



## **CallPilot Release 2.02 Service Update 4**

**Date:** 31 January 2005

## **CallPilot Manager version 02.01.27.22 for CallPilot 2.02**

### **Description:**

This PEP contains several fixes and enhancements for CallPilot Manager. For a detailed list, please see the "[List of Fixes and Enhancements](#)" section at the end of this document.

### **Installing the PEP:**

Please read this section in its entirety before proceeding.

PEP CP202S04G18C contains version 02.01.27.22 of CallPilot Manager. This version is designed to and operates best with CallPilot Server version CP2.02 SU04 (CP20127SU04S).

#### **Note 1:**

CallPilot Manager version 02.01.27.22 obsoletes all previous versions of CallPilot Manager. This version incorporates all fixes/enhancements of previous version as well as provides additional fixes/enhancements.

The readme.txt file contains short instruction on how to install CallPilot Manager (CP202S04G18C or later) on both the CallPilot Server and standalone Web Server . You can use this file or the readme.txt file as a guide to install CallPilot Manager.

#### **Note 2:**

It is recommended that PEP CP20127SU04S be installed on the CallPilot Server during the same maintenance window as PEP CP202S04G18C is installed on either the CallPilot server or the standalone Web Server. CallPilot Manager version 02.01.27.22 may not behave correctly with earlier versions of the CallPilot Server software (pre CallPilot 2.02 SU04).

#### **Note 3:**

While installing PEP CP202S04G18C on a CallPilot Server, ignore any system warnings during the installation procedure.

## **Step by Step instructions for installing of CallPilot Manager:**

The installation of CallPilot Manager should take place from the D:\TEMP folder:

- If you are going to install CallPilot Manager using the PEP CD (NTUB43AE), copy the CP202S04G18C folder to the D:\TEMP folder.
- If you are going to install CallPilot Manager using the Enterprise Solutions PEP Library (ESPL), then download CP202S04G18C.exe from ESPL and unzip the CP202S04G18C.exe to the D:\TEMP folder.

This version of CallPilot Manager contains an enhanced version of setup. The new version of setup will stop and restart the IIS server and related services, launch the cpmgrsetup.exe to install/upgrade CallPilot Manager, start the registration of CallPilot Manager in DMI Viewer (only on the CallPilot Server).

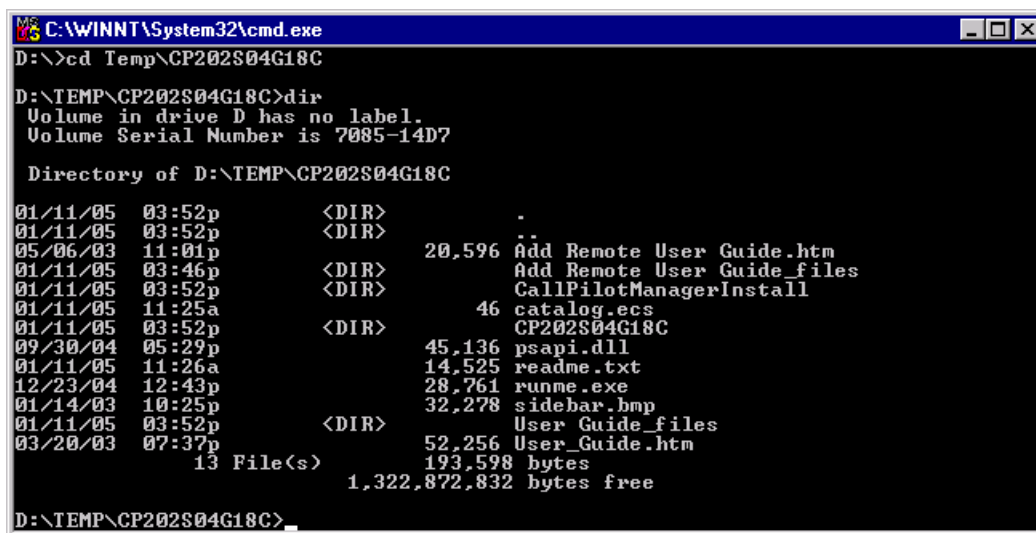
To install CallPilot Manager on the CallPilot Server, please follows instructions from the [“Instructions for installing on the CallPilot Server”](#) section.

To install CallPilot Manager on the standalone Web Server, please follows instructions from the [“Instructions for installing on the standalone Web Server”](#) section.

### **Instructions for installing on the CallPilot Server**

From the CallPilot Server, disconnect all browsers currently connected to CallPilot Manager..

Change your current folder to the D:\TEMP\CP202S04G18C folder.



```
C:\WINNT\System32\cmd.exe
D:\>cd Temp\CP202S04G18C
D:\TEMP\CP202S04G18C>dir
Volume in drive D has no label.
Volume Serial Number is 7085-14D7

Directory of D:\TEMP\CP202S04G18C

01/11/05  03:52p      <DIR>          .
01/11/05  03:52p      <DIR>          ..
05/06/03  11:01p      20,596  Add Remote User Guide.htm
01/11/05  03:46p      <DIR>          Add Remote User Guide_files
01/11/05  03:52p      <DIR>          CallPilotManagerInstall
01/11/05  11:25a       46      catalog.ecs
01/11/05  03:52p      <DIR>          CP202S04G18C
09/30/04  05:29p      45,136  psapi.dll
01/11/05  11:26a      14,525  readme.txt
12/23/04  12:43p      28,761  runme.exe
01/14/03  10:25p      32,278  sidebar.bmp
01/11/05  03:52p      <DIR>          User_Guide_files
03/20/03  07:37p      52,256  User_Guide.htm
                13 File(s)          193,598 bytes
                1,322,872,832 bytes free

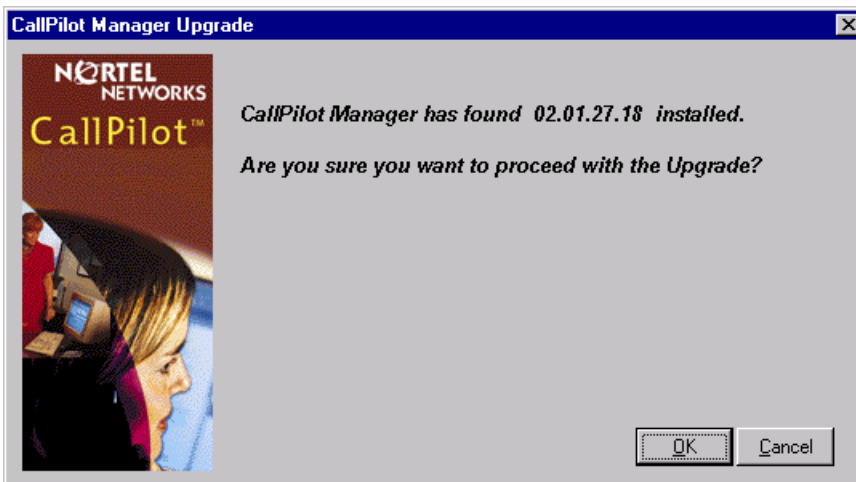
D:\TEMP\CP202S04G18C>
```

Launch the RUNME.EXE file included in the CP202S04G18C folder.  
A new window will appear.

Setup stops and restarts the IIS server and related services.

