



Nortel CallPilot

Upgrade and Platform Migration Guide

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Chapter 1

How to get help

This section explains how to get help for Nortel products and services.

Getting help from the Nortel Web site

The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

<http://www.nortel.com/support>

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. From this site, you can:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

Getting help over the phone from a Nortel Solutions Center

If you do not find the information you require on the Nortel Technical Support Web site, and you have a Nortel support contract, you can also get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following Web site to obtain the phone number for your region:

<http://www.nortel.com/callus>

Getting help from a specialist by using an Express Routing Code

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

<http://www.nortel.com/erc>

Getting help through a Nortel distributor or reseller

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.

Chapter 2

Before you begin

In this chapter

"Getting started" (page 11)

"Planning for the upgrade or platform migration" (page 12)

"Verify the upgrade and platform migration kit" (page 15)

"Approximate time to perform upgrade and platform migration tasks" (page 18)

"Which process do I choose: platform migration or upgrade?" (page 21)

"Supported software upgrade or platform migration paths" (page 24)

"License Reduction feature" (page 24)

"Reference documents" (page 25)

Getting started

The CallPilot 5.0 upgrade process is largely automated by the use of wizards. Ensure that you read the information in this chapter carefully before you proceed.

Use this document to guide you through the steps that are required to complete the following tasks:

- Perform an upgrade to CallPilot 5.0.
- Perform a platform migration to CallPilot 5.0.

How to use this guide

Follow the steps outlined below to upgrade or migrate your system.

First step

- Ensure that you have received your upgrade kit and have assembled all of the tools you need to complete an upgrade or platform migration. Read the section "[Verify the upgrade and platform migration kit](#)" (page 15) and complete the pre-upgrade and pre-platform migration checklist in "[CallPilot pre-upgrade and pre-platform migration checklist](#)" (page 16).
- Read the section "[Approximate time to perform upgrade and platform migration tasks](#)" (page 18).

Second step

- Determine whether you are performing a platform migration or an upgrade. Read the section "[Which process do I choose: platform migration or upgrade?](#)" (page 21)
- Read the section "[Supported software upgrade or platform migration paths](#)" (page 24).

Third step

After you determine whether you are performing an upgrade or a platform migration, complete one of the following the steps:

- If you are performing an upgrade, go to [Chapter 3 "Preparing the system for upgrade"](#) (page 27). The document guides you through the remainder of the upgrade process.
- If you are performing a platform migration, go to [Chapter 5 "Preparing the system for migration"](#) (page 77). The document guides you through the remainder of the platform migration process.

Planning for the upgrade or platform migration

This section provides some planning tips and items to consider before performing an upgrade or a platform migration.

Upgrading CallPilot applications

Desktop Messaging and My CallPilot

Nortel recommends that you upgrade the Desktop Messaging clients and My CallPilot server before the server upgrade or migration date. In most cases, the CallPilot 5.0 Desktop Messaging clients and My CallPilot server are backward compatible with the CallPilot Server software.

Note: Desktop Messaging and My CallPilot 5.0 do not work with a CallPilot server running a release prior to 2.5.

- If your CallPilot server is Release 2.5 or later, upgrade Desktop Messaging and My CallPilot before upgrading the CallPilot server. If the CallPilot server is running software prior to Release 2.5, then the order of upgrade does not matter. In order for Desktop Messaging or My

CallPilot to work, both the CallPilot server and the applications must be upgraded to Release 5.0.

- If My CallPilot is on the CallPilot server, upgrade the CallPilot server before upgrading My CallPilot.
- If the 5.0 client is connected to a CallPilot 2.5, 3.0, or 4.0 server, some of the Release 5.0 functionality is not available until you upgrade the CallPilot server to Release 5.0.
- See the *Desktop Messaging and My CallPilot Installation and Administration Guide* (NN44200-305) for the Desktop Messaging and My CallPilot upgrade process.

CallPilot Manager and CallPilot Reporter

Note: CallPilot Manager 5.0 and CallPilot Reporter 5.0 do not work with a CallPilot server running a release prior to 2.5.

- If your CallPilot server is on Release 2.5 or later, upgrade CallPilot Manager on the stand-alone web server before upgrading the CallPilot server. If the CallPilot server is on a release prior to 2.5, the order of upgrade does not matter. In order for CallPilot Manager or CallPilot Reporter 5.0 to work, both the CallPilot server and the applications must be upgraded to Release 5.0.

Note: Reporter is upgraded during the CallPilot Manager upgrade process.

- Do not upgrade CallPilot Manager on the CallPilot server. CallPilot Manager 5.0 is installed on the CallPilot server during the imaging process.
- See the *CallPilot Software Administration and Maintenance* (NN44200-600) for details on upgrading CallPilot Manager and Reporter.

Application Builder

If your CallPilot server is on Release 2.5 or later, upgrade Application Builder before upgrading the CallPilot server. If the CallPilot server is on a release previous to 2.5, the order of upgrade does not matter. See the *Application Builder Guide* (NN44200-102) for details on upgrading the Application Builder.

Notes before upgrading or migrations

The CallPilot server is out of service during most of the upgrade or migration process. Nortel recommends that you schedule the upgrade or migration during a period of low activity such as a weekend. The time required to complete the CallPilot server upgrade or migration depends on the server platform type. For approximate times, see ["Approximate time to perform upgrade and platform migration tasks"](#) (page 18).

The CallPilot Upgrade Wizard

The CallPilot server is tested for upgrade or migration readiness by the CallPilot 5.0 Upgrade Wizard.

However, before running the CallPilot Upgrade Wizard, do the following:

- View the CallPilot server alarm and event logs for any critical events or alarms indicating problems with hardware or software. Replace any faulty hardware and repair any database corruption before running the CallPilot Upgrade Wizard.
- Run the Application Builder Integrity and Repair tool. Ensure that any corrupt Application Builder applications are repaired before running the CallPilot Upgrade Wizard.
- If you are migrating to another CallPilot Server platform, ensure that the target server is installed and powered up before performing a backup on the source server. Also ensure that the target server is not reporting any hardware problems before proceeding with the migration.

The CallPilot Upgrade Wizard can be downloaded and executed on the CallPilot server from a remote location without dispatching a technician to the site. The CallPilot Upgrade Wizard does the following:

- Checks the software and hardware to ensure the CallPilot server is ready for an upgrade or migration.
- Except for the backup process, the Upgrade Wizard runs without affecting system operation. The Upgrade Wizard does not change any system data, and can be stopped any time during its operation and restarted at a later time.
- Creates a full system backup if it does not detect any unsupported hardware, firmware, or software.



WARNING

Do not attempt to continue the upgrade process with a backup that was not created by the Upgrade Wizard.

Messages recorded during the backup are not written to the backup medium, and they are lost when the hard drives are imaged. For this reason, Nortel advises you to disable the multimedia channels before proceeding with the backup. This can be accomplished in CallPilot Manager by doing the following:

1. Select to Maintenance > Channel Monitor.
2. Select all the channels.

3. Click the Courtesy Stop button.
4. Wait until all channels are down before proceeding with the backup.

The backup process consumes a large amount of processor time. If you choose to do a backup while the multimedia channels are active, it must be done during a time of low traffic volume.

Any updates being made to Application Builder applications during the backup can be lost, or the application can be corrupted.

High Availability

If your CallPilot 5.0 keycode includes the High Availability feature (and your old keycode does not contain the High Availability feature), do not enable the High Availability feature in the Configuration Wizard until you have verified that your upgrade or migration is successful. To perform a High Availability feature expansion after a successful upgrade or migration, see *High Availability: Installation and Configuration* (NN44200-311).

Verify the upgrade and platform migration kit

The following checklist describes the contents you need to perform an upgrade or platform migration.

Although most items are included in the upgrade and platform migration kit, some are not. Ensure you have all of the applicable items prior to beginning an upgrade or platform migration.

Note 1: Because the image CDs and DVDs are platform dependent, Nortel supplies only the CDs and DVDs that apply to your platform.

Note 2: To comply with the EU (European Union) RoHS directive, some of the part numbers now contain an E5 or E6 suffix. For example, part number NTRH2014 is now NTRH2014E6. The part numbers in this guide do not contain the suffix.

Note 3: You can download and run the CallPilot 5.0 Upgrade Wizard remotely without a technician on site. Download the latest version of the CallPilot 5.0 Upgrade Wizard from Nortel in the Enterprise Solutions PEP Library (ESPL) at <http://www.nortel.com/espl>. If Web access is

not available, a version of the CallPilot 5.0 Upgrade Wizard is available on the SU/PEP CD.

CallPilot pre-upgrade and pre-platform migration checklist

Included in kit	Notes	PEC number	Check
My CallPilot Software CD	optional	NTUB48CA	☐
CallPilot 5.0 Language Prompts	3 disk set		☐
Americas CD		NTUB44GA	
EMEA CD		NTUB44HA	
Asia Pacific CD		NTUB44JA	
PEP CD	Download the latest CallPilot 5.0 PEPs from ESPL at http://www.nortel.com/espl	NTUB43CA	☐
CallPilot 5.0 Applications CD (for upgrading CallPilot Manager, Reporter, and Application Builder)		NTUB40KA	☐
CallPilot 5.0 Desktop Messaging CD (for upgrading Desktop Messaging)	optional	NTUB41EA	☐
CallPilot 5.0 Documentation CD (English)		NTRG19EA	☐
CallPilot 5.0 Documentation CD (Non-English)		NTRG19FA	☐
201i CallPilot Image	3 disk set	NTUB50MA	☐
600r CallPilot Image	1 DVD	NTUB50SA	☐
703t CallPilot Image	3 disk set	NTUB50NA	☐
1002rp AML CallPilot Image	3 disk set	NTUB50PA	☐
1002rp T1/SMDI CallPilot Image	3 disk set	NTUB50QA	☐
1005r CallPilot Image	1 DVD	NTUB50RA	☐
201i - CallPilot 5.0 IPE 201i disk drive upgrade kit	optional	NTZE58AA	☐

Included in kit	Notes	PEC number	Check
1002rp - CallPilot 5.0 rackmount 1002rp disk drive upgrade kit	optional	NTZE58BA	☐
CallPilot 5.0 keycode		N0032917	☐
CallPilot 5.0 serial number			☐
Microsoft Windows 2003 Certificate of Authenticity (COA) (for 2.02 [2.01.27.05] and 2.5 to 5.0 upgrades only)		AO550970	☐
DTR #2005-XXX-Global CD	Download the latest DTR version from http://www.nortel.com/PIC	N0032919	☐
RTU for Win2003 document (for 2.02 [2.01.27.05] and 2.5 to 5.0 upgrades only)		P1013471	☐
Not included in kit	Notes	PEC number	Check
CallPilot 5.0 Upgrade Wizard	Download from ESPL at http://www.nortel.com/espl		☐
CallPilot Top Issues bulletin	Download from http://www.nortel.com/support		☐
CallPilot <i>Upgrade and Platform Migration Guide</i>	Download the latest version from http://www.nortel.com/support		☐
Backup medium for existing CallPilot data (tape or disks)	If you are backing up a 201i, 600r, or 1005r, an external tape drive and a blank tape are required. If you are backing up to a network drive, ensure that there is available disk space for a full system backup.		☐
Nortel-recommended Microsoft security updates	Check P-2005-0056-Global from http://www.nortel.com/support		☐
Latest upgrade patches	Download from ESPL at http://www.nortel.com/espl		☐
If you are upgrading or migrating from a 201i, a SCSI CD or DVD drive is needed (if one is not permanently connected)			☐

Not included in kit	Notes	PEC number	Check
If you are upgrading from a 201i or a 1002rp, a replacement hard drive may be needed	The CallPilot 5.0 Upgrade Wizard informs you if you required a replacement hard drive		☐
If you are upgrading or migrating from a 1002rp with T1/SMDI connectivity, T1 and MPB96 boards are needed			
#2 Phillips screwdriver	Upgrade only		☐
<i>1002rp Server Hardware Installation Guide</i> NN44200-300	Upgrade only		☐
Antivirus software	See the <i>P-2007-0101-Global : CallPilot Support for Anti-Virus Applications</i> bulletin for Nortel-approved software		☐

Approximate time to perform upgrade and platform migration tasks

ATTENTION

The following tables display average times to complete upgrade and platform migration tasks. These are approximations as many factors can cause these times to vary.

Familiarize yourself with these times before you schedule an upgrade or a platform migration. You can complete some of the tasks prior to taking the CallPilot system out of service.

Approximate time per task

The following table shows the approximate times (in minutes) allocated for each task.

Upgrade times

Task	201i	703t	1002rpd	1005r	600r
Running the CallPilot 5.0 Upgrade Wizard (system precheck)	15	15	15	15	15
Performing RAID updates	N/A	30	80	30	N/A
Running the CallPilot 5.0 Upgrade Wizard (including backup to tape) ^a	60	40	160	160	40
Performing BIOS update	10	N/A	15	N/A	N/A
Installing the image	25	30	40	40	30
Mini-Setup and Setup Wizard	10	15	15	15	15
Installing PEPs ^b	15	15	15	15	15
Restoring and upgrading data	75	60	180	180	60
Running the Configuration Wizard ^c	30	30	40	40	30
Changing hardware	N/A	N/A	60	N/A	N/A

a. Times for backups and restores to the network may fluctuate.

b. These times are based on two PEPs (and do not include download time). Additional PEPs can take 3 to 5 minutes each.

c. Configuration times are based on two languages.

d. Times for the 1002rp are for AML and T1/SMDI configurations.

Platform migration times

Task	200i	201i	702t	703t	1001rp	1002rp ^a	1005r	600r
Running the CallPilot 5.0 Upgrade Wizard (system precheck)	15	15	15	15	15	15	15	15
Running the CallPilot 5.0 Upgrade Wizard (including backup to tape) ^b	60	60	45	40	160	160	40	40
Restoring and upgrading data (from this platform to target platform)	60	75	60	60	180	180	180	60
Running the Configuration Wizard	N/A	N/A	N/A	N/A	N/A	40	40	30

a. Times for the 1002rp are for AML and T1/SMDI configurations.

b. Times for backups and restores to the network may fluctuate.

Approximate total time to perform an upgrade

The following table shows average total times to perform an upgrade.

System	Approximate total time
201i	3.5 hours
703t	3.5 hours
1002rp	9.5 hours

System	Approximate total time
T1 1002rp	10 hours (9.5 hours if hardware change is not required)
1005r	9.5 hours

Approximate total time to perform a platform migration

The following table shows approximate total times to perform a platform migration.

Platform Migration	Approximate total time
200i to a 600r	3 hours
702t to 600r	2.5 hours
702t to a 1005r	3.5 hours
1001rp to a 1002rp (T1/SMDI only)	7 hours
1001rp to a 1005r	7 hours
201i to a 600r	3 hours
703t to a 1005r	3.5 hours
600r to a 1005r	3.5 hours
1002rp to a 1005r (AML only)	7 hours

Which process do I choose: platform migration or upgrade?

Read the following sections to determine whether you should perform a platform migration or an upgrade.

Platform migration

A platform migration is the process of backing up the system data on an existing server and restoring the system data to a new server. If the existing server is not running the same software release as the new server, the system data is automatically upgraded to CallPilot 5.0 during the restore process.

If your current server platform is not supported, you must perform a platform migration.

The unsupported platforms are:

- 200i
- 702t
- 1001rp

The following table shows the supported migration paths. Contact your distributor (channel partner) for more information.

Supported migration paths

Platform	Migrate to 201i	Migrate to 600r	Migrate to 1002rp	Migrate to 1005r
200i	no	yes	no	yes
201i	n/a	yes	no	yes
600r	no	n/a	no	yes
702t	no	yes	no	yes
703t	no	no	no	yes
1001rp	no	no	yes (T1/SMDI only)	yes
1002rp	no	no	n/a	yes
1005r	no	no	no	n/a

Upgrade

An upgrade is the process of backing up the system data, installing a CallPilot 5.0 image, and restoring the system data on an existing supported server. The system data is automatically converted to the CallPilot 5.0 format during the restore process.

The supported platforms are:

- 201i
- 600r
- 703t
- 1002rp
- 1005r

The following table shows the supported platform configurations.

Supported platform configurations

Platform	Component	Minimum requirements
201i	Hard drive	1 x 20 GB (minimum, unformatted)
703t	Hard drives	2 x 36 GB (minimum, unformatted)
	RAM	512 MB (minimum)
	MPB96 board	Release 5 or later
	RAID controller	LSI Elite MegaRAID 1600 or LSI 320-2

Platform	Component	Minimum requirements
600r	Hard drive	1 x 73 GB (minimum, unformatted)
	RAM	512 MB (minimum)
	MPB96 board	Release 5 or later
1002rp (AML configuration)	Hard drive	6 x 36 GB (minimum unformatted)
	RAM	512 MB (minimum)
	MPB96 board or MPB16-4 board	Release 5 or later Release 6 or later
	RAID controller	LSI Elite MegaRAID 1600 or LSI 320-2
	RAID driver	6.45
	RAID firmware	111U or 1L37
	RAID Power Console	5.00i
1002rp (T1/SMDI configurations)	Hard drive	6 x 36 GB (Drives 2, and 5) minimum unformatted
	RAM	512 MB (minimum)
	RAID controller	LSI Elite MegaRAID 1600 or LSI 320-2
	MPB96 board D/480JCT-2T1	Release 5 or later
	RAID driver	4.10 or 6.45
	RAID firmware	111U or 1L37
	RAID Power Console	5.00i
1005r	Hard drive	2 x 147 GB (minimum)
	RAM	2 GB (minimum)
	RAID controller	LSI 320-1
	MPB96 board	Release 5.0 or later
	RAID driver	6.45
	RAID Power Console	5.00i

Supported software upgrade or platform migration paths

The following table shows the supported software upgrade or platform migration paths to CallPilot 5.0.

Software upgrade or platform migration paths to CallPilot 5.0

CallPilot release	Upgrade directly to 5.0	Remarks
1.06, 1.07 (Meridian 1) or earlier, 2.01	No	The system must be upgraded to 2.02 (2.01.27.05) with a minimum Service Update (SU) level of 4.
1.07 T1/SMDI	No	The system must be upgraded to 2.5 with a minimum SU level of 2.
2.02 (2.01.27.05)	Yes	The system must have a minimum SU level of 4.
2.5 (2.50.06)	Yes	The system must have a minimum SU level of 2.
3.0	Yes	The system must be a GA release of 3.0. (3.03.06)
4.0	Yes	The system must be a GA release of 4.0 (04.04.04.00).
5.0	Yes	Beta to GA

Note: For detailed information about upgrading your system from earlier releases, see *CallPilot Upgrade Guide* 2.02 (P0605132) or 2.5 (P0607573).

License Reduction feature

When you upgrade to CallPilot 5.0, you can request a keycode with a reduced number of reserved seats for the following capacities:

- voice messaging seats
- fax messaging seats
- desktop messaging seats
- speech activated messaging seats
- e-mail by phone (TTS) seats

For example, a customer wants to upgrade to CallPilot 5.0. The customer is currently running CallPilot 4.0 and has a keycode with a 1000-seat maximum; however, they are only using a total of 500 seats. With Release 5.0, the customer can order a new keycode with a reduced number of seats (for example, a 700-seat maximum). The new keycode must be equal to or exceed the 500 seats that are currently being used. That is, the customer cannot order a new keycode with only 400 seats.

The Configuration Wizard lets you to enter a keycode with few seats, as long as the reduced number is equal to or greater than the number of seats currently configured for the server.

