

# **HCX5000*i* Systems Automatic Data Generation**

Release 9.0  
July 2001  
HCXTD220, Rev. A01

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# PREFACE

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**Purpose** This guide provides instructions to upgrade software for HCX systems.

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**Intended audience** Technicians or administrators who are using the ADG (Automatic Data Generation) feature to upgrade an HCX system to a new software release, are the primary audience for this document.

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**Organization** This guide contains these sections and appendices:

| Section name                          | Description  |
|---------------------------------------|--|
| ADG Overview                          | <ul style="list-style-type: none"><li>• Gives a brief description of the ADG processes</li><li>• Specifies software release and hardware limitations associated with ADG</li><li>• Gives approximate time required for ADG</li><li>• Tells when you should use ADG</li></ul> |
| Preparing for ADG                     | Lists items and information needed to perform ADG  |
| The On-line Phase of ADG              | Describes the on-line procedures for ADG   |
| The Off-line Phase of ADG             | Describes the off-line procedures for ADG  |
| Preparing to Go to On-Line Mode       | Tells the procedures that must be performed before bringing the system back on-line.   |
| Return the System to Operation        | Describes the process of bringing the HCX system back to the on-line mode  |
| Reenter Data That Does Not Carry Over | Tells what data must be manually reentered   |
| Previously Patched Features           | Lists features that were previously available by patch but are now standard features   |
| Completing the Upgrade                | Lists the processes required after ADG: <ul style="list-style-type: none"><li>• Testing the system</li><li>• Comparing old and new databases</li><li>• Saving the data</li></ul>   |
| Appendices                            | Appendix A provides data collection checklists<br>Appendix B lists common errors and corrective actions<br>Appendix C provides the process for applying the autopatch disk.  |

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## Common Acronymns

### Acronym list

This section includes a list of common acronyms that are used in HCX system documentation.

| Acronym | Description                                   |
|---------|---|
| AC      | Authorization Code                            |
| ACB     | Automatic Callback                            |
| ACD     | Automatic Call Distribution                   |
| ACDQ    | ACD Call Waiting Queue                        |
| ADG     | Automatic Data Generation                     |
| AMI     | Alternative Mark Inversion                    |
| ANI     | Advance Number Identification                 |
| ANIF    | Announcement Interface                        |
| B8ZS    | Binary 8 Zero Substitution                    |
| BAA     | Basic Automated Attendant                     |
| BCL     | Basic Class                                   |
| BDC     | Bus Duplex Controller                         |
| BID     | Beeper Identification Number                  |
| BLF     | Busy Lamp Field                               |
| BRG     | Bridging                                      |
| BT      | Busy Tone                                     |
| CAP     | Call Appearance Key                           |
| CAS     | Centralized Attendant Service                 |
| CCSIR   | Common Channel Signaling Incoming Register    |
| CCSOR   | Common Channel Signaling Originating Register |
| CFT     | Conference Trunk                              |
| CIC     | Carrier Identification Code                   |
| CLI     | Calling Line Identification                   |
| CMAT    | Customer Maintenance/Administration Terminal  |
| CNI     | Calling Number Identification                 |
| COR     | Check Out Report                              |
| COS     | Class of Service                              |
| CPM     | Control and Processing Module                 |
| CCS     | Common Channel Signaling                      |
| CIC     | Carrier Identification Code                   |
| CSE     | Common-Channel Signaling Equipment            |
| CSEM    | Common-Channel Signaling Equipment Module     |
| CSIF    | Common-Channel Signaling Interface            |
| CSPM    | Central and Switched Port Module              |

*continued...*

| Acronym | Description  |
|---------|--|
| CSU     | Channel Service Unit                                       |
| CTO     | Cut-through Operation                                      |
| DCS     | Dedicated Channel Services                                 |
| DDS     | Digital Data Services                                      |
| DID     | Direct Inward Dialing                                      |
| DIL     | Direct In Line   |
| DIRS    | Digital Register/Sender                                    |
| DISA    | Direct Inward System Access                                |
| DND     | Do Not Disturb   |
| DNIS    | Dialed Number Identification Service                       |
| DOD     | Direct Outward Dialing                                     |
| DP      | Dial pulse   |
| DPIR    | Dial Pulse Incoming Register                               |
| DPOR    | Dial Pulse Originating Register                            |
| DPOS    | Dial Pulse Sender  |
| DPS     | Push Button Sender   |
| DSS     | Dynamic Service Selection                                  |
| DTMF    | Dual-tone multi-frequency                                  |
| DTOR    | Data Terminal Originating Register                         |
| EAS     | Emergency Alert Station                                    |
| ECR     | Electronic Cash Register                                   |
| EOD     | End of Dial (timer)  |
| ESF     | Extended Super Frame                                       |
| FAC     | Feature Access Code, also Forward All Calls                |
| FIFO    | First In, First Out  |
| FMA     | Flash Memory circuit pack version A                        |
| FMCMA   | File Memory Controller, Main Memory circuit pack version A |
| FMS     | File Management System                                     |
| FNPA    | Outside of Home NPA  |
| FNS     | Fixed Night Service  |
| FOA     | Front Office Audit   |
| FOR     | Front Office Report  |
| FTN     | Features Transparency Networking                           |
| FX      | Foreign Exchange   |
| HGF     | Hotel Group Features                                       |
| HNPA    | Home NPA   |
| ICR     | Internal Call Return                                       |
| INPA    | Interchangeable Area Codes                                 |
| IOC     | Input Output Card  |
| ISAM    | Indexed Sequential Access Method                           |

*continued...*

| Acronym   | Description  |
|-----------|--|
| ISDN      | Integrated Services Digital Network                        |
| IT        | Intercept Tone   |
| LATA      | Local Access and Transport Area                            |
| LCR       | Least Cost Routing   |
| LDN       | Listed Directory Number                                    |
| LDT       | Listed Directory Number Table                              |
| LNR       | Last Number Redial   |
| LOA       | Lockout Alarm  |
| LTA       | Long Trunk Alarm   |
| MDN       | Master Directory Numbers                                   |
| MFT       | Multifunction telephones                                   |
| MFTOR     | MFT Originating Register                                   |
| MM        | Main Memory  |
| MSC       | Mass Storage Controller circuit pack                       |
| MSMMA/B/C | Mass Storage/Main Memory circuit pack, versions A, B, or C |
| MSS       | Mass Storage Subsystem                                     |
| MTS       | Message Telecommunications Directory Service               |
| MWPW      | Message Waiting Power Unit                                 |
| NANP      | North American Numbering Plan                              |
| NPA       | Numbering Plan Area  |
| OGR       | Outgoing Restrictions                                      |
| OTQ       | Outgoing Trunk Queuing                                     |
| PBR       | Push Button Originating Register                           |
| PBS       | Push Button Senders  |
| PBX       | Private Branch Exchange                                    |
| PCI       | Parked Call Identifier                                     |
| PFT       | Power Failure Transfer                                     |
| PMS       | Property Management System                                 |
| PRI       | Primary Rate Interface                                     |
| PRP       | Priority Radio Paging                                      |
| PSAP      | Public Safety Answering Point                              |
| RBT       | Ring Back Tone   |
| RM        | Ring Monitor   |
| RCC       | Redundant Common Control                                   |
| RDT       | Recall Dial Tone   |
| ROT       | Reorder Dial Tone  |
| RSPM      | Remote Switched Port Module                                |
| SBC       | Station Basic Class  |
| SC        | System Controller  |
| SDN       | Software Defined Network                                   |

