

**Cleo TN3270 Host Interface
Quick Start Guide
CONVERSANT[®] V6
When Installing Software from Cleo FTP
Site**

Read this section first!

This Quick Start Guide contains information about installing the 4.1.3.2 version of Cleo TN3270 software (for Avaya's CONVERSANT V6), the HLLAPI Terminal Emulator, the Synchronous Host Interface, and TNHost DIP(Ctnhdip).

Important!

Read this document before installing and using the Cleo software. Refer to your Cleo TN3270 4.1.3.2 documentation for additional usage information. If you have questions about installing and using this product, contact CLEO Communications Technical Support between the hours of 8:30 A.M. and 5:00 P.M. (EST/EDT) at: 1.866.444.2536 or support@cleo.com.



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FTP CONVENTIONS

Instructions in this document assume that the Cleo software packages have been ftp'd from the Cleo FTP site and placed in a directory called /cleo that was created in the IVR's root directory, using the following commands.

```
Login as "root"
```

```
# cd /
```

```
# mkdir cleo
```

The following is a list of all the Cleo software packages available on the ftp site:

```
Ctnhdipv6.img
```

```
synhostv6.img
```

```
cltn3270v6.img
```

QUICK START INSTALLATION CHOICES

1. FULL NEW INSTALLATION of Cleo TN3270 Host Interface

Proceed to Section “FULL NEW INSTALLATION”

2. FULL UPGRADE OF EXISTING INSTALLATION of Cleo TN3270 Host Interface

Remove all existing Cleo TN3270 Packages(See Section TN3270 Removal)

Proceed to Section “FULL NEW INSTALLATION”

3. ONLY UPGRADE EXISTING INSTALLATION of Cleo TN3270 Host Interface

Proceed to Section “ONLY UPGRADE Ctnhdip”

ONLY UPGRADE Ctnhdip

If you are upgrading only the Cleo Host Interface Ctnhdip package you can issue the following pkgadd command to install it without removing the previous version. After having ftp'd the binary file, Ctnhdipv6.img, from the Cleo FTP site and placing it in the /cleo directory.

NOTE: The CLEO HOST INTERACE package is now called Ctnhdip, it was previously called vstndip. You do not have to remove the vstndip package in order to install the newer Ctnhdip package.

pkgadd -d /cleo/Ctnhdipv6.img

The **Ctnhdip** Package places enhancements to the Host DIP processing on the Conversant System. Please see the Release Notes for details of these enhancements.

The UPGRADE is COMPLETE!

FULL NEW INSTALLATION

TN3270 Installation

Software Prerequisites:

- UnixWare 1.1
- CONVERSANT V6 (factory installed)
- ScriptBuilder
- Cleo FTP software package files FTP's to /cleo directory on IVR

Note: If upgrading from an SNA Host connection to a TN Host connection, enter the following commands:

```
# stop_vs      [wait for this step to complete; it will take several minutes]
# comstop
```

Installing Cleo TN3270/TNHTE Software

1. Login as *root*.
2. At the prompt type:

```
# pkgadd -d /cleo/cltn3270v6.img
```

The packages that are available are displayed, and you are prompted to select the packages you wish to install.

3. Press **Enter** to specify all.
4. After reading the software license, answer **YES** to continue or **NO** to terminate the installation process.

If you choose to continue, the software is installed.

If you terminate the installation process at any time, all files that were installed are removed and the system is returned to its pre-installation state.

6. After all of the files are successfully installed, you will be notified that the installation process will add new drivers and build a new kernel. If you wish to continue with the installation, press **c**, otherwise press **t** to terminate the installation process.

If you continue, the driver configurations are added to the kernel and the kernel is re-linked. This may take several minutes. To activate the new kernel, the system must be rebooted, however, wait until you complete Step 3 in

Basic Instructions for Configuring the TN3270, TNHTE and Ctnhdip before rebooting the system.

Installing the Synchronous Host Interface Package for Cleo TN3270

1. Determine if it is necessary to install the Synchronous Host Interface package by running the following command:

```
# pkginfo | grep synchost
```

If the "intuity synchost INTUITY Synchronous Host Interface Package" text displays, it is NOT necessary to install the Synchronous Host package. Proceed to *Installing the CTNHDP (Voice System Using TN3270) CLEO HOST INTERFACE Software*.

2. Install the Synchronous Host Interface by entering the following command:

```
# pkgadd -d /cleo/synchostv6.img
```

Installing the CTNHDP (Voice System Using TN3270) CLEO HOST INTERFACE Software

1. If the voice system is currently running, then stop the voice system by entering the following commands:

```
# stop_vs
```

```
# comstop
```

2. Install Ctnhdip by entering the following commands:

```
# pkgadd -d /Ctnhdipv6.img
```

Note: When Ctnhdip is installed, kernel tuning will take place and the kernel will be re-built.

