



CallPilot support utility - Duplicate COS check script

Date	Revision #	Summary of Changes
14 March 2014	Original	This is the original publication.

Overview:

The CallPilot duplicate Class-Of-Service (COS) check script utility (nbdbCOSCheck.exe) is a tool that helps identify potential problems within a CallPilot configuration that, if they exist, could result in problems after upgrading from CallPilot 5.0 Service Update 3 (SU03) and later to CallPilot 5.1 Service Update 1 (SU01) or Service Update 2 (SU02).

If the system involves two or more mailbox classes-of-service with identical properties, it will lead to a failure of MTA and IMA services after the upgrade, impacting operation of the system.

To evaluate whether or not this condition exists, the technical craftsperson should launch this tool before attempting the upgrade. The utility will detect if any problems exist on the CallPilot server and will provide information about which Classes of Service need to be changed. Results are displayed on the screen and are captured to log file "D:\Temp\nbdbCOSCheck.log" on the server.

This condition will be automatically resolved when upgrading to CallPilot 5.1 Service Update 3 (SU03).

How to obtain:

The duplicate COS check script utility (nbdbCOSCheck.exe) can be downloaded from the Enterprise Solutions PEPs Library (ESPL) website at: <https://espl.avaya.com/espl>.

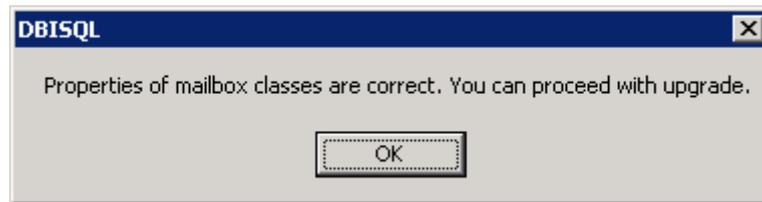
Additionally the tool can be accessed through CallPilot Support Tools on CallPilot 5.1 SU03. It is available to all access levels: designer, tas and distributor.

How to use:

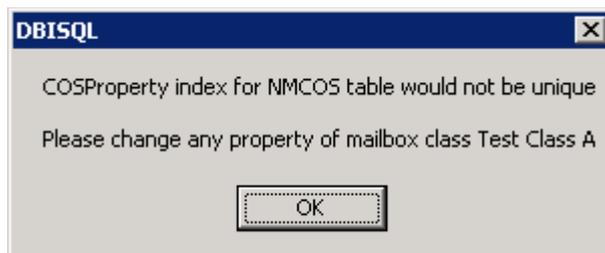
- 1) Copy nbdbCOSCheck.exe onto the CallPilot server to the D:\TEMP folder.
- 2) Launch the utility using the administrator account. If you access your CallPilot server by Remote Desktop Connection, you should also use it with "/admin" option. For example, mstsc /admin.
- 3) The tool launches an SQL script that checks if the CallPilot server has problems with duplicate mailbox classes. Results of the check will be displayed in a dialog window or can be reviewed by opening the log file nbdbCOSCheck.log at D:\Temp.

For examples:

- a. If no duplicate Classes of Service are identified:



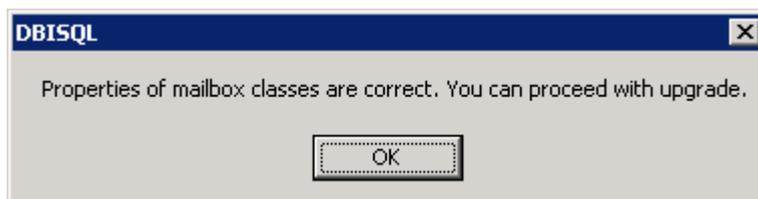
- b. If duplicate Classes of Service are identified:



- 4) If your server has duplicate Classes of Service you can resolve the issue using CallPilot Manager.

Go to User-> Mailbox Classes and open properties of mailbox classes which were identified in the results display and/or the log file. Change properties as necessary such that there will be no duplicate settings.

- 5) After all duplications are resolved, launch the nbdbCOSCheck.exe utility a subsequent time to again check the system. If all duplication issues have been resolved, the following window will appear, indicating it is ready to proceed with the upgrade.



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