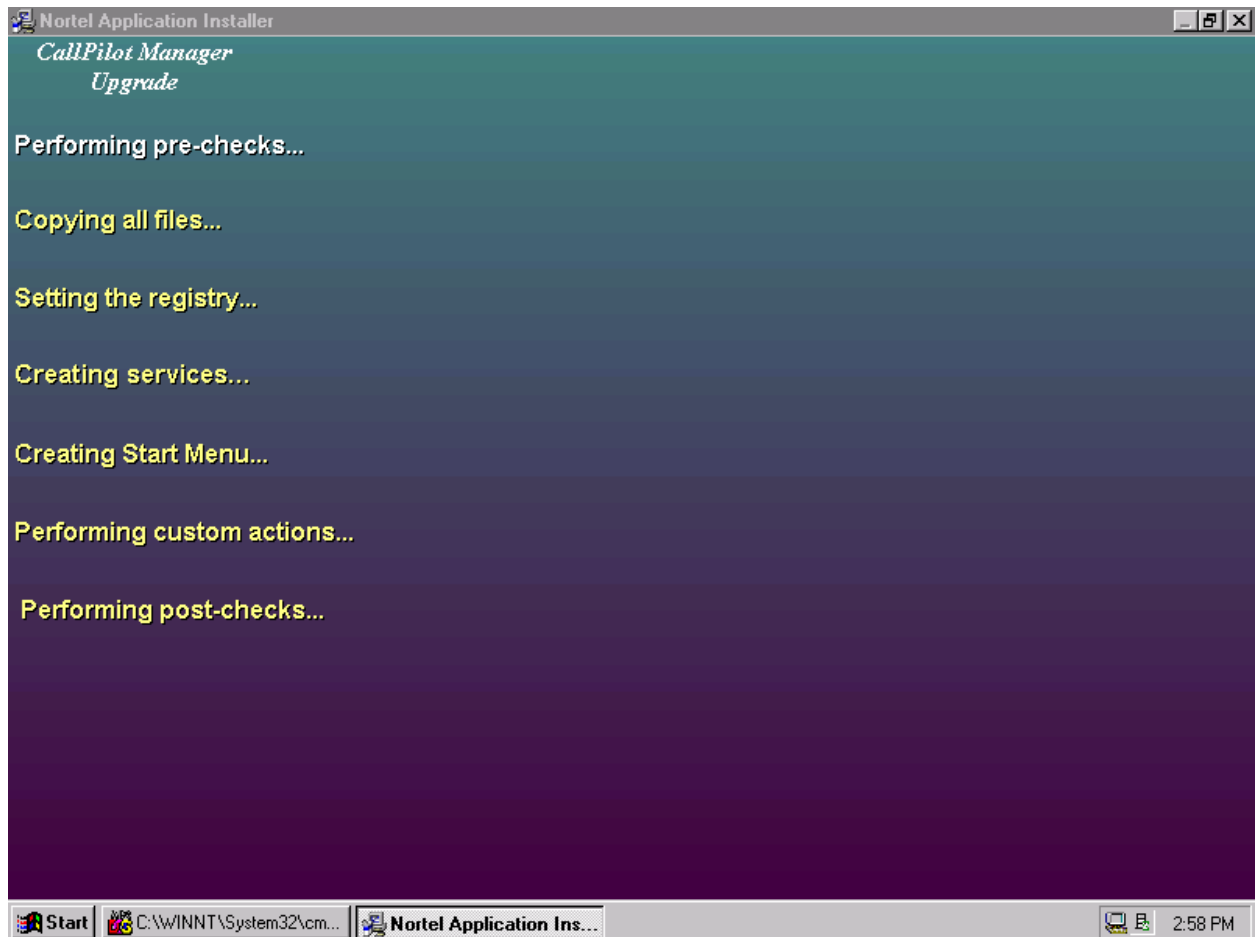
```
C:\WINNT\System32\cmd.exe
Setup updates the C:\CallPilot\nbCP202S03G14C.ntp file
Stopping the CallPilot Service Manager
The CallPilot Service Manager service is not started.
More help is available by typing NET HELPMSG 3521.
Stopping the CallPilot Service Daemon
The CallPilot Service Daemon service is not started.
More help is available by typing NET HELPMSG 3521.
Stopping the IIS Admin service and dependant services
The IIS Admin Service service is not started.
More help is available by typing NET HELPMSG 3521.
Stopping the Microsoft Transaction server
Mtxstop: Stopping all application server processes...
Starting the Microsoft WWW service
The World Wide Web Publishing Service service is starting.
```

Please wait, it could take several seconds for the CallPilot Manager Installer to start.



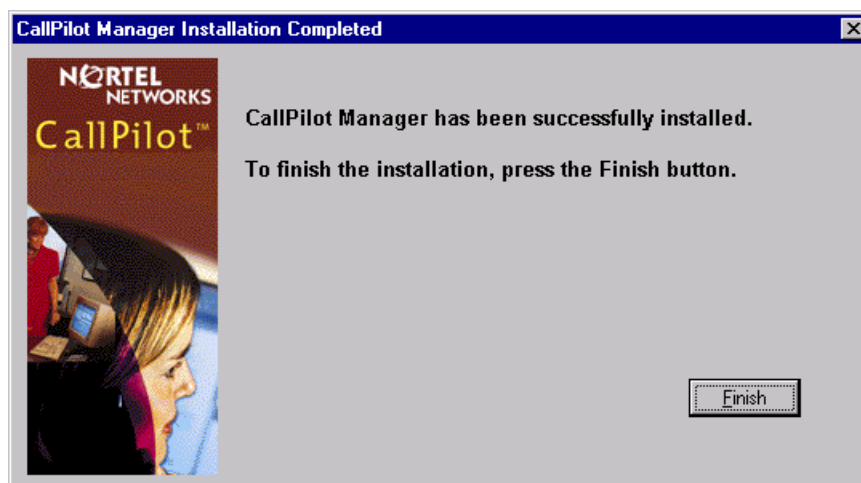
You will be prompt to upgrade the previous version of CallPilot Manager. Click on the “OK” button to proceed.

Setup starts the installation of CallPilot Manager.

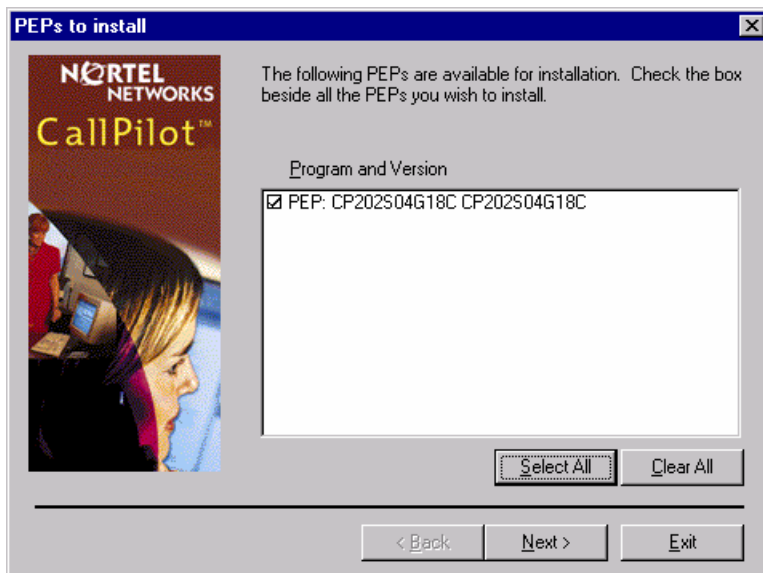


Wait for the installation to complete.

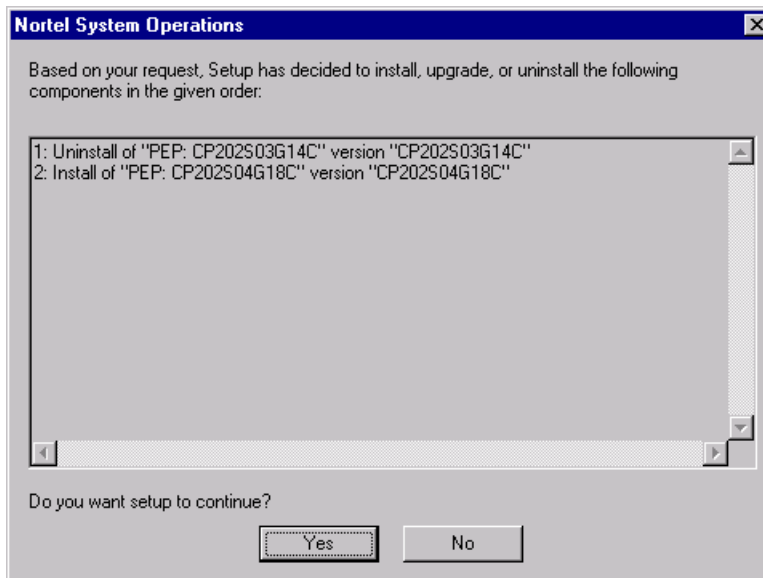
Once the install process completes, a window will appear with the status of the install operation.



Click on the "Finish" button to finish the CallPilot Manager installation and start the registration of CallPilot Manager in DMI Viewer.