4. Installation of the TN3270, TNHTE and Ctnhdip components is complete.

Note: DO NOT reboot the UNIX operating system at this time. You must first complete

Basic Instructions for Configuring the TN3270, TNHTE and Ctnhdip before rebooting the system.

Basic Instructions for Configuring the TN3270, TNHTE and Ctnhdip

1. The TN3270 sessions start when the voice system starts. The program **tnconfig** must be executed to make the scripts for starting the TN3270 sessions. To use TN3270 sessions from a pool of lus on one host, execute **tnconfig** by entering the following command, and then **proceed to step 5**:

```
# tnconfig -h host name[:portid] -n number of lus
```

Note: The default port id is 23.

A sample execution of tnconfig is as follows:

```
tnconfig -h tnsna -n 32
```

Note: In this example, the symbolic host name “**tnsna**” must be listed in the “**/etc/hosts**” file.

NOTE: Step 1 is the most common configuration method.

2. **ONLY, if it is required**, to use a DNS name for the host name, that is **NOT** in the “**/etc/hosts**” file, execute **tnconfig** by entering the following command, and then **proceed to step 5**:

```
# tnconfig -dns -h host name[:port id] -n number of  
lus
```

3. **ONLY, if it is required**, to use TN3270 sessions from pools of lus on multiple hosts, execute **tnconfig** by entering the following command, and then **proceed to step 5**:

```
# tnconfig -h host name 1[:port id],host name 2[:port  
id],...,host name x[:port id] -n number of lus for host  
name 1,number of lus for host name 2,...,number of lus  
for host name x
```

A sample execution of tnconfig is as follows:

```
tnconfig -h host1,host2,host3 -n 10,12,10
```

4. **If there are specific requirements, not met in steps 1-2**, then configure the TN3270 software by changing the **tn3270.txt** file to the specific requirements and converting the **config** file with the following commands (see the *TN3270 Administration Guide* for assistance on configuration):

```
# cd /usr/lib/cltn3270
# cp samples/com.txt com.txt
# vi com.txt
# tncfgtcp com.txt
```

5. Shutdown and then reboot the UNIX operating system. Rebooting will start the voice system.
6. Assign Script Builder application to each Conversant Session ID by entering the following command:

```
# hassign host application to session number[s]
```

Sample command:

```
# hassign vmttest to 0-32
```

7. Run the `hstatus` command to check status. The output will display the following:

<i>SESSION</i>	<i>SNA SERVER</i>	<i>Luname</i>	<i>SERVICE</i>	<i>STATE</i>
0	tn_server	-	Vmtest	loggedin
(voice Channel)	(name or IP address)	(N/A)	(script builder script)	(current state)

TN3270 Removal

1. Login in as *root*.
1. If the Ctnhdip package has been installed, to remove the package, do so by entering the following command:

```
# pkgrm Ctnhdip
```
2. If the Ctnhdip package has been installed, to remove the package, do so by entering the following command:

```
# pkgrm Ctnhdip
```

Note: When Ctnhdip is removed, kernel tuning will take place and the kernel will be re-built.
3. Terminate any running instances of the TN3270 product by entering the following command:

```
# tnstop3270
```
4. Remove the Cleo TN3270 and TNHTE packages by entering the following command:

```
# pkgrm cltn3270
```
5. Perform an orderly shutdown (e.g. **/etc/shutdown**) and reboot the system.

Switching Between SNA & TN Host Connections

In order to switch between SNA & TN Host Connections, the assumption is made that both a SNA Host Connection package and a TN Host Connection package are installed, and that the SNA Host Connection package was installed first!

Switch From TN Back To SNA

1. Stop the voice system by entering the following command:

```
# stop_vs
```

2. Terminate any running instances of the TN3270 product by entering the following command:

```
# tnstop3270
```

3. Restore the SNA host connection components by entering the following command:

```
# tntosna
```

4. Start the voice system by entering the following commands:

```
# start_hi
```

```
# start_vs
```

Switch From SNA Back To TN

1. Stop the voice system by entering the following command:

```
# stop_vs
```

2. Terminate any running instances of the SNA product by entering the following command:

```
# comstop
```

3. Restore the TN host connection components by entering the following command:

```
# snatotn
```

4. Start the voice system by entering the following commands:

```
# start_hi
```

```
# start_vs
```