555-7101-202

CallPilot

Software Administration and Maintenance

Product release 3.0 Standard 1.0 November 2004

NORTEL NETWORKS™

CallPilot

Software Administration and Maintenance

Publication number:	555-7101-202
Product release:	3.0
Document release:	Standard 1.0
Date:	November 2004

Copyright © 2004 Nortel Networks, All Rights Reserved

Information is subject to change without notice. Nortel Networks reserves the right to make changes in design or components as progress in engineering and manufacturing may warrant.

The process of transmitting data and call messaging between the CallPilot server and the switch or system is proprietary to Nortel Networks. Any other use of the data and the transmission process is a violation of the user license unless specifically authorized in writing by Nortel Networks prior to such use. Violations of the license by alternative usage of any portion of this process or the related hardware constitutes grounds for an immediate termination of the license and Nortel Networks reserves the right to seek all allowable remedies for such breach.

This page and the following page are considered the title page, and contain Nortel Networks and third-party trademarks.

Nortel Networks, the Nortel Networks logo, the Globemark, and Unified Networks, BNR, CallPilot, DMS, DMS-100, DMS-250, DMS-MTX, DMS-SCP, DPN, Dualmode, Helmsman, IVR, MAP, Meridian, Meridian 1, Meridian Link, Meridian Mail, Norstar, SL-1, SL-100, Succession, Supernode, Symposium, Telesis, and Unity are trademarks of Nortel Networks.

3COM is a trademark of 3Com Corporation.

ADOBE is a trademark of Adobe Systems Incorporated.

ATLAS is a trademark of Quantum Corporation.

BLACKBERRY is a trademark of Research in Motion Limited.

CRYSTAL REPORTS is a trademark of Seagate Software Inc.

EUDORA and QUALCOMM are trademarks of Qualcomm, Inc.

ETRUST and INOCULATEIT are trademarks of Computer Associates Think Inc.

DIRECTX, EXCHANGE.NET, FRONTPAGE, INTERNET EXPLORER, LINKEXCHANGE, MICROSOFT, MICROSOFT EXCHANGE SERVER, MS-DOS, NETMEETING, OUTLOOK, POWERPOINT, VISUAL STUDIO, WINDOWS, WINDOWS MEDIA, WINDOWS NT, and WINDOWS SERVER are trademarks of Microsoft Corporation.

GROUPWISE and NOVELL are trademarks of Novell Inc.

INTEL is a trademark of Intel Corporation.

LOGITECH is a trademark of Logitech, Inc.

MCAFEE and NETSHIELD are trademarks of McAfee Associates, Inc.

MYLEX is a trademark of Mylex Corporation.

NETSCAPE COMMUNICATOR is a trademark of Netscape Communications Corporation.

NOTES is a trademark of Lotus Development Corporation.

NORTON ANTIVIRUS and PCANYWHERE are trademarks of Symantec Corporation.

QUICKTIME is a trademark of Apple Computer, Inc.

RADISYS is a trademark of Radisys Corporation.

ROLM is a trademark of Siemens ROLM Communications Inc.

SLR4, SLR5, and TANDBERG are trademarks of Tandberg Data ASA.

SONY is a trademark of Sony Corporation.

SYBASE is a trademark of Sybase, Inc.

TEAC is a trademark of TEAC Corporation.

US ROBOTICS, the US ROBOTICS logo, and SPORTSTER are trademarks of US Robotics.

WINZIP is a trademark of Nico Mark Computing, Inc.

XEON is a trademark of Intel, Inc.

Publication history

November 2004	CallPilot 3.0, Standard 1.0; *CallPilot Installation and Configuration, Software Administration and Maintenance*; title of book changed; major revisions for change of operating system from Windows NT to Windows 2003 especially to the section on recovering the system.
October 2003	CallPilot 2.5, Standard 1.0 of *CallPilot Installation and Configuration, Part 4: Software Installation and Maintenance* is released with updates or changes occurring in releases 2.02 and 2.5
September 2002	Standard 1.0 of *CallPilot Installation and Configuration, Part 4: Software Installation and Maintenance* is released for CallPilot 2.0 general availability.

Contents

1 About this guide 9

2 Installing Service Updates and Performance Enhancement Packages 11

Introduction 12
Installing Service Updates or Performance Enhancement Packages 15
Uninstalling Service Updates or Performance Enhancement Packages . . . 20

3 Performing a CallPilot server platform migration 25

Platform migration overview 26
Performing a CallPilot platform migration 31

4 Expanding CallPilot features 39

Expanding features 40

5 Installing CallPilot administrative software on a stand-alone web server 43

CallPilot Manager requirements 44
CallPilot Reporter requirements 47
Installing CallPilot Manager and Reporter on a stand-alone web server . . 49
Logging on to the CallPilot server with CallPilot Manager 55

6 Recovering system software 61

Introduction. 62
Viewing installation and configuration log files. 65
Reinstalling languages 67
Uninstalling and installing pcAnywhere. 69
Uninstalling and installing CallPilot server software 71
Reinstalling CallPilot server software 78
Rebuilding the 201i server from the disk image. 82
Rebuilding the tower or rackmount server from the disk image 86
Recovering a hard drive 89

Index 93

Chapter 1

About this guide

Introduction

The *CallPilot* Software Administration and Maintenance guide provides information and instructions for installing, expanding, reinstalling, and repairing CallPilot software.

CallPilot system software and the server operating system are installed at the factory. CD-ROMs shipped with the system enable you to install and uninstall components such as pcAnywhere, Service Updates, and CallPilot Manager and Reporter on a standalone web server. A CD-ROM containing a disk image of the system facilitates recovery of the CallPilot server software.

For more information

For more information about the CD-ROMs included with the system, see the sections “CallPilot software media and documentation checklist” and “Preinstalled software” in the *CallPilot Installation and Task List*.

For more information about CallPilot hardware and software, see:

- *CallPilot Fundamentals*
- *CallPilot Planning and Engineering Guide*

Other CallPilot guides are referred to in the procedures of this guide. For a list of CallPilot documentation, see the document map on page 10.

NORTEL NETWORKS

CallPilot Customer Documentation Map

NTP Number 555-7101-(nnn)

- **Fundamentals**
  - CallPilot Fundamentals (-010)
- **Planning and Engineering**
  - Planning and Engineering Guide (-101)
  - Network Planning Guide (-102)
- **Installation and Configuration**
  - Installation and Configuration Task List (-210)
  - **Server Installation Guides**
    - 201i Server Hardware Installation (-220)
    - 703t Server Hardware Installation (-226)
    - 1002rp Server Hardware Installation (-205)
  - **Configuration and Testing Guides**
    - Meridian 1 and CallPilot Server Configuration (-222)
    - Succession Communication Server Configuration (-510)
  - **Unified Messaging Software Installation**
    - Desktop Messaging and MyCallPilot Installation Guide (-505)
- **Administration**
  - Administrator's Guide (-301)
  - Software Administration and Maintenance Guide (-202)
  - Desktop Messaging and MyCallPilot Administration Guide (-503)
  - Meridian Mail to CallPilot Migration Guide (-801)
  - Application Builder Guide (-325)
  - Reporter Guide (-310)
- **Maintenance**
  - Troubleshooting Guide (-501)
  - **Server Maintenance and Diagnostics**
    - 201i Server Maintenance and Diagnostics (-119)
    - 703t Server Maintenance and Diagnostics (-227)
    - 1002rp Server Maintenance and Diagnostics (-206)
- **End User Information**

End User Cards	End User Guides
Unified Messaging Quick Reference Card	Multimedia Messaging User Guide
Unified Messaging Wallet Card	Speech Activated Messaging User Guide
Unified Messaging What's New Card	Desktop Messaging User Guide for Microsoft Outlook
Command Comparison Card A-Style	Desktop Messaging User Guide for Lotus Notes
Command Comparison S-Style	Desktop Messaging User Guide for Novell Groupwise
Menu Interface Quick Reference Card	Desktop Messaging User Guide for Internet Clients
Alternate Command Interface Quick Reference Card	MyCallPilot User Guide

Chapter 2

Installing Service Updates and Performance Enhancement Packages

In this chapter

Introduction 12
Installing Service Updates or Performance Enhancement Packages 15
Uninstalling Service Updates or Performance Enhancement Packages 20

Introduction

When Nortel Networks makes changes to the CallPilot software, the changes are distributed to you as Service Updates (SU). SUs must be installed:

- when they are released by Nortel Networks to enable you to implement new enhancements
- each time you perform an upgrade from a previous release
- when you need to rebuild your system

You can download SUs from the Nortel Networks Meridian PEP Library (see "How to acquire new PEPs" on page 13).

Service Updates

A Service Update (SU) is a consolidation of fixes, additional enhancements, and Performance Enhancement Packages (PEP) that have been released since the initial release of CallPilot became available. A particular SU may contain product improvement PEPs, software fix PEPs, or both. When upgrading, apply the SU after the upgrade.

Performance Enhancement Packages

Performance Enhancement Packages (PEPs) are software fixes, updates that enhance CallPilot features, or both. For an initial installation of CallPilot, additional PEPs may be provided on the CallPilot PEP CD-ROM.

How to acquire new PEPs

CallPilot SUs and PEPs are provided on the CallPilot PEP CD-ROM. When additional SUs and PEPs become available, they can be ordered on CD-ROM or downloaded as follows:

PEP availability format	How to acquire it
SU CD-ROM kit	You can order the SU CD-ROM kit from Nortel Networks. There is no charge for the kit.
Downloadable file from Nortel Networks	Access the Nortel Networks Meridian PEP Library (MPL) at the following URL, then navigate to the "Multimedia PEP Tools" section. https://transportvo.nortelnetworks.com/mpl/mpl **Notes:** ■ If you cannot access the Meridian PEP Library, or if you cannot find the SUs, contact your Nortel Networks representative. ■ The Meridian PEP Library is a secure web site requiring a user name and a password to log on. If you do not have an account, you must apply for one. It can take up to 72 hours to process your account request.

Identifying SUs and PEPs

SUs and PEPs on the PEP CD-ROM are labeled in the following format: CPxxxxxxxyyz or CMxxxxxxxyyz, where

CP	CallPilot
CM	CallPilot Manager
xxxxxxx	is the release level (for example, 20123SU)
yy	is the PEP number for the release, which can range from 001 to 999
z	identifies the component to which the PEP applies: A: administration software update D: desktop messaging software update L: language update S: server software update W: web messaging software update

Readme files

Readme files are provided in the following locations on the SU CD-ROM or in the PEP, as follows:

- in the root directory on the SU CD-ROM

  This readme file provides a general description of the PEP packages and general install and uninstall instructions.

- in each PEP package folder

  These readme files provide a list of all the PEPs in that package, and specific install and uninstall instructions.

- in each PEP folder

  These readme files describe the purpose of the PEP and may provide some installation instructions.

Installing Service Updates or Performance Enhancement Packages

Before you begin



CAUTION

Risk of system problems

For specific SU or PEP installation instructions, refer to the readme files that are provided with the SU or PEP. In many cases, SUs and PEPs must be installed and uninstalled in a specific order. The readme files provide these instructions. When the readme files instruct you to uninstall or install SUs or PEPs, refer to the procedures in this section.

ATTENTION

If your CallPilot system is up and running, Nortel Networks recommends that you do the following:

1 Perform a system backup.
For instructions on performing a system backup, refer to the *CallPilot Administrator's Guide* (555-7101-301).

2 Take CallPilot out of service by disabling all call channels.
For instructions, refer to "Stopping and starting channels" in the *CallPilot Installation and Configuration Task List*.

