



CallPilot Release 4.0 Service Update 2

Date: 13 June 2006

Service Update 2 for CallPilot 4.04

Description:

This package contains Service Update 2 (SU02) and all General Available CallPilot 4.0 PEPs required to be installed on a server that has been installed with, or upgraded to CallPilot 4.0 (build 04.04.04.00.).

CP40404SU02S CallPilot Server Software CP4.0 SU02:

This package includes many fixes and enhancements to the CallPilot Server software. For a detailed list, please refer to the section "[List of Fixes and Enhancements included in Service Update 2](#)" at the end of this document.

CP40404SU02S now becomes a prerequisite for installing all future PEPs on CP4.0 until the introduction of SU03.

Important

It is required, that all CallPilot Manager software be upgraded to the latest CallPilot 4.0 release version.

It is required, that all Application Builder Clients be upgraded with the latest CallPilot 4.0 release version of Application Builder.

It is required, that all CallPilot Reporter software be upgraded to the latest CallPilot 4.0 release version.

PEPs for CallPilot Server (inside this package)

This SU contains the following General Available CP4.0 SU02 PEPs. These PEPs will be automatically installed with the installation of CP4.0 SU02.

General Available CP4.0 SU02 PEPs:

PEP Name	CR	Title
CP404S02G09S	Q01294865	Users Unable to Login to CallPilot. Event ID 36219 Generated
	Q01312262	The number specified for 'CDPCode' conflicts with mailbox

	Q01349246	LDAP service on CP Server is terminated
CP404S02G10S	Q01322944	Call revert back to CallPilot get dropped after TAT
CP404S02G11S	Q01093739	Generate major alarm if connection to Reporter is left down for extended period
	Q01159834	Events 41015, 41016 need to be created
	Q01164007	Event 41017 needs to be created
	Q01303303	Reporter shows all zero's OM not collecting on the Blue database
	Q01307621	Calls RNA/Event ID 1 SQLany Fatal Error Memory Exhausted
	Q01324083	CP Reporter fails to connect to CP Server
CP404S02G14S	Q01263772	Unable to set Directory Sync password after upgrade
	Q01347180	VPIM(SMTP) connection time-out configuration parameter is required
CP404S02G19S	Q01358294	CallPilot Desktop message timestamp is 1 hour ahead of the current time
CP404S02G20S	Q01150402	Backup/Restore - allows backup to local CallPilot server disk drive
CP404S02G21S	Q01290499	Call Sender fails when remote users login to their mailbox at the main site
	Q01357470	CallPilot rejects all login sessions
CP404S02G25S	Q01370713	Event Severity can no longer be overridden when using NBflt_ReportEvent
CP404S02G26S	Q01385691	Cannot play wav files when forwarded with MFR to email address
	Q01386419	MFR may not send all attachments
	Q01353705	Message forwarding rule fills up C:\windows\temp directory
	Q01357848	Names Across the Network does not propagate when using VPIM networking
	Q01306183	CallPilot didn't turn off MWI after receiving return receipt from Exchange server

Limited Available CP4.0 SU02 PEPs:

PEP Name	CR	Title
CP404S02L06S	Q01344164	Cannot detect Dongle Serial Number after installing CP4.0 SU02 on 1005r platform

For more details on the individual PEPs please refer to the readme.txt file that is included with each PEP.

Installing SU02:

Please read this section in its entirety before proceeding.

PEP CP40404SU02S is intended to be installed on a CallPilot Server running CallPilot 4.0 software (build 04.04.04.00).

Note 1:

You must install both PEP CP40404SU02S and the latest CallPilot 4.0 release CallPilot Manager on the CallPilot Server at the same time. Just follow the instructions below.

The readme.txt file contains short instruction on how to install both PEP CP40404SU02S and CallPilot Manager (CP404S02G04C or later) on the CallPilot Server. You can use this document or the readme.txt file as a guide to install PEP CP40404SU02S and CallPilot Manager.

Note 2:

If you are using CallPilot Reporter, you must install the latest CallPilot 4.0 release CallPilot Reporter version.

If you are using the AppBuilder application, you must also install the latest CallPilot 4.0 release AppBuilder version.

Note 3:

Ensure there is a recent backup available prior to installing this Service Update. It's always recommended that a backup be performed (or split RAID) just prior to performing any server maintenance activity to ensure the most recent customer data is available should a restore be needed.

Note 4:

Before installing any PEP please ensure that there is no any DFD PEP (CP404DFDxyzS) installed on CallPilot Server. Any DFD PEP must be uninstalled before installing any regular PEP (General, Limited, Diagnostic, or Restricted). DFD PEP provides site-specific files and could have adverse affects if combined with other PEPs.

Please contact your next level of support before installing any other PEPs on the system with DFD PEP installed.

Note 5:

Once Cumulative PEP CP40404SU02S and CallPilot Manager have been installed on CallPilot Server, please remove all temporary SU and CP Manager files by deleting the CP40404SU02S and CP404S02G04C folders from D:\TEMP directory. After that empty Recycle Bin.

Note 6:

PEPs that are in the limited or restricted status are removed during the installation of CP40404SU02S. The associated version of the limited or restricted PEP with CP40404SU02S will have to be installed once the installation of CP40404SU02S is complete.

SU01 Version	SU02 Version
CP404S01L04S	CP404S02L18S
CP404S01L14S	N/A (Integrated into SU02)
CP404S01R16S	N/A
CP404S01L21S	N/A (Integrated into SU02)
CP404S01L22C	N/A (Integrated into CP404S02G04C)

This PEP installs Service Update 2 and the following PEPs on the following CallPilot platforms:

- Target platforms – 201i, 703t, 1002rp
 - ✓ CP40404SU02S
 - ✓ CP404S02G09S
 - ✓ CP404S02G10S
 - ✓ CP404S02G11S
 - ✓ CP404S02G14S
 - ✓ CP404S02G19S
 - ✓ CP404S02G20S
 - ✓ CP404S02G21S
 - ✓ CP404S02G25S
 - ✓ CP404S02G26S

- Target platform – 1005r
 - ✓ CP40404SU02S
 - ✓ CP404S02L06S
 - ✓ CP404S02G09S
 - ✓ CP404S02G10S
 - ✓ CP404S02G11S
 - ✓ CP404S02G14S
 - ✓ CP404S02G19S
 - ✓ CP404S02G20S
 - ✓ CP404S02G21S
 - ✓ CP404S02G25S
 - ✓ CP404S02G26S

Step by Step instructions for installing PEP CP40404SU02S and CallPilot Manager on the CallPilot Server:

The installation of PEP CP40404SU02S should take place from the D:\TEMP folder:

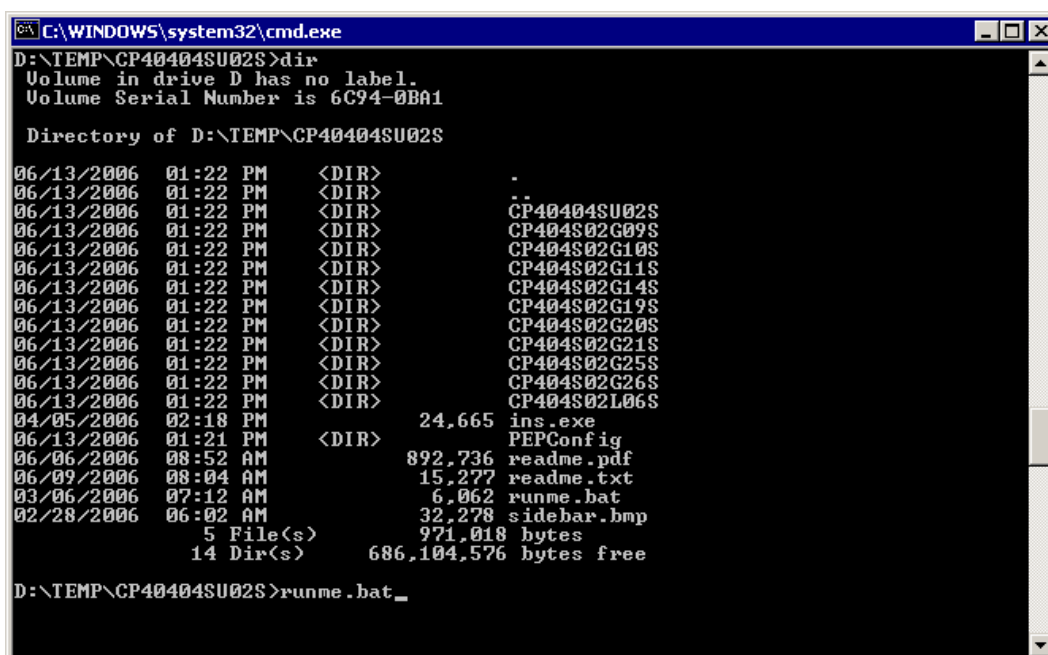
- If you are going to install SU02 using the PEP CD, copy the CP40404SU02S folder to the D:\TEMP folder.
- If you are going to install SU02 using the Enterprise Solutions PEP Library (ESPL), then download CP40404SU02S.exe from ESPL and unzip the CP40404SU02S.exe to the D:\TEMP folder.

The installation of CallPilot Manager should take place from the D:\TEMP folder:

- If you are going to install CallPilot Manager using the PEP CD, copy the CP404S02G04C folder to the D:\TEMP folder.
- If you are going to install CallPilot Manager using the Enterprise Solutions PEP Library (ESPL), then download CP404S02G04C.exe from ESPL and unzip the CP404S02G04C.exe to the D:\TEMP folder.

Installing PEP CP40404SU02S

1. Close all programs currently executed on the CallPilot server.
2. Open the command window and change the current folder to the D:\TEMP\CP40404SU02S folder.



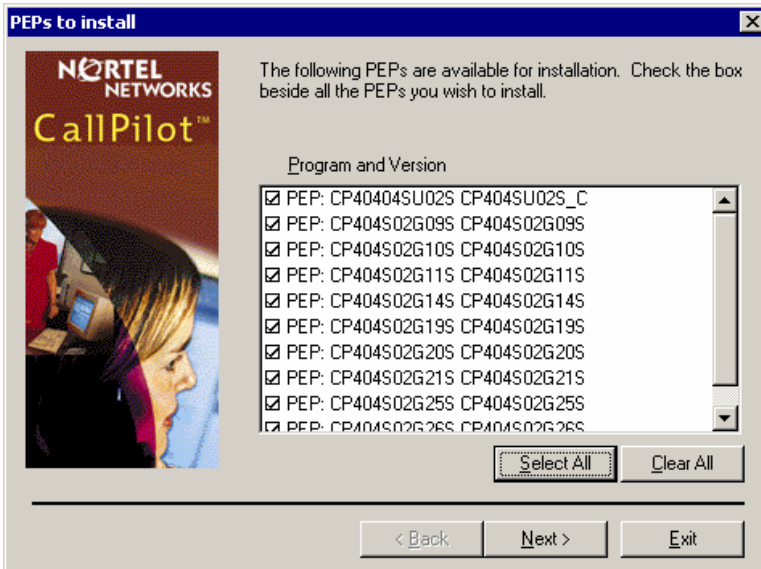
```
C:\WINDOWS\system32\cmd.exe
D:\TEMP\CP40404SU02S>dir
Volume in drive D has no label.
Volume Serial Number is 6C94-0BA1

Directory of D:\TEMP\CP40404SU02S

06/13/2006  01:22 PM    <DIR>          .
06/13/2006  01:22 PM    <DIR>          ..
06/13/2006  01:22 PM    <DIR>          CP40404SU02S
06/13/2006  01:22 PM    <DIR>          CP404S02G09S
06/13/2006  01:22 PM    <DIR>          CP404S02G10S
06/13/2006  01:22 PM    <DIR>          CP404S02G11S
06/13/2006  01:22 PM    <DIR>          CP404S02G14S
06/13/2006  01:22 PM    <DIR>          CP404S02G19S
06/13/2006  01:22 PM    <DIR>          CP404S02G20S
06/13/2006  01:22 PM    <DIR>          CP404S02G21S
06/13/2006  01:22 PM    <DIR>          CP404S02G25S
06/13/2006  01:22 PM    <DIR>          CP404S02G26S
06/13/2006  01:22 PM    <DIR>          CP404S02L06S
04/05/2006  02:18 PM           24,665  ins.exe
06/13/2006  01:21 PM    <DIR>          PEPConfig
06/06/2006  08:52 AM           892,736  readme.pdf
06/09/2006  08:04 AM           15,277  readme.txt
03/06/2006  07:12 AM             6,062  runme.bat
02/28/2006  06:02 AM           32,278  sidebar.bmp
               5 File(s)          971,018 bytes
               14 Dir(s)        686,104,576 bytes free

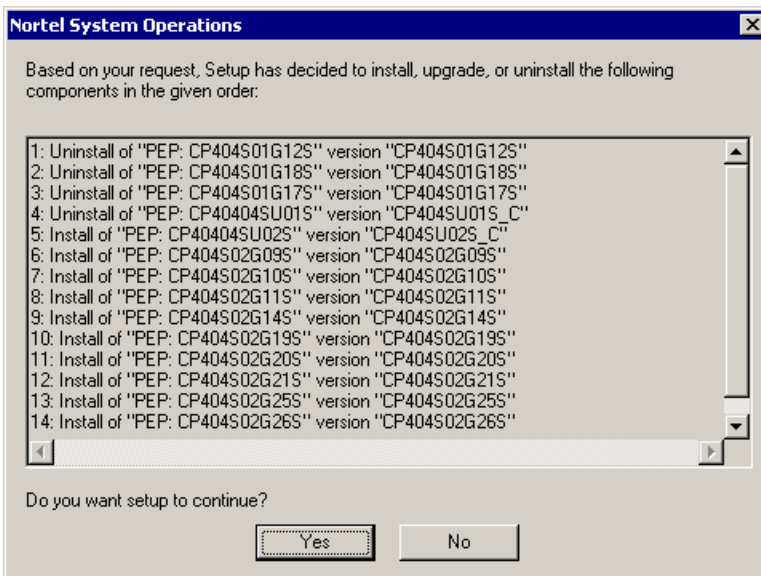
D:\TEMP\CP40404SU02S>runme.bat
```

3. Launch the RUNME.BAT included in the D:\TEMP\CP40404SU02S folder to start the installation.



4. You will be prompted to select the PEP to be installed. Click on the “Select All” button.
5. Click on the “Next” button to continue.

