



Avaya CallPilot® Installation and Configuration Task List

5.0
NN44200-306, 01.08
December 2010

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

"Documentation" means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya generally makes available to users of its products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on its Hardware and Software ("Product(s)"). Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this Product while under warranty is available to Avaya customers and other parties through the Avaya Support Web site: <http://support.avaya.com>. Please note that if you acquired the Product(s) from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/](http://support.avaya.com/licenseinfo/) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, or Hardware provided by Avaya. All content on this site, the documentation and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third-party components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: <http://support.avaya.com/Copyright>.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation and Product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation and Product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners, and "Linux" is a registered trademark of Linus Torvalds.

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support Web site: <http://support.avaya.com>.

Contact Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your Product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://support.avaya.com>.

Contents

| | |
|--|-----------|
| Chapter 1: New in this release..... | 7 |
| Navigation..... | 7 |
| Features..... | 7 |
| Other changes..... | 7 |
| Chapter 2: Customer service..... | 9 |
| Getting technical documentation..... | 9 |
| Getting product training..... | 9 |
| Getting help from a distributor or reseller..... | 9 |
| Getting technical support from the Avaya Web site..... | 10 |
| Chapter 3: Avaya CallPilot® installation and configuration..... | 11 |
| Where to start..... | 11 |
| Installing a new system..... | 12 |
| Additional system tasks during or after installation..... | 12 |
| Related information..... | 12 |
| CallPilot Fundamentals Guide..... | 12 |
| CallPilot guides..... | 13 |
| Contacting technical support..... | 13 |
| Chapter 4: Installing a new Avaya CallPilot® server..... | 15 |
| Overview of installation tasks..... | 15 |
| Before you begin..... | 16 |
| Preparing to install the CallPilot server..... | 17 |
| Installing the CallPilot server..... | 19 |
| Connecting the switch to the CallPilot server..... | 20 |
| Configuring the switch and CallPilot server..... | 20 |
| Testing Avaya CallPilot connectivity, services, and channels..... | 22 |
| Other administrative tasks..... | 22 |
| Desktop Messaging and My CallPilot installation tasks..... | 24 |
| Chapter 5: Upgrading Avaya CallPilot®..... | 25 |
| Upgrade documentation..... | 25 |
| Chapter 6: Expanding Avaya CallPilot® features and capacity..... | 27 |
| Feature expansion checklist..... | 27 |
| Chapter 7: Avaya CallPilot® server platform migration..... | 31 |
| Platform Migration documentation..... | 31 |
| Chapter 8: High Availability..... | 33 |
| Installing a new High Availability system..... | 33 |
| Feature Expansion..... | 35 |
| Chapter 9: Configuring and administering the Avaya CallPilot® system..... | 37 |
| Logging on to the CallPilot server with CallPilot Manager..... | 37 |
| Relationship of the CallPilot Manager Web server to the CallPilot server..... | 38 |
| To log on to the CallPilot server..... | 39 |
| On-site configuration and administration tasks..... | 41 |

| | |
|---|-----------|
| Desktop Messaging and My CallPilot configuration tasks..... | 43 |
| Fax services configuration tasks..... | 43 |
| Speech activated messaging service configuration tasks..... | 44 |
| E-mail By Phone configuration tasks..... | 45 |
| Password change service configuration tasks..... | 45 |
| Chapter 10: Testing the Avaya CallPilot® system and applications..... | 47 |
| Onsite testing tasks..... | 47 |
| Chapter 11: Starting up and shutting down the Avaya CallPilot® server..... | 49 |
| Stopping and starting channels..... | 49 |
| Introduction..... | 49 |
| Methods for taking channels off duty..... | 49 |
| Stopping or starting channels..... | 50 |
| Restarting the server..... | 51 |
| When to restart the server..... | 52 |
| Before you begin..... | 52 |
| Restarting the server..... | 52 |
| Powering down the server..... | 54 |
| Powering down a tower or rackmount server..... | 55 |
| Powering down a 201i or 202i server..... | 55 |
| Before you begin..... | 56 |
| Powering down the server..... | 56 |
| To Power up the server..... | 58 |
| Powering up the server..... | 58 |
| Chapter 12: Troubleshooting system problems..... | 61 |
| This chapter contains information on the following topics:..... | 61 |
| Overview..... | 61 |
| Resources..... | 61 |
| Tools..... | 62 |
| Using the Installation and Configuration guides..... | 62 |
| LEDs..... | 63 |
| Start-up sequence and diagnostic codes..... | 63 |
| Log files..... | 64 |
| Operating system Diagnostics and Event Viewer..... | 64 |
| TCP/IP diagnostics..... | 64 |
| CallPilot Manager..... | 65 |
| Avaya CallPilot system utilities..... | 65 |
| Using the CallPilot Administrator Guide..... | 66 |
| Accessing the CallPilot Administrator Guide..... | 66 |
| Viewing and filtering server events..... | 67 |
| Monitoring the CallPilot server..... | 67 |
| Managing CallPilot channels..... | 68 |
| Troubleshooting call service problems..... | 68 |
| Troubleshooting system operation problems..... | 69 |
| Using the CallPilot Troubleshooting Reference..... | 70 |
| Obtaining the CallPilot Troubleshooting Reference..... | 70 |
| Types of problems that are covered..... | 70 |
| Chapter 13: Installation preparation checklists..... | 71 |
| Site inspection checklist..... | 71 |

| | |
|--|-----------|
| Required tools and materials..... | 73 |
| Customer-supplied items checklist..... | 74 |
| CallPilot server hardware checklist..... | 76 |
| CallPilot hardware and documentation spares checklist..... | 80 |
| CallPilot software media and documentation checklist..... | 81 |
| Preinstalled software..... | 83 |
| Cautions..... | 84 |
| Chapter 14: Configuration worksheets..... | 85 |
| Overview..... | 85 |
| Where to get the information..... | 85 |
| When to use the worksheets..... | 86 |
| Switch or system configuration worksheet..... | 86 |
| Meridian 1 or CS 1000 information..... | 86 |
| SL-100/DMS-100 switch information..... | 88 |
| Configuration Wizard worksheet..... | 89 |
| Worksheet sections..... | 89 |
| Operating system password..... | 90 |
| pcAnywhere password..... | 90 |
| Customer LAN access information..... | 92 |
| Meridian 1 or Avaya CS 1000 information..... | 92 |
| T1/SMDI information..... | 94 |
| Index..... | 97 |

Chapter 1: New in this release

The following section details what is new in Avaya CallPilot® Installation and Configuration Task List (NN44200-306) for release 5.0.

Navigation

- [Features](#) on page 7
- [Other changes](#) on page 7

Features

Geographic Redundancy (GR) is a new feature that has been introduced in Service Update 9 of CallPilot 5.0. Section [On-site configuration and administration tasks](#) on page 41 has been updated to include the configuration of GR.

Other changes

No non-feature-related changes have been made.

New in this release

Chapter 2: Customer service

Visit the Avaya Web site to access the complete range of services and support that Avaya provides. Go to www.avaya.com or go to one of the pages listed in the following sections.

Navigation

- [Getting technical documentation](#) on page 9
- [Getting product training](#) on page 9
- [Getting help from a distributor or reseller](#) on page 9
- [Getting technical support from the Avaya Web site](#) on page 10

Getting technical documentation

To download and print selected technical publications and release notes directly from the Internet, go to www.avaya.com/support.

Getting product training

Ongoing product training is available. For more information or to register, you can access the Web site at www.avaya.com/support. From this Web site, you can locate the Training contacts link on the left-hand navigation pane.

Getting help from a distributor or reseller

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

Getting technical support from the Avaya Web site

The easiest and most effective way to get technical support for Avaya products is from the Avaya Technical Support Web site at www.avaya.com/support.

Chapter 3: Avaya CallPilot® installation and configuration

This chapter contains information on the following topics:

[Where to start](#) on page 11

[Related information](#) on page 12

Where to start

The Avaya CallPilot® Installation and Configuration Task List provides an overview of the installation of the Avaya CallPilot* system hardware and software:

- The primary purpose of the task list guide is to provide a road map for installing a new system.
- The task list guide describes additional system tasks that can be performed during the initial installation of the system or after a system is installed.

 **Note:**

General references to hardware installation, configuration, and maintenance guides that use a model number or name in the title use the following convention:

- <server_model> Hardware Installation (for example, 1002rp Hardware Installation)
- <server_model> Server Maintenance and Diagnostics (for example, 1002rp Server Maintenance and Diagnostics)
- <switch_model> and CallPilot Server Configuration (for example, Meridian 1* and CallPilot Server Configuration)

 **Note:**

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

Installing a new system

For a new CallPilot installation, see [Installing a new Avaya CallPilot® server](#) on page 15.

The checklists and worksheets required for the installation are in [Installation preparation checklists](#) on page 71 and [Configuration worksheets](#) on page 85.

Additional system tasks during or after installation

Additional system tasks include migrating data, expanding CallPilot features, and installing additional software components, such as the Application Builder and Desktop Messaging software.

 **Note:**

System upgrade tasks are not described in the Installation and Configuration Task List. For a general description of upgrades and where to find the procedures, see [Upgrading Avaya CallPilot®](#) on page 25.

 **Note:**

[Starting up and shutting down the Avaya CallPilot® server](#) on page 49 appears in the guide for reference during the initial installation. These tasks are also used in maintenance operations where the server must be shut down, restarted, or powered up.

Related information

The following information can be useful for CallPilot installation and configuration.

CallPilot Fundamentals Guide

For more information about the following topics, see the CallPilot Fundamentals Guide (NN44200-100):

- safety guidelines
- skills required
- symbols and conventions

- obtaining CallPilot technical documents
- accessing CallPilot online Help

CallPilot guides

CallPilot installation, configuration, administration, and maintenance guides are stored on the CD-ROM supplied with your system.

Online Help for CallPilot Manager and My CallPilot is available after installation and provides online access to the guides.

Contacting technical support

Contact your channel partners to get help with troubleshooting your system.

Chapter 4: Installing a new Avaya CallPilot® server

This chapter contains information on the following topics:

[Overview of installation tasks](#) on page 15

[Preparing to install the CallPilot server](#) on page 17

[Installing the CallPilot server](#) on page 19

[Connecting the switch to the CallPilot server](#) on page 20

[Configuring the switch and CallPilot server](#) on page 20

[Testing Avaya CallPilot connectivity, services, and channels](#) on page 22

[Other administrative tasks](#) on page 22

[Desktop Messaging and My CallPilot installation tasks](#) on page 24

Overview of installation tasks

The installation checklists in this chapter describe how to install a new Avaya CallPilot Server. The tasks are presented in the order that can be completed.

Note:

This document does not cover the installation and configuration of a High Availability system. See the High Availability Installation and Configuration Guide (NN44200-311) for the High Availability installation and configuration task list.

Caution:

Risk of software malfunction

Do not install software that is not provided with Avaya CallPilot. Software that is not approved by Avaya is not supported and can cause CallPilot to malfunction.

For information about non-CallPilot software supported by Avaya, see the CallPilot Distributor Technical Reference (DTR).

Important:

Meridian 1 and CS 1000:

For important considerations about using the ELAN subnet in your network, see the section about the ELAN subnet for Meridian 1 and CS 1000, in the CallPilot Planning and Engineering Guide (NN44200-200).

 **Important:**

This is not a system recovery procedure. To perform a system recovery, see the section about recovering a system in the CallPilot Software Administration and Maintenance Guide (NN44200-600).

Before you begin

Before installing CallPilot hardware and software, become familiar with the following information:

- [Installation preparation checklists](#) on page 71
- [Configuration worksheets](#) on page 85
- CallPilot system information, such as safety guidelines described in the CallPilot Fundamentals Guide (NN44200-100)
- installation background information described in the CallPilot Planning and Engineering Guide (NN44200-200) such as requirements for using the Embedded LAN (Meridian 1 and CS 1000)
- a high-level diagram of how CallPilot fits into your network in the server description section in the CallPilot <server_model> Server Hardware Installation guide for your server (for example, the CallPilot 202i Server Hardware Installation Guide)
- an overview of switch programming and call routing in the <switch_model> and CallPilot Server Configuration guide for your switch and server (for example, the Meridian 1 and CallPilot Server Configuration Guide NN44200-302)

 **Note:**

For information and procedures about installing Desktop Messaging and My CallPilot software, see the Desktop Messaging and My CallPilot Installation and Administration Guide (NN44200-305).

