



CallPilot Release 2.02 Service Update 5

Date: 28 February 2006

Service Update 5 for CallPilot 2.02

Description:

This package contains Service Update 5 (SU05) and all General Available CallPilot 2.02 PEPs required to be installed on a server that has been installed with, or upgraded to CallPilot 2.02 (build 02.01.27.05).

CP20127SU05S CallPilot Server Software CP2.02 SU05:

This package includes all CallPilot 2.02 SU05 (excluding Security Updates) plus many other fixes and enhancements to the CallPilot Server software. For a detailed list, please refer to the section "List of Fixes and Enhancements included in Service Update 5" at the end of the readme file.

CP20127SU05S now becomes a prerequisite for installing all future PEPs on CP2.02.

Important

It is recommended that all Application Builder Clients be upgraded to version 04.04.04.02 using PEP CP404S01G08A. Application Builder version 04.04.04.02 is compatible with CallPilot 2.02 SU05.

It is recommended that all CallPilot Manager software be upgraded to version 04.04.04.03 using PEP CP404S01G11C. CallPilot Manager version 04.04.04.03 is compatible with CallPilot 2.02 SU05.

It is recommended that all CallPilot Reporter software be upgraded to version 04.04.04.03 using PEP CP404S01G11C. CallPilot Reporter version 04.04.04.03 is compatible with CallPilot 2.02 SU05.

PEPs for CallPilot Server (inside this package)

This SU contain the following General and Limited Available CP2.02 SU05 PEPs:

General Available CP2.02 SU05 PEPs:

PEP Name	CR	Title
CP202S05G08S	Q01241448	EVT41505 NMAOS
CP202S05G09S	Q01192078	Incoming call on the second line while the user is logged into voice mail disconnects
CP202S05G11S	Q01218326	RNA - ALL DSPs active - All DSOs idle except for one

CP202S05G12S	Q01183921	CP is experiencing ring no answer when we make changes in DB values
CP202S05G13S	Q00823601	Remote notification using paging service inappropriately prompts for input
CP202S05G16S	Q01132467	Non-subscribers and External callers can't call VM CDN-get dropped

Limited Available CP2.02 SU05 PEPs:

PEP Name	CR	Title
CP202S05L06S	Q00776186	Server outage when saving application
CP202S05L10S	Q00862676	Delayed answering on CallPilot - enhancements required in LDAP

For more details on the individual PEPs, please refer to the readme.txt file included with each PEP.

Installing SU05:

Please read this section in its entirety before proceeding.

PEP CP20127SU05S is intended to be installed on a CallPilot Server running CallPilot 2.02 software (build 02.01.27.05).

Note 1:

You can install both PEP CP20127SU05S and the latest CallPilot Manager (CP404S01G11C) on the CallPilot Server at the same time.

The readme.txt file contains short instruction on how to install both PEP CP20127SU05S and CallPilot Manager (CP404S01G11C or later) on the CallPilot Server. You can use this document or the readme.txt file as a guide to install PEP CP20127SU05S and CallPilot Manager.

Note 2:

If you are using CallPilot Reporter, you can install the latest CallPilot Reporter version (PEP CP404S01G11C). If you are using the AppBuilder application, you can also install the latest AppBuilder version (CP404S01G08A).

Note 3:

Ensure there is a recent backup available prior to installing this Service Update. It's always recommended that a backup be performed (or 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 4:

PEPs that are in the limited or restricted status are removed during the installation of CP20127SU05S. The associated version of the limited or restricted PEP with CP20127SU05S will have to be installed once the installation of CP20127SU05S is complete.

SU04 Version	SU05 Version
CP202S04R30S	N/A

CP202S04R34S	N/A
CP202S04L06S	CP202S05L06S
CP202S04L07S	CP202S05L07S
CP202S04L18S	CP202S05L10S
CP202S04L32S	N/A (Integrated into SU05)

This PEP installs Service Update 5 and the following PEPs on the following CallPilot platforms:

- Target platforms – 200i, 201i, 702t, 1001rp:
 - ✓ CP20127SU05S
 - ✓ CP202S05G08S
 - ✓ CP202S05G09S
 - ✓ CP202S05G11S
 - ✓ CP202S05G12S
 - ✓ CP202S05G13S
 - ✓ CP202S05G16S

- Target platforms - 703t, 1002rp:
 - ✓ CP20127SU05S
 - ✓ CP202S05G08S
 - ✓ CP202S05G09S
 - ✓ CP202S05G11S
 - ✓ CP202S05G12S
 - ✓ CP202S05G13S
 - ✓ CP202S05G16S
 - ✓ CP202S05L06S
 - ✓ CP202S05L10S

Step by Step instructions for installing PEP CP20127SU05S and CallPilot Manager on the CallPilot Server:

The installation of PEP CP20127SU05S should take place from the D:\TEMP folder:

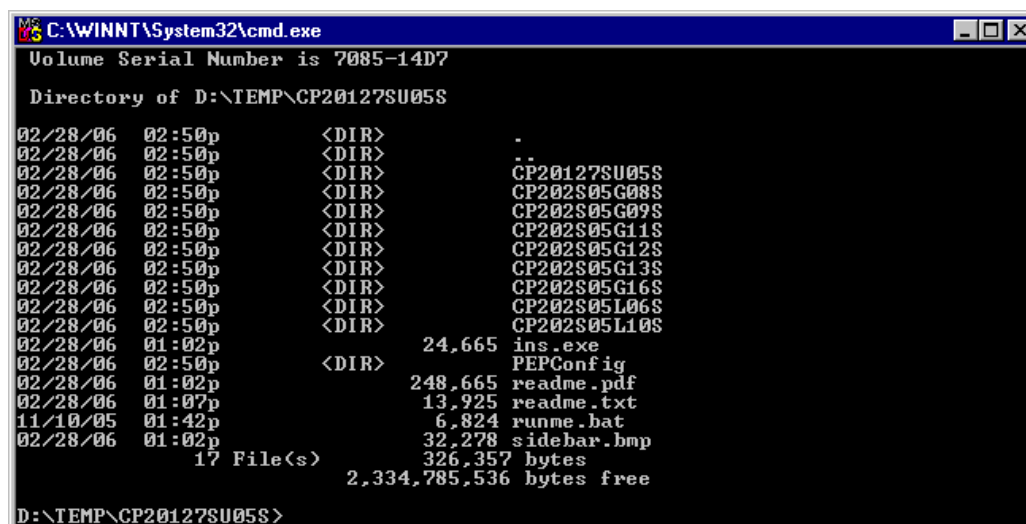
- To install SU05 using the Enterprise Solutions PEP Library (ESPL) download CP20127SU05S.exe from ESPL and unzip the CP20127SU05S.exe to the D:\TEMP folder.

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

- To install CallPilot Manager using the Enterprise Solutions PEP Library (ESPL) download CP404S01G11C.exe from ESPL and unzip the CP404S01G11C.exe to the D:\TEMP folder.

Installing PEP CP20127SU05S

1. Close all programs currently executed on the CallPilot server.
2. Open the command window and change the current folder to the D:\TEMP\CP20127SU05S folder.