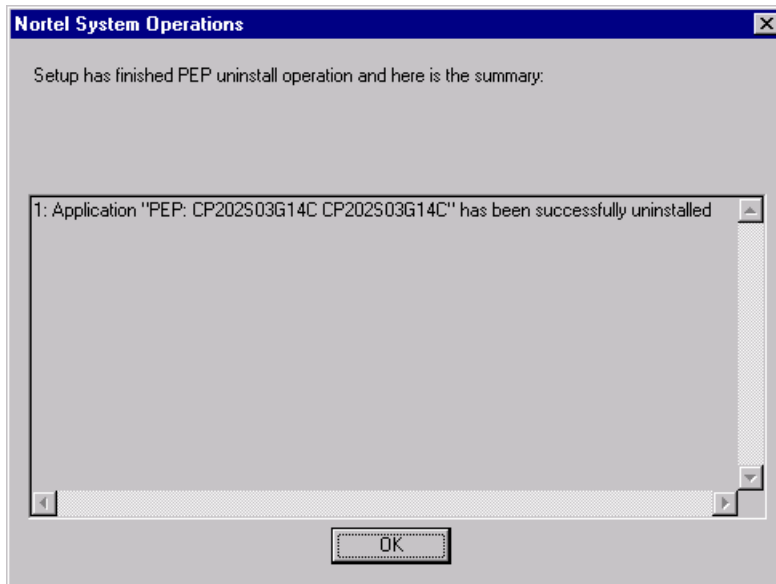


Click on the “Select All” button, the item “PEP: CP202S04G18C CP202S04G18C” will be checked. Click on the “Next>” button to continue.

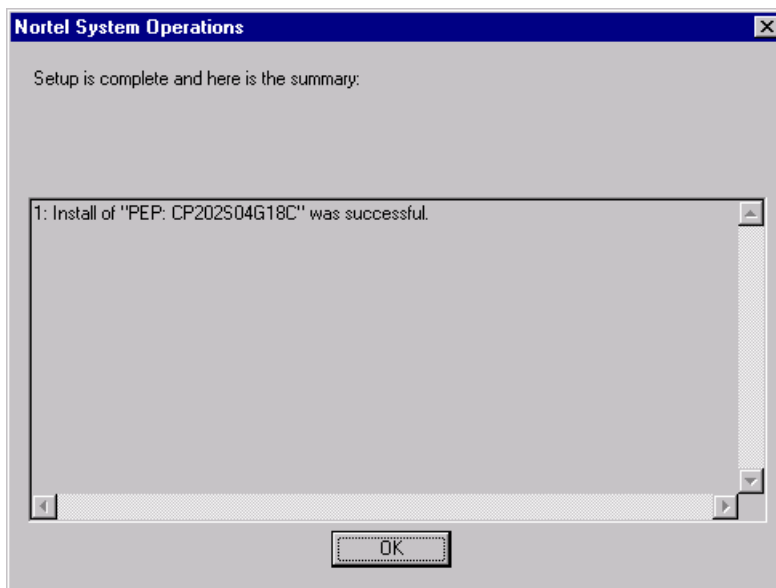


If the previous version of CallPilot Manager was registered in DMI, then you will be prompted to deregister the previous version of CallPilot Manager. Click on the “Yes” button to proceed.

Wait for deregistration to complete.

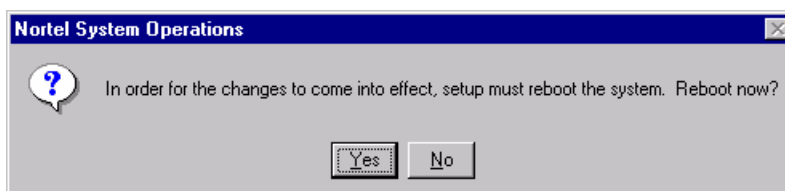


Click on the “OK” button to start the registration of CallPilot Manager PEP.



Wait for the DMI Viewer Registration to complete. Click on the “OK” button.

You will be prompt to reboot the CallPilot server.



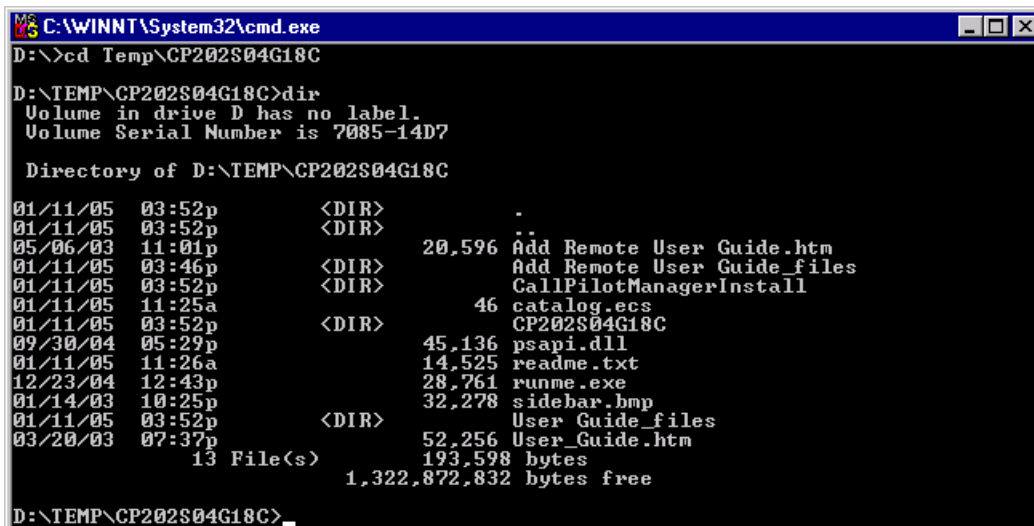
Click “Yes” to restart the CallPilot Server.

After rebooting, delete the CP202S04G18C folder from D:\TEMP directory

## Instructions for installing on the standalone Web Server

Disconnect all browsers currently connected to CallPilot Manager.

Change your current folder to the D:\TEMP\CP202S04G18C folder.



```
C:\WINNT\System32\cmd.exe
D:\>cd Temp\CP202S04G18C

D:\TEMP\CP202S04G18C>dir
Volume in drive D has no label.
Volume Serial Number is 7085-14D7

Directory of D:\TEMP\CP202S04G18C

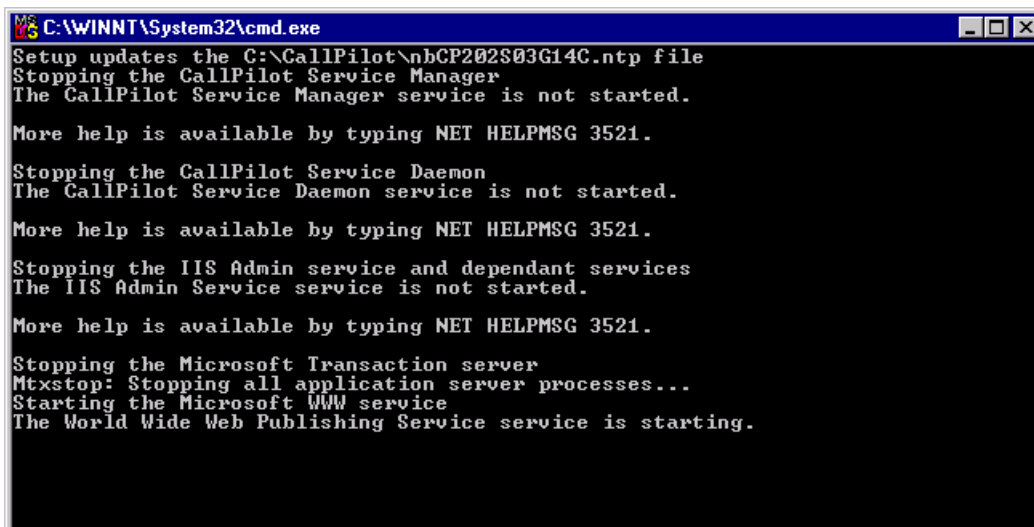
01/11/05  03:52p      <DIR>          .
01/11/05  03:52p      <DIR>          ..
05/06/03  11:01p      20,596 Add Remote User Guide.htm
01/11/05  03:46p      <DIR>          Add Remote User Guide_files
01/11/05  03:52p      <DIR>          CallPilotManagerInstall
01/11/05  11:25a       46 catalog.ecs
01/11/05  03:52p      <DIR>          CP202S04G18C
09/30/04  05:29p      45,136 psapi.dll
01/11/05  11:26a      14,525 readme.txt
12/23/04  12:43p      28,761 runme.exe
01/14/03  10:25p      32,278 sidebar.bmp
01/11/05  03:52p      <DIR>          User_Guide_files
03/20/03  07:37p      52,256 User_Guide.htm
               13 File(s)      193,598 bytes
               1,322,872,832 bytes free

D:\TEMP\CP202S04G18C>
```

Launch the RUNME.EXE file included in the CP202S04G18C folder.