Preparing to install the CallPilot server

| Step | Description | Time required | Check |
|------|--|--|--------------------------|
| 1 | Verify that the customer site is clean, properly laid out, and equipped. Complete the Site inspection checklist on page 71. | 5 minutes, if the site meets all of the requirements | <input type="checkbox"/> |
| 2 | <p>Ensure that you have the information and tools required to install the hardware:</p> <ul style="list-style-type: none"> • Obtain the necessary network configuration information from the customer's network administrator. For the CallPilot server <ul style="list-style-type: none"> - unique computer names - IP addresses - subnet masks (NNS subnet and ELAN subnet) - default gateway (NNS Subnet) - static DNS record for the NNS (CLAN) interface must be created on the DNS server (if DNS server is used in the customer's network solution) - Direct inward dial (DID) numbers on the switch. Record this information on the following worksheets, as required: <ul style="list-style-type: none"> • Switch or system configuration worksheet on page 86 • Configuration Wizard worksheet on page 89 • Gather the necessary equipment, tools, and materials and complete the checklists: <ul style="list-style-type: none"> - Required tools and materials on page 73 - Customer-supplied items checklist on page 74 | 10 minutes, if you have all of the items you need | <input type="checkbox"/> |

| Step | Description | Time required | Check |
|------|--|---|--------------------------|
| 3 | <p>Unpack the server and supplied equipment, software, and documentation.</p> <p>Verify the items received against the Avaya packing list to ensure that you received the correct equipment. Ensure also that the serial number and keycode match, and that all hardware is in good condition.</p> <p>Complete the following checklists to ensure that you have all the components that you ordered:</p> <ul style="list-style-type: none"> • CallPilot server hardware checklist on page 76 • CallPilot software media and documentation checklist on page 81 | 30 minutes | <input type="checkbox"/> |
| 4 | Inspect the server. Report any damage or missing components to Avaya. | 10–30 minutes (based on your server model) | <input type="checkbox"/> |
| 5 | <p>For tower or rackmount servers, review the slot and IRQ assignment information provided in the CallPilot <server_model> Server Hardware Installation guide for your server. You need the slot assignment information later in the installation. If you experience problems with the server, you may need the IRQ information for troubleshooting .</p> | 10 minutes | <input type="checkbox"/> |
| 6 | <p>Review the "Network connectivity" section in the CallPilot <server_model> Server Hardware Installation guide for your server.</p> <p>This section provides an overview of how the CallPilot server is connected to the customer network.</p> | 5 minutes | <input type="checkbox"/> |
| 7 | <p>If not already completed, fill out the configuration worksheets in Configuration worksheets on page 85:</p> <ul style="list-style-type: none"> • the Switch or system configuration worksheet on page 86 • the CallPilot server Configuration Wizard worksheet on page 89 | 20 minutes, if you have all of the information you need | <input type="checkbox"/> |

Installing the CallPilot server

For instructions about installing the CallPilot server, see the CallPilot <server_model> Server Hardware Installation guide for your server.

| Step | Description | Time required | Check |
|------|--|---|--------------------------|
| 1 | If your server is a 1002rp, install the power supply modules. | 2 minutes | <input type="checkbox"/> |
| 2 | <p>If the 19-inch rack is not already installed, install it now. For instructions, see the rack documentation.</p> <p> Important: If applicable, ensure that the rack meets seismic bracing requirements. For more information, see the documentation for your switch or system.</p> | Based on rack, location, and connections: 1 to 4.5 hours | <input type="checkbox"/> |
| 3 | Place the server hardware and peripheral devices in the location chosen for the server. | 5 minutes, if you unpacked the items in the chosen location | <input type="checkbox"/> |
| 4 | <p>Connect peripheral devices to the server. Peripheral devices include the following items, based on your server platform:</p> <ul style="list-style-type: none"> • external modem for remote access • ELAN switch (layer 2) or Ethernet switch or hub (Meridian 1 or CS 1000 only) • Avaya Server Subnet (also known as CLAN) Ethernet switch or hub (optional) <p> Note: To reduce the risk of infection from this network, do not connect CallPilot to the optional Avaya server subnet or CLAN before antivirus programs and Avaya security updates are installed.</p> <ul style="list-style-type: none"> • external tape and CD-ROM/DVD drives (201i and 202i server only) • external SLR75 tape drive for the 202i, 600r, 1005r, and 1006r servers (external SLR75 tape drive connected to the 202i server with a USB to SCSI adapter) | 30 minutes | <input type="checkbox"/> |

| Step | Description | Time required | Check |
|------|---|----------------------------|--------------------------|
| | <ul style="list-style-type: none"> external Tandberg RDX drive (USB) for the 202i, 600r, 1005r, and 1006r servers monitor, keyboard, and mouse software feature key adapter (tower and rackmount platforms only) or USB adaptor (600r, 1005r, and 1006r) | | |
| 5 | Power up the server. | Based on your server model | <input type="checkbox"/> |

Connecting the switch to the CallPilot server

For instructions about connecting and configuring the server and switch, see the <switch_model> and CallPilot Server Configuration guide for your switch and server.

| Step | Description | Time required | Check |
|------|---|---------------|--------------------------|
| 1 | For tower and rackmount platforms only: install the connectivity hardware for connecting the CallPilot server to the switch. <ul style="list-style-type: none"> For Meridian 1 and CS 1000, install the MGate card in the switch. For T1/SMDI switches, install T1 and SMDI devices (such as T1 line side cards and an SMDI IOC shelf). | 15 minutes | <input type="checkbox"/> |
| 2 | Connect the CallPilot server to the switch as described in the <switch_model> and CallPilot Server Configuration guide for your switch and server. | 15 minutes | <input type="checkbox"/> |

Configuring the switch and CallPilot server

| Step | Description | Time required | Check |
|------|--|---------------|--------------------------|
| 1 | Configure the switch. For switch configuration information, see the Switch or system configuration worksheet on | 30 minutes | <input type="checkbox"/> |

| Step | Description | Time required | Check |
|------|---|--|--------------------------|
| | <p>page 86 provided in the Configuration worksheets on page 85.</p> <p>For instructions, see configuring the switch or system in the <switch_model> and CallPilot Server Configuration guide for your switch and server.</p> | | |
| 2 | <p>Log on to the CallPilot server. The setup wizard automatically launches and guides you through a number of setup steps prior to configuring your system. Use CallPilot Manager to log on to the server. Run the Configuration Wizard to configure the CallPilot server and change the operating system passwords.</p> <p>For server configuration information, see the Configuration Wizard worksheet on page 89 provided in the Configuration worksheets on page 85.</p> <p>For log on and configuration instructions, see:</p> <ul style="list-style-type: none"> • configuring CallPilot server software in the <switch_model> and CallPilot Server Configuration guide for your switch and server • online Help for the Configuration Wizard | 20 minutes, plus up to 1 hour to apply the changes | <input type="checkbox"/> |
| 3 | <p>Restart the server and ensure that it can start CallPilot.</p> <p>For instructions, see Restarting the server on page 51.</p> | Based on your server model, at least 10 minutes | <input type="checkbox"/> |
| 4 | <p>Change the CallPilotDist password for pcAnywhere .</p> <p> Note:</p> <p>Record the new passwords on the Configuration Wizard worksheet on page 89 and pcAnywhere password on page 90.</p> <p>For information about changing the pcAnywhere password, see the <switch_model> and CallPilot Server Configuration guide for your switch and server.</p> | 5 minutes | <input type="checkbox"/> |

Testing Avaya CallPilot connectivity, services, and channels

For instructions, see "Testing the CallPilot installation" in the <switch_model> and CallPilot Server Configuration guide for your switch and server.

| Step | Description | Approximate time required | Check |
|------|---|---|--------------------------|
| 1 | Check CallPilot system ready indicators to see if CallPilot is ready to accept calls. | 10 minutes | <input type="checkbox"/> |
| 2 | Test the connection to the ELAN subnet, if applicable. | 1 minute, if the ping is successful | <input type="checkbox"/> |
| 3 | Test the connection to the Avaya Server Subnet (NS, also known as CLAN) Ethernet switch or hub. | 1 minute, if the ping is successful | <input type="checkbox"/> |
| 4 | Verify that CallPilot answers when you dial the Voice Messaging DN. | 5–10 minutes, if the test is successful | <input type="checkbox"/> |
| 5 | Verify network connectivity to the CallPilot server by using a Web browser to log on to the CallPilot server. | 5 minutes | <input type="checkbox"/> |
| 6 | Verify that you can leave a message. | 25 minutes | <input type="checkbox"/> |
| |  Note: This task includes the first-time configuration of a Voice Messaging DN and test mailbox. | | |
| 7 | Verify that you can retrieve a message. | 2 minutes | <input type="checkbox"/> |
| 8 | Verify that each call channel and multimedia channel is functioning correctly. | 2 hours | <input type="checkbox"/> |

Other administrative tasks

| Step | Description | Time required | Check |
|------|---|---------------|--------------------------|
| 1 | For tower or rackmount servers: Create or update the emergency repair disk. The emergency repair disk contains a backup of registry files so that you can | 10 minutes | <input type="checkbox"/> |

| Step | Description | Time required | Check |
|------|---|--|--------------------------|
| | <p>restore damaged Windows system files or perform disaster recovery. For instructions, see "Creating or updating the emergency repair disk" in Part 4 of the CallPilot Installation and Configuration guides.</p> <p> Important: Avaya recommends that you create and maintain more than one copy of the emergency repair disk. The disks can be stored in a safe location off-site.</p> | | |
| 2 | <p>Perform a full system backup of the CallPilot system. For instructions about performing the backup, see the CallPilot Administrator's Guide (NN44200-601) and CallPilot online Help.</p> <p> Important: Avaya recommends that the backup also be stored in a safe location off-site.</p> | Based on server model, up to 3 hours | <input type="checkbox"/> |
| 3 | <p>For most CallPilot customers: Verify Web security and install CallPilot Manager and Reporter on a stand-alone Web server. When you install CallPilot Manager on a stand-alone Web server, you can choose the option of installing CallPilot Reporter.</p> <p> Note: Ensure that the Web server meets requirements. recommends an external security audit. For instructions, see the CallPilot Software Administration and Maintenance guide (NN44200-600).</p> | 10 minutes, if the Web server meets the requirements for CallPilot Manager | <input type="checkbox"/> |
| 4 | <p>Install pcAnywhere on the stand-alone Web server and a remote PC, and configure remote administrations.</p> <p> Note: Avaya requires pcAnywhere (supplied by the customer) for remote support.</p> | | |
| 5 | <p>If purchased by the customer, install either or both:</p> | | |

| Step | Description | Time required | Check |
|------|--|---------------|-------|
| | <ul style="list-style-type: none"> • Desktop Messaging on a user's personal computer • My CallPilot on the CallPilot server or stand-alone Web server <p>For instructions, see Desktop Messaging and My CallPilot installation tasks on page 24.</p> | | |

Desktop Messaging and My CallPilot installation tasks

| Task | Reference |
|--|--|
| 1 Review and understand: <ul style="list-style-type: none"> • the installation process • Desktop Messaging requirements • My CallPilot requirements | Desktop Messaging and My CallPilot Installation and Administration Guide (NN44200-305) |
| 2 Complete the Preinstallation checklist. | Desktop Messaging and My CallPilot Installation and Administration Guide (NN44200-305), "Desktop Messaging and My CallPilot preinstallation checklist" |
| 3 Configure the CallPilot server to support Desktop Messaging and My CallPilot. | Desktop Messaging and My CallPilot Installation and Administration Guide (NN44200-305), "Configuring the CallPilot Server" |
| 4 Install or upgrade the Desktop Messaging software. | Desktop Messaging and My CallPilot Installation and Administration Guide (NN44200-305), "Installing Desktop Messaging" |
| 5 Configure Desktop Messaging. | Desktop Messaging and My CallPilot Installation and Administration Guide (NN44200-305), "Configuring Desktop Messaging" |
| 6 Install My CallPilot. | Desktop Messaging and My CallPilot Installation and Administration Guide (NN44200-305), "Installing My CallPilot on a Web server" |

Chapter 5: Upgrading Avaya CallPilot®

Upgrading Avaya CallPilot software involves replacing the software with a higher numbered release. The upgrade can also require a hardware change.

You can upgrade your CallPilot system by using one of the following scenarios:

- upgrade from a previous release
- upgrade from a previous release after performing a feature expansion
- upgrade from a previous release at the same time as performing a feature expansion

You cannot downgrade to a previous version of CallPilot software.

Upgrade documentation

For instructions about upgrading your CallPilot server, see the CallPilot Upgrade and Platform Migration Guide (NN44200-400).

 **Important:**

If you are upgrading to include High Availability, see the High Availability Installation and Configuration guide (NN44200-311).

Chapter 6: Expanding Avaya CallPilot® features and capacity

Perform an Avaya CallPilot software expansion when you want to:

- add one or more keycoded features, such as AppBuilderFax or Networking
- increase the number of channels
- install additional languages



Important:

Before you can perform a software expansion, you must acquire a new keycode from Avaya.



Important:

If you are expanding CallPilot features to include the High Availability feature, see the *High Availability Installation and Configuration guide* (NN44200-311).

Feature expansion checklist

| Step | Description | Time required | Check |
|------|---|----------------------|--------------------------|
| 1 | Compare the current CallPilot system configuration with the expansion keycode label, and ensure that: <ul style="list-style-type: none">• the serial number matches• the feature limits on the keycode label are equal to or greater than the limits on the CallPilot server If the information on the keycode does not match the system configuration, the expansion may not succeed. | 5 minutes | <input type="checkbox"/> |
| 2 | Install additional hardware, if required.  Note: Your system may require additional switch programming with the new hardware. | 30 minutes to 1 hour | <input type="checkbox"/> |

| Step | Description | Time required | Check |
|------|--|--|--------------------------|
| | <p>If your CallPilot expansion includes an increase in system capacity, you may need to</p> <ul style="list-style-type: none"> • install and configure more MGate cards on the switch (tower and rackmount platforms only). For instructions, see the CallPilot configuration guide for your switch and server. • perform a platform migration. For instructions, see the CallPilot Upgrade and Platform Migration guide (NN44200-400). • ensure the Meridian 1 or CS1000 system is properly load-balanced when you add MGate cards. For instructions, see the Communication Server 1000M and Meridian 1 Planning and Engineering guide (553-3021-120) and the CallPilot Planning and Engineering guide (NN44200-200). • install MPB96 boards (tower and rackmount platforms only) or MPC-8 cards (201i). For instructions, see the Server Maintenance and Diagnostics guide for your server. <p> Note: If the Windows New Hardware Found detection wizard appears, click the Next button and select Avaya MPB driver.</p> | | |
| 3 | <p>Log on to the server, and then run the Configuration Wizard. For logon and configuration instructions, see the following:</p> <ul style="list-style-type: none"> • CallPilot configuration guide for your switch and server • the Configuration Wizard online Help | 20 minutes, plus up to 1 hour to apply the changes | <input type="checkbox"/> |
| 4 | Restart the server and ensure that CallPilot starts. | Based on your server model, 10 minutes | <input type="checkbox"/> |
| 5 | Ensure that CallPilot receives calls. For instructions, see the CallPilot configuration guide for your switch and server. | 5 minutes | <input type="checkbox"/> |

| Step | Description | Time required | Check |
|------|--|--------------------------------------|--------------------------|
| 6 | <p>Ensure that all call and multimedia channels and features work as expected. This includes sending a fax, logging on to the mailbox using Speech Activated Messaging, using the phoneset to read e-mail, verifying that Desktop Messaging works, and using Reporter to generate the relevant reports.</p> <p>For instructions, see the CallPilot configuration guide for your switch and server.</p> | 2 hours | <input type="checkbox"/> |
| 7 | <p>Create a backup of the CallPilot system. For instructions about performing the backup, see the CallPilot Administrator's Guide (NN44200-601).</p> <p> Important:</p> <p>Avaya recommends that the backup be stored in a safe location off-site.</p> | Based on server model, up to 3 hours | <input type="checkbox"/> |

Chapter 7: Avaya CallPilot® server platform migration

Perform a platform migration to migrate data from one Avaya CallPilot server to another CallPilot server without losing existing CallPilot information. The migration path must be from an existing CallPilot platform to another equivalent or larger CallPilot platform. If your current server platform is not supported, you must perform a platform migration.

The unsupported platforms are:

- 200i
- 702t
- 1001rp

Platform Migration documentation

For instructions about migrating your CallPilot server, see the *CallPilot Upgrade and Platform Migration Guide* (NN44200-400).

