



Distributor Technical Reference Bulletin

Bulletin Number: DTR-2005-0290-Global-Rev2

Date: 22 July 2010

CallPilot Mini Release 1.6a

Introduction

This Distributor Technical Reference (DTR) Bulletin provides information that supplements the formal documentation for the purpose of installing, upgrading, and supporting CallPilot Mini Release 1.6a Service Update (16.00.26.22) systems. It provides updated procedures, limitations, known problems, workarounds, and documentation addenda. This is an important information resource for Business Partner field operations and support personnel involved with CallPilot Mini 1.6a Service Update.

For more details on feature installation and operation, refer to the CallPilot Mini 1.6 Customer Documentation.

This document, as well as other Customer Documentation, may be updated periodically as needed. It's recommended to always reference the Avaya Partner Portal and Support websites for the latest information.

Avaya reserves the right to add, delete, or change features and packages in accordance with contractual obligations.

*Avaya and the Avaya logo are trademarks of Avaya, Inc.

LOTUS NOTES is a trademark of IBM Corporation.

PENTIUM is a trademark of Intel Corporation.

MICROSOFT EXCHANGE, MS-DOS, INTERNET EXPLORER, OFFICE 2000, OFFICE XP, OUTLOOK 97, OUTLOOK 98, OUTLOOK 2000, OUTLOOK 2002 (XP), OUTLOOK EXPRESS, WINDOWS 95, WINDOWS 98, WINDOWS 2000, WINDOWS XP, and WINDOWS NT are trademarks of Microsoft Corporation.

NETSCAPE COMMUNICATOR is a trademark of Netscape Corporation.

NOVELL GROUPWISE is a trademark of Novell Corporation.

EUDORA PRO is a trademark of Qualcomm Corporation.

pcANYWHERE32 is a trademark of Symantec Corporation

Revision History

Issue Number / Date	Type of Review / Reason(s) for Issue	Author
Standard 0.1 / 09-01-05	Initial version of document for CallPilot Mini 1.6 for Team Review	Anna DeGraftenreed
Standard 1.0 / 09-09-05	Incorporated changes and feedback from review For Approval	Anna DeGraftnereed
Standard 2.0 / 03-02-07	Updated for CallPilot Mini 1.6a Service Update; minor formatting and content changes	Anna DeGraftenreed / Roger Brassard
Standard 3.0 / 07-22-10	Updated for CallPilot Mini 1.6 Service update 16.00.26.22 which includes similar content as 16.00.23.22 but with re-branded voice prompts	Roger Brassard

Table of Contents

1	The Distributor Technical Reference Bulletin.....	5
1.1	Purpose.....	5
1.2	What's new in Mini 1.6a Service Update	5
1.3	Supported operations	5
1.3.1	Switch connectivity installations.....	5
1.3.2	Server and client upgrades	5
1.4	About customer documentation and software	6
1.5	Localized Media	6
2	Product requirements	7
2.1	CallPilot Mini 1.6a Compatibility	7
2.1.1	Supported Desktop Windows OS for Desktop Messaging Clients	7
2.1.2	Desktop Messaging Compatibility	7
2.1.3	Support for Server OS for use with Mini CallPilot Manager.....	8
2.1.4	Supported Customer LANs.....	8
2.1.5	Supported WAN Networking Protocols.....	8
2.2	Operational Requirements.....	9
2.2.1	Switch connectivity required prior to running Configuration Utilities	9
2.2.2	Shutdown/Restart required after PBX maintenance procedures.....	9
3	Upgrades	10
3.1	Introduction.....	10
3.2	Upgrading CallPilot to Mini 1.6	10
3.3	Software Upgrade Availability	10
4	Feature limitations.....	11
4.1	Fax and Web Messaging.....	11
5	Known problems and workarounds.....	12
5.1	General	12
5.1.1	Server and Documentation.....	Error! Bookmark not defined.
5.1.2	CallPilot Manager	13
5.1.3	Desktop Client.....	14

1 The Distributor Technical Reference Bulletin

1.1 Purpose

The purpose of the Distributor Technical Reference Bulletin (DTR) is to provide the user with information for the CallPilot Mini 1.6a stream that is not covered by the NTP documentation supplied with the system. This DTR is intended to be used in conjunction with the latest CallPilot Mini 1.6a (16.00.26.22) Software.

