

Centre Vu® Explorer II

Version 1.0

Installation for Windows NT®

585-218-201 Comcode 108456609 Issue 1.0 June 1999

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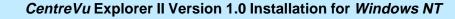


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Introduction

What is *CentreVu®* Explorer II?

CentreVu Explorer II transforms *DEFINITY*[®] Enterprise Communications Server (ECS) Call Center information into powerful knowledge for call centers' business needs. Information collected from the *CentreVu* Call Management System (CMS), is compiled, formatted, and presented to the user through a Web browser to illustrate critical call center activity.

CentreVu Explorer II handles critical call center activity by recording and supplying specific information about a particular call. For example, *CentreVu* Call Management System (CMS) indicates that a call has abandoned and *CentreVu* Explorer II provides more specific information about that abandoned call. The following type of information can also be gathered on *CentreVu* Explorer II:

- How many callers abandoned after holding for more than 30 seconds?
- Which agent splits transfer the most calls?
- What kinds of calls are measured by stroke counts or call work codes?

In addition to the *CentreVu* Explorer 1.0, 1.1 and 1.2 functionality, *CentreVu* Explorer II provides:

- More deployment options
- More flexible queries
- More results presentation alternatives
- More flexibility to export data
- Support for multiple CMSs.

Purpose

The purpose of this guide is to provide the owner of a *CentreVu* Explorer II Server (CES) with installation procedures and a better idea of how to maintain the *CentreVu* Explorer II product. By implementing the recommendations provided by this document, you ensure that the server downtime is minimized. This document applies to *CentreVu* Explorer II. If you have an earlier version of the product, contact Lucent Technical Support to arrange for an upgrade.

Background

When *CentreVu* Explorer 1.0 was released in 1997, it quickly revolutionized the way call center managers thought about call center data. Call switch data—not previously considered "information" because it could not be easily accessed—could now be queried upon and used to more efficiently and cost-effectively run call centers. Customer feedback showed that customers liked *CentreVu* Explorer's friendly query tools, its ease of administration, and the familiar Web interface.

One of *CentreVu* Explorer's most requested features, is that no client desktop software is needed. Nothing needs to be loaded onthe users' PCs to allow them access to *CentreVu* Explorer Version 1.0 or later software. This eliminates the need to install or upgrade client software and minimizes the use of desktop resources. *Windows* and a TCP/IP connection to a Language Area Network (LAN) were the only client requirements.

Previous releases of CentreVu Explorer software include:

- CentreVu Explorer 1.0
- CentreVu Explorer 1.1
- CentreVu Explorer 1.1.1
- CentreVu Explorer 1.1.2
- CentreVu Explorer 1.2
- *CentreVu* Explorer 1.2.2.

All previous releases of *CentreVu* Explorer software can be upgraded to *CentreVu* Explorer II. See details about upgrading the software in Chapter 3, "Upgrading to CentreVu Explorer II Software," in this guide.

New Features

CentreVu Explorer II retains all of the features in the previous versions of CentreVu Explorer (1.0, 1.1, and 1.2) which includes access to CentreVu Call Management System's External Call History (ECH) elements in a logical, easy-to-analyze format. The CentreVu Explorer II software is easy to install, maintain, and does not require any client software.

The CentreVu Explorer II new features include:

- Enhanced query capabilities
- Conditional queries: and/or, <, >, =, not =, grouping
- Ability to easily save queries
- Time of day and day of week queries
- Support for a variety of databases (for example, SQL Server and *INFORMIX*)
- Compatibility with the Windows NT and Sun Solaris platforms
- Data exportability to other applications
- Support for multiple CMSs
- Retention of the "Explorer Classic" look and feel
- Expanded number of row limitations on query results (for example, more than 500 rows can now be used)
- Migration of some CentreVu CMS Data Dictionary synonyms to the CentreVu Explorer II server
- Ability to move between multiple web frames—this eliminates the need to back out of web frames
- Multiple window capabilities allow queries to be viewed simultaneously
- Some maintenance capabilities are automated (for example, data discard).

For more information about the features offered with *CentreVu* Explorer II, see the *CentreVu*® *Explorer II*, *Version 1.0*, *User Guide* (585-218-200).

Audience

This guide is written for customers of the *CentreVu* Explorer II solution, and includes anyone who is installing the *CentreVu* Explorer II software (for example, Lucent *NetCare*® Professional Services, Technical Service Center, Maintenance and Provisioning, Call Management System Helpline, Sales Design Support Center (SDSC), and anyone else who might use or support a *CentreVu* Explorer II installation and setup).

In general, the Lucent *NetCare* Professional Services is responsible for installing and training on the *CentreVu* Explorer II software. This *CentreVu*® *Explorer II Installation for Windows NT*® guide is for anyone who needs to know:

- Software installation
- Maintenance for CentreVu Explorer II
- Suggestions for installers concerning the troubleshooting of the *CentreVu* Explorer II solution.

System Overview

CentreVu Explorer II collects data from a Lucent Technologies call center environment. Data is delivered to an external *Windows NT*® server through a local area network (LAN) connection to the *CentreVu* Call Management System (CMS).

Note: The *CentreVu* CMS must be connected to a *DEFINITY*® Enterprise Communications Server (ECS)/switch. *CentreVu* Explorer II operates only in a Lucent Technologies environment.

Files are transmitted over the local area network at a rate based on the *CentreVu* CMS settings. *CentreVu* Explorer II reads these files, formats the data, and stores it in a local database. This data is accessed through a query engine utilizing a web browser front end as an access vehicle.

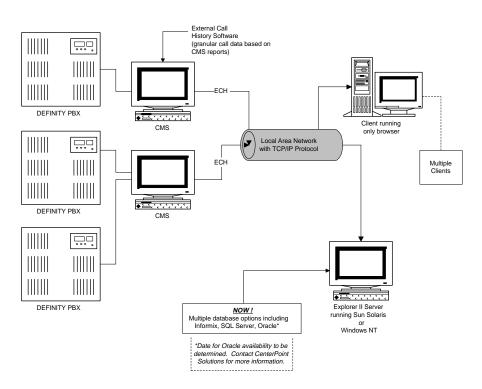
Network Diagram

The following is a list of the network requirements:

- ECS/switch
- CentreVu CMS
- CentreVu Explorer II server
- Local area network
- CentreVu Explorer II client workstation.

The following diagram indicates a typical network configuration utilizing *CentreVu* Explorer II.

CentreVu Explorer II Network Diagram



Installation Checklist

This section includes a high-level overview of the following information:

- Pre-installation
- Installation
- Important Information.

Pre-installation

Prior to beginning your installation, you must make sure that your computer meets the minimum system requirements. If your computer does not match up to the requirements described in this section, you may have problems in installing and using the *CentreVu* Explorer II application.

CentreVu Explorer II supports a variety of client and server platforms including various browser clients. The pre-installation platform requirements are as follows:

- The server runs on *Windows NT* 4.0 with an SQL Server.
 The Service Pack level for *Windows NT* 4.0 is Service Pack 4 (SP4), and the SQL Server versions supported is SQL Server 7.0.
- 2. There is one version of server code for all platforms.
- 3. The client supported can be any platform capable of supporting the selected browsers.
 - This includes, but is not limited to, *Windows* 95, 98, *Windows NT* 4.0, and any *Sun* hardware platform. For *Sun* systems, see the *CentreVu® Explorer II Installation for Sun* (585-218-202) guide for details.
- 4. The CentreVu Explorer II application supports standard browsers.
 - The supported browsers use any version of *Netscape* 4.06 or higher or Internet Microsoft Explorer 4.0 or higher.

5. The application uses the *Java* plug-in for the non-standard browsers.

The *Java* plug-in allows older browsers to use the Custom Query Builder feature.

For more details, see Chapter 5, "Custom Query Builder," in the *CentreVu*® *Explorer II Version 1.0 User Guide* (585-218-200).

Installation

Detailed installation procedures are described in Chapter 2, "Installing and Uninstalling the Software."

Installation Dependencies

ECS/Switch Requirements

The ECS/switch requires a communication link to the *CentreVu* CMS. Appropriate automatic call distribution (ACD) translations must be configured to generate external call history (ECH) results on the *CentreVu* CMS. These results include measured agents, vectors, vector directory numbers (VDNs) and other applicable call center translations.

No exceptional connection logistics exist for the *CentreVu* Explorer II product. Standard ECS/switch communication to *CentreVu* CMS is used.

Centre Vu CMS Requirements

The External Call History Interface (ECHI) feature must be authorized in the *CentreVu* CMS. See setup information in the *CentreVu Call Management System Release 3 Version 8 External Call History Interface* (585-210-912) document. Contact your Lucent Technologies representative or distributor for details.

External Call History Interface (ECHI) Overview

The External Call History Interface is an optional *CentreVu* CMS feature, which allows for the transfer of *CentreVu* CMS Release 3 Version 8 call record files (call history data files) to another computer for processing.

This feature is useful for call centers with a high volume of call traffic. It allows a much higher volume of call data to be processed and stored because the *CentreVu* CMS computer can process only a limited amount of call data.

As calls are processed, call records are recorded in a file (one record per call segment) until the file size reaches 20 megabytes (MB) or the end of an interval is reached, whichever comes first. A new file (and its first record) is then created as the first segment of the next call is processed.

Customer Responsibilities

Who Is Responsible for *CentreVu* Explorer II Server (CES)?

It is the owner of the *CentreVu* Explorer II server's responsibility to maintain the server. This maintenance includes making regular database backups, performing SQL Server database administration, and verifying processing of External Call History (ECH) data. Specific descriptions of the maintenance that must be performed are explained in detail in this document.

While responsibility for the *CentreVu* Explorer II server seems logically to fall to the telecommunications group, in many cases the Information Systems (IS) department is better equipped to maintain the product because it is based primarily on the *Windows NT* operating system and the Microsoft *BackOffice Suite*.

You must do the following to transfer call history data:

- 1. Purchase the External Call History Interface (ECHI) package.
- Contact your Lucent representative to have the ECHI feature authorized and installed. If you are an international customer, contact your Lucent Technologies representative or distributor.
- 3. Lucent *NetCare* Professional Services sets up the connection between the *CentreVu* CMS computer and the computer that receives the data.
- 4. Set up the Windows NT server and install the CentreVu Explorer II software.

Server Requirements and Recommendations

CentreVu Explorer II employs industry standard components to deliver access to the ECS switch's *CentreVu* CMS Call History data. The final system configurations may vary in individual call centers. Recommendations for the *CentreVu* Explorer II configuration follow. Hardware performance varies based on actual system configuration.

Two server platforms are available for *CentreVu* Explorer II which are as follows:

- Windows NT—see this guide for details.
- Sun Solaris—see the CentreVu Explorer II, Version 1.0, Installation for Sun (585-218-202) guide for details.

Processor Requirements

The minimum recommended processor to be used with *CentreVu* Explorer II is the *Intel* Pentium*[†] Pro because of its 32-bit software architecture. Since all components of *CentreVu* Explorer II are 32-bit code, your system benefits from the *Pentium* architecture. Additionally, faster processor speeds improve the performance of *CentreVu* Explorer II.

The minimum recommended processors for the *CentreVu* Explorer II server are as follows:

- Pentium Pro 250 Mhz or greater
- Pentium Pro, multiple processor architecture for large call centers.

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Performance Requirements

Call centers of all sizes benefit from *CentreVu* Explorer II. Call centers taking 100,000 or more ACD calls per day quickly accumulate large volumes of data. Smaller call centers taking less than 10,000 ACD calls per day also accumulate large volumes of data over a period of months.

All performance measurements are based on call segments. A call segment is each record in the ECH file sent by the *CentreVu* CMS. A call that is delivered to an agent, who then transfers to another agent, contains two call segments. Therefore, the following capabilities are required when running *CentreVu* Explorer II running on *Windows NT* for populating call segments:

- 8,500 call segments an hour
 - 128 megabytes of memory
 - 266 MHz chip.
- 15,000 call segments an hour
 - 512 megabytes of memory
 - dual 400 MHz chip.
- For more call segments an hour use long term considerations—for example, a motherboard with the capacity of 1 gigabyte (GB) of RAM.

Database server performance on large data sets is directly affected by available memory.

Hard Disk Drives

The amount and type of local disk storage directly impacts *CentreVu* Explorer II's ability to store and retrieve information. A direct correlation exists between local disk capacity and the total number of call records that can be stored. Actual disk space usage will vary by call center depending on the number of ACD calls per day, the average number of segments per call, and the number of days that *CentreVu* Explorer II is required to keep data online.

See the "Disk Storage Requirements," section in Chapter 1, "Introduction," which shows disk storage requirements for a variety of daily call volumes. *CentreVu* Explorer II operates more efficiently with Ultra Fast Wide Small Computer System Interface (SCSI) disk drives. Having the option to add Input/Output (I/O) controllers allows for performance increases as the situation dictates.

The following hard disk drives are recommended:

- Multiple 4GB and 8GB drives (depending on storage requirements)
- Drive type—Ultra Fast Wide SCSI
- Multiple Ultra Fast Wide SCSI smart array controllers/channels.

Remote Access

The *CentreVu* Explorer II server requires a 28.8 (or greater) high-speed modem and also requires that the *pcAnywhere* software be installed. Remote access is necessary for system diagnosis, maintenance, and software updates. The *pcAnywhere* software is shipped om a separate CD withe the *CentreVu* Explorer II software. To install *pcAnywhere*, see the *pcAnywhere* installation instructions.

System Software Configuration

CentreVu Explorer II employs industry standard components to deliver access to *CentreVu* CMS Call History data. Therefore, the final system configuration may vary across call centers. It is the customer's responsibility to purchase and install the following required software packages for *CentreVu* Explorer II Version 1.0:

- Microsoft Windows NT Server 4.0 Service Pack 4
- Microsoft SQL Server 7.0
- *Microsoft* Internet Explorer or *Netscape Navigator*.

In the context of this guide, *CentreVu* Exchange Server (CES) refers not only to the *CentreVu* Explorer II software package, but also to all supplementary software required for the product to function. It is the customers responsibility to purchase and install the supplementary software.

Co-Residency Issues

CentreVu Explorer II is configured at installation to use all resources of the server on which Explorer II is loaded.



It is strongly recommended that the server remain fully dedicated to *CentreVu* Explorer II. The loading and running of additional software on the *CentreVu* Explorer II server is strongly discouraged because it can result in performance degradation to *CentreVu* Explorer II users. All sizing guidelines are given assuming a dedicated server.

Disk Storage Requirements

The required amount of disk space is a function of the average daily call volume, the average number of call segments per call, and the desired retention period. The table below gives some example sizing information. For a more specific estimate of your call center environment, please use the Disk Sizing Tool that can be found at: http://www.centerpointusa.com/products/V2.shtml.

This table shows call record storage requirements based on the number of calls per day over a period of months.

Table 1: Disk Storage

# of	Avg # of	ACD Calls	In Meg	aBytes
Months	Segments	Per Day	Daily	Total
3	3	100,000	207.1	18,600.0
6	3	100,000	207.1	37,199.5
12	3	100,000	207.1	74,398.5
24	3	100,000	207.1	148,796.6
A 3	2	100,000	139.0	12,463.1
6	2	100,000	139.0	24,925.7
12	2	100,000	139.0	49,850.9
24	2	100,000	139.0	99,701.4
6	2	20,000	28.2	4,985.5
12	2	20,000	28.2	9,970.6
24	2	20,000	28.2	19,940.7
6	2	5,000	7.4	1,246.7
12	2	5,000	7.4	2,493.0
24	2	5,000	7.4	4,985.5

Example

Question: How much disk space do I need on my server to store three months of call records?

Answer: If your call center averages 100,000 calls per day with an average of two segments per call, then the above table shows that you would need at least 12.5 GB of disk space allocated for call records on your server.

- Daily storage requirement = 139 MB
- Data Total = 139 MB x 90 days = 12,463 MB (12.5 GB).

Segments—All *CentreVu* Explorer II information is collected on the database server in the form of call data that is divided by call segments. A segment is defined by the ECS/switch as a logical grouping of call information. Each call that enters the ECS/switch call vector processing has a minimum of one (1) segment. Over the life of the call, information is added to a segment based on the corresponding events occurring during the call's life, starting from the time it entered vector processing and until vector processing releases all call record information for the call.

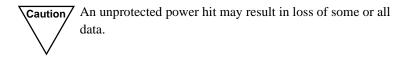
For more complete information regarding the format of ECHI data, please refer to the following External Call History Interface documents:

- CentreVu Call Management System Release 3 Version 4 External Call History Interface (585-215-804)
- CentreVu Call Management System Release 3 Version 5 External Call History Interface (585-215-824)
- CentreVu Call Management System Release 3 Version 6 External Call History Interface (585-215-854)
- CentreVu Call Management System Release 3 Version 8 External Call History Interface (585-210-912).

