

## **CallPilot Release 5.0 Service Update 10**

**Date:** October 15, 2011

**Version:** 3

## **Service Update 10 for CallPilot 5.00**

### **Description:**

This package contains Service Update 10 (SU10) and all General Available CallPilot 5.0 PEPs required to be installed on a server that has been installed with, or upgraded to CallPilot 5.0 (build 05.00.41.20).

### **CP50041SU10S CallPilot Server Software CP5.0 SU10:**

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" at the end of the readme file.

CP50041SU10S now becomes a prerequisite for installing all future PEPs on CP5.0 until the introduction of SU11.

CP50041SU10S requires running Config Wizard.

### **Important**

If the currently deployed SCSI RAID LSI320-1 and LSI320-2 adapters the firmware has not been updated to latest version 1L51 before installing CP5.0 SU10 Cumulative, then update the firmware after installing CP5.0 SU10 Cumulative. Power Console software must be updated to version 5.00n as well.

It is required, that all CallPilot Manager software be upgraded to the latest CallPilot 5.0 release version.

It is required, that all Application Builder Clients be upgraded with the latest CallPilot 5.0 release version of Application Builder.

It is required, that all CallPilot Reporter software be upgraded to the latest CallPilot 5.0 release version.

Running Config Wizard is a requirement for CP50041SU10S complete installation.

CallPilot 5.0 Service Update 10, CP50041SU10S, updates database structure. The changes are reversible and they are rolled back to the level of CallPilot 5.0 SU09, after uninstalling PEP.

## **High Availability Systems**

CP50041SU10S is HA aware.

To install or uninstall this PEP on the configured HA system please follow the procedure described in the CP50041SU10S\_HA\_Instructions.txt. To install or uninstall this PEP on the unconfigured HA system please follow the procedure described below.

## **PEPs for CallPilot Server (inside this package)**

This SU contains the following General Available CP5.0 SU10 PEPs. These PEPs will be automatically installed with the installation of CP5.0 SU10.

### **General Available CP5.0 SU10 PEPs:**

<b>PEP Name</b>	<b>WI</b>	<b>Title</b>
CP500S10G06S	wi00835667	Status of GR icon should be changed after remove GR icon on GR Partner server
	wi00891534	Major event 54825 is logged every hour under load
	wi00888082	The GR link is unstable during Resync progress
CP500S10G08S	wi00883579	Cannot restore voice forms and user's mailbox backups on CallPilot server
	wi00885402	User Archives show skipped items of Deleted FAXs causing the user to check every archive
CP500S10G10S	wi00885068	Received "C" as subject matter for Remote Text notification messages
	wi00887544	MWI does not go out after deleting response from Voice Form

### **Limited Available CP5.0 SU10 PEPs:**

<b>PEP Name</b>	<b>WI</b>	<b>Title</b>
CP500S10L07S	wi00881495	CallPilot degrades after virtual memory error with VsTskMgr spiking just before a McAfee update or scan

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 10 and the following PEPs on the following CallPilot platforms:**

- Target platforms - 201i, 202i, 600r, 703t, 1005r, 1006r:
  - ✓ CP50041SU10S
  - ✓ CP500S10G06S
  - ✓ CP500S10G08S
  - ✓ CP500S10G10S
  
- Target platform - 1002rp:
  - ✓ CP50041SU10S
  - ✓ CP500S10G06S
  - ✓ CP500S10G08S
  - ✓ CP500S10G10S
  - ✓ CP500S10L07S

**Installing SU10:**

Please read this section in its entirety before proceeding.

CP50041SU10S is intended to be installed on a CallPilot Server running CallPilot 5.0 software (build 05.00.41.20).

**Note 1:**

If the currently deployed SCSI RAID LSI320-1 and LSI320-2 adapters the firmware has not been updated to latest version 1L51 before installing CP5.0 SU10 Cumulative, then update the firmware after installing CP5.0 SU10 Cumulative. Power Console software must be updated to version 5.00n as well.

**Note 2:**

You must install both PEP CP50041SU10S and the latest CallPilot Manager on the CallPilot Server at the same time.

The CP50041SU10S\_readme.txt file contains short instruction on how to install both PEP CP50041SU10S and CallPilot Manager (CP500S10G15C or later) on the CallPilot Server.

You can use this file or the CP50041SU10S\_readme.txt file as a guide to install CallPilot 5.0 SU10 and CallPilot Manager.

**Note 3:**

If you are using CallPilot Reporter, you must install the latest CallPilot 5.0 release CallPilot Reporter version.

If you are using the AppBuilder application, you must also install the latest CallPilot 5.0 release AppBuilder version.

**Note 4:**

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 5:**

Before installing any PEP please ensure that there is no any DFD PEP (CP500DFDxyzS) 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 6:**

Once PEP CP50041SU10S and CallPilot Manager have been installed on CallPilot Server, reboot CallPilot Server and run Configuration Wizard to reprogram all DSPs.

**Note 7:**

Once PEP CP50041SU10S and CallPilot Manager have been installed on CallPilot Server, please remove all temporary SU and CP Manager files by deleting the CP50041SU10S.msi and CP500S10G15C.msi files 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 CP50041SU10S. The associated version of the limited or restricted PEP with CP50041SU10S will have to be installed once the installation of CP50041SU10S is complete.

<b>SU09 Version</b>	<b>SU10 Version</b>
CP500S09L29S	N/A
CP500S09L35S	N/A
CP500S09L36S	N/A (Integrated into SU10)

## **Instructions for installing PEP CP50041SU10S and CallPilot Manager on the CallPilot Server:**

The installation of PEP CP50041SU10S should take place from the D:\TEMP folder.

- If you are going to install SU10 using the PEP CD, copy the CP50041SU10S folder to the D:\TEMP folder.
- If you are going to install SU10 using the Enterprise Solutions PEP Library (ESPL), then download CP50041SU10S.msi file from ESPL to the D:\TEMP folder.