Chapter 8: High Availability

An Avaya CallPilot® High Availability system consists of two servers that work as peers. The High Availability pair can include either two 1005r servers or two 1006r servers. At any time, one server is active while the other server is in standby mode. The servers are referred to as CallPilot server 1 (CP1) and CallPilot server 2 (CP2).

For detailed information, see *High Availability: Installation and Configuration* (NN44200-311).

Installing a new High Availability system

The following table outlines the tasks required to install, configure, and test the High Availability feature. The tasks (and procedures within each task) must be completed in the order presented in the following table.

| Task | Procedures required to complete the task |
|---|---|
| Prepare the switch. | High Availability: Installation and Configuration (NN44200-311), "Preparing the switch and the servers" |
| Install the two servers. | High Availability: Installation and Configuration (NN44200-311), "Installing the two servers" |
| Prepare both servers. | High Availability: Installation and Configuration (NN44200-311) <ul style="list-style-type: none">• "Changing the server name (optional)"• "Installing the antivirus software (optional)"• "Running the CallPilot Setup Wizard" |
| Configure CP1 and CP2 using the CallPilot Configuration Wizard. | High Availability: Installation and Configuration (NN44200-311) <ul style="list-style-type: none">• "Configuring CP1 using the CallPilot Configuration Wizard"• "Configuring CP2 using the CallPilot Configuration Wizard" |
| Connect and verify the LAN connections. | High Availability: Installation and Configuration (NN44200-311) |

| | |
|--|--|
| | <ul style="list-style-type: none"> • "Connecting and verifying LAN connections" • "Modifying the hosts file (optional)" • "Testing the host name resolution" |
| Run Stage 1 of the High Availability Configuration Wizard to check the configuration of CP1 and CP2. | High Availability: Installation and Configuration (NN44200-311), "Running Stage 1 of the High Availability Configuration Wizard to check CP1 and CP2 configuration" |
| Install the AutoStart 5.2.2 software on CP1. | High Availability: Installation and Configuration (NN44200-311), "Installing the AutoStart Agent and Console software on CP1" |
| Configure licensing and security on CP1. | High Availability: Installation and Configuration (NN44200-311), "Configuring licensing and security by adding the CP2 Administrator Account to the AutoStart Console" |
| Install the AutoStart 5.2.2 software on CP2. | High Availability: Installation and Configuration (NN44200-311), "Installing the AutoStart Agent software on CP2" |
| Configure the AutoStart software on CP1. | High Availability: Installation and Configuration (NN44200-311) <ul style="list-style-type: none"> • "Modifying the AutoStart Domain and Verification links" • "Adding the Remote Mirroring Host on CP2" • "Generating the AutoStart Definition File" • "Importing the AutoStart Definition file" • "Adding the Windows administrator account password for the AutoStart Utility Processes" |
| Bring the Resource Groups online. | High Availability: Installation and Configuration (NN44200-311) <ul style="list-style-type: none"> • Bringing the CallPilot Resource Group online on CP1 • Bringing the Resource Groups CallPilot_[CP1] and CallPilot_[CP2] online |
| Test your configuration. | High Availability: Installation and Configuration (NN44200-311), "Testing the configuration of CP1 and CP2" |
| Create the CallPilot Reporter connections. | High Availability: Installation and Configuration (NN44200-311), "Creating the Reporter connection" |
| Add server to a Windows domain (if required). | High Availability: Installation and Configuration (NN44200-311), "Joining a Windows domain" |

Feature Expansion

If you are upgrading or migrating to a CallPilot 5.0 1005r or 1006r server and are adding the High Availability feature, do the following:

1. Follow the instructions in the CallPilot Upgrade and Platform Migration Guide (NN44200-400) to upgrade or migrate your server to a CallPilot 1005r or 1006r server running CallPilot 5.0. (Note: Do not enable the High Availability feature when running the Configuration Wizard.)
2. Follow the instructions outlined in High Availability: Installation and Configuration (NN44200-311) to perform a feature expansion to add the High Availability feature to an existing CallPilot 5.0 1005r or 1006r server. This procedure introduces a second server and configures the two identical servers as a High Availability pair.

If you have a CallPilot 5.0 1005r or 1006r server and are adding the High Availability feature, then follow the instructions outlined in High Availability: Installation and Configuration (NN44200-311) to perform a feature expansion. This procedure adds the High Availability feature to an existing CallPilot 5.0 1005r or 1006r server by introducing a second 1005r or 1006r server and configuring the two servers as a High Availability pair.

Chapter 9: Configuring and administering the Avaya CallPilot® system

An Avaya CallPilot administrator can:

- configure mailbox security
- add or customize restriction permission lists (RPLs)
- configure addressing information
- configure messaging service defaults
- configure CallPilot services (service DNs) and customize system prompts
- configure CallPilot networking
- customize and add mailbox classes to provide group access to installed CallPilot services
- add, delete, and customize mailboxes
- create and maintain shared distribution lists (SDL)

Logging on to the CallPilot server with CallPilot Manager

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

The logon process is completed in two stages:

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

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

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

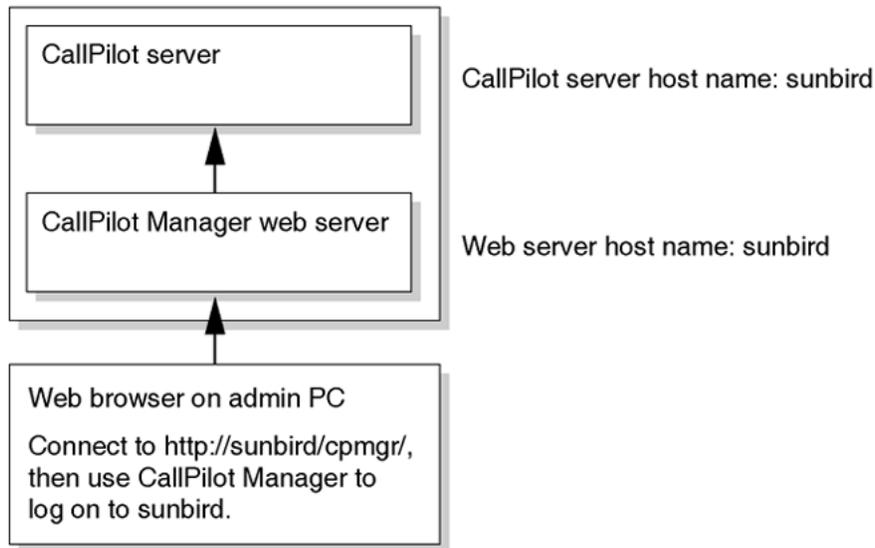
2. Log on to the CallPilot server with an administrator mailbox number and password.

Relationship of the CallPilot Manager Web server to the CallPilot server

The CallPilot Manager Web server software can be installed on the CallPilot server or on a stand-alone server. If the CallPilot Manager 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.

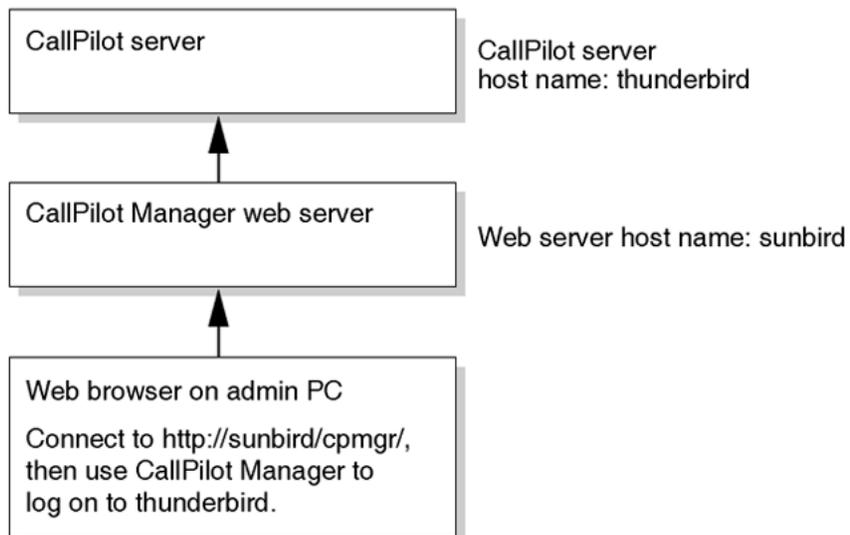
See the following diagrams:

CallPilot Manager web server is on CallPilot server



G101752

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



G101753

To log on to the CallPilot server

1. Launch the Web browser on your PC or on the CallPilot server.

| IF you are launching the Web browser on | THEN |
|---|--|
| the CallPilot server | the CallPilot Manager - Login window appears automatically. Continue with step 2 on page 40. |
| your PC | type the CallPilot Manager Web server URL in the Address or Location box of your Web browser, and then press Enter. Example: http://sunbird/cpmgr/ When the connection is established, the CallPilot Manager - Login window appears. Continue with step 2 on page 40. |

 **Note:**

The URL automatically appears as http://<host name or IP address>/cpmgr/login.asp. On the CallPilot server, the URL is http://localhost/cpmgr/login.asp.

2. In the CallPilot Manager Login page, type the administrator mailbox number and password:

- administrator mailbox number (default): 000000
- administrator mailbox password (default): 124578

3. Do one of the following:

- From the list of preconfigured servers or locations in the Preset server list box, choose a server or location or choose the Last server accessed.
- In the Server box, type the CallPilot server host name or IP address.
- Type the CallPilot server host name or IP address in the Server box, and then type the name of the switch location on which the administration mailbox resides in the Location box if the CallPilot server that you connect to has Network Message Service (NMS) installed.

4. Click Login.

The main CallPilot Manager window appears.

 **Note:**

If you log on to new system, the Configuration Wizard is the only option available.

On-site configuration and administration tasks

| Task | Reference |
|---|---|
| 1 For customers with more than 1000 mailboxes: Add specialized administrators. | From the Contents tab of the CallPilot Manager Help, navigate to Delegating administrative tasks. |
| 2 Set up mailbox security. | From the Contents tab of the CallPilot Manager Help, navigate to Securing the CallPilot system > Configuring mailbox security. |
| 3 Customize restriction permission lists (RPLs). | From the Contents tab of the CallPilot Manager Help, navigate to Securing the CallPilot system > Maintaining restriction permission lists (RPLs) > Customizing RPLs. |
| 4 Verify basic messaging defaults. | From the Contents tab of the CallPilot Manager Help, navigate to Configuring CallPilot services > Configuring CallPilot messaging service defaults > Changing messaging defaults. |
| 5 If purchased by the customer: Configure CallPilot networking. | From the Contents tab of the CallPilot Manager Help, navigate to Administering a messaging network. |
| 6 Use the Configuration Worksheet as a reference to add service DNs (SDNs) for custom applications (including voice menus). | From the Contents tab of the CallPilot Manager Help, navigate to Configuring CallPilot services > Adding and deleting inbound SDNs. |
| 7 Configure user creation templates. | From the Contents tab of the CallPilot Manager Help, navigate to Managing mailbox creation and privileges > Using templates to create mailboxes. |
| 8 Customize system prompts. | From the Contents tab of the CallPilot Manager Help, navigate to Configuring CallPilot services > Configuring CallPilot messaging service defaults > Customizing system prompts. |
| 9 If purchased by the customer: Configure fax services. | Fax services configuration tasks on page 43 of this document. |

| Task | Reference |
|--|---|
| 10 If purchased by the customer: Configure speech activated messaging services. | Speech activated messaging service configuration tasks on page 44 of this document. |
| 11 If purchased by the customer: Configure E-mail by Phone options. | E-mail By Phone configuration tasks on page 45 of this document. |
| 12 Test CallPilot operation: <ol style="list-style-type: none"> 1. Add test mailboxes. 2. Verify CallPilot Manager search functionality. 3. Verify operation of new unified messaging components. 4. Verify mailbox access controls. | <ul style="list-style-type: none"> • From the Contents tab of the CallPilot Manager Help, navigate to Administering mailboxes > Adding and removing mailboxes. • From the Contents tab of the CallPilot Manager Help, navigate to Securing the CallPilot system > Configuring mailbox security. |
| 13 Add custom applications (including voice menus). | <ul style="list-style-type: none"> • From the Contents tab of the CallPilot Manager Help, navigate to Configuring CallPilot services. • CallPilot Application Builder Guide (NN44200-102). • CallPilot Application Builder online Help topics. |
| 14 Set up basic reports to monitor the system. <p> Note: This requires that CallPilot Manager and Reporter are installed on a stand-alone Web server.</p> | <ul style="list-style-type: none"> • From the Contents tab of the CallPilot Manager Help, navigate to Monitoring the CallPilot system > Running reports. • CallPilot Reporter Guide (NN44200-603). |
| 15 For upgrades: Use CallPilot archives to migrate mailbox, custom prompt, and Application Builder information. <p> Note: Using mailbox (user) archives to migrate mailbox information gives mailbox owners with remote notification capability automatic remote text notification capability.</p> | From the Contents tab of the CallPilot Manager Help, navigate to Securing the CallPilot system > Backing up and restoring CallPilot information > Using CallPilot archives. |
| 16 Add remaining mailbox owners and shared distribution lists (SDLs). | From the Contents tab of the CallPilot Manager Help, navigate to Administering mailboxes > Adding and removing mailboxes > Adding a group of mailboxes in a single operation. |

| | Task | Reference |
|----|---|---|
| 17 | Configure Geographic Redundancy (optional). | See the <i>Geographic Redundancy Application Guide</i> (NN44200-322). |

Desktop Messaging and My CallPilot configuration tasks

| | Task | Reference |
|---|--|---|
| 1 | Configure mailbox classes to enable mailbox owners to access Desktop Messaging and My CallPilot. | From the Contents tab of the CallPilot Manager Help, navigate to Managing mailbox creation and privileges > Using mailbox classes to manage mailbox privileges > Permitting use of optional unified messaging components. |
| 2 | Configure and apply the Desktop Messaging restriction permission list (RPL) to control access to Desktop Messaging and My CallPilot. | From the Contents tab of the CallPilot Manager Help, navigate to Securing the CallPilot system > Maintaining restriction permission lists (RPLs) > Applying RPLs. |
| 3 | Define support information for My CallPilot users. | CallPilot Desktop Messaging and My CallPilot Installation and Administration Guide (NN44200-305), CallPilot server configuration for My CallPilot services. |
| 4 | If mailbox owners have e-mail by phone capability: Configure E-mail by Phone. | E-mail By Phone configuration tasks on page 45 of this document. |
| 5 | If mailbox owners have remote text notification capability: Configure the appropriate user creation templates with remote text notification options. | From the Contents tab of the CallPilot Manager Help, navigate to Managing mailbox creation and privileges > Using templates to create new mailboxes. |

