



# **Intel® Dialogic® System Release 6.0 PCI for Windows on Intel® Architecture**

**Software Installation Guide**

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*October 2006*



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## Revision History

This revision history summarizes the changes made in each published version of this document.

| Document No. | Publication Date | Description of Revisions  |
|--------------|------------------|---|
| 05-1957-003  | October 2006     | <p><b>Choosing the Appropriate Install:</b> Updated Table 1 to mention uninstalling a Service Update to System Release 5.1.1.</p> <p><b>Major Installation Steps:</b> Updated to mention uninstalling a Service Update to System Release 5.1.1.</p> <p><b>Prerequisites for Software Installation:</b> Changed TCP port prerequisite.</p> <p><b>Uninstalling the Previous Version(s) of the Software:</b> Added a step about uninstalling a Service Update (step 2). Updated steps 1 and 3.</p> <p><b>Checking TCP Port Availability:</b> Changed TCP port prerequisite in the procedure.</p> <p><b>Performing a Full Installation of the Software:</b> Removed IONA from list of third party software.</p> <p><b>Using Component Tokens to Specify What to Install:</b> Revised statement on where component token descriptions are located (IPY00035466).</p> <p><b>Error Messages:</b> Added <b>Java Runtime Environment (JRE)</b> errors.</p>   |
| 05-1957-002  | October 2004     | <p><b>Purpose:</b> Added mention of full and update installs.</p> <p><b>How to Use This Publication:</b> Added mention of full and update installs. Changed description of the install and uninstall chapters to reflect changed content.</p> <p><b>Installation Overview:</b> Added a new subsection: <b>Choosing the Appropriate Install</b>.</p> <p><b>Choosing the Appropriate Install:</b> New section.</p> <p><b>Installation Scenarios:</b> New table.</p> <p><b>Major Installation Steps:</b> Added information about Release Updates and a cross reference to <b>Choosing the Appropriate Install</b>.</p> <p><b>Environment Variables:</b> Under <b>Existing Environment Variables</b>, noted variables for which there will not be a new equivalent.</p> <p><b>Software Editions:</b> Added Global Call Protocols to description of Redistributable Edition.</p> <p><b>Installing the Software:</b> Added a new subsection (<b>Performing an Update Install</b>) to this chapter, so the title of "Installing the System Release Software" was changed to <b>Performing a Full Installation of the Software</b>.</p> <p>Removed "Responding to the found New Hardware Wizard" and replaced it with the new subsection <b>Unsigned Driver</b> in the <b>Troubleshooting</b> chapter.</p> <p>Added new section: <b>Installing the Software Using an InstallShield Response File</b></p> <p>Added new section: <b>Adding or Removing Installed Features</b></p> |

| Document No. | Publication Date | Description of Revisions  |
|--------------|------------------|---|
|              |                  | <p><b>Prerequisites for Software Installation:</b> Added <a href="#">Uninstalling the Global Call Protocols</a> as a new subsection and also as an item in the initial bullet list.</p> <p>Added to the description of the role of Release Updates.</p> <p>Mentioned that System Release 5.1.1 must be removed before installing System Release 6.0 PCI for Windows. Then a full install of the new system release is required.</p> <p>Mentioned that if you have a previous version of System Release 6.0 PCI for Windows is on your system, you can perform an update install.</p> <p>Changed title of “Determining Which Components to Install” to <a href="#">Determining Which Features to Install</a> to reflect general terminology change from “components” to “features.”</p> <p><b>Saving Existing Configuration Data:</b> Mentioned that data migration is not supported for Service Pack 3 and Feature Pack 2 of System Release 5.1.1.</p> <p><b>Uninstalling the Previous Version(s) of the Software:</b> Added information about full versus update installs.</p> <p><b>Determining Which Features to Install:</b> Added Global Call Protocols.</p> <p>Changed “component” to “feature” throughout section.</p> <p><b>Order of Procedures:</b> Added <a href="#">Performing an Update Install</a> and <a href="#">Installing the Software Using an InstallShield Response File</a>.</p> <p>Removed “Responding to the Found New Hardware Wizard”</p> <p>Described how to add features after performing an update install.</p> <p><b>Performing a Full Installation of the Software:</b> Added a paragraph and bullet list explaining the installation scenarios.</p> <p>Mentioned downloading software from website in addition to installing from CD.</p> <p>Mentioned that the version number of the software now appears on the Welcome screen of the install GUI.</p> <p>Added descriptions to the list of third-party software.</p> <p>Mentioned that a reboot is not necessary if the Core Runtime feature was not installed.</p> <p><b>Performing an Update Install:</b> New section.</p> <p>Includes a note about issue with Setup Status screen and InstallShield.</p> <p><b>Using Command Line Parameters to Install Software Components:</b> Added note to the <a href="#">Introduction</a> of this section explaining that this method is valid in this release, but for the next release, the only valid procedure for silent installs will be the one documented in <a href="#">Installing the Software Using an InstallShield Response File</a>.</p> <p><b>Component Tokens:</b> The GCPROT component token was added to this table.</p> <p><b>Installing the Software Using an InstallShield Response File:</b> New subsection.</p> <p><b>Adding or Removing Installed Features:</b> New section.</p> <p><b>Uninstalling the Software:</b> The title of this chapter was changed from “Uninstalling the Software or Changing the Components.”</p> <p>Directions for changing the components of the install were removed and replaced by this new section: <a href="#">Adding or Removing Installed Features</a>.</p> <p>Added mention of prompt asking about configuration data backup.</p> <p>Added explanation of when the cleanup utility runs.</p> <p><b>Removing the System Release Software:</b> The title of this figure was changed from “Changing or Removing the System Release Software.”</p> <p><b>Unsigned Driver:</b> New section.</p> <p><b>Error Messages:</b> New subsection: <a href="#">Unsigned Driver</a>.</p> <p><b>Repairing an Installation:</b> New section.</p> |
| 05-1957-001  | November 2003    | Initial version of document.  |





# About This Publication

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The following topics provide information about this software installation guide:

- [Purpose](#)
- [Intended Audience](#)
- [How to Use This Publication](#)
- [Related Information](#)

## Purpose

This guide explains how to install (full or update install) and uninstall Intel® Dialogic® System Release 6.0 PCI for Windows on Intel® Architecture. It also explains how to “silently” install the software.

## Intended Audience

This information is intended for:

- Distributors
- System Integrators
- Toolkit Developers
- Value Added Resellers (VARs)
- Original Equipment Manufacturers (OEMs)

## How to Use This Publication

This information is organized as follows:

- [Chapter 1, “Installation Overview”](#) describes the major installation steps in the order in which they are performed, giving an overview of the process. This chapter also describes environment variables and the software editions.
- [Chapter 2, “Installing the Software”](#) discusses the prerequisites for software installation and gives step by step procedures for performing a full install, update install, or “silent” install of the system release software. This chapter also provides a procedure for adding or removing installed features.
- [Chapter 3, “Uninstalling the Software”](#) describes how to uninstall the software.
- [Chapter 4, “Troubleshooting”](#) describes error messages and the installation log file and provides other information about troubleshooting the installation.

## Related Information

For additional information related to installation, configuration, administration, and diagnostics, refer to the following documents, which are provided on the CD-ROM with the system release software and on the online bookshelf for the release, which can be found at <http://resource.intel.com/telecom/support/documentation/releases/>.

- For timely information that may affect installation and configuration, refer to the Release Guide and Release Update. The Release Update is not on the CD-ROM with the system release software. It is maintained on the web site mentioned above.
- For configuration procedures, refer to the appropriate product-specific Configuration Guide(s).
- For administration procedures, refer to the Administration Guide for this system release.
- For diagnostics information, refer to the Diagnostics Guide for this system release.
- For information about using the SNMP agent software, refer to the Administration Guide for the SNMP agent software.
- For hardware installation instructions, see the Quick Install Card that comes with each board. Quick Install Cards also can be accessed from the Intel Networking and Communications Telecom Support Resources web site (see next bullet item).
- The Intel Networking and Communications Telecom Support Resources web site at <http://developer.intel.com/design/telecom/support/> provides technical support and wide-ranging information in the form of technical notes, problem tracking reports, application notes, and other helpful documentation.
- For product information, go to the Intel Telecom Products web site at <http://www.intel.com/design/network/products/telecom/>.

This chapter provides the following information:

- [Choosing the Appropriate Install](#). . . . . 11
- [Major Installation Steps](#). . . . . 12
- [Environment Variables](#). . . . . 13
- [Software Editions](#). . . . . 14

## 1.1 Choosing the Appropriate Install

You can perform either a full install or an update install of the Intel® Dialogic® System Release 6.0 PCI for Windows on Intel® Architecture software. The install procedures (and prerequisites) you use depend on what is on your system. Table 1 shows the various installation scenarios. Detailed descriptions and procedures for the prerequisites mentioned in the table are provided in [Section 2.1, “Prerequisites for Software Installation”](#), on page 17. The installation procedures listed in the table are links to the sections containing the procedures.

**Note:** The update install gives you the latest software for the features that you selected when you did the full install of the system release that is currently on your system. If you want additional features that weren't previously installed, for example, Global Call Protocols, first perform the update install and then perform the procedure in [Section 2.7, “Adding or Removing Installed Features”](#), on page 38.

**Table 1. Installation Scenarios**

| If you have this on your system                          | Meet these prerequisites   | Use this install  |
|--|--|---|
| No existing Intel Dialogic system release                | <ul style="list-style-type: none"> <li>• Read Release Guide and Release Update</li> <li>• Have supported Windows* operating system</li> <li>• If using SNMP, install Windows SNMP service</li> <li>• Check TCP port availability</li> <li>• If using Windows 2000 Server and running Terminal Services, put a terminal server in install mode</li> <li>• Read about the features available to install</li> </ul> | <a href="#">Performing a Full Installation of the Software</a><br>or one of the “silent” install procedures: <ul style="list-style-type: none"> <li>• <a href="#">Using Command Line Parameters to Install Software Components</a></li> <li>• <a href="#">Installing the Software Using an InstallShield Response File</a></li> </ul> |
| A previous version of System Release 6.0 PCI for Windows | <ul style="list-style-type: none"> <li>• Read Release Guide and Release Update</li> <li>• Have supported Windows* operating system</li> <li>• If using SNMP, install Windows SNMP service</li> <li>• Check TCP port availability</li> <li>• If using Windows 2000 Server and running Terminal Services, put a terminal server in install mode</li> <li>• Read about the features available to install</li> </ul> | <a href="#">Performing an Update Install</a><br>or one of the “silent” install procedures: <ul style="list-style-type: none"> <li>• <a href="#">Using Command Line Parameters to Install Software Components</a></li> <li>• <a href="#">Installing the Software Using an InstallShield Response File</a></li> </ul>                   |

Table 1. Installation Scenarios

| If you have this on your system   | Meet these prerequisites   | Use this install   |
|---|--|--|
| A previous version of System Release 6.0 PCI for Windows plus Global Call Protocols | Same as above, and you must uninstall the existing version of the Global Call Protocols  | Same as above and install the new version of the Global Call Protocols by following the procedure in <a href="#">Section 2.7, "Adding or Removing Installed Features"</a> , on page 38 and selecting Global Call Protocols on the Select Features screen.  |
| Intel Dialogic System Release 5.1.1   | <ul style="list-style-type: none"> <li>• Read Release Guide and Release Update</li> <li>• Have supported Windows* operating system</li> <li>• If using SNMP, install Windows SNMP service</li> <li>• Back up and migrate existing configuration data (optional)</li> </ul> <p><b>Note:</b> Data migration is not supported for Service Pack 3 and Feature Pack 2 of System Release 5.1.1.</p> <ul style="list-style-type: none"> <li>• Uninstall System Release 5.1.1 and any Service Update, Service Pack s, and Feature Packs</li> <li>• Check TCP port availability</li> <li>• If using Windows 2000 Server and running Terminal Services, put a terminal server in install mode</li> <li>• Read about the features available to install</li> </ul> | <p><a href="#">Performing a Full Installation of the Software</a></p> <p>or one of the "silent" install procedures:</p> <ul style="list-style-type: none"> <li>• <a href="#">Using Command Line Parameters to Install Software Components</a></li> <li>• <a href="#">Installing the Software Using an InstallShield Response File</a></li> </ul> |
| Intel Dialogic System Release 5.1.1 plus Global Call Protocols                      | Same as above, and you must uninstall the existing version of the Global Call Protocols  | Same as above. The new version of Global Call Protocols can be installed along with the system software. You do not have to install the Global Call Protocols separately as in the past  |

## 1.2 Major Installation Steps

Intel® Dialogic® System Release 6.0 PCI for Windows on Intel® Architecture provides software for developing and running call processing applications on a Windows\* operating system with Intel® telecom boards.