Optional Recommendations

We recommend the following components to enhance overall system performance and integrity:

- High-speed modem for remote access. Remote access is desirable for system diagnosis, maintenance, and software updates.
- Uninterrupted Power Supply (UPS).



 Near-line storage—In addition to a resident tape backup, near-line storage may be provided for direct access to archived historical information. Near-line storage may take the form of an optical jukebox for rapid access.

- Digital tape backup—A tape backup is desirable as an archiving mechanism to minimize the requirement for on-line storage and protect valuable Call Center historical information.
- Client 17" SVGA Monitor (or Better)—This is highly recommended due to the amount of information available within a *CentreVu* Explorer II query. A large monitor allows you to display more information simultaneously and reduces the need for scrolling to view the data.
- Disk Array Controller (DAR)—In the event the server employs multiple hard drives, a smart array controller may be installed to allow disk mirroring and other storage enhancements (such as, Redundant Array of Independent Disks [RAID] fault tolerant).

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Network Connectivity

The Appendix in this guide provides additional network connectivity assistance in connecting *CentreVu* Explorer II to your local area network (LAN) or wide area network (WAN). In particular, these instructions pertain to the administration of the $Microsoft^*$ Windows NT^{\dagger} Server 4.0.

Note: Refer to the *Microsoft* software support manuals and your network administrator for further assistance.

This section provides some suggestions for connecting to the network, however, the LAN, the WAN, and troubleshooting the LAN or WAN are the customer's responsibility.

CentreVu Explorer II requires a transmission control protocol/internet protocol (TCP/IP) connection to the CentreVu CMS through a LAN or WAN. The TCP/IP LAN or WAN connection is necessary so that the CentreVu CMS can transfer external call history data to the CentreVu Explorer II server. This same LAN or WAN connectivity allows client workstations to access CentreVu Explorer II through a web browser when using:

- DEFINITY Communications System switch to CentreVu CMS—Standard CentreVu CMS connectivity.
- **CentreVu** CMS to **CentreVu** Explorer II—LAN or WAN connection running TCP/IP with file transfer protocol (FTP) active. The **CentreVu** CMS must be running a software module that allows transmission of External Call history files for a local area network.
- Centre Vu Explorer II Server to Client—LAN or WAN connection running TCP/IP.

^{*}Microsoft is a registered trademark of Microsoft Corp. †Windows NT is a registered trademark of Microsoft Corp.

Client Requirements and Recommendations

The client workstation must be able to run a supported web browser. *CentreVu* Explorer II has been tested with *Microsoft* Internet Explorer 3.01 and also with *Netscape Navigator** 3.x (minimum). *Netscape* 4.0 or Internet *Microsoft* Explorer 4.0 are recommended. However, any hypertext markup language (HTML) 2.0 compliant browser will work.

The following configuration is recommended for running *CentreVu* Explorer II from a PC:

- Pentium central processing unit (CPU) or better
- 90 megahertz (MHz) or higher
- 32MB of RAM or better
- Mouse
- Web browser (HTML 2.0 compliant)
- An EthernetTM LAN card
- Windows † 95 or Windows NT workstation
- VGA monitor or better. (A terminal with a resolution of 1024 X 768 video resolution or higher makes viewing data easier.)

^{*}Netscape Navigator is a trademark of Netscape Communications Corporation. †Windows is a registered trademark of Microsoft Corp.

Installation Information Chart

This information applies to installations. Please complete the following table and keep for your records when installing or upgrading.

Table 2: Checklist

What you need	Definition	Write It Down Here
LAN Card	The physical connection between the <i>CentreVu</i> CMS and the Explorer II server must be provided over a LAN. Two types of connections are available— <i>Ethernet</i> or Token Ring.	(Circle One) Ethernet Token Ring
Server computer name	CentreVu Explorer II server computer name.	
Server domain name	CentreVu Explorer II server domain name.	
Server IP address		
Server subnet mask		
Server default gateway		

The LAN card, server computer name, and server domain name information can be obtained by selecting: **Start>Settings>Control Panel>Network** (from the *Windows NT*).

Centre Vu Explorer II Installation Preparation

Your network connectivity must be verified with the CentreVu CMS using telnet or FTP.

The following checklists are designed to assist Lucent Technologies technical support personnel in the installation of your *CentreVu* Explorer II server. Please fill in the table below, and to specify additional information or descriptions where requested.

NT Server		
Windows NT	□ Version #	
	☐ Service Pack #	
System Memory	☐ Please specify amount:	
CPU Type	☐ Please specify:	
Motherboard	☐ Single CPU	
	☐ Dual CPU	
	☐ Quad CPU	
	☐ Other (please specify):	
IP Address	☐ Please specify:	
Modem Dial-in #	☐ Please specify: ()	
Login	☐ Please specify:	
Password	☐ Please specify:	

Please fill in the table below and specify additional information or descriptions where requested.

Disk Details		
Disk Type	□ EIDE	
	☐ SCSI (Ultra SCSI Recommended)	
Disk Controller	☐ EIDE Controller	
Type	☐ SCSI Controller	
	☐ RAID Array Controller (please specify RAID level):	
	☐ Other (please specify):	
Number of I/O Controllers/	□ 1	
Channels	□ 2	
	☐ Other (please specify):	
Disk Capacity	☐ Less than 4 GB (please specify):	
Hard disk	☐ Please specify:	
available for CentreVu		
Explorer II		
CD-ROM	☐ Yes	
	□ No	
Name Resolution	□ DNS	
	☐ Other	

Setting Up the CentreVu Explorer II Server

Verify that the *CentreVu* CMS can ping the *CentreVu* Explorer II server. This test establishes the IP connectivity required for the *CentreVu* CMS to transfer external call history data to the *CentreVu* Explorer II server.

Can	you successfully	ping the	CentreVu	Explorer	II server	from the	CMS?
~	, ou successing	P	~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~				O1.10 .

 Yes

Mo
 INO

Fill in the temporary IP address line only if you plan to enable ECHI on *CentreVu* CMS more than 3 days prior to the scheduled installation date for the *CentreVu* Explorer II server.

Ν	0	te	:
_		_	
		,	>

You may need to enlist the assistance of a network administrator to accurately provide the IP address and network name resolution information.

	Enter your Information here
CentreVu Explorer II server modem number	
CentreVu Explorer II IP address	<u> </u>
CentreVu Explorer II server system name	(Choose a name no more than 15 characters in length)
CentreVu Explorer II login/password information	
DNS Server IP address	·

See the "Setting Up *CentreVu* CMS" section later in this chapter for specific IP address, login/password information, and modem numbers you need for *CentreVu* CMS.

Setting Up CentreVu Explorer II Client

If you plan to access the *CentreVu* Explorer II server from a client workstation, verify that you can reach the *CentreVu* Explorer II server by pinging it from a workstation.

Can you successfully ping the CentreVu Explorer II from a client workstation?

- Yes
- No

Setting Up CentreVu CMS

Lucent Technologies' *NetCare* Professional Services require the following information for each *CentreVu* CMS:

- Internet Protocol (IP) addresses
- Login/password information
- Modem numbers.

Use the following table to record CentreVu CMS IP addresses:

CentreVu CMS IP Addresses			
Which CentreVu CMS?	Enter your information here		
CMS1	·		
CMS2	·		
CMS3	·		
CMS4	·		
CMS5	·		
CMS6	·		
CMS7	·		
CMS8	·		

Centre Vu CMS Login and Password

Use the following table to record *CentreVu* CMS login and password information:

CentreVu CMS Login and Password Information				
Which CMS?	Enter your Login here	Enter your Password here		
CMS1	<u> </u>			
CMS2	<u> </u>			
CMS3	<u> </u>	·		
CMS4	<u> </u>			
CMS5	<u> </u>			
CMS6	<u> </u>	_ □		
CMS7	<u> </u>	_ □		
CMS8	<u> </u>	<u> </u>		

CentreVu CMS Modem Address

Use the following table to record *CentreVu* CMS modem addresses:

CentreVu CMS Modem Addresses			
Which CentreVu CMS?	Enter your information here		
CMS1	<u> </u>		
CMS2	<u> </u>		
CMS3	<u> </u>		
CMS4			
CMS5	<u> </u>		
CMS6	<u> </u>		
CMS7	<u> </u>		
CMS8	<u> </u>		

Setting Up Windows NT

Use the instructions provided by Microsoft Corporation to set up your *Windows NT* operating system and server.

Provisioning and Activation of ECHI

Call your Lucent representative to schedule activation of ECHI.

Note: ECHI should be activated within 24 hours prior to the installation of the CentreVu Explorer II server software. Activation of ECHI requires a shutdown and restart of the CentreVu CMS. Care should be taken to schedule this appropriately.

Lucent Technologies Professional Services require the following information:

Has External Call History Interface been installed on CMS?	Yes	No
CentreVu CMS1		
CentreVu CMS2		
CentreVu CMS3		
CentreVu CMS4		
CentreVu CMS5		
CentreVu CMS6		
CentreVu CMS7		
CentreVu CMS8		

Obtaining a CentreVu Explorer II License

CentreVu Explorer II will not run without a valid license. A license must be generated for each CMS that is attached to the *CentreVu* Explorer II server and each CMS can have up to eight ACDs.

Each instance of *CentreVu* Explorer II software must have a license. The license includes a unique ID number that is based on an algorithm that takes into account the end-user's environment.

This license is a "server" license that is generated by CenterPoint Solutions. You will need to fill out the license request form, which can be found at CenterPoint Solutions' web site at http://www.centerpointusa.com or by calling CenterPoint Solutions at 303-382-6300. Completely fill out the license request form, sign it, and fax it to CenterPoint Solutions at 303-382-6301.

The following is an example of the License form.

License Request

Other Products
☐ CenterVu® Explorer 1.2e

Thank you for purchasing CenterPoint Solutions' software. Please fill out the following License Request form, sign it, and fax it to CenterPoint Solutions at 303-382-6301.

Check the box for the product you wish to license:

Agent Assist™

☐ Agent Observing

written agreement of both parties hereto.

_ _ _	Malicious Call Recording C.E.O. S.T.A.R. AgentNow!		CenterVu® Explorer II CallBack Manager Form Manager	
Company	y Information			
Company N	Jame:			
Address:				
City:				
State:		Postal Co	de:	
Phone #:		Fax #:		
Billing Con	tact Name:			
Billing Con	tact Phone #:			
Required	License Information			
System Adr	ministrator:			
Phone #:				
E-mail:				
Machine Na	ame:			
IP Address	(for CentreVu Explorer II):			
Number of A	ACDs (for CenterVu Explorer II):		
Customer II	L#:	Order #:_		
Lucent T	echnologies Contact Info	rmation		
Account Te	am Representative:			
Representat	ive E-mail:			
Phone #:				
	Agreement			
Signature in License Agr		ed and accepted the	e Software Terms and Conditions as outlin	ed in the
Signed and	Agreed To:			
Name			Date	
			n contained herein, as well as any additional customer e confidential and shall not be disclosed to third parties	

CentreVu Explo	orer II Version	1.0 Installation	for Windows N7

Introduction
Obtaining a CentreVu Explorer II License

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Installing and Uninstalling the Software

Overview

The purpose of this chapter is to provide the procedures for installing and uninstalling the *CentreVu*® Explorer II software and other software components. The following list provides a high-level view of the installation process:

- Checking the installation for the necessary Operating System Software (Windows NT®)
- Checking for the installation of the correct Service Pack for *Windows NT*
- Checking the installation of the SQL Server
- Checking the setup and installation of the *pcAnywhere* ® software (the remote access software for *Windows NT*)
- Checking that after completing the installation an entry is placed in the log with the installation date
- Verifying that the uninstall procedures are available.

Installation Prerequisites

The following list represents the complete set of software that is required to build a functioning *CentreVu* Explorer II server from a server grade PC. It is assumed that the PC has sufficient hardware components (for example, disk, memory, and CPU). See the section entitled "*CentreVu Explorer II Server Requirements and Recommendations* in" Chapter 1, "Introduction," for a complete list of system requirements.

- CentreVu CMS Software—includes External Call History (ECH) turned on at the CMS
- Microsoft Windows NT® Server Service Pack 4
- Internet *Microsoft* Explorer 4.0 or *Netscape Navigator* 4.0
- *Microsoft* SQL Server 7.0
- Sun JavaTM Web Server—automatically installed with CentreVu Explorer II software
- CentreVu® Explorer II.

This section documents the software installation sequence required to install the software components for the *CentreVu* Explorer II server. For server requirements, see Chapter 1, "Introduction."



Failure to follow the installation sequence may result in a violation of the warranty.

Installing Centre Vu Explorer II Server Software

The primary tasks in Centre Vu Explorer II server installation are as follows:

- Loading CentreVu Explorer II software
- Installing Centre Vu Explorer II software
- Creating the license
- Creating the database
- Populating the data
- Installing *pcAnywhere* software
- Launching the software.

The following sections describe these tasks in more details. If you have any problems during the installation, contact Lucent *NetCare* Professional Services for assistance.

Loading CentreVu Explorer II Software

Prior to loading the *CentreVu* Explorer II application software, make sure you load all of the required software as described in the "System Software Configuration" section in Chapter 1, "Introduction," of this document.

Installing SQL Server 7.0

Prior to installing SQL Server 7.0, load all of the prerequisites (for example, Internet Explorer 4.01 SP1).

The installation wizard asks you if you want to run the "SQL Server Upgrade Wizard." This installation creates a new *CentreVu* Explorer II database used with the SQL Server 7.0. Follow all of the steps provided by the Wizard.

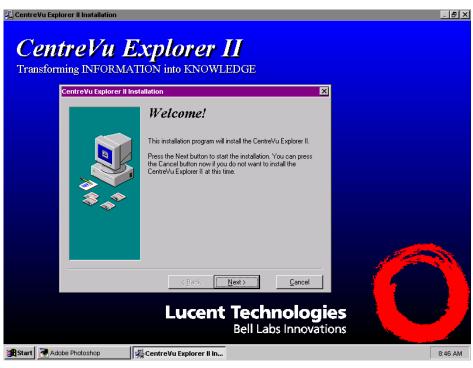
Administration Passwords

Prior to beginning the installation, have your *Windows NT* administrator account password and your SQL Server system administrator password available.

Installing CentreVu Explorer II Software

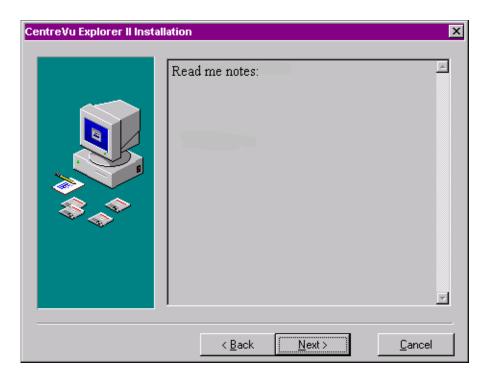
To install the CentreVu Explorer II software from the CD-ROM, do the following:

- 1. Log into the *Windows NT* server as Administrator.
- 2. Insert the *CentreVu* Explorer II Installation for *Windows NT* Software CD-ROM into the appropriate drive. The *CentreVu* Explorer II setup program automatically displays:



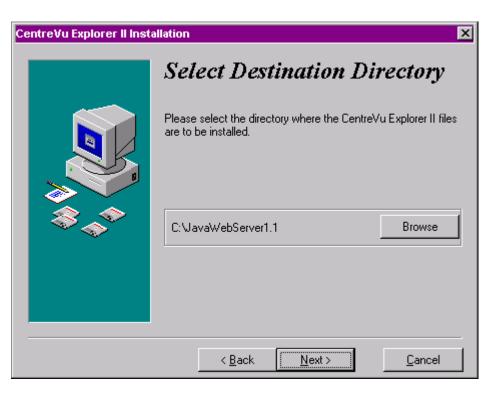
3. Press the **Next** button to continue the installation. The Installation Wizard assists you with the installation process.

The readme information displays as follows:



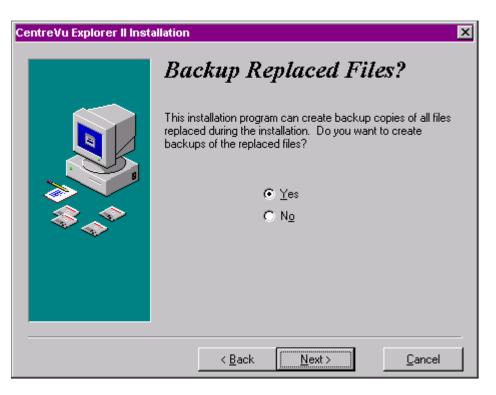
4. Press the **Next** button to continue.

