Distributor Technical Reference Bulletin

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CallPilot Release 4.0

Introduction

This Distributor Technical Reference (DTR) bulletin provides information that supplements the formal documentation for the purpose of installing, upgrading, and supporting CallPilot Release 4.0 (04.04.04.00) systems. It provides updated procedures, limitations, known problems, workarounds, and documentation addenda. This is an important information resource for Channel Partner field operations and support personnel involved with CallPilot 4.0.

For more details on feature installation and operation, refer to the CallPilot 4.0 Customer Documentation.

This document, as well as other Customer Documentation, may be updated periodically as needed. It's recommended to always reference the Partner Information Center and Technical Support Portal websites for the latest information in updated NTPs or other documents.

Revision history

Issue Number / Date	Type of Review / Reason(s) for Issue	Author
Standard / Revision 1.0	Initial release of the 4.0 GA DTR. Based on 3.0 DTR, release 1.1 of the release notes and internal review feedback from PLM, MDS, and Technology.	David Saunders, Roger Brassard
Standard / Revision 2.0	Updated for T1 and High Capacity features along with SU01.	Gary Longster
Standard / Revision 2.1	Added updated Language Information and other minor feedback	Gary Longster
Standard / Revision 2.2	Updated language, software and NTP CD information; added details on SU02; added Appendix-B for Reporter enhancements, Appendix-C on CallPilot performance and measure to take into account, Known problems section is updated; updated Localization and Desktop Messaging tables	Behnaz Ganji
Standard / Revision 3.0	Added support of WebEx, updated SU01 and SU02 Individual PEPs, added details on Dual Language feature, updated known problems	Behanz Ganji
Standard / Revision 4.0	Added 1005r Platform Refresh new content into Appendix D; minor formatting and other updates	David Saunders / Roger Brassard
Standard / Revision 5.0	Updated 4.0 SU02 Individual PEPs, Dual Language Feature content, Updated known problems sections, CallPilot CD line up, added CP 4.0 SU03 content, Added new support of internet browser, removed problems fixed, Updated Localization and CallPilot CD Line Up tables	Behanz Ganji
Standard / Revision 6.0	Added a note on preparing CallPilot system for JITC hardening; added updates for CallPilot Group/Domain policy and configuration; revised Desktop/My CallPilot clients; new platform CDs (1005r); formatting and other minor changes Added support of Vista Outlook 2007 by Desktop Messaging version 32	Behanz Ganji / Roger Brassard
Standard / Revision 7.0	Revised Desktop/My CallPilot clients; Added support of Vista Outlook 2007 by Desktop Messaging version 32, Update Known Issues section, Update SU/PEP section	Behanz Ganji
Standard / Revision 8.0	Added SU04 content; New appendix for TCP/UDP port usage; Updated Known Issues; added Windows Vista/Outlook 2207 compatibility info; other miscellaneous items; formatting clean-up	Stephen Lane / Roger Brassard

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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 CallPilot 4.0 that is not covered by the NTP documentation supplied with the system. This DTR is intended for use in conjunction with the latest CallPilot 4.0 (04.04.04.00) software CDs. Refer to the complete listing in CallPilot Software.

1.2   What's new in CallPilot 4.0

- **Simplified Upgrade**: new wizards "walk" the user through the upgrade procedure. The new Upgrade Wizard checks the system and identifies issues *before the system is even taken out of service*.
- **Directory Synchronization**: Provides the ability to synchronize users between a Active Directory and the CallPilot Server
- **Message Forwarding Rule**: allows users to have their messages automatically forwarded to an external email account or PDA.
- **Message Archive**: gives the administrator the option to save a copy of every message received on the CallPilot system.
- **Multiple MWI DNs**: each user can now be assigned up to 8 different MWI DNs.
- **Expanded Capacity**: the 1002rp's capacity is increased from 96 channels to 192 channels.
- **Support for both M1/Succession and T1 connections:** CallPilot 4.0 is the first release since 1.07 that supports connecting to both the M1/Succession switches and the SL100 switches.
- **Various My CallPilot Enhancements** include:
  - Users can record and edit their mailbox greetings
  - External email address book support
  - Ability to call the sender of messages from both CallPilot or external email server
  - Support for Linux and Firefox browsers
  - Support for connection to multiple CallPilot servers
- **Various Desktop Messaging Enhancements** including:
  - Instant Messaging support
  - Ability to call the sender of a message from an external email server
  - Windows installer (MSI) support
  - Novell personal address book enhancements
- **Auto Delete**: an extension to the Auto Add feature that allows you to delete a group of mailboxes at once.

1.3　Supported Operations

1.3.1 Features on Controlled Release

The following is a list of 4.0 features that are on controlled release:
- Speech Recognition and Custom Commands for languages other than North American English and German
- Email-by-Phone languages other than Dutch, English, French, German, Italian, Russian, and Spanish, (using either Western European ISO-8859-1 or UTF-8 message encoding)

1.3.2 Switch Integration supported

The following switch integrations are supported:
- Meridian 1, Option 11C to 81C
- Communication Server 1000 family of switches
- Meridian SL-100 (non-High Capacity <=96 MPU)
- DMS-100/CPE Centrex (non-High Capacity <=96 MPU)

1.3.3 Switch Integrations deferred
- High Capacity (192-channels) for T1/SMDI remains on Controlled Release until successful completion of the beta trials

1.3.4 Server and Client Upgrades supported

Upgrades to CallPilot 4.0 are supported directly from CallPilot version 2.02, 2.5 and 3.0. Minimum SU levels required are; 2.02 SU3 and 2.5 SU2. Upgrading to CallPilot 4.0 from CallPilot version 1.07 requires an intermediate upgrade from 1.07 to 2.02 and then to 4.0.

1.4　About Customer Documentation

The starting point for all CallPilot activities is the customer documentation that is included with the system. The CD-ROM titled *"CallPilot Product Release 4.0 Documentation on CD-ROM"* (NTRG19CA for English, NTRG19DA for non-English) contains all of the customer documentation available.

The documentation CD-ROM can be viewed on any PC using Adobe Acrobat Reader 4.0 or later (the Adobe software is included on the CD).

Note: These documents, as well as other Customer Documentation, may be updated periodically as needed. It's always recommended to reference the Partner Information Center and Helmsman Express websites for the latest information in updated NTPs or Release Notes documents.

1.5　Software Updates/Enhancements

After completing the upgrade, verify whether there are any additional PEPs to be installed. Refer to PEP/Service Update application overview for additional information.

1.6   Localized Media

The table below summarizes the localized CallPilot 4.0 media available:

Language	Voice Prompts	Desktop Messaging	My CallPilot	Speech Activated Messaging	E-mail by Phone	End-User Docs
Arabic	✓					✓
Cantonese (Traditional Chinese)	✓	4.04.04.12 and later				✓
Czech	✓					
Danish	✓					✓
Dutch	✓	✓			✓	✓
English, American (US)	✓	✓	✓	✓	✓	✓
English, Australian	✓	✓	✓		✓	✓
English, Canadian	✓	✓	✓	✓	✓	✓
English, Irish	✓	✓	✓		✓	✓
English, UK (Female)	✓	✓	✓	✓	✓	✓
Finnish	✓					
French, Canadian	✓	✓	✓			
French, European	✓	✓	✓	✓	✓	✓
German	✓	✓	4.04.04.10 and later	✓	✓	
Greek	✓					
Hebrew	✓					
Hungarian	✓					
Italian	✓	✓		✓	✓	
Japanese	✓	✓				
Korean	✓					✓
Norwegian	✓					✓
Polish	✓					✓
Portuguese, Brazilian	✓					
Portuguese, European	✓					
PRC Mandarin (Simplified Chinese)	✓	✓				✓
Russian	✓				✓	
Spanish, Castilian (European)	✓				✓	
Spanish, Latin American	✓	✓			✓	✓
Swedish	✓					✓
Taiwanese Mandarin (Traditional Chinese)	✓	4.04.04.12 and later				✓
Thai	✓					
Turkish	✓					✓

Notes:
1. Localized versions of Desktop Messaging and My CallPilot 4.0 are available from ESPL:
   o Desktop Messaging: 4.04.04.32 : PEP ID "CP40_Desktop"
   o My CallPilot 4.04.04.33 : PEP ID "CP40_MyCallPilot"
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 from the Helmsman web site.

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2 Product Requirements

2.1   CallPilot 4.0 Compatibility

The following tables define CallPilot 4.0 compatibility with other products and environments it is likely to encounter.

Product / Function	CallPilot 4.0 Compatibility
Meridian Mail	• Co-existence with Meridian Mail on Meridian 1 or Communication Server 1000/1000M/1000E is supported. Networking to Meridian Mail available with AMIS-A and Enterprise networking protocols or via VPIM with Meridian Mail Net Gateway. However, there are limitations.
Meridian Mail Reporter	• Cannot be used to generate reports from a CallPilot server. Meridian Mail Reporter only supports Meridian Mail and CallPilot Reporter only supports CallPilot.
Meridian Administration Tool (MAT) or Optivity Telephony Manager (OTM), or Telephony Manager (TM)	• Co-existence of CallPilot Application Builder client with MAT 6.x and OTM 1.x and 2.x clients on the same PC is supported. • Please see Product bulletin 99092 for the CallPilot website for a detailed listing of compatibility with MAT.
Custom Controlled Routing (CCR)	• Co-existence of CCR and CallPilot on the same Meridian 1 is supported. • CallPilot does not support CCR command: Give IVR.
Symposium Call Center Server 1.x, 3.0, X4.x, and 5.0 Symposium Express 1.0 and 2.0, 3.0, and 4.2 Contact Center 6.0 - Manager Server (CCMS)	• Co-existence with Symposium Call Center Server or Express on the same M1/CS 1000 and ELAN is supported. • CallPilot 4.0 supports Symposium Call Center Server 4.2 and later integration for voice processing script commands: "Give IVR", "Give Controlled Broadcast", "Collect Digits", "Play Prompt", "Open…End Voice Session" but requires PEP SU-07 or later. • CallPilot 4.0 supports Symposium Express 4.2 integration for voice processing script commands "Give IVR" also requires Express PEP SU-08 or later.
Internet Telephony Gateway (ITG)	• CallPilot AMIS-Analog and Enterprise Networking is supported with ITG R1.1 (v1.0.34 or later). • Network Message Service (NMS) support requires ITG 2.0.
Microsoft Office 2000 and 2002 (XP), 2003	• CallPilot 4.0 Desktop Messaging clients are compatible • CallPilot 4.0 Application Builder client is compatible

2.1.1 Migration from Meridian Mail

Migration from Meridian Mail systems to CallPilot 4.0 is supported using the Meridian Mail migration utility tape NTUB25AC (available within NTUB24BA Migration Package). This supports migration from all Meridian Mail MM11, MM12, and MM13 releases for all Meridian Mail platforms except the MSM and Card Option running MM13.11.2. It is required for all Meridian Mail releases including MM13.14 as this tape supersedes the migration utility available in the TOOLS level.

Notes:
1. Previous 1.07 versions of the migration utility NTUB24AA or NTUB24AB cannot be used with CallPilot 4.0. The Migration guide should be consulted for limitations.
2. CallPilot requires use of the NTRB18CA MGate card for connectivity. Systems migrated from Meridian Mail must ensure only the updated MGate cards are used.
3. Unlike Meridian Mail where calls were directly routed to the main ACD-DN (queue) feeding Meridian Mail ports, a CDN is used to route calls to CallPilot. It is imperative that all calls be routed through the CDN and not directly to the ACD-DN associated with CallPilot channels. See the Migration guide for details.

2.1.2 Application Builder client / Operating System (OS) compatibility

Operating Systems:	2.02/2.5	3.0	4.0
Windows 95 or 95A w/ Service Pack 1			
Windows 95B OEM Service Release 2 (OSR2)	✓	✓	
Windows 98	✓	✓	
Windows 98SE (Second Edition)	✓	✓	✓
Windows ME			
Windows NT 4.0 Workstation (Service Pack 6A)	✓	✓	✓
Windows NT 4.0 Server			
Windows 2000 Professional (ISO-8859-1, Latin-1 character set versions)	Note 1	Note 1	Note 1
Windows 2000 Server and Advanced Server			
Windows XP Home			
Windows XP Professional	✓	✓	✓
Windows 2003 Server			
Macintosh OS 9.0 or 9.1			
Macintosh OS X			

Notes:
1. ISO-8859-1 (Latin-1) character sets cover most West European languages including but not limited to: English, French, Spanish, Catalan, Basque, Portuguese, Italian, Albanian, Rhaeto-Romanic, Dutch, German, Danish, Swedish, Norwegian, Finnish, Faeroese, Icelandic, Irish, Scottish, Afrikaans, and Swahili.
2. CallPilot 4.0 Application Builder clients are backward compatible for use with a CallPilot 2.02/SU02 and later servers.
3. CallPilot 1.07, 2.0 and 2.5 clients are not compatible with 4.0.

2.1.3 Desktop Messaging / Groupware compatibility

CallPilot Desktop Messaging and My CallPilot support the following Groupware e-mail clients, Internet mail clients, Web clients, and thin clients:

Groupware E-mail clients	2.50.06.17 and later	04.04.04.12 and later	04.04.04.32 and later
Microsoft Outlook 98 (Corporate Mode)	✓		
Microsoft Outlook 2000	✓	✓	✓
Microsoft Outlook 2002 (XP)	✓	✓	✓
Microsoft Outlook 2003	✓	✓	✓
Microsoft Outlook 2007			✓
Lotus Notes 5.0x	✓		
Lotus Notes 6.0	✓	✓	✓
Lotus Notes 6.5	✓	✓	✓
Lotus Notes 7.0		✓	✓
Novell GroupWise 6.0x	✓		
Novell GroupWise 6.5	✓	✓	✓
Novell GroupWise 7.0		✓	✓
Internet Mail clients	**2.50.06.17**	**04.04.04.12 and later**	
Microsoft Outlook Express 5.x	✓		
Microsoft Outlook Express 6.x	✓	✓	✓
Microsoft Outlook 98 (Internet Mail Mode)	✓		
Microsoft Outlook 2000 (Internet Mail Mode)	✓	✓	✓
Microsoft Outlook 2002 (XP) (Internet Mail Mode)	✓	✓	✓
Microsoft Outlook 2003 (Internet Mail Mode)	✓	✓	✓
Microsoft Outlook 2007 (Internet Mail Mode)			✓
Netscape 6.2x	✓	✓	✓
Netscape 7.0, 7.1, and 7.2	✓	✓	✓
Qualcomm Eudora Pro 5.x	✓		
Qualcomm Eudora Pro 6.0	✓	✓	✓
Qualcomm Eudora Pro 6.1	✓	✓	✓
Thin clients	**2.50.06.17**	**04.04.04.12 and later**	**04.04.04.32 and later**
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 Server, Windows 2003 Server (All Editions)	✓	✓	✓
Citrix Metaframe Presentation Server 3.0 on Windows 2003 Server (All Editions)		✓	✓

Supplemental Version Notes:

Desktop Messaging client versions 4.04.04.12 and later:
1. Are supported for use with CallPilot 4.0, 3.0, 2.5, and 2.02 servers.
2. Offer localization.

1.05/1/06/1.07 Desktop Messaging clients:
o Are not supported for use with CallPilot 4.0, 3.0, 2.5, 2.02, or 2.0 servers

2.1.4 Desktop Messaging client / Operating System (OS) compatibility

Desktop Messaging clients are supported for use on the following Operating Systems:

Operating Systems	2.50.06.17 and later	4.0 (04.04.04.12) and later	4.0 (04.04.04.32) and later
Windows 98SE (Second Edition)	✓		
Windows NT 4.0 Workstation (Service Pack 6A)	✓		
Windows NT 4.0 Server			
Windows 2000 Professional	✓	✓	✓
Windows 2000 Server, Advanced, or Data Center Server			
Windows XP Professional (Service Pack 2)	✓	✓	✓
Windows 2003 Server			
Windows Vista (Professional/Enterprise)			✓
Macintosh OS 9.0 or 9.1			
Macintosh OS X			
Linux			

2.1.5 My CallPilot / Browser compatibility

My CallPilot Web Messaging supports the following Internet browsers:

Internet Browsers	2.5 (2.50.06.23)	4.0 (04.04.04.10) and later
Netscape 6.2x for Windows or Mac	✓	✓
Netscape 7.0, 7.1, and 7.2 for Windows or Mac	✓	✓
Microsoft Internet Explorer 5.x for Windows	✓	
Microsoft Internet Explorer 6.0 for Windows	✓	✓
Microsoft Internet Explorer 7.0 for Windows		✓
Microsoft Internet Explorer 5.x for Mac	✓	✓
Mozilla 1.7.x for Linux		✓
Firefox 1.0 for Linux		✓

2.1.6 My CallPilot client / Operating System compatibility

My CallPilot clients are supported for use on the following Operating Systems:

Operating System	2.5 (2.50.06.23)	4.0 (04.04.04.10) and later	4.0 (04.04.04.32) and later
Windows 98	✓		
Windows 98SE (Second Edition)	✓		
Windows NT 4.0 Workstations (Service Pack 6A)	✓		
Windows NT 4.0 Server	✓		
Windows 2000 Professional	✓	✓	✓
Windows 2000 Server SP1 and above (w/ IIS 5)	✓	✓	✓
Windows XP Professional	✓	✓	✓
Windows 2003 Server (w/ IIS 6)	✓	✓	✓
Windows 2003 Server Release 2 (English Language)	✓	✓	✓
Windows 2003 Web Edition (English Language)	✓	✓	✓
Windows 2003 Enterprise Edition (English Language)	✓	✓	✓
Windows Vista (Professional/Enterprise)			✓
Macintosh OS 9.0 or 9.1	✓	✓	✓
Macintosh OS X	✓	✓	✓
Linux		✓	✓

Notes:
1. With CallPilot 2.5 (using My CallPilot version 2.50.06.04 and later), full support of Mac OS 9.0 and 9.1 is available via My CallPilot accessed with Internet Explorer or Netscape.   Full support means that Mac users will now be able to Compose, Send, Reply to messages, as well as utilize a CallPilot Player and Fax Viewer.
2. Partial support for Mac OS X is supported with My CallPilot version 2.50.06.11 and later. Partial support functionality is read-only, listen-only mode. Also, no CallPilot Player, CallPilot Fax Viewer, or interaction with the TUI will be available. Listening to and viewing of CallPilot messages will be accessed via desktop only and handled by the resident audio player and picture viewer of the MAC OS.
3. Any prior release of My CallPilot is not supported.

2.1.7 Supported server OS and Internet Browsers for use with My CallPilot, CallPilot Manager, and Reporter

CallPilot 4.0 My CallPilot, CallPilot Manager, and Reporter support the following operating systems and browsers:

Product / Function	CallPilot 4.0 Compatibility
Server side details:	
Operating Systems	• Windows 2000 Server with Service Pack 1 or later (**Note:** Advanced Server and DataCenter Server versions are not supported.) • Windows 2003 Server , Service Pack 1 or later
Internet Service software	• Internet Information Server 5.0 (Service Pack 1 or later) • Internet Information Server 6.0
Client side details:	
Operating Systems	• Windows 98SE • Windows 2000 Professional • Windows XP Professional • MAC OS 9.0 and 9.1 (for My CallPilot only) • Windows 2003 Server Release 2 (English Language) • Windows 2003 Web Edition (English Language) • Windows 2003 Enterprise Edition (English Language) • Windows Vista (Professional/Enterprise)
Browsers	• Netscape Communicator 6.2x (with proper Java J2SE extension. See note.) • Netscape Communicator 7.0, 7.1, and 7.2 • Internet Explorer 6.x (with proper Java J2SE extension. See note.) • Internet Explorer 5.x for Mac (for My CallPilot only) • Internet Explorer 7.0 [5] • Mozilla 1.7.x for Linux (for My CallPilot only) • Firefox 1.0 for Linux (for My CallPilot only)

Notes:

1. If Desktop Messaging and Web Messaging are installed on the same client PC, My CallPilot will be compatible with all 4.x versions of the player.

2. When using CallPilot Reporter, for proper operation of Java on Netscape 6.2 or Microsoft Internet Explorer 6.x, J2SE version 1.3.1 must be installed. If you have an earlier or later version of J2SE, it must be uninstalled first. J2SE versions can be downloaded from http://www.nortel.com, http://www.java.sun.com or the CallPilot 4.0 Applications CD.

3. Javascript and Cookies must be enabled in the web browser.
4. Support for localized browsers is not supported at this time, but will be available in a future up-issue.
5. When installing Internet Explorer 7.0 on the client PC or customer-provided web server for use with any of the CallPilot applications (CallPilot Manager, Reporter, or My CallPilot) , please follow Microsoft's recommended installation options.

Important: Do not install Internet Explorer 7.0 on the CallPilot server

3 Requirements for CallPilot Manager stand-alone web servers

The requirements for the stand-alone web server for installing CallPilot Manager (with or without CallPilot Reporter) and My CallPilot are as follows.

