



Distributor Technical Reference Bulletin

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CallPilot Release 5.0

Introduction

This Distributor Technical Reference (DTR) bulletin provides information that supplements the formal documentation for the purpose of installing, upgrading, and support of CallPilot Release 5.0 (05.00.41.20) systems. It provides updated procedures, limitations, known problems, workarounds, and documentation addendum. This is an important information resource for Business Partner field operations and support personnel involved with CallPilot 5.0.

For more details on feature installation and operation, refer to the CallPilot 5.0 Customer Documentation.

This document, as well as other customer documentation, may be updated periodically as needed. It's recommended to always reference the Avaya Support Portal website for the latest information in updated NTPs or other documents. The CallPilot page can be directly accessed using the following link: <https://support.avaya.com/css/Products/P0712>

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Revision history

Issue Number / Date	Type of Review / Reason(s) for Issue	Author
Standard / Revision 1.0	Initial release of the 5.0 GA DTR in support of the IS Beta Trial sites. Based on 4.0 DTR, version 1.0 of the release notes and internal review feedback from PLM, MDS, GNPS and Technology.	David Saunders, Kathy Burt, Roger Brassard
1.1 / March 22, 2007	Added Q01487471 CPMgr installation on IE7 popup possible message.	David Saunders
1.2 / March 29, 2007	Added Appendix C – High Availability Troubleshooting Reference	David Saunders
1.3 / April 2, 2007	Added HA nightly failover due to old clock controller on Option 61/81 switches issue	David Saunders
2 / April 12, 2007	Updated HA procedures to address multi-CPU switch nightly audits and AML link failure. Added feedback updates from Roger Brassard. Added T1 Remote Notification PEP installation sequencing.	David Saunders
3 / April 30, 2007	Updated HA procedures to address the installation of PEP CP500S00G09S, configuring email addresses for switch ping over the ELAN, configuring failover on switch ping over the ELAN. Added desktop client limitation using Outlook and selecting message store folder. GA localization view.	David Saunders
4 / May 23, 2007	Modified wording to reference ‘the PEP’ instead of CP500S00G09S, since now PEP to reference is CP500S00G013S, and may change again to another PEP or an SU. Also updated the ‘currently available PEPs section	Kathy Burt
5 / June 20, 2007	Added work around for Q01664924 1002rp image has incorrect LAN setting in DNS and WNS field	Kathy Burt
6 / August 21, 2007	Added pcAnywhere default password, Clarified Java references, cleaned up open CR list	David Saunders
6.1 / October 15, 2007	Added updates from team solicitation	David Saunders
7 / January 16, 2008	Added CallPilot HA/Contact Center 6 Interoperability. Added section 7.11 – Avaya Policy on Domain Configuration – Changes to CallPilot Server, including via Group Policy	David Saunders, Roger Brassard
8 / February 15, 2008	Updated Language Availability and CD Line-up tables; Added SU02 content, Added SU02 Individual PEPs and content; Updated CP 5.0 GA PEP line up; Added new security PEP; Updated Known problems section by adding SP2 issue and upgrade problem from 2.02 to 5.0 on 1002r; added support of SP2 on CallPilot and stand alone web servers; Incorporated feedback from reviews: performed formatting.	Behnaz Ganji, Roger Brassard

Issue Number / Date	Type of Review / Reason(s) for Issue	Author
9 / April 22, 2008	Updated CallPilot HA/ Contact Center 6 Interoperability section. Updated Chapter 9 to reflect the latest PEPs available for CP5.0 SU02. Added “ELAN & CLAN” text to Appendix D.	Stephen Lane, Roger Brassard
10 / October 17, 2008	Added CP5.0 SU03 & SU04 content; updated Known Problems/Issues; Added additional workarounds, Formatting cleanup	Stephen Lane, Roger Brassard, Andrey Semenov
11 / March 10, 2009	Added CP5.0 SU05 content; updated Software CD line-up; Included additional workarounds; Updated software CD kits; Added details for H/A and CC integration; Added content for 202i IPE platform	Roger Brassard
12 / April 27, 2009	Updated to include additional details for High Availability and Contact Center integration and supplemental information for the new 202i IPE platform	Roger Brassard
13 / August 26, 2009	Updated to include refinements to HA/CCMS integration procedure; added SU06 content; CR Q02007267; Added additional verbiage regarding policy regarding network security scans	Roger Brassard
14 / December 07, 2009	Updated to include information in support of Service Update 7 (SU07) introduction which offers new features/functionality and fix content.	Roger Brassard
15 / August 09, 2010	Updated to include information in support of Service Update 8 (SU08) introduction which includes re-branding, support for the new 1006r server and other features/functionality. Also added setup information for adding CallPilot into Subscriber Manager	Roger Brassard
16 / January 17, 2011	Updated to include information in support of Service Update 9 (SU09) introduction which includes new Geographic Redundancy and Flight Recorder features.	Roger Brassard
17 / October 14, 2011	Updated to include information in support of Service Update 10 (SU10); compatibility with CC7; compatibility with RealVNC;	Roger Brassard
18 / February 15, 2012	Updated to include information in support of Service Update 11 (SU11)	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 5.0 that is not covered by the NTP documentation supplied with the system. This DTR is intended for use in conjunction with the latest CallPilot 5.0 (05.00.41.20) software CDs/DVDs. Refer to the complete listing in [CallPilot Software](#).

1.2 What's new in CallPilot 5.0 and Available in this Release

Meridian Mail Parity

- **CallPilot Voice Forms**
 - Allows for collection of specific information via the telephone
 - Callers are prompted to enter verbal responses to questions/prompts
 - Responses are recorded and compiled for retrieval/transcription
 - Used in various vertical markets but predominant in Healthcare for prescription refills and retrieving medical information from patients
 - CallPilot Manager web-interface for easy set-up of Voice Forms
 - TUI and/or My CallPilot web-interface for transcription.
- **Shared Telephone Messaging Service (AKA Dorm Room or Family Mailbox)**
 - Provides messaging service for users who share a telephone
 - Multiple mailboxes can be assigned to a shared DN by bulk loading
 - The service answers and presents the available mailbox options to callers: for Brian, press 1, for James, press 2, etc.
 - MWI remains on if new message(s) remain in any of the assigned mailboxes
- **Nested System Distribution Lists (SDLs)**
 - Allows system distribution lists to contain other system distribution lists
- **Block user from receiving compose messages**
 - If enabled, users can block the receipt of messages that were created using compose and send options. This includes broadcast messages.
- **Near end record time warning beep**
 - Configurable warning beep will sound when a certain percentage of recording capacity has been reached (i.e. 80%)
- **Dual language prompting**
 - Available today as an option with call answering but will be extended to express messaging and logon services

Unified Messaging Enhancements

- **Global address book**
 - A combined address book for customers with multiple CallPilot servers for desktop and My CallPilot users.
 - Alternatively, an Avaya Common Network Directory (CND) can be configured on a separate server to provide a combined address book for all networked CallPilot servers.
 - Value: power of voice messaging conveniently extended to network

- **Message forwarding rule (MFR) enhancements**
 - For Outlook users, MFR messages will be displayed using the CallPilot custom form if the desktop client is installed. For Notes and GroupWise users, MFR messages will continue to be displayed using the standard e-mail form.
 - Unique telephone, fax, and text icons within inbox for Outlook users
 - Option to delete message on CallPilot once message is read in email via read receipt functionality of the e-mail server
 - Support for GSM 6.10 format (on 600r, 1005r, and 1006r platforms) – smaller file size than WAV
 - Added link to configure MFR from Desktop Messaging properties
 - Ability for the user to enable and disable their MFR from the telephone.
 - Value: Improves CallPilot support of using e-mail as message store
- **Message Waiting Indicator in “System Tray”**
 - Gives My CallPilot and Desktop Messaging users at-a-glance status of mailbox whether My CallPilot or Desktop Messaging is active or not via an icon in the Windows’ system tray.
 - Value: More timely response to voice messages
- **Unified Inbox view for Outlook users**
 - Option to have CallPilot messages delivered to e-mail Inbox instead of a separate CallPilot message store
 - CallPilot Messages remain on CallPilot server
 - Ability to access messages via OWA or a PDA.
 - Option to utilize GSM 6.10 codec in addition to WAV PCM and VBK
 - Value: Single message store option via Outlook’s e-mail inbox.
 - Requirement: The Outlook CallPilot desktop client must be running
- **Desktop Messaging user interface changes**
 - From, To, CC, BCC address fields enhancements
 - A Microsoft Word based Spell Checker for text portion of the CallPilot message
 - Mark messages as read or unread Users can now turn the light on their phone back on from the desktop.
 - The My CallPilot URL is now provided to desktop clients by the administrator. Updates to the URL are handled automatically by the clients.
 - Value: further increases user productivity and more closely integrates to e-mail functionality
- **My CallPilot Enhancements**
 - Ability to block creating and sending text messages via My CallPilot and Desktop Messaging
 - Value: enables SOX compliance strategy of avoiding archiving voice messages while giving users web access to voice messages.
 - Increased My CallPilot timeout session
 - Ability for the administrator to extend the timeout session from 1 hour to 24 hours
 - Value: allows user constant access to messages and improving response times
 - Increased Browser support:
 - Windows: Internet Explorer and Firefox
 - Macintosh (Mac OS X): Safari
 - Linux: Mozilla and Firefox

CallPilot 5.0 Current Server Platforms

- Platforms offered for New Systems and Migrations
 - 202i ELAN
 - Small capacity in-skin server (IPE form factor)
 - 32 MPU /channel capacity with 350 hours storage
 - Pricing is similar to 201i IPE but newer technology
 - Ideal for Opt-11C/Mini/CS1000 solution for both Unified Messaging and Contact Center voice-prompts
 - 1006r ELAN/MGate
 - High-end rack mount server (703t, 1002rp, or 1005r replacement)
 - 288 MPU/192 channel capacity with 2400 hours storage
 - 2nd server for high availability – manual/automatic failover
 - Avaya Aura™ Messaging ready – A platform for the future
 - 1002rp T1/SMDI
 - High-end rackmount server (1001rp T1/SMDI replacement)
 - 288 MPU/192 channel capacity with 2400 hours storage
- CallPilot 5.0 Sustained Servers *
 - 201i IPE
 - 703t Tower
 - 600r Rackmount
 - 1002rp Rackmount (for CS 1000-integration only)
 - 1005r Rackmount (for CS 1000-integration only)

* All sustained servers support software release upgrades to 5.0

Large Enterprise

- Network Name Dial/Address with Spoken Name Confirmation
 - Name dialing for Auto-attendants
 - Name Addressing for Voice Messages
 - All users on all CallPilot 5.0 systems networked by VPIM
 - Value: User transparency and without admin effort to maintain
- Shared Distribution List (SDL) Enhancements
 - Network Shared Distribution List Nesting
 - Allows a local SDL to contain remote nested SDLs
 - Value: Large distributed distribution lists can be implemented with minimum complexity and effort
- SDL passwords
 - Security option which protects SDLs from being viewed/modified
 - Value: Enables customer to allow “end-user” administrators to access only their SDLs and no one else’s; thus moving SDL maintenance to business functions which use them
 - Value: Lowered effort to Assign New Users to Multiple SDLs

Enhanced Security Configuration

- Test and document configurations to meet high security requirements where much functionality is locked down
- Ability to enable certain options to tighten security on CallPilot
- Some internal changes to the server has been enhanced, such as password encryption

High Availability

- Available on 1005r and 1006r rack mount servers only (96 or 192-channel configurations)
- Automatic and manual failover from a primary CallPilot server to a back-up server to prevent loss of data or services
- Automates replication of database and message store between the primary and back-up server (mirroring)
- Failure in the primary server triggers automatic failover to the back-up server
- Primary and back-up servers must be co-located
- ELAN (CS1000) integration only; No support for T1/SMDI integration at this time

Vertical Market Enhancements

- Healthcare/Education: User Privacy Option for FERPA compliance
 - Users do not appear in directory for name dialing or addressing in any context (thru-dialer, voice mail, desktop messaging, My CallPilot) that external callers or users could access them by name
- Retail: 1000 NMS Locations
 - Increased from 60 available in previous releases

Customer Satisfaction Improvements

- Last logon time displayed on My CallPilot
 - New mailbox class option to display last login date and time on My CallPilot
 - Ensures security of mailbox
- Reporter Enhancements
 - Criteria and Options have been enhanced to be more user friendly
 - Better support of modern Java environments
- Prevent Backups During Audits
 - Guardrail added so backups cannot start while audits are running
 - Back-ups and audits running simultaneously can jeopardize the system

Serviceability and Robustness

- **Enhancements to current support tools**
 - SLEE/Unified Trace usability enhancements
 - Sort by CLID/ Called DN
 - Ability to stop and save all traces at once

1.3 What's new in Service Update 11 (SU11)

Service Update 11 (SU11) includes corrective content for field and lab found issues. Reference the appendices in this document or the readme and verinfo text files within the various component updates for details.

New features and feature-enhancements in response to customer/partner submitted GRIPs will be delivered in a future releases, the next of which is 5.1, due out later this year.

1.4 What's new in Service Update 10 (SU10)

Service Update 10 (SU10), in addition to corrective code and some customer-requested enhancements for improved usability, delivers the following additional elements:

- Server
 - Improved Geographic Redundancy operation/performance
 - Improved Flight Recorder operation/performance
- CallPilot Manager/Reporter
 - New SDN print key operation
 - Updated help for Initial Mailbox message
 - Updated online documentation
 - Improved progress bar operation
- Application Builder
 - Compatibility with 64-bit OS environment
- Desktop Messaging
 - Improved operation in 64-bit (OS only) environments (XP, Vista, and 7)
- My CallPilot
 - Compatibility with Windows 2008 Server (32-bit and 64-bit versions) and IIS 7 for hosting on customer-provided web-server
 - See supplement setup instructions in [Section 6](#)
 - Compatibility with Internet Explorer 9 (requires “Compatibility View” be enabled).

1.5 What's new in Service Update 9 (SU09)

Service Update 9 (SU09), in addition to corrective code and some customer-requested enhancements for improved usability, delivers the following two major new features:

- Geographic Redundancy
 - Improves “fit” with CS 1000 “E” architecture for Campus or GR operation
 - Expands robustness/resiliency offering to a broad selection of CallPilot servers
 - Enhances reliability and availability through live/live operation
- Flight Recorder
 - Minimizes the time to root-cause understanding should an issue arise
 - Simplifies system maintenance
 - Reduces total cost of ownership

1.6 What's new in Service Update 8 (SU08)

Service Update 8 (SU08), in addition to corrective code, included a number of customer requested features/functionality focused on simplifying administration, improving the user experience, and reducing the total cost of ownership. These include:

- New 1006r Rackmount server platform
 - Similar capacities of that of 1002rp and 1005r
 - up to 192 channels
 - 2400 hours storage
 - Redundant AC power
 - Extended rack-rails for improved fit in today's rack environments
 - Increased resiliency with hot-swap fans
 - Improved supportability with tool-less case
 - "Horsepower" to support Avaya Aura™ Messaging in the future
- Product re-branding to "Avaya"
 - User interface changes on Server, CallPilot Manager, Application Builder, Desktop Messaging, and My CallPilot
 - Consistent operations as to previous versions so no re-training required.
- Application Builder
 - Compatibility with Windows 7 OS
- My CallPilot
 - Compatibility with Windows 7 OS
 - Compatibility with Internet Explorer 8 (IE8)
- Numerous "tweaks" for customer reporting enhancements

1.7 What's new in Service Update 7 (SU07)

Service Update 7 (SU07), in addition to corrective code, included a number of customer requested features/functionality focused on simplifying administration, improving the user experience, and reducing the total cost of ownership. These include:

- Password Change/Reset Self-Help Service
 - Secure and configurable service that allows users to "reset" their mailbox password via either challenge/response questions or a time-sensitive link within an e-mail.
- Improved password retry prompting
 - Eliminates user confusion during mailbox/password authentication to minimize lockout occurrences.
- Unlimited remote notification targets and schedules
 - Increased targets (phone, pager, or e-mail) inform users of new message arrivals.
 - Removes last barrier to Meridian Mail to CallPilot migrations
- Subscriber Manager inter-operability
 - Pass-thru provisioning streamlines administration with a single point of subscriber management for CS 1000.
- User-defined message presentation sort order and entry-point
 - Provides quicker access to important messages.

- Initial mailbox message
 - Delivers key messages to new users consistently without administrative overhead.
- Automatic deletion of unread messages
 - Eliminates message “clutter” and preserves storage space.
 - Differentiates retention of call answering versus distribution lists or broadcast messages.
- Support for new groupware environments (Lotus Notes 8.5 and GroupWise 8.0)

1.8 Supported Operations

1.8.1 Features on Controlled Release

The following is a list of 5.0 features that are on controlled release.

- 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)

1.8.2 Switch Integration supported

The following switch integrations are supported:

- Meridian 1, Option 11C through 81C family of switches
- Communication Server 1000 family of switches
- Meridian SL-100 (Line-side T1 requires NT5D11 rev-5 and later)
- Communications Server 2000, 2100 (Line-side T1 requires NT5D11 rev-5 and later)
- DMS-100/CPE Centrex (Line-side T1 requires NT5D11 rev-5 and later)

1.8.3 Switch Integrations deferred

- None

1.8.4 Server and Client Upgrades supported

Upgrades to CallPilot 5.0 are supported directly from CallPilot releases 2.02, 2.5, 3.0 and 4.0. Minimum SU levels required are: 2.02/SU4 and 2.5/SU2.

Upgrading to CallPilot 5.0 from CallPilot version 1.07 requires an upgrade from 1.07 to 2.02/SU04 (ELAN integration) or 1.07 to 2.5/SU02 (T1/SMDI integration) and then to 5.0.

1.9 About Customer Documentation

The starting point for all CallPilot activities is the customer NTP documentation and Offline Help, available through the Avaya Partner and/or Support Portal websites using these links:

Partner Portal: <http://portal.avaya.com>

Support Portal: <http://support.avaya.com>

CallPilot page: <https://support.avaya.com/css/Products/P0712>

The NTP documentation can be viewed on any PC using Adobe Acrobat Reader 5.0 or later.

Note: These documents, as well as other customer documentation, were updated to include the substantial new feature content within Service Update 9 (SU09). They may also be updated periodically as needed. It's always recommended to reference the Avaya Partner Portal website for the latest information in updated NTPs, Offline Help, or Release Notes documents.

1.9.1 High Availability Configuration Video

A configuration video is available for download from the Technical Support portal webpage. This self-paced tutorial covers installation and configuration of a CallPilot High Availability system, plus describes other High Availability concepts and terminology.

This CallPilot and Contact Center (Symposium) Integration is not covered in this video. For integration details, please refer to the Feature Information & Limitations/Contact Center Interoperability section of this document.

The instructional video is located on the CallPilot page, under the Downloads sub-heading. A direct link to the configuration video is available at:

<https://support.avaya.com/css/SAFE/downloads?downloadId=9459>

1.9.2 High Availability / Contact Center supplemental training

A supplemental training course (#6350W) is available for CallPilot High Availability configurations (including with Contact Center integration). This course complements the above noted video and leader-led courses, de-mystifying some of the complexity with implementing a High Availability solution.

This self-paced tutorial covers installation and configuration of a CallPilot High Availability system, plus describes other High Availability concepts and terminology.

1.10 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.

1.11 Localized Media

The table below summarizes localized CallPilot 5.0 media available as of the date of this document:

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

2 Product Requirements

2.1 CallPilot 5.0 Compatibility

The following tables define CallPilot 5.0 compatibility with other products and environments it is likely to encounter.

Product / Function	CallPilot 5.0 Compatibility
Meridian Mail	<ul style="list-style-type: none">Co-existence with Meridian Mail on Meridian 1 or Communication Server 1000 family is supported. Networking to Meridian Mail available with AMIS-A and Enterprise networking protocols or via VPIM with Meridian Mail Net Gateway.
Meridian Mail Reporter	<ul style="list-style-type: none">Cannot be used to generate reports from a CallPilot server. Meridian Mail Reporter only supports Meridian Mail and CallPilot Reporter only supports CallPilot.
Telephony Manager (OTM)	<ul style="list-style-type: none">Co-existence of CallPilot Manager/Reporter with TM 1.x, 2.x and 3.x on the same customer provided web server has not yet been tested.
Custom Controlled Routing (CCR)	<ul style="list-style-type: none">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 4.2, 5.0, and Contact Center 6.0 and 7.0 (standard and H/A); Avaya Aura Contact Center 6.1x and 6.2 (standard and H/A)	<ul style="list-style-type: none">Co-existence with Contact Center/Symposium Call Center Server or Express on the same M1/CS 1000 and ELAN is supported.CallPilot 5.0 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 5.0 (non H/A) supports Symposium Express 4.2 integration for voice processing script commands “Give IVR” and requires PEP SU-08 or later.CallPilot 5.0 High Availability is only supported with Contact Center 6.0 and Contact Center 7.0.
Microsoft Office 2002 (XP), 2003, and 2007, 2010 (32-bit)	<ul style="list-style-type: none">CallPilot 5.0 Desktop Messaging client is compatible
Line-Side interface	<ul style="list-style-type: none">Line-side T1 interface card (NT5D11) requires version 5 or later for proper integration/functionality.
Remote Control applications	<ul style="list-style-type: none">Symantec pcAnywhere, Microsoft RDC, WebEx, LogMeIn Rescue, and RealVNC

2.1.1 Migration from Meridian Mail / Database compatibility

Migration from Meridian Mail systems to CallPilot 5.0 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, NTUB24AB or NTUB24AC cannot be used with CallPilot 5.0. 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	5.0
Windows 2000 Professional (ISO-8859-1, Latin-1 character set versions)	Note 1	Note 1	Note 1	Note 1
Windows 2000 Server, Advanced, or Data Center Server				
Windows XP Home				
Windows XP Professional	✓	✓	✓	✓
Windows XP Professional x64 Edition				Note 5
Windows Vista				Note 2
Windows Vista x64 Edition				Note 5
Windows 7				Note 4
Windows 7 x64 Edition				Note 5
Windows Server 2003				
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. Requires version 05.00.41.27 (available as PEP CP500S02G27A) or later.
3. CallPilot 5.0 Application Builder clients are backward compatible for use with CallPilot 2.5/SU02 and later servers.
4. Requires version 5.00.41.62 (available as PEP CP500S08G08A) or later.
5. 64-bit OS compatibility requires version 5.00.41.76 (available as PEP CP500S10G04A) or later.

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. Please refer to the “verinfo.txt” file contained with the CallPilot Desktop Messaging and My CallPilot package for the latest details on supported sub-releases of the clients. Note that sub-releases are generally supported. However, Avaya reserves the right to suspend support for a sub-release which introduces a problem.

Groupware E-mail clients	2.50.06.17 and later	04.04.04.18 and later	05.00.41.27 and later
Microsoft Outlook 2000	✓	✓	
Microsoft Outlook 2002 (XP)	✓	✓	✓
Microsoft Outlook 2003	✓	✓	✓
Microsoft Outlook 2007			✓
Microsoft Outlook 2010 (32-bit)			05.00.41.112 and later
Lotus Notes 5.0x	✓		
Lotus Notes 6.0.5	✓	✓	✓
Lotus Notes 6.5	✓	✓	✓
Lotus Notes 7.0		✓	✓
Lotus Notes 8.0			✓
Lotus Notes 8.0.2			5.00.41.67 and later
Lotus Notes 8.5			5.00.41.96 and later
Novell GroupWise 6.0x	✓		
Novell GroupWise 6.5	✓	✓	✓
Novell GroupWise 7.0		✓	✓
Novell GroupWise 8.0			5.00.41.96 and later
Internet Mail clients	2.50.06.17 and later	04.04.04.18 and later	05.00.41.27 and later
Microsoft Outlook Express 5.x	✓		
Microsoft Outlook Express 6.x	✓	✓	✓
Windows Vista Mail			✓
Microsoft Outlook 2000 (XP) (Internet Mail Mode)	✓	✓	
Microsoft Outlook 2002 (XP) (Internet Mail Mode)	✓	✓	✓
Microsoft Outlook 2003 (Internet Mail Mode)	✓	✓	✓
Microsoft Outlook 2007 (Internet Mail Mode)			✓
Microsoft Outlook 2010 (Internet Mail Mode)			05.00.41.112 and later
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 and later	04.04.04.18 and later	05.00.41.27 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 Server 2003 (All Editions)	✓	✓	✓
Citrix Metaframe Presentation Server 3.0 on Windows Server 2003 (All Editions)		✓	✓
Citrix Metaframe Presentation Server 4.0 on Windows Server 2003 (All Editions)			✓

Supplemental Version Notes:

Desktop Messaging client version 2.50.06.17 and later:

1. Is supported for use with CallPilot 4.0, 3.0, 2.5, and 2.02 servers.
2. Offers localization.

Desktop Messaging client versions 1.05/1.06/1.07 are not supported for use with 5.0, 4.0, 3.0, 2.5 or 2.0x servers

Desktop Messaging and My CallPilot version 5.0 are not supported with 2.02 and earlier 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	04.04.04.32 and later	05.00.41.10 and later
Windows 2000 Professional	✓	✓	✓
Windows 2000 Server, Advanced, or Data Center Server			
Windows XP Home			
Windows XP Professional	✓	✓	✓
Windows XP Professional (x64 Edition)			5.00.41.154 and later
Windows Vista			✓
Window Vista (x64 Edition)			5.00.41.154 and later
Windows 7			5.00.41.97 and later
Windows 7 (x64 Edition)			5.00.41.154 and later
Windows Server 2003			
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	2.50.06.23 and later	04.04.04.20 and later	05.00.41.10 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 8.0 for Windows			5.00.41.111 and later
Microsoft Internet Explorer 9.0 for Windows			5.00.41.154 and later
Firefox 2.0 for Windows			✓
Microsoft Internet Explorer 5.x for Mac	✓	✓	
Safari 1.3.2 for Mac			✓
Mozilla 1.7.13 for Linux		✓	✓
Firefox 2.0 for Linux		✓	✓

Note:

1. Compatibility with Internet Explorer 9 (requires “Compatibility View” be enabled).

2.1.6 My CallPilot client / Operating Systems compatibility

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

Operating System	2.50.06.23 and later	04.04.04.20 and later	05.00.41.10 and later
Windows 2000 Professional	✓	✓	✓
Windows 2000 Server SP1 and above (w/ IIS 5)	✓	✓	✓
Windows XP Professional	✓	✓	✓
Windows Server 2003 (32-bit only, w/ IIS 6)	✓	✓	✓
Windows Vista			✓
Windows 7			5.00.41.111 and later
Windows Server 2008, Service Pack 1 (w/ IIS 7)			5.00.41.167 and later
Windows Server 2008 R2 (x64 Edition), Service Pack 1 (w/ IIS 7)			5.00.41.167 and later
Macintosh OS 9.0 or 9.1	✓	✓	
Macintosh OS X	✓	✓	✓
Linux			✓

Note:

1. Partial support for Mac OS X is supported with My CallPilot version 2.50.06.11 and later. 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.

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

CallPilot 5.0 My CallPilot, CallPilot Manager, and Reporter support the following operating systems and browsers:

Product / Function	CallPilot 5.0 Compatibility
Server side details:	
Operating Systems	<ul style="list-style-type: none">Windows 2000 Server with Service Pack 1 or later (Note: Standard version only.)Windows Server 2003 , Service Pack 1 or later (Note: Standard 32-bit version only)Windows Server 2008, Service Pack 1 or later (My CallPilot only) (Note: Standard 32-bit and 64-bit versions only, see note)
Internet Service software	<ul style="list-style-type: none">Internet Information Server 5.0 (Service Pack 1 or later)Internet Information Server 6.0Internet Information Server 7.0 (for My CallPilot only)
Client side details:	
Operating Systems	<ul style="list-style-type: none">Windows 2000 ProfessionalWindows XP ProfessionalWindows VistaWindows 7MAC OS X (for My CallPilot only)Linux (for My CallPilot only)
Browsers	<ul style="list-style-type: none">Internet Explorer 6.x , 7.x, 8.x, and 9x (Reporter requires proper Java Runtime Environment (JRE). See note.)Internet Explorer 9.0 (requires compatibility view. See note).Firefox 2.0 for Windows (for My CallPilot only)Safari 1.3.x for Mac (for My CallPilot only)Mozilla 1.7.x for Linux (for My CallPilot only)Firefox 2.0 for Linux (for My CallPilot only)

Notes:

1. When using CallPilot Reporter, for proper operation of Java on Microsoft Internet Explorer 6.x, JRE version 1.3.1 or 1.4.2 or 1.5 must be installed. With Explorer 7.x, JRE version 1.4.2 and 1.5(5.0) have been successfully tested. With Explorer 8.x and 9.x, JRE version 1.6 is required. If you have an invalid version of JRE, it must be uninstalled first. JRE versions can be downloaded from <http://www.oracle.com> or the CallPilot 5.0 Application CD for version 1.4.2.
2. Java version 1.5 and Java version 5 are synonymous
3. Java software for your computer, or the Java Runtime Environment, is also referred to as the Java Runtime, Runtime Environment, Runtime, JRE, Java Virtual Machine, Virtual Machine, Java VM, JVM, VM, J2RE, J2SE, or Java download.
4. JavaScript and Cookies must be enabled in the web browser.
5. Support for localized browsers is not supported at this time, but will be available in a future up-issue.

6. Internet Explorer 9 requires “Compatibility View” be turned on. Use the following steps:
 - a. Launch Internet Explorer 9
 - b. Within the “Address” bar, click the “Compatibility View” button

2.1.8 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-SP4 and Microsoft Internet Information Server (IIS) 5	Yes
Windows Server 2003 Standard Edition SP1 and Microsoft Internet Information Server (IIS) 6	Yes
Windows Server 2003 Web Edition SP1 and Microsoft Internet Information Server (IIS) 6	No
Windows Server 2003 Enterprise Edition SP1 and Microsoft Internet Information Server (IIS) 6	No
Windows Server 2003 Standard Edition SP2 and Microsoft Internet Information Server (IIS) 6	Yes
Windows Server 2003 Web Edition SP2 and Microsoft Internet Information Server (IIS) 6	No
Windows Server 2003 Enterprise Edition SP2 and Microsoft Internet Information Server (IIS) 6	No
Windows Server 2003 x64 Edition	No
Windows Vista (Standard and Enterprise Editions) and Microsoft Internet Information Server (IIS)	Yes

2.1.9 Platform Hardware/BIOS/Software requirements

This list is intended for use in addition to the requirements captured in the current issue of the CallPilot 5.0 NTP documentation.

Platform	Component	Version
201i	BIOS	6.0.3
202i	BIOS	27
703t – Shipped with CP3.0 – CP4.0	BIOS	16 Build 75
	Firmware	FRU SDR 5.5 BMC 1.18
703t – shipped with CP2.02 – CP4.0	BIOS	7 Build 64 ²
1002rp	BIOS ¹	NNCXUA07
600r	BIOS	Intel P9.10 Build 40
	Firmware	FRU/SDR 6.6.3 BMC 2.40
LSI MegaRaid 1600	Firmware	111U ¹
LSI MegaRaid 320-2	Firmware	1L37 ³ (if 1002rp)
LSI MegaRaid 320-1 (1005r only)	Firmware	1L37 or 1L51 ³
1005r	BIOS	10 build 87
	Firmware	FRU/SDR 6.6.5 BMC 0.50
1006r	BIOS	BIOS50
	Firmware	BMC53
		FRU / SDR24
		ME 1.12
		RAID OPROM v1.40.92-0746
		HSC 2.15

Notes:

- Please refer to the NTP Server Maintenance and Diagnostics guides for configuration details:
 - NN44200-701 1002rp Rackmount
 - NN44200-702 703t Tower
 - NN44200-703 600r Rackmount
 - NN44200-704 1005r Rackmount
 - NN44200-705 201i IPE
 - NN44200-708 202i IPE
 - NN44200-709 1006r Rackmount
- The 703t BIOS is not field upgradable. The BIOS currently residing on the 703t server is supported in CallPilot 5.0. If an upgrade is occurring from CallPilot version 2.02, Windows Server 2003 will need to be activated using the certificate of authenticity (COA) provided in the upgrade package. The process for activating Windows Server 2003 is as follows; Select “Change Product Key” tab; enter the COA from the Windows Server 2003 package sticker and a new Product ID will be generated, call the toll-free number and enter the New Product ID. Activation should be complete.
- Refer to section 8.1.19 for details on upgrading the RAID firmware

2.1.10 Supported Customer LANs

Product / Function	CallPilot 5.0 Compatibility
10Base-T	All platforms
100Base-T	201i and 202i (IPE), 703t (Tower), 600r, 1005r and 1002rp (Rackmount) without additional hardware (see note)
1000Base-T	703t (Tower), 600r, 1005r, and 1006r (Rackmount)

Notes:

1. All platforms include 10/100Base-T Ethernet LAN NIC cards except 703t, 600r, 1005r, and 1006r which includes 10/100/1000Base-T Ethernet LAN NIC
2. Token Ring (4 or 16 Mbps) LAN is not supported in CallPilot 5.0.
3. ELAN must be configured the same as the switch configuration.
4. If a switch is used for ELAN or CLAN, “Spanning Tree” must be turned off.
5. CLAN should be configured for Auto-Detect.

2.1.11 Supported LAN/WAN Networking Protocols

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

2.2 Operational Requirements

2.2.1 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. 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. The exceptions are approved anti-virus applications, Microsoft security updates, and other required software. For additional details, refer to product bulletins:

- P-2009-0039-Global – *CallPilot Support for Anti-Virus Applications*
- CallPilot Server Security Update – 2012 (*details on Microsoft hotfix compatibility*)
- PAA-2010-0006-Global – *CallPilot Security Update – Adobe Reader*
- CallPilot Security Advisory – *Symantec pcAnywhere*

or published Clarify Bulletin System – Product Security Advisory Alerts.

2.2.2 Software dongle installation

The CallPilot dongle must be properly installed in the server prior to accessing CallPilot Manager. High Availability systems, which consist of either two (2) 1005r servers or two (2) 1006r servers, have only one (1) dongle installed on the active server. Some management functions are restricted on the standby server.

2.2.3 Proper Power and Grounding

All CallPilot server installations (201i, 202i, 600r, 703t, 1002rp, 1005r, and 1006r) must follow the Meridian 1 and/or Communication Server 1000 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 DVD/CD-ROM and (201i and 202i IPE servers)
- External Tape drives (201i and 202i IPE, 600r, 1005r, and 1006r rackmount)
- External USB Disk drives (202i, 600r, 1005r, and 1006r servers)
- Contact Center (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.
- The DC resistance of the system ground conductor, which runs from the switch to the main building ground, must be as close to zero as possible. The maximum total resistance on all runs within the building must not exceed 0.5 ohms, per NN44200-200 Planning and Engineering guide.

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.

2.2.4 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 two (2) methods is supported: 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.

2.2.5 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.

2.2.6 202i IPE recommended peripheral installation procedures for 61C/81C

When initially booting a 202i IPE system, ensure that USB peripherals and connection cable lengths are not excessive as this may potentially cause the USB signal driver to overload resulting in the HEX display to scroll “HOST” without video appearing.

In Large Meridian 1 (Option 61C/81C) installations wherein the Avaya supplied six (6) foot USB extension cables route from the 202i front faceplate to the switch rear I/O panel, it has been noticed that with a fully populated USB devices (Mouse, Keyboard, Modem, DVD drive, and Tandberg RDX backup device) the system may experience USB driver to overload and fail to boot.

To ensure failsafe power-up recovery in the event of a power failure, Avaya recommends to have only one (1) USB device connected full-time via the six (6) foot USB extension cable, typically, the backup device.

Avaya is investigating this overall concern and may make further product enhancements to rectify or may publish follow-up supplemental documentation clarifying the matter.

Note: This ONLY appears during initial product boot-up. Post power-on re-connection of the USB peripherals is valid and functional for both ports utilizing the six (6) foot USB cable extensions.

3 Meridian 1 switch requirements

NTP NN44200-302 – *Meridian 1 and CallPilot Server Configuration* Chapter 4 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 Enterprise Solutions PEP Library (ESPL) website at: <https://support.avaya.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 or contact Channel Partner Account Manager.

3.1 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.

3.2 Software Releases supported

Switch software releases supported: X11R25.40 and X11R25.40B

3.3 X11 Packages required for CallPilot 5.0

The following switch software packages are required to support CallPilot. Due to 25.40's LCM rating, if these packages are not already equipped, they cannot be added.

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)

3.4 X11 PEPs to support CallPilot 5.0

It is highly recommended to review the following bulletins located at:

<https://support.avaya.com/espl> for supplemental PEPs that might be applicable.

- X11 Release 25.40/25.40B and DepList Integration Bulletin – CallPilot
- X11 Release 25.40/25.40B and DepList Integration Bulletin – CallPilot/SCCS Integration

4 Communication Server 1000 switch requirements

Communication Server 1000 (CS 1000) is a communications system that provides a single solution for telephony and data capabilities. CS 1000 provides a full suite of industry-leading voice features and uses global software. The software stream used on a CS 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 CS 1000 as between CallPilot and Meridian 1.

4.1 CallPilot Platforms Supported

- 201i and 202i IPE
- 703t Tower
- 600r, 1002rp, 1005r, and 1006r Rackmount

Please refer to NTP NN44200-312 CS 1000 and *CallPilot Server Configuration Guide* —, for further details on Communication Server 1000 and the installation and configuration of CallPilot with this switch.

4.2 Software Releases supported

- X21 release 3.0 and later

4.3 X21 Packages required for CallPilot 5.0

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 included in the Communication Server 1000 *Basic Software Service* package by default, for each CS 1000 release. If the CallPilot Network Message Service (NMS) feature package is required on CS 1000, please ensure package #175 (NMS) is enabled. The following outlines the various releases and associated software service bundles needed.

CS 1000 Rls 4.0 – Network Message Service option (175) requires Advanced Network Services (L3B)
CS 1000 Rls 4.5 – Network Message Service option (175) requires Advanced Network Services (L3B)
CS 1000 Rls 5.0 – Network Message Service option (175) requires Premium Services (T2)
CS 1000 Rls 5.5 – Network Message Service option (175) requires Premium Services (T2)
CS 1000 Rls 6.0 – Network Message Service option (175) requires Premium Services (T2)
CS 1000 Rls 7.0 – Network Message Service option (175) requires Enhanced Services (T1)
CS 1000 Rls 7.5 – Network Message Service option (175) requires Enhanced Services (T1)

4.4 X21 PEPs to support CallPilot 5.0

It is highly recommended to review the following bulletins located at:
<https://support.avaya.com/espl> for supplemental PEPs that might be applicable.

- X21 Release 3.0 (and later) and DepList Integration Bulletin – CallPilot
- X11 Release 3.0 (and later) and DepList Integration Bulletin – CallPilot/SCCS Integration

4.5 X21 CS 1000- PEP MPLR28776 for CLID/Call Sender issue

CS 1000 R5.0 sends phone number of caller, but R5.5 sends CDN of CallPilot due to interaction with A03/A06 on set. Refer to CR # Q02021470.

Workaround: Apply CS 1000 R5.5 or R6.0 PEP MPLR28776.

5 CallPilot software

5.1 CallPilot CD suite

The table below identifies the CDs contained in the CallPilot 5.0 Software packages. Ensure you have the full set of CDs prior to performing any maintenance activity.

PEC	CPC	Label	Version	Date	Notes
NTUB50MA	N0102464	201i Platform 5.0 Image (3 CD set)	05.00.41.20	16-Jan-07	1
NTUB50TA	N0169569	202i Platform 5.5 Image (1 DVD set)	05.00.41.20	09-Oct-08	1, 3
NTUB50NA	N0119717	703t Platform 5.0 Image (3 CD set)	05.00.41.20	16-Jan-07	1
NTUB50PA	N0119718	1002rp Platform 5.0 Image (3 CD set)	05.00.41.20	29-Oct-07	1
NTUB50QA	N0119719	1002rp T1 Platform 5.0 Image (4 CD set)	05.00.41.20	22-May-07	1
NTUB50SA	N0119714	600r Platform 5.0 Image (1 DVD set)	05.00.41.20	16-Jan-07	1
NTUB50RA	N0119713	1005r Platform 5.0 Image (1 DVD set)	05.00.41.20	16-Jan-07	1
NTUB50UA	N0215435	1006r Platform 5.0 Image (1 DVD set)	05.00.41.20	22-Apr-10	
NTUB40KA	N0119704	5.0 Applications CD	05.00.41.20	22-Mar-07	3
NTUB43CA	N0119711	5.0 PEP	05.00.41.xx		4
NTUB41FA	N0200929	Unified Messaging Software CD	05.00.41.67	10-Dec-08	5
NTUB44KA	N0200930	5.x Language Prompts – CD 1 of 2	05.00.43.00	10-Dec-08	2
NTUB44KA	N0200930	5.x Language Prompts – CD 2 of 2	05.00.44.00	10-Dec-08	2

Notes:

- Which platform-image CDs are shipped, NTUB50MA, NTUB50NA, NTUB50PA, NTUB50QA, NTUB50SA or NTUB50RA depends on which platform was ordered.
- Previously delivered as three (3) CDs, these have now been merged into a two (2) CD set.
 - Updated language CDs will be made available periodically as language localization expands. Refer to the [Language Availability](#) table for details.
 - CallPilot 5.0 language CDs are **NOT** interchangeable for use with 1.x, 2.x, 3.0, or 4.0 servers.
- 202i IPE platform requires use of the revised Applications CD (dated 08-Oct-2008)
- The PEP CD has been discontinued. Reference ESPL for latest updates.
- The Unified Messaging Software CD contains both the Desktop Messaging software CD (NTUB41EA) and My CallPilot Software/Updates CD (NTUB48CA), obsolescing individual CDs.

5.2 Default Passwords

CallPilot servers are shipped from the factory with the Windows Server 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.

Description	Account	Default Password
Windows Administrator	Administrator	Bvw250
CallPilot Manager	000000	124578
pcAnywhere	CallPilotDist	%d</\>Ra.Cp5

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 Server 2003 Administrator account. When you change this password 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.
4. The OS password can be changed without rebooting the server via running Configuration Wizard and once changed, canceling out before completing the procedure; or by simply using Ctrl-Alt-Delete and selecting the “Change Password” option on the pop-up window.
5. There is no utility available to recover the Windows Server 2003 administrator account password. Carefully guard this password as re-imaging is the only option to recover the system.

6 Feature Information & Limitations

6.1 Language Availability

At the time of this printing, CallPilot 5.0 provides support for the following languages.

Previously, these were released on three (3) separate region-specific CDs, but at the time of this printing, have been condensed and are only provided on two (2).

Language	Voice Prompts Language File Number	Original CD	Revised CD
Arabic	Lang1025	EMEA (05.00.44.00)	CD 2 of 2
Cantonese	Lang3076	Asia/Pacific (05.00.43.00)	CD 1 of 2
Catalan	Lang1027	EMEA (05.00.44.00)	CD 2 of 2
Czech	Lang1029	EMEA (05.00.44.00)	CD 2 of 2
Danish	Lang6	EMEA (05.00.44.00)	CD 2 of 2
Dutch (Standard)	Lang1043	EMEA (05.00.44.00)	CD 2 of 2
English, American (US)	Lang1033	Americas (05.00.43.00)	CD 1 of 2
English, Australian	Lang3081	Asia/Pacific (05.00.43.00)	CD 1 of 2
English, Canadian	Lang4105	Americas (05.00.43.00)	CD 1 of 2
English, Irish	Lang6153	EMEA (05.00.44.00)	CD 2 of 2
English, UK (female)	Lang2057	EMEA (05.00.44.00)	CD 2 of 2
Finnish	Lang11	EMEA (05.00.44.00)	CD 2 of 2
French, Canadian	Lang3084	Americas (05.00.43.00)	CD 1 of 2
French, European	Lang1036	EMEA (05.00.44.00)	CD 2 of 2
German	Lang1031	EMEA (05.00.44.00)	CD 2 of 2
Greek	Lang1032	EMEA (05.00.44.00)	CD 2 of 2
Hebrew	Lang1037	EMEA (05.00.44.00)	CD 2 of 2
Hungarian	Lang1038	EMEA (05.00.44.00)	CD 2 of 2
Italian	Lang1040	EMEA (05.00.44.00)	CD 2 of 2
Japanese	Lang17	Asia/Pacific (05.00.43.00)	CD 1 of 2
Korean	Lang1042	Asia/Pacific (05.00.43.00)	CD 1 of 2
Mandarin, PRC	Lang2052	Asia/Pacific (05.00.43.00)	CD 1 of 2
Mandarin, Taiwanese	Lang1028	Asia/Pacific (05.00.43.00)	CD 1 of 2
Norwegian	Lang1044	EMEA (05.00.44.00)	CD 2 of 2
Polish	Lang1045	EMEA (05.00.44.00)	CD 2 of 2
Portuguese	Lang2070	EMEA (05.00.44.00)	CD 2 of 2
Portuguese, Brazilian	Lang1046	Americas (05.00.43.00)	CD 1 of 2
Russian	Lang25	EMEA (05.00.44.00)	CD 2 of 2
Slovak	Lang1051	EMEA (05.00.44.00)	CD 2 of 2
Spanish, Castilian	Lang1034	EMEA (05.00.44.00)	CD 2 of 2
Spanish, Latin American	Lang3082	Americas (05.00.43.00)	CD 1 of 2
Swedish	Lang29	EMEA (05.00.44.00)	CD 2 of 2
Thai	Lang1054	Asia/Pacific (05.00.43.00)	CD 1 of 2
Turkish	Lang1055	EMEA (05.00.44.00)	CD 2 of 2

6.2 Meridian Mail Migration

Migration from Meridian Mail systems to CallPilot 5.0 is supported using the Meridian Mail migration utility tape NTUB25AC (available within NTUB24BC 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, NTUB24AB, NTUB24AC cannot be used with CallPilot 5.0. The Migration guide should be consulted for limitations.
2. It is highly recommended the latest Meridian Mail to CallPilot Migration Utility Guide, Release 5.0 documentation be referenced when performing a migration. Check the Avaya Parnter Portal website for the latest version of this document. At the time of this printing, the latest version is NTP NN44200-502: *Meridian Mail to CallPilot Migration Utility Guide* Release 5.0, Standard 01.04.
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 NTRB18CAE5 or NTRB18DAE5 MGate card for connectivity. Systems migrated from Meridian Mail EC11 must use only the updated MGate cards are used.
5. When migrating from Mail to CallPilot, it is recommended to remove any RPLs defined in CallPilot first and then migrate the Mail mailbox/message and system data over.

6.3 Upgrade and Setup Wizards

Security enhancements:

As of CallPilot 5.0, the Challenge Response Authentication option for IMAP or SMTP is no longer supported. The Upgrade Wizard notifies/warns, before doing the backup, that these options are selected and will no longer be supported. However, the craftsman may not change anything so it is desired to warn them again during the Setup Wizard that the option is still set but will not be used. This is done after the restore but before the data base upgrade

6.4 Installation & Upgrades

- **MyCallPilot 05.xx:** The client cannot be loaded onto a standalone server running release 2.5 of CallPilot Manager. Recommendation – Upgrade CallPilot Manager/Reporter to release 5.0.
- **Image CDs:** 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.
- **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 dirsnc admin mailbox. Before upgrading your system, you should free up one (1) mailbox or request a keycode with additional mailboxes

- **NTRB18DAE5 CAT-5E MGate cards:** When using CAT-5E connectivity (NTRH40CAE5 MPB96 board and NTRB18DAE5 CAT-5E MGate cards), if the MGate cards will be populated in separate CS 1000 media gateways, ensure that two gateways are clock synchronized using NTDW67AAE6 / MGC Clock Reference Cable. When using Option-11C cabinets with the clocking cable, the NTDW63AAE5 / MGC Breakout Adapter for Option 11C is also required. A clock source (such as PRI card) is required in one of the media gateways or both media gateways if the synchronization cable is not used.

Reference support bulletin 025223-01 for additional details.

6.5 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.

- PEP CPDRVPEP001S introduces the support for the USRobotics USR5637 56K USB Faxmodem on 202i, 600r, 1005r, and 1006r platforms.
- PEP CPDRVPEP002S introduces the support for the USB RDX External Hard drive on 202i, 600r, 1005r, and 1006r platforms.

6.6 Backup/Archive/Restore

- SU07 and later archives/backups are not compatible with earlier versions due to supplemental changes within the database (for SU07's new features such as Multiple-Target Remote Notification and User-Defined Message Presentation Sort Order. After completing the upgrade to SU07 (and later), it is recommended to perform a new full-system backup and/or user archive.
- It is recommended that after the CallPilot system is brought in-service, a new full-system backup and/or user archive is performed.
- Restored customized prompts from CallPilot releases 2.02 or 2.5 to CallPilot 5.0 are only supported if the customized archive is performed with CallPilot 2.02 with SU3 or later or CallPilot 2.5 with SU1 or later.
- Backup to an externally connected HDD is now supported on 202i, 600r, 1005r, and 1006r platforms. It is required to install PEPs CPDRVPEP002S and CP500S04G06C (or later) and the following updates (if pre SU05):
 - CP500S02G51S (if running SU02)
 - CP500S03G20S (if running SU03 – limited distribution)
 - CP500S04G09S (if running SU04)
 - CP500S04G18S (201i IPE systems only).

PEP CPDRVPEP002S introduces the support for the USB RDX External Hard drive.

