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CallPilot Release 4.0 Service Update 4

Date: 28 June 2007
Version: 1

CallPilot Manager and CallPilot Reporter version 04.04.04.30

Description:

This PEP contains CallPilot Manager and CallPilot Reporter version 04.04.04.30. For a detailed list of fixes and enhancements included in this PEP, please see the "List of Fixes and Enhancements" section at the end of this document.

This document contains step-by-step instruction on how to install CallPilot Manager on the CallPilot Server and how to install both CallPilot Manager and CallPilot Reporter on standalone Web Server.

Important

It is required, that all CallPilot Manager software (on CallPilot Servers and standalone Web Servers) be upgraded to the latest CallPilot 4.0 release CallPilot Manager version.

It is required, that all CallPilot Reporter software be upgraded to the latest CallPilot 4.0 release CallPilot Reporter version.

Installing the PEP:

Please read this section in its entirety before proceeding.

PEP CP404S04G22C contains version 04.04.04.30 of CallPilot Manager and CallPilot Reporter.

For CallPilot Manager version CP404S04G22C backward compatibility, please refer to table 1.

Table 1.

CP Server with	CallPilot Manager v. 04.04.04.30 installed on CallPilot Server	CallPilot Manager v. 04.04.04.30 installed on Web Server
2.02 SU05	YES	YES
2.5 SU02	YES Warning: PEP CP250S02L06S "CP2.5 Forward Compatibility" must be installed on the CP server	YES Warning: PEP CP250S02L06S "CP2.5 Forward Compatibility" must be installed on the CP server
3.00 GA	YES	YES
3.00 SU01	YES	YES
3.00 SU02	YES	YES
4.00 GA	YES	YES
4.00 SU01	YES	YES
4.00 SU02	YES	YES
4.00 SU03	YES	YES
4.00 SU04	YES	YES

Note 1:
> CallPilot Manager version 04.04.04.30 obsoletes all previous versions of CallPilot Manager. This version incorporates all fixes/enhancements of previous version as well as provides additional fixes/enhancements.
>
> The readme.txt file contains short instruction on how to install CallPilot Manager (CP404S04G22C or later) on both the CallPilot Server and standalone Web Server. You can use this file or the readme.txt file as a guide to install CallPilot Manager.

Note 2:
> It is recommended that PEP CP40404SU04S be installed on the CallPilot Server during the same maintenance window as PEP CP404S04G22C is installed on either the CallPilot server or the standalone Web Server.

Note 3:
> While installing PEP CP404S04G22C on a CallPilot Server, ignore any system warnings during the installation procedure.

Note 4:
> PEP CP250S02L06S "CP2.5 Forward Compatibility" must be installed on the CallPilot Server version 2.5 SU02 (CP25006SU02S) before upgrading CallPilot Manager to version 04.04.04.30.

Step by Step instructions for installing of CallPilot Manager and CallPilot Reporter:

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

- If you are going to install CallPilot Manager and CallPilot Reporter using the Enterprise Solutions PEP Library (ESPL), then download CP404S04G22C.exe from ESPL and unzip the CP404S04G22C.exe to the D:\TEMP folder.
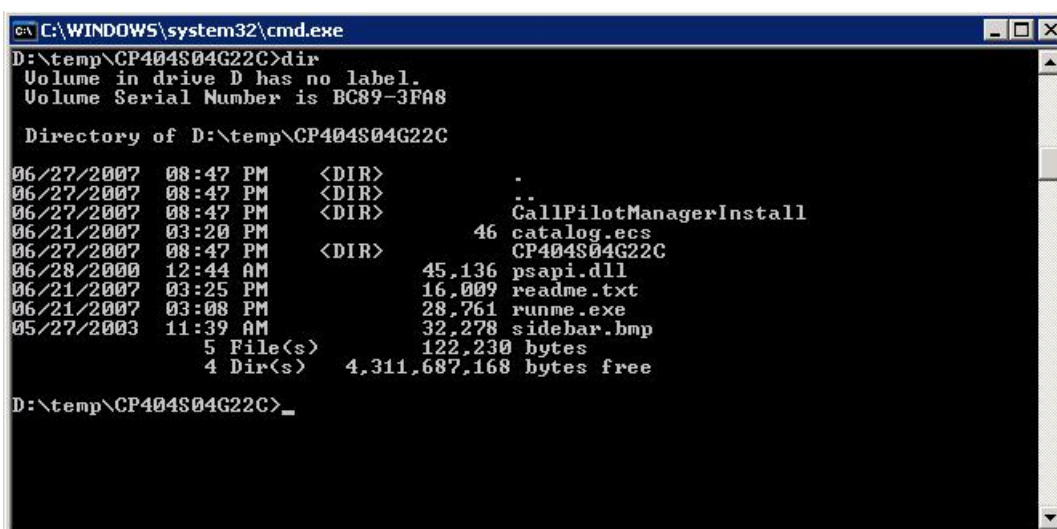
To install CallPilot Manager on the CallPilot Server, please follows instructions from the "Instructions for installing on the CallPilot Server" section.

To install CallPilot Manager and CallPilot Reporter on the standalone Web Server, please follows instructions from the "Instructions for installing on the standalone Web Server" section.

Instructions for installing on the CallPilot Server

From the CallPilot Server, disconnect all browsers currently connected to CallPilot Manager..

Change your current folder to the D:\TEMP\CP404S04G22C folder.

```
C:\WINDOWS\system32\cmd.exe
D:\temp\CP404S04G22C>dir
 Volume in drive D has no label.
 Volume Serial Number is BC89-3FA8

 Directory of D:\temp\CP404S04G22C

06/27/2007  08:47 PM    <DIR>          .
06/27/2007  08:47 PM    <DIR>          ..
06/27/2007  08:47 PM    <DIR>          CallPilotManagerInstall
06/21/2007  03:20 PM                46 catalog.ecs
06/27/2007  08:47 PM    <DIR>          CP404S04G22C
06/28/2000  12:44 AM            45,136 psapi.dll
06/21/2007  03:25 PM            16,009 readme.txt
06/21/2007  03:08 PM            28,761 runme.exe
05/27/2003  11:39 AM            32,278 sidebar.bmp
               5 File(s)        122,230 bytes
               4 Dir(s)   4,311,687,168 bytes free

D:\temp\CP404S04G22C>_
```
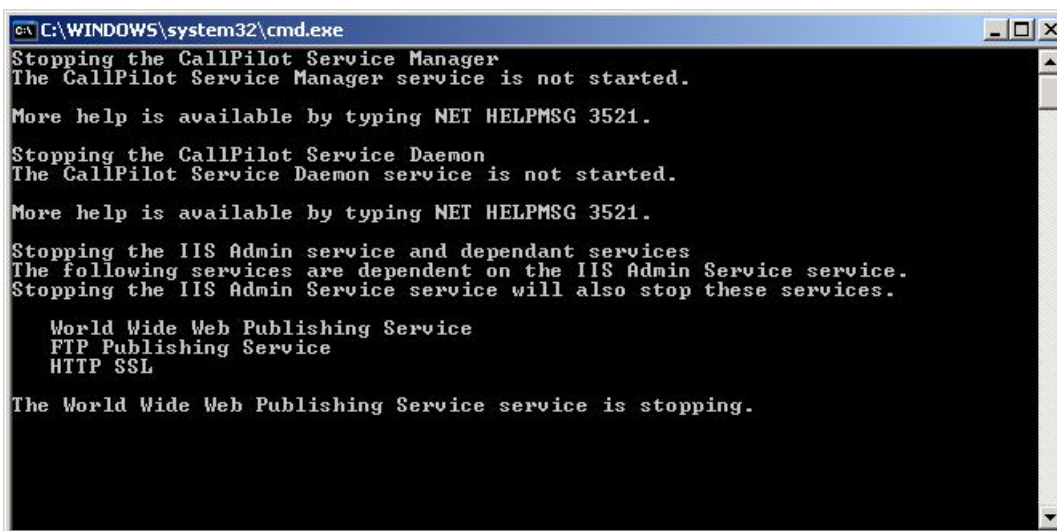
Launch the RUNME.EXE file included in the CP404S04G22C folder.
A new window will appear.

