



CallPilot Release 2.02 Service Update 5Date: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.

<u>Important</u>

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:

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

General Available CP2.02 SU05 PEPs:

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)

<u>This PEP installs Service Update 5 and the following PEPs on the following</u> <u>CallPilot platforms:</u>

- 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

<u>Step by Step instructions for installing PEP CP20127SU05S and CallPilot</u> <u>Manager on the CallPilot Server:</u>

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:\WINN	T\System32	Ncmd.exe		
Volume S	erial Nu	mber is 7085-14	D7	
Director	y of D:∖	TEMP\CP20127SU0	58	
02/28/06	02:50p	<di r=""></di>		
02/28/06	02:50p	<dir></dir>		
02/28/06	02:50p	<dir></dir>	CP20127SU05S	
02/28/06	02:50p	<dir></dir>	CP202S05G08S	
02/28/06	02:50p	<dir></dir>	CP202S05G09S	
02/28/06	02:50p	<dir></dir>	CP202S05G11S	
02/28/06	02:50p	<dir></dir>	CP202S05G12S	
02/28/06	02:50p	<dir></dir>	CP202S05G13S	
02/28/06	02:50p	<dir></dir>	CP202805G168	
02/28/06	02:50p	<dir></dir>	CP202S05L06S	
02/28/06	02:50p	<dir></dir>	CP202S05L10S	
02/28/06 02/28/06	01:02p	<dir></dir>	24,665 ins.exe	
02/28/06	02:50p 01:02p		PEPConfig 48,665 readme.pdf	
02/28/06	01:02p		13,925 readme.txt	
11/10/05	01:42p		6.824 runme.bat	
02/28/06	01:02p		32.278 sidebar.bmp	
02720700			326.357 bytes	
	11		785,536 bytes free	
		6,001,	103,330 Bytes 11.00	
D:\TEMP\C	P20127SU	058>		

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

PEPs to install	×
N RTEL NETWORKS	The following PEPs are available for installation. Check the box beside all the PEPs you wish to install.
CallPilot"	Program and Version
	PEP: CP202S05G12S CP202S05G13S PEP: CP202S05G13S CP202S05G13S PEP: CP202S05G16S CP202S05G16S
	Select All Clear All
	<u>Select All</u>
	< <u>B</u> ack. <u>N</u> ext > <u>E</u> xit

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.

Nortel System Operations	×
Based on your request, Setup has decided to install, upgrade, or uninstall the following components in the given order:	
1: Uninstall of "PEP: CP202S04G25S" version "CP202S04G25S" 2: Uninstall of "PEP: CP202S04G24S" version "CP202S04G24S" 3: Uninstall of "PEP: CP202S04G17S" version "CP202S04G17S" 4: Uninstall of "PEP: CP202S04G26S" version "CP202S04G26S" 5: Uninstall of "PEP: CP20127SU04S" version "CP202SU04S_C" 6: Install of "PEP: CP20127SU05S" version "CP202S005G08S" 8: Install of "PEP: CP202S05G09S" version "CP202S05G08S" 9: Install of "PEP: CP202S05G09S" version "CP202S05G09S" 9: Install of "PEP: CP202S05G11S" version "CP202S05G09S" 10: Install of "PEP: CP202S05G12S" version "CP202S05G11S" 11: Install of "PEP: CP202S05G13S" version "CP202S05G13S" 12: Install of "PEP: CP202S05G16S" version "CP202S05G16S"	*
4	V
Do you want setup to continue?	
Yes No	

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

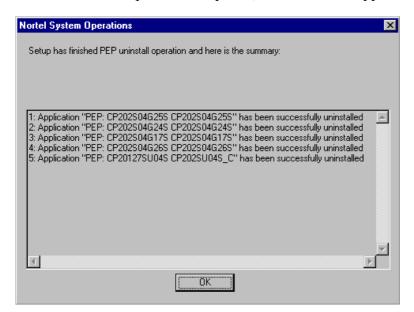
6. Click on the "Yes" button to continue.

Setup starts to uninstall PEPs.

Nortel System Operations				_ 8 ×
	2S04G25S CP202S04G25S	1		
Shutting down s Manager''	ervice "CallPilot Service	-		
		\square		
🏽 🗱 Start 🛛 🎇 MAS Trace 🗍 🎆 C.\WINNT\S 🗔 Exploring - C	Nortel Syste		Ng 🛄 📷 🖥	9:06 AM

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.

