



CallPilot Release 3.0 Service Update 2

Date: 14 June 2006

Service Update 2 for CallPilot 3.0

Description:

This package contains Service Update 2 (SU02) and all General Available CallPilot 3.0 PEPs required to be installed on a server that has been installed with, or upgraded to CallPilot 3.0 (build 03.03.06.02).

CP30306SU02S CallPilot Server Software CP3.0 SU02:

This package includes all CallPilot 3.0 PEPs (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.

CP30306SU02S now becomes a prerequisite for installing all future PEPs on CP3.0 until the introduction of SU03.

Important

It is recommended that all Application Builder Clients be upgraded to version 04.04.04.04 using PEP CP404S02G05A. Application Builder version 04.04.04.04 is compatible with CallPilot 3.0 SU02 and later.

It is recommended that all CallPilot Manager software be upgraded to version 04.04.04.10 using PEP CP404S02G08C. CallPilot Manager version 04.04.04.10 is compatible with CallPilot 3.0 SU02 and later.

It is recommended that all CallPilot Reporter software be upgraded to version 04.04.04.10 using PEP CP404S02G08C. CallPilot Reporter version 04.04.04.10 is compatible with CallPilot 3.0 SU02 and later.

PEPs for CallPilot Server (inside this package)

This SU contains all active Generally and Limited available CP3.0 SU02 PEPs released to date. These PEPs will be automatically installed with the installation of CP3.0 SU02.

General Available CP3.0 SU02 PEPs:

PEP Name	CR	Title
CP303S02G01S	Q01307621	Calls RNA/Event ID 1 SQLany Fatal Error Memory Exhausted

Limited Available CP3.0 SU02 PEPs:

PEP Name	CR	Title
CP303S02L04S	Q00776186	Server outage when saving application

For more details on the individual PEPs, please refer to the readme.txt file included with each PEP.

Installing SU02:

Please read this section in its entirety before proceeding.

PEP CP30306SU02S is intended to be installed on a CallPilot Server running CallPilot 3.0 software (build 03.03.06.02).

Note 1:

You must install both PEP CP30306SU02S and CallPilot Manager (CP404S02G08C 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 CP30306SU02S and CallPilot Manager (CP404S02G08C or later) on the CallPilot Server. You can use this document or the readme.txt file as a guide to install PEP CP30306SU02S and CallPilot Manager.

Note 2:

If you are using CallPilot Reporter, you must install the latest CallPilot 4.0 release Reporter version (PEP CP404S02G08C). If you are using the AppBuilder application, you must also install the latest CallPilot 4.0 release AppBuilder version (CP404S02G05A).

Note 3:

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

Note 4:

Before installing any PEP please ensure that there is no any DFD PEP (CP303DFDxyzS) installed on CallPilot Server. Any DFD PEP must be uninstalled before installing any regular PEP (General, Limited, Diagnostic, or Restricted). DFD PEP provides site-specific files and could have adverse affects if combined with other PEPs.

Please contact your next level of support before installing any other PEPs on the system with DFD PEP installed.

Note 5:

Once Cumulative PEP CP30306SU02S and CallPilot Manager have been installed on CallPilot Server, please remove all temporary SU and CP Manager files by deleting the CP30306U02S and CP404S02G08C folders from D:\TEMP directory. After that empty Recycle Bin.

Note 6:

PEPs that are in the Limited and Restricted status are removed during the installation of CP30306SU02S. The associated version of the limited or restricted PEP with CP30306SU02S will have to be installed once the installation of CP30306SU02S is complete.

GA Version	SU01 Version
CP303S01R04S	CP303S02R03S
CP303S01L06S	CP303S02L02S
CP303S01L12S	CP303S02L04S

This PEP installs Service Update 2 and the following PEPs on the following CallPilot platforms:

- Target platforms - 201i:
 - ✓ CP30306SU02S
 - ✓ CP303S02G01S

- Target platforms - 703t, 1002rp:
 - ✓ CP30306SU02S
 - ✓ CP303S02G01S
 - ✓ CP303S02L04S

Step by Step instructions for installing PEP CP30306SU02S and CallPilot Manager on the CallPilot Server:

The installation of PEP CP30306SU02S should take place from the D:\TEMP folder:

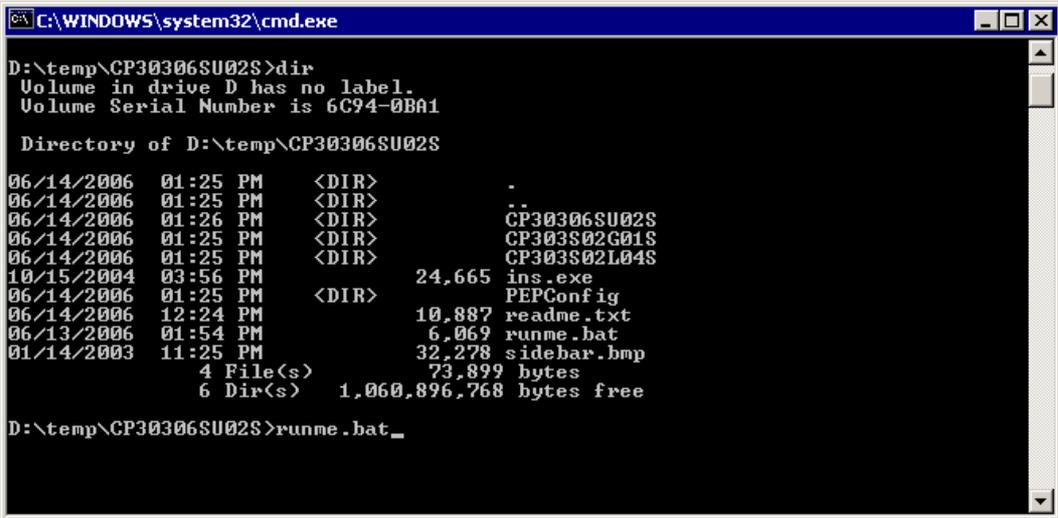
- If you are going to install SU02 using the Enterprise Solutions PEP Library (ESPL), then download CP30306SU02S.exe from ESPL and unzip the CP30306SU02S.exe to the D:\TEMP folder.

The installation of CallPilot Manager should take place from the D:\TEMP folder:

- If you are going to install CallPilot Manager using the Enterprise Solutions PEP Library (ESPL), then download CP404S02G08C.exe from ESPL and unzip the CP404S02G08C.exe to the D:\TEMP folder.