Note: If you have a RAID system, see the CallPilot maintenance and diagnostics guide for your server for information on splitting the RAID.

To install an SU or PEP

1. Ensure that you are logged on to the server where you want to begin SU or PEP installation.

   Use a logon account that has administrative privileges (for example, Administrator).

2. Insert the CallPilot PEP CD-ROM or the SU CD-ROM into the CD-ROM drive.

3. Click Start → Run.

   Result: The Run dialog box opens.

4. Click Browse.

   Result: The Browse dialog box opens.

5. Navigate to the CD-ROM drive (Z:).

6. Open and review the readme files that are in the root directory and in the folder for each SU or PEP package for specific installation instructions, uninstallation instructions, or both.

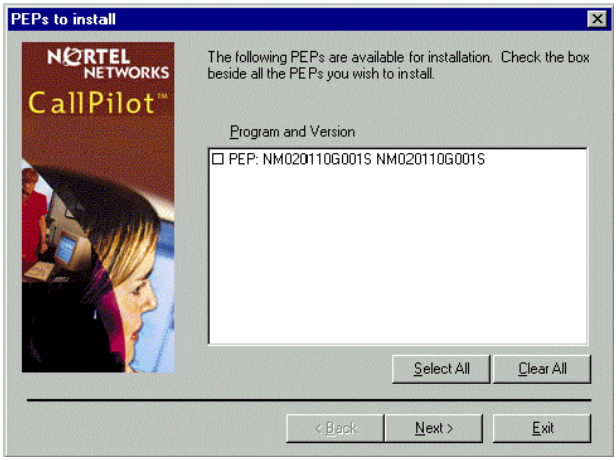
7. Double-click the runme.exe or runme.bat file (depending whether this is an SU or PEP CD-ROM), then click OK.

   Result: Setup examines the system, and the PEPs to install window appears.

ATTENTION

It can take 5 to 20 minutes for the SUs or PEPs to install window to appear, depending on the number of them and the system configuration. In the meantime, a gray box may appear while the window is loading. Do not use the mouse or keyboard during this time.

Note: The following example is for illustration purposes only, and may not reflect what appears on your system:

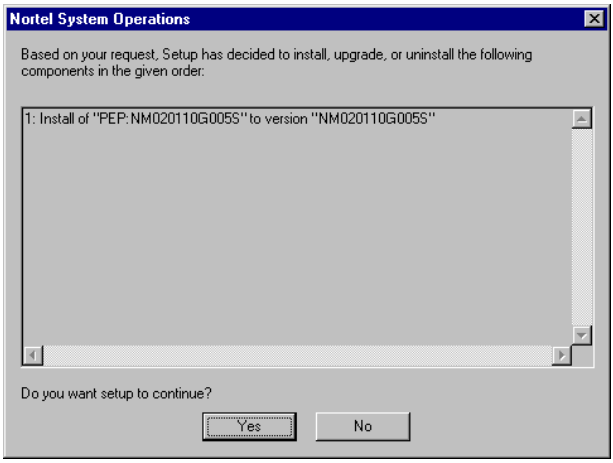


8 Select the SUs or PEPs to install, and then click Next.

If you are uncertain about which SUs or PEPs to install, refer to the readme file located in the root directory of the CD-ROM.

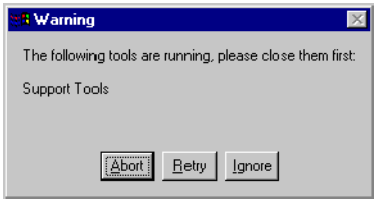
Result: The Nortel System Operations window appears and lists all PEPs in the order in which they will be installed or uninstalled.

Note: Some SUs or PEPs make earlier ones obsolete.



9 Click Yes to continue.

Result: The selected SUs or PEPs check the system to determine if any tools are open. If tools are open, you receive the following warning:



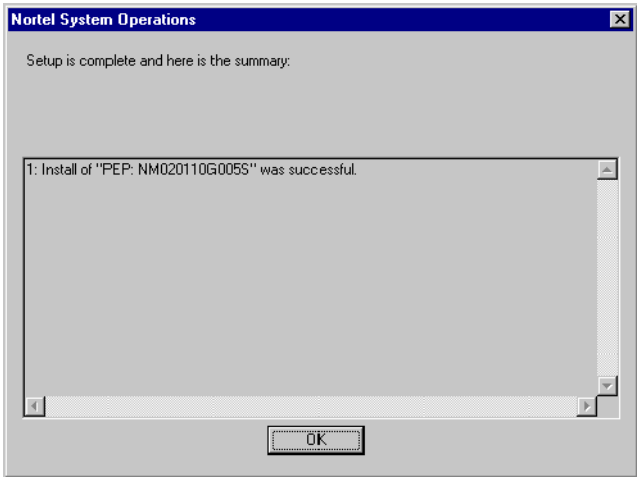
Close the tools, and then click Retry.

The system automatically shuts down only the designated services for the SUs or PEPs being installed. The time it takes to shut down the services and install the SUs or PEPs is based on what is contained in them. This can be a minimum of 10 to 15 minutes.

10 A pop-up dialog box may appear to indicate that some software must be uninstalled prior to installing the PEP. Click yes to uninstall.

Note: No pop-up box appears if no software must be uninstalled.

Result: When installation is finished, a summary of the installation appears, showing the success or failure of each operation. The SUs or PEPs displayed may be different for your server.



11 Click OK.

12 Repeat this procedure for other SU or PEP packages.

13 You may or may not be prompted to restart the server.

Note: You can install more than one SU or PEP and restart the server at the end. You do not have to restart the server after installing each oneP.

What's next?

Continue with the next step that is identified in the Service Update or PEP readme file Installing Performance Enhancement Packages.

Uninstalling Service Updates or Performance Enhancement Packages

Before you begin



CAUTION

Risk of system problems

For specific SU or PEP installation instructions, refer to the readme files that are provided with the SU or PEP. In many cases, SUs and PEPs must be installed and uninstalled in a specific order. The readme files provide these instructions. When the readme files instruct you to uninstall or install SUSs or PEPs, refer to the procedures in this section.

ATTENTION

If your CallPilot system is up and running, Nortel Networks recommends that you do the following:

1 Perform a system backup.
For instructions on performing a system backup, refer to the *CallPilot Administrator's Guide* (555-7101-301).

2 Take CallPilot out of service by disabling all call channels.
For instructions, refer to "Stopping and starting channels" in the *CallPilot Installation and Configuration Task List*.

Note: If you have a RAID system, see the CallPilot maintenance and diagnostics guide for your server for information on splitting the RAID.

To uninstall an SU or PEP

CallPilot automatically removes obsolete SUs and PEPs when you install new ones. However, there can be times when you want to uninstall a PEP yourself.

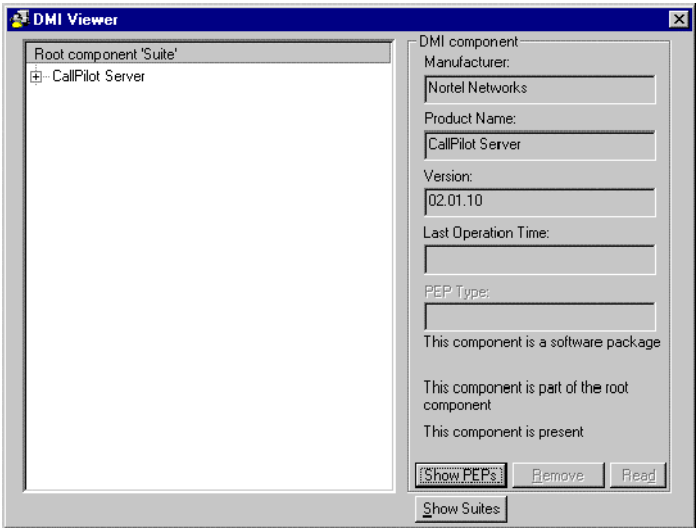
1 Log on to the server where you want to begin the uninstall.

Use a logon account with administrative privileges (for example, Administrator).

2 Click Start → Programs → CallPilot → System Utilities → PEP Maintenance Utility.

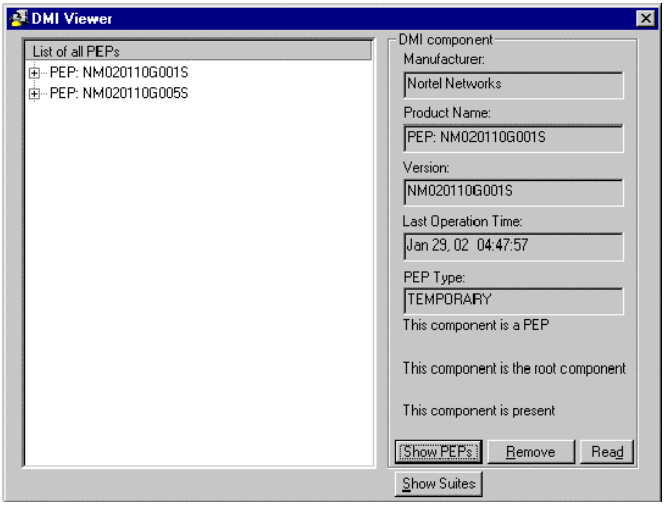
Result: The DMI Viewer window appears.

Note: The following example may not reflect exactly what appears on your system:



3 To view a list of all SUs or PEPs, click Show PEPs.

Result: A list of all SUs and PEPs appears.

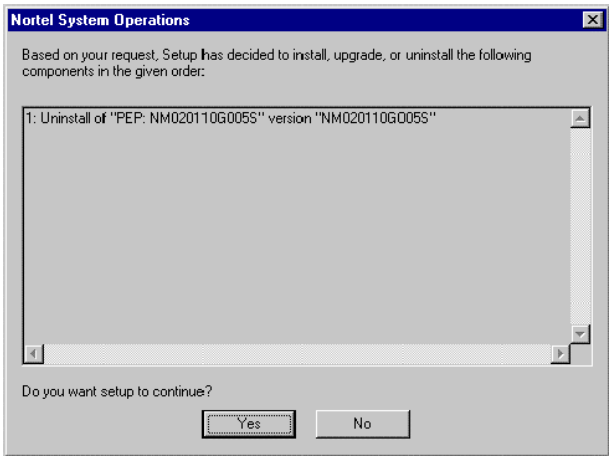


4 Select the SU or PEP you want to uninstall.

You can use Ctrl-click to select multiple SUs or PEPs to uninstall in one operation.

5 Click Remove.

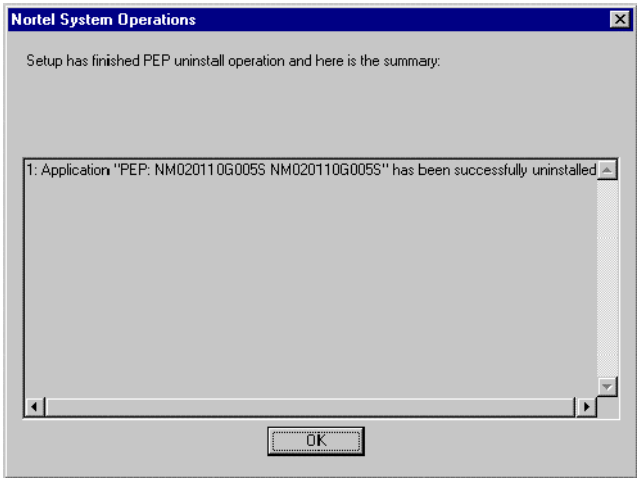
Result: The system prompts you to confirm this choice.