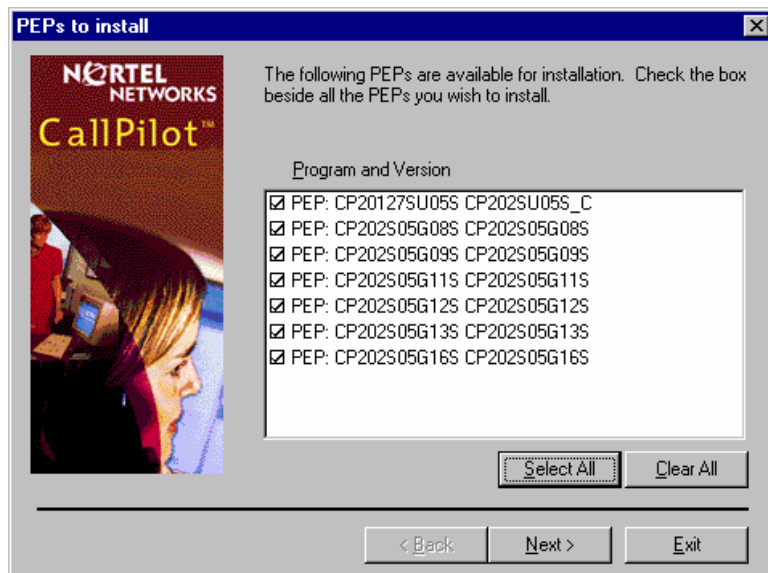
```
C:\WINNT\System32\cmd.exe
Volume Serial Number is 7085-14D7

Directory of D:\TEMP\CP20127SU05S

02/28/06 02:50p      <DIR>      .
02/28/06 02:50p      <DIR>      ..
02/28/06 02:50p      <DIR>      CP20127SU05S
02/28/06 02:50p      <DIR>      CP202S05G08S
02/28/06 02:50p      <DIR>      CP202S05G09S
02/28/06 02:50p      <DIR>      CP202S05G11S
02/28/06 02:50p      <DIR>      CP202S05G12S
02/28/06 02:50p      <DIR>      CP202S05G13S
02/28/06 02:50p      <DIR>      CP202S05G16S
02/28/06 02:50p      <DIR>      CP202S05L06S
02/28/06 02:50p      <DIR>      CP202S05L10S
02/28/06 01:02p      24,665  ins.exe
02/28/06 02:50p      <DIR>      PEPConfig
02/28/06 01:02p      248,665  readme.pdf
02/28/06 01:07p      13,925  readme.txt
11/10/05 01:42p      6,824  runme.bat
02/28/06 01:02p      32,278  sidebar.bmp
          17 File(s)      326,357 bytes
          2,334,785,536 bytes free

D:\TEMP\CP20127SU05S>
```

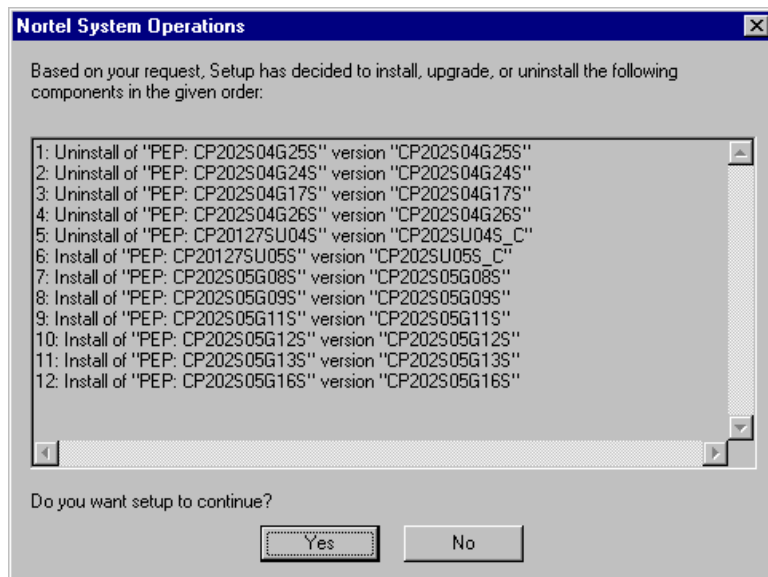
3. Launch the RUNME.BAT included in the D:\TEMP\CP20127SU05S folder to start the installation.



4. You will be prompted to select the PEP to be installed. Click on the “Select All” button. A list of PEPs to install on your CallPilot can be different from the list on the picture.

5. Click on the “Next” button to continue.

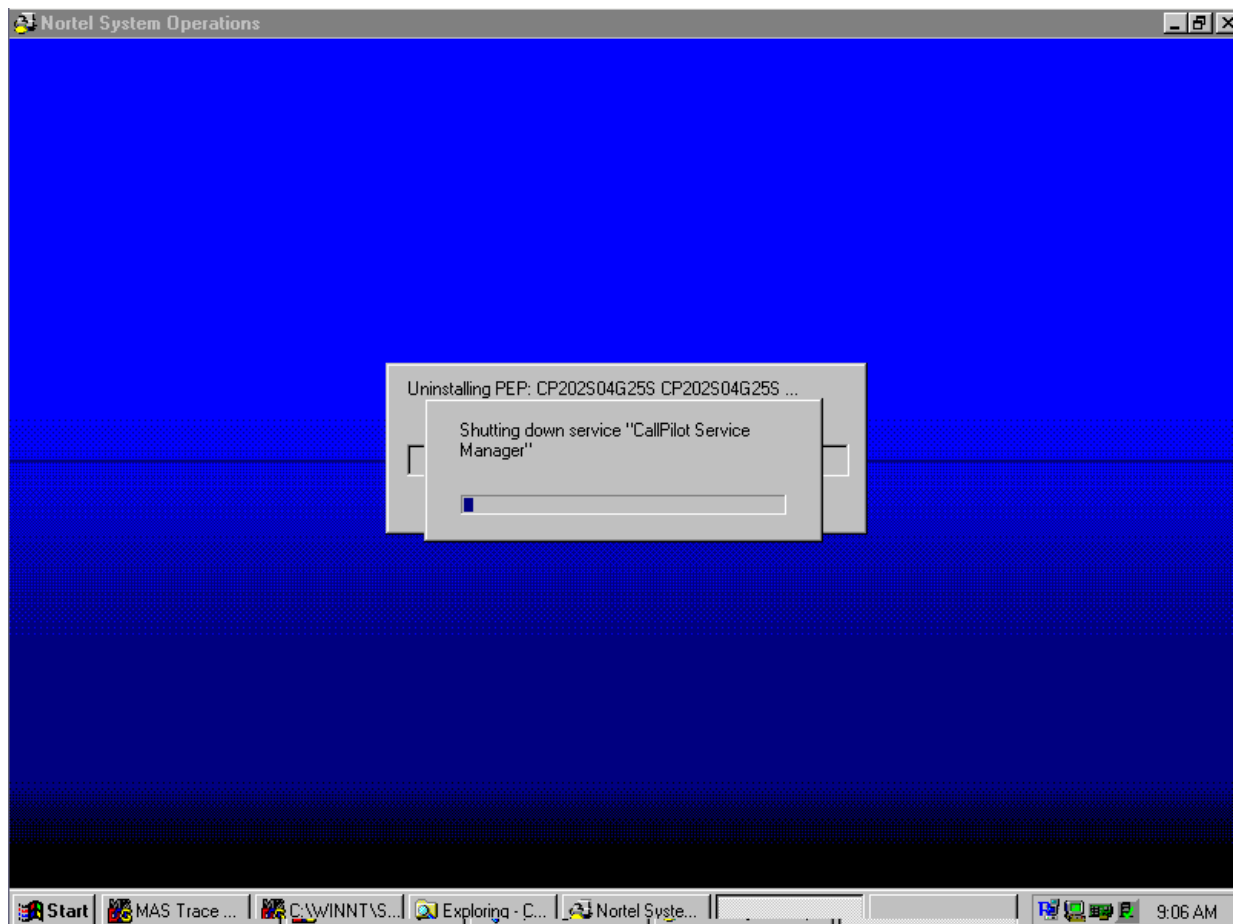
The setup routine will analyze a set of installed PEPs, you will be prompted to uninstall the previous PEPs and SU.



