

This package contains: CP404ACC002S

Version 1.0 Date: Aug 21/2007

1. PEP Number: CP404ACC002S Version 1.0

NOTE: if a CallPilot server has previously installed PEP CP404ACC001S v2 and has no demand for enhancement changes described in CR Q01680093 (CP404ACC001S requires the wrong password for partners), it is absolutely no need to install this PEP.

2. Problem Description

This PEP CP404ACC002S installs Symantec pcAnywhere v11 (Host-Only) on your CallPilot system. Should a version of Symantec pcAnywhere be found on your system, it has to be uninstalled before this PEP can be installed.

The PEP is intended only for 201i CallPilot servers running the 3.0 or 4.0 stream of software.

Installation can take up to 20 minutes. Less time is needed if anti-virus software is temporarily disabled during installation.

NOTE: To remove the previous version, check the section 10. Supplemental Information - 2. Remove the previous version of pcAnywhere

NOTE: Uninstall of Symantec pcAnywhere will remove any customized configuration you might have made to the pcAnywhere CallPilot Support host.

NOTE: Do not apply this PEP CP404ACC002S to CallPilot 4 servers which have already been JITC hardened since the PEP may weaken some of the security hardening needed for JITC compliance.

3. List of CRs that are fixed by this PEP

Q01680093 - CP404ACC001S requires the wrong password for partners
Q01029975 - 201i suddenly blue screens whilst executing the boot sequence
Q01018079 - Received Blue Screen when installing Image

This PEP offers a workaround to a MS Remote Desktop Connection problem recorded in CR Q01154914 - ELAN Disables After RDC /console Connection Over RRAS IP Address

4. Pre-installation notes

a). Make sure you are installing this PEP on a CallPilot 3.0 or 4.0 server

This PEP replaces the following PEP if applicable:

- CP404ACC001S

The replaced PEPs will be automatically removed from DMI Viewer when CP404ACC002S is installed.

b). Make sure the CallPilot server is fully booted before beginning PEP installation. Stop any other applications running on the local console, including all support tools and the CallPilot PEP Maintenance Utility (DMI Viewer).

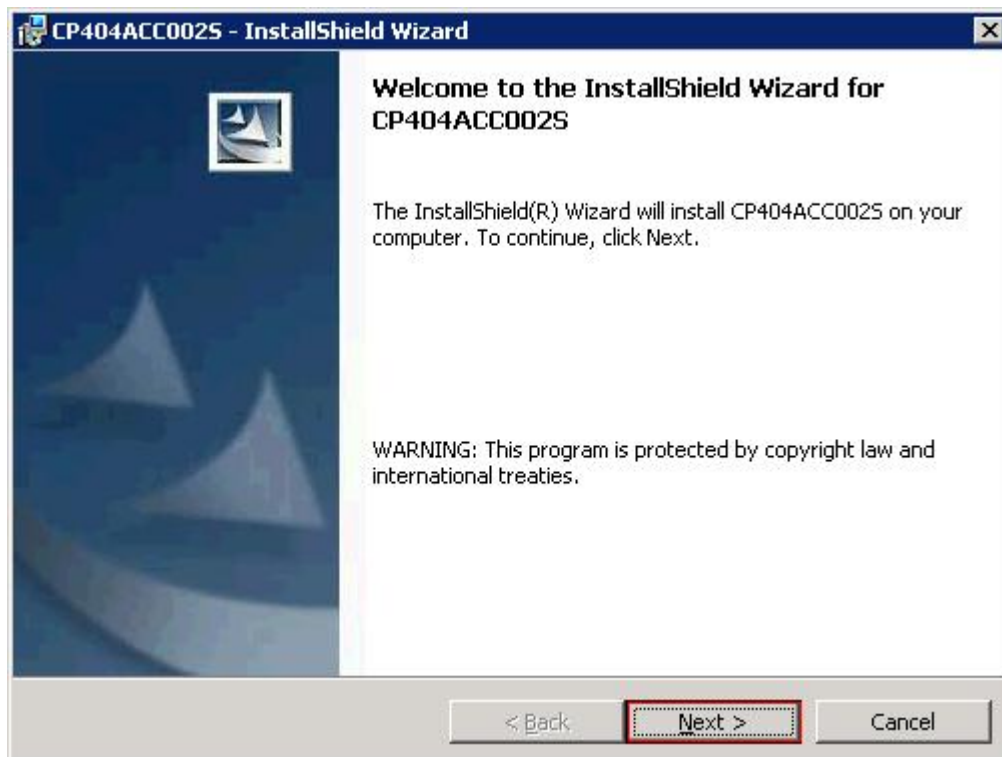
NOTE: Free disk space required on C: is about 20MB and free disk space required on D: is 20MB.