1.2 What's new in Mini 1.6a Service Update?

CallPilot Mini 1.6a builds on the focus of release 1.6 on improving quality; however, it also introduces additional prompt languages and a new version of the Desktop Messaging client. (refer to the CallPilot Mini 1.6a Service Update Release Notes and the CallPilot Mini 1.6a Service Update Bulletin (SM-2007-0033-Global) and documentation located on <https://support.avaya.com> for additional details):

- Four (4) additional voice prompt languages (refer to the [Language Availability](#) table for details)
- CallPilot 4.0 Desktop Messaging client
- New Environments
- Launch Instant Messaging Session
- GroupWise Address Book Enhancement
- Interface Updates
 - Add CallPilot Address to the Lotus Notes Personal CallPilot Address book.
 - Resolution of External Addresses appearing as Unknown (Outlook Only)
 - Multiple File Selection
- Administrative
 - Push Installation
 - Microsoft Internet Explorer 7.0 (IE 7.0) Support for Mini CallPilot Manager

1.3 Supported operations

This DTR supports installs, uninstalls, reinstalls, and upgrades for Meridian Option 11C, Option 11C Mini and Communication Server 1000. Also, systems will be able to utilize only the Desktop Messaging components available with this release.

1.3.1 Switch connectivity installations

The following switch integrations are supported:

- Meridian Option 11C
- Meridian Option 11C Mini
- Communication Server 1000

1.3.2 Server and client upgrades

The following server and client upgrades are supported for the switch integrations noted in section 1.3.1.

1.5, 1.5b, 1.6 → 1.6a (see [Section-3 Upgrades](#))

About customer documentation and software

The starting point for all CallPilot Mini activities is the customer documentation and software that is available online via the Partner Portal website at: <https://partner.avaya.com> and Support Portal website at: <https://support.avaya.com/espl>. The documentation can be viewed on any PC using Adobe Acrobat Reader 3.0 or later.

This bulletin also assumes you have the CallPilot Mini 1.6a Base documentation package for your system.

Note: This document, as well as other Customer Documentation, may be updated periodically as needed. It's recommended to always reference websites for the latest information.

1.4 Localized Media

The table below summarizes the localized CallPilot Mini 1.6a media available:

Language	Voice Prompts	Desktop Messaging	End-User Docs
Arabic	✓		
Cantonese	✓	✓	✓
Czechoslovakian	✓		
Danish	✓		
Dutch	✓	✓	✓
English, Australian	✓	✓	✓
English, Irish	✓	✓	✓
English, NA	✓	✓	✓
English, UK	✓	✓	✓
Finnish	✓		
French, Canadian	✓	✓	✓
French, European	✓	✓	✓
Greek	✓		
German	✓	✓	
Hebrew	✓		
Italian	✓	✓	
Japanese	✓	✓	
Mandarin, PRC	✓	✓	✓
Mandarin, Taiwanese	✓	✓	✓
Norwegian	✓		
Portuguese	✓		
Russian	✓		
Spanish, European	✓	✓	✓
Spanish, Latin American	✓	✓	✓
Swedish	✓		
Thai	✓		
Vietnamese	✓		

Notes:

1. Bolded languages are new with 1.6a.
2. End-user documentation is not localized by country. For example, customers in France and Quebec, Canada would use the same end-user documents.
3. Localized end-user documentation is available on the documentation CD-ROM, or from the Support web site.

2 Product requirements

2.1 CallPilot Mini 1.6a Compatibility

2.1.1 Supported Desktop Windows OS for Desktop Messaging Clients

If Desktop Messaging is to be utilized, also refer to section 5 - [Known Problems and Workarounds](#) for additional information.