6.7 CallPilot Manager/Config Wizard

- The CallPilot Manager software provided with CallPilot 5.0 can be used to administer CallPilot servers running releases 3.0, 4.0, and 5.0. Support for 2.5 servers is no longer available due to Daylight Savings Time updates which aren't available for 2.5 (Windows NT 4.0 Server-based) systems.
- CallPilot 5.0 uses the strong password option on Windows Server 2003 for the administrator account. When you change the password using the Config Wizard you can no longer use simple passwords. For a strong password, you must comply with three (3) of the following rules:
 - A lower case character
 - An upper case character
 - A number
 - A special character (punctuation)
- Do not set the Windows Server 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 (1) 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 My CallPilot and Reporter using the Add/Remove option of Windows. This is a Citrix requirement.
- Web client browsers can only view CallPilot on-line help if a Java Runtime Environment (JRE) is installed on the client PC. Microsoft no longer distributes their own JRE in Windows products. CallPilot 5.0 has been tested with JRE versions 1.4.2 and 1.5(5.0). JRE Version 1.4.2 is included on the Application CD and both are downloadable from the following site: <http://www.oracle.com>
- Firefox browser cannot be used to play/record greetings or personal verifications from CallPilot Manager. It gives you a "not supported" type of message which is incorrect.

6.8 High Availability

- The High Availability feature is only supported on the 1005r and 1006r platforms.
- The High Availability feature is now supported with Contact Center CCMS 6.0 and 7.0 integration through supplemental PEPs. Changes to the CS 1000, CallPilot, and Contact Center were required to introduce this functionality. These changes are detailed in the below section 'Contact Center Interoperability'.
- A configuration video is available for download from the Technical Support Portal webpage. This self-paced tutorial covers installation and configuration of a CallPilot High Availability system, plus describes other High Availability concepts and terminology.
- The instructional video can be located on the CallPilot page, under the Downloads sub-heading. A direct link to the configuration video is available at:

<https://support.avaya.com/css/SAFE/downloads?downloadId=9459>

- The Contact Center/Symposium Integration is not covered in this video. For integration details, please refer to the Feature Information & Limitations/Contact Center Interoperability section of this document.
- A new High Availability (with Contact Center integration) training webinar is also available. Reference course #6350W for details.

6.9 Session Trace Support Tool

The “Session Trace” support tool is system resources intensive. Additionally, if the CallPilot database or Operational Measurements (OM’s) are large, session traces may require a significant amount of time to be performed. Refer to CR # Q02163070.

Workaround: To minimize the time required for session traces, perform them only during off-peak hours, ensuring system traffic is at a minimum and when OM data has collected for no more than one to two days.

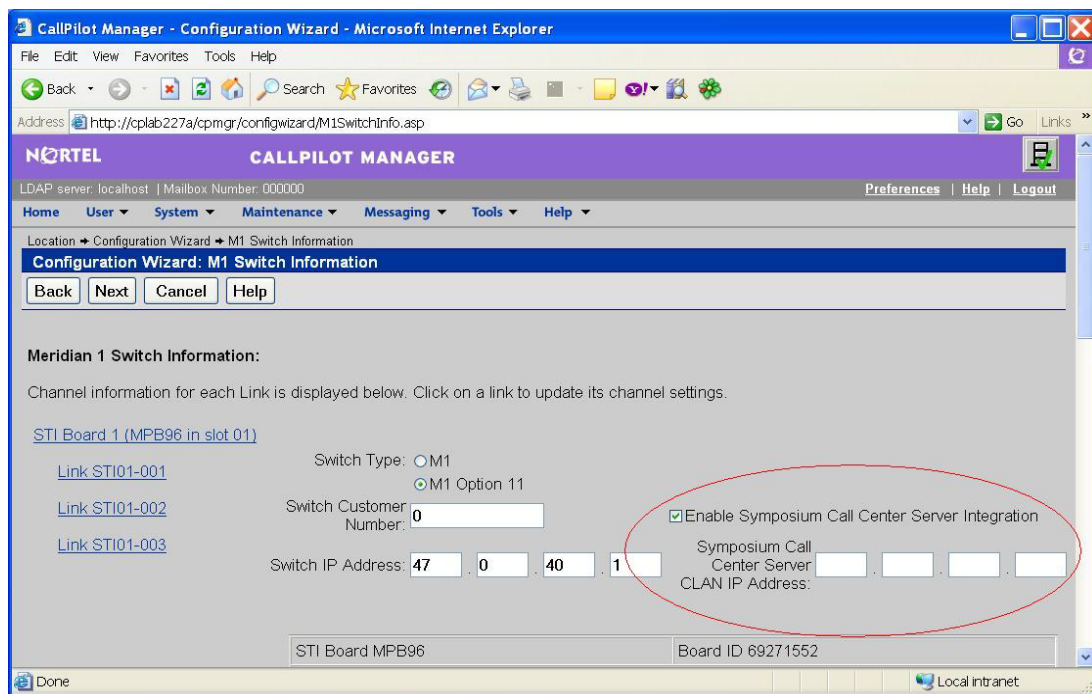
6.10 Contact Center Interoperability

A CallPilot 5.0 requirement was to improve robustness for the integration between the CallPilot, Contact Center and CS 1000 switch. Enhancements targeted were around the CallPilot system boot-up/power sequencing. When powering-up all three systems, the servers needed to be powered on in a particular sequence with CallPilot being the last server being powered on, plus a wait time of a minimum five (5) minutes required. Reboots also needed to follow a specific sequencing process.

With the introduction of the Contact Center/Call Server/CallPilot (CCCSCP) Robustness content, this sequencing is no longer required during startup and reboot. The servers may now be successfully booted/re-booted in any sequence.

The CCCSCP Robustness content was introduced in Service Update 5 (SU05) and supplemental PEP CP500S05L19S, both of which have been merged with additional content into Service Update 6 (SU06) and later.

The following is a screen shot of the updated Configuration Wizard screen, again offering Contact Center/Symposium integration.



In support of CallPilot High Availability/Contact Center integration, changes were required on the Contact Center CCMS server in the Server Setup Configuration Utility. The following figure shows additional objects intended to be added to the existing Voice Services page with the addition of a new radio button to enable and disable CallPilot HA connectivity. However these additional objects may not have been completed in time for the initial offering of CallPilot High Availability/Contact Center integration. If these objects are not present, refer to the Contact Center DTR for remedial actions.

One area of note; if the CPHA radio button is set to Yes, then the CallPilot Server IP field is associated to the CallPilot Managed ELAN IP address. If the radio button is set to No, then the CallPilot Server IP address relates to the CallPilot physical ELAN IP address.

Please refer to the Avaya Contact Center 6.0 Distributor Technical Reference (rev 25 and later) for CallPilot HA/Contact Center inter-working detailed information related to installation/configuration and operation.

- Code changes occurred in CallPilot, Contact Center plus CS1000 in support of CallPilot CCCSCP Robustness including High Availability. The current full line-up is as follows:
 1. **CallPilot 5.0**
 - Service Update 11 (SU11)
 - CP500S11G05C
 2. **Contact Center (CCMS) 6.0**
 - Service Update CCMS_6.0_SU08;
Service Update Supplementary: CCMS_6.0_SUS_0801 and CCMS_6.0_SUS_0802
 - Please refer to Contact Center document DTR-2005-0392-Global-Rev 25 (or later) for guidance on the required Contact Center lineup.
 3. **Contact Center (CCMS) 7.0**
 - Service Update CCMS_7.0_SU_0301 and CCMS_7.0_SUS_0302 and CCMS_7.0_SUS0303 and CCMS_7.0_SUS_0304
 4. **Communication Server 1000 (CS 1000) Release 5.0**
 - MPLR24673
 5. **Communication Server 1000 (CS 1000) Release 5.5**
 - MPLR24673
 - MPLR26727 (when Signaling Server is present)
 6. **Communication Server 1000 (CS 1000) Release 6.0**
 - MPLR30461

7. Communications Server 1000 (CS 1000) Release 7.0

- MPLR30461

6.10.1 Limitations

- **Random channels are remote off duty on CP reboot.** Occasionally when CallPilot is rebooted, Access channels do not come online and show state of remote off duty. This is an intermittent issue. Refer to CR # Q01798216.

Workaround: Reboot the CallPilot system, or apply Service Update 6 (SU06) or later wherein this issue is not reproducible.

- **Remove capability on CallPilot to disable/enable access links.** In CallPilot 5.0, the ability to enable and disable Access channels using the CallPilot Manager has been removed due to the fact that it did not function as expected. The associated option was under CallPilot Manager/Maintenance/Channel Monitor. Refer to CR # Q01131373 and Q01522547.

Workaround: Access channels can still be disabled/enabled on the CCMS server.

6.11 My CallPilot and Desktop Messaging

6.11.1 MWI Icon in system tray

- In order to receive full functionality, the MWI icon must be connected to a CallPilot 5.0 server. If logged into a 4.0 or earlier server, only partial functionality will be provided.

6.11.2 Features that require a 5.0 server (Backward compatibility limitations)

- The following features require a 5.0 CallPilot Server:
 - Update Existing Outlook Contacts,
 - New Check Names Capability,
 - Spell Checker, Mark Messages as unread,
 - My CallPilot URL Update,
 - Ping on Startup, Text Capability COS,
 - Access to Lotus Notes Public Address Book COS,
 - Printing Desktop Client COS settings.
 - Desktop Link to Greetings
 - Desktop Link to Configure MFR requires a 5.0 CallPilot server and 5.0 My CallPilot server
 - Geographic Redundancy (requires SU09 or later on server; desktop client 5.00.41.141 or later; and My CallPilot 5.00.41.141 or later hosted from a customer-provided web-server).

6.11.3 Desktop Messaging / “Evaluation” seats

- CallPilot provides ten (10) Unified Messaging “Evaluation” licenses. If the system keycode shows 0 desktop messaging licenses, the system will allow for configuring up to 10 mailboxes with the desktop messaging capability, enabling deployment and evaluation of either Desktop Messaging groupware integration and/or My CallPilot web interface (w/ access to messages).

If the system keycode shows 0 seat licenses, and prohibits configuring this capability on a mailbox, ensure the 10 “evaluation” licenses haven’t been deployed elsewhere. If no other mailboxes are configured with the functionality, ensure Service Update 5 (SU05) with PEP CP500S05G17S or SU06 and later are applied. Refer to CR # Q01922706.

6.11.4 Desktop Messaging / Outlook Message Store

- The first time that CallPilot 5.0 desktop is installed and run on a client desktop running Microsoft Outlook, the user will be presented with the option to select their message store in Outlook. The options presented are a separate CallPilot messaging store folder or the Outlook email message store folder. If Outlook email message store is selected, the CallPilot message store folder is displayed in Outlook even though the email folder was selected. Messages are not directed to this CallPilot. To remove the CallPilot message store folder from Outlook, exit and re-run Outlook and the CallPilot message store folder will not be displayed.
 - This procedure only needs to be executed once. Future execution of the desktop client will not have the CallPilot message store folder visible. This behavior is a Microsoft Outlook limitation.

6.11.5 My CallPilot / Browser Support

- **Firefox Browser support on Windows**
 - My CallPilot 5.0 supports the Firefox browser on the Windows OS. The embedded CallPilot audio player will not be available in this browser
- **Safari Browser support on Mac OS X**
 - No CallPilot fax driver or CallPilot Audio Player is provided. Users can use the QuickTime Player to listen to WAV audio attachments
- **Mozilla Browser support on Linux**
 - No CallPilot fax driver or CallPilot Audio Player is provided. Users can use the QuickTime Player to listen to WAV audio attachments
- **Microsoft Internet Explorer 9**
 - Requires “Compatibility View” be turned on. Use the following steps:
 - Launch Internet Explorer 9
 - Within the “Address” bar, click the “Compatibility View” button

6.11.6 My CallPilot / Windows 2008 x64 bit compatibility

- In order to run 32-bit web applications on Windows Server 2008 x64-bit, you should manually enable 32-bit applications (My CallPilot) using the IIS Manager Utility. To do this, perform the following steps:
 1. Log into your customer-provided web-server
 2. Open IIS Manager by clicking your Windows Start button and entering “inetmgr” into the search box and pressing <Enter>.
 3. On the Connections pane, expand the server node and click “Application Pools”.
 4. Right click on “DefaultAppPool” and select “Advanced Settings...”
 5. Change “Enable 32-bit Application” to True.
 6. Click “OK” to finish.

6.11.7 My CallPilot and Desktop / Callback DN used for Call Sender

My CallPilot and Desktop use mailbox callback DN 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.

6.11.8 Outlook

- Adding / Updating recipients to contact list fails to update recipient in original message under the following condition:
 - CallPilot Message resides in MS Outlook Exchange InBox
 - User is running MS Outlook 2002 / XP

(This is likely a bug with MS Outlook as MS Outlook 2003 works properly)

6.11.9 GroupWise

- GroupWise 7.0 (3/30/2006) client release does not support the CallPilot address book from CallPilot Desktop client. Novell confirmed that this is a GroupWise client problem and it was fixed in GroupWise 7.01. Development has confirmed that this issue is indeed fixed in the GroupWise 7.01 release.

6.11.10 CPWipe Enhancement (For desktop only)

If Desktop installation is used under multiple user accounts on a single PC every one of them will have user-specific Desktop settings saved within their accounts. During Desktop un-installation those setting will be removed only from user who installed Desktop in the first place, leaving all other users unchanged. This is standard behavior which allows seamless re-enabling of Desktop in case of later installation on the same PC. If this is considered as some sort of security flaw, administrator can use a special “CPWipe” utility (distributed with Desktop) to remove user-specific leftovers after Desktop was un-installed from the system. It can be used in two modes: automated and manual.

- Manual mode is pretty straight: login under target user account and launch cpwipe.exe, a pop-up message will appear, asking if you want to remove all setting (press “Yes” to remove). There is a special option which allows silent mode to be enabled for this utility: type “cpwipe.exe –silent” in command line. Using this option it’s possible for administrators to run this utility for multiple users with some kind of script.
- Automated CPWipe mode is a complicated one: it was designed primarily not to remove leftovers, but to reset settings for every Desktop user on Desktop re-install/upgrade. It will only be activated when a user logs into system next to Desktop re-install/upgrade, this implying that all sensitive data will not be removed till that time. To enable Automated CPWipe feature administrator must prepare a customized installer (please refer to NTP for more details). In the created ‘setup.ini’ file you should change CPWIPE_ACTIVE property value to “1”. When administrator will installs such a customized installation on a target PC, every user that will use Desktop with Outlook or GroupWise must use “Add CallPilot to Default Mail Profile” shortcut (located in Nortel - > CallPilot Desktop Messaging) before using Desktop for first or there will be no Desktop controls in groupware client. NOTE: Automated CPWipe is re-armed every time Desktop is “upgraded” or “repaired” with a new property enabled (in “setup.ini” file), wiping all users setting on subsequent login. This is not happening in “Modify” mode.

CPWipe limitations:

- CPWipe feature is designed to work with Desktop at least version 5.0. It works during Desktop 5.0 version upgrade to another 5.0 sub-version. It does not work during Desktop upgrade from version earlier than 5.0.
- Automated CPWipe feature is relying on MWI Icon component in order to be activated. If MWI Icon shortcut is removed from startup menu then Automated CPWipe feature will not work.
- CPWipe was not designed to remove CallPilot messages from user mailbox; it only removes user-specific settings and files for current user.

6.12 Shared Telephone/Dorm Room

6.12.1 Limitations

- With dual language prompting, if the Shared DN System Greeting is recorded in both (primary & secondary) languages, the customized greeting is played only in the primary language, and the default “No one is available” Is played for the 2nd language.
- For users that shared a DN, they cannot use the “#” as the mailbox number during login. The system used to use the calling DN to find the mailbox, but now, there is no way to determine to the mailbox number as there will be more than one (1) mailbox found.
Workaround: Enter the mailbox number.

6.13 Remote Access

- Avaya has tested with and reports compatibility with the following remote-control applications for use with CallPilot 5.0 systems:
 - Symantec pcAnywhere
 - Microsoft Remote Desktop Connection (RDC)
 - Refer to product bulletin P-2005-0026-Global for details.
 - WebEx
 - Refer to product bulletin P-2007-0062-Global. See “Known Problems” section for issues with co-existence of WebEx and pcAnywhere.
 - LogMeIn Rescue
 - RealVNC 4.1
 - per wi00677884, last tested version was VNC Free Edition 4.1.3.
- When logged in through Microsoft RDC remote desktop you **must** be connected to the root console to use any CallPilot tools (e.g. installing PEPs, accessing Support Tools, etc). This requires using “Method-1/Private” (connecting to IP address with “/console” suffix) or if using “Method-2/Shared” by running the ‘shadow 0’ command after logging in.

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>.
- RDC is known to potentially disrupt ELAN communications activity between CallPilot and the switch, causing possible dropped calls or RNA conditions. This is a known issue with Microsoft, without any estimated time of resolution. It’s exhibited primarily on lower-bandwidth connections and with lower-CPU capable systems (201i IPE). RDC may still be used for remote maintenance, but is at the customer’s own risk.

6.14 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.
- Reporter has a limitation when selecting start and end times to generate reports. The report start time should be on the full hour but the end time is not critical, as long as it is after the end of the time period that the report is requested. If the start time is not on the full hour (i.e. 1:00, 11:00), any events that occur from the start time to the next full hour will be missed. This is a legacy issue and also occurs in previous versions of CallPilot.

Example 1: assume you want to report on events from 2:02pm to 3:45pm. Any events occurring between these 2 times will not be reported in your report(s). To successfully report between these 2 times, you must enter 2:00pm to 3:45pm.

Example 2: assume that you want to report on events from 12:15pm to 3:25pm. Any events occurring between 12:15pm and 1:00pm will be missed. Any events occurring from 1:00pm and 3:25pm will be displayed.

- CallPilot 5.0 has introduced a Reporter Database Backup tool. This tool is a standalone tool that is installed with Reporter that allows customers to backup their Reporter yellow database. Due to CallPilot's architecture of operational measurements (OM) capture and Reporter, there are some rules and constraints around restoring this backup data.

The backup tool may be used at anytime to perform a backup. Transactions may still be active on the database (i.e. pegging from CallPilot) and a backup initiated. The limitations are with respect to restoring your data. The key to what is supported is that restoration of the data must be completed before logging into the Reporter system. When you restore your data, vital connection information to the CallPilot servers is also restored and then re-used upon login. If you login and then restore your data, the restore brings back the old login information to the CallPilot server, while the CallPilot server now has new login information, and the systems will not allow any pegging of OM data or reporting.

To further clarify the supported procedures, the following tested scenarios have been included;

1. Restore after system is recovered without a logout and erase having been performed and no login performed prior to restore.
 - a. Perform backup
 - b. Uninstall reporter and ensure yellow database is not present on system
 - c. Install reporter (**Do not log in to system**)
 - d. Restore data
 - e. Log in and connect to system
 - f. Ensure connection is established
 - g. Run a report to ensure restored data is available

2. Restore after system is recovered with a logout and erase having been performed after backup and no login performed prior to restore.
 - a. Perform backup
 - b. Perform logout and erase
 - c. Uninstall reporter and ensure yellow database is not present on system
 - d. Install reporter (**Do not log in to system**)
 - e. Restore data
 - f. Log in and connect to system
 - g. Ensure connection is established
 - h. Run a report to ensure restored data is available
3. Restore without system recovery without logout and erase having been performed after backup.
 - a. Perform backup
 - b. Restore data
 - c. Log in and connect to system
 - d. Ensure connection is established
 - e. Run a report to ensure restored data is available
4. Restore without system recovery with logout and erase having been performed after backup.
 - a. Perform backup
 - b. Perform logout and erase
 - c. Restore data
 - d. Log in and connect to system
 - e. Ensure connection is established
 - f. Run a report to ensure restored data is available

Included below are **unsupported** scenarios of restoring Reporter data from the yellow database. These procedures will **not** successfully restore your data and will leave your system without any OM data. These are listed for customers to better understand these described limitations.

1. Restore after system is recovered without a logout and erase having been performed and login is performed prior to restore.
 - a. Perform backup
 - b. Uninstall reporter and ensure yellow database is not present on system
 - c. Install reporter
 - d. Log in to system to create new system id
 - e. Restore data
 - f. Log in and connect to system
 - g. Ensure connection is established
 - h. **The data will not be available**

2. Restore after system is recovered with a logout and erase having been performed after backup and login is performed prior to restore.
 - a. Perform backup
 - b. Perform logout and erase
 - c. Uninstall reporter and ensure yellow database is not present on system
 - d. Install reporter
 - e. Log in to system to create new system id
 - f. Restore data
 - g. Log in and connect to system
 - h. Ensure connection is established
 - i. **The data will not be available**
- If you upgrade your Reporter software to a later version, then you must create a new backup of your Reporter data. Changes to the database architecture may have occurred in the new version of the software, which may render your previous backup inoperable.
 - Do not use a Reporter backup created on a previous version of the Reporter software. Changes to the database architecture may have occurred in the new version of the software, which may render your previous backup inoperable.

6.15 Message Forwarding Rules

6.15.1 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:



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.

6.15.2 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.

6.16 Geographic Redundancy

6.16.1 CallPilot GR with Contact Center Integration - No Automatic Failover for voice services (IVR and ACCESS)

- CallPilot and Contact Center integration require communications between applications themselves as well as the switch, utilizing both the ELAN and CLAN. Both CallPilot and Contact Center are configured with a single static IP address of the other application. Additionally, Contact Center is configured to acquire CallPilot “resources” (channels) to use when scripted call processing events occur.

When a CallPilot that is providing voice services for Contact Center being taken offline or fails, there is no automatic failover of those voice services as Contact Center doesn’t know of the “paired” system’s IP address or resources.

If both CallPilot servers within a GR pair and the Contact Center Management server are on the same switch, if the “active” system is taken offline, manual intervention is required within the CCMS server to transition to the second CallPilot server and it’s resources.

Evolution of CallPilot/Contact Center integration in a GR configuration is under consideration for future updates.

6.16.2 CallPilot GR with My CallPilot

- My CallPilot version 5.00.41.141 (or later) offer automatic failover from system-X to system-Y for users of the service, but only when My CallPilot is installed on a customer-provided web-server.

6.16.3 CallPilot GR and Desktop Messaging

- CallPilot GR requires use of Desktop Messaging client 5.00.41.141 (or later) for automatic failover of desktop messaging functionality. If earlier versions of the client are used when GR is configured, no failover of desktop messaging will occur if the primary system is offline.

6.16.4 High Availability and Geographic Redundancy are mutually exclusive.

- CallPilot servers with the High Availability feature (paired 1005r or 1006r servers with EMC AutoStart software) cannot also apply Geographic Redundancy. Only one “resiliency” feature is permitted at any given time.

6.16.5 User Restore can fail after running GR rebuild

- An administrator may receive errors on restoring users from user-archive after running GR Rebuild procedure on the same server. Refer to wi00833774.

Workaround: To restore users from user archive, administrator should delete existings users that would cause errors.

6.16.6 GR and system administration

- For CallPilot servers with the Geographic Redundancy feature enabled, it's important to ensure that when database changes occur which directly affect mailboxes on one system, they also occur on the GR partner server. For example, if a new Mailbox Class Class, Shared Distribution List, or Restriction/Permission List is added to one server, it should also be added to the GR partner server so that synchronization can occur properly. Refer to wi00844148 and wi00888922.
- If unsure, use the "GR Comparison Diagnostic" which will simplify identification of inconsistencies in the settings within CallPilot that could negatively impact GR synchronization.

6.16.7 GR and RN - potential data loss

- If upgrading from CP5.0 SU07 a potential problem has been identified that, if experienced may result in a situation where all Remote Notification targets are lost after upgrading to a future Service Updates including, but not limited to SU08 & SU09. If this issue has already occurred then nothing can be done and all Remote Notification targets must be input manually. If not already upgraded, please avoid manual uninstallation of CP5.0 SU07 suite of PEPs. Instead please always launch the future Service Update installer so that SU07 and corresponding PEPs are removed automatically. Refer to wi00838251.

6.16.8 GR and CallPilot "Busy Line" notification

- Due to a limitation in the way a caller is forwarded to the second CallPilot server when the first CallPilot server's CDN is in default mode, the initial CallPilot prompt may not be accurate if the user's mailbox has the "Callers notified of busy line" checkbox enabled.

In this scenario, the caller will always hear the prompt "The person at extension XXXX is on the phone" prior to the user's greeting even though the user may not be on the phone at the time of the call.. Refer to wi00963447.

6.16.9 GR does not sync users who are Temporary Remote Users on partner

- CallPilot Geographic Redundancy (GR) does not synchronize users if the same users are present on the GR partner as "Temporary Remote Users" (TRUs). Refer to wi00978929.

Workaround: To resync users, administrator should delete existing TRUs from the GR partner.

7 Procedures

This section describes any key steps or last minute changes to the upgrade procedure for CallPilot 5.0. To ensure a smooth upgrade to CallPilot, it is imperative that you review all of the information contained in this section.

7.1 Upgrade Guide

Before upgrading your system, make sure that you have the latest copy of the Upgrade Guide NTP, available for download from the Avaya Partner and/or Support Portal websites. Use the following direct link to the CallPilot page: <https://support.avaya.com/css/Products/P0712>

7.2 Upgrade Wizard

When upgrading a system to 5.0, you must run the Upgrade Wizard on your current system to ensure that your current hardware and data is valid to upgrade to CallPilot 5.0. *Failure to run the upgrade wizard may result in a failure in the upgrade process or an unstable system.*

Retrieve the latest Upgrade Wizard from the Enterprise Solutions PEP Library (ESPL) using PEP ID “CP500_UpgradeWizard_v167” (or later) or by searching using the following parameters:

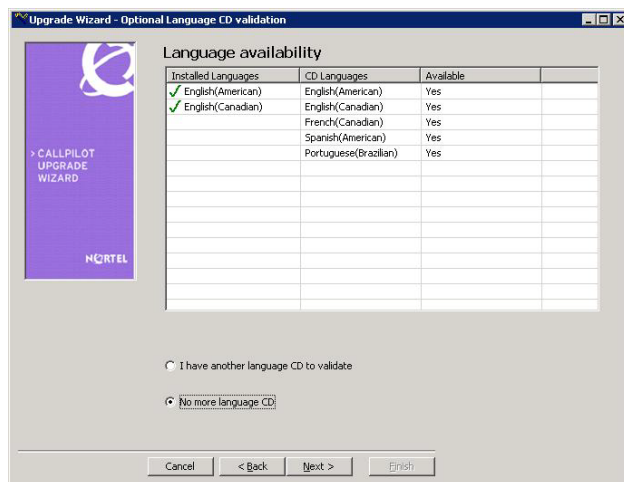
- Product = [CallPilot](#)
- Platform = [Server](#)
- Release = [5.00.41](#)
- Status = [Released](#)

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

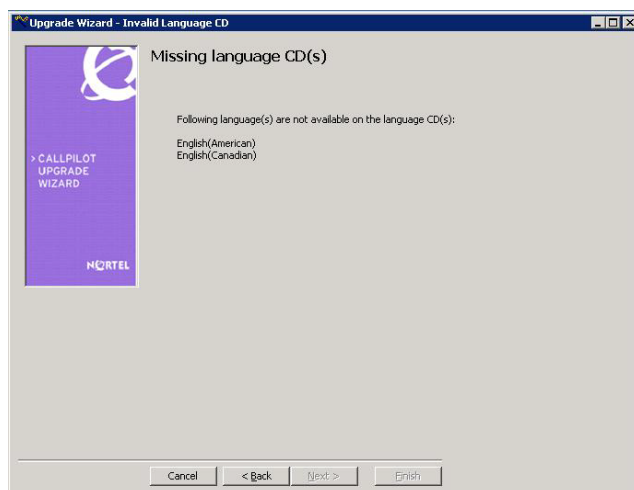
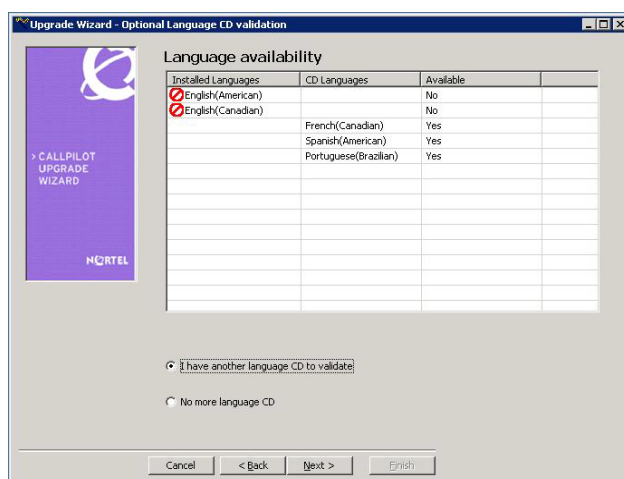
7.2.1 Language Validation

New functionality was added into the Upgrade Wizard that provides optional validation of the CallPilot 5.0 language CDs plus display currently installed languages. With Upgrade Wizard version 05.00.41.26 and later, if language CD validation is selected, an interactive check of one (1) or more language CDs is possible. Once complete, the list of languages available on all validated CDs is displayed in a table, plus the currently installed languages on the system.

If currently installed languages are missing from the tested language CDs, a Missing Language window is displayed. An example of the currently installed languages being available on the languages CDs being tested is as follows;



An example of currently installed languages being unavailable on the language CDs being tested is as follows (2 screens);



7.3 RAID Updates and the Upgrade Wizard

Prior to Upgrade Wizard 5.00.41.61 (released with SU06), 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 except when doing a platform migration to 1005r or 1006r. This will ensure that you can safely boot from the old CallPilot 2.02/2.5 side of the RAID in the event that you must back out of the 2.02/2.5 → 5.0 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 Enterprise Solutions PEP Library (ESPL) using PEP ID “CP40_RAIDUpgrade” or by searching using the following parameters:

- Product = [CallPilot](#)
- Platform = [Server](#)
- Release = [4.04.04](#)
- Status = [Released](#)

Workaround: Use Upgrade Wizard 5.00.41.61 (or later), or perform the RAID software update on the originating system.

Note: Future versions of the Upgrade Wizard will eliminate this confusion and read similar to:

The wizard has detected the RAID subsystem (RAID driver 6.45.2.32) does not meet the minimum requirements in order to run CallPilot 5.0. You must update the RAID subsystem so that it meets the minimum requirements before you can complete the upgrade. Disregard this warning in cases where you are performing a platform migration.

7.4 Setup Wizard and Config Wizard

The Setup Wizard 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.

7.5 Subscriber Manager and CallPilot inter-opt for pass-thru provisioning

7.5.1 Adding a CallPilot Messaging element in UCM

The following steps outline adding an external CallPilot Messaging Element in UCM (only supported when Subscriber Manager is deployed).

1. Log on to UCM as an administrator.
2. In the navigation tree, click Network, Elements. The Elements Web page appears.

3. Click Add. The Add New Element page appears.
4. In the Name field, type the element name. The name must be between 1 to 256 characters in length.
5. In the optional Description field, type a description.
6. Select CallPilot Messaging in the Type list.
7. Click Next. The Add New Element Web page appears for the element.
8. Configure the following CallPilot element types:
 - a. CallPilot Manager address: The address for the CallPilot Manager. This field must be a valid IP address or FQDN.
 - b. CallPilot server address: The address of the CallPilot Server. This field must be a valid IP address or FQDN.
 - c. Administrator mailbox number: The Mailbox number to use when communicating with the CallPilot. CallPilot requires the mailbox number to be from 3- to 18 digits in length; however, the element definition does not enforce this restriction.
 - d. Administrator password: The password to use when communicating with the CallPilot. Although CallPilot requires the password to be 4- to 16-digits, the element definition does not enforce this restriction.
9. Click Save. The Elements Web page appears and the new element appears in the list.

7.5.2 Adding a CallPilot certificate to UCM

The Web browser cannot prompt a user to accept a certificate when communicating internally between UCM and CallPilot because CallPilot is not integrated in the UCM security framework.

Use the following procedure to manually add the CallPilot certificate.

1. In the Internet Explorer Web browser, type `https://<CallPilot IP>/cpmgr`. Where `<CallPilot IP>` is the IP or FQDN of the CallPilot Manager requiring the certificate.
2. Click View Certificate when prompted with the Security Alert dialog box. The Certificate properties window appears.
3. Select the Details tab and click Copy to File. The Certificate export Wizard window appears.
4. Select the Base-64 encoded X.509 (.CER) option and click Next. Type a directory and file name for the certificate and click Next.
5. Click Finish to exit the Certificate Export Wizard.
6. In the navigation tree, click Security, Certificates. The Certificate Management Web page appears.
7. Click the option next to the endpoint for which you want to view the details. In this case, the UCM server.
8. In the Certificate Authorities section, click Add.
9. Open the .CER file from Step 5 in a text editor and copy the contents into the Add a CA to the Service dialog box and click Submit.
10. The CallPilot certificate is displayed in the Certificate Authorities table and all communication to the CallPilot is secured over SSL.

7.6 High Availability

Note: Avaya highly recommends updating all High Availability systems to EMC AutoStart version 5.3 / Service Pack 3 using PEP ID “EMC5.3.3”

7.6.1 Definition File Import Procedure

Note: This procedure is only required if the customer High Availability system is currently configured before installing the PEP. This should be in very few cases.

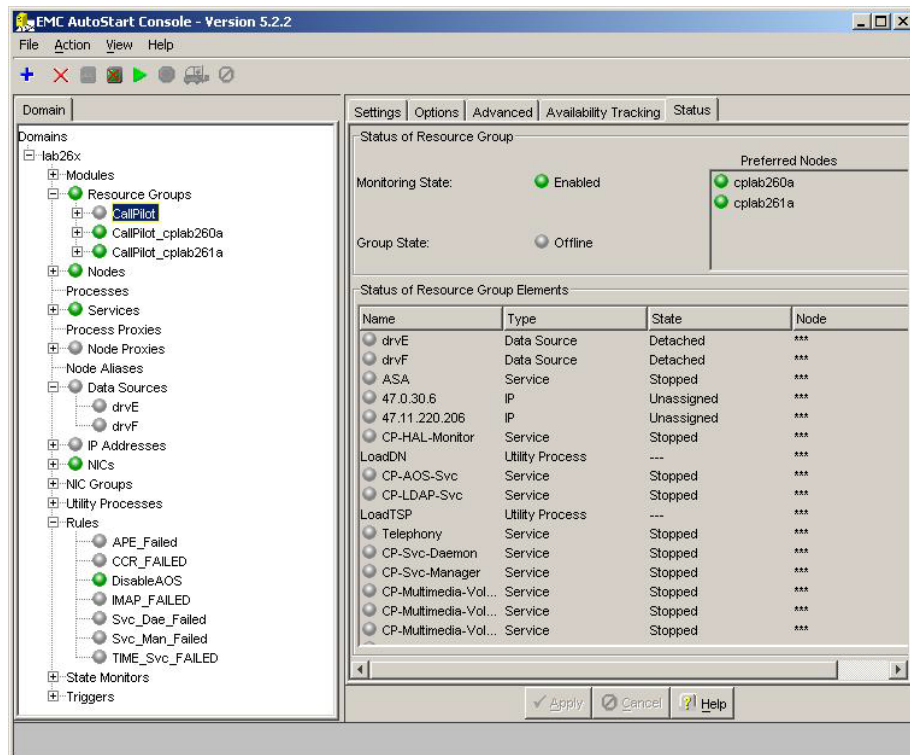
This procedure is to run the PEP, re-create the AutoStart Definition file by running the HA wizard:

(HighAvailabilityConfigurationWizard.exe under D:\Nortel\HA) and then re-import the new definition file (*.def under D:\Nortel\HA\ToolkitInstaller2.0) into the AutoStart console.

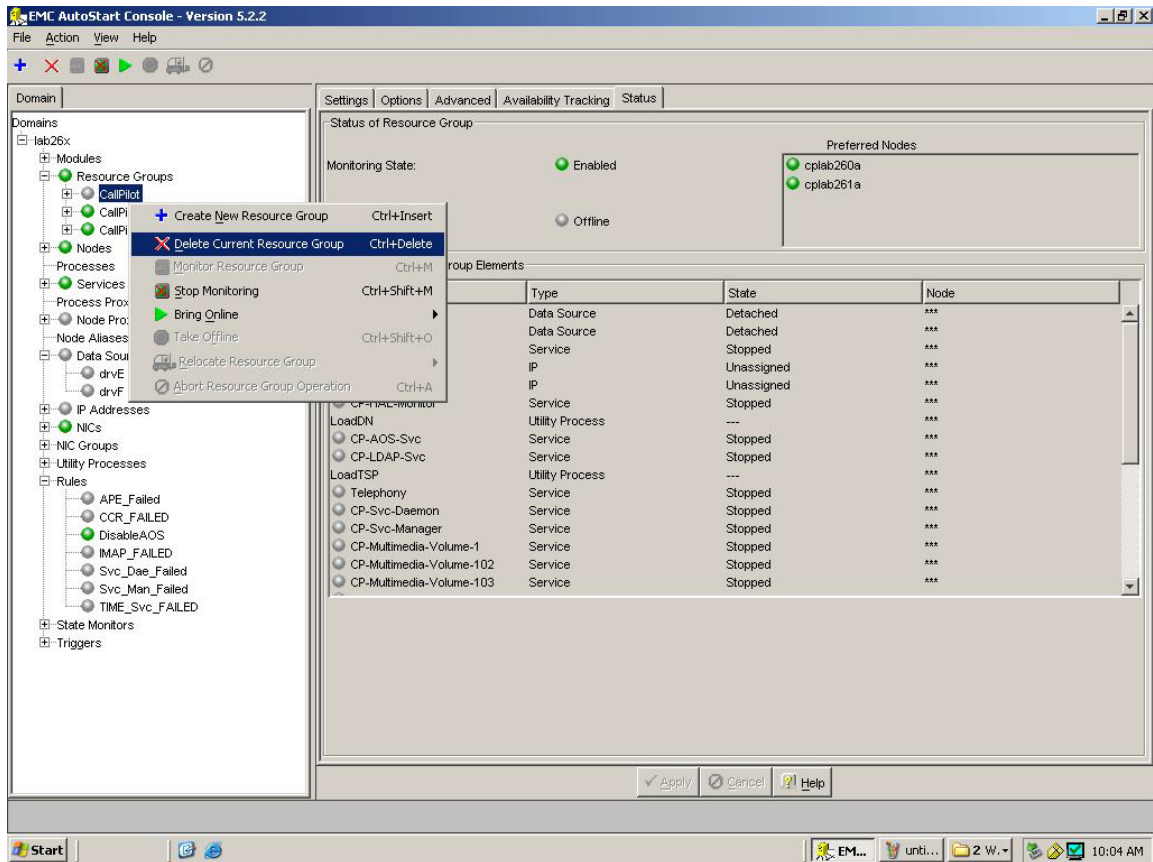
Once the PEP installations have taken place, this procedure must take place on the same CallPilot server which was used to run the HA wizard the first time as the other files created by the HA wizard. The PEP replaces the Definition Template file with the new parameters. If the wrong system is used, some of the original configuration will be lost.

Process

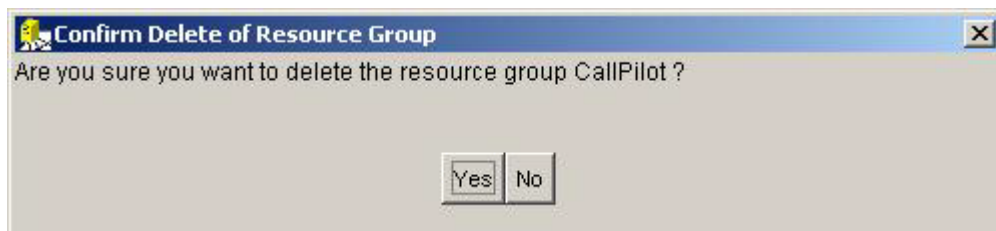
1. Apply the PEP to the HA servers according to the PEP installation procedure described in the CallPilot 5.0 High Availability NTP NN44200-311.
2. Open the AutoStart Console on the HA server which has the original definition file imported into AutoStart and take the resource group *CallPilot* offline if it is online.



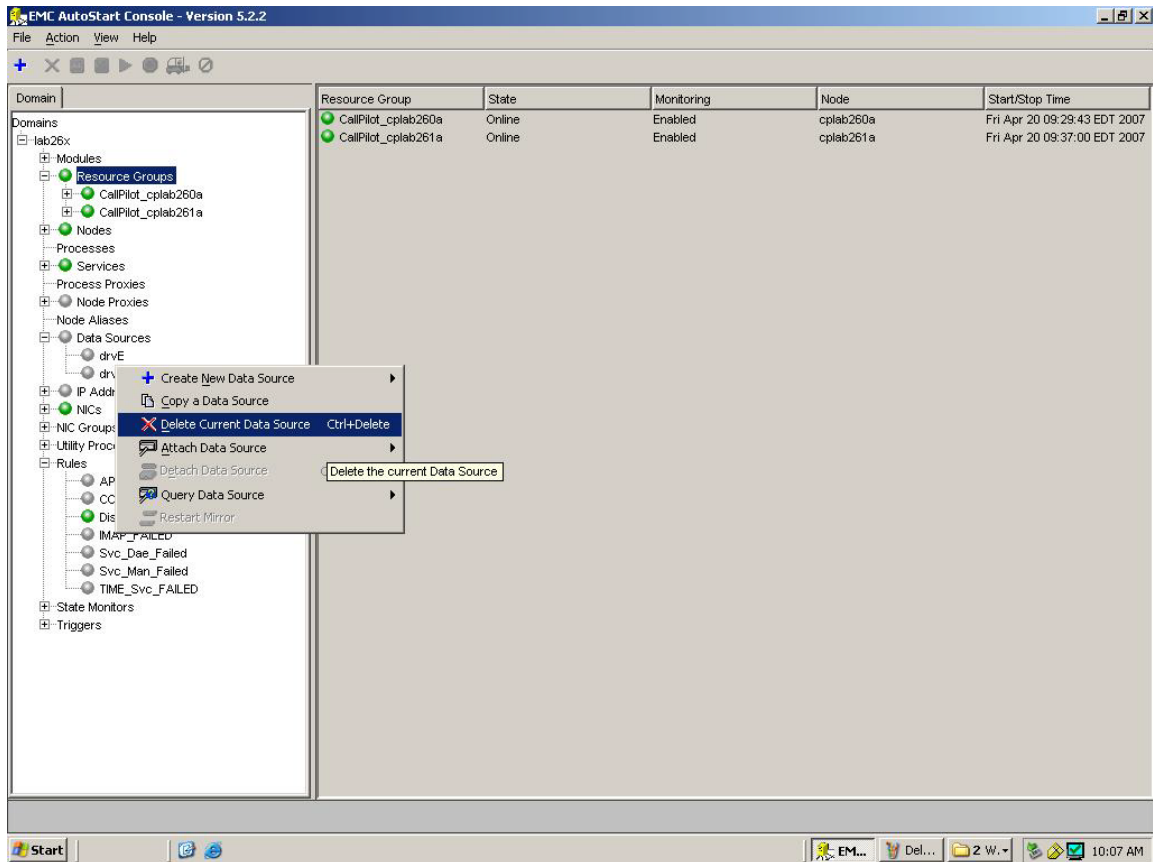
3. Expand **Resource Groups** on the left panel of the AutoStart Console, and right click the resource group **CallPilot** and then click **Delete Current Resource Group**.



4. Click the **Yes** button on the **Confirm Delete of Resource Group** window.



- Expand **Data Sources** on the left panel of the AutoStart Console, right click on **drvE** and then click **Delete Current Data Source**.

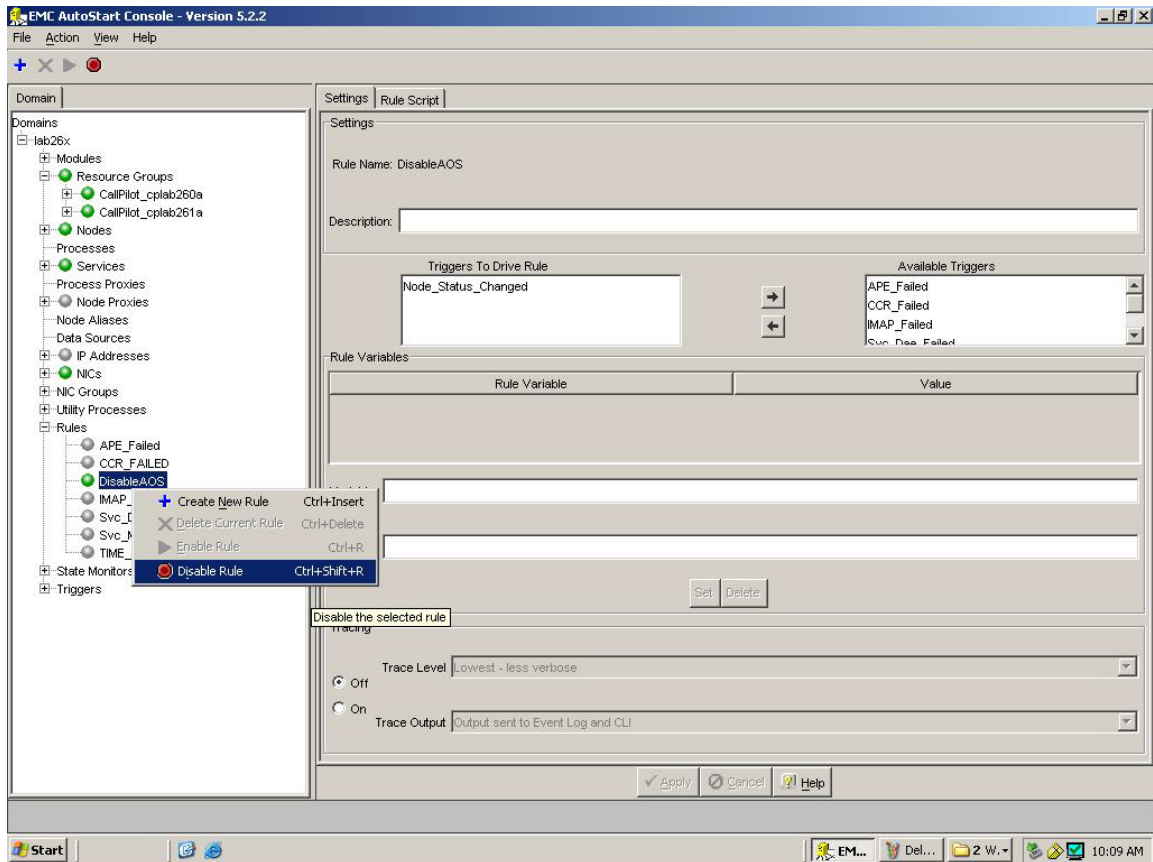


- Click the Yes button on the **Confirm Delete of Datasource** window.



- Repeat the step 4 and 5 on the data source **drvF** to delete drvF as well.

8. Expand **Rules** on the left panel of the AutoStart Console, right click **DisableAOS** and then click **Disable Rule** if the rule **Disable Rule** is enabled (in green).

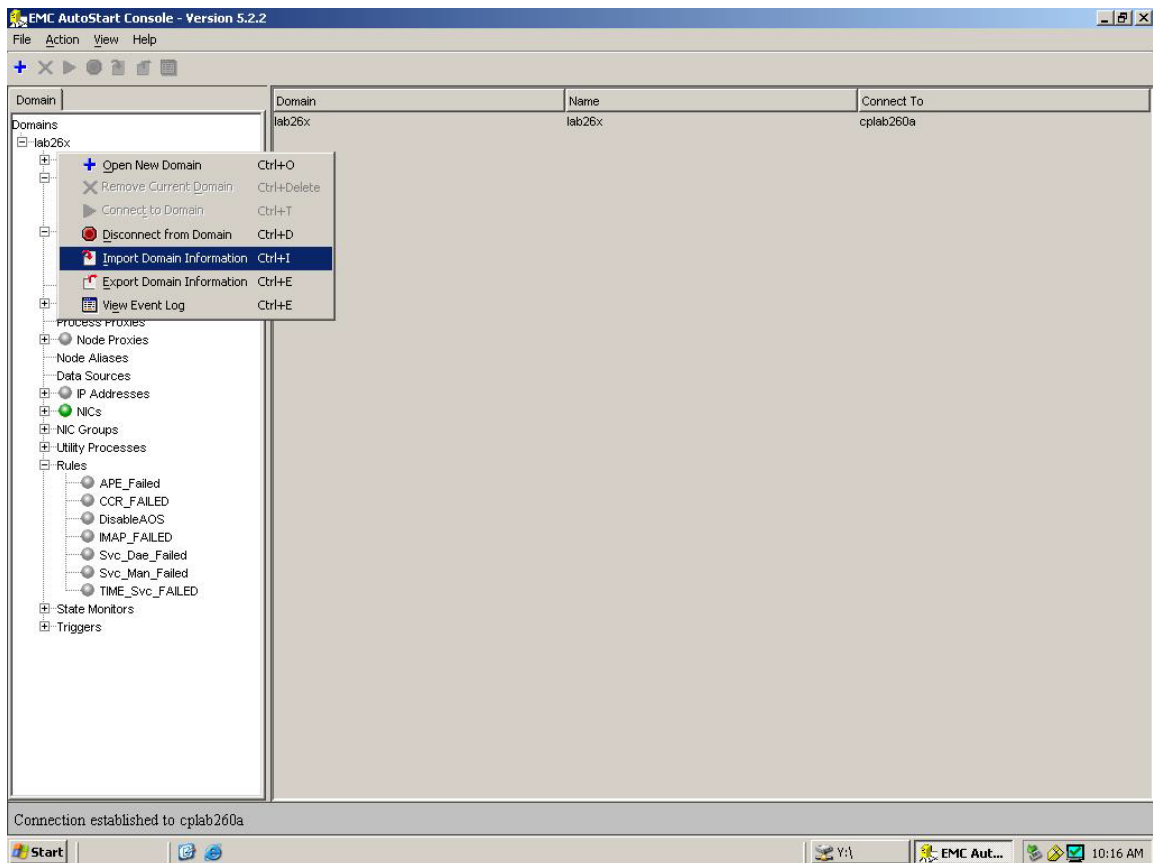


9. Click the **Yes** button on the **Confirm Disable of Rule** window.

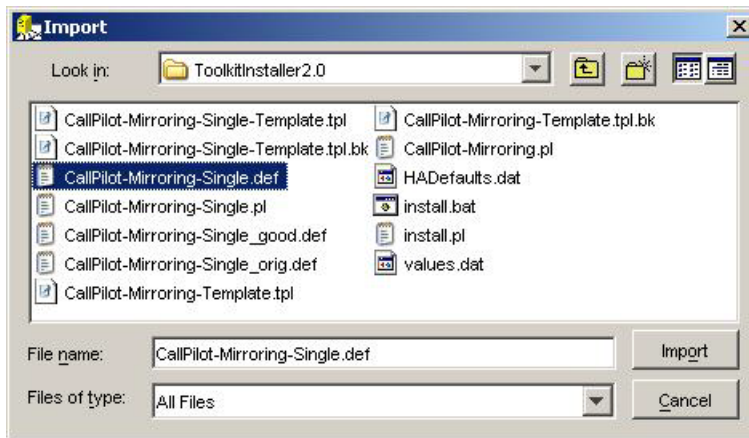


10. Launch HighavailabilityConfigurationWizard.exe under D:\Nortel\HA.
11. Click the **Reset** button on the GUI of the High Availability Configuration Wizard. **Note:** Don't close the GUI of the High Availability Configuration Wizard after this step. If you do close the wizard application, you will have to enter the data requested by the High Availability Configuration Wizard again.
12. Click the **Step 1: Get Node Information** button.
13. Click the **Step 2: Validate Node Information** button. The **Stage 1 Complete** window will show up if there is no error.
14. Click the **Ok** button on the **Stage 1 Complete** window.
15. Click the **Exit** button on the GUI of the High Availability Configuration Wizard.

