



General Release Bulletin

Bulletin Number: GR-2003-0417-Global rev-4

Date: 10 January 2006

CallPilot Release 2.5

Introduction

This General Release Bulletin provides information that supplements the formal documentation for the purpose of installing, upgrading, and supporting CallPilot Release 2.5 (02.50.06.14) systems. It provides updated procedures, limitations, known problems, workarounds, and documentation addenda. This is an important information resource for Channel Partner field operations and support personnel involved with CallPilot 2.5.

For more details on feature installation and operation, refer to the CallPilot 2.5 Customer Documentation.

This document, as well as other Customer Documentation, may be updated periodically as needed. It's recommended to always reference the Partner Information Center and Helmsman Express websites for the latest information.

Nortel reserves the right to add, delete, or change features and packages in accordance with contractual obligations.

*Nortel, the Nortel logo, the Globemark, How the World Shares Ideas, Unified Networks, CallPilot, Succession Communication Server for Enterprise 1000, Meridian, and Symposium Messenger are trademarks of Nortel.

LOTUS NOTES is a trademark of IBM Corporation.

PENTIUM is a trademark of Intel Corporation.

MICROSOFT EXCHANGE, MS-DOS, INTERNET EXPLORER, OFFICE 2000, OFFICE XP, OUTLOOK 97, OUTLOOK 98, OUTLOOK 2000, OUTLOOK 2002 (XP), OUTLOOK EXPRESS, WINDOWS 95, WINDOWS 98, WINDOWS 2000, WINDOWS XP, and WINDOWS NT are trademarks of Microsoft Corporation.

MAINSTREET is a trademark of Newbridge Networks Corporation.

NETSCAPE COMMUNICATOR is a trademark of Netscape Corporation.

NOVELL GROUPWISE is a trademark of Novell Corporation.

EUDORA PRO is a trademark of Qualcomm Corporation.

pcANYWHERE32 is a trademark of Symantec Corporation

Revision History

Issue Number / Date	Type of Review / Reason(s) for Issue	Author
Standard 1.0 – 12/01/03	Incorporated all changes from trials and internal reviews; initial version for post-Beta/GA publication.	Anna DeGraftenreed
Standard 2.0 – 05/05/04	Updated CallPilot PEP information for Service Update 1 (SU01) and associated PEPs; added new known problems/workarounds; updated Mail to CallPilot Migration information;	Roger Brassard
Standard 3.0 – 12/17/04	Updated new ESPL (MPL) URL; Updated to reference new Desktop Messaging client information; other minor updates and formatting changes	Roger Brassard
Standard 4.0 – 10/01/06	Updated CallPilot PEP information for Service Update 2 (SU02) and associated PEPs, Updated to reference new Desktop Messaging Client and MyCallPilot information, and formatting changes, removed fixed CRs, added new CP PEP CD information,	Behnaz Ganji

Table of Contents

1	The General Release Bulletin	6
1.1	Purpose	6
1.2	What's new in CallPilot 2.5	6
1.3	Supported operations	6
1.3.1	Features on Controlled Release	7
1.3.2	Switch connectivity installations	7
1.3.3	Server and client upgrades	7
1.4	About customer documentation	7
1.5	Software Updates/Enhancements.....	8
1.6	Localized Media.....	8
2	Product requirements	10
2.1	CallPilot 2.5 Compatibility	10
2.1.1	Products and environments	10
2.1.2	Migration from Meridian Mail.....	11
2.1.3	Application Builder client / Operating System (OS) compatibility.....	11
2.1.4	Desktop Messaging / Groupware compatibility	12
2.1.5	Desktop Messaging client / Operating System (OS) compatibility	13
2.1.6	My CallPilot / Browser compatibility.....	14
2.1.7	My CallPilot client / Operating System compatibility.....	14
2.1.8	Supported Server OS and Internet browsers for use with My CallPilot, CallPilot Manager, and Reporter	15
2.1.9	Requirements for CallPilot Manager stand-alone web servers.....	16
2.1.10	Supported Customer LANs	17
2.1.11	Supported WAN Networking Protocols	17
2.2	Operational Requirements	17
2.2.1	3 rd -party Windows NT Server Software and Hardware.....	17
2.2.2	Software dongle installation	17
2.2.3	Proper Power and Grounding.....	18
2.2.4	Shutdown/Restart required after PBX maintenance procedures.....	18
3	CallPilot Software	19
3.1	CallPilot CD suite	19
3.2	Stronger Windows NT Default Administrative Passwords	20
4	Feature limitations and Information	21
4.1	Language Availability	21
4.2	Speech Activated Messaging and Custom Commands	22
4.3	Meridian Mail Migration.....	22

4.4	Act on AMIS Initiator Tone	23
4.5	Inter-switch Migration.....	23
5	Procedures.....	23
5.1	Upgrades.....	23
5.1.1	Introduction.....	23
5.1.2	Upgrading CallPilot to 2.5	24
5.2	Installing the CallPilot Manager Administration Component.....	25
5.2.1	Installation Prerequisites	25
5.3	CallPilot Reporter	26
5.4	Installing CallPilot Manager web application	27
5.4.1	CallPilot Server	27
5.4.2	Standalone Web Server.....	27
5.4.3	Open CallPilot Manager in Internet Explorer.....	27
6	Known problems and workarounds	27
6.1	Upgrade	28
6.1.1	OS Installation/Upgrades	28
6.1.2	Server	29
6.1.3	Configuration Wizard	33
6.2	General	33
6.2.1	Server	33
6.2.2	CallPilot Manager	41
6.2.3	Desktop Client	42
6.2.4	CallPilot Reporter	46
6.2.5	Application Builder.....	47
6.2.6	Email-by-Phone	48
6.2.7	Alternate User Interfaces	48
6.2.8	My CallPilot.....	48
7	PEP/Service Update application overview	50
7.1	PEP Numbering Format	50
7.2	CallPilot Service Updates/PEPs	51
7.2.1	Service Updates	51
7.2.2	Individual PEPs.....	51
7.3	Fixes and Enhancements contained in PEPs/Service Updates	52
7.3.1	Service Update CP25006SU02S (SU02):.....	52
7.3.2	Additional PEPs available at this time:.....	56

1 The General Release Bulletin

1.1 Purpose

The purpose of the General Release Bulletin (GRB) is to provide the user with information for CallPilot 2.5 that is not covered by the NTP documentation supplied with the system. This GRB is intended to be used in conjunction with the latest CallPilot 2.5 (2.50.06) PEP CD (Additional PEPs may also be available online via the Enterprise Solutions PEP Library (ESPL). Refer to the complete listing in [CallPilot Software](#).

1.2 What's new in CallPilot 2.5

While 2.5 focused primarily on improving upgrade robustness, it also offers a number of other updates and enhancements:

- Non-Meridian 1/Succession 1000 switch support for Meridian SL-100 and CPE Centrex (DMS 100)
- Unified Messaging Enhancements
 - Support for Lotus Notes 6.0x
 - Support for Lotus Notes 6.5 (using 2.50.06.06 client)
 - Support for GroupWise 6.5
 - Support for Outlook 2003 (using 2.50.06.06 client)
 - Mac OS 9.0 and 9.1 support for My CallPilot Web Messaging
 - Outlook E-mail Call Sender
 - Citrix Support
 - Fax enhancements
- Updated documentation suite including new “Upgrade Guide”
- Enterprise Networking diagnostic screen
- Improved Meridian Mail to CallPilot migration utility and documentation
- Greatly reduced PEP requirements (numerous fixes incorporated into base-line code)
- Numerous additional languages (refer to the [Language Availability](#) table for details)

1.3 Supported operations

This GRB supports installs, uninstalls, reinstalls, and upgrades for Meridian SL-100 and DMS 100. Meridian 1 and Succession 1000 (a.k.a. CSE 1000) systems will be able to utilize only the Desktop Messaging and My CallPilot components available with this release, but will retain CallPilot 2.02 on the server. The following describes the available operations.

1.3.1 Features on Controlled Release

The following is a list of 2.5 features that are on controlled release.

- Speech Recognition and Custom Commands for languages other than North American English and German
- Email-by-Phone languages other than Dutch, English, French, German, Italian, Russian, and Spanish, and Italian (using either Western European ISO-8859-1 or UTF-8 message encoding)

1.3.2 Switch connectivity installations

The following switch integrations are supported:

- Meridian SL-100
- DMS-100

1.3.3 Server and client upgrades

The following server and client upgrades are supported for Meridian SL-100/DMS-100.

1.07.09 → 2.5 (see [Procedures section for more details on upgrades](#))

1.4 About customer documentation

The starting point for all CallPilot activities is the customer documentation that is available online via the Partner Information Center and Helmsman Express websites. The CD-ROM titled “*CallPilot Product Release 2.02/2.5 CallPilot Unified Messaging Release 2.5*” (NTRG19A1 for English, NTRG19DA for non-English) contains all of the customer documentation available.

The documentation can be viewed on any PC using Adobe Acrobat Reader 3.0 or later.

This bulletin assumes you have the CallPilot 2.5 Base documentation package for your system. Refer to the following documents for your server information in the Installation and Configuration Guides section:

- 1001rp Installation & Configuration Guide
- 1002rp Installation & Configuration Guide
- P0606149 CallPilot 2.02 Upgrade Guide version 1.2 section “Upgrading from CallPilot 1.07.09 to CallPilot 2.02 (same procedures apply when upgrading to CallPilot 2.5)

Note: This document, as well as other Customer Documentation, may be updated periodically as needed. It’s recommended to always reference the Partner Information Center and Helmsman Express websites for the latest information.

1.5 Software Updates/Enhancements

After completing the upgrade, verify whether there are any additional PEPs to be installed.

Reference [PEP/Service Update application overview](#) in section 7.0 for additional information.

1.6 Localized Media

The table below summarizes the localized CallPilot 2.5 media available:

Language	Voice Prompts	Desktop Messaging	My CallPilot	Speech Activated Messaging	E-mail by Phone	End-User Docs
Arabic	✓					✓
Cantonese (Traditional Chinese)	✓	2.01.27.14 only				✓
Czech	✓					✓
Danish	✓					✓
Dutch	✓	✓			✓	✓
English, American (US)	✓	✓	✓	✓	✓	✓
English, Australian	✓	✓	✓		✓	✓
English, Canadian	✓	✓	✓	✓	✓	✓
English, Irish	✓	✓	✓		✓	✓
English, UK (Female)	✓	✓	✓	✓	✓	✓
Finnish	✓					✓
French, Canadian	✓					
French, European	✓	✓	✓	✓	✓	✓
German	✓	✓	2.01.27.09 only	✓	✓	✓
Hebrew	✓					✓
Hungarian	✓					✓
Italian	✓	✓		✓	✓	✓
Japanese	✓	✓				✓
Norwegian	✓					✓
Portuguese, Brazilian	✓					✓
Portuguese, European	✓					✓
PRC Mandarin (Simplified Chinese)	✓	✓				✓
Russian	✓				✓	✓
Spanish, Castilian (European)	✓				✓	
Spanish, Latin American	✓	✓			✓	✓
Swedish	✓					✓
Taiwanese Mandarin (Traditional Chinese)	✓	2.01.27.14 only				✓

Notes:

1. Desktop Messaging Languages (Software and Help). 2.50.06.17 provides localized versions of the product (Dutch, English, French, German, Italian, Spanish, or Simplified

Chinese). Cantonese and Taiwanese Mandarin will need to use the 2.02 (2.01.27.14) version of the client. Please note that the 2.02 version of the client will not contain any of the enhanced features of the 2.50.06.17 version.

2. My CallPilot Languages (Software and Help). 2.5 is currently available in English and French (European) only. For those customers requiring localized versions of the product (German), please use the 2.02 version of the client included with your software package. Please note that the 2.02 version of My CallPilot will not contain any of the 2.5 enhanced features.
3. Email-by-Phone languages are not localized by dialect. For example, there is only one “English” version of Email-by-Phone that is deployed with all four English prompt sets.
4. End-user documentation is not localized by country. For example, customers in France and Quebec, Canada would use the same end-user documents.
5. Localized end-user documentation is available from the Helmsman web site.