*continued...*

| <b>Acronym</b> | <b>Description</b>                                   |
|----------------|--|
| SFMCA          | System File Memory Controller circuit pack version A |
| SMDR           | Station Message Detail Recording                     |
| SNR            | Saved Number Redial                                  |
| SNT            | Station Night Transfer                               |
| SPK            | Speaker Control Key                                  |
| SPM            | Switched Port Module                                 |
| SRBT           | Station Ring Back Tone                               |
| STS            | Shared Telephone Service                             |
| TAAS           | Trunk Answer Any Station                             |
| TGN            | Trunk Group Number                                   |
| TOC            | Type of Call   |
| TOS            | Type of Station                                      |
| TOT            | Type of Trunk  |
| VMS            | Voice Message System                                 |
| WAL            | Wakeup Alarm   |
| WATS           | Wide Area Telephone Service                          |

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# 1 ADG OVERVIEW

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**Overview** This chapter tells you about ADG (Automatic Data Generation), including some limitations, time requirements and an overview of the ADG process.

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**Contents** Topics covered in this chapter include:

|                       |     |
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| About ADG .....       | 1-2 |
| When to Use ADG ..... | 1-3 |
| The ADG Process ..... | 1-4 |

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## About ADG

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### Overview

Automatic Data Generation (ADG) is a process that upgrades software for HCX systems while automatically carrying over most site data.

Retention of most site data, eliminates much manual data reentry, which:

- Saves time
  - Eliminates errors
- 

### Limitations

The following limitations apply:

- ADG can be used only for systems with release 6.1 software and higher.
- ADG cannot be performed on HCX5200 systems.
- Systems must be brought up to the current patch level using Hitachi's autopatch disk.
- A version-up utility for a system with a 32-bit processor cannot be run on a switch that has a 16-bit processor.

However, the HCX5100 16-bit system can be versioned-up to a 32-bit system.

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### Time required for ADG

The times listed in [Table 1-1](#) are a *conservative* estimate of how long it takes to complete ADG.

The total amount of time required ranges from five to nine hours, depending on the size of the system. This estimate:

- Includes four to eight hours of down time
- Takes time for testing into account

**Table 1-1:Time Chart for ADG Procedures**

| Procedure       | Time (hours) |
|-----------------|--------------|
| Online portion  | 1            |
| Offline portion | 4            |
| Online testing  | 4            |

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## When to Use ADG

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### Using ADG

You should use ADG to version up to a new release in almost all circumstances if your system is currently using a software release of 6.1 or higher.

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### Not using ADG

Hitachi recommends that you NOT use ADG when versioning up to a new release if:

- 1 Port numbers are being reassigned.

Examples:

- Adding a CPM to change from simplex to duplex processors.
- Upgrading from a 5300 with a CSPM shelf to a 5400 or 5000i with a CPM shelf.

- 2 Station numbers are being reassigned.

Example: Changing from 3 digit to 4 digit station numbers

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### Order default data

For either of the above situations, the sales order should specifically request **default data**, which is typically shipped with new systems. This differs from the data shipped for ADG, which is blank, version-up data.

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## The ADG Process

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### Overview

This section provides a broad overview of the ADG process. Procedures for each stage should be completed before continuing to the next phase of ADG.

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### Process

ADG process includes these steps:

**Table 1-2: Steps in ADG Process**

| Stage | Description                          |
|-------|--------------------------------------|
| 1     | Prepare for ADG                      |
| 2     | Perform the on-line procedures       |
| 3     | Perform the off-line procedures      |
| 4     | Bring system on-line                 |
| 5     | Return the system to operation       |
| 6     | Reenter data that did not carry over |
| 7     | Turn on previously patched features  |
| 8     | Check and correct for errors         |
| 9     | Perform system testing               |
| 10    | Check the database                   |
| 11    | Save data                            |

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## 2 PREPARING FOR ADG

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**Overview** Before implementing ADG, you should have certain items on hand and some programming data collected.

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**Contents** Topics covered in this chapter include:

- Items Needed for ADG .....2-2
- Hardware Additions/Replacements .....2-3
- Information Needed for ADG .....2-4

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## Items Needed for ADG

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### Overview

Before starting ADG, it will help to have the items mentioned in this section on hand. This section provides a checklist of the items and pertinent information needed.

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### Checklist

Checklist of the items needed for ADG:

- A spare file memory component (HDD or SFMCA with FMA)
  - The contents of your version-up package
  - System documentation
    - Error Message Guide (HCXTD330)
    - Administration Guide (HCXTD210)
  - CMAT printer
  - Plenty of paper
  - Hardware replacements or additions
- 

### Spare file memory component

For non-redundant systems, Hitachi recommends having a spare file memory component in addition to the one you have and keeping the old HDD as a backup. The spare component may be either of the following:

- HDD
  - SFMCA with FMA (available in the fall of 2001)
- 

### Floppy disks

Be sure that you have at least two sets of current system floppies.

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### Version-up package

Your version-up package contains the following:

- Two sets of release 9.0 program disks (including 2 V&H disks) and 2 sets of data disks
    - Data disks are blank and contain no default data.
  - Two directory update disks (for systems with software releases beginning with 6.2.)
  - Individual site instructions
  - ADG Guide (this document) for:
    - Version-up procedures
    - A checklist for data reentry
  - Two utility disks
  - Two version-up disks
    - Note:** The version-up disks should NOT be reused.
  - An autopatch disk for the current release level of your system (supplied when needed)
-

## Hardware Additions/Replacements

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### Hardware checklist

Use this checklist to be sure that you have the parts you need:

- Memory components (See [Table 2-1](#) on page 2-4.):
  - Main memory circuit packs (to add memory if needed)
  - SFMCA circuit pack (if you are replacing an HDD with this item)

Add/replace hardware when the system is turned off.

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### SFMCA

The SFMCA will be available in the fall of 2001 for use with 40MB or 80MB FMA (flash memory) in HCX5000 systems with any software release. It cannot be used in HCX5000i systems. The SFMCA:

- Can be installed in slots HDD0 or HDD1
  - Can be used in conjunction with the HDD in redundant configurations
  - Functions the same as the HDD in non-redundant and redundant configurations
  - Switch settings for dip switch SW1:
    - Switches 1, 2, and 3 control SCSI ID selection 0-7
  - Must be used in conjunction with the MM and MSC circuit packs
    - MSC switch settings are the same as when it is used with an HDD
-

**System specifications**

Table 2-1, which lists line sizes, processors, and memory capabilities for HCX systems.

