NORTEL

CallPilot Release 2.50 Service Update 2

Date: 23 September 2005

Service Update 2 for CallPilot 2.50

Description:

This package contains Service Update 2 (SU02) and all General Available CallPilot 2.50 PEPs required to be installed on a server that has been installed with, or upgraded to CallPilot 2.50 (02.05.06.14).

CP25006SU02S CallPilot Server Software CP2.50 SU02:

Service Update 2 includes all CallPilot 2.50 SU01 (excluding Security Updates) plus many other fixes and enhancements to the CallPilot Server software. For a detailed list, please refer to the section "List of Fixes and Enhancements included in Service Update 2" at the end of this document.

CP25006SU02S now becomes a prerequisite for installing all future PEPs on CP 2.50.

It is a must to install CallPilot Manager PEP version CP404S01G11C and limited PEP CP250S02L06S with CP25006SU02S. Additionally, Application Builder Client must be upgraded to PEP version CP404S01G08A.

PEPs for CallPilot Server (inside this package)

This SU contains the following General Available CP2.50 SU02 PEPs

General Available CP2.50 SU02 PEPs:

PEP Name	CR	Title
CP250S02G05S	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
CP250S02G07S	Q01149295	MeridianMail to CallPilot migration: the COS record could not be created, RC [60638]
CP250S02G08S	Q01134717	Memory Leak In TAPI (Telephony Application Programming Interface)

Installing SU02:

Please read this section in its entirety before proceeding.

PEP CP25006SU02S is intended to be installed on a CallPilot Server running CallPilot 2.50 software (build 02.05.06.14).

Note 1:
> You can install both PEP CP25006SU02S and CallPilot Manager (CP404S01G11C or later) on the CallPilot Server at the same time. Just follow the instructions below.
>
> The readme.txt file contains short instruction on how to install both PEP CP25006SU02S and CallPilot Manager (CP404S01G11C or later) on the CallPilot Server. You can use this document or the readme.txt file as a guide to install PEP CP25006SU02S and CallPilot Manager.

Note 2:
> Ensure there is a recent backup available prior to installing this Service Update. It's always recommended that a backup be performed (or split RAID) just prior to performing any server maintenance activity to ensure the most recent customer data is available should a restore be needed.

Note 3:
> PEPs that are in the Limited and Restricted status are removed during the installation of CP25006SU02S. The associated version of the limited or restricted PEP with CP25006SU02S will have to be installed once the installation of CP25006SU02S is complete.

SU01 Version	SU02 Version
CP25006L062S	N/A (Integrated into SU02)
CP25006L070S	N/A (Integrated into SU02)

Step by Step instructions for installing PEP CP25006SU02S and CallPilot Manager on the CallPilot Server:

The installation of PEP CP25006SU02S should take place from the D:\TEMP folder:
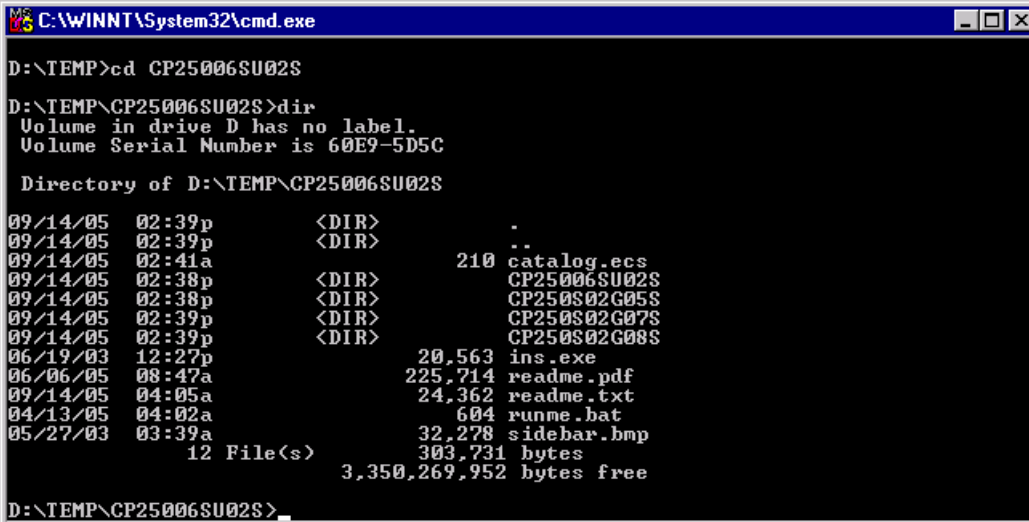- If you are going to install SU02 using the PEP CD (NTUB43AF), copy the CP25006SU02S folder to the D:\TEMP folder.
- If you are going to install SU02 using the Enterprise Solutions PEP Library (ESPL), then download CP25006SU02S.exe from ESPL and unzip the CP25006SU02S.exe to the D:\TEMP folder.

The installation of CallPilot Manager should take place from the D:\TEMP folder:
- If you are going to install CallPilot Manager using the PEP CD (NTUB43AF), copy the CP404S01G11C folder to the D:\TEMP folder.
- If you are going to install CallPilot Manager using the Enterprise Solutions PEP Library (ESPL), then download CP404S01G11C.exe from ESPL and unzip the CP404S01G11C.exe to the D:\TEMP folder.

