

This package contains: CPDSKPEP001S

Version 1.2 Date: Nov 5/2007

1. PEP Number: CPDSKPEP001S Version 1.2

2. Problem Description

The intent of this PEP is to free up disk space on C: drive prior to installing PEP CPSECPEPSP2S

This PEP can be applied on CallPilot 3.0 or 4.0 and 201i, 703t or 1002rp platform. It will need 1.5 GB ~ 2.0 GB free disk on D drive. Installation can take up to 50 minutes.

Less time is needed if anti-virus software is temporarily disabled during installation. This PEP may be installed remotely using pcAnywhere or Remote Desktop, and it requires a reboot at the end.

3. Solution

This PEP

- 1). Moves i386 folder to D:\ and sets registry value SourcePath
- 2). Moves ServicePackFiles folder to D:\ and sets registry values ServicePackSourcePath / ServicePackCachePath pair
- 3). Compresses d:\windows

4. List of CRs that are fixed by this PEP

Q01691859 - Free Up space on C drive

5. Pre-installation notes

- a). Make sure you are installing this PEP on a CallPilot 3.0 or 4.0 server
- b). Make sure the CallPilot server is fully booted before beginning PEP installation.

Stop any other applications running on the local console, including all support tools and the CallPilot PEP Maintenance Utility (DMI Viewer).

- c). Disable any active anti-virus software active on the server prior to installing this PEP. (This makes the PEP install faster.) As a precaution, it's recommended the CLAN connection be disconnected prior to disabling the anti-virus software.
- d). Ensure the system has sufficient disk-space available to install this PEP. If needed, remove any unnecessary files and folders in the c:\temp or d:\temp folders.

If an error occurs while attempting to remove a particular file, ignore the error, but try to remove as many files and folders as possible in the temp folder. It is possible that the file is being used by Windows. Note: do not remove the c:\temp and d:\temp, and D:\TEMP\CPDSKPEP001S folders. Once you have finished cleaning up, empty the recycle bin.

- e). Ensure there is a recent backup available prior to installing this PEP. 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.

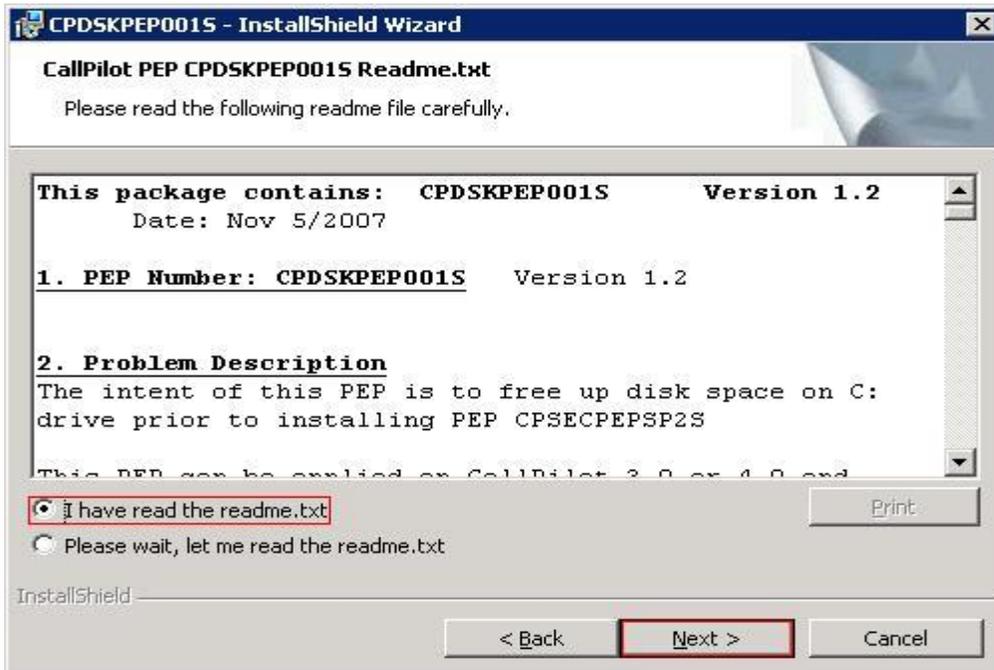
6. Installing the PEP

a). Begin installation by double-clicking on CPDSKPEP001S.msi

NOTE: If you run the MSI from a network location (e.g. a shared network drive), you will get an "Open File - Security Warning" window asking that "Are you sure you want to run this software?" just click on the Run button to run it.