**Table 2-1 : System Specifications**

|   | 16-Bit Systems   |                             | 32-Bit Systems |             |         |
|---|------------------|-----------------------------|----------------|-------------|---------|
|   | 5100             | 5200/5300/5400 <sup>a</sup> | 5100           | 5400/5500   | 5000i   |
| 9.0 software  | 9.0-16C          | 9.0-16B                     | 9.0-32C        | 9.0-32B     | 9.0-32A |
| Previous software releases                              | 7.4D, 8.0D       | 7.0B, 7.0C, 7.3B - 8.0B     | NA             | 7.0A - 8.0A | NA      |
| Maximum line size (Includes phantom stations)           | 256 <sup>b</sup> | 768                         | 768            | 3072        | 6144    |
| Memory  | 12 MB            | 12MB                        | 24MB           | 16MB        | 24MB    |
| HDD   | NA               | 40M/80M                     | NA             | 80M         | NA      |
| MSMMA/B   | 20/40            | NA                          | NA             | NA          | NA      |
| FMCMMMA (has slot for FMA baby board with flash memory) | NA               | NA                          | 40/80          | NA          | 40/80   |
| SFMCA (has slot for FMA baby board with flash memory)   | NA               | NA                          | NA             | 40/80       | NA      |

- a. The HCX5400 16-bit system is supported only for residential applications.
- b. The system supports up to 480 lines with the extension cabinet.

**Information Needed for ADG**

**Site number**

Check the disk labels to be sure that the site number is the same for your current release and the new release.

**Collecting data**

Although most site data is carried over, some is not. Data that is not carried over must be reprogrammed once ADG is complete, and the system is back in operation.



***Gathering data is absolutely essential.***

You must gather and record the information that is not carried over before beginning the actual software upgrade. Tables are provided in “Data Collection Checklists” on page A-1 to aid you in collecting this data and should also be used as a reference when reentering the data after ADG is completed.

**Note:** Chargeable/protected features, SO number, area code and office code are entered by Hitachi.

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## 3 THE ON-LINE PHASE OF ADG

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### Overview

Before beginning this phase of ADG, be sure that you have:

- Read “Preparing for ADG” on page 2-1.
- Most importantly, **be sure you have gathered all of the site data** listed in the “Data Collection Checklists” on page A-1 for reentry later.

---

### Contents

Topics covered in this chapter include:

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## Online Upgrade Checklist

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### Overview

This section provides a checklist and description of the steps involved in the on-line phase of ADG.

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### Step checklist

Table 3-1 lists the steps involved in the on-line phase of the ADG and provides the page numbers for the instructions for each step.

**Table 3-1: On-line Steps Checklist**

| Step  | Description  | Step instructions on...  |
|---|--|--------------------------|
| 1   | Be sure the site number is the same for the current release and the new release. | <a href="#">page 2-4</a> |
| 2   | RCD  | <a href="#">page 3-3</a> |
| 3   | Apply autopatch  | <a href="#">page 3-3</a> |
| 4   | RCD  | <a href="#">page 3-3</a> |
| 5   | Backup   | <a href="#">page 3-3</a> |
| 6   | Admin directory  | <a href="#">page 3-3</a> |
| 7<br>(for systems with one memory component)  | Prepare the spare HDD or SFMCA   | <a href="#">page 3-4</a> |
| 7<br>(for systems with two memory components) | Prepare HDD1 or SFMCA1   | <a href="#">page 3-4</a> |

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## On-Line Upgrade Procedures

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**System status** It is assumed that you are upgrading a system that is currently in operation, which means that calls are being processed.

---

**Use autopatch disk** Patch the system to the current level using the autopatch disk provided in the version-up package.



- Perform an RCD save by pressing <F4> in on-line screen 2.0, Data Administration Main Menu.
  - The steps for autopatch application are listed in “Instructions” on page C-2.
  - Steps 1-4 should be performed one or two days before proceeding with the upgrade to release 9.0 to be sure that the system accepts all of the patches. This is especially important for systems that require many patches.
- 

**Data and custom patches** Data patches are included on the second autopatch disk for systems with software release 6.2 and higher.

Custom patches are applied to the autopatch disk by Hitachi.

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**RCD** Press <F4> in online screen 2.0, Data Administration Main Menu to RCD to HDD only.

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**Backup** Back up to both complete sets of current system floppies using on-line screen 2.5.2.1.

---

**Admin directory** Copy admin directory information to both of the directory update floppies that came with the version-up package, so that you have one to use and one for backup. Copy as follows:

- 1 Insert one of the directory update floppies in the FDD.
- 2 From CMAT screen 2.0, Data Administration Main Menu, press F13 to invoke command mode, and type:
 

```
ARC:FMS,FILE=DIR;
```
- 3 Insert the other directory update floppy in the FDD, and enter the same command.
- 4 Copy to both of the directory update disks that came with the version up package, so that there is one to use and one for backup.

**Note:** The admin directory update feature is available only for systems with software releases of 6.2 and higher.

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**Preparing the SPARE memory component (for systems with one memory component)**

This procedure is used for systems that have **only one HDD**.

- 1 With the power on, remove the system HDD from service, and physically remove it from the system.
- 2 **Install the SPARE HDD or the SFMCA with FMA**, and perform a Phase 102.
- 3 After the Phase 102 is complete:
  - Remove the spare HDD/SFMCA from service
  - Take the spare HDD/SFMCA out of the system
  - Reinstall the system HDD
  - Restore the system HDD to service

**CAUTION**

If the Phase 102 fails, **DO NOT** proceed with the upgrade until another HDD/SFMCA can be obtained.

---

**Preparing memory component1 (for systems with two memory components)**

This procedure is used for systems that have **two memory components**.

- 1 Perform a Phase 102 on HDD1 (or SFMCA1). (The 9.0 version up is done on this drive—HDD1 or SFMCA1).
- 2 After the Phase 102 is complete:
  - Remove HDD1 (or SFMCA1) from service.
  - Take HDD1 (or SFMCA1) out of the system.

At this point, HDD0 (or SFMCA0) still has the original software load and can be used to restore the system to its current operation if the version up fails.

If the version up is successful, HDD1 (or SFMCA1) can be restored to service using normal HDD replacement procedures.

**CAUTION**

If the Phase 102 fails, **DO NOT** proceed with the upgrade until another HDD (or SFMCA) can be obtained.