6 Click Yes.

Result: The system automatically shuts down all services and uninstalls the selected SUs or PEPs. The time it takes to shut down the services and uninstall the SUs or PEPs is based on what is contained in them. Usually, this is a minimum of 10 to 15 minutes.

When the uninstall is finished, a summary similar to the following appears:



7 Click OK.

Note: You may be prompted to reboot the server.

Chapter 3

Performing a CallPilot server platform migration

In this chapter

Platform migration overview 26

Performing a CallPilot platform migration 31

Platform migration overview

Introduction

Perform a platform migration when you want to migrate from one CallPilot server to another CallPilot server without losing any existing CallPilot information. The migration path must be from an existing CallPilot platform to another equivalent or larger CallPilot platform.

You cannot

- downgrade the CallPilot system during a cross-platform migration
- reduce the CallPilot voice, fax, and speech recognition channels to zero

  For example, you can reduce fax channels from four to two. You cannot reduce fax channels from two to zero.
- reduce the number of CallPilot voice, fax, speech activated messaging, or desktop messaging users (seats) when migrating from the current platform to the target platform

ATTENTION

The server is out of service for approximately 8 to 13 hours. (The time is based on the platform configuration and the steps that are required to complete your platform migration.)

Supported platform migration paths

The following is a list of supported migration paths for a server that is connected to a Meridian 1 or Succession 1000 system:

Original server	Target server
201i	201i,703t, or 1002rp
703t	703t, or 1002rp
1002rp	1002rp

Notes:

- For more information about the CallPilot software requirements, see "Software requirements" below.
- A migration to the same platform is performed when the server hardware must be replaced due to a hardware failure.

Software requirements

The following are the CallPilot server software requirements:

Software version

Both platforms must run the same release of software (including the Service Update version) before performing the platform migration.

For versions of software, see the *CallPilot Planning and Engineering Guide*.

Performance Enhancement Packages

Both platforms must run the same release of software including Performance Enhancement Packages (PEP). For more information on PEPs, see Chapter 2, "Installing Service Updates and Performance Enhancement Packages," on page 11.

Platform migration and feature expansion

If you purchased a feature expansion that requires a platform migration, you must perform the platform migration before the feature expansion. In this situation, you receive two keycodes—one for the platform migration and one for the feature expansion.

Hardware requirements

If the backup is done on a tape, then both the original and target servers must have compatible tape drives. If you are working with a 201i server, refer to the following documents for instructions on connecting the tape drive:

- 201i server: “Peripheral connectivity” in the *CallPilot 201i Server Hardware Installation* guides

Required materials

CallPilot server information

You need the following information when setting up the target server:

- computer name
- IP address
- RRAS IP address
- target server serial number and keycode
- CallPilot manager password (Note: Record the password and store it in a secure place.)
- TCP/IP information for the ELAN and CLAN network interface cards

If the target server will not reuse the IP addresses of the original server, then the network administrator must provide this information.

Software media

You need the following items to perform the migration:

- CallPilot Image CD-ROM

- CallPilot Applications CD-ROM
- CallPilot PEP CD-ROM
- CallPilot Language CD-ROM (as appropriate)
- CallPilot keycode

Documentation

You must have the following documentation:

- the latest issue of the *CallPilot Distributor Technical Reference* (DTR)
- *CallPilot Administrator's Guide* (555-7101-301)

For more information on obtaining CallPilot documentation and documentation updates, see the *CallPilot Fundamentals* guide.

Calculating the time to fully back up a CallPilot system to tape

The following table identifies the time to fully back up a CallPilot system under light traffic conditions. Times include a 6 minute tape retention time.

Note: Perform backups when there is low or no traffic on the system.

Platform	Attached tape drive	Tape type	Hours of storage	Estimated maximum time for full backup
201i	SLR5	SLR5	350	2 hours, 55 minutes
703t	SLR75	SLR75	1200	25 minutes
1002rp	SLR75	SLR75	2400	1 hour, 42 minutes

The estimated backup times apply only when

- the backup is run using the specified tape drives
- the tape drives are connected directly to the CallPilot server
- the backup is run after business hours with no traffic on the CallPilot system

Backup times increase considerably when a slow tape drive is used or if the backup device (for example, tape drive or file server) is on the customer LAN.

Performing a CallPilot platform migration

Introduction

This section provides detailed instructions for performing a platform migration.



CAUTION

Risk of loss of data

To prevent the loss of messages, courtesy down the system before starting the backup. This ensures all messages are captured and migrated to the new server.

ATTENTION

Follow all the steps in this section very carefully. Ensure that you read all of the instructions before attempting to perform a platform migration. Only technicians who are familiar with CallPilot should attempt this procedure.

ATTENTION

Do not connect the target server to the network while the original server is still connected to the network, as this can result in network conflicts.

Stage 1: Ensure that both servers are running identical software versions, SUs, and PEPs

1 Compare the software versions, releases, Service Updates (SUs), and Performance Enhancement Packages (PEPs) on both servers.

For more details, see “Software requirements” on page 27.

2 Install the latest Service Update or PEPs on the original server, if required.

For more information, see “Installing Service Updates and Performance Enhancement Packages,” on page 11

3 When the updates are finished, restart the original server.

Stage 2: Back up the original server

4 Perform a system backup on the original server.

Use the predefined “SystemBackup” backup definition.

IF	THEN
you are performing a backup to tape	the original server and the target server must have compatible tape drives.
you are performing a backup to a remote disk	you must do the backup on a file server that is accessible to both the original and target servers.

For more information, refer to “Backing up and restoring CallPilot information” in the *CallPilot Administrator’s Guide* (555-7101-301).

See also “Calculating the time to fully back up a CallPilot system to tape” on page 29.

Note: While the backup is underway, you can move on to “Stage 3: Prepare the target server,” on page 33.

Stage 3: Prepare the target server

ATTENTION

Do not connect the target server to the network while the original server is still connected to the network, as this can result in network conflicts.

Both servers must be identical in the following areas:

- software version
- SU/PEP package installed

Refer to the latest version of the *CallPilot Distributor Technical Reference*, if required.

IF all of the above-listed components are	THEN
identical	go to "Stage 4: Restore and configure the target server."
not identical	perform step 5, as required.

5 Install the SUs or PEPs on the target server, if required and not on the CallPilot Image CD-ROM.

For instructions, see "Installing Service Updates and Performance Enhancement Packages" on page 11.

Ensure that after the installation, the installed PEPs match the PEPs that are installed on the original server.

6 Restart the server.

For more information, refer to the section on restarting the server in the *CallPilot Installation and Configuration Task List*.

ATTENTION

If your server is connected to a Meridian 1 switch, ignore this step and go to Stage 4.

Stage 4: Restore and configure the target server

7 Restore the backup of the original server onto the target server.

For instructions on restoring server data, refer to “Using the Backup and Restoring tool” in CallPilot Manager online help.

Note: You can perform the restore from tape or from a remote disk on the LAN. To perform the restore from a remote disk on the LAN, do the following:

a. Shut down and disconnect the original server from the networkas described in the section on powering down the server in the *CallPilot Installation and Configuration Task List*.

b. Install anti-virus software on the target server (for information, see Nortel Networks bulletin *CallPilot support for anti-virus applications*, P-2003-01510-global).

c. Connect the target server to the network.

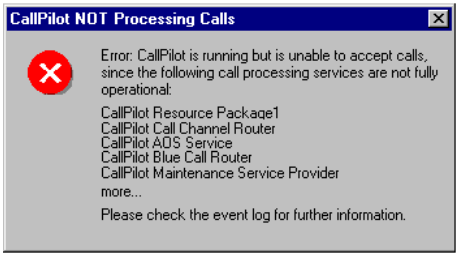
d. Ensure the target server can connect with the remote disk on the LAN.

For instructions on verifying the network connection, refer to “Backing up and restoring CallPilot information” in the *CallPilot Administrator’s Guide* (555-7101-301).

e. Perform the restore from the remote disk.

After the restore is completed, warnings similar to the following appear:





These warnings appear because the CallPilot server is looking at the configuration of the original server, which you have just restored to the target server. Ignore and close the warnings. They will be resolved by running the Configuration Wizard (see step 9).

8 Set the platform type.

Note: If you are migrating to the same platform type, go to step 9.

a. Insert the CallPilot Applications CD-ROM in the CD-ROM drive.

b. Navigate to the CD-ROM drive.

c. Locate and double-click the *.reg file for the target server model in the CallPilotInstall folder.

Result: The system updates the operating system registry. A confirmation message displays.

d. Click OK to close the confirmation message box.

e. Restart the server using the proper procedures. For more information on restarting the server, see the *CallPilot Installation and Configuration Task List*.

9 Log in to CallPilot Manager and run the Configuration Wizard.

Do the following (for more information, refer to “Configuring the CallPilot server software” in the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server):

a. Enter the target server keycode and serial number.

b. On the Media Allocation screen, verify the channel allocations to DSPs.

c. On the Switch Information screen, do the following:

- Change the switch IP address, if required.
- Change the settings for TN, Key0, and Key1, if required.
- Configure the channels on each link.
  When you click Next, the following message may appear:

```
Board 1 with device ID <number> is removed from the
system but exists in the database. Press OK to keep
the board information in the database or press
Cancel to remove it.
```

This message appears because the configuration for two boards was combined into the configuration for one board. Click Cancel to remove the board from the database.

d. On the Hunt Group or CDN Information screen, change the CDNs, if required.

e. On the Language Source Directory screen, reinstall all the languages and speech activated messaging.

f. On the CallPilot Local Area Network Interface screen, assign the network adapter cards to the ELAN and CLAN.

Result: When you are done, the Ready to Configure screen appears. Click Finish, and then click OK to apply the changes. The system applies the changes. This can take between 15 minutes and 1 hour, depending on the server model and the number of languages that are installed.

10 When the Configuration Wizard has finished applying the changes, shut down the target server.

Result: For instructions, refer to “Powering down the server” in the *CallPilot Installation and Configuration Task List*.

Stage 5: Bring the target server into service

11 Shut down the original server and disconnect it from the network.

ATTENTION

The original server should already have been shut down and disconnected in step 7 on page 34.

a. Shut down the server as described in the section on powering down the server in the *CallPilot Installation and Configuration Task List*.

b. Disconnect it from the network.

12 Connect the target server to the network and the switch.

For instructions, see the following table:

IF the target server is a	THEN refer to
201i server	*CallPilot 201i Server Hardware Installation* guide.
tower or rackmount server (such as 703t or 1002rp)	the section on connecting the CallPilot server to the switch in the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server.

13 Restart the target server.

For instructions, refer to the section on powering up the server in the *CallPilot Installation and Configuration Task List*.

14 Reconfigure SDNs, if required.

If the target server does not use the same SDNs as the original server, you must modify the SDN table, as follows:

a. Log on to the new server with CallPilot Manager.

For instructions, see "Logging on to the CallPilot server with CallPilot Manager," on page 55.

b. Click System → Service Directory Number.

c. Click the SDN you want to edit.

d. After you finish configuring the SDN, click Save.

What's next?

Continue with "Testing the CallPilot installation" in the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server.

Chapter 4

Expanding CallPilot features

In this chapter

Expanding features 40

Expanding features

Introduction

This chapter summarizes how you add features or configure additional channels. CallPilot does not support feature reductions except for the number of channels that have been previously allocated. You cannot reduce the number of channels to 0.

Types of expansions

You can expand or add the following types of CallPilot features:

- channels
- number of MPUs
- features such as AppBuilderFax and Networking
- languages

When you purchase additional features or system capacity, you receive a new keycode.