Installing PEP CP30306SU02S

1. Close all programs currently executed on the CallPilot server.
2. Open the command window and change the current folder to the D:\TEMP\CP30306SU02S folder.



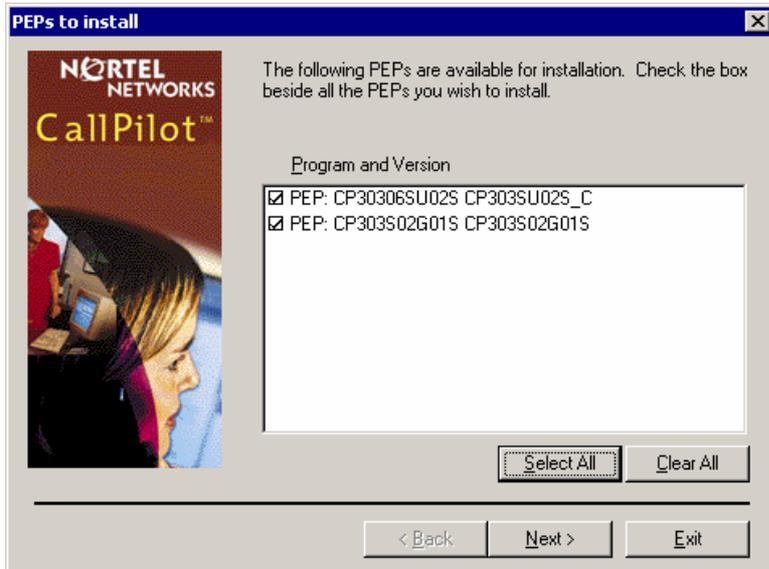
```
C:\WINDOWS\system32\cmd.exe
D:\temp\CP30306SU02S>dir
Volume in drive D has no label.
Volume Serial Number is 6C94-0BA1

Directory of D:\temp\CP30306SU02S

06/14/2006  01:25 PM  <DIR>          .
06/14/2006  01:25 PM  <DIR>          ..
06/14/2006  01:26 PM  <DIR>          CP30306SU02S
06/14/2006  01:25 PM  <DIR>          CP303S02G01S
06/14/2006  01:25 PM  <DIR>          CP303S02L04S
10/15/2004  03:56 PM           24,665  ins.exe
06/14/2006  01:25 PM  <DIR>          PEPConfig
06/14/2006  12:24 PM           10,887  readme.txt
06/13/2006  01:54 PM            6,069  runme.bat
01/14/2003  11:25 PM           32,278  sidebar.bmp
            4 File(s)              73,899 bytes
            6 Dir(s)       1,060,896,768 bytes free

D:\temp\CP30306SU02S>runme .bat_
```

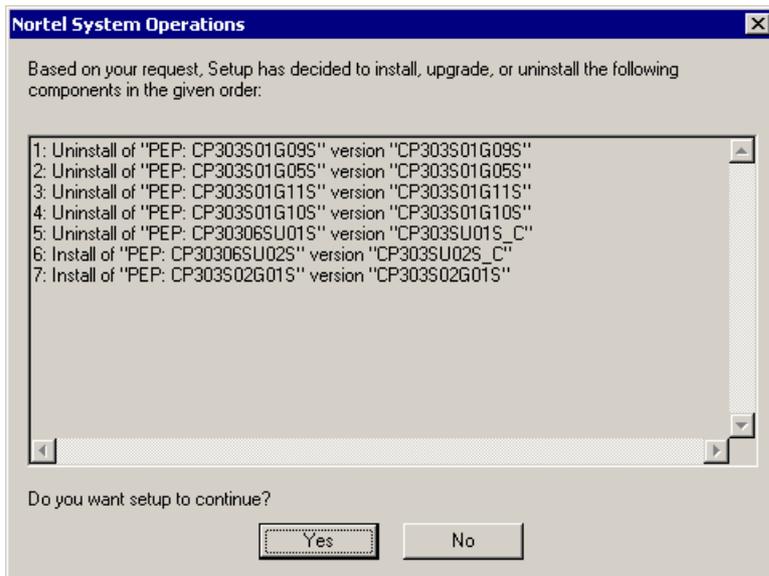
3. Launch the RUNME.BAT included in the D:\TEMP\CP30306SU02S folder to start the installation.



4. You will be prompted to select the PEP to be installed. Click on the “Select All” button. A list of PEPs to install on your CallPilot can be different from the list on the picture.

5. Click on the “Next” button to continue.

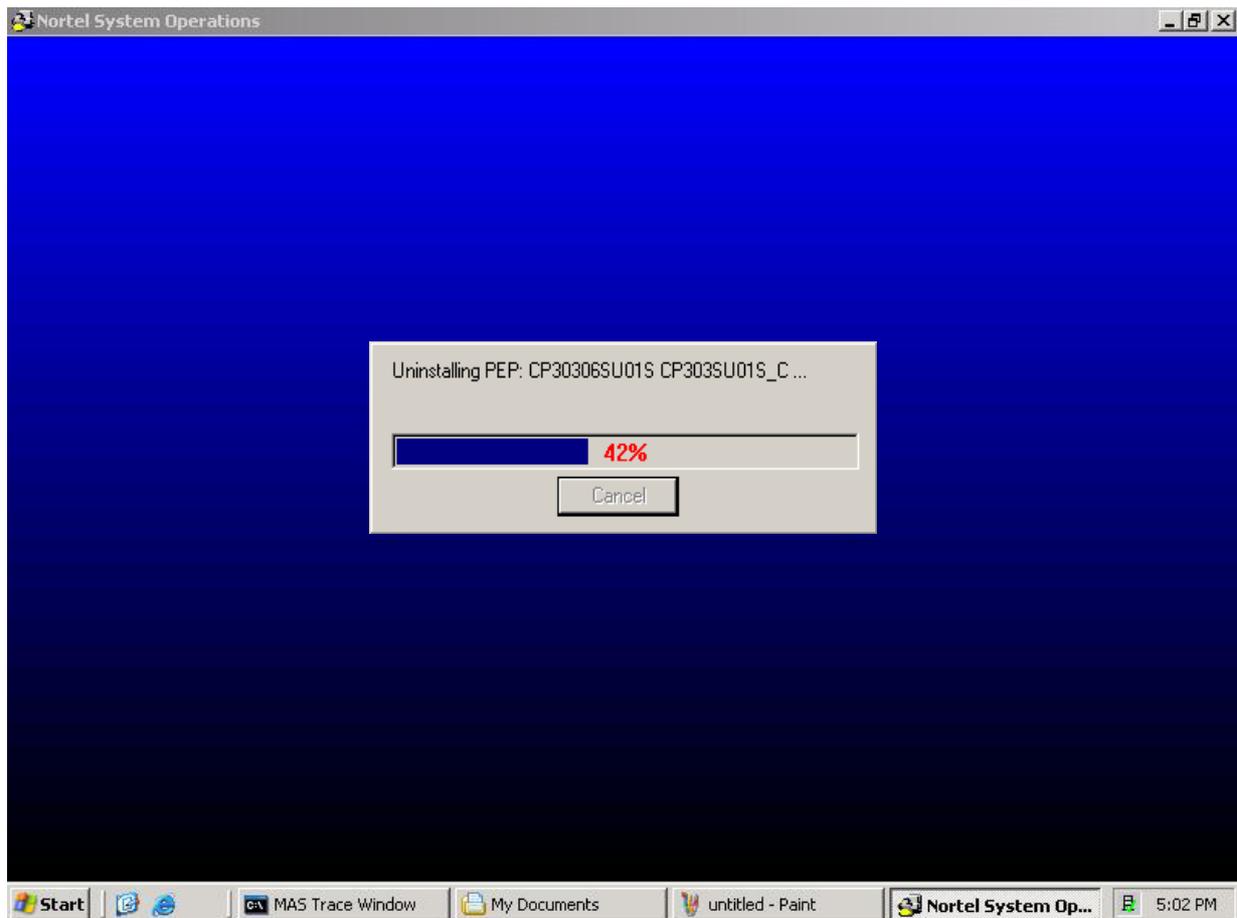
The setup routine will analyze a set of installed PEPs, you will be prompted to uninstall the previous PEPs and SU.