Installing PEP CP25006SU02S

1. Close all programs currently executed on the CallPilot server.

2. Open the command window and change the current folder to the D:\TEMP\CP25006SU02S folder.

```
C:\WINNT\System32\cmd.exe                                          _ □ ×

D:\TEMP>cd CP25006SU02S

D:\TEMP\CP25006SU02S>dir
 Volume in drive D has no label.
 Volume Serial Number is 60E9-5D5C

 Directory of D:\TEMP\CP25006SU02S

09/14/05  02:39p    <DIR>          .
09/14/05  02:39p    <DIR>          ..
09/14/05  02:41a               210 catalog.ecs
09/14/05  02:38p    <DIR>          CP25006SU02S
09/14/05  02:38p    <DIR>          CP250S02G05S
09/14/05  02:39p    <DIR>          CP250S02G07S
09/14/05  02:39p    <DIR>          CP250S02G08S
06/19/03  12:27p            20,563 ins.exe
06/06/05  08:47a           225,714 readme.pdf
09/14/05  04:05a            24,362 readme.txt
04/13/05  04:02a               604 runme.bat
05/27/03  03:39a            32,278 sidebar.bmp
              12 File(s)        303,731 bytes
                       3,350,269,952 bytes free

D:\TEMP\CP25006SU02S>_
```
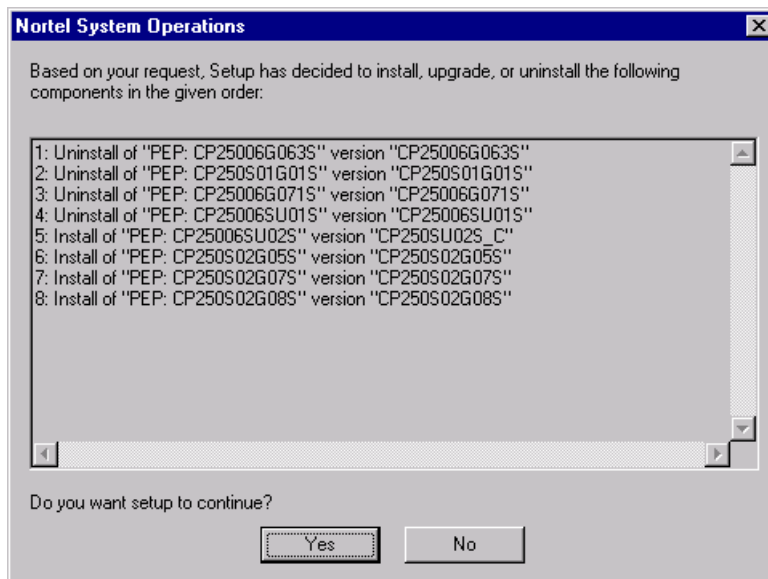
3. Launch the RUNME.BAT included in the D:\TEMP\CP25006SU02S folder to start the installation.
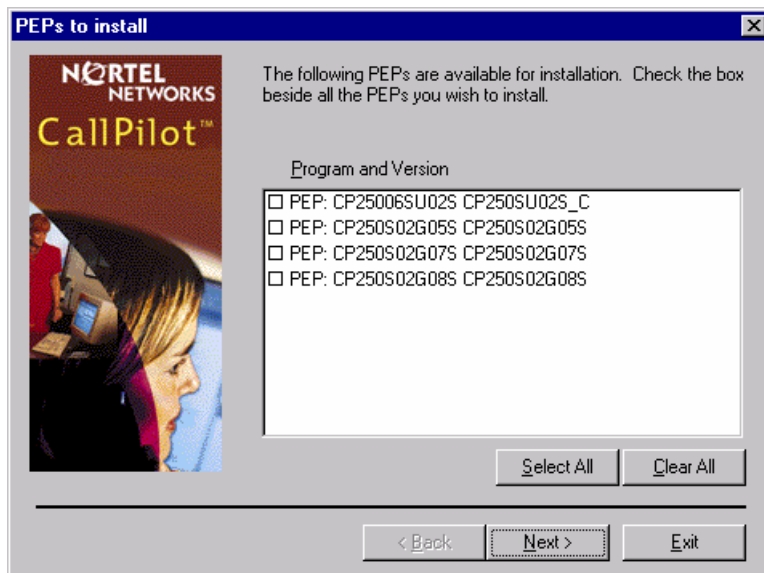
4. You will be prompted to select the PEP to be installed. Click on the "Select All" button.

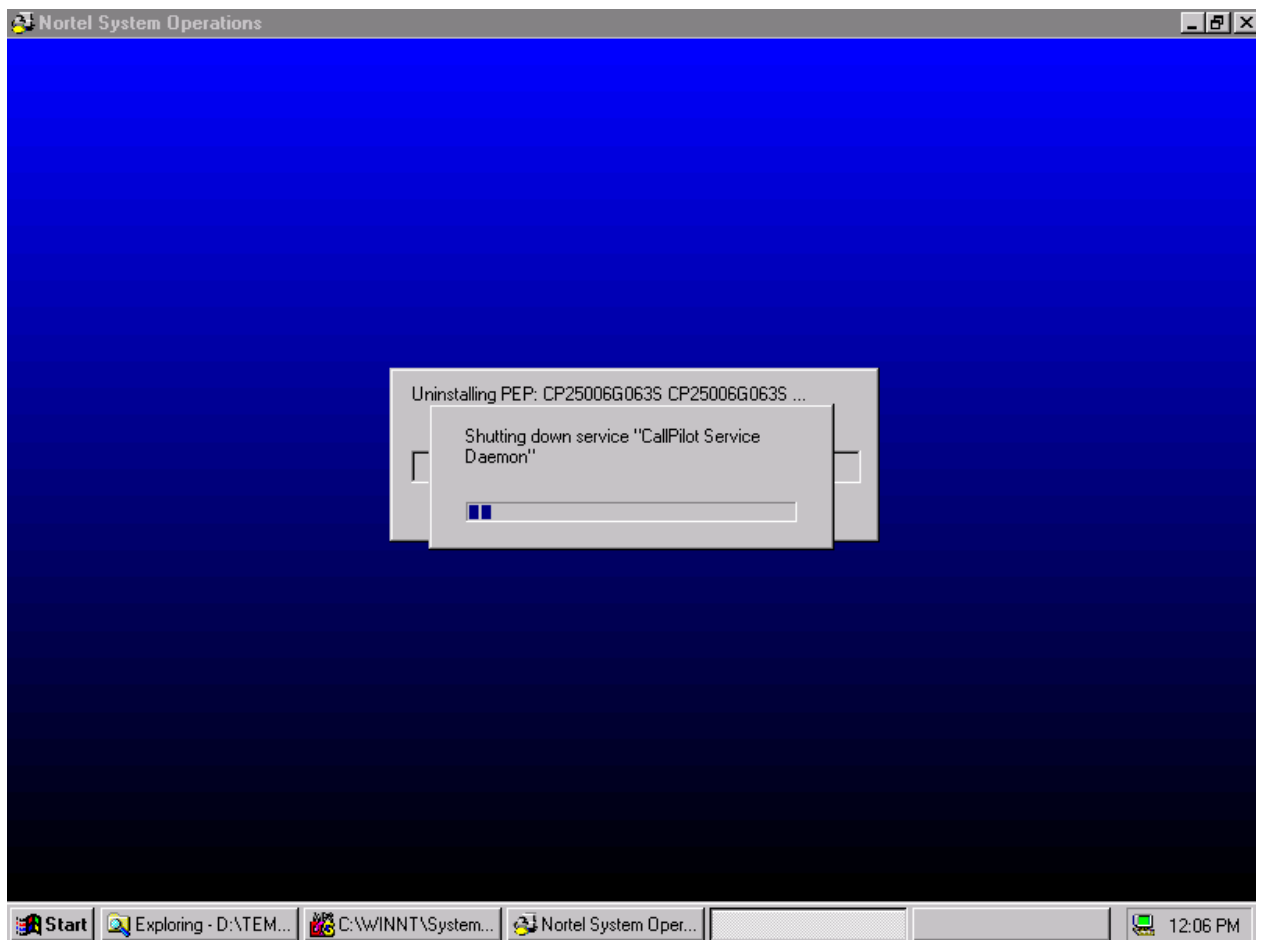5. Click on the "Next" button to continue.

