



Intuity™ Messaging Solutions

Release 5

Upgrade Procedures



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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.

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- Routed to a recorded announcement that can be administered by the CPE user

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Acknowledgment

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About This Book

Purpose

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

Intended Audiences

This book is intended primarily for the onsite 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—Sales and Technical Resource Center (STRC)

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 latest Intuity Messaging Solutions documentation CD-ROM.

See Related Resources (page xix) for more information.

Release History

This is the third 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 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 xx).

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 1 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 AUDIX 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.

Trademarks and Service Marks

The following trademarked products are mentioned in the various books in the Avaya Intuity document set:

- Acrobat, Acrobat Reader, and Adobe are either registered trademarks or trademarks of Adobe Systems Incorporated.
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- AUDIX is a registered trademark of Avaya Inc.
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- Rolm is a registered trademark of Siemens Information and Communication Networks.
- UNIX is a registered trademark of UNIX Systems Laboratories, Inc.
- VB-PC is a trademark of Voice Technologies Group, Inc.
- VT100 is a trademark of Digital Equipment Corporation.

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](#).
- For initial switch administration procedures, see [Installation Checklist](#) and then select your switch from the list.

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

See the inside front cover of this book for information on how to order Avaya Intuity documentation.

Training

For more information about training on Avaya Intuity Messaging Solutions Release 5 and other Avaya products, visit the Avaya training Web site at <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 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 Intuity Messaging Solutions Release 5 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

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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 3, Comcode 700191158

MAP/5 to MAP/5P Upgrade

This chapter lists the tasks required to upgrade a MAP/5 system by replacing it with a new Release 5 MAP/5P 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 MAP/5P Upgrade Checklist

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 6) 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. Installing the Upgrade Backup Software on the Old System (page 11)	
	8. Checking the TCP/IP Configuration and Features on the Old System (page 13).	
	9. Checking for and Transferring Custom Announcements (page 14) from the old system to the new system, if they exist.	

Table: MAP/5 to MAP/5P Upgrade Checklist

Section	Task	✓
Backing Up the Existing Database	10. Deactivating Alarm Origination (page 19) on the old system.	
	11. Busying Out the Switch Data Link (page 20) between the old system and the customer's switch.	
	12. Shutting Down the System (page 22) and turning off the power switch on the old system.	
	13. Checking for an External SCSI Connection (page 22). <ul style="list-style-type: none"> ■ If the system does not have a SCSI connection, continue with Task 14. ■ If the system has a SCSI connection, go to Task 16. 	
	14. Removing the Front Panel (page 23).	
	15. Removing the Top Cover (page 23).	
	16. Assembling and Attaching the External Disk Cartridge Drive (page 24) to the old system.	
	17. Restarting the Old System (page 26).	
	18. Backing Up the Old System's Database (page 27). Note: This task includes removing the external disk cartridge drive.	

Table: MAP/5 to MAP/5P Upgrade Checklist

Section	Task	✓
Restoring the Database, Cabling the New System, and Beginning Service	19. Move to the new system. Install the SCSI interface card, connect the external disk cartridge drive, and Restoring the Database (page 31) on the new system. Note: This task includes removing the external disk cartridge drive and SCSI interface circuit card.	
	20. Disconnecting the Monitor and A/B Switch Box (page 36).	
	21. Moving the Cables to the New System (page 37).	
	22. Replacing the Dress Cover and Restarting the New System (page 37).	
	23. Verifying the Data Transfer (page 38).	
	24. Releasing the Switch Data Link (page 40).	
	25. Verifying the Cable Connections (page 41).	
	26. Administering Passwords (page 42)	
	27. Performing Acceptance Tests (page 44) for the channels.	
	28. Administering and Testing All Features (page 44).	
	29. Activating Alarm Origination (page 44) on the new system.	
Completing the Upgrade	30. Replacing the MAP/5 Covers (page 45).	
	31. Pack and ship the old system and the RUK in Completing the Upgrade (page 46).	

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 323) table in the Technician's Upgrade Worksheet (page 323) 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 359).

Note:

The RUK contains either an External JAZ Disk Cartridge Drive (page 333) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 335). 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 Upgrade Procedures</i> , 585-313-117	1	All upgrades.
<i>Intuity Messaging Solutions Release 5 Documentation CD-ROM for Technicians</i> , 585-313-807	1	All upgrades.
Upgrade software tape	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.
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.

(1 of 2)

Table: Contents of the Reusable Upgrade Kit

Item	Quantity	Used with
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](#) section on the *Intuity Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

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 on the *Intuity Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807:

- [Assembling the System \(MAP/5P and MAP/5PV3\)](#)

- [Assembling the MAP/40P](#)
- [Assembling the Deskside MAP/100P](#)
- [Assembling the Rack-Mounted MAP/100P](#)

Follow the steps in the file you select until the system is assembled.

For more information about connecting the keyboard, modem, or printer, see [Connecting Peripheral Devices](#).

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 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 342).
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/5P upgrade, ignore the three-way power cable at this point. Connect the straight power cable to the back of the new MAP/5P.

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 Avaya Intuity Main Menu (page 330).

4. Check the Avaya 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 Avaya Intuity system CD-ROM drive.
- 7. Start at the Avaya 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 Avaya Intuity Main Menu until you log back in to the system again.

17. Log in to the Avaya Intuity system as **craft**
18. Check the Avaya Intuity Main Menu (page 330) for the System Upgrade menu option.
19. Remove the Intuity AUDIX R5 software CD-ROM from the CD-ROM drive.
20. Verify the switch integration on the old system.

21. Verify the switch integration on the new system:
 - a. From the Intuity AUDIX 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 name of the switch integration in the Switch: field.
22. 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, contact the MMIS to change the integration.

Installing the Upgrade Backup Software on the Old System

This task installs the Release 5 upgrade package on the old machine. The package backs up to the external disk cartridge drive instead of to the tape cartridge drive.

To install the upgrade software on the old system:

1. If you are using an A/B switch with a single monitor, switch to the old system.
2. Log in as **craft**
3. Locate the tape labeled "Upgrade Software" in the RUK.
4. Open the tape drive door.
5. Insert the tape cartridge and close the door. See Inserting a Tape Cartridge (page 362).
6. From the Avaya 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:
```

7. 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.

8. 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
```

9. Enter **q**
10. Press F6 (Cancel) until you reach the Avaya Intuity Main Menu. See Main Menu Before Installing the Upgrade Package (page 363).
11. Remove the tape cartridge and then return it to the RUK.
12. Press F6 (Cancel) until you log off the system and then log back in as **craft**
13. Verify that the System Upgrade menu option is displayed on the Avaya Intuity Main Menu. See Main Menu After Installing the Upgrade Package (page 364). If the menu option is not displayed, repeat Step 3 through Step 13.

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 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 350).
3. Record the information from the screen in the TCP/IP Administration Screen Contents (page 323) table in the Technician's Upgrade Worksheet (page 323) 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 AUDIX Main Menu.

5. From the Intuity AUDIX Main Menu, select:

Customer/Services Administration
Feature Options

The system displays the Feature Options (Read Only) Screen (page 351).

6. Determine the features that are currently enabled for this customer and any related quantities. Record the results in the Existing Customer Features (page 324) table in the Technician's Upgrade Worksheet (page 323) section.
7. Press F6 (Cancel) twice.

The system displays the Intuity AUDIX Main Menu.

8. From the Intuity AUDIX Main Menu, select:

AUDIX Administration

The system displays the AUDIX command prompt screen.

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

10. The system displays the Feature Daily Traffic Screen (page 352).

11. Under SUBSCRIBERS, read the Local: and Remote: fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 325) table in the Technician's Upgrade Worksheet (page 323) section.

Checking for and Transferring Custom Announcements

This procedure is used to check whether custom announcements exist and then describes how to prepare for transferring 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 15) 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 17)
 - Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 18)
 - Using a Custom Announcement Set for the Default Announcement Set on the New System (page 19)

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 Avaya Intuity systems to Avaya Intuity Release 5 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 354). 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 15).

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)

Table: Standard Announcement Sets

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 15), 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 15), use the table Custom Announcement Set Names (page 325) of the Technician's Upgrade Worksheet (page 323) 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 325) table of the Technician's Upgrade Worksheet (page 323) 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 Avaya 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 17).
 - 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 system:

1. From the Avaya 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 325) table in the Technician's Upgrade Worksheet (page 323) section.

3. Press F3 (Enter).

The system displays the Announcement Sets Screen (page 354) 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 18).

4. Repeat Step 2 and Step 3 for all of the custom announcement sets written in the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 system:

1. From the Avaya Intuity Main Menu, select:

AUDIX Administration

2. Enter **copy annnc-set**

The system displays the Copy Announcement Set Screen (page 355).

3. From the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 17).



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 356).

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

5. From the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 Avaya Intuity 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 343).

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 343).

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 21)
- Busying Out the Data Link on a G2 Switch (page 21)
- Busying Out the Data Link in an OverLAN Integration (page 21)

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 Avaya Intuity 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 361), 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 23).
- If the system has an external connection, continue with Assembling and Attaching the External Disk Cartridge Drive (page 24).

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 331).
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 333):
 - Set the SCSI ID to **5**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 334).
 - 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 334) 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 335):
 - 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 336) for more information.

- Set the four Option Settings to On. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
 - 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 336).
 - 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 25.
 - 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 339).
 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 340) or Connecting the SCSI Cable, Adapter, and 1-foot Cable (MO disk cartridge drive) (page 341), 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 337) or Magneto-Optical (MO) Disk Cartridge (page 338).
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 344).

Note:

The System Upgrade Main Menu that you see might differ from the example shown in System Upgrade Main Menu (page 344). 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/5P and then restoring the database. 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 Avaya Intuity Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu. See System Upgrade Main Menu (page 344).

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 328) from the RUK and then from the antistatic bag.
10. Remove the screw retaining the slot cover from PCI slot 1, the uppermost slot within the cabinet. See MAP/5P Internal Layout (page 329).
11. Install the SCSI interface card in PCI slot 1.

12. 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.

13. Get the external disk cartridge drive.
14. 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 334).
 - 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 336).
15. Remove the SCSI 2 to SCSI 3 cable from the RUK. See either Cables for External JAZ Disk Cartridge Drive (page 345) or Cables for External MO Disk Cartridge Drive (page 346).
16. 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.

17. 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.

18. 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 Avaya Intuity system. If not, another system restart is required.

19. Turn on the power to the MAP/5P.

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

After the kernel is rebuilt properly 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
```

20. 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
```

21. 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.

22. On the next blank line, log in as **craft**
23. From the Avaya Intuity Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu (page 344).

24. 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.

25. 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 ] :
```

26. 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 ] :
```

27. 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...

28. Turn the MAP/5P power switch off.
29. Remove the SCSI cable from the system, and then remove the SCSI interface card.
30. Place the SCSI interface card in the antistatic bag and replace it in the RUK.
31. Replace the external disk cartridge drive in the RUK.
32. Replace the slot cover plate in the MAP/5P.

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 342).
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 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/5P 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 restart the system:

1. Align the dress cover with the front of the MAP/5P chassis.

For more information about Steps 1 through 3, see [Replacing the Dress Cover \(MAP/5P and MAP/5PV3\)](#) on the *Intuity Messaging Solutions Release 5 Documentation for Technicians CD-ROM*, 585-313-807.

2. Slide the dress cover towards the back of the chassis until it locks into place.
3. Close the dress cover lock on the back of the MAP/5P chassis.

4. Connect the power cable to external power and then turn on the MAP/5P power switch.
5. 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 Avaya 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 353).
3. Compare the values on this screen to the values recorded earlier during this upgrade in the table TCP/IP Administration Screen Contents (page 323) in Technician's Upgrade Worksheet (page 323).

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. Start at the Avaya Intuity Main Menu and select:

Feature Options

The system displays the Feature Options (Read Only) Screen (page 351).

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 324) in Technician's Upgrade Worksheet (page 323).

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 AUDIX 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 352).
12. Compare the local and remote subscriber amounts to the values recorded earlier in the table Subscriber Totals (page 325) in the Technician's Upgrade Worksheet (page 323) section.
13. Press F1 (Cancel) and enter **exit**
14. From the Intuity AUDIX Main Menu, select:

Voice System Administration
Number Services
Display Services

The system displays the Display Number Services Window (page 369).
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 370).

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 370) with AUDIX displayed in the Service Name: field.

19. Press F3 (Save) and then press F6 (Cancel) twice.

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 40)
- Releasing the Data Link on a G2 Switch (page 41)
- Releasing the Data Link in an OverLAN Integration (page 41)

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 Avaya Intuity 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 365).

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 366).

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 367).
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 323) table, in the Technician's Upgrade Worksheet (page 323) 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 368) 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 343).

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 343).

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 332).
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 331).
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 MAP/40P or MAP/100P Upgrade

This chapter lists the tasks required to upgrade a MAP/5 system by replacing it with a new Release 5 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 48) section before the old system is shut down.

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

Section	Task	✓
Preparing for the Data Transfer	1. Requesting the Customer Passwords (page 50).	
	2. Checking the Reusable Upgrade Kit (page 51).	
	3. Gathering the Tools and Materials Needed for the Upgrade (page 52).	
	4. Completing the Assembly of the New System (page 52) so that it is ready to connect to the customer's switch.	
	5. Connecting the Monitor and A/B Switch Box (page 53).	
	6. Checking Operation of the New System (page 54). If necessary, install the upgrade software.	
	7. Installing the Upgrade Backup Software on the Old System (page 57).	
	8. Checking the TCP/IP Configuration and Features on the Old System (page 59).	
	9. Checking for and Transferring Custom Announcements (page 60) on the old system. If they exist, transfer them to the new system.	

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

Section	Task	✓
Backing Up the Existing Database	10. Deactivating Alarm Origination (page 65) on the old system.	
	11. Busing Out the Switch Data Link (page 66) between the old system and the customer's switch.	
	12. Shutting Down the System (page 68). Turning off the power switch.	
	13. Checking for an External SCSI Connection (page 68) on the back of the MAP/5 system. <ul style="list-style-type: none"> ■ If the system does not have a SCSI connection, continue with Task 14. ■ If the system has a SCSI connection, go to Task 16. 	
	14. Removing the Front Panel (page 69).	
	15. Removing the Top Cover (page 69).	
	16. Assembling and Attaching the External Disk Cartridge Drive (page 70) to the old system.	
	17. Restarting the Old System (page 72).	
	18. Backing Up the Old System's Database (page 73). <p>Note: This task includes removing the external disk cartridge drive.</p>	

Table: MAP/5 to MAP/40P or MAP/100P Upgrade 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 77).	
	20. If necessary, go to Attaching the External Disk Cartridge Drive to the New System (page 77).	
	21. If necessary, go to Restarting the New System (page 84).	
	22. Restoring the Database (page 80).	
	23. Disconnecting the Monitor and A/B Switch Box (page 83).	
	24. Moving the Cables to the New System (page 84).	
	25. Restarting the New System (page 84).	
	26. Verifying the Data Transfer (page 84).	
	27. Releasing the Switch Data Link (page 87).	
	28. Verifying the Cable Connections (page 88).	
	29. Administering Passwords (page 89).	
	30. Performing Acceptance Tests (page 90) for the channels.	
	31. Administering and Testing All Features (page 91).	
	32. Activating Alarm Origination (page 91) on the new system.	
Completing the Upgrade	33. Replacing the MAP/5 Covers (page 92).	
	34. Pack and ship the old system and the RUK in Completing the Upgrade (page 92).	

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 323) table in the Technician's Upgrade Worksheet (page 323) 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 359).