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## 4 THE OFF-LINE PHASE OF ADG

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### Overview

For this phase of ADG, the system is down (calls are NOT being processed) for approximately four to eight hours, thus it is best to convert to off-line after business hours. During this time, you will:

- Load the release 9.0 software
- Add/replace hardware

---

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## Items to Have on Hand

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### Checklist of items

Be sure you have the following on hand:

- Floppy disks from your version-up kit, including the:
    - 9.0 program and data disks
    - Utility disk
    - Version-up disks
    - V&H disk(s)
  - The HDD that was cleared with a phase 102, which would be either the:
    - Spare HDD/SFMCA
    - HDD1
  - Hardware that you are adding or replacing
- 

## Convert to Off-Line Mode

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### Request off-line mode

In on-line screen 2.9, edit the following fields as specified:

- For SYSTEM ON-LINE MODE, blank out the REQUEST MODE option.
  - For SYSTEM OFF-LINE MODE, type an X in the REQUEST MODE field.
  - Enter your password, and press <SEND>.
  - Power the system down, wait at least 45 seconds, and power up to load offline DGN.
- 

## Collect Data from Off-Line Screens

---

### Procedures

Go to the following off-line screens and record data from those screens as specified in the “Data Collection Checklists” under “Site data recorded by hand” on page A-4:

- 1 In screen 2.5, V&H Coordinate Program, note which of the following is specified:
  - Direct Distance Dialing
  - Operator Assistance Rate

- 2 In screen 2.2.9, note which chargeable features are turned on.

*Note:* The information in these two screens can also be checked while in the on-line mode.

---

## Transfer Old Data to Version-Up Disk

---

**Time required** This process takes about one hour.

---

**Screen 2.7.1** The transfer of old data is performed using the following procedures in off-line screen 2.7.1:

- 1 Go to screen off-line 2.7.1, Old Office Data File Transfer.
- 2 Mark one version-up disk as Disk #1 and the other as Disk #2 so that you will be able to tell them apart later.
- 3 Insert the version-up disk you marked as Disk #1 in the FDD.
- 4 Enter YES in screen 2.7.1.
- 5 Press <SEND>. The floppy disk serial number is displayed.
- 6 Press <SEND> again. Data from the HDD is copied to the version-up disk.

**Note:** Occasionally, a system with a very large database requires two version-up floppies and additional time. If so, the system prompts you for the second floppy in screen 2.7.1 and displays the following when the process is finished:

OK: FILE TRANSFER FINISHED

---

**Power down** Turn the system off.

---

## Add/Replace Hardware

---

### Overview

Hardware from the checklist on page 2- 3 should be added or replaced while the system is off.

---

### Replace 16-bit processor in HCX5100 systems

#### Replacement procedures for HCX5100 systems that have a CSPMD:

The following must be replaced:

- Replace the CSPMD cabinet with the CSPME cabinet
- Circuit packs:
  - Replace CPD with CPG and SCB
  - Replace MSMMA/B with FMCMMMA and FMA (40MB or 80MB)
  - Replace SWIOCA with SWIOCB
  - Optional: FDDUC may be replaced with FDDUD and FMA (40MB or 80MB)
- HW (16) CBLA must be replaced with HW(32) CBLA if there is an extension cabinet.

**Note:** If your HCX5100 system was purchased prior to February 2001, it has a CSPMD.

#### Replacement procedures for HCX5100 systems that have a CSPME:

Replace the following circuit packs:

- Replace CPD with CPG and SCB
  - Replace MSMMA/B with FMCMMMA and FMA (40MB or 80MB)
  - Replace SWIOCA with SWIOCB
  - Optional: FDDUC may be replaced with FDDUD and FMA (40MB or 80MB)
-

## Load New Release Software

---

### Power up

After installing hardware:

- 1 Insert the utility disk that came with the version-up kit in the FDD.
  - 2 Turn the system back on.
- 

### Use cleared memory component

Load release 9.0 software to the memory component on which you performed a Phase 102.

- For systems with two memory components, this should be HDD1 or SFMCA1. (See “[Preparing memory component1 \(for systems with two memory components\)](#)” on page 3-4.)
  - For systems with only one memory component, this should be the spare HDD or SFMCA. (See “[Preparing the SPARE memory component \(for systems with one memory component\)](#)” on page 3-4.)
- 

### Process

- 1 Boot the system with the utility disk.
  - 2 Load all release 9.0 program and data disks in the normal manner.
  - 3 Boot the system from memory component.
  - 4 Keep the system in the off-line mode to complete version-up.
-

## Transfer Your Data to the New Release Software

---

**Time required** This process takes about two hours.

---

**Screen 2.7.1** Transfer your data to the new release software using the following procedures in off-line screen 2.7.2:

- 1 Insert the version-up disk you marked as Disk #1 in the FDD. (This is the same disk as was used in the process described in “Screen 2.7.1” on page 3.)

**CAUTION**

After the transfer of data has begun, do NOT power down the system until all steps are completed and an RCD:SAV; has been done.

If the following error message is displayed, the site numbers for the current and new releases do not match:

WRONG DISK

- 2 Enter **YES** in screen 2.7.2.
- 3 Press <SEND>.  
The floppy disk serial number is displayed.
- 4 Press <SEND> again. Data from the version-up disk is copied to the HDD.

When the transfer is finished, the following is displayed on screen 2.7.2:

OK: FILE TRANSFER FINISHED

**Note:** Occasionally, a system with a very large database requires two version-up floppies and additional time. If so, the system prompts you for the second floppy in screen 2.7.1 and displays the following when the process is finished:

OK: FILE TRANSFER FINISHED

- 5 Perform an RCD:SAV by pressing <F6> in off-line screen 2.0, Off-Line DGN Main Menu.
- 

**CAUTION**

*If this process takes longer than four hours, something is wrong!*  
Call Hitachi Technical Support (770-446-8836).

---

*continued...*

## Run New V&H Utility

---

### Check collected data

Before you run V&H, check the site data you collected and your printouts for information that you may want to enter in the V&H screen (off-line screen 2.5).

Also check customer name, account number, and distributor in off-line screen 2.1.

---

### V&H screen

V&H is run using off-line screen 2.5.

---

### Begin the V&H process

- Insert the V&H disk that has your HOME NPA on it.

*Note:* This could be either disk one or disk two, and it must be inserted first.

- Press <F1> to begin the V&H initialization process.
- Enter data in unprotected fields. The fields are discussed in this section.
- Press <SEND>.

The system protects the options field and prompts you for confirmation to continue.

- Enter N if you do not want to proceed.

You are returned to the edit options mode.

- Enter Y if you want to continue. The V&H process begins.

This process differs for systems with multiple V&H disks and those with only one V&H disk

If the system recognizes invalid option selection and displays an appropriate warning message.

---

### Editable fields

Enter data in the editable fields as follows:

- TOLL CALL RATES TYPE: Refer to the site data you gathered to determine what to enter in this field.  
NPA DIALING OPTION: Select the option that conforms to the type used in your calling area.
  - HOME AREA LOCAL DIALING: Specify one of the following to match the dialing used in your calling area:
    - 0:7-DIGIT
    - 1:10-DIGIT
- 

### Running V&H with one disk

Insert the HOME NPA V&H DISK and press <F1>. When the HCX system is finished processing the V&H data, it displays the following message:

OK: OFFICE DATA UPDATED

---

**Running V&H with multiple disks**

Proceed as follows:

- 1 First insert the V&H DISK with your home NPA. and press <F1>. The V&H disk labels indicate the NPAs contained on the disks.
- 2 Press <F1>. The system processes the first disk and prompts you for the next one.
- 3 Insert the next disk, type Y, and press <SEND>. When the system finishes processing the disk, it displays the following prompt:  
 INSERT THE NEXT V&H FLOPPY DISK.
- 4 Repeat step 3 until all of the V&H disks are processed.
- 5 When the HCX system is finished processing the V&H data, it displays the following message:

OK: OFFICE DATA UPDATED

**Fields that cannot be edited**

The fields listed in [Table 4-1](#) cannot be edited for this initial V&H run.

