



## Product Bulletin

Bulletin Number: P-2008-0007-Global-Rev1  
Date: 23 January 2008

# New CallPilot 201i IPE Support Tool: Disk Power-On Hours

## REVISION HISTORY

Date	Revision #	Summary of Changes
10 January 2008	Original bulletin	This is the original publication
23 January 2008	Revision 1	Updated to reflect new version utility which overcomes missing DLL issues.

### Reason for revision

This revision outlines the enhanced utility that is now available, overcoming a missing DLL files issue experienced on CallPilot 3.0 and 4.0 systems where pcAnywhere has not yet been installed. The updated utility is now available from the web-sites as noted below.

### Introduction

Nortel is pleased to introduce a new, no-cost, support tool for CallPilot 201i IPE systems, the Power-On Hours utility for examining CallPilot server hard-disk drives. This bulletin introduces the new utility, provides details on its benefits, limitations, recommended usage, and outlines where it can be obtained from.

### Main Topic

While server hard-disk drives typically provide years of error-free service life, offering Mean Time Between Failure (MTBF) ratings between 400,000 and 600,000 hours, their actual performance can be impacted by various conditions such as environmental temperature, G-force shock, electrical variances/fluctuations, and improper power and grounding. As such, manufacturers generally provide a warranty period of five (5) years. Through analyzing reported support cases, Nortel has evidence supporting this, showing an increase in disk-related case activity as systems exceed this five-year threshold.

Nortel, through its partnership with Seagate, the primary manufacturer of hard disk drives used on CallPilot IPE server platforms, has tested and qualified the use of Seagate's

Nortel-specific “Get Power-On-Hours” utility for use on CallPilot 201i IPE servers with IDE (parallel ATA) hard drives.

This utility can be run without impact to the system during normal business hours. It quickly and easily enables technical service personnel to identify the actual in-service usage of a CallPilot hard-disk drive. With this information, coupled with standard error/event logs, they can evaluate the risk of potential disk failure and take proactive measures to replace an aging hard-drive BEFORE it fails causing a potentially costly and business-impacting service interruption.

### Obtaining the utility

The CallPilot IPE Disk Power-On Hours utility is available for download as PEP ID “**CP201\_POHS**” from the following websites:

Enterprise Solutions PEP Library: [www.nortel.com/espl](http://www.nortel.com/espl)

Technical Support Portal: [www.nortel.com/support](http://www.nortel.com/support)

### References and Related Documents

At this time, no NTP updates are planned as the result of the introduction of this new utility. This document is the primary reference for its usage. Future revisions to the CallPilot Maintenance and Diagnostic NTPs are being considered.

<b>NTP number</b>	<b>Title</b>
NN44200-705	CallPilot 5.0: 201i Server Maintenance and Diagnostics
553-7101-119	CallPilot 4.0: 201i Server Maintenance and Diagnostics
553-7101-119	CallPilot 3.0: 201i Server Maintenance and Diagnostics

### Ordering Guidelines and Procedures

No changes to CallPilot pricing, packaging, or ordering occur as a result of the introduction of this new support tool. It is available for download at no-charge from either the Enterprise Solutions PEP Library (ESPL) or Technical Support (TSPortal) websites.

For ordering a replacement disk drive, refer to the Global Product and Pricing Catalog (GPPC) and/or the following CallPilot bulletins:

<b>Bulletin number</b>	<b>Title</b>
SM-2007-0168-NA	CallPilot 5.0 Commercial Offer Guide
SM-2005-0238-NA-Rev1	CallPilot 4.0 Commercial Offer Guide
P-2007-0167-Global	CallPilot Spares Planning

## Limitations

The following utility limitations exist:

- It is only applicable to CallPilot 201i IPE platform servers
- It is only applicable to CallPilot release 3.0 and later systems using the Windows 2003 Server operating system
- It is only applicable to CallPilot servers installed with Seagate hard disk drives. If another manufacturer drive is installed, it may appear to operate, but results are questionable.

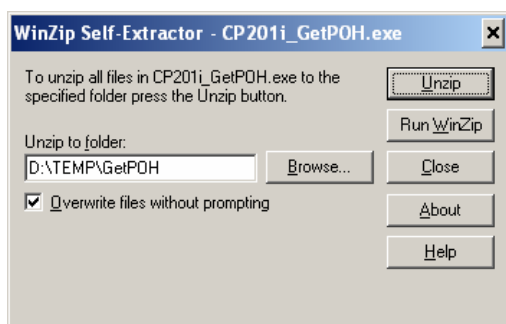
### Installing/running the utility, evaluating results, and suggested actions

The following provides instructions for obtaining the utility, installing and running it on the CallPilot server, and evaluating the results.

1. Obtain the CP201i\_GetPOH.EXE utility (self-extracting file) from either website noted.
2. Transfer the file to the CallPilot server via either upload using Symantec pcAnywhere, Microsoft RDC, network connected PC, or via CD-ROM.