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

A list of PEPs to uninstall on your CallPilot can be different from the list on the picture.
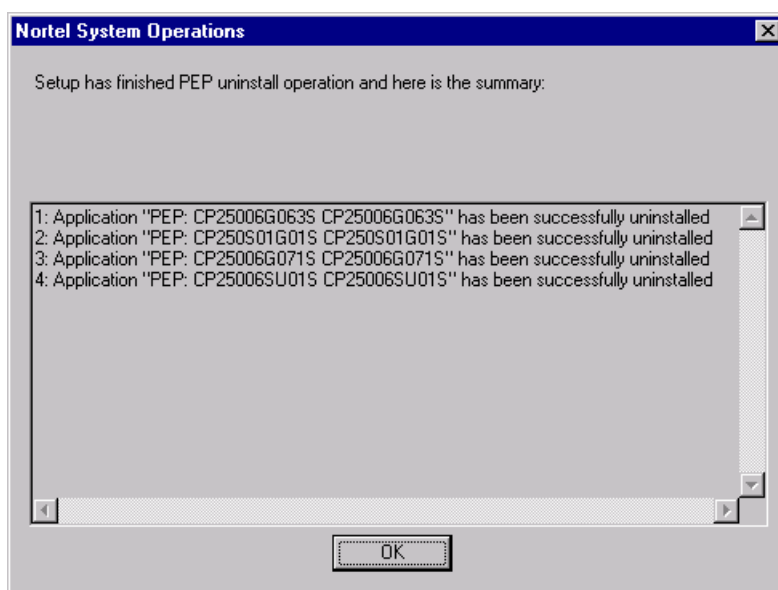6. Click on the "Yes" button to continue.
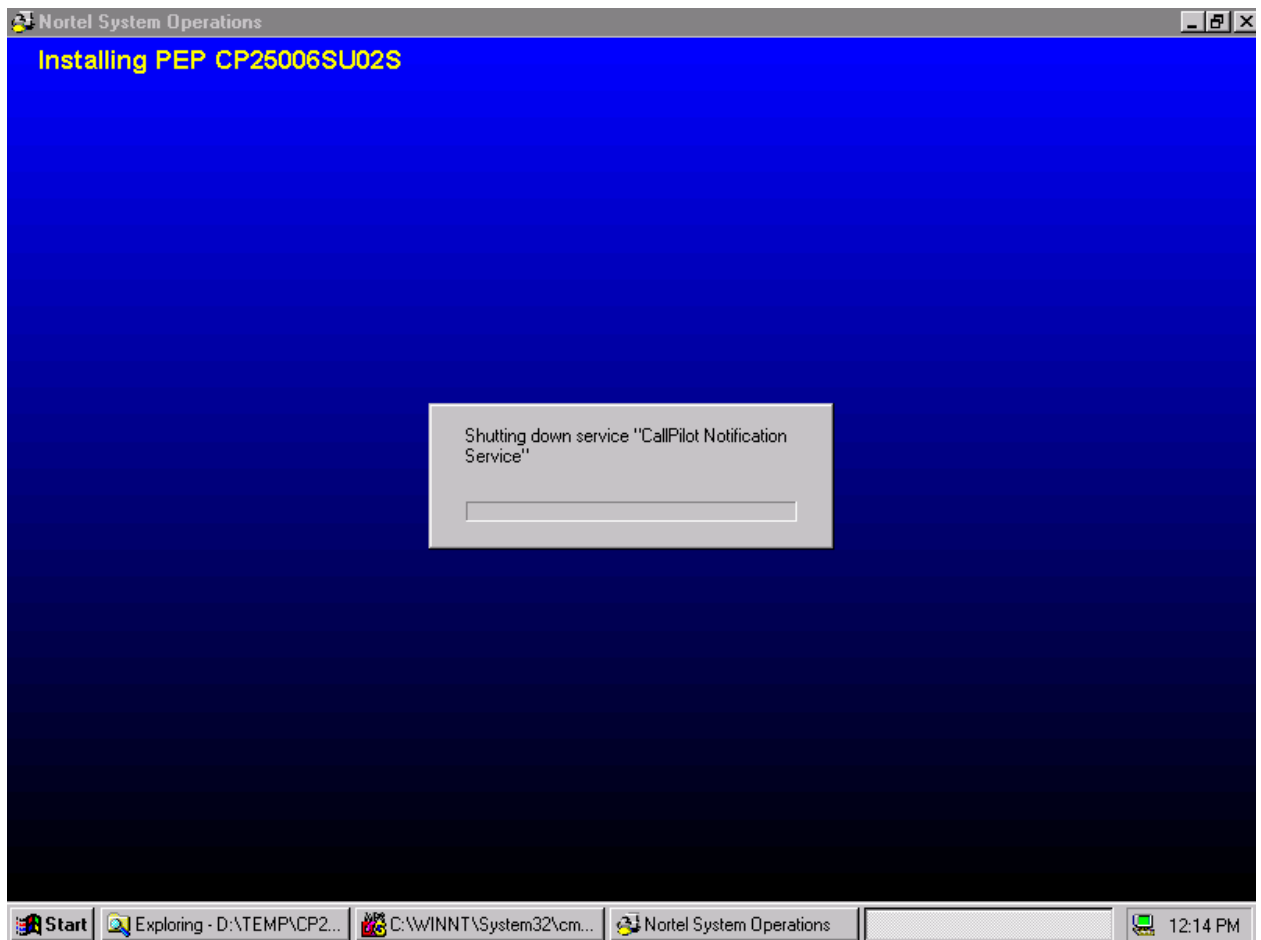
Setup starts to uninstall PEPs.

Please wait while the uninstall process completes.

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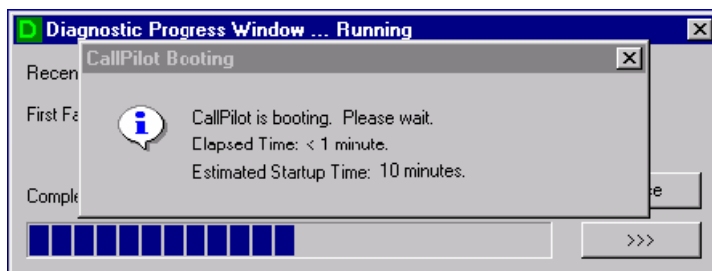

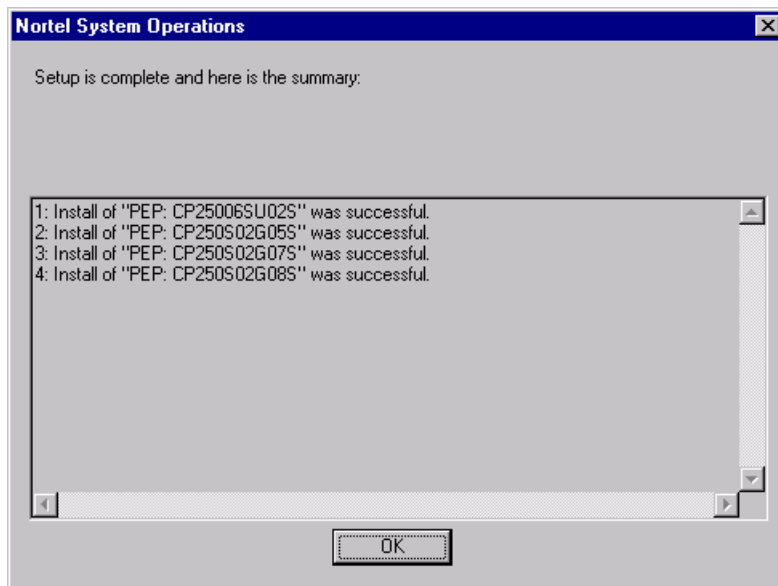7. Click on the "OK" button to start of SU02 installation.