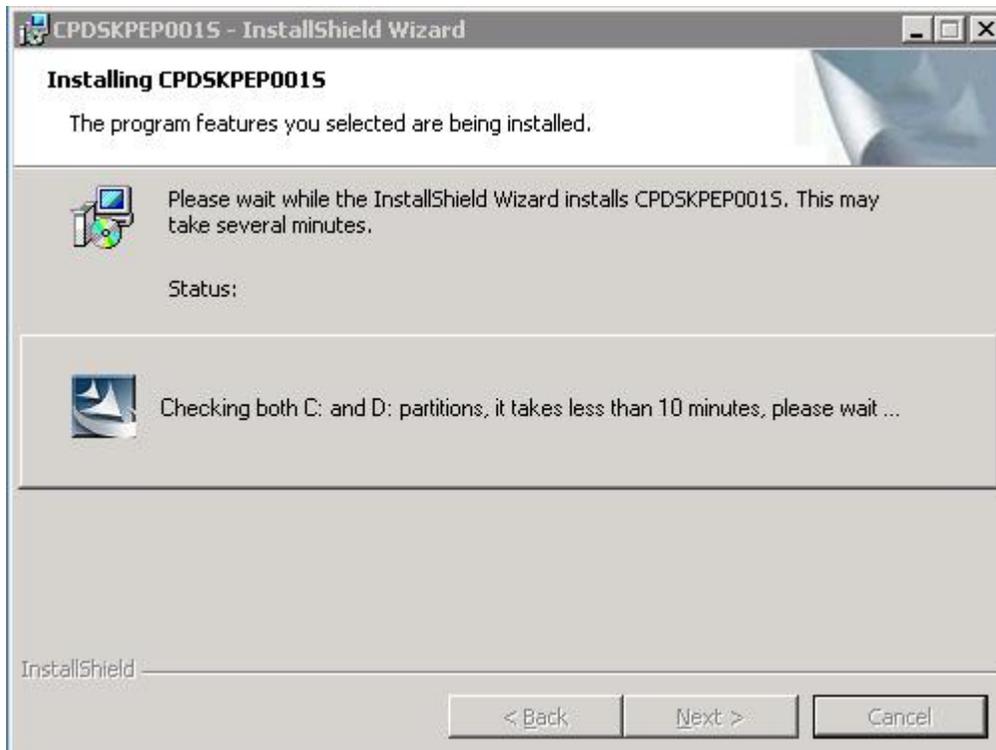
b). Click on Next button on window "Welcome to the InstallShield Wizard for CPDSKPEP001S" and continue on to the Readme window.



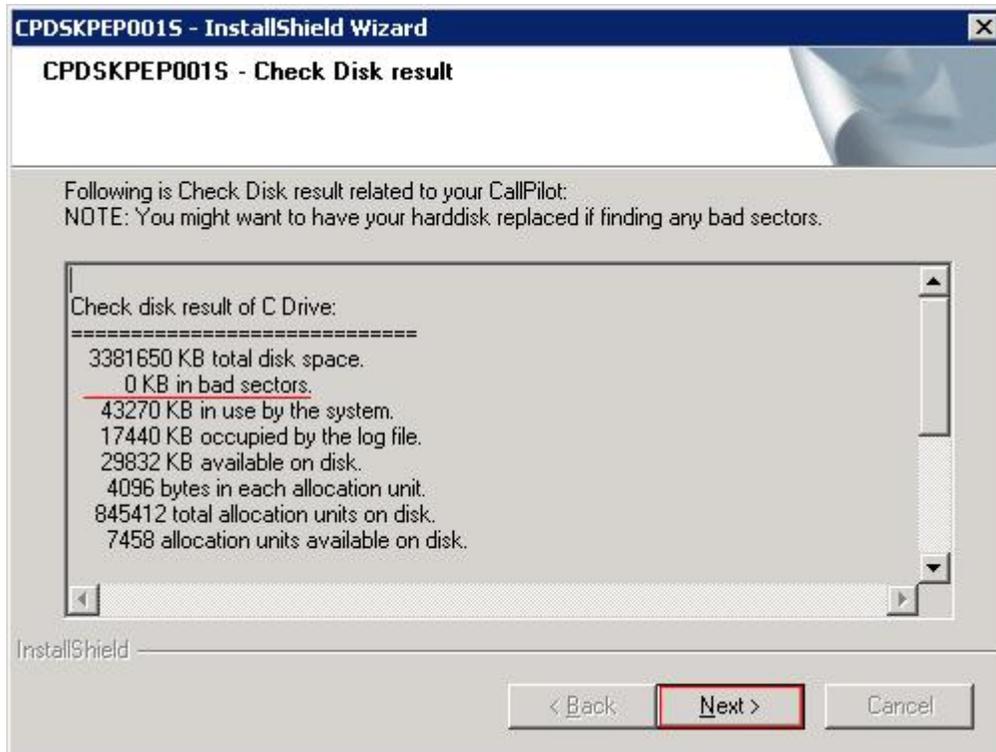
After reading through the readme, select Radio Button "I have read the readme.txt" and click on Next button.



