen (page 414).

3. From the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section, enter the base announcement set name in the From Announcement Set: field.

4. Enter the name of the corresponding custom announcement set in the To Announcement Set: field.

5. Press F3 (Enter) to save the information to the system database.

The system displays the following message and returns the cursor to the command line:

Command Successfully Completed.

6. Repeat Step 2 through Step 5 for all custom announcement set names added in Adding the Custom Announcement Set Name to the New System (page 22).



### CAUTION:

If the customer customized an announcement set by replacing a fragment with silence or a "blank" instead of re-recording the fragment, the upgrade software does not recognize that the fragment was customized. The system replaces the fragment with the Release 5 standard fragment, and the customer must recustomize that fragment to be silent or blank again.

## Using a Custom Announcement Set for the Default Announcement Set on the New System

To use a custom announcement set for the default announcement set:

1. From the INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX command prompt screen.

2. Enter **change system-parameters features**

The system displays the System-Parameters Features screen.

3. Press F3 (Next Page) twice.

The system displays page 3 of the System-Parameters Features Screen (page 415).

4. Press the TAB key until the cursor is in the ANNOUNCEMENT SETS, System: field.

5. From the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section, enter the name of the custom announcement set.

6. Press F3 (Save).

The system displays the following message:

Command Successfully Completed

7. Enter **exit**

## Deactivating Alarm Origination

### Note:

Complete all tasks in the Preparing for the data transfer section before beginning this task. For more information, see the Upgrade Checklist on the second page of this chapter.

The INTUITY AUDIX system creates alarms based on events that occur during the upgrade. It might be valuable to see these alarms during the upgrade but not to send them to the Avaya Support Center. Deactivating alarm origination allows the alarms to be created but not sent.



To deactivate alarms on the old system:

1. From the INTUITY Main Menu, select:

Customer/Services Administration  
Alarm Management

The system displays the Alarm Management Window (page 402).

2. Move the cursor to the Alarm Origination field, press F2 (CHOICES), and then highlight inactive.
3. Press F3 (SAVE).

The system displays the following message:

Alarm Form Update was successful  
Press <Enter> to continue.

4. Press ENTER.

The system displays the Alarm Management Window (page 402).

5. Press F6 (CANCEL) until you return to the INTUITY Main Menu.
6. Disconnect the INADS analog phone line.

## Busying Out the Switch Data Link

### **Important:**

This task applies only to DEFINITY switches. If the customer does not have a DEFINITY switch, do not use this task and go to the next task in the procedure.

When the voice system is turned off for an upgrade, DEFINITY switches activate an alarm. Busying out the link between the voice system and switch prevents alarms from being sent to the remote support center. Choose one of the following procedures based on the type of DEFINITY switch:

- Busying Out the Data Link on a System 75 G1 or G3 Switch (page 26)
- Busying Out the Data Link on a G2 Switch (page 26)
- Busying Out the Data Link in an OverLAN Integration (page 26)

## Busying Out the Data Link on a System 75 G1 or G3 Switch

To busy out the data link on a System 75 G1 or G3 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **busy link *n***

where *n* is the number of the link going to the INTUITY AUDIX system. Valid input is an integer from 1 to 8.

For more information, see the DEFINITY switch documentation.

2. Continue with the next task.

## Busying Out the Data Link on a G2 Switch

To busy out the data link on a G2 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **proc650 test 3**
2. Enter the INTUITY AUDIX link number in field 6.
3. Enter **bu bu**

For more information, see the DEFINITY switch documentation.

4. Continue with the next task.

## Busying Out the Data Link in an OverLAN Integration

To busy out the data link in an OverLAN integration, perform the following tasks on the switch administration terminal (SAT):

1. Enter **ch com p**
2. Locate the INTUITY AUDIX in the Node column.
3. Press the DOWN ARROW key to the INTUITY AUDIX field.
4. Enter **n**

The system displays the following message:

Command successfully completed.

5. Continue with the next task.

## Shutting Down the System

To shut down the system:

1. Start at the INTUITY Main Menu and select:

```
Customer/Services Administration
System Management
System Control
Shutdown System
```

2. Do one of the following:

- If the system displays the following message, enter **y** and go to Step 3:

```
Enter y to continue, n to quit [ n ]:
```

- If the system displays the Wait Time Window (page 420), enter **60**, press F3 (Save), and go to Step 3.

3. Watch for messages that indicate that a shutdown is in progress.

When the system is completely shut down, the system displays the following message:

```
The system is down.
Press CTRL-ALT-DEL to reboot your computer.
```

4. Turn the power switch off.

## Checking for an External SCSI Connection

Check the back of the MAP/5 for an external SCSI connection. If the system has an external connection, connecting the disk cartridge drive for the backup is simplified.

Do one of the following:

- If the system does not have the external connection, continue with Removing the Front Panel (page 28).
- If the system has an external connection, continue with Assembling and Attaching the External Disk Cartridge Drive (page 29).

## Removing the Front Panel

To remove the front panel from the MAP/5:

1. Disconnect the power cable.
2. Disconnect the keyboard cable.
3. Place the system on its side panel. The bottom of the unit needs to be facing toward you. The front panel latches must also be facing toward you.
4. Slide the drive cover to the center to expose both front panel latches.

The latches are on the bottom of the front panel.

**Tip:**

The front panel is flexible enough for you first to press one latch and then the other.

5. Push inward on the two front panel latches to release the bottom edge of the front panel. See Front Panel Tabs (page 390).
6. When the bottom of the front panel is loose, rotate the panel away from you and lift it to remove.
7. Return the unit to its flat, desktop position.

## Removing the Top Cover



**CAUTION:**

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. For detailed electrostatic discharge instructions, see Protecting Against ESD Damage on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

To remove the top cover of the MAP/5 for access to the SCSI connection:

1. Press the top cover holding tabs outward while pushing the top cover away from you.

These holding tabs are located on either side of the front of the unit.

2. Slide the top cover as far back as it will go, which is about 0.5 inches.
3. Lift the top cover straight up to remove.
4. Reconnect the keyboard cable and the power cable.

**Note:**

Do not turn on the MAP/5 system power.

## Assembling and Attaching the External Disk Cartridge Drive

The following procedure describes how to assemble and attach a JAZ or a Magneto-Optical (MO) disk cartridge drive to the old system.

To assemble and attach the external disk cartridge drive to the old system:

1. Remove the external disk cartridge drive from the Reusable Upgrade Kit (RUK).
2. Do one of the following:
  - If the RUK contains an External JAZ Disk Cartridge Drive (page 392):
    - Set the SCSI ID to **4**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 393).
    - Confirm that the termination switch is set to **1**, which is pushed to the left side. This might require the use of a flashlight. See External JAZ Disk Cartridge Drive Settings (page 393) for more information.
    - Turn off the external drive power switch by setting the power switch to **0** or off. This switch is located at the back right side of the drive.
    - Continue with Step 3.
  - If the RUK contains an External Magneto-Optical (MO) Disk Cartridge Drive (page 394):
    - Set the SCSI ID to **4**. Turn the SCSI ID setting arrow to point to **4**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395) for more information.

- Set the four Option Settings to On. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
  - Turn off the external disk cartridge drive's power switch. This switch is located at the back of the drive in the upper left corner. See the External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
  - Continue with Step 3.
3. Check the back of the MAP/5 for an external SCSI connection:
- If the system has an external SCSI connection, plug the SCSI cable to the connector on the back of the system and then go to Step 8 on page 30. For the location of the SCSI connector on the MAP/5, see the maintenance or hardware documentation for the MAP/5.
- Note:**  
There might be a shielded cover over the MAP/5 SCSI connection. Remove the shielded cover if necessary.
- If the system does not have an external SCSI connection, continue with Step 4.
4. Remove the 1-foot cable and adapter from the RUK.
5. Connect the 1-foot cable to the adapter. See 1-foot Cable and Adapter (page 398).
6. Inside the MAP/5, connect the adapter to a free connection on the MAP/5 SCSI ribbon cable.
- See either Connecting the SCSI Cable, Adapter, and 1-foot Cable (JAZ disk cartridge drive) (page 399) or Connecting the SCSI Cable, Adapter, and 1-foot Cable (MO disk cartridge drive) (page 400), depending on the disk cartridge drive type.
7. Ensure that:
- The internal SCSI cable is pulled up and away from any of the circuit cards and that it will stay in this position during the backup.
  - The metal pins on the back of the adapter do not touch any metal parts of the cabinet.
8. Connect the other end of the SCSI cable to the upper connector on the back of the external disk cartridge drive.



**CAUTION:**

Do not use the lower connector or the backup might not occur.

9. Place the external disk cartridge drive on a stable surface.
10. Connect the external drive to electrical power.
11. Do one of the following:
  - If you are using a JAZ disk cartridge drive, turn on the external disk cartridge drive power switch by setting the power switch to the **1** position.
  - If you are using a MO disk cartridge drive, turn on the external disk cartridge drive power switch. This switch is located at the back of the drive in the upper left corner.

**Note:**

Do not turn on the MAP/5 system power.

12. Insert one of the disk cartridges from the RUK in the disk cartridge drive. See JAZ Disk Cartridge (page 396) or Magneto-Optical (MO) Disk Cartridge (page 397).
13. Confirm that the SCSI ribbon cable inside the MAP/5 is connected to the hard disk drive.

**Important:**

The SCSI ribbon cable disconnects from the hard disk drive easily. If the cable is loose, the system must be shut down again to reconnect the cable.

## Restarting the Old System

To restart the old system and begin the upgrade backup:

1. Turn on the power switch on the old system.
2. If the logo screen is displayed, press ESC.

On newer INTUITY AUDIX systems, a logo screen appears during the startup sequence and hides the system status messages.

**Note:**

As the system starts up, it might display the following error:

```
Fixed disk 0 error
```

It could then display the system configuration and the following message:

```
Press F1 to continue.
```

This message is normal. Press F1 to continue.

The system displays startup messages including the first of two console login prompts. Ignore the first console login prompt and allow the system to continue to restart. After the system has completely restarted, the second console login prompt is displayed:

```
Console login:
```

3. Continue with the next task.

## Backing Up the Old System's Database

To back up the old system's database:

1. Log in as **craft**
2. From the INTUITY Main Menu, select:

```
System Upgrade
```

The system displays the System Upgrade Main Menu (page 403).

**Note:**

The System Upgrade Main Menu that you see might differ from the example shown in System Upgrade Main Menu (page 403). For example, the Restore feature and data from backup menu choice might not appear in the menu.

3. Select Backup features and data and then press ENTER.

The system displays the following message:

```
System upgrade backup starting. [date/time]  
Begin complete backup of machine [machine  
name] for system upgrade? [ y ] :
```



4. Enter **y**

The system displays system messages and then the following messages:

Before continuing, please verify that the new system is assembled and operational, and that the INTUITY main menu displays the System Upgrade option.

```
[date/time]
Does the new system meet these conditions?
[ y ] :
```

**Note:**

The Upgrade software was either confirmed as installed or was installed in an earlier task. For more information, see *Checking the New System*.

5. Press ENTER.

The system displays the following message:

To ensure that the backup device is working correctly, please insert the upgrade backup cartridge into the drive, and press enter.



**CAUTION:**

Handle the disk cartridge with care. It is easily damaged.

**Note:**

Use only disk cartridges from the RUK. Any other disk cartridge might require formatting, which can take up to 2 hours.

6. Insert one of the disk cartridges from the RUK and then press ENTER.

The system displays the following message:

```
Attempting to mount the cartridge.
```

The system mounts the disk cartridge and displays the following message:

```
[Backup] drive is working correctly.  
Continuing with upgrade.
```

The system runs the system evaluation utility package, which requires approximately from 5 to 10 minutes.

The system displays the following message:

```
Checking for non-standard software...
```

**Note:**

If nonstandard software is found, the following message is displayed:

```
UPGRADE WARNING: The following packages  
installed on this system do not have a known  
mapping to R5 software. If you proceed with  
the upgrade, any features provided by (and  
data associated with) these packages will  
almost certainly not be carried forward to  
the R5 system. The packages in question are:
```

```
<package name> <package description>  
<current time>
```

```
Do you want to proceed with the upgrade? [ n ]
```

If you see this message, contact the Remote Support Center or your COE.

The system displays the following:

```
[date/time]  
Take the system out of service and proceed  
with the upgrade? [ y ] :
```

7. Enter **y**

The voice system is stopped and the system displays additional status messages along with an estimate of the time and number of disk cartridges required for the upgrade backup. The system then displays the following message:

Press [ RETURN ] to continue or [ DELETE ]  
to abort [ RETURN ] :

**Note:**

The system might display additional information after the above message.

8. Press ENTER.

The system instructs you to insert a backup disk cartridge, if you have not already inserted one, and then instructs you to press ENTER to continue or DELETE to quit.

9. Press ENTER.

The systems starts backing up the data.

**Note:**

Depending on the amount of customer data, a disk cartridge takes up to 20 minutes fill up with data. Now is a good time to take a break.

10. Do one of the following:

- If the upgrade backup requires only one disk cartridge, go to Step 11.
- If the upgrade backup requires an additional disk cartridge:
  - Remove the disk cartridge when it is full and replace it with another blank disk cartridge from the RUK.
  - Label the disk cartridge with a number that indicates its place in the backup sequence.

11. Watch for the following message:

```
Upgrade backup complete [date/time]
To proceed with the upgrade the system needs
to be shut down [date/time]
Shut down the system now? [ y ] :
```

12. Press ENTER.

The system ejects the disk cartridge, shuts down, and displays the following message:

```
The system is down.
Press CTRL-ALT-DEL to reboot your computer.
```

13. Turn the power switch off on the old system.
14. Turn the power switch off on the external disk cartridge drive.

15. Remove the SCSI cable and the external cartridge drive from the old system.

## Restoring the Database

**Note:**

This task includes installing the SCSI interface card and the external disk cartridge drive in the new MAP/5PV3 or MAP/5PV4 and then restoring the database. After the database is restored, the SCSI interface circuit card and external disk cartridge drive are then removed.

To restore the database on the new system:

1. Log in as **craft**
2. From the INTUITY Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu. See System Upgrade Main Menu (page 403).

3. Press the DOWN ARROW key to highlight Restore features and data from backup and then press ENTER.

The system displays the following message:

This machine currently has no subscribers

**Note:**

If the system has subscribers, the system displays the following message, where *X* is the number of subscribers of each type:

```
UPGRADE WARNING: Machine <machine name>
currently has
    local subscribers X
    administered remote subscribers X
```

If you proceed with the upgrade, all customer data currently on this machine will be destroyed!

<current date>

Proceed with the upgrade? [ n ]:

Delete the subscribers and continue with the upgrade by entering **y**.

The system displays the following message:

UPGRADE WARNING: Voice system on machine  
<machine name> is currently up or  
initializing.

<current time>  
If you proceed with the upgrade, the machine  
will be taken out of service.

Proceed with the upgrade? [ n ]:

4. Enter **y**

The system displays a number of messages and then the  
following message:

Is a SCSI card installed on this machine?  
[ y ]:

5. Enter **n**

The system displays the following message:

Do you have the upgrade kit (RUK)? [ y ]:

6. Enter **y**

The system displays the following message:

Press enter when you are ready to shut down  
the system.

7. Press ENTER.

The system shuts down and then displays the following message:

Press any key to reboot...



**CAUTION:**

Observe proper electrostatic discharge precautions when you  
handle computer components. Wear an antistatic wrist strap that  
touches your bare skin and connect the strap cable to an earth  
ground. For detailed electrostatic discharge instructions, see  
Protecting Against ESD Damage on the *INTUITY Messaging  
Solutions Release 5 Documentation for Technicians* CD-ROM,  
585-313-807.

8. Turn the power switch off.

9. Remove the SCSI Interface Card (page 386) from the RUK and  
then from the antistatic bag.

10. Do one of the following:

- If the new system is a MAP/5PV3, install the circuit card in  
PCI slot 1, the uppermost slot within the cabinet. See

MAP/5P and MAP/5PV3 Internal Layout (page 387) for the location of PCI slot 1.

- If the new system is a MAP/5PV4, install the circuit card in the shared PCI slot 2/ISA slot 1. This will require removing the remote maintenance circuit card and then reinstalling the remote maintenance circuit card when the data transfer is complete. See MAP/5PV4 Internal Layout (page 388) for the location of the shared PCI slot 2/ISA slot 1.

11. Install and tighten the circuit card retaining screw.

**Note:**

Leave the dress cover off the system until the data transfer is verified. You can then remove the SCSI interface card and replace the dress cover. If you are upgrading to a MAP/5PV4 system, you will then also have to reinstall the remote maintenance circuit card.

12. Get the external disk cartridge drive.

13. Turn off the external disk cartridge drive:

- For a JAZ disk cartridge drive, turn off the power switch by setting the power switch to **0** or Off. This switch is located at the back right side of the drive. External JAZ Disk Cartridge Drive Settings (page 393).
- For a MO disk cartridge drive, turn off the external disk cartridge drive power switch. This switch is located at the back of the drive in the upper left corner. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).

14. Remove the SCSI 2 to SCSI 3 cable from the RUK. See either Cables for External JAZ Disk Cartridge Drive (page 404) or Cables for External MO Disk Cartridge Drive (page 405).

15. Connect the SCSI 2 connection to the upper connector on the back of the external disk cartridge drive.



**CAUTION:**

Do not use the lower connector, or the restore might not occur.

16. Connect the external disk cartridge drive to the external SCSI port on the newly installed SCSI interface card.

**Note:**

Do not insert the backup disk cartridge until the system requests it.

17. Connect the external drive to electrical power and then turn on the power switch.

**Important:**

The external disk cartridge drive must be turned on before turning on the power for the INTUITY AUDIX system. If not, another system restart is required.

18. Turn on the power to the MAP/5PV3 or MAP/5PV4.

The system rebuilds the kernel and restarts a number of times, which can take from 10 or 15 minutes.

After the kernel is rebuilt and the system is restarted for the last time, the following message is displayed:

```
Not starting the voice system because an
upgrade is in progress.
Rebooting the system will allow the voice
system to start.
Press enter to continue
```

19. Press ENTER.

The system then displays the following message:

```
Program `/vs/gin/util/startup.d/CHK_
restore' returned a non-zero return code.
'start_vs' is being aborted
```

20. Press ENTER to display the console login.

The system displays the following message:

```
Console login:
```

**Note:**

The system normally displays two logins during boot up and only the second is used. However, the upgrade procedure only displays one login. During the upgrade procedure only, use the first login that appears.

21. On the next blank line, log in as **craft**
22. From the INTUITY Main Menu, select:

```
System Upgrade
```

The system displays the System Upgrade Main Menu (page 403).

23. Press the DOWN ARROW key to highlight Restore features and data from backup and then press ENTER.

The system displays the following message:

```
System upgrade restore operation starting  
[date/time]
```

```
This machine currently has no subscribers
```

```
To ensure that the backup device is working  
correctly, please insert the upgrade backup  
cartridge into the drive and press enter.
```

24. Insert the backup disk cartridge in the external disk cartridge drive and then press ENTER on the INTUITY AUDIX system console.

The system displays the following message:

```
The backup device is functioning correctly.  
Continue with the upgrade? [ y ] :
```

25. Press ENTER.

The system displays the following message:

```
Checking whether backup is compatible with  
currently installed software...
```

**Note:**

If the system determines that additional software must be installed, the following message is displayed:

```
WARNING: The following package needs to be  
installed before continuing:  
    <package name> <package description>
```

Additional messages are displayed:

```
Would you like to stop the upgrade and install  
the missing software now? [ y ] :
```

If you are not sure whether to install the software, call the Remote Support Center. Otherwise, enter **n**. The system confirms that you intend to proceed without installing the software and then continues.

The database is restored, and after some time, the following message is displayed:

```
Checking results of upgrade procedure...  
Local subscribers X
```



```
Administered remote subscribers X
Upgrade completed successfully. [date/time]
```

```
The system needs to be shut down to allow
the [backup] drive and the SCSI to be
removed.
[date/time]
```

```
Shut down the system now? [ y ] :
```

26. Press the eject button on the front of the external disk cartridge drive and then press ENTER on the system keyboard.

The system is shut down, and the following message is displayed:

```
Press any key to reboot...
```

27. Turn the MAP/5PV3 or MAP/5PV4 power switch off.
28. Remove the SCSI cable from the system, and then remove the SCSI interface card.
29. Place the SCSI interface card in the antistatic bag and place it in the RUK.
30. If you are upgrading to a MAP/5PV4 system, you must now reinstall the remote maintenance circuit card in the shared PCI slot 2/ISA slot 1.
31. Replace the external disk cartridge drive in the RUK.

## Disconnecting the Monitor and A/B Switch Box

After the upgrade is completed, remove the cables from the A/B switchbox and then attach the video monitor cables directly to the new system.

### **Note:**

If another monitor was available for the upgrade, this task is not required. Go to the next task, Moving the Cables to the New System.

To disconnect the monitor from the A/B switch box and connect to the new system:

1. Turn off the video monitor.
2. Remove power from the old system, the new system, and the video monitor.

3. Remove both ends of the cable from Position A on the A/B switchbox and the old system. See A/B Switch Box Connections (page 401).
4. Remove both ends of the cable from Position B on the A/B switchbox and the new system.
5. Remove the signal cable from Position C on the A/B switch box.
6. Replace the video cables and the A/B switchbox in the reusable upgrade kit (RUK).
7. Attach the video cable to the newer system video controller circuit card and tighten the thumbscrews on the video cable connector.

## Moving the Cables to the New System

To cable the new system:

1. Move the switch link or LAN cables from the old system to the new system. For more information, see:
  - The appropriate circuit card on the Identifying and Cabling Circuit Cards menu in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807
  - *INTUITY Messaging Solutions Getting Connected*, 585-313-703
2. Move the serial port connections.
3. Move the external dial tone cable from the modem to the remote maintenance circuit card.
4. If this is an upgrade to a MAP/5PV3 or MAP/5PV4 system, connect the three-way power cable to the monitor and system.

## Replacing the Dress Cover and Restarting the New System

To finish assembling the system and to restart the system:

1. Replace the dress cover on the system.

For more information about Step 1, see either Replacing the Dress Cover (MAP/5P and MAP/5PV3) or Replacing the Dress Cover (MAP/5PV4) in the Maintenance section of the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

2. Connect the power cable to external power and then turn on the MAP/5PV3 or MAP/5PV4 power switch.
3. When the system has restarted, log in as **craft**.

**Note:**

Since the system is now in normal operation, two login prompts appear. Log in at the second prompt.

## Verifying the Data Transfer

To verify that the customer database transferred correctly:

1. Start at the INTUITY Main Menu and select:

TCP/IP Administration  
Networking Addressing

**Note:**

The system might not have networking. If not, you can skip these steps and go to Step 7.

2. The system displays the Networking Addressing Window (page 412).
3. Compare the values on this screen to the values recorded earlier during this upgrade in the TCP/IP Administration Screen Contents (page 381) table in the Technician's Upgrade Worksheet (page 381) section.

**Note:**

The TCP/IP Interface field is completed for you. To check the entry, press F2 (Choices) to display the available entries.

4. Do one of the following:
  - If the values are correct, press F6 (Cancel) and go to Step 7.
  - If the values are incorrect or are not displayed, move the cursor to each field and enter the values.
5. Press F3 (Save) after making the entries.
6. Press F6 (Cancel).
7. From the INTUITY Main Menu, select:

Feature Options

The system displays the Feature Options (Read Only) Screen (page 410).

**Note:**

Press the UP ARROW key to display `voice_ports`.

8. Confirm that the INTUITY AUDIX system has at least the same features activated in the same quantities as before the upgrade. Compare the features on this screen to the values recorded earlier in the table Existing Customer Features (page 382) in Technician's Upgrade Worksheet (page 381).

**Note:**

The customer might have purchased more features or capacity than were displayed on the old system.

9. Press F6 (Cancel).
10. From the INTUITY Main Menu, select:

AUDIX Administration
11. At the `enter command:` prompt, enter **list mea feat day**

The system displays the Feature Daily Traffic Screen (page 411).
12. Compare the local and remote subscriber amounts to the values recorded earlier in the Subscriber Totals (page 383) table in the Technician's Upgrade Worksheet (page 381) section.
13. Press F1 (Cancel) and enter **exit**
14. From the INTUITY Main Menu, select:

Voice System Administration  
Number Services  
Display Services

The system displays the Display Number Services Window (page 428).

15. Determine whether the `Service Name:` column has an `AUDIX` entry and then do one of the following:
  - If `AUDIX` is displayed, press F6 (Cancel) and go to the next task.
  - If `AUDIX` is not displayed, press F6 (Cancel) and continue with the next step.
16. From the Number Services menu, select:  
  
`Assign Service`  
  
The system displays the Assign Number Service Window (page 429).
17. Press the DOWN ARROW key to move to the `Service Name` field and press F2 (Choices).  
  
The system displays the available options on the new system.
18. Select `AUDIX` and press ENTER.  
  
The system displays the Assign Number Service Window (page 429) with `AUDIX` displayed in the `Service Name:` field.
19. Press F3 (Save) and then press F6 (Cancel) twice.
20. Continue with the next task.

## Reinstall the New Switch Integration Package (if necessary)

This task is only necessary if you changed the switch integration software package on the new system to match what was installed on the old system. If you did not change the switch integration package on the new system, skip the two tasks below and continue with the next task, Releasing the Switch Data Link.

## Remove the Switch Integration Package

Before you install the new switch integration package, you must first remove the package that you installed in the Verifying the Purchasable Feature Options (page 11) task.

To remove the switch integration package:

1. Start at the INTUITY Main Menu (page 389) and select:

```
Software Management
  Software Removal
```

The system displays the Basic Software Removal screen.

2. Use the UP and DOWN arrows to move the cursor.
3. Use the ENTER key to select the switch integration software package that you want to remove. Use the switch integration package information that you recorded in Switch Integration Information (page 382) in the Technician's Upgrade Worksheet (page 381) as a guide.
4. After you have selected the switch integration package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.
5. Select Submit.

The system displays the following:

```
Removal of the software in complete
```

```
Hit RETURN to continue
```

6. Press RETURN.
7. Press F6 (Cancel) until you reach the INTUITY Main Menu.
8. From the INTUITY Main Menu, select:

```
Customer/Services Administration
  System Management
    System Control
      Reboot System
```

The system displays the Wait Time Window.

Additionally, the system displays a warning to ensure that you know your password and to verify that your keyboard is connected.

9. Press the Acknowledge Message (F1) key to acknowledge the warning message.

10. Type 60 in the Wait Time Window.

This time (60 seconds) designates how many seconds the system is to wait for calls in progress to finish before stopping the voice system. After 60 seconds, no new calls are allowed. If any calls are still in progress after 60 seconds, the system waits until those calls have finished and then proceeds with stopping the voice system.

11. Press Save (F3).

The system displays the following message:

Voice system will be stopped first to avoid data loss.

The system then shuts down and reboots automatically. A reboot takes approximately 15 minutes. The system then displays the following message:

Startup of the Voice System is complete.

12. After the system displays the above message, press ENTER.
13. Verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.
14. Log in to the system as tsc.
15. Continue with Install the New Switch Integration Package.

## Install the New Switch Integration Package

To install the new switch integration package:

1. Insert the Release 5.1 INTUITY AUDIX CD-ROM in the CD-ROM drive.

2. From the Software Management screen, select:

Software Installation  
CD

The system displays the Software Install Screen, Page 1.

3. Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install. Use the switch integration package information that you recorded in Switch Integration Information (page 382) in the Technician's Upgrade Worksheet (page 381) as a guide.

4. Press ENTER.
5. Press the down arrow until the cursor highlights `Install selected packages` and then press ENTER.
6. The system displays the Software Install Confirmation screen.
7. Make sure that the cursor is on `PROCEED` and then press ENTER.

The system installs the package then displays the following message:

```
Do you have more media from which to install
more software?
```

8. Enter **n**

The system displays the following message:

```
Do you have hardware to install?
```

9. Enter **n**

The system automatically reboots.

10. Call the MMISC at 800-242-2121, prompt 0, extension 15352, to have them activate the right-to-use license for the new switch integration.
11. Translate for the new switch integration. See the appropriate switch integration book or configuration note for more information.
12. Continue with the next task.

## Releasing the Switch Data Link

### **Important:**

This task applies only to DEFINITY switches. If the customer does not have a DEFINITY switch, do not use this task and go to the next task, Verifying the Cable Connections.

For this procedure, DEFINITY switches are divided as follows:

- Releasing the Data Link on a System 75 G1 or G3 Switch (page 49)
- Releasing the Data Link on a G2 Switch (page 49)
- Releasing the Data Link in an OverLAN Integration (page 49)



## Releasing the Data Link on a System 75 G1 or G3 Switch

To release the data link on a System 75 G1 or G3 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **release link *n***

where *n* is the number of the link going to the INTUITY AUDIX system. Valid input is an integer from 1 to 8.

For more information, see the DEFINITY switch documentation.

2. Continue with the next task, Verifying the Cable Connections.

## Releasing the Data Link on a G2 Switch

To release the data link on a G2 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **proc650 test 3**

2. Enter **rb**

For more information, see the DEFINITY switch documentation.

3. Continue with the next task, Verifying the Cable Connections.

## Releasing the Data Link in an OverLAN Integration

To release the data link in an OverLAN switch integration, perform the following tasks on the switch administration terminal (SAT):

1. Enter **ch com p**
2. Locate INTUITY AUDIX in the Node column.
3. Press the DOWN ARROW key to the INTUITY AUDIX field.
4. Enter **y**

The system displays the following message:

Command successfully completed.

5. Continue with the next task, Verifying the Cable Connections.

## Verifying the Cable Connections

To verify that the cable connections are correct:

1. From the INTUITY Main Menu, select:

Voice System Administration  
Voice Equipment

The system displays the Voice Equipment Window (page 424).

**Note:**

The third column displays `foos` if the tip/ring cables are not moved to the new system.

2. From the PHONE column, write down each extension in the order displayed.

3. Press F6 (Cancel) once.

The system displays the Voice System Administration menu.

4. From the Voice System Administration menu, select:

System Monitor

The system displays the System Monitor - Voice Channels Window (page 425).

5. Using a telephone handset near the INTUITY AUDIX system, dial every extension listed in Step 2.
6. Watch the System Monitor - Voice Channels window to confirm that each channel rings in the same order as it is administered on the Display Voice Equipment window. Confirm also that each channel answers the call.
7. Do one of the following:
  - If the channels all ring in the correct order and all answer the call, go to Step 8.
  - If any channel does not ring in the correct order or does not answer the call, check the cross-connect field for incorrect wiring. Correct the wiring and return to Step 1.
8. Press F6 (Cancel) twice.

# Administering Passwords

Some passwords are not transferred to the new system during the upgrade.

To readminister these passwords:

1. From the INTUITY Main Menu, select:

```
Customer/Services Administration
System Management
Password Administration
Assign/Change Password
```

2. The system displays the Assign/Change Password Window (page 426).
3. Press F2 (Choices) to display the password options to change.
4. Select `sa` and then press F3 (Save).
5. Type `y` to confirm that you want to change the password for the selected login.
6. Enter a new password from the System Passwords (page 381) table, in the Technician's Upgrade Worksheet (page 381) section, at the `enter password:` prompt. The password must contain only from 6 to 11 alphanumeric characters

The system displays the following message:

```
Re-enter new password:
```

7. Enter the new password again.
8. The system displays the following message:

```
Password changed for sa.
Hit acknowledge key to continue.
```

9. Press F1 (Acknowledge Message) to continue.
10. Return to Step 3, substituting the `vm` password.
11. Press F6 (Cancel) until you reach the INTUITY Main Menu.
12. Do one of the following:
  - If the old system did not have Enhanced-List Administration (ELA), go to the next task, Performing Acceptance Tests.
  - If the old system had ELA, select the following from the INTUITY Main Menu:

Enhanced-List Manager  
Set Up Enhanced-List System Data

The Set Up Enhanced-List System Data Screen (page 427) is displayed.

13. Enter **vm** in the System Login: field.
14. Enter the vm password in the System Password: field.
15. Press F3 (Save) to store the changes.
16. Press F6 (Cancel) twice to return to the INTUITY Main Menu.

## Performing Acceptance Tests

To perform the acceptance tests:

1. Test the switch channels. Each channel must show the status INSERTV.

For more information, see Testing the Channels in the Performing Acceptance Testing section of the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Follow both procedures in this section.

2. Stop following the Performing Acceptance Testing procedure after you have verified that the purchased and activated voice channels are on-hook. The rest of the switch integration was administered on the old system.

## Administering and Testing All Features

Confirm that all features are operating properly. If the features are not yet administered, you can update the administration at this time.

For more information about administering these features, see Initial Administration and Test for Features on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Click the links for each feature that the customer has purchased and follow those procedures.

## Activating Alarm Origination

To activate alarms:

1. From the INTUITY Main Menu, select:

Customer/Services Administration  
Alarm Management

The system displays the Alarm Management Window (page 402).

2. Move the cursor to the Alarm Origination field.
3. Press F2 (Choices) and then select active.
4. Press F3 (SAVE).

The system displays the following message:

Alarm Form Update was successful  
Press <Enter> to continue.

5. Press ENTER.

The system displays the Alarm Management Window (page 402).

6. Press F6 (CANCEL) until you return to the INTUITY Main Menu.

## Replacing the MAP/5 Covers

To replace the top cover and front panel of the MAP/5:

1. Align the top cover with the unit so that the front of the top cover is about 0.5 inches from the front of the unit.
2. Lower the cover over the unit until the cover is parallel with the bottom of the unit.
3. Pull the top cover toward you until it snaps into the holding tabs that are located on either side of the front of the unit. See Top Cover Tabs (page 391).
4. Place the unit on its rear panel. The bottom of the unit needs to be facing you.

5. Align the front panel with the front of the unit and hook the top flanges of the panel underneath the top cover. See Front Panel Tabs (page 390).
6. Lower the panel until each tab snaps into position.

## Completing the Upgrade

After the upgrade is complete and the new system is operating properly, you can dispose of the old system and return the RUK.

1. To complete the upgrade, do one of the following:
  - If the upgrade occurred in the United States, pack and ship the old system to the Avaya System Recycling Center.
  - If the upgrade occurred outside the United States, record the system serial number, and then destroy the old machine.
2. Remove the cartridge from the new system disk cartridge drive and replace it in the RUK.
3. Pack and return the RUK to the MMISC or to the COE.
4. Configure the new system for normal use, including backups.
5. Return the technician worksheet to the customer so the customer can safely dispose of the password list.

# MAP/5 to Release 5.1 MAP/40P or MAP/100P Upgrade

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This chapter lists the tasks required to upgrade a MAP/5 system by replacing it with a new Release 5.1 MAP/40P or MAP/100P system.

**Note:**

Begin reading and following these procedures one to two hours before the scheduled shutdown time. All of the tasks in the Preparing for the Data Transfer section can be completed while the old system is still in operation.

The tasks are grouped into these general sections:

- Preparing for the Data Transfer
- Backing Up the Existing Database
- Restoring the Database, Cabling the New System, and Beginning service
- Completing the Upgrade

## Upgrade Checklist

Complete the items in the list in sequence. Print these pages and check off tasks as you complete them.

**Note:**

Complete all tasks in the Preparing for the Data Transfer (page 56) section before the old system is shut down.

**Table: MAP/5 to Release 5.1 MAP/40P or MAP/100P Upgrade Checklist**

Section	Task	✓
Preparing for the Data Transfer	1. Requesting the Customer Passwords (page 59).	
	2. Checking the Reusable Upgrade Kit (page 59).	
	3. Gathering the Tools and Materials Needed for the Upgrade (page 60).	
	4. Completing the Assembly of the New System (page 61) so that it is ready to connect to the customer's switch.	
	5. Connecting the Monitor and A/B Switch Box (page 61).	
	6. Checking Operation of the New System (page 62).	
	7. Verifying the Purchasable Feature Options (page 65).	
	8. Verifying the Switch Integrations (page 66)	
	9. Installing the Upgrade Backup Software on the Old System (page 70).	
	10. Checking the TCP/IP Configuration on the Old System (page 72).	
	11. Checking for and Transferring Custom Announcements (page 73) on the old system. If they exist, transfer them to the new system.	



**Table: MAP/5 to Release 5.1 MAP/40P or MAP/100P Upgrade Checklist**

Section	Task	✓
Backing Up the Existing Database	12. Deactivating Alarm Origination (page 78) on the old system.	
	13. Busing Out the Switch Data Link (page 79) between the old system and the customer's switch.	
	14. Shutting Down the System (page 81). Turning off the power switch.	
	15. Checking for an External SCSI Connection (page 81) on the back of the MAP/5 system. <ul style="list-style-type: none"> <li>■ If the system does not have a SCSI connection, continue with Task 16.</li> <li>■ If the system has a SCSI connection, go to Task 18.</li> </ul>	
	16. Removing the Front Panel (page 82).	
	17. Removing the Top Cover (page 82).	
	18. Assembling and Attaching the External Disk Cartridge Drive (page 83) to the old system.	
	19. Restarting the Old System (page 85).	
	20. Backing Up the Old System's Database (page 86). <b>Note:</b> This task includes removing the external disk cartridge drive.	

**Table: MAP/5 to Release 5.1 MAP/40P or MAP/100P Upgrade Checklist**

Section	Task	✓
Restoring the Database, Cabling the New System, and Beginning service	21. Determining the Next Task Needed to Restore the Database on the New System (page 90).	
	22. If necessary, go to Attaching the External Disk Cartridge Drive to the New System (page 90).	
	23. If necessary, go to Restarting the New System (page 97).	
	24. Restoring the Database (page 93).	
	25. Disconnecting the Monitor and A/B Switch Box (page 96).	
	26. Moving the Cables to the New System (page 97).	
	27. Restarting the New System (page 97).	
	28. Verifying the Data Transfer (page 97).	
	29. Reinstall the New Switch Integration Package (if necessary) (page 100).	
	30. Releasing the Switch Data Link (page 103).	
	31. Verifying the Cable Connections (page 104).	
	32. Administering Passwords (page 105).	
	33. Performing Acceptance Tests (page 106) for the channels.	
	34. Administering and Testing All Features (page 107).	
	35. Activating Alarm Origination (page 107) on the new system.	
Completing the Upgrade	36. Replacing the MAP/5 Covers (page 108).	
	37. Pack and ship the old system and the RUK in Completing the Upgrade (page 108).	

## Requesting the Customer Passwords

Several passwords must be reset during the upgrade or must be known so that features can be administered correctly. Before the customer leaves, ask the customer to write down these passwords so that you can complete the upgrade successfully.

Use the System Passwords (page 381) table in the Technician's Upgrade Worksheet (page 381) section to record these passwords.

## Checking the Reusable Upgrade Kit

Make sure that you have the materials to complete the upgrade successfully. Check the contents of the reusable upgrade kit (RUK). It needs to contain everything that is listed in the following table and shown in RUK Contents (page 418).

**Note:**

The RUK contains either an External JAZ Disk Cartridge Drive (page 392) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 394). Verify which drive is in the RUK before continuing with the upgrade procedures.

If the contents of the RUK do not match this list, call the Remote Support Center or your Center of Excellence (COE).

**Table: Contents of the Reusable Upgrade Kit**

Item	Quantity	Used with
<i>INTUITY Messaging Solutions Release 5 Documentation for Technicians</i> CD-ROM, 585-313-807, Issue 6 or later.  <b>Note:</b> The documentation CD-ROM contains a printable version of this book, <i>INTUITY Messaging Solutions Upgrade Procedures</i> , 585-313-117. From the CD-ROM table of contents, select User/Print Guides and then select Installation, Migration, and Upgrade Printable Guides.	1	All upgrades.
Upgrade software tape  <b>Note:</b> If the RUK does <i>not</i> contain an Upgrade software tape, call the MMISC at 800-242-2121, prompt 0, extension 15352, to download the Upgrade software.	1	All upgrades.

(1 of 2)

**Table: Contents of the Reusable Upgrade Kit**

Item	Quantity	Used with
External disk cartridge drive, either a JAZ or a MO disk cartridge drive	1	All upgrades.
Disk cartridge drive power supply	1	All upgrades.
Disk cartridge drive power cable (used with JAZ disk cartridge drive only)	1	All upgrades using an external JAZ disk cartridge drive.
Disk cartridges (formatted), either JAZ 2-GB disk cartridges or MO 540-K disk cartridges	3 to 5 (JAZ) or 10 (MO)	All upgrades.
SCSI interface circuit card	1	R5 MAP/5P and some MAP/40 upgrades.
SCSI-2 to Centronix-50 (SCSI-1) cable (6-foot)	1	Only one of these cables is used per upgrade.
SCSI-2 to SCSI-2 cable (6-foot)	1	
SCSI-2 to SCSI-3 cable (6-foot)	1	
SCSI-2 to SCSI-2 cable (1-foot) and internal ID50 adapter	1	Upgrades from MAP/5.

**(2 of 2)**

---

## Gathering the Tools and Materials Needed for the Upgrade

Before you proceed with the upgrade, be certain you have the materials you need to complete the upgrade successfully. For more information, see the Installation Prerequisites information in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

In that section, check the following lists:

- Tools
- Test equipment
- Documentation

## Completing the Assembly of the New System

Before the old INTUITY AUDIX system is taken out of service, assemble the new INTUITY AUDIX system and prepare it for service. For more information, see one of the following sections in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807:

- Assembling the MAP/5P and MAP/5PV3
- Assembling the MAP/5PV4
- Assembling the MAP/40P
- Assembling the Deskside MAP/100P
- Assembling the Rack-Mounted MAP/100P

Follow the steps in the above sections until the system is assembled.

For more information about connecting the keyboard, modem, or printer, see Connecting Peripheral Devices on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

**Note:**

Do not connect the monitor now. You connect it by using the A/B switch in the next task.

## Connecting the Monitor and A/B Switch Box

An upgrade to INTUITY AUDIX Release 5.1 does not include a new monitor, unless ordered separately. Both the older and newer systems can use the same monitor during the upgrade. However, the systems must be relatively close to each other.

**Note:**

If another monitor is available, this task is not required. Go to the next task in the procedure.

The monitor on the older system is equipped with a power cable and a video signal cable. The power cable has a male plug at one end and a female plug at the other end. One end of the signal cable has a video input connector, and the other end is permanently attached to the monitor.

To connect the monitor to both systems through the A/B switch box:

1. Turn off the video monitor.
2. Disconnect the video cable from the older system.

**Note:**

The video signal cable is attached to a female connector on the video controller card of the older system.

3. Attach the video cable from the older system to Position C on the A/B switch box. See A/B Switch Box Connections (page 401).
4. Attach one of the two video cables from the reusable upgrade kit (RUK) to the video controller circuit card in the older system. Tighten the thumbscrews on the connector.
5. Attach the other end of this video cable to Position A on the A/B switch box.
6. Attach the second video cable from the RUK to the video controller circuit card in the newer system and tighten the thumbscrews on the video cable connector.
7. Attach the other end of this video cable to Position B on the A/B switch box.
8. Connect power to the older system, the newer system, and the video monitor.

**Note:**

If this is a MAP/5PV3 or MAP/5PV4 upgrade, ignore the three-way power cable at this point. Connect the straight power cable to the back of the new MAP/5PV3 or MAP/5PV4.

9. Turn on the video monitor.

## Checking Operation of the New System

After assembling the new system, check to make sure that it is working properly before shutting down service on the old system. You might also need to install the upgrade package or change the selected switch integration.

To check operation of the new system:

1. If you are using the A/B switch box with a single monitor, turn the switch to the new system.
2. Connect electrical power to the new system and turn on the power switch.

The system starts up. After some time, it displays the login prompt.

3. Log in as **craft**

The system displays the INTUITY Main Menu (page 389).

4. Check the INTUITY Main Menu for the System Upgrade menu option.
5. Do one of the following:
  - If the System Upgrade menu option is displayed, go to the next task, Installing the Upgrade Backup Software on the Old System.
  - If the System Upgrade menu option is not displayed, go to Step 6.
6. Insert the latest INTUITY AUDIX R5 software CD-ROM in the INTUITY AUDIX system CD-ROM drive.
7. Start at the INTUITY Main Menu and select:

Software Management  
Software Installation  
CD

The system displays the following message:

\*\*\*SOFTWARE INSTALL\*\*\*

A successful backup has not been completed in the past 2 hours. In the unlikely event of a catastrophic failure during this upgrade procedure, a full system backup may be the only method of recovering the customer's data. Doing a full system backup is HIGHLY recommended.

Do you want to continue with the upgrade anyway?

- (\*) Yes, continue this operation without full system backup  
( ) No, quit this operation in order to

complete full system backup

8. Move the cursor to Yes and then press ENTER to continue with the installation.
9. Press the DOWN ARROW key until the cursor highlights the following entry on the second page of the software packages screen in the Applications Software Group:

```
[ ] upgset -- INTUITY Upgrade Utility
```

**Note:**

You might need to scroll through several screens.

10. Press ENTER.

The system displays the following line:

```
[X] upgset -- INTUITY Upgrade Utility
```

11. Press the DOWN ARROW key until the cursor highlights the following message:

```
Install selected packages
```

**Note:**

You then scroll through several screens.

12. Press ENTER.

The system displays the following message:

```
You selected the following packages from the  
CD:
```

```
*upgset -- Est. Installation Time: 5 minutes
```

```
Total Estimated Installation time is 0 hours  
and 5 minutes.
```

13. Make sure that the cursor is on PROCEED and then press ENTER.

The system installs the package and then displays the following message:

```
Do you have more media from which to install  
more software?
```

14. Enter **n**

The system displays the following message:

```
Do you have hardware to install?
```



15. Enter **n**

The system displays the System Management menu.

16. Press F6 (Cancel) twice to log off the system.

**Note:**

The system does not display the System Upgrade menu option on the INTUITY Main Menu until you log back in to the system again.

17. Log in to the INTUITY AUDIX system as **craft**
18. Check the INTUITY Main Menu (page 389) for the System Upgrade menu option.
19. Remove the INTUITY AUDIX R5 software CD-ROM from the CD-ROM drive.
20. Continue with the next task, Verifying the Purchasable Feature Options.

## Verifying the Purchasable Feature Options

The enabled feature options on the new system must be equal to or greater than the enabled feature options on the old system in order for the upgrade to be successful. This task describes how to verify the enabled feature options on both the old and new systems.

To verify the feature options:

1. Go to the customer's old system.
2. From the INTUITY main menu, select:

Customer/Services Administration  
Feature Options

The system displays the Feature Options (Read Only) Screen (page 410).

3. Determine the features that are currently enabled for this customer and any related quantities. Record the results in the Existing Customer Features (page 382) table in the Technician's Upgrade Worksheet (page 381) section.
4. Press F6 (Cancel) twice.

The system displays the INTUITY Main Menu.

5. Go to the new system and verify that the feature options and related quantities are equal to or greater than the feature options enabled on the old system. Use the information that you wrote down in the Existing Customer Features (page 382) table in the Technician's Upgrade Worksheet (page 381).
6. Do one of the following:
  - If the enabled feature options on the new system are *not* equal to or greater than the enabled features on the old system, contact the MMISC at 800-242-2121, prompt 0, extension 15352, to have the necessary feature options enabled.
  - If the enabled feature options on the new system are equal to or greater than the enabled features on the old system, continue with Step 7.
7. Go to the old system. From the old system's INTUITY Main Menu, select:  
  
AUDIX Administration  
  
The system displays the AUDIX command prompt screen.
8. At the `enter command:` prompt, enter **list mea feat day**
9. The system displays the Feature Daily Traffic Screen (page 411).
10. Under SUBSCRIBERS, read the Local and Remote fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 383) table in the Technician's Upgrade Worksheet (page 381) section.
11. Continue with the next task, Verifying the Switch Integrations.

## Verifying the Switch Integrations

To allow the data to successfully transfer from the old system to the new system, the switch integration software installed on the new system must match the switch integration software installed on the old system. If the switch integrations do not match, you must remove the software installed on the new system and replace it with the same software that is installed on the old system. This task describes how to verify what switch integration is installed on each system and, if necessary, how to uninstall and install a switch integration software package.

To verify the switch integrations

1. Verify the switch integration software package that is installed on the old system. Record the switch integration type in the Switch

Integration Information (page 382) section of the Technician's Upgrade Worksheet (page 381).

2. Verify the switch integration on the new system:

- a. From the INTUITY Main Menu, select:

Feature Options

The Feature Options screen is displayed.

- b. Press the UP arrow, then press F7 (Switch Select).

The Switch Selection screen is displayed.

- c. Verify the type of switch integration in the Switch: field and then record the type in the Switch Integration Information (page 382) section of the Technician's Upgrade Worksheet (page 381).

3. Do one of the following:

- If the switch integration on the old system is the same as the switch integration on the new system, continue with the next task.
- If the switch integration on the old system is *not* the same as the switch integration on the new system, you must remove the switch integration software that is on the new system and replace it with the same switch integration software package that is currently installed on the old system. This will allow the data to successfully transfer.

To remove the switch integration software package that is currently installed on the new system:

- Start at the INTUITY Main Menu (page 389) and select:

Software Management  
Software Removal

The system displays the Basic Software Removal screen.

- Use the UP and DOWN arrows to move the cursor.
- Use the ENTER key to select the switch integration software package that you want to remove.
- After you have selected the package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.

- Select Submit.

The system displays the following:

Removal of the software in complete

Hit RETURN to continue

- Press RETURN.
- Press F6 (Cancel) until you reach the INTUITY Main Menu.
- From the INTUITY Main Menu, select:

Customer/Services Administration

System Management

System Control

Reboot System

The system displays the Wait Time Window.

Additionally, the system displays a warning to ensure that you know your password and to verify that your keyboard is connected.

- Press the Acknowledge Message (F1) key to acknowledge the warning message.
- Type 60 in the Wait Time Window.

This time (60 seconds) designates how many seconds the system is to wait for calls in progress to finish before stopping the voice system. After 60 seconds, no new calls are allowed. If any calls are still in progress after 60 seconds, the system waits until those calls have finished and then proceeds with stopping the voice system.

- Press Save (F3).

The system displays the following message:

Voice system will be stopped first to avoid data loss.

The system then shuts down and reboots automatically. A reboot takes approximately 15 minutes.

The system then displays the following message:

Startup of the Voice System is complete.

- After the system displays the above message, press ENTER.
- Verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.
- Log in to the system as tsc.

To install the switch integration software on the new system:

- Insert the Release 5.1 INTUITY AUDIX Multimedia CD in the CD-ROM drive.
- From the Software Management screen, select:

Software Installation  
CD

The system displays the Software Install Screen, Page 1.

- Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install and then press ENTER
- Press the down arrow until the cursor highlights Install selected packages and then press ENTER.

The system displays the Software Install Confirmation.

- Make sure that the cursor is on PROCEED and then press ENTER.

The system installs the package then displays the following message:

Do you have more media from which to install more software?

- Enter **n**

The system displays the following message:

Do you have hardware to install?

- Enter **n**

The system automatically reboots.

**Note:**

The right-to-use license does not have to be activated at this point. You will activate the license after the upgrade is complete.

- Continue with the next task.

## Installing the Upgrade Backup Software on the Old System

The Upgrade Backup software must be installed on the old system in order to complete the upgrade. This task provides instructions on how to identify if the software has been previously installed on the system and, if necessary, how to install the software from a tape cartridge or have the software downloaded from the MMISC.

To identify if the software is already installed on the system and, if necessary, install the software:

1. If you are using an A/B switch with a single monitor, switch to the old system.
2. Log in as **craft**
3. Verify that the **System Upgrade** option is available from the INTUITY Main Menu. See **Main Menu After Installing the Upgrade Package** (page 423).
4. Do one of the following:
  - If the **System Upgrade** option is available from the INTUITY Main Menu, skip the rest of the steps in this task and go to the next task.
  - If the **System Upgrade** option is *not* available from the INTUITY Main Menu, you must install the Upgrade Backup software. Continue with Step 5.

5. Verify that the RUK contains a tape labeled "Upgrade Software."
6. Do one of the following:

- If the RUK contains a tape labeled "Upgrade Software," continue with Step 7.
- If the RUK *does not* contain a tape labeled "Upgrade Software," contact the MMISC at 800-242-2121, prompt 0, extension 15352, to have them install the Upgrade software remotely. After the software has been successfully installed, skip the rest of the steps in this task and go to the next task.

7. Open the tape drive door.
8. Insert the tape cartridge and close the door. See Inserting a Tape Cartridge (page 421).
9. From the INTUITY Main Menu, select:

```
Customer Services/Administration
  System Management
    UNIX Management
      Software Install
        Tape Drive
```

The system displays the following message:

```
Insert cartridge into tape drive 1. Type
[go] when ready or [q] to quit:
```

10. Press ENTER to continue.

The system displays the following message:

```
Select the packages you wish to process (or
'all' to process "All" packages)
```

**Note:**

All is the default.

11. Press ENTER to install all packages on the tape.

The system installs the software and then displays the following message:

```
Installation of INTUITY Upgrade Software
[software] was successful.
```

```
Processing of [INTUITY Upgrade Utility] is
complete.
```

```
Insert cartridge into tape drive 1. Type
[go] when ready or [q] to quit
```

12. Enter **q**
13. Press F6 (Cancel) until you reach the INTUITY Main Menu. See Main Menu Before Installing the Upgrade Package (page 422).
14. Remove the tape cartridge and then return it to the RUK.
15. Press F6 (Cancel) until you log off the system and then log back in as **craft**
16. Verify that the `System Upgrade` menu option is displayed on the INTUITY Main Menu. See Main Menu After Installing the Upgrade Package (page 423). If the menu option is not displayed, repeat Step 5 through Step 16.

## Checking the TCP/IP Configuration on the Old System

Before the upgrade, check the TCP/IP configuration on the old system.

To check the old system:

1. From the Avaya INTUITY Main Menu, select:

`Networking Administration`  
`TCP/IP Administration`

2. The system displays the TCP/IP Administration Screen (page 409).
3. Record the information from the screen in the TCP/IP Administration Screen Contents (page 381) table in the Technician's Upgrade Worksheet (page 381) section.

This information is used later to confirm the networking administration on the new machine.

4. Press F6 (Cancel) twice.

The system displays the INTUITY main menu.

5. Continue with the next task.



## Checking for and Transferring Custom Announcements

This procedure is used to check whether custom announcements exist on the old system and then describes how to prepare to transfer them to the new system.

- If the customer *does not* know if they have custom announcements, follow the steps in Checking for Custom Announcement Sets on the Old System (page 74) and then determine the next step.
- If the system *does not* have custom announcements, go to Deactivating Alarm Origination.
- If the system *does* have custom announcements, complete these steps before backing up the old database:
  - Adding the Custom Announcement Set Name to the New System (page 76)
  - Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 77)
  - Using a Custom Announcement Set for the Default Announcement Set on the New System (page 78)

The upgrade package checks whether custom announcements exist and whether they can be transferred. During the upgrade restore, the system checks to ensure that these steps have been completed.

