Service Update 10 for CallPilot 5.00

<u>Instructions for installing PEP CP50041SU10S and CallPilot Manager on the</u> <u>CallPilot High Availability Server</u>

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

NOTE: All steps below are applicable only on the configured HA pair. On unconfigured HA system follow the instruction described in the document NN44200-311 "High Availability: Installation and Configuration", section "Install and configure the High Availability pair". To install CP50041SU10S and CallPilot Manager on unconfigured HA system please follow the instruction described in the CP50041SU10S_readme.txt.

<u>NOTE</u>: In accordance with Geo Redundancy (GR) feature limitations as described in the document NN44200-322 "CallPilot Geographic Redundancy Application Guide", Geo Redundancy (GR) and high availability (HA) cannot co-exist on the same server.

NOTE: Known problem with MPB boards' detection by High Availability CallPilot system was fixed in the scope of PEP CP500S10G11S. Pay attention this PEP must be installed along with Service Update CP50041SU10S on both servers from HA pair according to the instructions below. If a pop-up stating MPB boards were not used by CallPilot system still appears on attempt to launch CallPilot on HA pair after CP50041SU10S and CP500S10G11S have been installed, follow the instructions from Troubleshooting section at the end of this document or from PEP CP500S10G11S ReadMe.

NOTE: A potential problem has been identified within CallPilot that may result in a situation when some files in the D:\Nortel\Data\HA\HA_Unloaded_Tables folder become empty after Service Update 10 (SU10) installation. Since the problem can be resolved only with the next Service Update (SU11), it is recommended to back up the content of HA_Unloaded_Tables folder into temporary directory in the D:\temp. Appropriate steps are listed in the procedure below.

(I) Installation of the CP50041SU10S and CallPilot Manager on both Nodes.

Note: 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 installed. **Attention:** Please make sure that both nodes are in the green status on the Nodes list of the AutoStart Console.

- **1.** On CP1, do the following:
 - **1.1.** Launch the AutoStart Console.
 - **1.2.** Disable automatic failovers for CallPilot, CallPilot_[CP1] and CallPilot_[CP2] resource groups (stop monitoring).
 - **1.2.1.** On AutoStart Console window, expand Domains > [AutoStart_Domain] > Resource

Groups and then select CallPilot.

- **1.2.2.** Click the Status tab.
- **1.2.3.** Right-click Resource Groups > CallPilot.
- **1.2.4.** From the shortcut menu, select Stop Monitoring.

EMC AutoStart Console - Version 5.2.2							
File <u>A</u> ction <u>V</u> iew H	elp						
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E- CallPilot					Cphase C	cond	
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E CallF	V Delete Curr	ent Resource Group	Chrl+Delete				
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± Services	Monitor Res	ource group	Ctri+M				
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Node Aliase:	🧿 Take Offline	•	Ctrl+Shift+O		Runnina	cphafirst	
Data Sou	🚑 <u>R</u> elocate R	esource Group	•	L 4	Assigned	cphafirst	
	🖉 Abort Resou	urce Group Operation	Ctrl+A	↓ <i>↓</i>	\ssigned	cphafirst	
E O IP Addresse	s			J F	Running	cphafirst	
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Utility Processe:	s	CP-LDAP-Svc	Service	F	Running	cphafirst	
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		Telephony	Service	F	Running	cphafirst	
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		CP-Multimedia-	Volu Service	F	Running	cphafirst	_
		P~					
					Cancel 🛛 👔 Help		
,							

<u>Result:</u> On the Status tab, the Monitoring State turns to yellow and shows a status of Disabled. On the Domains pane, the Resource Groups > CallPilot changes to a green light with a black question mark. The automatic failover is disabled.

EMC AutoStart Console - Version 5.2.2				
+ × 🖾 🗎 🕨 🖲 🚑 🖉				
Domain	Settings Options Adva	nced 🛛 Availability Tracki	ng Status	
Domains i —asdomain i —Modules i — O Resource Groups i — O CallPilot i — CallPilot_cphafirst i — CallPilot_cphafirst	Status of Resource Grou Monitoring State: Group State:	up Obisabled Online	Preferre Cphafirst Cphaseco	nd Nodes
Nodes Processes	Status of Resource Grou	up Elements]	
Services	Name	Туре	State	Node
Process Proxies Node Proxies Node Aliases Data Sources drvE drvF Processes Process	 drvE drvF ASA 192.168.22.160 192.168.21.160 CP-CTMS-Svc CP-HAL-Monitor LoadDN CP-AOS-Svc CP-LDAP-Svc LoadTSP Telephony CP-Svc-Daemon CP-Svc-Manager CP-Multimedia-Volu CP-Multimedia-Volu 	Data Source Data Source Service IP IP Service Service Utility Process Service Service Service Service Service Service Service Service Service Service	Attached Attached Running Assigned Assigned Running Running Running Running Running Running Running Running Running Running Running Running Running	cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst
·/				

1.2.5. Right-click Resource Groups > CallPilot_[CP1].

1.2.6. From the shortcut menu, select Stop Monitoring.

<u>Result:</u> On the Status tab, the Monitoring State turns to yellow and shows a status of Disabled. On the Domains pane, the Resource Groups > CallPilot_[CP1] changes to a green light with a black question mark. The automatic failover is disabled.

1.2.7. Right-click Resource Groups > CallPilot_[CP2].

1.2.8. From the shortcut menu, select Stop Monitoring.

<u>Result:</u> On the Status tab, the Monitoring State turns to yellow and shows a status of Disabled. On the Domains pane, the Resource Groups > CallPilot_[CP2] changes to a green light with a black question mark. The automatic failover is disabled.

- **1.3**. Take CallPilot, CallPilot_[CP1] and CallPilot_[CP2] resource groups offline (shutting down CallPilot).
 - **1.3.1.** On the AutoStart Console window, select Domains > Resource Groups.
 - **1.3.2.** Right-click the CallPilot resource group.
 - **1.3.3.** From the shortcut menu, select the Take Offline option.

<u>Note:</u> The following confirmation box appears. It appears for each of the resource groups that you take offline. Click [Yes] to continue.

🎭 Confirm Take Resource Group Offline

Are you sure you want to take the resource group CallPilot offline ?



X



1.3.4. Wait until the Group State turns gray and shows Offline. This can take a few minutes.

🅵 EMC AutoStart Console - Version 5.2.2				
File Action View Help				
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Domain	Settings Options Adva	anced 🛛 Availability Tracki	ing Status	1
Domains ☐ asdomain ☐ Modules ☐ Q Resource Groups ☐ Q CallPilot ☐ Q CallPilot_cphafirst ☐ Q CallPilot_cphasecond ☐ Q Nodes ☐ Processes	- Status of Resource Gro Monitoring State: Group State:	up Otsabled Offline un Elements	Preferre Ophafirst Ophaseco	d Nodes
H	Status of Resource of o		(
Process Proxies	Name	Туре	State	Node
Node Proxies	l	Data Source	Detached	***
Node Aliases	l	Data Source	Detached	***
🗄 🐨 🌑 Data Sources	ASA	Service	Stopped	***
🗄 🐨 🌑 IP Addresses	192.168.22.160	IP 	Unassigned	***
🕀 🕒 NICs	192.168.21.160	IP .	Unassigned	***
	CP-HAL-Monitor	Service	Stopped	***
±Utility Processes	LoadDN	Utility Process		***
	CP-AOS-SVC	Service	Stopped	***
	CP-LDAP-SVC	Service	Stopped	·
	LoadISP	Utility Process		
		Service	Stopped	***
	CP-Svc-Daemon	Service	Stopped	***
	CP-SVC-Manager	Service	Stopped	
	CP-Multimedia-Vol	Service	Stopped	***
	CP-Multimedia-Vol	Service	Stopped	
	CP-Multimedia-Vol	Service	Stopped	····
		✓ Apply	Cancel 🥂 Help	

1.3.5. Right-click the CallPilot_[CP1] resource group.

1.3.6. From the shortcut menu, select the Take Offline option.

Note: The confirmation box appears. Click [Yes] to continue.

1.3.7. Wait until the Group State turns gray and shows Offline. This can take a few minutes.

1.3.8. Right-click the CallPilot_[CP2] resource group.

1.3.9. From the shortcut menu, select the Take Offline option.

Note: The confirmation box appears. Click [Yes] to continue.

1.3.10. Wait until the Group State turns gray and shows Offline. This can take a few minutes.

1.4. Wait for all resource groups to go offline.

1.5. If Service Update 10 (SU10) is installed on top of SU09, SU08 or SU07, back up the content of D:\Nortel\Data\HA\HA_Unloaded_Tables folder into D:\temp\HA_Unloaded_Tables. The backup is not necessary if SU10 is installed on top of SU06 and earlier Service Updates.

1.6. Attach the mirror drives, drive E and drive F to CP1 so that the disks can be accessed from CP1. (<u>Note:</u> Perform steps i, ii, iii below on drive E and drive F).

1.6.i. In the AutoStart Console, select the [AutoStart_Domain] > Data Sources.1.6.ii. Right-click the drive you want to connect.1.6.iii. Select Attach Data Source.

🏡 EMC AutoStar	t Console - Version 5.2.2				_ 🗆 ×
File <u>A</u> ction <u>View</u>	v Help				
+ G 🗙 🗖 🖁	- M -				
Domain		Settings Advanced	Status		
Domains		Selected Nodes for	DataSource		
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	rce Groups	cphafirst		Detached	
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	🗕 🕂 Create New Data Sou	re 🕨			
E P Ac	Copy a Data Source				
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	90 Query Data Source	•			
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			<u>F</u>		
		J.		[
<u> </u>			✓ <u>Apply</u>	Cancel II Help	

1.7. Installing Service Update 10

1.7.1. Close all programs currently executed on the CallPilot server.

(Including Auto start console)

1.7.2. Navigate to D:\temp and launch the CP50041SU10S.msi to start the installation.



1.7.3. Click on the [Next >] button. Setup will show the readme file.

1	🖥 CP500415U105 - InstallShield Wizard	×
	CallPilot PEP Readme.txt	
	Please read the following description carefully.	
-		
	This package contains:	
	SU number: CP50041SU10S CallPilot Server Software CP5.0 SU10	
	Version: 4 Date: June 28, 2010	
	Description	-
	• I have read the readme.txt	
	C Please wait, let me read the readme.txt	
Ir	nstallShield	
	< <u>B</u> ack <u>N</u> ext > <u>C</u> ancel	

1.7.4. Read the readme file carefully, select "I have read the readme.txt" and press [Next >].

🙀 CP500415U105 - InstallShield Wizar	d			×
Custom Setup Please select PEPs you wish to install from t	the list below			
Click on an icon in the list below to change h	iow PEP is installed	d. Feature Descrip This feature con Update and all G CallPilot 5.0 PEP installed on a se been installed w to CallPilot 5.0 (i 05.00.41.20)	tion itains Service Seneral Available 's required to be rver that has ith, or upgraded build	
InstallShield	< <u>B</u> ack	Next >	Cancel	_

1.7.5. Setup will examine your system, and display a list of all individual PEPs available for installation on your server. Click on the [Next >] button, to select all PEPs for installation.

🔂 CP500415U105 - InstallShield Wizard	×
Ready to Install the Program	
The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.	
InstallShield	
< <u>B</u> ack [Install Cancel	

- **1.7.6.** Click [Install] to continue.
- **1.7.7.** Setup will analyze a set of installed PEPs, you will be prompted to uninstall any previous PEPs and SU.

