

1. PEP Number: CPSECPEPSP2S Version 2.0

2. Problem Description

This package contains Windows Server 2003 Service Pack 2 to be installed on a CallPilot 3.0, 4.0 or 5.0 server*. It is intended for installation on a system that has Service Pack 1 installed.

CPSECPEPSP2S requires PEP CPDSKPEP001S to be installed first as a prerequisite if your platform is 201i, 703t or 1002rp and CallPilot release is 3.0 or 4.0.

Installation can take up to 80 minutes depending on your platform and CallPilot release. Less time is needed if anti-virus software is temporarily disabled during installation. This PEP may be installed remotely using PCAnywhere or Remote Desktop.

*NOTE: As of May 12 2008 PEP CPSECPEPSP2S has been certified for installation on CP5 HA systems.
It has not been certified on CallPilot 4 JITC Hardened systems.

3. List of CRs that are fixed by this PEP

- Q01637569 - Receiving numerous event 59 and 32 in system log
- Q01688665 - Requesting support of SP2 with WIN2003 servers as it relates to CP4 & CP5
- Q01746858 - CPSECPEPSP2S should replace completely CPSECPEP007S
- Q01344486 - Cannot access CDROM after installing CP303SECSP1S 201i
- Q01827110 - Unable to install CPSECPEPSP2S
- Q01826873 - SECPEP readme modification request

4. Pre-installation notes

- a). 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.
- b) CPSECPEPSP2S requires PEP CPDSKPEP001S to be installed first as a prerequisite if your platform is 201i, 703t or 1002rp and CallPilot release is 3.0 or 4.0.
- c). Make sure you are installing this PEP on a CallPilot 3.0, 4.0 or 5.0 server

This PEP replaces the following PEP if applicable:

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- CP300SEC002S
 - CP303SEC003S
 - CP303SEC004S
 - CP303SEC005S
 - CP404SEC003S
 - CP404SEC004S
 - CP404SEC005S
 - CPSECPEP006S
 - CPSECPEP007S
 - CP303SECSP1S

The replaced PEPs will be automatically removed from DMI Viewer when CPSECPEPSP2S is installed.

NOTE: CPSECPEPSP2S co-exists in DMI Viewer with any future release of security PEPs (CPSECPEP008S, CPSECPEP009S etc), unless specified in the readme file.

d). 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).

e). 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.

f). Ensure the system has sufficient disk-space available to install this PEP. The minimum free disk space required on C: is 1.40 GB for 201i platform, 1.95 GB for platforms other than 201i, and free disk space required on D: is 0.9 GB. If required, use the following steps to increase free disk space:

-If you set the User Environment Variable TMP (Start -> Control Panel -> System -> Advanced -> Environment Variables) to D:\TEMP\TMP, this will cause the CPSECPEPSP2S installer to unpack its files onto the D: drive instead of to the default temp folder (C:\Documents And Settings\Administrator\Local Settings\Temp). These actions will reduce the space on C: drive needed during the CPSECPEPSP2S install by 400 MB.

-Verify there is no unsupported 3rd party software loaded on the CallPilot Server.

-If Anti-Virus is installed, verify it is installed per Anti-Virus Bulletin P-2007-0101-Global.

-Clean any unnecessary files and/or folders off the desktop. Once you have finished cleaning up, empty the recycle bin.

-Excessive space may be consumed by other Users. To find large files that are private to other users, using Windows Explorer, select C:\Documents And Settings, then click Search. Do not fill in any file name pattern, and click the "Search" button. This will display all files and folders that exist under this folder. Sort by size. If there are any large files shown, decide if they are needed. Delete them or move them to another partition. Do not delete or move small files or shortcuts. Once you have finished cleaning up, empty the Recycle Bin.

- Delete hotfix uninstall folders C:\Windows\%NTUninstallKBnnnnnn% (where nnnnnn is the Microsoft Knowledge Base article number). Once you have finished cleaning up, empty the Recycle Bin.

For example: C:\Windows\%NTUninstallKB913580%

Note: Folder KB931836 must remain on the system. Do not delete this folder.

-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, continue to remove as many other files and folders as possible in the temp folder.

Note: do not remove the c:\temp and d:\temp, and D:\TEMP\CPSECPEPSP2S folders themselves. Once you have finished cleaning up, empty the recycle bin.