Supported Operating Systems	Supported
Windows NT 4.0 server with SP6a and Microsoft Internet Information Server (IIS) 4	No
Windows 2000 server with SP1 or SP2 and Microsoft Internet Information Server (IIS) 5	Yes
Windows 2003 Standard Edition and Microsoft Internet Information Server (IIS) 6	Yes
Windows 2003 Web Edition and Microsoft Internet Information Server (IIS) 6	Yes
Windows 2003 Enterprise Edition and Microsoft Internet Information Server (IIS) 6	Yes

3.1.1 Platform Hardware/BIOS/Software requirements

This list is intended to be used in addition to the requirements that are captured in the current issue of the CallPilot 4.0 NTP documentation.

Platform	Component	Version
201i	BIOS	6.0.3
703t (CP3.0 – CP4.0)	BIOS	16 Build 75
	Firmware	FRU SDR 5.5 BMC 1.18
	BIOS [2]	7 Build 64
703t (CP2.02 – CP2.5)	BIOS	7 Build 64
1002rp	BIOS [1]	NNCXUA07
MPB96	Release	6 (Minimum)
LSI MegaRaid 1600	Firmware	111U [1]
LSI MegaRaid 320-2	Firmware	1L37

Note 1: Please refer to the NTP Server Maintenance and Diagnostics guides for configuration details, 555-7101-206 1002rp Rackmount, 555-7101-227 703t Tower, and 555-7101-119 201i IPE.

Note 2: For those systems that have been upgraded from CallPilot 2.x. Please note that in these cases, manual Windows activation is required.

3.1.2 Supported customer LANs

Product / Function	CallPilot 4.0 Compatibility
10Base-T	All platforms
100Base-T	201i (IPE), 703t (Tower), and 1002rp (Rackmount) without additional hardware (see note)
1000Base-T	703t (Tower) and 1005r (Rackmount)

Notes:

1. All other platforms include 10/100Base-T Ethernet LAN NIC cards except 703t and 1005r, which includes 10/100/1000Base-T Ethernet LAN NIC.

2. ELAN must be configured the same as the switch configuration.

3. If a switch is used for ELAN or CLAN, "Spanning Tree" must be turned off.

4. CLAN should be configured for Auto-Detect.

3.1.3 Supported LAN/WAN Networking Protocols

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

3.2　　Operational Requirements

3.2.1 3rd-party software and hardware

The addition of any 3rd-party software or hardware to the CallPilot server is not supported other than approved anti-virus applications (Refer to Product Bulletin P-2003-0151-Global – *CallPilot Support for Anti-Virus Applications* for details) or approved Microsoft security updates (Refer to Product Bulletin P-2007-0010-Global – *CallPilot Server Security Update* or published Clarify Bulletin System - Product Security Advisory Alerts). Doing so can destabilize the system; degrade its mission of providing real-time call processing performance, and cause future upgrades to fail. Refer to Product Bulletin 99067 – *CallPilot Unauthorized Hardware and Software* for more information.

Nortel cannot warranty the performance or proper functioning of CallPilot if any additional (unauthorized) hardware or software is added to the CallPilot server. Therefore, hardware or software additions or other modifications to the CallPilot system that are not specified or otherwise approved by Nortel in writing to be compatible with the CallPilot system are not supported. Also, any such additions or modifications may cause serious problems with the CallPilot system and may void the Nortel product warranties, including but not limited to the hardware warranty, software warranty and support.

3.2.2 Software dongle installation

The CallPilot dongle must be properly installed in the server prior to accessing CallPilot Manager.

3.2.3 Proper Power and Grounding

All CallPilot server installations (201i, 703t, 1002rp, and 1005r) must follow the Meridian 1 and/or Communication Server 1000/1000M/1000E and CallPilot NTP guidelines for proper power and grounding, specifically, adhering to the Single-Point Ground Reference requirement. Failure to follow these guidelines makes Meridian 1/Communication Server 1000/1000M/1000E and CallPilot susceptible to damage from electrical transients resulting from lightning and other power-ground disturbances.

The Single-Point Ground Reference includes all powered devices that attach directly to the PBX and its ancillary equipment. For a typical CallPilot installation, the following components are included:
- PBX
- CallPilot server
- Uninterruptible Power Supply (UPS) (if installed)
- Remote maintenance modem
- ELAN and CLAN hubs
- Administration/Maintenance PC (and associated monitor and printer)
- External CD-ROM and Tape drives (201i IPE servers)
- Symposium Call Center Server (if installed)

As well, in CallPilot Rackmount server installations, the following supplemental information applies:

- Ensure the CallPilot server chassis and equipment racks are isolated from other foreign sources of ground
  - Acceptable isolation methods include: isolation pads, grommet washers, chassis side rail strips and non-conducting washers, etc
- Where other equipment is also installed in the same 19" rack, ensure that all equipment derives ground from the same service panel as CallPilot and the switch, whether or not the equipment is AC or DC powered.
- In DC-powered server installations, ensure the PDU (Power Distribution Unit for DC applications) is installed on the same rack as the CallPilot server. This is required since the main ground wire for the PDU is not insulated from the metal enclosure.

It's also highly recommended that a UPS be equipped on Tower/Rackmount installations.

Important Note: Adherence to a Single-Point Ground reference applies to all existing installed-base systems as well as new CallPilot server installations. Whether working on a new install or performing maintenance on an existing system, verifying the system is properly grounded can help avoid damage or system outage from electrical transients.

3.2.4 Shutdown/Restart required after PBX maintenance procedures

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

To shutdown the CallPilot system either of the following 2 methods are supported.
To Use "Ctrl-Alt-Delete" or Start/Shutdown and select "Shutdown" from the Windows Security window. Then from the Shutdown Computer dialog box that appears, select either "Shutdown" or "Shutdown and Restart" as appropriate. Enter a reason for shutting down the Computer in the reason field.

3.2.5 201i IPE recommended handling procedures

To minimize data loss or damage to the drive media, when removing power from the 201i IPE server, ensure the system avoids excessive vibration until the hard drive heads have parked using the recommending handling procedure below. Refer to CR # Q00959066 .

1. Perform a shutdown
2. Remove power by gently unseating the server from the backplane
3. Allow the server to remain still for approximately 15 seconds. This allows the disk to spin down (i.e. stop rotating), allowing the heads to come safely to rest on the platter surface.
4. Remove the IPE server as handle as normal following ESD guidelines.

3.2.6 1002rp T1 Hardware Replacement and/or Expansion

Unlike when ordering a new CallPilot T1/SMDI server with Nortel factory pre-configuring the T1 rotary-dial and dip-switch settings, all CallPilot hardware merchandise is shipped from Nortel in the original un-opened OEM sealed packaging. Nortel advises prior to installation, to visually inspect the

T1 hardware and reference the appropriate CallPilot 1002rp NTP documentation based on the required task, as follows:

Task: T1 Hardware Card Spare Replacement:
     Step # 1 - Inspect the N0019778 / N0019778 Intel D/480JCT-02T1-R2U PCI dual T1 board
     Step # 2 - Refer to the 1002rp Maintenance and Diagnostic guide [NTP # 555-7101-206]
     Chapter 13, Replacing the D/480JCT-2T1 T1 Interface Card

Task: 2.5 to 4.0 Upgrade with T1 Retrofit Kit Installation:
     Step # 1 - Inspect the NTUB92CA / N0033097 CallPilot SMDI Rack Sys - 96 T1 Channels / 96 MPU Upgrade Retrofit Kit
     Step # 2 - Refer to the 1002rp Maintenance and Diagnostic guide [NTP # 555-7101-206]
     Chapter 13, Replacing the D/480JCT-2T1 T1 Interface Card

Task: Standalone T1 High Capacity Expansion Kit Installation:
     Step # 1 - Inspect the NTUB92DA / N0033099 CallPilot SMDI Rack-mount System - 96 T1 Channels / 192 MPU Expansion Kit
     Step # 2 - Refer to the 1002rp Maintenance and Diagnostic guide [NTP # 555-7101-206]
     Chapter 11, Upgrading to High Capacity [T1]

Task: 2.5 to 4.0 Upgrade w/High Capacity Expansion:
     Step # 1 - Inspect the NTUB92CA / N0033097 CallPilot SMDI Rack Sys - 96 T1 Channels / 96 MPU Upgrade Retrofit Kit
     Step # 2 - Refer to the 1002rp Maintenance and Diagnostic guide [NTP # 555-7101-206]
     Chapter 13, Replacing the D/480JCT-2T1 T1 Interface Card
     Step # 2 - Refer to the 1002rp Maintenance and Diagnostic guide [NTP # 555-7101-206]
     Chapter 11, Upgrading to High Capacity [T1]

4 Meridian 1 switch requirements

NTP 555-7101-222 – *CallPilot Installation and Configuration Guide – Part 3 – Meridian 1 and CallPilot Server Configuration.* Chapter 3 describes how to configure a Meridian 1 PBX to work with CallPilot. The following description is an addendum to this chapter, describing the specific Meridian 1 models supported, the supported X11 software releases, and the PEPs available for the various releases for proper CallPilot operation.

Section 3.1 lists the supported Meridian 1 models. Section 3.2 identifies the supported software releases. Section 3.3 lists required packages relevant to CallPilot. Section 3.4 provides a list of the available PEPs with a description of the issues addressed and its applicability to the system model and software release.

Note: **Information on the X11 software changes regularly.** For the most recent information on supported X11 software releases and PEPs refer to the Nortel Enterprise Solutions PEP Library (ESPL) website at: http://www.nortel.com/espl (all regions)

Note: If you are new to the ESPL website, you will need to register for a user ID/password. Please apply on-line at http://www.nortel.com or contact Nortel Channel Partner Account Manager.

4.1   Meridian 1 switches supported

Meridian 1 - Options 11C, 11C/Mini, 51C, 61C, 81, 81C

Note: The copper-connection Option 11C does not support ELAN, which is required for CallPilot.

4.2   Software Releases supported

Switch software releases supported are X11R25.40 or later.

4.3   X11 Packages required for CallPilot 4.0

Pkg #	Description
41	ACDB (ACD Package B)
46	MWC (Message Waiting Center)
214	EAR (Enhanced ACD Routing)
215	ECT (Enhanced Call Treatment)
218	IVR (Hold in Queue for IVR)
247	Call ID
324	NGEN (CallPilot Connectivity) See next table
364	NMCE (CallPilot)
254	PHTN (Phantom TN)

Package 324 requirements	
Pkg #	Description
77	CSL (Command Status Link)
153	X25AP (Application Module Link – AML)
164	LAPW (Limited Access to Overlays)
242	MULI (Multi-User Login)
243	Alarm Filtering
296	MAT (Meridian Administration Tool)

4.4 X11 PEPs to support CallPilot 4.0

It is highly recommended to review the following bulletins located at http://www.nortel.com/espl for supplemental PEPs that might be applicable.
.

- X11 Release 25.40/25.40B and X21 Release 2 DepList Integration Bulletin
- X11 Release 25.47 DepList Integration Bulletin

5 Communication Server 1000 switch requirements

Communication Server 1000 (a.k.a. CS1000 or Succession 1000) is a communications system that provides a single solution for telephony and data capabilities. Communication Server 1000 provides a full suite of industry-leading voice features and uses global software. The software stream used on a Communication Server 1000 is X21, which delivers software with equivalent features and functionality to Meridian 1 X11 25.30 and later. This software stream provides the same seamless integration between CallPilot and Communication Server 1000 as between CallPilot and Meridian 1.

5.1 CallPilot Platforms Supported

- 201i IPE
- 703t Tower
- 1002rp and 1005r Rackmount

Please refer to NTP 555-7101-510 *CallPilot Installation and Configuration Guide – Part 3 – Succession 1000 and CallPilot Server Configuration,* for further details on Communication Server 1000 and the installation and configuration of CallPilot with this switch.

5.2 Software Releases supported

- X21 release 3.0 and later
- CallPilot 4.0 with the CallPilot Integration/Connectivity Code: NTZE39JB

5.3 X21 Packages required for CallPilot 4.0

Pkg #	Description
41	ACDB (ACD Package B)
46	MWC (Message Waiting Center)
214	EAR (Enhanced ACD Routing)
215	ECT (Enhanced Call Treatment)
218	IVR (Hold in Queue for IVR)
247	Call ID
324	NGEN (CallPilot Connectivity) See next table
364	NMCE (CallPilot)
254	PHTN (Phantom TN)

Package 324 requirements	
Pkg #	Description
77	CSL (Command Status Link)
153	X25AP (Application Module Link – AML)
164	LAPW (Limited Access to Overlays)
242	MULI (Multi-User Login)
243	Alarm Filtering
296	MAT (Meridian Administration Tool)

All the above software packages are already included in the Communication Server 1000 *Basic Software Service* package. However, if you also need the CallPilot Network Message Service (NMS) feature, you need to order either the *Advanced Software Service* package or the *Premium Software Service* package.

5.4   X21 PEPs to support CallPilot 4.0

It is highly recommended to review the following bulletins located at http://www.nortel.com/espl for supplemental PEPs that might be applicable.

- **X21 DepList Integration Bulletin**

6 CallPilot software

6.1   CallPilot CD suite

The table below identifies the CDs contained in the CallPilot 4.0 Software packages. Ensure you have the full set of CDs prior to performing any maintenance activity.

PEC	CPC	Label	Version	Date	Notes
NTUB50GA	N0002819	201i Platform 4.0 Image (3 CD set)	04.04.04.00	15-Jun-05	1
NTUB50HA	N0002825	703t Platform 4.0 Image (3 CD set)	04.04.04.00	16-Jun-05	1
NTUB50JA	N0002826	1002rp Platform 4.0 Image (3 CD set)	04.04.04.00	16-Jun-05	1
NTUB50KA	N0032930	1002rp T1 Platform 4.0 Image (3 CD set)	04.04.04.00	06-Oct-05	1
NTUB50LA	N0095421	1005r Platform 4.0 Image	04.04.04.00	21-Aug-06	
NTUB40JA	N0032921	4.0 Applications CD	04.04.04.00	20-Mar-06	
NTUB43BA	N0032925	4.0 Service Update 3 / PEP CD	04.04.04.00	13-April-07	
NTUB41DA	N0032919	Desktop Messaging software CD	04.04.04.32	15-June-07	
NTUB48BA	N0033355	My CallPilot software	04.04.04.20	03-May-07	
NTUB44DA	A0032923	4.x Language Prompts – Americas	04.04.04.00	08-Jul-05	2
NTUB44EA	N0032923	4.x Language Prompts – EMEA	04.04.04.03	15-July-06	2
NTUB44FA	N0032924	4.x Language Prompts – Asia/Pac	04.04.04.01	15-Oct-05	2
NTRG19CA	A0537089	4.0 Documentation CD (English)		27-Oct-06	
NTRG19DA	A0537090	4.0 Documentation CD (non-English)		24-Mar-06	

Notes:
1. Which platform-image CDs are shipped, NTUB50GA, NTUB50HA, NTUB50JA or NTUB50KA depends on which platform was ordered.
2. Updated language CDs will be made available periodically as language localization completes. Refer to the Language Availability table for details. Language CDs are interchangeable for use with all 2.x, 3.0 and 4.x servers.
3. Desktop Messaging, version 4.04.04.12 provided support for GroupWise 7.0 and Lotus Notes 7.0 and localization.
4. My Callpilot Web Messaging Client, version 4.04.04.10, offered localization.
5. Desktop Messaging, version 4.04.04.32 provided support for Vista and Outlook 2007.

6.2   Passwords

CallPilot servers are shipped from the factory with the Windows 2003 Operating System and CallPilot application software pre-installed with the default passwords listed below. These default passwords also apply if re-installing CallPilot software via the "Image" CDs.

If the Windows Administrator password is altered from the default it should be carefully recorded and stored. Losing this password will require a system re-installation via the "Image CD". A forgotten Windows Administrator password CANNOT be extracted from the system.

Description	Account	Default Password
Windows Administrator	Administrator	Bvw250
CallPilot system	NgenSys	Bvw250
CallPilot Distributor	NgenDist	Bvw250
CallPilot Design	NgenDesign	Bvw250
CallPilot Manager	000000	124578
pcAnywhere	CallPilotDist	<configured by installer>

Notes:
1. When logging into an account, or running Configuration Wizard for the first time, you must change the passwords.
2. Strong passwords have been enabled for Windows 2003 accounts (NGenSys, NGenDesign, NGenDist, and Administrator). When you change these passwords using Configuration Wizard, you can no longer use simple passwords. As with all accounts, it is highly recommended that strong passwords be utilized.
3. CallPilot has strong passwords configured to contain a minimum of 6 characters plus at least 3 of the following; uppercase, lowercase, symbols and numerals. For example *p2leO4>F.

7 Feature Information & Limitations

7.1 Language Availability

At the time of this printing, CallPilot 4.0 provides support for the following languages:

CD version	Language filename	Language
Americas (04.04.04.00)	Lang1046	Brazilian Portuguese
	Lang1033	English (American)
	Lang4105	English (Canadian)
	Lang3084	French (Canadian)
	Lang3082	Latin American Spanish
EMEA (04.04.04.01)	Lang1025	Arabic
	Lang1027	Catalan
	Lang1029	Czech
	Lang6	Danish
	Lang1043	Dutch (Standard)
	Lang2057	English (Female European)
	Lang6153	English (Irish)
	Lang 2070	European Portuguese
	Lang11	Finnish
	Lang1036	French (Standard)
	Lang1031	German (Standard)
	Lang1032	Greek
	Lang1037	Hebrew
	Lang1038	Hungarian
	Lang1040	Italian
	Lang1044	Norwegian
	Lang1045	Polish
	Lang25	Russian
	Lang1034	Spanish (European)
	Lang29	Swedish
	Lang1051	Slovak
	Lang1055	Turkish
Asia/Pacific (04.04.04.01)	Lang3076	Chinese (Cantonese)
	Lang1042	Korean
	Lang3081	English (Australian)
	Lang17	Japanese
	Lang1028	Mandarin Chinese (Taiwan)
	Lang2052	PRC Mandarin
	Lang1054	Thai

7.2   Speech Activated Messaging and Custom Commands

The Speech Activated Messaging and Custom commands features are currently only supported using North American English and Canadian English languages (found on the Americas language CD) and German (found on the EMEA language CD).

The following Speech Activated Messaging and Custom Commands languages remain on controlled release. The language CDs will be up-issued at a later date:
- Euro French
- UK English
- **Italian**
- **Japanese**

7.3   Meridian Mail Migration

Migration from Meridian Mail systems to CallPilot 4.0 is supported using the Meridian Mail migration utility tape NTUB25AC (available within NTUB24BA Migration Package). This supports migration from all Meridian Mail MM11, MM12, and MM13 releases for all Meridian Mail platforms **except the MSM and Card Option running MM13.11.2**. It is required for all Meridian Mail releases including MM13.14 as this tape supersedes the migration utility available in the TOOLS level.

Notes:
1. Previous versions of the migration utility NTUB24AA or NTUB24AB cannot be used with CallPilot 4.0. The Migration guide should be consulted for limitations.
2. It is highly recommended the latest Meridian Mail to CallPilot Migration Utility Guide, Release 4.0 documentation be referenced when performing a migration. Check the Helmsman site for the latest version of this document. Today, the latest version is NTP 555-7101-801: Meridian Mail to CallPilot Migration Utility Guide Release 4.0, Standard 1.3, dated July-2005
3. The Mailbox Number is a unique identifier on both the Meridian Mail and CallPilot voice mail systems. If the migration utility encounters a CallPilot mailbox with the same number as a Meridian Mail mailbox, then the utility will overwrite the existing mailbox in order to avoid a duplicate.
4. CallPilot requires use of the NTRB18CA MGate card for connectivity. Systems migrated from Meridian Mail EC11 must use only the updated MGate cards are used.

7.4   Installation & Upgrades

- **Do not install pcAnywhere on the 201i server.** pcAnywhere is not supported on the 201i server, as it results in a conflict with the software on that server – resulting in occasional blue screens.
- **MyCallPilot 04.xx** cannot be loaded onto a standalone server running release 2.5 of CallPilot Manager.
- Using the wrong image CD on a server (i.e. 201i on a 1002rp) will cause unpredictable results i.e. the image will install but the system will not work correctly. The Upgrade Wizard will check that you have the correct CDs.

- For the directory sync feature, CallPilot will add a directory sync admin mailbox. If your system has maxed out the number of users allowed by your keycode it will fail to add the dirsync admin mailbox. Before upgrading your system, you should free up 1 mailbox or request a keycode with additional mailboxes.

7.5   Drivers/Firmware

- **WARNING:** Do not use the Windows Device Manager to update or uninstall the MPB16 or MPB96 drivers. The device manager will not configure the drivers correctly, resulting in a blue screen. The drivers come pre-installed on the CallPilot server and are re-installed when the CallPilot server software is re-installed either via re-imaging or the Applications CD.