2 Product requirements

2.1 CallPilot 2.5 Compatibility

2.1.1 Products and environments

The following tables define CallPilot 2.5 compatibility with the products and environments it is likely to encounter.

Product / Function	CallPilot 2.5 Compatibility
Meridian Mail	Co-existence with Meridian Mail on Meridian SL-100 is supported. Networking to Meridian Mail available with AMIS-A and Enterprise networking protocols or via VPIM with Meridian Mail Net Gateway. However, there are limitations.
Meridian Mail Reporter	Cannot be used to generate reports from a CallPilot server. Meridian Mail Reporter only supports Meridian Mail and CallPilot Reporter only supports CallPilot.
Meridian Administration Tool (MAT) or Optivity Telephony Manager (OTM)	<ul style="list-style-type: none"> Co-existence of CallPilot Application Builder client with MAT 6.x and OTM 1.x and 2.x clients on the same PC is supported. Please see Product bulletin 99092 for the CallPilot website for a detailed listing of compatibility with MAT.
Symposium Call Center Server 1.x, 3.0, and 4.x; Symposium Express 1.0 and 2.0, 3.0, and 4.2	CallPilot 2.5 does not support Symposium Call Center Server 4.2 integration for voice processing script commands: "Give IVR", "Give Controlled Broadcast", "Collect Digits", "Play Prompt", "Open...End Voice Session" on the Meridian SL-100/DMS platform.
Symposium Messenger Microsoft Exchange & Outlook client	No
Symposium Messenger Lotus Notes client	No
Symposium Messenger Unified client	No
Meridian Text Telephony System (MTTS)	Not supported by CallPilot at this time.
Internet Telephony Gateway (ITG)	<ul style="list-style-type: none"> CallPilot AMIS-Analog and Enterprise Networking is supported with ITG R1.1 (v1.0.34 or later). No NMS support in CallPilot 2.5
Microsoft Office 2000, 2002 (XP) and 2003	<ul style="list-style-type: none"> CallPilot 2.5 Desktop Messaging clients are compatible CallPilot 2.5 and Callpilot 4.0 Application Builder client is compatible

2.1.2 Migration from Meridian Mail

Migration from Meridian Mail systems to CallPilot 2.5 is supported using the Meridian Mail migration utility NTUB25AB (available within NTUB24AC Migration Package). This supports migration from all Meridian Mail MM11, MM12, and MM13 releases for all Meridian Mail platforms. It is required for all Meridian Mail releases including MM13.14 as this tape supersedes the migration utility available in the TOOLS level.

Note: Previous 1.07 versions of the migration utility NTUB24AA or NTUB24AB cannot be used with CallPilot 2.5. The Migration guide should be consulted for limitations.

2.1.3 Application Builder client / Operating System (OS) compatibility

Application Builder clients are supported for use on the following Operating Systems:

Operating Systems:	1.07	2.5
Windows 95 or 95A w/ Service Pack 1	✓	
Windows 95B OEM Service Release 2 (OSR2)	✓	✓
Windows 98	✓	✓
Windows 98SE (Second Edition)	✓	✓
Windows ME		
Windows NT 4.0 Workstation (Service Pack 1)		
Windows NT 4.0 Workstation (Service Pack 2)		
Windows NT 4.0 Workstation (Service Pack 3)		
Windows NT 4.0 Workstation (Service Pack 4)		
Windows NT 4.0 Workstation (Service Pack 5)		
Windows NT 4.0 Workstation (Service Pack 6)		
Windows NT 4.0 Workstation (Service Pack 6A)	✓	✓
Windows NT 4.0 Server		
Windows 2000 Professional (ISO-8859-1, Latin-1 character set versions)	Note 1	Note 1
Windows 2000 Server and Advanced Server		
Windows XP Home		
Windows XP Professional	✓	✓
Windows 2003 Server		
Macintosh OS 9.0 or 9.1		
Macintosh OS X		

Note:

1. ISO-8859-1 (Latin-1) character sets cover most West European languages including but not limited to: English, French, Spanish, Catalan, Basque, Portuguese, Italian, Albanian, Rhaeto-Romanic, Dutch, German, Danish, Swedish, Norwegian, Finnish, Faeroese, Icelandic, Irish, Scottish, Afrikaans, and Swahili.

2.1.4 Desktop Messaging / Groupware compatibility

CallPilot Desktop Messaging supports the following Groupware e-mail clients, Internet mail clients, Web clients, and thin clients:

Groupware E-mail clients	1.07.11.24	2.50.06.17 and later
Microsoft Exchange 4.x	✓	
Microsoft Exchange 5.x	✓	
Microsoft Outlook 97	✓	
Microsoft Outlook 98 (Corporate Mode)	✓	✓
Microsoft Outlook 2000	✓	✓
Microsoft Outlook 2002 (XP)	Note 9	✓
Microsoft Outlook 2003		✓
Lotus Notes 4.5x	✓	
Lotus Notes 4.6x	✓	
Lotus Notes 5.0x	✓	✓
Lotus Notes 6.0		✓
Lotus Notes 6.5		✓
Lotus Notes 7.0		
Novell GroupWise 5.5x	✓	
Novell GroupWise 6.0x	✓	✓
Novell GroupWise 6.5		✓
Internet Mail clients	1.07.11.24	2.50.06.17
Microsoft Outlook Express 4.x (Internet Explorer 4.0)	✓	
Microsoft Outlook Express 5.x	✓	✓
Microsoft Outlook Express 6.x		✓
Microsoft Outlook 98 (Internet Mail Mode)	✓	✓
Microsoft Outlook 2002 (XP) (Internet Mail Mode)	✓	✓
Microsoft Outlook 2000 (XP) (Internet Mail Mode)		✓
Microsoft Outlook 2003 (Internet Mail Mode)		✓
Netscape Messenger (Netscape Communicator) 4.5	✓	
Netscape Messenger (Netscape Communicator) 4.6	✓	
Netscape Messenger (Netscape Communicator) 4.7x	✓	
Netscape 6.2x		✓
Netscape 7.0, 7.1, and 7.2		✓
Qualcomm Eudora Pro 4.02	✓	
Qualcomm Eudora Pro 4.2	✓	
Qualcomm Eudora Pro 5.x	✓	✓
Qualcomm Eudora Pro 6.0		✓
Qualcomm Eudora Pro 6.1		✓
Thin clients	1.07.11.24	2.50.06.17
Citrix Metaframe 1.8 on Windows 2000 Server, Windows 2000 Advanced Server, or Windows 2000 Datacenter Server		✓

Citrix MetaFrame XP (Standard, Enterprise, or Advanced Editions) on Windows 2000 Server, Windows 2000 Advanced Server, or Windows 2000 Datacenter Server		✓
Citrix Metaframe Presentation Server 3.0 on Windows 2003 Server (All Editions)		

Note: For details on other Desktop client versions, refer to an earlier version of this document.

Supplemental Version Notes:

Desktop Messaging client version 2.50.06.17 and later:

1. Is supported for use with a CallPilot 2.5 server.
2. Offers localization.

105/106/1.07 Desktop Messaging clients:

3. Are not supported for use with a 2.5 server.

Important: It is highly recommended that all Desktop Messaging clients be upgraded to version 2.50.06.17 or later prior to upgrading the server to release 2.5. This will ensure maximum functionality both pre- and post- server upgrade.

4. Only Desktop Messaging client version 1.07.11.24 (Service Update 5) or later supports Windows XP Professional

2.1.5 Desktop Messaging client / Operating System (OS) compatibility

Desktop Messaging clients are supported for use on the following Operating Systems:

Operating Systems	1.07.11.24	2.50.06.17 and later
Windows 95 or Windows 95A w/ Service Pack 1	✓	
Windows 95B OEM Service Release 2 (OSR2)	✓	
Windows 98	✓	
Windows 98SE (Second Edition)	✓	✓
Windows ME	✓	
Windows NT 4.0 Workstation (Service Pack 1)	✓	
Windows NT 4.0 Workstation (Service Pack 2)	✓	
Windows NT 4.0 Workstation (Service Pack 3)	✓	
Windows NT 4.0 Workstation (Service Pack 4)	✓	
Windows NT 4.0 Workstation (Service Pack 5)	✓	
Windows NT 4.0 Workstation (Service Pack 6)	✓	
Windows NT 4.0 Workstation (Service Pack 6A)	✓	✓
Windows NT 4.0 Server		
Windows 2000 Professional	✓	✓
Windows 2000 Server, Advanced, or Data Center Server		

Operating Systems	1.07.11.24	2.50.06.17 and later
Windows XP Home		
Windows XP Professional (Service Pack 2)	✓	✓
Windows 2003 Server		
Macintosh OS 9.0 or 9.1		
Macintosh OS X		
Linux		

Note: For details on other Desktop client versions, refer to an earlier version of this document.

2.1.6 My CallPilot / Browser compatibility

My CallPilot Web Messaging supports the following Internet browsers:

Internet Browsers	2.50.06.08	2.50.06.19	2.50.06.22	2.50.06.23
Netscape Navigator 4.0x				
Netscape Communicator 4.5				
Netscape Communicator 4.6				
Netscape Communicator 4.7x				
Netscape 6.2x for Windows or Mac	✓	✓	✓	✓
Netscape 7.0, 7.1, and 7.2 for Windows or Mac	✓	✓	✓	✓
Microsoft Internet Explorer 4.x				
Microsoft Internet Explorer 5.x For Windows or Mac	✓	✓	✓	✓
Microsoft Internet Explorer 6.0 for Windows	✓	✓	✓	✓
Mozilla 1.7.x for Linux				
Firefox 1.0 for Linux				

2.1.7 My CallPilot client / Operating System compatibility

My CallPilot clients are supported for use on the following Operating Systems:

Operating System	2.50.06.08	2.50.06.19	2.50.06.22	2.50.06.23
Windows 95 or 95A w/ Service Pack 1				
Windows 95B OEM Service Release 2 (OSR2)				
Windows 98	✓	✓	✓	✓
Windows 98SE (Second Edition)	✓	✓	✓	✓
Windows ME	✓	✓	✓	
Windows NT 4.0 Workstations (Service Pack 1)		✓	✓	
Windows NT 4.0 Workstations (Service Pack 2)				
Windows NT 4.0 Workstations (Service Pack 3)				

Windows NT 4.0 Workstations (Service Pack 4)	✓	✓	✓	
Windows NT 4.0 Workstations (Service Pack 5)	✓	✓	✓	
Windows NT 4.0 Workstations (Service Pack 6)	✓	✓	✓	
Windows NT 4.0 Workstations (Service Pack 6A)				✓
Windows NT 4.0 Server	✓	✓	✓	✓
Windows 2000 Professional	✓	✓	✓	✓
Windows 2000 Server, Advanced or DataCenter Server				
Windows XP Home				
Windows XP Professional	✓	✓	✓	✓
Windows 2003 Server (w/ IIS 6)	✓	✓	✓	✓
Macintosh OS 9.0 or 9.1	✓	✓	✓	✓
Macintosh OS X		✓	✓	✓
Linux				

1. With CallPilot 2.5 (using My CallPilot version 2.50.06.04 and later), full support of Mac OS 9.0 and 9.1 is available via My CallPilot accessed with Internet Explorer or Netscape. Full support means that Mac users will now be able to Compose, Send, Reply to messages, as well as utilize a CallPilot Player and Fax Viewer.
2. Partial support for Mac OS X is supported with My CallPilot version 2.50.06.11 and later. Partial support functionality is read-only, listen-only mode. Also, no CallPilot Player, CallPilot Fax Viewer, or interaction with the TUI will be available. Listening to and viewing of CallPilot messages will be accessed via desktop only and handled by the resident audio player and picture viewer of the MAC OS.
3. Any prior release of My CallPilot is not supported.