### Custom Announcement Transfer Overview

A custom announcement set is transferred to the new system, but only if:

- The announcement fragments have been rerecorded.
- The announcement set has not been modified.

During the upgrade backup procedure, the system checks for the presence of custom announcements. If the fragments have been modified, but the announcement set has not, then the system backs up the custom announcement set and displays messages while it is being backed up. Custom announcement sets are not backed up if the set has been modified.

Before the upgrade restore occurs, a new, empty announcement set must be created on the new system. The base announcement set must then be copied into this custom-named set. If the custom set has been created properly and the announcement set upgrade conditions are met, then the custom announcement set is restored to the new system.

**Note:**

The procedures in this chapter can be used to transfer many simple custom announcement sets from existing INTUITY AUDIX systems to INTUITY AUDIX Release 5.1 systems. These procedures, however, may not transfer all custom announcement sets.

## Checking for Custom Announcement Sets on the Old System

To check for custom announcement sets:

1. From the INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX command prompt screen.

2. At the `enter command:` prompt, enter **list annnc-sets**

The system displays the Announcement Sets Screen (page 413). The screen shows several additional standard announcement sets. Each customer can have different standard or custom sets installed.

3. Determine if any of the announcement sets have been customized by comparing the announcements sets listed on your screen with the announcements listed in the table Standard Announcement Sets (page 74).

The table lists the announcement set abbreviation as it appears on the screen and the full name in parentheses.

**Table: Standard Announcement Sets**

us-eng (U.S. English)	dutch (Dutch)	malay (Malay)
us-eng-t (U.S. English Terse)	french-c (Canadian French)	mandarin (Mandarin)
us-tdd (U.S. English for TDD)	french-p (French Provincial)	norwegian (Norwegian)
us-123 (U.S. English 1,2,3)	german (German)	polish (Polish)
arabic-fm (Arabic-female)	greek (Greek)	portug (Brazilian Portuguese)
arabic-m (Arabic-male)	hindi (Hindi)	russian (Russian)

**Table: Standard Announcement Sets**

british (British English)	hungary (Hungarian)	slovak (Slovak)
cantonese (Cantonese)	indonese (Indonesian)	swedish (Swedish)
cas-span (Castilian Spanish)	italian (Italian)	taiwanese (Taiwanese)
croatia (Croatian)	korea (Korean)	thailand (Thai)
czech (Czech)	japan (Japanese)	turkish (Turkish)
danish (Danish)	lat-span (Latin-American Spanish)	—

4. Do one of the following:

- If all of the names on the Announcement Sets screen match the listed names in the table Standard Announcement Sets (page 74), go to Step 6.
- If the names on the Announcement Sets screen do not match the names listed in the table Standard Announcement Sets (page 74), use the table Custom Announcement Set Names (page 384) of the Technician's Upgrade Worksheet (page 381) section to write down the customized sets.

5. Ask the customer which announcement set was used for the base announcement set and write down the name of that base announcement set in the Custom Announcement Set Names (page 384) table of the Technician's Upgrade Worksheet (page 381) section.

**Note:**

For upgrades from systems prior to Release 5, if the customer does not know which announcement set was used as the base announcement set and wants to use the custom set on the new system, contact the Multimedia Messaging Implementation Support Center (MMISC) or your COE.

6. Press F1 (Cancel) and then enter **exit** to return to the INTUITY Main Menu.

7. Do one of the following:

- If the old system does not include any custom announcement sets, go to the Deactivating Alarm Origination section.

- If the old system contains custom announcement sets and you know the base announcement set for each, continue with Adding the Custom Announcement Set Name to the New System (page 76).
- If the old system contains custom announcement sets and you do not know which standard announcement set was the source for the custom announcement set, you must contact the MMISC or your COE for assistance.

## Adding the Custom Announcement Set Name to the New System

To add a custom announcement set name to the INTUITY AUDIX Release 5.1 system:

1. From the INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX Administration screen.

2. Enter **add announcement-set *annc-set-name***

where *annc-set-name* is the name of one custom announcement set that you wrote in the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section.

3. Press F3 (Enter).

The system displays the Announcement Sets Screen (page 413) with the name of the new announcement set listed and the following message:

Command Successfully Completed.

**Note:**

The announcement set you just named is empty until you copy the announcements from another set into it, as described in Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 77).

4. Repeat Step 2 and Step 3 for all of the custom announcement sets written in the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section.

## Copying the Base Announcement Set into the Custom Announcement Set on the New System

To copy the appropriate base announcement set to its custom announcement set on the Release 5.1 system:

1. From the INTUITY Main Menu, select:

AUDIX Administration

2. Enter **copy annnc-set**

The system displays the Copy Announcement Set Screen (page 414).

3. From the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section, enter the base announcement set name in the From Announcement Set : field.

4. Enter the name of the corresponding custom announcement set in the To Announcement Set : field.

5. Press F3 (Enter) to save the information to the system database.

The system displays the following message and returns the cursor to the command line:

Command Successfully Completed.

6. Repeat Step 2 through Step 5 for all custom announcement set names added in Adding the Custom Announcement Set Name to the New System (page 76).



### CAUTION:

If the customer customized an announcement set by replacing a fragment with silence or a "blank" instead of re-recording the fragment, the upgrade software does not recognize that the fragment was customized. The system replaces the fragment with the Release 5 standard fragment, and the customer must recustomize that fragment to be silent or blank again.

## Using a Custom Announcement Set for the Default Announcement Set on the New System

To use a custom announcement set for the default announcement set:

1. From the INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX command prompt screen.

2. Enter **change system-parameters features**

The system displays the System-Parameters Features screen.

3. Press F3 (Next Page) twice.

The system displays page 3 of the System-Parameters Features Screen (page 415).

4. Press the TAB key until the cursor is in the ANNOUNCEMENT SETS, System: field.

5. From the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section, enter the name of the custom announcement set.

6. Press F3 (Save).

The system displays the following message:

Command Successfully Completed

7. Enter **exit**

## Deactivating Alarm Origination

### Note:

Complete all tasks in the Preparing for the data transfer section before beginning this task. For more information, see the Upgrade Checklist on the second page of this chapter.

The INTUITY AUDIX system creates alarms based on events that occur during the upgrade. It might be valuable to see these alarms during the upgrade but not to send them to the Avaya Support Center. Deactivating alarm origination allows the alarms to be created but not sent.

To deactivate alarms on the old system:

1. From the Avaya INTUITY Main Menu, select:

Customer/Services Administration  
Alarm Management

The system displays the Alarm Management Window (page 402).

2. Move the cursor to the Alarm Origination field, press F2 (CHOICES), and then highlight inactive.
3. Press F3 (SAVE).

The system displays the following message:

Alarm Form Update was successful  
Press <Enter> to continue.

4. Press ENTER.

The system displays the Alarm Management Window (page 402).

5. Press F6 (CANCEL) until you return to the Avaya INTUITY Main Menu.
6. Disconnect the INADS analog phone line.

## Busying Out the Switch Data Link

### **Important:**

This task applies only to DEFINITY switches. If the customer does not have a DEFINITY switch, do not use this task and go to the next task in the procedure.

When the voice system is turned off for an upgrade, DEFINITY switches activate an alarm. Busying out the link between the voice system and switch prevents alarms from being sent to the remote support center. Choose one of the following procedures based on the type of DEFINITY switch:

- Busying Out the Data Link on a System 75 G1 or G3 Switch (page 80)
- Busying Out the Data Link on a G2 Switch (page 80)
- Busying Out the Data Link in an OverLAN Integration (page 80)

## Busying Out the Data Link on a System 75 G1 or G3 Switch

To busy out the data link on a System 75 G1 or G3 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **busy link *n***

where *n* is the number of the link going to the INTUITY AUDIX system. Valid input is an integer from 1 to 8.

For more information, see the DEFINITY switch documentation.

2. Continue with the next task.

## Busying Out the Data Link on a G2 Switch

To busy out the data link on a G2 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **proc650 test 3**
2. Enter the INTUITY AUDIX link number in field 6.
3. Enter **bu bu**

For more information, see the DEFINITY switch documentation.

4. Continue with the next task.

## Busying Out the Data Link in an OverLAN Integration

To busy out the data link in an OverLAN integration, perform the following tasks on the switch administration terminal (SAT):

1. Enter **ch com p**
2. Locate the INTUITY AUDIX in the Node column.
3. Press the DOWN ARROW key to the INTUITY AUDIX field.
4. Enter **n**

The system displays the following message:

Command successfully completed.

5. Continue with the next task.



## Shutting Down the System

To shut down the system:

1. Start at the Avaya INTUITY Main Menu and select:

```
Customer/Services Administration
System Management
System Control
Shutdown System
```

2. Do one of the following:

- If the system displays the following message, enter **y** and go to Step 3:

```
Enter y to continue, n to quit [ n ]:
```

- If the system displays the Wait Time Window (page 420), enter **60**, press F3 (Save), and go to Step 3.

3. Watch for messages that indicate that a shutdown is in progress.

When the system is completely shut down, the system displays the following message:

```
The system is down.
Press CTRL-ALT-DEL to reboot your computer.
```

4. Turn the power switch off.

## Checking for an External SCSI Connection

Check the back of the MAP/5 for an external SCSI connection. If the system has an external connection, connecting the disk cartridge drive for the backup is simplified.

Do one of the following:

- If the system does not have the external connection, go to Removing the Front Panel (page 82).
- If the system has an external connection, go to Assembling and Attaching the External Disk Cartridge Drive (page 83).

## Removing the Front Panel

To remove the front panel from the MAP/5:

1. Disconnect the power cable.
2. Disconnect the keyboard cable.
3. Place the system on its side panel. The bottom of the unit needs to be facing toward you. The front panel latches must also be facing toward you.
4. Slide the drive cover to the center to expose both front panel latches.

The latches are on the bottom of the front panel.

**Tip:**

The front panel is flexible enough for you first to press one latch and then the other.

5. Push inward on the two front panel latches to release the bottom edge of the front panel. See Front Panel Tabs (page 390).
6. When the bottom of the front panel is loose, rotate the panel away from you and lift it to remove.
7. Return the unit to its flat, desktop position.

## Removing the Top Cover



**CAUTION:**

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. For detailed electrostatic discharge instructions, see *Protecting Against ESD Damage on the INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

To remove the top cover of the MAP/5 for access to the SCSI connection:

1. Press the top cover holding tabs outward while pushing the top cover away from you.

These holding tabs are located on either side of the front of the unit.

2. Slide the top cover as far back as it will go, which is about 0.5 inches.
3. Lift the top cover straight up to remove.
4. Reconnect the keyboard cable and the power cable.

**Note:**

Do not turn on the MAP/5 system power.

## Assembling and Attaching the External Disk Cartridge Drive

The following procedure describes how to assemble and attach a JAZ or a Magneto-Optical (MO) disk cartridge drive to the old system.

To assemble and attach the external disk cartridge drive to the old system:

1. Remove the external disk cartridge drive from the Reusable Upgrade Kit (RUK).
2. Do one of the following:
  - If the RUK contains an External JAZ Disk Cartridge Drive (page 392):
    - Set the SCSI ID to **4**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 393).
    - Confirm that the termination switch is set to **1**, which is pushed to the left side. This might require the use of a flashlight. See External JAZ Disk Cartridge Drive Settings (page 393) for more information.
    - Turn off the external drive power switch by setting the power switch to **0** or off. This switch is located at the back right side of the drive.
    - Continue with Step 3.
  - If the RUK contains an External Magneto-Optical (MO) Disk Cartridge Drive (page 394):
    - Set the SCSI ID to **4**. Turn the SCSI ID setting arrow to point to **4**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395) for more information.

- Set the four Option Settings to On. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
  - Turn off the external disk cartridge drive's power switch. This switch is located at the back of the drive in the upper left corner. See the External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
  - Continue with Step 3.
3. Check the back of the MAP/5 for an external SCSI connection:
- If the system has an external SCSI connection, plug the SCSI cable to the connector on the back of the system and then go to Step 8 on page 84. For the location of the SCSI connector on the MAP/5, see the maintenance or hardware documentation for the MAP/5.

**Note:**

There might be a shielded cover over the MAP/5 SCSI connection. Remove the shielded cover if necessary.

- If the system does not have an external SCSI connection, continue with Step 4.
4. Remove the 1-foot cable and adapter from the RUK.
5. Connect the 1-foot cable to the adapter. See 1-foot Cable and Adapter (page 398).
6. Inside the MAP/5, connect the adapter to a free connection on the MAP/5 SCSI ribbon cable.
- See either Connecting the SCSI Cable, Adapter, and 1-foot Cable (JAZ disk cartridge drive) (page 399) or Connecting the SCSI Cable, Adapter, and 1-foot Cable (MO disk cartridge drive) (page 400), depending on the disk cartridge drive type.
7. Ensure that:
- The internal SCSI cable is pulled up and away from any of the circuit cards and that it will stay in this position during the backup.
  - The metal pins on the back of the adapter do not touch any metal parts of the cabinet.
8. Connect the other end of the SCSI cable to the upper connector on the back of the external disk cartridge drive.

**CAUTION:**

Do not use the lower connector or the backup might not occur.

9. Place the external disk cartridge drive on a stable surface.
10. Connect the external drive to electrical power.
11. Do one of the following:
  - If you are using a JAZ disk cartridge drive, turn on the external disk cartridge drive power switch by setting the power switch to the **1** position.
  - If you are using a MO disk cartridge drive, turn on the external disk cartridge drive power switch. This switch is located at the back of the drive in the upper left corner.

**Note:**

Do not turn on the MAP/5 system power.

12. Insert one of the disk cartridges from the RUK in the disk cartridge drive. See JAZ Disk Cartridge (page 396) or Magneto-Optical (MO) Disk Cartridge (page 397).
13. Confirm that the SCSI ribbon cable inside the MAP/5 is connected to the hard disk drive.

**Important:**

The SCSI ribbon cable disconnects from the hard disk drive easily. If the cable is loose, the system must be shut down again to reconnect the cable.

## Restarting the Old System

To restart the old system and begin the upgrade backup:

1. Turn on the power switch on the old system.
2. If the logo screen is displayed, press ESC.

On newer INTUITY AUDIX systems, a logo screen appears during the startup sequence and hides the system status messages.

**Note:**

As the system starts up, it might display the following error:

```
Fixed disk 0 error
```

It could then display the system configuration and the following message:

```
Press F1 to continue.
```

This message is normal. Press F1 to continue.

The system displays startup messages including the first of two console login prompts. Ignore the first console login prompt and allow the system to continue to restart. After the system has completely restarted, the second console login prompt is displayed:

```
Console login:
```

3. Continue with the next task.

## Backing Up the Old System's Database

To back up the old system's database:

1. Log in as **craft**
2. From the Avaya INTUITY Main Menu, select:

```
System Upgrade
```

The system displays the System Upgrade Main Menu (page 403).

**Note:**

The System Upgrade Main Menu that you see might differ from the example shown in System Upgrade Main Menu (page 403). For example, the Restore feature and data from backup menu choice might not appear in the menu.

3. Select Backup features and data and then press ENTER.

The system displays the following message:

```
System upgrade backup starting. [date/time]  
Begin complete backup of machine [machine  
name] for system upgrade? [ y ] :
```

4. Enter **y**

The system displays system messages and then the following messages:

Before continuing, please verify that the new system is assembled and operational, and that the INTUITY main menu displays the System Upgrade option.

```
[date/time]
Does the new system meet these conditions?
[ y ] :
```

**Note:**

The Upgrade software was either confirmed as installed or was installed in an earlier task. For more information, see *Checking the New System*.

5. Press ENTER.

The system displays the following message:

To ensure that the backup device is working correctly, please insert the upgrade backup cartridge into the drive, and press enter.



**CAUTION:**

Handle the disk cartridge with care. It is easily damaged.

**Note:**

Use only disk cartridges from the RUK. Any other disk cartridge might require formatting, which can take up to 2 hours.

6. Insert one of the disk cartridges from the RUK and then press ENTER.

The system displays the following message:

```
Attempting to mount the cartridge.
```

The system mounts the disk cartridge and displays the following message:

```
[Backup] drive is working correctly.  
Continuing with upgrade.
```

The system runs the system evaluation utility package, which requires approximately from 5 to 10 minutes.

The system displays the following message:

```
Checking for non-standard software...
```

**Note:**

If nonstandard software is found, the following message is displayed:

```
UPGRADE WARNING: The following packages  
installed on this system do not have a known  
mapping to R5 software. If you proceed with  
the upgrade, any features provided by (and  
data associated with) these packages will  
almost certainly not be carried forward to  
the R5 system. The packages in question are:
```

```
<package name> <package description>  
<current time>
```

```
Do you want to proceed with the upgrade? [ n ]
```

If you see this message, contact the Remote Support Center or your COE.

The system displays the following:

```
[date/time]  
Take the system out of service and proceed  
with the upgrade? [ y ] :
```

7. Enter **y**

The voice system is stopped and the system displays additional status messages along with an estimate of the time and number of disk cartridges required for the upgrade backup. The system then displays the following message:



Press [ RETURN ] to continue or [ DELETE ]  
to abort [ RETURN ] :

**Note:**

The system might display additional information after the above message.

8. Press ENTER.

The system instructs you to insert a backup disk cartridge, if you have not already inserted one, and then instructs you to press ENTER to continue or DELETE to quit.

9. Press ENTER.

The systems starts backing up the data.

**Note:**

Depending on the amount of customer data, a disk cartridge takes up to 20 minutes fill up with data. Now is a good time to take a break.

10. Do one of the following:

- If the upgrade backup requires only one disk cartridge, go to Step 11.
- If the upgrade backup requires an additional disk cartridge:
  - Remove the disk cartridge when it is full and replace it with another blank disk cartridge from the RUK.
  - Label the disk cartridge with a number that indicates its place in the backup sequence.

11. Watch for the following message:

```
Upgrade backup complete [date/time]  
To proceed with the upgrade the system needs  
to be shut down [date/time]  
Shut down the system now? [ y ] :
```

12. Press ENTER.

The system ejects the disk cartridge, shuts down, and displays the following message:

```
The system is down.  
Press CTRL-ALT-DEL to reboot your computer.
```

13. Turn the power switch off on the old system.

14. Turn the power switch off on the external disk cartridge drive.

15. Remove the SCSI cable and the external cartridge drive from the old system.

## Determining the Next Task Needed to Restore the Database on the New System

Use the table below to determine your next task:

If...	Then...
<ul style="list-style-type: none"><li>■ you backed up the old system's database using MO disk cartridges</li><li>■ the new system has an internal MO disk cartridge drive installed</li></ul>	skip the next two tasks and go to Restoring the Database (page 93).
<ul style="list-style-type: none"><li>■ you backed up the old system's database using MO disk cartridges</li><li>■ the new system has an internal JAZ disk cartridge drive installed</li></ul>	continue with Attaching the External Disk Cartridge Drive to the New System (page 90).
<ul style="list-style-type: none"><li>■ you backed up the old system's database using one or more JAZ disk cartridges</li><li>■ the new system has an internal MO disk cartridge drive installed</li></ul>	continue with Attaching the External Disk Cartridge Drive to the New System (page 90).
<ul style="list-style-type: none"><li>■ you backed up the old system's database using one or more JAZ disk cartridges</li><li>■ the new system has an internal JAZ disk cartridge drive installed</li></ul>	skip the next two tasks and go to Restoring the Database (page 93).

## Attaching the External Disk Cartridge Drive to the New System

The following procedure describes how to attach a JAZ or a Magneto-Optical (MO) disk cartridge drive to the new system.

To assemble and attach the external disk cartridge drive to the old system:

1. Get the external disk cartridge drive from the RUK.
2. Do one of the following:
  - If the RUK contains an External JAZ Disk Cartridge Drive (page 392):
    - Set the SCSI ID to **4**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 393).
    - Confirm that the termination switch is set to **1**, which is pushed to the left side. This might require the use of a flashlight. See External JAZ Disk Cartridge Drive Settings (page 393) for more information.
    - Turn off the power to the external drive by turning the power switch to **0** or Off. This switch is located at the back right side of the drive.
    - Continue with Step 3.
  - If the RUK contains an External Magneto-Optical (MO) Disk Cartridge Drive (page 394):
    - Set the SCSI ID to **4** by turning the SCSI ID setting arrow to point to **4**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395) for more information.
    - Set the four Option Settings to **ON**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
    - Turn off the external disk cartridge drive power switch. This switch is located at the back of the drive in the upper left corner. See the External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
    - Continue with Step 3.
3. Confirm that the INTUITY AUDIX system is completely powered down.
4. Identify the SCSI port on a the new system. See either External SCSI Connectors, except MAP/100P (page 417) or MAP/100P External SCSI Connector (page 416), depending on the new system platform.
5. Remove the external SCSI terminator, if one exists, from the system SCSI connection.

6. Determine which of three cables from the RUK to use to connect the external SCSI connector to the external cartridge drive. The SCSI port is one of three types shown in Cables for External JAZ Disk Cartridge Drive (page 404) or Cables for External MO Disk Cartridge Drive (page 405), depending on the external disk cartridge drive.
7. Connect one end of the cable to the upper SCSI connector on the back of the external cartridge drive. See External JAZ Disk Cartridge Drive Settings (page 393) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
8. Attach the other end of the cable to the external SCSI connector on the new system.
9. Connect the external disk cartridge drive to electrical power and turn on the power switch. See External JAZ Disk Cartridge Drive Settings (page 393) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).

**Note:**

The external disk cartridge drive must be turned on before you can turn on the power for the INTUITY AUDIX system.

## Restarting the New System

To restart the new system:

1. Turn on the power switch on the new system.
2. If the logo screen is displayed, press ESC.

On newer INTUITY AUDIX systems, a logo screen appears during the startup sequence and hides the system status messages.

**Note:**

As the system starts up, it might display the following error:

```
Fixed disk 0 error
```

It then displays the system configuration and the following message:

```
Press F1 to continue.
```

This message is normal. Press F1 to continue.

The system displays startup messages including the first of two console login prompts. Ignore the first console login prompt and

allow the system to continue to restart. After the system has completely restarted, the second console login prompt is displayed:

Console login:

3. Continue with the next task.

## Restoring the Database

To restore the database on the new system:

1. Log in as **craft** on the new system.
2. From the INTUITY Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu (page 403).

3. Press the DOWN ARROW key to highlight `Restore data and features from backup` and then press ENTER.

The system displays the following message:

`This machine currently has no subscribers`

**Note:**

If the system has subscribers, the system displays the following message, where *X* is the number of subscribers of each type:

```
UPGRADE WARNING: Machine <machine name>
currently has
    local subscribers X
    administered remote subscribers X
```

```
If you proceed with the upgrade, all customer
data currently on this machine will be
destroyed!
<current date>
```

```
Proceed with the upgrade? [ n ]:
```

Delete the subscribers and continue with the upgrade by entering **y**

The system displays the following message:

```
UPGRADE WARNING: Voice system on machine
<machine name> is currently up or
initializing.
```

<current time>

If you proceed with the upgrade, the machine will be taken out of service.

Proceed with the upgrade? [ y ]:

4. Enter **y**

The voice system is stopped, and the system displays the following message:

To ensure that the backup device is working correctly, please insert the upgrade backup cartridge into the drive, and press enter.



**CAUTION:**

Handle the disk cartridge with care. It is easily damaged.

5. Insert the backup disk cartridge into the disk cartridge drive and then press ENTER on the INTUITY AUDIX system console.

The system displays the following message:

The backup device is functioning correctly.  
Continue with the upgrade? [ y ] :

6. Press ENTER.

The system displays the following message:

Checking whether backup is compatible with  
currently installed software...

**Note:**

If the system determines that additional software must be installed, the following message is displayed:

```
WARNING: The following package needs to be
installed before continuing:
```

```
    <package name> <package description>
```

An additional message is displayed:

```
Would you like to stop the upgrade and install
the missing software now? [ y ] :
```

If you are not sure whether to install the software, call the Remote Support Center. Otherwise, enter **n**. The system confirms that you intend to proceed without installing the software and then continues.

The database is restored, and after some time, the system displays the following message, where *X* is the number of subscribers that were successfully upgraded:

```
Checking results of upgrade procedure...
```

```
    Local subscribers X
```

```
    Administered remote subscribers X
```

```
-----
Upgrade completed successfully <current
date>
-----
```

```
Reboot the system now? [ y ] :
```

7. Do one of the following:

- If you used an external disk cartridge drive to restore the system, continue with Step 8.
- If you used an internal disk cartridge drive to restore the system, continue with step Step 9.

8. Press the eject button on the front of the external disk cartridge drive.

The system ejects the disk cartridge.

9. Press ENTER on the system keyboard. The system shuts down, and the following message is displayed:

```
Press any key to reboot...
```

10. Turn off the power switch to the new system.

11. Do one of the following:

- If you used an external disk cartridge drive to restore the system, continue with Step 12.
  - If you used an internal disk cartridge drive to restore the system, continue with the next task.
12. Remove the SCSI cable from the system.
  13. Replace the external disk cartridge drive in the RUK.

## Disconnecting the Monitor and A/B Switch Box

After the upgrade is completed, remove the cables from the A/B switchbox and then attach the video monitor cables directly to the new system.

**Note:**

If another monitor was available for the upgrade, this task is not required. Go to the next task, Moving the Cables to the New System.

To disconnect the monitor from the A/B switch box and connect to the new system:

1. Turn off the video monitor.
2. Remove power from the old system, the new system, and the video monitor.
3. Remove both ends of the cable from Position A on the A/B switchbox and the old system. See A/B Switch Box Connections (page 401).
4. Remove both ends of the cable from Position B on the A/B switchbox and the new system.
5. Remove the signal cable from Position C on the A/B switch box.
6. Replace the video cables and the A/B switchbox in the reusable upgrade kit (RUK).
7. Attach the video cable to the newer system video controller circuit card and tighten the thumbscrews on the video cable connector.



## Moving the Cables to the New System

To cable the new system:

1. Move the switch link or LAN cables from the old system to the new system. For more information, see:
  - The appropriate circuit card on the Identifying and Cabling Circuit Cards menu in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807
  - *INTUITY Messaging Solutions Getting Connected*, 585-313-703
2. Move the serial port connections.
3. Move the external dial tone cable from the modem to the remote maintenance circuit card.
4. If this is an upgrade to a MAP/5PV3 or MAP/5PV4 system, connect the three-way power cable to the monitor and system.

## Restarting the New System

To restart the new system:

1. Turn on the MAP/40P or MAP/100P power switch.
2. When the system has restarted, log in as **craft**.

**Note:**

Since the system is now in normal operation, two login prompts appear. Log in at the second login prompt.

## Verifying the Data Transfer

To verify that the customer database transferred correctly:

1. Start at the INTUITY Main Menu and select:

TCP/IP Administration  
Networking Addressing

**Note:**

The system might not have networking. If not, you can skip these steps and go to Step 7.

2. The system displays the Networking Addressing Window (page 412).
3. Compare the values on this screen to the values recorded earlier during this upgrade in the TCP/IP Administration Screen Contents (page 381) table in the Technician's Upgrade Worksheet (page 381) section.

**Note:**

The TCP/IP Interface field is completed for you. To check the entry, press F2 (Choices) to display the available entries.

4. Do one of the following:
  - If the values are correct, press F6 (Cancel) and go to Step 7.
  - If the values are incorrect or are not displayed, move the cursor to each field and enter the values.
5. Press F3 (Save) after making the entries.
6. Press F6 (Cancel).
7. From the INTUITY Main Menu, select:

Feature Options

The system displays the Feature Options (Read Only) Screen (page 410).

**Note:**

Press the UP ARROW key to display `voice_ports`.

8. Confirm that the INTUITY AUDIX system has at least the same features activated in the same quantities as before the upgrade. Compare the features on this screen to the values recorded earlier in the table Existing Customer Features (page 382) in Technician's Upgrade Worksheet (page 381).

**Note:**

The customer might have purchased more features or capacity than were displayed on the old system.

9. Press F6 (Cancel).
10. From the INTUITY Main Menu, select:

# AUDIX Administration

11. At the `enter` command: prompt, enter **list mea feat day**

The system displays the Feature Daily Traffic Screen (page 411).

12. Compare the local and remote subscriber amounts to the values recorded earlier in the Subscriber Totals (page 383) table in the Technician's Upgrade Worksheet (page 381) section.
13. Press F1 (Cancel) and enter **exit**
14. From the INTUITY Main Menu, select:

Voice System Administration  
Number Services  
Display Services

The system displays the Display Number Services Window (page 428).

15. Determine whether the `Service Name:` column has an AUDIX entry and then do one of the following:
  - If AUDIX is displayed, press F6 (Cancel) and go to the next task.
  - If AUDIX is not displayed, press F6 (Cancel) and continue with the next step.

16. From the Number Services menu, select:

Assign Service

The system displays the Assign Number Service Window (page 429).

17. Press the DOWN ARROW key to move to the `Service Name` field and press F2 (Choices).

The system displays the available options on the new system.

18. Select `AUDIX` and press ENTER.

The system displays the Assign Number Service Window (page 429) with `AUDIX` displayed in the `Service Name:` field.

19. Press F3 (Save) and then press F6 (Cancel) twice.
20. Continue with the next task.

## Reinstall the New Switch Integration Package (if necessary)

This task is only necessary if you changed the switch integration software package on the new system to match what was installed on the old system. If you did not change the switch integration package on the new system, skip the two tasks below and continue with the next task, Releasing the Switch Data Link.

### Remove the Switch Integration Package

Before you install the new switch integration package, you must first remove the package that you installed in the Verifying the Purchasable Feature Options (page 11) task.

To remove the switch integration package:

1. Start at the INTUITY Main Menu (page 389) and select:

```
Software Management
Software Removal
```

The system displays the Basic Software Removal screen.

2. Use the UP and DOWN arrows to move the cursor.
3. Use the ENTER key to select the switch integration software package that you want to remove. Use the switch integration package information that you recorded in Switch Integration Information (page 382) in the Technician's Upgrade Worksheet (page 381) as a guide.
4. After you have selected the switch integration package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.
5. Select Submit.

The system displays the following:

```
Removal of the software in complete
```

```
Hit RETURN to continue
```

6. Press RETURN.
7. Press F6 (Cancel) until you reach the INTUITY Main Menu.

8. From the INTUITY Main Menu, select:

Customer/Services Administration  
System Management  
System Control  
Reboot System

The system displays the Wait Time Window.

Additionally, the system displays a warning to ensure that you know your password and to verify that your keyboard is connected.

9. Press the Acknowledge Message (F1) key to acknowledge the warning message.
10. Type 60 in the Wait Time Window.

This time (60 seconds) designates how many seconds the system is to wait for calls in progress to finish before stopping the voice system. After 60 seconds, no new calls are allowed. If any calls are still in progress after 60 seconds, the system waits until those calls have finished and then proceeds with stopping the voice system.

11. Press Save (F3).

The system displays the following message:

Voice system will be stopped first to avoid data loss.

The system then shuts down and reboots automatically. A reboot takes approximately 15 minutes. The system then displays the following message:

Startup of the Voice System is complete.

12. After the system displays the above message, press ENTER.
13. Verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.
14. Log in to the system as tsc.
15. Continue with Install the New Switch Integration Package.

## Install the New Switch Integration Package

To install the new switch integration package:

1. Insert the Release 5.1 INTUITY AUDIX CD-ROM in the CD-ROM drive.

2. From the Software Management screen, select:

Software Installation  
CD

The system displays the Software Install Screen, Page 1.

3. Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install. Use the switch integration package information that you recorded in Switch Integration Information (page 382) in the Technician's Upgrade Worksheet (page 381) as a guide.
4. Press ENTER.
5. Press the down arrow until the cursor highlights `Install selected packages` and then press ENTER.
6. The system displays the Software Install Confirmation screen.
7. Make sure that the cursor is on `PROCEED` and then press ENTER.

The system installs the package then displays the following message:

Do you have more media from which to install more software?

8. Enter **n**

The system displays the following message:

Do you have hardware to install?

9. Enter **n**

The system automatically reboots.

10. Call the MMISC at 800-242-2121, prompt 0, extension 15352, to have them activate the right-to-use license for the new switch integration.
11. Translate for the new switch integration. See the appropriate switch integration book or configuration note for more information.
12. Continue with the next task.

## Releasing the Switch Data Link

**Important:**

This task applies only to DEFINITY switches. If the customer does not have a DEFINITY switch, do not use this task and go to the next task, Verifying the Cable Connections.

For this procedure, DEFINITY switches are divided as follows:

- Releasing the Data Link on a System 75 G1 or G3 Switch (page 103)
- Releasing the Data Link on a G2 Switch (page 103)
- Releasing the Data Link in an OverLAN Integration (page 104)

### Releasing the Data Link on a System 75 G1 or G3 Switch

To release the data link on a System 75 G1 or G3 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **release link *n***

where *n* is the number of the link going to the INTUITY AUDIX system. Valid input is an integer from 1 to 8.

For more information, see the DEFINITY switch documentation.

2. Continue with the next task, Verifying the Cable Connections.

### Releasing the Data Link on a G2 Switch

To release the data link on a G2 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **proc650 test 3**
2. Enter **rb**

For more information, see the DEFINITY switch documentation.

3. Continue with the next task, Verifying the Cable Connections.

## Releasing the Data Link in an OverLAN Integration

To release the data link in an OverLAN switch integration, perform the following tasks on the switch administration terminal (SAT):

1. Enter **ch com p**
2. Locate INTUITY AUDIX in the Node column.
3. Press the DOWN ARROW key to the INTUITY AUDIX field.
4. Enter **y**

The system displays the following message:

Command successfully completed.

5. Continue with the next task, Verifying the Cable Connections.

## Verifying the Cable Connections

To verify that the cable connections are correct:

1. From the Avaya INTUITY Main Menu, select:

Voice System Administration  
Voice Equipment

The system displays the Voice Equipment Window (page 424).

**Note:**

The third column displays `foos` if the tip/ring cables are not moved to the new system.

2. From the PHONE column, write down each extension in the order displayed.
3. Press F6 (Cancel) once.

The system displays the Voice System Administration menu.

4. From the Voice System Administration menu, select:

System Monitor

The system displays the System Monitor - Voice Channels Window (page 425).

5. Using a telephone handset near the INTUITY AUDIX system, dial every extension listed in Step 2.



6. Watch the System Monitor - Voice Channels window to confirm that each channel rings in the same order as it is administered on the Display Voice Equipment window. Confirm also that each channel answers the call.
7. Do one of the following:
  - If the channels all ring in the correct order and all answer the call, go to Step 8.
  - If any channel does not ring in the correct order or does not answer the call, check the cross-connect field for incorrect wiring. Correct the wiring and return to Step 1.
8. Press F6 (Cancel) twice.

## Administering Passwords

Some passwords are not transferred to the new system during the upgrade.

To readminister these passwords:

1. From the INTUITY AUDIX Main Menu, select:  

Customer/Services Administration  
System Management  
Password Administration  
Assign/Change Password
2. The system displays the Assign/Change Password Window (page 426).
3. Press F2 (Choices) to display the password options to change.
4. Select `sa` and then press F3 (Save).
5. Type `y` to confirm that you want to change the password for the selected login.
6. Enter a new password from the System Passwords (page 381) table, in the Technician's Upgrade Worksheet (page 381) section, at the `enter password:` prompt. The password must contain only from 6 to 11 alphanumeric characters

The system displays the following message:

`Re-enter new password:`

7. Enter the new password again.

8. The system displays the following message:  

```
Password changed for sa.  
Hit acknowledge key to continue.
```
9. Press F1 (Acknowledge Message) to continue.
10. Return to Step 3, substituting the **vm** password.
11. Press F6 (Cancel) until you reach the INTUITY AUDIX Main Menu.
12. Do one of the following:
  - If the old system did not have Enhanced-List Administration (ELA), go to the next task, Performing Acceptance Tests.
  - If the old system had ELA, select the following from the INTUITY AUDIX Main Menu:  

```
Enhanced-List Manager  
Set Up Enhanced-List System Data
```

The Set Up Enhanced-List System Data Screen (page 427) is displayed.
13. Enter **vm** in the `System Login:` field.
14. Enter the vm password in the `System Password:` field.
15. Press F3 (Save) to store the changes.
16. Press F6 (Cancel) twice to return to the INTUITY AUDIX Main Menu.

## Performing Acceptance Tests

To perform the acceptance tests:

1. Test the switch channels. Each channel must show the status `INSERV`.

For more information, see Testing the Channels in the Performing Acceptance Testing section of the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Follow both procedures in this section.

2. Stop following the Performing Acceptance Testing procedure after you have verified that the purchased and activated voice

channels are on-hook. The rest of the switch integration was administered on the old system.

## Administering and Testing All Features

Confirm that all features are operating properly. If the features are not yet administered, you can update the administration at this time.

For more information about administering these features, see Initial Administration and Test for Features on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Click the links for each feature that the customer has purchased and follow those procedures.

## Activating Alarm Origination

To activate alarms:

1. From the Avaya INTUITY Main Menu, select:

Customer/Services Administration  
Alarm Management

The system displays the Alarm Management Window (page 402).

2. Move the cursor to the Alarm Origination field.
3. Press F2 (Choices) and then select active.
4. Press F3 (SAVE).

The system displays the following message:

Alarm Form Update was successful  
Press <Enter> to continue.

5. Press ENTER.

The system displays the Alarm Management Window (page 402).

6. Press F6 (CANCEL) until you return to the Avaya INTUITY Main Menu.

## Replacing the MAP/5 Covers

To replace the top cover and front panel of the MAP/5:

1. Align the top cover with the unit so that the front of the top cover is about 0.5 inches from the front of the unit.
2. Lower the cover over the unit until the cover is parallel with the bottom of the unit.
3. Pull the top cover toward you until it snaps into the holding tabs that are located on either side of the front of the unit. See Top Cover Tabs (page 391).
4. Place the unit on its rear panel. The bottom of the unit needs to be facing you.
5. Align the front panel with the front of the unit and hook the top flanges of the panel underneath the top cover. See Front Panel Tabs (page 390).
6. Lower the panel until each tab snaps into position.

## Completing the Upgrade

After the upgrade is complete and the new system is operating properly, you can dispose of the old system and return the RUK.

1. To complete the upgrade, do one of the following:
  - If the upgrade occurred in the United States, pack and ship the old system to the Avaya System Recycling Center.
  - If the upgrade occurred outside the United States, record the system serial number, and then destroy the old machine.
2. Remove the cartridge from the new system disk cartridge drive and replace it in the RUK.
3. Pack and return the RUK to the MMISC or to the COE.
4. Configure the new system for normal use, including backups.
5. Return the technician worksheet to the customer so the customer can safely dispose of the password list.





# MAP/5P or MAP/40s to Release 5.1 MAP/5PV3 or MAP/5PV4 Upgrade

---

This chapter lists the tasks required to upgrade a MAP/5P or MAP/40s system by replacing it with a new Release 5.1 MAP/5PV3 or MAP/5PV4 system.

**Note:**

Begin reading and following these procedures one to two hours before the scheduled shutdown time. All of the tasks in the Preparing for the Data Transfer (page 112) section can be completed while the old system is still in operation.

The tasks are grouped into these general sections:

- Preparing for the Data Transfer
- Backing Up the Existing Database
- Restoring the Database, Cabling the New System, and Beginning Service
- Completing the Upgrade

## Upgrade Checklist

Complete the items in the list in sequence. Remove these sheets from the binder and check off tasks as you complete them.

**Note:**

Complete all tasks in the “Preparing for the Data Transfer” section before the old system is shut down.

**Table: MAP/5P or MAP/40s to R5.1 MAP/5PV3 or MAP/5PV4 Upgrade Checklist**

Section	Task	✓
Preparing for the Data Transfer	1. Requesting the Customer Passwords (page 114).	
	2. Checking the Reusable Upgrade Kit (page 115).	
	3. Gathering the Tools and Materials Needed for the Upgrade (page 116).	
	4. Completing the Assembly of the New System (page 117) so that it is ready to connect to the customer's switch.	
	5. Connecting the Monitor and A/B Switch Box (page 117).	
	6. Checking Operation of the New System (page 118).	
	7. Verifying the Purchasable Feature Options (page 121).	
	8. Verifying the Switch Integrations (page 122)	
	9. Installing the Upgrade Backup Software on the Old System (page 126).	
	10. Checking the TCP/IP Configuration on the Old System (page 128).	
	11. Checking for and Transferring Custom Announcements (page 129), if they exist.	



**Table: MAP/5P or MAP/40s to R5.1 MAP/5PV3 or MAP/5PV4 Upgrade Checklist**

Section	Task	✓
Backing Up the Existing Database	12. Deactivating Alarm Origination (page 134) on the old system.	
	13. Busing Out the Switch Data Link (page 135) between the old system and the customer's switch.	
	14. Determining an Available SCSI ID (page 137).	
	15. Shutting Down the System (page 138).	
	16. If necessary, follow Installing the SCSI Interface Circuit Card in the MAP/40 System (page 138).	
	17. Attaching the External Disk Cartridge Drive (page 139) to the old system.	
	18. Restarting the Old System (page 141).	
	19. Backing Up the Old System's Database (page 142). <b>Note:</b> This task includes removing the external disk cartridge drive.	

**Table: MAP/5P or MAP/40s to R5.1 MAP/5PV3 or MAP/5PV4 Upgrade Checklist**

Section	Task	✓
Restoring the Database, Cabling the New System, and Beginning Service	20. Move to the new system and complete these tasks: Installing the SCSI interface card, connecting the external disk cartridge drive, and Restoring the Database (page 146). <b>Note:</b> This task includes removing the external disk cartridge drive and SCSI interface circuit card.	
	21. Disconnecting the Monitor and A/B Switch Box (page 151).	
	22. Moving the Cables to the New System (page 152).	
	23. Replacing the Dress Covers and Restarting the System (page 153).	
	24. Verifying the Data Transfer (page 153).	
	25. Reinstall the New Switch Integration Package (if necessary) (page 155).	
	26. Releasing the Switch Data Link (page 158).	
	27. Verifying the Cable Connections (page 160).	
	28. Administering Passwords (page 161).	
	29. Performing Acceptance Tests (page 162) for the channels.	
	30. Administering and Testing All Features (page 162).	
	31. Activating Alarm Origination (page 163) on the new system.	
Completing the Upgrade	32. Pack and ship the old system and the RUK in Completing the Upgrade (page 163).	

## Requesting the Customer Passwords

Several passwords must be reset during the upgrade or must be known so that features can be administered correctly. Before the customer leaves,

ask the customer to write down these passwords so that you can complete the upgrade successfully.

Use the System Passwords (page 381) table in the Technician's Upgrade Worksheet (page 381) section to record these passwords.

## Checking the Reusable Upgrade Kit

Make sure that you have the materials to complete the upgrade successfully. Check the contents of the reusable upgrade kit (RUK). It needs to contain everything that is listed in the following table and shown in RUK Contents (page 418).

**Note:**

The RUK contains either an External JAZ Disk Cartridge Drive (page 392) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 394). Verify which drive is in the RUK before continuing with the upgrade procedures.

If the contents of the RUK do not match this list, call the Remote Support Center or your Center of Excellence (COE).

**Table: Contents of the Reusable Upgrade Kit**

Item	Quantity	Used with
<i>INTUITY Messaging Solutions Release 5 Documentation for Technicians</i> CD-ROM, 585-313-807, Issue 6 or later.  <b>Note:</b> The documentation CD-ROM contains a printable version of this book, <i>INTUITY Messaging Solutions Upgrade Procedures</i> , 585-313-117. From the CD-ROM table of contents, select User/Print Guides and then select Installation, Migration, and Upgrade Printable Guides.	1	All upgrades.
Upgrade software tape  <b>Note:</b> If the RUK does <i>not</i> contain an Upgrade software tape, call the MMISC at 800-242-2121, prompt 0, extension 15352, to download the Upgrade software.	1	All upgrades.
External disk cartridge drive, either a JAZ or a MO disk cartridge drive	1	All upgrades.
Disk cartridge drive power supply	1	All upgrades.

(1 of 2)

**Table: Contents of the Reusable Upgrade Kit**

Item	Quantity	Used with
Disk cartridge drive power cable (used with JAZ disk cartridge drive only)	1	All upgrades using an external JAZ disk cartridge drive.
Disk cartridges (formatted), either JAZ 2-GB disk cartridges or MO 540-K disk cartridges	3 to 5 (JAZ) or 10 (MO)	All upgrades.
SCSI interface circuit card	1	R5 MAP/5P and some MAP/40 upgrades.
SCSI-2 to Centronix-50 (SCSI-1) cable (6-foot)	1	Only one of these cables is used per upgrade.
SCSI-2 to SCSI-2 cable (6-foot)	1	
SCSI-2 to SCSI-3 cable (6-foot)	1	
SCSI-2 to SCSI-2 cable (1-foot) and internal ID50 adapter	1	Upgrades from MAP/5.

**(2 of 2)**

---

## Gathering the Tools and Materials Needed for the Upgrade

Before you proceed with the upgrade, be certain you have the materials you need to complete the upgrade successfully. For more information, see the Installation Prerequisites information in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

In that section, check the following lists:

- Tools
- Test equipment
- Documentation

## Completing the Assembly of the New System

Before the old INTUITY AUDIX system is taken out of service, assemble the new INTUITY AUDIX system and prepare it for service. For more information, see one of the following sections in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807:

- Assembling the MAP/5P and MAP/5PV3
- Assembling the MAP/5PV4
- Assembling the MAP/40P
- Assembling the Deskside MAP/100P
- Assembling the Rack-Mounted MAP/100P

Follow the steps in the above sections until the system is assembled.

For more information about connecting the keyboard, modem, or printer, see Connecting Peripheral Devices on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

**Note:**

Do not connect the monitor now. You connect it by using the A/B switch in the next task.

## Connecting the Monitor and A/B Switch Box

An upgrade to INTUITY AUDIX Release 5.1 does not include a new monitor, unless ordered separately. Both the older and newer systems can use the same monitor during the upgrade. However, the systems must be relatively close to each other.

**Note:**

If another monitor is available, this task is not required. Go to the next task in the procedure.

The monitor on the older system is equipped with a power cable and a video signal cable. The power cable has a male plug at one end and a female plug at the other end. One end of the signal cable has a video input connector, and the other end is permanently attached to the monitor.

To connect the monitor to both systems through the A/B switch box:

1. Turn off the video monitor.
2. Disconnect the video cable from the older system.

**Note:**

The video signal cable is attached to a female connector on the video controller card of the older system.

3. Attach the video cable from the older system to Position C on the A/B switch box. See A/B Switch Box Connections (page 401).
4. Attach one of the two video cables from the reusable upgrade kit (RUK) to the video controller circuit card in the older system. Tighten the thumbscrews on the connector.
5. Attach the other end of this video cable to Position A on the A/B switch box.
6. Attach the second video cable from the RUK to the video controller circuit card in the newer system and tighten the thumbscrews on the video cable connector.
7. Attach the other end of this video cable to Position B on the A/B switch box.
8. Connect power to the older system, the newer system, and the video monitor.

**Note:**

If this is a MAP/5PV3 or MAP/5PV4 upgrade, ignore the three-way power cable at this point. Connect the straight power cable to the back of the new MAP/5PV3 or MAP/5PV4.

9. Turn on the video monitor.

## Checking Operation of the New System

After assembling the new system, check to make sure that it is working properly before shutting down service on the old system. You might also need to install the upgrade package or change the selected switch integration.

To check operation of the new system:

1. If you are using the A/B switch box with a single monitor, turn the switch to the new system.
2. Connect electrical power to the new system and turn on the power switch.

The system starts up. After some time, it displays the login prompt.

3. Log in as **craft**

The system displays the INTUITY Main Menu (page 389).

4. Check the INTUITY Main Menu for the System Upgrade menu option.
5. Do one of the following:
  - If the System Upgrade menu option is displayed, go to the next task, Installing the Upgrade Backup Software on the Old System.
  - If the System Upgrade menu option is not displayed, go to Step 6.
6. Insert the latest INTUITY AUDIX R5 software CD-ROM in the INTUITY AUDIX system CD-ROM drive.
7. Start at the INTUITY Main Menu and select:

Software Management  
Software Installation  
CD

The system displays the following message:

\*\*\*SOFTWARE INSTALL\*\*\*

A successful backup has not been completed in the past 2 hours. In the unlikely event of a catastrophic failure during this upgrade procedure, a full system backup may be the only method of recovering the customer's data. Doing a full system backup is HIGHLY recommended.

Do you want to continue with the upgrade anyway?

- (\*) Yes, continue this operation without full system backup
- ( ) No, quit this operation in order to

complete full system backup

8. Move the cursor to Yes and then press ENTER to continue with the installation.
9. Press the DOWN ARROW key until the cursor highlights the following entry on the second page of the software packages screen in the Applications Software Group:

```
[ ] upgset -- INTUITY Upgrade Utility
```

**Note:**

You might need to scroll through several screens.

10. Press ENTER.

The system displays the following line:

```
[X] upgset -- INTUITY Upgrade Utility
```

11. Press the DOWN ARROW key until the cursor highlights the following message:

```
Install selected packages
```

**Note:**

You then scroll through several screens.

12. Press ENTER.

The system displays the following message:

```
You selected the following packages from the  
CD:
```

```
*upgset -- Est. Installation Time: 5 minutes
```

```
Total Estimated Installation time is 0 hours  
and 5 minutes.
```

13. Make sure that the cursor is on PROCEED and then press ENTER.

The system installs the package and then displays the following message:

```
Do you have more media from which to install  
more software?
```

14. Enter **n**

The system displays the following message:

```
Do you have hardware to install?
```



15. Enter **n**

The system displays the System Management menu.

16. Press F6 (Cancel) twice to log off the system.

**Note:**

The system does not display the System Upgrade menu option on the INTUITY Main Menu until you log back in to the system again.

17. Log in to the INTUITY AUDIX system as **craft**
18. Check the INTUITY Main Menu (page 389) for the System Upgrade menu option.
19. Remove the INTUITY AUDIX R5 software CD-ROM from the CD-ROM drive.
20. Continue with the next task, Verifying the Purchasable Feature Options.

## Verifying the Purchasable Feature Options

The enabled feature options on the new system must be equal to or greater than the enabled feature options on the old system in order for the upgrade to be successful. This task describes how to verify the enabled feature options on both the old and new systems.

To verify the feature options:

1. Go to the customer's old system.
2. From the INTUITY main menu, select:

Customer/Services Administration  
Feature Options

The system displays the Feature Options (Read Only) Screen (page 410).

3. Determine the features that are currently enabled for this customer and any related quantities. Record the results in the Existing Customer Features (page 382) table in the Technician's Upgrade Worksheet (page 381) section.
4. Press F6 (Cancel) twice.

The system displays the INTUITY Main Menu.

5. Go to the new system and verify that the feature options and related quantities are equal to or greater than the feature options enabled on the old system. Use the information that you wrote down in the Existing Customer Features (page 382) table in the Technician's Upgrade Worksheet (page 381).
6. Do one of the following:
  - If the enabled feature options on the new system are *not* equal to or greater than the enabled features on the old system, contact the MMISC at 800-242-2121, prompt 0, extension 15352, to have the necessary feature options enabled.
  - If the enabled feature options on the new system are equal to or greater than the enabled features on the old system, continue with Step 7.
7. Go to the old system. From the old system's INTUITY Main Menu, select:  
  
AUDIX Administration  
  
The system displays the AUDIX command prompt screen.
8. At the `enter command:` prompt, enter **list mea feat day**
9. The system displays the Feature Daily Traffic Screen (page 411).
10. Under SUBSCRIBERS, read the Local and Remote fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 383) table in the Technician's Upgrade Worksheet (page 381) section.
11. Continue with the next task, Verifying the Switch Integrations.

## Verifying the Switch Integrations

To allow the data to successfully transfer from the old system to the new system, the switch integration software installed on the new system must match the switch integration software installed on the old system. If the switch integrations do not match, you must remove the software installed on the new system and replace it with the same software that is installed on the old system. This task describes how to verify what switch integration is installed on each system and, if necessary, how to uninstall and install a switch integration software package.

To verify the switch integrations

1. Verify the switch integration software package that is installed on the old system. Record the switch integration type in the Switch

Integration Information (page 382) section of the Technician's Upgrade Worksheet (page 381).

2. Verify the switch integration on the new system:

- a. From the INTUITY Main Menu, select:

Feature Options

The Feature Options screen is displayed.

- b. Press the UP arrow, then press F7 (Switch Select).

The Switch Selection screen is displayed.

- c. Verify the type of switch integration in the Switch: field and then record the type in the Switch Integration Information (page 382) section of the Technician's Upgrade Worksheet (page 381).

3. Do one of the following:

- If the switch integration on the old system is the same as the switch integration on the new system, continue with the next task.
- If the switch integration on the old system is *not* the same as the switch integration on the new system, you must remove the switch integration software that is on the new system and replace it with the same switch integration software package that is currently installed on the old system. This will allow the data to successfully transfer.

To remove the switch integration software package that is currently installed on the new system:

- Start at the INTUITY Main Menu (page 389) and select:

Software Management  
Software Removal

The system displays the Basic Software Removal screen.

- Use the UP and DOWN arrows to move the cursor.
- Use the ENTER key to select the switch integration software package that you want to remove.
- After you have selected the package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.

- Select Submit.

The system displays the following:

Removal of the software in complete

Hit RETURN to continue

- Press RETURN.
- Press F6 (Cancel) until you reach the INTUITY Main Menu.
- From the INTUITY Main Menu, select:

Customer/Services Administration

System Management

System Control

Reboot System

The system displays the Wait Time Window.

Additionally, the system displays a warning to ensure that you know your password and to verify that your keyboard is connected.

- Press the Acknowledge Message (F1) key to acknowledge the warning message.
- Type 60 in the Wait Time Window.

This time (60 seconds) designates how many seconds the system is to wait for calls in progress to finish before stopping the voice system. After 60 seconds, no new calls are allowed. If any calls are still in progress after 60 seconds, the system waits until those calls have finished and then proceeds with stopping the voice system.

- Press Save (F3).

The system displays the following message:

Voice system will be stopped first to avoid data loss.

The system then shuts down and reboots automatically. A reboot takes approximately 15 minutes.

The system then displays the following message:

Startup of the Voice System is complete.

- After the system displays the above message, press ENTER.
- Verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.
- Log in to the system as tsc.

To install the switch integration software on the new system:

- Insert the Release 5.1 INTUITY AUDIX Multimedia CD in the CD-ROM drive.
- From the Software Management screen, select:

Software Installation  
CD

The system displays the Software Install Screen, Page 1.

- Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install and then press ENTER
- Press the down arrow until the cursor highlights Install selected packages and then press ENTER.

The system displays the Software Install Confirmation.

- Make sure that the cursor is on PROCEED and then press ENTER.

The system installs the package then displays the following message:

Do you have more media from which to install more software?

- Enter **n**

The system displays the following message:

Do you have hardware to install?

- Enter **n**

The system automatically reboots.

**Note:**

The right-to-use license does not have to be activated at this point. You will activate the license after the upgrade is complete.