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

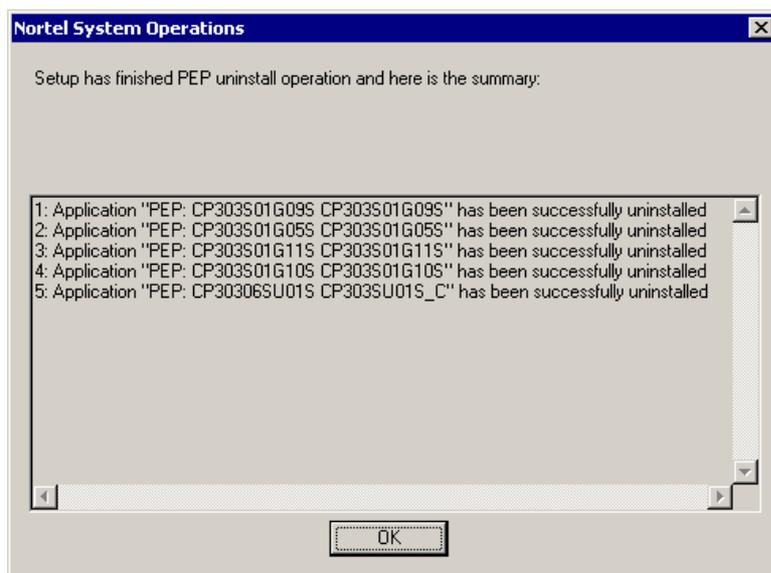
6. Click on the “Yes” button to continue.

Setup starts to uninstall PEPs.

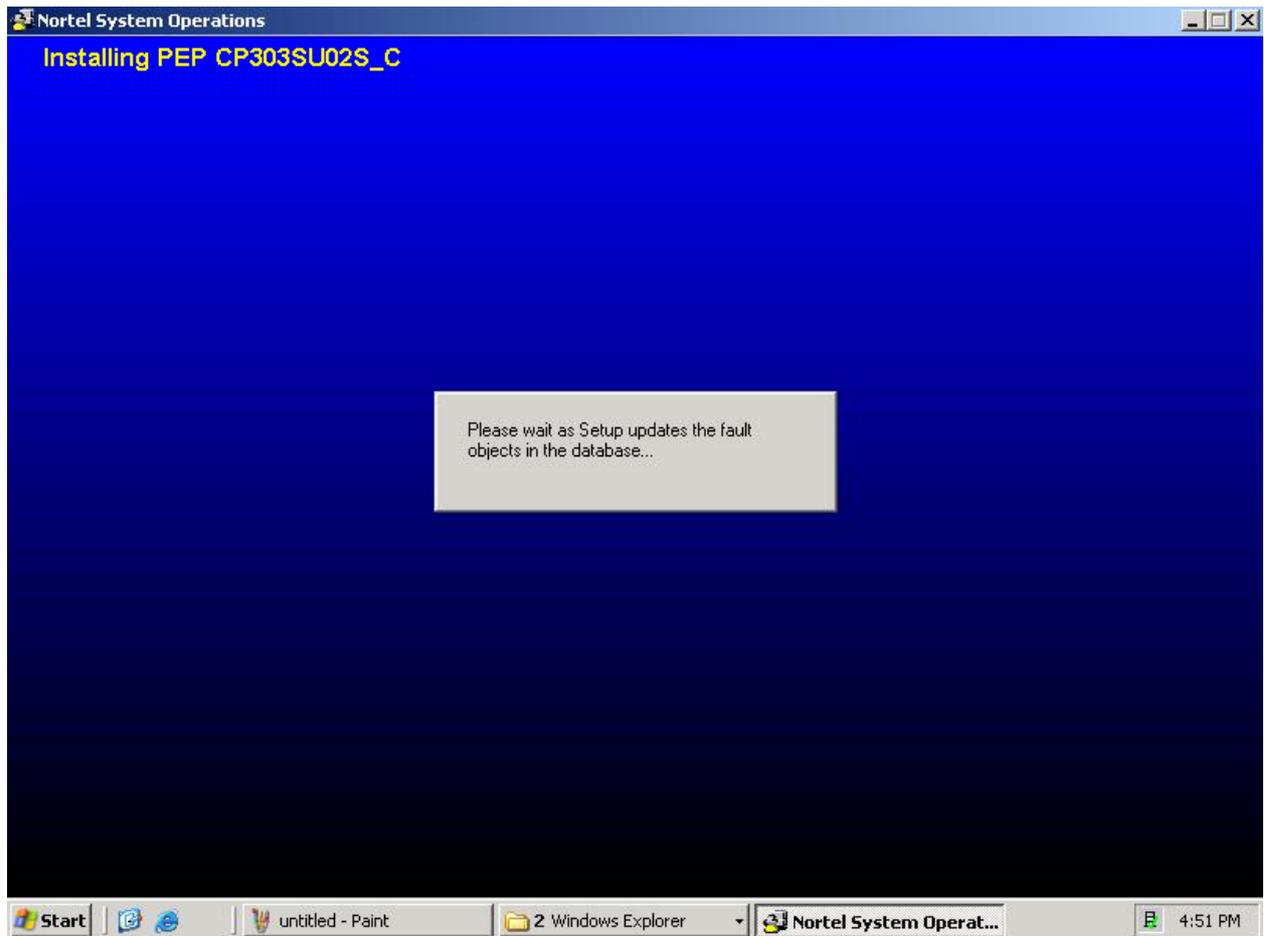


Please wait while the uninstall process completes.