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

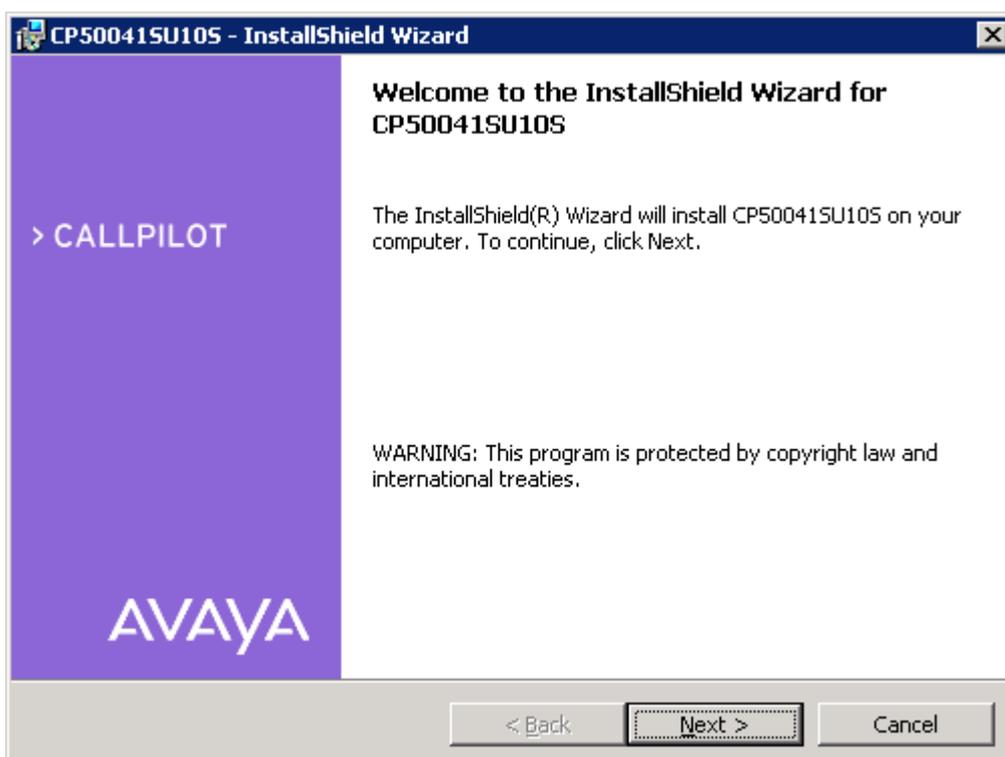
- If you are going to install CallPilot Manager using the PEP CD, copy the CP500S10G15C folder to the D:\TEMP folder.
- If you are going to install CallPilot Manager using the Enterprise Solutions PEP Library (ESPL), then download CP500S10G15C.msi file from ESPL to the D:\TEMP folder.

**IMPORTANT:** All steps bellow are applicable only for non HA systems

To install or uninstall this PEP on configured HA system please follow the procedure described in the CP50041SU10S\_HA\_Instructions.txt

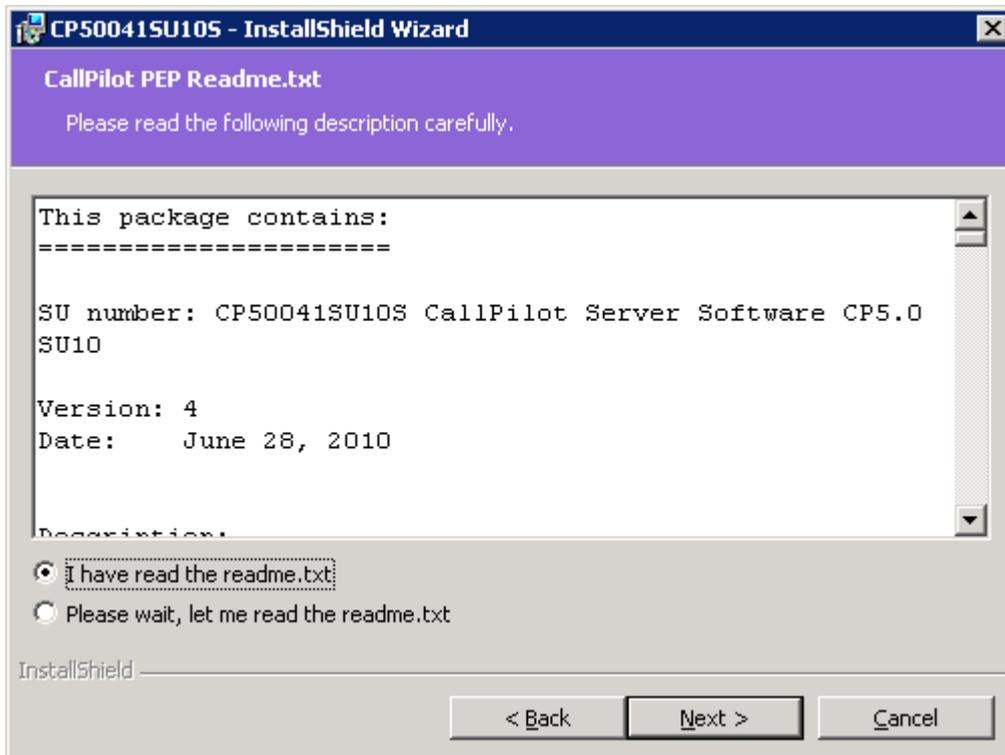
### **Installing Service Update 10**

1. Close all programs currently executed on the CallPilot server.
2. Launch the CP50041SU10S.msi to start the installation. The “Welcome” dialog appears.



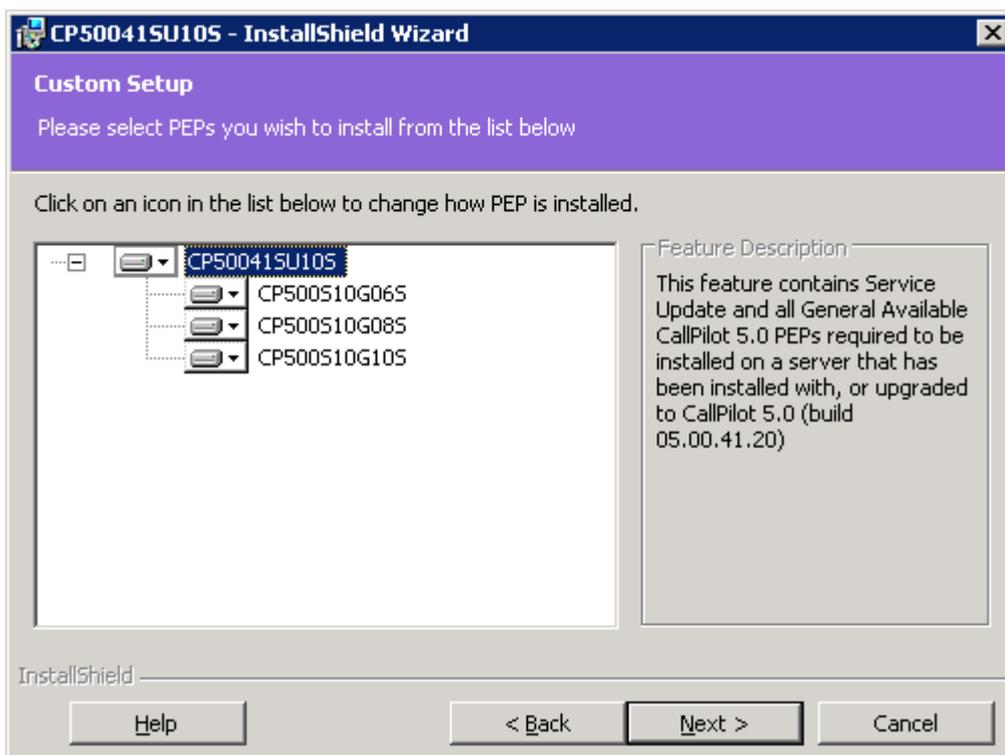
Click on the “Next >” button.