-If there is not enough disk space available on C: drive, please install CPDSKPEP001S. It will recover about 850MB on C: drive.

-If needed, use Windows Disk Cleanup utility to compress old files to save disk space: Click Start->Programs->Accessories->System Tools->Disk Cleanup
Highlight C: drive and click OK, Disk Cleanup will analyze C: to determine the amount of space that can be freed. Select [Compress Old Files] in the Description section of the window. [Compress Old Files] is the only item which should be selected. De-select any other items, even if they were selected by default. Click OK and Yes to begin the disk cleanup process.

-If, after following the above steps, there is still not enough disk space available, CallPilot Manager can be removed prior to installing CPSECPEPSP2S and then re-installed. This uninstall/reinstall will temporarily free up 46MB on the C: drive and 76MB on the D: drive. Follow CallPilot Manger read-me file for un-install and re-install instructions.

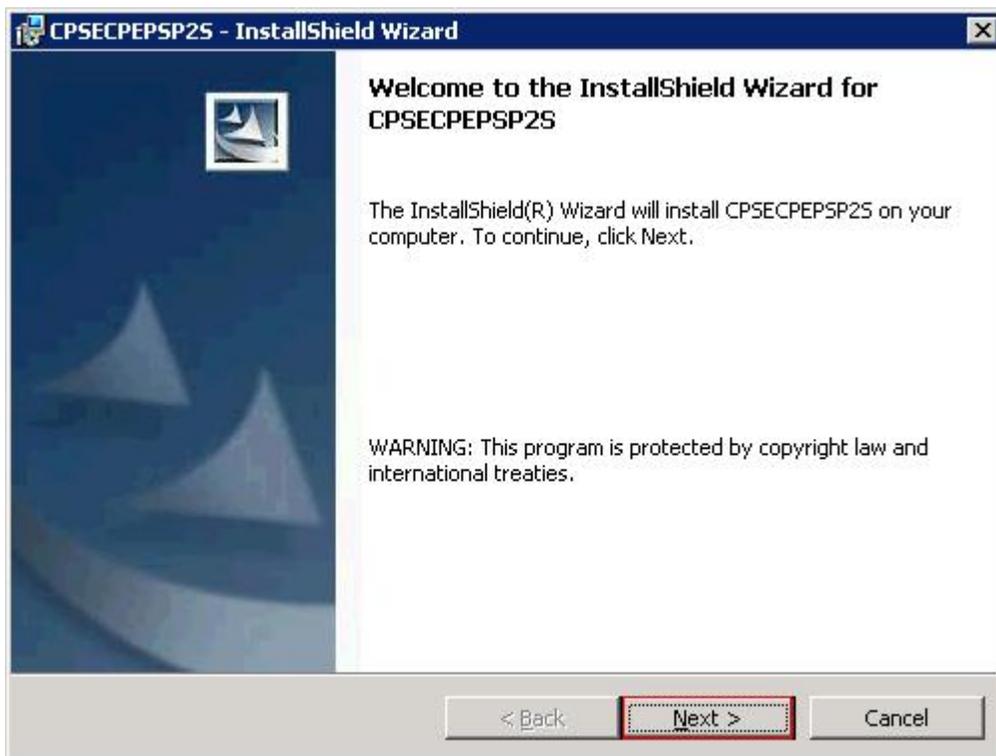
- If the above actions do not free up enough disk space a case can be opened to investigate the space issue on a per site basis.

Known Issue: During installation of this PEP you may encounter following error: "Error 1718 <File_Name> was rejected by Digital Signature Policy". Installation of Microsoft hotfix KB925336 will resolve this issue. Please refer <http://support.microsoft.com/kb/925336/en-us/> link for details.