Setup starts to install SU02. Please wait while the installation process completes.

During the installation the AOS service will start which will cause a pop up window to appear stating that CallPilot is booting.
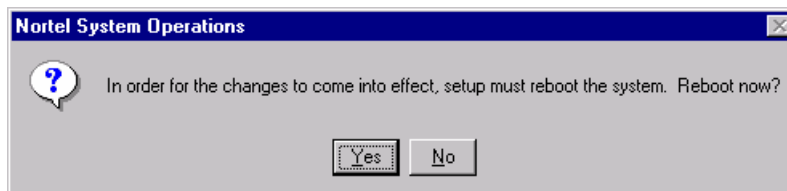

This window can be closed upon appearance.

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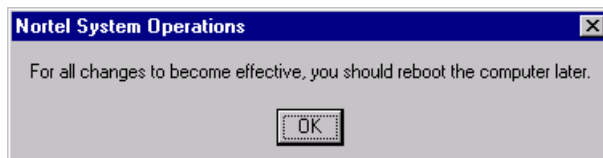
Nortel System Operations

Setup is complete and here is the summary:

```
1: Install of "PEP: CP25006SU02S" was successful.
2: Install of "PEP: CP250S02G05S" was successful.
3: Install of "PEP: CP250S02G07S" was successful.
4: Install of "PEP: CP250S02G08S" was successful.
```

OK

8. Click "OK" to continue.

You will be prompt that a reboot of the server is required.

Nortel System Operations

In order for the changes to come into effect, setup must reboot the system. Reboot now?

Yes   No

9. Click on the "No" button to proceed without rebooting.

Nortel System Operations

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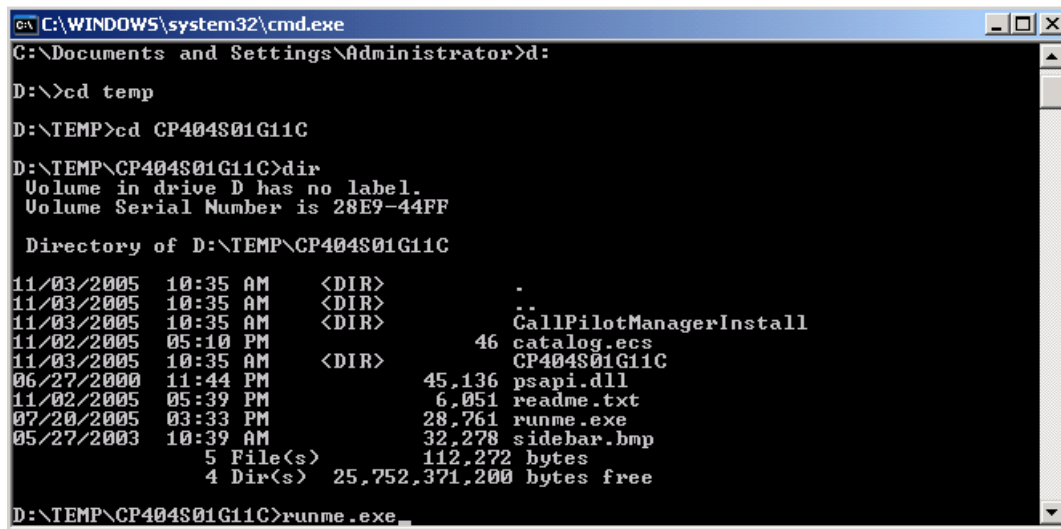
OK

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

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

Installing CallPilot Manager on the CallPilot Server

1. Disconnect all browsers currently connected to CallPilot Manager.

2. Change your current folder to the D:\TEMP\CP404S01G11C folder.

3. Launch the RUNME.EXE file included in the PEP CP404S01G11C folder.
A new window will appear.

Setup stops and restarts the IIS server and related services.

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

Setup starts the installation of CallPilot Manager.
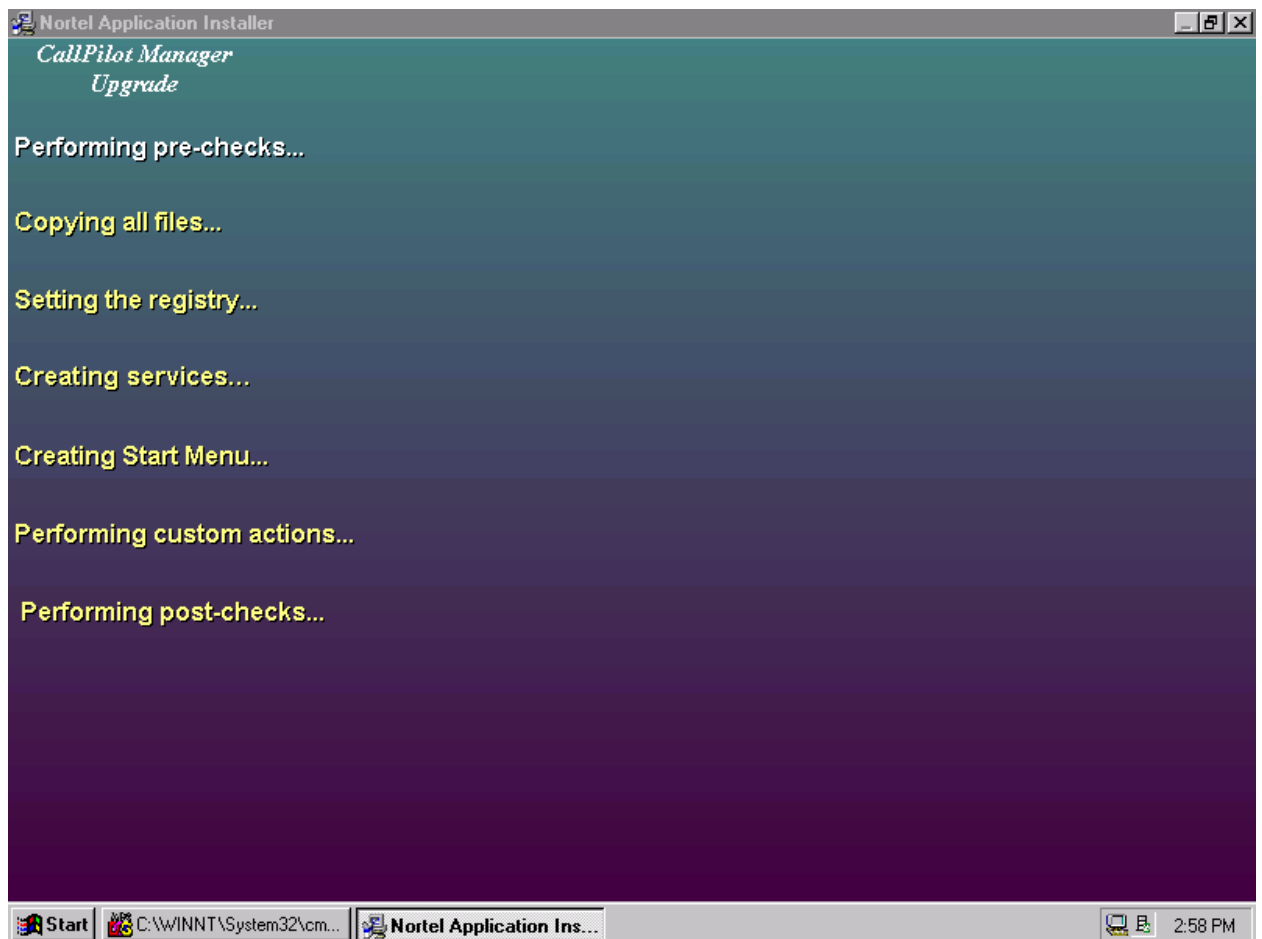
Wait for the installation to complete.