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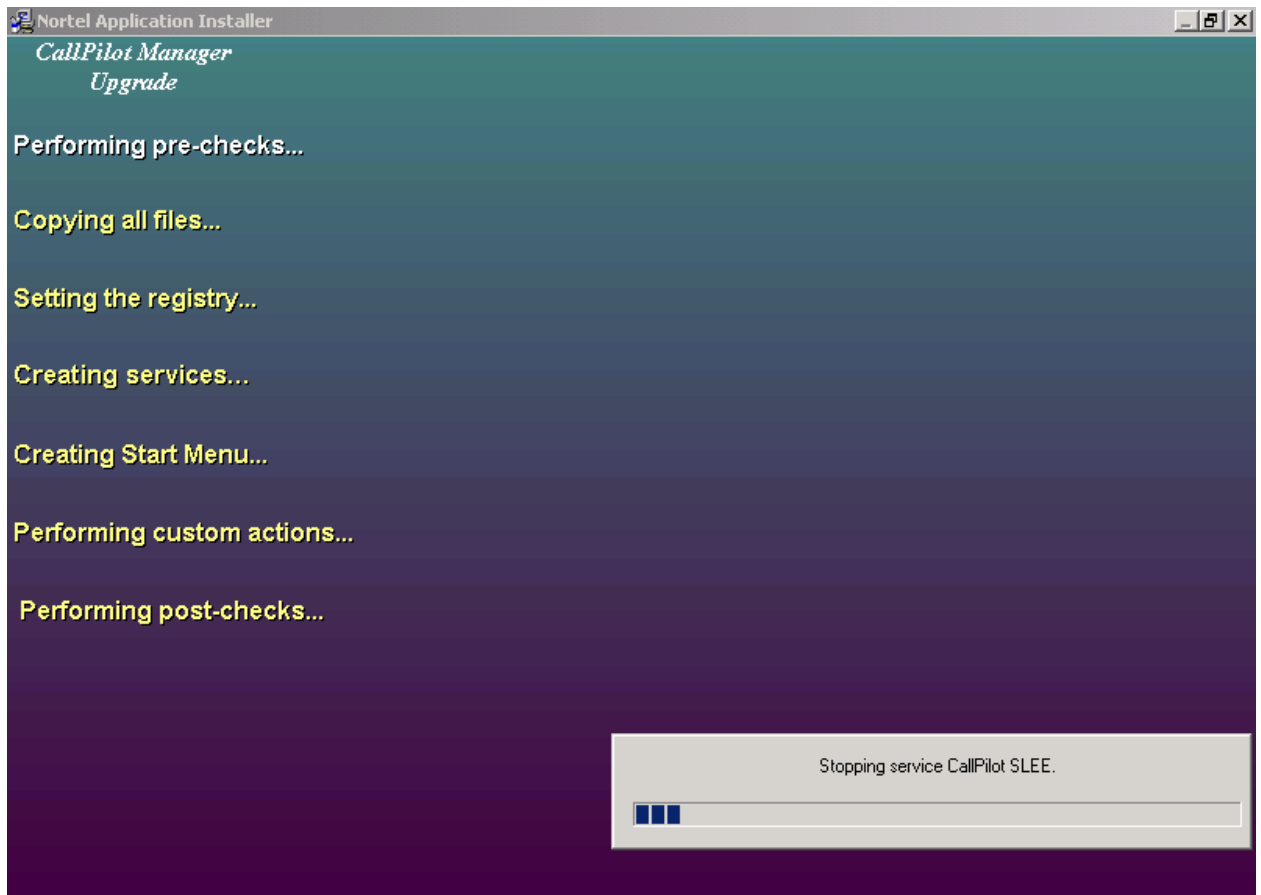
Please wait, it could take several seconds for the CallPilot Manager Installer to start.

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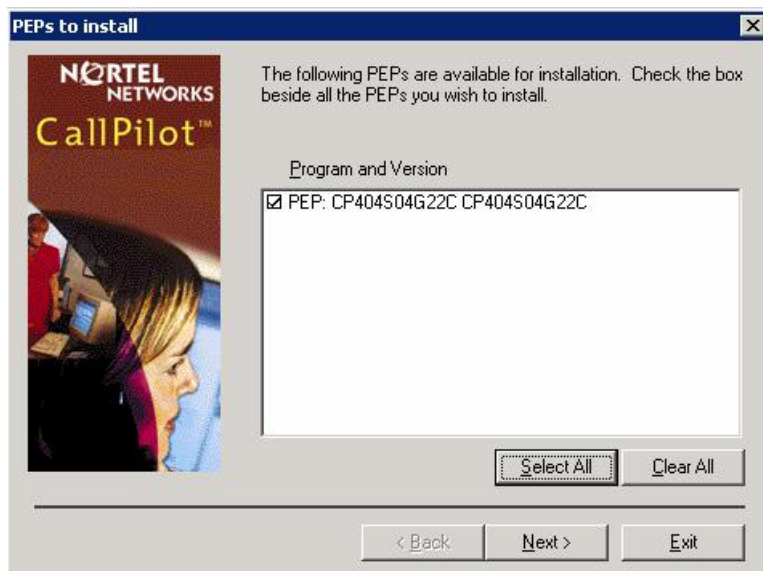Setup starts the installation of CallPilot Manager.


Wait for the installation to complete.

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

Click on the "Finish" button to finish the CallPilot Manager installation and start the registration of CallPilot Manager in DMI Viewer.
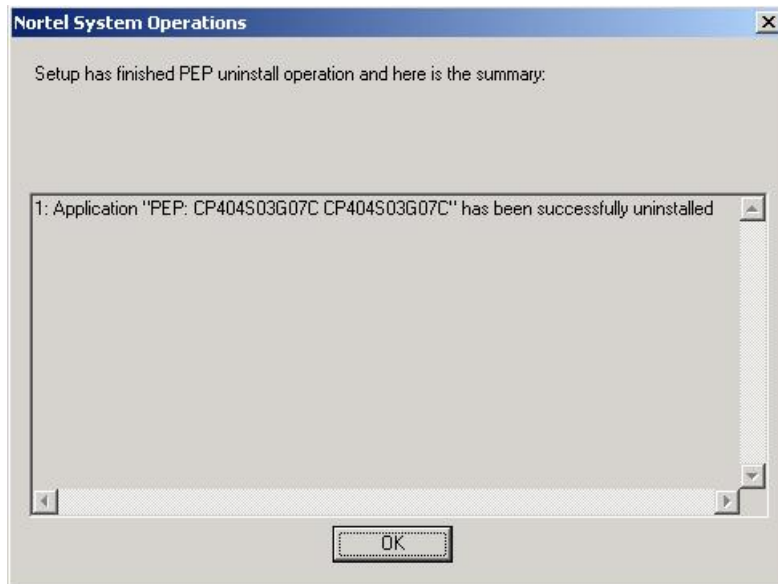
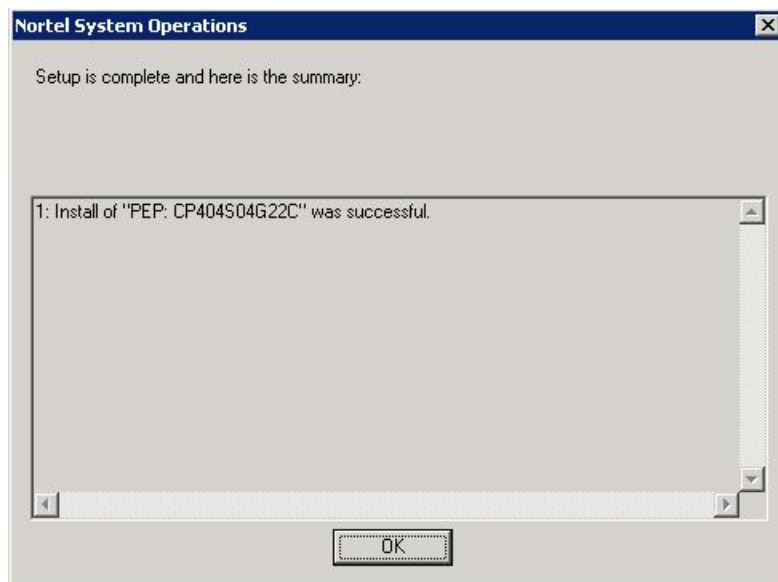Click on the "Select All" button, the item "PEP: CP404S04G22C CP404S04G22C" will be checked. Click on the "Next>" button to continue.
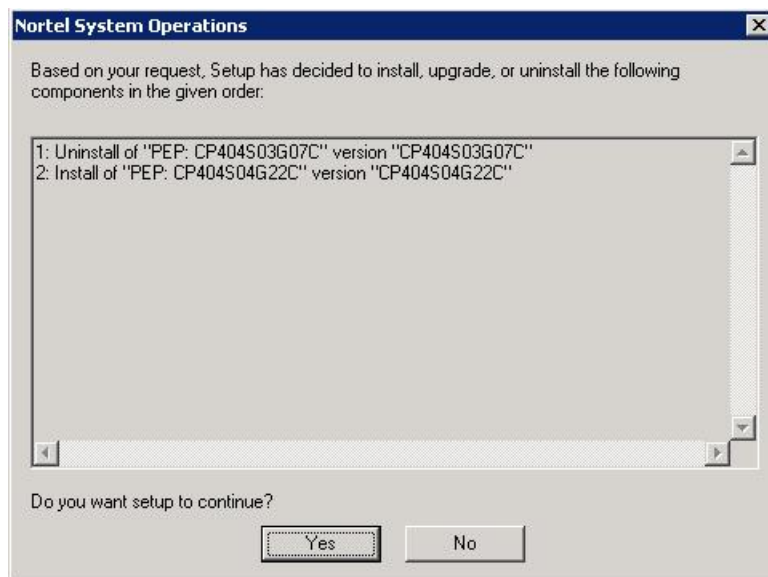
If the previous version of CallPilot Manager was registered in DMI, then you will be prompted to deregister the previous version of CallPilot Manager.

