Release 5.1 MAP/5P(V3 or V4) to a Release 5.1 MAP/40P or MAP/100P Upgrade

This chapter lists the tasks required to upgrade a Release 5.1 MAP/5P, MAP/5PV3, or MAP/5PV4 system by replacing it with a new Release 5.1 MAP/40P or MAP/100P system.

Note:
Begin reading and following these procedures one to two hours before the scheduled shutdown time. All of the tasks in the Preparing for the Data Transfer (page 276) section can be completed while the old system is still in operation.

The tasks are grouped into these general sections:

- Preparing for the Data Transfer

- Backing Up the Existing Database

- Restoring the Database, Cabling the New System, and Beginning Service

- Completing the Upgrade

Upgrade Checklist

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

Note:
Complete all tasks in the Preparing for the Data Transfer (page 276) section before the old system is shut down.

Table: R5.1 MAP/5P (V3 or V4) to a R5.1 MAP/40P or MAP/100P Upgrade

Section	Task	✔
Preparing for the Data Transfer	1. Requesting the Customer Passwords (page 278).	
	2. Checking the Reusable Upgrade Kit (page 278).	
	3. Gathering the Tools and Materials Needed for the Upgrade (page 279).	
	4. Completing the Assembly of the New System (page 280) so that it is ready to connect to the customer's switch.	
	5. Connecting the Monitor and A/B Switch Box (page 280).	
	6. Checking Operation of the New System (page 281).	
	7. Verifying the Purchasable Feature Options (page 284).	
	8. Verifying the Switch Integrations (page 285).	
	9. Installing the Upgrade Software on the Old System (page 289).	
	10. Checking the TCP/IP Configuration on the Old System (page 291).	
	11. Checking for and Transferring Custom Announcements (page 292) on the old system. If they exist, transfer them to the new system.	
Backing Up the Existing Database	12. Deactivating Alarm Origination (page 297) on the old system.	
	13. Busying Out the Switch Data Link (page 298) between the old system and the customer's switch.	
	14. Backing Up the Database (page 300) on the old system.	

Table: R5.1 MAP/5P (V3 or V4) to a R5.1 MAP/40P or MAP/100P Upgrade

Section	Task	✔
Restoring the Database, Cabling the New System, and Beginning Service	15. Determining the Next Task Needed to Restore the Database on the New System (page 307).	
	16. If necessary, go to Attaching the External Disk Cartridge Drive to the New System (page 307).	
	17. If necessary, go to Restarting the New System (page 309).	
	18. Restoring the Database (page 310) on the new system.	
	19. Disconnecting the Monitor and A/B Switch Box (page 313).	
	20. Moving the Cables to the New System (page 314).	
	21. Restarting the New System (page 314).	
	22. Verifying the Data Transfer (page 314).	
	23. Reinstall the New Switch Integration Package (if necessary) (page 317).	
	24. Releasing the Switch Data Link (page 320).	
	25. Verifying the Cable Connections (page 321).	
	26. Administering Passwords (page 322).	
	27. Performing Acceptance Tests (page 323) for the channels.	
	28. Administering and Testing All Features (page 324).	
	29. Activating Alarm Origination (page 324) on the new system.	
Completing the Upgrade	30. Pack and ship the old system and the RUK in Completing the Upgrade (page 325).	

Requesting the Customer Passwords

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

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

Checking the Reusable Upgrade Kit

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

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

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

Table: Contents of the Reusable Upgrade Kit

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

(1 of 2)

Table: Contents of the Reusable Upgrade Kit

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

(2 of 2)

Gathering the Tools and Materials Needed for the Upgrade

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

In that section, check the following lists:

■ Tools

■ Test equipment

■ Documentation

Completing the Assembly of the New System

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

- Assembling the MAP/5P and MAP/5PV3

- Assembling the MAP/5PV4

- Assembling the MAP/40P

- Assembling the Deskside MAP/100P

- Assembling the Rack-Mounted MAP/100P

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

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

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

Connecting the Monitor and A/B Switch Box

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

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

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

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

1. Turn off the video monitor.

2. Disconnect the video cable from the older system.

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

3. Attach the video cable from the older system to Position C on the A/B switch box. See A/B Switch Box Connections (page 401).

4. Attach one of the two video cables from the reusable upgrade kit (RUK) to the video controller circuit card in the older system. Tighten the thumbscrews on the connector.

