Installation

2

This chapter tells you how to install ADAP software on your PC. This consists of the following three tasks, described in detail later in this chapter.

1. Determine that required hardware is in place and configured properly.

2. Understand how the ADAP directories are organized on your PC.

3. Perform the installation. Installation procedures are the same whether you install ADAP for the first time or upgrade from an earlier version of ADAP.

Installation Requirements

Before you install the ADAP software, check that your PC system consists of the following:

■ An IBM-compatible PC with:

— A minimum of 640 KB of RAM

— A 3.5″ 1.44 MB or 5.25″ 1.2 MB floppy disk drive (DEFINITY AUDIX and R1 AUDIX systems)

— A 3.5″ 1.44 MB floppy disk drive (INTUITY AUDIX systems)

— One fixed disk (hard drive) with a minimum of 40 MB of storage

— MS-DOS 3.1 or newer

➡ NOTE:
If you have AUDIX Call Detail Recording (CDR), refer to AUDIX Call Detail Recording Package, 585-305-506, for the CDR hardware requirements. The DEFINITY AUDIX and INTUITY AUDIX systems do not support CDR.

The following, optional items enhance and expand your use of the ADAP software; they are available only for DEFINITY AUDIX and R1 AUDIX systems:

- dBASE III PLUS, Version 1.1, supplied by you, the customer, is needed to run the PC2AUDIX portion of ADAP. You can also use dBASE III PLUS with application programs you develop.

- Stella Business Graphics package or other graphics software, also provided by the customer, which generates charts and graphs using data from PC2AUDIX. This is optional. The dBASE utilities do not work with Stella Business Graphics II.

  > **NOTE:**
  > The Stella Business Graphics package is no longer available, but you may have purchased it with a previous version of the ADAP software.

- A PC–compatible, parallel port printer for printing text files.

Recommended Hardware Configurations

Your PC must be connected to the voice mail system through one of the following configurations:

- Directly, with a Group 311 RS-232 cable connected from your PC to a Group 350 null modem cable, which in turn is connected to:

  — Port A on the DEFINITY AUDIX or INTUITY AUDIX system

    or

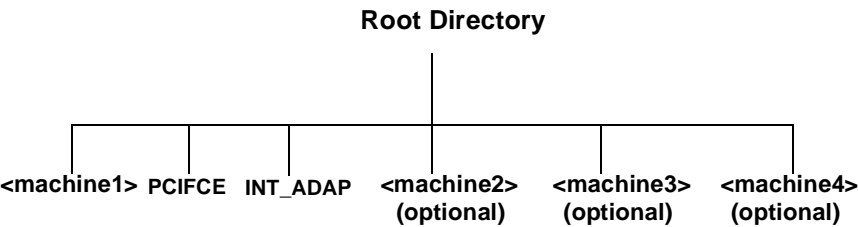 — The local administration terminal (LAT) connector on the back of the R1 AUDIX system

  The length of the RS-232 cable should not exceed 50 feet.

- Through a switch using a Hayes-compatible modem

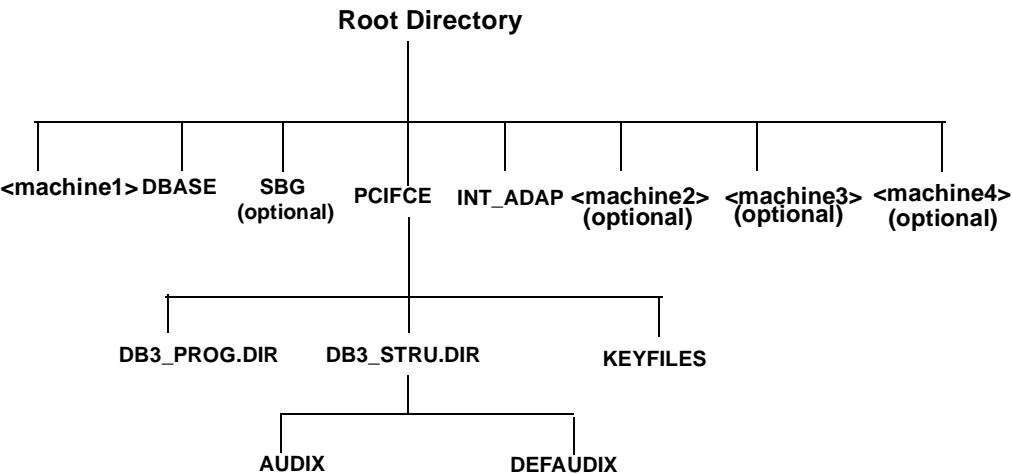- Through a switch using Modular Processor Data Module (MPDM)