A new window will appear.

Setup stops and restarts the IIS server and related services.



```
C:\WINNT\System32\cmd.exe
Setup updates the C:\CallPilot\nbCP202S03G14C.ntp file
Stopping the CallPilot Service Manager
The CallPilot Service Manager service is not started.

More help is available by typing NET HELPMSG 3521.

Stopping the CallPilot Service Daemon
The CallPilot Service Daemon service is not started.

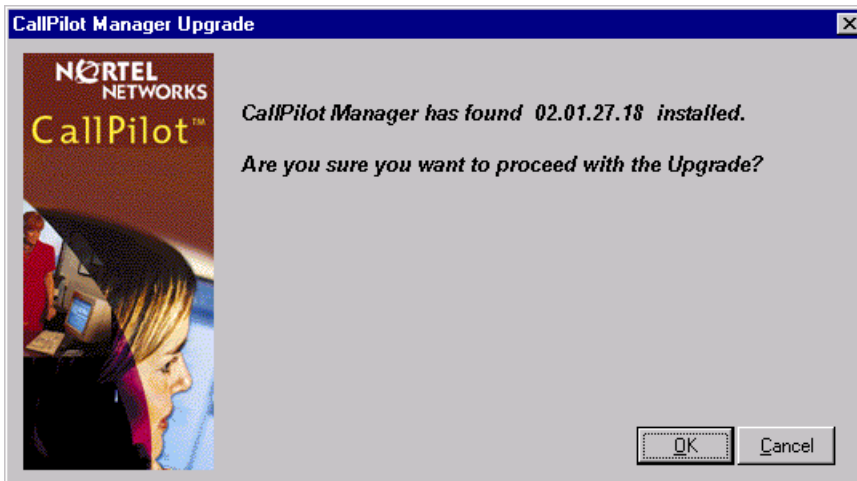
More help is available by typing NET HELPMSG 3521.

Stopping the IIS Admin service and dependant services
The IIS Admin Service service is not started.

More help is available by typing NET HELPMSG 3521.

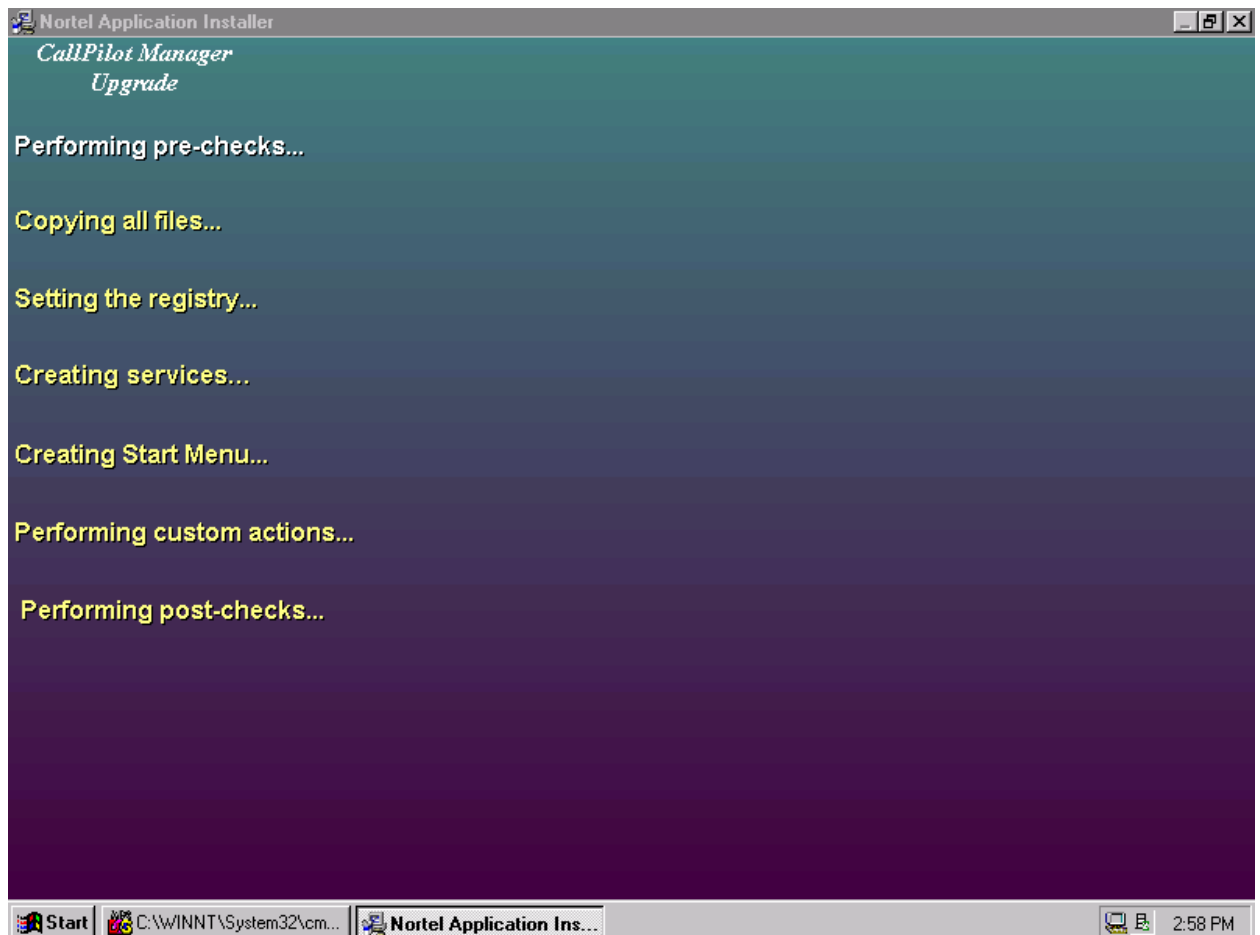
Stopping the Microsoft Transaction server
Mtxstop: Stopping all application server processes...
Starting the Microsoft WWW service
The World Wide Web Publishing Service is starting.
```

Please wait, it could take several seconds for the CallPilot Manager Installer to start.



You will be prompt to upgrade the previous version of CallPilot Manager. Click on the “OK” button to proceed.

Setup starts the installation of CallPilot Manager.



Wait for the installation to complete.

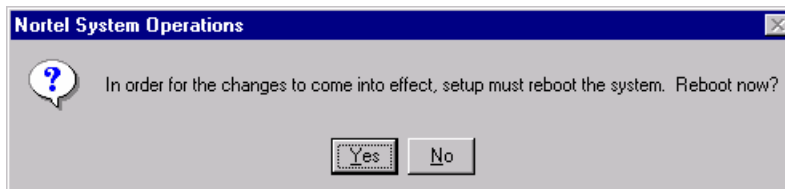


Once the install process completes, a window will appear with the status of the install operation.



Click on the “Finish” button to finish the CallPilot Manager installation.

You will be prompt to reboot the Web Server.



Click “Yes” to restart the Web Server.