2.1.8 Supported Server OS and Internet browsers for use with My CallPilot, CallPilot Manager, and Reporter

CallPilot 2.5 versions of My CallPilot, CallPilot Manager, and Reporter support the following operating systems and browsers:

Product / Function	CallPilot 2.5 Compatibility
Server side details:	
Operating Systems	<ul style="list-style-type: none"> • Windows NT 4.0 Server, Service Pack 6A • Windows 2000 Server with Service Pack 1 or later <p>Note: Advanced Server and DataCenter Server versions are not supported.</p>
Internet Service software	<ul style="list-style-type: none"> • Internet Information Server 4.0 • Internet Information Server 5.0 (Service Pack 1 or later)
Client side details:	

Product / Function	CallPilot 2.5 Compatibility
Operating Systems	<ul style="list-style-type: none"> • Windows 98SE • Windows NT 4.0 workstation (Service Pack 6A) • Windows 2000 Professional • Windows XP Professional • MAC OS 9.0 and 9.1 (for My CallPilot only) • MAC OS X – partial support (for My CallPilot only)
Browsers	<ul style="list-style-type: none"> • Netscape Communicator 6.2x (with proper Java J2SE extension. See note.) • Netscape Communicator 7.0, 7.1, and 7.2 • Internet Explorer 5.x and 6.x (with proper Java J2SE extension. See note.)

Notes:

1. If Desktop Messaging and Web Messaging are installed on the same client PC, CallPilot Web Messaging will be compatible with all 2.x versions of the player.
2. When using CallPilot Reporter, for proper operation of Java on Netscape 6.2 or Microsoft Internet Explorer 6.x, J2SE version 1.3.1_05 or later must be installed. If you have an earlier or later version of J2SE, it must be uninstalled first. J2SE versions can be downloaded from <http://www.java.sun.com> or <http://www.nortel.com>, or CallPilot 2.5 PEP CD.
3. Javascript and Cookies must be enabled in the web browser.
4. Support for localized browsers is available in Dutch, English, French, German, and Traditional Chinese.
5. CallPilot 2.5 “My CallPilot” does not support Windows 95.

2.1.9 Requirements for CallPilot Manager stand-alone web servers

The requirements for the stand-alone web server for installing CallPilot Manager (with or without CallPilot Reporter) and My CallPilot are as follows.

Supported Operating Systems	Supported
Windows NT 4.0 server with SP6a and Microsoft Internet Information Server (IIS) 4	No
Windows 2000 server with SP1 or SP2 and Microsoft Internet Information Server (IIS) 5	Yes
Windows 2003 Standard Edition and Microsoft Internet Information Server (IIS) 6	Yes
Windows 2003 Web Edition and Microsoft Internet Information Server (IIS) 6	Yes
Windows 2003 Enterprise Edition and Microsoft Internet Information Server (IIS) 6	Yes

2.1.10 Supported Customer LANs

Product / Function	CallPilot 2.5 Compatibility
10Base-T	All platforms
100Base-T	1001rp and 1002rp (Rackmount) without additional hardware (see note)
1000Base-T	703t (Tower)

Notes:

1. All other platforms include 10/100Base-T Ethernet LAN NIC cards except 703t, which includes 10/100/1000Base-T Ethernet LAN NIC.
2. ELAN must be configured for 10Base-T/Full duplex.
3. CLAN should be configured for Auto-Detect.
4. Token Ring (4 or 16 Mbps) LAN is not supported in any CallPilot release.
5. If a switch is used for ELAN or CLAN, "Spanning Tree" must be turned off.

2.1.11 Supported WAN Networking Protocols

CallPilot supports only TCP/IP (internet) networking protocols. Novell's IPX/SPX protocol is not supported.

2.2 Operational Requirements

2.2.1 3rd-party Windows NT Server Software and Hardware

The addition of any 3rd-party Windows NT Server software or hardware to the CallPilot server is not supported other than approved anti-virus applications (Refer to Product Bulletin P-2003-0151-Global – *CallPilot Support for Anti-Virus Applications* for details) or approved Microsoft security updates (Refer to Product Bulletin P-2005-0056-Global – *CallPilot Server Security Update*). Doing so can destabilize the system, degrade its mission of providing real-time call processing performance, disrupt its Y2K conformance, and cause future upgrades to fail. Refer to Product Bulletin 99067 – *CallPilot Unauthorized Hardware and Software* for more information.

2.2.2 Software dongle installation

The CallPilot dongle must be properly installed in the server prior to accessing CallPilot Manager.

2.2.3 Proper Power and Grounding

All CallPilot server installations and especially those including the 703t Tower, 1001rp, and 1002rp Rackmount servers must follow the CallPilot NTP guidelines for power and grounding, specifically, adhering to the Single-Point Ground Reference requirement. Failure to follow these guidelines makes CallPilot susceptible to damage from electrical transients resulting from lighting and other power-ground disturbances.

The Single-Point Ground Reference includes all powered devices that attach directly to the PBX and its ancillary equipment. For a typical CallPilot installation, the following components are included:

- PBX
- CallPilot server
- Uninterruptible Power Supply (UPS) (if installed)
- Remote maintenance modem
- CLAN hubs
- Administration/Maintenance PC (and associated printer)
- Symposium Call Center Server (if installed)

As well, in CallPilot Rackmount server installations, the following supplemental information applies:

- Ensure the CallPilot server chassis and equipment racks are isolated from other foreign sources of ground
 - Acceptable isolation methods include: isolation pads, grommet washers, chassis side rail strips and non-conducting washers, etc
- Where other equipment is also installed in the same 19" rack, ensure that all equipment derives ground from the same service panel as CallPilot and the switch, whether or not the equipment is AC or DC powered.
- In DC-powered server installations, ensure the PDU (Power Distribution Unit for DC applications) is installed on the same rack as the CallPilot server. This is required since the main ground wire for the PDU is not insulated from the metal enclosure.

It's also highly recommended that a UPS be equipped on Tower/Rackmount installations.

Important Note: Adherence to a Single-Point Ground reference applies to all existing installed-base systems as well as new CallPilot server installations. Whether working on a new install or performing maintenance on an existing system, verifying the system is properly grounded can help avoid damage or system outage from electrical transients.

2.2.4 Shutdown/Restart required after PBX maintenance procedures

To ensure proper operation of the CallPilot server after performing a SYSLOAD, Parallel Reload or power down of the PBX, the CallPilot server must be rebooted to

ensure all resources are properly re-acquired. As well, when possible, it's preferred that the CallPilot server be powered down during the maintenance procedure and then restarted once the PBX work has been completed. Refer to enhancement CR # Q00675855.

To perform a proper CallPilot shutdown/restart, use "Ctrl-Alt-Delete" and select "Shutdown" from the Windows NT Security window. Then from the Shutdown Computer dialog box that appears, select either "Shutdown" or "Shutdown and Restart" as appropriate.

3 CallPilot Software

3.1 CallPilot CD suite

The table below identifies the CDs contained in the CallPilot 2.5 Software packages. Ensure you have the full set of CDs prior to performing any maintenance activity.

PEC code	CD Label	Version	Date	Notes
NTUB43AF	2.5 PEP CD	02.05.06.14	17-Feb-2006	
NTUB41CA	Desktop Messaging Client software CD	02.50.06.25	14-June-2005	3
NTUB40AF	2.5 Server Software CD	02.50.06.14	29-Aug-2003	
NTUB44AE	2.5 Language Prompts CD – Americas (CD 1 of 3)	2.01.27.06	04-Nov2003	2
NTUB44BE	2.5 Language Prompts CD – EMEA (CD 2 of 3)	2.01.23.12	28-Oct-2003	2
NTUB44CE	2.5 Language Prompts CD – Asia/Pac (CD 3 of 3)	02.01.23.12	28-Oct-2003	2
NTUB47AF	2.5 OS Recovery CD (bootable, WinNT)	02.50.07	28-July-2003	1
NTUB49AB	2.5 OS Recovery (for Upgrades only)	02.50.07	28-July-2003	1
NTUB47BG	2.5 OS Upgrade CD (bootable, no WinNT)	02.50.07	28-July-2003	1
NTRG19AH	2.5 Documentation CD-ROM Package	Online via the Partner Information Center and Helmsman Express websites		
NTUB48AC	2.5 "My CallPilot" software and updates CD	02.50.06.23	20-Sept-2004	

Notes:

1. Which CD is shipped, either NTUB47AF/NTUB49AB or NTUB47BG depends on which

package was ordered.

- a. New system orders receive NTUB47AF – OS Recovery CD (which includes Windows NT)
 - i. New system orders for any platform type includes the CallPilot 2.5 Base Server Software Package
 - b. Upgrade orders (NTZE60AD, NTZE31AE, NTZE32AE and NTZE33AE) receive NTUB47BG – OS Upgrade CD (no Windows NT) and NTUB49AB (for Upgrade recovery purposes only).
2. Updated language CDs will be made available periodically as language localization completes. Refer to the [Localized Media](#) table for details. Language CDs are interchangeable for use with all 2.x servers.
 3. 2.50.06.25 Desktop Messaging CD contains support for localized languages (refer to [Localized Media](#) table for details).

Documents needed (All located on the PIC/ Helmsman Express websites):

- CallPilot 2.5 1001rp Installation & Configuration Guide
- CallPilot 2.5 1002rp Installation & Configuration Guide
- CallPilot 2.5 Release Notes
- P0606149 CallPilot 2.02 Upgrade Guide version 1.2 section “Upgrading from CallPilot 1.07.09 to CallPilot 2.02 (same procedure applies when upgrading to CallPilot 2.5)

3.2 Stronger Windows NT Default Administrative Passwords

To provide added security to CallPilot servers and to reduce vulnerability to certain viruses, the current default server passwords have been changed to the following:

Description	Account	Default Password
Windows Administrator	Administrator	cpabc123
CallPilot system	NgenSys	cpabc123
CallPilot Distributor	NgenDist	cpabc123
CallPilot Design	NgenDesign	cpabc123

- Account gamroot (if present): cpabc123

4 Feature limitations and Information

4.1 Language Availability

At the time of this printing, CallPilot 2.5 provides support for the following languages. CallPilot 4.0 language prompt CD can be used on callPilot server 2.5.

CD version	Language filename	Language
Americas (04.04.04.00)	Lang1046	Brazilian Portuguese
	Lang1033	English (American)
	Lang4105	English (Canadian)
	Lang3084	French (Canadian)
	Lang3082	Latin American Spanish
EMEA (04.04.04.01)	Lang1025	Arabic
	Lang1027	Catalan
	Lang1029	Czech
	Lang6	Danish
	Lang1043	Dutch (Standard)
	Lang2057	English (Female European)
	Lang6153	English (Irish)
	Lang 2070	European Portuguese
	Lang11	Finnish
	Lang1036	French (Standard)
	Lang1031	German (Standard)
	Lang1032	Greek
	Lang1037	Hebrew
	Lang1038	Hungarian
	Lang1040	Italian
	Lang1044	Norwegian
	Lang1045	Polish
	Lang25	Russian
	Lang1034	Spanish (European)

	Lang29	Swedish
	Lang1055	Turkish
Asia/Pacific (04.04.04.01)	Lang3076	Chinese (Cantonese)
	Lang1042	Korean
	Lang3081	English (Australian)
	Lang17	Japanese
	Lang1028	Mandarin Chinese (Taiwan)
	Lang2052	PRC Mandarin
	Lang1054	Thai

4.2 Speech Activated Messaging and Custom Commands

The Speech Activated Messaging and Custom commands features are currently only supported using North American English and Canadian English languages (found on the Americas language CD NTUB44AE / A0887361) and German (found on the EMEA language CD NTUB44BE / A0887362).

The following Speech Activated Messaging and Custom Commands languages should still be considered on controlled release:

- Euro French
- UK English
- Italian
- Japanese

The language CDs will be up-issued at a later date.

4.3 Meridian Mail Migration

Migration from Meridian Mail systems to CallPilot 2.5 is supported using the Meridian Mail migration utility NTUB25AB (available within MTUB24AC Migration Package). This supports migration from all Meridian Mail MM11, MM12, and MM13 releases for all Meridian Mail platforms. It is required for all Meridian Mail releases including MM13.14 as this tape supersedes the migration utility available in the TOOLS level.

Note:

- Previous 1.07 version of the migration utility NTUB24AA or NTUB24AB cannot be used with CallPilot 2.5. The Migration guide should be consulted for limitations.
- The 4.0 version of the migration utility, NTUB25AC, can not be used with pre-CP 4.0 Meridian Mail to CallPilot Migration.