Fax services configuration tasks

| | Task | Reference |
|---|---|---|
| 1 | Apply RPLs to fax callbacks and fax printing. | From the Contents tab of the CallPilot Manager Help, navigate to Securing the CallPilot system > Maintaining restriction permission lists (RPLs) > Applying RPLs. |

| Task | Reference |
|--|--|
| 2 Verify the express fax messaging session profile. | From the Contents tab of the CallPilot Manager Help, navigate to Configuring a session profile for a voice menu or service. |
| 3 Configure fax callback handling and other fax options. | From the Contents tab of the CallPilot Manager Help, navigate to Configuring callback handling for an Application Builder fax service. |
| 4 Update or add mailbox classes to enable fax capability for groups. | From the Contents tab of the CallPilot Manager Help, navigate to Managing mailbox creation and privileges > Using mailbox classes to manage mailbox privileges > Permitting use of optional unified messaging components > Permitting mailbox class members to send and receive faxes. |
| 5 Configure fax general delivery and fax overflow mailboxes. | From the Contents tab of the CallPilot Manager Help, navigate to Administering mailboxes > Customizing mailboxes for special purposes > Setting up mailboxes to handle fax deliveries and fax machine overflows. |

Speech activated messaging service configuration tasks

| Task | Reference |
|---|--|
| 1 Update or add mailbox classes to enable speech activated messaging for mailbox class members. | From the Contents tab of the CallPilot Manager Help, navigate to Managing mailbox creation and privileges > Using mailbox classes to manage mailbox privileges > Permitting use of optional unified messaging components > Speech activated messaging > Permitting mailbox class members to speak CallPilot phoneset commands. |

E-mail By Phone configuration tasks

| Task | Reference |
|---|---|
| 1 Define external e-mail servers. | From the Contents tab of the CallPilot Manager Help, navigate to Desktop Messaging and My CallPilot > Adding and removing external e-mail servers. |
| 2 Define E-mail by Phone options. | From the Contents tab of the CallPilot Manager Help, navigate to Configuring CallPilot services > Configuring E-mail by phone > Defining E-mail by Phone options. |
| 3 Update or add mailbox classes to enable speech activated messaging for mailbox class members. | From the Contents tab of the CallPilot Manager Help, navigate to Managing mailbox creation and privileges > Using mailbox classes to manage mailbox privileges > Permitting use of optional unified messaging components > Permitting mailbox class members to listen to e-mail messages over a phoneset. |

Password change service configuration tasks

| Task | Reference |
|--|---|
| 1 Define Server FQDN. | From the Message Network Configuration, Server Properties page, define the Server FQDN |
| 2 Ensure VPIM prefix is on the local prime location. | From the Message Network Configuration, Prime Location Properties page, ensure the VPIM prefix is on the local prime location |
| 3 Define Message Delivery Configuration. | From the Message Delivery Configuration page, define the Outgoing SMTP Mail/Proxy server and enable Outgoing and Incoming SMTP/VPIM |

Chapter 10: Testing the Avaya CallPilot® system and applications

When an Avaya CallPilot system is installed, upgraded, or migrated to a different platform, perform the [Onsite testing tasks](#) on page 47.

Onsite testing tasks

| Task | Reference |
|--|--|
| 1 Test the CallPilot connectivity, services, and channels. | <switch_model> and CallPilot Server Configuration guide for your switch and server. Also, refer back to Testing Avaya CallPilot connectivity, services, and channels on page 22 in this task list guide for an overview of the configuration testing that is performed during installation. |
| 2 Add test mailboxes. | From the Contents tab of the CallPilot Manager Help, navigate to Administering mailboxes > Adding and removing mailboxes > Adding mailboxes, one at a time. |
| 3 Verify that you can log on to the mailbox. | <switch_model> and CallPilot Server Configuration guide for your switch and server. |
| 4 Test mailbox search functions. | From the Contents tab of the CallPilot Manager Help, navigate to Administering mailboxes > Finding mailboxes, administrators or directory entries. |
| 5 If pcAnywhere is installed on a remote computer: Test remote administration of the CallPilot server. | CallPilot Administrator's Guide (NN44200-601), "Configuring remote administration of the CallPilot server". |

| Task | Reference |
|---|--|
| 6 If Reporter is installed: Test the Reporter link and set up monitoring and reports. | <ul style="list-style-type: none">• CallPilot Administrator's Guide (NN44200-601), "Learning about CallPilot features".• CallPilot Reporter Guide (NN44200-603). |
| 7 If Application Builder is installed: Test the Application Builder link and ensure the availability of existing custom applications. | <ul style="list-style-type: none">• CallPilot Administrator's Guide (NN44200-601), "Understanding CallPilot features and services".• CallPilot Application Builder Guide (NN44200-102). |

Chapter 11: Starting up and shutting down the Avaya CallPilot® server

This chapter contains information on the following topics:

[Stopping and starting channels](#) on page 49

[Restarting the server](#) on page 51

[Powering down the server](#) on page 54

[To Power up the server](#) on page 58

Stopping and starting channels

This section describes how to stop and start channels.

Introduction

If you take the Avaya CallPilot system out of service to perform software or hardware maintenance, first take all channels off duty.

If you take channels off duty, you must manually start them to put them back on duty. Channels that are manually taken off duty do not automatically start when the CallPilot server is restarted or powered up.

Methods for taking channels off duty

Two options exist to take channels off duty:

- Courtesy stop channels (preferred method)

When you courtesy stop channels, CallPilot waits until the channels are no longer active before taking them off duty, instead of suddenly terminating active calls.

- Stop channels

When you stop channels, you suddenly take them off duty and terminate all active calls.

 **Important:**

Avaya recommends that, if possible, you courtesy stop channels. Courtesy stop is available only at the individual channel level.

To courtesy stop CallPilot, use the following:

- Multimedia Monitor: to courtesy stop a range of multimedia (DSP) channels
- Channel Monitor: to courtesy stop a range of call (DS30X, also known as DS0) channels

Stopping or starting channels

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

For instructions, see [Logging on to the CallPilot server with CallPilot Manager](#) on page 37.

2. In CallPilot Manager, click Maintenance > Multimedia Monitor.

The Multimedia Monitor screen appears, showing the channels associated with each DSP.

 **Important:**

Courtesy stop is available only at the individual channel level. Therefore, to take the CallPilot system out of service, you must select each channel before clicking Courtesy Stop.

3. Select the check box for each DSP channel.
4. Do one of the following:

| IF you want to | THEN |
|-------------------------------------|--|
| take the selected channels off duty | do the following: <ol style="list-style-type: none">a. Click Courtesy Stop.  Note: If the Courtesy Stop button is not available, wait a few seconds for the screen to refresh. You are asked to confirm the Courtesy Stop.b. Click OK. The selected DSP channels change to off-duty status. |

| IF you want to | THEN |
|-----------------------------------|---|
| put the selected channels on duty | Click Start. The selected DSP channels change to on-duty status. |

- Click Maintenance > Channel Monitor.

The Channel Monitor screen appears, showing the DS0 channels associated with each DS30X link.

 **Important:**

Courtesy stop is available only at the individual channel level. Therefore, to take the CallPilot system out of service, you must select each channel before clicking Courtesy Stop.

- Select the check box for each DS0 channel.
- Do one of the following:

| IF you want to | THEN |
|-------------------------------------|---|
| take the selected channels off duty | do the following: <ol style="list-style-type: none"> Click Courtesy Stop. <p> Note: If the Courtesy Stop button is not available, wait a few seconds for the screen to refresh. You are asked to confirm the Courtesy Stop.</p> Click OK. The selected DS0 channels change to off-duty status. After all channels are off duty, dial the CallPilot messaging DN to verify that all DSP and DS0 channels are off duty. If all channels are off duty, you may receive a busy signal. |
| put the selected channels on duty | Click Start. The selected DS0 channels change to on-duty status. |

Restarting the server

This section describes how to restart the server.

When to restart the server

You must restart the server as described in this section when you:

- are putting software changes into effect
- are attempting to resolve operational problems
- are instructed to do so

 **Important:**

Avaya recommends that, if the CallPilot server is in service, you courtesy stop all channels before you restart the server. When you courtesy stop the channels, CallPilot waits until the channels are no longer active before disabling them, instead of suddenly disconnecting active calls.

For instructions, see [Stopping and starting channels](#) on page 49.

 **Important:**

To minimize the amount of time required to wait for channels to become inactive, consider one or both of the following options:

- Perform the server restart during off-hours.
- Inform mailbox users and other administrators in advance when you plan to restart the server. This ensures that their Desktop Messaging, Web messaging, and administration sessions are logged off.

Before you begin

If your server is a 201i or 202i server, and you are working at the server, connect a keyboard, monitor, and mouse to the server.

Restarting the server

To restart the server, you must be working at the CallPilot server or be connected to the server through pcAnywhere.

1. Log on to the server with CallPilot Manager.

For instructions, see [Logging on to the CallPilot server with CallPilot Manager](#) on page 37.

2. Courtesy stop all call channels.

For instructions, see [Stopping and starting channels](#) on page 49.

3. Do one of the following:

| IF you are | THEN |
|--|--|
| at the server | continue to next step. |
| at a PC connected remotely to the server | do the following: <ol style="list-style-type: none"> a. Use pcAnywhere to connect to and log on to the CallPilot server. b. Continue to next step. |

4. Close all applications on the server.



Note:

Applications that you are unable to close are automatically closed when you perform the operating system shutdown.

5. Press Ctrl+Alt+Delete.



Note:

Shutting down the server software by pressing the Ctrl+Alt+Delete keys closes database files properly and reduces the time to restart the server.

The Windows Security dialog box appears.

6. Set the following options in the Windows Security dialog box:

| | |
|---|---|
| What do you want to do? | Choose Restart from the drop-down menu. |
| Select the option that best describes why you want to shut down the computer. | Choose one of the following: <ul style="list-style-type: none"> • Other (Planned) • Hardware: Maintenance (Planned) • Hardware: Installation (Planned) • Operating System: Reconfiguration (Planned) • Application: Maintenance (Planned) • Application: Installation (Planned) • Security Issue |

| | |
|---------|---|
| Comment | If you selected Other (Planned) above, the OK button is unavailable. You must add a comment to enable the button. |
|---------|---|

7. Click OK.

The server shuts down and then restarts.

 **Note:**

To interpret the diagnostic results that appear during the restart, see the CallPilot <server_model> Server Maintenance and Diagnostics guide for your server.

8. When the operating system logon prompt appears, press Ctrl+Alt+Delete to log on.

You are prompted for an operating system user name and password.

9. Enter Administrator as the user name.

 **Note:**

You can choose to log on with a different user ID that has local administrative privileges.

10. Enter the password, and then click OK.

The CallPilot server software starts.

 **Important:**

Wait 10 minutes before proceeding with [11](#) on page 54.

11. Log on to the server with CallPilot Manager.

For instructions, see [Logging on to the CallPilot server with CallPilot Manager](#) on page 37.

12. Start the DSP and DS0 channels on the Multimedia Monitor and Channel Monitor screens in CallPilot Manager.

For instructions, see [Stopping and starting channels](#) on page 49.

13. Ensure that CallPilot is ready to accept calls.

For instructions, see the <switch_model> and CallPilot Server Configuration guide for your switch and server.

Powering down the server

This section describes how to power down a server.

Powering down a tower or rackmount server

Power down a tower or rackmount server when you want to:

- remove the server cover (for example, to access the interior components of the server)
- move the server to another location
- replace, remove, add, or upgrade server hardware that is not hot-swappable

Powering down a 201i or 202i server

Power down a 201i or 202i server when you need to replace, remove, add, or upgrade server hardware.

 **Note:**

The 201i or 202i server is powered automatically by the switch when it is locked into position on the switch.

 **Caution:**

Risk of equipment damage

When powering down the 201i or 202i, do not simply unseat it. The 201i and 202i servers obtain power from the shelf. Use the procedure [1](#) on page 56.

 **Important:**

When power is lost at the SL-100, the CallPilot server must be shut down gracefully. After power is restored to the SL-100 and the T1 trunks are operational, restart the CallPilot server.

 **Important:**

If CallPilot is in service, Avaya recommends that you courtesy stop all channels before you power down the server. When you courtesy stop the channels, CallPilot waits until the channels are no longer active before disabling them instead of suddenly disconnecting active calls.

For instructions, see [Stopping and starting channels](#) on page 49.

 **Important:**

To minimize the amount of time that you may be required to wait for channels to become inactive, consider one or both of the following options:

- Power down the server during off-hours.
- Inform mailbox users and other administrators in advance when you plan to power down the server. This ensures that their Desktop Messaging, Web messaging, and administration sessions are logged off.

Before you begin

If your server is a 201i or 202i server, and you are working at the server, connect a keyboard, monitor, and mouse to the server.

Powering down the server

To power down the server, you must be working at the CallPilot server or be connected to the server through pcAnywhere.

1. Log on to the server with CallPilot Manager.

For instructions, see [Logging on to the CallPilot server with CallPilot Manager](#) on page 37.

2. Courtesy stop all call channels.

For instructions, see [Stopping and starting channels](#) on page 49.

3. Do one of the following:

| IF you are | THEN |
|--|---|
| at the server | continue to next step. |
| at a PC connected remotely to the server | do the following: <ol style="list-style-type: none">a. Use pcAnywhere to connect to and log on to the CallPilot server.b. Continue to next step. |

4. Close all applications on the server.

 **Note:**

Applications that you are unable to close are automatically closed when you perform the operating system shutdown.

5. Press Ctrl+Alt+Delete.

The Windows Security dialog box appears.

 **Note:**

Shutting down the server software by pressing the Ctrl+Alt+Delete keys properly, closes database files and reduces the time to restart the server

6. Set the following options in the Windows Security dialog box:

| | |
|---|---|
| What do you want to do? | Choose Shut down from the drop-down menu. |
| Select the option that best describes why you want to shut down the computer. | Choose one of the following: <ul style="list-style-type: none"> • Other (Planned) • Hardware: Maintenance (Planned) • Hardware: Installation (Planned) • Operating System: Reconfiguration (Planned) • Application: Maintenance (Planned) • Application: Installation (Planned) • Security Issue |
| Comment | If you selected Other (Planned) above, the OK button is unavailable. You must add a comment to enable the button. |

7. Click OK.

Server shutdown begins.

