



Avaya CallPilot® Upgrade and Platform Migration Guide

5.0
NN44200-400, 01.15
December 2010

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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>.

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Chapter 1: New in this release

The following section details what is new in Avaya CallPilot® Upgrade and Platform Migration Guide (NN44200-400) for release 5.0.

Navigation

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

Features

This service update (SU09) of CallPilot 5.0 includes information about Geographic Redundancy (GR). Section [Upgrade overview](#) on page 33 has been updated.

Other changes

See the following for information about changes that are not feature-related:

Table 1: Revision history

April 2009	CallPilot 5.0, Standard 01.12 of the CallPilot Upgrade and Platform Migration Guide is updated to include technical content in the sections Starting the platform migration and Starting the CallPilot 5.0 Upgrade Wizard.
March 2009	CallPilot 5.0, Standard 01.11 of the CallPilot Upgrade and Platform Migration Guide is issued for general release.
March 2009	CallPilot 5.0, Standard 01.10 of the CallPilot Upgrade and Platform Migration Guide is updated to include technical content in the chapters Preparing the system for migration and Running the Setup Wizard.
January 2009	CallPilot 5.0, Standard 01.09 of the CallPilot Upgrade and Platform Migration Guide is updated to include the 202i server.

New in this release

October 2007	CallPilot 5.0, Standard 01.08 of the CallPilot Upgrade and Platform Migration Guide is updated according to CR Q01759559 and Q01763963.
June 2007	CallPilot 5.0, Standard 01.07 of the CallPilot Upgrade and Platform Migration Guide is updated according to CR Q01653202.
June 2007	CallPilot 5.0, Standard 01.06 of the CallPilot Upgrade and Platform Migration Guide is updated according to CR Q01661045.
May 2007	CallPilot 5.0, Standard 01.05 of the CallPilot Upgrade and Platform Migration Guide is updated according to CR Q01653157.
April 2007	CallPilot 5.0, Standard 01.04 of the CallPilot Upgrade and Platform Migration Guide is issued for general 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: Before you begin

In this chapter

[Getting started](#) on page 11

[Planning for the upgrade or platform migration](#) on page 12

[Verify the upgrade and platform migration kit](#) on page 16

[Approximate time to perform upgrade and platform migration tasks](#) on page 19

[Which process do I choose: platform migration or upgrade?](#) on page 24

[Supported software upgrade or platform migration paths](#) on page 27

[License Reduction feature](#) on page 28

[Reference documents](#) on page 28

Getting started

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

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

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

How to use this guide

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

First step

- Ensure that you have received your upgrade kit and have assembled all of the tools you need to complete an upgrade or platform migration. Read the section [Verify the upgrade and platform migration kit](#) on page 16 and complete the pre-upgrade and pre-platform migration checklist in [Table 2: CallPilot pre-upgrade and pre-platform migration checklist](#) on page 16.
- Read the section [Approximate time to perform upgrade and platform migration tasks](#) on page 19.

Second step

- Determine whether you are performing a platform migration or an upgrade. Read the section [Which process do I choose: platform migration or upgrade?](#) on page 24
- Read the section [Supported software upgrade or platform migration paths](#) on page 27.

Third step

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

- If you are performing an upgrade, go to [Preparing the system for upgrade](#) on page 33. The document guides you through the remainder of the upgrade process.
- If you are performing a platform migration, go to [Preparing the system for migration](#) on page 83. The document guides you through the remainder of the platform migration process.

Planning for the upgrade or platform migration

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

Upgrading CallPilot applications

Desktop Messaging and My CallPilot

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

 **Note:**

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

- If your CallPilot server is Release 2.5 or later, upgrade Desktop Messaging and My CallPilot before upgrading the CallPilot server. If the CallPilot server is running software prior to Release 2.5, then the order of upgrade does not matter. In order for Desktop Messaging or My CallPilot to work, both the CallPilot server and the applications must be upgraded to Release 5.0.
- If My CallPilot is on the CallPilot server, upgrade the CallPilot server before upgrading My CallPilot.
- If the 5.0 client is connected to a CallPilot 2.5, 3.0, or 4.0 server, some of the Release 5.0 functionality is not available until you upgrade the CallPilot server to Release 5.0.
- See the Desktop Messaging and My CallPilot Installation and Administration Guide (NN44200-305) for the Desktop Messaging and My CallPilot upgrade process.

CallPilot Manager and CallPilot Reporter

 **Note:**

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

- If your CallPilot server is on Release 2.5 or later, upgrade CallPilot Manager on the stand-alone web server before upgrading the CallPilot server. If the CallPilot server is on a release prior to 2.5, the order of upgrade does not matter. In order for CallPilot Manager or

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



Note:

Reporter is upgraded during the CallPilot Manager upgrade process.

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

Application Builder

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

Notes before upgrading or migrations

The CallPilot server is out of service during most of the upgrade or migration process. Avaya recommends that you schedule the upgrade or migration during a period of low activity such as a weekend. The time required to complete the CallPilot server upgrade or migration depends on the server platform type. For approximate times, see [Approximate time to perform upgrade and platform migration tasks](#) on page 19.

The CallPilot Upgrade Wizard

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

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

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

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

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



Warning:

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

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

1. Select to Maintenance > Channel Monitor.
2. Select all the channels.
3. Click the Courtesy Stop button.
4. Wait until all channels are down before proceeding with the backup.

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

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

High Availability

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

Verify the upgrade and platform migration kit

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

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

 **Note:**

Because the image CDs and DVDs are platform dependent, Avaya supplies only the CDs and DVDs that apply to your platform.

 **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.

 **Note:**

You can download and run the CallPilot 5.0 Upgrade Wizard remotely without a technician on site. Download the latest version of the CallPilot 5.0 Upgrade Wizard from Avaya at www.avaya.com/support.

Table 2: CallPilot pre-upgrade and pre-platform migration checklist

Included in kit	Notes	PEC number	Check
Unified Messaging CD	optional	NTUB41FA	<input type="checkbox"/>
CallPilot 5.0 Language Prompts	2 disk set	NTUB44KA	<input type="checkbox"/>
Americas and Asia Pacific CD		NTUB44KA	
EMEA CD			

Included in kit	Notes	PEC number	Check
PEP CD	Download the latest CallPilot 5.0 PEPs from www.avaya.com/support	NTUB43CA	<input type="checkbox"/>
CallPilot 5.0 Applications CD (for upgrading CallPilot Manager, Reporter, and Application Builder)		NTUB40KA	<input type="checkbox"/>
CallPilot 5.0 Desktop Messaging CD (for upgrading Desktop Messaging)	optional	NTUB41EA	<input type="checkbox"/>
CallPilot 5.0 Documentation CD (English)	Download the latest CallPilot 5.0 Documentation CD from www.avaya.com/support	NTRG19EA	<input type="checkbox"/>
CallPilot 5.0 Documentation CD (Non-English)	Download the latest CallPilot 5.0 Documentation CD from www.avaya.com/support	NTRG19FA	<input type="checkbox"/>
201i CallPilot Image	3 disk set	NTUB50MA	<input type="checkbox"/>
202i CallPilot Image	1 DVD	NTRG19EB	<input type="checkbox"/>
600r CallPilot Image	1 DVD	NTUB50SA	<input type="checkbox"/>
703t CallPilot Image	3 disk set	NTUB50NA	<input type="checkbox"/>
1002rp AML CallPilot Image	3 disk set	NTUB50PA	<input type="checkbox"/>
1002rp T1/SMDI CallPilot Image	3 disk set	NTUB50QA	<input type="checkbox"/>
1005r CallPilot Image	1 DVD	NTUB50RA	<input type="checkbox"/>
1006r CallPilot Image	1 DVD	NTUB50RA	<input type="checkbox"/>
201i - CallPilot 5.0 IPE 201i disk drive upgrade kit	optional	NTZE58AA	<input type="checkbox"/>
1002rp - CallPilot 5.0 rackmount 1002rp disk drive upgrade kit	optional	NTZE58BA	<input type="checkbox"/>
CallPilot 5.0 keycode		N0032917	<input type="checkbox"/>
CallPilot 5.0 serial number			<input type="checkbox"/>

Before you begin

Included in kit	Notes	PEC number	Check
Microsoft Windows 2003 Certificate of Authenticity (COA) (for 2.02 [2.01.27.05] and 2.5 to 5.0 upgrades only)		AO550970	<input type="checkbox"/>
DTR #2005-XXX-Global CD	Download the latest DTR version from www.avaya.com/support	N0032919	<input type="checkbox"/>
RTU for Win2003 document (for 2.02 [2.01.27.05] and 2.5 to 5.0 upgrades only)		P1013471	<input type="checkbox"/>

Not included in kit	Notes	PEC number	Check
CallPilot 5.0 Upgrade Wizard	Download from www.avaya.com/support		<input type="checkbox"/>
CallPilot Top Issues bulletin	Download from www.avaya.com/support		<input type="checkbox"/>
CallPilot Upgrade and Platform Migration Guide	Download the latest version from www.avaya.com/support		<input type="checkbox"/>
Backup medium for existing CallPilot data (tape or disks)	If you are backing up a 201i, 600r, or 1005r, an external tape drive and a blank tape are required. If you are backing up to a network drive, ensure that there is available disk space for a full system backup.		<input type="checkbox"/>
Avaya-recommended Microsoft security updates	Check P-2005-0056-Global from www.avaya.com/support		<input type="checkbox"/>
Latest upgrade patches	Download from www.avaya.com/support .		<input type="checkbox"/>
Tandberg RDX drive			
If you are upgrading or migrating from a 201i, a SCSI CD or DVD drive is needed (if one is not permanently connected)			<input type="checkbox"/>
If you are upgrading from a 201i or a 1002rp, a replacement hard drive may be needed	The CallPilot 5.0 Upgrade Wizard informs you if you required a replacement hard drive		<input type="checkbox"/>
If you are upgrading or migrating from a 1002rp with T1/SMDI connectivity, T1 and MPB96 boards are needed			

Not included in kit	Notes	PEC number	Check
If you are upgrading or migrating to a 1006r, MGate-CAT5 (RJ45) boards are required.	1006r supports only a RJ45/CAT5 connection from the MPB96 boards to the MGate boards	NTRB18DAE5	<input type="checkbox"/>
#2 Phillips screwdriver	Upgrade only		<input type="checkbox"/>
1002rp Server Hardware Installation Guide NN44200-300	Upgrade only		<input type="checkbox"/>
Antivirus software	See the P-2007-0101-Global : CallPilot Support for Anti-Virus Applications bulletin for Avaya-approved software		<input type="checkbox"/>

Approximate time to perform upgrade and platform migration tasks

Important:

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

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

Approximate time per task

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

Table 3: Upgrade times

Task	201i	202i	703t	1002rp ^d	1005r	1006r	600r
Running the CallPilot 5.0 Upgrade Wizard (system precheck)	15	15	15	15	15	15	15

Before you begin

Task	201i	202i	703t	1002rp ^d	1005r	1006r	600r
Performing RAID updates	N/A	N/A	30	80	30	30	N/A
Running the CallPilot 5.0 Upgrade Wizard (including backup to tape) ^a	60	30	40	160	160	160	40
Performing BIOS update	10	N/A	N/A	15	N/A	N/A	N/A
Installing the image	25	20	30	40	40	40	30
Mini-Setup and Setup Wizard	10	10	15	15	15	15	15
Installing PEPs ^b	15	15	15	15	15	15	15
Restoring and upgrading data ^c	75	40	60	180	180	180	60
Running the Configuration Wizard ^d	30	30	30	40	40	40	30
Changing hardware	N/A	N/A	N/A	60	N/A	N/A	N/A

a. Times for backups and restores to the network may fluctuate. For 202i and 1006r, the backup is to USB HD (RDX drive), not to tape.

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

Task	201i	202i	703t	1002rp ^d	1005r	1006r	600r
3 to 5 minutes each. c. For 202i and 1006r, this is for restoring to USB HD (RDX drive), not to tape. d. Configuration times are based on two languages. e. Times for the 1002rp are for AML and T1/SMDI configurations.							

Table 4: Platform migration times

Task	200i	201i	202i	702t	703t	1001r p	1002r p ^a	1005 r	1006 r	600r
Running the CallPilot 5.0 Upgrade Wizard (system precheck)	15	15	15	15	15	15	15	15	15	15
Running the CallPilot 5.0 Upgrade Wizard (including backup to tape) ^b	60	60	30 ^c	45	40	160	160	40	40	40
Restoring and upgrading data (from this platform to	60	75	40 ^d	60	60	180	180	180	180	60

Before you begin

Task	200i	201i	202i	702t	703t	1001r p	1002r p ^a	1005 r	1006 r	600r
target platform)										
Running the Configuration Wizard	N/A	N/A	30	N/A	N/A	N/A	40	40	40	30
a. Times for the 1002rp are for AML and T1/SMDI configurations.										
b. Times for backups and restores to the network may fluctuate.										
c. Time for backup to USB HD (RDX drive).										
d. Time for restoring from USB HD (RDX drive).										

Approximate total time to perform an upgrade

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

System	Approximate total time
201i	3.5 hours
202i	2.5

System	Approximate total time
703t	3.5 hours
1002rp	9.5 hours
T1 1002rp	10 hours (9.5 hours if hardware change is not required)
1005r	9.5 hours
1006r	9.5 hours

Approximate total time to perform a platform migration

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

Platform Migration	Approximate total time
200i to a 202i	3 hours
200i to a 600r	3 hours
201i to a 202i	3 hours
201i to a 600r	3 hours
201i to a 1006r	3 hours
202i to a 600r	2 hours
202i to a 1005r	2 hours
202i to a 1006r	2 hours
600r to a 1005r	3.5 hours
600r to a 1006r	3.5 hours
702t to a 600r	2.5 hours
702t to a 1005r	3.5 hours
702t to a 1006r	3.5 hours
703t to a 1005r	3.5 hours
703t to a 1006r	3.5 hours
1001rp to a 1002rp (T1/SMDI only)	7 hours
1001rp to a 1005r	7 hours
1002rp to a 1005r (AML only)	7 hours
1002rp to a 1006r (AML only)	7 hours

Platform Migration	Approximate total time
1005r to a 1006r	5 hours

Which process do I choose: platform migration or upgrade?

