



## Avaya CallPilot® 5.1 - Service Update 2

### REVISION HISTORY

Date	Revision #	Summary of Changes
11 October 2013	Original bulletin	This is the original publication.

### Introduction

Avaya is pleased to announce General Availability (GA) of Service Update 2 (SU02) for CallPilot release 5.1 servers. Service Updates (SUs), also known as Service Packs, simplify CallPilot software maintenance by providing all individual customer Performance Enhancement Packages (PEPs/patches) made available since a release's GA in addition to other corrective content in a manageable, easy to apply update.

SU02 is now available for download from the Enterprise Solutions PEP (patch) Library (ESPL) website. Refer to "[Obtaining the Software Update](#)" for additional details.

### CallPilot 5.1 / Service Update 2 (SU02)

SU02 is the latest in a series of Service Updates planned for CallPilot 5.1. The update comprises six (6) components: a CallPilot server update with additional corrective content within; new and improved versions of CallPilot Manager/Reporter, Application Builder, Desktop Messaging client, and My CallPilot web-messaging application, and server security update.

Combined, these components further enhance CallPilot performance by incorporating all content from previous Service Updates and PEPs, over 70 additional quality improvements, plus introduce numerous new compatibilities and beneficial updates including the following:

#### CallPilot Server:

- CPU optimization to improve system performance on 1006r servers
- Improved memory management for 1002rp T1/SMDI systems
- Numerous error/event codes updated for increased clarity/understanding
- Enhanced Geographic Redundancy operation
- Improved system operation and resiliency

#### CallPilot Manager:

- New compatibility with Windows 8 Operating System
- New compatibility with Internet Explorer 10

- Improved operation with Windows Server 2008 (32-bit, 64-bit, and R2/64-bit including R2/SP1, standard editions) when hosted from a customer-provided web-server
- Improved Configuration Wizard operation
- Improved online help operation when using Google Chrome or Safari
- Improved and simplified operations with directory-entry users

#### CallPilot Reporter:

- Improved compatibility with Windows Server 2008 (32-bit, 64-bit, and R2/64-bit including R2/SP1, standard editions) when hosted from a customer-provided web-server
- New compatibility with Microsoft Internet Explorer 10
- Improved operation when using Firefox browser
- Enhanced report generation and scheduling capabilities

#### Application Builder:

- New compatibility with Windows 8 Operating System

#### Desktop Messaging:

- New compatibility with Windows 8 Operating System
- New compatibility with Microsoft Outlook 2013 (32-bit and 64-bit versions)
- Improved operation and user experience when listening to longer messages via client
- Enhanced guardrails to prevent installing/upgrading desktop messaging 64-bit with Outlook 32-bit

#### My CallPilot:

- New compatibility with Windows 8 Operating System
- New compatibility with Internet Explorer 10
- Improved online help operation when using Google Chrome or Safari
- Improved operation when using non-English languages
- Resolves text corruption issue when using Chinese Mandarin characters

#### Serviceability:

- Additional event codes added for improved troubleshooting
- Improved event code clarity/severity settings for ease of understanding

### **Recommended Actions**

Avaya recommends all commercial (non-Department of Defense/JITC) customers on CallPilot 5.0 or earlier releases, upgrade to release 5.1 and apply Service Update 2 (SU02) for the greatest IT-centric compatibility, functionality, reliability, and other time/money-saving benefits.

For customers on CallPilot 5.0 (05.00.41.00) software, updating to CallPilot 5.1 is similar to applying a Service Update, but now includes numerous new features and other benefits, in the same easy to install package. CallPilot 5.1 Service Update 2 can only be applied to both 5.0 (05.00.41.00) and 5.1 (05.01) systems but can be installed on top of any combination of earlier PEPs or Service Updates.