Platform migration and feature expansion

If the feature expansion requires a migration from your current server to a server that provides more capacity, you must perform the platform migration before you can perform the feature expansion. In this situation, you receive two keycodes—one for the platform migration and one for the feature expansion.

For instructions on performing the platform migration, see Chapter 3, “Performing a CallPilot server platform migration.”

To perform the feature expansion

1. Verify the information on the keycode with the CallPilot system configuration, as follows:

   - Ensure that the serial number on the keycode label (Sec. Dev. ID) matches the CallPilot serial number that appears on the CallPilot System Information screen in CallPilot Manager.

     If these two items do not match, your Nortel Networks customer support representative must generate a new keycode so you can perform the feature expansion.

   - Ensure that the feature limits displayed on the keycode label are greater than or equal to the feature limits displayed on the CallPilot System Information screen in CallPilot Manager.

     Features cannot be reduced. For example, if three voice prompt languages are currently installed on the server, you cannot reduce the number of languages to two.

   - The number of channels can be reduced, but not to zero.

2. If you are increasing system capacity, do one of the following:

   - Install any additional hardware that was shipped to you (for example, additional cards or boards).

     For instructions on installing the new hardware, refer to the *CallPilot <server model> Server Maintenance and Diagnostics* guide for your server.

     Note: Expanding the system with the newly-purchased features does not always require additional haradware.

   - Ensure that the switch configuration programming matches any new hardware; the switch may require additonal programming

   - Migrate your server to the new platform.
     For instructions, see Chapter 3, “Performing a CallPilot server platform migration.”

3. Run the CallPilot Configuration Wizard.

   For instructions, refer to “Configuring the CallPilot server software” in the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server, and the CallPilot Manager online Help.

In the Configuration Wizard, ensure that you do the following:

a. Enter the new keycode and serial number.

b. Configure any new channels.

c. Install any languages.

4 Configure additional channels on the switch.

5 Restart the server.

6 Test the system to ensure that it works as expected.

For instructions, refer to “Testing the CallPilot software and channels” in the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server.

Chapter 5

Installing CallPilot administrative software on a stand-alone web server

In this chapter

CallPilot Manager requirements 44

CallPilot Reporter requirements 47

Installing CallPilot Manager and Reporter on a stand-alone web server 49

Logging on to the CallPilot server with CallPilot Manager 55

CallPilot Manager requirements

Introduction

IF you	THEN CallPilot Manager
purchased a new CallPilot server	is already installed on the CallPilot server when it ships from the factory.
upgraded your CallPilot server from an earlier release	is automatically installed during the upgrade.

CallPilot Manager is always installed on a CallPilot server. You can also choose to install CallPilot Manager on a stand-alone web server using the CallPilot Applications CD-ROM. This section describes what must be installed on the stand-alone web server before you install CallPilot Manager.

Notes:

- These software requirements are already in place on the CallPilot server. No action is required on the CallPilot server.
- The Nortel Networks technical support personnel use pcAnywhere as a remote support tool. If you require remote support on the stand-alone web server from Nortel Networks, you must install and configure pcAnywhere on the stand-alone web server and provide remote access connectivity to the server. Remote access can be via either a modem connected to the server's COM port or other Routing and Remote Access Service (RRAS) equivalent.
  Note: Nortel Networks does not provide the license for pcAnywhere on a standalone server. The license must be purchased separately.

When to install CallPilot Manager on a stand-alone server

Install CallPilot Manager on a stand-alone server when you

- want to use CallPilot Reporter

  You cannot install CallPilot Reporter on the CallPilot server.
- expect a large amount of web-based administration traffic, and you want to off-load the work from the CallPilot server

Stand-alone web server requirements

The CallPilot Manager and CallPilot Reporter web-based software run on a Microsoft Internet Information Server (IIS). To support encrypted logon and password change dialog boxes, you require IIS support for secure sockets layer (SSL). For more information, see the section on the web server in the *CallPilot Planning and Engineering Guide*.

You can use the same server for end user web applications, such as My CallPilot.

The web server must be running one of the operating systems and components described in the *CallPilot Planning and Engineering Guide*. If you are working with an existing web server, some of the components may already be installed. If components are missing, or you are installing a web server for the first time, you must supply your own web server software.

Hardware and software requirements

For information on the software and versions to install on a stand-alone server, see the system requirements section of the *CallPilot Planning and Engineering Guide*.

Note: Do not use the CallPilot Image CD-ROM to install the operating system on the stand-alone web server. The operating system on the CD-ROM is designed, configured, and licensed for use on the CallPilot server only.

Filtering software requirements



CAUTION

Risk of incorrect operation

Use caution when installing and configuring e-mail or file filtering software on the CallPilot Manager web server.
The .exe file extension must be allowed for HyperText Transfer Protocol (HTTP) downloads so that the CallPilot Player installer can be downloaded. If you are installing CallPilot Manager and My CallPilot on the same web server, the filtering software must also allow Internet message access protocol (IMAP) and HTTP uploads and downloads of the Multipurpose Internet Mail Extensions (MIME) types allowed by the external e-mail servers that you make accessible to My CallPilot.

CallPilot Reporter requirements

Introduction

CallPilot Reporter is a web-based application that helps you analyze and manage your CallPilot system. CallPilot Reporter converts raw statistics from your server into easy-to-read reports, which you can then

- view on the screen
- print on a daily, weekly, or monthly basis
- export to a variety of file formats
- customize for easier reading

CallPilot Reporter is an optional component of CallPilot Manager. If you choose to install CallPilot Reporter, you must install it on the same stand-alone web server as CallPilot Manager. You cannot install CallPilot Reporter by itself. You cannot install CallPilot Reporter on the CallPilot server.

Web server requirements

The CallPilot Manager and CallPilot Reporter web-based software run on a Microsoft Internet Information Server (IIS). Since CallPilot Reporter must be installed on the same web server as CallPilot Manager, the web server requirements are the same as for CallPilot Manager. For more details, see "Stand-alone web server requirements" on page 45 and the *CallPilot Planning and Engineering Guide*

During installation, Crystal Reports and a Sybase database are installed on the web server.

Compatibility with other CallPilot releases

For information on CallPilot Reporter compatibility, see the *CallPilot Planning and Engineering Guide*.

Printing reports

To print reports on a network printer from the web server (rather than from a client computer web browser), change the CallPilot Reporter service credentials to a user account with network access privileges. (The CallPilot Reporter service credentials are set by default to LocalSystem.) For more information, see the *CallPilot Reporter Guid*e.

Disk space requirements

You need disk space on the web server to store operational measurement data collected by CallPilot. The amount of space depends on the amount of CallPilot traffic and the length of time you want to keep the data. To keep one month of data, allow

- a minimum of 200 Mbytes of space for a smaller system
- up to 1 Gbyte of space for a 96-channel system

Note: On a 96-channel system at full load, 1 hour of usage data consumes about 2 Mbytes on the web server.

Viewing the report

To view a report, you must have specific versions of web browser and the Java Virtual Machine installed. This software is available on the CallPilot Applications CD-ROM. For more information, see the *CallPilot Planning and Engineering Guide*.

Uninstalling CallPilot Reporter

To uninstall CallPilot Reporter, you must uninstall CallPilot Manager.

Installing CallPilot Manager and Reporter on a stand-alone web server

Introduction

Before attempting to install CallPilot Manager and CallPilot Reporter on a stand-alone web server, install the prerequisite components. For more details, see "CallPilot Manager requirements" on page 44.

Required materials

To install the CallPilot Manager and CallPilot Reporter applications on a stand-alone web server, you need one of the following:

- CallPilot Applications CD-ROM
- CallPilot PEP CD-ROM

  Note: The PEP CD-ROM can contain an updated version of the CallPilot Manager installation software if fixes were made to the software after the Server Software CD-ROM was released.

To install the CallPilot Manager and CallPilot Reporter software

ATTENTION! This procedure applies only if you are installing CallPilot Manager and CallPilot Reporter on a stand-alone web server. No action is required on the CallPilot server.

1. Insert the CallPilot Application CD-ROM or the PEP CD-ROM into the CD-ROM drive.
2. Click Start → Run.

   Result: The Run dialog box opens.

3 Click Browse.

Result: The Browse dialog box opens.

4 Do one of the following:

IF you are using the	THEN
CallPilot Applications CD-ROM	navigate to the CallPilotInstall folder in the Applications CD-ROM on the CD-ROM drive (Z:).
PEP CD-ROM	navigate to the CallPilotManagerInstall folder in the SU or PEP CD-ROM on the CD-ROM drive (Z:).

5 Double-click the cpmgrsetup.exe file, and then click OK.

Note: If file name extensions are not visible, click View → Details to make them visible.

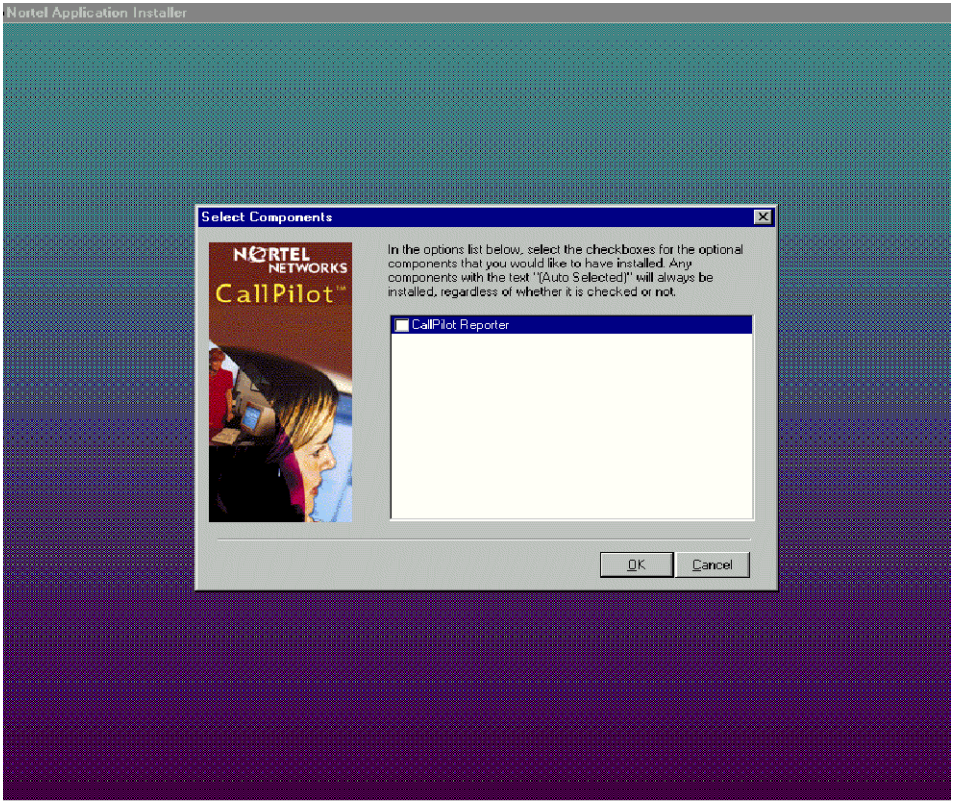
ATTENTION!

Do not confuse the cpmgrsetup.exe file with the cpmgr.exe file, which also resides in the root folder on the CallPilot Applications CD-ROM.

If you execute the cpmgr.exe file, the program terminates immediately without installing anything. You receive an error message that cpmgr.exe cannot be executed without the appropriate data file.

The cpmgr.exe file is executed automatically by the cpmgrsetup.exe file. It cannot be run on its own.