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

Platform migration

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

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

The unsupported platforms are:

- 200i
- 702t
- 1001rp

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

Table 5: Supported migration paths

Platform	Migrate to 201i	Migrate to 202i	Migrate to 600r	Migrate to 1002rp	Migrate to 1005r	Migrate to 1006r
200i	no	yes	yes	no	yes	yes
201i	n/a	yes	yes	no	yes	yes
202i	no	n/a	yes	no	yes	yes
600r	no	no	n/a	no	yes	yes
702t	no	no	yes	no	yes	yes
703t	no	no	no	no	yes	yes
1001rp	no	no	no	yes (T1/ SMDI only)	yes	yes

Platform	Migrate to 201i	Migrate to 202i	Migrate to 600r	Migrate to 1002rp	Migrate to 1005r	Migrate to 1006r
1002rp	no	no	no	n/a	yes (AML only)	yes (AML only)
1005r	no	no	no	no	n/a	yes
1006r	no	no	no	no	no	n/a

Upgrade

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

The supported platforms are:

- 201i
- 202i
- 600r
- 703t
- 1002rp
- 1005r
- 1006r

The following table shows the supported platform configurations.

Table 6: Supported platform configurations

Platform	Component	Minimum requirements
201i	Hard drive	1 x 20 GB (minimum, unformatted)
703t	Hard drives	2 x 36 GB (minimum, unformatted)
	RAM	512 MB (minimum)
	MPB96 board	Release 5 or later
	RAID controller	LSI Elite MegaRAID 1600 or LSI 320-2
600r	Hard drive	1 x 73 GB (minimum, unformatted)

Before you begin

Platform	Component	Minimum requirements
	RAM	512 MB (minimum)
	MPB96 board	Release 5 or later
1002rp (AML configuration)	Hard drive	6 x 36 GB (minimum unformatted)
	RAM	512 MB (minimum)
	MPB96 board or MPB16-4 board	Release 5 or later Release 6 or later
	RAID controller	LSI Elite MegaRAID 1600 or LSI 320-2
	RAID driver	6.51
	RAID firmware	111U or 1L51
	RAID Power Console	5.00n
1002rp (T1/SMDI configurations)	Hard drive	6 x 36 GB (Drives 2, and 5) minimum unformatted
	RAM	512 MB (minimum)
	RAID controller	LSI Elite MegaRAID 1600 or LSI 320-2
	MPB96 board	Release 5 or later
	D/480JCT-2T1	
	RAID driver	4.10 or 6.51
	RAID firmware	111U or 1L51
1005r	RAID Power Console	5.00n
	Hard drive	2 x 147 GB (minimum)
	RAM	2 GB mirrored (minimum)
	RAID controller	LSI 320-1
	MPB96 board	Release 5.0 or later
	RAID driver	6.51
1006r	RAID Power Console	5.00n
	Hard drive	2 x 147 GB (minimum)
	RAM	2 GB mirrored (minimum)
	RAID firmware	Embedded. 1.40.62-0665

Platform	Component	Minimum requirements
	MPB96 board	CAT5 only
	RAID driver	2.23.0.32
	Intel RAID Web Console	2-2.61.00

Supported software upgrade or platform migration paths

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

Table 7: Software upgrade or platform migration paths to CallPilot 5.0

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



Note:

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

License Reduction feature

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

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

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

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

Determining the number of currently-configured seats

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

Reference documents

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

Table 8: CallPilot Customer Documentation Map

Fundamentals
Fundamentals Guide (NN44200-100)
Library Listing (NN44200-117)

Planning and Engineering

- Planning and Engineering Guide (NN44200-200)
- Network Planning Guide (NN44200-201)
- Converging the Data Network with VoIP Guide (NN43001-260)
- Solution Integration Guide for Communication Server 1000/CallPilot/Contact Center/Telephony Manager (NN49000-300)

Installation and Configuration

- Upgrade and Platform Migration Guide (NN44200-400)
- High Availability: Installation and Configuration (NN44200-311)
- Geographic Redundancy Application Guide (NN44200-322)
- Installation and Configuration Task List Guide (NN44200-306)
- Quickstart Guide (NN44200-313)
- Installer Roadmap (NN44200-314)
- Server Installation Guides
 - 201i Server Hardware Installation Guide (NN44200-301)
 - 202i Server Hardware Installation Guide (NN44200-317)
 - 202i Installer Roadmap (NN44200-319)
 - 703t Server Hardware Installation Guide (NN44200-304)
 - 1002rp Server Hardware Installation Guide (NN44200-300)
 - 1002rp System Evaluation (NN44200-318)
 - 1005r Server Hardware Installation Guide (NN44200-308)
 - 1005r System Evaluation (NN44200-316)
 - 1006r Server Hardware Installation Guide (NN44200-320)
 - 600r Server Hardware Installation Guide (NN44200-307)
 - 600r System Evaluation (NN44200-315)
- Configuration and Testing Guides
 - Meridian 1 and CallPilot Server Configuration Guide (NN44200-302)
 - T1/SMDI and CallPilot Server Configuration Guide (NN44200-303)
 - Communication Server 1000 System and CallPilot Server Configuration Guide (NN44200-312)
- Unified Messaging Software Installation
 - Desktop Messaging and My CallPilot Installation and Administration Guide (NN44200-305)

Administration

- Administrator Guide (NN44200-601)
- Software Administration and Maintenance Guide (NN44200-600)
- Meridian Mail to CallPilot Migration Utility Guide (NN44200-502)
- Application Builder Guide (NN44200-102)
- Reporter Guide (NN44200-603)

Maintenance

- Troubleshooting Reference Guide (NN44200-700)
- Preventative Maintenance Guide (NN44200-505)
- Server Maintenance and Diagnostics
 - 201i Server Maintenance and Diagnostics Guide (NN44200-705)
 - 202i Server Maintenance and Diagnostics Guide (NN44200-708)
 - 703t Server Maintenance and Diagnostics Guide (NN44200-702)
 - 1002rp Server Maintenance and Diagnostics Guide (NN44200-701)
 - 1005r Server Maintenance and Diagnostics Guide (NN44200-704)
 - 1006r Server Maintenance and Diagnostics Guide (NN44200-709)
 - 600r Server Maintenance and Diagnostics Guide (NN44200-703)
 - Contact Center Manager Communication Server 1000/Meridian 1 & Voice Processing Guide (297-2183-931)

End User Information

End User Cards

- Unified Messaging Quick Reference Card (NN44200-111)
- Unified Messaging Wallet Card (NN44200-112)
- A-Style Command Comparison Card (NN44200-113)
- S-Style Command Comparison Card (NN44200-114)
- Menu Interface Quick Reference Card (NN44200-115)
- Alternate Command Interface Quick Reference Card (NN44200-116)
- Multimedia Messaging User Guide (NN44200-106)
- Speech Activated Messaging User Guide (NN44200-107)
- Desktop Messaging User Guide for Microsoft Outlook (NN44200-103)
- Desktop Messaging User Guide for Lotus Notes (NN44200-104)
- Desktop Messaging User Guide for Novell Groupwise (NN44200-105)
- Desktop Messaging User Guide for Internet Clients (NN44200-108)

Desktop Messaging User Guide for My CallPilot (NN44200-109)

Voice Forms Transcriber User Guide (NN44200-110)

Before you begin

Chapter 4: Preparing the system for upgrade

In this chapter

[Getting Started](#) on page 33

[Running the CallPilot 5.0 Upgrade Wizard](#) on page 36

[Replacing your hard drives](#) on page 44

[Updating the RAID subsystem](#) on page 47

[Splitting the RAID drives](#) on page 57

Getting Started

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

Upgrade overview

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

 **Note:**

If you are upgrading a CallPilot server in a Geographic Redundancy (GR) pair, place the server in a courtesy down state prior to beginning the upgrade. All traffic will be redirected to the GR partner during the upgrade process. This ensures no loss of service. For more information, refer to the *Geographic Redundancy Application Guide* (NN44200-322).

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

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

2. Updating the server.

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

3. Running the Setup Wizard.

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

4. Configuring the CallPilot system.

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

5. Completing the upgrade.

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

Assembling your tools

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

- CallPilot 5.0 Upgrade Wizard downloaded from www.avaya.com/support.
- keycode and server serial number



Note:

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

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

Installing the CallPilot 5.0 Upgrade Wizard

Download the latest version of the CallPilot 5.0 Upgrade Wizard from Avaya at www.avaya.com/support.

Download and unzip the CallPilot 5.0 Upgrade Wizard PEP to the D:\temp\UpgradeWizard directory.

 **Note:**

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

 **Caution:**

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

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

1. Navigate to the D:\temp\UpgradeWizardInstaller folder.
2. Double-click the UpgradeWizardInstaller.exe file.

Result: The Welcome screen appears.

3. Read all of the information on the Welcome screen and, if necessary, exit all Windows programs.
4. Click Next.

Result: The Choose Destination Location window appears.

5. If the suggested destination folder is not suitable, click Browse and choose a different location for the CallPilot 5.0 Upgrade Wizard installation.
6. Click Next.

Result: The Start Installation screen appears.

7. Click Next.

Result: The system installs the CallPilot 5.0 Upgrade Wizard on the CallPilot server. When the installation is complete, the Installation Complete window appears.

8. Click Finish.

Running the CallPilot 5.0 Upgrade Wizard

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

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

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

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

Important:

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

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

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

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

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

Starting the CallPilot 5.0 Upgrade Wizard

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

Note:

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

Checking platform and software validity

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

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

 **Important:**

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

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

2. Click Next to continue.

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

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

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

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

 **Warning:**

Unsupported SMTP authentication option

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

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

 **Warning:**

Unsupported IMAP authentication option

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

If you do not change the setting, messages may not be delivered using IMAP after the upgrade it complete until a new IMAP authentication method is selected. Avaya recommends that you select another authentication method prior to

upgrading to avoid a potential service interruption. The IMAP authentication options can be found in CallPilot Manager under Messaging > Internet Mail Clients.

IF your software	THEN
does not meet the minimum software requirements	<p>the Platform Validation - Unsupported Software Version screen appears. Do the following:</p> <ol style="list-style-type: none"> i. Exit the CallPilot 5.0 Upgrade Wizard. ii. Upgrade your software to 2.02 (2.01.27.05) or 2.5 for T1/SMDI systems, referring to the CallPilot Upgrade Guide 2.02 (2.01.27.05) or 2.5 for instructions.
requires Service Updates (SUs)	<p>the Platform Validation - Unsupported Software Version screen appears. Do the following:</p> <ol style="list-style-type: none"> i. Exit the CallPilot 5.0 Upgrade Wizard. ii. Upgrade your server to the minimum Service Update level. iii. Restart the CallPilot 5.0 Upgrade Wizard. iv. Proceed to Running the CallPilot 5.0 Upgrade Wizard.
meets minimum software requirements	continue to the next step.

 **Note:**

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

3. The CallPilot 5.0 Upgrade Wizard analyzes your platform.

IF your platform	THEN
is unsupported	<ul style="list-style-type: none"> • the Platform Validation - Unsupported Platform screen appears. • proceed to Preparing the system for migration on page 83.
is supported	<ul style="list-style-type: none"> • the CallPilot 5.0 Upgrade Wizard continues. • continue to the next step.

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

IF they	THEN
are not synchronized	<ul style="list-style-type: none"> • the Checking Computer Name screen appears. <p> Important: When you click Next, the wizard prompts you for confirmation. If you click Yes, the server automatically restarts and your system will be out of service. This is particularly important if you are running the CallPilot 5.0 Upgrade Wizard from a remote location. You cannot continue with the wizard until the names are synchronized.</p> <ul style="list-style-type: none"> • Click Next to synchronize the names. • When the system restarts, you must relaunch the CallPilot 5.0 Upgrade Wizard. • When the system is in full service, go back to step 3 on page 35.
are synchronized	the CallPilot 5.0 Upgrade Wizard continues.

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

IF the disk	THEN
does not have enough free space	<ul style="list-style-type: none"> • the Checking Free Disk Space screen appears. • free up space on the drive D by removing unnecessary files. • follow the link on the screen and use the instructions to free up enough space and then click Next. • the wizard performs another check and if there is still not enough space, the Checking Free Disk Space screen reappears. • if there still is not enough free disk space, exit the wizard and call your support organization.
has enough free space	the CallPilot 5.0 Upgrade Wizard continues.

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

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

Checking CallPilot data for validity

 **Important:**

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

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

IF	THEN
your data validation fails	<ul style="list-style-type: none">• follow the displayed link and examine the log file for errors.• contact your distributor (channel partner) if you need assistance to resolve the errors.
your data validation passes	click Next to continue.

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

 **Note:**

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

You can do one of the following:

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

Verifying your CallPilot 5.0 keycode

8. Click Next to verify your new CallPilot keycode.
9. Type your new CallPilot 5.0 serial number and keycode in the appropriate boxes and click Next.

IF the serial number	THEN
does not match the keycode	<ul style="list-style-type: none"> • the Feature Verification - Failure screen appears. • click Back and carefully reenter the serial number and keycode exactly as written. • if the keycode still is not verified, exit the wizard and contact your support organization to obtain a new keycode.
matches the keycode	<ul style="list-style-type: none"> • the Feature Verification - Success screen appears. • click Next to continue with the wizard.

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

Verifying your CallPilot 5.0 Image CD or DVD

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

Result The Platform Migration Confirmation screen appears.

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

Result The Optional Language CD validation screen appears.