**Table 4-1: V&H Non-Editable Fields**

| Field                                | Setting  |
|--------------------------------------|----------|
| DISCOUNT PERCENT/PERIOD RESET OPTION | 0:UPDATE |
| 7-DIGIT LOCAL CODES                  | 2:ERASE  |
| 10-DIGIT HOME NPA LOCAL CODES        | 2:ERASE  |
| 10-DIGIT FOREIGNNPA LOCAL CODES      | 2:ERASE  |

**RCD**

Perform an RCD:SAV by pressing <F6> in off-line screen 2.0, Off-Line DGN Main Menu.

## Resetting FMS Defaults

---

### For releases prior to 8.0

For systems prior to software release 8.0, pressing the <F3> in screen 2.2.3 (off-line) sets the directory to a 40 MB default directory. The default directory size is not based on an option specified in screen 2.2.1 in these earlier releases.

---

### For releases 9.0 and 8.0

For systems with software release 9.0 (and 8.0):

- 1 In off-line screen 2.2.1, specify the size of your flash memory/HDD:
  - For HCX5100 systems: 20MB MSMMA or 40MB MSMMB
  - For other systems: 40MB or 80MB
- 2 In off-line screen 2.2.3, press <F3> RESET TO DEFAULTS to set the FMS file sizes to the default directory for the HDD size specified in screen 2.2.1.

For HCX5100 systems:

- If you did not specify the 20 MB HDD in screen 2.2.1, press <F3> RESET TO DEFAULTS.
- If you specified the 20 MB HDD in screen 2.2.1, you do not have to do anything in this screen.

For all other HCX systems:

- If you did not specify the 40 MB HDD in screen 2.2.1, press <F3> RESET TO DEFAULTS.
  - If you specified the 40 MB HDD in screen 2.2.1, you do not have to do anything in this screen.
- 

### Selecting changes to screen 2.2.3 (off-line)

If changes are made to this screen, you must press <F8> to select new changes. Reenter settings according to the printout from on-line screen 2.2.1, System Data Job-Draw Index.

---

### Perform phase 12 initialization

After pressing <F8> to select the FMS changes, you must perform a phase 12 initialization to insure that the new FMS file size area has been rebuilt correctly.

---

### Adjusting for increased HDD usage

As features are added in new software releases, data files generally increase in size, taking up more of the HDD capacity. This means that the space remaining for FMS files decreases. To accommodate the smaller remaining HDD capacity, the number of available call records and account code records are reduced in the default directory.

---

## Check Other Off-Line Screens

---

### Checklist of screens

The following off-line screens should also be checked for discrepancies between the updated software and the previous software. Make changes as needed.

- Screen 2.2.9, *Protected Features*  
Discrepancies in **protected features cannot be changed by Technical Support after hours**. You must wait until the next business day to call Hitachi.
  - Screen 2.3, *I/O Configuration*
  - Screen 2.3.3, *Video Display Unit Class Data*
  - Screen 2.3.4, *SMDR Mode Data*
- 

## Check On-Line Screens

---

### Checklist of screens

Check to see that the data in the following on-line screens matches what was in the old database.

- Screen 2.1.1.1, *Shelf Configuration*
- Screen 2.1.1.2, *Package Mounting*
- Spot check the station and trunk data

If data looks normal, a full data reconciliation can be done after the system is back on line by comparing the job-drawing printouts of the old data with the new. Changes can be made while the system is in the on-line mode to reduce the amount of time the system is down.

---

---

---

## 5 PREPARING TO GO TO ON-LINE MODE

---

---

---

### Overview

In this phase of ADG, you perform tasks that are necessary before the system can be brought back on-line.

---

### Contents

Topics covered in this chapter include:

|                                  |     |
|----------------------------------|-----|
| Request On-Line Mode .....       | 5-2 |
| Save Data to the Hard Disk ..... | 5-2 |
| Backup Data .....                | 5-2 |

---

## Request On-Line Mode

---

### Process

In on-line screen 2.9, edit the following fields as specified:

- For SYSTEM OFF-LINE MODE, blank out the REQUEST MODE option.
- For SYSTEM ON-LINE MODE, type an X in the REQUEST MODE field.
- Press <SEND>.

**DO NOT POWER DOWN** yet.

---

## Save Data to the Hard Disk

---

### Process

To save data to the hard disk:

- 1 Go to on-line screen 2.0, *Data Administration Main Menu*.
  - 2 Press <F4> to save MM to HDD.
- 

## Backup Data

---

### Process

To backup to the data disks (RCD set of disks):

- 1 Go to screen 2.5.1, Data Disk Backup.

### CAUTION

#### **Backup to one set of data disks only.**

Backup to the second set after ADG testing is completed.

- 2 Insert the first data disk into the floppy disk drive, and close the gate.
    - The correct disk number is displayed on the screen. The number of the first data disk differs depending on which HCX system you have.
    - The system prompts you for each disk in the correct order and does not start nor continue the back up, unless the number on the disk in the floppy disk drive matches the number on the screen.
- Note:** Prior to release 8.0, disk numbers displayed were 0, 1, and 2, where 0=16, 1=17, and 2=18. Starting with release 8.0, the actual disk numbers are displayed, 15, 16, 17, or 18.
- The system also tells you how many disks still have to be backed up.
- 3 Enter R, and press <SEND>.
  - 4 Repeat this process until data is copied to all of the data disks.
-

---

---

## 6 RETURN THE SYSTEM TO OPERATION

---

---

---

### Overview

In this phase of ADG, you return the system to the on-line mode (call processing is taking place).

---

### Contents

Topics covered in this chapter include:

|                                      |     |
|--------------------------------------|-----|
| Power Down .....                     | 6-2 |
| Phase 12 Initialization .....        | 6-2 |
| PMS Request for Initialization ..... | 6-2 |

---

## Power Down

---

### Process

After performing the procedures described in “Preparing to Go to On-line Mode” on page 5-1:

- 1 Turn the system off.
  - 2 Wait 45 seconds to one minute.
  - 3 Turn the system on again to restore system operation.
- 

## Phase 12 Initialization

---

### Process

To perform a phase 12 initialization:

- 1 Go to Maintenance screen 4.1.4.7.1, *Manual Initialization Control*, and perform the phase 12 initialization. This reformats the FMS area of the hard drive.
  - 2 When the phase 12 is complete, go to Maintenance screen 4.1.4, and press <F4> to camp off the drive. (This makes the FMS area available.)
  - 3 Go to maintenance screens 4.1.5.1, 4.1.5.2, 4.1.5.3, and make sure all shelves, packages, and circuits are idle.
- 

## PMS Request for Initialization

---

### Required programming

If the system has a PMS, program following the following field in screen 2.1.9.1.13:

- REQUEST FOR INITIALIZATION:Set to 1:ON.
  - This causes a message to be sent to the PMS requesting a database swap, which:
    - Checks the rooms back in (if supported by the PMS)
    - Restores guests' names and information
- 

### PMS that do not support DB swap

If the PMS does not support a database swap in response to a request from the HCX system, you should be able to make prior arrangements with the PMS vendor to manually invoke one. Contact the PMS vendor or communications manager.