- Continue with the next task.

## Installing the Upgrade Backup Software on the Old System

The Upgrade Backup software must be installed on the old system in order to complete the upgrade. This task provides instructions on how to identify if the software has been previously installed on the system and, if necessary, how to install the software from a tape cartridge or from a remote location.

To identify if the software is already installed on the system and, if necessary, install the software:

1. If you are using an A/B switch with a single monitor, switch to the old system.
2. Log in as **craft**
3. Verify that the **System Upgrade** option is available from the INTUITY Main Menu. See **Main Menu After Installing the Upgrade Package** (page 423).
4. Do one of the following:
  - If the **System Upgrade** option is available from the INTUITY Main Menu, skip the rest of the steps in this task and go to the next task.
  - If the **System Upgrade** option is *not* available from the INTUITY Main Menu, you must install the Upgrade Backup software. Continue with Step 5.

5. Verify that the RUK contains a tape labeled "Upgrade Software."
6. Do one of the following:
  - If the RUK contains a tape labeled "Upgrade Software," continue with Step 7.
  - If the RUK *does not* contain a tape labeled "Upgrade Software," contact the MMIS at 800-242-2121, prompt 0, extension 15352, to have them install the Upgrade Backup software remotely. After the software has been successfully installed, skip the rest of the steps in this task and go to the next task.
7. Open the tape drive door.
8. Insert the tape cartridge and close the door. See Inserting a Tape Cartridge (page 421).
9. From the INTUITY Main Menu, select:

```

Customer Services/Administration
  System Management
    UNIX Management
      Software Install
        Tape Drive
    
```

The system displays the following message:

```

Insert cartridge into tape drive 1. Type
[go] when ready or [q] to quit:
    
```

10. Press ENTER to continue.

The system displays the following message:

```

Select the packages you wish to process (or
'all' to process "All" packages)
    
```

**Note:**

All is the default.

11. Press ENTER to install all packages on the tape.

The system installs the software and then displays the following message:

```
Installation of INTUITY Upgrade Software  
[software] was successful.
```

```
Processing of [INTUITY Upgrade Utility] is  
complete.
```

```
Insert cartridge into tape drive 1. Type  
[go] when ready or [q] to quit
```

12. Enter **q**
13. Press F6 (Cancel) until you reach the INTUITY Main Menu. See Main Menu Before Installing the Upgrade Package (page 422).
14. Remove the tape cartridge and then return it to the RUK.
15. Press F6 (Cancel) until you log off the system and then log back in as **craft**
16. Verify that the System Upgrade menu option is displayed on the INTUITY Main Menu. See Main Menu After Installing the Upgrade Package (page 423). If the menu option is not displayed, repeat Step 5 through Step 16.

## Checking the TCP/IP Configuration on the Old System

Before the upgrade, check the TCP/IP configuration on the old system.

To check the old system:

1. From the Avaya INTUITY Main Menu, select:

```
Networking Administration  
TCP/IP Administration
```

2. The system displays the TCP/IP Administration Screen (page 409).
3. Record the information from the screen in the TCP/IP Administration Screen Contents (page 381) table in the Technician's Upgrade Worksheet (page 381) section.

This information is used later to confirm the networking administration on the new machine.



4. Press F6 (Cancel) twice.

The system displays the INTUITY main menu.

5. Continue with the next task.

## Checking for and Transferring Custom Announcements

This procedure is used to check whether custom announcements exist on the old system and then describes how to prepare to transfer them to the new system.

- If the customer *does not* know if they have custom announcements, follow the steps in Checking for Custom Announcement Sets on the Old System (page 130) and then determine the next step.
- If the system *does not* have custom announcements, go to Deactivating Alarm Origination.
- If the system *does* have custom announcements, complete these steps before backing up the old database:
  - Adding the Custom Announcement Set Name to the New System (page 132)
  - Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 133)
  - Using a Custom Announcement Set for the Default Announcement Set on the New System (page 134)

The upgrade package checks whether custom announcements exist and whether they can be transferred. During the upgrade restore, the system checks to ensure that these steps have been completed.

### Custom Announcement Transfer Overview

A custom announcement set is transferred to the new system, but only if:

- The announcement fragments have been rerecorded.
- The announcement set has not been modified.

During the upgrade backup procedure, the system checks for the presence of custom announcements. If the fragments have been modified, but the announcement set has not, then the system backs up the custom announcement set and displays messages while it is being backed up.

Custom announcement sets are not backed up if the set has been modified.

Before the upgrade restore occurs, a new, empty announcement set must be created on the new system. The base announcement set must then be copied into this custom-named set. If the custom set has been created properly and the announcement set upgrade conditions are met, then the custom announcement set is restored to the new system.

**Note:**

The procedures in this chapter can be used to transfer many simple custom announcement sets from existing INTUITY AUDIX systems to INTUITY AUDIX Release 5.1 systems. These procedures, however, may not transfer all custom announcement sets.

## Checking for Custom Announcement Sets on the Old System

To check for custom announcement sets:

1. From the INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX command prompt screen.

2. At the `enter command:` prompt, enter **list annnc-sets**

The system displays the Announcement Sets Screen (page 413). The screen shows several additional standard announcement sets. Each customer can have different standard or custom sets installed.

3. Determine if any of the announcement sets have been customized by comparing the announcements sets listed on your screen with the announcements listed in the table Standard Announcement Sets (page 130).

The table lists the announcement set abbreviation as it appears on the screen and the full name in parentheses.

**Table: Standard Announcement Sets**

us-eng (U.S. English)	dutch (Dutch)	malay (Malay)
us-eng-t (U.S. English Terse)	french-c (Canadian French)	mandarin (Mandarin)
us-tdd (U.S. English for TDD)	french-p (French Provincial)	norwegian (Norwegian)

**Table: Standard Announcement Sets**

us-123 (U.S. English 1,2,3)	german (German)	polish (Polish)
arabic-fm (Arabic-female)	greek (Greek)	portug (Brazilian Portuguese)
arabic-m (Arabic-male)	hindi (Hindi)	russian (Russian)
british (British English)	hungary (Hungarian)	slovak (Slovak)
cantonese (Cantonese)	indonese (Indonesian)	swedish (Swedish)
cas-span (Castilian Spanish)	italian (Italian)	taiwanese (Taiwanese)
croatia (Croatian)	korea (Korean)	thailand (Thai)
czech (Czech)	japan (Japanese)	turkish (Turkish)
danish (Danish)	lat-span (Latin-American Spanish)	—

4. Do one of the following:

- If all of the names on the Announcement Sets screen match the listed names in the table Standard Announcement Sets (page 130), go to Step 6.
- If the names on the Announcement Sets screen do not match the names listed in the table Standard Announcement Sets (page 130), use the table Custom Announcement Set Names (page 384) of the Technician's Upgrade Worksheet (page 381) section to write down the customized sets.

5. Ask the customer which announcement set was used for the base announcement set and write down the name of that base announcement set in the Custom Announcement Set Names (page 384) table of the Technician's Upgrade Worksheet (page 381) section.

**Note:**

For upgrades from systems prior to Release 5, if the customer does not know which announcement set was used as the base announcement set and wants to use the custom set on the new system, contact the Multimedia Messaging Implementation Support Center (MMISC) or your COE.

6. Press F1 (Cancel) and then enter **exit** to return to the INTUITY Main Menu.
7. Do one of the following:
  - If the old system does not include any custom announcement sets, go to the Deactivating Alarm Origination section.
  - If the old system contains custom announcement sets and you know the base announcement set for each, continue with Adding the Custom Announcement Set Name to the New System (page 132).
  - If the old system contains custom announcement sets and you do not know which standard announcement set was the source for the custom announcement set, you must contact the MMISC or your COE for assistance.

## Adding the Custom Announcement Set Name to the New System

To add a custom announcement set name to the INTUITY AUDIX Release 5.1 system:

1. From the INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX Administration screen.

2. Enter **add announcement-set *annc-set-name***

where *annc-set-name* is the name of one custom announcement set that you wrote in the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section.

3. Press F3 (Enter).

The system displays the Announcement Sets Screen (page 413) with the name of the new announcement set listed and the following message:

Command Successfully Completed.

**Note:**

The announcement set you just named is empty until you copy the announcements from another set into it, as described in Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 133).

4. Repeat Step 2 and Step 3 for all of the custom announcement sets written in the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section.

## Copying the Base Announcement Set into the Custom Announcement Set on the New System

To copy the appropriate base announcement set to its custom announcement set on the Release 5.1 system:

1. From the INTUITY Main Menu, select:

AUDIX Administration

2. Enter **copy annc-set**

The system displays the Copy Announcement Set Screen (page 414).

3. From the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section, enter the base announcement set name in the From Announcement Set : field.
4. Enter the name of the corresponding custom announcement set in the To Announcement Set : field.
5. Press F3 (Enter) to save the information to the system database.

The system displays the following message and returns the cursor to the command line:

Command Successfully Completed.

6. Repeat Step 2 through Step 5 for all custom announcement set names added in Adding the Custom Announcement Set Name to the New System (page 132).



### CAUTION:

If the customer customized an announcement set by replacing a fragment with silence or a "blank" instead of re-recording the fragment, the upgrade software does not recognize that the fragment was customized. The system replaces the fragment with the Release 5 standard fragment, and the customer must recustomize that fragment to be silent or blank again.

## Using a Custom Announcement Set for the Default Announcement Set on the New System

To use a custom announcement set for the default announcement set:

1. From the INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX command prompt screen.

2. Enter **change system-parameters features**

The system displays the System-Parameters Features screen.

3. Press F3 (Next Page) twice.

The system displays page 3 of the System-Parameters Features Screen (page 415).

4. Press the TAB key until the cursor is in the ANNOUNCEMENT SETS, System: field.

5. From the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section, enter the name of the custom announcement set.

6. Press F3 (Save).

The system displays the following message:

Command Successfully Completed

7. Enter **exit**

## Deactivating Alarm Origination

### Note:

Complete all tasks in the Preparing for the data transfer section before beginning this task. For more information, see the Upgrade Checklist on the second page of this chapter.

The INTUITY AUDIX system creates alarms based on events that occur during the upgrade. It might be valuable to see these alarms during the upgrade but not to send them to the Avaya Support Center. Deactivating alarm origination allows the alarms to be created but not sent.

To deactivate alarms on the old system:

1. From the Avaya INTUITY Main Menu, select:

Customer/Services Administration  
Alarm Management

The system displays the Alarm Management Window (page 402).

2. Move the cursor to the Alarm Origination field, press F2 (CHOICES), and then highlight inactive.
3. Press F3 (SAVE).

The system displays the following message:

Alarm Form Update was successful  
Press <Enter> to continue.

4. Press ENTER.

The system displays the Alarm Management Window (page 402).

5. Press F6 (CANCEL) until you return to the Avaya INTUITY Main Menu.
6. Disconnect the INADS analog phone line.

## Busying Out the Switch Data Link

### **Important:**

This task applies only to DEFINITY switches. If the customer does not have a DEFINITY switch, do not use this task and go to the next task in the procedure.

When the voice system is turned off for an upgrade, DEFINITY switches activate an alarm. Busying out the link between the voice system and switch prevents alarms from being sent to the remote support center. Choose one of the following procedures based on the type of DEFINITY switch:

- Busying Out the Data Link on a System 75 G1 or G3 Switch (page 136)
- Busying Out the Data Link on a G2 Switch (page 136)
- Busying Out the Data Link in an OverLAN Integration (page 136)

## Busying Out the Data Link on a System 75 G1 or G3 Switch

To busy out the data link on a System 75 G1 or G3 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **busy link *n***

where *n* is the number of the link going to the INTUITY AUDIX system. Valid input is an integer from 1 to 8.

For more information, see the DEFINITY switch documentation.

2. Continue with the next task.

## Busying Out the Data Link on a G2 Switch

To busy out the data link on a G2 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **proc650 test 3**
2. Enter the INTUITY AUDIX link number in field 6.
3. Enter **bu bu**

For more information, see the DEFINITY switch documentation.

4. Continue with the next task.

## Busying Out the Data Link in an OverLAN Integration

To busy out the data link in an OverLAN integration, perform the following tasks on the switch administration terminal (SAT):

1. Enter **ch com p**
2. Locate the INTUITY AUDIX in the Node column.
3. Press the DOWN ARROW key to the INTUITY AUDIX field.
4. Enter **n**

The system displays the following message:

Command successfully completed.

5. Continue with the next task.



## Determining an Available SCSI ID

The RUK can contain either a JAZ or MO disk cartridge drive. Determine which disk cartridge drive is in your RUK and then determine which SCSI ID to use by using the information and procedures in this section.

The following SCSI ID settings are recommended for the external JAZ and MO disk cartridge drives:

External Disk Cartridge Drive Type	SCSI ID Setting
JAZ disk cartridge drive	4
MO disk cartridge drive	4

However, on some systems SCSI ID might be used by another device. This procedure helps you determine whether you can use SCSI ID 4 or if you must use another SCSI ID.

These systems need to have SCSI ID 4 available for use by the external disk cartridge drive:

- MAP/5P
- MAP/5PV3
- MAP/5PV4
- MAP/40s
- MAP/40
- MAP/40P

To determine whether SCSI ID 4 is available:

1. From the INTUITY Main Menu, select:

Customer/Services Administration  
System Verification  
View Installed Hardware

The system displays the View Installed Hardware Window (page 419).

2. Press F3 (Nextpage) to view all assigned SCSI IDs.
3. Confirm whether SCSI ID 4 is being used by an existing device. If the SCSI ID is being used, select another available SCSI ID.

Possible SCSI IDs range from 0 through 6.

## Shutting Down the System

To shut down the system:

1. Start at the Avaya INTUITY Main Menu and select:

```
Customer/Services Administration
System Management
System Control
Shutdown System
```

2. Do one of the following:

- If the system displays the following message, enter **y** and go to Step 3:

```
Enter y to continue, n to quit [ n ]:
```

- If the system displays the Wait Time Window (page 420), enter **60**, press F3 (Save), and go to Step 3.

3. Watch for messages that indicate that a shutdown is in progress.

When the system is completely shut down, the system displays the following message:

```
The system is down.
Press CTRL-ALT-DEL to reboot your computer.
```

4. Turn the power switch off.

## Installing the SCSI Interface Circuit Card in the MAP/40 System

### Note:

This task is used only with old MAP/40 systems that do not have an external SCSI connection. If the MAP/40 system has an external SCSI connection or if the old system is not a MAP/40, skip this task and go to the next task.

To install the SCSI interface card from the RUK in the MAP/40 system:

1. Look in the back of the system at the second slot from the top and then do one of the following:
  - If an external SCSI connection exists, go to the next task.
  - If an external SCSI connection does not exist, go to Step 2.

2. Remove the dress cover from the front of the system.
3. Remove the four screws from the bottom of the system that retain the dress cover, and then remove the dress cover.
4. Loosen the screws retaining the circuit card cage cover, and then remove the cover.

**CAUTION:**

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. For detailed electrostatic discharge instructions, see *Protecting Against ESD Damage on the INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

5. Locate the SCSI interface circuit card and then remove the system cables from the SCSI interface card.
6. Remove the circuit card retaining screw.
7. Gently remove the SCSI interface circuit card from the MAP/40 system.
8. Remove the SCSI interface circuit card from the RUK and then take it out of the antistatic bag.
9. Insert the SCSI interface circuit card in the open slot.
10. Connect the system cables.

## Attaching the External Disk Cartridge Drive

To attach the external disk cartridge drive to the old system:

1. Remove the external disk cartridge drive from the RUK.
2. Determine which type of external disk cartridge drive the RUK contains, for example, either an External JAZ Disk Cartridge Drive (page 392) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 394).
3. Do one of the following:
  - If the RUK contains an External JAZ Disk Cartridge Drive (page 392):

- Set the SCSI ID to **4**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 393).
  - Confirm that the termination switch is set to 1, which is pushed to the left side. This might require the use of a flashlight. See External JAZ Disk Cartridge Drive Settings (page 393) for more information.
  - Turn off the external drive power switch by setting the power switch to **0** or off. This switch is located at the back right side of the drive.
  - Continue with Step 4.
- If the RUK contains an External Magneto-Optical (MO) Disk Cartridge Drive (page 394):
- Set the SCSI ID to 4 by turning the SCSI ID setting arrow to point to **4**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395) for more information.
  - Set the four Option Settings to ON. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
  - Turn off the external disk cartridge drive power switch. This switch is located at the back of the drive in the upper left corner. See the External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
  - Continue with Step 4.
4. Confirm that the INTUITY AUDIX system is completely powered down.
5. Find the SCSI port on your platform.
- The SCSI port is most likely found at or near the standard location shown in External SCSI Connectors, except MAP/100P (page 417) or MAP/100P External SCSI Connector (page 416).
6. Remove the external SCSI terminator, if one exists, from the system SCSI connection.
7. Determine which of three cables from the RUK to use to connect the external SCSI connector to the external cartridge drive. Depending on the external disk cartridge drive, the SCSI port is one of three types shown in either Cables for External JAZ Disk Cartridge Drive (page 404) or Cables for External MO Disk Cartridge Drive (page 405).

8. Connect one end of the cable to the upper SCSI connector on the back of the external cartridge drive. See either External JAZ Disk Cartridge Drive Settings (page 393) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
9. Attach the other end of the cable to the external SCSI connector on the old system.
10. Connect the external drive to electrical power and turn on the power switch. This switch is located at the back right side of the drive.

**Note:**

The external drive must be turned on before you can turn on the power for the INTUITY AUDIX system.

## Restarting the Old System

To restart the old system and begin the upgrade backup:

1. Turn on the power switch on the old system.
2. If the logo screen is displayed, press ESC.

On newer INTUITY AUDIX systems, a logo screen appears during the startup sequence and hides the system status messages.

**Note:**

As the system starts up, it might display the following error:

```
Fixed disk 0 error
```

It could then display the system configuration and the following message:

```
Press F1 to continue.
```

This message is normal. Press F1 to continue.

The system displays startup messages including the first of two console login prompts. Ignore the first console login prompt and allow the system to continue to restart. After the system has

completely restarted, the second console login prompt is displayed:

Console login:

3. Continue with the next task.

## Backing Up the Old System's Database

To back up the old system's database:

1. Log in as **craft**
2. From the INTUITY Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu (page 403).

**Note:**

The System Upgrade Main Menu that you see might differ from the example shown in System Upgrade Main Menu (page 403). For example, the Restore feature and data from backup menu choice might not appear in the menu.

3. Select Backup features and data and then press ENTER.

The system displays the following message:

```
System upgrade backup starting. [date/time]
Begin complete backup of machine [machine
name] for system upgrade? [ y ] :
```

4. Enter **y**

The system displays system messages and then the following messages:

Before continuing, please verify that the new system is assembled and operational, and that the INTUITY main menu displays the System Upgrade option.

```
[date/time]
Does the new system meet these conditions?
[ y ] :
```

**Note:**

The Upgrade software was either confirmed as installed or was installed in an earlier task. For more information, see Checking the New System.

5. Press ENTER.

The system displays the following message:

To ensure that the backup device is working correctly, please insert the upgrade backup cartridge into the drive, and press enter.



**CAUTION:**

Handle the disk cartridge with care. It is easily damaged.

**Note:**

Use only disk cartridges from the RUK. Any other disk cartridge might require formatting, which can take up to 2 hours.

6. Insert one of the disk cartridges from the RUK and then press ENTER.

The system displays the following message:

```
Attempting to mount the cartridge.
```

The system mounts the disk cartridge and displays the following message:

```
[Backup] drive is working correctly.  
Continuing with upgrade.
```

The system runs the system evaluation utility package, which requires approximately from 5 to 10 minutes.

The system displays the following message:

```
Checking for non-standard software...
```

**Note:**

If nonstandard software is found, the following message is displayed:

```
UPGRADE WARNING: The following packages  
installed on this system do not have a known  
mapping to R5 software. If you proceed with  
the upgrade, any features provided by (and  
data associated with) these packages will  
almost certainly not be carried forward to  
the R5 system. The packages in question are:
```

```
<package name> <package description>  
<current time>
```

```
Do you want to proceed with the upgrade? [ n ]
```

If you see this message, contact the Remote Support Center or your COE.

The system displays the following:

```
[date/time]  
Take the system out of service and proceed  
with the upgrade? [ y ] :
```

7. Enter **y**

The voice system is stopped and the system displays additional status messages along with an estimate of the time and number of disk cartridges required for the upgrade backup. The system then displays the following message:



Press [ RETURN ] to continue or [ DELETE ]  
to abort [ RETURN ] :

**Note:**

The system might display additional information after the above message.

8. Press ENTER.

The system instructs you to insert a backup disk cartridge, if you have not already inserted one, and then instructs you to press ENTER to continue or DELETE to quit.

9. Press ENTER.

The systems starts backing up the data.

**Note:**

Depending on the amount of customer data, a disk cartridge takes up to 20 minutes fill up with data. Now is a good time to take a break.

10. Do one of the following:

- If the upgrade backup requires only one disk cartridge, go to Step 11.
- If the upgrade backup requires an additional disk cartridge:
  - Remove the disk cartridge when it is full and replace it with another blank disk cartridge from the RUK.
  - Label the disk cartridge with a number that indicates its place in the backup sequence.

11. Watch for the following message:

```
Upgrade backup complete [date/time]
To proceed with the upgrade the system needs
to be shut down [date/time]
Shut down the system now? [ y ] :
```

12. Press ENTER.

The system ejects the disk cartridge, shuts down, and displays the following message:

```
The system is down.
Press CTRL-ALT-DEL to reboot your computer.
```

13. Turn the power switch off on the old system.
14. Turn the power switch off on the external disk cartridge drive.

15. Remove the SCSI cable and the external cartridge drive from the old system.

## Restoring the Database

**Note:**

This task includes installing the SCSI interface card and the external disk cartridge drive in the new MAP/5PV3 or MAP/5PV4 and then restoring the database. After the database is restored, the SCSI interface circuit card and external disk cartridge drive are then removed.

To restore the database on the new system:

1. Log in as **craft**
2. From the INTUITY Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu. See System Upgrade Main Menu (page 403).

3. Press the DOWN ARROW key to highlight Restore features and data from backup and then press ENTER.

The system displays the following message:

This machine currently has no subscribers

**Note:**

If the system has subscribers, the system displays the following message, where *X* is the number of subscribers of each type:

```
UPGRADE WARNING: Machine <machine name>
currently has
    local subscribers X
    administered remote subscribers X
```

If you proceed with the upgrade, all customer data currently on this machine will be destroyed!

<current date>

Proceed with the upgrade? [ n ]:

Delete the subscribers and continue with the upgrade by entering **y**.

The system displays the following message:

```
UPGRADE WARNING: Voice system on machine
<machine name> is currently up or
initializing.
```

```
<current time>
If you proceed with the upgrade, the machine
will be taken out of service.
```

```
Proceed with the upgrade? [ n ]:
```

4. Enter **y**

The system displays a number of messages and then the following message:

```
Is a SCSI card installed on this machine?
[ y ]:
```

5. Enter **n**

The system displays the following message:

```
Do you have the upgrade kit (RUK)? [ y ]:
```

6. Enter **y**

The system displays the following message:

```
Press enter when you are ready to shut down
the system.
```

7. Press ENTER.

The system shuts down and then displays the following message:

```
Press any key to reboot...
```



**CAUTION:**

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. For detailed electrostatic discharge instructions, see *Protecting Against ESD Damage on the INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

8. Turn the power switch off.

9. Remove the SCSI Interface Card (page 386) from the RUK and then from the antistatic bag.

10. Do one of the following:

- If the new system is a MAP/5PV3, install the circuit card in PCI slot 1, the uppermost slot within the cabinet. See

MAP/5P and MAP/5PV3 Internal Layout (page 387) for the location of PCI slot 1.

- If the new system is a MAP/5PV4, install the circuit card in the shared PCI slot 2/ISA slot 1. This will require removing the remote maintenance circuit card and then reinstalling the remote maintenance circuit card when the data transfer is complete. See MAP/5PV4 Internal Layout (page 388) for the location of the shared PCI slot 2/ISA slot 1.

11. Install and tighten the circuit card retaining screw.

**Note:**

Leave the dress cover off the system until the data transfer is verified. You can then remove the SCSI interface card and replace the dress cover. If you are upgrading to a MAP/5PV4 system, you will then also have to reinstall the remote maintenance circuit card.

12. Get the external disk cartridge drive.

13. Turn off the external disk cartridge drive:

- For a JAZ disk cartridge drive, turn off the power switch by setting the power switch to **0** or Off. This switch is located at the back right side of the drive. External JAZ Disk Cartridge Drive Settings (page 393).
- For a MO disk cartridge drive, turn off the external disk cartridge drive power switch. This switch is located at the back of the drive in the upper left corner. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).

14. Remove the SCSI 2 to SCSI 3 cable from the RUK. See either Cables for External JAZ Disk Cartridge Drive (page 404) or Cables for External MO Disk Cartridge Drive (page 405).

15. Connect the SCSI 2 connection to the upper connector on the back of the external disk cartridge drive.



**CAUTION:**

Do not use the lower connector, or the restore might not occur.

16. Connect the external disk cartridge drive to the external SCSI port on the newly installed SCSI interface card.

**Note:**

Do not insert the backup disk cartridge until the system requests it.

17. Connect the external drive to electrical power and then turn on the power switch.

**Important:**

The external disk cartridge drive must be turned on before turning on the power for the INTUITY AUDIX system. If not, another system restart is required.

18. Turn on the power to the MAP/5PV3 or MAP/5PV4.

The system rebuilds the kernel and restarts a number of times, which can take from 10 or 15 minutes.

After the kernel is rebuilt and the system is restarted for the last time, the following message is displayed:

```
Not starting the voice system because an
upgrade is in progress.
Rebooting the system will allow the voice
system to start.
Press enter to continue
```

19. Press ENTER.

The system then displays the following message:

```
Program `/vs/gin/util/startup.d/CHK_
restore' returned a non-zero return code.
'start_vs' is being aborted
```

20. Press ENTER to display the console login.

The system displays the following message:

```
Console login:
```

**Note:**

The system normally displays two logins during boot up and only the second is used. However, the upgrade procedure only displays one login. During the upgrade procedure only, use the first login that appears.

21. On the next blank line, log in as **craft**
22. From the INTUITY Main Menu, select:

```
System Upgrade
```

The system displays the System Upgrade Main Menu (page 403).

23. Press the DOWN ARROW key to highlight Restore features and data from backup and then press ENTER.

The system displays the following message:

```
System upgrade restore operation starting  
[date/time]
```

```
This machine currently has no subscribers
```

```
To ensure that the backup device is working  
correctly, please insert the upgrade backup  
cartridge into the drive and press enter.
```

24. Insert the backup disk cartridge in the external disk cartridge drive and then press ENTER on the INTUITY AUDIX system console.

The system displays the following message:

```
The backup device is functioning correctly.  
Continue with the upgrade? [ y ] :
```

25. Press ENTER.

The system displays the following message:

```
Checking whether backup is compatible with  
currently installed software...
```

**Note:**

If the system determines that additional software must be installed, the following message is displayed:

```
WARNING: The following package needs to be  
installed before continuing:  
    <package name> <package description>
```

Additional messages are displayed:

```
Would you like to stop the upgrade and install  
the missing software now? [ y ] :
```

If you are not sure whether to install the software, call the Remote Support Center. Otherwise, enter **n**. The system confirms that you intend to proceed without installing the software and then continues.

The database is restored, and after some time, the following message is displayed:

```
Checking results of upgrade procedure...  
Local subscribers X
```

```
Administered remote subscribers X
Upgrade completed successfully. [date/time]
```

```
The system needs to be shut down to allow
the [backup] drive and the SCSI to be
removed.
[date/time]
```

```
Shut down the system now? [ y ] :
```

26. Press the eject button on the front of the external disk cartridge drive and then press ENTER on the system keyboard.

The system is shut down, and the following message is displayed:

```
Press any key to reboot...
```

27. Turn the MAP/5PV3 or MAP/5PV4 power switch off.
28. Remove the SCSI cable from the system, and then remove the SCSI interface card.
29. Place the SCSI interface card in the antistatic bag and place it in the RUK.
30. If you are upgrading to a MAP/5PV4 system, you must now reinstall the remote maintenance circuit card in the shared PCI slot 2/ISA slot 1.
31. Replace the external disk cartridge drive in the RUK.

## Disconnecting the Monitor and A/B Switch Box

After the upgrade is completed, remove the cables from the A/B switchbox and then attach the video monitor cables directly to the new system.

### **Note:**

If another monitor was available for the upgrade, this task is not required. Go to the next task, Moving the Cables to the New System.

To disconnect the monitor from the A/B switch box and connect to the new system:

1. Turn off the video monitor.
2. Remove power from the old system, the new system, and the video monitor.

3. Remove both ends of the cable from Position A on the A/B switchbox and the old system. See A/B Switch Box Connections (page 401).
4. Remove both ends of the cable from Position B on the A/B switchbox and the new system.
5. Remove the signal cable from Position C on the A/B switch box.
6. Replace the video cables and the A/B switchbox in the reusable upgrade kit (RUK).
7. Attach the video cable to the newer system video controller circuit card and tighten the thumbscrews on the video cable connector.

## Moving the Cables to the New System

To cable the new system:

1. Move the switch link or LAN cables from the old system to the new system. For more information, see:
  - The appropriate circuit card on the Identifying and Cabling Circuit Cards menu in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807
  - *INTUITY Messaging Solutions Getting Connected*, 585-313-703
2. Move the serial port connections.
3. Move the external dial tone cable from the modem to the remote maintenance circuit card.
4. If this is an upgrade to a MAP/5PV3 or MAP/5PV4 system, connect the three-way power cable to the monitor and system.



## Replacing the Dress Covers and Restarting the System

To finish assembling the system and restart the system:

1. Replace the dress cover on the system.

For more information about Step 1, see either Replacing the Dress Cover (MAP/5P and MAP/5PV3) or Replacing the Dress Cover (MAP/5PV4) on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

2. Connect the power cable to external power and then turn on the MAP/5PV3 or MAP/5PV4 power switch.
3. When the system has restarted, log in as **craft**.

**Note:**

Since the system is now in normal operation, two login prompts will appear. Log in at the second login prompt.

## Verifying the Data Transfer

To verify that the customer database transferred correctly:

1. Start at the INTUITY Main Menu and select:

TCP/IP Administration  
Networking Addressing

**Note:**

The system might not have networking. If not, you can skip these steps and go to Step 7.

2. The system displays the Networking Addressing Window (page 412).
3. Compare the values on this screen to the values recorded earlier during this upgrade in the TCP/IP Administration Screen Contents (page 381) table in the Technician's Upgrade Worksheet (page 381) section.

**Note:**

The TCP/IP Interface field is completed for you. To check the entry, press F2 (Choices) to display the available entries.

4. Do one of the following:
  - If the values are correct, press F6 (Cancel) and go to Step 7.
  - If the values are incorrect or are not displayed, move the cursor to each field and enter the values.

5. Press F3 (Save) after making the entries.

6. Press F6 (Cancel).

7. From the INTUITY Main Menu, select:

`Feature Options`

The system displays the Feature Options (Read Only) Screen (page 410).

**Note:**

Press the UP ARROW key to display `voice_ports`.

8. Confirm that the INTUITY AUDIX system has at least the same features activated in the same quantities as before the upgrade. Compare the features on this screen to the values recorded earlier in the table Existing Customer Features (page 382) in Technician's Upgrade Worksheet (page 381).

**Note:**

The customer might have purchased more features or capacity than were displayed on the old system.

9. Press F6 (Cancel).

10. From the INTUITY Main Menu, select:

`AUDIX Administration`

11. At the `enter command:` prompt, enter **list mea feat day**

The system displays the Feature Daily Traffic Screen (page 411).

12. Compare the local and remote subscriber amounts to the values recorded earlier in the Subscriber Totals (page 383) table in the Technician's Upgrade Worksheet (page 381) section.

13. Press F1 (Cancel) and enter **exit**

14. From the INTUITY Main Menu, select:

Voice System Administration  
Number Services  
Display Services

The system displays the Display Number Services Window (page 428).

15. Determine whether the `Service Name:` column has an AUDIX entry and then do one of the following:
  - If AUDIX is displayed, press F6 (Cancel) and go to the next task.
  - If AUDIX is not displayed, press F6 (Cancel) and continue with the next step.
16. From the Number Services menu, select:  
  
Assign Service  
  
The system displays the Assign Number Service Window (page 429).
17. Press the DOWN ARROW key to move to the `Service Name` field and press F2 (Choices).  
  
The system displays the available options on the new system.
18. Select AUDIX and press ENTER.  
  
The system displays the Assign Number Service Window (page 429) with AUDIX displayed in the `Service Name:` field.
19. Press F3 (Save) and then press F6 (Cancel) twice.
20. Continue with the next task.

## Reinstall the New Switch Integration Package (if necessary)

This task is only necessary if you changed the switch integration software package on the new system to match what was installed on the old system. If you did not change the switch integration package on the new system, skip the two tasks below and continue with the next task, Releasing the Switch Data Link.

## Remove the Switch Integration Package

Before you install the new switch integration package, you must first remove the package that you installed in the Verifying the Purchasable Feature Options (page 11) task.

To remove the switch integration package:

1. Start at the INTUITY Main Menu (page 389) and select:

```
Software Management
  Software Removal
```

The system displays the Basic Software Removal screen.

2. Use the UP and DOWN arrows to move the cursor.
3. Use the ENTER key to select the switch integration software package that you want to remove. Use the switch integration package information that you recorded in Switch Integration Information (page 382) in the Technician's Upgrade Worksheet (page 381) as a guide.
4. After you have selected the switch integration package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.
5. Select Submit.

The system displays the following:

```
Removal of the software in complete
```

```
Hit RETURN to continue
```

6. Press RETURN.
7. Press F6 (Cancel) until you reach the INTUITY Main Menu.
8. From the INTUITY Main Menu, select:

```
Customer/Services Administration
  System Management
    System Control
      Reboot System
```

The system displays the Wait Time Window.

Additionally, the system displays a warning to ensure that you know your password and to verify that your keyboard is connected.

9. Press the Acknowledge Message (F1) key to acknowledge the warning message.

10. Type 60 in the Wait Time Window.

This time (60 seconds) designates how many seconds the system is to wait for calls in progress to finish before stopping the voice system. After 60 seconds, no new calls are allowed. If any calls are still in progress after 60 seconds, the system waits until those calls have finished and then proceeds with stopping the voice system.

11. Press Save (F3).

The system displays the following message:

Voice system will be stopped first to avoid data loss.

The system then shuts down and reboots automatically. A reboot takes approximately 15 minutes. The system then displays the following message:

Startup of the Voice System is complete.

12. After the system displays the above message, press ENTER.
13. Verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.
14. Log in to the system as tsc.
15. Continue with Install the New Switch Integration Package.

## Install the New Switch Integration Package

To install the new switch integration package:

1. Insert the Release 5.1 INTUITY AUDIX CD-ROM in the CD-ROM drive.
2. From the Software Management screen, select:

Software Installation  
CD

The system displays the Software Install Screen, Page 1.

3. Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install. Use the switch integration package information that you recorded in Switch Integration Information (page 382) in the Technician's Upgrade Worksheet (page 381) as a guide.

4. Press ENTER.
5. Press the down arrow until the cursor highlights `Install selected packages` and then press ENTER.
6. The system displays the Software Install Confirmation screen.
7. Make sure that the cursor is on `PROCEED` and then press ENTER.

The system installs the package then displays the following message:

```
Do you have more media from which to install
more software?
```

8. Enter **n**

The system displays the following message:

```
Do you have hardware to install?
```

9. Enter **n**

The system automatically reboots.

10. Call the MMISC at 800-242-2121, prompt 0, extension 15352, to have them activate the right-to-use license for the new switch integration.
11. Translate for the new switch integration. See the appropriate switch integration book or configuration note for more information.
12. Continue with the next task.

## Releasing the Switch Data Link

### **Important:**

This task applies only to DEFINITY switches. If the customer does not have a DEFINITY switch, do not use this task and go to the next task, Verifying the Cable Connections.

For this procedure, DEFINITY switches are divided as follows:

- Releasing the Data Link on a System 75 G1 or G3 Switch (page 159)
- Releasing the Data Link on a G2 Switch (page 159)
- Releasing the Data Link in an OverLAN Integration (page 159)

## Releasing the Data Link on a System 75 G1 or G3 Switch

To release the data link on a System 75 G1 or G3 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **release link *n***

where *n* is the number of the link going to the INTUITY AUDIX system. Valid input is an integer from 1 to 8.

For more information, see the DEFINITY switch documentation.

2. Continue with the next task, Verifying the Cable Connections.

## Releasing the Data Link on a G2 Switch

To release the data link on a G2 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **proc650 test 3**

2. Enter **rb**

For more information, see the DEFINITY switch documentation.

3. Continue with the next task, Verifying the Cable Connections.

## Releasing the Data Link in an OverLAN Integration

To release the data link in an OverLAN switch integration, perform the following tasks on the switch administration terminal (SAT):

1. Enter **ch com p**
2. Locate INTUITY AUDIX in the Node column.
3. Press the DOWN ARROW key to the INTUITY AUDIX field.
4. Enter **y**

The system displays the following message:

Command successfully completed.

5. Continue with the next task, Verifying the Cable Connections.

## Verifying the Cable Connections

To verify that the cable connections are correct:

1. From the Avaya INTUITY Main Menu, select:

Voice System Administration  
Voice Equipment

The system displays the Voice Equipment Window (page 424).

**Note:**

The third column displays `foos` if the tip/ring cables are not moved to the new system.

2. From the PHONE column, write down each extension in the order displayed.

3. Press F6 (Cancel) once.

The system displays the Voice System Administration menu.

4. From the Voice System Administration menu, select:

System Monitor

The system displays the System Monitor - Voice Channels Window (page 425).

5. Using a telephone handset near the INTUITY AUDIX system, dial every extension listed in Step 2.
6. Watch the System Monitor - Voice Channels window to confirm that each channel rings in the same order as it is administered on the Display Voice Equipment window. Confirm also that each channel answers the call.
7. Do one of the following:
  - If the channels all ring in the correct order and all answer the call, go to Step 8.
  - If any channel does not ring in the correct order or does not answer the call, check the cross-connect field for incorrect wiring. Correct the wiring and return to Step 1.
8. Press F6 (Cancel) twice.



## Administering Passwords

Some passwords are not transferred to the new system during the upgrade.

To readminister these passwords:

1. From the INTUITY AUDIX Main Menu, select:

```
Customer/Services Administration
System Management
Password Administration
Assign/Change Password
```

2. The system displays the Assign/Change Password Window (page 426).
3. Press F2 (Choices) to display the password options to change.
4. Select `sa` and then press F3 (Save).
5. Type `y` to confirm that you want to change the password for the selected login.
6. Enter a new password from the System Passwords (page 381) table, in the Technician's Upgrade Worksheet (page 381) section, at the `enter password:` prompt. The password must contain only from 6 to 11 alphanumeric characters

The system displays the following message:

```
Re-enter new password:
```

7. Enter the new password again.
8. The system displays the following message:

```
Password changed for sa.
Hit acknowledge key to continue.
```

9. Press F1 (Acknowledge Message) to continue.
10. Return to Step 3, substituting the `vm` password.
11. Press F6 (Cancel) until you reach the INTUITY AUDIX Main Menu.
12. Do one of the following:
  - If the old system did not have Enhanced-List Administration (ELA), go to the next task, Performing Acceptance Tests.
  - If the old system had ELA, select the following from the INTUITY AUDIX Main Menu:

Enhanced-List Manager  
Set Up Enhanced-List System Data

The Set Up Enhanced-List System Data Screen (page 427) is displayed.

13. Enter **vm** in the System Login: field.
14. Enter the vm password in the System Password: field.
15. Press F3 (Save) to store the changes.
16. Press F6 (Cancel) twice to return to the INTUITY AUDIX Main Menu.

## Performing Acceptance Tests

To perform the acceptance tests:

1. Test the switch channels. Each channel must show the status **INSERV**.

For more information, see Testing the Channels in the Performing Acceptance Testing section of the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Follow both procedures in this section.

2. Stop following the Performing Acceptance Testing procedure after you have verified that the purchased and activated voice channels are on-hook. The rest of the switch integration was administered on the old system.

## Administering and Testing All Features

Confirm that all features are operating properly. If the features are not yet administered, you can update the administration at this time.

For more information about administering these features, see Initial Administration and Test for Features on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Click the links for each feature that the customer has purchased and follow those procedures.

## Activating Alarm Origination

To activate alarms:

1. From the Avaya INTUITY Main Menu, select:

Customer/Services Administration  
Alarm Management

The system displays the Alarm Management Window (page 402).

2. Move the cursor to the Alarm Origination field.
3. Press F2 (Choices) and then select active.
4. Press F3 (SAVE).

The system displays the following message:

Alarm Form Update was successful  
Press <Enter> to continue.

5. Press ENTER.

The system displays the Alarm Management Window (page 402).

6. Press F6 (CANCEL) until you return to the Avaya INTUITY Main Menu.

## Completing the Upgrade

After the upgrade is complete and the new system is operating properly, you can dispose of the old system and return the RUK.

1. To complete the upgrade, do one of the following:
  - If the upgrade occurred in the United States, pack and ship the old system to the Avaya System Recycling Center.
  - If the upgrade occurred outside the United States, record the system serial number, and then destroy the old machine.
2. Remove the cartridge from the new system disk cartridge drive and replace it in the RUK.
3. Pack and return the RUK to the MMISC or to the COE.
4. Configure the new system for normal use, including backups.

5. Return the technician worksheet to the customer so the customer can safely dispose of the password list.

# Upgrading to MAP/40P

---

This chapter lists the tasks required to upgrade one of the following systems by replacing it with a new Release 5.1 MAP/40P system:

- MAP/5P
- MAP/40s
- MAP/40
- MAP/40P

**Note:**

Begin reading and following these procedures one to two hours before the scheduled shutdown time. All of the tasks in the Preparing for the Data Transfer (page 166) section can be completed while the old system is still in operation.

The tasks are grouped into these general sections:

- Preparing for the Data Transfer
- Backing Up the Existing Database
- Restoring the Database, Cabling the New System, and Beginning Service
- Completing the Upgrade

## Upgrade Checklist

Complete the items in the list in sequence. Remove these sheets from the binder and check off tasks as you complete them.

**Note:**

Complete all tasks in the Preparing for the Data Transfer section before the old system is shut down.

**Table: Upgrades to MAP/40P Checklist**

---

Section	Task	✓
Preparing for the Data Transfer	1. Requesting the Customer Passwords (page 169).	
	2. Checking the Reusable Upgrade Kit (page 169).	
	3. Gathering the Tools and Materials Needed for the Upgrade (page 170).	
	4. Completing the Assembly of the New System (page 171) so that it is ready to connect to the customer's switch.	
	5. Connecting the Monitor and A/B Switch Box (page 171).	
	6. Checking Operation of the New System (page 172).	
	7. Verifying the Purchasable Feature Options (page 175).	
	8. Verifying the Switch Integrations (page 176)	
	9. Installing the Upgrade Backup Software on the Old System (page 180).	
	10. Checking the TCP/IP Configuration on the Old System (page 182).	
	11. Checking for and Transferring Custom Announcements (page 183), if they exist.	

**Table: Upgrades to MAP/40P Checklist**

Section	Task	✓
Backing Up the Existing Database	12. Deactivating Alarm Origination (page 188) on the old system.	
	13. Busying Out the Switch Data Link (page 189) between the old system and the customer's switch.	
	14. Determining an Available SCSI ID (page 191).	
	15. Shutting Down the System (page 192). Turning off the power switch.	
	16. If necessary, follow Installing the SCSI Interface Circuit Card in the MAP/40 System (page 192).	
	17. Attaching the External Disk Cartridge Drive (page 193) to the old system.	
	18. Restarting the Old System (page 195).	
	19. Backing Up the Old System's Database (page 196). <b>Note:</b> This task includes removing the external disk cartridge drive.	

**Table: Upgrades to MAP/40P Checklist**

Section	Task	✓
Restoring the Database, Cabling the New System, and Beginning Service	20. Determining the Next Task Needed to Restore the Database on the New System (page 200).	
	21. If necessary, go to Attaching the External Disk Cartridge Drive to the New System (page 200).	
	22. If necessary, go to Restarting the New System (page 202).	
	23. Restoring the Database (page 203) on the new system.	
	24. Disconnecting the Monitor and A/B Switch Box (page 206).	
	25. Moving the Cables to the New System (page 207).	
	26. Restarting the New System (page 207).	
	27. Verifying the Data Transfer (page 207).	
	28. Reinstall the New Switch Integration Package (if necessary) (page 210).	
	29. Releasing the Switch Data Link (page 213).	
	30. Verifying the Cable Connections (page 214).	
	31. Administering Passwords (page 215).	
	32. Performing Acceptance Tests (page 216) for the channels.	
	33. Administering and Testing All Features (page 217).	
	34. Activating Alarm Origination (page 217) on the new system.	
Completing the Upgrade	35. Pack and ship the old system and the RUK in Completing the Upgrade (page 218).	



## Requesting the Customer Passwords

Several passwords must be reset during the upgrade or must be known so that features can be administered correctly. Before the customer leaves, ask the customer to write down these passwords so that you can complete the upgrade successfully.

Use the System Passwords (page 381) table in the Technician's Upgrade Worksheet (page 381) section to record these passwords.

## Checking the Reusable Upgrade Kit

Make sure that you have the materials to complete the upgrade successfully. Check the contents of the reusable upgrade kit (RUK). It needs to contain everything that is listed in the following table and shown in RUK Contents (page 418).

**Note:**

The RUK contains either an External JAZ Disk Cartridge Drive (page 392) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 394). Verify which drive is in the RUK before continuing with the upgrade procedures.

If the contents of the RUK do not match this list, call the Remote Support Center or your Center of Excellence (COE).

**Table: Contents of the Reusable Upgrade Kit**

Item	Quantity	Used with
<i>INTUITY Messaging Solutions Release 5 Documentation for Technicians</i> CD-ROM, 585-313-807, Issue 6 or later.  <b>Note:</b> The documentation CD-ROM contains a printable version of this book, <i>INTUITY Messaging Solutions Upgrade Procedures</i> , 585-313-117. From the CD-ROM table of contents, select User/Print Guides and then select Installation, Migration, and Upgrade Printable Guides.	1	All upgrades.
Upgrade software tape  <b>Note:</b> If the RUK does <i>not</i> contain an Upgrade software tape, call the MMISC at 800-242-2121, prompt 0, extension 15352, to download the Upgrade software.	1	All upgrades.

(1 of 2)

**Table: Contents of the Reusable Upgrade Kit**

Item	Quantity	Used with
External disk cartridge drive, either a JAZ or a MO disk cartridge drive	1	All upgrades.
Disk cartridge drive power supply	1	All upgrades.
Disk cartridge drive power cable (used with JAZ disk cartridge drive only)	1	All upgrades using an external JAZ disk cartridge drive.
Disk cartridges (formatted), either JAZ 2-GB disk cartridges or MO 540-K disk cartridges	3 to 5 (JAZ) or 10 (MO)	All upgrades.
SCSI interface circuit card	1	R5 MAP/5P and some MAP/40 upgrades.
SCSI-2 to Centronix-50 (SCSI-1) cable (6-foot)	1	Only one of these cables is used per upgrade.
SCSI-2 to SCSI-2 cable (6-foot)	1	
SCSI-2 to SCSI-3 cable (6-foot)	1	
SCSI-2 to SCSI-2 cable (1-foot) and internal ID50 adapter	1	Upgrades from MAP/5.

**(2 of 2)**

---

## Gathering the Tools and Materials Needed for the Upgrade

Before you proceed with the upgrade, be certain you have the materials you need to complete the upgrade successfully. For more information, see the Installation Prerequisites information in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

In that section, check the following lists:

- Tools
- Test equipment
- Documentation

## Completing the Assembly of the New System

Before the old INTUITY AUDIX system is taken out of service, assemble the new INTUITY AUDIX system and prepare it for service. For more information, see one of the following sections in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807:

- Assembling the MAP/5P and MAP/5PV3
- Assembling the MAP/5PV4
- Assembling the MAP/40P
- Assembling the Deskside MAP/100P
- Assembling the Rack-Mounted MAP/100P

Follow the steps in the above sections until the system is assembled.

For more information about connecting the keyboard, modem, or printer, see Connecting Peripheral Devices on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

**Note:**

Do not connect the monitor now. You connect it by using the A/B switch in the next task.

## Connecting the Monitor and A/B Switch Box

An upgrade to INTUITY AUDIX Release 5.1 does not include a new monitor, unless ordered separately. Both the older and newer systems can use the same monitor during the upgrade. However, the systems must be relatively close to each other.

**Note:**

If another monitor is available, this task is not required. Go to the next task in the procedure.

The monitor on the older system is equipped with a power cable and a video signal cable. The power cable has a male plug at one end and a female plug at the other end. One end of the signal cable has a video input connector, and the other end is permanently attached to the monitor.

To connect the monitor to both systems through the A/B switch box:

1. Turn off the video monitor.
2. Disconnect the video cable from the older system.

**Note:**

The video signal cable is attached to a female connector on the video controller card of the older system.

3. Attach the video cable from the older system to Position C on the A/B switch box. See A/B Switch Box Connections (page 401).
4. Attach one of the two video cables from the reusable upgrade kit (RUK) to the video controller circuit card in the older system. Tighten the thumbscrews on the connector.
5. Attach the other end of this video cable to Position A on the A/B switch box.
6. Attach the second video cable from the RUK to the video controller circuit card in the newer system and tighten the thumbscrews on the video cable connector.
7. Attach the other end of this video cable to Position B on the A/B switch box.
8. Connect power to the older system, the newer system, and the video monitor.

**Note:**

If this is a MAP/5PV3 or MAP/5PV4 upgrade, ignore the three-way power cable at this point. Connect the straight power cable to the back of the new MAP/5PV3 or MAP/5PV4.

9. Turn on the video monitor.

## Checking Operation of the New System

After assembling the new system, check to make sure that it is working properly before shutting down service on the old system. You might also need to install the upgrade package or change the selected switch integration.

To check operation of the new system:

1. If you are using the A/B switch box with a single monitor, turn the switch to the new system.
2. Connect electrical power to the new system and turn on the power switch.

The system starts up. After some time, it displays the login prompt.

3. Log in as **craft**

The system displays the INTUITY Main Menu (page 389).

4. Check the INTUITY Main Menu for the System Upgrade menu option.
5. Do one of the following:
  - If the System Upgrade menu option is displayed, go to the next task, Installing the Upgrade Backup Software on the Old System.
  - If the System Upgrade menu option is not displayed, go to Step 6.

6. Insert the latest INTUITY AUDIX R5 software CD-ROM in the INTUITY AUDIX system CD-ROM drive.
7. Start at the INTUITY Main Menu and select:

Software Management  
Software Installation  
CD

The system displays the following message:

\*\*\*SOFTWARE INSTALL\*\*\*

A successful backup has not been completed in the past 2 hours. In the unlikely event of a catastrophic failure during this upgrade procedure, a full system backup may be the only method of recovering the customer's data. Doing a full system backup is HIGHLY recommended.

Do you want to continue with the upgrade anyway?

- (\*) Yes, continue this operation without full system backup  
( ) No, quit this operation in order to

complete full system backup

8. Move the cursor to Yes and then press ENTER to continue with the installation.
9. Press the DOWN ARROW key until the cursor highlights the following entry on the second page of the software packages screen in the Applications Software Group:

```
[ ] upgset -- INTUITY Upgrade Utility
```

**Note:**

You might need to scroll through several screens.

10. Press ENTER.

The system displays the following line:

```
[X] upgset -- INTUITY Upgrade Utility
```

11. Press the DOWN ARROW key until the cursor highlights the following message:

```
Install selected packages
```

**Note:**

You then scroll through several screens.

12. Press ENTER.

The system displays the following message:

```
You selected the following packages from the  
CD:
```

```
*upgset -- Est. Installation Time: 5 minutes
```

```
Total Estimated Installation time is 0 hours  
and 5 minutes.
```

13. Make sure that the cursor is on PROCEED and then press ENTER.

The system installs the package and then displays the following message:

```
Do you have more media from which to install  
more software?
```

14. Enter **n**

The system displays the following message:

```
Do you have hardware to install?
```

15. Enter **n**

The system displays the System Management menu.

16. Press F6 (Cancel) twice to log off the system.

**Note:**

The system does not display the System Upgrade menu option on the INTUITY Main Menu until you log back in to the system again.

17. Log in to the INTUITY AUDIX system as **craft**
18. Check the INTUITY Main Menu (page 389) for the System Upgrade menu option.
19. Remove the INTUITY AUDIX R5 software CD-ROM from the CD-ROM drive.
20. Continue with the next task, Verifying the Purchasable Feature Options.

## Verifying the Purchasable Feature Options

The enabled feature options on the new system must be equal to or greater than the enabled feature options on the old system in order for the upgrade to be successful. This task describes how to verify the enabled feature options on both the old and new systems.

To verify the feature options:

1. Go to the customer's old system.
2. From the INTUITY main menu, select:

Customer/Services Administration  
Feature Options

The system displays the Feature Options (Read Only) Screen (page 410).

3. Determine the features that are currently enabled for this customer and any related quantities. Record the results in the Existing Customer Features (page 382) table in the Technician's Upgrade Worksheet (page 381) section.
4. Press F6 (Cancel) twice.

The system displays the INTUITY Main Menu.

5. Go to the new system and verify that the feature options and related quantities are equal to or greater than the feature options enabled on the old system. Use the information that you wrote down in the Existing Customer Features (page 382) table in the Technician's Upgrade Worksheet (page 381).
6. Do one of the following:
  - If the enabled feature options on the new system are *not* equal to or greater than the enabled features on the old system, contact the MMISC at 800-242-2121, prompt 0, extension 15352, to have the necessary feature options enabled.
  - If the enabled feature options on the new system are equal to or greater than the enabled features on the old system, continue with Step 7.
7. Go to the old system. From the old system's INTUITY Main Menu, select:  
  
AUDIX Administration  
  
The system displays the AUDIX command prompt screen.
8. At the `enter command:` prompt, enter **list mea feat day**
9. The system displays the Feature Daily Traffic Screen (page 411).
10. Under SUBSCRIBERS, read the Local and Remote fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 383) table in the Technician's Upgrade Worksheet (page 381) section.
11. Continue with the next task, Verifying the Switch Integrations.

## Verifying the Switch Integrations

To allow the data to successfully transfer from the old system to the new system, the switch integration software installed on the new system must match the switch integration software installed on the old system. If the switch integrations do not match, you must remove the software installed on the new system and replace it with the same software that is installed on the old system. This task describes how to verify what switch integration is installed on each system and, if necessary, how to uninstall and install a switch integration software package.

To verify the switch integrations

1. Verify the switch integration software package that is installed on the old system. Record the switch integration type in the Switch



Integration Information (page 382) section of the Technician's Upgrade Worksheet (page 381).