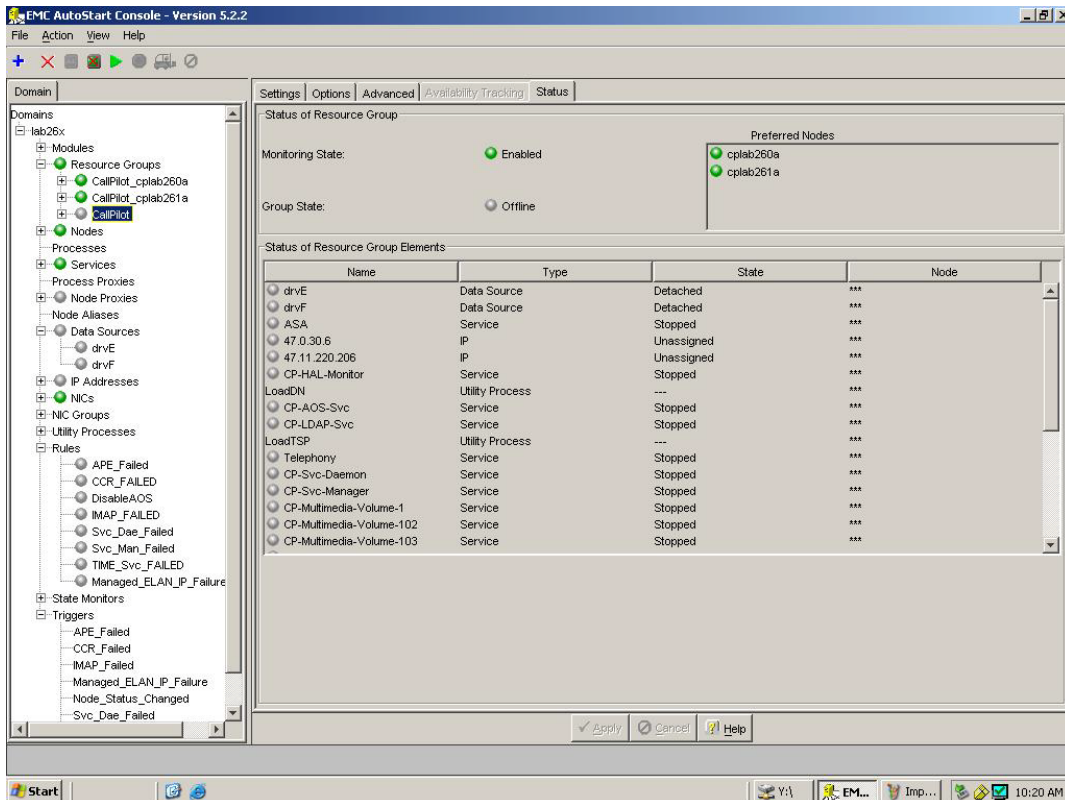
16. Click the **Yes** button on the **Confirm Exit Request** window.
17. Re-launch HighavailabilityConfigurationWizard.exe under D:\Nortel\HA.
18. Click the **Step 3: Generate Definition File** button.
19. Click the **Ok** button of the **Phase 2 Complete** window which will show you the definition file has been successfully generated.
20. Click the **Exit** button, and then click **Ok** button on the **Confirm Exit Request** window to exit the High Availability Configuration Wizard.
21. Open the AutoStart Console if it is open.
22. Right click the AutoStart Domain name (For example, lab26x on the screenshot below) on the top of the left panel of the AutoStart Console, and then click **Import Domain Information**.



23. Click the new definition file under D:\Nortel\HA\ToolkitInstaller2.0, and then click the **Import** button.



24. After clicking the Import button and waiting for around one minute, the importing will be succeeded if the Data Sources **drvE/ drvF** and the resource group **CallPilot** are created, and there is no error or warning message on the information bar at the bottom of the AutoStart Console. You should check the new item(s) or new setting(s) introduced by the new definition file if there is any, for example, the new trigger *Managed_ELAN_IP_Failure* and the new rule *Managed_ELAN_IP_Failure_Notif* are created.



25. Expand ***Utility Processes*** on the left panel of the AutoStart Console, and update the Login Info (Password, Domain name, and User name) on the Settings tab of each utility process under ***Utility Processes*** (**DisableAOS**, **KillServices**, **LoadDN**, **LoadTSP**, **UnloadTSP**, and **UnloadTSPOnStandbyServer**) by following the procedure **Add the Windows administrator password for the AutoStart UtilityProcesses** in Chapter 5 of CP5.0 HA NTP (NN44200-311).
26. Bring the resource group ***CallPilot*** online by following the procedure **Bring the Resource Groups online** in Chapter 5 of CallPilot 5.0 High Availability NTP (NN44200-311).

7.6.2 CallPilot Switch Ping Email Address Configuration

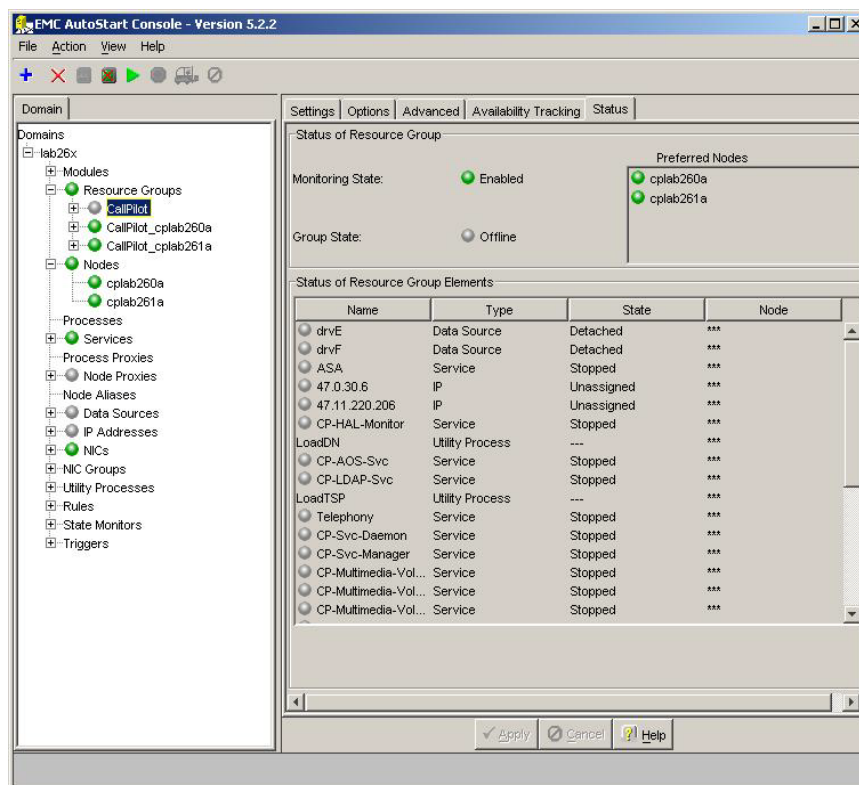
This procedure describes the configuration of one or more email addresses to whom email messages will be sent when a ping test from CallPilot to the switch fails. If no email accounts are manually configured, the trigger will still fire but no messages sent.

The email addresses are added into a script for the rule `Managed_ELAN_IP_Failure_Notif` so that AutoStart sends out email notification to administrator(s) when a path test failure occurs for the Managed ELAN IP.

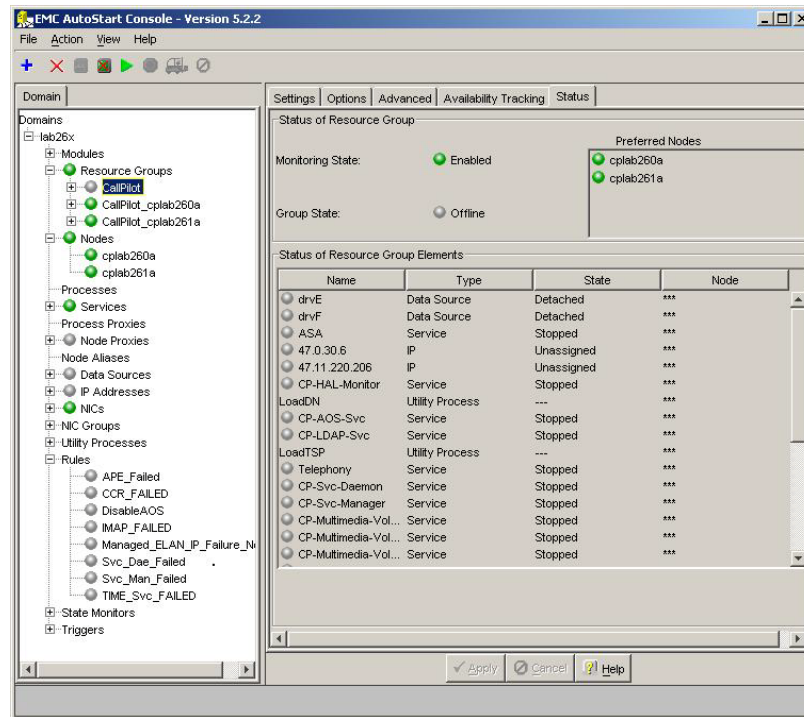
Customers may make this configuration update right after the NTP NN44200-311 procedure 'Add the Windows administrator password for the AutoStart Utility Processes' in the section 'Configure the AutoStart software' on page 109. This procedure may be executed during a fresh installation after importing the definition file created by the HA wizard, or afterwards on a configured running system.

The email message that will be sent to the email address is; 'Managed ELAN IP has failed a ping on the HA node CPServerX' where CPServerX is the active server name of the high availability pair.

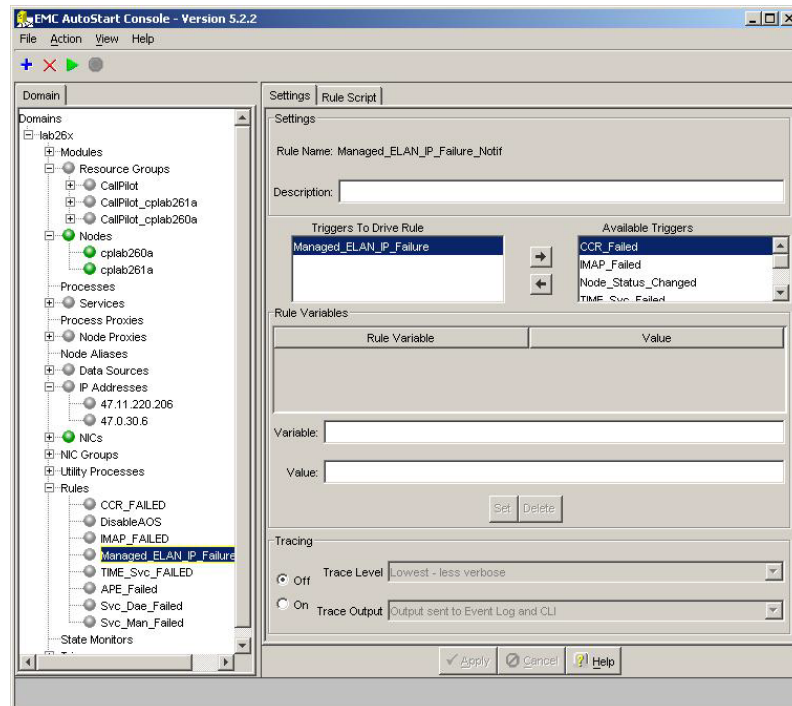
1. Make sure that the PEP has been installed on your CallPilot server following the PEP installation procedure described in the CallPilot 5.0 High Availability NTP NN44200-311.
2. Open AutoStart Console, and take the resource group CallPilot offline if it is currently online.



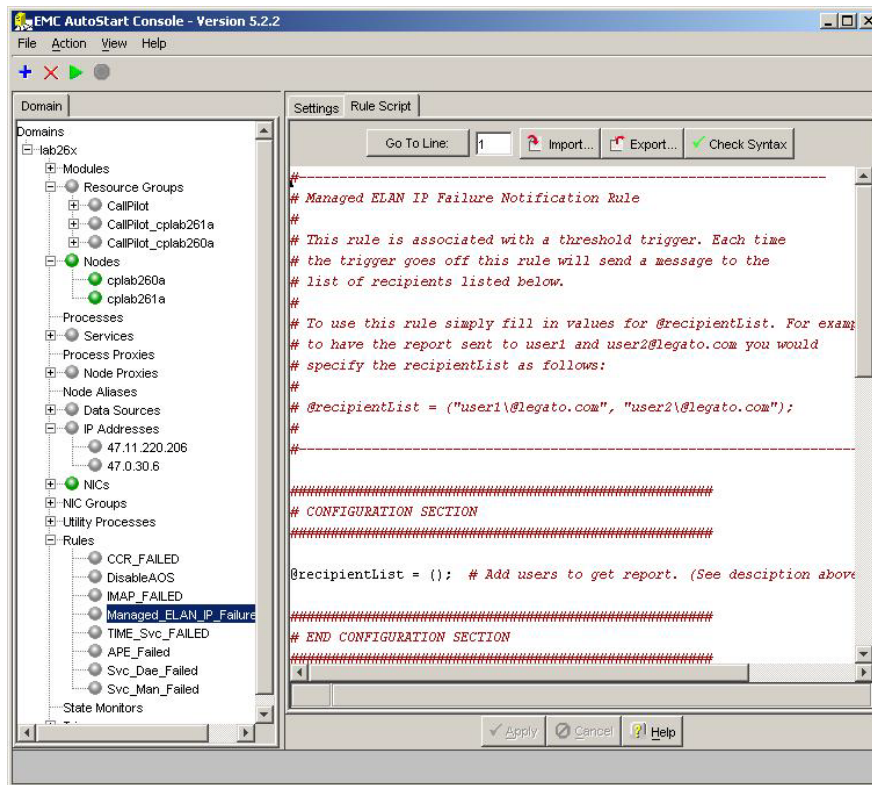
- Expand *Rules* on the Domain window (The left window of the AutoStart Console).



- Click the rule `Managed_ELAN_IP_Failure_Notif` and the window below will appear on the screen.

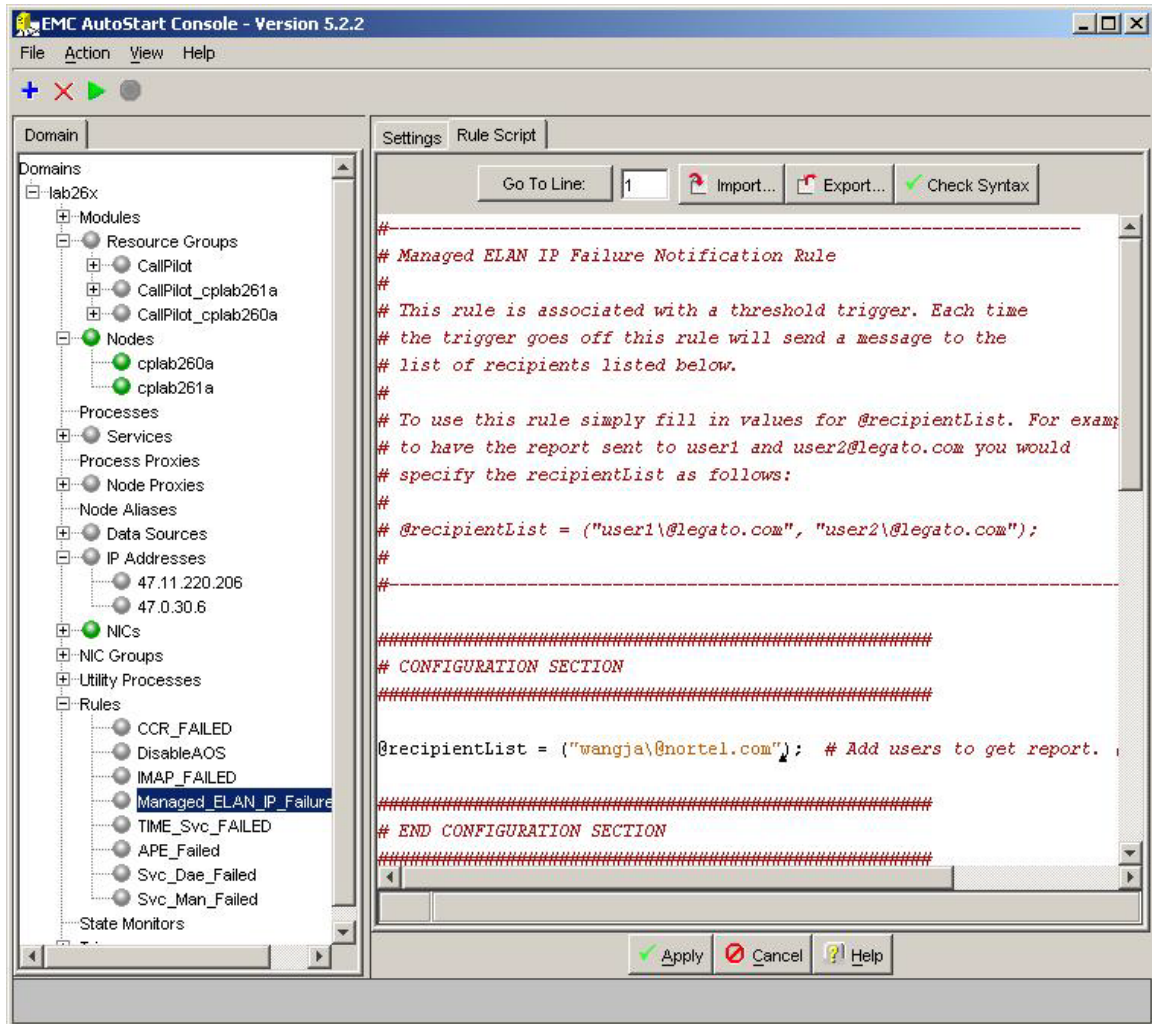


5. Click the *Rule Script* tab, and the rule's script will appear on the right window of the AutoStart Console.

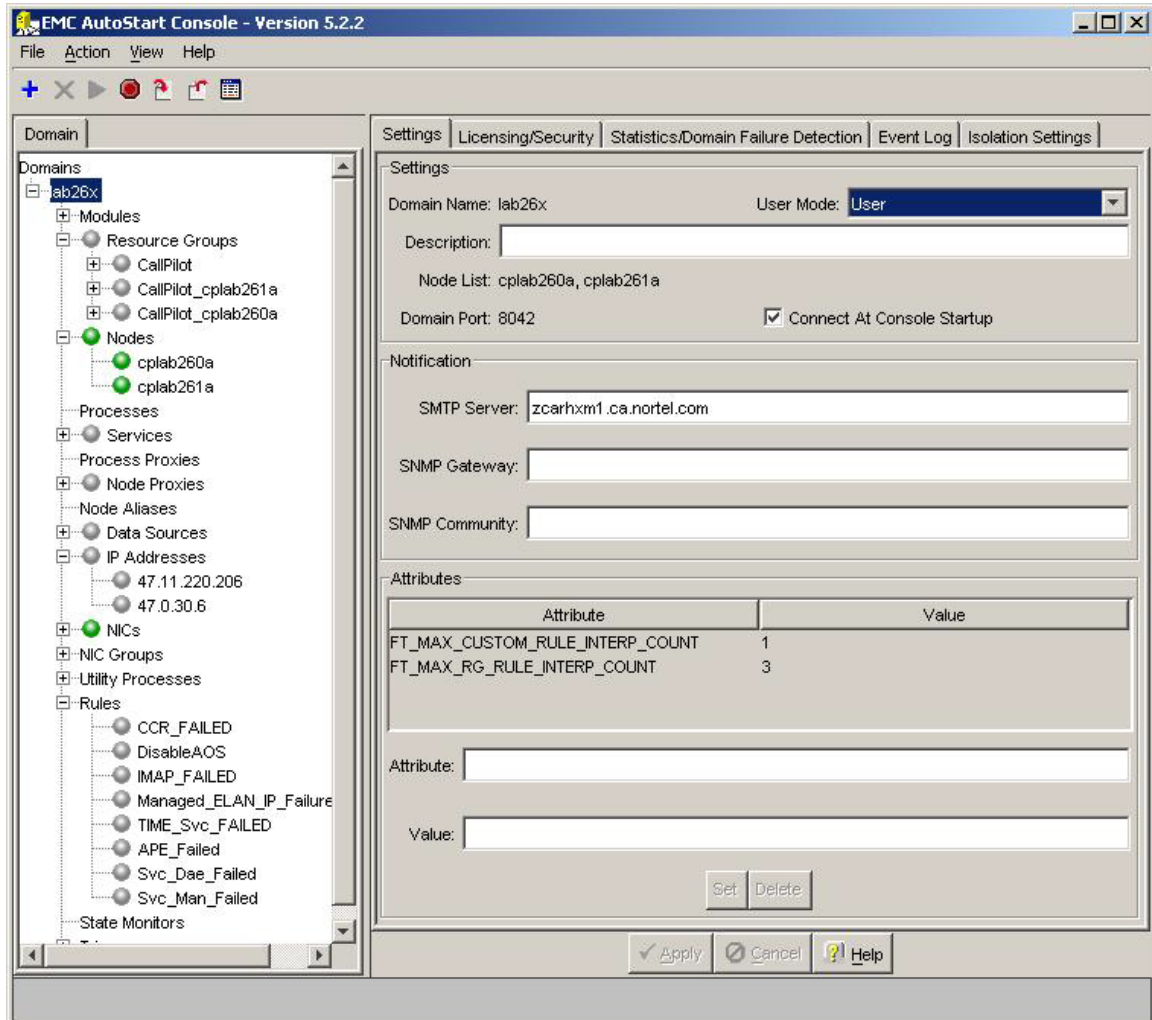


6. Add the recipient's email address into () of the recipientList in the script by following the required format of email address, and then click the Apply button.

Note: You have to add “\” before @ inside each email address. Multiple email addresses must be separated by commas.



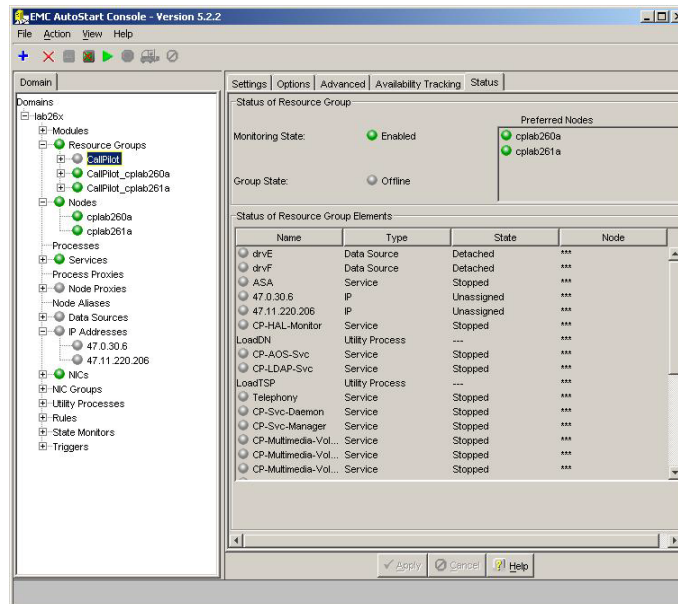
7. Bring the resource group CallPilot online if you took it offline at the beginning of this procedure, or you can continue the installation and configuration procedure in the CP5.0 HA NTP if this is a fresh installation.
8. You also have to configure the SMTP Server of Notification under the Settings tab of the AutoStart Domain on AutoStart Console, as shown in the following screenshot (Click your AutoStart Domain name on the left panel of the AutoStart Console, and then click the Settings tab on the right panel).



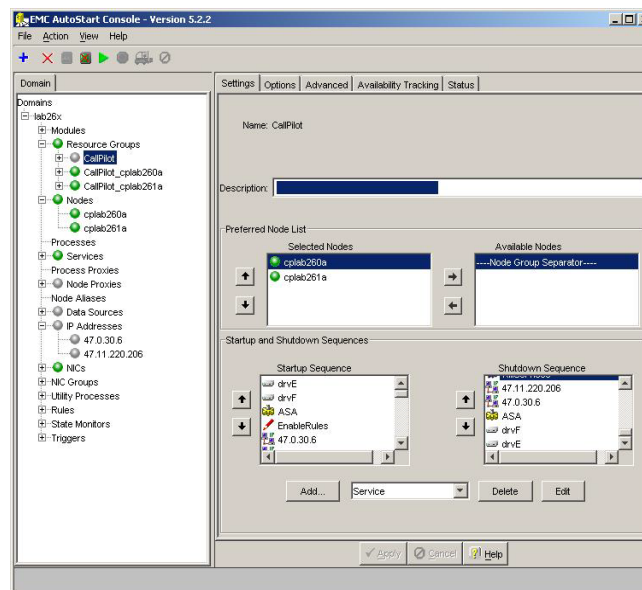
7.6.3 Enable HA Failover on Switch Ping Failure Procedure

By default the switch ping path test is disabled when the PEP is installed. This procedure describes the enabling of the rule. The process may also be used to disable the rule if enabled.

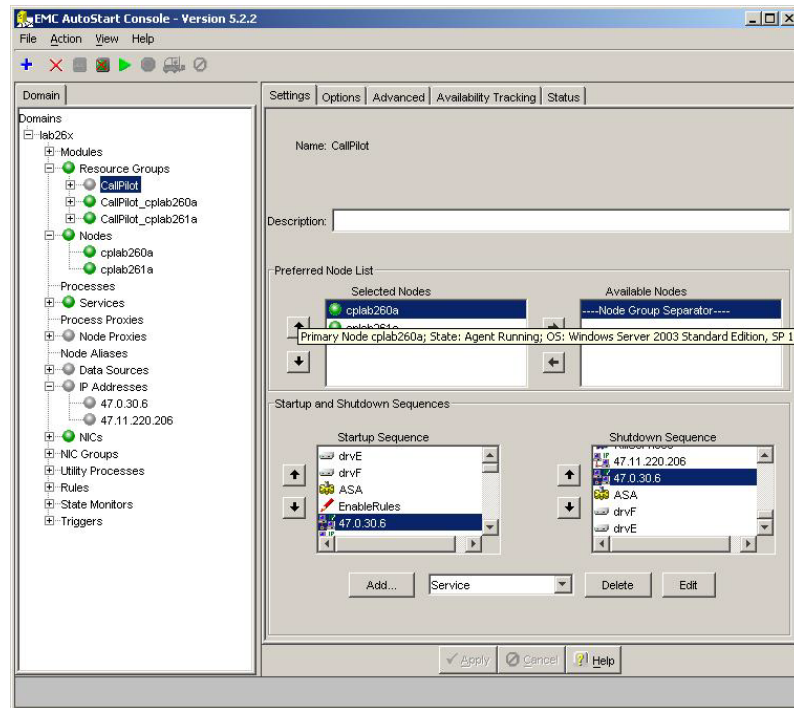
1. Make sure that the PEP has been installed on your CallPilot server following the PEP installation procedure described in the CallPilot 5.0 High Availability NTP NN44200-311.
2. Open AutoStart Console, expand *Resource Groups* and take resource group CallPilot offline.



3. Click the Settings tab of resource group CallPilot on the right window of AutoStart Console.



4. Highlight the Managed ELAN IP (for example, 47.0.30.6), and click Edit.



5. The window below will show up on the screen.



6. Check both check boxes on the window and click Apply.



7. Bring the resource group **CallPilot** online by following the procedure **Bring the Resource Groups online** in Chapter 5 of CP5.0 HA NTP (NN44200-311).

7.7 PEPs

Important: Ensure that you download any PEPs for CallPilot 5.0 (release 05.00.41) and install them when prompted during the Setup Wizard.

Note: After installing 5.0 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 Server 2003 network configuration has not been defined. If you plan on downloading PEPs from ESPL, 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).

7.8 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.

7.9 Changes in T1/SMDI and CallPilot Server Configuration

Interaction between a CallPilot Server and an SL-100 switch may result in a “glare” condition if the SL-100 places an incoming call to a T1 channel and the CallPilot places an outgoing call to the same T1 channel at the same time. This is akin to two cars traveling in opposite directions, on the same lane of a highway.

This glare is the result of the switch and CallPilot Server, independently of one another, selecting what they see as an idle channel to make a call. When the same channel is selected by both sides simultaneously, a glare condition takes place resulting in a failed call attempt or delayed answering..

To minimize glare conditions, the following configuration guidelines should be adhered to. All T1 channels will be divided into two separate groups to minimize using the same channels for incoming and outgoing traffic. Using different UCD groups on the SL-100 switch for outgoing and incoming calls will eliminate the “glare” condition completely. One of two UCD groups should be used for incoming calls to CallPilot. The second UCD group can be safely used for outbound services.

To split the channels on the CallPilot server side, one additional parameter was added to the T1 channels configuration. That parameter defines the direction of calls that are allowable for the specified group. Channels can be used for incoming calls only, for outgoing calls only or for both types of calls (bidirectional channels).

Bidirectional channels should not be used. The glare condition is only possible if/when there are configured bidirectional channels. Using partitioned incoming and outgoing channels result in decreasing system capacity, and as such, care should be taken when engineering channels that are reserved for inbound and outbound services.

Traffic reports can be used to get statistical information related to number of incoming and outgoing calls. The maximum number of channels that are necessary for incoming and outgoing calls should be defined.

SL100 Switch Configuration:

Each group of channels on the CallPilot Server has to be associated with a UCD group on the switch. The number of UCD groups has to be the same as the number of groups on CallPilot.

CallPilot Server configuration:

The ability to configure a “Direction” parameter for T1 channels was added into Configuration Wizard starting from CallPilot 5.0.

A drop-down list called “Direction” was added to the SDN Detail Information page in Configuration Wizard. It can have one of three values: “Incoming calls”, “Outgoing calls”, “Bidirectional”. To add a new group, it is necessary to define “Group DN”, “Application type” and “Direction” parameters.

7.10 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.

7.10.1 CallPilot Manager Install

To install, re-install, or upgrade CallPilot Manager, download the latest version from ESPL or TSPortal.

7.10.2 AppBuilder Install

To install, re-install, or upgrade CallPilot Application Builder, download the latest version from ESPL or TSPortal.

7.10.3 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.

7.10.4 pcAnywhere 11.0.1 uninstall / install / reinstall

Found on the CallPilot Applications CD in \PCAnywhere11. You will 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. Run “Change” from the control panel -> Add / Remove programs to repair an existing installation. Run “Remove” to uninstall. Run the executable CallPilot Support Host Only.exe, follow the on screen instruction, and then run pca1101.exe to reinstall. The default installation directory is: C:\Program Files\Symantec

7.10.5 CallPilot Server Reinstall

Re-installing CallPilot server via Application CD is supported. 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.

7.10.6 Adobe Reader 7 uninstall / install / reinstall

Found in \AdobeReader7. Run “Change” from the control panel -> Add / Remove programs to repair an existing installation and run “Remove” to uninstall. Run the executable AdbeRdr70_enu_full.exe, and follow the on screen instruction to reinstall. The default installation directory is: C:\Program Files\Adobe\Acrobat 7.0.

IMPORTANT NOTE: For CallPilot 5.0 systems, it is recommended to not install Adobe Reader 7, but rather upgrade to Adobe Reader 9.3. Reference Product Advisory Alert bulletin PAA-2010-0006-Global / CallPilot Security Update – Adobe Reader.

Obtaining Adobe Reader 9.3.

Using a separate client PC, download the “Adobe Reader 9.3 update – Multiple languages” (dated 01/12/2010) from the Adobe website, under “Downloads” and “Adobe Reader for Windows”.
<http://www.adobe.com/support/downloads/product.jsp?product=10&platform=Windows>
(Note: URL is subject to change).

Notes:

- Using a separate PC avoids the need to add Adobe as a trusted website on the CallPilot server.
- When installing Adobe Reader 9.3, the installation may offer the chance to install additional software such as toolbars or other extras. DO NOT INSTALL ANY EXTRAS. Be sure to install only Adobe Reader 9.3.
- Once installed, from the “Edit” menu, select “Preferences”, then select “JavaScript” category. Uncheck box “Enable Acrobat JavaScript” (this reduces exposure to future security problems). Click OK and exit out of Adobe Reader.

7.10.7 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. Run “Change” from the control panel -> Add / Remove programs to repair an existing installation. Run “Remove” to uninstall. Run the executable setup.exe, and follow the on screen instruction to reinstall. The default installation directory is: C:\Program Files\MegaRAID

7.10.8 Oracle/Sun Java Run Time Environment

The Oracle/Sun Java run time environment (JRE) version 1.4.2_04 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, Run “Change” from the Control panel -> Add / Remove programs to repair an existing installation. Run “Remove” to uninstall. Run the executable j2re-1_4_2_04-windows-i586-p.exe, and follow the on screen instruction to re-install. The default installation directory is: C:\Program Files\JavaSoft\JRE\1.4.2_04.

Testing of the latest version of the Java Runtime Environment (JRE) is under investigation. At this time, versions 1.4.2 and 1.5(5) have been tested on CallPilot 5.0.

Java version 1.5 and Java version 5 are synonymous. Java software for your computer, or the Java Runtime Environment, is also referred to as the Java Runtime, Runtime Environment, Runtime, JRE, Java Virtual Machine, Virtual Machine, Java VM, JVM, VM, J2RE, J2SE, or Java download.

7.11 Change in location of various Windows OS-centric utilities

In Windows Server 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 them in Windows Server 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.

7.12 Avaya 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 Avaya. 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 Avaya.

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. Avaya 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, Avaya 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 Avaya testing and is the one which Avaya ensures can be properly updated, upgraded, feature-expanded and remotely supported. Windows has a large number of configuration settings. Avaya 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, Avaya 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 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 (i.e. Administrator) can be changed by the customer. Domain user-ids can be added to a CallPilot server. Note that CallPilot has several built-in application user-ids whose passwords must not be changed. (These user-ids 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 user-ids used by support personnel. 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.

Avaya 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, Avaya 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, Avaya 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 the following NTPs for further details on domain configuration:

- NN44200-302 *Meridian 1 and CallPilot Server Configuration*
- NN44200-303 *Communication Server 1000 and CallPilot Server Configuration*
- NN44200-303 *T1/SMDI and CallPilot Server Configuration*

No customer configuration changes should be necessary on a CallPilot server. Avaya does not recommend any configuration changes. However, the following is a list of minor configuration changes that are authorized for a customer to make. These changes can be made either locally or via Group Policy. If a change is not listed below, it is not authorized and should not be made.

Administrator user-id password may be changed.

Password policies

- Enforce password history
- Maximum password age
- Minimum password age
- Minimum password length
- Password must meet complexity requirements
- Store passwords using reversible encryption (recommended setting is Disabled)

Account Lockout Policy

- Account lockout duration
- Account lockout threshold
- Reset account lockout counter after

Desktop settings. For example:

- Desktop background and appearance
- Screen saver (but do not use a 3D animated screen saver that might consume excessive CPU)
- Folder views
- Creating a shortcut to a program on the desktop or in the start menu

Userids including Domain userids can be added. Customer is responsible for managing these securely. Such userids may later also be deleted.

Temporary files and folders can be removed from under folders D:\TEMP, C:\WINDOWS\TEMP and per User temp folders under Documents and Settings. (NOTE: do not remove the TEMP folders themselves). Temporary Internet files may also be removed.

Certificates may be installed in the IIS web server. IIS settings relating to the use of certificates may be changed to conform with customer PKI requirements.

Windows Update may be used to install authorized hotfixes only. See the bulletin CallPilot Server Security Update.

Adobe Reader may be updated according to the CallPilot bulletin on Adobe Reader updating.

Avaya-released updates to the CallPilot software (e.g. PEPs and SU's) may be installed. Follow instructions in the included readme files.

Just to reiterate, any other configuration changes, whether carried out locally on a CP server or via Group Policy are not authorized. Such changes may impact CallPilot functionality or operation in unexpected ways. Avaya cannot support a CallPilot server on which unauthorized changes have been made. Full system reinstall may be required to resolve any problems that might result.

Here are some examples of configuration changes that must **NOT** be made (This list is not exhaustive – if a change is not explicitly mentioned above, then it is not authorized)

- User Rights must not be changed on any predefined userid or for any user group that contains a predefined userid
- File system permissions must not be changed
- Registry key permissions must not be changed
- Service startup parameters must not be changed
- Unauthorized software must not be installed
- Auditing of file system or registry changes must not be changed
- Installation of unauthorized Anti-Virus software is not allowed. AV software configuration must follow Avaya guidelines for CallPilot.
- Arbitrary registry values must not be changed
- IIS web server settings must not be changed except as detailed above.

7.13 Avaya Policy on network security scans against CallPilot servers

Organizations have an understandable requirement to ensure their networks are as secure as possible against threats. One way to do this is to periodically scan their network hosts using one of a variety of available network security scanners. These scanners do not require any software to be installed on the target hosts and the scanner is not configured with any host-specific passwords. They simulate various types of network attacks that an attacker could make, then typically generate a report detailing any security weaknesses they find. In some cases, organizations are required by law to perform security scanning to check the security of their network.

There are many different security scanners. The exact scan performed by a given security scanner may vary according to the scan parameters that are configured or also, on a day to day basis, according to an ever changing set of vulnerabilities that the scanner is checking for. Therefore, although Avaya does do some internal security vulnerability scanning of CallPilot, it is possible that a customer-initiated scan may impact CallPilot servers in a way that Avaya has not previously encountered.

Network security scanners from reputable vendors are designed to be run in production environments with minimal performance impact on the target hosts. Usually their network traffic load is small, although this can usually be configured to some extent.

Network security scanners should not be confused with software security vulnerability tools that are executed on the target system by a logged on user. Security tools must never be run on production CallPilot servers. Network scanners operate by sending network packets to the target system. They attempt to simulate the kind of malicious attacks that could be made over the network.

CallPilot servers are expected to be able to withstand typical network security scans without service impact. There may, however, be event logs and alarms raised on a CallPilot server indicating protocol errors, invalid login attempts or other minor problems. This is expected and is not a problem. Memory usage, CPU and disk traffic may also spike up during the security scan but should return to normal once the scan is complete. Temporary “low virtual memory” conditions may be observed.

Occasionally, a particular scan might uncover a problem with CallPilot. The scan may impact CallPilot service in an unacceptable way, or the scan might report serious security vulnerability in the CallPilot software. Avaya recommends that CallPilot servers be kept up to date with the latest CallPilot PEPs, (particularly security PEPs), properly configured anti-virus software (see bulletin P-2009-0039-Global) and the most recent Microsoft hotfixes (see bulletin CallPilot Server Security Update-2012, revised monthly). These measures will reduce the chances of a problem resulting from a security scan, as well as, of course, reducing the chances of a real attack being successful.

Since there is some risk of impacting CallPilot service during a scan, Avaya recommends that network security scans should be carried out only during off-peak hours. If a customer does experience a problem with their CallPilot server that seems to be related to the security scan, the customer should check that their scan has been configured in a reasonable way and that their CallPilot server has been properly updated. If the problem persists, the customer can contact support. The support organization should work with the customer to understand the issue and

determine whether it is a real product problem. If there is a serious impact to CallPilot operation, it may be necessary to temporarily suspend or modify the scanning of the CallPilot server until a solution can be deployed.

The reports generated by a security scan will usually mention at least some low severity security problems on CallPilot. For example, the reports will often indicate that a web server, FTP server, TAPI, SMTP and DCOM are running. These are normal for a CallPilot server since these services are required to support certain CallPilot features. While it is considered good practice to not run these services if not needed, they do not represent a security problem so long as all applicable patches have been applied. If serious security vulnerability is reported, the customer can contact support to inform Avaya of the problem. Avaya will investigate the reported vulnerability and, if appropriate, will develop a product fix. This process will take some time since full testing will be needed. Customers should not attempt to close a reported vulnerability by making an unauthorized configuration change to their CallPilot server – such changes cannot be supported since they may have undesired, unexpected impact to CallPilot feature operation.

8 Known Problems / Issues

8.1 Server

8.1.1 Server OS Activation

If the server does not have or detect the correct release of the BIOS/firmware, 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 Server 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. All platforms supporting upgrade to CallPilot 5.0 (except the 703t) have the latest BIOS on their respective image media that eliminates the need to activate Windows. The 703t image CD does not have an updated BIOS, therefore Windows Server 2003 activation is required.

Workaround: Ensure the system has the appropriate BIOS/Firmware versions or activate using the supplied COA.

8.1.2 Incorrect Settings in ELAN DNS and WNS

The image for the 1002rp has incorrect ELAN configuration. The ELAN has IP address settings for the DNS and WNS. This may generate unnecessary traffic on the customer's network. Refer to CR # Q01791840.

Workaround: Remove the unwanted values from the ELAN DNS and WINS. From the Control Panel, select Network Settings. Right click on the ELAN connection, and select 'properties'. Select 'TCP/IP' and click on 'properties'. Go to 'Advanced' and select the DNS tab. Remove the values for 'DNS server addresses'. Remove the values for 'DNS suffixes'. Select the 'WINS' tab. Remove the values for 'WINS addresses'

8.1.3 Using Wrong Image CD

Using the wrong image CD/DVD 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.

8.1.4 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 Server 2003 security policy (“Minimum Password Age”) if the policy value is set to a value greater than zero (0).

Workaround: Adjust the Windows Server 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.

8.1.5 “No Dongle Found” error after installation

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

Workaround: Reboot the server.

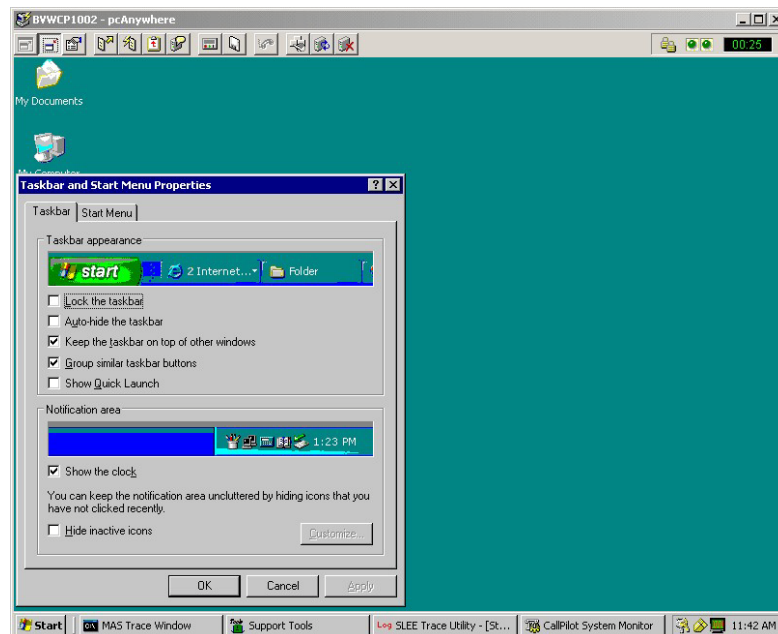
8.1.6 “RDP Protocol Component - Data Encryption” error

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>

8.1.7 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.



8.1.8 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. No fix planned from Microsoft.

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.

8.1.9 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:

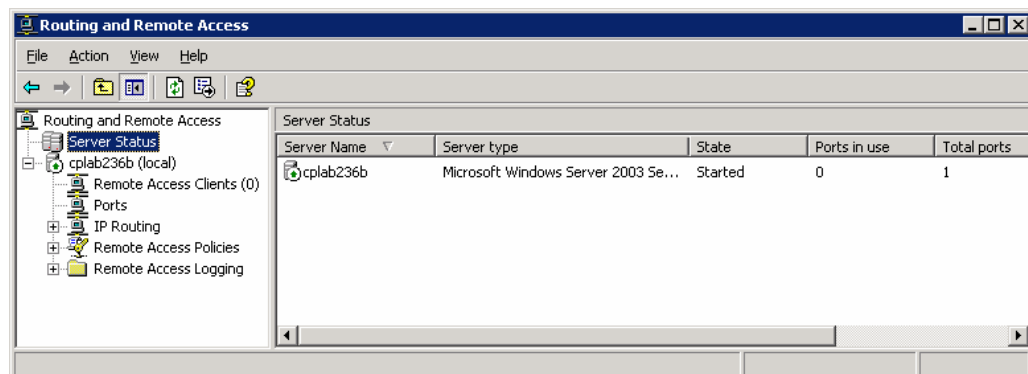
1. Click Start > Settings > Network Connections
2. Right-click on the NIC Card and click on Properties. The CLAN (or ELAN) Properties screen will appear.
3. Click on the Configure... Button. The Network Connection screen will appear.
4. Select the Advance Tab
5. For 703t and 1002rp:
 - a. Highlight Link 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.

8.1.10 RAS connection to server unstable and drops

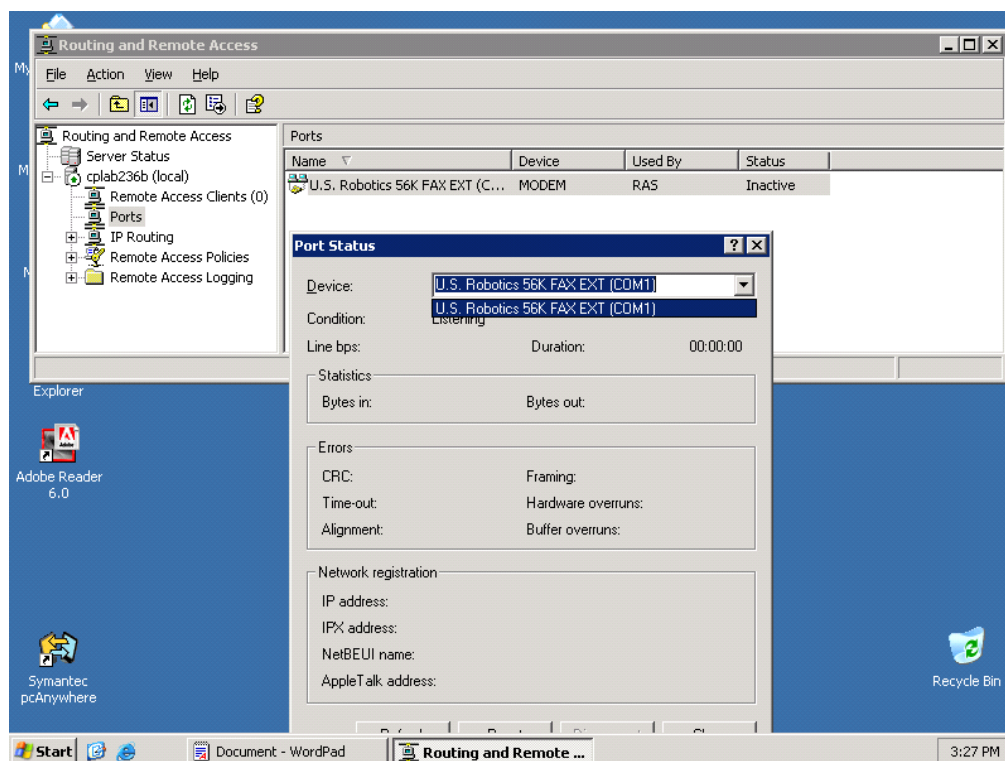
When the client makes a connection to a CallPilot server through a modem and RRAS, the connection appears unstable and finally drops. The connection is negotiated, modem to modem, then RRAS on the server side assigns temporary IP addresses to both the client and the server. From the client, when the server is pinged 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.