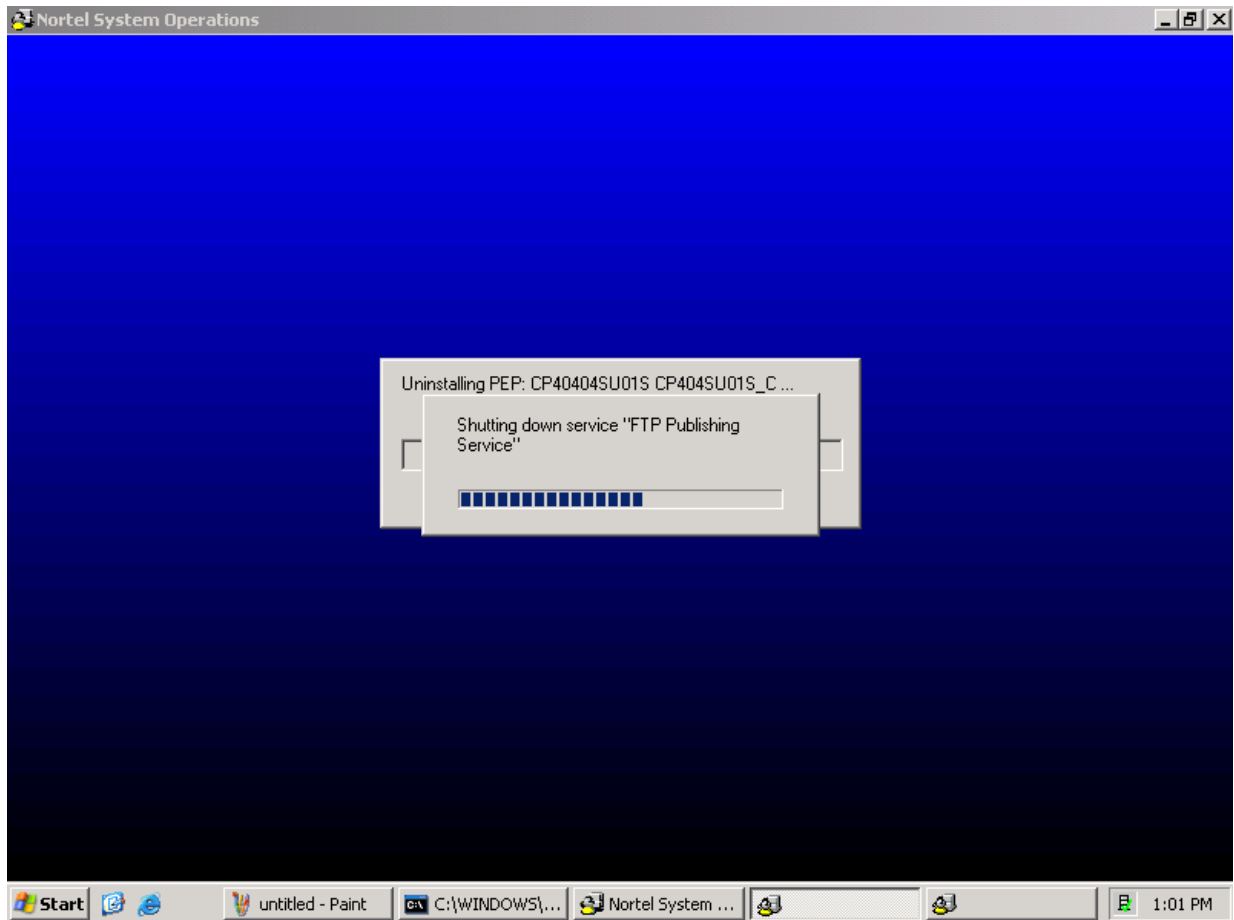
The setup routine will analyze a set of installed PEPs, you will be prompted to uninstall the previous PEPs.



A list of PEPs to uninstall on your CallPilot can be different from the list on the picture.

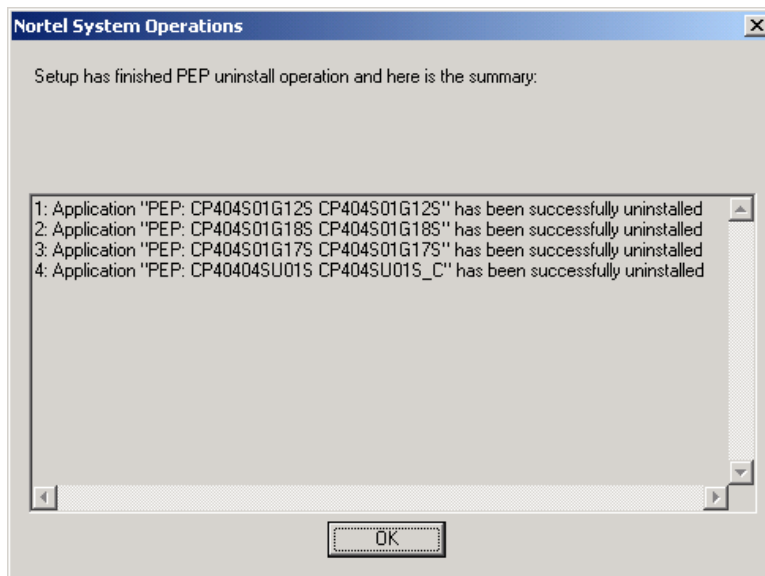
6. Click on the “Yes” button to continue.

Setup starts to uninstall PEPs.