The Select Destination Directory window displays:



- 5. Select the location of the backup directory:
 - Accept the recommended default path (The installation default directory is *C:\JavaWebServer1.1.*), or
 - Use the **Browse** button to to install the software on a different disk drive (such as the D drive).
- 6. Press **Next** to continue.

The Backup Replaced Files window displays:



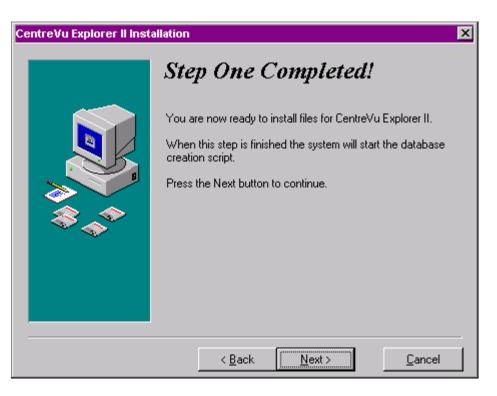
- 7. You can choose to create or not to create a backup replacement file:
 - If you want to create backup files, select the **Yes** radio button.
 - If you do not want to create a replacement file, select the **No** radio button.
- Press the **Next** button to continue.

The Select Backup Directory window displays:



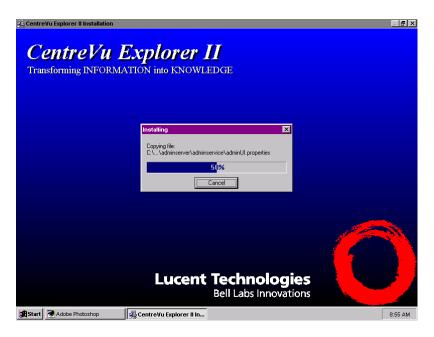
- 9. Select the location of the backup directory:
 - Accept the recommended default path, or
 - Use the **Browse** button to select the path of the backup directory.
- 10. Press the **Next** button.

The Step One Completed window displays:



Press the **Next** button to continue.

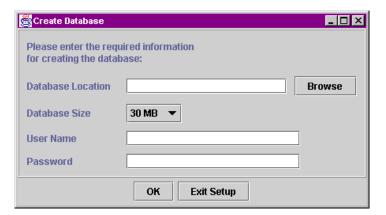
The Installation Wizard initiates copying the files to the directory you specified. The following status window appears:



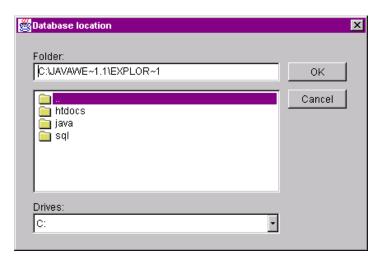
After all of the files are copied, the installation continues to create the database.

Creating the CentreVu Explorer II Database

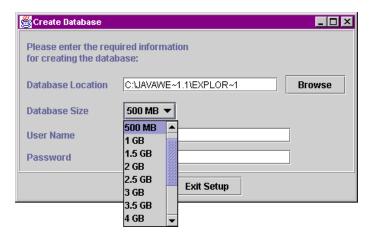
To create the database, the Installation Wizard finishes copying the files and then automatically displays the Create Database window:



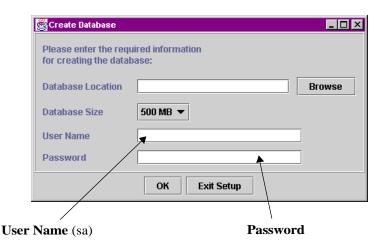
 Click on the Browse button to enter the Database Location. The Database location window displays. The default directory is selected (as shown below).



Click **OK** to accept the location of the database and return to the Create Database window. 3. Enter the **Database Size** from the drop-down list (with selections beginning at 500MB). Select the size that best suits your business needs. (For more information about the database size, see the "Disk Storage Requirements" section in Chapter 1, "Introduction," of this guide.)

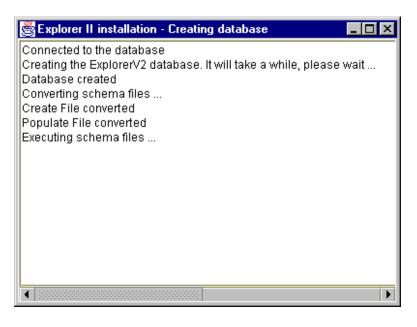


4. Enter the **User Name** (the default is "sa"). This is the user name that was set up when you installed SQL Server 7.0.



5. Enter the **Password**. This is the password that was set up when you installed SQL Server 7.0.

6. When all of the fields are populated, press **OK** and the **exp2** database is created. The following message displays the status of the creation of the database:



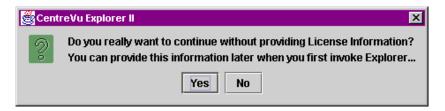
After the database is created, the License Information window displays:



- 7. Enter the **Company/Location Name**. This is your company name and location.
- 8. Enter the **License Key** information. This is the license key you receive from CenterPoint Solutions (see the "Obtaining a License" section in Chapter 1, "Introduction").
- 9. Enter the **CMS Host Name**. This is the host name of your Call Management System.
- Press Next to continue.

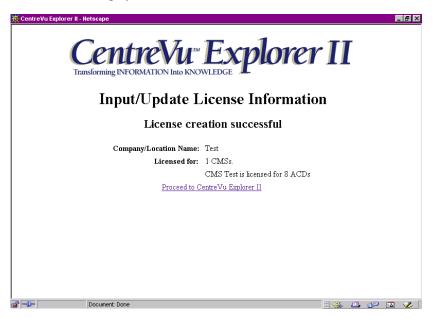
One of two windows display:

 If you did **not** supply all the requested information, a message window prompts you to enter the license information:



Press **Yes** to return to the Input/Update License Information screen and Complete the licensing process (see steps 7-10 on the previous page).

 If you supplied all of the requested licensing information, the following window displays:



You have registered for the *CentreVu* Explorer II and the installation is complete.

Populating the Data

CentreVu Explorer II accepts data from multiple CMSs (a maximum of eight CMSs). The CMSs must be uniquely identified in the database and by the license key. Contact your Lucent Technologies representative for details.

Launching CentreVu Explorer II

After installing the appropriate browser, you can launch the *CentreVu* Explorer II application:

- 1. Click on the internet browser icon on your desktop. After clicking the internet browser icon, your predefined "home page" is activated.
- 2. If the *CentreVu* Explorer II screen is not defined as your start-up screen, you must change the IP address to your *CentreVu* Explorer II server. After entering the correct IP address or host name, the Login screen appears:



 Enter the default Account Name (admin) and the default Password (cexplorer1). For more information, see the "CentreVu CMS Login and Password" section in Chapter 1, "Introduction," of the CentreVu Explorer II User Guide (585-218-200).

You are now ready to use CentreVu Explorer II.

pcAnywhere® Security Considerations

See the *pcAnywhere* documentation that is shipped with your software for complete installation instructions.

Before installing and using *pcAnywhere* to use with *CentreVu* Explorer II software, you should be aware of the security considerations. The Business Communications Systems (BCS) services technical staff uses *pcAnywhere* software to diagnose and maintain some Lucent BCS products on the customer premises. Simply having *pcAnywhere* installed on a PC does not pose a security risk; it must be up and running and administered to receive calls. In addition *pcAnywhere* 8.0 and later offers a number of security features.

To check for security issues, do the following:

- 1. Only run *pcAnywhere* when remote access is necessary.
- 2. Do not publish the phone number for the modem.
- 3. For added security, unplug the phone jack from the modem when *pcAnywhere* is not in use.
- 4. Change your password after services leave and after remote access.
- 5. Configure the following security options:
 - Require login names for callers
 - Make passwords case sensitive
 - Log all failed connection attempts
 - Set a maximum number of login attempts per call
 - Allow time to enter the complete login
 - Disconnect if inactive.
- 6. Configure *pcAnywhere* to log remote control and on-line sessions. (Set the "Save Session Statistics in Activity Log File" checkbox in the "Other Session Parameters" groupbox).
- 7. Use *pcAnywhere* encryption feature to encrypt the traffic between the remote location and the customer equipment. (Required for *pcAnywhere* access over LAN but recommended for dial up access).

- 8. Blank the host screen after a connection to prevent users at the host site from viewing the activities on the host (Recommended).
- 9. Use the *Windows NT* User Manager to control caller access to the host PC (Recommended).
- 10. Allow the host user to acknowledge the remote caller and permit connection to the host PC (Recommended).
- 11. Use the return call option with Lucent phone number. In other words, do not set up *pcAnywhere* without the callback option (Recommended).

Uninstalling the *CentreVu* Explorer II Software

You can uninstall *CentreVu* Explorer II software when it is no longer needed. This section describes the complete uninstall procedures for:

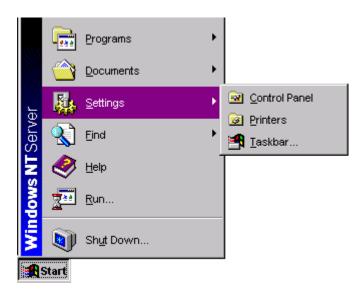
- Uninstalling CentreVu Explorer II software
- Removing the Database.

The following sections describe these tasks in more details. If you have any problems during the installation, contact Lucent *NetCare* Professional Services for assistance.

Uninstalling *CentreVu* Explorer II Software

The *CentreVu* Explorer II application is removed the same way as any other *Windows* application.

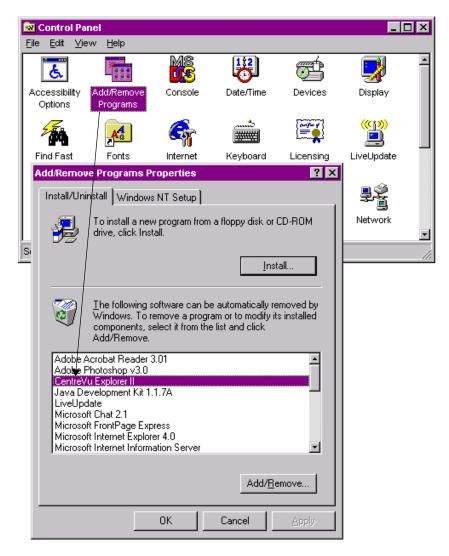
1. From the **Start** Menu, select **Settings** and **Control Panel**.



The Control Panel displays.

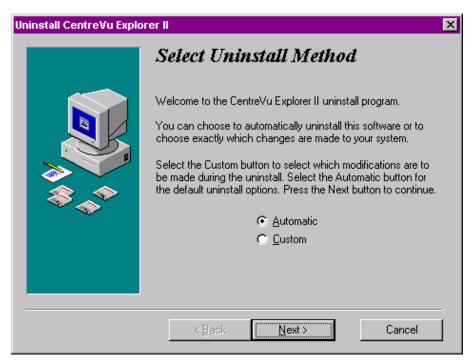
2. From the Control Panel, double-click on the **Add/Remove Programs** icon. On the Install/Uninstall tab, *CentreVu* Explorer II appears as one of the options.

3. Select the *CentreVu* Explorer II option.



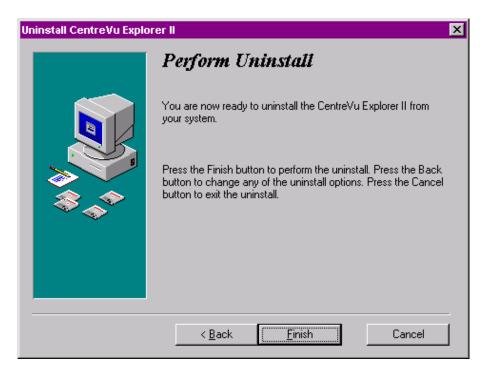
- 4. Press the **Add/Remove** button.
- 5. Press the **OK** button.

The Uninstall Wizard displays the Select Uninstall Method window and guides you through uninstalling *CentreVu* Explorer II:



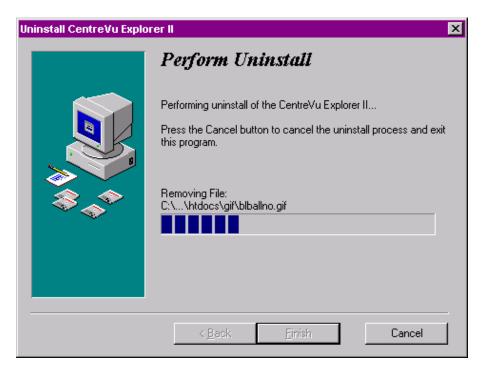
- Choose the **Automatic** (default) radio button to automatically uninstall the software.
- Press the **Next** button to continue.

The Perform Uninstall screen displays:



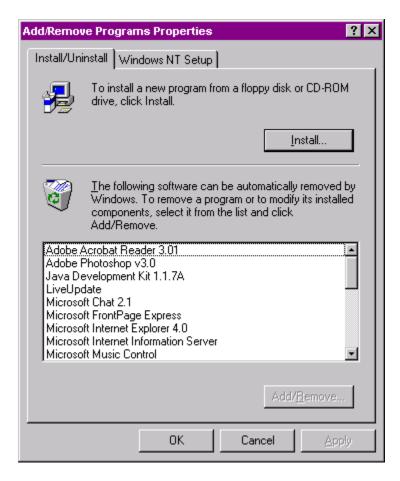
8. Press the **Finish** button to start the uninstall processes.

The Wizard begins the Uninstall process:



The process continues until all of the associated software is removed from the *Windows NT* Server.

The Add/Remove Programs Properties window displays after the *CentreVu* Explorer II is successfully uninstalled.



You will notice that "CentreVu Explorer II" is no longer on the list of available programs.

Removing the Database

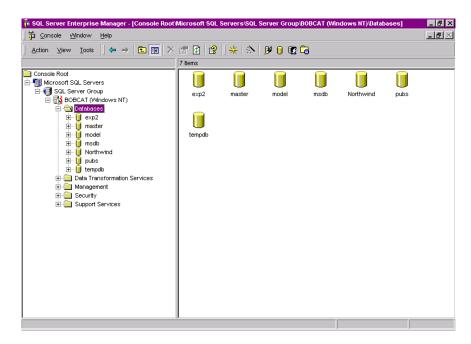
You can remove or "delete" a database when it is no longer needed, such as when you uninstall *CentreVu* Explorer II. When a database is deleted, the files and their data are deleted from the disk on the server. Once a database is deleted, it is permanently deleted and cannot be retrieved without using a previous backup.

To remove a database, do the following:

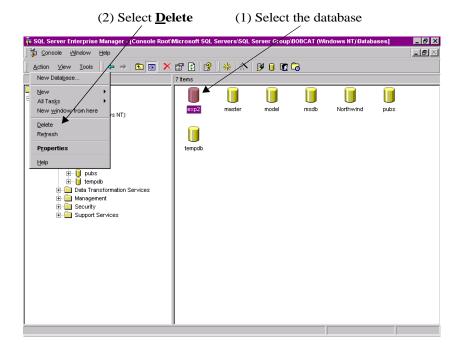
1. From the **Start** Menu, select **Programs**, **Microsoft SQL Server 7.0**, and **Enterprise Manager**.



The SQL Server Enterprise Manager window displays:

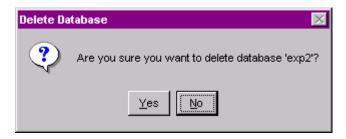


2. Select the database you wish to delete. In this example, the database is named "exp2".



Select **Delete** from the Action Menu.

The Delete Database verification window displays:



4. Click Yes and the database is permanently deleted





Upgrading to Centre Vu Explorer II Software

Overview

This chapter describes how to upgrade previous software to the *CentreVu*® Explorer II software. In addition, the following are discussed:

- Upgrading to SQL Server 7.0
- Upgrading the *CentreVu* Explorer II software
- Creating the *CentreVu* Explorer II database
- Converting *CentreVu* Explorer 1.x data.

Lucent Technologies recommends that you backup your data prior to upgrading your software. Backing up your data ensures that your old data is not lost while upgrading your software.

The advantage of upgrading your current *CentreVu* Explorer software to *CentreVu* Explorer II software is to provide you with:

- the Custom Query Builder application
- an easier way to save data
- the ability to create custom queries.

