CallPilot Release 5.0 Service Update 11

Date: December 29, 2011
Version: 3

Service Update 11 for CallPilot 5.00

Instructions for installing PEP CP50041SU11S and CallPilot Manager on the CallPilot High Availability Server

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 CP50041SU11S and CallPilot Manager on unconfigured HA system please follow the instruction described in the CP50041SU11S_readme.txt.

NOTE: 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: If a pop-up stating MPB boards were not used by CallPilot system appears on attempt to launch CallPilot on HA pair after CP50041SU11S has been installed, follow the instructions from Troubleshooting section at the end of this document.

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 11 (SU11) installation. Since the problem can be resolved only with the next Service Update (SU12), 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 CP50041SU11S and CallPilot Manager on both Nodes.

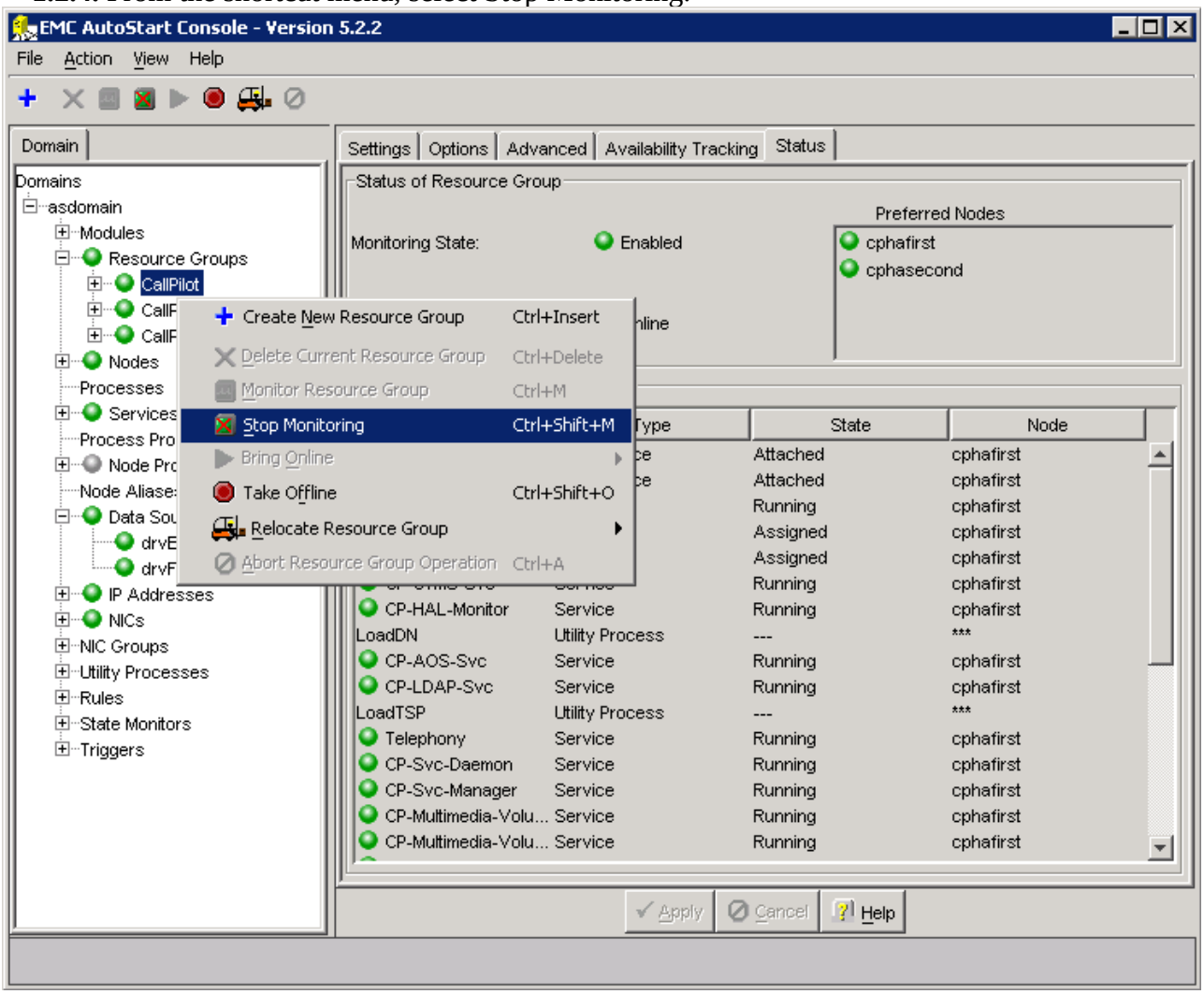
Note: In this procedure, CP1 is the active server and CP2 is the standby server. This process causes the servers to go out of service while the PEPs are installed.
Attention: Please make sure that both nodes are in the green status on the Nodes list of the AutoStart Console.

1. On CP1, do the following:

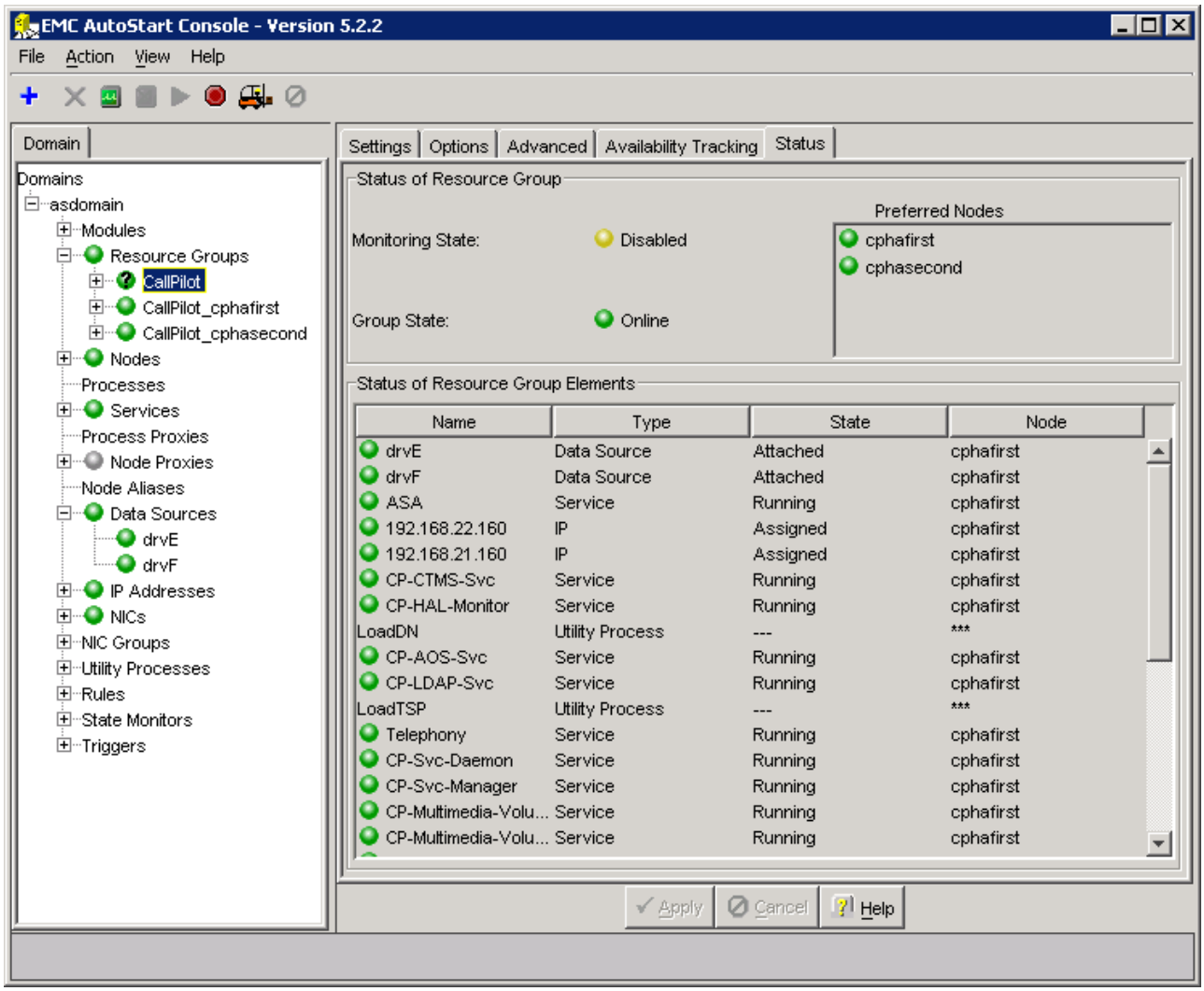
1.1. Launch the AutoStart Console.

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.



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.

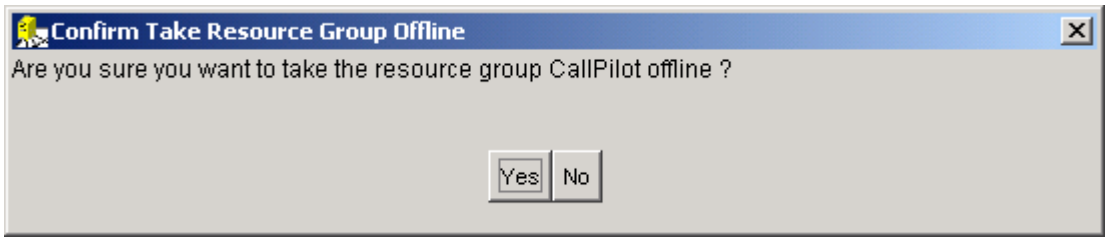


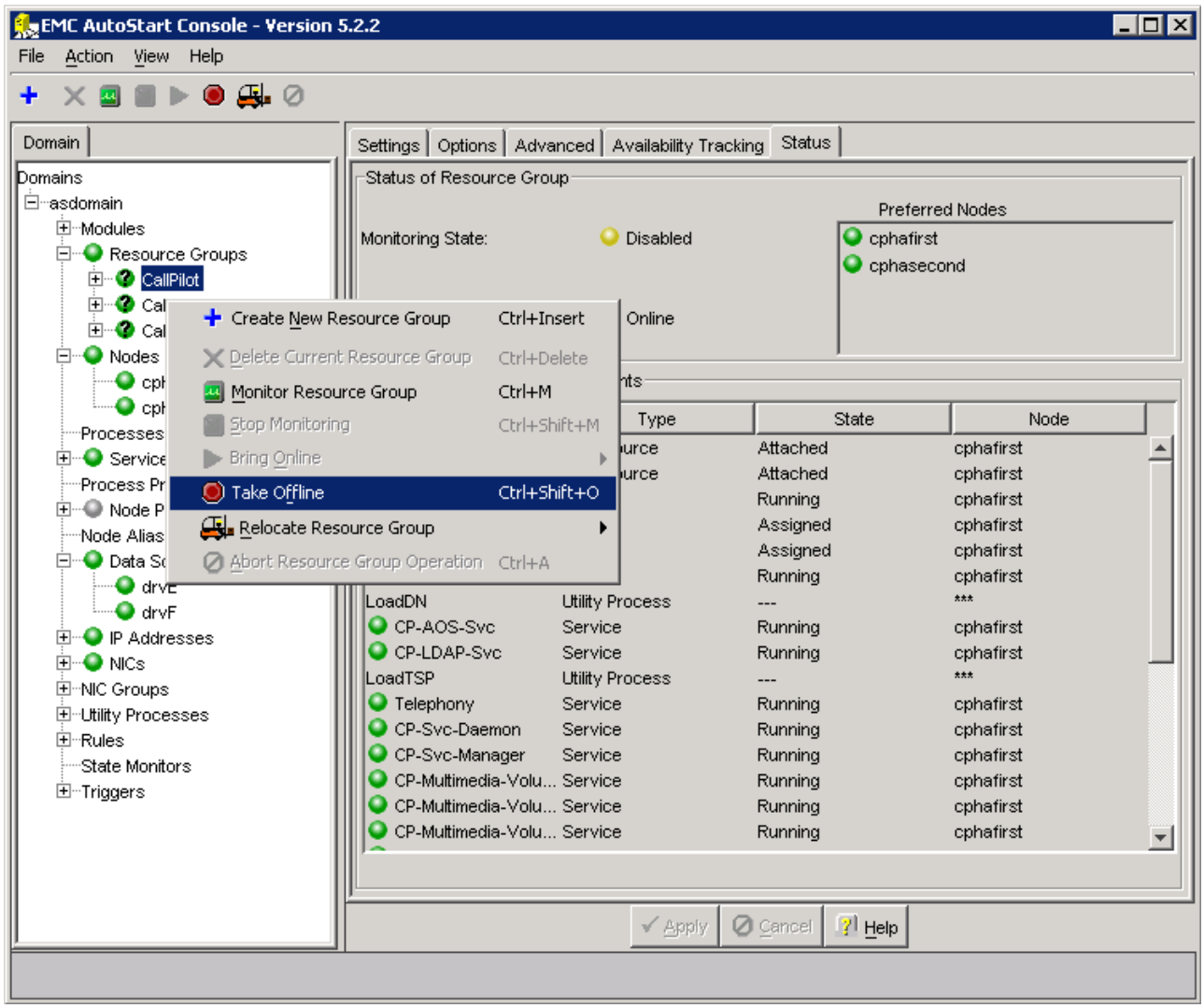
1.2.5. Right-click Resource Groups > CallPilot_[CP1].
1.2.6. From the shortcut menu, select Stop Monitoring.
Result: On the Status tab, the Monitoring State turns to yellow and shows a status of Disabled. On the Domains pane, the Resource Groups > CallPilot_[CP1] changes to a green light with a black 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.

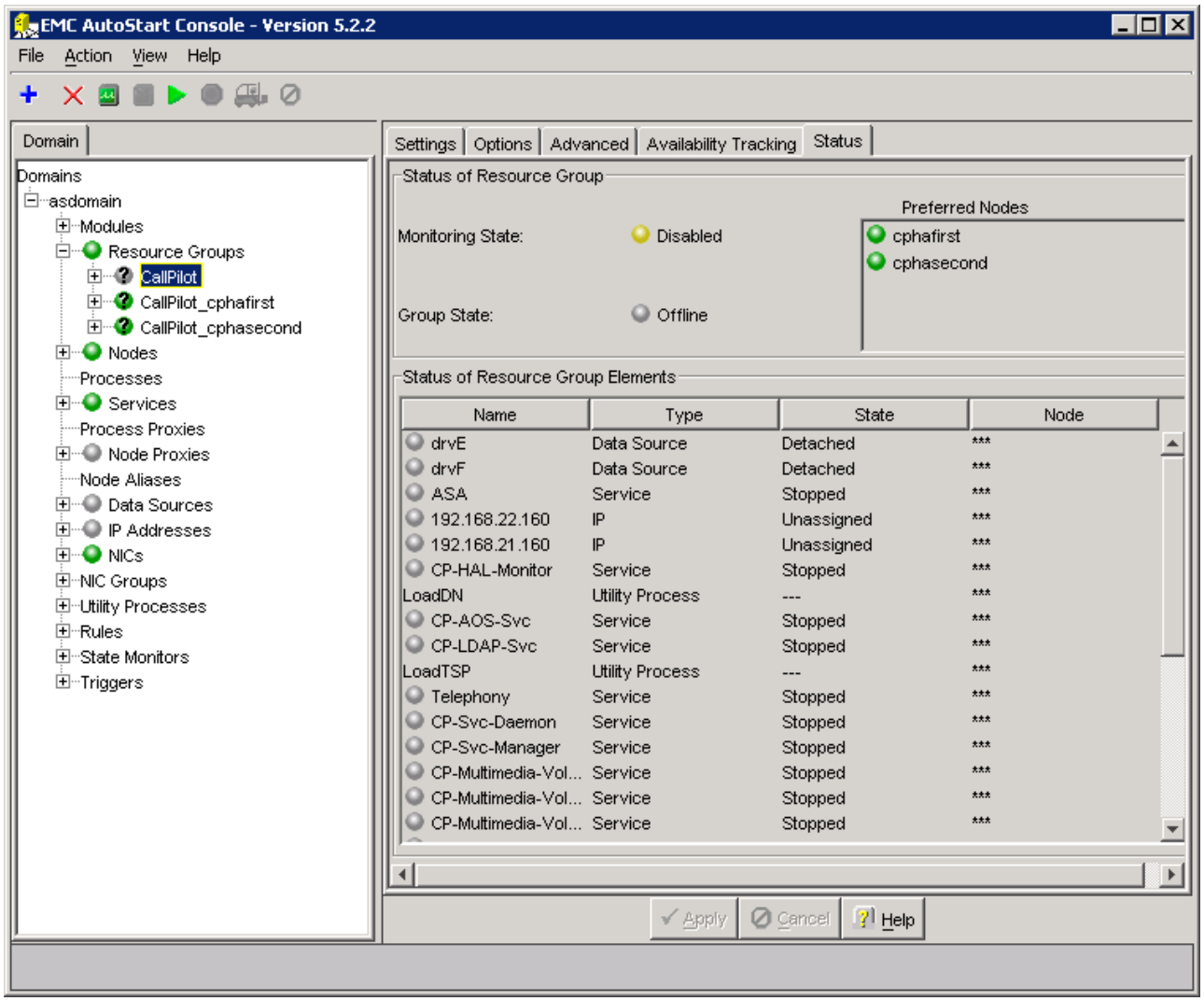
1.3. Take CallPilot, CallPilot_[CP1] and CallPilot_[CP2] resource groups offline (shutting down CallPilot).

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 following 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. This can take a few minutes.

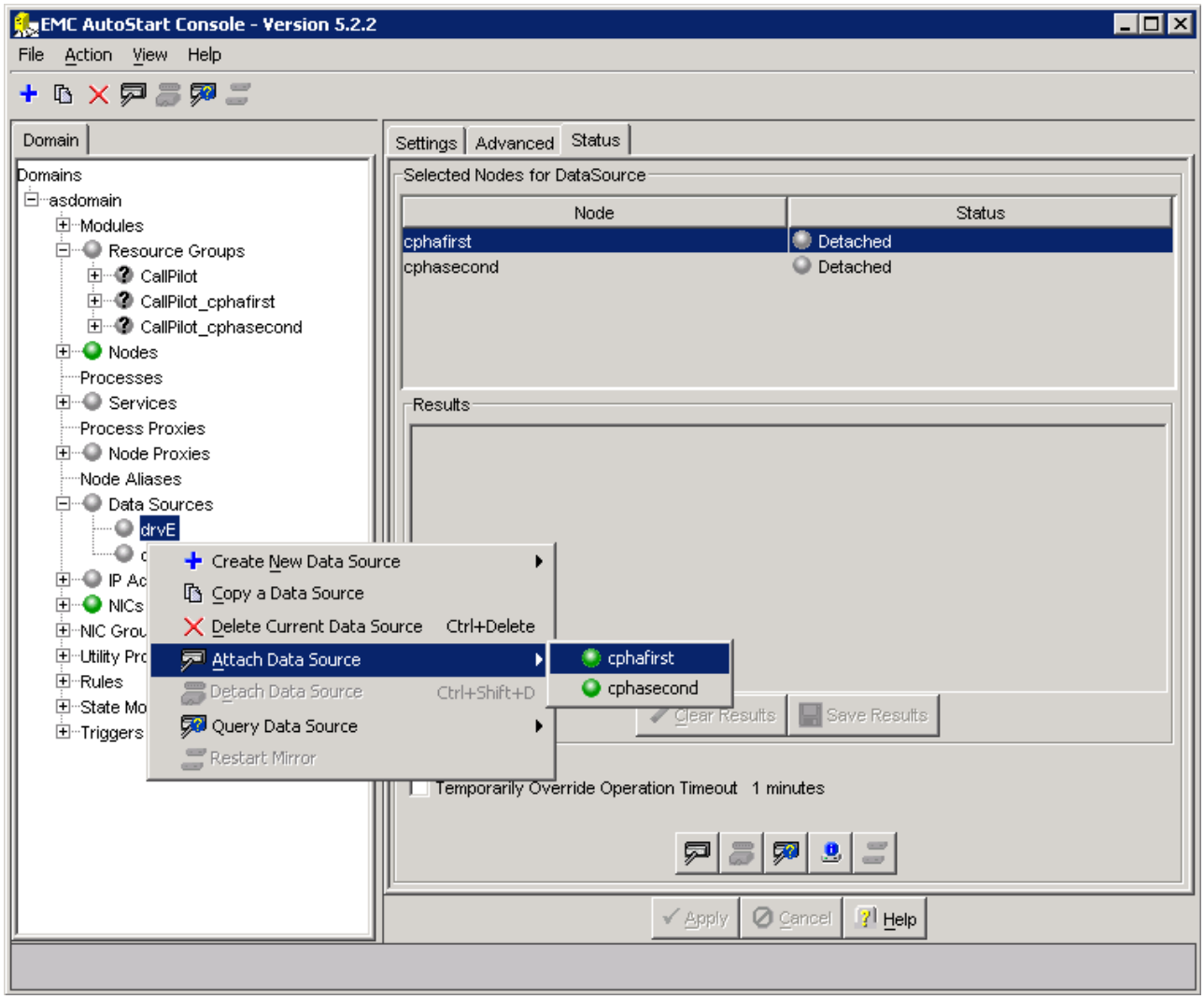
1.3.8. Right-click the CallPilot_[CP2] resource group.
1.3.9. From the shortcut menu, select the Take Offline option.
Note: The confirmation box appears. Click [Yes] to continue.
1.3.10. Wait until the Group State turns gray and shows Offline. This can take a few minutes.

1.4. Wait for all resource groups to go offline.

1.5. If Service Update 11 (SU11) is installed on top of SU10, 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 SU11 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. (Note: Perform steps i, ii, iii below on drive E and drive F).

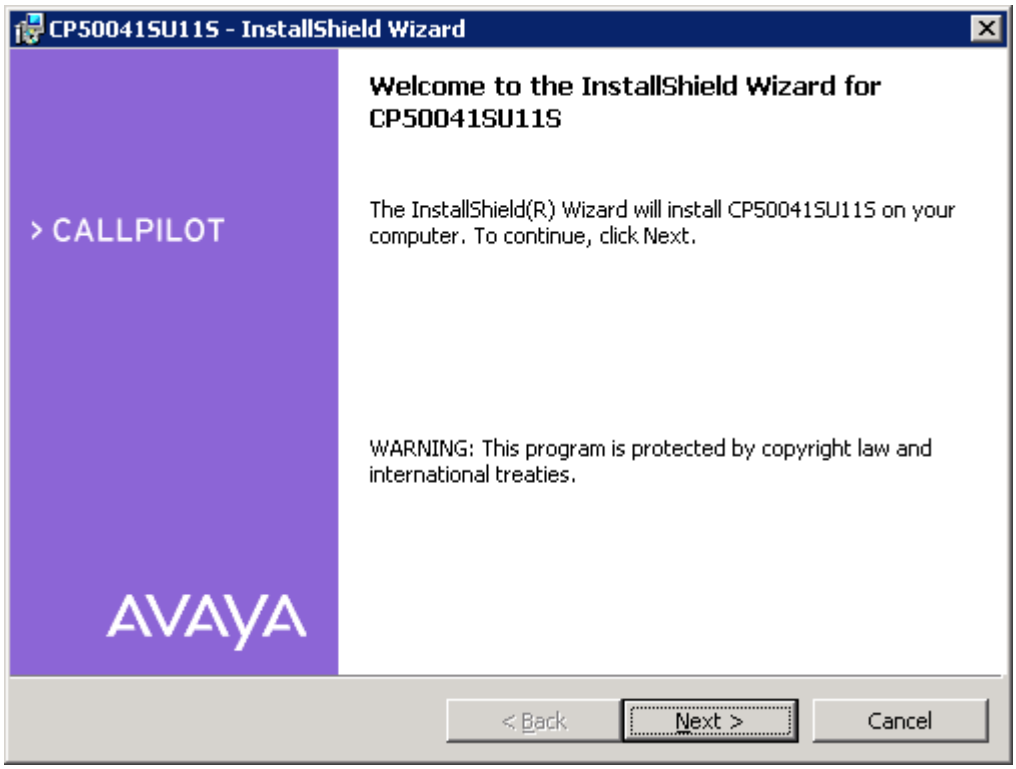
1.6.i. In the AutoStart Console, select the [AutoStart_Domain] > Data Sources.
1.6.ii. Right-click the drive you want to connect.
1.6.iii. Select Attach Data Source.



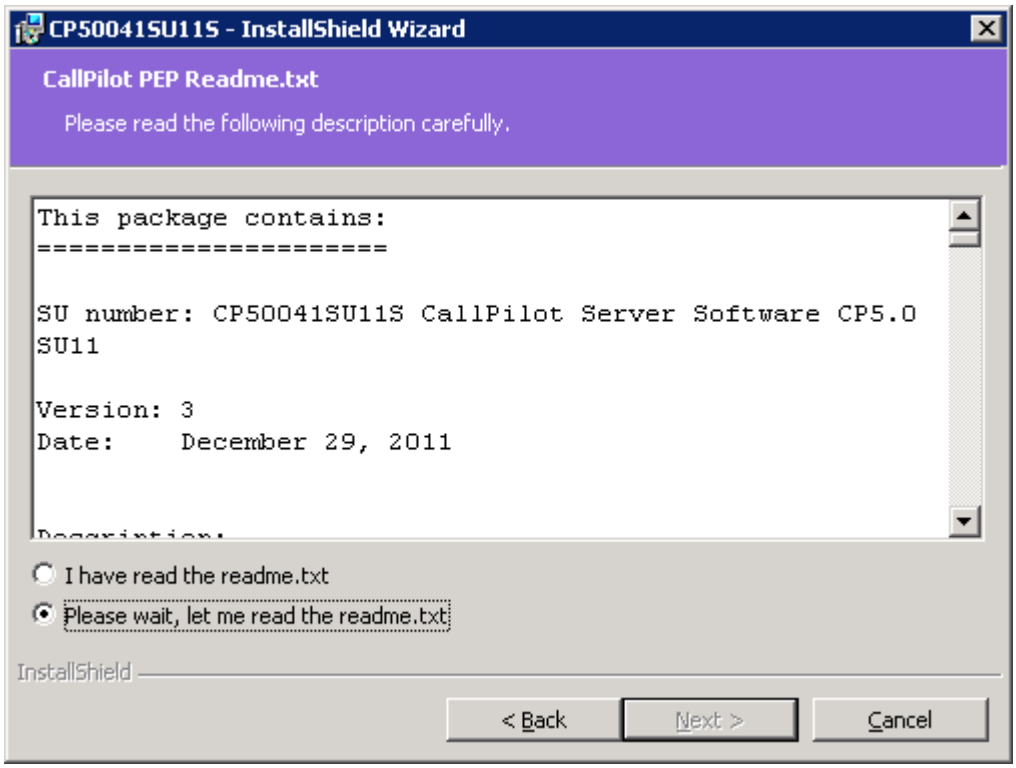
1.7. Installing Service Update 11

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 CP50041SU11S.msi to start the installation.

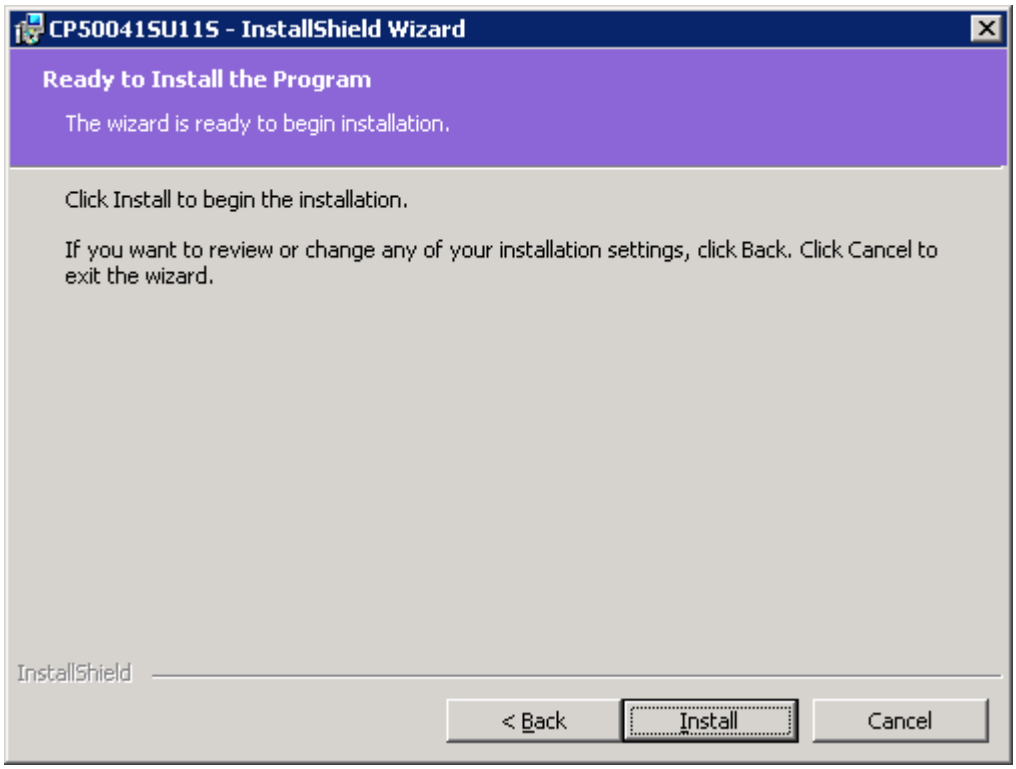


1.7.3. Click on the [Next >] button. Setup will show the readme file.



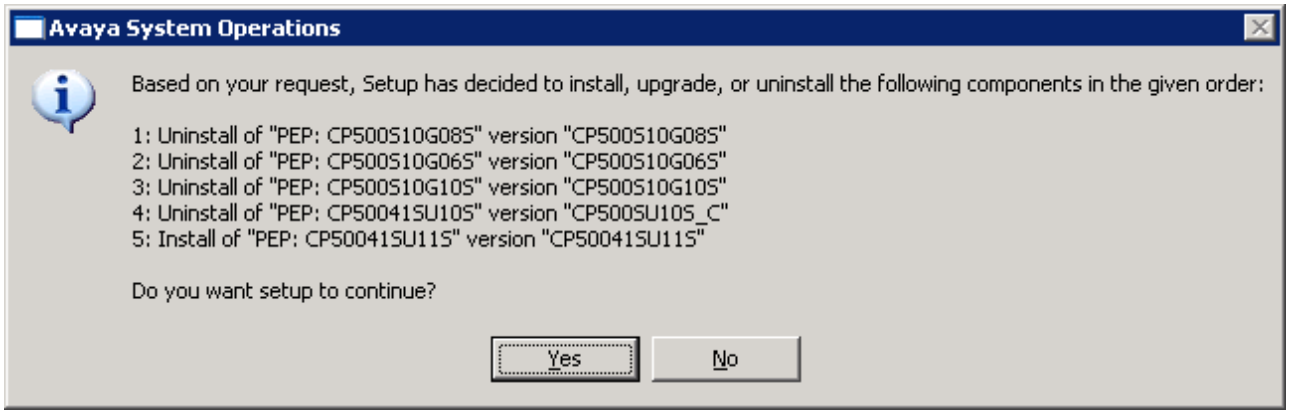
1.7.4. Read the readme file carefully, select “I have read the readme.txt” and press [Next >].

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.



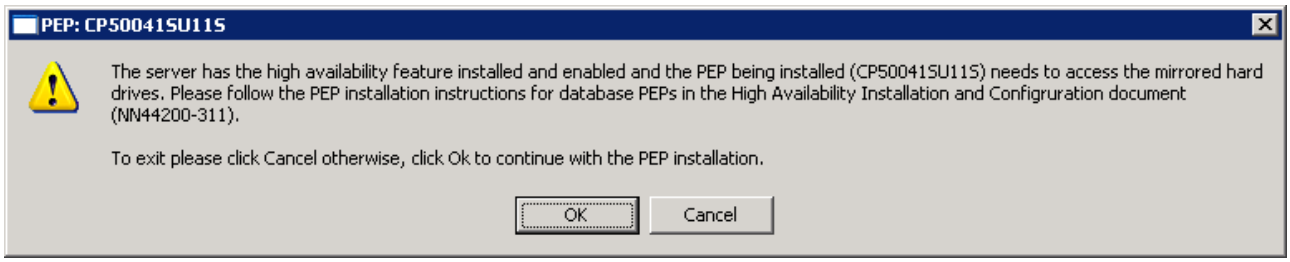
1.7.6. Click [Install] to continue.

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

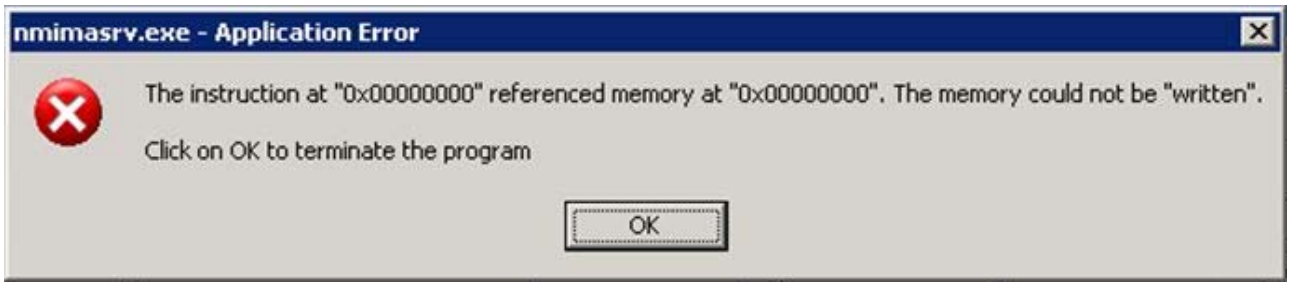


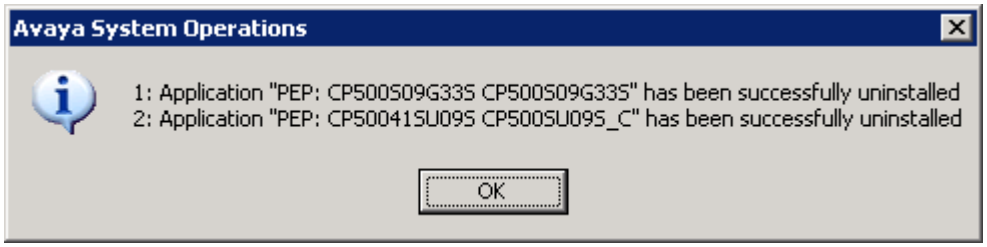
1.7.8. Click [Yes] to proceed. Setup starts to uninstall PEPs. Please wait while the uninstall process completes. Once the uninstall process completes, a window will appear with the uninstall status.

Note: During the installation of CP50041SU11S 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.