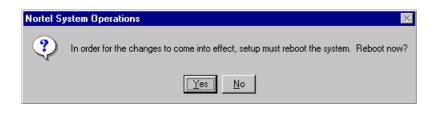
🐴 Nortel System Operations			<u>_8×</u>
Installing PEP CP202SU0	5S_C		
	Please wait as Se files	stup updates CallPilot	
🔀 Start 🔀 C:\WINNT\System32\cm	Exploring - CP20127SU05S	Source System Operations	😼 🖳 💷 9:31 AM

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

Nortel System Operations	×
Setup is complete and here is the summary:	
1: Install of "PEP: CP20127SU05S" was successful. 2: Install of "PEP: CP202S05608S" was successful. 3: Install of "PEP: CP202S05609S" was successful. 4: Install of "PEP: CP202S05611S" was successful. 5: Install of "PEP: CP202S05613S" was successful. 6: Install of "PEP: CP202S05613S" was successful. 7: Install of "PEP: CP202S05616S" was successful.	~
ard .	.
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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.

Nortel System Operations
For all changes to become effective, you should reboot the computer later.
OK

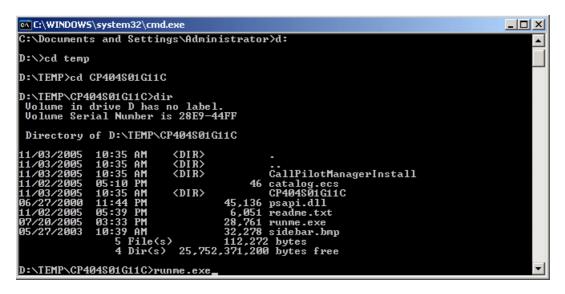
10. Click on the "Ok" button not to reboot.

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.



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.

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 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 CallPilot Service Daemon

 The CallPilot Service addemon 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

 HITP SSL

 The World Wide Web Publishing Service service was stopped successfully.

 The FTP Publishing Service service is stopping.

 The FTP Publishing Service service is stopping.

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

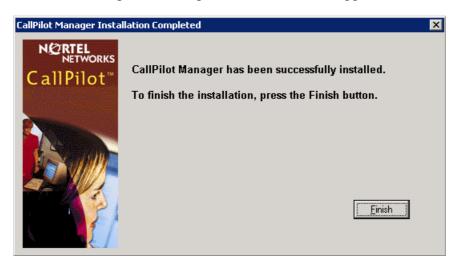
You can be prompt to upgrade the previous version of CallPilot Manager. In this case click on the "OK" button to proceed.

Setup starts the installation of CallPilot Manager.

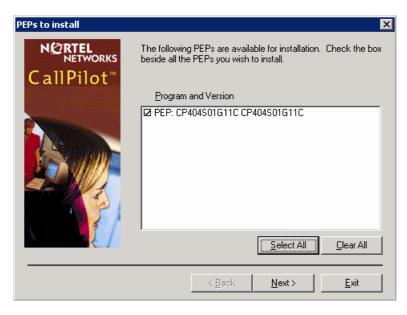
Rortel Application Installer CallPilot Manager	_ 8 ×
Upgrade	
Performing pre-checks	
Copying all files	
Setting the registry	
Creating services	
Creating Start Menu	
Performing custom actions	
Performing post-checks	
Stopping service FTP Publishing Service.	
🏄 Start 🛛 🧭 🍠 🔹 🖾 C:\WINDOWS\system32 🛛 🎉 Nortel Application Installer 🛛 🛑	12:26 PM

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.

Nortel System Operations	×
Based on your request, Setup has decided to install, upgrade, or uninstall the following components in the given order:	
1: Install of "PEP: CP404S01G11C" version "CP404S01G11C"	4
4	▶
Do you want setup 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.

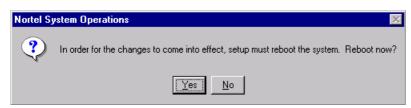
6. Click on the "OK" button to start the registration of CP404S01G11C.

Nortel System Operations	×
Setup is complete and here is the summary:	
Soup is complete and note is the summary.	
1: Install of "PEP: CP404S01G11C" was successful.	<u> </u>
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<u>(0K</u>	

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. Nortel Networks 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.

