CallPilot Release 4.0 Service Update 3

Date: 15 February 2006
Version: 2

Service Update 3 for CallPilot 4.04

Description:

This package contains Service Update 3 (SU03) and all General Available CallPilot 4.0 PEPs required to be installed on a server that has been installed with, or upgraded to CallPilot 4.0 (build 04.04.04.00.).

CP40404SU03S CallPilot Server Software CP4.0 SU03:

This package includes many fixes and enhancements to the CallPilot Server software. For a detailed list, please refer to the section "List of Fixes and Enhancements included in Service Update 3" at the end of this document.

CP40404SU03S now becomes a prerequisite for installing all future PEPs on CP4.0 until the introduction of SU04.

Important

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

It is required, that all Application Builder Clients be upgraded with the latest CallPilot 4.0 release version of Application Builder.

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

CallPilot 4.0 Service Update 3, CP40404SU03S, updates database structure. The changes are reversible and they are rolled back to the level of CallPilot 4.0 Service Update 2, CP40404SU02S, after uninstalling PEP.

PEPs for CallPilot Server (inside this package)

This SU contains the following General Available CP4.0 SU03 PEPs. These PEPs will be automatically installed with the installation of CP4.0 SU03.

General Available CP4.0 SU03 PEPs:

PEP Name	CR	Title
CP404S03G10S	Q01171340	An Open VPIM message can't be sent in mixed authentication mode.
	Q01407422	Deliver to Telephone messages being severely delayed
	Q01409513	Message Archive feature does not work for mailboxes located at NMS sites
CP404S03G12S	Q01404265	Calls coming back into CallPilot with TAT disconnect caller
	Q01415551	Cannot send fax from MyCallPilot using Swedish language
	Q01427623	CallPilot Stops answering calls Dead Air and then RNA
	Q01455770	RNA when running Fax-on-demand over 3 hours
	Q01441507	GIVE IVR to CallPilot Transfer to SCCS CDN Disconnects when Button is Held
CP404S03G14S	Q01305783	Performance Monitor does not work
CP404S03G22S	Q01542276	Non-Subscriber with SU3 loaded

Limited Available CP4.0 SU03 PEPs:

PEP Name	CR	Title
CP404S03L11S	Q01292749	Virtual Memory Error Popup Followed by System Degradation

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

This PEP installs Service Update 3 and the following PEPs on the following CallPilot platforms:

- Target platforms - 703t, 1002rp, 1005r:
  - ✓ CP40404SU03S
  - ✓ CP404S03G10S
  - ✓ CP404S03G12S
  - ✓ CP404S03G14S
  - ✓ CP404S03G22S

- Target platforms - 201i:
  - ✓ CP40404SU03S
  - ✓ CP404S03G10S
  - ✓ CP404S03G12S
  - ✓ CP404S03G14S
  - ✓ CP404S03G22S
  - ✓ CP404S03L11S

Installing SU03:

Please read this section in its entirety before proceeding.

PEP CP40404SU03S is intended to be installed on a CallPilot Server running CallPilot 4.0 software (build 04.04.04.00).

Note 1:

You must install both PEP CP40404SU03S and the latest CallPilot 4.0 release CallPilot Manager on the CallPilot Server at the same time. Just follow the instructions below.

The readme.txt file contains short instruction on how to install both PEP CP40404SU03S and CallPilot Manager (CP404S02G07C or later) on the CallPilot Server. You can use this document or the readme.txt file as a guide to install PEP CP40404SU03S and CallPilot Manager.

Note 2:

If you are using CallPilot Reporter, you must install the latest CallPilot 4.0 release CallPilot Reporter version.
If you are using the AppBuilder application, you must also install the latest CallPilot 4.0 release AppBuilder version.

Note 3:

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

Note 4:

Before installing any PEP please ensure that there is no any DFD PEP (CP404DFDxyzS) installed on CallPilot Server. Any DFD PEP must be uninstalled before installing any regular PEP (General, Limited, Diagnostic, or Restricted). DFD PEP provides site-specific files and could have adverse affects if combined with other PEPs.
Please contact your next level of support before installing any other PEPs on the system with DFD PEP installed.

Note 5:

Before installing Service Update 3 on CallPilot 201i Platform please ensure that as minimum 15% of total disk space on D drive is free.
If you do not have required disk space on D drive, please remove all unused and temporary files from D:\TEMP and empty Recycle Bin.
If after all described steps, you do not have required disk space on D drive, please do not select PEP CP404S03L11S to be installed.
After installing Service Update 3 and CallPilot manager on CallPilot 201i Platform, download CP404S03L11S from Enterprise Solutions PEP Library (ESPL), and install separately.

Note 6:

Once Cumulative PEP CP40404SU03S and CallPilot Manager have been installed on CallPilot Server, please remove all temporary SU and CP Manager files by deleting the CP40404SU03S and CP404S03G07C folders from D:\TEMP directory. After that empty Recycle Bin.

Note 7:

PEPs that are in the limited or restricted status are removed during the installation of CP40404SU03S. The associated version of the limited or restricted PEP with CP40404SU03S will have to be installed once the installation of CP40404SU03S is complete.

SU02 Version	**SU03 Version**
CP404S02L06S	N/A (Integrated into SU03)
CP404S02L15S	N/A (Integrated into SU03)
CP404S02L16C	CP404S03G07C
CP404S02L18S	CP404S03L08S
CP404S02L28S	N/A
CP404S02L31S	CP404S03L06S
CP404S02L34S	N/A (Integrated into SU03)
CP404S02L40S	CP404S03L11S
CP404S02R07C	CP404S03G07C
CP404S02R27S	N/A (Integrated into SU03)

Step by Step instructions for installing PEP CP40404SU03S and CallPilot Manager on the CallPilot Server:

The installation of PEP CP40404SU03S should take place from the D:\TEMP folder:

- If you are going to install SU03 using the PEP CD, copy the CP40404SU03S folder to the D:\TEMP folder.
- If you are going to install SU03 using the Enterprise Solutions PEP Library (ESPL), then download CP40404SU03S.exe from ESPL and unzip the CP40404SU03S.exe to the D:\TEMP folder.

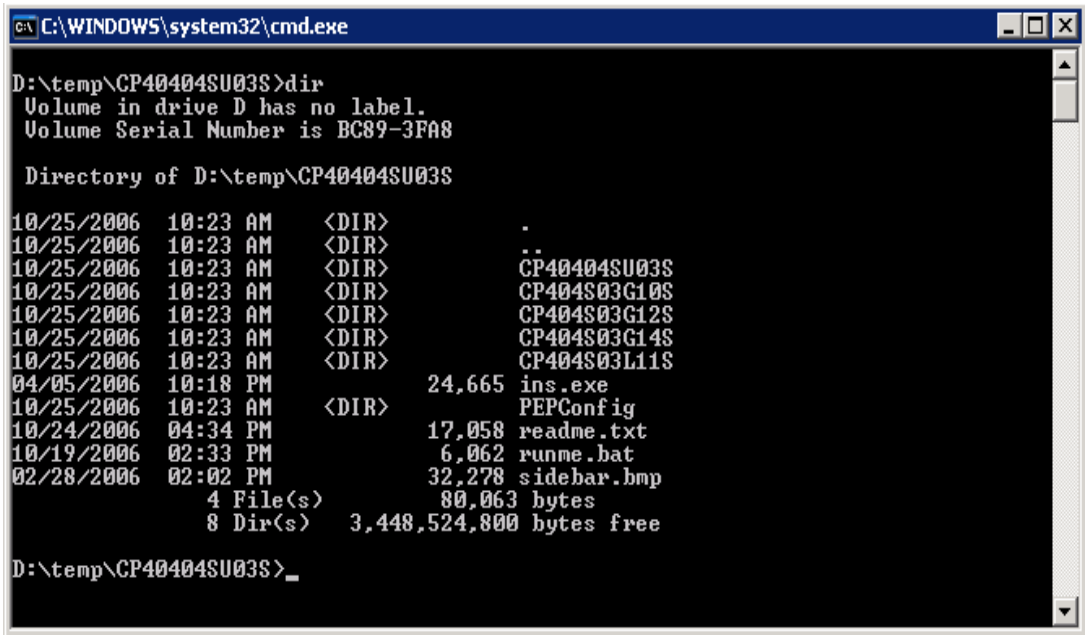
The installation of CallPilot Manager should take place from the D:\TEMP folder:

- If you are going to install CallPilot Manager using the PEP CD, copy the CP404S03G07C folder to the D:\TEMP folder.
- If you are going to install CallPilot Manager using the Enterprise Solutions PEP Library (ESPL), then download CP404S03G07C.exe from ESPL and unzip the CP404S03G07C.exe to the D:\TEMP folder.

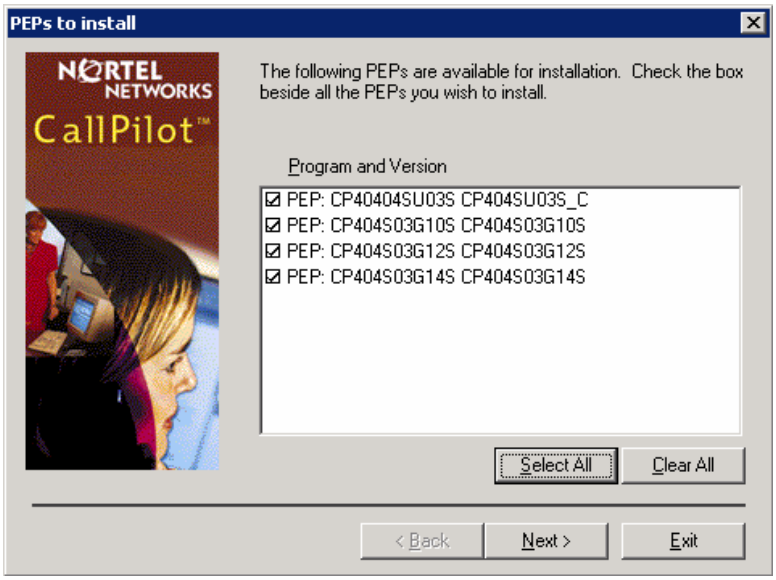
Installing PEP CP40404SU03S

1. Close all programs currently executed on the CallPilot server.

2. Open the command window and change the current folder to the D:\TEMP\CP40404SU03S folder.



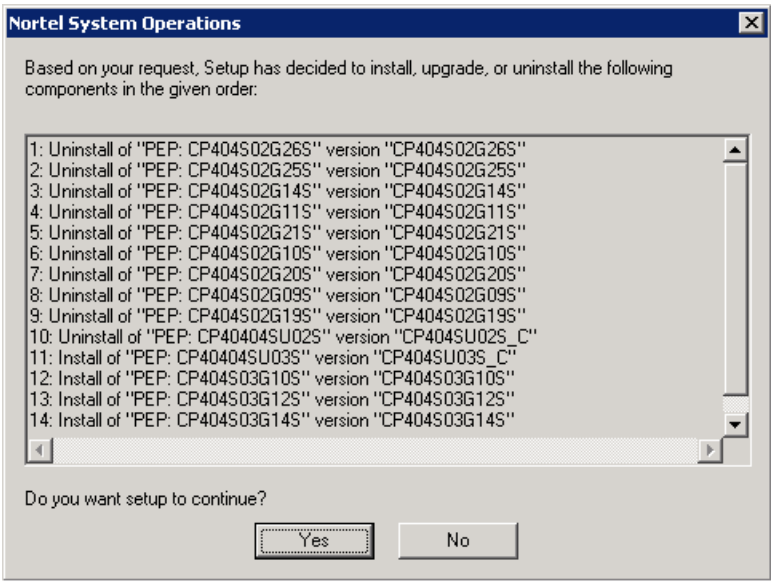
3. Launch the RUNME.BAT included in the D:\TEMP\CP40404SU03S folder to start the installation.



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

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

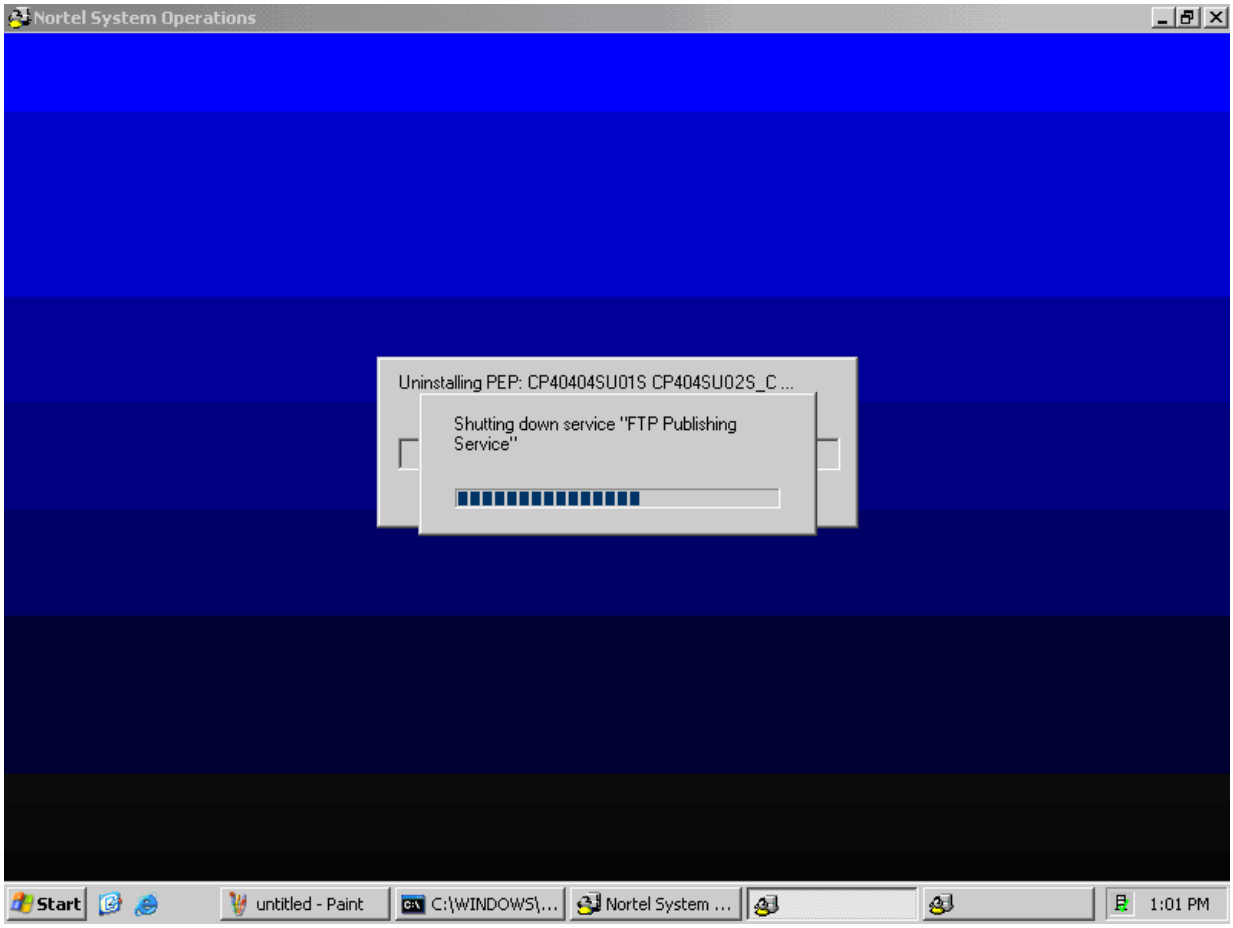
The setup routine will analyze a set of installed PEPs, you will be prompted to uninstall the previous PEPs.