8. Do one of the following:

| IF your server is | THEN |
|-----------------------------|---|
| a tower or rackmount server | press the server power switch. |
| a 202i or 202i server | do the following: <ol style="list-style-type: none"> a. Ensure that DOWN appears on the server HEX display. <p> Note: The red LED power status indicator remains lit during the shutdown until the system is restarted.</p> <p> Caution: Risk of equipment damage</p> |

| IF your server is | THEN |
|-------------------|---|
| | Wait at least 2 minutes before removing the 201i or 202i to allow the drive to park the head. |
| | b. Remove the server from the switch. |

To Power up the server

If you power down the server to perform hardware maintenance, use the procedure described in this section to restart the server.

Powering up the server

1. Ensure that all peripheral devices are powered up.

 **Note:**

If your server is a 201i or 202i server:

- Ensure that the switch shelf is also powered up.
- Ensure that a monitor is connected during the power-up sequence.

 **Note:**

The monitor is connected only when you need it. The 201 or 202i server is not intended to operate with a permanent monitor connection.

2. Do the following:

| IF your server is | THEN |
|-----------------------------|--|
| a tower or rackmount server | press the server power switch to start the server. |
| a 201i or 202i server | do the following: <ol style="list-style-type: none">a. Push the server gently but firmly until it is flush with the switch backplane. The power LED illuminates to indicate that power is received.b. Close the lock latches to secure the server to the backplane. |

| IF your server is | THEN |
|-------------------|---|
| | c. Ensure that the power status LED is lit. |

3. Watch the start-up sequence as follows:

| IF your server is | THEN |
|-----------------------------|--|
| a tower or rackmount server | Observe the Power-On Self-Test (POST) and initialization messages on the monitor. Ensure that all alarm LEDs are green (600r, 1005r, and 1006r) |
| a 201i or 202i server | Watch the HEX display on the server. The HEX display shows T:01 through T:08, and then HOST. |

4. The server boots into the operating system automatically, displaying a series of start-up screens and finally the operating system logo.

| IF your server is | THEN |
|-----------------------------|--|
| a tower or rackmount server | The operating system start sequence begins. When the start sequence is completed, the operating system logon prompt appears on the monitor. If the logon prompt does not appear, see the CallPilot <server_model> Server Maintenance and Diagnostics guide for your server. |
| 201i or 202i server | The operating system start sequence begins, and communication with the switch occurs. The HEX display shows NT (for about 30 seconds), followed by OK. The operating system logon prompt appears on the monitor. |

 **Note:**
Before OK appears, one of the following messages may appear, but not for more than 1 second: CDLN, C:01, or C:02. This is normal operation.
If OK, or the logon prompt, or both do not appear, see the CallPilot <server_model> Server Maintenance and Diagnostics guide for your server.

You are prompted for an operating system user name and password. If the system needs to be configured, a pop-up box for Maintenance Configuration Detection Information may appear to remind you.

5. If the Maintenance Configuration Detection Information box appears, click OK unless you want a reminder to configure the server.

 **Note:**

On the 201i server, the HEX display changes from OK, to CRI, On the 202i server, the HEX display may change from OK.

6. Enter the user name (Administrator) and the password.

 **Note:**

You can choose to log on with a different user ID that has local administrative privileges.

7. Click OK.

The CallPilot server software starts.

 **Important:**

Wait 10 minutes before proceeding with the next step.

8. Log on to the server with CallPilot Manager.

For instructions, see [Logging on to the CallPilot server with CallPilot Manager](#) on page 37.

9. Start the DSP and DS0 channels on the Multimedia Monitor and Channel Monitor windows in CallPilot Manager.

For instructions, see [Stopping and starting channels](#) on page 49.

10. Ensure that CallPilot is ready to accept calls.

For instructions, see the CallPilot configuration guide for your switch and server.

Chapter 12: Troubleshooting system problems

This chapter contains information on the following topics:

[Overview](#) on page 61

[Using the Installation and Configuration guides](#) on page 62

[Using the CallPilot Administrator Guide](#) on page 66

If the monitor suddenly shows a blue screen with only white text, a system error has occurred. Record all of the events that took place prior to the appearance of the blue screen. Record any text that appears on the blue screen, and contact customer support for assistance.

Overview

This section provides an overview of the resources and tools that you can use to determine the cause of system problems, and then resolve them.

Resources

Documentation available for resolving system problems are:

- Avaya CallPilot® <server_model> Server Maintenance and Diagnostics guide for your server
- Avaya CallPilot® Administrator's Guide (NN44200-601)
- Avaya CallPilot® Troubleshooting Reference Guide (NN44200-700)

Tools

The following tools are provided with your Avaya CallPilot® system and are briefly described in this chapter:

| Type | Tools | |
|-----------------------------|---|---|
| Generic tools | TCP/IP diagnostics | |
| Operating system tools | <ul style="list-style-type: none"> • Diagnostics • Event Viewer | |
| Avaya CallPilot tools | <ul style="list-style-type: none"> • LEDs and HEX display (201i or 202i server) • start-up sequence and diagnostic codes | <ul style="list-style-type: none"> • System Event Log (703t server) • installation and configuration log files |
| CallPilot tools (continued) | <ul style="list-style-type: none"> • CallPilot System Configuration (to display switch and server settings) • Disk Usage window • Server Performance Monitor | <ul style="list-style-type: none"> • Event Browser • Alarm Monitor • Maintenance window • Reporter • Channel Monitor • Multimedia Monitor |
| CallPilot system utilities | <ul style="list-style-type: none"> • Diagnostics utility • PEP Maintenance utility • System Monitor | |

Using the Installation and Configuration guides

The Installation and Configuration guides provide instructions for using the resources provided by your CallPilot system.

LEDs

| Server type | Description |
|---------------------------|--|
| tower or rackmount server | The tower and rackmount servers provide LEDs on their front panel, on CD-ROM/DVD and tape drives, and on network interface cards. These LEDs indicate the operating status of the server or drive. On the network interface card, the LEDs also indicate if network activity is present. |
| 201i server | <p>The LEDs on the 201i server faceplate indicate when:</p> <ul style="list-style-type: none"> • the server and MPC-8 cards are in use • the network interfaces, hard drive, and SCSI device are in use (201i server) • it is safe to remove the server from the switch, or the MPC-8 card from the server <p>The HEX display on the 201i server faceplate displays messages that appear during start-up or normal server operation. For more information, see the CallPilot <server_model> Server Maintenance and Diagnostics guide for your server.</p> |
| 202i server | <p>The LEDs on the 202i server faceplate indicate when:</p> <ul style="list-style-type: none"> • the server is in use • the network interfaces and hard drive are in use (202i server) • it is safe to remove the server from the switch <p>The HEX display on the 202i server faceplate displays messages that appear during start-up or normal server operation. For more information, see the CallPilot <server_model> Server Maintenance and Diagnostics guide for your server.</p> |

Start-up sequence and diagnostic codes

To help you determine if the server started successfully (or if it failed), watch the start-up sequence and the diagnostic codes that appear on the monitor. If your server is a 201i or 202i server, also observe the HEX display on the server faceplate.

If a hardware problem on the 703t server prevents the operating system from starting or a hardware problem is indicated by the status LED on the front panel, you can use the server System Event Log to investigate the problem. The System Event Log is a utility on the 703t

server that reports hardware-related errors. You can access the System Event Log by using the System Setup Utility.

For more information, see the CallPilot <server_model> Server Maintenance and Diagnostics guide for your server.

Log files

The installation event log tracks events associated with any installation, reinstallation, upgrade, or uninstallation operation. The log also tracks any fatal errors that interrupt these operations.

The Configuration Wizard log file is a record of the information entered through the CallPilot Configuration Wizard.

For more information, see the CallPilot Software Administration Guide (NN44200-600).

Operating system Diagnostics and Event Viewer

You can use the operating system Diagnostics window to view details concerning the system and network components.

The Event Viewer provides access to three logs (system, security, and application) that you can use to diagnose and debug system problems.

For more information, see the CallPilot <server_model> Server Maintenance and Diagnostics guide for your server.

TCP/IP diagnostics

The following diagnostic tools help you to verify network connectivity and routing:

- ipconfig
- ping
- tracert
- arp
- nbtstat
- netstat

For more information, see the CallPilot <server_model> Server Maintenance and Diagnostics guide for your server.

CallPilot Manager

Use the following screens in CallPilot Manager to monitor hardware status:

- Event Browser

You can use the Event Browser to view events that have been recorded in the server log. The event description can help you determine the root cause of an event or problem.

- Alarm Monitor

An alarm is a warning that is generated by an event. The alarm notifies you of a potential or real problem. Use the Alarm Monitor in CallPilot Manager to investigate one or more raised alarms.

- Maintenance

Use the Maintenance screen to get status information for server hardware components, or to run diagnostics for a particular component.

- Channel and Multimedia Monitors

The Channel Monitor shows the status of DS0 channels, which are the connections that carry the call signals from the switch to CallPilot.

The Multimedia Monitor shows the status of multimedia channels, which are the DSP ports that process the calls. They are the voice, fax, and speech recognition channels.

For more information about using CallPilot Manager, see the following:

- CallPilot Software Administration Guide (NN44200-600)
- CallPilot Manager online Help
- CallPilot <server_model> Server Maintenance and Diagnostics guide for your server

Avaya CallPilot system utilities

You can use the Diagnostics utility to enable and disable CallPilot start-up diagnostics that run when the system starts. When diagnostics are disabled, this saves time during system maintenance operations where restarts or Call Processing services restarts are required.

The PEP Maintenance utility displays a list of all installed PEPs on the server and lets you uninstall PEPs.

The Services Monitor can help you determine whether the CallPilot server is fully operational. It displays true states of the CallPilot services according to the operating system definition, including the states that are not available through the control panel.

The Session Trace tool provides detailed information about the activity in a user's mailbox and the state of the message waiting indicator (MWI).

The System Monitor provides the following information:

- the status of all CallPilot services, multimedia channels, and call channels
- details about the CallPilot system, such as the features purchased, keycode, serial number, and IP addresses

For more information about these utilities, see the CallPilot <server_model> Server Maintenance and Diagnostics guide for your server.

Using the CallPilot Administrator Guide

The CallPilot Manager online Help and the CallPilot Administrator's Guide (NN44200-601) provide valuable information for monitoring system performance.

The CallPilot Manager online Help and the CallPilot Administrator's Guide (NN44200-601) both describe how to:

- view and filter server events
- monitor the CallPilot server
- manage CallPilot channels
- troubleshoot CallPilot call service and system operation problems

Accessing the CallPilot Administrator Guide

The CallPilot Administrator's Guide (NN44200-601) is provided in the following locations:

- on the CallPilot Documentation CD-ROM
- in the Installation and Administration area of CallPilot Manager

To access the Installation and Administration area, click the Help link in the top-right corner.

Viewing and filtering server events

If you want to reduce the number of events shown in the Event Browser at one time, you can screen the event log to view a specific number of the most recently filtered events. By default, the Event Browser displays the latest 100 critical events.

You can set the filter to display:

- a specific number of latest events, or all events that are retrieved from the server
- events of a certain severity (critical, major, minor, information)
- a specific event code range or all event codes
- a specific type of alarm status (alarm set, alarm cleared, or message)
- events that occur during a specific date and time interval

 **Note:**

The filter combines the filter settings from each category.

Monitoring the CallPilot server

Monitoring activities include the following:

- viewing switch configuration and server settings

You may need this information when you communicate with product support personnel.

- monitoring disk space

The performance of your CallPilot system depends, to some degree, on the amount of available disk space. Without enough disk space, the server cannot perform adequately. In some circumstances, the server can stop functioning.

Avaya systems are engineered to provide adequate space to meet your data storage and system operation requirements. You must, however, monitor disk space occasionally to ensure that space does not become too limited.

- monitoring the database

The database stores user information, system configuration information, and various statistics that are collected by the system. You cannot monitor the database disk space directly. However, an informational alarm is generated if the database reaches 95 percent capacity. A major alarm is generated if the database reaches 98 percent or 100 percent capacity.

Possible reasons for database problems include the following:

- Operational measurement statistics are too detailed or stored for too long.
- The system is under-engineered.

If your estimated usage patterns change or if your number of users grow, you may need to purchase additional disk space. Contact your Avaya channel partner for details.

- monitoring server performance

You can use the Performance Monitor to keep track of the day-to-day hardware and software operations of your system. The window includes information about processor usage, available memory, and available storage space. You may want to view server performance daily to ensure that the server is working properly. You may also want to view data if the performance of your server has deteriorated.

Managing CallPilot channels

Call channels carry digital voice, fax, and speech recognition data from the switch to the server. When the data reaches the server, the multimedia channels process the data according to the type of transmission.

You can monitor individual call channels through the Channel Monitor screen, and multimedia channels or MPC-8 cards through the Multimedia Monitor screen in CallPilot Manager.

As required, you can also remove the call and multimedia channels from service so that you can perform diagnostics, upgrades, or installations. When the maintenance or diagnostics are complete, restart the call and multimedia channels and put them back into service.

Troubleshooting call service problems

Call service problems may occur in the Remote Notification, Delivery to Telephone (DTT), and Delivery to Fax (DTF) services, if they have been put into service.

The types of problems that can occur when using Outcalling services include:

- being unable to use the Outcalling service because channels are not available

This situation can occur if the channel allocation is not spread evenly, or if channels are out of service or faulty.

- experiencing a high rate of failures because of incorrect configuration or because the retry limits are exceeded

DTT or DTF failures can occur because of the following conditions:

- busy
- no answer
- answered, but no DTMF confirmation was provided, or the call was terminated before delivery could occur

Remote Notification failures can occur because of the following:

- The users' Remote Notification target DN's are restricted.
- Pager setups may not be correctly configured for users.
- Retry limits are exceeded.

You can monitor these types of problems by using the Event Browser or Reporter.

Troubleshooting system operation problems

The following types of system operation problems can occur:

- Alarms are generated despite no apparent system problem.

If the system shows no apparent system problem but alarms occur, check if someone has recently run diagnostics on the system. A diagnostic test can generate an alarm as part of its test, even if the system is fine.

- Calls are not answered.

Possible causes include the following:

- CallPilot is improperly configured.
- The Service DN table is not configured correctly.

- Call flow from the switch is impaired due to an incorrect switch configuration.
- Calls are answered, but no prompts are heard.

Possible causes include the following:

- An error in the application that supports the requested service.
- A problem with the DS0 channel or the DS30X link.

- The system is not working after an IP address change.

If the IP address of a CallPilot server is changed while the system is up and running, the system does not work until you restart the switch.

- The monitor shows a blue screen.