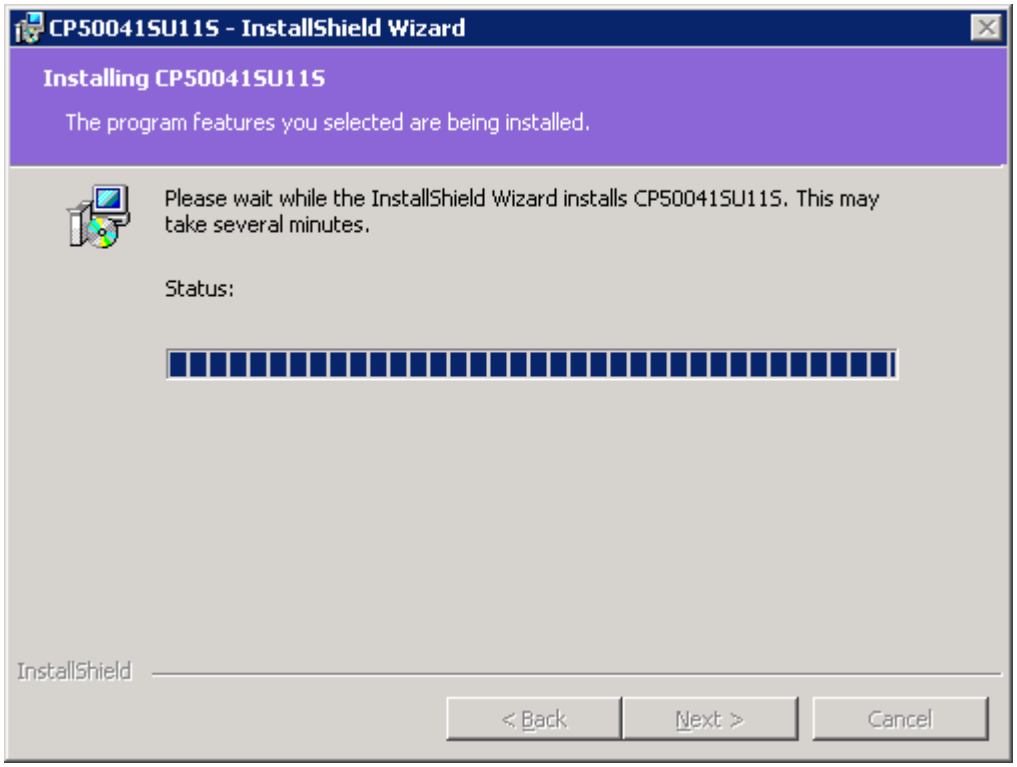


Note: During the installation of CP50041SU11S a CallPilot service can terminate with pop-up Application Error message stating that “The instruction at “0x00000000” referenced memory at “0x00000000”. The memory could not be “written”. Click on OK to terminate the program”. Click [OK] to continue.

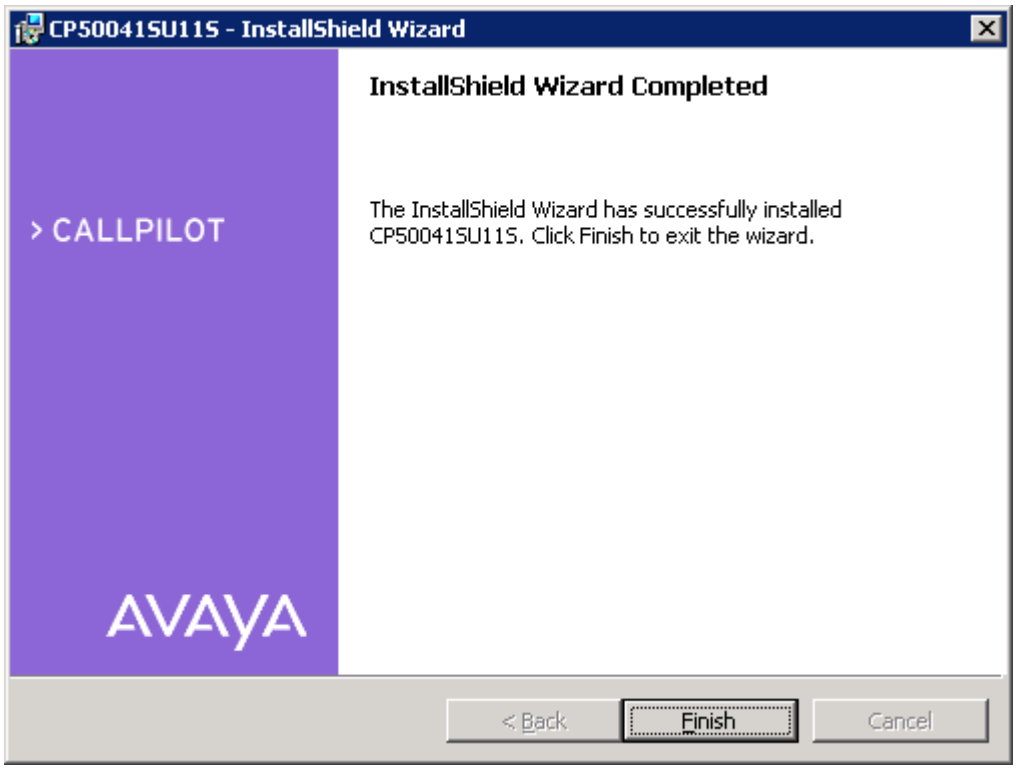




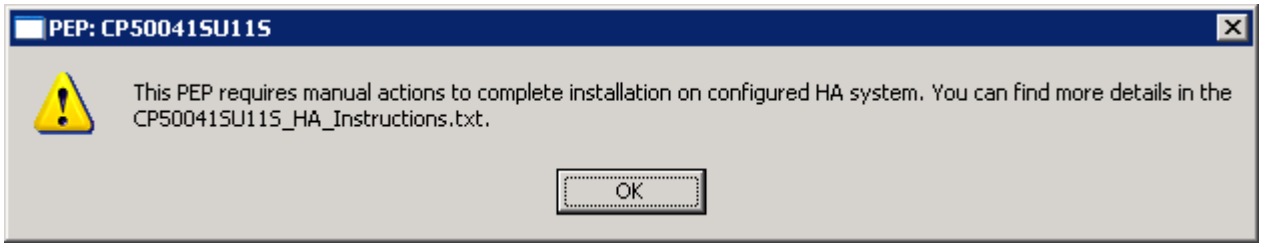
1.7.9. Click on the [OK] button to start of SU11 installation.
Setup starts to install SU11.



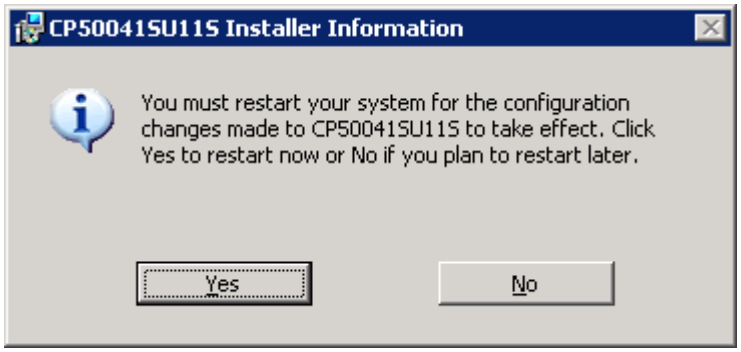
1.7.10. Wait for the installation to complete. Click [Finish] to continue.



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

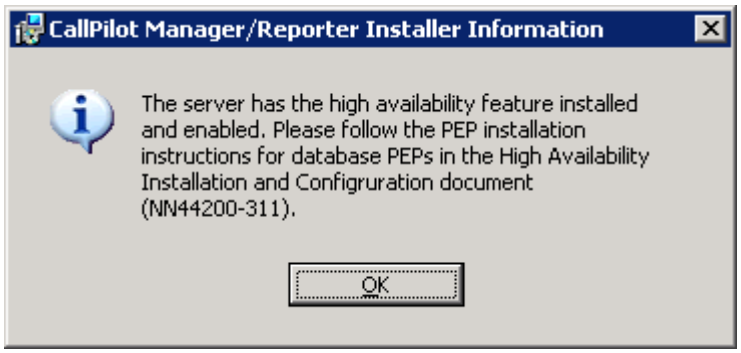


1.7.11. You will be prompted that a reboot of the server is required. Click [No] not to reboot.

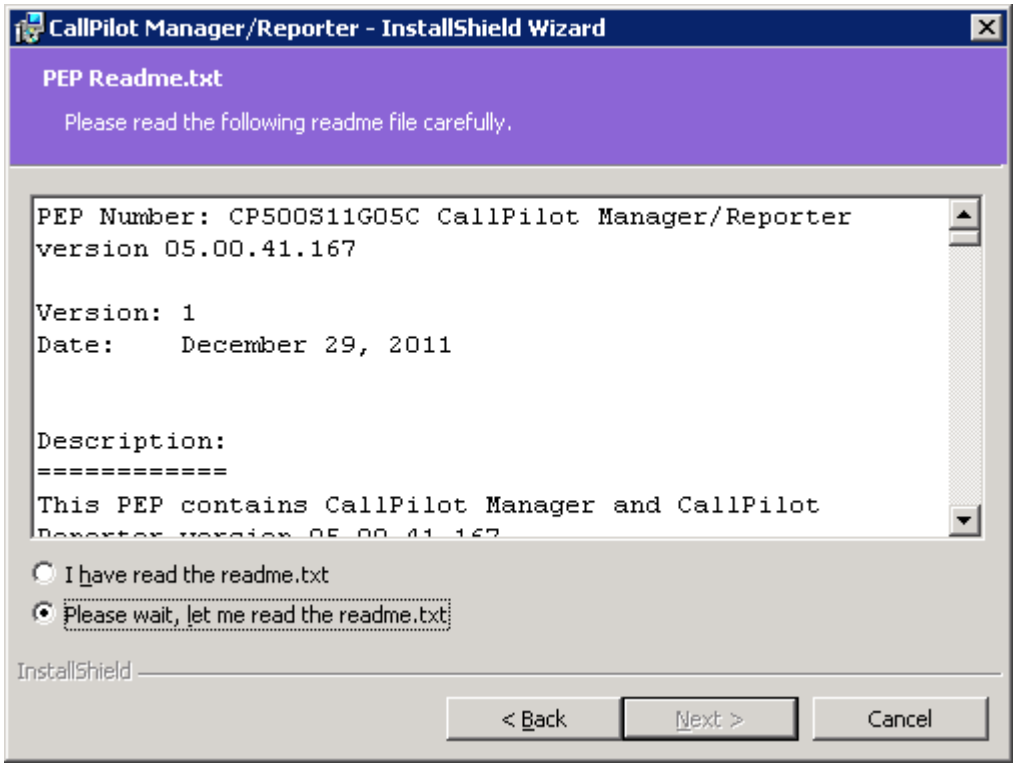


1.8. Installing CallPilot Manager on the CallPilot Server.

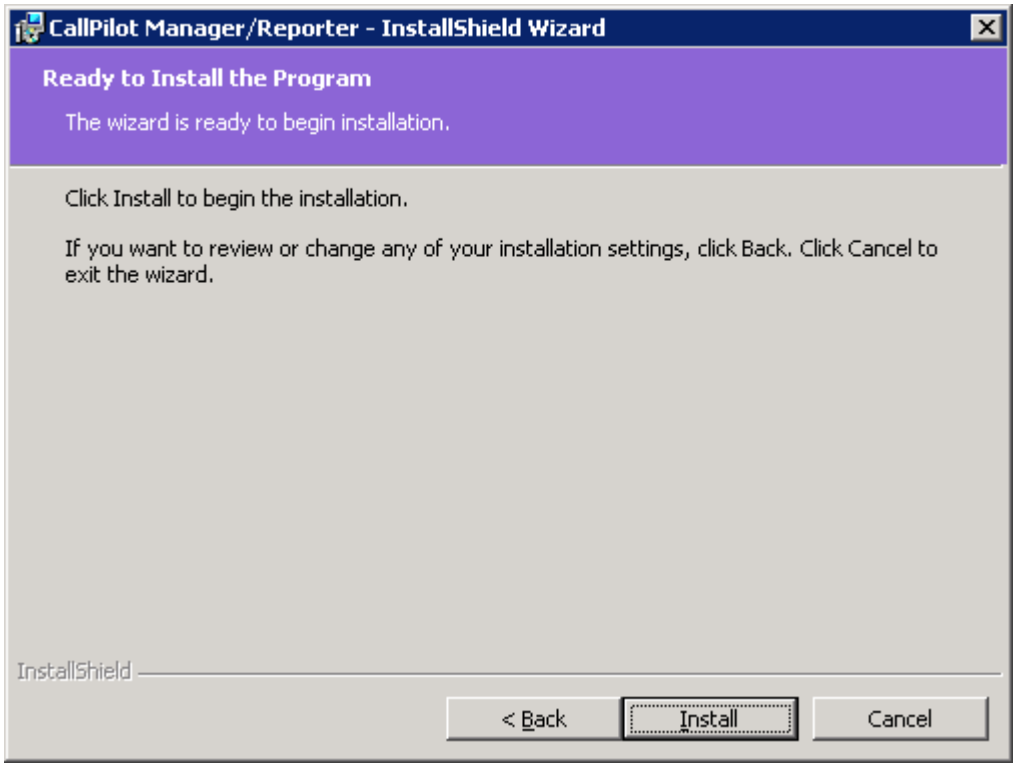
1.8.1. Disconnect all browsers currently connected to CallPilot Manager.
1.8.2. Navigate to D:\temp and launch the CP500S11G05C.msi to start the installation.
Note: After that the following information popup appears. During the installation of Call Pilot Manager it will appear again. Click [OK] to continue.



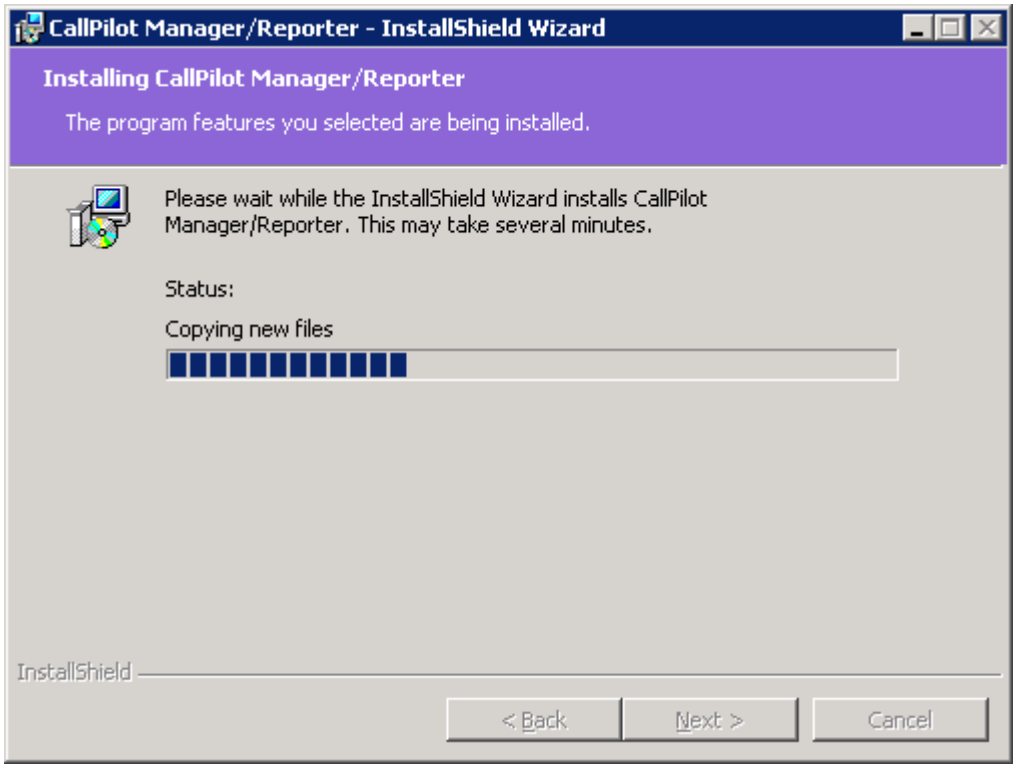
1.8.3. Click on the [Next >] button. Setup will show the readme file.



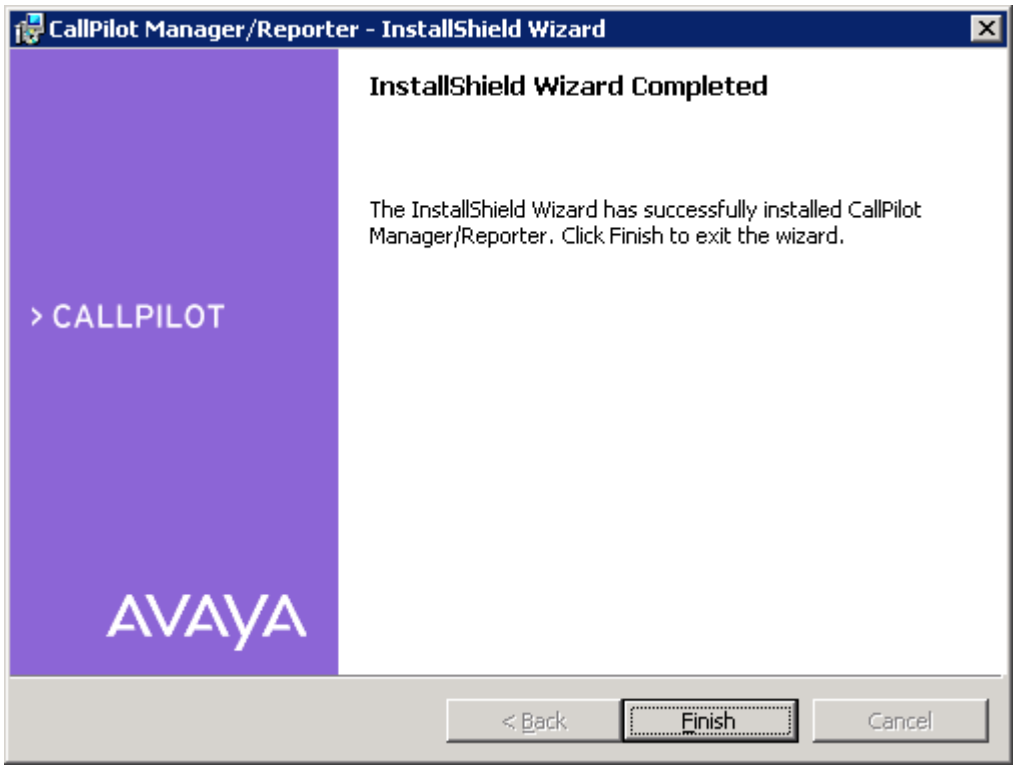
1.8.4. Read the readme file carefully, select “I have read the readme.txt” and press [Next >]



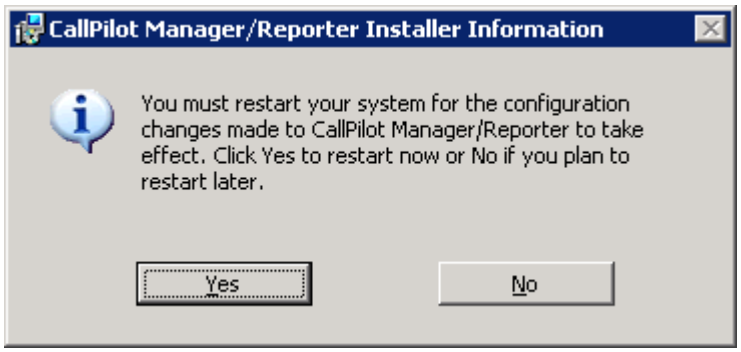
1.8.5. Click [Install] to proceed.
Note: Please wait, it could take several seconds for the CallPilot Manager Installer to start.



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.



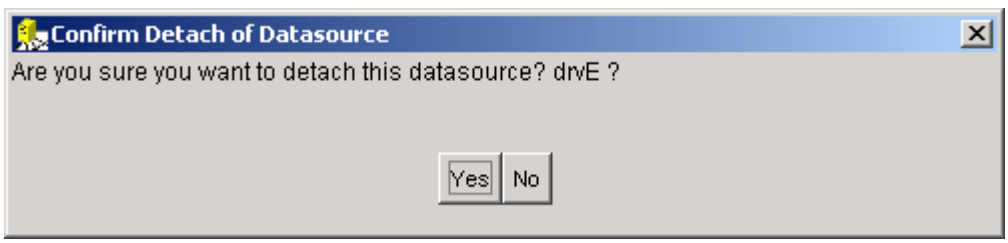
1.8.7. Wait for the installation to complete. Click [Finish] to continue.

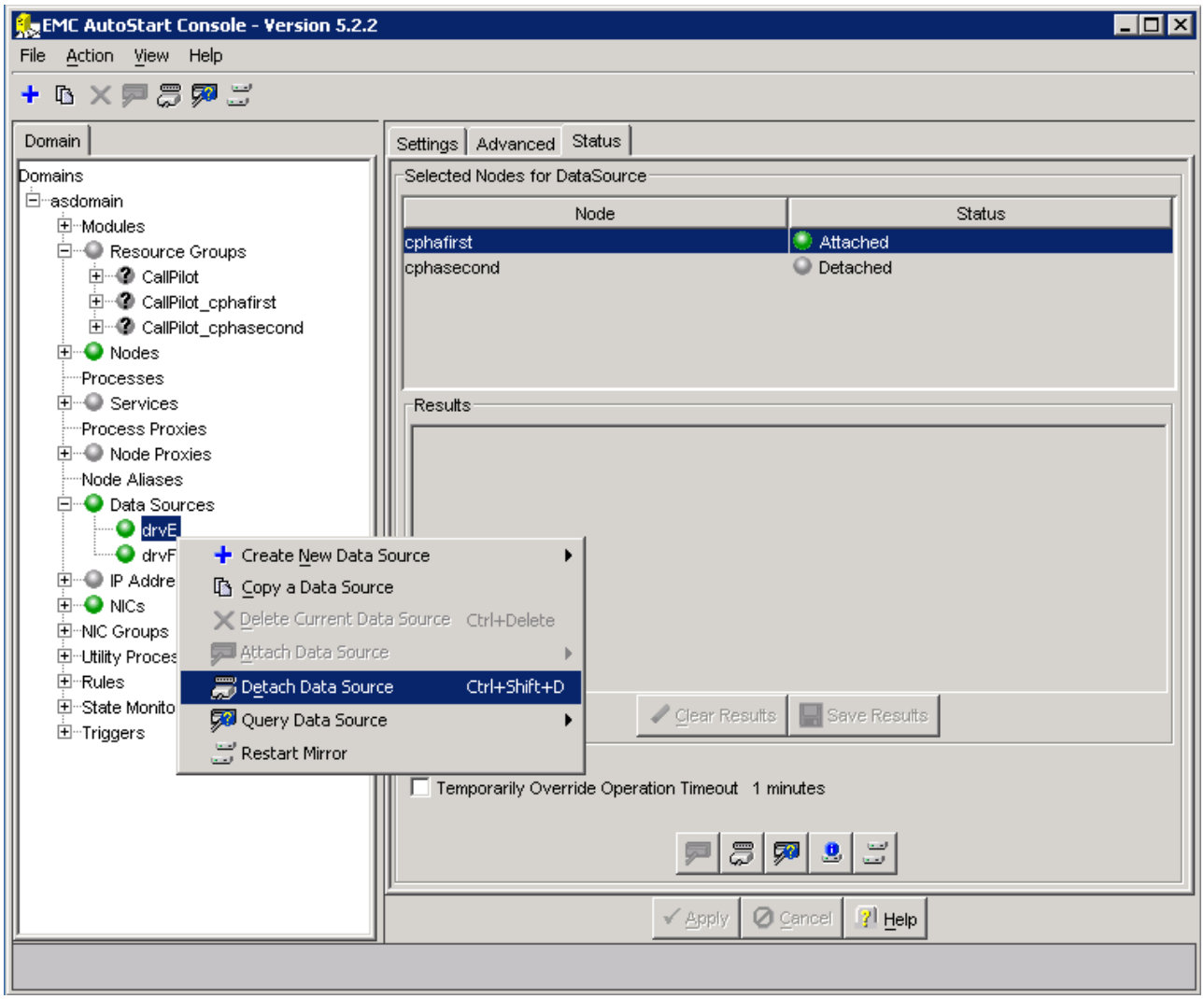


1.8.8. You will be prompted that a reboot of the server is required. Click [No] not to reboot.

1.9. Detach the mirror drives, drive E and drive F from CP1
(Note: Perform steps i, ii, iii below on drive E and drive F)

1.9.i. In the AutoStart Console, select the [AutoStart_Domain] > Data Sources.
1.9.ii. Right-click the drive/data source.
1.9.iii. Select Detach Data Source.
Note: The following confirmation box appears. This pops up for both data sources that are being detached. Click [Yes] to continue.





1**.10.** If Service Update 11 (SU11) has been installed on top of SU10, SU09, SU08 or SU07, move the content of D:\temp\HA_Unloaded_Tables directory into the D:\Nortel\Data\HA\HA_Unloaded_Tables.

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

2. On CP2, do the following:

2**.1.** If Service Update 11 (SU11) is installed on top of SU10, 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 SU11 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 11

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 CP50041SU11S.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.

Note: During the installation of CP50041SU11S 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.

Note: During the installation of CP50041SU11S a CallPilot service can terminate with pop-up Application Error message stating that "The instruction at "0x00000000" referenced memory at "0x00000000". The memory could not be "written". Click on OK to terminate the program". Click [OK] to continue.

2.4.9. Click on the [OK] button to start of SU11 installation.
Setup starts to install SU11.

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

Note: 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 CP500S11G05C.msi to start the installation.
Note: 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.
Note: Please wait, it could take several seconds for the CallPilot Manager Installer to start.

2.5.6. 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.

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

2.6.i. In the AutoStart Console, select the [AutoStart_Domain] > Data Sources.
2.6.ii. Right-click the drive/data source.
2.6.iii. Select Detach Data Source.
Note: The confirmation box appears. This pops up for both data sources that are being detached. Click [Yes] to continue.

2.7. If Service Update 11 (SU11) has been installed on top of SU10, SU09, SU08 or SU07, move the content of D:\temp\HA_Unloaded_Tables directory into the D:\Nortel\Data\HA\HA_Unloaded_Tables.

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

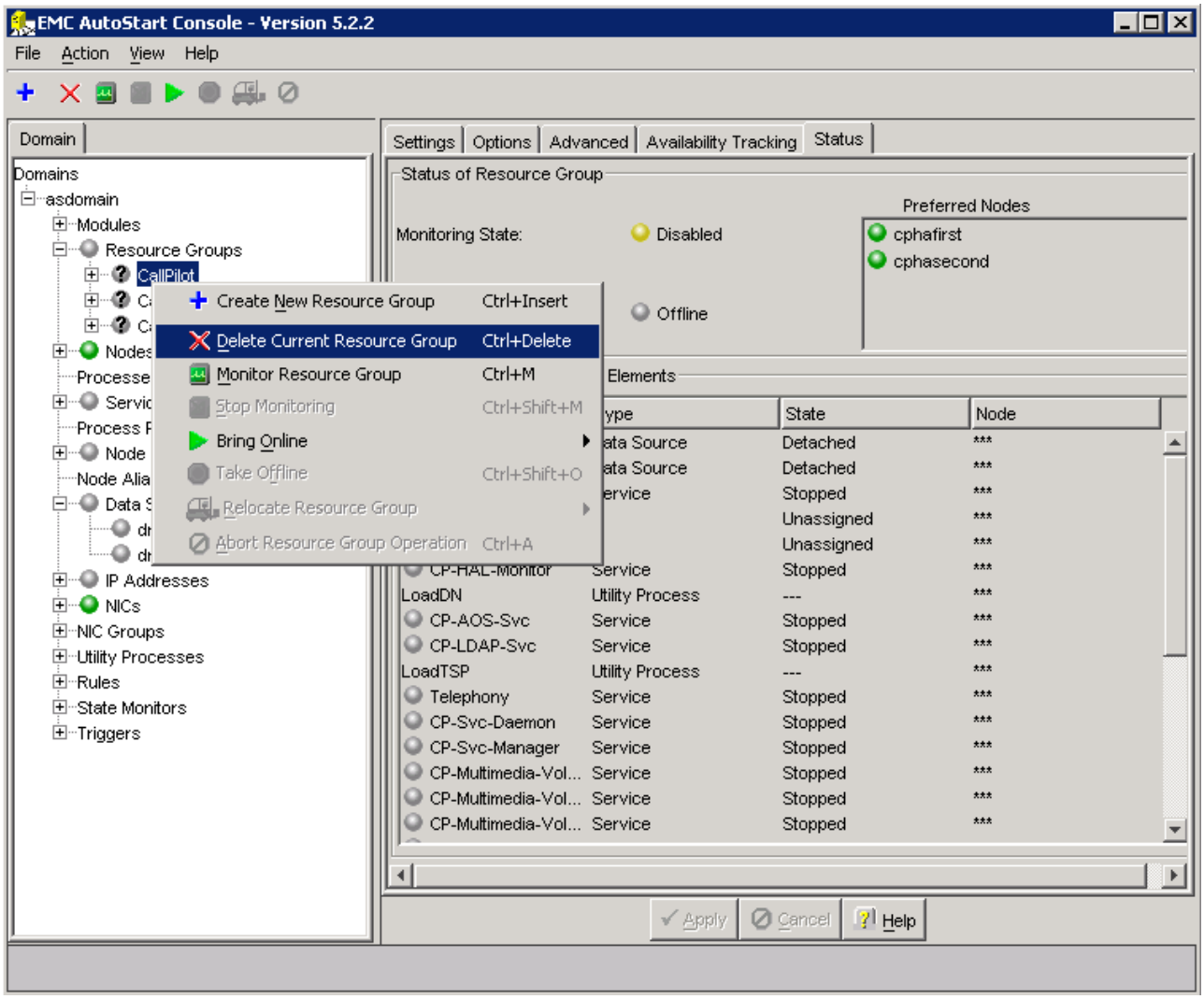
(II) Recreate and Import the AutoStart definition file

Note: On CP1, do the following:

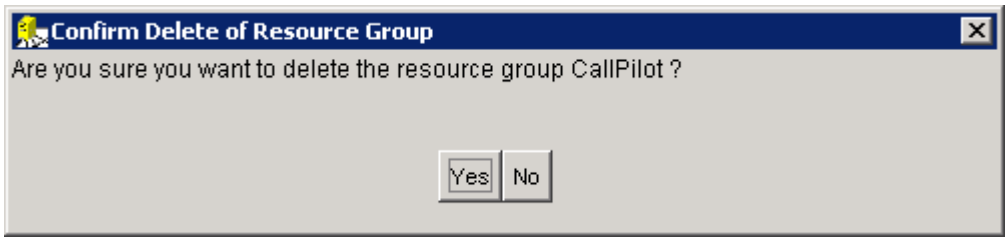
1. Recreate the AutoStart definition file.

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.

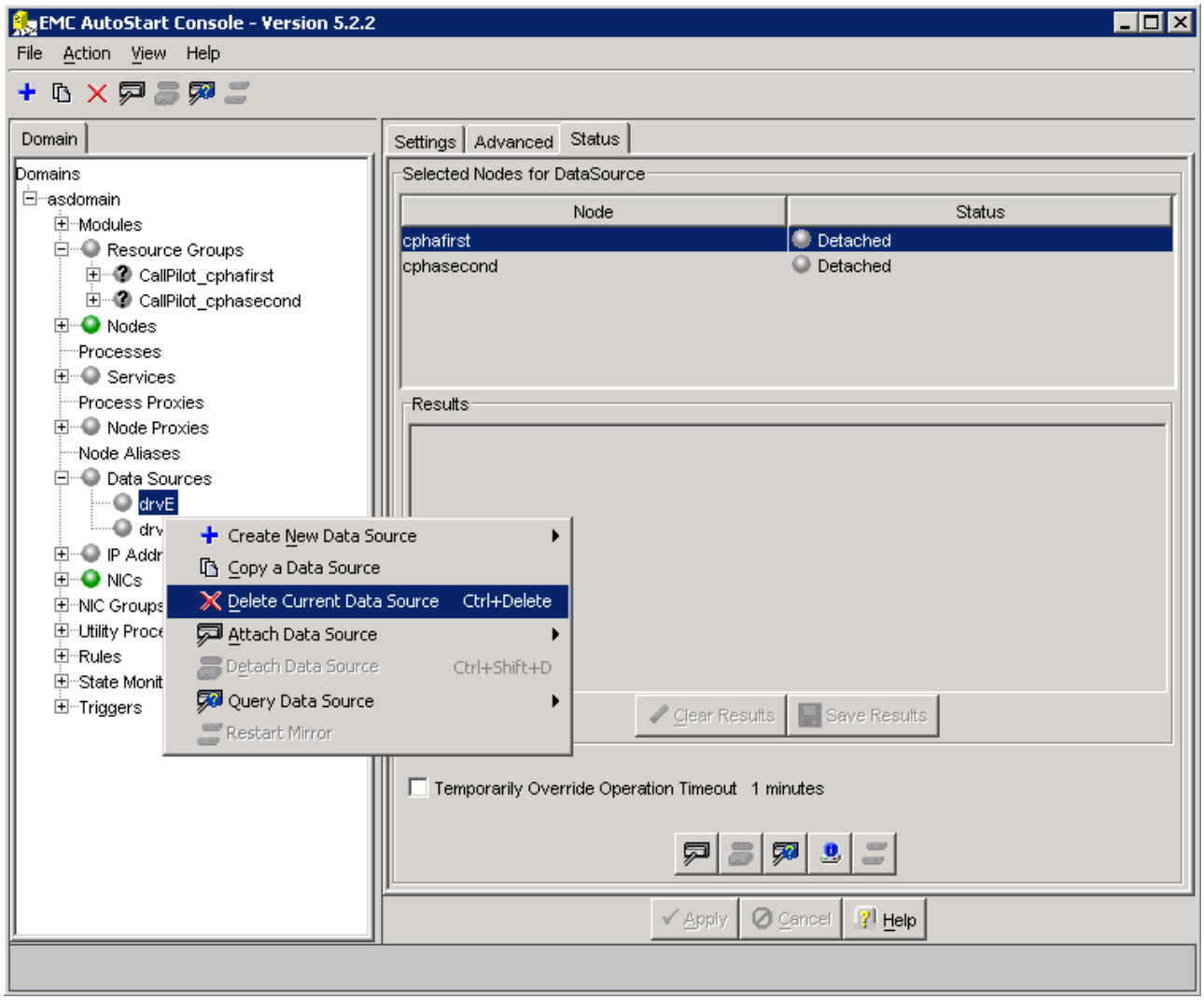


Result: The Confirm Delete of Resource Group window appears.

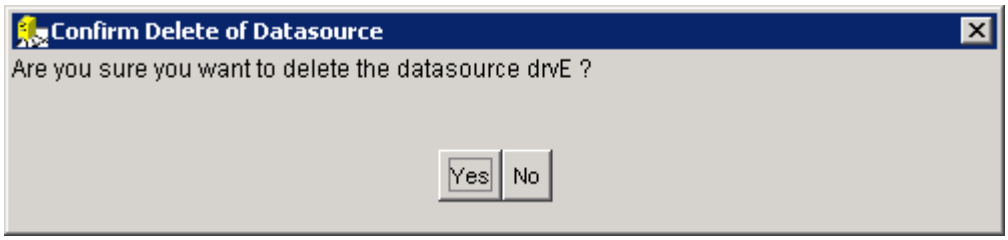


1.3. Click [Yes] to confirm the deletion of the CallPilot resource group.

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

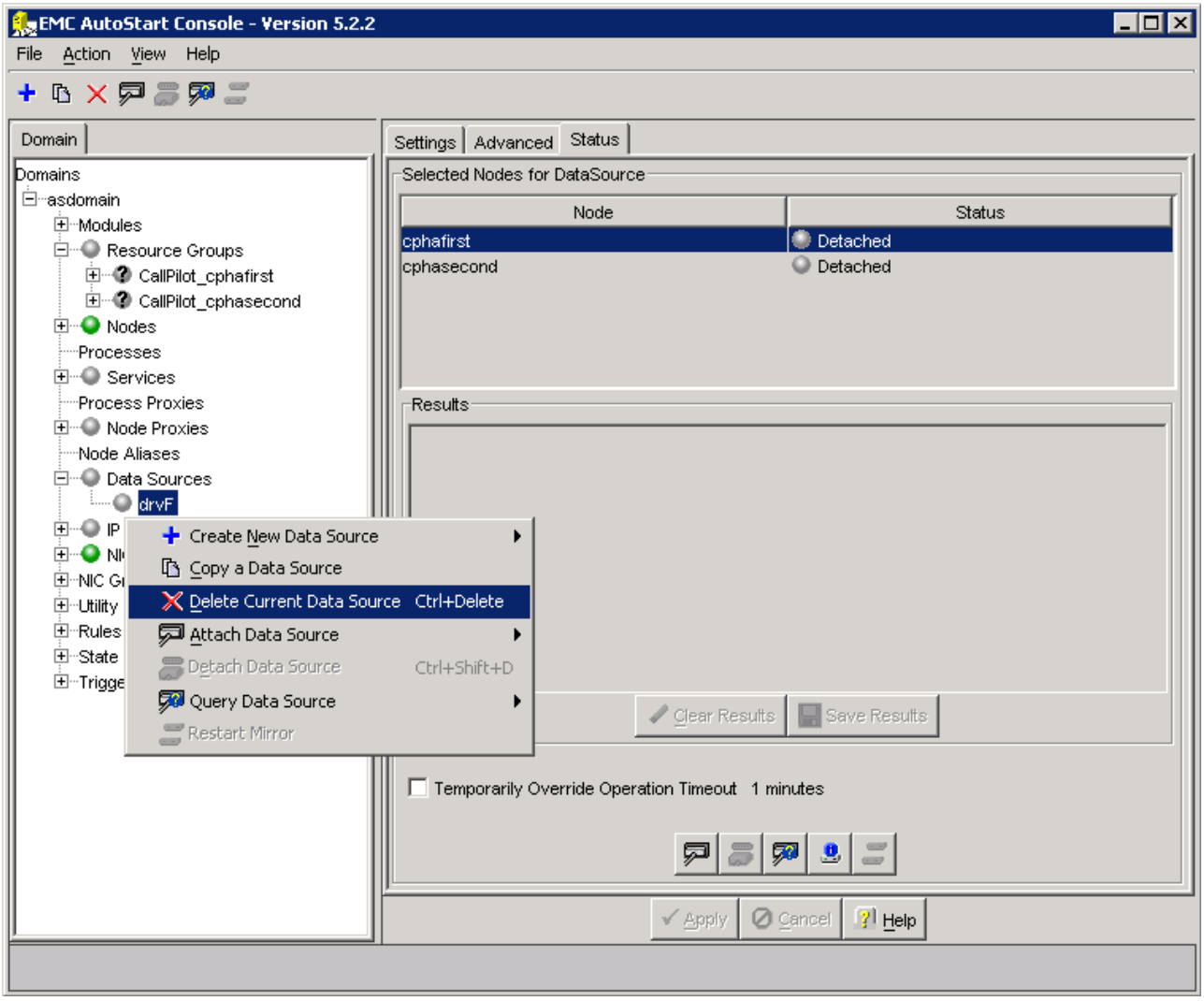


Result: The Confirm Delete of Datasource window appears.