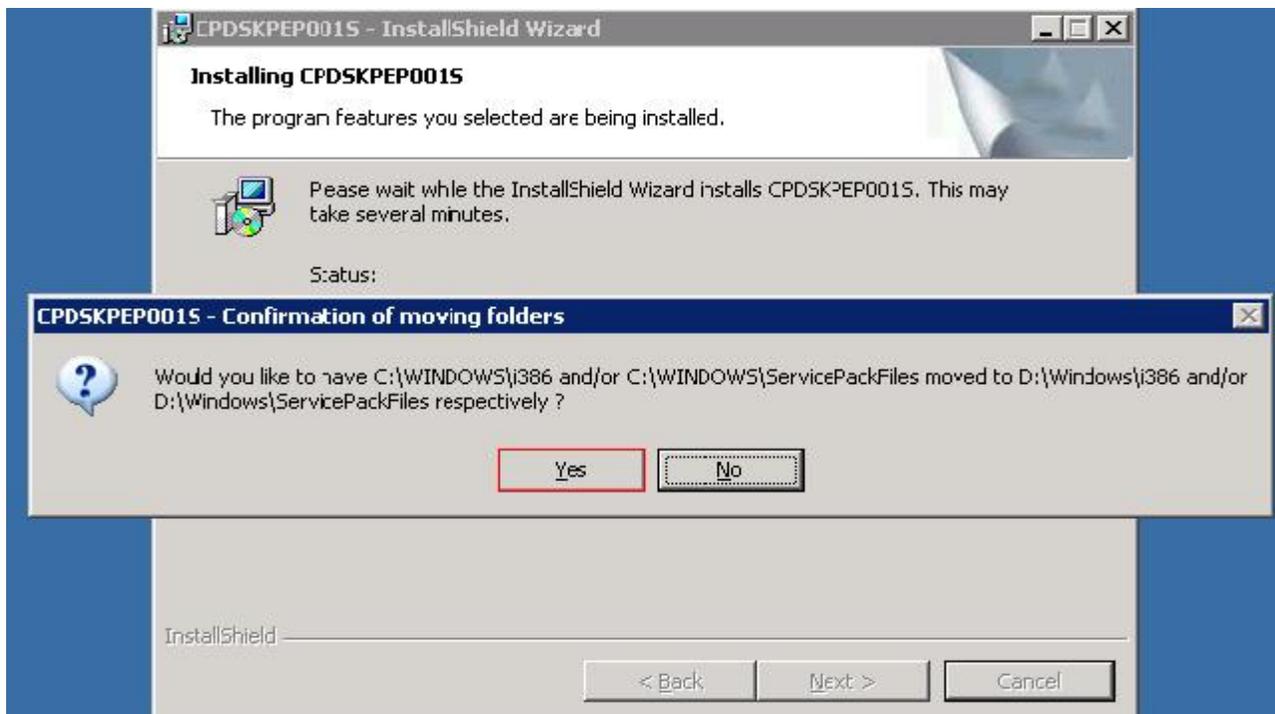
On next window "Ready to install the Program", click on Install button to install.