 **Note:**

If your RAID subsystem needs to be updated, a screen appears, indicating that the RAID subsystem does not meet minimum requirements. Follow the directions on the screen. You cannot continue running the wizard until you update the RAID subsystem. For detailed instructions about updating the RAID subsystem, see [Updating the RAID subsystem](#) on page 47

13. To validate the Language CD, select the Validate Language CD option. Otherwise, select the Skip Language CD Validation option.

14. Click Next.

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

- a. Insert the Language CD into the CD/DVD drive.
- b. Enter the drive letter (Z:\) of the CD/DVD drive.
- c. Click Next.

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



Note:

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

Result The Select Backup Medium screen appears.

Selecting the backup medium

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



Important:

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

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



Important:

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

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

If you choose to back up to tape:



Important:

This process overwrites the existing data on the tape.

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

- If you choose to back up to disk:

Click Next to choose the backup device. Click List Devices.

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

- If no devices are listed, log on to CallPilot Manager and define your backup devices (by choosing System > Backup/Restore).
 - From the Select a Task area, select Maintain and configure backup devices.
 - If no network devices are listed, click Add Device.

IF the disk	THEN
is a remote network disk	<ul style="list-style-type: none"> • In the Device Name field, enter a name for the network backup disk. • In the Path field, enter the full path to the network disk.
a local USB disk	<ul style="list-style-type: none"> • In the Device Name field, enter a name for the local USB disk. • In the Path field, enter the drive letter (0:\) of the local USB disk on the server.

- In the User Name field, enter the name of the user that has permission to perform backups on the network folder selected.
- In the User password field, enter the password for the user name.
- In the Confirm password field, reenter the password.
- Click Save.
- Click List Devices again.
- Select the backup device you want to use and click Next to start the backup.

- If the list is populated, select the appropriate backup device and click Next to start the backup.

Result: The Perform System Backup screen appears.

Backing up your data

17. Click Start Backup to start the backing up the system.
18. A progress bar shows the percent complete and displays the status.

IF	THEN
errors occur	<ul style="list-style-type: none"> • follow the displayed link and examine the log file for errors. • contact your distributor (channel partner) if you need assistance to resolve the errors. • click the Restart button to restart the backup process.
no errors occur	click Next.

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

Result: The Finished - Platform Migration screen appears.

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

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

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

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

 **Note:**

If you are migrating to a 1006r server, you may need to replace your MGate cards. The 1006r requires the NTRB18DAE5 MGate-CAT5 card which has a faceplate RJ45 connector.

23. Proceed with [Running the Setup Wizard](#) on page 95

What is next?

If your server is a 201i or 1002rp, proceed to [Replacing your hard drives](#) on page 44. Otherwise, proceed to [Splitting the RAID drives](#) on page 57.

Replacing your hard drives

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

 **Note:**

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

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

Replacing the 201i hard drive

1. Shut down the Windows operating system.
2. Remove the 201i server from the card cage.
3. Remove the hard drive. Refer to CallPilot 201i Server Maintenance and Diagnostics (NN44200-500) for instructions.
4. Install the new drive.

Refer to the written procedure included in the CallPilot 5.0 IPE 201i disk drive upgrade kit NTZE58AA for instructions.

5. Insert the server back into the card cage.
6. Proceed with [Updating the server](#) on page 63.

Replacing the 1002rp hard drives

1. Label the hard drives according to their position in the server. For example, drives 1 to 6 from left to right. Keep these drives as a backup in case you need to back out of the upgrade.
2. Power off the server and remove all hard drives.



Electrostatic alert:

Observe Electrostatic Discharge (ESD) procedures when you store the hard drives.

1. Install the six new drives. Refer to the CallPilot 5.0 rackmount 1002rp disk drive upgrade kit NTZE58BA for instructions.
2. Configure the new drives for RAID:
 - a. Power on the server.
 - b. Press Ctrl+M when prompted.



Note:

The Ctrl+M utility can take up to 1 minute to launch. The system may appear to be frozen. Do not reset.

- a. From the Management menu, select Objects and press Enter.
- b. From the Objects menu, select Adapter and press Enter.
- c. From the Adapter menu, select Factory Default.
- d. Select Yes to confirm the selection and press Enter.
- e. Press Ctrl+Alt+Del when prompted to restart system.
- f. During bootup, press Ctrl+M to reenter the RAID setup utility.
- g. From the Management menu, select Objects > Adapter, and then ensure the values are set as follows:
 - Flex RAID Power Fail: Enabled
 - Fast Initialization: On
 - Disk Spin up Timing: 1 Disk every 6 seconds
 - Cache Flush Timings: Every 4 seconds
 - Rebuild Rate: 30%
 - Alarm Control: Enabled

h. Select the following values under other Adapter Settings:

- Emulation: Mass Storage
- Auto Rebuild: Disabled
- Initiator ID: 7
- Cluster Mode: Disabled
- Multiple PCI Delayed Transactions: Disabled
- Force Boot: On
- Coercion Algorithm: GigaByte Way
- Cc Restoration: Enabled



Note:

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

3. Select Objects > Channel and press Enter. Ensure that the values are set as follows:
 - Termination State: Enabled
 - SCSI Transfer Rate: 160M

4. On the Configure menu, select New Configuration. Select Yes to proceed.

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



Note:

Do not use the Load command on the Configure menu. This command is not for RAID operations.

5. Create the first logical drive by selecting A01-01 (first drive from channel 0) to A01-02 (first drive from channel 1) and pressing the space bar.

The drives begin to blink.
6. Press Enter to create the first logical drive.
7. Repeat the process for the second and third logical drives to create packs as follows:
 - A02-01 and A02-02 as the second pack
 - A03-01 and A03-02 as the third pack
8. Press Enter or F10 to configure the logical drives.
9. Press the space bar to select Configuration Array. Span-1 appears in the box opened for the A01 logical drive. Do not select and press the space bar for the other logical drives at this point.

10. Configure logical drive A01 by pressing F10.
 - RAID 1
 - Size: accept the size displayed
 - Accept
 - SPAN: NO
11. Select Accept and press Enter to accept these new values. Repeat for the two remaining logical drives.

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

What is next?

Proceed to [Updating the server](#) on page 63.

Updating the RAID subsystem

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

 **Important:**

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

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

- If you are running CallPilot 2.02 (2.01.27.05) or 2.5, proceed to [Updating your RAID subsystem: CallPilot 2.02 or 2.5](#) on page 48.
- If you are running CallPilot 3.0 or later, proceed to [Updating your RAID driver: CallPilot 3.0](#) on page 51.
- If you are required to update RAID firmware, RAID driver, and Power Console to 1L51, 6.51, and 5.00n, respectively, proceed to [Updating your RAID subsystem: CallPilot 5.0](#) on page 52.



Warning:

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

Updating your RAID subsystem: CallPilot 2.02 or 2.5

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

- RAID controller firmware
- RAID driver
- RAID Power Console

Use the following instructions to update your RAID subsystem.

201i: Updating the RAID subsystem

The 201i does not have a RAID system. Proceed to [Updating the server](#) on page 63.

703t and 1002: Updating the RAID subsystem

703t and 1002: Updating the RAID subsystem

1. Download and unzip the CP40_RAIDUpgrade PEP from www.avaya.com/support.
Result: The files are extracted to the D:\temp directory.
2. Read the readme.txt file, which describes the contents of the archive.

Your RAID board type and firmware were determined by the Configuration Wizard.

- If the controller listed is LSI1600, then the firmware is 111U and you require the LSI1600.exe file.
- If the controller listed is LSI320-2, then the firmware is 1L37 and you require the LSI320.exe file.

You are now ready to update the RAID controller firmware.

3. Create a RAID firmware upgrade disk.
 - a. If you are running the LSI1600, launch the LSI1600.exe file. If you are running the LSI320-3, launch the LSI320.exe file.
 - b. Insert a blank floppy disk into drive A and click OK.
 - c. Click Setup.
 - d. When prompted to use settings, press Y.

Result: A bootable floppy drive containing the firmware for your RAID controller is created.
 - e. Remove the floppy disk from drive A.
 - f. Depending on your controller, label the disk LSI1600 111U Firmware Upgrade Disk or LSI320-2 1L37 Firmware Upgrade Disk.
4. Double-click the raidup.exe file, click OK, and click Unzip.

Result: A directory labeled RAIDUP is created on your drive D (D:\RAIDUP).
5. Verify the version of mraid3xx is 4.09:
 - a. Browse to C:\WINNT\SYSTEM32\DRIVERS\mraid3xx.
 - b. Right-click this file and select Properties , and then select Version.
 - c. Verify the version is 4.09.
6. Uninstall the Power Console 4.00:
 - a. Click Start > Settings > Control Panel > Add/Remove programs.
 - b. Select Power Console Plus Package.
 - c. Click Add/Remove.
 - d. Click Automatic.
 - e. Click Finish.
 - f. If the system asks you to delete unused files, select Yes to all.
 - g. Click OK to close the Add/Remove programs applet.
7. Update the RAID driver:
 - a. Click Start > Settings > Control Panel > SCSI Adapters.
 - b. Select the Driver tab.
 - c. Click Add.

- d. Select Have Disk and browse to the following folder: D:\RAIDUP\NT4
 - e. Select the oemsetup.inf file. The system asks you to select the mraidxx.sys file.
 - f. Confirm that the oemsetup.inf file contains a reference to the mraid35x file.
 - If a reference to the mraid35x file exists, proceed to the next step.
 - If a reference to the mraid35x file does not exist, contact your next level of support.
 - g. Restart the system.
8. Install the Power Console 5:
- a. Browse to the D:\RAIDUP\PC5 directory.
 - b. Run the setup.bat file, which installs the Power Console 5.

 **Important:**

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

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

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

 **Note:**

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

11. Power the system off.
12. Insert the floppy disk created in previous steps (labeled either LSI1600 111U Firmware Upgrade Disk or LSI320-2 1L37 Firmware Upgrade Disk).
13. Power the system on.

Result: The system restarts into a DOS boot menu.
14. Use the following prompts to update the firmware:
 - a. The system confirms that you are upgrading to 111U firmware (if you have an LSI1600 RAID controller) or 1L37 firmware (if you have an LSI320-2 RAID controller). Click Y in response to all questions.
 - b. The system continues upgrading the firmware. When the upgrade is complete, you are prompted to restart the system.
15. Remove the floppy disk and restart the system.
16. During the restart process, when prompted, select Ctrl+M to configure the RAID controller:

- a. In the MegaRaid BIOS Configuration Utility, select Objects > Adapter > Other Adapter to ensure the following options are set:
 - Auto-rebuild: DISABLED
 - Force boot: ON
 - Coercion Algorithm: GigaByte-way
 - b. In the RAID controller, browse to Objects > Channel to ensure the SCSI Transfer Rate is set as 160M. (The default speed for the LSI320-2 is 320M).
 - c. Exit from the RAID Configuration program.
17. Restart the system. When complete, verify that the firmware is 111U (if you have an LSI1600 RAID controller) or 1L37 (if you have an LSI320-2 RAID controller), and that the driver is 4.10.
 18. Your RAID subsystem is now updated.

**Note:**

BK INIT indicates a consistency check. It is not an initialization process.

19. You can now run the CallPilot 5.0 Upgrade Wizard. Proceed to [Running the CallPilot 5.0 Upgrade Wizard](#) on page 85.

Updating your RAID driver: CallPilot 3.0

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

201i: Updating the RAID driver

The 201i does not have a RAID system. Proceed to [Updating the server](#) on page 63.

703t and 1002rp: Updating the RAID driver

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

703t and 1002rp: Updating the RAID driver

1. Download and unzip the CP40_RAIDUpgrade PEP from www.avaya.com/support.

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

2. Read the readme.txt file, which describes the contents of the archive.
3. Double-click the raidup.exe file.

Result: A directory labeled RAIDUP is created on your drive D (D:RAIDUP).

4. From your desktop, right-click the My Computer icon and select Properties.
5. Click the Hardware tab and then click Device Manager.

Result: Device Manager window appears.

6. In the Device Manager window, select SCSI controllers and then double-click either the 1600 or 320-2 RAID controller.

Result: The RAID controller properties window appears.

7. Select the Driver tab and click Update Driver.

Result: The hardware update wizard begins.

8. Select the Install from a list of specific locations option button and click Next.

Result: A wizard window with a Browse button appears.

9. Browse to D:\RAIDUP\Win2k3 and click Next.
10. Click Finish.
11. Restart the server.

Result: Your RAID driver is successfully updated.

12. You can now run the CallPilot 5.0 Upgrade Wizard. Proceed to [Running the CallPilot 5.0 Upgrade Wizard](#) on page 36.

Updating your RAID subsystem: CallPilot 5.0

Updating RAID controller firmware

This firmware update procedure is only for the 703t, 1002rp, and 1005r rackmount platforms with LSI320-1 or LSI320-2 RAID controllers, using firmware version 1L37 or 1L49. CallPilot 201i, 202i, and 600r servers do not have a RAID system and, therefore, do not apply.

 **Warning:**

On an LSI320-1 or LSI320-2 equipped server, these instructions are intended for upgrading from 1L37 or 1L49 only. Upgrades from other versions could corrupt data beyond repair. If using an earlier firmware version, install 1L37 first by following the instructions in the CallPilot 4.0 Upgrade and Platform Migration Guide.

*** Note:**

The screen shots included in this procedure may vary in appearance from server to server.