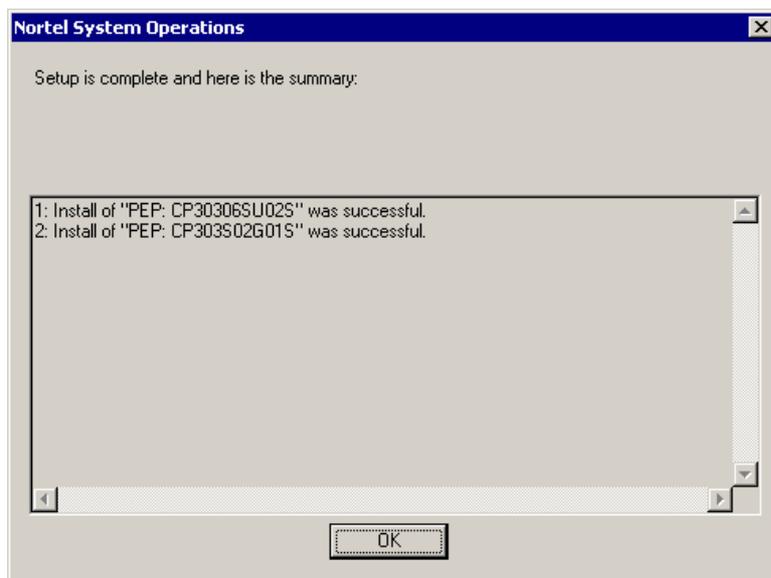
Once the uninstall process completes, a window will appear with the uninstall status.



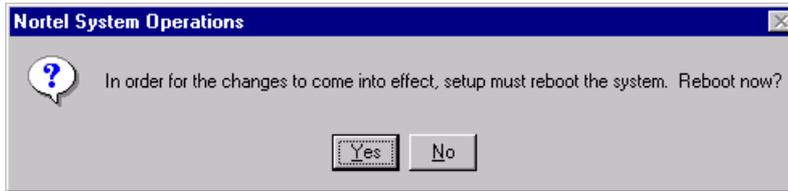
7. Click “OK” to proceed installation process.



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



8. Click the "OK" button.
You will be prompt that a reboot of the server is required.



9. Click on the “No” button to proceed without rebooting.

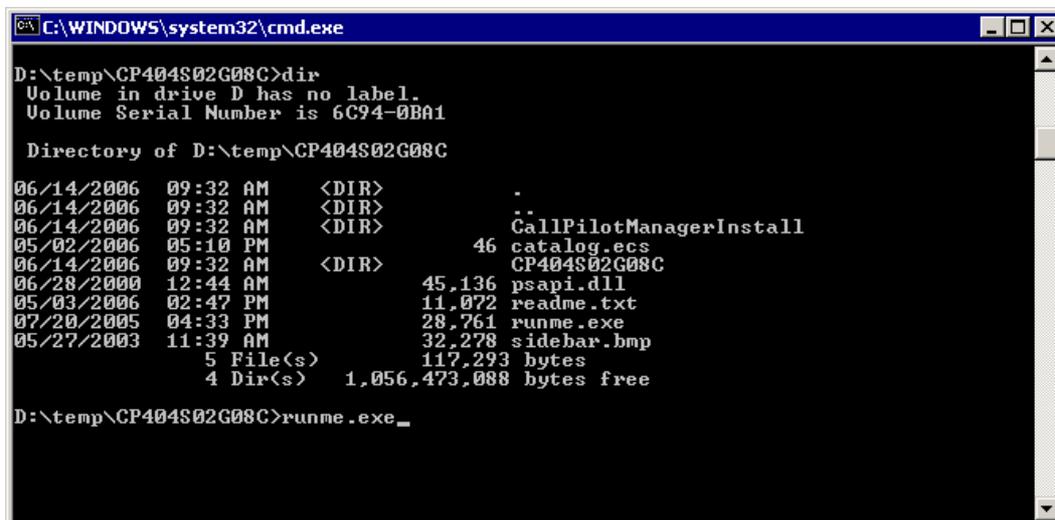


10. Click on the “Ok” button not to reboot.

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\CP404S02G08C folder.



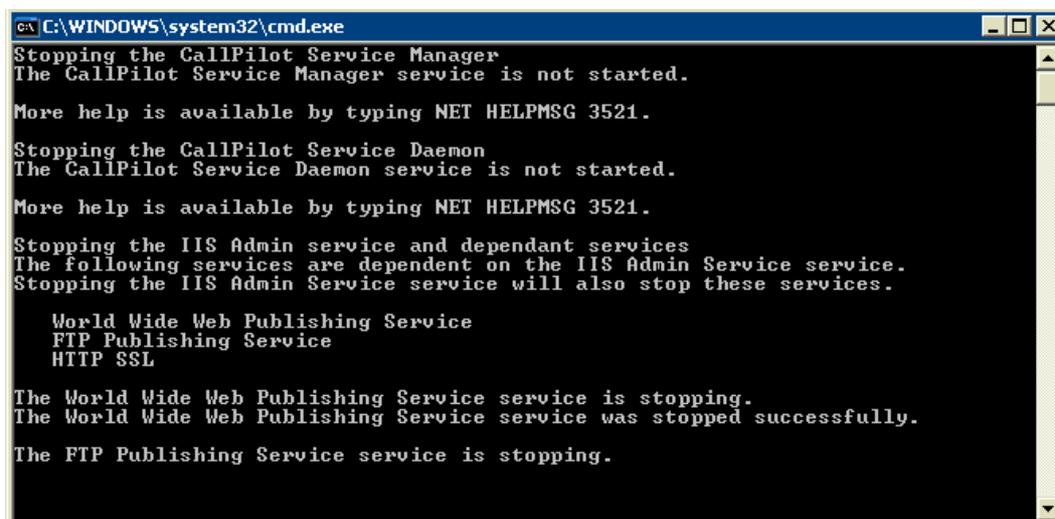
```
C:\WINDOWS\system32\cmd.exe
D:\temp\CP404S02G08C>dir
Volume in drive D has no label.
Volume Serial Number is 6C94-0BA1

Directory of D:\temp\CP404S02G08C

06/14/2006  09:32 AM  <DIR>          .
06/14/2006  09:32 AM  <DIR>          ..
06/14/2006  09:32 AM  <DIR>          CallPilotManagerInstall
05/02/2006  05:10 PM             46 catalog.ecs
06/14/2006  09:32 AM  <DIR>          CP404S02G08C
06/28/2000  12:44 AM          45,136 psapi.dll
05/03/2006  02:47 PM          11,072 readme.txt
07/20/2005  04:33 PM          28,761 runme.exe
05/27/2003  11:39 AM          32,278 sidebar.bmp
           5 File(s)          117,293 bytes
           4 Dir(s)          1,056,473,088 bytes free

D:\temp\CP404S02G08C>runme.exe_
```