Determining the number of currently-configured seats

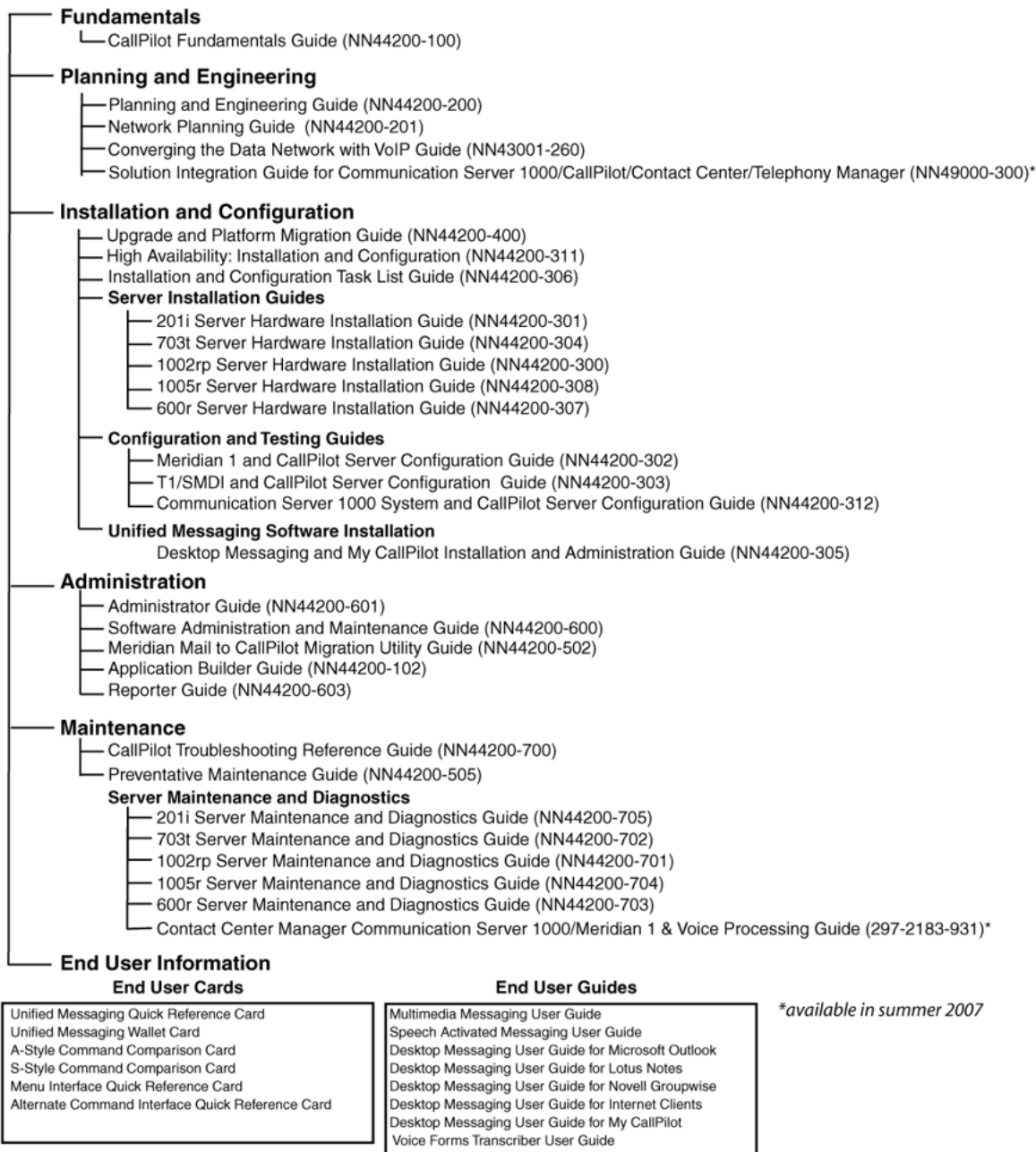
Step	Action
1	Log in to CallPilot Manager.
2	From the System menu, select Server Settings .
3	Under the Server Settings section and in the View Server Settings for list, click Resources .
4	Check the Description column to view the number of seats in the keycode.
5	Check the Number Used column to see how many seats are configured.
—End—	

Reference documents

For a list of all CallPilot documents, see the following CallPilot Customer Documentation Map.



CallPilot Customer Documentation Map



Chapter 3

Preparing the system for upgrade

In this chapter

"Getting Started" (page 27)

"Running the CallPilot 5.0 Upgrade Wizard" (page 29)

"Replacing your hard drives" (page 46)

"Updating the RAID subsystem" (page 50)

"Splitting the RAID drives" (page 55)

Getting Started

This chapter outlines the tasks required in preparation for upgrading your system.

Upgrade overview

An upgrade is the process of backing up the system data, installing a CallPilot 5.0 image, and restoring the system data on an existing supported server. The upgrade process is largely automated by the use of wizards and consists of five main steps:

1. Preparing the system for upgrade to 5.0 by running the CallPilot 5.0 Upgrade Wizard.

The CallPilot 5.0 Upgrade Wizard must be first downloaded into the CallPilot system and run remotely. This allows issues to be identified and addressed before a technician is dispatched to the site. The CallPilot 5.0 Upgrade Wizard checks for platform and software validity, validates your existing data, verifies your new keycode, and performs a full system backup.

2. Updating the server.

Update the server hardware (if required) and then image the system.

3. Running the Setup Wizard.

The Setup Wizard runs a second check for platform and software validity. When the check is complete, your existing data is restored and upgraded.

4. Configuring the CallPilot system.

The Configuration Wizard checks and completes the configuration of your server. During this process, all previously installed languages must be reinstalled.

5. Completing the upgrade.

Perform cleanup tasks such as installing virus protection, starting Simple Network Management Protocol (SNMP), and testing the system to complete the upgrade process.

Assembling your tools

Assemble the following required tools to prepare for upgrade to CallPilot 5.0:

- CallPilot 5.0 Upgrade Wizard downloaded from the Enterprise Solutions PEP Library (ESPL) at <http://www.nortel.com/espl>
- keycode and server serial number

Note: To perform an upgrade, you must have a valid CallPilot 5.0 keycode and serial number.

- CallPilot 5.0 Image CD or DVD (for the server to be upgraded)
- backup medium for existing CallPilot data (tape or network share)
- (if you are upgrading from a 201i) a SCSI CD or DVD drive (if one is not permanently connected)
- Replacement hard drive or drives (if your current hard drives do not meet minimum requirements)

Installing the CallPilot 5.0 Upgrade Wizard

Download the latest version of the CallPilot 5.0 Upgrade Wizard from Nortel in the Enterprise Solutions PEP Library (ESPL) at <http://www.nortel.com/espl>.

Download and unzip the CallPilot 5.0 Upgrade Wizard PEP to the D:\temp\UpgradeWizard directory. (If Web access is not available, a version of the CallPilot 5.0 Upgrade Wizard is available on the SU/PEP CD).

Note: You can download and run the CallPilot 5.0 Upgrade Wizard remotely without a technician on-site.

**CAUTION**

Do not try to download and install a newer version of the CallPilot 5.0 Upgrade Wizard while an older version is running.

Stop and exit the old version of the CallPilot Upgrade wizard. Use Add/Remove Programs to remove the old version of CallPilot Upgrade Wizard and then install the new version of CallPilot Upgrade Wizard.

Step	Action
1	Navigate to the D:\temp\UpgradeWizardInstaller folder.
2	Double-click the UpgradeWizardInstaller.exe file. Result: The Welcome screen appears.
3	Read all of the information on the Welcome screen and, if necessary, exit all Windows programs.
4	Click Next . Result: The Choose Destination Location window appears.
5	If the suggested destination folder is not suitable, click Browse and choose a different location for the CallPilot 5.0 Upgrade Wizard installation.
6	Click Next . Result: The Start Installation screen appears.
7	Click Next . Result: The system installs the CallPilot 5.0 Upgrade Wizard on the CallPilot server. When the installation is complete, the Installation Complete window appears.
8	Click Finish .

—End—

Running the CallPilot 5.0 Upgrade Wizard

The CallPilot 5.0 Upgrade Wizard checks if your CallPilot system is ready for an upgrade; it does not make any changes to your system. The CallPilot 5.0 Upgrade Wizard analyzes the software and hardware components of your system and helps you prepare for the upgrade. The CallPilot 5.0 Upgrade Wizard performs the following tasks:

- platform validation (software and hardware)

- data validation
- keycode validation
- system backup

The CallPilot 5.0 Upgrade Wizard has several optional exit points. You can use them to perform the upgrade preparation tasks in three phases:

- Check for platform and software validity in advance of the actual upgrade.
- Validate your existing data prior to the upgrade.
- Complete the wizard to fully prepare for upgrade.

ATTENTION

Do not launch or run programs or utilities during the upgrade.

Do not use Windows Explorer to copy files or to scan disk drives during an upgrade as this can cause the upgrade to fail.

You can run the CallPilot 5.0 Upgrade Wizard while the CallPilot 2.02 (2.01.27.05), 2.5, 3.0, or 4.0 system is fully operational.

You can exit the wizard at any point, make the necessary changes to CallPilot, and rerun the CallPilot 5.0 Upgrade Wizard without harming your system.

The figures in this chapter are examples and may not match those shown on your system.

Starting the CallPilot 5.0 Upgrade Wizard

Step	Action
1	Launch the CallPilot 5.0 Upgrade Wizard by clicking Start > Programs > CallPilot > Upgrade Wizard . Note: While the CallPilot 5.0 Upgrade Wizard runs, all screen information is written to the log file at D:\Nortel\Data\UpgradeWizard.log.

Checking platform and software validity

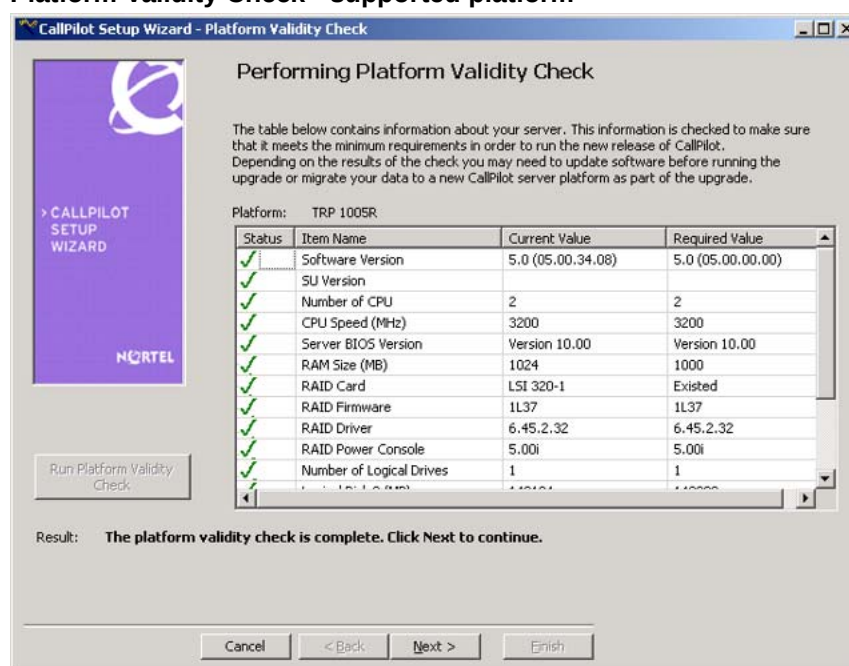
- | | |
|---|---|
| 2 | On the CallPilot 5.0 Upgrade Wizard - Welcome screen, click Next to determine if your hardware and software can be upgraded to CallPilot 5.0.

Result: The Platform Validity Check screen appears, which lists the software and hardware currently on the system and evaluates the status of each item. |
|---|---|

ATTENTION

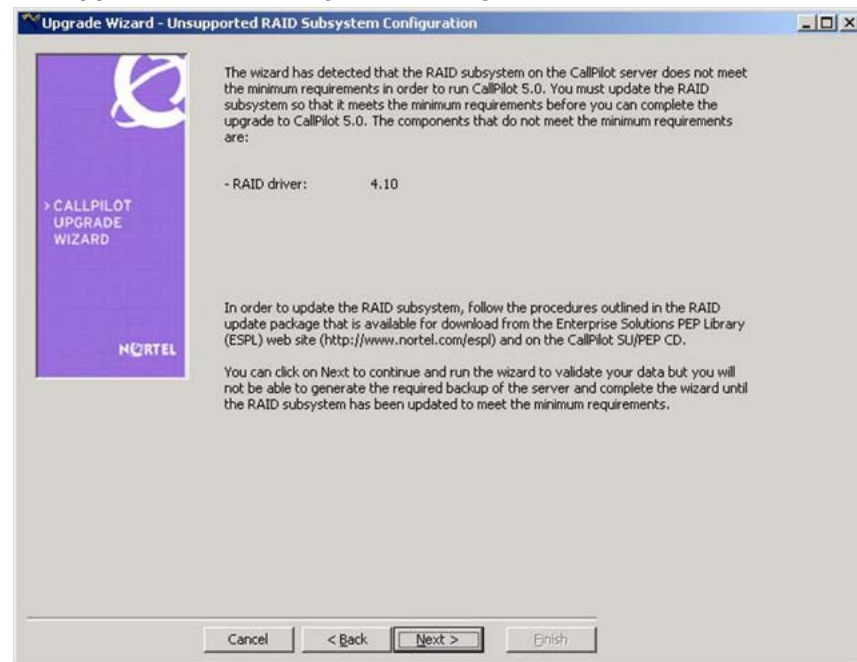
If your RAID subsystem needs to be updated, the following screen displays red icons under the status columns for the RAID card, RAID controller firmware, or RAID driver items. If any of these items need to be updated, continue with the CallPilot 5.0 Upgrade Wizard. The CallPilot 5.0 Upgrade Wizard prompts you to update the RAID subsystem prior to creating a backup.

Take note of the RAID card type and firmware on the Platform Validity Check screen. You need this information when you update your RAID subsystem.

Platform Validity Check - supported platform**3 Click Next to continue.**

If your RAID subsystem needs to be updated, a screen appears indicating that the RAID subsystem does not meet minimum requirements. You can continue with the CallPilot 5.0 Upgrade Wizard; however, you cannot complete the system backup until you update the RAID subsystem. Click **Next** and follow prompts.

Unsupported RAID Subsystem Configuration



If your hard drives do not meet size requirements, a screen appears indicating that your hard drives do not meet minimum requirements. You can continue with the upgrade process, but you must replace the unsupported drives with supported drives before you install the 5.0 image on your server.

Unsupported Hard Drive Size Warning

Result: The CallPilot 5.0 Upgrade Wizard checks your software version.

The following SMTP and IMAP warnings may appear on your system if the server has these settings. Read the warning and then click Next to continue.

**WARNING**

The CallPilot server currently has the Challenge/Response authentication method selected for Simple Mail Transfer Protocol (SMTP) sessions. The Challenge/Response authentication method is not supported in CallPilot 5.0.

If you do not change the settings, messages may not be delivered using SMTP when the upgrade is complete until a new SMTP authentication method is selected. Nortel recommends that you select another authentication method prior to upgrading to avoid a potential service interruption. The SMTP authentication options can be found in CallPilot Manager under Messaging > Message Delivery Configuration > Security Modes for SMTP sessions.

**WARNING**

The CallPilot server currently has the Challenge/Response authentication method selected for Internet Message Access Protocol (IMAP) sessions. This authentication method is not supported in CallPilot 5.0.

If you do not change the setting, messages may not be delivered using IMAP after the upgrade is complete until a new IMAP authentication method is selected. Nortel recommends that you select another authentication method prior to upgrading to avoid a potential service interruption. The IMAP authentication options can be found in CallPilot Manager under Messaging > Internet Mail Clients.

IF your software	THEN
does not meet the minimum software requirements	- the Platform Validation - Unsupported Software Version screen appears. Do the following: - Exit the CallPilot 5.0 Upgrade Wizard. - Upgrade your software to 2.02 (2.01.27.05) or 2.5 for T1/SMDI systems, referring to the <i>CallPilot Upgrade Guide</i> 2.02 (2.01.27.05) or 2.5 for instructions.
requires Service Updates (SUs)	- the Platform Validation - Unsupported Software Version screen appears. Do the following: - Exit the CallPilot 5.0 Upgrade Wizard. - Upgrade your server to the minimum Service Update level. - Restart the CallPilot 5.0 Upgrade Wizard. - Proceed to "Running the CallPilot 5.0 Upgrade Wizard" (page 29).
meets minimum software requirements	continue to the next step.

Note: In steps 4 and 5, a screen appears only if the checks fail or the platform is unsupported.

4 The CallPilot 5.0 Upgrade Wizard analyzes your platform.

IF your platform	THEN
is unsupported	- the Platform Validation - Unsupported Platform screen appears. - proceed to Chapter 5 "Preparing the system for migration" (page 77).
is supported	- the CallPilot 5.0 Upgrade Wizard continues. - continue to the next step.

5 If you are upgrading from CallPilot 4.0 or earlier, the CallPilot 5.0 Upgrade Wizard checks if the computer name and database are synchronized.

IF they	THEN
are not synchronized	the Checking Computer Name screen appears.

ATTENTION

When you click **Next**, the wizard prompts you for confirmation. If you click **Yes**, the server automatically restarts and your system will be out of service. This is particularly important if you are running the CallPilot 5.0 Upgrade Wizard from a remote location. You cannot continue with the wizard until the names are synchronized.

- Click **Next** to synchronize the names.
- When the system restarts, you must relaunch the CallPilot 5.0 Upgrade Wizard.

IF they	THEN
are synchronized	- When the system is in full service, go back to step 2. - the CallPilot 5.0 Upgrade Wizard continues.

- 6** The CallPilot 5.0 Upgrade Wizard performs a disk space check. There must be enough free disk space to perform data validation and a system backup.

IF the disk	THEN
does not have enough free space	- the Checking Free Disk Space screen appears. - free up space on the drive D by removing unnecessary files. - follow the link on the screen and use the instructions to free up enough space and then click Next. - the wizard performs another check and if there is still not enough space, the Checking Free Disk Space screen reappears. - if there still is not enough free disk space, exit the wizard and call your support organization.
has enough free space	the CallPilot 5.0 Upgrade Wizard continues.

OPTIONAL EXIT POINT The platform and software validity check is complete. The CallPilot 5.0 Upgrade Wizard confirms that your hardware and software meet the requirements for an upgrade. You can do one of the following:

- exit the wizard by clicking Cancel
- continue to the next step

Checking CallPilot data for validity

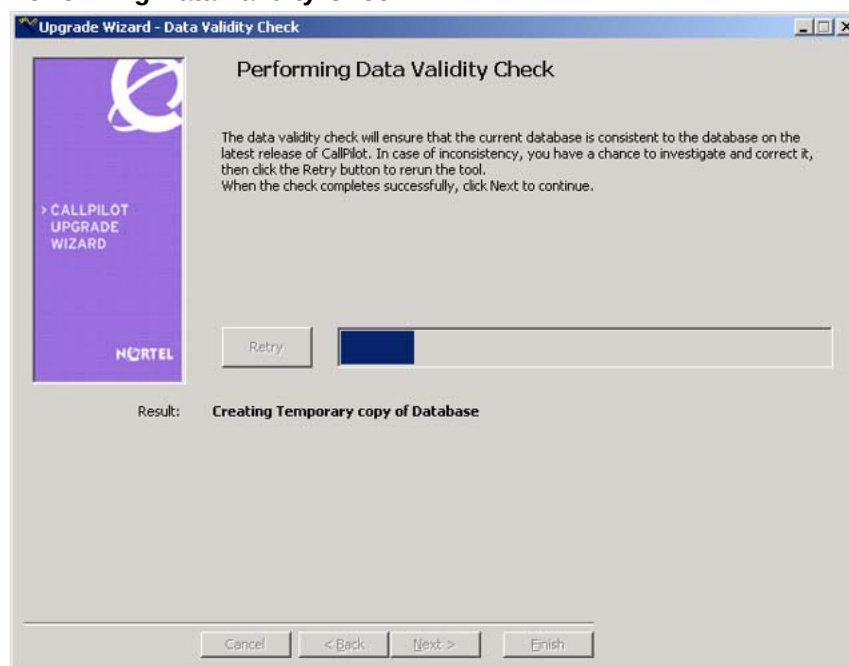
ATTENTION

You can run this next step while the CallPilot server is processing calls, but the validation check uses considerable CPU resources. Nortel recommends that you validate your data when the call processing load is low.

- 7 Click **Next** to determine if your data is valid and can be upgraded to CallPilot 5.0.

- 8 Click **Next** to validate your data.

Result: The Performing Data Validity Check screen appears. A process bar shows how much of the data has been validated.

Performing Data Validity Check**IF**

your data validation fails

THEN

- follow the displayed link and examine the log file for errors.
- contact your distributor (channel partner) if you need assistance to resolve the errors.

your data validation passes

- click **Next** to continue.

OPTIONAL EXIT POINT The data validation is complete. The wizard confirms that your data can be upgraded to CallPilot 5.0.

Note: In the next step you must insert the Image CD or DVD in the drive. If you are upgrading remotely, exit at this point.

You can do one of the following:

- Exit the CallPilot 5.0 Upgrade Wizard by clicking **Cancel** and running the wizard at another time.
- Continue to the next step. You need your keycode, serial number, and Image CDs or DVDs to proceed and access the system CD drive.

Verifying your CallPilot 5.0 keycode

- 9 Click **Next** to verify your new CallPilot keycode.

Result: The Serial Number and Key Code screen appears.

Serial Number and Key Code

- 10 Type your new CallPilot 5.0 **serial number** and **keycode** in the appropriate boxes and click **Next**.

IF the serial number

does not match the keycode

THEN

- the Feature Verification - Failure screen appears.
- click **Back** and carefully reenter the serial number and keycode exactly as written.

IF the serial number**THEN**

matches the keycode

- if the keycode still is not verified, exit the wizard and contact your support organization to obtain a new keycode.
- the Feature Verification - Success screen appears.
- click **Next** to continue with the wizard.