The installation procedure can be summarized as follows:

1. Read the Release Guide and Release Update before starting the installation. The Release Guide can be found on the CD-ROM with the system release software and on the online bookshelf for the release, which can be found at <http://resource.intel.com/telecom/support/documentation/releases/index.htm>. The Release Guide contains information about hardware and software requirements for this release, and boards supported by this release.

The Release Update provides the latest information about any issues, restrictions, or limitations that may affect the installation. The Release Update also describes any significant changes to the system release subsequent to the general availability date. For example, new features provided in Service Updates are described in the Release Update. The Release Update can be found at <http://resource.intel.com/telecom/support/documentation/releases/index.htm>.

2. Make sure that all relevant prerequisites for installing the software have been met.

Prerequisites include:

- Installing the Windows operating system
- Installing Windows SNMP service (if you intend to use SNMP Agent Software)
- Backing up the drive on which you intend to install the software
- Saving existing configuration data if you have System Release 5.1.1 installed (optional)
- Uninstalling System Release 5.1.1 (including any Service Update, Feature Packs, and Service Packs) if that release is on your system.
- Uninstall the previous version of the Global Call Protocols
- Checking availability of TCP ports
- Putting a terminal server in install mode if you're running Terminal Services

For further information about these and other prerequisites, see [Section 2.1, “Prerequisites for Software Installation”](#), on page 17.

3. Install the Intel Dialogic system release software, following the appropriate procedure (refer to [Section 1.1, “Choosing the Appropriate Install”](#), on page 11 for guidance).
4. If you installed the Core Runtime feature, you must reboot your computer and will be prompted to do so. If you did not install the Core Runtime feature, you do not have to reboot.

After you complete the installation process, you can start the configuration process using the DCM configuration utility. Depending on the hardware you have installed, refer to the appropriate product-specific configuration guide(s).

After configuration is complete, you may start the Intel Dialogic software using the DCM GUI, or, if you have configured the Intel Dialogic services to start automatically, then reboot.

## 1.3 Environment Variables

Environment variables are used to locate certain directories in the Intel Dialogic system release hierarchy. As of System Release 6.0 PCI for Windows, new environment variables are defined to reflect the new directory names and structure. These new environment variables will replace the existing variables that reflected the old directory structure used for previous system releases.

System Release 6.0 PCI for Windows includes both the old and new environment variables to allow you time to migrate to the new standard. In the next full system release, the old variables will be eliminated. It is recommended that you begin using these new variables as soon as possible. The names of the new variables will remain consistent, but the *values* of the variables are subject to change without notice.

### Existing Environment Variables

The following environment variables and values were used in previous system releases, and will be eliminated in the next system release:

- `DIALOGICDIR` = `C:\Program Files` (This is the default, but this can vary because the user can select a different location.)

- `DIALOGICDRV = C:` (This is the default location for the operating system, but it can vary.)  
*Note:* There will not be a new equivalent for this environment variable.
- `DLCFGPATH = %DIALOGICDIR%\Dialogic\cfg`
- `DLFWLPATH = %DIALOGICDIR%\Dialogic\data`
- `DLGCDESTDIR = C:` (This is the default, but it can vary.)  
*Note:* There will not be a new equivalent for this environment variable.
- `DLGCINFPATH = %DIALOGICDIR%\Dialogic\inf`  
*Note:* There will not be a new equivalent for this environment variable.
- `DNASDKDIR = %DIALOGICDIR%\bin`
- `QSCRIPT_DIR = %DIALOGICDIR%\qscript`

## New Environment Variables

The following environment variables are defined in System Release 6.0 PCI for Windows to replace the existing environment variables:

`INTEL_DIALOGIC_BASE = C:\Program Files`

The base location where the software will be installed. This is the default, but this can vary because the user can select a different location.)

`INTEL_DIALOGIC_NAME = Dialogic`

The directory in which the software will be located.

`INTEL_DIALOGIC_RELEASE =`

For now, this is null, but in the future this may contain the current active release name (for example, SR7.0).

`INTEL_DIALOGIC_DIR =`

`%INTEL_DIALOGIC_BASE%\%INTEL_DIALOGIC_NAME%\%INTEL_DIALOGIC_RELEASE%`

The absolute path to which the software is copied.

The following new environment variables provide convenient paths to specific directories under the Intel Dialogic installation directory:

- `INTEL_DIALOGIC_CFG = %INTEL_DIALOGIC_DIR%\cfg`
- `INTEL_DIALOGIC_FWL = %INTEL_DIALOGIC_DIR%\data`
- `INTEL_DIALOGIC_INC = %INTEL_DIALOGIC_DIR%\inc`
- `INTEL_DIALOGIC_LIB = %INTEL_DIALOGIC_DIR%\lib`
- `INTEL_DIALOGIC_QSCRIPT = %INTEL_DIALOGIC_DIR%\qscript`

## 1.4 Software Editions

System Release 6.0 PCI for Windows software is available in three editions:

- **Intel Dialogic System Release 6.0 PCI Redistributable Edition** – This edition contains all the software that can be redistributed as part of an application developed using the system

release. The Redistributable edition consists of the runtime package, SNMP component manager, ISDN protocols, Global Call protocols, and associated documentation.

- **Intel Dialogic System Release 6.0 PCI Developer Edition** – This edition is intended only for use during application development. The Developer edition contains all the software required to develop and execute an application.
- **Intel Dialogic System Release 6.0 PCI Not For Sale Edition** – This edition contains all the software required to develop and execute an application. The Not For Sale (NFS) edition is meant for evaluation purposes only. Thus, if you install this edition, the Intel Dialogic System Service will stop after 10 hours. The Intel Dialogic System Service can be restarted using DCM, but it will stop again in 10 hours.

The Intel Dialogic System Service does not stop after 10 hours in the Redistributable and Developer editions. To get this functionality, you must uninstall the NFS edition and install either the Redistributable or Developer edition of the software.

The Redistributable and Developer editions are sold together. The NFS edition is available separately. The release name and navigation screen<sup>1</sup> will indicate the edition.

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1. The navigation screen is a window that appears when you insert the System Release 6.0 PCI for Windows CD in your computer or run *autorun.exe* from the CD. The navigation screen gives you options such as viewing release information, installing the software, viewing product documentation, and going to Intel's Telecom Products website. See Figure 3.





This chapter gives detailed procedures for installing Intel® Dialogic® System Release 6.0 PCI for Windows on Intel® Architecture:

- Prerequisites for Software Installation. . . . . 17
- Order of Procedures. . . . . 27
- Performing a Full Installation of the Software . . . . . 28
- Performing an Update Install. . . . . 32
- Using Command Line Parameters to Install Software Components . . . . . 33
- Installing the Software Using an InstallShield Response File. . . . . 37
- Adding or Removing Installed Features . . . . . 38

## 2.1 Prerequisites for Software Installation

Before installing the software, make sure that the following prerequisites are met. For information about the various installation scenarios, refer to [Section 1.1, “Choosing the Appropriate Install”](#), on page 11.

- Read the Release Guide and Release Update before starting the installation. To view the Release Guide, insert the system release CD-ROM and a navigation screen will appear (Figure 3). Click on About This Release. The Release Guide is also available at <http://resource.intel.com/telecom/support/documentation/releases/>. The Release Guide contains information about hardware and software requirements for this release, and boards supported by this release.  
  
The Release Update provides the latest information about any issues, restrictions, or limitations that may affect the installation. The Release Update also describes any significant changes to the system release subsequent to the general availability date. For example, new features provided in Service Updates are described in the Release Update. The Release Update can be found at <http://resource.intel.com/telecom/support/documentation/releases/>.
- The Windows\* operating system should be installed. The basic operating system requirements include one of the following:
  - Windows 2000 (Professional, Server, and Advanced Server) SP4
  - Windows XP Professional with SP1
  - Windows 2003 (Standard or Enterprise)

**Note:** This system release is designed for US English versions of the Microsoft\* Windows Operating System. System directory path names are often spelled using the native language. Therefore if you are using a language other than U.S. English, various manual file copy operations may be necessary to place files in directories with the expected path names. For assistance, please contact the support organization that services your country.

- If you intend to use SNMP Agent Software for remote monitoring and administration of Intel Dialogic and Intel NetStructure boards over an IP network, Windows SNMP service must be installed on the managed node(s). Refer to the [Section 2.1.1, “Installing and Configuring Windows SNMP Service”](#), on page 18.
- If you have System Release 5.1.1 software installed on your computer, you can save existing configuration by following the procedure in [Section 2.1.2, “Saving Existing Configuration Data”](#), on page 20. If you have an older system release, the configuration data backup utility will not work. You must manually back up the configuration data before you uninstall the release.

**Note:** If the configuration data is not backed up, you will lose the configuration settings when you install the new release and will need to reset them using the DCM configuration tool.

- If you have System Release 5.1.1 software installed on your computer, you must uninstall this system release and any associated Service Update, Service Packs, and Feature Packs. Refer to [Section 2.1.3, “Uninstalling the Previous Version\(s\) of the Software”](#), on page 21. Then you must perform **full install** of the new release. Refer to [Section 2.3, “Performing a Full Installation of the Software”](#), on page 28

If you have a previous version of System Release 6.0 PCI for Windows installed on your system, you can perform an **update install** (refer to [Section 2.4, “Performing an Update Install”](#), on page 32).

- If you had installed the Global Call Protocols along with the Intel Dialogic System Software that is currently on your system, you must uninstall the Global Call Protocols before you install the new version of the Intel Dialogic System Software. Refer to [Section 2.1.4, “Uninstalling the Global Call Protocols”](#), on page 23.
- You must make sure TCP ports 12001, 12004-5 for the loopback interface, and port 12002 are available. Refer to [Section 2.1.5, “Checking TCP Port Availability”](#), on page 23.
- If you are using Windows 2000 Server and you’re running Terminal Services, you must put a terminal server in install mode. Refer to [Section 2.1.6, “Installing with Terminal Services Running When Using Windows 2000 Server”](#), on page 24.
- For information about the options you can choose when installing this system release, refer to [Section 2.1.7, “Determining Which Features to Install”](#), on page 25.

