Corepoint Voice Response for AIX, Version 2 Release 2

Corepoint Voice Response for AIX, Version 2 Release 2 Release Notes

Memorandum to: Licensees of Corepoint Voice Response for AIX, Version 2 Release 2

Subject: Corepoint Voice Response for AIX, Version 2 Release 2 or later

Date: 28 Mar 1999

Enclosed is information about Corepoint Voice Response for AIX, Version 2 Release 2. **Read this information before installing Corepoint Voice Response for AIX, Version 2 Release 2.**

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Corepoint Voice Response for AIX, Version 2 Release 2

Welcome to Corepoint Voice Response for AIX, Version 2 Release 2. This product is based on the IBM DirectTalk family of products. Corepoint Voice Response for AIX, Version 2 Release 2 is explicitly derived from IBM DirectTalk for AIX, Version 2 Release 2. If you are an existing user of IBM DirectTalk for AIX Version 2 Release 2, you will find no difference between it and Corepoint Voice Response for AIX, Version 2 Release 2 (apart from the name).

This file contains the following sections:

- Installation Notes

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Installation Notes

1. Before installing Corepoint Voice Response for AIX it is very important to read Chapter 1, "Preparation" in the *Installation* guide (GC33-1842-02). Then follow the instructions in Chapter 3, "Software Installation" when installing the software.

2. After installing Corepoint Voice Response for AIX, you should obtain from your normal service channel any PTFs that are available for this version and release.

Important Notes About Using Corepoint Voice Response for AIX

When using Corepoint Voice Response for AIX, please note the following points:

1. Even if you are not using the **dtuser** AIX account to run Corepoint Voice Response for AIX, you must have a **dtuser** account in order to install a PTF. Use the **vae.setuser** command to create it if necessary.

2. If you run the 9291 or 9295 diagnostics after you have installed the Corepoint Voice Response for AIX software, you must use the diagnostics (devices.mca.e556.diag or devices.dirTalk.artic960.diag) provided with the new release of Corepoint Voice Response for AIX. Do *not* use any diskette provided with the hardware or with a previous release of the software, because this will corrupt Corepoint Voice Response for AIX and prevent it from working. If you experience problems, force-install the above device packages from your Corepoint Voice Response for AIX installation media.

3. Always stop Corepoint Voice Response for AIX by selecting one of the `Shutdown` options on the `Administration` menu of the `Welcome` window, or by running the **DT_shutdown** command. Do not stop the system, for example, by pressing `Ctrl Alt Backspace`, without shutting down Corepoint Voice Response for AIX first.

    Although `Ctrl Alt Backspace` shuts down AIXwindows, it does not stop the background processes. In addition, when you log on again, at least one buffer is lost. If you continue to do this, it is possible to use up the buffer pool. For these reasons, stopping the X server without shutting down Corepoint Voice Response for AIX first is not recommended.

4. For correct operation of various Corepoint Voice Response for AIX windows, the window manager (Mwm) should be using the **explicit** keyboard focus policy. If not using the common desktop environment, this is specified by the following lines in the **.Xdefaults** file.

    `Mwm*focusAutoRaise:true Mwm*keyboardFocusPolicy:explicit`

    This is the default behavior. If you change the focus policy to pointer (by specifying `Mwm*keyboardFocusPolicy:pointer`) some Corepoint Voice Response for AIX windows may not operate as intended.

5. Before you can debug a 3270 server, make sure a 3270 session has been configured for use by the server. Otherwise, the system does not let you exercise the debugger and displays an error message. If no session exists, either use 3270 Session Manager to reconfigure an existing session, or use 3270 Session Configuration to define a new session for use by the server. The sample application called 3270ServerSample is a sample only. The server cannot run when the *3270 Mode* system parameter (in the Application Server Interface Group) is set to **Real Mode** (the default value). To exercise the sample server, alter the value of the *3270 Mode* system parameter to **Virtual Mode** and edit the server as instructed in the comments included in the header of the server script.

6. On a production system, it is advisable to disable any screen savers (otherwise known as screen blankers). A screen saver is an application that is activated after a specified period during which no user interaction with the mouse or keyboard occurs; the screen saver is deactivated by a mouse movement. On deactivation, a significant amount of X activity occurs at very high processor priority, causing major disruption to DirectTalk telephony activity. Calls in progress are interrupted because of trunks and channels temporarily being disabled. Normally these effects occur only after a long period of screen saving (an hour or more), but it is sensible to disable any screen savers, such as the standard desktop screen saver that comes with AIX, on a production system.

7. On a production system, it is recommended that you run Corepoint Voice Response for AIX from an AIXwindows environment, rather than from the Common Desktop Environment (CDE).

8. The graphics in the `Welcome` window may not appear when you start Corepoint Voice Response for AIX. This may be because you are using another color-intensive application. It will not affect any of the other Corepoint Voice Response for AIX windows and you will not miss any information.

Latest Information

- **Additions and Enhancements**

  For information about changes to Corepoint Voice Response for AIX in Version 2, Release 2, see Chapter 5 in the *General Information and Planning* guide.

- **C++ Custom Servers**

  If you want to use C++ custom servers, you need IBM C Set++ for AIX Version 3.1.4.0 or later.

- **Warning About Mixed-Case AIX User Login Name**

  If you want to rename the AIX account that runs Corepoint Voice Response for AIX to something other than **dtuser**, do not choose a login name containing both uppercase and lowercase characters. This is a restriction in DB2 that prevents Corepoint Voice Response for AIX from connecting to the database.

- **Problem with IPX support and DirectTalk installed on same system**

  Both Corepoint Voice Response for AIX (fileset **dirTalk.DT.db**) and IPX (Novel Netware support, fileset **ipx.base.lib**) ship a **/lib/libsl.a** file. This may cause IPX support to break if you install Corepoint Voice Response for AIX on a system on which IPX support is already installed. Similarly, installing IPX on a system that has Corepoint Voice Response for AIX installed may break Corepoint Voice Response for AIX. If you experience this problem, contact Corepoint Support.

Getting Help

For an introduction to Corepoint Voice Response for AIX, see the *General Information and Planning* guide (GC33-1840-03). This book list all the other publications in the product library.

An online version of the Corepoint Voice Response for AIX library is also available in Portable Document Format (PDF). It can be viewed using the Adobe Acrobat Reader (available from Adobe Systems), or a Web browser that has the Acrobat Reader plug-in. If you have not received the Acrobat files on a CD-ROM (SK2T-1787), you can obtain a copy by contacting your Corepoint representative.

For information about other Voice Response products, see Corepoint's Web site:

    http://www.corepoint.com

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