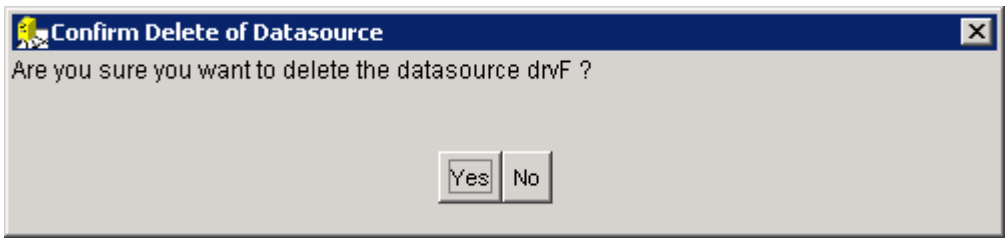


1.5. Click [Yes] to confirm the deletion of drvE.

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

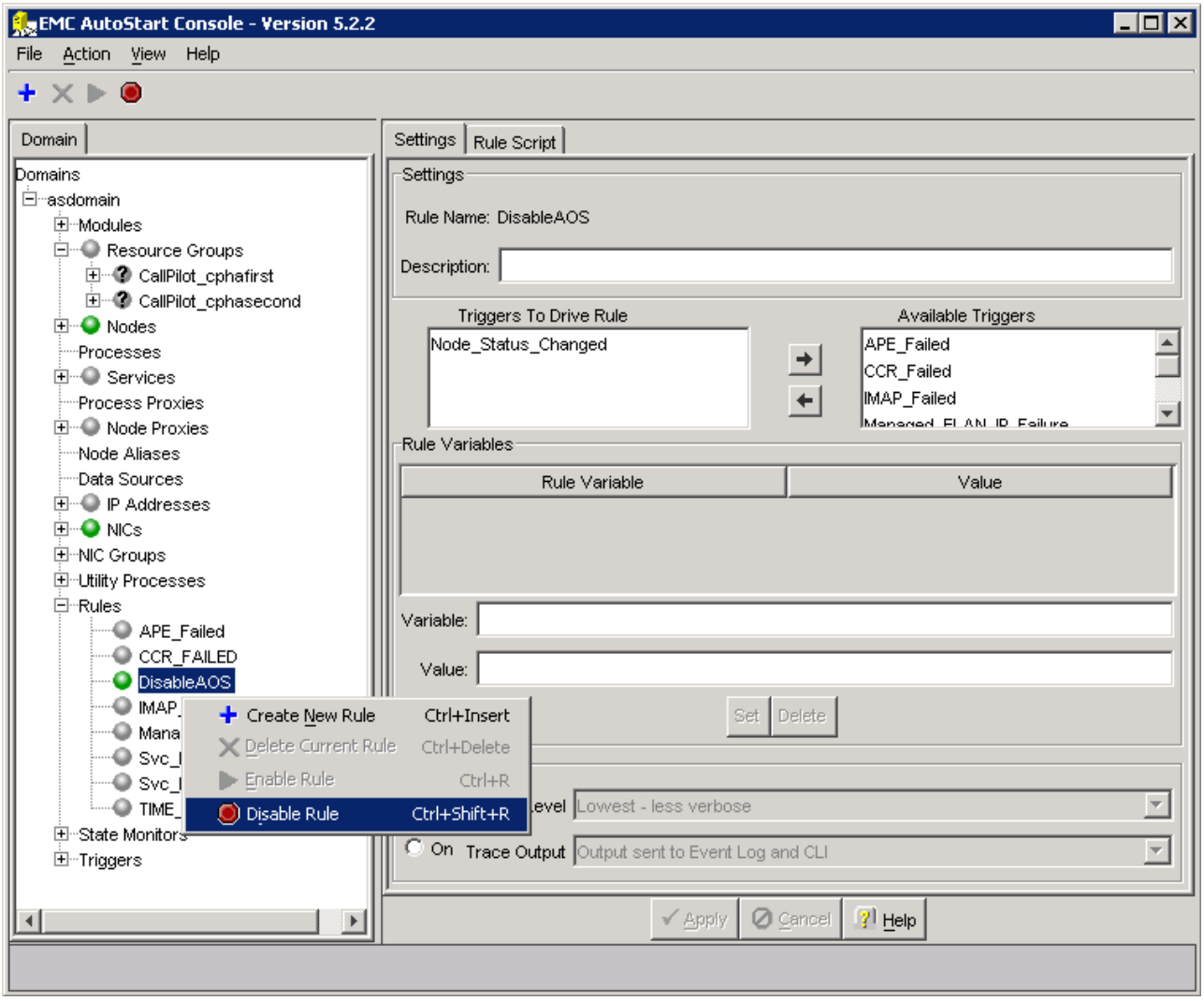


Result: The Confirm Delete of Datasource window appears.

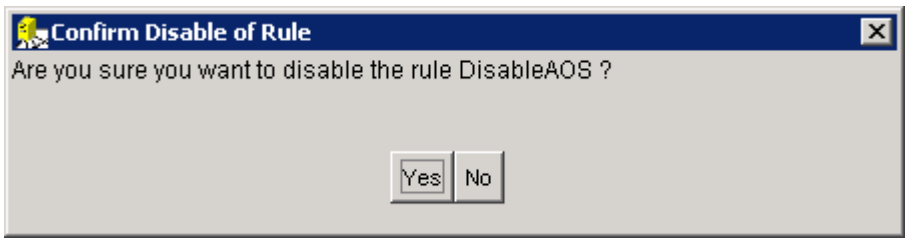


1.7. Click [Yes] to confirm the deletion of drvF.

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).

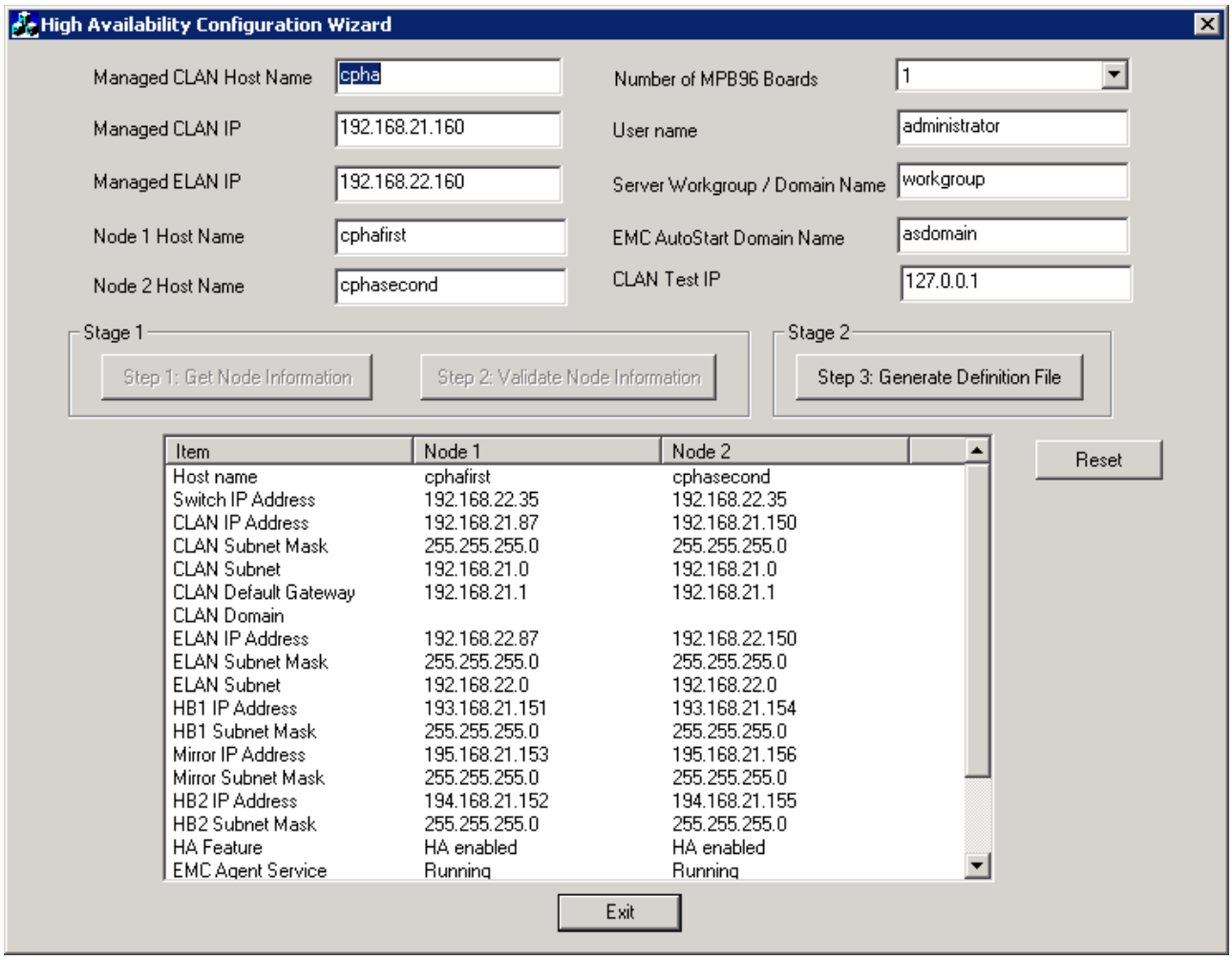


Result: The Confirm Disable of Rule window appears.

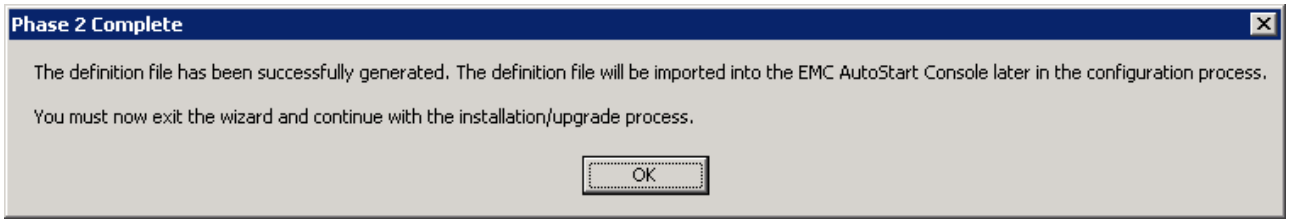


1.9. Click [Yes] to confirm the disabling of the rule.

1.10. Double-click the HighAvailabilityConfigurationWizard.exe file.
Result: The High Availability Configuration Wizard appears. The information that was previously entered is automatically loaded and the node information validation is automatically rerun.



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.



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

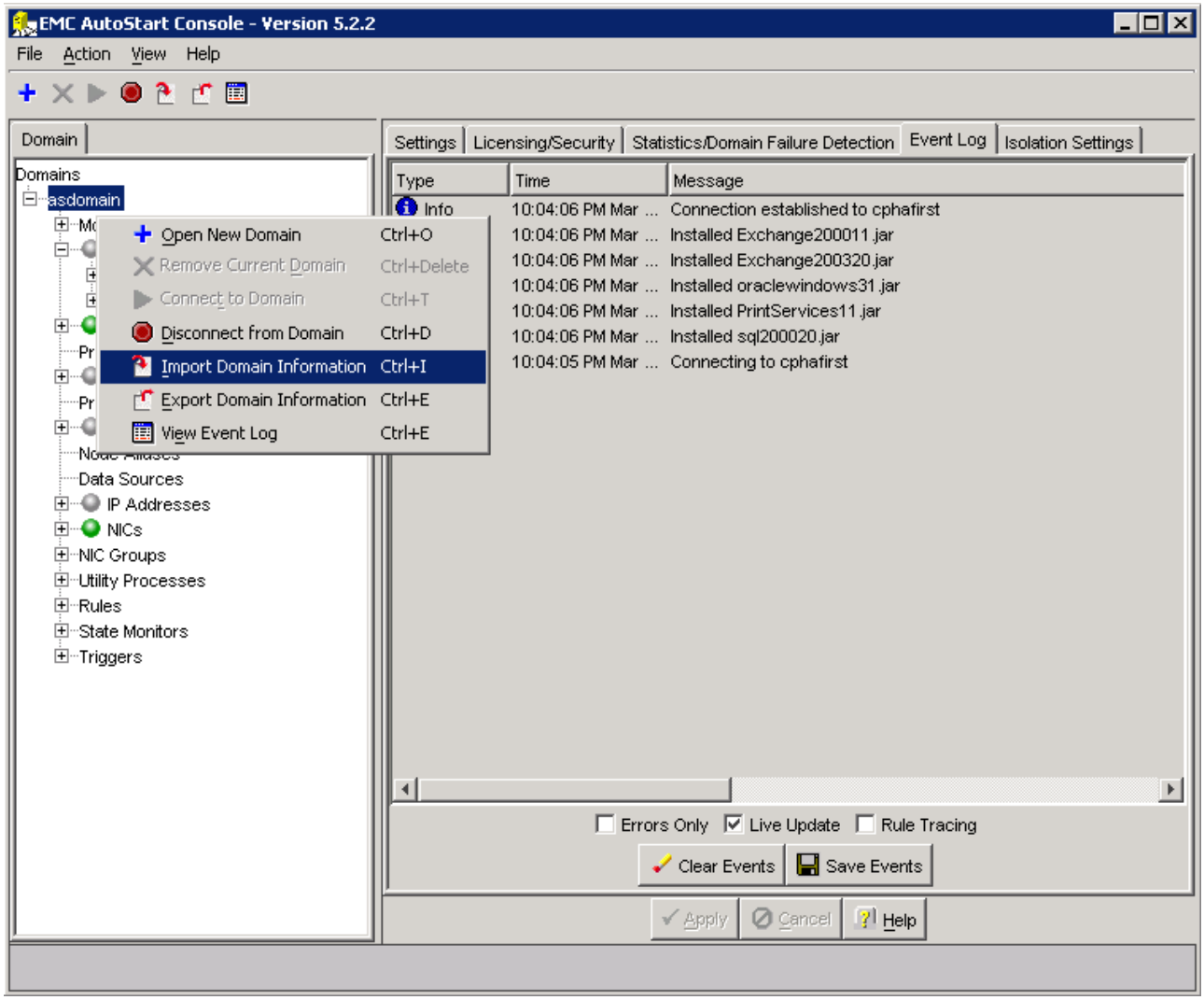
Two AutoStart definition files are available, as follows:
- CallPilot-Mirroring-Single.def (For systems with one MPB96 board.)
- CallPilot-Mirroring.def (For systems with three MPB96 boards.)

2.1. Open the AutoStart Console window.

2.2. Expand Domains.

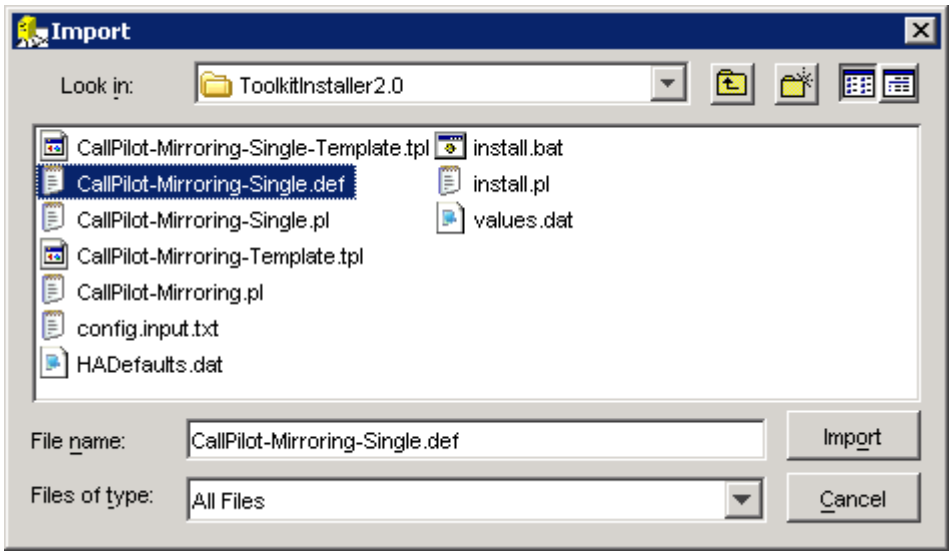
2.3. Right-click [AutoStart_Domain]. (This is the domain name created when the AutoStart agent is installed.)

2.4. Select the Import Domain Information option.

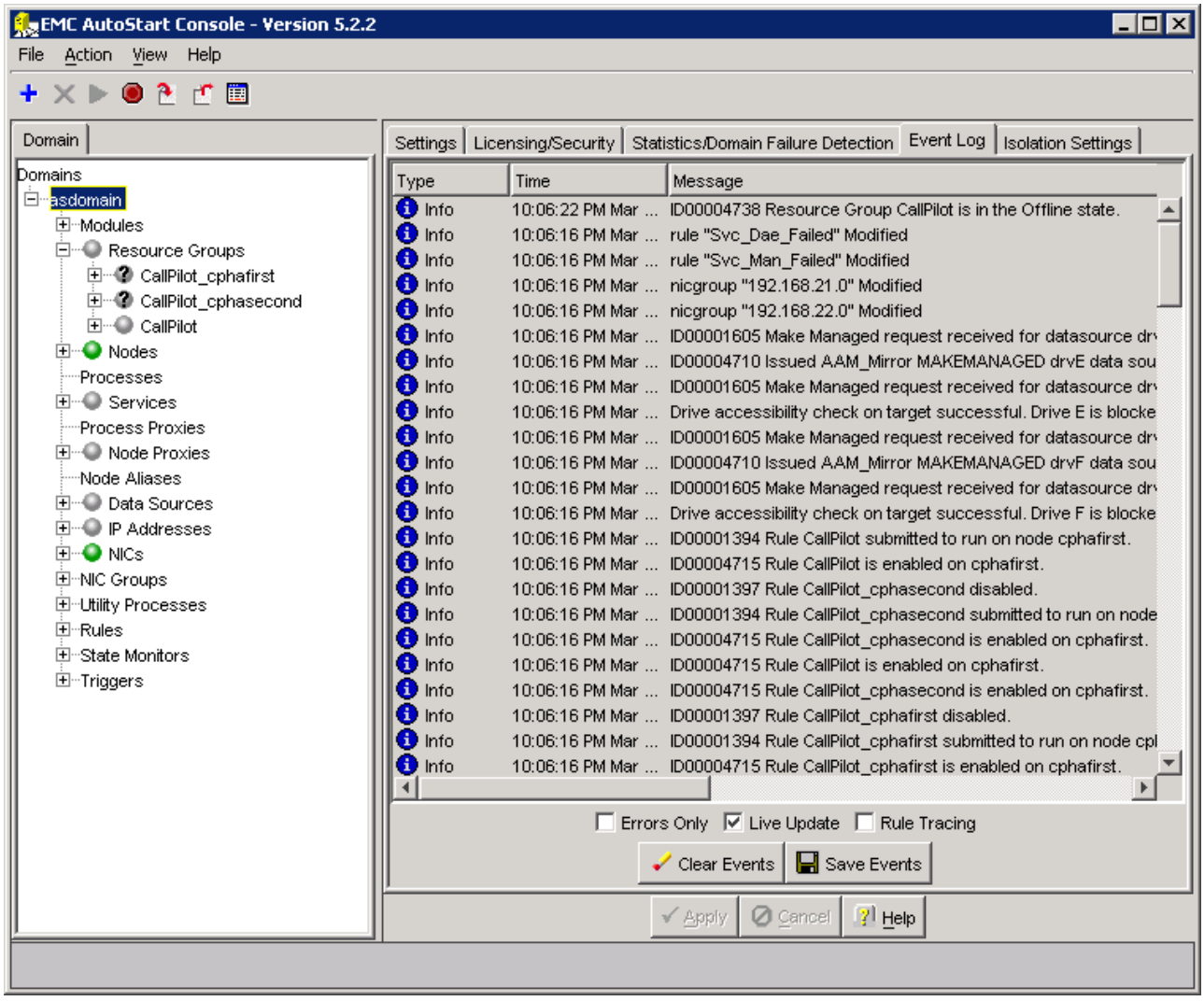


Result: The Import dialog box appears.

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



2.6. Click [Import].
Note: The import process takes approximately one minute to complete.
Note: 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

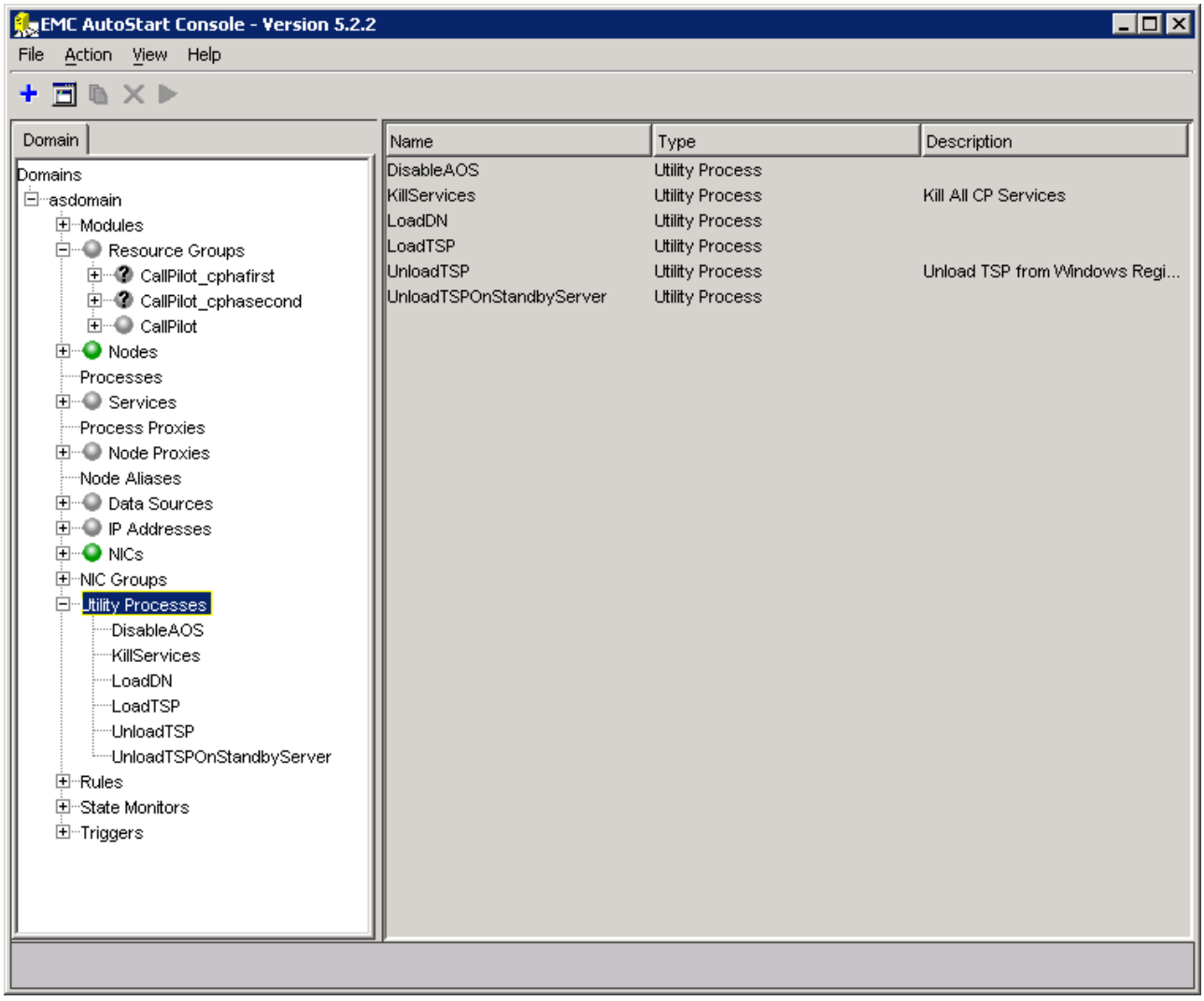
Attention: Windows administrator account names and passwords must be the same on both High Availability servers for the AutoStart software to work properly.

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
- LoadTSP

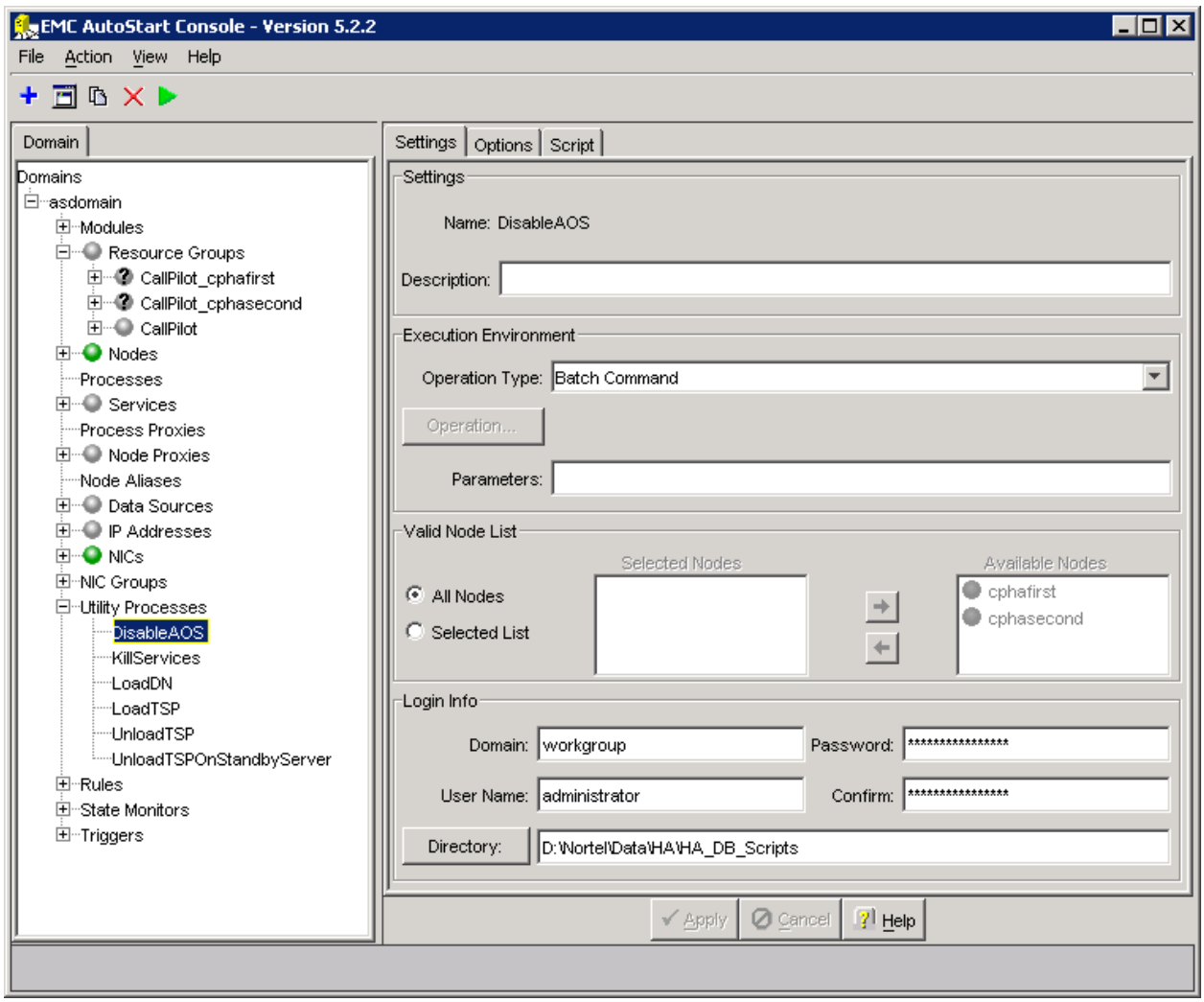
- UnloadTSP
- UnloadTSPOnStandbyServer

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.



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.

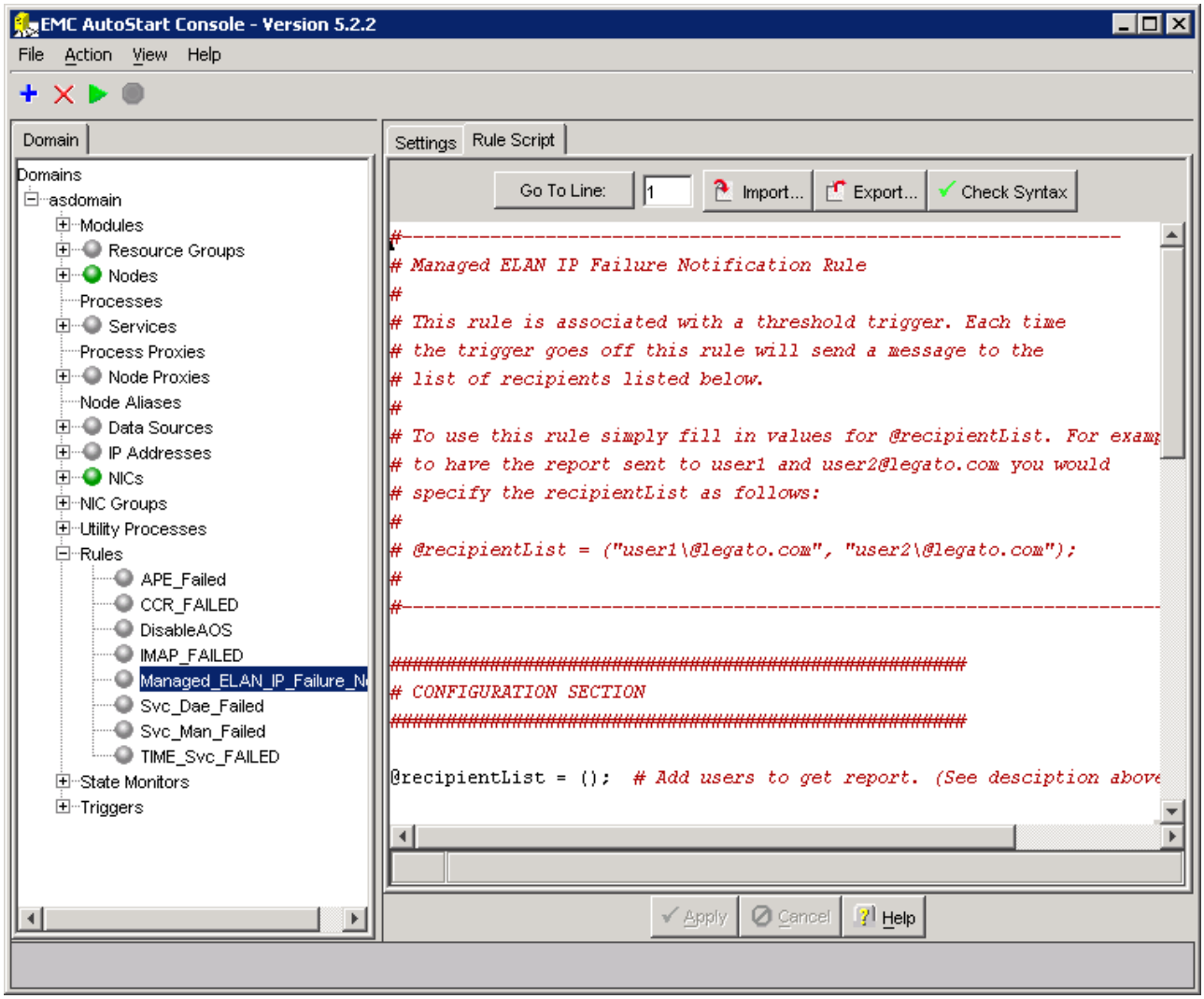
4. Adding e-mail addresses to the Managed_ELAN_IP_Failure_Notif rule

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].

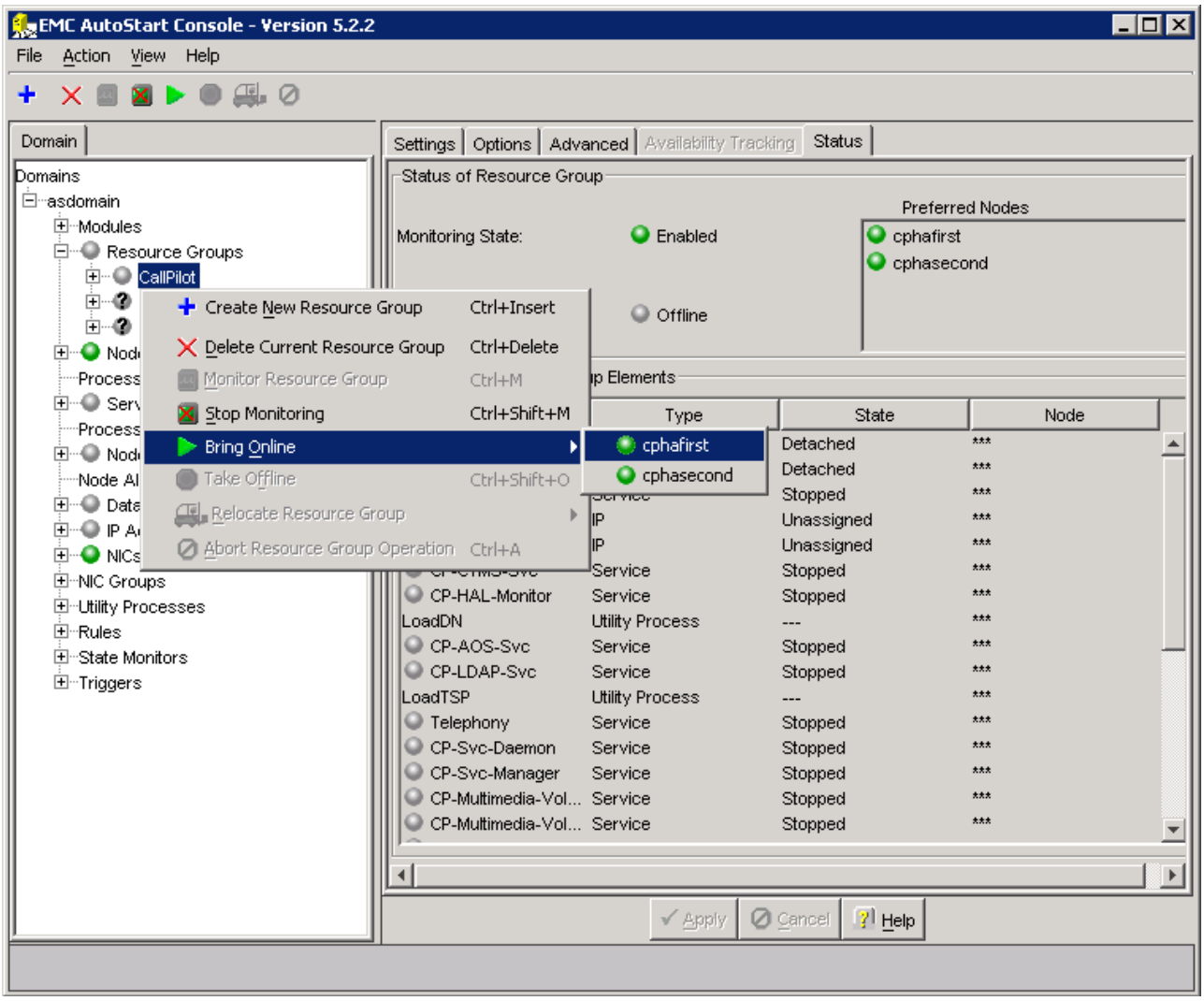
4.8. Configure the Simple Mail Transfer Protocol (SMTP) server so that the AutoStart software can provide e-mail notification for failovers and resource group state changes. The SMTP server domain must first be configured for recipients to receive notification that a failover or state change has occurred.

