CallPilot
Upgrade Guide

Product release 2.5　　　　　　　　Standard 2.0　　　　　　　　April 2004

**NORTEL
NETWORKS**™

P0607573

CallPilot
Upgrade Guide

Publication number:	P0607573
Product release:	2.5
Document release:	Standard 2.0
Date:	April 2004

Publication history

April 2004   The Standard 2.0 issue of the CallPilot 2.5 *Upgrade Guide* is released for general availablity.

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Chapter 1

CallPilot upgrade overview

Introduction

This guide explains how to upgrade a CallPilot 1001rp server connected to an SL-100 T1/SMDI switch from CallPilot 1.07 to CallPilot 2.5.

A server that is running CallPilot 1.05 or 1.06 must be first upgraded to CallPilot 1.07 *before* being upgraded to CallPilot 2.5. For instructions on upgrading the server to CallPilot 1.07, refer to the CallPilot 1.07 *General Release Bulletin* and to the CallPilot 1.07 installation and configuration Nortel Networks technical publications (NTP).

Supported upgrade paths and scenarios

You can upgrade your server software only from CallPilot 1.07.09 with service update (SU) 3 or SU4 to CallPilot 2.5.

You cannot downgrade to a previous release of CallPilot software.

You can perform the upgrade before performing a feature expansion or in conjunction with performing a feature expansion. For instructions on performing a feature expansion, refer to the installation guide *Part 4: Software Installation and Maintenance* (555-7101-202) for the 1001rp server.

Note: Nortel Networks occasionally releases SUs that contain problem fixes and feature enhancements. You do not need a keycode to install SUs. This guide also provides instructions for installing SUs.

Administration software upgrade

You cannot use the CallPilot 1.07 administration client software to monitor and maintain a CallPilot 2.5 server. You cannot upgrade the CallPilot 1.07 administration client software to CallPilot 2.5.

When you upgrade the CallPilot server to release 2.5, the CallPilot 2.5 web-based CallPilot Manager software is installed automatically. Use CallPilot Manager to administer the CallPilot server from any PC that

- has a web browser installed
- can connect to the CallPilot server over the network using the server IP address

Note: You can install CallPilot Manager on a stand-alone web server. For more information, see Chapter 4, "Installing CallPilot administrative software on a stand-alone web server."

Running programs during the update

ATTENTION

Do not launch or run programs or utilities during

- the installation or upgrade of CallPilot software
- the application of a performance enhancement package (PEP)

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

If a file or database cannot be updated during an upgrade, and you have launched other programs, close the launched programs and rerun the upgrade. You do not have to restart the server. Contact Nortel Networks technical support if an error is reported during the database update.

You must restart the server at many steps throughout the upgrade process. Use the following restart procedure:

1 Press Ctrl+Alt+Delete.

2 Choose Shutdown from the Windows NT Security window.

3 From the Shutdown Computer dialog box that appears, choose Shutdown and Restart.

4 Click OK.

Keycode

To perform an upgrade from CallPilot 1.07.09, you must have a valid CallPilot 2.5 keycode. Nortel Networks provides a keycode label with software feature key (dongle) and feature information with the software CD-ROMs.

Software CD-ROMs

Ensure that you have the complete set of software CD-ROMs. The following table identifies the CD-ROMs that are provided in the CallPilot 2.5 software packages:

PEC	CPC	Label	Version	Notes
NTUB43AF	A0518671	2.5 PEP CD-ROM	2.50.06.14	See footnote [a] at the end of this table.
NTUB41AF	A0518669	2.5 Desktop Client Software and Updates CD-ROM	2.50.06.02	See footnote [b] at the end of this table.
NTUB40AF	A0518673	2.5 Server Software CD-ROM	2.50.06.14	
NTUB44AE	A0510778	2.5 Language Prompts CD-ROM—Americas (4 languages, CD-ROM 1 of 3)	2.50.06.14	See footnote [c] at the end of this table.
NTUB44BE	A0510779	2.5 Language Prompts CD-ROM—EMEA (14 languages CD-ROM 2 of 3)	2.02.23.11	
NTUB44CE	A0510780	2.5 Language Prompts CD-ROM—Asia Pacific (8 languages, CD-ROM 3 of 3)	2.02.23.11	
NTUB47AF	A0518674	2.5 OS Recovery CD-ROM (bootable, WinNT)	2.50.07	See footnote [d] at the end of this table.
NTUB49AB	A0510980	2.5 OS Recovery CD-ROM (for Upgrades only)	2.50.07	
NTUB47BG	A0510783	2.5 OS Upgrade CD-ROM (bootable, no WinNT)	2.50.07	
NTRG19AG	A0506541	2.5 Documentation CD-ROM Package	not applicable	
NTUB48AC	A0518670	2.5 My CallPilot software and updates CD-ROM	2.50.06.04	

[a.] This CD-ROM includes the *Documentation Addendum* and updates to the OS Recovery CD-ROM.

[b.] The Desktop Messaging CD-ROM contains all languages.

[c.] Not all languages are on the CD-ROM at general availability. Languages are delivered periodically as localization completes. It is also likely that regional CD-ROMs do not include all languages. Updated CD-ROMs are made available as languages become available.

[d.] Which CD-ROM is shipped, either NTUB47AF, NTUB49AB or NTUB47BG, depends on which package was ordered.

   — New system orders receive NTUB47AF—OS Recovery CD-ROM (which includes Windows NT). New system orders for any platform type include software package NTUB40AF—CallPilot 2.5 Base Server Software Package.

   — Upgrade orders (NTZE31AC, NTZE32AC, and NTZE33AC) receive NTUB47BG—OS Upgrade CD-ROM (no Windows NT) and NTUB49AB (for upgrade recovery purposes only).

Reference documents

Ensure that you have the latest documentation. The following table presents the most recent NTPs that are available on the CallPilot 2.5 documentation CD-ROM.

NTP title	NTP number
CallPilot 2.5 installation and configuration documents	
Part 1: Installation and Maintenance Overview	555-7101-210
Part 2: 1001rp Server Hardware Installation	555-7101-217
Part 3: T1/SMDI and CallPilot Server Configuration	555-7101-224
Part 4: Software Installation and Maintenance	555-7101-202
Part 5: 1001rp Server Maintenance and Diagnostics	555-7101-218
Other CallPilot 2.5 documents	
Planning and Engineering Guide	555-7101-101
CallPilot Administrator's Guide	555-7101-301

To perform the upgrade

To perform the upgrade, refer to Chapter 2, "Upgrading from CallPilot 1.07.09 to CallPilot 2.5," on page 13.

Chapter 2

Upgrading from CallPilot 1.07.09 to CallPilot 2.5

Overview

Introduction

Carefully follow the upgrade procedures provided in this section. For additional information related to the upgrade procedure, refer to the CallPilot 1001rp installation guides.

The desktop messaging client installation is always considered an installation and not an upgrade. The installation overwrites all previous versions except release 1.06.07.11 clients and earlier. Uninstall these clients before installing the CallPilot 2.5 desktop messaging clients.

Upgrade overview

Phase	Description	See
1	Complete the CallPilot Upgrade Readiness Checklist. This includes running the system precheck.exe utility on the CallPilot 02.50.07 OS Recovery CD-ROM (dated July 28, 2003 or later).	"Phase 1: Completing the upgrade readiness checklist" on page 16
2	Upgrade the Windows NT operating system. Click Start → Run to execute Z:\setup.bat.	"Phase 2: Updating the Windows NT operating system" on page 45
3	Upgrade the CallPilot server software. Click Start → Run to execute Z:\setup.exe. Restart the server manually after upgrading the server software.	"Phase 3: Upgrading the CallPilot 1.07 software to CallPilot 2.5" on page 56
4	Apply required performance enhancement packages (PEP). ■ CallPilot server software: Click Start → Run to execute Z:\runme.exe. ■ CallPilot Manager software: Click Start → Run to execute Z:\cpmgrsetup.exe. ■ Restart the server.	"Phase 4: Installing performance enhancement packages" on page 63

Phase	Description	See
5	Configure the CallPilot server. With Internet Explorer, connect to the following URL: http://<*server name or server IP address*>/cpmgr/login.asp where *server name* is the CallPilot server computer name, and *server IP address* is the CallPilot server IP address. Run the Configuration Wizard, and then restart the system.	"Phase 5: Logging on to the CallPilot server with CallPilot Manager" on page 68 "Phase 6: Running the Configuration Wizard" on page 73
6	Test the CallPilot upgrade. If the system is working as expected, then complete other configuration tasks, as required.	"Phase 7: Completing post-configuration tasks" on page 93

Phase 1: Completing the upgrade readiness checklist

Introduction

Use this checklist to ensure that your CallPilot server is ready for upgrade. This checklist enables you to

- avoid losing time and money during the upgrade
- reduce system downtime resulting from preventable upgrade problems

ATTENTION

To upgrade a system from CallPilot 1.07 to CallPilot 2.5 successfully, you must complete the following detailed step-by-step procedures *exactly* as described. Failure to do so can result in a failed upgrade and require the system to be restored to its previous release from a current backup.

ATTENTION

Do not assume that an upgrade to CallPilot 2.5 can cure an unhealthy CallPilot system. Any problems that the CallPilot system is experiencing before you start the upgrade can cause the upgrade to fail. An upgrade failure can damage the system beyond repair, and require the reinstallation of the operating system, the CallPilot software, or both.

Ensure that system problems are resolved before you begin the upgrade.

1. Ensure that a remote access connection can be established with the CallPilot server.

Dial-up connection

If the administrative PC is not on an IP network that is connected to the CallPilot server, establish a connection using Dial-Up Networking. Verify that you can establish a dial-up networking connection to the CallPilot server as follows:

1   Enter your client's dial-up networking applet.

2   Double-click the MAS icon.

     If the icon is unavailable, create a MAS connection profile.

3   When prompted, enter the Windows NT logon ID and password.

4   Wait until the connection is established.

pcAnywhere connection

You must have pcAnywhere access to the server before you perform the upgrade. If a pcAnywhere session cannot be established, the operating system update portion of the upgrade can fail. In addition, if a problem occurs during the upgrade, a remote access connection for support purposes is not possible.

If a pcAnywhere session cannot be established with the CallPilot server, contact your Nortel Networks technical support representative to request assistance.

Verify that you can establish a pcAnywhere connection to the CallPilot server as follows:

1   Launch the pcAnywhere application on the client PC.

        Note: The pcAnywhere host on the CallPilot server must be active so that the verification is completed successfully.

2   Double-click the remote control icon for the server.

        If the icon is unavailable, create a server connection profile.

3   When prompted, enter the pcAnywhere logon ID and password.

2.   Disconnect mapped network drives.

Nortel Networks supports the CallPilot 1.07 to CallPilot 2.5 upgrade from a locally connected CD-ROM drive only. Nortel Networks does not support the use of a network shared CD-ROM drive to upgrade the operating system or CallPilot server software.

To disconnect any mapped network drives, do the following:

1   Ensure that you are logged on to Windows NT as the Administrator.

2   In Windows NT Explorer, right-click the mapped network drive, and then choose Disconnect.

3.   Determine if hardware changes are required.

1   Ensure that only hardware approved by Nortel Networks is installed on the CallPilot server.

        You must remove any hardware that is not approved by Nortel Networks, such as extra add-in cards, internal modems, hard drives, or other peripheral devices.

2   Ensure that all hardware is working correctly. If a piece of hardware is not functioning correctly, then have it repaired or removed.

3 Use the following table to determine if you need to perform a hardware change as part of the CallPilot 1.07 to CallPilot 2.5 upgrade:

Step	Action
a	Ensure that the 1001rp server is equipped with at least three primary disk drives. You can increase channel and storage capacity by performing a cross-platform migration to a larger server.
b	Ensure that all MPB16-4 boards are installed in the lowest-numbered slots. Ensure that there are no empty slots between the MPB16 boards. The 1001rp server has cards in Peripheral Component Interconnect (PCI) slots 4 and 5. Slot 4 is the fourth of twelve PCI slots, numbered consecutively from left to right when viewed from the front of the server. The motherboard contains Industry Standard Architecture (ISA) slots on the left side and the SBC slot. The PCI slot 1 is just to the right of the SBC slot.
c	For servers with more than one MPB16-4 board and a single SCbus cable, ensure that the SCbus cable is connected to the lowest-numbered MPB16-4 board, which must be installed in the PCI slot 4. **ATTENTION** The 1001rp server configuration is different than a standard CallPilot 1.07 configuration, in which the cable is connected to PCI slot 5. For more information, refer to the *Part 3: T1/SMDI and CallPilot Server Configuration* installation and configuration guide (555-7101-224) for the 1001rp server.
d	If you changed the MPB16-4 board position, the SCbus cabling, or both, you must update the TN assignment data accordingly in the Configuration Wizard.
e	Ensure that the server contains a Diamond Stealth III video card. The Diamond Stealth III video card is labeled as "Diamond," and has a blue VGA connector and a black heat-sink. If the video card is not a Diamond Stealth III video card, contact your Nortel Networks technical support representative.
f	Ensure that the MPB16-4 boards (NTRH20xx) are the correct version (rev-5) if the Intel chipset is used. For more information, refer to *CallPilot Product Bulletin 2002-095*.

4 Update the tape drive driver, if required.

If you are changing the tape drive for CallPilot 2.5, install the new driver from the CallPilot 02.50.07 OS Recovery CD-ROM or the CallPilot 02.50.07 OS Upgrade CD-ROM in the Z:\drivers\misc\tape folder.

ATTENTION

If the CD-ROM drive is not mapped as drive Z:\, then reassign the CD-ROM drive to Z:\ as described in "Reassign the CD-ROM drive to drive Z (if required)" on page 24.

a. Click Start → Settings → Control Panel.

Result: The Control Panel appears.

b. Double-click the Tape Devices icon.

c. Click the Drivers tab.

d. Select and remove the old driver, if present.

e. Click Add.

Result: The list of available tape device drivers appears.

f. Click Have Disk.

g. Insert the CallPilot 02.50.07 OS Recovery CD-ROM or CallPilot 02.50.07 OS Upgrade CD-ROM into the CD-ROM drive.

h. Type **z:\drivers\misc\tape** as the path, and then click OK.

Result: The system prompts you to select a device driver from the list.

i. Choose the driver for your tape device, and then click OK.

Result: The system prompts you for the path to the OEM Tape Device files.

j. Type **z:\drivers\misc\tape** as the path, and then click Continue.

Result: The driver files are copied to the server.

k. Click OK twice to exit.

Result: The system prompts you to restart the server.

l. Restart the server.

4. Validate the upgrade keycode label.

1 Click Start → Programs → CallPilot → System Utilities → System Information.

2 Ensure that the serial number on the keycode label (Sec. Dev. ID) matches the CallPilot serial number that appears in the CallPilot System Information dialog box. If the two serial numbers do not match, your Nortel Networks customer support representative must generate a new keycode so you can upgrade the server.

3 Ensure that the feature limits displayed on the keycode label are greater than or equal to the feature limits displayed in the CallPilot System Information dialog box.

The feature limits cannot be reduced. The number of channels can be reduced, but not to zero.

5. Gather the materials that you need for the upgrade.

To perform an upgrade to CallPilot 2.5, you need the following items:

Items		Description
CallPilot 1.07 CD-ROMs	❐	CallPilot 1.07 Documentation CD-ROM
CallPilot 2.5 CD-ROMs	❐	CallPilot 02.50.07 OS Recovery CD-ROM or CallPilot 02.50.07 OS Upgrade CD-ROM
	❐	CallPilot 2.5 Server Software CD-ROM
	❐	CallPilot 2.5 PEP CD-ROM
	❐	one or more of the three CallPilot 2.5 Language CD-ROMs
	❐	CallPilot 2.5 Desktop Messaging Client Software and Updates CD-ROM
	❐	CallPilot 2.5 MyCallPilot Software and Upgrades CD-ROM
	❐	CallPilot 2.5 Documentation CD-ROM
Printed documents	❐	the readme.txt file from the CallPilot 02.50.07 OS Recovery CD-ROM or the CallPilot 02.50.07 OS Upgrade CD-ROM
		Note: This *CallPilot Upgrade Guide* contains all the information that you need to complete the upgrade. However, the readme.txt file can contain last minute information. Refer to the readme.txt file only if you need more guidance during the upgrade.
	❐	the *CallPilot Upgrade Guide*
	❐	the *General Release Bulletin* for CallPilot 2.5
	❐	the CallPilot 2.5 installation and configuration guides for the 1001rp server
	❐	the CallPilot 1.07 *Documentation Addendum*
	❐	the CallPilot 1.07 installation and configuration guides for the 1001rp server
	❐	the *Product Bulletin 2003-0151-Global: CallPilot Support for AntiVirus Applications*

Items		Description
Information (in written form)	❒	the CallPilot 2.5 keycode label
	❒	a CallPilot mailbox, a phoneset, and the Voice Messaging phone number to ensure that CallPilot is operational after the upgrade
	❒	if you have the fax or speech recognition options, a fax machine and the phone numbers for Express Fax Messaging, Speech Activated Messaging, or both
	❒	the current password for the Administrator, NGenSys, or NGenDist account

If you are unfamiliar with these passwords, contact the network administrator. |
| | ❒ | the customer's network settings; that is, the customer LAN (CLAN) IP address, the subnet masks, and the default router/gateway address |
| | ❒ | the customer's remote access service (RAS) IP address pool settings |

6. Ensure that CallPilot 1.07 does not have any active alarms.

Use the CallPilot 1.07 Event Browser and Alarm Monitor to ensure that no active alarms are present. Look for alarm 40241 against volume 1, which indicates that the multimedia file system (MMFS) volume 1 is more than 90 percent full.

If any alarms are active, clear them. If MMFS volume 1 is more than 90 percent full, *do not* proceed with the CallPilot server upgrade. An upgrade to the latest release of the voice prompts can fail.

If alarms reoccur within a few hours of normal system usage, they are real problems and must be resolved before you begin the upgrade.

ATTENTION

Do not assume that an upgrade to CallPilot 2.5 can cure an unhealthy CallPilot system. Any problems that the CallPilot system is experiencing before you start the upgrade can cause the upgrade failure. An upgrade failure can damage the system beyond repair, and require the reinstallation of the operating system, the CallPilot software, or both.

Ensure that system problems are resolved before you begin the upgrade.

Note: If minor or major alarms that are understood and do not have any impact on the system are present, then it can be acceptable to proceed with the upgrade. Evaluate the alarms carefully before proceeding. When in doubt, contact your Nortel Networks technical support representative.

For more information about reviewing alarms, refer to "Using the Alarm Monitor" in the *CallPilot Monitoring and Security for the Administrator* guide for release 1.07 (555-7101-307).

7. Ensure that the required PEPs are installed.

ATTENTION

The CallPilot 1.07 server must be running SU3 or SU4.

A. Determine which CallPilot PEPs are installed.

1   On the CallPilot server, click Start → Programs → CallPilot → System Utilities → PEP Maintenance Utility.

   Result: The DMI Viewer appears.

2   In the left pane, click CallPilot Server, and then click Show PEPs to display the list of PEPs that begin with NM.

3   Click Show Suites, and then in the left pane, click MAS Base.

4   Click Show PEPs to display the list of PEPs that begin with NB.

B. Determine which PEPs are required.
Review the *General Release Bulletin* for CallPilot 2.5 to determine which PEPs are required on the switch and on CallPilot.

C. Acquire the PEPs from Nortel Networks.

1   Access the Nortel Networks Meridian PEP Library (MPL) at one of the following URLs:

   ■   North America: http://www43.nortelnetworks.com/MPL

   ■   Europe, Middle East, and Africa: http://www21.nortelnetworks.com/MPL

   Note: The MPL is a secure web site and requires a user name and a password to log on. If you do not currently have an account, you must apply for one at http://www.nortelnetworks.com, or through your Nortel Networks Channel Partner Account Manager. It can take up to 72 hours to process your account request.

2   Locate the PEPs that you need as follows:

For	Navigate to the
SL-100 switch PEPs	"Meridian 1/Succession 1000 PEP Tools" section
CallPilot service updates	"Multimedia PEP Tools" section

D. Install the PEPs.

1   Install the PEPs for the SL-100 switch before proceeding with the CallPilot server upgrade.

If the required PEPs are not applied to the SL-100 switch, then ring-no-answer and other call processing issues can occur.

2   Apply the CallPilot 1.07 PEPs.

For more information, refer to Part 5 of the *Installation and Configuration* documents for CallPilot 1.07 and the readme file provided in each PEP package.

8.   Perform a full system backup of the system.

1   Log on to the CallPilot server with the administration client and ensure that an up-to-date full system backup is available.

IF a full system backup is	THEN
available	ensure that you have access to the backup tape or the hard drive on which the backup is stored.
not available	start a full system backup. For instructions, refer to the *CallPilot Monitoring and Security for the Administrator* guide (555-7101-307) for release 1.07. The system remains in service during the backup process.

2   Continue with completing other tasks on this "Upgrade Readiness Checklist" while monitoring the progress of the backup.

3   Ensure that the backup completes successfully, without any errors.

4   If you chose to perform a backup to tape, remove the tape, label it, and put it in a safe location.

9. Reassign the CD-ROM drive to drive Z (if required).

If the CallPilot server CD-ROM drive is not mapped as drive Z, then you must reassign the drive letter Z to the CD-ROM drive.

If any files on the CD-ROM drive are open, close them before you perform the following procedure. If files are open, you receive an error message when you attempt to reassign the drive letter.

1 At the CallPilot server, log on to Windows NT with an administrator user ID.

2 Click Start → Programs → Administrative Tools (Common) → Disk Administrator.

3 Right-click the white square next to CD-ROM 0.

4 Select Assign Drive Letter.

5 Choose drive Z.

Result: The following message appears:

```
This assignment will happen immediately, do you wish to
continue?
```

6 Click Yes.

Result: The new drive assignment occurs immediately.

Continue with "Verify that CallPilot server disk partitioning meets Nortel Networks requirements".

