
Loading the iVoice AS/400 Host Software

Load the CD labelled "iVoice 3030 Host Software" into the CD drive. Sign on to the iBM i as the Security Officer (QSECOFR) and follow the steps below:

- Step 1**..... If your i5/OS is V6R1 or higher, change the QFRCCVNRST system value to 2.
CHGSYSVAL SYSVAL(QFRCCVNRST) VALUE('2')
- Step 2**..... End all iVoice applications, the dispatcher and the iVoice subsystem on the iBM i. If iAgent (Agent Integrator) is installed, all agents must log off the system and the ACD Queue Manager must be stopped.
- Step 3**..... Verify that no objects in the iVoice libraries are in use:
WRKOBJLCK OBJ(*LIBL/IVS) OBJTYPE(*LIB)
WRKOBJLCK OBJ(*LIBL/IVSD) OBJTYPE(*LIB)
- Step 4**..... Save a copy of the current version of iVoice before the upgrade:
CPYLIB FROMLIB(IVS) TOLIB(IVSxxxx)
CPYLIB FROMLIB(IVSD) TOLIB(IVSDxxxx)
Where xxxx is the current version. I.e. 3005
- Step 5**..... Add the iVoice libraries to your library list using the following commands:
ADDLIBLE IVS
ADDLIBLE IVSD
- Step 6**..... From a command line type in the following command:
LODRUN DEV(OPTxx)

The LODRUN command will automatically update your existing IVS and IVSD libraries. Once completed, you will receive a message at the bottom of your screen advising you that the update completed normally.

Updating your iVoice application programs

Recompile all your iVoice Application programs.