5. Attach the other end of this video cable to Position A on the A/B switch box.

6. Attach the second video cable from the RUK to the video controller circuit card in the newer system and tighten the thumbscrews on the video cable connector.

7. Attach the other end of this video cable to Position B on the A/B switch box.

8. Connect power to the older system, the newer system, and the video monitor.

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

9. Turn on the video monitor.

Checking Operation of the New System

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

To check operation of the new system:

1. If you are using the A/B switch box with a single monitor, turn the switch to the new system.

2. Connect electrical power to the new system and turn on the power switch.

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

3. Log in as **craft**

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

4. Check the INTUITY Main Menu for the `System Upgrade` menu option.

5. Do one of the following:

   ■ If the System Upgrade menu option is displayed, go to the next task, Installing the Upgrade Backup Software on the Old System.

   ■ If the System Upgrade menu option is not displayed, go to Step 6.

6. Insert the latest INTUITY AUDIX R5 software CD-ROM in the INTUITY AUDIX system CD-ROM drive.

7. Start at the INTUITY Main Menu and select:

   ```
   Software Management
     Software Installation
       CD
   ```

   The system displays the following message:

   ```
   ***SOFTWARE INSTALL***

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


   Do you want to continue with the upgrade
   anyway?
   (*) Yes, continue this operation without
   full system backup
   ( ) No, quit this operation in order to
   ```

```
complete full system backup
```

8. Move the cursor to `Yes` and then press ENTER to continue with the installation.

9. Press the DOWN ARROW key until the cursor highlights the following entry on the second page of the software packages screen in the `Applications Software Group`:

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

    Note:
    You might need to scroll through several screens.

10. Press ENTER.

    The system displays the following line:

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

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

    ```
    Install selected packages
    ```

    Note:
    You then scroll through several screens.

12. Press ENTER.

    The system displays the following message:

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

    *upgset -- Est. Installation Time: 5 minutes

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

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

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

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

14. Enter **n**

    The system displays the following message:

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

15. Enter **n**

    The system displays the System Management menu.

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

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

17. Log in to the INTUITY AUDIX system as **craft**

18. Check the INTUITY Main Menu (page 389) for the `System Upgrade` menu option.

19. Remove the INTUITY AUDIX R5 software CD-ROM from the CD-ROM drive.

20. Continue with the next task, Verifying the Purchasable Feature Options.

Verifying the Purchasable Feature Options

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

To verify the feature options:

1. Go to the customer's old system.

2. From the INTUITY main menu, select:

   ```
   Customer/Services Administration
     Feature Options
   ```

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

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

4. Press F6 (Cancel) twice.

   The system displays the INTUITY Main Menu.

5. Go to the new system and verify that the feature options and related quantities are equal to or greater than the feature options enabled on the old system. Use the information that you wrote down in the Existing Customer Features (page 382) table in the Technician's Upgrade Worksheet (page 381).

6. Do one of the following:

    ■   If the enabled feature options on the new system are *not* equal to or greater than the enabled features on the old system, contact the MMISC at 800-242-2121, prompt 0, extension 15352, to have the necessary feature options enabled.

    ■   If the enabled feature options on the new system are equal to or greater than the enabled features on the old system, continue with Step 7.

7. Go to the old system. From the old system's INTUITY Main Menu, select:

    AUDIX Administration

    The system displays the AUDIX command prompt screen.

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

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

10. Under SUBSCRIBERS, read the Local and Remote fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 383) table in the Technician's Upgrade Worksheet (page 381) section.

11. Continue with the next task, Verifying the Switch Integrations.

Verifying the Switch Integrations

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

To verify the switch integrations

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

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

2. Verify the switch integration on the new system:

   a. From the INTUITY Main Menu, select:

      ```
      Feature Options
      ```

      The Feature Options screen is displayed.

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

      The Switch Selection screen is displayed.

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

3. Do one of the following:

   ◾ If the switch integration on the old system is the same as the switch integration on the new system, continue with the next task.

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

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

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

         ```
         Software Management
            Software Removal
         ```

         The system displays the Basic Software Removal screen.

      ◾ Use the UP and DOWN arrows to move the cursor.

      ◾ Use the ENTER key to select the switch integration software package that you want to remove.