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

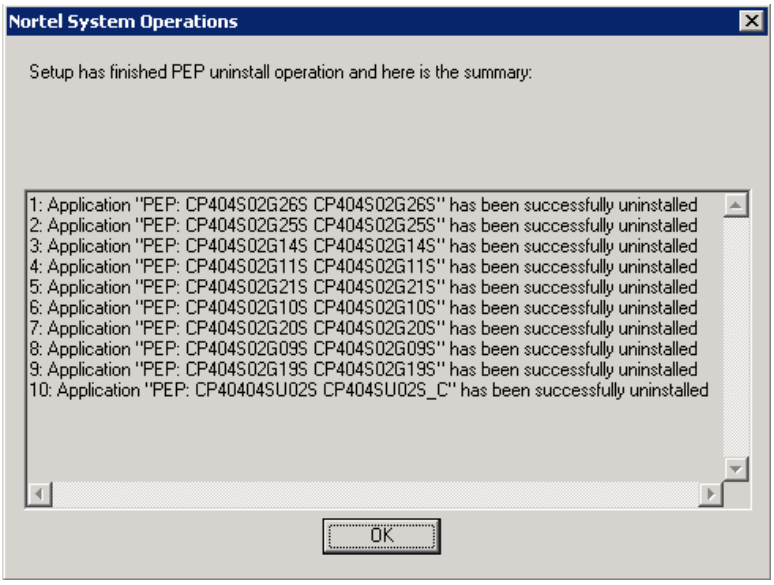
6. Click on the “Yes” button to continue.

Setup starts to uninstall PEPs.

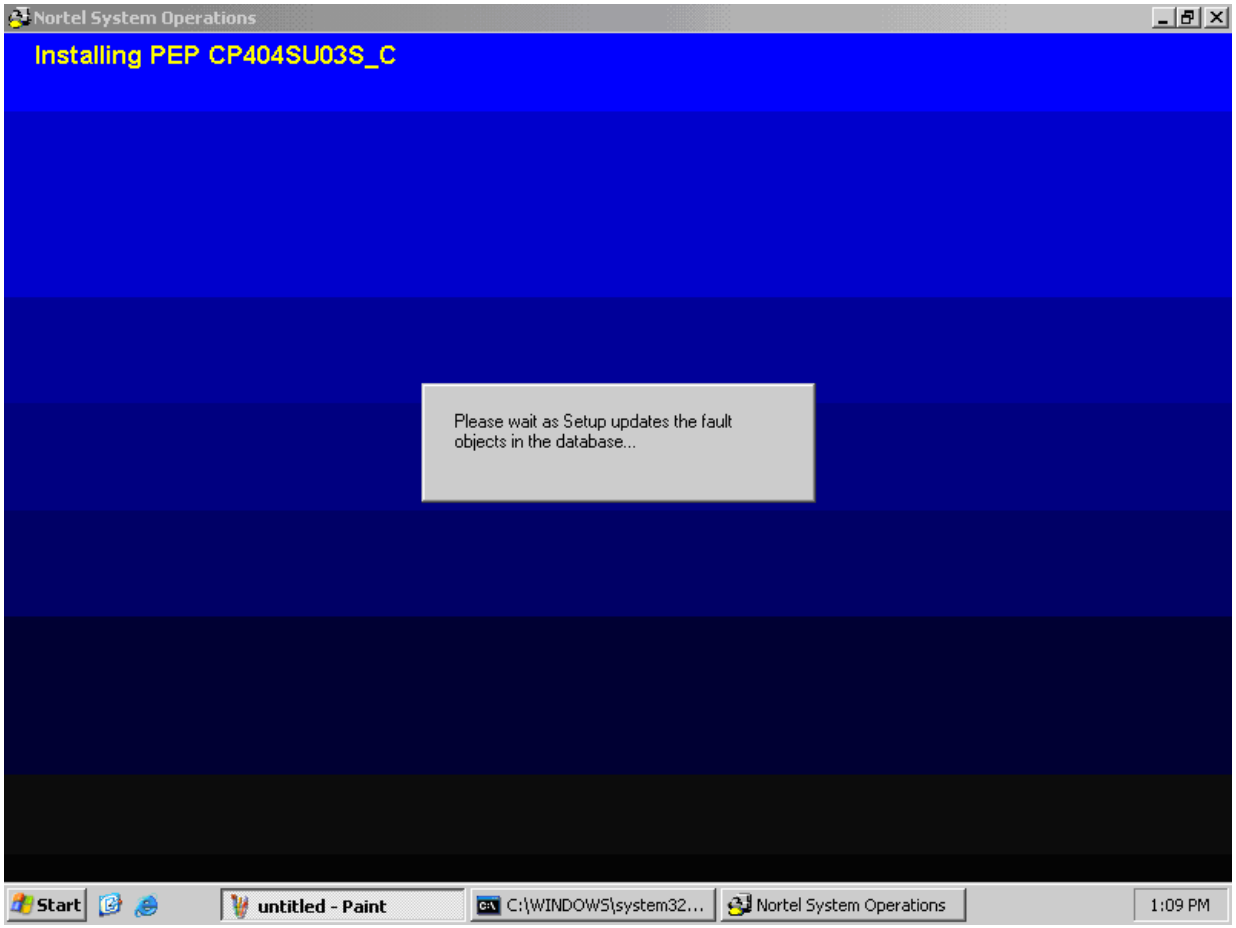


Please wait while the uninstall process completes.