10. Verify that CallPilot server disk partitioning meets Nortel Networks requirements.

In Disk Administrator, make sure that the disk partitioning on the 1001rp server is defined as indicated in the following table:

Configuration	Disk 0		Disk 1	Disk 2
	Drive C	**Drive D**	**Drive E**	**Drive F**
1	90–300 Mbytes	3800 Mbytes or more	4000 Mbytes or more	4000 Mbytes or more
	The operating system is installed on drive D, in the D:\WINNT folder.			
2	590–1028 Mbytes	3400 Mbytes or more	4000 Mbytes or more	4000 Mbytes or more
	The operating system is installed on drive C, in the C:\WINNT folder.			

11. Verify that only authorized software and folders are installed.

ATTENTION

If the CallPilot server contains any software or folders that are not authorized by Nortel Networks, you must uninstall the software, remove the folders, or both. Unauthorized folders cause an error message to appear during the Windows NT update. Unauthorized software can impact CallPilot performance and interfere with the upgrade to CallPilot 2.5.

ATTENTION

Check for the presence of the C:\windows folder on your CallPilot server. If the C:\windows folder is present, then either rename it or delete it. If you do not rename or delete the C:\windows folder, then the operating system is blocked from performing an upgrade.

1   Click Start → Settings → Control Panel → Add/Remove Programs → Install/Uninstall tab.

2   Review the list that appears. The list must contain only the following items:

- CallPilot 1.07 Server

- pcANYWHERE32

- Dialogic System Software

- If security PEP NM010709G078S is installed:

    — Microsoft Internet Explorer 5.5 and Internet Tools
    — Microsoft Windows Media Player 6.4

- If security PEP NM010709G100S is installed:

    — Internet Explorer Q818529
    — Windows KB823559 Patch

    Note: Microsoft periodically issues security patches for Windows NT, Internet Explorer, and various operating system components used by CallPilot 1.07. Nortel Networks issues bulletins and integrates the security patches into PEPs that are authorized for installation on CallPilot 1.07 servers. Some security patches can create additional entries in the list of installed programs on your system. The exact text of entries for future patches cannot be predicted. However, the patch entries typically include a numeric value or a Knowledge Base (KB) number. All the security patches are acceptable and do not have to be removed. If the list of installed programs is correct, except for some additional entries for security patches that are not mentioned in this document, proceed with the upgrade.

- If the server is equipped with the redundant array of independent disks (RAID) option, one of the following:
    — Mylex Workstation Array Manager
    — Mylex Global Array Manager
    — Power Console Plus Package

    ■   If a Nortel Networks-approved antivirus software application is installed, one of the following:
       — eTrust InoculateIT (version 4.53 or 6.0)
       — Norton AntiVirus (2001 or corporate version 7.x)
       — McAfee NetShield for Windows NT (version 4.5)

3 Uninstall any software applications that are not listed in step 2 and appear in the Install/Uninstall tab list. The following are examples of software applications that you must uninstall:

■ Acrobat Reader

■ antivirus software that is not approved by Nortel Networks (refer to the list of approved antivirus software applications above)

■ Microsoft Visual C++ or other development tools

■ Microsoft Word or Office components

■ Microsoft Outlook, Outlook Express, or other e-mail clients

■ Nortel CallPilot Player, Admin Client, or Application Builder

■ WinZip or other zip utilities

■ Microsoft FrontPage

■ games

■ Windows components that are not required by CallPilot (for example, Solitaire, IIS 4, and so on)

■ Timbuktu (remote access application)

Note: An application uninstallation can leave behind empty folders on your hard disk. You must delete the empty folders manually, as indicated in step 3.

4 In Windows NT Explorer, display the contents of the following folders:
— c:\Program Files
— d:\Program Files

If any of the subfolders listed below are present in the Program Files folder, delete it. However, before deleting a folder, make sure that you uninstalled the software application to which that folder belongs.

■ Adobe	■ Netscape
■ directx	■ Nortel Networks
■ Divx	■ Outlook Express
■ FrontPage Express	■ PowerQuest
■ Logitech	■ Qualcomm
■ Microsoft FrontPage	■ Quicktime
■ Microsoft Office	■ Rational
■ Microsoft Visual Studio	■ Real
■ Microsoft Visual Studio.NET	■ Winamp
■ Net2Phone	■ WinZip
■ NetMeeting	
■ Netopia	

5   Check if the c:\windows folder is present. If the c:\windows folder is present, then either rename it or delete it.

If the Windows NT update detects folders of unauthorized software on the CallPilot server, the following error message appears during the update process:

```
One or more unauthorized software packages has been
installed on the CallPilot server. This may cause problems
for the CallPilot upgrade. Please remove all unauthorized
software. Terminating upgrade.
```

12. Run the precheck.exe utility.

The precheck.exe utility on the CallPilot 02.50.07 OS Recovery CD-ROM or the CallPilot 02.50.07 OS Upgrade CD-ROM checks for the presence of certain files that are generated by server crashes. The utility also checks various characteristics of the CallPilot server to ensure that the server is ready for the upgrade.

1   Insert the CallPilot 02.50.07 OS Recovery CD-ROM or the CallPilot 02.50.07 OS Upgrade CD-ROM into the CD-ROM drive.

2   Click Start → Run.

Result: The Run dialog box appears.

3   Type **z:\precheck.exe**, and then click OK.
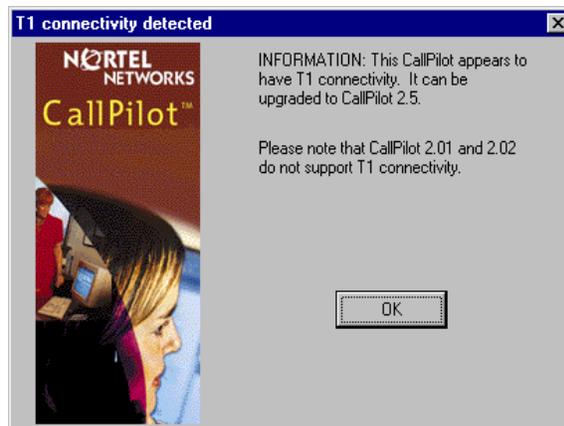
Note: The alternate method to run the file is as follows:

a.   Click Browse.

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

c.   Double-click the precheck.exe file that is located in the root folder.

Note: If file name extensions are not visible, click View → Details to make the extensions visible.
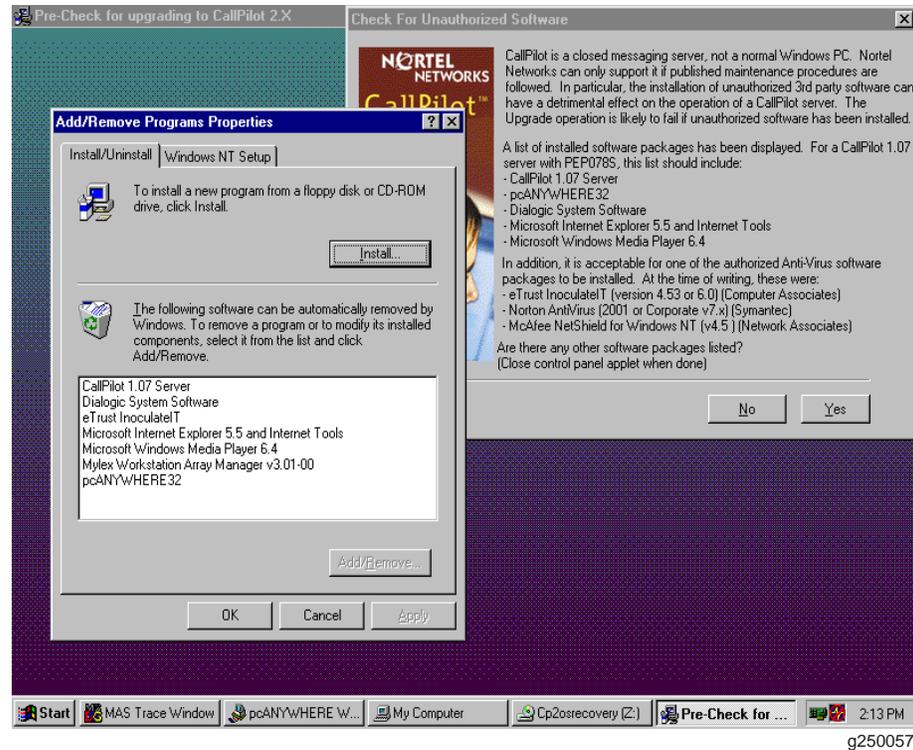
d.   Click OK.

Result: The precheck.exe utility starts running and the following dialog box appears:

g250044

4   Click OK.

Result: The precheck.exe utility checks for unauthorized software installed on your system and displays the following dialog boxes:

g250057

If you executed correctly the tasks provided in "Verify that only authorized software and folders are installed." on page 25, the Add/Remove Program Properties box must list only the authorized software packages that are installed on your server. However, if the list still contains software that is not authorized, click the unauthorized software application, click Add/Install, and then follow all the instructions on the screen until the application is uninstalled. Repeat these steps for each unauthorized software package installed on the CallPilot server.

5   Click OK and then No.

Result: The precheck.exe utility starts verifying the disk partitioning of the CallPilot server and displays the following dialog boxes:

g250058
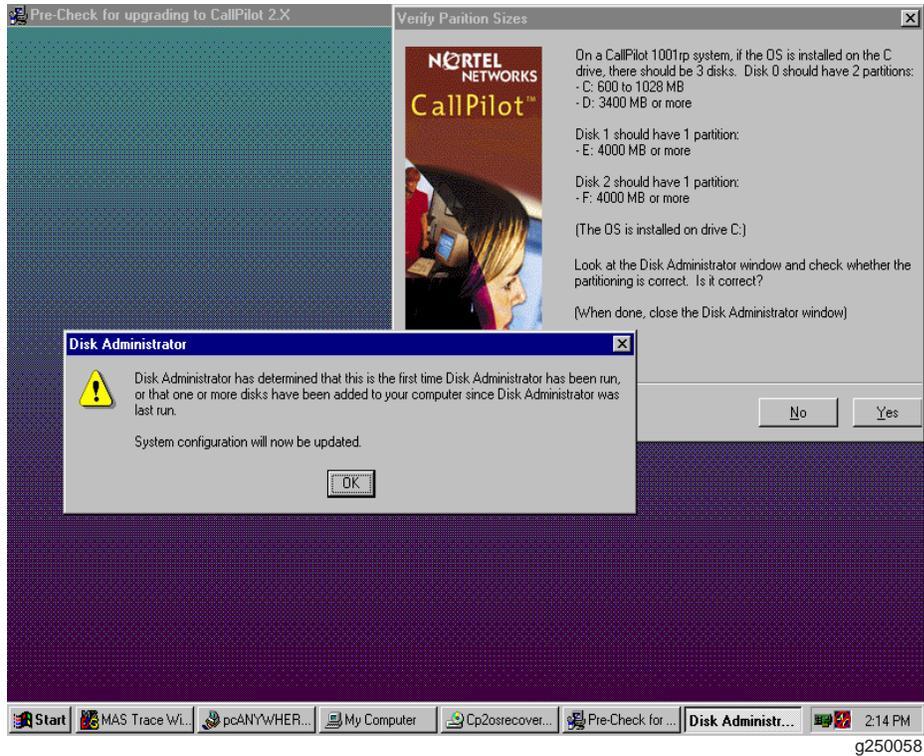
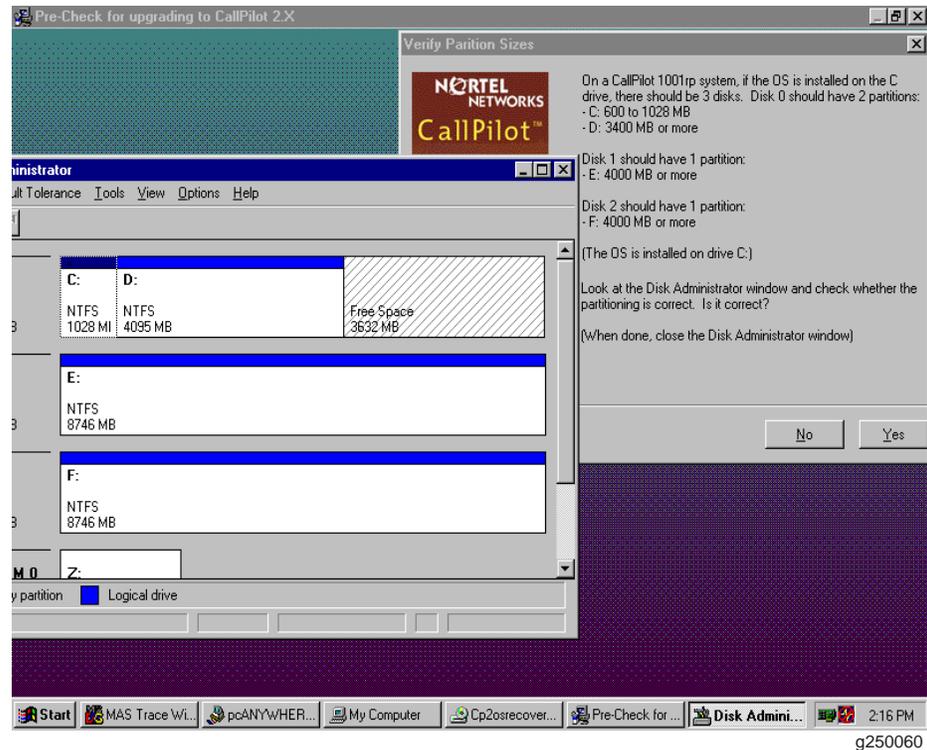**6**   Click OK.

Result: The precheck.exe utility displays the following dialog box:

g250059

7   Click Yes.

Note: Two similar dialog boxes appear subsequently, asking you for the permission to write a signature on disks 1 and 2. Click Yes on each dialog box.

Result: The precheck.exe utility displays the Disk Administrator window.


g250060

8   Check the disk partitioning and then close the Disk Administrator window.

Note: The Disk Administrator utility can show the size of the formatted drive C partition as slightly less (596 Mbytes) than the minimum of 600 Mbytes recommended in the Verify Partition Sizes dialog box. Ignore this small discrepancy in partition size.

9   Click Yes on the Verify Partition Sizes dialog box because you already ensured that the disk partitioning is correct in "Verify that CallPilot server disk partitioning meets Nortel Networks requirements." on page 24.

Result: The precheck.exe utility continues running, and, after completing all the required tasks, displays the following dialog box:

g250045
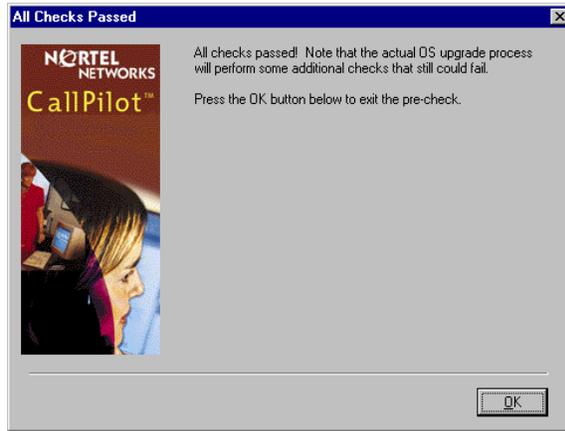
10   Click OK to exit the precheck.exe utility. If the precheck.exe utility reports any errors, continue with "Resolve errors that were reported by the precheck.exe utility (if required)" on page 34.

What the precheck.exe utility checks

The precheck.exe utility on the CallPilot 02.50.07 OS Recovery CD-ROM or CallPilot 02.50.07 OS Upgrade CD-ROM automatically checks for the following items (you do not need to check them yourself manually):

- determines if the drwtsn32.log file exists

  If server crashes occurred recently, the system can have problems that must be investigated and resolved prior to attempting the upgrade.

- determines if the user.dmp file exists

  If a server crash occurred recently, the system can have problems that must be investigated and resolved prior to attempting the upgrade.

- determines if the System Volume Information folder exists in the root of each lettered drive

  If this folder exists on any of the drives, the Windows NT Check Disk utility fails (see page 41), and you must reinstall Windows NT and CallPilot. Windows 2000 or related tools have been used on one of the NTFS partitions. It is possible that Windows NT 4.0 handles them correctly.

- ensures that no screen savers are enabled

  Screen savers can create problems with the upgrade process.

- verifies that the Symantec pcAnywhere application version 8 is installed

- ensures that the server has the correct amount of RAM (no more, no less); that is, 256 Mbytes

- verifies if Internet Explorer was upgraded to a non-supported version

  Note: If security PEP 078S was applied, Internet Explorer is version 5.5; otherwise, Internet Explorer is version 2.

- ensures that the server has the correct pagefile size; that is, 268 Mbytes on the system drive (C or D)

- verifies that Symantec pcAnywhere was not upgraded

  The version must be 8 (pcANYWHERE32). Symantec pcAnywhere can be installed on either drive C or drive D.

- ensures that Service Pack 6a is not installed (unless it was installed as part of security PEP 078S)

- verifies that the video driver is one of the following:

  - VGA compatible display adapter
  - Diamond Stealth III S520/S540

- verifies that the firmware for the AcceleRAID352 RAID controller card on the 1001rp server is version 6.xx.yy

13. Resolve errors that were reported by the precheck.exe utility (if required).

1   Launch Notepad.

2   Open the precheck.log file, and then carefully review it for any problems that were reported.

Click File → Open, and then navigate to the root folder on the drive on which the operating system is installed (this is the drive than contains the Windows NT [winnt] folder).

3   Resolve the problems.

Notes:

■   If the precheck.exe utility reports that the video driver is not the version required by CallPilot, see "Install the correct video driver (if required)" on page 34.

■   If the precheck.exe utility reports that the AcceleRAID352 RAID controller card firmware version is not 6.xx.yy, see "Update the firmware on the AcceleRAID352 RAID card (if required)." on page 35.

■   Even though the utility reports that one or more checks failed, the log file can indicate that no problems actually exist. In this case, you can proceed with the upgrade after you have completed the tasks in the Upgrade Readiness Checklist.

4   After you resolve the errors, run the pre-check.exe utility again to ensure that the errors were resolved correctly.

Note: This step is optional.

14. Install the correct video driver (if required).

If the precheck.log file indicates that the version of the installed video driver is not the one required by CallPilot, you must install the correct version. This requires that you also uninstall and then reinstall pcAnywhere 8.

ATTENTION

Before you change the video driver, ensure that the type of the installed video card is correct. For more information, see "Determine if hardware changes are required" on page 17.

1   Uninstall pcAnywhere 8, as follows:

a.   Click Start → Settings → Control Panel → Add/Remove Programs → Install/Uninstall tab.

b.   Choose pcANYWHERE32, and then click Remove.

2   Install the correct video driver.

The video driver required by the server is provided on the CallPilot 02.50.07 OS Recovery CD-ROM or CallPilot 02.50.07 OS Upgrade CD-ROM.

For instructions on installing the driver, refer to the following:

- *CallPilot 1.07 Documentation Addendum*

- "Installing video card device drivers" in Part 5 of the *CallPilot Installation and Configuration* documents for Release 1.07.

3   Reinstall pcAnywhere 8.

For instructions, refer to the following:

- *CallPilot 1.07 Documentation Addendum*

- "Installing pcANYWHERE32" in Part 5 of the *Installation and Configuration* documents for CallPilot Release 1.07.

15. Update the firmware on the AcceleRAID352 RAID card (if required).

If the precheck.log file indicates that the AcceleRAID352 RAID controller card on the 1001rp server is using firmware version 7.xx.yy, you must change the RAID card firmware to version 6.xx.yy. If the version is 7.xx.yy, a problem can occur during the CallPilot upgrade.

ATTENTION

Ensure that you know the IP address of the customer LAN (CLAN). The firmware change modifies the PCI bus numbering, which prevents the network card drivers from loading properly. You must remove the network adapters in the Network applet, and then add them back.

1   Insert the CallPilot 02.50.07 OS Recovery CD-ROM or CallPilot 02.50.07 OS Upgrade CD-ROM into the CD-ROM drive.

2   Copy the following files from the Z:\Drivers\Misc\RAID\AR352\Firmware folder to the root folder of a non-bootable, blank, formatted floppy disk:

- FLP60013.000

- BLP60100.026

- EZ20319.IMG

- KLP60003.000

3   Restart the server.

4   When prompted, press Alt+R to launch the EZAssist utility.

Result: The Mylex EZAssist utility launches.

5   Press Enter to choose the RAID controller card.

6   Use the up and down arrow keys to choose Advanced Options, and then press Enter.

7 Press Enter to choose Update Flash Code.

8 Type the first filename (see the following list), and then press Enter.

- FLP60013.000

- BLP60100.026

- EZ20319.IMG

- KLP60003.000

9 Choose the controller.

Note: Look for the check mark to the left of the controller.

10 Press Tab to choose OK, and then press Enter.

Result: The following prompt appears:

```
Are you sure?
```

11 Press Tab to choose OK, and then press Enter.

12 Wait while the flash memory is updated.

13 When the flash memory is updated, choose OK, then press Enter, and then press Esc.

14 Repeat steps 8 to 13 for each of the files listed in step 8.

Note: Press backspace to clear the previous file name.

15 When the flash code has been updated for all the files, press Esc to exit the EZAssist utility.

16 Remove the floppy disk.

17 Restart the server, and then log on to Windows NT.

18 Click Start → Settings → Control Panel.

19 Double-click the Network icon.

Result: The Network dialog box appears.
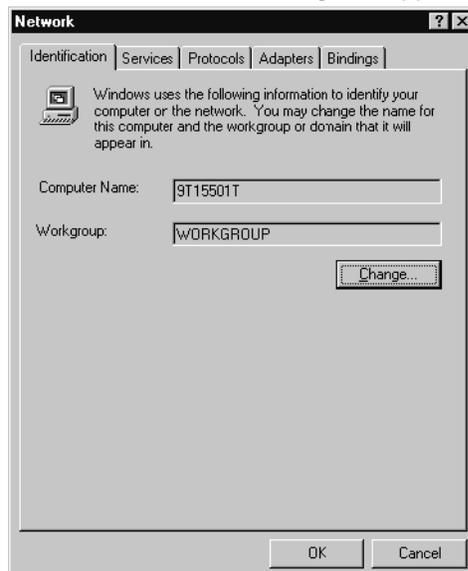
20 Click the Adapters tab.