5. Installing the PEP

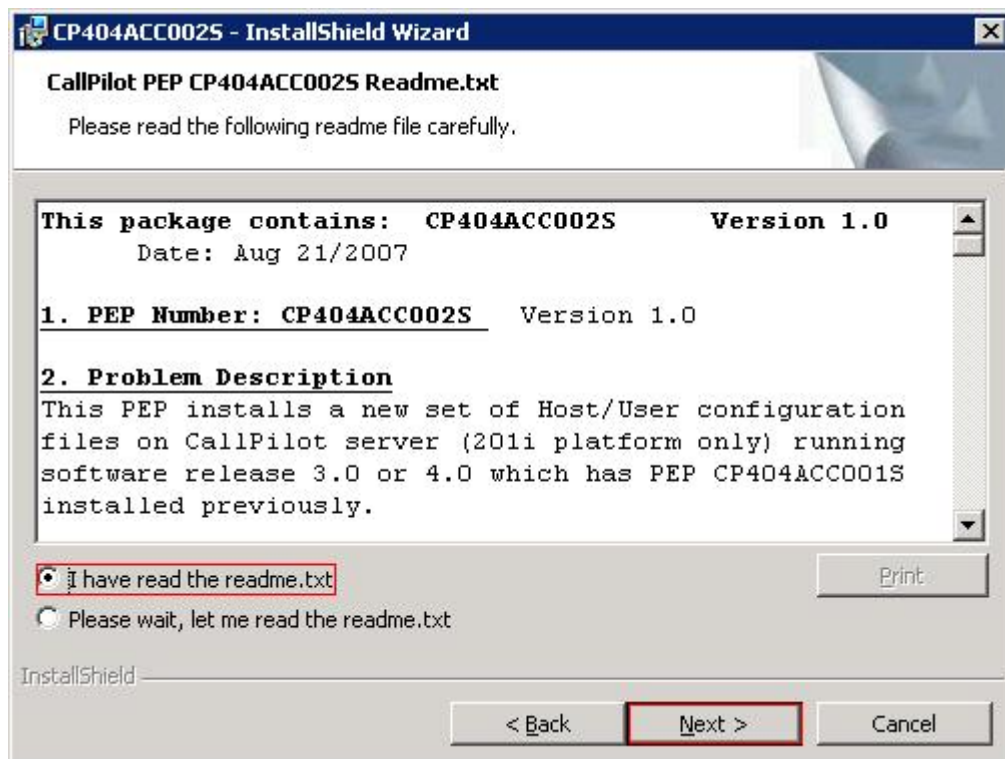
NOTE: Due to the fact that this PEP is a nested MSI install package, it only supports full UI install.

a). Begin installation by double-clicking on CP404ACC002S .msi

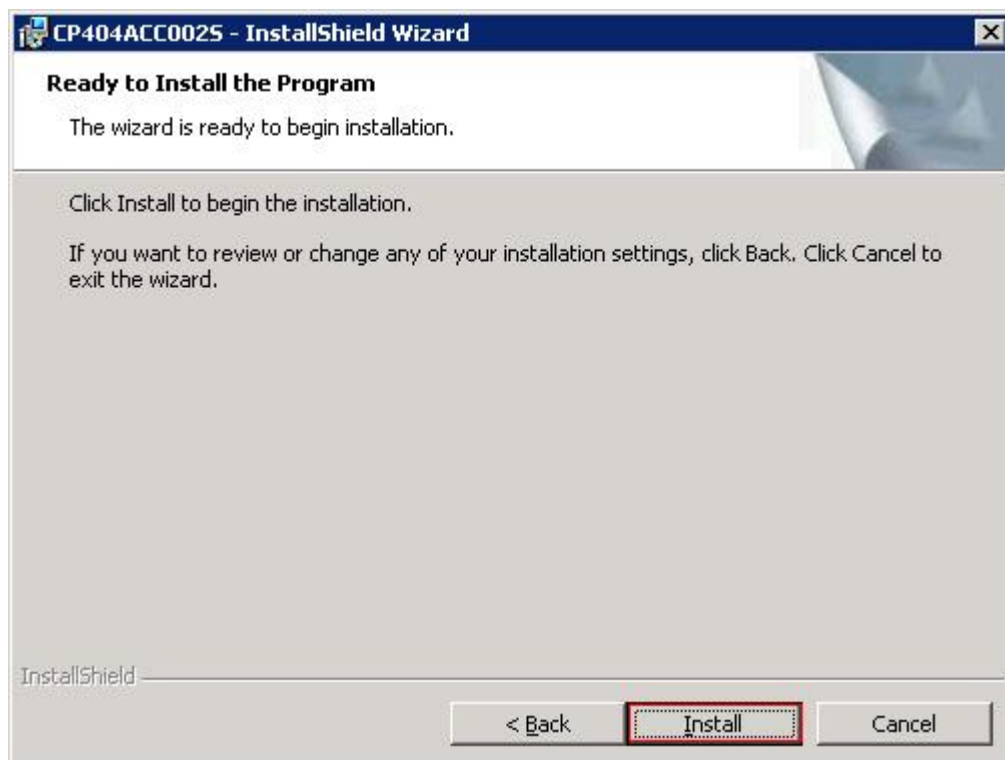
NOTE: If you run the MSI from a network location (e.g. a shared network drive), you will get an "Open File - Security Warning" window asking that "Are you sure you want to run this software?" just click on the Run button to run it.



b). Click on Next button on window "Welcome to the InstallShield Wizard for CP404ACC002S " and continue on to the Readme window.

