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Digital Switching Systems

DMS-ACD Call Center MIS

Conversion to RT-100 Stand-alone Guide

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Second release includes information about the *static* command, which converts RT-100 version 27.3 to stand-alone status.

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About this guide

This guide is intended for anyone interested in the conversion of an RT-100 system to stand-alone mode (without the X.25 link to a DMS-100 switch).

Related publications

The following Northern Telecom publications contain additional information about RT-100 as it relates to Call Center MIS.

297-2671-545	*DMS-ACD Call Center MIS, Maintenance and Administration Guide*
297-2671-310	*DMS-ACD Call Center MIS, RT-100 Report Conversion Guide*

Chapter 1:
Operational description

The conversion utilities described here work only for RT-100 versions 27.3, 30.0.3, and 30.0.4.

Do a complete back-up before converting an RT-100 to stand-alone mode. (See *RT-100 Installation & Maintenance Guide* , section 5.)

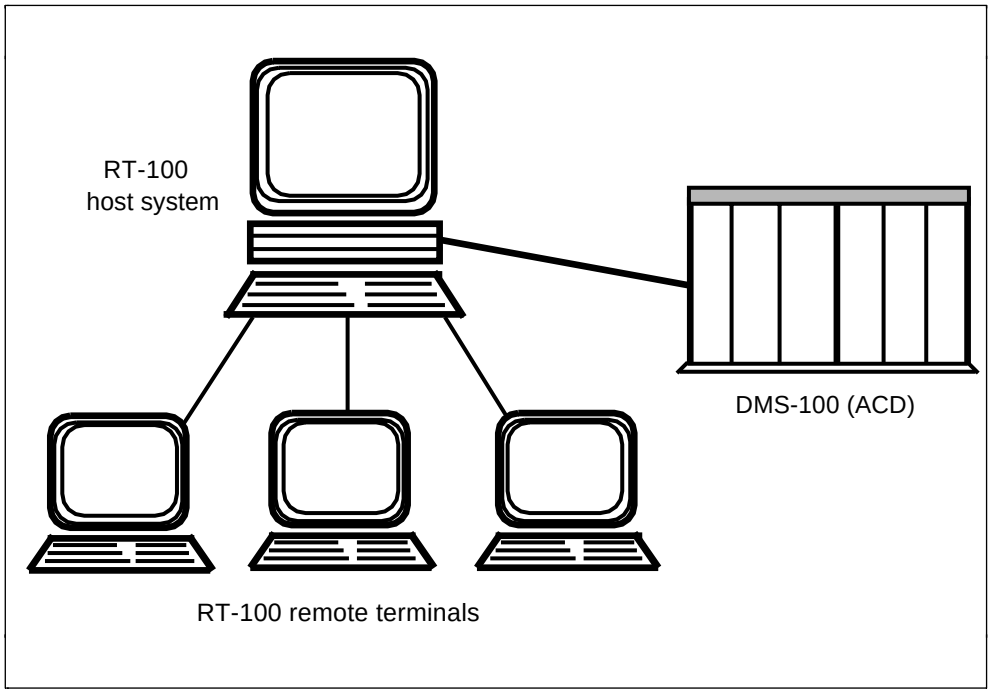
The conversion of an RT-100 host system to stand-alone mode, that is, to operation without the X.25 link to a DMS-100 (DMS-ACD), occurs by running a conversion utility. The utility, which comes on a floppy disk, modifies RT-100 files to allow stand-alone operation.

Use the conversion utility, *static* , to convert RT-100, version 27.3 files. Use *transd* to convert the files of versions 30.0.3, and 30.0.4.

> ***Note:*** Be sure to run the conversion utility while the RT-100 is connected to the DMS-100.

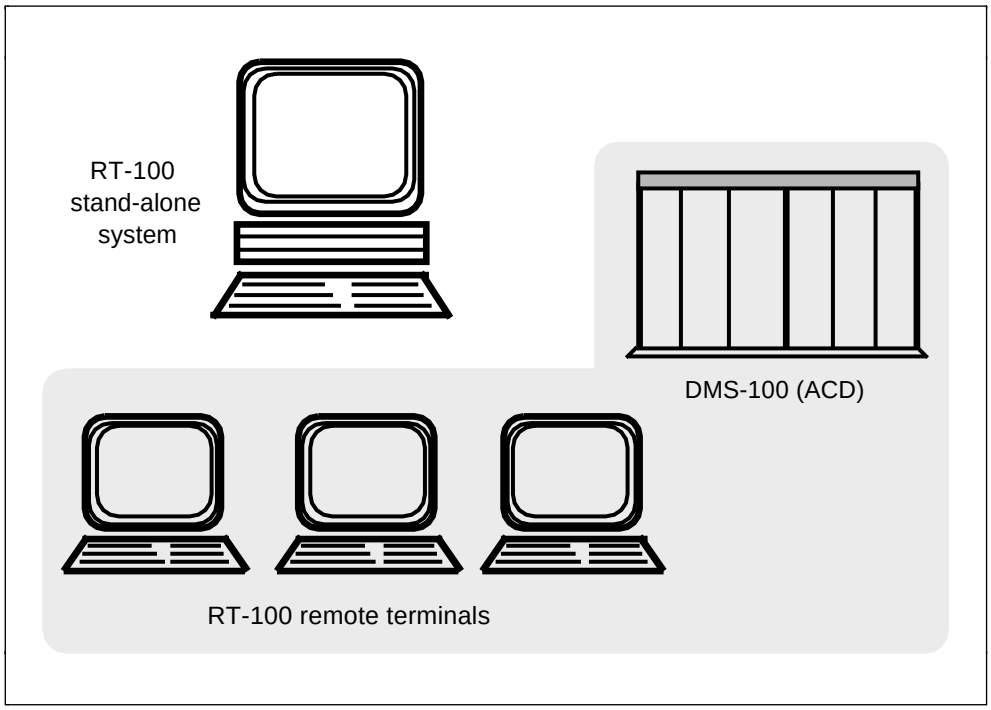
Figure 1-1 depicts an RT-100 system with remote terminals connected to a DMS-100.