Client Operating Systems:	2.01.27.14	2.50.06.17	4.04.04.17
Windows 95B	✓		
Windows 98 SE	✓	✓	
Windows 2000 Professional	✓	✓	✓
Windows 2000 Server (All Editions)			
Windows XP Professional	✓	✓	✓
Windows 2003 Server (All Editions)			
Windows NT 4.0 SP6a	✓	✓	

2.1.2 Desktop Messaging Compatibility

If Desktop Messaging is to be utilized, also refer to section 5 – [Known Problems and Workarounds](#) for additional information.

CallPilot Desktop Messaging supports the following Groupware e-mail clients, Internet mail clients, and Thin clients:

Groupware Email Clients:	2.01.27.14	2.50.06.17	4.04.04.17
Microsoft Outlook 98 (Corporate Mode)	✓	✓	
Microsoft Outlook 2000	✓	✓	✓
Microsoft Outlook 2002 (XP)	✓	✓	✓
Lotus Notes - 4.6x	✓		
Lotus Notes - 5.0x	✓	✓	
Lotus Notes - 6.0	✓	✓	✓
Lotus Notes – 6.5		✓	✓
Lotus Notes – 7.0			✓
GroupWise - 5.5x	✓		
GroupWise - 6.0x	✓	✓	
GroupWise - 6.5		✓	✓
GroupWise – 7.0			✓
Internet Mail Clients:	2.01.27.14	2.50.06.17	4.04.04.17
Microsoft Outlook Express - 5.x	✓	✓	
Microsoft Outlook Express - 6.x	✓	✓	✓
Microsoft Outlook 98 (Internet Mail Mode)	✓	✓	

Internet Mail Clients (cont'd):	2.01.27.14	2.50.06.17	4.04.04.17
Microsoft Outlook 2000 (Internet Mail Mode)	✓	✓	✓
Microsoft Outlook 2002 (XP) (Internet Mail Mode)	✓	✓	✓
Netscape - 6.2x	✓	✓	✓
Netscape - 7.0, 7.1, 7.2		✓	✓
Qualcomm Eudora Pro - 5.x	✓	✓	
Qualcomm Eudora Pro – 6.0, 6.1	✓	✓	✓
Thin Clients	2.01.27.14	2.50.06.17	4.04.04.17
Citrix® Metaframe 1.8 on Windows 2000 Server, Windows 2000 Advanced Server or Windows 2000 Datacenter Server		✓	✓
Citrix® MetaFrame XP (Standard, Enterprise or Advanced Editions) on Windows 2000 and 2003 Servers		✓	✓
Citrix Metaframe Presentation Server 3.0 on Windows 2003 Server (All Editions)			✓

2.1.3 Support for Server OS for use with Mini CallPilot Manager

CallPilot Mini CallPilot Manager supports the following operating systems and browsers:

Product	CallPilot Mini 1.6a Compatibility
Operating Systems	<ul style="list-style-type: none"> Windows 2000 Professional Windows XP Professional
Browsers	<ul style="list-style-type: none"> Java Virtual Machine 5.0 (build 5.0.0.3188 or later) Netscape Communicator 6.2x or later Microsoft Internet Explorer 5.0, 6.0 and 7.0

2.1.4 Supported Customer LANs

Product / Function	CallPilot Mini 1.6a Compatibility
10Base-T	All platforms

2.1.5 Supported WAN Networking Protocols

CallPilot Mini supports only TCP/IP (internet) networking protocols. Novell's IPX/SPX protocol is not supported.

2.2 Operational Requirements

2.2.1 Switch connectivity required prior to running Configuration Utilities

To ensure proper operation of the CallPilot Mini server, ensure that PBX connectivity is configured and operational **PRIOR** to running any configuration utilities.