A list of PEPs to uninstall on your CallPilot can be different from the list on the picture.

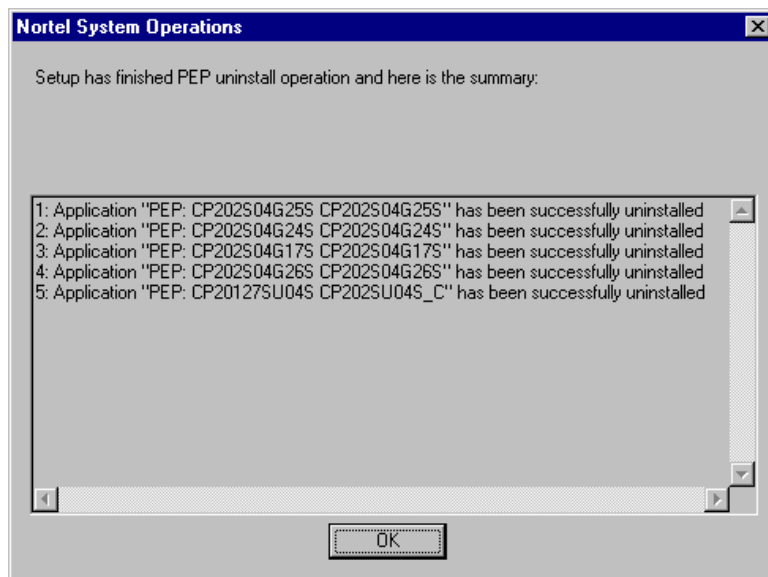
6. Click on the “Yes” button to continue.

Setup starts to uninstall PEPs.

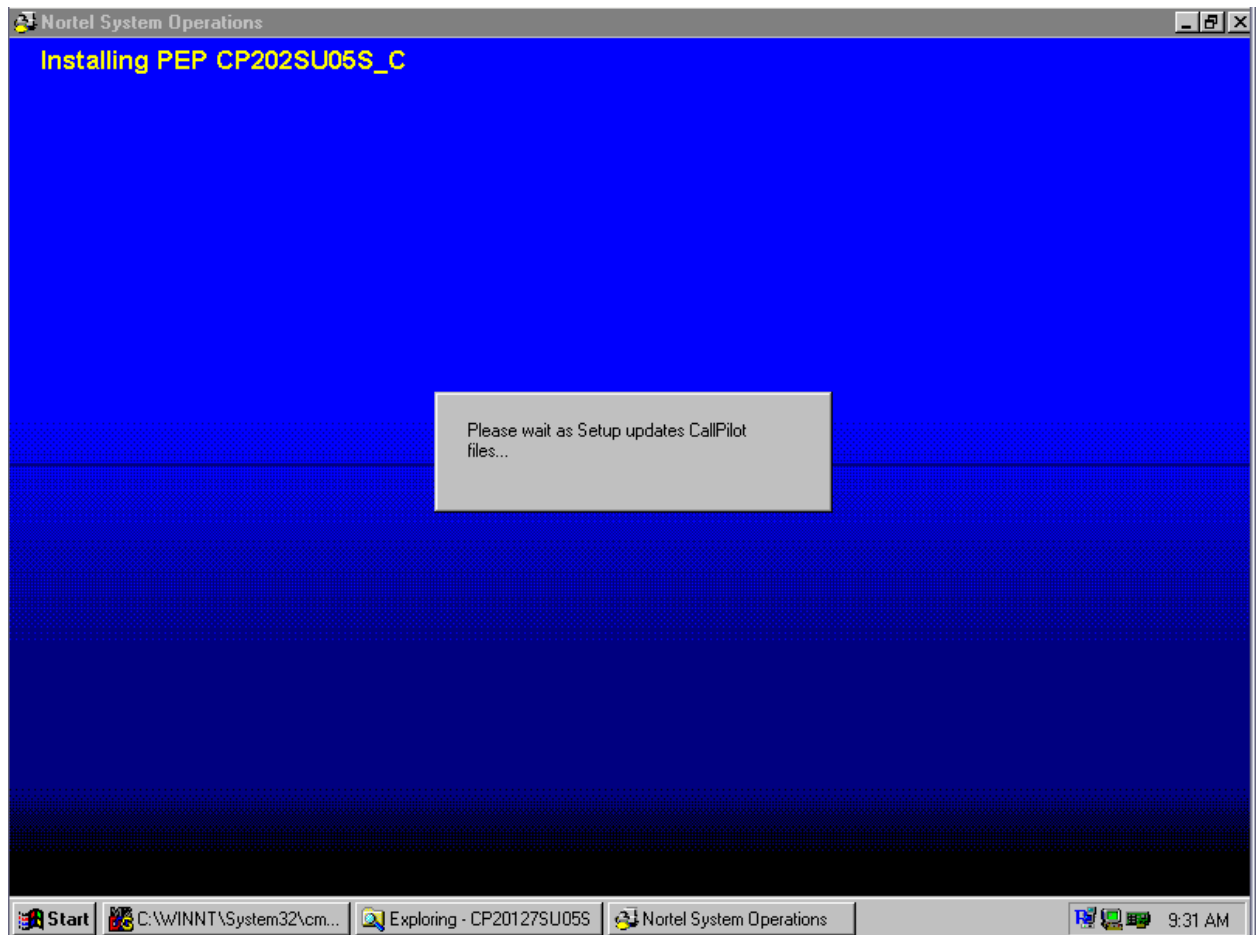


Please wait while the uninstall process completes.

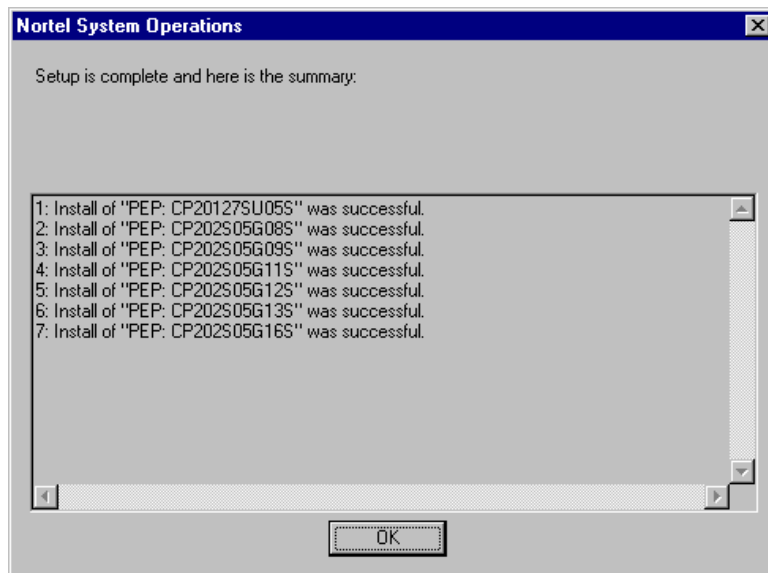
Once the uninstall process completes, a window will appear with the uninstall status.