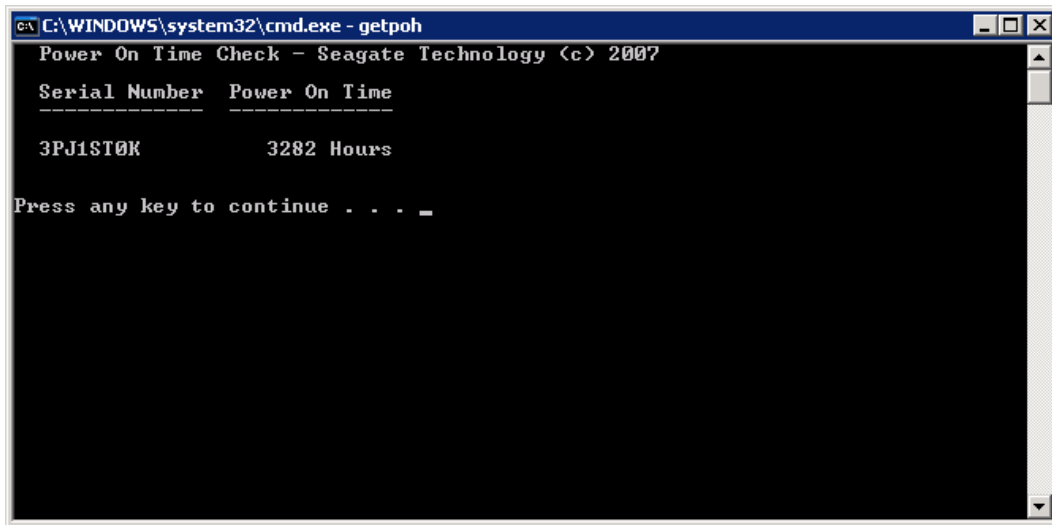
**Note:** If using Microsoft RDC, potential ELAN outage exists if lower-bandwidth connection. Refer to Technical Support bulletin # 2005006241 for details.

3. Open a command prompt window and navigate to the folder where the file was transferred or copied to.
  - a. Start > Run > enter "**Command**" in the "Open" dialog box and click "**OK**".
4. From within the command prompt window, enter "**CP201i\_GetPOH.EXE**" and press **<Enter>** to extract the utility files.
  - a. The default extraction path is D:\TEMP\GetPOH\



- b. The following five (5) files will be extracted:
    - i. GetPOH.bat << batch file to launch this utility
    - ii. GetPOH.rss
    - iii. msvcp71.dll
    - iv. msucr71.dll
    - v. stxcon.exe
5. Change directories to where the extracted utility files are located
    - a. Default, enter "**CD D:\TEMP\GetPOH**" and press **<Enter>**
  6. Run the GetPOH utility batch file
    - a. Enter "**GetPOH.BAT**" and press **<Enter>**

7. The utility will examine the system, display the hard-disk drive serial number and cumulative power on time (in hours).



```
C:\WINDOWS\system32\cmd.exe - getpoh
Power On Time Check - Seagate Technology (c) 2007

Serial Number   Power On Time
-----
3PJ1ST0K       3282 Hours

Press any key to continue . . . _
```

8. Use the table below to calculate the number of years the system drive has been active and in-service.

# of hours in-service	# of years (converted)	Proposed action
8760	1	As a matter of normal maintenance, ensure regular, recurring backups are scheduled; review system error/event logs. If no disk-related errors, no further action necessary.
17,520	2	As a matter of normal maintenance, ensure regular, recurring backups are scheduled; review system error/event logs. If no disk-related errors, no further action necessary.
26,280	3	As a matter of normal maintenance, ensure regular, recurring backups are scheduled; review system error/event logs. If no disk-related errors, no further action necessary.
35,040	4	As a matter of normal maintenance, ensure regular, recurring backups are scheduled; review system error/event logs. Regardless if no disk-related events are occurring, suggest increasing backup frequency and begin planning for drive replacement.
43,800	5	Once service hours exceed five (5) years, recommend increasing backup frequency yet again and initiate drive replacement in conjunction with next regularly-scheduled maintenance activity such as SU/PEP update.

9. From within the Command Prompt window, press **<Enter>** to continue. Then enter **"EXIT"** and press **<Enter>** to close the window.
10. Once complete with the utility, delete the files and folder from the system to preserve available disk space.
11. Take any appropriate actions necessary, engaging Nortel NETS for technical assistance if necessary.

\*Nortel, the Nortel logo and the Globemark are trademarks of Nortel.

©2008 Nortel Networks Limited. All rights reserved. Nortel, the Nortel logo, and the Globemark design are trademarks of Nortel Networks Limited. All other trademarks are the property of their respective owners.

The information in this document is subject to change without notice. Nortel reserves the right to make changes, without notice, in equipment design as engineering or manufacturing methods may warrant. The statements, configurations, technical data, and recommendations in this document are believed to be accurate and reliable, but are presented without express or implied warranty. Users must take full responsibility for their applications of any products specified in this document. The information in this document is proprietary to Nortel Networks Limited.

To view the most recent version of this bulletin, please visit Nortel's Partner Information Center on the web at: <http://www.nortel.com/pic>.