



CallPilot Release 4.0 Service Update 4

Date: 25 January 2008

Version: 4

Service Update 4 for CallPilot 4.04

Description:

This package contains Service Update 4 (SU04) and all General Available CallPilot 4.0 PEPs required to be installed on a server that has been installed with, or upgraded to CallPilot 4.0 (build 04.04.04.00).

CP40404SU04S CallPilot Server Software CP4.0 SU04:

This package includes many fixes and enhancements to the CallPilot Server software. For a detailed list, please refer to the section "[List of Fixes and Enhancements included in Service Update 4](#)" at the end of this document.

CP40404SU04S now becomes a prerequisite for installing all future PEPs.

CP40404SU04S requires running Config Wizard.

Important

Running Config Wizard is a requirement for CP40404SU04S complete installation.

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

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

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

CallPilot 4.0 Service Update 4, CP40404SU04S, updates database structure. The changes are reversible and they are rolled back to the level of CallPilot 4.0 Service Update 3, CP40404SU03S, after uninstalling PEP.

PEPs for CallPilot Server (inside this package)

This SU contains the following General Available CP4.0 SU04 PEPs. These PEPs will be automatically installed with the installation of CP4.0 SU04.

General Available CP4.0 SU04 PEPs:

PEP Name	CR	Title
CP404S04G10S	Q01330318	Cannot edit existing mailbox links
CP404S04G19S	Q01110716	Hour glass was steady when Config Wizard did it final switch 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
CP404S04G42S	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
	Q01782363	Configuration Wizard loses Access Class IDs

Limited Available CP4.0 SU04 PEPs:

PEP Name	CR	Title
CP404S04L07S	Q01292749	Virtual Memory Error Popup Followed by System Degradation
CP404S04L11S	Q01496851	41504 error happening every 2 minutes

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

This PEP installs Service Update 4 and the following PEPs on the following CallPilot platforms:

- Target platforms - 703t, 1002rp:
 - ✓ CP40404SU04S
 - ✓ CP404S04G10S
 - ✓ CP404S04G19S
 - ✓ CP404S04G26S
 - ✓ CP404S04G32S
 - ✓ CP404S04G33S
 - ✓ CP404S04G35S
 - ✓ CP404S04G36S
 - ✓ CP404S04G42S
- Target platforms - 201i:
 - ✓ CP40404SU04S
 - ✓ CP404S04G10S
 - ✓ CP404S04G19S
 - ✓ CP404S04G26S
 - ✓ CP404S04G32S
 - ✓ CP404S04G33S
 - ✓ CP404S04G35S
 - ✓ CP404S04G36S
 - ✓ CP404S04G42S
 - ✓ CP404S04L07S
- Target platforms – 1005r:
 - ✓ CP40404SU04S
 - ✓ CP404S04G10S
 - ✓ CP404S04G19S
 - ✓ CP404S04G26S
 - ✓ CP404S04G32S
 - ✓ CP404S04G33S
 - ✓ CP404S04G35S
 - ✓ CP404S04G36S
 - ✓ CP404S04G42S
 - ✓ CP404S04L11S

Installing SU04:

Please read this section in its entirety before proceeding.

PEP CP40404SU04S is intended to be installed on a CallPilot Server running CallPilot 4.0 software (build 04.04.04.00).

Note 1:

You must install both PEP CP40404SU04S and the latest CallPilot 4.0 release CallPilot Manager on the CallPilot Server at the same time. Just follow the instructions below.

The readme.txt file contains short instruction on how to install both PEP CP40404SU04S and CallPilot Manager (CP404S04G22C or later) on the CallPilot Server. You can use this document or the readme.txt file as a guide to install PEP CP40404SU04S and CallPilot Manager.

Note 2:

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

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

Note 3:

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

Note 4:

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

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

Note 5:

Before installing Service Update 4 on CallPilot 201i Platform please ensure that as minimum 15% of total disk space on D drive is free.

If you do not have required disk space on D drive, please remove all unused and temporary files from D:\TEMP and empty Recycle Bin.

If after all described steps, you do not have required disk space on D drive, please contact your next level of support before installing Service Update 4.

PEP CP404S04L07S expands the system paging file on 201i Platform. The size of the expanded paging space is dependent on the amount of available hard drive space. The following additional paging file sizes are possible:

Page file size	D drive free space condition
384 Mb	Free space - 384 Mb \geq 15% of total D drive space
100 Mb	Free space - 100 Mb \geq 15% of total D drive space
Not created	Free space - 100 Mb $<$ 15% of total D drive space

Note 6:

Once PEP CP40404SU04S and CallPilot Manager have been installed on CallPilot Server, reboot CallPilot server and run Configuration Wizard to reprogram all DSPs.

Note 7:

Once Cumulative PEP CP40404SU04S and CallPilot Manager have been installed on CallPilot Server, please remove all temporary SU and CP Manager files by deleting the CP40404SU04S and CP404S04G22C folders from D:\TEMP directory. After that empty Recycle Bin.

Note 8:

PEPs that are in the limited or restricted status are removed during the installation of CP40404SU04S. The associated version of the limited or restricted PEP with CP40404SU04S will have to be installed once the installation of CP40404SU04S is complete.

PEPs CP404S04L07S and CP404S04L11S are installed as a part of CP 4.0 SU04 Cumulative.

SU03 Version	SU04 Version
CP404S03L06S	CP404S04L09S
CP404S03L08S	CP404S04L06S
CP404S03L11S	CP404S04L07S
CP404S03L26S	CP404S04L11S
CP404S03L29S	N/A
CP404S03R37S	CP404S04R28S
CP404S03R40S	CP404S04R38S

Step by Step instructions for installing PEP CP40404SU04S and CallPilot Manager on the CallPilot Server:

The installation of PEP CP40404SU04S should take place from the D:\TEMP folder:

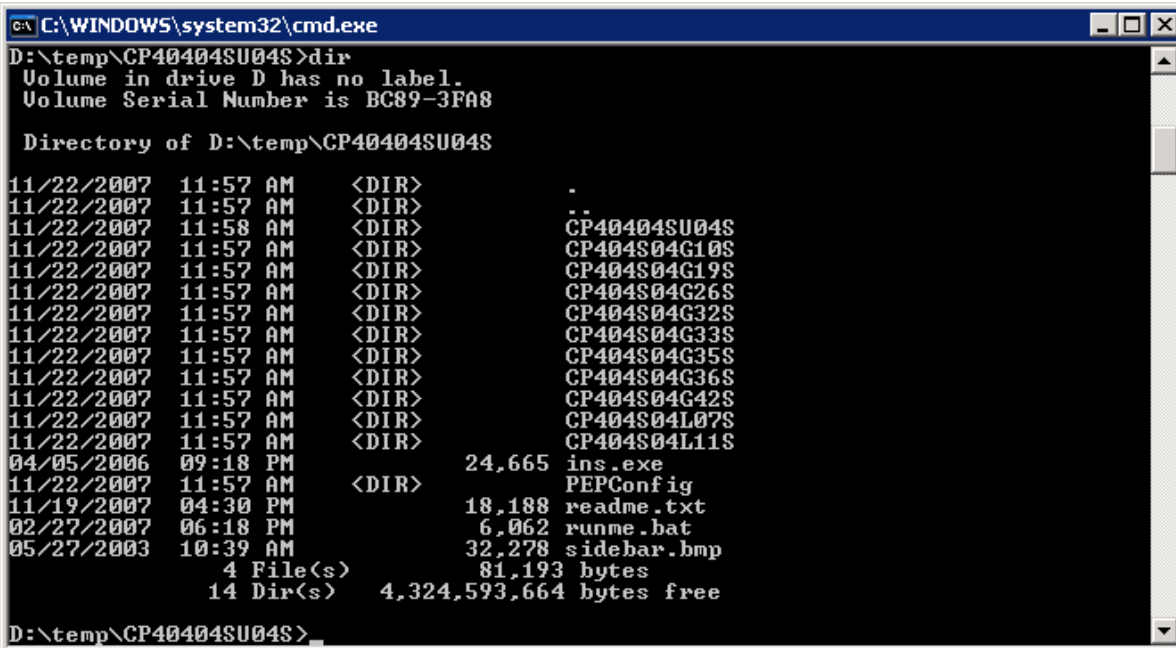
- If you are going to install SU04 using the PEP CD, copy the CP40404SU04S folder to the D:\TEMP folder.
- If you are going to install SU04 using the Enterprise Solutions PEP Library (ESPL), then download CP40404SU04S.exe from ESPL and unzip the CP40404SU04S.exe to the D:\TEMP folder.

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

- If you are going to install CallPilot Manager using the PEP CD, copy the CP404S04G22C folder to the D:\TEMP folder.
- If you are going to install CallPilot Manager using the Enterprise Solutions PEP Library (ESPL), then download CP404S04G22C.exe from ESPL and unzip the CP404S04G22C.exe to the D:\TEMP folder.