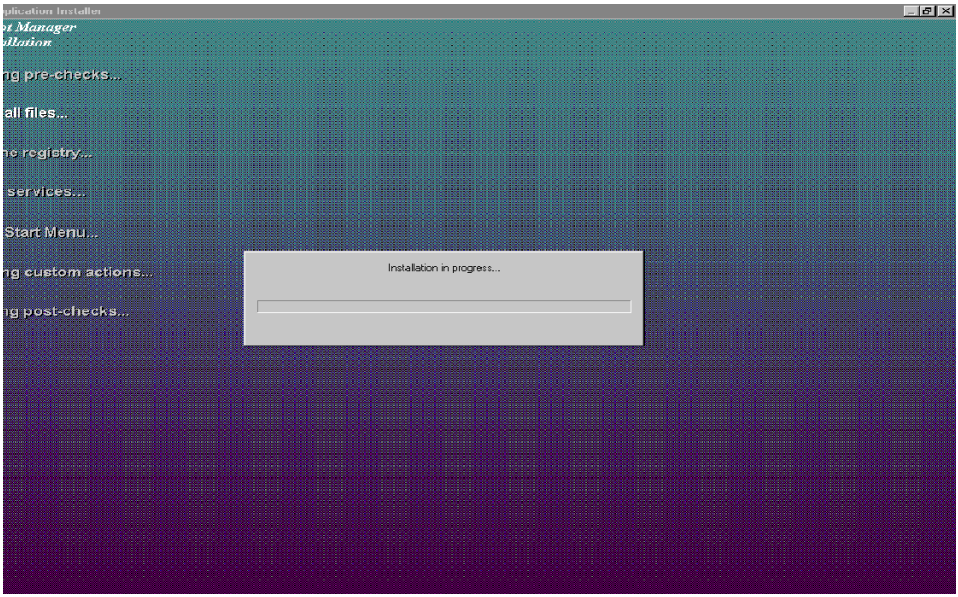
Result: You are asked to select the options to install. CallPilot Reporter is the only option listed.



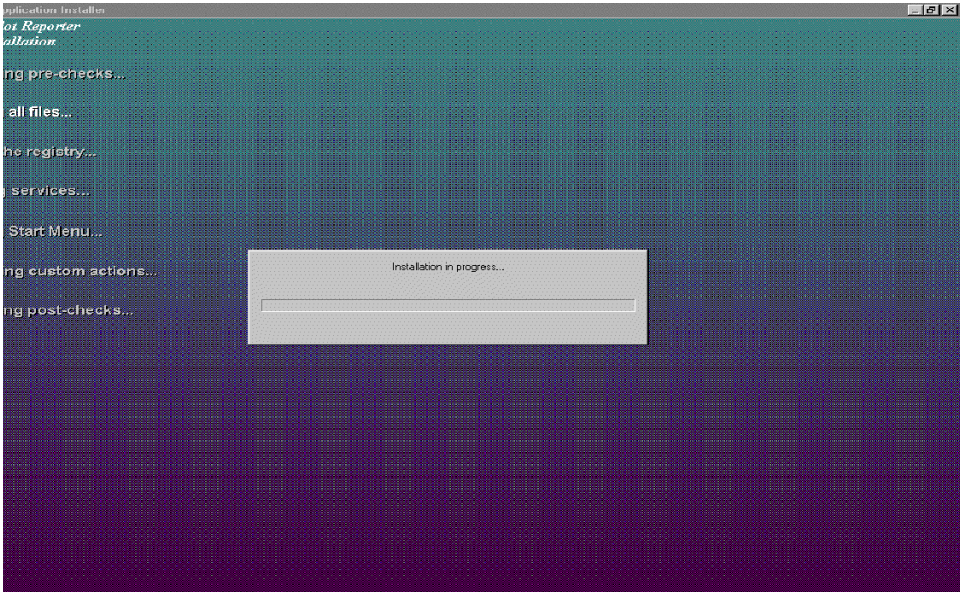
6 If you want to install CallPilot Reporter, click its check box, and then click OK.

Result: CallPilot Manager installation begins. During the installation, the Application Installer

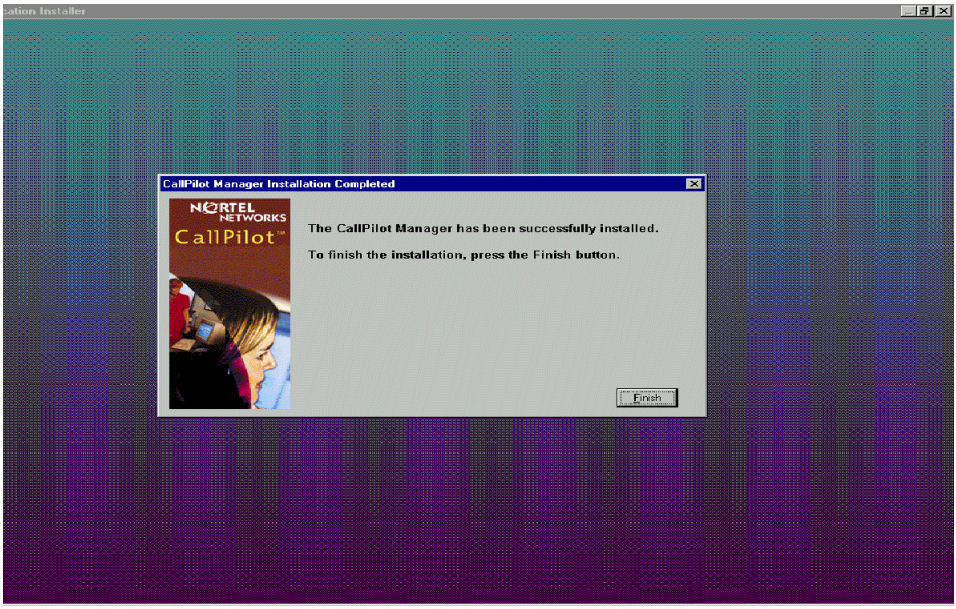
- displays a progress bar that indicates the percentage that is completed
- highlights each item on the splash screen as it is processed



When CallPilot Manager installation is finished, the Application Installer automatically begins to install the CallPilot Reporter software, if you chose to install it. (The screen title changes to reflect this.)



When the CallPilot Reporter software installation is finished, the following dialog box appears:



7 Click Finish.

Result: The Application Installer closes.

8 Reboot your server.

What's next?

Test connectivity to the CallPilot server by logging on to the CallPilot server. For instructions, see "Logging on to the CallPilot server with CallPilot Manager" on page 55.

Logging on to the CallPilot server with CallPilot Manager

Introduction

You must use a web browser to log on to and administer the CallPilot server.

The logon process is completed in two stages:

1. Launch the web browser (on the CallPilot server, or on any PC that has network access to the CallPilot server).

   The web browser on the CallPilot server is configured to connect automatically to the CallPilot Manager web server. If you launch the web browser on a PC, you must specify the URL for the CallPilot Manager web server. The URL syntax is

   http://<web server host name or IP address>/cpmgr/

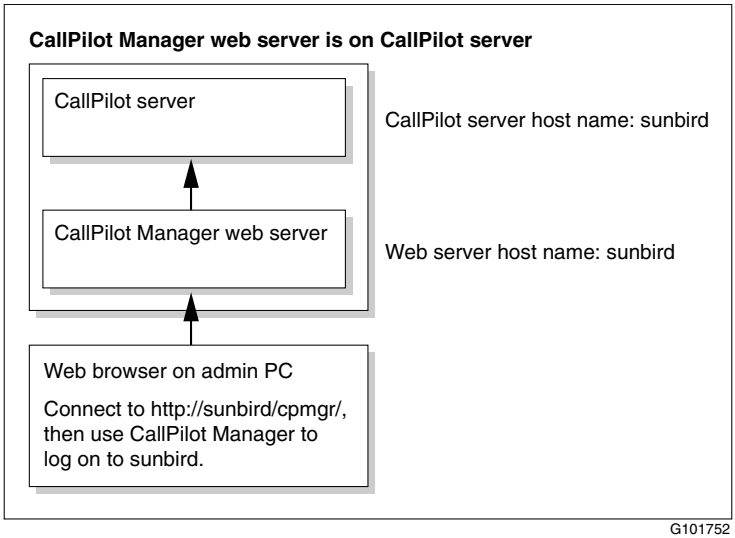
2. Log on to the CallPilot server with an administrator mailbox number and password.

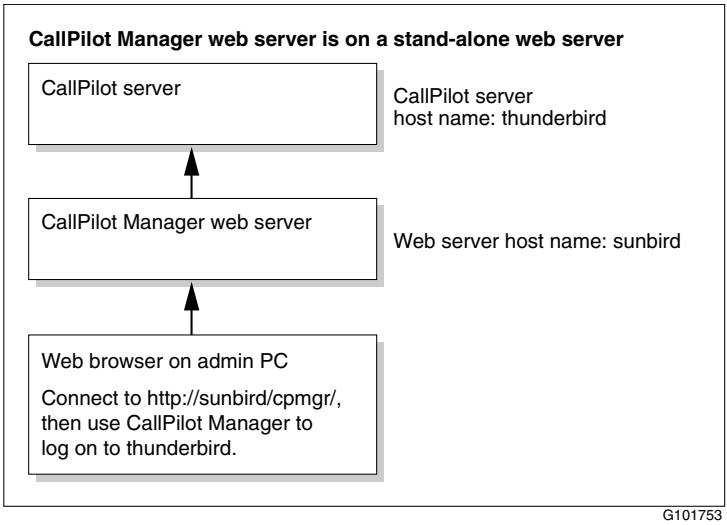
Relationship of the CallPilot Manager web server to the CallPilot server

The CallPilot Manager web server software can be installed on the CallPilot server, or on a stand-alone server. If the CallPilot Manager software is installed on a stand-alone server, you must know the CallPilot Manager server host name or IP address, as well as the CallPilot server host name or IP address.

See the following diagrams:

Note: For instructions on how to install CallPilot Manager on a stand-alone web server, see "Installing CallPilot Manager and Reporter on a stand-alone web server," on page 49.

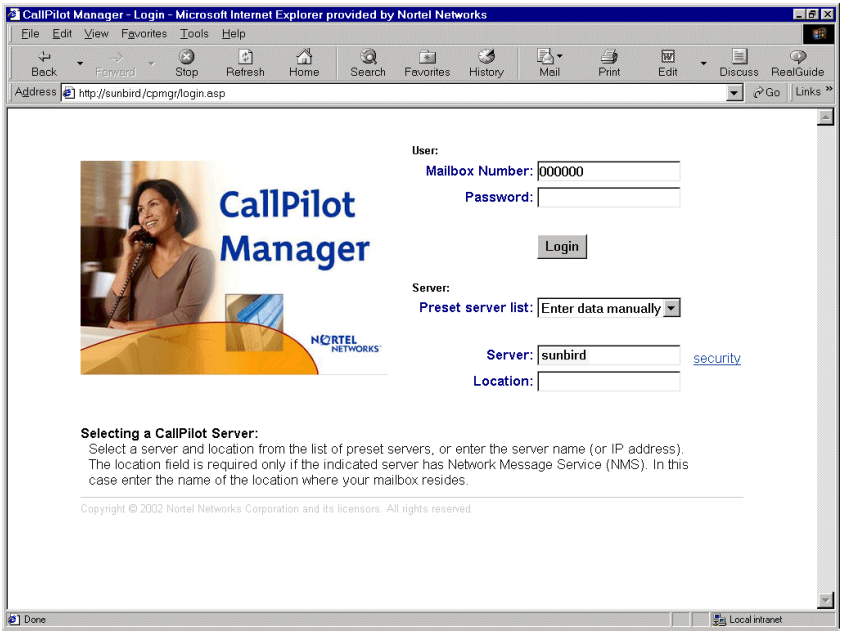




To log on to the CallPilot server

1 Launch the web browser on a PC or on the CallPilot server.

IF you are launching the web browser on	THEN
the CallPilot server	the CallPilot Manager login screen appears automatically. Continue with step 2.
your PC	enter the CallPilot Manager web server URL in the Address or Location box of your web browser, then press Enter. **Example:** http://sunbird/cpmgr/ When the connection is established, the CallPilot Manager - Login screen appears. Continue with step 2.