3. Setup will show the readme file.

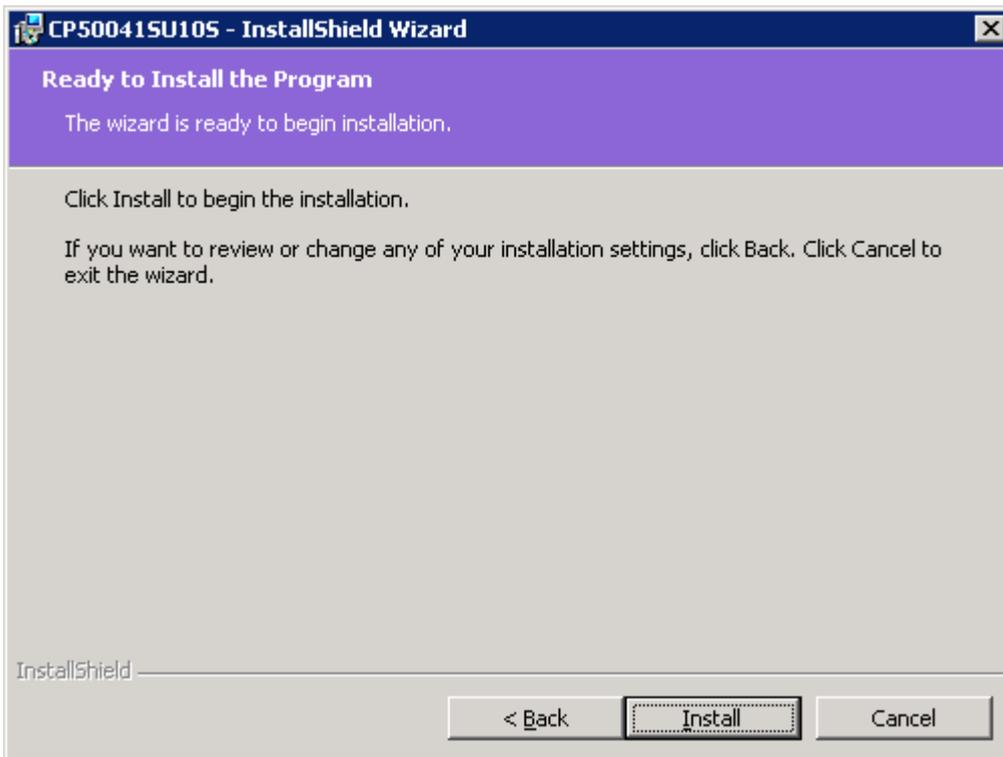


Read the readme file carefully, select “I have read the readme.txt” and press “Next>”

4. Setup will examine your system, and display a list of all individual PEPs available for installation on your server.

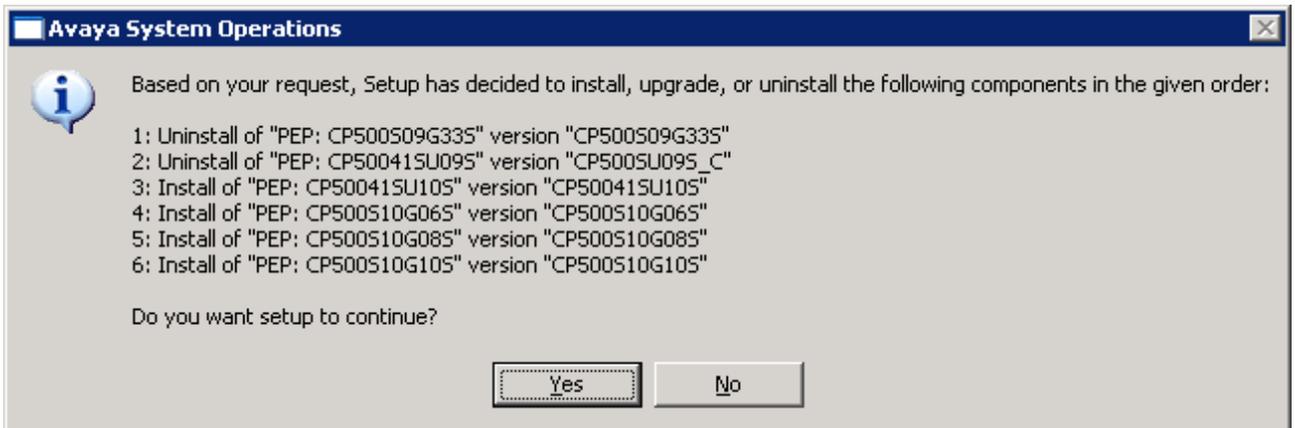


Click on the “Next>” button, to select all PEPs for installation.



5. Click “Install” to continue.

Setup will analyze a set of installed PEPs, you will be prompted to uninstall any previous PEPs and SU.



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

6. Click “Yes” to proceed.

Setup starts to uninstall PEPs.

Please wait while the uninstall process completes.

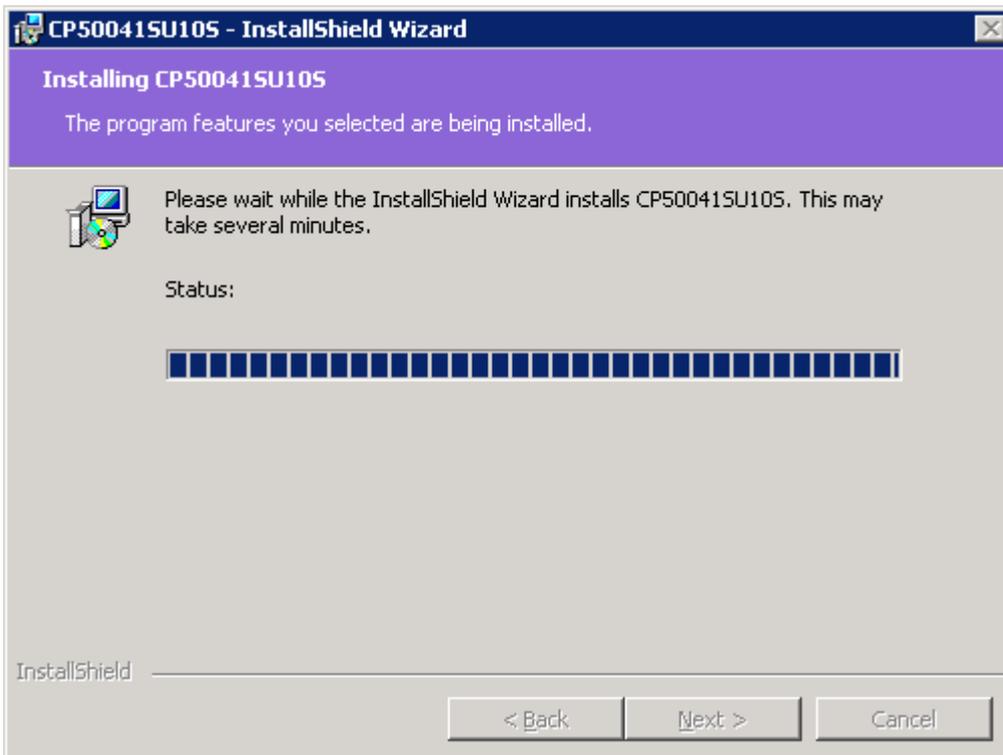
Once the uninstall process completes, a window will appear with the uninstall status.