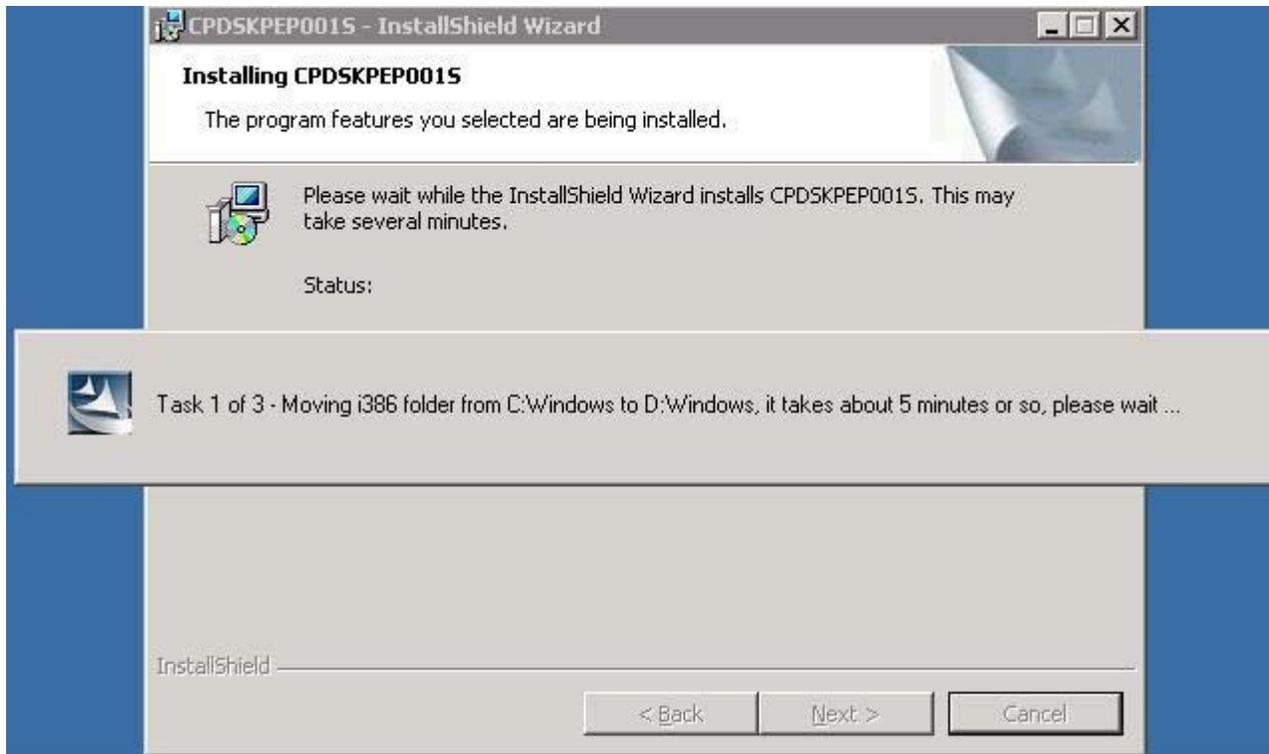
c). PEP will do a check disk (chkdsk) on the system at this point,



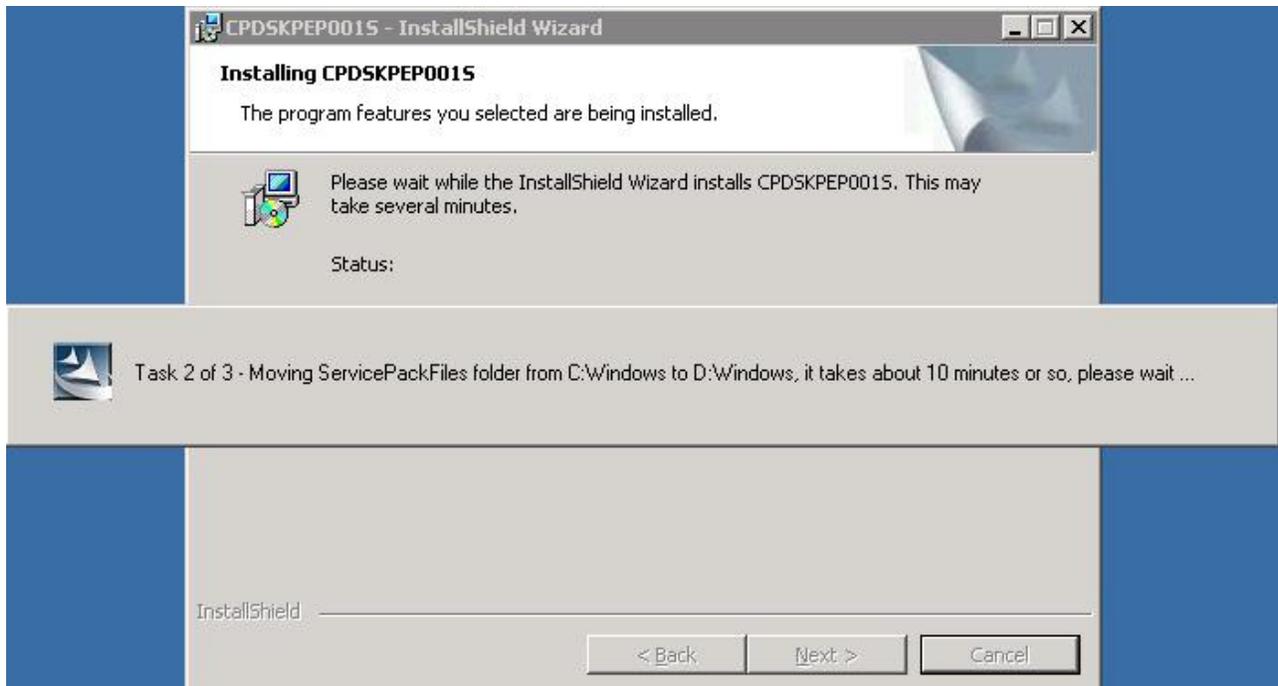
and you will get a window with the summary of the checking disk result, click on Next button to continue.