1. Click **Start > Programs > CallPilot > Setup Wizard**. Confirm the RAID subsystem (RAID controller, firmware version, and Power Console application version).
2. Proceed to the Platform Validity Check section.
3. From the Enterprise Solutions PEP Library (ESPL) (www.support.avaya.com/espl), download “RAID Update_1L51” to a temporary folder on a PC that can create a CD or use a USB drive. Run the .exe file to extract the following files: 518.rom, AUTOEXEC.BAT, mflash.exe.
4. Prepare either a CD (required for 1002rp rackmount servers) or USB drive to store the three RAID update files.
 - a. To create a CD, burn all three required files from the temporary directory created in step 3. The files must be on the root of the CD or USB drive, not under a folder.
 - b. To create a USB drive, copy all three required files from /1L51/ directory from the package obtained in step 3.
5. Reboot the CallPilot server from the DVD/CD-ROM drive using the server image DVD. After the reboot, you will see the following menu:

```

MS-DOS 6.2 Startup Menu
*****
1. Install CallPilot 5.0 1002rp server image and exit
2. Install CallPilot 5.0 1002rp server image and exit
3. Utilities <BIOS, Firmware, etc...>
Enter a choice: 3
  
```

6. Choose option “Utilities (BIOS, Firmware, etc...)” and press <Enter>.
7. From the following sub-menu, choose the “Goto DOS” option:

```

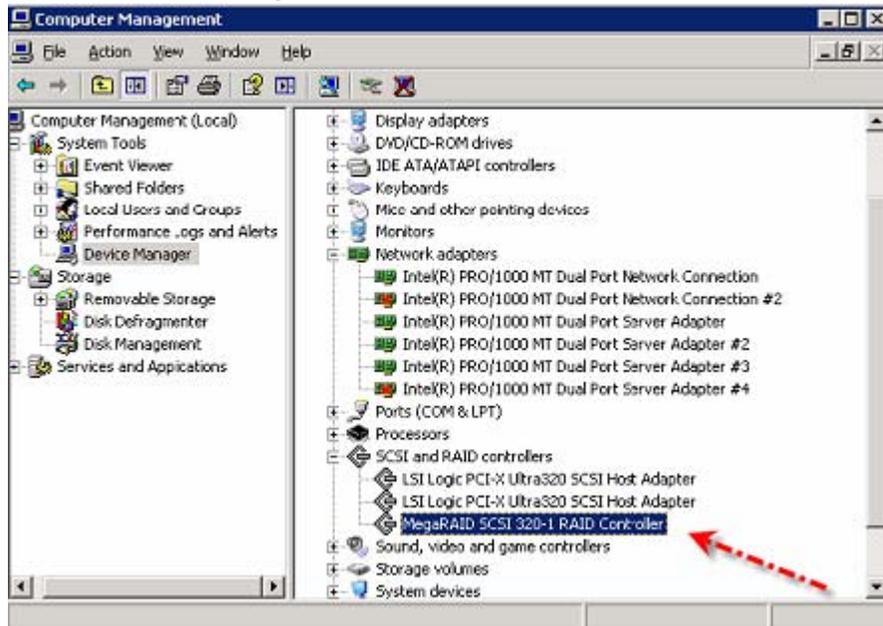
***** Avaya CallPilot 5.0 Image *****
*
* 1. 1002rp server BIOS update
* 2. 1002rp server FRU/SDR firmware update
* 3. 1002rp server Board management Controller <BMC> firmware
* 4. LS1320-2 RAID controller firmware update
* 5. 1002rp server utilities and SEL viewer
* 6. Goto DOS
*
*****
[1,2,3,4,5,6]?_
  
```

8. The next step depends on the type of media that contains the RAID firmware update files.
 - a. If you are using a CD-ROM, insert the CD containing the RAID firmware update files and type **Z:**, then <Enter>
 - b. If you are using a USB drive, type **D:** and press <Enter>.

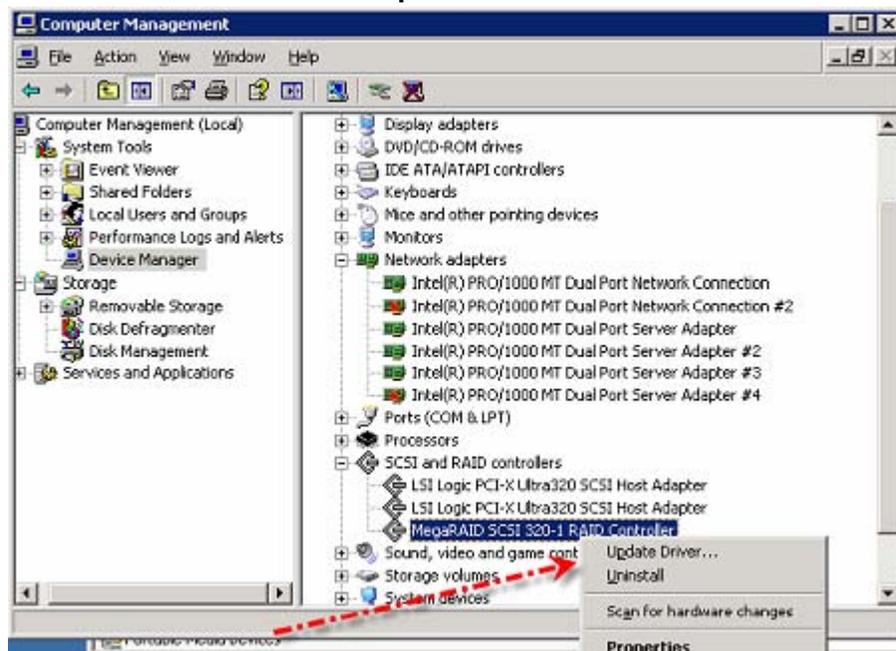
9. At the command prompt, type **dir** and press <Enter>. Confirm that all three required files (518.rom, AUTO EXEC.BAT, and mflash.exe) are listed.
 10. To start the firmware update process, type "AUTOEXEC.BAT" and press <Enter>. Follow the prompts on the screen to complete the update. The system confirms that you are upgrading to 1L51 firmware. Choose "Y" (Yes) in response to all questions. When complete, the system will instruct you to reboot. Remove the CD-ROM and/or the USB-drive and press <Ctrl>+<Alt>+<Delete> to reboot into service. The RAID firmware portion of the update procedure is complete.
-

Updating the RAID driver

1. Open “**Device Manager**” and double-click to expand “**SCSI and RAID controllers**”.



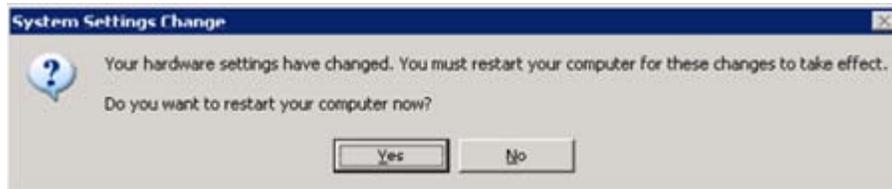
2. Right-click either **Mega RAID SCSI 320-I RAID Controller** or **MegaRAID Elite 1600 RAID Controller** and select **Update Driver...**



3. The **Hardware Update Wizard** welcome screen appears.

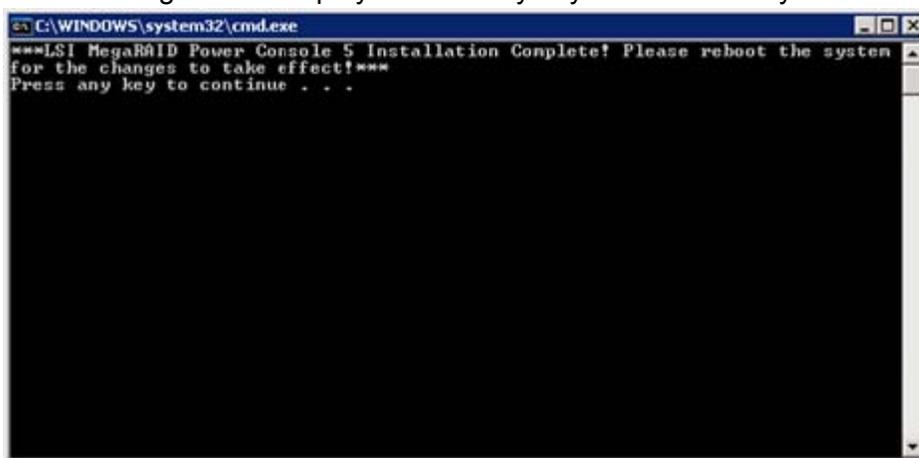


4. In the **Hardware Update Wizard** welcome screen, select **No, not this time** and click **Next**.
5. Select **Install from a list or specific location (Advanced)** and click **Next**.
6. Navigate to (and include) the directory where the "6.51.2.32_Win2003 Server_32bit_driver" is located and then click **Next**.
7. The Wizard applies the updates and the following window appears.
8. Click **Finish**.
9. In the System Settings Change window that appears, click **Yes** to reboot.



Updating power RAID console

1. Download from ESPL (<http://www.support.avaya.com/espl>) "RAIDUpdate" to a temporary folder and run the .exe file to extract the following files and directories: / PowerConsole500n_4PC500n4.exe
2. Uninstall the current Power Console 5.00i by going to "Add or Remove Programs" applet, select **Power Console Plus Package** and click **Remove**.
3. Install PC 5.00N-4 using the silent install script (PowerConsole500n_4/PC500N4.exe from the package provided).
4. Launch PC500N4.exe.
5. Click **OK**.
6. Click **Setup** to start installation of PC 5.00N-4.
7. The following screen displays. Press any key to reboot the system into service.



Splitting the RAID drives

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

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



Note:

The 201i and 600r servers do not have a RAID system. For 201i servers, proceed to [Updating the server](#) on page 63. For 600r servers, proceed to [Installing the CallPilot 5.0 Image](#) on page 76.

Splitting the 703t RAID drives

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

Splitting the 703t RAID drives

1. Load the MegaRAID Power Console Plus.

IF you are upgrading from	THEN
CallPilot 3.0 and later	click Start > Programs > Power Console Plus > Launch Client.
all other releases	click Start > Programs > MegaRAID Client.

Result: The MegaRAID Power Console Plus window appears.

2. Ensure all drives are in the online state (marked green).
3. Select the Physical View option button.
4. In the Physical Devices section, right-click the Channel-2 hard disk drive. Example: Channel-2 (0) A1-2-Onln.
5. From the shortcut menu, select Tools > Fail Drive.

Result: A message box appears advising that marking the online drive Failed will result in changes.

6. Ignore the warning and click OK. The drive status changes to failed and the color of the icon changes to red. Example: Channel-2 (0) A1-2-Failed.

Result: The audible alarm starts beeping.



Important:

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

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

You are now ready to install the CallPilot image. For instructions, see [Updating the server](#) on page 63.

Splitting the 1002rp RAID drives

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

 **Important:**

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

Splitting the 1002rp RAID drives

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

 **Important:**

All failed drives must be on the same channel.

7. Press Esc three times to exit the Ctrl+M utility.
8. Restart the system.

Result: The system reports that three drives are in critical mode and starts beeping. This is okay; the system still restarts.

 **Important:**

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

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

Splitting the 1005r RAID drives

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

Splitting the 1005r RAID drives

1. Launch the MegaRAID Console by selecting Start > Programs > Power Console Plus > Launch Client.
2. Choose Full Access mode and click OK.
3. Ensure both drives are in the online state and marked green.
4. In the Physical Devices section, right-click the first drive (A01-2-OnIn).
5. From the shortcut menu, select Tools > Fail Drive.

Result: A warning message appears.

6. Click OK.

Result: The drive status changes to failed and the color of the icon changes to red (for example, A01-2-Failed).

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



Important:

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

Splitting the 1006r RAID drives

The 1006r has only one physical drive for each channel. Use the Intel RAID Web console to split the drives without risk of CallPilot database corruption.



Note:

Ensure that your system is in full working order and the RAID hardware configuration is set up properly. See 1006r Server Maintenance and Diagnostics (NN44200-709) for details.



Important:

As an added precaution, it is recommended that you perform a full system backup prior to performing a RAID split. For more information about system backups, see the CallPilot Manager online Help.

Splitting the 1006r RAID drives

1. On the active CP server, launch the RAID Web Console. Select Start > Programs > RAID Web Console 2 > StartupUI
2. Enter the same credentials used for Windows login and ensure Full Access is selected from the Login Mode drop-down list.
3. Ensure all drives are in an Online state.
4. Right-click the first drive and select Make Drive Offline.

A message appears advising that marking the online drive Offline results in changes.

5. Ignore the warning message. Click Confirm and Yes.

The drive status changes to Offline and a red dot appears next to the drive icon.

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

What is next?

You are now ready to install the CallPilot image. For instructions, see [Updating the server](#) on page 63.

Preparing the system for upgrade

Chapter 5: Updating the server

In this chapter

[Getting started](#) on page 63

[Replacing 1002rp T1/SMDI server hardware](#) on page 64

[Expanding the 1002rp AML system](#) on page 69

[Upgrading the system BIOS](#) on page 73

[Installing the CallPilot 5.0 Image](#) on page 76

Getting started

The installation of the Avaya CallPilot® image has three major steps:

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

Based on which server you have, use the following table to guide you to the appropriate next section. Be sure to assemble your required tools before proceeding. See the following section [Assemble the tools required to install the CallPilot 5.0 Image](#) on page 64.

If your server is	Upgrading from	Proceed with
201i	2.02	the section 201i: Updating the system BIOS on page 73
201i	3.0 or later	the section Installing the CallPilot 5.0 Image on page 76
600r	Any release	the section Installing the CallPilot 5.0 Image on page 76

If your server is	Upgrading from	Proceed with
703t	Any release	the section Installing the CallPilot 5.0 Image on page 76
1002rp T1/SMDI	2.5	the section Replacing 1002rp T1/SMDI server hardware on page 64
1002rp T1/SMDI	3.0 or later	the section Installing the CallPilot 5.0 Image on page 76
1002rp AML and you are not expanding the number of channels or MPUs beyond 96	2.02	the section 1002rp: Updating the system BIOS on page 75
1002rp AML and you are not expanding the number of channels or MPUs beyond 96	3.0 or later	the section Installing the CallPilot 5.0 Image on page 76
1002rp AML and you are expanding the number of channels or MPUs beyond 96	Any release	the section Expanding the 1002rp AML system on page 69
1005r	Any release	the section Installing the CallPilot 5.0 Image on page 76
1006r	5.0 or later	the section Replacing M1/Avaya CS 1000 MGate Boards on page 69

Assemble the tools required to install the CallPilot 5.0 Image

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

Replacing 1002rp T1/SMDI server hardware

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

Safety precautions

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

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

1002rp T1/SMDI: Replacing hardware

The following table lists the hardware that must be replaced on the 1002rp T1/SMDI systems when upgrading to release 5.0.