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.

8.1.11 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 (RNA)
- 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 was investigated through CR # Q01154914 and identified as a Microsoft 2003 RDC issue that Microsoft does not plan to address.

Workaround: The following options for remote access on the 201i are:

1. Use pcAnywhere, LogMeIn Rescue, VNC, or 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.

Note: These recommendations decrease (but not eliminate) the likelihood of a service interruption with RDC.

8.1.12 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 are not executed. This problem is due to an incompatibility with the Windows Server 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.

8.1.13 List tape operation is too slow

If a system backup is completed and tape is left in drive, then List Tape operation (from CallPilot Manager or CallPilot Backup and Restore tool) may take a long time to respond.

Workaround: Eject the tape from the drive after system backup is completed, then re-insert tape.

8.1.14 RDC requires root console for CallPilot tools

When logged in through remote desktop you must be connected to the root console to use any CallPilot tools.

Workaround: This requires running the 'shadow 0' command when connecting when you connect using "Method-1/Private" or "Method-2/Shared". Reference Product Bulletin P-2005-0226-Global / CallPilot 201i / Using RDC

8.1.15 Program is not responding

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. Refer to CR # Q01150368.

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

8.1.16 Fax Driver Fails with Error Code 126 in Install log

Unable to install the fax driver. The 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. Refer to CR # Q01074279.

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

8.1.17 Fax cover pages contain garbled characters if Mandarin Chinese (PRC) installed

CallPilot offers using a standard fax cover page when sending faxes to Express Fax messages SDN or using Desktop Fax feature. If this option is enabled and CallPilot has an Eastern Asian (e.g. Mandarin Chinese – PRC) language installed as a primary language, then standard fields on the fax cover page may contain corrupted characters.. Refer to CRs # Q01996641 and Q01943268.

Workaround: A workaround exists for Mandarin Chinese (PRC) fax templates.

1. Contact Avaya support and obtain two files associated to CR #Q01943268
 - a. Install_readme.txt
 - b. Patch_Q01943268.exe.pdf
2. Download both files, place “patch_Q01943268.exe.pdf” on the target CallPilot server, and rename it to “patch_Q01943268.exe”.
3. Follow the “install_readme.txt” to install corrected templates on the CallPilot server.
4. Once templates are installed, go to “Start > Settings > Control Panel > Regional and Language Options > Languages tab.
5. Select “Install files for East Asian languages”. Click OK on the pop-up window. Click Apply.
6. This will prompt for Windows Server 2003 disk to be inserted in order to find i386 folder. Instead, point it to C:\e386 folder which exists on each CallPilot server.
7. Once installation is over **do not reboot CallPilot** but wait for a minute because ‘Windows File Protection’ window may appear. This is normal. Just click ‘Cancel’ and the ‘Yes’ in order to save all changes.
8. Reboot CallPilot.

8.1.18 Fax quality over IP

When sending\receiving CallPilot faxes using standard VoIP protocols such as SIP, RTP, T.38, etc. it is required that a certain network Quality of Service (QOS) is maintained to ensure faxes are delivered complete, and successfully. Jitter, Round trip delay, and packet loss can all have an adverse effect on faxes.

Workaround: Avaya recommends no greater than 40ms of jitter, and less than 10% packet loss otherwise faxing may result in missing content, non-readable pages, and log errors.

8.1.19 SLEE, Unified Trace Outstanding CRs

The following problems have been identified, and work is in progress to provide fixes.

1. Q01719018 (P3): Unified Trace – Apply triggers checkbox works incorrectly in some situations. (Forecast for SU09)
2. Q01719027 (P3): Unified Tracing – Global freeze trigger doesn't work. (Forecast SU09)
3. Q01721085 (P3): SLEE trace – Saving file in XML-base format causes unexpected closing of the tool. (Forecast SU09)
4. Q01719029 (P3): SLEE Trace – The log buffer of line X is hung up when reaches to about 10.000messages. (Forecast 6.0)
5. Q01720923 (P4): SLEE Trace – Inconveniences about GUI on SLEE Trace Settings tab (Forecast SU09)

8.1.20 Potential Ring-No-Answer condition with Voice/Fax on same DSP

CallPilot sometimes encounters RNA when Voice and Fax exist on the same DSP Card.

Event 38007 usually indicates the system is degrading and will eventually give RNA.

Event 38007 is usually followed by SLEE Events 58207 and 55213. Refer to CR # Q00998562.

Here is an example of the event taken from a site:

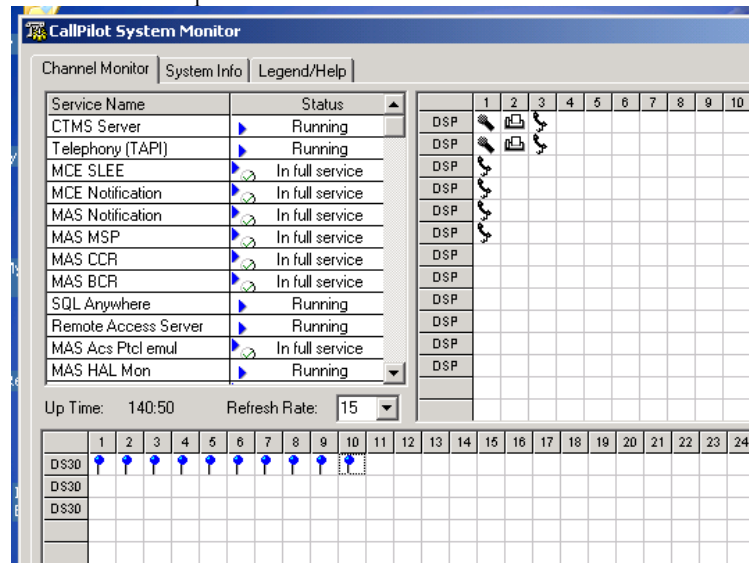
d/mm/yy hh:mm:ss xM Ngen Error Major 38007 N/A UKMSLCP01 Event from

Signal Processing Component[DSP-1-1] : A DSP has not replied to an Audit command [Line= 1529, File=x:\mpcx.vob\mpcx\nblls\src\nblls_dll\lls_core\nblls_main.cpp].

Workaround:

As a workaround to prevent the DSPs from getting into the RNA state, Voice and Fax DSP Resources should be re-arranged to separate DSP. Therefore after the workaround is implemented no single DSP Card must contain both Voice and Fax Ports.

BEFORE example:



Before example system allocation (default):

	Voice	Fax	ASR
DSP11-001 (Onboard)	1	1	1
DSP11-002 (Onboard)	1	1	1
DSP11-003 (Onboard)	1	0	0
DSP11-004 (Onboard)	1	0	0
DSP11-005 (Onboard)	1	0	0
DSP11-006 (Onboard)	1	0	0
DSP11-007 (Onboard)	0	0	0
DSP11-008 (Onboard)	0	0	0
DSP11-009 (Onboard)	0	0	0
DSP11-010 (Onboard)	0	0	0
DSP11-011 (Onboard)	0	0	0
DSP11-012 (Onboard)	0	0	0

AFTER example:

Channel Monitor | System Info | Legend/Help

Service Name	Status		1	2	3	4	5
CTMS Server	▶ Running	DSP					
Telephony (TAPI)	▶ Running	DSP					
MCE SLEE	▶ In full service	DSP					
MCE Notification	▶ In full service	DSP					
MAS Notification	▶ In full service	DSP					
MAS MSP	▶ In full service	DSP					
MAS CCR	▶ In full service	DSP					
MAS BCR	▶ Running	DSP					
SQL Anywhere	▶ Running	DSP					
Remote Access Server	▶ Running	DSP					
MAS Acs Ptol emul	▶ In full service	DSP					
MAS HAL Mon	▶ Running	DSP					

Up Time: 0:5 Refresh Rate: 15

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
DS30																			
DS30																			
DS30																			

AFTER example system allocation (after manual re-allocation)

	Voice	Fax	ASR
DSP11-001 (Onboard)	0 ▼	1 ▼	0 ▼
DSP11-002 (Onboard)	0 ▼	1 ▼	0 ▼
DSP11-003 (Onboard)	0 ▼	0 ▼	1 ▼
DSP11-004 (Onboard)	0 ▼	0 ▼	1 ▼
DSP11-005 (Onboard)	1 ▼	0 ▼	0 ▼
DSP11-006 (Onboard)	1 ▼	0 ▼	0 ▼
DSP11-007 (Onboard)	1 ▼	0 ▼	0 ▼
DSP11-008 (Onboard)	1 ▼	0 ▼	0 ▼
DSP11-009 (Onboard)	1 ▼	0 ▼	0 ▼
DSP11-010 (Onboard)	1 ▼	0 ▼	0 ▼
DSP11-011 (Onboard)	0 ▼	0 ▼	0 ▼
DSP11-012 (Onboard)	0 ▼	0 ▼	0 ▼

8.1.21 RAID Firmware and Power Console update

The RAID subsystem requires the following two updates:

1. 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 → 5.0 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 Enterprise Solutions PEP Library (ESPL) at <https://support.avaya.com/espl> using PEP ID “CP40_RAIDUpgrade” or by searching using the following parameters:
 - Product = [CallPilot](#)
 - Platform = [Server](#)
 - Release = [4.04.04](#)
 - Status = [Released](#)

This update is detailed in bulletin “P-2005-0173-Global Introducing LSI Logic MegaRAID 320-2”

- 2) After the P-2005-0173 update described in #1 above has been completed an additional update to the RAID subsystem is required to update the firmware and Power Console application. To address an issue that could cause the RAID subsystem to go offline, it is required to update to RAID firmware version 1L51 and Power Console version 5.00n on all platforms except 1002rp Rackmount (which remain on RAID firmware version 1L37). Refer to CR # Q01836741. An associated change was made to the Upgrade Wizard. Once RAID firmware version 1L51 has been applied, Upgrade Wizard V34 (or later) must be used.

The RAID software is available from the Enterprise Solutions PEP Library (ESPL) at: <https://support.avaya.com/espl> using PEP ID “RAIDUpdate” or by searching using the following parameters:

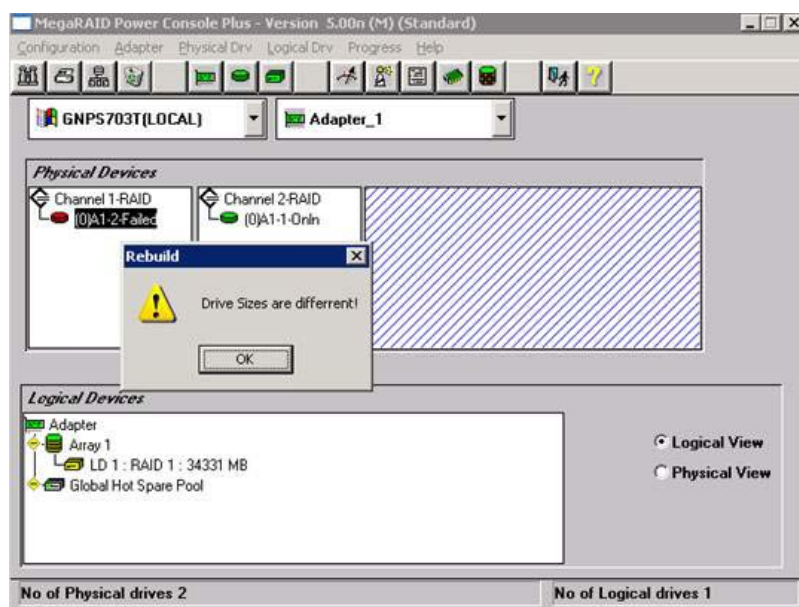
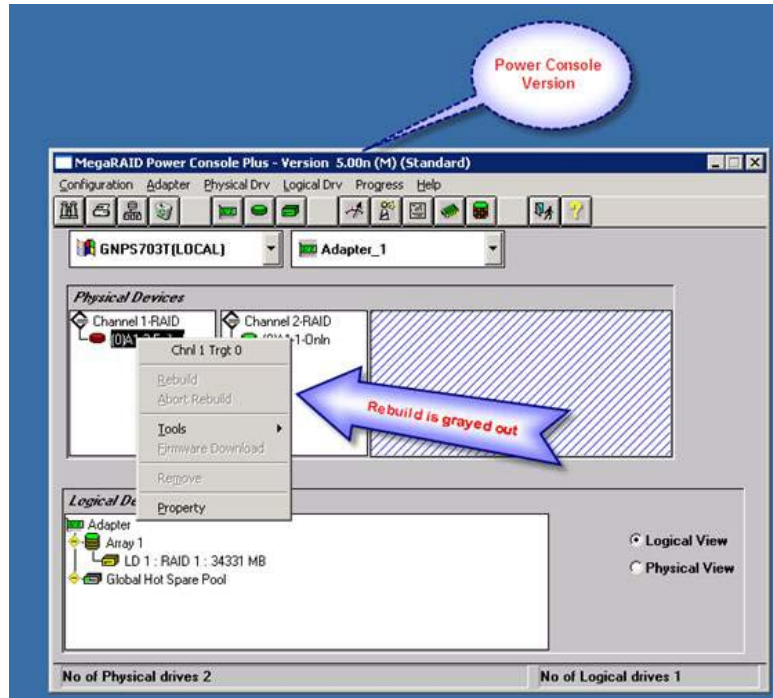
- Product = [CallPilot](#)
- Platform = [Server](#)
- Release = [5.00.41](#)
- Status = [Released](#)

This update is detailed in bulletin “PAA-2008-0117-Global”

8.1.22 RAID “Rebuild Option” Grayed out

The option to rebuild is not available (grayed out) when right clicking on a physical drive under the Physical Devices section in the main screen. Attempts to rebuild through the Physical Drv pull down menu result in an error message indicating the drive sizes are different. Refer to CR # Q01893981.

This problem only happens on systems using the LSI1600 RAID card and Mega RAID Power Console Plus GUI version 5.00n (CallPilot 1002rp and 703t servers using the LSI1600 RAID card).



WORKAROUND:

Rebuild the drives through the MegaRAID BIOS utility.

These procedures assume that the RAID system is configured per the recommendations in the NTP documentation. If you are unsure on how to proceed, please contact your next level of support.

Drive pair settings for 1002rp server

LED No	ID	Channel-1	LED No	ID	Channel-2
0	0	A01-01	3	0	A01-02
1	1	A02-01	4	1	A02-02
2	2	A03-01	5	2	A03-02

Procedure for 1002rp servers:

- 1) Reboot the CallPilot server.
- 2) Press Ctrl+M while the server is booting, when the LSI Logic Corp BIOS message appears and the Ctrl+M option flashes.
- 3) Wait for the RAID configuration utility to open.
- 4) Select Objects and then Physical Drive.
- 5) Wait for scanning to complete.
- 6) Select the first drive on the channel containing the failed drives that need to be rebuilt. If the drives on Channel 1 are failed, the first drive will be A01-01. If the drives on Channel 2 are failed, the first drive will be A01-02).
- 7) Press enter on the drive.
- 8) Move the cursor to Rebuild and press enter.
- 9) Select Yes to confirm.
- 10) Wait for the rebuild process to complete.
- 11) Repeat steps 7 – 10 on the second and third drives on the channel containing the failed drives (If the drives are on Channel 1, A02-01 and A03-01. If the drives are on Channel 2, A02-02 and A03-02)
- 12) Press Esc to return to the Objects menu.
- 13) Press Esc to return to the Management menu.
- 14) Press Esc to exit the RAID configuration utility.
- 15) Click Yes to confirm that you want to exit the RAID configuration utility and press Enter.
- 16) Press Ctrl+Alt+Delete to reboot the server.

Drive pair settings for 703t sever

ID	Channel-1	ID	Channel-2
0	A01-01	1	A01-02

Procedure for 703t servers:

- 1) Reboot the CallPilot server.
- 2) Press Ctrl+M while the server is booting, when the LSI Logic Corp BIOS message appears and the Ctrl+M option flashes.
- 3) Wait for the RAID configuration utility to open.
- 4) Select Objects and then Physical Drive.
- 5) Wait for scanning to complete.
- 6) Select the first drive on the channel containing the failed drive that needs to be rebuilt. If the drive on Channel 1 is failed, the drive will be A01-01. If the drive on Channel 2 is failed, the drive will be A01-02).
- 7) Press enter on the drive.
- 8) Move the cursor to Rebuild and press enter.
- 9) Select Yes to confirm.
- 10) Wait for the rebuild process to complete.
- 11) Press Esc to return to the Objects menu.
- 12) Press Esc to return to the Management menu.
- 13) Press Esc to exit the RAID configuration utility.
- 14) Click Yes to confirm that you want to exit the RAID configuration utility and press Enter.
- 15) Press Ctrl+Alt+Delete to reboot the server.

Avaya Technology teams are aware of the issue and are working towards a solution with the OEM vendor that supplies the RAID card for CallPilot servers.

The MegaRAID Power Console Plus GUI upgrade is still recommended per PAA-2008-0117-Global CallPilot RAID Subsystem – Power Console Software and Firmware Updates Required, due to the issues with the MegaRAID Power Console Plus GUI version 5.00i software documented in that bulletin.

8.1.23 PowerConsole and Anti-Virus interactions

Risk of system degradation (server lock-up with Blue Screen of Death) exists if accessing Power Console during the same time a Symantec anti-virus full-system scan is being performed. If experienced, a full server reboot is required for recovery.

Workaround: To avoid this potential problem scenario, only access Power Console during times when Symantec anti-virus scans are not being performed.

8.2 CallPilot Manager

8.2.1 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 5.0 “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”

8.2.2 Auto Add Option

If CallPilot server has more that 200 NMS locations configured, at end of add operation, the message “LDAP SIZE LIMIT EXCEEDED” will be displayed in a new window. (Sometimes along with details of failed add entries). This is because the LDAP looping of more than 200 locations were not handled correctly)

Workaround: Ignore the message.

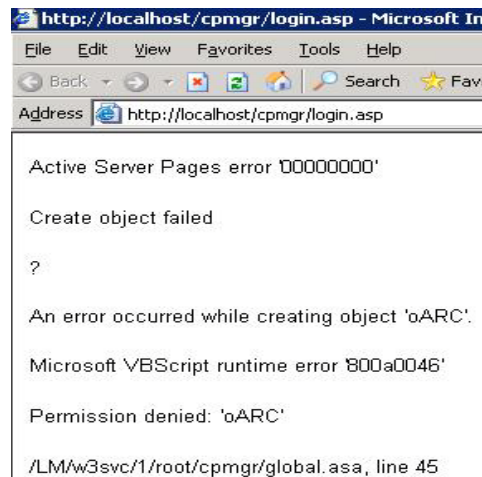
8.2.3 Change Windows password via ConfigWiz when original password in unknown

In CallPilot 5.0, only the Administrator Windows account exists and is used to manage the CallPilot server. If the Administrator password is forgotten or unknown, there is no supported method to recover the password. The server must be re-imaged and recovered using a recent system backup.

Please ensure that you store your Windows Administrator password in a safe place for later reference.

8.2.4 Cannot Launch CPMgr from standalone Windows Server 2003 Web Server with SP2 installed

When CallPilot Manager/Reporter is installed on Windows Server 2003/SP2, CallPilot Manager can not be launched. The problem was addressed with Service Update 2 (SU02) CallPilot Manager. See below for error message and workaround.



Workaround: To avoid the issue, additional DCOM permissions must be set manually.
Please do not remove any user from the group list

HOW TO CONFIGURE WINDOWS SERVER 2003 WITH SP2 FOR CALLPILOT REPORTER:

1. Open Start->Administrative Tools->Component Service.
2. On the left pane of Component Services go to Component Services->Computers->My Computer ->DCOM Config->CallPilot Reporter.
3. Open Security tab in CallPilot Reporter properties.
4. Under Launch and Activation Permissions click Customize, and then click edit.
5. Add NETWORK group with Remote Activation and Local Activation permissions granted.
6. Add NETWORK SERVICE group with Local Launch and Local Activation permission granted.
7. Click Ok. Click Ok.
8. Open Start->Administrative Tools->Local Security Policy.
9. On the left pane of Local Security Settings go to Local Policies-> Security Options.
10. On the right pane click on DCOM: Machine Launch Restrictions in Security Descriptor Definition Language (SDDL) syntax.
11. In DCOM: Machine Launch Restrictions in Security Descriptor Definition Language (SDDL) syntax window click on Edit Security... button.
12. Add NETWORK group with Remote Activation and Local Activation permissions granted.
13. Click Ok. Click Ok.
14. Reboot.

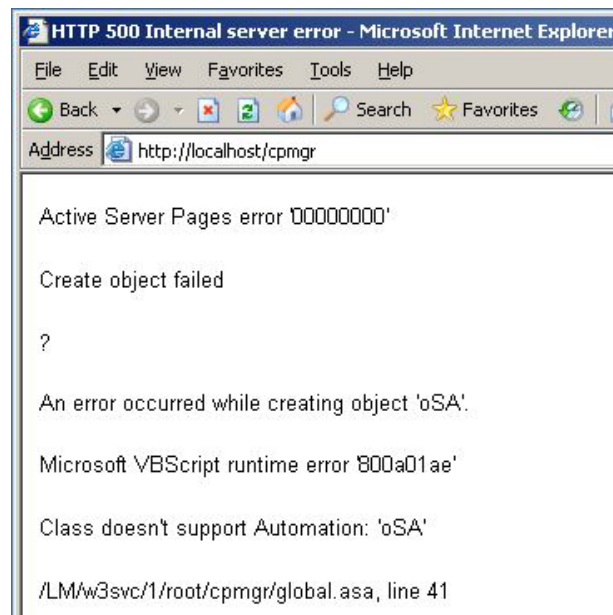
HOW TO CONFIGURE CALLPILOT SERVER TO WORK WITH REPORTER

NOTE: This configuration is already made on all CallPilot Servers 4.0 installed from the factory images.

1. Open Start->Administrative Tools->Component Service
2. On the left pane of Component Services go to Component Services->Computers->DCOM Config->nmaos.
3. Open Security tab in nmaos properties.
4. Under Launch and Activation Permissions click Customize and then click Edit button.
5. Make sure that ANONYMOUS LOGON group has Local Launch, Local Activation and Remote Activation permissions granted.
6. If not, then add ANONYMOUS LOGON group with Local Launch, Local Activation and Remote Activation permissions granted.
7. Click Ok. Click Ok.
8. Reboot

8.2.5 Cannot Launch CPMgr from standalone Windows Server 2003 Web Server configured as Domain Controller

When CallPilot Manager/Reporter is installed on Windows Server 2003 configured as a Domain Controller, CallPilot Manager can not be launched. Refer to wi00934238. See below for error message and workaround.



Workaround: To avoid the issue, additional DCOM permissions must be set manually.
Please do not remove any user from the group list

HOW TO CONFIGURE WINDOWS SERVER 2003 WITH ACTIVE DIRECTORY FOR CALLPILOT REPORTER:

1. Open Start->Administrative Tools->Component Service.
2. On the left pane of Component Services go to Component Services->Computers->My Computer ->DCOM Config->CallPilot Reporter.
3. Open Security tab in CallPilot Reporter properties.
4. Under Launch and Activation Permissions click Customize, and then click edit.
5. Add NETWORK group with Remote Activation and Local Activation permissions granted.
6. Add NETWORK SERVICE group with Local Launch and Local Activation permission granted.
7. Click Ok.
8. Open Start->Run... ->launch gpedit.msc
9. On the left pane of Group Policy Object Editor go to Computer Configuration -> Windows Settings -> Security Settings ->Local Policies -> Security Options
10. On the right pane click on DCOM: Machine Launch Restrictions in Security Descriptor Definition Language (SDDL) syntax.
11. In DCOM: Machine Launch Restrictions in Security Descriptor Definition Language (SDDL) syntax window click on Edit Security... button.
12. Add NETWORK group with Remote Activation and Local Activation permissions granted.
13. Click Ok. Click Ok.
14. Reboot.

8.3 Event Monitor/Viewer

8.3.1 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.

8.4 Reporter

8.4.1 Unable to view reports

Reports show up blank/grey within the CallPilot manager/ Reporter viewer.

Workaround: Install compatible version of Java Runtime Environment (JRE) version 1.4.2 or 1.5(5). JRE versions 1.4.2 is located on the CallPilot 5.0 Applications CD. Version 1.5(5) can be downloaded from <http://www.oracle.com>.

8.5 High Availability

8.5.1 Isolation recovery failed on the HA systems

Description: HA prototype failed to come back to the normal state after all Ethernet links resumed during the isolation test, unless the AutoStart Backbone and Agent were restarted manually. We need to know how to automatically start the AutoStart Agent on the previously isolated server after all Ethernet links are recovered. EMC team is looking into the issue and will provide the solution. Refer to CR # Q01360366.

Workaround: Manually restart the AutoStart Backbone and Agent on the previously isolated server.

8.5.2 Both Heartbeat Down Issue

Description: The Standby server failed to come back to the normal state after both Heartbeat links were down for a short period of time. Refer to CR # Q01360389.

Workaround: Manually restart AutoStart Backbone service.

8.5.3 Uninstall procedure for HA database PEP

PEPs which affect the database structure require a special uninstallation procedure. To uninstall database-affecting PEPs the following procedure should be used. This issue is documented under CR # Q01839795.

Note: To ensure that the pair of CallPilot servers functions correctly, both CallPilot servers must be running the same PEPs and Service Updates (Sus).

In this procedure, CP1 is the active server and CP2 is the standby server. This process causes the servers to go out of service while the PEPs are uninstalled.

Step 1: On CP1, do the following:

- a. Launch the AutoStart Console.
- b. Stop monitoring.

For more information, see “Disabling automatic failovers (stop monitoring)” (page 213).

- c. Take the resource group offline (shutting down CallPilot). For more information, see “Taking the CallPilot resource group offline” (page 211).
- d. Wait for the CallPilot resource group to go offline.
- e. Attach the mirror drives (drive E and drive F) to CP1 so that the disks can be accessed from CP1.

Note: Attaching and detaching drives can take a few minutes.

- i. In the AutoStart Console, select the **[AutoStart_Domain]**
> Data Sources.
 - ii. Right-click the drive you want to connect.
 - iii. Select **Attach Data Source.**
- f. Uninstall the PEPs.

Note: The PEP code is enhanced so that it starts any CallPilot services that it needs to have running (for example, the database).

- g. Detach the data source.
- h. In the AutoStart Console, select the **[AutoStart_Domain]**

> Data Sources.

- ii. Right-click the drive/data source.
- iii. Select **Detach Data Source**.
- i. Restart the server (if required).

Note: Because the resource group is offline and monitoring is disabled, CallPilot does not automatically restart after the restart.

Step 2 On CP2, do the following:

- a. Launch the AutoStart Console.
- b. Attach the mirror drives (drive E and drive F) to CP2 so the disks can be accessed from CP2.

Note: Attaching and detaching drives can take a few minutes.

- i. In the AutoStart Console, select the **[AutoStart_Domain]**
 - > Data Sources.**
 - ii. Right-click the drive you want to connect.
 - iii. Select **Attach Data Source**.

- c. Uninstall the PEPs.

Note: The PEP code is enhanced so that it starts any CallPilot services that it needs to have running (for example, the database).

- d. Restart the server (if required).

Note: Because the resource group is offline and monitoring is disabled, CallPilot does not automatically restart after the restart.

Step 3 On CP1, do the following:

- a. Launch the AutoStart Console.
- b. Start monitoring (to enable automatic failovers). For more information, see “Enabling automatic failovers (start monitoring)” (page 214).
- c. Bring the resource group online (starting up CallPilot). For more information, see “Bringing the CallPilot resource group online” (page 209).

8.6 Meridian 1 Systems

STI link 32 ports with TNs from two different MGate cards results in no voice

Each STI link must be programmed individually with the matching MGate card on all 32 channels. Refer to NTP NN44200-302 for further details. Refer to CR #s Q01788881 and Q01797155.

8.7 T1 Systems

8.7.1 T1: Delay in call transfer/thru-dial/call sender with CallPilot T1 integration.

A 4-9 seconds silent delay will be experienced when using any of the transfer, thru-dial or call sender functions before ring back is heard. Refer to CR # Q01763121.

The debounce value may need to be set to 25 or higher. If the default value of 13 is configured, call transfer, thru-dial and call sender functions may not function in some implementations.

8.7.2 T1/SMDI High Capacity Upgrade Procedure.

An issue was identified with the procedure used to upgrade a T1 system to high capacity. A revised procedure has been developed. Refer to CR # Q01825263. A copy of the updated procedure is included in Appendix H.

8.7.3 Call Sender from Desktop or My CallPilot fails

Using Line-side T1/SMDI integration, Call Sender from Desktop Messaging or My CallPilot may fail. Refer to CR # Q01982723.

Workaround: To correct this issue, ensure the switch is equipped with Line-side T1 cards (NT5D11) release 5 or later.

8.8 201i Platform and distorted fax

In very rare instances it has been seen where faxes are received with a blurry line or light distortion. This issue is limited to the CallPilot 201i server platform and has only been seen with excessive fax usage in certain configurations. The CallPilot 201i platform was never intended to serve as a fax server, and for that reason this limitation is being documented for supported configurations. If this issue is seen, the corrective action is to limit the number of active fax sessions to two (2) by configuring no more than two fax channels. Refer to CR # Q01811937.

8.9 600r Platform

The CallPilot NTRH40AA MPB96 PCI DSP board is not physically compatible with the 600r due to insufficient mechanical clearances. For the 600r you must use the RoHS complaint NTRH40AAE5 or NTRH40CAE5 (CAT-5E) variants. Surplus NTRH40AA PCI cards can safely be used with the 1005r, 703t or 1002rp.

8.10 1002rp Platform

M1 Image CD for 1002rp – Can not Upgrade from CP 2.02 to CP 5.0

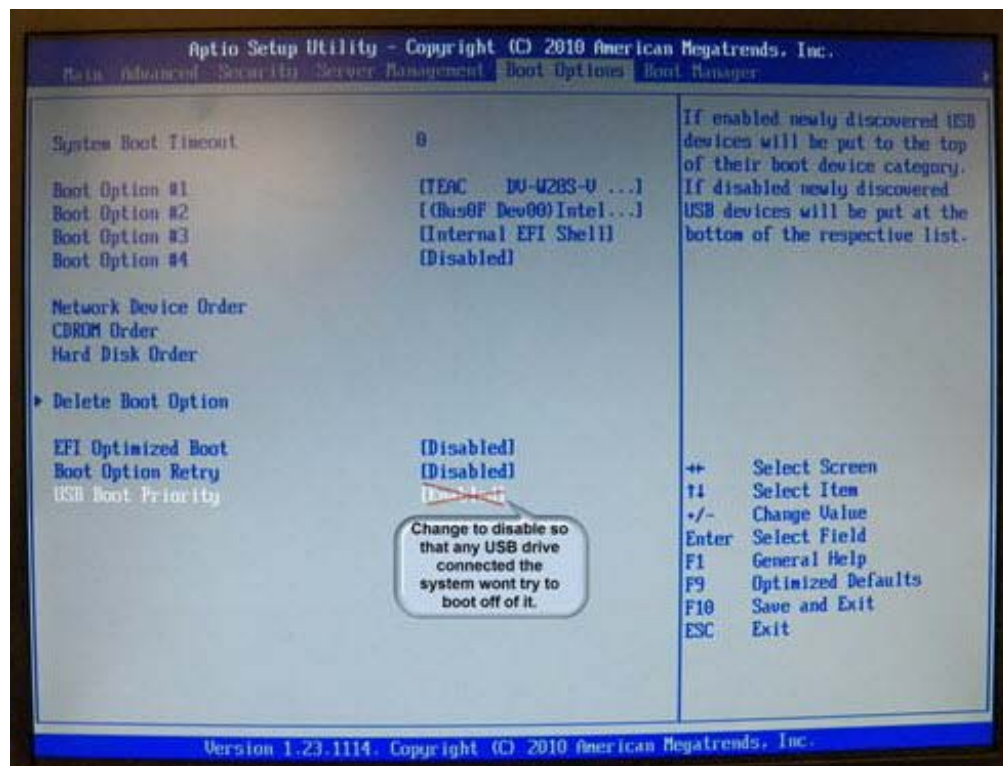
The first disc of the CallPilot 5.0 M1 Image CD's (set of 3 for 1002rp servers) does not contain the folder NNCXUA07 which has the BIOS upgrade. If following NTP NN44200-400 (Upgrade Guide) to upgrade from CallPilot 2.02 to 5.0., when inserting disc 1 of 5.0 image CD and proceed through the menus to upgrade the BIOS, the tech is prompted to run file nncxua07.rom. This action results in an error: **"invalid directory, bad command or file name"** and it reverts back to the main utilities menu. Refer to CR # Q01774581

The issue has been addressed and new image was created on 20-October-2007. Additionally bios update file is posted on ESPL under PEP ID "CP500BiosUpdate".

8.11 1006r Platform fails to boot/reboot with RDX drive attached.

Tandberg RDX is an external hard disk drive used for backup/restore of CallPilot data/messages. With a cartridge inserted, the unit powered on, and plugged into the CallPilot 1006r rackmount system, upon a startup, or restart, the system may attempt to boot from the RDX drive device and fail. This issue has been duplicated with BIOS version 50 and BIOS version 54 (upgraded via firmware upgrade package release 1.3). Refer to wi00892262.

Workaround: To allow the system to boot properly with the RDX drive attached, powered-on, and with a cartridge inserted, disable “USB boot priority” option in the BIOS under the “Boot Options” tab.



8.12 My CallPilot & Desktop Messaging

8.12.1 CallPilot address book disappears

When upgrading Groupwise to 7.0.x, the CallPilot address book will disappear from the client application. This issue only occurs after an upgrade and not after a fresh install of Groupwise 7.0.x and Desktop Messaging. Refer to CR # Q01693981.

Workaround: The workaround to this issue is to follow these steps;

1. Open the Mail control panel (Start -> Settings -> Control Panel -> Mail -> Show Profiles)
2. Set the “Novell GroupWise” profile as a default mail profile (define it at “Always use this profile” option).
3. Add CallPilot Desktop Messaging to the “Novell Groupwise” profile or verify that this profile contains Desktop Messaging.

8.12.2 Support GroupWise 7.0.2 with CallPilot Desktop Messaging

CallPilot Desktop Messaging supports GroupWise 7.02, but there are limitations. Avaya does not test all dot releases. If a customer encounters an issue due within a dot release, then the dot release will no longer be supported. If new functionality is introduced within a dot release, then it will not be supported until the new functionality is tested. Refer to CR # Q01798791.

8.12.3 Desktop Messaging startup with Outlook

CallPilot Desktop Messaging client may cause Outlook to freeze and give CallPilot add-in errors. Refer to CR # Q02007267.

Workaround: Install Desktop Messaging client version 5.00.41.96 (SU07) or later.

8.12.4 Outlook - Custom Form Could Not Be Opened

When opening a new message within desktop messaging, a pop-up error is generated stating “The custom form could not be opened. Outlook will use an outlook form instead”.

It appears the CallPilot Addin (nmdcext.dll) is becoming disabled during the upgrade of desktop messaging. Neither a reboot nor re-installing the desktop messaging application fixes the issue.

The only way that you can listen to the message is via the ‘vbk’ format. Refer to CR # Q02145007.

This error condition may be the result of Office ending unexpectedly and at the same moment, some add-in component was in a loading state. After restarting Office, the component becomes disabled which may cause other add-ins to also be disabled.

Workaround: Manually re-enable disabled Office add-in components as follows:

Outlook 2003:

1. In MS Outlook navigate to Tools->Options menu.
2. Select Other tab, then click Advanced Options... button.
3. In Advanced Options window click COM Add-Ins... button.
4. Select and enable the CallPilot Extensions add-in.

Outlook 2007:

1. In MS Outlook navigate to Help->Disabled Items... menu.
2. Select and enable the CallPilot add-in (nmdcext.dll).

8.12.5 Server lookup mode in CallPilot Address Book on Novell GroupWise 8.0

If Desktop Messaging installation is configured to use server lookup mode in CallPilot Address Book there might be some issues with Novell GroupWise address book application (called "addrbook.exe"). GroupWise address book application is having trouble with filtering addresses, while Desktop is fully functional in this mode and can dynamically filter addresses when composing CallPilot message. This behavior should be addressed in future versions of Desktop Messaging.

8.12.6 My CallPilot access from CallPilot server

Although not recommended, My CallPilot can be accessed from the Internet Explorer browser on a CallPilot server. In some cases, when security PEPs are installed on a CallPilot server, tightening of browser security settings may result in pop-up warnings or could cause some Internet web sites to not function properly. For example, a pop-up warning may appear stating: "A script is accessing some software (an Active X Control) on this page which has been marked safe for scripting. Do you want to allow this?"

No workaround to be provided, in order to prevent CallPilot server exposure to malware and attacks. Avaya's recommendation and design intent is to not access My CallPilot directly from the CallPilot server. Refer to wi00888207.

8.12.7 Display incorrect sender when sending message to email address with Microsoft Outlook"

When sending a CallPilot message to the e-mail address (not a CallPilot recipient) the sender of the message will be the Exchange account. Outlook sends a message via Exchange server if a recipient is an e-mail. This behavior is as design intent. For more details refer to wi00891375.

8.12.8 Outlook 2010 / CallPilot Desktop messages do not show up in combined Outlook inbox.

When using "Deliver to e-mail inbox" with Outlook's "Cached Exchange Mode" turned off, CallPilot messages do not show up in combined view. Refer to wi00933551.

Workaround: Manually turn on Cached Exchange mode as per instructions below.

8.12.9 Outlook 2010 / New CallPilot messages addressed to the CallPilot address remain in the Outbox and Exchange Server generates non-delivery report.

When composing messages with Outlook's "Cached Exchange Mode" turned off, CallPilot messages remain in outbox and result in NDN report. Refer to wi00893872.

Workaround: Manually turn on the Cached Exchange mode as follows

1. In Microsoft Outlook 2010, navigate to File > Info > Account Settings
2. Select Microsoft Exchange account and click "Change".
3. Turn on checkbox "Use Cached Exchanged Mode"
4. Click "Next".
5. Warning "The operation you selected will not complete until you quit and restart Microsoft Outlook" appears. Click "OK".
6. Click "Finish".
7. Close Account Settings
8. Restart Outlook

8.13 Upgrade Wizard

Upgrade Wizard did not detect incorrect BIOS version

NTP NN44200-400 states that the BIOS version for a 1002RP platform must be NNCXUA07. However the Upgrade Wizard does not check confirm whether NNCXUA07 BIOS is installed. If the BIOS is not updated to NNCXUA07 then the user may experience product activation issue. Refer to CR # Q01677239.

Workaround: Follow either the documented procedure in the 1002rp maintenance and diagnostics NTP, or use the Windows COA provided with the system from the factory to activate.

8.14 Meridian Mail to CallPilot migration

8.14.1 Restriction Permission Lists may cause migration errors

When Migrating from Meridian Mail to CallPilot, it is imperative that RPL names do not conflict, otherwise the migration process may skip data. Refer to CR # Q01913925.

Workaround: Prior to migration, either rename all existing CallPilot RPLs, or simply delete them from the CallPilot database. This ensures proper mailbox Class-of-Service/RPL orientation.

9 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 Enterprise Solutions PEP Library (ESPL) website be checked regularly to ensure the latest updates are applied.

The most recent PEPs for CallPilot 5.0 can be found on the Enterprise Solutions PEP Library (ESPL) website at: <http://support.avaya.com/espl>

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

9.1 PEP Numbering Format

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

Where:

RRR:	Software Release (eg. 5.00, 4.00, 3.00, 2.50, 2.02)
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 (01-99).
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:	PEPs/Software update
Reporter:	Packaged as part of CallPilot Manager software update
My CallPilot:	Software update
Desktop:	Software update

9.2 CallPilot 5.0 Service Update 11 (SU11) and Individual PEPs

At the time of this printing, the following CallPilot 5.0 SU10 PEPs are available for download.

9.2.1 CallPilot 5.0 Service Update 11 (SU11) Individual PEPs

The following Individual PEPs are available for download.

PEP number	Description
CP50041SU11S	CallPilot Service Update 11 (SU11) server component.
CP500S11G06S	Unable to login to GR mailbox after remote notification call; required when using Geo-Redundancy.
CP500S11G05C	CallPilot Manager (05.00.41.167) required for use with SU11 and installed on CallPilot server and/or optional stand-alone web server for Reporter.
CP500S11G04A	Application Builder (05.00.41.167): Required for use with SU11; installed on client PC.
CPSECPEP014S	CallPilot Server Security Update #14 (includes Microsoft hotfixes up to MS11-034 and other OS/Application security hardening. Requires CPSECPEPSP2S.
CPSECPEPSP2S_V02	Microsoft Windows 2003 Server/Service Pack 2 (SP2). Not applicable to 202i and 1006r servers as is pre-installed/included in server image.
CP500_Desktop_05.00.41.167	Desktop PC client version 5.00.41.167: includes support for the latest groupware and OS environments; adds several fixes/enhancements; required when using Geo-Redundancy.
CP500_MyCallPilot_05.00.41.167	CallPilot server and/or web-server component: My CallPilot version 5.00.41.167 – includes support for latest OS and browser versions; adds several fixes/enhancements; required when using Geo-Redundancy.
ABExplorer_v2	CallPilot Application Builder Explorer Utility (v2); installed on Windows PC.
CP1006r_FIRMWARE_1.3	1006r servers only: Firmware Upgrade Package Release 1.3
CP201i_POHS	201i IPE only: Disk Power-On Hours Utility for release 3.0 and later systems
CP500_HighAvailability	1005r or 1006r H/A servers only: latest EMC software (EMC5.3.3 (SP2) and EMC_Hotfix)
CP500_UpgradeWizard_v167	Enhanced Upgrade Wizard (version 05.00.41.167) for use when upgrading to 5.0/SU11 from release 2.02/SU04, 2.5/SU02, 3.0, and 4.0.
CPDRVPEP001S	CallPilot server component: Driver for US Robotics USR5637 56K USB Faxmodem.

PEP number	Description
CPDRVPEP002S	CallPilot server component: Driver for Tandberg RDX External USB drive to ensure eject button functions correctly.
EMC5.3.3	1005r or 1006r H/A servers only: EMC AutoStart 5.3 Service Pack 3 (SP3)
RAIDUpdate_1L51_v2	703t and 1005r servers only: RAID firmware update

9.2.2 CallPilot Service Update 11 (SU11) Content

CR/wi #	Description
wi00829821	Event should be logged to the Windows event log when the GR partner state changes
wi00881041	Status of GR icon should be changed after remove GR icon on GR Partner server
wi00885200	Cannot restore voice forms and user's mailbox backups on CallPilot server
wi00887290	Received "C" as subject matter for Remote Text notification messages
wi00887294	User Archives show skipped items of Deleted FAXs causing the user to check every archive
wi00887546	MWI does not go out after deleting response from Voice Form
wi00890232	Callers from outside cannot hear External Greeting
wi00891075	Unable login to mailbox after downing Courtesy
wi00893382	CallPilot Degrades after virtual memory error with VsTskMgr spiking just before a McAfee update or scan
wi00898696	CallPilot HA CTMS service remains in stopping on CP2 after SU07 to SU09 Update
wi00898734	Major event 54825 is logged every hour under load
wi00898740	The GR link is unstable during Resync progress
wi00906494	The CallPilot PEP installation is corrupted when installing SU cumulative from old version of SU
wi00908631	POPUP server is low on memory
wi00926046	CallPilot 1006r HA 3 MPB96 boards fails SU09 to SU10 when trying to bring online with Resource Packages and BCR Services failing
wi00938055	CallPilot degrades to RNA with frlogserver and nmssrvs using all the processor time
wi00938503	CallPilot slowly degrades to RNA after 35103 38016 and 38007 events
wi00941894	Request to add new events 54846 54847 54848 54849
wi00947350	Messages are not duplicated in GR partner if vpim shortcut contains an overlap
wi00950829	ConfigWizard: system configuration failure with the error: Running DatafillDatabase
wi00954140	Some GR users are not built on sync or rebuild
wi00954871	TRUs created with question marks after SU installation
wi00954883	It's failed to send a message to PDL list from GR mailbox when CallPilot GR pair are in Campus mode
wi00958877	The voice forms backup/restore logs is cannot be displayed after the progress is completed
wi00959819	Cannot change audio option after listening to the message in CallPilot Player

9.2.3 CallPilot Manager PEP CP500S11G05C Content

The following fixes and enhancements are addressed with CP500S11G05C.

CR/wi #	Description
wi00877217	NTPs/Help missing reference to Password Change service URL
wi00880169	Documentation: High Availability Upgrade Wizard procedure
wi00882029	Remote Text Notification is not being sent out in the proper language
wi00882796	Notification about non-default Flight Recorder settings should be available only for users with "Flight Recorder administration" privileges
wi00887673	Cannot edit broadcast mailbox number for GR users on non-GR CallPilot
wi00889272	Size of System Log is always zero
wi00893371	Cannot add new CallPilot address for Message Forwarding Rule on CallPilot Manager
wi00904230	Notification about non default FlightRecorder settings appears on CallPilot 4.0
wi00934238	Unable to login into CallPilot Manager after upgrading web server
wi00938465	Changes to CallPilot Manager Online Help
wi00938515	Update of Reporter fails on Win 2000 server
wi00941536	Callpilot Manager does not allow hyphen in remote notification email address
wi00905082	Unable to restore the user/ voice forms/ appbuilder/ prompt archive via FireFox
wi00958939	Entries in Time Period column in Channel Usage Report not in order
wi00966226	CallPilot Backup logs cannot be viewed from Reporter Web Server

9.2.4 CallPilot ApplicationBuilder PEP CP500S11G04A Content

The following fixes and enhancements are addressed with CP500S11G04A.

CR/wi #	Description
wi00862555	AppBuilder documentation missing specifics for OS support

9.2.5 CallPilot Server Security PEPs

CallPilot 5.0 factory-images contain all applicable Windows security updates through Jan 16, 2007 excluding 202i and 1006r which contain additional updates including Service Pack 2 (SP2) given their introductions post 5.0's GA.

For a list of additional individual Microsoft Security Updates (hotfixes) that apply to CallPilot 5.0 servers running the Windows Server 2003 Operating System, refer to Product Bulletin "CallPilot Server Security Update-2012" or 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
CPSECPEP014S	CallPilot Server Security Update w/ Microsoft hotfixes up to MS11-034/additional enhancements.

The following fixes are addressed with CPSECPEP014S.

CR/wi #	Description
Q01367189	Excessive TCP Keep-Alive LAN traffic with Desktop Messaging
Q01449531	DMI view update sets CPservices to disabled after installing PEP CP202SEC004S
Q01617017	MSI-Format support for CallPilot
Q01637569	Receiving numerous event 59 and 32 in system log
Q01638452	CP40404SU04S failed to install on a 703t with CallPilot 4.0 GA
Q01781913	PEP CPSECPEP009S crashes CallPilot
Q01783689	Need Windows Administrator account to launch CallPilot Manager Homepage
Q01806764	PEP CPSECPEP010S makes many main functions of CallPilot work incorrectly
Q01807104	CPSECPEP010S – Some securities are not added as expectation
Q01807140	Some enhancement securities are not configured properly
Q01807505	Users can configure proxy setting in IE
Q01807989	Service "Help And Support (helpsvc)" is not configured as document mentioned
Q01819279	Some registries are not added as expected
Q01819385	Cannot login to Support Tools on CP sever joined to Domain
Q01830619	Wrong sevice name in readme.txt (TrkSrv)
Q01853690	Cannot map drive for network backup after installing CPSECPEP010S
Q01973128	CPSECPEP011S fails to install on 202i
Q01980200	Application popup after installation of CPSECPEP011S
Q02094497	Microsoft Base Security Analyzer fails after installing CPSECPEP011S
Q02116123	DCOM errors EVENT ID: 10020
Q02133709	DCOM Events10005 is generated after each reboot
wi00858836	New Security PEP needed for CallPilot servers

9.2.6 **CPSECPEPSP2S**

The package contains Windows Server 2003/Service Pack 2 (SP2) to be installed on CallPilot server release 3.0, 4.0 and 5.0 servers. It is a prerequisite to install PEP CPDSKPEP001S prior to installing CPSECPEPSP2S on 201i, 703t and 1002rp platforms running release 3.0 or 4.0.

Note: CPSECPEPSP2s is not applicable to 202i IPE servers. The system image comes pre-installed with this update.

Note: There is no additional fix content in CPSECPEPSP2S_V02 against CPSECPEPSP2S v. 1.4 (the previous released version of CPSECPEPSP2S). There were changes only in readme file:

- we added clarification about CR Q01886717
- we documented how do deal with situations where there was insufficient C: drive space

If you have CPSECPEPSP2S already installed on your system no action is required.

Note: At the time of this printing, this package has been certified for installation on CP5 HA systems. It has not been certified on CallPilot 4 JITC Hardened systems.