Note:

The RUK contains either an External JAZ Disk Cartridge Drive (page 333) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 335). 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 Upgrade Procedures, 585-313-117</i>	1	All upgrades.
<i>Intuity Messaging Solutions Release 5 Documentation CD-ROM for Technicians, 585-313-807</i>	1	All upgrades.
Upgrade software tape	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.
Disk cartridge drive power cable (used with JAZ disk cartridge drive only)	1	All upgrades using an external JAZ disk cartridge drive.

(1 of 2)

Table: Contents of the Reusable Upgrade Kit

Item	Quantity	Used with
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](#) section on the *Intuity Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

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 on the *Intuity Messaging*

Solutions Release 5 Documentation for Technicians CD-ROM,
585-313-807:

- [Assembling the System \(MAP/5P and MAP/5PV3\)](#)
- [Assembling the MAP/40P](#)
- [Assembling the Deskside MAP/100P](#)
- [Assembling the Rack-Mounted MAP/100P](#)

Follow the steps in the file you select until the system is assembled.

For more information about connecting the keyboard, modem, or printer, see [Connecting Peripheral Devices](#).

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 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 342).

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/5P upgrade, ignore the three-way power cable at this point. Connect the straight power cable to the back of the new MAP/5P.

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 Avaya Intuity Main Menu (page 330).

4. Check the Avaya 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 Avaya Intuity system CD-ROM drive.
 7. Start at the Avaya 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 Avaya Intuity Main Menu until you log back in to the system again.

17. Log in to the Avaya Intuity system as **craft**
18. Check the Avaya Intuity Main Menu (page 330) for the System Upgrade menu option.
19. Remove the Intuity AUDIX R5 software CD-ROM from the CD-ROM drive.
20. Verify the switch integration on the old system.

21. Verify the switch integration on the new system:
 - a. From the Intuity AUDIX 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 name of the switch integration in the Switch: field.
22. 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, contact the MMIS to change the integration.

Installing the Upgrade Backup Software on the Old System

This task installs the Release 5 upgrade package on the old machine. The package backs up to the external disk cartridge drive instead of to the tape cartridge drive.

To install the upgrade software on the old system:

1. If you are using an A/B switch with a single monitor, switch to the old system.
2. Log in as **craft**
3. Locate the tape labeled "Upgrade Software" in the RUK.
4. Open the tape drive door.
5. Insert the tape cartridge and close the door. See Inserting a Tape Cartridge (page 362).
6. From the Avaya 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:
```

7. 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.

8. 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
```

9. Enter **q**
10. Press F6 (Cancel) until you reach the Avaya Intuity Main Menu. See Main Menu Before Installing the Upgrade Package (page 363).
11. Remove the tape cartridge and then return it to the RUK.
12. Press F6 (Cancel) until you log off the system and then log back in as **craft**
13. Verify that the System Upgrade menu option is displayed on the Avaya Intuity Main Menu. See Main Menu After Installing the Upgrade Package (page 364). If the menu option is not displayed, repeat Step 3 through Step 13.

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 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 350).
3. Record the information from the screen in the TCP/IP Administration Screen Contents (page 323) table in the Technician's Upgrade Worksheet (page 323) 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 AUDIX Main Menu.

5. From the Intuity AUDIX Main Menu, select:

Customer/Services Administration
Feature Options

The system displays the Feature Options (Read Only) Screen (page 351).

6. Determine the features that are currently enabled for this customer and any related quantities. Record the results in the Existing Customer Features (page 324) table in the Technician's Upgrade Worksheet (page 323) section.
7. Press F6 (Cancel) twice.

The system displays the Intuity AUDIX Main Menu.

8. From the Intuity AUDIX Main Menu, select:

AUDIX Administration

The system displays the AUDIX command prompt screen.

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

10. The system displays the Feature Daily Traffic Screen (page 352).

11. Under SUBSCRIBERS, read the Local: and Remote: fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 325) table in the Technician's Upgrade Worksheet (page 323) section.

Checking for and Transferring Custom Announcements

This procedure is used to check whether custom announcements exist and then describes how to prepare for transferring 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 61) 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 63)
 - Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 64)
 - Using a Custom Announcement Set for the Default Announcement Set on the New System (page 65)

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 Avaya Intuity systems to Avaya Intuity Release 5 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 354). 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 61).

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)

Table: Standard Announcement Sets

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 61), 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 61), use the table Custom Announcement Set Names (page 325) of the Technician's Upgrade Worksheet (page 323) 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 325) table of the Technician's Upgrade Worksheet (page 323) 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 Avaya 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 63).
- 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 system:

1. From the Avaya 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 325) table in the Technician's Upgrade Worksheet (page 323) section.

3. Press F3 (Enter).

The system displays the Announcement Sets Screen (page 354) 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 64).

4. Repeat Step 2 and Step 3 for all of the custom announcement sets written in the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 system:

1. From the Avaya Intuity Main Menu, select:

AUDIX Administration

2. Enter **copy annnc-set**

The system displays the Copy Announcement Set Screen (page 355).

3. From the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 63).



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 356).

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

5. From the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 Avaya Intuity 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 343).

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 343).

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 67)
- Busying Out the Data Link on a G2 Switch (page 67)
- Busying Out the Data Link in an OverLAN Integration (page 67)

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 Avaya Intuity 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 361), 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 69).
- If the system has an external connection, go to Assembling and Attaching the External Disk Cartridge Drive (page 70).

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 331).
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 333):
 - Set the SCSI ID to **5**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 334).
 - 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 334) 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 335):
 - 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 336) for more information.

- Set the four Option Settings to On. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
 - 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 336).
 - 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 71.
 - 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 339).
 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 340) or Connecting the SCSI Cable, Adapter, and 1-foot Cable (MO disk cartridge drive) (page 341), 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 337) or Magneto-Optical (MO) Disk Cartridge (page 338).
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 344).

Note:

The System Upgrade Main Menu that you see might differ from the example shown in System Upgrade Main Menu (page 344). 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"> ■ you backed up the old system's database using MO disk cartridges ■ the new system has an internal MO disk cartridge drive installed 	skip the next two tasks and go to Restoring the Database (page 80).
<ul style="list-style-type: none"> ■ you backed up the old system's database using MO disk cartridges ■ the new system has an internal JAZ disk cartridge drive installed 	continue with Attaching the External Disk Cartridge Drive to the New System (page 77).
<ul style="list-style-type: none"> ■ you backed up the old system's database using one or more JAZ disk cartridges ■ the new system has an internal MO disk cartridge drive installed 	continue with Attaching the External Disk Cartridge Drive to the New System (page 77).
<ul style="list-style-type: none"> ■ you backed up the old system's database using one or more JAZ disk cartridges ■ the new system has an internal JAZ disk cartridge drive installed 	skip the next two tasks and go to Restoring the Database (page 80).

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 333):
 - Set the SCSI ID to **5**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 334).
 - 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 334) 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 335):
 - 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 336) for more information.
 - Set the four Option Settings to **ON**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
 - 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 336).
 - 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 358) or MAP/100P External SCSI Connector (page 357), 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 345) or Cables for External MO Disk Cartridge Drive (page 346), 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 334) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
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 334) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).

Note:

The external disk cartridge drive must be turned on before you can turn on the power for the Avaya Intuity 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 Avaya Intuity Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu (page 344).

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 342).
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 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/5P 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 Avaya 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 353).
3. Compare the values on this screen to the values recorded earlier during this upgrade in the table TCP/IP Administration Screen Contents (page 323) in Technician's Upgrade Worksheet (page 323).

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. Start at the Avaya Intuity Main Menu and select:

Feature Options

The system displays the Feature Options (Read Only) Screen (page 351).

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 324) in Technician's Upgrade Worksheet (page 323).

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 AUDIX 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 352).

12. Compare the local and remote subscriber amounts to the values recorded earlier in the table Subscriber Totals (page 325) in the Technician's Upgrade Worksheet (page 323) section.

13. Press F1 (Cancel) and enter **exit**

14. From the Intuity AUDIX Main Menu, select:

Voice System Administration
Number Services
Display Services

The system displays the Display Number Services Window (page 369).

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 370).

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 370) with `AUDIX` displayed in the `Service Name:` field.

19. Press F3 (Save) and then press F6 (Cancel) twice.

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 87)
- Releasing the Data Link on a G2 Switch (page 87)
- Releasing the Data Link in an OverLAN Integration (page 88)

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 Avaya Intuity 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 365).

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 366).

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 367).
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 323) table, in the Technician's Upgrade Worksheet (page 323) 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 368) 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 343).

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 343).

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 332).
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 331).
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 MAP/5P Upgrade

This chapter lists the tasks required to upgrade a MAP/5P or MAP/40s system by replacing it with a new Release 5 MAP/5P 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 94) 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 MAP/5P Upgrade Checklist

Section	Task	✓
Preparing for the Data Transfer	1. Requesting the Customer Passwords (page 96).	
	2. Checking the Reusable Upgrade Kit (page 97).	
	3. Gathering the Tools and Materials Needed for the Upgrade (page 98).	
	4. Completing the Assembly of the New System (page 98) so that it is ready to connect to the customer's switch.	
	5. Connecting the Monitor and A/B Switch Box (page 99).	
	6. Checking Operation of the New System (page 100) If necessary, install the upgrade software.	
	7. Installing the Upgrade Backup Software on the Old System (page 103).	
	8. Checking the TCP/IP Configuration and Features on the Old System (page 105).	
	9. Checking for and Transferring Custom Announcements (page 106), if they exist.	

Table: MAP/5P or MAP/40s to MAP/5P Upgrade Checklist

Section	Task	✓
Backing Up the Existing Database	10. Deactivating Alarm Origination (page 111) on the old system.	
	11. Busing Out the Switch Data Link (page 112) between the old system and the customer's switch.	
	12. Determining an Available SCSI ID (page 114).	
	13. Shutting Down the System (page 115).	
	14. If necessary, follow Installing the SCSI Interface Circuit Card in the MAP/40 System (page 115).	
	15. Attaching the External Disk Cartridge Drive (page 116) to the old system.	
	16. Restarting the Old System (page 118).	
	17. Backing Up the Old System's Database (page 119). Note: This task includes removing the external disk cartridge drive.	

Table: MAP/5P or MAP/40s to MAP/5P Upgrade Checklist

Section	Task	✓
Restoring the Database, Cabling the New System, and Beginning Service	18. 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 123). Note: This task includes removing the external disk cartridge drive and SCSI interface circuit card.	
	19. Disconnecting the Monitor and A/B Switch Box (page 128).	
	20. Moving the Cables to the New System (page 129).	
	21. Replacing the Dress Covers and Restarting the System (page 129).	
	22. Verifying the Data Transfer (page 130).	
	23. Releasing the Switch Data Link (page 132).	
	24. Verifying the Cable Connections (page 133).	
	25. Administering Passwords (page 134).	
	26. Performing Acceptance Tests (page 136) for the channels.	
	27. Administering and Testing All Features (page 136).	
	28. Activating Alarm Origination (page 136) on the new system.	
Completing the Upgrade	29. Pack and ship the old system and the RUK in Completing the Upgrade (page 137).	

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 323) table in the Technician's Upgrade Worksheet (page 323) 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 359).

Note:

The RUK contains either an External JAZ Disk Cartridge Drive (page 333) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 335). 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 Upgrade Procedures</i> , 585-313-117	1	All upgrades.
<i>Intuity Messaging Solutions Release 5 Documentation CD-ROM for Technicians</i> , 585-313-807	1	All upgrades.
Upgrade software tape	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.
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.

(1 of 2)

Table: Contents of the Reusable Upgrade Kit

Item	Quantity	Used with
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](#) section on the *Intuity Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

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 on the *Intuity Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807:

- [Assembling the System \(MAP/5P and MAP/5PV3\)](#)
- [Assembling the MAP/40P](#)
- [Assembling the Deskside MAP/100P](#)
- [Assembling the Rack-Mounted MAP/100P](#)

Follow the steps in the file you select until the system is assembled.

For more information about connecting the keyboard, modem, or printer, see [Connecting Peripheral Devices](#).

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 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 342).
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/5P upgrade, ignore the three-way power cable at this point. Connect the straight power cable to the back of the new MAP/5P.

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 Avaya Intuity Main Menu (page 330).

4. Check the Avaya 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 Avaya Intuity system CD-ROM drive.
7. Start at the Avaya 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 Avaya Intuity Main Menu until you log back in to the system again.

17. Log in to the Avaya Intuity system as **craft**
18. Check the Avaya Intuity Main Menu (page 330) for the System Upgrade menu option.
19. Remove the Intuity AUDIX R5 software CD-ROM from the CD-ROM drive.
20. Verify the switch integration on the old system.

21. Verify the switch integration on the new system:
 - a. From the Intuity AUDIX 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 name of the switch integration in the Switch: field.
22. 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, contact the MMIS to change the integration.

Installing the Upgrade Backup Software on the Old System

This task installs the Release 5 upgrade package on the old machine. The package backs up to the external disk cartridge drive instead of to the tape cartridge drive.

To install the upgrade software on the old system:

1. If you are using an A/B switch with a single monitor, switch to the old system.
2. Log in as **craft**
3. Locate the tape labeled "Upgrade Software" in the RUK.
4. Open the tape drive door.
5. Insert the tape cartridge and close the door. See Inserting a Tape Cartridge (page 362).
6. From the Avaya 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:
```

7. 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.

8. 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
```

9. Enter **q**
10. Press F6 (Cancel) until you reach the Avaya Intuity Main Menu. See Main Menu Before Installing the Upgrade Package (page 363).
11. Remove the tape cartridge and then return it to the RUK.
12. Press F6 (Cancel) until you log off the system and then log back in as **craft**
13. Verify that the System Upgrade menu option is displayed on the Avaya Intuity Main Menu. See Main Menu After Installing the Upgrade Package (page 364). If the menu option is not displayed, repeat Step 3 through Step 13.

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 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 350).
3. Record the information from the screen in the TCP/IP Administration Screen Contents (page 323) table in the Technician's Upgrade Worksheet (page 323) 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 AUDIX Main Menu.

5. From the Intuity AUDIX Main Menu, select:

Customer/Services Administration
Feature Options

The system displays the Feature Options (Read Only) Screen (page 351).

6. Determine the features that are currently enabled for this customer and any related quantities. Record the results in the Existing Customer Features (page 324) table in the Technician's Upgrade Worksheet (page 323) section.
7. Press F6 (Cancel) twice.

The system displays the Intuity AUDIX Main Menu.

8. From the Intuity AUDIX Main Menu, select:

AUDIX Administration

The system displays the AUDIX command prompt screen.

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

10. The system displays the Feature Daily Traffic Screen (page 352).

11. Under SUBSCRIBERS, read the Local: and Remote: fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 325) table in the Technician's Upgrade Worksheet (page 323) section.

Checking for and Transferring Custom Announcements

This procedure is used to check whether custom announcements exist and then describes how to prepare for transferring 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 107) 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 109)
 - Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 110)
 - Using a Custom Announcement Set for the Default Announcement Set on the New System (page 111)

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 Avaya Intuity systems to Avaya Intuity Release 5 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 354). 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 107).

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)

Table: Standard Announcement Sets

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 107), 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 107), use the table Custom Announcement Set Names (page 325) of the Technician's Upgrade Worksheet (page 323) 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 325) table of the Technician's Upgrade Worksheet (page 323) 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 Avaya 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 109).
- 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 system:

1. From the Avaya 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 325) table in the Technician's Upgrade Worksheet (page 323) section.

3. Press F3 (Enter).

The system displays the Announcement Sets Screen (page 354) 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 110).

4. Repeat Step 2 and Step 3 for all of the custom announcement sets written in the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 system:

1. From the Avaya Intuity Main Menu, select:

AUDIX Administration

2. Enter **copy annnc-set**

The system displays the Copy Announcement Set Screen (page 355).

3. From the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 109).



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 356).

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

5. From the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 Avaya Intuity 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 343).

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 343).

