CallPilot Release 4.0 Service Update 2

Date: 27 April 2006

CallPilot Manager and CallPilot Reporter version 04.04.04.08 for CallPilot 4.0 SU02

Description:

This PEP contains CallPilot Manager and CallPilot Reporter version 04.04.04.08. For a detailed list of fixes and enhancements included in this PEP, please see the "List of Fixes and Enhancements" section at the end of this document.

This document contains step-by-step instruction on how to install CallPilot Manager on the CallPilot Server and how to install both CallPilot Manager and CallPilot Reporter on standalone Web Server.

Important

It is required, that all CallPilot Manager software (on CallPilot Servers and standalone Web Servers) be upgraded to the latest version.

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

Installing the PEP:

Please read this section in its entirety before proceeding.

PEP CP404S02G04C contains version 04.04.04.08 of CallPilot Manager and CallPilot Reporter.

For CallPilot Manager version CP404S02G04C backward compatibility, please refer to table 1.

Table 1.

CP Server with	4.0 SU02 CP Mgr installed on CP Server	4.0 SU02 CP Mgr installed on Web Server
2.02 SU05	YES	YES
2.5 SU02	YES Warning: PEP CP250S02L06S "CP2.5 Forward Compatibility" must be installed on the CP server	YES Warning: PEP CP250S02L06S "CP2.5 Forward Compatibility" must be installed on the CP server
3.00 GA	YES	YES
3.00 SU01	YES	YES
4.00 GA	YES	YES
4.00 SU01	YES	YES
4.00 SU02	YES	YES

Note 1:
> CallPilot Manager version 04.04.04.08 obsoletes all previous versions of CallPilot Manager. This version incorporates all fixes/enhancements of previous version as well as provides additional fixes/enhancements.
>
> The readme.txt file contains short instruction on how to install CallPilot Manager (CP404S02G04C or later) on both the CallPilot Server and standalone Web Server. You can use this file or the readme.txt file as a guide to install CallPilot Manager.

Note 2:
> It is recommended that PEP CP40404SU02S be installed on the CallPilot Server during the same maintenance window as PEP CP404S02G04C is installed on either the CallPilot server or the standalone Web Server.

Note 3:
> While installing PEP CP404S02G04C on a CallPilot Server, ignore any system warnings during the installation procedure.

Note 4:
> PEP CP250S02L06S "CP2.5 Forward Compatibility" must be installed on the CallPilot Server version 2.5 SU02 (CP25006SU02S) before upgrading CallPilot Manager to version 04.04.04.08.

Step by Step instructions for installing of CallPilot Manager and CallPilot Reporter:

The installation of CallPilot Manager should take place from the D:\TEMP folder:
- If you are going to install CallPilot Manager and CallPilot Reporter using the Enterprise Solutions PEP Library (ESPL), then download CP404S02G04C.exe from ESPL and unzip the CP404S02G04C.exe to the D:\TEMP folder.
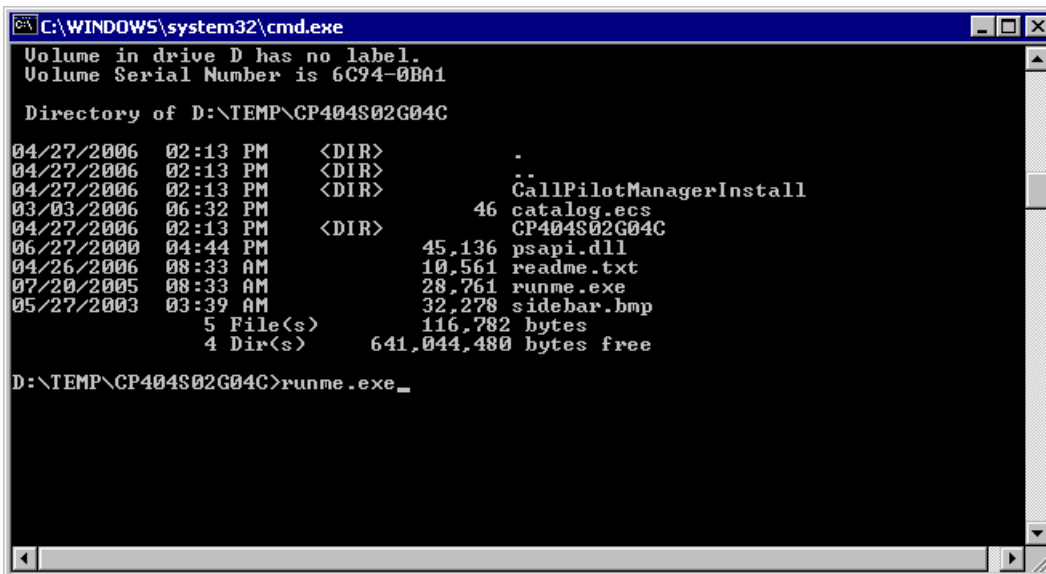
To install CallPilot Manager on the CallPilot Server, please follows instructions from the "Instructions for installing on the CallPilot Server" section.
To install CallPilot Manager and CallPilot Reporter on the standalone Web Server, please follows instructions from the "Instructions for installing on the standalone Web Server" section.

Instructions for installing on the CallPilot Server

From the CallPilot Server, disconnect all browsers currently connected to CallPilot Manager..

Change your current folder to the D:\TEMP\CP404S02G04C folder.

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

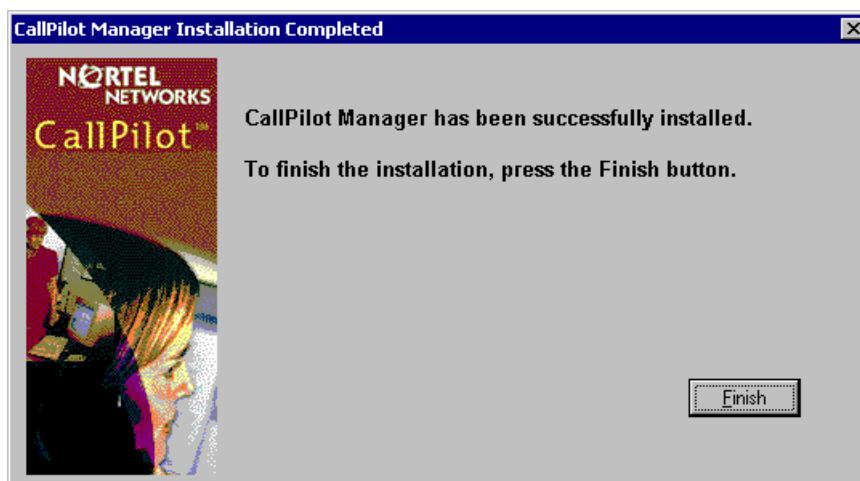Setup stops and restarts the IIS server and related services.