9.3 CallPilot 5.0 Service Update Carried-forward solutions

9.3.1 CallPilot Server Content

The following solutions and enhancements were provided in a previous SU or PEP:

CR/wi #	Description
DE2358	Support of 202i platform
DE2420	Rebrand CallPilot Server
Q00377723	When forward message twice, the first forward does not indicate being forwarded
Q00377739	Event 60010: more info needed, return error
Q00377794	Error is not reported correctly in failed EN NetBcast to one location
Q00380473	Greeting file opened twice in Call Answering
Q00381294	AMIS loopback: can not make response
Q00381827	Fax Message unsuccessfully printed is marked new only in telset
Q00382713	Event 41505 at customer site
Q00420693	Reporter -- mixed media calls are not pegged in the DTT audit trail detail report
Q00699818	Event 42436 Channel diagnostic event reports useless fault information
Q00758436	T1 SPAN status fail to display Remote Yellow alarm condition
Q00897106	No progress indication for restore deleted users
Q00906091	Misleading error message while copying file, then install reinstall exits
Q00979476	CallPilot lost the installed language
Q01017652	Srepair can not detect corruption (imported / importing apps)
Q01078101	Telset Apps file does not import header files correctly
Q01090945	ASDN search failed in BCR during M1 high cap load test
Q01104795	The same description for the saved search should not be permitted
Q01161352	CallPilot Server security was compromised through FTP Service
Q01179410	My CallPilot inconsistent with CallPilot Manager mailbox fax printing options
Q01183661	Users not belonging to Volume 1 can not delivery to Fax machine
Q01213481	Can not make a call sender via Desktop under the traffic
Q01248136	dbmgr error on database exceeding engineering limits
Q01330318	Can not edit existing mailbox links
Q01330509	Network Backup should include 'Overwrite' option
Q01342765	DSP has not replied to an Audit command – event 38007
Q01356763	Transcode VBK -> GSM 6.10 for MFR messages on supported hardware platforms
Q01364428	Can not login or change password in some mailboxes when system dongle missing
Q01384064	There is no a message to the Windows Events Log when a mailbox has been initialized.
Q01389775	Can not not play email message with only digits
Q01396333	Checking for prefixes conflict has to be corrected
Q01410478	Automatic recovery fails for SCCS/CallPilot ACCESS integration
Q01410659	Remote Notification generates Event code 58509
Q01413516	Transcoder Utility: inputting an invalid selection causes endless loop
Q01414385	A wrong message pops up when an invalid remote disk is listed
Q01421217	Ent-Message is not sent to remote user when using the second connection DN
Q01424667	CallPilot Backup/Restore utility Query Tape drive – does not check physical connection
Q01425575	Backup Restore tool: Diagnose Restore tool displays restored users incorrectly
Q01425860	Duplicating either VFID or Name generates the same error

CR/wi #	Description
Q01426168	Trace Viewer Utility can not be used to capture traces under the traffic
Q01426686	CallPilot Backup Restore detailed log file has misleading wording
Q01437464	Srepair enhancement required
Q01438748	Empty values are not checked in LDAP
Q01442821	Event code 54119 – Need to add description information
Q01447316	Time to deliver label displays wrong in MTA tool
Q01453049	Thru-dial from Hacker Monitored AppBuilder displays redundant values
Q01458330	Restore log file does not give the reason for skipping some blocks
Q01463082	TDD .WAV message not being recognized when imported CallPilot
Q01463415	Many events 59530 were logged during the load test
Q01467434	Shared DN – Notification Tool Enhancement. According to FS 1.05
Q01467678	Event 54857 descriptions need to be detailed to display properly
Q01469254	Can add a device with invalid Device Name using Backup/Restore Tool.
Q01470197	MWI DN is not updated properly after disabling it into user's profile
Q01475423	Event code/41505/41500-41599 needs to be updated
Q01477589	CallPilot Backup/Restore utility: All completed fields are erased if one illegal character is entered
Q01482532	Can send a fax with more than maximum number of fax pages
Q01498678	Restoring from full system backup might create corrupted AppBuilder applications
Q01504426	The Max. Call Answering Message Length on mailbox class is updated incorrectly
Q01506715	Support Tools: Wrong behavior when using nmabdmv
Q01506717	Support Tools: Wrong behavior when put the wrong path in Language Tools
Q01508881	Can not use device after pressing Back button on Setup wizard
Q01510690	The MWI service terminated unexpectedly when it was being stopped from the Service Panel.
Q01522152	Can not turn on auto-print function by telset
Q01530017	Enhancement request for SNMP
Q01533381	CallPilot Manager time zone list should be extended according to KB928388
Q01542283	Concurrent logins on same Mail box
Q01544926	Can create more than 60 holidays
Q01545844	Warning message is not display if configured language not installed
Q01545844	Warning message is not display if configured language not installed
Q01546443	Too many debug events 36895 and 36864 during load test
Q01558181	SLEE trace tool – wrong sorting in Status of lines window
Q01559648	Event code / 41572 / 41500-41599 needs to be added
Q01559824	Event 33626 needs to be created.
Q01562067	Can not obtain TAPI LINE Device information during starting up the CallPilot CCR service.
Q01563571	AppBuilder 4.0 and CallPilot Manager 4.0 still able to connect to CallPilot 5.0 server
Q01565596	The full system backup was completed with some items skipped
Q01567366	Update to event 58208
Q01567764	Backup and Restore Failure notification guardrail
Q01568006	CallPilot Service Manager does not set affinity for proper service
Q01568697	Unified Tracing – Freeze trigger does not work
Q01569011	CallPilot Time Service did not stop as requested
Q01569673	“Save All” function in SLEE trace does not work

CR/wi #	Description
Q01569675	Incorrect tracing if changing Circular buffer size
Q01577022	Config Wizard stops at 45% for 10 minutes
Q01577748	SLEE trace – New buffer size can not be set to all lines
Q01577868	SLEE trace – Unable to set buffer size to 2000
Q01579462	Mailbox Personal Verification Time Limit
Q01580291	Ring No Answer
Q01581298	Remote Notification does not work
Q01582642	Unified Trace window is closed when filter on load file
Q01582645	Internal exception in LDAP backend
Q01582733	SLEE Trace – Wrong time in save files
Q01583792	POA entry or disconnect while CallPilot connected causes CallPilot to drop
Q01583865	SLEE Trace – Operator EQUAL is not completely correct
Q01584219	SLEE Trace – ‘New’ function does not work properly
Q01584231	SLEE Trace – Information in Trace level is truncated
Q01585161	Restore does not restore backup logs
Q01588112	IMA service does not start under some circumstances
Q01592726	Opened large text application event log from Event Viewer and AOS service crash
Q01595734	Major event 36209 after PEP CP500S00G06S installed
Q01597122	HA: “Runtime Error!” messages appear after installing the CP500S00G08C
Q01605479	DMI Viewer: Can not continue selecting any function after removing a PEP
Q01605495	CallPilot SRI shows incorrect value after restarting System Manager service.
Q01612204	Wrong Time Zone description when changing Daylight Saving to Standard Time
Q01614174	Message bar is not updated when trigger works
Q01618344	Update to events 36885/36884
Q01620843	Hot key of “Find on all lines” option in SLEE trace tool does not work
Q01624383	NBOMCU.EXE creates Dr. Watson error when OM collection not checked
Q01624489	IMAP service drops client connections and terminates unexpectedly
Q01624489	IMAP service drops client connections and terminates unexpectedly
Q01639854	Local stop trigger stops tracing on the system line on event
Q01643150	Enterprise Networking sending wrong password
Q01643375	Upgrade Wizard displays 13% backup complete after 1-2 secs
Q01643708	Language File Issues, Event 60014
Q01646486	RN fails – Out calling agent uses Remote off duty channels
Q01648840	One-number fax giving Euro ring tones
Q01653667	Upgrade from 4.0 to 5.0 not deleting old “One-Number Voice/Fax Call Answering”
Q01655161	Events 35103 and 38004 generated
Q01656726	Administrator Report fails to show data for application changes
Q01657962	Save trigger in Unified Trace – trace buffer could not be saved to sub folder
Q01658413	CallPilot 201i 4.0 / MTA service crashing
Q01658988	Composed message Block feature with NDN should not say incorrect address
Q01659348	Unified Trace is closed when select a component while viewing a load file
Q01659867	Saldm.exe using 93% of the cpu
Q01661765	RN fails and events 40592, 55076 reported on event viewer
Q01661822	RN Audit Trail detail report call status (23) is confusing
Q01665585	Default IPSEC Policy missing from registry

CR/wi #	Description
Q01667324	Line window does not update after pressing Clear button
Q01667713	Bugcheck reboot running Config Wizard while connect with RAS
Q01671791	NMS – Location code played between Satellite users in Call Sender
Q01673459	Undelivered RNs after reboot result in outcalling blocking
Q01675492	There are some errors in Backup and Restore log after backup/restore User
Q01675617	Fails to add alarm mailbox if remote server utilizes the same mailbox number
Q01677296	Need ability to restrict My CallPilot access to e-mail tab
Q01678576	Inconsistence when saving ESN Location Code conflict with a mailbox prefix
Q01681450	T1 channels can not re-establish when CP starting Yellow Red alarm condition
Q01681704	Event codes / 41564, 41565, 41567 / 41500-41599 need to be added
Q01683597	CallPilot SRI displays full service when ELAN is down due to corrupted file in the policy
Q01684355	Message Forwarding Rule does not work between networked CallPilots if mailbox without the desktop capability
Q01684363	Event 41572 needs to have a more clear description in the Windows event viewer
Q01685827	No answer when dialing to application builder SDN
Q01687524	Web Service Support is required
Q01690808	TTS Engine Settings: User gets error when try to access Help page
Q01690867	System Prompt Customization shows nothing to user has SPC administration right
Q01690895	User with Server Settings admin right cannot get fully server settings info
Q01692208	RTN should always connect to a defined SMTP proxy server
Q01692494	“Exit” button disappears in VoiceForms Clean Tool
Q01715643	Event 41571 Parameter Changes for Unresponsive Dongle
Q01715661	New CallPilot Manager Pop-up Message when Dongle not Detected
Q01715817	Can not migrate applications from Meridian Mail to CallPilot
Q01719016	PlayerCallbackNum is not updated after changing Extension DN
Q01719023	Unified Tracing – Stop trigger failed to work on AML component
Q01719024	Unified Tracing – Save on trigger failed to work on AML component
Q01720955	Stop trigger works incorrectly when the buffer is set to default value (0%)
Q01721071	Unified Tracing – Cannot open “Trace Control” window using hot key Ctrl+T
Q01721110	MSI: The print button on readme dialog box is disabled
Q01721988	MSI: The log file does not contain any requirement to reboot system
Q01722747	MSI: Log file contains no information for unsuccessful installation
Q01722829	Spelling error found in CallPilot.log
Q01723371	Event 41571 is generated every 2 minutes on HA system
Q01723582	Cancel installation but the log file says Install PEPs completed successfully
Q01724034	CallPilot boot up time reduction
Q01727360	An error after adding a backup that device name having the (“or”) character
Q01728761	User with Config Wizard administration right cannot install language
Q01729524	In Voice Form, Record button works incorrectly
Q01730189	Faxes fail from fax machine on remote switch
Q01731974	User with Config Wizard admin right: Config Wizard process failed to complete
Q01733734	Event 55092 shows incorrect information
Q01734620	User with SDN Administration right can not open SDN detail page
Q01735388	MSI: PEPs can not be removed from Add/Remove programs applet
Q01735481	User with SDL Administration right can not record/listen a greeting
Q01738970	Unified Trace tool is not accessible from distributor account in Support Tools

CR/wi #	Description
Q01740113	Number of mailboxes is inconsistent with resource parameters
Q01740330	Message Forwarding Rule disables after incomplete fax fails to convert to TIFF
Q01740783	Autofill DN's on user add page works incorrectly for user with "User admin" right
Q01742425	User with Messaging Administration right can not modify the config
Q01745131	User with Backup/Restore admin privilege can not modify backup history options
Q01747559	Fault Manager data buffer is too small for reading event log entries
Q01747683	User mailbox with User admin right could not administer other mailbox
Q01748928	SNMP service terminates on 1005R
Q01749477	Backup failure events, increase severity level
Q01749687	Only 199 entries added to a PDL
Q01750565	Can not send message to SDL having an empty SDL entry
Q01751188	Events 42457 and 42459 are not in CallPilot Manager event browser
Q01753294	User with Message Delivery Configuration admin right can not modify the config
Q01753322	MSI: The warning about free disk space in log file is not true
Q01757709	CallPilot Reporter Multimedia Report Issue – Block Name Selection Criteria fails
Q01763934	IMAP Port Banner gives away too much information
Q01766266	MSI: Unable to install Cumulative PEP in passive/quiet mode
Q01766961	Can not create voice form when CallPilot Manager password > 6 char
Q01773711	Successful fax notification forwarded to Lotus Notes populates as a failed fax
Q01774384	CCCSCP Robustness submit. Server side
Q01777502	HA/CC6 Acquire-Login Enhancement
Q01778215	IMAP Event 54503 – Fault Management
Q01779721	Ring back tone for "One Number Voice/Fax Call Answering" feature is not Israeli
Q01781231	Setup Wizard logs information to wrong file
Q01782363	Configuration Wizard loses Access Class IDs
Q01782443	SDL migration from Meridian Mail to CallPilot fails with RC 60605
Q01783186	On CCMS, Access voice ports not reacquired after NIC failure on CallPilot
Q01783641	Application fails to create new application has same ID as the deleted one
Q01783759	Response of field Voice Answer cannot playback in the transcription progress
Q01783795	CCCSCP robustness cluttering debug output should be removed
Q01788908	Can not migrate nested SDL's from Meridian Mail to CallPilot 5.0
Q01798207	Access channels are not acquired on simultaneous reboot of CP and CCMS
Q01803126	CPHA pair is not using the Managed CLAN IP to communicate with CCMS
Q01810681	SDL's containing remote users are not migrated correctly
Q01815652	Configagent.dll is not registered correctly
Q01817537	CallPilot is not answering with reporter connected
Q01818131	AOS Services can not start in High Availability setup
Q01821098	Calls fails to get to CallPilot
Q01824268	LDAP Return Code: 60637 when saving directory entry user
Q01824912	Inconsistent constraints regarding dialing information prefixes and mailboxes
Q01831687	CallPilot HA DSO is not associated with DSP's causing RNA
Q01832558	Shared DN does not play TAG
Q01839220	Voice Form name is changed when restoring
Q01839365	TimeZone error in Configuration Wizard after uninstalling CP50041SU03S
Q01841187	The "Delete Read Voice Message" option does not work correctly

CR/wi #	Description
Q01842098	Some items are skipped during upgrade from CP4.0 SU04 to CP5.0 SU03
Q01843606	Error message popped-up when running Configuration Wizard
Q01843770	After re booting CallPilot, some channels are in Remote Off Duty state
Q01843901	Config Wizard hangs after installing Service Update
Q01845803	CallPilot A-LAW ring tones have high level of background noise
Q01846574	Unable to run High Availability wizard with CPSECPEP010S installed
Q01847679	CallPilot stops answering calls after AML IEI from the switch
Q01847682	Many 42812 events in CallPilot system log when running traffic
Q01850040	Backup 'item' name is truncated in Backup/Restore Tool
Q01850721	Support of new RAID firmware needs to added to CallPilot Setup and Upgrade Wizards
Q01851633	Event code 42467 is not documented in Online Help
Q01851705	Event code 42469 is not documented in Online Help
Q01851723	Event code 42456 needs better explanation in online help
Q01854242	Supervised transfers to CallPilot fail
Q01850577	Backup names are truncated
Q01850718	Unexpected error message appears when saving Mailbox Class Details
Q01862116	CallPilot shall treat inappropriate PBX agent DN's as Remote Off duty
Q01862927	Auto-logon disable is not functioning properly after password reset
Q01865813	CallPilot should warn user of a scheduled backup when installing a PEP
Q01866348	OM data is inaccurate if the profile is changed during a RN call
Q01867449	ConfigWizard does not allow to install languages
Q01869076	User Administrator rights can not record in VoiceForms
Q01872116	Upgrade Wizard fails for Symposium (CCMS) integration and High Availability (HA)
Q01872141	Service Update does not allow to run ConfigWizard
Q01875523	Return codes 38551-38562 are not documented in CallPilot help
Q01877281	Telephony Service Terminates followed by Fatal Exception 42803
Q01880622	Upgrade Wizard must allow old RAID PC/FW while upgrading from CallPilot 2.x
Q01882523	Enhancement: CallPilot must not block backups to externally connected HDD
Q01883533	Administrator Action Report does not contain 'Create' records for AppBuilder applications
Q01883662	No VPIM Prefix available to configure Directory Synchronization
Q01893455	CallPilot Voice Forms corruption
Q01896505	Calls follow DFDN treatment
Q01897980	Potential issue with restoring users
Q01900078	Message forwarding rule fails if caller is from the same PBX as destination CallPilot mailbox
Q01900846	Can not send fax when using One Number Voice Fax with some ringtones
Q01903632	Voice Forms CleanUp Tool fails to work properly with more than 200 mailbox
Q01908208	'NotifyOnly' for Remote Notification calls give incorrect RN Audit Report
Q01909757	T1/SMIDI Assertion error
Q01910414	Running Session Trace causes Ring-No-Answer (RNA)
Q01914523	Applications do not answer on standalone systems that boot without the dongle
Q01915679	Upgrade to CP5.0 SU03 hangs until you manually kill the "Fault Management Complier" window
Q01921267	Call Sender fails when Local Site is configured as both CDP and ESN
Q01922384	RCA for system reboot after rebuild of RAID drives

CR/wi #	Description
Q01923378	CCCSCP Robustnes improvement required
Q01923678	ESN access code greater than 3 digits is not updated in new mailbox
Q01924243	Maximum of 3 digit ESN Access Code length for Dialing Information field
Q01925633	Desktop Fax – Need ability to force use of Read Receipt
Q01926049	CallPilot sends wrong IDCRC (De-Acquire an Agent TN Request) message
Q01928330	Call Sender fails using Desktop Messaging
Q01928464	Wrong mailbox ID is being sent from MyCallPilot
Q01928918	Telephony service terminates with exception after corrupted AML message
Q01930328	Users receive the ‘your mailbox is currently in use’ message during login from TUI
Q01930808	Full system backup does not work
Q01932297	CallPilot can not startup after reboot
Q01933564	Progress indicator counter does not work correctly on consecutive Full System Backups
Q01933608	CPHA: Channel Monitor displays incorrect information
Q01933868	Volume 102 terminates and restarts
Q01935955	AppBuilder corrupts application file during failover
Q01936179	Zero revert from thru dial not working with ‘fixed length’
Q01938280	CallPilot fails startup when switch response time on AML ISI more than 3 minutes
Q01940453	202i platform support – drivers and HAL
Q01943210	Request to have Warning for Duplicate IP Address Entries during AutoStart Config
Q01943259	Supervised transfers to CallPilot fail with CCCSCP Robustness patch
Q01944607	202i platform support – installation and configuration
Q01946872	Cannot use Temporary Remote User as Message Forwarding Rule target over VPIM
Q01949208	CallPilot can not startup after reboot with CCCSCP Robustness patch
Q01950082	Our own phone number is in incorrect format in configuration page with DM
Q01953517	202i DVD drive not mapped to Z:\
Q01957052	Unable to create SDL that overlaps with CDP steering code
Q01957536	Upgrade Wizard counts number of CPU with mistake on CallPilot 2.02
Q01957864	HA-ConfigWizard tool fails if NICs renamed
Q01960712	System can not recognize PCI Board after installing PEPs
Q01961376	Manual and scheduled backups fail at times
Q01961953	The fax page failed to be printed via fax machine
Q01962251	LDAP Search error when opened Attribute under MMFS-Attribute View
Q01962485	BCR, CCR, and AML traces continuously save at 1mb with 5mb selected
Q01964023	Can use TRSA to re-assign an invalid system service to SDN
Q01968580	QualysGuard security scan causes CallPilot problems
Q01969999	Contact Center 6 simulated load testing resulted in system wide RNA
Q01971111	View all Local Lotus Domino Directory in CallPilot DTM 5.0
Q01971191	MFR config in MyCallPilot uses incorrect case for FQDN
Q01971607	Voice Forms: Unexpected exception when sending notification message to mailbox
Q01975055	CallPilot unexpected outage under traffic
Q01976103	Some agents are in “Remote off Duty” state after multiple failovers
Q01977206	Upgrade from 4.0 to 5.0 fails due to 10 free desktop seats offering on 4.0 server
Q01979758	CallPilot fails to release CCMS channels under traffic on manual failover
Q01980621	CallPilot Volume 99% full – NANBox has 10150 files
Q01981499	CallPilot HA does not failover when power lost on the active CallPilot

CR/wi #	Description
Q01985419	CallPilot stops with bugcheck against nbdsp.sys
Q01985882	Setup Wizard fails to recognize T1 Dialogic PCI Board after installing CP50 SU05
Q01986004	Upgrade Wizard Fails with nbresourceParameter error
Q01988341	Cannot add or modify mailboxes if mailbox starts with same digit as vpim
Q01988764	CPHA: Blue Call Router and APE services do not start successfully on failover
Q01991270	There is no Mlink decoder in CallPilot trace viewer
Q01991925	High CPU Utilization by NMAOS.EXE & DBSRV7.EXE
Q01992585	RNA after users reported no access to mailbox
Q01993770	Multiple SLEE events 55200 and 55209 after user archive and restore
Q01994281	Temporary greeting expiry incorrect for timezone used in NMS locations
Q01994947	User archive populates MWI DN in mailbox
Q01996828	Applications that contain imported applications do not get restored correctly
Q01998091	Call sessions terminated unexpectedly when SLEE failed to submit a CP message
Q02001306	CallPilot must support overlapping Long Distance and International prefixes
Q02002624	“Out of Office” reply generates multiple 54104 events
Q02003325	New AML USM IE required to process greeting delay request from CS1K
Q02004579	The “Delete Unread Messages” feature
Q02005180	The “Multiple Remote Notification Targets” feature
Q02006998	Event 54517 info/severity not consistent with Return Code
Q02007512	The “Message Sort Order” feature
Q02009478	New 800r and 1006r platforms support
Q02009568	CallPilot HA/CC6 Interop solution with CS1K 5.5 channels stuck off duty
Q02009648	Calls hard-call forward to CallPilot disconnect intermittently
Q02010015	Time Control block in Application Builder is off by 1 hour
Q02012984	ACCESS treatment not provided after installing Service Update
Q02013265	CallPilot Time Service terminated with service-specific error 41506
Q02013603	High CPU usage monitoring is required to implement in CallPilot
Q02014996	Misleading error message when reinstalling Service Update
Q02015320	Capability Bitmap IE required in AML IACR (for CDN) message for CPMB enhancement
Q02016177	High CPU usage monitoring is required to implement in CallPilot
Q02017879	The “Initial Mailbox Message” feature
Q02018734	Error message when recording greetings via CP Manager
Q02018771	New 41466 event must be created
Q02019418	AML TSP generates events 42811
Q02023811	The “Password Change Service” feature
Q02024525	Subscriber Manager support for CPManager
Q02027569	Event 54517 info/severity not consistent with Return Code
Q02031730	CPHA: some tables are not unloaded to disk (incomplete design)
Q02033174	Password Change service usability enhancements
Q02033921	Event codes 38012, 38013, 38014, 38015, 38016 need to be added
Q02035476	CallPilot stops with bugcheck against nbdsp.sys
Q02037775	CallPilot incorrectly processes new AML USM message from CS1K
Q02042878	CallPilot locks up with no errors in event logs
Q02044631	CPHACC de-acquire/acquire operation on CCMS can cause “Remote off Duty” of CallPilot channels

CR/wi #	Description
Q02044653	CPHACC: MLINK failure on after CC restart
Q02044829	Fault Database Compiler: the efficiency of Index Files usage
Q02045130	Unable to add VPIM prefix due to error 60697: 'mbxpxfx' attribute cannot be null
Q02046184	Telset still ring after disabling Notification Target
Q02046192	Event 40592 appear when server is running
Q02046214	Password for Sybase access is not encrypted in PEP's installation files
Q02047952	Application Builder archive needs wildcard option
Q02048658	Setup Wizard displays wrong NTP number
Q02049418	Voice Forms – needs max untranscribed responses per form
Q02049549	IMAP service terminated by Service Manager with service-specific error 41506
Q02050125	AOS and NMSS using up CPU at 100%
Q02050245	Telset stops ringing before exceeding the retry time limit
Q02050746	Postmaster account. Manageable alphanumeric address
Q02055818	Remote Text Notification is in Wrong Language
Q02061509	Number of Voice forms allowed on the System
Q02061964	Cannot send messages to Personal Distribution List
Q02062010	Delivery time of initial mailbox message is wrong when the first login
Q02062817	Configuration Wizard changes Multimedia allocation table to a default setting
Q02064134	MFR and Remote Text Notification header is incorrect for Message-ID field
Q02064451	Calls from menu sent to Contact Center and routed back to CallPilot get wrong mailbox
Q02065582	Enhancement: Guardrails preventing configuring both Voice and fax on same DSP
Q02065862	Upgrade Wizard fails with a NBResourceParameter error
Q02065884	Cannot add user or reset password if Security prefix + Mailbox = trivial password
Q02066982	AUI-S style provides user prompting to enable MFR
Q02067057	Could not add Admin Only user using Express User Add page
Q02068441	BCC field is added to every message copy (MTA component)
Q02068588	CDN and ELAN Drop after manual PBX time change
Q02068699	Cannot get the events when average cpu usage is higher than 95%
Q02067057	Could not add Admin Only user using Express User Add page
Q02068718	SQL errors are not tracked during PEP installation
Q02070339	Voice Forms archive needs wildcard option
Q02072443	Request additional information concerning event codes 42456 and 42469
Q02074382	No Voice after High Availability Failover
Q02075314	Events 55230, 55237 and 57324 appears when using more than 100 Voice Forms
Q02075702	Configuring CallPilot for the first time fails
Q02081227	Issue with the user archives
Q02082600	Sanity test case failed: Fax not printed
Q02082604	Sanity test case failed: Delivery to telephone
Q02086084	MRNT Event 36207 Internal exception in LDAP backend
Q02083869	TargetID field is missing in the NMnsRN table of CallPilot blue database
Q02086084	MRNT Event 36207 Internal exception in LDAP backend
Q02086115	Remote Notification Multiple LDAP connect\disconnect operations
Q02086707	Need ability to identify SU-PEP info from within CallPilot Manager
Q02087688	Need in-house RCA data collection tool
Q02089061	Remote text notification to same mailbox not working

CR/wi #	Description
Q02091800	A-Style Interface does not follow Minimum length of a Call Answering Message
Q02093153	Voice forms filling up because of system not deleting the data
Q02095659	Possible enhancements for Logical Drive error 60657 issue
Q02098562	Ring No Answer after 38007 and 38016 events
Q02099184	Voice Forms CleanUp Tool fails to work properly with more than 200 voice forms
Q02101393	Request to add new event code 36036
Q02103374	Zombie Voice Forms appear after heavy Voice Form usage
Q02103898	Remote Text Notification only works from 9am to 5pm after upgrading to SU07
Q02106388	All DSPs busy during Remote Notification load test
Q02106661	Upgrade from 2.0 to 5.0 fails with error "Failed to ALTER TABLE blue.NMnsRN"
Q02107472	Ring No Answer after DB assertion error during OM audit
Q02110374	Require dbg128 Utility to detect DCRMPB96 card version
Q02111887	Cannot define RN target DN's with SU07 on HA systems
Q02113479	1006R platform support
Q02113596	HA implementation fails at bringing LOAD DN process online
Q02114047	Rebrand CallPilot Server
Q02114069	Rebrand CallPilot PEP/SU installer
Q02114071	Rebrand Mmail Migration Tool
Q02115362	New Setup & Upgrade Wizards required to support RAID firmware 11.51
Q02115792	Error events 40592 and 42811 are being generated after SU07
Q02116579	DSP audit failure events 38007 indicate QoS issues
Q02117280	Callpilot sending false CSID information back to fax machine
Q02119008	42812 Events prior to ELAN outage and other random times
Q02120457	User cannot send message to PDL via MyCallPilot
Q02120465	System with Initial Message recorded states incorrectly when first login to MB
Q02120962	Need CallPilot MIBs updated for release 5.0
Q02124524	Unified Tracing does not apply trace profile first time
Q02126358	Telephony service crash during CallPilot server boot up
Q02127127	PDL list users that have RN enabled fail to send out all RNs
Q02127528	CallPilot 1005 RNA with 36894 events
Q02127561	VPIM message not delivered if sender Mailbox name has non-US-ASCII characters
Q02127648	Unable to add RN targets after migration from 1002rp to 1006r
Q02127900	Access violation error in CallPilot IMA service leading to service crash
Q02129110	CallPilot Flight Recorder
Q02130954	MFR feature depends on Networking and Message Network System Features
Q02131447	Events 40577 stating that the drive is in the process of being rebuild
Q02132777	No Mlink and Nbape traces after multiple failovers
Q02133322	Resource Package service terminated during V&V load test
Q02134515	Pound sign in the RN target DN causing event 36209
Q02135047	Upgrade Wizard does not work on NT 4.0
Q02145950	Call session isn't dropped when CallPilot is shutdown
Q02146172	CallPilot holidays – need option to configure as recurring
Q02147504	RTN doesn't work with a 3 digit VPIM prefix defined and the RTN number defined
Q02148567	Cannot restore CP backup archives
Q02150974	Unable to restore from Application Archive if dongle is not installed

CR/wi #	Description
Q02151061	Unable to do an RN advance search if device type is EMAIL
Q02151374	Primary key for table NMRNTargets is not unique
Q02152152	CallPilot Delay when logging into CP Manager from Server
Q02153089	Unable to add 'Alarm Mailbox Number' in CPManager
Q02153559	PEPs remove configured Password Change information
Q02154272	Dr Watson c0000005 at address 0106B449 (mlsrv!Ordinal604)
Q02158895	Voice Forms – needs max untranscribed responses per form – Backup/Restore part
Q02159874	Filter in Trace Viewer can be applied for filtered records only
Q02163070	CallPilot goes into a Ring No Answer state when using Session Trace Tool
Q02166897	CallPilot Holiday does not work correctly in specific case
wi00686108	Many 41655, 41656, 41657 time adjustment events on 202i's
wi00686118	Dedicated outgoing channels randomly found in PLO status
wi00686198	Administrator cannot delete a local user
wi00686199	Number of Members do not display correctly in MyCallPilot
wi00686203	Global freeze trigger does not work
wi00704206	Channels remains in ACTIVE state on CP server after load testing
wi00716419	Unable to play voice message using Firefox
wi00727040	A regular SLEE trace file cannot be opened in XML format
wi00727067	Unable to play vbk file using CallPilot Player
wi00727110	User Achives are being skipped with error code=41813
wi00728515	In Outlook we received "C" as subject matter for Remote Text notification messages
wi00730395	Require the ability to drop the HA feature when adding the GR feature
wi00730607	Cannot receive delivery message after sending to a PDL address by Desktop Messaging .
wi00730774	IMA service crashing on startup
wi00731202	Wrong SQL Sentence specified during Best Effort manual resync
wi00731203	Some services are crashed on GR Partner during Load Test
wi00731207	Initial Mailbox Message is duplicated after second login.
Wi00731411	Timed delivery message is not replicated on GR mailbox immediately
wi00731422	Load test failed on 1006r server with TU97 installed
wi00731428	GR logic has to be disabled for non GR servers
wi00731435	Failed to replicate password to GR Partner after adding new Mailbox Link
wi00731437	Receipt's name displays wrong on GR mailbox after manual mailbox resync
wi00731438	GR affects performance of MFR RTN and Message Archiving features
wi00731448	Remote Notification is affected by GR mailbox replication functionality
wi00731450	Multiple receipts are not replicated enough on GR mailbox after using manual mailbox resync
wi00731459	External greeting cannot be replicated on GR user after internal greeting recorded
wi00731461	Unsent message via TUI cannot be replicated to GR mailbox correctly
wi00731463	Users should be replicated during nightly audit.
Wi00731465	Mailbox resync progress is hung during Manual Mailbox Resync
wi00731467	GR icon cannot be changed to "green" status after making courtesy up
wi00731470	LDAP OPERATIONS ERROR appears after GR Sync Status Monitor page launched
wi00731472	Exceptions during stopping Manual Mailbox Resync
wi00731476	Subject of message sent via Desktop Messaging displays wrong on GR mailbox
wi00731480	The Manual Mailbox Resync progress should not be started if there is no GR user.
Wi00731482	There is no description for some major events 54128, 54837

CR/wi #	Description
wi00731490	User can log in to My CallPilot although using a wrong VPIM number.
Wi00731536	Setup Wizard – Avaya website is not shown in the Setup Wizard
wi00731539	Initial mailbox message is sent to mailbox again after deleted via TUI
wi00731541	Event 54103 appears when adding new user with enabled initial mailbox message
wi00731547	Manual Resync hangs in “Receiving users” state after the progress bar reach to 100%
wi00731548	There are some errors in comparison results after run GR comparison
wi00731778	The Operation Name in Restore feature does not show completely
wi00731793	Unknown fields displayed in GR network diagnostic
wi00731838	cannot login to GR mailbox via MyCallPilot when Primary CP is in Courtesy Down state
wi00732156	MTA service crashes under load test
wi00732760	Event 60014 appears after Remote Notification call
wi00732761	Message Archiving cycles GR message
wi00732768	Resync allowed when one already in progress
wi00732769	Auto add users affect GR Partner link and wrong number of users shown in Campus Redundancy mode.
Wi00732770	Users get NDNs for stale GR replication messages
wi00732780	No event when GR status monitor thresholds exceeded.
Wi00732781	Manual resync takes long time to complete even if the total number of users on both systems is small.
Wi00732783	Subject of message sent from GR mailbox is not correct on the GR partner
wi00732842	Unexpected unsent message in new mailbox
wi00732975	The Manual resync progress is aborted after deleting many local users.
Wi00732985	Message Forwarding Rule (CallPilot Address) is not replicated
wi00733143	CallPilot is sending GR replication messages to the partner even though the partner is down
wi00733642	LDAP exceptions during GR load test
wi00733682	Unable to use the TUI to send a message to self
wi00733799	GR user created with wrong Mailbox Class
wi00733817	Second Manual Resync causes user data to be lost
wi00733822	Manual Resync does not display number of users – not- added successfully.
Wi00733823	ENAN messages are being sent to remote servers when GR user is deleted
wi00733825	GR systems take a long time to recognize their GR partner is up.
Wi00733838	Unclear event when GR user creation fails due to no matching Mailbox Class
wi00733900	Wrong number of IMA send and receive threads
wi00734151	Flight recorder failed to archive SLEE and System Log
wi00734428	Race conditions bugs in MMFS
wi00734431	IMA crashes during events replication with large description
wi00734678	User’s e-mail accounts are not replicated
wi00774968	Serious Memory Leak in nmmtasrv service
wi00775006	Changing the Postmaster Account Name does not work unless Networking is enabled
wi00805311	GR timestamp for user profile is not changed by MyCallPilot and TUI
wi00816848	Callback DN is not replicated on MyCallPilot.
Wi00816972	Events 54129-54133/54100-54199 need to be added
wi00817356	LDAP adds users slowly
wi00817362	Mailbox is opened too slowly
wi00819618	Spoken Name attached to all user update messages

CR/wi #	Description
wi00819619	Heartbeats not sent every 5 minutes on Manual Resync
wi00819620	Too many messages in GR backlog queue when “bulksiz” set to 1
wi00819622	Partner backlog size does not show similar count to local backlog
wi00819623	Icon should change when Resync is in progress
wi00819625	Greetings sometimes not replicated
wi00819627	Several user timestamps are replicated incorrectly
wi00819628	Resync on login not working properly
wi00820215	User can not send message to mailbox when system is in Courtesy Down state
wi00820249	Exceptions in Address Module
wi00821693	GR fails to replicate user with no MWI DN
wi00821968	Changes of empty ExtDNs and MWI DN are not replicated
wi00822195	GR User Add/Update fails if replicated RN target number is restricted by RPL
wi00822366	E-mail RN target is duplicated on GR user
wi00822573	Name, PV or Mailbox Last Changed is different on Local and GR system for a user.
Wi00823732	The detail of Comments textbox disappears after running Manual Resync.
Wi00823740	Multiple GR users are not deleted after GR Partner Server service is restored.
Wi00823751	The Rebuild progress should not change status during nightly audit resync progress.
Wi00823889	GR icon not updated when partner server is courtesy down
wi00823901	GR heartbeat messages should not wait 48 hours to be staled out.
Wi00823937	Most recent performance counter log in archive is corrupt
wi00824011	Remote notification error when logging in via Desktop or My CallPilot
wi00824557	Remote Notification targets are not fully replicated
wi00824598	Manual Resync timer expired after running Resync progress
wi00824686	CC address is moved to “TO” list after using manual mailbox resync
wi00825286	Warning event 54104 appears in event log after Manual resync.
Wi00825568	Not all CDNs are put into Default Mode when Courtesy Down performed
wi00825576	Manual mailbox resync and GR User sync should log start/abort/completion events to the windows application log
wi00825592	VDS: Users lost during GR rebuild on backup server
wi00825674	Mailbox resync operation is not completed
wi00825726	Extension DN and MWI DN add the ESN prefix put in wrong place after running Manual Resync.
Wi00826198	Invalid Login Attempts is not replicated after running Manual Resync
wi00826218	Mailbox Resync should not be started after downing courtesy
wi00826453	viewwiz does not display GR mailboxes
wi00826456	Subject of message different when read from GR mailbox
wi00827299	Flight recorder system log archive includes incorrect/incomplete SMTP log information
wi00827373	Not all PDLs replicated during rebuild – cannot add user info from buffer
wi00827670	Link to GR partner does not come up after reboot
wi00828239	Excessively high user admin backlog reported in GR sync status monitor
wi00828265	Unable to successfully complete a GR user rebuild
wi00828367	Message Forwarding Rule in some users isn’t replicated
wi00828388	Cannot thru-dial between two CallPilot systems
wi00828464	GR OM database changes missing in blue (callpilot server) database
wi00829763	User Archives are being skipped with error code=41813
wi00829815	GR data lost from Database on TU installation

CR/wi #	Description
wi00829833	GR partner health is incorrect
wi00829853	GR Partner Maintenance Down status not robust
wi00829993	Number of Users and Messages Sync is shown incorrect in Application log after run GR Manual Mailbox Resync.
Wi00830349	The GR Manual Mailbox Resync progress should be kept during nightly audit
wi00830369	The nightly audit (completed) event appears on Application log while nightly audit progress is running
wi00830967	Info event 54120 wording does not match Sync GR Users page in CallPilot Manager
wi00830987	Manual Mailbox resync reports success even though the user failed to replicate
wi00830995	System fails to create GR user
wi00831087	Manual mailbox resync progress is non-synchronized on both GR systems
wi00831690	Message marked as read is not replicated properly on local user after server is courtesy up
wi00831869	GR guardrail has to be reduced from 3000 to 1500 messages per MMFS folder
wi00831872	The GR events replication feature has to be disabled
wi00831878	55500 occurred during long load test of GR pair
wi00832297	MWI light not turned off via MFR if prime server is down
wi00832623	Incorrect status of Manual resync
wi00832837	Recipients in BCC list are displayed in GR message to other recipients
wi00832845	Upgrade Wizard failed at Data Validity Check
wi00833135	nmaosps.dll is not re-registered sometime during SU installation
wi00833140	Flight Recorder obsolete files are not cleaned up
wi00833151	55300 event is reported frequently during load
wi00833374	Multiple GR users are not replicated during nightly audit
wi00833406	Courtesy down works improperly in some circumstances
wi00833800	Recipients in BCC list are displayed in GR message to other recipients
wi00833826	Failed to record greetings from GR users
wi00833829	Messages should be removed in local user after deleting them in GR users
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
wi00834095	Runtime Error appeared during restoring full system
wi00834272	Messages should be removed in local user after deleting them in GR users
wi00834388	From address in message envelope wrong in TUI in GR mailbox
wi00834667	Runtime Error appeared during restoring full system
wi00834728	Mailbox message replication fails for external callers after Rebuild
wi00834768	Add a queue to buffer NDNs for processing
wi00834852	Request to re-classify severity
wi00834977	Unable to play GR message on phone mode
wi00835101	Delivery report sent to the sender twice
wi00835103	Failed to delivery to telephone on GR user
wi00835290	Users that do not receive composed messages are not getting mailboxes replicated
wi00835343	GR comparison diagnostic never completes
wi00835617	Mailbox message replication fails for external callers after Rebuild

CR/wi #	Description
wi00835655	Add a queue to buffer NDNs for processing
wi00835667	(G06S) Status of GR icon should be changed after remove GR icon on GR Partner server
wi00835700	VDS: GR comparison diagnostic never completes
wi00835799	Failed to send message to PDL list from GR mailbox
wi00835932	Number of Members don't display correctly in MyCallPilot
wi00836008	From address in message envelope wrong in TUI in GR mailbox
wi00836172	Failed to add greeting during GR user rebuild
wi00836304	GR Comparison Diagnostics can fail under some circumstances – dynamic buffer size
wi00836328	Users are deleted during NDN replication
wi00836395	Request to re-classify severity
wi00836461	GR events lost from windows event log due to throttling
wi00836654	Unable to play GR message on phone mode
wi00836660	Failed to record greetings from GR users
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
wi00837790	NDN from invalid MFR destination does not disable MFR
wi00837979	GR events lost from windows event log due to throttling
wi00838251	Popup window and read-me file reference internal bulletin
wi00839275	NDN from invalid MFR destination does not disable MFR
wi00839693	MWI on phone is lit when there are no new messages in mailbox
wi00839703	HA installation PDF needs to be update to include splitting Raid
wi00839763	GR message backlog threshold not working as expected
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
wi00840053	Embedding 202 bulletin workaround in the SU09 installation package
wi00841074	Memory corruption in NMAOSBroker
wi00841865	MWI on phone is lit when there are no new messages in mailbox
wi00842996	MWI is not updated from GR mailbox during MWI audit when GR link goes down
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
wi00843183	RNA due to IMA service memory overload
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 nmfltobj.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
wi00857366	Flight Recorder does not log events properly

CR/wi #	Description
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
wi00866028	HA Config Wizard guardrails should be enhanced on Step 1
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
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
wi00881495	(L07S) CallPilot degrades after virtual memory error with VsTskMgr spiking just before a McAfee update or scan
wi00883579	(G08S) Cannot restore voice forms and user’s mailbox backups on CallPilot server
wi00885068	(G10S) Received “C” as subject matter for Remote Text notification messages
wi00885402	(G08S) User Archives show skipped items of Deleted FAXs causing the user to check every archive
wi00887544	(G10S) MWI does not go out after deleting response from Voice Form
wi00888082	(G06S) The GR link is unstable during Resync progress
wi00891534	(G06S) Major event 54825 is logged every hour under load

9.3.2 CallPilot Manager Content

The following solutions and enhancements were provided in a previous version of CallPilot Manager

CR/wi #	Description
DE2358	Support of 202i platform
Q00377739	Event 60010: more info needed, return error
Q00383799	Navigating to sub pages can erase changes
Q00544125	Alarm Monitor/Event Browser display problems
Q00634684	Notification device classes – UNICODE CAPABLE option duplicated in USER detail
Q00897106	No progress indication for restore deleted users
Q01054201	Unable to determine which user search is associated with user archive definition
Q01104795	The same description for the saved search should not be permitted
Q01123599	Current task shows wrong synchronizing user number
Q01330509	Network Backup should include ‘Overwrite’ option
Q01372801	Error prompt does not pop up when the value of Event Code Range is not correct
Q01389724	CallPilot Manager needs sort capability consistently on all columns in list views (User)
Q01391792	Invalid information by using Quick Search with Administration properties
Q01401218	Unable to delete Spoken Name for local/remote sites
Q01405742	Can install CallPilot Reporter with Crystal Report XI on an invalid system

CR/wi #	Description
Q01409350	Unable to reset password error:54744 by user having partial admin rights
Q01421910	Advanced search users by locations
Q01425576	Event Viewer: Description of event 41882 is not clear
Q01426686	CallPilot Backup Restore detailed log file has misleading wording
Q01426749	VF Field Detail page doesn't default cursor to field name
Q01426786	Dial Number pop-up window is humongous
Q01426798	Can not add range users to SDL
Q01426807	Get error 60617 when adding SDL to the same SDL
Q01426912	CallPilot Manager, Record button does not always work
Q01442821	Event code 54119 – Need to add description information
Q01449609	The administrator should be able to easily disable a user's MFR
Q01449618	CallPilot Manager should warn user when changing setting breaks features
Q01453107	There is no warning when admin with not full admin rights change admin rights
Q01458304	The size completed of a backup is reported incorrectly
Q01458330	Restore log file does not give the reason for skipping some blocks
Q01466357	Scheduled report to mapped drive fails
Q01467678	Event 54857 descriptions need to be detailed to display properly
Q01469254	Can add a device with invalid Device Name using Backup/Restore Tool
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
Q01475239	"Require SSL" checkbox should be grayed if IMAP is disabled
Q01475276	Installed languages are not shown when clicking "Print" button
Q01475289	Quick Search with Administration properties does not work properly
Q01475423	Event code/41505/41500-41599 needs to be updated
Q01486716	System should check the space disk before re-installing or updating
Q01487471	An error prompt appears when installing CallPilot Manager on Stand alone with IE7
Q01488498	No path validation while report scheduling
Q01488499	Empty values can be in Criteria Value dropdown list on Advanced Search page
Q01499930	Connection status between CallPilot Server and CallPilot Reporter shows Offline
Q01500798	CallPilot Reporter – Adding return codes 61000-61007
Q01501917	Error message displays when input '124578' as Voice Form password
Q01502200	CallPilot Manager not to take into minimal password length and prefix length
Q01502327	User Search – Error lines appear after selecting search criteria
Q01504099	Fail to login Reporter after unplug & plug CLAN
Q01504426	The Max. Call Answering Message Length on mailbox class is updated incorrectly
Q01505911	Issue with printing class of service
Q01508845	Telephone Remote Service Activation is disabled when modifying this SDN
Q01509863	Can not export the content of report and alert with DIF format type
Q01515159	Scheduled reports are not re-scheduled after DST transitions
Q01516506	Can not display/print graphical reports
Q01522892	Can not export as well as print reports, alerts monthly on time
Q01524830	Can not export the content of report with wk1, wk3, wks format type
Q01525904	CallPilot Reporter must use wide-range time period in order to generate reports
Q01533368	World time zone changes

CR/wi #	Description
Q01544145	Wrong report saving if multiple RDP connections established
Q01544646	Several events need to be updated in CallPilot documentation
Q01548869	ConfigWizard missing a newly added field "Direction"
Q01557578	Message Forwarding Rule Disabling After 58208 Events
Q01559568	Lacking information on warning screen
Q01559648	Event codes 41572/41500-41599 needs to be added
Q01559824	Event 33626 needs to be created
Q01564751	Misspelling in Link to External Directory
Q01564844	Some System warning messages can not be viewed
Q01565596	The full system backup was completed with some items skipped
Q01572704	Incorrect error message in CallPilot Manager
Q01577508	Additional spelled incorrectly on Change Backup Schedule page
Q01590296	UCD agents with leading zero truncated when using fill option in STI link
Q01593595	Different errors on saving RN intervals
Q01595262	Standalone CallPilot Manager with IE 7.0 fails to login with ASP 0115 error
Q01605653	CDN Detail page does not have cursor in field by default
Q01612442	MFR rule can not be saved when adding a new user
Q01618344	Update to events 36885/36884
Q01619469	User Creation Template saved incorrectly
Q01624489	IMAP service drops client connections and terminates unexpectedly
Q01640692	Help Submission CR: Event Code Submission to CallPilot 5.0 SU02
Q01643081	No events display after saving all events (>1000) in Browser of CallPilot Manager
Q01646014	Application Builder is slow to open applications
Q01648183	Spelling error found in CallPilot Manager – Security Administration
Q01653852	Can not save Messaging Management page after remove Name Dialing Prefix
Q01656715	CallPilot Manager IE must encode Unicode (UTF-8) to read Danish/French characters
Q01659526	User without specific Administration right can not login CP Manager
Q01659753	Can not launch CallPilot Manager from a standalone Windows2003 web server with SP2 installed
Q01664938	Template set with remote text notification does not allow
Q01665778	CallPilot Manager does not detect MyCallPilot
Q01665790	Print class from CallPilot Manager leaves out details
Q01665820	Can not backup if using CallPilot Manager on Windows 2000 Server connect to CallPilot server 4.0
Q01668072	TRSA password limited to 7
Q01671269	Can not choose "Insert Attribute"... in DirSync task when create first profile
Q01673361	Can not login to CallPilot Manager when SSL is activated
Q01677296	Need ability to restrict MyCallPilot access to e-mail tab
Q01679500	CallPilot Manager login page is inconsistent with CallPilot Manager version
Q01681704	Event codes 41564, 41565, 41567/41500-41599 need to be added
Q01682442	Login CallPilot Manager with user has SDL administration right, the link does not work
Q01683166	Fails to report properties if Print Spooler service has been stopped
Q01683182	"Start Date&Time" and "End Date&Time" fields allow to set an incorrect date
Q01684363	Event 41572 needs to have a more clear description in the Windows event viewer
Q01685933	Unable to record SDL greeting by admin
Q01692306	Lotus Notes built-in viewer can not display DM created TIFF files properly