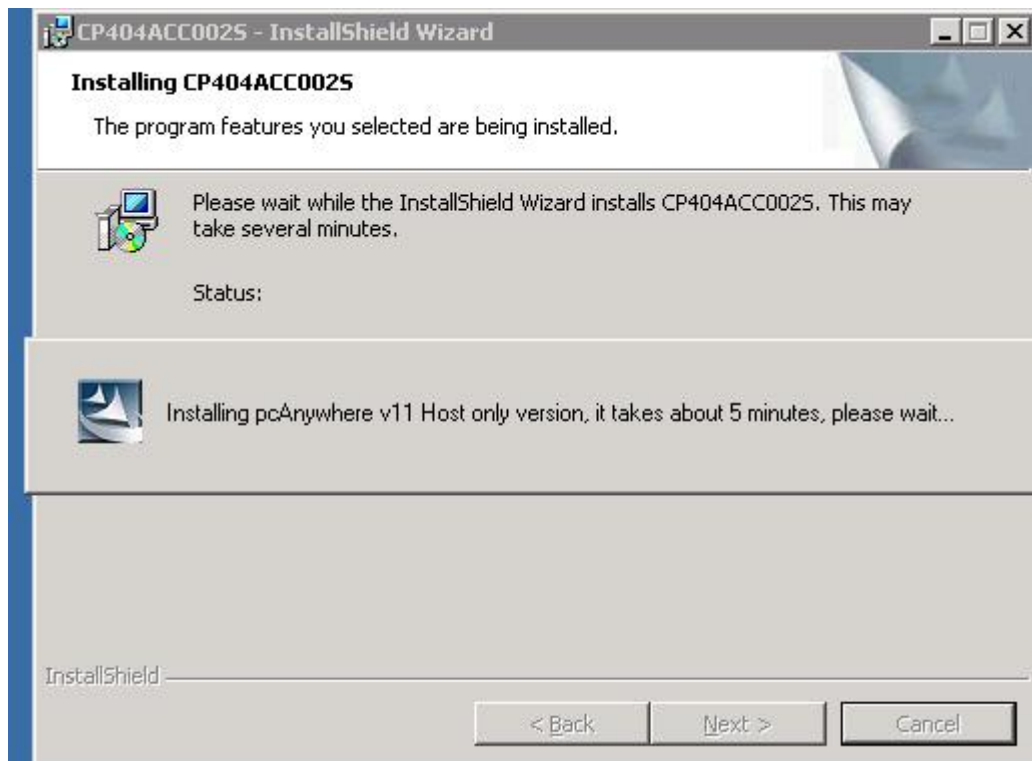


After reading through the readme, select Radio Button "I have read the readme.txt" and click on Next button.