ADAP Directory Structure

When you install the ADAP software for DEFINITY AUDIX/R1 AUDIX, the default directory used by the ADAP setup software is **PCIFCE** unless the **ADAPROOT** environment variable is set otherwise. Likewise, when you install the ADAP software for INTUITY AUDIX, the default directory used by the ADAP setup software is **INT_ADAP**, unless the **ADAPROOT** environment variable is set otherwise. After installation is complete, these directories contain the appropriate ADAP software. (See the following diagram.) Since both directories contain programs with the same names, the **PATH** environment variable indicates which of the two directories are to be used when you execute the ADAP software. You must create the machine directories (**<machine1>**, **<machine2>**, etc.) according

to instructions in Chapter 3; they will contain the data that you retrieve from each voice mail machine using ADAP. If you are working with more than one voice mail machine, you need to create a directory corresponding to each machine.

Root Directory

| `<machine1>` | PCIFCE | INT_ADAP | `<machine2>` (optional) | `<machine3>` (optional) | `<machine4>` (optional) |

Installing PC2AUDIX, DBASEIII, and Stella Business Graphics creates the additional directories and subdirectories shown in the figure below. The **DBASE** directory contains the dBASEIII software, and the **DB3_PROG.DIR** and **DB3_STRU.DIR** subdirectories to contain related dBASEIII program files and database structures. The **SBG** directory contains the Stella Business Graphics, software and the **KEYFILES** subdirectory contains links between PC2AUDIX and Stella Business Graphics for running graphic reports.

Root Directory

| `<machine1>` | DBASE | SBG (optional) | PCIFCE | INT_ADAP | `<machine2>` (optional) | `<machine3>` (optional) | `<machine4>` (optional) |

DB3_PROG.DIR   DB3_STRU.DIR   KEYFILES

AUDIX   DEFAUDIX

ADAP Diskette Contents

Each diskette contains a **readme** file that lists the ADAP files and directories contained on that diskette. To display the contents of the **readme** file, insert the diskette in drive A and enter **type a:readme** at the DOS prompt. (If you use a drive other than A, enter it instead.)

The ADAP software is contained on either 5-1/4-inch or 3-1/2-inch diskettes. Use the diskettes that fit your PC.

Installation Procedures

Installation procedures are the same whether you are installing ADAP for the first time or upgrading from an earlier version of the ADAP software.

To install ADAP, you will perform the five following procedures, in the following order (note that the second, third, and fourth tasks are optional and pertain only to DEFINITY AUDIX and R1 AUDIX systems):

1. Install the ADAP software.

2. Install the PC2AUDIX software, which also sets up database file structures on your PC (DEFINITY AUDIX and R1 AUDIX systems only). You must install the ADAP software before installing PC2AUDIX software.

   ⇒ **NOTE:**
   PC2AUDIX does not operate with INTUITY AUDIX systems.

3. Install the customer-provided dBASE III PLUS database management software package (DEFINITY AUDIX and R1 AUDIX systems only).

4. Install graphics software (optional).

5. Verify that the config.sys and autoexec.bat files are set up properly for ADAP.

Install ADAP Software

Perform the following steps to install the ADAP software. Installation automatically builds the required subdirectories if they do not exist already.

1. ADAP software is installed by default to **C:\PCIFCE** or **C:\INT_ADAP**. If you want to install to a different subdirectory or drive, insert the following environment variable definition in your autoexec.bat file, and reboot your PC:

   SET ADAPROOT=*<drive>*:*<directory>*
   (where *<drive>* is the drive letter and *<directory>* is the directory path name)

2. Insert AUDIX Administration and Data Acquisition Software, Disk 1 into your floppy disk drive.

3. At the DOS prompt, enter **a:** (RETURN) to change to drive A. (If you use a diskette drive other than drive A, enter that drive letter instead.)

4. Enter **setup**.

   You are prompted for your floppy disk drive.

5. Enter your floppy disk drive letter name, or press Enter to default to drive **a:**.

   The Setup For AUDIX PC Software menu appears.

6. Press **a** to select Install ADAP Command Line Software.

   The Install ADAP Command Line Software screen appears.

7. Press **i** to select Install.

   Messages describing installation progress appear. When installation of the disk is finished, if there are more disks to install you are prompted to insert the next disk. Each disk takes about a minute to install.

8. Insert the next disk and press any key to continue.

9. Repeat Step 8 for each diskette requested by the Setup program.

   When installation is finished, an Installation Complete message appears.

10. Press any key to continue.

    The Setup for AUDIX PC Software menu appears.