5. Bring the CallPilot Resource Group online on CP1

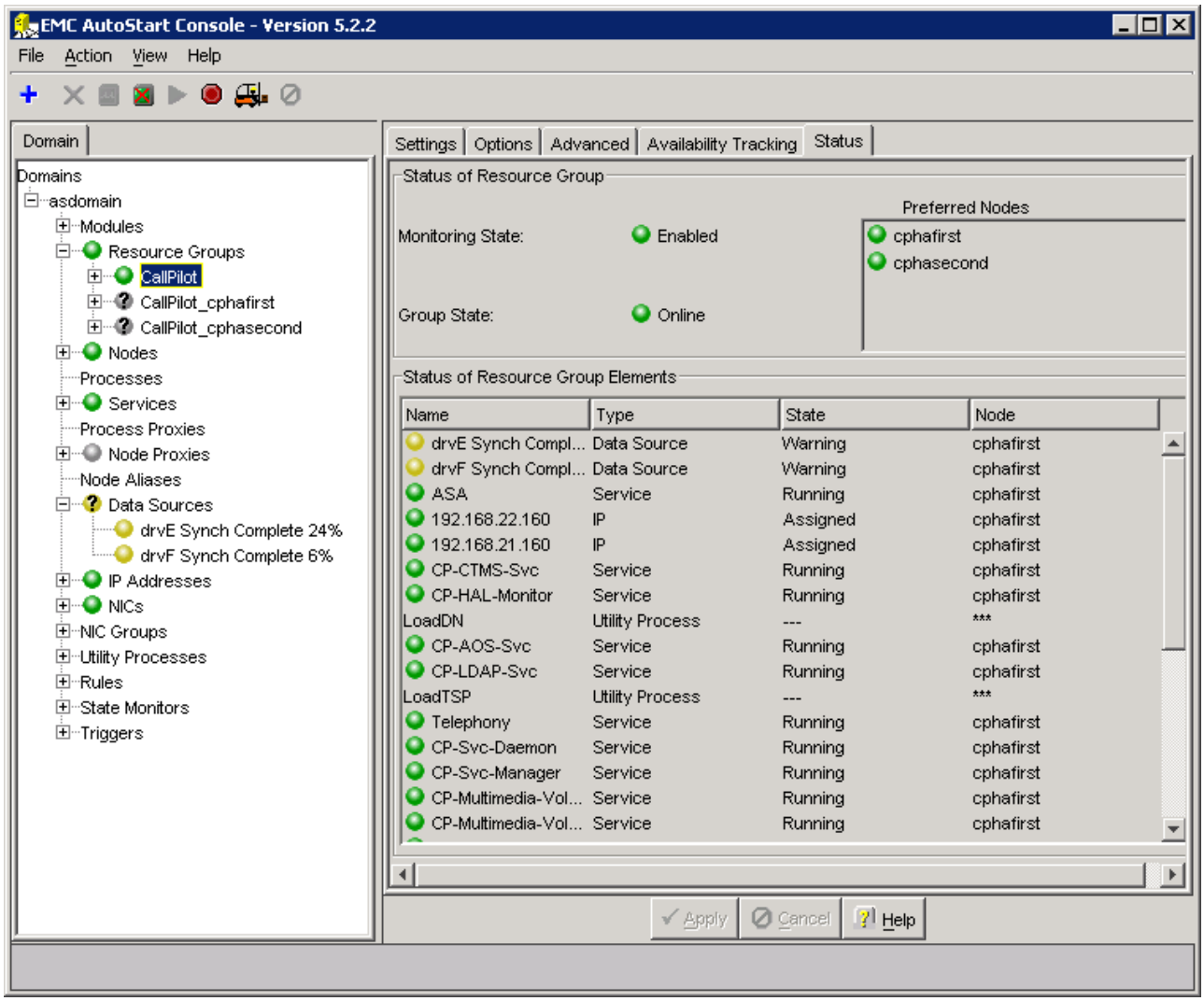
5.1. In the AutoStart Console window, expand Resource Groups (Domains > [AutoStart_Domain] > Resource Groups).

5.2. Right-click CallPilot.

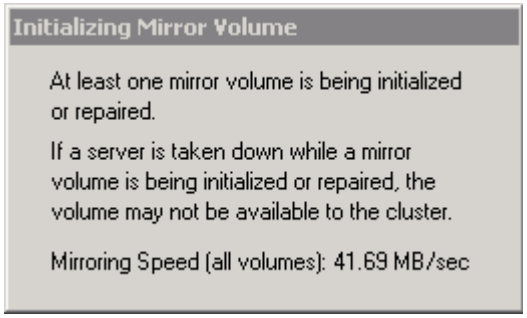
5.3. Select the Bring Online option, and then select <CP1 node name>.



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.



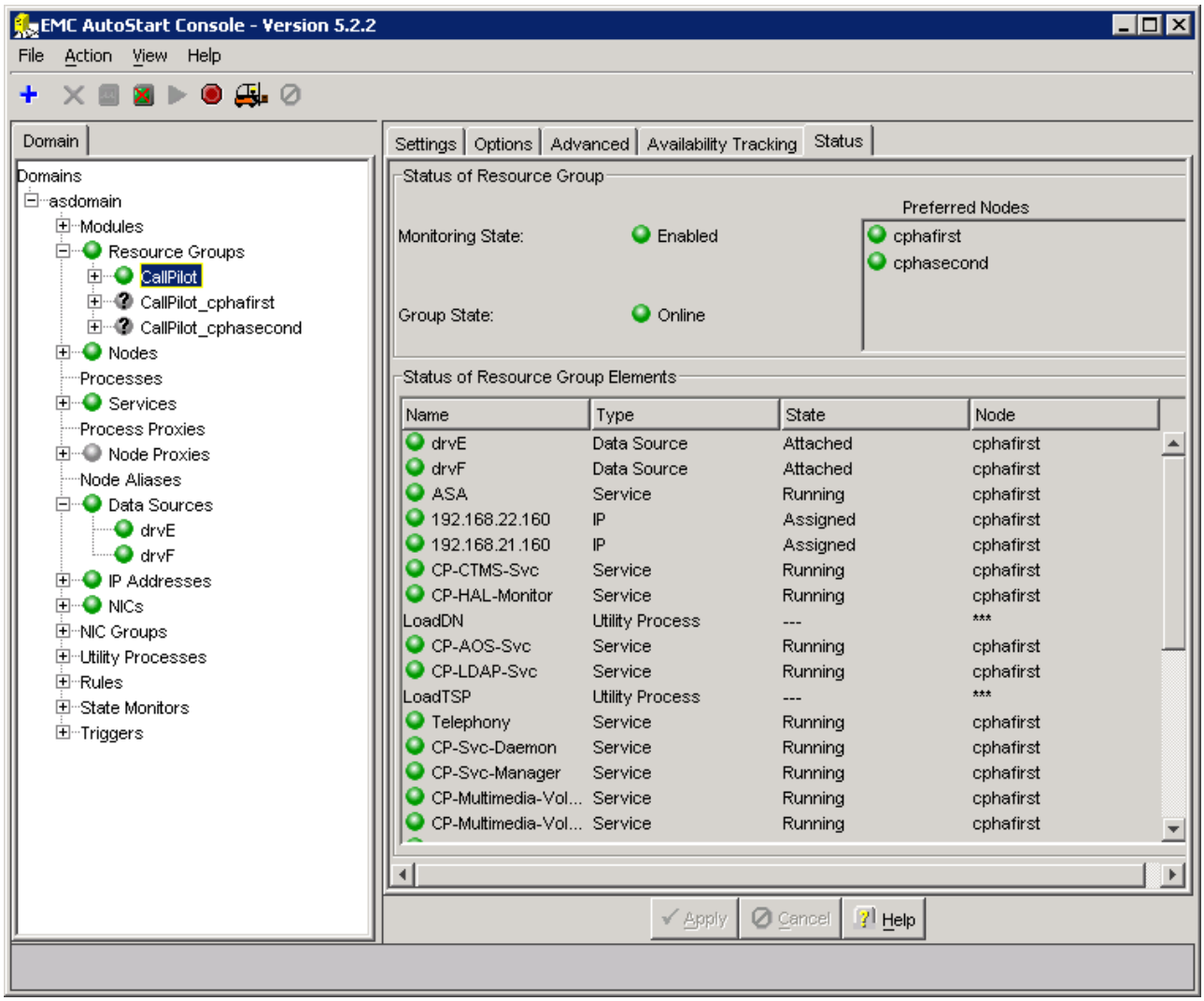
Note: A new message informs you that the data sources are being mirrored. The status of the data sources is updated to show the progress of the synchronization. It can take between 30 minutes to 2 hours for the data sources to be mirrored between the two servers.



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.

5.4. Wait while the data sources are mirrored.

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

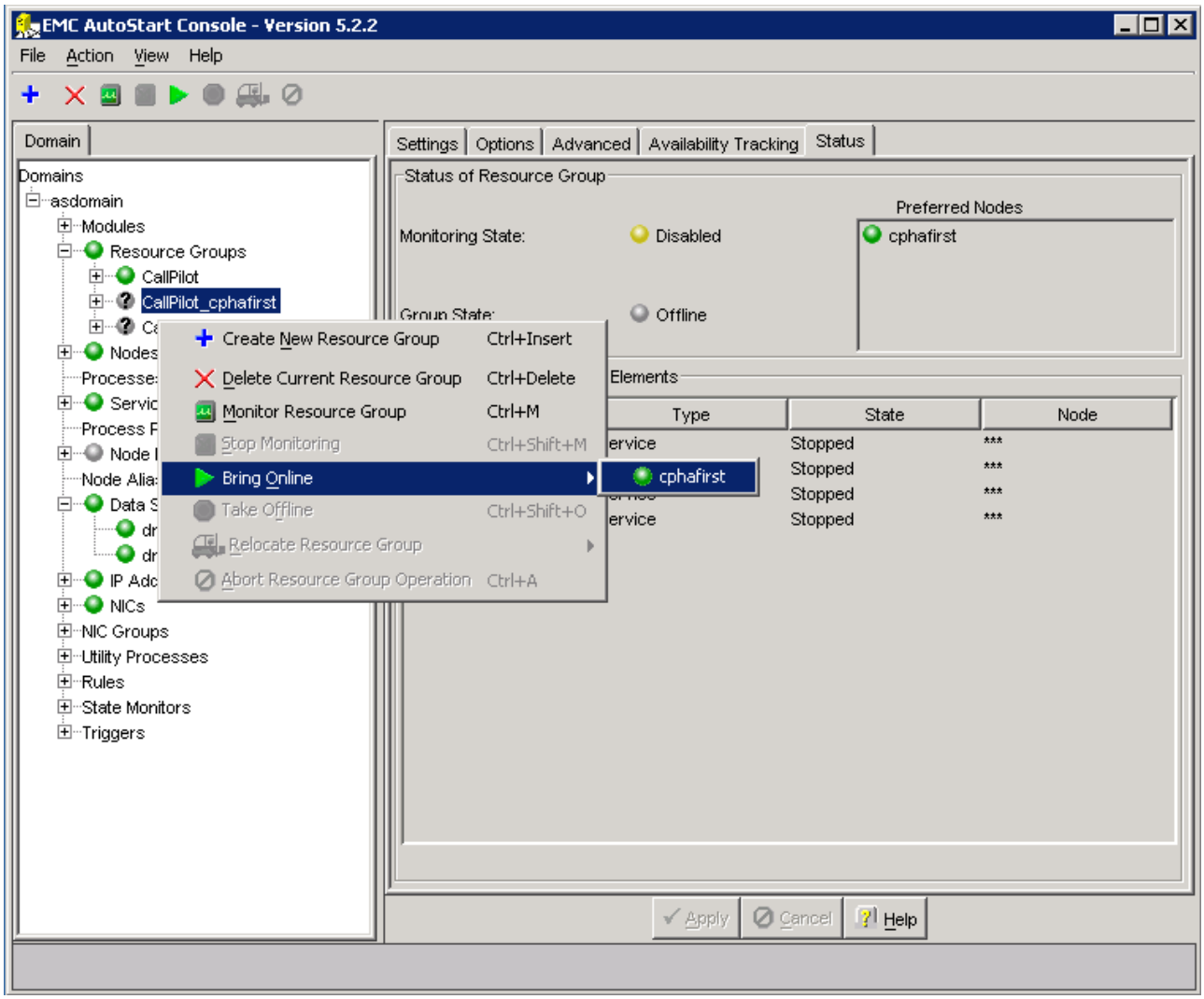


6. Bring the Resource Groups CallPilot_[CP1] and CallPilot_[CP2] online.

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

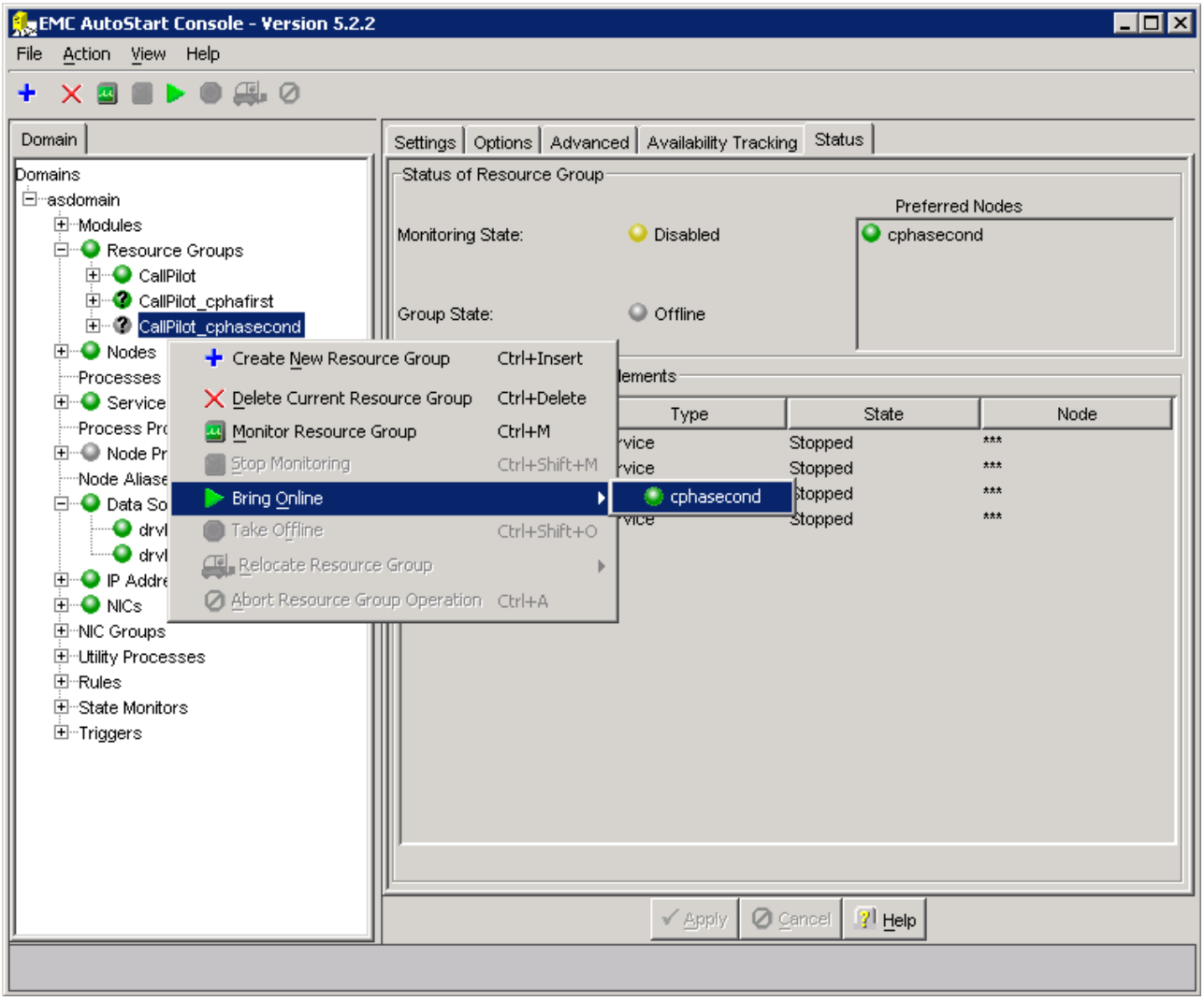
6.2. Bring CallPilot_[CP1] online (where [CP1] is the name of the CP1server).

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

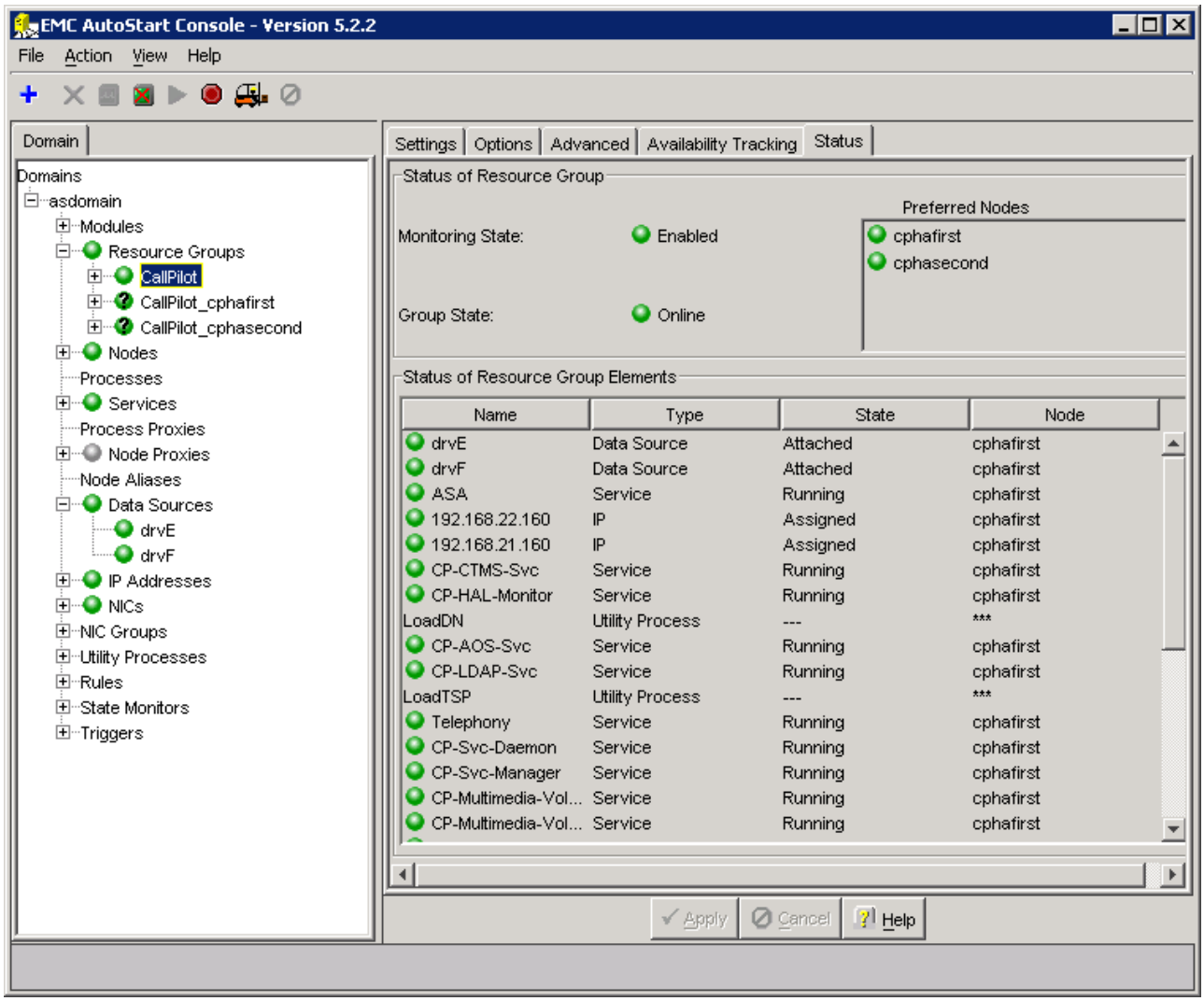


6.3. Bring CallPilot_[CP2] online (where [CP2] is the name of the CP2 server).

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

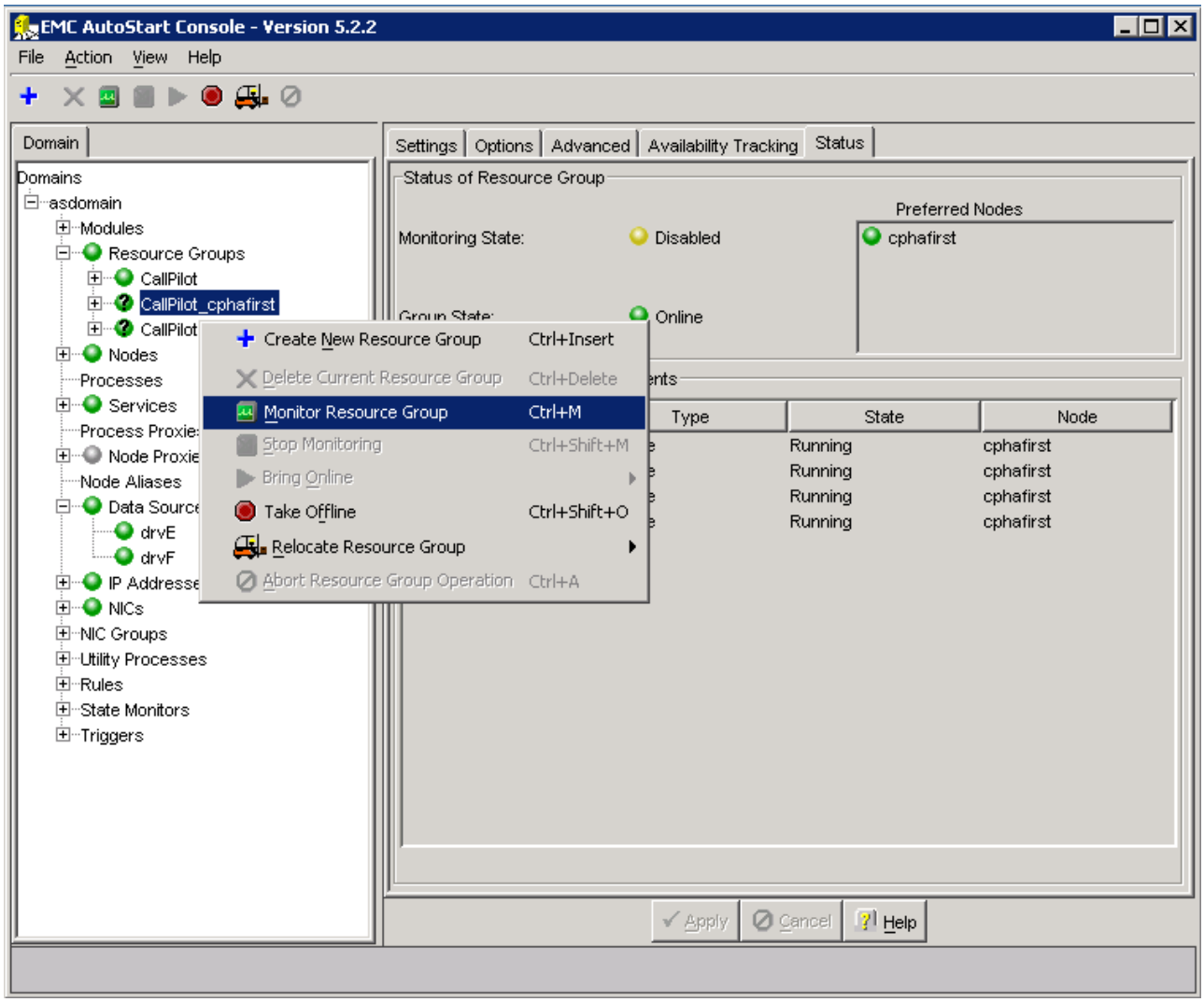


6.4. Verify that the Group State field turns green and shows as Online.



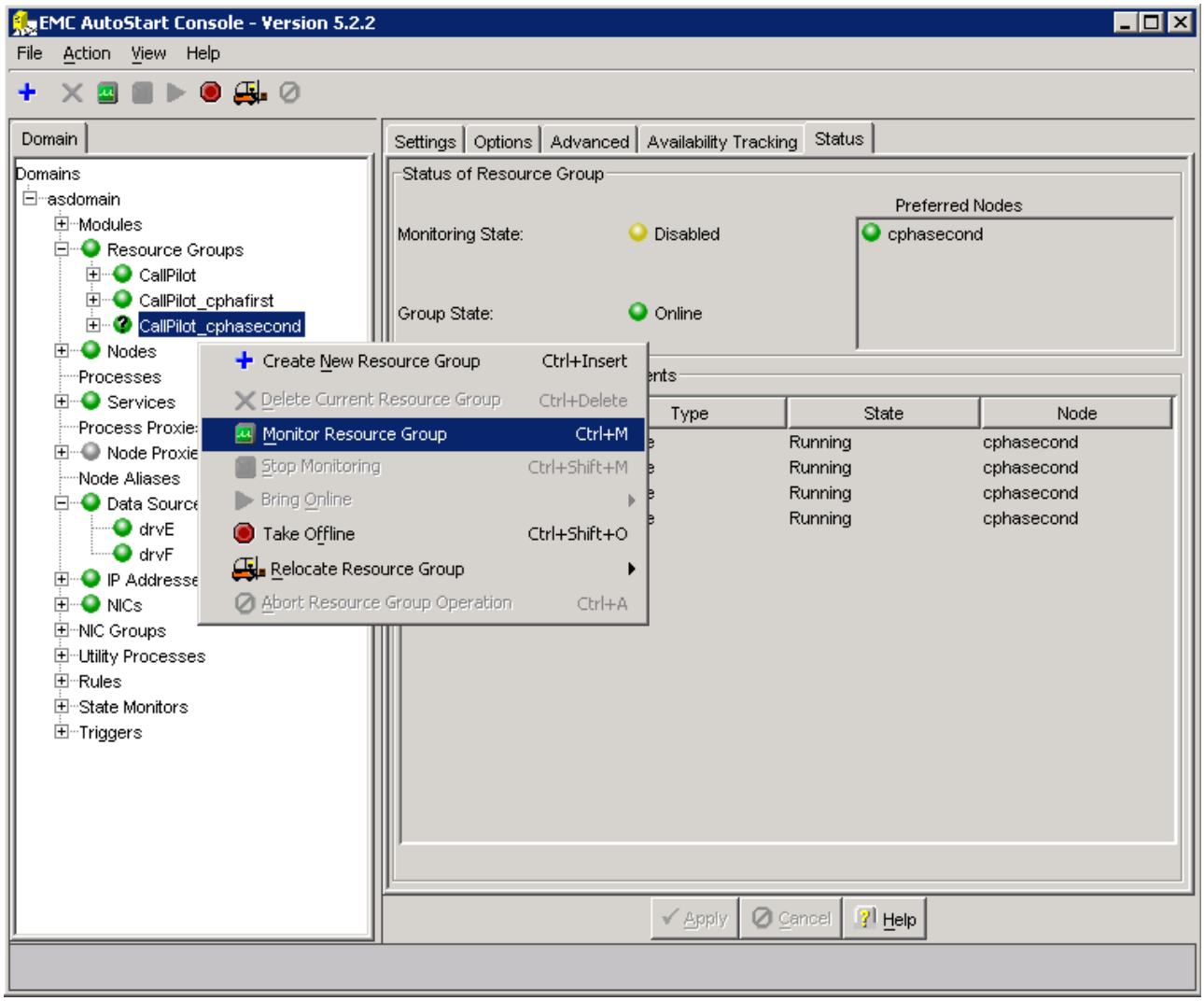
6.5. Enable monitoring for CallPilot_[CP1] resource group.

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

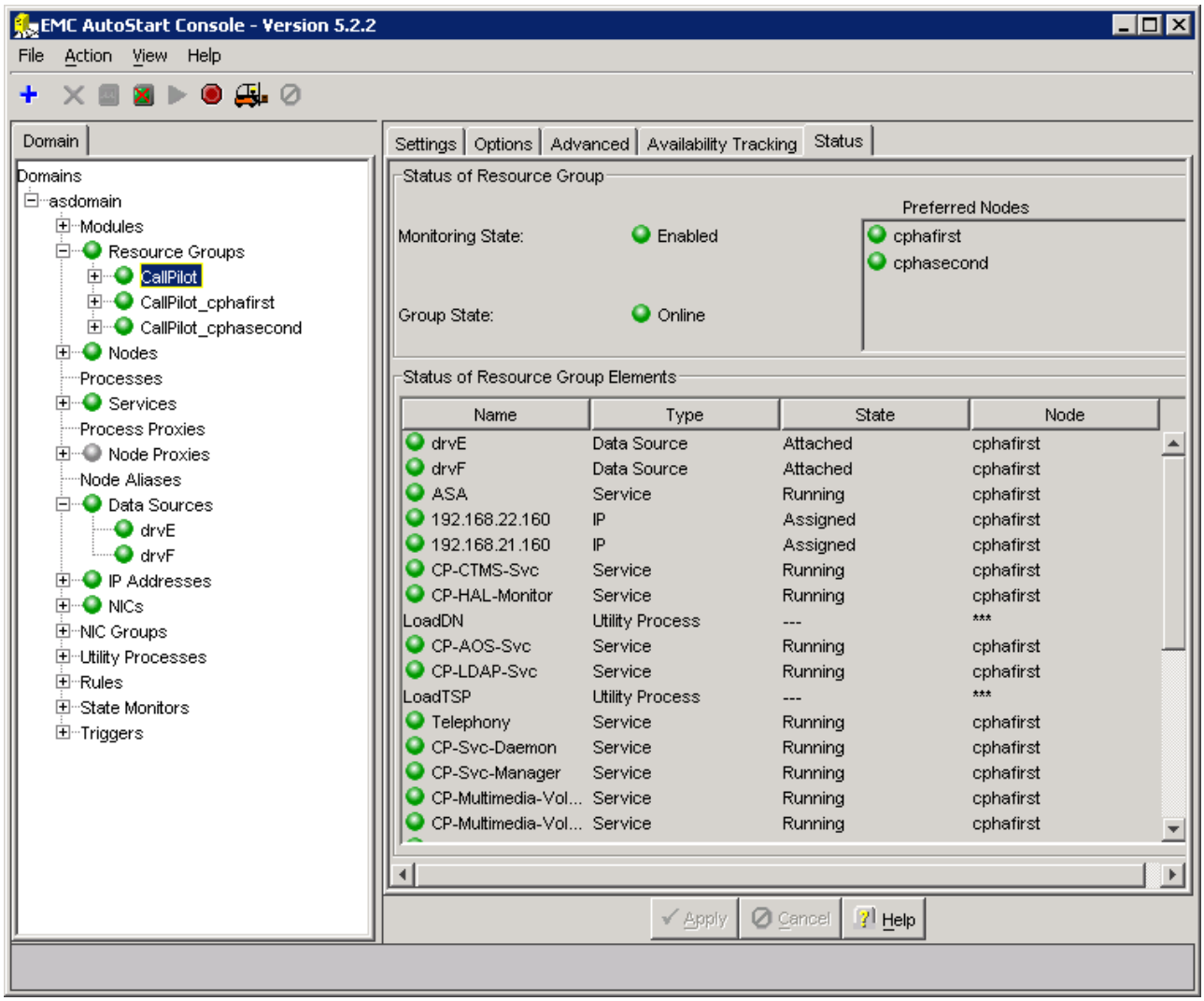


6.6. Enable monitoring for CallPilot_[CP2] resource group.

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.



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

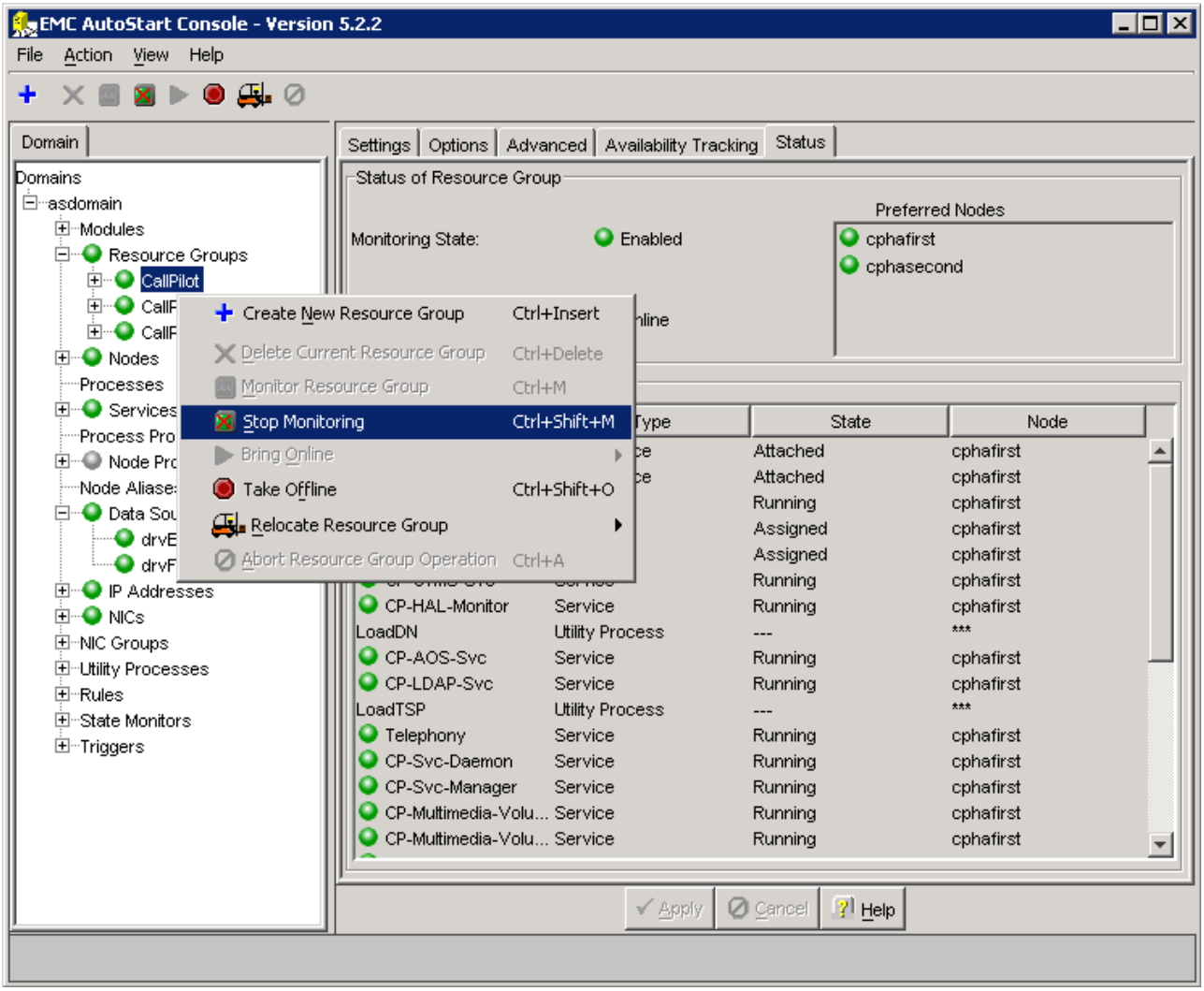
1. On CP1 (the active High Availability server) do the following:

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).