Once the install process completes, a window will appear with the status of the install operation.
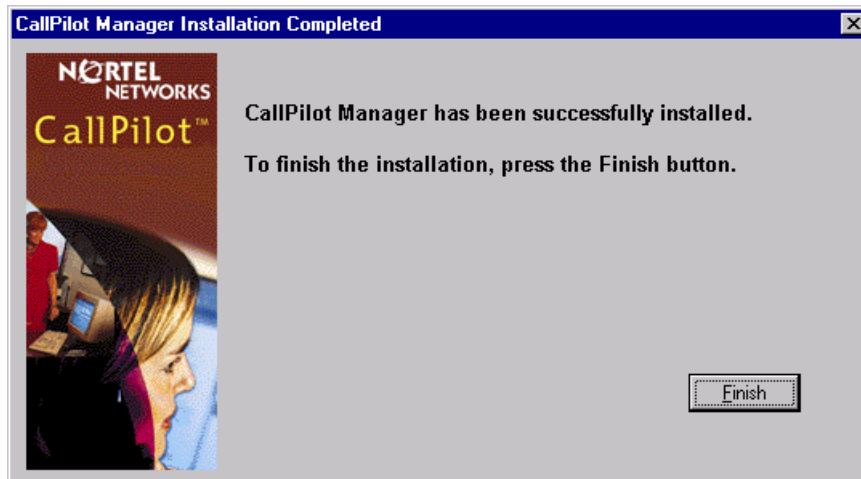
4. Click on the "Finish" button to finish the CallPilot Manager installation and start the registration of CallPilot Manager in DMI Viewer.
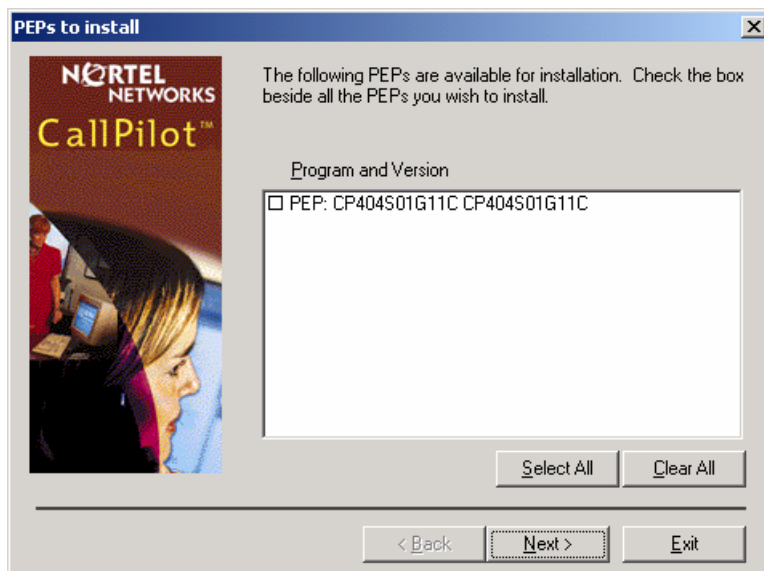
5. Click on the "Select All" button, the item "PEP: CP404S01G11C CP404S01G11C" will be checked. Click on the "Next>" button to continue.
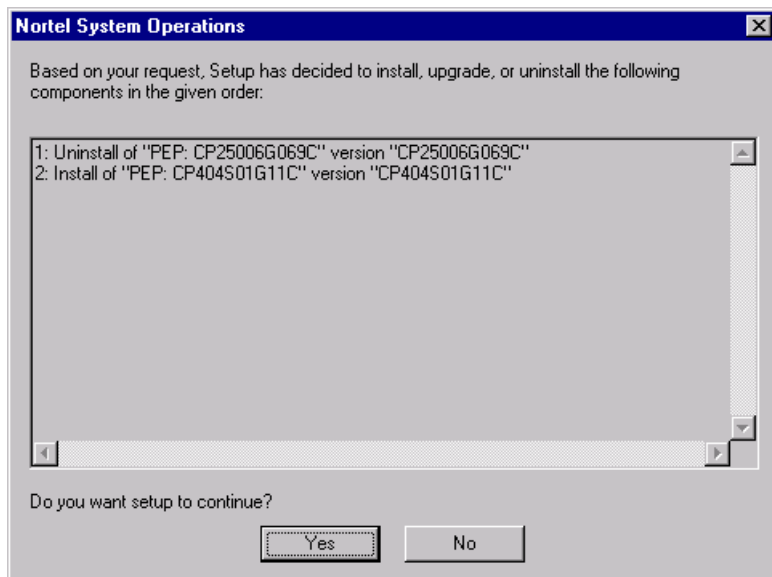
If the previous version of CallPilot Manager was registered in DMI, then you will be prompted to deregister the previous version of CallPilot Manager.
6. Click on the "Yes" button to proceed.