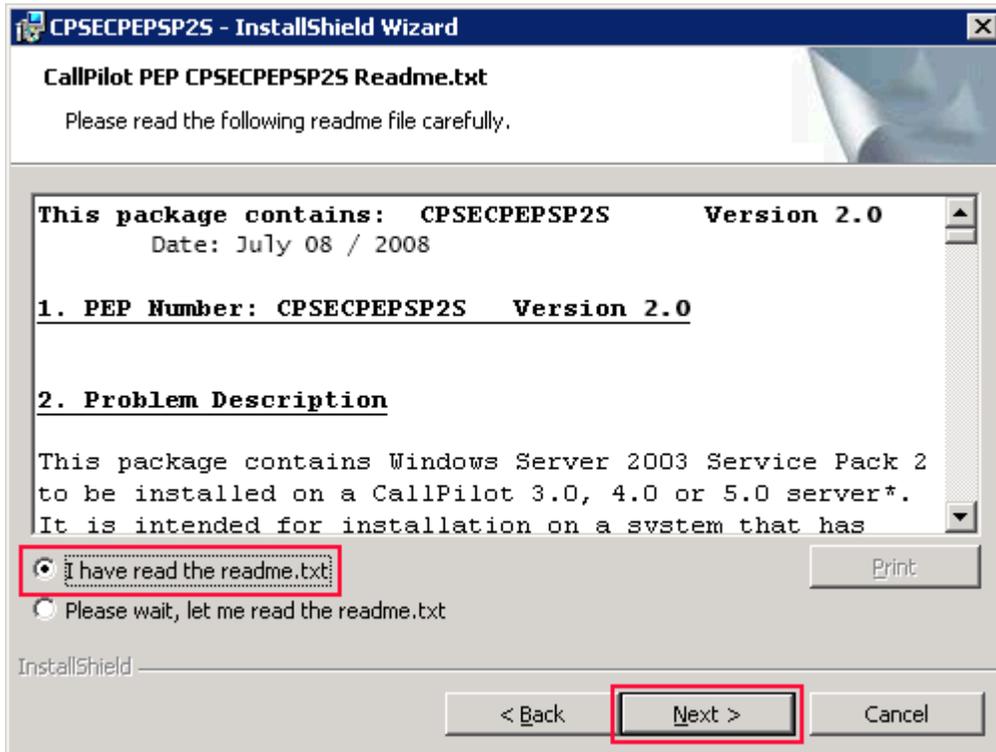
5. Installing the PEP

a). Begin installation by double-clicking on CPSECPEPSP2S.msi

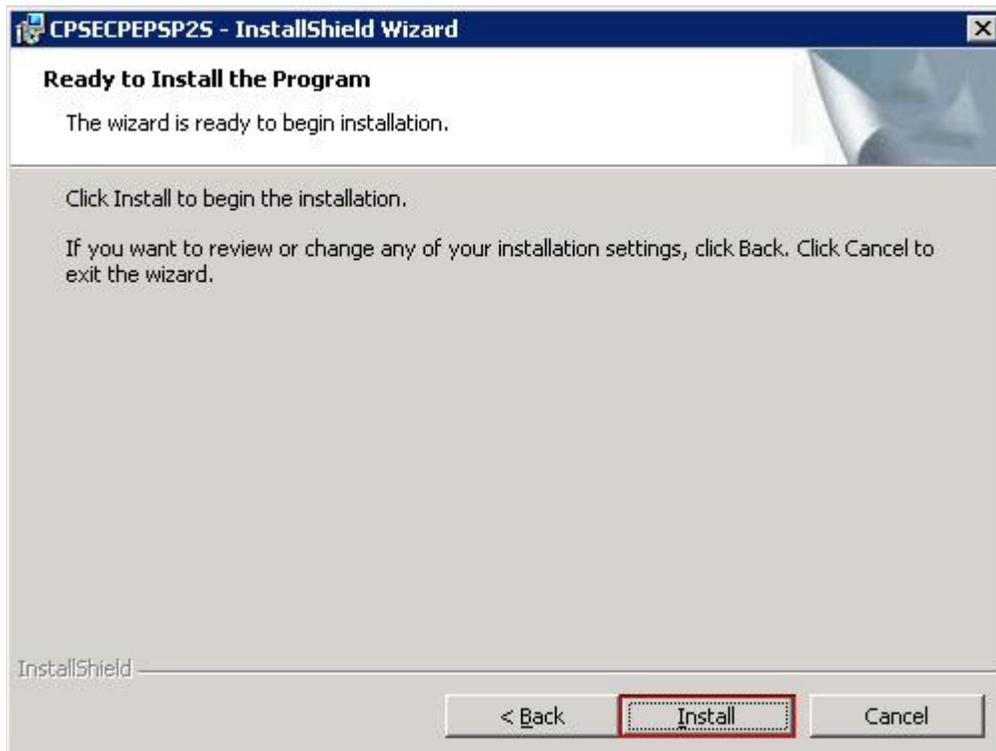
NOTE: If you run the MSI from a network location (e.g. a shared network drive), you will get an "Open File - Security Warning" window asking that "Are you sure you want to run this software?" just click on the Run button to run it.



b). Click on Next button on window "Welcome to the InstallShield Wizard for CPSECPEPSP2S" and continue on to the Readme window.