- The Mailbox Number is a unique identifier on both the Meridian Mail and CallPilot voice mail systems. If the migration utility encounters a CallPilot mailbox with the same number as a Meridian Mail mailbox, then the utility will overwrite the existing mailbox in order to avoid a duplicate.

4.4 Act on AMIS Initiator Tone

The Act on AMIS Initiator check box is only available to the Fax Item Maintenance and Voice Item Maintenance applications in the Service Directory Number GUI available from CallPilot Manager. A dedicated AMIS service can also be set up with its own Service Directory Number. The CallPilot 2.5 release does not support AMIS with any other voice application SDNs.

4.5 Inter-switch Migration

Due to the technical nature and complexity of the inter-switch migration procedure, there is no documented NTP procedure for changing the switch connectivity type. If such an activity is required, this can be accomplished in the following way:

- Purchase a foundation system of the desired connectivity type and order/perform a cross-platform migration. For details refer to Sales/Marketing bulletin SM-2003-xxxx-NA, CallPilot 2.5 Models & Ordering Procedures.

5 Procedures

5.1 Upgrades

5.1.1 Introduction

Upgrades to CallPilot 2.5 are supported from release 1.07/SU-3 and later only. General Release Bulletin GR-134, section 5 provides essential and comprehensive information for applying SUs/PEPs to 1.07.09. It is organized in seven sub-sections:

- Upgrading CallPilot to 1.07.09
- Known upgrade problems
- Upgrading the Administration Client to 1.07.09
- Upgrading the CallPilot server to 1.07.09 software
- Installing the 1.07.09 PEPs
- Installing the flash repair utility
- Recovering Custom Commands

Please refer to the 1.07 documentation NTPs (listed below) and GR -134 for applying SUs/PEPs to that release.

To update the CallPilot 1.07 server software, follow:

- For 1001rp (Rack) systems: NTP 555-7101-218 *Part 5: 1001rp Server Maintenance and Diagnostics*, Chapter 8 (Installing CallPilot server software).

5.1.2 Upgrading CallPilot to 2.5

- To upgrade from 1.07.09 to CallPilot 2.5, refer to P0606149 CallPilot 2.02 Upgrade Guide version 1.2 section “Upgrading from CallPilot 1.07.09 to CallPilot 2.02 (same procedure applies when upgrading to CallPilot 2.5)

Note: Be sure you have the full set of CDs. Refer to [CallPilot Software](#) section. The table identifies the CDs contained in the CallPilot 2.5 Software packages.

5.2 Installing the CallPilot Manager Administration Component

5.2.1 Installation Prerequisites

In CallPilot 2.5, CallPilot Manager replaces the Administration Client that was used in previous releases. CallPilot Manager will always be installed on a CallPilot 2.5 server, however, it may also be installed on a stand-alone web server. The following lists the software that must be installed on the web server before CallPilot Manager can be installed.

Note: CallPilot Manager software must not be un-installed once installed on the CallPilot server.

Note: These software requirements are already taken care of during the CallPilot Server Operating System installation. No further action is required.

Note: Remote support on the web server requires pcAnywhere be installed. Nortel personnel use pcAnywhere as a remote support tool. If you require remote support from Nortel, it is required that you install and configure pcAnywhere 8.0 or later on the stand-alone application web server and provide remote access to the server. Remote access can be via either a modem connected to the server's COM port or other RAS equivalent.

OS & 3rd-Party Software Requirements (on the standalone Web Server only):

Windows NT 4.0 Server

- Install Windows NT Option Pack including:
 - Internet Information Server (IIS)
 - Internet Service Manager
 - World Wide Web Server
 - MDAC 1.5
 - Microsoft Management Console
 - **not** Microsoft Index Server
 - NT Option Pack Common Files
 - Transaction Server
 - Windows Scripting Host
- Install Service Pack 6a
- Install Windows Script 5.5; customers can download this from the Microsoft Windows Script Technologies web site
- Install MDAC 2.5 or later
- pcAnywhere 8.0 or later
- Remote Access Service (RAS)

Or

Windows 2000

- Internet Information Server (IIS) 5
 - Internet Service Manager
 - World Wide Web Server
- Install Windows Script 5.5; customers can download this from the Microsoft Windows Script Technologies web site
- Install MDAC 2.5 (included with Windows 2000) or later
- pcAnywhere 8.0 or later
- Remote Access Service (RAS)

Note: CallPilot Manager ASP pages use some of the new features provided by Windows Script 5.5, which is why this component is a requirement. MDAC 2.5 or later is required because CallPilot Manager Bulk User Add uses the new features available in this release to parse the Excel files.

Note: Remote Access Service (RAS) is required for downloading operational measurements (Oms) via the web browser.

5.3 CallPilot Reporter

CallPilot Reporter may only be installed with CallPilot Manager on a standalone web server. Some general notes are as follows:

Installation:

- Reporter is an optional component of CallPilot Manager.
- Reporter is not installable on the CallPilot Server.
- Reporter Installation & Configuration installs SQL Anywhere server.
- If you want reports to be printed on a network printer from the web-server (as opposed to from the client web-browser) you'll have to change "CallPilot Reporter" service credentials, which by default is set to "LocalSystem", to a user account with network access privileges.

Upgrade:

- Upgrade is not supported from 1.0x
- Reporter is not backwards compatible with CallPilot 1.07 releases.

Uninstall:

- After Reporter uninstall, global.asa has to be replaced with the original CallPilot Manager version from the CD.

Sun Java run time environment

- The Sun Java run time environment version 1.3.1_05 or later is needed for customers that want to use Reporter and are using the Netscape browser, or Microsoft Internet Explorer without a built in Java virtual machine. Installing CallPilot Manager web application.

J2SE versions can be downloaded from <http://www.nortel.com>, <http://www.java.sun.com> or the CallPilot 2.5 PEP CD.

5.4 Installing CallPilot Manager web application

5.4.1 CallPilot Server

No steps required. CallPilot Manager setup program will automatically be executed after the CallPilot Server setup.

5.4.2 Standalone Web Server

Follow the procedures as documented in P0606149 CallPilot 2.02 Upgrade Guide version 1.2.

5.4.3 Open CallPilot Manager in Internet Explorer

1. Using Internet Explorer 5 or higher, navigate to the Web server, for example, <http://ptord09u.ca.nortel.com/cpmgr>
2. Enter (an administrator's) mailbox number and corresponding password.
3. In the Server box, type the name of the CallPilot server that you want to manage and then click Login.

ATTENTION

As soon as any server is upgraded to CallPilot 2.5, the 1.07 Administration Client may no longer be used.

ATTENTION

It is a must to install CallPilot Manager PEP version CP404S01G11C and limited PEP CP250S02L06S with CP25006SU02S

ATTENTION

Application Builder Client must be upgraded to PEP version CP404S01G08A

6 Known problems and workarounds

This section contains descriptions of known problems and workarounds. The problems are sorted according to switch connectivity type, except in the General section that contains problems applicable to any connectivity. Please review the General section and then the section related to the switch connectivity applicable to your system. Section 7 provides a list of Customer Reports (CRs) fixed in Service Updates 2 (SU02). It also contains a list of CRs that are fixed in the SU PEP. Fixes for these CRs may be found on the Enterprise Solutions PEP Library (ESPL) web site. Refer to section 1.3 for information on how to access the site. For problems relating to upgrade and configuration wizard, see [PEP/SU application overview](#).

6.1 Upgrade

6.1.1 OS Installation/Upgrades

6.1.1.1 NT Option Pack Install Problem

The install of the Windows NT 4 Option Pack can be quite slow. Sometimes it seems that it hangs near the end of the install. The Button Pusher program is waiting for the window to say that the install is complete, but it times out with an error message saying that it could not find the window saying “Thank you for choosing Microsoft software”.

Workaround: Press “Cancel” in the Button Pusher error window. Wait for the NT Option Pack install to complete. Click Finish in the window that says “Thank you for choosing Microsoft software”, then say NO to the question “Do you wish to reboot now?” The system should reboot anyway soon after that. If not, reboot the server and the remainder of the OS install/upgrade process should continue automatically.

If the Option Pack install has failed, but you have continued with the remainder of the OS upgrade, it is possible to install Option Pack later – this avoids having to reinstall everything from scratch. However several additional steps must be carefully carried out since the Option Pack is now being installed in a different order with respect to other parts of the OS upgrade.

The steps to fix the problem after OS upgrade is complete are as follows:

1. From the CallPilot 2.5 OS Recovery CD, run Z:\Utils\optpak.bat. This reruns the Option Pack installer and the button pusher. Follow the instructions under “Workaround” above, if necessary.
2. Without rebooting, reinstall SP6a from a command prompt by running Z:\Utils\SP6a.bat
Do NOT reboot the server. It will occur automatically.
3. Multiple hotfixes will have to be reinstalled, each requiring a reboot. These are found under Z:\HotFixes on the OS Upgrade and OS Recovery CD. For a complete list, refer to the “FixInfo.txt” file. Install each of the following hotfixes:

4. You may want to run the MBSAcli tool (replacing previous hotfix checker, hfnetchk) as described in a later section to ensure that all the hotfixes have been properly installed. If the Hotfix Checker indicates "Patch Not Found", then find the specified hotfix under Z:\HotFixes and install it.

6.1.1.2 MBSAcli

Before NT4 is reached end-of-life, Microsoft has released a tool called MBSAcli to check a system to ensure that all relevant security hotfixes are present. A version of this tool is provided on the OS Upgrade CD. The tool makes use of an XML file from Microsoft called "mssecure.xml" telling it which hotfixes are available, when they are needed and how to check for them. A recent version of this file is provided on the OS Upgrade CD for use in determining which CallPilot-approved hotfixes are installed. MBSACLI replaces the previous hfnetchk hotfix checker. The new version does a better job of checking hotfixes for different OS components.

Note: The tool may give an error if the CallPilot server is still booting up. Try again later.

6.1.1.3 UpdateScan

Since Microsoft has phased out public support for NT 4, the normal HotFix checker is becoming less useful. A new tool called "UpdateScan" can be used to verify MS05-011, MS05-012, MS05-013 and MS05-015. Microsoft has also phased out support for IE 5.5 SP2 on NT 4. These patches cannot be checked except for manually verifying file versions (e.g. MS05-014).

6.1.1.4 pcAnywhere 10.5: can't send Control-Alt-Delete, screen hangs, can't transfer files

Workaround: Uninstall pcAnywhere 10.5 and reinstall from OS Upgrade CD using Z:\PCAW10\pcawcp2.exe

6.1.2 Server

The following problems may be encountered during server upgrades from release 1.07.09 to 2.50.06.14.

6.1.2.1 1001rp Video Card may not provide necessary technology to support proper color requirement in CallPilot 2.5

An older version of the Diamond Stealth video card deployed with the 1001rp Rackmount platform does not provide the appropriate technology to support all the color requirements of the 2.5 software of My CallPilot & CallPilot Manager web based GUIs.

Unfortunately there is no way to determine which racks did not ship with a new Diamond Stealth Video card. However, it is believed that the Diamond Stealth card began shipping in 1.07, therefore only a percentage of 1.07 1001rp Rackmount servers upgrading to CallPilot 2.5 require a retrofit to the Diamond Stealth video card.

To verify whether your server has the current video card:

- Open up Control Panel and look under Video and setting /Change Adapter and the driver will show S3 Trio64+.

OR

- Open up the lid and look at the card. The PEC code is NTRH9070.

If your server does not have the proper video card, please contact NETS to arrange for a replacement.

6.1.2.2 Language installation fails when installing on a 1002rp system

One of the RAID cards used on some CallPilot Rackmount servers has a firmware bug that can result in data corruption on disk under certain rare circumstances. This problem usually manifests itself as an error when installing prompt files during the configuration step of a CallPilot software installation or upgrade.

Workaround:

How to identify the AMI MegaRAID card: Note: CallPilot 1001rp systems shipped during year 2002 may be affected. Older systems used a different brand of RAID card (Mylex), which is a full-length add-in card and is not affected. The AMI MegaRAID Elite 1600 card is a half-length add-in card with two SCSI channels. During the BIOS messages during CallPilot server boot up, the card will display messages with the word "MegaRAID". The firmware version will also be displayed. Firmware identified as version FW F161 may or may not have the problem. Earlier versions do have the problem. Firmware versions C170 or later should not have the problem. The type of RAID card can also be determined without rebooting within Windows NT using Control Panel – SCSI Adapters. Look for the word MegaRAID.