<u>Uninstall:</u>

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

My Computer	r Services			
.				
Network Neighborhoo	Start Remote d Administrat		•	
en organiser noo-		Accessories		
. 🐠	<u>.</u>	📻 Startup 📻 Total Commander XP		
Inbox	Total	Image Total Commander XP		
	Command	Command Prompt		
æ	J.	Command Frompt	L	
Internet	audio enu	Windows NT Explorer		
Explorer	audio_eriu			
	SecureCRT 5.0	Administrative Tools (Common)		
S	Secureer 11 S.O	🧧 CallPilot	🕨 🧖 System Utilities 🔸	🕵 Backup and Restore Utility
re-	Programs •	Dialogic CT Media Applications	Ininstall	🌃 Diagnostic Tool
	Lightine	Microsoft Internet Server (Common)		🧕 PEP Maintenance Utility
	Documents	Nortel My CallPilot		🔩 Session Trace Tool
Fr.	Settings	Nortel Networks CallPilot Desktop Messaging	•	📸 Support Tools
e 🦗		Remote Administrator v2.1	•	📆 System Monitor
Mindows NT Server	Eind •	SecureCRT 5.0		🏹 TTS Engine Settings
2 🤌	<u>H</u> elp	Jen Startup		
¥ 🔔	5	Sybase SQL Anywhere 7		
ð 🚈	<u>R</u> un	Windows NT 4.0 Option Pack	•	
E 🔊	Shut Down	Acrobat Reader 5.0		
		🖬 MegaRAID Client		
🛃 Start	🔏 MAS Trace Wind	😻 Symantec pcAnywhere		🖳 🏹 🎫 🛃 🔞 6:12 AM

The DMI Viewer starts.

😼 DMI Viewer	×
Root component 'Suite'	DMI component
⊞ CallPilot Server	Nortel Networks
	Product Name:
	CallPilot Server
	Version:
	02.01.27
	Last Operation Time:
	PEP Type:
	I This component is a software package
	This component is part of the root component
	This component is present
	[Show PEPs] Bemove Read
	Show Suites

Click on the "Show PEPs" button.

DMI Viewer shows all PEPs installed on the CallPilot Server.

🚭 DMI Viewer	×
DMI Viewer List of all PEPs	X DMI component Manufacturer: Nortel Networks Product Name: PEP: CP20127SU05S Version: CP202SU05S_C Last Operation Time: Feb 28, 06 16:20:04 PEP Type: TEMPORARY This component is the root component This component is present Show <u>PEPs</u> <u>Bemove</u> Read
	Show Suites

Select all of the PEPs you want to uninstall, and click Remove. (For example: CP20127SU05S).

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

Nortel System Operations	×
Based on your request, Setup has decided to install, upgrade, or uninstall the following components in the given order:	
1: Uninstall of "PEP: CP202S05G13S" version "CP202S05G13S" 2: Uninstall of "PEP: CP202S05G12S" version "CP202S05G12S" 3: Uninstall of "PEP: CP202S05G11S" version "CP202S05G01S" 4: Uninstall of "PEP: CP202S05G08S" version "CP202S05G08S" 5: Uninstall of "PEP: CP202S05G08S" version "CP202S05G08S" 6: Uninstall of "PEP: CP202S05G16S" version "CP202S05G16S" 7: Uninstall of "PEP: CP20127SU05S" version "CP202SU05S_C"	×
To you want setup to continue?	V
Yes No	

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.

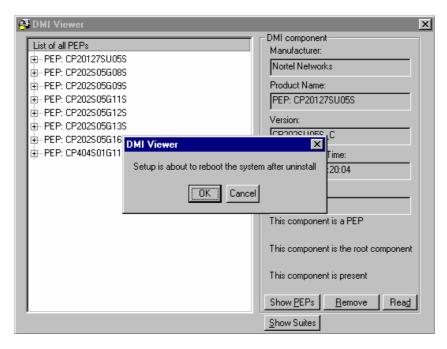
🚭 DMI Viewer	×
List of all PEPs PEP: CP20127SU05S PEP: CP202S05G08S PEP: CP202S05G09S PEP: CP202S05G11S PEP: CP202S05G12S PEP: CP202S05G13S PEP: CP202S05G16S PEP: CP404S01G11 Changing startup type for servic ACCESS Protocol Emulator''	DMI component Manufacturer: Nortel Networks Product Name: PEP: CP20127SU05S Version: CP202SU05S_C e "CallPilot Time: 20:04
	This component is the root component This component is present Show <u>P</u> EPs
	Show Suites

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

Nortel System Operations	×
Setup has finished PEP uninstall operation and here is the summary:	
1: Application "PEP: CP202S05G13S CP202S05G13S" has been successfully uninstalled	-
2: Application "PEP: CP202S05G12S CP202S05G12S" has been successfully uninstalled	-
3: Application "PEP: CP202S05G11S CP202S05G11S" has been successfully uninstalled 4: Application "PEP: CP202S05G09S CP202S05G09S" has been successfully uninstalled	
 Application "PEP: CP202S05G08S CP202S05G08S" has been successfully uninstalled Application "PEP: CP202S05G16S CP202S05G16S" has been successfully uninstalled 	
7: Application "PEP: CP20127SU05S CP202SU05S_C" has been successfully uninstalled	
	_1
OK T	

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
00102(07(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

Nortel Networks

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