CR/wi #	Description
Q01714935	MSI: From CallPilot Manager on standalone server, can not login to CallPilot server
Q01715643	Event 41571 Parameter Changes for Unresponsive Dongle
Q01715661	New CallPilot Manager Pop-up Message when Dongle not Detected
Q01719019	No warning about not add a Notification device on CallPilot Server missing dongle
Q01719304	Wrong information by using Quick Search with Administration properties
Q01721967	MSI: From CallPilot Manager, after uninstalling reporter can not login to CallPilot server
Q01723380	Error code and description are repeated in an error message
Q01723385	JScripts runtime error is thrown out when using Detect buttons on CallPilot Manager
Q01723391	Two error messages pop up for a change in database
Q01723394	Error message is thrown out when saving with no change in the database
Q01723395	Inconsistency in CallPilot Manager behavior
Q01724880	MSI: Can upgrade from a newer version of CallPilot Manager to an older version
Q01726486	MSI: Logging during CallPilot Manager installation is not recorded in CPManager.log
Q01727360	An error after adding a backup that device name having the ("or") character
Q01727958	"Select All" check-box on Maintain and Configure Backup Devices page does not work
Q01728853	CallPilot Reporter DB Relocation Utility does not create the specified directory
Q01728899	COS pager transmit type is not read when page is resubmitted
Q01729524	Record button works incorrectly in Voice Form
Q01729587	Can not add one more Mailbox Link after MyCallPilot > Mailbox Links is changed
Q01730143	ESN & location not Advance-Add-populating
Q01730149	Reporter Building Block Report incorrect data
Q01730315	Enable Email By Phone check-box is not gray out in Email Account Detail page
Q01731486	SDL not accessible by satellite user
Q01732857	Can not modify an AppBuilder Archive task
Q01733734	Event 55092 shows incorrect information
Q01734599	CallPilot Reporter can be launched and used by the user with any administration right
Q01735401	Bulk Add User Error does not display right after Stop Bulk Add pressed
Q01737096	Reporter/Building Block Summary Report/Second Graph report is empty
Q01738817	MSI: Wise CallPilot Manager with previous version can be installed on MSI CallPilot Manager
Q01740330	Message Forwarding Rule disables after incomplete fax fails to convert to TIFF
Q01741522	Some links in online help do not work in CallPilot Manager
Q01742680	Not all AppBuilder applications are present on AppBuilder Applications backup
Q01744165	Error on a SDN page if choose Voice Form Application
Q01744266	Remote Notification warning always pops up even though RN is disabled
Q01748740	Data in Administrator Action report is truncated some words
Q01750756	MSI: Can not upgrade CallPilot Manager on the standalone server in quiet/passive mode
Q01751382	Can not AddNew/Modify/Delete item of Notification Device Classes
Q01752368	MSI: The version of CallPilot Manager is not updated
Q01752412	MSI: Item CallPilot Manager does not appear on Start/Programs on standalone server
Q01765555	MSI: Can not backup AppBuilder archive from a standalone CallPilot Manager
Q01766359	CallPilot says "The Desktop player is not installed" although it is installed already
Q01774034	Reporter RN Audit Trail Detail
Q01774391	CCCSCP Robustness submit. The CallPilot Manager part
Q01775565	Reporter locks up and server has to be rebooted to recover
Q01777507	HA/CC Symposium Integration Block Removal in ConfigWizard Enhancement

CR/wi #	Description
Q01778215	IMAP Event 54503 - Fault Management
Q01779632	MSI: REINSTALLMODE should be specified in the CallPilot Manager package template
Q01779721	Ring back tone for "One Number Voice/Fax Call Answering" feature is not Israeli
Q01783795	CCCSCP Robustness cluttering debug output should be removed
Q01784712	CallPilot Manager menu does not work
Q01784723	The RN Target Problem Alert contains incorrect data
Q01784780	MSI: Can not install CallPilot Reporter in .exe format after removing CallPilot Reporter in MSI format
Q01785272	Event Code Submission to CallPilot Manager
Q01786032	Error window is not popped up on some pages
Q01792088	Unable to search SDL list by number in CallPilot Manager
Q01796158	Unable to remove/uninstall CallPilot Manager/Reporter from Web server
Q01796974	CallPilot Manager/Reporter installation issues
Q01807555	Information of Online help on VPIM network shortcut does not display
Q01843901	Config Wizard hangs after installing Service Update
Q01845803	CallPilot A-LAW ring tones have high level of background noise
Q01847548	SDL is not accessible when ESN-MP dialing plan is configured for networking
Q01850061	Interactive-install of MSI package incorrectly recorded in log as quiet/passive
Q01850651	Actual 'Password Expiry Warning Days' is not consistent with CallPilot Manager setting
Q01850676	Letters overlap in the Voice Form reports
Q01851633	Event code 42467 is not documented in Online Help
Q01851705	Event code 42469 is not documented in Online Help
Q01851723	Event code 42456 needs better explanation in Online Help
Q01855031	Two error messages pop up for a change in database on CallPilot server without dongle
Q01865813	CallPilot should warn user of a scheduled backup when installing a PEP
Q01857107	Reporter/RN Audit Trail Summary report populate duplicate data
Q01857202	ESN Access code length required to be more than 3 digits
Q01875523	Return codes 38551-38562 are not documented in CallPilot help
Q01877054	User without User Administration right can not configure Remote Site
Q01877281	Telephony Service Terminates followed by Fatal Exception 42803
Q01878157	User with partial admin rights can spoof full admin rights
Q01882523	Enhancement: CallPilot must not block backups to externally connected HDD
Q01883662	No VPIM Prefix is available to configure Directory Synchronization
Q01884709	Call Answering/User Responsiveness Report fails
Q01896505	Calls follow DFDN treatment
Q01919719	Error message displays when cancel recording a greeting
Q01924243	Maximum of 3 digit ESN Access Code length for Dialing Information field
Q01926388	Excessive delay with the Save Event Log feature in CallPilot Manager
Q01927678	Can not open help in Event Browser after saving event log
Q01946872	Can not use Temporary Remote User as Message Forwarding Rule target over VPIM
Q01948421	Reporter upgrade creates a new database if the previous database was relocated
Q01918480	Cannot install CallPilot Manager on CallPilot server without reboot server after installing Service Update
Q01946049	Reporter database backup/restore tool - User's Guide update
Q01946872	Cannot use Temporary Remote User as Message Forwarding Rule target over VPIM

CR/wi #	Description
Q01948421	Reporter upgrade creates new database if the previous database was relocated
Q01948953	Can not disable automatic cover sheet for outbound fax SDNs
Q01948984	CallPilot Manager updates (at SUs) do not include updated NTPs
Q01966604	Reporter Database Backup/Restore Tool: database backup scheduler is limited
Q01967618	SDN page is damaged after adding a new SDN with the comment <comment 1>
Q01971111	View all Local Lotus Domino Directory in CallPilot
Q01977031	CallPilot Player : Start, Back, Forward, End buttons are not displayed fully
Q01978094	Error messages display when modify Voice Form Archive schedule
Q01982231	Requesting assistance in clearing dual appearance of SDN entries in CallPilot Manager
Q01988341	Cannot add or modify mailboxes if mailbox starts with same digit as VPIM
Q01992313	Installation of CallPilot Manager failed on fresh installed standalone Windows Server
Q02004579	The "Delete Unread Messages" feature
Q02005180	The "Multiple Remote Notification Targets" feature
Q02006151	Users can create a MFR to their own mailboxes
Q02007512	The "Message Sort Order" feature
Q02012428	Callpilot 4.0 cannot list users with admin rights
Q02013683	An update of CP Manager NTPs
Q02013685	Missed NTPs must be included into CP Manager
Q02015698	Callpilot 4.0 cannot list users with admin rights on Add New Schedule page
Q02017879	The "Initial Mailbox Message" feature
Q02018771	New 41466 event must be created
Q02023811	The "Password Change Service" feature
Q02024525	Subscriber Manager support for CallPilot Manager
Q02027569	Event 54517 info/severity not consistent with Return Code
Q02033174	Password Change Service usability enhancements
Q02033921	Event codes 38012, 38013, 38014, 38015, 38016 need to be added
Q02034063	CallPilot to add support for newer Internet Explorer versions
Q02034332	Reporter error logs may cause the lock-up
Q02037249	DCOM error 10009 when logging into CallPilot Manager
Q02041554	Password Change Service logon enhancements
Q02044829	Fault Database Compiler: the efficiency of Index Files usage
Q02044861	Data wasn't updated on Password Change Service page
Q02044936	Invalid error report when log in to CallPilot Manager
Q02045890	The MTRN list has to be filtered depending on COS settings
Q02047952	Application Builder archive needs wildcard option
Q02049275	CallPilot holidays - need option to configure as recurring
Q02050460	Online Help for new features (DUM, IMM, PCS, MTRN and MSO)
Q02051864	Wrong information showed in inactive user report
Q02054088	Password Change Service Email is not saved in CallPilot Manager
Q02059327	Postmaster account - Manageable alphanumeric address
Q02061509	Number of Voice forms allowed on the System
Q02069330	CallPilot Manager MSI installer should use dynamic file linking for online help
Q02070339	Voice Forms archive needs wildcard option
Q02070731	Application Builder icon is not appeared on standalone CallPilot Manager
Q02071198	Desktop Fax - Need ability to force use of Read Receipt

CR/wi #	Description
Q02074593	Directory Synchronization task should be in the correct orders
Q02074597	The System menu in CallPilot Manager is hidden in some DirSynch pages
Q02076133	Support for new fields of Subscriber Manager adaptor requested into CallPilot Manager
Q02076654	Voice Forms inconsistent for system Revert/MWI DN length
Q02077452	Cannot open functional button while in home page
Q02077758	Password change feature only works with default search base
Q02077856	"Postmaster Account Name" field is missing in CallPilot Manager
Q02081374	Microsoft Visual C++ Runtime Library errors
Q02083722	CallPilot Audio Player does not work on web page
Q02086707	Need ability to identify SU-PEP info from within CallPilot Manager
Q02087688	Need in-house RCA data collection tool
Q02094665	Web page error in Configure Directory Connection page
Q02101393	Request to add new event code 36036
Q02106302	Unable to install CallPilot Manager if SNMP service is enable
Q02107053	Cannot Change Remote Notification Device Type
Q02111124	CallPilot Reporter Drops connections
Q02111478	"Value is null or not an object" error in CallPilot Manager
Q02113479	1006R platform support
Q02114055	Rebrand CallPilot Manager
Q02114057	Rebrand CallPilot Reporter
Q02114400	Working from Subscriber Manager could not configure RNTs and E-mail account
Q02116163	RN service does not work properly if some RN settings are changed in CallPilot Manager
Q02117083	Could not configure Synchronization Profile using CallPilot Manager
Q02117084	Error message is displayed when voice forms from a list are chosen
Q02117468	Password Change Service E-mail remains empty in CallPilot Manager
Q02118565	Cannot create User Creation Template with RN disabled in COS
Q02119525	Cannot launch Pager Configuration page in mailbox class
Q02123528	The Maintenance menu in CallPilot Manager (IE6) is hidden in Backup/Restore page
Q02124119	CallPilot Manager help update required for Avaya re-branding
Q02129110	CallPilot Flight Recorder
Q02139450	Unable to save user's RN targets due to DB Internal error 60610
Q02144836	ConfigWizard does not reapply Key Code at the Media Allocation page
Q02145127	Voice Forms - needs max untranscribed responses per form
Q02148567	Cannot restore CP backup archives
Q02151061	Unable to do an RN advance search if device type is EMAIL
Q02157974	Location fields disappears in CallPilot Manager
wi00678945	DV4: Need print key on SDN table
wi00686129	Failure to search with RN Target Number
wi00686141	Opening a fax delivery report causes RNA at times
wi00686204	Inconsistencies for MRNT settings in MyCallPilot and CallPilot Manager
wi00686205	CallPilot Manager online Help needs update for Multi-Target Remote Notification
wi00686224	Cannot login to CP Manager launched on Windows 2008 Server
wi00728597	A blank space in Alarm monitor page
wi00730395	Require the ability to drop the HA feature when adding the GR feature
wi00732244	GR Online Help for CallPilot Manager / Reporter

CR/wi #	Description
wi00732768	Resync allowed when one already in progress
wi00733505	Replace the flight recorder pop-up warning with a notification in CallPilot Manager
wi00733822	Manual Resync does not display number of users -not- added successfully
wi00734671	Search for Manual Mailbox Resync is inconvenient
wi00816803	Flight Recorder online help
wi00819623	Icon should change when Resync is in progress
wi00823746	System Ready Indicator icon disappears when running auto-add tool
wi00823751	The Rebuild progress should not change status during nightly audit resync progress.
wi00823889	GR icon not updated when partner server is courtesy down
wi00825178	Some options in User With Some Administration Rights type are unchecked automatically
wi00825393	CP Manager Print button does not work from SDN/Details page
wi00825550	CallPilot Manager/Reporter install fails if Windows Remote Management service running
wi00826218	Mailbox Resync should not be started after downing courtesy
wi00826827	CallPilot Manager / Reporter / Event code help
wi00826828	GR sync status monitor hangs with exception
wi00827413	GR Messages Backlog Report missing in reporter
wi00828227	Reporter Networking reports crash when run
wi00828236	GR security password field should be blank if password is blank
wi00828810	An invalid e-mail address should not be added successfully
wi00829793	GR Sync Status Monitor consumes too much cpu
wi00829841	User details page should display TimeLastModified
wi00829868	Bad status icons displayed during Config Wizard
wi00830346	Duplicate External Email Servers are added after refreshing the page
wi00830348	Cannot see any link of Application Builder on CallPilot Manager
wi00830349	The GR Manual Mailbox Resync progress should be kept during nightly audit
wi00830369	The nightly audit (completed) event appears on Application log while nightly audit progress is running
wi00831566	Error message displays when refreshing user search page
wi00832623	Incorrect status of Manual resync
wi00832709	Icon color for GR partner in Unknown state should be yellow/orange
wi00833135	nmaosps.dll is not re-registered sometime during SU installation
wi00833843	nmaosps.dll is not re-registered sometime during SU installation
wi00836095	NTP NN44200-200 Planning and Engineering states the COS = Unlimited when limit is 80
wi00836192	Cannot exit GR Sync status monitor when system under load / high GR message backlog
wi00836997	Updated online help for CallPilot Manager
wi00837601	Cannot exit GR Sync status monitor when system under load / high GR message backlog
wi00837936	New user is created although the add process does not complete
wi00840540	Link to help page broken in GR status Icon pop-up window
wi00841491	Link to help page broken in GR status Icon pop-up window
wi00848316	Cannot run HA configuration Wizard with CPSECPEP013S installed
wi00851049	1006r platform is not updated in CallPilot Administration Help
wi00851288	CallPilot Manager online Help needs update for Initial Mailbox Message
wi00851323	Updated customer documentation (pdfs) in CallPilot Manager
wi00853214	Progress bar does not work during Auto Add and Auto Delete on CallPilot server
wi00853218	Configuration Wizard Progress bar does not work

CR/wi #	Description
wi00854280	CallPilot Reporter hangs which causes Reporter MyCallPilot to stop functioning
wi00857968	Unable to send a desktop fax in landscape mode
wi00866039	CallPilot reporter connection is dropping after applying SU
wi00868467	Opening a fax delivery report causes RNA at times
wi00870126	Unable to save change in mailboxes
wi00870194	Unable to build 3 digit mailboxes after new install
wi00872126	Need to change CallPilot Manager installer
wi00872133	CallPilot Manager Online Help: need to correct merge issue
wi00877580	Cannot edit broadcast mailbox number for GR users on non-GR Callpilot
wi00878672	Notification about non-default Flight Recorder settings should be available only for users with "Flight Recorder administration" privileges
wi00878699	Unable to install CallPilot Manager
wi00888075	Cannot add new CallPilot address for Message Forwarding Rule on CallPilot Manager
wi00893747	Remote Text Notification is not being sent out in the proper language

9.3.3 CallPilot ApplicationBuilder Content

The following solutions and enhancements were addressed in a previous version of ApplicationBuilder.

CR/wi #	Description
Q01667990	Earlier AppBuilders failed to open application saved with CallPilot 5.0 AppBuilder client
Q01714263	MSI: Can not login to AppBuilder at the first time because of SSL error
Q01746786	MSI: Can not login to AppBuilder after upgrading to version 25
Q01342765	DSP has not replied to an Audit command - event 38007
Q01360444	Voice Forms Clear Tool
Q01434608	HA failover during PBX midnight routine overlay 135
Q01489570	T1 RNA happened during load
Q01501318	Unified Tracing : Appid, Dialed DN and CLID are always set back to unchecked
Q01533368	World time zone changes
Q01536477	MM CP migration – Duplicate entries created for each user migrated to CP system
Q01541528	SLEE / Unified Trace Enhancements
Q01543244	RNA occurs under 192 channel load on 1002rp connected to opt81C
Q01543533	No desktop notification occurs if the MFR has been disabled.
Q01557390	SLEE: Sync Users task runs non-stop.
Q01557390	Sync Users task runs non-stop
Q01559858	Rasman service failed to be stopped on the HA standby server even after reboots
Q01567949	Unified Trace is closed when clicking "[...]" button.
Q01568697	Unified Tracing - Freeze trigger doesn't work
Q01569317	Some AutoStart utilities failed to get the domain name on CP5.0 HA system
Q01569317	Some AutoStart utilities failed to get the domain name on CP5.0 HA system
Q01569670	SLEE Trace - Log buffer displays wrong time stamp
Q01569673	"Save All" function in SLEE trace doesn't work
Q01572395	Trigger doesn't happen if the buffer is set to 100%
Q01597122	HA: "Runtime Error!" messages appear after installing the CP500S00G08C
Q01619856	Unable to add esn codes which start with number that conflicts with dialing plan
Q01624489	IMAP service drops client connections and terminates unexpectedly
Q01643150	Enterprise Networking sending wrong password
Q01647786	DN Conflict-Dialing Info Prefix&DDT/DDF Addressing DN's
Q01667990	Earlier AppBuilders failed to open application saved with CallPilot 5.0 AppBuilder client
Q01935955	AppBuilder corrupts an application file during failover
Q01943097	Application Builder desktop icon needs higher resolution image.
Q02018734	Error message when recording greetings via CallPilot Manager
Q02050253	CallPilot Application Builder - Support for Windows 7 OS environment
Q02051007	Application Builder fails to start when using roaming profiles
Q02114050	Rebrand CallPilot Application Builder
wi00686151	Required to convert files from .hlp format to .chm format for appbuilder help
wi00686207	Change appbuilder online help from .HLP to a new format
wi00730056	On Windows 7 Basic and System tabs missing on a new install of Application builder
wi00731537	Background of Avaya logo in Application Builder should be transparent
wi00838415	AppBuilder crashes when trying to connect to server
wi00857968	Unable to send a desktop fax in landscape mode

CR/wi #	Description
wi00864263	AppBuilder shows “CallPilot Server Offline” when attempt to record prompt using telset

9.4 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 5.0 servers.

Document Type	Document Number	Description
Product Bulletin	99067	CallPilot Unauthorized Hardware and Software
Product Bulletin	P-2005-0026-Global	CallPilot 3.0 and 201i IPE Platform – Using Microsoft Remote Desktop Connection
Product Bulletin	P-2008-0007-Global	CallPilot Support Tool – 201i Power-On Hours
Product Bulletin	P-2008-0046-Global	CallPilot 5.0 / Service Update 2 (SU02)
Product Bulletin	P-2008-0087-Global	CallPilot 1005r Rackmount Hard-Drive Replacement
Product Bulletin	P-2008-0153-Global	CallPilot MPB96 and MGate Updates
Product Bulletin	P-2008-0154-Global	CallPilot 201i IPE – Mertek KVM Cable
Product Bulletin	P-2008-0187-Global	CallPilot Spares Planning
Product Bulletin	P-2008-0217-Global	CallPilot 5.0 / Service Update 4 (SU04)
Product Bulletin	P-2009-0001-Global	CallPilot Server Security Update
Product Bulletin	P-2009-0013-Global	CallPilot 5.0 support on X11 Rls 25.40/B
Product Bulletin	P-2009-0021-Global	CallPilot 5.0 / Service Update 5 (SU05)
Product Bulletin	P-2009-0039-Global	CallPilot Support for Anti-Virus Applications for details
Product Bulletin	P-2009-0116-Global	CallPilot 5.0 / Service Update 6 (SU06)
Product Bulletin	P-2009-0187-Global	CallPilot 5.0 / Service Update 7 (SU07)
Product Bulletin	P-2010-0012-Global	CallPilot Support Utility – AppBuilder Explorer
Product Bulletin	P-2010-0017-Global	CallPilot Support for Microsoft Windows 7 OS
Product Bulletin		CallPilot Server Security Update - 2012
Product Bulletin		CallPilot 5.0 / Service Update 8 (SU08)
Product Bulletin		CallPilot Desktop Messaging – Compatibility with Outlook 2010
Product Bulletin		CallPilot 5.0 / Service Update 9 (SU09)
Product Bulletin		CallPilot – Introducing Compatibility with VMWare
Product Bulletin		CallPilot 5.0 / Service Update 10 (SU10)
Product Bulletin		CallPilot 1006r Rackmount Hard Drive Replacement
Product Bulletin		CallPilot 5.0 / Service Update 11 (SU11)
Security Advisory		CallPilot Security Advisory – Symantec pcAnywhere
End of Sale Notice		CallPilot 1005r Rackmount Server
End of Sale Notice		CallPilot 600r Rackmount Server
Sales/Marketing Bulletin	SM-2009-0053-Global	Introducing CallPilot 202i IPE Platform
Sales/Marketing Bulletin	SM-2009-0188-Global	CallPilot 5.0 / Service Update 7 (SU07)
Sales/Marketing Bulletin		Introducing CallPilot 1006r Rackmount Platform

Note: Many CallPilot NTPs are updated to reflect new content introduced in various Service Updates. It is recommended to download the current NTP “suite” and Offline Help to have the latest information in support of the new capabilities.

CallPilot product documentation (bulletins, NTPs, and Offline Help) are available through the Avaya Partner and/or Support Portal websites using these links:

Partner Portal: <http://portal.avaya.com>

Support Portal: <http://support.avaya.com>

CallPilot page: <https://support.avaya.com/css/Products/P0712>

Appendix A CallPilot 5.0 Fix/Enhance Content

The following fixes and enhancements are addressed in the GA Software for CallPilot 5.0 release 05.00.41.20.

CR #	Description
Q00373788	Backup Status/Support Tools do not trackTape errors
Q00374812	NDN for a message not printed to Fax Machine is incorrect
Q00374833	NDN text is incorrect when Outcalling is not enabled.
Q00375057	IMA not lookup MX records when connecting to rem site
Q00375181	NMS Satellite to Satellite Users hear location prefix in CA
Q00375571	Errors flagged in log file with successful CP installation.
Q00376035	Incorrect address spoken when compose-send-delete CDP address
Q00376342	Err Msg for Open AMIS addr conflict RPL is not detail enough
Q00376476	IMA faultreport routine is insufficient
Q00376645	Reporting of tape write protect errors could be improved
Q00376834	Says "Please repeat..." just before aborting paced collection
Q00377606	Incorrect system path setting after installed Reporter
Q00378541	VPIM msg sender's text name presented incorrectly
Q00379046	Multiple ACKs were sent for the same VPIM message
Q00379080	Networking Activity Report - wrong number of msg sent or received
Q00379687	Restoring Inc. Apps Over Comp. Apps Does Not Update DB
Q00380055	If greeting corrupt, should still record message
Q00380995	The command "continue recording" does not work in certain context
Q00381581	DTF does not create Info Severity Event
Q00381630	Save As Draft From File menu automatically closes message
Q00382677	The User RN schedule time period may overflow to next day
Q00383910	Can add duplicate server locations in preferences
Q00383945	1 sec interval still supported by CallPilot for Multimedia functions
Q00384056	SDN:SAM can be configured with non SR languages
Q00428260	201i system controller device driver Event codes overlap NTBus
Q00460625	Incorrect value in column ClientNetworkAddress of table NMomAdminJournal
Q00468255	Maintenance Admin - DSP fails diagnostic test # 10 - DSP DMA Test.
Q00480626	24 hour time ranges are not consistent
Q00480876	BACKUP/RESTORE - Cannot schedule backup - taking error
Q00486871	The first letter of the trace message is messed when checking "Brief"
Q00489213	VPIM compose prefix should override defined networking protocol
Q00492049	Daylight Savings time switches at wrong time for Satellite users in different TZ

CR #	Description
Q00492427	Default dial plans could be more intelligent
Q00503622	Wrong error special user try to change or reset the admin password
Q00524680	Problem with saving the 501st application in Application Builder
Q00531861	BACKUP/RESTORE - Backup continues to run when CP MMFS Text Volumes are full.
Q00609135	CallPilot 2.0 address book cannot be disabled for desktop client users
Q00620119	Can't login right away after user aborts TTS session with network is down
Q00635699	B/R: Empty archive causes no warning
Q00652536	NBnot and NBflt spreadsheet not match on some event code
Q00681013	Intermittent failure of transfer to DN when using callpilot treatment with SCCS
Q00681182	B/R: Status is incorrect in many situations
Q00686336	Backup/Restore -FATAL bkup failure - Status should state backup failed.
Q00703297	Tools - CallPilot System Monitor doesn't display installed PEP's
Q00721579	Last digit is missing when system plays message destination info.
Q00721948	Auto attendant sends to wrong extension
Q00730655	Call Transfer failures identified by application log errors 58006,55741
Q00763049	Email acct details should be inactive until email server info is entered
Q00765604	The description for Event ID (33623) cannot be found
Q00771245	View Eventlog from CPmanager system event browser causes Major ALARM 40594
Q00779427	B/R - Archive to new tape fails if the append option is selected for the backup
Q00786287	CP should allow only between 1 -99 for 'Maximum failed authentication' option
Q00794240	View Backup History should show latest backup log first
Q00806372	Name Dialing Prefix still required even if feature is off
Q00813231	On multi language CallPilot systems cannot view some language custom prompts
Q00823601	Remote notification using paging service inappropriately prompts for input
Q00839241	B/R - System running low on virtual memory RC55501 during user restore operation
Q00839313	Event code 41850 shows severity unknown in Event Monitor
Q00853499	Call sender via desktop to a user that is HCFWD to CP gets dropped
Q00858851	CallPilot doesn't drop/release DSP if not recording any command during training
Q00892184	CPCA: Minor Code Analysis coding issues in IMAP component
Q00893080	CPCA: MINOR: Code Analysis reveal issues in SCE APPS component
Q00893091	CPCA: MINOR: Code Analysis reveal issues in SLEE component
Q00893102	CPCA: MINOR: Code Analysis reveal issues in LDAP component
Q00893115	CPCA: MINOR: Code Analysis reveal issues in HAL component
Q00893126	CPCA: MINOR: Code Analysis reveal issues in LDAP CLIENT component
Q00893139	CPCA: MINOR: Code Analysis reveal issues in NETWORK component
Q00893142	CPCA: MINOR: Code Analysis reveal issues in NBRSC (Resources) component
Q00893161	CPCA: MINOR: Code Analysis reveal issues in NBLLS (MDLWARE) component
Q00893190	CPCA: MINOR: Code Analysis reveal issues in CCR (MDLWARE) component
Q00893245	CPCA: MINOR: Code Analysis reveal issues in Notification Server component

CR #	Description
Q00893250	CPCA: MINOR: Code Analysis reveal issues in FAULT MANAGEMENT component
Q00893254	CPCA: MINOR: Code Analysis reveal issues in NBOSA component
Q00893296	CPCA: MINOR: Code Analysis reveal issues in NBSL (MDLWARE) component
Q00893347	CPCA: MINOR: Code Analysis reveal issues in AOS (configAgent) component
Q00893354	CPCA: MINOR: Code Analysis reveal issues in PROMPT ADMIN component
Q00893358	CPCA: MINOR: Code Analysis reveal issues in TSP component
Q00893371	CPCA: MINOR: Code Analysis reveal issues in I&C component
Q00893377	CPCA: MINOR: Code Analysis reveal issues in System Manager component
Q00893387	CPCA: MINOR: Code Analysis reveal issues in NBDSE component
Q00893395	CPCA: MINOR: Code Analysis reveal issues in ADDR MODULE component
Q00893409	CPCA: MINOR: Code Analysis revealed issues in AOS component
Q00893414	CPCA: MAJOR: Code Analysis reveal issues in AOS CONFIGAGENT component
Q00893427	CPCA: MAJOR: Code Analysis reveal issues in I&C component
Q00893431	CPCA: MAJOR: Code Analysis reveal issues in FAULT MANAGEMENT component
Q00893439	CPCA: MAJOR: Code Analysis reveal issues in SCE APPS component
Q00893452	CPCA: MAJOR: Code Analysis reveal issues in AML TSP component
Q00893487	CPCA: MAJOR: Code Analysis reveal issues in SLEE component
Q00893644	Excessive Web Application Mappings in CallPilot Manager
Q00896112	No Backups while NGenSys is logged off
Q00902108	User can send messages via My CallPilot when mailbox is full
Q00902736	Error message not clear for disconnect LAN during backup/restore
Q00902808	Error message is not clear for removing tape out during archive users to tape
Q00903049	Error message is not clear for removing tape out during system restore
Q00903177	Difficult to select for restoring system backup from remote disk
Q00904699	RN: Fax only systems fail using RN, continuous events 36885 and 36884
Q00905067	A mailbox can be deleted while it is in use.
Q00905538	MWI status isn't updated properly
Q00905585	DTT DTMF confirmation required check box is always active.
Q00905597	The number (Public) is automatically truncated without any warning
Q00905983	B/R - progress Indicator bar of user archive hard to see.
Q00906381	Attempt to reject CD while installing CP from CD causes wrong behaviour.
Q00907061	Deleted e-mail message does not have advice about deletion in playback stop help
Q00908779	B/R Event 41814 Description text is incomplete (backup is already running).
Q00909160	Can not attach a fax via telset
Q00919281	Telset unable to handle the LDAP failure in updating RN profile
Q00925171	Error : Pwd change in Config Wizard, when "minimum password age" is set to 1,
Q00925815	Reporter database backup/restore improvement is required
Q00927084	No client/server version checking for Application Builder.
Q00929931	User can not record any greetings with CallPilot Manager Player

CR #	Description
Q00933814	CPmgr Cannot view detailed log file of user Archive using stat screen hyperlink
Q00935690	User can not modify the Device Name of the Backup device
Q00941352	38727 event doesn't contain enough information for troubleshooting
Q00941657	Mailbox Invalid login event 55214 does not include mailbox number
Q00942259	Misdefined event log when MMFS volume is full
Q00945068	Trace Viewer got hung when playing with Max lag before skipping
Q00947463	User cannot stop Garbage daemon Audit operation.
Q00947478	Wrong notice shows when doing backup with the invalid tape.
Q00950491	PBX CDNs not deacquired when CallPilot server shut down
Q00970145	R&R: Major SLEE error events during fax load test
Q00974310	Incorrect values displayed in system monitor
Q00988576	Auto Admin gives http 500 error when bulk-add with an inexistent sheet name
Q00990741	Custom Commands drops session while training "Stop" command
Q01018661	SCE designer development tool crashes when searching
Q01035702	CP202S04G05C can not be installed on Windows 2000 standalone server using runme.
Q01039605	Config Wizard fails while programming DSPs after an upgrade
Q01039684	Config wizard should block if keycode platform type does not match the server
Q01040907	Can't print fax and email messages
Q01042343	Error messages display when deleting multiple voice items.
Q01047204	The user having only Backup/Restore right can reset the password of mailboxes
Q01048897	An error message displays when using Advanced search with Search within results.
Q01050062	CR to test out the new NEU CP40 project
Q01051426	Data cannot be updated.
Q01052609	SRI Icon on system tray is not self-updating
Q01052831	Error 35808#(null) when changing from Full Admin to No Admin right
Q01053763	Fax item ID takes wrong value in the verification fax.
Q01066678	The Used If filter expression does not have a maximum size limit
Q01067068	Platform validity checks displays incorrect memory and HD sizes
Q01067162	System kept loop info even user changed switch info from M1 to M1-Opt11
Q01075507	Can't use special characters in a CP Manager user search request
Q01076995	Discrepancy between the number of mailboxes on the server and Reporter
Q01082197	The default value of Maximum prompt size is not correct.
Q01084983	Hyperlinks to B/R summary & detail log file s/b greyed out until files created
Q01084990	B/R - ERROR display checking device ready status has bad information #41809
Q01086635	MTF: Fax appears as lines when accessed with image viewer other than CallPilot
Q01086975	Hookflash time in configwizard switch config page should be displayed in "10ms"
Q01088117	R&R BCR Robustness Enhancement to restart procedure
Q01089440	Cannot send a message out when using shared SDN.
Q01090981	Major error event 44540 - frame slip is detected on the DS30 link

CR #	Description
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
Q01093739	Generate major alarm if connection to Reporter is left down for extended period
Q01094185	Scholastic: System prompts to print while mailbox has no fax capability
Q01096635	Auto Add can not handle more than 40 failures
Q01098052	CallPilot desktop client cannot open some faxes intermittently
Q01098351	Need guardrail to prevent system backups from being scheduled during audits
Q01099528	Error message displays when deleting multiple reports
Q01100351	Filter value is reset when adding the 51st digit of a Numeric value
Q01101164	Scholastic: System can not detect an unplayable email message
Q01103831	The information of mailbox in User View is not correct.
Q01104798	Print button on Holidays page only works for default values.
Q01105886	SL100 - Channel Usage Report Shows 9 Digit Channels For 10 Digit Agents
Q01108383	DV4: DirSync: New cpmgr error windows should not contain cpmgr menu
Q01108428	Searching users with string "00...001" shows up unexpected result
Q01108840	DV4: There is no exit button (field) in the 'Data Validation Complete Window'
Q01110672	DV4: Keycode field should be highlighted or empty once the system in 4.0
Q01110716	DV4: Hour glass was steady when config wizard did it final switch configuration
Q01111320	DV4: TAB key doesn't function as customer expected in the password change page
Q01111500	DV4:UW should warn the customer when they do the backup during the high traffic
Q01113504	Spelling error in Mailbox class details- "forwarding"
Q01114048	DV4:Printing large list of users giving screen times out
Q01115291	AUI mailbox length can be more than the value set on CP Manager
Q01116404	Install PEPs and SUs without stopping Windows and CallPilot services
Q01117844	MM -> CP migration blocked Found inconsistencies in App voice segments
Q01118404	T1: Time Elapsed does not change on Reboot Timer Screen
Q01118576	Restore allows selection of invalid user archive
Q01119202	Bkup/Res - Restore of user fails unless Regular User COS defined
Q01119304	Number sign # not working in Fixed-length extension numbers
Q01120221	Reporter does not collect data after a network disconnection
Q01120642	System does not increase Invalid Login Attempts if user enters a blank password.
Q01121625	User Detail->Link button page contains blank entries
Q01121759	The number of entries found does not display in Test Filter page
Q01121810	Can't add backup when CP Manager logs in an other CP server
Q01123230	DV4: DirSync: Insertion strings are not integrated with error message
Q01123252	PI: No prompt to played ifTAG is recorded and message blocking is active
Q01123553	Pressing Save button on Reset Mailbox Password page 2 times makes error
Q01123908	NEU test CR for project cp_50
Q01124373	All applications are listed when select File/Locks in Application Builder

CR #	Description
Q01125024	Incorrect data in Date Control block properties of Application Builder
Q01125045	Help for Message Forwarding Rule Detail does not work.
Q01125054	The valid range for Mailbox Storage Limit is not right.
Q01125942	Remote Notification Disabling Itself
Q01127870	Can create two Notification Device Classes with the same name and property.
Q01129047	Archive log event 44087 needs to be more descriptive
Q01129886	DirSync Events in Event log not in CallPilot range
Q01130258	No warning message appears when setting the store day is 0 in system properties
Q01131092	Print Schedule takes the wrong date and time
Q01131290	Event 58554 should be of INFORMATION severity, when exceeding Email-by-phone
Q01131373	Remove capability on CallPilot to disable/enable access links.
Q01134717	Memory Leak In TAPI
Q01135737	Event 35807 generated after running config wizard, applying config & clicking OK
Q01136761	With full overlap, a CDP remote location can't be saved if its remote user exist
Q01136868	Act on AMIS/Enterprise option is still available for unsupported services
Q01137008	Can't launch to CPManager from web server standalone with ServicePack1 installed
Q01137294	LDAP: 36220 event need to be added
Q01140807	B/R: Event 41850/41800-41899 needs to be added.
Q01141122	How to make a backup through Sybase of CallPilot Reporter Database (cprpt.db)
Q01141541	Some Help buttons do not work properly
Q01141546	Date/Time is not correctly saved in some scheduled tasks.
Q01143831	DirSync: Enhance error codes/message when linking/unlinking from cpmgr
Q01143949	Application Builder cannot import Wav file with sampling freq. rate at 44.1 Khz
Q01144655	CallPilot - Backup/Restore -Error handler blocking new backup/Restore operations
Q01147318	Remote text notify truncated
Q01148263	Desktop 4.03.06 not installing CallPilot message store on fresh PC
Q01148709	ConfigWizard fails if "Switch Customer Number" is blank
Q01149295	MM to CP migration: the COS record could not be created, RC [60638].
Q01149376	System displays an inappropriate error message when user clicks test button.
Q01150166	Problem with closing an application after executing Export and Undo Export
Q01150402	CP - Backup/Restore - allows backup to local CallPilot server disk drive
Q01151035	Incorrect warning message when user edits a task.
Q01152901	Imported WAV files sound bad/ degraded quality
Q01153542	Events 38007, 58207, & 55213 cause RNA
Q01153644	MTF: Event codes missing from Online and Offline help
Q01153814	Backup description cannot exceed 14 characters
Q01154190	Unable to remove corrupted Appbuilder Applications using App deletion tool
Q01154562	GIVE CONTROLLED BROADCAST Fails Intermittently - RNA / Delayed Answering
Q01156351	AUI prompts not presented on logon to mailbox

CR #	Description
Q01156947	MTA service stopped working.
Q01157107	Schedule Sync tasks with overlapping times will make running task vanished
Q01157168	CallPilot mailboxes were still supported by Message Archiving
Q01157192	Country in Config Wizard DSP Encoding need to be set every time
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
Q01158061	System event always indicates that Sync task is done with 0 errors.
Q01159162	CallPilot backups allowed times changed - needs to renew documentation.
Q01159834	Events 41015, 41016 need to be created
Q01159874	Database skipped during restore of system backup - restore log needs enhancement
Q01160432	Restore from Network, system does not automatically reboot
Q01161696	Number of the entries to display field doesn't validate the entered characters
Q01161747	Not possible to re-add previously used mailbox
Q01161781	Warning message when RN time periods specified don't overlap
Q01161943	ACCESS channels in PBX go MSB LOG OUT when CallPilot reboots
Q01162465	CallPilot address book only downloads 167 records with same last name
Q01163001	T1 CallPilot Setup Wizard cannot run Telephony Board Validation
Q01163106	Improper error displays when auto add/ delete file with typed wrong sheet name.
Q01163488	A *.dat file is attached to the forwarded voice message
Q01163717	Channels 'TYPE' field is empty for Access channels at CM maintenance Page
Q01163760	Upgrade to CallPilot 4.4.4.1 did not populate server time zone and search base
Q01163935	Can not auto delete users which is auto added having MWI DN
Q01164007	Event 41017 needs to be created
Q01164724	Uninstalling SU04 fails to remove entry from registry.
Q01164902	Setup Wizard information is misleading
Q01165638	Must use logout and erase to connect server after Upgrade to CPMgr 04.04.04.01
Q01165963	Need add the description for error code 60664
Q01167210	Upgrade wizard gives wrong number of image cds
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.
Q01168045	Major event 54503 should not be sent when socket already closed on client side.
Q01168531	Need add the description for event code 36220 - CP
Q01169568	System is automatically disconnected after pressing about 6times an invalid key
Q01169956	Some event codes need to be updated in CP 5.0 Online Help
Q01170028	Upgrade/SetUp Wizards PEP/SU check sometimes incorrectly fails
Q01170113	Upgrade Wizard guardrail for verifying successful backup

CR #	Description
Q01170262	CPTrace Utility still shows 04.02.06.01 After Upgrade to 04.04.04.01
Q01170285	Setup Wizard should verify computername and database match every time
Q01171340	An Open VPIM message can't be sent in mixed authentication mode.
Q01171365	Error message displays when closing Message Module Tool window.
Q01172642	Cannot enable Directory Synchronization - Test function working correctly.
Q01173262	The printer prints over the number of fax page limitation via AppBuilder
Q01174591	Admin Mailbox "000000" cannot dial out to DN from CallPilot Player
Q01174975	"Please begin transmitting the fax now" prompted by Express Fax Messaging
Q01175346	Some user records were empty at user view even users has greetings and DNs
Q01175363	'LDAP search error when opened Attribute under MMFS-Attribute view
Q01175376	Get Single and Next Alarms always displays First Alarm in the nbflttst utility
Q01175452	Email-By-Phone Message Cleanup tool disappeared after it check the messages
Q01176177	Sync task status stays at "synchronization task is running"
Q01176185	Directory sync user name shows as 000000
Q01177992	Wrong IF checkings in CNMAOSClient_ConfigWizard::SetSwitchConfig() of CW
Q01178798	Post SU04 application on CallPilot integration issuesSCCS Access Mas Link Handler
Q01180447	Cannot login to My CallPilot using second VPIM prefix
Q01180554	Session trace not working when selecting "all sessions"
Q01180907	Beta Trial - CallPilot 4.0 - 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
Q01181891	Alarm Monitor does not get updated if AOS Service was restarted
Q01182198	CallPilot 4.0 says "CallPilot is up and able to accept calls" in error
Q01182464	SDLs are not sorted or printed properly
Q01183921	CP is experiencing ring no answer when we make changes in DB values
Q01184243	T1: Incorrect Drive configuration on the Image CD for GA load
Q01184250	T1: ELAN and CLAN addresses swapped in SysMon
Q01184825	Need add the description for error code 60864 - CP
Q01184859	Help info about the "Security Modes for SMTP Sessions" page must be updated - CP
Q01185405	Cannot login to My CallPilot using multiple VPIM prefixes
Q01185660	Express Voice Messaging service is not available
Q01185674	Events 54550 54551 should be created
Q01185725	User can not log in to another mailbox by pressing 8-1
Q01185766	Help for the Message Module Tool doesn't display all possible variants of input
Q01186392	Setup Wizard should add user-id and password for restore from remote disk
Q01188212	Can not view the usage of LDAP Delete Tool/Modify Tool by using option -W
Q01189913	Strange Capability Bit Map IE in AML ITR Message
Q01190522	Logging into CDN After Receiving RN to Telephone Not Playing AUI
Q01190688	Notification Server error code 55008 needs be added

CR #	Description
Q01191571	Event codes missing from Online and Offline help
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
Q01192795	Setup wizard crashed while it was listing the tape for data restore.
Q01193296	Thru-dial block using left pad works wrong when DN has zero at the end
Q01193500	Unable to use the Text Note Feature and modify individual blocks in Appbuilder
Q01195685	Unable to add vpim if networking and nms disabled
Q01195924	IMAP server shuts down and restarts after changing subject line from IMAP client
Q01196698	Events 41015-41017 need to be added to Online and Offline help
Q01197417	Error message in List Backups page is truncated.
Q01197878	T1: CallPilot not answering calls for 20 mins
Q01198237	Upgrade Wizard utility can not continue after selecting backup medium.
Q01198626	CP - Unable to migrate 2.02 users onto CP 4.0 using user restore op event 41814
Q01200275	Debug Mode does not work in (Setup wizard) Telephony Board Validation page
Q01200830	System doesn't allow user to save Maximum for time delivery begin with number 0
Q01204812	Unable to reset user passwords & temp. greetings.
Q01205037	CP P/F consolidation - Mailbox number conflicts with CDP steering code
Q01205992	CallPilot - Greetings restore for some user are skipped
Q01206484	CallPilot Manager 4.0 SU01 (CP404S01G01C) is not registered in DMI on CP 2.02
Q01206692	Cannot migrate Temporary Remote Users
Q01207769	Unable to modify users "Error Retrieving Location list" LDAP SERVER DOWN, Err 81
Q01208098	Operator cannot view backup history when login from the standalone CP Manager.
Q01209049	MyCallPilot, can not attach file in reply message
Q01209394	Cannot launch AppBuilder when upgrading from older AppBuilder to AB4.0 PEP+SU1
Q01209606	User search fails due to trailing spaces in name fields
Q01211234	Events 40107, 55057 and return codes 40140, 5508 have to be updated in CP help
Q01211286	IMAP service crashes frequently with event 41505 rc=243
Q01211821	CallPilot crashed, all services down after running re-install
Q01212214	Several MTA Events 54103 seen in event logs
Q01213280	AUI: Incorrect RPL is used for thru-dialing after login
Q01214250	Outbound fax stops working with IMA crash
Q01214442	All Ports Busy Condition - causing RNA
Q01217153	System Monitor/Click Refresh button does not remove the deleted SDN.
Q01217208	Fault Management Tool (nbflttst.exe) should not be installed to Nortel bin
Q01218326	RNA - ALL DSPs active - All DSOs idle except for one
Q01220263	Old OM data can become inaccessible after CP Reporter upgrade from 2.02 to 4.00
Q01221489	CPU's not Correct in CPMGR
Q01221618	T1: Upgrade Wizard Fails to Detect CallPilot 4.0 CDROM
Q01221950	AOS/Maintenance not working.