Wait for deregistration to complete.
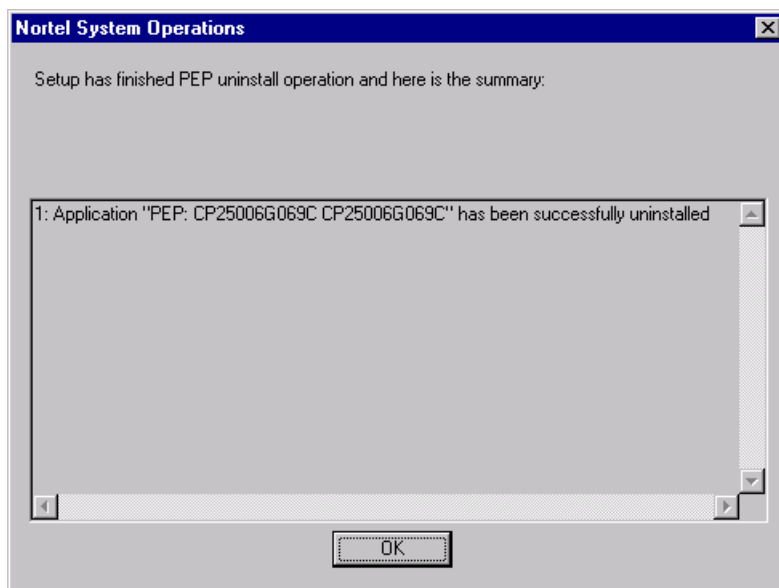
7. Click on the "OK" button to start the registration of CP404S01G11C.

Nortel System Operations

Setup is complete and here is the summary:

1: Install of "PEP: CP404S01G11C" was successful.

OK
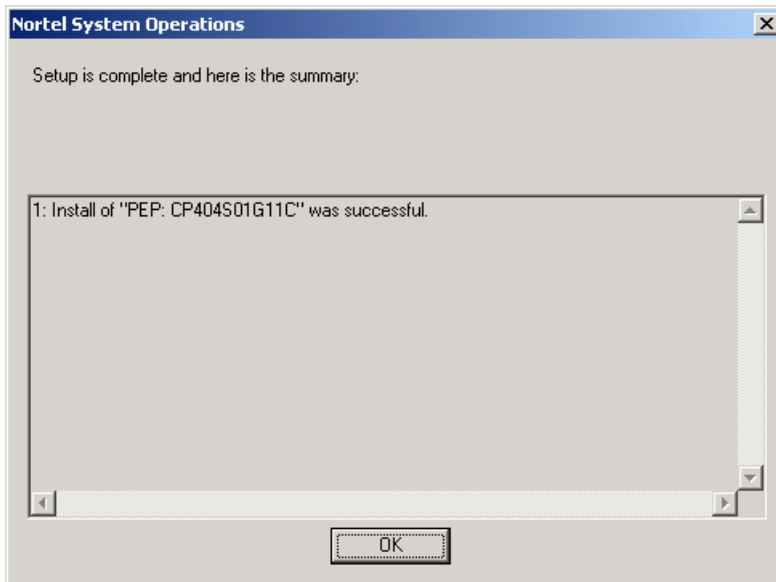
8. Wait for the DMI Viewer Registration to complete. Click on the "OK" button.

The final reboot

You will be prompt to reboot the CallPilot server.

Nortel System Operations

In order for the changes to come into effect, setup must reboot the system. Reboot now?

Yes   No
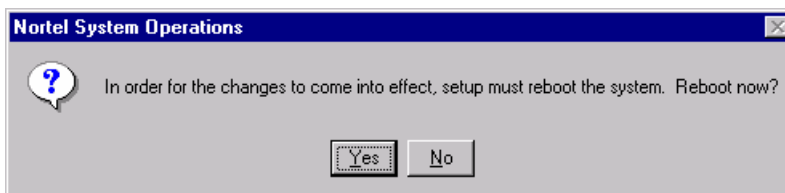
1. Click "Yes" to restart the CallPilot Server.

2. After rebooting, delete the CP25006SU02S and CP404S01G11C folders from D:\TEMP directory

CallPilot 2.50 Service Update 2 (CP25006SU02S) replaces the following PEPs:

- CP25006G001S
- CP25006G002S
- CP25006G003S
- CP25006G004S
- CP25006G006S
- CP25006G007S
- CP25006G008S
- CP25006G009S
- CP25006G010S
- CP25006G011S
- CP25006G012S
- CP25006G013S
- CP25006G015S
- CP25006G016S
- CP25006G017S
- CP25006G018S
- CP25006G019S
- CP25006G020S
- CP25006G023S
- CP25006G024S
- CP25006G026S
- CP25006G027S
- CP25006G028S
- CP25006G029S
- CP25006G030S
- CP25006G031S
- CP25006G033S
- CP25006G034S
- CP25006G036S
- CP25006G040S
- CP25006G041S
- CP25006G043S
- CP25006G044S
- CP25006G045S
- CP25006G048S
- CP25006G049S
- CP25006G051S
- CP25006G052S
- CP25006G054S
- CP25006G055S
- CP25006G056S
- CP25006G057S
- CP25006G063S
- CP25006SU01S
- CP250S01G01S

The replaced PEPs will be automatically uninstalled when CP25006SU02S is installed.

Uninstall:

Go to Start>Programs>CallPilot>System Utilities>PEP Maintenance Utility.
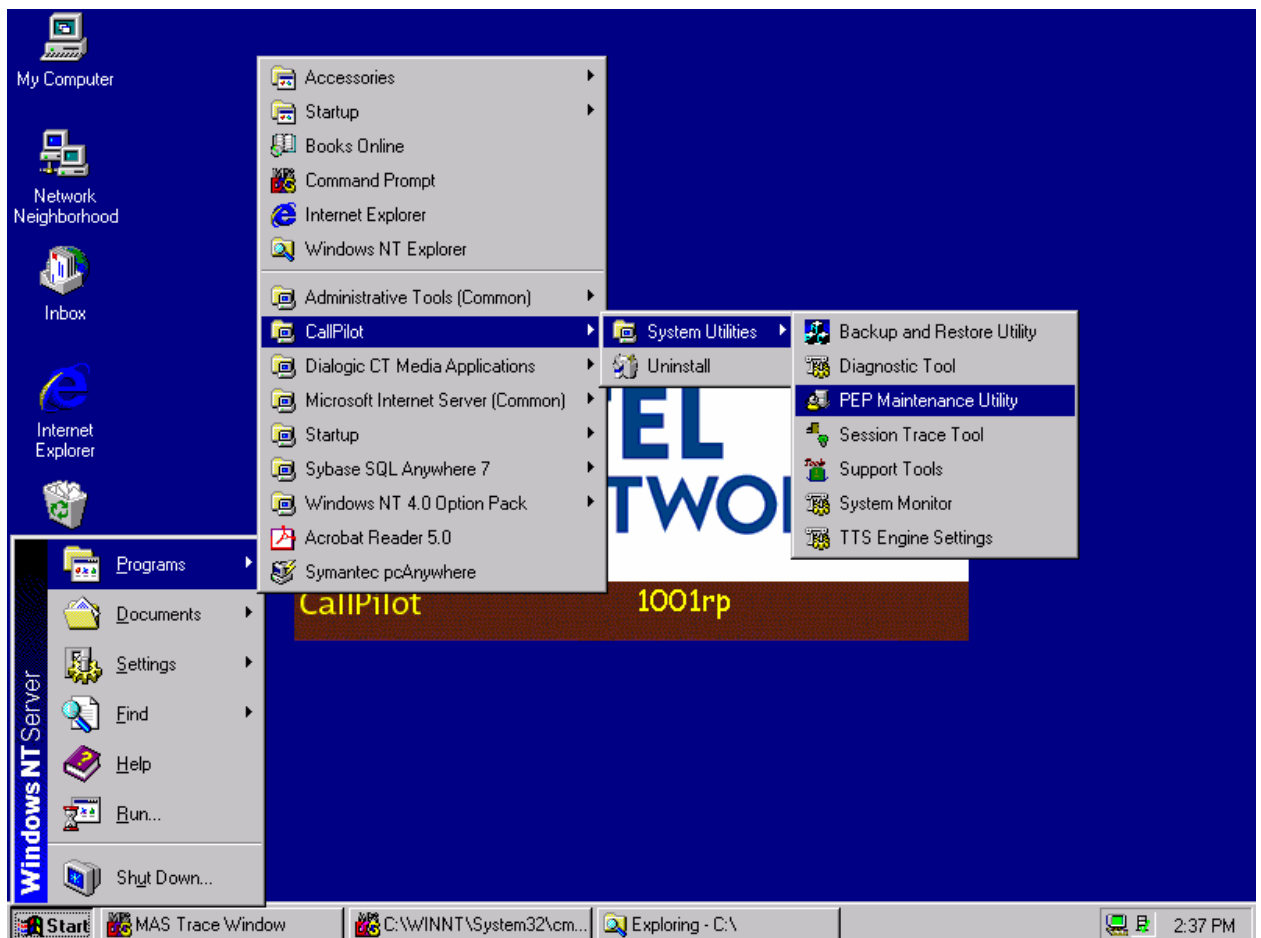
The DMI Viewer starts.
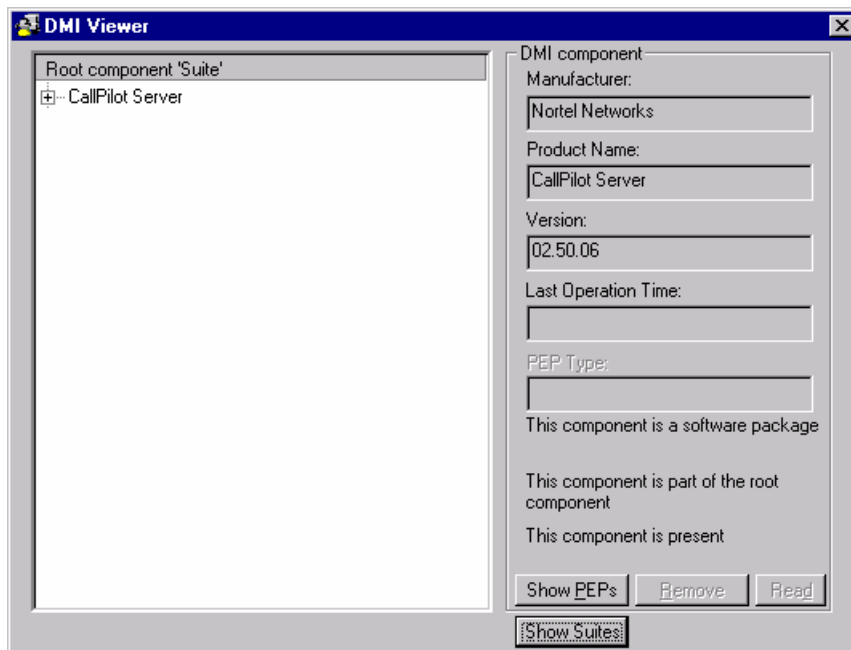
Click on the "Show PEPs" button.
DMI Viewer shows all PEPs installed on the CallPilot Server.
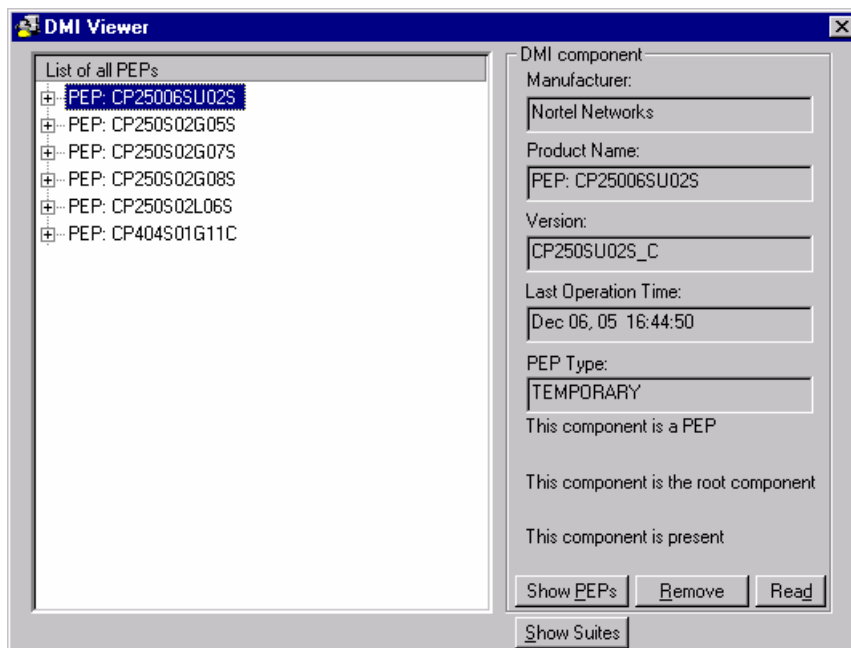
Select all of the PEPs you want to uninstall, and click Remove.
(For example: CP25006SU02S).
 The "DMI Viewer Uninstall request" window will be appeared.
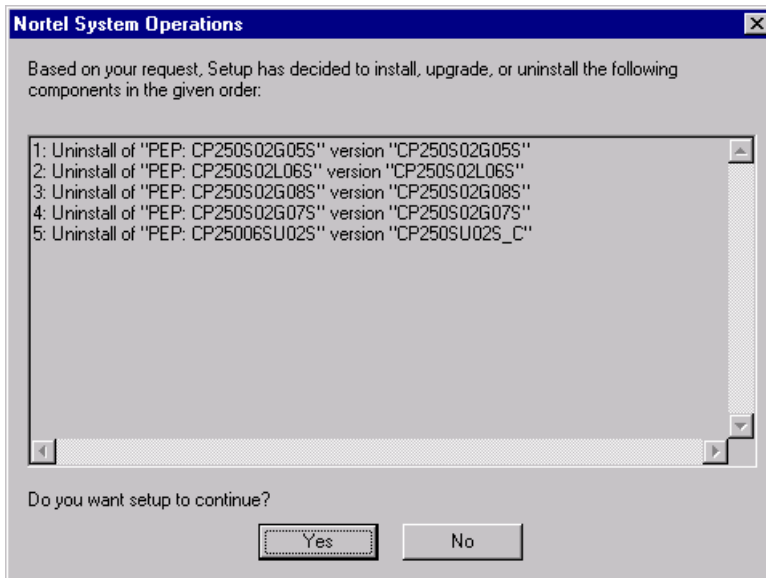
You will be prompted to uninstall the SU02 and all PEPs on top of SU02.
Click on the "Yes" button.