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7. Click on the “OK” button to start of SU10.

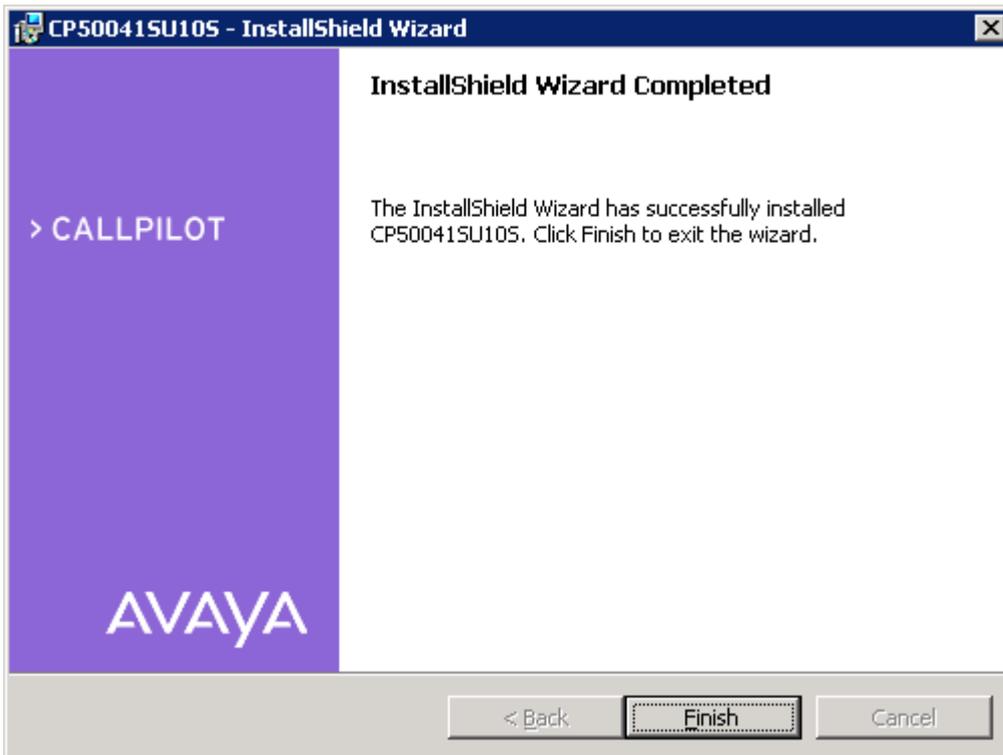
Setup starts to install SU10.



Please wait while the installation process completes.

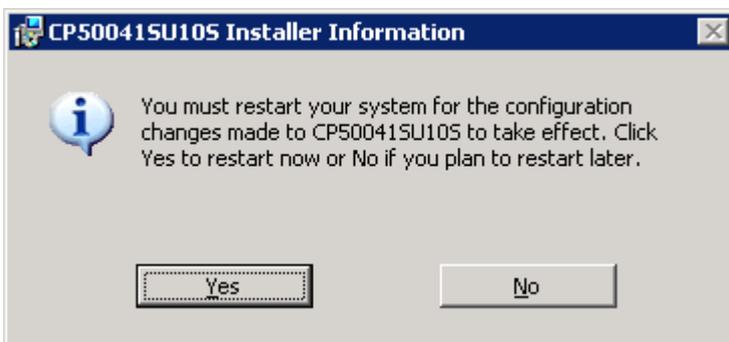
During the installation of CP50041SU10S the AOS service will start which will cause a pop up windows to appear stating that CallPilot is booting. These windows can be closed upon appearance.

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



9. Click “Finish” to continue.

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



10. Click on the “No” button to proceed without rebooting.

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

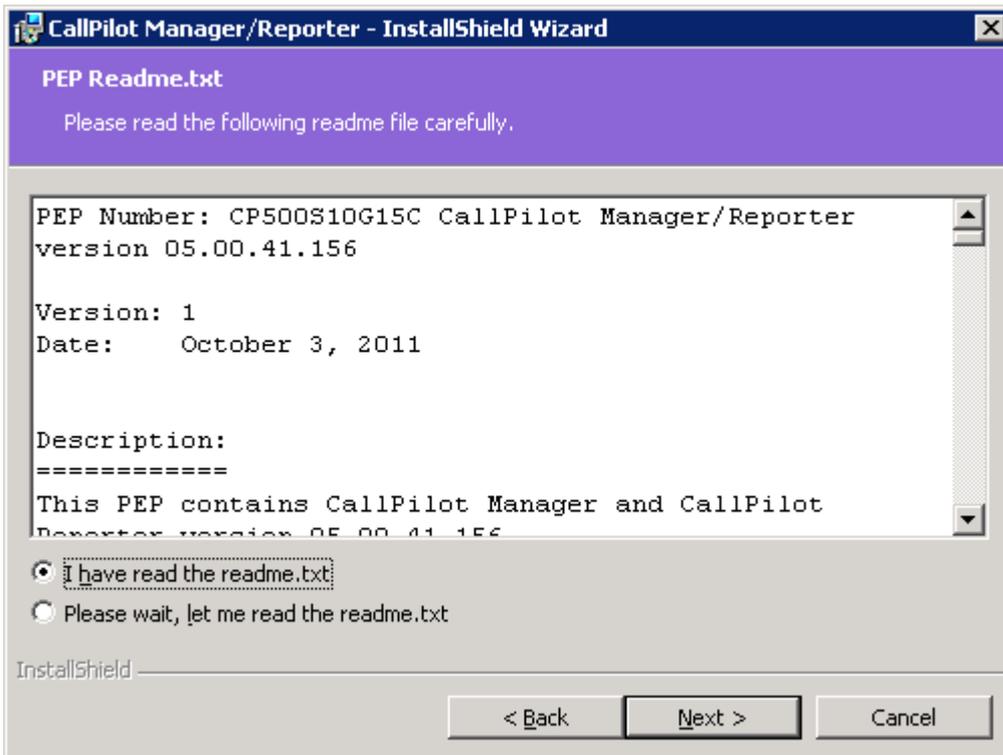
## Installing CallPilot Manager on the CallPilot Server