- 11** Check your installed features against the screen list. If a feature is missing from your new keycode, contact your distributor to obtain a new keycode.

Feature Verification

Feature Verification

The following table contains the configuration information from your keycode. Ensure that the details match your expectations. If a feature is missing or a value is not what you expected, contact your distributor to obtain a new key code.

Serial number: **10246462** Platform Migration: **No**

Key code: **H6A1 Q43F 96MP 5EHW AHVD GH7T WH9J 7QL9**

Status	Feature	Current Keycode	New Keycode	Used
✓	Hardware Platform	201i	201i	
✓	Switch Type	M1	M1	
✓	Switch Connectivity	Proprietary CTI	Proprietary CTI	
✓	Voice Channels	28	28	
✓	Fax Channels	2	2	
✓	ASR Channels	2	2	
✓	TTS Channels	20	20	
✓	Conference Channels	0	0	
✓	Directory Sync	Yes	Yes	
✓	AppBuilder	Yes	Yes	
✓	Networking	Yes	Yes	
✓	NMS	Yes	Yes	

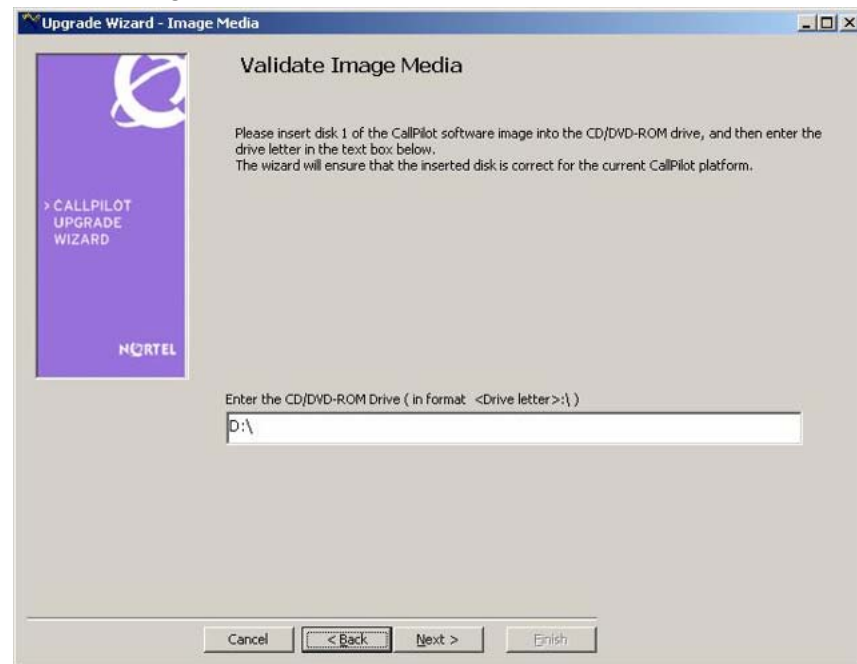
Result: **Keycode Validation is complete. Click Next to continue.**

Buttons: Cancel < Back Next > Finish

Verifying your CallPilot 5.0 Image CD or DVD

- 12** Click **Next** to verify that your Image CD or DVD matches your CallPilot platform.

Result: The Validate Image Media screen appears.

Validate Image Media

- 13 Insert the CallPilot 5.0 Image CD or DVD into the CD or DVD drive, enter **Z:** as the drive letter, and click **Next**.
- 14 Wait while the wizard checks that the inserted CD or DVD is valid for your platform.

Note 1: If the CD or DVD is not valid, the wizard blocks the rest of the upgrade process and you must contact your distributor (channel partner) to obtain the correct CD or DVD.

Note 2: If your RAID subsystem needs to be updated, a screen appears, indicating that the RAID subsystem does not meet minimum requirements. Follow the directions on the screen. You cannot continue running the wizard until you update the RAID subsystem. For detailed instructions about updating the RAID subsystem, see ["Updating the RAID subsystem" \(page 50\)](#)

Result: The Optional Language CD validation screen appears.

Optional Language CD validation

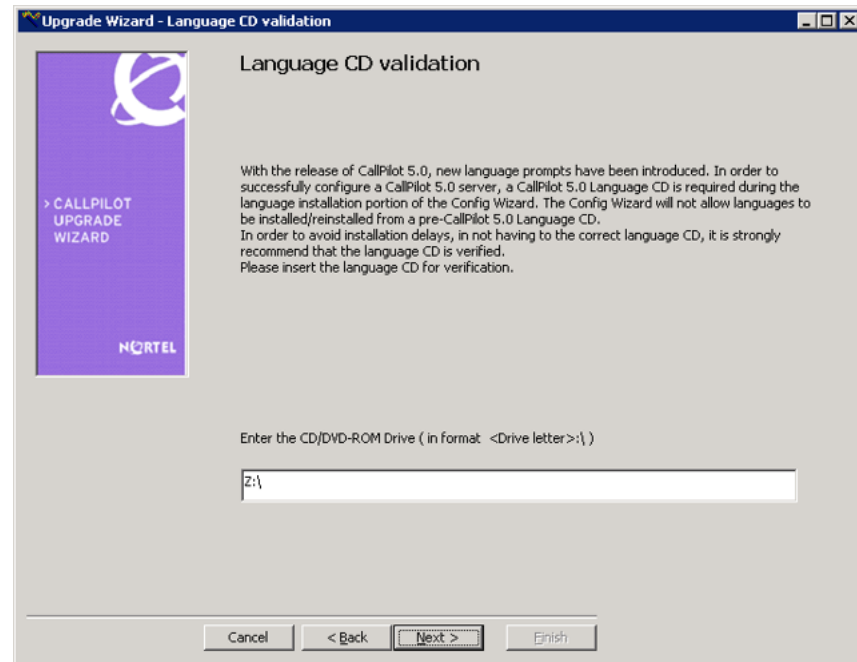
- 15** To validate the Language CD, select the **Validate Language CD** option. Otherwise, select the **Skip Language CD Validation** option.

ATTENTION

You must use a CallPilot 5.0 Language CD when configuring a CallPilot 5.0 system. An earlier release (pre-5.0 Language CD) cannot be used.

- 16** Click **Next**.

If the Validate Language CD option was selected in the previous step, then the Language CD validation screen appears.

Language CD validation

- a. Insert the Language CD into the CD/DVD drive.
 - b. Enter the drive letter (Z:\) of the CD/DVD drive.
 - c. Click **Next**.
- 17** Wait while the wizard checks that the inserted CD/DVD is valid.

Result: The Select Backup Medium screen appears.

If the CD or DVD is not valid, the wizard blocks the rest of the upgrade process and you must contact your distributor (channel partner) to obtain the correct CD or DVD.

Select Backup Medium

OPTIONAL EXIT POINT The wizard confirms that your keycode is valid and that you have the correct Image CD or DVD. Do not proceed to the next step until you are ready to take the system offline and complete the upgrade. You can do one of the following:

- Exit the CallPilot 5.0 Upgrade Wizard by clicking Cancel
- Continue to the next step.

Selecting the backup medium

Ensure that you read the following cautionary statement before proceeding with the backup.

**CAUTION****ANY MESSAGES RECEIVED AFTER BACKUP BEGINS ARE LOST DURING THE SYSTEM UPGRADE**

The backup takes from 1 to 3 hours to complete and consumes considerable CPU resources. Any messages that come in while the backup is running are not included in the backup. To avoid losing any user messages, Nortel recommends that you courtesy down the system prior to starting the backup.

18 Select the type of backup medium for your CallPilot data.

- If you choose to back up to tape:

ATTENTION

This process overwrites the existing data on the tape.

Insert the tape into the tape drive and click **Next** to start the backup immediately. Proceed to the next step.

- If you choose to back up to disk:

Click **Next** to choose the backup device. The Full System Backup - Select Backup Devices screen appears. Click **List Devices**.

Result: The screen displays the backup devices that are defined on your CallPilot server.

- If no devices are listed, log on to CallPilot Manager and define your backup devices (**System > Backup/Restore > Maintain and configure backup devices**). Click **List Devices** again. Select the backup device you want to use and click **Next** to start the backup.
- If the list is populated, select the appropriate backup device and click **Next** to start the backup.

Full System Backup - List Backup Devices

CALLPILOT UPGRADE WIZARD

NORTEL

List Backup Devices

Click the button "List Device".
A list of backup devices is displayed in the box below.
You need to select one of backup devices to be backed up, then click Next to continue.

Progress:
Operation Name: Backup to remote Disk
Operation Status: **Success.**

Result: **Operation succeeded. Click Next to continue.**

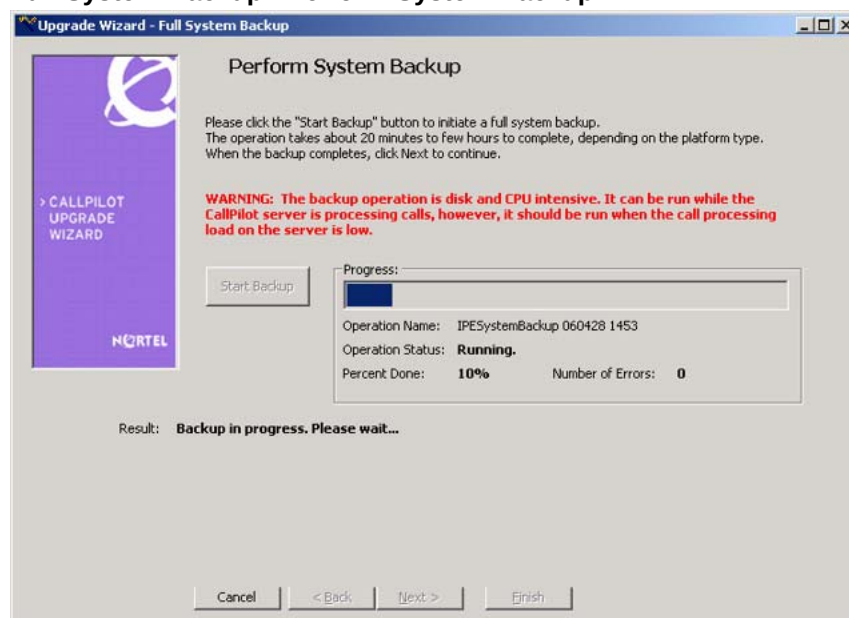
Backup Devices:

Device Name	Device Path
Server_B	\\bvwwlab317srv\temp

Backing up your data

- 19 When the **Perform System Backup** screen appears, click **Start Backup**.

Full System Backup - Perform System Backup



- 20 When the progress bar shows the percent complete and displays the status, do the following:

IF	THEN
errors occur	- follow the displayed link and examine the log file for errors. - contact your distributor (channel partner) if you need assistance to resolve the errors. - click the Restart button to restart the backup process.
no errors occur	click Next.

- 21 When the backup is complete, eject the tape from the tape drive if the data was backed up to a tape.

ATTENTION

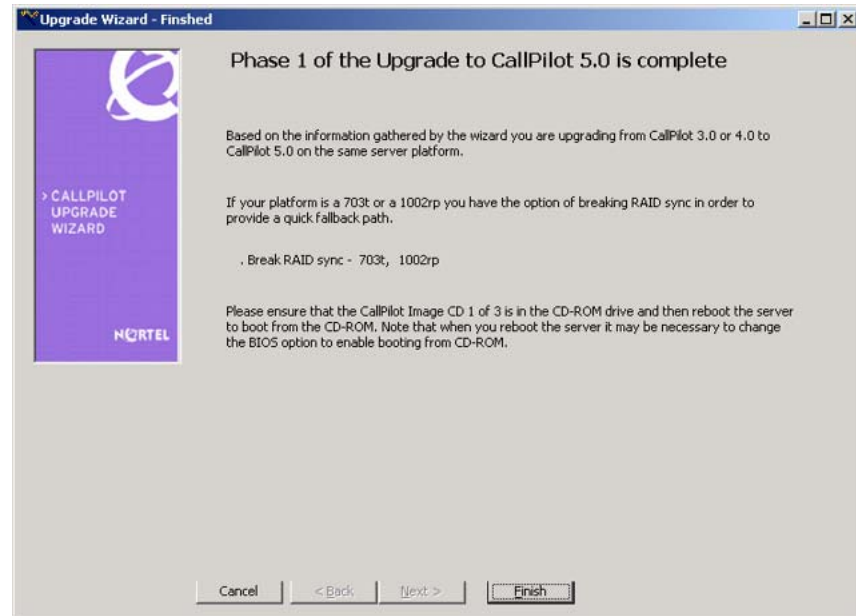
Failure to remove the tape from the drive adds an hour or more to the restore process.

- 22 Click **Next**.

Note: You can use this backup if you must restore your system back to the original release.

Result: The Phase 1 of the Upgrade to CallPilot 5.0 is complete screen appears.

CallPilot 5.0 Upgrade Wizard - Finished



- 23 Click **Finish** to close the CallPilot 5.0 Upgrade Wizard.

Result: Phase 1 is now complete.

- 24 Print or record the IP information in the file **D:\Nortel\Data\IPCONFIGURATION.txt**.

Note: You need the IP information if your backup is on a network drive, or if you are downloading PEPs from the network prior to the restore process. You also need this IP information to configure your Embedded LAN (ELAN) subnet and Nortel server subnet after the restore process. The IPCONFIGURATION.txt file is saved as part of your backup and is available after the restore.

—End—

What is next?

If your server is a 201i or 1002rp, proceed to ["Replacing your hard drives" \(page 46\)](#). Otherwise, proceed to ["Splitting the RAID drives" \(page 55\)](#).

Replacing your hard drives

The following hard drives may not meet CallPilot 5.0 capacity requirements:

Note: The upgrade wizard will detect if your hard drives need to be upgraded.

- The 201i hard drive must be a minimum of 20 GB
- The 1002rp hard drives must be a minimum of 36 GB.

Replacing the 201i hard drive

Step	Action
1	Shut down the Windows operating system.
2	Remove the 201i server from the card cage.
3	Remove the hard drive. Refer to <i>CallPilot 201i Server Maintenance and Diagnostics</i> (NN44200-500) for instructions.
4	Install the new drive. Refer to the written procedure included in the CallPilot 5.0 IPE 201i disk drive upgrade kit NTZE58AA for instructions.
5	Insert the server back into the card cage.
6	Proceed with Chapter 4 "Updating the server" (page 59).
—End—	

Replacing the 1002rp hard drives

Step	Action
1	Label the hard drives according to their position in the server. For example, drives 1 to 6 from left to right. Keep these drives as a backup in case you need to back out of the upgrade.
2	Power off the server and remove all hard drives.
 CAUTION Observe Electrostatic Discharge (ESD) procedures when you store the hard drives.	
3	Install the six new drives. Refer to the CallPilot 5.0 rackmount 1002rp disk drive upgrade kit NTZE58BA for instructions.
4	Configure the new drives for RAID:

- a. Power on the server.
- b. Press **Ctrl+M** when prompted.
Note: The Ctrl+M utility can take up to 1 minute to launch. The system may appear to be frozen. Do not reset.
- c. From the **Management** menu, select **Objects** and press **Enter**.
- d. From the **Objects** menu, select **Adapter** and press **Enter**.
- e. From the **Adapter** menu, select **Factory Default**.
- f. Select **Yes** to confirm the selection and press **Enter**.
- g. Press **Ctrl+Alt+Del** when prompted to restart system.
- h. During bootup, press **Ctrl+M** to reenter the RAID setup utility.
- i. From the **Management** menu, select **Objects > Adapter**, and then ensure the values are set as follows:
 - **Flex RAID Power Fail:** Enabled
 - **Fast Initialization:** On
 - **Disk Spin up Timing:** 1 Disk every 6 seconds
 - **Cache Flush Timings:** Every 4 seconds
 - **Rebuild Rate:** 30%
 - **Alarm Control:** Enabled
- j. Select the following values under **other Adapter Settings**:
 - **Emulation:** Mass Storage
 - **Auto Rebuild:** Disabled
 - **Initiator ID:** 7
 - **Cluster Mode:** Disabled
 - **Multiple PCI Delayed Transactions:** Disabled
 - **Force Boot:** On
 - **Coercion Algorithm:** GigaByte Way
 - **Cc Restoration:** Enabled

Note: The Coercion Algorithm must be set properly. After changing this setting, it cannot be changed back again. The only way to reset the setting is to reconfigure RAID from scratch and load the default configuration, and then reboot.

- 5 Select **Objects > Channel** and press **Enter**. Ensure that the values are set as follows:
 - **Termination State:** Enabled
 - **SCSI Transfer Rate:** 160M
- 6 On the **Configure** menu, select **New Configuration**. Select **Yes** to proceed.

The system should display both SCSI channels, each having three drives. SCSI IDs should be listed in order from 0 to 2 for each channel, starting from the top. All disk drives should be in READY state.

Note: Do not use the Load command on the Configure menu. This command is not for RAID operations.
- 7 Create the first logical drive by selecting **A01-01** (first drive from channel 0) to **A01-02** (first drive from channel 1) and pressing the **space bar**.

The drives begin to blink.
- 8 Press **Enter** to create the first logical drive.
- 9 Repeat the process for the second and third logical drives to create packs as follows:
 - A02-01 and A02-02 as the second pack
 - A03-01 and A03-02 as the third pack
- 10 Press **Enter** or **F10** to configure the logical drives.
- 11 Press the **space bar** to select Configuration Array. Span-1 appears in the box opened for the A01 logical drive. Do not select and press the space bar for the other logical drives at this point.
- 12 Configure logical drive A01 by pressing **F10**.
 - **RAID 1**
 - **Size:** accept the size displayed
 - **Accept**
 - **SPAN:** NO
- 13 Select **Accept** and press **Enter** to accept these new values. Repeat for the two remaining logical drives.

After you configure the last logical drive, the system prompts you to save the configuration.

- 14 Select **YES** and press **Enter**.
- 15 Press **ESC** twice to exit the submenus.
- 16 On the **Management** menu, choose the **Initialize** submenu.
- 17 Press **F2** to select all three logical drives.
- 18 Press **F10** and consecutively select **YES** to initialize the drive packs.
- 19 When the initialization is complete, press any key to return to the Management menu.
- 20 Press **ESC** to exit the utility.
- 21 Save the configuration when prompted.
- 22 Press **Ctrl+Alt+Del** as indicated by the menu to reboot.

—End—

What is next?

Proceed to [Chapter 4 "Updating the server" \(page 59\)](#).

Updating the RAID subsystem

If the CallPilot 5.0 Upgrade Wizard indicates that one or more of your RAID components requires updating, follow the applicable procedure.

ATTENTION

Ensure that your RAID is not in a degraded state (the RAID is not split).

Nortel strongly recommends that you perform a graceful stop of CallPilot services before you proceed to upgrade.

- If you are running CallPilot 2.02 (2.01.27.05) or 2.5, proceed to ["Updating your RAID subsystem: CallPilot 2.02 or 2.5" \(page 51\)](#).
- If you are running CallPilot 3.0 or later, proceed to ["Updating your RAID driver: CallPilot 3.0" \(page 54\)](#).



WARNING

Nortel strongly recommends that you do not perform low level formatting. Performing low level formatting results in the drives becoming unusable.

Updating your RAID subsystem: CallPilot 2.02 or 2.5

If you are running CallPilot 2.02 (2.01.27.05) or CallPilot 2.5, you must update the following RAID components:

- RAID controller firmware
- RAID driver
- RAID Power Console

Use the following instructions to update your RAID subsystem.

201i: Updating the RAID subsystem

The 201i does not have a RAID system. Proceed to [Chapter 4 "Updating the server" \(page 59\)](#).

703t and 1002: Updating the RAID subsystem

703t and 1002: Updating the RAID subsystem

Step	Action
1	Download and unzip the CP40_RAIDUpgrade PEP from the Enterprise Solutions PEP Library (ESPL) at http://www.nortel.com/espl. Result: The files are extracted to the D:\temp directory.
2	Read the readme.txt file, which describes the contents of the archive. Your RAID board type and firmware were determined by the Configuration Wizard. • If the controller listed is LSI1600, then the firmware is 111U and you require the LSI1600.exe file. • If the controller listed is LSI320-2, then the firmware is 1L37 and you require the LSI320.exe file. You are now ready to update the RAID controller firmware.
3	Create a RAID firmware upgrade disk. a. If you are running the LSI1600, launch the LSI1600.exe file. If you are running the LSI320-3, launch the LSI320.exe file. b. Insert a blank floppy disk into drive A and click OK. c. Click Setup. d. When prompted to use settings, press Y.

Result: A bootable floppy drive containing the firmware for your RAID controller is created.