2. Verify the switch integration on the new system:

- a. From the INTUITY Main Menu, select:

Feature Options

The Feature Options screen is displayed.

- b. Press the UP arrow, then press F7 (Switch Select).

The Switch Selection screen is displayed.

- c. Verify the type of switch integration in the Switch: field and then record the type in the Switch Integration Information (page 382) section of the Technician's Upgrade Worksheet (page 381).

3. Do one of the following:

- If the switch integration on the old system is the same as the switch integration on the new system, continue with the next task.
- If the switch integration on the old system is *not* the same as the switch integration on the new system, you must remove the switch integration software that is on the new system and replace it with the same switch integration software package that is currently installed on the old system. This will allow the data to successfully transfer.

To remove the switch integration software package that is currently installed on the new system:

- Start at the INTUITY Main Menu (page 389) and select:

Software Management  
Software Removal

The system displays the Basic Software Removal screen.

- Use the UP and DOWN arrows to move the cursor.
- Use the ENTER key to select the switch integration software package that you want to remove.
- After you have selected the package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.

- Select Submit.

The system displays the following:

Removal of the software in complete

Hit RETURN to continue

- Press RETURN.
- Press F6 (Cancel) until you reach the INTUITY Main Menu.
- From the INTUITY Main Menu, select:

Customer/Services Administration

System Management

System Control

Reboot System

The system displays the Wait Time Window.

Additionally, the system displays a warning to ensure that you know your password and to verify that your keyboard is connected.

- Press the Acknowledge Message (F1) key to acknowledge the warning message.
- Type 60 in the Wait Time Window.

This time (60 seconds) designates how many seconds the system is to wait for calls in progress to finish before stopping the voice system. After 60 seconds, no new calls are allowed. If any calls are still in progress after 60 seconds, the system waits until those calls have finished and then proceeds with stopping the voice system.

- Press Save (F3).

The system displays the following message:

```
Voice system will be stopped first to  
avoid data loss.
```

The system then shuts down and reboots automatically. A reboot takes approximately 15 minutes.

The system then displays the following message:

```
Startup of the Voice System is  
complete.
```

- After the system displays the above message, press ENTER.
- Verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.
- Log in to the system as tsc.

To install the switch integration software on the new system:

- Insert the Release 5.1 INTUITY AUDIX Multimedia CD in the CD-ROM drive.
- From the Software Management screen, select:

```
Software Installation  
CD
```

The system displays the Software Install Screen, Page 1.

- Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install and then press ENTER
- Press the down arrow until the cursor highlights Install selected packages and then press ENTER.

The system displays the Software Install Confirmation.

- Make sure that the cursor is on PROCEED and then press ENTER.

The system installs the package then displays the following message:

```
Do you have more media from which to  
install more software?
```

- Enter **n**

The system displays the following message:

Do you have hardware to install?

- Enter **n**

The system automatically reboots.

**Note:**

The right-to-use license does not have to be activated at this point. You will activate the license after the upgrade is complete.

- Continue with the next task.

## Installing the Upgrade Backup Software on the Old System

The Upgrade Backup software must be installed on the old system in order to complete the upgrade. This task provides instructions on how to identify if the software has been previously installed on the system and, if necessary, how to install the software from a tape cartridge or from a remote location.

To identify if the software is already installed on the system and, if necessary, install the software:

1. If you are using an A/B switch with a single monitor, switch to the old system.
2. Log in as **craft**
3. Verify that the **System Upgrade** option is available from the INTUITY Main Menu. See **Main Menu After Installing the Upgrade Package** (page 423).
4. Do one of the following:
  - If the **System Upgrade** option is available from the INTUITY Main Menu, skip the rest of the steps in this task and go to the next task.
  - If the **System Upgrade** option is *not* available from the INTUITY Main Menu, you must install the Upgrade Backup software. Continue with Step 5.

5. Verify that the RUK contains a tape labeled "Upgrade Software."
6. Do one of the following:
  - If the RUK contains a tape labeled "Upgrade Software," continue with Step 7.
  - If the RUK *does not* contain a tape labeled "Upgrade Software," contact the MMIS at 800-242-2121, prompt 0, extension 15352, to have them install the Upgrade Backup software remotely. After the software has been successfully installed, skip the rest of the steps in this task and go to the next task.
7. Open the tape drive door.
8. Insert the tape cartridge and close the door. See Inserting a Tape Cartridge (page 421).
9. From the INTUITY Main Menu, select:

```
Customer Services/Administration
  System Management
    UNIX Management
      Software Install
        Tape Drive
```

The system displays the following message:

```
Insert cartridge into tape drive 1. Type
[go] when ready or [q] to quit:
```

10. Press ENTER to continue.

The system displays the following message:

```
Select the packages you wish to process (or
'all' to process "All" packages)
```

**Note:**

All is the default.

11. Press ENTER to install all packages on the tape.

The system installs the software and then displays the following message:

```
Installation of INTUITY Upgrade Software  
[software] was successful.
```

```
Processing of [INTUITY Upgrade Utility] is  
complete.
```

```
Insert cartridge into tape drive 1. Type  
[go] when ready or [q] to quit
```

12. Enter **q**
13. Press F6 (Cancel) until you reach the INTUITY Main Menu. See Main Menu Before Installing the Upgrade Package (page 422).
14. Remove the tape cartridge and then return it to the RUK.
15. Press F6 (Cancel) until you log off the system and then log back in as **craft**
16. Verify that the System Upgrade menu option is displayed on the INTUITY Main Menu. See Main Menu After Installing the Upgrade Package (page 423). If the menu option is not displayed, repeat Step 5 through Step 16.

## Checking the TCP/IP Configuration on the Old System

Before the upgrade, check the TCP/IP configuration on the old system.

To check the old system:

1. From the Avaya INTUITY Main Menu, select:

```
Networking Administration  
TCP/IP Administration
```

2. The system displays the TCP/IP Administration Screen (page 409).
3. Record the information from the screen in the TCP/IP Administration Screen Contents (page 381) table in the Technician's Upgrade Worksheet (page 381) section.

This information is used later to confirm the networking administration on the new machine.

4. Press F6 (Cancel) twice.

The system displays the INTUITY main menu.

5. Continue with the next task.

## Checking for and Transferring Custom Announcements

This procedure is used to check whether custom announcements exist on the old system and then describes how to prepare to transfer them to the new system.

- If the customer *does not* know if they have custom announcements, follow the steps in Checking for Custom Announcement Sets on the Old System (page 184) and then determine the next step.
- If the system *does not* have custom announcements, go to Deactivating Alarm Origination.
- If the system *does* have custom announcements, complete these steps before backing up the old database:
  - Adding the Custom Announcement Set Name to the New System (page 186)
  - Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 187)
  - Using a Custom Announcement Set for the Default Announcement Set on the New System (page 188)

The upgrade package checks whether custom announcements exist and whether they can be transferred. During the upgrade restore, the system checks to ensure that these steps have been completed.

### Custom Announcement Transfer Overview

A custom announcement set is transferred to the new system, but only if:

- The announcement fragments have been rerecorded.
- The announcement set has not been modified.

During the upgrade backup procedure, the system checks for the presence of custom announcements. If the fragments have been modified, but the announcement set has not, then the system backs up the custom announcement set and displays messages while it is being backed up.

Custom announcement sets are not backed up if the set has been modified.

Before the upgrade restore occurs, a new, empty announcement set must be created on the new system. The base announcement set must then be copied into this custom-named set. If the custom set has been created properly and the announcement set upgrade conditions are met, then the custom announcement set is restored to the new system.

**Note:**

The procedures in this chapter can be used to transfer many simple custom announcement sets from existing INTUITY AUDIX systems to INTUITY AUDIX Release 5.1 systems. These procedures, however, may not transfer all custom announcement sets.

## Checking for Custom Announcement Sets on the Old System

To check for custom announcement sets:

1. From the Avaya INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX command prompt screen.

2. At the `enter command:` prompt, enter **list annnc-sets**

The system displays the Announcement Sets Screen (page 413). The screen shows several additional standard announcement sets. Each customer can have different standard or custom sets installed.

3. Determine if any of the announcement sets have been customized by comparing the announcements sets listed on your screen with the announcements listed in the table Standard Announcement Sets (page 184).

The table lists the announcement set abbreviation as it appears on the screen and the full name in parentheses.

**Table: Standard Announcement Sets**

us-eng (U.S. English)	dutch (Dutch)	malay (Malay)
us-eng-t (U.S. English Terse)	french-c (Canadian French)	mandarin (Mandarin)
us-tdd (U.S. English for TDD)	french-p (French Provincial)	norwegian (Norwegian)



**Table: Standard Announcement Sets**

us-123 (U.S. English 1,2,3)	german (German)	polish (Polish)
arabic-fm (Arabic-female)	greek (Greek)	portug (Brazilian Portuguese)
arabic-m (Arabic-male)	hindi (Hindi)	russian (Russian)
british (British English)	hungary (Hungarian)	slovak (Slovak)
cantonese (Cantonese)	indonese (Indonesian)	swedish (Swedish)
cas-span (Castilian Spanish)	italian (Italian)	taiwanese (Taiwanese)
croatia (Croatian)	korea (Korean)	thailand (Thai)
czech (Czech)	japan (Japanese)	turkish (Turkish)
danish (Danish)	lat-span (Latin-American Spanish)	—

4. Do one of the following:

- If all of the names on the Announcement Sets screen match the listed names in the table Standard Announcement Sets (page 184), go to Step 6.
- If the names on the Announcement Sets screen do not match the names listed in the table Standard Announcement Sets (page 184), use the table Custom Announcement Set Names (page 384) of the Technician's Upgrade Worksheet (page 381) section to write down the customized sets.

5. Ask the customer which announcement set was used for the base announcement set and write down the name of that base announcement set in the Custom Announcement Set Names (page 384) table of the Technician's Upgrade Worksheet (page 381) section.

**Note:**

For upgrades from systems prior to Release 5, if the customer does not know which announcement set was used as the base announcement set and wants to use the custom set on the new system, contact the Multimedia Messaging Implementation Support Center (MMISC) or your COE.

6. Press F1 (Cancel) and then enter **exit** to return to the INTUITY Main Menu.
7. Do one of the following:
  - If the old system does not include any custom announcement sets, go to the Deactivating Alarm Origination section.
  - If the old system contains custom announcement sets and you know the base announcement set for each, continue with Adding the Custom Announcement Set Name to the New System (page 186).
  - If the old system contains custom announcement sets and you do not know which standard announcement set was the source for the custom announcement set, you must contact the MMISC or your COE for assistance.

## Adding the Custom Announcement Set Name to the New System

To add a custom announcement set name to the INTUITY AUDIX Release 5.1 system:

1. From the INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX Administration screen.

2. Enter **add announcement-set *annc-set-name***

where *annc-set-name* is the name of one custom announcement set that you wrote in the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section.

3. Press F3 (Enter).

The system displays the Announcement Sets Screen (page 413) with the name of the new announcement set listed and the following message:

Command Successfully Completed.

**Note:**

The announcement set you just named is empty until you copy the announcements from another set into it, as described in Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 187).

4. Repeat Step 2 and Step 3 for all of the custom announcement sets written in the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section.

## Copying the Base Announcement Set into the Custom Announcement Set on the New System

To copy the appropriate base announcement set to its custom announcement set on the Release 5.1 system:

1. From the INTUITY Main Menu, select:

AUDIX Administration

2. Enter **copy annc-set**

The system displays the Copy Announcement Set Screen (page 414).

3. From the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section, enter the base announcement set name in the From Announcement Set : field.
4. Enter the name of the corresponding custom announcement set in the To Announcement Set : field.
5. Press F3 (Enter) to save the information to the system database.

The system displays the following message and returns the cursor to the command line:

Command Successfully Completed.

6. Repeat Step 2 through Step 5 for all custom announcement set names added in Adding the Custom Announcement Set Name to the New System (page 186).



### CAUTION:

If the customer customized an announcement set by replacing a fragment with silence or a "blank" instead of re-recording the fragment, the upgrade software does not recognize that the fragment was customized. The system replaces the fragment with the Release 5 standard fragment, and the customer must recustomize that fragment to be silent or blank again.

## Using a Custom Announcement Set for the Default Announcement Set on the New System

To use a custom announcement set for the default announcement set:

1. From the Avaya INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX command prompt screen.

2. Enter **change system-parameters features**

The system displays the System-Parameters Features screen.

3. Press F3 (Next Page) twice.

The system displays page 3 of the System-Parameters Features Screen (page 415).

4. Press the TAB key until the cursor is in the ANNOUNCEMENT SETS, System: field.

5. From the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section, enter the name of the custom announcement set.

6. Press F3 (Save).

The system displays the following message:

Command Successfully Completed

7. Enter **exit**

## Deactivating Alarm Origination

### Note:

Complete all tasks in the Preparing for the data transfer section before beginning this task. For more information, see the Upgrade Checklist on the second page of this chapter.

The INTUITY AUDIX system creates alarms based on events that occur during the upgrade. It might be valuable to see these alarms during the upgrade but not to send them to the Avaya Support Center. Deactivating alarm origination allows the alarms to be created but not sent.

To deactivate alarms on the old system:

1. From the Avaya INTUITY Main Menu, select:

Customer/Services Administration  
Alarm Management

The system displays the Alarm Management Window (page 402).

2. Move the cursor to the Alarm Origination field, press F2 (CHOICES), and then highlight inactive.
3. Press F3 (SAVE).

The system displays the following message:

Alarm Form Update was successful  
Press <Enter> to continue.

4. Press ENTER.

The system displays the Alarm Management Window (page 402).

5. Press F6 (CANCEL) until you return to the Avaya INTUITY Main Menu.
6. Disconnect the INADS analog phone line.

## Busying Out the Switch Data Link

### **Important:**

This task applies only to DEFINITY switches. If the customer does not have a DEFINITY switch, do not use this task and go to the next task in the procedure.

When the voice system is turned off for an upgrade, DEFINITY switches activate an alarm. Busying out the link between the voice system and switch prevents alarms from being sent to the remote support center. Choose one of the following procedures based on the type of DEFINITY switch:

- Busying Out the Data Link on a System 75 G1 or G3 Switch (page 190)
- Busying Out the Data Link on a G2 Switch (page 190)
- Busying Out the Data Link in an OverLAN Integration (page 190)

## Busying Out the Data Link on a System 75 G1 or G3 Switch

To busy out the data link on a System 75 G1 or G3 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **busy link *n***

where *n* is the number of the link going to the INTUITY AUDIX system. Valid input is an integer from 1 to 8.

For more information, see the DEFINITY switch documentation.

2. Continue with the next task.

## Busying Out the Data Link on a G2 Switch

To busy out the data link on a G2 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **proc650 test 3**
2. Enter the INTUITY AUDIX link number in field 6.
3. Enter **bu bu**

For more information, see the DEFINITY switch documentation.

4. Continue with the next task.

## Busying Out the Data Link in an OverLAN Integration

To busy out the data link in an OverLAN integration, perform the following tasks on the switch administration terminal (SAT):

1. Enter **ch com p**
2. Locate the INTUITY AUDIX in the Node column.
3. Press the DOWN ARROW key to the INTUITY AUDIX field.
4. Enter **n**

The system displays the following message:

Command successfully completed.

5. Continue with the next task.

## Determining an Available SCSI ID

The RUK can contain either a JAZ or MO disk cartridge drive. Determine which disk cartridge drive is in your RUK and then determine which SCSI ID to use by using the information and procedures in this section.

The following SCSI ID settings are recommended for the external JAZ and MO disk cartridge drives:

External Disk Cartridge Drive Type	SCSI ID Setting
JAZ disk cartridge drive	4
MO disk cartridge drive	4

However, on some systems SCSI ID might be used by another device. This procedure helps you determine whether you can use SCSI ID 4 or if you must use another SCSI ID.

These systems need to have SCSI ID 4 available for use by the external disk cartridge drive:

- MAP/5P
- MAP/5PV3
- MAP/5PV4
- MAP/40s
- MAP/40
- MAP/40P

To determine whether SCSI ID 4 is available:

1. From the Avaya INTUITY Main Menu, select:

```
Customer/Services Administration
System Verification
View Installed Hardware
```

The system displays the View Installed Hardware Window (page 419).

2. Press F3 (Nextpage) to view all assigned SCSI IDs.
3. Confirm whether SCSI ID 4 is being used by an existing device. If the SCSI IDs are being used, select another available SCSI ID.

Possible SCSI IDs range from 0 through 6.

## Shutting Down the System

To shut down the system:

1. Start at the Avaya INTUITY Main Menu and select:

```
Customer/Services Administration
System Management
System Control
Shutdown System
```

2. Do one of the following:

- If the system displays the following message, enter **y** and go to Step 3:

```
Enter y to continue, n to quit [ n ]:
```

- If the system displays the Wait Time Window (page 420), enter **60**, press F3 (Save), and go to Step 3.

3. Watch for messages that indicate that a shutdown is in progress.

When the system is completely shut down, the system displays the following message:

```
The system is down.
Press CTRL-ALT-DEL to reboot your computer.
```

4. Turn the power switch off.

## Installing the SCSI Interface Circuit Card in the MAP/40 System

**Note:**

This task is used only with old MAP/40 systems that do not have an external SCSI connection. If the MAP/40 system has an external SCSI connection or if the old system is not a MAP/40, skip this task and go to the next task.

To install the SCSI interface card from the RUK in the MAP/40 system:

1. Look in the back of the system at the second slot from the top and then do one of the following:
  - If an external SCSI connection exists, go to the next task.
  - If an external SCSI connection does not exist, go to Step 2.



2. Remove the dress cover from the front of the system.
3. Remove the four screws from the bottom of the system that retain the dress cover, and then remove the dress cover.
4. Loosen the screws retaining the circuit card cage cover, and then remove the cover.

**CAUTION:**

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. For detailed electrostatic discharge instructions, see *Protecting Against ESD Damage on the INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

5. Locate the SCSI interface circuit card and then remove the system cables from the SCSI interface card.
6. Remove the circuit card retaining screw.
7. Gently remove the SCSI interface circuit card from the MAP/40 system.
8. Remove the SCSI interface circuit card from the RUK and then take it out of the antistatic bag.
9. Insert the SCSI interface circuit card in the open slot.
10. Connect the system cables.

## Attaching the External Disk Cartridge Drive

To attach the external disk cartridge drive to the old system:

1. Remove the external disk cartridge drive from the RUK.
2. Determine which type of external disk cartridge drive the RUK contains, for example, either an External JAZ Disk Cartridge Drive (page 392) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 394).
3. Do one of the following:
  - If the RUK contains an External JAZ Disk Cartridge Drive (page 392):

- Set the SCSI ID to **4**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 393).
  - Confirm that the termination switch is set to 1, which is pushed to the left side. This might require the use of a flashlight. See External JAZ Disk Cartridge Drive Settings (page 393) for more information.
  - Turn off the external drive power switch by setting the power switch to **0** or off. This switch is located at the back right side of the drive.
  - Continue with Step 4.
- If the RUK contains an External Magneto-Optical (MO) Disk Cartridge Drive (page 394):
- Set the SCSI ID to 4 by turning the SCSI ID setting arrow to point to **4**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395) for more information.
  - Set the four Option Settings to ON. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
  - Turn off the external disk cartridge drive power switch. This switch is located at the back of the drive in the upper left corner. See the External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
  - Continue with Step 4.
4. Confirm that the INTUITY AUDIX system is completely powered down.
5. Find the SCSI port on your platform.
- The SCSI port is most likely found at or near the standard location shown in External SCSI Connectors, except MAP/100P (page 417) or MAP/100P External SCSI Connector (page 416).
6. Remove the external SCSI terminator, if one exists, from the system SCSI connection.
7. Determine which of three cables from the RUK to use to connect the external SCSI connector to the external cartridge drive. Depending on the external disk cartridge drive, the SCSI port is one of three types shown in either Cables for External JAZ Disk Cartridge Drive (page 404) or Cables for External MO Disk Cartridge Drive (page 405).

8. Connect one end of the cable to the upper SCSI connector on the back of the external cartridge drive. See either External JAZ Disk Cartridge Drive Settings (page 393) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
9. Attach the other end of the cable to the external SCSI connector on the old system.
10. Connect the external drive to electrical power and turn on the power switch. This switch is located at the back right side of the drive.

**Note:**

The external drive must be turned on before you can turn on the power for the INTUITY AUDIX system.

## Restarting the Old System

To restart the old system and begin the upgrade backup:

1. Turn on the power switch on the old system.
2. If the logo screen is displayed, press ESC.

On newer INTUITY AUDIX systems, a logo screen appears during the startup sequence and hides the system status messages.

**Note:**

As the system starts up, it might display the following error:

```
Fixed disk 0 error
```

It could then display the system configuration and the following message:

```
Press F1 to continue.
```

This message is normal. Press F1 to continue.

The system displays startup messages including the first of two console login prompts. Ignore the first console login prompt and allow the system to continue to restart. After the system has

completely restarted, the second console login prompt is displayed:

Console login:

3. Continue with the next task.

## Backing Up the Old System's Database

To back up the old system's database:

1. Log in as **craft**
2. From the Avaya INTUITY Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu (page 403).

**Note:**

The System Upgrade Main Menu that you see might differ from the example shown in System Upgrade Main Menu (page 403). For example, the Restore feature and data from backup menu choice might not appear in the menu.

3. Select Backup features and data and then press ENTER.

The system displays the following message:

```
System upgrade backup starting. [date/time]
Begin complete backup of machine [machine
name] for system upgrade? [ y ] :
```

4. Enter **y**

The system displays system messages and then the following messages:

Before continuing, please verify that the new system is assembled and operational, and that the INTUITY main menu displays the System Upgrade option.

```
[date/time]
Does the new system meet these conditions?
[ y ] :
```

**Note:**

The Upgrade software was either confirmed as installed or was installed in an earlier task. For more information, see *Checking the New System*.

5. Press ENTER.

The system displays the following message:

To ensure that the backup device is working correctly, please insert the upgrade backup cartridge into the drive, and press enter.

**CAUTION:**

Handle the disk cartridge with care. It is easily damaged.

**Note:**

Use only disk cartridges from the RUK. Any other disk cartridge might require formatting, which can take up to 2 hours.

6. Insert one of the disk cartridges from the RUK and then press ENTER.

The system displays the following message:

```
Attempting to mount the cartridge.
```

The system mounts the disk cartridge and displays the following message:

```
[Backup] drive is working correctly.  
Continuing with upgrade.
```

The system runs the system evaluation utility package, which requires approximately from 5 to 10 minutes.

The system displays the following message:

```
Checking for non-standard software...
```

**Note:**

If nonstandard software is found, the following message is displayed:

```
UPGRADE WARNING: The following packages  
installed on this system do not have a known  
mapping to R5 software. If you proceed with  
the upgrade, any features provided by (and  
data associated with) these packages will  
almost certainly not be carried forward to  
the R5 system. The packages in question are:
```

```
    <package name> <package description>  
    <current time>
```

```
Do you want to proceed with the upgrade? [ n ]
```

If you see this message, contact the Remote Support Center or your COE.

The system displays the following:

```
[date/time]  
Take the system out of service and proceed  
with the upgrade? [ y ] :
```

7. Enter **y**

The voice system is stopped and the system displays additional status messages along with an estimate of the time and number of disk cartridges required for the upgrade backup. The system then displays the following message:

Press [ RETURN ] to continue or [ DELETE ]  
to abort [ RETURN ] :

**Note:**

The system might display additional information after the above message.

8. Press ENTER.

The system instructs you to insert a backup disk cartridge, if you have not already inserted one, and then instructs you to press ENTER to continue or DELETE to quit.

9. Press ENTER.

The systems starts backing up the data.

**Note:**

Depending on the amount of customer data, a disk cartridge takes up to 20 minutes fill up with data. Now is a good time to take a break.

10. Do one of the following:

- If the upgrade backup requires only one disk cartridge, go to Step 11.
- If the upgrade backup requires an additional disk cartridge:
  - Remove the disk cartridge when it is full and replace it with another blank disk cartridge from the RUK.
  - Label the disk cartridge with a number that indicates its place in the backup sequence.

11. Watch for the following message:

```
Upgrade backup complete [date/time]
To proceed with the upgrade the system needs
to be shut down [date/time]
Shut down the system now? [ y ] :
```

12. Press ENTER.

The system ejects the disk cartridge, shuts down, and displays the following message:

```
The system is down.
Press CTRL-ALT-DEL to reboot your computer.
```

13. Turn the power switch off on the old system.

14. Turn the power switch off on the external disk cartridge drive.

15. Remove the SCSI cable and the external cartridge drive from the old system.

## Determining the Next Task Needed to Restore the Database on the New System

Use the table below to determine your next task:

If...	Then...
<ul style="list-style-type: none"><li>■ you backed up the old system's database using MO disk cartridges</li><li>■ the new system has an internal MO disk cartridge drive installed</li></ul>	skip the next two tasks and go to Restoring the Database (page 203).
<ul style="list-style-type: none"><li>■ you backed up the old system's database using MO disk cartridges</li><li>■ the new system has an internal JAZ disk cartridge drive installed</li></ul>	continue with Attaching the External Disk Cartridge Drive to the New System (page 200).
<ul style="list-style-type: none"><li>■ you backed up the old system's database using one or more JAZ disk cartridges</li><li>■ the new system has an internal MO disk cartridge drive installed</li></ul>	continue with Attaching the External Disk Cartridge Drive to the New System (page 200).
<ul style="list-style-type: none"><li>■ you backed up the old system's database using one or more JAZ disk cartridges</li><li>■ the new system has an internal JAZ disk cartridge drive installed</li></ul>	skip the next two tasks and go to Restoring the Database (page 203).

## Attaching the External Disk Cartridge Drive to the New System

The following procedure describes how to attach a JAZ or a Magneto-Optical (MO) disk cartridge drive to the new system.



To assemble and attach the external disk cartridge drive to the old system:

1. Get the external disk cartridge drive from the RUK.
2. Do one of the following:
  - If the RUK contains an External JAZ Disk Cartridge Drive (page 392):
    - Set the SCSI ID to **4**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 393).
    - Confirm that the termination switch is set to **1**, which is pushed to the left side. This might require the use of a flashlight. See External JAZ Disk Cartridge Drive Settings (page 393) for more information.
    - Turn off the power to the external drive by turning the power switch to **0** or Off. This switch is located at the back right side of the drive.
    - Continue with Step 3.
  - If the RUK contains an External Magneto-Optical (MO) Disk Cartridge Drive (page 394):
    - Set the SCSI ID to **4** by turning the SCSI ID setting arrow to point to **4**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395) for more information.
    - Set the four Option Settings to **ON**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
    - Turn off the external disk cartridge drive power switch. This switch is located at the back of the drive in the upper left corner. See the External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
    - Continue with Step 3.
3. Confirm that the INTUITY AUDIX system is completely powered down.
4. Identify the SCSI port on a the new system. See either External SCSI Connectors, except MAP/100P (page 417) or MAP/100P External SCSI Connector (page 416), depending on the new system platform.
5. Remove the external SCSI terminator, if one exists, from the system SCSI connection.

6. Determine which of three cables from the RUK to use to connect the external SCSI connector to the external cartridge drive. The SCSI port is one of three types shown in Cables for External JAZ Disk Cartridge Drive (page 404) or Cables for External MO Disk Cartridge Drive (page 405), depending on the external disk cartridge drive.
7. Connect one end of the cable to the upper SCSI connector on the back of the external cartridge drive. See External JAZ Disk Cartridge Drive Settings (page 393) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
8. Attach the other end of the cable to the external SCSI connector on the new system.
9. Connect the external disk cartridge drive to electrical power and turn on the power switch. See External JAZ Disk Cartridge Drive Settings (page 393) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).

**Note:**

The external disk cartridge drive must be turned on before you can turn on the power for the INTUITY AUDIX system.

## Restarting the New System

To restart the new system:

1. Turn on the power switch on the new system.
2. If the logo screen is displayed, press ESC.

On newer INTUITY AUDIX systems, a logo screen appears during the startup sequence and hides the system status messages.

**Note:**

As the system starts up, it might display the following error:

```
Fixed disk 0 error
```

It then displays the system configuration and the following message:

```
Press F1 to continue.
```

This message is normal. Press F1 to continue.

The system displays startup messages including the first of two console login prompts. Ignore the first console login prompt and

allow the system to continue to restart. After the system has completely restarted, the second console login prompt is displayed:

Console login:

3. Continue with the next task.

## Restoring the Database

To restore the database on the new system:

1. Log in as **craft** on the new system.
2. From the INTUITY Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu (page 403).

3. Press the DOWN ARROW key to highlight `Restore data and features from backup` and then press ENTER.

The system displays the following message:

`This machine currently has no subscribers`

**Note:**

If the system has subscribers, the system displays the following message, where *X* is the number of subscribers of each type:

```
UPGRADE WARNING: Machine <machine name>
currently has
    local subscribers X
    administered remote subscribers X
```

```
If you proceed with the upgrade, all customer
data currently on this machine will be
destroyed!
<current date>
```

```
Proceed with the upgrade? [ n ]:
```

Delete the subscribers and continue with the upgrade by entering **y**

The system displays the following message:

```
UPGRADE WARNING: Voice system on machine
<machine name> is currently up or
initializing.
```

<current time>

If you proceed with the upgrade, the machine will be taken out of service.

Proceed with the upgrade? [ y ]:

4. Enter **y**

The voice system is stopped, and the system displays the following message:

To ensure that the backup device is working correctly, please insert the upgrade backup cartridge into the drive, and press enter.



**CAUTION:**

Handle the disk cartridge with care. It is easily damaged.

5. Insert the backup disk cartridge into the disk cartridge drive and then press ENTER on the INTUITY AUDIX system console.

The system displays the following message:

The backup device is functioning correctly.  
Continue with the upgrade? [ y ] :

6. Press ENTER.

The system displays the following message:

Checking whether backup is compatible with  
currently installed software...

**Note:**

If the system determines that additional software must be installed, the following message is displayed:

```
WARNING: The following package needs to be
installed before continuing:
```

```
    <package name> <package description>
```

An additional message is displayed:

```
Would you like to stop the upgrade and install
the missing software now? [ y ] :
```

If you are not sure whether to install the software, call the Remote Support Center. Otherwise, enter **n**. The system confirms that you intend to proceed without installing the software and then continues.

The database is restored, and after some time, the system displays the following message, where *X* is the number of subscribers that were successfully upgraded:

```
Checking results of upgrade procedure...
```

```
    Local subscribers X
```

```
    Administered remote subscribers X
```

```
-----
Upgrade completed successfully <current
date>
-----
```

```
Reboot the system now? [ y ] :
```

7. Do one of the following:

- If you used an external disk cartridge drive to restore the system, continue with Step 8.
- If you used an internal disk cartridge drive to restore the system, continue with step Step 9.

8. Press the eject button on the front of the external disk cartridge drive.

The system ejects the disk cartridge.

9. Press ENTER on the system keyboard. The system shuts down, and the following message is displayed:

```
Press any key to reboot...
```

10. Turn off the power switch to the new system.

11. Do one of the following:

- If you used an external disk cartridge drive to restore the system, continue with Step 12.
  - If you used an internal disk cartridge drive to restore the system, continue with the next task.
12. Remove the SCSI cable from the system.
  13. Replace the external disk cartridge drive in the RUK.

## Disconnecting the Monitor and A/B Switch Box

After the upgrade is completed, remove the cables from the A/B switchbox and then attach the video monitor cables directly to the new system.

**Note:**

If another monitor was available for the upgrade, this task is not required. Go to the next task, Moving the Cables to the New System.

To disconnect the monitor from the A/B switch box and connect to the new system:

1. Turn off the video monitor.
2. Remove power from the old system, the new system, and the video monitor.
3. Remove both ends of the cable from Position A on the A/B switchbox and the old system. See A/B Switch Box Connections (page 401).
4. Remove both ends of the cable from Position B on the A/B switchbox and the new system.
5. Remove the signal cable from Position C on the A/B switch box.
6. Replace the video cables and the A/B switchbox in the reusable upgrade kit (RUK).
7. Attach the video cable to the newer system video controller circuit card and tighten the thumbscrews on the video cable connector.

## Moving the Cables to the New System

To cable the new system:

1. Move the switch link or LAN cables from the old system to the new system. For more information, see:
  - The appropriate circuit card on the Identifying and Cabling Circuit Cards menu in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807
  - *INTUITY Messaging Solutions Getting Connected*, 585-313-703
2. Move the serial port connections.
3. Move the external dial tone cable from the modem to the remote maintenance circuit card.
4. If this is an upgrade to a MAP/5PV3 or MAP/5PV4 system, connect the three-way power cable to the monitor and system.

## Restarting the New System

To restart the new system:

1. Turn on the MAP/40P power switch.
2. When the system has restarted, log in as **craft**

**Note:**

Since the system is now in normal operation, two login prompts appear. Log in at the second login prompt.

## Verifying the Data Transfer

To verify that the customer database transferred correctly:

1. Start at the INTUITY Main Menu and select:

TCP/IP Administration  
Networking Addressing

**Note:**

The system might not have networking. If not, you can skip these steps and go to Step 7.

2. The system displays the Networking Addressing Window (page 412).
3. Compare the values on this screen to the values recorded earlier during this upgrade in the TCP/IP Administration Screen Contents (page 381) table in the Technician's Upgrade Worksheet (page 381) section.

**Note:**

The TCP/IP Interface field is completed for you. To check the entry, press F2 (Choices) to display the available entries.

4. Do one of the following:
  - If the values are correct, press F6 (Cancel) and go to Step 7.
  - If the values are incorrect or are not displayed, move the cursor to each field and enter the values.
5. Press F3 (Save) after making the entries.
6. Press F6 (Cancel).
7. From the INTUITY Main Menu, select:

Feature Options

The system displays the Feature Options (Read Only) Screen (page 410).

**Note:**

Press the UP ARROW key to display `voice_ports`.

8. Confirm that the INTUITY AUDIX system has at least the same features activated in the same quantities as before the upgrade. Compare the features on this screen to the values recorded earlier in the table Existing Customer Features (page 382) in Technician's Upgrade Worksheet (page 381).

**Note:**

The customer might have purchased more features or capacity than were displayed on the old system.

9. Press F6 (Cancel).
10. From the INTUITY Main Menu, select:



## AUDIX Administration

11. At the `enter` command: prompt, enter **list mea feat day**

The system displays the Feature Daily Traffic Screen (page 411).

12. Compare the local and remote subscriber amounts to the values recorded earlier in the Subscriber Totals (page 383) table in the Technician's Upgrade Worksheet (page 381) section.
13. Press F1 (Cancel) and enter **exit**
14. From the INTUITY Main Menu, select:

Voice System Administration  
Number Services  
Display Services

The system displays the Display Number Services Window (page 428).

15. Determine whether the `Service Name:` column has an AUDIX entry and then do one of the following:
  - If AUDIX is displayed, press F6 (Cancel) and go to the next task.
  - If AUDIX is not displayed, press F6 (Cancel) and continue with the next step.

16. From the Number Services menu, select:

Assign Service

The system displays the Assign Number Service Window (page 429).

17. Press the DOWN ARROW key to move to the `Service Name` field and press F2 (Choices).

The system displays the available options on the new system.

18. Select `AUDIX` and press ENTER.

The system displays the Assign Number Service Window (page 429) with `AUDIX` displayed in the `Service Name:` field.

19. Press F3 (Save) and then press F6 (Cancel) twice.
20. Continue with the next task.

## Reinstall the New Switch Integration Package (if necessary)

This task is only necessary if you changed the switch integration software package on the new system to match what was installed on the old system. If you did not change the switch integration package on the new system, skip the two tasks below and continue with the next task, Releasing the Switch Data Link.

### Remove the Switch Integration Package

Before you install the new switch integration package, you must first remove the package that you installed in the Verifying the Purchasable Feature Options (page 11) task.

To remove the switch integration package:

1. Start at the INTUITY Main Menu (page 389) and select:

```
Software Management
Software Removal
```

The system displays the Basic Software Removal screen.

2. Use the UP and DOWN arrows to move the cursor.
3. Use the ENTER key to select the switch integration software package that you want to remove. Use the switch integration package information that you recorded in Switch Integration Information (page 382) in the Technician's Upgrade Worksheet (page 381) as a guide.
4. After you have selected the switch integration package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.
5. Select Submit.

The system displays the following:

```
Removal of the software in complete
```

```
Hit RETURN to continue
```

6. Press RETURN.
7. Press F6 (Cancel) until you reach the INTUITY Main Menu.

8. From the INTUITY Main Menu, select:

Customer/Services Administration  
System Management  
System Control  
Reboot System

The system displays the Wait Time Window.

Additionally, the system displays a warning to ensure that you know your password and to verify that your keyboard is connected.

9. Press the Acknowledge Message (F1) key to acknowledge the warning message.
10. Type 60 in the Wait Time Window.

This time (60 seconds) designates how many seconds the system is to wait for calls in progress to finish before stopping the voice system. After 60 seconds, no new calls are allowed. If any calls are still in progress after 60 seconds, the system waits until those calls have finished and then proceeds with stopping the voice system.

11. Press Save (F3).

The system displays the following message:

Voice system will be stopped first to avoid data loss.

The system then shuts down and reboots automatically. A reboot takes approximately 15 minutes. The system then displays the following message:

Startup of the Voice System is complete.

12. After the system displays the above message, press ENTER.
13. Verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.
14. Log in to the system as tsc.
15. Continue with Install the New Switch Integration Package.

## Install the New Switch Integration Package

To install the new switch integration package:

1. Insert the Release 5.1 INTUITY AUDIX CD-ROM in the CD-ROM drive.

2. From the Software Management screen, select:

Software Installation  
CD

The system displays the Software Install Screen, Page 1.

3. Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install. Use the switch integration package information that you recorded in Switch Integration Information (page 382) in the Technician's Upgrade Worksheet (page 381) as a guide.
4. Press ENTER.
5. Press the down arrow until the cursor highlights `Install selected packages` and then press ENTER.
6. The system displays the Software Install Confirmation screen.
7. Make sure that the cursor is on `PROCEED` and then press ENTER.

The system installs the package then displays the following message:

Do you have more media from which to install more software?

8. Enter **n**

The system displays the following message:

Do you have hardware to install?

9. Enter **n**

The system automatically reboots.

10. Call the MMISC at 800-242-2121, prompt 0, extension 15352, to have them activate the right-to-use license for the new switch integration.
11. Translate for the new switch integration. See the appropriate switch integration book or configuration note for more information.
12. Continue with the next task.

## Releasing the Switch Data Link

**Important:**

This task applies only to DEFINITY switches. If the customer does not have a DEFINITY switch, do not use this task and go to the next task, Verifying the Cable Connections.

For this procedure, DEFINITY switches are divided as follows:

- Releasing the Data Link on a System 75 G1 or G3 Switch (page 213)
- Releasing the Data Link on a G2 Switch (page 213)
- Releasing the Data Link in an OverLAN Integration (page 214)

### Releasing the Data Link on a System 75 G1 or G3 Switch

To release the data link on a System 75 G1 or G3 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **release link *n***

where *n* is the number of the link going to the INTUITY AUDIX system. Valid input is an integer from 1 to 8.

For more information, see the DEFINITY switch documentation.

2. Continue with the next task, Verifying the Cable Connections.

### Releasing the Data Link on a G2 Switch

To release the data link on a G2 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **proc650 test 3**
2. Enter **rb**

For more information, see the DEFINITY switch documentation.

3. Continue with the next task, Verifying the Cable Connections.

## Releasing the Data Link in an OverLAN Integration

To release the data link in an OverLAN switch integration, perform the following tasks on the switch administration terminal (SAT):

1. Enter **ch com p**
2. Locate INTUITY AUDIX in the Node column.
3. Press the DOWN ARROW key to the INTUITY AUDIX field.
4. Enter **y**

The system displays the following message:

Command successfully completed.

5. Continue with the next task, Verifying the Cable Connections.

## Verifying the Cable Connections

To verify that the cable connections are correct:

1. From the Avaya INTUITY Main Menu, select:

Voice System Administration  
Voice Equipment

The system displays the Voice Equipment Window (page 424).

**Note:**

The third column displays `foos` if the tip/ring cables are not moved to the new system.

2. From the PHONE column, write down each extension in the order displayed.
3. Press F6 (Cancel) once.

The system displays the Voice System Administration menu.

4. From the Voice System Administration menu, select:

System Monitor

The system displays the System Monitor - Voice Channels Window (page 425).

5. Using a telephone handset near the INTUITY AUDIX system, dial every extension listed in Step 2.

6. Watch the System Monitor - Voice Channels window to confirm that each channel rings in the same order as it is administered on the Display Voice Equipment window. Confirm also that each channel answers the call.
7. Do one of the following:
  - If the channels all ring in the correct order and all answer the call, go to Step 8.
  - If any channel does not ring in the correct order or does not answer the call, check the cross-connect field for incorrect wiring. Correct the wiring and return to Step 1.
8. Press F6 (Cancel) twice.

## Administering Passwords

Some passwords are not transferred to the new system during the upgrade.

To readminister these passwords:

1. From the INTUITY AUDIX Main Menu, select:  

`Customer/Services Administration`  
`System Management`  
`Password Administration`  
`Assign/Change Password`
2. The system displays the Assign/Change Password Window (page 426).
3. Press F2 (Choices) to display the password options to change.
4. Select `sa` and then press F3 (Save).
5. Type `y` to confirm that you want to change the password for the selected login.
6. Enter a new password from the System Passwords (page 381) table, in the Technician's Upgrade Worksheet (page 381) section, at the `enter password:` prompt. The password must contain only from 6 to 11 alphanumeric characters

The system displays the following message:

`Re-enter new password:`

7. Enter the new password again.

8. The system displays the following message:  

```
Password changed for sa.  
Hit acknowledge key to continue.
```
9. Press F1 (Acknowledge Message) to continue.
10. Return to Step 3, substituting the **vm** password.
11. Press F6 (Cancel) until you reach the INTUITY AUDIX Main Menu.
12. Do one of the following:
  - If the old system did not have Enhanced-List Administration (ELA), go to the next task, Performing Acceptance Tests.
  - If the old system had ELA, select the following from the INTUITY AUDIX Main Menu:  

```
Enhanced-List Manager  
Set Up Enhanced-List System Data
```

The Set Up Enhanced-List System Data Screen (page 427) is displayed.
13. Enter **vm** in the `System Login:` field.
14. Enter the vm password in the `System Password:` field.
15. Press F3 (Save) to store the changes.
16. Press F6 (Cancel) twice to return to the INTUITY AUDIX Main Menu.

## Performing Acceptance Tests

To perform the acceptance tests:

1. Test the switch channels. Each channel must show the status `INSERV`.

For more information, see Testing the Channels in the Performing Acceptance Testing section of the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Follow both procedures in this section.

2. Stop following the Performing Acceptance Testing procedure after you have verified that the purchased and activated voice



channels are on-hook. The rest of the switch integration was administered on the old system.

## Administering and Testing All Features

Confirm that all features are operating properly. If the features are not yet administered, you can update the administration at this time.

For more information about administering these features, see Initial Administration and Test for Features on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Click the links for each feature that the customer has purchased and follow those procedures.

## Activating Alarm Origination

To activate alarms:

1. From the Avaya INTUITY Main Menu, select:

Customer/Services Administration  
Alarm Management

The system displays the Alarm Management Window (page 402).

2. Move the cursor to the Alarm Origination field.
3. Press F2 (Choices) and then select active.
4. Press F3 (SAVE).

The system displays the following message:

Alarm Form Update was successful  
Press <Enter> to continue.

5. Press ENTER.

The system displays the Alarm Management Window (page 402).

6. Press F6 (CANCEL) until you return to the Avaya INTUITY Main Menu.

## Completing the Upgrade

After the upgrade is complete and the new system is operating properly, you can dispose of the old system and return the RUK.

1. To complete the upgrade, do one of the following:
  - If the upgrade occurred in the United States, pack and ship the old system to the Avaya System Recycling Center.
  - If the upgrade occurred outside the United States, record the system serial number, and then destroy the old machine.
2. Remove the cartridge from the new system disk cartridge drive and replace it in the RUK.
3. Pack and return the RUK to the MMISC or to the COE.
4. Configure the new system for normal use, including backups.
5. Return the technician worksheet to the customer so the customer can safely dispose of the password list.

# Upgrading to MAP/100P

---

This chapter lists the tasks required to upgrade one of the following systems by replacing it with a new Release 5.1 MAP/100P system:

- MAP/40s
- MAP/40
- MAP/40P
- MAP/100
- MAP/100P

**Note:**

Begin reading and following these procedures one to two hours before the scheduled shutdown time. All of the tasks in the Preparing for the data Transfer (page 220) section can be completed while the old system is still in operation.

The tasks are grouped into these general sections:

- Preparing for the data Transfer
- Backing Up the Existing Database
- Restoring the Database, Cabling the New System, and Beginning Service
- Completing the Upgrade

## Upgrade Checklist

Complete the items in the list in sequence. Remove these sheets from the binder and check off tasks as you complete them.

**Note:**

Complete all tasks in the “Preparing for the data Transfer” section before the old system is shut down.

**Table: Upgrades to MAP/100P Checklist**

Area	Task	✓
Preparing for the data Transfer	1. Requesting the Customer Passwords (page 223).	
	2. Checking the Reusable Upgrade Kit (page 223).	
	3. Gathering the Tools and Materials Needed for the Upgrade (page 224).	
	4. Completing the Assembly of the New System (page 225) so that it is ready to connect to the customer’s switch.	
	5. Connecting the Monitor and A/B Switch Box (page 225).	
	6. Checking Operation of the New System (page 226).	
	7. Verifying the Purchasable Feature Options (page 229).	
	8. Verifying the Switch Integrations (page 230).	
	9. Installing the Upgrade Backup Software on the Old System (page 234).	
	10. Checking the TCP/IP Configuration on the Old System (page 236).	
	11. Checking for and Transferring Custom Announcements (page 237), if they exist.	

**Table: Upgrades to MAP/100P Checklist**

Area	Task	✓
Backing Up the Existing Database	12. Deactivating Alarm Origination (page 242) on the old system.	
	13. Busying Out the Switch Data Link (page 243) between the old system and the customer's switch.	
	14. Determining an Available SCSI ID (page 245).	
	15. Shutting Down the System (page 246) and turning off the power switch.	
	16. If necessary, follow Installing the SCSI Interface Circuit Card in the MAP/40 System (page 247).	
	17. If necessary, follow Disconnecting the Tape Drive Power Cable (page 248).	
	18. Attaching the External Disk Cartridge Drive to the New System (page 256) to the old system.	
	19. Restarting the Old System (page 251).	
	20. Backing Up the Old System's Database (page 252). <b>Note:</b> This task includes removing the external cartridge drive.	

**Table: Upgrades to MAP/100P Checklist**

Area	Task	✓
Restoring the Database, Cabling the New System, and Beginning Service	21. Determining the Next Task Needed to Restore the Database on the New System (page 256).	
	22. If necessary, go to Attaching the External Disk Cartridge Drive to the New System (page 256).	
	23. If necessary, go to Restarting the New System (page 258).	
	24. Restoring the Database (page 259) on the new system.	
	25. Disconnecting the Monitor and A/B Switch Box (page 262).	
	26. Moving the Cables to the New System (page 263).	
	27. Restarting the New System (page 263).	
	28. Verifying the Data Transfer (page 263).	
	29. Reinstall the New Switch Integration Package (if necessary) (page 266).	
	30. Releasing the Switch Data Link (page 269).	
	31. Verifying the Cable Connections (page 270).	
	32. Administering Passwords (page 271).	
	33. Performing Acceptance Tests (page 272) for the channels.	
	34. Administering and Testing All Features (page 273).	
	35. Activating Alarm Origination (page 273) on the new system.	
Completing the Upgrade	36. Pack and ship the old system and the RUK in Completing the Upgrade (page 274).	

## Requesting the Customer Passwords

Several passwords must be reset during the upgrade or must be known so that features can be administered correctly. Before the customer leaves, ask the customer to write down these passwords so that you can complete the upgrade successfully.

Use the System Passwords (page 381) table in the Technician's Upgrade Worksheet (page 381) section to record these passwords.

## Checking the Reusable Upgrade Kit

Make sure that you have the materials to complete the upgrade successfully. Check the contents of the reusable upgrade kit (RUK). It needs to contain everything that is listed in the following table and shown in RUK Contents (page 418).

**Note:**

The RUK contains either an External JAZ Disk Cartridge Drive (page 392) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 394). Verify which drive is in the RUK before continuing with the upgrade procedures.

If the contents of the RUK do not match this list, call the Remote Support Center or your Center of Excellence (COE).

**Table: Contents of the Reusable Upgrade Kit**

Item	Quantity	Used with
<i>INTUITY Messaging Solutions Release 5 Documentation for Technicians</i> CD-ROM, 585-313-807, Issue 6 or later.  <b>Note:</b> The documentation CD-ROM contains a printable version of this book, <i>INTUITY Messaging Solutions Upgrade Procedures</i> , 585-313-117. From the CD-ROM table of contents, select User/Print Guides and then select Installation, Migration, and Upgrade Printable Guides.	1	All upgrades.
Upgrade software tape  <b>Note:</b> If the RUK does <i>not</i> contain an Upgrade software tape, call the MMISC at 800-242-2121, prompt 0, extension 15352, to download the Upgrade software.	1	All upgrades.

(1 of 2)

**Table: Contents of the Reusable Upgrade Kit**

Item	Quantity	Used with
External disk cartridge drive, either a JAZ or a MO disk cartridge drive	1	All upgrades.
Disk cartridge drive power supply	1	All upgrades.
Disk cartridge drive power cable (used with JAZ disk cartridge drive only)	1	All upgrades using an external JAZ disk cartridge drive.
Disk cartridges (formatted), either JAZ 2-GB disk cartridges or MO 540-K disk cartridges	3 to 5 (JAZ) or 10 (MO)	All upgrades.
SCSI interface circuit card	1	R5 MAP/5P and some MAP/40 upgrades.
SCSI-2 to Centronix-50 (SCSI-1) cable (6-foot)	1	Only one of these cables is used per upgrade.
SCSI-2 to SCSI-2 cable (6-foot)	1	
SCSI-2 to SCSI-3 cable (6-foot)	1	
SCSI-2 to SCSI-2 cable (1-foot) and internal ID50 adapter	1	Upgrades from MAP/5.

**(2 of 2)**

---

## Gathering the Tools and Materials Needed for the Upgrade

Before you proceed with the upgrade, be certain you have the materials you need to complete the upgrade successfully. For more information, see the Installation Prerequisites information in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

In that section, check the following lists:

- Tools
- Test equipment
- Documentation



## Completing the Assembly of the New System

Before the old INTUITY AUDIX system is taken out of service, assemble the new INTUITY AUDIX system and prepare it for service. For more information, see one of the following sections in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807:

- Assembling the MAP/5P and MAP/5PV3
- Assembling the MAP/5PV4
- Assembling the MAP/40P
- Assembling the Deskside MAP/100P
- Assembling the Rack-Mounted MAP/100P

Follow the steps in the above sections until the system is assembled.

For more information about connecting the keyboard, modem, or printer, see Connecting Peripheral Devices on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

**Note:**

Do not connect the monitor now. You connect it by using the A/B switch in the next task.

## Connecting the Monitor and A/B Switch Box

An upgrade to INTUITY AUDIX Release 5.1 does not include a new monitor, unless ordered separately. Both the older and newer systems can use the same monitor during the upgrade. However, the systems must be relatively close to each other.

**Note:**

If another monitor is available, this task is not required. Go to the next task in the procedure.

The monitor on the older system is equipped with a power cable and a video signal cable. The power cable has a male plug at one end and a female plug at the other end. One end of the signal cable has a video input connector, and the other end is permanently attached to the monitor.

To connect the monitor to both systems through the A/B switch box:

1. Turn off the video monitor.
2. Disconnect the video cable from the older system.

**Note:**

The video signal cable is attached to a female connector on the video controller card of the older system.

3. Attach the video cable from the older system to Position C on the A/B switch box. See A/B Switch Box Connections (page 401).
4. Attach one of the two video cables from the reusable upgrade kit (RUK) to the video controller circuit card in the older system. Tighten the thumbscrews on the connector.
5. Attach the other end of this video cable to Position A on the A/B switch box.
6. Attach the second video cable from the RUK to the video controller circuit card in the newer system and tighten the thumbscrews on the video cable connector.
7. Attach the other end of this video cable to Position B on the A/B switch box.
8. Connect power to the older system, the newer system, and the video monitor.

**Note:**

If this is a MAP/5PV3 or MAP/5PV4 upgrade, ignore the three-way power cable at this point. Connect the straight power cable to the back of the new MAP/5PV3 or MAP/5PV4.

9. Turn on the video monitor.

## Checking Operation of the New System

After assembling the new system, check to make sure that it is working properly before shutting down service on the old system. You might also need to install the upgrade package or change the selected switch integration.

To check operation of the new system:

1. If you are using the A/B switch box with a single monitor, turn the switch to the new system.
2. Connect electrical power to the new system and turn on the power switch.

The system starts up. After some time, it displays the login prompt.

3. Log in as **craft**

The system displays the INTUITY Main Menu (page 389).

4. Check the INTUITY Main Menu for the System Upgrade menu option.
5. Do one of the following:
  - If the System Upgrade menu option is displayed, go to the next task, Installing the Upgrade Backup Software on the Old System.
  - If the System Upgrade menu option is not displayed, go to Step 6.

6. Insert the latest INTUITY AUDIX R5 software CD-ROM in the INTUITY AUDIX system CD-ROM drive.
7. Start at the INTUITY Main Menu and select:

Software Management  
Software Installation  
CD

The system displays the following message:

\*\*\*SOFTWARE INSTALL\*\*\*

A successful backup has not been completed in the past 2 hours. In the unlikely event of a catastrophic failure during this upgrade procedure, a full system backup may be the only method of recovering the customer's data. Doing a full system backup is HIGHLY recommended.

Do you want to continue with the upgrade anyway?

- (\*) Yes, continue this operation without full system backup  
( ) No, quit this operation in order to

complete full system backup

8. Move the cursor to Yes and then press ENTER to continue with the installation.
9. Press the DOWN ARROW key until the cursor highlights the following entry on the second page of the software packages screen in the Applications Software Group:

```
[ ] upgset -- INTUITY Upgrade Utility
```

**Note:**

You might need to scroll through several screens.

10. Press ENTER.

The system displays the following line:

```
[X] upgset -- INTUITY Upgrade Utility
```

11. Press the DOWN ARROW key until the cursor highlights the following message:

```
Install selected packages
```

**Note:**

You then scroll through several screens.

12. Press ENTER.

The system displays the following message:

```
You selected the following packages from the  
CD:
```

```
*upgset -- Est. Installation Time: 5 minutes
```

```
Total Estimated Installation time is 0 hours  
and 5 minutes.
```

13. Make sure that the cursor is on PROCEED and then press ENTER.

The system installs the package and then displays the following message:

```
Do you have more media from which to install  
more software?
```

14. Enter **n**

The system displays the following message:

```
Do you have hardware to install?
```

15. Enter **n**

The system displays the System Management menu.