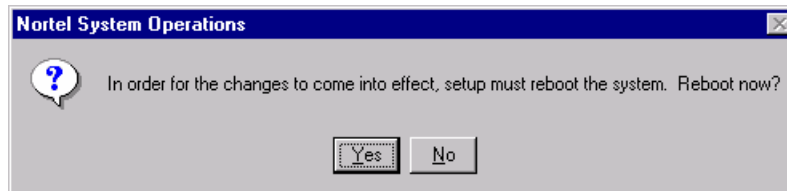
7. Click "OK" to proceed installation process.



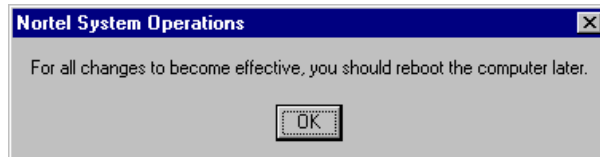
Please wait while the installation process completes.
Once the installation process completes, a window will appear with the installation status.



8. Click the “OK” button.
You will be prompt that a reboot of the server is required.



9. Click on the “No” button to proceed without rebooting.

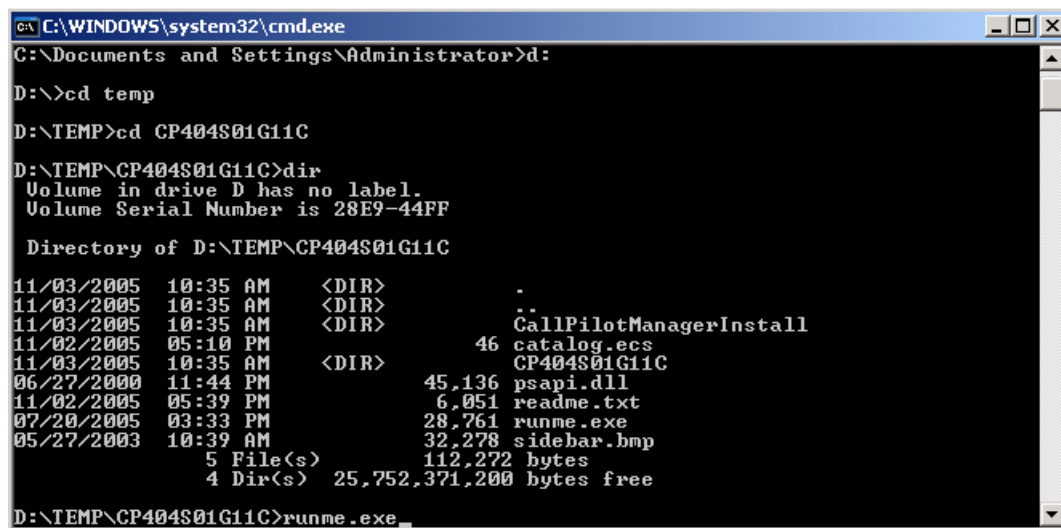


10. Click on the “Ok” button not to reboot.

Please start installing of the latest version of CallPilot Manager on the CallPilot Server.

Installing CallPilot Manager on the CallPilot Server

1. Disconnect all browsers currently connected to CallPilot Manager.
2. Change your current folder to the D:\TEMP\CP404S01G11C folder.



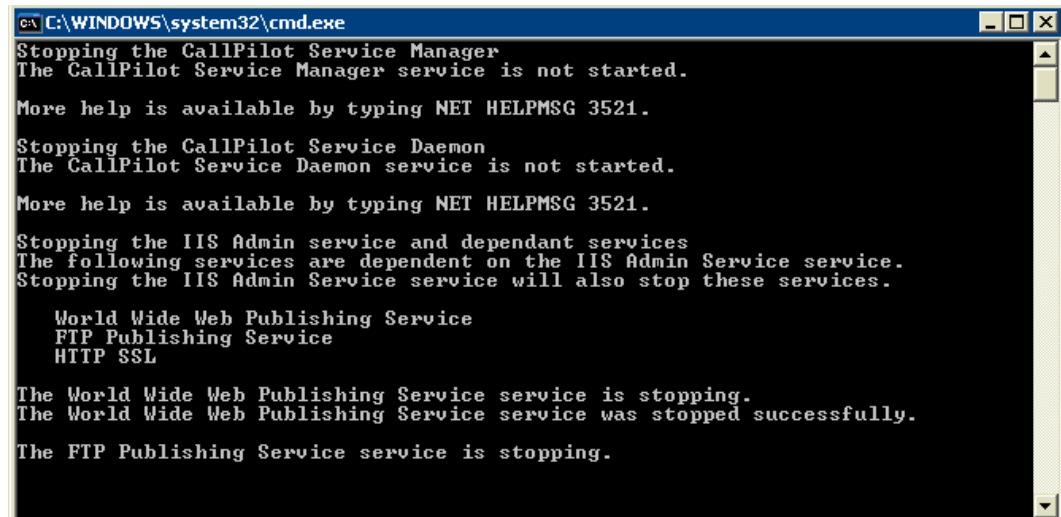
```
C:\WINDOWS\system32\cmd.exe
C:\Documents and Settings\Administrator>d:
D:\>cd temp
D:\TEMP>cd CP404S01G11C
D:\TEMP\CP404S01G11C>dir
Volume in drive D has no label.
Volume Serial Number is 28E9-44FF

Directory of D:\TEMP\CP404S01G11C

11/03/2005  10:35 AM  <DIR>          .
11/03/2005  10:35 AM  <DIR>          ..
11/03/2005  10:35 AM  <DIR>          CallPilotManagerInstall
11/02/2005   05:10 PM             46  catalog.ecs
11/03/2005  10:35 AM  <DIR>          CP404S01G11C
06/27/2000  11:44 PM      45,136  psapi.dll
11/02/2005   05:39 PM       6,051  readme.txt
07/20/2005   03:33 PM      28,761  runme.exe
05/27/2003   10:39 AM      32,278  sidebar.bmp
               5 File(s)      112,272 bytes
               4 Dir(s)    25,752,371,200 bytes free

D:\TEMP\CP404S01G11C>runme.exe
```