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



7. Click on the “OK” button to start of SU03.



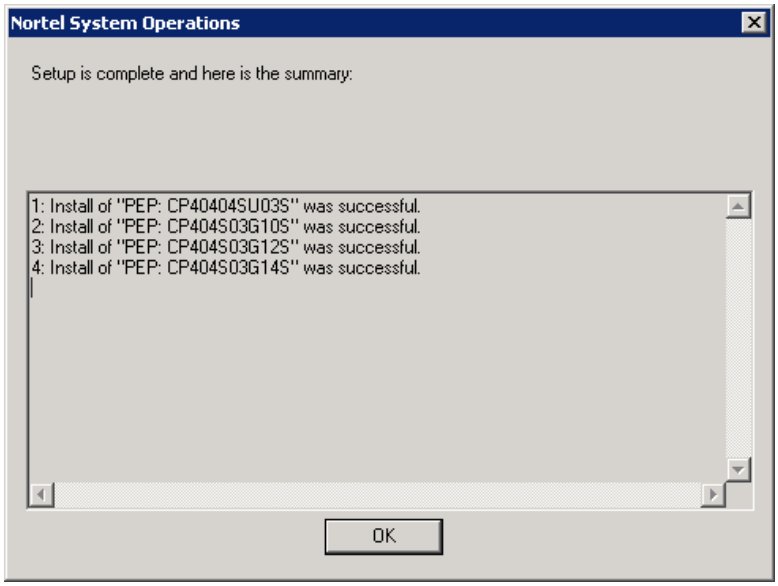
Setup starts to install SU03 and PEPs. Please wait while the installation process completes.

During the installation of CP40404SU03S the AOS service will start which will cause a pop up windows to appear stating that CallPilot is booting. These windows can be closed upon appearance.

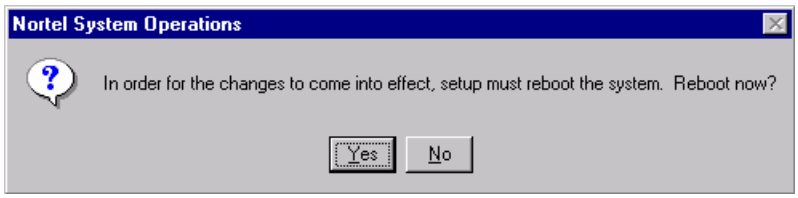
Warning:

If installation of PEP CP404S03L11S failed on CallPilot 201i Platform, then complete installation of Service Update 3 and CallPilot Manager, delete CP40404SU03S and CP404S03G07C folders from D:\TEMP directory, empty Recycle Bin, download CP404S03L11S from Enterprise Solutions PEP Library (ESPL), and install PEP separately.

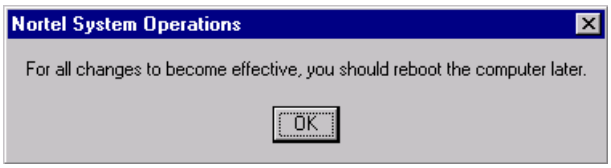
Once the install process completes, a window will appear with the status of the install operation.



8. Click “OK” to continue.
You will be prompt that a reboot of the server is required.



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



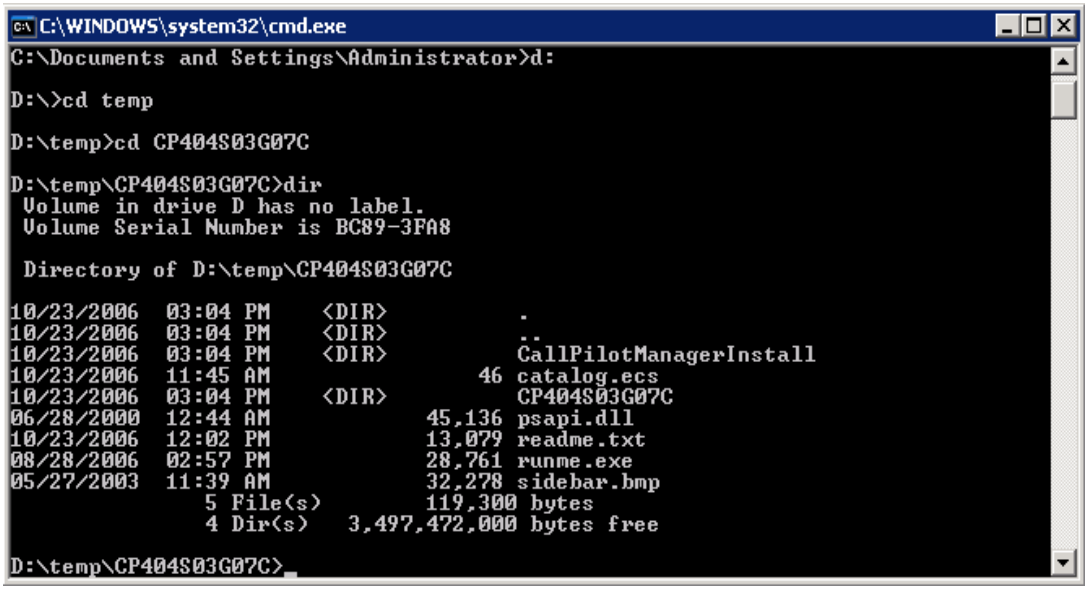
10. Click on the “Ok” button not to reboot.

Please start installing of the latest version of CallPilot Manager on the CallPilot Server.

Installing CallPilot Manager on the CallPilot Server

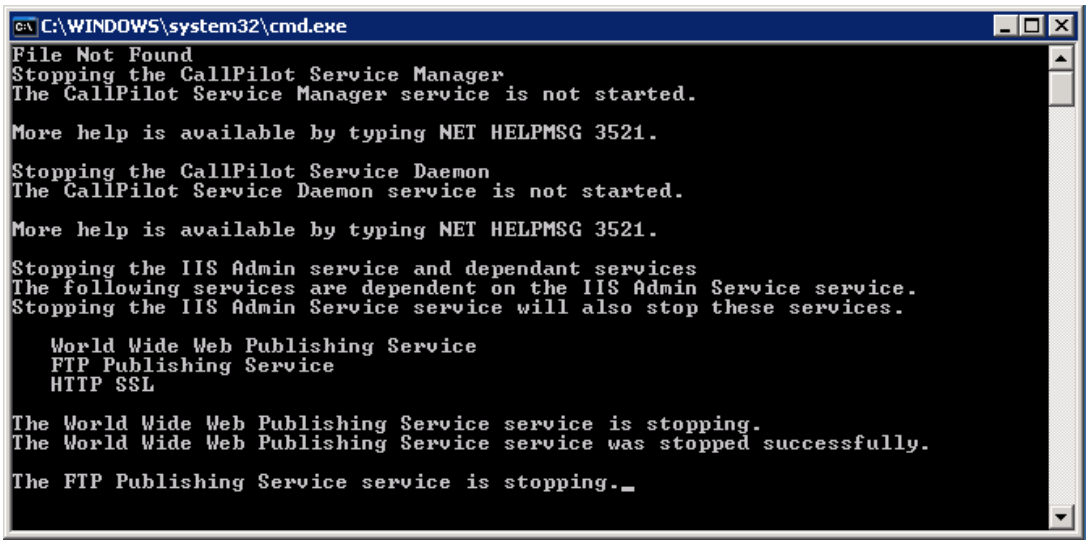
1. Disconnect all browsers currently connected to CallPilot Manager.