If the monitor suddenly shows a blue screen with only white text, a system error has occurred. Record all of the events that took place prior to the appearance of the blue screen. Record any text that appears on the blue screen, and contact customer support for assistance.

Using the CallPilot Troubleshooting Reference

The CallPilot Troubleshooting Reference describes symptoms that can appear on all CallPilot server platforms, and describes ways to resolve them.

Obtaining the CallPilot Troubleshooting Reference

The CallPilot Troubleshooting Reference is written for Avaya distributors and technical support representatives and is, therefore, not included in the customer documentation package.

Avaya continually updates the CallPilot Troubleshooting Reference at: www.avaya.com/support

 **Note:**

If you are not an Avaya distributor, contact your Avaya technical support representative for assistance.

Types of problems that are covered

Use this document to resolve the following types of problems:

- server boot cycle failures
- peripheral device problems
- monitor display problems
- server to network connection problems
- remote access connection problems
- CallPilot application problems

Chapter 13: Installation preparation checklists

This chapter contains information on the following topics:

[Site inspection checklist](#) on page 71

[Required tools and materials](#) on page 73

[Customer-supplied items checklist](#) on page 74

[CallPilot server hardware checklist](#) on page 76

[CallPilot hardware and documentation spares checklist](#) on page 80

[CallPilot software media and documentation checklist](#) on page 81

[Preinstalled software](#) on page 83

Site inspection checklist

Before you perform the hardware installation, complete the following site inspection checklist:

| Check | Description |
|--------------------------|--|
| <input type="checkbox"/> | Ensure that a water fire retardant system is not present in the chosen location. An activation of this system could severely impact the ability of the Avaya CallPilot® system to operate. |
| <input type="checkbox"/> | Ensure that heat sources are not near the peripheral equipment. The Avaya CallPilot server environment must be properly cooled. |
| <input type="checkbox"/> | Ensure that the area is isolated from strong electromagnetic fields and electrical noise sources such as air conditioners, large fans, motors, radio or TV transmitters, or high-frequency security devices. |
| <input type="checkbox"/> | Ensure that the area is clean and clear of any debris. |
| <input type="checkbox"/> | If the CallPilot server is a rackmount server, install the 19-inch rack. For instructions, see the rack documentation. |

 **Important:**

If applicable, ensure that the rack meets seismic bracing requirements. For more information, see the documentation for your switch or system.

| Check | Description |
|--------------------------|--|
| <input type="checkbox"/> | <p>Ensure that there is adequate space for all equipment.</p> <ul style="list-style-type: none"> • If your server is a tower or rackmount server, ensure that there is adequate space for access to the front, side, and rear panels of the server. • For ventilation, ensure that there is adequate space for air flow around the peripheral equipment. |
| <input type="checkbox"/> | <p>Ensure that there is a desk, shelf, or table available for the monitor, keyboard, mouse, and modem.</p> |
| <input type="checkbox"/> | <p>Ensure that an external analog phone line is available for the modem.</p> |
| | <p> Note: The line should not be connected to the customer's switch. If the switch goes down, the CallPilot server cannot be supported from a remote location.</p> |
| <input type="checkbox"/> | <p>Ensure that a single-point ground reference is available for all the power outlets serving the CallPilot server and its peripherals. Before the CallPilot installation, a qualified electrician must implement the single-point ground reference requirement between the power outlets of the CallPilot server and the power outlets of the switch. For more information, see the section about single-point grounding requirements in the CallPilot Fundamentals (NN44200-100). Provide a sufficient number of properly grounded power outlets or power bars for all equipment. You need one outlet for each of the following items:</p> <ul style="list-style-type: none"> • server (if your server is a tower or rackmount platform) • Web-enabled administration PC that has network connectivity to CallPilot, or monitor, or both • modem (remote maintenance modem) • monitor • external CD-ROM drive (if your server is a 201i server) • external DVD-ROM drive (if your server is a 202i server) • external tape drive (optional for a 201i, 1005r, 1006r, or 600r server) • external SLR75 tape drive if your server is a 1005r, 1006r, or 600r server) • external Tandberg RDX drive (optional for 2021, 600r, 1005r, or 1006r server) • ELAN and NNS subnet Ethernet switch or hubs <p> Important: A Class A Ethernet switch or hub must be located 10 m (33 ft) away from the 703t server to comply with EMC requirements.</p> <ul style="list-style-type: none"> • Contact Center (if installed) • customer-supplied network equipment (if required) • uninterruptible power supply (UPS) (if installed) |

| Check | Description |
|--------------------------|--|
| | <p> Note: Avaya strongly recommends that you use a UPS to maintain power to the server and ELAN/NNS subnet Ethernet switch or hubs if you experience a power outage.</p> |
| <input type="checkbox"/> | Ensure that jacks and cables are ready for all required connections. |
| <input type="checkbox"/> | <p>Ensure that any changes that are necessary on the switch to make room for the 201i or 202i server or the MGate card (NTRB18CA or NTRH40DA) are performed before the installation date. This includes:</p> <ul style="list-style-type: none"> • ensuring that two consecutive IPE card slots are available (for the 201i or 202i server) • ensuring that there are enough card slots for the MGate cards • moving lines and trunks • consolidating TNs |

Required tools and materials

Ensure that the tools and materials identified in the following checklist are available. You may need to use them to perform installation, upgrade, or maintenance tasks:

| Check | Item |
|--------------------------|---|
| <input type="checkbox"/> | Antistatic ESD wrist strap (recommended) |
| <input type="checkbox"/> | Various sizes of Phillips cross-head and standard screwdrivers |
| | <p> Note: If your server is a tower or rackmount server, magnetic screwdrivers are recommended to prevent you from losing the screws inside the server chassis.</p> |
| | <p> Important: To prevent data loss, keep magnetic screwdrivers away from backup tapes, floppy disks, and hard drives.</p> |
| <input type="checkbox"/> | A set of hex nut drivers |
| <input type="checkbox"/> | Side cutters |
| <input type="checkbox"/> | Jumper removal tool or needle-nosed pliers |
| <input type="checkbox"/> | Tweezers |

| Check | Item |
|--------------------------|--|
| <input type="checkbox"/> | Tape measure for determining cable lengths |
| <input type="checkbox"/> | A flashlight for examining the interior of a tower or rackmount server chassis |
| <input type="checkbox"/> | Pen for writing notes, cable lengths, and cable identifications |
| <input type="checkbox"/> | Cable tie wraps |
| <input type="checkbox"/> | Cable identification labels |
| <input type="checkbox"/> | Equipment log The equipment log is used to record the model and serial number of the system, all installed options, and other information. |
| <input type="checkbox"/> | Null modem serial cable (it can be useful for troubleshooting) |
| <input type="checkbox"/> | If the CallPilot server is a 201i server, an external tape drive for the 201i server The tape drive is required when performing backups or restoring data from backups If the CallPilot server is a 202i server, an external tape drive |
| <input type="checkbox"/> | If the CallPilot server is a 201i, an external CD-ROM drive The external CD-ROM drive is required when installing CallPilot or operating system software If the CallPilot server is a 202i server, an external DVD-ROM drive The external DVD-ROM drive is required when installing CallPilot or operating system software. |
| <input type="checkbox"/> | If the CallPilot server is a 202i, a USB to SCSI adapter and SCSI tape drive (if you are performing a migration, or to backup to tape on a 202i) |
| <input type="checkbox"/> | If the CallPilot server is a 202i, an external Tandberg RDX drive The Tandberg RDX drive is recommended for performing backups. |
| <input type="checkbox"/> | If the CallPilot server is a 1005r, 1006r, or 600r, an SLR75 external tape drive is needed. The tape drive is required when performing backups or restoring data from backups if you are not backing up to a network drive. |
| <input type="checkbox"/> | For any server model, a monitor peripheral kit to access the CallPilot system for maintenance purposes |
| <input type="checkbox"/> | A computer with a CD-ROM drive that is separate from the CallPilot server (such as a laptop computer) This separate computer is required for reading documentation on CD-ROM and for connecting to the CallPilot server network for troubleshooting. |

Customer-supplied items checklist

Ensure that the customer has supplied the items identified in the following checklist:

| Check | Item |
|--------------------------|---|
| <input type="checkbox"/> | Secure location for the CallPilot server and peripheral equipment Windows and doors should be kept locked and provide access only to authorized personnel. |
| <input type="checkbox"/> | External analog phone line for the modem The line should not be connected to the switch. If the switch goes down, the CallPilot server cannot be supported from a remote location. |
| <input type="checkbox"/> | Web-enabled administrative PC The Web-enabled administrative PC should be in close proximity to the CallPilot server, and must have: <ul style="list-style-type: none"> • network connectivity to the CallPilot server (it can be on the NNS subnet or ELAN subnet) • one of the following Web browsers installed (for software versions, see the CallPilot Planning and Engineering Guide NN44200-200): <ul style="list-style-type: none"> - Internet Explorer - Netscape Communicator • a CD-ROM drive so that CallPilot documentation can be accessed from a CD-ROM • access to the Internet so that the installation technician can download software updates from Avaya, if required |
| <input type="checkbox"/> | TCP/IP-based ELAN subnet that connects the switch and the server (Meridian 1 or CS 1000 only) |
| <input type="checkbox"/> | A layer 2 Ethernet switch or hub for the ELAN subnet (or an appropriate alternative), power cord, and, if required, back-up power supply The ELAN Ethernet switch or hub is optional. You can use a cross-over network cable to make a direct point-to-point connection from the CallPilot server to the switch. If you want other devices to have connectivity to the ELAN subnet, use an Ethernet switch or hub. |
| |  Important: A Class A Ethernet switch or hub must be located 10 m (33 ft) away from the 703t server to comply with EMC requirements. |
| <input type="checkbox"/> | Ethernet connections ready at the Meridian 1 or CS 1000 system (cables and Ethernet transceivers or MAUs). |
| <input type="checkbox"/> | Cable for connecting the ELAN subnet to the customer WAN (optional). You can connect to the ELAN subnet from a remote location. |
| <input type="checkbox"/> | TCP/IP-based NNS subnet that connects desktop or Web messaging users to the server, if the Desktop Messaging feature has been purchased. This includes any hardware or software to facilitate NNS Subnet segmentation or multiple-LAN protocols. |
| <input type="checkbox"/> | An Ethernet switch or hub for the NNS Subnet or an appropriate alternative. |

| Check | Item |
|--------------------------|--|
| | <p> Important: A Class A Ethernet switch or hub must be located 10 m (33 ft) away from the 703t server to comply with EMC requirements.</p> |
| <input type="checkbox"/> | <p>Jacks and a cable for connecting the CallPilot server to the NNS Subnet (optional)</p> |
| <input type="checkbox"/> | <p>Web server PC, if:</p> <ul style="list-style-type: none"> • CallPilot Manager and CallPilot Reporter are installed on a stand-alone server CallPilot Manager is the Web-based software that you use to administer the CallPilot server. CallPilot Manager must be installed on a stand-alone Web server if you want to use CallPilot Reporter. You cannot install CallPilot Reporter on the CallPilot server. • My CallPilot is used by mailbox owners My CallPilot is a Web-based portal that provides access to CallPilot messages and mailbox configuration over the Internet. My CallPilot can be installed on the same Web server as CallPilot Manager. <p>For information about the Web server PC requirements for CallPilot Manager and My CallPilot, see the CallPilot Software Administration (NN44200-600) guide.</p> |

CallPilot server hardware checklist

The following checklist identifies the hardware that you need to put the CallPilot server into operation in your network. Use this checklist (as well as the packing list provided with the customer order) to ensure that you have all the components you need.

| Check | Item |
|--------------------------|---|
| | Tower or rackmount server and peripheral devices |
| <input type="checkbox"/> | <p>Keycode printed on a label that lists the purchased features</p> |
| <input type="checkbox"/> | <p>Tower or rackmount CallPilot server The server contains the following items, which are already installed:</p> <ul style="list-style-type: none"> • CD-ROM/DVD drive • hard drives • network interface cards • One or more MPB boards • SCbus cable (NTRH2011) (702t and 1002rp servers) |

| Check | Item |
|--|---|
| <input type="checkbox"/> | Keyboard and mouse |
| <input type="checkbox"/> | SVGA 14-in. monitor |
| <input type="checkbox"/> | External Tape Drive SLR75 |
| <input type="checkbox"/> | SCSI terminator (for 600r) |
| <input type="checkbox"/> | Modem with cable and power cord (for remote access). Note: USB modems do not require power cords. |
| <input type="checkbox"/> | Ethernet switches or hubs, if purchased from Avaya |
| <hr/> 201i server and peripheral devices <hr/> | |
| <input type="checkbox"/> | Keycode printed on a label that lists the purchased features |
| <input type="checkbox"/> | 201i server |
| <input type="checkbox"/> | Multi I/O cable (NTRH0912) |
| <input type="checkbox"/> | EMC kit (NTRH3503) |
| | <p> Note: The EMC kit is required for Option 11C Mini and CS 1000 systems only.</p> |
| <input type="checkbox"/> | Backplane (tip and ring) cable (NTRH3501) |
| | <p> Note: This cable is required for Meridian 1 Option 51C–Option 81C systems only.</p> |
| <input type="checkbox"/> | <p>One of the following groups of SCSI cables:</p> <ul style="list-style-type: none"> • For Meridian 1 Option 51C–Option 81C: <ul style="list-style-type: none"> - NTRH1408 - NTRH1410 - NTRH3502 • For Option 11C: <ul style="list-style-type: none"> - NTRH1407 - NTRH3502 • For Option 11C Mini or CS 1000: NTRH3502 (two cables are required) |
| | <p> Note: An NTRH3502 cable is supplied with each external SCSI CD-ROM or tape drive.</p> |
| <input type="checkbox"/> | MPC-8 cards to provide the number of channels purchased for CallPilot |
| <input type="checkbox"/> | SVGA 14-in. monitor |