Upgrading to SQL Server 7.0

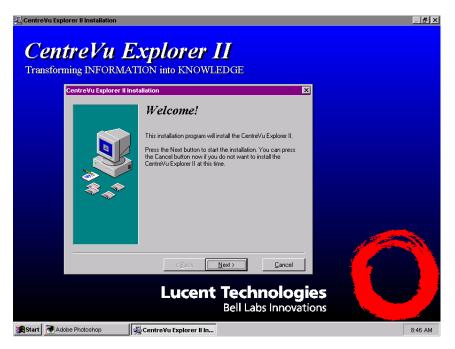
Prior to upgrading the software, you must install SQL Server 7.0. The installation wizard asks you if you want to run the "SQL Server Upgrade Wizard". This step upgrades your current Centre Vu Explorer database to SQL Server 7.0. The Upgrade Wizard runs after the Install Wizard is completed. Follow all of the steps provided by both Wizards.

Note: Before installing SQL Server 7.0, you will need to verify that you have all of the prerequisites loaded (for instance, Internet *Microsoft* Explorer 4.01 SP 1). You also need to have your Windows NT administrator account password and your SQL Server system administrator password available.

Upgrading the CentreVu Explorer II Software

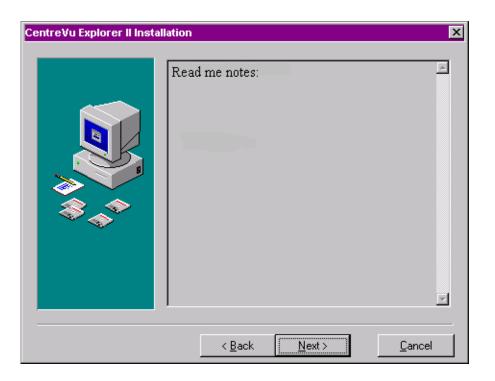
To upgrade to the *CentreVu* Explorer II software from the CD-ROM, do the following:

- 1. Log into the *Windows NT* server as Administrator.
- Insert the CentreVu Explorer II Installation for Windows NT Software CD-ROM into the appropriate drive. The CentreVu Explorer II setup program automatically displays:



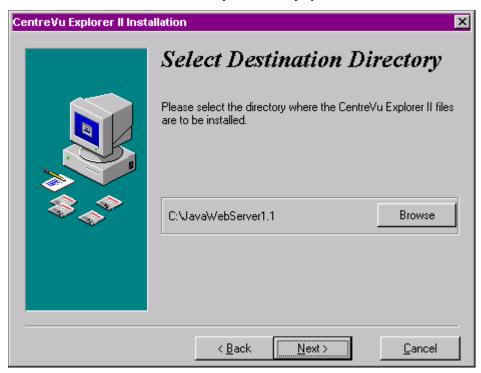
3. Press the **Next** button to continue.

The Readme information displays:.



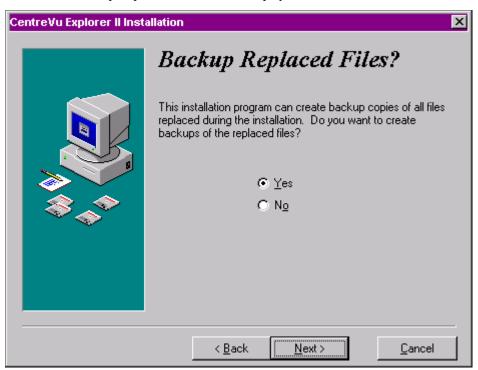
4. Press the **Next** button to continue.

The Select Destination Directory window displays:



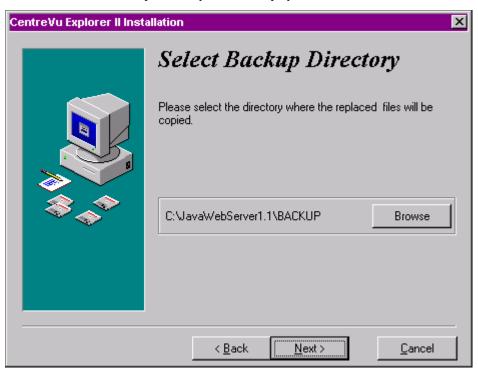
- 5. Select the location of the backup directory:
 - Accept the recommended default path (The installation default directory is *C:\JavaWebServer1.1.*), or
 - Use the **Browse** button to to install the software on a different disk drive (such as the D drive).
- 6. Press **Next** to continue.

The Backup Replaced Files window displays:



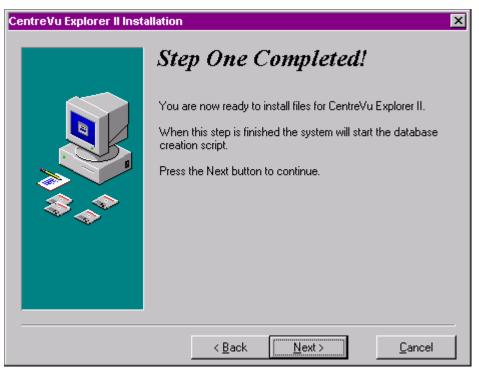
- 7. You can choose to create or not to create a backup replacement file:
 - If you want to create backup files, select the **Yes** radio button.
 - If you do not want to create a replacement file, select the **No** radio button.
- 8. Press the **Next** button to continue.

The Select Backup Directory window displays:



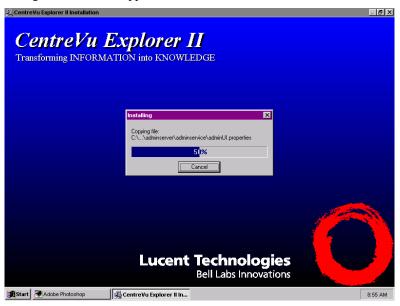
- 9. Select the location of the backup directory:
 - Accept the recommended default path, or
 - Use the **Browse** button to select the path of the backup directory.
- 10. Press the **Next** button.

The Step One Completed window displays:



11. Press the **Next** button to continue.

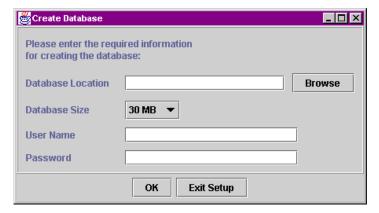
The Installation Wizard initiates copying the files to the directory you specified. The following status window appears:



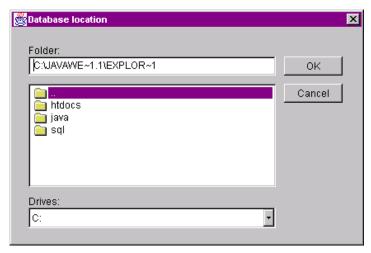
After all of the files are copied, the installation continues to create the database.

Creating the CentreVu Explorer II Database

To create the database, the Installation Wizard finishes copying the files and then automatically displays the Create Database window:

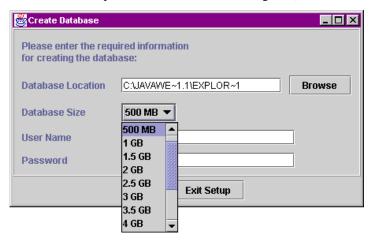


 Click on the Browse button to enter the Database Location. The Database location window displays. The default directory is selected (as shown below).

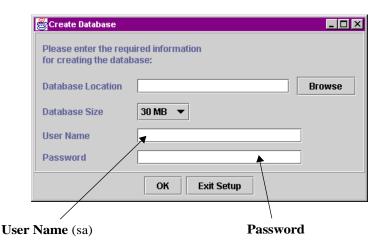


2. Click **OK** to accept the location of the database and return to the Create Database window.

3. Enter the **Database Size** from the drop-down list (with selections beginning at 500MB). Select the size that best suits your business needs. (For more information about the database size, see the "Disk Storage Requirements" section in Chapter 1, "Introduction," of this guide.)

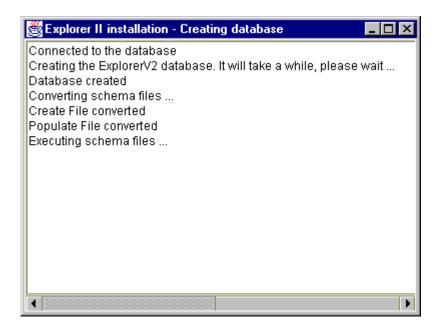


4. Enter the **User Name** (the default is "sa"). This is the user name that was set up when you installed SQL Server 7.0.



5. Enter the **Password**. This is the password that was set up when you installed SQL Server 7.0.

6. When all of the fields are populated, press **OK** and the *exp2* database is created. The following message displays the status of the creation of the database:



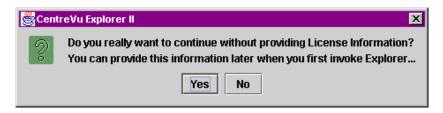
After the database is created, the License Information window displays:



- 7. Enter the **Company/Location Name**. This is your company name and location.
- 8. Enter the **License Key** information. This is the license key you receive from CenterPoint Solutions (see the "Obtaining a License" section in Chapter 1, "Introduction").
- 9. Enter the **CMS Host Name**. This is the host name of your Call Management System.
- 10. Press **Next** to continue.

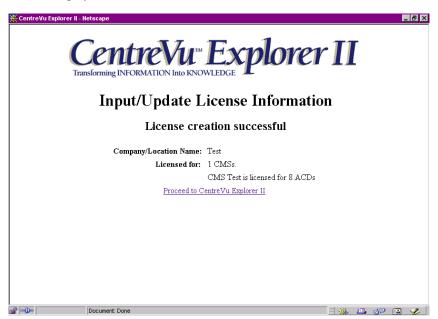
One of two windows display:

 If you did **not** supply all the requested information, a message window prompts you to enter the license information:



Press **Yes** to return to the Input/Update License Information screen and Com plete the licensing process (see steps 7-10 on the previous page).

 If you complete all the licensing information, the following window displays:



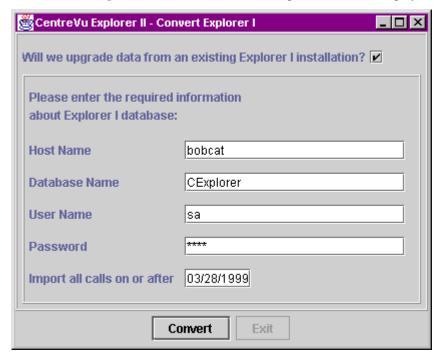
When you have registered for the *CentreVu* Explorer II and the installation is complete, proceed to the next section "Converting *CentreVu* Explorer 1 Data."

Converting CentreVu Explorer 1.x Data

The *CentreVu* Explorer II installation runs through a process to determine if there is a previous version of *CentreVu* Explorer (for example, *CentreVu* Explorer 1.1 or 1.2) installed.

To convert to the newest version of *CentreVu* Explorer II, do the following:

- 1. If a previous version of *CentreVu* Explorer is detected, you are prompted to enter license information (see previous section).
- On the Input/Update License Information frame, select the Proceed to CentreVu Explorer II hot link, the Convert Explorer 1 window displays:



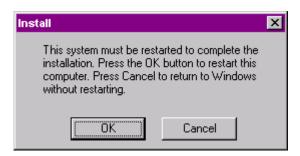
The Convert Explorer 1 window allows you to upgrade the data from an existing *CentreVu* Explorer installation.

3. To accept all of the defaults, press the **Convert** button.

The following conversion confirmation message displays:



4. Press **OK**. The conversion verification window displays:



5. Press **OK** to restart the operating system. The Conversion to *CentreVu* Explorer II is complete.



4

Maintenance

Overview

This chapter is written for Database Administrators or Supervisors who are responsible for maintaining *CentreVu* Explorer II. Lucent Technologies recommends that the maintenance practices described in this chapter be performed on a regular basis.

This chapter describes:

- how to maintain the *CentreVu*® Explorer II software
- the procedures for backing up the server and the data
- the administration of three critical functions:
 - Determining the average daily call record volumes in the existing database
 - Allowing you to select a reasonable data archival interval
 - Preventing new records from being added when the database is full.

Backing Up SQL Server Database

Backing up the database is a Database Administrator function that should be performed by someone familiar with SQL Server Enterprise Manager. Backups are the customer's responsibility.

You should regularly back up the SQL Server database. Contact a Microsoft Certified Solutions Partner if you do not have the technical resources to perform this backup. If you choose not to back up your database, you may lose all of your historical call data if your disk drive crashes. The SQL Server database backup occurs automatically if you are using the SQL Server 7.0 backup program.

Checking for Security

For more security information, see the *CentreVu Explorer II Version 1.0 User Guide* (585-218-200).

You should check the security to verify that there are:

- Two types of security are established: User and Administration
- A default setting should ship with CentreVu Explorer II for the Administration privilege
- A user privilege that allows a user to query on data, build queries, and use standard queries
- An administration privilege that allows all user privileges, plus modifying synonym data, setting user privileges, and establishing standard queries
- Viewing privileges set at the ALL, CMS, ACD, and SPLIT/SKILL levels
- Secure Socket Layers added to the browser.

Logins and Passwords Stored in the Database

A login must occur before any user activities can take place. The login consists of a user id (generated by the admin function), and a password. The navigation frame shows only those options that a user is allowed to perform, based on their privilege level. See Chapter 2, "Administration," of the *CentreVu Explorer II User Guide* (585-218-200) for details.

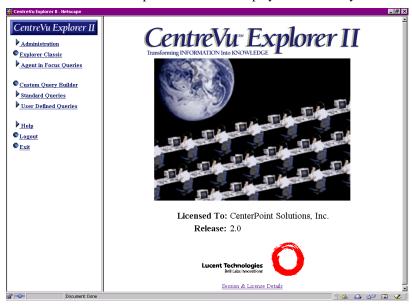
Administration Utilities

CentreVu Explorer II has a built-in Administration Utilities feature, which allows an administrator to perform and monitor certain tasks within the application.

To access the Administration Utilities do the following:

1. You must be logged in as "admin". When you start up *CentreVu* Explorer II, as a regular user, log in as "admin" in the Login window. The default password is *cexplorer1*. See the *CentreVu Explorer II Version 1.0 User Guide* (585-218-200) for more details.

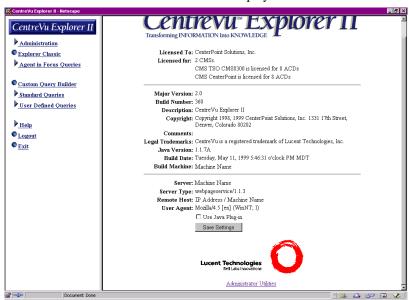
The Main CentreVu Explorer II window displays automatically:



Note: If you are in a different frame within *CentreVu* Explorer II, you can also select **Help** and then select **About** to access the Main *CentreVu* Explorer II window.

2. Click on the Session & License Details at the bottom of the right frame.

The Session & License Details window displays:



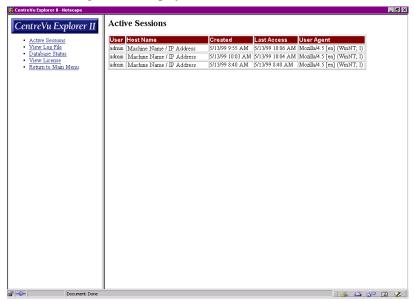
3. Click on **Administrator Utilities** at the bottom of the right frame (you will not see this feature if you are not logged in as "admin").

The Administration Utilities menu displays:



4. In the Navigation frame, select **Active Sessions** to view how many users have logged into *CentreVu* Explorer II.

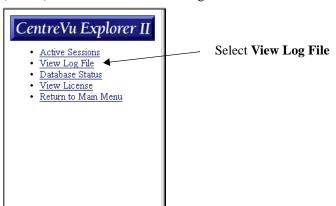
The following window displays:



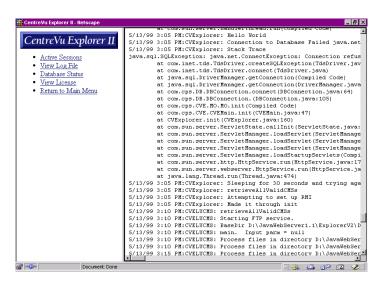
The fields include:

- User –who logged in
- **Host Name** –what machine they used to log in
- Created –the time of the log in
- Last Access –the time of the last access into the application
- User Agent –the browser used to access the application

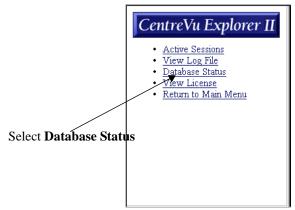
In the Navigation frame, select View Log File from the Administration (Admin) Utilities Tree to view the log information.