After rebooting, delete the CP202S04G18C folder from D:\TEMP directory

## Uninstall:

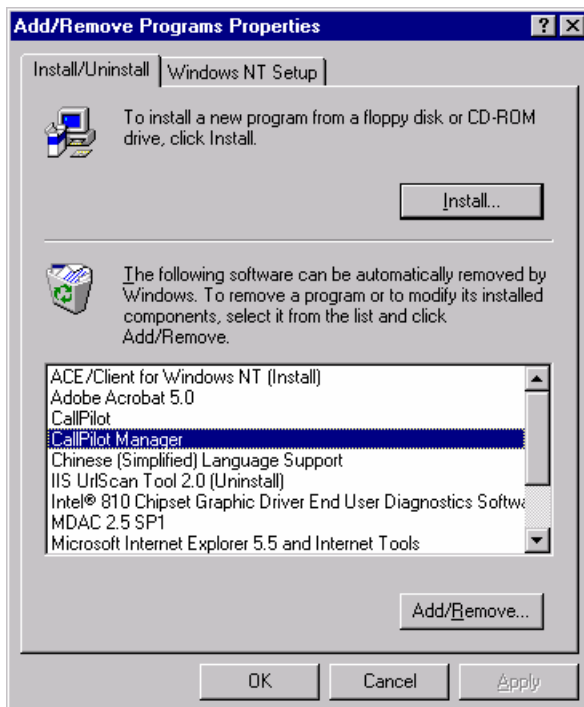
Uninstalling CallPilot Manager is a two step process:

- [Remove CallPilot Manager from the system](#)
- [Remove the PEP CP202S04G18C from DMI viewer](#)

The second step “Remove the PEP CP202S04G18C from DMI viewer” is applicable only on the CallPilot Server.

### **Remove CallPilot Manager from the system**

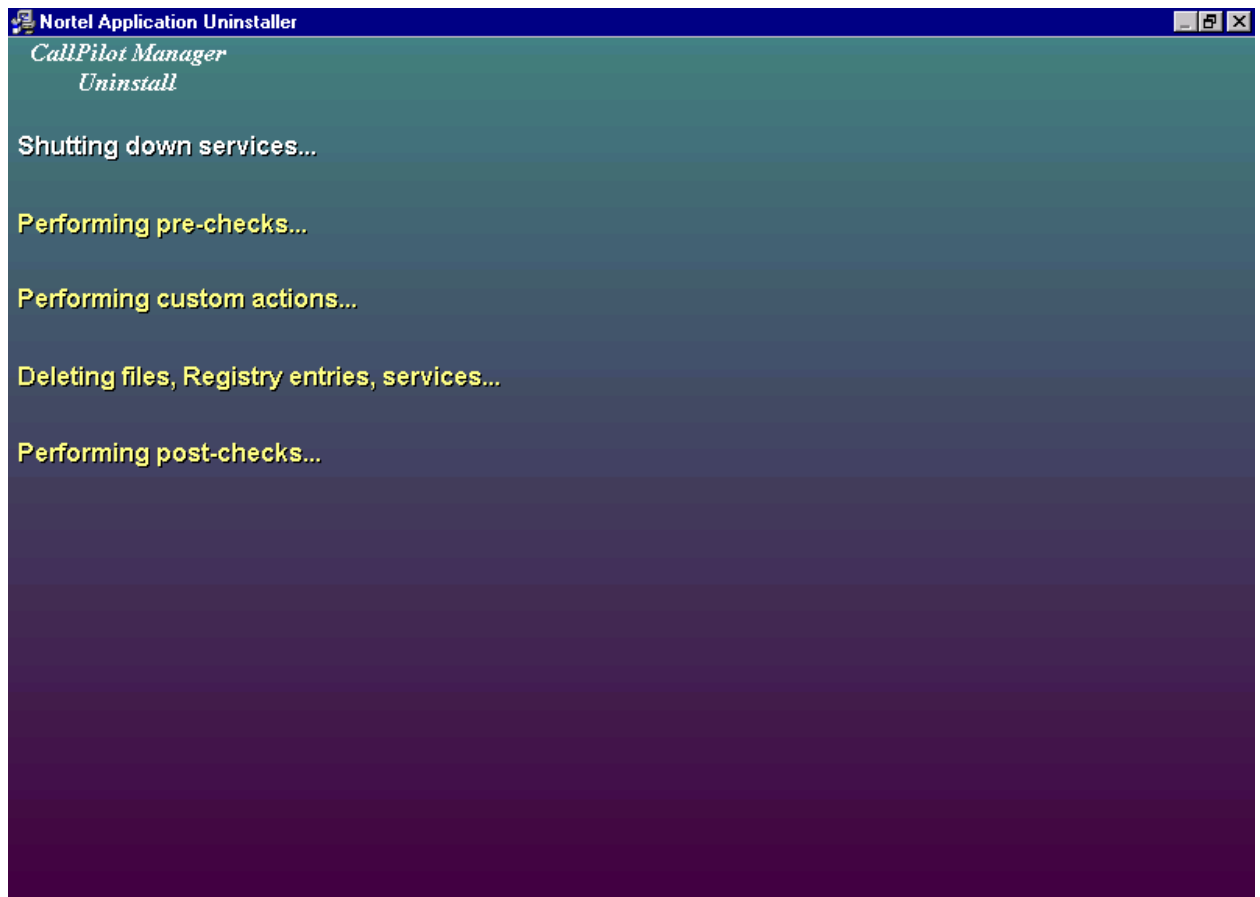
Go to Start>Settings>Control Panel. Click Add/Remove Programs.



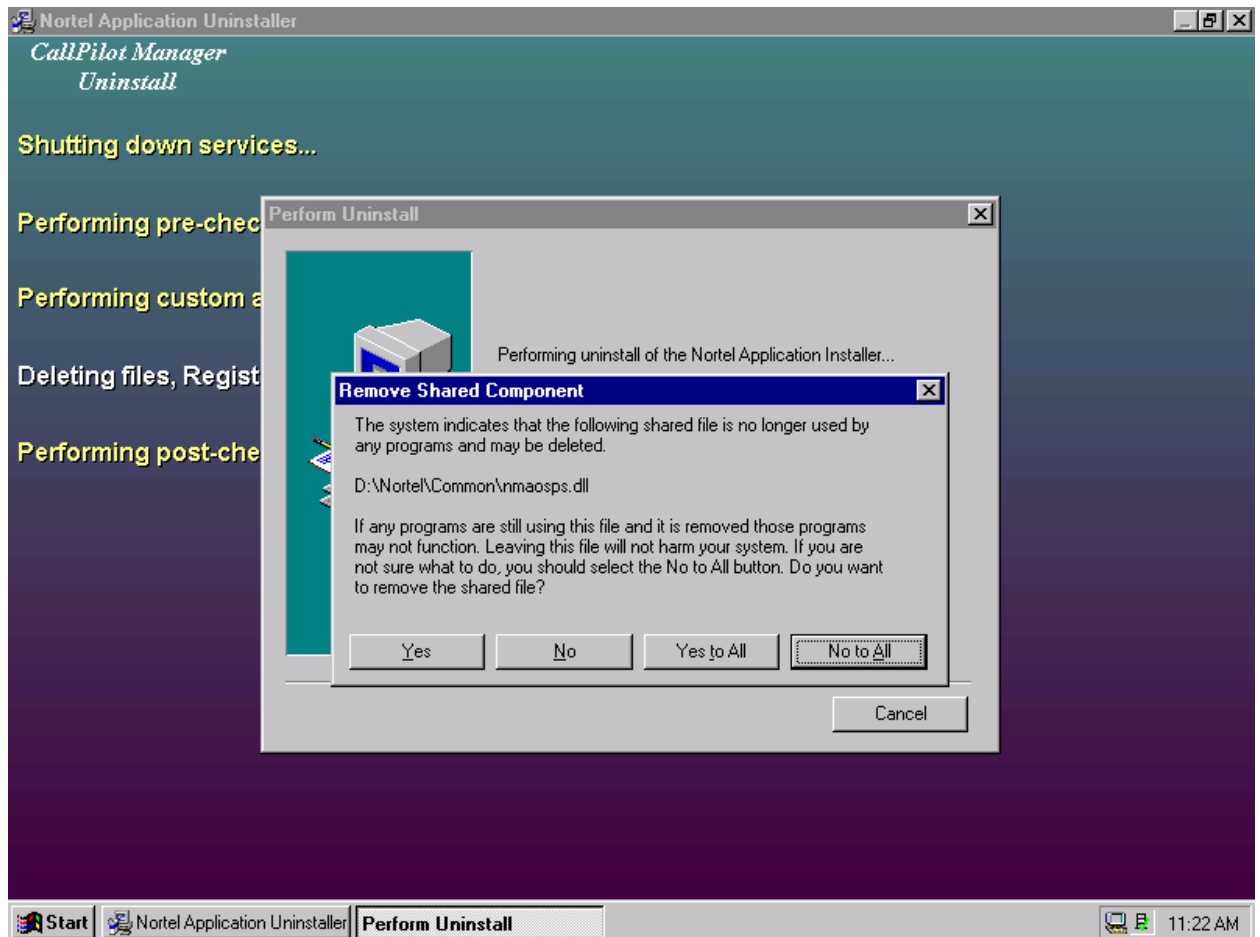
Select CallPilot Manager, and click Add/Remove.