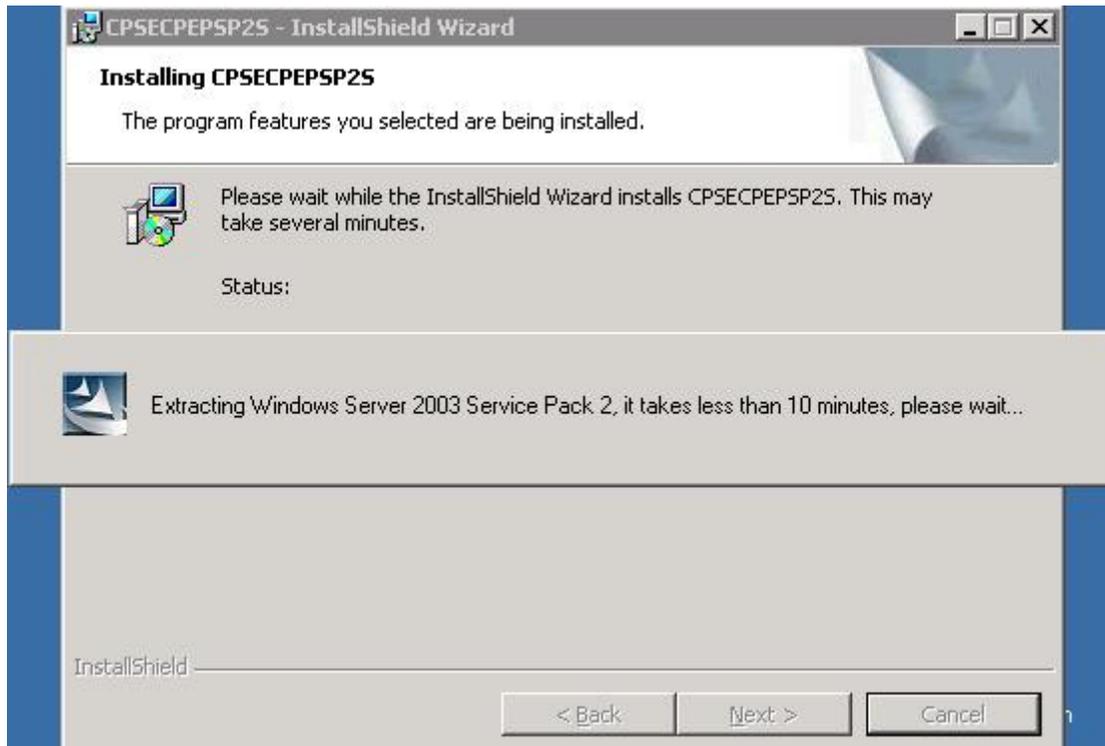
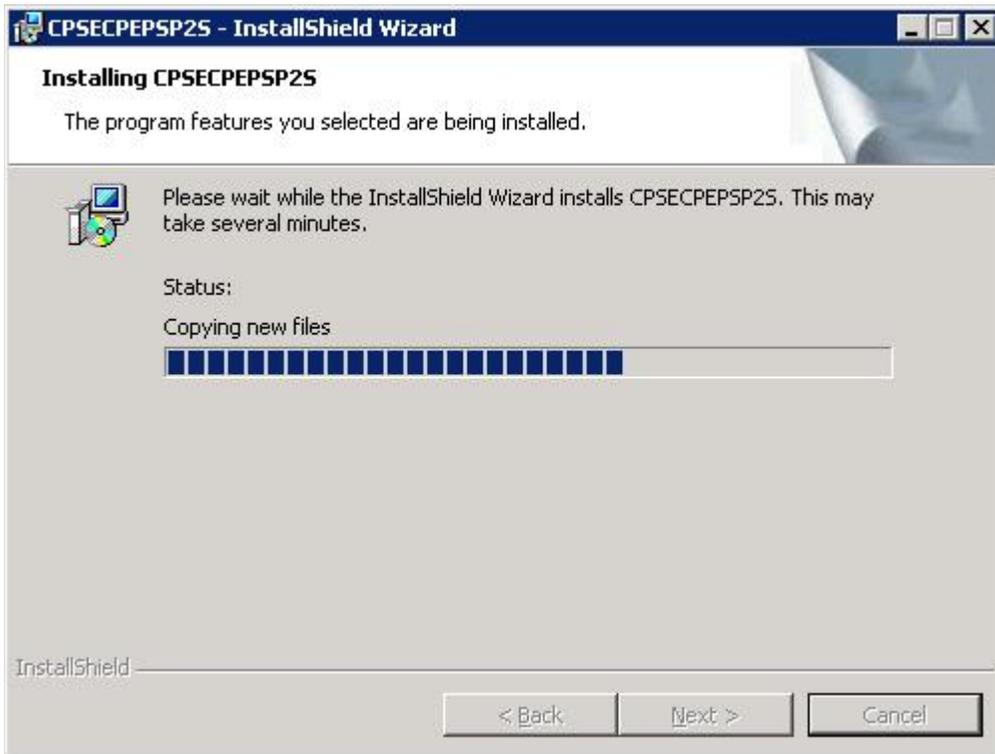