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 113)
- Busying Out the Data Link on a G2 Switch (page 113)
- Busying Out the Data Link in an OverLAN Integration (page 113)

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 Avaya Intuity 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	5
MO disk cartridge drive	4

However, on some systems SCSI ID 4 or 5 might be used by another device. This procedure helps you determine whether you can use SCSI ID 4 or 5 or if you must use another SCSI ID.

These systems need to have SCSI ID 4 or 5 available for use by the external disk cartridge drive:

- MAP/5P
- MAP/40s
- MAP/40
- MAP/40P

To determine whether SCSI ID 4 or 5 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 360).

2. Press F3 (Nextpage) to view all assigned SCSI IDs.
3. Confirm whether SCSI ID 4 or 5 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 361), 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 333) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 335).
3. Do one of the following:
 - If the RUK contains an External JAZ Disk Cartridge Drive (page 333):

- Set the SCSI ID to **5**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 334).
 - 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 334) 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 335):
- 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 336) for more information.
 - Set the four Option Settings to ON. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
 - 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 336).
 - 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 358) or MAP/100P External SCSI Connector (page 357).
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 345) or Cables for External MO Disk Cartridge Drive (page 346).

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 334) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
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 Avaya Intuity 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 344).

Note:

The System Upgrade Main Menu that you see might differ from the example shown in System Upgrade Main Menu (page 344). 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/5P and then restoring the database. 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 Avaya Intuity Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu. See System Upgrade Main Menu (page 344).

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 328) from the RUK and then from the antistatic bag.
10. Remove the screw retaining the slot cover from PCI slot 1, the uppermost slot within the cabinet. See MAP/5P Internal Layout (page 329).
11. Install the SCSI interface card in PCI slot 1.

12. 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.

13. Get the external disk cartridge drive.
14. 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 334).
 - 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 336).
15. Remove the SCSI 2 to SCSI 3 cable from the RUK. See either Cables for External JAZ Disk Cartridge Drive (page 345) or Cables for External MO Disk Cartridge Drive (page 346).
16. 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.

17. 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.

18. 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 Avaya Intuity system. If not, another system restart is required.

19. Turn on the power to the MAP/5P.

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

After the kernel is rebuilt properly 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
```

20. 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
```

21. 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.

22. On the next blank line, log in as **craft**
23. From the Avaya Intuity Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu (page 344).

24. 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.

25. 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 ] :
```

26. 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 ] :
```

27. 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...

28. Turn the MAP/5P power switch off.
29. Remove the SCSI cable from the system, and then remove the SCSI interface card.
30. Place the SCSI interface card in the antistatic bag and replace it in the RUK.
31. Replace the external disk cartridge drive in the RUK.
32. Replace the slot cover plate in the MAP/5P.

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 342).
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 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/5P 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. Align the dress cover with the front of the MAP/5P chassis.

For more information about Steps 1 through 3, see [Replacing the Dress Cover \(MAP/5P and MAP/5PV3\)](#) on the *Intuity Messaging Solutions Release 5 Documentation for Technicians CD-ROM*, 585-313-807, Issue 4 or later.

2. Slide the dress cover towards the back of the chassis until it locks into place.
3. Close the dress cover lock on the back of the MAP/5P chassis.

4. Turn on the MAP/5P power switch.
5. 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 Avaya 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 353).
3. Compare the values on this screen to the values recorded earlier during this upgrade in the table TCP/IP Administration Screen Contents (page 323) in Technician's Upgrade Worksheet (page 323).

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. Start at the Avaya Intuity Main Menu and select:

Feature Options

The system displays the Feature Options (Read Only) Screen (page 351).

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 324) in Technician's Upgrade Worksheet (page 323).

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 AUDIX 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 352).
12. Compare the local and remote subscriber amounts to the values recorded earlier in the table Subscriber Totals (page 325) in the Technician's Upgrade Worksheet (page 323) section.
13. Press F1 (Cancel) and enter **exit**
14. From the Intuity AUDIX Main Menu, select:

`Voice System Administration`
`Number Services`
`Display Services`

The system displays the Display Number Services Window (page 369).
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 370).

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 370) with `AUDIX` displayed in the `Service Name:` field.

19. Press F3 (Save) and then press F6 (Cancel) twice.

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 132)
- Releasing the Data Link on a G2 Switch (page 133)
- Releasing the Data Link in an OverLAN Integration (page 133)

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 Avaya Intuity 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 365).

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 366).

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 367).
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 323) table, in the Technician's Upgrade Worksheet (page 323) 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 368) 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 343).

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 343).

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 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 140) 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 142).	
	2. Checking the Reusable Upgrade Kit (page 143).	
	3. Gathering the Tools and Materials Needed for the Upgrade (page 144).	
	4. Completing the Assembly of the New System (page 144) so that it is ready to connect to the customer's switch.	
	5. Connecting the Monitor and A/B Switch Box (page 145).	
	6. Checking Operation of the New System (page 146). If necessary, install the upgrade software.	
	7. Installing the Upgrade Backup Software on the Old System (page 149).	
	8. Checking the TCP/IP Configuration and Features on the Old System (page 151).	
	9. Checking for and Transferring Custom Announcements (page 152), if they exist.	

Table: Upgrades to MAP/40P Checklist

Section	Task	✓
Backing Up the Existing Database	10. Deactivating Alarm Origination (page 157) on the old system.	
	11. Busying Out the Switch Data Link (page 158) between the old system and the customer's switch.	
	12. Determining an Available SCSI ID (page 160).	
	13. Shutting Down the System (page 161). Turning off the power switch.	
	14. If necessary, follow Installing the SCSI Interface Circuit Card in the MAP/40 System (page 161).	
	15. Attaching the External Disk Cartridge Drive (page 162) to the old system.	
	16. Restarting the Old System (page 164).	
	17. Backing Up the Old System's Database (page 165). Note: 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	18. Determining the Next Task Needed to Restore the Database on the New System (page 169).	
	19. If necessary, go to Attaching the External Disk Cartridge Drive to the New System (page 169).	
	20. If necessary, go to Restarting the New System (page 171).	
	21. Restoring the Database (page 172) on the new system.	
	22. Disconnecting the Monitor and A/B Switch Box (page 175).	
	23. Moving the Cables to the New System (page 176).	
	24. Restarting the New System (page 176).	
	25. Verifying the Data Transfer (page 176).	
	26. Releasing the Switch Data Link (page 179).	
	27. Verifying the Cable Connections (page 180).	
	28. Administering Passwords (page 181).	
	29. Performing Acceptance Tests (page 182) for the channels.	
	30. Administering and Testing All Features (page 183).	
	31. Activating Alarm Origination (page 183) on the new system.	
Completing the Upgrade	32. Pack and ship the old system and the RUK in Completing the Upgrade (page 184).	

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 323) table in the Technician's Upgrade Worksheet (page 323) 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 359).

Note:

The RUK contains either an External JAZ Disk Cartridge Drive (page 333) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 335). 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 Upgrade Procedures</i> , 585-313-117	1	All upgrades.
<i>Intuity Messaging Solutions Release 5 Documentation CD-ROM for Technicians</i> , 585-313-807	1	All upgrades.
Upgrade software tape	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.
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.

(1 of 2)

Table: Contents of the Reusable Upgrade Kit

Item	Quantity	Used with
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](#) section on the *Intuity Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

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 on the *Intuity Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807:

- [Assembling the System \(MAP/5P and MAP/5PV3\)](#)

- [Assembling the MAP/40P](#)
- [Assembling the Deskside MAP/100P](#)
- [Assembling the Rack-Mounted MAP/100P](#)

Follow the steps in the file you select until the system is assembled.

For more information about connecting the keyboard, modem, or printer, see [Connecting Peripheral Devices](#).

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 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 342).
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/5P upgrade, ignore the three-way power cable at this point. Connect the straight power cable to the back of the new MAP/5P.

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 Avaya Intuity Main Menu (page 330).

4. Check the Avaya 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 Avaya Intuity system CD-ROM drive.
- 7. Start at the Avaya 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 Avaya Intuity Main Menu until you log back in to the system again.

17. Log in to the Avaya Intuity system as **craft**
18. Check the Avaya Intuity Main Menu (page 330) for the System Upgrade menu option.
19. Remove the Intuity AUDIX R5 software CD-ROM from the CD-ROM drive.
20. Verify the switch integration on the old system.

21. Verify the switch integration on the new system:
 - a. From the Intuity AUDIX 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 name of the switch integration in the Switch: field.
22. 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, contact the MMIS to change the integration.

Installing the Upgrade Backup Software on the Old System

This task installs the Release 5 upgrade package on the old machine. The package backs up to the external disk cartridge drive instead of to the tape cartridge drive.

To install the upgrade software on the old system:

1. If you are using an A/B switch with a single monitor, switch to the old system.
2. Log in as **craft**
3. Locate the tape labeled "Upgrade Software" in the RUK.
4. Open the tape drive door.
5. Insert the tape cartridge and close the door. See Inserting a Tape Cartridge (page 362).
6. From the Avaya 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:
```

7. 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.

8. 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
```

9. Enter **q**
10. Press F6 (Cancel) until you reach the Avaya Intuity Main Menu. See Main Menu Before Installing the Upgrade Package (page 363).
11. Remove the tape cartridge and then return it to the RUK.
12. Press F6 (Cancel) until you log off the system and then log back in as **craft**
13. Verify that the System Upgrade menu option is displayed on the Avaya Intuity Main Menu. See Main Menu After Installing the Upgrade Package (page 364). If the menu option is not displayed, repeat Step 3 through Step 13.

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 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 350).
3. Record the information from the screen in the TCP/IP Administration Screen Contents (page 323) table in the Technician's Upgrade Worksheet (page 323) 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 AUDIX Main Menu.

5. From the Intuity AUDIX Main Menu, select:

Customer/Services Administration
Feature Options

The system displays the Feature Options (Read Only) Screen (page 351).

6. Determine the features that are currently enabled for this customer and any related quantities. Record the results in the Existing Customer Features (page 324) table in the Technician's Upgrade Worksheet (page 323) section.
7. Press F6 (Cancel) twice.

The system displays the Intuity AUDIX Main Menu.

8. From the Intuity AUDIX Main Menu, select:

AUDIX Administration

The system displays the AUDIX command prompt screen.

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

10. The system displays the Feature Daily Traffic Screen (page 352).

11. Under SUBSCRIBERS, read the Local: and Remote: fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 325) table in the Technician's Upgrade Worksheet (page 323) section.

Checking for and Transferring Custom Announcements

This procedure is used to check whether custom announcements exist and then describes how to prepare for transferring 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 153) 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 155)
 - Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 156)
 - Using a Custom Announcement Set for the Default Announcement Set on the New System (page 157)

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 Avaya Intuity systems to Avaya Intuity Release 5 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 354). 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 153).

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)

Table: Standard Announcement Sets

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 153), 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 153), use the table Custom Announcement Set Names (page 325) of the Technician's Upgrade Worksheet (page 323) 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 325) table of the Technician's Upgrade Worksheet (page 323) 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 Avaya 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 155).
 - 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 system:

1. From the Avaya 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 325) table in the Technician's Upgrade Worksheet (page 323) section.

3. Press F3 (Enter).

The system displays the Announcement Sets Screen (page 354) 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 156).

4. Repeat Step 2 and Step 3 for all of the custom announcement sets written in the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 system:

1. From the Avaya Intuity Main Menu, select:

AUDIX Administration

2. Enter **copy annnc-set**

The system displays the Copy Announcement Set Screen (page 355).

3. From the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 155).



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 356).

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

5. From the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 Avaya Intuity 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 343).

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 343).

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 159)
- Busying Out the Data Link on a G2 Switch (page 159)
- Busying Out the Data Link in an OverLAN Integration (page 159)

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 Avaya Intuity 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	5
MO disk cartridge drive	4

However, on some systems SCSI ID 4 or 5 might be used by another device. This procedure helps you determine whether you can use SCSI ID 4 or 5 or if you must use another SCSI ID.

These systems need to have SCSI ID 4 or 5 available for use by the external disk cartridge drive:

- MAP/5P
- MAP/40s
- MAP/40
- MAP/40P

To determine whether SCSI ID 4 or 5 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 360).

2. Press F3 (Nextpage) to view all assigned SCSI IDs.
3. Confirm whether SCSI ID 4 or 5 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 361), 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 333) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 335).
3. Do one of the following:
 - If the RUK contains an External JAZ Disk Cartridge Drive (page 333):

- Set the SCSI ID to **5**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 334).
 - 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 334) 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 335):
- 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 336) for more information.
 - Set the four Option Settings to ON. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
 - 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 336).
 - 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 358) or MAP/100P External SCSI Connector (page 357).
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 345) or Cables for External MO Disk Cartridge Drive (page 346).

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 334) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
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 Avaya Intuity 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 344).

Note:

The System Upgrade Main Menu that you see might differ from the example shown in System Upgrade Main Menu (page 344). 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"> ■ you backed up the old system's database using MO disk cartridges ■ the new system has an internal MO disk cartridge drive installed 	skip the next two tasks and go to Restoring the Database (page 172).
<ul style="list-style-type: none"> ■ you backed up the old system's database using MO disk cartridges ■ the new system has an internal JAZ disk cartridge drive installed 	continue with Attaching the External Disk Cartridge Drive to the New System (page 169).
<ul style="list-style-type: none"> ■ you backed up the old system's database using one or more JAZ disk cartridges ■ the new system has an internal MO disk cartridge drive installed 	continue with Attaching the External Disk Cartridge Drive to the New System (page 169).
<ul style="list-style-type: none"> ■ you backed up the old system's database using one or more JAZ disk cartridges ■ the new system has an internal JAZ disk cartridge drive installed 	skip the next two tasks and go to Restoring the Database (page 172).

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 333):
 - Set the SCSI ID to **5**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 334).
 - 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 334) 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 335):
 - 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 336) for more information.
 - Set the four Option Settings to **ON**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
 - 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 336).
 - 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 358) or MAP/100P External SCSI Connector (page 357), 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 345) or Cables for External MO Disk Cartridge Drive (page 346), 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 334) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
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 334) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).

Note:

The external disk cartridge drive must be turned on before you can turn on the power for the Avaya Intuity 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 Avaya Intuity Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu (page 344).

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 342).
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 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/5P 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 Avaya 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 353).
3. Compare the values on this screen to the values recorded earlier during this upgrade in the table TCP/IP Administration Screen Contents (page 323) in Technician's Upgrade Worksheet (page 323).

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. Start at the Avaya Intuity Main Menu and select:

Feature Options

The system displays the Feature Options (Read Only) Screen (page 351).

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 324) in Technician's Upgrade Worksheet (page 323).

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 AUDIX 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 352).

12. Compare the local and remote subscriber amounts to the values recorded earlier in the table Subscriber Totals (page 325) in the Technician's Upgrade Worksheet (page 323) section.

13. Press F1 (Cancel) and enter **exit**

14. From the Intuity AUDIX Main Menu, select:

Voice System Administration
Number Services
Display Services

The system displays the Display Number Services Window (page 369).

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 370).

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 370) with `AUDIX` displayed in the `Service Name:` field.

19. Press F3 (Save) and then press F6 (Cancel) twice.

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 179)
- Releasing the Data Link on a G2 Switch (page 179)
- Releasing the Data Link in an OverLAN Integration (page 180)

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 Avaya Intuity 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 365).

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 366).

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 367).
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 323) table, in the Technician's Upgrade Worksheet (page 323) 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 368) 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 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 Avaya Intuity Main Menu, select:

Customer/Services Administration
Alarm Management

The system displays the Alarm Management Window (page 343).

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 343).