1. Disconnect all browsers currently connected to CallPilot Manager.
2. Run the CP500S10G15C.msi file.

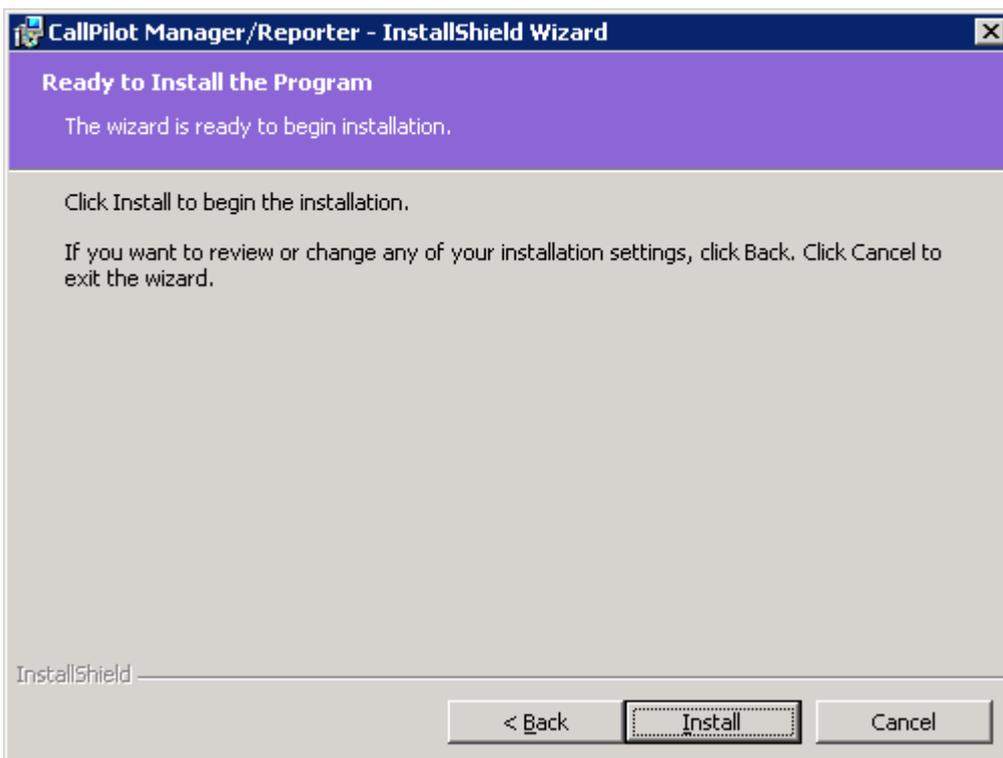


Click on the “Next >” button.

3. Setup will show the readme file



Read the readme file carefully, select “I have read the readme.txt” and press “Next>”

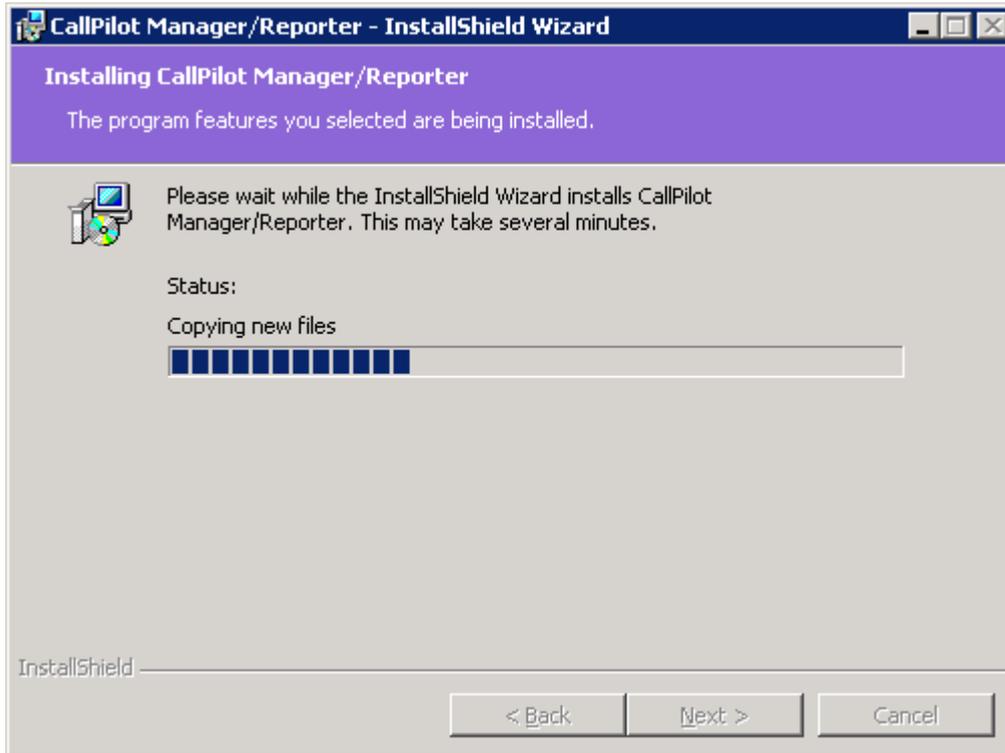


4. Click “Install” to proceed.

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

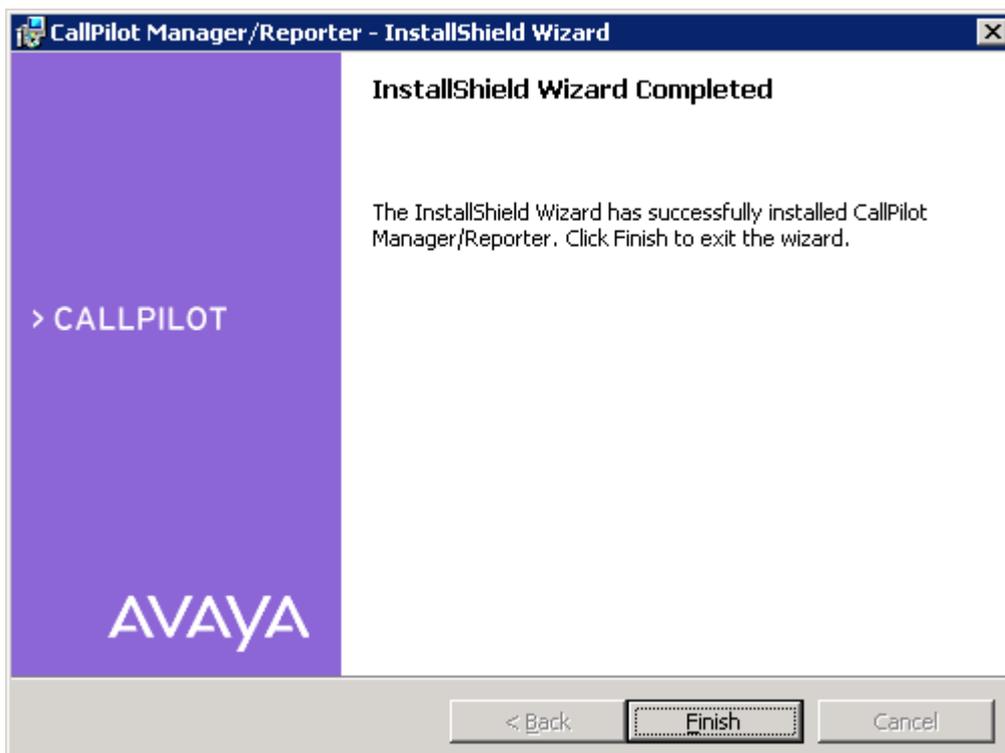
Setup starts the installation of CallPilot Manager.