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

Setup starts the installation of CallPilot Manager.
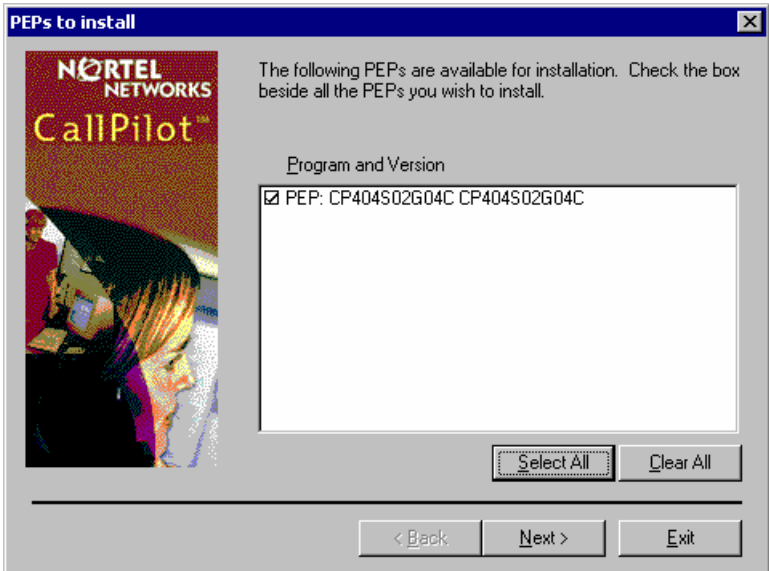

Wait for the installation to complete.
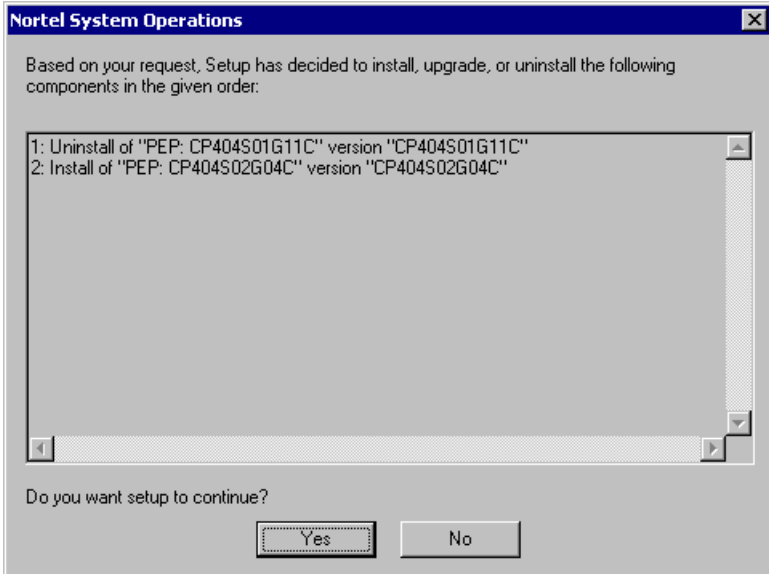
Once the install process completes, a window will appear with the status of the install operation.

Click on the "Finish" button to finish the CallPilot Manager installation and start the registration of CallPilot Manager in DMI Viewer.
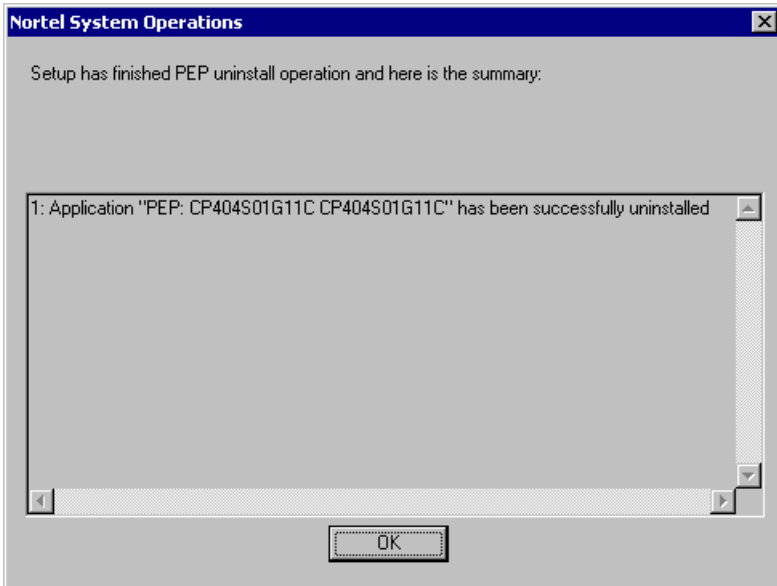
Click on the "Select All" button, the item "PEP: CP404S02G04C CP404S02G04C" will be checked. Click on the "Next>" button to continue.

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

Click on the "Yes" button to proceed.

Wait for deregistration to complete.

Click on the "OK" button to start the registration of CallPilot Manager PEP.
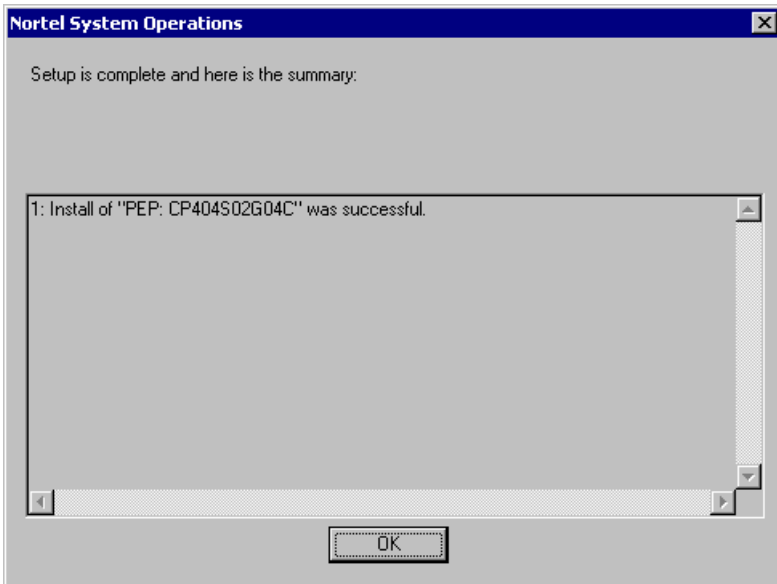
Wait for the DMI Viewer Registration to complete. Click on the "OK" button.

You will be prompt to reboot the CallPilot server.

Click "Yes" to restart the CallPilot Server.

After rebooting, delete the CP404S02G04C folder from D:\TEMP directory

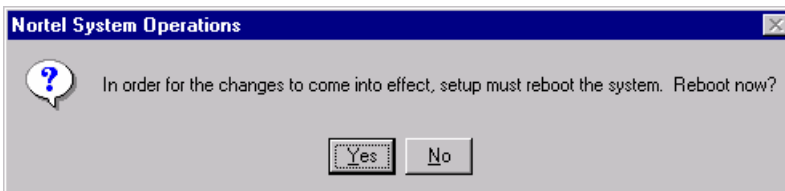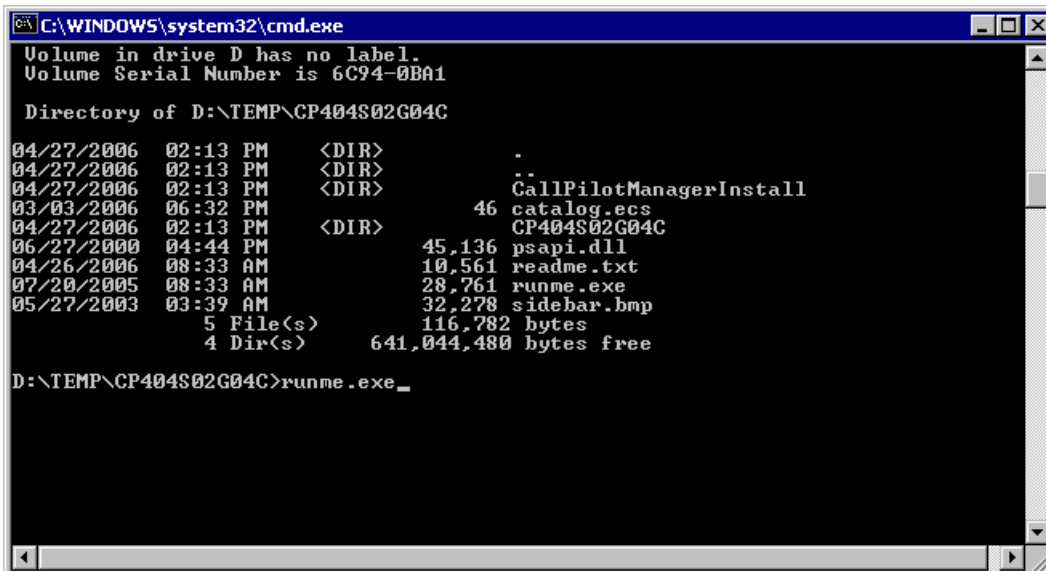## Instructions for installing on the standalone Web Server

Disconnect all browsers currently connected to CallPilot Manager.