---

---

---

# 7 REENTER DATA THAT DOES NOT CARRY OVER

---

---

---

## Overview

In this phase of ADG, you reenter data that did not carry over using the information from the following sources:

- “Data Collection Checklists” on pag eA-1
- Job-drawing printouts

---

## Contents

Topics covered in this chapter include:

|                                      |     |
|--------------------------------------|-----|
| Screens Requiring Data Reentry ..... | 7-2 |
| Restore Admin Directory .....        | 7-3 |
| 911 Service .....                    | 7-4 |
| Check Guests In .....                | 7-4 |
| Reenter Data at CommCenter .....     | 7-4 |
| ACD Supervisor’s Console .....       | 7-4 |
| Error Messages .....                 | 7-4 |

---

## Screens Requiring Data Reentry

---

**Screen 2.1.3.6** In screen 2.1.3.6, *Special Office Codes Display*, reenter codes.

---

**Screen 2.1.4.2** The BCL bit, ANI DISPLAY SELECTION, is reset to 0:NONE during the ADG. Specify another setting if desired.

---

**Screen 2.1.7.1** In screen 2.1.7.1, *General Call Charging Display*, reenter Special Calls Access Charges.

Please refer to the *Administration Guide, HCXTD200* for the limitations associated with the use of “F” as a wild card when specifying dialed digits.

---

**Screen 2.1.7.2** Enter discounts for types of calls as necessary.  
  
During ADG, discounts revert to the standard default.

---

**Screen 2.1.7.5** Reenter **local** ABC or NPA+ABC codes.

---

**Screen 2.1.9.1.13** Reenter PMS timer settings if necessary.

---

**Screen 2.1.9.1.17** Reenter data.

---

**Screen 2.1.9.4.7** Reenter room status text.

---

**Screen 2.1.9.4.38** Reenter room type data.

---

**Update file history** Update the file history in screen 2.3 (on-line) with your name, date, and a description of the work performed (for example, “Version-up to 9.0”).

---

## Restore Admin Directory

---

### Process

Restore the admin directory using the directory update disks you prepared earlier. (See page 3-3.)

#### CAUTION

If a database swap between the PMS and the HCX system is used to check rooms back in, be sure it is complete before restoring the admin directory.

Enter the admin directory that was saved to disk:<sup>1</sup>

- 1 In screen 2.0, Data Administration Main Menu, press F13 to initiate the command mode.
- 2 Place the admin directory disk in the FDD.
- 3 Type the command: `BLD:FMS,FILE=DIR;`

#### CAUTION

This procedure does NOT restore mailbox numbers associated with the HCX Message Center (text messaging) nor department assignments. Instead, the system automatically assigns the following to each directory name, even to names that are not associated with station numbers:

- A new mailbox number
- Department 0 (zero)

---

1. This feature is available only for systems with software levels of release 6.2 and higher.

---

## 911 Service

### Process

If you have been using 911 Service, please read the description for this feature in the *Features Reference Guide* to make sure you are utilizing any enhancements that have been made to this feature.

Be sure to test the 911 operation after completing the upgrade.

---

## Check Guests In

---

For systems that do not use a PMS, check in guests again to restore the guest directory.

---

## Reenter Data at CommCenter

### Process

Reenter the following at the CommCenter-VDU (front desk console):

- Check-in data
  - Wake-up data
  - Message waiting data
  - Department data
  - Text message center information
- 

## ACD Supervisor's Console

### Process

Reenter agent names and IDs at the ACD Supervisor's Console in:

- Screen 3.3.1
  - Screen 3.4.3
- 

## Error Messages

---

**Correcting errors** Check the errors listed on the CMAT printout. Refer to “[Common Errors](#)” on page B-1 and your *Error Messages Guide* for information.

Perform the procedures necessary to correct the errors. Many are corrected by entering the data again.

---

---

---

# 8 FEATURES PREVIOUSLY PROVIDED BY PATCH

---

---

**Overview**

---

In this phase of ADG, features that were previously patched are turned on in one of the following ways:

- Manually, either by you or by Hitachi
- Automatically, during ADG

---

**Contents**

Topics covered in this chapter include:

|  |     |
|--|-----|
| Features Formerly Provided by Standard Patch ..... | 8-2 |
| Custom Features .....                              | 8-2 |

---

## Features Formerly Provided by Standard Patch

---

### Overview

Depending upon the software release of your system prior to ADG, features that were previously available only by patch may now be available as a standard or chargeable/protected feature. The following applies to these features.

- If the feature is not a chargeable/protected feature, turn it on at the CMAT.
  - If the feature is chargeable/protected, it must be ordered from and activated by Hitachi.
- 

### Features previously patched now sourced

Following is a list of previously patched features that are now available as standard, sourced features. There is no charge for these features.

- Addition/Deletion of Prefix for PMS and PMSHOBIC
  - Stutter Dial Tone  
Some new functions have been developed for stutter dial tone. See the *Features Reference Guide* for a description of this feature.
  - Call Waiting to VMS for DID
  - Transfer Internal Calls to “0”
  - Credit Report Enhancement
  - Message Waiting for Admin Phone Sent to PMS
  - Enable Automatic Room Status Change on Checkin/Checkout
  - Attendant Recall to Multiple Attendants
  - Tax Algorithm
  - 0+ Routing
  - BRI  
BRI was a patch that is currently a chargeable feature for software releases 7.0 and higher. If this patch was previously purchased for your system, Hitachi will activate it on the upgrade disk.
  - Local Call Inhibit
  - Delete Access Code from FOA/SMDR Call Record
  - Second Call Waiting Tone
  - Call record transmission using PMS-HOBIC to HOBIC merge interfaces
- 

## Custom Features

---

### Description

Custom features that were provided by special patches and are not offered in release 9.0 or in prior releases as standard features have to be purchased again, on an EIQ (Engineering InQuery) basis.

---

---

---

## 9 COMPLETING THE UPGRADE

---

---

**Overview** To complete the ADG process, tests must be performed, old and new databases must be compared, and data must be saved.

---

**Contents** Topics covered in this chapter include:

|                                     |     |
|-------------------------------------|-----|
| System Testing .....                | 9-2 |
| Compare Old and New Databases ..... | 9-2 |
| Save Data .....                     | 9-2 |

---

## System Testing

---

### Test checklist

The following operations should be tested once the system is back on-line:

- Test station-to-station calling.
  - Test outgoing calls.
  - Test incoming calls.
  - Test PMS, VMS, SMDR, Answer Detection, and E911 interfaces, if equipped.
- 

## Compare Old and New Databases

---

### Process

Print the job drawings specified in “Site data from job drawings” on page A-1, and compare the site files for the old and new databases.