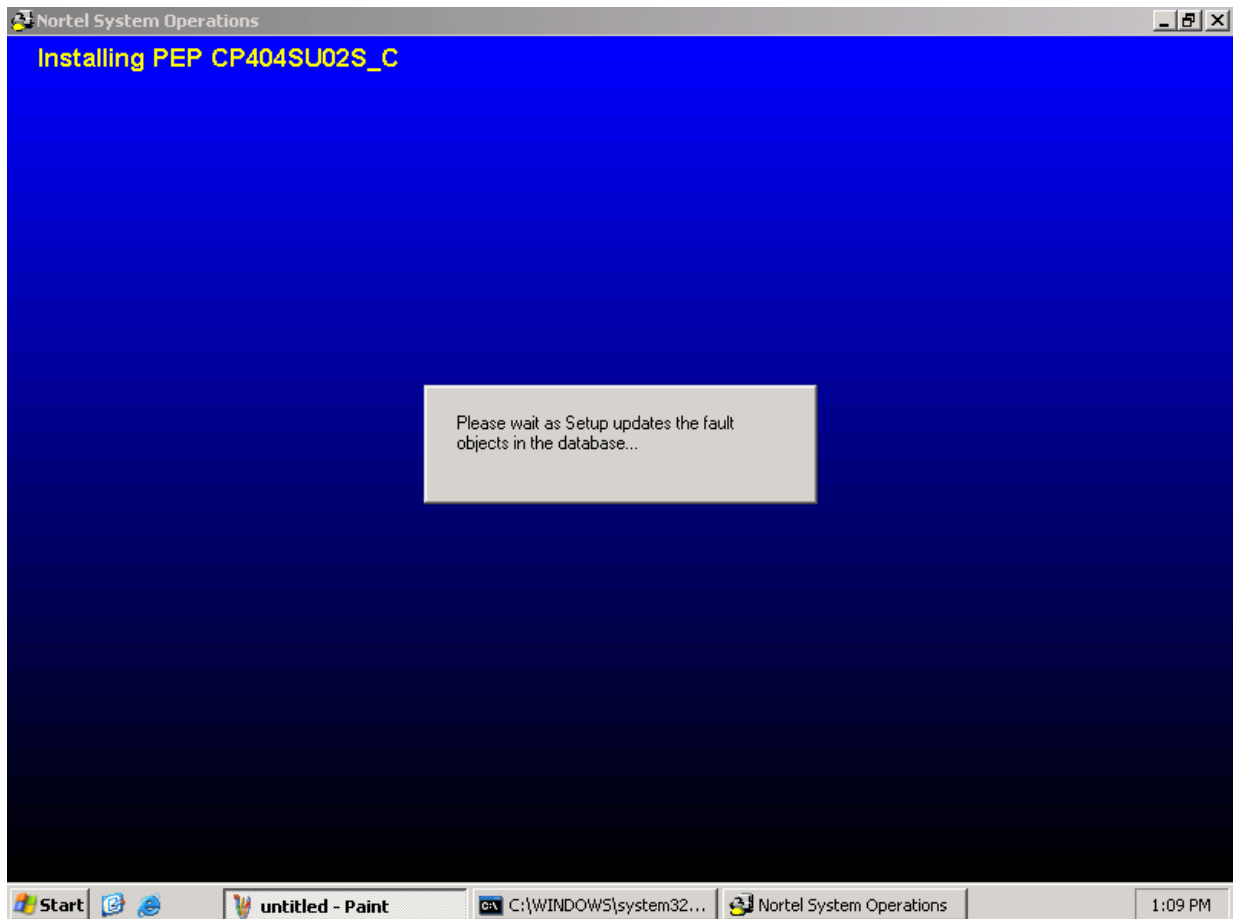


Please wait while the uninstall process completes.

Once the uninstall process completes, a window will appear with the uninstall status.

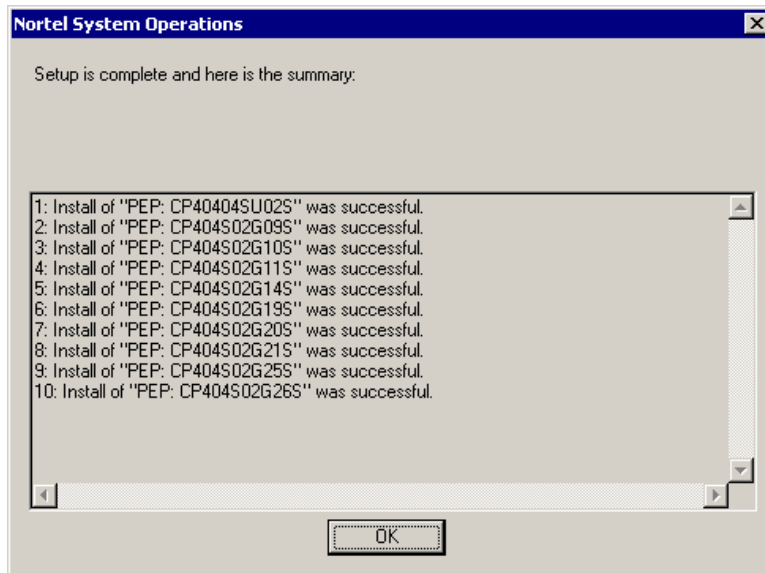


7. Click on the “OK” button to start of SU02.



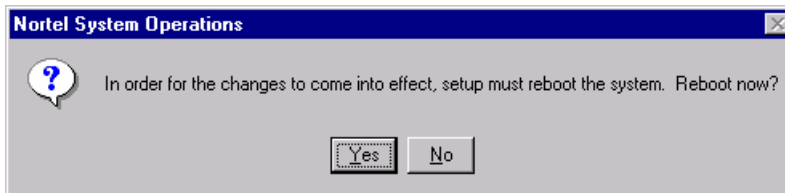
Setup starts to install SU02 and PEPs. Please wait while the installation process completes.

Once the install process completes, a window will appear with the status of the install operation.

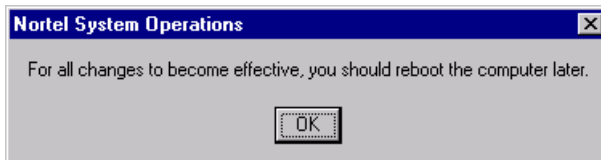


8. Click "OK" to continue.

You will be prompted that a reboot of the server is required.



9. Click on the "No" button to proceed without rebooting.



10. Click on the "Ok" button not to reboot.

Please start installing of the latest version of CallPilot Manager on the CallPilot Server.

Installing CallPilot Manager on the CallPilot Server

1. Disconnect all browsers currently connected to CallPilot Manager.
2. Change your current folder to the D:\TEMP\CP404S02G04C folder.



```
C:\WINDOWS\system32\cmd.exe
D:\TEMP\CP404S02G04C>dir
Volume in drive D has no label.
Volume Serial Number is 6C94-0BA1

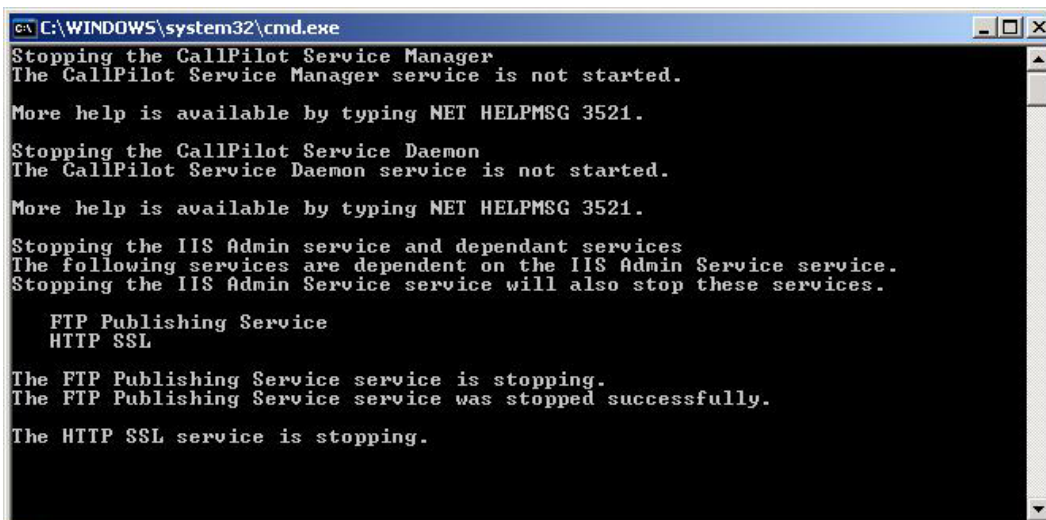
Directory of D:\TEMP\CP404S02G04C

03/06/2006  03:29 PM    <DIR>          .
03/06/2006  03:29 PM    <DIR>          ..
03/06/2006  03:29 PM    <DIR>          CallPilotManagerInstall
03/03/2006  05:32 PM             46 catalog.ecs
03/06/2006  03:29 PM    <DIR>          CP404S02G04C
06/27/2000  03:44 PM      45,136 psapi.dll
03/03/2006  05:51 PM           9,680 readme.txt
07/20/2005  07:33 AM       28,761 runme.exe
05/27/2003  02:39 AM      32,278 sidebar.bmp
           5 File(s)          115,901 bytes
           4 Dir(s)         540,487,680 bytes free

D:\TEMP\CP404S02G04C>runme.exe_
```