| Check | Item |
|------------------------------------|--|
| <input type="checkbox"/> | Keyboard and mouse |
| | <p> Note: If you are using a USB mouse, ensure that you also have a USB-to-PS/2 converter and a PS/2 extension cable (A0855616).</p> |
| <input type="checkbox"/> | Modem with cables and power cord (for remote access) |
| <input type="checkbox"/> | Ethernet switches or hubs, if purchased from Avaya |
| <input type="checkbox"/> | External CD-ROM drive with NTRH3502 SCSI and power cables |
| <input type="checkbox"/> | External tape drive with SCSI and power cables |
| <hr/> | |
| 202i server and peripheral devices | |
| <hr/> | |
| <input type="checkbox"/> | Keycode printed on a label that lists the purchased features |
| <hr/> | |
| <input type="checkbox"/> | 202i server |
| <hr/> | |
| <input type="checkbox"/> | Multi I/O cable (NTRH0912) |
| <hr/> | |
| <input type="checkbox"/> | EMC kit (NTRH3503) |
| | <p> Note: The EMC kit is required for Option 11C Mini and CS 1000 systems only.</p> |
| <hr/> | |
| <input type="checkbox"/> | Backplane (tip and ring) cable (NTRH3501) |
| | <p> Note: This cable is required for Meridian 1 Option 51C–Option 81C systems only.</p> |
| <hr/> | |
| <input type="checkbox"/> | One of the following groups of SCSI cables: |
| | <ul style="list-style-type: none"> • For Meridian 1 Option 51C–Option 81C: <ul style="list-style-type: none"> - NTRH1408 - NTRH1410 - NTRH3502 • For Option 11C: <ul style="list-style-type: none"> - NTRH1407 - NTRH3502 • For Option 11C Mini or CS 1000: NTRH3502 (two cables are required) |
| | <p> Note: An NTRH3502 cable is supplied with each external SCSI CD-ROM or tape drive.</p> |
| <hr/> | |
| <input type="checkbox"/> | SVGA 14-in. monitor |
| <hr/> | |

| Check | Item |
|--|---|
| <input type="checkbox"/> | Keyboard and mouse |
| | <p> Note: If you are using a USB mouse, ensure that you also have a USB-to-PS/2 converter and a PS/2 extension cable (A0855616).</p> |
| <input type="checkbox"/> | Modem with cables and power cord (for remote access) |
| <input type="checkbox"/> | Ethernet switches or hubs, if purchased from Avaya |
| <input type="checkbox"/> | External CD-ROM drive with NTRH3502 SCSI and power cables |
| <input type="checkbox"/> | External tape drive with SCSI and power cables |
| <input type="checkbox"/> | SCSI to USB adaptor |
| Meridian 1 or CS 1000 connectivity items—rackmount server only | |
| <input type="checkbox"/> | MGate cards (NTRB18CA or NTRB18DA) |
| <input type="checkbox"/> | The following MGate cables, as required: <ul style="list-style-type: none"> • Single DS30XV interconnect cable (NTRH2012) (for connection to MPB16-4 boards only) • Dual DS30XV connect cable (NTRH2013) (for connection to MPB16-4 boards only) • Triple DS30XV connect cable (NTRH2014) (for connection to NTRH40AA MPB96 boards only) • Standard CAT5e (or better) RJ-45 connectorized "Ethernet" cables (for connection to NTRH40CA MPB96 cards only) |
| | <p> Note: The NTRH40CA MPB96 connects to an NTRB18DA (or later) MGate card only. The NTRH40AA MPB96 card and the MPB16-4 cards can connect to either an NTRB18CA or NTRB18DA MGate card.</p> |
| | <p> Note: For more details about the MGate card cabling requirements, see the <switch_model> and CallPilot Server Configuration guide for your switch and server.</p> |
| SL-100, DMS-100 connectivity items—rackmount platforms only | |
| <input type="checkbox"/> | Dialogic D/480JCT-2T1 board(s) |
| <input type="checkbox"/> | T1 cable(s) |
| <input type="checkbox"/> | T1 card(s) |
| <input type="checkbox"/> | SMDI link modem connection equipment (if the switch has an IOC shelf and is more than 15.2 m or 50 ft from the server): |

| Check | Item |
|--------------------------|--|
| | <ul style="list-style-type: none"> • Long-haul modems (two modems) • Modem cable for connection to CallPilot • IOC cable <p> Note: A cable is also required to connect the two modems. Pinout information for this cable is provided in the <switch model> and CallPilot Server Configuration guide for your switch and server. This cable is created or supplied by the customer or installer.</p> |
| <input type="checkbox"/> | <p>SMDI link modem connection equipment (if the switch has an IOM and is more than 229 m or 750 ft from the server):</p> <ul style="list-style-type: none"> • Long-haul modems (2 modems) • Modem cable for connection to CallPilot • IOM cable • Smart connector <p> Note: A cable is also required to connect the two modems. Pinout information for this cable is provided in the <switch_model> and CallPilot Server Configuration guide for your switch and server. This cable is created or supplied by the customer or installer.</p> |
| <input type="checkbox"/> | <p>SMDI Link Direct Connection equipment:</p> <ul style="list-style-type: none"> • DB-9 (F) to DB-25 (F) Null Modem cable • IOC cable |
| <input type="checkbox"/> | <p>SMDI Link Direct Connection equipment:</p> <ul style="list-style-type: none"> • DB-9 (F) to DB-25 (M) Null Modem cable • IOM cable • Smart Connector |

CallPilot hardware and documentation spares checklist

The following checklist identifies the hardware components that you should carry with you as spares when you visit a customer site. Ensure that you take the components that are relevant to the server model purchased by the customer.

| Check | Item | Quantity |
|--------------------------|--|------------------|
| <input type="checkbox"/> | MPB96 board | 1 |
| <input type="checkbox"/> | MPC-8 cards (for the 201i server) | 4 |
| <input type="checkbox"/> | 201i or 202i server hard drive | 1 |
| <input type="checkbox"/> | 1005r server hard drive | 1 |
| <input type="checkbox"/> | 1006r server hard drive | 1 |
| <input type="checkbox"/> | 600r server hard drive | 1 |
| <input type="checkbox"/> | 703t server hard drive | 1 |
| <input type="checkbox"/> | 1002rp server hard drive | 1 |
| <input type="checkbox"/> | Network hub | 1 |
| <input type="checkbox"/> | Network cable | 1 |
| <input type="checkbox"/> | CallPilot image DVD (1005r and 600r) | 1 |
| <input type="checkbox"/> | All CallPilot 201i server software CD-ROMs (for a complete list, see CallPilot software media and documentation checklist on page 81). | 1 of each CD-ROM |
| <input type="checkbox"/> | All CallPilot 202iserver software media (DVD-ROM) (for a complete list, see CallPilot software media and documentation checklist on page 81). | 1 DVD |

CallPilot software media and documentation checklist

The software media and documentation checklist identifies the software media and documentation needed to put the CallPilot server into operation in your network. Use the checklist (and the packing list provided with your order) to ensure that you have all of the components you need.

 **Note:**

Store software media in a safe place. Use the software when instructed in the documentation. CallPilot server software is preinstalled at the factory, so you may not be asked to use some of these CD/DVD-ROMs unless you are performing a recovery, reinstallation, expansion or upgrade.

| Check | Item |
|--------------------------|--|
| <input type="checkbox"/> | CallPilot Documentation (download from Avaya Technical Support Web site) |

| Check | Item |
|--------------------------|---|
| <input type="checkbox"/> | <p>The following CallPilot documentation (download from Avaya Technical Support Web site):</p> <ul style="list-style-type: none"> • NTPs • CallPilot Distributor Technical Reference (DTR) <p> Note: You can obtain other CallPilot documentation from the Installation and Administration Help area in CallPilot Manager. For more details about the available documents, see Related information on page 12.</p> |
| <input type="checkbox"/> | <p>CallPilot Image CDs or DVD — contain an image of the CallPilot software.</p> <ul style="list-style-type: none"> • 201i server — three CDs • 202i server — one DVD • 600r — one DVD • 703t — three CDs • 1002rp ELAN — three CDs • 1002rp T1 — four CDs • 1005r — one DVD |
| <input type="checkbox"/> | <p>CallPilot Service Update/PEP (download from Avaya Technical Support Web site http://www.avaya.com/support .</p> <ul style="list-style-type: none"> • Service Updates and PEPs • Upgrade tools (system sanity, upgrade platform validity, upgrade data validity) |
| <input type="checkbox"/> | <p>CallPilot Application CD-ROM (contains applications that can be re-installed):</p> <ul style="list-style-type: none"> • CallPilot server software • CallPilot Manager and Reporter on a stand-alone Web server (installed or re-installed) • CallPilot Application Builder (installed or re-installed) • pcAnywhere • Adobe Acrobat Reader • CallPilot Directory Synchronization (installed or re-installed) • JavaRunTimeEnv (installed or re-installed) |
| <input type="checkbox"/> | <p>CallPilot Unified Messaging CD-ROM</p> <ul style="list-style-type: none"> • Desktop Messaging client • My CallPilot client |
| <input type="checkbox"/> | <p>CallPilot language prompts CD-ROM set (two CD-ROMs):</p> |

| Check | Item |
|-------|--|
| | <ul style="list-style-type: none"> • Americas and Asia-Pacific region language prompts • EMEA (Europe, Middle East, Africa) region language prompts |

Preinstalled software

The factory installs the operating system and CallPilot server software and third-party applications such as pcAnywhere prior to shipping the server. A disk image of this software is also shipped with the system (see the table in the section [CallPilot software media and documentation checklist](#) on page 81).

For version numbers of the software applicable to your installation, see the CallPilot Planning and Engineering Guide (NN44200-200).

The following software is installed at the factory before the server ships:

- the operating system and the components required by CallPilot
- Web browser
- software for the switch-connectivity hardware
- CallPilot server software
- CallPilot Manager (Web-based administration server software)
- RAID software, if RAID is included with the tower or rackmount server
- SQL Anywhere database
- pcAnywhere
- Adobe Acrobat Reader (for online viewing of the CallPilot documentation)
- other equipment manufacturers (OEM) right-to-use (RTU) software certificates

Avaya utilizes OEM software license RTUs, and each RTU is licensed for each CallPilot application. The manufacturer provides a certificate and serial number with the RTU.

The OEM license and serial number must be kept with the CallPilot application for its entire service life. These RTU serial numbers are required for complete software reinstallation if the disk fails. If the server is replaced or decommissioned, you must return all OEM RTUs to Avaya with the server hardware.

Avaya recommends that you store all RTU certificates on-site in a secure, dry, accessible place for future access. You can store the RTU certificates in an envelope that is taped to the CallPilot server.

Cautions

 **Caution:**

Risk of system interruption or malfunction

Do not download and install any security patches from the Microsoft Web site or antivirus software unless they are approved for CallPilot by Avaya. Installation of unapproved security patches or antivirus software can result in the incorrect operation of your CallPilot system.

To determine which patches and antivirus software are approved by Avaya for CallPilot, see the latest issue of the CallPilot Distributor Technical Reference (DTR).

 **Caution:**

Risk of reduced system performance

Do not activate screen savers on the CallPilot server. Screen savers consume significant CPU resources and, therefore, impact CallPilot response time.

 **Note:**

CallPilot operation is not affected when you power off the monitor.

Chapter 14: Configuration worksheets

This chapter contains information on the following topics:

[Overview](#) on page 85

[Switch or system configuration worksheet](#) on page 86

[Configuration Wizard worksheet](#) on page 89

 **Important:**

The configuration worksheets should be photocopied or removed and kept in a secure place. Passwords recorded in the worksheets can be a security risk unless stored safely.

Overview

You need the information that you collect in this section when you:

- configure the switch or system
- run the Configuration Wizard on the Avaya CallPilot® server

 **Note:**

Avaya recommends that you configure the switch or system and prepare the cabling before the Avaya CallPilot server installation date.

Where to get the information

Obtain this information from the switch or system administrator and network administrator.

When to use the worksheets

Use the configuration worksheets in these situations:

- when you install the server
- each time configuration changes are required as part of an upgrade, migration, or reinstallation

Switch or system configuration worksheet

Complete this worksheet as preparation for configuring the switch or system. For instructions about how to configure the switch or system, see the <switch_model> and CallPilot Server Configuration guide for your switch and server.

Table 1: switch or system type

| | |
|--|---|
| Meridian 1 - Option 51C, 61C, 81, 81C - Option 11 or Option 11C Mini | See Meridian 1 or CS 1000 information on page 86. |
| CS 1000 | |
| SL-100, DMS-100 | See SL-100/DMS-100 switch information on page 88. |

Meridian 1 or CS 1000 information

Complete this section if your CallPilot server is connected to a Meridian 1 or CS 1000 system.

| | |
|------------------------------------|-------------------------------|
| Customer number: | _____ |
| Ethernet information (Overlay 117) | |
| Primary IP address (ELAN): | _____ . _____ . _____ . _____ |
| Secondary IP address (ELAN): | _____ . _____ . _____ . _____ |

| | |
|---|-------------------------------|
|  Note: A secondary IP address for the ELAN subnet is required for large Meridian 1 systems (such as Option 51C). | |
| Subnet mask (ELAN): | _____ . _____ . _____ . _____ |
| Default IP gateway: | _____ . _____ . _____ . _____ |
|  Note: The default IP gateway is required only if the Meridian 1 or CS 1000 system is also connected to the NNS Subnet (CLAN). | |

| | |
|---|-------|
| ACD queue and agents (Overlays 11 and 23) | |
| ACD DN of CallPilot agents (Overlay 23): | _____ |
| Agent TNs (Overlay 11): | _____ |
| Position ID on Key0: | _____ |
| SCN on Key1: | _____ |
| Default ACD DN for CDN (Overlay 23): | _____ |

| | |
|---------------------------------------|-------|
| CDN queues (Overlay 23) | |
| Primary CDN (Voice Messaging): | _____ |
| Secondary CDN (Multimedia Messaging): | _____ |

| | |
|--|-------|
| Phantom DNs, if used instead of dummy ACD DNs (Overlays 10 and 97) | |
| CallPilot application name: | _____ |
| Superloop (Overlay 97): | _____ |
| Phantom DN (Overlay 10): | _____ |
| DCFW CDN: | _____ |
| CallPilot application name: | _____ |
| Superloop (Overlay 97): | _____ |
| Phantom DN (Overlay 10): | _____ |

| | |
|--|-------|
| Phantom DNs, if used instead of dummy ACD DNs (Overlays 10 and 97) (continued) | |
| DCFW CDN: | _____ |
| CallPilot application name: | _____ |
| Superloop (Overlay 97): | _____ |
| Phantom DN (Overlay 10): | _____ |

| | |
|-----------|-------|
| DCFW CDN: | _____ |
|-----------|-------|

| | |
|--|-------|
| Dummy ACD DNs, if used instead of phantom DNs (Overlay 23) | |
| CallPilot application name: | _____ |
| ACD DN: | _____ |
| NCFW CDN: | _____ |
| CallPilot application name: | _____ |
| ACD DN: | _____ |
| NCFW CDN: | _____ |
| CallPilot application name: | _____ |
| ACD DN: | _____ |
| NCFW CDN: | _____ |

SL-100/DMS-100 switch information

Complete this section only if your CallPilot server is connected to an SL-100 or DMS-100 switch.

| | |
|---|-------|
| UCD DN for voice messaging: | _____ |
| UCD DN for multimedia messaging (if purchased): | _____ |
| UCD DN for speech recognition (if purchased): | _____ |
| Channel configuration | |
| UCD DN: | _____ |
| DN of agent: | _____ |
| Message Desk Number: | _____ |
| Terminal Number: | _____ |
| Login Code: | _____ |
| Logout Code: | _____ |
| Service DN: | _____ |
| Associated application: | _____ |

| | |
|--|-------|
| SMDI Link | |
| Port Name (Default: COM 2): | _____ |
| Port Use type (Default: MM Access): | _____ |
| Baud Rate (Recommended default: 9600): | _____ |
| Parity: | _____ |
| Number of Data Bits (Default: 7): | _____ |
| Number of Stop Bits (Default: 1): | _____ |
| Flow Control (Default: None): | _____ |

Configuration Wizard worksheet

Complete the following worksheet as preparation for configuring the CallPilot server. For more information about the information on this worksheet, and the instructions about how to configure the CallPilot server, see the <switch_model> and CallPilot Server Configuration guide for your switch and server.