21 Choose the adapters, and then click Remove.

Result: The following prompt appears:

```
Would you also like to remove the files associated with
this adapter?
```

22 Click No.

23 Close the Network applet.

Result: The system prompts you to restart the server.

24 Click Yes.

Result: The server restarts.

25 Log on to Windows NT.

26 Click Start → Settings → Control Panel.

27 Double-click the Network icon.

Result: The Network dialog box appears.

28 Click the Adapters tab.

29 Click Add.

30 Click Have Disk, and, when prompted for the path, type
c:\drivers\network\intel.

Result: The network adapters are added.

31 Configure the CLAN adapter, including the IP address.

32 Close the Network applet, and then restart the server.

16. Launch Windows NT Explorer, and then complete the following tasks:

A. Verify the availability of free disk space on the server.

ATTENTION
Perform this procedure for each drive letter on the server.

Minimum disk space requirements for the Windows NT update and CallPilot 2.5 upgrade vary depending on whether PEP 78S has been applied.

The Windows NT update program deletes any files on the server that are not needed, and then verifies if sufficient free disk space is available before allowing the update to proceed. The CallPilot 2.5 software upgrade program only verifies that sufficient free disk space is available before allowing the upgrade to proceed. Therefore, even if you think that the server does not have enough free disk space, the upgrade can still succeed.

To ensure that the upgrade can continue (and thereby prevent unnecessary delays), you must perform a visual check as described on the following page *before* you begin the upgrade. The following table summarizes the free disk space requirements.

Drive letter	Estimated free disk space requirement
C	■ 20 Mbytes or more if the operating system is on drive D ■ 80–135 Mbytes or more if the operating system is on drive C
D	150 Mbytes of free space or more

1 In Windows NT Explorer, right-click the drive letter, and then click Properties.

Result: A dialog box that shows the total drive size, the amount of space used, and the amount of free space appears.

2 Review the free space value.

IF free space is	THEN
less than the ranges identified in the table	**a.** close the disk drive properties dialog box. **b.** continue with "Remove unnecessary files from the server" on page 39.
equal to or greater than the ranges identified in the table	continue with "Run the Windows NT Check Disk utility" on page 41. **Note:** Do not close the disk drive properties dialog box yet.

CAUTION

Risk of incorrect system operation

Do not delete the following files:

- pagefile.sys
- bluedat1.db
- any file whose name begins with VS

B. Remove unnecessary files from the server.

ATTENTION

Perform this procedure *only* if you need to free up disk space.

If the server meets the available free disk space requirement for the upgrade (see the ""Estimated free disk space requirement"" table on page 38), then go to "Run the Windows NT Check Disk utility" on page 41.

Note: Nortel Networks recommends that you remove only enough files to provide the free space that you need for the upgrade.

1   Remove all files and folders in the c:\temp and d:\temp folders.

If an error occurs while attempting to remove a particular file, ignore the error, but try to remove as many files and folders as possible in the temp folder. It is possible that the file is being used by Windows NT.

Note: Do not remove the c:\temp and d:\temp folders.

2   Determine if the d:\nortel\mpcx\migration folder contains files.

If this folder contains files, delete them, as they are left over from a previous Meridian Mail to CallPilot migration.

3   Remove other unnecessary files (especially large files) from the system as indicated below.

CAUTION

Risk of incorrect system operation
Do not delete the following files:
- pagefile.sys
- bluedat1.db
- any file whose names begin with VS

To locate large files that can be removed safely, do the following:

a.   In Windows NT Explorer, click Tools → Find → Files or Folders.

Result: The Find dialog box appears.

b.   Type *.* in the Named box.

c.   Choose a drive letter in the "Look in" box.

d.   Click Find Now.

Result: All files on the drive are listed.

e.   Click the Size header to sort the list by file size.

f. Review the list of the largest files, and delete the files that have the following extensions:

— .bkp

— .log (except setup.log)

— .dmp

— .zip (except Java packages)

— .pdb

— .evt (except the files in the winnt\system32\config folder)

— .txt files (if files are large and not needed

— _*.aa* (such as the _2t.aab and _2t.aac files) in the \winnt\system32 folder

Note: The _*.aa* files are created each time the CallPilot server restarts. If you cannot delete a file, then it is being held open by Windows NT. Delete as many files as you can. The Windows NT upgrade process automatically removes these files.

You can also safely remove the following files:

— files in the c:\sysops\patch folder (these files contain backup information for installed CallPilot 1.07 PEPs)

— files used in a past technical support activity

g. Verify that the Desktop subfolder under c:\winnt\profiles contains files that store profiles. For example, the c:\winnt\profiles\ngensys\Desktop folder can contains additional files. Review the list of the largest files, and delete the files that have the extensions listed in the preceding substep.

4 If necessary, you can compress the *.pdf and the *.hlp files on drive D:\ to free up more space:

CAUTION

Risk of incorrect system operation

Do not compress the following files:

■ pagefile.sys

■ bluedat1.db

■ any file whose names begin with VS

To compress a file, do the following:

a. Right-click the file name, and then choose Properties.

b. Check the Compressed box.

c. Click Apply.

5 Empty the Recycle Bin.

6   If disk space is still low, determine if a Nortel Networks-approved antivirus software application is installed on the drive that needs more space.

If it is installed, uninstall it, and then reinstall it on a different drive.

7   Continue with "Run the Windows NT Check Disk utility" below.

C. Run the Windows NT Check Disk utility.

ATTENTION

Perform this procedure for each drive letter on the server.

1   Click the Tools tab in the dialog box that reports the disk drive space statistics.

Note: If the disk drive properties dialog box is not open, then in Windows NT Explorer right-click the drive letter, and then click Properties.

2   Click Check Now.

3   Ensure that the following options are not checked:

- Automatically fix file system errors

- Scan for and attempt recovery of bad sectors

4   Click Start to perform the check.

5   Ensure that the check runs successfully and does not find any problems.

6   Close the Properties dialog box for the drive letter.

7   Do the following if the server has more drive letters that must be checked:

a.   repeat the free disk space check on the next drive letter as described in "Verify the availability of free disk space on the server" on page 37.

b.   repeat the task of removing unnecessary files as described in "Remove unnecessary files from the server" on page 39 (if required).

c.   repeat this (Windows NT check disk) procedure on that drive letter.

If the server does not have more drive letters that must be checked, then close the drive Properties dialog box and Windows NT Explorer.

17. Remove the NetBEUI protocol (if it is present).

1   Click Start → Settings → Control Panel.

2   Double-click the Network icon.

3   Click the Protocols tab.

4   Choose NetBEUI, and then click Remove.

5   Close the Network applet.

Result: The system prompts you to restart the server.

**6**   Click Yes to restart the server.

18. Verify the Administrator account privileges.

1   Click Start → Programs → Administrative Tools → User Manager for Domains.

2   Ensure that the Administrator account exists (the name must be Administrator).

   Note: If the administrator account name was changed, click User → Rename, and then change it to Administrator.

3   Ensure that the Administrator account is a member of the Administrators group as follows:

   a.   Double-click the Administrator account.

   b.   Click Groups.

      Result: The groups in which the Administrator account is a member appear. Ensure that the Administrators group is listed.

   c.   Click OK twice.

4   Ensure that the Permit Blank Password option is enabled, as follows:

   a.   Click Policies → Account.

   b.   Ensure that the Permit Blank Password option is enabled.

   c.   Click OK.

5   Click User → Exit → Close User Manager.

19. Ensure that no Application Builder applications are locked.

1   On the administrative PC, launch Application Builder.

2   Click File → Open.

   Result: The Open dialog box appears.

3   Ensure that the Locking user column is empty.

   The following is an example of an application that is open and locked by another user. If you need assistance with unlocking the application, contact your Nortel Networks technical support representative.
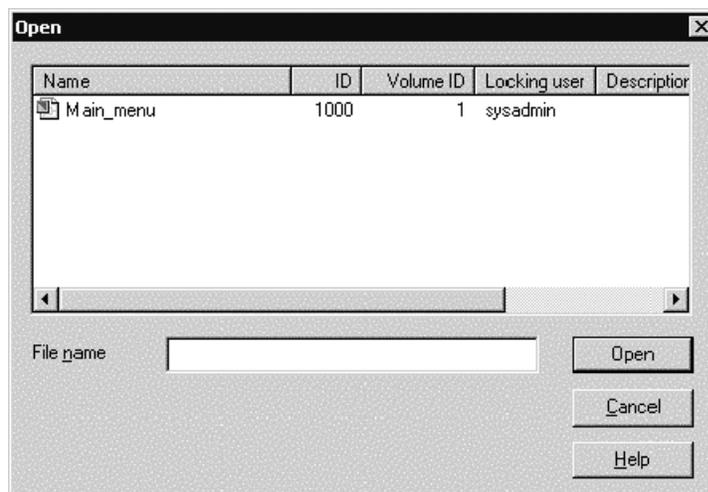
20. Split the RAID drives (if required).

If the CallPilot server is equipped with a RAID controller, you must split the drives in the RAID system pack just before you begin the upgrade. This procedure breaks the mirroring of the hard drives so that if the upgrade fails, you can quickly return the server to the state it was in before you started the upgrade.

For instructions on how to split the RAID drives, refer to the section entitled "Splitting RAID drives and upgrading software" for your RAID controller in the CallPilot 2.5. *Part 5: 1001rp Server Maintenance and Diagnostics* (555-7101-218) installation guide.

21. Ensure that CallPilot 1.07 is fully functioning and able to take calls.

1   Ensure that a system backup is not in progress.

2   Verify that no new alarms occurred.

If new alarms occurred since you last checked them, resolve them.

3   Verify that the system-ready indicator states that CallPilot services have started and that CallPilot is ready to accept calls.

For more information, refer to CallPilot 1.07 *Part 3: Switch Setup and CallPilot Server Configuration* (555-7101-211) installation and configuration guide for the 1001rp server.

4   Test the CallPilot system as follows:

    a.   Make several test calls, and confirm that CallPilot answers.

    b.   Leave and retrieve messages.

    c.   Ensure that the message waiting indicator (MWI) on the telephone set is updated.

    d.   Ensure that the CLAN configuration is correct and that no IP address conflicts exist for the CLAN.

ATTENTION

After you verify that the system is operational, ensure that you do not disconnect it from the CLAN or switch before you begin the upgrade to CallPilot 2.5. If the server is disconnected (and then reconnected), you must verify system operation again.

22. Courtesy stop all channels.

Courtesy stop all digital signal processing (DSP) and T1 channels.

If you do not courtesy stop the channels, any calls that are active are suddenly terminated during the upgrade. For instructions, refer to "Managing channels" in the *Monitoring and Security for the Administrator* (555-7101-307) document for CallPilot 1.07.

After the upgrade to CallPilot 2.5, you must start the channels manually using CallPilot Manager. If you do not start the channels manually, CallPilot does not start completely.

23. Ensure that the server BIOS is configured to start the server from the hard drive.

The CallPilot 02.50.07 OS Recovery and CallPilot 02.50.07 OS Upgrade CD-ROMs are bootable CD-ROMs. You must ensure that the CallPilot server BIOS is configured to start the server from the hard drive instead of from the CD-ROM drive. This prevents the MS-DOS 6.2 Startup Menu on the OS Recovery or OS Upgrade CD-ROM from appearing after each server restart during the Windows NT operating system update.

1 Restart the server.

2 At the appropriate moment, enter the BIOS setup.

For more information, see "Changing the BIOS boot device priority" in the CallPilot 2.5 *Part 4: Software Installation and Maintenance* (555-7101-202) installation and configuration guide for the 1001rp server.

3 Change the boot priority list to the following order:

- floppy drive (Removable Devices)

- hard drive

- CD-ROM drive

- any other devices

4 Save the new BIOS settings, and then restart the server.

What's next?

When all tasks in the Upgrade Readiness Checklist are completed, the CallPilot server is ready for the Windows NT update and CallPilot 2.5 upgrade. Continue with "Phase 2: Updating the Windows NT operating system" on page 45.

The remaining procedures in this chapter take approximately 90 minutes to complete.

Phase 2: Updating the Windows NT operating system

Introduction

ATTENTION   Execute the instructions in this section carefully. Do not simply follow the prompts on the screen, since they can be misleading.

Do not remove the CallPilot 02.50.07 OS Recovery CD-ROM or CallPilot 02.50.07 OS Upgrade CD-ROM from the CD drive before the Windows NT update is finished.

You must also print and read the readme.txt file that is provided on the CallPilot 02.50.07 OS Recovery CD-ROM or CallPilot 02.50.07 OS Upgrade CD-ROM. The readme.txt file contains the same information as this section. However, the readme.txt file can also contain last-minute information that is not provided in this section.

Estimated time required for the update

During the Windows NT update, the system is restarted multiple times. The time required for each restart cycle is based on the speed of your server system, as well as on the duration of the operations that are performed during the start cycle. A start cycle can last from 2 minutes to 10 minutes.

Allocate at least one hour for completing the Windows NT update.

Windows NT update overview

ATTENTION

Do not respond manually to any dialog boxes that appear on the screen during the Windows NT update since this can interfere with the running of the automatic Button Pusher scripts. For example, if the system asks you if you want to reboot, do not respond unless this guide specifically instructs you to respond.

Certain dialog boxes do require you to respond. You can recognize them by the presence of the word "CallPilot" somewhere in the dialog box.

The Windows NT update process involves running various third-party installers. These installers display dialog boxes that are automatically answered by Button Pusher scripts.

Allow up to five minutes before concluding that the update process is not proceeding automatically.

If, after a restart, you see this error message

```
Z:\OSSetup.exe is not a valid Windows NT application
```

or this error message

```
Problem with Shortcut: The drive that the shortcut
"OSSetup.lnk" refers to is unavailable. Make sure that the
disk is properly inserted and then try again.
```

then the CD-ROM drive is slow and not yet ready. Do one of the following:

■ Click OK, and then click Start → Programs → Startup → OSSetup.

or

■ Restart the server, and then log on as administrator using the null password. The upgrade process must continue.

Button Pusher description

The Windows NT update process uses a tool called Button Pusher (butpress.exe) to operate third-party installation programs automatically. This tool runs from a script that tells the system to wait for particular windows, and then to send certain responses to those windows.

If the system does not find a window, the Button Pusher times out and displays an error dialog box. The following figure is an example of Button Pusher error dialog box.
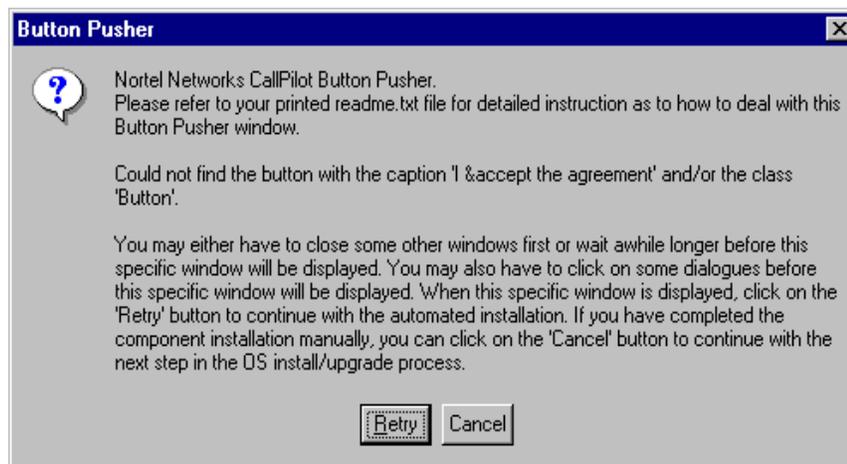
g250080

The error dialog box identifies the window that the Button Pusher was expecting and offers you the option of clicking one of two buttons—Retry or Cancel:

■ If you click Retry, the system looks again for the expected window and continues with the script when the window is found.

■ If you click Cancel, the system stops running the Button Pusher script. Usually, this causes the Windows NT update process to continue with the next component installation.

Handling Button Pusher errors

During the installation of an OS component, the Windows NT update process can occasionally display different windows than expected (for example, due to an error condition), or a window can take longer than expected to appear. This can cause a Button Pusher time-out. Unfortunately, the Button Pusher error box can be hidden behind a full-screen or an always-on-top setup window.

It is normal for the Windows NT update process to seem to stall for up to five minutes. Even though it appears that nothing happens, the process continues without user intervention. If nothing at all happens for more than five minutes, then it is possible that a Button Pusher error occurred. The following table provides recommendations concerning the handling of Button Pusher errors.

IF	THEN
the Windows taskbar is visible	determine if the icon of a Button Pusher error dialog box is present on the taskbar. If this icon is present, then click it to display the Button Pusher error dialog box.
	Click Retry to continue the Windows NT update.
the Windows taskbar is not visible	press Alt+Tab to step through all the open items (windows, dialog boxes or folders) and determine if a Button Pusher error box exists. If a Button Pusher error box exists, stop pressing Alt+Tab when this box is selected to display it.
	Click Retry to continue the Windows NT update.
a Button Pusher time-out occurs	you can recover the Windows NT update process and continue it.
	Carefully read the text in the Button Pusher error box. The text identifies the window that the Button Pusher was expecting. It is possible that this window became visible later than expected.
	Click Retry to continue the Windows NT update.
an unexpected error or warning dialog box appears	the unexpected OS update error or warning dialog box has prevented the appearance of the window that the Button Pusher was expecting.
	The Button Pusher error dialog box then appears. If the Button Pusher error dialog box is obscured by foreground windows, press Alt+Tab to make it visible.
	Carefully read the text on the error or warning dialog box. Carefully read the text on the Button Pusher error dialog box. Write down details about the errors that occurred so that you can accurately refer them to product support. If the problem is minor and not likely to impact the OS update, close the error or warning dialog box (not the Button Pusher error dialog box). As a result, the window that the Button Pusher was looking for appears.
	Click Retry to continue the Windows NT update.

The Button Pusher error dialog boxes appear when unexpected events happen during the Windows NT upgrade process. Sometimes you cannot continue the upgrade by clicking Retry, and eventually you have to click Cancel.

ATTENTION

If you click Cancel on the Button Pusher error dialog box, this usually causes the next component installation to begin. First complete manually the installation of the component that caused the Button Pusher error box to appear, and only then click Cancel.

This guide does not provide detailed instructions for completing OS update phases manually.

In general, the update components must be installed in a particular order. If a component installation fails and is skipped, then you are required to uninstall a later component before reinstalling the component that failed. For example, pcAnywhere must be uninstalled before changing a video driver. Also, service pack 6a and hot fixes must be reapplied after installing components from the Windows NT option pack.

To facilitate the recovery of the update, proceed as follows:

- Write down the exact Button Pusher error message, including the information about the item that the Button Pusher was trying to find.
- Write down any other information that is visible on the screen, such as the information on the section of the OS upgrade that was performed when the Button Pusher error occurred.
- Save the system and application event logs, as well as the file ossetup.log, which can be found in the root of the C or D drive.

You can also try to complete the OS update as follows:

- Read the readme.txt file that is on the CallPilot 02.50.07 OS Recovery CD-ROM or CallPilot 02.50.07 OS Upgrade CD-ROM. If instructions on handling the encountered situation are provided, then follow them.
- Continue the update if you understand the Button Pusher error dialog box and know how to handle it.
- Reboot the system if you cannot remedy the unexpected situation. After a system reboot, the upgrade usually continues with the section in which the Button Pusher error occurred previously.
- Contact Nortel Networks Technical Support and provide them with the information that you recorded about the Button Pusher error.

Sometimes it can be necessary to restore the original OS from backup and then to attempt the upgrade again.

To initiate the Windows NT update

> **ATTENTION**
>
> Do not use Windows NT Explorer to locate and run the setup.bat file. Windows NT Explorer hides windows that appear during the Windows NT update.

1 Ensure that you have completed the upgrade readiness checklist (see page 16).

2 Log on to Windows NT as the Administrator, and then wait until CallPilot service is completely started.

   Note: Wait until all DSP diagnostics are finished.

3 Ensure that no network drives are mapped to the server.

   Note: This eliminates the need to enter a password after each server restart.

4 Close all open applications, including Windows NT Explorer, the Control Panel, Notepad, and CallPilot Support Tools.

   Note: Do not close the following applications (just minimize their windows):

   - MAS trace

   - acdproxy

   - pcAnywhere Waiting

5 If antivirus software is installed on the CallPilot server, disable virus checking.

> **ATTENTION**
>
> Real-time virus scans on files can significantly slow down the upgrade process. Nortel Networks recommends that you temporarily disable virus checking. Reenable virus checking after the upgrade is finished.

6 Insert the CallPilot 02.50.07 OS Recovery CD-ROM or CallPilot 02.50.07 OS Upgrade CD-ROM into the CD-ROM drive.

7 Click Start → Run.

   Result: The Run dialog box opens.

8 Type **z:\setup.bat**, and then click OK.

   Note: The alternate method to run the file is as follows:

   a. Click Browse.

      Result: The Browse dialog box opens.

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

    c. Double-click the setup.bat file that is located in the root folder.

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

    d. Click OK.

    Result: The following dialog box appears.
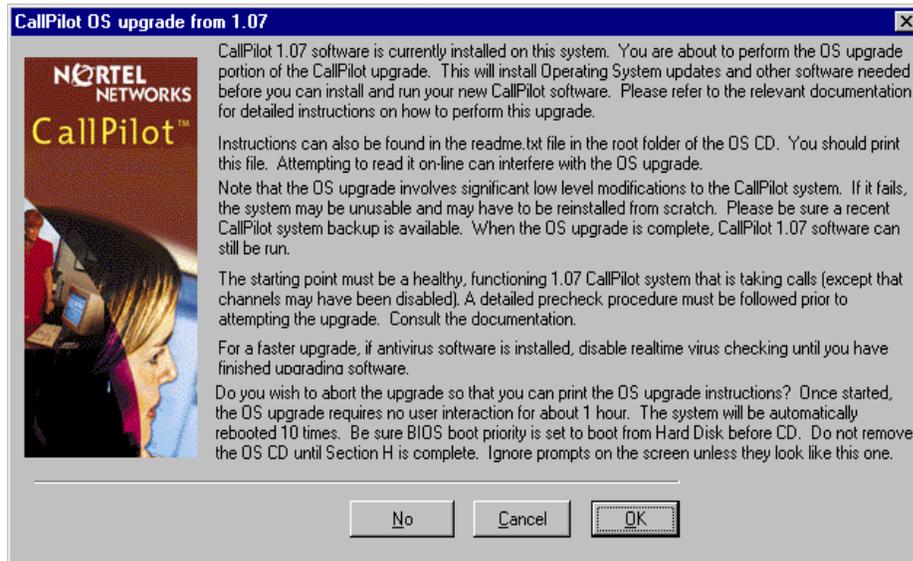
9 Read carefully the text in the dialog box and then click No.