CR #	Description
Q01222317	Synchronization Task ceaselessly runs, although Connection is lost
Q01222362	Cannot configure CDP on Satellite location when Prime uses hybrid dialing plan
Q01223299	DoD: Desktop password expiry warning and force change at every login
Q01223396	Unable to start a backup via CP Manager from 8:00 am to 10:00 am
Q01223811	Unable to compose and send message to more than 200 recipients using PDLs
Q01225715	Call sender button grayed out while logged in through My CallPilot
Q01226593	No Delivery Receipt when using Fax Batch
Q01226653	Desktop error while using desktop call sender
Q01227401	DoD: User Restore could not retrieve user list from a stand-alone CP Mgr
Q01228305	CallPilot 4.0 says "CallPilot is Booting" in error
Q01232454	IMA Terminations with AMIS Networking
Q01233161	User cannot set Custom Operator Number via My callpilot
Q01234491	DoD: Fail sending Enterprise message.
Q01234749	Memory leaks can happen in functions DecodeKeycode() and DecodeKeycode400()
Q01239001	Has question mark instead of check mark (CP Man. upper right corne
Q01240260	Intermittently unable to login to CallPilot Manager.
Q01241448	EVT41505 NMAOS
Q01241548	All calls have digitized or Garbled Voice
Q01243810	Can link two CP users on two CP servers to one AD user, but only one is updated.
Q01245761	LDAP: 60672 & 60687 return codes need to be added
Q01246154	Unable to create new template, Getting DB error 60610
Q01247846	Wrong using of the nmaosbackuprestoreserver.dll and nbsvcnet.dll libraries.
Q01248194	There is no possibility to restore particular messages of an archived user.
Q01250928	Incorrect Version displayed
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
Q01252816	CallPilot does not play Access voice prompts until 2 mins after SRI is displayed
Q01260543	M1 High Cap system stopped answering calls 11 hours into load test with SU1 PEP
Q01263060	Cannot send Location specific broadcast message if overlap is defined
Q01263772	Q01263772Q01263772
Q01266555	LDAP client does not handle exceptions
Q01270186	One Number faxing fails 50% of the time
Q01271142	High Cap: Under heavy traffic/load - 18% of calls fails to be answered
Q01272228	Individual channels get stuck causing RNA
Q01274618	Remote text notification intermittently fails sending to blackberry
Q01274860	Events 55097, 55098, 55099 should be added
Q01277798	instruction to be automated
Q01281064	System can display the right path of a volume regardless of wrong flags

CR #	Description
Q01281217	The value of "Retry Limits and intervals" can't be larger than 09:06.
Q01281240	Setup Wizard fails with no clear explanation in the log.
Q01281365	Events 58723-58726 to be added
Q01281519	Unified tracing does not work properly
Q01281525	Throttling implementation is not thread safe
Q01286975	T1: CallPilot system went into ring no answer state
Q01288003	Auto Admin Error Handling
Q01288619	Can not play CallPilot MFR messages from OWA
Q01290499	Call Sender fails when remote users login to their mailbox at the main site
Q01290513	Update NTP 555-7101-325 CP 4.0 Application Builder Guide
Q01290881	PF: User Archive restore terminates -error 41814 unanticipated exception error
Q01291040	PF: User archive restore fails, no entry in the history log table
Q01291063	PF: User archive summary/detailed logfiles are not displayed on restore failure
Q01291548	PF: B/Restore - Grey out the user archive Restore tab after it is selected..
Q01292749	Virtual Memory Error Popup Followed by System Degradation
Q01293905	System freezes under load with more than 2 MPB96 in 1002rp and 1005R
Q01294865	Users Unable to Login to CallPilot. Event ID 36219 Generated
Q01296727	Backward compatibility broken in Config Wizard 4.0
Q01296805	CallPilot 4.0 Auto Add feature issue
Q01297058	European date format required on CP4.0
Q01297115	Fault management: Two new events are required for JITC
Q01301911	CallPilot 4.0 - Desktop Messaging & My CallPilot Administration Guide
Q01302137	Platform consolidation - Need to speed up user archive restore.
Q01302166	DoD: Record Failed/successful login to CallPilot in the event log for JITC
Q01302785	Reporter R&R (Export function overwrites old report)
Q01303122	Copying voice items in AppBuilder gives error
Q01303251	Unable to use Session Trace tool due to no OM table data
Q01303303	Reporter show all zero's OM not collecting on the Blue database
Q01304839	Reporter R&R. Errors handling/reporting and tracing enhancement.
Q01305783	Performance Monitor does not work
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
Q01307853	Enterprise Networking-System plays envelope of message with wrong sent time
Q01308337	Backup from Upgrade wizard V.04 completed with error.
Q01308944	Reporter R&R.Relocate Reporter's database to a different location
Q01310489	Modification and changes to all Help Files (Feb 06)
Q01311307	Languages not present
Q01312262	The number specified for 'CDPCode' conflicts with mailbox

CR #	Description
Q01313439	Implicit GAM behavior
Q01313485	Several events and return codes need to be updated in CP documentation
Q01313763	Lacking in some characters in exported report as text format
Q01313783	Lack of two detailed reports when MailboxCountsReport is exported on schedule
Q01313939	Unable to save user details due to error 60735
Q01314465	Cannot Forward Text Message via Unified Messaging
Q01316253	Reporter R&R. Events reporting enhancement.
Q01317004	Return code 60871 needs to be added in LDAP-server
Q01317392	CallPilot: Can't save application - Error:TSL File Identifier not found
Q01318958	No warning when entering a non-numeric in Starting field of Report properties.
Q01320934	Unable To Get Into Application Builder on Windows XP Pro
Q01321895	Missing information on Upgrade Wizard for CP4.0 to support 1005r.
Q01322944	Call revert back to CallPilot get dropped after TAT
Q01324083	OM server synchronization failure causing Reporter connection issue
Q01325172	Event 41572 is not documented in on-line help
Q01325175	Event 41572 is not documented in CallPilot documentation
Q01330343	Can not install CP404S01G26S PEP on 1005r platform.
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)
Q01331547	Fault Management : New events required for the 5.0 Voice Form Feature
Q01332062	Failure to start scheduled archive to invalid target-No event is generated
Q01332316	OM Server: Event 41052 needs to be added
Q01334463	CW 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
Q01335784	CallPilot desktop messaging install fails for custom setup.msi if no admin right
Q01335873	PromptArchive-Restore operation was completed successfully, nothing was restored
Q01336190	MMFS viewer shows incorrect VOICE total and free size
Q01336524	1005 server firmware out of date
Q01336724	Cannot download CallPilot Address Book
Q01336754	Status of SSL setting in MyCallPilot Server is not updated
Q01337338	CallPilot Remote Text Notification Is Not RFC 821/RFC 822 Compliant
Q01339555	CallPilot Manager contains improper grammar in E-mail Account Info screen
Q01340574	Glare Condition with CallPilot T1 (SMDI) Connection causes RNA
Q01342036	Name across network-sender's text name is transmitted in wrong order
Q01342408	CallPilot Reporter - Scheduled reports print only once
Q01342455	SQL Internal error when using Microsoft LDAP API Q01342455
Q01342738	Heavy memory leak during load test
Q01342774	System blue screens when adding additional MPB96 boards

CR #	Description
Q01342795	Changing computer name during install causes problems
Q01342824	Cannot run any utilities from the boot up menu of a 600R image DVD
Q01342832	Cannot view system events - viewing bring up the message "Corrupt"
Q01342845	Cannot login using PC anywhere into the 600R CallPilot system
Q01342852	Clarification on Event 55760
Q01343529	Hanging up a receiving FAX produces many MAJOR and Warning events
Q01344164	Cannot detect Dongle Serial Number after installing CP4.0 SU2 on 1005r platform.
Q01344447	VM: Return codes 60900-60916 need to be added
Q01345794	Import application error when opening application
Q01346188	Operations to tape are blocked after scheduling backup to tape.
Q01346197	Can not erase tape successfully using Backup Restore Tool.
Q01346425	Events and Return codes 34200-34299 need to be updated
Q01346838	CP5.0 Config Wizard display of old keycode platform value following migration
Q01347058	The on-line help for the Announcement block is not accurate
Q01347180	VPIM(SMTP) connection time-out configuration parameter is required
Q01347326	Cannot delete CP users in CP Manager
Q01347349	CP5.0 Setup Wizard Restore fails to restore LDAP SUFFIX regkey
Q01347732	CP5.0: Config Wiz Nic card page error on 1005r with HA set to normal
Q01347889	BUS OBJ: Output file from Reporter Java Plugin viewer is unreadable
Q01348067	Can not review or edit Remote Text Notification in My CallPilot
Q01348479	User Privacy--print "allow user to hide mailbox" setting twice
Q01348774	IMAP Server Does Not Pass New COS Settings To Desktop Client
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
Q01349262	Wrong information displayed in Server Properties page when click "Save"
Q01351708	Planning & Engineering NTP
Q01351863	Third Party fax viewer not acceptable for viewing CallPilot faxes
Q01351976	Backup Restore Tool - Typo in warning window message
Q01352863	IMAP Server fails to notify attached clients when message is marked unread
Q01353296	Voice Forms: LDAP rejects connections due to wrong contextID received from SLEE
Q01353313	Voice Forms: VFTS peg data to OM server does not appear in Reporter
Q01353340	Voice Forms: Implementing Om pegging from MyCallPilot through IMAP
Q01353354	My CallPilot upgrade to 4.04 04.10 deleted the list of other servers
Q01353655	MFR Prompts don't handle error cases correctly / Prompt Refresh
Q01353705	Message forwarding rule fills up C:\windows\temp directory
Q01353818	MTF: Invalid link (and spelling) in CallPilot Manager Help
Q01353922	CP state indicator has to be created on the CP Reporter main page (Reporter R&R)
Q01354407	Primary and secondary languages should not be the same in ConfigWizard

CR #	Description
Q01354410	Unsuccessful logging into CDN after receiving RN to telephone
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
Q01356237	Incorrect login status when user clicks Change Mailbox Password button
Q01356296	New parameter to specify thru dialing permission is required
Q01357332	MWI is not updated correctly for shared DN's
Q01357801	CPMGR MFR creation page needs modification
Q01357804	My CallPilot MFR creation page needs modification
Q01357848	Names Across the Network does not propagate when using VPIM networking
Q01357861	Voice Forms: restrict some modification to VF if caller's sessions are on
Q01358015	Cannot run Reporter after upgrading it.
Q01358245	Receive error trying to record greetings with telset
Q01358294	CallPilot Desktop message timestamp is 1 hour ahead of the current time
Q01358342	Major event code 41527 - Further information is needed
Q01359076	The error prompt for short password is not played (Shared SDN)
Q01359078	Default greeting is played even if Shared DN greeting is recorded
Q01359147	Warning beep default values are not correct (Warning Beep)
Q01359286	Voice Forms: failed to send Notification Message to New/special responses
Q01359293	AppBuilder can crash while importing voice or fax item
Q01359537	Not able to use 5.0 CallPilot player from CP manager
Q01360299	RAS Manager service failed to be started or stopped due to TAPI crash
Q01360380	Missing LDAP attribute for delete flag in msg forward rule
Q01360406	Voice Forms: Implementing the logic for multi-user access to VF responses
Q01360522	Voice Forms: Application Builder does not check for Voice Forms availability
Q01360620	VF: GetVFProfile required to add additional returning code for LDAP Failure
Q01360699	HA: Appbuilder can not open existing applications after failover
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.
Q01360978	Dual Language Feature. CPMgr part.
Q01361004	CP Reporter install doesn't work correctly with msixexec v2.00
Q01361203	VF: Failed to Select first message
Q01361264	Mailbox length definition seems to have no effect
Q01361359	Event definition for 36221 and 36222 events should not include MyCP
Q01361472	CP5.0 Upgrade Wizard Keycode wrong for Symposium and HAGR
Q01361518	CPMgr Auto Add - complains of LDap size limit error
Q01361542	Voice Forms: Caller's application does not check boundary conditions
Q01362355	VF: some responses not being announced after "mark special" and "save as new"

CR #	Description
Q01362534	CP5.0 Upgrade Wizard needs to allow migration from 1001rp T1 to 1002rp T1
Q01362905	VF Caller Application: Response can be saved when should not
Q01363277	VFProfile fields were not overwritten when restoring with "Overwrite" option
Q01363461	There is no instructions for shutting down 1005r or taking it out of service
Q01363469	HA servers failed to load DB tables during the HA upgrade tests
Q01363470	Upgrade Wiz blocks CP upgrade process when invalid disk configuration detected
Q01363487	CW didn't update the unloaded DB tables after some switch changes on HA servers
Q01364337	RNA on individual ports - DS-0 channels show green lollipops
Q01364804	Setup Wizard must keep the old version number on upgraded system
Q01365351	HA: Need to modify autostart definition file setup script
Q01365360	HA: Need a distinctive name for autostart definition file
Q01365365	HA: A wrong directory in CallPilot server image CD
Q01366255	RNA with 192 channel load, SLEE event 58005 reported during 4.0 + SU02 testing.
Q01367010	Message icons are not converted to CP message icons when using personal folders
Q01367132	Desktop client does not receive notification if a admin changes their MFR rule
Q01367189	Excessive TCP Keep-Alive LAN traffic with Desktop Messaging
Q01367206	1002rp Documentation incorrectly reads it is OK to add 512 Mbyte DIMM
Q01367505	No Read Receipt/Delivery Receipt message is received.
Q01367719	Cannot save a mailbox class after clicking "Pager Configuration" button
Q01367729	VF: Failed to add new responses to the list
Q01367827	Adding extra MPB96 cards to the 1005R system didn't work at the first time
Q01367845	Incorrect Name format for Temporary Remote User
Q01367951	Help Submission CR: CallPilot Server build 5.04.xx V&V Build 2 (Alpha Load)
Q01368437	Mailbox number is not correct on fax cover page.
Q01368925	Direct VPIM Delivery does not stop after 3 delivery failures
Q01368936	VF - TS: Goodbye prompt missing with command LogOff
Q01369041	Voice Forms: Response ID starts from 2 instead of 1
Q01369285	Cannot re-install CallPilot 5.00.31.10 on platform 201i
Q01369435	CP5_Upgrade wizard fails to upgrade database
Q01369462	CP 5 Upgrade wizard can not be removed from CallPilot system entirely
Q01370505	Voice forms: updating the label of 55234 event and admin action for 55232 event
Q01370713	Event Severity can no longer be overridden when using NBflt_ReportEvent
Q01371286	System Information shows incorrect platform type
Q01371683	Desktop search with blank field causes Outlook to restart
Q01372888	Customized CallPilot Desktop install fails to add fax drivers
Q01373323	Voice Forms: Enhancements to Admin interface-phase-1
Q01373326	Voice Forms: Enhancements to Admin interface-phase-2
Q01373664	Volume 103 locks up intermittently and has to be restarted
Q01373767	Cannot enable/disable "Hide my name and number in all CallPilot address books"

CR #	Description
Q01373768	Invalid values of User Privacy Option in the input file are not noticed.
Q01374387	Restore with overwrite option should not overwrite VF with availability 'ON'
Q01374554	CallPilot is not able to receive a fax for longer than an hour
Q01375047	Cannot display the results when user searches with space value in the content.
Q01375101	My CallPilot Messages List displays incorrectly
Q01375199	CP5_Upgrade wizard_Validate Platform Type does not detect invalid image DVD
Q01375206	Setup wizard- Grey out tabs on List Backups page after failed list backup oper..
Q01375724	MWI not updated properly for shared DN after NS restarts
Q01375822	Cannot make a fax call properly via One Number Voice Fax Service
Q01375988	Cannot run reports and alerts as well as export their content
Q01376011	Cannot launch My CallPilot page from Desktop Messaging for a mail client
Q01376445	Failed second class services should be marked as "Not in Full service"
Q01376985	Cannot launch AppBuilder Consistency Check & Deletion Tool
Q01377014	Quick User/SDL Search doesn't find SDLs
Q01377027	The information about changing password on Online Help is not correct.
Q01377044	Setup Wizard shows unclear error message when data tape is empty.
Q01377146	Standalone CP manager fails to open user archives with error 35810.
Q01377206	Backup Device could be deleted when there is a scheduled backup.
Q01377308	B&R retrieve operation is very slow and memory consuming.
Q01378130	An error message appears when user opens the Configure Profile.
Q01378548	Cannot filter data of Reports
Q01378628	Lotus Notes Users' Addresses are not listed
Q01378865	CP starts booting after config Wiz, no reboot in between
Q01379232	Config wizard failed at the installing languages step
Q01379498	Can't add remote user and remote SDL to local system.
Q01379505	Can't add new directory entry to SDL.
Q01379533	The information about Authentication mode on Online Help is not correct
Q01379986	The event description for the events 58208 and 58223 should be updated/added
Q01380499	The events code 36222 and 36221 don't exist on Online Help
Q01380601	Voice Form copy problem: prompts with record IDs 2, 3 and 4 are not copied
Q01380623	RUN and RLL file paths of AppBuilder apps weren't changed during upgrade
Q01380776	Upgrade Wizard 05.00.32.11 shows busy status.
Q01380786	Upgrade wizard 5.00.31.10 displays reference to wrong release
Q01380823	Service polling return code misinterpreted by system manger.
Q01381261	Spelling check doesn't run automatically when saving a text message as a draft
Q01381312	The number of NMS Locations on Resources of system is not correct.
Q01381314	Can add new SDL with duplicated name which has some spaces.
Q01381684	1005R system encountered blue screen after add the 2nd and 3rd MPB 96 Card.
Q01381690	Several events and return codes need to be added to CP help

CR #	Description
Q01382322	CW should work on HA system without dongle
Q01382406	"Convert incoming voice message to WAV" is not disabled with enabled voice block
Q01382441	Cannot add a user archive backup.
Q01382598	There is no a disconnect sequence when a user doesn't answer
Q01382897	Audio player still permits logon to CallPilot 2.02 servers.
Q01383147	Description of event 57306 need to be added to get appropriate info about event
Q01383736	Excessive Web Application Mappings in My CallPilot
Q01383759	"Enable dual Language Prompting" blocks Shared Telephone Call Answering Service
Q01383896	Can not change pswd for Fax or Voice Item Maintenance application
Q01384050	The recorded CA Greeting for secondary language is not played
Q01384338	The Nortel Fax Printer cannot be installed
Q01384773	Voice Forms: NS must not send notification when a response is deleted
Q01384828	MyCallPilot French modify greeting displays error in English
Q01384946	The "Use local CallPilot server only" checkbox is not hidden
Q01385115	Cannot view backup (restore) log by using CP Manager.
Q01385256	CP manager fails with Jscript runtime error when a user archive is scheduled.
Q01385507	Incorrect path in high availability batch file for Autostart 5.1.2
Q01385691	Cannot play wav files when forwarded with MFR to email address
Q01385966	Some issues found in CallPilot AML traces
Q01386005	System cannot disable Message Forwarding Rule
Q01386186	The logic for Insert method for Bag class is too slow
Q01386419	MFR may not send all attachments
Q01386427	LDAP server returns error trying to search for Broadcast Distribution List Entry
Q01386648	Problem to migrate users from MM to CP5.0
Q01386682	Data lost when Reporters were disconnected from CallPilot Servers
Q01386978	Help Submission CR: CallPilot Server build 5.00.33 V&V Build 3 (Verif. 2nd Pass)
Q01387016	Help Submission CR: CallPilot Application Builder build 5.00.34 V&V3 (Beta Load)
Q01387079	New event for Windows App Events Log - Shared Rooms
Q01387143	Cannot export a report when export file name includes 232 characters.
Q01387569	Help Submission CR: CallPilot DM build 5.00.34 V&V Build 3 (Beta Load)
Q01387867	Help Submission CR: My CallPilot build 5.00.34 V&V Build 3 (Beta Load)
Q01387987	4 reports have not been generated after Crystal Reports had been upgraded to XI.
Q01387993	Voice Forms: failed to send Notification Message to New/special responses
Q01388256	System wide outages with both fax and voice calls with all DS-0 channels idle
Q01388565	IMAP Server fails to process telset notifications for VF messages
Q01388817	Current Task shows completely with no error while log file contains some errors
Q01388819	Wrong prompt after modifying Message Forwarding Rule in CallPilot Manager
Q01388906	Cannot enter value beginning with zero
Q01389770	Cannot sort data in Administrator Action Report

CR #	Description
Q01389782	Incorrect date after the first exporting of scheduled report
Q01389877	User with Voice Form Administration privilege cannot modify a voice form
Q01389918	Voice Forms: SLEE does not notify My CallPilot on the message status changes
Q01389940	1000NMS-Location and interaction with Pre CP 5.0
Q01390327	NTPs need to be updated to reflect design recommendation in CR Q01267335
Q01390571	Missing desktop content for Shared Telephone.
Q01390645	1000NMS-Cannot add more than 500 locations
Q01391222	Restore more than 200 VFs cause the SDN Detail page error.
Q01391322	Help page can not display for Voice Form.
Q01391357	My CallPilot should disable Auto Logon if not offered by CallPilot Manger
Q01391364	MFR Notification not working properly
Q01391378	VF: Full Envelope is played with incorrect time.
Q01391399	Can add 2 fields with the same field name for a Voice Form
Q01391407	Shared Telephone Call Answering - call could not be transferred to an attendant
Q01391425	User can not record Personal Verification from My CallPilot
Q01391466	Does not transfer caller to attendant if press 0 while recording Voice Answer.
Q01392192	Cannot mark a response as special through MyCallPilot.
Q01392200	Incorrect status is showed if "Maximum day Permitted between changes" is 0.
Q01392273	Cannot delete 2 responses at the same time through MyCallPilot
Q01392285	No right treatment when number sign not entered
Q01393313	Fax License Issue
Q01393643	Language with ASR cannot be removed via Support Tools.
Q01393878	Wrong CallPilot version 04.04.04.03-00 causing restore to stop
Q01393892	Restore operation can not complete the RestorePostCheck step
Q01393920	EMC: AutoStart Backbone service restarted unexpectedly on CP5.0 HAStandby server
Q01394097	Voice Forms: mismatch between the field's Name and Type through MyCallPilot
Q01394655	Setup Wizard does not display information on Drive Letter assignment
Q01394791	Progress bar screen not visible during auto add
Q01396017	CallPilot 5.0 server will be compatible with My CallPilot 4.0 and Desktop 4.0
Q01396333	Checking for prefixes conflict has to be corrected
Q01396391	Attached files are sent without pressing OK button at Add Attachments box.
Q01397317	A warning message occurs after saving RemoteTextNotification setting in My CP
Q01397736	Response is deleted after going to an nonexistent response
Q01397788	Upgrade wizard does not validate SU version properly
Q01398408	Language installation in configuration wizard fails over Dialup
Q01398485	Minor error 54513 when logging into mailbox using MyCallPilot
Q01399093	Voice Forms: merge and redesign MWI update functions
Q01399829	Invalid prompt is played after recording answer for a disabled VF.
Q01399865	Error messages display when users delete multiple fax items

CR #	Description
Q01400554	Error message displays at Select Voice Form backup page.
Q01401167	Remove language utility in Release 5 reports error during removal of a language
Q01401311	Help Submission CR: CallPilot Server build 5.00.34 V&V Build 3 (Beta Load)
Q01401936	Excessive Thru-Dialer Access Alert (Alert Reports) is empty
Q01403860	VoiceForms: the NMns_sCreateNotifyMsg is hanging up
Q01403936	Redesign of VF notification - IMAP Server must add subject to VF notification msg
Q01404265	Calls coming back into CallPilot with TAT disconnects caller
Q01404376	Alarm Monitor doesn't work when using CP Manger 5.0 and CP Server earlier of CP5
Q01404391	Cannot Re-install CallPilot server after selecting wrong platform.
Q01404508	Cannot send a message when msg subject is filled up
Q01404523	Cannot view Some of the Voice items in CallPilot applications
Q01404665	Config wizard is interrupted at the language installation step
Q01404846	If DTMF answer value is more than 247483647 system interpret it differently
Q01405337	Cannot return mailbox class page after changing some attributes on Mailbox class
Q01406070	5.0: ConfigWizard to block language install for CD version lower than 5.0
Q01406284	RPL of DTT and DTF doesn't gray out with Out calling capability box is unchecked
Q01406449	Default value for Search Base parameter in mailbox class should not be empty.
Q01407278	BWComp: Config Wizard 5.0 cannot be used to configure CP server running 4.0.
Q01407422	Deliver to Telephone messages being severely delayed
Q01407647	users can't use MyCP, desktop without logging out/in (after failover)
Q01407855	Can not install Trend Micro 7.3 on CallPilot server
Q01408079	Compose Message & Call Answering Warning Beep Time Threshold value
Q01408686	Dual Lang Prompting- PV plays twice continuously after system prompts
Q01409513	Message Archive feature does not work for mailboxes located at NMS sites
Q01409575	Return code 38550 missing from on-line help
Q01410563	System sometimes disconnects when user dials to a Voice Form Application SDN
Q01410602	Can save VF although "Transfer to Revert DN" without entering "Revert DN"
Q01410624	Outcalling generating 58008 and 59500 events
Q01411290	NTP 555-7101-202 needs to be updated
Q01411646	Directory Synchronization documentation improvement for connect as info
Q01411667	Default greeting is played to external callers instead of CA Greeting
Q01411731	(Backward Testing) Incompatible server when access MWI of a mailbox
Q01411943	Prompting for calling of sender is not suitable
Q01412424	Add KillService and scripts to enable/disable Rules to HA def templates
Q01412697	The upload data file page has ugly design.
Q01412995	Shared DN usage needs to be reported by Reporter.
Q01412997	No right treatment if Stop recording after silence is unchecked
Q01413454	Fault Management Tool- Keying any char is considered as choosing value 0
Q01413915	Invalid prompt is played if pressing 4, 6 while in an empty list

CR #	Description
Q01414712	Invalid prompt is played if pressing 1 at the end of response.
Q01415461	An error message will pop up when user saves User Creation Templates page
Q01415551	Cannot send fax from MyCallPilot using Swedish language
Q01416052	Wrong treatment when pressing 1 or 3 at "Start of response"
Q01416581	A note should be added to the NTP 555_7101_207
Q01416585	Upgrade wizard returns an unknown precheck error code 10000
Q01417064	Add a command into Start_Srv.bat to enable AOS service
Q01417576	Event code/41505/41500-41599 needs to be updated
Q01418036	Cannot get addresses of networked servers or NCND from My CallPilot
Q01418418	Invalid login user in Desktop is able to affect messages of other users
Q01418620	The Through Dial Tool is required
Q01418725	DSPs disabling when voice and fax on same DSP
Q01418888	"Save response if disconnect" does not work for the first field.
Q01419088	T1: Can not image CP with option 2: install CP server image & exit to DOS
Q01419906	DM Client Installation Issue
Q01420551	55076 Error
Q01421069	The > button does not work
Q01421716	Wrong treatment if pressing 2 when playback is stopped at response's header.
Q01421860	Wrong treatment if press 3 while playback is pausing at Field Separator
Q01422809	NTPs Need to Discuss Relationship Between SMDI, UCD, Mailbox, Extension DNs
Q01422815	After Upgrade to 5.0, can not do remote text notification
Q01422821	Cannot login to Application builder using Dial-up connection
Q01423756	Major events 34267 were logged during CP 5.0 load test.
Q01424452	Better to handle SMTP authentication options automatically when upgrading to CP5
Q01424958	Reporter does not work after terminating the upgrade process
Q01425364	Recorded system CA is played for internal calls instead of the default greeting
Q01425421	DV: CP - Change CDN dn in SDN table removes it from the ConfigWizard CDN table
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
Q01426759	DV: EMC software install too cumbersome, too much manual intervention required
Q01426896	VF: Cannot disable a VF although all responses are deleted.
Q01426950	DV CallPilot - Allow Different Password/Name in Backup Device
Q01427623	CallPilot 4.0 SU02/ Stops answering calls Dead Air and then RNA
Q01427921	Productivity report contains empty fields
Q01427998	Scheduled backups do not run after SU02/04C install
Q01428294	warning to stop monitoring when HA in keycode, but not configured
Q01428338	update install procedure to include the removal of *.prm files
Q01428738	LDAP: description for return codes has to be added (60673, 60674, 60675)
Q01428821	There are a lot of 38003 events in the application event log

CR #	Description
Q01435658	No Documentation on Configuring SNMP Traps to NMS
Q01435939	HA: Config Wizard should store switch IP address in the registry
Q01435958	HA: Config Wizard should warn user when changing the administrator password
Q01436745	Several events and return codes need to be updated in CP help
Q01437517	Incorrect treatment when pressing * for help
Q01438160	DCOM setting for Reporter on Windows Server 2003 Service Pack1 webserver
Q01438199	Desktop clients do not provide consistent way to access Configuration Dialog
Q01439082	Reporter installation: Able to capture passwords to DB during install
Q01440055	1005R server hung right before the Win2K3 Starting-Up screen after powering-up
Q01440784	Setup and Upgrade Wizard should not run in remote session mode
Q01441507	GIVE IVR to CallPilot Transfer to SCCS CDN Disconnects When Button is Held
Q01441675	DV: CallPilot CND/GAB trace - Administrator password viewable in log File
Q01442255	CallPilot MWI Properties: no change for server data can be made
Q01442666	SLEE Trace Tool terminates unexpectedly
Q01443375	DV: CallPilot - No dual language prompt documentation in the online help
Q01443438	PI - MFR prompts for enabling and disabling have been swapped
Q01444209	Documentation missing post GA backup and restore changes
Q01444602	Shared DN: MWI isn't updated properly if users have a different MWI options
Q01444604	Voice Forms: Update MWI behaviour according to FS v1.05
Q01445151	Desktop configuration dialog menu changes - Outlook
Q01446724	To Allow platform migration from a 702t to a 600r
Q01446868	Message getting appended to end of message when rewinding
Q01447004	Desktop attempts to download address book from all network servers.
Q01447363	Voice Forms: MWI DNs aren't light OFF after disabling a VF
Q01448603	EMC: Displays of local mirror address and remote mirror host are not updated
Q01448626	EMC: Remote console on standalone PC not getting updated with node status'
Q01449607	DV: Changing CP Manager settings in one location affects another
Q01449653	MWI light on phone stays lit after deleting message
Q01450604	Alpha trial: Desktop attempts to download address book from all network servers.
Q01450615	EMC: Can not delete/add any resource from Startup sequence on AutoStart 5.2
Q01451382	MFR Delete option not working
Q01452152	The progress bar does not display when auto add is used
Q01452410	Event code 55076 - Need to change description information.
Q01452639	LDAP changes for Glare Condition fix
Q01452645	ConfigWizard changes for Glare Condition fix
Q01454390	Fails to restore backed up data on 1005r through the setup wizard
Q01455109	CallPilot address book only downloads 167 records with same last name
Q01455298	Invalid drives size do not block setup wizard
Q01455447	Sync with PDA causes CallPilot About Splash screen to appear

CR #	Description
Q01455770	RNA when running Fax-on-demand over 3 hours
Q01456008	Clarify Slots a 201i Can be Installed in a Option 11C Cabinet
Q01456180	MWI Icon hangs when computer shutdown
Q01456393	CP Reporter: Adding event codes 61300-61325
Q01458263	AppBuilder Archive was completed with some items skipped.
Q01458626	EMC: Mirrored data sources still in green after the resource group offline
Q01460333	MTF: Msg marked as read when selected when Legato E-mail Xtender also installed
Q01462272	Describe method to reboot after image completes
Q01463230	Remove Step in Nt410.txt File --- Update NTP
Q01463418	T1: Channels are busy after stopping the load
Q01464969	CP5.0 Upgrade Wizard should validate new Language CD
Q01465168	Setup wizard fails to upgrade the restored data
Q01465734	There are some errors when adding applications on volume ID 102,103
Q01466261	IMAP Authentication Options should be hidden in CPManager
Q01466638	Help Submission CR: CallPilot Server 5.00.39 GA-1 Build
Q01467060	M1: Can not image CP with option 2: install CP server image & exit to DOS
Q01467278	EMC: Mirrored drives inaccessible after removing AAM Software and Re-Installing
Q01467621	CP Manager "CallPilot Installation and Administration" page improvement
Q01467785	Resource Manager doesn't monitor drive where the database actually stored
Q01468205	Help Submission CR: My CallPilot 5.00.39 GA-1 Build
Q01468254	Help Submission CR: Desktop (Player only) 5.00.39 GA-1 Build
Q01468465	Event 58208 appears when running Fax Call Answering.
Q01469366	No NDN message when sending a fax message to invalid DN
Q01469374	Message Notification doesn't work correctly
Q01470045	Dual Lang Prompting - Recording plays twice continuously after system prompts
Q01471251	Group Titles are missed in Building Block Summary Reports
Q01471648	Some DSP channels quit recognizing DTMF tones
Q01474905	Address module do not recognize DTT/DTF RFC2822 addresses.
Q01476086	HACfgWizard showed wrong IP after the IP changed by Windows Utility
Q01477036	EMC: Java NullPointerException issue when tried to open the AutoStart Console
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
Q01478097	HACfgWizard Could not handle the No CLAN situation
Q01478849	Express fax messaging plays personal greeting
Q01481478	Can not change temporary password in My CallPilot
Q01481988	Can not print an Application Builder fax with Fax Delivery Options is Callback
Q01481993	No Billing DN appears when running Fax On Demand Bill-back on CP reporter
Q01482198	converting HA pair to standalone server fails
Q01482217	CP Manager - Message Forwarding Rule config does not provide way to delete msg

CR #	Description
Q01482291	Messages marked as read when MS Business Contact Manager installed
Q01482534	Re-running System restore during SetupWizard makes some items skipped
Q01482600	Changing message from read to unread to read failure
Q01482601	MFR acknowledgement receipt from exchange server crashes My CallPilot
Q01482907	LEE: Some fields not displayed correctly for Dynamic SDLs
Q01483098	LEE - MTA may restart due to ENAN sanity failure
Q01483295	LEE - AMIS/EN remote users should not be added when remote user uses Network SDL
Q01483328	MyCP doesn't display a Not Read notification (from MS Exchange server) correctly
Q01483536	LEE: Can not send a message to Dynamic SDL in many cases
Q01483616	LEE: Incorrect data displayed when pressing the Print button.
Q01483875	LEE:All partial admins should be displayed after turning on Admin Access feature
Q01484286	CallPilot Upgrade and Platform Migration Guide missing reference to 3.0
Q01484338	Can not access LDAP address book from MyCallPilot
Q01484364	Failed to change password from MyCallPilot
Q01484687	Wrong vocabulary in Upgrade Wizard.
Q01485080	2.5 Inch HD and Conversion Kit not mentioned in 201i NTP
Q01485220	Online help need to be added for 60673, 60674 and 60675.
Q01485281	IMAP Authentication Options should be hidden in CPManager
Q01486254	Sending Network broadcast msg -when failover involved- fails
Q01486398	Load.inf file not updated when upgrading to CallPilot 5.0
Q01487544	LEE: User sync is requested each time Server Properties web-page is saved
Q01487823	MyCallPilot revealing IP of Lotus Notes server
Q01487942	HA CW window doesn't fit on screen
Q01488063	LEE: An typo in Static Shared Distribution List Details page.
Q01488260	Cannot edit MFR with "Fax/Text Message" in "Message to forward" option by My CP
Q01488440	Incorrect report filter verification
Q01488765	Virtual Memory Minimum Low
Q01489579	T1: Critical Events 38727 and 38728 happened frequently during the load
Q01489984	Spoken Name causes Enterprise Networking to fail
Q01490159	LEE: Error lines appear after pressing Search button
Q01490497	Browser generated report have wrong limits of range.
Q01490628	HA CallPilot DBA (database) password displayed in CallPilot.log
Q01491316	Help Submission CR: CallPilot Server 5.00.40 GA Build
Q01491441	Memory usage of BCR gets increased during load testing
Q01491658	LEE: Manual Sync with a large number of users does not work properly
Q01492300	Help Submission CR: My CallPilot Build 40 for GA
Q01492308	Help Submission CR: Desktop Messaging Build 40 for GA
Q01492435	Fax item ID is wrong in cover page
Q01493860	HA stuck during failover scenario (power loss on active when standby down)

CR #	Description
Q01494138	The HA server failed to accept calls after upgraded from the beta site backup
Q01494236	Complex filter validation fails in SLEE Trace Tool
Q01494254	Filter isn't cleaned up when filter type switched from wizard to manual one
Q01494590	The description for Auto Delete feature need to be update.
Q01495533	Need to add rack rail specifics to CDoc for 600r + 1005r
Q01495987	Need to add text to My CP install guide regarding OS & IIS security/permissions
Q01496489	Several events and return codes need to be updated in CP documentation
Q01496703	HW expansion -1 to 3 MPB96- fails; update procedure
Q01498993	CP address book does not initially appear in GroupWise 7.0.1
Q01499605	Backward Compatibility for Dual Language feature is implemented incorrectly
Q01499691	Backup Restore Tool doesn't work well.
Q01500223	Upgrade Wizard Fails at UpdateClassOfService Process in Data Validity Check
Q01500331	A problem occurred during running configuration.
Q01500481	Cannot add an Archive backup (User/Prompt/AppBuilder).
Q01500776	CP Reporter: Adding event code 61326 (range 61300-61399)
Q01501047	Reporter Can not connect to CallPilot server after restore from backup
Q01501326	Telset getting message "attached fax" when listening to a message w/ text
Q01501666	An error pops up after finishing upgrade
Q01501733	Wrong behavior when using Custom Commands
Q01502240	Warning event 55087 (Failed to retrieve user data) issued after every logout.
Q01502318	The prompt is incorrect when message forwarding rule is disabled by system
Q01502920	T1: SRI indicator never goes to CallPilot is up and running state
Q01502933	"Next and Previous response" commands do not lead user to the right response.
Q01505148	Notification-Mark Special, Save as New response through MyCallPilot do not work.
Q01505773	MyCallPilot doesn't save a time when a mailbox was initialized
Q01506366	Import greeting in French language does not work
Q01507878	Test CR - Testing NEU 4.6 upgrade
Q01507958	UpgradeWizard: Missing info on the list of supported platform migration paths
Q01508492	1005r Maintenance Document is missing the BIOS setup section
Q01508809	Event 55092 is not created or sent to event log
Q01509395	MyCallPilot does not logged into mailbox
Q01510214	Cannot import VBK greeting using Safari on Mac
Q01511611	CP Features, Useful Information tab and some email links are not visible
Q01513792	Text icon is inserted in message header of external mailbox
Q01514183	Coversheet subjects not included in faxes
Q01522584	Administrator's Guide (NN44200-601) needs to be updated accordingly
Q01525186	CP5.0 Upgrade Wizard does not handle incorrect input for Language validation
Q01526845	System doesn't delete the duplicate message sent to email inbox
Q01528738	CPMgr and Server online help submission

CR #	Description
Q01528744	Help Submission CR: My CallPilot 5.00.41 GA Build
Q01529277	CP Reporter - Adding return codes 61000-61007 - Child CR for Help submission
Q01529366	CPU affinity changes required to improve performance on 1002rp to avoid RNA
Q01529933	Warning Event 55300 logged after every mailbox login/logout session
Q01529997	Cannot filter the report when entering some specific values
Q01530044	CP - Can not leave message when routing call over analog DID trunk error 55200

Appendix B CallPilot/Contact Center (SCCS) Integration

The following items should be reviewed to ensure proper integration between Symposium Call Center Server 4.2, Express 4.2, 5.0, or Contact Center 6.0 and 7.0 with CallPilot 5.0 for Voice Services. For High Availability integration with CCMS 6.0 or 7.0 only, refer to [Appendix-G](#).

Software pre-requisites:

1. SCCS 4.2 with PEP NS040206SU07S or later
2. Express 4.2 with PEP CS040206SU08S or later
3. CallPilot 5.0 (05.00.41.20)
4. Communication Server 1000 (release 3.0) or later with the following software packages:

		CallPilot	Contact Center
Pkg	Description	X21	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		
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	
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 – Avaya 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 NN44200-302: CallPilot 5.0 Installation and Configuration Guide, Part-3 Meridian 1 and CallPilot Server Configuration Guide
2. NTP NN44200-312: CallPilot 5.0 Installation and Configuration Guide, Part-3 Succession 1000 and CallPilot Service Configuration Guide
3. NTP NN44200-502: Meridian Mail to CallPilot Migration Utility Guide (if migrating voice prompts)
4. NTP 297-2183-931: Contact Center, CS1000/Meridian 1 Voice Processing Guide

Note: The Avaya Partner Portal 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 5.0 (CallPilot_50).
- 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 Avaya prime to resolve this issue.

2. **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 action is necessary, voice ports should be de-acquired and re-acquired through the SCCS Client Voice Ports window.

3. **GIVE CONTROLLED BROADCAST fails, returning only silence**
The Give Controlled Broadcast script command does not currently operate properly when the CallPilot 5.0 and SCCS 4.2 systems are installed on the Communication Server 1000 switch running Release 3.0 or some 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 PBX PEP MPLR18165 where appropriate.

4. **GIVE CONTROLLED BROADCAST not supported on CS1000E**

The CS1000E uses IP to transmit media between Media Gateways and requires a DSP resource for all IP to TDM conversions. For the GIVE CONTROLLED BROADCAST feature it is necessary to provision a DSP in the MG containing CallPilot for each media path to be established to a caller terminating on a trunk in a different MG. Given the physical constraints on the number of DSPs that may be provided in a MG, there are limitations on the use of this feature, effectively that it not be used when integrated with a CS1000E switch except when in Single-Chassis/Cabinet configurations. Technology is investigating this limitation and seeking to develop a solution.

For additional information reference Product bulletin P-2007-0179-Global Communication Server 1000 Release 5.0.

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 Windows 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 44200-502 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 that all channels that are to be used for SCCS voice services are dedicated voice channels.

8. **If VSM Request Failure events are seen on CCMS, the likely cause is one of the following**

- a. The port has not been added via CCMA
- b. The port has been configured as IVR, not ACCESS
- c. CallPilot has not successfully logged the port in on the CS 1000

9. **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 the 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 C CallPilot Performance and recommended Measurements

To avoid running into memory problems, 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-2009-0039-Global / 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 to 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.
- 2) It is required that you do not:
 - Attempt any engineering-related configuration changes on the CallPilot server.
 - Add memory
 - Reconfigure the paging file.
 - Adjust partition sizes.

Appendix D CallPilot TCP/UDP Port Usage

The following TCP/UDP ports are required to be open on CallPilot server (ELAN & CLAN) 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 Middleware Maintenance Service Provider
TCP	1037	CallPilot Call Channel Resource
TCP	1038	CallPilot Multimedia Resource
TCP	1039	CallPilot MCE Notification Service
TCP	1040	CallPilot MCE Notification Service
TCP	1041	CallPilot MCE Notification Service
TCP	1042	CallPilot MTA

L4 Protocol (TCP/UDP)	Port number or range	Description
TCP	1045	CallPilot Access Protocol
TCP	1046	CallPilot SLEE
TCP	1047	IIS
TCP	1048	IIS
TCP	1095	CallPilot Blue Call Router
TCP	1096	CallPilot Blue Call Router
TCP	1148	TAPI
TCP	1499	ODBC for Reporter Database
TCP	2019	Dialogic CTMS
TCP	2020	Dialogic CTMS
UDP	5000	CallPilot AOS DCOM (RPC)
TCP	5000	CallPilot AOS DCOM (RPC)
TCP	5631	pcAnywhere data
UDP	5632	pcAnywhere stat
TCP	7934	IIS
TCP	8000	Dialogic CTMS
TCP	10008	CallPilot Access Protocol
TCP	38037	msgsys Intel CBA-Message System
TCP	56325	CallPilot SLEE

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

Appendix E CallPilot High Availability Troubleshooting Reference

The following sections provide troubleshooting information for CallPilot when configured in a High Availability (dual 1005r or 1006r servers) configuration.

Problem Types	Symptoms	What might be wrong	Where to check	How to fix
Bring CallPilot online	Failed at EnableAOS	Administrator's pwd was not changed.	Click EnableAOS on the Utility Processes list on AutoStart Console and then click the tab Settings.	Enter the right pwd on the Login Info section.
	Failed at LoadDN	Administrator's pwd was not changed, or the Directory path was changed wrongly.	Click LoadDN on the Utility Processes list on AutoStart Console and then click the tab Settings.	Check the Directory path first, and if nothing wrong there, enter the right pwd on the Login Info section.
	Failed at Managed ELAN IP	ELAN connection might be down.	Check the ELAN cable connection and ping the switch.	
	The resource group CallPilot became online after the manual failover and the system showed being able to accept calls, but calls failed to go through after dialed the CDN number.	Didn't put the right Managed ELAN IP into AutoStart_Configuration.ini.	E:\Nortel\HA	Add Managed ELAN IP into AutoStart_Configuration.ini.
Failovers	After failover, make calls but no voice prompt.	The DS30 cable connection to the CP server and the switch may fall off..	First make sure the DS30 cable connection to the CP server and the switch is Ok.	Reconnect the DS30 cable firmly.
		The TNs/Key0/Key1 (DNs) on the active server do not match the switch resources.	Run CW Switch Configuration Express mode to make sure the TNs/Key0/Key1 (DNs) on the active server match the switch resources	Finish CW with the right TNs/Key0/Key1, and reboot by following the procedure how to change the switch settings on CP5.0 HA NTP.
	The HA system failovers every night (around midnight).	The M1 switch has the old Controller card which would cause the temporary ELAN connection loss when the midnight audit was running, and the ELAN Ping failure would trigger the failover on the HA system.		Upgrade the Controller card on the switch.

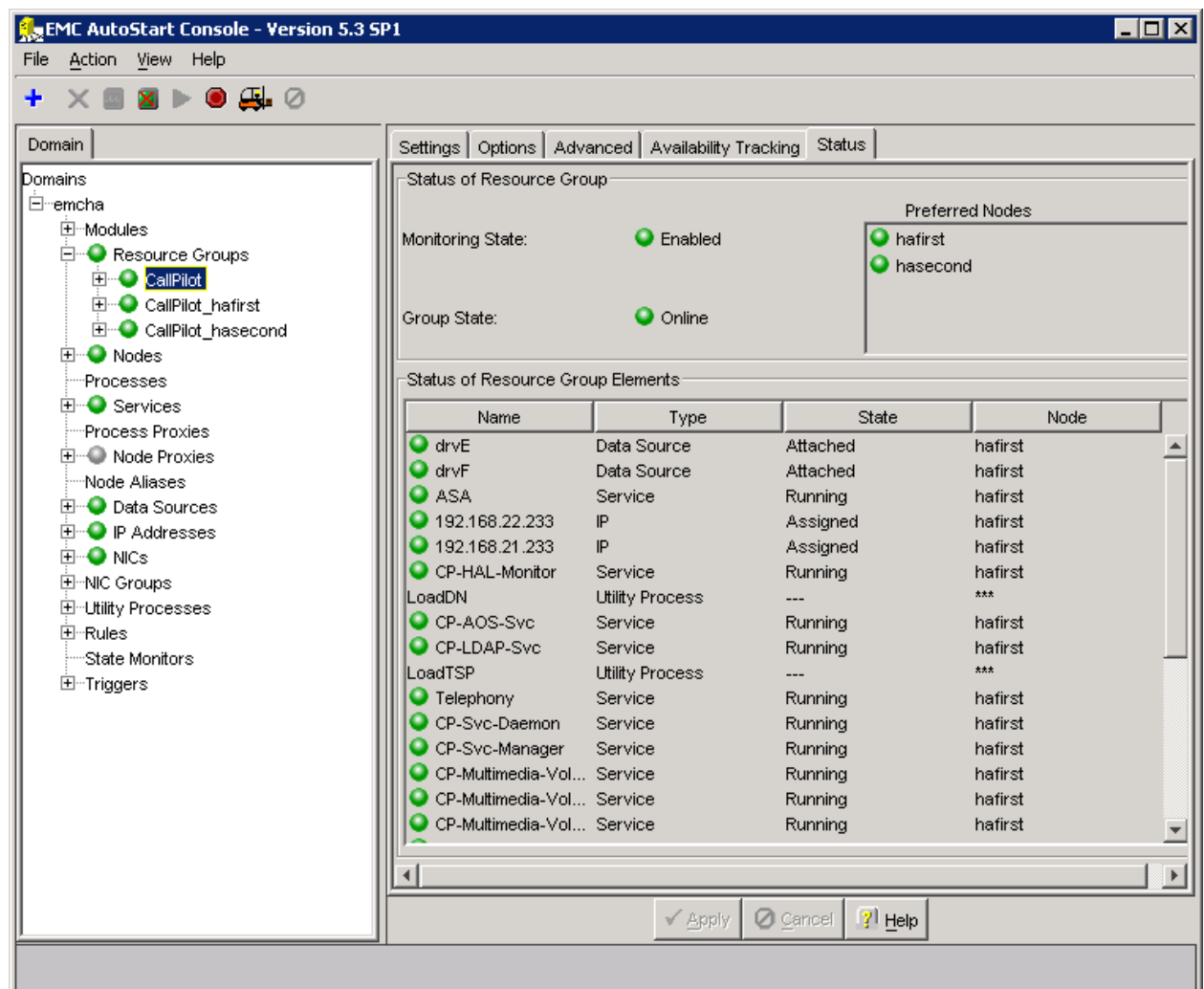
Problem Types	Symptoms	What might be wrong	Where to check	How to fix
	After the failover, the Data Sources drvE and drvF were in yellow on the AutoStart Console, and restarting AutoStart services and rebooting wouldn't help, and also manually re-synchronizing failed either.	Missing Registry keys: Please contact your Avaya support organization at this time to help troubleshoot this issue.		Please contact your Avaya support organization at this time to help troubleshoot this issue.
Importing AutoStart Definition File	Importing failed and didn't create drvE and drvF.	Forgot to add the Remote Mirror Host	The Configure Mirror Settings section on the tab Failure Detection and Mirroring of each node on AutoStart Console.	Select the right Local Mirror Address and the available Remote Mirror Host, and then click Apply, if not configured yet.
Installation	The second node failed to find the first node during the AutoStart Agent installation.	The name of the first node didn't match the real computer name of the first node.	Right click My Computer, and then click property to check the current computer name of the first node.	Make sure to enter it as the name of the first node without mistyping during the Agent installation on the second node.
	The second node failed to join the domain after installed AutoStart Agent and Console.	Didn't add the administrator account of the second node into the Valid User List of AutoStart Domain.	The Valid User List section on the License/Security tab of <Domain name> on AutoStart Console.	Add the administrator account of the second node into the Valid User List of AutoStart Domain
	Install.bat failed to find the AutoStart directory.	Entered the wrong Domain name or forgot to change the drive letter of the path or entered the wrong path of the AutoStart directory.	The AutoStart directory should be located at D:\Program Files\EMC AutoStart, and check the Domain name on the AutoStart Console.	Key in the right domain name if the previous name was wrong, or reinstall AutoStart if the previous AutoStart directory was wrong.
		Forgot to install the AutoStart patch(es).	Search the patch's ID in D:\Program Files\EMC AutoStart\<Domain Name>\bin, D:\Program Files\EMC AutoStart\Common\bin, or D:\Program Files\EMC AutoStart\Console52\bin	Install AutoStart patches and then reboot on both nodes.
Web Applications	Reporter or other CP Web applications fail to connect to the HA system by using the Managed Host name,	The Managed Host name is not registered on the DNS server(s).	Ping the Managed Host name to see whether or not the Managed CLAN IP will be returned, if not, the Managed Host name is not registered on the DNS server(s).	Register the Managed Host name on your DNS server(s).

Problem Types	Symptoms	What might be wrong	Where to check	How to fix
	but able to connect to the HA system by using the Manage CLAN IP.			
		The wrong Managed Host name was entered when running the HA wizard	Open the AutoStart_Configuration.ini under E:\Nortel\HA to check the Managed Host name	If the wrong Managed Host name is used, you can rerun the HA wizard to correct it or simply open AutoStart_Configuration.ini under E:\Nortel\HA to change it on the active server.

Appendix F Quick troubleshooting references guide for H/A systems.

1. Normal operation of the HA system

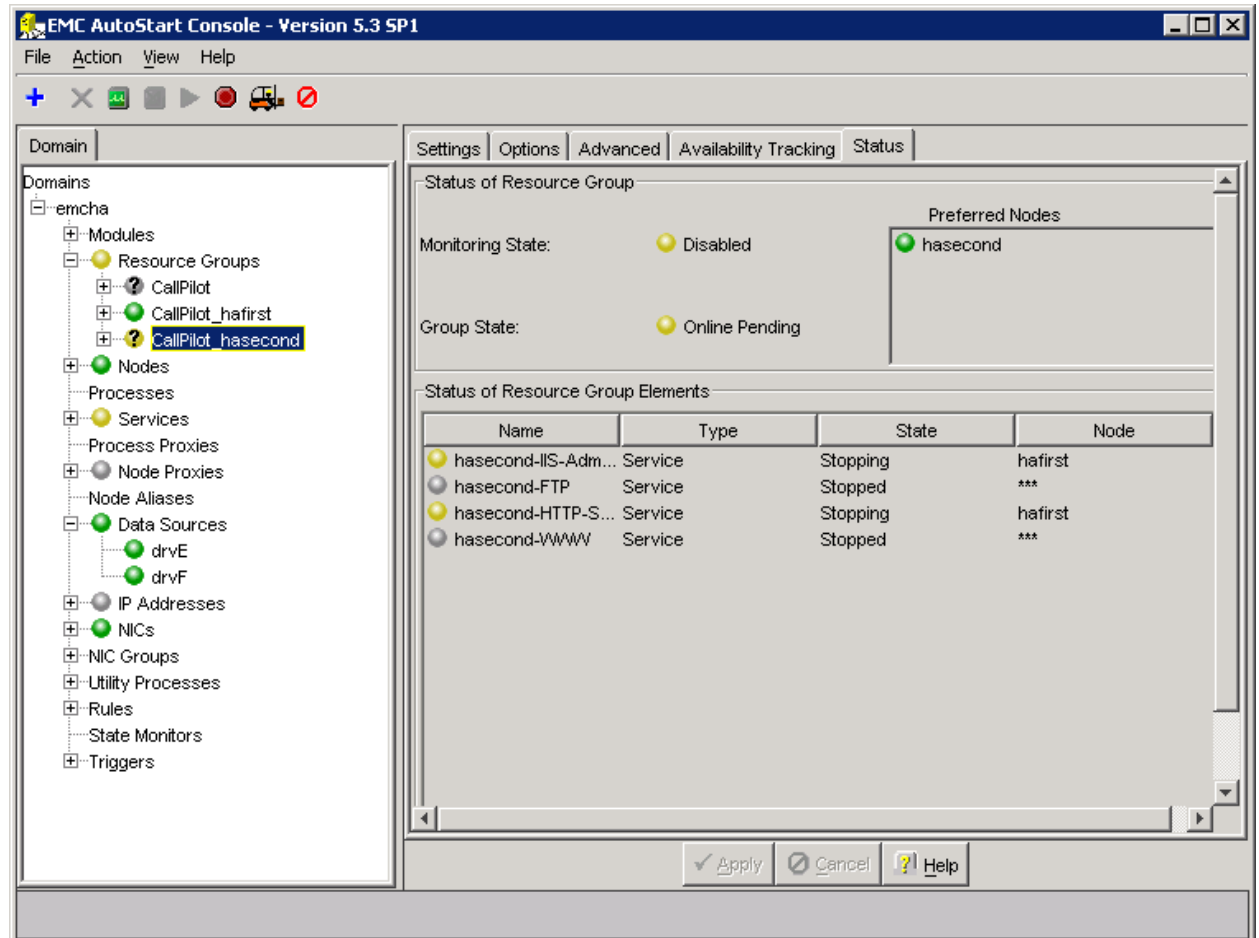
The normal operation of the HA system is the situation when one of the peer Callpilot servers is online and able to process calls and another one is in standby mode. In confirmation of saying above all of the states of CallPilot in AutoStart console are green as on the following screenshot:



If one of items is yellow or red, then an issue occurs on the system. See the Abnormal operation of the HA system chapter.