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 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 186) 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 188).	
	2. Checking the Reusable Upgrade Kit (page 189).	
	3. Gathering the Tools and Materials Needed for the Upgrade (page 190).	
	4. Completing the Assembly of the New System (page 190) so that it is ready to connect to the customer’s switch.	
	5. Connecting the Monitor and A/B Switch Box (page 191).	
	6. Checking Operation of the New System (page 192). If necessary, install the upgrade software.	
	7. Installing the Upgrade Backup Software on the Old System (page 195).	
	8. Checking the TCP/IP Configuration and Features on the Old System (page 197).	
	9. Checking for and Transferring Custom Announcements (page 198), if they exist.	

Table: Upgrades to MAP/100P Checklist

Area	Task	✓
Backing Up the Existing Database	10. Deactivating Alarm Origination (page 203) on the old system.	
	11. Busying Out the Switch Data Link (page 204) between the old system and the customer's switch.	
	12. Determining an Available SCSI ID (page 206).	
	13. Shutting Down the System (page 207) and turning off the power switch.	
	14. If necessary, follow Installing the SCSI Interface Circuit Card in the MAP/40 System (page 208).	
	15. If necessary, follow Disconnecting the Tape Drive Power Cable (page 209).	
	16. Attaching the External Disk Cartridge Drive to the New System (page 217) to the old system.	
	17. Restarting the Old System (page 212).	
	18. Backing Up the Old System's Database (page 213). Note: 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	19. Determining the Next Task Needed to Restore the Database on the New System (page 217).	
	20. If necessary, go to Attaching the External Disk Cartridge Drive to the New System (page 217).	
	21. If necessary, go to Restarting the New System (page 219).	
	22. Restoring the Database (page 220) on the new system.	
	23. Disconnecting the Monitor and A/B Switch Box (page 223).	
	24. Moving the Cables to the New System (page 224).	
	25. Restarting the New System (page 224).	
	26. Verifying the Data Transfer (page 224).	
	27. Releasing the Switch Data Link (page 227).	
	28. Verifying the Cable Connections (page 228).	
	29. Administering Passwords (page 229).	
	30. Performing Acceptance Tests (page 230) for the channels.	
	31. Administering and Testing All Features (page 231).	
	32. Activating Alarm Origination (page 231) on the new system.	
Completing the Upgrade	33. Pack and ship the old system and the RUK in Completing the Upgrade (page 232).	

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 323) table in the Technician's Upgrade Worksheet (page 323) 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 359).

Note:

The RUK contains either an External JAZ Disk Cartridge Drive (page 333) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 335). 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 Upgrade Procedures</i> , 585-313-117	1	All upgrades.
<i>Intuity Messaging Solutions Release 5 Documentation CD-ROM for Technicians</i> , 585-313-807	1	All upgrades.
Upgrade software tape	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.
Disk cartridge drive power cable (used with JAZ disk cartridge drive only)	1	All upgrades using an external JAZ disk cartridge drive.

(1 of 2)

Table: Contents of the Reusable Upgrade Kit

Item	Quantity	Used with
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](#) section on the *Intuity Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

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 on the *Intuity Messaging*

Solutions Release 5 Documentation for Technicians CD-ROM,
585-313-807:

- [Assembling the System \(MAP/5P and MAP/5PV3\)](#)
- [Assembling the MAP/40P](#)
- [Assembling the Deskside MAP/100P](#)
- [Assembling the Rack-Mounted MAP/100P](#)

Follow the steps in the file you select until the system is assembled.

For more information about connecting the keyboard, modem, or printer, see [Connecting Peripheral Devices](#).

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 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 342).

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/5P upgrade, ignore the three-way power cable at this point. Connect the straight power cable to the back of the new MAP/5P.

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 Avaya Intuity Main Menu (page 330).

4. Check the Avaya 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 Avaya Intuity system CD-ROM drive.
 7. Start at the Avaya 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 Avaya Intuity Main Menu until you log back in to the system again.

17. Log in to the Avaya Intuity system as **craft**
18. Check the Avaya Intuity Main Menu (page 330) for the System Upgrade menu option.
19. Remove the Intuity AUDIX R5 software CD-ROM from the CD-ROM drive.
20. Verify the switch integration on the old system.

21. Verify the switch integration on the new system:
 - a. From the Intuity AUDIX 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 name of the switch integration in the Switch: field.
22. 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, contact the MMIS to change the integration.

Installing the Upgrade Backup Software on the Old System

This task installs the Release 5 upgrade package on the old machine. The package backs up to the external disk cartridge drive instead of to the tape cartridge drive.

To install the upgrade software on the old system:

1. If you are using an A/B switch with a single monitor, switch to the old system.
2. Log in as **craft**
3. Locate the tape labeled "Upgrade Software" in the RUK.
4. Open the tape drive door.
5. Insert the tape cartridge and close the door. See Inserting a Tape Cartridge (page 362).
6. From the Avaya 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:

7. 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.

8. 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

9. Enter **q**
10. Press F6 (Cancel) until you reach the Avaya Intuity Main Menu.
See Main Menu Before Installing the Upgrade Package
(page 363).
11. Remove the tape cartridge and then return it to the RUK.
12. Press F6 (Cancel) until you log off the system and then log back
in as **craft**
13. Verify that the System Upgrade menu option is displayed
on the Avaya Intuity Main Menu. See Main Menu After Installing
the Upgrade Package (page 364). If the menu option is not
displayed, repeat Step 3 through Step 13.

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 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 350).
3. Record the information from the screen in the TCP/IP Administration Screen Contents (page 323) table in the Technician's Upgrade Worksheet (page 323) 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 AUDIX Main Menu.

5. From the Intuity AUDIX Main Menu, select:

Customer/Services Administration
Feature Options

The system displays the Feature Options (Read Only) Screen (page 351).

6. Determine the features that are currently enabled for this customer and any related quantities. Record the results in the Existing Customer Features (page 324) table in the Technician's Upgrade Worksheet (page 323) section.
7. Press F6 (Cancel) twice.

The system displays the Intuity AUDIX Main Menu.

8. From the Intuity AUDIX Main Menu, select:

AUDIX Administration

The system displays the AUDIX command prompt screen.

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

10. The system displays the Feature Daily Traffic Screen (page 352).

11. Under SUBSCRIBERS, read the Local: and Remote: fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 325) table in the Technician's Upgrade Worksheet (page 323) section.

Checking for and Transferring Custom Announcements

This procedure is used to check whether custom announcements exist and then describes how to prepare for transferring 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 199) 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 201)
 - Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 202)
 - Using a Custom Announcement Set for the Default Announcement Set on the New System (page 203)

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 Avaya Intuity systems to Avaya Intuity Release 5 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 354). 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 199).

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)

Table: Standard Announcement Sets

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 199), 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 199), use the table Custom Announcement Set Names (page 325) of the Technician's Upgrade Worksheet (page 323) 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 325) table of the Technician's Upgrade Worksheet (page 323) 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 Avaya 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 201).
 - 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 system:

1. From the Avaya 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 325) table in the Technician's Upgrade Worksheet (page 323) section.

3. Press F3 (Enter).

The system displays the Announcement Sets Screen (page 354) 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 202).

4. Repeat Step 2 and Step 3 for all of the custom announcement sets written in the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 system:

1. From the Avaya Intuity Main Menu, select:

AUDIX Administration

2. Enter **copy annnc-set**

The system displays the Copy Announcement Set Screen (page 355).

3. From the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 201).



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 356).

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

5. From the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 Avaya Intuity 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 343).

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 343).

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 205)
- Busying Out the Data Link on a G2 Switch (page 205)
- Busying Out the Data Link in an OverLAN Integration (page 205)

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 Avaya Intuity 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 334) and External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).

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"> ■ MAP/40 	One to two	<ul style="list-style-type: none"> ■ 5 (JAZ) ■ 4 (MO) 	After shutting down the system, go to Installing the SCSI Interface Circuit Card in the MAP/40 System (page 208).
<ul style="list-style-type: none"> ■ MAP/40P ■ MAP/100 ■ MAP/100P 	One to five	<ul style="list-style-type: none"> ■ 5 (JAZ) ■ 4 (MO) 	After shutting down the system, skip Disconnecting the Tape Drive Power Cable (page 209) and go to Attaching the External Disk Cartridge Drive.
<ul style="list-style-type: none"> ■ MAP/100 	Six	3 (JAZ or MO)	After shutting down the system, go to Disconnecting the Tape Drive Power Cable (page 209).
<ul style="list-style-type: none"> ■ MAP/100P 	Six	6 (JAZ or MO)	

3. Determine whether the recommended SCSI ID is available. From the Avaya Intuity Main Menu, select:

Customer/Services Administration
System Verification

View Installed Hardware

The system displays the View Installed Hardware Window (page 360).

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 361), 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 333) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 335).
3. Do one of the following:
 - If the RUK contains an External JAZ Disk Cartridge Drive (page 333):
 - Set the SCSI ID to the number that you determined in Determining an Available SCSI ID (page 206). Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 334).
 - 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 334) 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 335):
 - Set the SCSI ID to the number that you determined in the Determining an Available SCSI ID (page 206) task. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336) for more information.
 - Set the four Option Settings to ON. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
 - 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 336).
 - 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 358) or MAP/100P External SCSI Connector (page 357).
 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 345) or Cables for External MO Disk Cartridge Drive (page 346).
 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 334) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
 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 Avaya Intuity 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 344).

Note:

The System Upgrade Main Menu that you see might differ from the example shown in System Upgrade Main Menu (page 344). 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"> ■ you backed up the old system's database using MO disk cartridges ■ the new system has an internal MO disk cartridge drive installed 	skip the next two tasks and go to Restoring the Database (page 220).
<ul style="list-style-type: none"> ■ you backed up the old system's database using MO disk cartridges ■ the new system has an internal JAZ disk cartridge drive installed 	continue with Attaching the External Disk Cartridge Drive to the New System (page 217).
<ul style="list-style-type: none"> ■ you backed up the old system's database using one or more JAZ disk cartridges ■ the new system has an internal MO disk cartridge drive installed 	continue with Attaching the External Disk Cartridge Drive to the New System (page 217).
<ul style="list-style-type: none"> ■ you backed up the old system's database using one or more JAZ disk cartridges ■ the new system has an internal JAZ disk cartridge drive installed 	skip the next two tasks and go to Restoring the Database (page 220).

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 333):
 - Set the SCSI ID to **5**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 334).
 - 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 334) 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 335):
 - 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 336) for more information.
 - Set the four Option Settings to **ON**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
 - 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 336).
 - 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 358) or MAP/100P External SCSI Connector (page 357), 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 345) or Cables for External MO Disk Cartridge Drive (page 346), 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 334) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
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 334) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).

Note:

The external disk cartridge drive must be turned on before you can turn on the power for the Avaya Intuity 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 Avaya Intuity Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu (page 344).

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 342).
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 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/5P 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 Avaya 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 353).
3. Compare the values on this screen to the values recorded earlier during this upgrade in the table TCP/IP Administration Screen Contents (page 323) in Technician's Upgrade Worksheet (page 323).

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. Start at the Avaya Intuity Main Menu and select:

Feature Options

The system displays the Feature Options (Read Only) Screen (page 351).

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 324) in Technician's Upgrade Worksheet (page 323).

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 AUDIX 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 352).

12. Compare the local and remote subscriber amounts to the values recorded earlier in the table Subscriber Totals (page 325) in the Technician's Upgrade Worksheet (page 323) section.

13. Press F1 (Cancel) and enter **exit**

14. From the Intuity AUDIX Main Menu, select:

Voice System Administration
Number Services
Display Services

The system displays the Display Number Services Window (page 369).

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 370).

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 370) with `AUDIX` displayed in the `Service Name:` field.

19. Press F3 (Save) and then press F6 (Cancel) twice.

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 227)
- Releasing the Data Link on a G2 Switch (page 227)
- Releasing the Data Link in an OverLAN Integration (page 228)

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 Avaya Intuity 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 365).

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 366).

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 367).
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 323) table, in the Technician's Upgrade Worksheet (page 323) 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 368) 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 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 Avaya Intuity Main Menu, select:

Customer/Services Administration
Alarm Management

The system displays the Alarm Management Window (page 343).

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 343).

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 an R5.1 MAP/5P to an R5.1 MAP/40P or MAP/100P

This chapter lists the tasks required to upgrade a Release 5.1 MAP/5P 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 234) 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 234) section before the old system is shut down.

Table: Upgrades to MAP/40P or MAP/100P Checklist

Section	Task	✓
Preparing for the Data Transfer	1. Requesting the Customer Passwords (page 235).	
	2. Checking the Reusable Upgrade Kit (page 236).	
	3. Gathering the Tools and Materials Needed for the Upgrade (page 237).	
	4. Completing the Assembly of the New System (page 237) so that it is ready to connect to the customer's switch.	
	5. Connecting the Monitor and A/B Switch Box (page 238).	
	6. Checking Operation of the New System (page 239). If necessary, install the upgrade software.	
	7. Installing the Upgrade Software on the Old System (page 242).	
	8. Checking the TCP/IP Configuration and Features on the Old System (page 244).	
	9. Checking for and Transferring Custom Announcements (page 245) on the old system. If they exist, transfer them to the new system.	
Backing Up the Existing Database	10. Deactivating Alarm Origination (page 251) on the old system.	
	11. Busing Out the Switch Data Link (page 252) between the old system and the customer's switch.	
	12. Backing Up the Database (page 253) on the old system.	

Table: Upgrades to MAP/40P or MAP/100P Checklist

Section	Task	✓
Restoring the Database, Cabling the New System, and Beginning Service	13. Determining the Next Task Needed to Restore the Database on the New System (page 260).	
	14. If necessary, go to Attaching the External Disk Cartridge Drive to the New System (page 261).	
	15. If necessary, go to Restarting the New System (page 263).	
	16. Restoring the Database (page 263) on the new system.	
	17. Disconnecting the Monitor and A/B Switch Box (page 266).	
	18. Moving the Cables to the New System (page 267).	
	19. Restarting the New System (page 267).	
	20. Verifying the Data Transfer (page 268).	
	21. Releasing the Switch Data Link (page 270).	
	22. Verifying the Cable Connections (page 271).	
	23. Administering Passwords (page 272).	
	24. Performing Acceptance Tests (page 274) for the channels.	
	25. Administering and Testing All Features (page 274).	
	26. Activating Alarm Origination (page 274) on the new system.	
Completing the Upgrade	27. Pack and ship the old system and the RUK in Completing the Upgrade (page 275).	

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 323) table in the Technician's Upgrade Worksheet (page 323) 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 359).

Note:

The RUK contains either an External JAZ Disk Cartridge Drive (page 333) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 335). 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 Upgrade Procedures</i> , 585-313-117	1	All upgrades.
<i>Intuity Messaging Solutions Release 5 Documentation CD-ROM for Technicians</i> , 585-313-807	1	All upgrades.
Upgrade software tape	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.
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.

(1 of 2)

Table: Contents of the Reusable Upgrade Kit

Item	Quantity	Used with
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](#) section on the *Intuity Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

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 on the *Intuity Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807:

- [Assembling the System \(MAP/5P and MAP/5PV3\)](#)

- [Assembling the MAP/40P](#)
- [Assembling the Deskside MAP/100P](#)
- [Assembling the Rack-Mounted MAP/100P](#)

Follow the steps in the file you select until the system is assembled.

For more information about connecting the keyboard, modem, or printer, see [Connecting Peripheral Devices](#).

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 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 342).
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/5P upgrade, ignore the three-way power cable at this point. Connect the straight power cable to the back of the new MAP/5P.

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 Avaya Intuity Main Menu (page 330).

4. Check the Avaya 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 Avaya Intuity system CD-ROM drive.
- 7. Start at the Avaya 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 Avaya Intuity Main Menu until you log back in to the system again.

17. Log in to the Avaya Intuity system as **craft**
18. Check the Avaya Intuity Main Menu (page 330) for the System Upgrade menu option.
19. Remove the Intuity AUDIX R5 software CD-ROM from the CD-ROM drive.
20. Verify the switch integration on the old system.