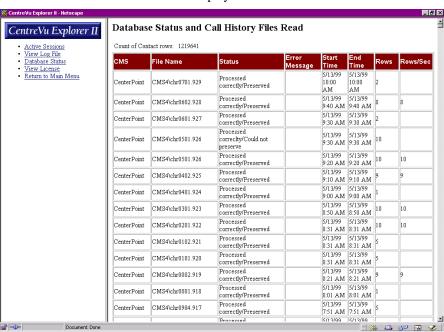
The following View Log File window shows how the data is tracked (such as, connecting to *CentreVu* Explorer II, processing files, ftp commands, and so on.).



6. In the navigation frame, select **Database Status**.



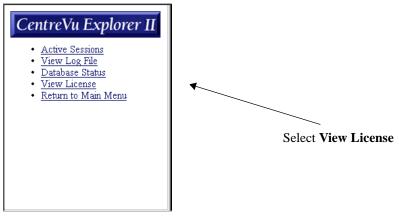
The Database Status window displays.



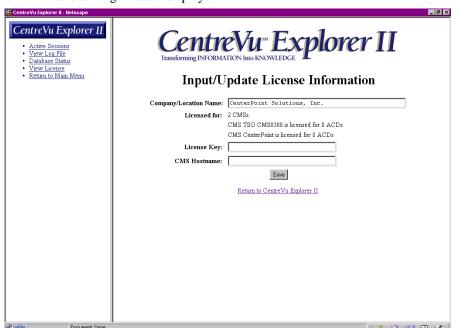
This window allows you to view the status of the database and how many call history files are processed.

The fields include:

- **CMS** –this field will identify which CMS this particular file came from
- **File Name** this field is the actual file name of the each data file that has been processed
- Status the status field will keep track of the files that are processed
- **Error Message** this field will identify any problems associated with the processing of this file
- Start Time this is the start time for processing this particular file
- End Time this is the end time for processing this particular file
- Rows this field will identify how many rows were processed from this file
- Rows/Sec this field will let you know how many rows per second were processed
- 7. In the navigation frame, select View License.



The following window displays:



8. From the View License frame, you can add a license for each additional CMS. For each *CentreVu* CMS, enter the **License Key** and **CMS Hostname**.

Note: You need a separate license for each CMS added to the *CentreVu* Explorer II application. See the "Obtaining a *CentreVu* Explorer II License" section in Chapter 1, "Introduction," for details.

- 9. After adding each CMS, press the **Save** button.
- To return to the *CentreVu* Explorer II main window, select **Return to Main** Menu from the Navigation frame or the **Return to CentreVu Explorer II** hot link.

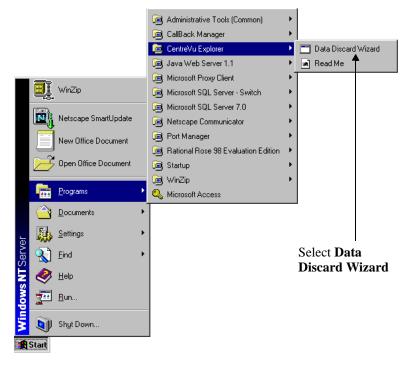
Database Administration

An administrator has the ability to discard, archive, or restore data. This capability can be set up as an automated process through the Data Discard Wizard. For instance, an administrator can discard or archive all of the calls older than a certain date or more than a certain number of days old. This process creates a file for each CMS that matches the criteria. If the data has been archived, it can then be restored at a later date if needed. See the "Restoring Data" section in this chapter for more details.

Accessing Database Administration

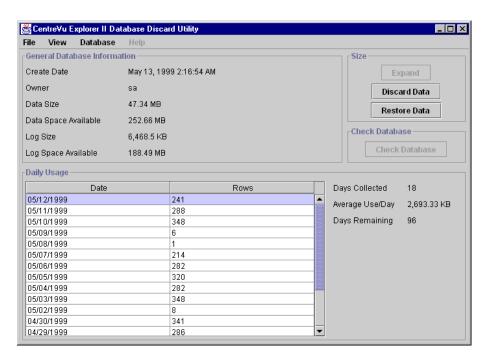
To access the Data Discard Wizard, do the following:

1. From the **Start** menu, select **Programs** and *CentreVu* **Explorer**..



2. Click on **Data Discard Wizard**.

The Database Discard Utility window displays:



The Database Discard Utility window (also known as Data Discard Dialog window in previous releases) displays information that assists in maintaining the *CentreVu* Explorer II database. An administrator determines at a glance, how big the data and log sizes are and how much room is still available in the database. There is a also a running list of files that are processed and how many rows there are per file.

Determining Average Daily Call Record Volumes

The *CentreVu* Data Discard Utility analyzes the *CentreVu* Explorer II database to determine daily average call volumes. It then calculates the number of days the current database can hold data before becoming full. If the database becomes too large, you can either expand the database through the SQL Server Enterprise Manager or follow the steps provided in the next section "Discarding or Archiving Data."

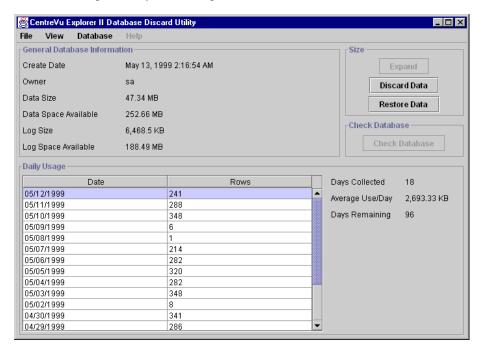
Increasing the size of the database is limited only by the amount of disk space available on the *CentreVu* Explorer II server.

Discarding or Archiving Data

Discard is the removal of data without saving it. Archive is the removal of data and saving it to a file, so that information can be read back in by the Restore Data routine (described later in this chapter). In addition, *CentreVu* Explorer II population routing checks to verify that the database capacity does not exceed 95 percent. The population routine stores any data on the *CentreVu* Explorer II server, but does not process after the database reaches 95 percent of the total capacity. To prevent the database from filling up, you can set up an "aging process" to discard or archive data after a certain number of days.

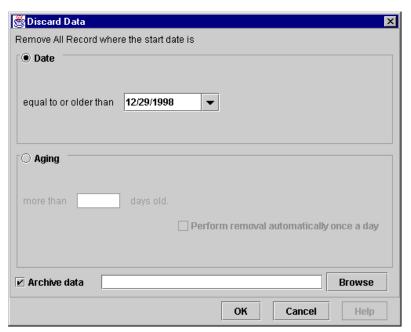
To set up the "aging process," do the following:

1. Access the Database Discard Utility. See the "Accessing Database Utility" section previously in this chapter for details.



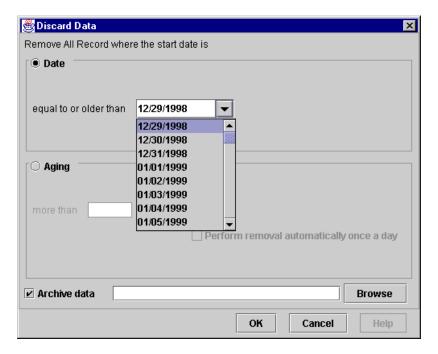
Press the **Discard Data** button.

The Discard Data frame displays:



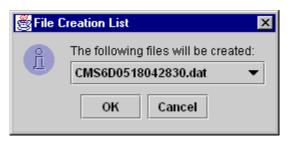
3. Records can be removed or archived based on a certain date by selecting the **Date** radio button.

From the equal to or older than drop-down list, select a specific date. This
removes or archives any records that are equal to or older than the date you
selected.



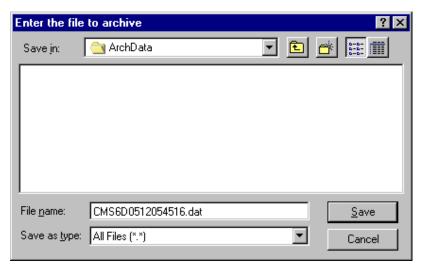
- 5. If you want to archive rather than remove the data, be sure that the **Archive** data box is selected.
- 6. Press the **Browse** button.

The File Creation List displays. For example:



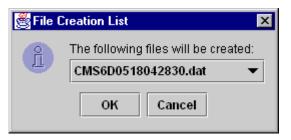
- 7. From the File Creation List window, use the drop down list to select the file you want to archive. The archive process creates one file for each *CentreVu* CMS data piece with that particular date. The name of the file identifies which *CentreVu* CMS the file was generated from, the date, the hour, and the minute.
- 8. Press the **OK** button.

The following displays:



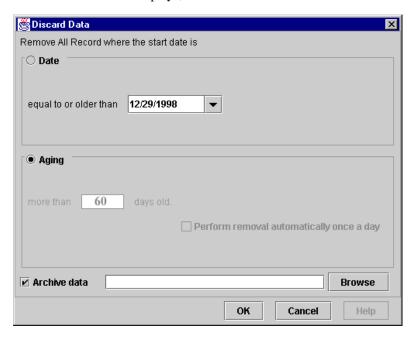
- 9. In the **File name** text box, enter the name of the file you want to archive.
- From the Save in drop down list, enter the directory where you want to save the file.
- 11. Press the **Save** button.

The following displays:



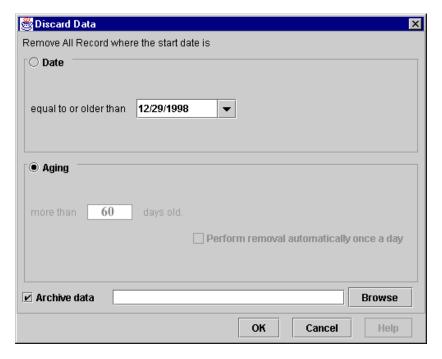
Press the **OK** button.

The File Creation List displays;



- 13. After making your selections, press **OK**.
- 14. Select the **Aging** radio button and enter a number in the **more than** ______ **days old** box to remove or archive data that has aged more than a certain number of days.
- 15. Select the Perform removal automatically once a day radio button.

- 16. Press **OK**.
- 17. If you have the **Archive data** radio button selected, this process archives your data daily.



18. Press the **OK** button.

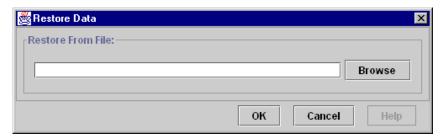
The "aging" and "archiving" processes are complete.

Restoring Data

The Restore Data feature allows you to select previously archived data and insert the file back into the *CentreVu* Explorer II database.

To restore the data, do the following:

 From the Data Discard Wizard, press the **Restore Data** button. The Restore Data window displays:



2. Press the **Browse** button to find the file you wish to restore. The Enter the file to Restore window displays:



- 3. Select the file or files you wish to restore and press **Open**.
- 4. Press **OK**. The data then restores to the *CentreVu* Explorer II database.

Migrating CMS Data Dictionary Synonyms

Synchronizing the CMS Data Dictionary (Agent names, Vectors, and Vector Directory Numbers (VDNs) is now managed by *CentreVu* Explorer II. Since administration is done automatically, Administrators no longer have to manually update the *CentreVu* Explorer administrative tables with changes to these synonyms or run complicated SQL routines to keep the synonyms aligned.

See the "Data Dictionary" chapter in the *CentreVu® Call Management Center Release 3, Version 8, Administration* (585-210-910) document for more details about the CMS Data Dictionary and synonyms.

CentreVu Explorer II Ver	rsion 1.0 Installation for <i>Windows NT</i>
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Maintenance

Database Administration

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Troubleshooting

Overview

This chapter provides troubleshooting tips, error and service messages, and how to resolve the problem through suggestions.

Purpose

If you are having trouble with any of the procedures mentioned in this document, please read through this section before calling the National Customer Care Center. The problem may be something you can quickly solve yourself.

Who to Contact

If you have not solved the problem after reading through this section, contact the National Customer Care Center at 1-800-242-2121 (Lucent Technologies also offers fee-based installation consultation). Customers outside the United States should contact their Lucent representative or distributor.

CentreVu Explorer II Version 1.0 Installation for Windows NT

Troubleshooting *Overview*

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If you have received an error message(s) in the course of a failed installation, then record the message(s) in order to assist National Customer Care Center personnel in diagnosing your problem.

Note: Troubleshooting procedures are usually carried out by an Administrator.

Getting Technical Support

Basic technical support for the *CentreVu* Explorer II software is provided by the Lucent Technologies Technical Support Center in conjunction with CenterPoint Solutions. However, if your support request deals primarily with a supplementary software package not purchased from Lucent Technologies, you may be referred to the software's manufacturer or offered the option of purchasing additional assistance not covered under your maintenance agreement.

The table below describes the level of support that Lucent Technologies provides for each product on the *CentreVu* Explorer II Server.

Product	Purchased From	Support Provided by Lucent*
CentreVu CMS	Lucent	Full
CentreVu Explorer II Software and previous versions	Lucent	Full
SQL Server	3rd Party Vendor	None/Billable
Java Web Server	Lucent	None
Windows NT Operating System	3rd Party Vendor	None/Billable
Remote Access Software (pcAnywhere)	Lucent	None
Web Browser	3rd Party Vendor	None
Hardware	3rd Party Vendor	None

^{*}Three conditions under which technical support is determined: (1) maintenance contract agreement; (2) warranty; and (3) time and materials. The following sections describe, in more detail, the Technical Service Organization (TSO) support that Lucent provides to the customer.

Lucent TSO Responsibilities

Centre Vu CMS Server

- Verify ECH is authorized and installed
- External Call History data integrity
- Verify the FTP (File Transfer Protocol) is working properly.

Centre Vu Explorer II Software Application

- Verify that the customer can execute queries with the *CentreVu* Explorer II application. If there are problems then determine where the problem exists NT4.0, SQL database, or other application dependencies using various NT/SQL troubleshooting tools. This needs to be relayed back to the customer so they can repair NT/SQL.
- Assist in the setup of pcAnywhere and the use of Data Discard Utility.

Customer Responsibilities

- Maintaining critical Logins—(Lucent, Admin, SQL Login)
- Monitoring system performance—(for example, Event Viewer logs for current errors, verify critical services are running, disk space, and so on)
- Installing the *pcAnywhere*/modem for remote access for Lucent support
- Providing SQL Database Maintenance
- Backing up the SQL database—archiving historical data
- Providing Data Discard Utility—see Chapter 4, "Maintenance," for more details
- Maintaining the Transaction Log—for internal SQL database functions (add/delete records)
- Expanding the tempdb—for database queries through the browser.

Process to Get Support

To open a trouble ticket for *CentreVu* Explorer II, contact Lucent Technical support at (800) 242-2121 and select option two from the voice menu.

To ensure the highest quality technical support, it is strongly recommend that *pcAnywhere* should be installed on the *CentreVu* Explorer II server. The *pcAnywhere* is supplied with purchase with *CentreVu* Explorer II. Using *pcAnywhere*, a technician can provide basic SQL Server support, view error logs, and verify proper configuration of the server. If remote access is not available, it may not be possible to diagnose and resolve your problem.

If your organization does not have access to a group capable of supporting Microsoft products, you may want to consider contracting support from a Microsoft Certified Solutions Provider (MCSP). You can search for an MCSP in your area at:

http://www.microsoft.com/isapi/referral/obtain_services Basic.asp

Refer to http://www.microsoft.com/support/supportnet/overview/overview.asp for a comprehensive overview of all your Microsoft support options.

If you have questions about *CentreVu* Explorer II that were not answered in this document, please contact the Lucent Technical Support Center at 1-800-242-2121.

General Troubleshooting Tips

This section helps you with problems you may encounter when installing, logging into, or running *CentreVu* Explorer II. It contains tables which describe error messages that may appear in *CentreVu* Explorer II.

Setting Up the Java Plug-in

If you are currently using a non-conforming browser you can install the *Java* Plugin that is copied to the server during the install process. This *Java* plug-in allows your current browser to run *CentreVu* Explorer II functions.

To enable the *Java* plug-in option, select the checkbox in the Help About frame after completing the *CentreVu* Explorer II installation. See the "Help About" section in Chapter 1, "Introduction" of the *CentreVu* Explorer II User Guide (585-218-200) for more information.

Checking the Corrupt Folder

Occasionally *CentreVu* Explorer II experiences a problem when it tries to process an ECH data file. When this happens, *CentreVu* Explorer II places the file in a corrupt folder. This folder is *c:\JavaWebServer1.1\ExplorerV2\Data\CMS1\Corrupt* by default. A CMS directory is created for each CMS that is associated with this instance of *CentreVu* Explorer II. You should check this folder at least once a week for corrupt files.

When troubleshooting corrupt file issues it is important to determine whether all files or only a few specific files are being placed in the corrupt folder. If all files are being placed in the corrupt folder, there is probably something wrong with the SQL Server database. Ask your SQL database administrator to check the database. If they are unable to resolve the problem, contact Lucent Technical Support for assistance.