🔲 Avaya System Operation	5
- Hitaya System operation.	-

i)	Based on your request, Setup has decided to install, upgrade, or uninstall the following components in the given order: 1: Uninstall of "PEP: CP500509G335" version "CP500509G335" 2: Uninstall of "PEP: CP500415U095" version "CP5005U095_C" 3: Install of "PEP: CP50041SU105" version "CP50041SU105" 4: Install of "PEP: CP500510G065" version "CP500510G065" 5: Install of "PEP: CP500510G085" version "CP500510G085" 6: Install of "PEP: CP500510G105" version "CP500510G105" Do you want setup to continue?
	<u>Yes</u> <u>N</u> o

1.7.8. Click [Yes] to proceed. Setup starts to uninstall PEPs. Please wait while the uninstall process completes. Once the uninstall process completes, a window will appear with the uninstall status.

<u>Note:</u> During the installation of CP50041SU10S several pop-up windows will appear stating that the server has the high availability feature installed and enabled and the PEP needs to access the mirrored hard drives. Click [OK] to continue.

PEP: C	PEP: CP500509G335				
♪	The server has the high availability feature installed and enabled and the PEP being uninstalled (CP500509G335) needs to access the mirrored hard drives. Please follow the PEP installation instructions for database PEPs in the High Availability Installation and Configruration document (NN44200-311).				
	To exit please click Cancel otherwise, click Ok to continue with the PEP uninstallation.				
	Cancel				

Avaya System Operations 🛛 🗙 🗙		
•	1: Application "PEP: CP500509G335 CP500509G335" has been successfully uninstalled 2: Application "PEP: CP500415U095 CP5005U095_C" has been successfully uninstalled	
	OK	

1.7.9. Click on the [OK] button to start of SU10 installation. Setup starts to install SU10.

🙀 CP50041	🖶 CP500415U105 - InstallShield Wizard 🛛 🔀		
Installing	CP500415U105		
The prog	ram features you selected are being installed.		
13	Please wait while the InstallShield Wizard installs CP500415U105. This may take several minutes.		
	Status:		
InstallShield			
	< <u>B</u> ack <u>N</u> ext > Cancel		

1.7.10. Wait for the installation to complete. Click [Finish] to continue.

🖶 CP500415U105 - InstallShield Wizard 🛛 🔀				
	InstallShield Wizard Completed			
> CALLPILOT	The InstallShield Wizard has successfully installed CP50041SU10S. Click Finish to exit the wizard.			
AVAYA				
	< Back Einish Cancel			

<u>Note:</u> During the installation you will be prompted about manual steps required to finish installation of this PEP. Click [OK] to continue.



1.7.11. You will be prompted that a reboot of the server is required. Click [No] not to reboot.



- **1.8.** Installing CallPilot Manager on the CallPilot Server.
 - **1.8.1.** Disconnect all browsers currently connected to CallPilot Manager.
 - 1.8.2. Navigate to D:\temp and launch the CP500S10G15C.msi to start the installation.
 <u>Note:</u> After that the following information popup appears. During the installation of Call Pilot Manager it will appear again. Click [OK] to continue.

🚼 CallPilo	t Manager/Reporter Installer Information	×
i)	The server has the high availability feature installed and enabled. Please follow the PEP installation instructions for database PEPs in the High Availability Installation and Configruration document (NN44200-311).	
	<u>OK</u>	



1.8.3. Click on the [Next >] button. Setup will show the readme file.

🙀 CallPilot Manager/Reporter - InstallShield Wizard	×
PEP Readme.txt	
Please read the following readme file carefully.	
PEP Number: CP500S10G15C CallPilot Manager/Reporter version 05.00.41.156	1
Version: 1 Date: October 3, 2011	
Description:	
This PEP contains CallPilot Manager and CallPilot	-
 I have read the readme.txt Please wait, let me read the readme.txt 	
InstallShield	
< <u>B</u> ack <u>N</u> ext > Cance	3

1.8.4. Read the readme file carefully, select "I have read the readme.txt" and press [Next >]

🔂 CallPilot Manager/Reporter - InstallShield Wizard	×
Ready to Install the Program	
The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.	
InstallShield	_
< <u>B</u> ack <u>Install</u> Cancel	

1.8.5. Click [Install] to proceed. <u>Note:</u> Please wait, it could take several seconds for the CallPilot Manager Installer to start.

🙀 CallPilot Manager/Reporter - InstallShield Wizard				
Installing CallPilot Manager/Reporter				
The program features you selected are being installed.				
B	Please wait while the InstallSh Manager/Reporter. This may I	ield Wizard instal take several minu	ls CallPilot tes.	
	Status:			
	Copying new files			
InstallShield –				
		< <u>B</u> ack	Next >	Cancel

1.8.6. Setup starts the installation of CallPilot Manager.

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

🙀 CallPilot Manager/Reporter - InstallShield Wizard 🛛 🛛 🔀				
	InstallShield Wizard Completed			
> CALLPILOT	The InstallShield Wizard has successfully installed CallPilot Manager/Reporter. Click Finish to exit the wizard.			
AVAYA				
	< Back Finish Cancel			

1.8.7. Wait for the installation to complete. Click [Finish] to continue.

🚼 CallPilo	t Manager/Reporter Instal	ler Information	×
You must restart your system for the configuration changes made to CallPilot Manager/Reporter to take effect. Click Yes to restart now or No if you plan to restart later.			
	Yes	No	

1.8.8. You will be prompted that a reboot of the server is required. Click [No] not to reboot.

1.9. Installing PEP CP500S10G11S on the CallPilot Server.

1.9.1. Navigate to D:\temp and launch the CP500S10G11S.msi to start the installation.



1.9.2. Click on the [Next >] button. Setup will show the readme file.

1	🖥 CP500510G115 - InstallShield Wizard	×
	CallPilot PEP Readme.txt	
	Please read the following description carefully.	
	This package contains:	•
	1. PEP Number: CP500S10G11S	
	2. Problem Description:	
	A potential problem has been identified within CallPilot that, if experienced,	-
	C I have read the readme.txt	
	Please wait, let me read the readme.txt	
Ir	nstallShield	
	< <u>B</u> ack <u>Next</u> > <u>Cancel</u>	

1.9.3. Read the readme file carefully, select "I have read the readme.txt" and press [Next >]

🙀 CP500510G115 - InstallShield Wizard	×
Ready to Install the Program	
The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.	

1.9.4. Click [Install] to proceed.

🙀 CP500510G115 - InstallShield Wizard 🛛 🛛 🔀					
Installing CP500S10G11S					
The prog	The program features you selected are being installed.				
13	Please wait while the InstallShield Wizard installs CP500S10G115. This may take several minutes.				
	Status:				
InstallShield –					
	< <u>Back</u> <u>N</u> ext > Cancel				

1.9.5. Setup starts the installation of the PEP.

Note: This will stop and restart the some CallPilot services.

Note: During the installation of CP500S10G11S pop-up windows may appear stating that the server has the high availability feature installed and enabled and the PEP needs to access the mirrored hard drives. Click [OK] to continue.

🖶 CP500510G115 - InstallShield Wizard				
	InstallShield Wizard Completed			
> CALLPILOT	The InstallShield Wizard has successfully installed CP500510G115. Click Finish to exit the wizard.			
AVAYA				
	< Back Finish Cancel			

1.9.6. Wait for the installation to complete. Click [Finish] to continue.

1.10. Installing PEP CP500S10L13S on the CallPilot Server.

1.10.1. Navigate to D:\temp and launch the CP500S10L13S.msi to start the installation.



1.10.2. Click on the [Next >] button. Setup will show the readme file.



1.10.3. Read the readme file carefully, select "I have read the readme.txt" and press [Next >]

🙀 CP500510L135 - InstallShield Wizard	×
Ready to Install the Program	
The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.	
InstallShield	_
< <u>B</u> ack <u>Install</u> Cancel	

1.10.4. Click [Install] to proceed.

🖶 CP500510L135 - InstallShield Wizard 🛛 🛛 🔀						
Installing CP500510L135						
The prog	The program features you selected are being installed.					
13	Please wait while the InstallShield Wizard installs CP500S10L13S. This may take several minutes.					
	Status:					
InstallShield						
	< <u>B</u> ack <u>N</u> ext > Cancel					

1.10.5. Setup starts the installation of the PEP.

🙀 CP500510L135 - InstallShield Wizard 🛛 🗙				
	InstallShield Wizard Completed			
> CALLPILOT	The InstallShield Wizard has successfully installed CP500S10L13S. Click Finish to exit the wizard.			
AVAYA				
	< <u>B</u> ack Finish Cancel			

1.10.6. Wait for the installation to complete. Click [Finish] to continue.

1.11. Installing PEP CP500S10G16S on the CallPilot Server.
1.11.1. Navigate to D:\temp and launch the CP500S10G16S.msi to start the installation.



1.11.2. Click on the [Next >] button. Setup will show the readme file.

1	🖁 CP500510G165 - InstallShield Wizard	×
	CallPilot PEP Readme.txt	
	Please read the following description carefully.	
-		_
	This package contains:]]
	1. PEP Number: CP500S10G16S	-
	2. Problem Description:	
	A potential problem has been identified within CallPilot ConfigWizard that,	-
	C I have read the readme.txt	
	Please wait, let me read the readme.txt	
Ir	nstal[Shield	
	< <u>B</u> ack <u>M</u> ext > <u>Cancel</u>	

1.11.3. Read the readme file carefully, select "I have read the readme.txt" and press [Next >]

🚏 CP500S10G165 - InstallShield Wizard	×
Ready to Install the Program	
The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.	
InstallShield	_
<u> </u>	

1.11.4. Click [Install] to proceed.

🚏 CP500510G165 - InstallShield Wizard 🛛 🛛 🔀						
Installing CP500510G165						
The program features you selected are being installed.						
15	Please wait while the InstallShield Wizard installs CP500S10G165. This may take several minutes.					
	Status:					
InstallShield						
	< <u>Back</u> <u>N</u> ext > Cancel					

1.11.5. Setup starts the installation of the PEP.

Note: This will stop and restart the some CallPilot services.

Note: During the installation of CP500S10G16S pop-up windows may appear stating that the server has the high availability feature installed and enabled and the PEP needs to access the mirrored hard drives. Click [OK] to continue.

🛱 CP500510G165 - InstallShield Wizard 🛛 🔀				
	InstallShield Wizard Completed			
> CALLPILOT	The InstallShield Wizard has successfully installed CP500510G165. Click Finish to exit the wizard.			
AVAYA				
	< Back Finish Cancel			

1.11.6. Wait for the installation to complete. Click [Finish] to continue.

1.12. Detach the mirror drives, drive E and drive F from CP1 (<u>Note:</u> Perform steps i, ii, iii below on drive E and drive F)

1.12.i. In the AutoStart Console, select the [AutoStart_Domain] > Data Sources.

1.12.ii. Right-click the drive/data source.

1.12.iii. Select Detach Data Source.

<u>Note:</u> The following confirmation box appears. This pops up for both data sources that are being detached. Click [Yes] to continue.

🕵 Confirm Detach of Datasource	۱
Are you sure you want to detach this datasource? drvE ?	
Yes No	

EMC AutoStart Console - Version 5.2.	2	
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Domain	Settings Advanced Status	
Domains	Selected Nodes for DataSource	
	Node	Status
Resource Groups	cphafirst	Attached Deteched
E CallPilot		Detachica
E CaliPilot_cphanrst 		
Processes		
Envices	Results	
E → Node Proxies		
Node Aliases		
Data Sources		
🖉 drvF 🚽 Create New Data	a Source	
🗄 🔍 IP Addre 🛛 🚺 Copy a Data Sou	Irce	
HICS Delete Current D	ata Source Ctrl+Delete	
	rce 🕨	
🗄 Rules 🛛 👼 Detach Data Sou	ırce Ctrl+Shift+D	
⊕ State Monito Query Data Sour	rce 🕨 🖌 🖉 Clear Re	sults 🔚 Save Results
Restart Mirror		
	Temporarily Override Operation Timeout	1 minutes
	<u> </u>	7 9 2 2
	✓ Арріу	O Cancel 🕐 Help

1.13. If Service Update 10 (SU10) has been installed on top of SU09, SU08 or SU07, move the content of D:\temp\HA_Unloaded_Tables directory into the D:\Nortel\Data\HA\HA_Unloaded_Tables.