3. Launch the RUNME.EXE file included in the PEP CP404S02G04C folder. A new window will appear.

Setup stops and restarts the IIS server and related services.



```
C:\WINDOWS\system32\cmd.exe
Stopping the CallPilot Service Manager
The CallPilot Service Manager service is not started.
More help is available by typing NET HELPMSG 3521.

Stopping the CallPilot Service Daemon
The CallPilot Service Daemon service is not started.
More help is available by typing NET HELPMSG 3521.

Stopping the IIS Admin service and dependant services
The following services are dependent on the IIS Admin Service service.
Stopping the IIS Admin Service service will also stop these services.

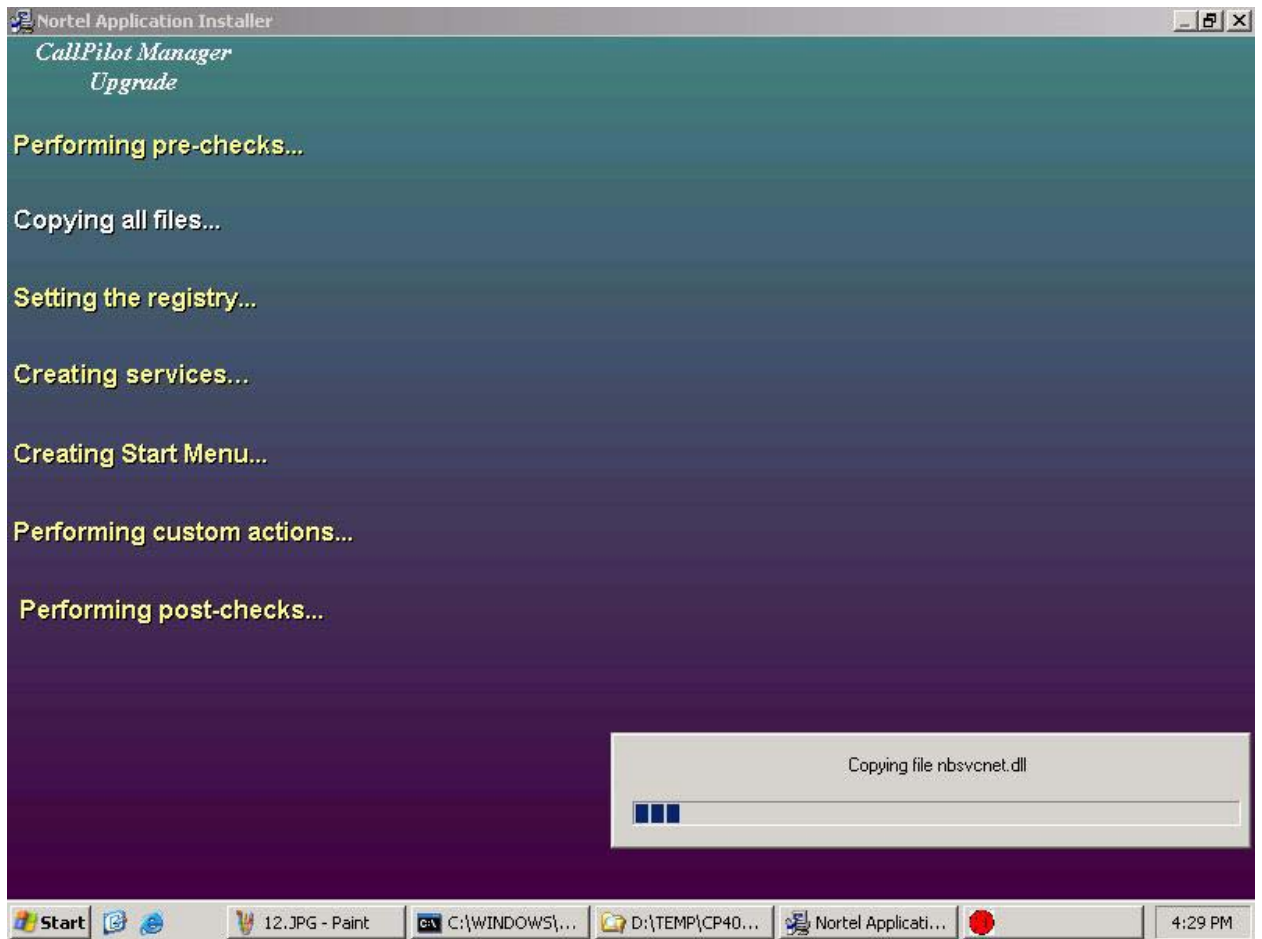
    FTP Publishing Service
    HTTP SSL

The FTP Publishing Service service is stopping.
The FTP Publishing Service service was stopped successfully.

The HTTP SSL service is stopping.
```

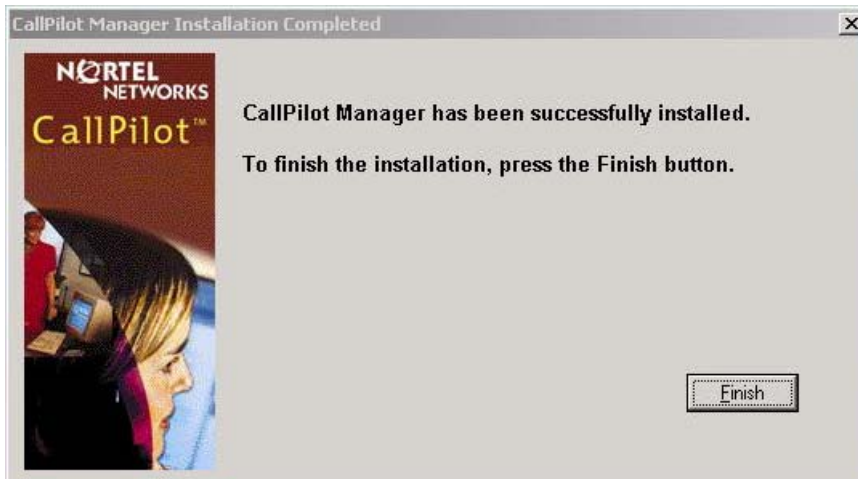
Please wait, it could take several seconds for the CallPilot Manager Installer to start.

Setup starts the installation of CallPilot Manager.