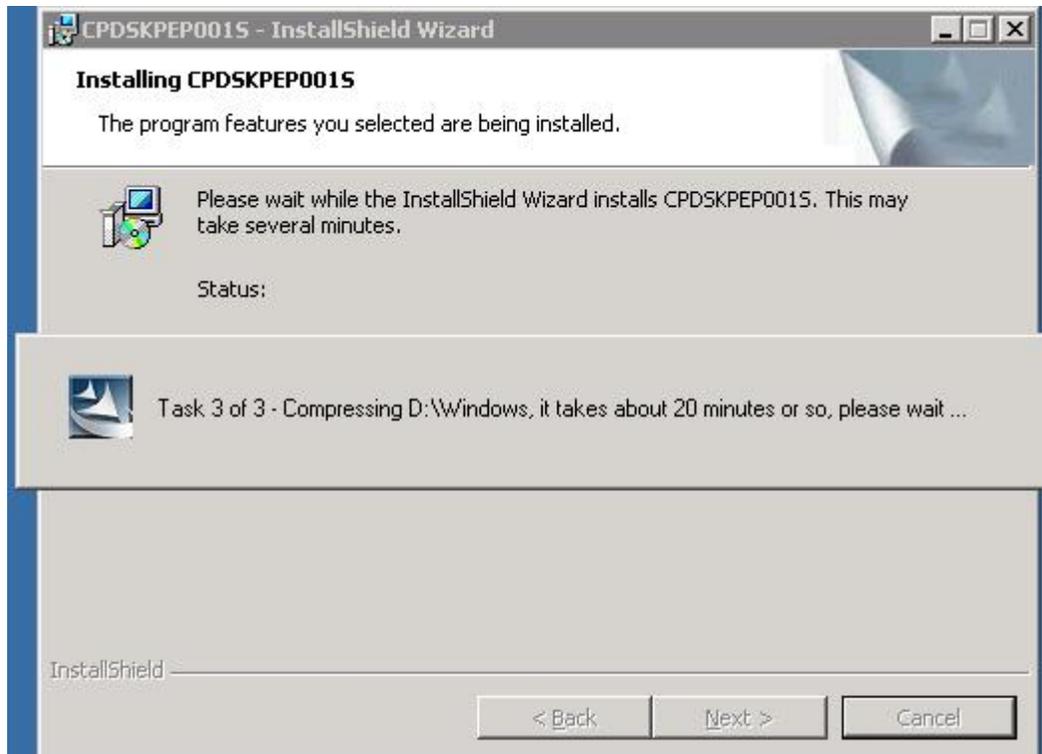
d). In the Confirmation window "Would you like to have C:\Windows\i386* and/or C:\Windows\ServicePackFiles moved to D:\Windows\i386 and/or D:\Windows\ServicePackFiles respectively?", click YES if you consent to have the folders moved.



Task 1 of 3.....