Installing PEP CP40404SU04S

1. Close all programs currently executed on the CallPilot server.
2. Open the command window and change the current folder to the D:\TEMP\CP40404SU04S folder.



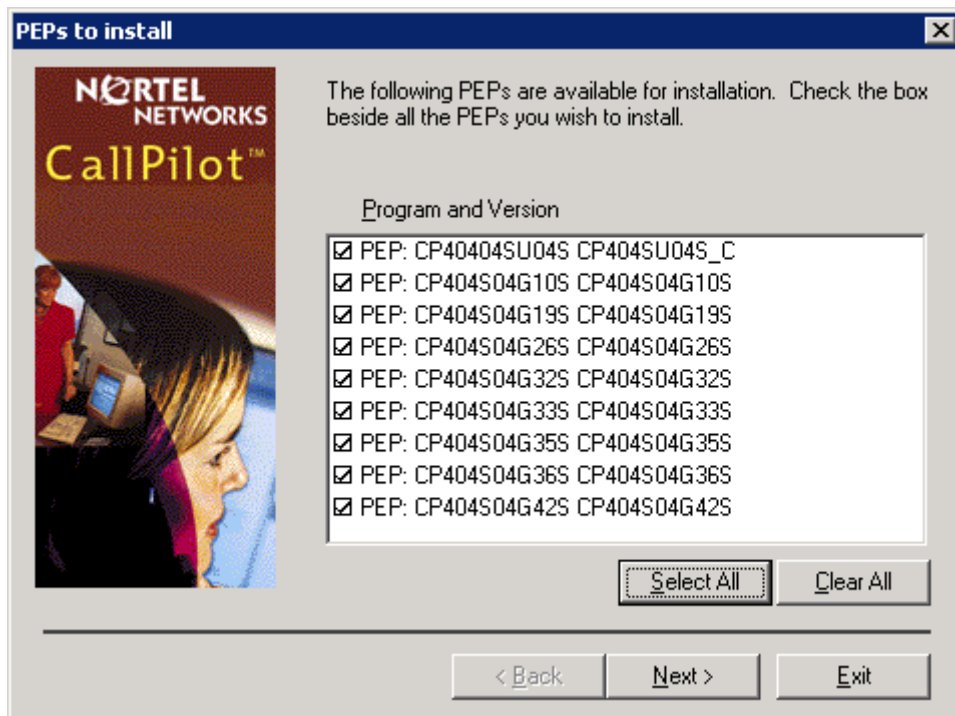
```
C:\WINDOWS\system32\cmd.exe
D:\temp\CP40404SU04S>dir
Volume in drive D has no label.
Volume Serial Number is BC89-3FA8

Directory of D:\temp\CP40404SU04S

11/22/2007  11:57 AM    <DIR>          .
11/22/2007  11:57 AM    <DIR>          ..
11/22/2007  11:58 AM    <DIR>          CP40404SU04S
11/22/2007  11:57 AM    <DIR>          CP404S04G10S
11/22/2007  11:57 AM    <DIR>          CP404S04G19S
11/22/2007  11:57 AM    <DIR>          CP404S04G26S
11/22/2007  11:57 AM    <DIR>          CP404S04G32S
11/22/2007  11:57 AM    <DIR>          CP404S04G33S
11/22/2007  11:57 AM    <DIR>          CP404S04G35S
11/22/2007  11:57 AM    <DIR>          CP404S04G36S
11/22/2007  11:57 AM    <DIR>          CP404S04G42S
11/22/2007  11:57 AM    <DIR>          CP404S04L07S
11/22/2007  11:57 AM    <DIR>          CP404S04L11S
04/05/2006  09:18 PM             24,665  ins.exe
11/22/2007  11:57 AM    <DIR>          PEPConfig
11/19/2007  04:30 PM             18,188  readme.txt
02/27/2007  06:18 PM              6,062  runme.bat
05/27/2003  10:39 AM             32,278  sidebar.bmp
               4 File(s)              81,193 bytes
              14 Dir(s)      4,324,593,664 bytes free

D:\temp\CP40404SU04S>
```

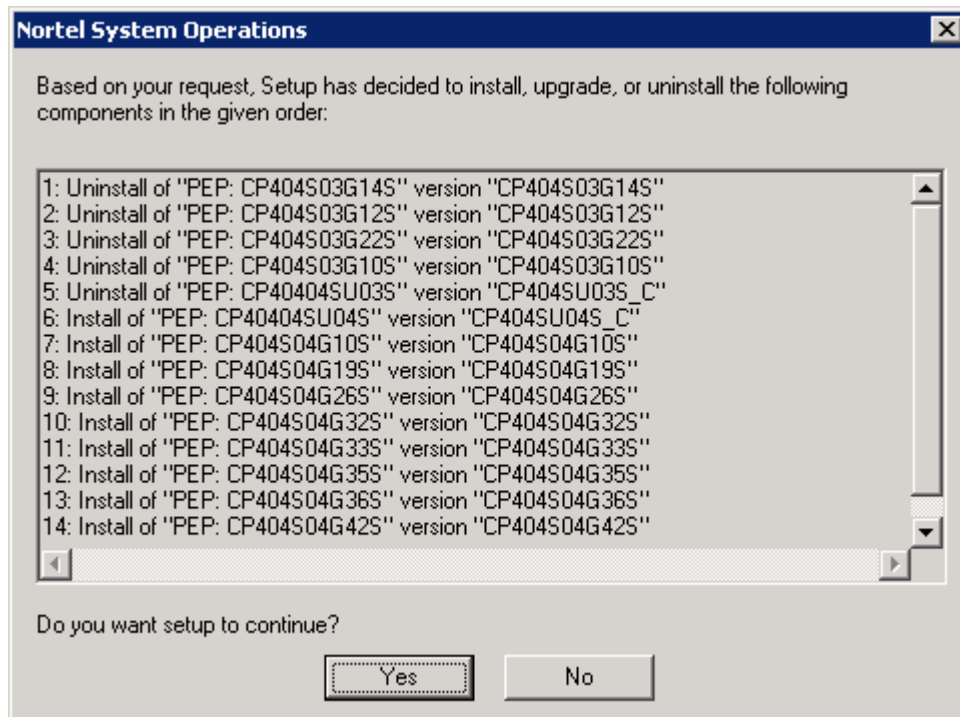
3. Launch the RUNME.BAT included in the D:\TEMP\CP40404SU04S folder to start the installation.



4. You will be prompted to select the PEP to be installed. Click on the “Select All” button. A list of PEPs to install on your CallPilot can be different from the list on the picture.

5. Click on the “Next” button to continue.

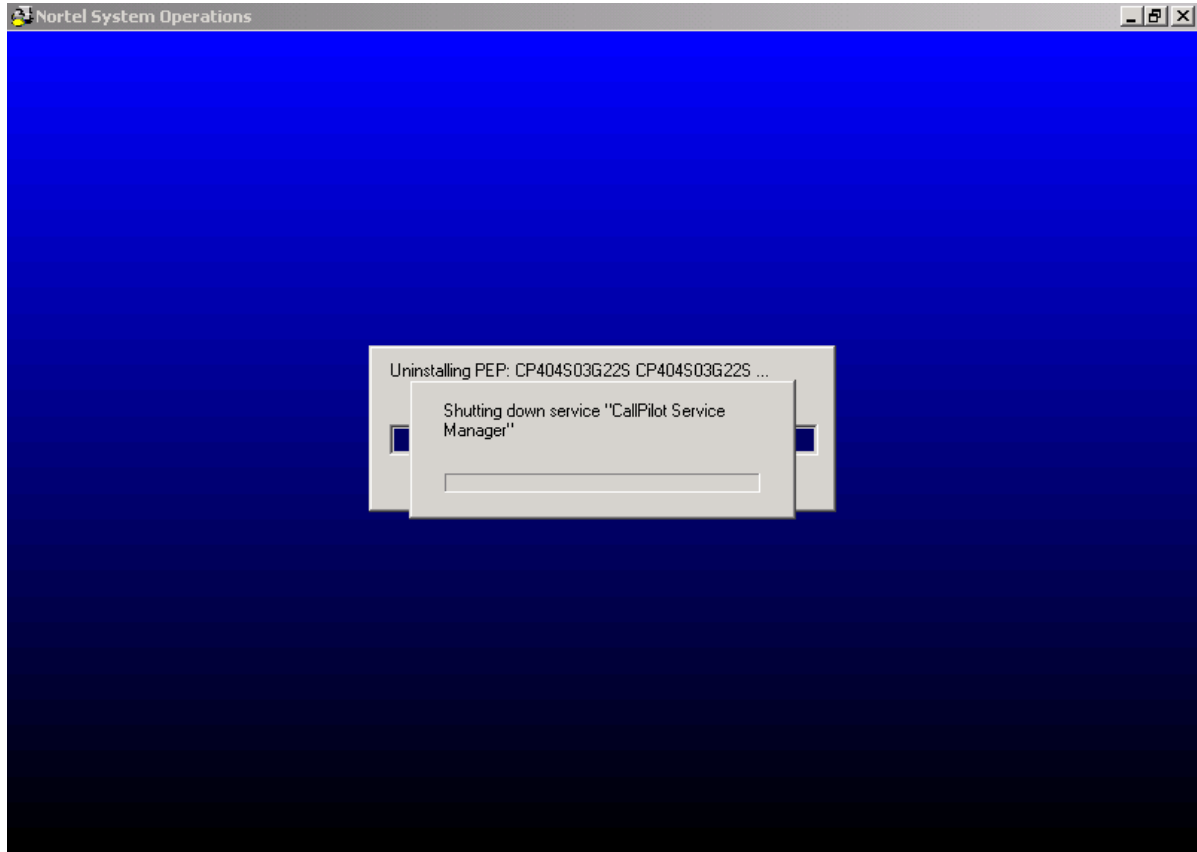
The setup routine will analyze a set of installed PEPs, you will be prompted to uninstall the previous PEPs.