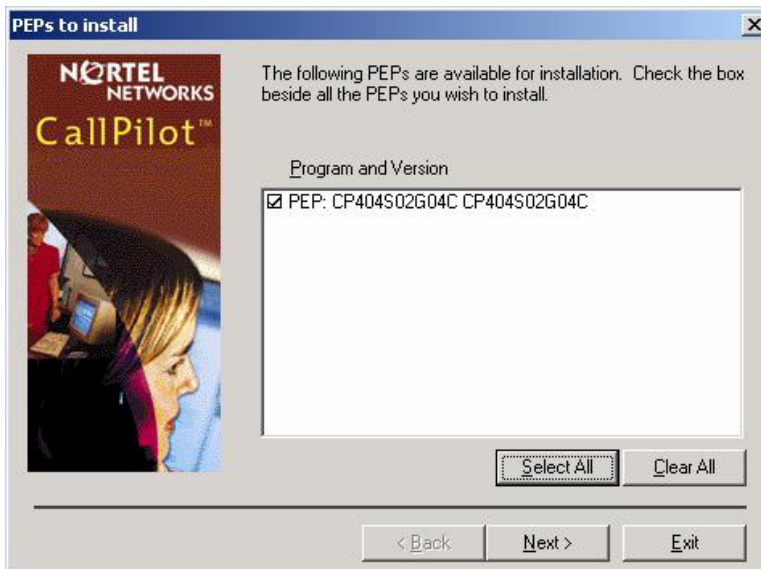


Wait for the installation to complete.

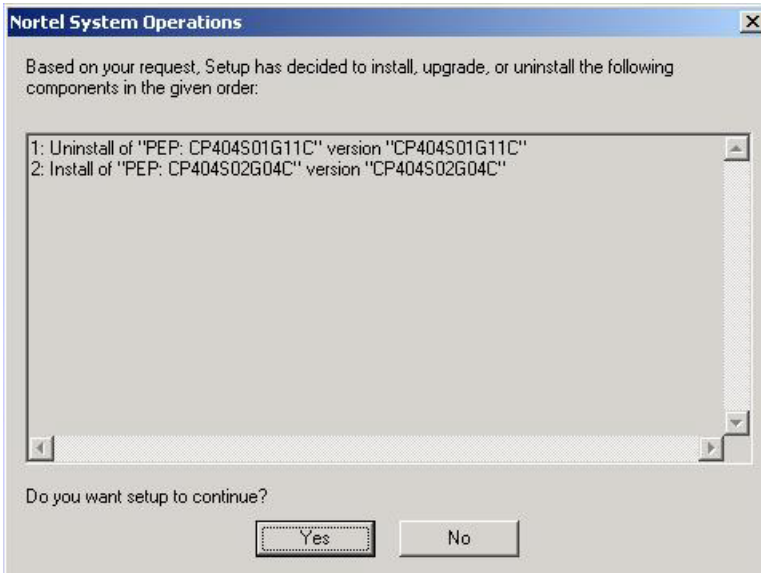
Once the install process completes, a window will appear with the status of the install operation.



4. Click on the “Finish” button to finish the CallPilot Manager installation and start the registration of CallPilot Manager in DMI Viewer.



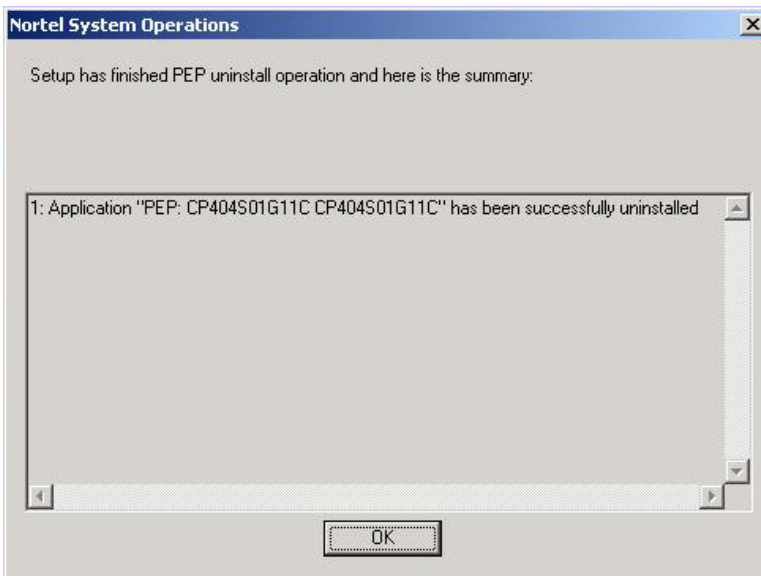
5. Click on the “Select All” button, the item “PEP: CP404S02G04C CP404S02G04C” will be checked. Click on the “Next>” button to continue.



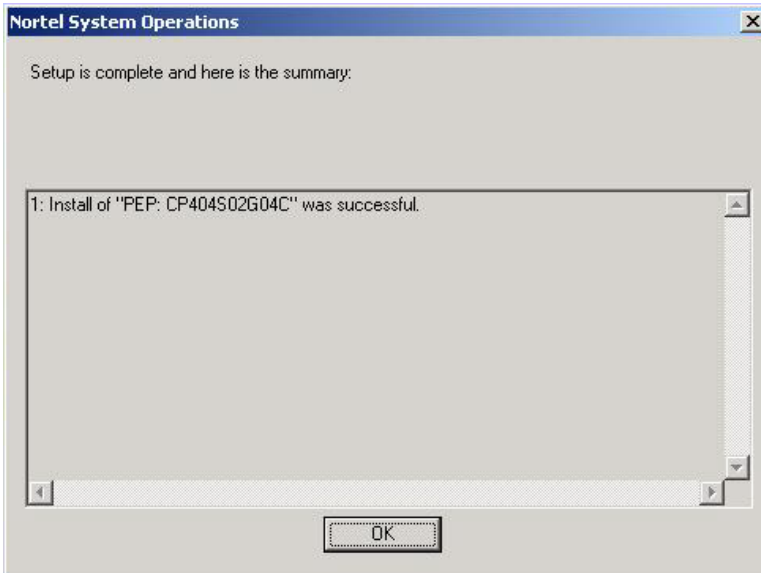
If the previous version of CallPilot Manager was registered in DMI, then you will be prompted to deregister the previous version of CallPilot Manager.

6. Click on the “Yes” button to proceed.

Wait for deregistration to complete.



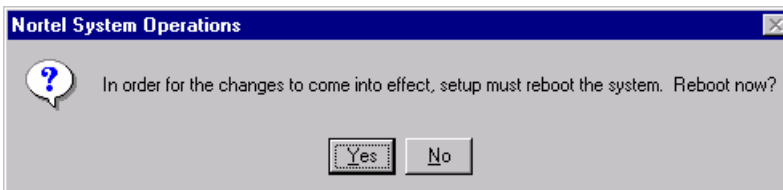
7. Click on the “OK” button to start the registration of CP404S02G04C.



8. Wait for the DMI Viewer Registration to complete. Click on the “OK” button.

The final reboot

You will be prompt to reboot the CallPilot server.