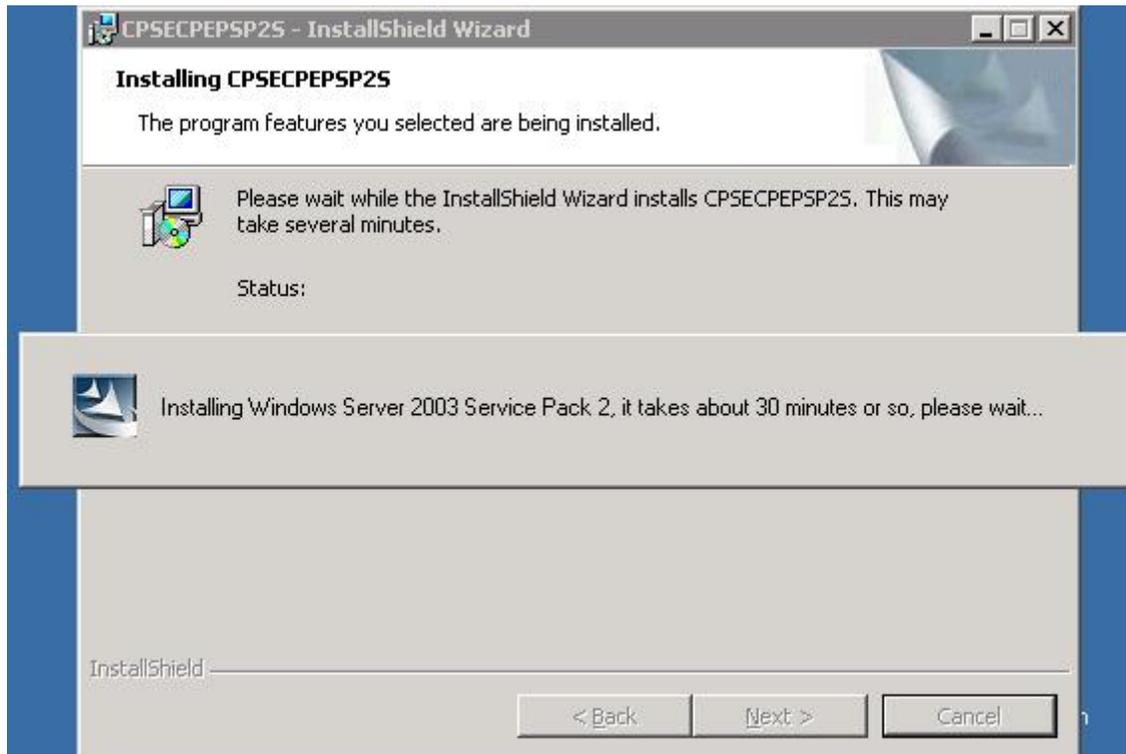
After reading through the readme, select Radio Button "I have read the readme.txt" and click on Next button.