- e. Remove the floppy disk from drive A.
 - f. Depending on your controller, label the disk **LSI1600 111U Firmware Upgrade Disk** or **LSI320-2 1L37 Firmware Upgrade Disk**.
- 4 Double-click the **raidup.exe** file, click **OK**, and click **Unzip**.
- Result:** A directory labeled RAIDUP is created on your drive D (D:\RAIDUP).
- 5 Verify the version of mraid3xx is 4.09:
- a. Browse to **C:\WINNT\SYSTEM32\DRIVERS\mraid3xx**.
 - b. Right-click this file and select **Properties** , and then select **Version**.
 - c. Verify the version is 4.09.
- 6 Uninstall the Power Console 4.00:
- a. Click **Start > Settings > Control Panel > Add/Remove programs**.
 - b. Select **Power Console Plus Package**.
 - c. Click **Add/Remove**.
 - d. Click **Automatic**.
 - e. Click **Finish**.
 - f. If the system asks you to delete unused files, select **Yes to all**.
 - g. Click **OK** to close the Add/Remove programs applet.
- 7 Update the RAID driver:
- a. Click **Start > Settings > Control Panel > SCSI Adapters**.
 - b. Select the **Driver** tab.
 - c. Click **Add**.
 - d. Select **Have Disk** and browse to the following folder:
D:\RAIDUP\INT4
 - e. Select the **oemsetup.inf** file. The system asks you to select the **mraidxx.sys** file.
 - f. Confirm that the oemsetup.inf file contains a reference to the mraid35x file.
 - If a reference to the mraid35x file exists, proceed to the next step.

- If a reference to the mraid35x file does not exist, contact your next level of support.

g. Restart the system.

8 Install the Power Console 5:

- Browse to the **D:\RAIDUP\PC5** directory.
- Run the **setup.bat** file, which installs the Power Console 5.

ATTENTION

Ensure you run the setup.bat file and not the setup.exe file.

The installation can take a few minutes. Wait until the installation is complete before you proceed.

9 Restart the system.

10 When the system has restarted and is fully up, perform a system shutdown.

Note: If you do not properly shutdown the system, the system does not properly populate the Power Console 5. If you run the Upgrade Wizard again, the wizard fails with error code 10000.

11 Power the system off.

12 Insert the floppy disk created in previous steps (labeled either **LSI1600 111U Firmware Upgrade Disk** or **LSI320-2 1L37 Firmware Upgrade Disk**).

13 Power the system on.

Result: The system restarts into a DOS boot menu.

14 Use the following prompts to update the firmware:

- The system confirms that you are upgrading to 111U firmware (if you have an LSI1600 RAID controller) or 1L37 firmware (if you have an LSI320-2 RAID controller). Click **Y** in response to all questions.
- The system continues upgrading the firmware. When the upgrade is complete, you are prompted to restart the system.

15 Remove the floppy disk and restart the system.

16 During the restart process, when prompted, select **Ctrl+M** to configure the RAID controller:

- In the **MegaRaid BIOS Configuration Utility**, select **Objects > Adapter > Other Adapter** to ensure the following options are set:

- **Auto-rebuild:** DISABLED
 - **Force boot:** ON
 - **Coercion Algorithm:** GigaByte-way
- b. In the **RAID controller**, browse to **Objects > Channel** to ensure the **SCSI Transfer Rate** is set as **160M**. (The default speed for the LSI320-2 is 320M).
 - c. Exit from the RAID Configuration program.
- 17** Restart the system. When complete, verify that the firmware is **111U** (if you have an LSI1600 RAID controller) or **1L37** (if you have an LSI320-2 RAID controller), and that the driver is 4.10.
- 18** Your RAID subsystem is now updated.
- Note:** BK INIT indicates a consistency check. It is not an initialization process.
- 19** You can now run the CallPilot 5.0 Upgrade Wizard. Proceed to ["Running the CallPilot 5.0 Upgrade Wizard" \(page 79\)](#)

—End—

Updating your RAID driver: CallPilot 3.0

If you are running CallPilot 3.0 you only need to update the RAID driver. Refer to the following instructions.

201i: Updating the RAID driver

The 201i does not have a RAID system. Proceed to [Chapter 4 "Updating the server" \(page 59\)](#).

703t and 1002rp: Updating the RAID driver

Use the following procedure to update the RAID driver on the 703t and 1002rp platforms.

703t and 1002rp: Updating the RAID driver

Step	Action
------	--------

- | | |
|----------|--|
| 1 | Download and unzip the CP40_RAIDUpgrade PEP from the Enterprise Solutions PEP Library (ESPL) at http://www.nortel.com/espl . |
|----------|--|

Result: The files are extracted to the D:\ temp directory.

- | | |
|----------|---|
| 2 | Read the readme.txt file, which describes the contents of the archive. |
|----------|---|
-

- 3 Double-click the **raidup.exe** file.
Result: A directory labeled RAIDUP is created on your drive D (D:RAIDUP).
- 4 From your desktop, right-click the **My Computer** icon and select **Properties**.
- 5 Click the **Hardware** tab and then click **Device Manager**.
Result: Device Manager window appears.
- 6 In the Device Manager window, select **SCSI controllers** and then double-click either the **1600** or **320-2 RAID controller**.
Result: The RAID controller properties window appears.
- 7 Select the **Driver** tab and click **Update Driver**.
Result: The hardware update wizard begins.
- 8 Select the **Install from a list of specific locations** option button and click **Next**.
Result: A wizard window with a Browse button appears.
- 9 Browse to **D:\RAIDUP\Win2k3** and click **Next**.
- 10 Click **Finish**.
- 11 Restart the server.
Result: Your RAID driver is successfully updated.
- 12 You can now run the CallPilot 5.0 Upgrade Wizard. Proceed to ["Running the CallPilot 5.0 Upgrade Wizard" \(page 79\)](#)

—End—

Splitting the RAID drives

In a RAID system, the mirror drives contain the exact image of your existing system. Taking these mirror drives offline preserves your existing system information. In the unlikely event of an upgrade failure, you can quickly restore the original system from the mirror drives.

There are separate instructions for splitting the drives on the 703t and 1002rp servers.

Note: The 201i and 600r servers do not have a RAID system. For 201i servers, proceed to [Chapter 4 "Updating the server" \(page 59\)](#). For 600r servers, proceed to ["Installing the CallPilot 5.0 Image" \(page 71\)](#).

Splitting the 703t RAID drives

The 703t has only one physical drive for each channel. Use the Windows MegaRAID console to split the drives without risk of CallPilot database corruption.

Splitting the 703t RAID drives

Step	Action						
1	Load the MegaRAID Power Console Plus .						
	<table border="1"> <thead> <tr> <th>IF you are upgrading from</th> <th>THEN</th> </tr> </thead> <tbody> <tr> <td>CallPilot 3.0 and later</td> <td>click Start > Programs > Power Console Plus > Launch Client.</td> </tr> <tr> <td>all other releases</td> <td>click Start > Programs > MegaRAID Client.</td> </tr> </tbody> </table>	IF you are upgrading from	THEN	CallPilot 3.0 and later	click Start > Programs > Power Console Plus > Launch Client .	all other releases	click Start > Programs > MegaRAID Client .
IF you are upgrading from	THEN						
CallPilot 3.0 and later	click Start > Programs > Power Console Plus > Launch Client .						
all other releases	click Start > Programs > MegaRAID Client .						
	Result: The MegaRAID Power Console Plus window appears.						
2	Ensure all drives are in the online state (marked green).						
3	Select the Physical View option button.						
4	In the Physical Devices section, right-click the Channel-2 hard disk drive . Example: Channel-2 (0) A1-2-Onln.						
5	From the shortcut menu, select Tools > Fail Drive .						
	Result: A message box appears advising that marking the online drive Failed will result in changes.						
6	Ignore the warning and click OK . The drive status changes to failed and the color of the icon changes to red. Example: Channel-2 (0) A1-2-Failed.						
	Result: The audible alarm starts beeping.						

ATTENTION

You can silence the alarm, but under no circumstances should you disable it. On the toolbar, select **Objects > Adapter > Alarm Console > Silence Alarm**.

—End—

At this point, the RAID is split, and the drive marked failed becomes the backup drive and is no longer written to.

You are now ready to install the CallPilot image. For instructions, see [Chapter 4 "Updating the server" \(page 59\)](#).

Splitting the 1002rp RAID drives

The 1002rp has three physical drives. You must perform RAID splitting using the Ctrl+M utility level.

ATTENTION

Do not perform this procedure using the Windows MegaRAID console as there is a risk of database corruption.

Splitting the 1002rp RAID drives

Step	Action
1	Restart the CallPilot system and press Ctrl+M , when prompted, to enter the RAID setup utility during bootup.
2	From the Management menu, select Objects > Physical Drive . Result: A list of all drives (organized by channel) appears.
3	Select the A01-2 drive using the cursor and press Enter .
4	Select Fail Drive . Result: A warning message box appears.
5	Ignore the warning message and select Yes . Result: The drive status changes to failed. The alarm starts beeping.
6	Repeat this process for the remaining two drives present on Channel 2.

ATTENTION

All failed drives must be on the same channel.

7	Press Esc three times to exit the Ctrl+M utility.
8	Restart the system. Result: The system reports that three drives are in critical mode and starts beeping. This is okay; the system still restarts.

ATTENTION

You can silence the alarm, but under no circumstances should you disable it. On the toolbar, select **Objects > Adapter > Alarm Control > Silence Alarm**.

—End—

At this point, the RAID is split, and the drives marked failed become the backup drives and are no longer written to.

Splitting the 1005r RAID drives

The 1005r has only one physical drive for each channel. Use the Windows MegaRAID console to split the drives without risk of CallPilot database corruption.

Splitting the 1005r RAID drives

Step	Action
1	Launch the MegaRAID Console by selecting Start > Programs > Power Console Plus > Launch Client .
2	Choose Full Access mode and click OK .
3	Ensure both drives are in the online state and marked green.
4	In the Physical Devices section, right-click the first drive (A01-2-OnIn) .
5	From the shortcut menu, select Tools > Fail Drive . Result: A warning message appears.
6	Click OK . Result: The drive status changes to failed and the color of the icon changes to red (for example, A01-2-Failed).

—End—

The server no longer writes to the failed drive. You can proceed with the upgrade, keeping the failed drive as a backup in case of a failure.

ATTENTION

Never allow both drives to be in the Failed state at the same time.

What is next?

You are now ready to install the CallPilot image. For instructions, see [Chapter 4 "Updating the server" \(page 59\)](#).

Chapter 4

Updating the server

In this chapter

"Getting started" (page 59)

"Replacing 1002rp T1/SMDI server hardware" (page 60)

"Expanding the 1002rp AML system" (page 64)

"Upgrading the system BIOS" (page 67)

"Installing the CallPilot 5.0 Image" (page 71)

Getting started

The installation of the CallPilot image has three major steps:

- Perform required hardware upgrades.
- Update the system platform hardware, if required.
- Use the CallPilot 5.0 Image CDs or DVDs to install a fresh image of the Windows Server 2003 operating system and CallPilot server software on your CallPilot server.

Based on which server you have, use the following table to guide you to the appropriate next section. Be sure to assemble your required tools before proceeding. See the following section ["Assemble the tools required to install the CallPilot 5.0 Image" \(page 60\)](#).

If your server is	Upgrading from	Proceed with
201i	2.02	the section "201i: Updating the system BIOS" (page 67)
201i	3.0 or later	the section "Installing the CallPilot 5.0 Image" (page 71)

If your server is	Upgrading from	Proceed with
600r	Any release	the section "Installing the CallPilot 5.0 Image" (page 71)
703t	Any release	the section "Installing the CallPilot 5.0 Image" (page 71)
1002rp T1/SMDI	2.5	the section "Replacing 1002rp T1/SMDI server hardware" (page 60)
1002rp T1/SMDI	3.0 or later	the section "Installing the CallPilot 5.0 Image" (page 71)
1002rp AML and you are not expanding the number of channels or MPUs beyond 96	2.02	the section "1002rp: Updating the system BIOS" (page 69)
1002rp AML and you are not expanding the number of channels or MPUs beyond 96	3.0 or later	the section "Installing the CallPilot 5.0 Image" (page 71)
1002rp AML and you are expanding the number of channels or MPUs beyond 96	Any release	the section "Expanding the 1002rp AML system" (page 64)
1005r	Any release	the section "Installing the CallPilot 5.0 Image" (page 71)

Assemble the tools required to install the CallPilot 5.0 Image

- #2 Phillips screwdriver (CallPilot 2.5 on 1002rp T1/SMDI or expanding the 1002rp Meridian 1/CS 1000 system).
- *1002rp Server Hardware Installation* (NN44200-300).
- CallPilot 5.0 Image CDs (2 or 3) or DVD.
- Windows 2003 Certificate of Authenticity (COA).

Replacing 1002rp T1/SMDI server hardware

IMPORTANT: CallPilot 2.5 systems running on a 1002rp T1/SMDI server require hardware changes. CallPilot 4.0 systems do not require hardware changes.

Safety precautions

Before you make any changes to the server hardware, follow these safety precautions:

- Respect appropriate ESD rules.

- Power the system off.
- Do not drop and leave screws inside the server.
- Do not drop hard objects (such as screwdrivers) inside the server as this can damage the server.

1002rp T1/SMDI: Replacing hardware

Table 5 lists the hardware that you must replace on the 1002rp T1/SMDI systems.

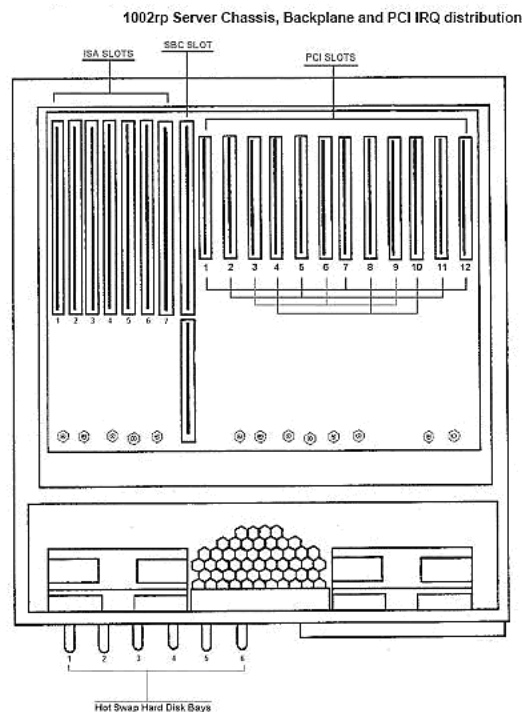
1002rp T1/SMDI hardware replacements

Unsupported hardware	Supported hardware
ISA T1 interface card (D480SC)	PCI T1 interface card (D/480JCT-2T1)
MPB16-4 board	MPB96 board

Removing unsupported hardware

"1002rp server chassis" (page 61) shows the 1002rp server chassis.

1002rp server chassis



Removing the unsupported hardware

Step	Action
1	Remove the SC-Bus cable that connects the ISA T1 cards on the left side of the Single Board Computer (SBC) to the MPB16 cards on the right side of the SBC.
2	Remove the ISA T1 cards plugged in ISA slots 4, 5, 6, and 7. (Slot count is from left to right.)
3	Remove the MPB16 cards plugged in PCI slots 3 and 4.

—End—

Determining new board and card configuration

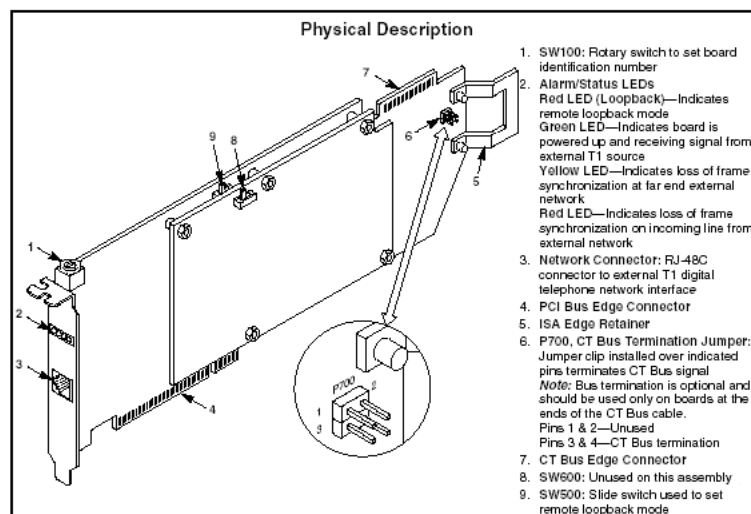
There are two valid configurations for PCI T1 cards and MPB96 boards. "MPB96 and T1 configuration" (page 62) shows valid configurations.

MPB96 and T1 configuration

MPB96 boards	PCI T1 cards	Max. channels	MPU
1	2	96	96
3	4	192	288

Determine which configuration applies to your system. "D/480JCT-2T1 PCI T1 board" (page 62) shows the layout of jumpers and switches on the D/480JCT-2T1 PCI T1 board.

D/480JCT-2T1 PCI T1 board



ATTENTION

You must use one of the valid configurations and respect the slot map; otherwise, system behavior is erratic.

Installing one MPB96 and two T1 PCI cards**Step Action**

- 1** Plug the MPB96 card in PCI slot 3.
- 2** On the first Intel D/480JCT-2T1 PCI card:
 - a. Set the card SW100 ID rotary dial switch to 0.
 - b. Ensure that no termination jumpers are installed on P700.
- 3** Plug the Intel D/480JCT-2T1 PCI card 1 in PCI slot 4.
- 4** On the second Intel D/480JCT-2T1 PCI card:
 - a. Set the card SW100 ID rotary dial switch to 1.
 - b. Set the termination jumpers P700 3&4-jumper to ON (for CT Bus termination enabled).

Note: Only one Intel D/480JCT-2T1 PCI card in the system (the last on the CT Bus cable) should have the termination jumper set to ON.
- 5** Plug the Intel D/480JCT-2T1 PCI card 1 in PCI slot 5.
- 6** Connect the 3-drop CT Bus cable so all three connectors are securely connected to all cards.

Note: If a 7-drop CT Bus cable is used in this configuration, ensure that the end connectors are connected to the end cards and no connector is left dangling at any end of the cable.

—End—

Installing three MPB96 and four T1 PCI cards**Step Action**

- 1** Plug the MPB96 card in PCI slot 3.
- 2** On the first Intel D/480JCT-2T1 PCI card:
 - a. Set the card SW100 ID rotary dial switch to 0.
 - b. Ensure that no termination jumpers are installed on P700.

- 3 Plug the Intel D/480JCT-2T1 PCI card 1 in PCI slot 4.
- 4 On the second Intel D/480JCT-2T1 PCI card:
 - a. Set the card SW100 ID rotary dial switch to 1.
 - b. Ensure that no termination jumpers are installed on P700.
- 5 Plug the Intel D/480JCT-2T1 PCI card 2 in PCI slot 5.
- 6 Plug the MPB96 card in PCI slot 6.
- 7 On the third Intel D/480JCT-2T1 PCI card:
 - a. Set the card SW100 ID rotary dial switch to 2.
 - b. Ensure that no termination jumpers are installed on P700.
- 8 Plug the Intel D/480JCT-2T1 PCI card 3 in PCI slot 7.
- 9 On the fourth Intel D/480JCT-2T1 PCI card:
 - a. Set the card SW100 ID rotary dial switch to 3.
 - b. Ensure that no termination jumpers are on P700 pins 3 and 4.
- 10 Plug the Intel D/480JCT-2T1 PCI card 4 in PCI slot 8.
- 11 Plug the MPB96 card in PCI slot 9.
- 12 Connect the 7-drop CT Bus cable to ensure that the end connectors are connected to the end cards and no connector is left dangling at any end of the cable.

—End—

Expanding the 1002rp AML system

Safety precautions

Before you make any changes to the server hardware, follow these safety precautions:

- Respect appropriate ESD rules.
- Power the system off.
- Do not drop and leave screws inside the server.
- Do not drop hard objects (such as screwdrivers) inside the server as this can damage the server.

1002rp AML: Replacing hardware

To expand the 1002rp AML system beyond 96 channels, remove all MPB16-4 cards and replace them with MPB96 cards. If your system has one MPB96 card, proceed with ["Determining new board and card configuration"](#) (page 66).

Note: To expand the 1002rp AML system, you must add MGate cards to the Meridian 1 or CS 1000 system. Refer to the *CallPilot Planning and Engineering Guide* (NN44200-200) and the *CallPilot Installation and Configuration Task List* (NN44200-306).

The following table lists the hardware that you must replace on 1002rp AML systems when you expand beyond 96 channels.