If only a few files appear in the corrupt folder, move the files back into the appropriate CMS directory. You must move, and not copy the files, so that they will be removed from the corrupt folder. Once the files have been moved to the appropriate CMS directory, *CentreVu* Explorer II makes another attempt to process the files. It can take up to five minutes for the attempt to be made. You know that the files are processed because they disappear from the appropriate CMS directory. Check the corrupt directory to see if the files have returned. The files will not appear in the corrupt directory if they have been processed successfully. Files that are repeatedly placed in the corrupt directory are corrupted. While it is not unusual to occasionally encounter a corrupted file, contact Lucent technical support if this occurs frequently.

Monitoring System Performance

It is important to keep track of the server's CPU usage, RAM memory usage, and hard drive space. Insufficient processing power or RAM memory will cause the server to perform poorly under a heavy user load. To make sure that the server does not run out of hard drive space, the Data Discard Utility is set up in advance for incoming call data. If your system quits accepting data, see the "Data Discard Administration" section in Chapter 4, "Maintenance" of this guide for details. Regularly monitor the hard drive that contains the *CentreVu* Explorer II software.

If you are uncertain about how to check the CPU, RAM, and hard drive usage, consult your Information Systems department or contact a Microsoft Certified Solutions Partner.

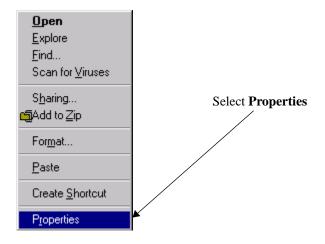
To check the hard drive space on the server, do the following:

1. Select **My Computer** from the Desktop.

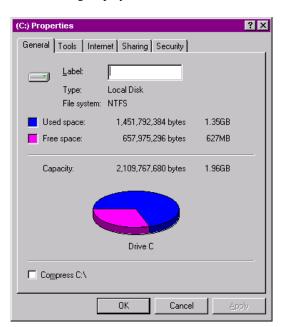
The following displays:



2. Right click on the C: drive and select **Properties**.



The following displays:.



3. When you are finished checking your system's performance, click **OK**.

Configuring CentreVu Explorer II Log File

The configuration parameters for *CentreVu* Explorer II can be set by editing the file //JavaWebServer1.1/ExplorerV2/java/CentreVuExplorer.properties. The installation scripts will automatically configure this file when the *CentreVu* Explorer II software is installed. However, if changes are made to the server after installation, it will be necessary to update the file manually.

Lines preceded by the "#" character are comments and do not affect the configuration. Parameter names are case sensitive.

Parameter Name	Acceptable Values	Description
Log2stdout	true/false	Determines whether the application writes error messages to <i>stdout</i> . This option will not serve any purpose if httpd is running as a service
Log2file	true/false	Controls whether log output is sent to the servlet log file. If you are running Java Web Server the output will be sent to JavaWeb Server1.1/logs/javawebserver/webpageservic e/event_log.
LogLevel	MESG INFO DEBUGDB DEBUGALL TRACE	Sets the level of debug output. Acceptable values are shown in order of increasing output.
ExpDbURL	jdbc:informix-sqli: <ip address="">:<port>:<d b="" path="">:informixserver =<db server=""> jdbc:inetdae:<ip address="">:<port></port></ip></db></d></port></ip>	This parameter identifies the database so that the database (db) driver is able to recognize and connect to it. The required syntax for <i>Informix</i> and SQL Server are shown.
ExpDbDriver	com.informix.jdbc.Ifx Driver com.inet.tds.TdsDriv er	The java package name of the database driver to be used. The IfxDriver is used for <i>Informix</i> . Microsoft SQL Server uses the TdsDriver.

		,
Parameter Name	Acceptable Values	Description
ExpDbUser	sa	The user name that <i>CentreVu</i> Explorer II uses to sign on when connecting to the database. <i>CentreVu</i> Explorer II does not function correctly if this user does not have sufficient access rights to the database tables and other objects used by <i>CentreVu</i> Explorer II.
ExpDbPassword	<encrypted Password></encrypted 	The password associated with the login of the specified database user. This entry is encrypted and cannot be manually edited. Use the <i>CentreVu</i> Explorer II Change Password utility to update this entry.
ExpDbDatabase	exp2	The name of the <i>CentreVu</i> Explorer II database.
ExpDbConnection s	[5-9]	The number of simultaneous connections to the database that will be available for use when inserting ECHI data into the database.
ExpDbThreads	N/A	This parameter is no longer used.
ExpDbCorruptFile Directory	corrupt	The name of the directory to use to store echi files that were not successfully processed into the db.
ExpDbSaveFileDi rectory	save	The name of the directory in which to save echi files if the save file option is enabled.
ExpDbSaveFile	true/false	Determines whether echi files should be saved or discarded after they have been successfully processed.
ExpDbDate	current GETDATE()	The command used by the database to get the current date. The syntax for <i>Informix</i> and SQL Server are shown.
ExpConversionDb URL	See ExpDbURL	This entry is identical in format to ExpDbURL. However, it refers to the existing <i>CentreVu</i> Explorer Version 1.0 database in cases where the software is being upgraded and <i>CentreVu</i> Explorer Version 1.0 data is being migrated into the <i>CentreVu</i> Explorer II database.

Parameter Name	Acceptable Values	Description
ExpConverstionD bDriver	com.inet.tds.TdsDriver	The <i>Java</i> package name of the database driver used to connect to the <i>CentreVu</i> Explorer Version 1.0 database when migrating data into <i>CentreVu</i> Explorer II.
ExpConversionDb User	sa	User name to be used to login to the <i>CentreVu</i> Explorer Version 1.0 database during data migration to <i>CentreVu</i> Explorer II.
ExpConversionDb Password	<unencrypted Password></unencrypted 	The password associated with the <i>CentreVu</i> Explorer Version 1.0 database user name specified above. Unlike the ExpDbPassword field, this field's contents are in plain text and may be manually edited.
ExpConversionDb MsKey=1	[1-8]	This specifies which CMS data migrated from <i>CentreVu</i> Explorer Version 1.0 is associated with. <i>CentreVu</i> Explorer Version 1.0 only supported one CMS. <i>CentreVu</i> Explorer II can support up to eight.
ExpSleepTime	[30-300]	Sets how often, in seconds, <i>CentreVu</i> Explorer II should check the CMS data directories for new echi data files.
ExpRmiRegistry	<ip address=""></ip>	The location of the RMI Registry. This entry is always the IP Address of the <i>CentreVu</i> Explorer II server.

Troubleshooting and Maintenance Routines

The Data Discard Utility is a tool that is provided with *CentreVu* Explorer II to make it easy for end users to schedule automatic archival or data deletion. Step-by-step instructions for performing these operations are provided in Chapter 4, "Maintenance," of this guide.

Expanding the Database

Because the call volume of your call center may increase over time, it may be necessary to expand the *CentreVu* Explorer II to accommodate this increase. The database can be expanded using the SQL Server Enterprise Manager. Lucent Technologies strongly recommends that you do not expand your database beyond 7.5GB (6GB data space, 1.5GB log space) as it is extremely time consuming to maintain a *CentreVu* Explorer II database beyond this size. Also keep in mind that the drive that the database is on needs to have at least 100MB of free disk space to allow for ECH file collection. The Data Discard Utility automatically creates the appropriate data and log devices and adds them to the database.

Clearing Out the Transaction Log

The transaction log is used to store information on changes to the data in the database. This allows the Microsoft SQL Server to back out all changes made by a transaction if an error occurs before the transaction completes. When the error log is full, Microsoft SQL Server does not process transactions because it is unable to undo any changes if an error occurs. Refer to the Microsoft SQL Server Books Online for a more detailed discussion of the transaction log. You can also use the SQL Server Wizards to assist you in managing your databases (for example, clearing out your transaction logs or expanding the tempdb file).

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Expanding the tempdb File

When *CentreVu* Explorer II is installed, it expands the tempdb file from 2MB to 15MB. However, for large transactions, the tempdb may still be too small. If you receive error messages indicating that the tempdb is full. See the "Administration Utilities" section in Chapter 4, "Maintenance" for details. You can also use the SQL Server Wizards to assist you in managing your databases (for example, clearing out your transaction logs or expanding the tempdb file).

Troubleshooting Tips for Windows NT

Windows NT Event Log Error Messages Types

The following types of error messages can appear:

- Information—Used primarily for informational messages. Usually not indicative of a problem.
- Warning—Indicates that the error may be problematic.
- Error—Indicates that a serious error occurred. This error class usually requires attention.

Installation Error Messages

This table lists the installation error messages.

Error Message	Corrective Action
This software will only run under <i>Microsoft*</i> Windows NT [†] Server 4.0.	Install <i>Windows NT</i> Server 4.0 before attempting to install <i>CentreVu</i> Explorer II.
This installation requires NT Administration rights.	The installer must be logged in to the NT server with an account that has administration rights. Log onto NT with an account that has administration rights. If your account does not have administration rights, have your NT administrator create a temporary account for you.
This machine does not have the correct version of <i>Microsoft</i> SQL Server installed. Please correct the problem by installing <i>Microsoft</i> SQL Server 7.0 before attempting to perform this install again.	The NT Server must have <i>Microsoft</i> SQL Server 7.0 loaded before attempting to install SQL Server 7.0. Complete the SQL Server installation before attempting to install <i>CentreVu</i> Explorer II.

Error Message	Corrective Action
The database is currently version 1.0. This routine is not capable of upgrading from 1.0 to <i>CentreVu</i> Explorer II. Please contact the Lucent TSO for instructions. Install will now exit.	Contact the National Customer Care Center.

^{*} Microsoft is a registered trademark of Microsoft Corp.

[†] Windows NT is a registered trademark of Microsoft Corp.

Java Web Server Error Messages

Error Message	Occurs When	Cause	Corrective Action
Netscape is unable to locate the server Paintbrush:8080. Please check the server name and try again.	User attempts to connect to a server through a browser.	The <i>Java</i> WebServer is not running.	Go to the Control Panel. Open the services applet. Highlight Java WebServer. Click start. Also, verify that the service's startup configuration is set to automatic.
Could not start the Java Web Server service on \\PAINTBRUSH. Error 2140: An internal Windows NT error occurred.	Administrator attempts to start the <i>Java</i> Web Server service.	The <i>Java</i> WebServer was not shut down correctly, probably due to a fatal error.	Press CTRL+ALT+DEL and select Task Manager. Click on the Processes tab. Find & highlight jrew.exe under image name. Click end process.
Not Found (404)	User attempts to connect to a server through a browser.	CentreVu Explorer did not initialize successfully.	Go to the Control Panel. Open the System applet. Click on the Environment tab. Verify that the classpath is similar to the following: .;c:\jdk1.1.7A\lib\classes.zi p;d:\JavaWebServer1.1\Exp
			lorerV2\java;d:\JavaWe~1. 1\lib\jws.jar

Error Message	Occurs When	Cause	Corrective Action
Applet CVEQueryBuilder not initted	User clicks on Custom Query Builder link in Centre Vu Explorer II navigation menu.	There are several possible causes: 1. There is a firewall between the client and server which is preventing communication. 2. The client PC has an outdated browser or is not using the <i>Java</i> plug-in. 3. The <i>rmiregistry</i> service is not running.	The possible resolutions are respectively: 1. Have the network administrator reconfigure the firewall., or put both client and server machines on the same side of the firewall. 2. Download and install the latest version of Internet <i>Microsoft</i> Explorer or <i>Netscape</i> Communicator. If a different browser is being used, install the <i>Java</i> plugin. 3. Stop the <i>Java</i> WebServer service. Start the rmiregistry service. Then restart the <i>Java</i> Web Server service.
Microsoft Internet Information Server screen appears	User attempts to connect to the server through a browser	Both IIS & JWS are loaded on the server. IIS has control of port 80 which handles web traffic and is preventing JWS from processing incoming HTTP requests.	Go to the Control Panel. Open the Services applet. Highlight the World Wide Web Publishing service. Click Stop . Then go into startup configuration and select disabled. Next highlight <i>Java</i> Web Server and click Start . Verify that the service's startup configuration is set to automatic.

Data Import Service Messages

This table lists the data import service messages.

Error Messages	Corrective Action
The service was started.	No corrective action required. This is merely
INFORMATION	an informational message.
The service was stopped.	No corrective action required. This is merely
INFORMATION	an informational message.
The <i>CentreVu</i> Explorer II Service was installed.	No corrective action required. This is merely an informational message.
INFORMATION	
The <i>CentreVu</i> Explorer II Service was removed.	No corrective action required. This is merely an informational message.
INFORMATION	
The initialization process failed.	Record the message and contact the National
WARNING	Customer Care Center.
Could not read the file chr <i>nnnn.xxx</i>	The listed file could not be processed by the
WARNING	Data Import Service.
	Record the message and contact the National Customer Care Center.
chr <i>nnn.xxx</i> file is either corrupt or invalid.	An External Call History data file from the
INFORMATION	CMS was not in the expected format. Record the message and contact the National Customer Care Center.

Open Database Connection (ODBC) Error Messages

This table lists the OBDC error messages.

Error Message	Corrective Action
[Microsoft] [ODBC SQL Server Driver] [SQL Server] Login failed WARNING	An attempt to login to SQL has failed. Record the message and contact the National Customer Care Center.
[Microsoft] [ODBC Driver Manager] Connection not open WARNING	Record the message and contact the National Customer Care Center.

Database (DB)-Library Error Messages

This table lists the DB-Library error messages.

Error Message	Corrective Action
DB-LIBRARY error - Unexpected EOF from SQL Server. Connection broken. ERROR	The connection to SQL Server was lost. Record the message and contact the National Customer Care Center.
DB-LIBRARY error - DBPROCESS is dead or not enabled. ERROR	An attempt was made to communicate with a non-existent process. Record the message and contact the National Customer Care Center.
DB-LIBRARY error - Attempt to bind to a non-existent column.	The file format of the ECH file from the CMS does not match what was expected. Record the message and contact the National Customer Care Center.

Log-in Error Messages

This table lists the Login- error messages

Error Message	Corrective Action
Login failed, please try again.	Try again with the correct password. Contact your administrator if you forget your password.

Service Affecting Automated Procedures

This section documents the automated procedures within *CentreVu* Explorer II that cause service interruptions. The interruptions range from moments to over an hour in duration. The time of day is listed where applicable.

Data Import

The Data Import Service runs continuously and is responsible for putting External Call History data from the Call Manager System (CMS) into the *CentreVu* Explorer II SQL Server database. The Data Import Service can be configured to check for the existence of new data from the CMS at any interval from one minute to several days.

Each time the Data Import Service finds a file to import, it immediately inserts those records into the database. This procedure has the potential to lock out query requests for the duration of the import procedure, although the likelihood is quite small. The import procedure typically lasts less than one minute for call centers with large volumes of automatic call distribution (ACD) data.

Database Maintenance Procedures

CentreVu Explorer II contains built in database maintenance procedures designed to keep the database healthy and responsive. These procedures are setup during the installation of CentreVu Explorer II and are scheduled to run automatically in the late evening and early morning hours. These maintenance procedures vary in duration depending on the size of the database, the call traffic, and the hardware that hosts the CentreVu Explorer II Server. The durations can range from a few seconds to hours depending on these variables. See Chapter 4, "Maintenance," for more information.





Appendix

Windows NT Server Connection Assistance

The following sections provide assistance in connecting CentreVu® Explorer II to your local area network (LAN). In particular, these instructions pertain to the administration of the *Microsoft** *Windows NT*[†] Server 4.0.

Note: Refer to the *Microsoft* software support manuals and your network



administrator for further assistance.

^{*}Microsoft is a registered trademark of Microsoft Corp. †Windows NT is a registered trademark of Microsoft Corp.

Establishing Server Network Connection

Hardware

Communication between *CentreVu* Explorer II and *CentreVu* Call Management System (CMS) is provided through a LAN connection. Additionally, for terminals external to the *CentreVu* Explorer II server, access is provided through a LAN.

Networks may be one of the following:

- EthernetTM
- Token Ring.

The appropriate hardware must be installed on *CentreVu* Explorer II respective to the network topology. Follow the instructions provided with the hardware interface to install the card in your system.