7.6   Backup/Archive/Restore

- It is recommended that after the CallPilot system is brought in-service, a new full-system backup and/or user archive is done.
- Restored customized prompts from CP 2.02 or CP 2.5 to CallPilot 4.0 are only supported if the customized archive is performed with CallPilot 2.02 + SU3 or later or CallPilot 2.5 + SU1 or later.

7.7   CallPilot Manager/Config Wizard

- The CallPilot Manager software provided with CP 4.0 can be used to administer CallPilot servers running releases 2.02, 3.0 and 4.0. CallPilot 2.5 PEP CP250S02L06S, CP2.5 Forward Compatibility, enables the CallPilot 2.5 Server to be Forward Compatible with the CallPilot 4.0 versions of CallPilot Manager,/Reporter. In order to use CallPilot Manager 4.0 to administer a 2.5 release CallPilot server, the PEP must be installed on CallPilot server.

- CallPilot 4.0 uses the strong password option on Windows 2003 for the NGenSys, NGenDesign, NGenDist and administrator accounts. When you change the passwords using the Config Wizard you can no longer use simple passwords.   For a strong password, you must have 3 out of the following rules
     o   A lower case character
     o   An upper case character
     o   A number
     o   A special character (punctuation)

- Do not set the Windows 2003 security policy "Minimum Password Age" to anything but a value of 0. This will force you to change your passwords everyday. Setting this value to one, could result in the config wizard failing when it attempts to update the password.
- If you have a Citrix client installed on your standalone web server, you must install MyCallPilot and Reporter using the Add/Remove option of Windows. This is a Citrix requirement.

7.8 My CallPilot & Desktop Messaging

- My CallPilot and Desktop use the first extension DN associated with a mailbox for the Call Sender feature. If this field is blank, then a blank DN will be presented to the user. The user can simply enter the extension DN to call the user. Note: this only needs to be done once. My CallPilot and Desktop will remember what is entered and use it in the future.

7.9 Remote Access

- When logged in through Microsoft RDC remote desktop you must be connected to the root console to use any CallPilot tools. This requires running the 'shadow 0' command when connecting when you connect using "Method-1/Private" or "Method-2/Shared'. For more information see: Product Bulletin P-2005-0026-Global "CallPilot 3.0 and the 201i IPE Platform - Using Microsoft Remote Desktop Connection".

- When trying to connect to a 201i from a desktop using Microsoft RDC remote desktop, an error may occur which may block connecting to the server. This is a Microsoft problem as outlined in "The RDP protocol component "DATA ENCRYPTION" detected an error in the protocol stream and has disconnected the client "Microsoft Knowledge Base Article - 323497" You can read the solution here: http://support.microsoft.com/?kbid=323497.

- As of this printing, Nortel supports the use of WebEx for remotely supporting customer sites. Refer to Product Bulletin P-2007-0062-Global.. See Known Problem section for issue with coexistence of WebEx and pcAnywhere problem reported.

7.10 Reporter

- If you have a Citrix client installed on your standalone web server, you must install My CallPilot and Reporter using the Add/Remove option of Windows. This is a Citrix requirement.

7.11 Message Forwarding Rules

7.11.1 Mark Original Message as Read when Opened by Recipient:

- The feature makes use of the Read Receipt capability of the e-mail server the message was forwarded to. With this option enabled, a Read Receipt will be requested to be returned to the CallPilot system when the forwarded message is Read. CallPilot will recognize the returned Read Receipt when either:

  > 1. A MIME message with "Content-Type: multipart/report; report-type=disposition-notification" is received, AND, an "In-Reply-To:" or "References:" field is found containing the Message ID of the original message,
  >
  > -or-

---

2. A MIME message with "Content-Type: text/plain" is received, AND, a subject field is found containing the string:

"[MsgId="the Message ID of the original message, and the string "]". For example:

!	□	‖	From	Subject	Received ▽	Size
✉	‖		Longster, Gary	[MsgId=$156566.32110#_F1.76849.-30778#8052#AF1] (8053) 0:04 Voice Message	Tue 4/12/2005 8:40 AM	9 KB

If CallPilot is able to extract the Message ID from an incoming Read Receipt, CallPilot will mark the message with that Message ID as Read. If this was the only message in the user's mailbox that was Unread, the MWI light on the user's phone will be turned off. If the message had already been marked Read then no action will be taken.

Not all e-mail servers support Read Receipts. For example, at the time the document was written, Yahoo Mail and other popular e-mail servers did not support Read Receipts. It is up to the user to determine if their e-mail system supports Read Receipts.

To determine if the user's e-mail server supports Read Receipts, follow these steps:

1. Configure a CallPilot mailbox to forward to an account on the desired email server.

2. Send a message to that mailbox. Verify that the MWI goes on at the corresponding phone (MWI DN).

3. Verify that the message is received at the email account. (If possible, verify that a Read Receipt is requested.)

4. Read the message. (If possible, verify that a Read Receipt is sent out.)

5. Verify that the MWI light goes out on the phone (may have to wait a minute or so).

If the MWI goes out, this email server currently supports Read Receipts.

Also, some systems give Read Receipts a lower priority than other messages, and Read Receipts may not be returned to the CallPilot system immediately.

This Read Receipt feature is not supported when forwarding messages to a CallPilot mailbox. The option is disabled if a CallPilot mailbox address is selected as the forwarding target.

7.11.2   Troubleshooting:

The administrator can troubleshoot this feature by asking the user to check her CallPilot mailbox for Read Receipts from the external e-mail server. If a Message ID is not found, the message is treated as a normal Read Receipt and deposited into the user's mailbox (without error). If the feature is working properly, there will be no Read Receipts deposited into the user's mailbox because Read Receipts are deleted when the associated message is marked as Read.

If the event **54865 parsing error** is present in the Event log, a valid Read Receipt was received but a corresponding CallPilot message was not found. This is because the message had already been deleted.

The Event Log can be accessed in 2 manners:

1. The Windows Start button → Programs → Administrative Tools → Event Viewer

2. CallPilot Manager: System tab → Event Browser

If Read Receipts are not reliably returned or do not contain the information required to match them with the originally forwarded message, then the Message Forwarding Rule should be configured to either Mark the message as being Read when the message is forwarded or uncheck the 'Mark original message as Read' checkbox.

7.12   *New* Compose Option To Record Message Before Addressing

CallPilot 4.0 Service Update 1 (SU01) includes a new enhancement which provides an option for users to record the message first and then enter the list of recipients. This option is available when composing messages during a login session using the standard CallPilot phone set interface. It is controlled via the Mailbox Class.

7.12.1   Administrator's Perspective

The administrator can set up this feature for each mailbox class. A new field "Enable addressing after message recording" is available on the mailbox class details page, under the Message Delivery heading (see figure below). By default, this field is unselected and maintains the functionality from previous releases. The administrator can turn on this feature by clicking on the checkbox for this field.

The new field will be grayed out if the "Phoneset Interface for mailbox owners" field is set to anything other than "Voice Messaging".

7.12.2   User Perspective After Turning this Feature on in CallPilot 4.0 SU01:

The "Enable addressing after recording message" field controls how users compose messages when they log into their mailbox. :

When they compose (7-5) or forward (7-3) a message, CallPilot will prompt them to record the message first:
 "Compose/Forwarding message #(message number):
At the tone, please record your message, when you finish recording, press number sign. Beep."

When the user finishes recording the message, CallPilot will prompt them to start entering the list of addresses:
"Enter a list of addresses"

If the user presses the help key (*) they will hear the prompt:
"Enter a list of addresses, separated by number-sign, end the list with an extra number sign. For more information, press star"

Once the user has finished entering the addresses, they can review or edit the message:
"To review the message, press 2, to send the message press 9. For more information press star"

If the user is unhappy with the recording, they can press # before entering any addresses. CallPilot will delete the message and play the prompt:
"The address list is empty, the message has been deleted."

8 Procedures

This section describes any key steps or last minute changes to the upgrade procedure for CallPilot 4.0. To ensure a smooth upgrade to CallPilot, it is imperative that you review all of the information contained in this section.

8.1   Upgrade Guide

Before upgrading your system, make sure that you have the latest copy of the Upgrade Guide NTP, available for download from Helmsman at: http://www.nortel.com/support

8.2   Upgrade Wizard

When upgrading a system to 4.0, you must run the Upgrade Wizard on your current system to ensure that your current hardware and data is valid to upgrade to CallPilot 4.0. *Failure to run the upgrade wizard may result in a failure in the upgrade process or an unstable system.*

You can retrieve the latest Upgrade Wizard from the Enterprise Solutions PEP Library (ESPL) at http://www.nortel.com/espl, using PEP ID "CP404_UpgradeWizard" or by searching using the following parameters
- Product = CallPilot
- Platform = Server
- Release = 4.04.04
- Status = Released

If a previous version of the upgrade wizard has been installed, uninstall it first, then install the latest one.

8.3   RAID Updates & the Upgrade Wizard

On 1002rp and 703t systems running CallPilot Releases 2.02 (2.01.27) or 2.5, you must update your RAID firmware, driver and power console *prior* to splitting the RAID and creating your backup. This will ensure that you can safely boot from the 2..02/2.5 side of the RAID in the event that you must back out of the 2..02/2.5 → 4.0 upgrade. If you attempt to run the Upgrade Wizard prior to updating your RAID software, it will warn you but allow you to continue to check your system. However, the Upgrade Wizard will not allow you to proceed to the upgrade portion of the wizard (i.e. create your backup) until you have updated the RAID software. The RAID software is available from the Nortel Enterprise Solutions PEP Library (ESPL) at http://www.nortel.com/espl using PEP ID "CP40_RAIDUpgrade" or by searching using the following parameters:
- Product = CallPilot
- Platform = Server
- Release = 4.04.04
- Status = Released

8.4   Setup Wizard & Config Wizard

The Setup Wizard is new for CallPilot 4.0. It will walk you through the setup of your system. It runs automatically when you reboot your system the first time (and until you have completed it). It will launch Config Wizard at the end. *Do not try to run Config Wizard until the Setup Wizard has been run.*

The first time that you run Internet Explorer (IE) to access CallPilot Manager and the Config Wizard, it will access the Windows Update page.

8.5   PEPs

Important: Ensure that you download any PEPs for CallPilot 4.0 (release 4.04.04) and install them when prompted during the Setup Wizard.

Note: after installing 4.0 or booting up a new system for the first time, the Setup Wizard will walk you through setting up you CallPilot. It will prompt you when to install PEPs. *At this point, the Windows 2003 network configuration has not been defined.* If you plan on downloading PEPs from ESPL/MPL, you can either configure your network settings from the control panel -or- download the PEPs on another PC that has a network connection and burn them to a CD (recommended).

Important: DO NOT CHANGE THE COMPUTER NAME from Windows – it must be done via Config Wizard. If you change the computer name through windows before running the Setup Wizard, the wizard may run into problems starting services. If you encounter this issue, reboot the server and run setup wizard again.

8.6   Reboot After Setup Wizard

When you have completed the Setup Wizard the system will automatically reboot the server before running the Config Wizard. Prior to the reboot, the following popup will appear. Click OK to reboot the server.

Important: If the server does not start shutting down after a few seconds – a manual reboot may be required.

8.7   Re-Installation of Software

At times you may be required to remove and install or re-install various CallPilot related components. The following is a list of these components. Uninstalling and installing the CallPilot server software is no longer supported, only a system re-image. Reinstall of the CallPilot software is still supported.

8.7.1 AppBuilder Install

The CallPilot Manager install / reinstall / upgrade executable (cpmgrsetup.exe) can be found in \CallPilotInstall

The Application Builder install / reinstall / upgrade executable (appbuilder.exe) can be found in the \CallPilotInstall folder on the root of the CallPilot Applications CD.

8.7.2 Directory Sync MMC Plugin

The Directory Sync MMC plug-in install executable (plug-in.exe) can be found in the \DirectorySync folder on the root of the CallPilot Applications CD.

8.7.3 pcAnywhere 11.0.1 uninstall / install / reinstall

Found in \pcAnywhere11. Need to install both the package 11.0 (CallPilot Support Host Only.exe) and the update 11.0.1 (pca1101.exe) in order for it to work correctly. Can run "change" from the control panel -> Add / Remove programs to repair an existing installation and run "remove" to uninstall. Run the executable CallPilot Support Host Only.exe, follow the on screen instruction, and then run pca1101.exe to reinstall. Default installation directory C:\Program Files\Symantec

8.7.4 CallPilot Server Reinstall

Re-installing CallPilot serer via Application CD is supprted. The CallPilot Server reinstall executable (setup.exe) can be found in \CallPilotInstall folder on the root of the CallPilot Application CD,
Note: While Reinstalling the CallPilot software, you may receive a Windows File Protection' error. You should choose the option to continue using the questionable (from Windows point of view) file.

8.7.5 pcAnywhere uninstall
If pcAnywhere is uninstalled, it removes a DCOM registry value that is required for CallPilot Manager, My CallPilot, Application Builder, and Reporter to function correctly.

Workaround: Obtain the "EnableDCOM.reg" file from the ESPL PEP Library and apply to the CallPilot system. The affected applications will resume functioning normally.

8.7.6 Adobe Reader 6 uninstall / install / reinstall

Found in \AdobeReader6. Can run "change" from the control panel -> Add / Remove programs to repair an existing installation and run "remove" to uninstall. Run the executable AdbeRdr60_enu_full.exe, and follow the on screen instruction to reinstall. Default installation directory C:\Program Files\Adobe\Acrobat 6.0

8.7.7 LSI MegaRaid 1600/320-2 Power Console + (RAID admin software)

This software is only applicable to the 703t and 1002rp platforms.

Found in \RAID\MegaRaidPowerConsole. Can run "change" from the control panel -> Add / Remove programs to repair an existing installation and run "remove" to uninstall. Run the executable setup.exe, and follow the on screen instruction to reinstall. Default installation directory C:\Program Files\MegaRAID

8.7.8 Sun Java Run Time Environment

The Sun Java run time environment version 1.3.1_11 is included for customers that want to use Reporter and are using the Netscape browser, or Microsoft Internet Explorer without a built in Java virtual machine. Found in \Java2RunTimeEnv. Can run "change" from the Control panel -> Add / Remove programs to repair an existing installation and run "remove" to uninstall. Run the executable j2re-1_3_1_11-windows-i586.exe, and follow the on screen instruction to reinstall. Default installation directory C:\Program Files\JavaSoft\JRE\1.3.1_11

8.8 Change in location of various Windows OS-centric utilities

In Windows 2003, Microsoft has relocated many OS-centric utilities that may be used for installation, configuration, or maintenance of the CallPilot server. The following highlights those commonly used utilities and how to access then in Windows 2003

- **Event Viewer:** Start > Programs > Administrative Tools > Event Viewer
- **Disk Management:** Start > Programs > Administrative Tools > Computer Management
- **Device Manager:** Start > Programs > Administrative Tools > Computer Management
- **Local Users and Groups:** Start > Programs > Administrative Tools > Computer Management
- **Services:** Start > Programs > Administrative Tools > Services
- **Computer Name:** <Use Configuration Wizard>. Do not change the computer name via the Operating System otherwise database inconsistencies may result.

8.9 Nortel Policy on Domain Configuration - Changes to CallPilot Server, including via Group Policy

CallPilot is a turn-key unified messaging server consisting of proprietary software pre-installed on specific proprietary hardware platforms provided by Nortel. Some of the supported hardware platforms were released several years ago with earlier versions of the CallPilot product software and continue to be able to run the latest software releases. These platforms have sufficient hardware resources to support the full CallPilot application capacity but are limited when compared with newer hardware platforms.

The CallPilot product supports a wide range of standard and proprietary interfaces to allow it to communicate with telephone switching equipment, user desktops, other CallPilot systems and other network servers. The rich functionality of a CallPilot server is fully tested and supported by Nortel.

CallPilot currently uses the "Appliance" version of the Microsoft Windows Server 2003 operating system, which comes pre-installed, pre-activated, pre-configured, pre-engineered and pre-hardened on the CallPilot hardware. Customers purchasing the CallPilot product are not required to have expertise in engineering, configuring and hardening servers. Nortel documentation describes how to perform needed system administration and maintenance operations but does not provide the internal implementation details that would be required if customers were to be able to re-engineer or re-configure their CallPilot servers.

In order to ensure the reliable operation of a CallPilot system, and to ensure that trained support personnel can quickly resolve any problems, Nortel has long had the policy that it cannot support CallPilot systems that have had unauthorized configuration changes made by customers. The supported configuration is the one that has been verified by Nortel testing and is the one which Nortel ensures can be properly updated, upgraded, feature-expanded and remotely supported. Windows has a large number of configuration settings. Nortel has found that customer changes to these settings, although they may be well-meaning attempts to improve system security or performance, often result in unexpected downtime or system degradation when applied to a CallPilot server.

By default, CallPilot servers do not participate in a domain. In response to customer requests, Nortel now allows customers to join their CallPilot servers as members into their Windows Domain. Unfortunately, some customers have misunderstood this as allowing system reconfiguration to be carried out by applying domain group policies to the CallPilot server.

Group Policy is a convenient way for network administrators to manage large numbers of Windows desktops. It can also be used to manage various classes of servers within the domain. Different specific configurations can be defined using Microsoft's Group Policy tools, for example to cover desktops and different types of servers (e.g. web servers, domain controllers, database servers, file servers). Of course, it is good policy to fully test group policies before applying them to production servers and to conform with vendor guidelines for those servers where applicable.

On a Nortel CallPilot server, only a very limited set of parameters are authorized for a customer to change, and therefore only a very limited set of parameters are appropriate for inclusion in a group policy for application on a CallPilot server. Since login passwords are under customer control, password policies for login accounts (including Administrator, NGenSys, NGenDesign and NGenDist) can be changed by the customer. Domain userids can be added to a CallPilot server.

Note that CallPilot has several built-in application userids whose passwords must not be changed. (These userids have restricted privileges and cannot be used for local login.)

CallPilot servers are remotely supportable using remote control over dial-up or VPN connections. This remote support capability allows rapid resolution of many types of system problems without requiring an on-site visit. Remote access to a customer's system is under the control of the customer. The customer controls the passwords to the userids used by support personnel (NGenDist, NGenDesign, NGenSys). The customer can choose to unplug the dial-up line from the remote support modem for greater security when there is no need for remote support. When remote support is required, however, the support personnel do require full administrative access rights to the CallPilot server, including the ability to reboot the system, install device drivers and perform any other needed operation on the server.

As network security has become more and more important, many organizations have developed security hardening rules for the systems on their networks. These rules may have evolved over a number of years and may address security issues in a range of Microsoft OS products, probably making use of recommendations from Microsoft and other 3rd party security consultants and scanning tools for how to securely configure various common types of Windows-based systems. The hardening rules usually specify which OS services should run, what file system permissions should be set, logging and audit policies, web server settings, user rights and many other security-related settings. However, the rules were never developed with consideration for the specific operational requirements of a CallPilot server. CallPilot servers require particular services to run and require other configuration settings that differ from other types of common servers.

Nortel fully recognizes the importance of network security. CallPilot servers are extensively hardened in their default configuration and customers should not attempt to further harden them by applying customer-specific hardening rules. Changing security settings can break CallPilot features, sometimes in unexpected ways. If an actual security vulnerability is suspected in a CallPilot server, Nortel will investigate and address it with a high priority. If a customer has suggestions for improving the security of a CallPilot server, for example by further hardening it, Nortel welcomes such suggestions and, if considered technically feasible, will incorporate suggested improvements in forthcoming CallPilot security PEPs. This process allows the changes to be fully tested and also allows the improvements to be made available to the entire CallPilot customer base.

Please refer to NTP 555-7101-222 *CallPilot Meridian 1 and CallPilot Server Configuration* for further details on domain configuration.

8.10   Preparation of CallPilot System for CallPilot 4.0 JITC Hardening

Nortel is introducing a new, enhanced security configuration of CallPilot 4 for sale into the US Federal market: the CallPilot 4 JITC Hardened Configuration. This configuration is installed by starting from a CallPilot 4 SU01 release, then special security hardening steps are performed.

For CallPilot systems that are being installed or upgraded to CallPilot 4, if it is planned that they will be moving to the CP4 JITC Hardened Configuration, it is important that the systems not be taken to the latest SU and PEP level. There are two possible starting points for the CP4 JITC Hardening:

1. CallPilot 4 GA
- The CallPilot 4 GA image with no PEPs except for the Security PEP: CP404SEC004S or later
- applicable Microsoft hotfixes according to bulletin P-2007-0010
- authorized Anti-Virus software according to bulletin P-2003-0151
(in this case, the JITC Hardening process will include the installation of the needed SU01 components).

2. CallPilot 4 SU01
- Only the following PEPs:
- CP40404SU01S (do not install CP404S01G12S or CP404S01G17S or CP404S01G18S)
- CP404S01G11C
- the latest Security PEP (CP404SEC004S or later)
- applicable Microsoft hotfixes according to bulletin P-2007-0010
- authorized Anti-Virus software according to bulletin P-2003-0151

If any additional SU's or PEPs are installed, the system will need to be restored to a state that matches one of the above 2 cases.