1.14. Restart the CP1 Server. Wait for the CP1 node to start.

2. On CP2, do the following:

2.1. If Service Update 10 (SU10) is installed on top of SU09, SU08 or SU07, back up the content of D:\Nortel\Data\HA\HA_Unloaded_Tables folder into D:\temp\HA_Unloaded_Tables. The backup is not necessary if SU10 is installed on top of SU06 and earlier Service Updates.

2.2. Launch the AutoStart Console.

2.3. Attach the mirror drives, drive E and drive F to CP2 so that the disks can be accessed from CP2. (Note: Perform steps i, ii, iii below on drive E and drive F)

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

- **2.4.** Install Service Update 10
- **2.4.1.** Close all programs currently executed on the CallPilot server. (Including Auto start console)
- **2.4.2.** Navigate to D:\temp and launch the CP50041SU10S.msi to start the installation.
- **2.4.3.** Click on the [Next >] button. Setup will show the readme file.
- **2.4.4.** Read the readme file carefully, select "I have read the readme.txt" and press [Next >].
- **2.4.5.** Setup will examine your system, and display a list of all individual PEPs available for installation on your server. Click on the [Next >] button, to select all PEPs for installation.
- 2.4.6. Click [Install] to continue.
- **2.4.7.** Setup will analyze a set of installed PEPs, you will be prompted to uninstall any previous PEPs and SU.
- **2.4.8.** Click [Yes] to proceed. Setup starts to uninstall PEPs. Please wait while the uninstall process completes. Once the uninstall process completes, a window will appear with the uninstall status.

<u>Note:</u> During the installation of CP50041SU10S several pop-up windows will appear stating that the server has the high availability feature installed and enabled and the PEP needs to access the mirrored hard drives. Click [OK] to continue.

- **2.4.9.** Click on the [OK] button to start of SU10 installation. Setup starts to install SU10.
- **2.4.10.** Wait for the installation to complete. Click [Finish] to continue.

<u>Note:</u> During the installation you will be prompted about manual steps required to finish installation of this PEP. Click [OK] to continue.

- 2.4.11. You will be prompted that a reboot of the server is required. Click [No] not to reboot.
- **2.5.** Install CallPilot Manager on the CallPilot Server.
 - **2.5.1.** Disconnect all browsers currently connected to CallPilot Manager.
 - 2.5.2. Navigate to D:\temp and launch the CP500S10G15C.msi to start the installation. <u>Note:</u> After that the information popup appears. During the installation of Call Pilot Manager it will appear again. Click [OK] to continue.
 - **2.5.3.** Click on the [Next >] button. Setup will show the readme file.
 - **2.5.4.** Read the readme file carefully, select "I have read the readme.txt" and press [Next >]
 - **2.5.5.** Click [Install] to proceed. <u>Note:</u> Please wait, it could take several seconds for the CallPilot Manager Installer to start.
 - **2.5.6.** Setup starts the installation of CallPilot Manager.

<u>Note:</u> This will stop and restart the IIS server and related services, install/upgrade CallPilot Manager, register of CallPilot Manager in DMI Viewer.

- **2.5.7.** Wait for the installation to complete. Click [Finish] to continue.
- **2.5.8.** You will be prompted that a reboot of the server is required. Click [No] not to reboot.

2.6. Installing PEP CP500S10G11S on the CallPilot Server.

- **2.6.1.** Navigate to D:\temp and launch the CP500S10G11S.msi to start the installation.
- **2.6.2.** Click on the [Next >] button. Setup will show the readme file.
- **2.6.3.** Read the readme file carefully, select "I have read the readme.txt" and press [Next >]
- **2.6.4.** Click [Install] to proceed.
- **2.6.5.** Setup starts the installation of the PEP. Note: This will stop and restart the some CallPilot services.

Note: During the installation of CP500S10G11S pop-up windows may appear stating that the server has the high availability feature installed and enabled and the PEP needs to access the mirrored hard drives. Click [OK] to continue.

2.6.6. Wait for the installation to complete. Click [Finish] to continue.

2.7. Installing PEP CP500S10L13S on the CallPilot Server.

- **2.7.1**. Navigate to D:\temp and launch the CP500S10L13S.msi to start the installation.
- **2.7.2.** Click on the [Next >] button. Setup will show the readme file.
- **2.7.3.** Read the readme file carefully, select "I have read the readme.txt" and press [Next >]
- 2.7.4. Click [Install] to proceed.
- **2.7.5.** Setup starts the installation of the PEP.
- **2.7.6.** Wait for the installation to complete. Click [Finish] to continue.
- **2.8.** Installing PEP CP500S10G16S on the CallPilot Server.
- **2.8.1.** Navigate to D:\temp and launch the CP500S10G16S.msi to start the installation.
- **2.8.2.** Click on the [Next >] button. Setup will show the readme file.
- **2.8.3.** Read the readme file carefully, select "I have read the readme.txt" and press [Next >]
- **2.8.4.** Click [Install] to proceed.
- **2.8.5.** Setup starts the installation of the PEP.

Note: This will stop and restart the some CallPilot services.

Note: During the installation of CP500S10G16S pop-up windows may appear stating that the server has the high availability feature installed and enabled and the PEP needs to access the mirrored hard drives. Click [OK] to continue.

2.8.6. Wait for the installation to complete. Click [Finish] to continue.

2.9. Detach the mirror drives, drive E and drive F from CP2 (<u>Note:</u> Perform steps i, ii, iii below on drive E and drive F)

- **2.9.i.** In the AutoStart Console, select the [AutoStart_Domain] > Data Sources.
- **2.9.ii.** Right-click the drive/data source.
- 2.9.iii. Select Detach Data Source.

<u>Note:</u> The confirmation box appears. This pops up for both data sources that are being detached. Click [Yes] to continue.

2.10. If Service Update 10 (SU10) has been installed on top of SU09, SU08 or SU07, move the content of D:\temp\HA_Unloaded_Tables directory into the D:\Nortel\Data\HA\HA_Unloaded_Tables.

2.11. Restart the CP2 Server. Wait for the CP2 node to start.

(II) Recreate and Import the AutoStart definition file

Note: On CP1, do the following:

1. Recreate the AutoStart definition file.

1.1. Open the AutoStart Console.

1.2. In the left pane of the AutoStart Console, expand Resource Groups, right click the CallPilot resource group, and then click Delete Current Resource Group.



Result: The Confirm Delete of Resource Group window appears.

🕵 Confirm Delete of Resource Group	×
Are you sure you want to delete the resource group CallPilot ?	
Yes No	

1.3. Click [Yes] to confirm the deletion of the CallPilot resource group.

1.4. In the left pane of the AutoStart Console, expand Data Sources, right click drvE, and then click Delete Current Data Source.

EMC AutoStart	Console - Version 5.2.2				
	en e				·,
	· 🍋 🔤	x	1		
Domain	1	Settings Advanced	Status		
Domains ————————————————————————————————————	I	Selected Nodes for Da	ataSource		
	I		Node	Stat	tus
Resource	e Groups	cphatirst cphasecond		Detached	
Et ⊡CallP T ⊡CallP	ilot_cphafirst ilot_cphasecond				
E Sum					
Processes	I				
Process Prox	xies	∏ ⊢Results			
🗄 🕀 Node Pro	xies				
Node Aliases					
drvE					
		urce 🕨 🕨			
	<u> </u>	Source Ctrl+Delete			
± Utility Proce	Attach Data Source	•			
	Detach Data Source	Ctrl+Shift+D			
È⊡Triggers	Query Data Source	•	🖌 <u>C</u> lear Results	🔚 Save Results	
	- Restart Mirror			·	
	I	📕 🗖 Temporarily Overr	ide Operation Timeout 1 mi	nutes	
	I				
	I			Ø 🧕 🚍	
		1	✓ Apply		
1			- Oshut Q	Saureau 3. Ticih	

Result: The Confirm Delete of Datasource window appears.

🕵 Confirm Delete of Datasource	×
Are you sure you want to delete the datasource drvE ?	
Yes No	

1.5. Click [Yes] to confirm the deletion of drvE.

1.6. In the left pane of the AutoStart Console, expand Data Sources, right click drvF, and then click Delete Current Data Source.

EMC AutoStart Console - Version 5.2.2				
Domain	Settings Advance	d Status		
Domains	Selected Nodes for	r DataSource		
⊡≕asdomain ⊡⊡Modules		Node	Status	
Resource Groups	cphafirst		Detached	
CallPilot_cphafirst	cpnasecond		Uetached	
El				
Processes				
Process Proxies	Results			
Node Aliases				
Data Sources				
E Create New Data Source	• •			
Delete Current Data Source	rce Ctrl±Delete			
T:::Rules Attach Data Source				
E-State	Ctrl+Shift+D			
⊡ Trigge 💭 Every Data Source			((
Restart Mirror		<u>Clear Results</u>	Save Results	
	F			
	Temporarily Ov	verride Operation Timeout 1 m	inutes	
			-1-1-1	
			2 2	
	<u>)</u>	L timely 0	Concol 🛛 Lista	
l		A Robia Q	Sausei 3. Deib	

<u>Result:</u> The Confirm Delete of Datasource window appears.

🕵 Confirm Delete of Datasource	×
Are you sure you want to delete the datasource drvF ?	
Yes No	

1.7. Click [Yes] to confirm the deletion of drvF.

1.8. In the left pane of the AutoStart Console, expand Rules, right click DisableAOS, and then click Disable Rule if the rule Disable Rule is enabled (in green).

🏡 EMC AutoStart Console - Version 5.2.2		
File <u>A</u> ction <u>V</u> iew Help		
+ × ▶ ම		
Domain	Settings Rule Script	
Domains	Settings Rule Name: DisableAOS Description: Triggers To Drive Rule Available Triggers Node_Status_Changed Image: Status_Changed Image: Rule Variables	
Node Aliases		
	Ruie Variable Value	
⊡Rules APE_Failed	Variable:	
CCR_FAILED	Value:	
MAP. Mana Svc_l Svc_l Enable Rule	Ctrl+Insert Set Delete ule Ctrl+Delete	
TIME_ Disable Rule	Ctrl+Shift+R evel Lowest - less verbose	
ter state monitors 	C On Trace Output Output sent to Event Log and CLI	
▲	🗸 Apply 🖉 Cancel 📝 Help	

Result: The Confirm Disable of Rule window appears.