Software

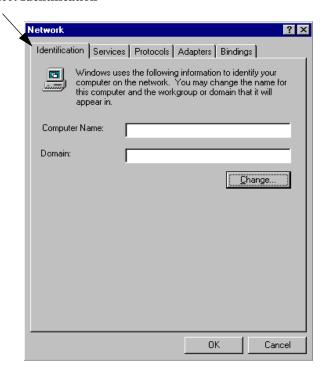
CentreVu Explorer II must be configured as follows to properly communicate with the *CentreVu* CMS. This configuration is accessed through the network system settings on your system. To access these settings:

- 1. Click the **Start** Button, point to **Settings**, and click **Control Panel**.
- 2. Double click the **Network** icon. This assigns the software configurations detailed in the following sections.

CentreVu Explorer II Server Identification

Select the **Identification** tab in the Network Administration window. The following screen appears:

Select Identification



Enter the following information:

- 1. Computer Name—This field provides a place to type the host name for your computer. This is the name of the *CentreVu* Explorer II server. This might be a name you use to identify your computer on a smaller, local network. The host name is combined with a domain name or suffix to create your intranet address.
- 2. Domain Name—This field provides a place to type the name of the domain for your computer. Domain refers to a set of computers on a network that have been assigned a group name. For example, a company's domain name

on the internet might be "thiscompany.com." A domain can contain two or more workgroups.

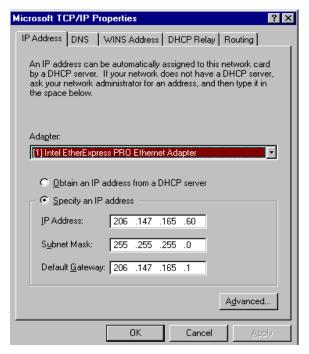
Centre Vu Explorer II Protocol Assignment

The *Ethernet* or Token Ring assignments must be made to successfully connect to the network. Assignments are made in the Protocols tab of the Network Administration window. The following illustration is a representative setup of an Ethernet environment.

Select the **Protocols** tab from the Network dialog box.



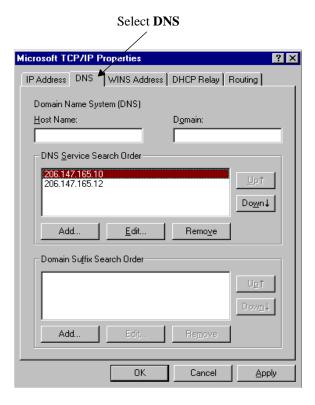
Select the TCP/IP Protocol item from the **Protocols** tab of the Network dialog box. The following window is displayed:



Enter the appropriate IP address for the *CentreVu* Explorer II server. Also enter the Subnet Mask and Default Gateway information.

- 1. IP Address—Enter the IP address obtained from your network administrator. An IP address is 4 numbers from 0 to 255, separated by periods.
- Subnet Mask—Enter the Subnet Mask number obtained from your network administrator. This number combined with the IP address identifies the network your computer is on.
- 3. Default Gateway—Enter the number for the gateway you want to add. The value in each field must be a number between 0 and 255. A gateway is a connection or interchange point that connects two networks that would otherwise be incompatible. For example, a LAN may need a gateway to connect it to a WAN or to the Internet.

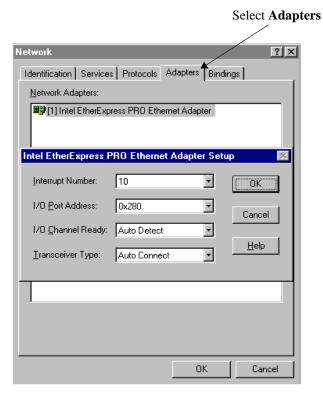
The DNS Server information is configured through the **DNS** tab. After selecting the **DNS** tab, the following screen appears:



The following information is required:

- Host Name—Enter the same information entered in the Computer Name field in the Identification tab.
- Domain—Enter the same information entered in the Domain field in the Identification tab.

Set the adapter to Auto Detect in the **Adapters** tab.





After setting up the system software, you must restart your computer for the changes to take effect. Exit all programs and save any work in progress.

If you are still experiencing problems, contact your network administrator for the proper software setup.

CentreVu Explorer II Version 1.0 Installation for Windows NT

Appendix Windows NT Server Connection Assistance

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Glossary

Abandoned Call

A call in which a caller hangs up before receiving an answer from an agent. The call could be queued to a split/skill, in a vector/VDN, or ringing at an agent before it is abandoned.

Access Permissions

Permissions assigned to a *CentreVu* Explorer II user in order to administer specific elements (splits/skills, trunks, vectors, and others) of the ACD. Access permissions are specified as **read** or **write** permission. Read permission means the *CentreVu* Explorer II user can access and view Administrative data. Write permission means the *CentreVu* Explorer II user can add, modify, or delete Administrative data.

ua

ACD

See Automatic Call Distribution.

A menu in the upper-right corner of most user

Action List

Adjunct/Switch

After Call Work

(ASAI)

(ACW)

Applications Interface

ACD Call	A call that queued to a split/skill and was
	answered by an agent in that split/skill, or a call
	that queued as a direct agent call and was
	answered by the agent for whom it was
	queued.

windows. The menu lists the actions available for that particular user window (for example, add, modify, delete, and others). You select an action after entering necessary data in the user window.

ACW See After Call Work.

Add A Centre Vu Explorer II action that adds the data entered in the given window to the Administration database.

> An open application interface through which processors and switches can jointly provide services that require applications to initiate, receive, and control calls or make use of switch features. (See Open Application Interface.)

An agent state generally representing work related to the preceding ACD call. Going onhook after an ACD call during MANUAL-IN operation places the agent in ACW. With Generic 3, ACW is also accessible by a button on the agent's set and may not be related to an ACD call.

Agent Position

(Non-EAS)

Agent Skill

Agent	A person or Voice Response Unit (VRU) port
	that answers calls to an ACD split/skill. The
	agent is known to CentreVu CMS by a login
	identification keyed into a voice terminal.

Agent Login ID

A 1- to 4-digit number (Generic 2) or a 1- to 9-digit number (Generic 3) entered by an ACD agent from a voice terminal to activate the agent's position. Agent logins are required for all *CentreVu* CMS-measured ACD agents.

Agent Position (EAS)

The combination of agent login ID and the skills the agent is assigned. Data are collected for the agent by skill, so the total work for the agent must be summed over all skills in which the agent worked.

The combination of agent login ID and split the agent logged into. Agents logged into multiple splits have multiple positions associated with them. Call data are collected separately for each agent/split combination.

An attribute that is associated with an ACD agent. Agent Skills can be thought of as the ability for an agent with a particular set of skills to handle a call that requires one of a set of skills. An agent can be assigned up to 20 skills. The meaning of each Agent Skill is defined by the customer. Examples of what could be considered skills are: the ability to speak a particular language or the expertise to handle a certain product. See *Primary Skill*, *Secondary Skill*, and *Skill Level*.

A feature of agent call handling. Agent states are the different call work modes and call states an agent can be in (ACD, ACW, AVAIL, AUX, UNSTAFF, DACD, DACW, OTHER, UNKNOWN, RING). Data about these states is displayed in real-time and historical reports.

See the definition of each state for additional

The voice terminal used by a call center agent.

A prescribed set of well-defined rules or instructions for the solution of a problem; for example, the performance of a calculation, in a finite number of steps. Expressing an algorithm in a formal notation is one of the main parts of

that contains an applet, the applet's code is transferred to your system and executed by the

See Adjunct/Switch Applications Interface.

See Average Speed of Answer.

Agent Terminal

ΑI

ASA

ASAL

Algorithm

Agent State

ANI	See Automatic Number Identification.
Applet	An applet is a program written in the <i>Java</i> ™ programming language that can be included in an HTML page. When you use a <i>Java</i> technology-enabled browser to view a page

browser.

information.

See Auto-In.

a software program.

A switch feature using software that channels

A general industry term referring to knowledge

Automatic Call

Automatic Number

Auto-In (AI)	An ACD work mode that makes the agent
	available to receive calls and allows the agent
	to receive a new ACD call immediately after
	disconnecting from the previous call.

Distribution (ACD)

high-volume incoming and outgoing call traffic to agent groups (splits or skills).

Also an agent state where the extension is engaged on an ACD call.

See Redirect On No Answer and Auto-

Available Split.

Identification (ANI) of the calling party number (CPN). When the calling party is behind a switch, the number provided can be either a billing number for the switch or the station identification (SID) number.

AUX See Auxiliary Work.

AUX reason codes enable a call center to track an agent's time more precisely when the agent is in the AUX state. The agent can specify exactly why the AUX state is used, such as lunch or meetings.

An agent work mode. For example, the agent

Auxiliary Work (AUX)

is engaged in non-ACD work, is on break, in a meeting, or at lunch. An agent can reach this state by pressing the AUX WORK button or dialing the proper access code from the voice terminal. The agent can also reach the state by going off-hook to make or answer an extension call while in AVAIL or with a call on hold while in AI/MI mode.

AVAIL

See Available.

Available (AVAIL)

An agent state in which the extension is able to accept an ACD call. The agent enters this state by selecting the AI or MI work mode.

Average Speed of Answer (ASA)

before connecting to an agent. ASA is usually an objective set by your call center's management.

The average amount of time a caller waits

The actual ASA for a split/skill includes the time spent in queue and the time ringing an agent. ASA for a VDN includes the time spent in vector processing, in queue, and the time ringing an agent.

Interval ASA is used for BCMS and *CentreVu* CMS reporting where the ASA is calculated on reporting interval boundaries and the ASA is cleared to zero at the start of each reporting interval.

See also Rolling ASA.

The process of protecting data by writing the

The category of database items in CentreVu

Call-Based Items

CentreVu Call

(CMS)

Management System

Backup

·	contents of the disk to an archive (or tape) that
	can be removed from the computer
	environment and stored safely.

Calculation The abbreviated name (calculation name) for the formula calculation that generates the data for a field in a report.

CMS that are committed to the database after the call completes. If a call starts and ends in different intrahour intervals, all of the call-based data is recorded in the interval in which the call completed. Most database items are call-based.

Call ID The Identifying number for a call.

A software product used by business customers that have Lucent Technologies telecommunications switches/ECS and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch/ECS. The CentreVu CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature in the switch/ECS.

A switch feature that provides a highly flexible

controls the routing of incoming and outgoing

method for processing ACD calls.

A call vector is a set of instructions that

Call Vectoring

CentreVu CMS

Connected (CONN)

Connected Call

CONVERSANT

CONN

calls based on current conditions. Examples of call vector conditions include time of day and the number of calls in queue.

Call Work Code

An ACD capability that allows the agent to enter a string of digits during or after the call and send them to the *CentreVu* Call Management System for management

Configuration The way that the computer is set up to allow for particular uses or situations.

See Connected.

reporting.

A trunk state in which a caller and an agent are

connected on an ACD call.

A non-ACD call (that is connected to an agent through a VDN) for which *Centre*Vu CMS receives an indication that the call rang or was

See CentreVu Call Management System.

answered.

CONVERSANT is a powerful voice response system which interacts with the caller. This system may include: automated call routing, announcement storage, message retrieval, and callback.

Cradle-to-Grave A detailed analysis which shows all of a call's activities that occurred from inception to termination of the call.

See Direct Agent ACD.

See Direct Agent ACW.

turning data collection off.

Centre Vu CMS is not collecting ACD data. Data already collected will not be lost when

CentreVu CMS is collecting ACD data.

be discarded. The interval is set by an

An automated database administration task which will allow for the removal of historical data from the CentreVu Explorer II database. Data which is older than a specified interval will

administrator using the Data Discard Wizard.

The user window in which you are actively

Current Window

CWC

DABN

working. See Call Work Code. See Dequeued and Abandoned.

DACD **DACW Data Collection Off**

Data Collection On

Data Discard Task

Data Discard Utility

Box

Data Import Service

A graphical tool which allows a user to design and implement a database sizing and data

II Server by the CentreVu CMS.

archival plan for CentreVu Explorer II.

A Windows NT Service responsible for populating the CentreVu Explorer II Database with data deposited on the CentreVu Explorer weekly, and monthly historical data.

names of columns in the CentreVu CMS

The standard format for entering dates on

A group of files that store ACD data according to a specific time frame: current and previous intrahour real-time data and intrahour, daily,

Database Item	A name for a specific type of data stored in one of the <i>CentreVu</i> CMS databases. A database item may store ACD identifiers (split numbers or names, login IDs, VDNs, and others) or statistical data on ACD performance (number of ACD calls, wait time for calls in queue, current states of individual agents, and others).
Database Tables	CentreVu CMS uses these tables to collect, store, and retrieve ACD data. Standard CentreVu CMS items (database items) are

Database

Date Format

CentreVu Explorer II reports and queries. Acceptable format is: Month/day/year (for example, 3/21/93) DDC See Direct Department Calling. Default Skill (Generic Every skill that ends with a "0" is called a 2.2 with EAS) default skill, since every staffed agent in the skill group is logged into this skill by default.

database tables.

The default skill is the first skill for each skill group. A Centre Vu Explorer II action that removes the Delete entry on the window from the Administration database.

idle after the caller abandons the call.

A trunk state in which the trunk quickly goes to

An agent state in which the agent is on a direct

An agent state in which the agent is in the after

An EAS capability that makes it possible for a caller to reach the same agent every time and still include the call as an ACD call in the

management tracking of the call center. This is ideal for claims processing where a client needs to speak with the agent handling the claim. This flexibility ensures a high level of

A process of selecting an agent when more

than an agent is available. With DDC, the call will go to the agent closest to the top of an ordered list. (This is a non-EAS option only.)

call work state for a direct agent ACD call.

Dequeued and Abandoned (DABI	N)

Dialed Number A network capability that identifies, for each Identification Service call, the number dialed or the area from which the call originated (for example, a specific 800 number set up for a promotion).

See Direct Inward Dialing.

agent ACD call.

(DNIS) DID

(DACD)

(DACW)

Direct Agent ACD

Direct Agent ACW **Direct Agent Calling**

Direct Department Calling (DDC)

Direct Inward Dialing (DID)

An incoming trunk used for dialing directly from

See Dialed Number Identification Service.

customer service without reducing

management control.

the public network into a communications system without help from the attendant.

DNIS

Error Message

Expected Wait Time

EAD

EAS

Entity

EWT

(EWT)

See Expert Agent Distribution.

See Expert Agent Selection.

A generic term that refers to one of the following: Agent, Split/Skill, Trunk, Trunk Group, VDN, or Vector.

A response from a program indicating that a problem has arisen or something unexpected

has happened, requiring your attention.

See Expected Wait Time.

Expected Delay See Expected Wait Time.

An estimate of how long a caller will have to wait in queue to be served by a call center considering the current and past traffic, handling time, and staffing conditions. (Also referred to as *expected delay*.) The time spent in vector processing before being queued and the time spent ringing an agent with manual answering operation are not included in the EWT prediction. EWT is a switch-based calculation that can be used in vector processing decisions and can be viewed from *CentreVu* CMS (release R3V4 and later). The EWT feature is available on the *DEFINITY* G3V4 and later switches, and the Enterprise Communications Server (ECS) Release 8.

Expert Agent

Distribution (EAD)

An EAS process that selects an agent when more than one agent is available. With EAS, a call will go to the most idle agent with the skill as primary (skill level one). If none are available, the call goes to an agent who is idle and has the skill as secondary. If none are available, the selection process continues with progressively lower skill levels until an idle agent is found.

Expert Agent Selection (EAS) is an optional

Expert Agent Selection (EAS)

switch feature that builds on the power of the Call Vectoring and ACD features of the switch to match the skills required to handle a particular call to an agent who has at least one of the skills that a caller requires. Agents are assigned a single set of work mode buttons, rather than one set per skill. This simplifies the agent's interface to the work mode buttons. When the "MI" (Manual In) or "AI" (Auto In) button is lighted, the agent is available to take a call in any assigned skills or, in the case of Multiple Call Handling (MCH), in any MCH skills. The ACD queuing and the vector commands Queue-to-Main and Check-Backup are used to route a call to an agent with the appropriate skill to handle that call.

Centre Vu CMS collects data on skills in the same manner as it collects data on splits. Real-time Agent reports generally indicate the skill in which agents are currently working. Skill reports show the performance of the skill overall, displaying such items as the ASA, the number of calls, and the percentage of calls answered within the target service level for the skill.

CentreVu CMS also reports VDN data by VDN skill preference, so that customers can assess the call center performance relative to calls requiring particular skills. CentreVu CMS reports how many calls were handled, how long these calls waited for service, and the average talk time for calls queued to a particular skill preference in a particular VDN.

Extension Call

Extension calls are any calls originated by agents and non-ACD calls received by agents. For the Generic 2.2 and Generic 3 switches and the ECS, these include calls an agent makes to set up a conference or transfer.

External Call History Interface (ECHI)

An optional *CentreVu* Call Center Management System (CMS) feature which allows for the transfer of R3V4 or later call record file to another computer for processing.