How to update the Firmware:

LSI Logic (who now own AMI, the maker of the card) has provided a preliminary firmware load that fixes the problem. This firmware load identifies itself as F161. At the time of writing, a final, officially released firmware load with the fix is not yet available. The preliminary firmware load can be installed using the following steps:

1. Contact GNTS for the files 471GEN.rom (dated Mar 8, 2002) and Mflash.exe (dated Mar 6, 2001) and copy them to a floppy disk.

2. Boot the CallPilot server from the CallPilot 2.5 OS Recovery CD (or OS Upgrade CD). This requires entering BIOS setup by pressing F2 during boot up (DEL on 1002rp) and changing the boot priority order so that CD-ROM is ahead of Hard Disk. On a 1001rp system, you will not be able to boot from the CD. For 1001rp systems, find another PC that can boot from the OS Upgrade CD and select menu item 5 to create a bootable floppy. Take this floppy to the 1001rp system and boot from it with the OS Upgrade CD in the CD-ROM drive.
3. From the MS-DOS 6.2 Startup Menu, select option 7 (Other Utilities).
4. When you get the "Other Utilities" menu "[1,2,3]", press <Control-C>. Then type Y to the prompt "Terminate batch job?". You will get a command prompt.
5. Insert the floppy you made in step #1 above.
6. Type B: to switch the current directory to the floppy.
Run mflash.exe. Follow the instructions on the screen. Be sure that the firmware is being read from the floppy disk. Do not reboot or power down until the message "Flash Programming Done" is displayed. Then reboot. The firmware version should be displayed as F161. Also, if the system had been set to boot from CD in step #2, be sure to use the BIOS setup screen to change the boot priority order back so that Hard Disk is ahead of CD-ROM.

6.1.2.3 ASP error message in CallPilot Manager caused by incomplete time zone configuration:

When updating user properties or network location properties, incomplete time zone configuration may cause ASP error in CallPilot Manager and the update fails. There is a known workaround.

Workaround: Run Configuration Wizard from CallPilot Manager to reselect time zone and apply the change. System must be rebooted for the change to take effect. If it did not correct the problem, run Date/Time Properties from Windows Control Panel to reselect time zone and apply the change. System must be rebooted for the change to take effect.

6.1.2.4 Upgrade fails with NBDBIC.DLL error

If the same value exists in both a Restriction list and Permission list, CallPilot 2.5 is unable to determine which of the two the proper value is. This condition causes a database validation error and the upgrade fails. Refer to CR # Q00885764 and Product Advisory Alert PAA-2004-0151-Global for details.

Workaround: Prior to attempting a 1.07 to 2.x upgrade, it is essential to review all Restriction/Permission Lists (RPLs) to ensure that no value is repeated in both the Restriction

codes and Permission codes of any single list. If any value appears in both Restriction and Permission codes, the duplication must be removed from one of the codes before attempting the upgrade. It is recommended to review these codes with the customer administrator to ensure the proper security is maintained. If they are unavailable at the time of the review, it's recommended to delete the duplicate code from the Permission list to minimize risk of loosening restrictions.

6.1.3 Configuration Wizard

The following problems may be encountered during running of the Configuration Wizard.

6.1.3.1 Unable to change WINNT accounts from Configuration Wizard

The passwords for the following WINNT accounts cannot be changed in the Configuration Wizard configuration if the System Administrator is logged into CallPilot Manager using server/computer name “localhost”.

Administrator

System (NgenSys user ID)

Distributor (NgenDist userID)

Designer (NgenDesign user ID)

Workaround: To change the WINNT passwords, one must log into the CallPilot Manager using the correct computer name. For example, use “BVWLAB313SRV” instead of “localhost” when logging in (e.g. <http://<computername>/cpmgr/login.asp>).

6.2 General

The following subsections apply to either the Meridian SL-100 or CPE Centrex (DMS 100) connectivity.

6.2.1 Server

6.2.1.1 DSP channels may not come up automatically after reboot

After a fresh install of the CallPilot software or an upgrade to 2.5, occasionally some of the DSP channels may not come back to InService state automatically after the first re-boot.

Workaround: Using the Channel Monitor, manually bring the DSP channel(s) to InService. Subsequent system re-boots will have the appropriate channels put into an InService state.

6.2.1.2 Low virtual memory after recovery or reboot

During a CallPilot recovery or reboot after a system crash (such as a blue screen), the server may experience a “low virtual memory” scenario that could prevent the system from booting to service or it could take an exceptionally long time for the system to boot successfully. If this happens, the only way to recover is to power down the system and power it up again, which risks damaging the file system.

Workaround: To prevent this from occurring, ensure that sufficient virtual memory is available and ensure the Windows NT memory dump feature is turned off.

Notes:

1. The memory dump may not have been set correctly on some systems. It is recommended to check all systems for this condition.
2. The Virtual Memory parameters are set properly at the factory and are also adjusted during the upgrade process to CallPilot 2.5.
3. It is extremely important the proper values be used to ensure proper operation.

The proper CallPilot 2.5 Virtual Memory settings are as follows:

- 1001rp: 12MB pagefile on C:, 256MB pagefile on D:
- 1002rp: 12MB pagefile on C:, 512MB pagefile on D:

To review or adjust the Virtual Memory settings, perform the following steps:

1. Start the Control Panel
2. Double-click on the System Icon
3. Go to the Performance tab.
4. Under "Virtual Memory", check "Total paging file size for all volumes".
5. Click on the Change Button in the Performance tab.
6. In the "Drive (volume label)" area, click to select the C: drive.
7. Then under "Paging File Size for Selected Drive", type nnn (value from above for C drive) in both the Initial Size and Maximum Size fields.
8. Click the Set button.
9. Then select the D drive and type mmm (value from above for D drive) in both the Initial Size and Maximum Size fields.
10. Click the Set button.
11. Click OK to close the Virtual Memory dialog box.
12. Click on the Startup/Shutdown Tab.
13. In the Recovery Section, uncheck the check box entitled "Write debugging information to:"
14. Click Apply, then Click OK.
15. Reboot the server to activate the change.

6.2.1.3 Maintenance on DSP channels may be delayed

When a courtesy shutdown is performed on a DSP channel, the channel continues to accept calls until after 60 seconds of no calls arriving on that channel. This may occur as a result of a user-initiated manual courtesy down, or the system detects abnormal operation of the DSP and attempts to recover by restarting the DSP. The situation is caused by the caching mechanism used. Also, if the channel is disabled, then for up to one minute calls landing on it would be given Ring No Answer treatment.

Workaround: For the Courtesy down situation, wait until the channel goes off-line (after no new calls arriving on it for one minute). The alternate solution is to perform an immediate shutdown by issuing a “shutdown” of the channel, as opposed to a courtesy shutdown. Note that if this is done any call on the channel would be dropped. To avoid Ring No Answer for a minute, the workaround is to disable from the switch side.

6.2.1.4 Broadcast messages not blocked

Unlike Meridian Mail, when Message Blocking is enabled for a mailbox, CallPilot will still deliver Broadcast messages to the mailbox. Since no Non-Delivery Notifications (NDNs) are generated for Broadcast messages, it was decided to deliver such messages since the originator would be unaware that a message was not delivered to all mailbox owners.

Workaround: None available at the present time.

6.2.1.5 Custom Commands must be used for a single language

Custom Commands may be used on a per-user or individual basis to train the system to recognize Speech Activated Messaging commands. A limitation is that this customization can only be performed for a single language. The user must always use the Custom Command service corresponding to the Speech Activated Messaging language the user will be using. If, for example, the user utilizes Custom Commands for German, then the recognition of English Speech Activated Messaging commands will fail. Note that merely logging into a Custom Commands service, even without performing training, will cause a context file for the language to be set up for the user. This will limit the user to that language for Speech Activated Messaging access unless the workaround below is employed.

Workaround: If a user has utilized Custom Commands for one language and wishes to reset to use another language, the user should access the Custom Commands service for the new language and pick the option to reset to default values (i.e., option 3) from the main menu. This will reset the language context files to the new language. Note that the user is still restricted to using this single language for Speech Activated Messaging.

6.2.1.6 Non-delivery notification when a fax is sent from desktop client

When sending the TIF via the CallPilot server, the original two pages were properly received. However, the CallPilot server also attempted to send a phantom third page that fails. This only occurs when sending to a Brother Fax machine with paper size A4. Using Letter works. Sending A4 to other fax machines works.

Workaround: No workaround is available.

6.2.1.7 MPB16-2T configuration is deleted from Blue database

If a CallPilot system has been configured with two MPB16-2T, and one of the two boards is either removed or has a catastrophic failure (in other words, appears to the software as if it has been removed) when the Configuration Wizard is run, all data relating to the "missing" board will be removed from the system. When a working board is installed into the system, the data for the second board will need to be entered again. This problem does not affect systems where both MPB16-2Ts are in working, nor is it applicable to single board systems.

Workaround: No workaround is available.

6.2.1.8 CallPilot prompts telset user for am or pm if entering 00 as an RN start time

When a user is implementing their Remote Notification (RN) schedule and enters 00 as the start time, the system then prompts with “for am press 1, for pm press 2” even though there is no such valid time.

Workaround: Enter the time in a 24-hour format of ‘0000’ instead of just ‘00’.

6.2.1.9 Server re-install fails to install CallPilot Manager

If re-installing the CallPilot server without uninstalling CallPilot Manager, the process will find the version installed newer than the version on the CD and the procedure will fail.

Note: It is imperative that before re-installing CallPilot, all Service Updates and PEPs are uninstalled first and re-applied afterwards as outlined in this document.

Workaround: To avoid this scenario choose option 1, 2, or 3 below depending on the most appropriate scenario.

1. To re-install CallPilot Server without having any previously installed PEPs:
 - a. Run SETUP.EXE
2. To re-install CallPilot Server with SUs/PEPs, you MUST first:
 - a. Uninstall any SU and all individual PEPs
 - b. Uninstall CallPilot Manager
 - c. Reboot the server
 - d. Run SETUP.EXE.
3. To re-install CallPilot Manager by itself (stand-alone):
 - a. Run CPMgrSetup.EXE
 - b. Re-apply the SU and all individual PEPs.

6.2.1.10 Scheduled Backup or Archive fails after upgrade to CallPilot 2.5

CallPilot 1.07 uses different backup/archive specifications that are not converted when upgrading to CallPilot 2.5. Due to these changes, schedules created in 1.07 cannot be used in 2.5. Refer to CR # Q00377117.

Workaround: Create a new system backup; user, prompt, and Application Builder archive after upgrading to CallPilot 2.5

6.2.1.11 CallPilot 1001rp upgrade fails if incorrect AcceleRAID-352 RAID controller firmware version in use

CallPilot 1001rp Rackmount servers equipped with the AcceleRAID-352 RAID controller card must utilize Firmware version 6.00.0.13, otherwise will encounter upgrade problems.

Workaround: Update the AcceleRAID-352 RAID controller to the proper Firmware version using the following procedure:

1. Ensure you know the IP address information for CLAN and ELAN
2. Insert the CallPilot 2.50.05 version of either the OS Recovery or OS Upgrade CD into the CD-ROM drive
3. Copy the following files from folder Z:\Drivers\Misc\RAID\AR352\Firmware to the root folder of a non-bootable, blank, formatted floppy disk:
FLP60013.000
BLP60100.026
EZ20319.IMG
KLP60003.000
4. Reboot the 1001rp Rackmount server
5. When prompted, press <Alt>-R to enter the EZASSIST utility
6. The Mylex EZAssist utility will start
7. Press ENTER to select the RAID controller card
8. Use the up-down arrow keys to select "Advanced Options", and press ENTER
9. Press ENTER to select "Update Flash Code"
10. Type the first filename (see list below) and press ENTER
FLP60013.000
BLP60100.026
EZ20319.IMG
KLP60003.000
11. Select the controller. (Look for check mark to left of controller)
12. Tab to select the "OK" button and press ENTER
13. When asked "Are you sure?", tab to "OK" then press ENTER
14. Wait while it flashes, then select "OK", press ENTER, then press ESC
15. Return to step #10 and type the next filename. (use backspace to clear the previous filename)
16. When all four (4) files have been flashed, press ESC to get out of EZASSIST.
17. Remove the floppy disk.