🕵 Confirm Disable of Rule	×			
Are you sure you want to disable the rule DisableAOS ?				
Yes No				

1.9. Click [Yes] to confirm the disabling of the rule.

1.10. Double-click the HighAvailabilityConfigurationWizard.exe file.

<u>Result:</u> The High Availability Configuration Wizard appears. The information that was previously entered is automatically loaded and the node information validation is automatically rerun.

ligh Availability Configuration	Wizard		
Managed CLAN Host Name	cpha	Number of MPB96 Boards	1
Managed CLAN IP	192.168.21.160	User name	administrator
Managed ELAN IP	192.168.22.160	Server Workgroup / Domain	Name workgroup
Node 1 Host Name	cphafirst	, EMC AutoStart Domain Nam	e asdomain
Node 2 Host Name	cphasecond	CLAN Test IP	127.0.0.1
Stage 1		Stage	2
Step 1: Get Node Informat	ion Step 2: Validate	Node Information St	ep 3: Generate Definition File
lhan	Node 1	Nada 2	
Host name			Reset
Switch IP Address	192 168 22 35	192 168 22 35	
CLAN IP Address	192 168 21 87	192 168 21 150	
CLAN Subnet Mask	255 255 255 0	255 255 255 0	
CLAN Subnet	192.168.21.0	192.168.21.0	
CLAN Default Gatev	vav 192.168.21.1	192.168.21.1	
CLAN Domain	5		
ELAN IP Address	192.168.22.87	192.168.22.150	
ELAN Subnet Mask	255.255.255.0	255,255,255,0	
ELAN Subnet	192.168.22.0	192.168.22.0	
HB1 IP Address	193.168.21.151	193.168.21.154	
HB1 Subnet Mask	255.255.255.0	255.255.255.0	
Mirror IP Address	195.168.21.153	195.168.21.156	
Mirror Subnet Mask	255.255.255.0	255.255.255.0	
HBZ IF Address	134.168.21.152	134.168.21.155 255.255.255.0	
HDZ Subnet Mask	200.200.200.0 HA enabled	200.200.200.U HA enabled	
EMC Agent Service	Running	Bunning	•
,		Exit	_

1.11. Click the [Step 3: Generate Definition File] button to validate the AutoStart software configuration and generate the Definition File.

- If there are any errors, a message box is displayed with the error. Correct the problem and then click the [Step 3: Generate Definition File] button again.
- If there are no errors, a message is displayed that the Definition File is successfully generated and that you can exit the High Availability Configuration Wizard.

Phase 2 Complete	1
The definition file has been successfully generated. The definition file will be imported into the EMC AutoStart Console later in the configuration process.	
You must now exit the wizard and continue with the installation/upgrade process.	

1.12. Click [OK] to return to the High Availability Configuration Wizard.

- **1.13.** Click [Exit] and then confirm that you want to exit from the High Availability Configuration Wizard.
- 2. Importing the AutoStart definition file

Two AutoStart definition files are available, as follows:

- CallPilot-Mirroring-Single.def (For systems with one MPB96 board.)
- CallPilot-Mirroring.def (For systems with three MPB96 boards.)
- **2.1.** Open the AutoStart Console window.

- 2.2. Expand Domains.
- **2.3.** Right-click [AutoStart_Domain]. (This is the domain name created when the AutoStart agent is installed.)
- **2.4.** Select the Import Domain Information option.



Result: The Import dialog box appears.

2.5. In the Import window, select CallPilot-Mirroring.def or CallPilot-Mirroring-Single.def from the D:\Nortel\HA\ToolkitInstaller2.0 folder.

🏡 Import			X
Look <u>i</u> n:	🛅 Toolkitinstaller2.0 💽 🖻	💾 🔳	
🔂 CallPilot-M	lirroring-Single-Template.tpl 💽 install.bat		
📃 CallPilot-M	lirroring-Single.def 🔋 🗒 install.pl		
🗐 CallPilot-M	lirroring-Single.pl 📄 values.dat		
🗖 CallPilot-M	lirroring-Template.tpl		
📃 🗐 CallPilot-M	lirroring.pl		
🗐 🗐 config.inp	ut.txt		
📄 HADefaut	ts.dat		
I			- 1
File <u>n</u> ame:	CallPilot-Mirroring-Single.def	Import	
Files of type:	All Files	<u>C</u> ancel	

2.6. Click [Import].

<u>Note:</u> The import process takes approximately one minute to complete. <u>Note:</u> During the Import process the AutoStart Console does not respond.



2.7. Verify that the AutoStart definition file was successfully imported by doing the following:

2.7.a. Check the information bar at the top of the AutoStart Console window for any error or warning messages.

2.7.b. In the AutoStart Console, expand Data Sources and check that the drvE and drvF data sources were created.2.7.c. In the AutoStart Console, expand Resource Groups and check that the CallPilot resource group was created.

3. Adding the Windows administrator account password for the AutoStart Utility Processes

<u>Attention:</u> Windows administrator account names and passwords must be the same on both High Availability servers for the AutoStart software to work properly.

3.1. Open the AutoStart Console window.

3.2. Expand Domains.

- **3.3.** Expand [AutoStart_Domain]. (This is the domain name created when the AutoStart agent is installed.)
- **3.4.** Expand Utility Processes.



Result: The Utility Processes are displayed:

- DisableAOS
- KillServices
- LoadDN
- LoadDIV

- UnloadTSP

- UnloadTSPOnStandbyServer

3.5. Select the DisableAOS Utility Process.

3.6. Select the Settings tab and do the following:

3.6.a. In the Login Info section, enter the password for the Windows administrator account in the Password and Confirm fields.

3.6.b. Check the Domain, User Name, and Directory fields to ensure they are correct.

- Domain must be the Windows domain that the CallPilot servers are on (if applicable) or the Windows workgroup in which the servers are located.
- User name must be the administrator account for selected domain.
- The default directory is D:\Nortel\Data\HA\HA_DB_Scripts.

EMC AutoStart Console - Version 5.2.2		
+ 🖻 🗅 🗙 🕨		
Domain	Settings Options Script	
Domain Domains	Settings Options Script Settings Name: DisableAOS Description:	S Available Nodes Confirm:
	Apply O Cancel ? Help	

3.6.c. Click [Apply].

3.7. Repeat Step 3.6. for each of the remaining Utility Processes.

Note: If applicable, follow step 4 for email notification.

4. Adding e-mail addresses to the Managed_ELAN_IP_Failure_Notif rule

- 4.1. Open the AutoStart Console.
- 4.2. On the left pane of the AutoStart Console, expand Rules.
- 4.3. Select Managed_ELAN_IP_Failure_Notif.
- **4.4.** Select the Rule Script tab.



- **4.5.** Look for the @recipientList = () line in the rule script.
- **4.6.** Add the recipient's e-mail address in the parenthesis () of the @recipientList line. You must add the backslash symbol (\) before the at symbol (@) in the e-mail address. If multiple e-mail addresses are added, separate each e-mail address by a comma (,).
- 4.7. Click [Apply].
- **4.8.** Configure the Simple Mail Transfer Protocol (SMTP) server so that the AutoStart software can provide e-mail notification for failovers and resource group state changes. The SMTP server domain must first be configured for recipients to receive notification that a failover or state change has occurred.
5. Bring the CallPilot Resource Group online on CP1

5.1. In the AutoStart Console window, expand Resource Groups (Domains > [AutoStart_Domain] > Resource Groups).

- 5.2. Right-click CallPilot.
- **5.3.** Select the Bring Online option, and then select <CP1 node name>.

EMC AutoStart Console - Version 5.2.2						_ 🗆 ×
+ × • × • • • • • •						,
Domain	Settings	Options Adv	anced Availability Tra	cking Status		
Domains ⊡-asdomain ⊕Modules ⊟ © Resource Groups ⊕ © CallPilot	-Status (Monitorii	of Resource Gro ng State:	up	Prefe O cphafii O cphasi	rred Nodes rst econd	
+ Create New Resource	Group	Ctrl+Insert	Offline			
🕂 🖉 🔪 Nodi 🗙 Delete Current Resour	ce Group	Ctrl+Delete				
Process 🔤 Monitor Resource Grou	P	Ctrl+M	ip Elements			
Burner Serv Stop Monitoring		Ctrl+Shift+M	Туре	State	Node	
Frocess		•	🧶 cphafirst	Detached	***	
Node Al 💿 Take Offline		Ctrl+Shift+O	cphasecond	Detached	***	
Data Cal-Relocate Resource Gr	oup		DO MOC	Stopped	***	
Dert Recourse Group	Operation	- Chulu A	IP	Unassigned	***	
			J ["] Service	Stopped	***	
HimNic Groups	CP-I	HAL-Monitor	Service	Stopped	***	
H-Rules	LoadDN	l i i i i i i i i i i i i i i i i i i i	Utility Process		***	
The State Monitors	🔘 🔘 СР-,	AOS-Svc	Service	Stopped	***	
+ Triggers	🔍 CP-I	LDAP-Svc	Service	Stopped	***	
	LoadTS	P .	Utility Process		***	
		phony	Service	Stopped	***	
		Svc-Daemon Svc-Manager	Service	Stopped	***	
	CP-I	Multimedia-Vol	Service	Stopped	***	
	CP-1	Multimedia-Vol	Service	Stopped	***	-
			✓ <u>A</u> pply	🛛 Cancel 🛛 👔 Help		

Result: The following occurs:

- The Group State changes to Online Pending.

- The data sources (drive E and drive F) are automatically attached and initialized. While the

- data sources are initialized, they are in the warning state and their icons are yellow.
- The CallPilot services start on CP1.

🏡 EMC AutoStart Console - Version 5.2.2					ĸ
File <u>A</u> ction <u>V</u> iew Help					
+ × ■ ≥ ► ● ∰ ⊘					
Domain	Settings Options Adva	anced 🛛 Availability Track	ing Status		
Domains → asdomain → Modules → CallPilot → 2 CallPilot → 2 CallPilot_cphafirst → 2 CallPilot_cphasecond → 2 CallPilot_cphasecond → 2 CallPilot_cphasecond	-Status of Resource Gro Monitoring State: Group State:	up	Preferra Cphafirst Cphasect	ad Nodes	-
Processes	Status of Resource Gro	up Elements			
Services Process Provies	Name	Туре	State	Node	1
Process Proxies Node Proxies Node Aliases Complete 24% Complete 24% Complete 6% Point Addresses NICs NIC Groups Complete State Monitors Complete Monitors Complete State Monitors Complete State	drvE Synch Compl drvF Synch Compl ASA 192.168.22.160 192.168.21.160 CP-CTMS-Svc CP-HAL-Monitor LoadDN CP-AOS-Svc CP-LDAP-Svc LoadTSP Telephony CP-Svc-Daemon CP-Svc-Manager CP-Multimedia-Vol	Data Source Data Source Service IP Service Service Utility Process Service Service Utility Process Service Service Service Service Service Service	Warning Warning Running Assigned Assigned Running Running Running Running Running Running Running Running Running	cphafirst cphafirst	
	CP-Multimedia-Vol	Service	Running	cphafirst	
		🗸 Apply 🖉	Cancel 🥐 Help	•	

<u>Note:</u> A new message informs you that the data sources are being mirrored. The status of the data sources is updated to show the progress of the synchronization. It can take between 30 minutes to 2 hours for the data sources to be mirrored between the two servers.

Initializing Mirror Volume
At least one mirror volume is being initialized or repaired.
If a server is taken down while a mirror volume is being initialized or repaired, the volume may not be available to the cluster.
Mirroring Speed (all volumes): 41.69 MB/sec

Note: If a pop-up appears stating MPB boards were not used by CallPilot system, bring the CallPilot Resource Group offline on CP1 and follow the instructions from the Troubleshooting section of this document. Then proceed with part (III) "Reprogram all DSPs on both CP Nodes using Config Wizard" of this ReadMe.

If PEP CP500S10G11S still has not been installed on CP1 and CP2 servers, install this PEP and following the instructions from related ReadMe file. Then proceed with part (III) "Reprogram all DSPs on both CP Nodes using Config Wizard" of this ReadMe.