## 2.1.1 Installing and Configuring Windows SNMP Service

If you intend to use the SNMP agent software (for a description, see [Section 2.1.7, “Determining Which Features to Install”](#), on page 25) and Windows SNMP Service has *not* already been installed, you must install and configure the Windows SNMP Service on both the managed node and the network management station *before* installing the system release and SNMP agent software.

**Note:** If you uninstall and reinstall the Windows SNMP Service on the managed node, you will also have to uninstall and reinstall SNMP agent software.

## Installing SNMP Service

The following steps describe how to install Windows SNMP service:

1. Invoke the **Control Panel**.
2. Select **Add/Remove Programs**.
3. Select **Add/Remove Windows Components**. The Windows Component Wizard is displayed.
4. Check the Management and Monitoring Tools box.
5. Click the **Details** button.
6. Check the Simple Network Management Protocol box and click **OK**. The Windows Component Wizard is redisplayed.
7. Click **Next**. You may be asked to insert the operating system CD. Proceed through the Windows Component Wizard until it has finished.

**Note:** If your system has had a Windows Service Pack installed on it, you should reinstall the Windows Service Pack.

## Configuring SNMP Service

Follow the steps below to configure Windows SNMP Service:

1. Invoke the **Control Panel**.
2. Select **Administrative Tools**.
3. Select **Services**.
4. Select **SNMP Service**.
5. Choose the **Agent** tab.
6. Enter **Contact** and **Location**.
7. Choose the **Traps** tab.
8. Enter **Community Name**: public.  
*Note:* In the interest of enhanced security, administrators may want to choose a less commonly used community string.
9. Click **Add to List**.
10. Under **Trap Destinations**, click **Add** and enter the **IP address** for each management node to receive trap notifications from this managed node.

11. Choose the **Security** tab.
12. Highlight the community name you set in Step 8 and click **Edit**. Change **Community Rights** to READ CREATE.
13. Stop **SNMP Service** (if started) and restart.
14. Click **OK**.
15. Double click **SNMP Trap Service**.
16. Set **Startup Type** to “Automatic”.
17. Stop **SNMP Trap Service** (if started) and restart.
18. Click **OK**.

## 2.1.2 Saving Existing Configuration Data

If you have Intel Dialogic System Release 5.1.1 software installed on your computer (with or without a Service Update, Service Pack, or Feature Pack), you can optionally preserve existing configuration data. If you have an older system release, the configuration data backup utility will not work. You must simply uninstall the older release (refer to [Section 2.1.3, “Uninstalling the Previous Version\(s\) of the Software”](#), on page 21).

- Notes:**
1. Sometimes the logical ID can be changed when a System Release 5.1.1 system is upgraded with System Release 6.0 PCI for Windows. If this happens, the virtual device name order will be different in System Release 6.0 PCI for Windows. To avoid this situation, do the System Release 5.1.1 backup and migration during the installation of System Release 6.0 PCI for Windows.
  2. Data migration is not supported for Service Pack 3 and Feature Pack 2 of System Release 5.1.1.

**Caution:** Data migration from a given release to itself is not completely supported and must not be done. This will result in partial data migration and can have undesirable results. But if this happens, you must uninstall and reinstall the release.

The backup/migrate feature preserves the following:

- Global Call ANAPI/ICAPI cfg files
- DCM Configuration Data
- DM3 .config files

No other configuration objects are preserved or migrated.

There are two ways to preserve existing configuration data:

- **Respond to a prompt during the install:** Insert the System Release 6.0 PCI for Windows CD and start the install. You will be asked if you want to back up existing configuration data. Click **Yes**. Then you must exit the install so you can uninstall the old release.

- **Run the data preservation utility manually before installing the software:** To do this, insert the System Release 6.0 PCI for Windows CD and run the *cfgbackup.exe* utility from the *\migrate* directory.

After you back up the existing configuration data (whether prompted by the install or manually), uninstall the old release. When you install the new system release, the install will detect the saved data and ask you if you want to migrate it into the new software installation. Click **Yes** when prompted.

**Note:** For information about the install log, backup/migration logs, and configuration backup directory, refer to [Section 4.5, “Installation and Backup/Migration Log Files”](#), on page 49.

## 2.1.3 Uninstalling the Previous Version(s) of the Software

If System Release 5.1.1 is installed on your system, you must uninstall it (along with any Service Update, Point Releases, Service Packs, and Feature Packs) before installing System Release 6.0 PCI for Windows. Once the old release is removed, you must perform a **full install** of the new release. If you have a previous version of System Release 6.0 PCI for Windows on your system, you do not have to uninstall the previous version. You can perform an **update install**. For more information about install options, refer to [Section 1.1, “Choosing the Appropriate Install”](#), on page 11.

If you are going to uninstall System Release 5.1.1, you have the option of preserving your configuration data before you perform the uninstall. (The data preservation utility does not work for older releases.) If you preserve your existing data, when you install the new release the install will migrate the saved data into the new release. Refer to [Section 2.1.2, “Saving Existing Configuration Data”](#), on page 20 for details.

To uninstall System Release 5.1.1, follow this procedure:

1. If the Intel Dialogic System is currently running, close all telephony applications that are currently running in the system and stop the Intel Dialogic system service. The system service is stopped using DCM. From the DCM main window, choose **Stop System** from the System menu or click the **Stop All Enabled Devices** icon. Then you must close the DCM GUI.
2. If a Service Update is installed, uninstall the Service Update before uninstalling the System Release (if no Service Update is installed, skip to the next step). Use **Add/Remove Programs** as described in the next step. The Service Update will be called Intel Dialogic System Release 5.1.1 FP1 Service Update nn (where nn is the Service Update number). After you uninstall the Service Update, reboot the system.
3. Uninstall any Point Releases and Service or Feature Packs before uninstalling the System Release (if none of these are installed, skip to the next step). You must perform uninstalls in the following order:
  1. Point Releases
  2. Service Packs
  3. Feature Packs
  4. Base release

**Note:** You must reboot after uninstalling each item.

You can uninstall the Point Releases and Service or Feature Packs in either of the following ways:

- **Add/Remove Programs:** Go to the Control Panel and select **Add/Remove Programs**. All point releases will be listed under “Dialogic Service Applications” or “Intel Dialogic Point Releases.” Select the name of the Point Release or Service or Feature Pack and click **Remove**.

- **From the Start menu:** Start > Programs > Dialogic System Software > [name of the Point Release or Service or Feature Pack] > [sometimes a name here] Uninstall

(This is the default, but the Intel Dialogic software can be installed in a different location.)

**Note:** Some programs will not be listed in the Start menu. You must remove these via Add/Remove Programs.

4. Follow the prompts to uninstall the software.

**Note:** The uninstall could take as long as an hour because it is restoring the original files that were on the system at the time you installed a package or update. Messages about shared files will appear. You can check the “don’t show again” box to bypass all of these.

5. Reboot the system.

**Note:** The system must be rebooted before attempting to run an uninstall in a case where you must uninstall a base release plus other maintenance releases.

6. You can uninstall the “base” System Release software using either of the following methods:

- **Add/Remove Programs:** Go to the Control Panel and select **Add/Remove Programs**. In the list of currently installed programs, select the name of the System Release and click the **Remove** button. The name of System Release 5.1.1 and older is “Dialogic System Software.”
- **From the Start menu:** Start > Programs > Intel Dialogic System Software > Uninstall (This is the default, but the Intel Dialogic software can be installed in a different location.)

**Note:** In System Release 5.1 and older, the software name is “Dialogic System Software” in the Start menu.

7. Follow the prompts to uninstall the software.

**Note:** The uninstall could take as long as an hour because it is restoring the original files that were on the system at the time you installed a package or update. Messages about shared files will appear. You can check the “don’t show again” box to bypass all of these.

8. When the uninstall process has completed, **reboot the system**.

**Note:** The system must be rebooted before attempting to run an install (in cases where a base release has just been installed and you are ready to install a new system release) for any other setup.

## 2.1.4 Uninstalling the Global Call Protocols

If you had installed the Global Call Protocols along with the Intel Dialogic System Software that is currently on your system, you must uninstall the Global Call Protocols before you install the new version of the Intel Dialogic System Software.

In the past, the Global Call Protocols were a standalone package that had to be installed separately from the system release software. However, with this new version of the system release software, the Global Call Protocols package is included as an installation option so you do not have to install it separately. Therefore, you must uninstall the older, standalone version of the Global Call protocols before you install this new version of the Intel Dialogic System Software.

**Caution:** Do not install the standalone Global Call Protocols package after installation of the new version of the Intel Dialogic System Software or your software may become non-functional.

Follow this procedure to remove the existing version of the Global Call Protocols from your system:

1. If the Intel Dialogic System is currently running, close all telephony applications that are currently running in the system and stop the Intel Dialogic system service. The system service is stopped using DCM. From the DCM main window, choose **Stop System** from the System menu or click the **Stop All Enabled Devices** icon.
2. Go to the Control Panel and select **Add/Remove Programs**.
3. Select Global Call Protocols and click **Remove**.
4. Follow the prompts to uninstall the software.
5. When the uninstall process has completed, **reboot the system**.

Before installing the new version of the Intel Dialogic System Release software, check TCP port availability according to [Section 2.1.5, “Checking TCP Port Availability”](#), on page 23.

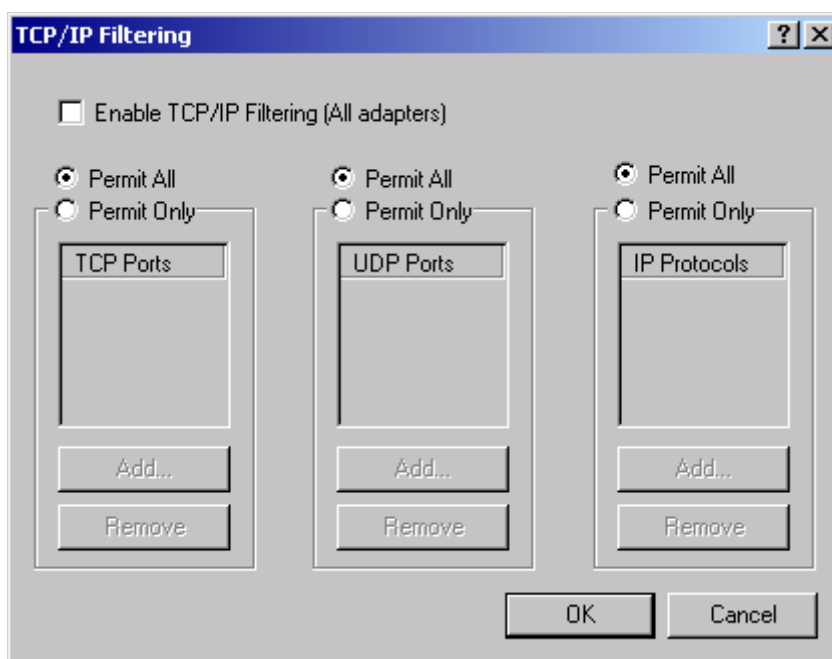
## 2.1.5 Checking TCP Port Availability

You must make sure TCP ports 12001, 12004-5 for the loopback interface, and port 12002 are available before you install the software. These ports must be available for the Intel Dialogic system service to function properly. To check, follow this procedure:

1. On your desktop, right click the **My Network Places** icon and select **Properties**. The Network Connections window appears.
2. Right click **Local Area Connection** and select **Properties**. The Local Area Connection Properties window appears.
3. Select **Internet Protocol (TCP/IP)** and click the **Properties** button. The Internet Protocol (TCP/IP) Properties window appears.