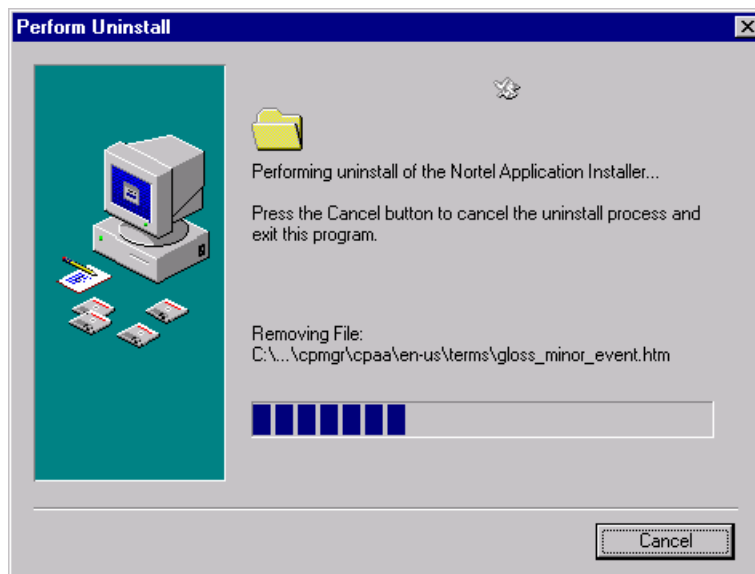
Click on the “Yes” button to start the CallPilot Manager uninstall.



On the step “Deleting files, Registry entries, services” you will be prompted to remove the shared files.



Click on the “No to All” to continue the uninstall of CallPilot Manager.



Wait for the uninstall to complete.



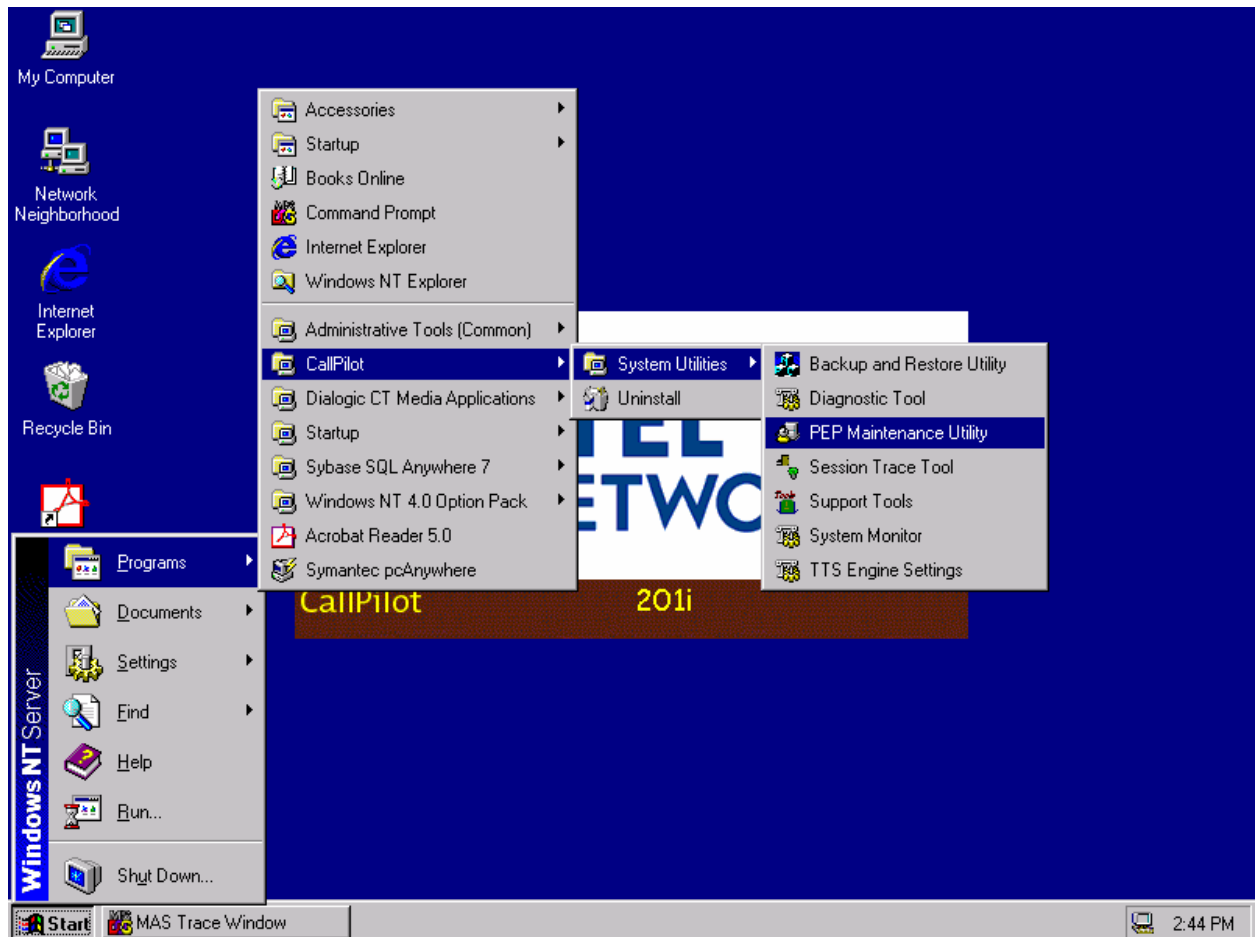
Click on the “Finish” button to complete the CallPilot Manager uninstall.

If you are on a standalone Web Server, you should reboot the Web Server. To reboot go to Start>Shut Down... Click Restart the computer? And click on the “Yes” button to restart.

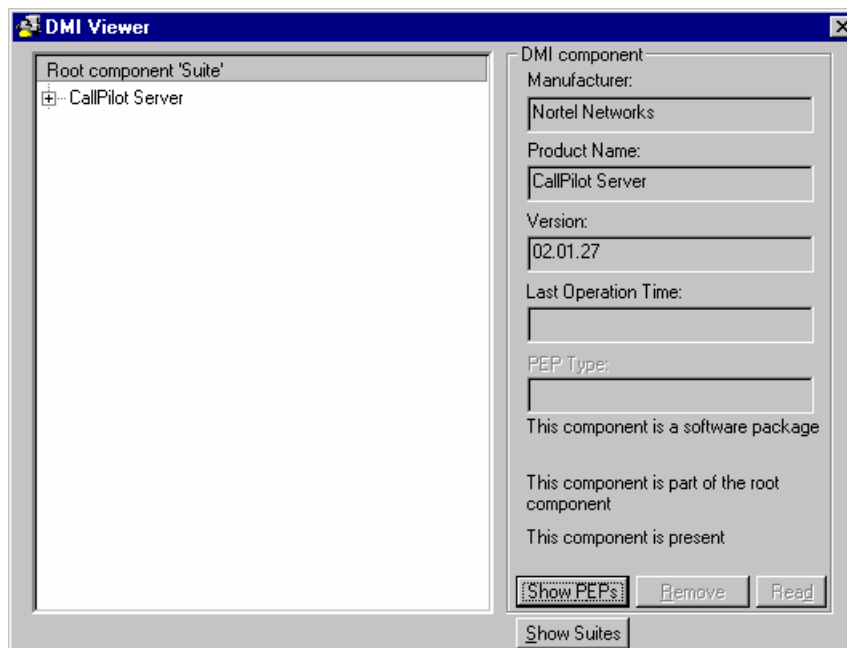
### **Remove the PEP from DMI viewer**

No needs to remove the PEP from DMI viewer on a standalone Web Server. This step is applicable only on the CallPilot Server.

Go to Start>Programs>CallPilot>System Utilities>PEP Maintenance Utility.