Table 9: 1002rp T1/SMDI hardware replacements

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

Removing unsupported hardware

[Figure 1: 1002rp server chassis](#) on page 66 shows the 1002rp server chassis.

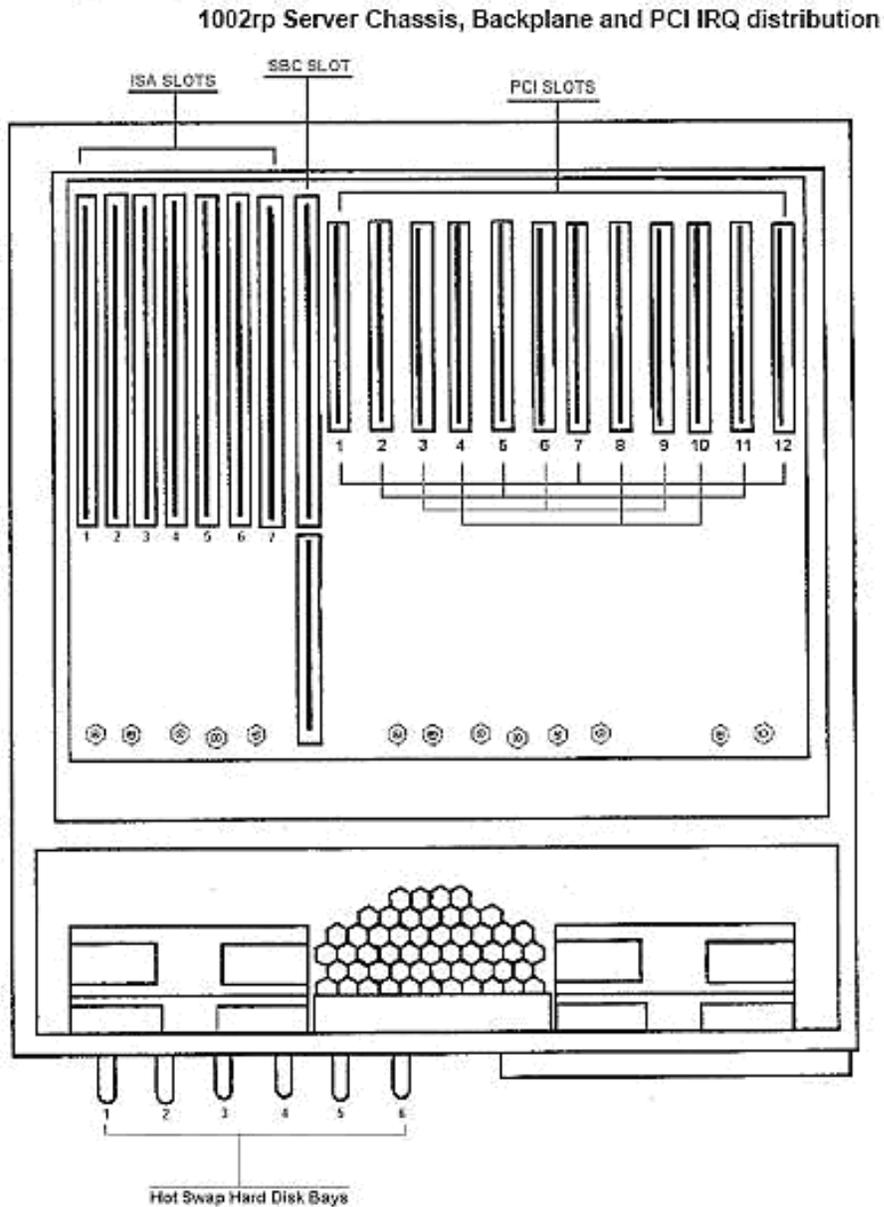


Figure 1: 1002rp server chassis

Removing the unsupported hardware

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

Determining new board and card configuration

There are two valid configurations for PCI T1 cards and MPB96 boards. [Table 10: MPB96 and T1 configuration](#) on page 67 shows valid configurations.

Table 10: MPB96 and T1 configuration

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

Determine which configuration applies to your system. [Figure 2: D/480JCT-2T1 PCI T1 board](#) on page 67 shows the layout of jumpers and switches on the D/480JCT-2T1 PCI T1 board.

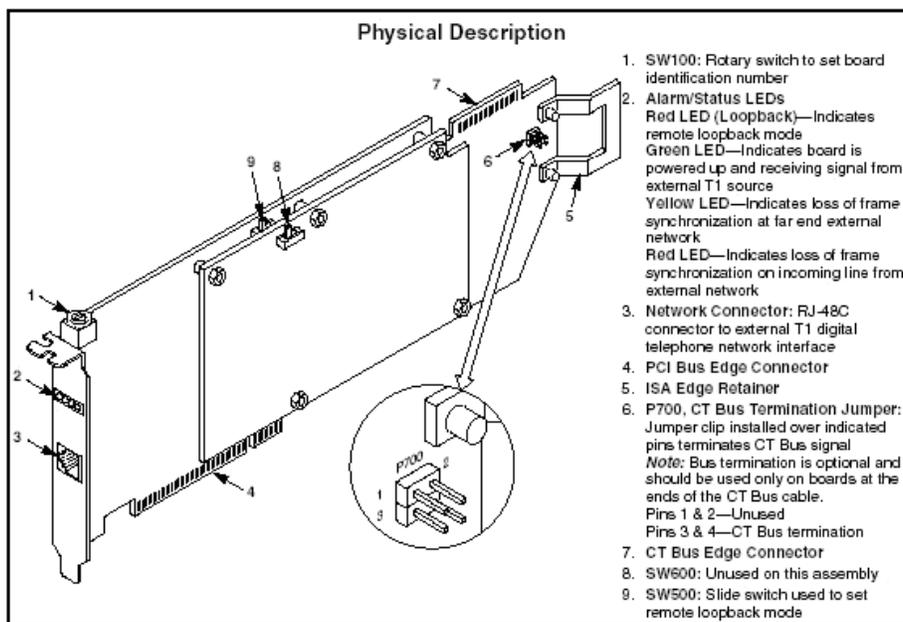


Figure 2: D/480JCT-2T1 PCI T1 board

! Important:

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

Installing one MPB96 and two T1 PCI cards

1. Plug the MPB96 card in PCI slot 3.
2. On the first Intel D/480JCT-2T1 PCI card:

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

 **Note:**

Only one Intel D/480JCT-2T1 PCI card in the system (the last on the CT Bus cable) should have the termination jumper set to ON.

5. Plug the Intel D/480JCT-2T1 PCI card 1 in PCI slot 5.
6. Connect the 3-drop CT Bus cable so all three connectors are securely connected to all cards.

 **Note:**

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

Installing three MPB96 and four T1 PCI cards

1. Plug the MPB96 card in PCI slot 3.
2. On the first Intel D/480JCT-2T1 PCI card:
 - a. Set the card SW100 ID rotary dial switch to 0.
 - b. Ensure that no termination jumpers are installed on P700.
3. Plug the Intel D/480JCT-2T1 PCI card 1 in PCI slot 4.
4. On the second Intel D/480JCT-2T1 PCI card:
 - a. Set the card SW100 ID rotary dial switch to 1.
 - b. Ensure that no termination jumpers are installed on P700.
5. Plug the Intel D/480JCT-2T1 PCI card 2 in PCI slot 5.
6. Plug the MPB96 card in PCI slot 6.
7. On the third Intel D/480JCT-2T1 PCI card:
 - a. Set the card SW100 ID rotary dial switch to 2.
 - b. Ensure that no termination jumpers are installed on P700.
8. Plug the Intel D/480JCT-2T1 PCI card 3 in PCI slot 7.
9. On the fourth Intel D/480JCT-2T1 PCI card:
 - a. Set the card SW100 ID rotary dial switch to 3.

- b. Ensure that no termination jumpers are on P700 pins 3 and 4.
10. Plug the Intel D/480JCT-2T1 PCI card 4 in PCI slot 8.
11. Plug the MPB96 card in PCI slot 9.
12. Connect the 7-drop CT Bus cable to ensure that the end connectors are connected to the end cards and no connector is left dangling at any end of the cable.

Replacing M1/Avaya CS 1000 MGate Boards

The CallPilot 1006r server only supports an RJ45/CAT5 connection from the MPB96 boards in the CallPilot server to the MGate boards in the M1/Avaya CS 1000. In the case of an upgrade or migration to a 1006r, any existing MGate-DS30X boards (NTRB18CAE5) need to be replaced with MGate-CAT5 (RJ45) boards (NTRB18DAE5). Following this replacement, proceed with [Installing the CallPilot 5.0 Image](#) on page 76.

Expanding the 1002rp AML system

Safety precautions

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

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

1002rp AML: Replacing hardware

To expand the 1002rp AML system beyond 96 channels, remove all MPB16-4 cards and replace them with MPB96 cards. If your system has one MPB96 card, proceed with [Determining new board and card configuration](#) on page 71.

 **Note:**

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

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

Table 11: 1002rp AML system hardware replacements

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

 **Note:**

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

Removing unsupported hardware

[Figure 3: 1002rp server chassis](#) on page 71 shows the 1002rp server chassis.

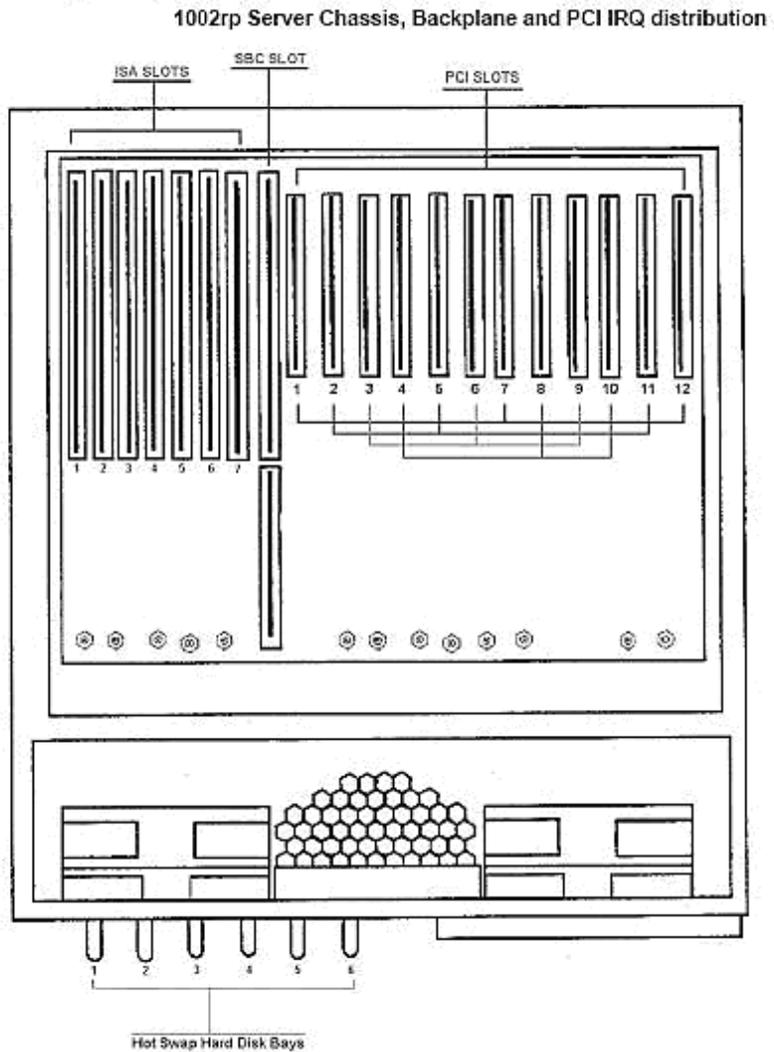


Figure 3: 1002rp server chassis

Removing the unsupported hardware

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

Determining new board and card configuration

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

Table 12: MPB96 configuration

MPB96 boards	Max. channels	MPU
3	192	288

 **Important:**

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

Installing two MPB96 cards

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

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

 **Note:**

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

Installing three MPB96 cards

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

 **Note:**

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

What is next?

Proceed with [1002rp: Updating the system BIOS](#) on page 75.

Upgrading the system BIOS

201i: Updating the system BIOS

Windows Server 2003 runs correctly on your 201i server only if you upgrade the system BIOS to version 6.0.3. Upgrade the system BIOS before you apply the CallPilot image from the CDs. If your server is running CallPilot 3.0 or later, proceed to [Installing the CallPilot 5.0 Image](#) on page 76.

 **Important:**

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

1. Turn on the CallPilot server.
2. Insert the CallPilot 5.0 Image CD 1 into the CD or DVD drive.
3. At the following prompt, press F2 to enter the BIOS setup:

```
Press F2 to enter SETUP
```

Result: The BIOS setup page appears.

4. Select Advanced by using the left or right arrow keys.
5. Select Installed O/S by using the up or down arrow keys.
6. Change the value in the Installed O/S section to Other by pressing the plus sign or minus sign.
7. Press F10.
8. Select Yes to confirm that you want to save the changes.

Result: The server reboots.

9. At the following prompt, type Y:

```
BOOT ROM DOS (Default to No in 5 seconds) (Y/N)
```

Result: A menu appears on the screen.