Change your current folder to the D:\TEMP\CP404S02G04C folder.

```
C:\WINDOWS\system32\cmd.exe                                        _□×
 Volume in drive D has no label.
 Volume Serial Number is 6C94-0BA1

 Directory of D:\TEMP\CP404S02G04C

04/27/2006  02:13 PM    <DIR>          .
04/27/2006  02:13 PM    <DIR>          ..
04/27/2006  02:13 PM    <DIR>          CallPilotManagerInstall
03/03/2006  06:32 PM                46 catalog.ecs
04/27/2006  02:13 PM    <DIR>          CP404S02G04C
06/27/2000  04:44 PM            45,136 psapi.dll
04/26/2006  08:33 AM            10,561 readme.txt
07/20/2005  08:33 AM            28,761 runme.exe
05/27/2003  03:39 AM            32,278 sidebar.bmp
               5 File(s)        116,782 bytes
               4 Dir(s)     641,044,480 bytes free

D:\TEMP\CP404S02G04C>runme.exe_
```
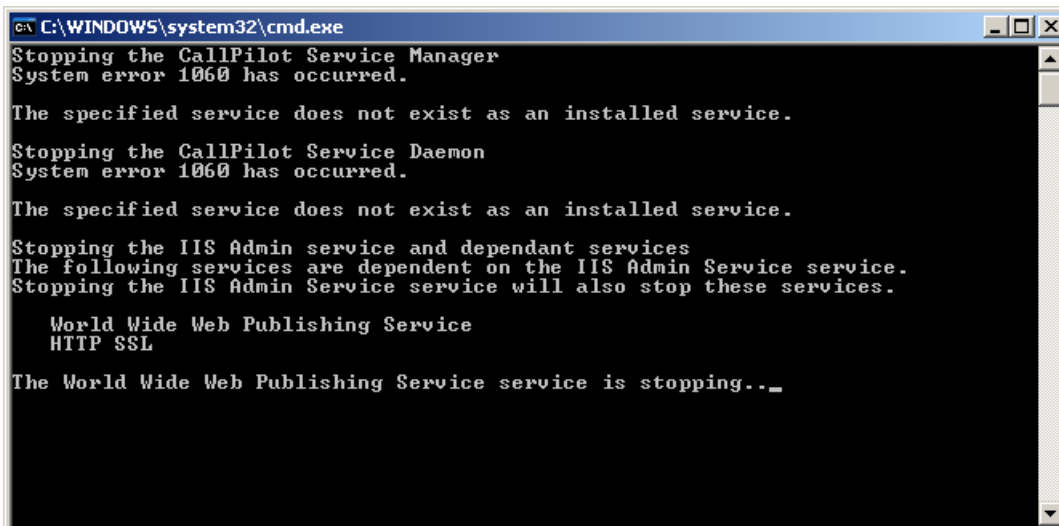
Launch the RUNME.EXE file included in the CP404S02G04C folder.
A new window will appear.

Setup stops and restarts the IIS server and related services.

```
C:\WINDOWS\system32\cmd.exe                                        _□×
Stopping the CallPilot Service Manager
System error 1060 has occurred.

The specified service does not exist as an installed service.

Stopping the CallPilot Service Daemon
System error 1060 has occurred.

The specified service does not exist as an installed service.

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.

   World Wide Web Publishing Service
   HTTP SSL

The World Wide Web Publishing Service service is stopping.._
```
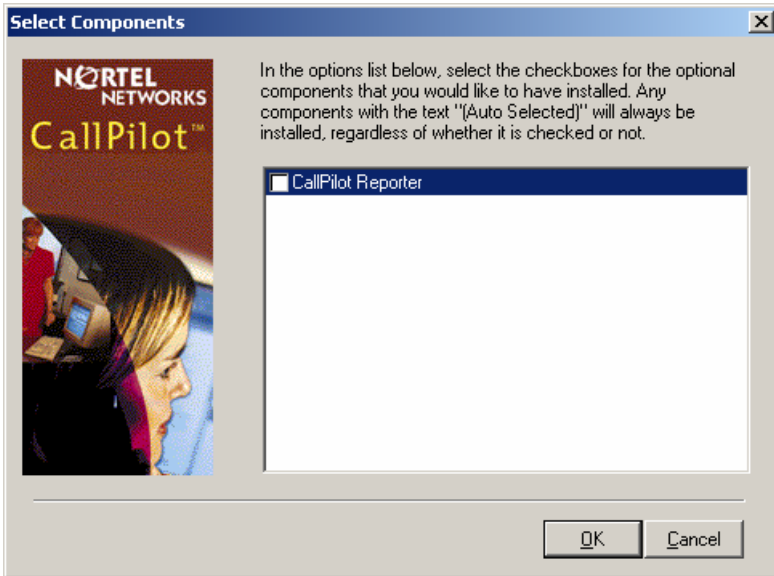
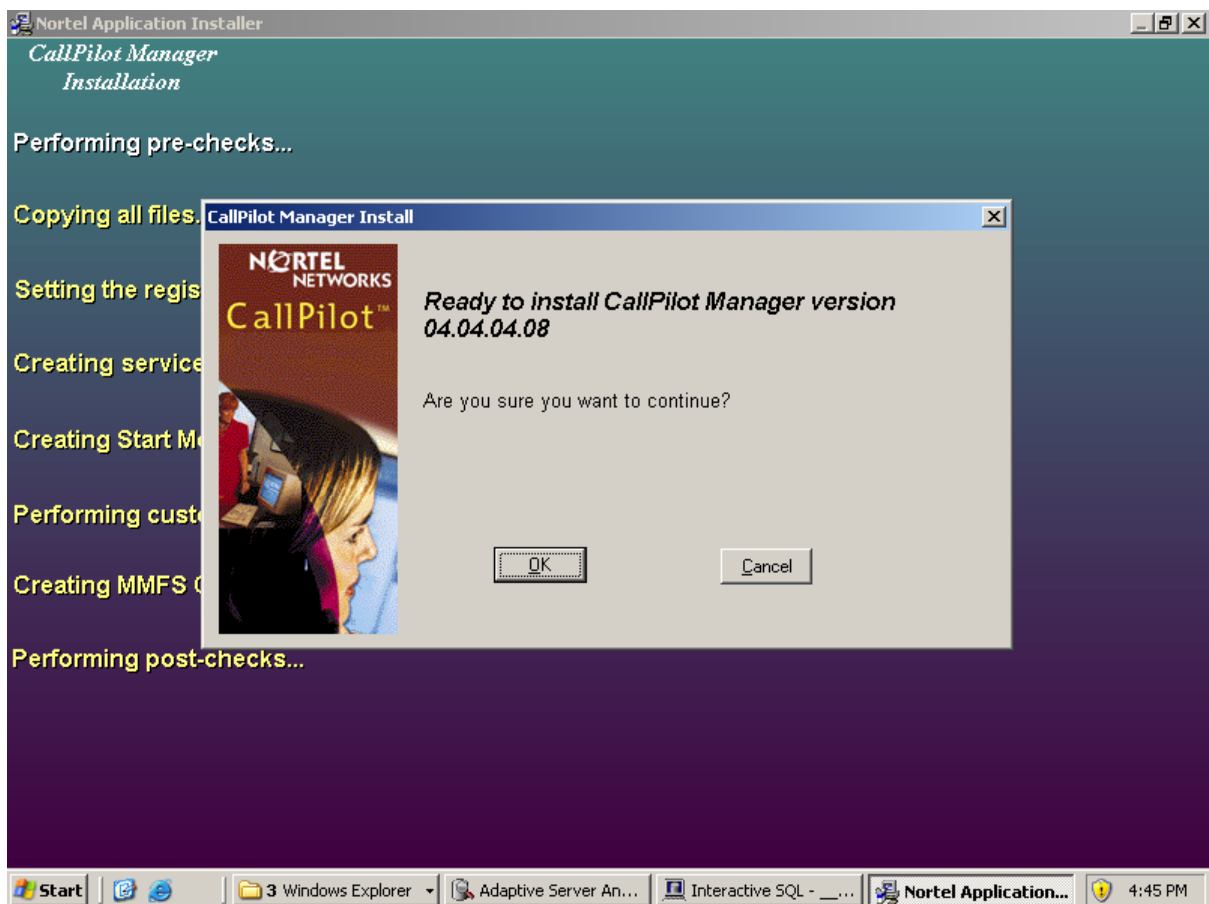Please wait, it could take several seconds for the CallPilot Manager Installer to start.