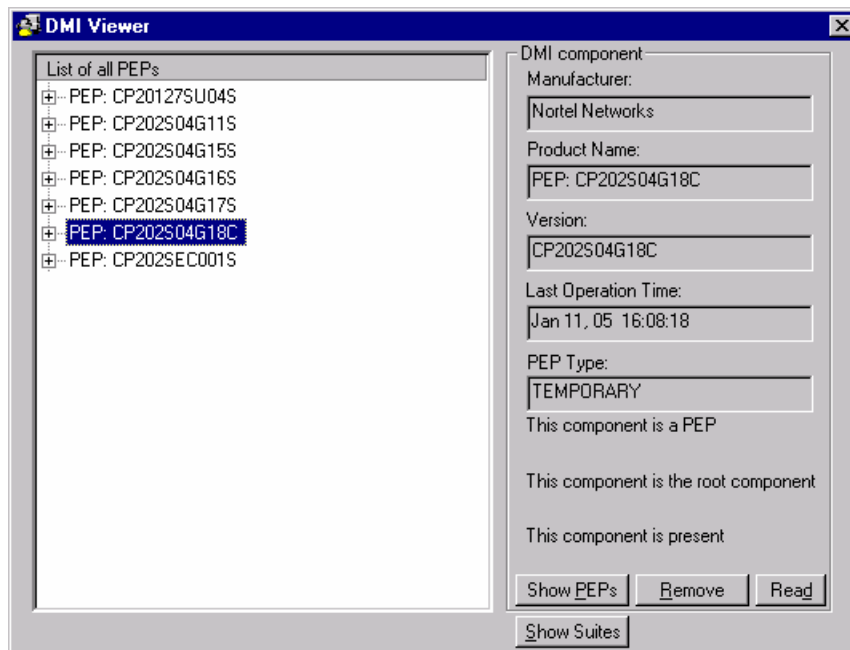


The DMI Viewer starts.

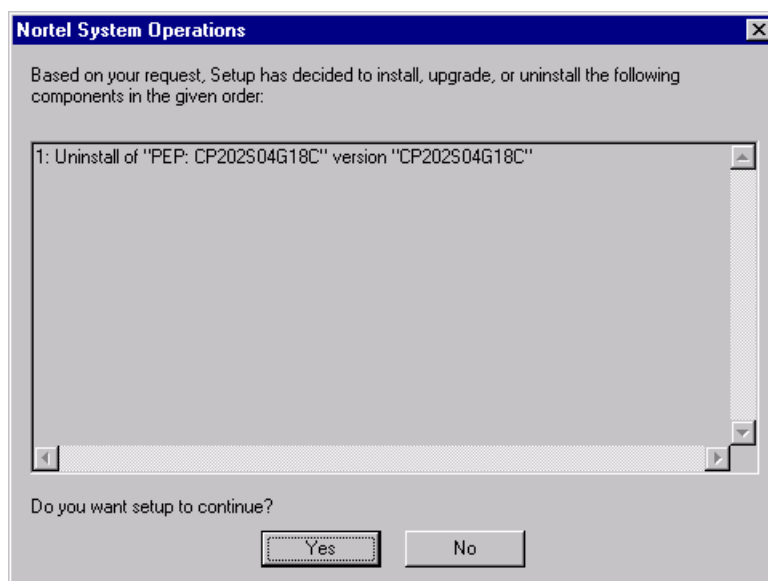


Click on the “Show PEPs” button.

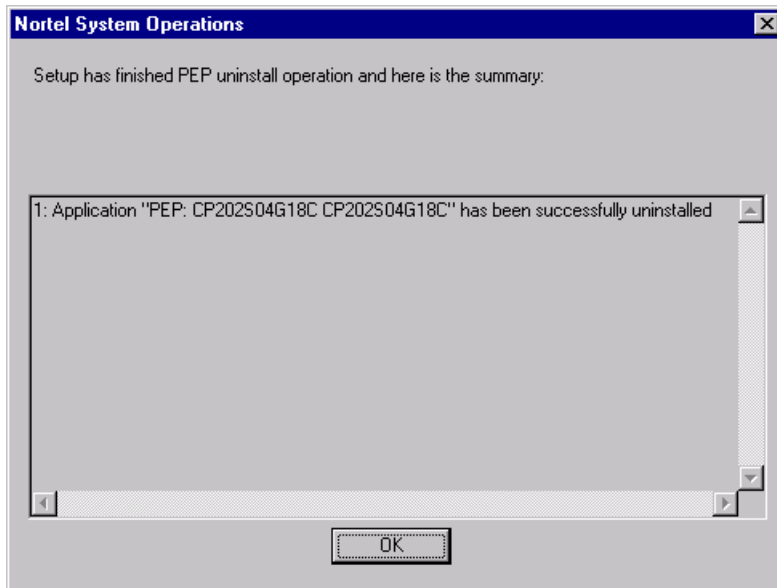
DMI Viewer shows all PEPs installed on the CallPilot Server.



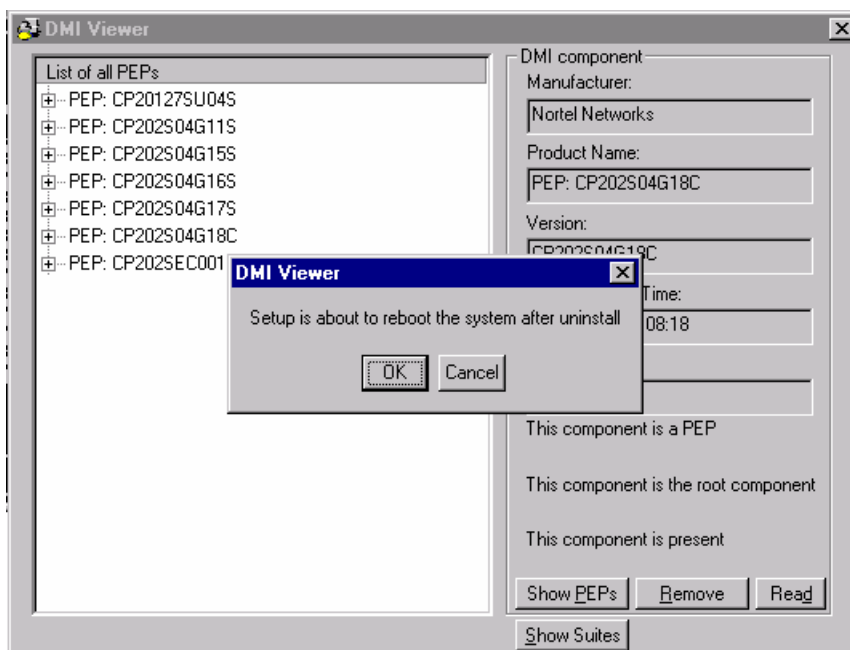
Select CP202S04G18C and click on the “Remove” button.  
The “DMI Viewer Uninstall request” window will be appeared.



Click on the “Yes” button.  
The DMI Viewer will start to uninstall CP202S04G18C. Wait while the uninstall process completes.



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



You will be prompt to reboot.  
Click on the "OK" button to reboot the CallPilot server.



## **List of Fixes and Enhancements:**

The following fixes and enhancements are addressed with CP202S04G18C:

<b>CR</b>	<b>Title</b>
Q00384044	Networking AMIS/Enterprise fields are available when features disabled
Q00545283	ConfigWizard Error: Running GETNICLIST. Error Code 34222, Cannot get language info
Q00614089	CallPilot Manager does not block ability to backup to CallPilot server
Q00680532	Can not delete the remote server when there is user
Q00696287	Archive is not listed for restore if there are no voice files in it
Q00746919	Full system backup to remote disk fails - error 41809
Q00888954	Backup tape does not correctly record users archive but reports successful
Q00897117	Restore deleted users got web page problem
Q00923771	CallPilot Manager PEP installation should have only one startup file
Q00932195	CallPilot Manager does not allow to enter PIN for Voice Pager
Q00944094	Unable to add user
Q00945829	Data on reports becomes corrupt after exporting reports
Q00944872	Unable To Print a Complete list of Users from CallPilot - CPU cycles to 100%
Q00958479	Export in CallPilot Manager to include more fields
Q00977011	CallPilot Manager should contain recent CallPilot Player
Q00977032	Event descriptions should be updated in the CallPilot Manager
Q00980913	Unable to save mailbox if extension DN and remote notify device are the same
Q00589940	CallPilot 2.0 Messaging Networking Configuration issues
Q01016878	CallPilot changes RN device type from Paging Service to telephone after upgrade
Q01035702	CP202S04G05C can not be installed on Windows 2000 standalone server using runme