4. Click the **Advanced...** button on the bottom right of this window. The Advanced TCP/IP Settings window appears.
5. Select the **Options** tab, select **TCP/IP filtering**, and click the **Properties** button.
6. The TCP/IP Filtering window appears (see Figure 1). This window tells you which ports the system uses.

**Figure 1. TCP/IP Filtering**



7. If the Enable TCP/IP Filtering checkbox is not checked, there is no filtering and all ports are valid. If the box is checked, make sure TCP ports 12001, 12004-5, and 12002 are available.

If you are running Terminal Services, follow the procedure in [Section 2.1.6, “Installing with Terminal Services Running When Using Windows 2000 Server”](#), on page 24. Otherwise, skip to [Section 2.1.7, “Determining Which Features to Install”](#), on page 25.

## 2.1.6 Installing with Terminal Services Running When Using Windows 2000 Server

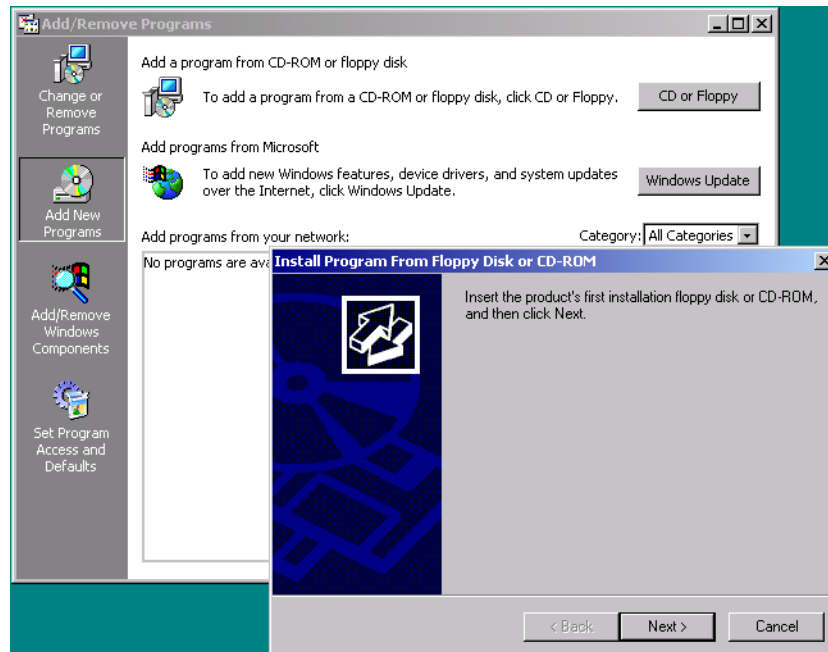
If you are using Windows 2000 Server and you’re running Terminal Services, you must put a terminal server in install mode before you install a program (if not, skip this procedure). To do this, you must use **Add/Remove Programs** in the **Control Panel** as follows:

1. Go to the **Control Panel**.
2. Select **Add/Remove Programs**. The **Add/Remove Programs** screen appears.



3. Select **Add New Programs** on the left and then select **CD or Floppy**. The **Install Program From Floppy Disk or CD-ROM** screen appears (see Figure 2).

**Figure 2. Install Program From Floppy Disk or CD-ROM**



4. Click **Next**. A screen will appear to prompt for the path to the *setup.exe* file.
5. Click **Browse** to select the path to *setup.exe*.
6. Click **Next**. The install will now run.
7. Follow the software installation instructions ([Section 2.3, “Performing a Full Installation of the Software”](#), on page 28).
8. When the installation is complete, you will be prompted to click **Next** and **Finish** on the last two “install mode” screens in the Terminal Server install sequence.

## 2.1.7 Determining Which Features to Install

When you install the Intel Dialogic system release, you will be asked to select features on the Select Features screen. Before you install the software, you can read this section to familiarize yourself with the available options. The bold items in the following list are the features you can select. Text following each feature briefly describes it.

The features available to install vary depending on the edition of the software. Information about the editions of the software is given in [Section 1.4, “Software Editions”](#), on page 14.

- **Development Package** (only available in the Developer Edition; not available in the Redistributable edition) - This installs the programmatic APIs, libraries, and header files for all Intel telecom products, including call control, fax, media, and ISDN. If you plan to write and compile applications on a single computer without installing Intel telecom boards, you can select this option alone.

This option does not install the drivers, firmware, parameters, and other files needed to use supported Intel telecom boards. If you plan to develop applications and install Intel telecom boards in a computer, you must also select the Core Runtime Package option.

- **Core Runtime Package** - This installs the device drivers, firmware, parameters, and other files needed to execute an application that uses Intel telecom boards. Select this option if you will be installing and using Intel telecom boards in a lab or test computer or a deployed system.
- **ISDN Protocols** - Select this option to install additional software required by Intel telecom boards for ISDN protocol support. To save disk space, you can install just the ISDN protocols required for your environment. Click the + box to expand the list of protocols, then select what you need. If you have chosen to install an ISDN protocol, the Core Runtime Package will be automatically installed. Following is a list of the protocols:
  - **AT&T 4ESS (T1)** - This installs the software for AT&T 4ESS\* switches. The 4ESS switch is primarily used for switching digital voice channels, but it also supports primary rate ISDN.
  - **Telcordia National ISDN (T1)** - This installs the software for Telcordia\* National ISDN switches. NI2 (National ISDN-2) is a U.S. ISDN standard software interface that can be installed on most switch types, providing maximum inter-operability with ISDN lines.
  - **Lucent 5ESS (T1)** - This installs the software for Lucent 5ESS\* ISDN switches. The 5ESS switch is a multi-service modular switch that uses distributed intelligence. The 5ESS switch can handle both digital voice channels as well as data, and supports both basic rate and primary rate ISDN.
  - **Nortel DMS100/DMS250 (T1)** - This installs the software for Nortel Networks\* DMS100 and DMS250 switches.
  - **NTT INS1500 (Japan) (T1)** - This installs the software for the NTT\* INS1500 ISDN switches.
  - **Euro-ISDN (NET5/CTR4) (E1)** - This installs the software for Euro-ISDN NET5/CTR4 switches.
  - **QSIG (T1/E1)** - This installs the software for PTNX (Private Telecommunication Network Exchange) switches. QSIG is a primary rate ISDN standard that is used globally by private ISDN exchanges.
  - **All Other** - Installs the software for the following: ETU/ETN: Euro-ISDN switches (ETSI ETS300-102-1) (T1), DPNSS: British Telecom\* DPNSS PBXs (British Telecom BTNR 188) (E1), DASS2: British Telecom DASS-2 trunks (British Telecom BTNR 190) (E1).
- **Demos** (not available in the Redistributable edition) - Select this option to install all the Intel telecom demo applications. You must install the Core Runtime Package to be able to run the demos and the Development Package to be able to recompile them. Demos are included for the following: continuous speech processing, fax, call logging, rssmanager, call control, PSTN-IP

gateway, IP voice mail, PBX integration, voice, and interactive voice response (IVR). For more information about the demos, refer to the Release Guide.

Demonstration programs are provided to demonstrate the functionality and features of Intel telecom products and serve as examples of application programming using Intel Dialogic API libraries. All demo programs are supplied as source code you can modify to explore other capabilities of the products. All demo programs will be located in `%INTEL_DIALOGIC_DIR%\demos` following installation of System Release 6.0 PCI for Windows software.

- **SNMP Component Manager** - Select this option to install the Management Information Bases (MIBs) required by an SNMP manager to remotely manage Intel telecom products. This option is not required on the managed node. For Intel telecom products, the managed node will get what it needs from the Core Runtime package. This option provides the following standard and Intel proprietary MIBs:
  - **Standard MIBs**
    - RFC 2495 DS-1 MIB
    - RFC 1213 MIB-2
  - **Proprietary MIBs**
    - Hardware Information MIB
    - ISDN MIB
    - DS-1 MIB
    - DM3 Extended Platform MIB
    - R4 Device Information MIB
- **Global Call Protocols** - Select this option to install the Global Call Protocols. The Global Call Protocols package provides analog and E1/T1 CAS/R2 protocols for a variety of countries and switches. The other components of the Global Call product (Global Call API and call control libraries) are installed as part of the Core Runtime Package. So if you choose to install the Global Call Protocols, the Core Runtime Package will be automatically installed.

For more information about Global Call, go to

<http://www.intel.com/network/csp/products/2557web.htm>.

**Note:** In the past, the Global Call Protocols were a standalone package that had to be installed separately from the system release software. However, with this version of the system release software, the Global Call Protocols package is included as an installation option in the full install (an update install may require you to perform a second install to add Global Call Protocols – see [Section 2.4, “Performing an Update Install”](#), on page 32). Therefore, you must not use the standalone version of Global Call Protocols package. Do not install the standalone Global Call Protocols package after installation of this new release or your software may become non-functional.

- **Documentation** - Select this option to install documentation that supports Intel telecom products.

## 2.2 Order of Procedures

The order of procedures for installing System Release 6.0 PCI for Windows is as follows:

1. Make sure all relevant prerequisites described in [Section 2.1, “Prerequisites for Software Installation”](#), on page 17 are met.

2. Install the software using **one** of the following procedures:
  - [Section 2.3, “Performing a Full Installation of the Software”](#), on page 28.
  - [Section 2.4, “Performing an Update Install”](#), on page 32.
  - [Section 2.5, “Using Command Line Parameters to Install Software Components”](#), on page 33.
  - [Section 2.6, “Installing the Software Using an InstallShield Response File”](#), on page 37
3. If you performed an update install and want to add features you didn’t install when you installed the previous version of System Release 6.0 PCI for Windows, follow the procedure in [Section 2.7, “Adding or Removing Installed Features”](#), on page 38. You must do this because the update install will only update existing features.

## 2.3 Performing a Full Installation of the Software

This section contains the procedure for installing System Release 6.0 PCI for Windows on a clean system. Here are a few installation scenarios:

- If you have an existing version of System Release 6.0 PCI for Windows already installed on your system, refer to [Section 2.4, “Performing an Update Install”](#), on page 32.
- If you System Release 5.1.1 installed on your system, you must uninstall it before installing this new version of the system release.

For more guidance on installation scenarios, see [Section 1.1, “Choosing the Appropriate Install”](#), on page 11.

- Notes:**
1. Make sure you’ve satisfied all the prerequisites before installing the software. Prerequisites are described in [Section 2.1, “Prerequisites for Software Installation”](#), on page 17. For more information about the features you can install, refer to [Section 2.1.7, “Determining Which Features to Install”](#), on page 25. For more information about the software editions, refer to [Section 1.4, “Software Editions”](#), on page 14.
  2. As the install runs, a cleanup utility will run automatically. The cleanup utility can also be run manually and is provided on the System Release 6.0 PCI for Windows CD in `\cleanup`. To find out more about what this utility does and how to use it manually, and to obtain updated versions of the utility (which will continue to be enhanced outside of the system release), go to <http://resource.intel.com/telecom/support/tnotes/tnbyos/2000/tn020.htm>.