5.4. Wait while the data sources are mirrored.

5.5. Verify that the Group State field turns green and shows as Online.



- 6. Bring the Resource Groups CallPilot_[CP1] and CallPilot_[CP2] online.
 - **6.1.** In the AutoStart Console window, expand Resource Groups (Domains > [AutoStart_Domain] > Resource Groups).
 - 6.2. Bring CallPilot_[CP1] online (where [CP1] is the name of the CP1server).
 - 6.2.i. Right-click CallPilot_[CP1].
 - 6.2.ii. Select the Bring Online option, and then select <CP1 node name>.



6.3. Bring CallPilot_[CP2] online (where [CP2] is the name of the CP2 server).

6.3.i. Right-click CallPilot_[CP2].

6.3.ii. Select the Bring Online option, and then select <CP2 node name>.



6.4. Verify that the Group State field turns green and shows as Online.

🅵 EMC AutoStart Console - Version 5.2.2				_	
File <u>A</u> ction <u>V</u> iew Help					
+ × ■ ≥ ⊳ ● ∰ ⊘					
Domain	Settings Options Adv	anced 🛛 Availability Tracki	ing Status		
Domains ⊡-asdomain ⊡-Modules ⊡ ● Resource Groups ⊡ ● CallPilot ⊡ @ CallPilot_cphafirst ⊡ @ CallPilot_cphasecond	-Status of Resource Gro Monitoring State: Group State:	up Enabled Online	Preferre O cphafirst O cphaseco	d Nodes	
Processes	Status of Resource Gro	up Elements	,		
E Services	Name	Туре	State	Node	
Process Proxies Node Proxies Node Aliases Otata Sources Otre Otre Otre Processes Processes Processes Prules State Monitors Triggers	drvE drvF ASA 192.168.22.160 192.168.21.160 CP-CTMS-Svc CP-HAL-Monitor LoadDN CP-AOS-Svc CP-LDAP-Svc LoadTSP Telephony CP-Svc-Daemon CP-Svc-Manager CP-Multimedia-Vol CP-Multimedia-Vol	Data Source Data Source Service IP Service Service Utility Process Service Service Utility Process Service Service Service Service Service Service Service Service Service	Attached Attached Running Assigned Assigned Running Running Running Running Running Running Running Running Running Running Running Running Running	cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst	
	4				
		✓ <u>Apply</u> Ø	Cancel ? Help		

6.5. Enable monitoring for CallPilot_[CP1] resource group.

6.5.i. Right-click CallPilot_[CP1].6.5.ii. Select the Monitor Resource Group option.



6.6. Enable monitoring for CallPilot_[CP2] resource group.

6.6.i. Right-click CallPilot_[CP2].

6.6.ii. Select the Monitor Resource Group option.



6.7. Verify that the Monitoring State field turns green and shows as Enabled. Result: When the Group State appears green and online, CallPilot is started.

🅵 EMC AutoStart Console - Version 5.2.2				
File <u>A</u> ction <u>V</u> iew Help				
+ × 🖩 🛛 ► 🖲 🚑 ⊘				
Domain	Settings Options Adv	anced 🛛 Availability Track	ing Status	1
Domains ⊡∹asdomain ⊕⊡Modules ⊖⊡≪ o Resource Groups	⊂Status of Resource Gro Monitoring State:	up Senabled	Preferre Cophafirst	d Nodes
	Group State:	Online	- Cpriasect	in to
Processes	Status of Resource Gro	up Elements		
Services Process Provies	Name	Туре	State	Node
	Q dr∨E	Data Source	Attached	cphafirst 🗾
Node Aliases	drvF	Data Source	Attached	cphafirst
🔁 🍳 Data Sources		Service	Running	ophatirst
drvE	Q 192 168 21 160	IP	Assigned	cphafirst
drvF	CP-CTMS-Svc	" Service	Running	cphafirst
Hand P Addresses	CP-HAL-Monitor	Service	Running	cphafirst
	LoadDN	Utility Process		***
	CP-AOS-Svc	Service	Running	cphafirst 📃
The Rules	CP-LDAP-Svc	Service	Running	cphafirst
Testate Monitors	LoadTSP	Utility Process		***
	Selephony	Service	Running	cphafirst
	CP-Svc-Daemon	Service	Running	cphafirst
	CP-Svc-Manager	Service	Running	cphafirst
	CP-Multimedia-Vol	Service	Running	cphafirst
	CP-Multimedia-Vol	Service	Running	cphafirst
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]				

(III) <u>Reprogram all DSPs on both CP Nodes using Config Wizard.</u>

- **1.** On CP1 (the active High Availability server) do the following:
 - **1.1.** Ensure the dongle is plugged into CP1. If the dongle is not on CP1, move it to CP1 and wait for 3 minutes. For more information about the dongle, see 1005r Server Hardware Installation (NN44200-308).
 - **1.2.** Launch the AutoStart Console.
 - **1.3.** Stop monitoring on the CallPilot resource group.
 - **1.3.i.** On AutoStart Console window, expand Domains > [AutoStart_Domain] > Resource Groups and then select CallPilot.
 - **1.3.ii.** Click the Status tab.
 - **1.3.iii.** Right-click Resource Groups > CallPilot.
 - **1.3.iv.** From the shortcut menu, select Stop Monitoring.



<u>Result:</u> On the Status tab, the Monitoring State turns to yellow and shows a status of Disabled. On the Domains pane, the Resource Groups > CallPilot changes to a green light with a black question mark. The automatic failover is disabled.

File Action View Help	🕵 EMC AutoStart Console - Version	5.2.2				. 🗆 🗙
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		<u>µ</u>	✓ <u>A</u> pply Ø	Cancel 71 Help		

1.4. Stop Rules on the CallPilot resource group.1.4.i. In the left pane of the AutoStart Console, expand Rules, right click APE_Failed, and then click Disable Rule if the rule is enabled (in green).

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Domain	Settings Rule Script	
Domains ☐ dsha ☐ dsha ☐ Modules ☐ Q Resource Groups ☐ Q CallPilot ☐ Q CallPilot_ds1005_1 ☐ Q CallPilot_ds1005_2 ☐ Q Nodes — Processes ☐ Q Services — Process Proxies — Process Proxies — Process Proxies — Node Proxies — Node Aliases — Node Aliases	Settings Rule Name: APE_Failed Description: Restart APE if ti failed Triggers To Drive Rule APE_Failed Rule Variables Rule Variable	Available Triggers
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36730	2 (1995)	an an a the Characterization of the second se

Result: The Confirm Disable of Rule window appears.

1.4.ii. Click [Yes] to confirm the disabling of the rule.

1.4.iii. Right-click CCR_FAILED rule and then click Disable Rule if the rule is enabled (in green). <u>Result:</u> The APE_Failed and CCR_FAILED rules are disabled.

⊦ × ⊳ ⊚		
Domain	Settings Rule Script	
oomains ⊡ dsha ⊡ Modules ⊡ • Resource Groups ⊡ • • CallPilot	-Settings Rule Name: CCR_FAILED Description: Restart APE0, BCR0, SLEE, a	and CCR if CCR failed
CallPilot_as1005_1 CallPilot_ds1005_2 Nodes Processes Services Process Proxies Node Proxies	Triggers To Drive Rule CCR_Failed Rule Variables	Available Triggers APE_Failed MAP_Failed Managed_ELAN_IP_Failure Node_Status_Changed
Node Aliases	Rule Variable	Value
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Svc_Man_ralled TIME_Svc_FAILED State Monitors	- Trace Output posper service Ever	

- **1.5.** Close the EMC AutoStart Console window.
- **1.6.** Log on to CallPilot Manager on CP1 and start the Configuration Wizard.
 - **1.6.1.** Click [Next] on Welcome screen. Configuration Mode screen appears.
 - **1.6.2.** Select the CallPilot System Configuration (Standard Mode) option and then click [Next]. The Keycode and serial number screen appears.
 - **1.6.3.** No changes required. Click [Next]. The Feature Verification screen appears.
 - **1.6.4.** No changes required. Click [Next]. The Server Information screen appears.
 - **1.6.5.** No changes required. Click [Next]. The Password Information screen appears.
 - **1.6.6.** No changes required. Click [Next]. The Multimedia Allocation screen appears.
 - **1.6.7.** Check Multimedia Allocation settings. Make changes if it is necessary. Click [Next]. The M1 Switch Information screen appears.
 - **1.6.8.** No changes required. Click [Next]. The Meridian 1 CDN Information screen appears.

1.6.9. No changes required. Click [Next]. The Language Source Directory screen appears.

1.6.10. Select Skip Language installation and click [Next] to continue. The CallPilot Local Area Network Interface screen appears.

1.6.11. No changes required. Click [Next]. The Ready to Configure screen appears.

1.6.12. Click [Finish] to complete the Configuration Wizard. After that the following information popup about disable AutoStart Monitoring appears. Click [OK] to continue.

Microsof	t Internet Explorer
♪	Please disable AutoStart Monitoring on the HA system before continue.
	ОК

Next dialog box prompts you to confirm the configuration.

1.6.13. Click [OK] to configure CallPilot. The system starts the configuration process and the Progress Information screen appears. Please wait until the process is complete. After the configuration is applied to the server, a dialog box reminds you to restart the server for the configuration to take effect.

1.6.14. Click [OK] to dismiss the dialog box. The system returns you to the main CallPilot Manager screen.

1.7. Perform a manual failover.

1.7.i. On the AutoStart Console window, expand Domains > [AutoStart_Domain] > Resource Groups and then select CallPilot.

1.7.ii. Click the Status tab.

1.7.iii. Right-click Resource Groups > CallPilot.

1.7.iv. On the shortcut menu, select Relocate Resource Group, and then select the <standby CallPilot server>. (This server is the standby CallPilot server.)

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<u>Result:</u> The Confirm Relocated of Resource Group dialog box appears.

🕵 Confirm Relocate of Resource Group 🛛 🛛 🛛
Are you sure you want to relocate Resource Group CallPilot ?
Yes No

1.7.v. Click [Yes]. The failover starts in seconds.

<u>Result:</u> The CallPilot resource group is automatically brought online on the standby High Availability server (CP2).

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1.8. After the CallPilot resource group is online on CP2, restart CP1.

2. Move the dongle to CP2. For more information about the dongle, see 1005r Server Hardware Installation (NN44200-308).

3. On CP2, do the following:

3.1. Launch the AutoStart Console.

- **3.2.** Wait until node CP1 and both drvE and drvF are green/online in the AutoStart Console.
- **3.3.** Stop Rules on the CallPilot resource group.
- **3.3.i.** In the left pane of the AutoStart Console, expand Rules, right click APE_Failed, and then click Disable Rule if the rule is enabled (in green).
- <u>Result:</u> The Confirm Disable of Rule window appears.
- **3.3.ii.** Click [Yes] to confirm the disabling of the rule.
- **3.3.iii.** Right-click CCR_FAILED rule and then click Disable Rule if the rule is enabled (in green). <u>Result:</u> The APE_Failed and CCR_FAILED rules are disabled.
- **3.4.** Close the EMC AutoStart Console window.
- **3.5.** Log on to CallPilot Manager on CP2 and start the Configuration Wizard.

3.5.1. Click [Next] on Welcome screen. Configuration Mode screen appears.

3.5.2. Select the CallPilot System Configuration (Standard Mode) option and then click [Next]. The Keycode and serial number screen appears.

3.5.3. No changes required. Click [Next]. The Feature Verification screen appears.

3.5.4. No changes required. Click [Next]. The Server Information screen appears.

3.5.5. No changes required. Click [Next]. The Password Information screen appears.

- **3.5.6.** No changes required. Click [Next]. The Multimedia Allocation screen appears.
- **3.5.7.** Check Multimedia Allocation settings. Make changes if it is necessary. Click [Next]. The M1 Switch Information screen appears.