16. Press F6 (Cancel) twice to log off the system.

**Note:**

The system does not display the System Upgrade menu option on the INTUITY Main Menu until you log back in to the system again.

17. Log in to the INTUITY AUDIX system as **craft**
18. Check the INTUITY Main Menu (page 389) for the System Upgrade menu option.
19. Remove the INTUITY AUDIX R5 software CD-ROM from the CD-ROM drive.
20. Continue with the next task, Verifying the Purchasable Feature Options.

## Verifying the Purchasable Feature Options

The enabled feature options on the new system must be equal to or greater than the enabled feature options on the old system in order for the upgrade to be successful. This task describes how to verify the enabled feature options on both the old and new systems.

To verify the feature options:

1. Go to the customer's old system.
2. From the INTUITY main menu, select:

Customer/Services Administration  
Feature Options

The system displays the Feature Options (Read Only) Screen (page 410).

3. Determine the features that are currently enabled for this customer and any related quantities. Record the results in the Existing Customer Features (page 382) table in the Technician's Upgrade Worksheet (page 381) section.
4. Press F6 (Cancel) twice.

The system displays the INTUITY Main Menu.

5. Go to the new system and verify that the feature options and related quantities are equal to or greater than the feature options enabled on the old system. Use the information that you wrote down in the Existing Customer Features (page 382) table in the Technician's Upgrade Worksheet (page 381).
6. Do one of the following:
  - If the enabled feature options on the new system are *not* equal to or greater than the enabled features on the old system, contact the MMISC at 800-242-2121, prompt 0, extension 15352, to have the necessary feature options enabled.
  - If the enabled feature options on the new system are equal to or greater than the enabled features on the old system, continue with Step 7.
7. Go to the old system. From the old system's INTUITY Main Menu, select:  
  
AUDIX Administration  
  
The system displays the AUDIX command prompt screen.
8. At the `enter command:` prompt, enter **list mea feat day**
9. The system displays the Feature Daily Traffic Screen (page 411).
10. Under SUBSCRIBERS, read the Local and Remote fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 383) table in the Technician's Upgrade Worksheet (page 381) section.
11. Continue with the next task, Verifying the Switch Integrations.

## Verifying the Switch Integrations

To allow the data to successfully transfer from the old system to the new system, the switch integration software installed on the new system must match the switch integration software installed on the old system. If the switch integrations do not match, you must remove the software installed on the new system and replace it with the same software that is installed on the old system. This task describes how to verify what switch integration is installed on each system and, if necessary, how to uninstall and install a switch integration software package.

To verify the switch integrations

1. Verify the switch integration software package that is installed on the old system. Record the switch integration type in the Switch

Integration Information (page 382) section of the Technician's Upgrade Worksheet (page 381).

2. Verify the switch integration on the new system:

- a. From the INTUITY Main Menu, select:

Feature Options

The Feature Options screen is displayed.

- b. Press the UP arrow, then press F7 (Switch Select).

The Switch Selection screen is displayed.

- c. Verify the type of switch integration in the Switch: field and then record the type in the Switch Integration Information (page 382) section of the Technician's Upgrade Worksheet (page 381).

3. Do one of the following:

- If the switch integration on the old system is the same as the switch integration on the new system, continue with the next task.
- If the switch integration on the old system is *not* the same as the switch integration on the new system, you must remove the switch integration software that is on the new system and replace it with the same switch integration software package that is currently installed on the old system. This will allow the data to successfully transfer.

To remove the switch integration software package that is currently installed on the new system:

- Start at the INTUITY Main Menu (page 389) and select:

Software Management  
Software Removal

The system displays the Basic Software Removal screen.

- Use the UP and DOWN arrows to move the cursor.
- Use the ENTER key to select the switch integration software package that you want to remove.
- After you have selected the package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.

- Select Submit.

The system displays the following:

Removal of the software in complete

Hit RETURN to continue

- Press RETURN.
- Press F6 (Cancel) until you reach the INTUITY Main Menu.
- From the INTUITY Main Menu, select:

Customer/Services Administration  
System Management  
System Control  
Reboot System

The system displays the Wait Time Window.

Additionally, the system displays a warning to ensure that you know your password and to verify that your keyboard is connected.

- Press the Acknowledge Message (F1) key to acknowledge the warning message.
- Type 60 in the Wait Time Window.

This time (60 seconds) designates how many seconds the system is to wait for calls in progress to finish before stopping the voice system. After 60 seconds, no new calls are allowed. If any calls are still in progress after 60 seconds, the system waits until those calls have finished and then proceeds with stopping the voice system.



- Press Save (F3).

The system displays the following message:

Voice system will be stopped first to avoid data loss.

The system then shuts down and reboots automatically. A reboot takes approximately 15 minutes.

The system then displays the following message:

Startup of the Voice System is complete.

- After the system displays the above message, press ENTER.
- Verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.
- Log in to the system as tsc.

To install the switch integration software on the new system:

- Insert the Release 5.1 INTUITY AUDIX Multimedia CD in the CD-ROM drive.
- From the Software Management screen, select:

Software Installation  
CD

The system displays the Software Install Screen, Page 1.

- Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install and then press ENTER
- Press the down arrow until the cursor highlights Install selected packages and then press ENTER.

The system displays the Software Install Confirmation.

- Make sure that the cursor is on PROCEED and then press ENTER.

The system installs the package then displays the following message:

Do you have more media from which to install more software?

- Enter **n**

The system displays the following message:

Do you have hardware to install?

- Enter **n**

The system automatically reboots.

**Note:**

The right-to-use license does not have to be activated at this point. You will activate the license after the upgrade is complete.

- Continue with the next task.

## Installing the Upgrade Backup Software on the Old System

The Upgrade Backup software must be installed on the old system in order to complete the upgrade. This task provides instructions on how to identify if the software has been previously installed on the system and, if necessary, how to install the software from a tape cartridge or from a remote location.

To identify if the software is already installed on the system and, if necessary, install the software:

1. If you are using an A/B switch with a single monitor, switch to the old system.
2. Log in as **craft**
3. Verify that the **System Upgrade** option is available from the INTUITY Main Menu. See **Main Menu After Installing the Upgrade Package** (page 423).
4. Do one of the following:
  - If the **System Upgrade** option is available from the INTUITY Main Menu, skip the rest of the steps in this task and go to the next task.
  - If the **System Upgrade** option is *not* available from the INTUITY Main Menu, you must install the Upgrade Backup software. Continue with Step 5.

5. Verify that the RUK contains a tape labeled "Upgrade Software."
6. Do one of the following:
  - If the RUK contains a tape labeled "Upgrade Software," continue with Step 7.
  - If the RUK *does not* contain a tape labeled "Upgrade Software," contact the MMIS at 800-242-2121, prompt 0, extension 15352, to have them install the Upgrade Backup software remotely. After the software has been successfully installed, skip the rest of the steps in this task and go to the next task.
7. Open the tape drive door.
8. Insert the tape cartridge and close the door. See Inserting a Tape Cartridge (page 421).
9. From the INTUITY Main Menu, select:

```
Customer Services/Administration
  System Management
    UNIX Management
      Software Install
        Tape Drive
```

The system displays the following message:

```
Insert cartridge into tape drive 1. Type
[go] when ready or [q] to quit:
```

10. Press ENTER to continue.

The system displays the following message:

```
Select the packages you wish to process (or
'all' to process "All" packages)
```

**Note:**

All is the default.

11. Press ENTER to install all packages on the tape.

The system installs the software and then displays the following message:

```
Installation of INTUITY Upgrade Software  
[software] was successful.
```

```
Processing of [INTUITY Upgrade Utility] is  
complete.
```

```
Insert cartridge into tape drive 1. Type  
[go] when ready or [q] to quit
```

12. Enter **q**
13. Press F6 (Cancel) until you reach the INTUITY Main Menu. See Main Menu Before Installing the Upgrade Package (page 422).
14. Remove the tape cartridge and then return it to the RUK.
15. Press F6 (Cancel) until you log off the system and then log back in as **craft**
16. Verify that the System Upgrade menu option is displayed on the INTUITY Main Menu. See Main Menu After Installing the Upgrade Package (page 423). If the menu option is not displayed, repeat Step 5 through Step 16.

## Checking the TCP/IP Configuration on the Old System

Before the upgrade, check the TCP/IP configuration on the old system.

To check the old system:

1. From the Avaya INTUITY Main Menu, select:

```
Networking Administration  
TCP/IP Administration
```

2. The system displays the TCP/IP Administration Screen (page 409).
3. Record the information from the screen in the TCP/IP Administration Screen Contents (page 381) table in the Technician's Upgrade Worksheet (page 381) section.

This information is used later to confirm the networking administration on the new machine.

4. Press F6 (Cancel) twice.

The system displays the INTUITY main menu.

5. Continue with the next task.

## Checking for and Transferring Custom Announcements

This procedure is used to check whether custom announcements exist on the old system and then describes how to prepare to transfer them to the new system.

- If the customer *does not* know if they have custom announcements, follow the steps in Checking for Custom Announcement Sets on the Old System (page 238) and then determine the next step.
- If the system *does not* have custom announcements, go to Deactivating Alarm Origination.
- If the system *does* have custom announcements, complete these steps before backing up the old database:
  - Adding the Custom Announcement Set Name to the New System (page 240)
  - Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 241)
  - Using a Custom Announcement Set for the Default Announcement Set on the New System (page 242)

The upgrade package checks whether custom announcements exist and whether they can be transferred. During the upgrade restore, the system checks to ensure that these steps have been completed.

### Custom Announcement Transfer Overview

A custom announcement set is transferred to the new system, but only if:

- The announcement fragments have been rerecorded.
- The announcement set has not been modified.

During the upgrade backup procedure, the system checks for the presence of custom announcements. If the fragments have been modified, but the announcement set has not, then the system backs up the custom announcement set and displays messages while it is being backed up.

Custom announcement sets are not backed up if the set has been modified.

Before the upgrade restore occurs, a new, empty announcement set must be created on the new system. The base announcement set must then be copied into this custom-named set. If the custom set has been created properly and the announcement set upgrade conditions are met, then the custom announcement set is restored to the new system.

**Note:**

The procedures in this chapter can be used to transfer many simple custom announcement sets from existing INTUITY AUDIX systems to INTUITY AUDIX Release 5.1 systems. These procedures, however, may not transfer all custom announcement sets.

## Checking for Custom Announcement Sets on the Old System

To check for custom announcement sets:

1. From the Avaya INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX command prompt screen.

2. At the `enter command:` prompt, enter **list annnc-sets**

The system displays the Announcement Sets Screen (page 413). The screen shows several additional standard announcement sets. Each customer can have different standard or custom sets installed.

3. Determine if any of the announcement sets have been customized by comparing the announcements sets listed on your screen with the announcements listed in the table Standard Announcement Sets (page 238).

The table lists the announcement set abbreviation as it appears on the screen and the full name in parentheses.

**Table: Standard Announcement Sets**

us-eng (U.S. English)	dutch (Dutch)	malay (Malay)
us-eng-t (U.S. English Terse)	french-c (Canadian French)	mandarin (Mandarin)
us-tdd (U.S. English for TDD)	french-p (French Provincial)	norwegian (Norwegian)

**Table: Standard Announcement Sets**

us-123 (U.S. English 1,2,3)	german (German)	polish (Polish)
arabic-fm (Arabic-female)	greek (Greek)	portug (Brazilian Portuguese)
arabic-m (Arabic-male)	hindi (Hindi)	russian (Russian)
british (British English)	hungary (Hungarian)	slovak (Slovak)
cantonese (Cantonese)	indonese (Indonesian)	swedish (Swedish)
cas-span (Castilian Spanish)	italian (Italian)	taiwanese (Taiwanese)
croatia (Croatian)	korea (Korean)	thailand (Thai)
czech (Czech)	japan (Japanese)	turkish (Turkish)
danish (Danish)	lat-span (Latin-American Spanish)	—

4. Do one of the following:

- If all of the names on the Announcement Sets screen match the listed names in the table Standard Announcement Sets (page 238), go to Step 6.
- If the names on the Announcement Sets screen do not match the names listed in the table Standard Announcement Sets (page 238), use the table Custom Announcement Set Names (page 384) of the Technician's Upgrade Worksheet (page 381) section to write down the customized sets.

5. Ask the customer which announcement set was used for the base announcement set and write down the name of that base announcement set in the Custom Announcement Set Names (page 384) table of the Technician's Upgrade Worksheet (page 381) section.

**Note:**

For upgrades from systems prior to Release 5, if the customer does not know which announcement set was used as the base announcement set and wants to use the custom set on the new system, contact the Multimedia Messaging Implementation Support Center (MMISC) or your COE.

6. Press F1 (Cancel) and then enter **exit** to return to the INTUITY Main Menu.
7. Do one of the following:
  - If the old system does not include any custom announcement sets, go to the Deactivating Alarm Origination section.
  - If the old system contains custom announcement sets and you know the base announcement set for each, continue with Adding the Custom Announcement Set Name to the New System (page 240).
  - If the old system contains custom announcement sets and you do not know which standard announcement set was the source for the custom announcement set, you must contact the MMISC or your COE for assistance.

## Adding the Custom Announcement Set Name to the New System

To add a custom announcement set name to the INTUITY AUDIX Release 5.1 system:

1. From the INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX Administration screen.

2. Enter **add announcement-set *annc-set-name***

where *annc-set-name* is the name of one custom announcement set that you wrote in the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section.

3. Press F3 (Enter).

The system displays the Announcement Sets Screen (page 413) with the name of the new announcement set listed and the following message:

Command Successfully Completed.

**Note:**

The announcement set you just named is empty until you copy the announcements from another set into it, as described in Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 241).



4. Repeat Step 2 and Step 3 for all of the custom announcement sets written in the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section.

## Copying the Base Announcement Set into the Custom Announcement Set on the New System

To copy the appropriate base announcement set to its custom announcement set on the Release 5.1 system:

1. From the INTUITY Main Menu, select:

AUDIX Administration

2. Enter **copy annc-set**

The system displays the Copy Announcement Set Screen (page 414).

3. From the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section, enter the base announcement set name in the From Announcement Set : field.
4. Enter the name of the corresponding custom announcement set in the To Announcement Set : field.
5. Press F3 (Enter) to save the information to the system database.

The system displays the following message and returns the cursor to the command line:

Command Successfully Completed.

6. Repeat Step 2 through Step 5 for all custom announcement set names added in Adding the Custom Announcement Set Name to the New System (page 240).



### CAUTION:

If the customer customized an announcement set by replacing a fragment with silence or a "blank" instead of re-recording the fragment, the upgrade software does not recognize that the fragment was customized. The system replaces the fragment with the Release 5 standard fragment, and the customer must recustomize that fragment to be silent or blank again.

## Using a Custom Announcement Set for the Default Announcement Set on the New System

To use a custom announcement set for the default announcement set:

1. From the Avaya INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX command prompt screen.

2. Enter **change system-parameters features**

The system displays the System-Parameters Features screen.

3. Press F3 (Next Page) twice.

The system displays page 3 of the System-Parameters Features Screen (page 415).

4. Press the TAB key until the cursor is in the ANNOUNCEMENT SETS, System: field.

5. From the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section, enter the name of the custom announcement set.

6. Press F3 (Save).

The system displays the following message:

Command Successfully Completed

7. Enter **exit**

## Deactivating Alarm Origination

### Note:

Complete all tasks in the Preparing for the data transfer section before beginning this task. For more information, see the Upgrade Checklist on the second page of this chapter.

The INTUITY AUDIX system creates alarms based on events that occur during the upgrade. It might be valuable to see these alarms during the upgrade but not to send them to the Avaya Support Center. Deactivating alarm origination allows the alarms to be created but not sent.

To deactivate alarms on the old system:

1. From the Avaya INTUITY Main Menu, select:

Customer/Services Administration  
Alarm Management

The system displays the Alarm Management Window (page 402).

2. Move the cursor to the Alarm Origination field, press F2 (CHOICES), and then highlight inactive.
3. Press F3 (SAVE).

The system displays the following message:

Alarm Form Update was successful  
Press <Enter> to continue.

4. Press ENTER.

The system displays the Alarm Management Window (page 402).

5. Press F6 (CANCEL) until you return to the Avaya INTUITY Main Menu.
6. Disconnect the INADS analog phone line.

## Busying Out the Switch Data Link

### **Important:**

This task applies only to DEFINITY switches. If the customer does not have a DEFINITY switch, do not use this task and go to the next task in the procedure.

When the voice system is turned off for an upgrade, DEFINITY switches activate an alarm. Busying out the link between the voice system and switch prevents alarms from being sent to the remote support center. Choose one of the following procedures based on the type of DEFINITY switch:

- Busying Out the Data Link on a System 75 G1 or G3 Switch (page 244)
- Busying Out the Data Link on a G2 Switch (page 244)
- Busying Out the Data Link in an OverLAN Integration (page 244)

## Busying Out the Data Link on a System 75 G1 or G3 Switch

To busy out the data link on a System 75 G1 or G3 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **busy link *n***

where *n* is the number of the link going to the INTUITY AUDIX system. Valid input is an integer from 1 to 8.

For more information, see the DEFINITY switch documentation.

2. Continue with the next task.

## Busying Out the Data Link on a G2 Switch

To busy out the data link on a G2 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **proc650 test 3**
2. Enter the INTUITY AUDIX link number in field 6.
3. Enter **bu bu**

For more information, see the DEFINITY switch documentation.

4. Continue with the next task.

## Busying Out the Data Link in an OverLAN Integration

To busy out the data link in an OverLAN integration, perform the following tasks on the switch administration terminal (SAT):

1. Enter **ch com p**
2. Locate the INTUITY AUDIX in the Node column.
3. Press the DOWN ARROW key to the INTUITY AUDIX field.
4. Enter **n**

The system displays the following message:

Command successfully completed.

5. Continue with the next task.

## Determining an Available SCSI ID

To determine an available SCSI ID for the external disk cartridge drive:

1. Verify what type of external disk cartridge drive is in the RUK.

The RUK contains either an external JAZ disk cartridge drive or Magneto-Optical (MO) disk cartridge drive. See External JAZ Disk Cartridge Drive Settings (page 393) and External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).

2. Use the information in the following table to determine the recommended SCSI ID for either the JAZ or MO external disk cartridge drive:

IF the system is a...	AND has this many drives...	THEN use SCSI ID...	Notes
<ul style="list-style-type: none"> <li>■ MAP/40</li> </ul>	One to two	4 (JAZ or MO)	After shutting down the system, go to Installing the SCSI Interface Circuit Card in the MAP/40 System (page 247).
<ul style="list-style-type: none"> <li>■ MAP/40P</li> <li>■ MAP/100</li> <li>■ MAP/100P</li> </ul>	One to five	4 (JAZ or MO)	After shutting down the system, <b>skip</b> Disconnecting the Tape Drive Power Cable (page 248) and go to Attaching the External Disk Cartridge Drive.
<ul style="list-style-type: none"> <li>■ MAP/100</li> </ul>	Six	3 (JAZ or MO)	After shutting down the system, go to Disconnecting the Tape Drive Power Cable (page 248).
<ul style="list-style-type: none"> <li>■ MAP/100P</li> </ul>	Six	6 (JAZ or MO)	

3. Determine whether the recommended SCSI ID is available. From the INTUITY Main Menu, select:

Customer/Services Administration  
System Verification

### View Installed Hardware

The system displays the View Installed Hardware Window (page 419).

4. Press F3 (Nextpage) to view all assigned SCSI IDs. Confirm whether the recommended SCSI ID can be used. If not, select another available SCSI ID.

Possible SCSI IDs range from 0 through 6.

## Shutting Down the System

To shut down the system:

1. Start at the Avaya INTUITY Main Menu and select:

```
Customer/Services Administration
System Management
System Control
Shutdown System
```

2. Do one of the following:

- If the system displays the following message, enter **y** and go to Step 3:

```
Enter y to continue, n to quit [ n ]:
```

- If the system displays the Wait Time Window (page 420), enter **60**, press F3 (Save), and go to Step 3.

3. Watch for messages that indicate that a shutdown is in progress.

When the system is completely shut down, the system displays the following message:

```
The system is down.
Press CTRL-ALT-DEL to reboot your computer.
```

4. Turn the power switch off.

# Installing the SCSI Interface Circuit Card in the MAP/40 System

**Note:**

This task is used only with old MAP/40 systems that do not have an external SCSI connection. If the MAP/40 system has an external SCSI connection or if the old system is not a MAP/40, skip this task and go to the next task.

To install the SCSI interface card from the RUK in the MAP/40 system:

1. Look in the back of the system at the second slot from the top and then do one of the following:
  - If an external SCSI connection exists, go to the next task.
  - If an external SCSI connection does not exist, go to Step 2.
2. Remove the dress cover from the front of the system.
3. Remove the four screws from the bottom of the system that retain the dress cover, and then remove the dress cover.
4. Loosen the screws retaining the circuit card cage cover, and then remove the cover.

**CAUTION:**

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. For detailed electrostatic discharge instructions, see *Protecting Against ESD Damage on the INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

5. Locate the SCSI interface circuit card and then remove the system cables from the SCSI interface card.
6. Remove the circuit card retaining screw.
7. Gently remove the SCSI interface circuit card from the MAP/40 system.
8. Remove the SCSI interface circuit card from the RUK and then take it out of the antistatic bag.
9. Insert the SCSI interface circuit card in the open slot.
10. Connect the system cables.

## Disconnecting the Tape Drive Power Cable

**Note:**

This task is used only if the old MAP/100 or MAP/100P system has six hard disk drives. If the old MAP/100 or MAP/100P system has fewer than six hard disk drives, go to the next task, Attaching the External Disk Cartridge Drive.

This task releases a SCSI ID for use by the external cartridge drive when all IDs have been taken.

**MAP/100 Steps**

To disconnect the power cable from the tape drive on the MAP/100 system:

1. Open the right front dress cover and locate the four screws that secure the peripheral bay to the MAP/100 case.
2. Loosen the screws one-quarter turn.
3. Slide the peripheral bay out to the safety stop.
4. Remove the right side dress cover and locate the seven screws that secure the peripheral bay access cover.
5. Loosen the seven screws one-quarter turn.
6. Open the access cover.
7. Locate the back of the tape drive at the top of the peripheral bay.



**CAUTION:**

Do not remove the flat ribbon SCSI cable from the back of the tape drive. The cable must remain attached for SCSI IDs to be allocated properly.

8. Remove the power cable from the back of the tape drive.

**Tip:**

The power cable has four colored wires.

9. Go to the next task.

**MAP/100P Steps**

To disconnect the power cable from the tape drive on the MAP/100P system:

1. Open the front dress cover on the MAP/100P
2. Remove the four screws that secure the peripheral bay to the MAP/100P case.



3. Lift the peripheral bay out of the MAP/100P case.

**CAUTION:**

Do not remove the flat ribbon SCSI cable from the back of the tape drive. The cable must remain attached for SCSI IDs to be allocated properly.

4. Remove the power cable from the back of the tape drive.

**Tip:**

The power cable has four colored wires.

**Note:**

Do not tuck the power cable back into the cabinet. Leave the power cable where it can be reached in case the cable must be reattached.

5. Go to the next task.

## Attaching the External Disk Cartridge Drive

To attach the external disk cartridge drive to the old system:

1. Remove the external disk cartridge drive from the RUK.
2. Determine what type of external disk cartridge drive the RUK contains, for example, either an External JAZ Disk Cartridge Drive (page 392) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 394).
3. Do one of the following:
  - If the RUK contains an External JAZ Disk Cartridge Drive (page 392):
    - Set the SCSI ID to the number that you determined in Determining an Available SCSI ID (page 245). Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 393).
    - Confirm that the termination switch is set to 1, which is pushed to the left side. This might require the use of a flashlight. See External JAZ Disk Cartridge Drive Settings (page 393) for more information.
    - Turn off the external drive power switch by setting the power switch to 0 or off. This switch is located at the back right side of the drive.

- Continue with Step 4.
- If the RUK contains an External Magneto-Optical (MO) Disk Cartridge Drive (page 394):
  - Set the SCSI ID to the number that you determined in the Determining an Available SCSI ID (page 245) task. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395) for more information.
  - Set the four Option Settings to ON. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
  - Turn off the external disk cartridge drive's power switch. This switch is located at the back of the drive in the upper-left corner. See the External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
  - Continue with Step 4.
- 4. Confirm that the INTUITY AUDIX system is completely powered down.
- 5. Find the SCSI port on your platform.

The SCSI port is most likely found at or near the standard location shown in External SCSI Connectors, except MAP/100P (page 417) or MAP/100P External SCSI Connector (page 416).
- 6. Remove the external SCSI terminator, if one exists, from the system SCSI connection.
- 7. Determine which of three cables from the RUK to use to connect the external SCSI connector to the external cartridge drive. Depending on the external disk cartridge drive, the SCSI port is one of three types shown in either Cables for External JAZ Disk Cartridge Drive (page 404) or Cables for External MO Disk Cartridge Drive (page 405).
- 8. Connect one end of the cable to the upper SCSI connector on the back of the external cartridge drive. See either External JAZ Disk Cartridge Drive Settings (page 393) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
- 9. Attach the other end of the cable to the external SCSI connector on the old system.

10. Connect the external drive to electrical power and turn on the power switch. This switch is located at the back right side of the drive.

**Note:**

The external drive must be turned on before you can turn on the power for the INTUITY AUDIX system.

## Restarting the Old System

To restart the old system and begin the upgrade backup:

1. Turn on the power switch on the old system.
2. If the logo screen is displayed, press ESC.

On newer INTUITY AUDIX systems, a logo screen appears during the startup sequence and hides the system status messages.

**Note:**

As the system starts up, it might display the following error:

```
Fixed disk 0 error
```

It could then display the system configuration and the following message:

```
Press F1 to continue.
```

This message is normal. Press F1 to continue.

The system displays startup messages including the first of two console login prompts. Ignore the first console login prompt and allow the system to continue to restart. After the system has completely restarted, the second console login prompt is displayed:

```
Console login:
```

3. Continue with the next task.

## Backing Up the Old System's Database

To back up the old system's database:

1. Log in as **craft**
2. From the Avaya INTUITY Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu (page 403).

**Note:**

The System Upgrade Main Menu that you see might differ from the example shown in System Upgrade Main Menu (page 403). For example, the Restore feature and data from backup menu choice might not appear in the menu.

3. Select Backup features and data and then press ENTER.

The system displays the following message:

```
System upgrade backup starting. [date/time]
Begin complete backup of machine [machine
name] for system upgrade? [ y ] :
```

4. Enter y

The system displays system messages and then the following messages:

Before continuing, please verify that the new system is assembled and operational, and that the INTUITY main menu displays the System Upgrade option.

```
[date/time]
Does the new system meet these conditions?
[ y ] :
```

**Note:**

The Upgrade software was either confirmed as installed or was installed in an earlier task. For more information, see Checking the New System.

5. Press ENTER.

The system displays the following message:

To ensure that the backup device is working correctly, please insert the upgrade backup cartridge into the drive, and press enter.



**CAUTION:**

Handle the disk cartridge with care. It is easily damaged.

**Note:**

Use only disk cartridges from the RUK. Any other disk cartridge might require formatting, which can take up to 2 hours.

6. Insert one of the disk cartridges from the RUK and then press ENTER.

The system displays the following message:

```
Attempting to mount the cartridge.
```

The system mounts the disk cartridge and displays the following message:

```
[Backup] drive is working correctly.  
Continuing with upgrade.
```

The system runs the system evaluation utility package, which requires approximately from 5 to 10 minutes.

The system displays the following message:

```
Checking for non-standard software...
```

**Note:**

If nonstandard software is found, the following message is displayed:

```
UPGRADE WARNING: The following packages  
installed on this system do not have a known  
mapping to R5 software. If you proceed with  
the upgrade, any features provided by (and  
data associated with) these packages will  
almost certainly not be carried forward to  
the R5 system. The packages in question are:
```

```
<package name> <package description>  
<current time>
```

```
Do you want to proceed with the upgrade? [ n ]
```

If you see this message, contact the Remote Support Center or your COE.

The system displays the following:

```
[date/time]  
Take the system out of service and proceed  
with the upgrade? [ y ] :
```

7. Enter **y**

The voice system is stopped and the system displays additional status messages along with an estimate of the time and number of disk cartridges required for the upgrade backup. The system then displays the following message:

Press [ RETURN ] to continue or [ DELETE ]  
to abort [ RETURN ] :

**Note:**

The system might display additional information after the above message.

8. Press ENTER.

The system instructs you to insert a backup disk cartridge, if you have not already inserted one, and then instructs you to press ENTER to continue or DELETE to quit.

9. Press ENTER.

The systems starts backing up the data.

**Note:**

Depending on the amount of customer data, a disk cartridge takes up to 20 minutes fill up with data. Now is a good time to take a break.

10. Do one of the following:

- If the upgrade backup requires only one disk cartridge, go to Step 11.
- If the upgrade backup requires an additional disk cartridge:
  - Remove the disk cartridge when it is full and replace it with another blank disk cartridge from the RUK.
  - Label the disk cartridge with a number that indicates its place in the backup sequence.

11. Watch for the following message:

```
Upgrade backup complete [date/time]
To proceed with the upgrade the system needs
to be shut down [date/time]
Shut down the system now? [ y ] :
```

12. Press ENTER.

The system ejects the disk cartridge, shuts down, and displays the following message:

```
The system is down.
Press CTRL-ALT-DEL to reboot your computer.
```

13. Turn the power switch off on the old system.
14. Turn the power switch off on the external disk cartridge drive.

15. Remove the SCSI cable and the external cartridge drive from the old system.

## Determining the Next Task Needed to Restore the Database on the New System

Use the table below to determine your next task:

If...	Then...
<ul style="list-style-type: none"><li>■ you backed up the old system's database using MO disk cartridges</li><li>■ the new system has an internal MO disk cartridge drive installed</li></ul>	skip the next two tasks and go to Restoring the Database (page 259).
<ul style="list-style-type: none"><li>■ you backed up the old system's database using MO disk cartridges</li><li>■ the new system has an internal JAZ disk cartridge drive installed</li></ul>	continue with Attaching the External Disk Cartridge Drive to the New System (page 256).
<ul style="list-style-type: none"><li>■ you backed up the old system's database using one or more JAZ disk cartridges</li><li>■ the new system has an internal MO disk cartridge drive installed</li></ul>	continue with Attaching the External Disk Cartridge Drive to the New System (page 256).
<ul style="list-style-type: none"><li>■ you backed up the old system's database using one or more JAZ disk cartridges</li><li>■ the new system has an internal JAZ disk cartridge drive installed</li></ul>	skip the next two tasks and go to Restoring the Database (page 259).

## Attaching the External Disk Cartridge Drive to the New System

The following procedure describes how to attach a JAZ or a Magneto-Optical (MO) disk cartridge drive to the new system.



To assemble and attach the external disk cartridge drive to the old system:

1. Get the external disk cartridge drive from the RUK.
2. Do one of the following:
  - If the RUK contains an External JAZ Disk Cartridge Drive (page 392):
    - Set the SCSI ID to **4**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 393).
    - Confirm that the termination switch is set to **1**, which is pushed to the left side. This might require the use of a flashlight. See External JAZ Disk Cartridge Drive Settings (page 393) for more information.
    - Turn off the power to the external drive by turning the power switch to **0** or Off. This switch is located at the back right side of the drive.
    - Continue with Step 3.
  - If the RUK contains an External Magneto-Optical (MO) Disk Cartridge Drive (page 394):
    - Set the SCSI ID to **4** by turning the SCSI ID setting arrow to point to **4**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395) for more information.
    - Set the four Option Settings to **ON**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
    - Turn off the external disk cartridge drive power switch. This switch is located at the back of the drive in the upper left corner. See the External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
    - Continue with Step 3.
3. Confirm that the INTUITY AUDIX system is completely powered down.
4. Identify the SCSI port on a the new system. See either External SCSI Connectors, except MAP/100P (page 417) or MAP/100P External SCSI Connector (page 416), depending on the new system platform.
5. Remove the external SCSI terminator, if one exists, from the system SCSI connection.

6. Determine which of three cables from the RUK to use to connect the external SCSI connector to the external cartridge drive. The SCSI port is one of three types shown in Cables for External JAZ Disk Cartridge Drive (page 404) or Cables for External MO Disk Cartridge Drive (page 405), depending on the external disk cartridge drive.
7. Connect one end of the cable to the upper SCSI connector on the back of the external cartridge drive. See External JAZ Disk Cartridge Drive Settings (page 393) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
8. Attach the other end of the cable to the external SCSI connector on the new system.
9. Connect the external disk cartridge drive to electrical power and turn on the power switch. See External JAZ Disk Cartridge Drive Settings (page 393) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).

**Note:**

The external disk cartridge drive must be turned on before you can turn on the power for the INTUITY AUDIX system.

## Restarting the New System

To restart the new system:

1. Turn on the power switch on the new system.
2. If the logo screen is displayed, press ESC.

On newer INTUITY AUDIX systems, a logo screen appears during the startup sequence and hides the system status messages.

**Note:**

As the system starts up, it might display the following error:

```
Fixed disk 0 error
```

It then displays the system configuration and the following message:

```
Press F1 to continue.
```

This message is normal. Press F1 to continue.

The system displays startup messages including the first of two console login prompts. Ignore the first console login prompt and

allow the system to continue to restart. After the system has completely restarted, the second console login prompt is displayed:

Console login:

3. Continue with the next task.

## Restoring the Database

To restore the database on the new system:

1. Log in as **craft** on the new system.
2. From the INTUITY Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu (page 403).

3. Press the DOWN ARROW key to highlight `Restore data and features from backup` and then press ENTER.

The system displays the following message:

`This machine currently has no subscribers`

**Note:**

If the system has subscribers, the system displays the following message, where *X* is the number of subscribers of each type:

```
UPGRADE WARNING: Machine <machine name>
currently has
    local subscribers X
    administered remote subscribers X
```

```
If you proceed with the upgrade, all customer
data currently on this machine will be
destroyed!
<current date>
```

```
Proceed with the upgrade? [ n ]:
```

Delete the subscribers and continue with the upgrade by entering **y**

The system displays the following message:

```
UPGRADE WARNING: Voice system on machine
<machine name> is currently up or
initializing.
```

<current time>

If you proceed with the upgrade, the machine will be taken out of service.

Proceed with the upgrade? [ y ]:

4. Enter **y**

The voice system is stopped, and the system displays the following message:

To ensure that the backup device is working correctly, please insert the upgrade backup cartridge into the drive, and press enter.



**CAUTION:**

Handle the disk cartridge with care. It is easily damaged.

5. Insert the backup disk cartridge into the disk cartridge drive and then press ENTER on the INTUITY AUDIX system console.

The system displays the following message:

The backup device is functioning correctly.  
Continue with the upgrade? [ y ] :

6. Press ENTER.

The system displays the following message:

Checking whether backup is compatible with  
currently installed software...

**Note:**

If the system determines that additional software must be installed, the following message is displayed:

```
WARNING: The following package needs to be
installed before continuing:
```

```
    <package name> <package description>
```

An additional message is displayed:

```
Would you like to stop the upgrade and install
the missing software now? [ y ] :
```

If you are not sure whether to install the software, call the Remote Support Center. Otherwise, enter **n**. The system confirms that you intend to proceed without installing the software and then continues.

The database is restored, and after some time, the system displays the following message, where *X* is the number of subscribers that were successfully upgraded:

```
Checking results of upgrade procedure...
```

```
    Local subscribers X
```

```
    Administered remote subscribers X
```

```
-----
Upgrade completed successfully <current
date>
-----
```

```
Reboot the system now? [ y ] :
```

7. Do one of the following:

- If you used an external disk cartridge drive to restore the system, continue with Step 8.
- If you used an internal disk cartridge drive to restore the system, continue with step Step 9.

8. Press the eject button on the front of the external disk cartridge drive.

The system ejects the disk cartridge.

9. Press ENTER on the system keyboard. The system shuts down, and the following message is displayed:

```
Press any key to reboot...
```

10. Turn off the power switch to the new system.

11. Do one of the following:

- If you used an external disk cartridge drive to restore the system, continue with Step 12.
  - If you used an internal disk cartridge drive to restore the system, continue with the next task.
12. Remove the SCSI cable from the system.
  13. Replace the external disk cartridge drive in the RUK.

## Disconnecting the Monitor and A/B Switch Box

After the upgrade is completed, remove the cables from the A/B switchbox and then attach the video monitor cables directly to the new system.

**Note:**

If another monitor was available for the upgrade, this task is not required. Go to the next task, Moving the Cables to the New System.

To disconnect the monitor from the A/B switch box and connect to the new system:

1. Turn off the video monitor.
2. Remove power from the old system, the new system, and the video monitor.
3. Remove both ends of the cable from Position A on the A/B switchbox and the old system. See A/B Switch Box Connections (page 401).
4. Remove both ends of the cable from Position B on the A/B switchbox and the new system.
5. Remove the signal cable from Position C on the A/B switch box.
6. Replace the video cables and the A/B switchbox in the reusable upgrade kit (RUK).
7. Attach the video cable to the newer system video controller circuit card and tighten the thumbscrews on the video cable connector.

## Moving the Cables to the New System

To cable the new system:

1. Move the switch link or LAN cables from the old system to the new system. For more information, see:
  - The appropriate circuit card on the Identifying and Cabling Circuit Cards menu in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807
  - *INTUITY Messaging Solutions Getting Connected*, 585-313-703
2. Move the serial port connections.
3. Move the external dial tone cable from the modem to the remote maintenance circuit card.
4. If this is an upgrade to a MAP/5PV3 or MAP/5PV4 system, connect the three-way power cable to the monitor and system.

## Restarting the New System

To restart the new system:

1. Turn on the MAP/100P power switch.
2. When the system has restarted, log in as **craft**

**Note:**

Since the system is now in normal operation, two login prompts appear. Log in at the second login prompt.

## Verifying the Data Transfer

To verify that the customer database transferred correctly:

1. Start at the INTUITY Main Menu and select:

TCP/IP Administration  
Networking Addressing

**Note:**

The system might not have networking. If not, you can skip these steps and go to Step 7.

2. The system displays the Networking Addressing Window (page 412).
3. Compare the values on this screen to the values recorded earlier during this upgrade in the TCP/IP Administration Screen Contents (page 381) table in the Technician's Upgrade Worksheet (page 381) section.

**Note:**

The TCP/IP Interface field is completed for you. To check the entry, press F2 (Choices) to display the available entries.

4. Do one of the following:
  - If the values are correct, press F6 (Cancel) and go to Step 7.
  - If the values are incorrect or are not displayed, move the cursor to each field and enter the values.
5. Press F3 (Save) after making the entries.
6. Press F6 (Cancel).
7. From the INTUITY Main Menu, select:

Feature Options

The system displays the Feature Options (Read Only) Screen (page 410).

**Note:**

Press the UP ARROW key to display `voice_ports`.

8. Confirm that the INTUITY AUDIX system has at least the same features activated in the same quantities as before the upgrade. Compare the features on this screen to the values recorded earlier in the table Existing Customer Features (page 382) in Technician's Upgrade Worksheet (page 381).

**Note:**

The customer might have purchased more features or capacity than were displayed on the old system.

9. Press F6 (Cancel).
10. From the INTUITY Main Menu, select:



## AUDIX Administration

11. At the `enter` command: prompt, enter **list mea feat day**

The system displays the Feature Daily Traffic Screen (page 411).

12. Compare the local and remote subscriber amounts to the values recorded earlier in the Subscriber Totals (page 383) table in the Technician's Upgrade Worksheet (page 381) section.
13. Press F1 (Cancel) and enter **exit**
14. From the INTUITY Main Menu, select:

Voice System Administration  
Number Services  
Display Services

The system displays the Display Number Services Window (page 428).

15. Determine whether the `Service Name:` column has an AUDIX entry and then do one of the following:
  - If AUDIX is displayed, press F6 (Cancel) and go to the next task.
  - If AUDIX is not displayed, press F6 (Cancel) and continue with the next step.

16. From the Number Services menu, select:

Assign Service

The system displays the Assign Number Service Window (page 429).

17. Press the DOWN ARROW key to move to the `Service Name` field and press F2 (Choices).

The system displays the available options on the new system.

18. Select `AUDIX` and press ENTER.

The system displays the Assign Number Service Window (page 429) with `AUDIX` displayed in the `Service Name:` field.

19. Press F3 (Save) and then press F6 (Cancel) twice.
20. Continue with the next task.

## Reinstall the New Switch Integration Package (if necessary)

This task is only necessary if you changed the switch integration software package on the new system to match what was installed on the old system. If you did not change the switch integration package on the new system, skip the two tasks below and continue with the next task, Releasing the Switch Data Link.

### Remove the Switch Integration Package

Before you install the new switch integration package, you must first remove the package that you installed in the Verifying the Purchasable Feature Options (page 11) task.

To remove the switch integration package:

1. Start at the INTUITY Main Menu (page 389) and select:

```
Software Management
Software Removal
```

The system displays the Basic Software Removal screen.

2. Use the UP and DOWN arrows to move the cursor.
3. Use the ENTER key to select the switch integration software package that you want to remove. Use the switch integration package information that you recorded in Switch Integration Information (page 382) in the Technician's Upgrade Worksheet (page 381) as a guide.
4. After you have selected the switch integration package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.
5. Select Submit.

The system displays the following:

```
Removal of the software in complete
```

```
Hit RETURN to continue
```

6. Press RETURN.
7. Press F6 (Cancel) until you reach the INTUITY Main Menu.

8. From the INTUITY Main Menu, select:

Customer/Services Administration  
System Management  
System Control  
Reboot System

The system displays the Wait Time Window.

Additionally, the system displays a warning to ensure that you know your password and to verify that your keyboard is connected.

9. Press the Acknowledge Message (F1) key to acknowledge the warning message.
10. Type 60 in the Wait Time Window.

This time (60 seconds) designates how many seconds the system is to wait for calls in progress to finish before stopping the voice system. After 60 seconds, no new calls are allowed. If any calls are still in progress after 60 seconds, the system waits until those calls have finished and then proceeds with stopping the voice system.

11. Press Save (F3).

The system displays the following message:

Voice system will be stopped first to avoid data loss.

The system then shuts down and reboots automatically. A reboot takes approximately 15 minutes. The system then displays the following message:

Startup of the Voice System is complete.

12. After the system displays the above message, press ENTER.
13. Verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.
14. Log in to the system as tsc.
15. Continue with Install the New Switch Integration Package.

## Install the New Switch Integration Package

To install the new switch integration package:

1. Insert the Release 5.1 INTUITY AUDIX CD-ROM in the CD-ROM drive.

2. From the Software Management screen, select:

Software Installation  
CD

The system displays the Software Install Screen, Page 1.

3. Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install. Use the switch integration package information that you recorded in Switch Integration Information (page 382) in the Technician's Upgrade Worksheet (page 381) as a guide.
4. Press ENTER.
5. Press the down arrow until the cursor highlights `Install selected packages` and then press ENTER.
6. The system displays the Software Install Confirmation screen.
7. Make sure that the cursor is on `PROCEED` and then press ENTER.

The system installs the package then displays the following message:

Do you have more media from which to install more software?

8. Enter **n**

The system displays the following message:

Do you have hardware to install?

9. Enter **n**

The system automatically reboots.

10. Call the MMISC at 800-242-2121, prompt 0, extension 15352, to have them activate the right-to-use license for the new switch integration.
11. Translate for the new switch integration. See the appropriate switch integration book or configuration note for more information.
12. Continue with the next task.

## Releasing the Switch Data Link

**Important:**

This task applies only to DEFINITY switches. If the customer does not have a DEFINITY switch, do not use this task and go to the next task, Verifying the Cable Connections.

For this procedure, DEFINITY switches are divided as follows:

- Releasing the Data Link on a System 75 G1 or G3 Switch (page 269)
- Releasing the Data Link on a G2 Switch (page 269)
- Releasing the Data Link in an OverLAN Integration (page 270)

### Releasing the Data Link on a System 75 G1 or G3 Switch

To release the data link on a System 75 G1 or G3 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **release link *n***

where *n* is the number of the link going to the INTUITY AUDIX system. Valid input is an integer from 1 to 8.

For more information, see the DEFINITY switch documentation.

2. Continue with the next task, Verifying the Cable Connections.

### Releasing the Data Link on a G2 Switch

To release the data link on a G2 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **proc650 test 3**
2. Enter **rb**

For more information, see the DEFINITY switch documentation.

3. Continue with the next task, Verifying the Cable Connections.

## Releasing the Data Link in an OverLAN Integration

To release the data link in an OverLAN switch integration, perform the following tasks on the switch administration terminal (SAT):

1. Enter **ch com p**
2. Locate `INTUITY AUDIX` in the Node column.
3. Press the DOWN ARROW key to the `INTUITY AUDIX` field.
4. Enter **y**

The system displays the following message:

`Command successfully completed.`

5. Continue with the next task, Verifying the Cable Connections.

## Verifying the Cable Connections

To verify that the cable connections are correct:

1. From the Avaya INTUITY Main Menu, select:

`Voice System Administration`  
`Voice Equipment`

The system displays the Voice Equipment Window (page 424).

**Note:**

The third column displays `foos` if the tip/ring cables are not moved to the new system.

2. From the PHONE column, write down each extension in the order displayed.
3. Press F6 (Cancel) once.

The system displays the Voice System Administration menu.

4. From the Voice System Administration menu, select:

`System Monitor`

The system displays the System Monitor - Voice Channels Window (page 425).

5. Using a telephone handset near the INTUITY AUDIX system, dial every extension listed in Step 2.

6. Watch the System Monitor - Voice Channels window to confirm that each channel rings in the same order as it is administered on the Display Voice Equipment window. Confirm also that each channel answers the call.
7. Do one of the following:
  - If the channels all ring in the correct order and all answer the call, go to Step 8.
  - If any channel does not ring in the correct order or does not answer the call, check the cross-connect field for incorrect wiring. Correct the wiring and return to Step 1.
8. Press F6 (Cancel) twice.

## Administering Passwords

Some passwords are not transferred to the new system during the upgrade.

To readminister these passwords:

1. From the INTUITY AUDIX Main Menu, select:  

`Customer/Services Administration`  
`System Management`  
`Password Administration`  
`Assign/Change Password`
2. The system displays the Assign/Change Password Window (page 426).
3. Press F2 (Choices) to display the password options to change.
4. Select `sa` and then press F3 (Save).
5. Type `y` to confirm that you want to change the password for the selected login.
6. Enter a new password from the System Passwords (page 381) table, in the Technician's Upgrade Worksheet (page 381) section, at the `enter password:` prompt. The password must contain only from 6 to 11 alphanumeric characters

The system displays the following message:

`Re-enter new password:`

7. Enter the new password again.

8. The system displays the following message:  

```
Password changed for sa.  
Hit acknowledge key to continue.
```
9. Press F1 (Acknowledge Message) to continue.
10. Return to Step 3, substituting the **vm** password.
11. Press F6 (Cancel) until you reach the INTUITY AUDIX Main Menu.
12. Do one of the following:
  - If the old system did not have Enhanced-List Administration (ELA), go to the next task, Performing Acceptance Tests.
  - If the old system had ELA, select the following from the INTUITY AUDIX Main Menu:  

```
Enhanced-List Manager  
Set Up Enhanced-List System Data
```

The Set Up Enhanced-List System Data Screen (page 427) is displayed.
13. Enter **vm** in the `System Login:` field.
14. Enter the vm password in the `System Password:` field.
15. Press F3 (Save) to store the changes.
16. Press F6 (Cancel) twice to return to the INTUITY AUDIX Main Menu.

## Performing Acceptance Tests

To perform the acceptance tests:

1. Test the switch channels. Each channel must show the status `INSERV`.

For more information, see Testing the Channels in the Performing Acceptance Testing section of the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Follow both procedures in this section.

2. Stop following the Performing Acceptance Testing procedure after you have verified that the purchased and activated voice



channels are on-hook. The rest of the switch integration was administered on the old system.

## Administering and Testing All Features

Confirm that all features are operating properly. If the features are not yet administered, you can update the administration at this time.

For more information about administering these features, see Initial Administration and Test for Features on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Click the links for each feature that the customer has purchased and follow those procedures.

## Activating Alarm Origination

To activate alarms:

1. From the Avaya INTUITY Main Menu, select:

Customer/Services Administration  
Alarm Management

The system displays the Alarm Management Window (page 402).

2. Move the cursor to the Alarm Origination field.
3. Press F2 (Choices) and then select active.
4. Press F3 (SAVE).

The system displays the following message:

Alarm Form Update was successful  
Press <Enter> to continue.

5. Press ENTER.

The system displays the Alarm Management Window (page 402).

6. Press F6 (CANCEL) until you return to the Avaya INTUITY Main Menu.

## Completing the Upgrade

After the upgrade is complete and the new system is operating properly, you can dispose of the old system and return the RUK.

1. To complete the upgrade, do one of the following:
  - If the upgrade occurred in the United States, pack and ship the old system to the Avaya System Recycling Center.
  - If the upgrade occurred outside the United States, record the system serial number, and then destroy the old machine.
2. Remove the cartridge from the new system disk cartridge drive and replace it in the RUK.
3. Pack and return the RUK to the MMISC or to the COE.
4. Configure the new system for normal use, including backups.
5. Return the technician worksheet to the customer so the customer can safely dispose of the password list.

# Release 5.1 MAP/5P(V3 or V4) to a Release 5.1 MAP/40P or MAP/100P Upgrade

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This chapter lists the tasks required to upgrade a Release 5.1 MAP/5P, MAP/5PV3, or MAP/5PV4 system by replacing it with a new Release 5.1 MAP/40P or MAP/100P system.

**Note:**

Begin reading and following these procedures one to two hours before the scheduled shutdown time. All of the tasks in the Preparing for the Data Transfer (page 276) section can be completed while the old system is still in operation.

The tasks are grouped into these general sections:

- Preparing for the Data Transfer
- Backing Up the Existing Database
- Restoring the Database, Cabling the New System, and Beginning Service
- Completing the Upgrade

## Upgrade Checklist

Complete the items in the list in sequence. Remove these sheets from the binder and check off tasks as you complete them.

**Note:**

Complete all tasks in the Preparing for the Data Transfer (page 276) section before the old system is shut down.

**Table: R5.1 MAP/5P (V3 or V4) to a R5.1 MAP/40P or MAP/100P Upgrade**

Section	Task	✓
Preparing for the Data Transfer	1. Requesting the Customer Passwords (page 278).	
	2. Checking the Reusable Upgrade Kit (page 278).	
	3. Gathering the Tools and Materials Needed for the Upgrade (page 279).	
	4. Completing the Assembly of the New System (page 280) so that it is ready to connect to the customer's switch.	
	5. Connecting the Monitor and A/B Switch Box (page 280).	
	6. Checking Operation of the New System (page 281).	
	7. Verifying the Purchasable Feature Options (page 284).	
	8. Verifying the Switch Integrations (page 285).	
	9. Installing the Upgrade Software on the Old System (page 289).	
	10. Checking the TCP/IP Configuration on the Old System (page 291).	
	11. Checking for and Transferring Custom Announcements (page 292) on the old system. If they exist, transfer them to the new system.	
Backing Up the Existing Database	12. Deactivating Alarm Origination (page 297) on the old system.	
	13. Busying Out the Switch Data Link (page 298) between the old system and the customer's switch.	
	14. Backing Up the Database (page 300) on the old system.	

**Table: R5.1 MAP/5P (V3 or V4) to a R5.1 MAP/40P or MAP/100P Upgrade**

Section	Task	✓
Restoring the Database, Cabling the New System, and Beginning Service	15. Determining the Next Task Needed to Restore the Database on the New System (page 307).	
	16. If necessary, go to Attaching the External Disk Cartridge Drive to the New System (page 307).	
	17. If necessary, go to Restarting the New System (page 309).	
	18. Restoring the Database (page 310) on the new system.	
	19. Disconnecting the Monitor and A/B Switch Box (page 313).	
	20. Moving the Cables to the New System (page 314).	
	21. Restarting the New System (page 314).	
	22. Verifying the Data Transfer (page 314).	
	23. Reinstall the New Switch Integration Package (if necessary) (page 317).	
	24. Releasing the Switch Data Link (page 320).	
	25. Verifying the Cable Connections (page 321).	
	26. Administering Passwords (page 322).	
	27. Performing Acceptance Tests (page 323) for the channels.	
	28. Administering and Testing All Features (page 324).	
	29. Activating Alarm Origination (page 324) on the new system.	
Completing the Upgrade	30. Pack and ship the old system and the RUK in Completing the Upgrade (page 325).	

## Requesting the Customer Passwords

Several passwords must be reset during the upgrade or must be known so that features can be administered correctly. Before the customer leaves, ask the customer to write down these passwords so that you can complete the upgrade successfully.

Use the System Passwords (page 381) table in the Technician's Upgrade Worksheet (page 381) section to record these passwords.

## Checking the Reusable Upgrade Kit

Make sure that you have the materials to complete the upgrade successfully. Check the contents of the reusable upgrade kit (RUK). It needs to contain everything that is listed in the following table and shown in RUK Contents (page 418).

**Note:**

The RUK contains either an External JAZ Disk Cartridge Drive (page 392) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 394). Verify which drive is in the RUK before continuing with the upgrade procedures.

If the contents of the RUK do not match this list, call the Remote Support Center or your Center of Excellence (COE).

**Table: Contents of the Reusable Upgrade Kit**

Item	Quantity	Used with
<i>INTUITY Messaging Solutions Release 5 Documentation for Technicians</i> CD-ROM, 585-313-807, Issue 6 or later.  <b>Note:</b> The documentation CD-ROM contains a printable version of this book, <i>INTUITY Messaging Solutions Upgrade Procedures</i> , 585-313-117. From the CD-ROM table of contents, select User/Print Guides and then select Installation, Migration, and Upgrade Printable Guides.	1	All upgrades.
Upgrade software tape  <b>Note:</b> If the RUK does <i>not</i> contain an Upgrade software tape, call the MMISC at 800-242-2121, prompt 0, extension 15352, to download the Upgrade software.	1	All upgrades.

(1 of 2)

**Table: Contents of the Reusable Upgrade Kit**

Item	Quantity	Used with
External disk cartridge drive, either a JAZ or a MO disk cartridge drive	1	All upgrades.
Disk cartridge drive power supply	1	All upgrades.
Disk cartridge drive power cable (used with JAZ disk cartridge drive only)	1	All upgrades using an external JAZ disk cartridge drive.
Disk cartridges (formatted), either JAZ 2-GB disk cartridges or MO 540-K disk cartridges	3 to 5 (JAZ) or 10 (MO)	All upgrades.
SCSI interface circuit card	1	R5 MAP/5P and some MAP/40 upgrades.
SCSI-2 to Centronix-50 (SCSI-1) cable (6-foot)	1	Only one of these cables is used per upgrade.
SCSI-2 to SCSI-2 cable (6-foot)	1	
SCSI-2 to SCSI-3 cable (6-foot)	1	
SCSI-2 to SCSI-2 cable (1-foot) and internal ID50 adapter	1	Upgrades from MAP/5.