CallPilot Mini integrates with the PBX and those resources are required to allow CallPilot services to operate as designed. If “staging” a CallPilot Mini server and configuring the system prior to installation at the customer location, ensure it has temporary PBX connectivity prior to running configuration utilities to avoid problem conditions that may result.

2.2.2 Shutdown/Restart required after PBX maintenance procedures

To ensure proper operation of the CallPilot Mini server after performing maintenance, the server must be rebooted to ensure all resources are properly re-acquired. As well, when possible, it's preferred that the CallPilot Mini server be powered down during the maintenance procedure and then restarted once the PBX work has been completed.

3 Upgrades

3.1 Introduction

Upgrades to CallPilot Mini 1.6a Service Update are supported from release 1.5, 1.5b and 1.6 only.

3.2 Upgrading CallPilot Mini to 1.6a

Carefully follow the upgrade procedures in the CallPilot Mini Installation and Maintenance Guide (P06304219) in addition to the CallPilot Mini 1.6a Service Update Release Notes (N0062651).

3.3 Software Upgrade Availability

For upgrades, the Mini 1.6a software is available via download only from <https://support.avaya.com/espl>. To download the software, after entering the website go to the Multimedia PEPs category and choose PEP ID "SU160026".

4 Feature limitations

4.1 Fax and Web Messaging

At this time, CallPilot Mini does not support any fax and web messaging capabilities.

5 Known problems and workarounds

This section contains descriptions of known problems and workarounds apply to all switch connectivity types.

5.1 Server

5.1.1 Delay in initial boot of the Mini server after performing an upgrade or installation and setup of a new server

When the CallPilot Mini 1.6a software boots for the first time, it creates and initializes a few log files. However, it has been discovered that the creation and initialization of these log files takes around 30 minutes instead of the initial time of 5 minutes. So the system with CP 1.6a load would take 27 minutes to boot. This happens only for the first time when the system is booted. After that initial boot, it defaults back to 5 minutes.

Workaround: Wait for the 30-minute boot period to complete.

Avaya is currently working on a resolution and the plan is to introduce it in a future maintenance up-issue.

5.1.2 Retrieving keycodes for new hardware due to Out-of-box or Early life failure

When a system is replaced due to Out-of-box or Early life failure, the previous system keycode will not work with the new one.

Workaround: Obtain a new keycode and enter it on the replacement system. Please refer to ITAS – TIP 296 NA document for details.

5.1.3 CallPilot Mini and DNS Servers

When using a FQDN with the CallPilot Mini, it will not work using an Active Directory-integrated DNS server but will work with a Primary/Secondary Standard DNS server. This affects CallPilot Mini release 1.5 and 1.6. This situation can cause a problem with Networking.

Workaround: If using an Active Directory-integrated DNS the client will need to update the HOSTS table located in the Mini in order to setup the translation for any FQDNs, including its own. Otherwise, IP's must be used instead.

For information on steps for updating the HOSTS table, please refer to the CallPilot Mini "CallPilot Message Networking Setup and Operation guide", pages 29 & 30. For assistance with uploading the HOSTS table into the Mini for the client, please contact Avaya Technical Support (NETS).

5.2 Documentation

5.2.1 Configuration requirements from NTPs differ than what's outlined in various communiqués

Because CallPilot Mini 1.6 stream was introduced as a Service Update and not a full release, there was no opportunity to be able to update the NTPs accordingly. Please refer to these communiqués to reference that latest supported configuration and requirements.

- CallPilot Mini 1.6 DTR (DTR-2005-0290-Global Rev2)
- CallPilot Mini 1.6a Service Update Bulletin (SM-2007-0033-Global)
- CallPilot Mini 1.6 Commercial Offer Guide (PB-2005-0274-Global Rev1)
- CallPilot Mini 1.6a Service Update Release Notes (N0062351)

5.3 CallPilot Manager

5.3.1 Voice Record Window fails with 'real world' remote phone numbers

This impacts administrators only in situations where only a single trunk is available.

Workaround: None.