Click on the "Yes" button to proceed.
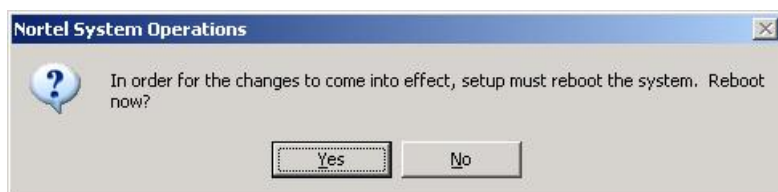
Wait for deregistration to complete.

Click on the "OK" button to start the registration of CallPilot Manager PEP.

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

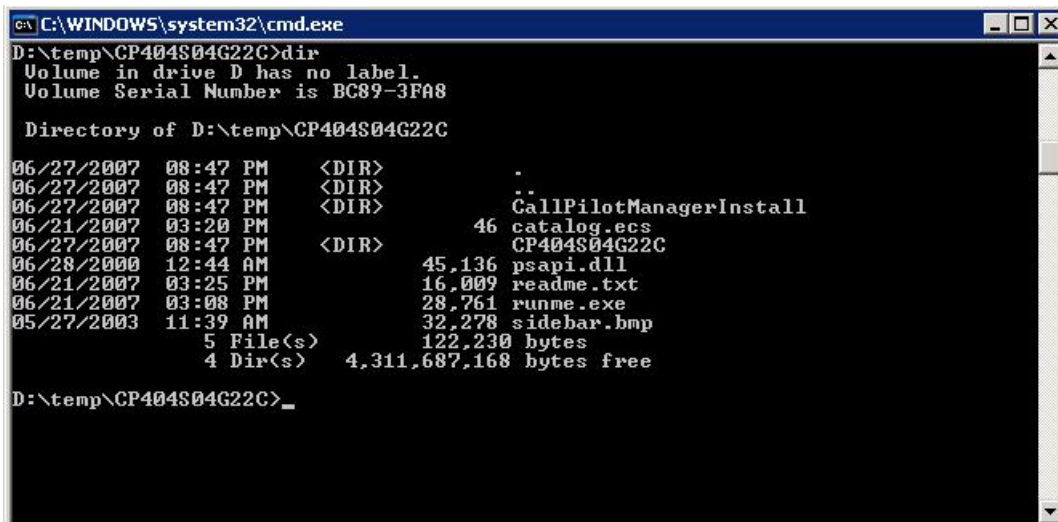You will be prompt to reboot the CallPilot server.

Click "Yes" to restart the CallPilot Server.

After rebooting, delete the CP404S04G22C folder from D:\TEMP directory

Instructions for installing on the standalone Web Server

Disconnect all browsers currently connected to CallPilot Manager.

Change your current folder to the D:\TEMP\CP404S04G22C folder.

Launch the RUNME.EXE file included in the CP404S04G22C 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.

You will be prompt to select CallPilot Reporter to be installed.
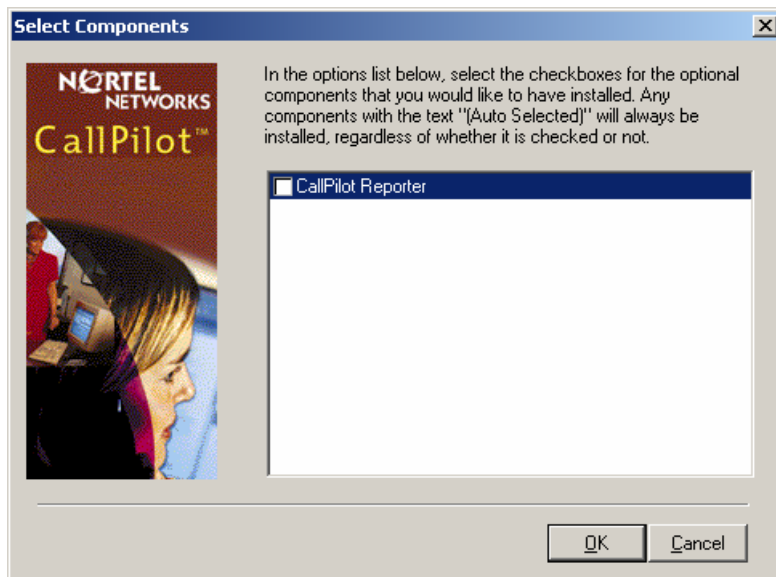
Select the checkbox and click on the "OK" button.

You will be prompt to continue installing CallPilot Manager version 04.04.04.30.