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

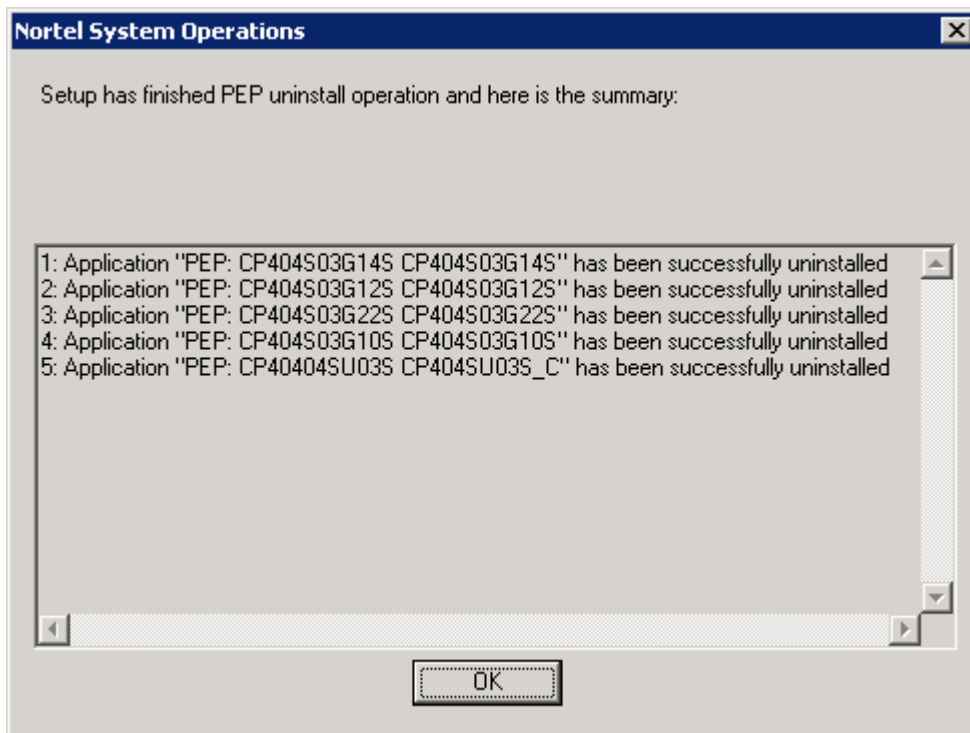
6. Click on the “Yes” button to continue.

Setup starts to uninstall PEPs.

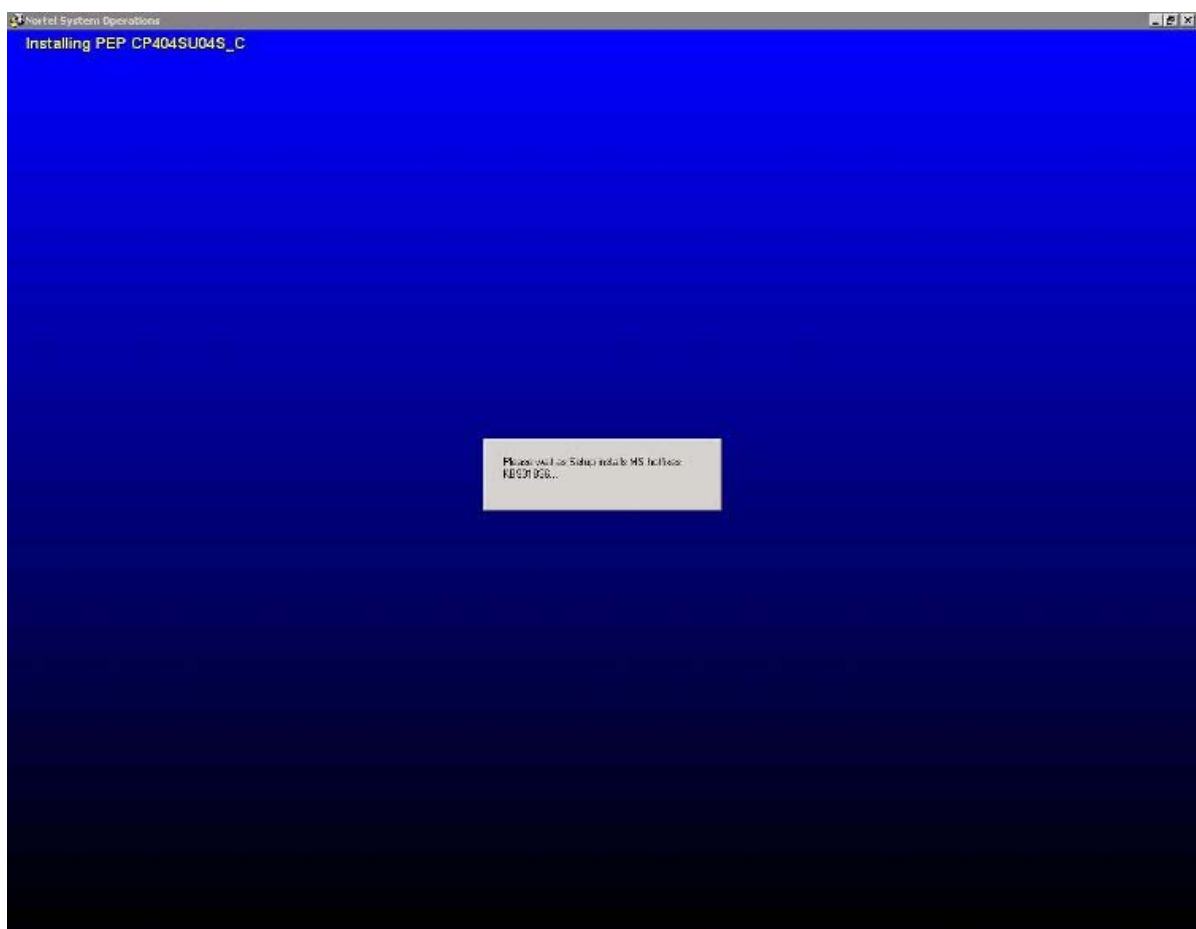


Please wait while the uninstall process completes.

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



7. Click on the “OK” button to start of SU04.



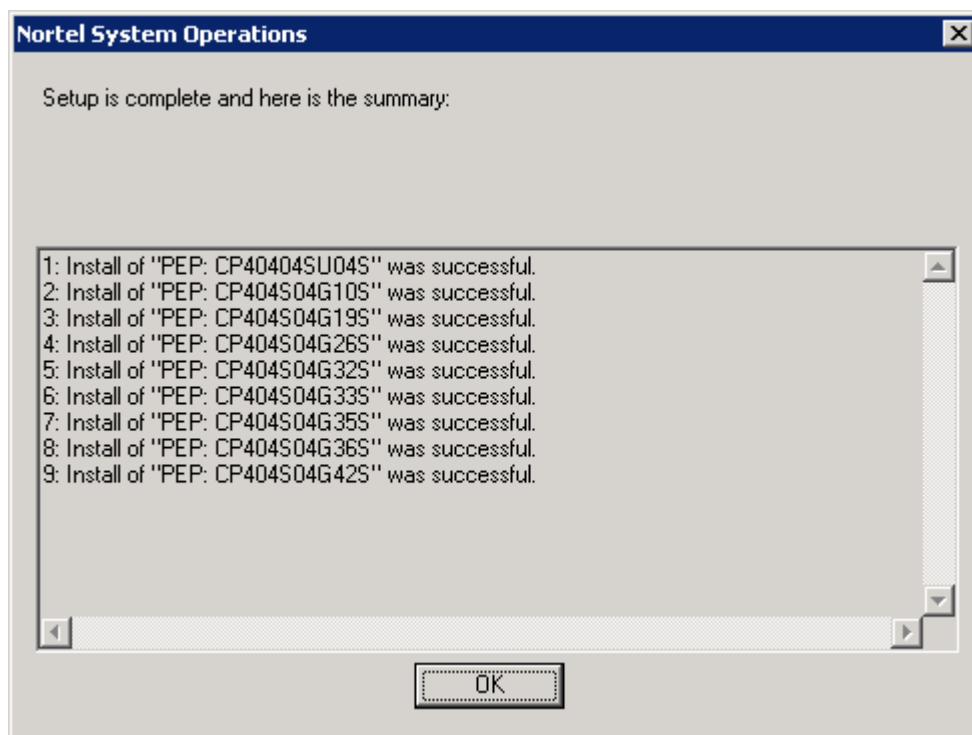
Setup starts to install SU04 and PEPs. Please wait while the installation process completes.