If you plan to use the PC2AUDX reporting package, install PC2AUDIX, according to the following section. Otherwise, press **q** to quit the setup program and go to the "Check Config.sys and Autoexec.bat Files" later in this chapter.

➡ NOTE:
If you quit, and this is an initial installation, you must reboot the PC.

Install PC2AUDIX Software (Optional)

If you are upgrading from a previous version, PC2AUDIX preserves any previously-retrieved data. If you are migrating from an R1 AUDIX to DEFINITY AUDIX machine, PC2AUDIX automatically converts the data to the DEFINITY AUDIX format. However, PC2AUDIX cannot convert DEFINITY AUDIX data to R1 AUDIX format.

To install the PC2AUDIX software, perform the following steps:

1. In the Setup for AUDIX PC Software screen, press **p** to select Install PC2AUDIX Application Software.

   The Install PC2AUDIX Application Software screen appears.

2. Insert the first PC2AUDIX disk

3. Press **i** to install the PC2AUDIX program software.

   Messages describing installation progress appear. This takes about five minutes to install.

   When the PC2AUDIX installation is finished, an Installation Complete message appears.

4. Press any key to display the Setup menu.

5. In the Setup menu, enter **q** for quit the setup program.

The PC2AUDIX installation is completed successfully and the DOS prompt appears.

> **NOTE:**
> Installation copies all PC2AUDIX database structures to your PC, except those contained in the TEMPLATE subdirectory. These are useful if you are developing your own application programs. If you wish, look at the contents of the TEMPLATE subdirectory on the floppy disks and copy them to your PC if you want to use them.

Now that PC2AUDIX is installed, proceed to the next procedure to install dBASE III, which is required to run PC2AUDIX.

> **NOTE:**
> PC2AUDIX, dBASE III, and graphics software only operate with DEFINITY AUDIX and R1 AUDIX systems.

Install dBASE III Plus Software (Optional)

You must install the dBASE III PLUS database management package in order to you use PC2AUDIX. If dBASE III PLUS is not installed already, perform the following steps:

1. At the DOS prompt, enter **mkdir dbase** to create a subdirectory named **dbase**. This directory is where the dBASE III PLUS programs will reside on your PC.

2. Enter **cd dbase** to access the subdirectory that you just created.

3. Install the dBASE III PLUS software as instructed in the dBASE III PLUS installation document, Getting Started, dBASE III PLUS, 10060-0214.

Now that dBASE III is installed, you can proceed with the next procedure to install the graphics software, or skip to the last procedure to check the config.sys and autoexec.bat files.

Install Graphics Software (Optional)

If you purchased the Stella Business Graphics Package when it was available, you may need to install or re-install the package. To do so, perform the following steps:

1. At the DOS prompt, enter **mkdir sbg** to create the directory where the Stella Business Graphics programs will reside.

2. Enter **cd sbg** to access the **sbg** subdirectory that you just created.

3. Install the Stella Business Graphics package as instructed in Stella Business Graphics Twelve Formats for Powerful Charts and Graphs.

4. Use the setup.exe program included with the Stella Business Graphics package to set up Stella to use either the Epson dot matrix printer or the Hewlett-Packard LaserJet printer. This entry must match the entry in the PC2AUDIX Setup Parameters Printer Type field.

Check Config.sys and Autoexec.bat Files

The installation automatically modifies data in the config.sys and autoexec.bat files. Perform the following steps to ensure that these changes were made:

1. At the DOS prompt, enter **type config.sys** to display the contents of the config.sys file.

2. Check for the rs232 device line:

    `device=c:\pcifce\ex_rs232.bin`

    This line identifies the device driver for communicating with the voice mail system. If it is not present, use your text editor to add it to the file. (If you changed the ADAP software subdirectory to a name other than **PCIFCE** or **INT_ADAP**, the name you changed it to should appear in the file.)

3. Check for the following device line, which tells ADAP how to write things to the screen:

    `device=c:\dos\ansi.sys`

4. At the DOS prompt, enter **type autoexec.bat** to display the contents of the autoexec.bat file.

5. Check for the line that begins with PATH= and validate the following:

    a. You should see the entry `c:\pcifce` or `c:\int_adap` on this line.

        If you installed ADAP to a directory other than either of these, the name you changed it to should appear on this line.

    b. If you installed dBASE III PLUS, you should see:
        `c:\dbase` in the PATH= line.

    c. If you installed Stella Business Graphics, you should see:
        `c:\sbg` in the PATH= line.

6. If the above entries are not included in your autoexec.bat file, use your text editor to add them to the file.

7. If you made any changes in the previous steps, reboot your system.

Now that you have completed installation, you need to create a separate work area corresponding to each machine. To do this, follow the instructions in