3.5.8. No changes required. Click [Next]. The Meridian 1 CDN Information screen appears.

3.5.9. No changes required. Click [Next]. The Language Source Directory screen appears.

3.5.10. Select Skip Language installation and click [Next] to continue. The CallPilot Local Area Network Interface screen appears.

3.5.11. No changes required. Click [Next]. The Ready to Configure screen appears.

3.5.12. Click [Finish] to complete the Configuration Wizard. After that the information popup about disable AutoStart Monitoring appears. Click [OK] to continue. Next dialog box prompts you to confirm the configuration.

3.5.13. Click [OK] to configure CallPilot. The system starts the configuration process and the Progress Information screen appears. Please wait until the process is complete. After the configuration is applied to the server, a dialog box reminds you to restart the server for the configuration to take effect.

3.5.14. Click [OK] to dismiss the dialog box. The system returns you to the main CallPilot Manager screen.

3.6. Perform a manual failover.

3.6.i. On the AutoStart Console window, expand Domains > [AutoStart_Domain] > Resource Groups and then select CallPilot.

- **3.6.ii.** Click the Status tab.
- **3.6.iii.** Right-click Resource Groups > CallPilot.
- **3.6.iv.** On the shortcut menu, select Relocate Resource Group, and then select the <standby CallPilot server>. (This server is the standby CallPilot server.)

<u>Result:</u> The Confirm Relocated of Resource Group dialog box appears.

3.6.v. Click [Yes]. The failover starts in seconds.

<u>Result:</u> The CallPilot resource group is automatically brought online on the standby High Availability server (CP1).

3.7. After the CallPilot resource group is online on CP1, restart CP2.

Note: Move the dongle back to CP1.

- **4.** On CP1, do the following:
 - **4.1.** Launch the AutoStart Console.
 - 4.2. Wait until node CP2 and both drvE and drvF are online/green in the AutoStart Console.

🕵 EMC AutoStart Console - Version 5.2	2.2			
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4.3. Enable monitoring for the CallPilot resource group.

4.3.i. On the AutoStart Console window, expand Domains > [AutoStart_Domain] > Resource Groups and then select CallPilot.

- **4.3.ii.** Click the Status tab.
- **4.3.iii.** Right-click Resource Groups > CallPilot.
- 4.3.iv. From the shortcut menu, select Monitor Resource Group.



<u>Result:</u> On Status tab, the Monitoring State turns to green and shows a status of Enabled. On the Domains pane, the Resource Groups > CallPilot changes to green. The automatic failover is enabled.

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Uninstall:

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

NOTE: All steps below are applicable only on the configured HA pair. On unconfigured HA system follow the instruction described in the document NN44200-311 "High Availability: Installation and Configuration", section "Install and configure the High Availability pair". To uninstall CP50041SU10S and CallPilot Manager on unconfigured HA system please follow the instruction described in the CP50041SU10S_readme.txt.

NOTE: CallPilot 5.0 Service Update 10, CP50041SU10S, updates database structure. The changes are reversible and they are rolled back to the level of CallPilot 5.0 SU09, after uninstalling SU10.

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

<u>Note:</u> For instructions to uninstall the CallPilot Manager PEP see the readme file of PEP CP500S10G15C.

(I) <u>Uninstallation of the CP50041SU10S from both Nodes.</u>

Note: 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 installed.

Attention: Please make sure that both nodes are in the green status on the Nodes list of the AutoStart Console.

1. On CP1, do the following:

- **1.1.** Launch the AutoStart Console.
- **1.2.** Disable automatic failovers for CallPilot, CallPilot_[CP1] and CallPilot_[CP2] resource groups (stop monitoring).
- **1.2.1.** On AutoStart Console window, expand Domains > [AutoStart_Domain] > Resource Groups and then select CallPilot.
- **1.2.2.** Click the Status tab.
- **1.2.3.** Right-click Resource Groups > CallPilot.
- **1.2.4.** From the shortcut menu, select Stop Monitoring.



<u>Result:</u> On the Status tab, the Monitoring State turns to yellow and shows a status of Disabled. On the Domains pane, the Resource Groups > CallPilot changes to a green light with a black question mark. The automatic failover is disabled.

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CallPilot_cphafirst CallPilot_cphasecond OcallPilot_cphasecond Inno	Group State:	Online		
Processes	Status of Resource Grou	up Elements		
E Services	Name	Туре	State	Node
Process Proxies Node Proxies Node Aliases Other Data Sources drvE drvF P Addresses NICs NIC Groups NIC Groups Other Utility Processes P-Rules State Monitors Triggers	 drvE drvF ASA 192.168.22.160 192.168.21.160 CP-CTMS-Svc CP-HAL-Monitor LoadDN CP-AOS-Svc CP-LDAP-Svc LoadTSP Telephony CP-Svc-Daemon CP-Svc-Manager CP-Multimedia-Volu CP-Multimedia-Volu 	Data Source Data Source Service IP IP Service Service Utility Process Service Utility Process Service Service Service Service Service Service Service Service	Attached Attached Running Assigned Assigned Running Running Running Running Running Running Running Running Running Running Running Running	cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst cphafirst
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1.2.5. Right-click Resource Groups > CallPilot_[CP1].

1.2.6. From the shortcut menu, select Stop Monitoring.

<u>Result:</u> On the Status tab, the Monitoring State turns to yellow and shows a status of Disabled. On the Domains pane, the Resource Groups > CallPilot_[CP1] changes to a green light with a black question mark. The automatic failover is disabled.

1.2.7. Right-click Resource Groups > CallPilot_[CP2].

1.2.8. From the shortcut menu, select Stop Monitoring.

<u>Result:</u> On the Status tab, the Monitoring State turns to yellow and shows a status of Disabled. On the Domains pane, the Resource Groups > CallPilot_[CP2] changes to a green light with a black question mark. The automatic failover is disabled.

- **1.3.** Take CallPilot, CallPilot_[CP1] and CallPilot_[CP2] resource groups offline (shutting down CallPilot).
 - **1.3.1.** On the AutoStart Console window, select Domains > Resource Groups.
 - **1.3.2.** Right-click the CallPilot resource group.
 - **1.3.3.** From the shortcut menu, select the Take Offline option.

<u>Note:</u> The following confirmation box appears. It appears for each of the resource groups that you take offline. Click [Yes] to continue.

🎭 Confirm Take Resource Group Offline

Are you sure you want to take the resource group CallPilot offline ?



×

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1.3.4. Wait until the Group State turns gray and shows Offline. This can take a few minutes.

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Processes	Status of Resource Gro	up Elements		
E Services	Name	Туре	State	Node
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	9 192.168.21.160	IP	Unassigned	***
	CP-HAL-Monitor	Service	Stopped	***
± Utility Processes	LoadDN	Utility Process		***
	CP-AOS-Svc	Service	Stopped	***
	CP-LDAP-Svc	Service	Stopped	***
	LoadTSP	Utility Process		***
	Telephony	Service	Stopped	***
	CP-Svc-Daemon	Service	Stopped	***
	CP-Svc-Manager	Service	Stopped	***
	CP-Multimedia-Vol	Service	Stopped	***
	CP-Multimedia-Vol	Service	Stopped	***
	CP-Multimedia-Vol	Service	Stopped	***
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- **1.3.5.** Right-click the CallPilot_[CP1] resource group.
- **1.3.6.** From the shortcut menu, select the Take Offline option. <u>Note:</u> The confirmation box appears. Click [Yes] to continue.
- **1.3.7.** Wait until the Group State turns gray and shows Offline. This can take a few minutes.
- **1.3.8.** Right-click the CallPilot_[CP2] resource group.
- **1.3.9.** From the shortcut menu, select the Take Offline option.
- Note: The confirmation box appears. Click [Yes] to continue.
- **1.3.10.** Wait until the Group State turns gray and shows Offline. This can take a few minutes.
- **1.4.** Wait for all resource groups to go offline.
- **1.5.** Attach the mirror drives, drive E and drive F to CP1 so that the disks can be accessed from CP1. (Note: Perform steps i, ii, iii below on drive E and drive F).
 - **1.5.i.** In the AutoStart Console, select the [AutoStart_Domain] > Data Sources.
 - **1.5.ii.** Right-click the drive you want to connect.
 - 1.5.iii. Select Attach Data Source.

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- **1.6.** Uninstalling Service Update 10.
 - **1.6.1.** To uninstall CP50041SU10S, go to Start > Programs > CallPilot > System Utilities > PEP Maintenance Utility.

🚰 DMI Viewer	×
Root component 'Suite' CallPilot Server	DMI component Manufacturer: Nortel Networks Product Name: CallPilot Server Version: 05.00.41 Last Operation Time: PEP Type: This component is a software package This component is part of the root component This component is present (Show PEPs) Bemove Read
	<u>Show Suites</u>

1.6.2. Click [Show PEPs]. DMI Viewer shows all PEPs installed on the CallPilot Server.

🚰 DMI Viewer	×
List of all PEPs	DMI component Manufacturer: Avaya Inc. Product Name: PEP: CP50041SU10S Version: CP50041SU10S Last Operation Time: Jun 28, 11 Jun 28, 11 PEP Type: TEMPORARY This component is a PEP This component is present <u>Show PEPs</u> Bemove Read

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

1.6.4. The DMI Viewer Uninstall request window will be appeared.

Avaya System Operations	×
Based on your request, Setup has decided to install, upgrade, or uninstall the following components in the given order:	
1: Uninstall of "PEP: CP500S10G08S" version "CP500S10G08S" 2: Uninstall of "PEP: CP500S10G06S" version "CP500S10G06S" 3: Uninstall of "PEP: CP500S10G10S" version "CP500S10G10S" 4: Uninstall of "PEP: CP50041SU10S" version "CP50041SU10S"	
1	V P
Do you want setup to continue?	
Yes No	

1.6.5. You will be prompted to uninstall the CallPilot 5.0 SU10 and all PEPs on top of SU10. Click on the [Yes] button.

🚰 DMI ¥iewer	×
List of all PEPs	DMI component Manufacturer: Avaya Inc. Product Name: PEP: CP50041SU10S Version:
Uninstalling PEP: CP50041SU10S CP5	0041SU10S
	This component is a PEP This component is the root component This component is present Show <u>P</u> EPs <u>Remove</u> Read
	<u>S</u> how Suites

1.6.6. The DMI Viewer starts to uninstall all PEPs on top of CallPilot 5.0 SU10 and CP50041SU10S. Wait while the uninstall process completes.

<u>Note:</u> During the un-installation of CP50041SU10S several pop-up windows will appear stating that the server has the high availability feature installed and enabled and the PEP needs to access the mirrored hard drives. Click [OK] to continue.

PEP: 0	CP500415U105
♪	The server has the high availability feature installed and enabled and the PEP being uninstalled (CP500415U105) needs to access the mirrored hard drives. Please follow the PEP installation instructions for database PEPs in the High Availability Installation and Configruration document (NN44200-311).
	To exit please click Cancel otherwise, click Ok to continue with the PEP uninstallation.
	Cancel

<u>Note:</u> During the un-installation of CP50041SU10S the following information popup appears. Click [OK] to continue.

	liewer	×
♪	This PEP requires manual actions to complete uninstallation on configured HA system. Yo CP50041SU10S_HA_Instructions.txt.	u can find more details in the
	OK	
Avaya Sy	ystem Operations	
Setup h	as finished PEP uninstall operation and here is the summary:	
1: Applia 2: Applia 3: Applia 4: Applia	cation "PEP: CP500S10G08S CP500S10G08S" has been successfully uninstalled cation "PEP: CP500S10G06S CP500S10G06S" has been successfully uninstalled cation "PEP: CP500S10G10S CP500S10G10S" has been successfully uninstalled cation "PEP: CP50041SU10S CP50041SU10S" has been successfully uninstalled	
I		

1.6.7. A window will appear with the status of the uninstall operation. Click on the [OK] button to continue.

DMI Viewer		×
Setup is about to reboot	the system afte	r uninstall
OK	Cancel	

1.6.8. You will be prompted to reboot, select [Cancel] to bypass rebooting, then install CP50041SU09S.

1.6.9. Do not reboot CP1 after installation of CP50041SU09S.

1.7. Detach the mirror drives, drive E and drive F from CP1.

(Note: Perform steps i, ii, iii below on drive E and drive F).