The cleanup utility is **not** a substitute for performing an uninstall. You must perform an uninstall **before** running the cleanup utility.

To install System Release 6.0 PCI for Windows on your system, perform the following:

1. Exit all other programs you may have running.

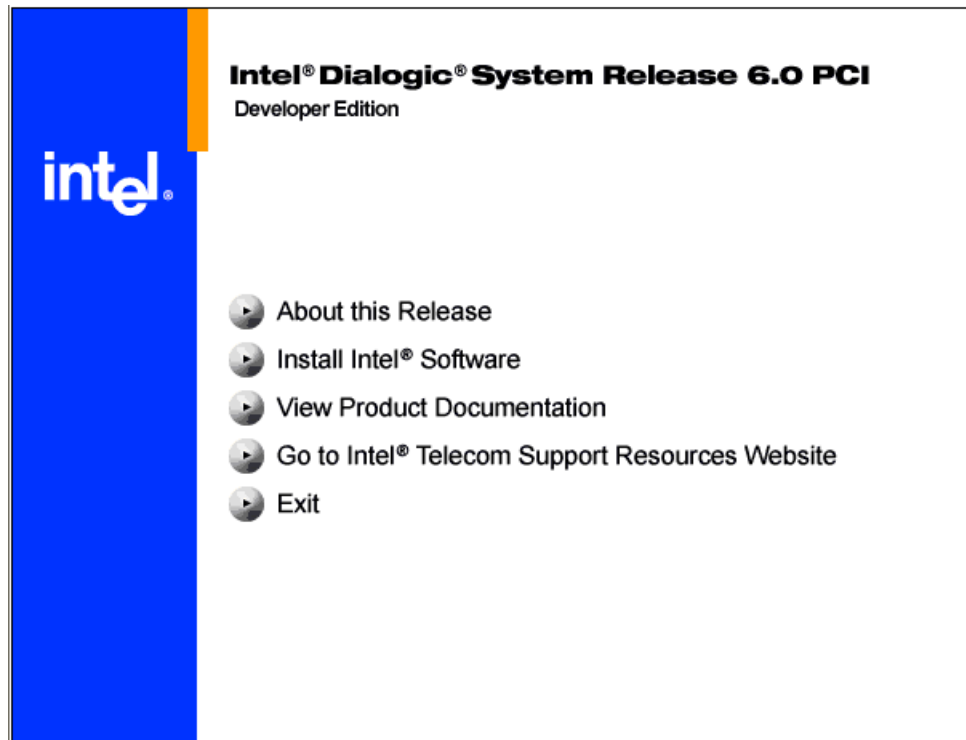
2. Insert the System Release 6.0 PCI for Windows CD-ROM in your system or download the software from the website.

If the installation process does not start automatically when you insert the CD-ROM, locate the *autorun.exe* program on the CD-ROM and double-click on the filename.

If you download the software from the website, you can double-click on *autorun.exe* to get the navigation screen described in Step 3 or if you just want to start the installation, you can double-click the *setup.exe* file (in that case, skip to Step 6).

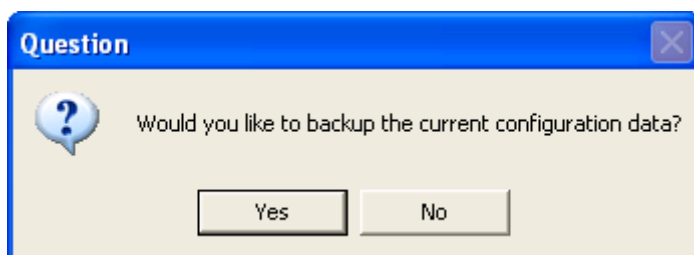
3. A navigation screen appears (Figure 3), giving you options such as viewing release information, installing the software, viewing product documentation, and going to Intel's Telecom Support Resources website.

**Figure 3. System Release Navigation Screen**



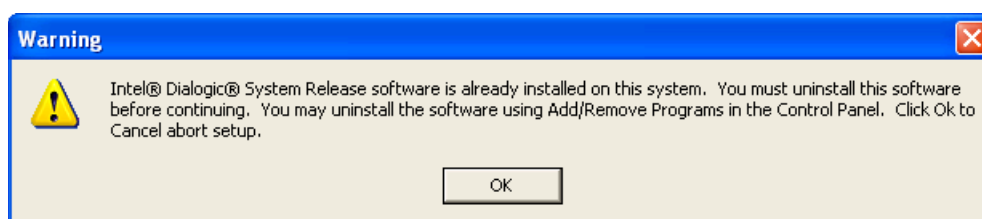
When you are ready to proceed with the installation, click on **Install Intel® Dialogic® System Release Software**.

4. **If you did not uninstall System Release 5.1.1, the install will detect it** and a message will appear asking you if you would like to preserve existing configuration data (Figure 7). (If you've already uninstalled the previous version of the software or if no previous version was installed, skip to Step 6.)

**Figure 4. Configuration Data Backup Question**

- Click **Yes** to run the configuration data backup utility. The data will be saved and later it will be automatically migrated into the new software release.
- Click **No** if you don't want to run the configuration data backup utility.

5. **After you have responded to the configuration data backup question (see previous step) OR if the install detects existing system release software older than Release 5.1.1**, a message will tell you to uninstall the existing version of the system release software (Figure 5).

**Figure 5. Reminder to Uninstall the Old Version of the Software**

Click **OK**. The install will quit. Uninstall the old software (refer to [Section 2.1.3, “Uninstalling the Previous Version\(s\) of the Software”](#), on page 21). Then restart the install.

6. The Welcome screen appears. It shows the version number of the software you are installing. Click **Next**.
7. The Customer Information screen appears. You can accept the default information or change it. Then click **Next**.
8. The Choose Destination Location screen appears. To install to the folder already named on the screen, click **Next**. To install to a different folder, click **Browse** and select another folder. Then click **Next**.
9. The Select Features screen appears.

When you click on an item in the list, a brief description of it appears on the right side of the screen. Descriptions of these features are also provided in the install's online help (press F1 to access it) and in [Section 2.1.7, “Determining Which Features to Install”](#), on page 25.

**Note:** The Redistributable Edition does not include the Development Package and Demos features. For more information about the software editions, refer to [Section 1.4, “Software Editions”](#), on page 14. For more information about the features, refer to [Section 2.1.7, “Determining Which Features to Install”](#), on page 25.

Select the features you want by clicking boxes to put check marks in them. Then click **Next**.

10. After you select features, you’ll see a Question popup that tells you which third party software the setup will install:

- **Tcl/Tk Version 8.3.4** – Tcl (Tool Command Language) is a scripting language for a wide variety of integration application needs: build a GUI, embed Tcl in your application, create a multi-threaded application, or develop a cross-platform program. For more information, go to the Tcl Developer Xchange website: <http://tcl.activestate.com>.
- **Xerces XML Version 1.1** – Xerces provides XML parsing and generation. For more information, go to <http://xml.apache.org>.
- **ICU Support Libraries Version 1.4.0** – The International Components for Unicode (ICU) libraries provide robust and full-featured Unicode services on a wide variety of platforms. ICU supports the most current version of the Unicode standard, and they provide support for supplementary Unicode characters (needed for GB 18030 repertoire support). ICU is an open source development project sponsored, supported, and used by IBM. For more information, go to <http://www-124.ibm.com/icu>.
- **Microsoft MFC/Other Redistributables Version 6.2** – For more information, go to <http://www.microsoft.com>.

To continue with the install, click **Yes**. To exit the install, click **No**.

11. The Select Program Folder screen shows the Program Folder where the installation will add program icons. You can accept the default folder name, type a new folder name, or select a folder from the existing folders list. Click **Next** to continue.
12. The Start Copying Files screen shows you a summary of the features you’ve selected. If you’re satisfied with them, click **Next** to start copying files. If you want to make changes, click **Back** to go to a previous screen.

After you click **Next**, a status bar will show the progress of the installation.

**Note:** Right before the file copying starts, the setup will prompt you to run the cleanup utility if old content from a previous release is detected on the system and requires a reboot for the system to recognize the changes. In this case, the setup will invoke the cleanup utility interactively. If this happens, you will see a DOS window that will run and the setup will abort when it is done. At that point, you must reboot the system before you are allowed to continue with the setup process. For more information about the cleanup utility, go to <http://resource.intel.com/telecom/support/tnotes/tnbyos/2000/tn020.htm>.

If a backup directory is detected, you will be asked if you want to migrate the saved configuration data.

13. The Setup Complete window displays after all the files are copied onto your hard drive. Click **Finish** to complete the installation process.

- Notes:**
1. If you installed the Core Runtime feature, the Setup Complete screen will prompt you to reboot. If you did not install the Core Runtime feature, you will not be prompted to reboot and it is not necessary to do so.
  2. If you installed the Core Runtime Feature, you *must* reboot before you use the DCM configuration utility. A reboot is necessary because certain environment variables, required by various Intel Dialogic system services to function properly, are created during installation. These services are managed by the Service Control Manager (SCM) and newly created environment variables only take effect in the SCM upon a reboot.

You are now ready to configure the boards in your system using the DCM configuration utility. Depending on the hardware you have installed, refer to the appropriate product-specific Configuration Guides provided as part of the system release documentation. During the install, you chose to either install the documentation on your computer or access it from the system release CD-ROM.

## 2.4 Performing an Update Install

If you have an existing version of System Release 6.0 PCI for Windows on your system and want to update it with the new release, follow the procedure in this section.

The update install gives you the latest software for the features that you selected when you did the full install of the system release that is currently on your system. If you want additional features that weren't previously installed, for example, Global Call Protocols, first perform the update install and then perform the procedure in [Section 2.7, “Adding or Removing Installed Features”](#), on page 38.

**Note:** Make sure you've satisfied all the relevant prerequisites before installing the software. Prerequisites are described in [Section 2.1, “Prerequisites for Software Installation”](#), on page 17. For information about the various installation scenarios, refer to [Section 1.1, “Choosing the Appropriate Install”](#), on page 11. For more information about the features you can install, refer to [Section 2.1.7, “Determining Which Features to Install”](#), on page 25. For more information about the software editions, refer to [Section 1.4, “Software Editions”](#), on page 14.

1. Exit all other programs you may have running.
2. Insert the System Release 6.0 PCI for Windows CD-ROM in your system or download the software from the website.

If the installation process does not start automatically when you insert the CD-ROM, locate the *autorun.exe* program on the CD-ROM and double-click on the filename.

If you download the software from the website, you can double-click on *autorun.exe* to get the navigation screen described in Step 3 or if you just want to start the installation, you can double-click the *setup.exe* file (in that case, skip to Step 5).

3. A navigation screen appears (Figure 3), giving you options such as viewing release information, installing the software, viewing product documentation, and going to Intel's Telecom Support Resources website.

When you are ready to proceed with the installation, click on **Install Intel® Software**.



4. The Welcome screen appears. It shows the version number of the currently installed software and the version number of the software that you are about to install. Click **Next**.
5. A Setup Status screen will show the progress of the installation. This screen also shows you what is being installed and where it is being installed. You can click **Cancel** to stop the install, if necessary.