3. Launch the RUNME.EXE file included in the PEP CP404S02G08C folder. A new window will appear. Setup stops and restarts the IIS server and related services.



```
C:\WINDOWS\system32\cmd.exe
Stopping the CallPilot Service Manager
The CallPilot Service Manager service is not started.
More help is available by typing NET HELPMSG 3521.
Stopping the CallPilot Service Daemon
The CallPilot Service Daemon service is not started.
More help is available by typing NET HELPMSG 3521.
Stopping the IIS Admin service and dependant services
The following services are dependent on the IIS Admin Service service.
Stopping the IIS Admin Service service will also stop these services.

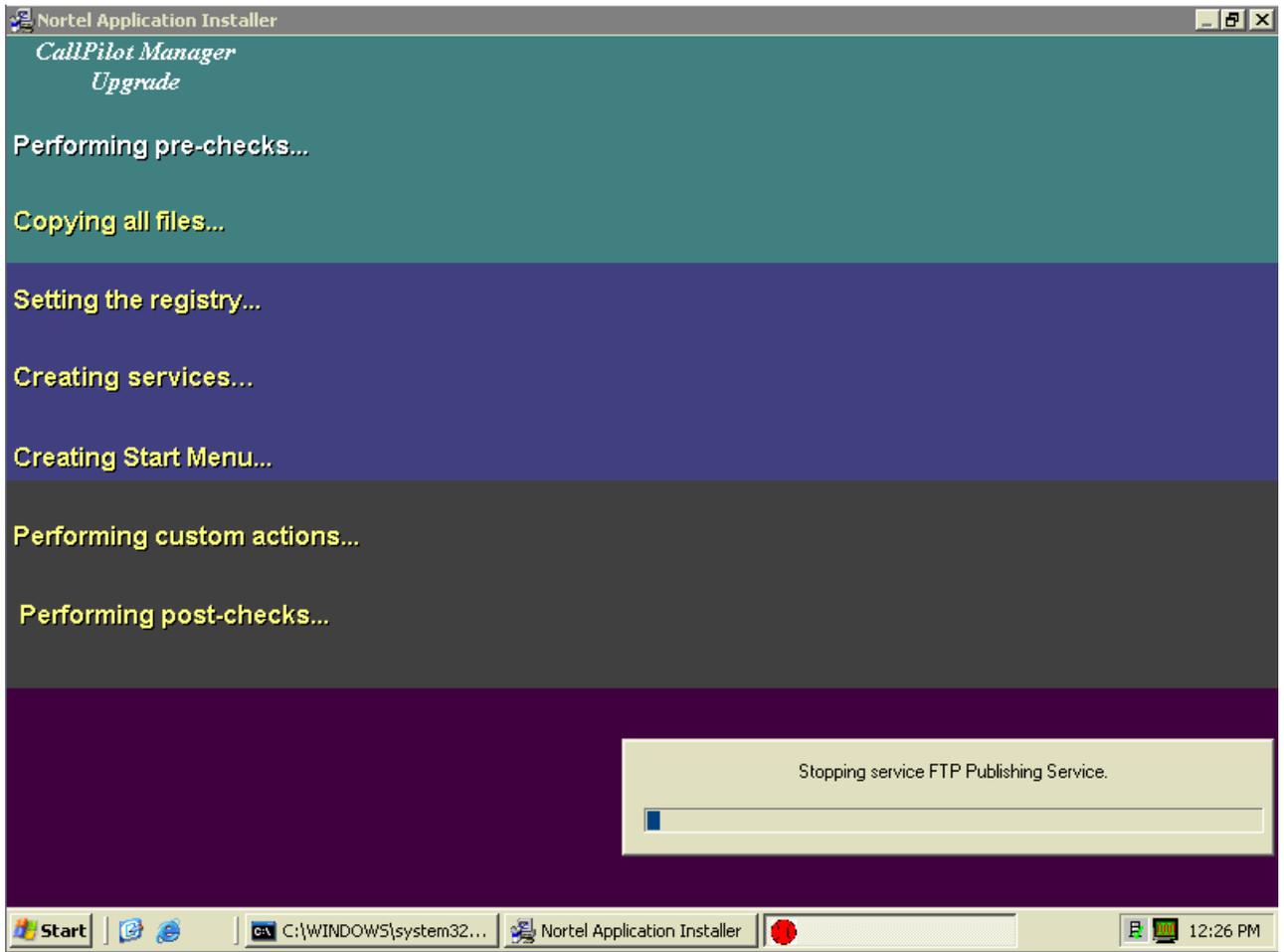
World Wide Web Publishing Service
FTP Publishing Service
HTTP SSL

The World Wide Web Publishing Service service is stopping.
The World Wide Web Publishing Service service was stopped successfully.
The FTP Publishing Service service is stopping.
```

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

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

Setup starts the installation of CallPilot Manager.