21. Verify the switch integration on the new system:
 - a. From the Intuity AUDIX 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 name of the switch integration in the `Switch:` field.
22. 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, contact the MMIS to change the integration.

Installing the Upgrade Software on the Old System

To install the upgrade software on the older Release 5 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 Avaya Intuity system CD-ROM drive.
3. Start at the Avaya 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 Avaya Intuity Main Menu until you log back in to the system again.

13. Log in to the Avaya Intuity system as **craft**
14. Check the Avaya Intuity Main Menu (page 330) 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 system.

To check the old system:

1. From the Avaya Intuity Main Menu, select:

TCP/IP Administration
Networking Addressing

2. The system displays the Networking Addressing Window (page 353).

3. Record the contents of the screen in the TCP/IP Administration Screen Contents (page 323) table in the Technician's Upgrade Worksheet (page 323) 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 AUDIX Main Menu, select:

Feature Options

The system displays the Feature Options (Read Only) Screen (page 351).

Note:

When the screen is first displayed, press the UP ARROW key to display the voice-ports line.

6. Determine the features that are currently enabled for this customer and any related quantities. Record the results in the Existing Customer Features (page 324) table in the Technician's Upgrade Worksheet (page 323) section.
 7. Press F6 (Cancel).
 8. From the Intuity AUDIX Main Menu, select:
- AUDIX Administration
9. At the enter command: prompt, enter **list mea feat day**
 10. The system displays the Feature Daily Traffic Screen (page 352).
 11. Under SUBSCRIBERS, read the Local: and Remote: fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 325) in the Technician's Upgrade Worksheet (page 323) section.

Checking for and Transferring Custom Announcements

This procedure is used to check whether custom announcements exist and then describes how to prepare for transferring 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 247) 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 249)
 - Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 249)
 - Using a Custom Announcement Set for the Default Announcement Set on the New System (page 250)

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 Avaya Intuity systems to Avaya Intuity Release 5 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 354). 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 247).

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)

Table: Standard Announcement Sets

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 247), 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 247), use the table Custom Announcement Set Names (page 325) of the Technician's Upgrade Worksheet (page 323) 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 325) table of the Technician's Upgrade Worksheet (page 323) 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 Avaya 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 249).
 - 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 system:

1. From the Avaya 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 325) table in the Technician's Upgrade Worksheet (page 323) section.

3. Press F3 (Enter).

The system displays the Announcement Sets Screen (page 354) 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 249).

4. Repeat Step 2 and Step 3 for all of the custom announcement sets written in the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 system:

1. From the Avaya Intuity Main Menu, select:

AUDIX Administration

2. Enter **copy annc-set**

The system displays the Copy Announcement Set Screen (page 355).

3. From the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 249).



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 356).

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

5. From the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 Avaya Intuity 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 343).

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 343).

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 252)
- Busying Out the Data Link on a G2 Switch (page 252)
- Busying Out the Data Link in an OverLAN Integration (page 253)

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 Avaya Intuity 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 new system:

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

System Upgrade

The system displays the System Upgrade Main Menu (page 344).

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 328) from the RUK and then from the antistatic bag.

10. Remove the screw retaining the slot cover from PCI slot 1, the uppermost slot within the cabinet. See MAP/5P Internal Layout (page 329).

11. Install the SCSI interface card in PCI slot 1.
12. 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.

13. Remove the external disk cartridge drive from the RUK.
14. Determine what type of external disk cartridge drive the RUK contains, for example, either an External JAZ Disk Cartridge Drive (page 333) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 335).
15. Do one of the following:
 - If the RUK contains an External JAZ Disk Cartridge Drive (page 333):
 - Set the SCSI ID to **5**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 334).
 - 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 334) 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 16.
 - If the RUK contains an External Magneto-Optical (MO) Disk Cartridge Drive (page 335):
 - 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 336) for more information.
 - Set the four Option Settings to **ON**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
 - 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 336).

- Continue with Step 16.

16. 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 345) or Cables for External MO Disk Cartridge Drive (page 346).
17. 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.

18. 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.

19. 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 Avaya Intuity system. If not, another system restart will be required.

20. Turn on the power to the MAP/5P.

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
```

21. 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.

22. Log in as **craft**.
23. From the Avaya Intuity main menu, select:

System Upgrade

The system displays the System Upgrade Main Menu (page 344).

24. 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 ]:
```

25. 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.

26. 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.

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

28. 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]:

29. 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.

30. 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.

31. 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.

32. Do one of the following:

- If the upgrade backup requires only one disk cartridge, go to Step 33.
- 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 33.

33. 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 ] :
```

34. Press ENTER.

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

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

35. Turn the MAP/5P power switch off.
36. Remove the SCSI cable from the system and remove the SCSI interface circuit card.
37. Place the SCSI interface circuit card in the antistatic bag and replace it in the RUK.
38. Replace the external disk cartridge drive in the RUK.
39. Replace the slot cover plate in the MAP/5P.

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">■ you backed up the old system's database using MO disk cartridges■ the new system has an internal MO disk cartridge drive installed	skip the next two tasks and go to Restoring the Database (page 263).
<ul style="list-style-type: none">■ you backed up the old system's database using MO disk cartridges■ the new system has an internal JAZ disk cartridge drive installed	continue with Attaching the External Disk Cartridge Drive to the New System (page 261).

If...	Then...
<ul style="list-style-type: none"> ■ you backed up the old system's database using one or more JAZ disk cartridges ■ the new system has an internal MO disk cartridge drive installed 	continue with Attaching the External Disk Cartridge Drive to the New System (page 261).
<ul style="list-style-type: none"> ■ you backed up the old system's database using one or more JAZ disk cartridges ■ the new system has an internal JAZ disk cartridge drive installed 	skip the next two tasks and go to Restoring the Database (page 263).

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 333):
 - Set the SCSI ID to **5**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 334).
 - 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 334) 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 335):

- 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 336) for more information.
 - Set the four Option Settings to **ON**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
 - 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 336).
 - 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 358) or MAP/100P External SCSI Connector (page 357), 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 345) or Cables for External MO Disk Cartridge Drive (page 346), 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 334) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
 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 334) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).

Note:

The external disk cartridge drive must be turned on before you can turn on the power for the Avaya Intuity 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 Avaya Intuity Main Menu, select:

```
System Upgrade
```

The system displays the System Upgrade Main Menu (page 344).

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 342).
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 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/5P 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 Avaya 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 353).
3. Compare the values on this screen to the values recorded earlier during this upgrade in the table TCP/IP Administration Screen Contents (page 323) in Technician's Upgrade Worksheet (page 323).

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. Start at the Avaya Intuity Main Menu and select:

Feature Options

The system displays the Feature Options (Read Only) Screen (page 351).

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 324) in Technician's Upgrade Worksheet (page 323).

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 AUDIX 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 352).
12. Compare the local and remote subscriber amounts to the values recorded earlier in the table Subscriber Totals (page 325) in the Technician's Upgrade Worksheet (page 323) section.
13. Press F1 (Cancel) and enter **exit**
14. From the Intuity AUDIX Main Menu, select:

Voice System Administration
 Number Services
 Display Services

The system displays the Display Number Services Window (page 369).
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 370).
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 370) with `AUDIX` displayed in the `Service Name :` field.

19. Press `F3` (Save) and then press `F6` (Cancel) twice.

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 270)
- Releasing the Data Link on a G2 Switch (page 271)
- Releasing the Data Link in an OverLAN Integration (page 271)

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 Avaya Intuity 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 365).

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 366).

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 367).
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 323) table, in the Technician's Upgrade Worksheet (page 323) 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 368) 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 343).

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 343).

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 an R5 MAP/40P to an R5 MAP/100P

This chapter lists the tasks required to upgrade a Release 5 MAP/40P system by replacing it with a new Release 5 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 278) 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

Section	Task	✓
Preparing for the Data Transfer	1. Requesting the Customer Passwords (page 280).	
	2. Checking the Reusable Upgrade Kit (page 281).	
	3. Gathering the Tools and Materials Needed for the Upgrade (page 282).	
	4. Completing the Assembly of the New System (page 282) so that it is ready to connect to the customer's switch.	
	5. Connecting the Monitor and A/B Switch Box (page 283).	
	6. Checking Operation of the New System (page 284). If necessary, install the upgrade software.	
	7. Installing the Upgrade Software on the Old System (page 287).	
	8. Checking the TCP/IP Configuration and Features on the Old System (page 289).	
	9. Checking for and Transferring Custom Announcements (page 290) on the old system. If they exist, transfer them to the new system.	

Table: Upgrades to MAP/100P Checklist

Section	Task	✓
Backing up the Existing Database	10. Deactivating Alarm Origination (page 296) on the old system.	
	11. Busing Out the Switch Data Link (page 297) between the old system and the customer's switch.	
	12. Verifying the External and Internal Disk Cartridge Drive Types (page 298).	
	13. If necessary, go to Shutting Down the System (page 299).	
	14. If necessary, go to Attaching the External Disk Cartridge Drive (page 300).	
	15. If necessary, go to Restarting the Old System (page 302).	
	16. Backing Up the Database (page 302) on the old system.	

Table: Upgrades to MAP/100P Checklist

Section	Task	✓
Restoring the Database, Cabling the New System, and Beginning Service	17. Determining the Next Task Needed to Restore the Database on the New System (page 306).	
	18. If necessary, go to Attaching the External Disk Cartridge Drive to the New System (page 306).	
	19. If necessary, go to Restarting the New System (page 308).	
	20. Restoring the Database (page 309) on the new system.	
	21. Disconnecting the Monitor and A/B Switch Box (page 312).	
	22. Moving the Cables to the New System (page 313).	
	23. Restarting the New System (page 313).	
	24. Verifying the Data Transfer (page 313).	
	25. Releasing the Switch Data Link (page 316).	
	26. Verifying the Cable Connections (page 317).	
	27. Administering Passwords (page 318).	
	28. Performing Acceptance Tests (page 319) for the channels.	
	29. Administering and Testing All Features (page 320).	
	30. Activating Alarm Origination (page 320) on the new system.	
Completing the Upgrade	31. Pack and ship the old system and the RUK in Completing the Upgrade (page 321).	

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 323) table in the Technician's Upgrade Worksheet (page 323) 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 359).

Note:

The RUK contains either an External JAZ Disk Cartridge Drive (page 333) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 335). 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 Upgrade Procedures</i> , 585-313-117	1	All upgrades.
<i>Intuity Messaging Solutions Release 5 Documentation CD-ROM for Technicians</i> , 585-313-807	1	All upgrades.
Upgrade software tape	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.
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.

(1 of 2)

Table: Contents of the Reusable Upgrade Kit

Item	Quantity	Used with
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](#) section on the *Intuity Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

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 on the *Intuity Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807:

- [Assembling the System \(MAP/5P and MAP/5PV3\)](#)

- [Assembling the MAP/40P](#)
- [Assembling the Deskside MAP/100P](#)
- [Assembling the Rack-Mounted MAP/100P](#)

Follow the steps in the file you select until the system is assembled.

For more information about connecting the keyboard, modem, or printer, see [Connecting Peripheral Devices](#).

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 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 342).
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/5P upgrade, ignore the three-way power cable at this point. Connect the straight power cable to the back of the new MAP/5P.

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 Avaya Intuity Main Menu (page 330).

4. Check the Avaya 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 Avaya Intuity system CD-ROM drive.
- 7. Start at the Avaya 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 Avaya Intuity Main Menu until you log back in to the system again.

17. Log in to the Avaya Intuity system as **craft**
18. Check the Avaya Intuity Main Menu (page 330) for the System Upgrade menu option.
19. Remove the Intuity AUDIX R5 software CD-ROM from the CD-ROM drive.
20. Verify the switch integration on the old system.

21. Verify the switch integration on the new system:
 - a. From the Intuity AUDIX 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 name of the switch integration in the Switch: field.
22. 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, contact the MMIS to change the integration.

Installing the Upgrade Software on the Old System

To install the upgrade software on the older Release 5 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 Avaya Intuity system CD-ROM drive.
3. Start at the Avaya 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 Avaya Intuity Main Menu until you log back in to the system again.

13. Log in to the Avaya Intuity system as **craft**
14. Check the Avaya Intuity Main Menu (page 330) 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 system.

To check the old system:

1. From the Avaya Intuity Main Menu, select:

TCP/IP Administration
Networking Addressing

2. The system displays the Networking Addressing Window (page 353).

3. Record the contents of the screen in the TCP/IP Administration Screen Contents (page 323) table in the Technician's Upgrade Worksheet (page 323) 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 AUDIX Main Menu, select:

`Feature Options`

The system displays the Feature Options (Read Only) Screen (page 351).

Note:

When the screen is first displayed, press the UP ARROW key to display the voice-ports line.

6. Determine the features that are currently enabled for this customer and any related quantities. Record the results in the Existing Customer Features (page 324) table in the Technician's Upgrade Worksheet (page 323) section.
7. Press F6 (Cancel).
8. From the Intuity AUDIX Main Menu, select:

`AUDIX Administration`
9. At the `enter command:` prompt, enter **list mea feat day**
10. The system displays the Feature Daily Traffic Screen (page 352).
11. Under `SUBSCRIBERS`, read the `Local:` and `Remote:` fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 325) in the Technician's Upgrade Worksheet (page 323) section.

Checking for and Transferring Custom Announcements

This procedure is used to check whether custom announcements exist and then describes how to prepare for transferring 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 292) 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 294)
 - Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 294)
 - Using a Custom Announcement Set for the Default Announcement Set on the New System (page 295)

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 Avaya Intuity systems to Avaya Intuity Release 5 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 354). 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 292).

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)

Table: Standard Announcement Sets

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 292), 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 292), use the table Custom Announcement Set Names (page 325) of the Technician's Upgrade Worksheet (page 323) 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 325) table of the Technician's Upgrade Worksheet (page 323) 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 Avaya 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 294).
 - 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 system:

1. From the Avaya 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 325) table in the Technician's Upgrade Worksheet (page 323) section.

3. Press F3 (Enter).

The system displays the Announcement Sets Screen (page 354) 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 294).

4. Repeat Step 2 and Step 3 for all of the custom announcement sets written in the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 system:

1. From the Avaya Intuity Main Menu, select:

AUDIX Administration

2. Enter **copy annc-set**

The system displays the Copy Announcement Set Screen (page 355).

3. From the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 294).

**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 356).

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

5. From the Custom Announcement Set Names (page 325) table in the Technician's Upgrade Worksheet (page 323) 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 Avaya Intuity 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 343).

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 343).

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 297)
- Busying Out the Data Link on a G2 Switch (page 297)
- Busying Out the Data Link in an OverLAN Integration (page 298)

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 Avaya Intuity 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 333) and External Magneto-Optical (MO) Disk Cartridge Drive (page 335).

4. Use the following table to determine your next task:

If...	Then...
<ul style="list-style-type: none"> the old system has an internal JAZ disk cartridge drive installed the new system has an internal MO disk cartridge drive installed the RUK contains an external MO disk cartridge drive 	continue with Shutting Down the System (page 299).
<ul style="list-style-type: none"> the old system has an internal JAZ disk cartridge drive installed the new system has an internal JAZ disk cartridge drive installed 	skip the next three tasks and continue with Backing Up the Database (page 302).
<ul style="list-style-type: none"> the old system has an internal JAZ disk cartridge drive installed the new system has an internal MO disk cartridge drive installed the RUK contains an external JAZ disk cartridge drive 	skip the next three tasks and continue with Backing Up the Database (page 302).
<ul style="list-style-type: none"> the old system has an internal MO disk cartridge drive installed the new system has an internal MO disk cartridge drive installed 	skip the next three tasks and continue with Backing Up the Database (page 302).

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 361), 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 333):
 - Set the SCSI ID **5**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 334).
 - 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 334) 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 335):
 - 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 336) for more information.

- Set the four Option Settings to **ON**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
 - 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 336).
 - 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 358).

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 345) or Cables for External MO Disk Cartridge Drive (page 346).
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 334) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
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 334) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).

Note:

The external drive must be turned on before you can turn on the power for the Avaya Intuity 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 Avaya Intuity Main Menu, select:

```
System Upgrade
```

The system displays the System Upgrade Main Menu (page 344).

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">■ you backed up the old system's database using MO disk cartridges■ the new system has an internal MO disk cartridge drive installed	skip the next two tasks and go to Restoring the Database (page 309).
<ul style="list-style-type: none">■ you backed up the old system's database using MO disk cartridges■ the new system has an internal JAZ disk cartridge drive installed	continue with Attaching the External Disk Cartridge Drive to the New System (page 306).
<ul style="list-style-type: none">■ you backed up the old system's database using one or more JAZ disk cartridges■ the new system has an internal MO disk cartridge drive installed	continue with Attaching the External Disk Cartridge Drive to the New System (page 306).
<ul style="list-style-type: none">■ you backed up the old system's database using one or more JAZ disk cartridges■ the new system has an internal JAZ disk cartridge drive installed	skip the next two tasks and go to Restoring the Database (page 309).

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 333):
 - Set the SCSI ID to **5**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 334).
 - 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 334) 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 335):
 - 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 336) for more information.
 - Set the four Option Settings to **ON**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
 - 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 336).
 - 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 358) or MAP/100P External SCSI Connector (page 357), 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 345) or Cables for External MO Disk Cartridge Drive (page 346), 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 334) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).
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 334) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 336).

Note:

The external disk cartridge drive must be turned on before you can turn on the power for the Avaya Intuity 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 Avaya Intuity Main Menu, select:

System Upgrade

The system displays the System Upgrade Main Menu (page 344).

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 342).
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 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/5P 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 Avaya 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 353).
3. Compare the values on this screen to the values recorded earlier during this upgrade in the table TCP/IP Administration Screen Contents (page 323) in Technician's Upgrade Worksheet (page 323).

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. Start at the Avaya Intuity Main Menu and select:

Feature Options

The system displays the Feature Options (Read Only) Screen (page 351).

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 324) in Technician's Upgrade Worksheet (page 323).

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 AUDIX 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 352).

12. Compare the local and remote subscriber amounts to the values recorded earlier in the table Subscriber Totals (page 325) in the Technician's Upgrade Worksheet (page 323) section.