When the system boots, since the firmware change has modified the PCI bus numbering, the E100B1 and E100B2 network card drivers will not load properly. You will need to remove and re-add the NIC card drivers.

18. Control Panel → Network → Adapters. Remove both adapters (say "No" when prompted, "Would you also like to remove the files associated with this adapter?")
19. Close the Network applet and say "Yes" to restart.
20. Control Panel - Network - Adapters – Add
21. Specify "Have Disk", then for the path type C:\drivers\network\intel
22. This will add both adapters back in.
23. You must reenter the IP address information for both cards.
24. Reboot.

Note: To utilize the full functionality of the AcceleRAID352 RAID Global Array Manager software utility, you must be logged into the GAM utility using the “gamroot” user-id/password.

6.2.1.12 MegaRAID client fails to launch

The 1002rp and 703t CallPilot platforms use the AMI Elite 1600 RAID card. The MegaRAID client is the RAID management software used for this card. Sometimes, when you try to start the MegaRAID Client (Start → Programs → MegaRAID Client), nothing seems to happen. Refer to CR # Q00659314-01.

Workaround: Start the Windows NT Task Manager. One way to do this is to type Ctrl - Alt - Delete and click on "Task Manager...". Choose the "Processes" tab to display a list of all running processes. Look for instances of the program "REG_MAIN.EXE ". Use the "End Process" button to kill all instances of the "REG_MAIN.EXE " program (there may be several instances of the program if you have tried several times to start the MegaRAID client). Once all instances of “REG_MAIN.EXE” are gone, the MegaRAID client will start up. Note that the problem may occur again the next time an attempt is made to start the MegaRAID client. The same workaround may be used again. Rebooting the system may clear the problem.

6.2.1.13 CallPilot server is not sending SNMP traps

CallPilot is not sending SNMP trap messages.

Workaround: Verify each of the three possible resolutions as listed:

1. Ensure that the Microsoft SNMP service on the CallPilot server is up and running
2. Ensure that the SNMP service on the CallPilot server is configured to send the SNMP traps to a NMS such as OTM/MAT. The IP address of the NMS should be entered as a trap destination in the SNMP service in order for a SNMP trap to be sent to the NMS. Consult Chapter 23, of the *CallPilot 2.5 Administrator's Guide* (NTP 555-7101-301) for details on how to configure the SNMP service.
3. Ensure that the critical, major, or minor alarm has been triggered. CallPilot 2.5 only sends SNMP traps on all critical, major, and minor alarms. Information-only events do not trigger an SNMP trap.

6.2.1.14 OTM/MAT cannot receive SNMP traps

Even though CallPilot is confirmed as sending SNMP traps, OTM/MAT cannot receive them.

Workaround: Verify each of the three possible resolutions as listed:

1. Ensure that both the CallPilot server and the OTM/MAT are located in the same subnet. The CallPilot server has one IP address the CLAN. When configuring the OTM/MAT, ensure that the correct CallPilot IP address is used. This can be

verified by using a ping command to the IP address from the OTM/MAT.

2. Ensure that the correct CallPilot IP address, once identified, is entered correctly in the "Devices.TXT" file.
3. Ensure that the SNMP service on the CallPilot server is configured to send the SNMP traps to OTM/MAT. The IP address of the OTM/MAT should be entered as a trap destination in the SNMP service for a SNMP trap to be sent TO OTM/MAT.
4. Ensure the Alarm Notification of your OTM/MAT is started.

6.2.1.15 Traps cannot be displayed on OTM/MAT Alarm Notification console

Unable to display SNMP traps on Alarm Notification console.

Workaround: Ensure that the Config.TXT and Scripts.TXT file within OTM/MAT are configured properly. Consult Chapter xx, of the *CallPilot 2.5 Administrator's Guide* (NTP 555-7101-301) and the *Optivity Telephony Manager Alarm Management User Guide* (P0910103) for details on how to configure these two files to display traps on the console.

6.2.1.16 Users added with default Class of Service (COS) when performing a partial migration

When performing a partial migration of users in a staged manner, when the COS records are not migrated first, then the users will be added with the default COS.

In this case, on the Meridian Mail side, the customer first created a migration tape by select the "System" data. They migrated this over to CallPilot. This option does not collect the COS records from MMail. The customer then collected the user data from MMail.

This was migrated on CallPilot using the "User Data" option. On CallPilot, it assumes that the COS have been created, and will not create not COS. As a result, the users are added with the default COS.

Workaround:

1. On the MMail side, collect "User Data", and specify a minimum number of user mailboxes. This can be done by choosing "User Data", then using the "Individual" mailbox option and specify some mailbox numbers.
2. On the CallPilot side, migrate using the "All System Data" option. This will migrate all data on the tape - creating the COS from MMail.
3. Now, you can complete the partial migration by using "User Data" and selecting the mailboxes.
4. On CallPilot, you need to use the "User Data" option to not overwrite the data that has previously been migrated.

6.2.1.17 Disk full due to IIS log files

Over time, the CallPilot server, or associated web-server hosting CallPilot Manager, may encountered limited disk space. This is due to excessive log files that are created if IIS logging

remains on. By default, this setting is ON, but will be adjusted in a future release/SU.
Reference CR # Q00957915.

Workaround: To disable IIS logging, follow the procedure outlined below.

1. From the server console, launch the Internet Service Manager using:
 - a. For NT 4.0-based servers:
Start > Programs > Windows NT 4.0 Option Pack > Microsoft Internet Information Server > Internet Service Manager.
 - b. For Windows 2000-based systems:
Start > Programs > Administrative Tools > Internet Information Services
 - c. If a "Tip of the Day" window appears, click "Close".
2. Expand the view for navigation
 - a. For NT 4.0: Under "Console Root", click the plus sign "+" to expand "Internet Information Server"
 - b. For Windows 2000: Double click on "Internet Information Services", and then click on <local computer name>
3. Click the plus sign "+" to expand <local computer name>
4. Click the plus sign "+" to expand "Default Web Site".
 - a. If an "Internet Services Manager" window appears reporting that it was "Unable to enumerate files and directories...", click "OK" to close the window.
5. Right click on "CPMGR" and select "Properties"
6. On the "Virtual Directory" tab, under "Content Control", ensure "Log access" (NT 4.0) or "Log visits" (Windows 2000) is unchecked to disable logging and prevent accumulation of log files.
7. Click "Apply" and then click "OK".
8. From the tool bar, click "Console" and select "Exit".
 - a. If prompted to "Save console settings to iis.msc?", click "Yes".
9. Launch an Explorer window
Start > Programs > Windows NT Explorer
10. Navigate to the log files folder C:\WINNT\system32\LogFiles\W3SVC1
11. Delete all unnecessary IIS log files using naming convention "exYYMMDD.log"
12. Empty the "Recycle Bin".

6.2.2 CallPilot Manager

With CallPilot Manager 4.0 being compatible with CallPilot 2.5 SU02, the known problems are applicable only to either one or both CallPilot Manager version.

6.2.2.1 CallPilot Manager 4.0: Unable to log into CallPilot Manager due to unknown password

Access to CallPilot Manager requires the user to have an Administration account/password. If the default Administration Password (mailbox "000000", password "124578") has been changed and forgotten or misplaced, a new utility exists with CallPilot 2.5 for resetting it to the default.

Workaround: Use the following procedure to reset the default administrator password.

1. Log in to "Distributor" Support Tools on the CallPilot Server

2. Start → Programs → CallPilot → System Utilities → Support Tools
3. From the main menu, select (9) Database Utilities
4. From the Database Utilities menu, select (3) Database API Utility
5. At the CI> prompt, type “**resetadminpwd**” and press <Enter>
6. At the CI> prompt, type “**quit**”. This will close the API Utility
7. In the main menu, press <Enter>, then select (1) to exit.

The default Administration mailbox “000000” password will be reset to “124578”

6.2.2.2 CallPilot Manager 4.0: Remote Disk backup fails if share name contains sub-folders

Remote Disk backup may fail if the network share name uses sub-folders. This is a known issue within 04.04.04.00 and will be addressed in a future SU, PEP, or release.

Workaround: Configure backup device using Universal Naming Convention (UNC) and with root-level access. Examples:

Good device: [\\servername\sharename](#)

Bad device: [\\servername\sharename\backupfolder\](#)

6.2.3 Desktop Client

Note that the problems described below generally assume use of the Desktop version corresponding to the server release. The list of problems using earlier (or later) versions may be different.

Please see the Troubleshooting section of the Desktop Messaging Installation and Maintenance Guide for further troubleshooting help. (This section contains over 30 pages of Desktop troubleshooting examples.)

Note: Meridian 1/Succession 1000 customers running CallPilot 2.02 servers but utilizing the CallPilot 2.5 desktop and My CallPilot clients will need to access the CallPilot 2.5 documentation via the Partner Information Center (PIC) Helmsman documentation website.

6.2.3.1 Desktop Client Unable to Download the CallPilot Address Book

If customers are unable to download the CallPilot address book from the server, they may have their search base parameters set incorrectly.

Workaround:

1. Using CallPilot Administration Client, open CallPilot> Messaging> Internet Mail Clients
2. Note the value specified in the box titled "Enter the directory tree root hosted by this

LDAP server:"

Note: There is no need to change from the default value, "dc=nortel,dc=ca" which will work ok as long as the Desktop Client is configured to match.

3. Set the search base parameters to this same value under the Address Book tab of the properties of CallPilot Desktop Messaging service.

6.2.3.2 Wrong date stamp on messages

A roaming user's messages are downloaded to a GroupWise Mailbox with the wrong date stamp. On shared workstations, messages may be incorrectly downloaded to a user's GroupWise Mailbox instead of their CallPilot message store.

For example:

1. User A logs on and downloads all messages. When done, the user closes the Mail Client. User B launches the Mail Client and logs on.
2. All the messages of User A are removed from the CallPilot Message store. All the messages of User B are downloaded.

However, User B's messages are downloaded to the GroupWise Mailbox rather than the CallPilot message store. Since the messages are in the GroupWise mailbox, they have the wrong date stamp.

Note: The problem may not occur if the user has less than 20-25 new messages.

Note: Only some of the messages may be incorrectly downloaded to the wrong message store.

User will have the incorrect date stamp on the messages.

Workaround: Move the CallPilot messages to the "CallPilot Desktop Messaging" Folder.

6.2.3.3 Cannot listen to messages in Offline mode

A user cannot listen to messages from the client in Offline Mode even if the messages were downloaded in a previous session. This can cause the user not to have offline mode access to their voicemail.

Workaround: Before going into Offline mode, the user should click Download All CallPilot Messages.

Now all Messages will be downloaded to the local PC and the user can play messages in Offline mode.

6.2.3.4 Cannot create CallPilot addresses

The user cannot create CallPilot addresses in the Outlook address book. The following describes the scenario (with Outlook 98):

1. Log into mail client and CallPilot.

2. Open the Address Book.
3. Click New Entry.
4. After clicking New Entry, you are presented with a dialog box that prompts you to choose which type of entry you want to add. There should be: Contact, Distribution List, and CallPilot Address, but 'CallPilot Address' is NOT listed as an option.

Workaround: In order to see the CallPilot address selection in the list, the user either must choose to add the new entry to a Personal address book or to the message only. This choice can be made in the Exchange/Outlook New Entry dialog. If the user does not have a Personal Address book installed, then they must choose to add the entry to the message only. Otherwise, the CallPilot Address selection will not be able to be selected.

6.2.3.5 Messages automatically download when they arrive in inbox and MWI light is extinguished

If the Microsoft "Preview Pane" is enabled for the CallPilot Message Store Inbox, the e-mail client will automatically download the message(s) from the CallPilot server to the user's PC resulting in the new unread message changing from a "**bold**" unread state, to a "normal" read state automatically. Upon completion of the download, the Message Waiting Indicator (MWI) is also extinguished on the Desktop Client (system tray) as well as on the associated telephone set.