3. Launch the RUNME.EXE file included in the PEP CP404S01G11C folder.
A new window will appear.
Setup stops and restarts the IIS server and related services.



```
C:\WINDOWS\system32\cmd.exe
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 following services are dependent on the IIS Admin Service service.
Stopping the IIS Admin Service service will also stop these services.

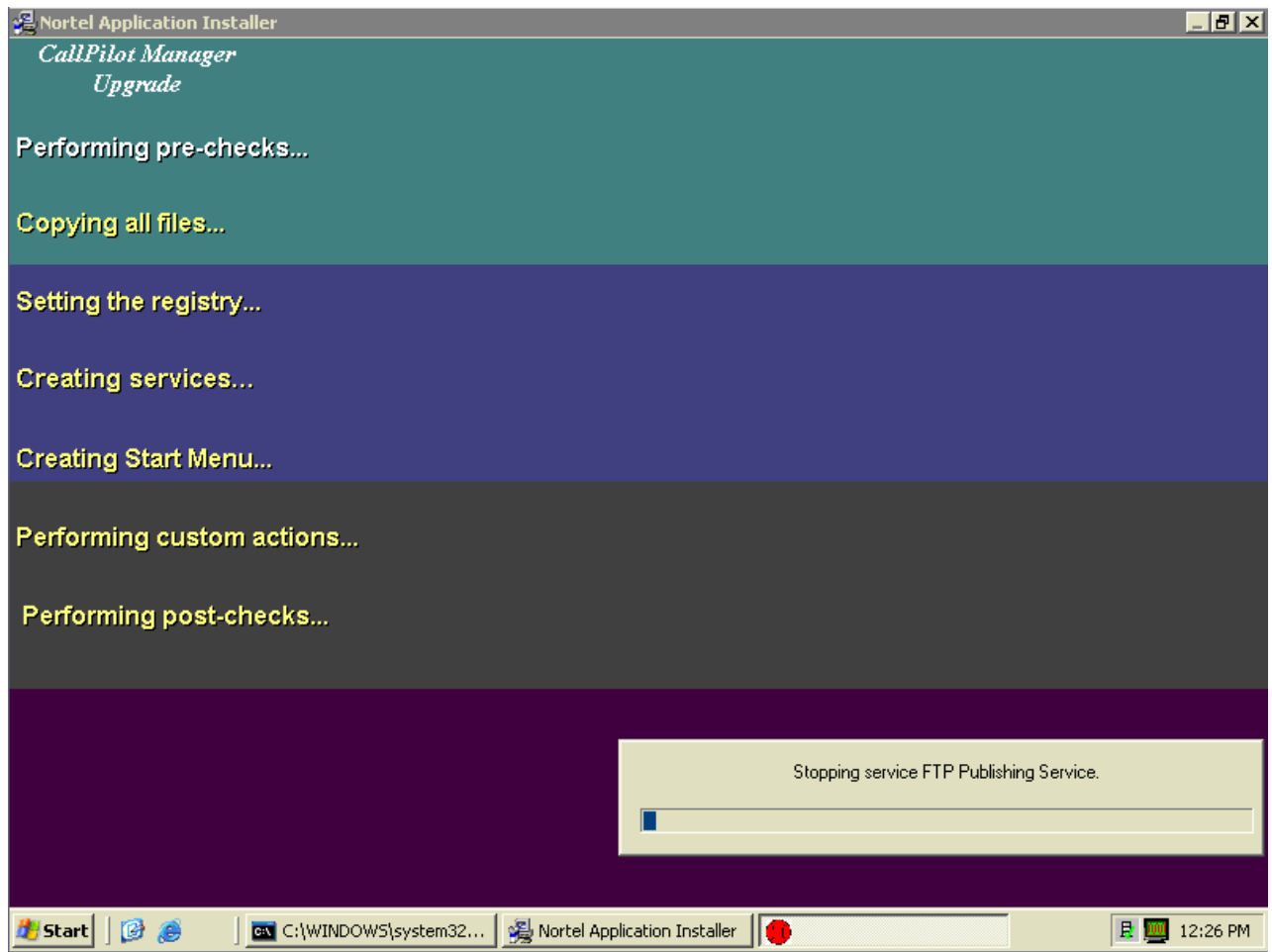
    World Wide Web Publishing Service
    FTP Publishing Service
    HTTP SSL

The World Wide Web Publishing Service service is stopping.
The World Wide Web Publishing Service service was stopped successfully.
The FTP Publishing Service service is stopping.
```

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

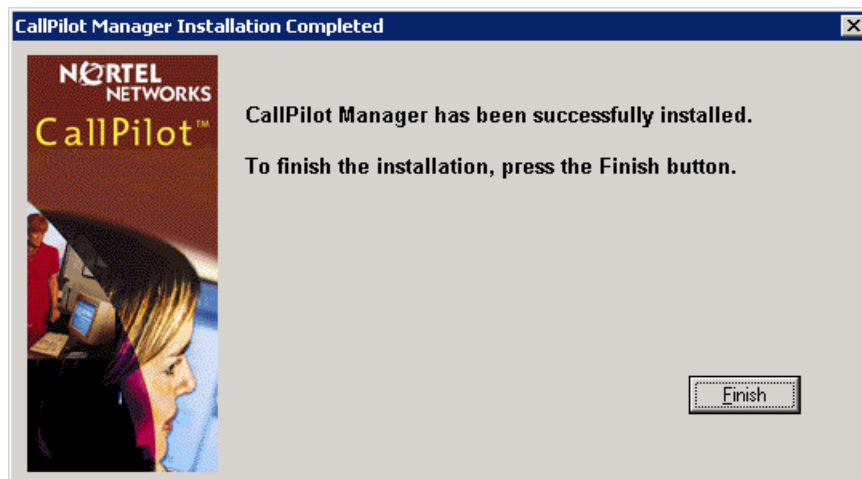
You can be prompt to upgrade the previous version of CallPilot Manager. In this case click on the “OK” button to proceed.

Setup starts the installation of CallPilot Manager.

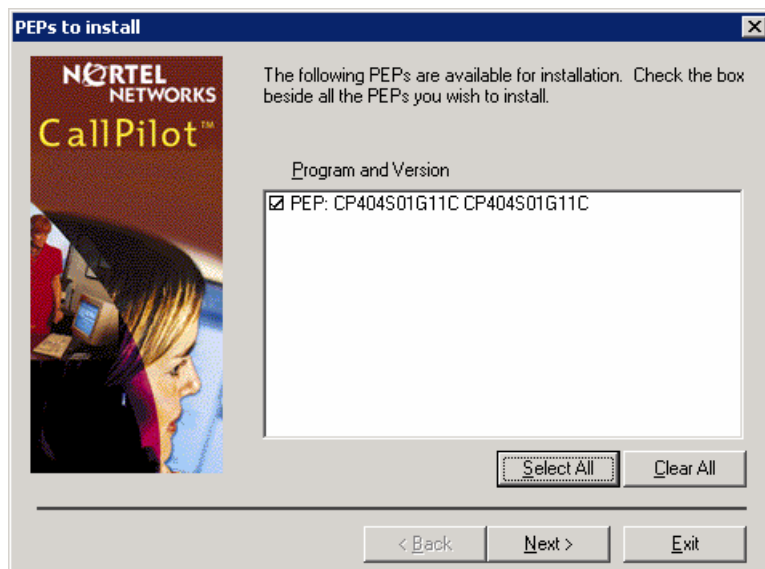


Wait for the installation to complete.

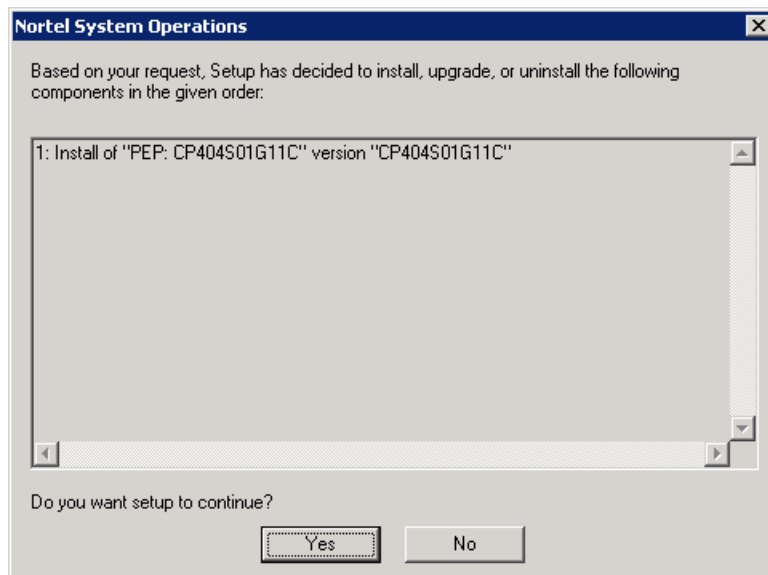
Once the install process completes, a window will appear with the status of the install operation.