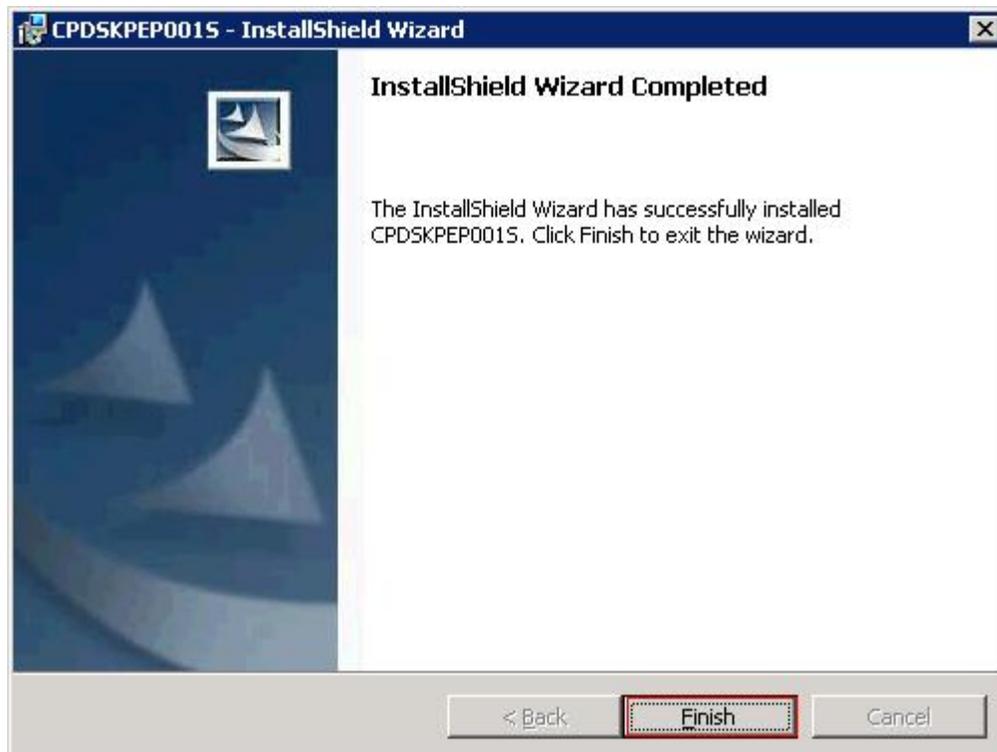


Task 2 of 3.....

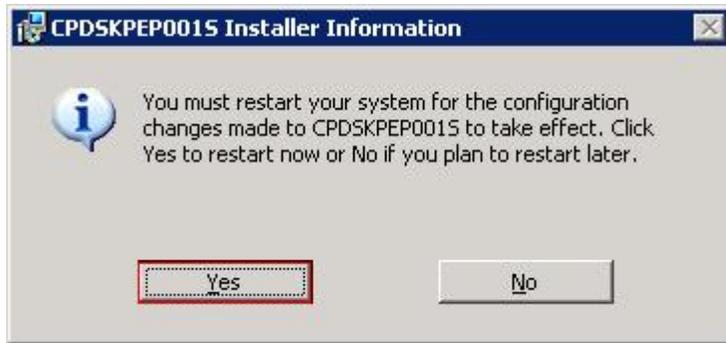


Task 3 of 3.....

You will see screens above during PEP moving /compressing files and folders



e). When the PEP installation is complete, a window will be displayed with the title "InstallShield Wizard Completed". Click on the Finish button to exit the wizard,



and then you will be prompted for option Yes to restart the server now and No to restart at a later time. You need a reboot to make the configuration changes to take effect.

Note: Do not reboot the system until the PEP installation is finished, otherwise the PEP may not be properly registered on the server.

f). If anti-virus software was disabled, check to ensure it is now enabled. Note that it must be properly configured to scan "incoming" files only. See the bulletin on configuring anti-virus software for CallPilot.

7. Installation Log

File "SecPEP.log" in the root folder of the system drive will contain a log of the actions performed during PEP installation. In addition, a note will be added to the file "os_ver.txt", also in the root folder of the system drive.

8. PEP Uninstall

Due to the nature of this PEP, it cannot be uninstalled. Once applied, if removed from DMIViewer, only the references to PEP CPDSKPEP001S in both DMIViewer and Windows Add/Remove Programs will be removed. Installation folder CPDSKPEP001S under D:\TEMP will also be removed.

9. PEP Reinstallation

Due to the nature of this PEP, it cannot be reinstalled. You will find a installation error in SecPEP.log saying that "Neither C:\WINDOWS\i386* nor C:\WINDOWS\ServicePackFiles exists." since they had been moved during the initial install.

10. Special installation instructions for Opware:

Public property "CONSENTOFMOVING=YES" is needed for PEP to be installed in non-passive mode via Opware. The default value of CONSENTOFMOVING is NO in the following cases

- a). No such property shows up as command line parameter
- b). Non-YES value is passed in to Windows Installer via the property.

Sample code for this PEP to be able to install in non-passive mode:
`Msiexec /I <PATH_TO_MSI_PEP>CPDSKPEP001S.msi /qn CONSENTOFMOVING=YES`