    Result: The automated Windows NT update process begins. The update is completed in sections that are labeled from A to H. The system automatically restarts and continues between sections. Specific instructions appear on the screen during some sections.

    Note: Refer to "Verify that only authorized software and folders are installed" on page 25 for instructions on how to recover if you receive the following error message:

```
One or more unauthorized software packages has been
installed on the CallPilot server. This may cause problems
for the CallPilot upgrade. Please remove all unauthorized
software. Terminating upgrade.
```

In **Section A**, the following actions occur:

- Files that are no longer needed are deleted.

- A check for sufficient disk space is performed.

- Some CallPilot 1.07 services are shut down (CallPilot is taken out of service).

- pcAnywhere 8 is removed.

- Service Pack 6a is automatically installed.

- The server restarts automatically.

In **Section B**, the following actions occur:

- Auto logon to Windows NT is set up.

- If the operating system is installed on drive C:\, the chkdsk utility runs.

- If the CallPilot 1.07 Security PEP (NM10709G078S) is not installed, the system converts drive C:\ to NTFS format.

- The system logs you on to Windows NT, and resumes the update.

ATTENTION	Do not remove the CD-ROM from the CD-ROM drive.
	Normally, no further interaction is required for about 1 hour. During this time, you can allow the update to progress unattended. Your next action is to change the Windows NT Administrator password (see page 53).

In **Section C**, the following actions occur without your intervention:

- If the CallPilot 1.07 Security PEP (NM10709G078S) is not installed, Internet Explorer 5.5 Service Pack 2 is automatically installed using automatic button pushing.

  Dialog boxes appear and disappear. Do not respond to any of these dialog boxes unless you are absolutely certain that an error has occurred.

  Note: An error can be characterized by an unusual waiting time longer than five minutes with nothing happening, or by the appearance of the following Button Pusher error dialog box:
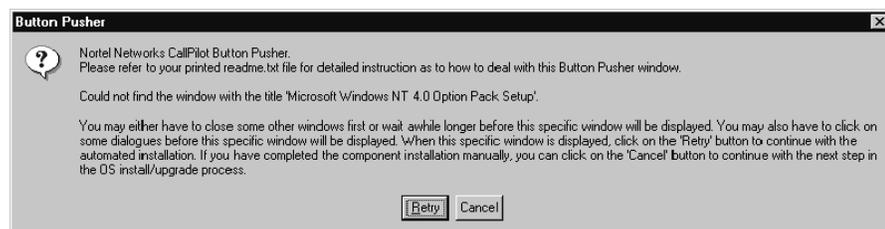
  Since the Button Pusher dialog box can be covered by another window on the screen, look for the Button Pusher on the taskbar. If the taskbar is not visible, press Alt+Tab to step through all the open windows.

- When the installation is completed, the server restarts automatically, logs you on to Windows NT, and resumes the update.

In **Section D**, the following actions occur without your intervention:

■   Windows NT 4.0 option pack installation begins using automatic button pushing. Dialog boxes (including a message pertaining to a service pack 4 or later error) appear and disappear. Do not respond to any of them unless it is a Button Pusher error dialog message.

If a Button Pusher error occurs before the option pack installation is finished, cancel the option pack installation, restart the server, and then log on as Administrator using a null password. The Windows NT update process resumes and retries the option pack installation.

Note: The last dialog box for the NT option pack (Thank you for choosing Microsoft) can remain visible for up to five minutes. This behavior is normal. Eventually, a message that asks you to click Finish appears. Do not click Finish. The system clicks Finish for you (this task can take up to 5 minutes), and then restarts automatically, logs you on to Windows NT, and resumes the update.

In **Section E**, the following actions occur without your intervention:

■   The following components are automatically installed:
   — Language Pack
   — Adobe Acrobat Reader 5.0
   — MDAC 2.5
   — service pack 6a (to update the option pack installed in Section D)

■   When the installation of the last item is completed, the server restarts automatically, logs you on to Windows NT, and resumes the update.

In **Section F** of the Windows NT update process, the following actions occur:

■   Microsoft Security rollup packages are installed.

■   When the installations are completed, the server restarts automatically, logs you on to Windows NT, and resumes the update.

In **Section G**, the following actions occur without your intervention:

■   Microsoft hot fixes are installed.

■   Section G runs several times, restarting the server each time.

■   When the hot fix installations are completed, the video driver is updated (if required), and pcAnywhere 10.5 is automatically installed.

If the server is a 1001rp server and an error occurs while the Diamond Stealth video driver is installed, do not click anything. For instructions on recovering from this error, refer to Section C of the readme file on the CallPilot 02.50.07 OS Recovery CD-ROM or CallPilot 02.50.07 OS Upgrade CD-ROM.

■   The server restarts automatically, logs you on to Windows NT, and resumes the update.

In **Section H**, the following actions occur:

- Additional hot fixes are installed.

  Do not click on anything. All dialog boxes are processed automatically. The system responds automatically No to all prompts to restart the server.

- CallPilot 1.07 services are enabled so that they start after the next server restart.

- The system prompts you to change the Windows NT Administrator password (from null).
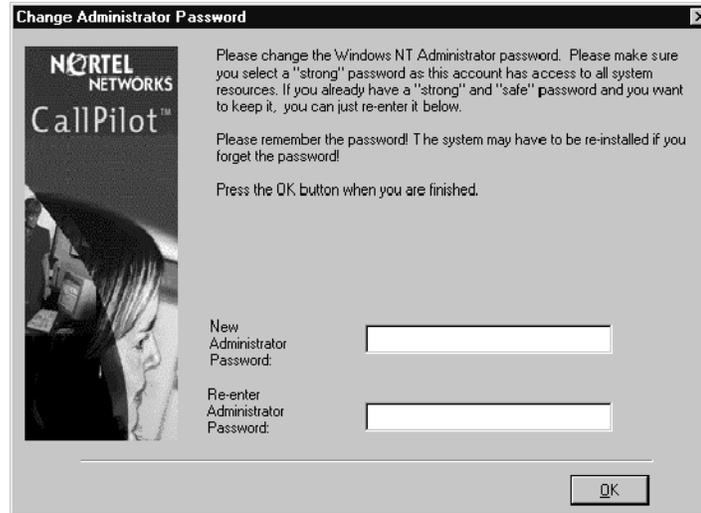
10 Type an Administrator password in both boxes, and then click OK.

Result: The system runs the Microsoft IISLockDown utility. The utility changes folder permissions to increase server security. When the system completed this task, the following dialog box appears:
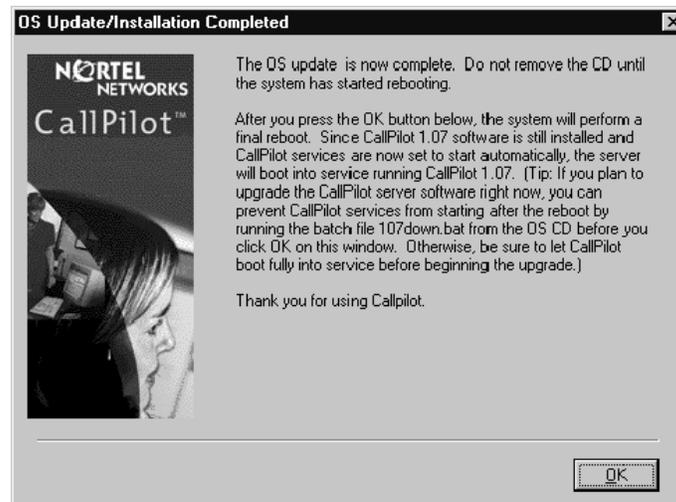
11 Click OK.

Result: The server restarts.

If the following dialog box appears (it can be hidden behind other windows), click OK and ignore it.

12 Remove the OS Recovery CD-ROM or OS Upgrade CD-ROM from the CD-ROM drive.

13 Log on to Windows NT as the Administrator.

14 Delete the contents of the following folders (do not remove the folders):

- c:\temp (if this folder exists)

- d:\temp

- Recycle Bin

Note: It is normal that a sharing violation occurs when you attempt to delete one or more *.tmp files. Delete all the files and folders you can, but do not delete the c:\temp or d:\temp folders.

15 Wait for the required services to start, and proceed as indicated in the following table.

IF you	THEN
did not courtesy stop the channels	you must wait for your system to start completely into service.
courtesy stopped the channels	you must verify that the World Wide Web Publishing service has started. If it has not yet started, wait. To verify that the service has started, do the following: **a.** Click Start → Settings → Control Panel. **b.** Double-click the Services applet. **c.** Scroll to the bottom of the services window. **d.** Verify that the World Wide Web Publishing service shows Started and Automatic. **Note:** The Services window does not refresh automatically. To determine if the service has started, close the window, and then reopen the Services applet.

What's next?

Continue with "Phase 3: Upgrading the CallPilot 1.07 software to CallPilot 2.5" on page 56.

If an error message appeared after hot fixes were installed, see "Verifying that Microsoft hot fixes have been installed" on page 114.

Phase 3: Upgrading the CallPilot 1.07 software to CallPilot 2.5

Introduction

Follow the procedure provided in this section to upgrade a system from CallPilot 1.07.09 to CallPilot 2.5 and, if required, to upgrade the switch connectivity software.

At this point, you have updated the server operating system. The CallPilot 1.07 system is still in a state of complete functionality. If you must run the CallPilot 1.07 system for any reason before performing the upgrade to CallPilot 2.5, you can do so by performing the following steps:

1   If you executed the 107down.bat file to stop the services, execute the 107up.bat file from the CallPilot 02.50.07 OS Recovery CD-ROM or CallPilot 02.50.07 OS Upgrade CD-ROM to start the CallPilot 1.07 services.

   Note: The dialog box that reported successful completion of the Windows NT update process (see page 53) suggested that you can run the 107down.bat file to prevent CallPilot 1.07 services from starting.

2   If you courtesy stopped the channels, start them.

Estimated time required for the upgrade

The process of upgrading both the CallPilot server software and the CallPilot Manager software takes about 15 to 20 minutes.

To perform the upgrade

1   Ensure that no tools are running; for example, the Performance Enhancement Package (PEP) Maintenance Utility and the Support Tools.

2   Insert the CallPilot 2.5 Server Software CD-ROM into the CD-ROM drive.

3   Click Start → Run.

   Result: The Run dialog box opens.

4   Type **z:\setup.exe**, and then click OK.

   Note: The alternate method to run the file is as follows:

   a.   Click Browse.

      Result: The Browse dialog box opens.

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

   c.   Double-click the setup.exe file that is located in the root folder.

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

d. Click OK.

Result: The Application Installer checks for a previous release of CallPilot and, if finds one, displays the following dialog box:
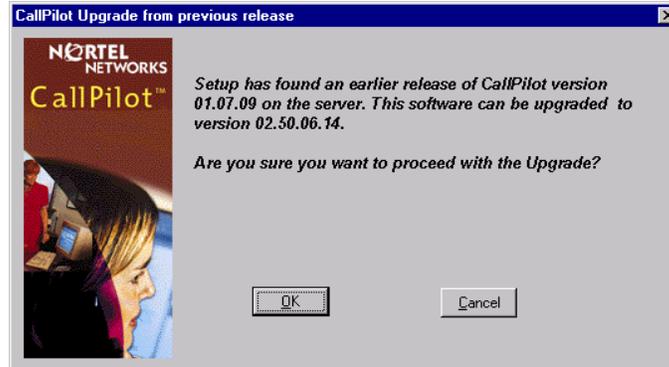
5 Click OK.

Note: When the CallPilot upgrade begins, the first phase is the Precheck phase. If this phase does not complete and progress to the Copying Files phase within five minutes, it is likely that the upgrade was started too quickly; that is, before all the required services were fully started. Use the Windows NT Task Manager to stop the setup.exe application. Then return to step 3 on page 56 to restart the upgrade.

Result: The system displays the Keycode and Serial Number window:
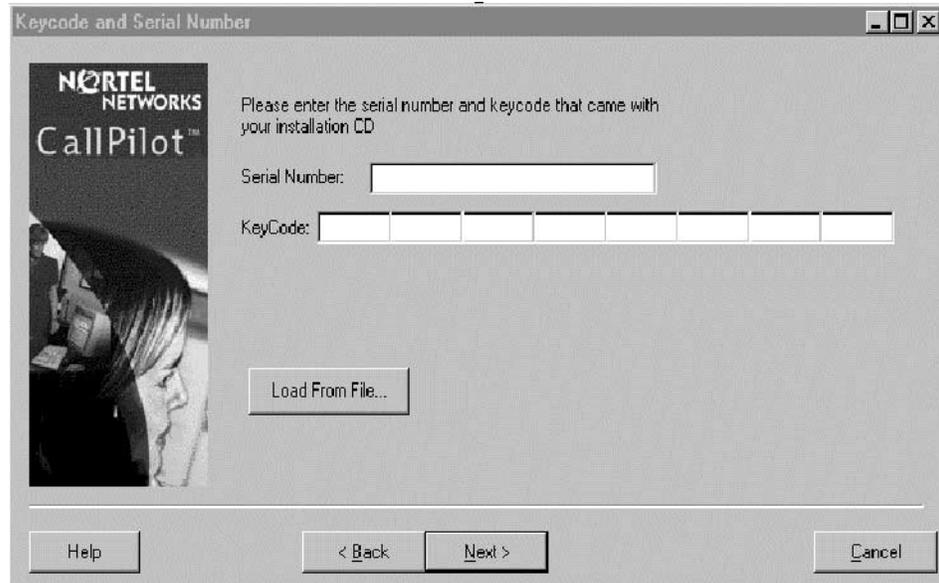
6 Type the serial number and the keycode, and then click Next.

Note: While you are typing the keycode, the system displays a dialog box that informs you that CallPilot is running. Click OK to dismiss the dialog box, return to the Keycode and Serial Number window, and complete typing the keycode.

g250046

Result: The Features Verification dialog box appears.
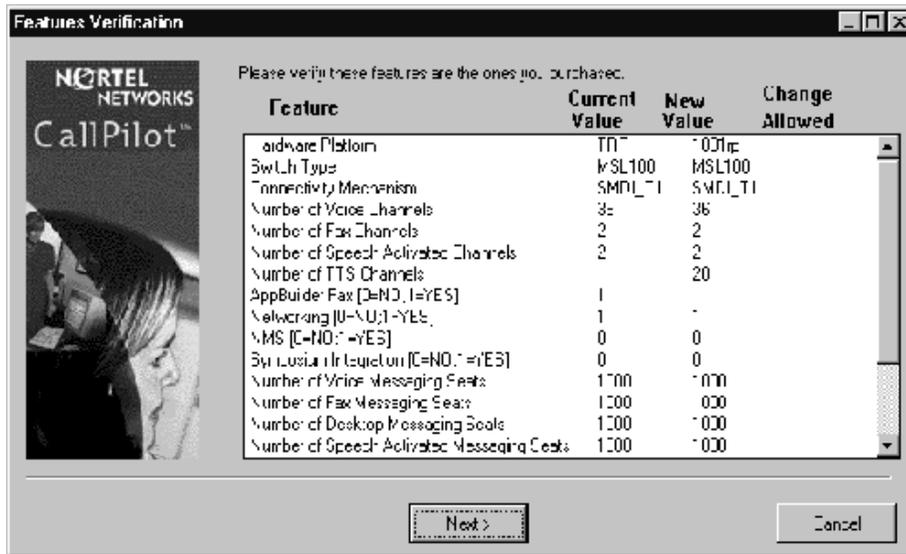
7   Verify that the features are listed as you expect, and then click Next.

Note: If the list does not match your expectations, contact your Nortel Networks representative.

Result: The "Setting the platform" task begins and the following dialog box appears:
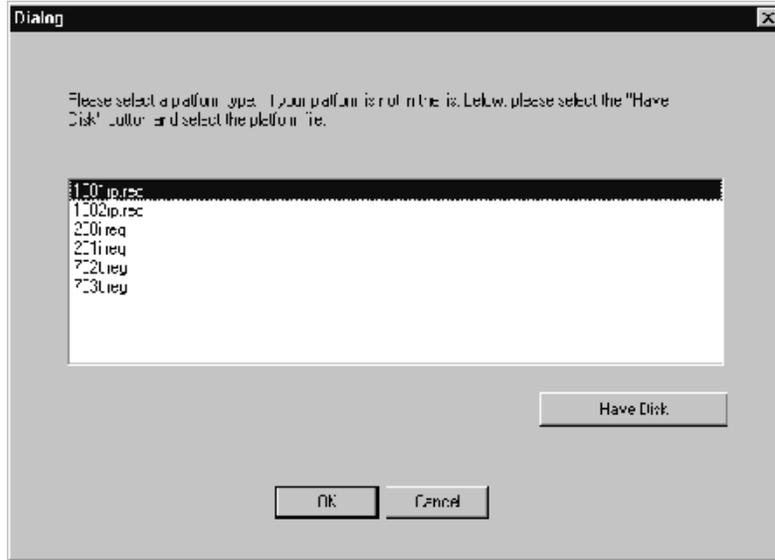
Note: Occasionally, the platform type window is minimized on the taskbar. Click the minimized window to maximize it.

8   Choose the platform type, and then click OK.

Result: A dialog box similar to the following appears to confirm your platform selection:
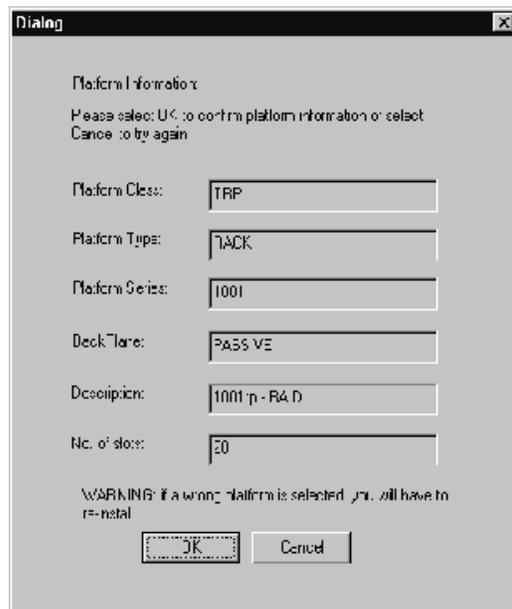
9   Verify that you chose the correct platform, and then click OK.

Result: The dialog box closes and the upgrade begins. During the upgrade, the Nortel Application Installer does the following:

■   displays a progress bar that indicates the percentage that is completed

■   highlights each item on the splash screen as the item is processed

g250047
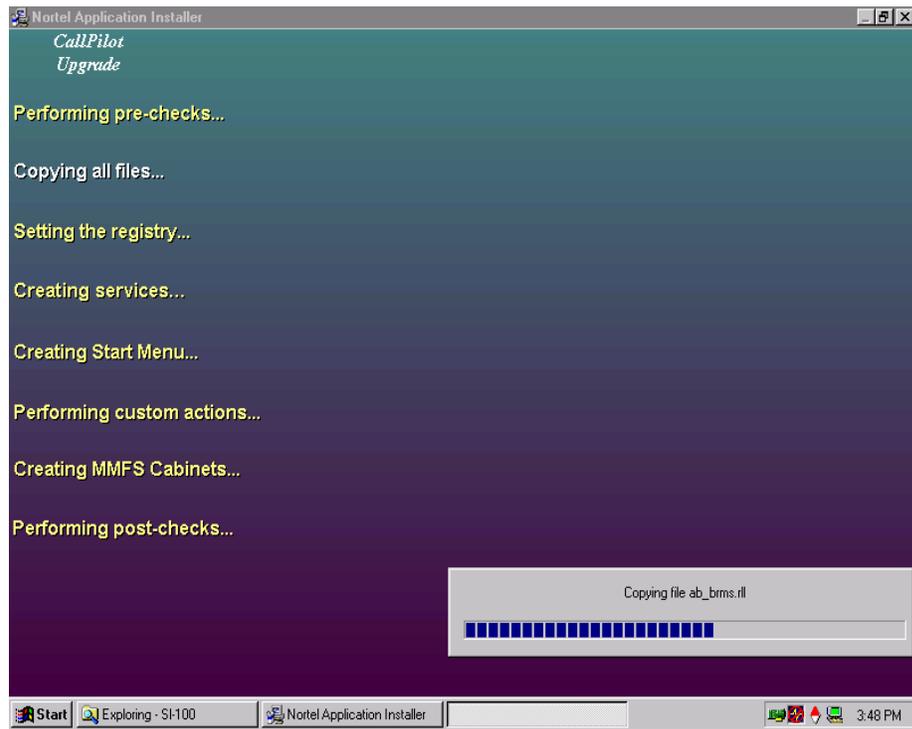
When the upgrade is finished, the Application Installer automatically starts installing the CallPilot Manager software.

g250048
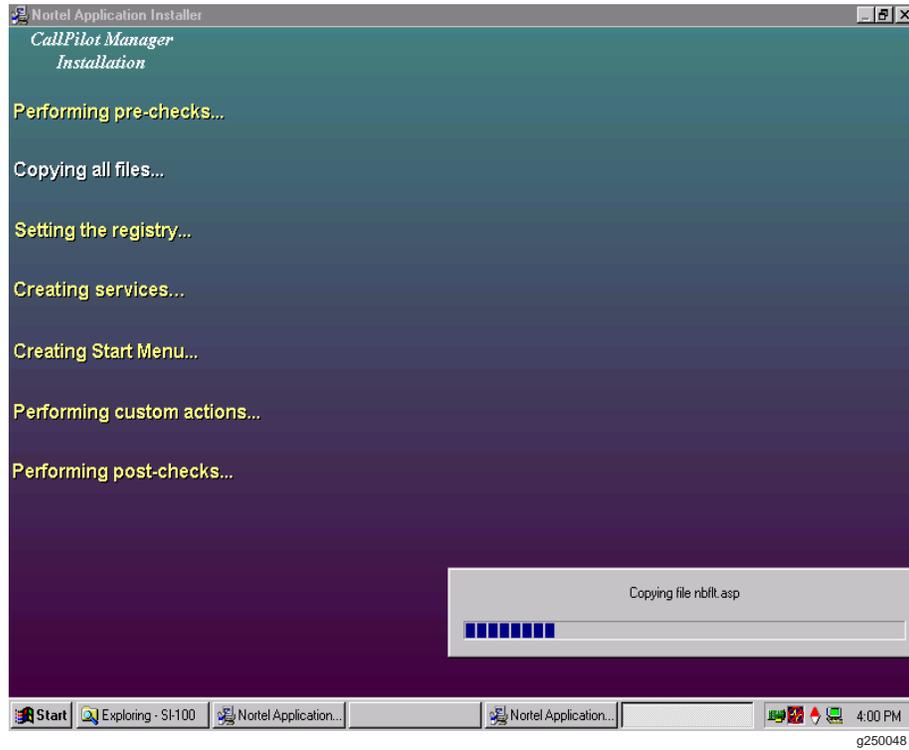
When the CallPilot Manager software installation is finished, the following dialog box appears:
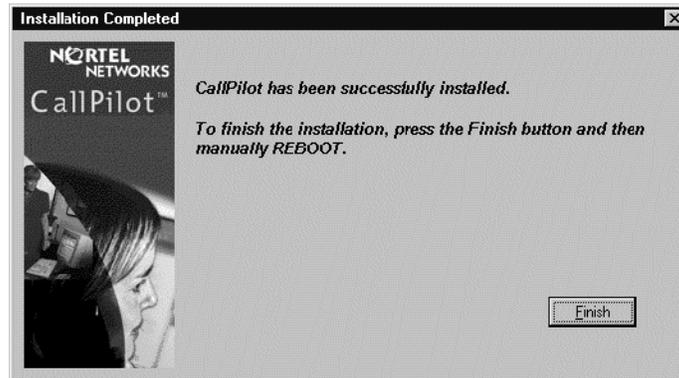
10   Click Finish.