You will be prompt to select CallPilot Reporter to be installed.

Select the checkbox and click on the "OK" button.
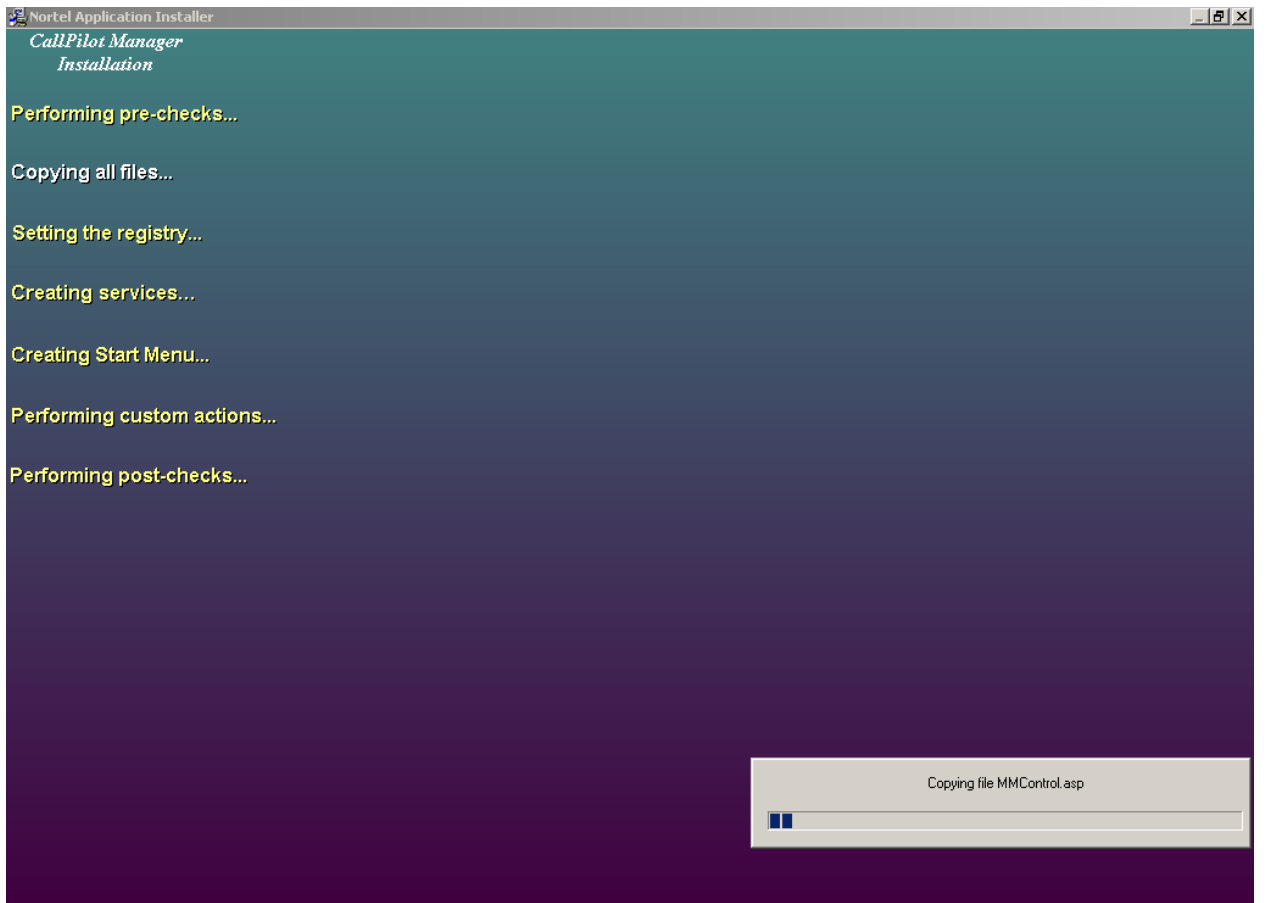
You will be prompt to continue installing CallPilot Manager version 04.04.04.08.

Click on the "OK" button.

Setup starts the installation of CallPilot Manager and CallPilot Reporter.
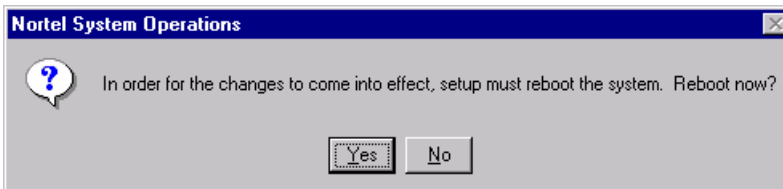
Wait for the installation to complete.

Once the install process completes, a window will appear with the status of the install operation.
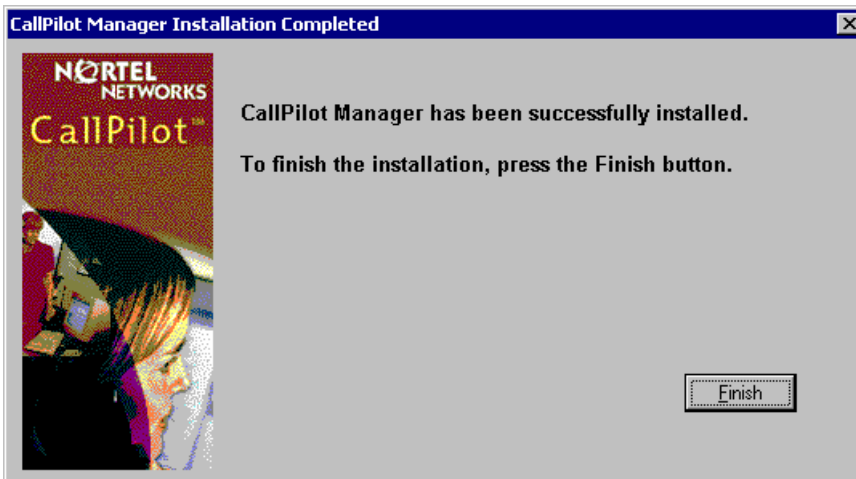
Click on the "Finish" button to finish the CallPilot Manager installation.