      ◾ After you have selected the package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.

- Select `Submit`.

  The system displays the following:

  `Removal of the software in complete`

  `Hit RETURN to continue`

- Press RETURN.

- Press F6 (Cancel) until you reach the INTUITY Main Menu.

- From the INTUITY Main Menu, select:

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

  The system displays the Wait Time Window.

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

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

- Type 60 in the Wait Time Window.

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

- Press Save (F3).

  The system displays the following message:

  ```
  Voice system will be stopped first to
  avoid data loss.
  ```

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

  The system then displays the following message:

  ```
  Startup of the Voice System is
  complete.
  ```

- After the system displays the above message, press ENTER.

- Verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.

- Log in to the system as tsc.

To install the switch integration software on the new system:

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

- From the Software Management screen, select:

  ```
   Software Installation
     CD
  ```

  The system displays the Software Install Screen, Page 1.

- Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install and the press ENTER

- Press the down arrow until the cursor highlights `Install selected packages` and then press ENTER.

  The system displays the Software Install Confirmation.

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

  The system installs the package then displays the following message:

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

- Enter **n**

  The system displays the following message:

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

- Enter **n**

  The system automatically reboots.

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

- Continue with the next task.

Installing the Upgrade Software on the Old System

To install the upgrade software on the older Release 5.1 system:

1. If you are using an A/B switch with a single monitor, switch to the old system.

2. Insert the latest INTUITY AUDIX R5 software CD-ROM in the INTUITY AUDIX system CD-ROM drive.

3. Start at the INTUITY Main Menu and select:

```
Software Management
  Software Installation
    CD
```

The system displays the following message:

```
***SOFTWARE INSTALL***

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

Do you want to continue with the upgrade
anyway?
(*) Yes, continue this operation without
full system backup
```

```
( ) No, quit this operation in order to
complete full system backup
```

4. Move the cursor to `Yes` and then press ENTER to continue with the installation.

5. Press the DOWN ARROW key until the cursor highlights the following entry on the second page of the software packages screen in the `Applications Software Group`:

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

   Note:
   You might need to scroll through several screens.

6. Press ENTER.

   The system displays the following line:

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

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

```
Install selected packages
```

   Note:
   You then scroll through several screens.

8. Press ENTER.

   The system displays the following message:

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

*upgset -- Est. Installation Time: 5 minutes

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

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

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

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

10. Enter **n**

    The system displays the following message:

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

11. Enter **n**

    The system displays the System Management menu.

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

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

13. Log in to the INTUITY AUDIX system as **craft**

14. Check the INTUITY Main Menu (page 389) for the System Upgrade menu option.

15. Remove the INTUITY AUDIX R5 software CD-ROM from the CD-ROM drive.

16.

Checking the TCP/IP Configuration on the Old System

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

To check the old system:

1. From the INTUITY Main Menu, select:

   ```
   Networking Administration
     TCP/IP Administration
   ```

2. The system displays the TCP/IP Administration Screen (page 409).

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

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

4. Press F6 (Cancel) twice.

    The system displays the INTUITY main menu.

5. Continue with the next task.

Checking for and Transferring Custom Announcements

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

■   If the customer *does not* know if they have custom announcements, follow the steps in Checking for Custom Announcement Sets on the Old System (page 293) and then determine the next step.

■   If the system *does not* have custom announcements, go to Deactivating Alarm Origination.

■   If the system *does* have custom announcements, complete these steps before backing up the old database:

    —   Adding the Custom Announcement Set Name to the New System (page 295)

    —   Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 296)

    —   Using a Custom Announcement Set for the Default Announcement Set on the New System (page 297)

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

Custom Announcement Transfer Overview

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

■   The announcement fragments have been rerecorded.

■   The announcement set has not been modified.

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

Custom announcement sets are not backed up if the set has been modified.

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

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

Checking for Custom Announcement Sets on the Old System

To check for custom announcement sets:

1. From the INTUITY Main Menu, select:

   AUDIX Administration

   The system displays the AUDIX command prompt screen.

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

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

3. Determine if any of the announcement sets have been customized by comparing the announcements sets listed on your screen with the announcements listed in the table Standard Announcement Sets (page 293).