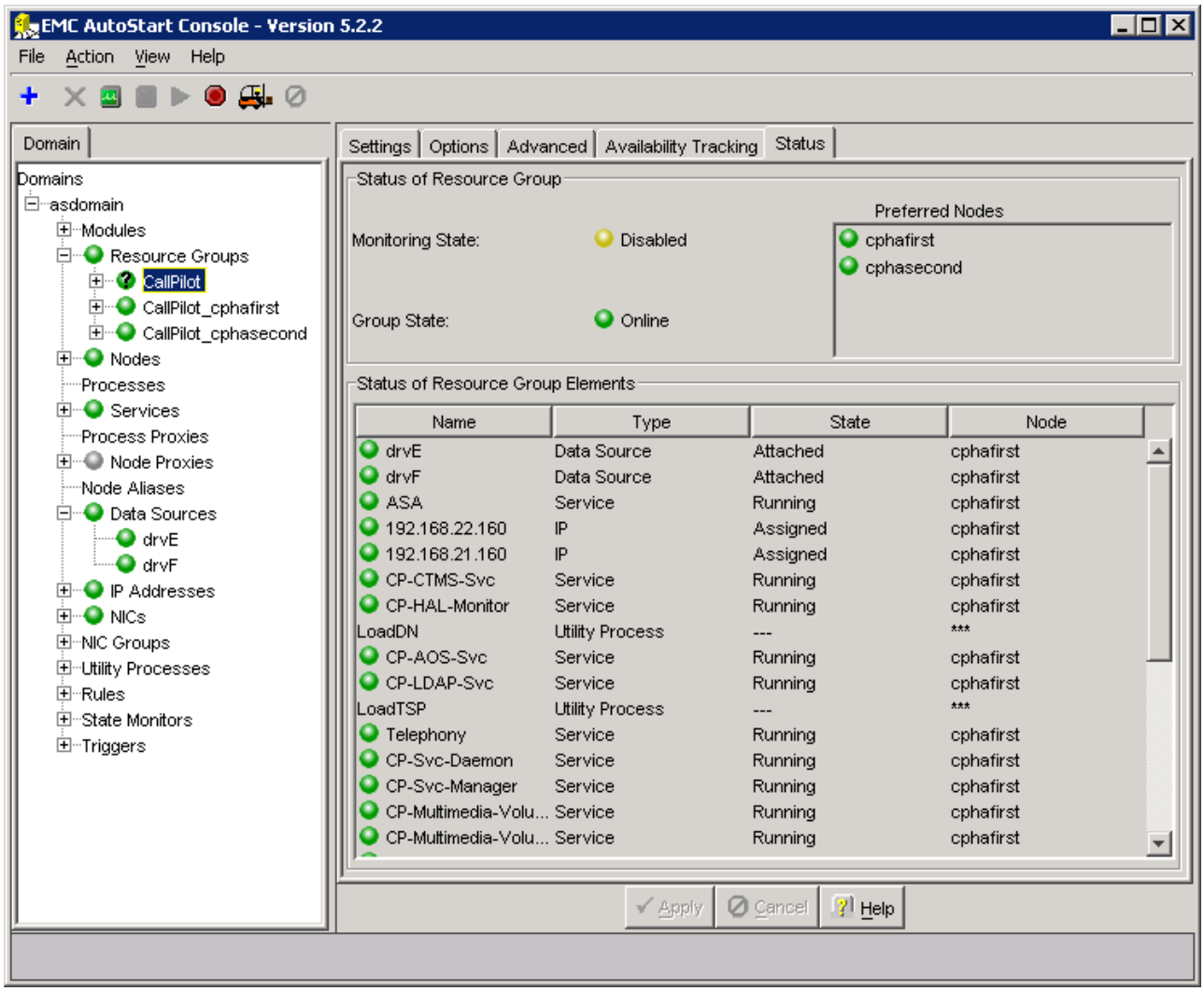
1.2. Launch the AutoStart Console.

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.

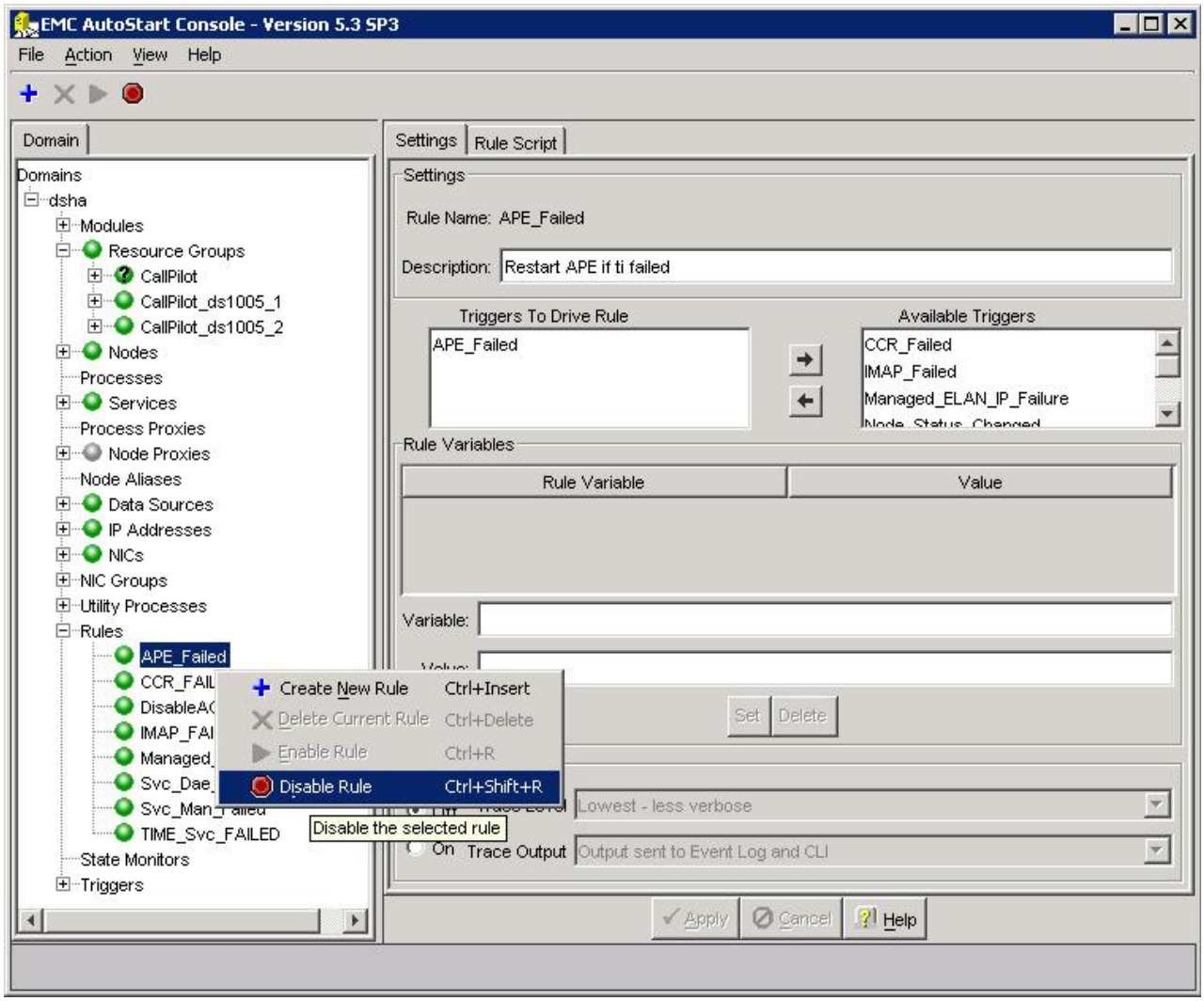


Result: On the Status tab, the Monitoring State turns to yellow and shows a status of Disabled. On the Domains pane, the Resource Groups > CallPilot changes to a green light with a black question mark. The automatic failover is disabled.

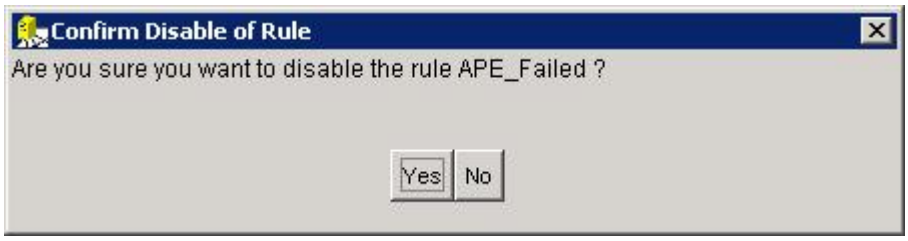


1.4. Stop Rules on the CallPilot resource group.

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).



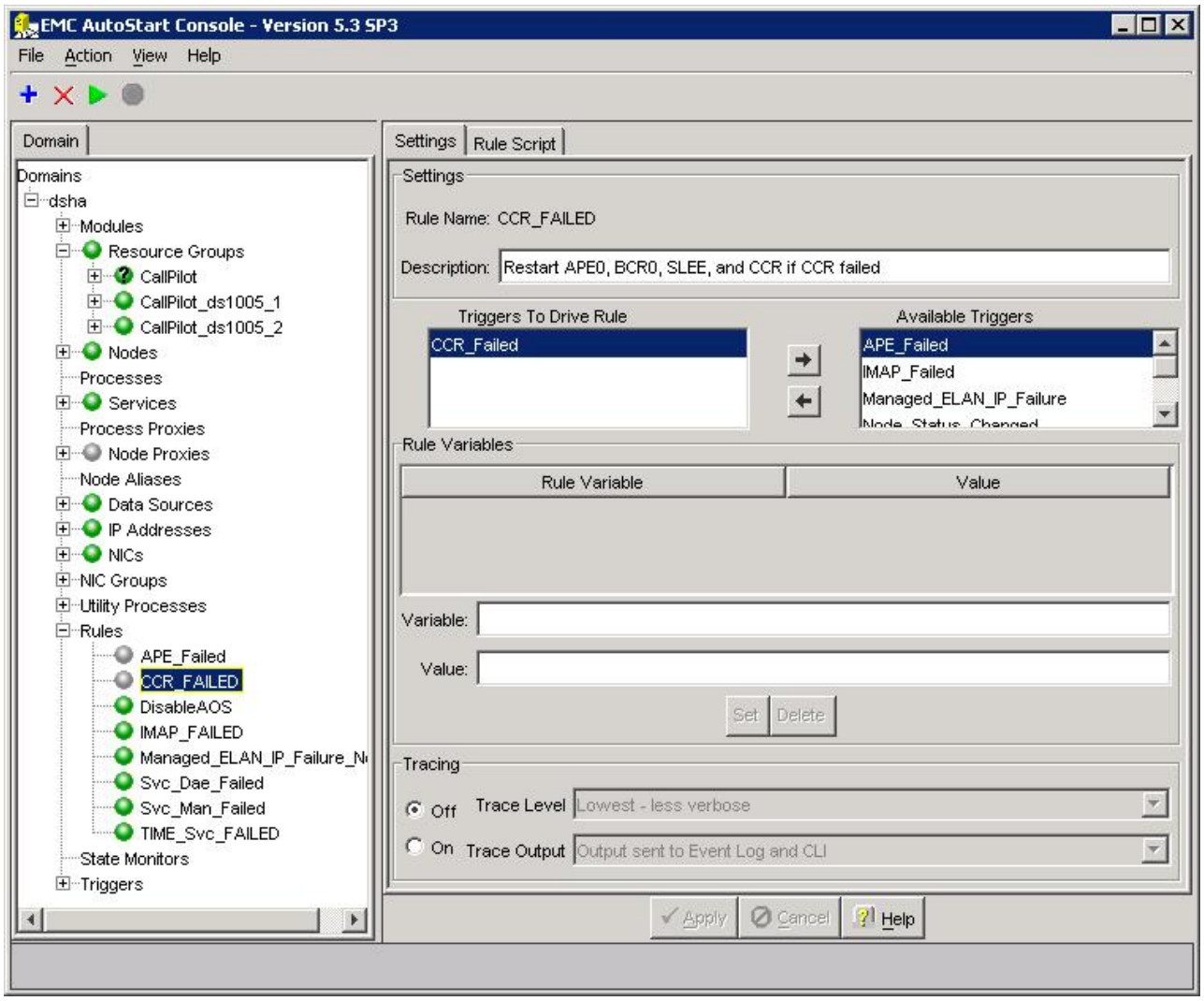
Result: The Confirm Disable of Rule window appears.



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).

Result: The APE_Failed and CCR_FAILED rules are disabled.



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. Check Multimedia Allocation settings. Make changes if it is necessary. 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.

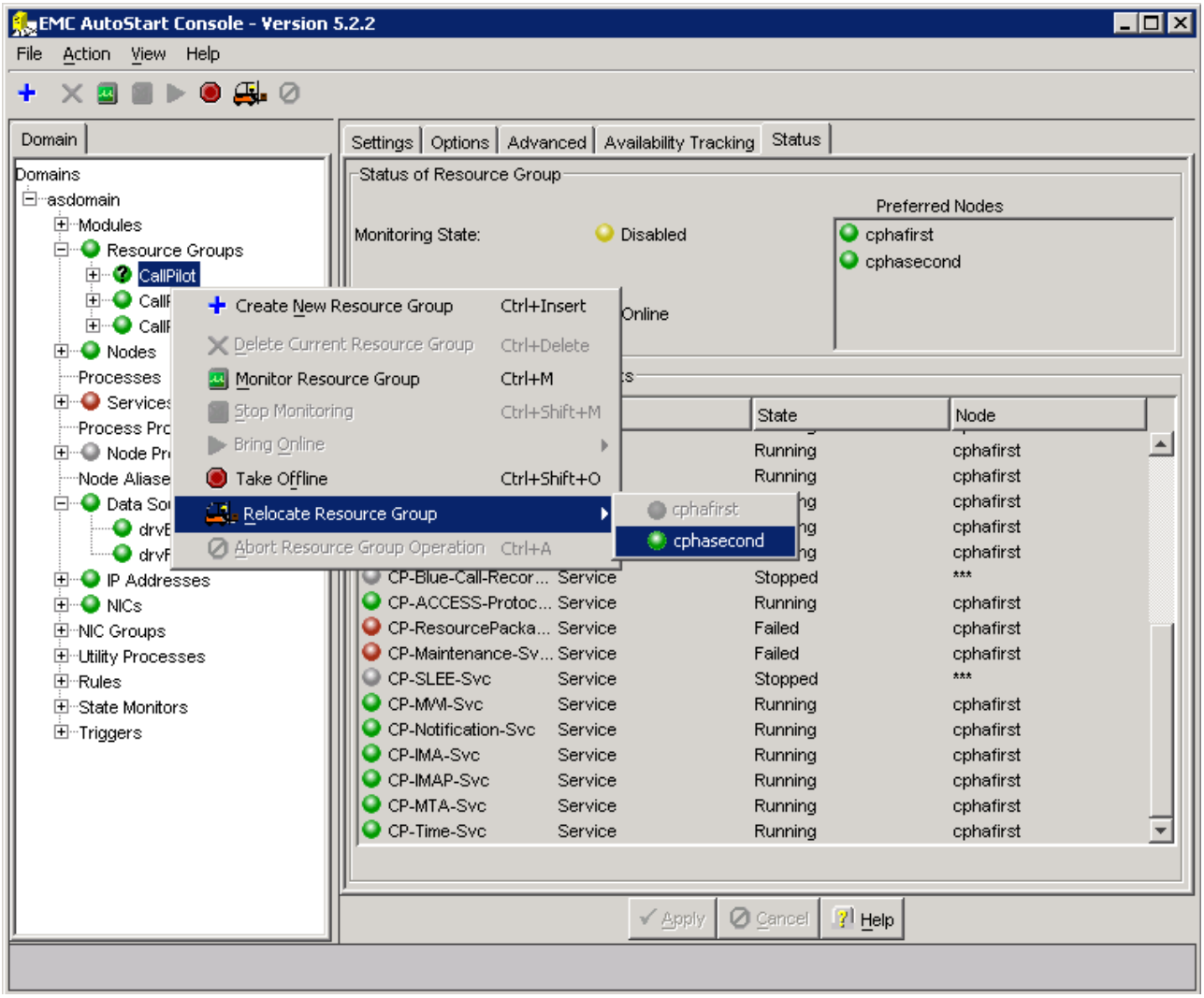
Next dialog box prompts you to confirm the configuration.

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.

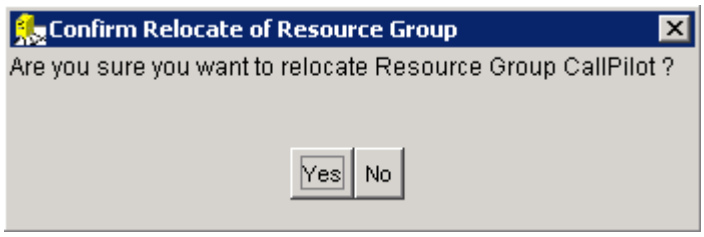
1.5.14. Click [OK] to dismiss the dialog box. The system returns you to the main CallPilot Manager screen.

1.6. Perform a manual failover.

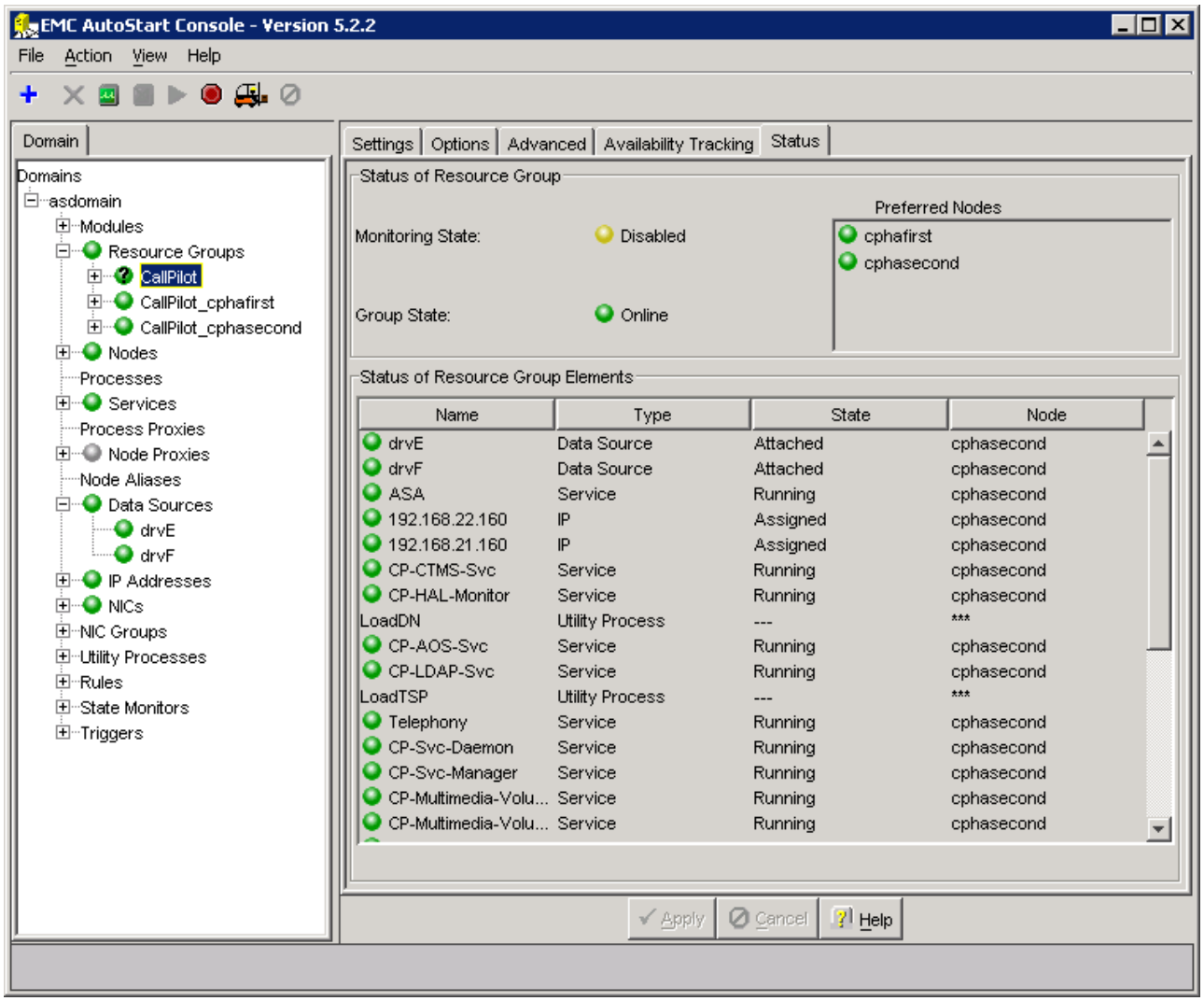
1.6.i. On the AutoStart Console window, expand Domains > [AutoStart_Domain] > Resource Groups and then select CallPilot.
1.6.ii. Click the Status tab.
1.6.iii. Right-click Resource Groups > CallPilot.
1.6.iv. On the shortcut menu, select Relocate Resource Group, and then select the <standby CallPilot server>. (This server is the standby CallPilot server.)



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



1.6.v. Click [Yes]. The failover starts in seconds.
Result: The CallPilot resource group is automatically brought online on the standby High Availability server (CP2).



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).

Result: 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. Check Multimedia Allocation settings. Make changes if it is necessary. 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.

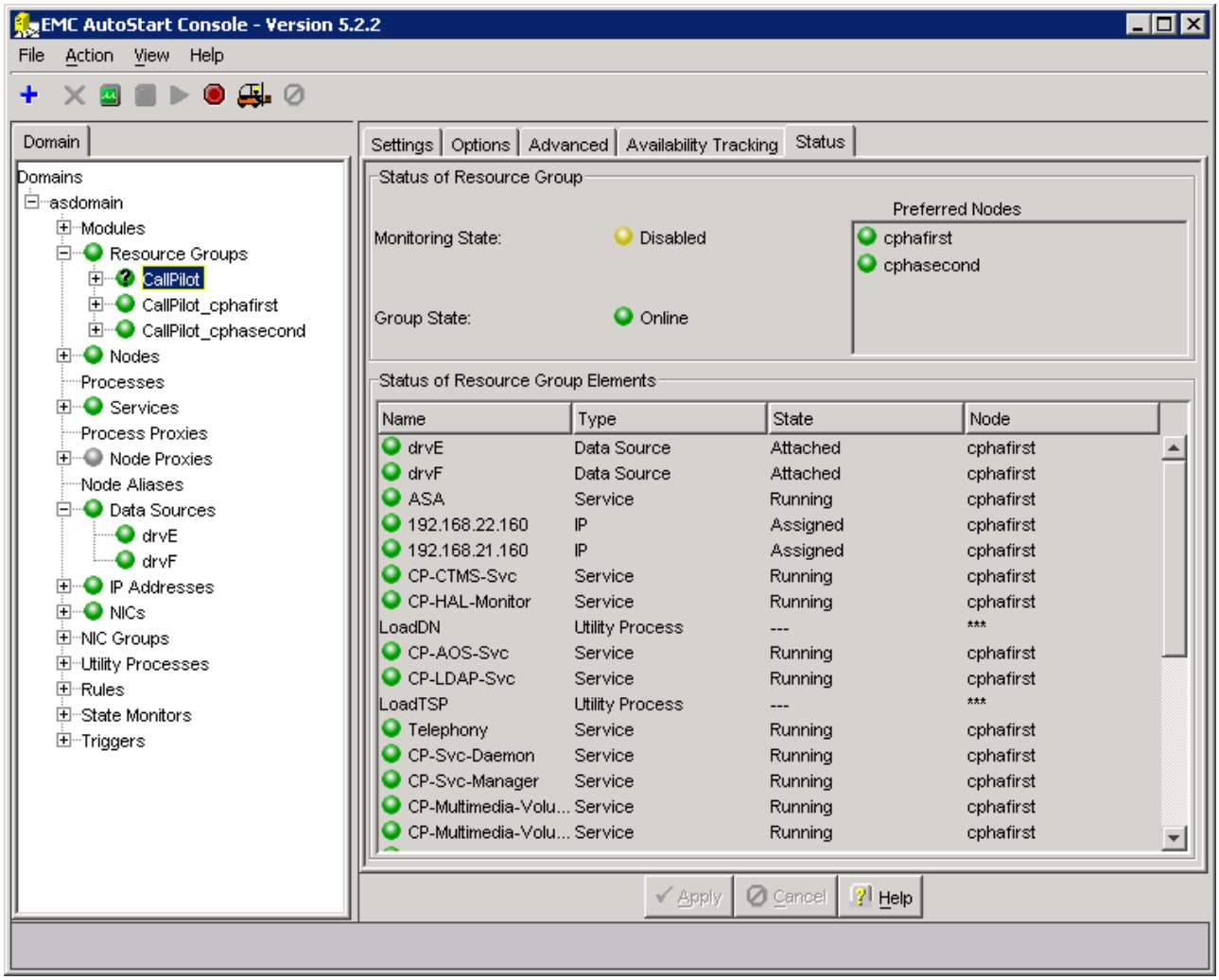
3.5.v. Click [Yes]. The failover starts in seconds.
Result: The CallPilot resource group is automatically brought online on the standby High Availability server (CP1).

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

4. On CP1, do the following:

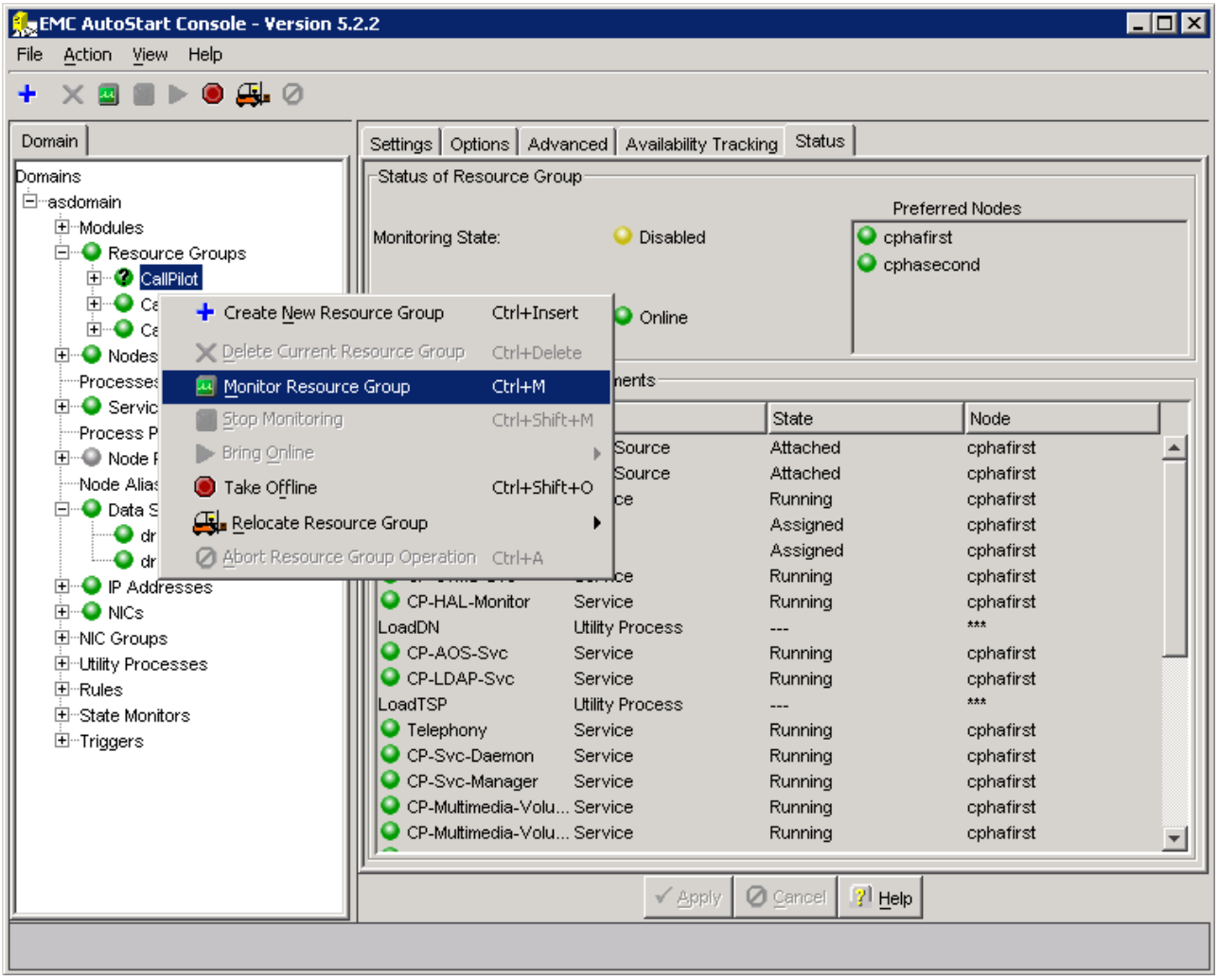
4.1. Launch the AutoStart Console.

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

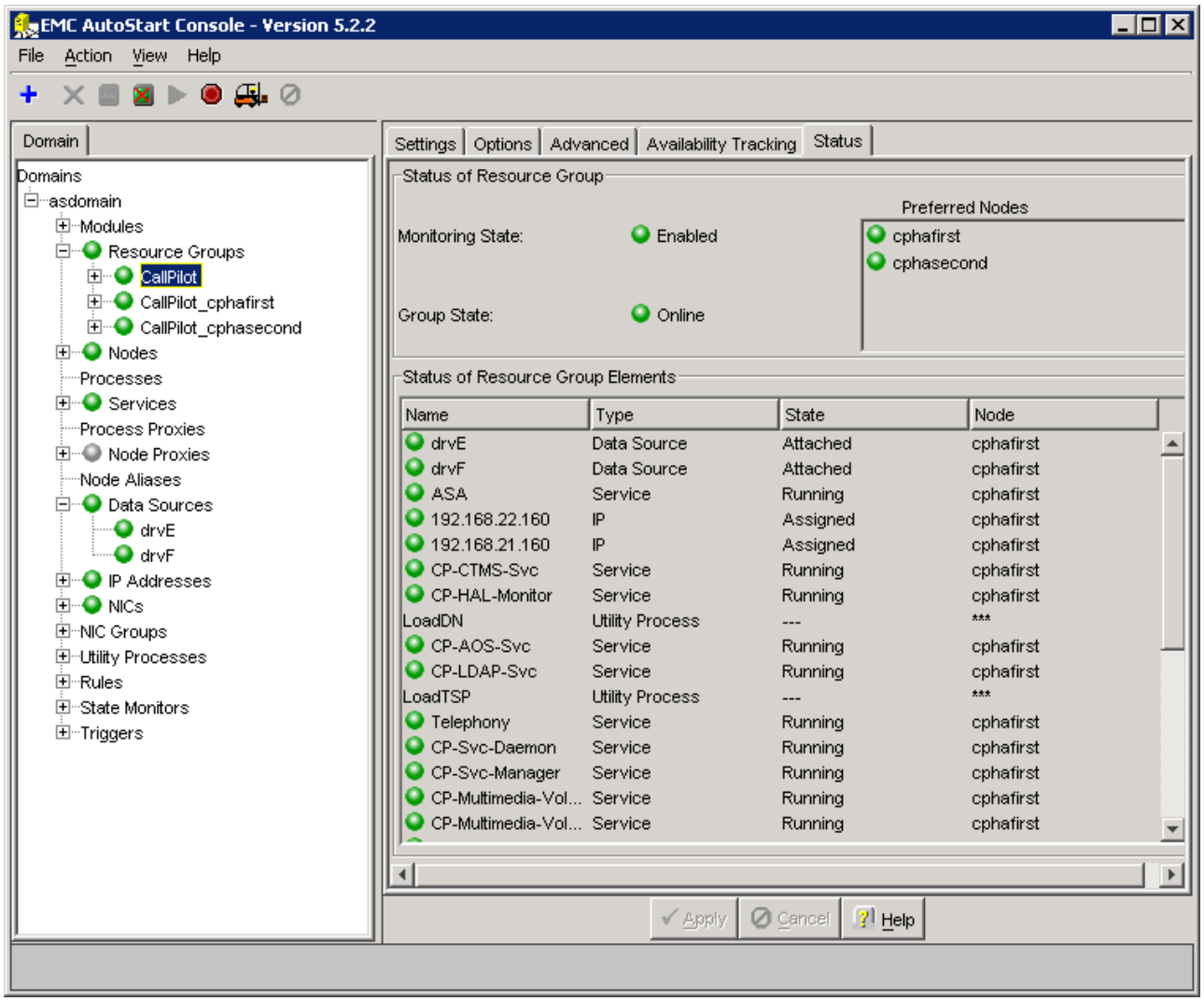


4.3. Enable monitoring for the CallPilot resource group.

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.



Result: 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
File Action View Help
Domain
Domains
asdomain
Modules
Resource Groups
CallPilot
CallPilot_cphafirst
CallPilot_cphasecond
Nodes
Processes
Services
Process Proxies
Node Proxies
Node Aliases
Data Sources
drvE
drvF
IP Addresses
NICs
NIC Groups
Utility Processes
Rules
State Monitors
Triggers
Settings Options Advanced Availability Tracking Status
Status of Resource Group
Monitoring State: Enabled
Group State: Online
Preferred Nodes
cphafirst
cphasecond
Status of Resource Group Elements
Name Type State Node
drvE Data Source Attached cphafirst
drvF Data Source Attached cphafirst
ASA Service Running cphafirst
192.168.22.160 IP Assigned cphafirst
192.168.21.160 IP Assigned cphafirst
CP-CTMS-Svc Service Running cphafirst
CP-HAL-Monitor Service Running cphafirst
LoadDN Utility Process --- ***
CP-AOS-Svc Service Running cphafirst
CP-LDAP-Svc Service Running cphafirst
LoadTSP Utility Process --- ***
Telephony 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
Apply Cancel Help

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 CP50041SU11S and CallPilot Manager on unconfigured HA system please follow the instruction described in the CP50041SU11S_readme.txt.

NOTE: CallPilot 5.0 Service Update 11, CP50041SU11S, updates database structure. The changes are reversible and they are rolled back to the level of CallPilot 5.0 SU10, after uninstalling SU11.

NOTE: If you wish to uninstall CallPilot 5.0 Service Update 11, we should install CallPilot 5.0 Service Update 10, CP50041SU10S, after uninstalling SU11. (the latest CallPilot 5.0 release version of CallPilot Manager should be used together with CallPilot 5.0 Service Update 10 after uninstalling SU11).

Note: For instructions to uninstall the CallPilot Manager PEP see the readme file of PEP CP500S11G05C.

(I) Uninstallation of the CP50041SU11S from 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.