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

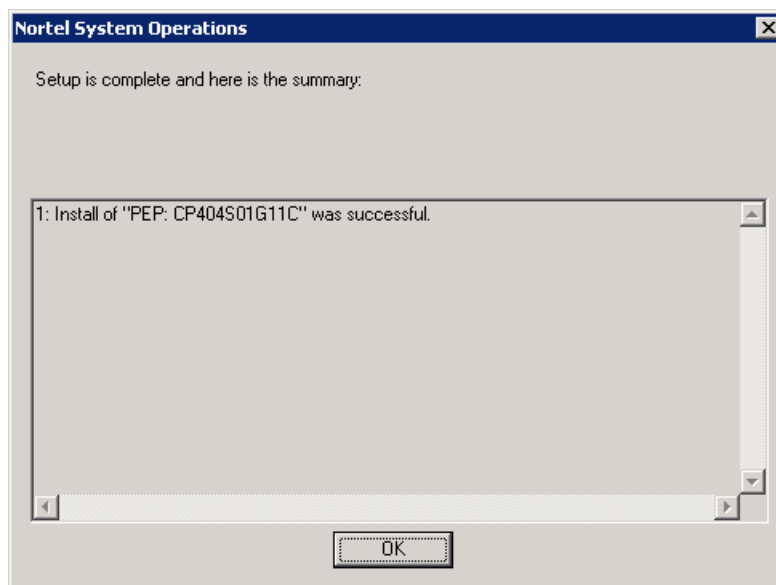


5. Click on the “Select All” button, the item “PEP: CP404S01G11C CP404S01G11C” will be checked. Click on the “Next>” button to continue.



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.

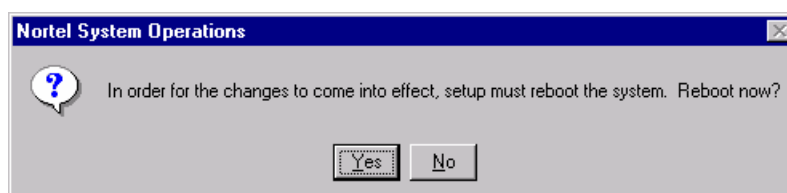
6. Click on the “OK” button to start the registration of CP404S01G11C.



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

The final reboot

You will be prompt to reboot the CallPilot server.



1. Click “Yes” to restart the CallPilot Server.

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2. After rebooting, delete the CP20127SU05S and CP404S01G11C folders from D:\TEMP directory

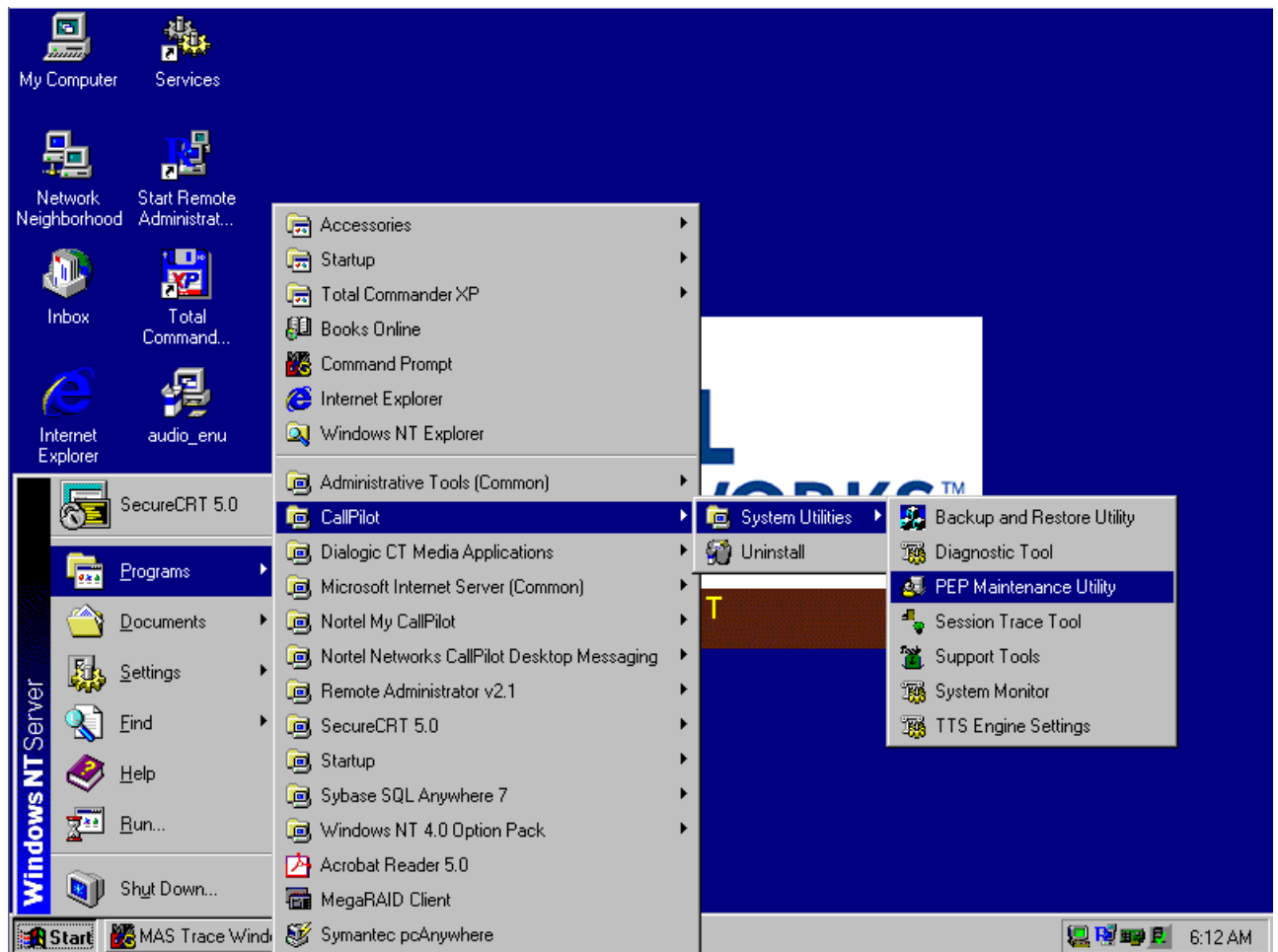
CallPilot 2.02 Service Update 5 (CP20127SU05S) replaces the following PEPs:

- CP20127SU04S
- CP202S04G09S
- CP202S04G15S
- CP202S04G16S
- CP202S04G17S
- CP202S04G24S
- CP202S04G25S
- CP202S04G26S
- CP202S04G29S
- CP202S04G31S
- CP202S04L32S
- CP202S04G33S
- CP202S04G35S
- CP202S04G36S
- CP202S04G37S
- CP202S04G38S
- CP202S04G39S
- CP202S04G40S
- CP202S04G41S
- CP202S04G42S
- CP202S04G43S