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

Table: Standard Announcement Sets

us-eng (U.S. English)	dutch (Dutch)	malay (Malay)
us-eng-t (U.S. English Terse)	french-c (Canadian French)	mandarin (Mandarin)
us-tdd (U.S. English for TDD)	french-p (French Provincial)	norwegian (Norwegian)

Table: Standard Announcement Sets

us-123 (U.S. English 1,2,3)	german (German)	polish (Polish)
arabic-fm (Arabic-female)	greek (Greek)	portug (Brazilian Portuguese)
arabic-m (Arabic-male)	hindi (Hindi)	russian (Russian)
british (British English)	hungary (Hungarian)	slovak (Slovak)
cantonese (Cantonese)	indonese (Indonesian)	swedish (Swedish)
cas-span (Castilian Spanish)	italian (Italian)	taiwanese (Taiwanese)
croatia (Croatian)	korea (Korean)	thailand (Thai)
czech (Czech)	japan (Japanese)	turkish (Turkish)
danish (Danish)	lat-span (Latin-American Spanish)	—

4. Do one of the following:

   ■ If all of the names on the Announcement Sets screen match the listed names in the table Standard Announcement Sets (page 293), go to Step 6.

   ■ If the names on the Announcement Sets screen do not match the names listed in the table Standard Announcement Sets (page 293), use the table Custom Announcement Set Names (page 384) of the Technician's Upgrade Worksheet (page 381) section to write down the customized sets.

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

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

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

7. Do one of the following:

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

   ■ If the old system contains custom announcement sets and you know the base announcement set for each, continue with Adding the Custom Announcement Set Name to the New System (page 295).

   ■ If the old system contains custom announcement sets and you do not know which standard announcement set was the source for the custom announcement set, you must contact the MMISC or your COE for assistance.

Adding the Custom Announcement Set Name to the New System

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

1. From the INTUITY Main Menu, select:

   AUDIX Administration

   The system displays the AUDIX Administration screen.

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

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

3. Press F3 (Enter).

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

   Command Successfully Completed.

   Note:
   The announcement set you just named is empty until you copy the announcements from another set into it, as described in Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 296).

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

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

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

1. From the INTUITY Main Menu, select:

    AUDIX Administration

2. Enter **copy annc-set**

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

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

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

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

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

    Command Successfully Completed.

6. Repeat Step 2 through Step 5 for all custom announcement set names added in Adding the Custom Announcement Set Name to the New System (page 295).

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

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

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

1. From the INTUITY Main Menu, select:

   `AUDIX Administration`

   The system displays the AUDIX command prompt screen.

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

   The system displays the System-Parameters Features screen.

3. Press F3 (Next Page) twice.

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

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

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

6. Press F3 (Save).

   The system displays the following message:

   `Command Successfully Completed`

7. Enter **exit**

Deactivating Alarm Origination

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

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

To deactivate alarms on the old system:

1. From the Avaya INTUITY Main Menu, select:

   ```
   Customer/Services Administration
     Alarm Management
   ```

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

2. Move the cursor to the `Alarm Origination` field, press F2 (CHOICES), and then highlight `inactive`.

3. Press F3 (SAVE).

   The system displays the following message:

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

4. Press ENTER.

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

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

6. Disconnect the INADS analog phone line.

Busying Out the Switch Data Link

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

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

- Busying Out the Data Link on a System 75 G1 or G3 Switch (page 299)

- Busying Out the Data Link on a G2 Switch (page 299)

- Busying Out the Data Link in an OverLAN Integration (page 299)

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

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

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

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

   For more information, see the DEFINITY switch documentation.

2. Continue with the next task.

Busying Out the Data Link on a G2 Switch

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

1. Enter **proc650 test 3**

2. Enter the INTUITY AUDIX link number in field 6.

3. Enter **bu bu**

   For more information, see the DEFINITY switch documentation.