This will stop and restart the IIS server and related services, install/upgrade CallPilot Manager, register of CallPilot Manager in DMI Viewer



5. Wait for the installation to complete.

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



6. Click “Finish” to continue.

You will be prompted to reboot the CallPilot server.



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

After reboot run Configuration Wizard to reprogram all DSPs.

Delete the CP50041SU10S.msi file from D:\TEMP directory

Delete the CP500S10G15C.msi file from D:\TEMP directory

**CallPilot 5.0 Service Update 10 (CP50041SU10S) replaces the following PEPs:**

- CP50041SU09S
- CP500S09G18S
- CP500S09G19S
- CP500S09G20S
- CP500S09G21S
- CP500S09G23S
- CP500S09G25S
- CP500S09G26S
- CP500S09G28S
- CP500S09G31S
- CP500S09G33S
- CP500S09G34S
- CP500S09L36S

The replaced PEPs will be automatically uninstalled when CP50041SU10S is installed.

## **Uninstall:**

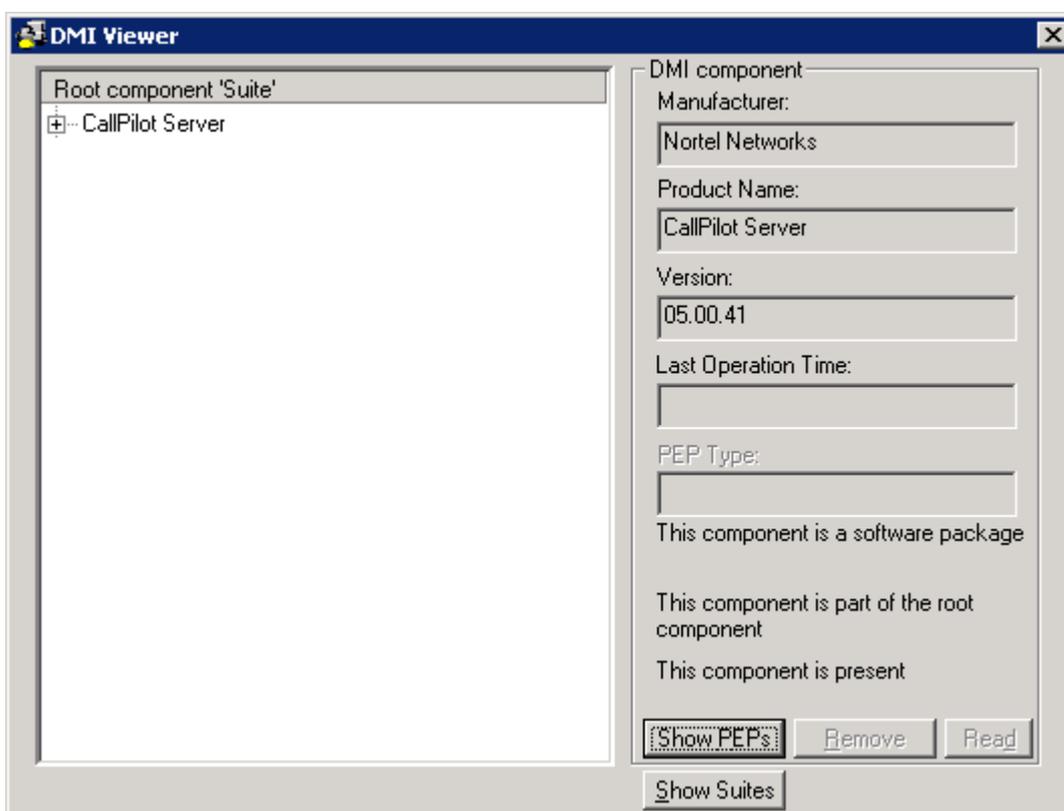
CallPilot 5.0 Service Update 10, CP50041SU10S, updates database structure. The changes are reversible and they are rolled back to the level of CallPilot 5.0 SU09, after uninstalling PEP.

If you wish to uninstall CallPilot 5.0 Service Update 10, you should install CallPilot 5.0 Service Update 9, CP50041SU09S, after uninstalling SU10 (the latest CallPilot 5.0 release version of CallPilot Manager should be used together with CallPilot 5.0 Service Update 9 after uninstalling SU10).

### **Please follow the steps below to uninstall CP5.0 SU10 and install CP5.0 SU09:**

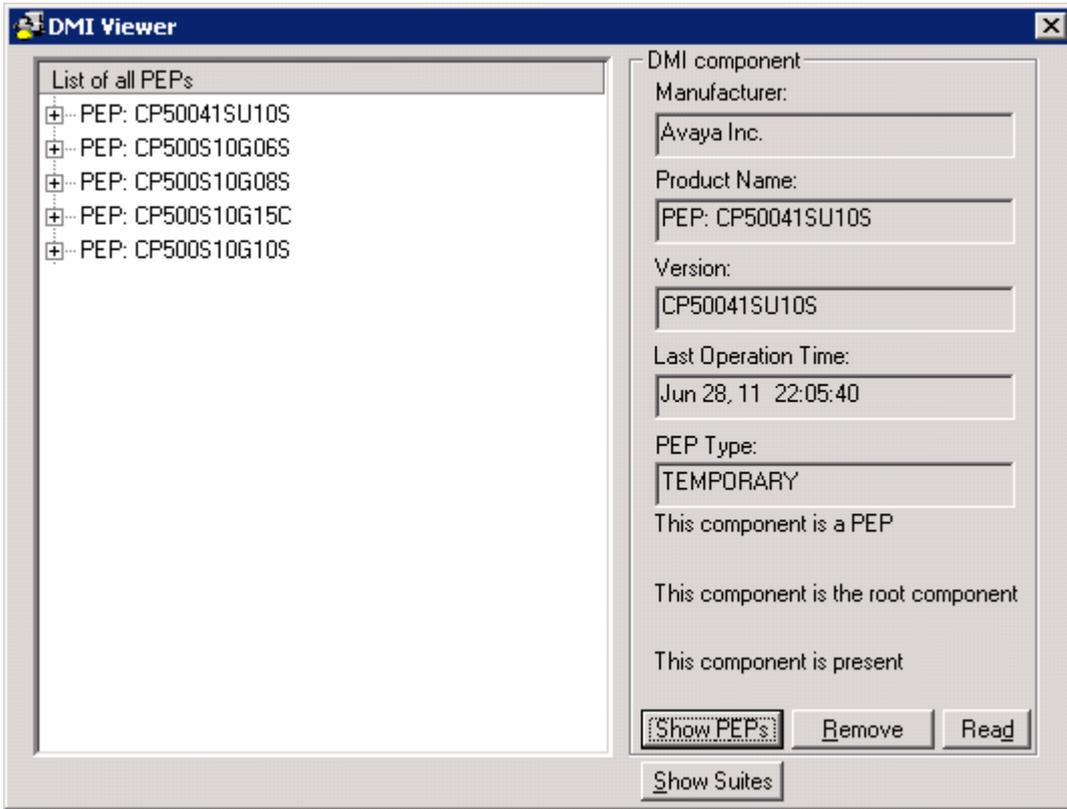
Go to Start>Programs>CallPilot>System Utilities>PEP Maintenance Utility.