9 Known Problems / Issues

9.1 Server

9.1.1 Server OS Activation

If the server has the 7 Build 64 version of BIOS, the O/S requires activation after the image is installed. If the system is not activated within 30 days it will be blocked from logging into the Windows 2003 system if logged out. Options at that point are (1) activate your system using the COA via the internet or phone, or (2) re-image your system for another 30 day trial period. If after installing an image you adjust the date past the 30 day activation period the system will lock and you will have to activate it or install it from an image again. Upgraded 703t Tower systems require product activation as part of the upgrade process.

9.1.2 Using Wrong Image CD

Using the wrong image CD on a server (i.e. 201i on a 1002rp) will cause unpredictable results i.e. the image will install but the system may not work correctly.

Workaround: Only use CallPilot Image CDs that correspond to the matching platform type. Running the Upgrade Wizard will prevent this problem since it will check that you have the correct CD.

9.1.3 Unable to change password via Configuration Wizard

When the "Finish" button is clicked, at the last page in Configuration Wizard dialog, the server is updated with all new information provided by user. During this phase, the Configuration Wizard will try to update the password, but could fail, due to the Windows 2003 security policy ("Minimum Password Age") if the policy value is set to a value greater than zero (0).

Workaround: Adjust the Windows 2003 security policy for Minimum Password Age to zero (0). This will alter the security policy for this server, so recommend coordinating with the system administrator first.

9.1.4 "No Dongle Found" error after installation

Very intermittently, you may receive a "No Dongle Found" error after installing a 201i server.

Workaround: Verify dongle is seated securely. Reboot the server.

9.1.5 "RDP Protocol Component – Data Encryption" error

When trying to connect to a 201i from a desktop using Microsoft Remote Desktop, the following error "The RDP Protocol component "DATA ENCRYPTION" detected an error in the protocol stream and has disconnected the client." may occur which may block connecting to the server.

Workaround: Refer to Microsoft Knowledge Base article KB323497 at the following URL http://www.support.microsoft.com/?kbid=323497

9.1.6 Taskbar Menu pops up or MAS window appears in center of screen - pcAnywhere issue

Whenever the MAS window is minimized, the Taskbar Menu pops up as indicated (see below). Additionally, sometimes closing the Taskbar Menu results in the MAS window appearing in the center of the screen again. This behavior is primarily observed when using pcAnywhere. Refer to CR # Q00947757.
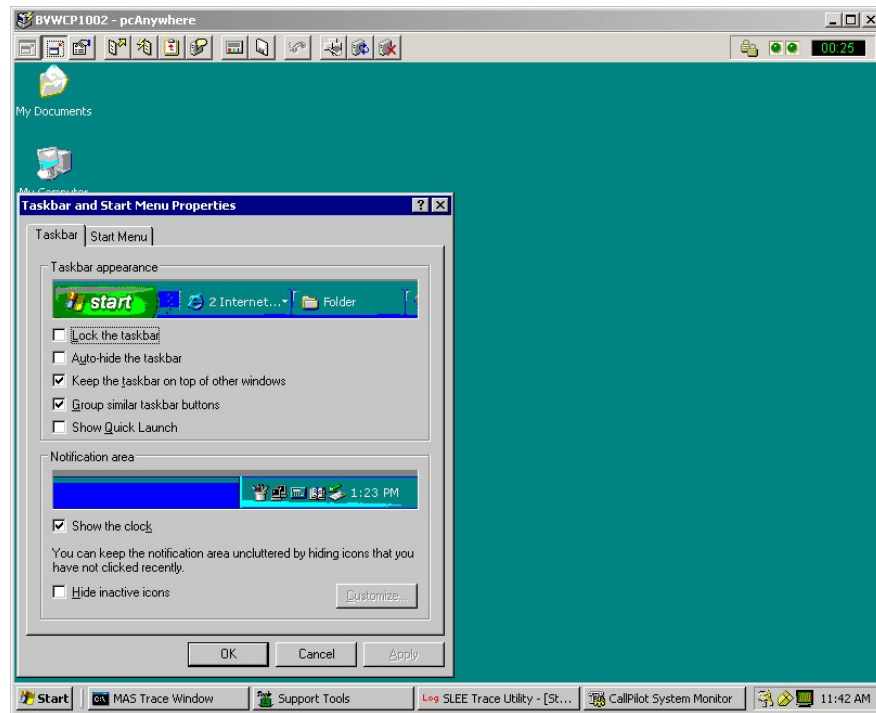
9.1.7 Windows Task Bar appears to be missing

When the system is first powered up following a new install, the mini-setup will run for a period of time and then reboot. Once the system reboot has completed, you will be able to log into the system using one of the CallPilot Windows usernames. Once logged in, the Windows taskbar may appear to be missing but is only hidden at the bottom of the console window. Refer to CR # Q01008560.

Workaround: To make the taskbar visible, use your mouse pointer and left mouse button to grab the task bar and pull it up to the desired height.

9.1.8 Remote Disk backup to network share takes excessively long time

When performing remote disk backups to a network share, if the LAN configuration is invalid, the backup may still complete successfully, but may take a longer period of time.

Workaround: To ensure the NIC is configured appropriately, use the following steps:
1. Click Start > Settings > Network Connections
2. Right-click on the NIC Card and click on Properties. The CLAN (or ELAN) Properties screen will appear.
3. Click on the Configure... Button. The Network Connection screen will appear.
4. Select the Advance Tab
5. For 703t, 1002rp, and 1005r:
    a. Highlight Link Speed and Duplex then select the required setting from the Value Drop-down Box on the right. Default value is Auto-Detect.
6. For 201i:
    a. Highlight Duplex then select the required setting from the Value Drop-down Box on the right. Default value is Auto-Detect.
    b. Highlight Speed then select the required setting from the Value Drop-down Box on the right. Default value is Auto-Detect.

9.1.9 RAS connection to server unstable and drops

When the client makes a connection to a CallPilot server through a modem and RRAS, the connection appears unstable and finally drops. The connection is negotiated, modem to modem, then RRAS on the server side assigns temporary IP addresses to both the client and the server. From the client, when the server is ping'd using the assigned IP address (typically 192.168.0.1), mostly timeouts occur but some packets are successful. After a short period of time, the connection may drop. Impacted are any remote applications including Microsoft RDC, pcAnywhere, CallPilot Manager, Application Builder, etc. Refer to CR # Q01070343 – Documentation CR.

Workaround: The problem described above may occur if two (2) modem devices are configured for COM1, the one that was actually connected (US Robotics 33.6 FAX Ext. PnP) and one not connected to the system, in CallPilot's case the Standard 33600 Modem. Because of this, it instability is caused by the incorrect driver being used for the US Robotics modem.

To verify if two devices are connected to COM1, look into the Routing and Remote Access application (Start > Programs > Administrative Tools > Routing and Remote Access). Under Server Status there should only be one (1) total port. In the case of this failure, there may be two (2) or more.
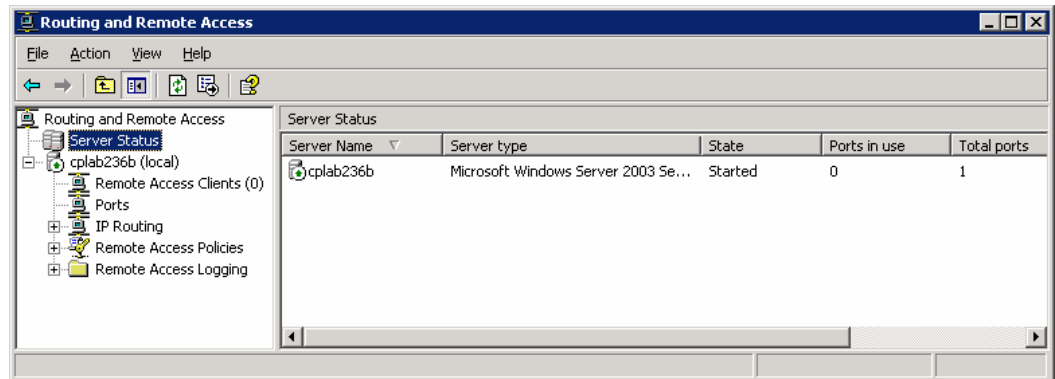
Under Ports, select the modem and then Status. There should be only one device listed in the drop down list box (U.S. Robotics 56K FAX EXT (COM1), but in this case there was also the Standard 33600 modem.
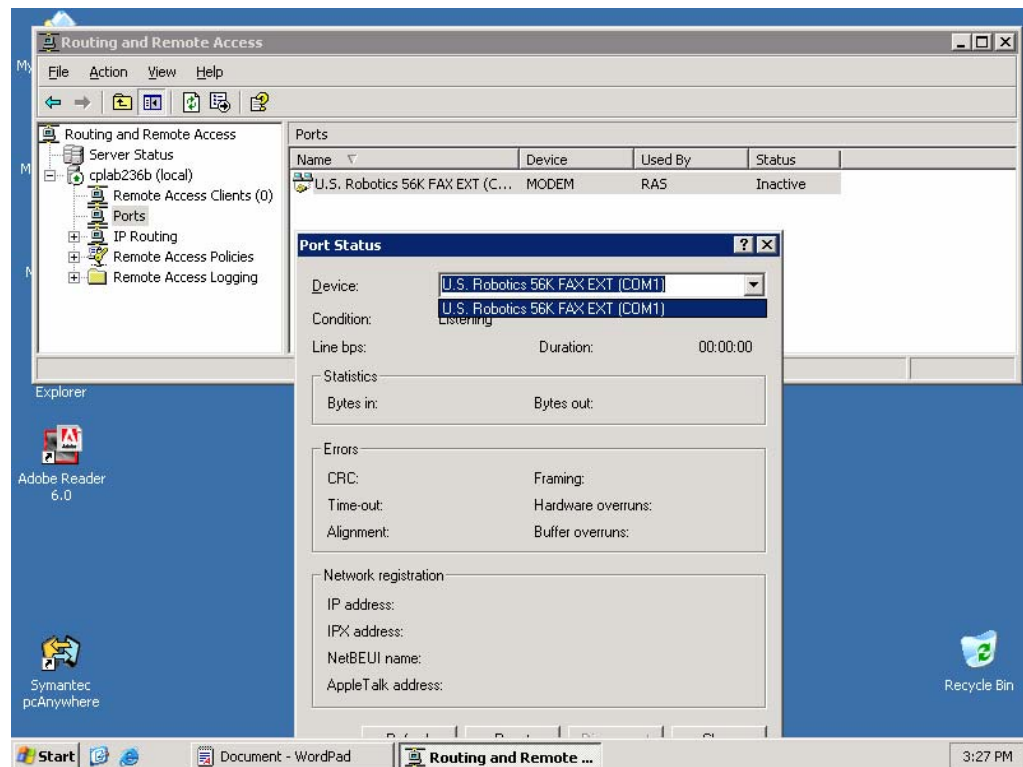
The only method of removing the incorrect modem (e.g. Standard 33600 modem) from RRAS is to remove it from the system.

The method used is to remove all modems from the system under Windows Device Manager, and then scan for new devices with only the correct modem connected to COM1. The Standard 33600 modem was now removed from the system, RRAS only contained the U.S. Robotics 56K FAX modem and automatically finds the correct driver.

9.1.10 ELAN Disables After RDC /console Connection Over RRAS IP Address

When connected to CallPilot system using RDC over a RAS connection, the AML may occasionally restart with the following events appearing in the system log:

6/7/2005 2:31:35 PM AML_TSP Information Information 42802 N/A CALLPILOT The AML Link is up
6/7/2005 2:31:34 PM AML_TSP Information Startup 42804 N/A CALLPILOT TSP has started, CDN call model is in effect
6/7/2005 2:31:02 PM AML_TSP Warning Warning 42800 N/A CALLPILOT The AML Link is down. CInit::DoStartStepSocket - Socket re-started to Host address 137.135.128.253
6/7/2005 2:30:56 PM AML_TSP Error Information 42800 N/A CALLPILOT The AML Link is down. %1

Additional symptoms may include:

- Callpilot manager slow to respond
- Ring - No - Answer
- Elan bounce
- System locks up due to High CPU

Note: It has been observed that once the RDC session is terminated the system recovers on its own. This issue is currently being investigated through CR# (Q01154914)

Workaround: The issue has been identified as a Microsoft Windows 2003 RDC issue. Microsoft is not planning to address the problem. Until further notice: only pcAnywhere should be used when remotely connecting to a CallPilot 703t or 1002rp Server.

pcAnywhere cannot be used on the CallPilot 201i. Two options for remote access on the 201i are:

1. Use WebEx

2. Use RDC with the following recommendations. Note that these recommendations decrease (but not eliminate) the likelihood of a service interruption with RDC.

   - Local resources - The local resources tab controls if your disks and printers are available once you connect. In order to copy files you must have disk drives checked. You should NOT have printers checked. With printers checked - any printer installed on your machine, even network printers will be installed on the CallPilot Server. There is no benefit to having your printers available and the extra bandwidth/processing power consumed should be avoided. Please review your RDC connections and make sure printers are unchecked.

   - The recommended way to connect - In the majority of cases you will want to connect by specifying the computer name or ip address and /console - e.g. 192.168.0.1 /console - Using /console gives you full control of the server and logs off the user at the console. If you do not specify /console - you are in a virtual session and do not have full control of the machine. In a virtual session there are numerous tools/programs that will not function properly.

9.1.11 List Tape Procedure with SLR32 and SLR50 Tape Drives

When performing a backup and restore in the same session (i.e. a system upgrade) on either an SLR32 or SLR50, a list tape performed before the restore will take an additional hour if the following two steps listed in the workaround are not executed. This problem is due to an incompatibility with the Windows 2003 operating system and the use of aging tape drivers.

Workaround: Once the backup has been complete remove the tape cartridge. Do not reinsert the tape cartridge until the CallPilot server has been rebooted. If the tape is inserted before the reboot takes place, the problem will still occur.

9.1.12 Power Console 5.0 shows up only when logged in with installed username

When upgrading the RAID subsystem on a 2.02 system, upgrading of the Power Console from version 4 to version 5 is required. Once upgraded, Power Console is only accessible using the same account that the software was installed (i.e. Administrator). When the system is logged into using one of the other accounts (i.e. NGenSys), the Power Console software is not visible under Start/Programs. Refer to CR# Q01167671.

Workaround: There are two workarounds:
- o To log into the system using the account that the Power Console software was installed under.
- o To make Power Console utility available for a specific user profile(WinNT4-CallPilot2.x)
  1. Press Start Button, slecet Settings/TaskBar
  2. Select Start Menu Program from the top
  3. Select Add, then Browse
  4. Enter the following path: C:\Program Files\MegaRAID\Client\meganet.exe
  5. Press Open
  6. Press Next twice
  7. Type for the shortcut name : MegaRAID PowerConsole 5.00i
  8. Press Finish.

This will add a shortcut to the Program files to the MegaRAID power Console Utility.
To launch the Power Console press the Start Button/Programs/MegaRAID PowerConsole 5.00i

9.1.13 Program is not responding

Q01150368: While the Upgrade Wizard is performing the data validation, if you move the window by dragging with the mouse, a "program is not responding" message may appear in the title bar.

Workaround: Ignore this message. Once the data validation is complete, the message will go away.

9.1.14 Auto Delete feature only requires the Mailbox Number field in the input file

Q01163935: The Auto Delete feature only requires the Mailbox Number field in the input file. If you also use the MWI DN field, the Auto Delete feature will fail to delete any users.

Workaround: If your input file contains the MWI DN field, do not map this field. Best practice is to only map the Mailbox Number field.

9.1.15 Glare Condition with CallPilot T1 (SMDI) connection cause RNA

Q01340574: Occasionally CallPilot servers with T1 connectivity can experience glare issue. Glare is caused by conflict on a T1 line when telephone switch places incoming call to a T1 channel and CallPilot server places outgoing call to the same T1 channel at the same time. Both SL100 switch and CallPilot use idle channel queue to select idle channel for a new call. If both SL100 and CallPilot make new call at the same time, glare condition takes place. When glare appeared on a T1 channel, both incoming and outgoing calls fail. Glare does not affect channel's serviceability. The channel gets back to service almost immediately. The condition only affects the present call and it happens randomly.

9.1.16 Fax Driver fails with Error code 126 in install log

Q01074279: Unable to install the fax driver. install.log file (created by the ImageMaker installer) contains the following error:

"01/21 14:59:26 Printer installer WARNING (AddPrintDriver): error #126 for value 'ImageMaker Fax Print Driver'.
01/21 14:59:26 The specified module could not be found."

The root cause of the problem is incorrect "PATH" environment variable.

Workaround:
Instructions to address the problem:
    1) Run RegEdit
    2) Open the key [HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager\Environment]
    3) In the left pane of RegEdit, right-click on "Environment" and choose "Export"
    4) Enter the file name path.reg and save to the desktop. THIS SAVES A COPY OF THE ORIGINAL PATH VALUE!
    5) In the right pane of RegEdit, double-click on "Path"
    6) Find and replace C:\Windows\System32 with %SystemRoot%\system32;%SystemRoot%;%SystemRoot%\System32\Wbem

7) If you cannot find C:\Windows\System32, then find and replace
%SystemRoot%\system32 with
%SystemRoot%\system32;%SystemRoot%;%SystemRoot%\System32\Wbem
8) Close RegEdit
9) Reboot the computer

9.1.17   Unable to program DSPs in Config Wizard

When running configuration wizard after upgrading a server from CallPilot 2.02
to 4.0 release, the operation fails to program DSPs. It was found that the original CallPilot had
three languages installed and when running Config Wizard and restoring system backup, config
wizard prompts the user to reinstall all 3 languages but it does not force the user to do so as a
result, only one language was installed which led to the DSP programming failure, CR #
Q01039605.

The config wizard log shows the following type of errors on each DSP programming process:
ERROR: CNMHWInfo::ProgramDSP NBhal_pgmProgramDSP returns 34955.
DeviceID:0x6310000

Workaround:

Re-install all the languages.
If the CallPilot on 2.02 release has languages for different regions installed (for example American and EMEA), the following steps have to be performed:

1. Map Drive Z to a shared network drive
2. Copy all language folders from the language CDs (ex. EMEA and American Language CDs) to the shared network drive
3. Merge the cdstruct.lng files from both language CDs and copy the file to shraed network drive. Files can be opened using text editor.
4. Merge the flashnames.dat files from both language CDs and copy the files to the shared network drive. Files can be opened using text editor
5. Re-run configuration wizard. This time all the languages will be available at one and the workaround runs successfully

9.1.18 After disabling and enabling CallPilot Access channel through Channel Monitor, system does not take any access channel related calls

When disabling and enabling Access channel on CallPilot through CallPilot Manger-> Maintenance-> Channel Monitor, when calling SCCS – CDN there is no call activity on Access channels and phone rings forever, CR # Q01131373.

Workaround:

Avoid stopping Access channels from CallPilot side. If required, the disable/enable the link from Symposium.

9.1.19 CallPilot does not play Access voice prompts until 2 minutes after SRI is displayed

When Rebooting CallPilot server integrated to CCMS/CCMA as soon as all of the CallPilot sevices are up and running, Seystem Ready Indicator (SRI) is displayed where it displays that 'CallPilot is running and able to accept calls'. Yet, if dialing SCCS CDN, it takes 5 minutes before hearing voice segment, CR # Q01252816, problem is addressed in CallPilot 5.0 release with new dialog box.

This is not a new issue with CallPilot/SCCS integration and the problem is encounteres when CallPilot server is rebooted which is usually during a maintenance window where a specific time is alotted for outages/reboots etc

9.1.20 Trace Viewer (nbtview) Tool can not be launched with SAV 10 Auto-protection on

CallPilot Support Tool does not launch with SAV 10 real time protection on.
With Auto-protection disabled the tool launches with no problem, CR # Q01514216.

Setup And Actions Performed To Cause The Problem:
  1: Go to SAV 10 GUI ->Configure ->File System Auto-Protection
  2: Click on Advanced button, configure Automatic enabler, set it to 3 minutes, and click on OK button.
  3: Uncheck Enable Auto-Protect and click OK.
  4: Launch Support Tools from Start/Programs/CallPilot/System Utilities/Support Tools
  5: Login to Support Tools with Designer/TAS/Distributor accounts
  6: Once Support tools have been launched, click on Enable Auto-Protect to turn real time protection.
  7: Enter "10" to choose Call Processing Utilities. And enter "3" to choose "Trace Viewer (nbtview)Tool".

Workaround:

1. Turn auto-protect off
2. Launch trace viewer tool
3. Turn auto-protect back on

In addition, the recommended config for SAV 10 is to have the parameter "When Auto-Protect is disabled, enable after:" set to 3 minutes. This is a "safety net" in case step 3 is missed.

9.1.21   Remote Notification to Paging Service fails

When setting mailbox Remote Notification to paging service, remote notification fails and call does not reach the destination.