4. Continue with the next task.

Busying Out the Data Link in an OverLAN Integration

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

1. Enter **ch com p**

2. Locate the `INTUITY AUDIX` in the `Node` column.

3. Press the DOWN ARROW key to the `INTUITY AUDIX` field.

4. Enter **n**

   The system displays the following message:

   `Command successfully completed.`

5. Continue with the next task.

Backing Up the Database

To back up the database on the old system:

1. Log in as **craft**

2. From the INTUITY Main Menu, select:

   ```
   System Upgrade
   ```

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

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

   The system displays the following message:

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

4. Enter **y**

   The system displays system messages and then the following messages:

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

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

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

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

5. Enter **n**

   The system displays the following message:

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

6. Press ENTER.

   The system displays the following message:

   ```
   Install the SCSI card and attach the
   external disk drive according to the
   documentation.
   ```

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

7. Press ENTER.

   The system shuts down and then displays the following message:

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

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

8. Turn the power switch off.

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

10. Do one of the following:

    ■ If the new system is a MAP/5PV3, install the circuit card in PCI slot 1, the uppermost slot within the cabinet. See MAP/5P and MAP/5PV3 Internal Layout (page 387) for the location of PCI slot 1.

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

11. Install and tighten the circuit card retaining screw

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

12. Remove the external disk cartridge drive from the RUK.

13. Determine what type of external disk cartridge drive the RUK contains, for example, either an External JAZ Disk Cartridge Drive (page 392) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 394).

14. Do one of the following:

■ If the RUK contains an External JAZ Disk Cartridge Drive (page 392):

■ Set the SCSI ID to **4**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 393).

■ Confirm that the termination switch is set to **1**, which is pushed to the left side. This might require the use of a flashlight. See External JAZ Disk Cartridge Drive Settings (page 393) for more information.

■ Turn off the external disk cartridge drive's power switch by setting the power switch to **0** or Off. This switch is located at the back right side of the drive.

■ Continue with Step 15.

■ If the RUK contains an External Magneto-Optical (MO) Disk Cartridge Drive (page 394):

■ Set the SCSI ID to **4** by turning the SCSI ID setting arrow to point to **4**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395) for more information.

■ Set the four Option Settings to **ON**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).

■ Turn off the power switch to the external disk cartridge drive. This switch is located at the back of the drive in the upper left corner. See the External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).

■ Continue with Step 15.

15. Compare the connectors on the external disk cartridge drive and on the system to determine the right cable to use. Select the cable from the RUK. Depending on the external disk cartridge drive, see Cables for External JAZ Disk Cartridge Drive (page 404) or Cables for External MO Disk Cartridge Drive (page 405).

16. Connect the SCSI cable to the upper connector on the back of the external cartridge drive.

⚠ **CAUTION:**
Do not use the lower connector or the restore might not occur.

17. Connect the cable to the external SCSI port on the newly installed SCSI interface card.

    Note:
    Do not insert the backup cartridge until the system requests it.

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

    ⚠ **CAUTION:**
    The external drive must be turned on before turning on the power for the INTUITY AUDIX system. If not, another system restart will be required.

19. Turn on the power.

    The system rebuilds the kernel and restarts the system several times, which might take up to 15 minutes. A number of error messages that can be ignored are displayed during this time.

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

    ```
    Not starting the voice system because an
    upgrade is in progress.

    Rebooting the system will allow the voice
    system to start.

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

20. Press ENTER to display the console login.

    The system then displays the following message:

    ```
    Console login:
    ```

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

21. Log in as **craft**.

22. From the INTUITY main menu, select:

    ```
    System Upgrade
    ```

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

23. Select `Backup features and data` and then press
ENTER.

   Note:
   You might see the following message:

   ```
   Alert!: Unable to connect to remote host.
   ```

   Ignore this message. Wait for a few moments after the menu
   displays again then retry the menu option.

   The system displays system messages and then displays the
   following messages:

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

24. Press ENTER.

   The system displays the following message:

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

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

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

25. Press ENTER.

   The system displays the following message:

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

   ⚠ **CAUTION:**
   Handle the disk cartridge with care. It is easily damaged.

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

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

27. Enter **y**

    The system displays the following message:

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

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

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

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

    The system displays the following:

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

28. Enter **y**

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

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

    Note:
    The system might display additional information after the above message.

29. Press ENTER.

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

30. Press ENTER.

    The system starts backing up the data.

    Note:
    Depending on the amount of customer data, a cartridge takes up to 20 minutes to complete. Now is a good time to take a break.

31. Do one of the following:

    ■ If the upgrade backup requires only one disk cartridge, go to Step 32.

■ If the upgrade backup requires an additional disk cartridge:

  ■ Remove the disk cartridge when it is full and replace it with another blank disk cartridge from the RUK.

  ■ Label the disk cartridge with a number that indicates its place in the backup sequence.