Worksheet sections

The Configuration Wizard worksheet contains the following sections:

- [Table 2: CallPilot information](#) on page 89
- [Operating system password](#) on page 90
- [pcAnywhere password](#) on page 90
- [Table 3: Multimedia allocation](#) on page 91
- [Table 4: Application DN information](#) on page 91
- [Table 5: Languages](#) on page 91
- [Table 6: CallPilot network information](#) on page 92
- [Customer LAN access information](#) on page 92
- [Meridian 1 or Avaya CS 1000 information](#) on page 92
- [T1/SMDI information](#) on page 94

Table 2: CallPilot information

| | |
|---------------|-------|
| Company name: | _____ |
|---------------|-------|

| | |
|---|--|
| Customer name: | _____ |
| Serial number: | Obtain the serial number from the CallPilot keycode label. |
| Keycode: | Obtain the keycode from the CallPilot keycode label. |
| Computer name: | _____ |
| Time zone: | _____ |
| Country code (for the server location): | _____ |
| Area code (for the server location): | _____ |

Operating system password

CallPilot uses strong passwords to increase security on the operating system accounts. Strong passwords are enabled by default. When logging on to an account or running the Configuration Wizard for the first time, you must change the password. For more information about strong passwords, see the CallPilot Fundamentals Guide (NN44200-100).



Important:

For security reasons, do not write the passwords in this guide. Photocopy the page to record the new passwords. Store the page in a secure place.

| Password type | Current Password | New Password |
|---------------|------------------|--------------|
| Account Name | default: Bvw250 | |

pcAnywhere password

| Password type | New Password |
|---------------|--------------|
| Account Name | |

For more information about changing the pcAnywhere password see:

- Step 4, [Configuring the switch and CallPilot server](#) on page 20
- The <switch_model> and CallPilot Server Configuration guide for your switch and server

Table 3: Multimedia allocation

| | |
|---------------|---|
| DSP Encoding: | <ul style="list-style-type: none"> • A-law (Europe or Caribbean) • Mu-law (North America) |
|---------------|---|

Table 4: Application DN information

| | |
|--|-------|
| Voice Messaging (Primary CDN): | _____ |
| Multimedia Messaging (Secondary CDN): | _____ |
| Speech Activated Messaging: | _____ |
| Express Voice Messaging: | _____ |
| Voice Item Maintenance: | _____ |
| Enterprise Networking: | _____ |
| AMIS Networking: | _____ |
| Fax Item Maintenance: | _____ |
| Express Fax Messaging: | _____ |
| Paced Speech Activated Messaging: | _____ |
| Custom Commands: | _____ |
| Interactive Voice Response: | _____ |
| AUI CallPilot Menu Interface: | _____ |
| AUI CallPilot Alternative Command Interface: | _____ |

Table 5: Languages

| | |
|---|-------|
| Record the languages you need: | |
| Primary prompt language: | _____ |
| Secondary prompt language: | _____ |
| Other languages: | _____ |
| | _____ |
| | _____ |
| Automated Speech Recognition languages: | _____ |
| | _____ |
| | _____ |

Table 6: CallPilot network information

| | |
|---|-------------------------------|
| Embedded LAN TCP/IP Information (Meridian 1 and CS 1000 only) | |
| MAC address of ELAN network card on the CallPilot server (tower or rackmount servers only): | _____ |
| CallPilot server ELAN IP address: | _____ . _____ . _____ . _____ |
| Subnet mask: | _____ . _____ . _____ . _____ |
| Customer LAN TCP/IP information | |
| MAC address of NNS Subnet (CLAN) network card on the CallPilot server (tower or rackmount servers): | _____ |
| CallPilot server CLAN IP address: | _____ . _____ . _____ . _____ |
| Subnet mask: | _____ . _____ . _____ . _____ |
| Gateway: | _____ . _____ . _____ . _____ |

Customer LAN access information

The following information is not requested by the Configuration Wizard. However, you may need it if you connect to the CallPilot server with a PC on the Avaya Server Subnet (NS Subnet), also known as the customer LAN (CLAN).

| | |
|--|-------|
| Obtain the following from the network administrator: | |
| Network user name: | _____ |
| Domain name: | _____ |
| Password: | _____ |

Meridian 1 or Avaya CS 1000 information

Complete this section if your CallPilot server is connected to a Meridian 1 or Avaya CS 1000 system.

| |
|--------------------|
| Switch information |
|--------------------|

| | |
|--|---|
| Switch IP address: | _____ . _____ . _____ . _____ |
| Switch type: | <ul style="list-style-type: none"> • Meridian 1 • Option 11 or Option 11C Mini • Avaya CS 1000 |
| Switch customer number: | _____ |
| Contact Center CLAN IP Address: | _____ . _____ . _____ . _____ |
| Contact Center voice application Class ID: | _____ |
| <p> Note: The Contact Center CLAN IP address and voice application class ID are required if you use the Contact Center Voice Services Support feature.</p> | |
| TN information | |
| <p> Note: Copy the relevant information from the Switch or system configuration worksheet on page 86.</p> | |
| Number of TNs: | _____ |
| Dedicated to: | <ul style="list-style-type: none"> • ACCESS ACD queue • IVR* ACD queue |
| <p> Note: Check one of these options if this group of TNs is dedicated to the Contact Center Voice Services Support feature.</p> | |
| Start TN: | _____ |
| Start TN Key 0 (Position ID): | _____ |
| Start TN Key 1 (SCN): | _____ |

| | |
|---|---|
| TN information (complete this section if another TN group is required) | |
| <p> Note: Copy the relevant information from the Switch or system configuration worksheet on page 86.</p> | |
| Number of TNs: | _____ |
| Dedicated to: | <ul style="list-style-type: none"> • ACCESS ACD queue • IVR ACD queue |

*** Note:**
 Check one of these options if this group of TNs is dedicated to the Contact Center Voice Services Support feature.

Start TN: _____

Start TN Key 0 (Position ID): _____

Start TN Key 1 (SCN): _____

TN information (complete this section if another TN group is required)

*** Note:**
 Copy the relevant information from the [Switch or system configuration worksheet](#) on page 86.

Number of TNs: _____

Dedicated to:
 • ACCESS ACD queue
 • IVR ACD queue

*** Note:**
 Check one of these options if this group of TNs is dedicated to the Contact Center Voice Services Support feature.

Start TN: _____

Start TN Key 0 (Position ID): _____

Start TN Key 1 (SCN): _____

T1/SMDI information

Complete this section if your CallPilot server is connected to a T1/SMDI switch or system (for example, DMS-100/SL-100).

Table 7: Switch information

SMDI Transport Data Settings

Poll Timeout (Default: 10 000 ms): _____

Poll Timeout Threshold (Default: 5): _____

Poll DN (Default: 0): _____

MWI Padding (Default: blank): _____

COM Port Settings

| | |
|-------------------------------------|-------|
| Port Name | COM 2 |
| Port Use type (Default: MM Access): | _____ |
| Baud Rate (Default: 9600): | _____ |
| Parity (Default: Even): | _____ |
| Number of Data Bits (Default: 7): | _____ |
| Number of Stop Bits (Default: 1): | _____ |
| Flow Control (Default: None): | _____ |

| | |
|---|-------------------------|
| T1 Board Properties | |
| Line Interface Type (Default: Ground Start): | _____ |
| Frame Format: | Only D4 is supported. |
| Coding Format: | Only B8ZS is supported. |
| (T1) Cable Length (Default: None): | _____ |
| Debounce Value (Default: 13): | _____ |
| Hook Flash Time (Default: 50): | _____ |
|  Note: Debounce value and Hook Flash Time units indicate 10x ms. Example: 13 indicates 130 ms. | |

Table 8: Channel Detail Information

| | |
|---|-------|
| UCD group for Voice channels, if Voice channels are purchased | |
| Number of Channels (in this UCD group): | _____ |
| Agent DN (starting): | _____ |
| Hunt Group DN (UCD DN): | _____ |
| Message Desk Number: | _____ |
| Message Terminal Number (starting): | _____ |
| Login Code: | _____ |
| Logout Code: | _____ |

| | |
|---|-------|
| UCD group for Fax channels, if Fax channels are purchased | |
| Number of Channels (in this UCD group): | _____ |
| Agent DN (starting): | _____ |
| Hunt Group DN (UCD DN): | _____ |

Configuration worksheets

| | |
|-------------------------------------|-------|
| Message Desk Number: | _____ |
| Message Terminal Number (starting): | _____ |
| Login Code: | _____ |
| Logout Code: | _____ |

| | |
|---|-------|
| UCD group for Speech Recognition channels, if Speech Recognition channels are purchased | |
| Number of Channels (in this UCD group): | _____ |
| Agent DN (starting): | _____ |
| Hunt Group DN (UCD DN): | _____ |
| Message Desk Number: | _____ |
| Message Terminal Number (starting): | _____ |
| Login Code: | _____ |
| Logout Code: | _____ |

Index

A

administration guides
troubleshooting resource[66](#), [69](#)

C

call channels
starting[50](#)
stopping[50](#)
call service problems, troubleshooting[68](#)
CallPilot
Diagnostics utility[65](#)
expanding[27](#)
installing[15](#), [22](#)
server hardware checklist[76](#)
upgrading[25](#)
CallPilot Manager
about[38](#), [39](#)
logging on[39](#)
logon process[37](#)
troubleshooting resource[65](#)
cautions
IIS security patches[84](#)
system performance[84](#)
unsupported software[15](#)
channels
managing[68](#)
starting[50](#)
stop methods[49](#)
stopping[50](#)
when to start[49](#)
when to stop[49](#)
checklists
customer-supplied equipment[74](#)
documentation[81](#)
feature expansion[27](#)
installation[15](#), [22](#)
required tools[73](#)
server hardware[76](#)
site inspection[71](#)
software media[81](#)
Configuration Wizard worksheet[89](#)
customer service[9](#)

D

database, monitoring[67](#)

diagnostics
CallPilot[65](#)
operating system[64](#)
TCP/IP[64](#)
troubleshooting resource[63](#)
disk space, monitoring[67](#)
distributor[9](#)
documentation[9](#)
documentation, about (CallPilot)[12](#)
DS0 channels
starting[50](#)
stopping[50](#)
DSP channels
starting[50](#)
stopping[50](#)

E

equipment checklist, customer-supplied[74](#)
Event Viewer, operating system[64](#)
events, viewing server[67](#)
expanding CallPilot server software[27](#)

F

feature expansion checklist[27](#)

I

IIS security patch, caution[84](#)
inspection checklist, site[71](#)
installation and configuration guides
troubleshooting resource[62](#)
installing, CallPilot[15](#), [22](#)

L

LEDs, troubleshooting tool[63](#)
log files, troubleshooting resource[64](#)
logging on to CallPilot[39](#)

M

mailbox security
global dialing restrictions[24](#), [43–45](#), [47](#)

| | | | |
|--------------------------------------|-----------|---|--------|
| multimedia channels | | factory installed | 83 |
| starting | 50 | unsupported | 15 |
| stopping | 50 | starting channels | 50 |
| <hr/> | | startup diagnostics, troubleshooting resource | 63 |
| N | | stopping channels | 49, 50 |
| network problems, troubleshooting | 64 | methods | 49 |
| <hr/> | | switches | |
| O | | configuration worksheets | 86 |
| operating system | | System Monitor | 65 |
| Event Viewer | 64 | system performance, caution | 84 |
| Operating system | | system problems, troubleshooting | |
| Diagnostics | 64 | logs | 64 |
| <hr/> | | operating system Event Viewer | 64 |
| P | | operational | 69 |
| PEP Maintenance Utility | 65 | server LEDs | 63 |
| performance | | startup diagnostics | 63 |
| caution | 84 | tools | 62 |
| server, monitoring | 67 | <hr/> | |
| powering down the server | 54–56, 58 | T | |
| method | 54, 55 | TCP/IP diagnostics | 64 |
| powering up the server | 58 | technical support | 13 |
| <hr/> | | tools checklist | 73 |
| R | | training | 9 |
| related information products | 12 | troubleshooting | |
| related information products, titles | 12 | call service problems | 68 |
| reseller | 9 | CallPilot Diagnostics utility | 65 |
| restarting the server | 52 | CallPilot Manager | 65 |
| method | 52 | CallPilot System Monitor | 65 |
| <hr/> | | operating system Diagnostics | 64 |
| S | | operating system Event Viewer | 64 |
| server | | PEP Maintenance Utility | 65 |
| events, viewing | 67 | reference guide | 70 |
| hardware checklist | 76 | resources | 61 |
| LEDs, troubleshooting tool | 63 | server LEDs | 63 |
| performance, monitoring | 67 | startup diagnostics | 63 |
| power down method | 54, 55 | system logs | 64 |
| powering down | 56, 58 | system operation problems | 69 |
| powering up | 58 | TCP/IP diagnostics | 64 |
| restart method | 52 | technical support | 13 |
| restarting | 52 | tools | 62 |
| software checklist | 81 | <hr/> | |
| when to power down | 55 | U | |
| when to restart | 52 | utilities | |
| site inspection checklist | 71 | CallPilot Diagnostics utility | 65 |
| software | | CallPilot System Monitor | 65 |
| | | PEP Maintenance Utility | 65 |

W

| | |
|------------------|--------------------|
| worksheets | |
| completing | 85 |

| | |
|----------------------------|--------------------|
| Configuration Wizard | 89 |
| switch configuration | 86 |
| when to use | 86 |