Workaround:
To avoid the problem, the following DTMF string should be set up:
  • Delete "PIN terminator": Go through CallPilot Manager-> User->MailboxClasses->"Appropriate" User->Notification of Message Delievry->Pager Configuration and change "PIN Terminator" to <space>
  • Delete "Callback Number Terminator": Launch Support Tool-> Message Utlities-> Outcalling Configuration Tool (nmocui)->Paging Services and change "Callback Number Terminator" to empty string

9.1.22   Simultaneous use of WebEx and PcAnywhere can cause CallPilot server to crash

If WebEx and PcAnywhere v 11 remote access sessions are run simultaneously, it can cause Microsoft Windows crash and reboot. This error does not seem to be hardware dependant and can occur on any CallPilot hardware.Problem applies to CalPilot release 3.0 and 4.0. The cause is unknown issue in third part software (WebEx or/and PcAnywhere), CR Q01544713.

Recomendation:
Do not use WebEx and PcAnywhere simultaneously. If run inot this issue and CallPilot server does not reboot automatically, reboot the server to recover.

9.2　CallPilot Manager

9.2.1 Unable to log into CallPilot Manager due to unknown password

Access to CallPilot Manager requires the user to have an Administration account/password. If the default Administration Password (mailbox "000000", password "124578") has been changed and forgotten or misplaced, a utility exists with CallPilot 4.0 "Support Tools" for resetting it to the default.

Note: This utility requires access to CallPilot "Support Tools". If you do not have the password, you'll need to engage your next level of support to obtain it or for them to assist with the reset procedure outlined below.

Workaround: Use the following procedure to reset the default administrator password.
1. Log in to "Distributor" Support Tools on the CallPilot Server
   Start → Programs → CallPilot → System Utilities → Support Tools
2. From the main menu, select (9) Database Utilities
3. From the Database Utilities menu, select (3) Database API Utility
4. At the CI> prompt, type "resetadminpwd" and press <Enter>
5. At the CI> prompt, type "quit". This will close the API Utility
6. In the main menu, press <Enter>, then select (1) to exit.

The default Administration mailbox "000000" password will be reset to "124578"

9.2.2 Change passwords via ConfigWiz when original password in unknown

OS account passwords unknown/lost and now unable to change via Configuration Wizard, CR Q01295997 Documentation. For additional information on passwords please refer to Section 6.2 - Passwords.

Workaround:
1. Login to CallPilot server as Administrator (or under any account with admin rights).
2. Go to Start->Settings->Control Panel-> Administrative Tools->Computer Management->Local Users and Groups -> Users.
3. Click the NGenSys account and select SetPassword.
4. Set any suitable password. (We could set here any passwords for any accounts).

9.2.3 An error prompt appears when installing CallPilot Manager on Stand

alone Sever with IE 7.0 installed.

After installing CallPilot Manager on a stand alone server with IE 7.0 installed, the following error is displayed, CR # Q01487471:
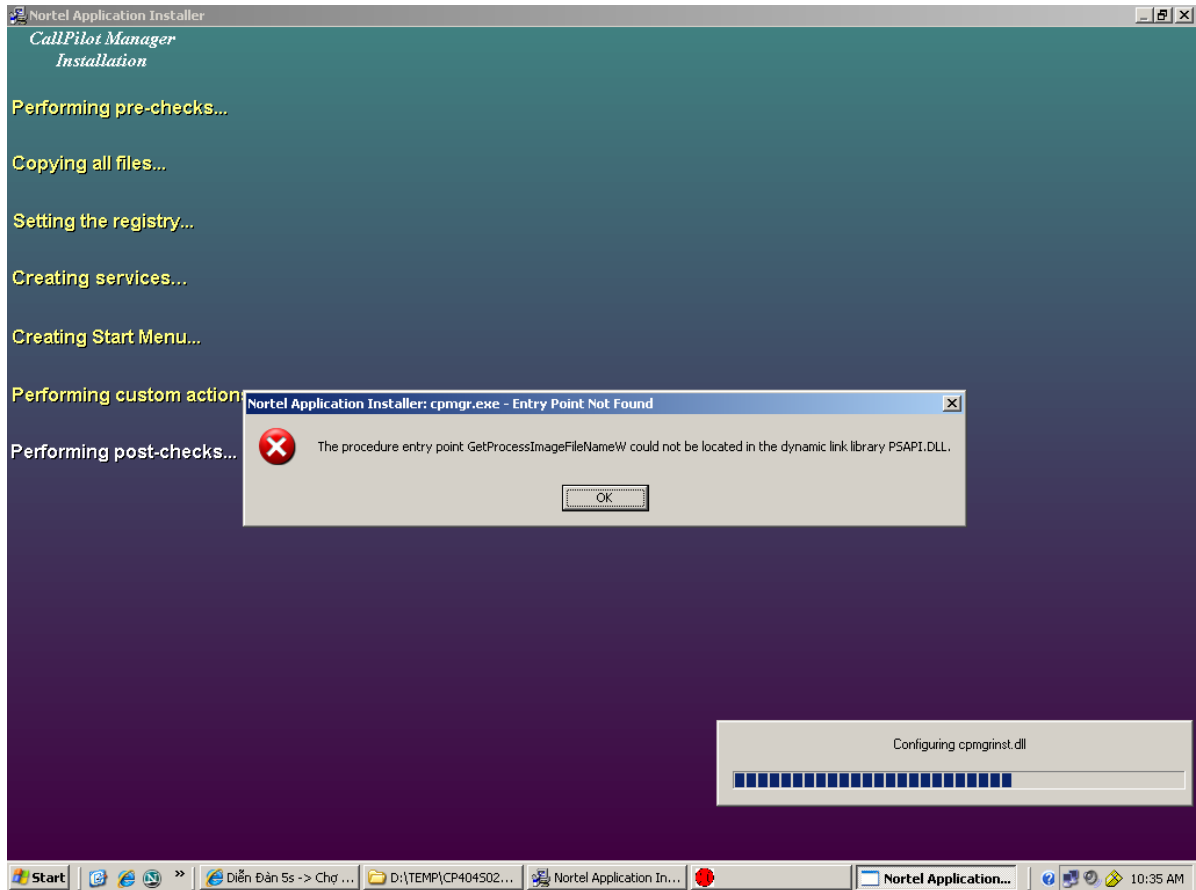
Workaround:
Press on OK and installation is completed successfully.

9.2.4 Cannot add user using Advanced User Add mode when using CP4.0 CPManager on CP3.0 Server

Issues have been observed in using Advanced User Add mode when administering a CP3.0 server with CP4.0 CPManager. The administrator may not be able to add mailboxs using Advanced User Add mode, nor view the mailbox detail of mailboxes added by using Express User Add mode. The following error may also be observed:

"Time zone AOS COM object is unable to retrieve server's time zone ID#35732 (null)"

Please refer to Q01743279.

Workaround: If the Advanced User Add mode is required the following workarounds are

available:

1. Use the CP3.0 CPManager.

2. Temporarily disable "CallPilot Time Service"

9.3   Event Monitor/Viewer

9.3.1 Events 2, 3, 4, 8, and 9 appear in System Event logs

When accessing the CallPilot server via a Remote Desktop, Events 2, 3, 4, 8, and 9 may appear in the System Event log. These events reference LAN printers even though no print action was performed by the user. Refer to CR # Q00943668.

Workaround: Discontinue using Remote Desktop or simply disregard the events. They have no known impact to CallPilot.

9.4   Desktop Messaging

9.4.1 Address Book download and Fax DTT/DTF fails

Several functions that use TCP/IP within CallPilot require DNS to be properly configured to function. For example, from the Desktop client, download of the address book and/or delivery of fax may fail if the primary DNS suffix is incorrect. Refer to CR # Q00943541 documentation.

Workaround: Adjust the CallPilot server DNS configuration using the steps below to correct this condition.

1   Right Click on My Computer and click on properties. The System Properties screen will appear
2   Select the "Computer Name" Tab
3   Click on the "Change" Button
     ATTENTION: Do not change the computer name through this window. Only change the computer name through CallPilot Config Wizard.
4   Click on the "More" Button
5   Enter the Primary DNS Suffix for the CallPilot server. Example: "ca.nortel.com"
6   Reboot the server

9.4.2 Users unable to import wav files as greetings via MyCallPilot (version 4.04.04.02) if MyCallPilot installed on CallPilot Server

This appears to be some unexplainable DCOM/RPC problem that causes the AOS component to fail to connect because of a DCOM permissions restriction on Win2003. This is an issue when My CP is installed on a CP server. If My CP is installed on a fresh Win2003 server it does not occur, CR # Q01287553.

Workaround:
The workaround is to record the mailbox greeting using the telset or to use an external web server rather than the CallPilot server itself.

Another workaround is to adjust the DCOM permissions during install process. This requires contacting your first support level.

9.4.3 Callpilot Desktop Messaging install fails for custom setup.msi if no admin right

Q01370825: Desktop Messaging install fails with the following   error "1303: the installer has insufficient privileges to access this directory: C:\CLEANUP" when using custom setup.msi if PC user logs in with insufficient admin rights. This occurs even when the custom setup.msi has the admin account added for fax printer drivers.

Workaround: To log with full Admin right. Install script is modified to address the problem in CallPilot 5.0 release of Desktop Messaging.

9.4.4 Vista Online help can not be launched from Desktop Messaging

User can not launch online help from Desktop Messaging with Desktop Messaging installed on Outlook 2007- Windows Vista, CR Q01644483. The following pop up error is displayed:

Microsoft bulletin http://support.microsoft.com/kb/917607) explains that Windows Vista is ending support for this help file format.

9.5 Reporter

9.5.1 Unable to view reports
Reports show up blank/grey within the CallPilot manager/ Reporter viewer

Workaround: Install comparable version of Java, J2SE version 1.3.1. J2SE versions can be downloaded from http://www.nortel.com, http://www.java.sun.com or the CallPilot 4.0 Applications CD.

9.5.2 CallPilot Reporter must use wide-range time period in order to generate reports

CallPilot Reporter uses wide-range time period in order to generate reports
An example: If calls are placed between 14:17 and 14:36 and attempt is made to generate Channel Usage report from 14:01 through 14:45, the report presents no data ,all zeros. However, running the same report with start set to 14:00 results in a complete report, CR # Q01525904 .

The following reports are hourly scaled and would encounter problem described
- System Traffic Summary Report
- System Traffic Summary Report (graphical)
- Channel Usage Report
- Service Quality Summary Report
- Building Block Summary Report (graphical)

9.5.3 CallPilot Reporter, graphical reports limitation
When running Graphical Report with any field checked whitin the Selection Critieria or sorting fields, the following error will appear, CR Q01516506:
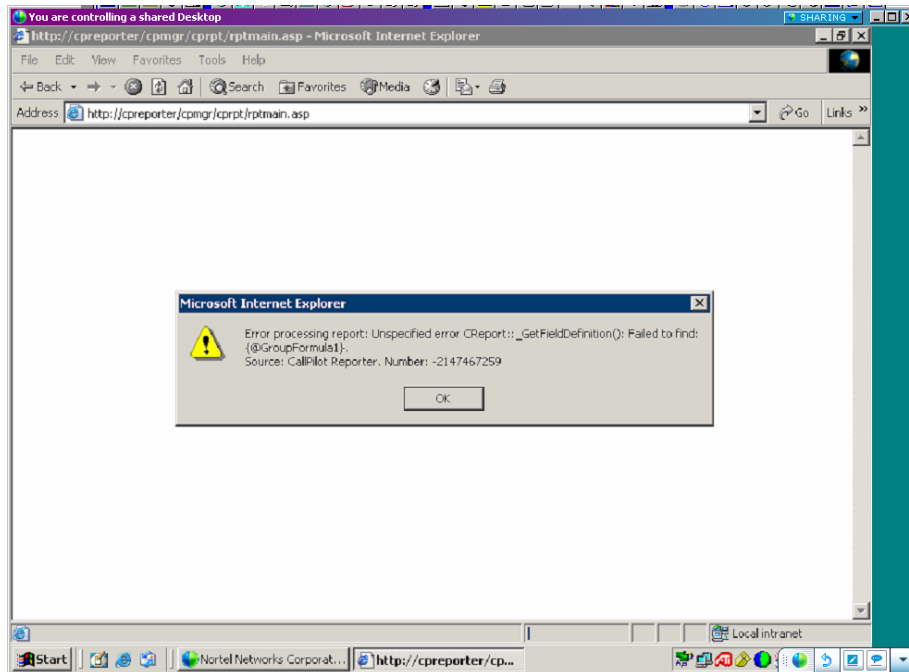
NTPs will be updated to explain the existing limitation resulting in such an error. The limitations are:

---

1. Sorting the data in reports or alerts
- Limitations:
  Some reports including all graphical reports can not be sorted if the sorting section does not appear after General Setting section in the Properties.

2. Filtering data in reports
- Limitation:
Some reports including all graphical reports can not be filtered if the Selection Criteris does not appear in the Properties window

9.6 Networking

9.6.1 VPIM Networking fails to deliver message

VPIM Networking requires all TCP/IP settings be configured correctly. It may fail to deliver messages successfully if the primary DNS suffix configuration is missing or invalid. Refer to CR # Q00943541, documentation.

Workaround: Adjust the CallPilot server DNS configuration using the steps below to correct this condition.
1. Right Click on My Computer and click on properties. The System Properties screen will appear
2. Select the "Computer Name" Tab
3. Click on the "Change" Button
   ATTENTION: Do not change the computer name through this window. Only change the computer name through CallPilot Config Wizard.
4. Click on the "More" Button
5. Enter the Primary DNS Suffix for the CallPilot server. Example: "ca.nortel.com"
6. Reboot the server

9.7 Alternate User Interface

9.7.1 Menu User interface users unable to log in

Menu User Interface requires the mailbox length match that as configured in Messaging Management. If the mailbox length doesn't match what is configured, the user will be unable to log in from their telset. Refer to CR # Q01041115, documentation.

Workaround: Ensure all mailboxes that will utilize AUI services are configured with a mailbox DN length that corresponds the length as configured in Messaging Management / General "Length of mailbox number".

10 PEP/Service Update application overview

Performance Enhancement Packages (PEPs) and Service Updates (SUs) are software fixes or updates that enhance CallPilot features and operation. CallPilot PEPs generally deliver individual fixes while Service Updates contain more comprehensive updates. As PEPs/SUs are delivered periodically, it's recommended the Meridian Enterprise Solutions PEP Library (ESPL) website be checked regularly to ensure the latest updates are applied.

The most recent PEPs for CallPilot 4.0 can be found on the Nortel Enterprise Solutions PEP Library (ESPL) website at: http://www.nortel.com/espl or Nortel Support Portal at www.nortel.com/support (all regions)

Note: If you are new to the ESPL website, you will need to register for a user ID/password. Please apply on-line at http://www.nortel.com or contact your local Nortel Channel Partner Account Manager.

10.1   PEP Numbering Format

The PEP numbering format for server PEPs includes supplemental information for which Service Update they apply to using format: CPRRRSSSXYYZ:

> Where:
> > RRR: Software Release (eg. 4.00, 2.02, 2.50)
> > SSS: The required SU level required to apply the PEP
> >   Example: (S01 = Service Update 01)
> > X: The type of PEP:
> >   (G)eneral, (R)estricted, (L)imited, or (D)iagnostic.
> > YY: The PEP number (1-99).
> > Z: The component that is being PEPed / updated:
> >   (S)erver, (C)allPilot Manager, (A)pplication Builder, (M)y CallPilot, or
> >   (D)esktop client.

The CallPilot server is the only component that will have small PEPs. Other components may have PEPs released, but the PEP will really contain an updated version of the software package. The following list summarizes the different components and how they are PEPed:

> CallPilot Server: PEPS
> CallPilot Manager: Software update
> Reporter: Packaged as part of CallPilot Manager software update
> My CallPilot: Software update
> Desktop: Software update

10.2   PEP Distribution Format

Prior to CP4.0 SU04, PEPs were distributed as self-extracting executable files. The extracted files contain a "runme.exe" which automates the PEP installation. Beginning with CP4.0 SU04, PEPs will be distributed in MSI format. This format will consist of a single file with the ".MSI" extension. Installation is performed by double-clicking on this MSI-Format PEP in a file browser window. The PEP naming convention will remain the same as before (and outlined above). The only difference will be the file

extension. The PEP "readme" file will be displayed during the initial stages of installation. If the user wishes to only view the readme, and not install the PEP, the installation can be initiated to see the readme, but then cancelled before actually installing the PEP.

10.3   CallPilot 4.0 Service Updates and Individual PEPs

At the time of this printing the following CallPilot 4.0 SUs are available for download.

10.3.1   Individual PEPs available for CallPilot 4.0 SU01

PEP number	Description
CP40404SU01S	SU package which also installs the following two PEPs; CP404S01G12S, CP404S01G17S, & CP404S01G18S

The following Individual PEPs are available for CallPilot release 4.0 Service Update 1.

PEP number	Description
CP404S01G03D	Directory Sync MMC Plug In
CP404S01G08A	Application Builder
CP404S01G11C	CallPilot Manger

10.3.2   Individual PEPs available for CallPilot 4.0 SU02

PEP number	Description
CP40404SU02S	SU package which also installs the following PEPs; CP404S02G09S, CP404S02G10S, CP404S02G11S, CP404S02G14S, CP404S02G19S, CP404S02G20S, CP404S02G21S, CP404S02G25S and CP404S02G26S with CP404S02L06S (1005r only)

The following Individual PEPs are available for CallPilot release 4.0 Service Update 2.

PEP number	Description
CP404S02G05A	Application Builder, version 4.04.04.04
CP404S02G04C	CallPilot Manger, version 4.04.04.08
CP404S02L18S	'One Number Voice/Fax Call Answering' feature – North America Only
CP404S02L40S	Virtual Memory Error Popup Followed by System Degradation
CP404S02G29S	The CallPilot Configuration Wizard failed at 45% "Configuring Switch Information".
CP404S02G30S	When additional MPB96 boards are added to a system, a blue screen occurs during the found new hardware wizard.
CP404S02G36S	Deliver to Telephone messages being severely delayed
CP404S02G45S	Performance Monitor does not work
CP404S02G48S	RNA on individual ports - DS-0 channels show green lollipops
CP404S02G53S	RNA when running Fax-on-demand
CP404S02G56S	Daylight Saving Time Update including MS Hotfix KB931836

Note: It is recommended to install PEP **CP404S02G37S** with CP 4.0 SU02. For systems with heavy fax traffic, it is a *__must__* as CallPilot may experience Ring No Answer condition.

10.3.3 Individual PEPs available for CallPilot 4.0 SU03

PEP number	Description
CP40404SU03S	SU package which also installs the following PEPs; CP404S03G10S, CP404S03G12S, CP404S03G14S, CP404S03G22S and CP404S03L11S.

Note: PEP CP404S03G22S is installed as part of CallPilot 4.0 SU03. When upgrading to CallPilot 4.0 SU03, If system has restricted TSP PEP, CP404S02R27, installed, to obtain restricted TSP version after upgrade, installation of PEP CP404S03G22S should be avoided.

The following Individual PEPs are available for CallPilot release 4.0 Service Update 3.

PEP number	Description
CP404S03G02A	Application Builder, version 4.04.04.05
CP404S03G07C	CallPilot Manger, version 4.04.04.17
CP404S03G17S	Trace Viewer Utlity Can not be used to capture trace under the traffic
CP404S03G23S	Daylight Saving Time Update –Updated to include MS Hotfix KB931836
CP404S03G25S	MFR Read/Receipt not turning off MWI for ESN sites
CP404S03G28S	Multiple DSP Failure after reboot
CP404S03L08S	North American Feature: One Number Voice/Fax Call Answering feature

10.3.4 Individual PEPs available for CallPilot 4.0 SU04

PEP number	Description
CP40404SU04S	SU package which also installs the following PEPs; CP404S04G10S, CP404S04G19S, CP404S04G26S, CP404S04G32S, CP404S04G33S, CP404S04G35S, CP404S04G36S, CP404S04G37S, CP404S04L07S (201i only), and CP404S04L11S (1005r only)

The following Individual PEPs are available for CallPilot release 4.0 Service Update 4.

PEP number	Description
CP404S04G16A	Application Builder, version 4.04.04.11
CP404S04G22C	CallPilot Manger, version 4.04.04.30

10.3.5 Service Update 1 (SU01)Content

10.3.5.1 Service Update 1 Content
This section provides a detailed list of all the fixes in the CallPilot release 4.0 Service Update 1.