**Note:** The Setup Status screen will indicate that all files are being installed. This is not actually the case. Files that have changed will be updated based on version/timestamp. The InstallShield engine processes each file that was previously installed and compares the version/timestamp on the system to that in the build. If the file in the build has a higher version number or later timestamp, then the file will be installed. Otherwise, the InstallShield engine skips to the next file. The Setup Status screen incorrectly indicates that all files are being installed. This is a known issue with InstallShield Software.

6. The Update Complete window displays after all the files are copied onto your hard drive. If an error occurred during installation, you will be directed to check the installation log file Dlgcinstall.log (the location will be given on the Upgrade Complete screen).
7. Click **Finish** to complete the installation process.

- Notes:**
1. If you installed the Core Runtime feature, the Update Complete screen will prompt you to reboot. If you did not install the Core Runtime feature, you will not be prompted to reboot and it is not necessary to do so.
  2. If you installed the Core Runtime Feature, you *must* reboot before you use the DCM configuration utility. A reboot is necessary because certain environment variables, required by various Intel Dialogic system services to function properly, are created during installation. These services are managed by the Service Control Manager (SCM) and newly created environment variables only take effect in the SCM upon a reboot.

You are now ready to configure the boards in your system using the DCM configuration utility. Depending on the hardware you have installed, refer to the appropriate product-specific Configuration Guides provided as part of the system release documentation. During the install, you chose to either install the documentation on your computer or access it from the system release CD-ROM.

## 2.5 Using Command Line Parameters to Install Software Components

This section provides the following information:

- [Introduction](#)
- [Using Component Tokens to Specify What to Install](#)
- [Defining the Destination Directory](#)

## 2.5.1 Introduction

The Intel Dialogic system release software setup program enables software component installation using command line parameters. This feature eliminates the need for user input during program execution and, optionally, eliminates screen output - resulting in a “silent” install.

Original Equipment Manufacturers (OEMs) can create customized installation programs for Intel Dialogic System Release software by including the contents of the Intel Dialogic CD on the OEM’s distribution media and then passing command-line parameters to the Intel Dialogic *Setup.exe* program through a batch file.

- Notes:**
1. This method of performing a silent install is still valid for this release, but will not be valid for the next release. The new method to use is described in [Section 2.6, “Installing the Software Using an InstallShield Response File”](#), on page 37.
  2. Specifying features/components on the command line of a silent update install is not supported. You should run the update and then use a silent change/modify session to add or remove features.

## 2.5.2 Using Component Tokens to Specify What to Install

The installation options are implemented by means of command-line parameters input to *Setup.exe*, which is located in the root directory of the Intel Dialogic CD.

The usage of *Setup.exe* is as follows:

**Setup COMP** (<Component Tokens>) **COMP** <Additional Switches>

where ‘Component Tokens’ are as described in Table 2 and ‘Additional Switches’ are as described in Table 3. Following are some usage guidelines:

- The **COMP** keyword lets you specify what to install. Component tokens are described in Table 2, and in the *Readme.txt* file, which is located on the root of the CD.
- Component tokens are separated from each other by spaces.
- Switches are separated from the **COMP** keyword by a space, and from each other by a space.
- Do not leave a space between command line switches and options.
- *Setup.exe* command line tokens and switches are not case sensitive.
- Using the **-s** switch will cause the script to run without any screen output. Without the **-s** switch, the script will still not prompt the user for any information but will display installation progress graphically.
- If the **-f1** switch is not used when using the **-s** option, setup looks for the response file *setup.iss* in the same folder as *setup.exe*. A log file is created in the same folder.
- When using the **-f1** or **-f2** option, the <path> specified must exist before running the setup program. If the path does not exist, the setup program will fail.
- By default, the installation directory will be either *C:\Program Files\Dialogic* or the directory in which the user has an existing Intel Dialogic system installation, if any. Refer to [Section 2.5.3, “Defining the Destination Directory”](#), on page 36 for information on defining the destination directory.

Table 2. Component Tokens

| Component Token | Component Installed  |
|-----------------|--|
| Devel           | Development Package  |
| Runtime         | Core Runtime Package   |
| ISDN            | All ISDN Protocols (the other ISDN component tokens install specific ISDN protocols) |
| ISDN\4ESS       | AT&T 4ESS (T1)   |
| ISDN\NI2        | Telcordia National ISDN (T1)   |
| ISDN\5ESS       | Lucent 5ESS (T1)   |
| ISDN\DMS        | Nortel Networks DMS100/DMS250 (T1)   |
| ISDN\NTT        | NTT INS1500 (Japan) (T1)   |
| ISDN\NET5       | Euro-ISDN (NET5/CTR4) (E1)   |
| ISDN\QSIG       | QSIG (T1/E1)   |
| ISDN\Other      | All Other  |
| Demos           | Demos  |
| SNMP            | SNMP Component Manager   |
| GCPROT          | Global Call Protocols  |
| Doc             | Documentation  |

Table 3. Additional Switches

| Additional Switches    | Description   |
|------------------------|---|
| -s                     | Install “silently” (i.e., without any screen output)  |
| -f1<path\ResponseFile> | Specifies an alternate location and name of the response file (.iss file). If this option is used with the -s option, the response file (e.g., <i>setup.iss</i> ) is read from the folder/file specified by <path\ResponseFile>.  |
| -f2<path\LogFile>      | Specifies an alternate location and name of the log file created when used with the -s option. By default, the log file ( <i>setup.log</i> ) is created and stored in the same directory as that of <i>setup.exe</i> . This option must be used when the setup program is invoked from a read-only medium e.g., CD-ROM. |

### Example 1 - Silently install all components and specify the log file

```
setup -s -f2"a:\somedir\somedir.log"
```

This example “silently” installs all components and logs setup information to *a:\somedir\somedir.log*. If the -f2 option is not supplied, the default log file name, *setup.log*, is used and the file is created in the same location as *setup.exe*. The -f2 option must be used when “silently” installing from a read-only medium (e.g. CD-ROM).

### Example 2 - Silently install a single component; specify the response file and log file

```
setup COMP(Runtime)COMP -s -f1"a:\somedir\somedir.iss" -f2"a:\somedir\somedir.log"
```

This example “silently” installs only the Runtime component, takes response input from *a:\somedir\somedir.iss*, and logs setup information to *a:\somedir\somedir.log*. If the **-f1** option is not supplied, the default response file, *setup.iss*, is used and must be in the same location as *setup.exe*. If the **-f2** option is not supplied, the default log file name, *setup.log*, is used and the file is created in the same location as *setup.exe*. The **-f2** option must be used when “silently” installing from a read-only medium (e.g. CD-ROM).

### Example 3 - Silently install multiple components; specify the response file and log file

```
setup COMP(Runtime Doc)COMP -s -f1"a:\somedir\somedir.iss" -f2"a:\somedir\somedir.log"
```

This example “silently” installs both the Runtime and Doc components, takes response input from *a:\somedir\somedir.iss*, and logs setup information to *a:\somedir\somedir.log*. If the **-f1** option is not supplied, the default response file, *setup.iss*, is used and must be in the same location as *setup.exe*. If the **-f2** option is not supplied, the default log file name, *setup.log*, is used and the file is created in the same location as *setup.exe*. The **-f2** option must be used when “silently” installing from a read-only medium (e.g. CD-ROM).

## 2.5.3 Defining the Destination Directory

The **DIR** keyword lets you specify a destination directory for the installation other than the default of *C:\Program Files\Dialogic*. The specified directory will be created if it doesn’t exist. If it does exist, any existing files with the same names as the files being installed will be overwritten. The usage is as follows:

```
SETUP DIR(<destination directory>)DIR -s -f2<path\LogFile>
```

where *<destination directory>* identifies an absolute path to which the setup program will install.

### Destination Directory Example

```
SETUP DIR(a:\somepath)DIR COMP(Runtime)COMP -s -f2"a:\somedir\somedir.log"
```

This example creates the directory *a:\somepath* and “silently” installs the Runtime component files underneath it.

## 2.6 Installing the Software Using an InstallShield Response File

This section contains the following procedures:

- [Recording an InstallShield Response File](#)
- [Installing the Software Using the InstallShield Response File](#)

### 2.6.1 Recording an InstallShield Response File

This procedure describes how to record an InstallShield response file. This response file can be used to install the System Release 6.0 PCI for Windows software.

1. Obtain a Windows command prompt.
2. Change into the root directory of the build media (the one containing *setup.exe*).
3. Run `setup /r`
4. Proceed through the dialogs as usual.
5. Once the install has completed, a response file, *setup.iss*, will be present in your Windows directory (typically *C:\WINNT* or *C:\Windows*).
6. Move this file into the root of the build media.

To use this response file to install the System Release 6.0 PCI for Windows software, follow the procedure in [Section 2.6.2, “Installing the Software Using the InstallShield Response File”](#), on page 37.

### 2.6.2 Installing the Software Using the InstallShield Response File

This procedure describes how to install System Release 6.0 PCI for Windows software using an InstallShield response file you can create using the procedure given in [Section 2.6.1, “Recording an InstallShield Response File”](#), on page 37.

1. Change into the root directory of the build media (the one containing your custom *setup.iss* file).

2. Run

```
setup -s -f2"<TEMPDIR>\setup.log"
```

where *<TEMPDIR>* is a directory that is writable to the user installing the software.

3. To verify that the install is complete, look for a success/failure value under the following registry key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\DIALOGIC\SystemInformation

The two possible values are DlgcInstallSuccess or DlgcInstallFailure.

For more information about *setup.exe* command line options, go to <http://support.installshield.com/kb/view.asp?articleid=Q105473>

## 2.7 Adding or Removing Installed Features

If you want to change the features that you chose when you installed the current version of System Release 6.0 PCI for Windows, you can add or remove them using one of the following procedures:

- [Using Add/Remove Programs](#)
- [Rerunning the Setup Program](#)

- Notes:**
1. It is recommended that you back up the drive on which the software is installed before you proceed.
  2. A log file captures what happens during this process. For more information, refer to [Section 4.5, “Installation and Backup/Migration Log Files”](#), on page 49.

**Warning:** Do *not* attempt to cancel the maintenance you are performing. If you cancel, the components you requested to remove will *not* be uninstalled, all content that has been uninstalled will *not* be restored, and System Release 6.0 PCI for Windows may be left in an unusable state.

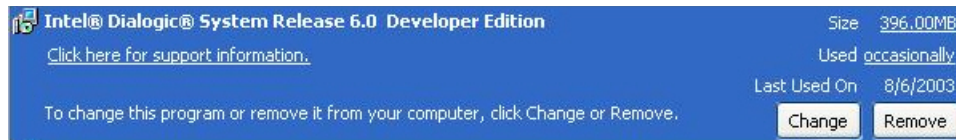
### 2.7.1 Using Add/Remove Programs

To add and/or remove programs using Add/Remove Programs, follow this procedure:

1. If the Intel® Dialogic® System is currently running, close all telephony applications that are currently running in the system and stop the Intel Dialogic system service. The system service is stopped using the DCM configuration utility. From the DCM main window, click the **Stop System** option from the System pull-down menu or click the **Stop All Enabled Devices** icon. Then close the Intel Dialogic Configuration Manager by clicking the close button at the upper right corner of the DCM window.

**Note:** Make sure you also perform the above step and close the DCM from every remote connection (if applicable).
2. Invoke the **Control Panel** and select **Add/Remove Programs**. In the list of currently installed programs, select the name of the System Release (the name includes the edition of the software). Figure 6 shows an example of what the selected item might look like. Note that there is a link to support information.