During the installation of CP40404SU04S the AOS service will start which will cause a pop up windows to appear stating that CallPilot is booting. These windows can be closed upon appearance.

Warning:

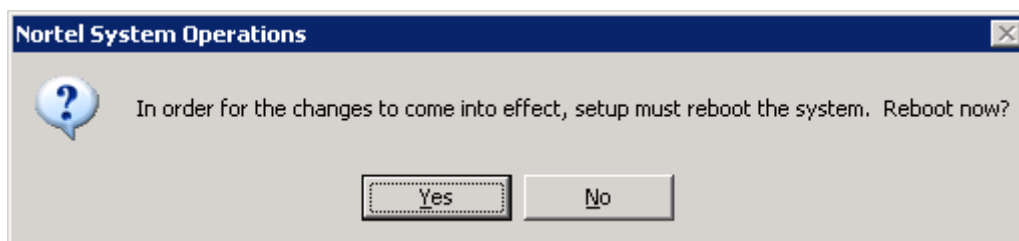
If installation of PEP CP404S04L07S failed on CallPilot 201i platform, then complete installation of Service Update 4 and CallPilot Manager, remove the folder CP404S04G22C from D:\TEMP directory, empty Recycle Bin, re-run the installation of SU04 and select only CP404S04L07S from the list of PEPs to install.

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

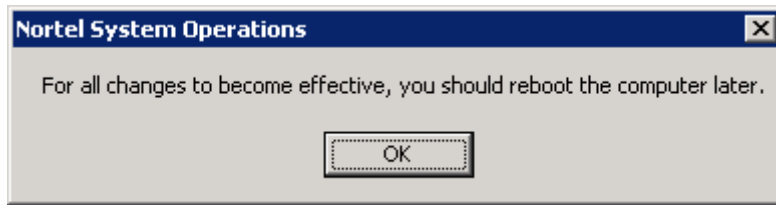


8. Click "OK" to continue.

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



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

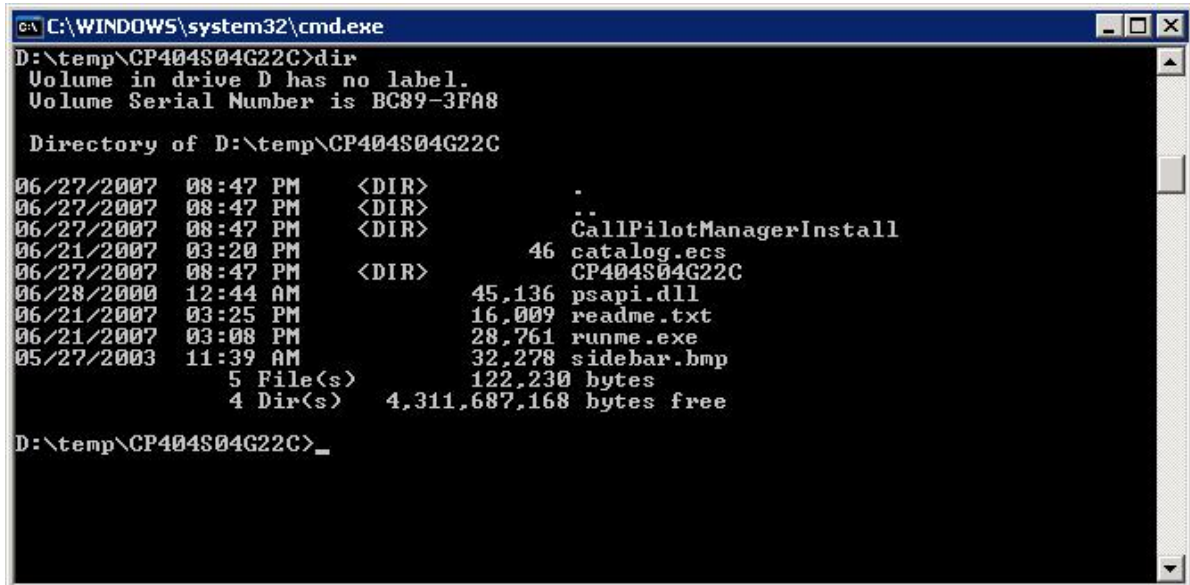


10. Click on the “Ok” button not to reboot.

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

Installing CallPilot Manager on the CallPilot Server

1. Disconnect all browsers currently connected to CallPilot Manager.
2. Change your current folder to the D:\TEMP\CP404S04G22C folder.



```
C:\WINDOWS\system32\cmd.exe
D:\temp\CP404S04G22C>dir
Volume in drive D has no label.
Volume Serial Number is BC89-3FA8

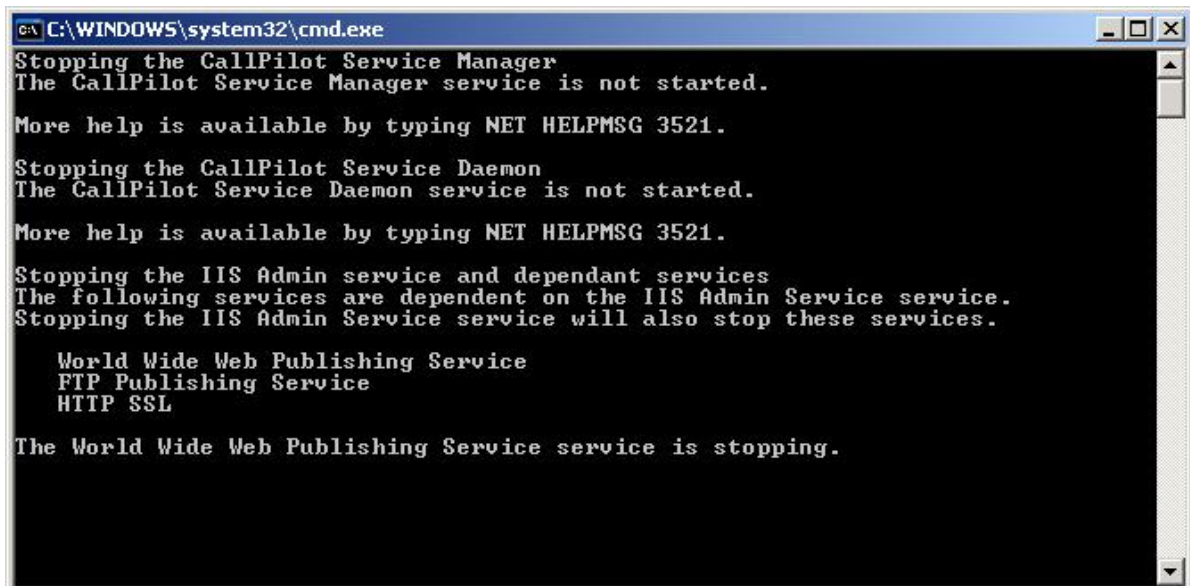
Directory of D:\temp\CP404S04G22C

06/27/2007  08:47 PM    <DIR>          .
06/27/2007  08:47 PM    <DIR>          ..
06/27/2007  08:47 PM    <DIR>          CallPilotManagerInstall
06/21/2007  03:20 PM                46      catalog.ecs
06/27/2007  08:47 PM    <DIR>          CP404S04G22C
06/28/2000  12:44 AM             45,136  psapi.dll
06/21/2007  03:25 PM             16,009  readme.txt
06/21/2007  03:08 PM             28,761  runme.exe
05/27/2003  11:39 AM             32,278  sidebar.bmp
               5 File(s)              122,230 bytes
               4 Dir(s)      4,311,687,168 bytes free

D:\temp\CP404S04G22C>_
```