CR	Title
Q00460625	Incorrect value in column ClientNetworkAddress of table NMomAdminJournal
Q00853499	Call sender via desktop to a user that is HCFWD to CP gets dropped
Q00858851	CallPilot fails to drop-release DSP if not recording any command during training
Q00896112	No Backups while NGenSys is logged off
Q00903177	Difficult to select for restoring system backup from remote disk
Q00909160	On occasion fails to attach a fax via telset
Q00927084	No client/server version checking for Application Builder
Q00929931	Unable to record a greeting with CallPilot Manager Player
Q00950491	PBX CDNs fails to deacquire when the CallPilot server is shut down
Q01035702	CallPilot Manager fails to install on a Windows 2000 standalone server
Q01051426	CallPilot Reporter data fails to be updated.
Q01076995	Discrepancy between the number of mailboxes on the server and Reporter
Q01080841	MTF - Need AppBuilder version interlock to prevent access from older clients
Q01082197	The default value of Maximum prompt size is not correct
Q01091485	High Cap: Not all channels Start on start command in Channel Monitor
Q01091898	Message Archiving will give up and delete messages that fail to be forwarded (Archival Robustness)
Q01098052	CallPilot desktop client fails to open some faxes intermittently
Q01100820	T1: Some channels in OOS after reboot of CallPilot connected to Channel Bank
Q01111320	TAB key function is not as customer expected in the password change page
Q01116404	Install PEPs and SUs without stopping Windows and CallPilot services
Q01121810	Fails to add backup when CP Manager logs into another CallPilot server
Q01123252	No prompt played if TAG is recorded and message blocking is active
Q01125045	Help for Message Forwarding Rule Detail does not work.
Q01134717	SL100: Memory Leak in TAPI
Q01135737	Event 35807 generated after running Config Wizard, applying config & clicking OK
Q01141541	Some Help buttons do not work properly
Q01147318	Remote text notify truncated.
Q01149295	Meridian Mail to CallPilot migration: the COS record was not created, RC [60638]
Q01153542	Events 38007, 58207, & 55213 cause RNA
Q01153814	Backup description is limited to 14 characters
Q01154562	GIVE CONTROLLED BROADCAST Fails Intermittently - RNA / Delayed Answering
Q01156947	MTA service stopped working.
Q01157192	Country in Config Wizard DSP Encoding needs to be set every time
Q01157224	In Config Wizard, Area Code must be defined even though it is not used
Q01158061	System event always indicates that Sync task is done with 0 errors.
Q01160432	After Restore from Network, system did not automatically reboot
Q01161352	CallPilot Server security was compromised through FTP Service
Q01161696	Number of the entries to display field fails to properly validate the entered characters
Q01161943	ACCESS channels in PBX go MSB LOG OUT when Callpilot reboots
Q01163001	T1 CallPilot Setup Wizard is unable to run Telephony Board Validation
Q01163488	A *.dat file is attached to the forwarded voice message
Q01163760	Upgrade to Callpilot 4.4.4.1 did not populate server time zone and search base
Q01164902	Setup Wizard information is misleading
Q01165638	Must use logout and erase to connect server after Upgrade to CPMgr 04.04.04.01
Q01167210	Upgrade wizard gives wrong number of image cds

CR	Title
Q01167563	In the Upgrade Wizard, there is no "Back" Button on the Select Media Screen.
Q01167583	In the Upgrade Wizard, there is no "Back" Button on the Platform Validity Screen
Q01167595	On Select Media Screen, the correct option should be ""Backup to Remote Disk""
Q01167686	Incorrect Disk size appears in the Upgrade Wizard log
Q01167692	Registry check fails after the RAID subsystem was updated.
Q01170028	Upgrade/SetUp Wizards PEP/SU check sometimes incorrectly fails
Q01170113	Upgrade Wizard guardrail for verifying successful backup
Q01170262	CPTrace Utility still shows 04.02.06.01 After Upgrade to 04.04.04.01
Q01170285	Setup Wizard should verify computer name and database match every time
Q01172642	Fails to enable the Directory Synchronization - Test function working correctly.
Q01174591	Admin Mailbox ""000000"" - unable to dial out to DN from CallPilot Player
Q01174975	"Please begin transmitting the fax now" prompted by Express Fax Messaging
Q01176185	Directory sync user name shows as 000000
Q01177992	Wrong IF checking in CNMAOSClient_ConfigWizard::SetSwitchConfig() of CW
Q01180907	Unable to enter "-" character in LDAP search base
Q01180932	Long restore names are truncated when restoring via B/R Tool
Q01181060	CallPilot Upgrade Wizard fails to run on 1001RP platform
Q01182198	CallPilot says "CallPilot is up and able to accept calls" in error CP404S01G09S
Q01182831	Modification and changes to all Help
Q01183033	System Manager fails to set affinity for multiple image service name
Q01183921	CallPilot is experiencing RNA when we make changes in DB values
Q01184250	T1: ELAN and CLAN addresses swapped in SysMon
Q01185674	Events 54550 54551 should be created
Q01186392	Setup Wizard should add user-id and password for restore from remote disk
Q01195924	IMAP server shuts down and restarts after changing subject line from IMAP client
Q01198237	Upgrade Wizard utility can not continue after selecting backup medium
Q01206692	Fails to migrate the temporary remote users
Q01211286	IMAP service crashes frequently with event 41505 rc=243
Q01212214	MTA handles to the registry were not being released
Q01214442	All Ports Busy Condition - causing RNA
Q01232454	IMA Terminations with AMIS Networking

10.3.5.2 AppBuilder PEP CP404S02G05A, version 4.04.04.04

It is recommended to install this PEP with Service Update CP40404SU02S. The following fix is addressed with CP404S02G05A:

CR	Title
Q01193500	Unable to use the Text Note Feature and modify individual blocks in AppBuilder

10.3.5.3 CallPilot Manager PEP CP404S01G11C

The following fixes and enhancements are addressed with CP404S01G11C:

CR	Title
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

The following fixes and enhancement were resolved in the previous version of CallPilot Manager and are included in CP404S01G11C.

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
Q01195685	Unable to add vpim if networking and nms disabled
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

10.3.6   Service Update 2 Content

Note: It is recommended to install PEP **CP404S02G37S** with CP 4.0 SU02. For systems with heavy fax traffic, it is a ***must*** as CallPilot may experience Ring No Answer condition.

10.3.6.1 Service Update 2 Content
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	Service raises event EVT41505
Q01241548	All calls have digitized or Garbled 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

CR	Title
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

The following PEPs are automatically installed with Service Update 2:

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	

CR	Title
Q01306183	CallPilot didn't turn off MWI after receiving return receipt from Exchange server
Q01353705	Message forwarding rule fills up C:\windows\temp directory
Q01357848	Names Across the Network does not propagate when using VPIM networking
Q01385691	Cannot play wav files when forwarded with MFR to email address
Q01386419	MFR may not send all attachments
CP404S02L06S	
Q01344164	Cannot detect Dongle Serial Number after installing CP4.0 SU02 on 1005r platform

10.3.6.2 AppBuilder PEP CP404S02G05A, version 4.04.04.04

It is recommended to install this PEP with Service Update CP40404SU02S. The following fix is addressed with CP404S02G05A:

CR	Title
Q01193500	Unable to use the Text Note Feature and modify individual blocks in AppBuilder

10.3.6.3 CallPilot Manager PEP CP404S02G04C, version 4.04.04.08

CallPilot Manager required with CP 4.0 SU02 . CallPilot Manager CP404S02G04C is backward compatible.

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

CR	Title
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

10.3.7 Service Update 3 Content

10.3.7.1 Service Update 3 Content

The following fixes and enhancements are addressed with CP40404SU03S

CR	Title
Q00668075	CallPilot plays incorrect message on hunt or hard CFW back to CallPilot
Q00721948	Auto attendant sends to wrong extension
Q00730655	Call Transfer failures identified by application log errors 58006,55741
Q00826558	External callers thru-dialing to extension HCFWD to CallPilot get incorrect BUSY prompt
Q00970145	Major SLEE error events during fax load test
Q01047470	Callers notified of busy line is not working
Q01086635	MTF: Fax appears as lines when accessed with image viewer other than CallPilot
Q01093739	Generate major alarm if connection to Reporter is left down for extended period
Q01118404	Time Elapsed does not change on Reboot Timer Screen
Q01125942	Remote Notification Disabling Itself
Q01136761	With full overlap, a CDP remote location can not be saved if its remote user exists
Q01150402	Backup/Restore - allows backup to local CallPilot server disk drive
Q01159834	Events 41015, 41016 need to be created
Q01164007	Event 41017 needs to be created
Q01184243	Incorrect Drive configuration on the Image CD for GA load
Q01198626	Unable to migrate 2.02 users onto CP 4.0 using user restore op event 41814
Q01205037	P/F consolidation - Mailbox number conflicts with CDP steering code

CR	Title
Q01240260	Intermittently unable to login to CallPilot Manager.
Q01263772	Unable to set Directory Sync password after upgrade
Q01272228	Individual channels get stuck causing RNA
Q01290499	Call Sender fails when remote users login to their mailbox
Q01294865	Users Unable to Login to CallPilot. Event ID 36219 Generated
Q01302137	Platform consolidation - Need to speed up user archive restore.
Q01303251	Unable to use Session Trace tool due to no OM table data
Q01303303	Reporter shows all zero's OM not collecting on the Blue database
Q01305930	Reporter Data Incorrect
Q01306183	CallPilot didn't turn off MWI after receiving return receipt from exchange server
Q01307621	Calls RNA/Event ID 1 SQlany Fatal Error Memory Exhausted
Q01312262	The number specified for 'CDPCode' conflicts with mailbox
Q01315682	Receive Trivial Password warning when setting to a password that should be allowed
Q01322944	Call revert back to CallPilot get dropped after TAT
Q01324083	CallPilot Reporter fails to connect to CP Server
Q01330343	Can not install CP404S01G26S PEP on 1005r platform
Q01332316	OM Server: Event 41052 needs to be added
Q01334463	Config Wizard failed at the step Configuring Switch Information in 1001RP to 1005R upgrade
Q01334909	Unable to add mailboxes after upgrade
Q01335068	Remove Language Tool - Language removal failed, with error code = 1
Q01335873	PromptArchive - Restore operation was completed successfully, nothing was restored
Q01344164	Cannot detect Dongle Serial Number after installing CP4.0 SU02 on 1005r platform
Q01346197	Can not erase tape successfully using Backup Restore Tool
Q01347180	VPIM(SMTP) connection time-out configuration parameter is required (rollback changes)
Q01347180	VPIM(SMTP) connection time-out configuration parameter is required
Q01347349	Setup Wizard Restore fails to restore LDAP SUFFIX regkey
Q01349123	Can not install PEP CP40404SU02S on 1005r after removing all existing PEPs
Q01349146	Thru Dial restriction feature
Q01349246	LDAP service on CP Server is terminated
Q01351863	Third Party fax viewer not acceptable for viewing CallPilot faxes
Q01353705	Message forwarding rule fills up C:\windows\temp directory
Q01354410	Unsuccessful logging into CDN after receiving RN to telephone
Q01356296	New parameter to specify thru-dialing permission is required
Q01356296	New parameter to specify thru dialing permission is required
Q01357848	Names Across the Network does not propagate when using VPIM networking
Q01358294	CallPilot Desktop message timestamp is 1 hour ahead of the current time
Q01360732	Fax-on-demand fails intermittently with a 59900 event
Q01360743	Fax-on-demand fails intermittently with a 40201 event
Q01360967	Dual Language Feature. SLEE/SCE part
Q01360972	Dual Language Feature. LDAP part
Q01364337	RNA on individual ports - DS-0 channels show green lollipops
Q01368925	Direct VPIM Delivery does not stop after 3 delivery failures
Q01370713	Event Severity can no longer be overridden when using NBflt_ReportEvent
Q01373664	Volume 103 locks up intermittently and has to be restarted
Q01374554	CallPilot is not able to receive a fax for longer than an hour

CR	Title
Q01379986	The event description for the events 58208 and 58223 should be updated
Q01381684	1005R system encountered blue screen after add the 2nd and 3rd MPB 96 Card
Q01385691	Can not play wav files when forwarded with MFR to email address
Q01386419	MFR may not send all attachments
Q01393878	Wrong CallPilot version 04.04.04.03-00 causing restore to stop
Q01408686	Dual Lang Prompting - PV plays twice continuously after system prompts
Q01410624	Outcalling generating 58008 and 59500 events
Q01418781	The uninstallation of SU1 by SU2 puts the system services in the wrong state
Q01428821	There are a lot of 38003 events in the application event log
Q01472458	DMI viewer should prevent un-installing of certain PEPs

The following PEPs are automatically installed with Service Update 3:

CR	Title
CP404S03G10S	
Q01171340	An Open VPIM message can't be sent in mixed authentication mode.
Q01407422	Deliver to Telephone messages being severely delayed
Q01409513	Message Archive feature does not work for mailboxes located at NMS sites
CP404S03G12S	
Q01404265	Calls coming back into CallPilot with TAT disconnect caller
Q01415551	Cannot send fax from MyCallPilot using Swedish language
Q01427623	CallPilot Stops answering calls Dead Air and then RNA
Q01455770	RNA when running Fax-on-demand over 3 hours
Q01441507	GIVE IVR to CallPilot Transfer to SCCS CDN Disconnects when Button is Held
CP404S03G14S	
Q01305783	Performance Monitor does not work
CP404S03G22S	
Q01542276	Non-Subscriber with SU3 loaded
CP404S03L11S	
Q01292749	Virtual Memory Error Popup Followed by System Degradation

10.3.7.2 AppBuilder PEP CP404S03G02A, version 4.04.04.05

It is recommended to install this PEP with Service Update CP40404SU03S. The following fix is addressed with CP404S03G02A:

CR	Title
Q01320934	Unable to get into Application Builder on Windows XP Pro
Q01345794	Import application error when opening application
Q01320934	Unable to get into Application Builder on Windows XP Pro

10.3.7.3 CallPilot Manager PEP CP404S03G07C, version 4.04.04.17

CallPilot Manager required with CP 4.0 SU03 . CallPilot Manager CP404S03G07C is backward compatible. Please see the following backward compatibility table for details.

CallPilot Server with	4.0 SU03 CP Manager installed on CallPilot Server	4.0 SU03 CP Manager installed on Web Server
CP 2.02 SU05	YES	YES
CP 2.5 SU02	YES *(see remark	YES *(see remark)
CP 3.0 GA	YES	YES
CP 3.0 SU01	YES	YES
CP 4.0 GA	YES	YES
CP 4.0 SU01	YES	YES
CP 4.0 SU02	YES	YES
CP 4.0 SU03	YES	YES

Remark:
   * Warning: PEP CP250S02L06S "CP2.5 Forward Compatibility" must be
     installed on the CP server.

The following fixes and enhancements are addressed with CP404S03G07C:

CR	Title
Q00933814	CallPilot Manager can not view detailed log file of user Archive using stat screen hyperlink
Q01150402	Backup/Restore - allows backup to local CallPilot server disk drive
Q01164007	Event 41017 needs to be created
Q01223396	Unable to start a backup via CP Manager from 8:00 am to 10:00 am
Q01291548	Backup/Restore - Grey out the user archive Restore tab after it is selected
Q01296727	Backward compatibility broken in Config Wizard 4.0
Q01296805	Auto Add feature issue
Q01302137	Need to speed up user archive restore
Q01305783	Performance Monitor does not work
Q01331284	Incorrect data is in the alert report "RN Target Problem Alert (1)"
Q01331368	Calls RNA/Event ID 1 SQLany Fatal Error Memory Exhausted (Reporter side)
Q01332316	OM Server: Event 41052 needs to be added
Q01342408	CallPilot Reporter - Scheduled reports print only once
Q01346188	Operations to tape are blocked after scheduling backup to tape
Q01346197	Can not erase tape successfully using Backup Restore Tool

CR	Title
Q01349262	Wrong information displayed in Server Properties page when click "Save"
Q01351863	Third Party fax viewer not acceptable for viewing CallPilot faxes"
Q01353922	Reporter R&R: CP state indicator has to be created on the CP Reporter main page
Q01355478	Only current timestamp must be present in the export file name
Q01356188	Can not view Backup history from standalone CP Manager on Windows 2000 Server
Q01358015	Cannot run Reporter after upgrading it
Q01360743	Fax-on-demand fails intermittently with a 40201 event
Q01360978	Dual Language Feature. CallPilot Manager part
Q01377146	Standalone CallPilot Manager fails to open user archives with error 35810
Q01379986	The event description for the events 58208 and 58223 should be updated
Q01402851	Download Player link does not work using CallPilot Manager
Q01424201	CallPilot Manager SU02 runme.exe does nothing on 1005r platform
Q01427998	Scheduled backups do not run after SU0204C install
Q01438160	DCOM setting for Reporter on Windows Server 2003 Service Pack1 Web server
Q01452152	The progress bar does not display when auto add is used
Q01457541	T1: Cannot launch Backup/Restore page in CallPilot Manager
Q01460587	Links to 1005r NTPs must be added to aacontent.asp page in CallPilot Manager
Q01476902	Submission of NTPs to CallPilot Manager for CP4.0 SU03

10.3.8 Service Update 4 Content

10.3.8.1 Service Update 4 Content

The following fixes and enhancements are addressed with CP40404SU04S

CR	Title
Q01039605	Config Wizard fails while programming DSPs after an upgrade
Q01162465	CallPilot address book only downloads 167 records with same last name
Q01164724	Uninstalling SU04 fails to remove entry from registry
Q01168045	Major event 54503 should not be sent when socket already closed on client side
Q01171340	An Open VPIM message can't be sent in mixed authentication mode
Q01174975	Please begin transmitting the fax now" prompted by Express Fax Messaging
Q01178798	Post SU04 application on CallPilot integration issues SCCS Access Mas Link Handler
Q01183661	Users not belonging to Volume 1 can not delivery to Fax machine
Q01305783	Performance Monitor does not work
Q01337338	CallPilot Remote Text Notification Is Not RFC 821/RFC 822 Compliant
Q01388256	System wide outages with both fax and voice calls with all DS-0 channels idle
Q01398485	Minor error 54513 when logging into mailbox using MyCallPilot
Q01404265	Calls coming back into CallPilot with TAT disconnects caller
Q01407422	Deliver to Telephone messages being severely delayed
Q01409513	Message Archive feature does not work for mailboxes located at NMS sites
Q01410659	RN generating Event code 58509
Q01415551	Cannot send fax from MyCallPilot using Swedish language
Q01418620	The Through Dial Tool is required
Q01418725	DSPs disabling when voice and fax on same DSP

CR	Title
Q01425665	No verification fax sent out for failed update through FIM service
Q01426168	Trace Viewer Utility can not be used to capture traces under the traffic
Q01427623	CallPilot stops answering calls Dead Air and then RNA
Q01441507	GIVE IVR to CallPilot Transfer to SCCS CDN Disconnects When Button is Held
Q01442562	Order of backup items was not correct in the backup definitions
Q01442666	SLEE Trace Tool terminates unexpectedly
Q01446868	Message getting appended to end of message when rewinding
Q01455770	RNA when running Fax-on-demand over 3 hours
Q01463082	TDD .WAV message not being recognized when imported CallPilot
Q01463415	Many events 59530 were logged during the load test
Q01463418	T1: Channels are busy after stopping the load
Q01467678	Event 54857 descriptions need to be detailed to display properly
Q01468968	OEM information Shows the wrong release of CallPilot
Q01470045	Dual Lang Prompting - Recording plays twice continuously after system prompts
Q01471648	Some DSP channels quit recognizing DTMF tones
Q01472458	DMI viewer should prevent un-installing of certain PEPs
Q01474905	Address module do not recognize DTT/DTF RFC2822 addresses
Q01477423	OM data can be pegged second time when Reporter re-establishes connection
Q01478023	CallPilot Message not marked as Read when Unread MFR message is deleted.
Q01482532	Can send a fax with more than maximum number of fax pages
Q01487788	TDD .WAV message not being recognized when imported CallPilot (AppBuilder)
Q01489570	T1 RNA happened during load
Q01491441	Memory usage of BCR gets increased during load testing
Q01500223	Upgrade Wizard fails at UpdateClassOfService Process in Data Validity Check
Q01501733	Wrong behavior when using Custom Commands
Q01530017	Enhancement request for SNMP
Q01531076	Major event 36209
Q01533368	World time zone changes
Q01533381	CallPilot Manager time zone list should be extended according to KB928388
Q01542283	Concurrent logins on same Mail box
Q01544313	Upgrade Wizard and CallPilot migration process allowed migration with wrong key
Q01560082	MFR Read receipt not turning off MWI for ESN configured sites
Q01605479	DMI Viewer: Can not continue selecting any function after removing a PEP

The following PEPs are automatically installed with Service Update 4:

CR	Title
CP404S04G10S	
Q01330318	**Cannot edit existing mailbox links**
CP404S04G19S	
	Hour glass was steady when Config Wizard did it final switch
Q01110716	**configuration**
Q01542276	**Non-Subscriber with SU3 loaded**
CP404S04G26S	
Q01673459	**Undelivered RNs after reboot result in outcalling blocking**

CP404S04G32S	
Q01658413	**MTA service crashing**
CP404S04G33S	
Q01643708	**Language File Issues, Event 60014**
Q01567764	**Backup and Restore Failure notification guardrail**
Q01565596	**The full system backup was completed with some items skipped**
Q01624489	**IMAP service drops client connections and terminates unexpectedly**
Q01656726	**Administrator Report for does not show data for application changes**
Q01665585	**Default IPSEC Policy missing from registry**
CP404S04G35S	
Q01715817	**Cannot migrate applications from Meridian Mail to CallPilot when PEP CP404S03G30S is installed**
Q01580291	**Ring No Answer**
CP404S04G36S	
Q01558344	**Multiple DSP failure after reboots**
Q01588112	**IMA Does Not Start under some circumstances**
Q01583792	**POA entry or disconnect while CallPilot connected causes CallPilot to drop**
Q01655161	**Events 35103 and 38004 generated**
Q01342765	**DSP has not replied to an Audit command - event 38007**
CP404S04G37S	
Q01624383	**NBOMCU.EXE creates Dr. Watson error when OM collection not checked**
Q01605426	**Error message pops up when finish running Setup Wizard.**
Q01667713	**Bugcheck reboot running Config Wizard while connect with RAS**
CP404S04L07S	**(Note: Applicable to 201i only)**
Q01292749	**Virtual Memory Error Popup Followed by System Degradation**
CP404S04L11S	**(Note: Applicable to 1005r only)**
Q01496851	**41504 error happening every 2 minutes**

10.3.8.2 AppBuilder PEP CP404S04G16A, version 4.04.04.11

It is recommended to install this PEP with Service Update CP40404SU04S. The following fix is addressed with CP404S04G16A:

CR	Title
Q01580174	Assertion failed 0, file \src\nmui\src\uigrid.cpp, line 324 in Application

10.3.8.3 CallPilot Manager PEP CP404S04G22C, version 4.04.04.30

CallPilot Manager required with CP 4.0 SU04 . CallPilot Manager CP404S04G22C is backward compatible. Please see the following backward compatibility table for details.