1002rp AML system hardware replacements

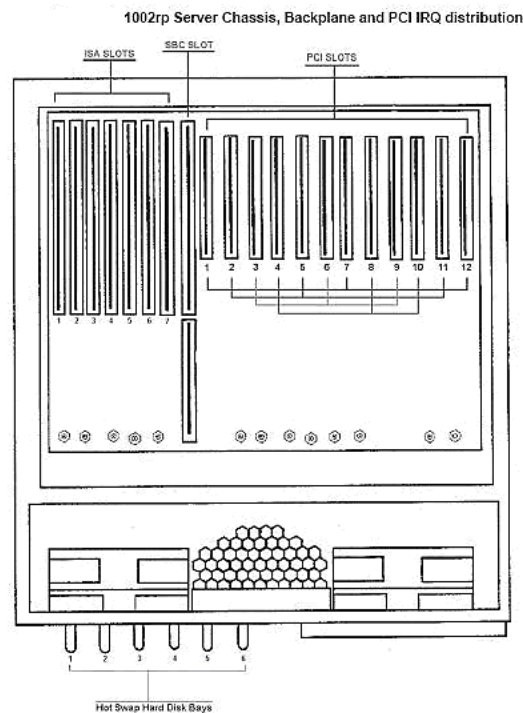
Desired capacity	Supported hardware
Maximum 96 channels/96 MPU	One MPB96 or two MPB16-4
Maximum 192 channels/288 MPU	Three MPB96

Note: A mix of MPB96 and MPB16-4 is not supported.

Removing unsupported hardware

["1002rp server chassis"](#) (page 65) shows the 1002rp server chassis.

1002rp server chassis



Removing the unsupported hardware**Step Action**

- 1 Remove the SC-Bus cable that connects the two MPB16-4 cards.
- 2 Remove the MPB16-4 cards.

—End—

Determining new board and card configuration

There is only one valid configuration for an expanded 1002rp AML system. The following table shows the valid configuration.

MPB96 configuration

MPB96 boards	Max. channels	MPU
3	192	288

ATTENTION

You must use one of the valid configurations and respect the slot map; otherwise, system behavior is erratic.

Installing two MPB96 cards**Step Action**

If you have one MPB96 card installed in slot 3 and you are expanding to three MPB96 cards you must install two additional MPB96 cards.

- 1 Install an MPB96 card in PCI slot 6.
- 2 Install an MPB96 card in PCI slot 9.
- 3 Install a 7-drop CT Bus cable connecting the three MPB96 cards.

Note: If a 7-drop CT Bus cable is used in this configuration, ensure that the end connectors are connected to the end cards and no connector is left dangling at any end of the cable.

—End—

Installing three MPB96 cards**Step Action**

- 1 Install an MPB96 card in PCI slot 3.

- 2 Install an MPB96 card in PCI slot 6.
- 3 Install an MPB96 card in PCI slot 9.
- 4 Install a 7-drop CT Bus cable connecting the three MPB96 cards.

Note: If a 7-drop CT Bus cable is used in this configuration, ensure that the end connectors are connected to the end cards and no connector is left dangling at any end of the cable.

—End—

What is next?

Proceed with ["1002rp: Updating the system BIOS" \(page 69\)](#).

Upgrading the system BIOS

201i: Updating the system BIOS

Windows Server 2003 runs correctly on your 201i server only if you upgrade the system BIOS to version 6.0.3. Upgrade the system BIOS before you apply the CallPilot image from the CDs. If your server is running CallPilot 3.0 or later, proceed to ["Installing the CallPilot 5.0 Image" \(page 71\)](#).

ATTENTION

Updating the system BIOS erases all data on the hard drive. Perform this step only after you run the upgrade wizard and back up your data.

Step	Action
1	Turn on the CallPilot server.
2	Insert the CallPilot 5.0 Image CD 1 into the CD or DVD drive.
3	At the following prompt, press F2 to enter the BIOS setup: Press F2 to enter SETUP
	Result: The BIOS setup page appears.
4	Select Advanced by using the left or right arrow keys.
5	Select Installed O/S by using the up or down arrow keys.
6	Change the value in the Installed O/S section to Other by pressing the plus sign or minus sign .
7	Press F10 .

- 8 Select **Yes** to confirm that you want to save the changes.
Result: The server reboots.
- 9 At the following prompt, type **Y**:
`BOOT ROM DOS (Default to No in 5 seconds) (Y/N)`
Result: A menu appears on the screen.
- 10 Select **Menu Item 1, SCSI CD**, and press **Enter**.
Result: The DOS Prompt A:> appears.
- 11 Navigate to drive Z and run the **Phase1.bat** file.
Result: The Phase1.bat file runs and the server reboots. A dialog box appears.
- 12 At the following prompt, type **Y**:
`Y to Start Phase 1, N to Abort operation and go to DOS (Y/N) .`
Result: A dialog box appears.
- 13 At the following prompt, type **Y**:
`Y to Start Phase 1, N to go back to previous menu (Y/N) .`
Result: A dialog box appears.
- 14 At the following prompt, type **Y**:
`BOOT ROM DOS (Default to No in 5 seconds) (Y/N)`
Result: The ROM DOS launches.
- 15 Navigate to the drive Z and run the **Phase2.bat** file.
Result: The Phase2.bat file runs and the server reboots. A dialog box appears.
- 16 At the following prompt, type **Y**:
`Y to Start Phase 2, N to Abort operation and go to DOS (Y/N) .`
Result: A dialog box appears.
- 17 At the following prompt, type **Y**:
`Y to Start Phase 2, N to go back to previous menu (Y/N) .`

Tip: The server now boots from drive C by default.

Result: A dialog box appears.

18 When the system displays the following prompt, press **Enter** .

1. Update BIOS

ATTENTION

The monitor screen appears blue while the BIOS is being updated. Do not touch the keyboard during this time.

Result: A dialog box informs you that the Flash Memory has been successfully programmed.

19 Press any key to restart the system.

Note: After updating the BIOS, the system boots again from drive C.

20 You are now ready to install the CallPilot 5.0 Image. Proceed to the section ["Installing the CallPilot 5.0 Image" \(page 71\)](#).

—End—

703t: Updating the system BIOS

The system BIOS does not need to be updated on a 703t server. Proceed to the section ["Installing the CallPilot 5.0 Image" \(page 71\)](#).

1002rp: Updating the system BIOS

Note: If you are running CallPilot 3.0 or 4.0, you do not need to update the BIOS. Proceed to the next section ["Installing the CallPilot 5.0 Image" \(page 71\)](#)

1002rp: Updating the system BIOS

Step	Action
1	Disconnect the CLAN cable that connects the CallPilot server to the Nortel server subnet. This isolates the system from any undesired activity from the network, such as virus attacks. Do not reinstall the CLAN cable until antivirus software is installed on the CallPilot server.
2	Power on the CallPilot server.
3	Insert the CallPilot Image CD 1 of 3 for the platform into the CD drive.
4	Set the CallPilot server BIOS to boot from the CD.

Result: The server boots from the CD and the installation menu appears.

- a. Restart the server.
- b. While the server is restarting, press the **Delete** key at the prompt.

Result: The system checks the SCSI devices and a menu appears.

- c. Press the **right arrow** key until you select Boot.
- d. Press **Enter**.

Result: A submenu appears and 1st Boot Device is selected.

- e. Press the **+** key until [ATAPI CDROM] appears as the 1st Boot Device.
- f. Press **F10** to save this setting.

Result: A dialog box appears.

- g. Select **OK** and press **Enter**.

Result: The system restarts from the CD.

- 5 Press **3** to select **Utilities (BIOS, Firmware, etc...)**, and then press **Enter**.

- 6 Press **1** to select Update 1002rp BIOS to version NNCXUA07 and then press **Enter**.

Result: The system prompts you to confirm that the single board computer (SBC) is an SLE model.

- 7 Choose **Y** to confirm.

Result: The system prompts you to save the existing BIOS.

- 8 Type **n** and then press **Enter**.

Result: The system prompts you to enter the file name.

- 9 Type **nncxua07.rom** and then press **Enter**.

Result: The system prompts you to program the boot block.

- 10 Choose **Y** to confirm.

Result: The system updates the BIOS and then prompts you to reboot the server.

- 11 Press **Ctrl+Alt+Del** to reboot the CallPilot server.

Result: The CallPilot server reboots.

- 12** During the reboot sequence, check the version of the BIOS on the top of the first screen. The BIOS version must be **NNCXUA07**.
- Tip:** If the BIOS version is not NNCXUA07, then check if the J10 and J11 jumpers are both in the top position. Power down the server, remove the single board computer (SBC) board, and set the jumpers to the correct position. Follow the electrostatic discharge (ESD) rules to prevent static electricity from damaging the SBC board.
- 13** Proceed to the next section, ["Installing the CallPilot 5.0 Image" \(page 71\)](#).

—End—

Installing the CallPilot 5.0 Image

Use the procedures in this section to install the CallPilot 5.0 Image on the various platforms.

Installing on 201i platform

Step	Action
1	Insert CallPilot Image CD 1 of 3 for the 201i platform into CD or DVD drive.
2	Disconnect the CLAN cable that connects the CallPilot 201i server to the Nortel server subnet. This isolates the system from any undesired activity from the network, such as virus attacks. Do not reinstall the CLAN cable until you install the antivirus software on the CallPilot server.
3	Restart the CallPilot server (power off the server and then power it on).
	Result: The server reboots and displays the following prompt: <code>BOOT ROM DOS (Default to No in 5 seconds) (Y/N).</code>
4	During boot up when prompted to boot into DOS mode, select Y . If this step is missed or N is selected by mistake, restart the server and try again.
	Result: The system is booted to DOS and menu is appears.
5	Type 1 to select option 1. <code>SCSI CD-ROM</code> and press Enter .
6	At the drive A command prompt, navigate to drive Z and run the image.bat file.

Result: The image.bat file runs and the server reboots from the CD. The image installation startup menu displays the following prompt:
Enter 1 to install and boot into Windows setup, 2 to install and exit to DOS (1,2).

- 7 Enter **1** to install and boot into Windows setup.

Result: The system asks if you are performing an upgrade.

- 8 Type **Y** to confirm. If you type N, the system exits to DOS.

Result: The system asks if the CallPilot 5.0 Upgrade Wizard has run.

- 9 Type **Y** to confirm. If you type N, the system exits to DOS.

Result: The system asks if the hardware has been checked and updated.

- 10 Type **Y** to confirm. If you type N, the system exits to DOS.

Result: The system asks if you are sure you want to install the image.

- 11 Type **Y** to confirm. If you type N, the system exits to DOS.

Result: The system starts installing the CallPilot 5.0 image. During the installation, the system displays the following prompt once or twice (depending on the size and number of the server hard drives):
Insert next media and press Enter to continue.

- 12 Remove the current CD from the CD or DVD drive, insert the next CD, and press **Enter**.

Result: At this point, the server starts the Windows Server 2003 mini-setup process, during which the server reboots several times. The mini-setup process finalizes the configuration of the Windows Server 2003.

- 13 Remove the CD from the CD or DVD drive.

- 14 Proceed to the section "[Attaching the Windows 2003 Certificate of Authenticity](#)" (page 76).

—End—

Installing on 703t and 1002rp platforms

Step	Action
1	Insert CallPilot Image CD 1 of 3 for the 703t or 1002rp platform that is being upgraded into CD drive.

- 2 Disconnect the CLAN cable that connects the CallPilot server to the Nortel server subnet. This isolates the system from any undesired activity from the network, such as virus attacks. Do not reinstall the CLAN cable until you install the antivirus software on the CallPilot server.
- 3 Restart the CallPilot server (power off the server and then power it on).
Result: The server reboots and displays the following prompt: `BOOT ROM DOS (Default to No in 5 seconds) (Y/N).`
- 4 During boot up when prompted to boot into DOS mode, select **Y**.
If this step is missed or N is selected by mistake, restart the server and try again.
Result: The system is booted to DOS and menu is appears.
- 5 Set the CallPilot server BIOS to boot from the CD.
If your server is a 1002rp:
 - a. Restart the server.
 - b. While the server is restarting, press the **Delete** key at the prompt.
Result: The system checks the SCSI devices, and then a menu appears.
 - c. Press the **right arrow** key until you select Boot.
 - d. Press **Enter**.
Result: A submenu appears and 1st Boot Device is selected.
 - e. Press the **+** key until [ATAPI CDROM] appears as the 1st Boot Device.
 - f. Press **F10** to save this setting.
Result: A dialog box appears.
 - g. Select **OK** and press **Enter**.
Result: The system restarts from the CD and the installation startup menu appears.
 - h. Proceed to [step 6](#).
If your server is a 703t:
 - i. Restart the server.
 - j. When the server begins its restart cycle, press the **Esc** key four or five times in succession immediately after the keyboard lights flash.

Result: A menu appears.

- k. Use the **up arrow** or **down arrow** key to select **ATAPI CD-ROM**.
- l. Press **Enter**.

Result: The system restarts from the CD and the installation startup menu appears.

- m. Proceed to [step 6](#).

- 6** Select **option 1** (Install CallPilot server image for 703t/1002rp, reboot...,) and press **Enter**.

Result: The system asks if you are performing an upgrade.

- 7** Type **Y** to confirm. If you type N, the system exits to DOS.

Result: The system asks if the CallPilot 5.0 Upgrade Wizard has been run.

- 8** Type **Y** to confirm. If you type N, the system exits to DOS.

Result: The system asks if the hardware has been checked and updated.

- 9** Type **Y** to confirm. If you type N, the system exits to DOS.

Result: The system asks if you are sure you want to install the image.

- 10** Type **Y** to confirm. If you type N, the system exits to DOS.

Result: The system starts installing the CallPilot 5.0 image. During the installation, the system displays the following prompt once or twice (depending on the size and number of the server hard drives):
Insert media and press Enter to continue.

- 11** Remove the current CD from the CD drive, insert the next CD, and press **Enter**.

Result: After the CallPilot 5.0 image has been applied, the server reboots automatically.

- *If your server is a 1002rp, proceed to [step12](#).*
- Otherwise, proceed to [step 13](#).

- 12** Set the CallPilot server BIOS to the original settings.

- a. While the server is restarting, press the **Delete** key at the prompt.

Result: The system checks the SCSI devices, and then a menu appears.

- b. Press the **right arrow** key until you select **Boot**.

- c. Press **Enter**.

Result: A submenu appears and 1st Boot Device is selected.

- d. Press the **+** key until the original settings appear.
- e. Press **F10** to save this setting.

Result: A dialog box appears.

- f. Select **OK** and press **Enter**.

Result: The system restarts.

- g. Proceed to the next step.

- 13** Remove the CD from the CD drive.

Result: At this point, the server starts the Windows Server 2003 mini-setup process, during which the server reboots several times. The mini-setup process finalizes the configuration of the Windows Server 2003. The CallPilot server is now in the same state as if it were shipped from the factory.

- 14** Proceed to [Chapter 6 "Running the Setup Wizard" \(page 97\)](#).

—End—

Installing on 600r or 1005r platforms

Step	Action
1	Insert CallPilot image DVD into DVD drive.
2	Restart the CallPilot server (power off the server and then power it on). Result: The system restarts and boots into the DOS Startup Menu
3	Select 1 by using arrow keys (or by typing 1) and then press Enter (Selection 1 is Install CallPilot 5.0 [600r or 1005r] Server Image and exit to DOS. Recommended.) Result: The following message appears: "Are you upgrading from a previous release of CallPilot to CallPilot 5.0?"
4	Enter N to continue. Result: A warning message is displayed.
5	Enter Y to start installing.

Result: The image begins to install and the progress of the installation is displayed. When the installation of the image is complete, the following instructions appear to remove the DVD and reboot server: "The CallPilot 5.0 Image had been installed on your 600r or 1005r system. Please eject the DVD and reboot the server now. After the sever has been rebooted the Windows 2003 mini-setup will automatically run in order to complete the installation of the image.")

- 6 Remove the DVD from the DVD drive.
- 7 Power off the server and then power on the server using the power button on front of server.

Result: The Mini Windows 2003 begins to install.

- 8 Proceed with [Chapter 6 "Running the Setup Wizard" \(page 97\)](#).

—End—

Attaching the Windows 2003 Certificate of Authenticity

Note: Your screen may display a warning message requiring you to register and activate Windows 2003. You have 30 days in which to do this, so you can continue with the upgrade. The procedure for registering and activating Windows 2003 is described under ["Register and activate Windows 2003" \(page 121\)](#).

Attach the Windows 2003 Certificate of Authenticity (COA) sticker to the CallPilot server. If you performed an upgrade from a release prior to 3.0, place the sticker over the Windows NT COA.

The CallPilot 5.0 system is ready to be set up.

What is next?

You are now ready to restore your data. For instructions, see [Chapter 6 "Running the Setup Wizard" \(page 97\)](#).

Chapter 5

Preparing the system for migration

In this chapter

"Getting Started" (page 77)

"Running the CallPilot 5.0 Upgrade Wizard" (page 79)

Getting Started

Platform migration overview

A platform migration is the process of backing up the system data on an existing server and restoring the system data to a new server. The platform migration process is largely automated by the use of wizards and consists of four major steps:

1. Preparing the original system for migration to 5.0 by running the CallPilot 5.0 Upgrade Wizard.

You can download the CallPilot 5.0 Upgrade Wizard into the CallPilot system and run the CallPilot 5.0 Upgrade Wizard remotely. This allows issues to be identified and addressed before a technician is dispatched to the site. The CallPilot 5.0 Upgrade Wizard checks for platform and software validity, validates your existing data, verifies your new keycode, and performs a full system backup.

2. Running the Setup Wizard on the new 5.0 server.

The Setup Wizard runs a second check for platform and software validity. When the check is complete, your existing data is then restored and upgraded.

3. Configuring the CallPilot 5.0 system.

The Configuration Wizard checks and completes the configuration of your server. During this process, all previously installed languages must be reinstalled.

4. Completing the upgrade.

Perform cleanup tasks like installing virus protection, starting SNMP, and testing the system to complete the upgrade process.

Assembling your tools

Assemble the following required tools to prepare for a migration to CallPilot 5.0:

- CallPilot 5.0 Upgrade Wizard downloaded from Enterprise Solutions PEP Library (ESPL) at <http://www.nortel.com/espl>.
- Keycode and server serial number. This keycode must match the serial number issued with your new dongle.

Note: To perform a migration, you must have a valid CallPilot 5.0 keycode and serial number.

- Backup medium for existing CallPilot data (tape or disks).
- If you are upgrading from a 201i, a SCSI CD or DVD drive (if one is not permanently connected).
- if you are migrating to a 1005r, an SLR75 external tape drive is required to restore your data (if one is not permanently connected to the 1005r)

Installing the CallPilot 5.0 Upgrade Wizard on the source system

Download the latest version of the CallPilot 5.0 Upgrade Wizard from Nortel in the Enterprise Solutions PEP Library (ESPL) at <http://www.nortel.com/espl>.

Note: The source system is the old system being migrated and the target system is the new Release 5.0 system.

Download and unzip the CallPilot 5.0 Upgrade Wizard PEP to the D:\temp\UpgradeWizard directory. If Web access is not available, a version of the CallPilot 5.0 Upgrade Wizard is available on the SU/PEP CD.

Note: You can download the CallPilot 5.0 Upgrade Wizard and run it remotely without a technician on-site.

ATTENTION

Do not try to download and install a newer version of the CallPilot 5.0 Upgrade Wizard while an older version is running. Stop and exit the old version of the CallPilot Upgrade Wizard. Use Add/Remove Programs to remove the old version of the CallPilot Upgrade Wizard. Install the new version of the CallPilot Upgrade Wizard.

Step	Action
1	Double-click the UpgradeWizardInstaller.exe file. Result: The Welcome screen appears.
2	Read all of the information on the Welcome screen and, if necessary, exit all Windows programs.

- 3 Click **Next**.
Result: The Choose Destination Location screen appears.
- 4 If the suggested destination folder is not suitable, click **Browse** and choose a different location for the CallPilot 5.0 Upgrade Wizard installation.
- 5 Click **Next**.
Result: The Start Installation screen appears.
- 6 Click **Next**.
Result: The system installs the CallPilot 5.0 Upgrade Wizard on the CallPilot server. When the installation is complete, the Installation Complete screen appears.
- 7 Click **Finish**.
- 8 Proceed with ["Running the CallPilot 5.0 Upgrade Wizard" \(page 29\)](#).

—End—

Running the CallPilot 5.0 Upgrade Wizard

The CallPilot 5.0 Upgrade Wizard checks if your CallPilot system is ready for a platform migration. The CallPilot 5.0 Upgrade Wizard is an application that analyzes the software and hardware components of your system and helps you prepare for the platform migration. The CallPilot 5.0 Upgrade Wizard performs the following tasks:

- platform validation (software and hardware)
- data validation
- keycode validation
- system backup

The CallPilot 5.0 Upgrade Wizard has several optional exit points. You can use them to perform the migration preparation tasks in three phases:

- Check for platform and software validity in advance of the actual migration.
- Validate your existing data prior to the migration.
- Complete the wizard to fully prepare for migration.