2 Enter the administrator mailbox number and password.

The administrator mailbox number is **000000**. The default password is **124578**.

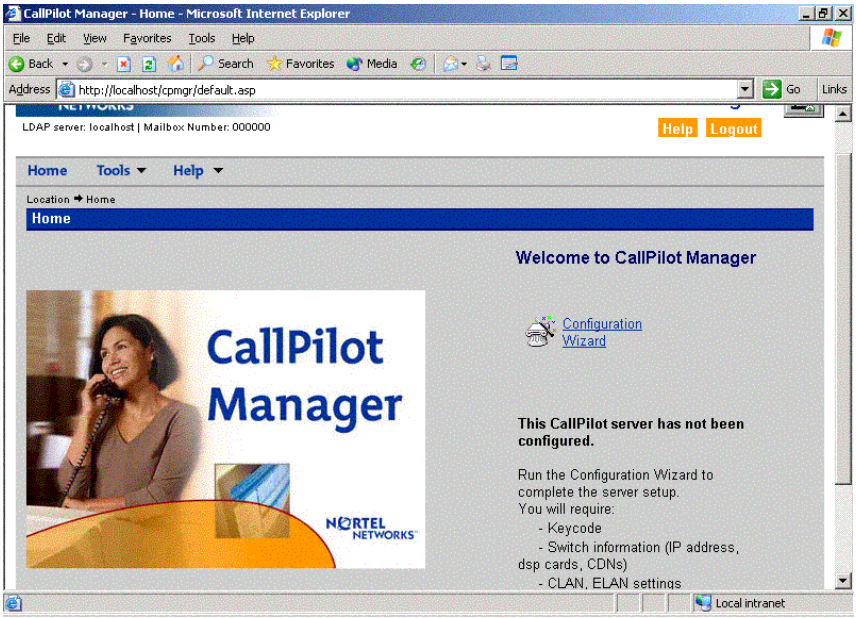
3 Do one of the following:

- Enter a server or location by one of the following methods:
  - choosing the list of pre-configured servers or locations in the Preset server list box
  - choosing the Last Server Accessed item
  - entering the address manually
- Type the CallPilot server host name or IP address in the Server box.

  Note: If you are logging on to the CallPilot server from a PC, type the actual CallPilot server name or IP address in the Server box. If you type *local host* instead of the CallPilot server name or IP address, you cannot establish an Application Builder connection to the CallPilot server from CallPilot Manager or make calls to the phone set to play or record greetings.
- If the CallPilot server that you are connecting to has Network Message Service (NMS) installed, type the CallPilot server host name or IP address in the Server box, and then type the name of the switch location on which the administration mailbox resides in the Location box.

4 Click Login.

Result: The main CallPilot Manager screen appears.



Note: Logging on for the first time forces you to change the password using numeric characters. (This is not a strong password, as described in the *CallPilot Fundamentals Guide*.)

Chapter 6

Recovering system software

In this chapter

Introduction 62

Viewing installation and configuration log files 65

Reinstalling languages 67

Uninstalling and installing pcAnywhere 69

Uninstalling and installing CallPilot server software 71

Reinstalling CallPilot server software 78

Rebuilding the 201i server from the disk image 82

Rebuilding the tower or rackmount server from the disk image 86

Recovering a hard drive 89

Introduction

The CallPilot server ships from the factory with software already installed. If CallPilot server software or hardware fails to function normally, you may need to reinstall software or replace hardware. Recovering a system may involve one of the following tasks:

Task	Procedure
Reinstalling languages	■ page 67
Installing or reinstalling applications from the Applications CD-ROM	■ "Uninstalling and installing pcAnywhere" on page 69 ■ "Uninstalling and installing CallPilot server software" on page 71 ■ "Installing CallPilot server software" on page 73 ■ "Reinstalling CallPilot server software" on page 78
Rebuilding all system software from the Image CD-ROM	■ "Rebuilding the 201i server from the disk image" on page 82 ■ "Rebuilding the tower or rackmount server from the disk image" on page 86
Replacing and rebuilding the hard drive	■ "Recovering a hard drive" on page 89

ATTENTION

If a hardware recovery is required, contact your Nortel Networks representative.

Determining your recovery strategy

IF	THEN
■ the language prompts are generating alarms on the CallPilot server ■ errors appeared while installing the languages ■ there is dead air when you dial into the CallPilot system	you may need to reinstall the languages. For instructions, see "Reinstalling languages" on page 67.
■ the CallPilot server is not functioning ■ errors that indicate incomplete or incorrect installation appeared during the CallPilot software installation	you may need to reinstall the CallPilot server software. For instructions, see either: ■ "Reinstalling CallPilot server software" on page 78 **Note:** If reinstalling CallPilot server software from the Applications CD-ROM fails to restore system operation, contact your Nortel Networks representative before using the CallPilot Image CD-ROM.
■ pcAnywhere cannot connect to the server	"Uninstalling and installing pcAnywhere" on page 69
the server is a new system and it failed while (or shortly after) running the Configuration Wizard	you may need to rerun the Configuration Wizard. For instructions, see the section about running the Configuration Wizard in the *CallPilot <server model> Server Hardware Installation* guide for your server. **Note:** If this does not fix the problem, contact your Nortel Networks technical support representative.

IF	**THEN**
a RAID card failed	replace the faulty RAID card. For instructions, refer to the *CallPilot <server model> Server Maintenance and Diagnostics* guide for your server.
a single hard drive in a RAID system failed	you must replace the faulty hard drive as soon as possible to maintain hard drive redundancy. Then, you must rebuild the hard drive in the RAID system pack by running the RAID maintenance utility. For instructions on replacing the hard drive and running the RAID system maintenance utility, refer to the appropriate "Maintaining the RAID system" section in the *CallPilot <server model> Server Maintenance and Diagnostics* guide for your server.
■ the hard drive on a non-RAID system failed ■ both hard drives of a RAID system in a mirrored pair failed	you must replace the hard drive, and then rebuild and restore the CallPilot system (if a backup tape is available). **ATTENTION** The rebuilt system must contain the same version of the operating system and CallPilot software (including any PEPs) that were present during the last backup. If there are any differences in software between the rebuilt system and the last backup, the restore from tape fails. For instructions on rebuilding the system, see "Recovering a hard drive" on page 89.

Viewing installation and configuration log files

Introduction

If your CallPilot server is experiencing operational problems after installation or upgrade, you can review log files to determine if the problem is related to installation errors, configuration errors, or both.

Installation or upgrade event log file

The installation logs for CallPilot server software and CallPilot Manager software track the activities associated with any installation, reinstallation, upgrade, or uninstallation operation. The logs also track any fatal errors that interrupt these operations.

To review the installation log files, use any text editor, such as Notepad. The files are located on the server as follows:

Log file	Location
CallPilot server software installation log	c:\CallPilot\CallPilot20.log
CallPilot Manager software installation log	c:\CallPilot\CPManager.log
CallPilot operating system installation log	c:\os_ver.txt (operating system OS version, creation date, platform type) c:\ct_ver.txt (build number, creation time, platform type)
CallPilot Reporter log on a standalone system	c:\CallPilot\Reporter.log

Configuration Wizard log file

When an error occurs during configuration, an event or return code is recorded in the Configuration Wizard log file. To view the Configuration Wizard log file, use any text editor, such as Notepad. The file is located on the server in d:\Nortel\bin\Configwizard.log.

If you can log on to the CallPilot server with CallPilot Manager, you can refer to the Event Code online Help in CallPilot Manager for an interpretation of the event and return codes. If you are not able to log on to the CallPilot server with CallPilot Manager, contact your Nortel Networks technical support representative.

Reinstalling languages

If the server is functioning but only the language prompts are not (for example, no prompts are played when you log on), you can reinstall languages to try to fix the problem.

Note: Language reinstallation does not affect custom prompts.

Note: You cannot uninstall a specific language that has been installed.

ATTENTION

If you encounter problems when reinstalling the language prompts, contact your Nortel Networks customer support representative.

Impact of language reinstallation on custom prompts

Language reinstallation does not affect custom prompts. The language reinstallation process backs up and restores the custom prompts automatically.

Requirements

To reinstall languages, you need the appropriate CallPilot Language CD-ROM.

To reinstall languages

1. Log on to the CallPilot server with CallPilot Manager.

   For instructions, see “Logging on to the CallPilot server with CallPilot Manager” on page 55.

2. On the main CallPilot Manager window, click Configuration Wizard.
3. Click Next on the Configuration Wizard Welcome window.
4. Select Express Mode on the Configuration Mode window, then click Next.
5. Select Language Installation on the Express Configuration List screen, then click Next.
6. When you reach the Language Source Directory screen, insert the CallPilot Language CD-ROM into the CD-ROM drive.
7. Enter the path to the root directory of the CD, then click Next.
8. Select the language(s) and primary or/and Secondary Languages to install on the Language Installation screen, then click Next.
9. Click Finish on the Ready to Configure screen.
10. Wait for the Progress Information screen to finish the installation.

    Result: The configuration changes are applied to the server. The configuration changes can take 10 to 15 minutes to apply each language. When completed, you are prompted to restart the server.

11. Restart the server.
12. Test the system to ensure it operates as expected.

    For instructions, refer to “Testing the CallPilot installation” in the *CallPilot <server model> Server Hardware Installation* guide for your server.

Uninstalling and installing pcAnywhere

One licensed copy of the pcAnywhere host is installed on the CallPilot server at the factory.

Administrators can use pcAnywhere over a dial-up, direct cable, or network connection to

- query server event logs
- shut down and restart the server
- perform limited file transfers between the personal computer and the CallPilot server
- start CallPilot Manager and use it to monitor the system and perform administration tasks
- use local Windows System Tools to maintain the CallPilot server

For more information about pcAnywhere, see the sections on configuring pcAnywhere in the *CallPilot Administrator's Guide* and changing pcAnywhere Passwords in the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server.

To uninstall from Add/Remove Programs in the Control Panel

1. Exit all open applications and stop the pcAnywhere host service.
2. Click Start, point to Settings, then click Control Panel.
3. Double-click the Add/Remove Programs icon.
4. Select Symantec pcAnywhere.
5. Click the Add/Remove button.
6. In the Symantec pcAnywhere Setup window, select Next.
7. Click on Remove, then Next.
8. Select Remove.
9. Select Finish.
10. On the pop-up window select YES to Restart the CallPilot Server.

To install pcAnywhere on a CallPilot Server

1. Insert the CallPilot Application CD or Upgrade CD into the CD-ROM Drive.
2. Go to the pcAnywhereII folder.
3. Double click CallPilotSupportHostOnly.exe

   Result: pcAnywhere is installed.
4. Run pca1101 to update the installed pcAnywhere application to the correct version.
5. On the pop-up window, select YES to return to the operating system.
6. Restart the CallPilot Server.