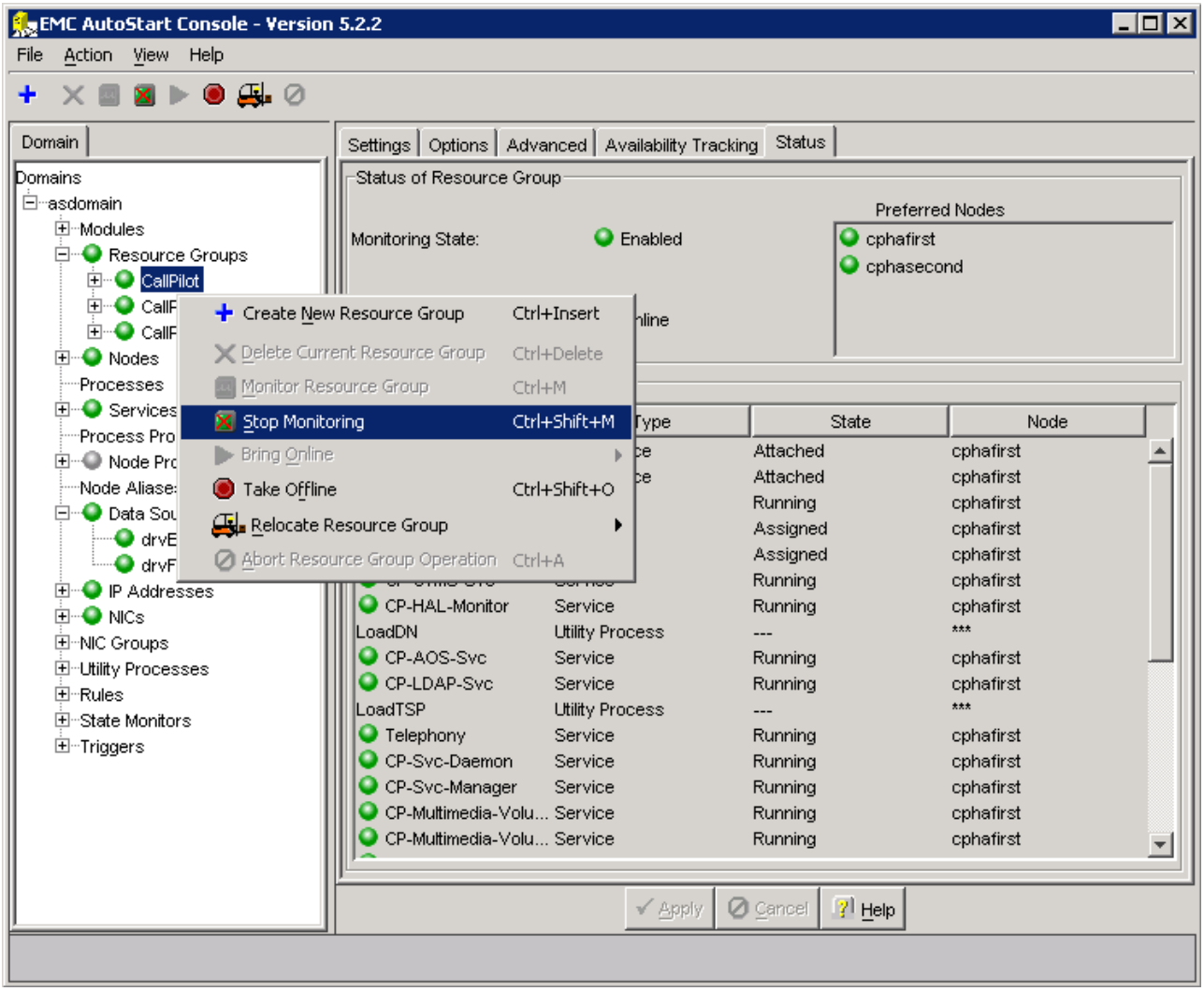
Attention: Please make sure that both nodes are in the green status on the Nodes list of the AutoStart Console.

1. On CP1, do the following:

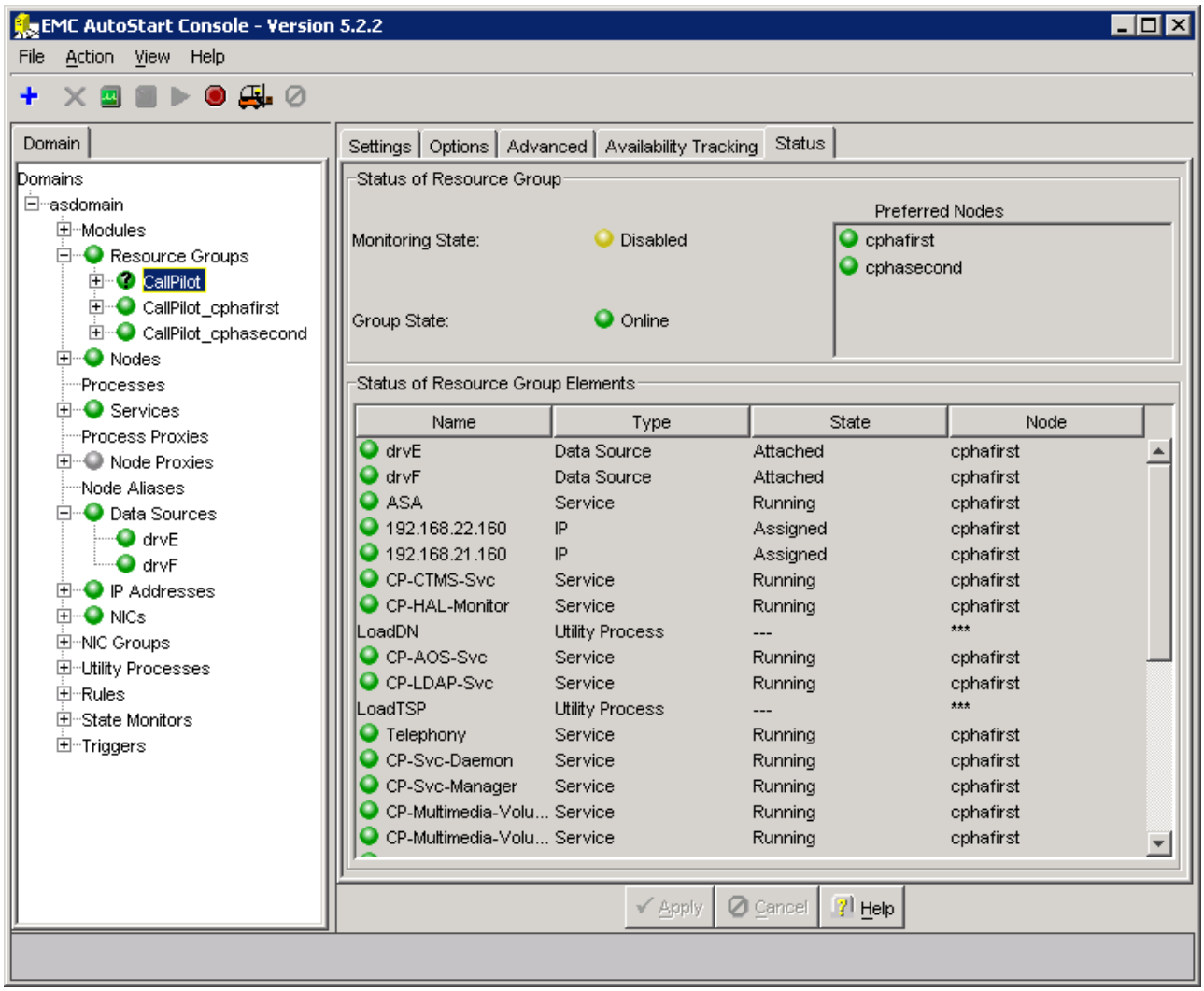
1.1. Launch the AutoStart Console.

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.



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.

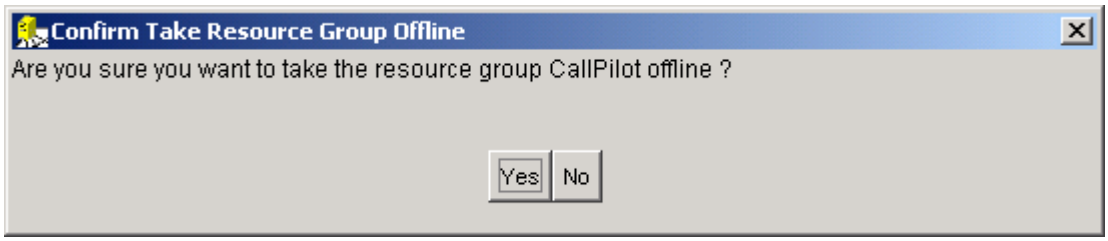


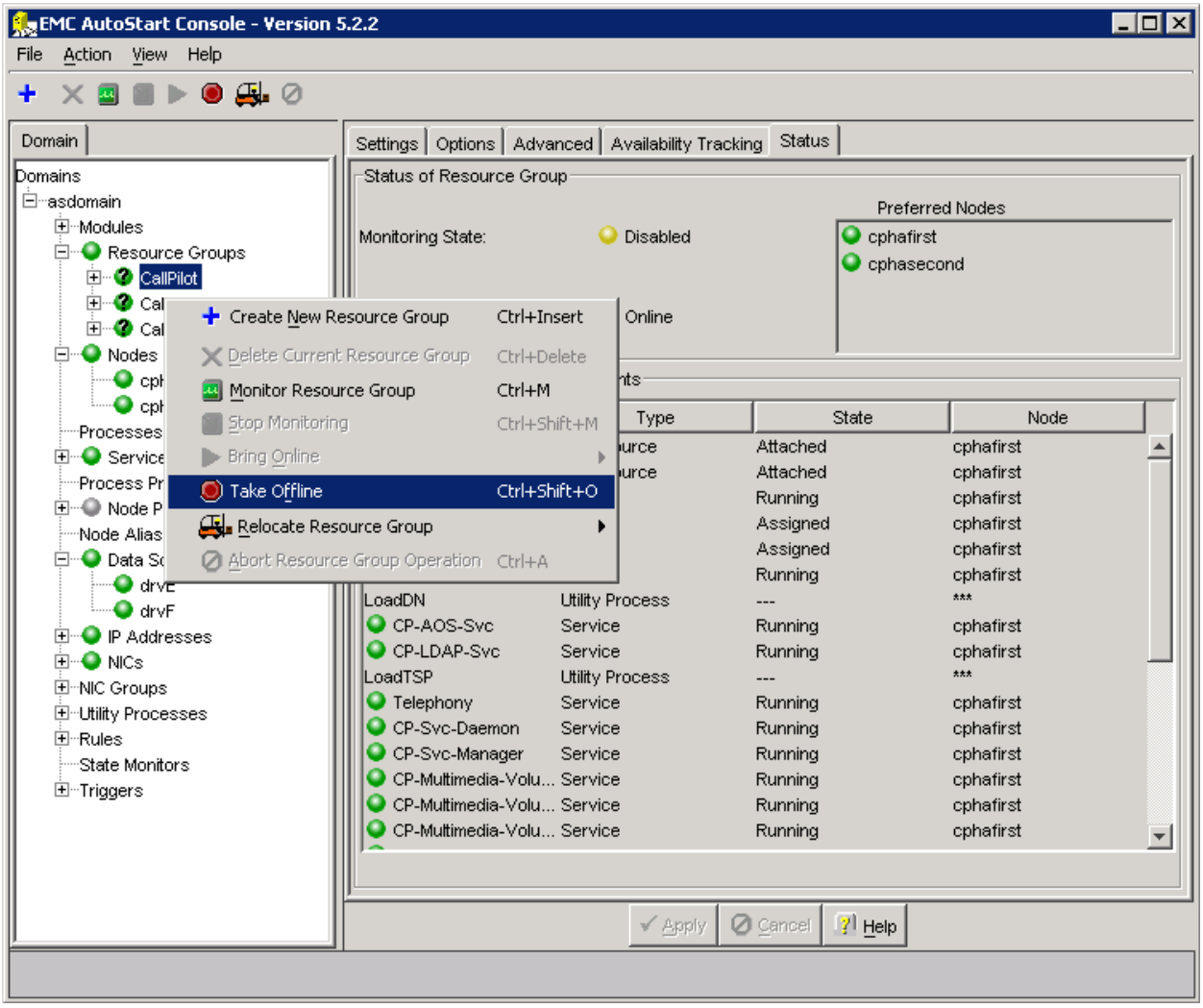
1.2.5. Right-click Resource Groups > CallPilot_[CP1].
1.2.6. From the shortcut menu, select Stop Monitoring.
Result: On the Status tab, the Monitoring State turns to yellow and shows a status of Disabled. On the Domains pane, the Resource Groups > CallPilot_[CP1] changes to a green light with a black 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.

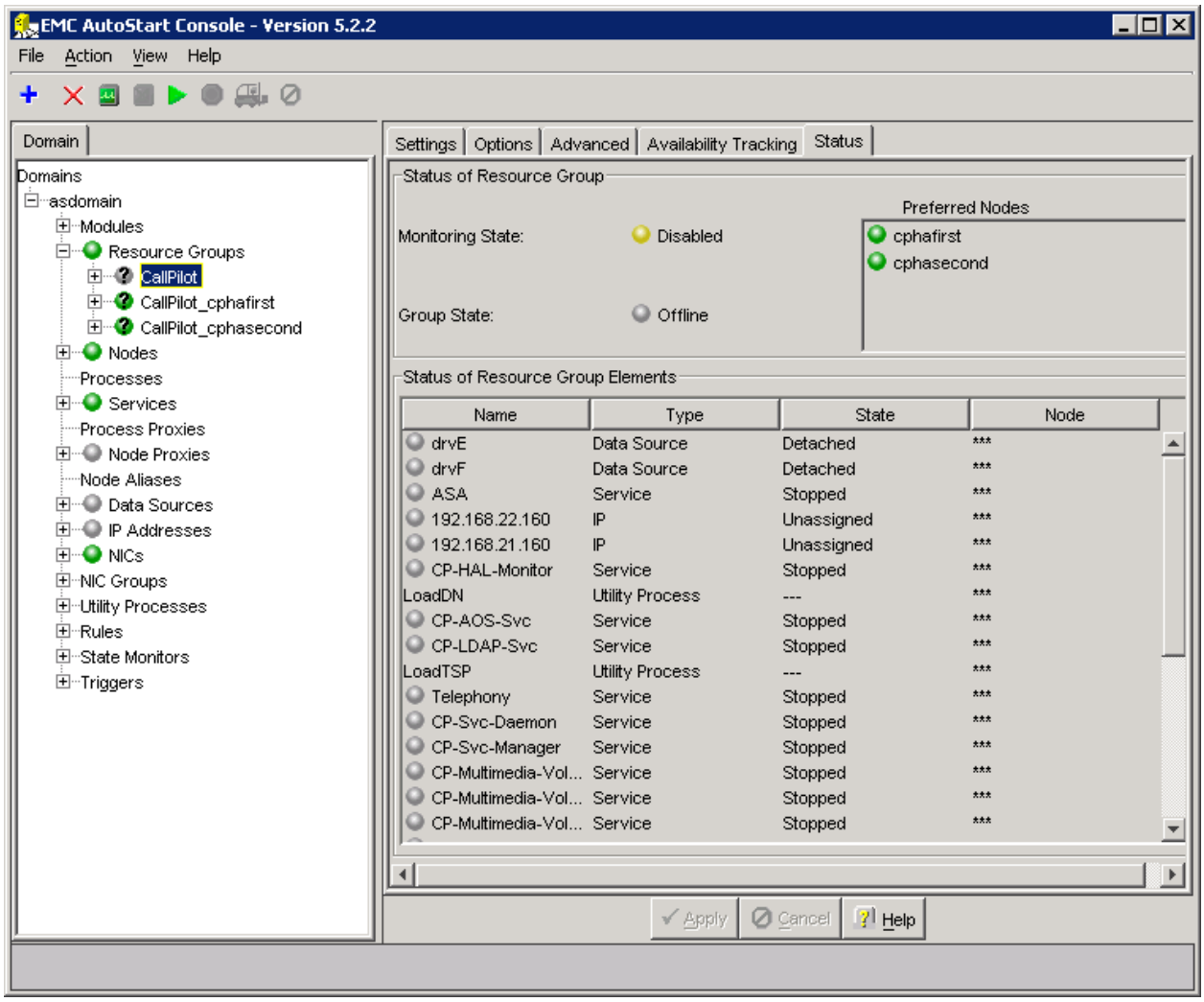
1.3. Take CallPilot, CallPilot_[CP1] and CallPilot_[CP2] resource groups offline (shutting down CallPilot).

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 following 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.



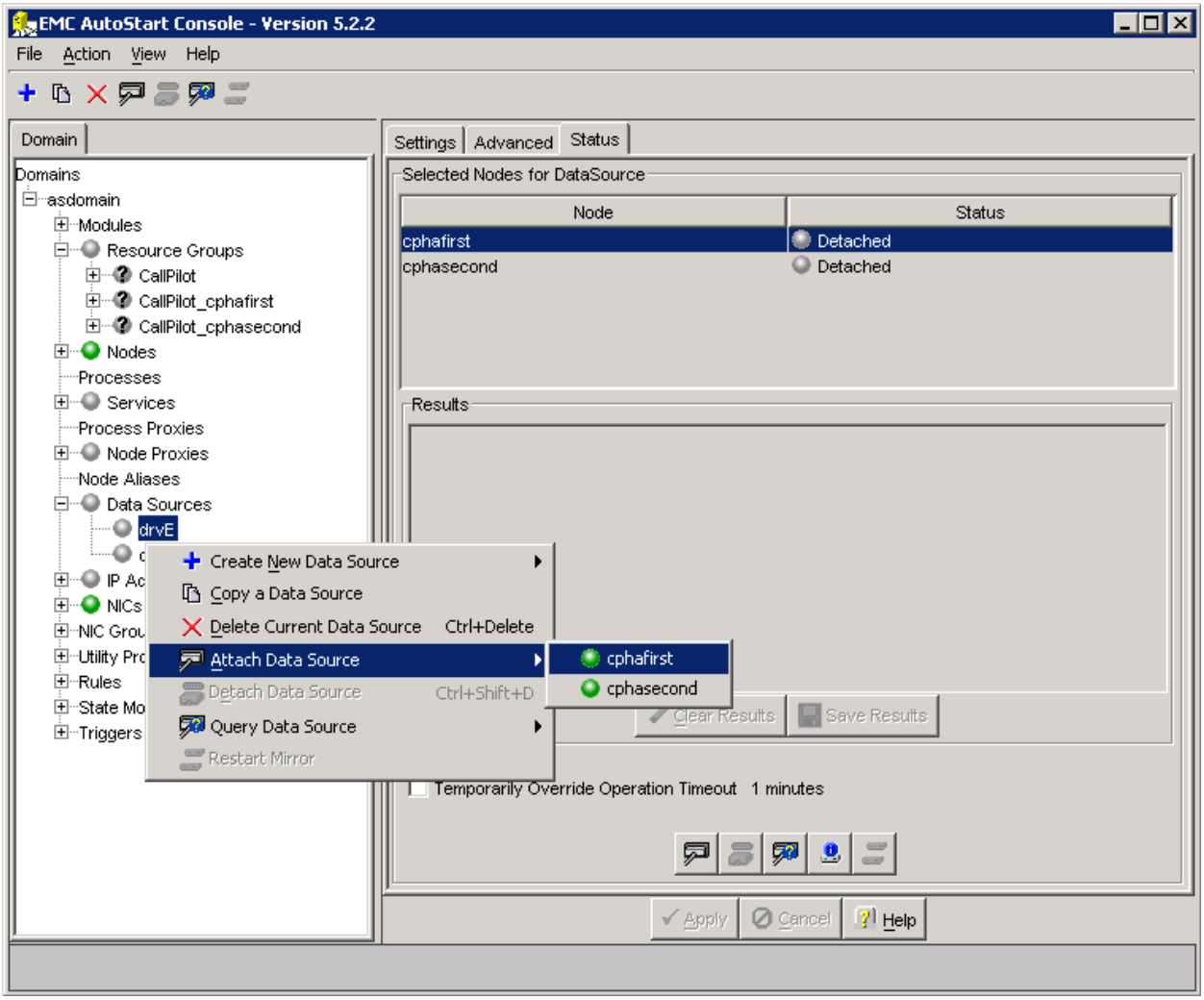
1.3.5. Right-click the CallPilot_[CP1] resource group.
1.3.6. From the shortcut menu, select the Take Offline option.
Note: The confirmation box appears. Click [Yes] to continue.
1.3.7. Wait until the Group State turns gray and shows Offline. This can take a few minutes.

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.

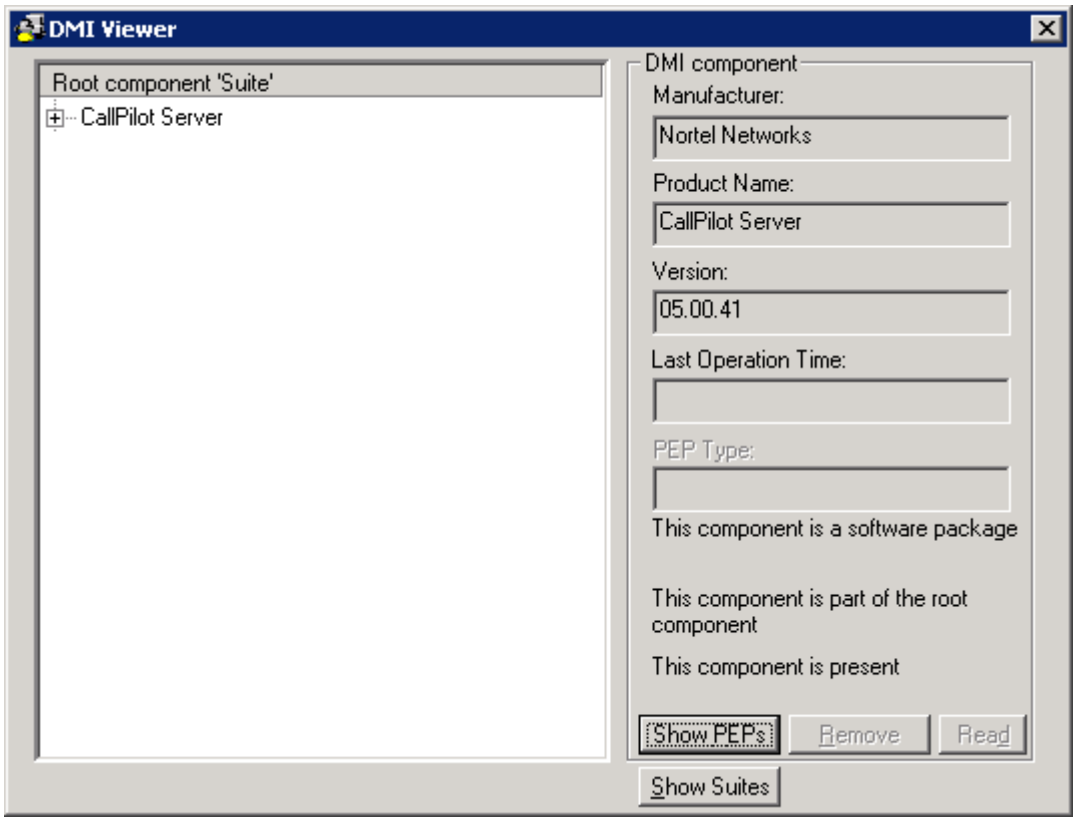
1.5. Attach the mirror drives, drive E and drive F to CP1 so that the disks can be accessed from CP1. (Note: Perform steps i, ii, iii below on drive E and drive F).

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.

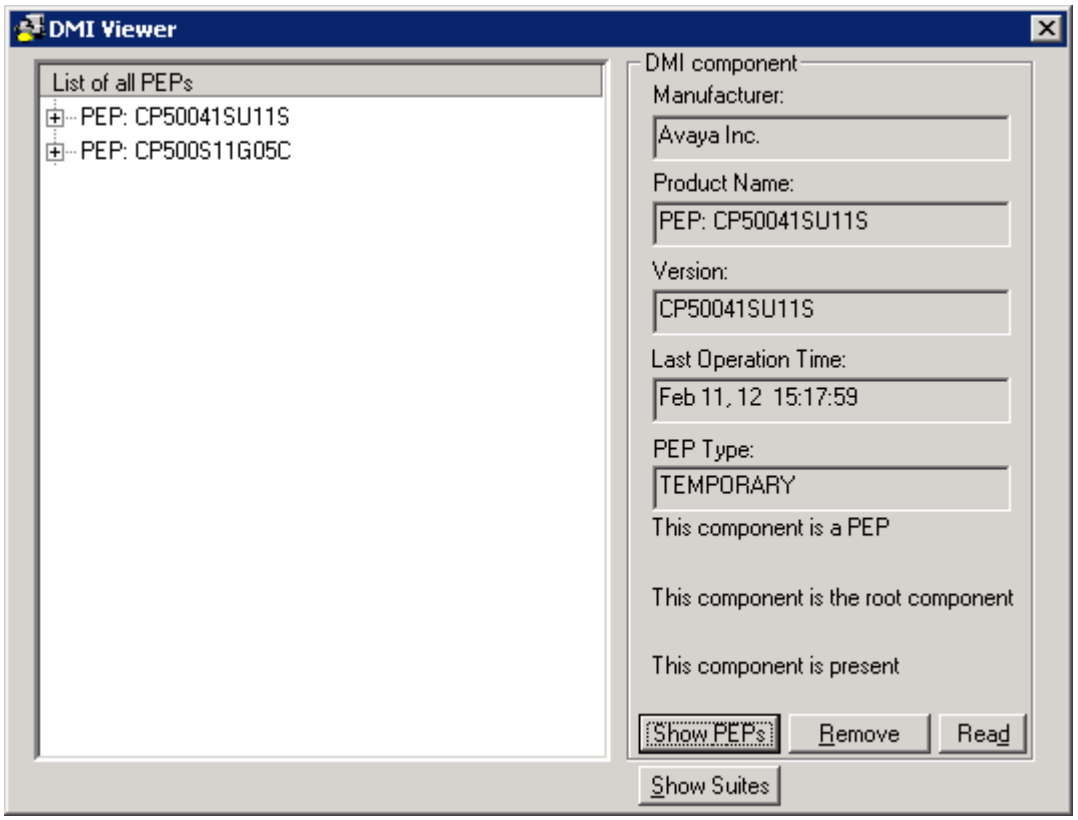


1.6. Uninstalling Service Update 11.

1.6.1. To uninstall CP50041SU11S, go to Start > Programs > CallPilot > System Utilities > PEP Maintenance Utility.

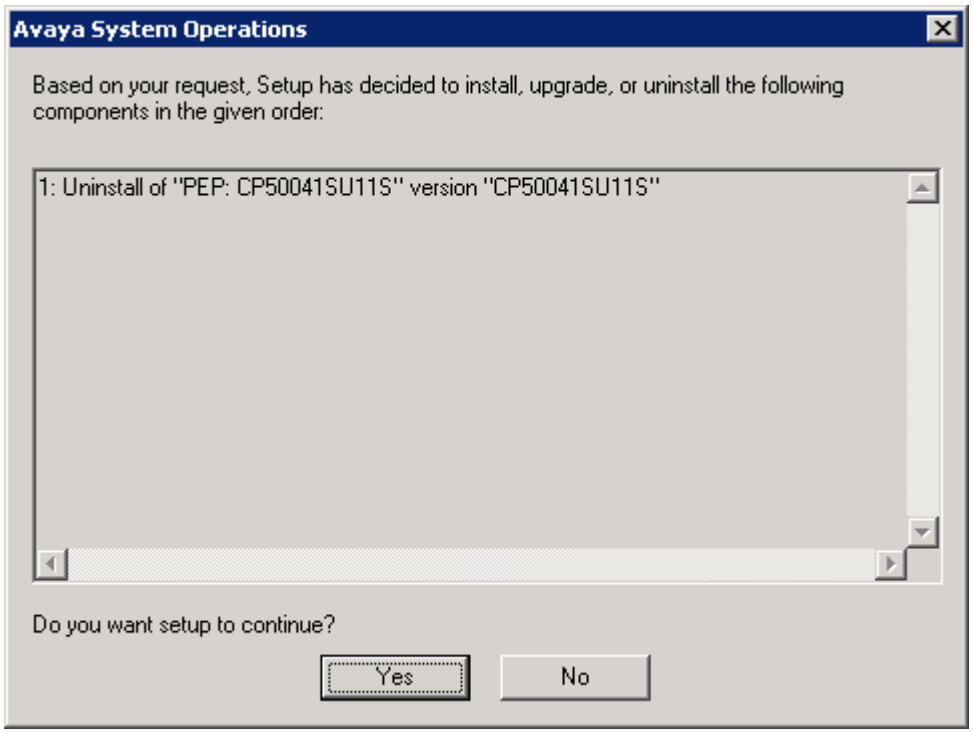


1.6.2. Click [Show PEPs]. DMI Viewer shows all PEPs installed on the CallPilot Server.



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

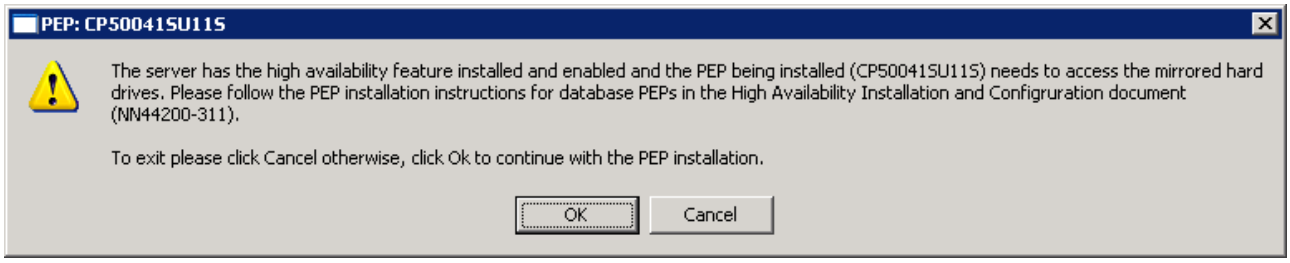
1.6.4. The DMI Viewer Uninstall request window will be appeared.



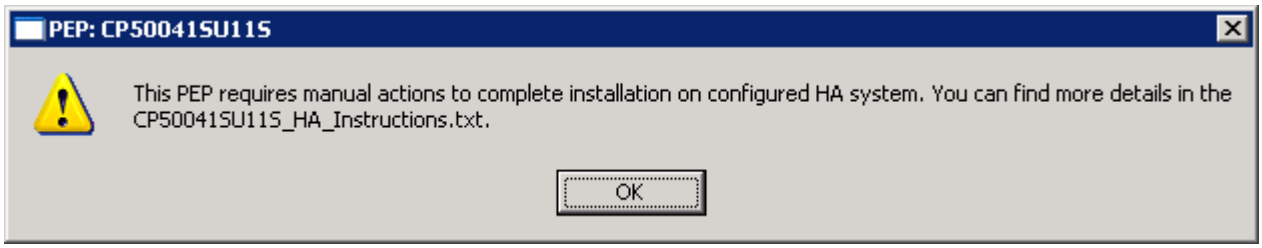
1.6.5. You will be prompted to uninstall the CallPilot 5.0 SU11 and all PEPs on top of SU11. Click on the [Yes] button.

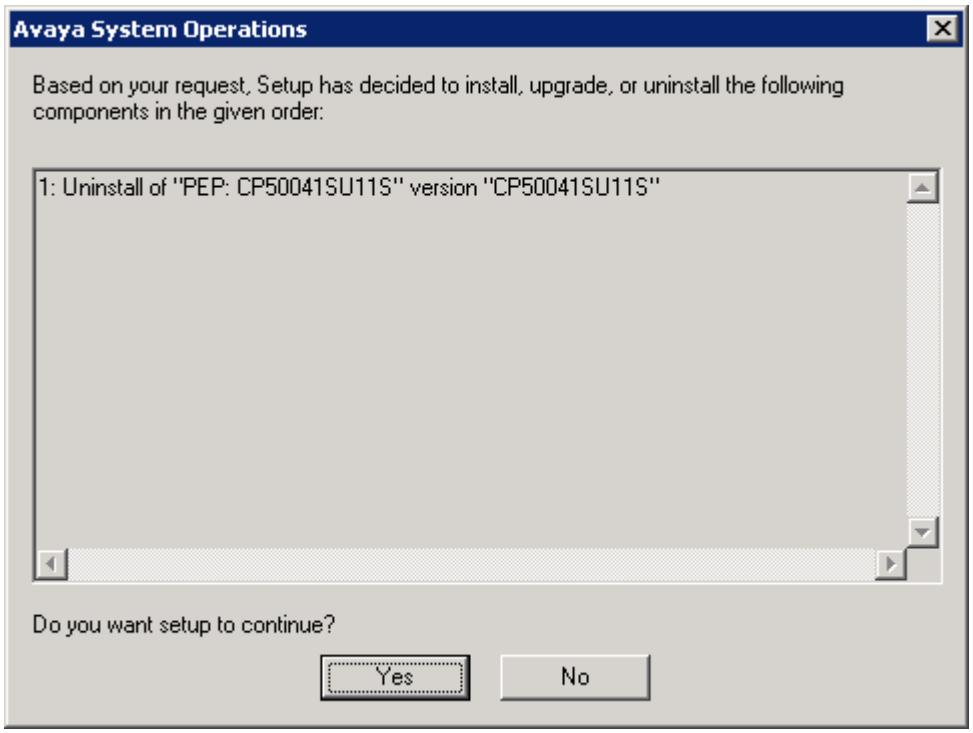
1.6.6. The DMI Viewer starts to uninstall all PEPs on top of CallPilot 5.0 SU11 and CP50041SU11S. Wait while the uninstall process completes.

Note: During the un-installation of CP50041SU11S 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.

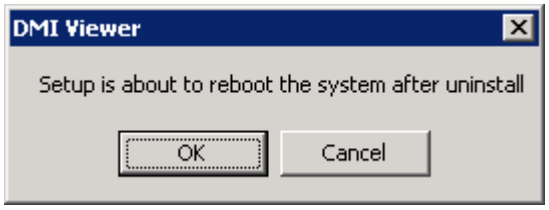


Note: During the un-installation of CP50041SU11S the following information popup appears. Click [OK] to continue.