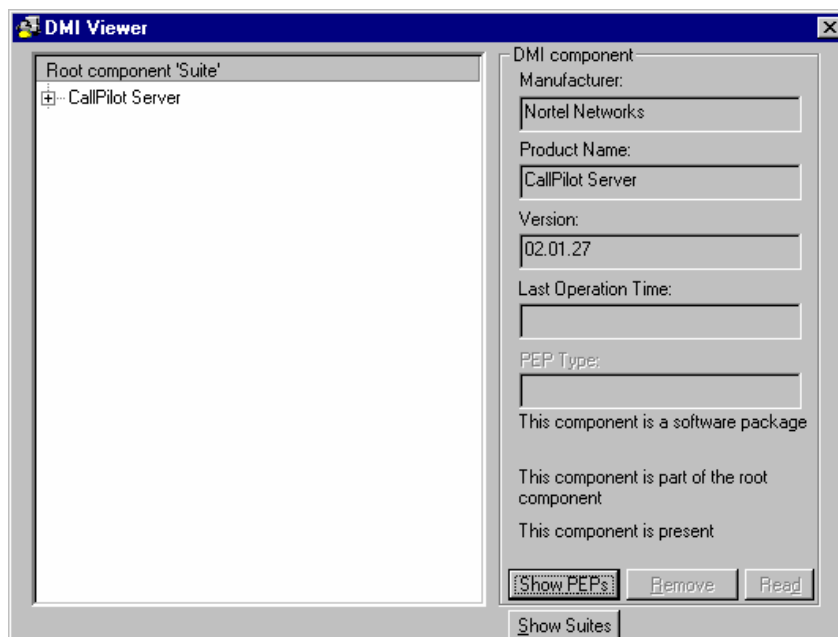
The replaced PEPs will be automatically uninstalled when CP20127SU05S is installed.

Uninstall:

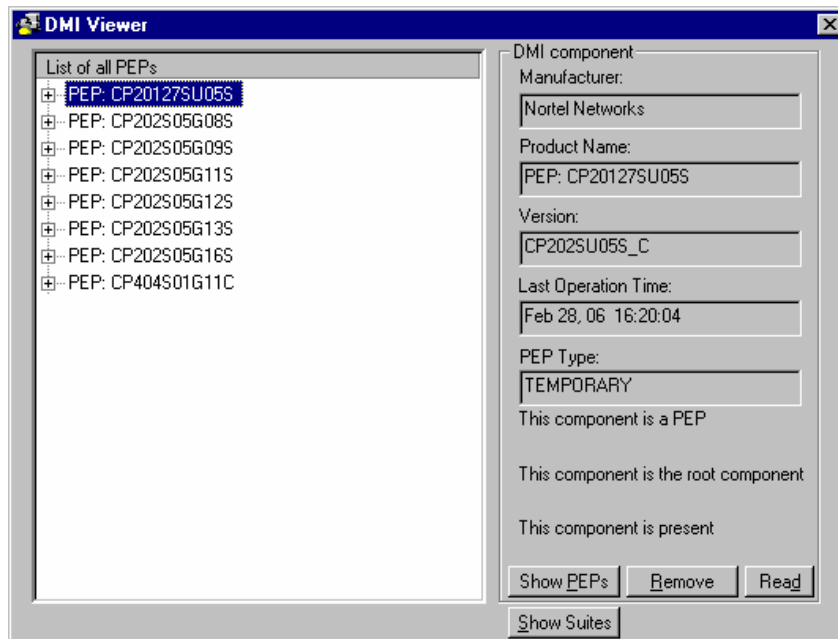
Go to Start>Programs>CallPilot>System Utilities>PEP Maintenance Utility.



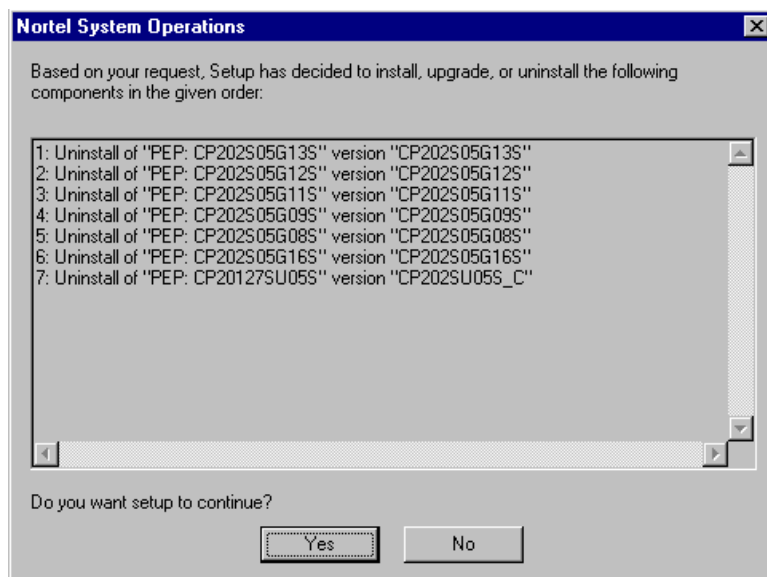
The DMI Viewer starts.



Click on the “Show PEPs” button.
DMI Viewer shows all PEPs installed on the CallPilot Server.

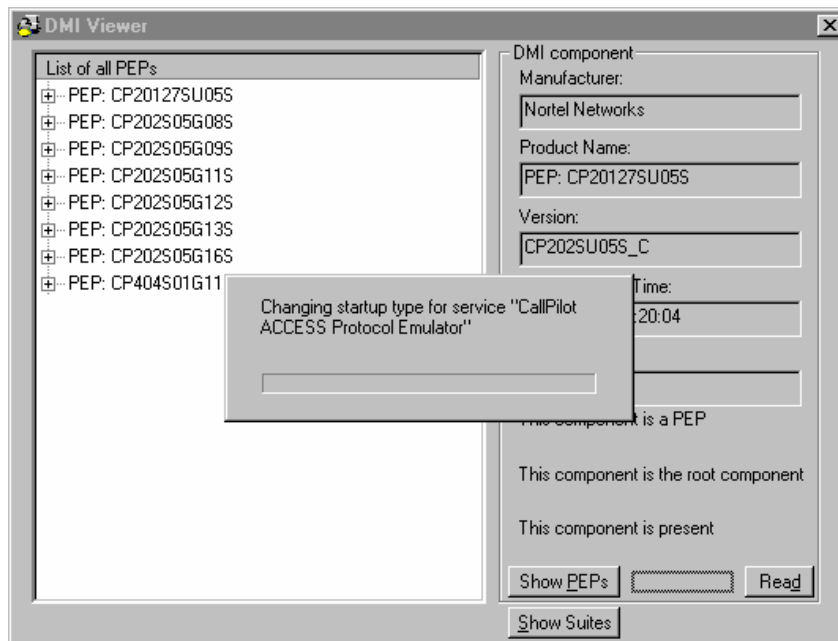


Select all of the PEPs you want to uninstall, and click Remove.
(For example: CP20127SU05S).
The “DMI Viewer Uninstall request” window will be appeared.