Uninstalling and installing CallPilot server software

Uninstalling CallPilot server software

If you want to remove the CallPilot software from your server, you must uninstall it.

ATTENTION

Once you start the uninstallation process, you cannot abort the process. You must perform a new installation to load CallPilot onto the server.

Note: This procedure is valid for freshly installed, upgraded, or converted systems.

What is removed during CallPilot uninstallation

Uninstallation removes:

- CallPilot entries in the operating system registry
- the CallPilot server database
- CallPilot files and linguistic information
- user data, mailboxes, and messages

Before you begin

Obtain the current password for the Administrator, NGenSys, or NGenDist account.

To uninstall CallPilot server software

1 Click Start → Programs → CallPilot → Uninstall.

Result: You are prompted to confirm the uninstallation.

2 Click Yes to uninstall CallPilot.

A dialog box may appear asking to remove common .dlls. Click OK to remove each .dll.

Result: The uninstall process runs automatically.

3 When the CallPilot uninstall is complete, you are prompted to restart the server.

4 Click Yes.

Result: You are asked to confirm the restart.

5 Click OK to restart the server.

Installing CallPilot server software

The CallPilot server is shipped from the factory with software already installed. Use this procedure as part of a system recovery when you need to install (or reinstall) the following CallPilot software:

- CallPilot server software
- CallPilot Manager web-based administration software

Internet Information Server

The CallPilot Manager web-based software requires Internet Information Server (IIS). For more information, see the *CallPilot Planning and Engineerig Guide*. If you are performing a system rebuild, IIS is installed automatically when you reinstall the operating system.



CAUTION

Risk of system interruption or malfunction

Do not download and install any IIS security patches from the Microsoft web site unless they have been approved for CallPilot by Nortel Networks. Installation of unapproved security patches may result in incorrect operation of your CallPilot system.

To determine which patches have been approved by Nortel Networks, refer to the latest issue of the *CallPilot Distributor Technical Reference*.

Materials you need

To install the CallPilot server software on your server, you need:

- CallPilot Applications CD-ROM with the same release that is running on the CallPilot server
- CallPilot PEP CD-ROM
- CallPilot Language CD-ROM(s)
- current password for the Administrator, NGenSys, or NGenDist account

To install the CallPilot server software

ATTENTION

Perform this procedure to install CallPilot server software only after uninstalling the CallPilot software.

1 Insert the CallPilot Applications CD-ROM into the CD-ROM drive.

2 Click Start → Run.

Result: The Run dialog box opens.

3 Click Browse.

Result: The Browse dialog box opens.

4 Navigate to the CD-ROM drive (Z:).

5 Double-click the setup.exe file that is located in the CallPilotInstall folder.

6 Click OK.

Result: The Application Installer asks you to confirm the installation.

7 Click OK.

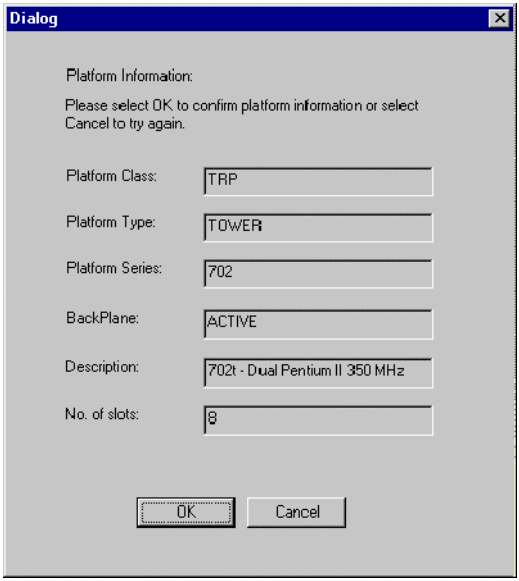
The installation continues. During the installation, the Application Installer

- displays a progress bar that indicates the installation percentage that is completed
- highlights each item on the splash screen as it is processed

8 Do the following:

IF your server model	THEN
appears in the list	click the model, and then click OK. **Result:** CallPilot updates the operating system registry with the model that you selected.
does not appear in the list	the server model you are using was introduced by Nortel Networks after this guide was released. Do the following: **a.** Click Have Disk. **Result:** The Open dialog box appears. **b.** Insert the floppy disk that was provided with your server into the floppy disk drive on the server.
does not appear in the list (continued)	**c.** Locate and select the platform file you want to use, and then click Open. **Result:** CallPilot updates the operating system registry with the model that you selected.

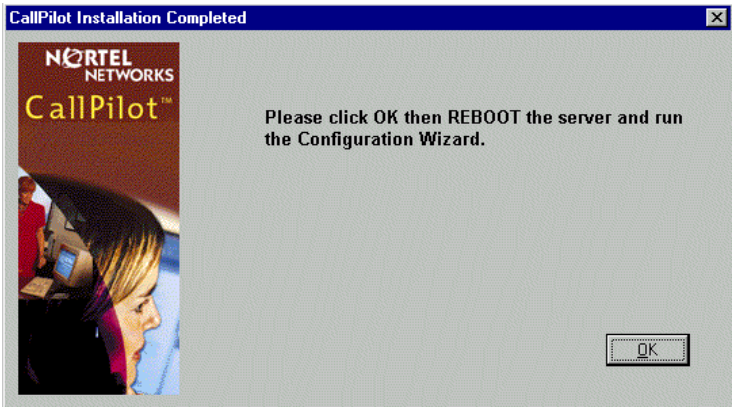
Result: A dialog box similar to the following appears to confirm your platform selection:



9 Click OK.

Result: Installation continues. When it is finished, the Application Installer automatically begins installing the CallPilot Manager software.

When the CallPilot Manager software installation is finished, the following dialog box appears:



10 Remove the CD-ROM from the CD-ROM drive.

11 Click Finish.

12 Restart the server.

Reinstalling CallPilot server software

Recovering from a software malfunction

What reinstallation does

The CallPilot Applications CD-ROM enables you to reinstall CallPilot server software without a complete reinstall of the disk image.

(For more information on the disk image, see See “Rebuilding the 201i server from the disk image” on page 82 and See “Rebuilding the tower or rackmount server from the disk image” on page 86.)

The reinstallation procedure copies CallPilot program files from the CallPilot Applications CD-ROM to a CallPilot system running the same version of CallPilot software.

The CallPilot server is shipped from the factory with software already installed. However, if the system boots but is not functioning correctly (for example, is generating error messages), you can reinstall the CallPilot server software from the Applications CD-ROM. This may correct the problem.

What reinstallation does not do

Reinstallation does not recover SUs or PEPs. These must be reinstalled manually after reinstalling the CallPilot server software.

ATTENTION

If you encounter problems when reinstalling the CallPilot software, contact your Nortel Networks customer support representative.

If reinstallation does not restore system operation

Note: Contact your Nortel Networks representative before using the CallPilot Image CD-ROM to rebuild the system.

For information on reinstalling the operating system and CallPilot server software, see:

- "Rebuilding the 201i server from the disk image" on page 82)
- "Rebuilding the tower or rackmount server from the disk image" on page 86)

Requirements

To recover from corrupted software, you need the following items:

- the CallPilot Applications CD-ROM that has the same release that is running on the CallPilot server
- the CallPilot PEP CD-ROM
- the CallPilot Language CD-ROM(s)
- current password for the Administrator, NGenSys, or NGenDist account

ATTENTION

For security reasons, Nortel Networks recommends that the CallPilot system be disconnected from the CLAN before performing a reinstallation of the system software.

To reinstall the CallPilot server software

1 Install the CallPilot server software using the procedures described in “Installing CallPilot server software” on page 73.

ATTENTION

When reinstalling, all SUs and PEPs are lost. Record all SUs and PEPs restored previously to aid in reinstalling them. To determine which SUs and PEPs are installed use the PEP Maintenance Utility as described in the CallPilot maintenance and diagnostics guide for your server.

2 After the CallPilot server software is installed, insert the CallPilot PEP CD-ROM into the CD-ROM drive, and reinstall the PEPs you had before.

For instructions, see “Installing Service Updates and Performance Enhancement Packages” on page 11.

3 After all PEPs are reinstalled, restart the server.

4 Log on to the server with CallPilot Manager.

5 On the main CallPilot Manager window, click Configuration Wizard.

a. Click Next on each Configuration Wizard window to keep the current values.

b. When you reach the Language Source Directory window, insert the CallPilot Language CD-ROM into the CD-ROM drive, and then install the languages.

c. Click Next through the remaining Configuration Wizard windows.

d. On the last window, choose Apply the Current Configuration, and then click Finish.

Result: The configuration changes are applied to the server. When completed, you are prompted to restart the server.

Note: The configuration changes take up to 1 hour to apply.

e. Restart the server.

6 Test CallPilot.

For instructions, refer to “Testing the CallPilot installation” in the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server.

Rebuilding the 201i server from the disk image



CAUTION

Risk of data loss

Ensure that all data is backed up before rebuilding the server from the disk image.When reinstalling software using the CallPilot Image CD-ROM, all previous data is removed.

ATTENTION

To ensure data security, Nortel Networks recommends that you install Microsoft hot fixes and anti-virus software.

Using ROM-DOS to start the server

You must start the 201i server with ROM-DOS to access the CallPilot Image CD-ROM. ROM-DOS is a read-only of DOS included on the 201i server. You do not have to install it. It is currently defined as drive A. ROM-DOS is accessible only when you select it during the 201i server startup.

ATTENTION

ROM-DOS is a read-only version of DOS. Therefore, you cannot write to drive A (for example, copy files) while running ROM-DOS.

When you start the 201i server in ROM-DOS, you can perform the following tasks:

- access the CD-ROM drive
- install the CallPilot server image from the CallPilot Image CD-ROM
- access Network share on the CLAN

Before you begin

Before you begin, ensure that all data has been backed up (if required).

Perform any required hardware changes to the server. For instructions, refer to the *CallPilot <server model> Server Maintenance and Diagnostics* guide for your server.

ATTENTION

For security reasons, Nortel Networks recommends that the CallPilot system be disconnected from the CLAN before performing a reinstallation of the system software.

Installing the CallPilot Image for a 201i server

1. Disconnect the CLAN network cable.
2. Power on the server.
3. Insert the CallPilot Image CD Disk 1 into the CD-ROM drive.
4. Boot the server into ROM-DOS.
5. Select SCSI CD-ROM.
6. Navigate to z:drive
7. Run z:\image.bat from the CD-ROM.
8. Select 1. Install CallPilot 201i from the menu.
9. Enter "Y" to start restoring the image when the warning is displayed that this will overwrite all of the data on the system
10. You may be prompted for one or two additional CD-ROMs depending on the size and number of hard drives in the server. When prompted "Insert media and press Enter to continue", remove current CD and insert the next CD and then press Enter.
11. The imaging program will automatically install a fresh image of the operating system, CallPilot software, plus additional third party software on the server.

12 Remove the CD from the CD-ROM drive.

13 The server will automatically reboot after the image has been applied.

14 The server will now start the Windows 2003 mini-setup process. During this time the server will automatically reboot several times as the Windows 2003 configuration is finalized.

15 After the last reboot sequence, the message appears: "Your CallPilot server needs to be Configured. If you have PEPS to install, please install them now. If you have already installed your PEPs, please run Config Wizard."

Result: The server is now in the same state as when it shipped from the factory. In order to complete the recovery you must configure the server and then restore a system backup from tape.

What's next?

Continue with See "Configuring the 201i server" on page 85

Configuring the 201i server

1. Install antivirus software on the server (optional).

   Note: You must supply your own antivirus software. For information about the antivirus software packages that have been approved by Nortel Networks for CallPilot, refer to *Product Bulletin 2003-0151-Global: CallPilot Support for AntiVirus Applications*.