  ■ Continue with the Step 32.

32. Watch for the following message:

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

33. Press ENTER.

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

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

34. Turn the power switch off.

35. Remove the SCSI cable from the system and remove the SCSI interface circuit card.

36. Place the SCSI interface circuit card in the antistatic bag and replace it in the RUK.

37. Replace the external disk cartridge drive in the RUK.

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

Use the table below to determine your next task:

If...	Then...
■ 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 310).
■ 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 307).
■ 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 307).
■ 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 310).

Attaching the External Disk Cartridge Drive to the New System

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

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

1. Get the external disk cartridge drive from the RUK.

2. Do one of the following:

   ■ If the RUK contains an External JAZ Disk Cartridge Drive (page 392):

      ■ Set the SCSI ID to **4**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or – switches. See External JAZ Disk Cartridge Drive Settings (page 393).

      ■ Confirm that the termination switch is set to **1**, which is pushed to the left side. This might require the use of a flashlight. See External JAZ Disk Cartridge Drive Settings (page 393) for more information.

      ■ Turn off the power to the external drive by turning the power switch to **0** or Off. This switch is located at the back right side of the drive.

      ■ Continue with Step 3.

   ■ If the RUK contains an External Magneto-Optical (MO) Disk Cartridge Drive (page 394):

      ■ Set the SCSI ID to **4** by turning the SCSI ID setting arrow to point to **4**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395) for more information.

      ■ Set the four Option Settings to **ON**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).

      ■ Turn off the external disk cartridge drive power switch. This switch is located at the back of the drive in the upper left corner. See the External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).

      ■ Continue with Step 3.

3. Confirm that the INTUITY AUDIX system is completely powered down.

4. Identify the SCSI port on a the new system. See either External SCSI Connectors, except MAP/100P (page 417) or MAP/100P External SCSI Connector (page 416), depending on the new system platform.

5. Remove the external SCSI terminator, if one exists, from the system SCSI connection.

6. Determine which of three cables from the RUK to use to connect the external SCSI connector to the external cartridge drive. The SCSI port is one of three types shown in Cables for External JAZ Disk Cartridge Drive (page 404) or Cables for External MO Disk Cartridge Drive (page 405), depending on the external disk cartridge drive.

7. Connect one end of the cable to the upper SCSI connector on the back of the external cartridge drive. See External JAZ Disk Cartridge Drive Settings (page 393) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).

8. Attach the other end of the cable to the external SCSI connector on the new system.

9. Connect the external disk cartridge drive to electrical power and turn on the power switch. See External JAZ Disk Cartridge Drive Settings (page 393) or External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 395).

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

Restarting the New System

To restart the new system:

1. Turn on the power switch on the new system.

2. If the logo screen is displayed, press ESC.

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

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

   `Fixed disk 0 error`

   It then displays the system configuration and the following message:

   `Press F1 to continue.`

   This message is normal. Press F1 to continue.

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

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

```
Console login:
```

3. Continue with the next task.

Restoring the Database

To restore the database on the new system:

1. Log in as **craft** on the new system.

2. From the INTUITY Main Menu, select:

```
System Upgrade
```

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

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

The system displays the following message:

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

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

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

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

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

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

The system displays the following message:

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

```
<current time>

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

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

4. Enter **y**

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

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

    ⚠️ **CAUTION:**
    Handle the disk cartridge with care. It is easily damaged.

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

    The system displays the following message:

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

6. Press ENTER.

    The system displays the following message:

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

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

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

An additional message is displayed:

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

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

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

```
Checking results of upgrade procedure...
  Local subscribers X
  Administered remote subscribers X
-----------------------------------------
Upgrade completed successfully <current
date>
-----------------------------------------

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

7. Do one of the following:

   ■ If you used an external disk cartridge drive to restore the system, continue with Step 8.

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

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

   The system ejects the disk cartridge.

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

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

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

11. Do one of the following:

■ If you used an external disk cartridge drive to restore the system, continue with Step 12.

■ If you used an internal disk cartridge drive to restore the system, continue with the next task.

12. Remove the SCSI cable from the system.

13. Replace the external disk cartridge drive in the RUK.

Disconnecting the Monitor and A/B Switch Box

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

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

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

1. Turn off the video monitor.

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

3. Remove both ends of the cable from Position A on the A/B switchbox and the old system. See A/B Switch Box Connections (page 401).