5.3.2 No Feedback from Voice Review/Record Window

There is no feedback from Voice Review/Record window (e.g.: no error message if phone is not answered, no warning messaging when trying to play but greeting has not been recorded yet, etc)

Workaround: None.

5.3.3 From the Voice Review/Recording page, pressing "Play" may not initiate recording

When using Voice Review/Record page and user presses the "Play" button and a set is called, the recording may not initiate because it may have stopped during the call to the set.

Workaround: Press the "Play" button again to hear the recording.

5.3.4 Voice file import, Access Error if telephone Set is in use during import

If the telephone Set is in use during voice prompt import operation (such as, Click on "Voice" link for any greeting in the Auto Attendant/Company Greetings page. Enter the DN in "Connect To" field, Press Play, Pickup Set and leave off hook and voice file import is attempted at that point by pressing "Browse" for the .vbk file and pressing "Send"), "Access error" will be displayed on the CallPilot manager.

Workaround: Make sure the telephone Set is not in use (press "Hang Up" in the prompt window or "Release" at the Set)

5.3.5 User can access previous page even after logging out of CallPilot Manager

When the user logs out of the CallPilot Manager manually, as long as you are within the 10 minute password timeout period, you can use the "Back" button in the web browser to go back to the previous pages.

Workaround: After logging out of CallPilot Manager, also close the browser.

5.4 Desktop Client (release 2.50.06.17 and earlier)

5.4.1 4-10 Seconds delay on message playback

User experiences delays in message playback.

Workaround: Users must be made aware that it can happen

5.4.2 Wrong date stamp on messages

A roaming user's messages are downloaded to a GroupWise Mailbox with the wrong date stamp. On shared workstations, messages may be incorrectly downloaded to a user's GroupWise Mailbox instead of their CallPilot message store.

For example:

1. User A logs on and downloads all messages. When done, the user closes the Mail Client. User B launches the Mail Client and logs on.
2. All the messages of User A are removed from the CallPilot Message store. All the messages of User B are downloaded.

However, User B's messages are downloaded to the GroupWise Mailbox rather than the CallPilot message store. Since the messages are in the GroupWise mailbox, they have the wrong date stamp.

Note 1: The problem may not occur if the user has less than 20-25 new messages.

Note 2: Only some of the messages may be incorrectly downloaded to the wrong message store. User will have the incorrect date stamp on the messages.

Workaround: Move the CallPilot messages to the "CallPilot Desktop Messaging" Folder.

5.4.3 Cannot listen to messages in Offline mode

A user cannot listen to messages from the client in Offline Mode even if the messages were downloaded in a previous session. This can cause the user not to have offline mode access to their voicemail.

Workaround: Before going into Offline mode, the user should click Download All CallPilot Messages. Now all Messages will be downloaded to the local PC and the user can play messages in Offline mode.

5.4.4 Messages automatically download when they arrive in Inbox and MWI light is extinguished

If the Microsoft "Preview Pane" is enabled for the CallPilot Message Store Inbox, the e-mail client will automatically download the message(s) from the CallPilot server to the user's PC resulting in the new unread message changing from a "bold" unread state, to a "normal" read state automatically. Upon completion of the download, the Message Waiting Indicator (MWI) is also extinguished on the Desktop Client (system tray) as well as on the associated telephone set.

Workaround: When using Desktop Messaging, disable the preview pane for the CallPilot Message Store "Inbox".

5.4.5 CallPilot slows down with message to entire address book

Composing and sending a CallPilot Message to the entire CallPilot Address book severely slows CallPilot Mini server response for 20-30 minutes.

Workaround: When sending a message to many users, for example, through a distribution list, you may experience a significant impact to the system if you tag the message for acknowledgement. Specifically, you may encounter a slowdown of the system operation (high use of CPU) as well as many users reporting that CallPilot is not accepting calls. This condition is temporary and will resolve itself automatically. The duration of the slowdown is dependant on the number of recipients in the message. It is highly recommended that a message addressed to a large number of recipients be never tagged for acknowledgement.