The DMI Viewer starts.



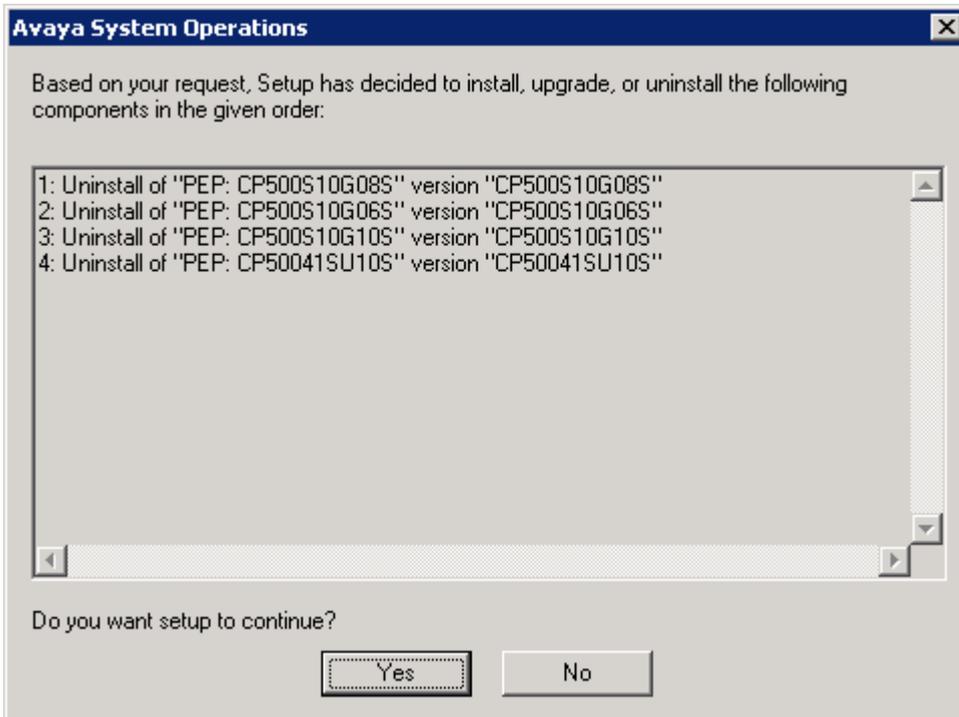
Click on the “Show PEPs” button.

DMI Viewer shows all PEPs installed on the CallPilot Server.



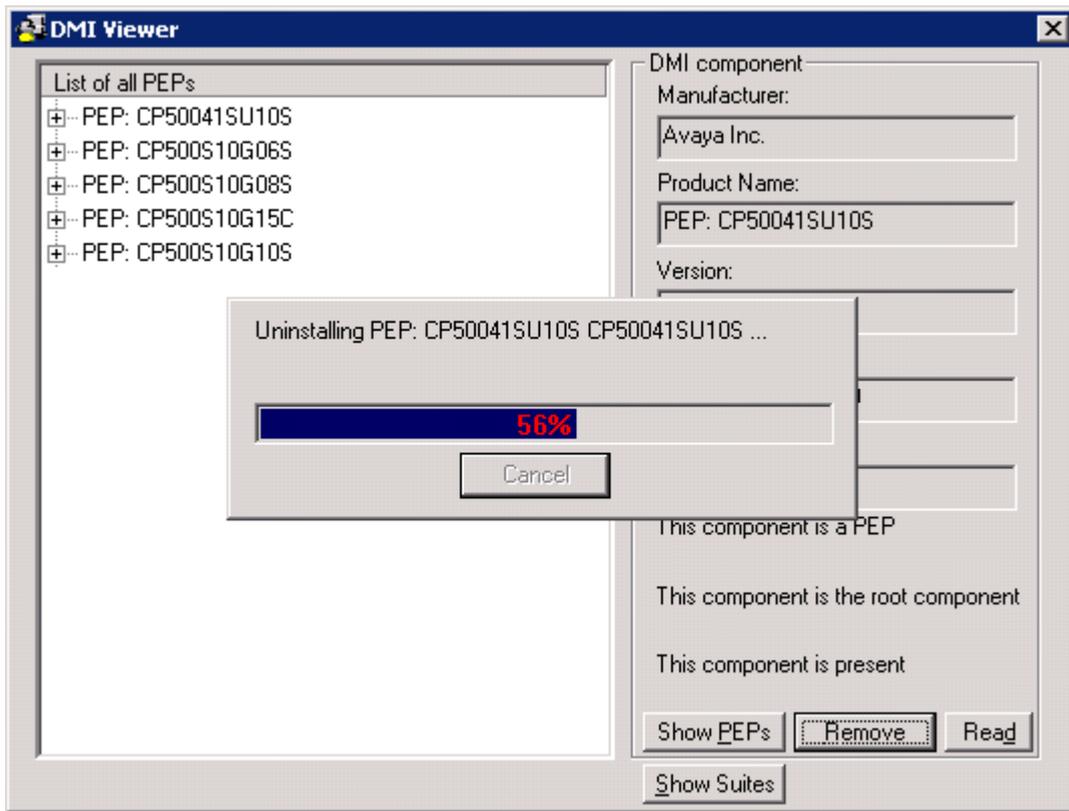
Select all of the PEPs you want to uninstall, and click “Remove”.  
(For example: CP50041SU10S).