4. Remove both ends of the cable from Position B on the A/B switchbox and the new system.

5. Remove the signal cable from Position C on the A/B switch box.

6. Replace the video cables and the A/B switchbox in the reusable upgrade kit (RUK).

7. Attach the video cable to the newer system video controller circuit card and tighten the thumbscrews on the video cable connector.

Moving the Cables to the New System

To cable the new system:

1. Move the switch link or LAN cables from the old system to the new system. For more information, see:

   - The appropriate circuit card on the Identifying and Cabling Circuit Cards menu in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807

   - INTUITY Messaging Solutions *Getting Connected,* 585-313-703

2. Move the serial port connections.

3. Move the external dial tone cable from the modem to the remote maintenance circuit card.

4. If this is an upgrade to a MAP/5PV3 or MAP/5PV4 system, connect the three-way power cable to the monitor and system.

Restarting the New System

To restart the new system:

1. Turn on the MAP/40P or MAP/100P power switch.

2. When the system has restarted, log in as **craft**

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

Verifying the Data Transfer

To verify that the customer database transferred correctly:

1. Start at the INTUITY Main Menu and select:

   ```
   TCP/IP Administration
     Networking Addressing
   ```

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

2. The system displays the Networking Addressing Window (page 412).

3. Compare the values on this screen to the values recorded earlier during this upgrade in the TCP/IP Administration Screen Contents (page 381) table in the Technician's Upgrade Worksheet (page 381) section.

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

4. Do one of the following:

   ■ If the values are correct, press F6 (Cancel) and go to Step 7.

   ■ If the values are incorrect or are not displayed, move the cursor to each field and enter the values.

5. Press F3 (Save) after making the entries.

6. Press F6 (Cancel).

7. From the INTUITY Main Menu, select:

   ```
   Feature Options
   ```

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

   Note:
   Press the UP ARROW key to display `voice_ports`.

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

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

9. Press F6 (Cancel).

10. From the INTUITY Main Menu, select:

```
AUDIX Administration
```

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

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

12. Compare the local and remote subscriber amounts to the values recorded earlier in the Subscriber Totals (page 383) table in the Technician's Upgrade Worksheet (page 381) section.

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

14. From the INTUITY Main Menu, select:

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

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

15. Determine whether the `Service Name:` column has an `AUDIX` entry and then do one of the following:

    - If `AUDIX` is displayed, press F6 (Cancel) and go to the next task.

    - If `AUDIX` is not displayed, press F6 (Cancel) and continue with the next step.

16. From the Number Services menu, select:

    ```
    Assign Service
    ```

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

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

    The system displays the available options on the new system.

18. Select `AUDIX` and press ENTER.

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

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

20. Continue with the next task.

Reinstall the New Switch Integration Package (if necessary)

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

Remove the Switch Integration Package

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

To remove the switch integration package:

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

   ```
   Software Management
     Software Removal
   ```

   The system displays the Basic Software Removal screen.

2. Use the UP and DOWN arrows to move the cursor.

3. Use the ENTER key to select the switch integration software package that you want to remove. Use the switch integration package information that you recorded in Switch Integration Information (page 382) in the Technician's Upgrade Worksheet (page 381) as a guide.

4. After you have selected the switch integration package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.

5. Select `Submit`.

   The system displays the following:

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

   ```
   Hit RETURN to continue
   ```

6. Press RETURN.

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

8. From the INTUITY Main Menu, select:

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

The system displays the Wait Time Window.

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

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

10. Type 60 in the Wait Time Window.

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

11. Press Save (F3).

The system displays the following message:

```
Voice system will be stopped first to avoid
data loss.
```

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

```
Startup of the Voice System is complete.
```

12. After the system displays the above message, press ENTER.

13. Verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.

14. Log in to the system as tsc.

15. Continue with Install the New Switch Integration Package.

Install the New Switch Integration Package

To install the new switch integration package:

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

2. From the Software Management screen, select:

   ```
   Software Installation
     CD
   ```

   The system displays the Software Install Screen, Page 1.

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

4. Press ENTER.

5. Press the down arrow until the cursor highlights `Install selected packages` and then press ENTER.

6. The system displays the Software Install Confirmation screen.

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

   The system installs the package then displays the following message:

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

8. Enter **n**

   The system displays the following message:

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

9. Enter **n**

   The system automatically reboots.