Other fixes and enhancement resolved in previous version of CallPilot Manager

<b>CR</b>	<b>Title</b>
Q00598391	Restore issue when user has a space in the last name
Q00637097	Unable to print or export users list in pre-selected sorting order
Q00634720	RN Status in CallPilot Manager is inaccurate
Q00634195	User unable to login using address on preset server list
Q00631733	Multimedia Building Block Summary Report has extra line for abandonment
Q00628149	RN audit trail detail report - Channel number missing on some events
Q00627749	Request for AUI prompts for log in from EM
Q00626977	Error Status and Enterprise Diagnostics Testing missing from CallPilot
Q00623105	Satellite (NMS) admin users are not able login to CallPilot Manager
Q00600822	Error occurs when trying to save User Template
Q00599164	SMTP or VPIM activities to monitor field is empty after entering the activity
Q00596637	FAX print audit detail report contains invalid reason code
Q00596577	CallPilot Manager First time unable to access the password in the VPIM PWD field
Q00595680	Fax On Demand Audit Trail Detail Report not pegging call attempts
Q00594714	DTT /DTF no answer retry interval timer should be less than the stale timer setting
Q00594502	MTA crashed when sending Enterprise NWB time delivery messages
Q00592845	DTT Audit Trail Detail Report contains multiple entries for single event
Q00589350	Unable to login to CallPilot Manager using entry from preset server list
Q00576493	Users are not displayed in order when viewed in CallPilot Manager
Q00569232	Unable to add Network addresses to an SDL from CallPilot Manager.
Q00489343	Wrong description of the Reporter application in Server settings
Q00384062	Last server accessed not available until preferences defined
Q00379198	Unable to courtesy stop except for individual channel
Q00633307	CallPilot Reporter unable to export html 3.2 or 4.0 files
Q00652276	Incorrect start time and end time on schedule printing/exporting in Reporter
Q00597040	Wait before send C does not work if non-zero value exists in DB after upgrade
Q00661203	Updated CallPilot Manager Online Help.
Q00658510	Unable to re-install and upgrade CallPilot Manager on standalone that using Win2K.

Q00594642	Memory leak seen during system restore
Q00640151	Backup/Restore: Restore from Full system backup completes but data is lost
Q00588004	User archive failed without error indication
Q00614548	Scheduled Backup problems
Q00635675	User archive failed to handle simultaneous Backup/Restore processes
Q00635676	Restore process unable to handle simultaneous Backup/Restore processes
Q00635687	Backup failed without warning when browsing another web page
Q00635699	Listing multiple Disks/Tapes from support tool displays incorrectly
Q00637568	5000 users restore hangs CallPilot Manager screen and slows voice response
Q00634188	Unable to use Preferences on standalone CallPilot Manager.
Q00691531	Scheduled backup to LAN fails
Q00687328	Scheduled backup aborts active remote disk backup.
Q00681524	System backup skips database
Q00708428	Issue with Scheduled backups to Tape
Q00695495	Selecting 200+ remote user causes infinite loop in archive
Q00325675	Backup Now option can kill a scheduled backup
Q00663389	Reporter's mailbox counts reports show incorrect built mailbox
Q00703136	E-Mail address for Email-By-Phone will not accepted with a '-'
Q00716011	Reporter installation failed due to msvc60.dll missing in \WINNT\System32
Q00628610	In DTT audit Trail Summary report retry counter fails to increment
Q00628171	In RN audit detail report call retries initial peg is not correct
Q00745550	Failed to add user when mailbox addressing fails to follow dialing plan
Q00740943	Unable to administrate users without last name
Q00749370	Unable to add Mailboxes when the number SDLs exceed a certain limit
Q00715704	Email by phone fails to work with email account name exceeding 32 characters
Q00763199	Ability applied to print all SDL list entries at once ; not just individually
Q00763295	Ability applied to sort all SDL lists by list name or address number
Q00764682	Unable to add users with more than 200 user templates
Q00762507	Unable to print sorted SDL users list
Q00745034	Unable to print sorted list of users from CallPilot Manager
Q00760106	Voice storage limit expanded beyond 360 minutes (6 hours)
Q00667003	Advanced search for remote notification status invalid
Q00748333	Unable to add SDN entry using default applications
Q00776433	CallPilot Player needs to be updated
Q00779358	Failed to bulk add users through Auto Admin with Netscape
Q00779387	Reporter: Month field grayed out for monthly report printing schedule
Q00780248	Failed to save External Email Servers through Netscape
Q00750197	Duplicate SDL entries error is unclear
Q00739421	Unable to login to CallPilot Manager with SSL enabled
Q00762166	CallPilot Manager is inaccessible with SSL enabled
Q00744972	Erased tape can no longer be used for CallPilot backups
Q00740196	Bad tape format logged, but backup successful is shown in CallPilot Manager
Q00785330	Unable to login to CallPilot Manager
Q00786810	CallPilot fails to display users when pressing Next button under search
Q00794347	Failed to delete registry value during CallPilot Manager uninstall
Q00782597	Failed to login to CallPilot Manager with SSL port set to 993
Q00693836	Sun J2RE 1.3.x JVM support enabled in CallPilot Reporter
Q00746278	Configuration wizard datafill incorrectly if agent info has leading digit '0'
Q00778694	Volume ID is not shown when using Auto-Distribution
Q00799960	Unable to add more than 25 characters comment in RPL detail page
Q00790760	Temporary Remote User search never stops counting/listing users
Q00689486	CallPilot 2.02 unable to recover properly after System Reboot
Q00383840	State of Networking Tree should be maintained
Q00607557	Backspace key fails to work when using CallPilot Manager
Q00819494	User Archive failed in AOS due to incorrect LDAP filter from CallPilot Manager
Q00812704	MTA should recover from corrupt message
Q00824757	Unable to add new remote users to SDLs if 200 or more SDLs exist
Q00477852	View user class, click cancel, takes user to classes.
Q00411423	Cannot filter for "System Backup" on the Backup/Restore history page

Q00372103	Users are not sorted by default at any field
Q00376754	Backup/Restore Utility will not function after upgrade
Q00638552	Full system backup partially completed some items skipped.
Q00650457	Request to remove message length field from Notification Device Classes
Q00665091	Mailbox receives over 7000 messages because of remote text notification
Q00790713	User search only looks at last four digits
Q00795278	Unable to view detailed or summary log via CallPilot Manager
Q00825653	Unable to print broadcast addresses or network data if remote site data is large
Q00825768	Pager Service configuration is misleading
Q00834738	CallPilot TUI Timeout changes not active on mailbox session
Q00836990	Inconsistent sizes of arrays to store mailbox numbers for user archive/restore
Q00840274	Could not delete/modify backup device if its name contained a single quote (')
Q00841061	CallPilot Manager allows archiving of remote users but it does not work
Q00842311	Restore of 600+ deleted users fails.
Q00843338	Select All users to restore from archive hangs CallPilot Manager screen.
Q00844388	Not specified/Selection in the Networking Tree should be maintained
Q00844391	Four-sign fields in Keycode entering behave wrongly if last sign is zero.
Q00855020	CallPilot Manager locks accessing Performance Monitor
Q00856031	Enterprise Networking. diagnostics fail and event 40539 occurs
Q00863888	Incorrect Online Help on some alarms generated by the Hacker Monitor
Q00868270	SDN listing repeats last row on next page
Q00871193	Audio Conferencing field on Templates Page
Q00872647	Enable the user the ability to turn ON/OFF the RTN localization feature
Q00880788	DataBase Internal error occur during the saving of Mailbox classes
Q00886640	User export via CallPilot Manager will not work for General Properties or Admin
Q00383806	Auto logon can be set with no Extension DN.
Q00477860	Unable to play "To", "From", and "Subject" field if language not selected.
Q00869525	Initiation of backups and restores is not reported.
Q00871757	CallPilot Manager for CP 2.02 will not allow the octothorpe.
Q00895760	Remote notification to mailbox's DN number.
Q00905376	Cancel button is not working on userdetails page.
Q00907891	SDK use of null pointer
Q00844392	"Prev" button doesn't work on user search page for Netscape Navigator