2. Change your current folder to the D:\TEMP\CP404S03G07C folder.



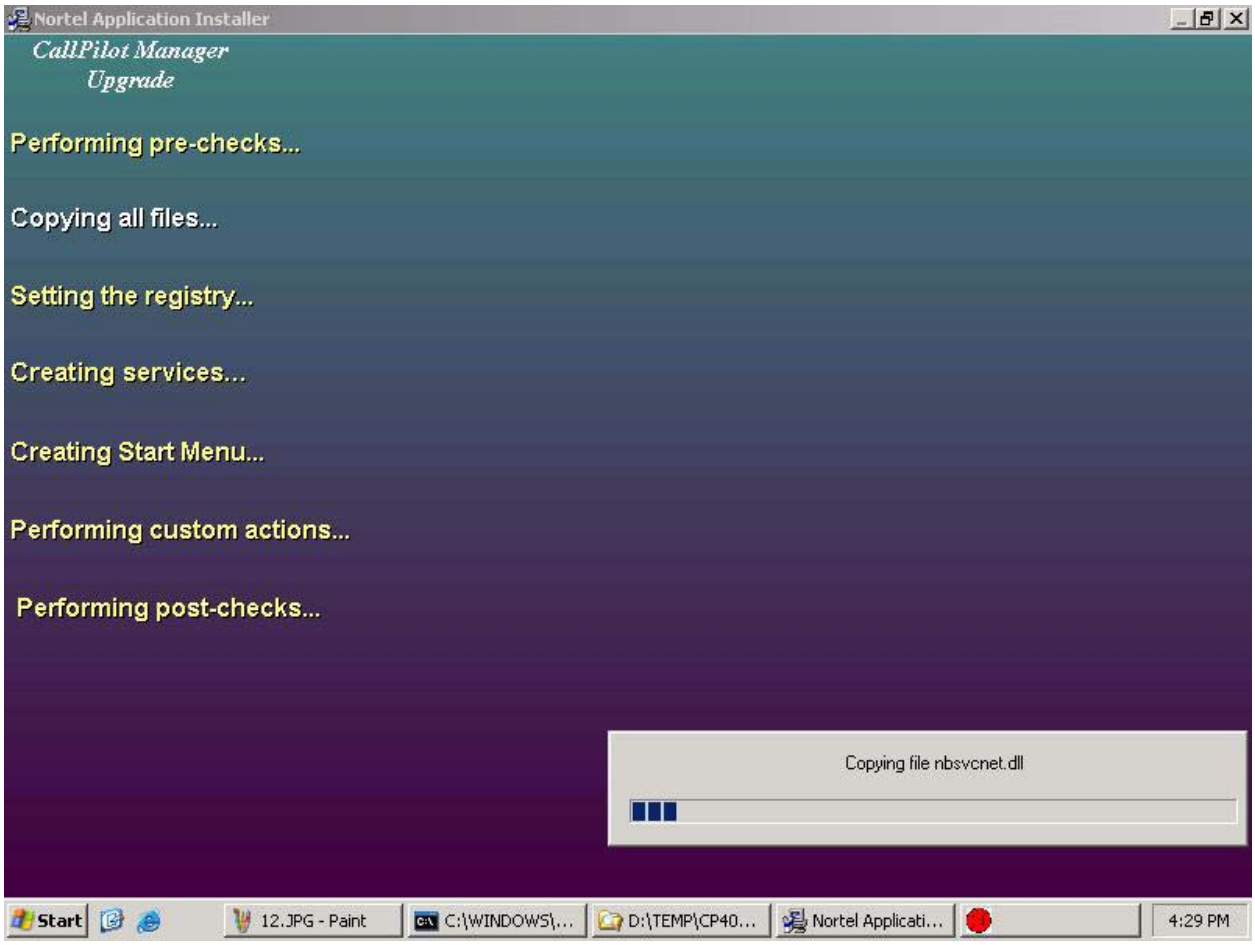
3. Launch the RUNME.EXE file included in the PEP CP404S03G07C folder.
A new window will appear.

Setup stops and restarts the IIS server and related services.



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

Setup starts the installation of CallPilot Manager.

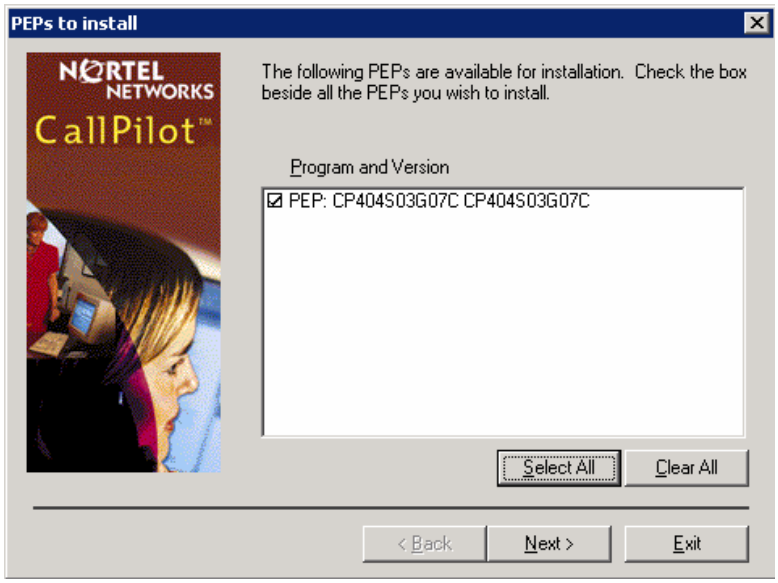


Wait for the installation to complete.

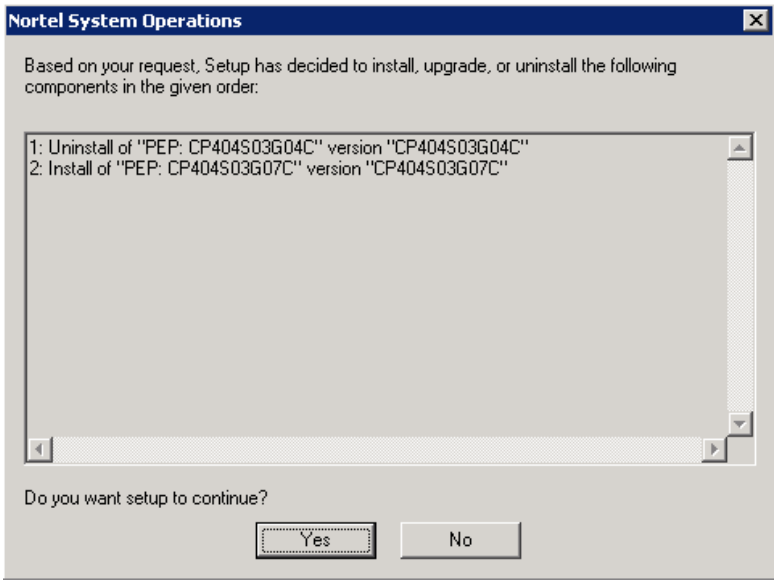
Once the install process completes, a window will appear with the status of the install operation.