11 Restart the server manually as follows:

    a. Press Ctrl+Alt+Delete.

       Result: The Windows NT Security dialog box appears.

    b. Click Shut Down.

       Result: The Shutdown Computer dialog box appears.

    c. Choose Shutdown and Restart.

    d. Click OK.

       Result: The server shuts down and then restarts.

12 When the logon prompt appears, log on to Windows NT as the Administrator using the password that you selected in step 10 of the procedure "To initiate the Windows NT update".

What's next

Continue with "Phase 4: Installing performance enhancement packages" on page 63.

Phase 4: Installing performance enhancement packages

Introduction

The PEPs are software fixes, updates that enhance CallPilot features, or both. The PEPs are provided on the CallPilot 2.5 PEP CD-ROM.

The PEPs are also provided in service updates after the PEP CD-ROM is released to market. If a service update is available, apply the PEPs from the service update. PEP installation from the PEP CD-ROM is not required.

To install a PEP

The CallPilot system is not yet fully functional. Therefore, the following message can appear:

Click OK, and then continue with the PEP installation, as follows.

1   Insert the CallPilot 2.5 PEP CD-ROM into the CD-ROM drive.

2   Click Start → Run.

   Result: The Run dialog box opens.

3   Click Browse.

   Result: The Browse dialog box opens.

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

IF the root directory	THEN
contains a readme.txt file and a runme.exe file	continue with the rest of this procedure.
does not contain a readme.txt file and a runme.exe file	navigate to the PEP directory and then continue with the rest of this procedure.

5   Open and review any readme files that are present in the directory for specific uninstallation instructions, installation instructions, or both.

6   Double-click the runme.exe file, and then click OK.

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

ATTENTION

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

Note: The following example is for illustration purposes only, and does not necessarily reflect what appears on your system:
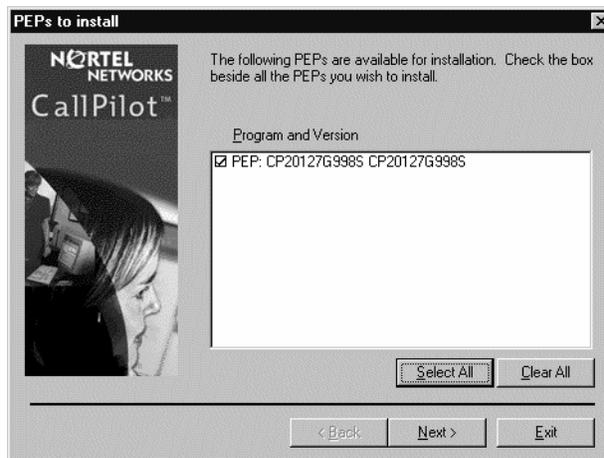
7   Click Select All to choose all of the available PEPs, and then click Next.

Result: The Nortel System Operations window appears and lists all components in the order in which they are installed.
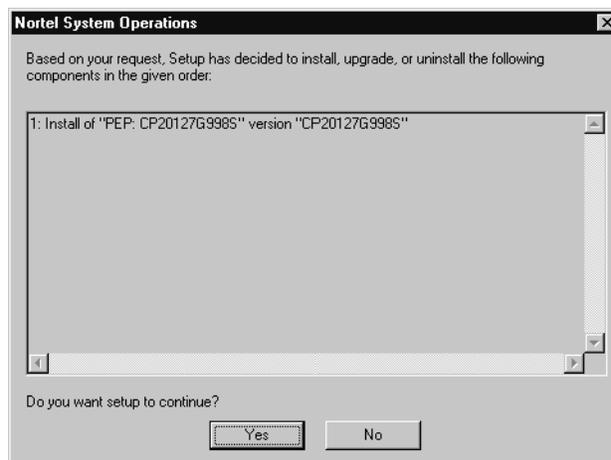
8   Click Yes to continue.

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

Close the tools, and then click Retry.

The system automatically shuts down all services, and the PEPs are installed. The time that the system takes to shut down the services and install the PEPs is based on what is contained in the PEPs and can be a minimum of 10 to 15 minutes.

When the PEP installation is finished, a summary of the installation appears, showing the success or failure of each PEP operation. The PEPs listed in this window can be different than the PEPs for your server.
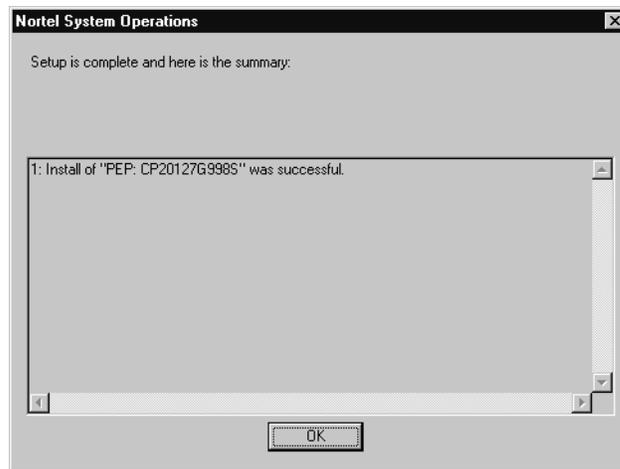
9   Click OK.

Result: The following dialog box appears:
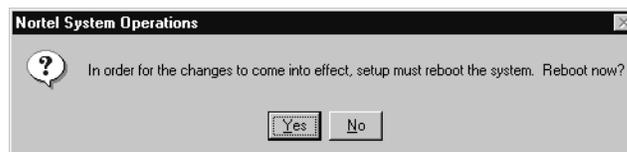
10   Click Yes to restart the server.

11   Wait until CallPilot starts fully into service (about 10 to 15 minutes).

12 Do one of the following:

IF you executed the runme.exe file	THEN
from the CD-ROM root directory	continue with "What's next?" below. The runme.exe file in the CD-ROM root folder installs all of the PEPs that you choose from the subdirectories on the CD-ROM.
from a PEP folder on the CD-ROM	repeat this procedure, as required, to ■ review the readme.txt file in each PEP folder ■ execute the runme.exe file in each PEP folder

What's next?

Continue with "Phase 5: Logging on to the CallPilot server with CallPilot Manager" on page 68.

Chapter 3

Configuring the CallPilot system

In this chapter

Phase 5: Logging on to the CallPilot server with CallPilot Manager

Introduction

You must use a web browser to log on to the CallPilot 2.5 server and administer it.

The logon process is completed in two stages:

1. Launch the web browser on the CallPilot server.

    The web browser on the CallPilot server is configured to connect automatically to the CallPilot Manager web server.

    The URL syntax is http://<*web server host name* or *IP address*>/cpmgr/.

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

Relationship of the CallPilot Manager web server to the CallPilot server

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

For instructions on installing CallPilot Manager on a stand-alone web server, see Chapter 4, "Installing CallPilot administrative software on a stand-alone web server."

The following diagrams illustrate the relationship of the CallPilot Manager web server to the CallPilot server.

CallPilot Manager web server is on CallPilot server

CallPilot server

CallPilot server host name: sunbird

CallPilot Manager web server

Web server host name: sunbird

Web browser on admin PC

Connect to http://sunbird/cpmgr/, then use CallPilot Manager to log on to sunbird.

G101752

CallPilot Manager web server is on a stand-alone web server

CallPilot server

CallPilot server
host name: thunderbird

CallPilot Manager web server

Web server host name: sunbird

Web browser on admin PC

Connect to http://sunbird/cpmgr/, then use CallPilot Manager to log on to thunderbird.

G101753

To log on to the CallPilot server

1   Log on to Windows NT using the Administrator password that you entered in step 10 of the procedure "To initiate the Windows NT update" on page 49.

ATTENTION

If the server was recently restarted, wait until the web Internet Information Server (IIS) has started. If this service is not started, you receive a Page Not Found error when you perform step 2.

2   Launch the web browser on the CallPilot server.

Note: If you receive the Page Not Found message, wait 5 minutes, and then try again.

Result: The CallPilot Manager login page opens in your web browser.

g250019

3 Enter information in the following boxes:

■ Mailbox Number—use default value 000000

■ Password—use default value 124578

■ Server—specify the name or the IP address of the CallPilot server that you want to configure

4 Click Login.

Result: The system prompts you to change the password for the Administrator mailbox.

g250020

5 Re-enter the default password and the new password, and then click Save.

Result: The main CallPilot Manager screen appears:

g250021

What's next?

Continue with "Phase 6: Running the Configuration Wizard" on page 73.

Phase 6: Running the Configuration Wizard

Introduction

This section describes how to configure the CallPilot server. The configuration task completes the upgrade process.

Since the CallPilot system is not yet configured, the following error dialog box can appear while you are running the Configuration Wizard.
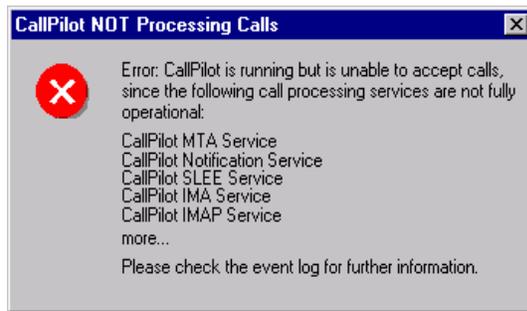
g250049

Disregard the error message, close the dialog box and continue the configuration procedure.

To run the Configuration Wizard

ATTENTION

The screen captures used to illustrate the configuration procedure are examples only. When you type text in boxes, click radio buttons, or select items from drop-down lists, make sure that the information conforms to your system requirements.

1   In CallPilot Manager, click the Configuration Wizard icon. You can also start the Configuration Wizard by clicking Tools → Configuration Wizard.

Result: The following dialog box appears.

g250022

2   Click OK.

Result: The Configuration Wizard: Welcome screen appears.
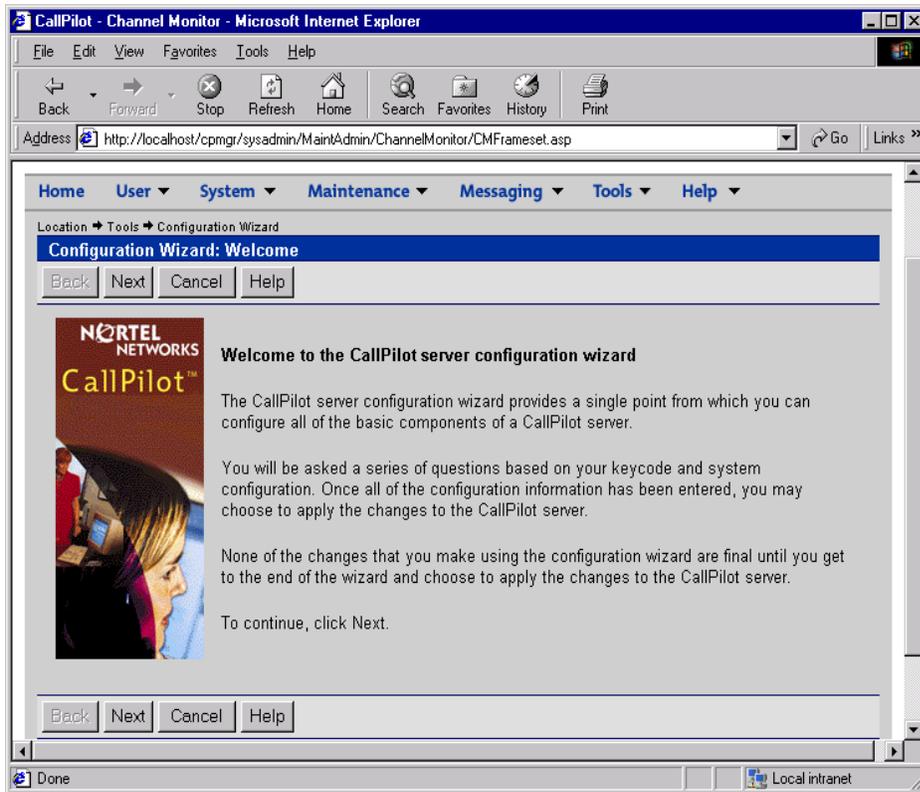
g250023

3   Click Next on the Welcome screen.

Result: The Keycode and serial number screen appears.
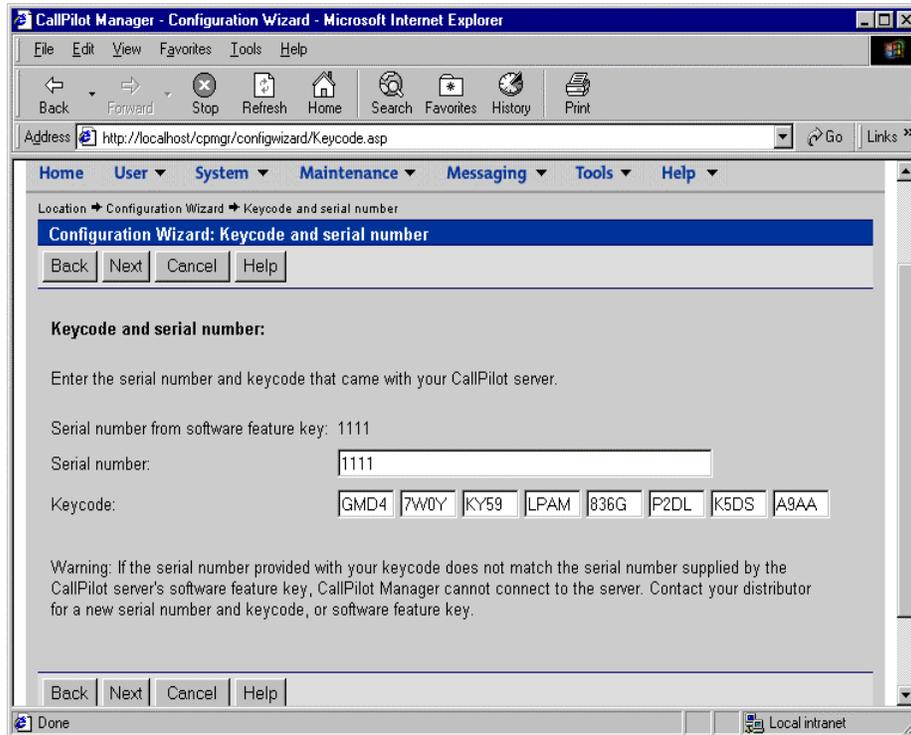
4   Ensure that the serial number and keycode are correct for CallPilot 2.5, and then click Next.

Result: The Feature Verification screen appears.
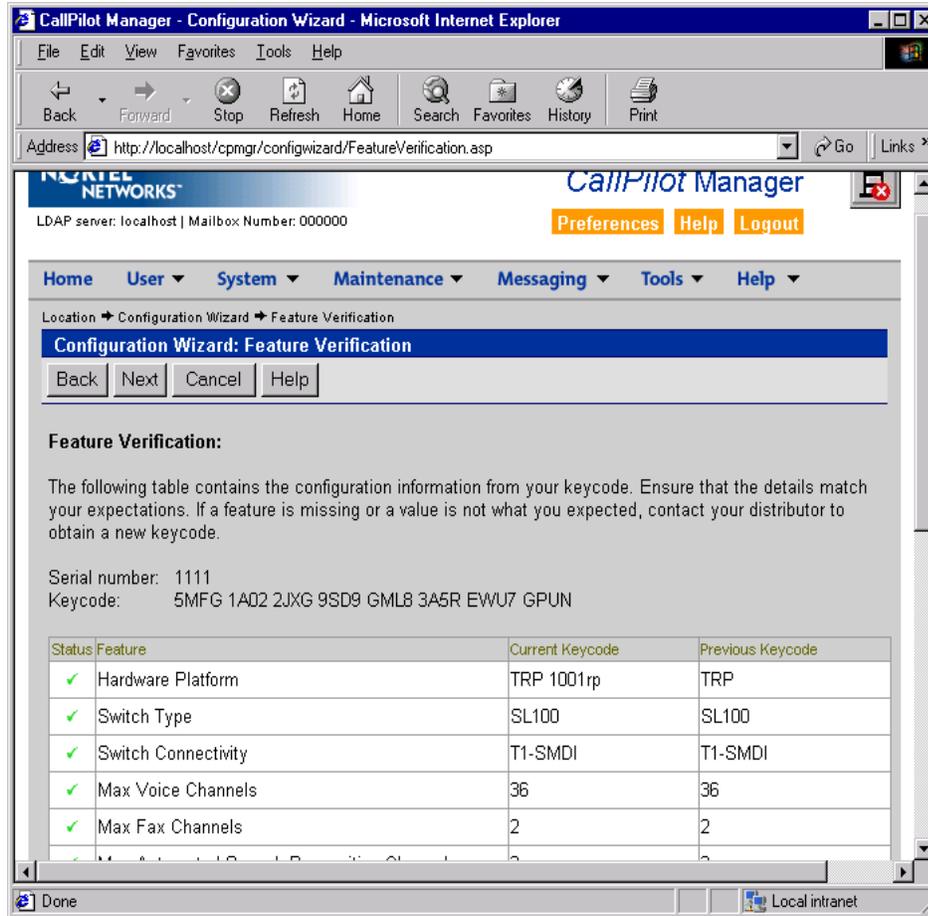
g250025

5   Ensure that the details on the screen match your expectations and click Next. If a feature is missing or is not what you expected, acquire a new keycode from your Nortel Networks distributor.

Result: The Server Information screen appears.

g250026

6   Verify the information on the Server Information screen, change it, if necessary, and then click Next.

Result: The Password Information screen appears.
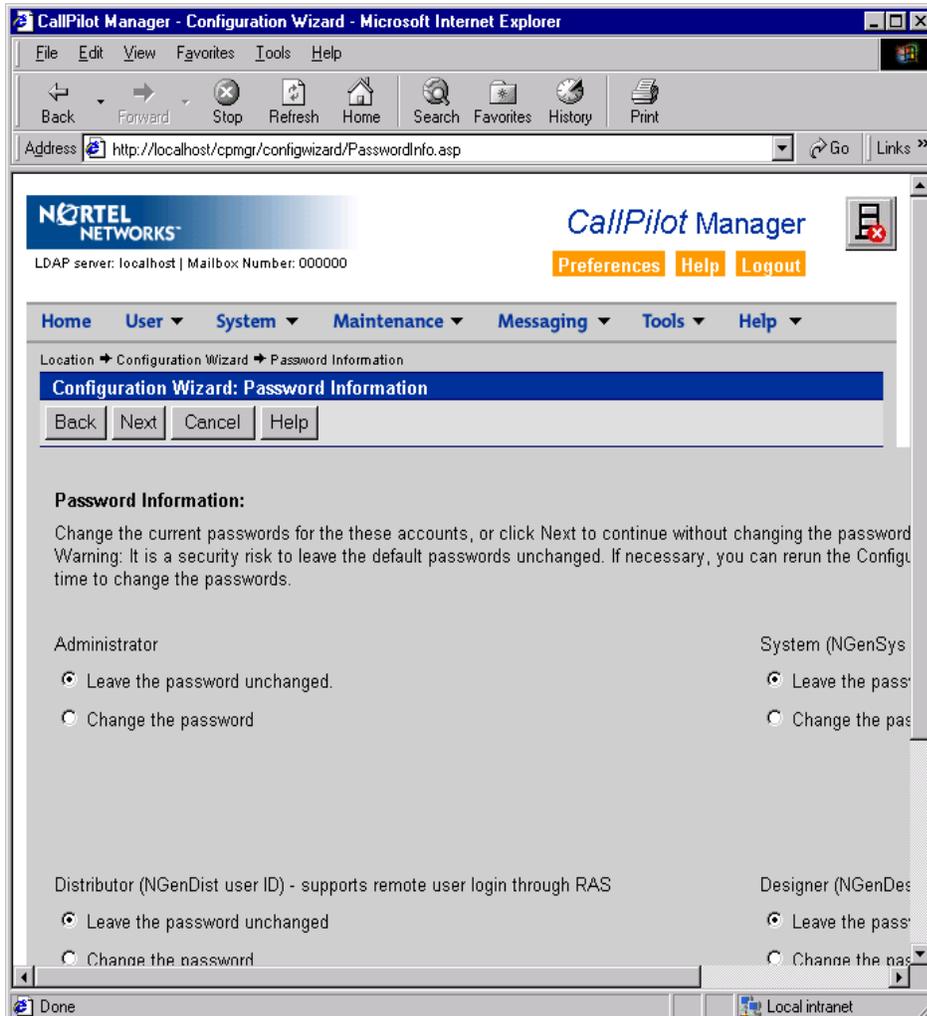
g250027

The Leave the password unchanged radio buttons are shaded. CallPilot does not give you the option to leave the passwords unchanged any more.

