

# Cleo™ TN3270E Host Interface

## Quick Start Guide

### CONVERSANT® V7

This Quick Start Guide contains information about installing the 6.0.3.1 version of Cleo TN3270E software (for Avaya's CONVERSANT V7), the Synchronous Host Interface, and TNHost DIP(Ctnhdip).

#### **Important!**

Read this document before installing and using the Cleo software. 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 [supportmi@cleo.com](mailto:supportmi@cleo.com).



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## **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 vstndip”**

## **ONLY UPGRADE CLEO HOST INTERFACE(vstndip)**

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 inserting the diskette labeled CLEO HOST INTERFACE for CONVERSANT V7 Ctnhdip Version 7.7.

NOTE: The CLEO HOST INTERACE package is now called Ctnhdip.

**pkgadd -d /dev/rdisk/f03ht**

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!**

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## **FULL NEW INSTALLATION**

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### **TN3270E Installation**

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Installation of a Cleo Enterprise Networking product requires that you input a Feature Key & License Key. These values are supplied on a Software License Certificate that is available from Cleo Communications' Sales Department at (734) 913-6950.

#### **Software Prerequisites:**

- UnixWare 2.1.2
- CONVERSANT V7
- Script Builder or Voice@Work

**Note:** If you are 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 TN3270E (Volumes 1-5)**

1. Login as *root*.
2. Create an empty temporary directory (in a file system that contains enough free space to hold the contents of the entire set of Cleo product diskettes - 7 MB)

```
# mkdir /cleo
```

3. Make this temporary directory the current directory by entering the following command:

```
# cd /cleo
```

4. Insert volume 1 of the TN3270E product set.
5. Load the entire diskette set into this new directory by entering the following command:

```
# cpio -icumBvdI/dev/rdisk/f03ht
```

If necessary replace the `/dev/rdisk/f03ht` with your diskette drive device name.

6. Insert subsequent diskettes as prompted
7. After all of the diskettes have been read, start the installation script by entering the following commands:

```
# VERSION=6.0.3.1;export VERSION
```

```
# sh install.sh
```

8. Carefully read the on-screen information and follow the directions presented. You will be required to enter your Feature Key and License Key during this process.
9. Make sure that the `/etc/hosts` file has an entry defined that matches the UNAME of the system. By running the command

```
# uname -n
```

you can determine the UNAME of the system. Then create an entry in the `/etc/hosts` file containing this UNAME and the IP address of the IVR system. For example, if your UNAME is "avayaivr" and IP Address is 10.1.66.64, then the `/etc/hosts` entry will look like this:

```
10.1.66.64      avayaivr
```

## Installing the Synchronous Host Interface Package for Cleo TN3270E

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 Ctnhdip (Voice System Using TN3270) CLEO HOST INTERFACE Software.

2. Insert the diskette labeled **CONVERSANT V7 Synchronous Host Interface** into the disk drive.
3. Install the Synchronous Host Interface by entering the following commands:

```
# pkgadd -d /dev/rdisk/f03ht
```

## Installing the Ctnhdip (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. Insert the diskette labeled **CLEO HOST INTERFACE for CONVERSANT V7 Ctnhdip V7.7** into the disk drive.
3. Install Ctnhdip by entering the following commands:

```
# pkgadd -d /dev/rdisk/f03ht
```

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

4. Installation of the TN3270E and Ctnhdip components is complete. Remove the last diskette and store the entire set (TN3270E, Synchronous Host Interface, and Ctnhdip) with the *Software License Certificate* in a safe place. You will need all the diskettes should you need to reinstall the software.

**Note:** **DO NOT** reboot the UNIX operating system at this time. You must first complete *Basic Instructions for Configuring the TN3270E and Ctnhdip* before rebooting the system.

## Basic Instructions for Configuring the TN3270E and Ctnhdip

1. The TN3270E sessions start when the voice system starts. The program **tnconfig** must be executed to make the scripts for starting the TN3270E sessions.

To use TN3270E sessions from a pool of lus on one host, execute **tnconfig** by entering the following command, and then **proceed to step 6**:

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

**Note:** The default portid 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 TN3270E sessions with specific LU Names on one host, execute **tnconfig** by entering the following command, and then **proceed to step 6**:

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

**A sample execution of tnconfig is as follows:**

```
tnconfig -h tnsna -n 32 -l lu1,lu2,...,lu32
```

3. **ONLY, if it is required,** to use TN3270E sessions from pools of lus on multiple hosts, execute **tnconfig** by entering the following command, and then **proceed to step 6**:

```
# 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
```

- ONLY, if it is required**, to use TN3270E sessions with specific LU Names on multiple hosts, execute **tnconfig** by entering the following command, and then **proceed to step 6**:

```
# 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 -l luname 1 for host name 1,...,luname 1 for host name 2,...,luname 1 for host name x,...,luname for last lu for host name x
```

**A sample execution of tnconfig is as follows:**

```
tnconfig -h host1,host2,host3 -n 2,4,2  
-l lu1h1,lu2h1,lu1h2,lu2h2,lu3h2,lu4h2,lu1h3,lu2h3
```

- If there are specific requirements, not met in steps 1-4**, then configure the TN3270E software by changing the **com.txt** file to the specific requirements and converting the **config** file with the following commands (see the *TN3270E Administration Guide* for assistance on configuration):

```
# cd /usr/lib/tn3270e  
  
# cp samples/com.txt com.txt  
  
# vi com.txt
```

```
# tncfgtcp com.txt
```

6. Reboot the UNIX operating system. Rebooting will start the voice system.
7. Assign Script Builder application to each Conversant Session ID by entering the following command:

```
# hassign host_application to session_number[s]
```

**Sample command:**

```
# hassign vmtest to 0-32
```

8. 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)

## TN3270E Removal

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

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

```
# pkgrm vstndip
```

**Note:** When vstndip is removed, kernel tuning will take place and the kernel will be re-built.
3. Terminate any running instances of the TN3270E product by entering the following command:  

```
# tnstop3270
```
4. Remove the Cleo TN3270E by entering the following commands:  

```
# pkgrm htn3270
```

```
# pkgrm ctn3270
```

```
# pkgrm btn3270
```
5. Perform an orderly shutdown(eg. **/etc/shutdown**) and reboot the system.

## Switching Between SNA & TN Host Connections

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**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 TN3270E 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
```