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Nortel Communication Server 1000 Telephony Manager Release 4.0

REVISION HISTORY

Date	Revision #	Summary of Changes
26 February 2009	Draft	This is the draft bulletin
27 February 2009	Version 0.1	Modified the command in page 11
26 March 2009	Version 0.2	Add TM4.0 product specific info and known issues for TA trial
5 May 2009	Version 0.3	Revised for CA/CuR trial
18 May 2009	Revision 1	Add in eHealth6.0 suite install procedures with TM. Add in note for not installing AD with TM. Add few other known issues with their workaround.
29 May 2009	Revision 2	GA/ChR version update

This document provides an overview of enhancements and advisements to the Communication Server 1000 Telephony Manager 4.0.

Please read all of the information in this document prior to loading the software.

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1 Introduction

The Nortel Communication Server 1000 (CS 1000) Telephony Manager Release 4.0 (TM 4.0) is an evolution of the Telephony Manager Release 3.1 and 3.2 that provides an integrated suite of management tools for configuration, control and analysis of a CS 1000 and Meridian 1 (M1) network. Specifically, TM 4.0 offers:

- Continued support of the installed base with a full FCAPS solution for CS1000 customers.
- Concurrency support to CS 1000 Release 6.0 features (also backward compatible to CS1000 Release 5.5, 5.0, 4.5, and 4.0):
 - CS1000 Rel6.0 and IPL 6.0 Support
 - ITG-Pentium Card Removal
 - Removal of CPP II Machine Type
 - Removal of SSC (11C Cabinet, 11C Chassis)
 - CPPM CORES New Machine Type Support
 - Minimum Support for UEXT SIPLine phone (refer to page# 566 of Nortel Communication Server 1000 Telephony Manager 4.0 System Administration [NN43050-601] for details)
 - Record on Demand (ROD) and SAVE Keys Support
 - MultiDN Recording (MRCD)
 - NUMZONE support for CDM
 - Service DN (ARDN/SDN) Support
 - IPL PI PEP Support
 - Removal of proprietary SNMP Session Mechanism
 - Signaling Server on Linux Support
 - 1165 Phone Support
- Enhancement and customer issues fix from previous TM3.x releases:
 - Branding Changes on all Applicable Dialogs
 - Web Report Scheduling
 - UUID Support In Replacement of Common Name in CND
 - TM to CND/TBS Corrective Contents (12 major issues fix)
 - Upgrade Changes
 - JRE1.6, Apache Tomcat 5.5.27 upversion support
 - MS Exchange Server 2007 (64-bit) Support (as external LDAP server)
 - BO and ARDL patches enhancement
 - Post-TM3.2 CRs fix (to continue the TM quality improvement exercise)
- Platform software upversion for co-resident software support.
- Continued quality improvement from TM3.x release.
- Simplified TM4.0 Order Codes and Ordering Process.

READ ME FIRST

TM 4.0 GA Software and Patches

TM4.0 GA software (TM4.00.01.21 GA/ChR load) can be downloaded from Nortel Technical Support Portal at:

<http://support.nortel.com/go/main.jsp?cscat=SOFTWARE&poid=10281&catOID=-9602&viewOptSelect=&viewOpt1=&viewOpt2=DEFAULT&searchText=&searchType=fulltext&x=60&y=10>

There is no patch created for the TM4.0 GA software. If there are any patches released in the future, they will be downloadable from the Nortel Enterprise Solutions PEP Library at: <http://www.nortel.com/espl> (after you login, select 'Multimedia PEP Tools', then select 'TM' from the Product pull-down menu, then click on 'Search' to list all available TM patches).

Note: Future patches of this TM4.0 GA release will carry the prefix name of '4000121' with Status showing as 'RELEASED' and Category as 'GEN' in the ES PEP library once they are available for download.