Click on the "OK" button.
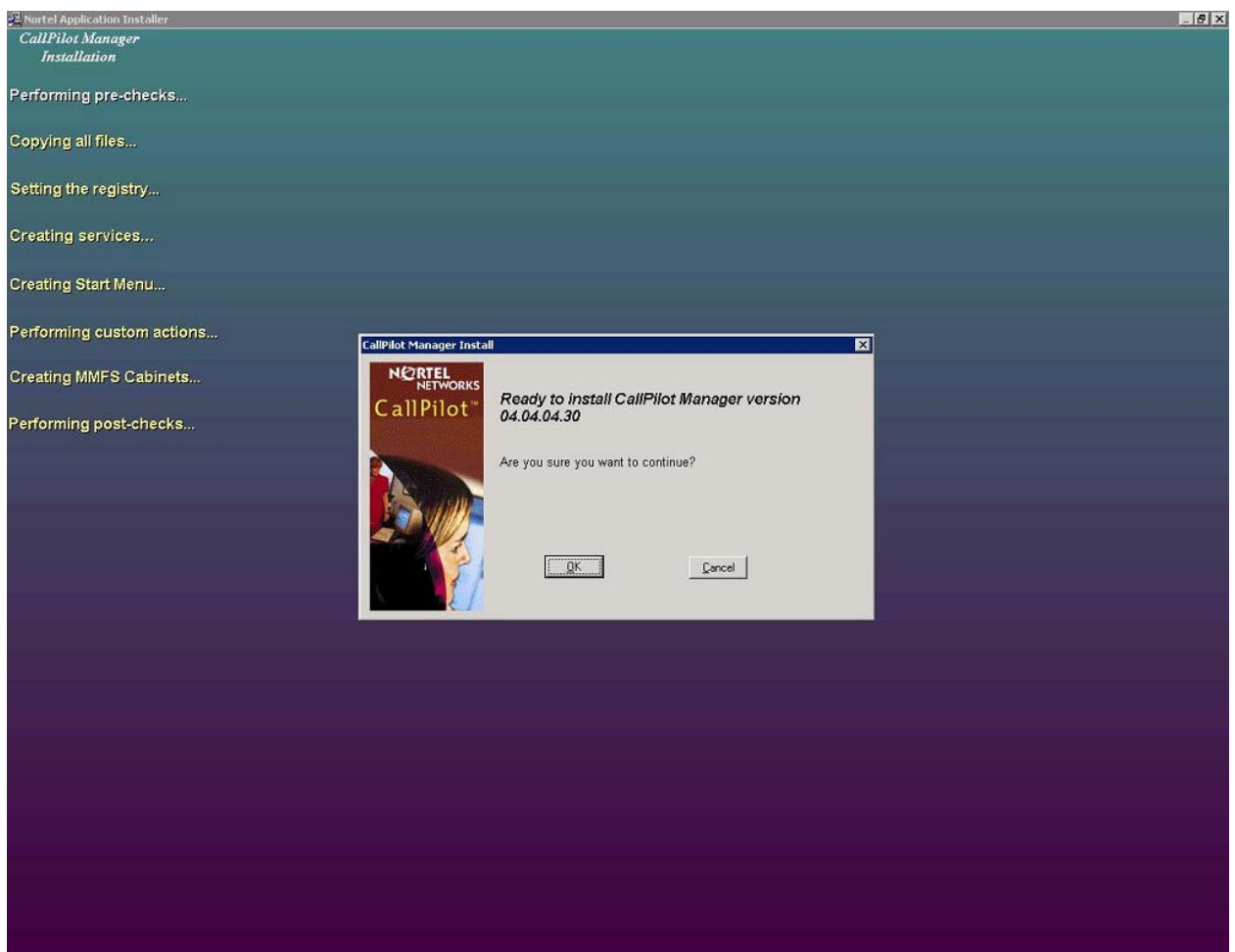
Setup starts the installation of CallPilot Manager and CallPilot Reporter.
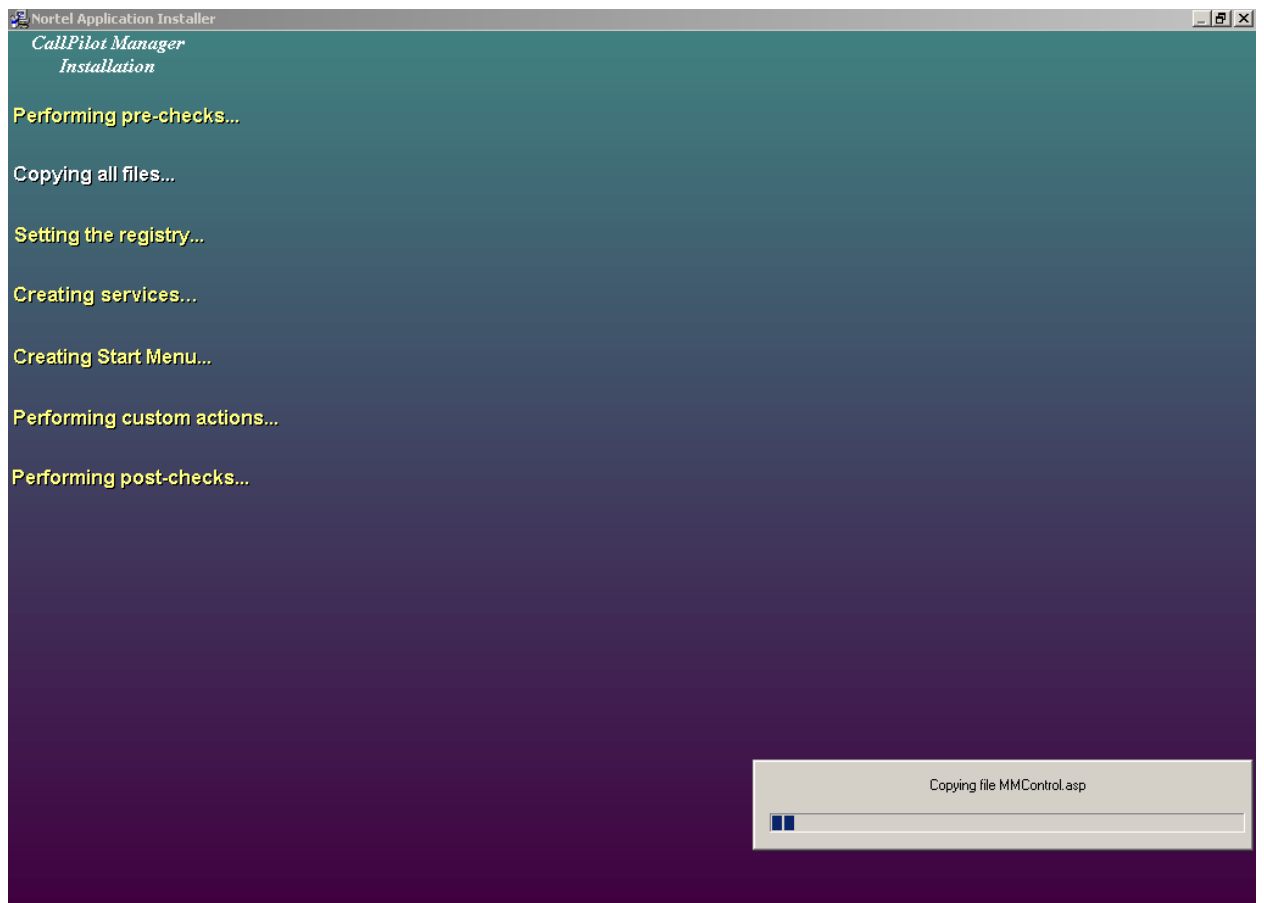
Wait for the installation to complete.

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

Click on the "Finish" button to finish the CallPilot Manager installation.

You will be prompt to reboot the Web Server.
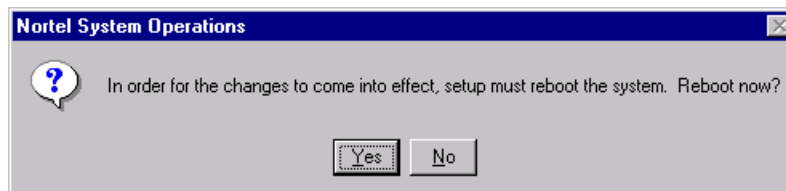
Click "Yes" to restart the Web Server.

After rebooting, delete the CP404S04G22C folder from D:\TEMP directory

Uninstall:

Uninstalling CallPilot Manager is a two step process:
- Remove CallPilot Manager from the system
- Remove the PEP CP404S04G22C from DMI viewer

The second step "Remove the PEP CP404S04G22C from DMI viewer" is applicable only on the CallPilot Server.