The DMI Viewer will start to uninstall SU02 and all PEPs on top of SU02.
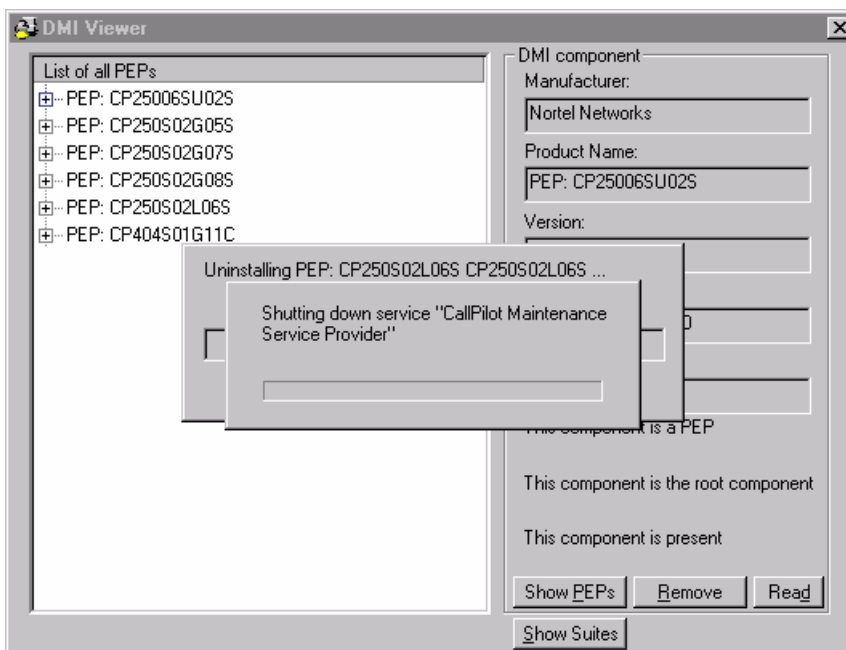
Setup starts uninstalling PEPs and CP25006SU02S. Wait while the uninstall process completes.
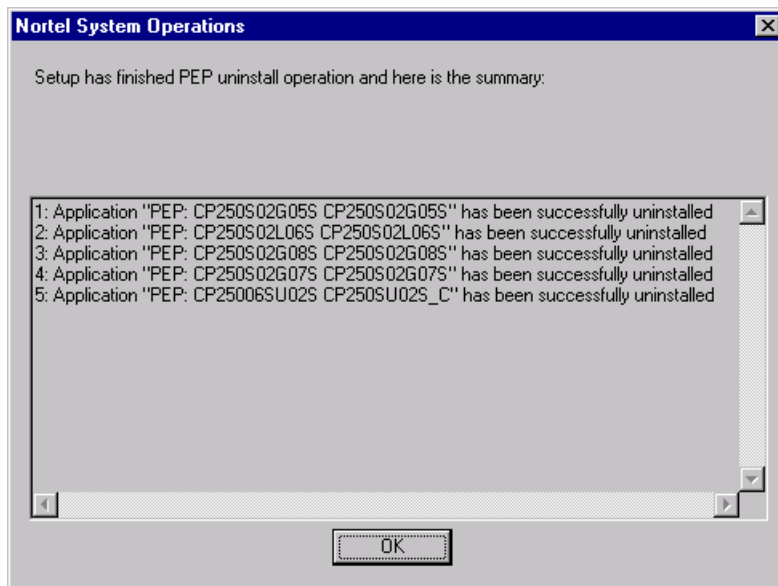
A window will appear with the status of the uninstall operation.
Click on the "OK" button to continue.

You will be prompt to reboot.

Click on the "OK" button to reboot the CallPilot server.

List of Fixes and Enhancements included in Service Update 2:

The following fixes and enhancements are addressed with CP25006SU02S:

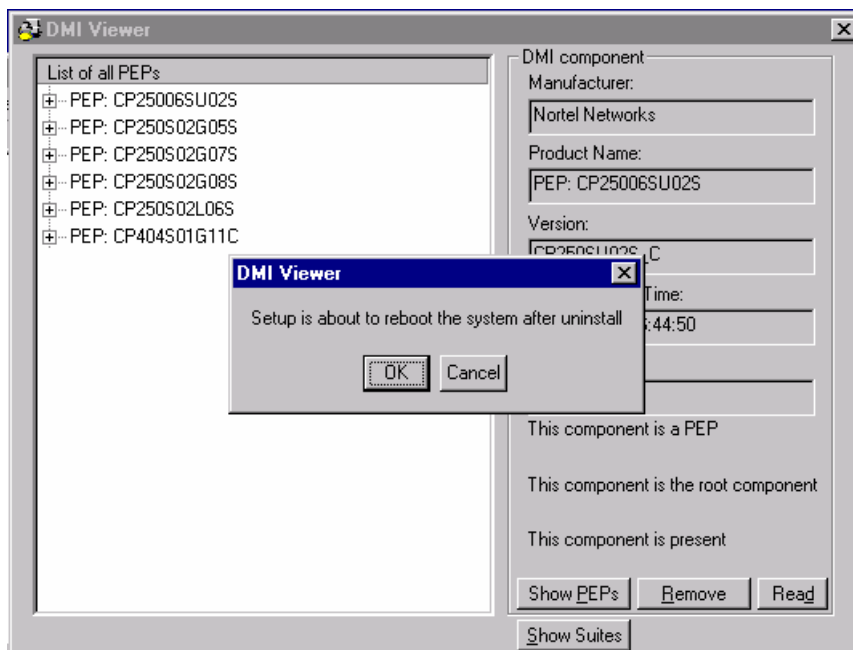| CR	Title
Q00373173	Call Sender allows calls to restricted DN.
Q00374086	Rolm - Delay in speech path after Thru-Dial from CallPilot to extensions.
Q00376754	Backup/Restore Utility occasionally fails to function after an upgrade
Q00376757	A-Style - Invalid options offered in Greetings menu
Q00377870	Prompt error with SAM and Deleted Email Message
Q00379821	Rolm - 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
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	Rolm - TAPI crashes causing the system to stop processing calls
Q00852830	Rolm - Prompts plays twice on Transfers
Q00853207	Pause characters is not handled properly by CallPilot
Q00853626	Rolm UI needed to change Rolm switch type in config wizard.
Q00854525	Rolm Plays prompts twice on Rolm Connectivities.
Q00855020	CPManager locks accessing Performance Monitor
Q00858616	Rolm 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	CP 2.02: memory leak in the nmimap process
Q00907505	Remote Notification failure to digital pager after upgrade from 1.07
Q00907891	CPCA: Critical issue: 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