You will be prompt to reboot the Web Server.

Click "Yes" to restart the Web Server.

After rebooting, delete the CP404S02G04C folder from D:\TEMP directory

Uninstall:

Uninstalling CallPilot Manager is a two step process:
- Remove CallPilot Manager from the system
- Remove the PEP CP404S02G04C from DMI viewer

The second step "Remove the PEP CP404S02G04C from DMI viewer" is applicable only on the CallPilot Server.

Remove CallPilot Manager from the system

Go to Start>Settings>Control Panel. Click Add/Remove Programs.
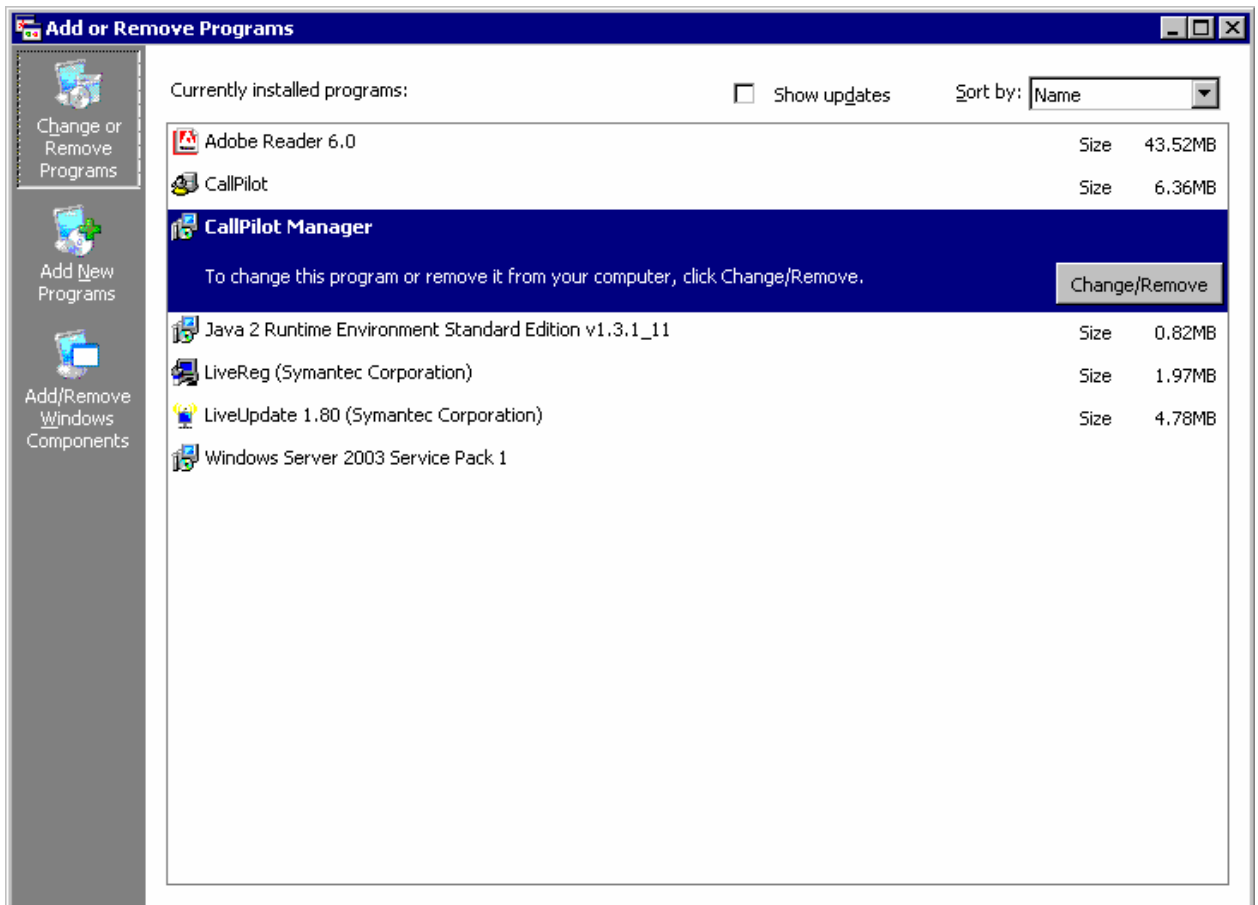
Select CallPilot Manager, and click Change/Remove.
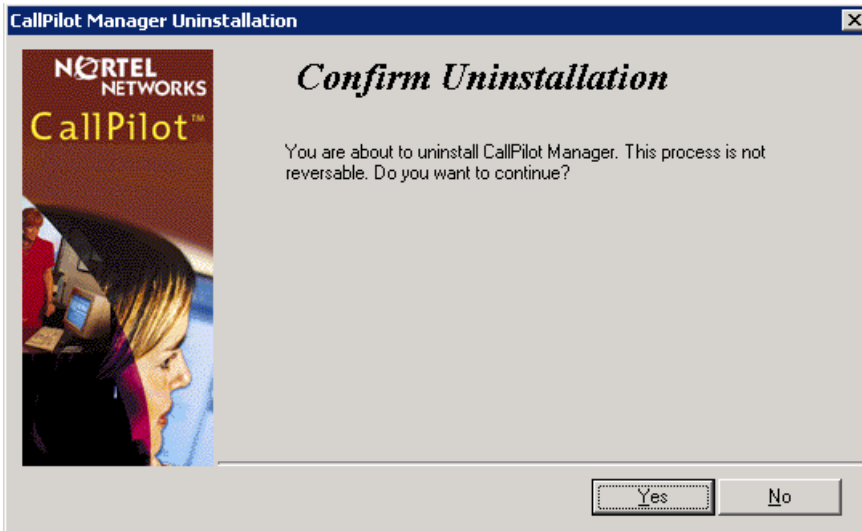
Click on the "Yes" button to start the CallPilot Manager uninstall.