CallPilot Server with	4.0 SU04 CP Manager installed on CallPilot Server	4.0 SU04 CP Manager installed on Web Server
CP 2.02 SU05	YES	YES
CP 2.5 SU02	YES *(see remark	YES *(see remark)
CP 3.0 GA	YES	YES
CP 3.0 SU01	YES	YES
CP 4.0 GA	YES	YES
CP 4.0 SU01	YES	YES
CP 4.0 SU02	YES	YES
CP 4.0 SU03	YES	YES
CP 4.0 SU04	YES	YES

Remark:
* Warning: PEP CP250S02L06S "CP2.5 Forward Compatibility" must be installed on the CP server.

The following fixes and enhancements are addressed with CP404S04G22C:

CR	Title
Q01131373	System did not take access calls after disable and enable the access channel
Q01305783	Performance Monitor does not work
Q01389724	CallPilot Manager needs sort capability consistently on all columns in list views (User)
Q01391792	Invalid information by using Quick Search with Administration properties
Q01398408	Language installation in configuration wizard fails over Dialup
Q01406284	RPL of DTT and DTF does not gray out with the Outcalling capability box is unchecked
Q01427998	Scheduled backups do not run after SU0204C install
Q01439082	Reporter installation: Able to capture passwords to DB during install
Q01441857	Help File Submission to CallPilot Server 4.0 SU03
Q01452152	The progress bar does not display when auto add is used
Q01460587	Links to 1005r NTPs must be added to aacontent.asp page in CallPilot Manager
Q01466357	Scheduled report to mapped drive fails.
Q01467678	Event 54857 descriptions need to be detailed to display properly
Q01471933	CallPilot Manager needs sort capability consistently on all columns in list views (System)
Q01471939	CallPilot Manager needs sort capability consistently on all columns in list views (Messaging)
Q01472690	Error when adding remote user to SDL

CR	Title
Q01476902	Submission of NTPs to CallPilot Manager for CallPilot 4.0 SU03
Q01487471	An error prompt appears when installing CallPilot Manager on Stand alone Web server
Q01488498	No path validation while report scheduling
Q01499930	Connection status between CP Server and CP Reporter shows Offline
Q01499930	Connection status between CallPilot Server and CallPilot Reporter shows Offline
Q01504099	Fail to login Reporter after unplug & plug CLAN
Q01505911	Issue with printing class of service
Q01515159	Scheduled reports are not re-scheduled after DST transitions
Q01516506	Can not display/print graphical reports
Q01525904	CallPilot Reporter must use wide-range time period in order to generate reports
Q01533381	CallPilot Manager time zone list should be extended according to KB928388
Q01544313	Upgrade Wizard and CallPilot migration process allowed migration with wrong key
Q01548740	Need to automate the registration portion of CallPilot Manager
Q01557578	Message Forwarding Rule Disabling After 58208 Events
Q01565596	The full system backup was completed with some items skipped
Q01590296	UCD agents with leading zero truncated when using fill option in STI link
Q01624489	IMAP service drops client connections and terminates unexpectedly
Q01659526	User without specific Administration right can not login CallPilot Manager
Q01665820	Can not backup if using CallPilot Manager on Windows 2000 Server connect to CallPilot server 4.0

10.3.9   Dual Language Feature

CallPilot 4.0 SU02

PEP number	Description
CP404S02L16C	Dual Language Feature CallPilot Manager/Reporter, version 04.04.04.11
CP404S02L51S	CallPilot 4.0 SU02 - " Dual Language" feature

CallPilot 4.0 SU03

PEP number	Description
CP404S03G07C	CallPilot Manager/Reporter, version 04.04.04.18
CP404S03G15S	CallPilot 4.0 SU03 - " Dual Language" feature

Dual Language Prompting provides system prompts in two different languages. This is intended for use in bilingual regions where a user may only be fluent in one of the two languages. Primary and Secondary languages can be selected from among the installed languages. System prompts are then played in both Primary and Secondary languages one after the other.

Not all system prompts are played in both languages. The intent of this feature is to provide dual language prompts only for system prompts that are exposed to an unknown audience. Call Answer feature, for example, can be accessed by anyone that chooses to call a particular person that has a

CallPilot mailbox. Similarly Remote Notification will send a message without knowing exactly who will be answering the call. Thus dual languages should be used. Prompts specific to a particular user are not played with dual languages. For example, the prompts played to a mailbox user after login do not need to be dual language. These prompts only need to be in the preferred language of the mailbox owner since only this user would be exposed to these prompts.

Steps to enable the feature:

From Messaging/Messaging Management /Installed Languages page:
- Select a primary and secondary language
- Select "Enable Dual Language Prompting" check box

10.3.10   Server Security PEPs

CallPilot 4.0 factory-images contain all applicable Windows security updates through MS05-015. For a list of additional individual Microsoft Security Updates (hotfixes) that apply to CallPilot 4.0 servers running the Windows 2003 Operating System, refer to Product Bulletin P-2007-0010-Global "CallPilot Server Security Update" or the published Product Security Advisory Alerts.

To apply Microsoft Security Updates, use Start > Windows Update.

At the time of writing, the following security PEP is available.

PEP number	Description
CP404SEC007S	Server Security Update w/ Microsoft hotfixes up to MS07-035 (but excluding IE7 and SP2), with additional hardening.

10.3.11   CP404ACC001S Symantec pcAnywhere v11 (Host-Only)
(CallPilot 201i Server Platform only)

The PEP is intended only for 201i CallPilot servers running the 3.0 and 4.0 stream of software. **It is highly recommended to read the readme file before installing this PEP.**

List of CRs that are fixed by this PEP:

CR	Title
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

10.3.12   CP404ACC002S Symantec pcAnywhere v11 (Host-Only)
(CallPilot 201i Server Platform only)

CP404ACC002S supersedes CP404ACC001S. If PEP CP404ACC001S v2 is currently installed and there is no demand for enhancement changes described in CR Q01680093 (CP404ACC001S requires the wrong password for partners), then it is not necessary to install CP404ACC002S. **It is highly recommended to read the readme file before installing this PEP.**

List of CRs that are fixed by this PEP:

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

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

10.3.13   Upgrade Wizard

At the time of this print, CP404_UpgradeWizard_v08 is available for download.

11 Documentation References

The following table provides a list of supplemental documentation, available at the time of this printing, which may be useful in support of CallPilot 4.0 servers.

These documents are available on the following web sites:

Nortel Support: http://www.nortel.com/support
Partner Information Center (PIC):   http://my.nortel.com

Document Type	Document Number	Description
Product Bulletin	99067	CallPilot Unauthorized Hardware and Software
Product Bulletin	P-2003-0151-Global	CallPilot Support for Anti-Virus Applications for details
Product Bulletin	P-2005-0026-Global	CallPilot 3.0 and 201i IPE Platform – Using Microsoft Remote Desktop Connection
Product Bulletin	P-2007-0010-Global	CallPilot Server Security Update

Appendix A   CallPilot/SCCS Integration

CallPilot 4.0 / Symposium Call Center Server 4.2 and later Integration checklist

The following items should be reviewed to ensure proper integration between Symposium Call Center Server 4.2, 5.0, or Contact Center 6.0 and CallPilot 4.0 for Voice Services.

Software pre-requisites:
1. SCCS 4.2 with PEP NS040206SU07S or later
2. CallPilot 4.0 (04.04.04.00)
3. Minimum Meridian 1 X11 (25.40) or Communication Server 1000 (release 3.0) or later with the following software packages:

Pkg	Description	CallPilot		SCCS	
		X11	X21	X11	X21
35	IMS – Integrated Message Service	*		*	*
40	Basic Automatic Call Distribution	*		*	*
41	ACDB (ACD Package B)	*	*	*	*
42	ACDC (ACD Package C)			*	*
43	LMAN – ACD Load Mgt Reports			*	*
45	ACDA (ACD Package A)	*		*	*
46	MWC – Message Waiting Center	*	*		
50	ACDD (ACD Package D)			*	*
77	CSL – Command Status Link	*	*	*	*
83	CDRQ – ACD CDR Queue Record	*			
98	DNIS – Dialed Number Identification Service	opt			
111	TOF – ACD Timed Overflow Queuing	*			
114	AUXS – ACD Pkg D, Aux Security			*	*
153	X25AP – Application Module Link – AML	*	*	*	*
155	ACDNT – ACD Account Code			*	*
164	LAPW – Limited Access to Overlays	*	*		
175	NMS – Network Message Service	opt	opt		
209	MLM – Meridian Link Modular Server			*	*
214	EAR – Enhanced ACD Routing	*	*	*	*
215	ECT – Enhanced Call Treatment	*	*	*	*
218	IVR – Hold in Queue for IVR	*	*	*	*
242	MULI – Multi-User Login	*	*		
243	Alarm Filtering	*	*		
247	Call-ID (for AML Applications)	*	*	*	*
254	Phantom TN	*	*		
296	MAT – Meridian Administration Tool	*	*		
311	NGCC – Nortel Symposium Call Center			*	*
324	NGen (MAS Connectivity)	*	*	*	*
364	NMCE (CallPilot)	*	*		

> **Note:** The software packages listed above may be included as components in other X11/X21 packages. They are provided here individually for reference only. Refer to the ordering bulletins for each associated product for additional information.

Documentation available:
1. NTP 555-7101-222: CallPilot 4.0 Installation and Configuration Guide, Part-3 Meridian 1 and CallPilot Server Configuration Guide
2. NTP 555-7101-510: CallPilot 4.0 Installation and Configuration Guide, Part-3 Succession 1000 and CallPilot Service Configuration Guide
3. NTP 555-7101-801: Meridian Mail to CallPilot Migration Utility Guide (if migrating voice prompts) (Release 4.0, Standard 1.04, dated April 2006 is the latest)
4. Symposium, M1/CS1000 Voice Processing Guide

Note: The Partner Information Center / Helmsman Express documentation website contains the above documents. Ensure the latest versions are utilized when integrating both solutions.
- For CallPilot documentation, from the main product screen, select "Meridian 1 and Communication Server 1000 Systems" and under Applications select "CallPilot Release 4.0 (CallPilot_40).
- For Symposium documentation, from the main product screen, select "Symposium" and under Applications select "Symposium Call Center Server Release 4.2 CPI".

PBX configuration guidelines:
1. VAS/SECU setting for both CallPilot and SCCS ELAN/VAS-ID should YES
2. CallPilot agents segregated for SCCS support should be build w/ Class of Service: CLS-MMA and AST

Additional general notes:
1. **Recording Voice Prompts using telephone set requires Desktop Messaging License**
   The recording of Voice Prompts using a telephone set on CallPilot currently requires the Desktop Messaging application to be installed with appropriate licensing. Customers requiring this capability and not having Desktop Messaging should contact their Nortel prime to resolve this issue.

2. **Calls receiving GIVE IVR ring indefinitely when CallPilot Server out of service**
   SCCS will attempt to perform the GIVE IVR operation if specified in the scripts even if the CallPilot Server with the voice ports for IVR processing is powered down. In this case, calls will hear ringing but will not be provided voice services and will not advance in the SCCS script. Refer to CR # Q00503343 and Q00465763.

   Customers should ensure that the scripts are modified not to provide voice services if the CallPilot Server is out of service. An alternative solution is to manually log out the voice ports on the switch if the CallPilot server is shut down.

   Workaround: During shutdown of the CallPilot server, to ensure the proper MLINK messages are sent from CallPilot to SCCS and that voice services channels are properly logged out; ensure Meridian 1/Communication Server 1000 Release 1.1 PEP MPLR16351 or latest has been applied.

3. **Stop/Start of voice channels on CallPilot requires action on SCCS**
   If voice channels are stopped and re-started using CallPilot Manager (through Channel Monitor or Maintenance Admin), they will not resume voice processing until they have been de-acquired and re-acquired through the SCCS Client.

   Customers should avoid stopping and starting voice channels. If this action is necessary, voice ports should be de-acquired and re-acquired through the SCCS Client Voice Ports window.

4. **GIVE CONTROLLED BROADCAST fails, returning only silence**
   The Give Controlled Broadcast script command does not currently operate properly when the CallPilot 2.02 and SCCS 4.2 systems are installed on the Communication Server 1000 switch running Release 2.02 or some Meridian 1 systems using Superloops. Callers will hear silence rather than the specified voice segment if this script command is employed.

   Workaround: To resolve this issue, install the appropriate PBX PEP. For Meridian 1 systems, install PEP MPLR17006 or the latest.

5. **ACCESS channels remain in an un-initialized state if CallPilot reboots before SCCS MLink service is started.**

   If the MLINK service is not up prior to the CallPilot system completing its initialization, the ACCESS channels will be put into an un-initialized state. Without manual intervention, the access channels will remain in an un-initialized state. From lab tests, SCCS takes approximately four (4) minutes to bring up the MLink service.

   Workaround: Defer the boot start time on CallPilot for five (5) minutes after SCCS starts its boot sequence. This can be done through the WinNT Operating System setting:

   On the CallPilot server, from Control Panel → System → Startup/Shutdown. In "System Startup" set "Show list for" to 300 seconds. This will delay the CallPilot boot-up for five (5) minutes, giving SCCS time to boot first.

   What works with the workaround (5 minute delay to boot start of CallPilot):
       With both systems powered down (SCCS and CallPilot):
       a. Both CallPilot and SCCS can be powered up at the same time
       b. Both CallPilot and SCCS can survive an unattended power outage, assuming that both systems are attached to the same power source.

   What does not work with the workaround:
       a. During the first power-up of CallPilot, the workaround will not be applied. Therefore, cannot power up SCCS and CallPilot at the same time, for the first time.
       b. With a functional network (SCCS, CallPilot, and Meridian 1 / CS 1000)
       c. CallPilot rebooting in a 3-5 minute window prior to the SCCS rebooting.

6. **Migrating voice prompts from Meridian Mail requires additional steps**
   When migrating SCCS voice prompts, ensure the additional steps as outlined in NTP 555-7001-801 Meridian Mail to CallPilot Migration Utility Guide are completed prior to attempting to use those prompts within SCCS scripts.

---

7. **SCCS requires VOICE channels for integration**
   While CallPilot offers three channel types (Voice, Fax, and Speech Recognition), SCCS and CallPilot require dedicated voice channels for integration. As Voice channels utilize only a single MPU per channel, use of Voice channels is the most cost-effective resource, similar to that of the Meridian Mail "BASIC" and "FULL" service channels.

   To avoid conditions where no voice is presented, and to ensure the integration utilizes the most cost-effective resources, ensure all channels to be used for SCCS voice services are dedicated voice channels.

8. **SCCS unable to acquire resources after improper shutdown/crash.**
   Symposium Call Center Service (SCCS) acquires devices such as TNs and ACD agent phone-sets on the Meridian 1/Communication Server 1000. If the server crashes or is shutdown without running the shutdown utility, these devices will remain acquired. This can cause a number of problems including:

   1. If SCCS has a problem such that it cannot de-acquire one or more devices, then these devices cannot be used by other applications until a switch SYSLOAD is performed.

   2. After the switch INIT, CDN count might be corrupted for an application link.

   In these (and possibly other) occasions, it is required to forcibly de-acquire resources from the Meridian 1/Communication Server 1000. Some commands have been developed as tools to perform these tasks, such as:
   - De-acquire all acquired devices of application over a specified ELAN link
   - De-acquire an acquired Agent TN
   - De-acquire an acquired Route of a Customer
   - De-acquire an acquired CDN
   - De-acquire an acquired ACDDN.

   The commands to de-acquire each of the resources are:
   From Overlay 48 (LD 48):
   1. De-acquire an acquired "AGENT":
      DACR AGT <Loop> <Shelf> <Card> <Unit><CR>

   2. De-acquire an acquired "ROUTE":
      DACR RTE <Route#> <Customer#><CR>

   3. De-acquire "ALL" acquired devices on a specified link:
      DACR ALL <Link#><CR>

   From Overlay 23 (LD 23):
   4. De-acquire an acquired "CDN":
      REQ <DACR>
      TYPE <CDN>
      CUST <Customer#>
      CDN <XXXX>

5. De-acquire an acquired "ACDDN":
   REQ <DACR>
   TYPE <ACD>
   CUST <Customer#>
   ACDN <XXXX>

You can use overlays such as 10, 11, 20, 21, or 23 to confirm the action is carried out successfully on your device.

Appendix B   Reporter Robustness - CallPilot Reporter version 4.04.04.08

This appendix provides updates on enhancements to the reliability and robustness of the Reporter tool through fixes to the known major issues as well as minor feature improvements. The enhancements are comprised of a set of individual fixes that cover design faults, improvements to error tracing, and feature improvements. The following is the list of improvements:

- **Q01308944 Allow user to specify location of Yellow DB file**

   The enhancement allows the user to specify the drive/location of the yellow database. Prior to the enhancement the tool forced the user to use C: drive for the install of Reporter system files as well as the location of the OM database. Although allowing install of Reporter in a different location is infeasible. A utility is implemented to allow the user to move the database file to a desired location. This solves the major issue, since the Reporter system files are relatively small compared to the database file, and the user does not have to worry about the system file size changing. Please see the following screen capture on how to use the tool.

   1) Have CP Reporter installed and worked properly;
   2) Run cprptdbreloc.exe to relocate database from C:\Nortel\bin directory:

---
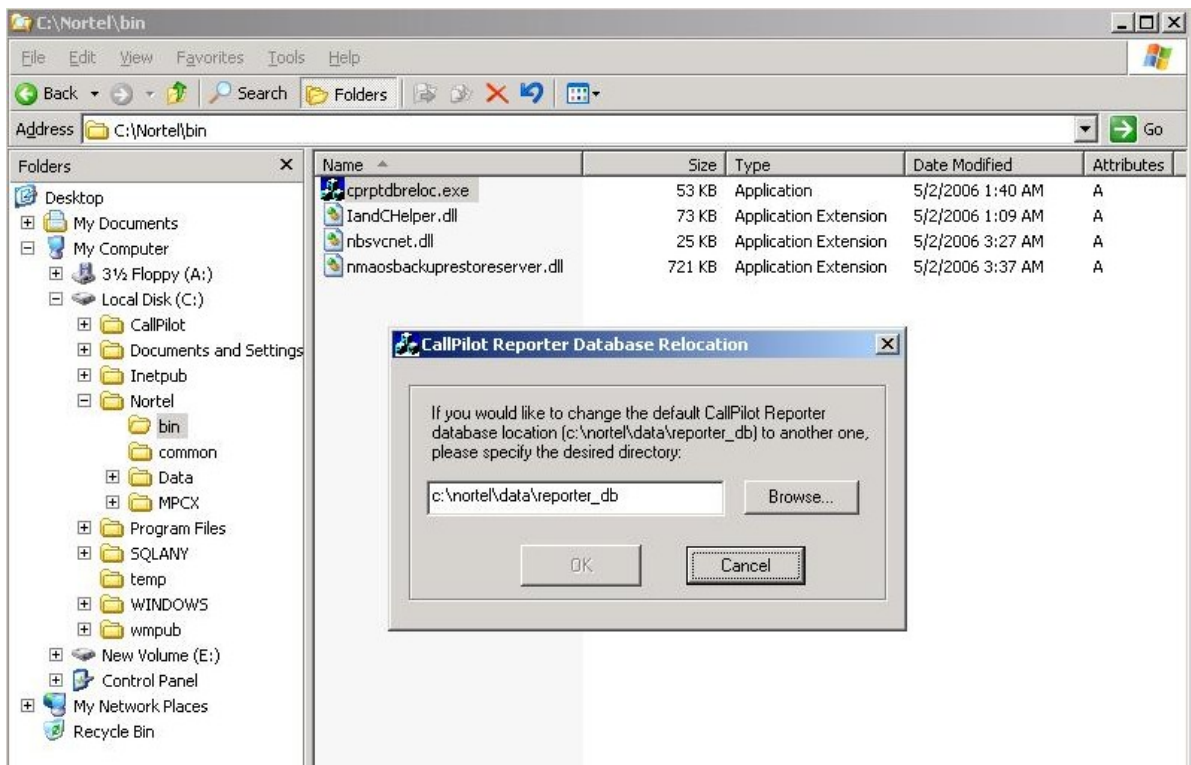
3) Click "Browse..." and select a local folder to relocate database to (for example, e:\db1). Ensure there is enough free disk space in the selected folder and the folder is not write-protected. Click OK

4) The following window will be prompted for confirmation, click OK
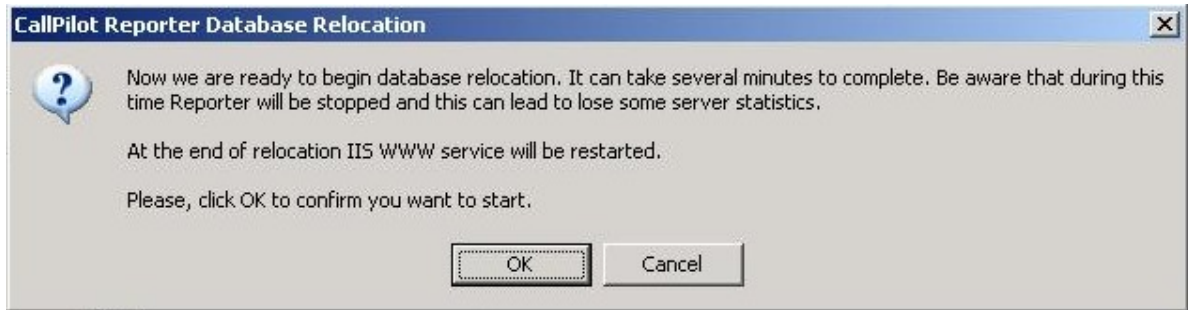
5) Once relocation completed the following window appears:

6) Click "OK" and go to the folder where database is moved to (e:\db1) and verify existence of cprpt.db file and verify Reporter works properly.