**(2 of 2)**

## Gathering the Tools and Materials Needed for the Upgrade

Before you proceed with the upgrade, be certain you have the materials you need to complete the upgrade successfully. For more information, see the Installation Prerequisites information in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

In that section, check the following lists:

- Tools
- Test equipment
- Documentation

## Completing the Assembly of the New System

Before the old INTUITY AUDIX system is taken out of service, assemble the new INTUITY AUDIX system and prepare it for service. For more information, see one of the following sections in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807:

- Assembling the MAP/5P and MAP/5PV3
- Assembling the MAP/5PV4
- Assembling the MAP/40P
- Assembling the Deskside MAP/100P
- Assembling the Rack-Mounted MAP/100P

Follow the steps in the above sections until the system is assembled.

For more information about connecting the keyboard, modem, or printer, see Connecting Peripheral Devices on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

**Note:**

Do not connect the monitor now. You connect it by using the A/B switch in the next task.

## Connecting the Monitor and A/B Switch Box

An upgrade to INTUITY AUDIX Release 5.1 does not include a new monitor, unless ordered separately. Both the older and newer systems can use the same monitor during the upgrade. However, the systems must be relatively close to each other.

**Note:**

If another monitor is available, this task is not required. Go to the next task in the procedure.

The monitor on the older system is equipped with a power cable and a video signal cable. The power cable has a male plug at one end and a female plug at the other end. One end of the signal cable has a video input connector, and the other end is permanently attached to the monitor.



To connect the monitor to both systems through the A/B switch box:

1. Turn off the video monitor.
2. Disconnect the video cable from the older system.

**Note:**

The video signal cable is attached to a female connector on the video controller card of the older system.

3. Attach the video cable from the older system to Position C on the A/B switch box. See A/B Switch Box Connections (page 401).
4. Attach one of the two video cables from the reusable upgrade kit (RUK) to the video controller circuit card in the older system. Tighten the thumbscrews on the connector.
5. Attach the other end of this video cable to Position A on the A/B switch box.
6. Attach the second video cable from the RUK to the video controller circuit card in the newer system and tighten the thumbscrews on the video cable connector.
7. Attach the other end of this video cable to Position B on the A/B switch box.
8. Connect power to the older system, the newer system, and the video monitor.

**Note:**

If this is a MAP/5PV3 or MAP/5PV4 upgrade, ignore the three-way power cable at this point. Connect the straight power cable to the back of the new MAP/5PV3 or MAP/5PV4.

9. Turn on the video monitor.

## Checking Operation of the New System

After assembling the new system, check to make sure that it is working properly before shutting down service on the old system. You might also need to install the upgrade package or change the selected switch integration.

To check operation of the new system:

1. If you are using the A/B switch box with a single monitor, turn the switch to the new system.
2. Connect electrical power to the new system and turn on the power switch.

The system starts up. After some time, it displays the login prompt.

3. Log in as **craft**

The system displays the INTUITY Main Menu (page 389).

4. Check the INTUITY Main Menu for the System Upgrade menu option.
5. Do one of the following:
  - If the System Upgrade menu option is displayed, go to the next task, Installing the Upgrade Backup Software on the Old System.
  - If the System Upgrade menu option is not displayed, go to Step 6.
6. Insert the latest INTUITY AUDIX R5 software CD-ROM in the INTUITY AUDIX system CD-ROM drive.
7. Start at the INTUITY Main Menu and select:

Software Management  
Software Installation  
CD

The system displays the following message:

\*\*\*SOFTWARE INSTALL\*\*\*

A successful backup has not been completed in the past 2 hours. In the unlikely event of a catastrophic failure during this upgrade procedure, a full system backup may be the only method of recovering the customer's data. Doing a full system backup is HIGHLY recommended.

Do you want to continue with the upgrade anyway?

(\*) Yes, continue this operation without full system backup

( ) No, quit this operation in order to

complete full system backup

8. Move the cursor to Yes and then press ENTER to continue with the installation.
9. Press the DOWN ARROW key until the cursor highlights the following entry on the second page of the software packages screen in the Applications Software Group:

```
[ ] upgset -- INTUITY Upgrade Utility
```

**Note:**

You might need to scroll through several screens.

10. Press ENTER.

The system displays the following line:

```
[X] upgset -- INTUITY Upgrade Utility
```

11. Press the DOWN ARROW key until the cursor highlights the following message:

```
Install selected packages
```

**Note:**

You then scroll through several screens.

12. Press ENTER.

The system displays the following message:

```
You selected the following packages from the
CD:
```

```
*upgset -- Est. Installation Time: 5 minutes
```

```
Total Estimated Installation time is 0 hours
and 5 minutes.
```

13. Make sure that the cursor is on PROCEED and then press ENTER.

The system installs the package and then displays the following message:

```
Do you have more media from which to install
more software?
```

14. Enter **n**

The system displays the following message:

```
Do you have hardware to install?
```

15. Enter **n**

The system displays the System Management menu.

16. Press F6 (Cancel) twice to log off the system.

**Note:**

The system does not display the System Upgrade menu option on the INTUITY Main Menu until you log back in to the system again.

17. Log in to the INTUITY AUDIX system as **craft**
18. Check the INTUITY Main Menu (page 389) for the System Upgrade menu option.
19. Remove the INTUITY AUDIX R5 software CD-ROM from the CD-ROM drive.
20. Continue with the next task, Verifying the Purchasable Feature Options.

## Verifying the Purchasable Feature Options

The enabled feature options on the new system must be equal to or greater than the enabled feature options on the old system in order for the upgrade to be successful. This task describes how to verify the enabled feature options on both the old and new systems.

To verify the feature options:

1. Go to the customer's old system.
2. From the INTUITY main menu, select:

Customer/Services Administration  
Feature Options

The system displays the Feature Options (Read Only) Screen (page 410).

3. Determine the features that are currently enabled for this customer and any related quantities. Record the results in the Existing Customer Features (page 382) table in the Technician's Upgrade Worksheet (page 381) section.
4. Press F6 (Cancel) twice.

The system displays the INTUITY Main Menu.

5. Go to the new system and verify that the feature options and related quantities are equal to or greater than the feature options enabled on the old system. Use the information that you wrote down in the Existing Customer Features (page 382) table in the Technician's Upgrade Worksheet (page 381).
6. Do one of the following:
  - If the enabled feature options on the new system are *not* equal to or greater than the enabled features on the old system, contact the MMISC at 800-242-2121, prompt 0, extension 15352, to have the necessary feature options enabled.
  - If the enabled feature options on the new system are equal to or greater than the enabled features on the old system, continue with Step 7.
7. Go to the old system. From the old system's INTUITY Main Menu, select:  
  
AUDIX Administration  
  
The system displays the AUDIX command prompt screen.
8. At the `enter command:` prompt, enter **list mea feat day**
9. The system displays the Feature Daily Traffic Screen (page 411).
10. Under SUBSCRIBERS, read the Local and Remote fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 383) table in the Technician's Upgrade Worksheet (page 381) section.
11. Continue with the next task, Verifying the Switch Integrations.

## Verifying the Switch Integrations

To allow the data to successfully transfer from the old system to the new system, the switch integration software installed on the new system must match the switch integration software installed on the old system. If the switch integrations do not match, you must remove the software installed on the new system and replace it with the same software that is installed on the old system. This task describes how to verify what switch integration is installed on each system and, if necessary, how to uninstall and install a switch integration software package.

To verify the switch integrations

1. Verify the switch integration software package that is installed on the old system. Record the switch integration type in the Switch

Integration Information (page 382) section of the Technician's Upgrade Worksheet (page 381).

2. Verify the switch integration on the new system:

- a. From the INTUITY Main Menu, select:

Feature Options

The Feature Options screen is displayed.

- b. Press the UP arrow, then press F7 (Switch Select).

The Switch Selection screen is displayed.

- c. Verify the type of switch integration in the Switch: field and then record the type in the Switch Integration Information (page 382) section of the Technician's Upgrade Worksheet (page 381).

3. Do one of the following:

- If the switch integration on the old system is the same as the switch integration on the new system, continue with the next task.
- If the switch integration on the old system is *not* the same as the switch integration on the new system, you must remove the switch integration software that is on the new system and replace it with the same switch integration software package that is currently installed on the old system. This will allow the data to successfully transfer.

To remove the switch integration software package that is currently installed on the new system:

- Start at the INTUITY Main Menu (page 389) and select:

Software Management  
Software Removal

The system displays the Basic Software Removal screen.

- Use the UP and DOWN arrows to move the cursor.
- Use the ENTER key to select the switch integration software package that you want to remove.
- After you have selected the package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.

- Select Submit.

The system displays the following:

```
Removal of the software in complete  
Hit RETURN to continue
```

- Press RETURN.
- Press F6 (Cancel) until you reach the INTUITY Main Menu.
- From the INTUITY Main Menu, select:

```
Customer/Services Administration  
    System Management  
        System Control  
            Reboot System
```

The system displays the Wait Time Window.

Additionally, the system displays a warning to ensure that you know your password and to verify that your keyboard is connected.

- Press the Acknowledge Message (F1) key to acknowledge the warning message.
- Type 60 in the Wait Time Window.

This time (60 seconds) designates how many seconds the system is to wait for calls in progress to finish before stopping the voice system. After 60 seconds, no new calls are allowed. If any calls are still in progress after 60 seconds, the system waits until those calls have finished and then proceeds with stopping the voice system.

- Press Save (F3).

The system displays the following message:

```
Voice system will be stopped first to  
avoid data loss.
```

The system then shuts down and reboots automatically. A reboot takes approximately 15 minutes.

The system then displays the following message:

```
Startup of the Voice System is  
complete.
```

- After the system displays the above message, press ENTER.
- Verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.
- Log in to the system as tsc.

To install the switch integration software on the new system:

- Insert the Release 5.1 INTUITY AUDIX Multimedia CD in the CD-ROM drive.
- From the Software Management screen, select:

```
Software Installation  
CD
```

The system displays the Software Install Screen, Page 1.

- Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install and then press ENTER
- Press the down arrow until the cursor highlights Install selected packages and then press ENTER.

The system displays the Software Install Confirmation.

- Make sure that the cursor is on PROCEED and then press ENTER.

The system installs the package then displays the following message:

```
Do you have more media from which to  
install more software?
```



- Enter **n**

The system displays the following message:

Do you have hardware to install?

- Enter **n**

The system automatically reboots.

**Note:**

The right-to-use license does not have to be activated at this point. You will activate the license after the upgrade is complete.

- Continue with the next task.

## Installing the Upgrade Software on the Old System

To install the upgrade software on the older Release 5.1 system:

1. If you are using an A/B switch with a single monitor, switch to the old system.
2. Insert the latest INTUITY AUDIX R5 software CD-ROM in the INTUITY AUDIX system CD-ROM drive.
3. Start at the INTUITY Main Menu and select:

Software Management  
Software Installation  
CD

The system displays the following message:

\*\*\*SOFTWARE INSTALL\*\*\*

A successful backup has not been completed in the past 2 hours. In the unlikely event of a catastrophic failure during this upgrade procedure, a full system backup may be the only method of recovering the customer's data. Doing a full system backup is HIGHLY recommended.

Do you want to continue with the upgrade anyway?

(\*) Yes, continue this operation without full system backup

```
( ) No, quit this operation in order to  
complete full system backup
```

4. Move the cursor to Yes and then press ENTER to continue with the installation.
5. Press the DOWN ARROW key until the cursor highlights the following entry on the second page of the software packages screen in the Applications Software Group:

```
[ ] upgset -- INTUITY Upgrade Utility
```

**Note:**

You might need to scroll through several screens.

6. Press ENTER.

The system displays the following line:

```
[X] upgset -- INTUITY Upgrade Utility
```

7. Press the DOWN ARROW key until the cursor highlights the following message:

```
Install selected packages
```

**Note:**

You then scroll through several screens.

8. Press ENTER.

The system displays the following message:

```
You selected the following packages from the  
CD:
```

```
*upgset -- Est. Installation Time: 5 minutes
```

```
Total Estimated Installation time is 0 hours  
and 5 minutes.
```

9. Make sure that the cursor is on PROCEED and then press ENTER.

The system installs the package and then displays the following message:

```
Do you have more media from which to install  
more software?
```

10. Enter **n**

The system displays the following message:

Do you have hardware to install?

11. Enter **n**

The system displays the System Management menu.

12. Press F6 (Cancel) twice to log off the system.

**Note:**

The system does not display the System Upgrade menu option on the INTUITY Main Menu until you log back in to the system again.

13. Log in to the INTUITY AUDIX system as **craft**
14. Check the INTUITY Main Menu (page 389) for the System Upgrade menu option.
15. Remove the INTUITY AUDIX R5 software CD-ROM from the CD-ROM drive.
- 16.

## Checking the TCP/IP Configuration on the Old System

Before the upgrade, check the TCP/IP configuration on the old system.

To check the old system:

1. From the INTUITY Main Menu, select:  
  
Networking Administration  
TCP/IP Administration
2. The system displays the TCP/IP Administration Screen (page 409).
3. Record the information from the screen in the TCP/IP Administration Screen Contents (page 381) table in the Technician's Upgrade Worksheet (page 381) section.

This information is used later to confirm the networking administration on the new machine.

4. Press F6 (Cancel) twice.

The system displays the INTUITY main menu.

5. Continue with the next task.

## Checking for and Transferring Custom Announcements

This procedure is used to check whether custom announcements exist on the old system and then describes how to prepare to transfer them to the new system.

- If the customer *does not* know if they have custom announcements, follow the steps in Checking for Custom Announcement Sets on the Old System (page 293) and then determine the next step.
- If the system *does not* have custom announcements, go to Deactivating Alarm Origination.
- If the system *does* have custom announcements, complete these steps before backing up the old database:
  - Adding the Custom Announcement Set Name to the New System (page 295)
  - Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 296)
  - Using a Custom Announcement Set for the Default Announcement Set on the New System (page 297)

The upgrade package checks whether custom announcements exist and whether they can be transferred. During the upgrade restore, the system checks to ensure that these steps have been completed.

### Custom Announcement Transfer Overview

A custom announcement set is transferred to the new system, but only if:

- The announcement fragments have been rerecorded.
- The announcement set has not been modified.

During the upgrade backup procedure, the system checks for the presence of custom announcements. If the fragments have been modified, but the announcement set has not, then the system backs up the custom announcement set and displays messages while it is being backed up.

Custom announcement sets are not backed up if the set has been modified.

Before the upgrade restore occurs, a new, empty announcement set must be created on the new system. The base announcement set must then be copied into this custom-named set. If the custom set has been created properly and the announcement set upgrade conditions are met, then the custom announcement set is restored to the new system.

**Note:**

The procedures in this chapter can be used to transfer many simple custom announcement sets from existing INTUITY AUDIX systems to INTUITY AUDIX Release 5.1 systems. These procedures, however, may not transfer all custom announcement sets.

## Checking for Custom Announcement Sets on the Old System

To check for custom announcement sets:

1. From the INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX command prompt screen.

2. At the `enter command:` prompt, enter **list annc-sets**

The system displays the Announcement Sets Screen (page 413). The screen shows several additional standard announcement sets. Each customer can have different standard or custom sets installed.

3. Determine if any of the announcement sets have been customized by comparing the announcements sets listed on your screen with the announcements listed in the table Standard Announcement Sets (page 293).

The table lists the announcement set abbreviation as it appears on the screen and the full name in parentheses.

**Table: Standard Announcement Sets**

us-eng (U.S. English)	dutch (Dutch)	malay (Malay)
us-eng-t (U.S. English Terse)	french-c (Canadian French)	mandarin (Mandarin)
us-tdd (U.S. English for TDD)	french-p (French Provincial)	norwegian (Norwegian)

**Table: Standard Announcement Sets**

us-123 (U.S. English 1,2,3)	german (German)	polish (Polish)
arabic-fm (Arabic-female)	greek (Greek)	portug (Brazilian Portuguese)
arabic-m (Arabic-male)	hindi (Hindi)	russian (Russian)
british (British English)	hungary (Hungarian)	slovak (Slovak)
cantonese (Cantonese)	indonese (Indonesian)	swedish (Swedish)
cas-span (Castilian Spanish)	italian (Italian)	taiwanese (Taiwanese)
croatia (Croatian)	korea (Korean)	thailand (Thai)
czech (Czech)	japan (Japanese)	turkish (Turkish)
danish (Danish)	lat-span (Latin-American Spanish)	—

4. Do one of the following:

- If all of the names on the Announcement Sets screen match the listed names in the table Standard Announcement Sets (page 293), go to Step 6.
- If the names on the Announcement Sets screen do not match the names listed in the table Standard Announcement Sets (page 293), use the table Custom Announcement Set Names (page 384) of the Technician's Upgrade Worksheet (page 381) section to write down the customized sets.

5. Ask the customer which announcement set was used for the base announcement set and write down the name of that base announcement set in the Custom Announcement Set Names (page 384) table of the Technician's Upgrade Worksheet (page 381) section.

**Note:**

For upgrades from systems prior to Release 5, if the customer does not know which announcement set was used as the base announcement set and wants to use the custom set on the new system, contact the Multimedia Messaging Implementation Support Center (MMISC) or your COE.

6. Press F1 (Cancel) and then enter **exit** to return to the INTUITY Main Menu.
7. Do one of the following:
  - If the old system does not include any custom announcement sets, go to the Deactivating Alarm Origination section.
  - If the old system contains custom announcement sets and you know the base announcement set for each, continue with Adding the Custom Announcement Set Name to the New System (page 295).
  - If the old system contains custom announcement sets and you do not know which standard announcement set was the source for the custom announcement set, you must contact the MMISC or your COE for assistance.

## Adding the Custom Announcement Set Name to the New System

To add a custom announcement set name to the INTUITY AUDIX Release 5.1 system:

1. From the INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX Administration screen.

2. Enter **add announcement-set** *annc-set-name*

where *annc-set-name* is the name of one custom announcement set that you wrote in the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section.

3. Press F3 (Enter).

The system displays the Announcement Sets Screen (page 413) with the name of the new announcement set listed and the following message:

Command Successfully Completed.

**Note:**

The announcement set you just named is empty until you copy the announcements from another set into it, as described in Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 296).

4. Repeat Step 2 and Step 3 for all of the custom announcement sets written in the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section.

## Copying the Base Announcement Set into the Custom Announcement Set on the New System

To copy the appropriate base announcement set to its custom announcement set on the Release 5.1 system:

1. From the INTUITY Main Menu, select:  
  
AUDIX Administration
2. Enter **copy annc-set**  
  
The system displays the Copy Announcement Set Screen (page 414).
3. From the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section, enter the base announcement set name in the From Announcement Set : field.
4. Enter the name of the corresponding custom announcement set in the To Announcement Set : field.
5. Press F3 (Enter) to save the information to the system database.  
  
The system displays the following message and returns the cursor to the command line:  
  
Command Successfully Completed.
6. Repeat Step 2 through Step 5 for all custom announcement set names added in Adding the Custom Announcement Set Name to the New System (page 295).



### CAUTION:

If the customer customized an announcement set by replacing a fragment with silence or a "blank" instead of re-recording the fragment, the upgrade software does not recognize that the fragment was customized. The system replaces the fragment with the Release 5 standard fragment, and the customer must recustomize that fragment to be silent or blank again.



## Using a Custom Announcement Set for the Default Announcement Set on the New System

To use a custom announcement set for the default announcement set:

1. From the INTUITY Main Menu, select:

`AUDIX Administration`

The system displays the AUDIX command prompt screen.

2. Enter **change system-parameters features**

The system displays the System-Parameters Features screen.

3. Press F3 (Next Page) twice.

The system displays page 3 of the System-Parameters Features Screen (page 415).

4. Press the TAB key until the cursor is in the ANNOUNCEMENT SETS, System: field.

5. From the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section, enter the name of the custom announcement set.

6. Press F3 (Save).

The system displays the following message:

`Command Successfully Completed`

7. Enter **exit**

## Deactivating Alarm Origination

### Note:

Complete all tasks in the Preparing for the data transfer section before beginning this task. For more information, see the Upgrade Checklist on the second page of this chapter.

The INTUITY AUDIX system creates alarms based on events that occur during the upgrade. It might be valuable to see these alarms during the upgrade but not to send them to the Avaya Support Center. Deactivating alarm origination allows the alarms to be created but not sent.

To deactivate alarms on the old system:

1. From the Avaya INTUITY Main Menu, select:

Customer/Services Administration  
Alarm Management

The system displays the Alarm Management Window (page 402).

2. Move the cursor to the Alarm Origination field, press F2 (CHOICES), and then highlight inactive.
3. Press F3 (SAVE).

The system displays the following message:

Alarm Form Update was successful  
Press <Enter> to continue.

4. Press ENTER.

The system displays the Alarm Management Window (page 402).

5. Press F6 (CANCEL) until you return to the Avaya INTUITY Main Menu.
6. Disconnect the INADS analog phone line.

## Busying Out the Switch Data Link

### **Important:**

This task applies only to DEFINITY switches. If the customer does not have a DEFINITY switch, do not use this task and go to the next task in the procedure.

When the voice system is turned off for an upgrade, DEFINITY switches activate an alarm. Busying out the link between the voice system and switch prevents alarms from being sent to the remote support center. Choose one of the following procedures based on the type of DEFINITY switch:

- Busying Out the Data Link on a System 75 G1 or G3 Switch (page 299)
- Busying Out the Data Link on a G2 Switch (page 299)
- Busying Out the Data Link in an OverLAN Integration (page 299)

## Busying Out the Data Link on a System 75 G1 or G3 Switch

To busy out the data link on a System 75 G1 or G3 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **busy link *n***

where *n* is the number of the link going to the INTUITY AUDIX system. Valid input is an integer from 1 to 8.

For more information, see the DEFINITY switch documentation.

2. Continue with the next task.

## Busying Out the Data Link on a G2 Switch

To busy out the data link on a G2 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **proc650 test 3**
2. Enter the INTUITY AUDIX link number in field 6.
3. Enter **bu bu**

For more information, see the DEFINITY switch documentation.

4. Continue with the next task.

## Busying Out the Data Link in an OverLAN Integration

To busy out the data link in an OverLAN integration, perform the following tasks on the switch administration terminal (SAT):

1. Enter **ch com p**
2. Locate the INTUITY AUDIX in the Node column.
3. Press the DOWN ARROW key to the INTUITY AUDIX field.
4. Enter **n**

The system displays the following message:

Command successfully completed.

5. Continue with the next task.

## Backing Up the Database

To back up the database on the old system:

1. Log in as **craft**
2. From the INTUITY Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu (page 403).

3. Select Backup features and data and then press ENTER.

The system displays the following message:

```
System upgrade backup starting [date/time]
Begin complete backup of machine [machine
name] for system upgrade? [ y ]:
```

4. Enter **y**

The system displays system messages and then the following messages:

```
Before continuing, please verify that the
new system is assembled and operational, and
that the INTUITY main menu displays the
System Upgrade option. < current date >
```

```
Does the new system meet these conditions?
[ y ] :
```

**Note:**

The Upgrade software was either confirmed as installed or was installed in an earlier task. For more information, see Checking Operation of the New System.

```
Is a SCSI card installed on this machine?
[ y ]:
```

5. Enter **n**

The system displays the following message:

```
Do you have the upgrade kit (RUK)? [ y ]:
```

6. Press ENTER.

The system displays the following message:

```
Install the SCSI card and attach the
external disk drive according to the
documentation.
```

Press enter when you are ready to shut down the system.

7. Press ENTER.

The system shuts down and then displays the following message:

Press any key to reboot...



**CAUTION:**

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. For detailed electrostatic discharge instructions, see Protecting Against ESD Damage on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

8. Turn the power switch off.
9. Remove the SCSI Interface Card (page 386) from the RUK and then from the antistatic bag.
10. Do one of the following:
  - If the new system is a MAP/5PV3, install the circuit card in PCI slot 1, the uppermost slot within the cabinet. See MAP/5P and MAP/5PV3 Internal Layout (page 387) for the location of PCI slot 1.
  - If the new system is a MAP/5PV4, install the circuit card in the shared PCI slot 2/ISA slot 1. This will require removing the remote maintenance circuit card and then reinstalling the remote maintenance circuit card when the data transfer is complete. See MAP/5PV4 Internal Layout (page 388) for the location of the shared PCI slot 2/ISA slot 1.
11. Install and tighten the circuit card retaining screw

**Note:**  
Leave the dress cover off the system until the data transfer is verified. You can then remove the SCSI interface card and replace the dress cover. If you are upgrading to a MAP/5PV4 system, you will then also have to reinstall the remote maintenance circuit card.
12. Remove the external disk cartridge drive from the RUK.
13. Determine what type of external disk cartridge drive the RUK contains, for example, either an External JAZ Disk Cartridge Drive (page 392) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 394).

## 14. Do one of the following:

- If the RUK contains an External JAZ Disk Cartridge Drive (page 392):
  - Set the SCSI ID to **4**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 393).
  - Confirm that the termination switch is set to **1**, which is pushed to the left side. This might require the use of a flashlight. See External JAZ Disk Cartridge Drive Settings (page 393) for more information.
  - Turn off the external disk cartridge drive's power switch by setting the power switch to **0** or Off. This switch is located at the back right side of the drive.
  - Continue with Step 15.
- If the RUK contains an External Magneto-Optical (MO) Disk Cartridge Drive (page 394):
  - Set the SCSI ID to **4** by turning the SCSI ID setting arrow to point to **4**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395) for more information.
  - Set the four Option Settings to **ON**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
  - Turn off the power switch to the external disk cartridge drive. This switch is located at the back of the drive in the upper left corner. See the External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
  - Continue with Step 15.

## 15. Compare the connectors on the external disk cartridge drive and on the system to determine the right cable to use. Select the cable from the RUK. Depending on the external disk cartridge drive, see Cables for External JAZ Disk Cartridge Drive (page 404) or Cables for External MO Disk Cartridge Drive (page 405).

## 16. Connect the SCSI cable to the upper connector on the back of the external cartridge drive.

**CAUTION:**

Do not use the lower connector or the restore might not occur.

17. Connect the cable to the external SCSI port on the newly installed SCSI interface card.

**Note:**

Do not insert the backup cartridge until the system requests it.

18. Connect the external drive to electrical power and then turn on the power switch.



**CAUTION:**

The external drive must be turned on before turning on the power for the INTUITY AUDIX system. If not, another system restart will be required.

19. Turn on the power.

The system rebuilds the kernel and restarts the system several times, which might take up to 15 minutes. A number of error messages that can be ignored are displayed during this time.

After the system is restarted for the last time, the following message is displayed:

```
Not starting the voice system because an
upgrade is in progress.
```

```
Rebooting the system will allow the voice
system to start.
```

```
Press enter for prompt.
```

```
Program '/vs/gin/util/startup.d/CHK_
restore' returned a non-zero return code.
'start_vs' is being aborted
```

20. Press ENTER to display the console login.

The system then displays the following message:

```
Console login:
```

**Note:**

The system normally displays two logins during boot up and only the second is used. However, the upgrade procedure displays only one login. During the upgrade procedure only, use the first login that appears.

21. Log in as **craft**.
22. From the INTUITY main menu, select:

```
System Upgrade
```

The system displays the System Upgrade Main Menu (page 403).

23. Select Backup features and data and then press ENTER.

**Note:**

You might see the following message:

```
Alert!: Unable to connect to remote host.
```

Ignore this message. Wait for a few moments after the menu displays again then retry the menu option.

The system displays system messages and then displays the following messages:

```
System upgrade backup starting. [time/date]  
Begin complete backup of machine <machine  
name> for system upgrade? [ y ]:
```

24. Press ENTER.

The system displays the following message:

```
Before continuing, please verify that the  
new system is assembled and operational, and  
that the INTUITY main menu displays the  
System Upgrade option. < current date >
```

```
Does the new system meet these conditions?  
[ y ] :
```

**Note:**

The Upgrade software was either confirmed as installed or was installed in an earlier task. For more information, see Checking Operation of the New System.

25. Press ENTER.

The system displays the following message:

```
To ensure that the backup device is working  
correctly, please insert the upgrade backup  
cartridge into the drive, and press enter.
```



**CAUTION:**

Handle the disk cartridge with care. It is easily damaged.

**Note:**

Use only disk cartridges from the RUK. Any other disk cartridge might require formatting, which can take up to 2 hours.

26. Insert one of the disk cartridges from the RUK and then press ENTER.



27. Enter **y**

The system displays the following message:

Attempting to mount the cartridge.

The system mounts the cartridge and then displays the following message:

[Backup] drive is working correctly.  
Continuing with upgrade.

The system runs the system evaluation utility package, which requires approximately 5 to 10 minutes.

The system displays the following:

[date/time]  
Take the system out of service and proceed  
with the upgrade? [ y ]:

28. Enter **y**

The voice system is stopped and the system displays additional status messages along with an estimate of the time and number disk cartridges required for the upgrade backup. The system then displays the following message:

Press [ RETURN ] to continue or [ DELETE ]  
to abort [ RETURN ] :

**Note:**

The system might display additional information after the above message.

29. Press **ENTER**.

The system instructs you to insert a backup disk cartridge if you have not already inserted one and then instructs you to press **ENTER** to continue or **DELETE** to quit.

30. Press **ENTER**.

The system starts backing up the data.

**Note:**

Depending on the amount of customer data, a cartridge takes up to 20 minutes to complete. Now is a good time to take a break.

31. Do one of the following:

- If the upgrade backup requires only one disk cartridge, go to Step 32.

- If the upgrade backup requires an additional disk cartridge:
  - Remove the disk cartridge when it is full and replace it with another blank disk cartridge from the RUK.
  - Label the disk cartridge with a number that indicates its place in the backup sequence.
  - Continue with the Step 32.

32. Watch for the following message:

```
Upgrade backup complete [current date]  
To proceed with the upgrade the system needs  
to be shut down < current date >  
Shut down the system now? [ y ] :
```

33. Press ENTER.

The system ejects the disk cartridge, shuts down, and displays the following message:

```
Press any key to reboot...
```

34. Turn the power switch off.
35. Remove the SCSI cable from the system and remove the SCSI interface circuit card.
36. Place the SCSI interface circuit card in the antistatic bag and replace it in the RUK.
37. Replace the external disk cartridge drive in the RUK.

## Determining the Next Task Needed to Restore the Database on the New System

Use the table below to determine your next task:

If...	Then...
<ul style="list-style-type: none"> <li>■ you backed up the old system's database using MO disk cartridges</li> <li>■ the new system has an internal MO disk cartridge drive installed</li> </ul>	skip the next two tasks and go to Restoring the Database (page 310).
<ul style="list-style-type: none"> <li>■ you backed up the old system's database using MO disk cartridges</li> <li>■ the new system has an internal JAZ disk cartridge drive installed</li> </ul>	continue with Attaching the External Disk Cartridge Drive to the New System (page 307).
<ul style="list-style-type: none"> <li>■ you backed up the old system's database using one or more JAZ disk cartridges</li> <li>■ the new system has an internal MO disk cartridge drive installed</li> </ul>	continue with Attaching the External Disk Cartridge Drive to the New System (page 307).
<ul style="list-style-type: none"> <li>■ you backed up the old system's database using one or more JAZ disk cartridges</li> <li>■ the new system has an internal JAZ disk cartridge drive installed</li> </ul>	skip the next two tasks and go to Restoring the Database (page 310).

## Attaching the External Disk Cartridge Drive to the New System

The following procedure describes how to attach a JAZ or a Magneto-Optical (MO) disk cartridge drive to the new system.

To assemble and attach the external disk cartridge drive to the old system:

1. Get the external disk cartridge drive from the RUK.
2. Do one of the following:
  - If the RUK contains an External JAZ Disk Cartridge Drive (page 392):
    - Set the SCSI ID to **4**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 393).
    - Confirm that the termination switch is set to **1**, which is pushed to the left side. This might require the use of a flashlight. See External JAZ Disk Cartridge Drive Settings (page 393) for more information.
    - Turn off the power to the external drive by turning the power switch to **0** or Off. This switch is located at the back right side of the drive.
    - Continue with Step 3.
  - If the RUK contains an External Magneto-Optical (MO) Disk Cartridge Drive (page 394):
    - Set the SCSI ID to **4** by turning the SCSI ID setting arrow to point to **4**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395) for more information.
    - Set the four Option Settings to **ON**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
    - Turn off the external disk cartridge drive power switch. This switch is located at the back of the drive in the upper left corner. See the External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
    - Continue with Step 3.
3. Confirm that the INTUITY AUDIX system is completely powered down.
4. Identify the SCSI port on a the new system. See either External SCSI Connectors, except MAP/100P (page 417) or MAP/100P External SCSI Connector (page 416), depending on the new system platform.
5. Remove the external SCSI terminator, if one exists, from the system SCSI connection.

6. Determine which of three cables from the RUK to use to connect the external SCSI connector to the external cartridge drive. The SCSI port is one of three types shown in Cables for External JAZ Disk Cartridge Drive (page 404) or Cables for External MO Disk Cartridge Drive (page 405), depending on the external disk cartridge drive.
7. Connect one end of the cable to the upper SCSI connector on the back of the external cartridge drive. See External JAZ Disk Cartridge Drive Settings (page 393) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
8. Attach the other end of the cable to the external SCSI connector on the new system.
9. Connect the external disk cartridge drive to electrical power and turn on the power switch. See External JAZ Disk Cartridge Drive Settings (page 393) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).

**Note:**

The external disk cartridge drive must be turned on before you can turn on the power for the INTUITY AUDIX system.

## Restarting the New System

To restart the new system:

1. Turn on the power switch on the new system.
2. If the logo screen is displayed, press ESC.

On newer INTUITY AUDIX systems, a logo screen appears during the startup sequence and hides the system status messages.

**Note:**

As the system starts up, it might display the following error:

Fixed disk 0 error

It then displays the system configuration and the following message:

Press F1 to continue.

This message is normal. Press F1 to continue.

The system displays startup messages including the first of two console login prompts. Ignore the first console login prompt and

allow the system to continue to restart. After the system has completely restarted, the second console login prompt is displayed:

Console login:

3. Continue with the next task.

## Restoring the Database

To restore the database on the new system:

1. Log in as **craft** on the new system.
2. From the INTUITY Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu (page 403).

3. Press the DOWN ARROW key to highlight Restore data and features from backup and then press ENTER.

The system displays the following message:

This machine currently has no subscribers

**Note:**

If the system has subscribers, the system displays the following message, where X is the number of subscribers of each type:

```
UPGRADE WARNING: Machine <machine name>
currently has
    local subscribers X
    administered remote subscribers X
```

```
If you proceed with the upgrade, all customer
data currently on this machine will be
destroyed!
<current date>
```

```
Proceed with the upgrade? [ n ]:
```

Delete the subscribers and continue with the upgrade by entering **y**

The system displays the following message:

```
UPGRADE WARNING: Voice system on machine
<machine name> is currently up or
initializing.
```

<current time>

If you proceed with the upgrade, the machine will be taken out of service.

Proceed with the upgrade? [ y ]:

4. Enter **y**

The voice system is stopped, and the system displays the following message:

To ensure that the backup device is working correctly, please insert the upgrade backup cartridge into the drive, and press enter.



**CAUTION:**

Handle the disk cartridge with care. It is easily damaged.

5. Insert the backup disk cartridge into the disk cartridge drive and then press ENTER on the INTUITY AUDIX system console.

The system displays the following message:

The backup device is functioning correctly.  
Continue with the upgrade? [ y ] :

6. Press ENTER.

The system displays the following message:

Checking whether backup is compatible with  
currently installed software...

**Note:**

If the system determines that additional software must be installed, the following message is displayed:

```
WARNING: The following package needs to be
installed before continuing:
    <package name> <package description>
```

An additional message is displayed:

```
Would you like to stop the upgrade and install
the missing software now? [ y ] :
```

If you are not sure whether to install the software, call the Remote Support Center. Otherwise, enter **n**. The system confirms that you intend to proceed without installing the software and then continues.

The database is restored, and after some time, the system displays the following message, where *X* is the number of subscribers that were successfully upgraded:

```
Checking results of upgrade procedure...
  Local subscribers X
  Administered remote subscribers X
-----
Upgrade completed successfully <current
date>
-----
```

```
Reboot the system now? [ y ] :
```

7. Do one of the following:
  - If you used an external disk cartridge drive to restore the system, continue with Step 8.
  - If you used an internal disk cartridge drive to restore the system, continue with step Step 9.
8. Press the eject button on the front of the external disk cartridge drive.

The system ejects the disk cartridge.
9. Press ENTER on the system keyboard. The system shuts down, and the following message is displayed:

Press any key to reboot...
10. Turn off the power switch to the new system.
11. Do one of the following:



- If you used an external disk cartridge drive to restore the system, continue with Step 12.
  - If you used an internal disk cartridge drive to restore the system, continue with the next task.
12. Remove the SCSI cable from the system.
  13. Replace the external disk cartridge drive in the RUK.

## Disconnecting the Monitor and A/B Switch Box

After the upgrade is completed, remove the cables from the A/B switchbox and then attach the video monitor cables directly to the new system.

**Note:**

If another monitor was available for the upgrade, this task is not required. Go to the next task, Moving the Cables to the New System.

To disconnect the monitor from the A/B switch box and connect to the new system:

1. Turn off the video monitor.
2. Remove power from the old system, the new system, and the video monitor.
3. Remove both ends of the cable from Position A on the A/B switchbox and the old system. See A/B Switch Box Connections (page 401).
4. Remove both ends of the cable from Position B on the A/B switchbox and the new system.
5. Remove the signal cable from Position C on the A/B switch box.
6. Replace the video cables and the A/B switchbox in the reusable upgrade kit (RUK).
7. Attach the video cable to the newer system video controller circuit card and tighten the thumbscrews on the video cable connector.

## Moving the Cables to the New System

To cable the new system:

1. Move the switch link or LAN cables from the old system to the new system. For more information, see:
  - The appropriate circuit card on the Identifying and Cabling Circuit Cards menu in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807
  - *INTUITY Messaging Solutions Getting Connected*, 585-313-703
2. Move the serial port connections.
3. Move the external dial tone cable from the modem to the remote maintenance circuit card.
4. If this is an upgrade to a MAP/5PV3 or MAP/5PV4 system, connect the three-way power cable to the monitor and system.

## Restarting the New System

To restart the new system:

1. Turn on the MAP/40P or MAP/100P power switch.
2. When the system has restarted, log in as **craft**

**Note:**

Since the system is now in normal operation, two login prompts appear. Log in at the second login prompt.

## Verifying the Data Transfer

To verify that the customer database transferred correctly:

1. Start at the INTUITY Main Menu and select:

TCP/IP Administration  
Networking Addressing

**Note:**

The system might not have networking. If not, you can skip these steps and go to Step 7.

2. The system displays the Networking Addressing Window (page 412).
3. Compare the values on this screen to the values recorded earlier during this upgrade in the TCP/IP Administration Screen Contents (page 381) table in the Technician's Upgrade Worksheet (page 381) section.

**Note:**

The TCP/IP Interface field is completed for you. To check the entry, press F2 (Choices) to display the available entries.

4. Do one of the following:
  - If the values are correct, press F6 (Cancel) and go to Step 7.
  - If the values are incorrect or are not displayed, move the cursor to each field and enter the values.
5. Press F3 (Save) after making the entries.
6. Press F6 (Cancel).
7. From the INTUITY Main Menu, select:

Feature Options

The system displays the Feature Options (Read Only) Screen (page 410).

**Note:**

Press the UP ARROW key to display `voice_ports`.

8. Confirm that the INTUITY AUDIX system has at least the same features activated in the same quantities as before the upgrade. Compare the features on this screen to the values recorded earlier in the table Existing Customer Features (page 382) in Technician's Upgrade Worksheet (page 381).

**Note:**

The customer might have purchased more features or capacity than were displayed on the old system.

9. Press F6 (Cancel).
10. From the INTUITY Main Menu, select:

AUDIX Administration

11. At the `enter` command: prompt, enter **list mea feat day**  
  
The system displays the Feature Daily Traffic Screen (page 411).
12. Compare the local and remote subscriber amounts to the values recorded earlier in the Subscriber Totals (page 383) table in the Technician's Upgrade Worksheet (page 381) section.
13. Press F1 (Cancel) and enter **exit**
14. From the INTUITY Main Menu, select:  
  
Voice System Administration  
    Number Services  
        Display Services  
  
The system displays the Display Number Services Window (page 428).
15. Determine whether the `Service Name:` column has an AUDIX entry and then do one of the following:
  - If AUDIX is displayed, press F6 (Cancel) and go to the next task.
  - If AUDIX is not displayed, press F6 (Cancel) and continue with the next step.
16. From the Number Services menu, select:  
  
Assign Service  
  
The system displays the Assign Number Service Window (page 429).
17. Press the DOWN ARROW key to move to the `Service Name` field and press F2 (Choices).  
  
The system displays the available options on the new system.
18. Select AUDIX and press ENTER.  
  
The system displays the Assign Number Service Window (page 429) with AUDIX displayed in the `Service Name:` field.
19. Press F3 (Save) and then press F6 (Cancel) twice.
20. Continue with the next task.

## Reinstall the New Switch Integration Package (if necessary)

This task is only necessary if you changed the switch integration software package on the new system to match what was installed on the old system. If you did not change the switch integration package on the new system, skip the two tasks below and continue with the next task, Releasing the Switch Data Link.

### Remove the Switch Integration Package

Before you install the new switch integration package, you must first remove the package that you installed in the Verifying the Purchasable Feature Options (page 11) task.

To remove the switch integration package:

1. Start at the INTUITY Main Menu (page 389) and select:

```
Software Management
Software Removal
```

The system displays the Basic Software Removal screen.

2. Use the UP and DOWN arrows to move the cursor.
3. Use the ENTER key to select the switch integration software package that you want to remove. Use the switch integration package information that you recorded in Switch Integration Information (page 382) in the Technician's Upgrade Worksheet (page 381) as a guide.
4. After you have selected the switch integration package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.
5. Select Submit.

The system displays the following:

```
Removal of the software in complete
```

```
Hit RETURN to continue
```

6. Press RETURN.
7. Press F6 (Cancel) until you reach the INTUITY Main Menu.

8. From the INTUITY Main Menu, select:

Customer/Services Administration  
System Management  
System Control  
Reboot System

The system displays the Wait Time Window.

Additionally, the system displays a warning to ensure that you know your password and to verify that your keyboard is connected.

9. Press the Acknowledge Message (F1) key to acknowledge the warning message.
10. Type 60 in the Wait Time Window.

This time (60 seconds) designates how many seconds the system is to wait for calls in progress to finish before stopping the voice system. After 60 seconds, no new calls are allowed. If any calls are still in progress after 60 seconds, the system waits until those calls have finished and then proceeds with stopping the voice system.

11. Press Save (F3).

The system displays the following message:

Voice system will be stopped first to avoid data loss.

The system then shuts down and reboots automatically. A reboot takes approximately 15 minutes. The system then displays the following message:

Startup of the Voice System is complete.

12. After the system displays the above message, press ENTER.
13. Verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.
14. Log in to the system as tsc.
15. Continue with Install the New Switch Integration Package.

## Install the New Switch Integration Package

To install the new switch integration package:

1. Insert the Release 5.1 INTUITY AUDIX CD-ROM in the CD-ROM drive.

2. From the Software Management screen, select:

Software Installation  
CD

The system displays the Software Install Screen, Page 1.

3. Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install. Use the switch integration package information that you recorded in Switch Integration Information (page 382) in the Technician's Upgrade Worksheet (page 381) as a guide.
4. Press ENTER.
5. Press the down arrow until the cursor highlights `Install selected packages` and then press ENTER.
6. The system displays the Software Install Confirmation screen.
7. Make sure that the cursor is on `PROCEED` and then press ENTER.

The system installs the package then displays the following message:

Do you have more media from which to install more software?

8. Enter **n**

The system displays the following message:

Do you have hardware to install?

9. Enter **n**

The system automatically reboots.

10. Call the MMISC at 800-242-2121, prompt 0, extension 15352, to have them activate the right-to-use license for the new switch integration.
11. Translate for the new switch integration. See the appropriate switch integration book or configuration note for more information.
12. Continue with the next task.

## Releasing the Switch Data Link

**Important:**

This task applies only to DEFINITY switches. If the customer does not have a DEFINITY switch, do not use this task and go to the next task, Verifying the Cable Connections.

For this procedure, DEFINITY switches are divided as follows:

- Releasing the Data Link on a System 75 G1 or G3 Switch (page 320)
- Releasing the Data Link on a G2 Switch (page 320)
- Releasing the Data Link in an OverLAN Integration (page 321)

### Releasing the Data Link on a System 75 G1 or G3 Switch

To release the data link on a System 75 G1 or G3 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **release link *n***

where *n* is the number of the link going to the INTUITY AUDIX system. Valid input is an integer from 1 to 8.

For more information, see the DEFINITY switch documentation.

2. Continue with the next task, Verifying the Cable Connections.

### Releasing the Data Link on a G2 Switch

To release the data link on a G2 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **proc650 test 3**
2. Enter **rb**

For more information, see the DEFINITY switch documentation.

3. Continue with the next task, Verifying the Cable Connections.



## Releasing the Data Link in an OverLAN Integration

To release the data link in an OverLAN switch integration, perform the following tasks on the switch administration terminal (SAT):

1. Enter **ch com p**
2. Locate INTUITY AUDIX in the Node column.
3. Press the DOWN ARROW key to the INTUITY AUDIX field.
4. Enter **y**

The system displays the following message:

Command successfully completed.

5. Continue with the next task, Verifying the Cable Connections.

## Verifying the Cable Connections

To verify that the cable connections are correct:

1. From the Avaya INTUITY Main Menu, select:

Voice System Administration  
Voice Equipment

The system displays the Voice Equipment Window (page 424).

**Note:**

The third column displays `foos` if the tip/ring cables are not moved to the new system.

2. From the PHONE column, write down each extension in the order displayed.
3. Press F6 (Cancel) once.

The system displays the Voice System Administration menu.

4. From the Voice System Administration menu, select:

System Monitor

The system displays the System Monitor - Voice Channels Window (page 425).

5. Using a telephone handset near the INTUITY AUDIX system, dial every extension listed in Step 2.

6. Watch the System Monitor - Voice Channels window to confirm that each channel rings in the same order as it is administered on the Display Voice Equipment window. Confirm also that each channel answers the call.
7. Do one of the following:
  - If the channels all ring in the correct order and all answer the call, go to Step 8.
  - If any channel does not ring in the correct order or does not answer the call, check the cross-connect field for incorrect wiring. Correct the wiring and return to Step 1.
8. Press F6 (Cancel) twice.

## Administering Passwords

Some passwords are not transferred to the new system during the upgrade.

To readminister these passwords:

1. From the INTUITY AUDIX Main Menu, select:  

```
Customer/Services Administration
System Management
Password Administration
Assign/Change Password
```
2. The system displays the Assign/Change Password Window (page 426).
3. Press F2 (Choices) to display the password options to change.
4. Select `sa` and then press F3 (Save).
5. Type `y` to confirm that you want to change the password for the selected login.
6. Enter a new password from the System Passwords (page 381) table, in the Technician's Upgrade Worksheet (page 381) section, at the `enter password:` prompt. The password must contain only from 6 to 11 alphanumeric characters

The system displays the following message:

```
Re-enter new password:
```

7. Enter the new password again.

8. The system displays the following message:  

```
Password changed for sa.  
Hit acknowledge key to continue.
```
9. Press F1 (Acknowledge Message) to continue.
10. Return to Step 3, substituting the **vm** password.
11. Press F6 (Cancel) until you reach the INTUITY AUDIX Main Menu.
12. Do one of the following:
  - If the old system did not have Enhanced-List Administration (ELA), go to the next task, Performing Acceptance Tests.
  - If the old system had ELA, select the following from the INTUITY AUDIX Main Menu:  

```
Enhanced-List Manager  
Set Up Enhanced-List System Data
```

The Set Up Enhanced-List System Data Screen (page 427) is displayed.
13. Enter **vm** in the System Login: field.
14. Enter the vm password in the System Password: field.
15. Press F3 (Save) to store the changes.
16. Press F6 (Cancel) twice to return to the INTUITY AUDIX Main Menu.

## Performing Acceptance Tests

To perform the acceptance tests:

1. Test the switch channels. Each channel must show the status INSERT.

For more information, see Testing the Channels in the Performing Acceptance Testing section of the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Follow both procedures in this section.

2. Stop following the Performing Acceptance Testing procedure after you have verified that the purchased and activated voice

channels are on-hook. The rest of the switch integration was administered on the old system.

## Administering and Testing All Features

Confirm that all features are operating properly. If the features are not yet administered, you can update the administration at this time.

For more information about administering these features, see Initial Administration and Test for Features on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Click the links for each feature that the customer has purchased and follow those procedures.

## Activating Alarm Origination

To activate alarms:

1. From the Avaya INTUITY Main Menu, select:

Customer/Services Administration  
Alarm Management

The system displays the Alarm Management Window (page 402).

2. Move the cursor to the Alarm Origination field.
3. Press F2 (Choices) and then select active.
4. Press F3 (SAVE).

The system displays the following message:

Alarm Form Update was successful  
Press <Enter> to continue.

5. Press ENTER.

The system displays the Alarm Management Window (page 402).

6. Press F6 (CANCEL) until you return to the Avaya INTUITY Main Menu.

## Completing the Upgrade

After the upgrade is complete and the new system is operating properly, you can dispose of the old system and return the RUK.

1. To complete the upgrade, do one of the following:
  - If the upgrade occurred in the United States, pack and ship the old system to the Avaya System Recycling Center.
  - If the upgrade occurred outside the United States, record the system serial number, and then destroy the old machine.
2. Remove the cartridge from the new system disk cartridge drive and replace it in the RUK.
3. Pack and return the RUK to the MMISC or to the COE.
4. Configure the new system for normal use, including backups.
5. Return the technician worksheet to the customer so the customer can safely dispose of the password list.



# Release 5.1 MAP/40P to a Release 5.1 MAP/100P

---

This chapter lists the tasks required to upgrade a Release 5.1 MAP/40P system by replacing it with a new Release 5.1 MAP/100P system.

**Note:**

Begin reading and following these procedures one to two hours before the scheduled shutdown time. All of the tasks in the Preparing for the Data Transfer (page 328) section can be completed while the old system is still in operation.

The tasks are grouped into these general sections:

- Preparing for the Data Transfer
- Backing up the Existing Database
- Restoring the Database, Cabling the New System, and Beginning Service
- Completing the Upgrade

## Upgrade Checklist

Complete the items in the list in sequence. Remove these sheets from the binder and check off tasks as you complete them.

**Note:**

Complete all tasks in the Preparing for the Data Transfer section before the old system is shut down.

**Table: Release 5.1 MAP/40P to a Release 5.1 MAP/100P Checklist**

Section	Task	✓
Preparing for the Data Transfer	1. Requesting the Customer Passwords (page 331).	
	2. Checking the Reusable Upgrade Kit (page 331).	
	3. Gathering the Tools and Materials Needed for the Upgrade (page 332).	
	4. Completing the Assembly of the New System (page 333) so that it is ready to connect to the customer's switch.	
	5. Connecting the Monitor and A/B Switch Box (page 333).	
	6. Checking Operation of the New System (page 334).	
	7. Verifying the Purchasable Feature Options (page 337).	
	8. Verifying the Switch Integrations (page 338).	
	9. Installing the Upgrade Software on the Old System (page 342).	
	10. Checking the TCP/IP Configuration and Features on the Old System (page 344).	
	11. Checking for and Transferring Custom Announcements (page 345) on the old system. If they exist, transfer them to the new system.	



**Table: Release 5.1 MAP/40P to a Release 5.1 MAP/100P Checklist**

Section	Task	✓
Backing up the Existing Database	12. Deactivating Alarm Origination (page 351) on the old system.	
	13. Busying Out the Switch Data Link (page 351) between the old system and the customer's switch.	
	14. Verifying the External and Internal Disk Cartridge Drive Types (page 353).	
	15. If necessary, go to Shutting Down the System (page 354).	
	16. If necessary, go to Attaching the External Disk Cartridge Drive (page 355).	
	17. If necessary, go to Restarting the Old System (page 357).	
	18. Backing Up the Database (page 357) on the old system.	

**Table: Release 5.1 MAP/40P to a Release 5.1 MAP/100P Checklist**

Section	Task	✓
Restoring the Database, Cabling the New System, and Beginning Service	19. Determining the Next Task Needed to Restore the Database on the New System (page 361).	
	20. If necessary, go to Attaching the External Disk Cartridge Drive to the New System (page 361).	
	21. If necessary, go to Restarting the New System (page 363).	
	22. Restoring the Database (page 364) on the new system.	
	23. Disconnecting the Monitor and A/B Switch Box (page 367).	
	24. Moving the Cables to the New System (page 368).	
	25. Restarting the New System (page 368).	
	26. Verifying the Data Transfer (page 368).	
	27. Reinstall the New Switch Integration Package (if necessary) (page 371).	
	28. Releasing the Switch Data Link (page 374).	
	29. Verifying the Cable Connections (page 375).	
	30. Administering Passwords (page 376).	
	31. Performing Acceptance Tests (page 377) for the channels.	
	32. Administering and Testing All Features (page 378).	
	33. Activating Alarm Origination (page 378) on the new system.	
Completing the Upgrade	34. Pack and ship the old system and the RUK in Completing the Upgrade (page 379).	

## Requesting the Customer Passwords

Several passwords must be reset during the upgrade or must be known so that features can be administered correctly. Before the customer leaves, ask the customer to write down these passwords so that you can complete the upgrade successfully.

Use the System Passwords (page 381) table in the Technician's Upgrade Worksheet (page 381) section to record these passwords.

## Checking the Reusable Upgrade Kit

Make sure that you have the materials to complete the upgrade successfully. Check the contents of the reusable upgrade kit (RUK). It needs to contain everything that is listed in the following table and shown in RUK Contents (page 418).

**Note:**

The RUK contains either an External JAZ Disk Cartridge Drive (page 392) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 394). Verify which drive is in the RUK before continuing with the upgrade procedures.

If the contents of the RUK do not match this list, call the Remote Support Center or your Center of Excellence (COE).

**Table: Contents of the Reusable Upgrade Kit**

Item	Quantity	Used with
<i>INTUITY Messaging Solutions Release 5 Documentation for Technicians</i> CD-ROM, 585-313-807, Issue 6 or later.  <b>Note:</b> The documentation CD-ROM contains a printable version of this book, <i>INTUITY Messaging Solutions Upgrade Procedures</i> , 585-313-117. From the CD-ROM table of contents, select User/Print Guides and then select Installation, Migration, and Upgrade Printable Guides.	1	All upgrades.
Upgrade software tape  <b>Note:</b> If the RUK does <i>not</i> contain an Upgrade software tape, call the MMISC at 800-242-2121, prompt 0, extension 15352, to download the Upgrade software.	1	All upgrades.