On the step "Deleting files, Registry entries, services" you will be prompted to remove the shared files.
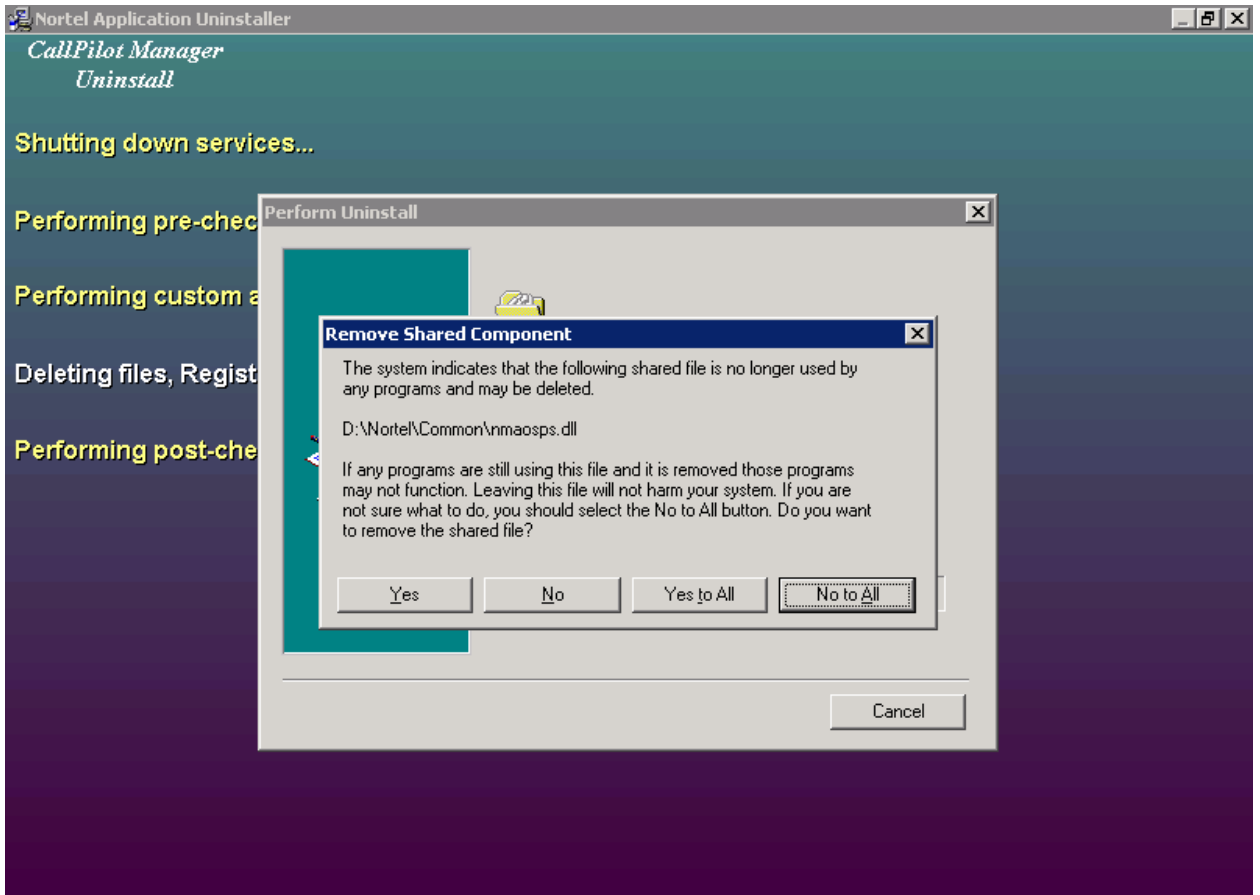
Click on the "No to All" to continue the uninstall of CallPilot Manager.
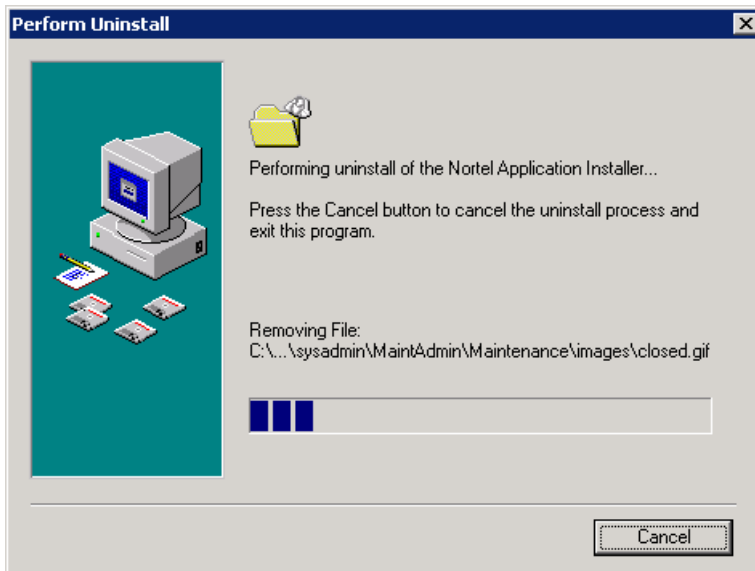
Wait for uninstall to complete.
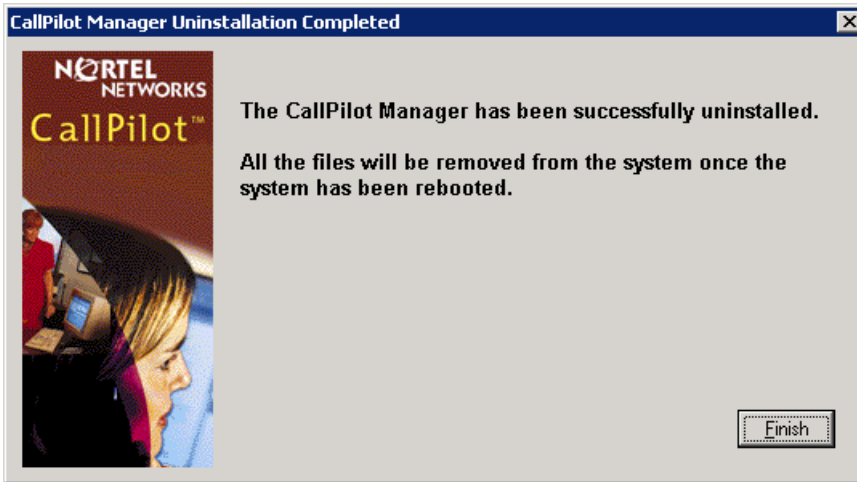
Click on the "Finish" button to complete the CallPilot Manager uninstall.

If you are on a standalone Web Server, you should reboot the Web Server. To reboot go to Start>Shut Down… Click Restart the computer? And click on the "Yes" button to restart.