7 Change the default passwords to strong passwords.

8 Click Next in the Configuration Wizard: Password information screen.

If you changed only the password for the administrator account, the following dialog box appears.
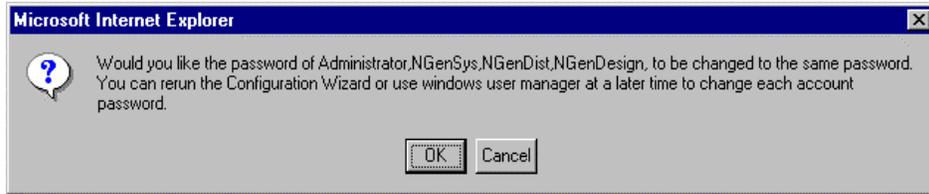
a. Click OK to close the dialog box.

b. Since you are still in the Configuration Wizard: Password information screen, you can now enter passwords for the other accounts or decide to accept the administrator password for all the accounts.

c. Click Next.

Result: The Multimedia Allocation screen appears.

g250028
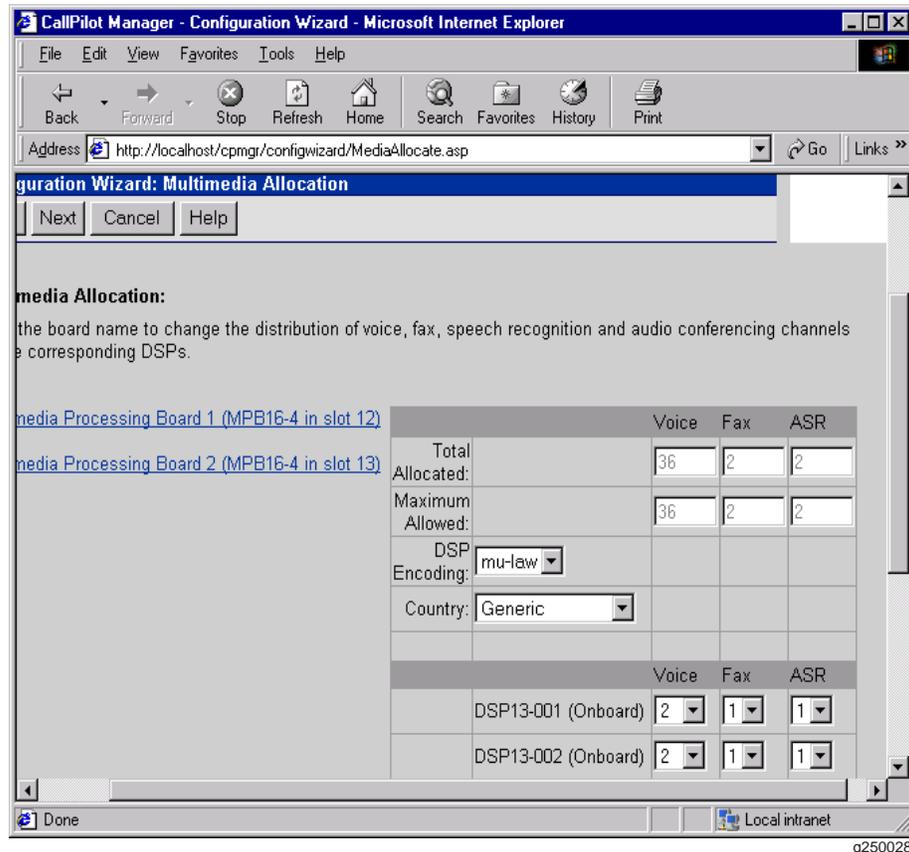
9 Verify the number of MPB boards and digital signal processing (DSP) cards and ensure that they match the hardware that is installed inside the CallPilot server.

10 Change the port allocations as required.

11   Click Next.

Result: The Switch Information screen appears.

g250029

12   Ensure that the simplified message desktop interface (SMDI) transport data settings and the COM port settings are correct.

13 Scroll down to the T1 Board Properties section and verify the properties of the T1 boards.
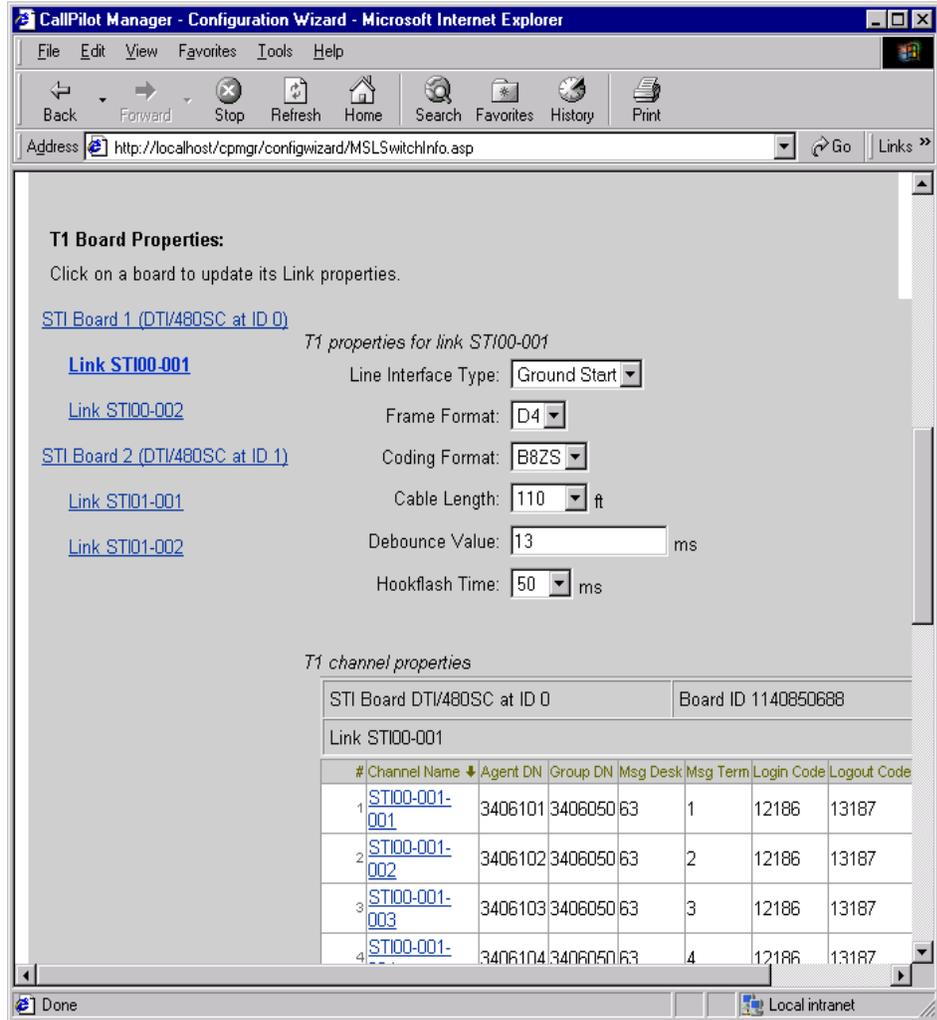
g250030

14 Click a board link to configure channels on that link.
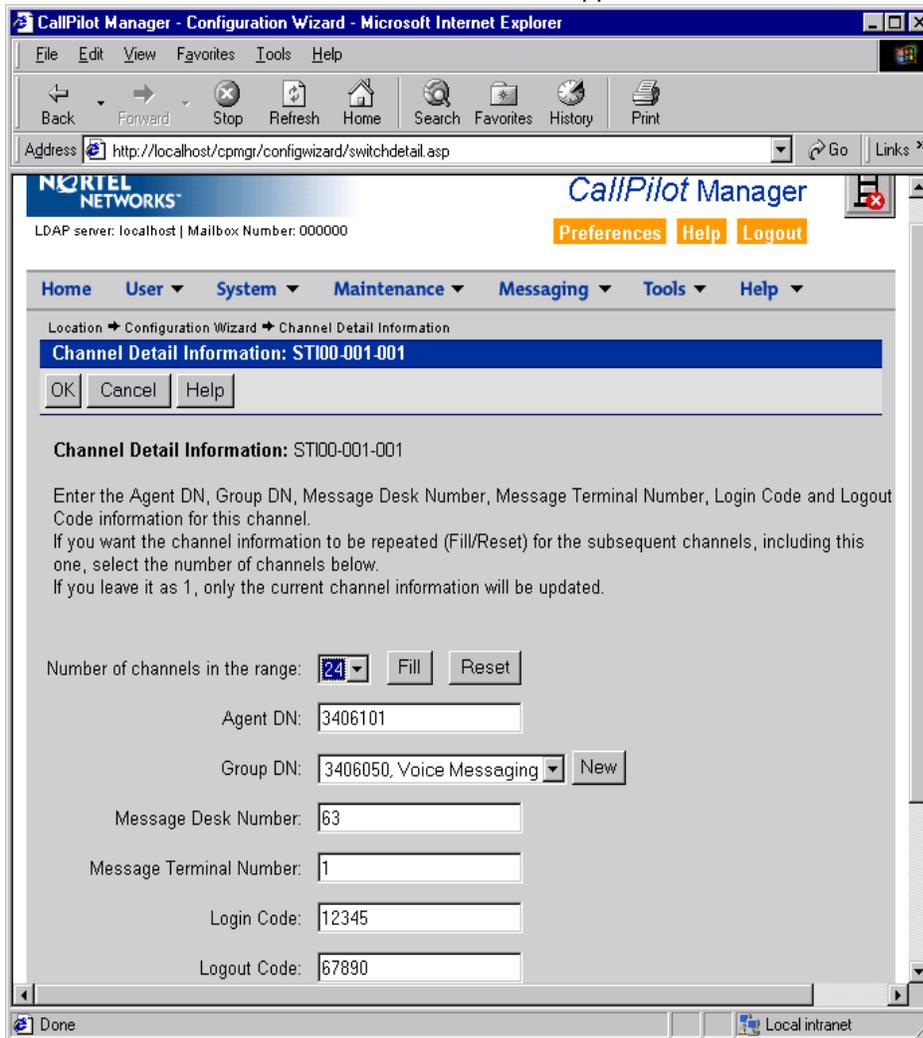
Result: The Channel Detail Information screen appears.

g250031

15 Do one of the following:

| IF you want to	THEN
clear the information already configured	click Reset.
data fill a single channel	select 1 from the Number of channels in the range: drop-down list, and then enter appropriate information in the boxes.
data fill a range of channels	select the number of channels in the range from the Number of channels in the range: drop-down list, and then enter appropriate information in the boxes.

16 Click OK.

Result: The system returns you to the Switch Information screen.

If you need to configure channels on another link, repeat steps 12 through 15.

17 Click Next when you completed the channel configuration task.

Result: The Language Source Directory screen appears.
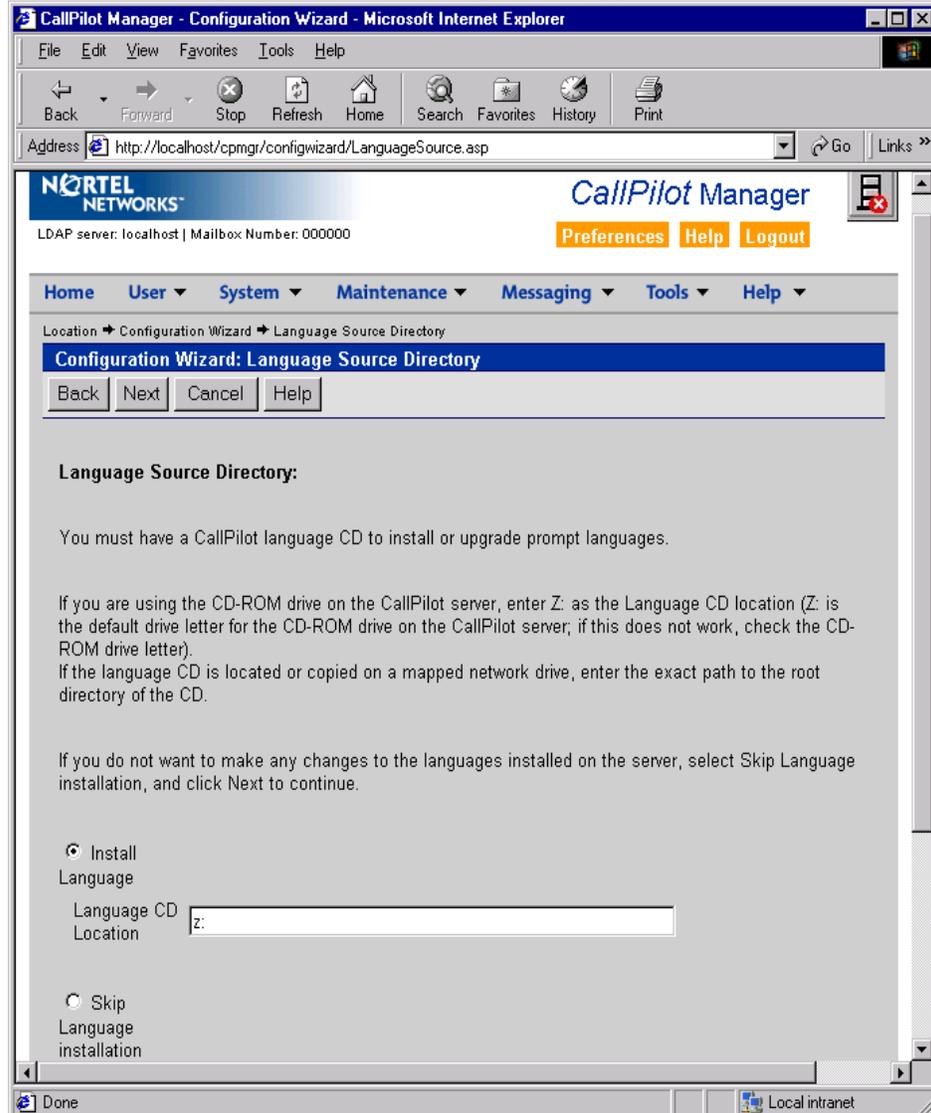
g250032

18 Do the following to reinstall languages:

a. Select the Install Language radio button.

b. Enter the path to the language CD-ROM in the Language CD Location box.

If a CD-ROM is in the CD-ROM drive from a previous action, remove it and insert the language CD-ROM.

c. Click Next.

Result: The Language Installation screen appears.
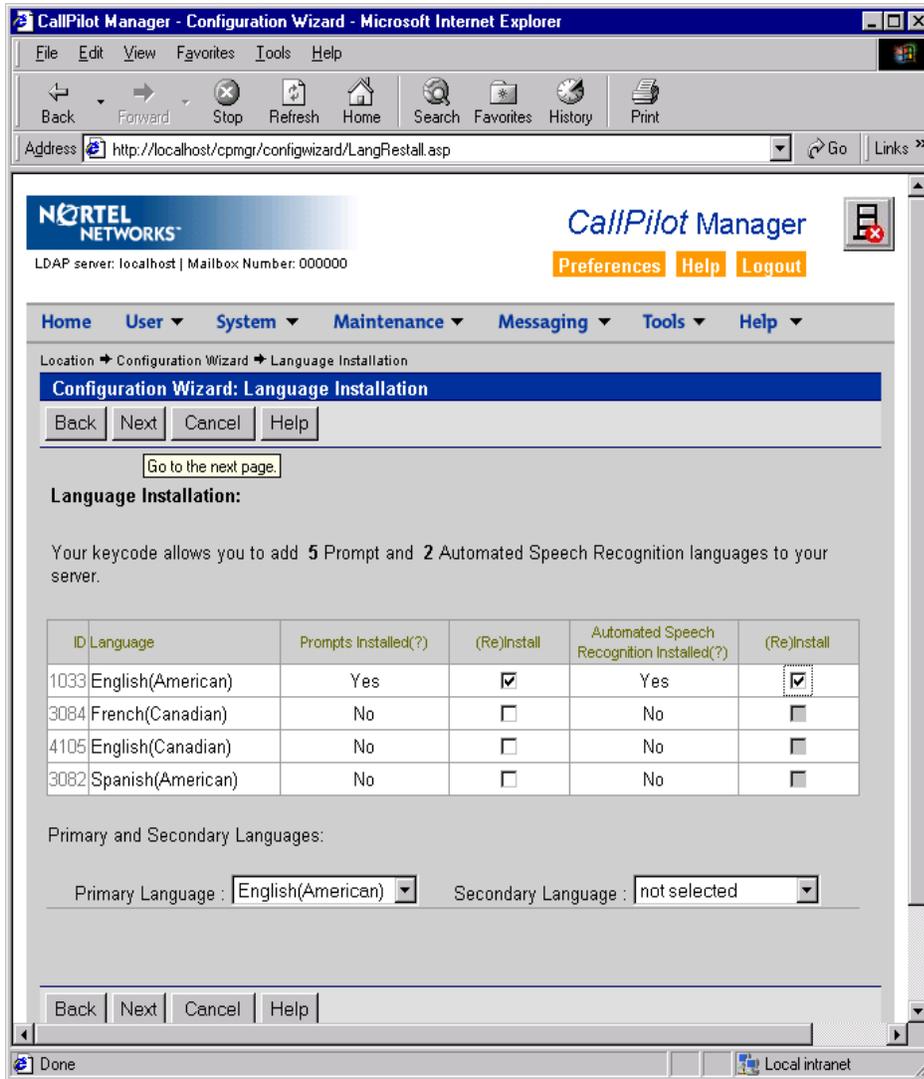
g250033

19   Select and reinstall languages as follows:

  a.   Choose the languages that you want to install for the Prompts and
           Automated Speech Recognition options.

  b.   Choose the primary and secondary languages.

  c.   Click Next.

Note: If you want to install languages from more than one language CD-ROM,
you must run the Configuration Wizard again after you complete this procedure.
You can run the Configuration Wizard in Express Mode. The Express Mode
allows you to 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.

g250034

20 Verify that the customer LAN (CLAN) configuration is correct: If you need to make changes, do the following:

    a. Choose the card that has been assigned to the CLAN.

    b. Specify the IP address and subnet mask for the CLAN.

    c. Specify the gateway for the CLAN.

21 Click Next.

    Result: The Ready to Configure screen appears.
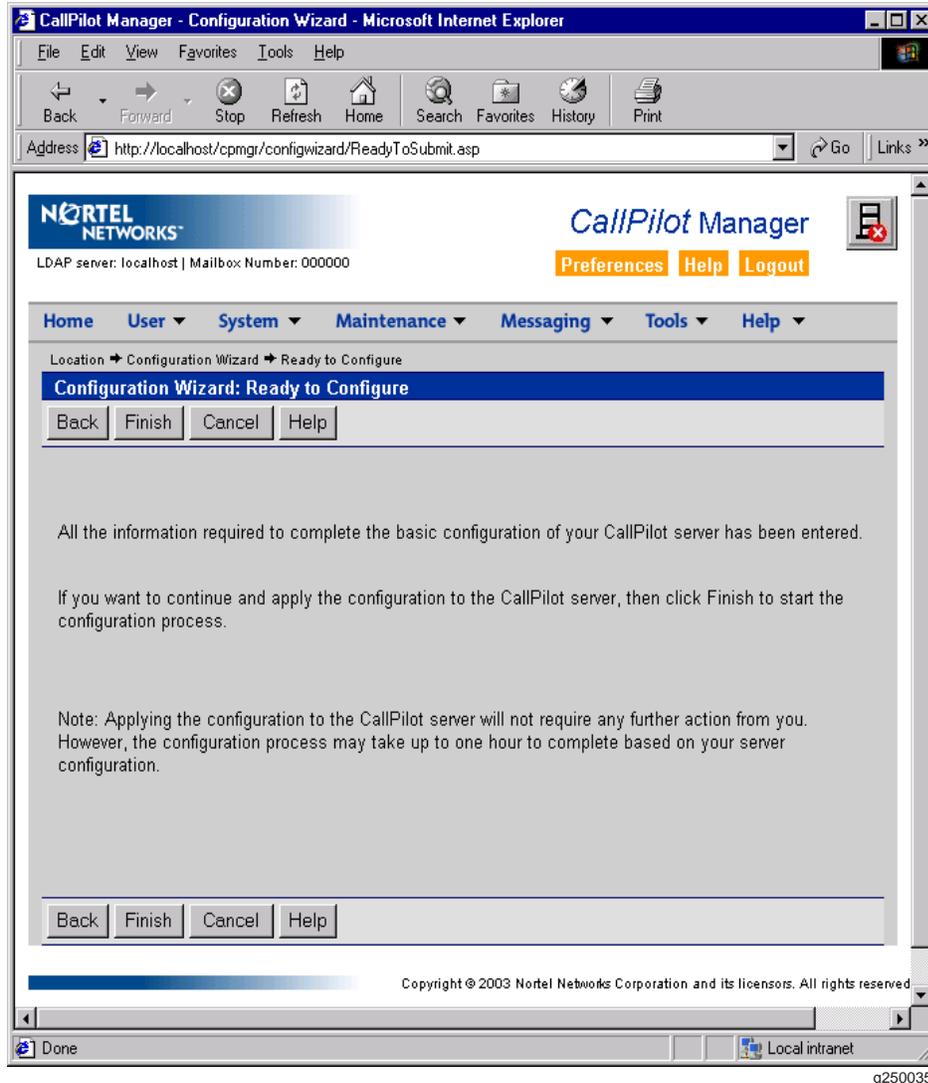
g250035

22 Click Finish.

    Result: The following dialog box appears.
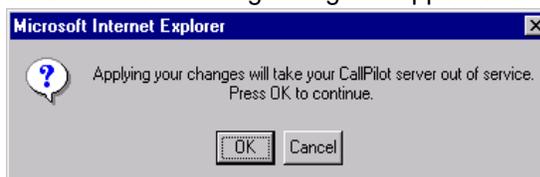
23 Click OK.