Remove CallPilot Manager from the system

Go to Start>Settings>Control Panel. Click Add/Remove Programs.
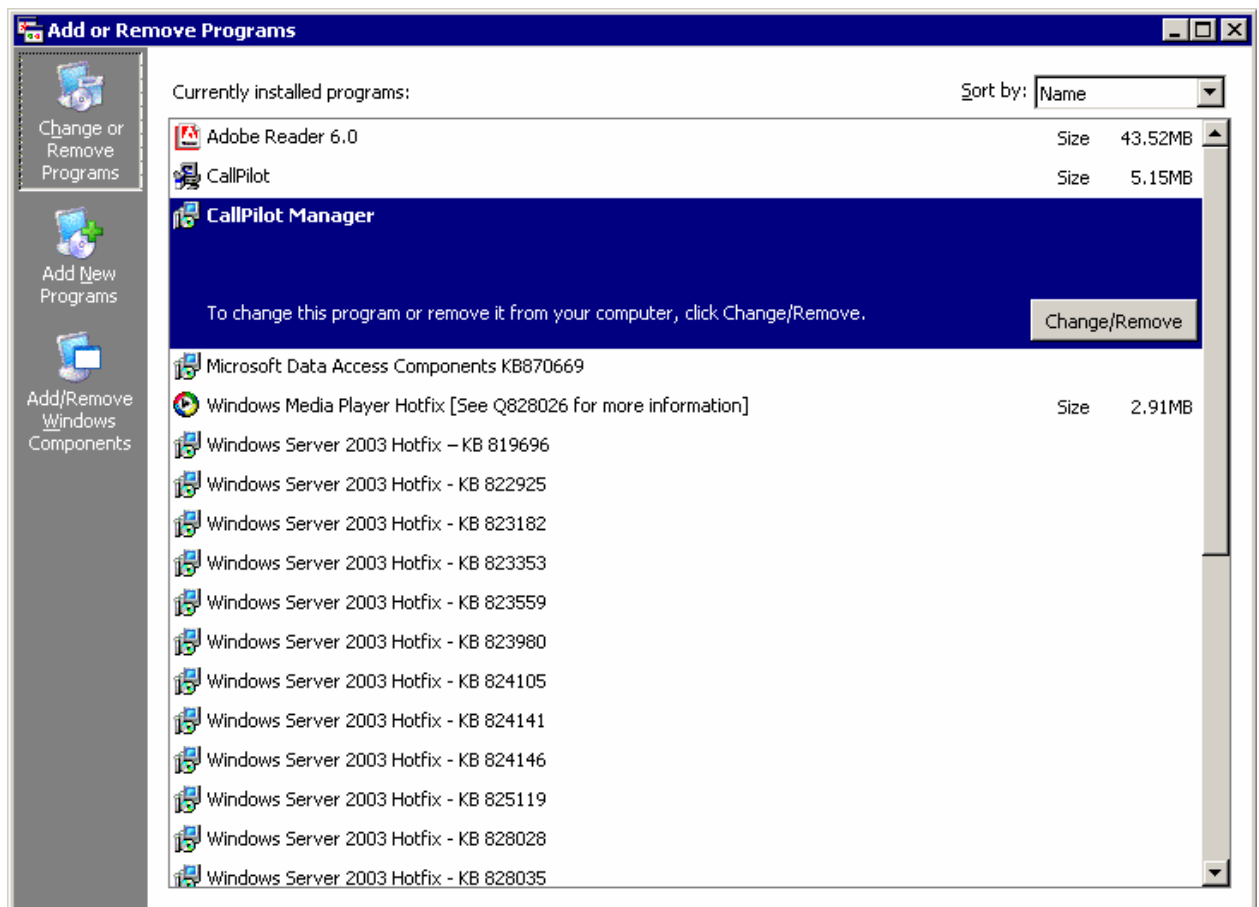
Select CallPilot Manager, and click Change/Remove.