10. Select Menu Item 1, SCSI CD, and press Enter.

Result: The DOS Prompt A:> appears.

11. Navigate to drive Z and run the Phase1.bat file.

Result: The Phase1.bat file runs and the server reboots. A dialog box appears.

12. At the following prompt, type Y:

```
Y to Start Phase 1, N to Abort operation and go to DOS (Y/N).
```

Result: A dialog box appears.

13. At the following prompt, type Y:

```
Y to Start Phase 1, N to go back to previous menu (Y/N).
```

Result: A dialog box appears.

14. At the following prompt, type Y:

```
BOOT ROM DOS (Default to No in 5 seconds) (Y/N)
```

Result: The ROM DOS launches.

15. Navigate to the drive Z and run the Phase2.bat file.

Result: The Phase2.bat file runs and the server reboots. A dialog box appears.

16. At the following prompt, type Y:

```
Y to Start Phase 2, N to Abort operation and go to DOS (Y/N).
```

Result: A dialog box appears.

17. At the following prompt, type Y:

```
Y to Start Phase 2, N to go back to previous menu (Y/N).
```

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

Result: A dialog box appears.

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

```
1. Update BIOS
```

 **Important:**

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

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

19. Press any key to restart the system.

 **Note:**

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

20. You are now ready to install the CallPilot 5.0 Image. Proceed to the section [Installing the CallPilot 5.0 Image](#) on page 76.

703t: Updating the system BIOS

The system BIOS does not need to be updated on a 703t server. Proceed to the section [Installing the CallPilot 5.0 Image](#) on page 76.

1002rp: Updating the system BIOS

 **Note:**

If you are running CallPilot 3.0 or 4.0, you do not need to update the BIOS. Proceed to the next section [Installing the CallPilot 5.0 Image](#) on page 76.

1002rp: Updating the system BIOS

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

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

- a. Restart the server.
- b. While the server is restarting, press the Delete key at the prompt.
Result: The system checks the SCSI devices and a menu appears.

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

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

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

Result: A dialog box appears.

- g. Select OK and press Enter.

Result: The system restarts from the CD.

5. Press 3 to select Utilities (BIOS, Firmware, etc...), and then press Enter.
6. Press 1 to select Update 1002rp BIOS to version NNCXUA07 and then press Enter.

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

7. Choose Y to confirm.

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

8. Type n and then press Enter.

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

9. Type nncxua07.rom and then press Enter.

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

10. Choose Y to confirm.

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

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

Result: The CallPilot server reboots.

12. During the reboot sequence, check the version of the BIOS on the top of the first screen. The BIOS version must be NNCXUA07.

Tip: If the BIOS version is not NNCXUA07, then check if the J10 and J11 jumpers are both in the top position. Power down the server, remove the single board computer (SBC) board, and set the jumpers to the correct position. Follow the electrostatic discharge (ESD) rules to prevent static electricity from damaging the SBC board.

13. Proceed to the next section, [Installing the CallPilot 5.0 Image](#) on page 76.

Installing the CallPilot 5.0 Image

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

Installing on 201i platform

1. Insert CallPilot Image CD 1 of 3 for the 201i platform into CD or DVD drive.
2. Disconnect the CLAN cable that connects the CallPilot 201i server to the Avaya server subnet. This isolates the system from any undesired activity from the network, such as virus attacks. Do not reinstall the CLAN cable until you install the antivirus software on the CallPilot server.

3. Restart the CallPilot server (power off the server and then power it on).
Result: The server reboots and displays the following prompt: BOOT ROM DOS (Default to No in 5 seconds) (Y/N).
4. During boot up when prompted to boot into DOS mode, select Y.
If this step is missed or N is selected by mistake, restart the server and try again.
Result: The system is booted to DOS and menu is appears.
5. Type 1 to select option 1. SCSI CD-ROM and press Enter.
6. At the drive A command prompt, navigate to drive Z and run the image.bat file.
Result: The image.bat file runs and the server reboots from the CD. The image installation startup menu displays the following prompt: Enter 1 to install and boot into Windows setup, 2 to install and exit to DOS (1,2).
7. Enter 1 to install and boot into Windows setup.
Result: The system asks if you are performing an upgrade.
8. Type Y to confirm. If you type N, the system exits to DOS.
Result: The system asks if the CallPilot 5.0 Upgrade Wizard has run.
9. Type Y to confirm. If you type N, the system exits to DOS.
Result: The system asks if the hardware has been checked and updated.
10. Type Y to confirm. If you type N, the system exits to DOS.
Result: The system asks if you are sure you want to install the image.
11. Type Y to confirm. If you type N, the system exits to DOS.
Result: The system starts installing the CallPilot 5.0 image. During the installation, the system displays the following prompt once or twice (depending on the size and number of the server hard drives): Insert next media and press Enter to continue.
12. Remove the current CD from the CD or DVD drive, insert the next CD, and press Enter.
Result: At this point, the server starts the Windows Server 2003 mini-setup process, during which the server reboots several times. The mini-setup process finalizes the configuration of the Windows Server 2003.
13. Remove the CD from the CD or DVD drive.
14. Proceed to the section [Attaching the Windows 2003 Certificate of Authenticity](#) on page 81.

Installing on 703t and 1002rp platforms

1. Insert CallPilot Image CD 1 of 3 for the 703t or 1002rp platform that is being upgraded into CD drive.
2. Disconnect the CLAN cable that connects the CallPilot server to the Avaya server subnet. This isolates the system from any undesired activity from the network, such

as virus attacks. Do not reinstall the CLAN cable until you install the antivirus software on the CallPilot server.

3. Power on the CallPilot server.
4. Insert the CallPilot Image CD 1 of the server image CD set for the platform that is being upgraded into CD drive.
5. Set the CallPilot server BIOS to boot from the CD.

If your server is a 1002rp:

- a. Restart the server.
- b. While the server is restarting, press the Delete key at the prompt.
Result: The system checks the SCSI devices, and then a menu appears.
- c. Press the right arrow key until you select Boot.
- d. Press Enter.
Result: A submenu appears and 1st Boot Device is selected.
- e. Press the + key until [ATAPI CDROM] appears as the 1st Boot Device.
- f. Press F10 to save this setting.
Result: A dialog box appears.
- g. Select OK and press Enter.
Result: The system restarts from the CD and the installation startup menu appears.
- h. Proceed to step [6](#) on page 78.

If your server is a 703t:

- a. Restart the server.
 - b. When the server begins its restart cycle, press the Esc key four or five times in succession immediately after the keyboard lights flash.
Result: A menu appears.
 - c. Use the up arrow or down arrow key to select ATAPI CD-ROM.
 - d. Press Enter.
Result: The system restarts from the CD and the installation startup menu appears.
 - e. Proceed to step [6](#) on page 78.
6. Select option 1 (Install CallPilot server image for 703t/1002rp, reboot...,) and press Enter.
Result: The system asks if you are performing an upgrade.
 7. Type Y to confirm. If you type N, the system exits to DOS.
Result: The system asks if the CallPilot 5.0 Upgrade Wizard has been run.

8. Type Y to confirm. If you type N, the system exits to DOS.
Result: The system asks if the hardware has been checked and updated.
9. Type Y to confirm. If you type N, the system exits to DOS.
Result: The system asks if you are sure you want to install the image.
10. Type Y to confirm. If you type N, the system exits to DOS.
Result: The system starts installing the CallPilot 5.0 image. During the installation, the system displays the following prompt once or twice (depending on the size and number of the server hard drives): Insert media and press Enter to continue.
11. Remove the current CD from the CD drive, insert the next CD, and press Enter.
Result: After the CallPilot 5.0 image has been applied, the server reboots automatically.
 - If your server is a 1002rp, proceed to [12](#) on page 79.
 - Otherwise, proceed to [13](#) on page 79.
12. Set the CallPilot server BIOS to the original settings.
 - a. While the server is restarting, press the Delete key at the prompt.
Result: The system checks the SCSI devices, and then a menu appears.
 - b. Press the right arrow key until you select Boot.
 - c. Press Enter.
Result: A submenu appears and 1st Boot Device is selected.
 - d. Press the + key until the original settings appear.
 - e. Press F10 to save this setting.
Result: A dialog box appears.
 - f. Select OK and press Enter.
Result: The system restarts.
 - g. Proceed to the next step.
13. Remove the CD from the CD drive.
Result: At this point, the server starts the Windows Server 2003 mini-setup process, during which the server reboots several times. The mini-setup process finalizes the configuration of the Windows Server 2003. The CallPilot server is now in the same state as if it were shipped from the factory.
14. Proceed to [Running the Setup Wizard](#) on page 95.

Installing on 600r or 1005r platforms

1. Insert CallPilot image DVD into DVD drive.
2. Restart the CallPilot server (power off the server and then power it on).
Result: The system restarts and boots into the DOS Startup Menu

3. Select 1 by using arrow keys (or by typing 1) and then press Enter (Selection 1 is Install CallPilot 5.0 [600r or 1005r] Server Image and exit to DOS. Recommended.)

Result: The following message appears: "Are you upgrading from a previous release of CallPilot to CallPilot 5.0?"

4. Enter Y to continue.

Result: A warning message is displayed. ("Have you downloaded and successfully completed execution of the latest version of the CallPilot 5.0 upgrade wizard on your server?")

5. Enter Y to confirm.

Result: A warning message is displayed, 1005r system only (depending on the CallPilot release that you are upgrading from, you may need to update the RAID subsystem before you install the CallPilot 5.0 software image. The required RAID Subsystem configuration is: -LSI320-1 RAID Controller firmware -1L51 -RAID Driver - 6.51 -Power Console Software -5.00n)

6. Enter Y (1005r RAID system only. Skip to step 7 for 600r).

7. Enter Y to start installation.

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

8. Remove the DVD from the DVD drive.
9. Press Ctrl+Alt+Del to restart the system.

Result: The Mini Windows 2003 begins to install.

10. Proceed with [Running the Setup Wizard](#) on page 95.

Installing on the 1006r platform

1. Insert the CallPilot image DVD into the DVD drive.
2. Restart the CallPilot server.

The system restarts, detects the image DVD, and displays Press any key to boot from the image DVD...

3. Press any key to boot from the image DVD.

The system boots into Windows PE and the DVD menu is displayed. The DVD menu may take a few minutes to appear.

4. Type 1 to select "Install CallPilot 5.0 1006r image (recommended)"

The following message appears: Are you upgrading from a previous release of CallPilot to CallPilot 5.0?

5. Enter Y to continue.

The following message appears: Have you downloaded and successfully completed execution of the latest version of the CallPilot 5.0 upgrade wizard on your server?

6. Enter Y to confirm.

The following message appears: Select Y to start installing the 1006r image.

7. Enter Y to start the installation.

The image begins to install and the progress of the installation is displayed. When the installation of the image is complete, the following instructions appear to remove the DVD and reboot the server: The CallPilot 5.0 Image has been installed on your 1006r system. Please eject the DVD and reboot the server now. After the server has been rebooted, the Windows 2003 mini-setup will automatically run in order to complete the installation of the image.

8. Remove the DVD from the DVD drive.
9. Press Ctrl+Alt+Del to restart the system.

The mini Windows 2003 begins to install.

10. Proceed with [Running the Setup Wizard](#) on page 95.

Attaching the Windows 2003 Certificate of Authenticity

Note:

Your screen may display a warning message requiring you to register and activate Windows 2003. You have 30 days in which to do this, so you can continue with the upgrade. The procedure for registering and activating Windows 2003 is described under [Register and activate Windows 2003](#) on page 114.

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

The CallPilot 5.0 system is ready to be set up.

What is next?

You are now ready to restore your data. For instructions, see [Running the Setup Wizard](#) on page 95.

Updating the server

Chapter 6: Preparing the system for migration

In this chapter

[Getting Started](#) on page 83

[Running the CallPilot 5.0 Upgrade Wizard](#) on page 85

Getting Started

Platform migration overview

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

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

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

Check length of LAN cables before starting, new 202i cable harnesses could be up to five feet shorter than those on the 201i and could cause installation difficulty and/or delays.

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

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

Write down the machine name and DNS suffix, these do not carry forward in the backup and these need to match the customer's DNS name already applied to the source system. Print or record the IP information in the file D:\Nortel\Data\IPConfiguration.txt. These will be requested prior to the restore utility function on the target system.

3. Configuring the CallPilot 5.0 system.

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

4. Completing the upgrade.

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

Assembling your tools

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

- CallPilot 5.0 Upgrade Wizard downloaded from www.avaya.com/support.
- Keycode and server serial number. This keycode must match the serial number issued with your new dongle.

 **Note:**

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

- Backup medium for existing CallPilot data (tape or disks).
- If you are upgrading from a 201i, a SCSI CD or DVD drive (if one is not permanently connected).
- If you are migrating to a 1005r, an SLR75 external tape drive is required to restore your data (if one is not permanently connected to the 1005r)
- If you are migrating to a 202i server and the original server was backed up to an external SCSI tape drive, you require a USB to SCSI adapter to attach the SCSI tape drive to the 202i.

Installing the CallPilot 5.0 Upgrade Wizard on the source system

Download the latest version of the CallPilot 5.0 Upgrade Wizard from Avaya at www.avaya.com/support.

 **Note:**

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

Download and unzip the CallPilot 5.0 Upgrade Wizard PEP to the D:\temp\UpgradeWizard directory.

 **Note:**

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

 **Important:**

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

1. Double-click the UpgradeWizardInstaller.exe file.

Result: The Welcome screen appears.

2. Read all of the information on the Welcome screen and, if necessary, exit all Windows programs.

3. Click Next.

Result: The Choose Destination Location screen appears.

4. If the suggested destination folder is not suitable, click Browse and choose a different location for the CallPilot 5.0 Upgrade Wizard installation.

5. Click Next.

Result: The Start Installation screen appears.