3. Launch the RUNME.EXE file included in the PEP CP404S04G22C folder.
A new window will appear.

Setup stops and restarts the IIS server and related services.



```
C:\WINDOWS\system32\cmd.exe
Stopping the CallPilot Service Manager
The CallPilot Service Manager service is not started.

More help is available by typing NET HELPMSG 3521.

Stopping the CallPilot Service Daemon
The CallPilot Service Daemon service is not started.

More help is available by typing NET HELPMSG 3521.

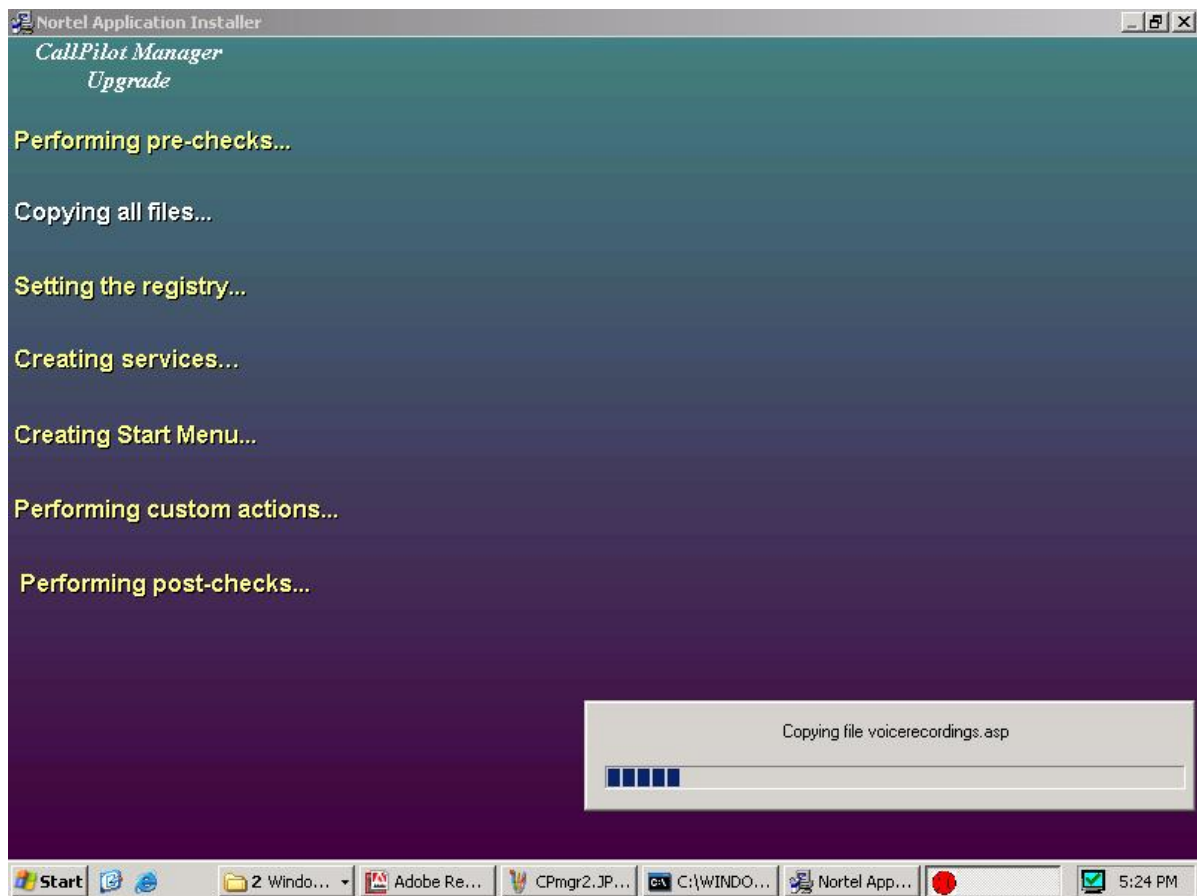
Stopping the IIS Admin service and dependant services
The following services are dependent on the IIS Admin Service service.
Stopping the IIS Admin Service service will also stop these services.

    World Wide Web Publishing Service
    FTP Publishing Service
    HTTP SSL

The World Wide Web Publishing Service service is stopping.
```

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

Setup starts the installation of CallPilot Manager.

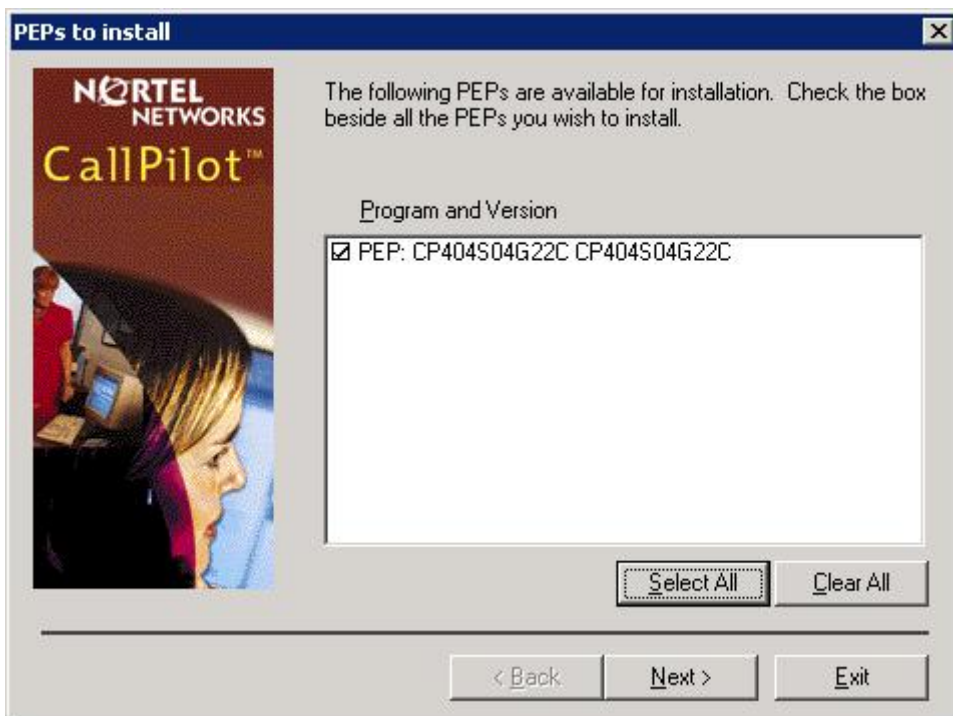


Wait for the installation to complete.

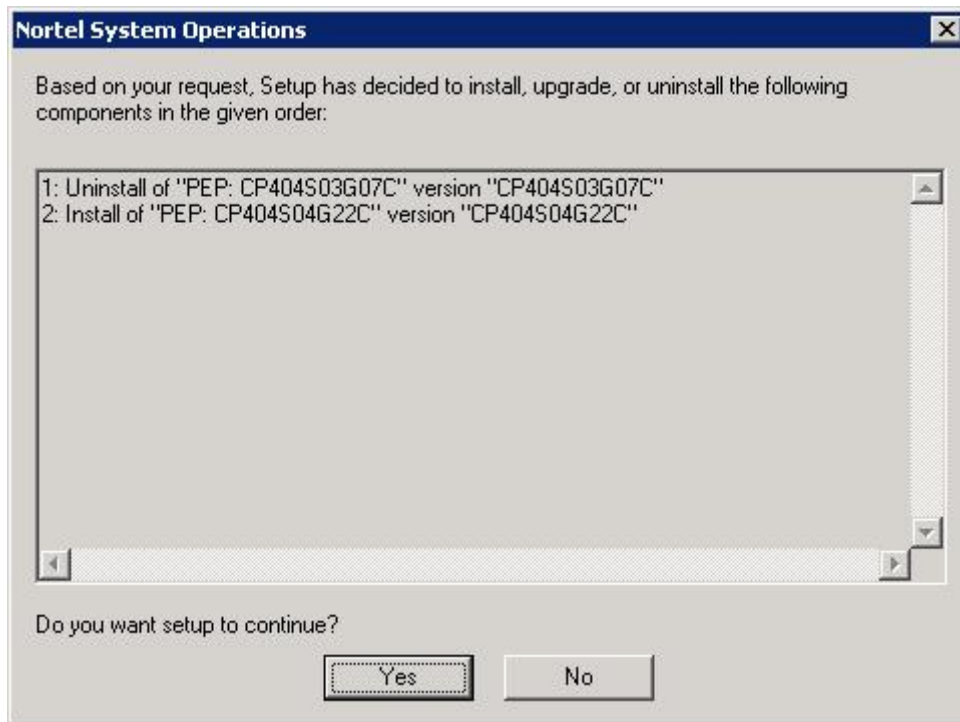
Once the install process completes, a window will appear with the status of the install operation.