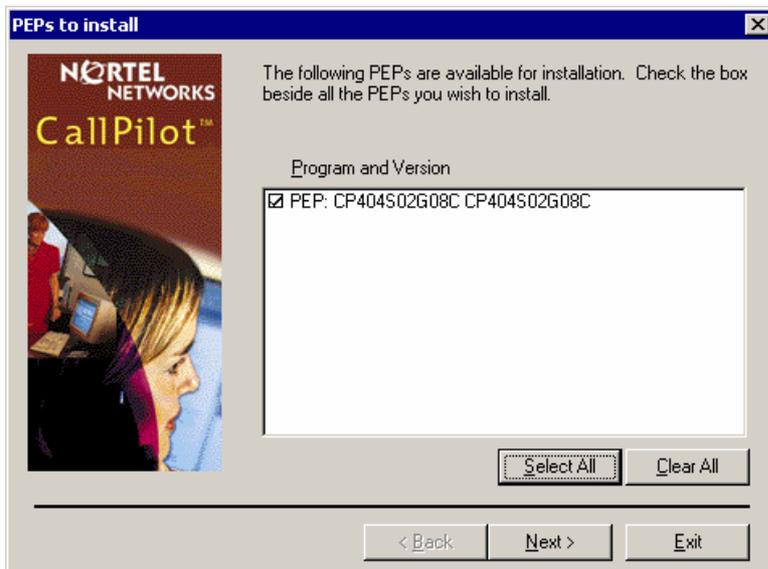


Wait for the installation to complete.

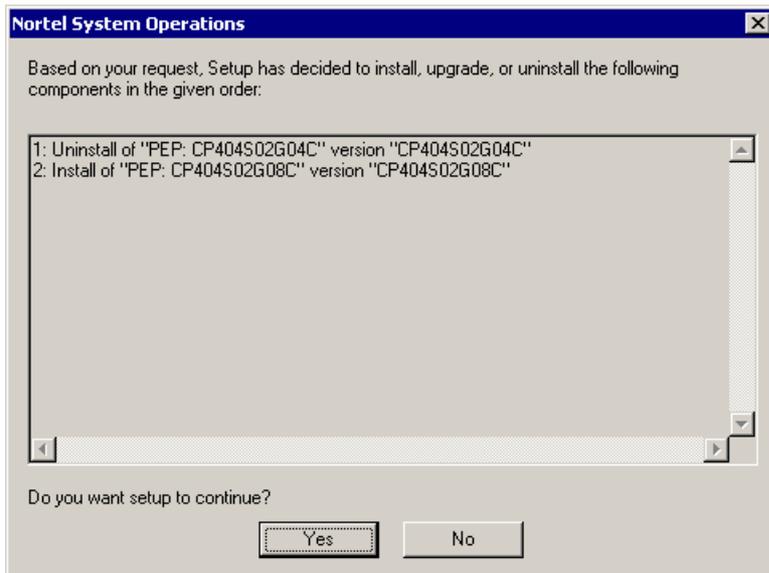
Once the install process completes, a window will appear with the status of the install operation.



4. Click on the “Finish” button to finish the CallPilot Manager installation and start the registration of CallPilot Manager in DMI Viewer.

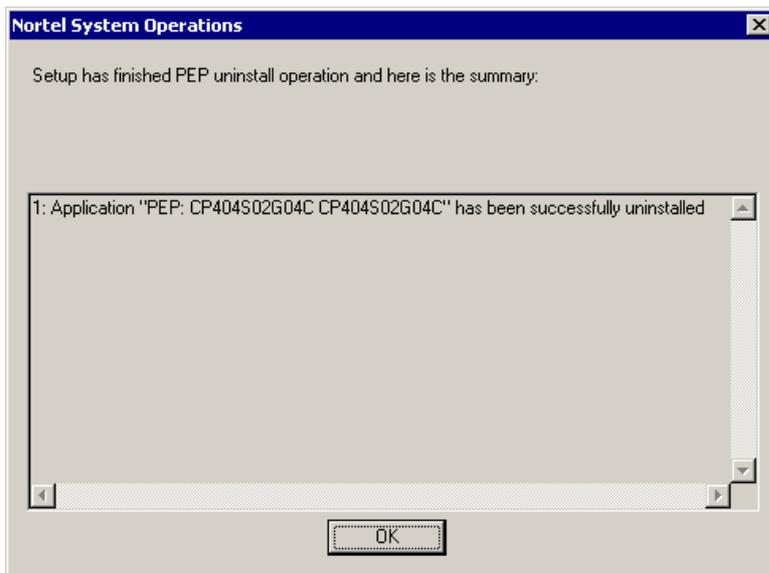


5. Click on the “Select All” button, the item “PEP: CP404S02G08C CP404S02G08C” will be checked. Click on the “Next>” button to continue.

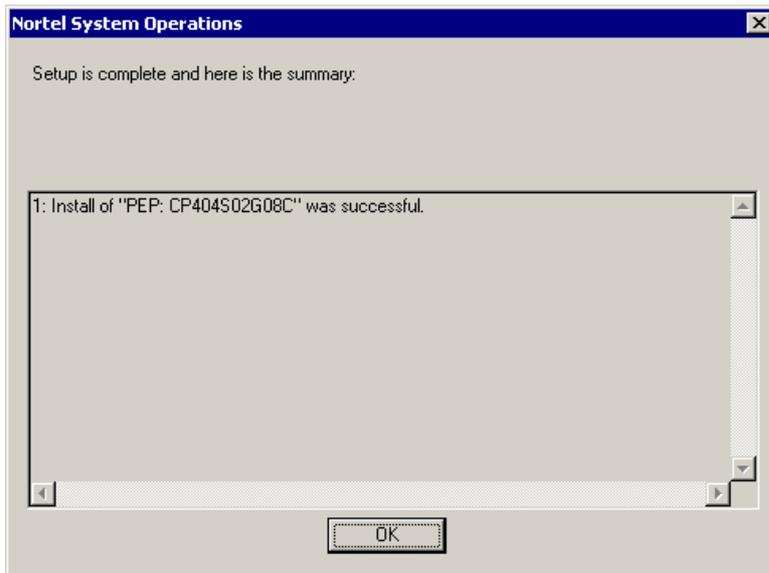


If the previous version of CallPilot Manager was registered in DMI, then you will be prompted to deregister the previous version of CallPilot Manager.

6. Click on the “Yes” button to proceed. Wait for deregistration to complete.



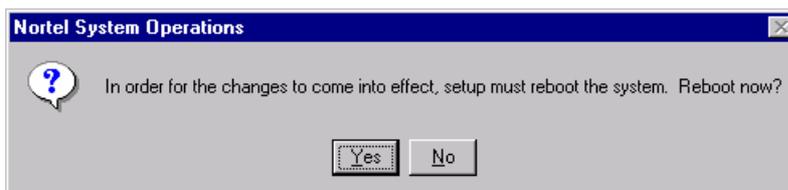
7. Click on the “OK” button to start the registration of CP404S02G08C.