Click on the "Yes" button to start the CallPilot Manager uninstall.
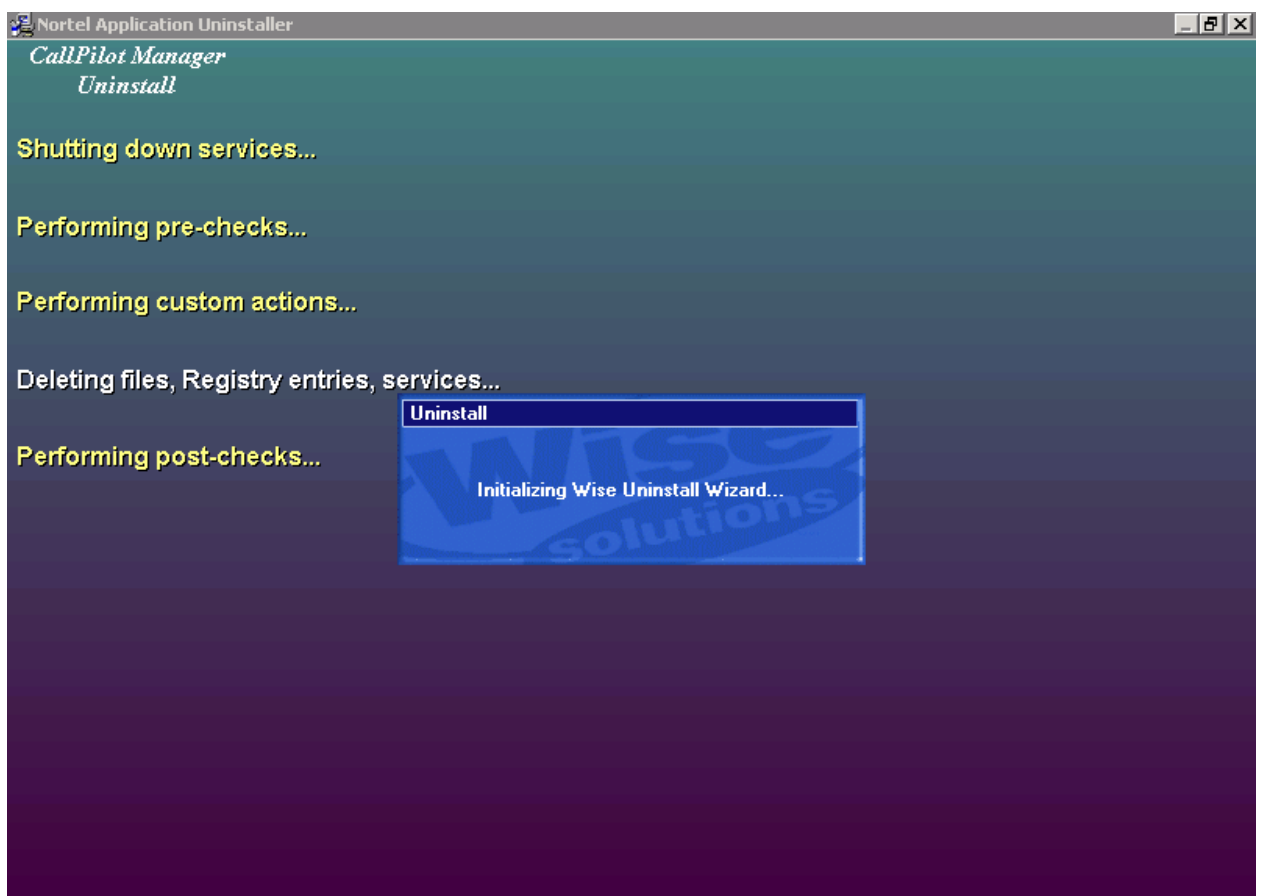
On the step "Deleting files, Registry entries, services" you will be prompted to remove the shared files.
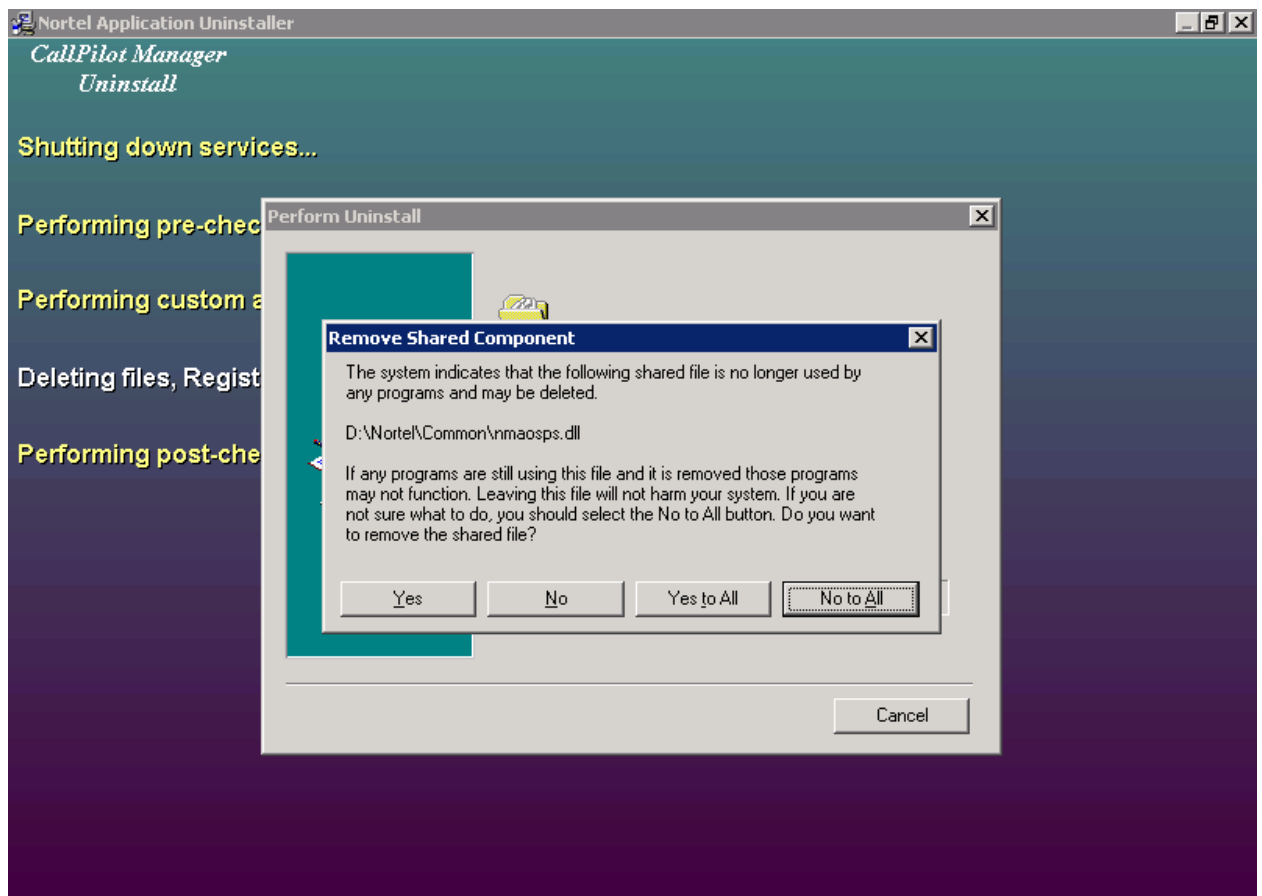
Click on the "No to All" to continue the uninstall of CallPilot Manager.
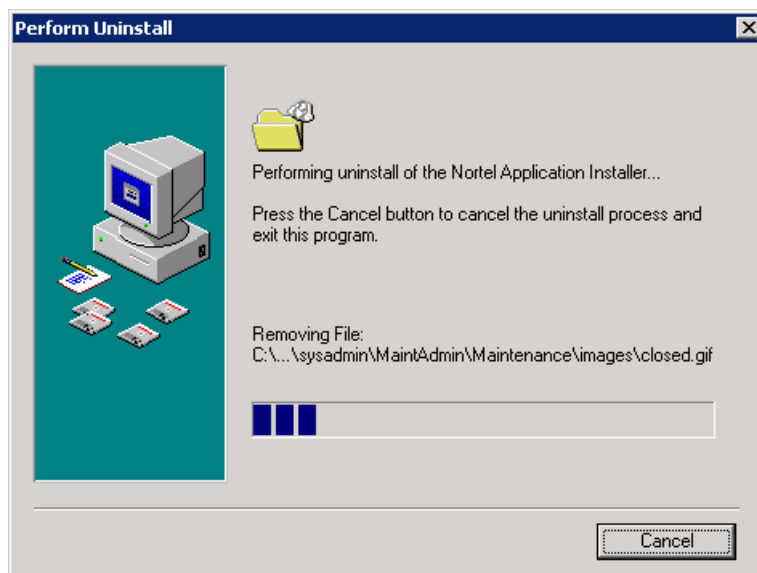
Wait for uninstall to complete.
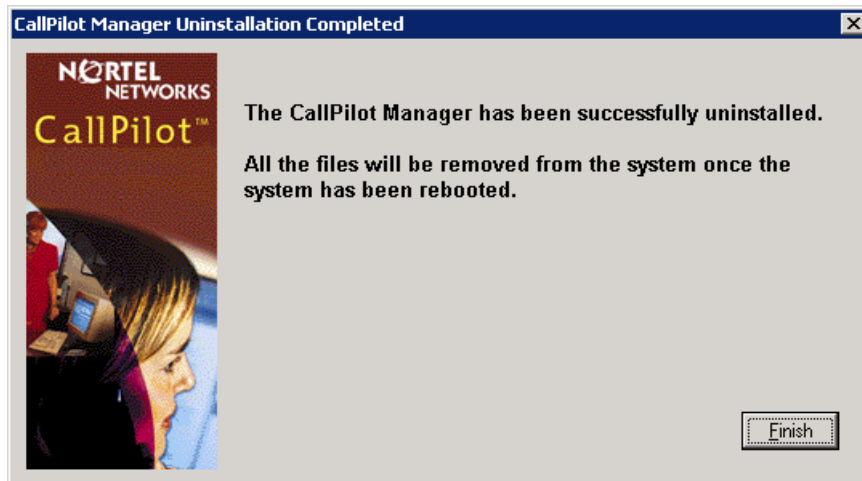
Click on the "Finish" button to complete the CallPilot Manager uninstall.

If you are on a standalone Web Server, you should reboot the Web Server. To reboot go to Start>Shut Down… Click Restart the computer? And click on the "Yes" button to restart.

Remove the PEP from DMI viewer

No needs to remove the PEP from DMI viewer on a standalone Web Server. This step is applicable only on the CallPilot Server.