10. Call the MMISC at 800-242-2121, prompt 0, extension 15352, to have them activate the right-to-use license for the new switch integration.

11. Translate for the new switch integration. See the appropriate switch integration book or configuration note for more information.

12. Continue with the next task.

Releasing the Switch Data Link

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

For this procedure, DEFINITY switches are divided as follows:

- Releasing the Data Link on a System 75 G1 or G3 Switch (page 320)

- Releasing the Data Link on a G2 Switch (page 320)

- Releasing the Data Link in an OverLAN Integration (page 321)

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

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

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

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

   For more information, see the DEFINITY switch documentation.

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

Releasing the Data Link on a G2 Switch

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

1. Enter **proc650 test 3**

2. Enter **rb**

   For more information, see the DEFINITY switch documentation.

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

Releasing the Data Link in an OverLAN Integration

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

1. Enter **ch com p**

2. Locate INTUITY AUDIX in the Node column.

3. Press the DOWN ARROW key to the INTUITY AUDIX field.

4. Enter **y**

   The system displays the following message:

   Command successfully completed.

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

Verifying the Cable Connections

To verify that the cable connections are correct:

1. From the Avaya INTUITY Main Menu, select:

   Voice System Administration
     Voice Equipment

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

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

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

3. Press F6 (Cancel) once.

   The system displays the Voice System Administration menu.

4. From the Voice System Administration menu, select:

   System Monitor

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

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

6. Watch the System Monitor - Voice Channels window to confirm that each channel rings in the same order as it is administered on the Display Voice Equipment window. Confirm also that each channel answers the call.

7. Do one of the following:

   ■ If the channels all ring in the correct order and all answer the call, go to Step 8.

   ■ If any channel does not ring in the correct order or does not answer the call, check the cross-connect field for incorrect wiring. Correct the wiring and return to Step 1.

8. Press F6 (Cancel) twice.

Administering Passwords

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

To readminister these passwords:

1. From the INTUITY AUDIX Main Menu, select:

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

2. The system displays the Assign/Change Password Window (page 426).

3. Press F2 (Choices) to display the password options to change.

4. Select sa and then press F3 (Save).

5. Type **y** to confirm that you want to change the password for the selected login.

6. Enter a new password from the System Passwords (page 381) table, in the Technician's Upgrade Worksheet (page 381) section, at the enter password: prompt. The password must contain only from 6 to 11 alphanumeric characters

   The system displays the following message:

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

7. Enter the new password again.

8. The system displays the following message:

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

9. Press F1 (Acknowledge Message) to continue.

10. Return to Step 3, substituting the **vm** password.

11. Press F6 (Cancel) until you reach the INTUITY AUDIX Main Menu.

12. Do one of the following:

    ■ If the old system did not have Enhanced-List Administration (ELA), go to the next task, Performing Acceptance Tests.

    ■ If the old system had ELA, select the following from the INTUITY AUDIX Main Menu:

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

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

13. Enter **vm** in the System Login: field.

14. Enter the vm password in the System Password: field.

15. Press F3 (Save) to store the changes.

16. Press F6 (Cancel) twice to return to the INTUITY AUDIX Main Menu.

Performing Acceptance Tests

To perform the acceptance tests:

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

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

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

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

Administering and Testing All Features

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

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

Activating Alarm Origination

To activate alarms:

1. From the Avaya INTUITY Main Menu, select:

   ```
   Customer/Services Administration
     Alarm Management
   ```

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

2. Move the cursor to the `Alarm Origination` field.

3. Press F2 (Choices) and then select `active`.

4. Press F3 (SAVE).

   The system displays the following message:

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

5. Press ENTER.

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

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

Completing the Upgrade

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

1. To complete the upgrade, do one of the following:

   ■ If the upgrade occurred in the United States, pack and ship the old system to the Avaya System Recycling Center.

   ■ If the upgrade occurred outside the United States, record the system serial number, and then destroy the old machine.

2. Remove the cartridge from the new system disk cartridge drive and replace it in the RUK.

3. Pack and return the RUK to the MMISC or to the COE.

4. Configure the new system for normal use, including backups.

5. Return the technician worksheet to the customer so the customer can safely dispose of the password list.