6. Click Next.

Result: The system installs the CallPilot 5.0 Upgrade Wizard on the CallPilot server. When the installation is complete, the Installation Complete screen appears.

7. Click Finish.

8. Proceed with [Running the CallPilot 5.0 Upgrade Wizard](#) on page 36.

Running the CallPilot 5.0 Upgrade Wizard

The CallPilot 5.0 Upgrade Wizard checks if your CallPilot system is ready for a platform migration. The CallPilot 5.0 Upgrade Wizard is an application that analyzes the software and

hardware components of your system and helps you prepare for the platform migration. The CallPilot 5.0 Upgrade Wizard performs the following tasks:

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

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

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

 **Important:**

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

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

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

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

Starting the platform migration

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

 **Note:**

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

Checking platform and software validity

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

Result: The Platform Validity Check screen appears.

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

2. Click Next to continue.

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

 **Warning:**

Unsupported SMTP authentication option

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

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

 **Warning:**

Unsupported IMAP authentication option

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

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

 **Note:**

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

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

IF your software	THEN
does not meet the minimum software requirements	the Platform Validation - Unsupported Software Version screen appears. Do the following: <ol style="list-style-type: none"> i. Exit the CallPilot 5.0 Upgrade Wizard. ii. Upgrade your software to 2.02 (2.01.27.05) or 2.5 for T1/SMDI systems, referring to the CallPilot Upgrade Guide 2.02 (2.01.27.05) or 2.5 for instructions.
requires Service Updates (SUs)	the Platform Validation - Unsupported Software Version screen appears. Do the following: <ol style="list-style-type: none"> i. Exit the CallPilot 5.0 Upgrade Wizard.

IF your software	THEN
	<ul style="list-style-type: none"> ii. Upgrade your server to the minimum Service Update level. iii. Restart the CallPilot 5.0 Upgrade Wizard. iv. Return to Running the CallPilot 5.0 Upgrade Wizard.
meets minimum software requirements	continue to the next step.

3. The CallPilot 5.0 Upgrade Wizard analyzes your platform.

IF your platform	THEN
is unsupported	<ul style="list-style-type: none"> • the Platform Validation - Unsupported Platform screen appears. • click Next to continue with the wizard. • continue to the next step.
is supported	<ul style="list-style-type: none"> • the CallPilot 5.0 Upgrade Wizard continues. • continue to the next step.

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

IF the disk	THEN
does not have enough free space	<ul style="list-style-type: none"> • the Checking Free Disk Space screen appears. • free up space on drive D by removing unnecessary files. • follow the link on the screen and use the instructions to free up enough space, and then click Next. • the wizard performs another check and if there is still not enough space, the Checking Free Disk Space screen reappears. • if there still is not enough free disk space, exit the wizard and call your support organization.
has enough free space	the CallPilot 5.0 Upgrade Wizard continues.

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

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

Checking CallPilot data for validity

1.

 **Important:**

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

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

Result: The Prepare for Data Validation screen appears.

2. Click Next to validate your data.

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

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

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

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

Verifying your CallPilot 5.0 keycode

1. Click Next to verify your new CallPilot keycode.

Result: The Serial Number and Key Code screen appears.

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

IF the serial number	THEN
does not match the keycode	<ul style="list-style-type: none"> • the Feature Verification - Failure screen appears. • click Back and carefully reenter the serial number and keycode exactly as written.

IF the serial number	THEN
matches the keycode	<ul style="list-style-type: none"> • if the keycode still is not verified, exit the wizard and contact your support organization to obtain a new keycode. • the Feature Verification - Success screen appears. • click Next to continue with the wizard.

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

Verifying the platform migration

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

Result: The Platform Migration Confirmation screen appears.

2. Click Next to confirm that you intend to perform a platform migration.

Result: The Optional Language CD validation screen appears.

 **Note:**

If your RAID subsystem needs to be updated, a screen appears, indicating that the RAID subsystem does not meet minimum requirements. Follow the directions on the screen. You cannot continue running the wizard until you update the RAID subsystem. For detailed instructions about updating the RAID subsystem, see [Updating the RAID subsystem](#) on page 47.

3. To validate the Language CD, select the Validate Language CD option. Otherwise, select the Skip Language CD Validation option.
4. Click Next. If the Validate Language CD option was selected in the previous step, then the Language CD validation screen appears.
 - a. Insert the Language CD into the CD/DVD drive.

 **Note:**

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

- b. Enter the drive letter (Z:\) of the CD/DVD drive.
 - c. Click Next.
5. Wait while the wizard checks that the inserted CD/DVD is valid.

 **Note:**

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

Result: The Select Backup Medium screen appears.

Selecting the backup medium

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

! Important:

Any messages received after the backup begins are not restored on the new server.

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

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

! Important:

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

Select the type of backup medium for your CallPilot data.

- If you choose to back up to tape:

! Important:

This process overwrites existing data on the tape.

Insert the tape firmly in the tape drive and click Next to start the backup immediately. Proceed to [1](#) on page 92.

- If you choose to back up to remote (network) disk or local USB disk:

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

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

- i. If no devices are listed, log on to CallPilot Manager and define your backup devices (by choosing System > Backup/Restore).
 - From the Select a Task area, select Maintain and configure backup devices.
 - If no network devices are listed, click Add Device.

IF the disk	THEN
is a remote network disk	<ol style="list-style-type: none"> a. In the Device Name field, enter a name for the network backup disk. b. In the Path field, enter the full path to the network disk.

IF the disk	THEN
a local USB disk	a. In the Device Name field, enter a name for the local USB disk. b. In the Path field, enter the drive letter (0:\) of the local USB disk on the server.

- In the User Name field, enter the name of the user that has permission to perform backups on the network folder selected.
- In the User password field, enter the password for the user name.
- In the Confirm password field, reenter the password.
- Click Save.
- Click List Devices again.
- Select the backup device you want to use and click Next to start the backup.

ii. If the list is populated, select the appropriate backup device and click Next.

Result: The Perform System Backup screen appears.

Backing up your data

1. Click Start Backup to start the backing up the system.
2. A progress bar shows the percent complete and displays the status.

IF	THEN
errors occur	<ul style="list-style-type: none"> • follow the displayed link and examine the log file for errors. • contact your distributor (channel partner) if you need assistance to resolve the errors. • click the Restart button to restart the backup process.
no errors occur	click Next.

3. When the backup is complete, eject the tape from the tape drive if the data was backed up to a tape. Otherwise, continue to the next step.
4. Click Next.

Result: The Finished - Platform Migration screen appears.

5. Click Finish to close the CallPilot 5.0 Upgrade Wizard.

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

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

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

 **Note:**

If you are migrating to a 1006r server, you may need to replace your MGate cards. The 1006r requires the NTRB18DAE5 MGate-CAT5 card which has a faceplate RJ45 connector.

7. Proceed with [Running the Setup Wizard](#) on page 95.

Preparing the system for migration

Chapter 7: Running the Setup Wizard

In this chapter

[Getting started](#) on page 95

[Running the Setup Wizard](#) on page 96

Getting started

Overview of the restoration process

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

1. Install any new SU/PEPs.

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

2. Check platform and software validity.

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

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

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

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

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



Caution:

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

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

Assembling your tools

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

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

Running the Setup Wizard



Note:

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

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

Starting the Setup Wizard

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

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

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

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

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

Installing SUs and PEPs

Important:

If you downloaded PEPs, close the wizard, install the PEPs, and restart if required. When the system is in service, restart the wizard and select No on the Installing SU/PEP screen. If your PEPs are on CD, continue.

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

If you choose Yes, install SU/PEPs:

Result: The Installing SU/PEP screen appears.

- a. Install all the required SUs and PEPs.

Note:

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

- b. If no reboot was required, click Next to continue. Otherwise, restart the server.

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

Result: The Platform Validity Check screen appears.

Rechecking the platform validity

1. View the items on the Platform Validity Check screen and click Next.

Note:

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

Result: The Telephony Board Validation screen appears.

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

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

 **Note:**

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

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

IF the disk	THEN
does not have enough free space	<ul style="list-style-type: none"> • the Checking Free Disk Space screen appears. • free up space on drive D by removing unnecessary files. • follow the link on the screen and use the instructions to free up enough space, and then click Next. • the wizard performs another check and if there is still not enough space, the Checking Free Disk Space screen reappears. • If there still is not enough free disk space, exit the wizard and call your support organization.
has enough free space	the Setup Wizard continues.

 **Note:**

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

Restoring backed up data

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

 **Important:**

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

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

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

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

Result: The Restore Medium Selection screen appears.

2. Choose the medium on which your backup is stored.

If you choose to restore from disk:

Result: The Add Backup Device screen appears.

If you choose to restore from a remote disk (shared on the network):

- a. In the Device Directory Path field, type the full path to the network folder.
- b. In the User-ID field, type the name of the user that has permission to backup/restore on the network folder selected.
- c. In the Password field, type the password.
- d. Click Next.

If you choose to restore from a local USB disk:

- a. In the Device Directory Path field, type the drive letter assigned to the USB disk on the server (O:\).
- b. Click Next.

If you choose to restore from tape:

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

Result: The List Backups screen appears.

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

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

3. Determine if the restoration was successful.

IF the restoration	THEN
was not successful	<ul style="list-style-type: none"> • review the log files. • Click Retry to start the restoration again. • If still not successful, contact your support organization.

IF the restoration	THEN
was successful	click Next to continue.

Result: The Ready to Upgrade Database screen appears.

- Click Next to start the database upgrade.

The IMAP and SMTP warning screens may appear (see [Unsupported SMTP authentication option](#) on page 37 and the [Unsupported IMAP authentication option](#) on page 37 in the following procedure: [Starting the CallPilot 5.0 Upgrade Wizard](#) on page 36). Click Next through those screens and the database upgrade starts.

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

IF the database upgrade is	THEN
not successful	click Upgrade Database to try again.
	 Note: If subsequent attempts to upgrade the database are not successful, then contact your support organization.
successful	the Setup Wizard continues.

- Click Next to complete the Setup Wizard.

Result: The Finished screen appears.

- Read the information displayed on the Finished screen and click Finish.

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

- Click OK.

Result: The system restarts.

- Proceed with [Configuring the Avaya CallPilot® system](#) on page 101.

Chapter 8: Configuring the Avaya CallPilot® system

In this chapter

[Getting started](#) on page 101

[Running the Configuration Wizard](#) on page 102

Getting started

Overview of the configuration process

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

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

Assembling your tools

Assemble the tools required to configure the CallPilot 5.0 server:

- CallPilot Languages CD

 **Note:**

You are prompted to reinstall languages during the configuration process.

- CallPilot server dongle ID (serial number) and CallPilot 5.0 keycode.
- CallPilot IP settings, the machine name and DNS suffix which were printed from the file D:\Nortel\Data\IPConfiguration.txt.

Running the Configuration Wizard

 **Note:**

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

Logging on to CallPilot Manager

1. When the Windows log on screen appears, log on with the default password (Bvw250).

 **Note:**

1. When you run Internet Explorer for the first time you are asked to make IE the default browser for the server. Click Yes.
2. Launch Internet Explorer.
3. Enter `http://<server name or IP address>/cpmgr` in the URL address box.
Result: The CallPilot Manager Logon Web page appears.
4. Run the Configuration Wizard after a successful upgrade and after the data has been restored. (The Configuration Wizard is accessed from the CallPilot Manager main screen.) The system launches the Web browser and prompts you to log on to CallPilot Manager. Log on using your existing CallPilot logon information. Enter information into the following:
 - Mailbox Number—Enter your existing mailbox number.
 - Password—Enter your password.
 - Server—Specify the name or the IP address of the CallPilot server that you want to configure. (The server name may have changed during the upgrade or platform migration.)

 **Note:**

When you launch Internet Explorer, you may see a box that says "M/S IE Enhanced Security config is currently enabled on your server. This advanced level of security reduces risk." Avaya recommends that you do not lower the security level. Avaya also recommends that you do not select the check box to not show the message again. If you do lower the security level and you try to

access a Web site off the server, it may be blocked by the security setting. You do not receive a warning but a blank screen appears.

5. Click Login.

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

6. Type the default password and the new password, and then click Save.

Result: The main CallPilot Manager screen appears.

7. Click the Configuration Wizard icon.

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

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

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

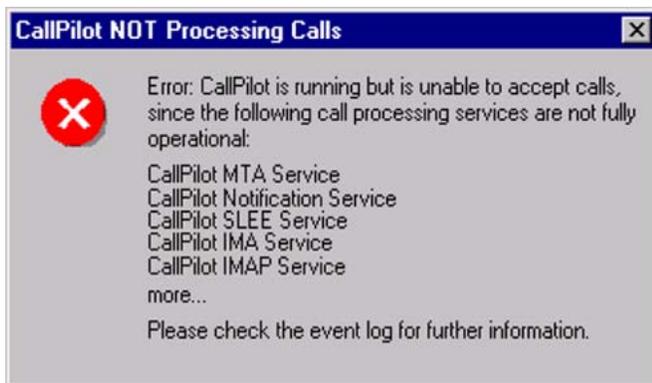
8. Click OK.

Result: The Configuration Wizard: Welcome screen appears.



Note:

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



g250049

Figure 4: CallPilot NOT processing calls

Configuring Meridian 1/Avaya CS 1000 systems

1. On the Welcome screen, click Next.

Result: The Keycode and serial number screen appears.

2. Enter your Serial number and Keycode.

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

Result: The Feature Verification screen appears.

4. Ensure that the details on the Feature Verification screen match your expectations and click Next.

 **Note:**

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

Result: The Server Information screen appears.

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

Result: The Password Information screen appears.

 **Note:**

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

6. Change the default passwords to strong passwords.
7. Click Next.

Result: The Multimedia Allocation screen appears.

8. Verify the number of MPB boards and, if applicable, DSP cards, and ensure that they match the hardware installed in the CallPilot server.
9. Change the Port Allocations as required.
10. Click Next.