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



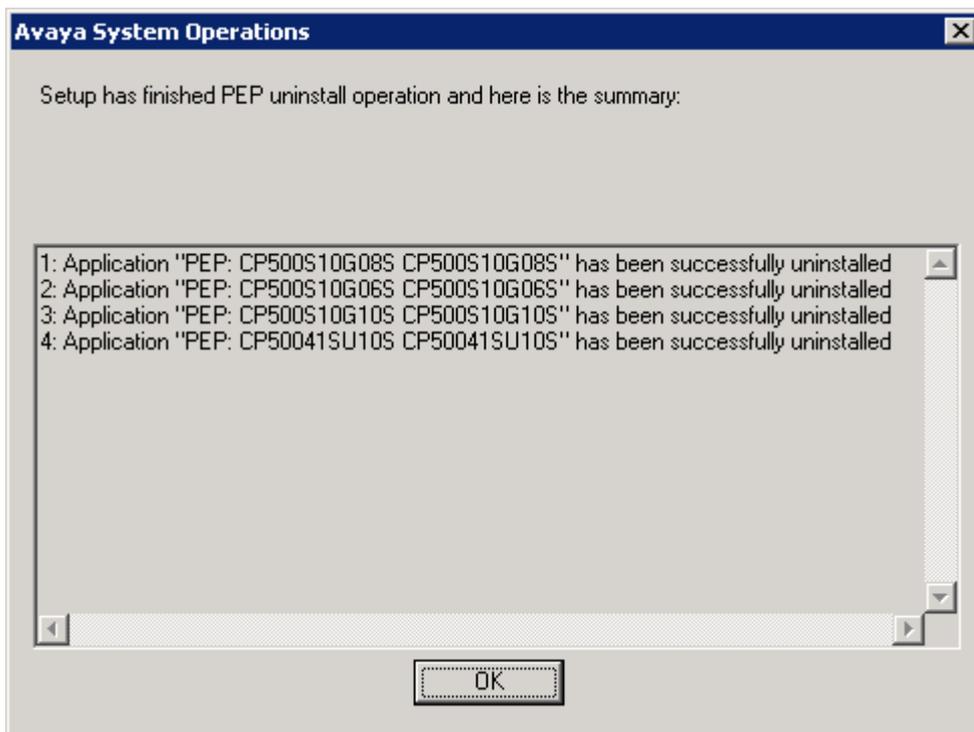
You will be prompted to uninstall the CallPilot 5.0 SU10 and all PEPs on top of SU10.

Click on the “Yes” button.



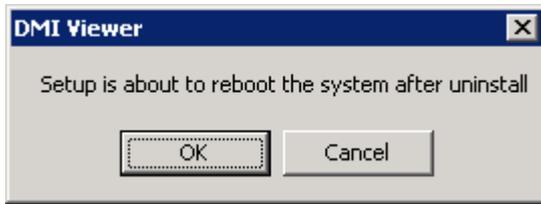
The DMI Viewer starts to uninstall all PEPs on top of CallPilot 5.0 SU10 and CP50041SU10S.

Wait while the uninstall process completes.



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

You will be prompted to reboot.



Click “Cancel” button. Do not reboot CP Server and install PEP CP50041SU09S.

Reboot is required after install of CP 5.0 SU09.

After reboot run Configuration Wizard to reprogram all DSPs.

**Note:** For instructions to uninstall the CallPilot Manager PEP see the readme file of PEP CP500S10G15C.

## **List of Fixes and Enhancements included in Service Update 10:**

The following fixes and enhancements are addressed with CP50041SU10S:

<b>CR#</b>	<b>Title</b>
wi00686198	Administrator cannot delete a local user
wi00727067	Unable to play vbk file using CallPilot Player
wi00833800	Recipients in BCC list are displayed in GR message to other recipients
wi00833843	nmaosps.dll is not re-registered sometime during SU installation
wi00833845	Multiple GR users aren't replicated during nightly audit
wi00833847	Courtesy down works improperly in some circumstances
wi00833856	Message marked as read is not replicated properly on local user after server is courtesy up
wi00833859	MWI light not turned off via MFR if prime server is down
wi00833860	55300 event is reported frequently during load
wi00834272	Messages should be removed in local user after deleting them in GR users
wi00834667	Runtime Error appeared during restoring full system
wi00835103	Failed to delivery to telephone on GR user
wi00835799	Failed to send message to PDL list from GR mailbox
wi00835617	Mailbox message replication fails for external callers after Rebuild
wi00835655	Add a queue to buffer NDNs for processing
wi00835700	VDS: GR comparison diagnostic never completes
wi00835932	Number of Members don't display correctly in MyCallPilot
wi00836008	From address in message envelope wrong in TUI in GR mailbox
wi00836395	Request to re-classify severity
wi00836660	Failed to record greetings from GR users
wi00836654	Unable to play GR message on phone mode
wi00836668	Failed to add greeting during GR user rebuild
wi00836876	A regular SLEE trace file cannot be opened in XML format
wi00837184	GR Comparison Diagnostics can fail under some circumstances - dynamic buffer size
wi00837584	Delivery report sent to the sender twice
wi00837979	GR events lost from windows event log due to throttling
wi00839275	NDN from invalid MFR destination does not disable MFR
wi00840112	Time zone settings should be in a readable format in GR comparison
wi00840117	Messages not in same order in both main and GR mailboxes
wi00841074	Memory corruption in NMAOSBroker
wi00841865	MWI on phone is lit when there are no new messages in mailbox
wi00843071	MWI is not updated from GR mailbox during MWI audit when GR link goes down
wi00843100	GR message backlog threshold not working as expected
wi00843829	Many events 55500 are logged under high traffic
wi00843838	RNA due to IMA service memory overload
wi00846030	LDAP.SQL 54768 SQL Internal error

wi00847436	Need to execute nmflteve.sql and nmfltojb.sql during SU install
wi00847576	MTA major events 54103 and 54104 on server boot
wi00849377	GR Comparison Tool shows Critical errors
wi00849542	Cannot add GR BDL and users from Address Book (GR users) to the PDL for GR user
wi00849551	Callpilot stops processing calls with SQL ERROR Assertion 1
wi00850591	MFR messages are not using WAV-GSM 6.10 compression
wi00851326	Reclassify event 54127 "GR message replications and GR sync on login features have been disabled" as Major
wi00854166	CallPilot answers with dead air and then drops call
wi00857576	Mailbox User 5555 is unable to log into mailbox after upgrade to SU09 on Non-GR CallPilot
wi00857852	Users not able to login to mailboxes after SU install
wi00861564	Setup Wizard is failing against T1 Dialogic boards
wi00861599	Flight Recorder should archive *.ntb, *.ntu and *.ntp files from C:\CallPilot
wi00866035	Message ID field in outgoing MIME is not unique anymore
wi00866280	MFR is not turning off the MWI after upgrading to SU
wi00868666	MWI is not lit when a new Voice form response is recorded
wi00868670	Unable to migrate\upgrade to release 5.0 if SU09 is installed on the CallPilot server
wi00870486	Setup Wizard Rejects new 202i BIOS
wi00871951	Major events 54104 are logged during load for tagged replication
wi00857366	Flight Recorder does not log events properly
wi00866028	HA Config Wizard guardrails should be enhanced on Step 1
wi00873395	CallPilot HA Telephony Service Fails on install or failover
wi00875455	Unable to Archive "nbsl" through Flight Recorder
wi00876029	While using Archive Manager in Flight Recorder System went into a RNA condition