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



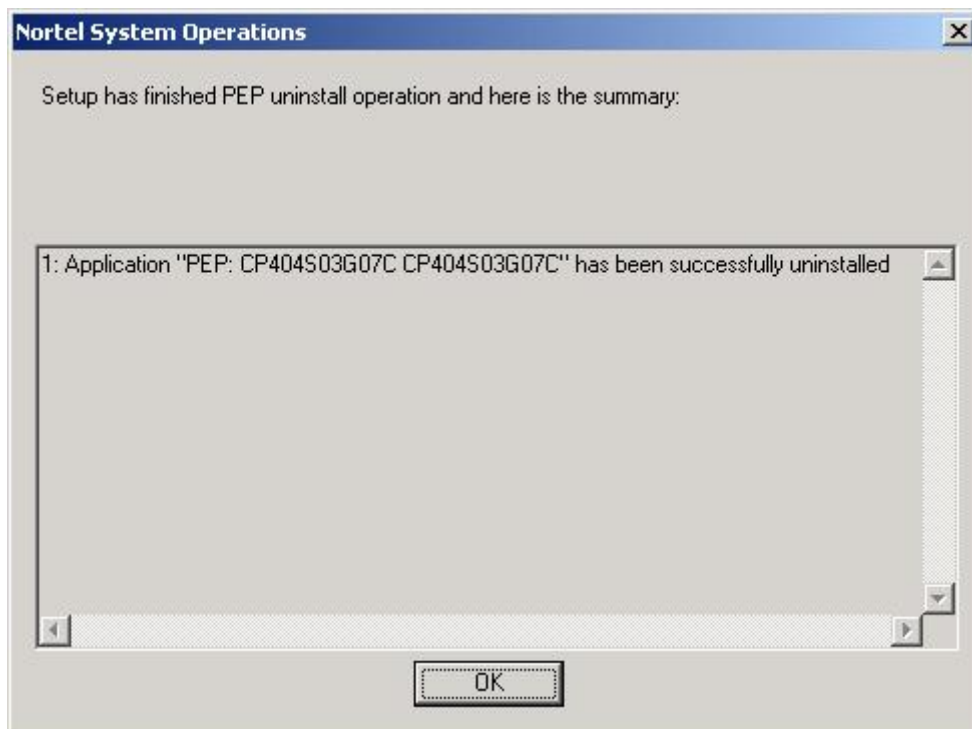
5. Click on the “Select All” button, the item “PEP: CP404S04G22C CP404S04G22C” will be checked. Click on the “Next>” button to continue.



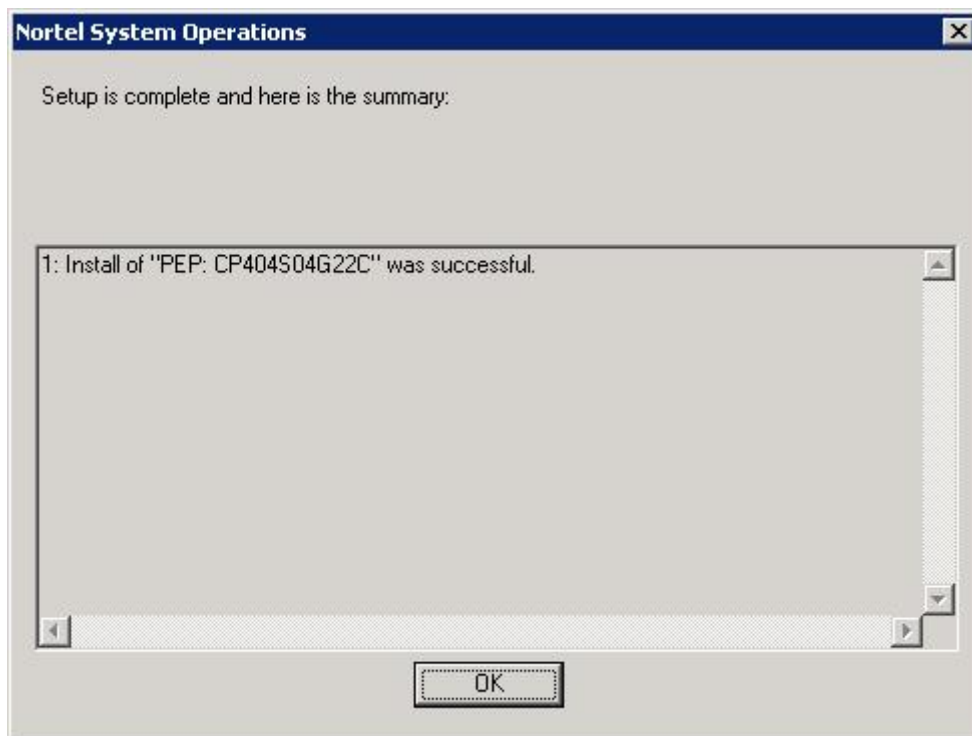
If the previous version of CallPilot Manager was registered in DMI, then you will be prompted to deregister the previous version of CallPilot Manager.

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

Wait for deregistration to complete.

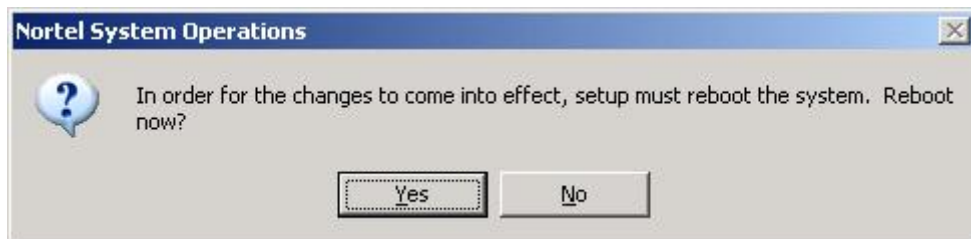


7. Click on the “OK” button to start the registration of CP404S04G22C.



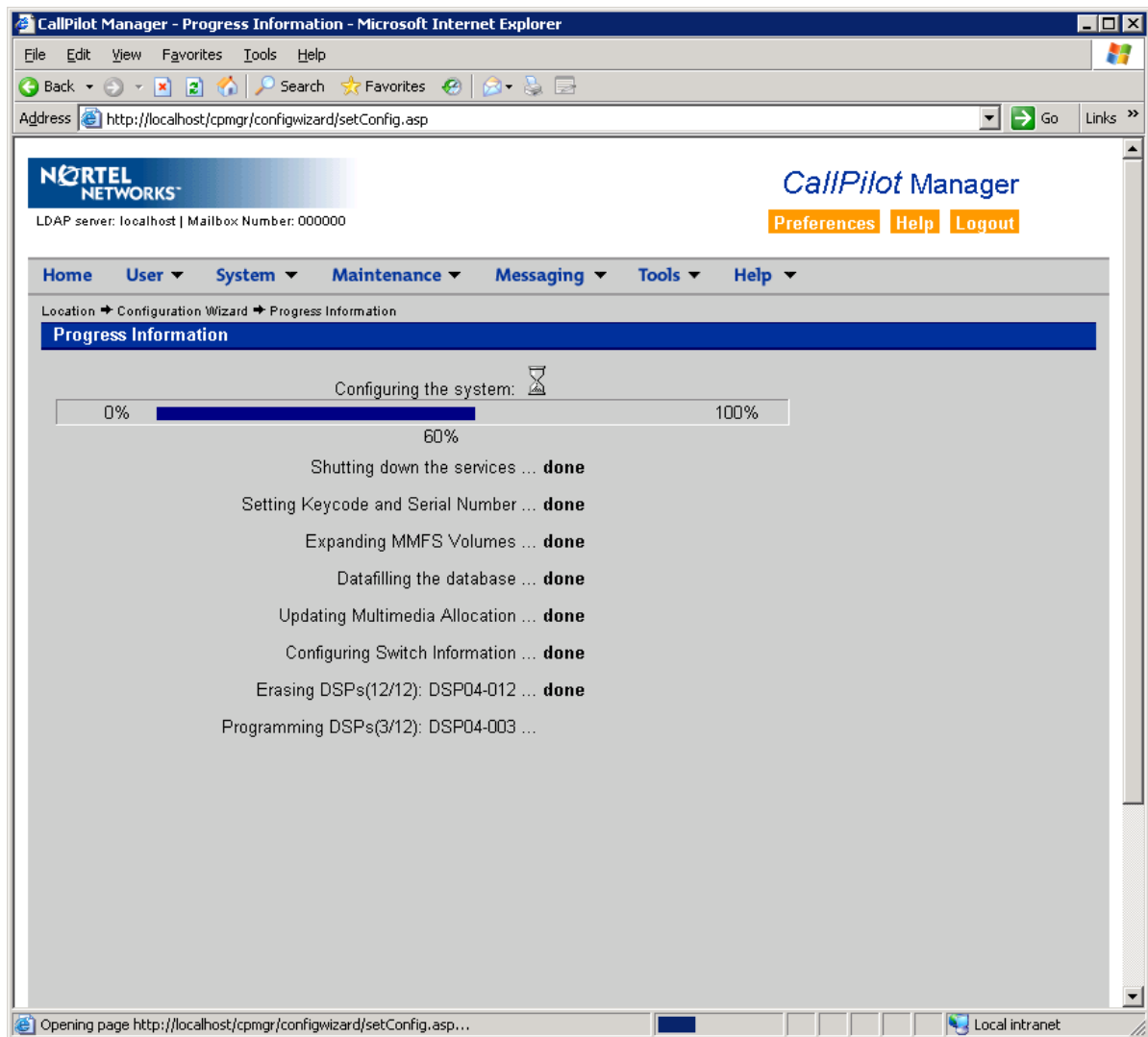
8. Wait for the DMI Viewer Registration to complete. Click on the “OK” button.