Workaround: When using Desktop Messaging, disable the preview pane for the CallPilot Message Store "Inbox".

6.2.3.6 When sending a fax using the Nortel fax driver, cannot access the Microsoft Outlook address book.

This will occur if the default mail application is not Microsoft Outlook. The Exchange/Outlook and GroupWise CallPilot Fax driver uses the default mail application when sending a fax from Nortel Fax.

Workaround: From the Control Panel, select Internet Options and then the Programs tab. Set "E-mail" to Microsoft Outlook.

6.2.3.7 CallPilot slows down with message to entire address book

A composed and sent a message from desktop to the entire CallPilot address book causes the system to experience a severe slowdown for 20-30 minutes.

Workaround: When sending a message to many users, for example, through a distribution list, you may experience a significant impact to the system if you tag the message for acknowledgement. Specifically, you may encounter a slowdown of the system operation (high use of CPU) as well as many users reporting that CallPilot is not accepting calls. This condition is temporary and will resolve itself automatically. The duration of the slowdown is

dependant on the number of recipients in the message. It is highly recommended that a message addressed to a large number of recipients be never tagged for acknowledgement.

6.2.3.8 Spell Checker with GroupWise client may fail when running on Windows NT 4.0

If problems develop using GroupWise Spell Checker, although Novell reports this issue is corrected with version 6, the problem has been identified within this release.

Workaround #1: Nortel recommends contacting Novell for additional support with Spell Checker. At this time, we do not have a resolution for this, but are making every attempt to work with Novell in resolving this issue.

Workaround #2: Upgrade the client to Windows 2000.

6.2.3.9 Unexpected behavior with receiving faxes from the desktop when mailbox is configured with single number voicemail and fax

When user mailboxes are set up to utilize single number voicemail and fax, some users may not receive their fax messages if their internal or external greetings don't meet minimum length required for the fax messages to be delivered. Refer to CR# Q00771117.

Workaround: User greetings (internal, external, personal verification) are associated with a user's mailbox. Typically users should leave a standard greeting on their mailbox and also a personal verification (spoken name). Greetings should be kept concise, informative, and spoken clearly.

Typical standard greetings should conform to the following recommended format:

- Internal Greetings should be a minimum of 5-8 seconds in length
- External Greetings Should be a minimum of 7-10 seconds in length

Following the above guidelines ensures that one will meet minimum setup times required for the Fax Call Answering Feature, which follows the Automatic FAX Calling T.30 protocol.

6.2.3.10 Unable to install fax drivers when installing on Windows 2000 OS SP4

In earlier versions of Windows 2000, in order to install the fax driver, a user only needed to have power user capabilities or setup to impersonate an administrator. However with SP4, Microsoft has introduced a new security policy. This policy, ***Impersonate a Client after Authentication***, must be enabled for the non-administrator login account installing CallPilot in order to install the fax driver. Otherwise, the fax driver cannot be installed. This means that the administrator will have to grant the "Impersonate a Client after Authentication" right to all users, or the administrator will have to install the client. For additional information, please see the following Microsoft Knowledge Base article:

[http://support.microsoft.com/default.aspx?scid=kb;\[LN\];821546](http://support.microsoft.com/default.aspx?scid=kb;[LN];821546)

Workaround: At this time, we do not have a resolution for this, but are making every attempt to work with Microsoft and ImageMaker (fax driver vendor) in resolving this issue.

6.2.3.11 Microsoft Outlook and Desktop Messaging may cause IMAP server to crash

Newer versions of Microsoft Outlook may trigger an internal Send/Receive event for CallPilot. This Send/Receive event causes CallPilot to reset the IMAP connection (disconnect, re-connect, download message cache). This event may occur repeatedly, and if sufficient users are impacted, this may overload the IMAP service on the CallPilot server.

Workaround: This Outlook behavior may be triggered by settings within Outlook. Check and confirm that “Schedule an automatic send/receive every XX minutes” is unchecked. This can be displayed by selecting Tools > Options, clicking the Mail Setup tab, then clicking the Send/Receive button. If un-checking this option does not resolve the problem, upgrade the desktop client to version 2.50.06.06 or later.

6.2.4 CallPilot Reporter

6.2.4.1 Problems running CallPilot Reporter when using Netscape 6.2 or Microsoft Internet Explorer 6.x

If the incorrect version of Java is installed, problems running CallPilot Reporter may occur. Refer to CR # Q00534522.

Workaround: When using CallPilot Reporter, for proper operation of Java on Netscape 6.2 or Microsoft Internet Explorer 6.x, J2SE version 1.3.1_05 or higher must be installed. If you have an earlier or later version of J2SE, it must be uninstalled first. J2SE versions can be downloaded from <http://www.nortel.com>, <http://www.java.sun.com> or the CallPilot 2.5 PEP CD

6.2.4.2 After upgrade from 1.07, some users do not display in reports

After upgrading from 1.07, users that were created in 1.07 are not reported in 2.5. The reports listed below are affected. Refer to CR # Q00520687.

- Call Answering/User Responsiveness Report
- Inactive User Report
- Mailbox Call Session Summary Report
- Messaging Usage Report
- Speech Activated Messaging Report
- 800 Access Bill-back Report
- Messaging Usage Bill-back Report
- Excessive After-Hour Logons Alert
- Excessive Incomplete Messaging Accesses Alert
- Excessive Thru-Dialer Access Alert

Workaround: Contact NETS to have the “UUIDModify” tool run on the system after completing the upgrade. The tool is available on CallPilot 2.5 PEP CD.

6.2.4.3 Using Internet Explorer, unable to download reports without Microsoft Virtual Machine

Microsoft Virtual Machine is always required for CallPilot Reporter to be able to generate reports from Internet Explorer. Refer to CR # Q00545366.

Workaround: If Internet Explorer 5 is being used in the stand-alone web server, ensure the server has internet access prior to any CallPilot Reporter report generation so that the user can download the plug-in when the report is being generated. If Internet Explorer 5.5 or higher is being used, no internet access is required as the plug-in is installed automatically.

6.2.4.4 Reporter does not install with Windows Terminal Services

When installing CallPilot Reporter on a stand-alone web-server, the application will not function properly if Windows Terminal Services is also installed. Refer to CR # Q00838084.

Workaround: Ensure that Windows Terminal Services is not installed on the web-server designated to host CallPilot Manager and Reporter.

6.2.4.5 Reporter may no longer collect Information

Q01165638: After upgrading the CallPilot Server to 4.04.04.00, Reporter may no longer collect information. If the connection does not start, you may have to use the *Logout and Erase* option on Reporter. Note: this will erase all of the existing reporter information, so make sure that you generate any reports you require before using the *Logout and Erase* option.

6.2.5 Application Builder

6.2.5.1 Application limits

The following system platform/total applications limits exist:

Platform	Maximum # of applications
1001rp Rackmount	2500 (w/ per-drive limits above)
1002rp	2500 (w/ per-drive limits above)

6.2.6 Email-by-Phone

Additional Email-by-Phone installation, configuration, and troubleshooting information are available within NTP 555-7101-503 Desktop Messaging and My CallPilot Administration Guide and NTP 555-7101-505 Desktop Messaging and My CallPilot Installation Guide. Both documents were updated with this release.

Notes:

- To use Email-by-Phone, the external e-mail server must support the IMAPv4 protocol. Email-by-Phone has been tested against the following e-mail servers:
 - Microsoft Exchange 5.5
 - Novell GroupWise 6.0
 - Lotus Notes Domino

Currently only Exchange, GroupWise and Domino are the only supported e-mail server for use with Email-by-Phone. All other e-mail servers are not supported.

Email-by-Phone only supports server-based folders. The e-mail folder that the user is accessing using Email-by-Phone must reside on the e-mail server. Email-by-Phone cannot access e-mail messages stored on a shared directory on a network, or stored on a PC.

- Email-by-Phone only supports the text body portion of e-mail, not the attachments.
- The following commands are not supported by Email-by-Phone:
 - Compose
 - Reply and Reply All
 - Forward

6.2.6.1 Email-by-Phone/My CallPilot may cause Exchange 5.5 server to crash

A Microsoft problem has been identified within Exchange 5.5 servers that when interfacing with CallPilot 2.5's Email-by-Phone and/or My CallPilot, may cause a service disruption of the Exchange server.

Workaround: To resolve this problem, install Microsoft Exchange Server patch Q322637, which should become available after March 17, 2003.

6.2.7 Alternate User Interfaces

6.2.7.1 CallPilot AUI interfaces not compatible with digital set control screens

CallPilot Alternate Menu Interface (Aria) and Alternate Command Interface (Serenade) are not compatible with M3900 control screens or i2054 soft-keys for message management.

Workaround #1: Use DTMF commands rather than the control screen/soft-keys.

6.2.8 My CallPilot

6.2.8.1 Unable to access My CallPilot if SSL enabled via IIS instead of through My CallPilot Administration Utility

My CallPilot does not support setting secure communication from IIS manager Directory Security page. If https is set using IIS rather than with the My CallPilot Admin Utility, problems will occur with accessing My CallPilot features and functionality such as accessing the CallPilot Player or opening CallPilot messages.

Workaround: To enable secure communications between browsers and My CallPilot use My CallPilot Setup program > Security settings> Secure Sockets Layer (SSL).

7 PEP/Service Update application overview

Performance Enhancement Packages (PEPs) and Service Updates (SUs) are software fixes or updates that enhance CallPilot features and operation. CallPilot PEPs generally deliver individual fixes while Service Updates contain more comprehensive updates. As PEPs/SUs are delivered periodically, it's recommended the Enterprise Solutions PEP Library (ESPL) website be checked regularly to ensure the latest updates are applied.

The most recent PEPs for CallPilot 2.5 can be found on the Nortel Enterprise Solutions PEP Library (ESPL) website at: <http://www.nortel.com/espl> (all regions)

Note: If you are new to the ESPL website, you will need to register for a user ID/password. Please apply on-line at <http://www.nortel.com> or contact your local Nortel Channel Partner Account Manager.

7.1 PEP Numbering Format

The PEP numbering format for server PEPs includes supplemental information for which Service Update they apply to using format: CPRRRSSSXXYYZ:

Where:

- RRR: Software Release (eg. 4.00, 2.02, 2.50)
- SSS: The required SU level required to apply the PEP
Example: (S01 = Service Update 01)
- X: The type of PEP:
(G)eneral, (R)estricted, (L)imited, or (D)iagnostic.
- YY: The PEP number (1-99).
- Z: The component that is being PEPed / updated:
(S)erver, (C)allPilot Manager, (A)pplication Builder, (M)y CallPilot, or (D)esktop client.

The CallPilot server is the only component that will have small PEPs. Other components may have PEPs released, but the PEP will really contain an updated version of the software package. The following list summarizes the different components and how they are PEPed:

CallPilot Server:	PEPS
CallPilot Manager:	Software update
Reporter:	Packaged as part of CallPilot Manager software update
My CallPilot:	Software update
Desktop:	Software update

7.2 CallPilot Service Updates/PEPs

At the time of this printing, the following additional PEPs are available for download:

7.2.1 Service Updates

The following Service Update (SU) is available for CallPilot release 2.5.

PEP number	Description
CP25006SU02S	Service Update 2 (SU02) which also installs the following three PEPs; CP250S02G05S, CP250S02G07S and CP250S02G08S.

7.2.2 Individual PEPs

The following PEPs are available for CallPilot release 2.5:

PEP number	Description
CP250S02L06S	CP 2.5 Forward Compatibility
CP404S01G08A	Application Builder (for use with 2.5 SU02)
CP404S01G11C	CallPilot Manger version 04.04.04.03 (for use w/ 2.5 SU02)
CP250SEC003S	Server Security Update w/ Microsoft hotfixes up to MS05-053

ATTENTION

It is a must to install CallPilot Manager PEP version
CP404S01G11C and limited PEP CP250S02L06S with
CP25006SU02S

ATTENTION

Application Builder Client must be upgraded to PEP
version CP404S01G08A

PEPs/Service Updates are available from the ESPL web site. Refer to section 1.4 for information on how to access the site.