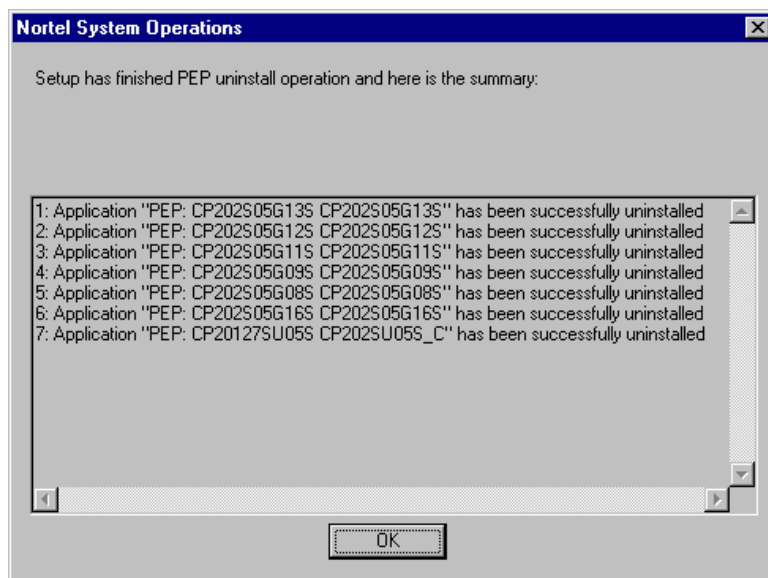


You will be prompted to uninstall the SU05 and all PEPs on top of SU05.
Click on the “Yes” button.

The DMI Viewer will start to uninstall all PEPs on top of SU05 and SU05.

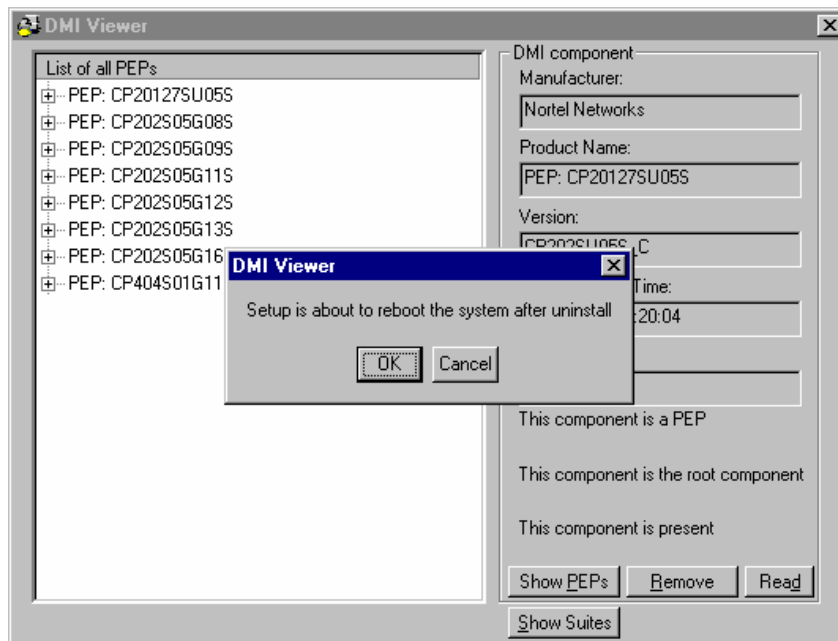


Setup starts uninstalling PEPs and CP20127SU05S. Wait while the uninstall process completes.



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 included in Service Update 5:

The following fixes and enhancements are addressed with CP20127SU05S:

CR	Title
Q00681013	Intermittent failure of transfer to DN when using CallPilot treatment with SCCS
Q00683887	AppDelete improvements
Q00716941	PEP installation is logging information to wrong log file
Q00726627	When running SRepair utility, can not exit utility till it runs to completion
Q00823601	Remote notification using paging service inappropriately prompts for input
Q00845879	No Backups while NGenSys is logged off
Q00869407	User mailbox with User admin right could not view/open other mailbox
Q00889183	Reporter generates zeros if login using first entry
Q00922396	SLEE is receiving incorrect data from TAPI on session init. Phantom call events.
Q00930687	Pegging problem: Excessive Incomplete Messaging Accesses
Q00932883	CallPilot Fax Out capability without Fax seats in Keycode-Product Improvement
Q00950491	PBX CDNs not reacquired when CallPilot server shut down
Q00959365	Getting ring no answer on Multimedia ports with SCCS integration
Q00966826	Delete capability for SRepair tool
Q00969548	Mailbox with same DN inquiry
Q00977993	SRepair does not detect corruption (several applications have the same version number)
Q00978572	RNA experienced even though almost all DS30 channels are idle
Q00983823	Application Archiving is failing on daily archive
Q00998041	SRepair/AppDelete - Application selection in 2 lists is misleading
Q00998902	External call sender RPL is now looking at outdialing RPL
Q00999036	Unable to open locked applications
Q01004354	CallPilot Manager doesn't allow user to select a different language for VM & MM
Q01008389	Application Builder data integrity checker and deletion tool exception error during processing
Q01011396	SCCS-CallPilot integration - a lot of phantom calls on CallPilot site
Q01017361	Cannot use the Remote Disk Backup to Subfolders
Q01017646	SRepair - AppDelete - sort by column capability
Q01023311	CallPilot RNA. System Monitor shows both DSPs and DSOs Idle
Q01034978	All MMFS files are skipped during user, app and prompt backups
Q01035096	Migration SCCS Voice Prompt Failed from Meridian Mail 13.12 to CallPilot 2.02
Q01036059	Wrong backup definition used after platform migrated from IPE to tower/rackmount
Q01036276	SRepair/AppDelete tool need to warn the user before the application is deleted
Q01036621	Copy the original 702T channel info into wrong link during migration
Q01036675	Platform Migration DSP overloaded on the Media Allocation page of CW
Q01039276	OM data collection turning off intermittently and requires a reboot to start
Q01039807	Problem with backups, Database is being skipped
Q01044511	Nbeventlog table has a lot of data causing database space to be critically low
Q01046083	System backup failed but the status said it was completed successfully
Q01047183	The application name isn't synchronized after repairing
Q01057676	Application Builder ring once and drop
Q01058368	CallPilot RNA with TSP events 42803.
Q01059475	AppBuilder Data Integrity & deletion tool (AppDelete) goes into indefinite loop

Q01068557	Modifications to LDAP for Email account administration
Q01074485	RNA with Fatal Exception 42803 worktype 17 with R26S installed
Q01076995	Discrepancy between the number of mailboxes on the server and Reporter
Q01087961	One ring and drop on all applications after installing pep 32S
Q01101119	CallPilot Servers connected to same Reporter server had RNA
Q01113740	SRepair tool pops up the incorrect message to the user
Q01113751	Srepair.log didn't mention which application gets fixed or deleted
Q01116404	Install PEPs and SUs without stopping Windows and CallPilot services
Q01119325	Database API tool allows distributor to obtain FULL access to database
Q01127749	CallPilot messages Telset Time stamp 1 hour out for New Zealand prior to daylight saving
Q01144219	Trace viewer utility from Support Tools is shutting down
Q01153542	Events 38007, 58207, & 55213 cause RNA
Q01154562	GIVE CONTROLLED BROADCAST Fails Intermittently - RNA / Delayed Answering.
Q01195048	Unable to modify users when time zone set to GMT+2 02:00 Athens, Istanbul, Minsk
Q01211286	IMAP service crashes frequently with event 41505 rc=243
Q01213280	Incorrect RPL is used for thru-dialing after login