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

g250050
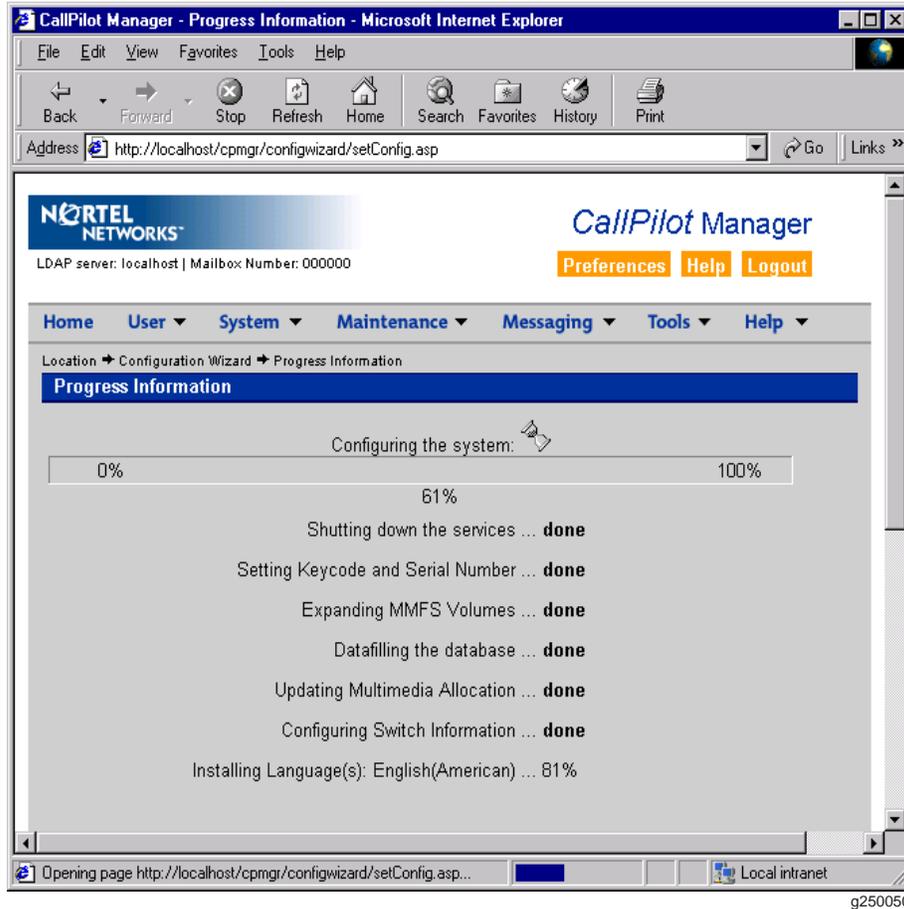
After the configuration has been applied to the server, the following dialog box appears:

g250051
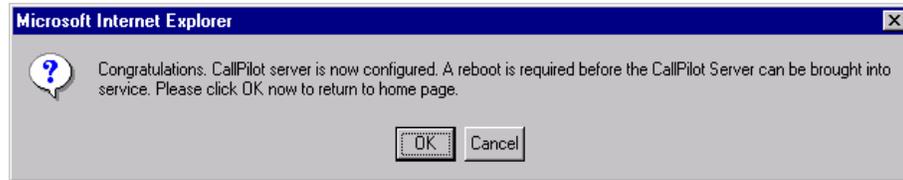
24 Click OK.

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

25 Log off CallPilot Manager and close the web browser.

Configuring the Dialogic software

After configuring your CallPilot server, you must reconfigure the software for the Intel Dialogic DTI/480SC T1 network interface card (NIC) as indicated in the following procedure.

1   Click Start → Programs → Dialogic System Software → Dialogic Configuration Manager.

Result: The following dialog box appears.

g250037

2   Click OK.

Result: The Dialogic Configuration Manager (DCM) windows appears.
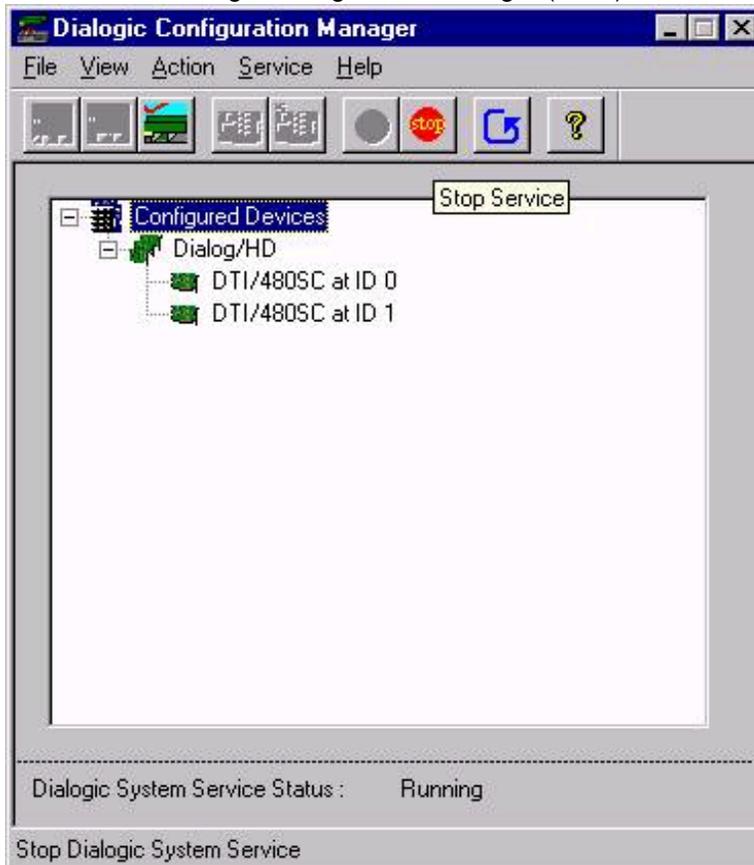
g250038

3 Stop the Dialogic service. You can perform this task in one of the following ways:

- click the Stop (red) button on the DCM window tool bar

- click the Service menu, and then select the Stop Service menu item

Result: The following dialog box appears.

g250039

4 Click OK.

5 Click the Action menu in the DCM window, and then select the Configure Device menu item.

Result: The Dialogic manager - Properties for All devices window appears.

6   Click the Telephony Bus tab to display it.
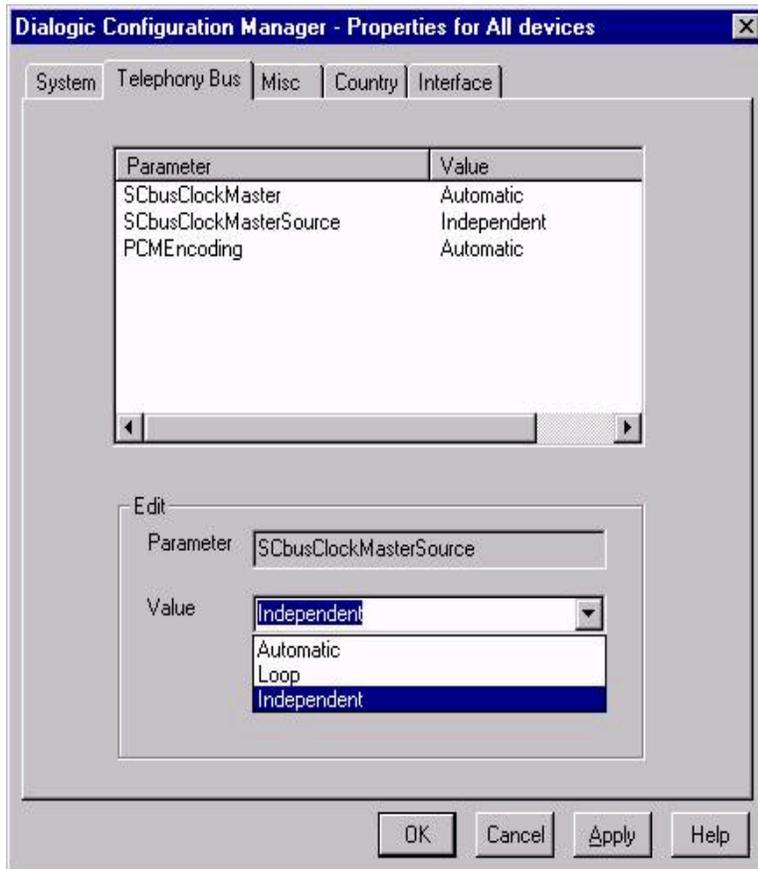
g250040

7   Click the SCBusClockMasterSource parameter to select it.

8   Select the appropriate item from the Value drop-down list:

- Loop if your CallPilot server is connected to an SL-100 switch

- Independent if your CallPilot server is connected to a DMS-100 switch by way of a channel bank

9 Click OK on the Dialogic manager - Properties for All devices window.

Result: The DCM window appears.
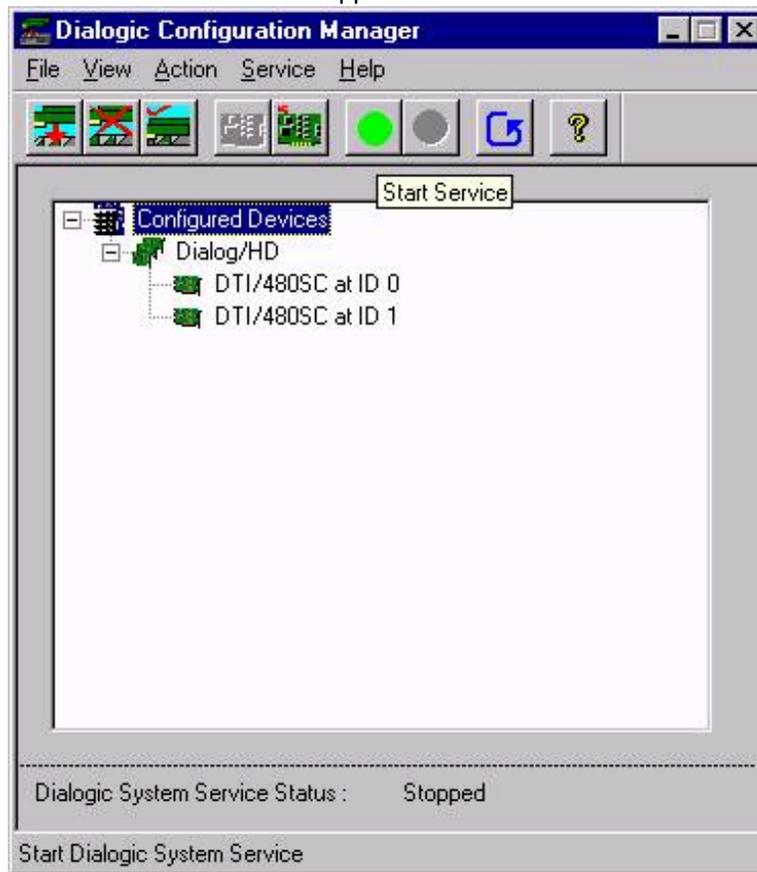
g250041

10 Start the Dialogic service in one of the following ways:

- click the Start (green) button on the DCM window tool bar
- click the Service menu, and then select the Start Service menu item

Result: The following dialog box appears.

g050042

11 Click the File menu, and then select the Exit menu option to close the DCM windows.

12   Restart the server as follows:

a.   Press Ctrl+Alt+Delete.

Result: The Windows NT Security dialog box appears.

b.   Click Shut Down.

Result: The Shutdown Computer dialog box appears.

c.   Choose Shutdown and Restart.

d.   Click OK.

Result: The server shuts down and then restarts.

What's next?

Continue with "Phase 7: Completing post-configuration tasks" on page 93.