For general instructions on applying SUs or PEPs using the PEP CD, refer to:

- Part 5: <platform> Server Maintenance and Diagnostics, in the chapter “Using CallPilot System Utilities”, subsection “PEP Maintenance Utility”.
- Part 4: Software Installation and Maintenance (NTP 555-7101-202), Chapter 2 “Upgrading or Installing CallPilot server software”, subsection “Installing Performance Enhancement Packages”.

Note: If software components are un-installed and re-installed on the CallPilot server, this may require that PEPs or Microsoft hotfixes be re-applied.

For example, if Internet Explorer 5.5 is uninstalled, the hotfix Q324929 (Cumulative Patch for Internet Explorer) must also be re-installed to address security issues outlined in Microsoft Security Bulletin MS02-068. Microsoft hotfixes are available from the OS Recovery CD (or OS Upgrade CD) in the folder “HotFixes”. For a list of all hotfixes contained on the CDs, refer to the “FixInfo.txt” file. To verify required hotfixes, use the Hotfix checker as documented.

7.3 Fixes and Enhancements contained in PEPs/Service Updates

7.3.1 Service Update CP25006SU02S (SU02):

The following fixes and enhancement are added with CP25006SU02S:

CR number	Description
Q00930687	Pegging problem: Excessive Incomplete Messaging Accesses
Q01057676	Application Builder ring once and drop
Q01034978	All MMFS files are skipped during user, app and prompt backups
Q01039276	Operational Measurement data collection turning off intermittently and requires a reboot to start
Q00869407	User mailbox with User admin right could not view/open other mailbox
Q01087961	One ring and drop on all applications
Q00983823	Application Archiving fails with skipped items
Q00899004	AOS overloads system memory
Q01068557	Modifications to LDAP for Email account administration
Q01101119	CallPilot Servers connected to same Reporter server experienced a ring no answer condition.

CR number	Description
Q01149295	MeridianMail to CallPilot migration: the COS record could not be created, RC [60638]
Q01134717	Memory Leak In TAPI (Telephony Application Programming Interface)
Q00373173	Call Sender allows calls to restricted DN.
Q00374086	Delay in speech path after Thru-Dial from CallPilot to extensions.
Q00376754	Backup/Restore Utility occasionally fails to function after an upgrade
Q00376757	A-Style - Invalid options offered in Greetings menu
Q00377870	Prompt error with SAM and Deleted Email Message
Q00379821	Muted speech path during call transfers causes problems
Q00494248	Fax Cover sheet prints in French when originated/terminated from Fax Phone
Q00516346	Loopback number fails to be provisioned
Q00565786	No save in user detail page when setting up user's email account
Q00566217	DTT requires extra selection in CP Manager
Q00592046	AOS fails to start after upgrade from CallPilot 1.07
Q00595505	FAX Transmit failures are not detected by CallPilot
Q00595663	Message transfer agent terminates with event 54102
Q00596610	Fail to trigger event Answer (NO confirmation) in FAX retires
Q00624000	Channels stuck in loading state on 1002rp after upgrade
Q00626086	Fail to send SMTP messages to external addresses
Q00636150	Message Envelope fails to prompt for Location Name in the 'TO' field
Q00636265	TTS occasionally plays wrong time stamp
Q00636535	Fails to created new device in the Backup/Restore tools
Q00638053	Language ID fails to appear in Support tools for Distributor
Q00638552	Backup/Restore - Full system backup partially completed and some items skipped
Q00639065	Cover sheet or cover page fails to print
Q00641422	User got the NDN message for Network wide broadcast message
Q00649616	Message left by Attendant states 'unknown' in message header
Q00654401	Missing 57858 event definition
Q00672662	LDAP Search Tool fails to launch in Support Tools
Q00681524	System backup skips database
Q00685562	Backup/Restore - Backup failure reports Major alarm expecting Minor alarm
Q00692186	New MLS Functionality in SCCS4.2 SU09
Q00693925	Remote Audit Enters an Infinite Loop,
Q00705804	Event 54104, SMTP incoming
Q00711413	Broadcast Capabilities fails to work for Administrators.
Q00716930	PEP installation failed but DMI showed that PEP is installed
Q00738493	Administrator with only Backup/restore privileges is unable to access backup/restore
Q00746278	Configuration Wizard data fill is incorrect if agent info has leading digit '0'
Q00749089	PBX agents not deacquired when CallPilot server shut down
Q00750350	In Express voice messaging block, caller will hear mailbox greeting
Q00754441	Move user tool does not update all fields
Q00754551	CallPilot fails to receive faxes
Q00756219	Stop Voice message sent twice over access link on CallPilot

CR number	Description
Q00761667	Unable to use name-dialing when creating Distribution List entries.
Q00761945	SL-100-CB Unexpected call treatment on REVERT to invalid number
Q00762674	SLEE errors when last message deleted and autoplay feature is enabled
Q00773330	Restored custom prompts from Remote disk archive cannot open
Q00775903	Forward message from desktop client fails to printed"
Q00776186	Server outage when exhausting the Application program table
Q00781926	User archive to tape fails, error 44150 - multimedia file too big to open"
Q00785826	AUI thru dial feature not working
Q00787453	"Remote Text Notification" feature - SMS Device Notification - Wrong message.
Q00788210	SL-100 Intermittent transfer problem (Mis-interpretation of stutter tone)
Q00788578	CallPilot Server creates 0 byte voice attachments using telset
Q00790712	Event 41081 occurs when System Monitor launched
Q00790713	CPMgr - User search only looks at last four digits
Q00792783	Need to increase Maximum Temporary Remote Users in CallPilot to 5,000
Q00796178	Fails to add 7 digit entries to PDL from MyCallPilot
Q00799293	AUIS: skip back (2-2) fails to work properly when "end of message" is playing
Q00801477	Wrong time stamp on the messaging header after daylight saving time
Q00802006	Adjusting the database full thresholds from %95 to %88 and from %98 to %92
Q00804514	Backup fails with event 41811 "another backup was running"
Q00807804	Config Wizard in appropriately alters the TCP/IP settings
Q00808752	Major Event 36210 is displayed when saving a location
Q00809351	User is unable to play messages via telset from desktop client
Q00813497	Dongle check fails preventing Configuration Wizard from running
Q00814930	Running setkeycode error when running configuration wizard
Q00821020	Unknown NMomTransfer Table is filling the Database
Q00824007	Reply to sender feature occasionally fails when calling a remote mailbox
Q00825653	Print of broadcast addresses or network data with large # of remote sites fails
Q00828947	CallPilot lockup due to high CPU utilization by NMAOS.EXE & DBSRV7.EXE
Q00830947	Capture Ext CLID must be left on after migration for non-M1 systems
Q00831118	LDAP search throws an exception if multiple *s are passed
Q00832333	OM audit consumes Virtual Memory if collection days set to zero
Q00833198	Sites experiencing multiple 55701 events
Q00836081	DS-30 and DSP channels are idle, but taking 5-10+ rings to answer
Q00836990	Inconsistent sizes of arrays to store mailbox numbers for user archive/restore
Q00840198	Handle leak in Email-By-Phone
Q00840397	B/R - Restore CP from FSB skips File 'D:\Nortel\Data\schemamap'
Q00841205	RN time period overlap should not be allowed
Q00842311	Restoring 600+ deleted users fails.
Q00843320	B/R - Unable to restore large user archive - 4771 users
Q00846747	CallPilot Manager Pager Service configuration is misleading
Q00848637	No response from Fax select block.
Q00849571	BCRom unable to handle the maxium portid
Q00852781	TAPI crashes causing the system to stop processing calls
Q00852830	Prompts plays twice on Transfers
Q00853207	Pause characters is not handled properly by CallPilot

CR number	Description
Q00855020	CPManager locks accessing Performance Monitor
Q00858616	Auto attendant service is not working on DSE systems.
Q00860032	DTF - Incorrect retry counter while printing faxes
Q00861194	Incorrect OM configuration page info when configuration update failed
Q00862676	Delayed answering on CallPilot - enhancements required in LDAP
Q00863619	AppBuilder, Ring once and Drop
Q00863814	Hacker Monitor: No event logged when login failed from hacker monitored DNs
Q00863819	Hacker Monitor: No event logged when login failed to monitored mailboxes
Q00866384	Incoming faxes receive prompt after upgrade from 1.07
Q00866396	System outage after network archive failure
Q00867137	NMLDAP.DLL version number is not set to the build number
Q00869407	User mailbox with User admin rights unable view/open other mailbox
Q00869472	Envelope is not printed for forwarded with MyCallPilot fax if "Auto Printing" On
Q00869525	Initiation of backups and restores is not reported.
Q00871757	CallPilot manager does not allow the octothorpe
Q00872237	Command Entry Timeout affecting Appbuilder applications
Q00872647	Feature enhancement: Give user the ability to turn ON/OFF the RTN localization feature
Q00874221	Inappropriate Deallocation
Q00877924	No Answer when exceeding limit in NMAreaCode table
Q00878891	Internal table of Version Manages is not completely covered by mutex.
Q00886417	AppBuilder fails to create a new application with application ID used as a name
Q00889054	SRepair/AppDelete fails to repair or detect an corrupted AppBuilder application
Q00889061	Corrupted application is included into both consistent and inconsistent lists
Q00889065	Corrupted applications are in the list of correct apps (Srepair/AppDelete)
Q00889069	VolumeID is shown as 65535 instead of 'X' in the list
Q00889071	SRepair/AppDelete will not detect corruption when rll file is missing
Q00889074	Application volume was not detected. Application can not be deleted (AppDelete)
Q00895378	MTA slow in delivering messages under load
Q00895476	NMOMTransfer fills up database causing OM clean up to fail
Q00897117	Restore deleted user failed.
Q00901876	SL-100 Users reach VM rather than Express Messaging when SMDI down
Q00903606	SL-100 Default RingBackTimer Timeout to 100ms
Q00905640	Memory leak in the nmimap process
Q00907505	Remote Notification failure to digital pager after upgrade from 1.07
Q00907891	SDK use of null pointer
Q00908899	Number Sign "#" is not sent as part of the dialed DN.
Q00919207	Telset passing star(*) as valid digit for ThruDial phone number
Q00929931	User can not record any greetings with CallPilot Manager Player
Q00937327	Notification server consumes more than 90% CPU
Q00943264	User didn't receive NDN when he/she insert the wrong format for 'To' field
Q00946942	MTA crashes when sending 11 VPIM messages at the same time
Q00592068	After upgrade from CP 1.07, "CP 1.07 Server" is still in Add/Remove Programs

7.3.2 Additional PEPs available at this time:

PEP number	CR number	Description
CP404S01G08A	Q01209394	Cannot launch AppBuilder when upgrading from older AppBuilder to AB 4.0 SU1
CP250S02L06S	Q00945541	CP2.5 Forward Compatibility
CP404S01G11C		CallPilot Manager/Reporter version 04.04.04.03
	Q01227401	User Restore could not retrieve user list from a stand-alone CallPilot Manager
	Q01221950	AOS/Maintenance not working.
	Q01195685	Unable to add vpim if networking and nms disabled
	Q01211821	CallPilot crashed, all services down after running re-install
	Q01206484	CallPilot Manager 4.0 SU01 (CP404S01G01C) is not registered in DMI on CP 2.02
	Q00460625	Incorrect value in column ClientNetworkAddress of table NMomAdminJournal
	Q00929931	User can not record any greetings with CallPilot Manager Player
	Q01229054	BWCompt: Backup/Restore link on CP Manager doesn't work Q
	Q01051426	Data cannot be updated.
	Q01091485	Not all channels Start on start command in Channel Monitor
	Q01111320	TAB key doesn't function as customer expected in the password change page
	Q01121810	Can not add backup when CP Manager logs in an other CP server
	Q01125045	Help for Message Forwarding Rule Detail does not work.
	Q01141541	Some Help buttons do not work properly
	Q01157224	In Config Wizard Area Code must be defined even though it is not used
	Q01157596	Receive Error 60637 creating external email server w/ LDAP blank
	Q01161696	Number of the entries to display field doesn't validate the entered characters
	Q01172642	Can not enable Directory Synchronization - Test function working correctly.
	Q01180907	Unable to enter "-" character in ldap search base
	Q01182831	Modification and changes to all Help