(1 of 2)

**Table: Contents of the Reusable Upgrade Kit**

Item	Quantity	Used with
External disk cartridge drive, either a JAZ or a MO disk cartridge drive	1	All upgrades.
Disk cartridge drive power supply	1	All upgrades.
Disk cartridge drive power cable (used with JAZ disk cartridge drive only)	1	All upgrades using an external JAZ disk cartridge drive.
Disk cartridges (formatted), either JAZ 2-GB disk cartridges or MO 540-K disk cartridges	3 to 5 (JAZ) or 10 (MO)	All upgrades.
SCSI interface circuit card	1	R5 MAP/5P and some MAP/40 upgrades.
SCSI-2 to Centronix-50 (SCSI-1) cable (6-foot)	1	Only one of these cables is used per upgrade.
SCSI-2 to SCSI-2 cable (6-foot)	1	
SCSI-2 to SCSI-3 cable (6-foot)	1	
SCSI-2 to SCSI-2 cable (1-foot) and internal ID50 adapter	1	Upgrades from MAP/5.

**(2 of 2)**

## Gathering the Tools and Materials Needed for the Upgrade

Before you proceed with the upgrade, be certain you have the materials you need to complete the upgrade successfully. For more information, see the Installation Prerequisites information in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

In that section, check the following lists:

- Tools
- Test equipment
- Documentation

## Completing the Assembly of the New System

Before the old INTUITY AUDIX system is taken out of service, assemble the new INTUITY AUDIX system and prepare it for service. For more information, see one of the following sections in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807:

- Assembling the MAP/5P and MAP/5PV3
- Assembling the MAP/5PV4
- Assembling the MAP/40P
- Assembling the Deskside MAP/100P
- Assembling the Rack-Mounted MAP/100P

Follow the steps in the above sections until the system is assembled.

For more information about connecting the keyboard, modem, or printer, see Connecting Peripheral Devices on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

**Note:**

Do not connect the monitor now. You connect it by using the A/B switch in the next task.

## Connecting the Monitor and A/B Switch Box

An upgrade to INTUITY AUDIX Release 5.1 does not include a new monitor, unless ordered separately. Both the older and newer systems can use the same monitor during the upgrade. However, the systems must be relatively close to each other.

**Note:**

If another monitor is available, this task is not required. Go to the next task in the procedure.

The monitor on the older system is equipped with a power cable and a video signal cable. The power cable has a male plug at one end and a female plug at the other end. One end of the signal cable has a video input connector, and the other end is permanently attached to the monitor.

To connect the monitor to both systems through the A/B switch box:

1. Turn off the video monitor.
2. Disconnect the video cable from the older system.

**Note:**

The video signal cable is attached to a female connector on the video controller card of the older system.

3. Attach the video cable from the older system to Position C on the A/B switch box. See A/B Switch Box Connections (page 401).
4. Attach one of the two video cables from the reusable upgrade kit (RUK) to the video controller circuit card in the older system. Tighten the thumbscrews on the connector.
5. Attach the other end of this video cable to Position A on the A/B switch box.
6. Attach the second video cable from the RUK to the video controller circuit card in the newer system and tighten the thumbscrews on the video cable connector.
7. Attach the other end of this video cable to Position B on the A/B switch box.
8. Connect power to the older system, the newer system, and the video monitor.

**Note:**

If this is a MAP/5PV3 or MAP/5PV4 upgrade, ignore the three-way power cable at this point. Connect the straight power cable to the back of the new MAP/5PV3 or MAP/5PV4.

9. Turn on the video monitor.

## Checking Operation of the New System

After assembling the new system, check to make sure that it is working properly before shutting down service on the old system. You might also need to install the upgrade package or change the selected switch integration.

To check operation of the new system:

1. If you are using the A/B switch box with a single monitor, turn the switch to the new system.
2. Connect electrical power to the new system and turn on the power switch.

The system starts up. After some time, it displays the login prompt.

3. Log in as **craft**

The system displays the INTUITY Main Menu (page 389).

4. Check the INTUITY Main Menu for the System Upgrade menu option.
5. Do one of the following:
  - If the System Upgrade menu option is displayed, go to the next task, Installing the Upgrade Backup Software on the Old System.
  - If the System Upgrade menu option is not displayed, go to Step 6.
6. Insert the latest INTUITY AUDIX R5 software CD-ROM in the INTUITY AUDIX system CD-ROM drive.
7. Start at the INTUITY Main Menu and select:

Software Management  
Software Installation  
CD

The system displays the following message:

\*\*\*SOFTWARE INSTALL\*\*\*

A successful backup has not been completed in the past 2 hours. In the unlikely event of a catastrophic failure during this upgrade procedure, a full system backup may be the only method of recovering the customer's data. Doing a full system backup is HIGHLY recommended.

Do you want to continue with the upgrade anyway?

- (\*) Yes, continue this operation without full system backup  
( ) No, quit this operation in order to

complete full system backup

8. Move the cursor to Yes and then press ENTER to continue with the installation.
9. Press the DOWN ARROW key until the cursor highlights the following entry on the second page of the software packages screen in the Applications Software Group:

```
[ ] upgset -- INTUITY Upgrade Utility
```

**Note:**

You might need to scroll through several screens.

10. Press ENTER.

The system displays the following line:

```
[X] upgset -- INTUITY Upgrade Utility
```

11. Press the DOWN ARROW key until the cursor highlights the following message:

```
Install selected packages
```

**Note:**

You then scroll through several screens.

12. Press ENTER.

The system displays the following message:

```
You selected the following packages from the  
CD:
```

```
*upgset -- Est. Installation Time: 5 minutes
```

```
Total Estimated Installation time is 0 hours  
and 5 minutes.
```

13. Make sure that the cursor is on PROCEED and then press ENTER.

The system installs the package and then displays the following message:

```
Do you have more media from which to install  
more software?
```

14. Enter **n**

The system displays the following message:

```
Do you have hardware to install?
```



15. Enter **n**

The system displays the System Management menu.

16. Press F6 (Cancel) twice to log off the system.

**Note:**

The system does not display the System Upgrade menu option on the INTUITY Main Menu until you log back in to the system again.

17. Log in to the INTUITY AUDIX system as **craft**
18. Check the INTUITY Main Menu (page 389) for the System Upgrade menu option.
19. Remove the INTUITY AUDIX R5 software CD-ROM from the CD-ROM drive.
20. Continue with the next task, Verifying the Purchasable Feature Options.

## Verifying the Purchasable Feature Options

The enabled feature options on the new system must be equal to or greater than the enabled feature options on the old system in order for the upgrade to be successful. This task describes how to verify the enabled feature options on both the old and new systems.

To verify the feature options:

1. Go to the customer's old system.
2. From the INTUITY main menu, select:

Customer/Services Administration  
Feature Options

The system displays the Feature Options (Read Only) Screen (page 410).

3. Determine the features that are currently enabled for this customer and any related quantities. Record the results in the Existing Customer Features (page 382) table in the Technician's Upgrade Worksheet (page 381) section.
4. Press F6 (Cancel) twice.

The system displays the INTUITY Main Menu.

5. Go to the new system and verify that the feature options and related quantities are equal to or greater than the feature options enabled on the old system. Use the information that you wrote down in the Existing Customer Features (page 382) table in the Technician's Upgrade Worksheet (page 381).
6. Do one of the following:
  - If the enabled feature options on the new system are *not* equal to or greater than the enabled features on the old system, contact the MMISC at 800-242-2121, prompt 0, extension 15352, to have the necessary feature options enabled.
  - If the enabled feature options on the new system are equal to or greater than the enabled features on the old system, continue with Step 7.
7. Go to the old system. From the old system's INTUITY Main Menu, select:  
  
AUDIX Administration  
  
The system displays the AUDIX command prompt screen.
8. At the `enter command:` prompt, enter **list mea feat day**
9. The system displays the Feature Daily Traffic Screen (page 411).
10. Under SUBSCRIBERS, read the Local and Remote fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 383) table in the Technician's Upgrade Worksheet (page 381) section.
11. Continue with the next task, Verifying the Switch Integrations.

## Verifying the Switch Integrations

To allow the data to successfully transfer from the old system to the new system, the switch integration software installed on the new system must match the switch integration software installed on the old system. If the switch integrations do not match, you must remove the software installed on the new system and replace it with the same software that is installed on the old system. This task describes how to verify what switch integration is installed on each system and, if necessary, how to uninstall and install a switch integration software package.

To verify the switch integrations

1. Verify the switch integration software package that is installed on the old system. Record the switch integration type in the Switch

Integration Information (page 382) section of the Technician's Upgrade Worksheet (page 381).

2. Verify the switch integration on the new system:

- a. From the INTUITY Main Menu, select:

Feature Options

The Feature Options screen is displayed.

- b. Press the UP arrow, then press F7 (Switch Select).

The Switch Selection screen is displayed.

- c. Verify the type of switch integration in the Switch: field and then record the type in the Switch Integration Information (page 382) section of the Technician's Upgrade Worksheet (page 381).

3. Do one of the following:

- If the switch integration on the old system is the same as the switch integration on the new system, continue with the next task.
- If the switch integration on the old system is *not* the same as the switch integration on the new system, you must remove the switch integration software that is on the new system and replace it with the same switch integration software package that is currently installed on the old system. This will allow the data to successfully transfer.

To remove the switch integration software package that is currently installed on the new system:

- Start at the INTUITY Main Menu (page 389) and select:

Software Management  
Software Removal

The system displays the Basic Software Removal screen.

- Use the UP and DOWN arrows to move the cursor.
- Use the ENTER key to select the switch integration software package that you want to remove.
- After you have selected the package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.

- Select Submit.

The system displays the following:

Removal of the software in complete

Hit RETURN to continue

- Press RETURN.
- Press F6 (Cancel) until you reach the INTUITY Main Menu.
- From the INTUITY Main Menu, select:

Customer/Services Administration  
System Management  
System Control  
Reboot System

The system displays the Wait Time Window.

Additionally, the system displays a warning to ensure that you know your password and to verify that your keyboard is connected.

- Press the Acknowledge Message (F1) key to acknowledge the warning message.
- Type 60 in the Wait Time Window.

This time (60 seconds) designates how many seconds the system is to wait for calls in progress to finish before stopping the voice system. After 60 seconds, no new calls are allowed. If any calls are still in progress after 60 seconds, the system waits until those calls have finished and then proceeds with stopping the voice system.

- Press Save (F3).

The system displays the following message:

Voice system will be stopped first to avoid data loss.

The system then shuts down and reboots automatically. A reboot takes approximately 15 minutes.

The system then displays the following message:

Startup of the Voice System is complete.

- After the system displays the above message, press ENTER.
- Verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.
- Log in to the system as tsc.

To install the switch integration software on the new system:

- Insert the Release 5.1 INTUITY AUDIX Multimedia CD in the CD-ROM drive.
- From the Software Management screen, select:

Software Installation  
CD

The system displays the Software Install Screen, Page 1.

- Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install and then press ENTER
- Press the down arrow until the cursor highlights Install selected packages and then press ENTER.

The system displays the Software Install Confirmation.

- Make sure that the cursor is on PROCEED and then press ENTER.

The system installs the package then displays the following message:

Do you have more media from which to install more software?

- Enter **n**

The system displays the following message:

Do you have hardware to install?

- Enter **n**

The system automatically reboots.

**Note:**

The right-to-use license does not have to be activated at this point. You will activate the license after the upgrade is complete.

- Continue with the next task.

## Installing the Upgrade Software on the Old System

To install the upgrade software on the older Release 5.1 system:

1. If you are using an A/B switch with a single monitor, switch to the old system.
2. Insert the latest INTUITY AUDIX R5 software CD-ROM in the INTUITY AUDIX system CD-ROM drive.
3. Start at the INTUITY Main Menu and select:

Software Management  
Software Installation  
CD

The system displays the following message:

\*\*\*SOFTWARE INSTALL\*\*\*

A successful backup has not been completed in the past 2 hours. In the unlikely event of a catastrophic failure during this upgrade procedure, a full system backup may be the only method of recovering the customer's data. Doing a full system backup is HIGHLY recommended.

Do you want to continue with the upgrade anyway?

(\*) Yes, continue this operation without full system backup

( ) No, quit this operation in order to complete full system backup

4. Move the cursor to Yes and then press ENTER to continue with the installation.
5. Press the DOWN ARROW key until the cursor highlights the following entry on the second page of the software packages screen in the Applications Software Group:

[ ] upgset -- INTUITY Upgrade Utility

**Note:**

You might need to scroll through several screens.

6. Press ENTER.

The system displays the following line:

[X] upgset -- INTUITY Upgrade Utility

7. Press the DOWN ARROW key until the cursor highlights the following message:

Install selected packages

**Note:**

You then scroll through several screens.

8. Press ENTER.

The system displays the following message:

You selected the following packages from the CD:

\*upgset -- Est. Installation Time: 5 minutes

Total Estimated Installation time is 0 hours and 5 minutes.

9. Make sure that the cursor is on PROCEED and then press ENTER.

The system installs the package and then displays the following message:

Do you have more media from which to install more software?

10. Enter **n**

The system displays the following message:

Do you have hardware to install?

11. Enter **n**

The system displays the System Management menu.

12. Press F6 (Cancel) twice to log off the system.

**Note:**

The system does not display the System Upgrade menu option on the INTUITY Main Menu until you log back in to the system again.

13. Log in to the INTUITY AUDIX system as **craft**
14. Check the INTUITY Main Menu (page 389) for the System Upgrade menu option.
15. Remove the INTUITY AUDIX R5 software CD-ROM from the CD-ROM drive.
- 16.

## Checking the TCP/IP Configuration and Features on the Old System

Before the upgrade, check the TCP/IP configuration and the existing features on the older Release 5.1 system.

To check the old system:

1. From the INTUITY Main Menu, select:

TCP/IP Administration  
Networking Addressing

2. The system displays the Networking Addressing Window (page 412).
3. Record the contents of the screen in the TCP/IP Administration Screen Contents (page 381) table in the Technician's Upgrade Worksheet (page 381) section.

The screen contents are used later to confirm the networking administration on the new machine.



4. Press F6 (Cancel) twice.
5. From the INTUITY Main Menu, select:  
`AUDIX Administration`
6. At the `enter command:` prompt, enter **list mea feat day**
7. The system displays the Feature Daily Traffic Screen (page 411).
8. Under SUBSCRIBERS, read the `Local:` and `Remote:` fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 383) in the Technician's Upgrade Worksheet (page 381) section.

## Checking for and Transferring Custom Announcements

This procedure is used to check whether custom announcements exist on the old system and then describes how to prepare to transfer them to the new system.

- If the customer *does not* know if they have custom announcements, follow the steps in Checking for Custom Announcement Sets on the Old System (page 346) and then determine the next step.
- If the system *does not* have custom announcements, go to Deactivating Alarm Origination.
- If the system *does* have custom announcements, complete these steps before backing up the old database:
  - Adding the Custom Announcement Set Name to the New System (page 348)
  - Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 349)
  - Using a Custom Announcement Set for the Default Announcement Set on the New System (page 350)

The upgrade package checks whether custom announcements exist and whether they can be transferred. During the upgrade restore, the system checks to ensure that these steps have been completed.

## Custom Announcement Transfer Overview

A custom announcement set is transferred to the new system, but only if:

- The announcement fragments have been rerecorded.
- The announcement set has not been modified.

During the upgrade backup procedure, the system checks for the presence of custom announcements. If the fragments have been modified, but the announcement set has not, then the system backs up the custom announcement set and displays messages while it is being backed up. Custom announcement sets are not backed up if the set has been modified.

Before the upgrade restore occurs, a new, empty announcement set must be created on the new system. The base announcement set must then be copied into this custom-named set. If the custom set has been created properly and the announcement set upgrade conditions are met, then the custom announcement set is restored to the new system.

### Note:

The procedures in this chapter can be used to transfer many simple custom announcement sets from existing INTUITY AUDIX systems to INTUITY AUDIX Release 5.1 systems. These procedures, however, may not transfer all custom announcement sets.

## Checking for Custom Announcement Sets on the Old System

To check for custom announcement sets:

1. From the Avaya INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX command prompt screen.

2. At the `enter command:` prompt, enter **list annc-sets**

The system displays the Announcement Sets Screen (page 413). The screen shows several additional standard announcement sets. Each customer can have different standard or custom sets installed.

3. Determine if any of the announcement sets have been customized by comparing the announcements sets listed on your screen with the announcements listed in the table Standard Announcement Sets (page 347).

The table lists the announcement set abbreviation as it appears on the screen and the full name in parentheses.

**Table: Standard Announcement Sets**

us-eng (U.S. English)	dutch (Dutch)	malay (Malay)
us-eng-t (U.S. English Terse)	french-c (Canadian French)	mandarin (Mandarin)
us-tdd (U.S. English for TDD)	french-p (French Provincial)	norwegian (Norwegian)
us-123 (U.S. English 1,2,3)	german (German)	polish (Polish)
arabic-fm (Arabic-female)	greek (Greek)	portug (Brazilian Portuguese)
arabic-m (Arabic-male)	hindi (Hindi)	russian (Russian)
british (British English)	hungary (Hungarian)	slovak (Slovak)
cantonese (Cantonese)	indonese (Indonesian)	swedish (Swedish)
cas-span (Castilian Spanish)	italian (Italian)	taiwanese (Taiwanese)
croatia (Croatian)	korea (Korean)	thailand (Thai)
czech (Czech)	japan (Japanese)	turkish (Turkish)
danish (Danish)	lat-span (Latin-American Spanish)	—

4. Do one of the following:

- If all of the names on the Announcement Sets screen match the listed names in the table Standard Announcement Sets (page 347), go to Step 6.
- If the names on the Announcement Sets screen do not match the names listed in the table Standard Announcement Sets (page 347), use the table Custom Announcement Set Names (page 384) of the Technician's Upgrade Worksheet (page 381) section to write down the customized sets.

5. Ask the customer which announcement set was used for the base announcement set and write down the name of that base announcement set in the Custom Announcement Set Names (page 384) table of the Technician's Upgrade Worksheet (page 381) section.

**Note:**

For upgrades from systems prior to Release 5, if the customer does not know which announcement set was used as the base announcement set and wants to use the custom set on the new system, contact the Multimedia Messaging Implementation Support Center (MMISC) or your COE.

6. Press F1 (Cancel) and then enter **exit** to return to the INTUITY Main Menu.
7. Do one of the following:
  - If the old system does not include any custom announcement sets, go to the Deactivating Alarm Origination section.
  - If the old system contains custom announcement sets and you know the base announcement set for each, continue with Adding the Custom Announcement Set Name to the New System (page 348).
  - If the old system contains custom announcement sets and you do not know which standard announcement set was the source for the custom announcement set, you must contact the MMISC or your COE for assistance.

## Adding the Custom Announcement Set Name to the New System

To add a custom announcement set name to the INTUITY AUDIX Release 5.1 system:

1. From the INTUITY Main Menu, select:

AUDIX Administration

The system displays the AUDIX Administration screen.

2. Enter **add announcement-set *annc-set-name***

where *annc-set-name* is the name of one custom announcement set that you wrote in the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section.

3. Press F3 (Enter).

The system displays the Announcement Sets Screen (page 413) with the name of the new announcement set listed and the following message:

Command Successfully Completed.

**Note:**

The announcement set you just named is empty until you copy the announcements from another set into it, as described in Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 349).

4. Repeat Step 2 and Step 3 for all of the custom announcement sets written in the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section.

## Copying the Base Announcement Set into the Custom Announcement Set on the New System

To copy the appropriate base announcement set to its custom announcement set on the Release 5.1 system:

1. From the INTUITY Main Menu, select:

AUDIX Administration

2. Enter **copy annnc-set**

The system displays the Copy Announcement Set Screen (page 414).

3. From the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section, enter the base announcement set name in the From Announcement Set : field.
4. Enter the name of the corresponding custom announcement set in the To Announcement Set : field.
5. Press F3 (Enter) to save the information to the system database.

The system displays the following message and returns the cursor to the command line:

Command Successfully Completed.

6. Repeat Step 2 through Step 5 for all custom announcement set names added in Adding the Custom Announcement Set Name to the New System (page 348).



**CAUTION:**

If the customer customized an announcement set by replacing a fragment with silence or a “blank” instead of re-recording the fragment, the upgrade software does not recognize that the fragment was customized. The system replaces the fragment with the Release 5 standard fragment, and the customer must recustomize that fragment to be silent or blank again.

## Using a Custom Announcement Set for the Default Announcement Set on the New System

To use a custom announcement set for the default announcement set:

1. From the Avaya INTUITY Main Menu, select:

`AUDIX Administration`

The system displays the AUDIX command prompt screen.

2. Enter **change system-parameters features**

The system displays the System-Parameters Features screen.

3. Press F3 (Next Page) twice.

The system displays page 3 of the System-Parameters Features Screen (page 415).

4. Press the TAB key until the cursor is in the ANNOUNCEMENT SETS, System: field.

5. From the Custom Announcement Set Names (page 384) table in the Technician's Upgrade Worksheet (page 381) section, enter the name of the custom announcement set.

6. Press F3 (Save).

The system displays the following message:

`Command Successfully Completed`

7. Enter **exit**

## Deactivating Alarm Origination

**Note:**

Complete all tasks in the Preparing for the data transfer section before beginning this task. For more information, see the Upgrade Checklist on the second page of this chapter.

The INTUITY AUDIX system creates alarms based on events that occur during the upgrade. It might be valuable to see these alarms during the upgrade but not to send them to the Avaya Support Center. Deactivating alarm origination allows the alarms to be created but not sent.

To deactivate alarms on the old system:

1. From the Avaya INTUITY Main Menu, select:

```
Customer/Services Administration
Alarm Management
```

The system displays the Alarm Management Window (page 402).

2. Move the cursor to the Alarm Origination field, press F2 (CHOICES), and then highlight inactive.
3. Press F3 (SAVE).

The system displays the following message:

```
Alarm Form Update was successful
Press <Enter> to continue.
```

4. Press ENTER.

The system displays the Alarm Management Window (page 402).

5. Press F6 (CANCEL) until you return to the Avaya INTUITY Main Menu.
6. Disconnect the INADS analog phone line.

## Busying Out the Switch Data Link

**Important:**

This task applies only to DEFINITY switches. If the customer does not have a DEFINITY switch, do not use this task and go to the next task in the procedure.

When the voice system is turned off for an upgrade, DEFINITY switches activate an alarm. Busying out the link between the voice system and switch prevents alarms from being sent to the remote support center. Choose one of the following procedures based on the type of DEFINITY switch:

- Busying Out the Data Link on a System 75 G1 or G3 Switch (page 352)
- Busying Out the Data Link on a G2 Switch (page 352)
- Busying Out the Data Link in an OverLAN Integration (page 353)

## Busying Out the Data Link on a System 75 G1 or G3 Switch

To busy out the data link on a System 75 G1 or G3 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **busy link *n***

where *n* is the number of the link going to the INTUITY AUDIX system. Valid input is an integer from 1 to 8.

For more information, see the DEFINITY switch documentation.

2. Continue with the next task.

## Busying Out the Data Link on a G2 Switch

To busy out the data link on a G2 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **proc650 test 3**
2. Enter the INTUITY AUDIX link number in field 6.
3. Enter **bu bu**

For more information, see the DEFINITY switch documentation.

4. Continue with the next task.



## Busying Out the Data Link in an OverLAN Integration

To busy out the data link in an OverLAN integration, perform the following tasks on the switch administration terminal (SAT):

1. Enter **ch com p**
2. Locate the INTUITY AUDIX in the Node column.
3. Press the DOWN ARROW key to the INTUITY AUDIX field.
4. Enter **n**

The system displays the following message:

Command successfully completed.

5. Continue with the next task.

## Verifying the External and Internal Disk Cartridge Drive Types

To verify the external and internal disk cartridge drive types:

1. Identify the internal disk cartridge drive type in the old system.  
  
The name "JAZ" is printed on the front of a JAZ disk cartridge drive. The name "Gigamo" is printed on the front of a MO disk cartridge drive.
2. Identify the internal disk cartridge drive type on the new system.
3. Identify the type of external disk cartridge drive that is in the RUK:

See External JAZ Disk Cartridge Drive (page 392) and External Magneto-Optical (MO) Disk Cartridge Drive (page 394).

4. Use the following table to determine your next task:

If...	Then...
<ul style="list-style-type: none"><li>■ the old system has an internal JAZ disk cartridge drive installed</li><li>■ the new system has an internal MO disk cartridge drive installed</li><li>■ the RUK contains an external MO disk cartridge drive</li></ul>	continue with Shutting Down the System (page 354).
<ul style="list-style-type: none"><li>■ the old system has an internal JAZ disk cartridge drive installed</li><li>■ the new system has an internal JAZ disk cartridge drive installed</li></ul>	skip the next three tasks and continue with Backing Up the Database (page 357).
<ul style="list-style-type: none"><li>■ the old system has an internal JAZ disk cartridge drive installed</li><li>■ the new system has an internal MO disk cartridge drive installed</li><li>■ the RUK contains an external JAZ disk cartridge drive</li></ul>	skip the next three tasks and continue with Backing Up the Database (page 357).
<ul style="list-style-type: none"><li>■ the old system has an internal MO disk cartridge drive installed</li><li>■ the new system has an internal MO disk cartridge drive installed</li></ul>	skip the next three tasks and continue with Backing Up the Database (page 357).

## Shutting Down the System

To shut down the system:

1. Start at the Avaya INTUITY Main Menu and select:

```
Customer/Services Administration
System Management
System Control
Shutdown System
```

2. Do one of the following:

- If the system displays the following message, enter **y** and go to Step 3:

Enter **y** to continue, **n** to quit [ **n** ]:

- If the system displays the Wait Time Window (page 420), enter **60**, press F3 (Save), and go to Step 3.

3. Watch for messages that indicate that a shutdown is in progress.

When the system is completely shut down, the system displays the following message:

The system is down.  
Press CTRL-ALT-DEL to reboot your computer.

4. Turn the power switch off.

## Attaching the External Disk Cartridge Drive

To attach the external disk cartridge drive to the old system:

1. Remove the external disk cartridge drive from the RUK.

2. Do one of the following:

- If the RUK contains an External JAZ Disk Cartridge Drive (page 392):
  - Set the SCSI ID **4**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 393).
  - Confirm that the termination switch is set to **1**, which is pushed to the left side. This might require the use of a flashlight. See External JAZ Disk Cartridge Drive Settings (page 393) for more information.
  - Turn off the power switch to the external drive by setting the power switch to **0** or off. This switch is located at the back right side of the drive.
  - Continue with Step 3.
- If the RUK contains an External Magneto-Optical (MO) Disk Cartridge Drive (page 394):
  - Set the SCSI ID to **4** by turning the SCSI ID setting arrow to point at **4**. See External Magneto-Optical (MO) Disk

Cartridge Drive Settings (page 395) for more information.

- Set the four Option Settings to **ON**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
  - Turn off the power switch to the external disk cartridge drive. This switch is located at the back of the drive in the upper left corner. See the External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
  - Continue with Step 3.
3. Confirm that the INTUITY AUDIX system is completely powered down.
  4. Find the SCSI port on the system.  
  
The SCSI port is most likely found at or near the standard location shown in External SCSI Connectors, except MAP/100P (page 417).
  5. Remove the external SCSI terminator, if one exists, from the system SCSI connection.
  6. Determine which of three cables from the RUK to use to connect the external SCSI connector to the external disk cartridge drive. Depending on the external disk cartridge drive, the SCSI port is one of three types shown in either Cables for External JAZ Disk Cartridge Drive (page 404) or Cables for External MO Disk Cartridge Drive (page 405).
  7. Connect one end of the cable to the upper SCSI connector on the back of the external cartridge drive. See either External JAZ Disk Cartridge Drive Settings (page 393) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
  8. Attach the other end of the cable to the external SCSI connector on the old system.
  9. Connect the external disk cartridge drive to electrical power and turn on the drive's power switch. See either External JAZ Disk Cartridge Drive Settings (page 393) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).

**Note:**

The external drive must be turned on before you can turn on the power for the INTUITY AUDIX system.

## Restarting the Old System

To restart the old system and begin the upgrade backup:

1. Turn on the power switch on the old system.
2. If the logo screen is displayed, press ESC.

On newer INTUITY AUDIX systems, a logo screen appears during the startup sequence and hides the system status messages.

**Note:**

As the system starts up, it might display the following error:

Fixed disk 0 error

It could then display the system configuration and the following message:

Press F1 to continue.

This message is normal. Press F1 to continue.

The system displays startup messages including the first of two console login prompts. Ignore the first console login prompt and allow the system to continue to restart. After the system has completely restarted, the second console login prompt is displayed:

Console login:

3. Continue with the next task.

## Backing Up the Database

To back up the database:

1. Log in as **craft**
2. From the INTUITY Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu (page 403).

3. Select Backup features and data and then press ENTER.

The system displays the following message:

```
System upgrade backup starting [date/time]
Begin complete backup of machine [machine
name] for system upgrade? [ y ]:
```

4. Press ENTER.

The system displays status messages and then the following messages:

```
Before continuing, please verify that the
new system is assembled and operational, and
that the INTUITY main menu displays the
System Upgrade option. < current date >
```

```
Does the new system meet these conditions?
[ y ] :
```

**Note:**

The Upgrade software was either confirmed as installed or was installed in an earlier task. For more information, see Checking Operation of the New System.

5. Press ENTER.

The system displays the following message:

```
To ensure that the backup device is working
correctly, please insert the upgrade backup
cartridge into the drive, and press enter.
```



**CAUTION:**

Handle the disk cartridge with care. It is easily damaged.

**Note:**

Use only disk cartridges from the RUK. Any other disk cartridge might require formatting, which can take up to 2 hours.

6. Insert one of the disk cartridges from the RUK and then press ENTER.

The system displays the following message:

```
Attempting to mount the cartridge.
```

The system mounts the disk cartridge and displays the following message:

[Backup] drive is working correctly.  
Continuing with upgrade.

The system runs the system evaluation utility package, which requires approximately from 5 to 10 minutes.

The system displays the following message:

```
UPGRADE WARNING: Voice system on machine
<machine name> is currently up or
initializing.
<current time>
```

If you proceed with the upgrade, the machine will be taken out of service.

Proceed with the upgrade? [ y ]:

7. Press ENTER.

The voice system is stopped and the system displays an estimate of the time and number of disk cartridges required for the upgrade backup and then displays the following message:

```
Press [ RETURN ] to continue or [ DELETE ]
to abort [ RETURN ] :
```

**Note:**

The system might display additional information after the above message.

8. Press ENTER.

The system instructs you to insert a backup cartridge if you have not already inserted one and then instructs you to press ENTER to continue or DELETE to quit.

9. Press ENTER.

The system starts backing up the data.

**Note:**

Depending on the amount of customer data, a cartridge takes up to 20 minutes to complete. Now is a good time to take a break.

10. Do one of the following:

- If the upgrade backup requires only one cartridge, go to Step 11.
- If the upgrade backup requires more than one disk cartridge:
  - Remove the disk cartridge when it is full and replace it with another blank disk cartridge from the RUK.

- Label the disk cartridge with a number that indicates its place in the backup sequence.

11. Watch for the following message:

```
Upgrade backup complete [current date]
To proceed with the upgrade the system needs
to be shut down < current date >
Shut down the system now? [ y ] :
```

12. Press ENTER.

The system ejects the disk cartridge, shuts down, and displays the following message:

```
Press any key to reboot...
```

13. Turn the power switch off on the system.

14. Do one of the following:

- If you used a external disk cartridge drive to backup the system, continue with Step 15.
- If you used a internal disk cartridge drive to backup the system, continue with the next task.

15. Turn the power switch off on the old system.

16. Remove the SCSI cable and the external cartridge drive from the old system and place them in the RUK.



## Determining the Next Task Needed to Restore the Database on the New System

Use the table below to determine your next task:

If...	Then...
<ul style="list-style-type: none"> <li>■ you backed up the old system's database using MO disk cartridges</li> <li>■ the new system has an internal MO disk cartridge drive installed</li> </ul>	skip the next two tasks and go to Restoring the Database (page 364).
<ul style="list-style-type: none"> <li>■ you backed up the old system's database using MO disk cartridges</li> <li>■ the new system has an internal JAZ disk cartridge drive installed</li> </ul>	continue with Attaching the External Disk Cartridge Drive to the New System (page 361).
<ul style="list-style-type: none"> <li>■ you backed up the old system's database using one or more JAZ disk cartridges</li> <li>■ the new system has an internal MO disk cartridge drive installed</li> </ul>	continue with Attaching the External Disk Cartridge Drive to the New System (page 361).
<ul style="list-style-type: none"> <li>■ you backed up the old system's database using one or more JAZ disk cartridges</li> <li>■ the new system has an internal JAZ disk cartridge drive installed</li> </ul>	skip the next two tasks and go to Restoring the Database (page 364).

## Attaching the External Disk Cartridge Drive to the New System

The following procedure describes how to attach a JAZ or a Magneto-Optical (MO) disk cartridge drive to the new system.

To assemble and attach the external disk cartridge drive to the old system:

1. Get the external disk cartridge drive from the RUK.
2. Do one of the following:
  - If the RUK contains an External JAZ Disk Cartridge Drive (page 392):
    - Set the SCSI ID to **4**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 393).
    - Confirm that the termination switch is set to **1**, which is pushed to the left side. This might require the use of a flashlight. See External JAZ Disk Cartridge Drive Settings (page 393) for more information.
    - Turn off the power to the external drive by turning the power switch to **0** or Off. This switch is located at the back right side of the drive.
    - Continue with Step 3.
  - If the RUK contains an External Magneto-Optical (MO) Disk Cartridge Drive (page 394):
    - Set the SCSI ID to **4** by turning the SCSI ID setting arrow to point to **4**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395) for more information.
    - Set the four Option Settings to **ON**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
    - Turn off the external disk cartridge drive power switch. This switch is located at the back of the drive in the upper left corner. See the External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
    - Continue with Step 3.
3. Confirm that the INTUITY AUDIX system is completely powered down.
4. Identify the SCSI port on a the new system. See either External SCSI Connectors, except MAP/100P (page 417) or MAP/100P External SCSI Connector (page 416), depending on the new system platform.
5. Remove the external SCSI terminator, if one exists, from the system SCSI connection.

6. Determine which of three cables from the RUK to use to connect the external SCSI connector to the external cartridge drive. The SCSI port is one of three types shown in Cables for External JAZ Disk Cartridge Drive (page 404) or Cables for External MO Disk Cartridge Drive (page 405), depending on the external disk cartridge drive.
7. Connect one end of the cable to the upper SCSI connector on the back of the external cartridge drive. See External JAZ Disk Cartridge Drive Settings (page 393) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).
8. Attach the other end of the cable to the external SCSI connector on the new system.
9. Connect the external disk cartridge drive to electrical power and turn on the power switch. See External JAZ Disk Cartridge Drive Settings (page 393) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).

**Note:**

The external disk cartridge drive must be turned on before you can turn on the power for the INTUITY AUDIX system.

## Restarting the New System

To restart the new system:

1. Turn on the power switch on the new system.
2. If the logo screen is displayed, press ESC.

On newer INTUITY AUDIX systems, a logo screen appears during the startup sequence and hides the system status messages.

**Note:**

As the system starts up, it might display the following error:

```
Fixed disk 0 error
```

It then displays the system configuration and the following message:

```
Press F1 to continue.
```

This message is normal. Press F1 to continue.

The system displays startup messages including the first of two console login prompts. Ignore the first console login prompt and

allow the system to continue to restart. After the system has completely restarted, the second console login prompt is displayed:

Console login:

3. Continue with the next task.

## Restoring the Database

To restore the database on the new system:

1. Log in as **craft** on the new system.
2. From the INTUITY Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu (page 403).

3. Press the DOWN ARROW key to highlight Restore data and features from backup and then press ENTER.

The system displays the following message:

This machine currently has no subscribers

**Note:**

If the system has subscribers, the system displays the following message, where X is the number of subscribers of each type:

```
UPGRADE WARNING: Machine <machine name>
currently has
    local subscribers X
    administered remote subscribers X
```

```
If you proceed with the upgrade, all customer
data currently on this machine will be
destroyed!
<current date>
```

```
Proceed with the upgrade? [ n ]:
```

Delete the subscribers and continue with the upgrade by entering **y**

The system displays the following message:

```
UPGRADE WARNING: Voice system on machine
<machine name> is currently up or
initializing.
```

<current time>

If you proceed with the upgrade, the machine will be taken out of service.

Proceed with the upgrade? [ y ]:

4. Enter **y**

The voice system is stopped, and the system displays the following message:

To ensure that the backup device is working correctly, please insert the upgrade backup cartridge into the drive, and press enter.



**CAUTION:**

Handle the disk cartridge with care. It is easily damaged.

5. Insert the backup disk cartridge into the disk cartridge drive and then press ENTER on the INTUITY AUDIX system console.

The system displays the following message:

The backup device is functioning correctly.  
Continue with the upgrade? [ y ] :

6. Press ENTER.

The system displays the following message:

Checking whether backup is compatible with  
currently installed software...

**Note:**

If the system determines that additional software must be installed, the following message is displayed:

```
WARNING: The following package needs to be
installed before continuing:
    <package name> <package description>
```

An additional message is displayed:

```
Would you like to stop the upgrade and install
the missing software now? [ y ] :
```

If you are not sure whether to install the software, call the Remote Support Center. Otherwise, enter **n**. The system confirms that you intend to proceed without installing the software and then continues.

The database is restored, and after some time, the system displays the following message, where *X* is the number of subscribers that were successfully upgraded:

```
Checking results of upgrade procedure...
  Local subscribers X
  Administered remote subscribers X
-----
Upgrade completed successfully <current
date>
-----
```

```
Reboot the system now? [ y ] :
```

7. Do one of the following:
  - If you used an external disk cartridge drive to restore the system, continue with Step 8.
  - If you used an internal disk cartridge drive to restore the system, continue with step Step 9.
8. Press the eject button on the front of the external disk cartridge drive.

The system ejects the disk cartridge.
9. Press ENTER on the system keyboard. The system shuts down, and the following message is displayed:

```
Press any key to reboot...
```
10. Turn off the power switch to the new system.
11. Do one of the following:

- If you used an external disk cartridge drive to restore the system, continue with Step 12.
  - If you used an internal disk cartridge drive to restore the system, continue with the next task.
12. Remove the SCSI cable from the system.
  13. Replace the external disk cartridge drive in the RUK.

## Disconnecting the Monitor and A/B Switch Box

After the upgrade is completed, remove the cables from the A/B switchbox and then attach the video monitor cables directly to the new system.

**Note:**

If another monitor was available for the upgrade, this task is not required. Go to the next task, Moving the Cables to the New System.

To disconnect the monitor from the A/B switch box and connect to the new system:

1. Turn off the video monitor.
2. Remove power from the old system, the new system, and the video monitor.
3. Remove both ends of the cable from Position A on the A/B switchbox and the old system. See A/B Switch Box Connections (page 401).
4. Remove both ends of the cable from Position B on the A/B switchbox and the new system.
5. Remove the signal cable from Position C on the A/B switch box.
6. Replace the video cables and the A/B switchbox in the reusable upgrade kit (RUK).
7. Attach the video cable to the newer system video controller circuit card and tighten the thumbscrews on the video cable connector.

## Moving the Cables to the New System

To cable the new system:

1. Move the switch link or LAN cables from the old system to the new system. For more information, see:
  - The appropriate circuit card on the Identifying and Cabling Circuit Cards menu in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807
  - INTUITY Messaging Solutions *Getting Connected*, 585-313-703
2. Move the serial port connections.
3. Move the external dial tone cable from the modem to the remote maintenance circuit card.
4. If this is an upgrade to a MAP/5PV3 or MAP/5PV4 system, connect the three-way power cable to the monitor and system.

## Restarting the New System

To restart the new system:

1. Turn on the MAP/100P power switch.
2. When the system has restarted, log in as **craft**.

**Note:**

Since the system is now in normal operation, two login prompts appear. Log in at the second login prompt.

## Verifying the Data Transfer

To verify that the customer database transferred correctly:

1. Start at the INTUITY Main Menu and select:

TCP/IP Administration  
Networking Addressing



**Note:**

The system might not have networking. If not, you can skip these steps and go to Step 7.

2. The system displays the Networking Addressing Window (page 412).
3. Compare the values on this screen to the values recorded earlier during this upgrade in the TCP/IP Administration Screen Contents (page 381) table in the Technician's Upgrade Worksheet (page 381) section.

**Note:**

The TCP/IP Interface field is completed for you. To check the entry, press F2 (Choices) to display the available entries.

4. Do one of the following:
  - If the values are correct, press F6 (Cancel) and go to Step 7.
  - If the values are incorrect or are not displayed, move the cursor to each field and enter the values.
5. Press F3 (Save) after making the entries.
6. Press F6 (Cancel).
7. From the INTUITY Main Menu, select:

Feature Options

The system displays the Feature Options (Read Only) Screen (page 410).

**Note:**

Press the UP ARROW key to display `voice_ports`.

8. Confirm that the INTUITY AUDIX system has at least the same features activated in the same quantities as before the upgrade. Compare the features on this screen to the values recorded earlier in the table Existing Customer Features (page 382) in Technician's Upgrade Worksheet (page 381).

**Note:**

The customer might have purchased more features or capacity than were displayed on the old system.

9. Press F6 (Cancel).
10. From the INTUITY Main Menu, select:

AUDIX Administration

11. At the `enter` command: prompt, enter **list mea feat day**  
  
The system displays the Feature Daily Traffic Screen (page 411).
12. Compare the local and remote subscriber amounts to the values recorded earlier in the Subscriber Totals (page 383) table in the Technician's Upgrade Worksheet (page 381) section.
13. Press F1 (Cancel) and enter **exit**
14. From the INTUITY Main Menu, select:  
  
Voice System Administration  
    Number Services  
        Display Services  
  
The system displays the Display Number Services Window (page 428).
15. Determine whether the `Service Name:` column has an AUDIX entry and then do one of the following:
  - If AUDIX is displayed, press F6 (Cancel) and go to the next task.
  - If AUDIX is not displayed, press F6 (Cancel) and continue with the next step.
16. From the Number Services menu, select:  
  
Assign Service  
  
The system displays the Assign Number Service Window (page 429).
17. Press the DOWN ARROW key to move to the `Service Name` field and press F2 (Choices).  
  
The system displays the available options on the new system.
18. Select AUDIX and press ENTER.  
  
The system displays the Assign Number Service Window (page 429) with AUDIX displayed in the `Service Name:` field.
19. Press F3 (Save) and then press F6 (Cancel) twice.
20. Continue with the next task.

## Reinstall the New Switch Integration Package (if necessary)

This task is only necessary if you changed the switch integration software package on the new system to match what was installed on the old system. If you did not change the switch integration package on the new system, skip the two tasks below and continue with the next task, Releasing the Switch Data Link.

### Remove the Switch Integration Package

Before you install the new switch integration package, you must first remove the package that you installed in the Verifying the Purchasable Feature Options (page 11) task.

To remove the switch integration package:

1. Start at the INTUITY Main Menu (page 389) and select:

```
Software Management
Software Removal
```

The system displays the Basic Software Removal screen.

2. Use the UP and DOWN arrows to move the cursor.
3. Use the ENTER key to select the switch integration software package that you want to remove. Use the switch integration package information that you recorded in Switch Integration Information (page 382) in the Technician's Upgrade Worksheet (page 381) as a guide.
4. After you have selected the switch integration package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.
5. Select Submit.

The system displays the following:

```
Removal of the software in complete
```

```
Hit RETURN to continue
```

6. Press RETURN.
7. Press F6 (Cancel) until you reach the INTUITY Main Menu.

8. From the INTUITY Main Menu, select:

Customer/Services Administration  
System Management  
System Control  
Reboot System

The system displays the Wait Time Window.

Additionally, the system displays a warning to ensure that you know your password and to verify that your keyboard is connected.

9. Press the Acknowledge Message (F1) key to acknowledge the warning message.

10. Type 60 in the Wait Time Window.

This time (60 seconds) designates how many seconds the system is to wait for calls in progress to finish before stopping the voice system. After 60 seconds, no new calls are allowed. If any calls are still in progress after 60 seconds, the system waits until those calls have finished and then proceeds with stopping the voice system.

11. Press Save (F3).

The system displays the following message:

Voice system will be stopped first to avoid data loss.

The system then shuts down and reboots automatically. A reboot takes approximately 15 minutes. The system then displays the following message:

Startup of the Voice System is complete.

12. After the system displays the above message, press ENTER.
13. Verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.
14. Log in to the system as tsc.
15. Continue with Install the New Switch Integration Package.

## Install the New Switch Integration Package

To install the new switch integration package:

1. Insert the Release 5.1 INTUITY AUDIX CD-ROM in the CD-ROM drive.

2. From the Software Management screen, select:

Software Installation  
CD

The system displays the Software Install Screen, Page 1.

3. Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install. Use the switch integration package information that you recorded in Switch Integration Information (page 382) in the Technician's Upgrade Worksheet (page 381) as a guide.
4. Press ENTER.
5. Press the down arrow until the cursor highlights `Install selected packages` and then press ENTER.
6. The system displays the Software Install Confirmation screen.
7. Make sure that the cursor is on `PROCEED` and then press ENTER.

The system installs the package then displays the following message:

Do you have more media from which to install more software?

8. Enter **n**

The system displays the following message:

Do you have hardware to install?

9. Enter **n**

The system automatically reboots.

10. Call the MMISC at 800-242-2121, prompt 0, extension 15352, to have them activate the right-to-use license for the new switch integration.
11. Translate for the new switch integration. See the appropriate switch integration book or configuration note for more information.
12. Continue with the next task.

## Releasing the Switch Data Link

**Important:**

This task applies only to DEFINITY switches. If the customer does not have a DEFINITY switch, do not use this task and go to the next task, Verifying the Cable Connections.

For this procedure, DEFINITY switches are divided as follows:

- Releasing the Data Link on a System 75 G1 or G3 Switch (page 374)
- Releasing the Data Link on a G2 Switch (page 374)
- Releasing the Data Link in an OverLAN Integration (page 375)

### Releasing the Data Link on a System 75 G1 or G3 Switch

To release the data link on a System 75 G1 or G3 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **release link *n***

where *n* is the number of the link going to the INTUITY AUDIX system. Valid input is an integer from 1 to 8.

For more information, see the DEFINITY switch documentation.

2. Continue with the next task, Verifying the Cable Connections.

### Releasing the Data Link on a G2 Switch

To release the data link on a G2 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **proc650 test 3**
2. Enter **rb**

For more information, see the DEFINITY switch documentation.

3. Continue with the next task, Verifying the Cable Connections.

## Releasing the Data Link in an OverLAN Integration

To release the data link in an OverLAN switch integration, perform the following tasks on the switch administration terminal (SAT):

1. Enter **ch com p**
2. Locate INTUITY AUDIX in the Node column.
3. Press the DOWN ARROW key to the INTUITY AUDIX field.
4. Enter **y**

The system displays the following message:

Command successfully completed.

5. Continue with the next task, Verifying the Cable Connections.

## Verifying the Cable Connections

To verify that the cable connections are correct:

1. From the Avaya INTUITY Main Menu, select:

Voice System Administration  
Voice Equipment

The system displays the Voice Equipment Window (page 424).

**Note:**

The third column displays `foos` if the tip/ring cables are not moved to the new system.

2. From the PHONE column, write down each extension in the order displayed.
3. Press F6 (Cancel) once.

The system displays the Voice System Administration menu.

4. From the Voice System Administration menu, select:

System Monitor

The system displays the System Monitor - Voice Channels Window (page 425).

5. Using a telephone handset near the INTUITY AUDIX system, dial every extension listed in Step 2.

6. Watch the System Monitor - Voice Channels window to confirm that each channel rings in the same order as it is administered on the Display Voice Equipment window. Confirm also that each channel answers the call.
7. Do one of the following:
  - If the channels all ring in the correct order and all answer the call, go to Step 8.
  - If any channel does not ring in the correct order or does not answer the call, check the cross-connect field for incorrect wiring. Correct the wiring and return to Step 1.
8. Press F6 (Cancel) twice.

## Administering Passwords

Some passwords are not transferred to the new system during the upgrade.

To readminister these passwords:

1. From the INTUITY AUDIX Main Menu, select:  

```
Customer/Services Administration
System Management
Password Administration
Assign/Change Password
```
2. The system displays the Assign/Change Password Window (page 426).
3. Press F2 (Choices) to display the password options to change.
4. Select `sa` and then press F3 (Save).
5. Type `y` to confirm that you want to change the password for the selected login.
6. Enter a new password from the System Passwords (page 381) table, in the Technician's Upgrade Worksheet (page 381) section, at the `enter password:` prompt. The password must contain only from 6 to 11 alphanumeric characters

The system displays the following message:

```
Re-enter new password:
```

7. Enter the new password again.



8. The system displays the following message:  

```
Password changed for sa.  
Hit acknowledge key to continue.
```
9. Press F1 (Acknowledge Message) to continue.
10. Return to Step 3, substituting the **vm** password.
11. Press F6 (Cancel) until you reach the INTUITY AUDIX Main Menu.
12. Do one of the following:
  - If the old system did not have Enhanced-List Administration (ELA), go to the next task, Performing Acceptance Tests.
  - If the old system had ELA, select the following from the INTUITY AUDIX Main Menu:  

```
Enhanced-List Manager  
Set Up Enhanced-List System Data
```

The Set Up Enhanced-List System Data Screen (page 427) is displayed.
13. Enter **vm** in the System Login: field.
14. Enter the vm password in the System Password: field.
15. Press F3 (Save) to store the changes.
16. Press F6 (Cancel) twice to return to the INTUITY AUDIX Main Menu.

## Performing Acceptance Tests

To perform the acceptance tests:

1. Test the switch channels. Each channel must show the status **INSERV**.

For more information, see Testing the Channels in the Performing Acceptance Testing section of the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Follow both procedures in this section.

2. Stop following the Performing Acceptance Testing procedure after you have verified that the purchased and activated voice

channels are on-hook. The rest of the switch integration was administered on the old system.

## Administering and Testing All Features

Confirm that all features are operating properly. If the features are not yet administered, you can update the administration at this time.

For more information about administering these features, see Initial Administration and Test for Features on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Click the links for each feature that the customer has purchased and follow those procedures.

## Activating Alarm Origination

To activate alarms:

1. From the Avaya INTUITY Main Menu, select:

Customer/Services Administration  
Alarm Management

The system displays the Alarm Management Window (page 402).

2. Move the cursor to the Alarm Origination field.
3. Press F2 (Choices) and then select active.
4. Press F3 (SAVE).

The system displays the following message:

Alarm Form Update was successful  
Press <Enter> to continue.

5. Press ENTER.

The system displays the Alarm Management Window (page 402).

6. Press F6 (CANCEL) until you return to the Avaya INTUITY Main Menu.

## Completing the Upgrade

After the upgrade is complete and the new system is operating properly, you can dispose of the old system and return the RUK.

1. To complete the upgrade, do one of the following:
  - If the upgrade occurred in the United States, pack and ship the old system to the Avaya System Recycling Center.
  - If the upgrade occurred outside the United States, record the system serial number, and then destroy the old machine.
2. Remove the cartridge from the new system disk cartridge drive and replace it in the RUK.
3. Pack and return the RUK to the MMISC or to the COE.
4. Configure the new system for normal use, including backups.
5. Return the technician worksheet to the customer so the customer can safely dispose of the password list.



# Technician's Upgrade Worksheet

---

Information must be gathered before and during the upgrade. Complete the tables in this section as directed in the procedures.

## System Passwords

**Table: System Passwords**

System Login	Password
vm	
sa	
IMAPI	



### **SECURITY ALERT:**

After completing the upgrade, return these passwords and worksheet to the customer.

## TCP/IP Configuration

**Table: TCP/IP Administration Screen Contents**

Field	Contents	Notes
TCP/IP Interface		R5 only
Host Name		R5 Only
UNIX Machine Name		R4 Only
IP Address		All releases

**Table: TCP/IP Administration Screen Contents**

Field	Contents	Notes
Subnet Mask		All releases
Default Gateway IP Address		All releases

## Switch Integration Information

**Table: Switch Integration Software Packages Installed**

INTUITY AUDIX System	Switch Integration Package
Old system	
New system	

## Existing Feature Options

**Table: Existing Customer Features**

Feature Option	Current Setting	Notes
AMIS Analog Networking		Prior to R5
Audix Application		R5 only
DCS		
Enhanced-List Application		R4 and R5
Fax for Lodging		R5 only
Fax		R3, R4, R5
High Speed Digital Ports		
Low Speed Digital Ports		
Internet Messaging Application		R4, R5
LDAP Directory		R5 only
Avaya Voice Director Sessions		R5 Only
Avaya Voice Director Size		R5 Only

**Table: Existing Customer Features**

Feature Option	Current Setting	Notes
Max Number of IMAPI Sessions		
Multilingual Lodging		R5 Only
Multilingual		All
Number of Mailboxes Purchased		All
TCP/IP Administration		R4
TCPIP Digital Ports		R5
Text-to-Speech Sessions		R4, R5
Trusted Servers		All
hours_of_speech		All
voice_ports		All

## Existing Subscribers

**Table: Subscriber Totals**

Subscriber Type	Quantity
Local	
Remote	
Non-Administered Remote	

## Custom Announcement Sets

**Table: Custom Announcement Set Names**

Custom Announcement Set	Original Base Announcement Set for the Custom Announcement Set
Customer preference for system announcement set: _____ (Can be a custom or standard announcement set.)	