Remove the PEP from DMI viewer

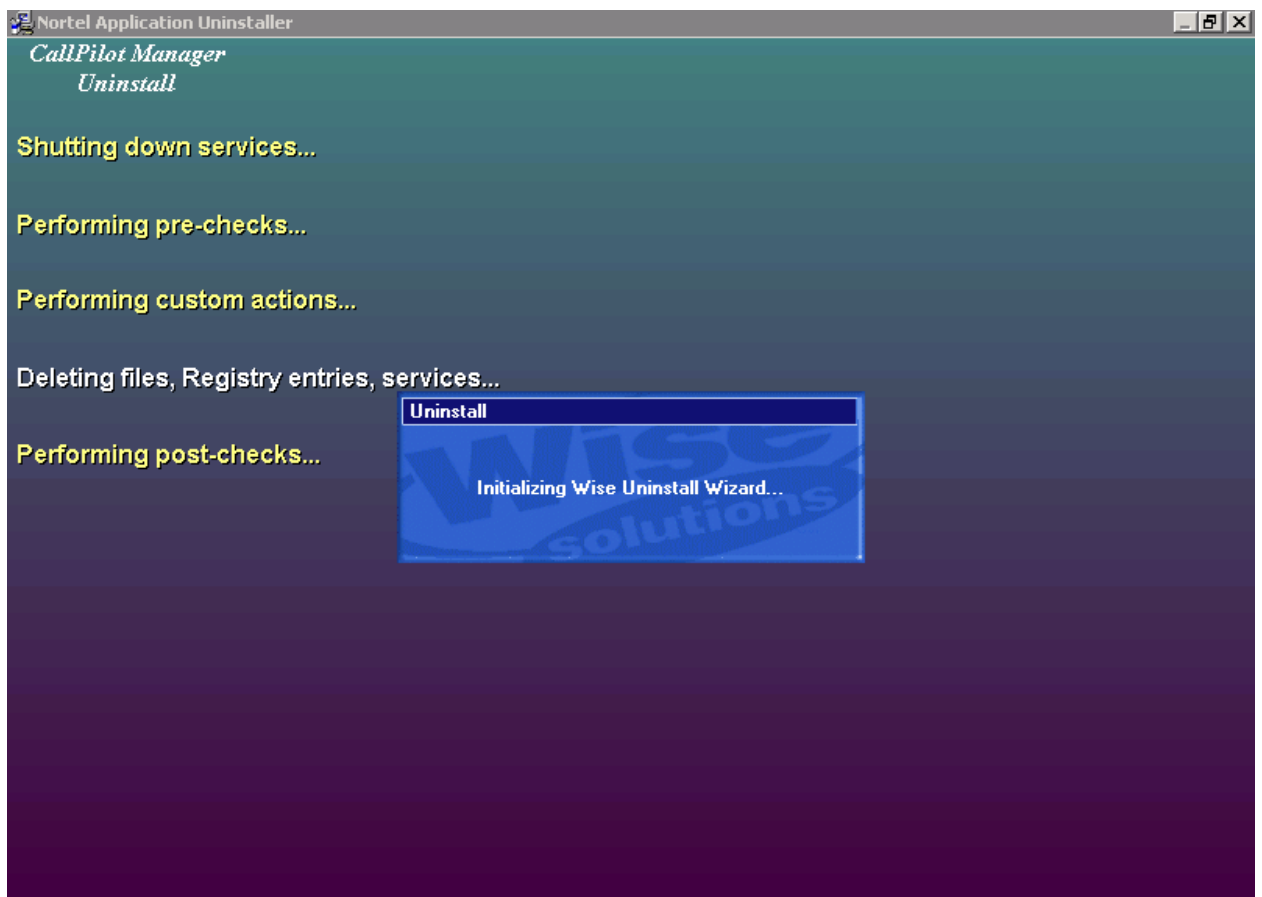No needs to remove the PEP from DMI viewer on a standalone Web Server. This step is applicable only on the CallPilot Server.

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

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The DMI Viewer starts.
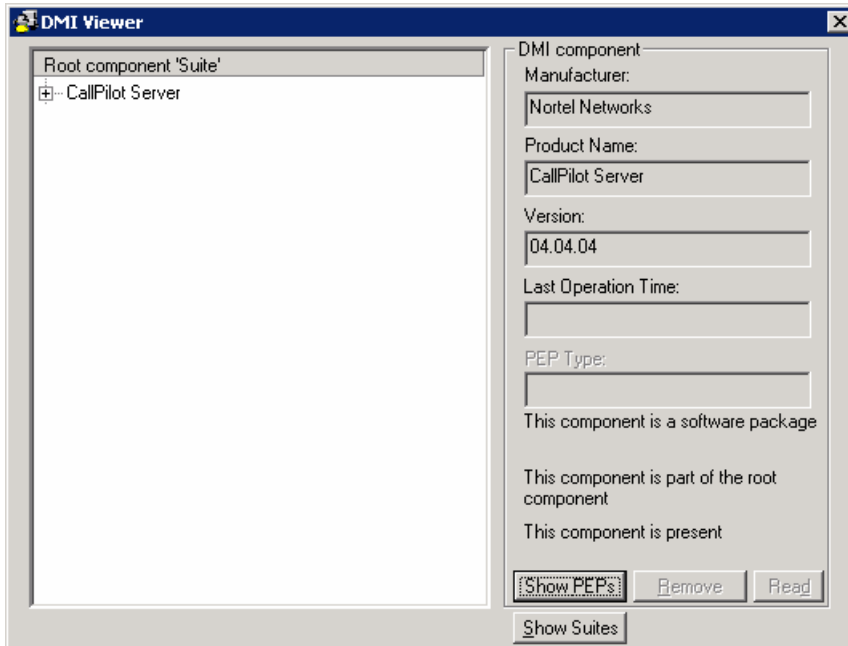
Click on the "Show PEPs" button.
DMI Viewer shows all PEPs installed on the CallPilot Server.
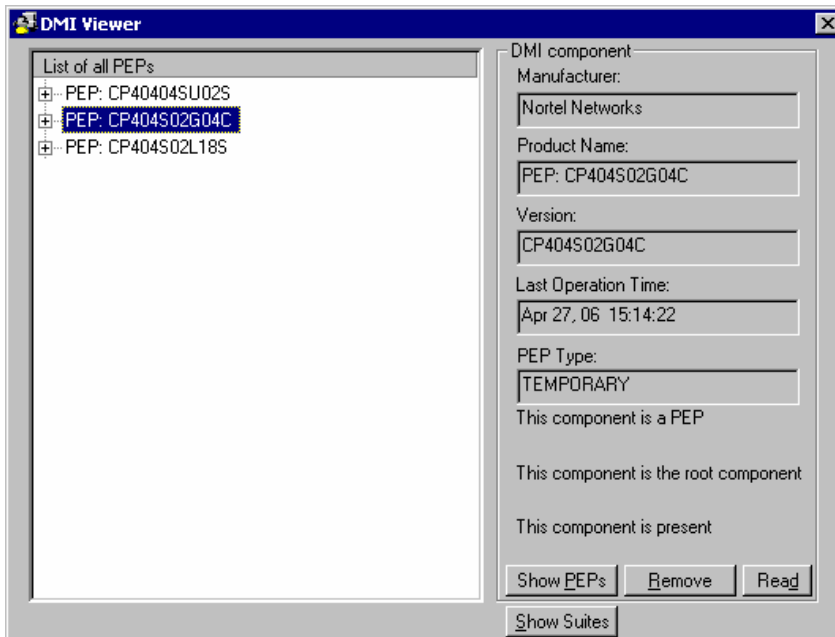
Select CP404S02G04C and click on the "Remove" button.
The "DMI Viewer Uninstall request" window will be appeared.
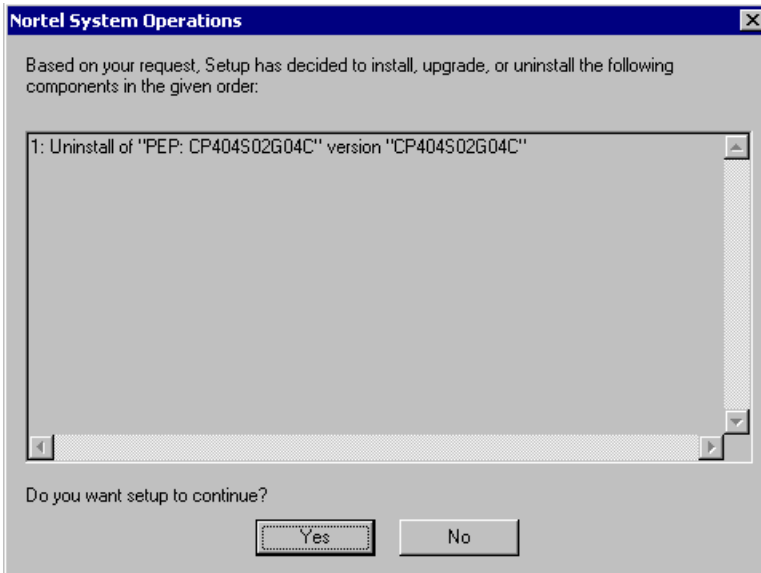
Click on the "Yes" button.
The DMI Viewer will start to uninstall CP404S02G04C. Wait while the uninstall process completes.
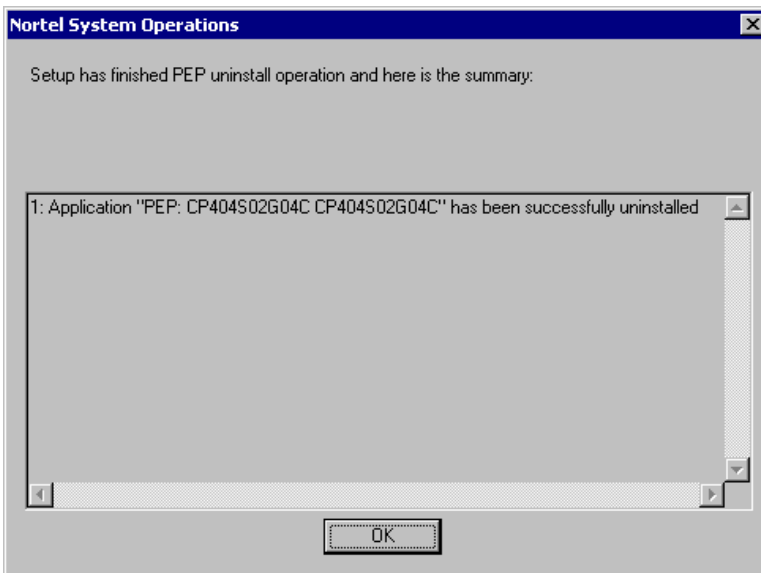
A window will appear with the status of the uninstall operation.
Click on the "OK" button to continue.