2. Abnormal operation of the H/A system

This chapter refers to the situation when a failure condition is detected on the active server. In this case one of the items in the AutoStart Console could be in a yellow or red state. The following picture illustrates that several services are stopped and that cause CP failure.



Typical cases of an Automatic Failover.

An automatic failover occurs when the AutoStart software determines that something has gone wrong on the active CallPilot server, that is, a critical CallPilot service has failed. The software initiates a failover to the standby CallPilot server without any user interaction.

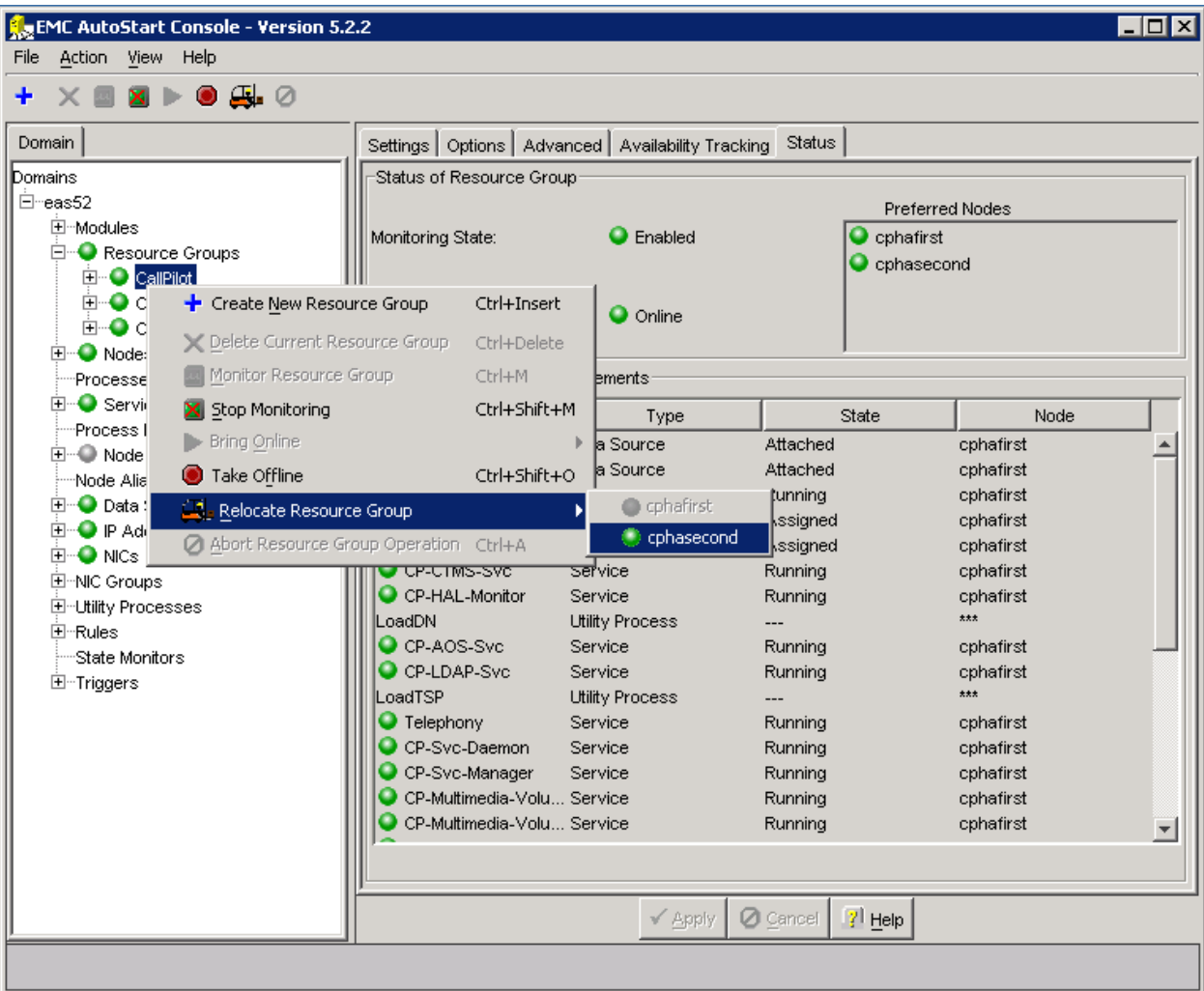
Be sure that Monitoring option is enabled.

1. Some service stopped or crashed.
CallPilot services are being monitored. AutoStart software will try to start the service 3 times in the case if service stopped. If all of the attempts are failed, then automatic failover scenario happens.
2. A reboot or shut down of the active server.
3. Optional automatic failover on the loss of connection of the ELAN at the TCP/IP level.
By default, there is no failover on the Path Test failure of the Managed ELAN IP address,

but it could be enabled at the setting tab of the CallPilot resource group in the Auto start console.

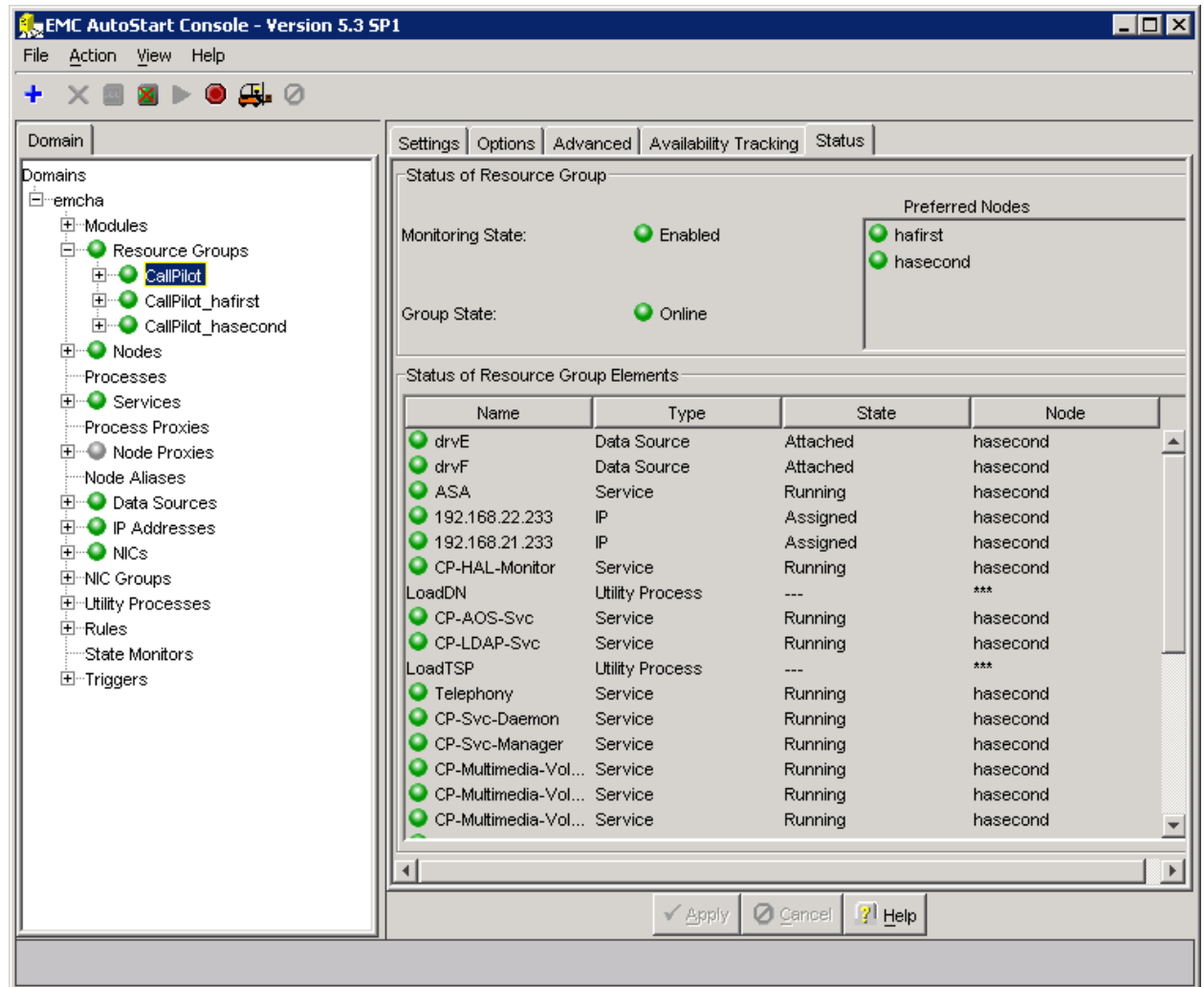
Manual failover.

It can be forced by administrator. To doing that, right-click Resource Groups > CallPilot, and on the shortcut menu, select Relocate Resource Group, and then select the <standby CallPilot server>.



3. Successful failover

It is easy to determine if the failover passed successfully. In this case the standby server became online and the previously operational server became standby. It is shown in the AutoStart console:

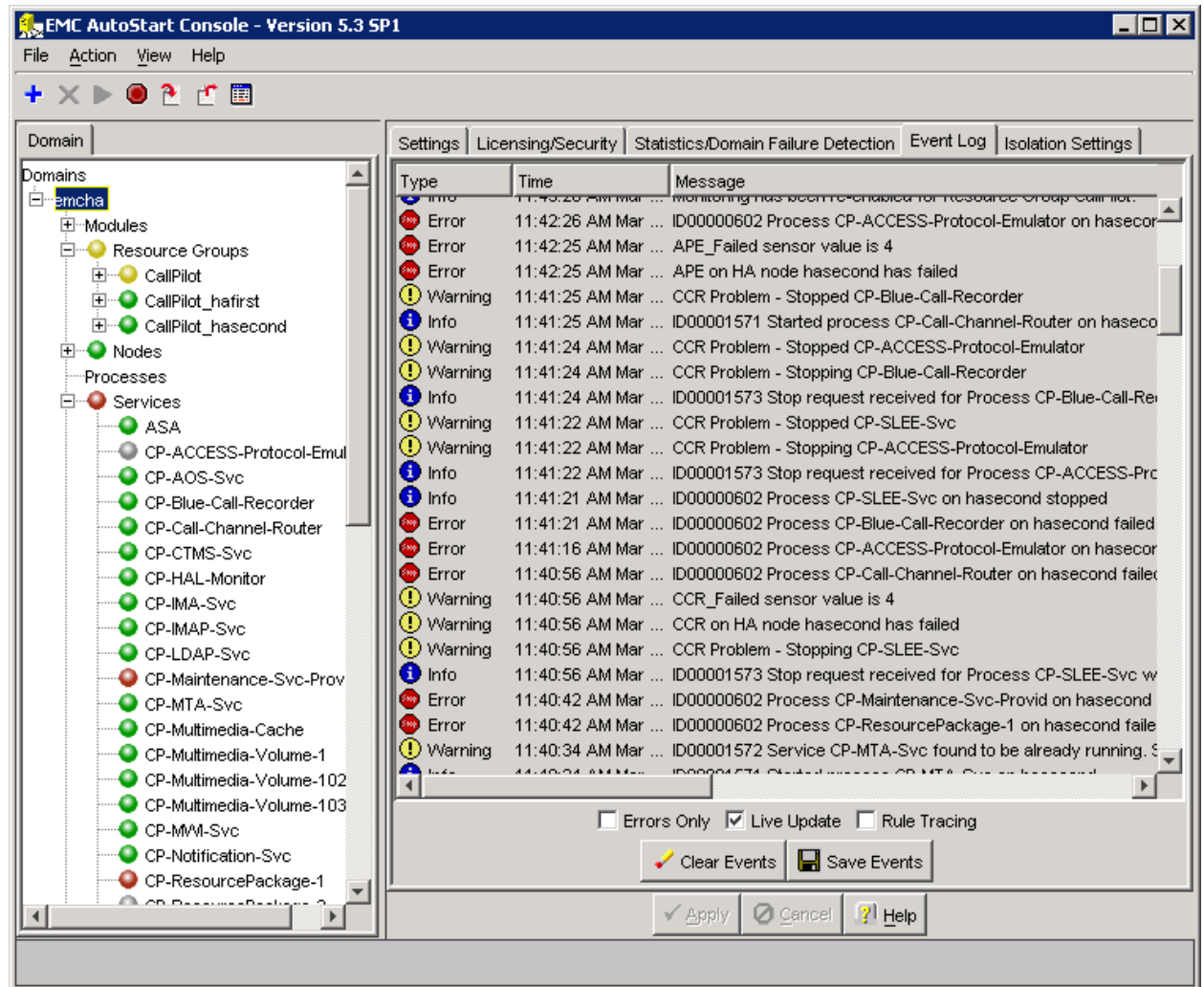


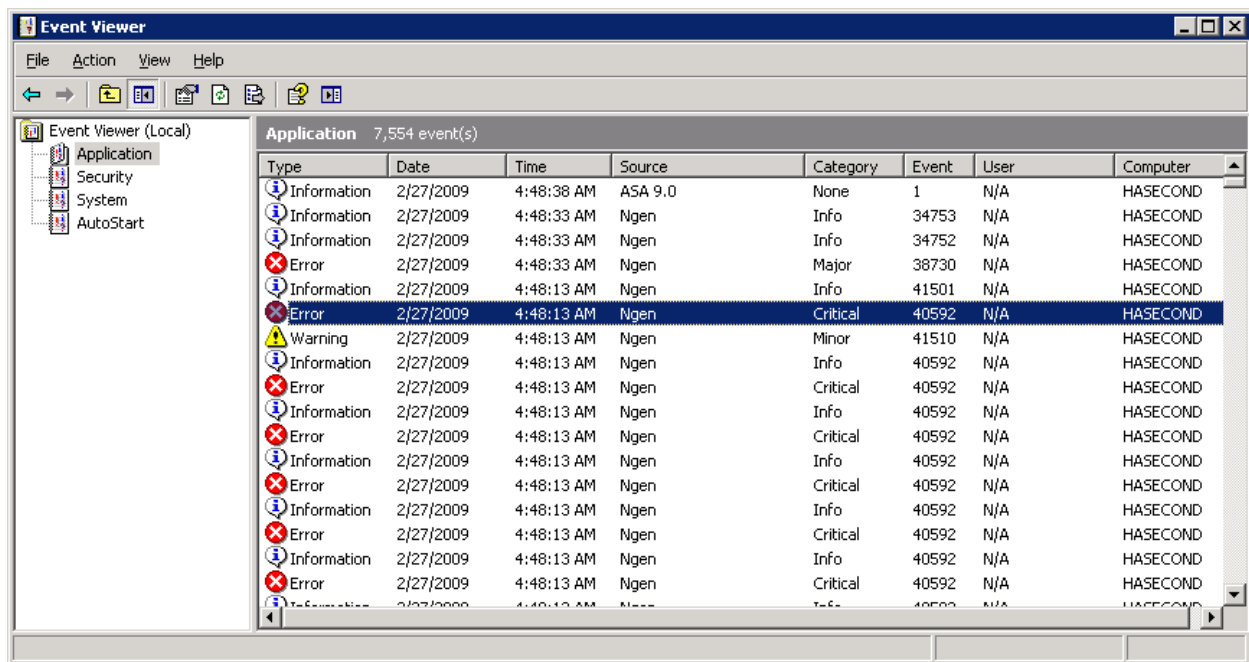
Failover operation should take up to 10-12 minutes depending on the number of resources configured and used. All the services are available for the end user as before the failover. The end user even does not know that operational server is replaced.

4. Unsuccessful failover

Failover might fail due to some reason. The most common reason of that could be a standby server that is not ready to take a failover.

If the failover fails on the standby server then an error could be found in the AutoStart console and Windows even log as on the following screenshots for example:





The event 40592 shows that the CTMS Server failed to start, The CallPilot Blue Call Router service terminated and so on.

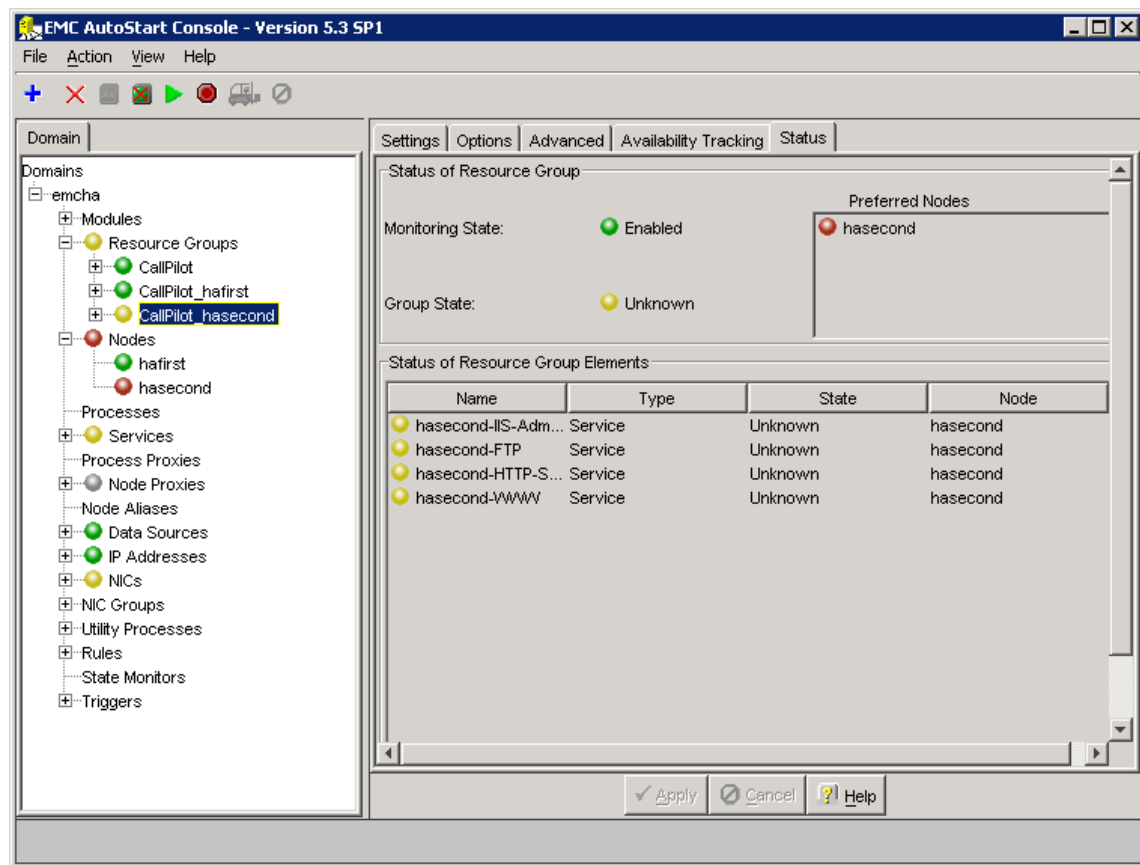
If the failover on the standby server is unsuccessful and monitoring is enabled, then the previously online server tries to start up.

5. How to be sure that the standby server is ready for a failover?

In normal operation of the HA system the standby server is ready to receive a failover. It is marked as green in the Auto start console if all the needed services for a failover are up and running.

These are the typical cases, when standby server is not ready for a failover:

1. Mandatory services are down on the standby server. Example:



Solution:

Manually start services marked as red or yellow.

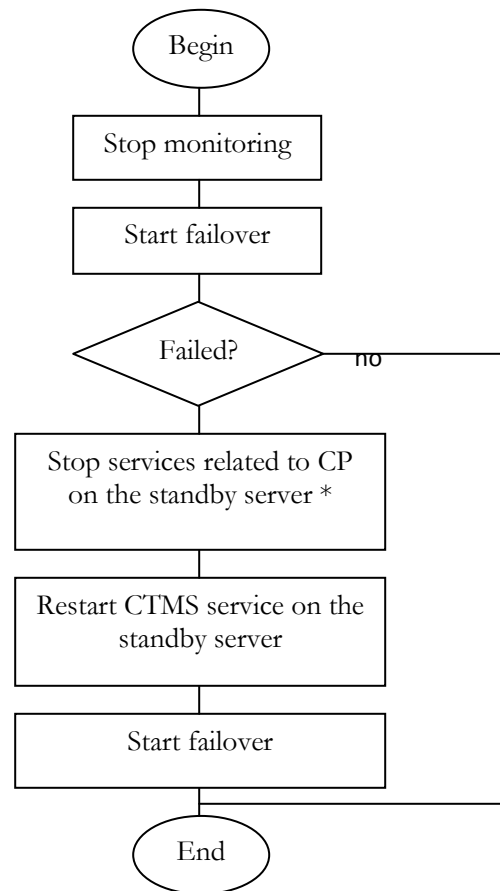
2. Special case, not visible from AutoStart console.

Sometimes standby server is in the GREEN state, however it is NOT ready to receive a failover. That could happen if there are events 36768 or 44531 in the Application Event log since the last normal operation as an online server. They are the CTMS related error events, indicating that previous CTMS session was not released properly.

Solution:

Manually restart the service "CTMS Server" in the Services Control panel (See diagram for details).

6. Common diagram to perform failover in case of previous failover fail



* Please stop the services, if they are started, in the following order:

- CP-Time
- CP-MTA
- CP-IMAP
- CP-IMA
- CP-Notification
- CP-MWI
- CP-SLEE
- CP-Maintenance
- CP-ResourcePackage
- CP-ACCESS-Protocol
- CP-Blue-Call-Router
- CP-Multimedia Cache
- CP-Multimedia Vol 1
- CP-Multimedia Vol 102
- CP-Multimedia Vol 103
- CP-Service-Manager

CP-Service-Deamon
Telephony
CP-LDAP
CP-AOS
CP-HAL-Monitor
ASA

7. Other known issues and answers

1. Importing the new definition file in the AutoStart Console failed

Solution:

Check that all of the services are stopped and rules in the [AutoStart_Domain] > Rules are disabled. If the issue is still persists then try to delete Callpilot from the [AutoStart_Domain] > Resource Group and disks E: and F: from the [AutoStart_Domain] > Data Sources.

2. Some services couldn't be started while the Callpilot Bringing online

Solution:

Check the account settings in the [AutoStart_Domain] > Utility Process for the following services: DisableAOS, KillServices, LoadDN, LoadTSP, UnloadTSP, UnloadTSPOnStandbyServer.

Please refer to the NTP NN44200-311 for any HA specific information and NTP NN44200-700 for common troubleshoot.

8. EMC AutoStart installation error

When configuring EMC AutoStart software on CP2, the following pop-up window may appear if the EMC AutoStart Transport Service is disabled:



Workaround: Ensure the EMC AutoStart Transport Service is enabled and re-attempt the installation and configuration.

Appendix G CallPilot High Availability and Contact Center Integration

CallPilot 5.0 High Availability (H/A) integration with Contact Center CCMS 6.0 or 7.0 involves three primary scenarios:

- Implementing a complete new H/A and CCMS integration
- Adding CCMS integration on an existing H/A system
- Upgrading an existing CP/CCMS integration to H/A

These scenarios involve updates to the switch, Contact Center, and CallPilot, involving a number of different steps and several different documents. The intent of the following is to provide a high-level “task list” to ensure installation success and also provide details on troubleshooting and verification of a successful deployment.

Documentation reference:

The following documentation should be readily available when implementing any of the scenarios noted above:

Document	Description
NTP NN44200-311	CallPilot High Availability Installation and Configuration Guide
NN49000-310	Solution Integration Guide for Communication Server 1000, CallPilot, and Contact Center
NTP 297-2183-931	Contact Center CS1000/M1 and CallPilot Voice Processing Guide
DTR-2005-0392-Global	Contact Center 6 Distributor Technical Reference (DTR) rev-25 or later
	CC6.0 Support for CallPilot High Availability Tech Transfer Slides
DTR-2007-0069-Global	This document
SU/PEP readme files	Supplemental instructions within each SU/PEP for the products.
	CallPilot High Availability Training Video
	Course #6350W / CallPilot High Availability (with supplemental Contact Center Integration)

Scenario-based Task Lists

Scenario A. (Implementing a new CallPilot HA and CCMS integration solution.)

1. Install all components as per product NTPs (CallPilot and Contact Center) and associated DTRs.

For CallPilot specifically, reference NTP NN44200-311 / CallPilot High Availability Installation and Configuration Guide to configure new CallPilot H/A system.

Scenario B. (Adding CCMS integration to an existing CallPilot HA system.)

Below are the required steps;

1. Verify PBX Patches & resources needed in CS1000 (Configure PBX per Solution Integration NTP NN49000-300). Ensure the following PBX updates are installed:
 - a. Communication Server 1000 (CS 1000) Release 5.0
 - i. PEP MPLR24673
 - b. Communication Server 1000 (CS 1000) Release 5.5
 - i. PEP MPLR24673

- ii. PEP MPLR26727 (only if Signaling Server is present)
- c. Communication Server 1000 (CS 1000) Release 6.0
 - i. MPLR23630 (merges MPLR24673 and MPLR26727)
- 2. Configure PBX per Solution Integration NTP NN49000-310
 - a. Configure the separate ELAN for the CC
 - b. Configure system parameters (NCR, CSQI, CSQO)
 - c. Configure the ACD services (ADS block)
 - d. Create the ACD-DN for Contact Center / IVR ports
 - e. Create the ACD-DN for Contact Center / ACCESS ports
 - f. Create voice ports (agent TNs) for IVR ACD queue

Note: Half of the ports must be created using the TNs from the “Active” CallPilot MGate card(s) and the other half from the standby CallPilot MGate card(s).
 - g. Create voice ports (agent TNs) for the ACCESS ACD queue

Note: Half of the ports must be created using the TNs from the “Active” CallPilot MGate card(s) and the other half from the standby CallPilot MGate card(s).
 - h. Configure at least one CDN for Contact Center
- 3. Upgrade the CallPilot to CP50041SU06S and CP500S06G08C, strictly adhering to steps in the readme. This needs to occur on both the active and standby servers.
- 4. Run the Configuration Wizard on both CallPilot servers to allocate channels for Contact Center ACCESS and IVR ports as described in NTP NN49000-310. On the switch information page:
 - a. Check the “Enable Symposium Call Center Server Integration” option
 - b. Enter the Call Center server IP address
 - c. Configure IVR channels for the Call Center which you have configured in the PBX
 - d. Configure ACCESS channels for the Call Center which you have configured in the PBX.

Note: All ACCESS channels must have unique (for both notes) numbers in the “Class ID” column
 - e. Add the ACCESS and IVR ACD-DNs to the SDN table. Application Name must be “Symposium Voice Service”.
- 5. Verify Contact Center Patches are up to date.
 - a. Service Update CCMS_6.0_SU_06;
 - b. Service Update Supplementary: CCMS_6.0_SUS_0601 and CCMS_6.0_SUS_0602 and CCMS_6.0_SUS_0603
 - d. PEP CCMS_6.0_DP_060313 (Requires CC GPS support to download to server)
 - e. CCMS, CCMA
- 6. Run the CCMS Server Setup Config as described IN NTP NN49000-310 (don’t reboot)
 - a. On the Voice Services page set:
 - i. Voice Connection Type to “TCP” (CallPilot)
 - ii. CallPilot HA to “YES”
 - b. On the Voice Service page enter:
 - i. Managed ELAN IP as CallPilot Server IP
 - ii. Managed CLAN IP
- 7. Configure CCMA resources to Solution Integration NTP NN49000-310
 - a. Acquire the CDN which you have created in the PBX
 - b. Acquire the IVR and ACCESS ACD-DNs which you have created on the PBX
 - c. Configure the Contact Center Global Settings

Note: Default ACCES IVR DN should be set to the ACCESS ACD queue.
 - d. Acquire ACD agent voice ports which you have created on the PBX

Note: Only those ports which belong to active CallPilot should change status to “Acquired login”

Note: Only ACCESS ports should have anything in the “Channel” column and it must be “Class ID” of this channel which you have entered in CallPilot Config Wizard

8. Reboot CCMS
9. Take the CallPilot resource group offline
10. Reboot both CallPilot servers
11. Bring Resource group on line once CCMS is fully operational.

Scenario C (Existing CallPilot 1005r with contact center integration)

Below are the required steps;

1. Verify required PBX updates are installed:
 - a. Communication Server 1000 (CS 1000) Release 5.0
 - i. PEP MPLR24673
 - b. Communication Server 1000 (CS 1000) Release 5.5
 - i. PEP MPLR24673
 - ii. PEP MPLR26727 (only if the Signaling Server is present)
 - c. Communication Server 1000 (CS 1000) Release 6.0
 - i. MPLR23630 (merges MPLR24673 and MPLR26727)
2. Configure PBX resources for the second node per NTP NN44200-312.
3. Configure the second CP voice ports on the PBX for CC per NTP NN49000-310
Note: Number of the IVR voice ports on the second CP must be equal to the number of these ports on the first CP.
4. **Note:** Number of the Access voice ports on the second CP must be equal to the number of these ports on the first CP.
5. Upgrade the CallPilot to CP50041SU06S & CP500S06G08C strictly adhering to steps in the readme. This needs to occur on both the active and standby servers.
6. Run the Configuration Wizard on both CP nodes.
7. Follow the Feature Expansion using the High Availability: Installation and Configuration Guide NN44200-311
 - a. Note: CCMS integration is not mentioned in this guide.
 - b. When running Configuration Wizard make sure to define CCMS IP address and Ports.
 - c. Do not bring resource group on-line at this time
8. Run Configuration Wizard on the new CP node to allocate channels for the CC Access and IVR ports as described in NTP NN49000-310. On the switch information page:
 - a. Check the "Enable Symposium Call Center Server Integration" option
 - b. Enter the Call Center IP
 - c. Configure IVR channels for the Call Center which you have configured on the PBX
 - d. Configure Access channels for the Call Center which you have configured on the PBX
Note: All Access Channels must have unique (for both nodes) number in the "Class ID" column
9. Verify Contact Center Patches are up to date.
 - a. Service Update CCMS_6.0_SU_06;
 - b. Service Update Supplementary: CCMS_6.0_SUS_0601 and CCMS_6.0_SUS_0602 and CCMS_6.0_SUS_0603
 - c. PEP CCMS_6.0_DP_060313 (Requires CC GPS support to download to server)
 - d. CCMS, CCMA.
10. Run the CCMS Server Setup Config as described in NTP NN49000-310
 - a. On the Voice Services page set:
Voice Connection Type to TCP (CallPilot)

- CallPilot HA to "Yes"
 - b. On the Voice Services page enter:
 - Managed ELAN IP as CallPilot Server IP
 - Managed CLAN IP
- 11. Configure CCMA resources according to Solution Integration NTP NN49000-310:
 - a. Acquire the CDN which you have created on the PBX
 - b. Acquire the IVR and Access ACDs which you have created on the PBX
 - c. Configure the CC global settings.
 - Note:** Default Access IVR DN should be set to the ACCESS ACD queue
 - d. Acquire ACD agent voice ports which you have created on the PBX
 - Note:** Only those ports which belongs to active CP should change their status to "Acquired login"
 - Note:** Only Access ports should have anything in the "Channel" column and it must be "Class ID" of this Channel which you have entered earlier in CP Config Wizard
- 12. Reboot CCMS
- 13. Take the CallPilot resource group offline
- 14. Reboot both CallPilot servers
- 15. Bring the CallPilot resource group on-line.

Appendix H T1/SMDI Expansion to High Capacity

Procedure to add two MPB96 boards and two T1 PCI cards

1. Courtesy stop all CallPilot channels.
2. Power down the server and all peripheral devices.
3. Disconnect the following cables:
 - a) power cable
 - b) peripheral device cable
 - c) D/480JCT-2T1 cables
4. Remove the server cover.
5. Disconnect the CT Bus cable (if present).
6. Ensure that the current configuration is as follows (this is standard for a 96-channel configuration):
 - a) There is an existing MPB96 board in PCI slot 3.
 - b) There is an existing Intel D/480JCT-2T1 PCI card in slot 4, and its SW100 ID rotary dial switch is set to 0.
 - c) There is an existing Intel D/480JCT-2T1 PCI card in slot 5, and its SW100 ID rotary dial switch is set to 1.
7. Remove any termination jumpers from the Intel D/480JCT-2T1 PCI cards. For jumper location, see Figure 35 on page 177.
8. Plug the first additional MPB96 card into PCI slot 6.
9. On the first additional Intel D/480JCT-2T1 PCI card:
 - a) Set the card's SW100 ID rotary dial switch to 2.
 - b) Ensure that there are no termination jumpers installed on P700.
 - c) Plug the card into PCI slot 7.
10. On the second additional Intel D/480JCT-2T1 PCI card:
 - d) Set the card's SW100 ID rotary dial switch to 3.
 - e) Ensure that there are no termination jumpers on P700 pins 3 and 4.
 - f) Plug the card into PCI slot 8.
11. Plug the second additional MPB96 card into PCI slot 9.
12. Connect the 7 drop CT Bus cable to ensure that the connectors are connected to the end cards and no connector is left dangling at any end of the cable.
13. Replace the server cover.
14. Replace the front bezel and lock it.
15. Reconnect the peripheral device and power cables.
16. Connect the D/480JCT-2T1 cables to the two new and two existing Intel D/480JCT-2T1 PCI cards.
17. Power up the server and log on to Windows.

Result: The Windows New Hardware Found Wizard screen appears.

ATTENTION

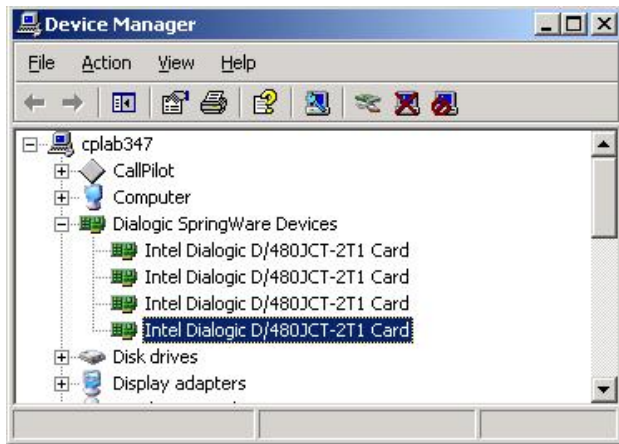
*Before clicking Next to install the hardware driver, wait 10 minutes or until you see the dialog box "**CallPilot is running and is able to accept calls**" otherwise the server could display a blue screen and then restart. If this happens, the server may not recognize the installed cards and boards.*

18. Wait 10 minutes or until you see the dialog box “CallPilot is running and is able to accept calls”

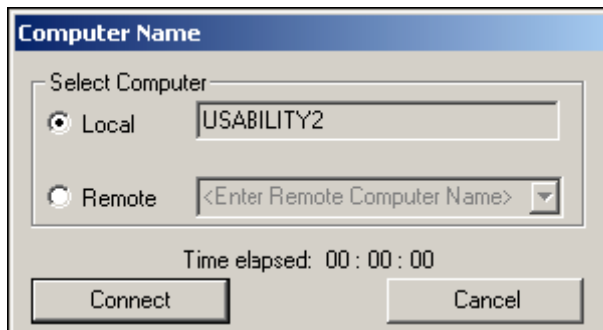
ATTENTION

Failure to adhere to step 18 could result in a blue-screen followed by server restart. If this happens, the server may not recognize the installed cards and boards. Wait 10 minutes for the server to return to full service.

19. Click Next on the New Hardware Found Wizard Screen.
20. Select the presented Avaya MPB driver and click Next.
21. Repeat the previous two steps each time the Windows New Hardware Found Wizard screen appears.
22. In Windows Desktop right-click to **My Computer**, select **Properties**, go to **Hardware** tab, open **Device Manager**, expand **Dialogic SpringWare Devices** item. Verify the Device Manager main window contains a tree structure of the boards installed in your system.

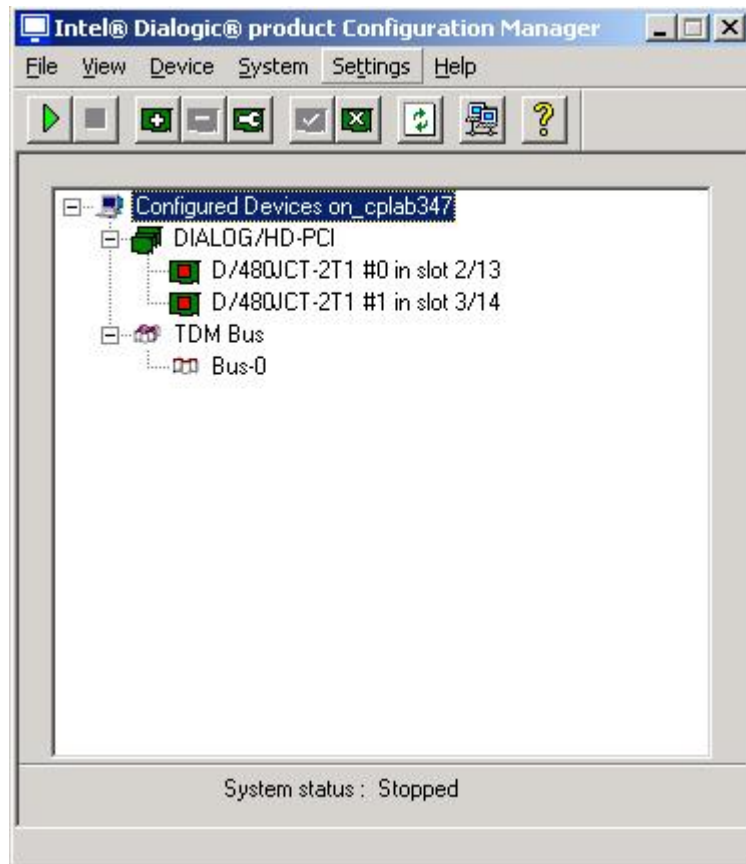


23. The next step is to detect and start the board using the Dialogic Configuration Manager (DCM). DCM is what actually makes the board function; if the board isn't started in DCM it will not work in the telephony application.
24. From the Windows **Start** menu, select **Programs > Intel Dialogic System Software > Configuration Manager-DCM** to launch the configuration manager (DCM). The Computer Name dialog box will appear:

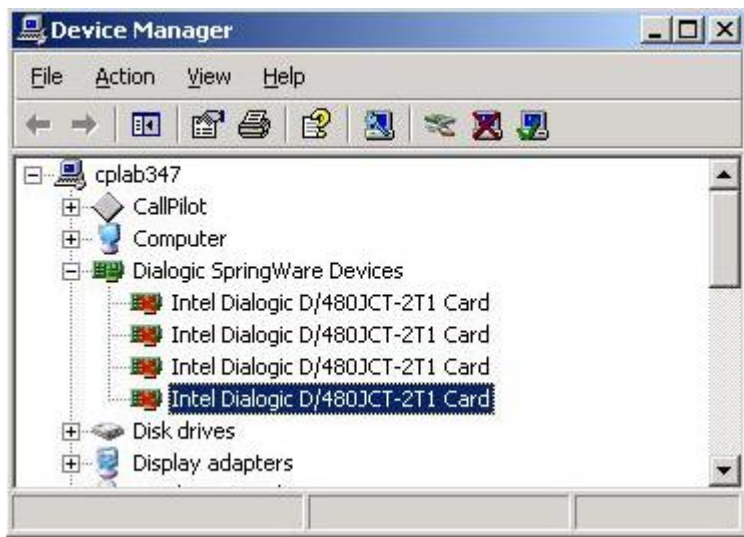


Note: The Computer Name dialog box displays automatically the first time you run the DCM with the local computer name as the default. It will not appear on subsequent launches of DCM.

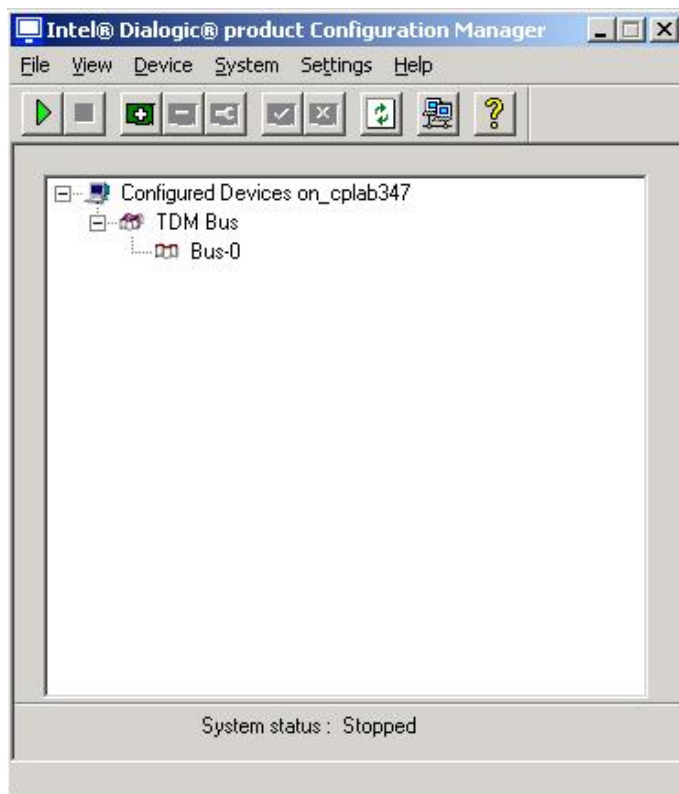
25. Connect to the local computer by clicking **Connect**
26. After connecting to a computer, you will see a message that indicates that boards are being detected, and then the DCM main window. Verify the DCM main window contains a tree structure of the boards installed in your system.



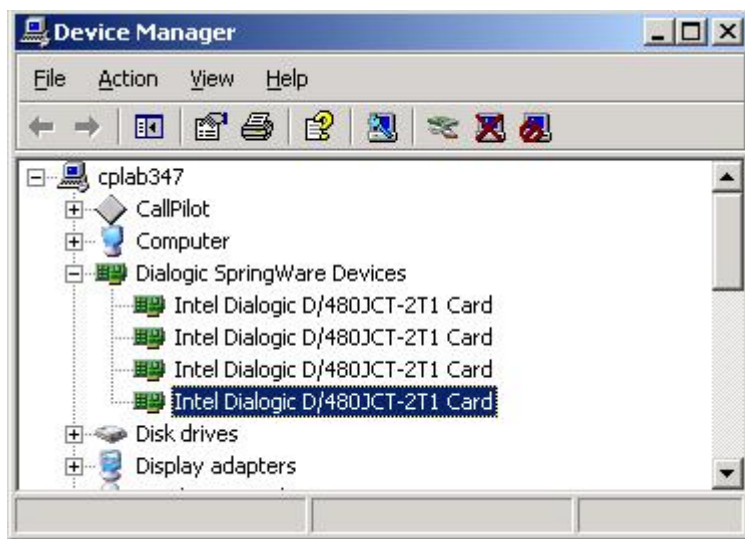
27. If the number of Dialogic boards displayed in the DCM window matches the number of installed boards skip to step 36. in the DCM windows you see that not all boards installed in your system are detected, go to step 28, otherwise go to step 33. Otherwise proceed to step 28.
28. From the Windows **Start** menu, select **Settings > Control Panel > Administrative Tools > Services**. The Services Applet is displayed. In this Applet, right click on the “CallPilot HAL Monitor Service”, and select “Stop”. Do the same for “Intel Dialogic Product System Service” from Services Applet Panel, stop CallPilot HAL Monitor service and Intel Dialogic Product System Service if started. This step can be ignored if these two services have not been started. The Applet “Status” column displays whether or not the service has been started.
29. From Device Manager disable all boards installed in your system. From the Windows **Start** menu, select **Programs > Administrative Tools > Computer Management**. On the left hand side of the Computer Management window select **Device Manager**. On the right hand side click the plus sign next to **Dialogic Springware Devices** (all 4 Dialogic boards should appear). Starting with the top board, right click and select “Disable” for each of the 4 Dialogic boards. If you are prompted to reboot, select **No** and continue to disable Dialogic boards until all 4 have been disabled. Note that not all boards may display a strikethrough **X** once the board has been disabled.



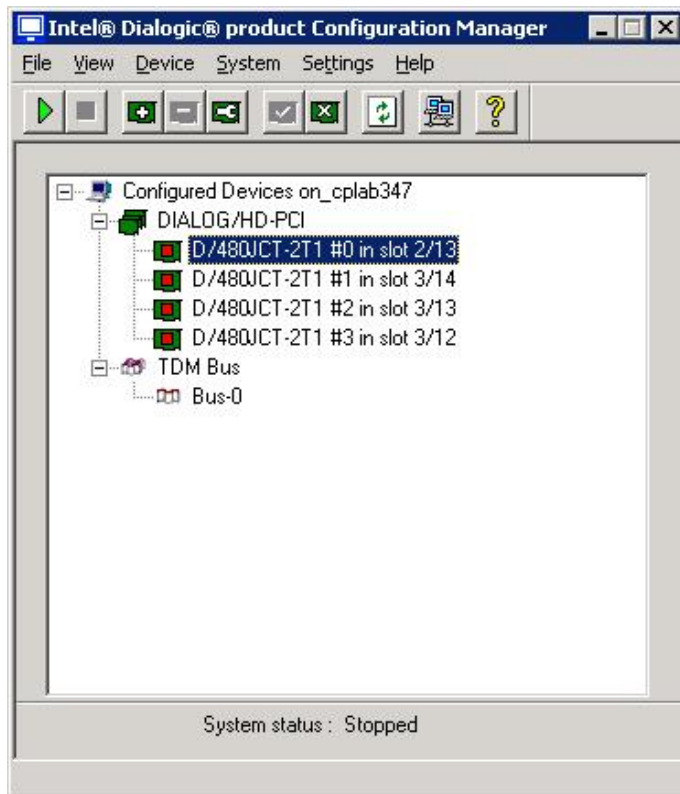
30. Restart the server.
31. **NOTE:** If you are prompted to reboot, select **No** and continue to disable Dialogic boards until all 4 have been disabled. Note that all boards may not display a strikethrough **X** once the board has been disabled. To actually disable the boards, restart the server. Log in to Windows.
32. The Maintenance Configuration Detection Information window appears. Click "OK". Wait until the startup diagnostics have finished.
33. From Services Applet Panel, stop CallPilot HAL Monitor service and Intel Dialogic Product System Service (if they are started). Refer to Step 27 for directions on stopping services, if necessary. Launch Device Manager and Dialogic Configuration Manager. Go to step 30 to continue the upgrade procedure.
34. Re-launch DCM (refer to step 23 for directions, if necessary). From the DCM main windows, click **Settings > Auto detect devices**. You will see a message that indicates that boards are being detected, and then the DCM main window. You should see a screen similar to the following. Verify the DCM main window contains an empty tree structure of the boards installed in your system:



35. Minimize DCM and bring Computer Management back up by selecting **Start > Programs > Administrative Tools > Computer Management**. On the left hand side of the Computer Management window select **Device Manager**. On the right hand side click the plus sign next to **Dialogic Springware Devices** (all 4 Dialogic boards should appear as disabled). Starting with the top board, right click and select “Enable” for each of the 4 Dialogic boards. From Device Manager, enable all boards installed in your system.



36. Bring the DCM window back up and From the DCM main windows, click **Settings > Auto detect devices**. You will see a message that indicates that boards are being detected, and then the DCM main window. Verify the DCM main window contains a tree structure of the boards installed in your system.



37. Close DCM and Device Manager; restart the server.
38. Once the server has restarted you receive the Maintenance Configuration Detection Information dialog box a dialog box indicating you have new hardware. Click OK.
39. Wait for the startup diagnostics to finish and then run the Configuration Wizard to configure the new hardware. Run the Configuration Wizard to configure the new hardware. For instructions, refer to the Installation and Configuration Task List (555-7101-210).

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