Result: The Switch Information screen appears.

11. Ensure that the following settings are correct:
 - If you are on a CallPilot T1/SMDI system, do the following:
 - Ensure that the Simplified Message Desktop Interface (SMDI) transport data settings and the COM port settings are correct
 - If you are expanding the number of channels, configure the new channels from this screen.
 - After you configure the channels, click Next.

Result: The Language Source Directory screen appears. Continue to [14](#) on page 105.

- If you are on a CallPilot M1/Avaya CS 1000 system, do the following:
 - Ensure the switch type and the switch IP addresses are correct.
 - If you are expanding the number of channels, configure the new channels from this screen.
 - After you configure the channels, click Next.

Result: The CDN Information screen appears.

12. Verify the CDN configuration.

If you need to make changes, do the following:

- a. Click New to add a new CDN.

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

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

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

13. Click Next.

Result: The Language Source Directory screen appears.

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

 **Important:**

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

1. Put the CallPilot 5.0 Language Prompts CD in the CD or DVD drive and select the Install Language option button.
2. In the Language CD Location box, enter the path to the CallPilot 5.0 Language Prompts CD and click Next.

Result: The Language Installation screen appears.

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

 **Note:**

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

Result: The CallPilot Local Area Network Interface screen appears.

4. Verify that the LAN configuration is correct.

 **Note:**

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

If you need to make changes:

- a. Choose the card that is assigned to the ELAN subnet (For M1/CS1000 systems only).
- b. Specify the IP address and subnet mask for the Avaya server subnet. (The IP address information is in the following file: D:\Nortel\Data\IPCONFIGURATION.txt)
- c. Repeat the steps for the ELAN subnet.
- d. Specify the gateway for the Avaya server subnet.

5. Click Next.

Result: The Ready to Configure screen appears.

6. Click Finish.

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

7. Click OK to configure CallPilot.

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

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



Figure 5: Congratulations dialog box

8. Click OK.

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

9. Log off CallPilot Manager and close the Web browser.
10. Restart the system.
11. Proceed with [Completing the process](#) on page 107.

Chapter 9: Completing the process

In this Chapter

[Entering network settings](#) on page 107

[Installing antivirus software](#) on page 108

[Applying Microsoft Security Updates](#) on page 108

[Configuring CallPilot 5.0 ELAN IPsec](#) on page 109

[Starting the SNMP service](#) on page 109

[Testing the CallPilot system](#) on page 109

[Returning CallPilot to service](#) on page 110

[Registering and activating Windows 2003](#) on page 114

Entering network settings

Setting the network

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

Setting the DNS

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

1. Right-click My Computer, and then click Properties.

Result: The System Properties screen appears.

2. Select the Computer Name tab.
3. Click Change.
4. Click More.
5. Enter the Primary DNS Suffix for the Avaya CallPilot Server.
6. Configure the DNS information on the CLAN adapter.
7. Restart the server.

Installing antivirus software

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

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



Note:

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

Applying Microsoft Security Updates

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



Caution:

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

Starting the SNMP service

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

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

Configuring CallPilot 5.0 ELAN IPsec

CallPilot 5.0 supports the ELAN IP Security (IPsec) feature when the CallPilot server is connected to the Communication Server 1000. For detailed information about configuring IPsec for CallPilot, see Communication Server 1000 System and CallPilot Server Configuration (NN44200-312).

Testing the CallPilot system

Putting the system into operation

1. Log on to Windows Server 2003 using an account with administrative privileges.
2. Wait until the CallPilot in Full Service dialog box appears.

This can take several minutes. Before the CallPilot in Full Service dialog box appears, you can see the CallPilot Booting or CallPilot NOT in Full Service dialog boxes.

During the restart, a CallPilot Not Processing Calls dialog box can appear reporting an error.

```
Error: CallPilot is running but is unable to accept calls, since the following services are not fully operational: (list). Please check the event log for further info.
```

Ignore this message and wait for the CallPilot in Full Service dialog box that states:

```
CallPilot is running and able to accept calls.
```

3. Log on to the server using CallPilot Manager.
4. If channels were courtesy stopped before the upgrade, start them.

5. Click System > Service Directory Number, and then verify the service directory number (SDN) configuration.
6. Proceed with [Testing the CallPilot upgrade](#) on page 110.

Testing the CallPilot upgrade

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

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

Proceed with [Returning CallPilot to service](#) on page 110.

Returning CallPilot to service

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

 **Note:**

If the upgrade was performed on a 1006r server, refer to [Restoring CallPilot on a 1006r server after a failed upgrade \(RAID\)](#) on page 111 to restore the CallPilot system.

Restoring CallPilot on a 1005r, 703t, or 1002rp server after a failed upgrade (RAID)

1. Reboot the CallPilot server.
2. Press Ctrl+M while the server boots.
Result: The RAID configuration utility appears.
3. Break the mirroring of the logical drives.
 - a. Select Objects > Physical Drive.

 **Note:**

All server drives on channel 1 must be online: two drives for the 703t and six drives for the 1002rp.

- b. Select CH1 ID0 (A01-01) and press Enter.
- c. Select Fail Drive and press Enter.
- d. Select Yes to confirm the fail action and press Enter.
- e. Repeat these steps for each remaining drive on channel 2: CH1 ID1 (A02-01) and CH1 ID2 (A03-01).

 **Note:**

The 703t and 1005r servers have only one drive on channel 1. The 1002rp server has three drives on channel 1.

4. Bring the drives on channel 2 online (the drives on which the previous CallPilot release is installed).
 - a. Select Objects > Physical Drive.
 - b. Select CH2 ID0 (A01-02) and press Enter.
 - c. Select Make Online and press Enter.
 - d. Select Yes to confirm that the driver must be brought online and press Enter.
 - e. Repeat these steps for each remaining drive on channel 2: CH2 ID1 (A02-02) and CH2 ID2 (A03-02).

 **Note:**

The 703t and 1005r servers have only one drive on channel 2. The 1002rp server has three drives on channel 2.

5. Press Esc to return to the Objects menu.
6. Press Esc to return to the Management menu.
7. Press Esc to exit the RAID configuration utility.

Result: A confirmation box appears.
8. Click Yes to confirm that you want to exit the RAID configuration utility and press Enter.
9. Press Ctrl+Alt+Del to reboot the server.

If the upgrade was successful:

Restoring CallPilot on a 1006r server after a failed upgrade (RAID)

1. Reboot the CallPilot server.
2. Press Ctrl+G while the server boots.

Result: The RAID configuration utility appears.
3. Break the mirroring of the logical drives.
 - a. Select Physical View/Physical Drive and the Make Drive Offline radio button.
 - b. Click Go for the first drive.
 - c. Ignore the warning message and click Yes .
4. Click Home.

The drive is now displayed as Offline

5. Select the second drive (previously taken offline as the backup drive and marked failed) and make it ONLINE. Ignore the warning message. The second drive is now marked ONLINE and the first drive is marked Offline.
6. Exit the CTRL+G utility and press Ctrl+Alt+Delete to reboot the server. The system boots up to the original configuration before the maintenance procedure.
7. After the system is fully operational, open the RAID Web Console and rebuild the drive marked Offline using the same process described in [1006r: Resynchronizing RAID](#) on page 113.

Resynchronizing the RAID hard drives

703t: Resynchronizing RAID

1. Without shutting down the server, from Windows, click Start > Programs > MegaRAID Client.

Result: The MegaRAID Power Console Plus window appears.

2. In the Physical Devices section, right-click the Channel 2 hard disk drive marked failed.

Example: Channel-2 (0)A1-2-Failed.

3. From the shortcut menu, select Rebuild.

Result: When the rebuild is complete:

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

 **Note:**

The process can take up to 1 hour. Do not shut down the system before the rebuild is complete. If you reboot or power down during this process, you must follow the instructions for [Restoring CallPilot on a 1005r, 703t, or 1002rp server after a failed upgrade \(RAID\)](#) on page 110.

4. Monitor the rebuild by opening the Windows MegaRAID console.

1002rp: Resynchronizing RAID

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

Example: (0) A1-2-Failed.

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

Result: When all three drives are rebuilt:

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

 **Note:**

Depending on disk capacity, the process can take up to 2 hours. Do not shut down the system before the rebuild is complete. If you reboot or power down during this process, you must follow the instructions for [Restoring CallPilot on a 1005r, 703t, or 1002rp server after a failed upgrade \(RAID\)](#) on page 110.

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

1005r: Resynchronizing RAID

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

 **Note:**

Ensure full access mode is selected.

2. In the Physical Devices section, right-click the hard disk drive that is marked Failed.
3. From the shortcut menu, select Rebuild.

 **Note:**

The process can take up to 1 hour. Do not shut down the system before the rebuild is complete. If you do reboot or power down during this process, you must return the system to its original configuration, then restart the installation. For instruction, see [Restoring CallPilot on a 1005r, 703t, or 1002rp server after a failed upgrade \(RAID\)](#) on page 110. Monitor the rebuild by opening the Windows MegaRAID console.

1006r: Resynchronizing RAID

1. Without shutting down the server, from Windows, click Start > Programs > RAID Web Console 2 > StartupUI.

 **Note:**

Ensure full access mode is selected.

2. In the Physical Devices section, right-click the hard disk drive that is marked Offline.
3. From the shortcut menu, select Rebuild.

Registering and activating Windows 2003

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

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

Register and activate Windows 2003

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



Figure 6: Key icon

Result: The Let's activate Windows screen appears.



Figure 7: Activate Windows screen

If you are connected to the Internet

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

Result: The Register with Microsoft screen appears.

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

Result: The Collect Registration data screen appears.

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

Result: The Unauthorized product key screen appears.

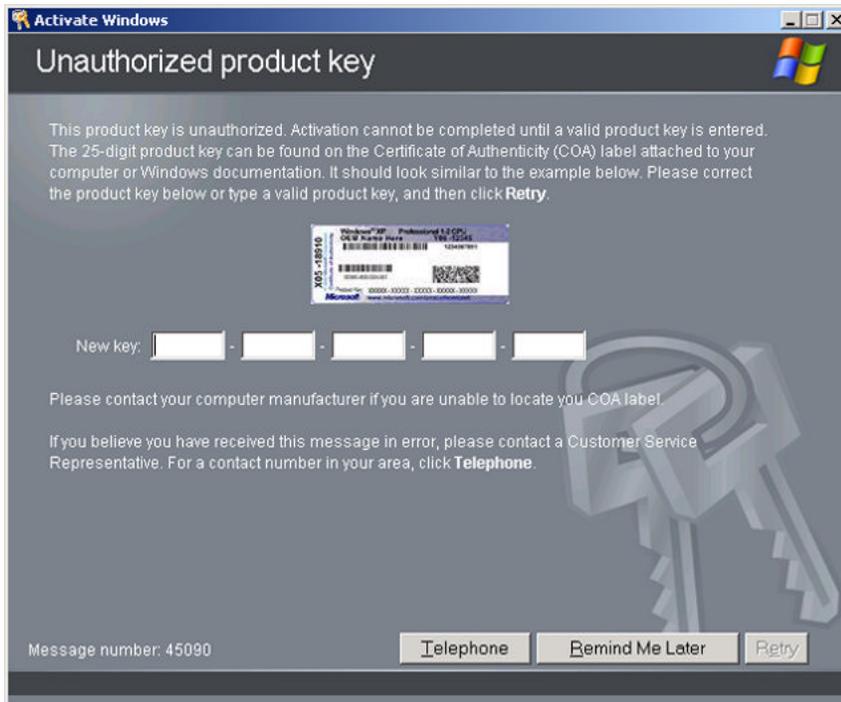


Figure 8: Unauthorized product key screen

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

Result: The Thank You screen appears.

5. Click OK.

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

If you are not connected to the Internet

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

Result: The Activate Windows by phone screen appears.

Completing the process

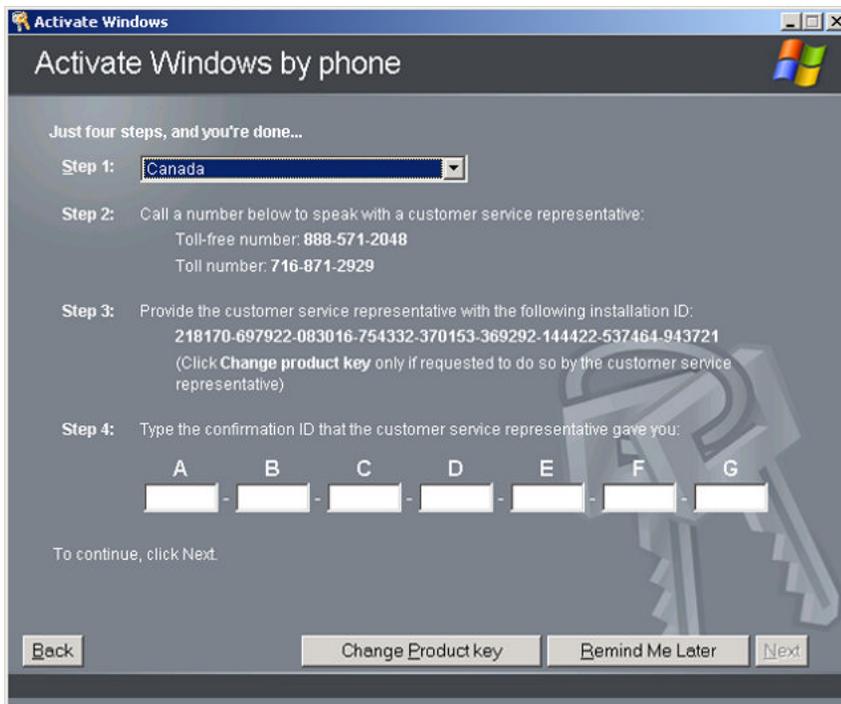


Figure 9: Activate Windows by phone screen

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

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