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



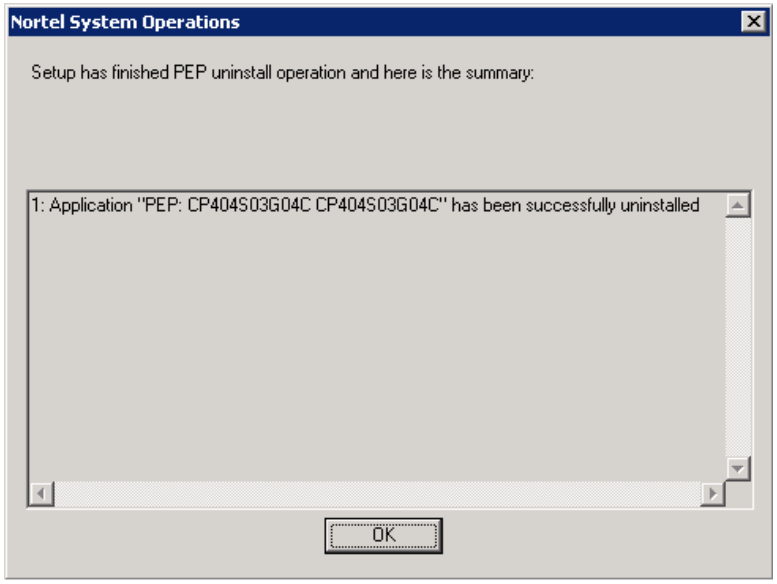
5. Click on the “Select All” button, the item “PEP: CP404S03G07C CP404S03G07C” will be checked. Click on the “Next>” button to continue.



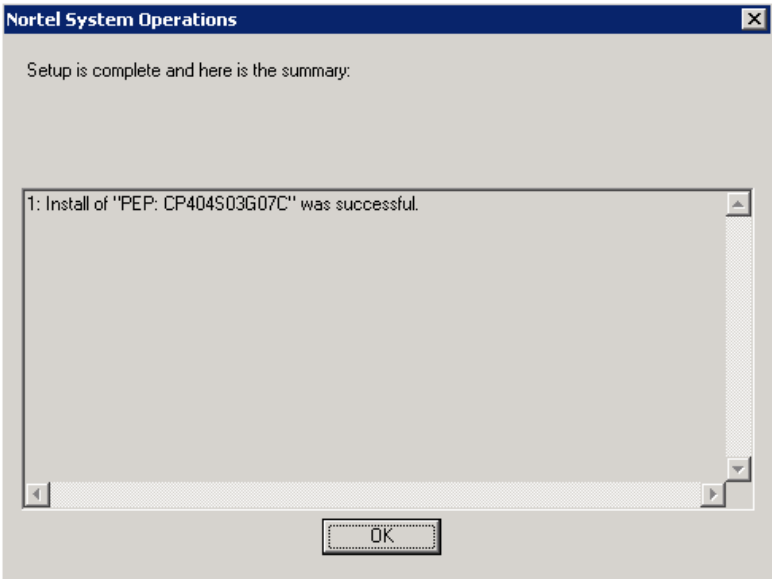
If the previous version of CallPilot Manager was registered in DMI, then you will be prompted to deregister the previous version of CallPilot Manager.

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

Wait for deregistration to complete.



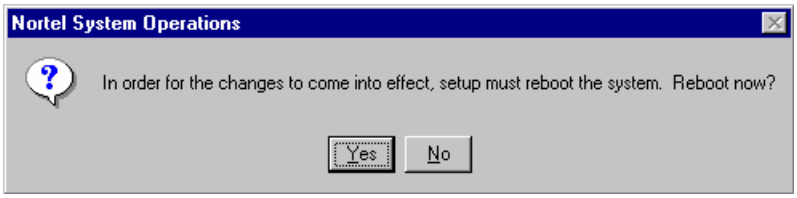
7. Click on the “OK” button to start the registration of CP404S03G07C.



8. Wait for the DMI Viewer Registration to complete. Click on the “OK” button.

The final reboot

You will be prompt to reboot the CallPilot server.



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

2. After rebooting, delete the CP40404SU03S and CP404S03G07C folders from D:\TEMP directory

CallPilot 4.0 Service Update 3 (CP40404SU03S) replaces the following PEPs:

- CP404S02L06S
- CP404S02G09S
- CP404S02G10S
- CP404S02G11S
- CP404S02G14S
- CP404S02L15S
- CP404S02G17S
- CP404S02G19S
- CP404S02G20S
- CP404S02G21S
- CP404S02G22S
- CP404S02G23S
- CP404S02G24S
- CP404S02G25S
- CP404S02G26S
- CP404S02R27S
- CP404S02G29S
- CP404S02G30S
- CP404S02G32S
- CP404S02L34S
- CP404S02G35S
- CP404S02G36S
- CP404S02G37S
- CP404S02G38S
- CP404S02G39S
- CP404S02L40S
- CP404S02G41S
- CP404S02G42S

The replaced PEPs will be automatically uninstalled when CP40404SU03S is installed.

Uninstall:

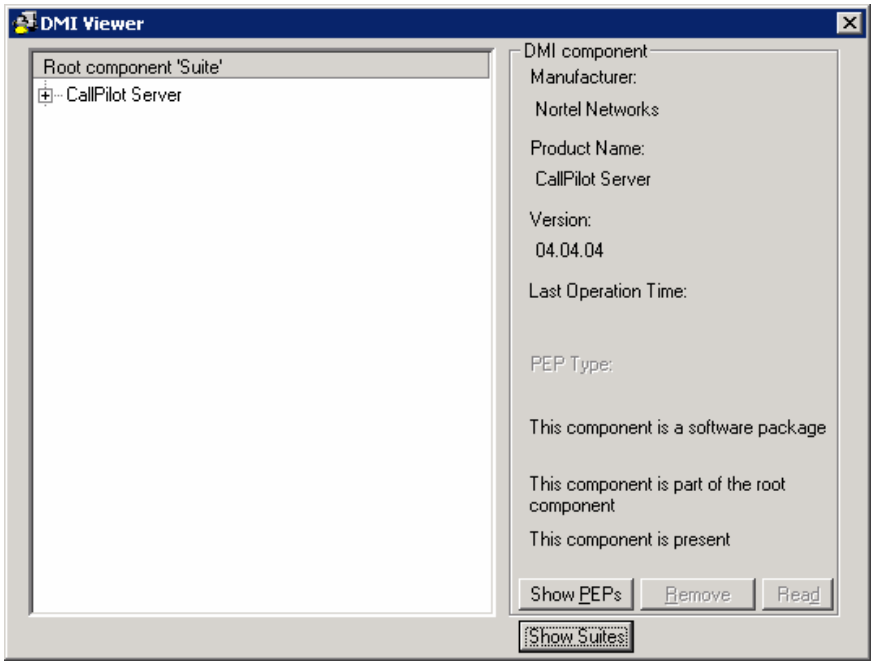
CallPilot 4.0 Service Update 3, CP40404SU03S, updates database structure. The changes are reversible and they are rolled back to the level of CallPilot 4.0 Service Update 2, CP40404SU02S, after uninstalling SU03.

If you wish to uninstall CallPilot 4.0 Service Update 3, we should install CallPilot 4.0 Service Update 2, CP40404SU02S, after uninstalling SU03.