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

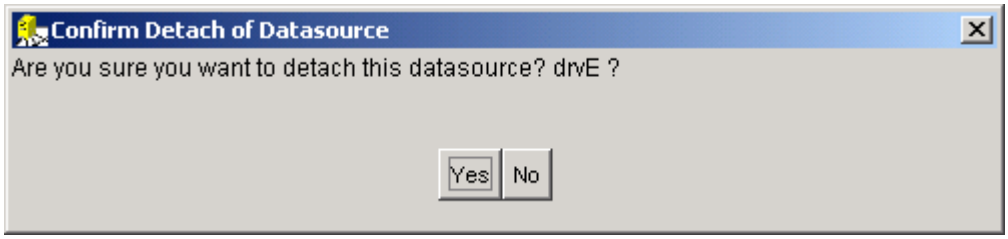


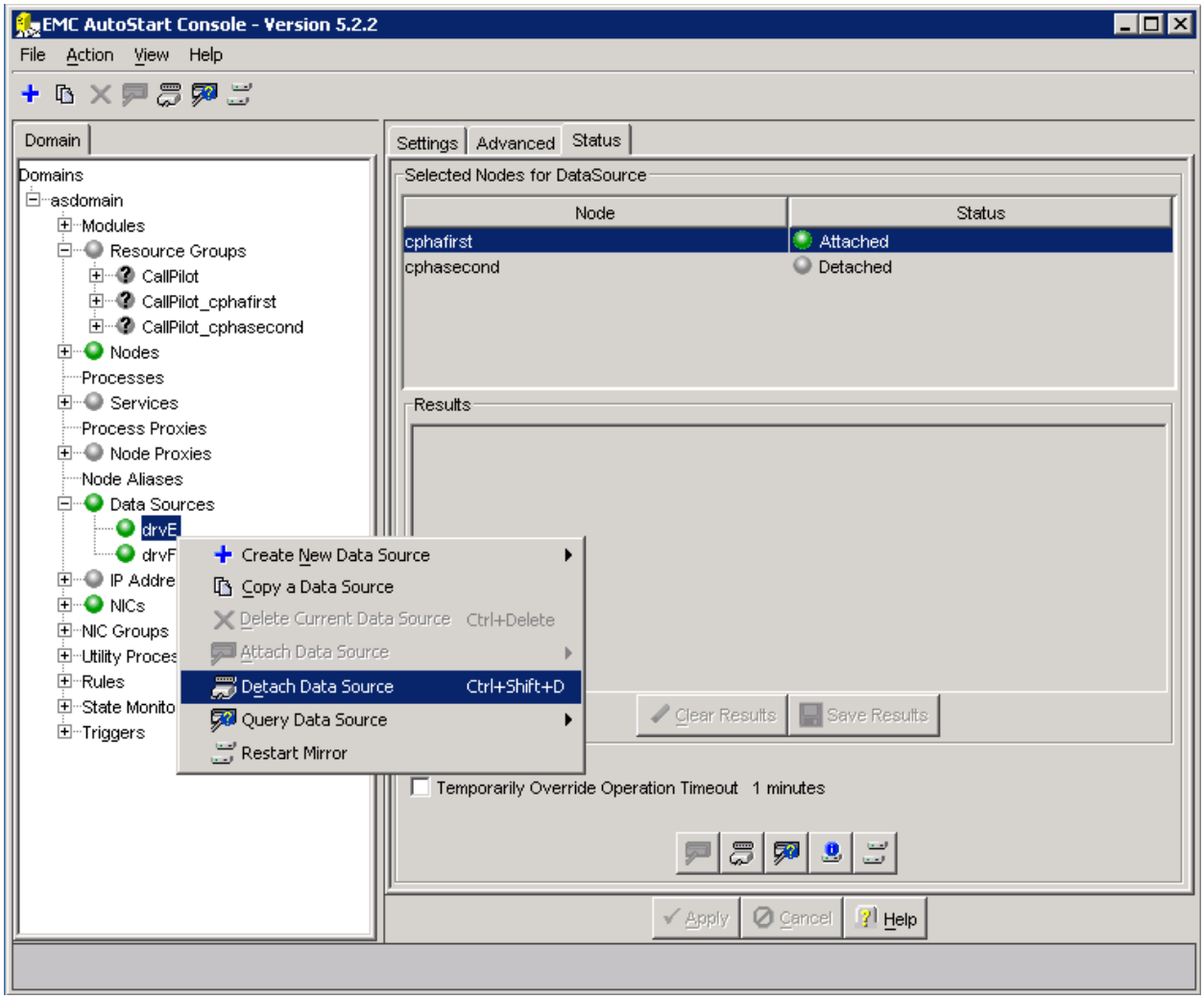
1.6.8. You will be prompted to reboot, select [Cancel] to bypass rebooting, then install CP50041SU10S.

1.6.9. Do not reboot CP1 after installation of CP50041SU10S.

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





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 11.

2.3.1. To uninstall CP50041SU11S, 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 SU11 and all PEPs on top of SU11. Click on the [Yes] button.

2.3.6. The DMI Viewer starts to uninstall all PEPs on top of CallPilot 5.0 SU11 and CP50041SU11S. Wait while the uninstall process completes.
Note: During the un-installation of CP50041SU11S 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 CP50041SU10S.

2.3.9. Do not reboot CP2 after installation of CP50041SU10S.

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

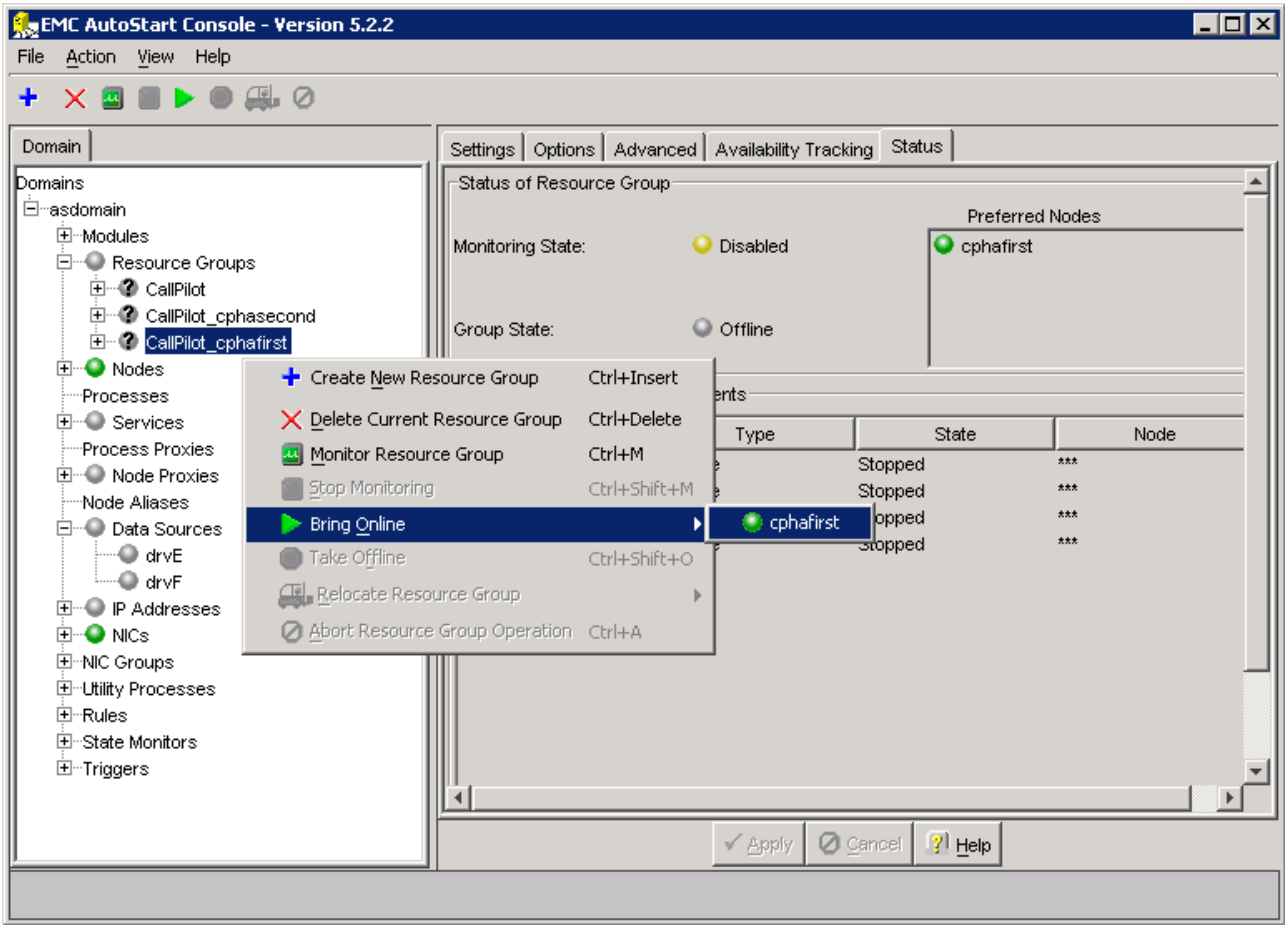
2.5. Restart the CP2 Server. Wait for the CP2 node to start.
Note: This may take some time.

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).

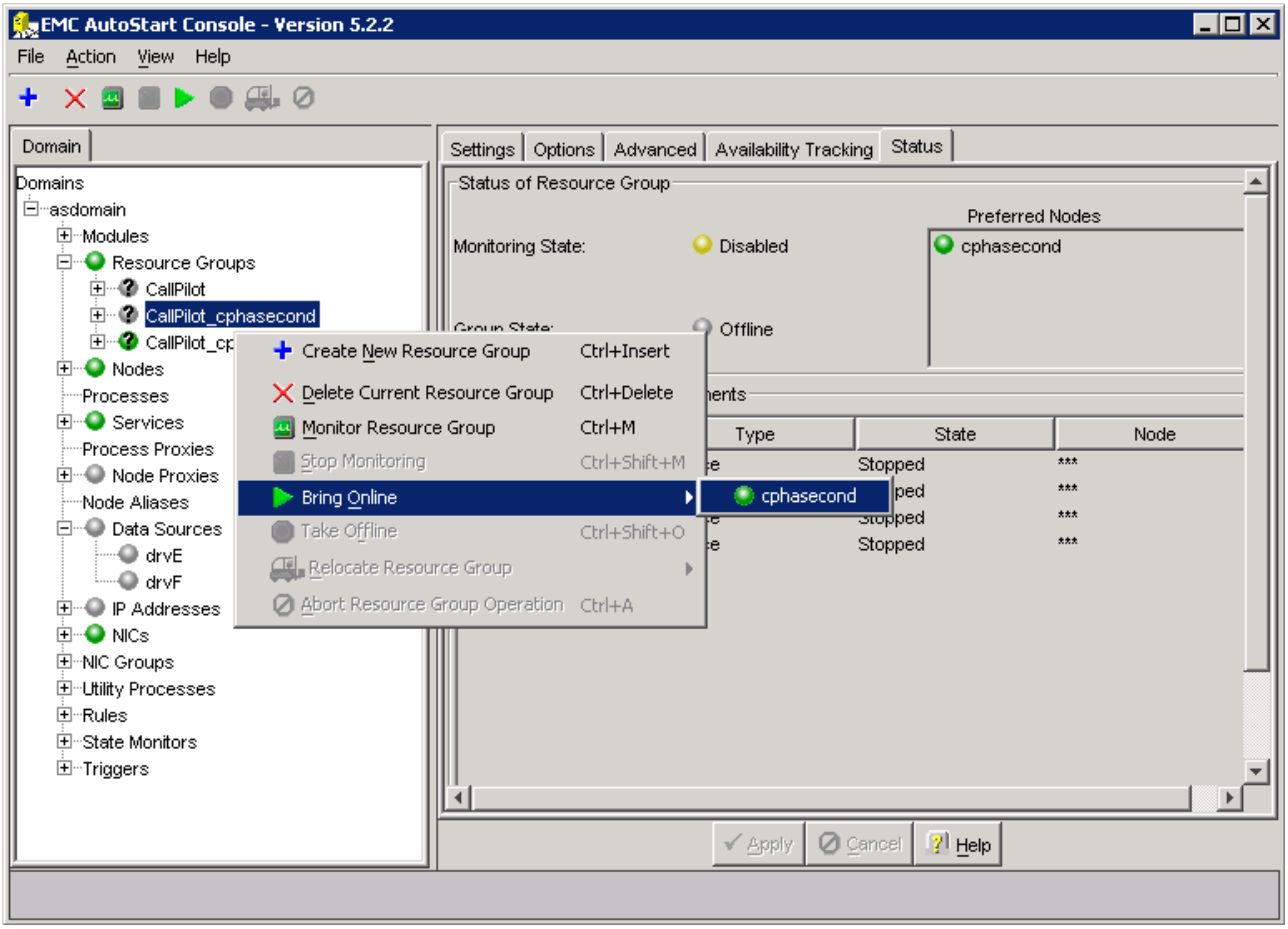
3.2. Bring CallPilot_[CP1] online (where [CP1] is the name of the CP1server).

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



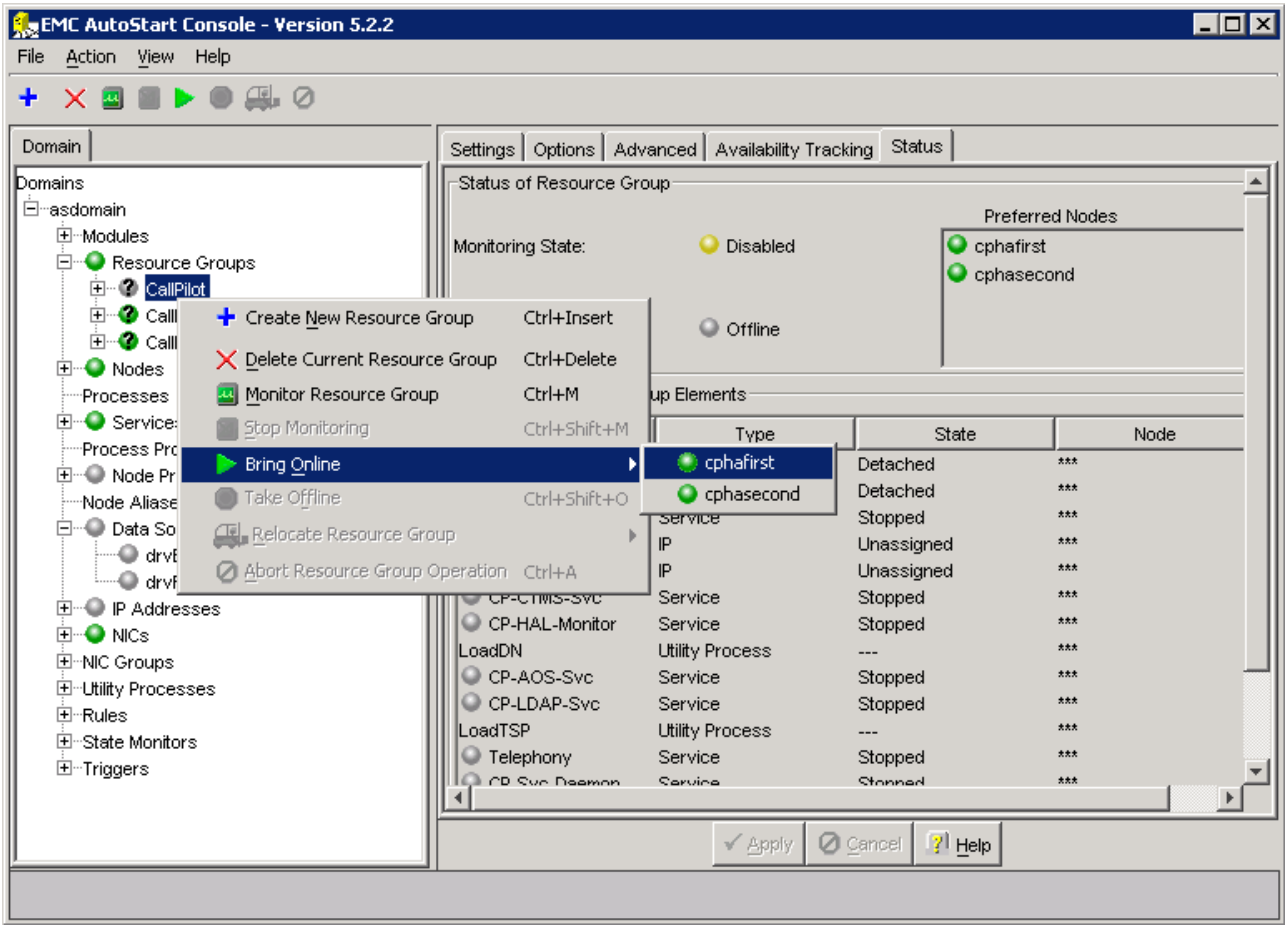
3.3. Bring CallPilot_[CP2] online (where [CP2] is the name of the CP2 server).

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

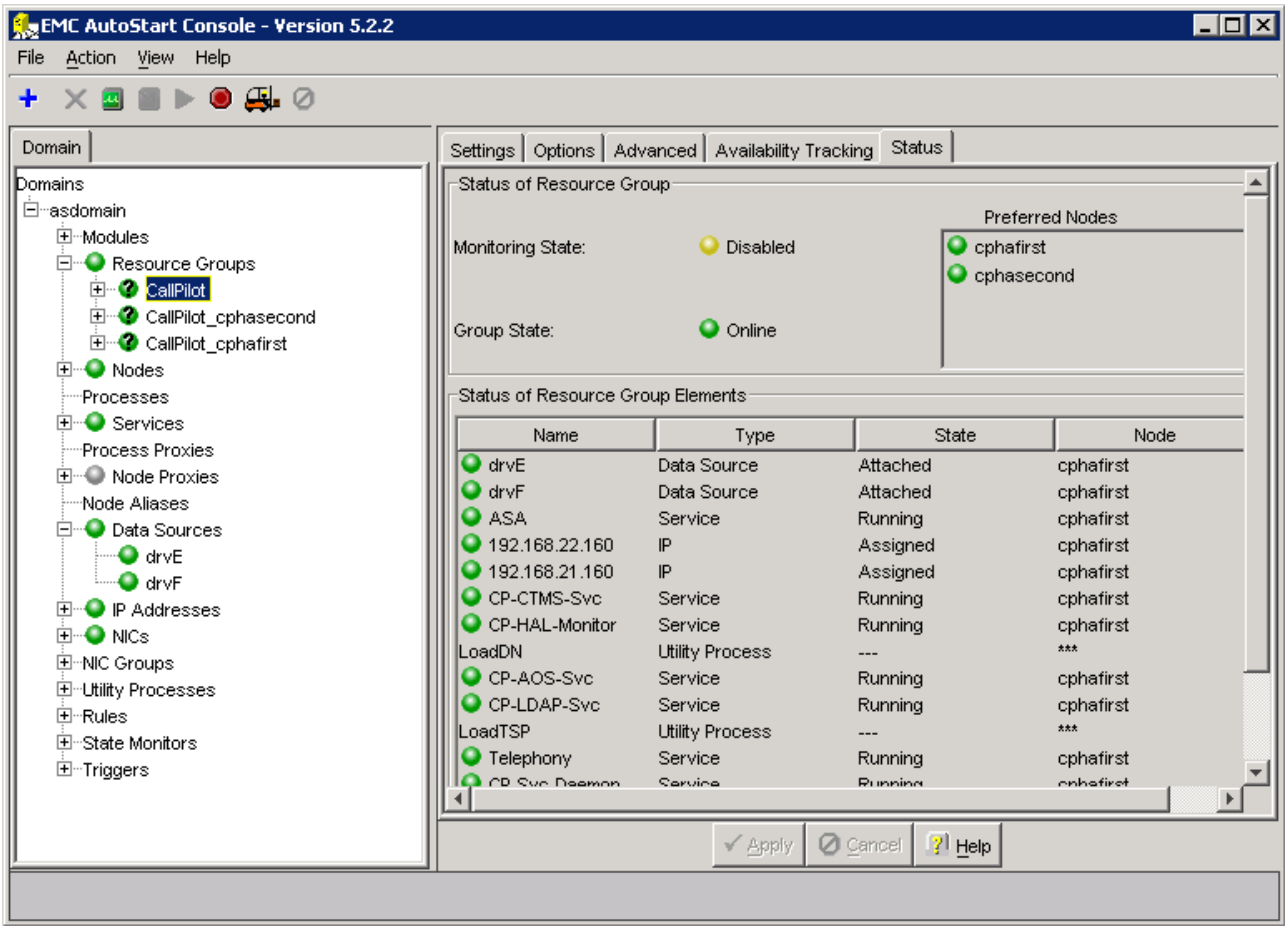


3.4. Bring the CallPilot Resource Group online on CP1

3.4.i. Right-click CallPilot.
3.4.ii. Select the Bring Online option, and then select <CP1 node name>.

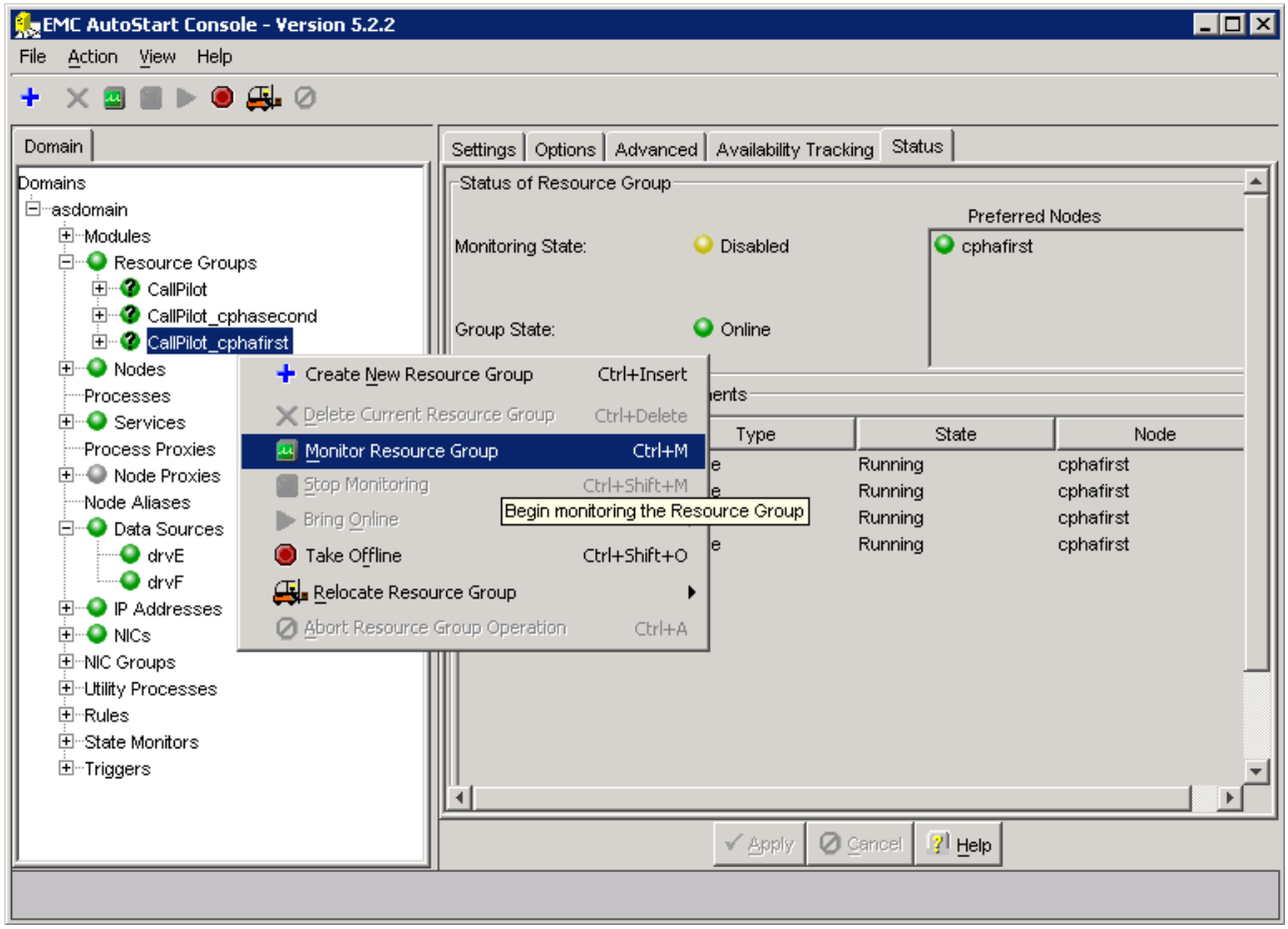


3.5. Verify that the Group State field turns green and shows as Online.



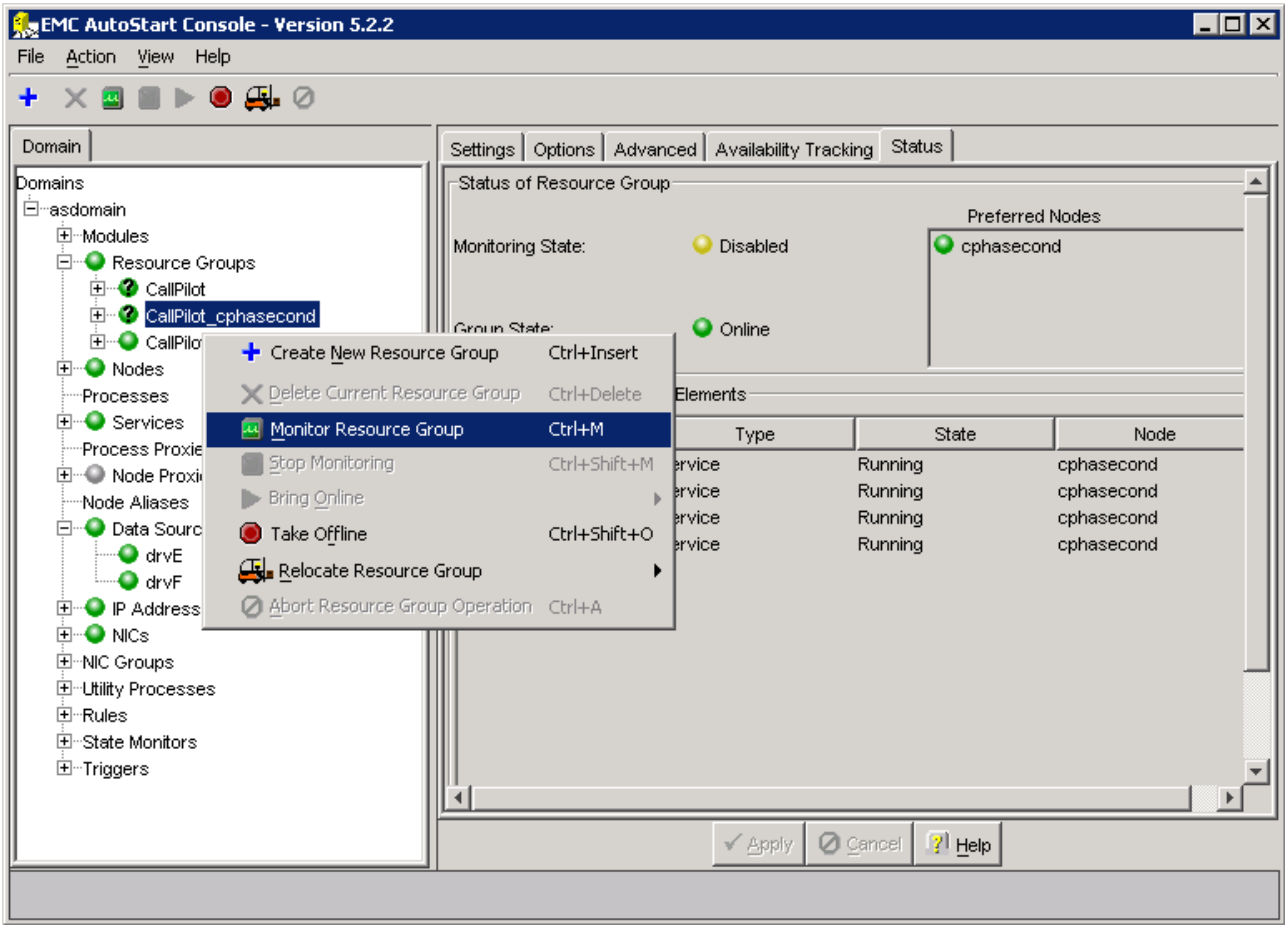
3.6. Enable monitoring for CallPilot_[CP1] resourse group.

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



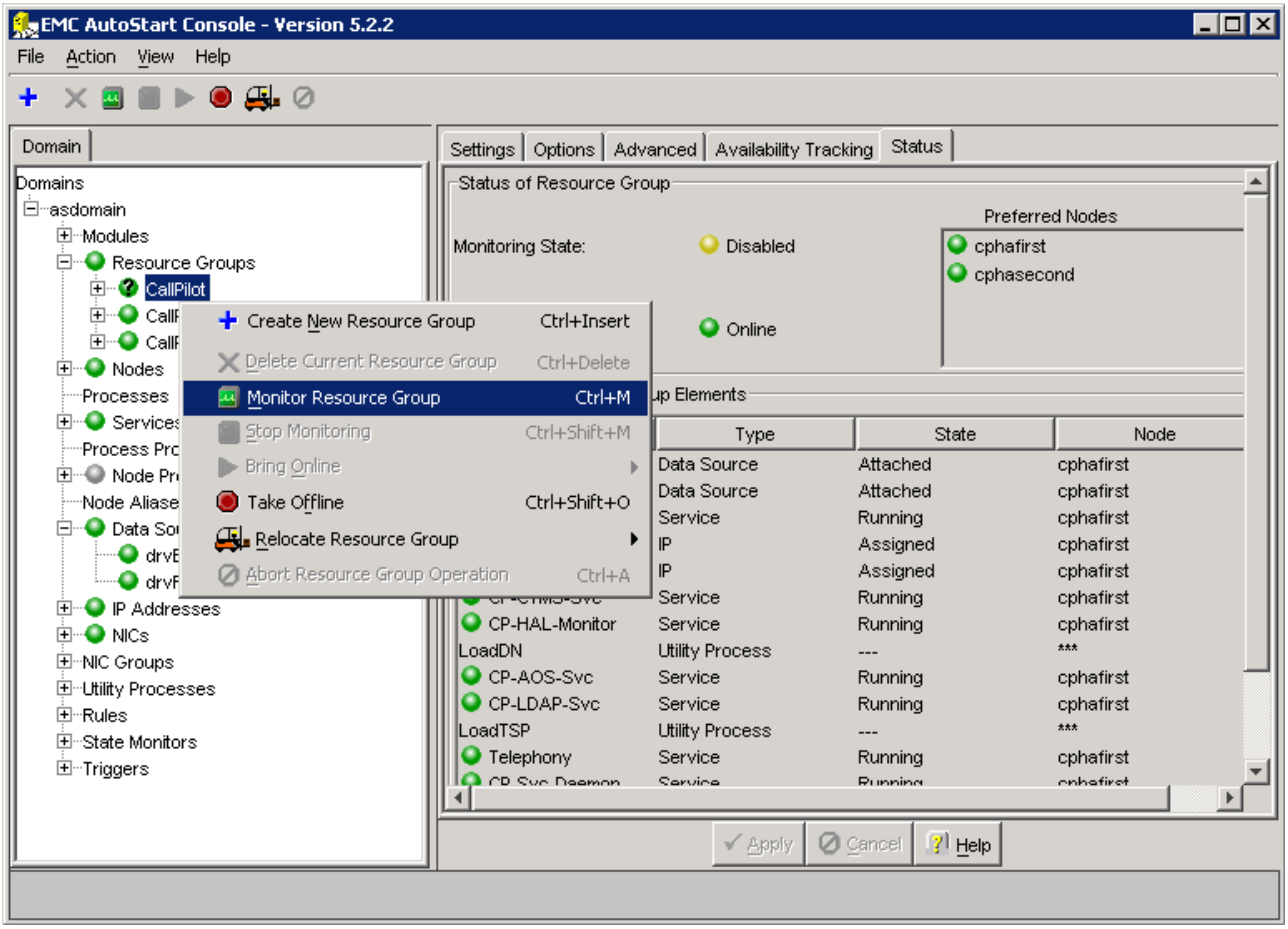
3.7. Enable monitoring for CallPilot_[CP2] resourse group.

3.7.i. Right-click CallPilot_[CP2].
3.7.ii. Select the Monitor Resource Group option.

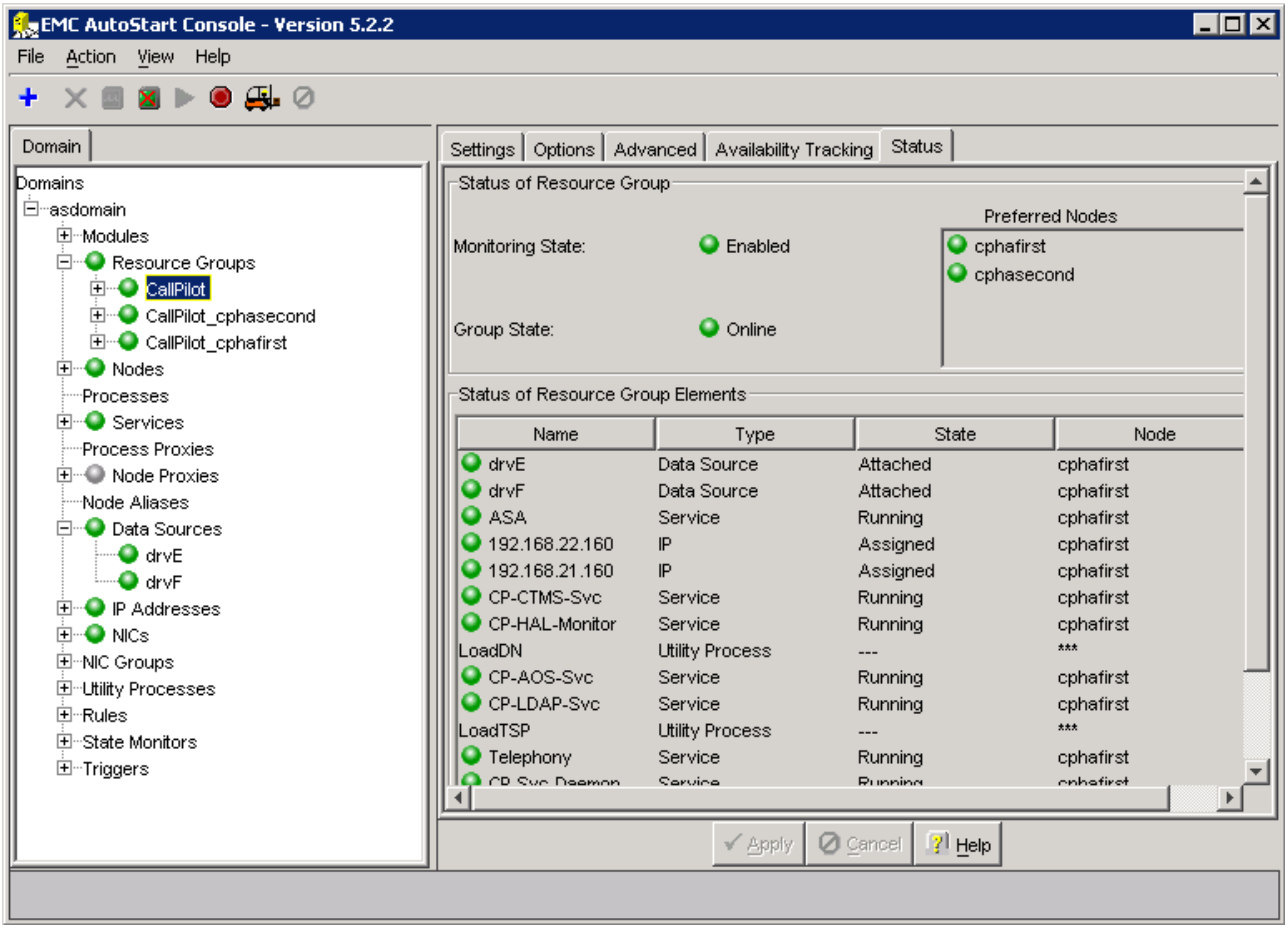


3.8. Enable monitoring for CallPilot resourse group.

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



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.