2. Install CallPilot Service Updates or PEPs, if required.

   For instructions, see “Installing Service Updates and Performance Enhancement Packages” on page 11.

3. Restore system data from the backup tape.

   For instructions on restoring server data, refer to “Using the Backup and Restoring tool” in CallPilot Manger online help.

4. Run the Configuration Wizard to configure the server.

   For instructions on configuring the server, refer to “Configuring the CallPilot server software” in the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server.

5. Test the system to ensure that it is working as expected.

   For instructions, refer to “Testing the CallPilot installation” in the *<switch model> and CallPilot Server Configuration* guide for your switch and server.

6. Perform a full system backup.

   For instructions, refer to “Backing up and restoring CallPilot information” in the *CallPilot Administrator’s Guide* (5551-7101-301).

Rebuilding the tower or rackmount server from the disk image



CAUTION

Risk of data loss

Ensure that all data is backed up before rebuilding the server from the disk image.When reinstalling software using the CallPilot Image CD-ROM, all previous data is removed.

ATTENTION

To ensure data security, Nortel Networks recommends that you install Microsoft hot fixes and anti-virus software.

Before you begin

Perform any required hardware changes to the server. For instructions, refer to the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server.

ATTENTION

For security reasons, Nortel Networks recommends that the CallPilot system be disconnected from the CLAN before performing a reinstallation of the system software.

Installing the CallPilot Image for a tower or rackmount server

1. Disconnect the CLAN network cable.
2. Power on the server.
3. Put the CallPilot Image CD Disk 1 that is appropriate for the platform type that is being recovered into the CD-ROM drive.
4. Set the BIOS to boot from CD-ROM.
5. When the server boots from the CD-ROM, select 1 Install CallPilot server image for 703t/1002rp, go to the DOS prompt, and press enter.
6. Enter Y to start restoring the image when the warning is displayed that this will overwrite all of the data on the system
7. You may be prompted for one or two additional CD-ROMs depending on the size and number of hard drives in the server. When prompted select Insert media and press Enter to continue. Remove the current CD, insert the next CD and then press Enter.
8. The imaging program installs a fresh image of the operating system, CallPilot software, plus additional third party software on the server automatically.
9. The server reboots after the image has been applied.
10. Remove the CD from the CD-ROM drive.
11. The server starts the mini-setup process. During this time the server reboots several times as the operating system configuration is finalized.
12. After the last reboot sequence, the message appears: "Your CallPilot server needs to be Configured. If you have PEPS to install, please install them now. If you have already installed your PEPs, please run Config Wizard."

    Result: The server is now in the same state as when it shipped from the factory. In order to complete the recovery you must configure the server and then restore a system backup from tape.

What's next?

Continue with See "Configuring the tower or rackmount server" on page 88

Configuring the tower or rackmount server

1. Install antivirus software on the server (optional).

   Note: You must supply your own antivirus software. For information about the antivirus software packages that have been approved by Nortel Networks for CallPilot, refer to *Product Bulletin 2003-0151-Global: CallPilot Support for AntiVirus Applications*.

2. Install CallPilot Service Updates or PEPs, if required.

3. For instructions, see “Installing Service Updates and Performance Enhancement Packages” on page 11.

4. Restore system data from the backup tape.

5. For instructions on restoring server data, refer to “Using the Backup and Restoring tool” in CallPilot Manger online help.

6. Run the Configuration Wizard to configure the server.

7. For instructions on configuring the server, refer to “Configuring the CallPilot server software” in the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server.

8. Test the system to ensure that it is working as expected.

9. For instructions, refer to “Testing the CallPilot installation” in the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server.

10. Perform a full system backup.

    For instructions, refer to “Backing up and restoring CallPilot information” in the *CallPilot Administrator’s Guide* (5551-7101-301).

Recovering a hard drive

This section provides a high-level overview of how to recover your server from a hard drive failure, as follows:

Server model	See
201i server	"To recover a non-RAID system from a hard drive failure" on page 90
tower or rackmount server with RAID	"To recover a RAID system from a hard drive failure" on page 92 **Note:** If both of the hard drives in a mirrored pair fail, then see "To recover a non-RAID system from a hard drive failure" on page 90

Requirements

To recover from a hard drive failure, you need the following items:

- a new hard drive

ATTENTION

The new hard drive must be a hard drive that is supported by Nortel Networks for your server model. To obtain a new hard drive, contact your Nortel Networks channel partner.

- all software media that came with the CallPilot system:
  - CallPilot Image CD-ROM
  - CallPilot PEP CD-ROM
- a system backup (if available)

To recover a non-RAID system from a hard drive failure

1. Replace the faulty hard drive(s).

   For instructions, refer to the *CallPilot <server model> Server Maintenance and Diagnostics* guide for your server.

2. Install the operating system and CallPilot server software from the CallPilot Image CD-ROM and, if required, PEPs.

   For instructions, see “Rebuilding the tower or rackmount server from the disk image” on page 86

3. Run the Configuration Wizard to configure the CallPilot server software.

   For instructions, refer to “Configuring the CallPilot server software” in the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server.

4. Do one of the following:

IF your CallPilot system	THEN
failed during operation	continue with the rest of this procedure.
failed before it became operational	you have completed the recovery process. Test CallPilot to ensure it can receive calls, as described in “Testing the CallPilot installation” in the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server.

5. Log on to the CallPilot server as **Administrator** or with any account that has local administrative privileges.

6. Restore the last known good system backup of the CallPilot system from backup tape.

For instructions on restoring server data, refer to “Using the Backup and Restoring tool” in CallPilot Manger online help.

7 Restart the restored system.

For instructions, refer to “Restarting the server” in the *CallPilot Installation and Configuration Task List*s.

8 Test CallPilot to ensure it can receive calls, as described in “Testing the CallPilot installation” in the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server.

9 When you are satisfied that the system is working correctly, perform a full system backup.

To recover a RAID system from a mirrored-pair failure

If both hard drives in a mirrored pair fail, then you must replace both hard drives, and then perform the recovery as if the system did not have RAID. For instructions, see “To recover a non-RAID system from a hard drive failure” on page 90.

To recover a RAID system from a hard drive failure

1. Replace the faulty hard drive.

   For instructions, refer to the *CallPilot <server model> Server Maintenance and Diagnostics* guide for your server.

2. Rebuild the hard drive as described in the "Maintaining the RAID system" section in the *CallPilot <server model> Server Maintenance and Diagnostics* guide for your server.

3. Test CallPilot to ensure it can receive calls, as described in "Testing the CallPilot installation" in the *CallPilot <switch model> and CallPilot Server Configuration* guide for your switch and server.

4. When you are satisfied that the system is working correctly, perform a full system backup.

Index

Numerics

200i server
  failure, recovering 89
201i server
  failure, recovering 89
  rebuilding 82–84

C

CallPilot malfunction, recovery strategies 62
  choosing 63–64
CallPilot Manager
  filtering software 46
  installation requirements 49
  installing 49–54
  logging on 57–59
  operating system requirements 45
  stand-alone server
    requirements 45
    when to implement 45
  web server
    description 55
    requirements 73
CallPilot Reporter 45, 47
  and other CallPilot releases 47
  disk space requirements 48
  installation requirements 49
  installing 49–54
  reports, printing 48
  uninstalling 48
  web server requirements 47
CallPilot server
  and CallPilot Manager 55
  integrated web server, diagram 56
  logging on 57–59
  stand-alone web server, diagram 56
CallPilot software
  feature expansion, performing 41
  installing 73–77
    requirements 74
  malfunction recovery 63
  platform migration requirements 27–28
  reinstalling 78–81
  types of feature expansion 40
  uninstalling 71–72
Configuration Wizard
  log 66
cross-platform migration 26
  and feature expansion 28, 40
  documentation requirements 29
  hardware requirements 28
  information requirements 28
  performing 31–37
  software requirements 27–28
  supported paths 27
custom prompts and language reinstallation 67

D

diagrams, CallPilot Manager web server setup 56
disk space
  CallPilot Reporter requirements 48

F

failed hard drive, recovering 64
  non-RAID system 64, 90–91
  RAID system 64, 92
  requirements 89
failures, recovering from
  strategies 63–64
feature expansion
  and platform migration 28, 40
  performing 41
  types 40
filtering software 46

H

hard drive failure, recovering 64
  non-RAID system 64, 90–91
  RAID system 64, 92
  requirements 89
hardware
  platform migration requirements 28

I

IIS *See* Internet Information Server
installation error recovery 63
installation log 65
Internet Information Server
  CallPilot Manager requirements 73
IPE server failure, recovering 89

L

languages
  error recovery 63
  reinstalling 68
    custom prompts 67
    requirements 67
logs
  Configuration Wizard 66
  installation 65
  upgrade 65

M

migration, platform 26
  and feature expansion 28, 40
  documentation requirements 29
  hardware requirements 28
  information requirements 28
  performing 31–37
  software requirements 27
  supported paths 27

N

non-RAID system 90–91
  failure, recovery 64

O

operating system
  CallPilot Manager requirements 45

P

PEP Maintenance Utility, uninstalling PEPs 21–23
Performance Enhancement Packages (PEPs)
  identifying 14
  installation problems, avoiding 15, 20
  installing 16–19
  pre-installation recommendations 15, 20
  readme files 14
  uninstalling 21–23
platform migration 26
  and feature expansion 28, 40
  documentation requirements 29
  hardware requirements 28
  information requirements 28

performing 31–37
software requirements 27
supported paths 27

R

rackmount server
failure, recovering 89
rebuilding 86–88
RAID system
failure, recovery 64
recovery strategies 62
choosing 63–64
recovery, failed hard drive 64
non-RAID system 64, 90–91
RAID system 64, 92
requirements 89
Reporter, CallPilot 45, 47
installation requirements 49
installing 49–54
web server requirements 47
reports, printing 48

S

security, CallPilot Manager 45
server failure, recovery 63
server software
feature expansion
performing 41
types of 40
filtering software 46
installing 73–77
requirements 74
malfunction recovery 63
platform migration requirements 27
reinstalling 78–81
uninstalling 71–72
servers
CallPilot, logging on 57–59
Service Updates
identifying 14
software, server
feature expansion
performing 41
types of 40
filtering software 46
installing 73–77
requirements 74
malfunction recovery 63
platform migration requirements 27
reinstalling 78–81
uninstalling 71–72
system information
obtaining for platform migration 28
system recovery
strategies 63–64

T

tower server
failure, recovering 89
rebuilding 86–88

U

uninstalling
CallPilot server software 71–72
upgrade log 65

W

web server
and CallPilot server integration, diagram 56
CallPilot Manager 55
stand-alone setup, diagram 56
web server requirements
CallPilot Manager 45
CallPilot Reporter 47

CallPilot

Software Administration and Maintenance

Copyright © 2004 Nortel Networks, All Rights Reserved

Information is subject to change without notice. Nortel Networks reserves the right to make changes in design or components as progress in engineering and manufacturing may warrant.

The process of transmitting data and call messaging between the CallPilot server and the switch or system is proprietary to Nortel Networks. Any other use of the data and the transmission process is a violation of the user license unless specifically authorized in writing by Nortel Networks prior to such use. Violations of the license by alternative usage of any portion of this process or the related hardware constitutes grounds for an immediate termination of the license and Nortel Networks reserves the right to seek all allowable remedies for such breach.

Publication number:	555-7101-202
Product release:	3.0
Document release:	Standard 1.0
Date:	November 2004