---

## Save Data

---

### Overview

Once you have reentered all necessary data and have confirmed that it is correct, save it to the hard disk and to the entire set of new floppies.

---

### RCD to HDD

Save from MM to HDD by pressing **F4** in CMAT screen 2.0, Data Administration Main Menu (online).

---

### Backup data to floppies

Go to screen 2.5.2 to save data back to the entire set of the new, release 9.0 system floppies.

Do this for both sets of release 9.0 floppies.

---

---



---

# APPENDIX A DATA COLLECTION CHECKLISTS

---



---

## How data is collected

Data can be collected in three ways:

- Printed from the job drawing or other screens
- Printed by command  
 If a command is listed in the Data Collection Checklist, invoke the command mode, and enter the specified command. To invoke the command mode, press **F13** from CMAT screen 2.0, *Data Administration Main Menu* (on-line).
- Written by hand

## Site data from job drawings

| Site Data Printed by Job Drawings                            |   |
|--|---|
| Screen 2.2.1, <i>System Data</i><br><i>Job-Draw Index</i>    | <ul style="list-style-type: none"> <li>• Shelf Configuration</li> <li>• Message Center Data</li> <li>• FMS Dynamic Directory Data</li> <li>• PMS Interface Admin Data</li> <li>• PMS Timers reset to default values. Reenter settings, if necessary.</li> <li>• PMS Are You There Time _____</li> <li>• PMS ENQ Timer Interval _____</li> <li>• PMS Message Timer Interval _____</li> <li>• PMS HOBIC ENQ Timer Interval _____</li> <li>• PMS HOBIC Message Timer Interval _____</li> </ul> |
| Screen 2.2.4, <i>Station Data</i><br><i>Job-Draw Index</i>   | <ul style="list-style-type: none"> <li>• Station Port Data</li> <li>• Room Status Management Data</li> <li>• Room Status Mode Data</li> </ul>   |
| Screen 2.2.5, <i>Numbering Data</i><br><i>Job-Draw Index</i> | <ul style="list-style-type: none"> <li>• Press F1 to get a printout of all items listed.</li> </ul>   |
| Screen 2.2.6, <i>Charging Data</i><br><i>Job-Draw Index</i>  | <ul style="list-style-type: none"> <li>• General Call Charging Data<br/>Discounts for all types of calls, except for local, may be set to the standard defaults as a result of ADG. Use this printout when reentering the discounts for this system.</li> <li>• Charge Modification Data</li> </ul>   |

**Site data printed  
by command**

| Site Data Printed by Command  |  |
|---|--|
| Site Name Data  | FIL:DSP,DISK=ALL;  |
| Security Code List  | SCC:DSP;   |
| Call Processing Timing<br>Information List  | TMR:DSP,SYS;   |
| Call Coverage Data List   | PLD:COVD,ALL;  |
| Least Cost Routing Digit<br>Analysis List   | MDR:DSP,DGT=1411; (or 411)<br>MDR:DSP,DGT=1611; (or 611)<br>MDR:DSP,DGT=1800;<br>MDR:DSP,DGT=1900;<br>MDR:DSP,DGT=1911; (or 911)<br>MDR:DSP,DGT=1950;<br>MDR:DSP,DGT=1976; |
| <ul style="list-style-type: none"> <li>• Check for other NPA's in the home state with LOCAL ABC's in screen 2.1.7.5.</li> <li>• Print them out by AP commands.</li> </ul> | MDR:DSP,DGT=200&&999;  |

Site data printed  
from other  
CommCenters

| <b>Site Data Printed from Other CommCenters</b>                                    |   |
|--|---|
| <b>Print from CommCenter-VDU:</b>  |   |
| Screen 1.4.2<br><i>Directory Display/Print Options</i>                             | <ul style="list-style-type: none"> <li>• Admin Directory (<b>required for release 6.1 systems only</b>)</li> <li>• Guest Directory (WelCOMM releases from 6.1 on, unless a PMS is used.)</li> </ul> <p>Guest directory information must be reentered manually, unless a PMS is used.</p> <p>If a PMS is used and has the capability, guest directory information can be restored via a database swap from the PMS to the HCX. (See <a href="#">"PMS Request for Initialization"</a> on page 6-2.)</p> |
| Screen 1.3.2<br><i>House Status Report Printouts</i>                               | <ul style="list-style-type: none"> <li>• Checkin information (See <a href="#">"Restore Admin Directory"</a> on page 7-3.)</li> <li>• Wakeup information</li> <li>• Message Waiting information</li> </ul>   |
| Screen 1.3.1.4<br><i>Department Profit Report</i>                                  | <ul style="list-style-type: none"> <li>• Department information</li> </ul>  |
| Screen 1.3.3.2<br><i>Department List Report</i>                                    | <ul style="list-style-type: none"> <li>• Department information</li> </ul>  |
| Screen 1.3.1.7, <i>House Status—Credit Report</i>                                  | <ul style="list-style-type: none"> <li>• Credit Limit Audit Report (by station)</li> </ul> <p>The credit limit for all stations that have this feature activated in their BCLs will revert to "0" after loading the system with the new set of floppies.</p>  |
| Screen 1.8.5<br><i>Message Center—Report Options</i>                               | <ul style="list-style-type: none"> <li>• Message Accounting Statement/Summary Report (for all mailbox types)</li> </ul> <p>Note that when names are restored to the directory (guests by checkin or PMS, admin by disk or manually), new mailbox numbers are automatically assigned to the names by the system. Thus, message charges, mailbox types, and messages must be <b>matched to names or station numbers</b>, <u>NOT</u> to mailbox numbers.</p>   |
| Screen 1.8.2, <i>Message Center—Print Messages</i>                                 | <p>Message Printout</p> <p>This information does not have to be restored, but should be provided to individuals who did not receive their messages prior to ADG.</p>  |
| <b>Print from ACD Supervisor's Console:</b>  |   |
| If ACD is on, print from ACD Supervisor's Console:<br>Screen 3.3.1<br>Screen 3.4.3 | <ul style="list-style-type: none"> <li>• Agent Name List</li> <li>• Agent Activity Report</li> </ul>  |