ATTENTION

Do not launch or run programs or utilities during the migration.

Do not use Windows Explorer to copy files or to scan disk drives during a migration as this can cause the upgrade to fail.

You can exit the wizard at any point, make the necessary changes to CallPilot, and rerun the CallPilot 5.0 Upgrade Wizard without harming your system.

The figures in this chapter are examples and may not match those shown on your system.

Starting the platform migration

Step	Action
------	--------

- | | |
|---|---|
| 1 | Launch the CallPilot 5.0 Upgrade Wizard by clicking Start > Programs > CallPilot > Upgrade Wizard . |
|---|---|

Note: While the CallPilot 5.0 Upgrade Wizard is running, all screen information is written to the log file at D:\Nortel\UpgradeWizard.log.

Checking platform and software validity

- | | |
|---|--|
| 2 | On the CallPilot 5.0 Upgrade Wizard - Welcome screen, click Next to determine if your hardware and software can be migrated to CallPilot 5.0. |
|---|--|

Result: The Platform Validity Check screen appears.

The Platform Validity screen lists the software and hardware currently on the system and evaluates the status of each item. The following screen differs if you are migrating from a supported platform.

Platform Validity Check - unsupported platform

Upgrade Wizard - Platform Validity Check

Performing Platform Validity Check

The following table contains information about your platform. It determines if the platform meets hardware and software requirements for upgrade to the latest release of CallPilot.

Platform: TRP 702T Platform Migration required: **Yes**

Status	Item Name	Current Value	Required Value
✓	Software Version	2.02 (02.01.27.05)	2.02 (02.01.27.05)
✓	SU Version	CP20127SU04S	CP20127SU03S

Run Platform Validity Check

Result: **The platform validity check is complete. Click Next to continue.**

Cancel < Back Next > Finish

3 Click **Next** to continue.

The following SMTP and IMAP warnings may appear on your system if the server has these settings. Read the warning and then click **Next** to continue.

**WARNING**

The CallPilot server currently has the Challenge/Response authentication method selected for Simple Mail Transfer Protocol (SMTP) sessions. The Challenge/Response authentication method is not supported in CallPilot 5.0.

If you do not change the settings, messages may not be delivered using SMTP when the upgrade is complete until a new SMTP authentication method is selected. Nortel recommends that you select another authentication method prior to upgrading to avoid a potential service interruption. The SMTP authentication options can be found in CallPilot Manager under Messaging > Message Delivery Configuration > Security Modes for SMTP sessions.

**WARNING**

The CallPilot server currently has the Challenge/Response authentication method selected for Internet Message Access Protocol (IMAP) sessions. This authentication method is not supported in CallPilot 5.0.

If you do not change the setting, messages may not be delivered using IMAP after the upgrade is complete until a new IMAP authentication method is selected. Nortel recommends that you select another authentication method prior to upgrading to avoid a potential service interruption. The IMAP authentication options can be found in CallPilot Manager under Messaging >Internet Mail Clients.

Note: In steps 4 and 5, a screen appears only if the checks fail or the platform is unsupported.

Result: The CallPilot 5.0 Upgrade Wizard checks your software version.

IF your software	THEN
does not meet the minimum software requirements	- the Platform Validation - Unsupported Software Version screen appears. Do the following: - Exit the CallPilot 5.0 Upgrade Wizard. - Upgrade your software to 2.02 (2.01.27.05) or 2.5 for T1/SMDI systems, referring to <i>the CallPilot Upgrade Guide 2.02 (2.01.27.05)</i> or 2.5 for instructions.
requires Service Updates (SUs)	- the Platform Validation - Unsupported Software Version screen appears. Do the following: - Exit the CallPilot 5.0 Upgrade Wizard. - Upgrade your server to the minimum Service Update level. - Restart the CallPilot 5.0 Upgrade Wizard.

IF your software	THEN
meets minimum software requirements	4. Return to Running the CallPilot 5.0 Upgrade Wizard. • continue to the next step.

4 The CallPilot 5.0 Upgrade Wizard analyzes your platform.

IF your platform	THEN
is unsupported	• the Platform Validation - Unsupported Platform screen appears. • click Next to continue with the wizard. • continue to the next step.
is supported	• the CallPilot 5.0 Upgrade Wizard continues. • continue to the next step.

5 The CallPilot 5.0 Upgrade Wizard performs a disk space check. There must be enough free disk space to perform data validation and a system backup.

IF the disk	THEN
does not have enough free space	• the Checking Free Disk Space screen appears. • free up space on drive D by removing unnecessary files. • follow the link on the screen and use the instructions to free up enough space, and then click Next. • the wizard performs another check and if there is still not enough space, the Checking Free Disk Space screen reappears. • if there still is not enough free disk space, exit the wizard and call your support organization.
has enough free space	• the CallPilot 5.0 Upgrade Wizard continues.

OPTIONAL EXIT POINT The platform and software validity check is complete. The CallPilot 5.0 Upgrade Wizard confirms that your hardware and software meet the requirements for a migration. You can do one of the following:

- Safely exit the wizard by clicking Cancel.
- Continue to the next step.

Checking CallPilot data for validity

ATTENTION

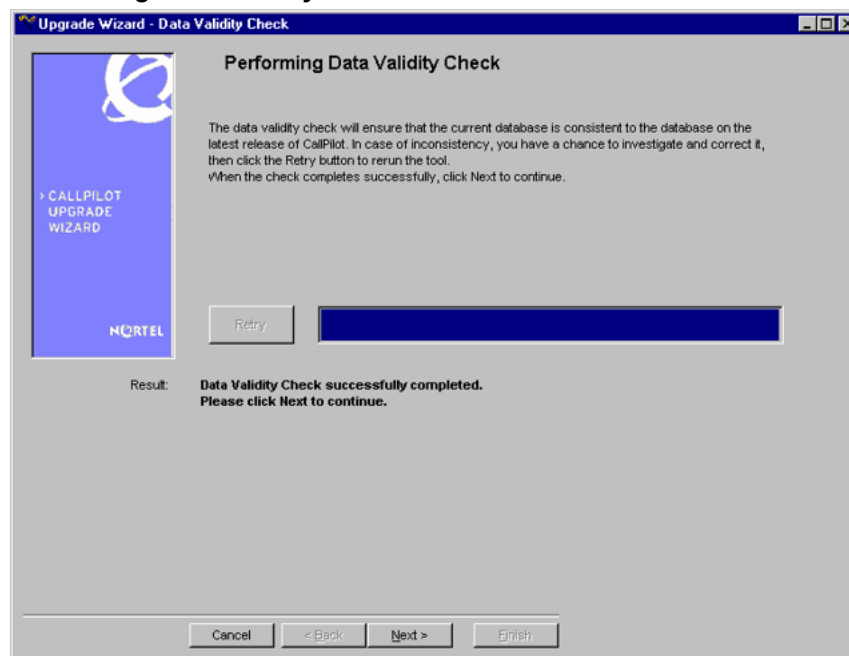
You can run this next step while the CallPilot server is processing calls, but the validation check uses considerable CPU resources. Nortel recommends that you validate your data when the call processing load is low.

- 6** Click **Next** to determine if your data is valid and can be migrated to CallPilot 5.0 or click **Cancel** to exit.

Result: The Prepare for Data Validation screen appears.

- 7** Click **Next** to validate your data.

Result: The Performing Data Validity Check screen appears. A process bar shows how much of the data is validated.

Performing Data Validity Check

IF	THEN
your data validation fails	review the upgrade log file and contact your distributor (channel partner) for assistance.
your data validation passes	click Next to continue.

OPTIONAL EXIT POINT The data validation is complete. The wizard confirms that your data can be migrated to CallPilot 5.0. You can do one of the following:

- Exit the CallPilot 5.0 Upgrade Wizard by clicking Cancel and running the wizard at another time.
- Continue to the next step. You need your keycode and serial number to proceed.

Verifying your CallPilot 5.0 keycode

- Click **Next** to verify your new CallPilot keycode.

Result: The Serial Number and Key Code screen appears.

Serial Number and Key Code

- 9 Type your new CallPilot dongle **Serial Number** and **Key Code** in the appropriate boxes and click **Next**.

IF the serial number	THEN
does not match the keycode	- the Feature Verification - Failure screen appears. - click Back and carefully reenter the serial number and keycode exactly as written. - if the keycode still is not verified, exit the wizard and contact your support organization to obtain a new keycode.
matches the keycode	- the Feature Verification - Success screen appears. - click Next to continue with the wizard.

- 10 Check your installed features against the screen list. If a feature is missing from your new keycode, contact your distributor to obtain a new keycode.

Feature Verification

Upgrade Wizard - Serial Number & Key Code

Feature Verification

The following table contains the configuration information from your keycode. Ensure that the details match your expectations. If a feature is missing or a value is not what you expected, contact your distributor to obtain a new key code.

Serial number: **1111** Platform Migration: **Yes**

Key code: **MF5R MK6D JCD7 TEDU KWKL 04JU WS82 Y7EU**

Status	Feature	Current Keycode	New Keycode	Used
✓	AppBuilder	Yes	Yes	
✓	Networking	Yes	Yes	
✓	NMS	Yes	Yes	
✓	Voice Forms	No	Yes	
✓	HA/GR	None	None	
✓	Voice Seats	1000	10	10
✓	Fax Seats	1000	1000	1
✓	Desktop Seats	1000	1000	1
✓	ASR Seats	1000	1000	1
✓	TTS Seats	1000	1000	1
✓	TTS Languages	10	10	
✓	Prompt Languages	6	6	

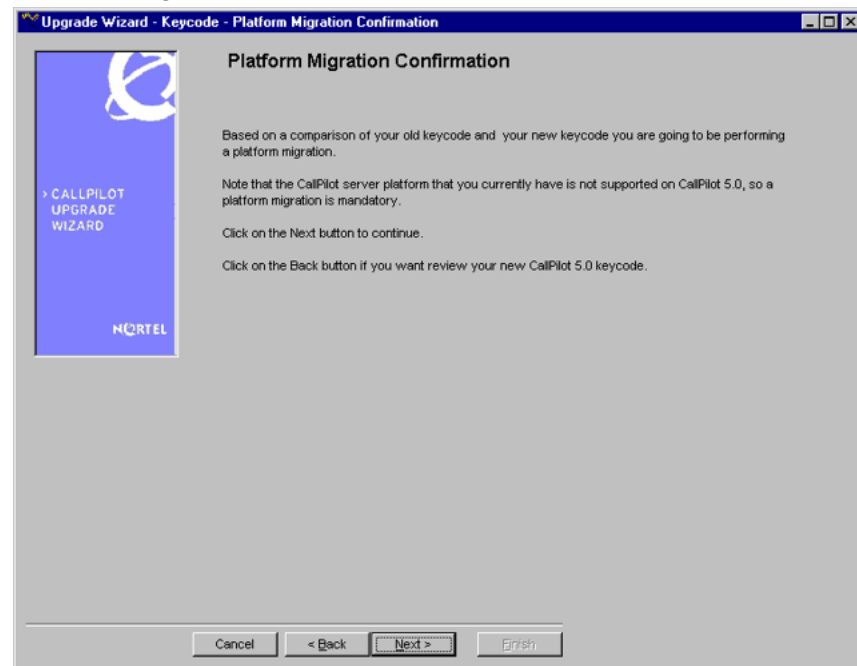
Result: **Keycode Validation is complete. Click Next to continue.**

Cancel < Back Next > Finish

Verifying the platform migration

- 11** Click **Next** to verify the platform migration. The CallPilot 5.0 Upgrade Wizard determines if a platform migration is required.

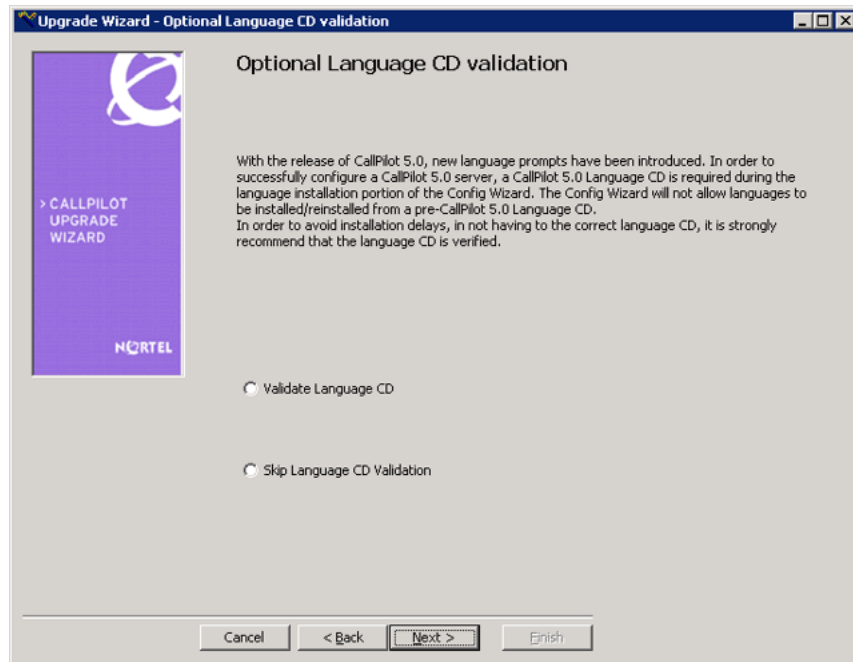
Result: The Platform Migration Confirmation screen appears.

Platform Migration Confirmation

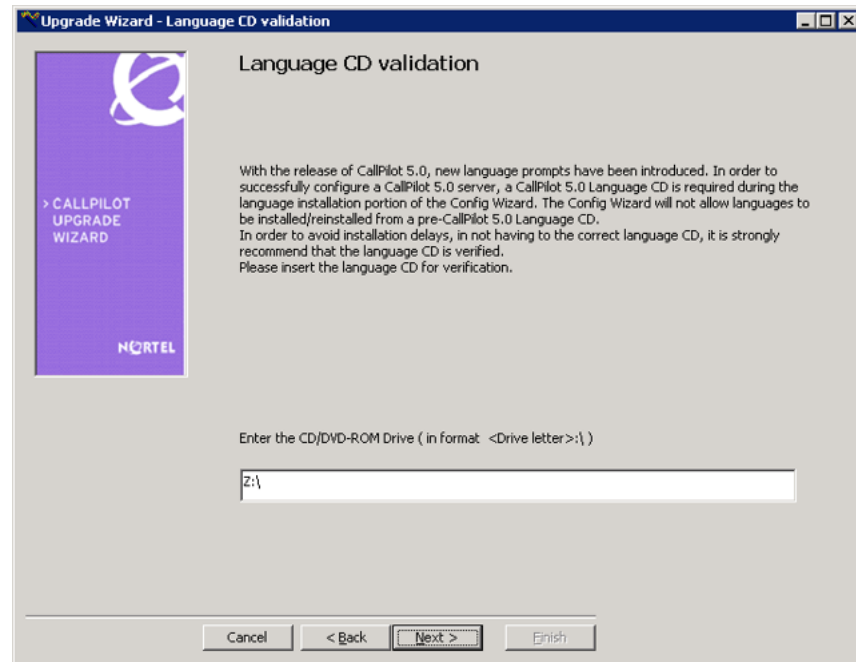
- 12** Click **Next** to confirm that you intend to perform a platform migration.

Result: The Optional Language CD validation screen appears.

Note: If your RAID subsystem needs to be updated, a screen appears, indicating that the RAID subsystem does not meet minimum requirements. Follow the directions on the screen. You cannot continue running the wizard until you update the RAID subsystem. For detailed instructions about updating the RAID subsystem, see ["Updating the RAID subsystem" \(page 50\)](#).

Optional Language CD validation

- 13 To validate the Language CD, select the **Validate Language CD** option. Otherwise, select the Skip Language CD Validation option.
- 14 Click **Next**. If the Validate Language CD option was selected in the previous step, then the Language CD validation screen appears.

Language CD validation

- a. Insert the Language CD into the CD/DVD drive.

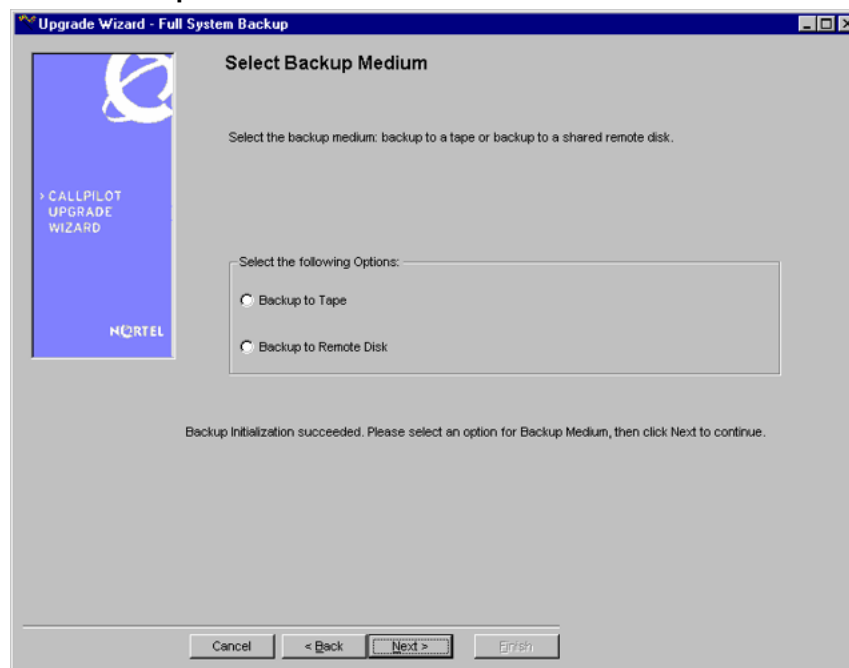
Note: You must use a CallPilot 5.0 Language CD when configuring a CallPilot 5.0 system. An earlier release (pre-5.0 Language CD) cannot be used.

- b. Enter the drive letter (Z:\) of the CD/DVD drive.
- c. Click **Next**.

- 15 Wait while the wizard checks that the inserted CD/DVD is valid.

Note: If the CD or DVD is not valid, the wizard blocks the rest of the upgrade process and you must contact your distributor (channel partner) to obtain the correct CD or DVD.

Result: The Select Backup Medium screen appears.

Select Backup Medium**Selecting the backup medium**

Ensure that you read the following cautionary statements before proceeding with the backup.

ATTENTION

To avoid losing user messages, complete one of the following steps:

- Courtesy down all voice channels before you run the backup.
- Provide users access to the original server. Users can then access new messages that are received after the backup begins.

ATTENTION

The backup takes from 1 to 3 hours to complete and consumes considerable CPU resources. Nortel recommends that you back up your data only when you perform a courtesy shut down of the system. You can click Cancel to exit the wizard and choose another time to run the backup.

16 Select the type of backup medium for your CallPilot data.

- If you choose to back up to tape:

ATTENTION

This process overwrites existing data on the tape.

Insert the tape firmly in the tape drive and click **Next** to start the backup immediately. Proceed to [Step 15](#).

- If you choose to back up to disk:

Click **Next** to choose the backup device. The Full System Backup - Select Backup Devices screen appears. Click **List Devices**.

Result: The screen displays the backup devices that are defined on your CallPilot server.

Full System Backup - List Backup Devices

Upgrade Wizard - Full System Backup

List Backup Devices

Click the button "List Device".
A list of backup devices is displayed in the box below.
You need to select one of backup devices to be backed up, then click Next to continue.

Progress:

Operation Name: Backup to remote Disk
Operation Status: **Success.**

Result: **Operation succeeded. Click Next to continue.**

Backup Devices:

Device Name	Device Path
Server_two	\\melans\shared

Buttons: Cancel, < Back, Next >, Finish

1. If no devices are listed, log on to CallPilot Manager and define your backup devices (by choosing **System > Backup/Restore**).
 - From the **Select a Task** area, select **Maintain and configure backup devices**.
 - If no network devices are listed, click **Add Device**.
 - In the **Device Name** field, enter a name for the network backup device.
 - In the **Path** field, enter the full path to the network folder.
 - In the **User Name** field, enter the name of the user that has permission to perform backups on the network folder selected.