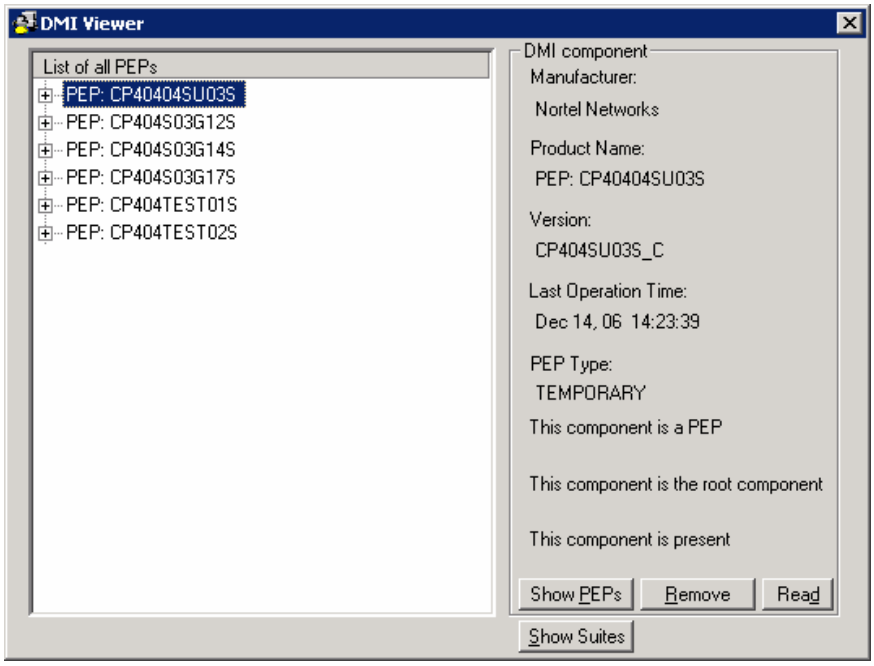
Go to Start>Programs>CallPilot>System Utilities>PEP Maintenance Utility.



The DMI Viewer starts.

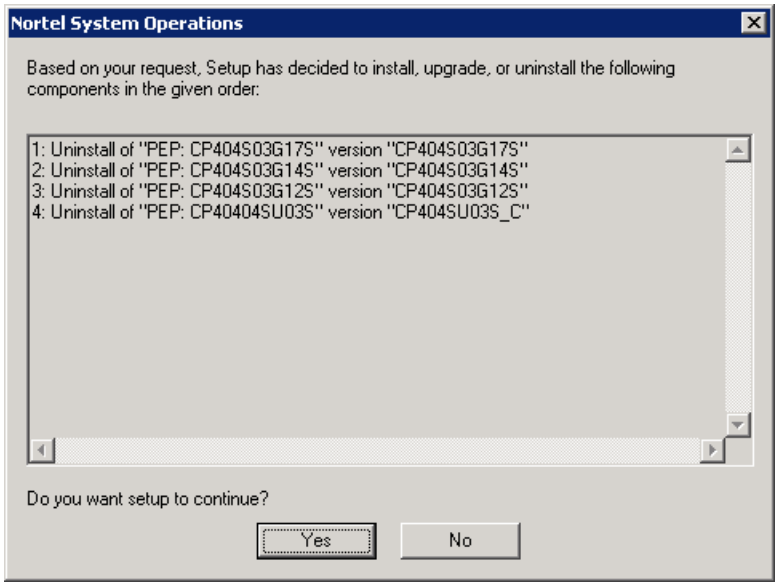


Click on the “Show PEPs” button.
DMI Viewer shows all PEPs installed on the CallPilot Server.



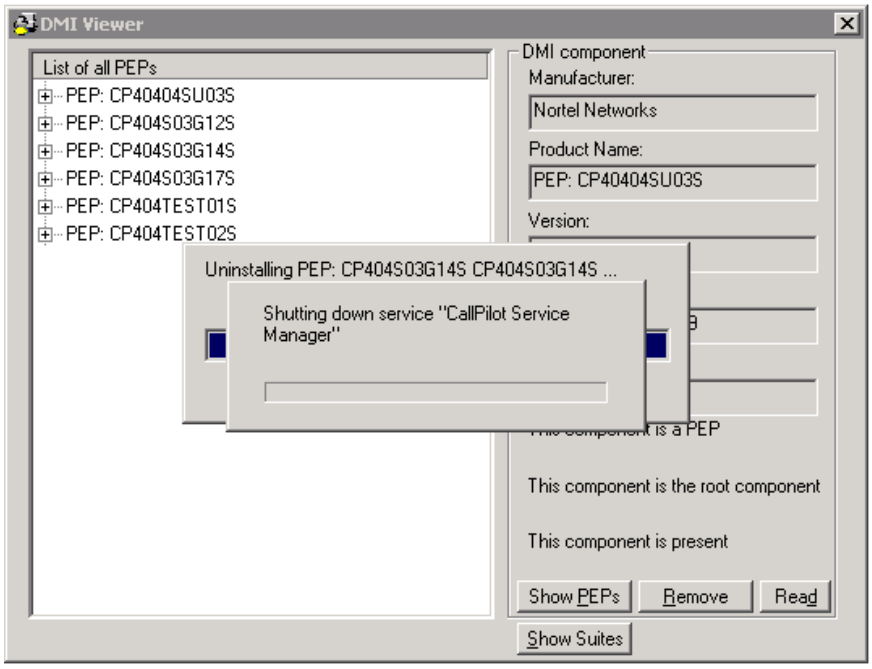
Select all of the PEPs you want to uninstall, and click Remove.
(For example: CP40404SU03S).

The “DMI Viewer Uninstall request” window will be appeared.

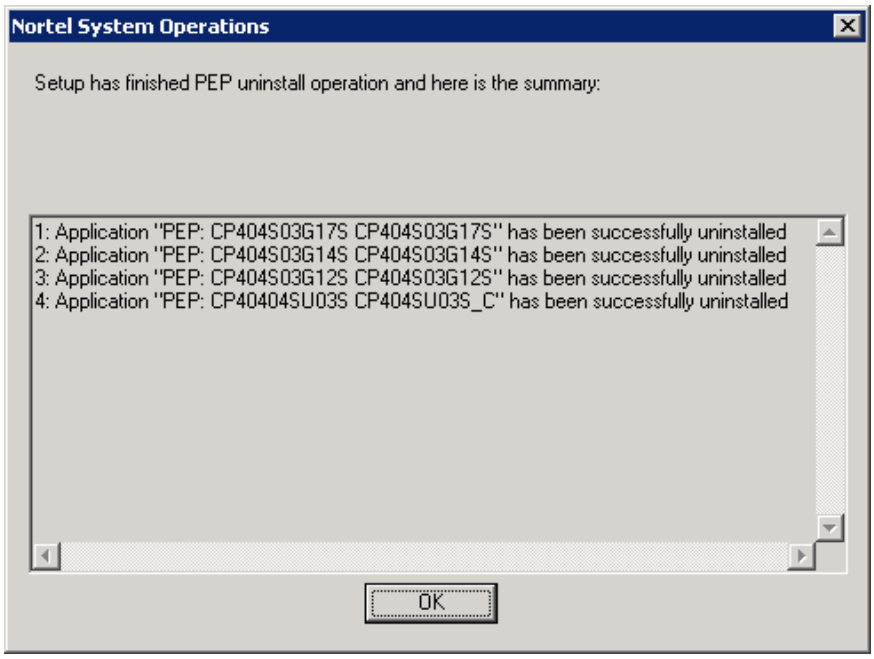


You will be prompted to uninstall the SU03 and all PEPs on top of SU03.
Click on the “Yes” button.

The DMI Viewer will start to uninstall SU03 and all PEPs on top of SU03.