- **1.7.i.** In the AutoStart Console, select the [AutoStart_Domain] > Data Sources.
- **1.7.ii.** Right-click the drive/data source.
- **1.7.iii.** Select Detach Data Source.

<u>Note:</u> The following confirmation box appears. This pops up for both data sources that are being detached. Click [Yes] to continue.

🕵 Confirm Detach of Datasource	×
Are you sure you want to detach this datasource? drvE ?	
Yes No	

EMC AutoStart (Console - Version 5.2.2					
Domain		Settings Advanced Status				
Domains : : : :		Selected Nodes for DataSource				
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	🗙 Delete Current Da	ita Source Ctrl+Delete				
	💭 Attach Data Sourc	ce 🕨 🕨				
	👼 D <u>e</u> tach Data Sour	ce Ctrl+Shift+D				
±State Monito 	💯 Query Data Sourc	te				
	😅 Restart Mirror					
		Temporarily Override Operation Timeout 1 minutes				
		✓ Apply Ø Cancel 🥂 Help				

1.8. Restart the CP1 Server. Wait for the CP1 node to start.

2. On CP2, do the following:

- **2.1.** Launch the AutoStart Console.
- **2.2.** Attach the mirror drives, drive E and drive F to CP2 so that the disks can be accessed from CP2. (Note: Perform steps i, ii, iii below on drive E and drive F).

- **2.2.i.** In the AutoStart Console, select the [AutoStart_Domain] > Data Sources.
- **2.2.ii.** Right-click the drive you want to connect.
- 2.2.iii. Select Attach Data Source.
- **2.3.** Uninstalling Service Update 10.
 - **2.3.1.** To uninstall CP50041SU10S, go to Start > Programs > CallPilot > System Utilities > PEP Maintenance Utility.
 - **2.3.2.** Click [Show PEPs]. DMI Viewer shows all PEPs installed on the CallPilot Server.
 - 2.3.3. Select all of the PEPs you want to uninstall, and click [Remove].
 - **2.3.4.** The DMI Viewer Uninstall request window will be appeared.
 - **2.3.5.** You will be prompted to uninstall the CallPilot 5.0 SU10 and all PEPs on top of SU10. Click on the [Yes] button.
 - 2.3.6. The DMI Viewer starts to uninstall all PEPs on top of CallPilot 5.0 SU10 and CP50041SU10S. Wait while the uninstall process completes.
 <u>Note:</u> During the un-installation of CP50041SU10S the information popup appears. Click [OK] to continue.
 - **2.3.7.** A window will appear with the status of the uninstall operation. Click on the [OK] button to continue.
 - **2.3.8.** You will be prompted to reboot, select [Cancel] to bypass rebooting, then install CP50041SU09S.
 - **2.3.9.** Do not reboot CP2 after installation of CP50041SU09S.

2.4. Detach the mirror drives, drive E and drive F from CP2. (Note: Perform steps i, ii, iii below on drive E and drive F).

- **2.4.i.** In the AutoStart Console, select the [AutoStart_Domain] > Data Sources.
- **2.4.ii.** Right-click the drive/data source.
- 2.4.iii. Select Detach Data Source.
 - <u>Note:</u> The confirmation box appears. This pops up for both data sources that are being detached. Click [Yes] to continue.
- **2.5.** Restart the CP2 Server. Wait for the CP2 node to start. <u>Note</u>: This may take some time.
- **3.** Bring the Resource Groups CallPilot, CallPilot_[CP1] and CallPilot_[CP2] online.
 - 3.1. In the AutoStart Console window, expand Resource Groups (Domains > [AutoStart_Domain] > Resource Groups).
 - **3.2.** Bring CallPilot_[CP1] online (where [CP1] is the name of the CP1server).
 - **3.2.i.** Right-click CallPilot_[CP1].

3.2.ii. Select the Bring Online option, and then select <CP1 node name>.



3.3. Bring CallPilot_[CP2] online (where [CP2] is the name of the CP2 server).

3.3.i. Right-click CallPilot_[CP2].

3.3.ii. Select the Bring Online option, and then select <CP2 node name>.



3.4. Bring the CallPilot Resource Group online on CP1

3.4.i. Right-click CallPilot.

3.4.ii. Select the Bring Online option, and then select <CP1 node name>.

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3.5. Verify that the Group State field turns green and shows as Online.

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Node Aliases	drvF	Data Source	Attached		cphafirst	
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3.6. Enable monitoring for CallPilot_[CP1] resourse group.

3.6.i. Right-click CallPilot_[CP1].

3.6.ii. Select the Monitor Resource Group option.

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- **3.7.** Enable monitoring for CallPilot_[CP2] resourse group.
 - **3.7.i.** Right-click CallPilot_[CP2].
 - **3.7.ii.** Select the Monitor Resource Group option.



3.8. Enable monitoring for CallPilot resourse group.

3.8.i. Right-click CallPilot.

3.8.ii. Select the Monitor Resource Group option.
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3.9. Verify that the Monitoring State field turns green and shows as Enabled. Result: When the Group State appears green and online, CallPilot is started.

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(III) Reprogram all DSPs on both CP Nodes using Config Wizard.

- 1. On CP1 (the active High Availability server) do the following:
 - **1.1.** Ensure the dongle is plugged into CP1. If the dongle is not on CP1, move it to CP1 and wait for 3 minutes. For more information about the dongle, see 1005r Server Hardware Installation (NN44200-308).
 - **1.2.** Launch the AutoStart Console.
 - **1.3.** Stop monitoring on the CallPilot resource group.
 - **1.3.i.** On AutoStart Console window, expand Domains > [AutoStart_Domain] > Resource Groups and then select CallPilot.
 - **1.3.ii.** Click the Status tab.
 - **1.3.iii.** Right-click Resource Groups > CallPilot.

1.3.iv. From the shortcut menu, select Stop Monitoring.

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File <u>A</u> ction <u>V</u> iew H	lelp						
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		J					
				✓ Apply Ø 9	Cancel 🥂 Help		

<u>Result:</u> On the Status tab, the Monitoring State turns to yellow and shows a status of Disabled. On the Domains pane, the Resource Groups > CallPilot changes to a green light with a black question mark. The automatic failover is disabled.

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1.4. Stop Rules on the CallPilot resource group.1.4.i. In the left pane of the AutoStart Console, expand Rules, right click APE_Failed, and then click Disable Rule if the rule is enabled (in green).

1		
* X 🖻 🛡		
Domain	Settings Rule Script	
Domains ☐ dsha ☐ dsha ☐ Modules ☐ Q Resource Groups ☐ Q CallPilot ☐ Q CallPilot_ds1005_1 ☐ Q CallPilot_ds1005_2 ☐ Q Nodes — Processes ☐ Q Services — Process Proxies — Process Proxies — Process Proxies — Node Proxies — Node Aliases — Node Aliases	Settings Rule Name: APE_Failed Description: Restart APE if ti failed Triggers To Drive Rule APE_Failed Rule Variables Rule Variable	Available Triggers
Data Sources P Addresses NICs NIC Groups Utility Processes Rules APE_Failed	Variable:	
Congrant Creat DisableA(DisableA(Managed Managed DisableA(Managed DisableA(DisableA(e <u>New Rule Ctrl+Insert</u> Current Rule Ctrl+Delete Rule Ctrl+R	Set Delete
Ste_bue Svc_Man_raned TIME_Svc_FAILED State Monitors ⊕ Triggers	sable the selected rule	verbose 🗾
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Result: The Confirm Disable of Rule window appears.

1.4.ii. Click [Yes] to confirm the disabling of the rule.

1.4.iii. Right-click CCR_FAILED rule and then click Disable Rule if the rule is enabled (in green). <u>Result:</u> The APE_Failed and CCR_FAILED rules are disabled.

+ X Þ 🛛		
Domain	Settings Rule Script	
Domains ⊟⊸dsha ⊡⊸Modules ⊡⊸	Settings Rule Name: CCR_FAILED Description: Restart APE0, BCR0, SLEE	, and CCR if CCR failed
CallPilot_ds1005_1 CallPilot_ds1005_2 CallPilot_ds1005_2 Ocdes Processes Processes Process Proxies Process Proxies Dode Proxies	Triggers To Drive Rule CCR_Failed Rule Variables	Available Triggers APE_Failed IMAP_Failed IMAP_Failed Managed_ELAN_IP_Failure Node_Status_Changed
 Node Aliases 	Rule Variable	Value
⊕-Utility Processes ¬Rules APE_Failed OCR_FAILED DisableAOS MAP_FAILED	Variable:	Set Delete
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Svc_wan_railed TIME_Svc_FAILED State Monitors	The Continace Output Poliput Sent to Ev	

- **1.5.** Log on to CallPilot Manager on CP1 and start the Configuration Wizard.
 - **1.5.1.** Click [Next] on Welcome screen. Configuration Mode screen appears.
 - **1.5.2.** Select the CallPilot System Configuration (Standard Mode) option and then click [Next]. The Keycode and serial number screen appears.
 - **1.5.3.** No changes required. Click [Next]. The Feature Verification screen appears.
 - **1.5.4.** No changes required. Click [Next]. The Server Information screen appears.
 - **1.5.5.** No changes required. Click [Next]. The Password Information screen appears.
 - **1.5.6.** No changes required. Click [Next]. The Multimedia Allocation screen appears.
 - 1.5.7. No changes required. Click [Next]. The M1 Switch Information screen appears.
 - **1.5.8.** No changes required. Click [Next]. The Meridian 1 CDN Information screen appears.
 - **1.5.9.** No changes required. Click [Next]. The Language Source Directory screen appears.

1.5.10. Select Skip Language installation and click [Next] to continue. The CallPilot Local Area Network Interface screen appears.

1.5.11. No changes required. Click [Next]. The Ready to Configure screen appears.

1.5.12. Click [Finish] to complete the Configuration Wizard. After that the following information popup about disable AutoStart Monitoring appears. Click [OK] to continue.

Microsoft Internet Explorer							
♪	Please disable AutoStart Monitoring on the HA system before continue.						
	ОК						

Next dialog box prompts you to confirm the configuration.

1.5.13. Click [OK] to configure CallPilot. The system starts the configuration process and the Progress Information screen appears. Please wait until the process is complete. After the configuration is applied to the server, a dialog box reminds you to restart the server for the configuration to take effect.

1.5.14. Click [OK] to dismiss the dialog box. The system returns you to the main CallPilot Manager screen.

1.6. Perform a manual failover.

1.6.i. On the AutoStart Console window, expand Domains > [AutoStart_Domain] > Resource Groups and then select CallPilot.

1.6.ii. Click the Status tab.

1.6.iii. Right-click Resource Groups > CallPilot.

1.6.iv. On the shortcut menu, select Relocate Resource Group, and then select the <standby CallPilot server>. (This server is the standby CallPilot server.)