You will be prompt to reboot the CallPilot server.



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

10. After rebooting, Run Configuration Wizard to reprogram all DSPs.



12. Delete the CP40404SU04S and CP404S04G22C folders from D:\TEMP directory

CallPilot 4.0 Service Update 4 (CP40404SU04S) replaces the following PEPs:

- CP404S03G09S
- CP404S03G10S
- CP404S03G12S
- CP404S03G14S
- CP404S03G15S
- CP404S03G16S
- CP404S03G17S
- CP404S03G18S
- CP404S03G19S
- CP404S03G20S
- CP404S03G21S
- CP404S03G22S
- CP404S03G23S
- CP404S03G24S
- CP404S03G25S
- CP404S03G27S
- CP404S03G28S
- CP404S03G30S

The replaced PEPs will be automatically uninstalled when CP40404SU04S is installed.

Uninstall:

CallPilot 4.0 Service Update 4, CP40404SU04S, updates database structure. The changes are reversible and they are rolled back to the level of CallPilot 4.0 Service Update 3, CP40404SU03S, after uninstalling SU04.

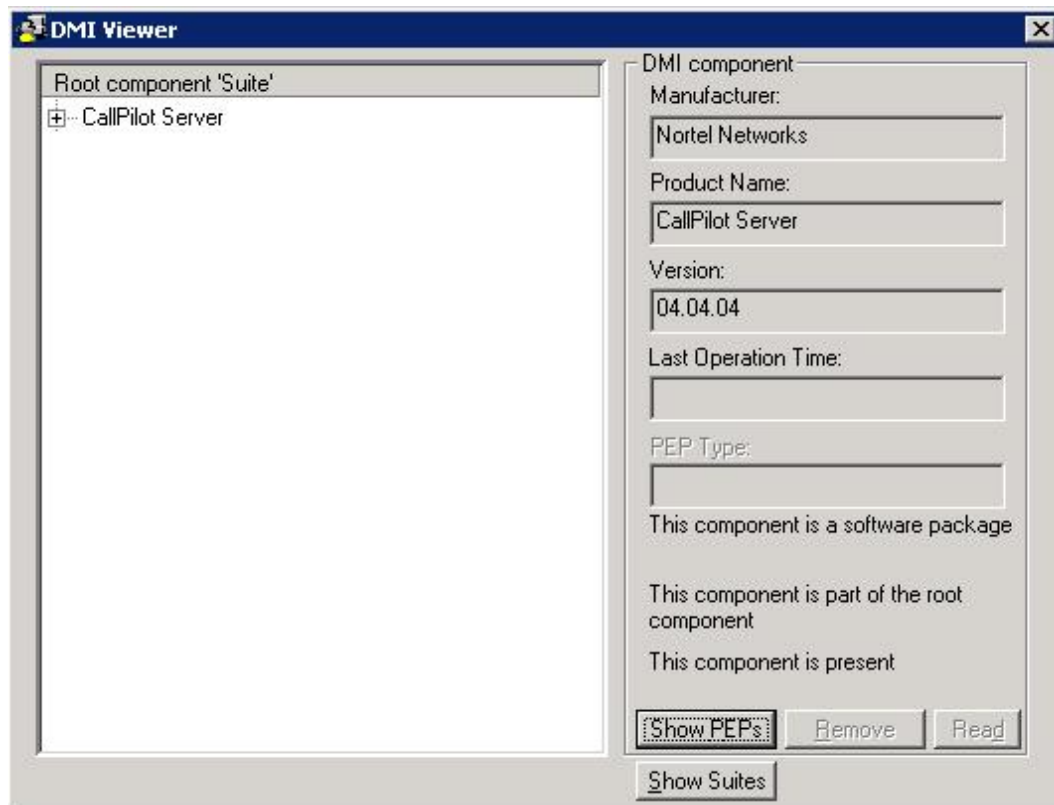
If you wish to uninstall CallPilot 4.0 Service Update 4, we should install CallPilot 4.0 Service Update 3, CP40404SU03S, after uninstalling SU04. (The latest CallPilot 4.0 release version of CallPilot Manager should be used together with CallPilot 4.0 Service Update 3 after uninstalling SU04).

After uninstalling CP40404SU04S and installing CP40404SU03S, reboot CallPilot Server and run Configuration Wizard to reprogram all DSPs.

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

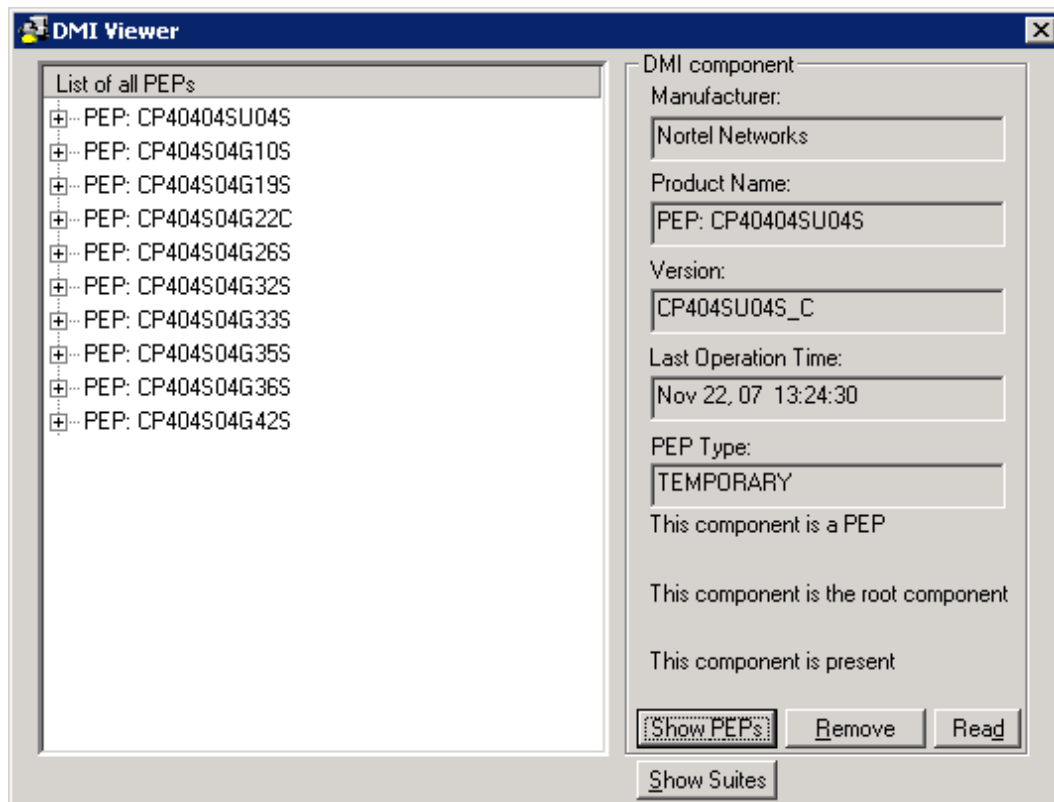


The DMI Viewer starts.



Click on the “Show PEPs” button.

DMI Viewer shows all PEPs installed on the CallPilot Server.

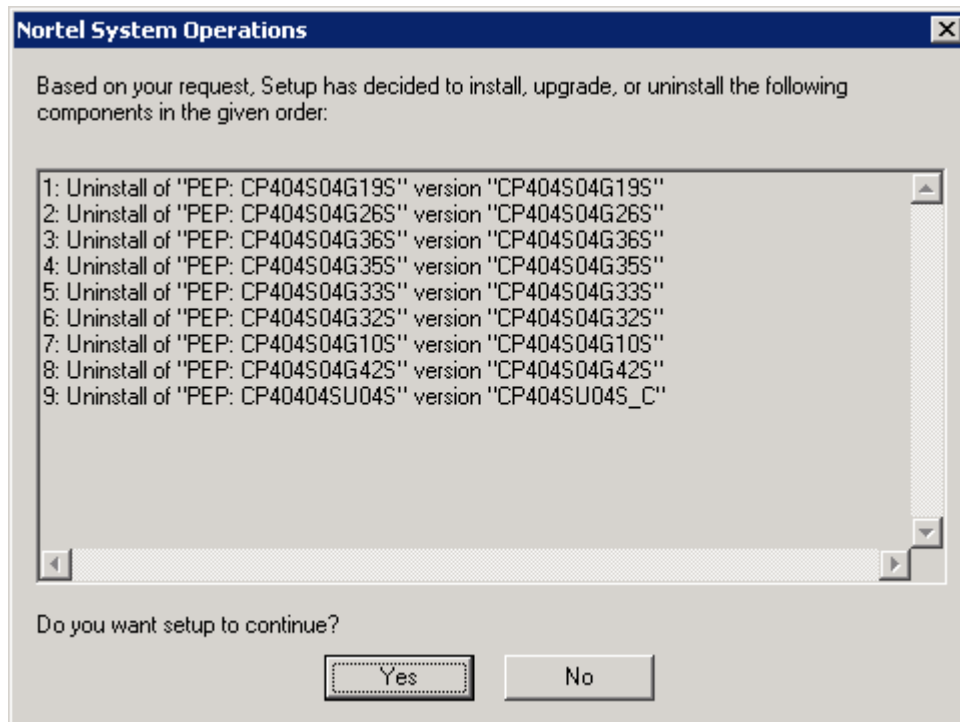


Select all of the PEPs you want to uninstall, and click Remove.