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.



1. Click “Yes” to restart the CallPilot Server.

2. After rebooting, delete the CP30306SU02S and CP404S02G08C folders from D:\TEMP directory

CallPilot 3.0 Service Update 2 (CP30306SU02S) replaces the following PEPs:

- CP30306SU01S
- CP303S01G05S
- CP303S01G08S
- CP303S01G09S
- CP303S01G10S
- CP303S01G11S
- CP303S01G14S
- CP303S01G15S

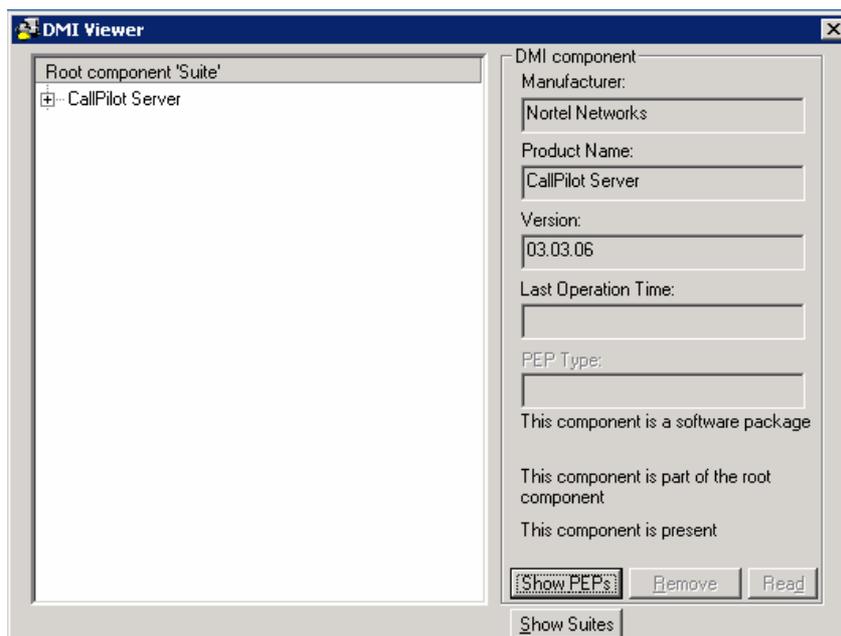
The replaced PEPs will be automatically uninstalled when CP30306SU02S is installed.

Uninstall:

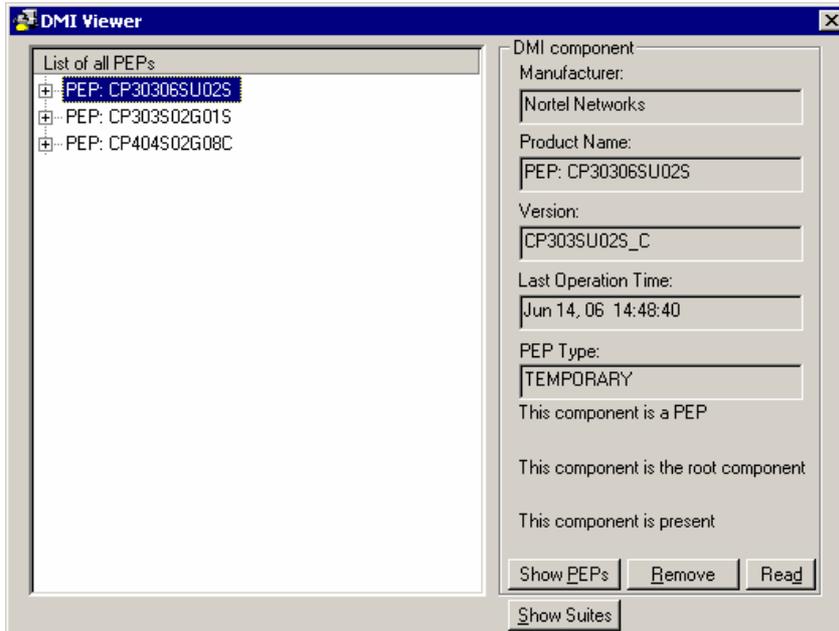
Go to Start>Programs>CallPilot>System Utilities>PEP Maintenance Utility.



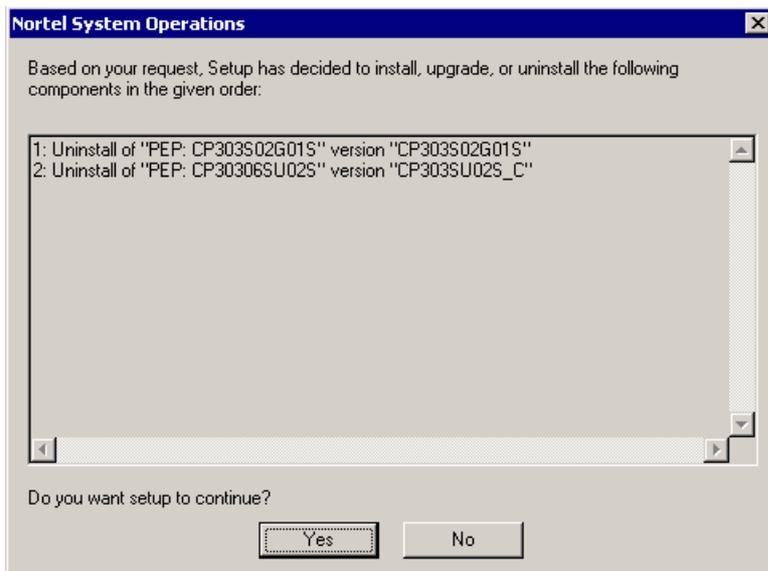
The DMI Viewer starts.



Click on the “Show PEPs” button.
DMI Viewer shows all PEPs installed on the CallPilot Server.