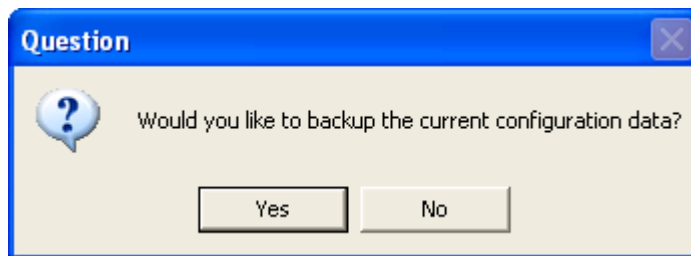
**Figure 6. Adding or Removing Features Using Change in Add/Remove Programs**



3. Click **Change**.

If the Core Runtime feature is detected on your system, a message will appear asking you if you would like to preserve existing configuration data (Figure 7).

**Figure 7. Configuration Data Backup Question**



- Click **Yes** to run the configuration data backup utility. The data will be saved and later it will be automatically migrated into the updated software installation.
  - Click **No** if you don't want to run the configuration data backup utility.
4. The Select Features screen will appear. The items that are already installed will be checked. Select additional items or de-select (un-check) items. Note that if you select new items, the original distribution medium used to install the System Release 6.0 PCI for Windows software must be available (CD or network share). If you de-select an item, it will be uninstalled.
  5. When you are finished making your selections on the Select Features screen, click **Next**. You will see a progress bar which shows that the change(s) you requested are being made.
  6. After the software has been modified, you will see the Maintenance Complete screen. If you installed or uninstalled the Core Runtime feature, you must reboot and this screen will prompt you to do so. If the Core Runtime feature was not installed or uninstalled, you will not be prompted to reboot and it is not necessary to do so. Click **Finish** to proceed.
  7. Start the Intel Dialogic system service. The system service is started using the DCM configuration utility. From the DCM main window, click the **Start System** option from the System pull-down menu or click the **Start All Enabled Devices** icon.

## 2.7.2 Rerunning the Setup Program

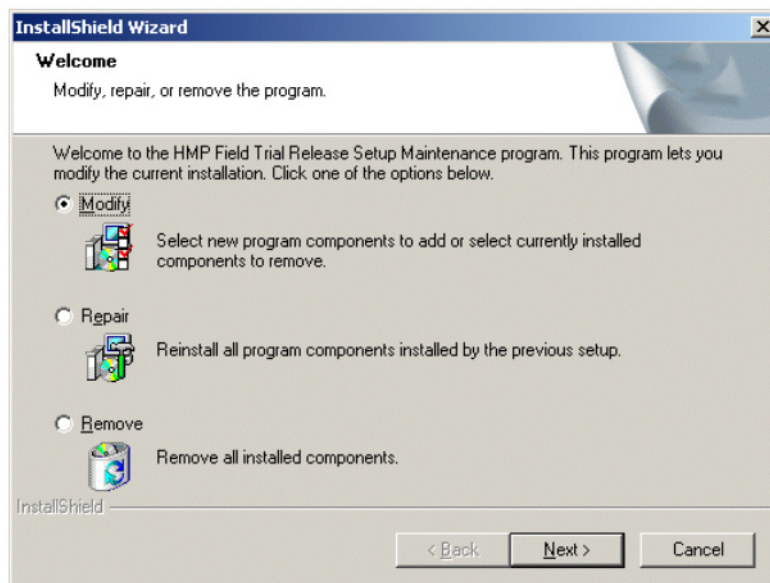
To add and/or remove programs by rerunning the setup program, follow this procedure:

1. If the Intel® Dialogic® System is currently running, close all telephony applications that are currently running in the system and stop the Intel Dialogic system service. The system service is stopped using the DCM configuration utility. From the DCM main window, click the **Stop System** option from the System pull-down menu or click the **Stop All Enabled Devices** icon. Then close the Intel Dialogic Configuration Manager by clicking the close button at the upper right corner of the DCM window.

**Note:** Make sure you also perform the above step and close the DCM from every remote connection (if applicable).

2. Rerun the setup program by doing one of the following:
  - Insert the CD-ROM with the System Release 6.0 PCI for Windows software and select **Install Intel Dialogic System Release Software** from the navigation screen.
  - Locate and run the **setup.exe** file for System Release 6.0 PCI for Windows.
3. An InstallShield Wizard screen appears (Figure 8).

**Figure 8. InstallShield Wizard Screen**



Select **Modify** and click **Next**.

**Note:** A procedure for using the Repair option is given in [Section 4.6, “Repairing an Installation”](#), on page 49. A procedure for removing the software is given in [Chapter 3, “Uninstalling the Software”](#).

If the Core Runtime feature is detected on your system, a message will appear asking you if you would like to preserve existing configuration data (Figure 7).



- Click **Yes** to run the configuration data backup utility. The data will be saved and later it will be automatically migrated into the updated software installation.
  - Click **No** if you don't want to run the configuration data backup utility.
4. The Select Features screen will appear. The items that are already installed will be checked. Select additional items or de-select (un-check) items. Note that if you select new items, the original distribution medium used to install the System Release 6.0 PCI for Windows software must be available (CD or network share). If you de-select an item, it will be uninstalled.
  5. When you are finished making your selections on the Select Features screen, click **Next**. You will see a progress bar which shows that the change(s) you requested are being made.
  6. After the software has been modified, you will see a Maintenance Complete screen. If you installed or uninstalled the Core Runtime feature, you must reboot and this screen will prompt you to do so. If the Core Runtime feature was not installed or uninstalled, you will not be prompted to reboot and it is not necessary to do so. Click **Finish** to proceed.
  7. Start the Intel Dialogic system service. The system service is started using the DCM configuration utility. From the DCM main window, click the **Start System** option from the System pull-down menu or click the **Start All Enabled Devices** icon.



# Uninstalling the Software

## 3

This chapter describes how to uninstall Intel® Dialogic® System Release 6.0 PCI for Windows on Intel® Architecture.

- Notes:**
1. It is recommended that you back up the drive on which the software is installed before you proceed.
  2. A log file captures what happens during the uninstall. For more information, refer to [Section 4.5, “Installation and Backup/Migration Log Files”](#), on page 49.

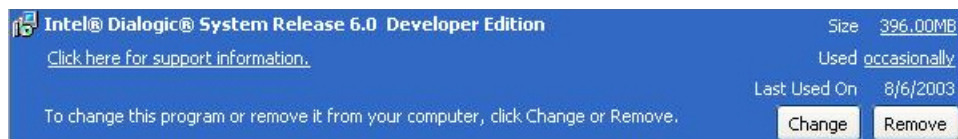
**Warning:** Do *not* attempt to cancel the uninstall. If you cancel the uninstall, the components you requested to remove will *not* be uninstalled, all content that has been uninstalled will *not* be restored, and System Release 6.0 PCI for Windows may be left in an unusable state.

1. If the Intel® Dialogic® System is currently running, close all telephony applications that are currently running in the system and stop the Intel Dialogic system service. The system service is stopped using the DCM configuration utility. From the DCM main window, click the **Stop System** option from the System pull-down menu or click the **Stop All Enabled Devices** icon. Then close the Intel Dialogic Configuration Manager by clicking the close button at the upper right corner of the DCM window.

**Note:** Make sure you also perform the above step and close the DCM from every remote connection (if applicable).

2. Invoke the **Control Panel** and select **Add/Remove Programs**. In the list of currently installed programs, select the name of the System Release (the name includes the edition of the software). Figure 9 shows an example of what the selected item might look like. Note that there is a link to support information.

**Figure 9. Removing the System Release Software**



3. Click **Remove**.

If a configuration data backup directory is detected, a message will appear asking you if you want to remove it. Click **Yes** or **No**. If you click **No**, you will not be prompted to preserve existing configuration data.

A message will appear asking you if you would like to preserve existing configuration data (Figure 7).

- Click **Yes** to run the configuration data backup utility. The data will be saved and later it will be automatically migrated into the next installation of system release software.
- Click **No** if you don't want to run the configuration data backup utility.

4. A Confirm Uninstall popup will appear. Click **OK** to proceed with the uninstall or click **Cancel** to cancel the uninstall. If you click **OK**, you will see a progress bar which shows that the software is being uninstalled.
5. After the software has been uninstalled, you will see the Maintenance Complete screen. If you uninstalled the Core Runtime feature, you must reboot and this screen will prompt you to do so. If the Core Runtime feature was not uninstalled (because it was not installed in the first place), you will not be prompted to reboot and it is not necessary to do so. Click **Finish** to proceed.

If the Core Runtime feature was not uninstalled and a reboot was not necessary, a cleanup utility will run automatically after the uninstall is complete. If the Core Runtime feature *was* uninstalled, the cleanup utility will run automatically after you reboot the system and log in.

The cleanup utility can also be run manually and is provided on the System Release 6.0 PCI for Windows CD in the *\cleanup* directory. To find out more about what this utility does and how to use it manually, and to obtain updated versions of the utility (which will continue to be enhanced outside of the system release), go to <http://resource.intel.com/telecom/support/tnotes/tnbyos/2000/tn020.htm>.

**Note:** The cleanup utility is **not** a substitute for performing an uninstall. You must perform an uninstall **before** running the cleanup utility.

This chapter provides the following troubleshooting information:

- General Guidelines ..... 45
- Checking Hardware ..... 45
- Unsigned Driver ..... 45
- Error Messages ..... 46
- Installation and Backup/Migration Log Files ..... 49
- Repairing an Installation ..... 49

## 4.1 General Guidelines

Solutions to many problems can be found in the technical notes on the Intel® Telecom Support Resources web site at <http://developer.intel.com/design/telecom/support/>. You can also check the online Release Update for the latest information about any issues, restrictions, or limitations that may affect the installation.

In addition, refer to [Section 2.1, “Prerequisites for Software Installation”](#), on page 17 and make sure that all of the necessary procedures were performed.

## 4.2 Checking Hardware

Ensure that each board is securely installed in its slot. Check that the correct cables are used and that they are connected properly. Refer to the Quick Install Card supplied with each board.

For hardware testing information, see the Diagnostics Guide for the system release.

## 4.3 Unsigned Driver

If you are using a Windows XP or Windows 2003 operating system and an Intel® Dialogic® CPi series fax board, you may see an “unsigned driver” popup during installation of the System Release 6.0 PCI for Windows software. Although almost all Intel® telecom boards are digitally signed with Microsoft, a few are not these boards will cause the popup message. You must click on **Yes** to proceed with the installation.

## 4.4 Error Messages

Following are error messages you may encounter while installing the software. The messages have been grouped into the following categories:

- [Conditions Preventing Installation](#)
- [Configuration Data Backup and Migration](#)
- [Unsigned Driver](#)
- [Java Runtime Environment \(JRE\)](#)
- [Other Event Driven Errors](#)

### Conditions Preventing Installation

The following error messages describe conditions you must change to allow installation to proceed. The error message is in bold type and an explanation follows it.

**You must have administrative rights to install this software. Setup will now exit.**

To install the system software, you must have local administrative privileges on your computer system. Contact your network administrator to set up administrative privileges as required.

**Intel® Dialogic® System Release software is already installed on this system. You must uninstall this software before continuing. You may uninstall the software using Add/Remove Programs in the Control Panel. Click OK to cancel setup.**

The full procedure for uninstalling a previous (older) version of the software is given in [Section 2.1.3, “Uninstalling the Previous Version\(s\) of the Software”](#), on page 21. If the current release (System Release 6.0 PCI for Windows) is already installed, you will see a “maintenance” screen with the options modify, repair, and remove.