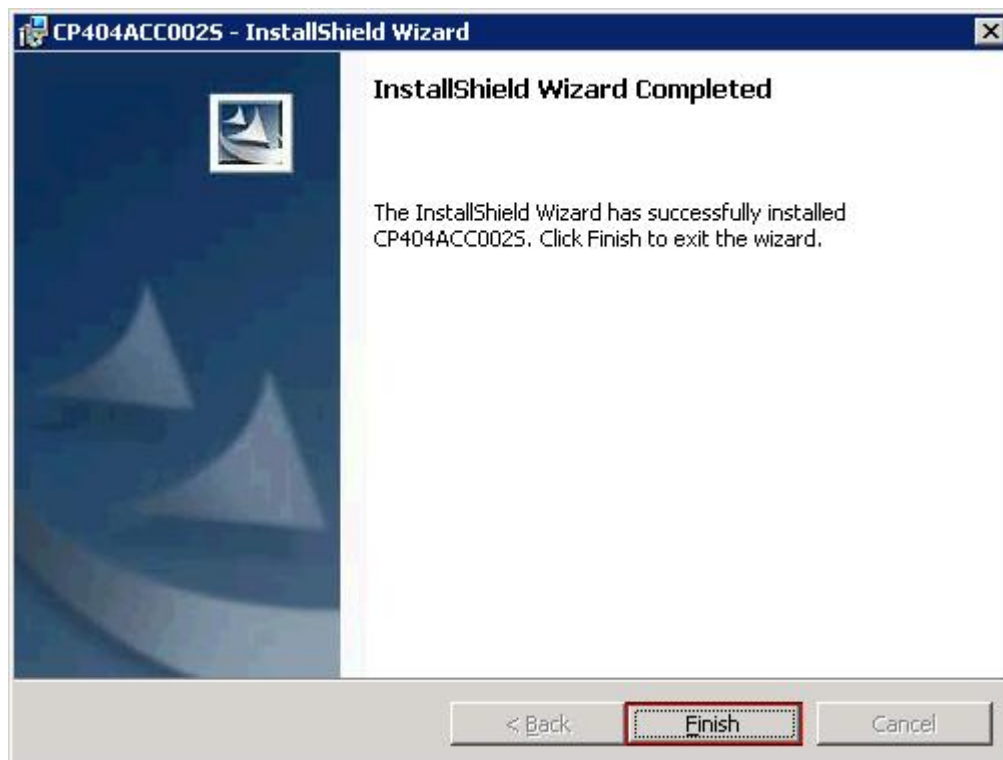


On next window "Ready to install the Program", click on Install button to install.

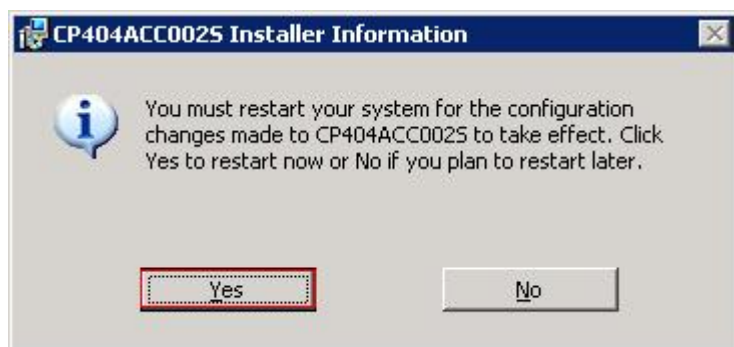
Note: Total time required will be about 20 minutes.



Installation starts, it takes about 5 minutes.



c). When the PEP installation is complete, a window will be displayed with the title "InstallShield Wizard Completed".



Click on the Finish button to exit the wizard, and then you will be prompted for option Yes to restart the server now and No to restart at a later time. You need a reboot to make the configuration changes to take effect.

Note: Do not reboot the system until the PEP installation is finished, otherwise the PEP may not be properly registered on the server.

d). If anti-virus software was disabled, check to ensure it is now enabled. Note that it must be properly configured to scan "incoming" files only. See the bulletin on configuring anti-virus software for CallPilot.

6. Installation Log

File "SecPEP.log" in the root folder of the system drive will contain a log of the actions performed during PEP installation. In addition, a note will be added to the file "os_ver.txt", also in the root folder of the system drive.

7. PEP Uninstall

This PEP can not be uninstalled. Once applied, if removed from DMIViewer, the references to PEP CP404ACC002S in both DMIViewer and Windows Add/Remove Programs will be removed. Installation folder CP404ACC002S under D:\TEMP will also be removed.

8. PEP Reinstallation

If required, this PEP may be installed again with some manual steps involved, see section 10. Supplemental Information - 2. Remove the previous version of pcAnywhere. If the PEP is not already in the PEP Utility (DMI Viewer), the PEP entry will be added when the PEP is reinstalled. If the PEP is already listed in the CallPilot PEP Utility (DMIViewer), it will not be added again to this utility.

9. Special installation instructions for Opsware:

Nothing is special for installing this PEP via Opsware.

10. Supplemental Information - 1. Known issue

There is a known compatibility issue when Symantec pcAnywhere v12 Remote (with tabbed view feature turned on) connects to pcAnywhere v11 Host, you might get a black screen and eventually session gets dropped with an error Window saying

```
"
    An unexpected error has occurred in "awrem32.exe".
    Information about this error has been saved in
    "C:\Program Files\Symantec\pcAnywhere\awrem32.dmp"
    For more information on solving this problem, please check the
pcAnywhere Knowledge base at
    http://www.symantec.com/techsupport/pca/kbase\_pca.html
"
```

To workaroud the problem,

- 1.) Go into pcAnywhere Manager (on pcAnywhere v12 remote side)
- 2.) Click Edit-->Preferences.
- 3.) Go to the Session Manager tab.
- 4.) Uncheck the "Show active sessions in a tabbed view" checkbox.
- 5.) Click OK

10. Supplemental Information - 2. Remove the previous version of pcAnywhere

Manual uninstall can be done by the following these steps:

- 1.) Start -> Settings -> Control panel -> Add/Remove programs
- 2.) Highlight Symantec pcAnywhere ->click on Remove button
- 3.) Reboot after uninstall.