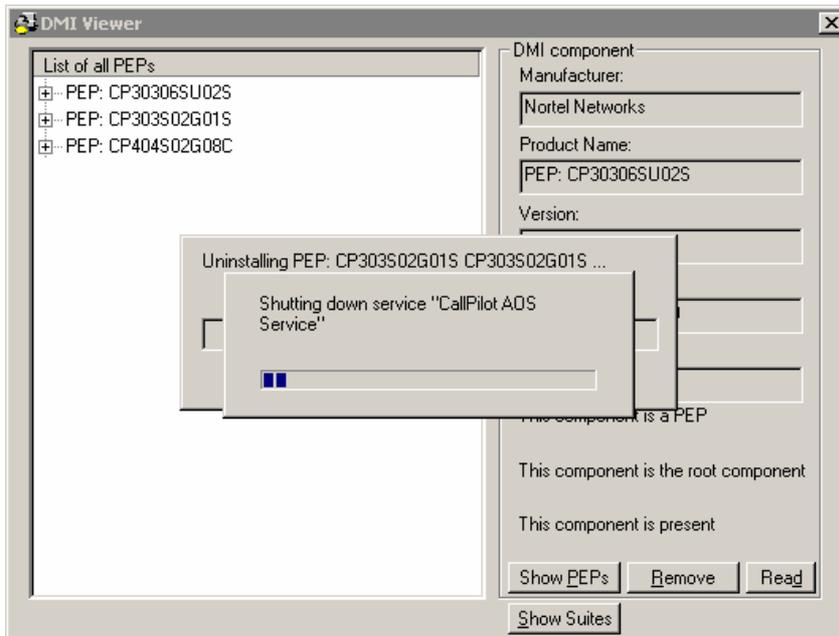


Select all of the PEPs you want to uninstall, and click Remove.
(For example: CP30306SU02S).
The “DMI Viewer Uninstall request” window will be appeared.

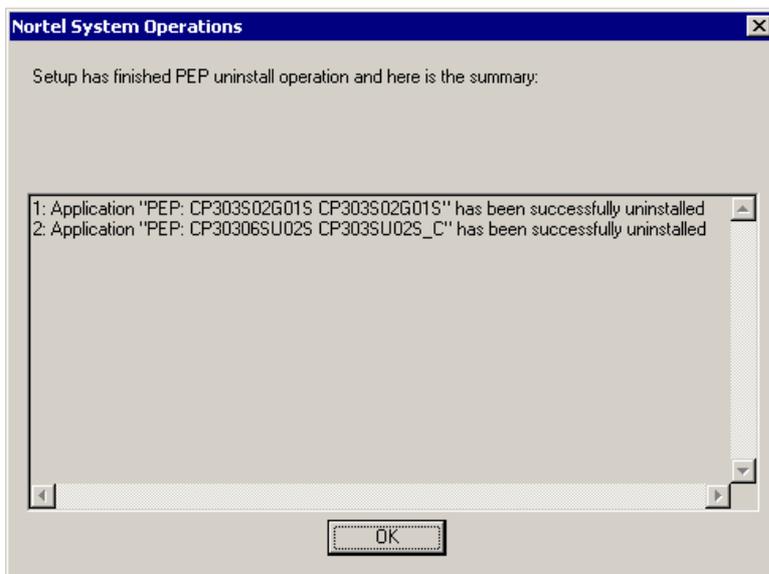


You will be prompted to uninstall the SU02 and all PEPs on top of SU02.
Click on the “Yes” button.

The DMI Viewer will start to uninstall all PEPs on top of SU02 and SU02.

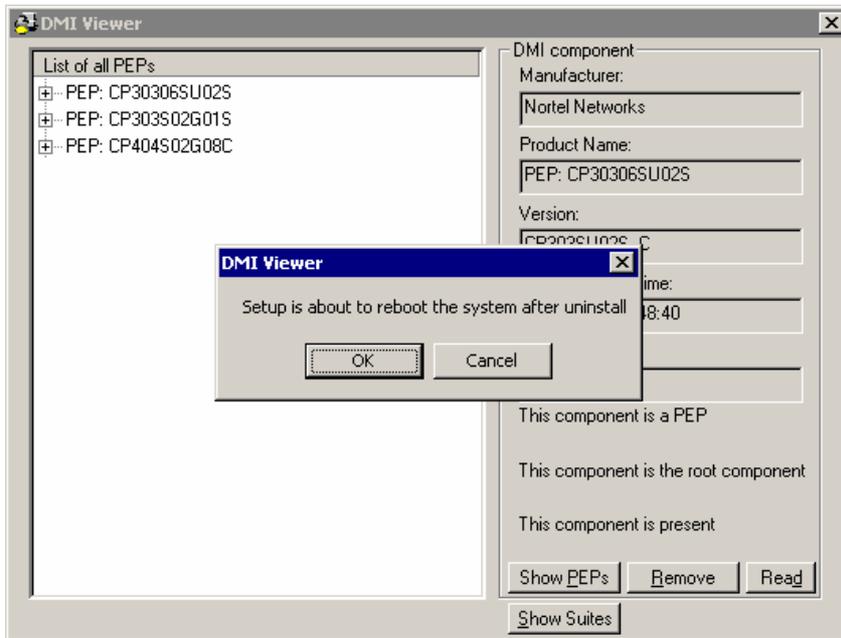


Setup starts uninstalling PEPs and CP30306SU02S. Wait while the uninstall process completes.



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 CP30306SU02S:

CR	Title
Q00492049	Daylight Savings time switches at wrong time for Satellite users in different TZ
Q00858851	CallPilot doesn't drop/release DSP if not recording any command during training
Q00869407	User mailbox with User admin right could not view/open other mailbox
Q01011396	SCCS-CP integration - a lot of phantom calls on CallPilot site
Q01076995	Discrepancy between the number of mailboxes on the server and Reporter
Q01125942	T1 Remote Notification Disabling Itself after SU02 install
Q01146189	Incorrect Time stamp on Email by Phone
Q01153542	Events 38007, 58207, & 55213 cause RNA
Q01159874	Database skipped during restore of system backup - restore log needs enhancement
Q01183067	Unable to deliver fax to more than 29 recipients using DTF Feature
Q01183921	CP is experiencing ring no answer when we make changes in DB values
Q01190522	Logging into CDN After Receiving RN to Telephone Not Playing AUI
Q01211286	IMAP service crashes frequently with event 41505 rc=243
Q01213280	AUI: Incorrect RPL is used for thru-dialing after login
Q01214250	Outbound fax stops working with IMA crash
Q01218326	RNA - ALL DSPs active - All DSOs idle except for one
Q01241448	"EVT41505 NMAOS"
Q01241548	All calls have digitized or Garbaled Voice
Q01274618	Remote text notification intermittently fails sending to blackberry
Q01303303	Reporter shows all zero's OM not collecting on the Blue database
Q01307621	Calls RNA/Event ID 1 SQLany Fatal Error Memory Exhausted
Q01332316	OM Server: Event 41052 needs to be added