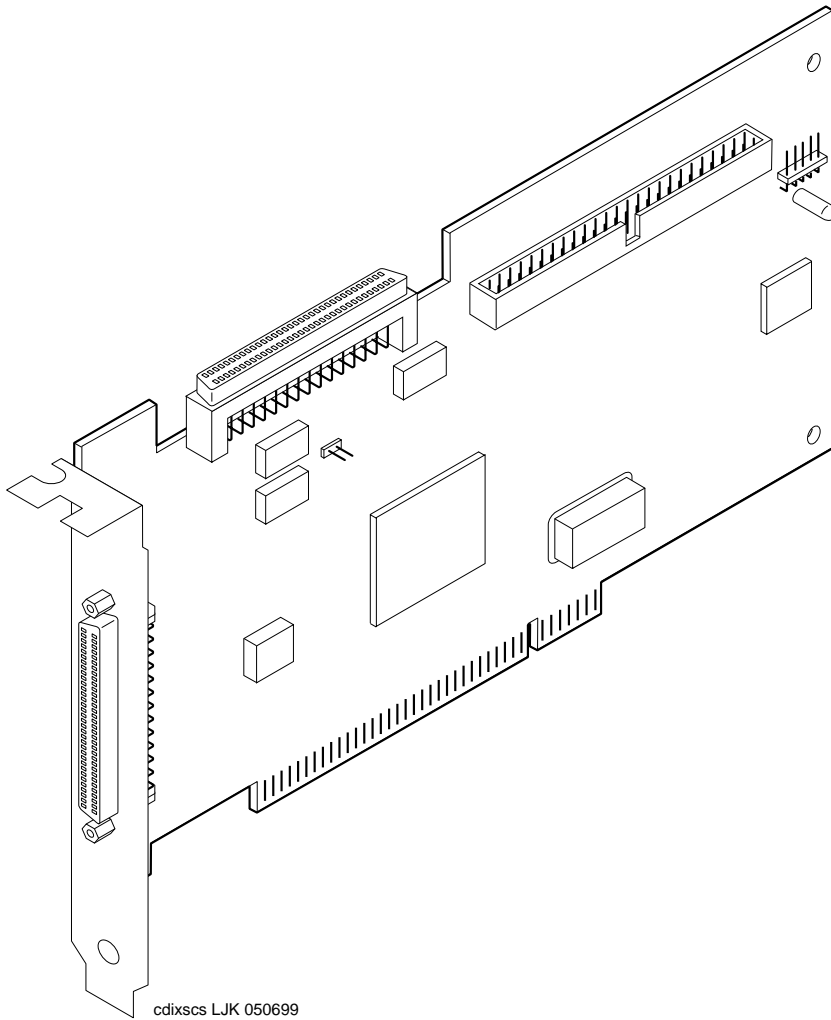


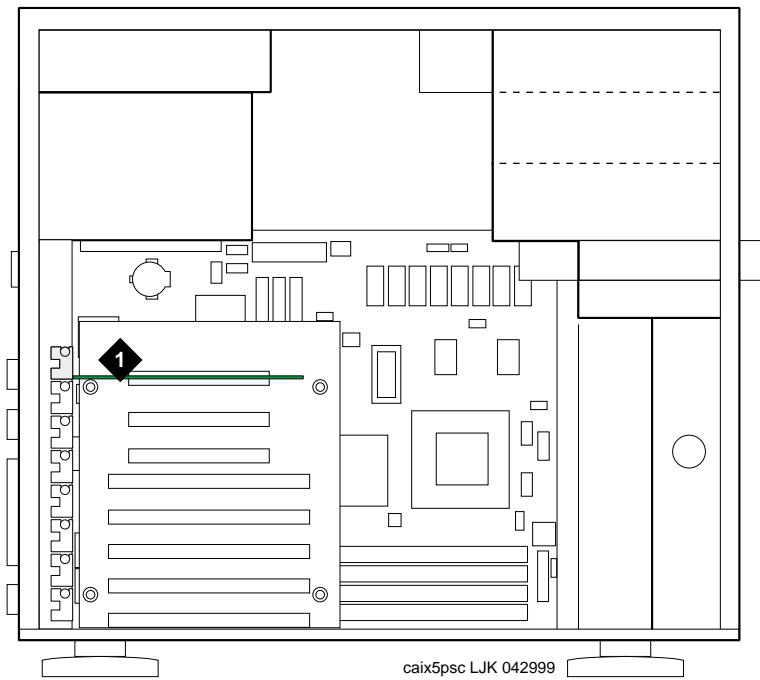
# Upgrade Figures and Screens

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This section contains the upgrade-related figures and screens that are referenced in this document.

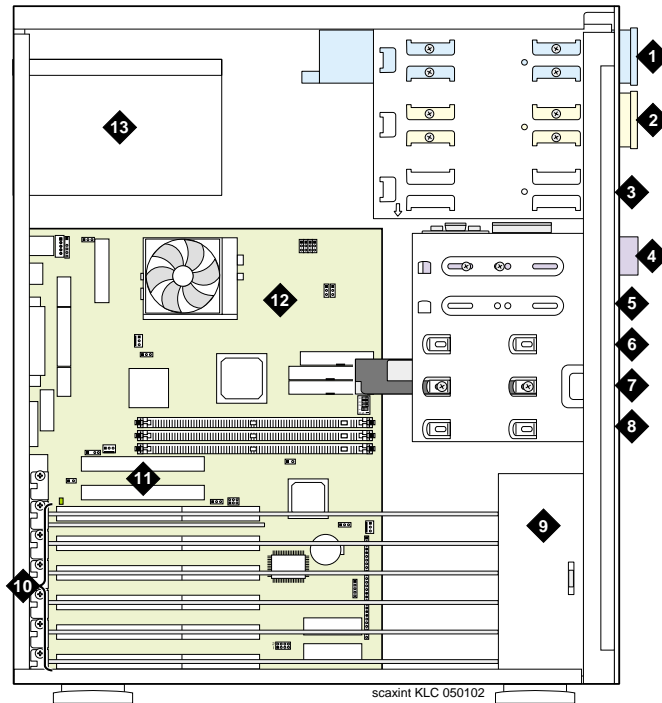
**Figure: SCSI Interface Card**



**Figure: MAP/5P and MAP/5PV3 Internal Layout**

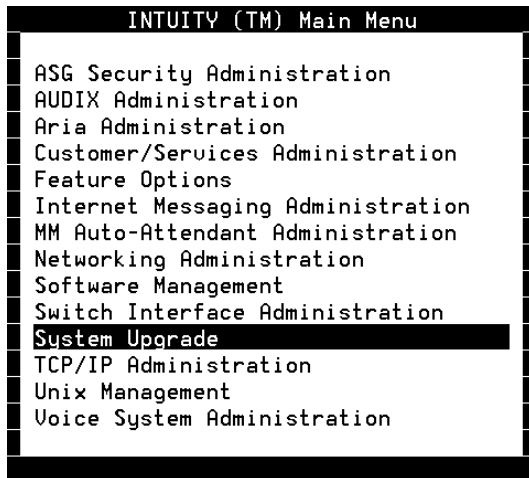
1 PCI Slot 1

# Figure: MAP/5PV4 Internal Layout

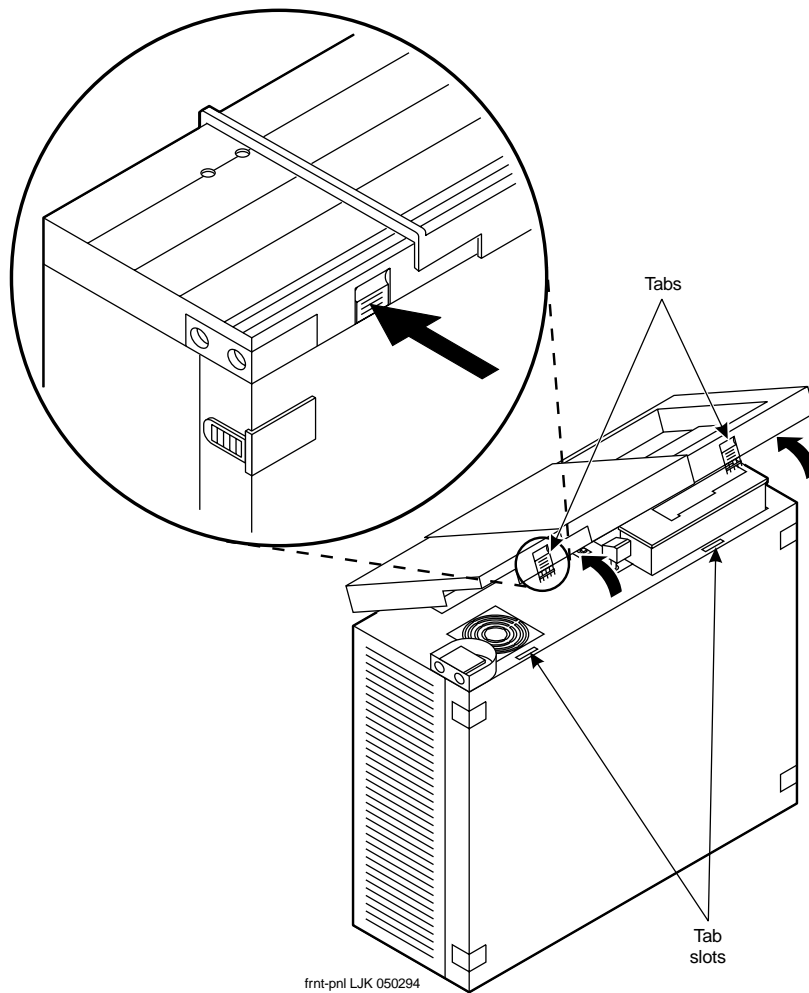


- |                         |  |
|-------------------------|--|
| 1 Bay 1—CD-ROM drive    | 9 Circuit card cage fan and cover              |
| 2 Bay 2—Tape drive      | 10 ISA slots 1–6 (slot 1 is the top-most slot) |
| 3 Bay 3—Empty           | 11 PCI slots 1–2 (slot 1 is the top-most slot) |
| 4 Bay 4—Diskette drive  | 12 Motherboard                                 |
| 5 Bay 5—Empty           | 13 Power supply                                |
| 6 Bay 6—Empty           |  |
| 7 Bay 7—Hard disk drive |  |
| 8 Bay 8—Empty           |  |

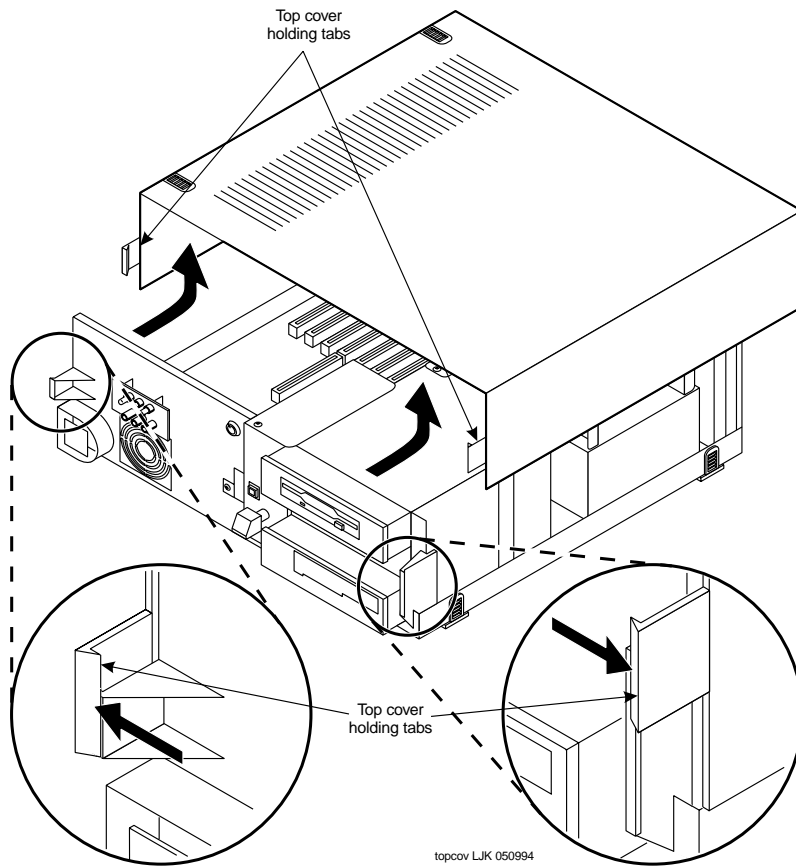
## INTUITY Main Menu



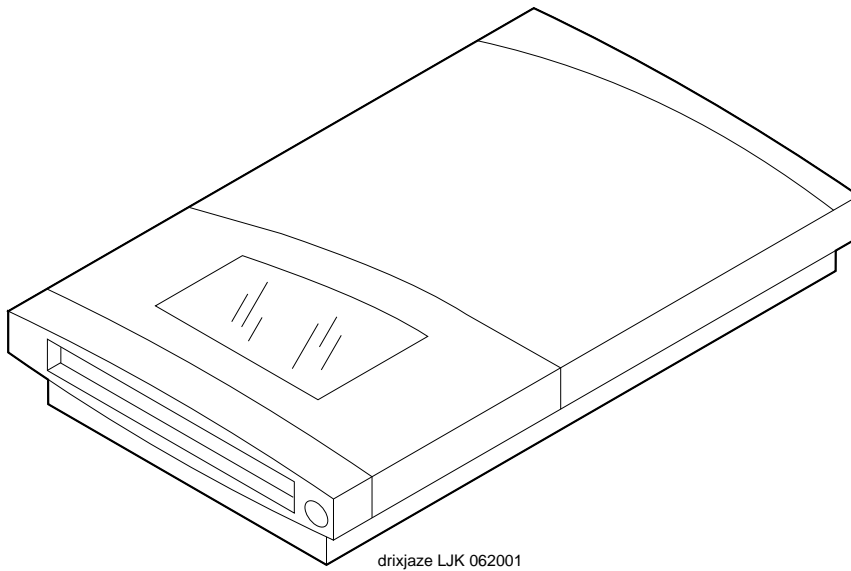
## Figure: Front Panel Tabs



# Figure: Top Cover Tabs

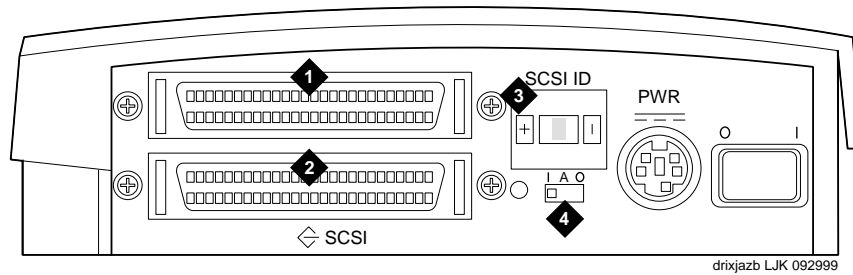


## Figure: External JAZ Disk Cartridge Drive





## Figure: External JAZ Disk Cartridge Drive Settings



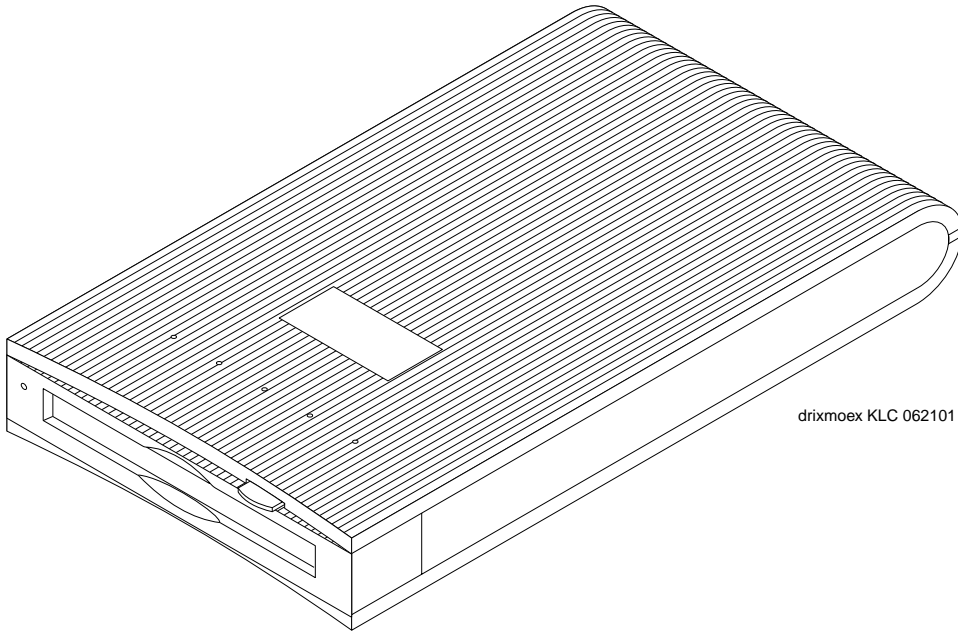
1 SCSI Port 1

2 SCSI Port 2

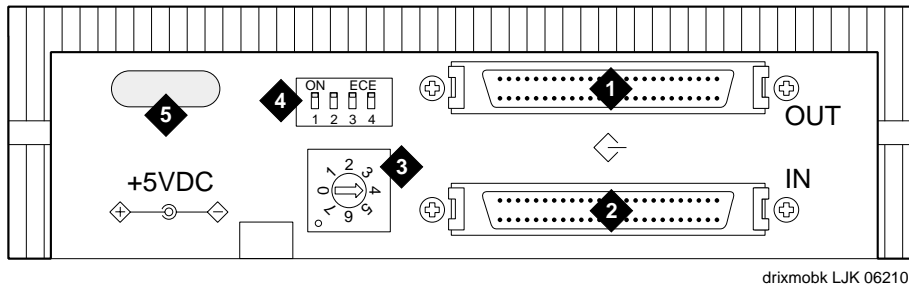
3 SCSI ID toggle switch

4 Termination switch

## Figure: External Magneto-Optical (MO) Disk Cartridge Drive

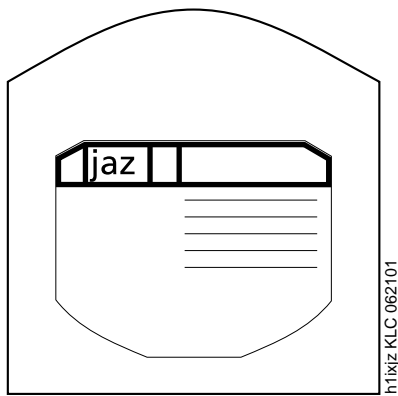


## Figure: External Magneto-Optical (MO) Disk Cartridge Drive Settings

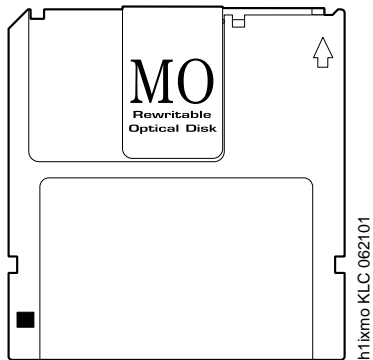


- 1 SCSI port 1 (out)
- 2 SCSI port 2 (in)
- 3 SCSI ID setting
- 4 Option settings
- 5 Power switch

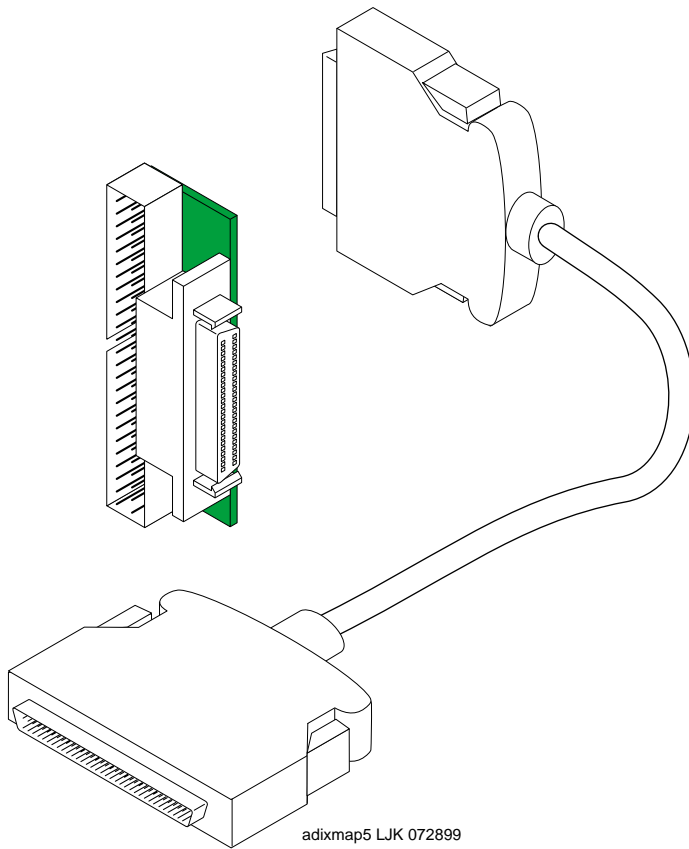
## Figure: JAZ Disk Cartridge



## Figure: Magneto-Optical (MO) Disk Cartridge

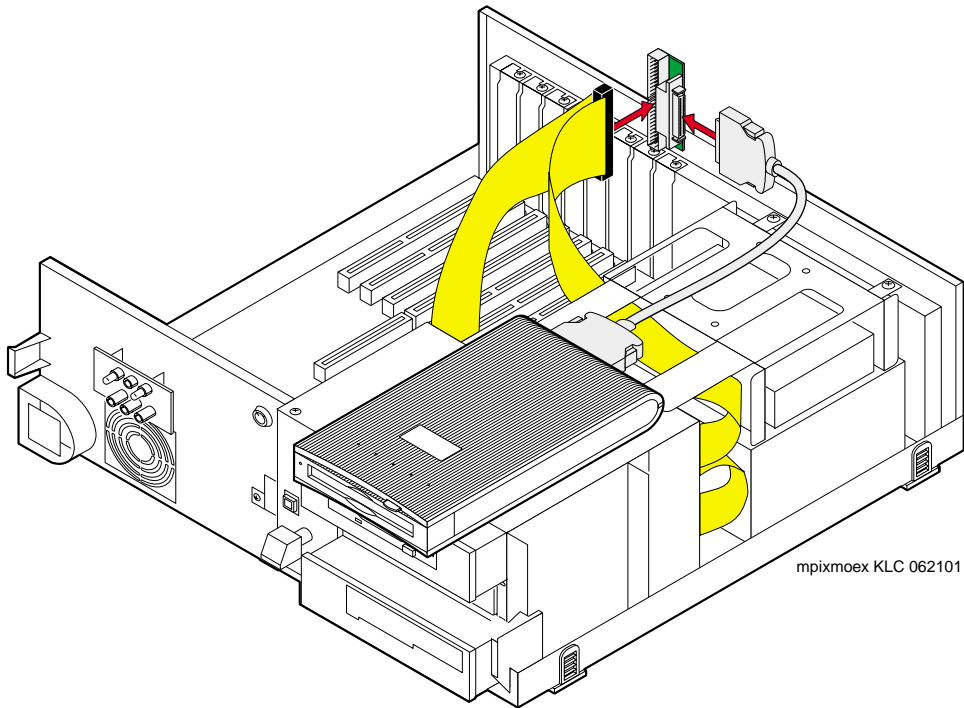


**Figure: 1-foot Cable and Adapter**



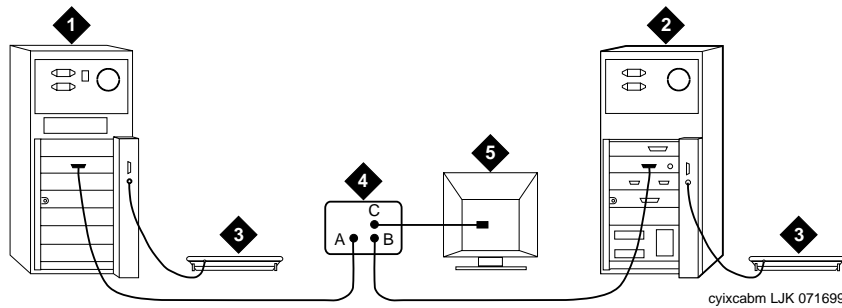


**Figure: Connecting the SCSI Cable, Adapter, and 1-foot Cable (MO disk cartridge drive)**





## A/B Switch Box Connections

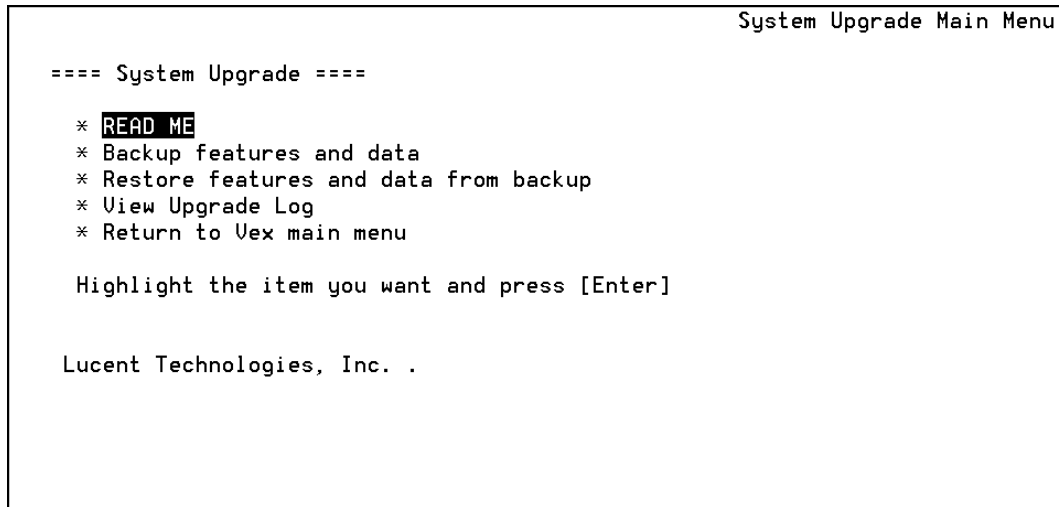


- 1 Old system
- 2 New system
- 3 Keyboards at each system
- 4 A/B switchbox
- 5 Existing monitor

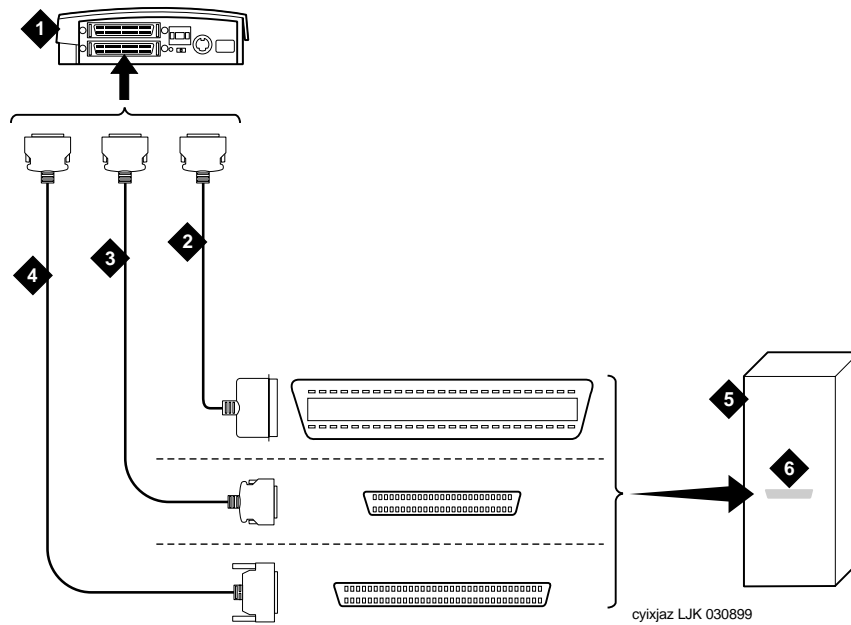
## Alarm Management Window

Alarm Management	
Product ID	_____
Alarm Destination	_____
Alarm Origination	<u>INACTIVE</u>
Alarm Level	<u>MINOR</u>
Alarm Suppression	<u>INACTIVE</u>
Clear Alarm Notification	<u>ACTIVE</u>

## System Upgrade Main Menu



## Figure: Cables for External JAZ Disk Cartridge Drive



1 External JAZ disk cartridge drive

2 SCSI 2 to SCSI 1 cable

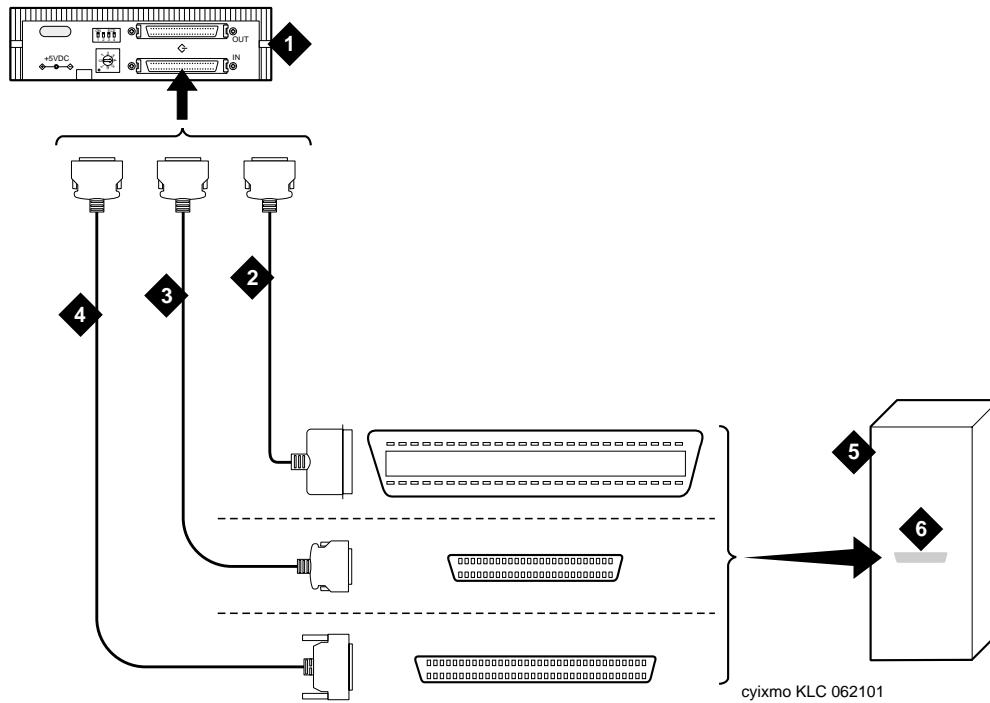
3 SCSI 2 to SCSI 2 cable

4 SCSI 2 to SCSI 3 cable

5 INTUITY platform

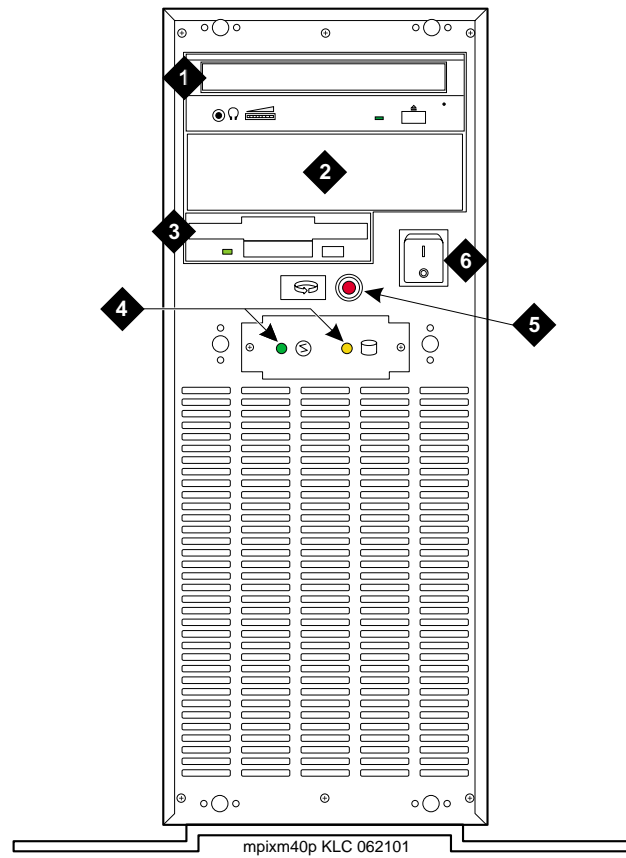
6 SCSI port

## Figure: Cables for External MO Disk Cartridge Drive



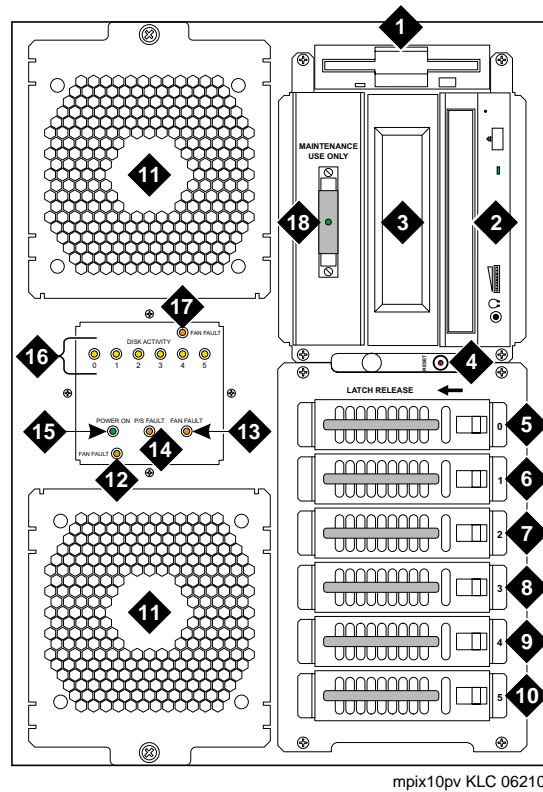
- 1 External MO disk cartridge drive
- 2 SCSI 2 to SCSI 1 cable
- 3 SCSI 2 to SCSI 2 cable
- 4 SCSI 2 to SCSI 3 cable
- 5 INTUITY AUDIX platform
- 6 SCSI port

## Figure: Front View of a MAP/40P



**Table: MAP/40P Component Description**

Component		Description
1	CD-ROM drive	Peripheral device used to provide random access to the operating system, application software, and speech data.
2	Disk cartridge drive	Peripheral device used to back up and restore files from a disk cartridge.
3	Diskette drive	Peripheral device used to provide random access to the operating system, application software, and speech data.
4	LED indicators	Power indicator lights green when power is on. Disk activity indicator lights yellow when the hard disk is active.
5	Reset switch	Used to reset the computer.
6	Power switch	Used to turn the computer on and off.

**Figure: Front View of a MAP/100P****Table: MAP/100P Component Description (1 of 2)**

Component		Description
1.	Diskette drive	3.5-inch, 1.44-MB high density; system configuration; diagnostic testing
2.	CD-ROM drive	Random access to the operating system, application software, and speech data
3.	Disk cartridge drive	SCSI 2.0-GB (JAZ) or 540-K (MO); backup and restore; loading the system
4.	Reset switch	Push button; resets the MAP/100P CPU
5.	Hard disk drive 0	4.5-GB SCSI
6.	Hard disk drive 1	4.5-GB SCSI
7.	Hard disk drive 2	4.5-GB SCSI
8.	Hard disk drive 3	4.5-GB SCSI
9.	Hard disk drive 4	4.5-GB SCSI

**Table: MAP/100P Component Description (2 of 2)**

---

Component		Description
10.	Empty hard disk drive carriage	—
11.	Circuit card cage fan	Cooling system
12.	Fan fault LED	LED; lights red for lower card cage fan failure
13.	Card cage fan fault LED	LED; lights red for a fan failure
14.	Power supply fault LED	LED; lights red when power supply fan fails or power supply is removed
15.	Power-on LED	LED; lights green when power is on
16.	Disk activity indicator (per SCSI ID)	LED; intermittently lights amber when associated disk is accessed and active
17.	Fan fault LED	LED; lights red for upper card cage fan failure
18.	SCSI external active terminator	External active terminator connected on the end of the CPU SCSI bus cable with LED indicator for power available



## TCP/IP Administration Screen

TCP/IP Administration	
UNIX Machine Name:	<u>drmid2</u>
IP Address:	<u>135.9.181.76</u>
Subnet Mask:	<u>255.255.255.0</u>
Default Gateway IP Address:	<u>135.9.181.254</u>

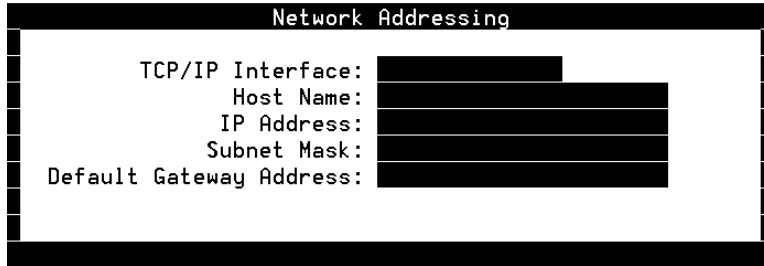
## Feature Options (Read Only) Screen

Feature Options (Read Only)		
Audix Application	ON	N/A
DCS	OFF	N/A
Enhanced-List Application	ON	N/A
Fax for Lodging	OFF	N/A
Fax	ON	N/A
High speed digital ports	0	12
Internet Messaging Application	ON	N/A
LDAP Directory	ON	N/A
Low speed digital ports	0	12
Lucent Voice Director Sessions	0	64
Lucent Voice Director Size	0	20000
Max Number of IMAPI Sessions	96	96
Multilingual Lodging	OFF	N/A
Multilingual	OFF	N/A
Number of Mailboxes Purchased	15000	20000
TCPIP digital ports	12	12
Text-to-Speech Sessions	4	4
Trusted Servers	4	64
hours_of_speech	300	601
voice_ports	8	64

## Feature Daily Traffic Screen

AUDIX	Active	Alarms: M wA	Logins: 6
list measurements feature day			Page 1
FEATURE DAILY TRAFFIC			
Date : 10/05/99		Ending Time : 13:06	
Maximum Average Voice Ports in Use: 0.0			
Maximum Average IMAPI Sessions in Use: 0.8			
SUBSCRIBERS			
Local: 2500	Remote: 1	Non Administered Remote: 0	
VOICE MAIL			
Successful Logins, External:0	Internal:0	Client Logins:2	
Failed Logins, External:0	Internal:0	Client Logins:0	
Session Usage (Seconds) :0		Session Usage:688	
CALL ANSWER			
Completed Calls, External:0	Internal:0	Network:0	
Voice Components, External:0	Internal:0	Network:0	
FAX Components, External:0	Internal:0	Network:0	
Abandoned Calls, External:0	Internal:0	Network:0	
Session Usage (Seconds) :0		Session Usage:0	
Press [NextPage], [PrevPage] or [Cancel]			
enter command: list measurements feature day			

## Networking Addressing Window



The screenshot shows a window titled "Network Addressing". Inside the window, there are five labels with corresponding input fields:

- TCP/IP Interface: [Redacted]
- Host Name: [Redacted]
- IP Address: [Redacted]
- Subnet Mask: [Redacted]
- Default Gateway Address: [Redacted]

## Announcement Sets Screen

ax85	Active	Alarms: m A	Logins: 5
list annc-sets			Page 1

ANNOUNCEMENT SETS

us-eng	us-eng-t
lat-span	british
french-p	

Press [NextPage], [PrevPage] or [Cancel]

enter command: list annc-sets

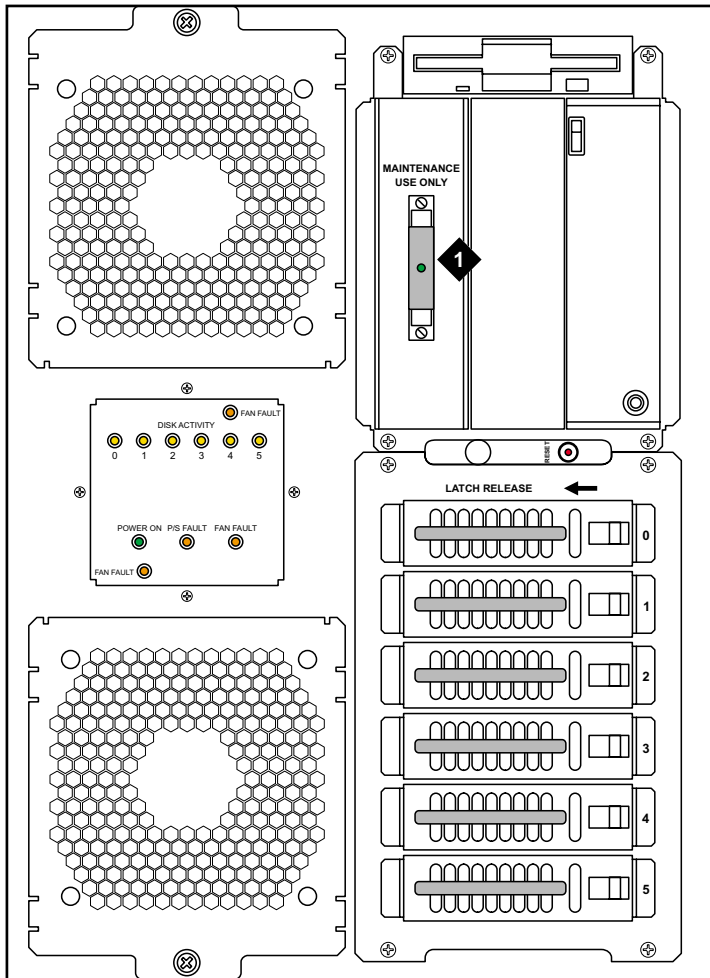
---

414

## System-Parameters Features Screen

AUDIX	Active	Alarms: MmWA	Logins: 1
change system-parameters features		Page 3 of 4	
SYSTEM-PARAMETERS FEATURES			
CALL TRANSFER OUT OF AUDIX			
Transfer Type: none		Transfer Restriction: subscribers	
Covering Extension: _____			
ANNOUNCEMENT SETS			
System: us-eng		Administrative: _____	
RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY			
Incr 1: 0 days 0 hrs 5 mins		Incr 2: 0 days 0 hrs 15 mins	
Incr 3: 0 days 0 hrs 30 mins		Incr 4: 0 days 1 hrs 0 mins	
Incr 5: 0 days 2 hrs 0 mins		Incr 6: 0 days 6 hrs 0 mins	
Incr 7: 1 days 0 hrs 0 mins		Incr 8: 2 days 0 hrs 0 mins	
Incr 9: 7 days 0 hrs 0 mins		Incr10: 14 days 0 hrs 0 mins	
enter command: change system-parameters features			

## Figure: MAP/100P External SCSI Connector

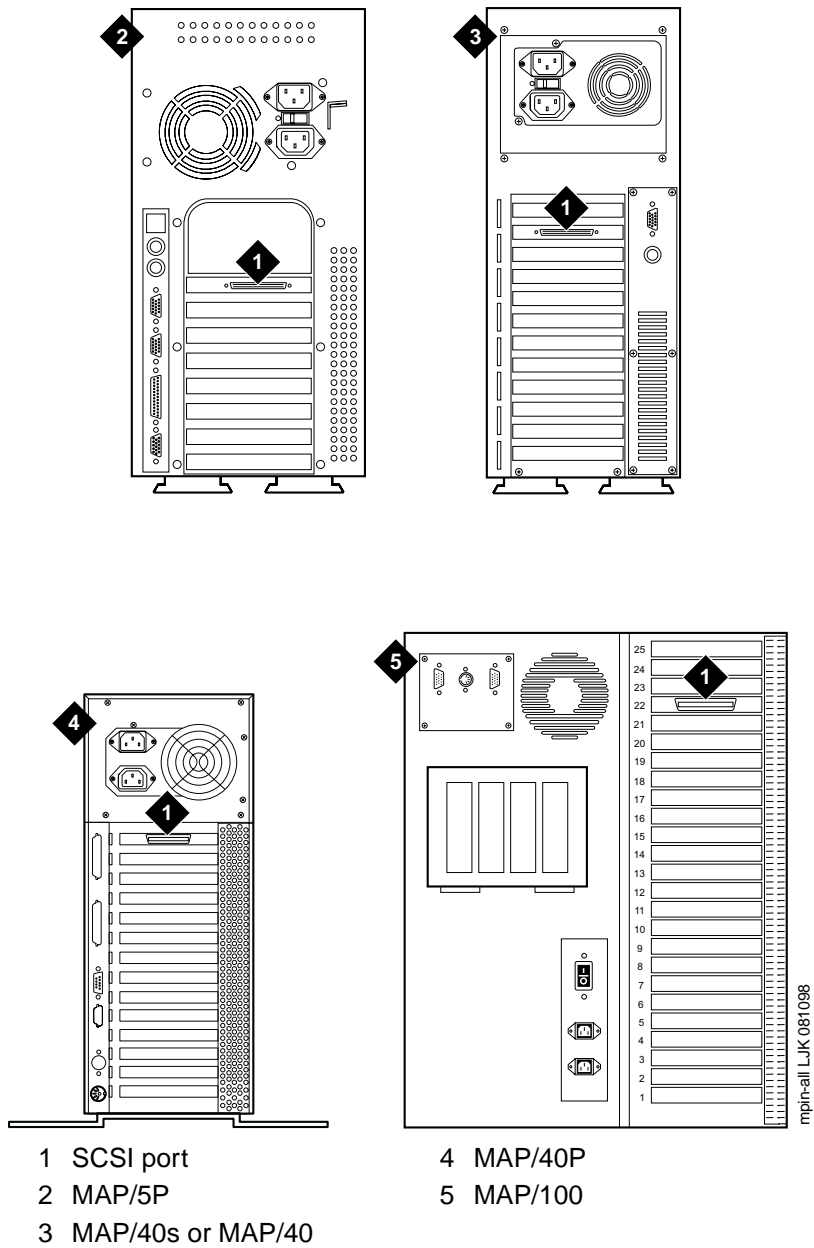


mpixo10p LJK 062399

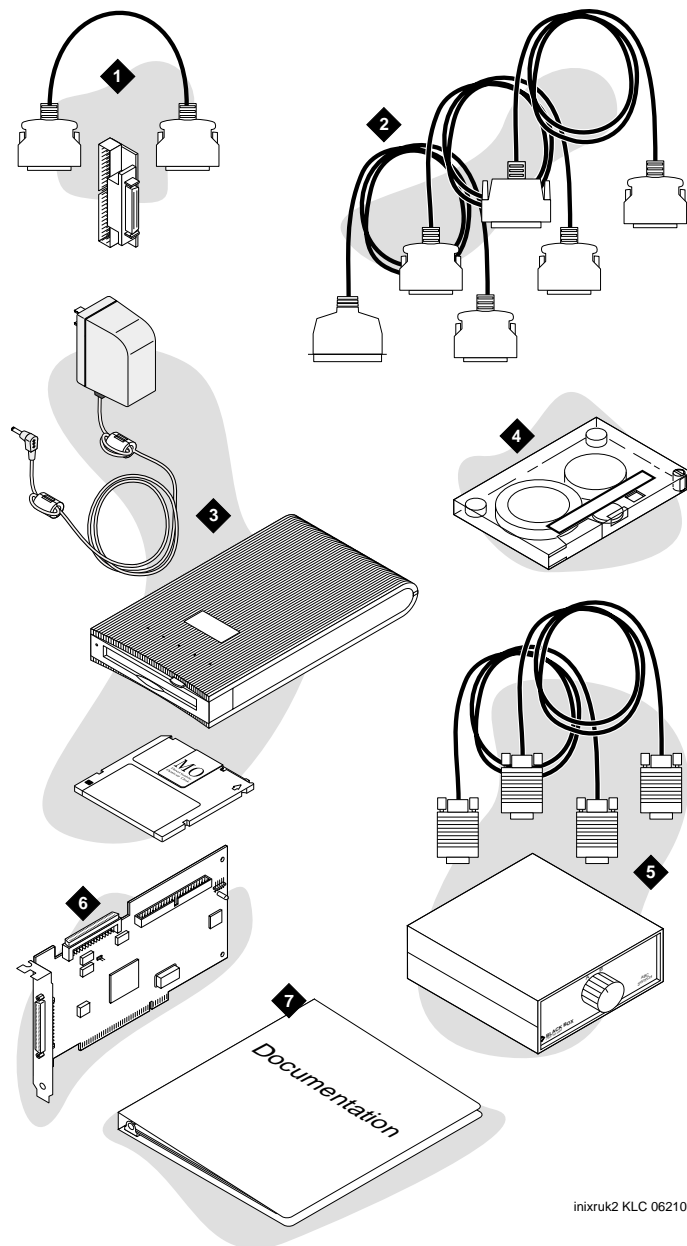
1 External SCSI port with terminator attached



**Figure: External SCSI Connectors, except MAP/100P**

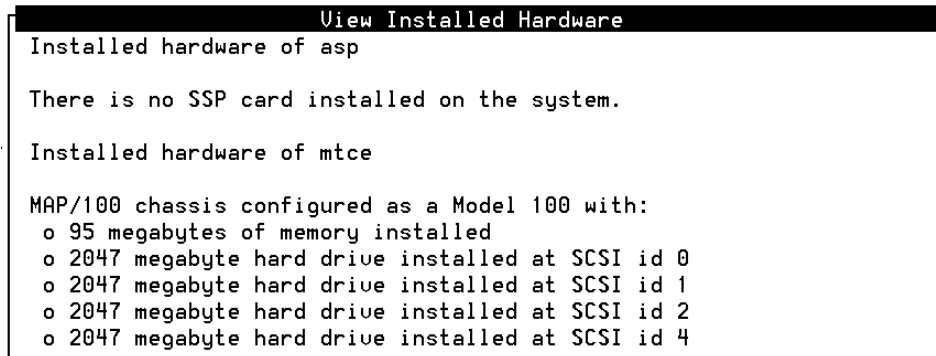


## Figure: RUK Contents



- |   |   |
|---|---|
| 1 MAP/5<br>SCSI adapter kit   | 4 Upgrade software tape                                   |
| 2 SCSI cables   | 5 A/B switch and video cables                             |
| 3 External disk cartridge drive<br>and disk cartridges<br>(Magneto-Optical disk<br>cartridge drive and disk<br>cartridge shown) | 6 SCSI interface circuit card                             |
|   | 7 Upgrade documentation<br>and/or documentation<br>CD-ROM |

## View Installed Hardware Window



The screenshot shows a window titled "View Installed Hardware". The content is as follows:

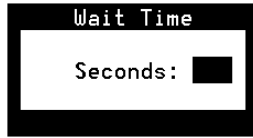
```
View Installed Hardware
Installed hardware of asp

There is no SSP card installed on the system.

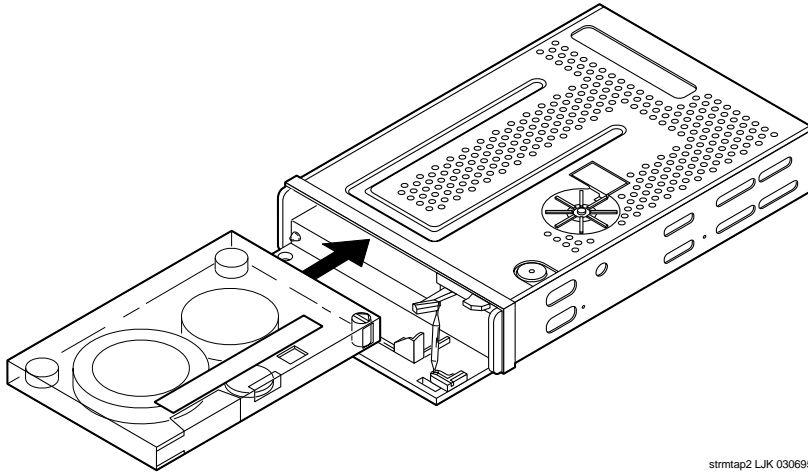
Installed hardware of mtce

MAP/100 chassis configured as a Model 100 with:
  o 95 megabytes of memory installed
  o 2047 megabyte hard drive installed at SCSI id 0
  o 2047 megabyte hard drive installed at SCSI id 1
  o 2047 megabyte hard drive installed at SCSI id 2
  o 2047 megabyte hard drive installed at SCSI id 4
```

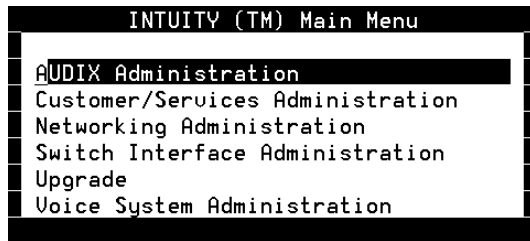
## Wait Time Window



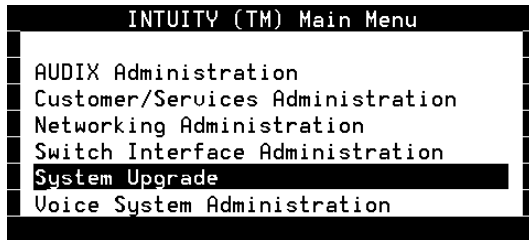
## Figure: Inserting a Tape Cartridge



## Main Menu Before Installing the Upgrade Package



## Main Menu After Installing the Upgrade Package



## Voice Equipment Window

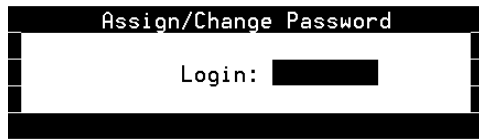
Display Voice Equipment								
CD	PT	CHN	STATE	STATE-CHNG-TIME	SERVICE-NAME	PHONE	GROUP	OPTS TYPE
CARD	0		STATE: Inserv	CLASS: Analog(TR)			O.S.INDEX: 0	
			NAME: AYC10	OPTIONS: master1,no tdm,tt				
			FUNCTION: TipRing					
0.0	0	Manoos	Aug 12 12:02:20	*DNIS_SVC	81001	2	talk	IVC6
0.1	1	Inserv	Aug 12 12:02:20	*DNIS_SVC	81002	2	talk	IVC6
0.2	2	Inserv	Aug 12 12:02:20	*DNIS_SVC	81003	2	talk	IVC6
0.3	3	Inserv	Aug 12 12:02:20	*DNIS_SVC	81004	2	talk	IVC6
0.4	4	Inserv	Aug 12 12:02:20	*DNIS_SVC	81005	2	talk	IVC6
0.5	5	Inserv	Aug 12 12:02:20	*DNIS_SVC	81006	2	talk	IVC6



# System Monitor - Voice Channels Window

System Monitor - Voice Channels					
Channel	Calls Today	Voice Service	Service Status	Caller Input	Dialed Digits
0	0		*Manoos		
1	1		*On Hook		
2	1		*On Hook		
3	1		*On Hook		
4	1		*On Hook		
5	1		*On Hook		

## Assign/Change Password Window



The screenshot shows a window titled "Assign/Change Password". Inside the window, there is a label "Login:" followed by a text input field. The input field contains a single character, which appears to be a redacted letter.

## Set Up Enhanced-List System Data Screen

Set Up Enhanced-List System Data	
ENHANCED-LIST LOGIN DATA	
System Login:	
System Password:	
IMAPI Password:	
AUDIX TRUSTED-SERVER DATA	
Administrative Trusted-Server Name:	
Password:	
Delivery Trusted-Server Name:	
Password:	
SHADOW MAILBOX ATTRIBUTES	
Mailbox Extension:	
Community ID:	
DEFAULT ENHANCED-LIST ATTRIBUTES	
Class of Service:	
Community ID:	

## Display Number Services Window

Display Number Services				
CALLED NUMBERS		CALLING NUMBERS		SERVICE NAME
FROM	TO	FROM	TO	
any	any	any	any	AUDIX

# Assign Number Service Window

Assign Number Service			
Called Numbers:	any	to	
Calling Numbers:	any	to	
Service Name:			



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---

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