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

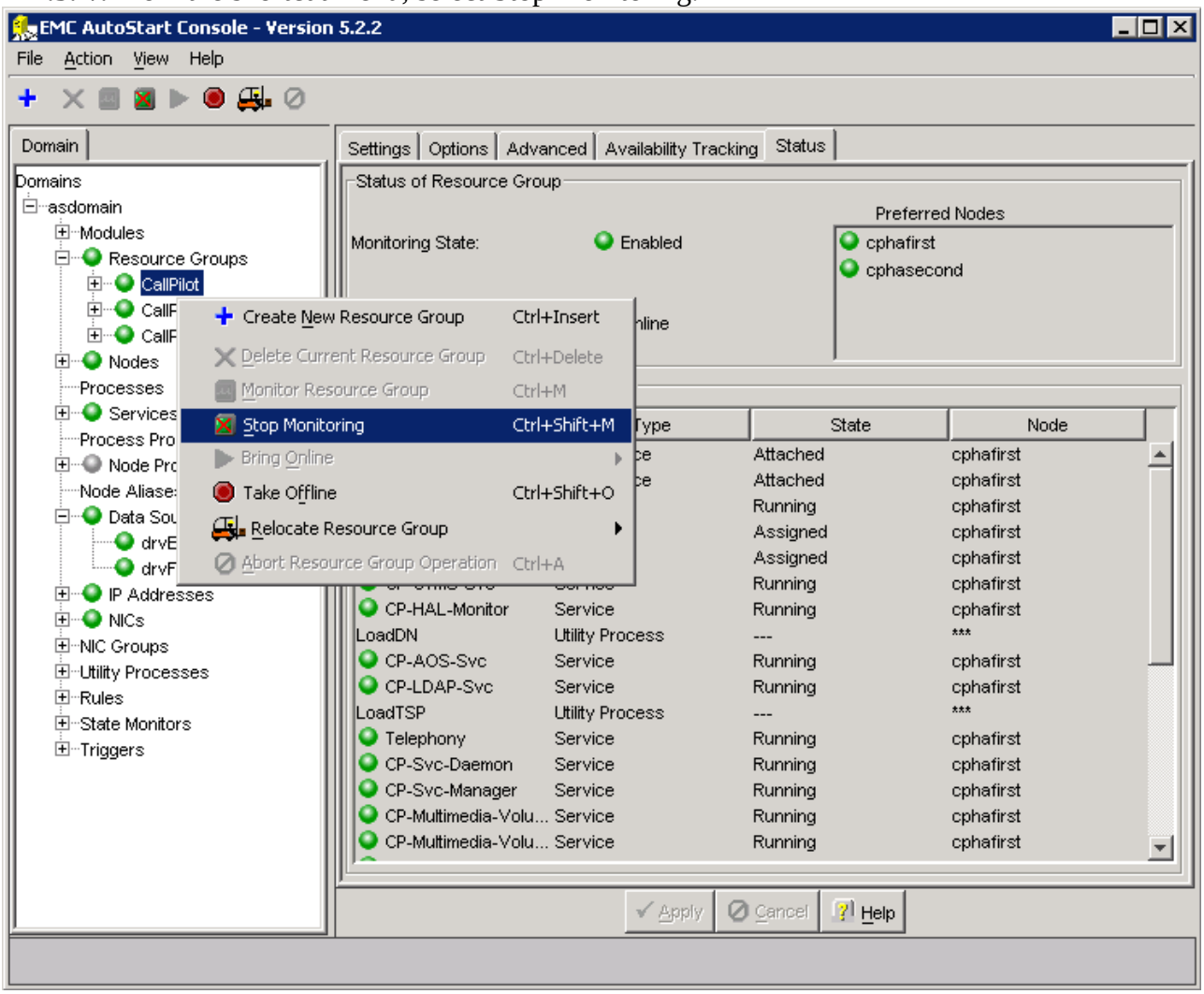
1. On CP1 (the active High Availability server) do the following:

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).

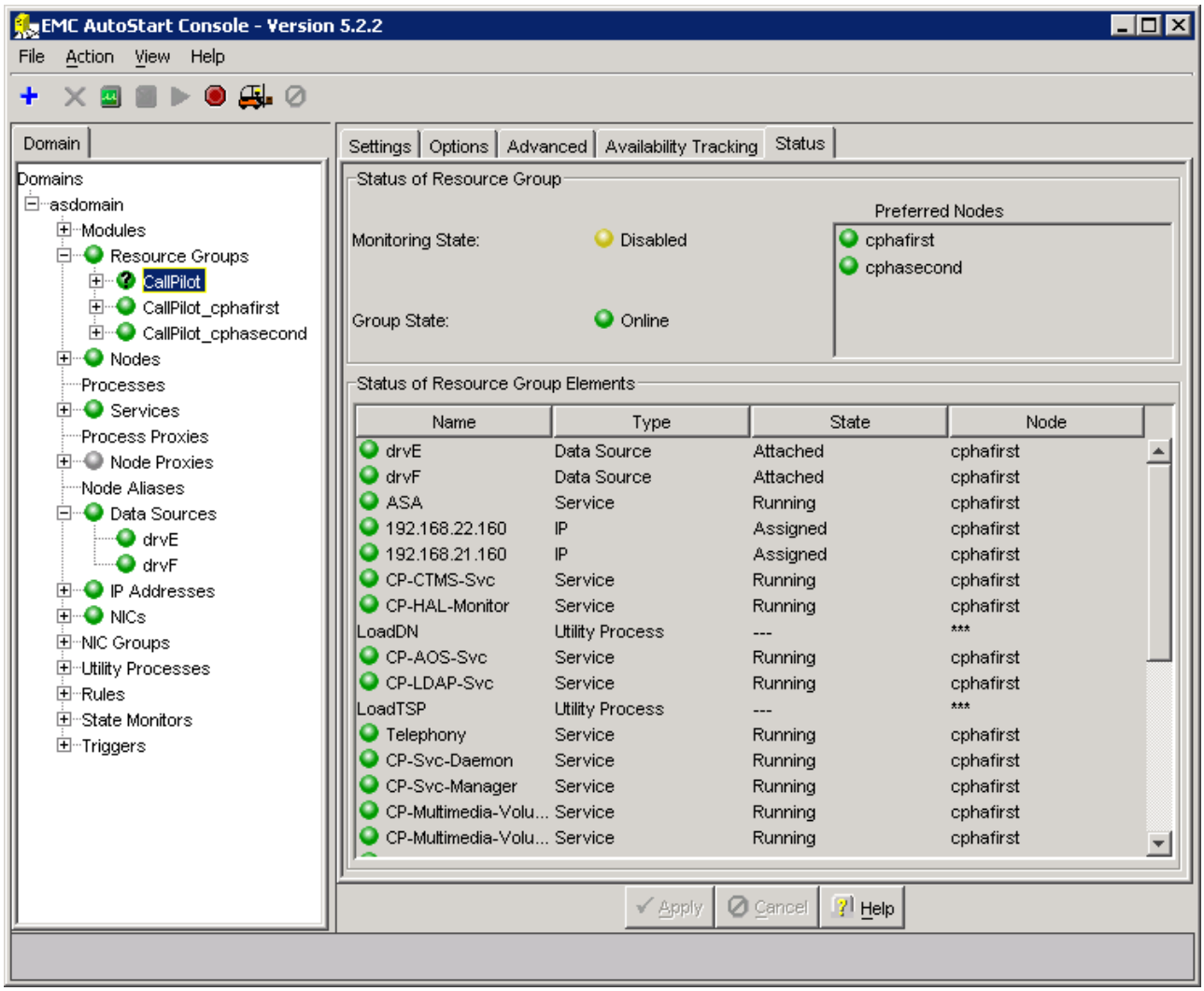
1.2. Launch the AutoStart Console.

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.

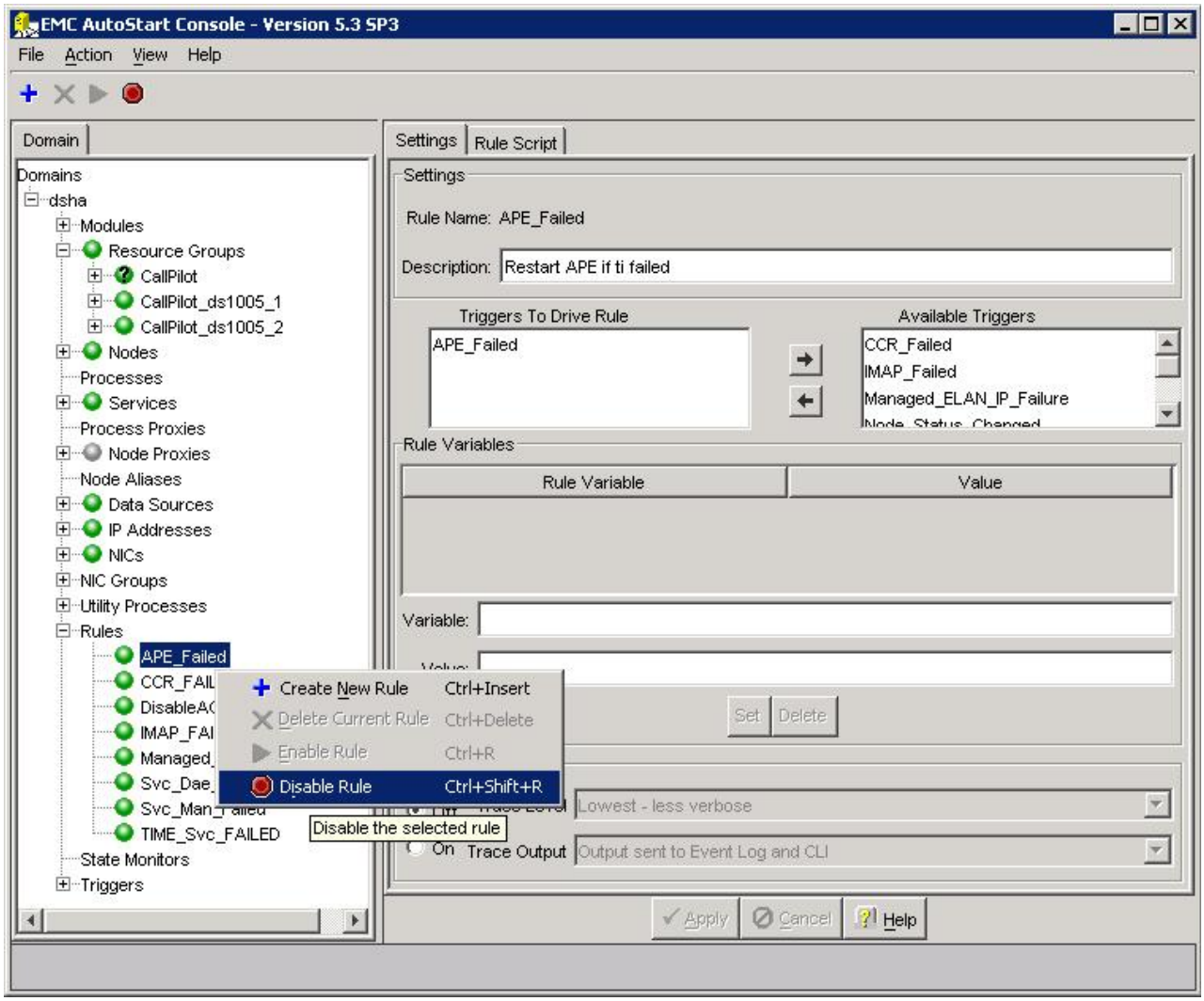


<u>Result:</u> On the Status tab, the Monitoring State turns to yellow and shows a status of Disabled. On the Domains pane, the Resource Groups > CallPilot changes to a green light with a black question mark. The automatic failover is disabled.

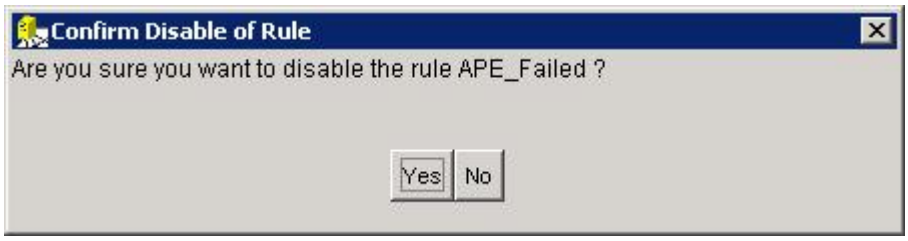


1.4. Stop Rules on the CallPilot resource group.

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).



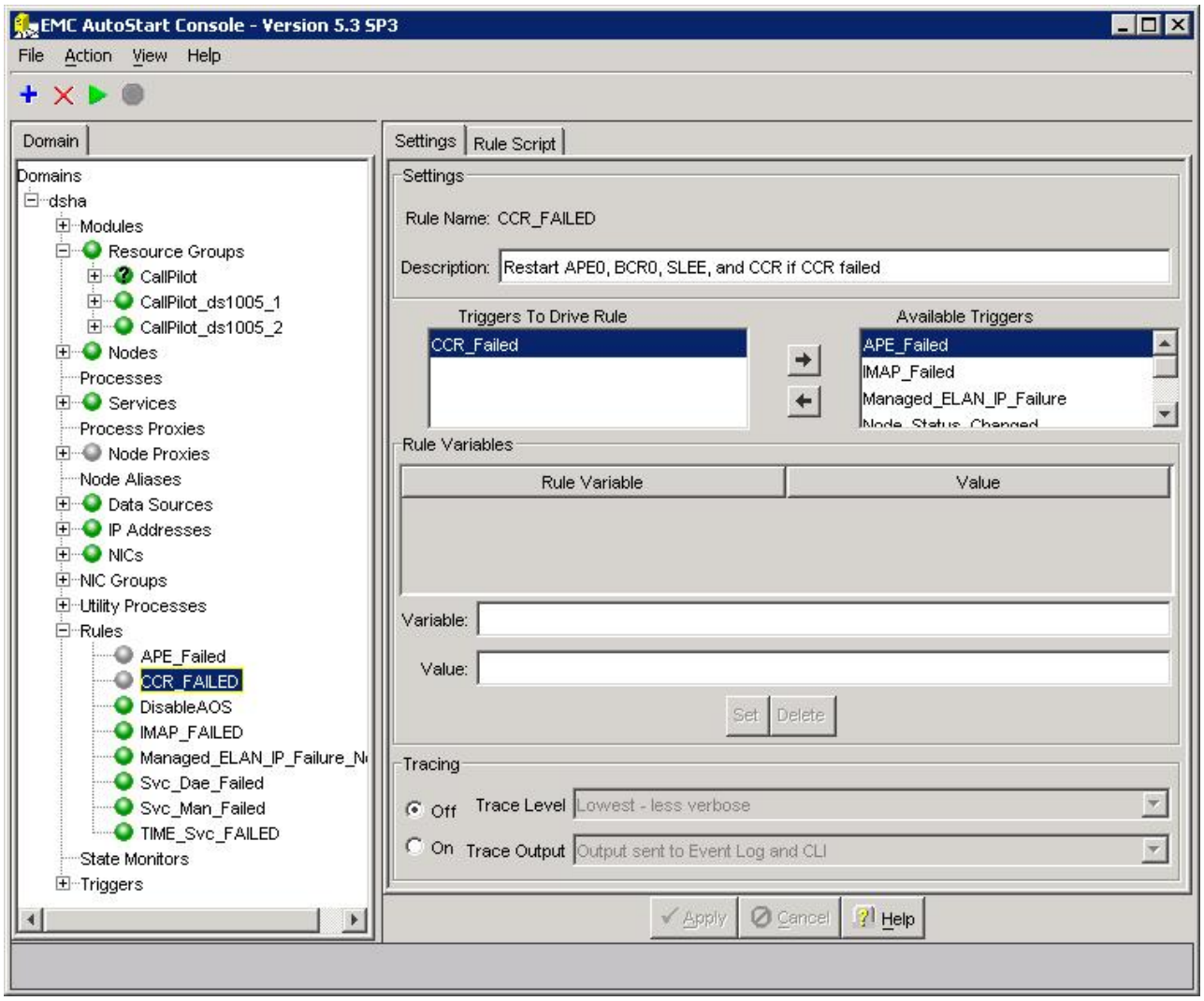
Result: The Confirm Disable of Rule window appears.



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).

Result: The APE_Failed and CCR_FAILED rules are disabled.



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.

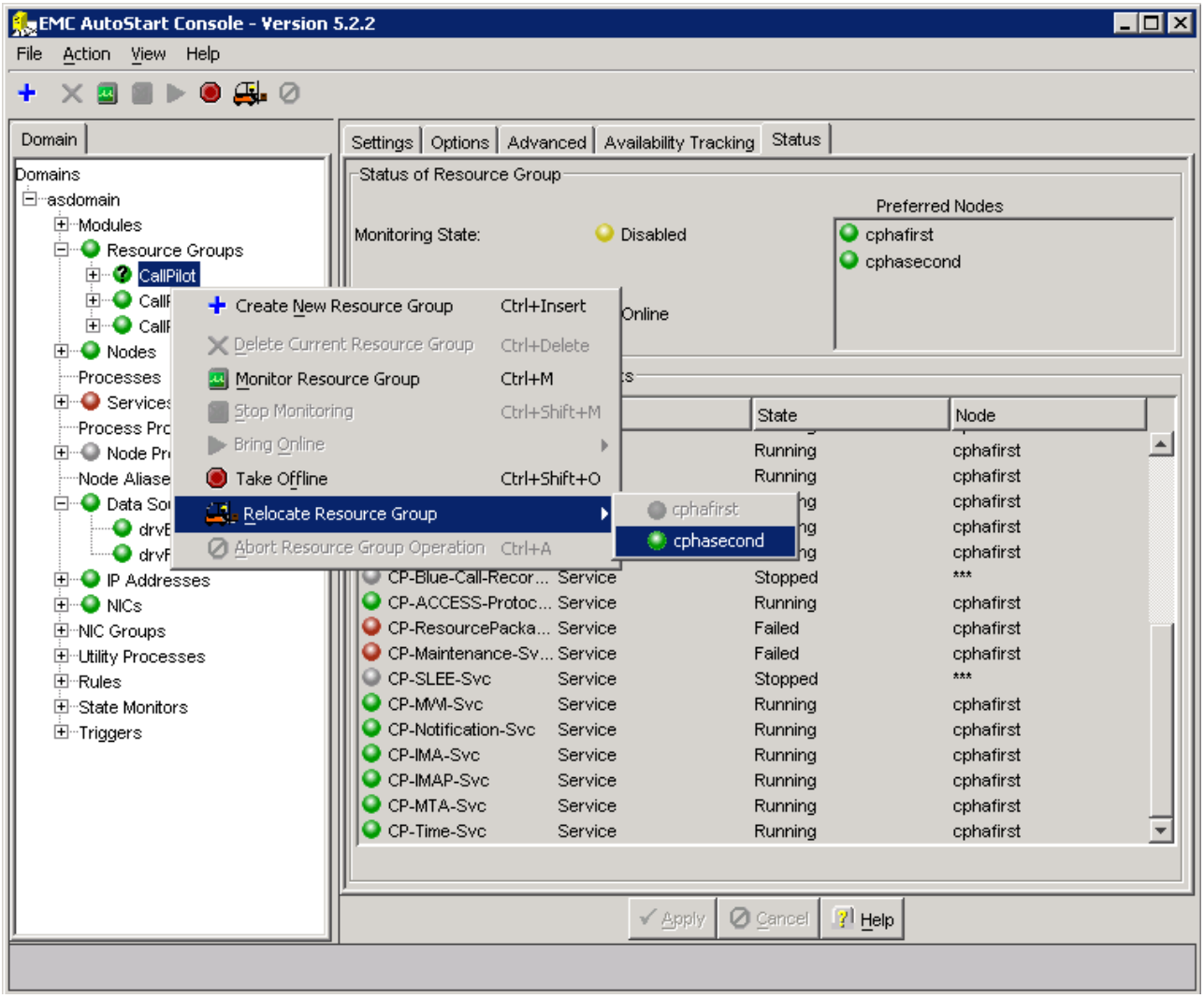
Next dialog box prompts you to confirm the configuration.

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.

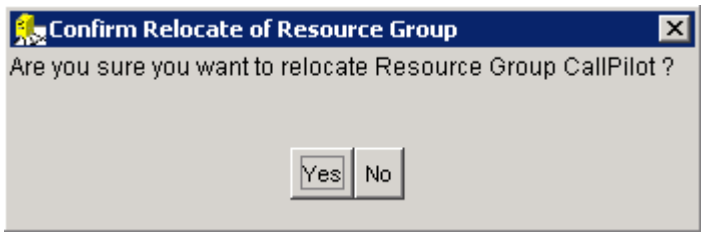
1.5.14. Click [OK] to dismiss the dialog box. The system returns you to the main CallPilot Manager screen.

1.6. Perform a manual failover.

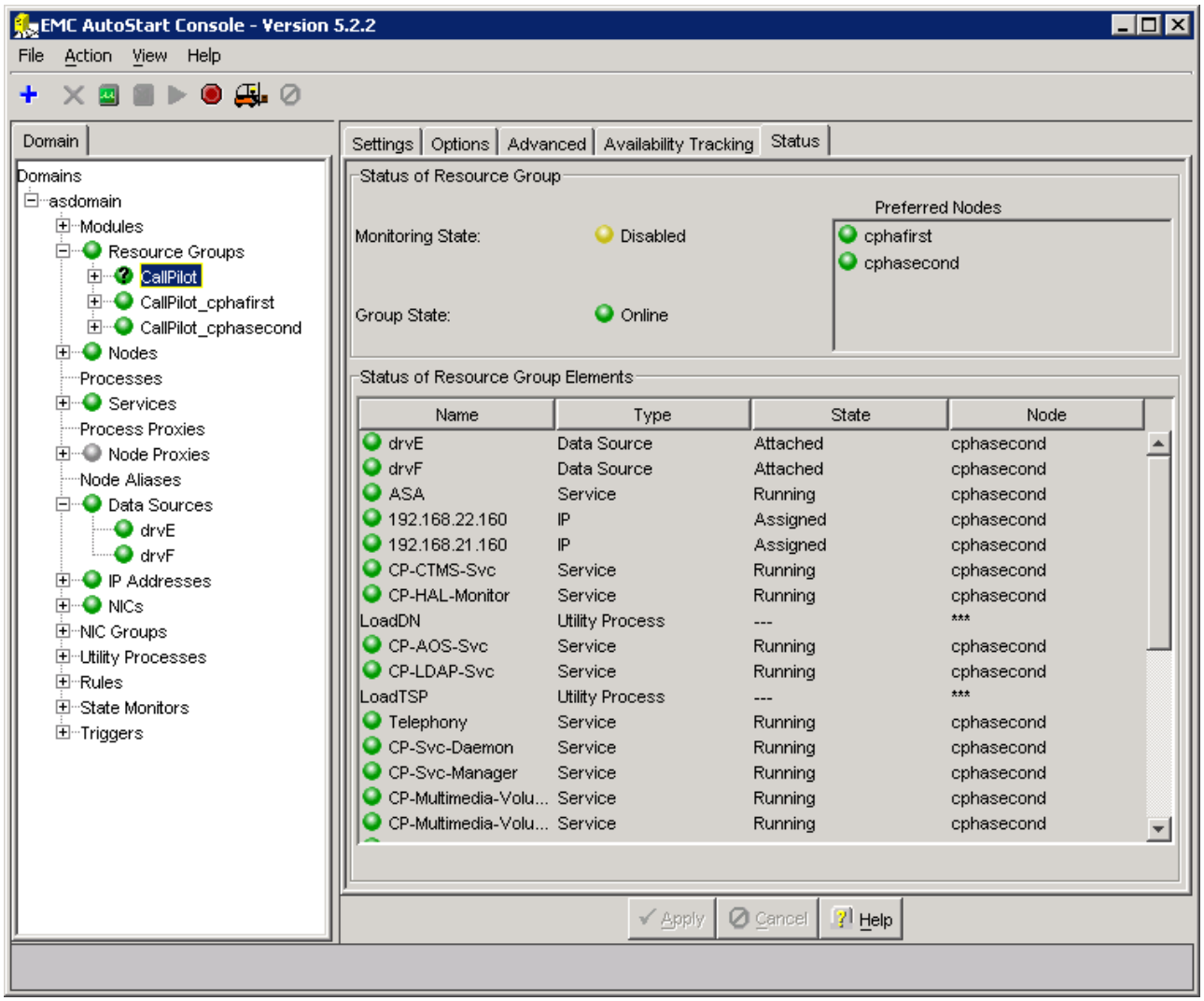
1.6.i. On the AutoStart Console window, expand Domains > [AutoStart_Domain] > Resource Groups and then select CallPilot.
1.6.ii. Click the Status tab.
1.6.iii. Right-click Resource Groups > CallPilot.
1.6.iv. On the shortcut menu, select Relocate Resource Group, and then select the <standby CallPilot server>. (This server is the standby CallPilot server.)



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



1.6.v. Click [Yes]. The failover starts in seconds.
Result: The CallPilot resource group is automatically brought online on the standby High Availability server (CP2).



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).

Result: 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.

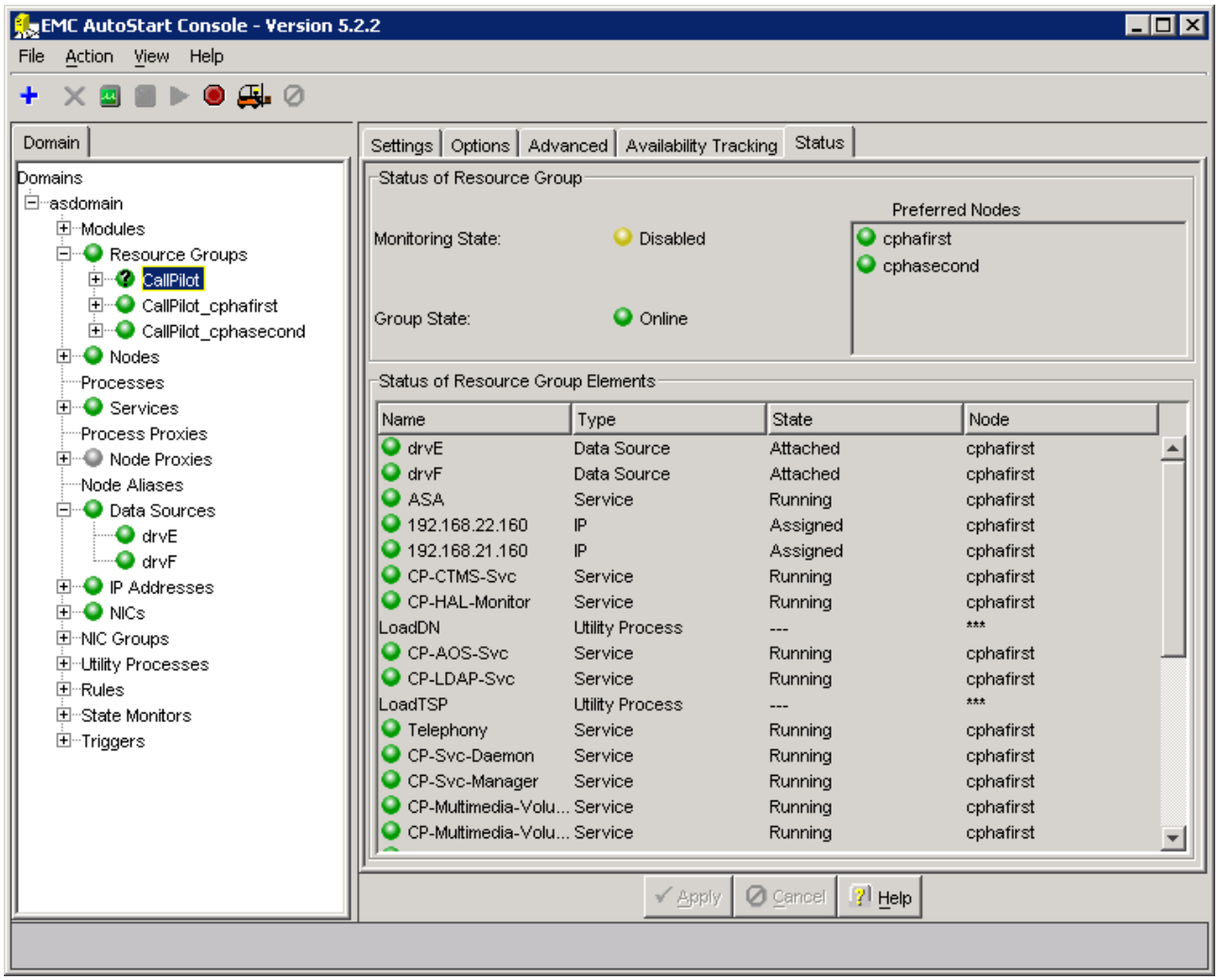
3.5.v. Click [Yes]. The failover starts in seconds.
Result: The CallPilot resource group is automatically broughtonline on the standby High Availability server (CP1).

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

4. On CP1, do the following:

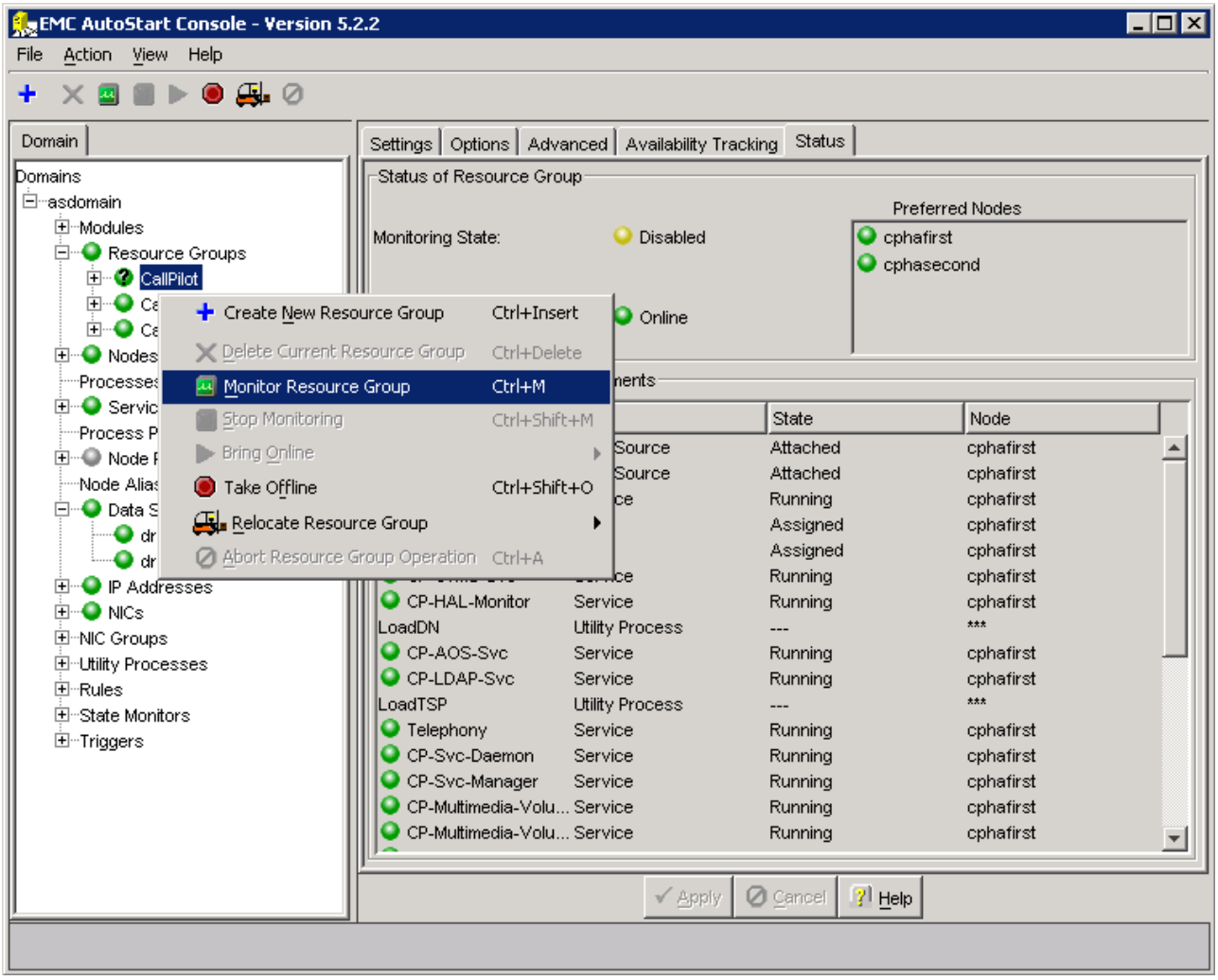
4.1. Launch the AutoStart Console.

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

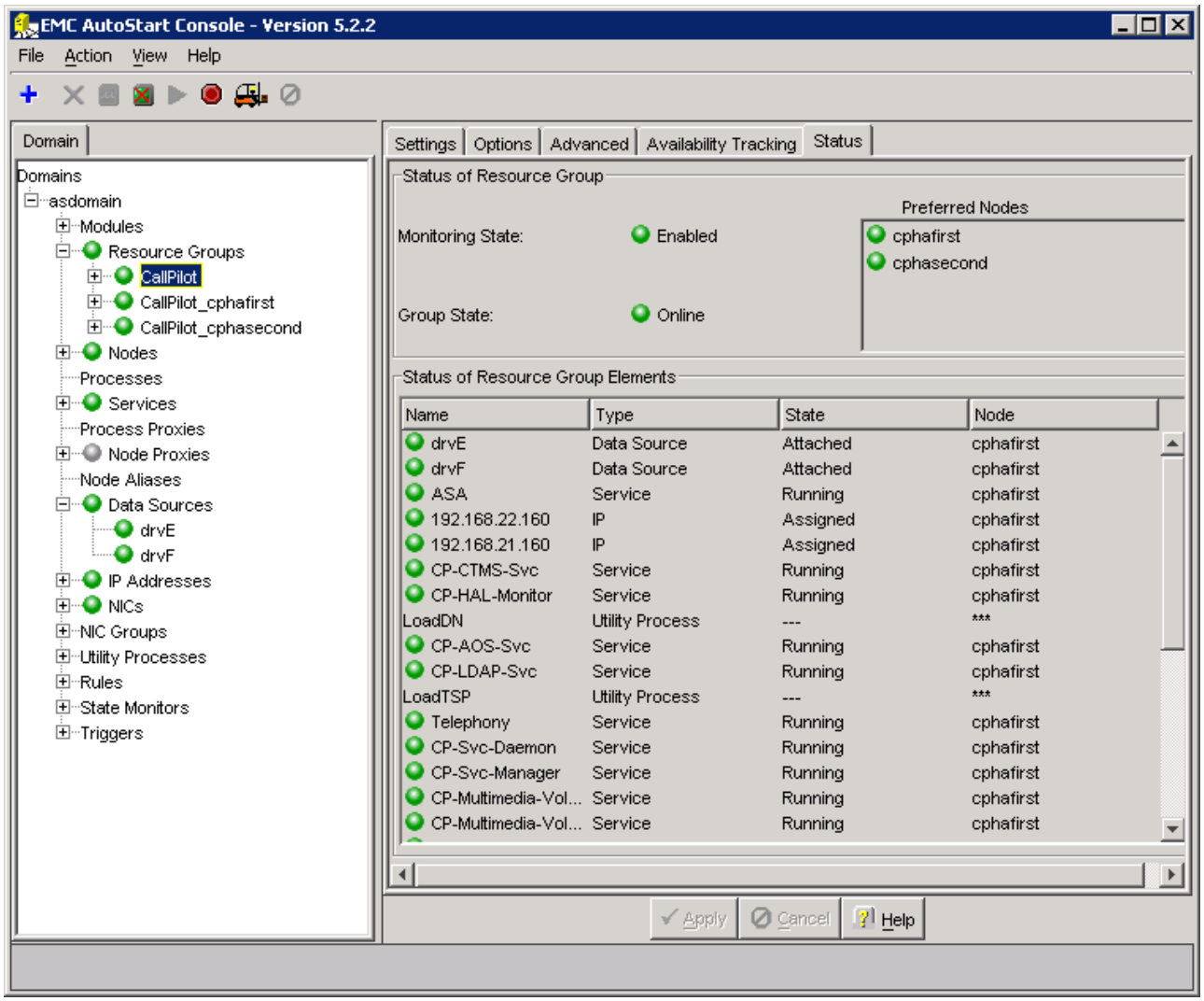


4.3. Enable monitoring for the CallPilot resource group.

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.



Result: 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
File Action View Help
Domain
Domains
asdomain
Modules
Resource Groups
CallPilot
CallPilot_cphafirst
CallPilot_cphasecond
Nodes
Processes
Services
Process Proxies
Node Proxies
Node Aliases
Data Sources
drvE
drvF
IP Addresses
NICs
NIC Groups
Utility Processes
Rules
State Monitors
Triggers
Settings Options Advanced Availability Tracking Status
Status of Resource Group
Monitoring State: Enabled
Group State: Online
Preferred Nodes
cphafirst
cphasecond
Status of Resource Group Elements
Name Type State Node
drvE Data Source Attached cphafirst
drvF Data Source Attached cphafirst
ASA Service Running cphafirst
192.168.22.160 IP Assigned cphafirst
192.168.21.160 IP Assigned cphafirst
CP-CTMS-Svc Service Running cphafirst
CP-HAL-Monitor Service Running cphafirst
LoadDN Utility Process --- ***
CP-AOS-Svc Service Running cphafirst
CP-LDAP-Svc Service Running cphafirst
LoadTSP Utility Process --- ***
Telephony 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
Apply Cancel Help

TROUBLESHOOTING

If a pop-up stating MPB boards were not used by CallPilot system still appears after Service Update 11 has 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.