1. Click “Yes” to restart the CallPilot Server.

2. After rebooting, delete the CP40404SU02S and CP404S02G04C folders from D:\TEMP directory

CallPilot 4.0 Service Update 2 (CP40404SU02S) replaces the following PEPs:

- CP404S01G06S
- CP404S01G09S
- CP404S01G12S
- CP404S01G15S
- CP404S01G17S
- CP404S01G18S
- CP404S01G19S
- CP404S01G20S
- CP404S01G23S
- CP404S01G24S
- CP404S01G26S
- CP404S02G28S
- CP404S02G29S
- CP404S02G31S
- CP404S02G32S

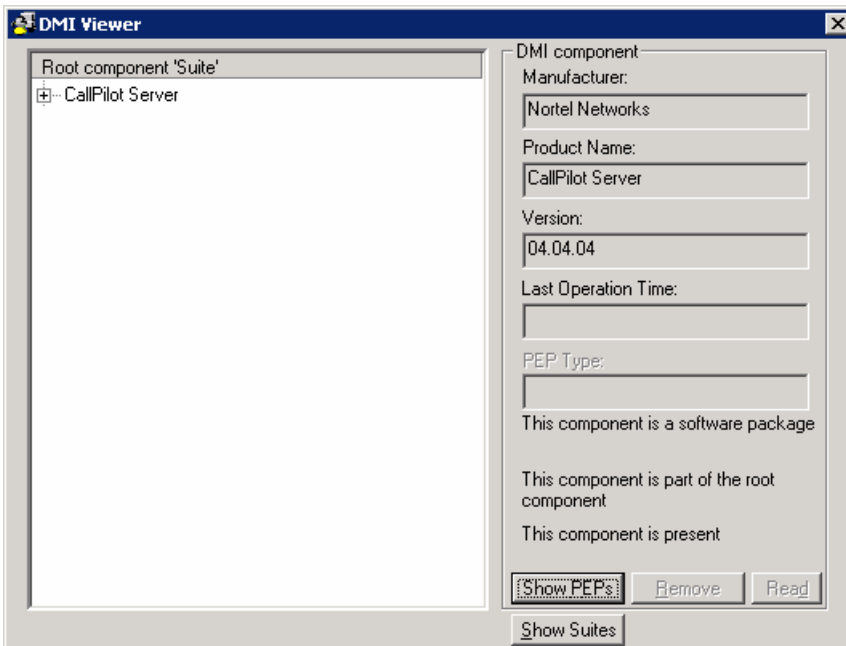
The replaced PEPs will be automatically uninstalled when CP40404SU02S is installed.

Uninstall:

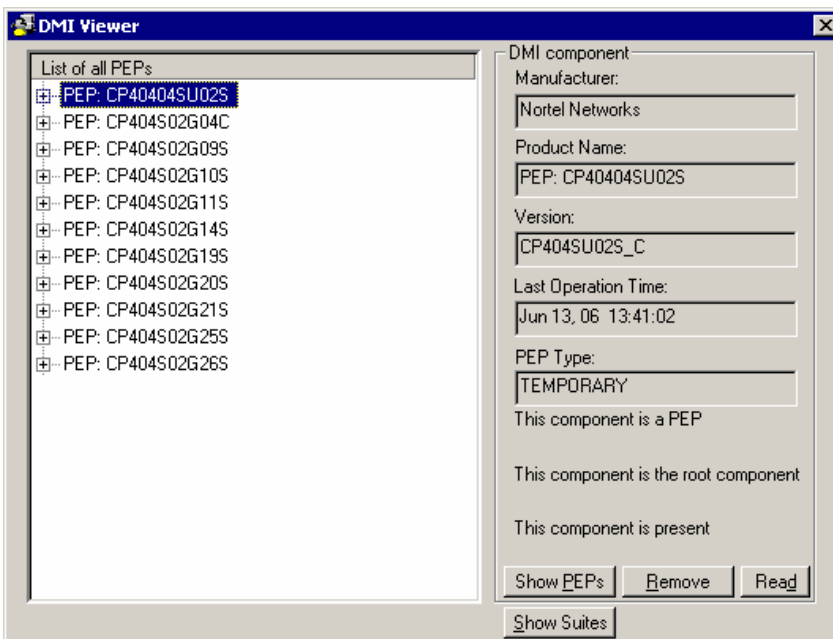
Go to Start>Programs>CallPilot>System Utilities>PEP Maintenance Utility.



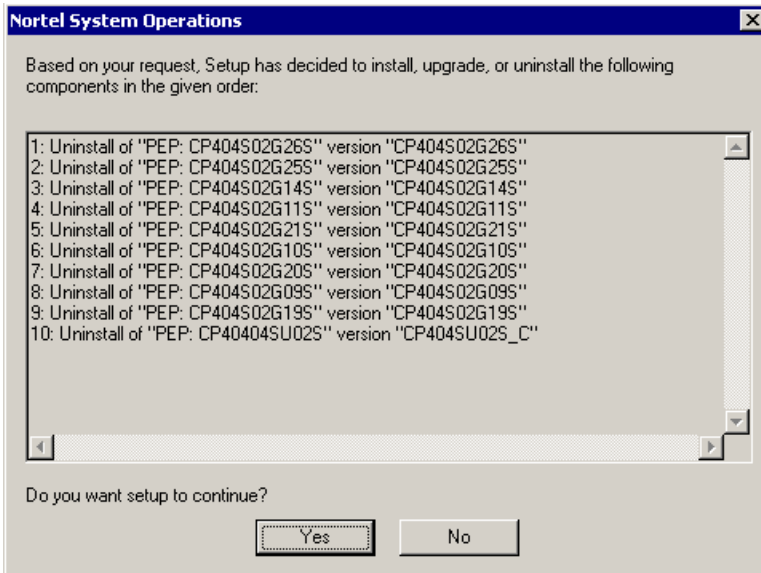
The DMI Viewer starts.



Click on the “Show PEPs” button.
 DMI Viewer shows all PEPs installed on the CallPilot Server.

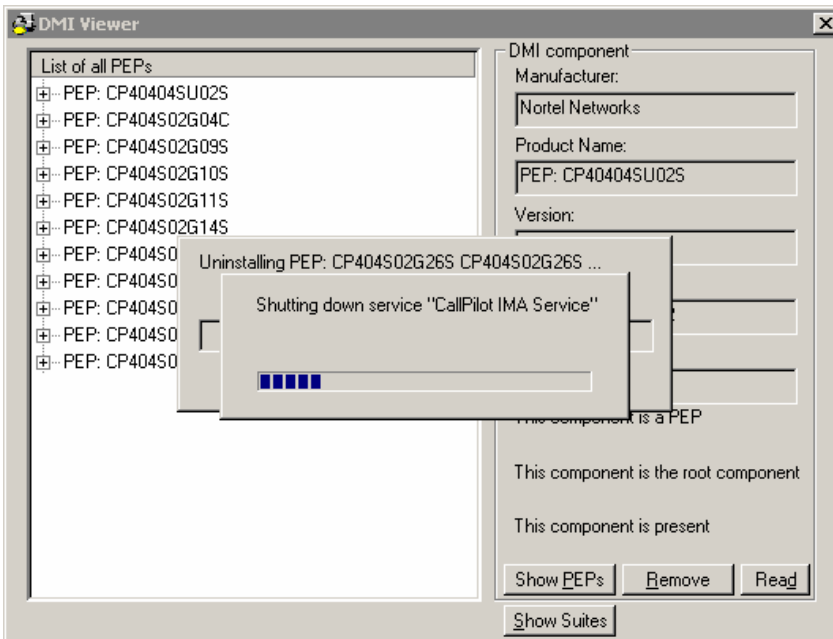


Select all of the PEPs you want to uninstall, and click Remove.
 (For example: CP40404SU02S).
 The “DMI Viewer Uninstall request” window will be appeared.