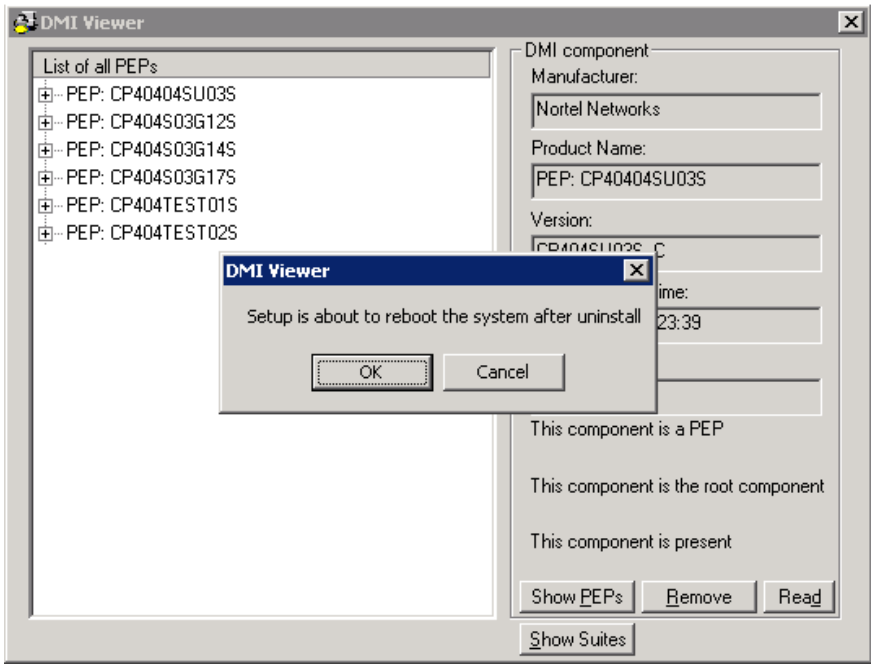


Setup starts uninstalling CP40404SU02S. Wait while the uninstall process completes.



A window will appear with the status of the uninstall operation. Click on the “OK” button to continue.

You will be prompt to reboot.



Click on the “OK” button to reboot the CallPilot server.

List of Fixes and Enhancements included in Service Update 3:

The following fixes and enhancements are addressed with CP40404SU03S:

CR	Title
Q00668075	CallPilot plays incorrect message on hunt or hard CFW back to CallPilot
Q00721948	Auto attendant sends to wrong extension
Q00730655	Call Transfer failures identified by application log errors 58006,55741
Q00826558	External callers thru-dialing to extension HCFWD to CallPilot get incorrect BUSY prompt
Q00970145	Major SLEE error events during fax load test
Q01047470	Callers notified of busy line is not working
Q01086635	MTF: Fax appears as lines when accessed with image viewer other than CallPilot
Q01093739	Generate major alarm if connection to Reporter is left down for extended period
Q01118404	Time Elapsed does not change on Reboot Timer Screen
Q01125942	Remote Notification Disabling Itself
Q01136761	With full overlap, a CDP remote location can not be saved if its remote user exists
Q01150402	Backup/Restore - allows backup to local CallPilot server disk drive
Q01159834	Events 41015, 41016 need to be created
Q01164007	Event 41017 needs to be created
Q01184243	Incorrect Drive configuration on the Image CD for GA load
Q01198626	Unable to migrate 2.02 users onto CP 4.0 using user restore op event 41814
Q01205037	P/F consolidation - Mailbox number conflicts with CDP steering code
Q01240260	Intermittently unable to login to CallPilot Manager.
Q01263772	Unable to set Directory Sync password after upgrade
Q01272228	Individual channels get stuck causing RNA
Q01290499	Call Sender fails when remote users login to their mailbox
Q01294865	Users Unable to Login to CallPilot. Event ID 36219 Generated
Q01302137	Platform consolidation - Need to speed up user archive restore.
Q01303251	Unable to use Session Trace tool due to no OM table data
Q01303303	Reporter shows all zero's OM not collecting on the Blue database
Q01305930	Reporter Data Incorrect
Q01306183	CallPilot didn't turn off MWI after receiving return receipt from exchange server
Q01307621	Calls RNA/Event ID 1 SQlany Fatal Error Memory Exhausted
Q01312262	The number specified for 'CDPCode' conflicts with mailbox
Q01315682	Receive Trivial Password warning when setting to a password that should be allowed
Q01322944	Call revert back to CallPilot get dropped after TAT
Q01324083	CallPilot Reporter fails to connect to CP Server
Q01330343	Can not install CP404S01G26S PEP on 1005r platform
Q01332316	OM Server: Event 41052 needs to be added
Q01334463	Config Wizard failed at the step Configuring Switch Information in 1001RP to 1005R upgrade
Q01334909	Unable to add mailboxes after upgrade
Q01335068	Remove Language Tool - Language removal failed, with error code = 1
Q01335873	PromptArchive - Restore operation was completed successfully, nothing was restored
Q01344164	Cannot detect Dongle Serial Number after installing CP4.0 SU02 on 1005r platform
Q01346197	Can not erase tape successfully using Backup Restore Tool
Q01347180	VPIM(SMTP) connection time-out configuration parameter is required (rollback changes)
Q01347180	VPIM(SMTP) connection time-out configuration parameter is required
Q01347349	Setup Wizard Restore fails to restore LDAP SUFFIX regkey
Q01349123	Can not install PEP CP40404SU02S on 1005r after removing all existing PEPs
Q01349146	Thru Dial restriction feature
Q01349246	LDAP service on CP Server is terminated

Q01351863	Third Party fax viewer not acceptable for viewing CallPilot faxes
Q01353705	Message forwarding rule fills up C:\windows\temp directory
Q01354410	Unsuccessful logging into CDN after receiving RN to telephone
Q01356296	New parameter to specify thru-dialing permission is required
Q01356296	New parameter to specify thru dialing permission is required
Q01357848	Names Across the Network does not propagate when using VPIM networking
Q01358294	CallPilot Desktop message timestamp is 1 hour ahead of the current time
Q01360732	Fax-on-demand fails intermittently with a 59900 event
Q01360743	Fax-on-demand fails intermittently with a 40201 event
Q01360967	Dual Language Feature. SLEE/SCE part
Q01360972	Dual Language Feature. LDAP part
Q01364337	RNA on individual ports - DS-0 channels show green lollipops
Q01368925	Direct VPIM Delivery does not stop after 3 delivery failures
Q01370713	Event Severity can no longer be overridden when using NBflt_ReportEvent
Q01373664	Volume 103 locks up intermittently and has to be restarted
Q01374554	CallPilot is not able to receive a fax for longer than an hour
Q01379986	The event description for the events 58208 and 58223 should be updated
Q01381684	1005R system encountered blue screen after add the 2nd and 3rd MPB 96 Card
Q01385691	Can not play wav files when forwarded with MFR to email address
Q01386419	MFR may not send all attachments
Q01393878	Wrong CallPilot version 04.04.04.03-00 causing restore to stop
Q01408686	Dual Lang Prompting - PV plays twice continuously after system prompts
Q01410624	Outcalling generating 58008 and 59500 events
Q01418781	The uninstallation of SU1 by SU2 puts the system services in the wrong state
Q01428821	There are a lot of 38003 events in the application event log
Q01472458	DMI viewer should prevent un-installing of certain PEPs