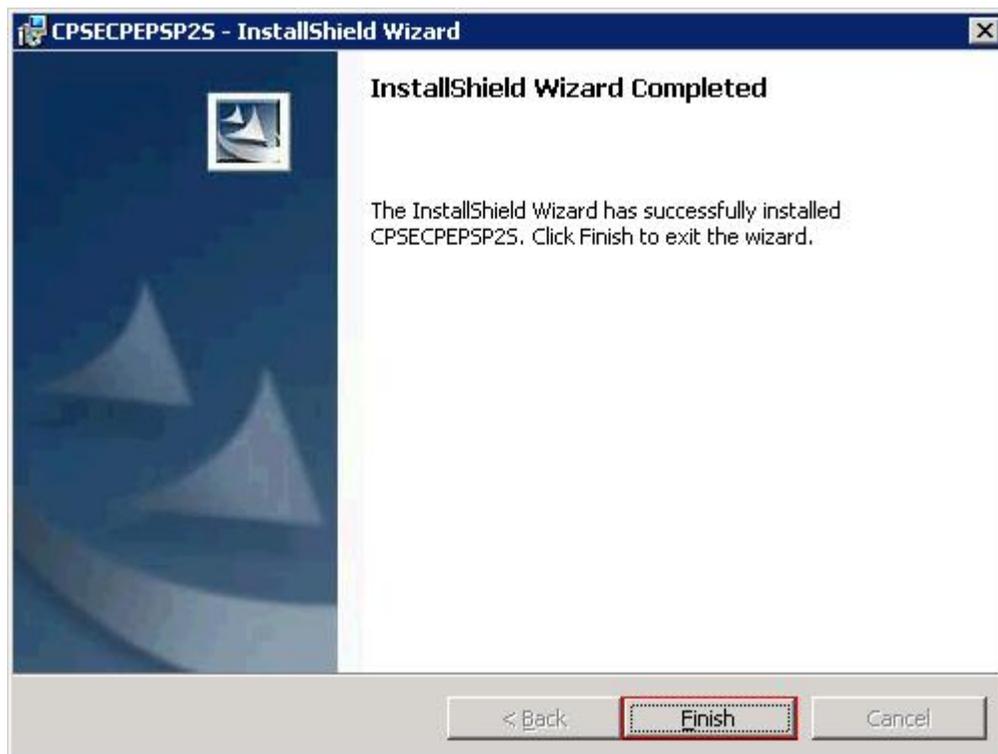
On next window "Ready to install the Program", click on Install button to install. Note: Total time required will be about 50 minutes depending on your platform and CallPilot release, plus the time to reboot into service.

Note: This PEP automatically installs Windows Server 2003 Service Pack 2. Do not close any windows or the PEP might not install successfully.

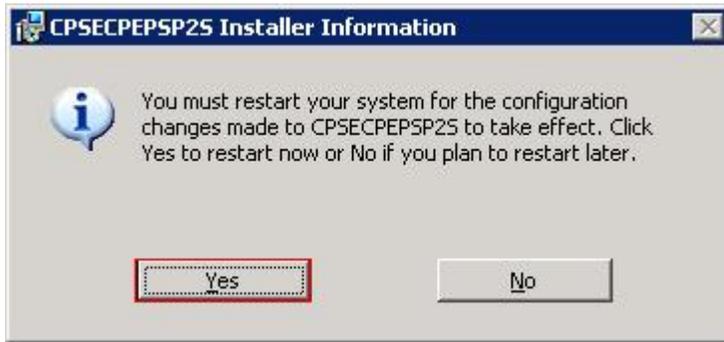




You will see these screens during install.



c). 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.

d). 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.

6. 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.

7. PEP Uninstall

Due to the nature of this PEP, it cannot be uninstalled. Once applied, if removed from DMIViewer, only the references to PEP CPSECPEPSP2S in both DMIViewer and Windows Add/Remove Programs will be removed. Installation folder CPSECPEPSP2S under D:\TEMP will also be removed.

8. PEP Reinstallation

If required, this PEP may be installed again without any problem. Rerunning the PEP will reapply hotfixes and other configuration changes. If the PEP is not already in the PEP Utility (DMI Viewer), the PEP entry will be added when the PEP is reinstalled. If the PEP is already listed in the CallPilot PEP Utility (DMIViewer), it will not be added again to this utility.

NOTE: Reinstallation could be a problem if target system is a 201i running CallPilot release 3.0 or 4.0 with a hard disk capacity 9 GB or less. This is because there is simply no enough free disk space left on C: to get reinstallation started.

9. Special installation instructions for Opsware:

Nothing is special for installing this PEP via Opsware.