You will be prompt to reboot.
Click on the "OK" button to reboot the CallPilot server.

List of Fixes and Enhancements:

The following fixes and enhancements are addressed with CP404S02G04C:

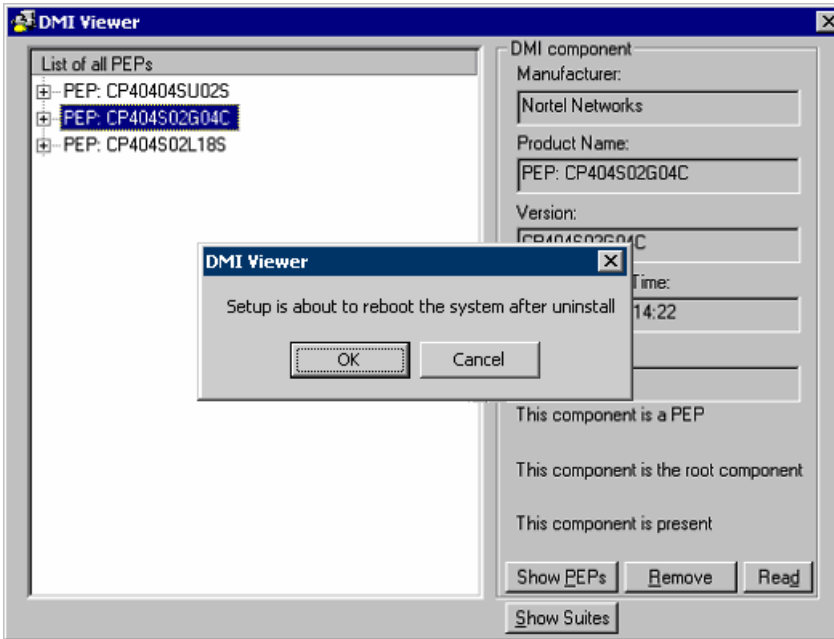| CR	Title
Q00681182	Backup/Restore: Status is incorrect in many situations
Q00935690	User can not modify the Device Name of the Backup device
Q01127868	Notification Device Classes: Help doesn't display the latest updated information
Q01144655	Backup/Restore: Error handler blocking new backup/Restore operations
Q01149993	Reporter keeps losing connection unable to recover with losing data
Q01150402	Backup/Restore: Allows backup to local CallPilot server disk drive
Q01159874	Database skipped during restore of system backup - restore log needs enhancement
Q01168531	Need add the description for event code 36220
Q01176177	Sync task status stays at "synchronization task is running"
Q01184250	ELAN and CLAN addresses swapped in SysMon
Q01184825	Need add the description for error code 60864 - CP
Q01191571	Event codes missing from Online and Offline help
Q01195685	Unable to add vpim if networking and nms disabled
Q01196698	Events 41015-41017 need to be added to Online and Offline help
Q01208098	Operator cannot view backup history when login from the standalone CP Manager.
Q01211821	CallPilot crashed, all services down after running re-install
Q01214250	Outbound fax stops working with IMA crash
Q01221950	AOS/Maintenance not working.
Q01227401	User Restore could not retrieve user list from a stand-alone CallPilot Manager
Q01229054	BWCompt: Backup/Restore link on CP Manager doesn't work
Q01246154	Unable to create new template, Getting DB error 60610
Q01248194	There is no possibility to restore particular messages of an archived user
Q01267735	Introducing 1005r platform to CallPilot 4.0
Q01277798	Automate installation of CPManager on the standalone WebServer with Windows 2003 SP1 installed
Q01280018	Documentation correction requested for On Line Help on password change
Q01290881	User Archive restore terminates - error 41814 unanticipated exception error.
Q01302785	Reporter R&R: Export function overwrites old report
Q01304839	Reporter R&R: Errors handling/reporting and tracing enhancement
Q01304856	ReporterCOMPermWin2003SP1 tool must be embedded into the installation package
Q01308944	Reporter R&R: Install CallPilot Reporter on another drive besides C
Q01310489	Modification and changes to all Help Files
Q01311834	Reporter R&R: Limit on number of CP Servers connected to one CP Reporter
Q01314022	Reporter R&R: Create separation between "Logout" and "Logout & Erase" buttons
Q01315788	Reporter R&R: Connection to CallPilot Server message in the CP Manager Sys log
Q01316253	Reporter R&R: Events reporting enhancement
Q01317014	Big CallPilot VPIM Broadcast message receive patch
Q01320268	JITC requires the change for AdminAction report
Q01332316	OM Server: Event 41052 needs to be added
Q01339555	CallPilot Manager contains improper grammer in E-mail Account Info screen
Q01355478	Only current timestamp must be present in the export file name
Q01358015	Cannot run Reporter after upgrading it

Other fixes and enhancement resolved in previous version of CallPilot Manager

CR	Title
Q00460625	Incorrect value in column ClientNetworkAddress of table NMomAdminJournal

Q00929931	User can not record any greetings with CallPilot Manager Player
Q01051426	Data cannot be updated.
Q01091485	Not all channels Start on start command in Channel Monitor
Q01111320	TAB key doesn't function as customer expected in the password change page
Q01121810	Can not add backup when CP Manager logins an other CP server
Q01125045	Help for Message Forwarding Rule Detail does not work.
Q01141541	Some Help buttons do not work properly
Q01157224	In Config Wizard Area Code must be defined even though it is not used
Q01157596	Receive Error 60637 creating external email server w/ LDAP blank
Q01161696	Number of the entries to display field doesn't validate the entered characters
Q01172642	Can not enable Directory Synchronization - Test function working correctly.
Q01180907	Unable to enter "-" character in LDAP search base
Q01182831	Modification and changes to all Help
Q01206484	CallPilot Manager 4.0 SU01 (CP404S01G01C) is not registered in DMI on CP 2.02
Q01211821	CallPilot crashed, all services down after running re-install