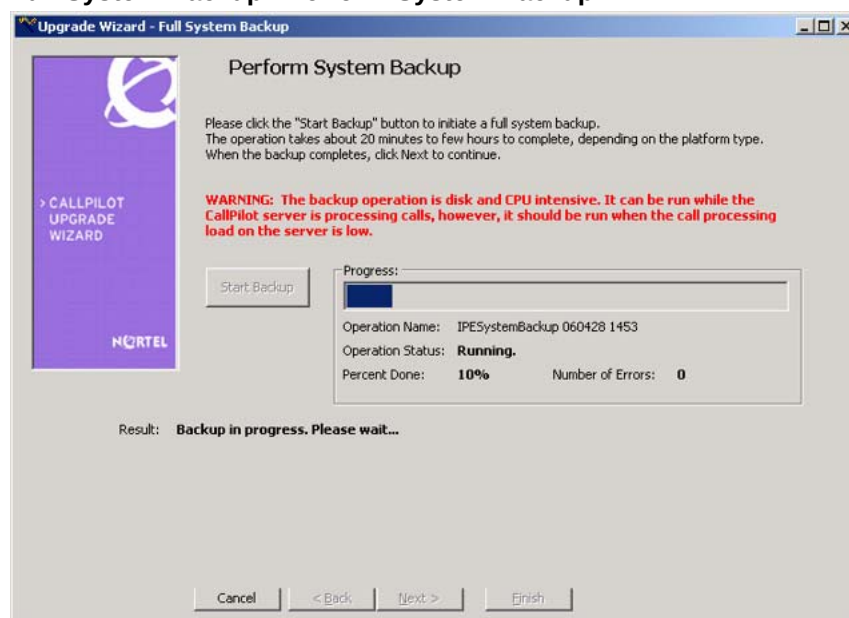
- In the **User password** field, enter the password for the user name.
 - In the **Confirm password** field, reenter the password.
 - Click **Save**.
 - Click **List Devices** again.
 - Select the backup device you want to use and click **Next** to start the backup.
2. If the list is populated, select the appropriate backup device and click **Next**.

Result: The Perform System Backup screen appears.

Backing up your data

- 17 Click **Start Backup** to start the backing up the system.

Full System Backup - Perform System Backup



- 18 A progress bar shows the percent complete and displays the status.

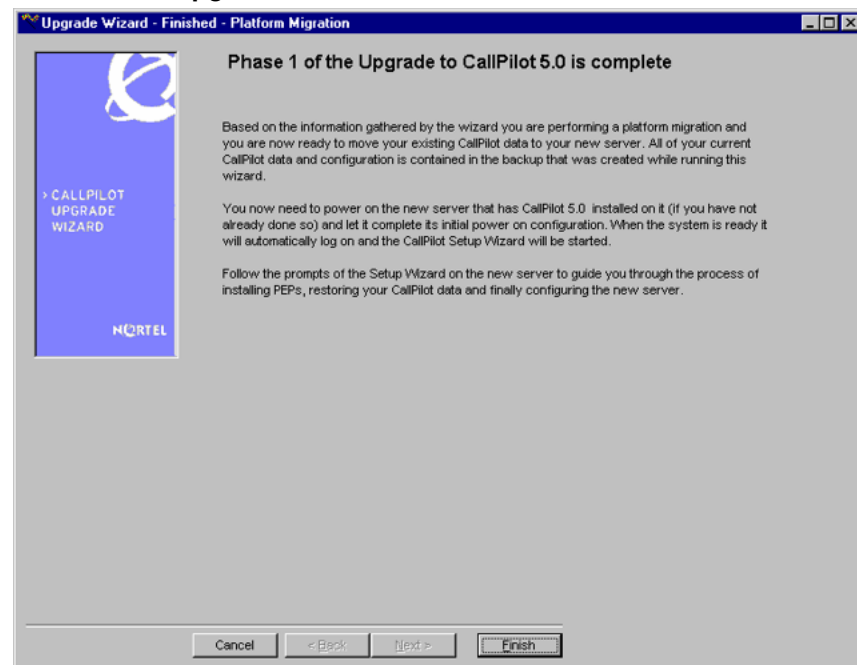
IF	THEN
errors occur	- follow the displayed link and examine the log file for errors. - contact your distributor (channel partner) if you need assistance to resolve the errors. - click the Restart button to restart the backup process.
no errors occur	click Next.

- 19 When the backup is complete, eject the tape from the tape drive if the data was backed up to a tape. Otherwise, continue to the next step.

- 20 Click **Next**.

Result: The Finished - Platform Migration screen appears.

CallPilot 5.0 Upgrade Wizard - Finished



- 21 Click **Finish** to close the CallPilot 5.0 Upgrade Wizard.

Result: The CallPilot system resources are available for normal call processing loads.

- 22 Replace your existing platform with a supported CallPilot server before you proceed to the next chapter.

Refer to the *CallPilot Server Hardware Installation* NTPs for instructions on installing the new server.

- 23** Proceed with [Chapter 6 "Running the Setup Wizard" \(page 97\)](#).

—End—

Chapter 6

Running the Setup Wizard

In this chapter

"Getting started" (page 97)

"Running the Setup Wizard" (page 98)

Getting started

Overview of the restoration process

You can only run the CallPilot Setup Wizard on a CallPilot system containing a 5.0 software image. This can be either an existing system where a 5.0 image was installed as part of an upgrade, or a new system received from Nortel for platform migration. The Setup Wizard rechecks for platform and software validity, and then upgrades and restores your existing data. The restoration process involves three main steps:

1. Install any new SU/PEPs.

The Setup Wizard first prompts you to install any outstanding PEPs.

2. Check platform and software validity.

The Setup Wizard checks the software and hardware components of your system to ensure that data can be safely restored from the backup onto the server.

3. Restore your backed up data from the backup made by the CallPilot 5.0 Upgrade Wizard.

After a successful system check, the Setup Wizard restores your data and then performs a database conversion.

**CAUTION**

Ensure you use the backup created from the CallPilot 5.0 Upgrade Wizard for the following reasons:

1. It provides the most current view of the system.
2. The CallPilot 5.0 Upgrade Wizard corrects the data prior to the backup. This ensures a clean backup and a smooth upgrade.
3. Using an earlier backup tape can result in issues encountered during the restore and upgrade process under CallPilot 5.0.
4. The backup from the CallPilot 5.0 Upgrade Wizard includes the CallPilot 5.0 Upgrade Wizard logs so that they are brought forward to CallPilot 5.0. These logs can be used by NETS in the rare event of an upgrade failure.

Assembling your tools

Assemble the tools required to set up the CallPilot 5.0 server:

- recommended CallPilot 5.0 SUs and PEPs on CD
- backup from the CallPilot 5.0 Upgrade Wizard

Running the Setup Wizard

Note: Windows 2003 uses plug and play. Ensure any peripheral device is connected and powered up before you power on the server.

When the server is powered on for the first time, a mini-setup process launches that consists of a number of reboots. When this process is complete, the Windows Logon screen is appears.

Starting the Setup Wizard

Step	Action
1	Log on to the CallPilot server when the Windows Server 2003 mini-setup process is completed. The default password for the Administrator account is Bvw250 .
2	The Setup Wizard automatically launches if you log on to an unconfigured CallPilot server. A CallPilot server, freshly upgraded to CallPilot 5.0, is not configured. You can also launch the Setup Wizard manually by clicking Start > Programs > CallPilot > Setup Wizard .

Result: The CallPilot Setup Wizard welcome screen appears. If you exit after a successful restore and before the Setup Wizard is finished, you can continue or restart the Setup Wizard.

If your backup is on a network drive or you are downloading PEPs from the network, you must restore your network settings:

- a. Specify the **IP address** and **subnet mask** for the Nortel server subnet. Do not change your computer name unless necessary.
- b. Specify the **gateway** for the Nortel server subnet.
- c. Restart the system (if prompted by Windows).
- d. Log on to the CallPilot server. The default password for the Administrator account is set to Bvw250.

If your backup is on tape, continue to the next step.

- 3** Read the information displayed on the screen and click **Next**.

Result: The Service Update (SU) / PEP Installation screen appears.

Installing SUs and PEPs

ATTENTION

If you downloaded PEPs, close the wizard, install the PEPs, and restart if required. When the system is in service, restart the wizard and select **No** on the Installing SU/PEP screen. If your PEPs are on CD, continue with [Step 4](#).

- 4** If there are Service Updates (SUs) or PEPs available, you can choose to install them now. Select **Yes** or **No** and click **Next**.

- *If you choose Yes, install SU/PEPs:*

Result: The Installing SU/PEP screen appears.

1. Install all the required SUs and PEPs.

Note: After you install all the SUs and PEPs, reboot (if required).

2. If no reboot was required, click **Next** to continue. Otherwise, restart the server.

- *If you choose No, do not install SU/PEPs now:*

Result: The Platform Validity Check screen appears.

Rechecking the platform validity

- 5** View the items on the Platform Validity Check screen and click **Next**.

Note: If your server does not meet the minimum hardware and software requirements for the upgrade, contact your support organization.

Platform Validity Check

Upgrade Wizard - Platform Validity Check

Performing Platform Validity Check

The following table contains information about your platform. It determines if the platform meets hardware and software requirements for upgrade to the latest release of CallPilot.

Platform: TRP 703T Platform Migration required: **No**

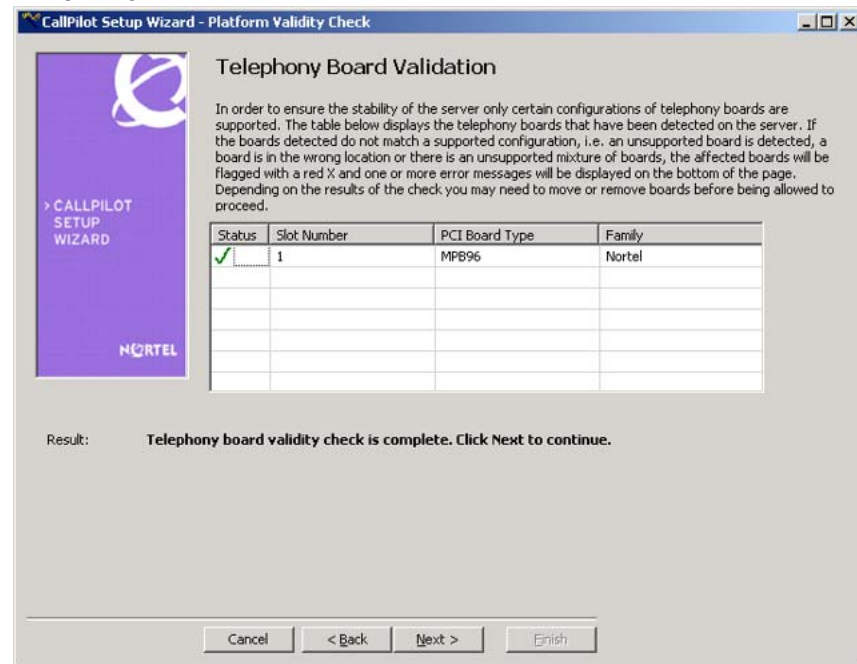
Status	Item Name	Current Value	Required Value
✓	Software Version	4.0 (04.04.04.00)	4.0 (04.00.00.00)
✓	SU Version	CP40404SU025	
✓	Number of CPU	1	1
✓	CPU Speed (MHz)	2000	2000
✓	RAM Size (MB)	512	512
✓	RAID Card	LSI 1600	Existed
✓	RAID Firmware	111U	111U
✓	RAID Driver	6.45.2.32	6.45.2.32
✓	RAID Power Console	5.00i	5.00i
✓	Number of Raid Drives	1	1
✓	Raid Drive 1 (MB)	36000	36000

Result: **The platform validity check is complete. Click Next to continue.**

Buttons: Cancel, < Back, Next >, Finish

Result: The Telephony Board Validation screen appears.

Telephony Board Validation



- 6 If the system detects an error, an error message appears. You cannot continue with the Setup Wizard. Do the following:
- Power off the system.
 - Install the boards in the correct locations.
 - Restart the system.
 - Logging into Windows and restart the Setup Wizard.
 - Continue to the next step.

If your board configuration is correct, click **Next** to continue to the next step.

Note: The following synchronization and disk space checks only pause for display if the checks fail. Results of the checks are written to the setup log.

- 7 The Setup Wizard performs a disk space check. There must be enough free disk space to restore your backed up data.

IF the disk	THEN
does not have enough free space	- the Checking Free Disk Space screen appears. - free up space on drive D by removing unnecessary files. - follow the link on the screen and use the instructions to free up enough space, and then click Next. - the wizard performs another check and if there is still not enough space, the Checking Free Disk Space screen reappears. - If there still is not enough free disk space, exit the wizard and call your support organization.
has enough free space	the Setup Wizard continues.

Note: Results of the disk space check are written to the Setup Wizard log.

Restoring backed up data

Restore your backed up CallPilot data onto the upgraded CallPilot server.

ATTENTION

The data restoration takes from 1 to 3 hours to complete.

If your are running a 1002rp, the list-to-tape process takes up to 30 minutes.

Only use the backup created by the CallPilot 5.0 Upgrade Wizard.

- 8 On the **Selecting Upgrade of the CallPilot** screen, choose **Yes** to continue with the restore process. Do not choose No.

Result: The Restore Medium Selection screen appears.

- 9 Choose the medium on which your backup is stored.

If you choose to restore from disk:

Result: The Choose Remote Disk screen appears.

- Find the remote disk to restore from and click on it.
- Click **Next** to continue.

If you choose to restore from tape:

- c. Make sure the tape is firmly in the tape drive and click **Next**. (If a tape is already in the drive, remove it and reinsert it. Otherwise, a tape list can take up to two hours.)

Result: The List Backups screen appears.

- d. Click **List Backups** to view a list of valid backups on your backup medium.
- e. The available backups appear in the List of Backups table.
- f. Select the backup that you want to use for the restore and click **Next**.

Result: The Performing Restore screen appears. The CallPilot services are shut down and the Wizard automatically starts the restore operation. The progress bar shows the percent complete and the number of errors.

10 Determine if the restoration was successful.

IF the restoration	THEN
was not successful	- review the log files. - Click Retry to start the restoration again. - If still not successful, contact your support organization.
was successful	click Next to continue.

Result: The Ready to Upgrade Database screen appears.

11 Click **Next** to start the database upgrade.

The IMAP and SMTP warning screens may appear (see the Unsupported SMTP authentication option and the Unsupported IMAP authentication option in the following procedure: "[Starting the CallPilot 5.0 Upgrade Wizard](#)" (page 30)). Click **Next** through those screens and the database upgrade starts.

Result: The database upgrade starts and the Upgrading Data screen appears.

IF the database upgrade is	THEN
not successful	click Upgrade Database to try again.

IF the database upgrade is	THEN
----------------------------	------

Note: If subsequent attempts to upgrade the database are not successful, then contact your support organization.

successful

- the Setup Wizard continues.
-

12 Click **Next** to complete the Setup Wizard.

Result: The Finished screen appears.

13 Read the information displayed on the Finished screen and click **Finish**.

Result: A screen appears warning you that the system will automatically restart.

14 Click **OK**.

Result: The system restarts.

15 Proceed with [Chapter 7 "Configuring the CallPilot system"](#) (page 105).

—End—

Chapter 7

Configuring the CallPilot system

In this chapter

"Getting started" (page 105)

"Running the Configuration Wizard" (page 105)

Getting started

Overview of the configuration process

After the setup wizard restores data from the backup, the CallPilot system is configured in several steps. Most of the settings are restored from your backup and only the following must be verified:

- validate your keycode
- set passwords
- verify hardware settings
- install languages
- verify network settings

Assembling your tools

Assemble the tools required to configure the CallPilot 5.0 server:

- CallPilot Languages CD

Note: You are prompted to reinstall languages during the configuration process.

- CallPilot server dongle ID (serial number) and CallPilot 5.0 keycode.

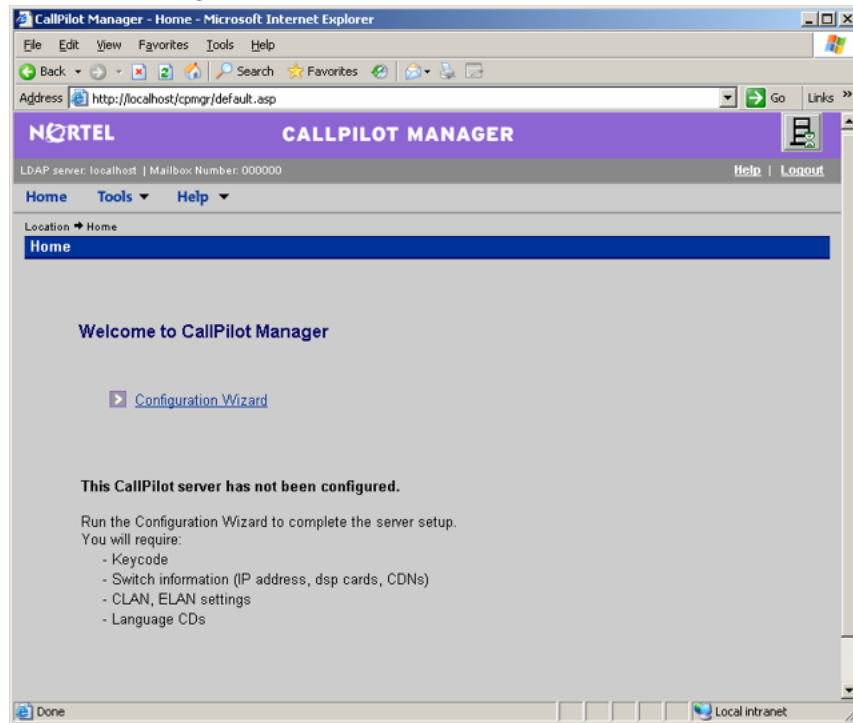
Running the Configuration Wizard

Note: You must upgrade CallPilot Manager and CallPilot Reporter on a stand-alone Web server before you proceed. The required files are located on the Application CD.

Logging on to CallPilot Manager

Step	Action
1	When the Windows log on screen appears, log on with the default password (Bvw250).
2	Launch Internet Explorer.
3	Enter http://<server name or IP address>/cpmgr in the URL address box. Result: The CallPilot Manager Logon Web page appears.
4	Run the Configuration Wizard after a successful upgrade and after the data has been restored. (The Configuration Wizard is accessed from the CallPilot Manager main screen.) The system launches the Web browser and prompts you to log on to CallPilot Manager. Log on using your existing CallPilot logon information. Enter information into the following: • Mailbox Number—Enter your existing mailbox number. • Password—Enter your password. • Server—Specify the name or the IP address of the CallPilot server that you want to configure. (The server name may have changed during the upgrade or platform migration.) Note: When you launch Internet Explorer, you may see a box that says "M/S IE Enhanced Security config is currently enabled on your server. This advanced level of security reduces risk." Nortel recommends that you do not lower the security level. Nortel also recommends that you do not select the check box to not show the message again. If you do lower the security level and you try to access a Web site off the server, it may be blocked by the security setting. You do not receive a warning but a blank screen appears.
5	Click Login . Result: The system may prompt you to change the password for the Administrator mailbox.
6	Type the default password and the new password , and then click Save . Result: The main CallPilot Manager screen appears.

CallPilot Manager



- 7 Click the **Configuration Wizard** icon.

Tip: You can also start the Configuration Wizard by clicking Tools > Configuration Wizard.

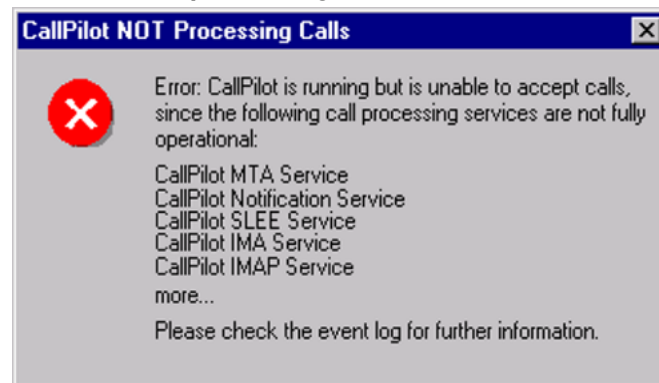
Result: For a migration, a dialog box appears prompting you to choose either an express or standard setup. Select **Standard**.

Result: For an upgrade, a dialog box appears warning you that you are running an upgrade. Click **OK**.

- 8 Click **OK**.

Result: The Configuration Wizard: Welcome screen appears.

Note: Because the CallPilot system is not yet configured, the following error dialog box can appear while you run the Configuration Wizard. Disregard the error message by closing the dialog box, and continue the configuration procedure.