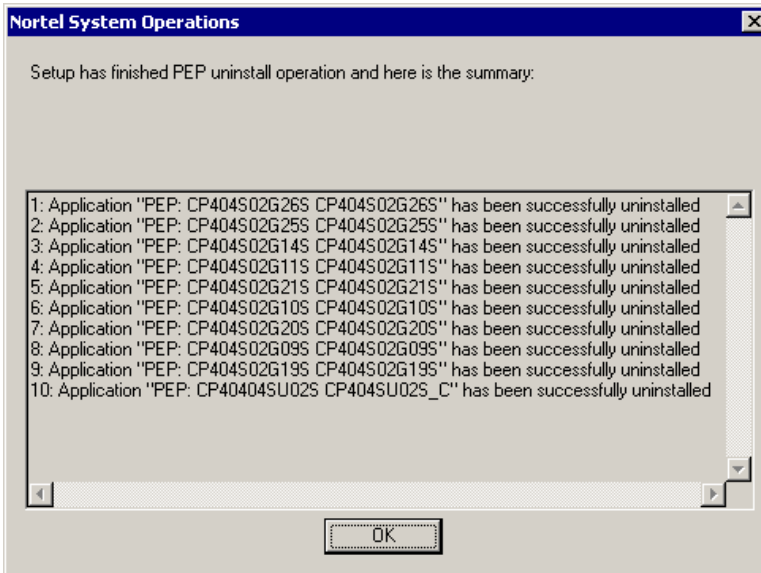


You will be prompted to uninstall the SU02 and all PEPs on top of SU02. Click on the “Yes” button.

The DMI Viewer will start to uninstall SU02 and all PEPs on top of SU02.

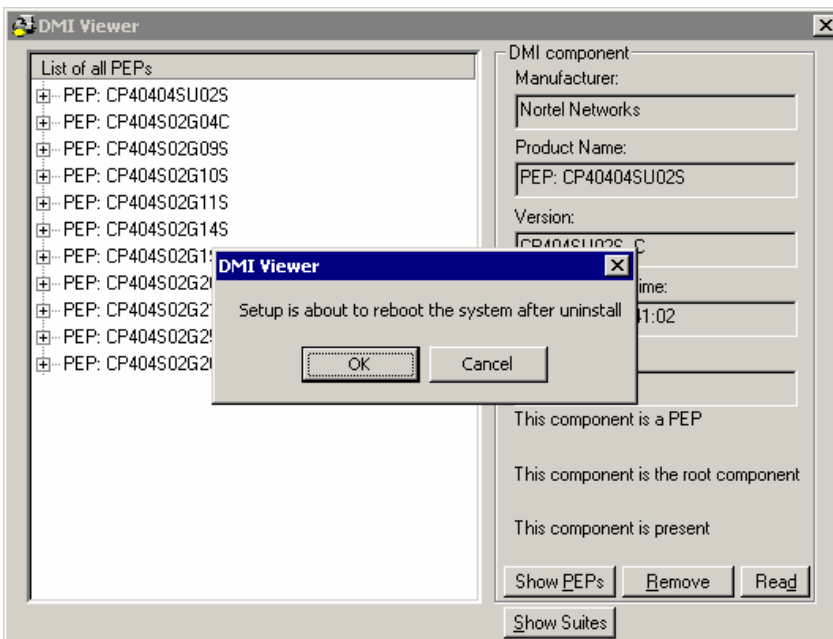


Setup starts uninstalling CP40404SU02S. Wait while the uninstall process completes.



A window will appear with the status of the uninstall operation. Click on the “OK” button to continue.

You will be prompt to reboot.



Click on the “OK” button to reboot the CallPilot server.

List of Fixes and Enhancements included in Service Update 2:

The following fixes and enhancements are addressed with CP40404SU02S:

CR	Title
Q00492049	Daylight Savings time switches at wrong time for Satellite users in different TZ
Q00681182	Backup/Restore: Status is incorrect in many situations
Q00935690	User can not modify the Device Name of the Backup device
Q00974310	Incorrect values displayed in system monitor
Q01098052	CallPilot desktop client cannot open some faxes intermittently
Q01113374	Mixed media message delivery fails to deliver fax to fax machine
Q01144655	Error handler blocking new backup/Restore operations
Q01150402	Allows backup to local CallPilot server disk drive.
Q01153542	Events 38007, 58207, & 55213 cause Ring-No-Answer
Q01159874	Database skipped during restore of system backup - restore log needs enhancement
Q01161747	It is not possible to re-add previously used mailbox
Q01175376	Get Single and Next Alarms always displays First Alarm in the nbflttst utility
Q01182198	CallPilot says "CallPilot is up and able to accept calls" in error
Q01183921	CallPilot is experiencing Ring-No-Answer when we make changes in DB values
Q01190522	Logging into CDN After Receiving RN to Telephone Not Playing AUI
Q01191953	MS outlook crashed, when a user compose the message with message forwarding rule
Q01192078	Incoming call on second line while user is logged into voicemail disconnects
Q01194934	A wrong message appears in Service Manager Window on platform 201i.
Q01197878	CallPilot not answering calls for 20 minutes
Q01198237	Upgrade Wizard utility can not continue after selecting backup medium
Q01200275	Debug Mode does not work in (Setup wizard) Telephony Board Validation page
Q01205992	Greetings restore for some user are skipped
Q01206692	Cannot migrate Temporary Remote Users
Q01211286	IMAP service crashes frequently with event 41505 rc=243
Q01212214	Several MTA Events 54103 seen in event logs
Q01213280	Incorrect RPL is used for thru-dialing after login
Q01214250	Outbound fax stops working with IMA crash
Q01214442	All Ports Busy Condition - causing Ring-No-Answer
Q01218326	Ring-No-Answer - All DSPs active - All DSOs idle except for one
Q01221489	CPU's not Correct in CallPilot Manager
Q01222317	Synchronization Task ceaselessly runs, although Connection is lost
Q01228305	CallPilot says "CallPilot is Booting" in error
Q01232454	IMA Terminations with AMIS Networking
Q01241448	nmaos service raises event EVT41505
Q01241548	All calls have digitized or Garbaled Voice
Q01251169	Minimum channels for CallPilot SDN's not working properly
Q01252012	Trace Viewer (NBTView) Hangs
Q01252658	Upgrade Wizard 4.04.04.02 fails after filling up D drive with 301MB free space
Q01260543	M1 High Cap system stopped answering calls 11 hours into load test with CP4.0 SU01
Q01263060	Cannot send Location specific broadcast message if overlap is defined
Q01267735	Introducing 1005r platform to CallPilot 4.0
Q01267783	Introduction of new platform 1005r
Q01270186	One Number faxing fails 50% of the time
Q01274618	Remote text notification intermittently fails sending to blackberry
Q01281519	Unified tracing does not work properly
Q01281525	Throttling implementation is not thread safe
Q01286922	New System BIOS version 10 for 1005r platform
Q01288619	Can not play CallPilot MFR messages from OWA
Q01290881	User Archive restore terminates - error 41814 unanticipated exception error.
Q01293905	System freezes under load with more than 2 MPB96 in 1002rp and 1005R
Q01297058	European date format required on CP4.0
Q01311307	Languages not present

Q01330343	Can not install CP404S01G26S PEP on 1005r platform
Q01349123	Can not install PEP CP40404SU02S on 1005r after removing all existing PEPs