Nortel Networks

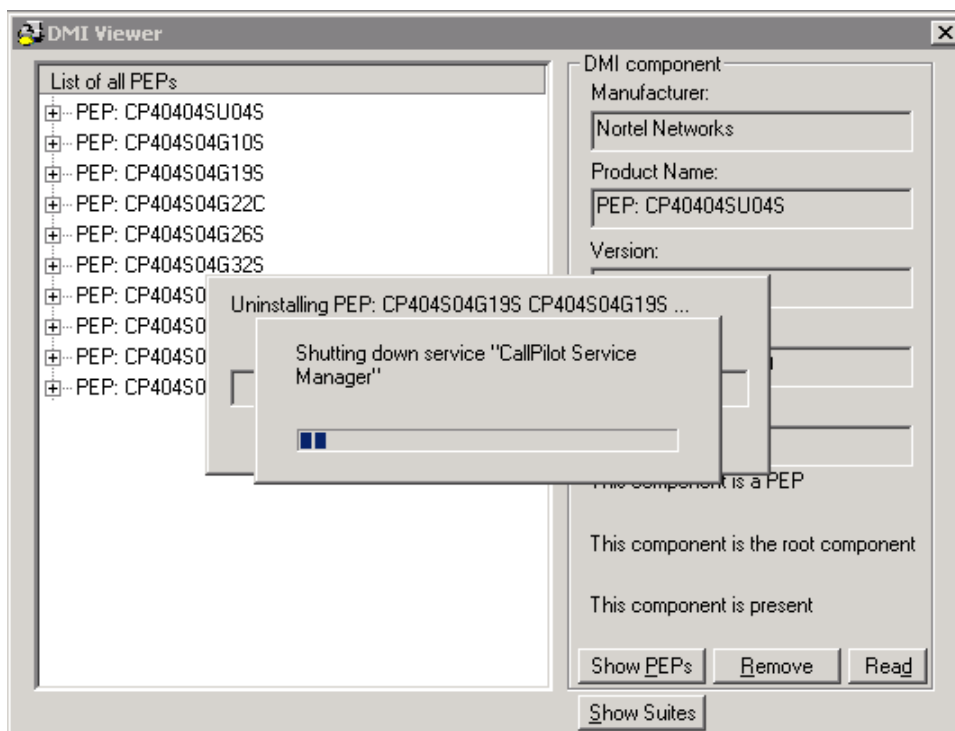
(For example: CP40404SU04S).

The “DMI Viewer Uninstall request” window will be appeared.



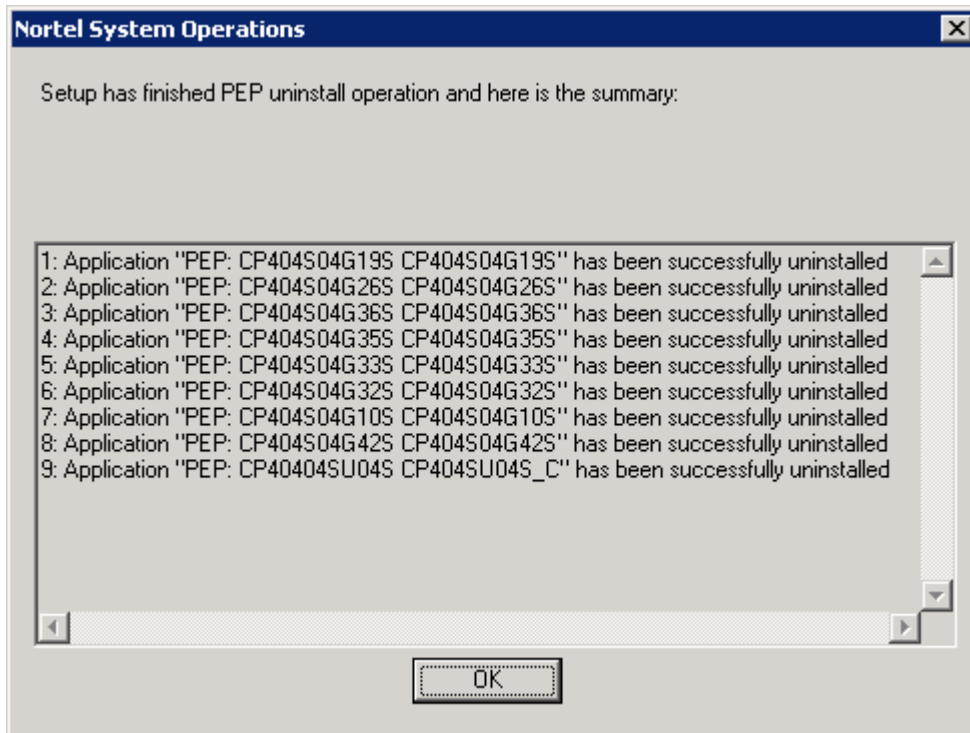
You will be prompted to uninstall the SU04 and all PEPs on top of SU04. Click on the “Yes” button.

The DMI Viewer will start to uninstall SU04 and all PEPs on top of SU04.



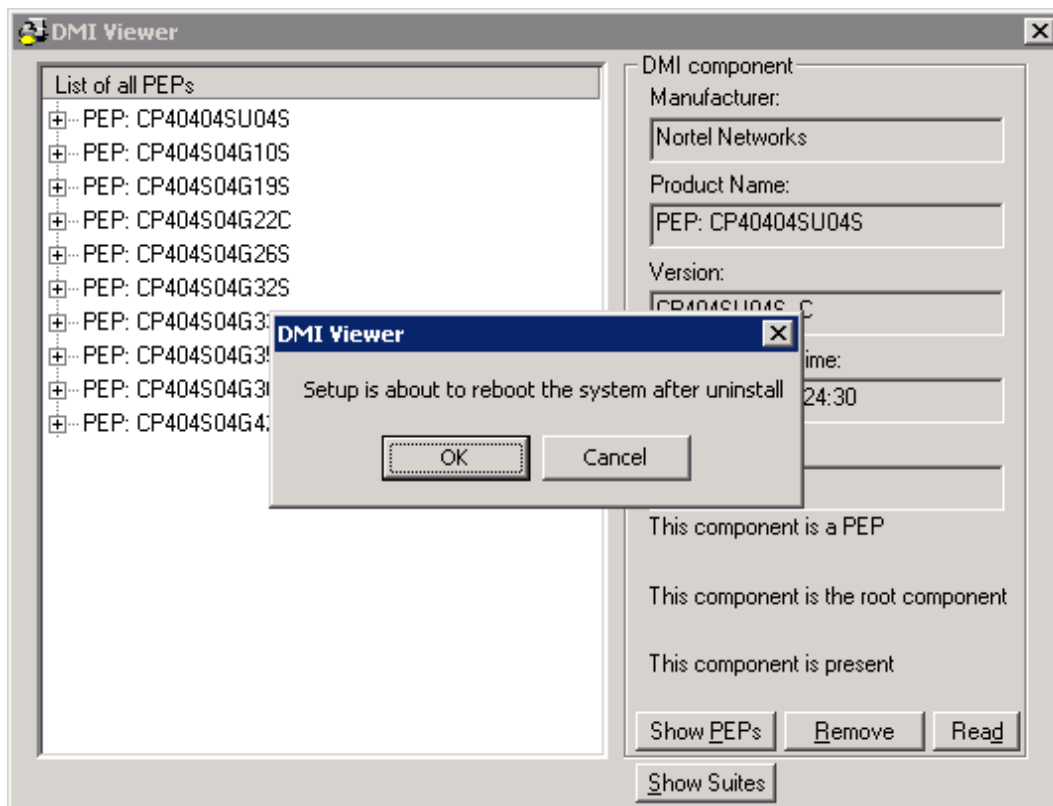
Setup starts uninstalling CP40404SU04S. Wait while the uninstall process completes.

Nortel Networks



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

You will be prompt to reboot.



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

List of Fixes and Enhancements included in Service Update 4:

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
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
Q01782363	Configuration Wizard loses Access Class IDs