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Node Aliase 🔘 Take Offline		Ctrl+Shift+O	Running	cphafirst	
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	CP-MWI-Svc	Service	Running	cphafirst	
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	CP-IMA-Svc	Service	Running	cphafirst	
	CP-IMAP-Svc	: Service	Running	cphafirst	
	CP-MTA-Svc	Service	Running	cphafirst	
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			✓ Apply Ø Cancel	7 Help	
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<u>Result:</u> The Confirm Relocated of Resource Group dialog box appears.

🕵 Confirm Relocate of Resource Group 🛛 🛛 🛛
Are you sure you want to relocate Resource Group CallPilot ?
Yes No

1.6.v. Click [Yes]. The failover starts in seconds.

<u>Result:</u> The CallPilot resource group is automatically brought online on the standby High Availability server (CP2).

Section View Help	5.2.2			
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		✓ <u>Apply</u>	Cancel	

1.7. After the CallPilot resource group is online on CP2, restart CP1.

2. Move the dongle to CP2. For more information about the dongle, see 1005r Server Hardware Installation (NN44200-308).

- **3.** On CP2, do the following:
 - **3.1.** Launch the AutoStart Console.
 - **3.2.** Wait until node CP1 and both drvE and drvF are green/online in the AutoStart Console.
 - **3.3.** Stop Rules on the CallPilot resource group.
 - **3.3.i.** In the left pane of the AutoStart Console, expand Rules, right click APE_Failed, and then click Disable Rule if the rule is enabled (in green).
- Result: The Confirm Disable of Rule window appears.
- **3.3.ii.** Click [Yes] to confirm the disabling of the rule.
- **3.3.iii.** Right-click CCR_FAILED rule and then click Disable Rule if the rule is enabled (in green). <u>Result:</u> The APE_Failed and CCR_FAILED rules are disabled.
- 3.4. Log on to CallPilot Manager on CP2 and start the Configuration Wizard.

3.4.1. Click [Next] on Welcome screen. Configuration Mode screen appears.

3.4.2. Select the CallPilot System Configuration (Standard Mode) option and then click [Next]. The Keycode and serial number screen appears.

3.4.3. No changes required. Click [Next]. The Feature Verification screen appears.

3.4.4. No changes required. Click [Next]. The Server Information screen appears.

3.4.5. No changes required. Click [Next]. The Password Information screen appears.

3.4.6. No changes required. Click [Next]. The Multimedia Allocation screen appears.

3.4.7. No changes required. Click [Next]. The M1 Switch Information screen appears.

3.4.8. No changes required. Click [Next]. The Meridian 1 CDN Information screen appears.

3.4.9. No changes required. Click [Next]. The Language Source Directory screen appears.

3.4.10. Select Skip Language installation and click [Next] to continue. The CallPilot Local Area Network Interface screen appears.

3.4.11. No changes required. Click [Next]. The Ready to Configure screen appears.

- **3.4.12.** Click [Finish] to complete the Configuration Wizard. After that the information popup about disable AutoStart Monitoring appears. Click [OK] to continue. Next dialog box prompts you to confirm the configuration.
- **3.4.13.** Click [OK] to configure CallPilot. The system starts the configuration process and the Progress Information screen appears. Please wait until the process is complete. After the configuration is applied to the server, a dialog box reminds you to restart the server for the configuration to take effect.
- **3.4.14.** Click [OK] to dismiss the dialog box. The system returns you to the main CallPilot Manager screen.
- **3.5.** Perform a manual failover.

3.5.i. On the AutoStart Console window, expand Domains > [AutoStart_Domain] > Resource Groups and then select CallPilot.

- **3.5.ii.** Click the Status tab.
- **3.5.iii.** Right-click Resource Groups > CallPilot.
- **3.5.iv.** On the shortcut menu, select Relocate Resource Group, and then select the <standby CallPilot server>. (This server is the standby CallPilot server.)

Result: The Confirm Relocated of Resource Group dialog box appears.

3.5.v. Click [Yes]. The failover starts in seconds. <u>Result:</u> The CallPilot resource group is automatically broughtonline on the standby High Availability server (CP1).

3.6. After the CallPilot resource group is online on CP1, restart CP2. <u>Note</u>: Move the dongle back to CP1.

4. On CP1, do the following:

4.1. Launch the AutoStart Console.

4.2. Wait until node CP2 and both drvE and drvF are online/green in the AutoStart Console.

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		V Apply 12	Cancel	
<u></u>]		- <u>David</u>		

4.3. Enable monitoring for the CallPilot resource group.

 $\textbf{4.3.i. On the AutoStart Console window, expand Domains > [AutoStart_Domain] > }$

Resource Groups and then select CallPilot.

4.3.ii. Click the Status tab.

4.3.iii. Right-click Resource Groups > CallPilot.

4.3.iv. From the shortcut menu, select Monitor Resource Group.



<u>Result:</u> On Status tab, the Monitoring State turns to green and shows a status of Enabled. On the Domains pane, the Resource Groups > CallPilot changes to green. The automatic failover is enabled.

🕵 EMC AutoStart Console - Version 5.2.2					
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TROUBLESHOOTING

If a pop-up stating MPB boards were not used by CallPilot system still appears after Service Update 10 and CP500S10G11S have been installed, follow the instructions below.

- **1.** On CP1, do the following:
 - **1.1.** Launch the AutoStart Console.
 - **1.2.** Disable automatic failovers for CallPilot, CallPilot_[CP1] and CallPilot_[CP2] resource groups (stop monitoring).

1.2.1. On AutoStart Console window, expand Domains > [AutoStart_Domain] > Resource Groups and then select CallPilot.

- **1.2.2.** Click the Status tab.
- **1.2.3.** Right-click Resource Groups > CallPilot.
- 1.2.4. From the shortcut menu, select Stop Monitoring.Result: On the Status tab, the Monitoring State turns to yellow and shows a status of Disabled.On the Domains pane, the Resource Groups > CallPilot changes to a green light with a black question mark. The automatic failover is disabled.
- **1.2.5.** Right-click Resource Groups > CallPilot_[CP1].

1.2.6. From the shortcut menu, select Stop Monitoring.Result: On the Status tab, the Monitoring State turns to yellow and shows a status of Disabled.On the Domains pane, the Resource Groups > CallPilot_[CP1] changes to a green light with a black question mark. The automatic failover is disabled.

1.2.7. Right-click Resource Groups > CallPilot_[CP2].

1.2.8. From the shortcut menu, select Stop Monitoring. Result: On the Status tab, the Monitoring State turns to yellow and shows a status of Disabled. On the Domains pane, the Resource Groups > CallPilot_[CP2] changes to a green light with a black question mark. The automatic failover is disabled.

1.3. Take CallPilot, CallPilot_[CP1] and CallPilot_[CP2] resource groups offline (shutting down CallPilot).

1.3.1. On the AutoStart Console window, select Domains > Resource Groups.

1.3.2. Right-click the CallPilot resource group.

1.3.3. From the shortcut menu, select the Take Offline option. Note: The confirmation box appears. It appears for each of the resource groups that you take offline. Click [Yes] to continue.

1.3.4. Wait until the Group State turns gray and shows Offline. This can take a few minutes.

1.3.5. Right-click the CallPilot_[CP1] resource group.

1.3.6. From the shortcut menu, select the Take Offline option. Note: The confirmation box appears. Click [Yes] to continue.

- **1.3.7.** Wait until the Group State turns gray and shows Offline. Note: This can take a few minutes.
- **1.3.8.** Right-click the CallPilot_[CP2] resource group.
- **1.3.9.** From the shortcut menu, select the Take Offline option. Note: The confirmation box appears. Click [Yes] to continue.
- **1.3.10.** Wait until the Group State turns gray and shows Offline. This can take a few minutes.
- **1.4.** Wait for all resource groups to go offline.
- **1.5.** Attach the mirror drives, drive E and drive F to CP1 so that the disks can be accessed from CP1 (Note: Perform steps i, ii, iii below on drive E and drive F).

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

1.6. Run CallPilot services by D:\Nortel\HA\Start_srv.bat utility.

1.7. Log on to CallPilot Manager on CP1 and start the Configuration Wizard.

- **1.7.1.** Click [Next] on Welcome screen. Configuration Mode screen appears.
- **1.7.2.** Select the Individual Feature Configuration (Express Mode) option and then click [Next]. The Express Configuration List screen appears.

1.7.3. Select Media Allocation option. Click [Next]. The Multimedia Allocation screen appears.

1.7.4. Configure the MPB96 boards settings. Click [Next]. The Ready to Configure screen appears.

- **1.7.5.** Click [Finish] to complete the Configuration Wizard. After that the information popup about disable AutoStart Monitoring appears. Click [OK] to continue. Next dialog box prompts you to confirm the configuration.
- **1.7.6.** Click [OK] to configure CallPilot. The system starts the configuration process and the Progress Information screen appears. Please wait until the process is complete. After the configuration is applied to the server, a dialog box reminds you to restart the server for the configuration to take effect.
- **1.7.7.** Click [OK] to dismiss the dialog box. The system returns you to the main CallPilot Manager screen.
- **1.8.** Restart the CallPilot server. Wait until the server is accessible.

2. Move the dongle to CP2. For more information about the dongle, see 1005r Server Hardware Installation (NN44200-308).

3. On CP2 repeat the actions from step 1 (actions 1.1-1.8).

4. Bring the CallPilot Resource Group online on CP1

4.1. In the AutoStart Console window, expand Resource Groups (Domains > [AutoStart_Domain] > Resource Groups).

4.2. Right-click CallPilot.

4.3. Select the Bring Online option, and then select <CP1 node name>. Result: The following occurs:

- The Group State changes to Online Pending.
- The data sources (drive E and drive F) are automatically attached and initialized. While the data sources are initialized, they are in the warning state and their icons are yellow.
- The CallPilot services start on CP1.

Note: A new message can appear informing you that the data sources are being mirrored. The status of the data sources is updated to show the progress of the synchronization. It can take between 30 minutes to 2 hours for the data sources to be mirrored between the two servers.

4.4. Wait while the data sources are mirrored.

4.5. Verify that the Group State field turns green and shows as Online.

4.6. Enable monitoring for CallPilot Resource Group.

4.6.i. Right-click CallPilot Resource Group.4.6.ii. Select the Monitor Resource Group option.

4.7. Verify that the Monitoring State field turns green and shows as Enabled.

5. Bring the Resource Groups CallPilot_[CP1] and CallPilot_[CP2] online

5.1. In the AutoStart Console window, expand Resource Groups (Domains > [AutoStart_Domain] > Resource Groups).

5.2. Bring CallPilot_[CP1] online (where [CP1] is the name of the CP1 server).

5.2.i. Right-click CallPilot_[CP1].5.2.ii. Select the Bring Online option, and then select <CP1 node name>.

5.3. Bring CallPilot_[CP2] online (where [CP2] is the name of the CP2 server).

5.3.i. Right-click CallPilot_[CP2].5.3.ii. Select the Bring Online option, and then select <CP2 node name>.

- 5.4. Verify that the Group State field turns green and shows as Online.
- **5.5.** Enable monitoring for CallPilot_[CP1] resourse group.
 - **5.5.i.** Right-click CallPilot_[CP1].
 - 5.5.ii. Select the Monitor Resource Group option.
- **5.6.** Enable monitoring for CallPilot_[CP2] resourse group.
 - 5.6.i. Right-click CallPilot_[CP2].5.6.ii. Select the Monitor Resource Group option.
- **5.7.** Verify that the Monitoring State field turns green and shows as Enabled. Result: When the Group State appears green and online, CallPilot is started.