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

The DMI Viewer starts.
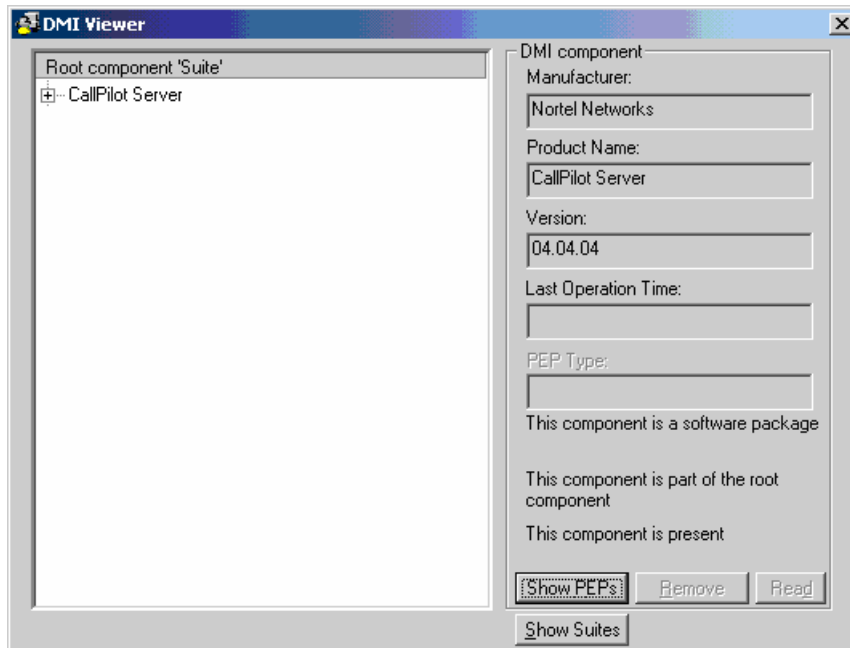
Click on the "Show PEPs" button.
DMI Viewer shows all PEPs installed on the CallPilot Server.
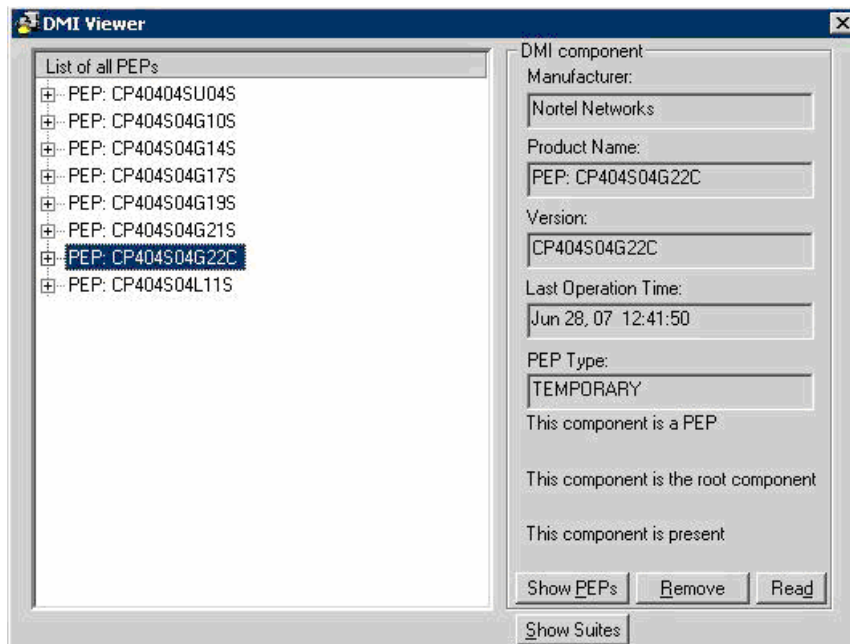
Select CP404S04G22C and click on the "Remove" button.
The "DMI Viewer Uninstall request" window will be appeared.
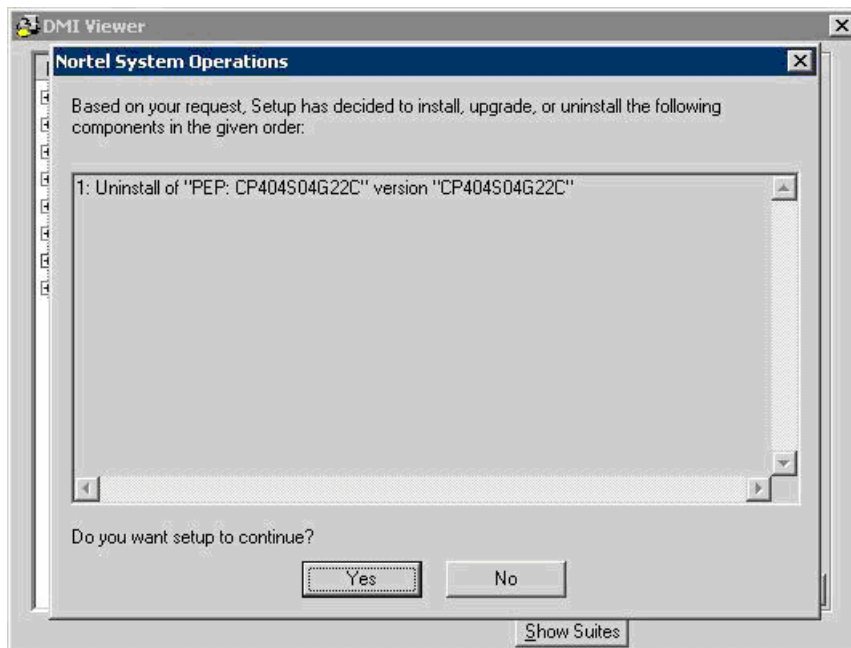
Click on the "Yes" button.

The DMI Viewer will start to uninstall CP404S04G22C. Wait while the uninstall process completes.
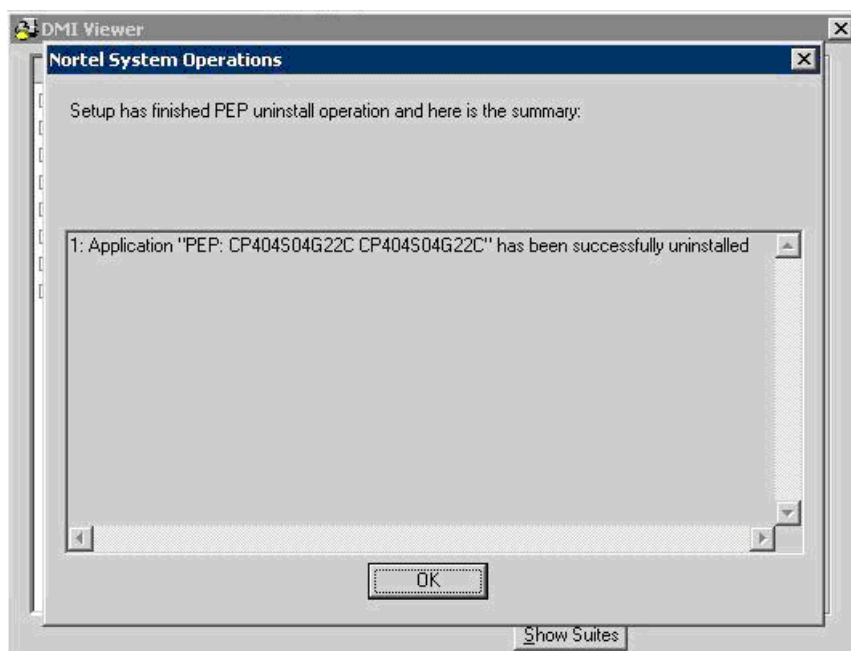
A window will appear with the status of the uninstall operation.
Click on the "OK" button to continue.

You will be prompt to reboot.
Click on the "OK" button to reboot the CallPilot server.

List of Fixes and Enhancements:

The following fixes and enhancements are addressed with CP404S04G22C:

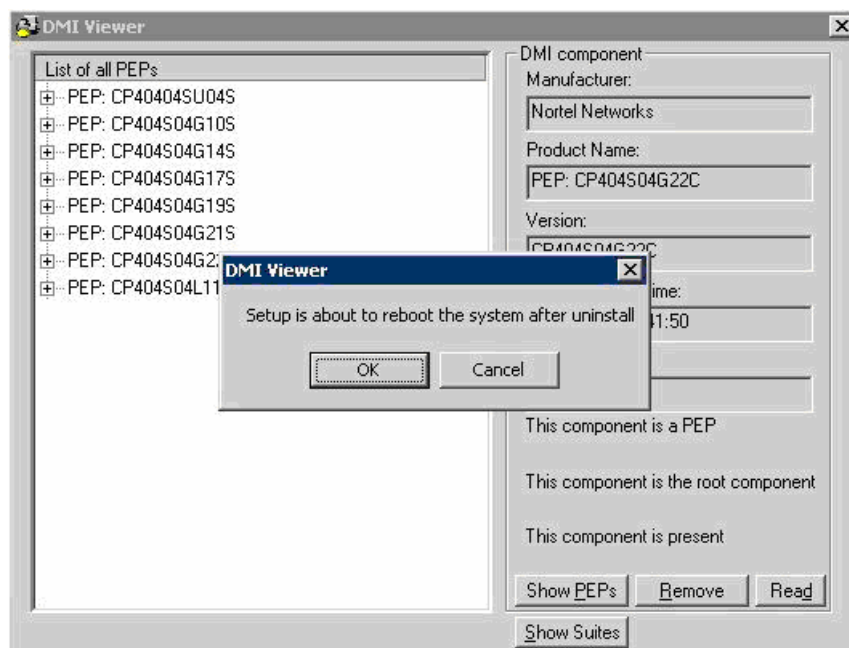| CR	Title
Q01131373	System did not take access calls after disable and enable the access channel
Q01305783	Performance Monitor does not work
Q01389724	CallPilot Manager needs sort capability consistently on all columns in list views (User)
Q01391792	Invalid information by using Quick Search with Administration properties
Q01398408	Language installation in configuration wizard fails over Dialup
Q01406284	RPL of DTT and DTF does not gray out with the Outcalling capability box is unchecked
Q01427998	Scheduled backups do not run after SU0204C install
Q01439082	Reporter installation: Able to capture passwords to DB during install
Q01441857	Help File Submission to CallPilot Server 4.0 SU03
Q01452152	The progress bar does not display when auto add is used
Q01460587	Links to 1005r NTPs must be added to aacontent.asp page in CallPilot Manager
Q01466357	Scheduled report to mapped drive fails.
Q01467678	Event 54857 descriptions need to be detailed to display properly
Q01471933	CallPilot Manager needs sort capability consistently on all columns in list views (System)
Q01471939	CallPilot Manager needs sort capability consistently on all columns in list views (Messaging)
Q01472690	Error when adding remote user to SDL
Q01476902	Submission of NTPs to CallPilot Manager for CallPilot 4.0 SU03
Q01487471	An error prompt appears when installing CallPilot Manager on Stand alone Web server
Q01488498	No path validation while report scheduling
Q01499930	Connection status between CP Server and CP Reporter shows Offline
Q01499930	Connection status between CallPilot Server and CallPilot Reporter shows Offline
Q01504099	Fail to login Reporter after unplug & plug CLAN
Q01505911	Issue with printing class of service
Q01515159	Scheduled reports are not re-scheduled after DST transitions
Q01516506	Can not display/print graphical reports
Q01525904	CallPilot Reporter must use wide-range time period in order to generate reports
Q01533381	CallPilot Manager time zone list should be extended according to KB928388
Q01544313	Upgrade Wizard and CallPilot migration process allowed migration with wrong key
Q01548740	Need to automate the registration portion of CallPilot Manager
Q01557578	Message Forwarding Rule Disabling After 58208 Events
Q01565596	The full system backup was completed with some items skipped
Q01590296	UCD agents with leading zero truncated when using fill option in STI link
Q01624489	IMAP service drops client connections and terminates unexpectedly
Q01659526	User without specific Administration right can not login CallPilot Manager
Q01665820	Can not backup if using CallPilot Manager on Windows 2000 Server connect to CallPilot server 4.0

Other fixes and enhancement resolved in previous version of CallPilot Manager

CR	Title
Q00460625	Incorrect value in column ClientNetworkAddress of table NMomAdminJournal
Q00681182	Backup/Restore: Status is incorrect in many situations
Q00929931	User can not record any greetings with CallPilot Manager Player
Q00933814	CallPilot Manager can not view detailed log file of user Archive using stat screen hyperlink
Q00935690	User can not modify the Device Name of the Backup device
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 logins an other CP server
Q01125045	Help for Message Forwarding Rule Detail does not work.
Q01127868	Notification Device Classes: Help doesn't display the latest updated information
Q01141541	Some Help buttons do not work properly
Q01144655	Backup/Restore: Error handler blocking new backup/Restore operations
Q01149993	Reporter keeps losing connection unable to recover with losing data
Q01150402	Backup/Restore - allows backup to local CallPilot server disk drive
Q01150402	Backup/Restore: Allows backup to local CallPilot server disk drive
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
Q01159874	Database skipped during restore of system backup - restore log needs enhancement
Q01161696	Number of the entries to display field doesn't validate the entered characters
Q01164007	Event 41017 needs to be created
Q01168531	Need add the description for event code 36220
Q01172642	Can not enable Directory Synchronization - Test function working correctly.
Q01176177	Sync task status stays at "synchronization task is running"
Q01180907	Unable to enter "-" character in LDAP search base
Q01182831	Modification and changes to all Help
Q01184250	ELAN and CLAN addresses swapped in SysMon
Q01184825	Need add the description for error code 60864
Q01191571	Event codes missing from Online and Offline help
Q01195685	Unable to add vpim if networking and nms disabled
Q01196698	Events 41015-41017 need to be added to Online and Offline help
Q01206484	CallPilot Manager 4.0 SU01 (CP404S01G01C) is not registered in DMI on CP 2.02
Q01208098	Operator cannot view backup history when login from the standalone CP Manager.
Q01211821	CallPilot crashed, all services down after running re-install
Q01211821	CallPilot crashed, all services down after running re-install
Q01214250	Outbound fax stops working with IMA crash
Q01221950	AOS/Maintenance not working
Q01223396	Unable to start a backup via CP Manager from 8:00 am to 10:00 am
Q01227401	User Restore could not retrieve user list from a stand-alone CallPilot Manager
Q01229054	BWCompt: Backup/Restore link on CP Manager doesn't work
Q01246154	Unable to create new template, Getting DB error 60610
Q01248194	There is no possibility to restore particular messages of an archived user
Q01267735	Introducing 1005r platform to CallPilot 4.0
Q01277798	Automate installation of CallPilot Manager on the standalone Web Server with Windows 2003 SP1 installed

Q01280018	Documentation correction requested for On Line Help on password change
Q01290881	User Archive restore terminates - error 41814 unanticipated exception error
Q01291548	Backup/Restore - Grey out the user archive Restore tab after it is selected
Q01296727	Backward compatibility broken in Config Wizard 4.0
Q01296805	Auto Add feature issue
Q01302137	Need to speed up user archive restore
Q01302785	Reporter R&R: Export function overwrites old report
Q01304839	Reporter R&R: Errors handling/reporting and tracing enhancement
Q01304856	ReporterCOMPermWin2003SP1 tool must be embedded into the installation package
Q01305783	Performance Monitor does not work
Q01308944	Reporter R&R: Relocate Reporter's database to a different location
Q01310489	Modification and changes to all Help Files
Q01311834	Reporter R&R: Limit on number of CP Servers connected to one CP Reporter
Q01314022	Reporter R&R: Create separation between "Logout" and "Logout & Erase" buttons
Q01315788	Reporter R&R: Connection to CallPilot Server message in the CP Manager Sys log
Q01316253	Reporter R&R: Events reporting enhancement
Q01317014	Big CallPilot VPIM Broadcast message receive patch
Q01320268	JITC requires the change for AdminAction report
Q01331284	Incorrect data is in the alert report "RN Target Problem Alert (1)"
Q01331368	Calls RNA/Event ID 1 SQLany Fatal Error Memory Exhausted (Reporter side)
Q01332316	OM Server: Event 41052 needs to be added
Q01339555	CallPilot Manager contains improper grammar in E-mail Account Info screen
Q01342408	CallPilot Reporter - Scheduled reports print only once
Q01346188	Operations to tape are blocked after scheduling backup to tape
Q01346197	Can not erase tape successfully using Backup Restore Tool
Q01349262	Wrong information displayed in Server Properties page when click "Save"
Q01351863	Third Party fax viewer not acceptable for viewing CallPilot faxes"
Q01353922	Reporter R&R: CP state indicator has to be created on the CP Reporter main page
Q01355478	Only current timestamp must be present in the export file name
Q01356188	Can not view Backup history from standalone CP Manager on Windows 2000 Server
Q01358015	Cannot run Reporter after upgrading it
Q01360743	Fax-on-demand fails intermittently with a 40201 event
Q01360978	Dual Language Feature. CallPilot Manager part
Q01377146	Standalone CallPilot Manager fails to open user archives with error 35810
Q01379986	The event description for the events 58208 and 58223 should be updated
Q01402851	Download Player link does not work using CallPilot Manager
Q01424201	CallPilot Manager SU02 runme.exe does nothing on 1005r platform
Q01427998	Scheduled backups do not run after SU0204C install
Q01438160	DCOM setting for Reporter on Windows Server 2003 Service Pack1 Web server
Q01452152	The progress bar does not display when auto add is used
Q01457541	T1: Cannot launch Backup/Restore page in CallPilot Manager
Q01460587	Links to 1005r NTPs must be added to aacontent.asp page in CallPilot Manager
Q01476902	Submission of NTPs to CallPilot Manager for CP4.0 SU03