Site data  
recorded by hand

| Site Data Recorded by Hand   |   |
|--|---|
| <p><b>Note:</b> Some of the CMAT screens from which data is recorded by hand are offline screens. <b>With the exception of screen 2.5, these screens may be <u>viewed</u> while the system is on-line.</b></p>   |   |
| Screen 2.2.1, <i>System Configuration</i> (page 2)   | Size of the hard disk is _____ MB   |
| Screen 2.2.4, <i>Digit Length Assignment</i>   | Bid Length _____  |
| Screen 2.5, <i>V&amp;H Coordinate Program</i>  | Direct Distance Dialing _____<br>Operator Assistance _____  |
| <p>Screen 2.2.9, <i>Protected Features</i></p> <p>Compare the protected features that are activated for your system prior to ADG with those that are activated after completing ADG.</p> <p><b>Note:</b> Discrepancies in <b>protected features cannot be changed by Technical Support after hours</b>. You must wait until the next business day to call Hitachi.</p> | <p>Market Type _____</p> <p>ACD _____</p> <p>Message Center _____</p> <p>GCC Report Option _____</p> <p>Charging Modifications _____</p> <p>SMDR _____</p> <p>PMS or MICROS _____</p> <p>HOBIC/HOBIS Merge _____</p> <p>VMS _____</p> <p>Residential _____</p> <p>IODCS _____</p> <p>Integrated Auto. Att. _____</p> <p>Credit Limit _____</p> <p>CAS/Main Sat. _____</p> <p>FTN _____</p> <p>PRI _____</p> <p>Answer Detection _____</p> <p>WelCOMM GuestMail _____</p> <p>E911 _____</p> <p>BRI _____</p> <p>Alternate 0+ Routing _____</p> <p>Version Up _____</p> <p>ANI Networking _____</p> |
| Screen 2.1.4.2, page 5<br><i>Station Basic Class Display,</i>  | <p>Prior to release 9.0, there was a system option in screen 2.1.2.1 called STA TO ROOM ANI DISPLAY. This option is now a BCL option called ANI DISPLAY SELECTION. Therefore, the information is NOT maintained during ADG. You must program BCLs as desired for ANI DISPLAY SELECTION.</p>   |
| Screen 2.1.9.1.17<br><i>E911 Interface Administration</i>  | MDN of Teledent STS™ hunt group.  |

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## APPENDIX B COMMON ERRORS

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### Overview

This appendix contains common errors that result from ADG. Many of the errors indicate that some data was not accepted during the version-up (ADG) process; others indicate that a conflict in data resulted from ADG. While these errors are expected, the error list should be looked at in detail, and in most cases, *data should be reentered to correct errors.*

The *Error Messages Guide*, which is part of your system documentation, contains additional system error numbers with explanations.

### Errors

| Error Number | Error Command Format   | Error Text Printout and Explanation   |
|--------------|--|---|
| 005024       | TXT:RSNR,<br>SN=X,TXTN='AAAAAAAAA';<br>LID:RMCR,DN=XXXX,RMC=X; | <p>"Cannot be changed in offline."<br/>This data can be input only when the system is in the on-line mode. Since ADG is performed when the HCX is in the offline mode, this data could not be "carried over."</p> <p><b>Correction:</b><br/>Reenter Room Status text in screen 2.1.9.4.7.<br/>Reenter Room Type in screen 2.1.9.4.38</p>  |
| 006010       |  | <p>"Uninstalled port number."<br/>This means that a package that was assigned in the "old" database is not assigned in the upgraded database.</p> <p><b>Correction:</b><br/>Reinstall the package in screen 2.1.1.2.</p>  |
| 069012       |  | <p>"Mailbox number range beyond the limit."</p>   |
| 037001       |  | <p>"Station number is a dead number."<br/>The station number is "dead" because the package is not assigned.</p> <p><b>Correction:</b><br/>Assign the package in screen 2.1.1.2.</p>   |
| 008003       | TRD:ADCH,TGN=20,DEL=0;   | <p>"Specified trunk group number must be bothway or INC (incoming)."<br/>This information could not be properly transferred, because:</p> <ul style="list-style-type: none"> <li>• TGN (Trunk Group Number) was newly defined during ADG as an outgoing trunk (OGT) only.</li> <li>• Translation data still exists for TGN in screen 2.1.9.2.6.</li> <li>• Digit translation is only allowed on incoming (ICT) or bothway (BWT) trunks.</li> <li>• In the "old" database, TGN was registered as a BWT.</li> </ul> <p><b>Correction:</b><br/>This error does not require any action.</p> |

*continued...*

| Error Number | Error Command Format         | Error Text Printout and Explanation   |
|--------------|------------------------------|---|
| 040332       | LID:SANR,DN=XXX,AC=XX,N=#XX; | <p>“Input DN (directory number) is not allowed registration.”</p> <p>Some Abbreviated Dial Codes that include the “*” or a “#” symbols are not carried over during ADG.</p> <p><b>Correction:</b><br/>Check errors, and reenter from phone.</p>   |
| 040481       | LID:SANR,DN=XXX,AC=XX,N=#XX; | <p>“Specified station is not allowed for the AUC function (BCL).”</p> <ul style="list-style-type: none"> <li>• The station specified in the error message had a BCL that allowed an authorization code to be registered.</li> <li>• An authorization code was registered for the station at the CMAT.</li> <li>• As a result of ADG, the BCL was changed to not allow authorization code registration.</li> </ul> <p><b>Correction:</b><br/>Change the BCL to allow authorization codes in screen 2.1.4.2.<br/>Reenter the authorization code in screen 2.1.9.4.32.</p> |
| 040443       |                              | <p>“HGF members can’t have CW to VM” Beginning with release 9.0, HGF members cannot have call waiting with coverage to VMS enabled. (The pilot may have the BCL bit enabled.)</p> <p><b>Correction:</b></p> <ul style="list-style-type: none"> <li>• The system creates a key group without HGF enabled.</li> <li>• Turn off call waiting with coverage to VMS in the BCL or assign the members to a BCL that does not have it enabled.</li> <li>• Then assign the HGF feature to the group in screen 2.1.9.4.5.</li> </ul>   |

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## APPENDIX C APPLYING THE AUTOPATCH DISK

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- Overview** In release 6.1, a patching tool, the program auto-update, was developed, which:
- Determines the present patch level of a system
  - Automatically patches the system up to the current patch level using the autopatch disk (program auto-update floppy diskette).
  - Can be used in systems with release 6.1 software and higher.
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### Procedures

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- Requirements** The system must be on-line (call-processing capable) to use this procedure.
- A CMAT printer must be connected to the CMAT and be operational.
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- RCD** Do an RCD save by pressing <F4> in online screen 2.0, Data Administration Main Menu to RCD to HDD only.
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- Install disk** Install the autopatch disk into the floppy drive.
- Note:* Release 6.2 systems have two disks: #1 and #2.  
Install disk #1, and proceed according to “[Instructions](#)” on page C-2.  
Then install disk #2.
-

**Instructions**

Proceed with the autopatching in the following way:

- 1 Go to screen 2.7 (off-line), System Upgrade, and follow the prompts on the screen to begin the autopatch update.
  - 2 Upon completion of each patch, the system prints a “successfully applied” message on the CMAT printer.
  - 3 After all patches are applied, “OK: File transfer finished.” is displayed in offline screen 2.0, Offline DGN Main Menu.
  - 4 Power down and reload the system. The current patch level is displayed on the CMAT *Please Press SEND* screen.
  - 5 Copy patches back to system floppy disks (on-line screen 2.5.2.1).
- 

**About screen 2.7** For systems with 6.1 software and higher, screen 2.7 (off-line), System Upgrade:

- Can be viewed while in the on-line mode.
  - Is used for autopatching in the on-line mode
  - Is used for ADG in the off-line mode
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