CallPilot NOT processing calls

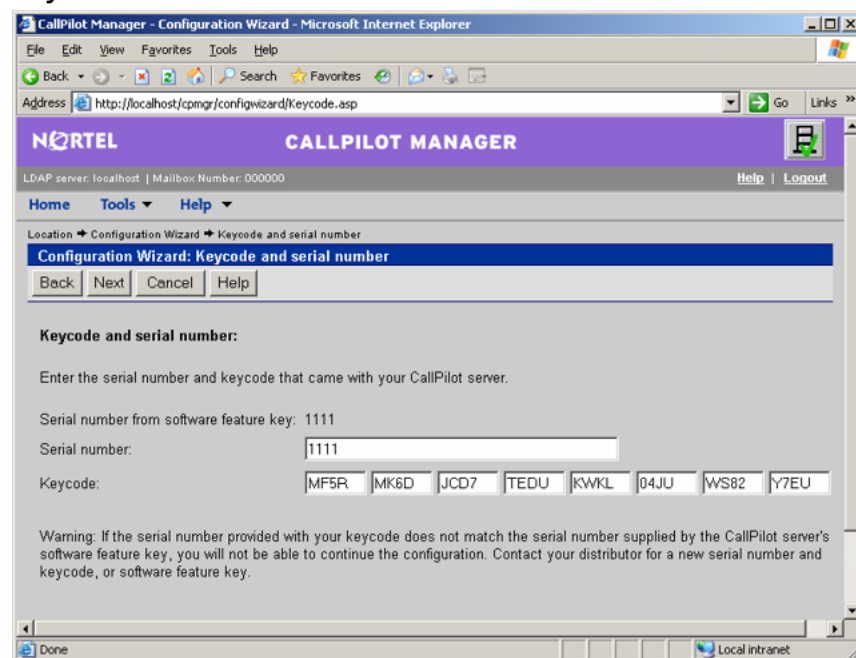
g250049

Configuring Meridian 1/CS 1000 systems

- 9 On the Welcome screen, click **Next**.

Result: The Keycode and serial number screen appears.

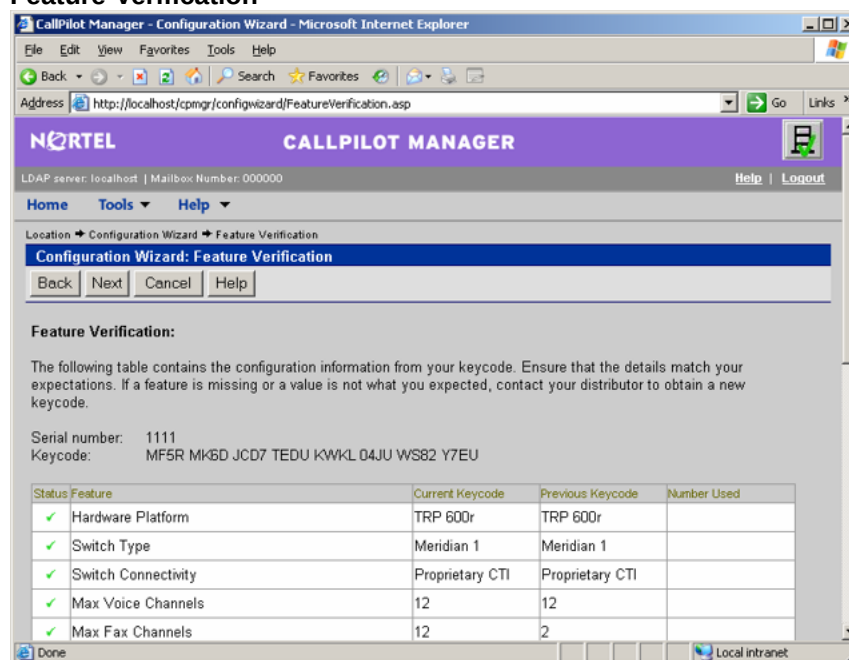
- 10 Enter your **Serial number** and **Keycode**.

Keycode and serial number

- 11 Ensure that the Serial number and Keycode are correct for CallPilot 5.0, and then click **Next**.

Result: The Feature Verification screen appears.

Feature Verification



- 12** Ensure that the details on the Feature Verification screen match your expectations and click **Next**.

Note: If a feature is missing or is not what you expected, acquire a new keycode from your Nortel distributor.

Result: The Server Information screen appears.

Server Information

The screenshot shows a web browser window titled "CallPilot Manager - Configuration Wizard - Microsoft Internet Explorer". The address bar shows "http://192.168.249.91/cpmgr/configwizard/ServerInfo.asp". The page has a purple header with the "NORTEL" logo and "CALLPILOT MANAGER". Below the header, it says "LDAP server: localhost | Mailbox Number: 000000". There are links for "Preferences", "Help", and "Logout". A navigation bar includes "Home", "User", "System", "Maintenance", "Messaging", "Tools", and "Help". The main content area is titled "Configuration Wizard: Server Information" and has buttons for "Back", "Next", "Cancel", and "Help". The "Computer Name:" section has a text input field containing "CP1005R-1". The "Time Zone:" section has a dropdown menu showing "(GMT-04:00) Atlantic Time (Canada)". The "Dialing Information:" section has a text input field.

- 13** Verify the information on the Server Information screen, modify it if necessary, and then click **Next**.

Result: The Password Information screen appears.

Password Information

Configuration Wizard: Password Information

Back Next Cancel Help

Password Information:

WARNING: It is a security risk to leave the default passwords. The following accounts have default passwords: Administrator,
Please enter the new passwords.

Administrator

☐ Leave the password unchanged.

☒ Change the password

New password:

Confirm the new password:

Note: The **Leave the password unchanged** option button is unavailable the first time that you run the Configuration Wizard.

14 Change the default passwords to strong passwords.

15 Click **Next**.

Result: The Multimedia Allocation screen appears.

16 Verify the number of MPB boards and, if applicable, DSP cards, and ensure that they match the hardware installed in the CallPilot server.

17 Change the **Port Allocations** as required.

18 Click **Next**.

Result: The Switch Information screen appears.

19 Ensure that the following settings are correct:

- If you are on a CallPilot T1/SMDI system, do the following:
 - Ensure that the Simplified Message Desktop Interface (SMDI) transport data settings and the COM port settings are correct

- If you are expanding the number of channels, configure the new channels from this screen.
- After you configure the channels, click **Next**.

Result: The Language Source Directory screen appears. Continue to [step 21](#).

- If you are on a CallPilot M1/CS1000 system, do the following:
 - Ensure the switch type and the switch IP addresses are correct.
 - If you are expanding the number of channels, configure the new channels from this screen.
 - After you configure the channels, click **Next**.

Result: The CDN Information screen appears.

20 Verify the CDN configuration.

If you need to make changes, do the following:

- a. Click **New** to add a new CDN.

Result: The system prompts you for the CDN and the name of the application to dedicate to the CDN.

- b. Specify the **CDN**, choose the application, and then click **OK**.

Result: The system returns you to the CDN Information page.

21 Click **Next**.

Result: The Language Source Directory screen appears.

22 Use the Language Prompts CD to reinstall languages. When the CallPilot 5.0 Image was installed on the server, all languages were removed.

ATTENTION

Ensure the language source directory contains CallPilot 5.0 Language Prompts. Voice prompts from a previous release of CallPilot do not work.

23 Put the CallPilot 5.0 Language Prompts CD in the CD or DVD drive and select the **Install Language** option button.

24 In the **Language CD Location** box, enter the path to the CallPilot 5.0 Language Prompts CD and click **Next**.

Result: The Language Installation screen appears.

- 25 Choose the languages that you want to install for the Prompts option, the Automated Speech Recognition option, and the primary and secondary languages, and then click **Next**.

Note: If you want to install languages from more than one CallPilot 5.0 Language Prompts CD, you must run the Configuration Wizard again after you complete this procedure. You can run the Configuration Wizard in Express Mode. In Express Mode, you can access the Language Installation screen (or any other screen) directly, rather than proceed through each screen in the Configuration Wizard.

Result: The CallPilot Local Area Network Interface screen appears.

CallPilot Local Area Network Interface

CallPilot Manager - Configuration Wizard - Microsoft Internet Explorer

Address: <http://192.168.249.91/cpmgr/configwizard/CallPilotNetwork.asp>

NORTEL CALLPILOT MANAGER

LDAP server: localhost | Mailbox Number: 000000

Preferences | Help | Logout

Home User System Maintenance Messaging Tools Help

Location: Configuration Wizard > CallPilot Local Area Network Interface

Configuration Wizard: CallPilot Local Area Network Interface

Back Next Cancel Help

CallPilot Local Area Network Interface:

From each list below, select the Embedded and Customer LAN network interface card and then enter the TCP/IP networking information.

Equipment LAN network interface card:	ELAN	Customer LAN network interface card:	CLAN
IP address:	192 . 167 . 100 . 15	IP address:	192 . 168 . 249 . 91
Subnet Mask:	255 . 255 . 255 . 0	Subnet Mask:	255 . 255 . 255 . 0
MAC Address:	00-04-23-BC-AB-25	Gateway:	192 . 168 . 249 . 1
		MAC Address:	00-04-23-BC-AB-24

Internet

- 26 Verify that the LAN configuration is correct.

Note: The T1/SMDI system does not have an Embedded Local Area Network (ELAN).

If you need to make changes:

- Choose the card that is assigned to the ELAN subnet (For M1/CS1000 systems only).

- b. Specify the **IP address** and **subnet mask** for the Nortel server subnet. (The IP address information is in the following file:
D:\Nortel\Data\IPCONFIGURATION.txt)
- c. Repeat the steps for the ELAN subnet.
- d. Specify the **gateway** for the Nortel server subnet.

27 Click **Next**.

Result: The Ready to Configure screen appears.

28 Click **Finish**.

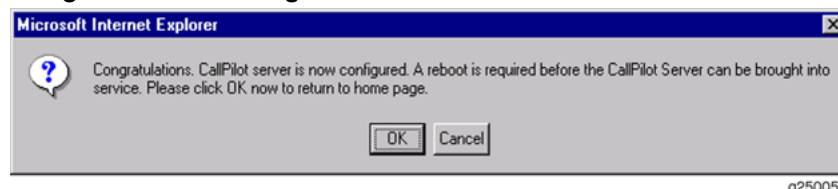
Result: A dialog box prompts you to confirm the configuration.

29 Click **OK** to configure CallPilot.

Result: The configuration is applied to the server. This task can take from 10 to 40 minutes to complete, depending on the number of languages installed and the number of programmed DSP cards. The Configuration Wizard displays progress information.

After the configuration is applied to the server, a dialog box reminds you to reboot the server for the configuration to take effect.

Congratulations dialog box



30 Click **OK**.

Result: The system returns you to the main CallPilot Manager screen.

31 Log off CallPilot Manager and close the Web browser.

32 Restart the system.

33 Proceed with [Chapter 8 "Completing the process" \(page 115\)](#).

—End—

Chapter 8

Completing the process

In this Chapter

"Entering network settings" (page 115)

"Installing antivirus software" (page 116)

"Applying Microsoft Security Updates" (page 116)

"Starting the SNMP service" (page 116)

"Testing the CallPilot system" (page 117)

"Returning CallPilot to service" (page 118)

"Registering and activating Windows 2003" (page 121)

Entering network settings

Setting the network

After you configure CallPilot Manager, enter your network settings (DNS, WNS, and so on). The network information is preserved from the original system and is located at D:\Nortel\Data\IPconfiguration.txt.

Setting the DNS

You must configure the Primary DNS suffix for the CallPilot Address Book to function properly.

Step	Action
1	Right-click My Computer , and then click Properties . Result: The System Properties screen appears.
2	Select the Computer Name tab.
3	Click Change .

- 4 Click **More**.
- 5 Enter the **Primary DNS Suffix** for the CallPilot Server.
- 6 Configure the DNS information on the CLAN adapter.
- 7 Restart the server.

—End—

Installing antivirus software

You must install antivirus software on the CallPilot server now. If you performed a platform migration, the antivirus software did not come installed on your new server. If you performed a platform upgrade, your antivirus software was removed when the CallPilot image was installed.

For more information about the antivirus software packages that have been approved by Nortel for CallPilot, refer to the *P-2007-0101-Global : CallPilot Support for Anti-Virus Applications* bulletin.

Note: After you install the antivirus software, reconnect the CLAN cable.

Applying Microsoft Security Updates

Download and apply the latest Nortel-approved security and critical updates from Microsoft using the Start > Windows Update menu.



CAUTION

Installing an unapproved security update can cause serious problems with CallPilot performance. Before you install Microsoft security updates, check bulletin P-2005-0056-Global to ensure that they are tested and approved by Nortel. This bulletin is located on the Partner Information Center (PIC) and Technical Support <http://www.nortel.com/support> Web sites.

Starting the SNMP service

When you update the operating system for CallPilot 5.0, the Simple Network Management Protocol (SNMP) service is automatically disabled. As a result, SNMP alarms cannot be sent to the Network Management System (NMS).

If you are using SNMP in the CallPilot network, then you must configure and start the SNMP service to ensure that SNMP alarms are sent to the NMS.

Testing the CallPilot system

Putting the system into operation

Step	Action
1	Log on to Windows Server 2003 using an account with administrative privileges.
2	Wait until the CallPilot in Full Service dialog box appears. This can take several minutes. Before the CallPilot in Full Service dialog box appears, you can see the CallPilot Booting or CallPilot NOT in Full Service dialog boxes. During the restart, a CallPilot Not Processing Calls dialog box can appear reporting an error. Error: CallPilot is running but is unable to accept calls, since the following services are not fully operational: (list). Please check the event log for further info. Ignore this message and wait for the CallPilot in Full Service dialog box that states: CallPilot is running and able to accept calls.
3	Log on to the server using CallPilot Manager.
4	If channels were courtesy stopped before the upgrade, start them.
5	Click System > Service Directory Number , and then verify the service directory number (SDN) configuration.
6	Proceed with " Testing the CallPilot upgrade " (page 117).

—End—

Testing the CallPilot upgrade

For instructions on testing the CallPilot system operation, refer to the applicable NTPs:

- *T1/SMDI and CallPilot Server Configuration* (NN44200-303)
- *Meridian 1 and CallPilot Server Configuration* (NN44200-302)
- *Succession 1000 System and CallPilot Server Configuration* (NN44200-501)

Proceed with "[Returning CallPilot to service](#)" (page 118).

Returning CallPilot to service

If the upgrade was not successful, use the following procedure to restore the CallPilot system.

Restoring CallPilot after a failed upgrade (RAID)

Step	Action
1	Reboot the CallPilot server.
2	Press Ctrl+M while the server boots. Result: The RAID configuration utility appears.
3	Break the mirroring of the logical drives. - Select Objects > Physical Drive. Note: All server drives on channel 1 must be online: two drives for the 703t and six drives for the 1002rp. - Select CH1 ID0 (A01-01) and press Enter. - Select Fail Drive and press Enter. - Select Yes to confirm the fail action and press Enter. - Repeat these steps for each remaining drive on channel 2: CH1 ID1 (A02-01) and CH1 ID2 (A03-01). Note: The 703t and 1005r servers have only one drive on channel 1. The 1002rp server has three drives on channel 1.
4	Bring the drives on channel 2 online (the drives on which the previous CallPilot release is installed). - Select Objects > Physical Drive. - Select CH2 ID0 (A01-02) and press Enter. - Select Make Online and press Enter. - Select Yes to confirm that the driver must be brought online and press Enter. - Repeat these steps for each remaining drive on channel 2: CH2 ID1 (A02-02) and CH2 ID2 (A03-02). Note: The 703t and 1005r servers have only one drive on channel 2. The 1002rp server has three drives on channel 2.
5	Press Esc to return to the Objects menu.
6	Press Esc to return to the Management menu.
7	Press Esc to exit the RAID configuration utility.

Result: A confirmation box appears.

- 8 Click **Yes** to confirm that you want to exit the RAID configuration utility and press **Enter**.
- 9 Press **Ctrl+Alt+Del** to reboot the server.

—End—

If the upgrade was successful:

Resynchronizing the RAID hard drives

703t: Resynchronizing RAID

Step	Action
1	Without shutting down the server, from Windows, click Start > Programs > MegaRAID Client .
	Result: The MegaRAID Power Console Plus window appears.
2	In the Physical Devices section, right-click the <i>Channel 2 hard disk</i> drive marked failed.
	Example: Channel-2 (0)A1-2-Failed.
3	From the shortcut menu, select Rebuild .
	Result: When the rebuild is complete:
	• The drive status changes to online. • The color of the icon changes to green. • The alarm stops beeping unless it was temporarily silenced.
	Note: The process can take up to 1 hour. Do not shut down the system before the rebuild is complete. If you reboot or power down during this process, you must follow the instructions for "Restoring CallPilot after a failed upgrade (RAID)" (page 118) .
4	Monitor the rebuild by opening the Windows MegaRAID console.

—End—

1002rp: Resynchronizing RAID

Step	Action
------	--------

- | | |
|---|---|
| 1 | Without shutting down the server, right-click the first drive on Channel 2. |
|---|---|

Example: (0) A1-2-Failed.

- | | |
|---|---|
| 2 | From the shortcut menu, select Rebuild . When the rebuild is complete, repeat the process for the remaining two drives on Channel 2. |
|---|---|

Result: When all three drives are rebuilt:

- The drive status changes to online.
- The color of the icon changes to green.
- The alarm stops beeping unless it was temporarily silenced.

Note: Depending on disk capacity, the process can take up to 2 hours. Do not shut down the system before the rebuild is complete. If you reboot or power down during this process, you must follow the instructions for ["Restoring CallPilot after a failed upgrade \(RAID\)" \(page 118\)](#).

- | | |
|---|--|
| 3 | Monitor the rebuild by opening the Windows MegaRAID console. |
|---|--|

—End—

1005r: Resynchronizing RAID

Step	Action
------	--------

- | | |
|---|---|
| 1 | Without shutting down the server, from Windows, click Start > Programs > Power Console Plus > Launch Client . |
|---|---|

Note: Ensure full access mode is selected.

- | | |
|---|---|
| 2 | In the Physical Devices section, right-click the hard disk drive that is marked Failed. |
|---|---|

- | | |
|---|---|
| 3 | From the shortcut menu, select Rebuild . |
|---|---|

—End—

Note: The process can take up to 1 hour. Do not shut down the system before the rebuild is complete. If you do reboot or power down during this process, you must return the system to its original configuration,

then restart the installation. For instruction, see "[Restoring CallPilot after a failed upgrade \(RAID\)](#)" (page 118). Monitor the rebuild by opening the Windows MegaRAID console.

Registering and activating Windows 2003

If you are upgrading a 703t from an earlier release of CallPilot to CallPilot 5.0, you may have to register and activate Windows 2003. In this case, you receive the following warning message on your screen when booting up after the imaging process:

You have been Issued a Certificate of Authenticity (COA) label with the Upgrade CDs. You will require this label for the registration and activation process.

Register and activate Windows 2003

Step	Action
1	Double-click the Key icon at the lower right of the screen.

Key icon



Result: The Let's activate Windows screen appears.

Activate Windows screen



—End—

If you are connected to the Internet

Step	Action
------	--------

- | | |
|---|--|
| 1 | Select Yes, let's activate Windows over the Internet now , and then click Next . |
|---|--|

Result: The Register with Microsoft screen appears.

- | | |
|---|--|
| 2 | Select Yes, I want to register and activate Windows at the same time , and then click Next . |
|---|--|

Result: The Collect Registration data screen appears.

- | | |
|---|---|
| 3 | Fill in the relevant information, and click Next . |
|---|---|

Result: The Unauthorized product key screen appears.

Unauthorized product key screen



- | | |
|---|--|
| 4 | Enter the product key that appears on the label, and click Next . |
|---|--|

Result: The Thank You screen appears.

- | | |
|---|-------------------|
| 5 | Click OK . |
|---|-------------------|

Result: Your Windows 2003 is now registered and activated. You can continue with normal operation.

—End—

If you are not connected to the Internet

Step	Action
------	--------

- | | |
|---|---|
| 1 | Select Yes, I want to telephone a customer service representative to activate Windows , and then click Next . |
|---|---|

Result: The Activate Windows by phone screen appears.

Activate Windows by phone screen

Just four steps, and you're done...

Step 1:

Step 2: Call a number below to speak with a customer service representative:
Toll-free number: 888-571-2048
Toll number: 716-871-2929

Step 3: Provide the customer service representative with the following installation ID:
218170-697922-083016-754332-370153-369292-144422-537464-943721
(Click **Change product key** only if requested to do so by the customer service representative)

Step 4: Type the confirmation ID that the customer service representative gave you:

A B C D E F G

- - - - - -

To continue, click Next.

- | | |
|---|---|
| 2 | Select the appropriate country in the drop-down box. |
| | Result: The customer service phone numbers for your region appear on the screen. |
| 3 | Phone the customer service representative at one of the numbers. |
| | Result: You are asked to provide the installation ID that appears on the screen. You are then given a confirmation ID. |
| 4 | Enter the confirmation ID in the boxes marked A to G, and then click Next. |

Result: The Thank You screen appears.

5 Proceed with normal operations.

—End—

Nortel CallPilot

Upgrade and Platform Migration Guide

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