FBUSY

See Forced Busy.

FDISC

See Forced Disconnect.

A graph term for the lower limit for a particular condition in a graph report. The bar(s) change color/intensity when the defined limit is met, notifying you that a Caution condition could

A trunk state in which the switch sends a busy

signal to a caller when the call center is too

delivered to an idle line appearance if the agent is in the Auto-In/Manual-In work mode

Reports that display past ACD data for various agent, split/skill, trunk, trunk group, vector, or

A trunk state in which the agent has put the call

A trunk state indicating that the trunk is not in

and an unrestricted line appearance is available on the voice terminal, even if the

agent is talking on an ACD call.

See Inbound Call Management.

See Information Indicator.

VDN activities.

on hold.

use.

First Threshold

Forced Busy

Historical Reports

HOLD

ICM

IDLE

Ш

(FBUSY)

	busy to handle the incoming call.
Forced Disconnect (FDISC)	A trunk state in which the switch disconnects the caller.
Forced Multiple Call Handling (FMCH)	A feature available with the G3V4 or later switch, and the ECS, that, when activated for a split/skill, allows calls to be automatically

exist.

INFORMIX

Integrated Services

Interval-Based Items

Digital Network

(ISDN)

(II)

Inbound Call	A set of switch and adjunct features using
Management (ICM)	ASAI to enable the adjunct to provide
	automatic screen delivery and call routing.

Information Indicator A 2-digit code that identifies the type of originating line (for example: hotel or pay phone) for incoming ISDN PRI calls.

used to organize CentreVu CMS historical data when CentreVu Explorer II is used in a Solaris operating system environment. Input Field An input field is an area on a user window into

> valid values for the input field Max Rows Returned is 30, but can be modified. A digital standard for telephony that enables,

which an CentreVu Explorer II user enters one or more valid field values. For example, the

A relational database management system

among other things, telephone, television, and computer signals on the same lines.

A category of database items. These items generally represent the amount of time during a collection interval spent doing a particular activity. Interval-based items are updated throughout the collection interval and timing is restarted at the end of the interval. Intervalbased items should only be used to show the amount of time in an interval for an activity or to calculate percentages of time spent in an interval. Interval-based items should not be used to calculate averages (such as average hold time).

A 15-, 30-, or 60-minute segment of time

See Integrated Services Digital Network.

ISDN

Intrahour Interval

Logical Agent

starting on the hour. An intrahour interval is the
basic unit of CentreVu CMS report time.

JRE Java Run Time Environment.

Java Plug-In

Java is a programming language for World
Wide Web applications from Sun
Microsystems. Java was modeled after C++,
and Java programs are embedded into HTML
documents. The first Web browsers to run Java
applications are Sun's HotJava and Netscape's
Navigator 4.5. The "plug in" enables other

LAN See Local Area Network.

Local Area Network

A private interactive communication network that allows computers to communicate over short distances, usually less than one mile, at high data transfer rates from 1 Mbps to as high as 100 Mbps.

An EAS feature that associates the agent's login ID with the physical extension when the agent logs in. Properties such as the assigned skills, class of restriction, and coverage path are associated with the login ID rather than the physical extension. This allows agents to log in at any available set.

browser applications to use Java capabilities.

LOGON

Codes

MCH

Measured

Logout Reason

Manual In (MI)

GL-18

The Logical Agent capability allows agents to be called by dialing their login IDs. Calls to login IDs may be treated as direct agent ACD calls, given the proper class of restriction, or may be treated as extension (personal) calls. Treating the calls as direct agent calls can be used to help distinguish business-related from personal calls.

LOGOFF An agent work mode indicating that an agent has logged out and is not available to take ACD calls.

An agent work mode indicating that an agent logged in or is staffed.

Logout reason codes enable an agent to

specify the reason for logging out, such as the end of a shift or training.

An ACD work mode. The Manual In (MI) mode makes the agent available to receive an ACD

call and automatically places the agent into the

ACW state upon release from the call.

See *Multiple Call Handling*.

is collected.

A term that means an ACD element (agent, split/skill, trunk, trunk group, vector, VDN) has been identified to the switch of interest to the *CentreVu CentreVu* CMS. The switch sends messages to *CentreVu* CMS only for ACD elements that are measured. If the ACD element is not measured on the switch, no data

Temporary windows used only for displaying

Messages

information like "field help" and syntactical field errors. Message windows cannot be moved, sized, or scrolled and do not count in the user window count. Message windows are automatically removed when you correct the error or move to the next field.

MI See Manual In.

MIA See Most Idle Agent.

This is an ACD distribution method that Most Idle Agent (MIA) maintains a queue of idle agents and distributes a call to the split/skill to the agent closest to the head of the queue who is not marked as "busy." ("Busy" is defined as being in ACW, on an AUXIN/OUT call, or on an ACD call for another split/skill.) Agents in multiple splits/skills are in multiple "eligible agent" lists. There is one list for each skill. If MIA across splits/skills is enabled, agents are put at the bottom of all agent lists after completing an ACD call for any split/skill. If MIA across skills is not enabled, an agent who is on an AUXIN/OUT extension call from the AVAIL wait or on an ACD call for another split/skill continues to move up the list of eligible agents for other splits/skills. Agents in ACW may or may not be in the eligible agent lists, depending upon the setting of an option (ECS R5 and later).

Allows an agent to receive an ACD call while

With Call Vectoring, a call can be queued to up

to three splits/skills at the same time. The first

The time the call spent in a VDN processing at

When a call is queued to multiple splits/skills, the second and third splits/skills to which the call queues in a VDN are called nonprimary splits/skills. They are also referred to as

another switch located elsewhere in the

agent who becomes free in any of the

other calls are active on the agent's station. Unless forced MCH is in operation, the agent must put the current call on hold and press Al/MI in order to receive another ACD call.

(MCH)

Queuing

Multi-

Net in Time

Nonprimary Split/Skill

(Generic 2.2 with

EAS)

OCM

Multiple Call Handling

Multiple Split/Skill

user Mode	This is the normal CentreVu Explorer II
	operating mode, in which any valid user can
	log into CentreVu Explorer II.

splits/skills gets the call.

secondary and tertiary splits/skills, respectively.

Nonzero (0) Skill

Any skill that does not end in "0" is called a

network.

See Outbound Call Management.

nonzero skill.

Originating Hold Time The total time the originating agent put the call on hold.

An agent state in which the agent is working on

A set of switch and adjunct features using

ASAI, that distributes outbound calls initiated

The skills assigned to an agent. Primary skills are the areas in which the agent has the most

Outbound Call

Primary Skill

Management (OCM)

OTHER

a call for another split or skill, or has put a call
on hold and has not chosen another work
mode. When the link to the switch first comes
up or when the agent has just logged in, the
agent state is OTHER until the switch notifies
CentreVu CMS of the agent's state.

by an adjunct to internal extensions (usually ACD agents).

PEC See Price Element Code.

Price Element Code The set of numbers that Lucent Technologies (PEC) has assigned to each part that may be ordered.

expertise. (This is used in G3V4 or later switches with EAS.) See *Agent Skill*, *Skill Level*.

Pseudo-ACD

An area you create on your *CentreVu* CMS to

place previously backed-up ACD data. A pseudo-ACD is not a *live* (real) ACD and does not communicate with any switch.

Queue A holding area for calls waiting to be answered in the order in which they were received. Calls in a queue may have different priority levels, in which case, calls with a higher priority are answered first.

A trunk state in which an ACD call has spized

Redirect On No

R3V5

QUEUED	A trunk state in which an ACD call has seized the trunk and is queued to a split/skill waiting for an agent to answer.
R3V4	See Release 3 Version 4.

An ACD capability that removes an

See Release 3 Version 5.

See Release 3 Version 6.

R3V6

R3V8 See Release 3 Version 8.

Redundant Array of Inexpensive Disks. RAID

Recorded Prerecorded greetings and information played Announcements to callers as they wait for service.

Answer (RONA) unanswered call from the voice terminal at which it is ringing, busies out the port or makes the agent unavailable, and re-queues the call at top priority or sends it to a VDN.

Release 3 Version 4 R3V4 can refer to a software version of (R3V4) CentreVu CMS or CentreVu Supervisor.

Release 3 Version 5 R3V5 can refer to a software version of (R3V5) CentreVu CMS or CentreVu Supervisor.

Release 3 Version 6 R3V6 can refer to a software version of

(R3V6) CentreVu CMS or CentreVu Supervisor.

Release 3 Version 8 R3V6 can refer to a software version of (R3V8) CentreVu CMS or CentreVu Supervisor. Rolling ASA is a running weighted average calculation without regard to any interval boundaries. A rolling ASA calculated by the switch or ECS can be used, beginning with Centre Vu CMS R3V4, for vector routing. Rolling ASA is calculated on the G3V4 and later switches, and the ECS, and sent to R3V4

An additional Rolling ASA calculated by the switch is also available as a real time database

Skills assigned to an agent. Secondary skills are the areas in which the agent does not have

A segment is defined by the ECS/Switch as a

A trunk state in which the trunk is being used for either an incoming or an outgoing call.

logical grouping of call information.

and later CentreVu CMS releases.

item for G3V4 and later G3 switches.

See Redirect On No Answer.

CentreVu Explorer II Version 1.0 Installation for Windows NT

Secondary Skill

RONA

RING

Rolling ASA

extensive expertise, or is not the agent's preference. (Used in G3V4 and later switches with EAS.) See Agent Skill, Skill Level.

Segment

SEIZED

A feature that allows a user to dial into the

Service Observing

Session Display

Skill

Remote	switch and monitor a call.
Service Observing—	A feature available with the G3V4 switch and

VDNs the ECS that gives a voice terminal user the ability to monitor the treatment a call receives as it is processed by a VDN, routes to another VDN or agent, or transfers to another VDN or agent.

Servlet

Java[™] servlets are small, platformindependent Java programs that can be used to extend the functionality of a Web server in a variety of ways. Servlets are to the server what applets are to the client-small Java programs compiled to bytecode that can be loaded dynamically and extend the capabilities of the host.

The default mode used to display query results. The Session Display option allows the user to pick a customized set of ECHI data elements.

An attribute that is assigned to an ACD Agent when EAS is enabled. An agent skill is a particular expertise or speciality enabling an agent to handle a call which requires someone with that particular area of expertise. You define skills based on specific customer needs and call center requirements.

		_

Skill Hunt Group	When EAS is enabled, calls route to specific
	skill hunt groups. These skill hunt groups are
	usually based on the needs of your customers.
	Agents are not assigned to a skill group (like
	split hunt groups), but agents are assigned
	specific skills that become active when they log
	in.

A priority level from 1 (highest) to 16 (lowest) indicating an agent's level of expertise or ability to handle calls to the given skill. (ECS Version

A group of extensions (referred to as agents) that receives special-purpose calls in an efficient, cost-effective manner. Calls

automatically go to a split and can queue if no

A split/skill ACD call is a call that routed to a

split/skill and was answered by an agent in that

Skill Level

Skill, Primary Skill, Secondary SLK

Split

Split/Skill ACD Call

SQL Server

Staffed Agent

Database engine that CentreVu Explorer II uses on a Windows NT platform.

split/skill.

5 and later.)

See Primary Skill.

See Secondary Skill.

agents are available.

See Screen-Labeled Key.

switch.

An agent who is currently logged in to the

CentreVu CMS or CentreVu Supervisor

(ACD) agents to record up to nine customer-

support for Lucent Technologies call center

defined events per call when the CAII

CentreVu Explorer II Version 1.0 Installation for Windows NT

	contrare.
Station	An unmeasured voice terminal extension. An extension that is not currently staffed by an agent or that is a member of an unmeasured split/skill or hunt group.
String Values	The descriptive words that appear on reports dealing with agents, splits/skills, and trunks. A <i>word</i> is used to describe the value of the data (for example, HOLD, AVAIL, YES).
Stroke Counts	A method used by Automatic Call Distribution

software.

Structured Query Language (SQL) A language used to interrogate and process data in a relational database (such as INFORMIX). Switch A private switching system providing voice-only or voice and data communications services (including access to public and private

networks) for a group of terminals within a customer's premises. System A general term for a computer and its software and data. Technical Service Provisioning, maintenance, and helpline

customers.

Center

A combination of monitor (video display) and

Generic 3 and ECS with vectoring, Generic 2.2

with EAS only. When a call is queued to multiple splits/skills, the third split/skill the call

keyboard used to communicate with a computer to enter and display information.

Tertiary Split/Skill

Terminal

	Direct Inward Dialed (DID) prefix.	
TSC	See Technical Service Center.	
UCD	See Uniform Call Distribution.	
Uniform Call Distribution (UCD)	A process that selects an agent when more than one agent is available. With UCD, the most idle agent for the skill/split receives the call.	
	See Direct Department Calling and Expert Agent Distribution.	
Universal Call ID	The Universal Call ID is a unique number assigned to a call within the customer network.	

queued to in a VDN is called the tertiary split/skill.

Trunk

A telephone line that carries calls between two switches, between a Central Office (CO) and a switch, or between a CO and a phone.

See Agent Terminal.

Trunk Group

A group of trunks that are assigned the same dialing digits — either a phone number or a Direct Inward Dialed (DID) prefix.

Glossary

UNKNOWN

Update

Upgrade

User ID

VDN

User Window

CentreVu Explorer II Version 1.0 Installation for Windows NT

An agent state in which *CentreVu* CMS does

A trunk state in which CentreVu CMS does not

A process used to modify a customer's existing

software release in order to give the customer additional functionality or to fix a problem. The

Centre Vu Explorer II through the modem on

A process used to move an existing *CentreVu* Explorer II customer from one release/load to another, giving the customer the additional functionality provided in the new release. When an upgrade involves a major release, then data migration may be a necessary part of

update process involves downloading

The login ID for a CentreVu CMS user.

contain input fields, reports, or help

See Vector Directory Number.

A window you can move, size, or scroll. It may

not recognize the current state.

recognize the state of the trunk.

GL-28

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information.

the upgrade procedure.

Vector

VDN Counted-Calls

Also known as counted-calls to VDN and active VDN calls. A Call Vectoring capability available with the G3V4 switch and the ECS.

Counted-calls to VDN is a parameter of the "go to step" and "go to vector" commands that provides conditional branching (to a different step in the same vector or to a different vector) based on the number of incoming trunk calls currently in a VDN (in vector processing or at an agent).

VDN of Origin
A short announcement that is assigned to a
VDN through switch administration. The VOA
identifies the origin or purpose of a call for the
call center agent who answers the call.

VDN Skill Preference A prioritized list of agent skills assigned to a VDN. Up to three skills can be assigned. VDN skill preferences are referred to in the vector as "1st," "2nd," and "3rd." Vectors use VDN skills to queue calls based on your preference.

CentreVu CMS tracks calls by VDN skill preference.

A list of steps that process calls in a userdefined manner. The steps in a vector can send calls to splits/skills, play announcements and music, disconnect calls, give calls a busy signal, or route calls to other destinations. Calls enter vector processing through VDNs, which may have received calls from assigned trunk groups, from other vectors, or from extensions connected to the switch. A vector step that describes the action to be executed for a call (for example, "Queue to main", "check backup", "disconnect").

An extension number that enables calls to

to a vector when the calls arrive over an assigned automatic-in trunk group, dialrepeating (DID) trunk group, or ISDN trunk group. The VDN by itself may be dialed to access the vector from any extension

connected to the switch.

conditions or parameters.

connect to a vector for processing. A VDN is not assigned an equipment location. It is

assigned to a vector. A VDN can connect calls

Vector Command

Vector Directory

Number (VDN)

Vector Step

Vector Step Condition

	command will be applied to
VOA	See VDN of Origin Annour
Voice Response Unit (VRU)	A switch that routes calls to computer that provides interelated services to inbounce

Voice Terminal A telephone set, usually with buttons, that gives an agent some control over the way calls

are handled. VRU See Voice Response Unit.

ncement. to a VRU adjunct eractive voice d callers.

that defines the circumstances in which the command will be applied to a call.

A condition accompanying a vector command

One processing step in a vector. A vector step consists of a command and one or more

2.2 with EAS)

Window

GL-31

Zero (0) Skill (Generic

screen that encloses a menu, data entry fields, reports, or messages. See also *Frame*.

Every skill that ends with a "0" is called a zero

skill. The zero skill is the first skill for each skill group. This is the same as the default skill.

Any rectangle on your CentreVu Explorer II

IN-1

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How are we doing?

Document Title: CentreVu® Explorer II

Installation for Windows NT® Version 1.0

Document No.: 585-218-201 Date: June 1999

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