For customers on CallPilot 4.0 and earlier releases, upgrades to 5.x can be ordered directly through Enterprise Configurator (EC), consistent with prior releases. For additional details, reference the CallPilot 5.1 Channel Announcement and CallPilot 5.x Commercial Offer Guide documents available from the Sales/Partner portal

### Required Generally Available PEPs: (Available from ESPL website)

The following required generally available PEPs must be applied to all 5.1 solutions:

PEP ID	Description
CP0501SU002S	CallPilot 5.1 / Service Update 2 (SU002) server component.
CP501S02G08C	CallPilot Manager (05.01.02.05) required for use with CallPilot 5.1 and installed on CallPilot server and/or optional stand-alone web server for Reporter.
CP501S02G02A	Application Builder (05.01.02.02): Required for use with CallPilot 5.1; installed on client PC.
CPSECPEP016S	CallPilot Server Security Update #16 (includes Microsoft hotfixes up to MS13-066 and other OS/Application security hardening. Requires PEP CPSECPEPSP2S_v02.
CPSECPEPSP2S_v02	Microsoft Windows 2003 Server/Service Pack 2 (SP2). Not applicable to 202i and 1006r servers as is pre-installed/included in server image.
CP501_Desktop_05.01.02.06	Desktop PC client version 5.01.02.06: includes support for the latest groupware and OS environments in both 32-bit and 64-bit editions
CP501_MyCallPilot_05.01.02.06	CallPilot server and/or web-server component: My CallPilot version 5.01.02.06 – includes support for latest OS and browser versions.

### Supplemental PEPs: (available from ESPL website)

The following additional PEPs are also available and used on a limited or as-needed basis:

PEP ID	Description
ABExplorer_v2	CallPilot Application Builder Explorer Utility (v2); installed on Windows PC.
CP1006r_FIRMWARE_1.3	1006r servers only: Firmware Upgrade Package Release 1.3
CP201i_POHS	201i IPE only: Disk Power-On Hours Utility for release 3.0 and later systems.
CP500_HighAvailability	1005r or 1006r H/A servers only: latest EMC software (EMC5.3.3 (SP3) and EMC_Hotfix).
CP501_UpgradeWizard_v0202	Enhanced Upgrade Wizard (version 05.01.02.02) for use when upgrading to release 5.1/SU02 from 5.0/4.0/3.0 (any Service Update level), 2.5 (SU02), or 2.02 (SU04).

PEP ID	Description
CPDRVPEP001S	CallPilot server component: Driver for US RoboticsUSR5637 56K USB Faxmodem.
CPDRVPEP002S	CallPilot server component: Driver for Tandberg RDX External USB drive to ensure the eject button functions correctly.
EMC5.3.3	1005r or 1006r H/A servers only: EMC AutoStart 5.3 Service Pack 3 (SP3).
RAIDUpdate_1L51_v2	703t and 1005r servers only: RAID firmware update.

## Obtaining the Software Update

CallPilot 5.1 / Service Update 2 and associated PEPs can be obtained via download from the Enterprise Solutions PEP Library (ESPL) website at: <https://support.avaya.com/espl>.

**Note:** If you are new to the website, you will need to register for a user ID/password. Please apply on-line or contact your Avaya Business Partner Account Manager.

All CallPilot customers covered under PASS-Basic (GE4300) or PASS-Plus (GU4300) maintenance contracts are entitled to this corrective update at no-charge from Avaya.

## Reference and Related Documents

For information on PEPs and general instructions on applying SUs or PEPs, refer to:

- NTP NN44200-400 Upgrade Guide
- NTP NN44200-600 Software Administration and Maintenance, Chapter 4 “Installing Service Updates and Performance Enhancement Packages”.
- The readme.txt or readme.pdf file included in each PEP/SU.
- The “verinfo.txt” file included in Desktop Messaging and My CallPilot updates.
- Avaya CallPilot® Release 5.1 – Distributor Technical Reference

**Note:** Document revision numbers are current at the time of this publication.

It is recommended to download the current NTP “suite” and Offline Help to have the latest information available. Both are available from the Avaya Support Portal and the CallPilot product page at: <https://support.avaya.com/products/P0712/avaya-callpilot/>

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