13. Press F1 (Cancel) and enter **exit**
14. From the Intuity AUDIX Main Menu, select:

Voice System Administration
Number Services
Display Services

The system displays the Display Number Services Window (page 369).

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 370).

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 370) with `AUDIX` displayed in the `Service Name:` field.

19. Press F3 (Save) and then press F6 (Cancel) twice.

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 316)
- Releasing the Data Link on a G2 Switch (page 316)
- Releasing the Data Link in an OverLAN Integration (page 317)

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 Avaya Intuity 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 365).

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 366).

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 367).
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 323) table, in the Technician's Upgrade Worksheet (page 323) 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 368) 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 343).

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 343).

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

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
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

Table: Existing Customer Features

Feature Option	Current Setting	Notes
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

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

This section contains the upgrade-related figures and screens that are referenced in this document.

Figure: SCSI Interface Card

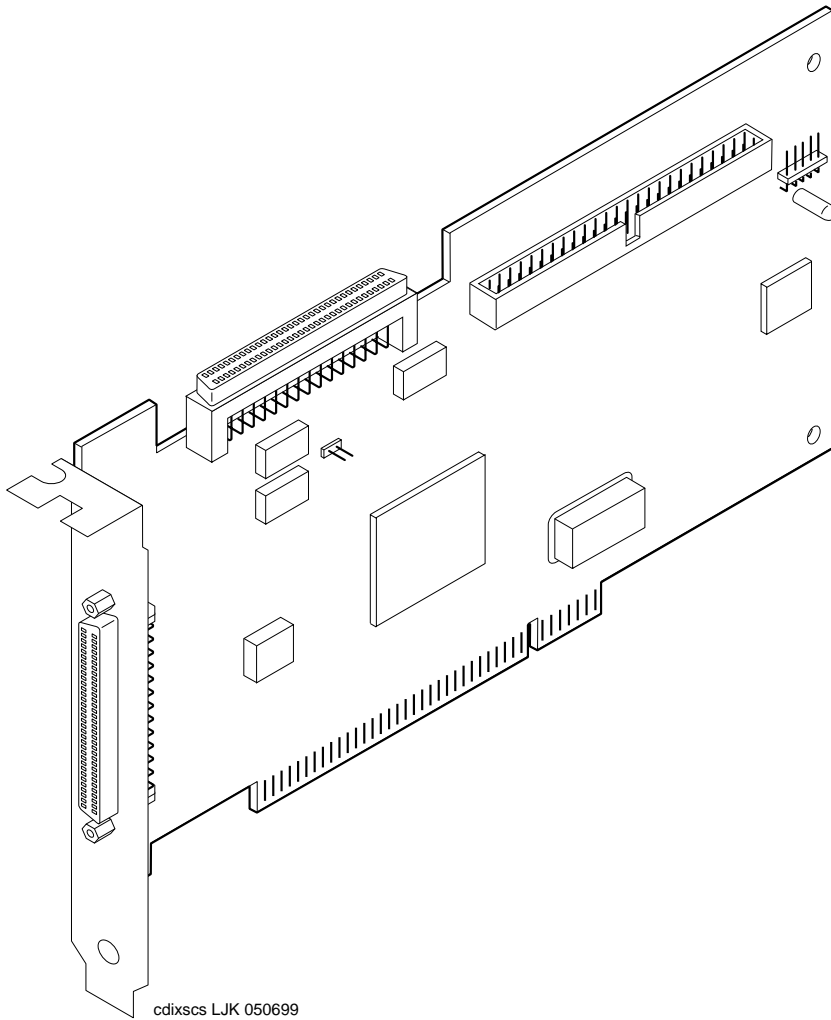
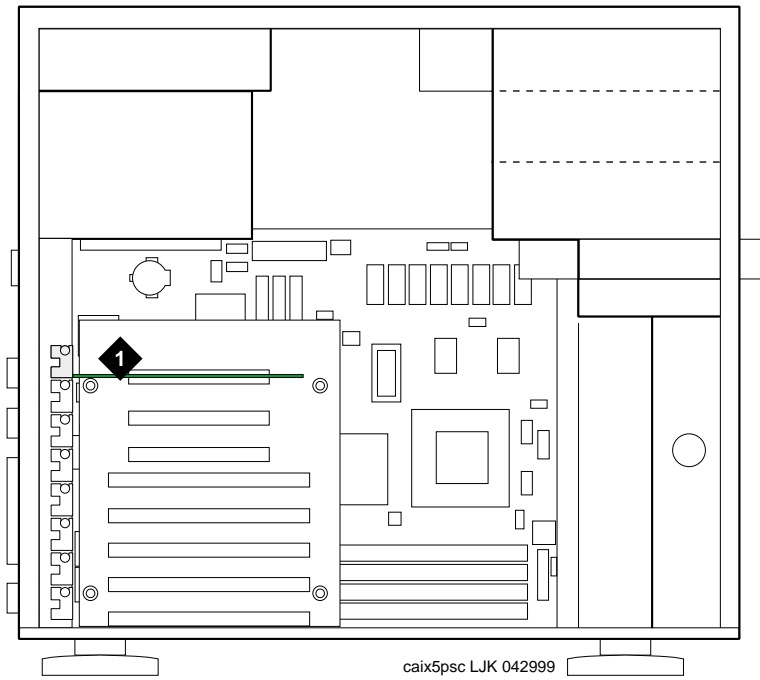


Figure: MAP/5P Internal Layout



1 PCI Slot 1

Avaya Intuity Main Menu

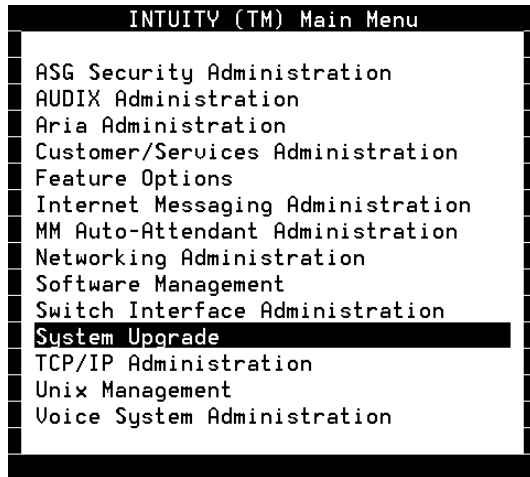


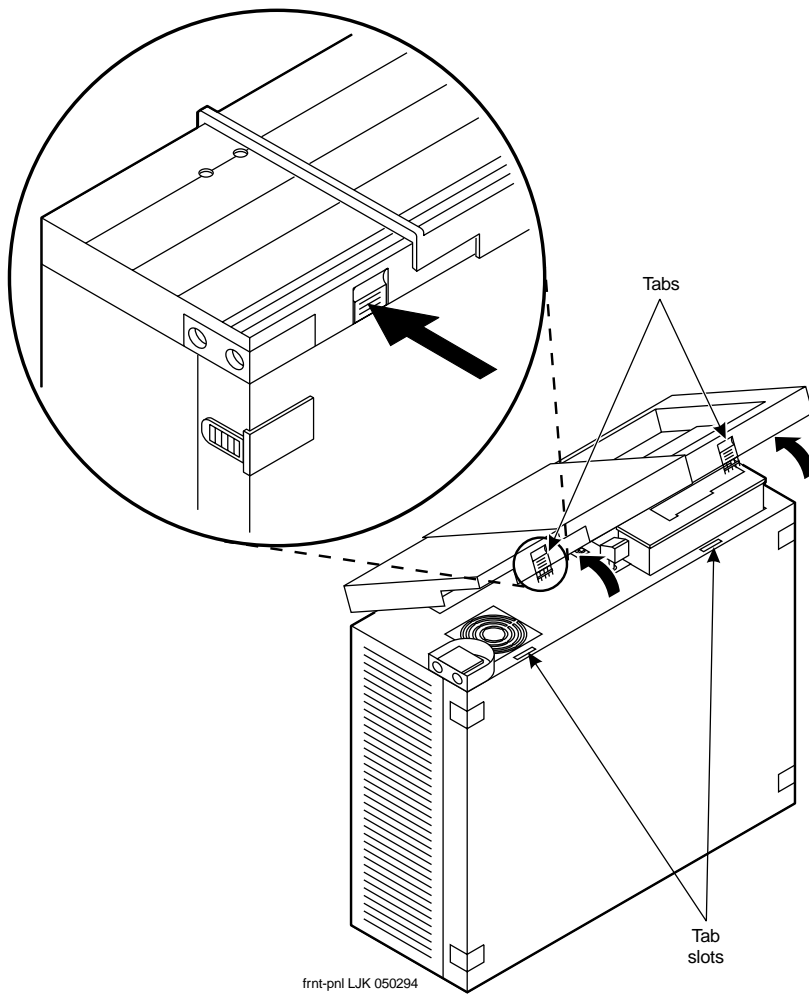
Figure: Front Panel Tabs

Figure: Top Cover Tabs

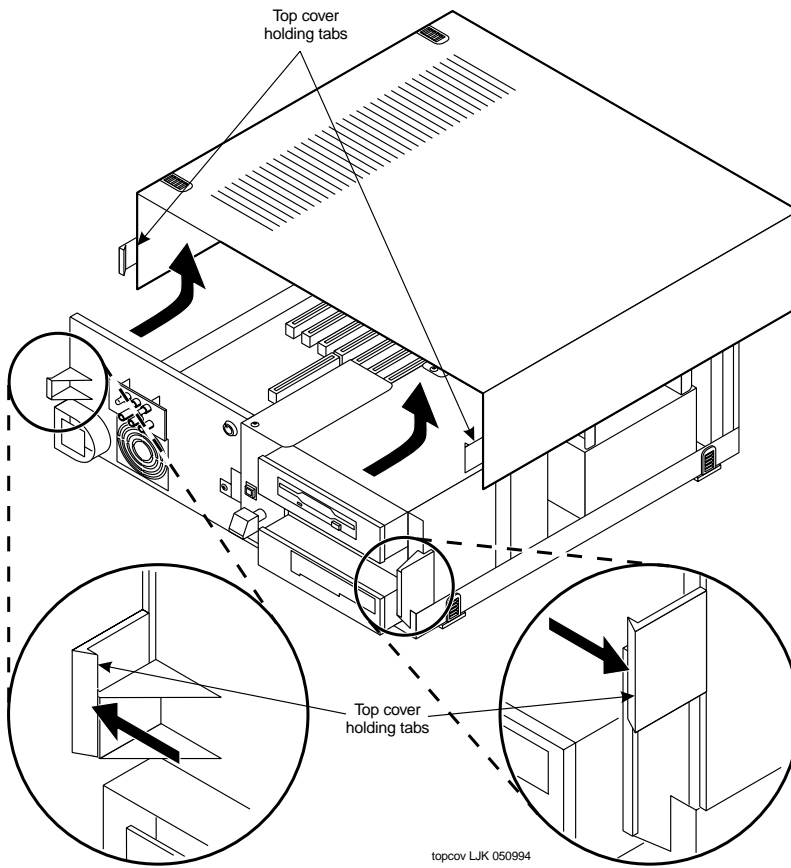


Figure: External JAZ Disk Cartridge Drive

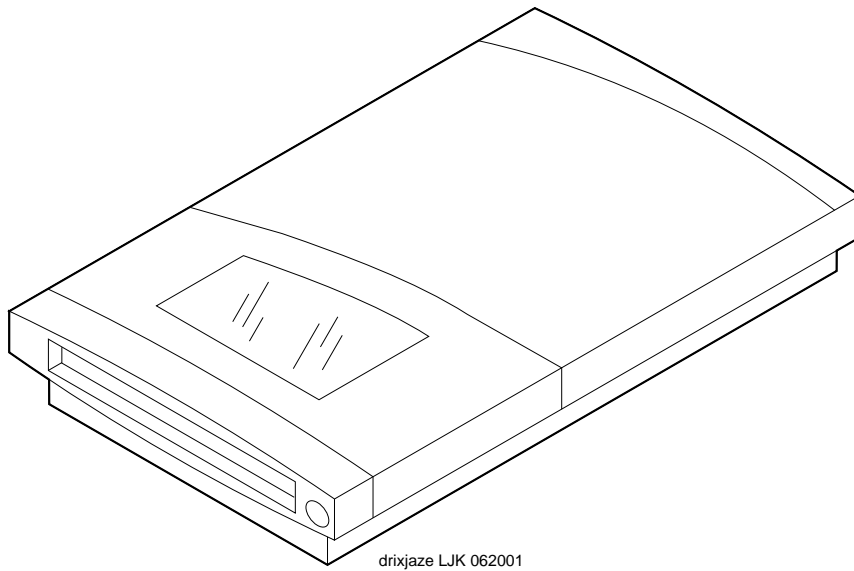
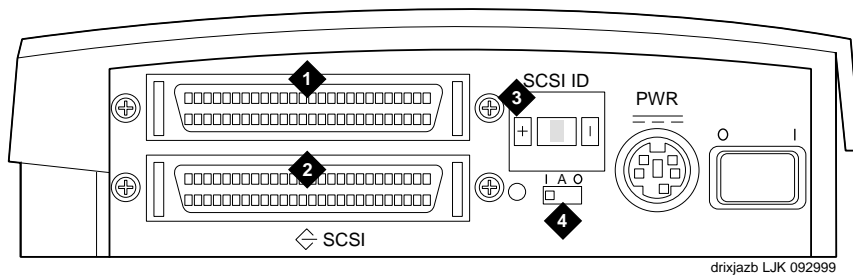


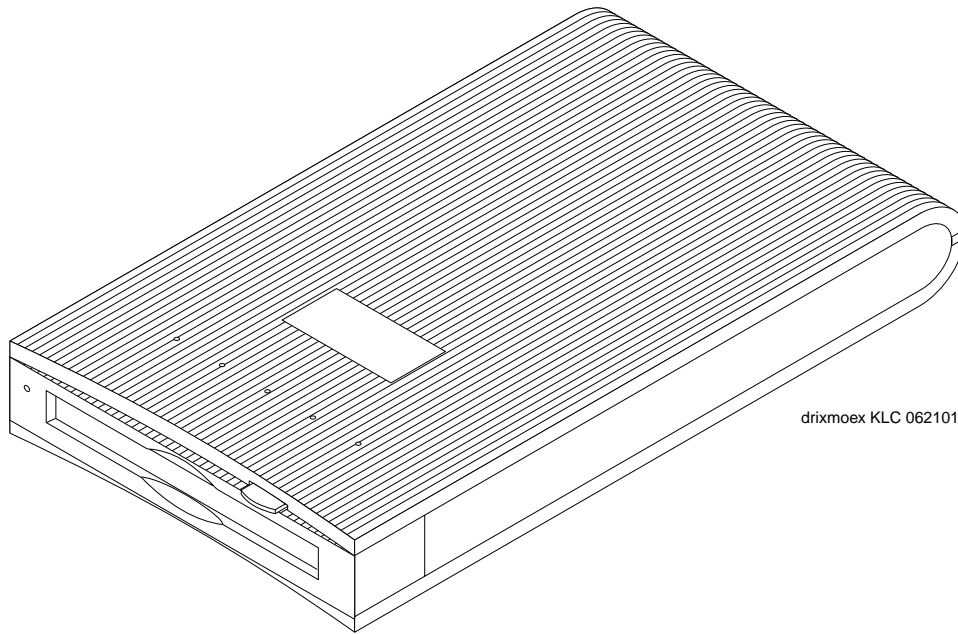
Figure: External JAZ Disk Cartridge Drive Settings



- 1 SCSI Port 1
- 2 SCSI Port 2

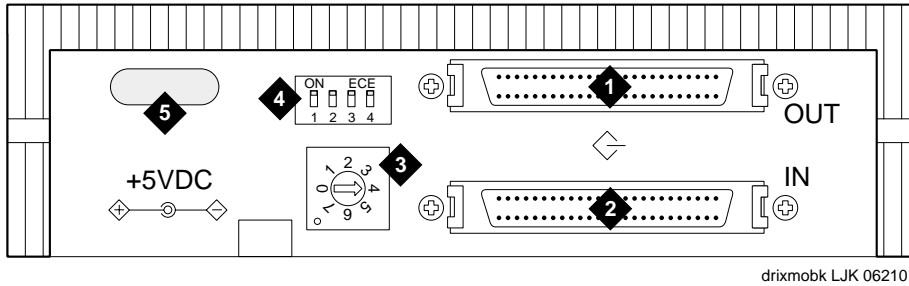
- 3 SCSI ID toggle switch
- 4 Termination switch

Figure: External Magneto-Optical (MO) Disk Cartridge Drive



drixmoex KLC 062101

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

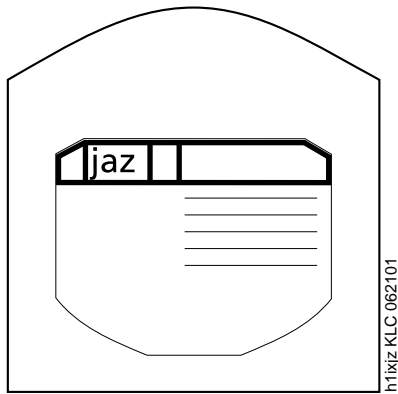


Figure: Magneto-Optical (MO) Disk Cartridge

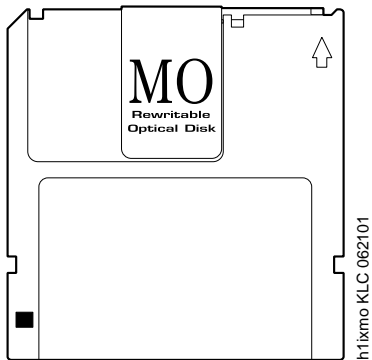


Figure: 1-foot Cable and Adapter

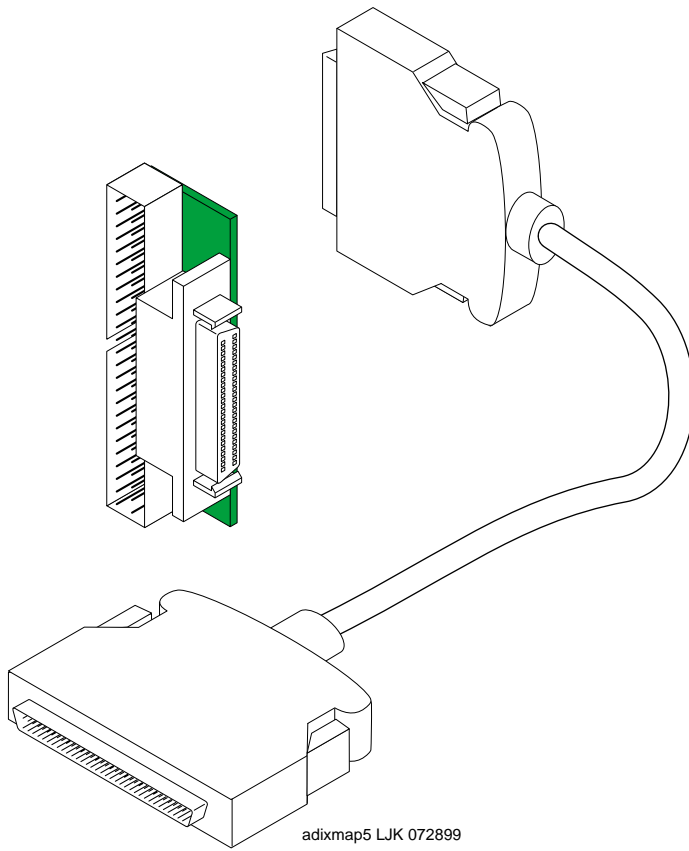
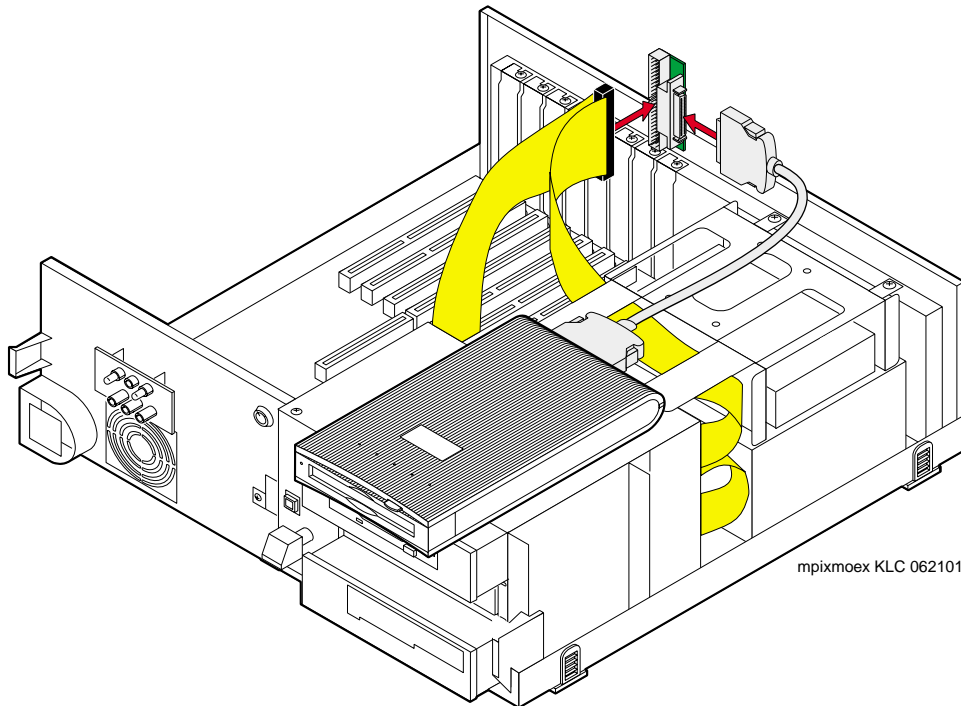
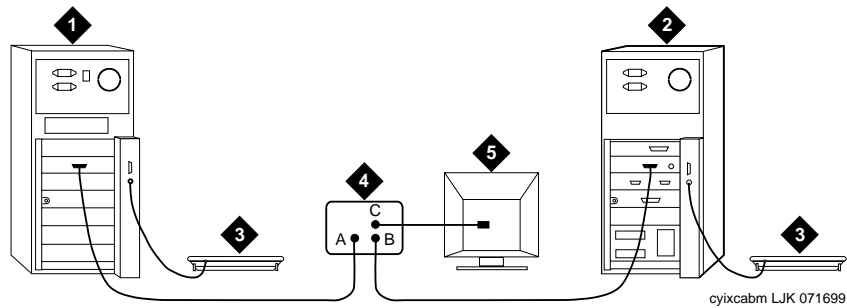




Figure: Connecting the SCSI Cable, Adapter, and 1-foot Cable (MO disk cartridge drive)



A/B Switch Box Connections



- | | |
|----------------------------|--------------------|
| 1 Old system | 4 A/B switchbox |
| 2 New system | 5 Existing monitor |
| 3 Keyboards at each system | |

Alarm Management Window

Alarm Management	
Product ID	<input type="text"/>
Alarm Destination	<input type="text"/>
Alarm Origination	<input type="text" value="INACTIVE"/>
Alarm Level	<input type="text" value="MINOR"/>
Alarm Suppression	<input type="text" value="INACTIVE"/>
Clear Alarm Notification	<input type="text" value="ACTIVE"/>

System Upgrade Main Menu