Figure 1-1
RT-100 system



After running the conversion utility, the RT-100 host comes up in stand-alone mode and is no longer able to communicate with the DMS-100. At that point you may disconnect the cable that connects it to the DMS-100. Figure 1-2 depicts an RT-100 system in stand-alone mode.

Figure 1-2
RT-100 in stand-alone mode



Once the RT-100 host system has been converted to stand-alone mode, it accumulates no new RT-100 data and is limited to reporting data collected before the conversion. Other exceptions to normal operation are the following.

- Remote terminals connected to the RT-100 system are no longer operative.
- Set Archive Schedule under System Configuration to (-) for no archiving.
- Ignore real-time screen information since it reflects queue and agent displays as they were when the system configuration was last captured in the *fedlog*. (See "fedlog file.")
- RT-100 features, such as load management, that originate in the DMS-100 no longer operate.
- You may generate historical reports for all time periods up to the day of transition to stand-alone operation.

- The RT-100 system supports a dot-matrix printer but not a laser printer.
- If it is running, the RT-100 system shuts down and re-starts as usual at midnight.

fedlog file

When you run the conversion utility, it searches the terminal's hard drive for the most recent initialization file ("fedlog"). If it fails to find a fedlog, you may either define one or have the utility create one. (For the conversion utility to create a fedlog, your RT-100 system must be connected to a DMS-100.)

Temporary conversion of stand-alone RT-100 to CC MIS

If you wish to use this RT-100 system as a CC MIS supervisor terminal, re-boot it with a TCC MIS program on a floppy disk and connect the terminal to the CC MIS system.

To return to RT-100 operation, restore the RT-100 system completely from the back-up tape.

Permanent conversion of stand-alone RT-100 to CC MIS

To convert a stand-alone RT-100 system permanently to a CC MIS supervisor terminal you must re-format the hard drive. Convert the RT-100 XENIX partition by running a lower-level format. Then install MS-DOS to accommodate Windows and the CC MIS application. Finally, connect the terminal to the CC MIS host.

Chapter 2:
Terminal conversion

Proceed as follows to convert a terminal to stand-alone RT-100 mode.

1. If the RT-100 system is up, shut it down by selecting option 1 at the Maintenance menu. (See section 5 of the *RT-100 V30.0 Installation and Maintenance Manual* for information.)
2. Press **ALT+F3**. Then at the Log-in prompt enter **root** and at the Password prompt enter the password.
3. Insert the RT-100 Static System Utility (*transd* or *static*) floppy disk in drive A of the terminal.
4. Depending on the size of floppy disk you use, from the root:/> directory type one of the following:
   - for 3 1/2-inch disk: **tar xv6** and Enter
   - for 5 1/4-inch disk: **tar xv2** and Enter.
5. Remove the disk when the files have been copied to the root:/> directory.
6. From the root:/> directory execute the transition utility by typing either **static** (for RT-100 version 27.3) or **transd** (for RT-100 version 30.0.3 or 30.0.4) and pressing Enter.

   Note: The conversion utility changes the pcontrl.data file to eliminate dmsfed. Thus the link to the switch is disabled and back-ups are no longer possible.

   The conversion utility searches for an initialization file (fedlog) to use for stand-alone operation.

   - If the conversion utility finds this day's fedlog in the /u/perim/work directory, you may answer Yes when a screen message asks if you wish to accept it. Or you may enter the name of a different fedlog to use. Or you may have the conversion utility create a current day's fedlog. (This last option requires a connection to the switch.)

- If the conversion utility fails to find this day's fedlog, you are prompted to enter the name of a fedlog or have the utility create one.

Note: If you have the conversion utility create a fedlog, it re-boots the system to do so and you must repeat the preceding steps beginning with #2.

7. When the transition has finished, the screen asks if you want to "start the linkless system." You respond Yes (Y), No (N), or Quit (Q).
   - **Yes** re-boots the system, finishing the transition to RT-100.
   - **No** returns you to the root:/> directory. Re-boot the terminal with the *sync;sync;reboot* command and the transition to RT-100 is complete.
   - **Quit** returns you to the root:/> directory and cancels the RT-100 transition.

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