- **Q01311834 Limit on number of CP Servers connected to one CP Reporter**

  The enhancement enforces the limit of 20 CallPilot servers per one webserver. This limit is published in the NTPs, however prior to this enhancement was not enforced by the system. Thus users could exceed the limit of 20.

- **Q01304839 Errors handling/reporting and tracing enhancement**

  Prior to ths enhancement, Reporter did not have any tracing mechanism. This enhancement has introduced a way of tracing capability for reporter with different levels of tracing is introduced.

- **Q01302785 Export function overwrites old report**

  The export report function can be scheduled in Reporter. Prior to this enhancement a scheduled report would overwrite the previous report (i.e. use the same file name). If the user had not archived this report before the next scheduled export the report would be lost. This enhancement appends a date/time stamp to the filename so that previous reports are not overwritten.

- **Q01314022 Create separation between "Logout" and "Logout & Erase" buttons**

  The enhancement simply increases the physical separation between the logout/logout-and-erase buttons. This is to help prevent a user accidentally hitting the wrong button.

- **Q01315788 Connection to CallPilot Server message in the CP Manager Sys log**

  Prior to this enhancement only the first user to log into Reporter would generate a "connection" message in the system log. This is confusing since other users log in and do not see message, leading them to believe that they have not successfully logged-in. This enhancement generates a message for each user login.

- **Q01316253 Events reporting enhancement**
  Prior to this enhancement, there was no event for Reporter in Window Event. The enhancement introduced events for the login/logout/logout-&-erase operations, as well as provided overall enhanced event logging and tracing. This will help support team in troubleshooting.

Appendix C CallPilot performance and recomended measurements

To avoid running into memory problem, the following measure are recommended to help with system performance:

1) It is recommended that no unneeded application programs are left running on the CallPilot server.
   - Quit out of Internet Explorer when you are done.
   - Quit out of Windows Explorer if you do not need it.
   - Log off the local console and properly log off (do not simply disconnect) from any Remote Desktop sessions when they are no longer required.

   - If Anti-virus software has been installed, double-check that the guidelines in product bulletin **P-2003-0151-Global-Rev4 (or later) CallPilot Support for Anti-virus Applications** have been followed completely. If AV configurations are being managed remotely (e.g. via McAfee ePolicy Orchestrator), please ensure that the configuration settings being applied to the CallPilot server properly conform with the bulletin.

   - Do not leave the Anti-Virus console running unnecessarily.

   - If Anti-virus software has not been installed, please take steps to ensure the CallPilot server has not become and will not be infected by a virus or other malicious software.

   - Ensure that any backups, AV scans or AV updates are performed at off-hours to minimize impact to system performance.

   Do not:
   - Attempt any engineering-related configuration changes on the CallPilot server.
   - Add memory
   - Reconfigure the paging file.
   - Adjust partition sizes.

Appendix D   CallPilot 1005r Platform Refresh

Platform Overview

The CallPilot 1005r hardware platform is to replace the 1002rp platform. It will address the European Union legislative directive which implements controlling guidelines in the use of hazardous substances also known as RoHS. The platform will be sold in North American and global markets as 1002rp servers are phased out.

At the time of introduction, the 1005r will mirror the same capabilities as the 1002rp – except for T1 connectivity. In an effort to minimize the cost of the 1002rp replacement while delivering equal or better performance, notable hardware differences exist. One such difference includes support for high availability failover (in CallPilot 5.0) and will be the first platform to support this feature from a product release perspective. Another notable difference is the reduced number of hard disk drives thereby increasing simplicity. The newer server hardware provides higher performance than the aging 1002rp. This higher performance is expected to be utilized in future CallPilot or Unified Messaging releases.

What's New in the Platform Refresh

No new features are being released in the 1005r platform refresh.

Hardware changes to note relative to other CallPilot servers;
- The Dongle is now a USB dongle, as a parallel port does not exist on the system
- No floppy drive is resident on the system.
- Drive partitions are; C: 15GB, d: 40GB, E: 40GB, F: 40GB
- The optical drive is a DVD-ROM
- Ram is 1GB Redundant

About Customer Documentation

NTP documentation is updated to reflect the new platform. This documentation is available as a general PEP number 47C. The Helmsman express website is also being updated with the latest content.

Supported Migration Paths

Source Platform	1005r Supported Migration
200i	
201i	
702t	✔
1001rp	✔
703t	
1002rp	

Note: The minimum required software releases that must be run on the source platform must be CP 2.02 SU03 in order to perform the platform migration.

Software Updates/Enhancements

The 1005r image is based on the GA load of CallPilot 4.0 plus SU02 therefore SU02 does not have to be applied to the server upon receipt from the factory or when the system is re-imaged.

No new software features are introduced in the 1005r Platform Refresh. The only changes made to the CallPilot software are in support the new hardware configuration.

The 4 PEPs are generally available on top of CallPilot 4.0 SU02. **PEP CP404S02G29S is a critical PEP. This PEP must be installed before running Config Wizard for the first time including;** after a new purchase and after re-imaging the server.

PEP number	Description
CP404S02G29S	The CallPilot Configuration Wizard failed at 45% "Configuring Switch Information".
CP404S02G30S	When additional MPB96 boards are added to a system, a blue screen occurs during the found new hardware wizard.
CP404S02G45S	Performance Monitor does not work
CP404S02G47C	CallPilot Manager

A list of CRs associated with each PEP is listed in the following table;

PEP number	Description
CP404S02G29S	**Q01334463** - ConfigWizard failed at the step Configuring Switch Information in 1001RP to 1005R upgrade
CP404S02G30S	**Q01381684** - 1005R system encountered blue screen after add the 2nd and 3rd MPB 96 Card
CP404S02G45S	**Q01305783** - Performance Monitor does not work
CP404S02G47C	**Q01305783** Performance Monitor does not work **Q01460587** Links to 1005r NTPs must be added to aacontent.asp page in CallPilot Manager **Q01476902** Submission of NTPs to CallPilot Manager for CP4.0 SU03 **Q01424201** CallPilot Manager SU02 runme.exe does nothing on 1005r **Q01223396** Unable to start a backup via CallPilot Manager from 8:00 am to 10:00 am **Q01438160** DCOM setting for CallPilot Reporter on Windows Server 2003 Service Pack1 Web Server **Q01358015** Cannot run Reporter after upgrading it **Q01355478** Only current timestamp must be present in export file name **Q01296727** Backward compatibility broken in Config Wizard 4.0 **Q01346188** Operations to tape are blocked after scheduling backup to tape **Q01331368** Calls RNA/Event ID 1 SQlany Fatal Error Memory Exhausted (Reporter side)

PEP number	Description
	Q01331284 Incorrect data is in the alert report "RN Target Problem Alert (1)"
	Q01164007 Event 41017 needs to be created
	Q01332316 OM Server: Event 41052 needs to be added
	Q01208098 Operator cannot view backup history when login from the standalone CP Manager.
	Q01176177 Sync task status stays at "synchronization task is running"
	Q01339555 CallPilot Manager contains improper grammar in E-mail Account Info screen
	Q01277798 Automate installation of CallPilot Manager on the standalone WebServer with Windows 2003 SP1 installed
	Q01168531 Need add the description for event code 36220
	Q01184825 Need add the description for error code 60864 - CP
	Q01191571 Event codes missing from Online and Offline help
	Q01196698 Events 41015-41017 need to be added to Online and Offline help
	Q01280018 Documentation correction requested for On Line Help on password change
	Q01127868 Notification Device Classes: Help doesn't display the latest updated information
	Q01214250 Outbound fax stops working with IMA crash
	Q01302785 Reporter R&R: Export function overwrites old report
	Q01304839 Reporter R&R: Errors handling/reporting and tracing enhancement
	Q01308944 Reporter R&R: Relocate Reporter's database to a different location
	Q01311834 Reporter R&R: Limit on number of CP Servers connected to one CP Reporter
	Q01304856 ReporterCOMPermWin2003SP1 tool must be embedded into the installation package
	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
	Q01211821 CallPilot crashed, all services down after running re-install
	Q01149993 Reporter keeps losing connection unable to recover with losing data
	Q01246154 Unable to create new template, Getting DB error 60610
	Q01267735 Introducing 1005r platform to CallPilot 4.0
	Q01290881 User Archive restore terminates - error 41814 unanticipated exception error.
	Q01310489 Modification and changes to all Help Files
	Q00681182 Backup/Restore: Status is incorrect in many situations
	Q00935690 User can not modify Device Name of Backup device
	Q01144655 Backup/Restore: Error handler blocking new

PEP number	Description
	backup/Restore operations **Q01150402** Backup/Restore: Allows backup to local CallPilot server disk drive **Q01159874** Database skipped during restore of system backup - restore log needs enhancement **Q01184250** ELAN and CLAN addresses swapped in SysMon **Q01227401** User Restore could not retrieve user list from a stand-alone CallPilot Manager **Q01248194** There is no possibility to restore particular messages of an archived user **Q01195685** Unable to add vpim if networking and nms disabled **Q01229054** Backup/Restore link on CallPilot Manager doesn't work **Q01221950** AOS/Maintenance not working.

Media Updates

Two media updates are available in support of the 1005r Platform Refresh including a DVD replacing CDs for the platform image.

PEC	CPC	Label	Version	Date	Notes
NTUB50LA	N0095421	1005r Platform 4.0 Image DVD	04.04.04.00	21-Aug-06	
NTUB40JA	N0032921	4.0 Applications CD	04.04.04.00	20-Mar-06	

Known Problems/Issues

ELAN/CLAN Configuration

When configuring the 1005r CallPilot server into a local area network, the administrator must be aware of the fact that 2 additional dual network interface cards (NICS) exist in the server for a total of 6 network adapters, not 2 typical of all other servers. These additional NICS are included to support the High Availability CallPilot 5.0 feature.

These adapters are preconfigured in the image using address range 10.0.0.1 through 10.0.0.6 and assigned names; CLAN, ELAN, Mirror, HB1, HB2 and unused. These names are visible through the Windows networking applet plus the Configuration Wizard.

Due to the fact that these adapters are pre-configured to set IP addresses, the possibility arises that the CLAN and/or ELAN being configured may conflict with one of the pre-configured addresses. The administrator must be aware of the fact that this conflict may occur and take action to re-configure the conflicting not-used adapter to an address that is not required on the CLAN and/or ELAN. Re-configuration must take place before running the Configuration Wizard.

Example:
  - The CLAN, ELAN, Mirror, HB1, HB2 and unused adapters are pre-configured as 10.0.0.1, 10.0.0.2, 10.0.0.3, 10.0.0.4, 10.0.0.5, 10.0.0.6 in the image.
  - The administrator wants to configure the ELAN and CLAN ports to 10.0.0.5 and 10.0.0.10 respectively.
  - If the administrator configures his ELAN to 10.0.0.5, there will be an IP address conflict with the HB2 adapter, which is already pre-configured to address 10.0.0.5.
  - The administrator must either re-configure the HB2 adapter IP address to an address not being configured on the CallPilot CLAN and ELAN or, use another address that does not conflict.
 - Re-configuration must be completed before running Config Wizard to configure the CLAN and ELAN addresses.

<u>**Re-Configure Adapter**</u>
To re-configure the conflicting IP address before running the Configuration Wizard on the offending not used adapter, the administrator must use the Windows networking applet to change the IP address. The following steps outline this process:
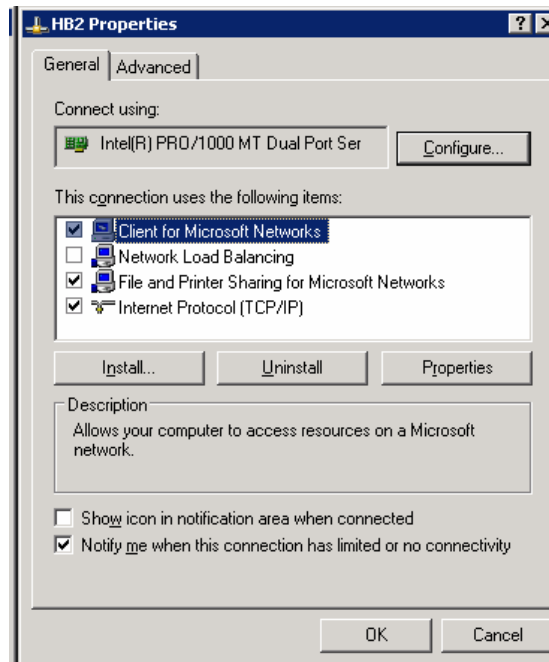
  1. From the CallPilot server Windows desktop, right click on the 'My Network Places' icon. To open the Network Connections window.
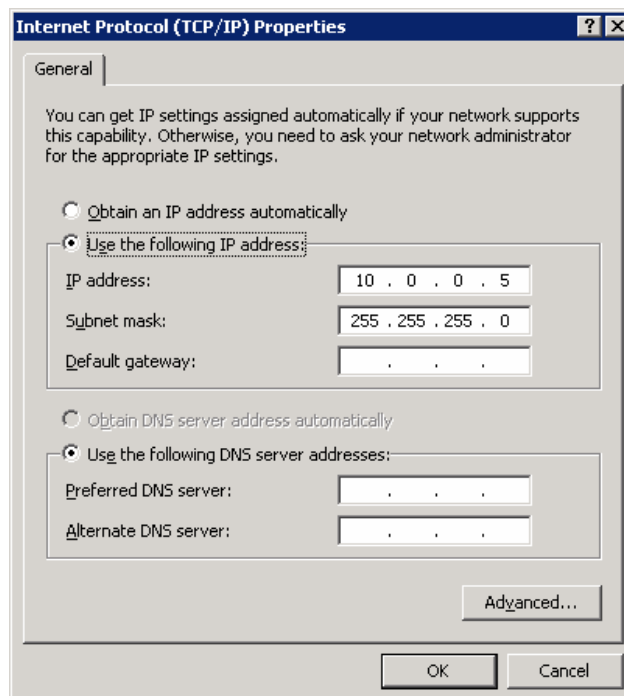

  2. In the Network Connections window, right click the adapter by name associated with the IP address that you want to change. (e.g. HB2 – 10.0.0.5)

---
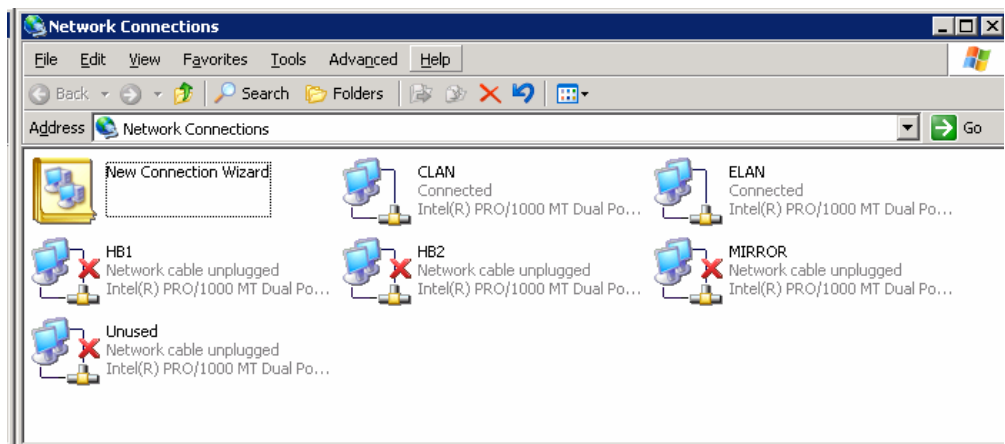
3. Select the properties drop down menu item and the following window will appear.

4. Select 'Internet Protocol (TCP/IP)' to display the TCP/IP properties window as follows:

5. Update the status IP address to an unused address in your local area network.

6. If you plan to change both the ELAN and CLAN address to address a conflict with the HB1, HB2 or unused adapter ports, you will have to repeat this re-configuration exercise twice, one for each conflicting port.

7. A reboot is **not** required after this exercise.

Troubleshooting
If the above procedure has not been completed before running the Configuration Wizard the following symptoms may occur;
1. Cannot ping the switch IP address
2. The CallPilot system does not come into service, after 15 minutes a pop-up indicating that the system is not in service.
3. IPConfig/all does not list the ELAN adapter
4. System event log contains event ID 42800 – AML_TSP AML link is down.
5. System event log contains event ID 42803 – AML_TSP exception.

To fix the above problem, the not-used adapter must be re-configured to a non-conflicting address and the system rebooted.

Appendix E   CallPilot TCP/UDP Port Usage

The following TCP/UDP ports are required to be open on CallPilot server and any server which communicates directly with CallPilot server (for example, standalone server running CallPilot Reporter)

L4 Protocol (TCP/UDP)	Port number or range	Description
TCP	20	FTP
TCP	21	FTP
TCP	25	SMTP
TCP	80	WWW
TCP	135	Location Service
UDP	135	Location Service
TCP	137	NETBIOS Name Service
UDP	137	NETBIOS Name Service
TCP	138	NETBIOS Datagram Service
TCP	139	NETBIOS Session Service
TCP	143	IMAP2
UDP	161	SNMP (if enabled)
UDP	162	SNMP-trap (if enabled)
TCP	389	LDAP
TCP	443	HTTP over SSL
TCP	465	SSMTP (secure SMTP)
TCP	636	LDAP over SSL
TCP	993	IMAP over SSL
TCP	1025	msdtc
TCP	1026	msdtc
TCP	1027	Microsoft Distribute COM Services
TCP	1028	Microsoft Distribute COM Services
TCP	1029	Dialogic CTMS
TCP	1030	Dialogic CTMS
TCP	1031	Dialogic CTMS
TCP	1032	Dialogic CTMS
TCP	1036	CallPilot
TCP	1037	CallPilot
TCP	1038	CallPilot
TCP	1039	CallPilot
TCP	1040	CallPilot
TCP	1041	CallPilot
TCP	1042	CallPilot

TCP	1045	CallPilot
TCP	1046	CallPilot
TCP	1047	IIS
TCP	1048	IIS
TCP	1095	CallPilot
TCP	1096	CallPilot
TCP	1148	TAPI
TCP	1499	ODBC for Reporter Database
TCP	2019	Dialogic CTMS
TCP	2020	Dialogic CTMS
UDP	5000	CallPilot
TCP	5000	CallPilot
TCP	5631	pcAnywhere data
UDP	5632	pcAnywhere stat
TCP	7934	IIS
TCP	8000	Dialogic CTMS
TCP	10008	CallPilot
TCP	38037	msgsys Intel CBA-Message System
TCP	56325	CallPilot

Note: DCOMCNFG.exe must be used to statically assign DCOM endpoints to 5000.
DCOMCNFG.exe is a part of the Windows operating system.