**There is not enough space available, <quantity> MB, on the disk <TARGETDIR>. Please free up some space or change the target location to a different disk.**

This message can appear during the install or when you modify the install (add options). Refer to the Release Guide for system requirements. Also, the Select Components screen of the install tells you how much space the selected items will require.

#### Invalid Operating System

If you are not using a supported version of the operating system, you will not be able to install the software. Refer to the Release Guide.

**The setup will install the following third party software:**

Tcl/TK Version 8.3.4  
 Xerces XML Version 1.1  
 ICU Support Libraries Version 1.4.0  
 Microsoft MFC/Other Redistributables Version 6.2

**For more information about third party software, please refer to the Release Guide. Would you like to continue with the setup?**

The above message informs you about which third party software will be installed along with the system release software and allows you to exit the software installation program without installing anything.

## Configuration Data Backup and Migration

The following error messages are related to backing up existing configuration data and migrating it into the new software release. The error message is in bold type and an explanation follows it.

**An existing backup directory has been detected. It is located in <BackupDir<sup>1</sup>>. Would you like to remove this backup directory?**

You have a backup directory that contains saved configuration data. If you don't need this configuration data any more, click **Yes** to delete it. If you want to keep the backup directory, click **No**. However, if you try to back up the current configuration data, you will get the message, "The backup program failed because the backup directory already exists."

**Would you like to back up the current configuration data?**

If you click **No**, the current configuration data will be deleted. If you click **Yes** and the backup is successful, you will not get an error message. The data will be saved and later it will be automatically migrated into the new software release. If the backup is not successful, you will get one of the following error messages:

- **The backup program failed because it was aborted by the user.** (You exited the backup program while it was running.)
- **The backup program failed because the backup directory already exists.** (You must delete or move the existing backup directory.)
- **The backup is incomplete.** (Some configuration data was not backed up.)
- **The backup program failed because it required user interaction.** (This error only occurs when you are using silent mode.)
- **The backup program failed because it encountered unknown errors.** (An error condition other than those described above occurred.)

**An existing backup directory has been detected. It is located in <BackupDir>. Would you like to migrate the existing configuration data?**

If you click **No**, the backed up configuration data will not be migrated into the new software release. If you click **Yes** and the backed up configuration data is successfully migrated to the backup directory, you will not get an error message and it is safe for you to use the migrated file. Otherwise, you will get one of the following error messages:

- **The migration program failed because it was aborted by the user.** (You exited the migration program while it was running.)
- **The setup program failed to launch the migration program.** (Your backed up configuration data has not been migrated to the new software release.)
- **The migration program failed because it required user interaction.** (This error only occurs when you are using silent mode.)
- **The migration program failed because it encountered unknown errors.** (An error condition other than those described above occurred.)

---

1. Location of the backup directory: It will first default to the environment variable, %TEMP%. If it is not found, the next one used is %TMP%. If it is not found, the next one used is %USERPROFILE%. The location will be one of the following:

- a. %TEMP%\ct-config-backup
- b. %TMP%\ct-config-backup
- c. %USERPROFILE%\ct-config-backup

## Unsigned Driver

If you are using a Windows XP or Windows 2003 operating system and an Intel® Dialogic® CPi series fax board, you may see an “unsigned driver” popup during installation of the System Release 6.0 PCI for Windows software. You must click on **Yes** to proceed with the installation.

## Java Runtime Environment (JRE)

Some of the diagnostic applications provided with the Intel Dialogic System Release software require a Java Runtime Environment (JRE). The install detects whether a Sun\*, BEA JRockit\*, or IBM\* JRE is installed on the system and, if found, whether it is compatible with the diagnostic applications.

The error message is listed in bold type and an explanation follows it.

**Did not find a version of the Java Runtime Environment (JRE). Some diagnostic utilities will not function until <version> or later of a Java Runtime Environment is installed.**

You must install the requested version (or later) of a JRE. If the correct version of the JRE is not installed, some of the diagnostic utilities will not function.

**Unable to determine which version of the Java Runtime Environment (JRE) is installed. Some diagnostic utilities may not function properly until <version> or later of the JRE is installed.**

Check to make sure the requested version (or later) of the JRE is installed. If the correct version of the JRE is not installed, some of the diagnostic utilities may not function properly.

**Did not find a compatible version of the Java Runtime Environment (JRE). The minimum version is <version> but only found <earlier version>. Some diagnostic utilities may not function properly until a compatible version of the JRE is installed.**

You must install the requested version (or later) of a JRE. If the correct version of the JRE is not installed, some of the diagnostic utilities may not function properly.

## Other Event Driven Errors

The error message is in bold type and an explanation follows it.

**The following error occurred on the file <File>. <Description>. Please specify the path that contains the file <szFileName>.**

You must specify the requested path before you can proceed with the software installation.

**The size of the environment variable (Path) on this system will exceed the maximum length allowed by the operating system and the setup cannot proceed. You must reduce the size of the environment variable (Path) by <svName> characters and run the setup again. The setup will now abort.**

You must either allow the installation program to reduce the size of the path statement or you must exit the setup and reduce it manually before you can continue with the installation.

**Note:** <svName> is a variable that contains the number of characters that must be removed from the environment variable (Path).

**Failed to launch...Program: <szProgram>...Parameters: <szParameters>**

This error message will tell you what failed so that you can troubleshoot the problem or report the failure to customer support.



## 4.5 Installation and Backup/Migration Log Files

A log file named *DlgcInstall.log* captures information about what happened during an install, maintenance, or uninstall of the system release software (such as user input and each item the install program attempts to install or uninstall). It also captures information about the target system (such as CPU, CPU speed, disk space, OS) and information about the software you tried to install (such as edition, build, mode). This file can help you when you are troubleshooting a problem with the installation, or subsequent detection or download problems. Backup/migration logs that capture information about what happened during the backup and migration process are also created (see [Section 2.1.2, “Saving Existing Configuration Data”](#), on page 20).

The *DlgcInstall.log* file is not removed during an uninstall because you may want to use this file for troubleshooting the uninstall (it also captures what happened during an uninstall of the software). However, the cleanup utility does remove the *DlgcInstall.log* file.<sup>2</sup>

The installation log (*DlgcInstall.log*), backup/migration logs, and configuration backup directory are all created in the directory pointed to by the value of the environment variable %TEMP%. (To find out what the %TEMP% directory is, type `echo %TEMP%` on a command prompt and note down the path displayed.) The default value of this variable is *C:\Documents and Settings\<userid>\Local Settings\temp*, where <userid> is your Windows Login ID.

- Notes:**
1. The location of %TEMP% can change for multiple remote logins (for example, Terminal Services Client). For the first session, the directory “1” will be appended to the path. For the second session, the directory “2” will be appended to the path, and so on.
  2. Because the value of %TEMP% contains a login ID, if one user installs the software and a different user uninstalls the software, the following may occur:
    - The uninstall information will not be appended to the install log since it is in a different directory. The result is two log files, one for install, one for uninstall.
    - The backup and migration logs may be in different directories.
    - The backup directory will not be found (for example: one user uninstalls System Release 5.1.1, and another user installs System Release 6.0).

## 4.6 Repairing an Installation

If your installation of System Release 6.0 PCI for Windows becomes damaged and you want to reinstall all the same features you had previously installed, follow this procedure:

1. If the Intel® Dialogic® System is currently running, close all telephony applications that are currently running in the system and stop the Intel Dialogic system service. The system service

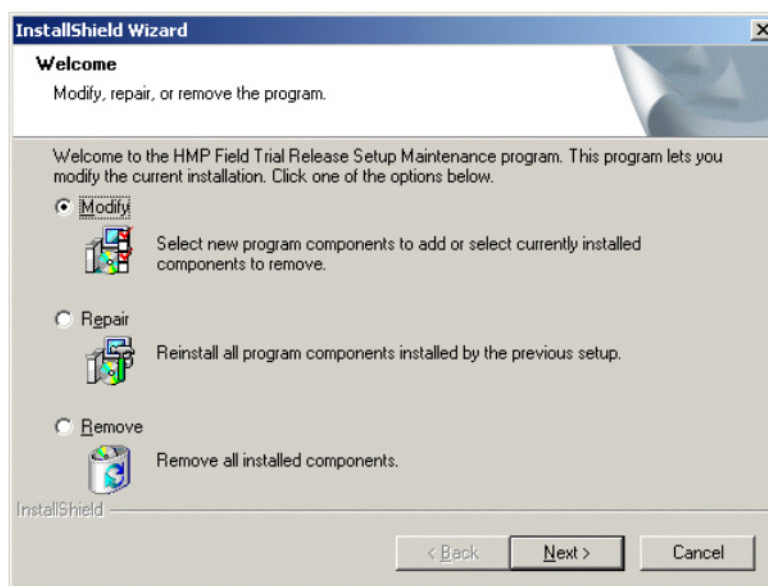
---
2. To find out more about what this utility does and how to use it manually, and to obtain updated versions of the utility (which will continue to be enhanced outside of the system release), go to <http://resource.intel.com/telecom/support/tnotes/tnbyos/2000/tn020.htm>. If you want to understand the role of the cleanup utility in the context of installing the system release software, refer to the beginning of the install procedure in [Section 2.3, “Performing a Full Installation of the Software”](#), on page 28. If you want to understand the role of the cleanup utility in the context of uninstalling the system release software, refer to the end of the procedure in [Chapter 3, “Uninstalling the Software”](#).

is stopped using the DCM configuration utility. From the DCM main window, click the **Stop System** option from the System pull-down menu or click the **Stop All Enabled Devices** icon. Then close the Intel Dialogic Configuration Manager by clicking the close button at the upper right corner of the DCM window.

**Note:** Make sure you also perform the above step and close the DCM from every remote connection (if applicable).

2. Rerun the setup program by doing one of the following:
  - Insert the CD-ROM with the System Release 6.0 PCI for Windows software and select **Install Intel Dialogic System Release Software** from the navigation screen.
  - Locate and run the **setup.exe** file for System Release 6.0 PCI for Windows.
3. An InstallShield Wizard screen appears (Figure 10).

**Figure 10. InstallShield Wizard Screen**



Select **Repair** and click **Next**.

**Note:** A procedure for using the Modify option is given in [Section 2.7, “Adding or Removing Installed Features”](#), on page 38. A procedure for removing the software is given in [Chapter 3, “Uninstalling the Software”](#).

If the Core Runtime feature is detected on your system, a message will appear asking you if you would like to preserve existing configuration data (Figure 7).

- Click **Yes** to run the configuration data backup utility. The data will be saved and later it will be automatically migrated into the new software installation.
- Click **No** if you don’t want to run the configuration data backup utility.

4. You will see a progress bar which shows the progress of the re-installation. After the software has been reinstalled, you will see the Maintenance Complete screen. If the Core Runtime

feature was installed, you must reboot and this screen will prompt you to do so. If the Core Runtime feature was not installed, you will not be prompted to reboot and it is not necessary to do so. Click **Finish** to proceed.

5. Start the Intel Dialogic system service. The system service is started using the DCM configuration utility. From the DCM main window, click the **Start System** option from the System pull-down menu or click the **Start All Enabled Devices** icon.



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