Phase 7: Completing post-configuration tasks

1. Put the system into operation.

1 Log on to Windows NT using an account with administrative privileges (for example, NGenDist).

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 the following:

```
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 with CallPilot Manager and do the following:

a. If channels were courtesy stopped before the upgrade, start them.

b. Click System → Service Directory Number, and then verify the service directory number (SDN) configuration.

4 Test the CallPilot upgrade as follows:

a. At a telephone set, dial the primary Voice Messaging directory number (DN).

Result: You must hear voice and be able to log on to CallPilot.

b. Verify that you can record and leave a message.

c. Verify that you can retrieve and listen to the message.

For instructions on testing the CallPilot system operation, refer to "Testing the CallPilot installation" in *Part 3: T1/SMDI and CallPilot Server Configuration* (555-7101-224) for the 1001rp server.

IF CallPilot	THEN
responds as expected	complete the rest of the tasks in this guide.

IF CallPilot	THEN
does not respond as expected	revert the system back to the previous release. You can do this as follows: ■ System without a redundant array of independent disks (RAID): you must reinstall your Windows NT operating system (with the most recent OS version), reinstall the previous version of CallPilot server software, and then perform a restore from tape. For instructions, refer to *Part 5: 1001rp Server Maintenance and Diagnostics* (555-7101-218) and the *Administrator's Guide* (555-7101-300) for CallPilot 1.07. ■ System with RAID: resynchronize the hard drives with the previous version of CallPilot. For instructions, refer to *Part 3: T1/SMDI and CallPilot Server Configuration* (555-7101-224) for the 1001rp CallPilot 2.5 server. However, contact your Nortel Networks technical support representative before you proceed.

2.   Change account passwords.

During the server configuration process. the Configuration Wizard enforces changing the default passwords. Ensure that the passwords for the following Windows NT accounts are changed to strong values that are known only by the customer:

■   Administrator

■   NGenSys

■   NGenDist

■   NGenDesign

■   Gamroot (if it exists)

ATTENTION

Do not change the passwords for the following accounts:

■ cpfilexfer

■ IUSR_computername

■ IWAM_computername

These accounts provide restricted functionality, and changing their passwords can prevent CallPilot from operating.

1   Click Start → Programs → Administrative Tools → User Manager for Domains.

2   Change the password for each account.

3.   Configure additional features that were purchased, if required.

1   Configure fax services, if required.

   a.   Apply the restriction/permission lists (RPL) to fax callbacks and fax printing.

   b.   Verify the express fax messaging profile.

   c.   Configure fax callback handling and other fax options.

   d.   Update or add mailbox classes to enable fax capability for groups.

   e.   Configure fax general delivery and fax overflow mailboxes.

2   Configure speech activated messaging services, if required.

   Update or add mailbox classes to enable speech activated messaging for mailbox class members.

3   Configure E-mail-by-Phone options, if required.

   a.   Define external e-mail servers.

   b.   Define E-mail-by-Phone options.

   c.   Update or add mailbox classes to enable speech activated messaging for mailbox class members.

4   Enable mailbox owners to use desktop messaging and My CallPilot.

   For instructions, see "Phase 8: Enabling desktop messaging and My CallPilot (optional)" on page 98.

4.   Install antivirus software (optional) or re-enable real-time virus scanning.

IF	THEN
antivirus software is currently not installed on the CallPilot server	install antivirus software that has been approved by Nortel Networks for CallPilot.
	Ensure that you configure the antivirus software according to Nortel Networks instructions.
	You must supply your own antivirus software. For more information, refer to *Product Bulletin 2003-0151-Global: CallPilot Support for AntiVirus Applications*. This bulletin provides information about the antivirus software packages that have been approved by Nortel Networks for CallPilot.
	look for instructions on installing and configuring the antivirus software.
	See also "To configure antivirus software for correct CallPilot operation" below.
you previously disabled virus scanning on files	re-enable real-time virus scanning.

To configure antivirus software for correct CallPilot operation

If you use the default antivirus software settings, this can result in poor CallPilot performance, poor virus protection, or both. You must configure real-time scans to scan only incoming files.

Note: A scan on incoming files can also be known as a scan on create or a scan on modified.

If you enable scanning on outgoing files (scan on access), then each page that is accessed by CallPilot Manager or My CallPilot must be scanned for viruses. This type of scanning slows down the CallPilot server.

For more information, refer to *Product Bulletin 2003-0151-Global: CallPilot Support for AntiVirus Applications*.

5. Configure and start the SNMP service.

When you updated the Windows NT operating system for CallPilot 2.5, the simple network management protocol (SNMP) service was 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, you must configure and start the SNMP service to ensure that SNMP alarms are sent to the NMS.

6. RAID systems only: resynchronize the hard drives.

If the upgrade was successful and the CallPilot server is equipped with a RAID controller, resynchronize the hard drives.

For instructions, refer to the section entitled "Splitting RAID drives and upgrading software" for your RAID controller in *Part 5: 1001rp Server Maintenance and Diagnostics* (555-7101-218).

7.   Create or update the Windows NT emergency repair disk.

For instructions on this task, see "Creating or updating the emergency repair disk" in *Part 4: Software Installation and Maintenance* (555-7101-202) for the 1001rp server.

What's next?

IF	THEN
desktop messaging, My CallPilot, or both, are used	continue with "Phase 8: Enabling desktop messaging and My CallPilot (optional)" on page 98.
desktop messaging, My CallPilot, or both, are not used	perform a full system backup. For instructions, refer to the *CallPilot Administrator's Guide* (555-7101-301).

Phase 8: Enabling desktop messaging and My CallPilot (optional)

Introduction

This section provides an overview of how to configure the following items in CallPilot to function with desktop messaging, My CallPilot, or both:

- CallPilot server fully qualified domain name (FQDN)
- voice profile for Internet mail (VPIM)/SMTP prefix
- electronic switched network (ESN) access code
- mailbox class
- Useful Information section in My CallPilot

If you need more information, refer to the CallPilot Manager online Help.

1. Configure the FQDN, VPIM/SMTP prefix, and ESN access code.

1 Log on to the CallPilot server with CallPilot Manager.

2 Click Messaging → Message Network Configuration.

3 Click the server name (often, called Untitled), and then click Show Details.

4 Scroll down to the SMTP/VPIM section.

5 Enter the server FQDN in the Server FQDN box.

Example: cpserver.mycompany.com

6 Click Save.

Result: The system returns you to the network tree.

7 Click the plus sign (+) next to the server name to expand the CallPilot server tree.

8 Click the primary location name (also often called Untitled), and then click Show Details.

9 Scroll down to the ESN Access Codes section.

10 Enter a code in the ESN Access Code Used by this Location box.

Example: 6, 9, or 1

11 Scroll down to the Location Codes section, and then click Add...

12 Enter the ESN location code, and then click OK.

Example: 676

13 Scroll down to the VPIM section, and then click Add...

14 Enter the VPIM/SMTP prefix in the Prefix box, and then click OK.

Example: Use the server's area code or routing prefix.

The VPIM/SMTP prefix can be any number. Usually, this prefix is set to the first 7 digits of the 11-digit phone number (for example, 1612555, where the area code is 612).

15 Click Save.

2. Configure the mailbox class for desktop messaging and My CallPilot features.

1 In CallPilot Manager, click User → Mailbox Classes.

2 Click the mailbox class that you want to configure.

Example: Click Regular User.

3 Optional: Scroll down to the Outcalling (Delivery to Telephone or Delivery to Fax) section, and enable the options that are needed.

Note: The Outcalling Capability check box and the Remote Text Notification Capability check box (see step 4) enable the Remote Text Notification subfeature of the Remote Notification feature.

4 Optional: Scroll down to the Notification of Message Delivery section, and configure the Remote Notification Capability options.

Result: This enables the Remote Notification feature in My CallPilot.

5 Scroll down to the Keycoded Features section.

6 Click the features you want to enable in My CallPilot:

- The Desktop and Web Messaging check box enables viewing and creating messages (required for desktop messaging).

- The Mailbox Manager check box enables all the options in the Features section of My CallPilot.

- The Fax Capability check box enables the Fax Printing feature.

- The E-mail-by-Phone Capability check box enables the E-mail By Phone feature.

7 Click Save.

3. Configure the Useful information section of My CallPilot (optional, but recommended).

1   In CallPilot Manager, click Tools → My CallPilot Configuration.

2   Type an administration notice in the Useful Information Message Text box.

    Result: This text appears each time a user logs on.

3   Do one of the following:

- Type appropriate phone numbers in the Dialing Numbers Display section.

or

- Click Detect All.

4   Type appropriate information into the Local Support Content section.

5   Click Save.

4. Install desktop messaging on users' personal computers and install My CallPilot on CallPilot servers and stand-alone servers.

For detailed instructions on these tasks, refer to the following documents:

NTP title	NTP number	Task
Desktop Messaging and My CallPilot Installation Guide	555-7101-505	Installing desktop messaging on the client personal computer Installing My CallPilot on either a CallPilot server or a separate web server
Desktop Messaging and My CallPilot Administration Guide	555-7101-503	Administering desktop messaging and My CallPilot

What's next?

Perform a full system backup.

Chapter 4

Installing CallPilot administrative software on a stand-alone web server

In this chapter

CallPilot Manager requirements

Introduction

In CallPilot 2.5, CallPilot Manager replaces the Administration Client that was used in previous CallPilot releases. CallPilot Manager is always installed on a CallPilot 2.5 server. However, you can choose to install it on a stand-alone web server. This section describes what must be installed on the stand-alone web server before you install CallPilot Manager.

Notes:

■   These software requirements are already in place on the CallPilot server. No action is required on the CallPilot server.

■   The Nortel Networks technical support personnel use pcAnywhere as a remote support tool. If you require remote support on the stand-alone web server from Nortel Networks, you must install and configure pcAnywhere 8.0 or later on the stand-alone web server and provide remote access connectivity to the server. Remote access can be via either a modem connected to the server's COM port or other RAS equivalent.

When to install CallPilot Manager on a stand-alone server

Install CallPilot Manager on a stand-alone server when you

■   want to use CallPilot Reporter
     You cannot install CallPilot Reporter on the CallPilot server.

■   expect a large amount of web-based administration traffic, and you want to off-load the work from the CallPilot server

Stand-alone web server requirements

The CallPilot Manager and CallPilot Reporter web-based software run on an Internet Information Server (IIS) version 4 or 5. To support encrypted logon and password change dialog boxes, you require IIS support for secure socket layer (SSL).

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

The web server must be running one of the operating systems and components described on the next page. If you are working with an existing web server, some of the components are probably already installed. If components are missing, or you are installing a web server for the first time, you must supply your own web server software.

Windows NT 4.0 Server or Workstation

- Service Pack 6a

  Note: Internet Explorer 5.5 requires the 128-bit version.

- Internet Explorer 5.5

- Windows NT Option Pack, including

  - IIS 4
  - Internet Service Manager
  - World Wide Web Server
  - MDAC 1.5
  - Microsoft Management Console

    Note: Do not install Microsoft Index Server.

  - NT Option Pack Common Files
  - Transaction Server
  - Windows Scripting Host

- Windows Script 5.5 (required by CallPilot Manager *.asp pages)

- MDAC 2.5 (required by the CallPilot Manager Bulk User Add feature)

- pcAnywhere 8.0 or later

- Remote Access Service (RAS)—required for downloading operational
  measurements via the web browser

Note: Do not use the CallPilot 02.50.07.05 OS Recovery CD-ROM or
CallPilot 02.50.07 OS Upgrade CD-ROM to install the Windows NT operating
system on the stand-alone web server. The Windows NT operating system on these
CD-ROMs is designed, configured, and licensed for use on the CallPilot server only.

Windows 2000 Server

- Service Packs 1 and 2

- IIS 5

  - Internet Service Manager
  - World Wide Web Server

- Windows Script 5.5 (required by CallPilot Manager *.asp pages)

- MDAC 2.5 (required by the CallPilot Manager Bulk User Add feature)

- Internet Explorer 5.5

- pcAnywhere 8.0 or later

- RAS—required for downloading operational measurements via the web
  browser

Filtering software requirements

CAUTION

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

Client computer requirements

You can use CallPilot Manager on PCs that are running the following operating systems and web browsers. The web browser must have the Adobe Acrobat Reader 5.0 plugin so that you can view the online documents:

Operating system	Internet Explorer 5 or later	Netscape Communicator 6.2 or later
Windows 95B (Retail and OSR2)	yes	yes
Windows 98 SE	yes	yes
Windows NT 4.0 Server	yes	yes
Windows NT 4.0 Workstation	yes	yes
Windows 2000 Professional	yes	yes
Macintosh OS 9	yes	yes
Macintosh OS 9	yes	yes

Note: You can use other operating systems and web browsers. However, it is likely that CallPilot Player does not work correctly.

CallPilot Reporter requirements

Introduction

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

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

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

Web server requirements

Since CallPilot Reporter must be installed on the same web server as CallPilot Manager, the web server requirements are the same as for CallPilot Manager. For more details, see "Stand-alone web server requirements" on page 102.

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

Compatibility with other CallPilot releases

CallPilot Reporter works only with CallPilot 2.0 or later servers. CallPilot Reporter is not backwards-compatible with CallPilot 1.07 or earlier servers.

Printing reports

If you want to print reports on a network printer from the web server (rather than from a client computer's web browser), you must change the CallPilot Reporter service credentials to a user account with network access privileges. (The CallPilot Reporter service credentials are set by default to LocalSystem.)

Disk space requirements

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

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

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

Uninstalling CallPilot Reporter

If you uninstall Reporter, you must replace the global.asa file with the original CallPilot Manager version from the Server Software CD-ROM.

Client computer requirements

You can use CallPilot Reporter on PCs that are running the following operating systems. The web browser must have the Adobe Acrobat Reader 5.0 plugin so that you can view the online documents:

- Windows 95B
- Windows 98 SE
- Windows 2000 Professional
- Windows XP
- Windows NT 4.0

You can use one of the following web browsers to access CallPilot Reporter:

- Internet Explorer 5 or later
- Netscape Communicator 6.2 or later

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

Introduction

Before attempting to install CallPilot Manager and CallPilot Reporter on a stand-alone web server, install the prerequisite components. For more details, see "CallPilot Manager requirements" on page 102.

Required materials

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

- CallPilot 2.5 Server Software CD-ROM
- CallPilot 2.5 PEP CD-ROM

  Note: The PEP CD-ROM can contain an updated version of the CallPilot Manager installation software if fixes were made to the software after the Server Software CD-ROM was released. In this case, the updated software is provided in the \CallPilotManagerInstall folder on the PEP CD-ROM.

To install the CallPilot Manager and CallPilot Reporter software

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

1   Insert the CallPilot 2.5 Server Software CD-ROM or the PEP CD-ROM into the CD-ROM drive.

2   Click Start → Run.

    Result: The Run dialog box opens.

3   Click Browse.

    Result: The Browse dialog box opens.

4   Do one of the following:

IF you are using the	THEN
Server Software CD-ROM	navigate to the root folder on the CD-ROM drive (Z:).
PEP CD-ROM	navigate to the CallPilotManagerInstall folder on the CD-ROM drive (Z:).

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

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

**ATTENTION**
                        Do not confuse the cpmgrsetup.exe file with the cpmgr.exe file, which also resides in the root folder on the Server Software CD-ROM.

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

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

Result: You are asked to select the options to install. CallPilot Reporter is the only option listed.
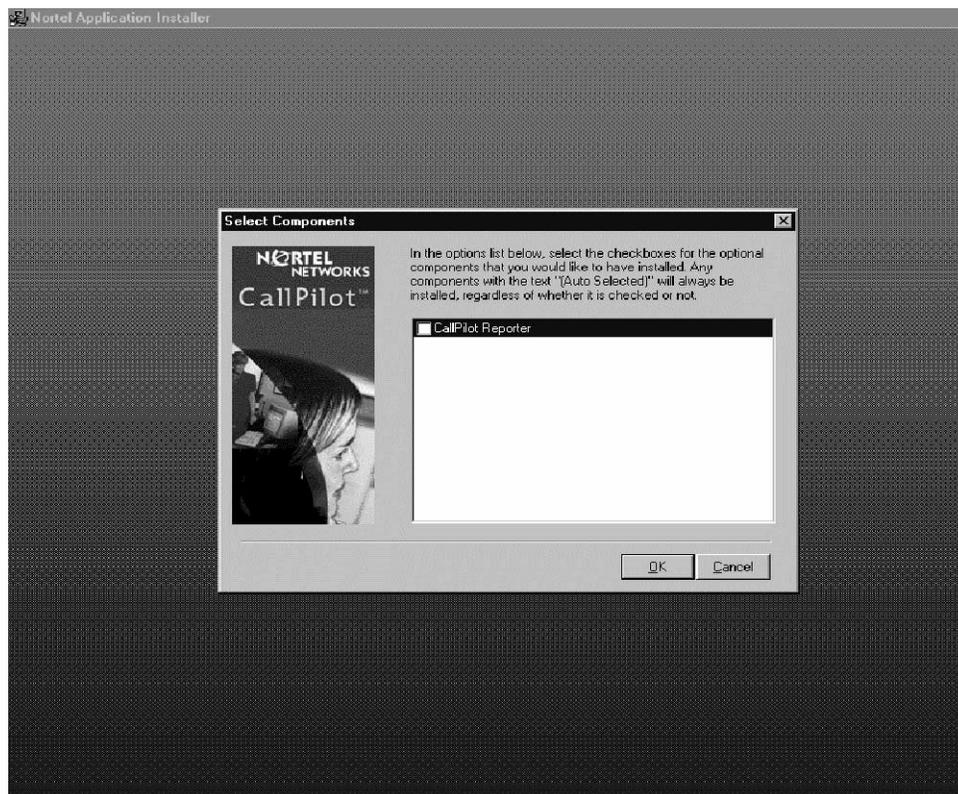
6   If you want to install CallPilot Reporter, click its check box, and then click OK.

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

■   displays a progress bar that indicates the percentage that is completed

■ highlights each item on the splash screen as it is processed
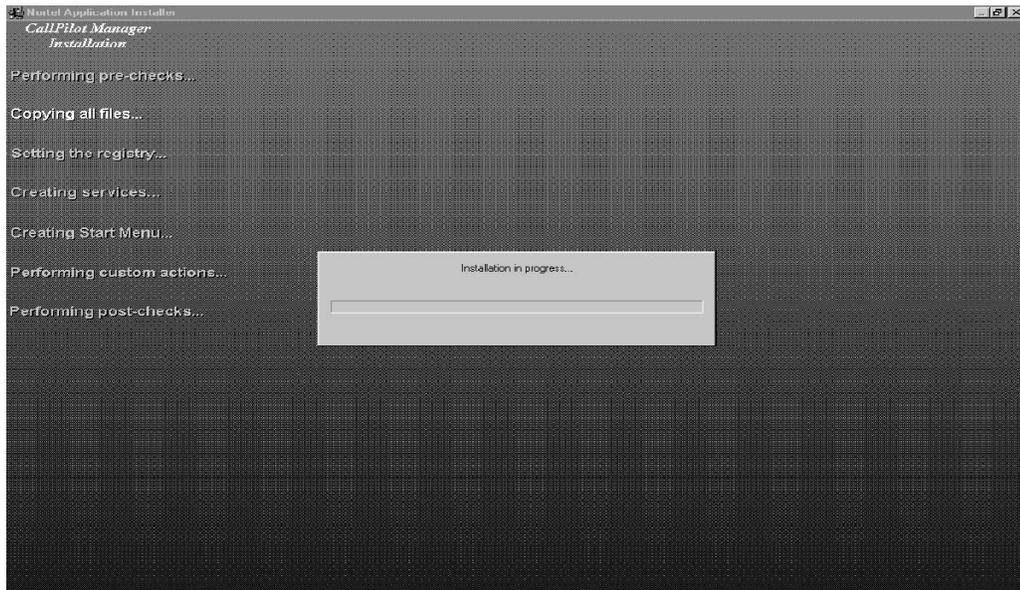
When CallPilot Manager installation is finished, the Application Installer automatically begins to install the CallPilot Reporter software, if you chose to install it. (The screen title changes to reflect this.)
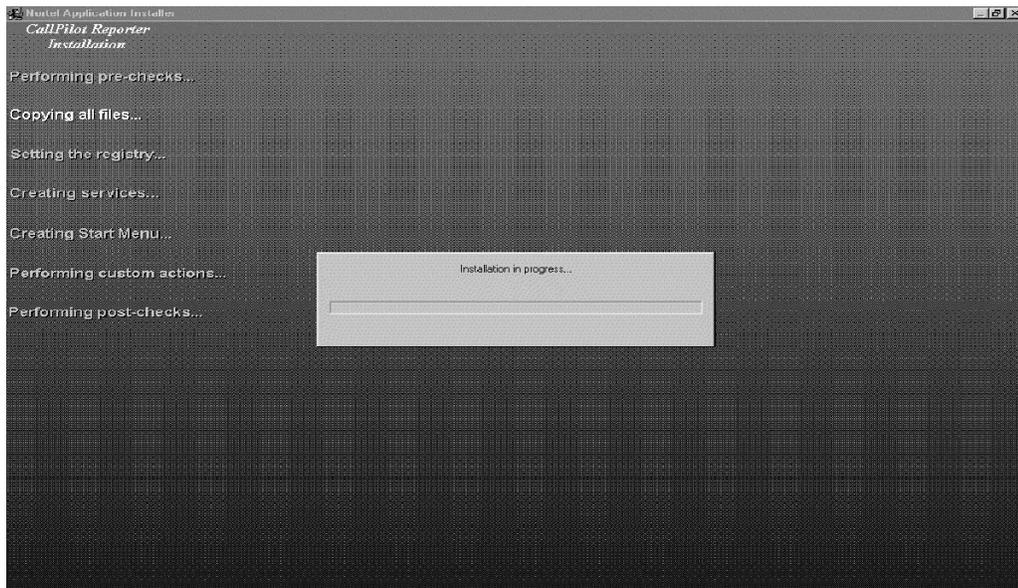
When the CallPilot Reporter software installation is finished, the following dialog box appears:
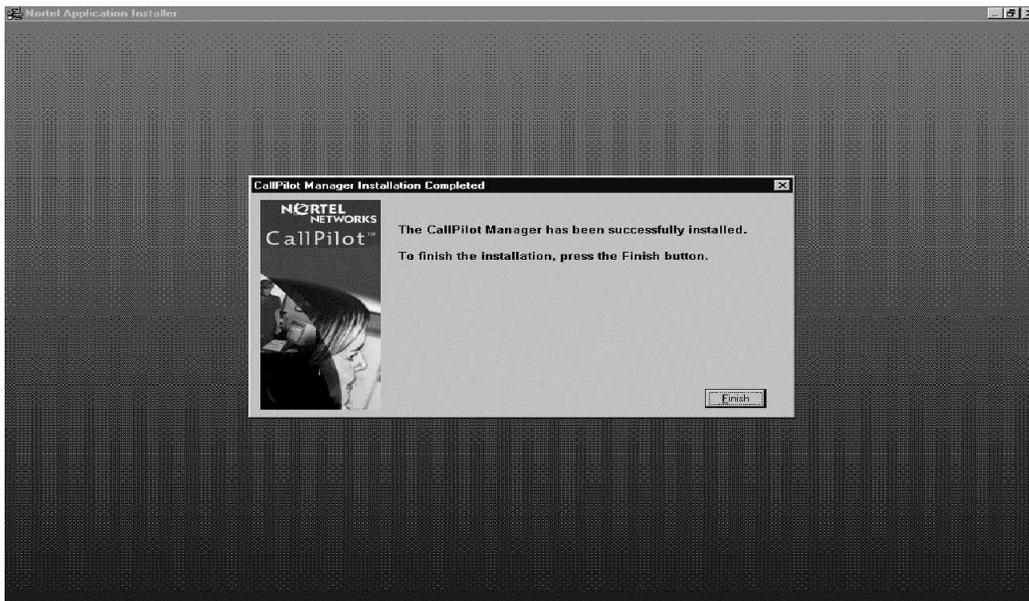
7   Click Finish.

Result: The Application Installer closes.

What's next?

Test connectivity to the CallPilot server by logging on to the CallPilot server. For instructions, see "Phase 5: Logging on to the CallPilot server with CallPilot Manager" on page 68.

Appendix A

Reference information

In this appendix

Connecting the CallPilot server to the SL-100 switch

General

For detailed information on connecting the CallPilot server to the SL-100 switch, refer to the *Part 3: T1/SMDI and CallPilot Server Configuration* installation guide (555-7101-224) corresponding to the 1001rp CallPilot server.

The following diagram illustrates the connectivity between the CallPilot server and the SL-100 switch.

Note 1: The use of the line side T1 card is typical for the SL-100 switch, but in certain circumstances a channel bank can be used instead.

Note 2: The SMDI link modems are optional. These modems are used depending on the line length and grounding requirements.
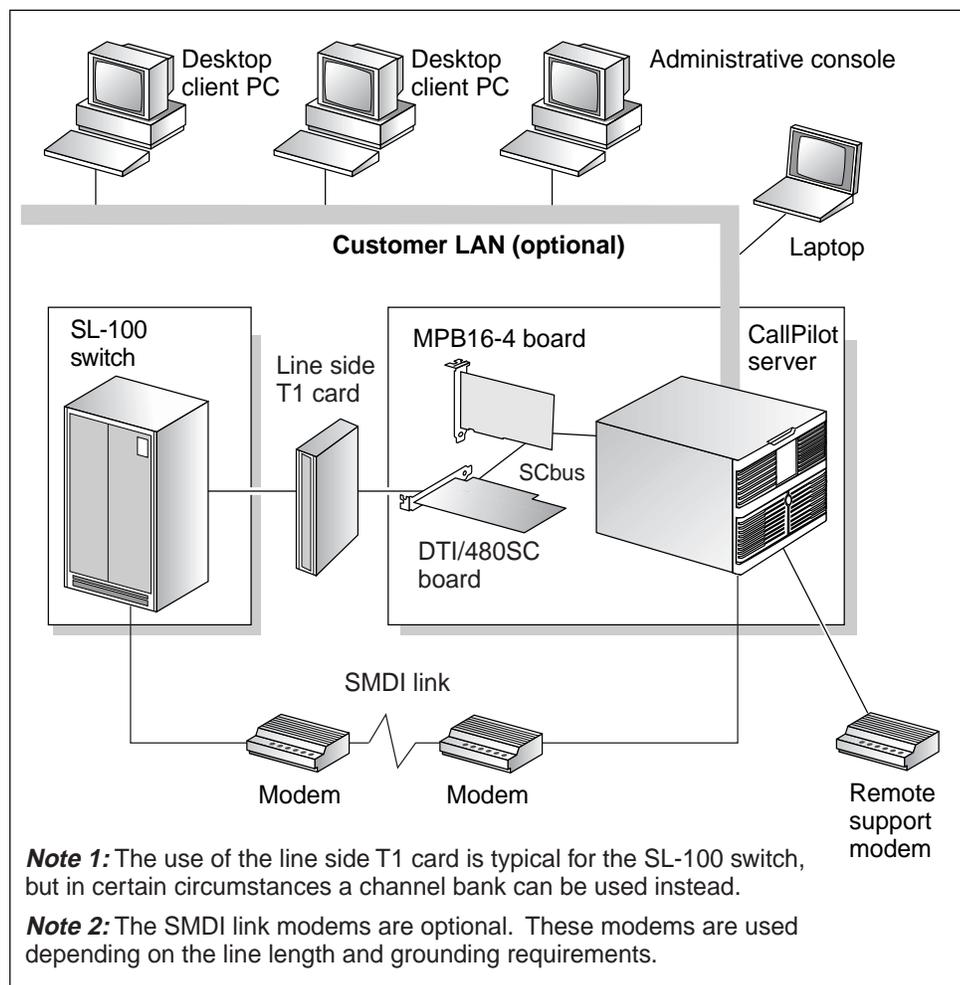
g250007

About event log files

Introduction

This section describes the event log files that are provided by CallPilot.

Software maintenance event log file

The log files for CallPilot server software and CallPilot Manager software maintenance track the activities associated with any install, reinstall, upgrade, or uninstallation operation. The log files also track any fatal errors that interrupt these operations.

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

Software component log	Location
CallPilot server software	C:\CallPilot\CallPilot20.log
CallPilot Manager software	C:\CallPilot\CPManager.log
CallPilot operating system	C:\OSSetup.log or D:\OSSetup.log (if the operating system is on drive D:\)

Configuration Wizard log file

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

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

Verifying that Microsoft hot fixes have been installed

Introduction

If an error message appeared after hot fixes were installed during the Windows NT update, use the procedure in this section to verify that all of the hot fixes were installed.

Microsoft hot fix verification tools

Hfnetchk is a Microsoft tool that is provided by Nortel Networks on the CallPilot 02.50.07 OS Recovery or CallPilot 02.50.07 OS Upgrade CD-ROM. Mssecure.xml is a data tool used by hfnetchk to determine which hot fixes are available. To run hfnetchk, see "To verify that all hot fixes were installed" below.

> **CAUTION**
>
> **Risk of system interruption or malfunction**
>
> Do not download and install any Windows NT security patches from the Microsoft web site unless they have been approved for CallPilot by Nortel Networks. Installation of unapproved security patches can result in incorrect operation of your CallPilot system.
>
> To determine which Windows NT security patches have been approved by Nortel Networks, refer to the latest issue of the *CallPilot 2.5 General Release Bulletin*.

To verify that all hot fixes were installed

Note: Ensure that the CallPilot server has completed the start cycle. An error appears if the server is still starting when you run the hfnetchk tool.

1   Log on to Windows NT.

2   Double-click the FixCheck.bat file in the root folder of the CallPilot 02.50.07 OS Recovery CD-ROM or CallPilot 02.50.07 OS Upgrade CD-ROM.

Result: Results appear on the screen.

IF Patch Not Found	THEN
does not appear	all of the required hot fixes are present on the CallPilot server.
appears	hot fixes are required on the CallPilot server, but they are missing.
	Note: It is normal for patch MS02-071 to be shown as Not Found, and for a warning to be shown for patch MS02-013.
	Do the following:
	a. Review the Z:\HotFixes\FixInfo.txt file for information about each hot fix.
	b. Locate the .exe file for the missing hot fix in the Z:\HotFixes folder, and then double-click it to install it.
	c. Restart the server if the system prompts you to do so.

Acquiring service updates and PEPs

About service updates

A service update (SU) is a consolidation of all of the performance enhancement packages (PEP) that have been released since CallPilot 2.5 became available. A particular SU can contain product improvement PEPs, software fix PEPs, or both.

Each time you install an SU, the previous SU is automatically uninstalled. The current SU includes all of the PEPs that were released in previous SUs.

If you download an SU, run it to extract all folders and files into the Temp folder on the server's hard drive.

Identifying Service Updates and PEPs

Service Updates and PEPs on the PEP CD-ROM are labeled in the following format: CPxxxxxxxyyyz or CMxxxxxxxyyyz, where

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

How to acquire new PEPs

CallPilot PEPs are provided on the CallPilot 2.5 PEP CD-ROM. Additional PEPs, when they become available, are provided in the form of Service Updates (SUs), or as downloadable files from the Nortel Networks web site, as follows:

PEP availability format	How to acquire it
SU CD-ROM kit (NTZE60AC or NTZE60BA)	You can order the SU CD-ROM kit from Nortel Networks. There is no charge for the kit.
	Note: To determine which kit you must order, contact your Nortel Networks sales representative.
Downloadable SU or PEP files from Nortel Networks	Access the Nortel Networks Meridian PEP Library (MPL) at one of the following URLs:
	■ North America: https://www43.nortelnetworks.com/MPL
	■ Europe, Middle East, and Africa: https://www21.nortelnetworks.com/MPL
	and then navigate to the "Multimedia PEP Tools" section.
	Notes:
	■ If you cannot access the MPL, or if you cannot find the SUs, then contact your Nortel Networks representative.
	■ The Meridian PEP Library is a secure web site and requires a user name and a password to log on. If you do not currently have an account, you must apply for one. It can take up to 72 hours to process your account request.

Readme files

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

■ in the root directory on the SU CD-ROM

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

■ in each PEP package folder

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

■ in each PEP folder

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

Before you install PEPs

CAUTION

Risk of system problems

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

ATTENTION

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

1   Perform a system backup.

2   Take CallPilot out of service by disabling all call channels.

For instructions, refer to the *CallPilot Administrator's Guide* (555-7101-301).

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