```
System Upgrade Main Menu

==== System Upgrade ====

* READ ME
* Backup features and data
* Restore features and data from backup
* View Upgrade Log
* Return to Vex main menu

Highlight the item you want and press [Enter]

Lucent Technologies, Inc. .
```

Figure: Cables for External JAZ Disk Cartridge Drive

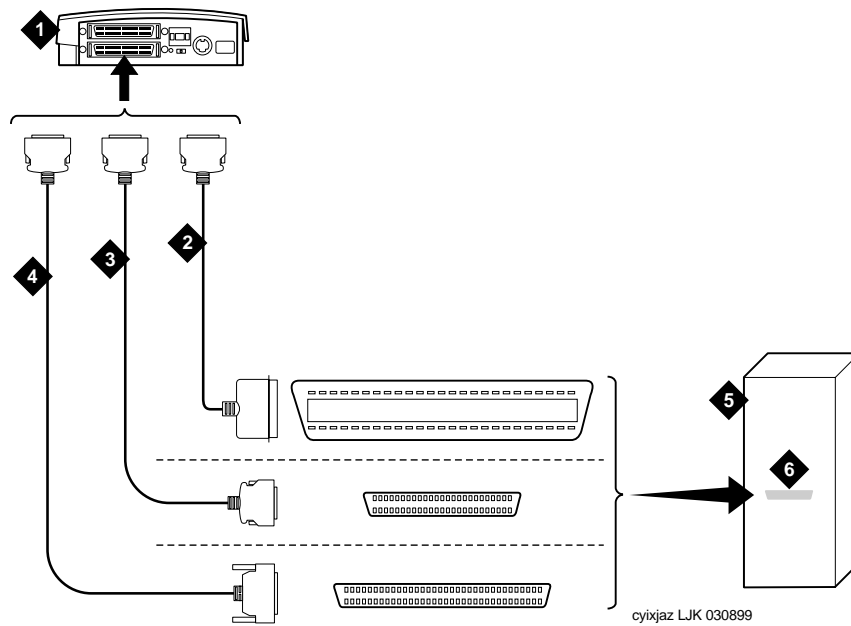
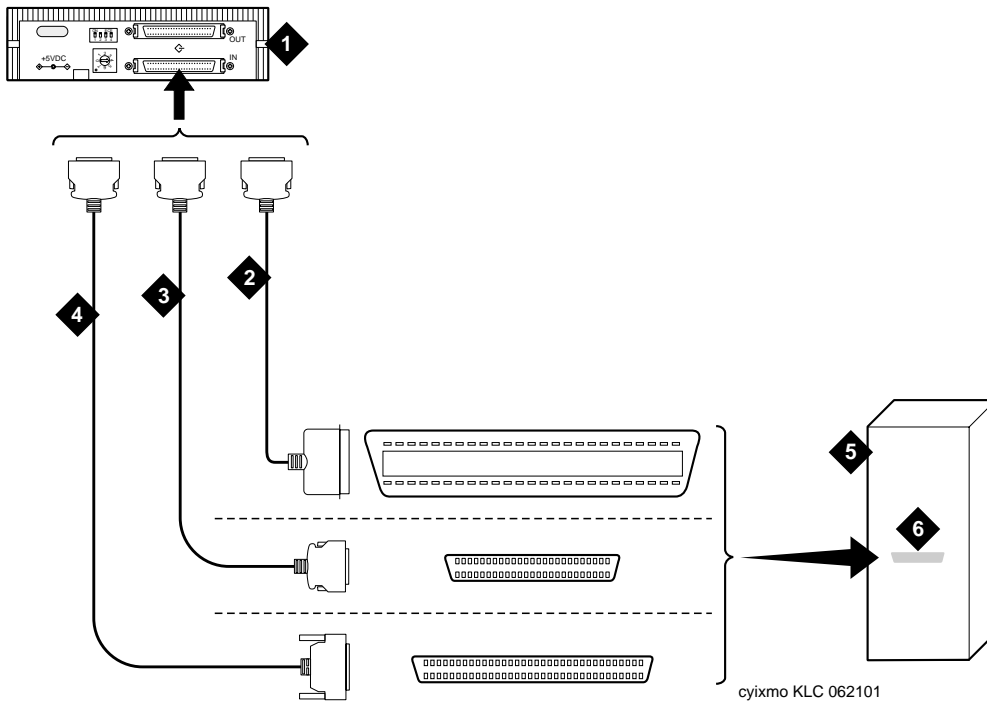


Figure: Cables for External MO Disk Cartridge Drive



- 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

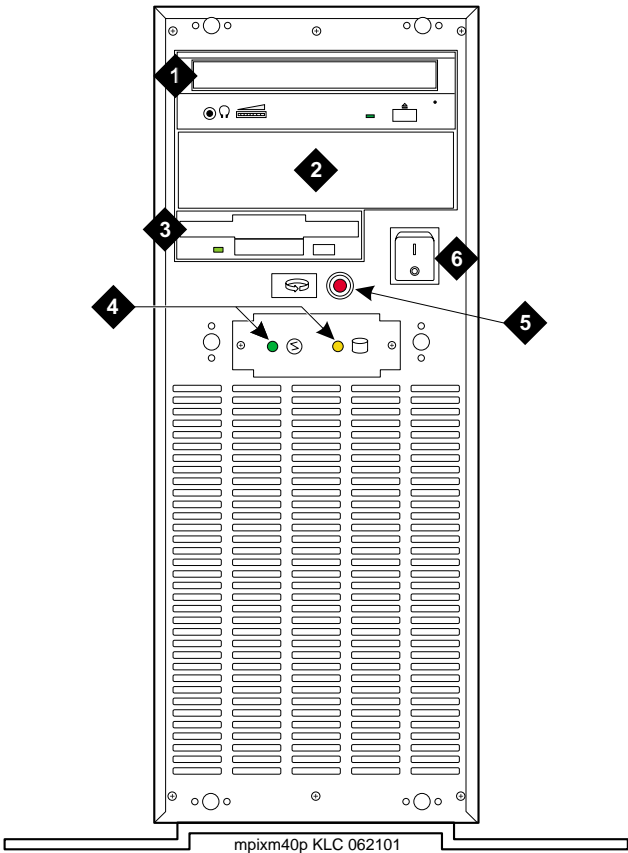


Table: MAP/40P Component Description

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

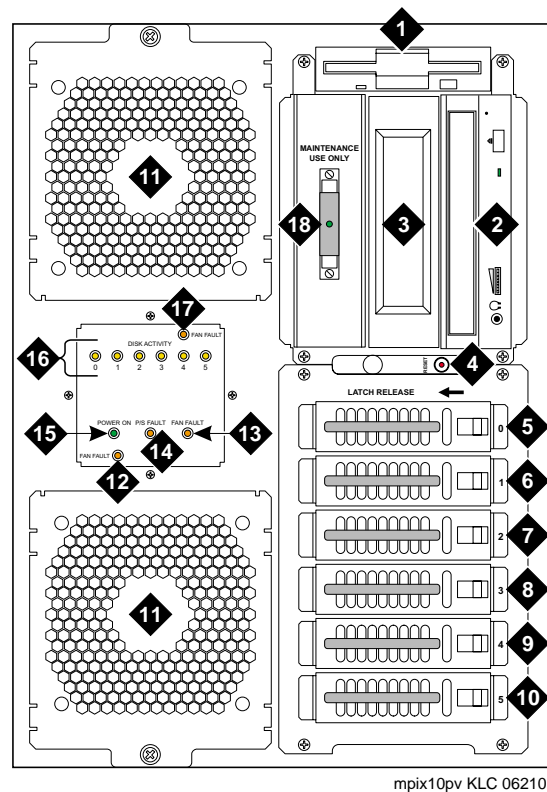


Table: MAP/100P Component Description (1 of 2)

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>

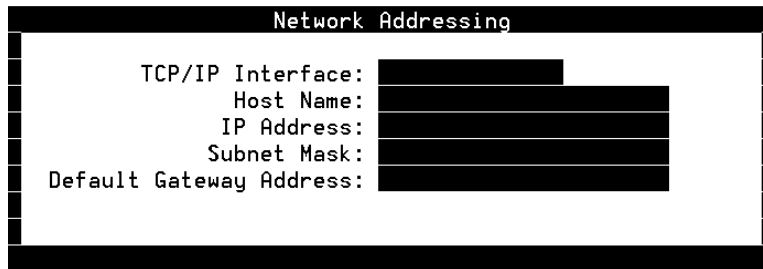
Feature Options (Read Only) Screen

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

A screenshot of a 'Networking Addressing' window. The window has a title bar at the top that says 'Networking Addressing'. Inside the window, there are five labels on the left, each followed by a black rectangular input field. The labels are: 'TCP/IP Interface:', 'Host Name:', 'IP Address:', 'Subnet Mask:', and 'Default Gateway Address:'. The input fields are arranged in a column to the right of their respective labels.

Networking Addressing	
TCP/IP Interface:	
Host Name:	
IP Address:	
Subnet Mask:	
Default Gateway Address:	

Announcement Sets Screen

ax85	Active	Alarms: m A	Logins: 5
list annnc-sets		Page 1	
ANNOUNCEMENT SETS			
us-eng		us-eng-t	
lat-span		british	
french-p			
Press [NextPage], [PreuPage] or [Cancel]			
enter command: list annnc-sets			

Copy Announcement Set Screen

AUDIXActiveAlarms: MmWALogins: 1

copy annc-setPage 1 of 1

COPY ANNOUNCEMENT SET

From Announcement Set: us-eng

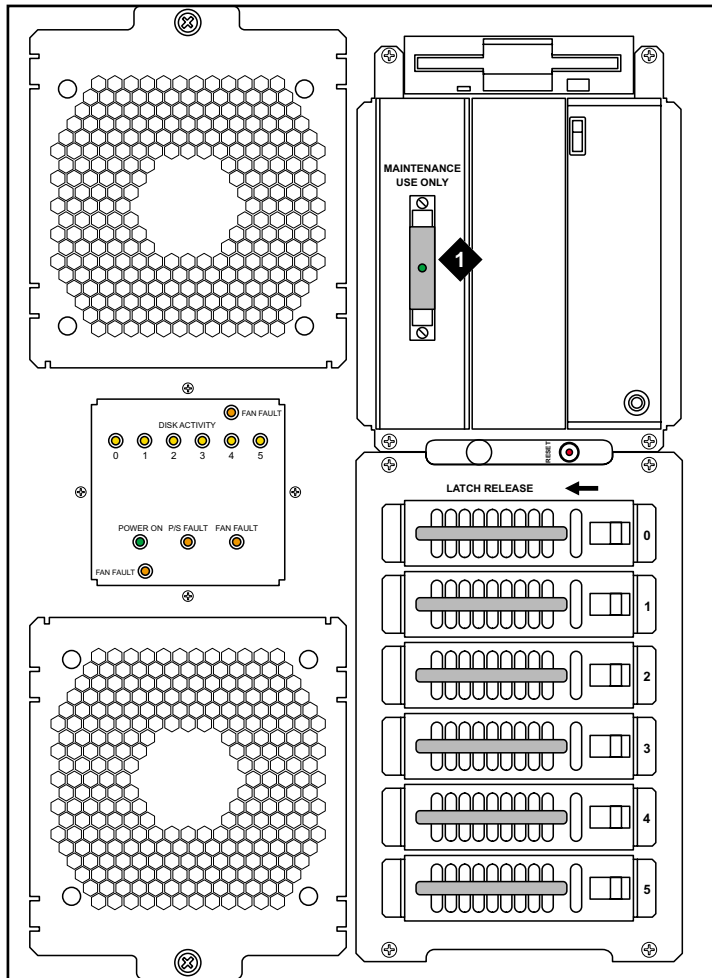
To Announcement Set: custom

enter command: copy annc-set

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			

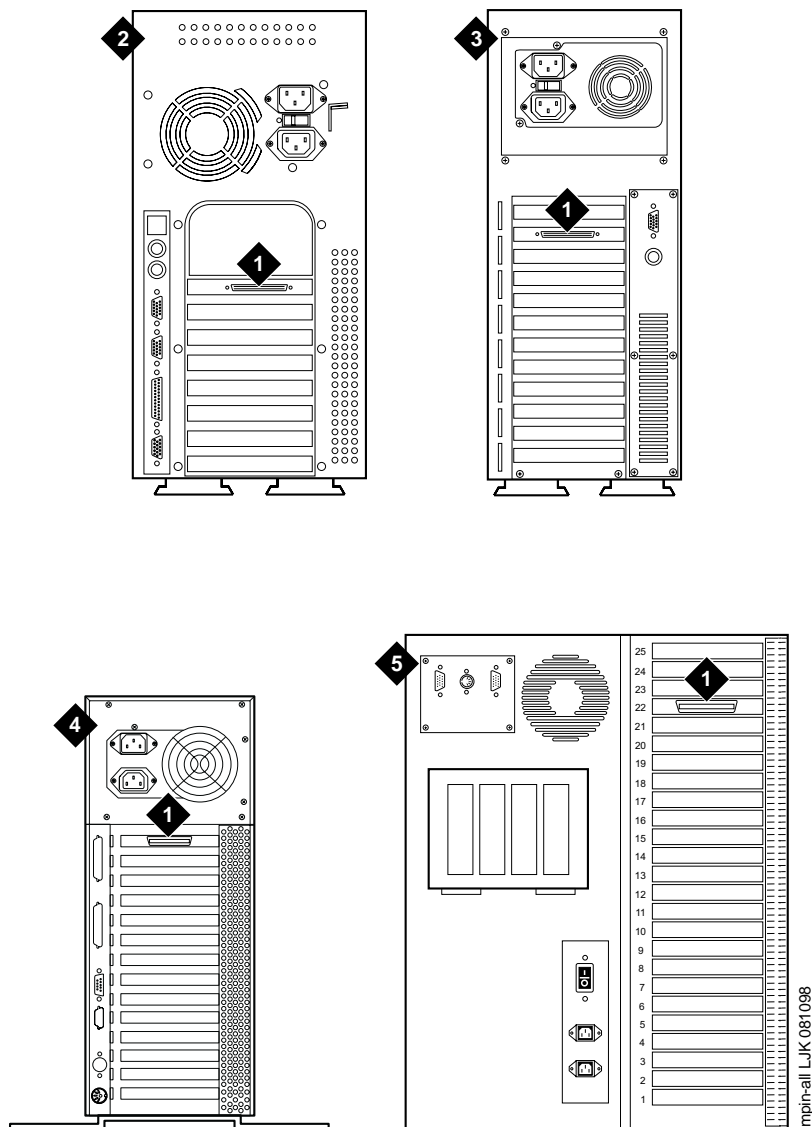
Figure: MAP/100P External SCSI Connector



mpixo10p LJK 062399

1 External SCSI port with terminator attached

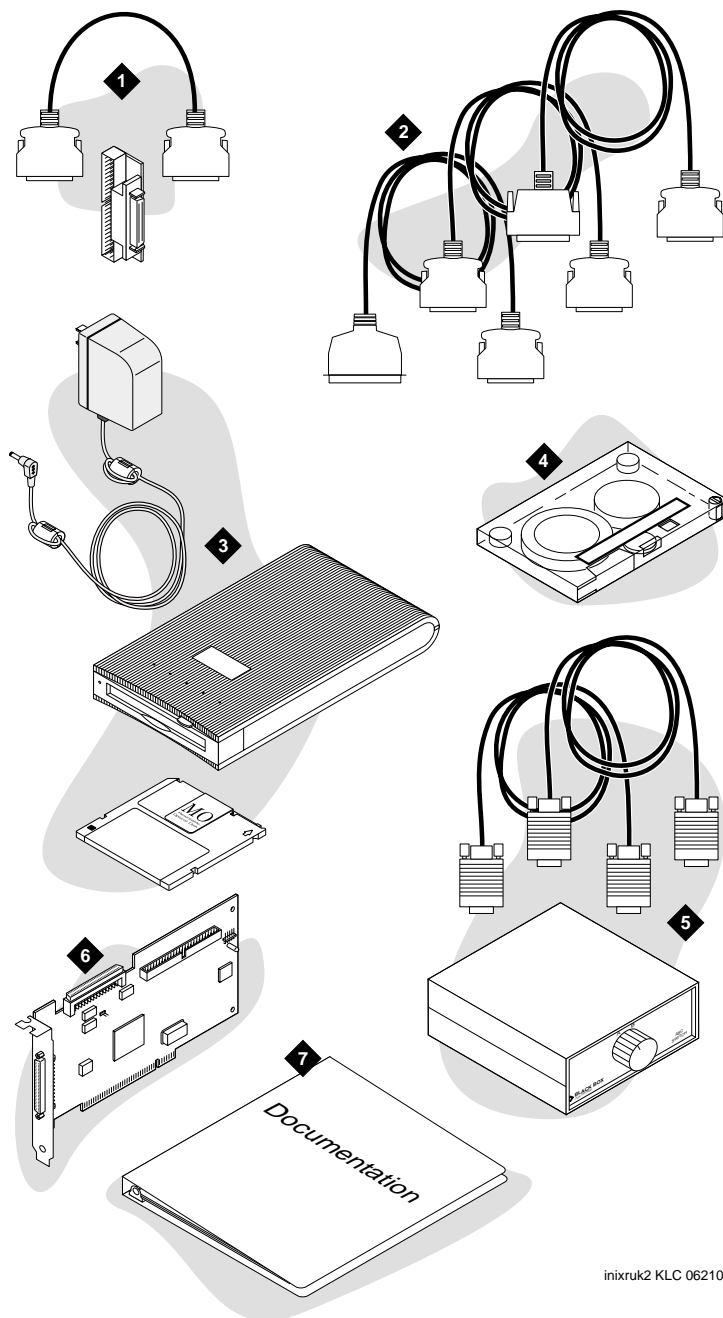
Figure: External SCSI Connectors, except MAP/100P



- 1 SCSI port
- 2 MAP/5P
- 3 MAP/40s or MAP/40

- 4 MAP/40P
- 5 MAP/100

Figure: RUK Contents



inixruk2 KLC 062101

- | | |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------|
| 1 MAP/5 SCSI adapter kit | 4 Upgrade software tape |
| 2 SCSI cables | 5 A/B switch and video cables |
| 3 External disk cartridge drive and disk cartridges (Magneto-Optical disk cartridge drive and disk cartridge shown) | 6 SCSI interface circuit card |
| | 7 Upgrade documentation |

View Installed Hardware Window

```
View Installed Hardware
Installed hardware of asp

There is no SSP card installed on the system.

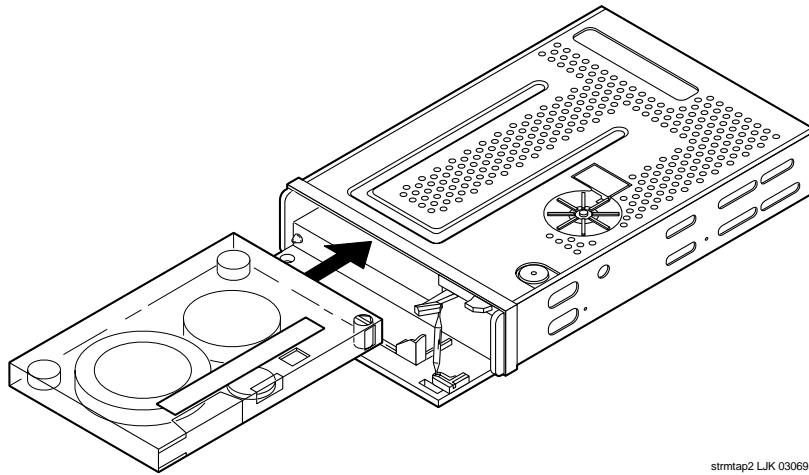
Installed hardware of mtce

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
```

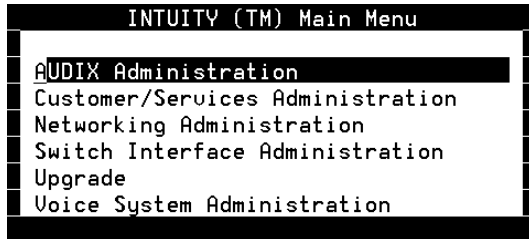
Wait Time Window



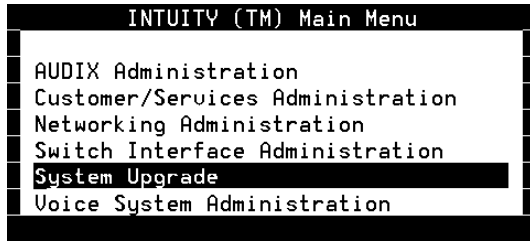
Figure: Inserting a Tape Cartridge



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: Inseru		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	IUC6
0.1	1	Inseru	Aug 12	12:02:20	*DNIS_SVC	81002	2	talk	IUC6
0.2	2	Inseru	Aug 12	12:02:20	*DNIS_SVC	81003	2	talk	IUC6
0.3	3	Inseru	Aug 12	12:02:20	*DNIS_SVC	81004	2	talk	IUC6
0.4	4	Inseru	Aug 12	12:02:20	*DNIS_SVC	81005	2	talk	IUC6
0.5	5	Inseru	Aug 12	12:02:20	*DNIS_SVC	81006	2	talk	IUC6

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



A screenshot of a terminal window titled "Assign/Change Password". The window has a black title bar and a white body. Inside the body, the text "Login:" is followed by a black rectangular input field.

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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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