Documentation Updates

TM4.0 NTP document suites can be downloaded at Nortel Tech Support Portal at: <http://support.nortel.com/go/main.jsp?cscat=DOCUMENTATION&poid=10281>

Title	Product Code
Telephony Manager 4.0: Installation and Commissioning ¹	NN43050-300
Telephony Manager 4.0: System Administration	NN43050-601
Telephony Manager 4.0: Telemanagement Applications	NN43050-602
Telephony Manager 4.0 Desktop User Guide - English ²	NN43050-100
Common Network Directory 2.2: Administration Guide	NN43050-101

Both the TM4.0 GA software and documentations are also available on the "TM4.0 Software and Documentation DVD" which can be ordered from Nortel using order code (Product Engineering Code) 'NT8R76ED'.

¹ This document is previously called TM Installation and Configuration.

² The TM 4.0 Desktop User Guide, intended for End Users, will be translated into French and German for the final delivery of the TM4.0 documentation.

TM4.0 Dongle and Keycodes

Dongle device and requirements are unchanged in TM4.0 from previous TM releases. Only USB Dongles are available for ordering in Telephony Manager 4.0. Parallel to USB dongle transfer is also orderable in TM3.2 and 4.0.

TM4.0 Tech Trial Keycodes will be sent along with the TM4.0 software and documentation to the trial customers. Please contact your TA trial prime for details.

For trial customer who wants to upgrade from OTM2.2, TM3.0 or TM3.1 to TM4.0, two keycodes will be provided since it takes 2-steps upgrade: One keycode for TM3.2, the other keycode for TM4.0.

Fresh Install

- TM 4.0 can be run on Hyper-threading, dual-core and multi-CPU machines. The TM executables will not take advantage of such features, though.
- Refer to the *TM 4.0 Installation and Commissioning NTP (NN43050-300)* to ensure that you have properly configured the Windows Server 2003 setup and TM Server-Client prior to using TM.
- Before installing TM 4.0, check your local security settings to ensure all the permissions are correctly configured.

IMPORTANT: Insufficient permissions will result in PostgreSQL error during installation and the only means of recovery is to uninstall TM and reinstall TM again with the proper permissions.

- a) Go to Start->Settings->Control Panel > Administrative Tools > Local Security Policy -> Local Policies -> User Rights Assignment
- b) Check policies "Log on as Service" and "Access this computer from the Network" to ensure the "Users" group is present. If not, add "Users" to the policy.

If the computer is within a domain, then the Domain's policy settings will override the local security policies. The following are possible workarounds that should allow the user to install PostgreSQL. If these solutions do not work, the problem may be specific to the particular domain and it is advised that the Domain Administrator is contacted.

- Logout of the domain, move the PC out of the domain, check the policies before installing TM and then put the PC back into the domain.
- **User can set the session logout time manually.** Please refer to '*TM4.0 Installation Tips*' section of this bulletin for step by step instructions.

- Ensure that while installing clients the mapped network drive is saved. More info can be found in the *TM 4.0 Installation and Commissioning NTP (NN43050-300)*.
- Web Help does not display the amount of space required for installation – The Web Help requires approximately 400 MB. Please ensure that this is accounted for if you intend to install Web Help.
- During an Installation or Upgrade of TM 4.0, selecting **Default Installation** does not install or upgrade Web Help. To do so, you must select **Custom Installation**.
- The default port used by Apache Tomcat is 8080. Any application on the TM Server listening to Port 8080 has to be reconfigured to listen to another free port.

Upgrade

- TM 4.0 is for all regions (NA, CALA, EMEA, APAC). Upgrade from MAT, OTM1.X or OTM2.1 are NOT supported (customers are required to buy TM as new).
- TM 4.0 supports 1 step (direct) upgrade from TM3.2. Upgrade from OTM 2.2, TM 3.0, or TM 3.1 must upgrade to TM 3.2 first, then from TM3.2 upgrade to TM 4.0 (2-steps upgrade):

MAT 4.X	Not supported– Buy TM new	TM 4.0
MAT 5.X & 6.X		
MAT 6.67.07		
OTM 1.00.40a		
OTM 1.01.15		
OTM 1.10.50		
OTM 1.20.26		
OTM 2.00.50		
OTM 2.01		
OTM 2.1		
OTM 2.2	2 Steps Upgrade – Interim Step is TM 3.2	TM 4.0
TM 3.0		
TM 3.1		
TM 3.2	Direct upgrade	TM 4.0

- You must always reboot the server/client after an upgrade (and data migration) is performed.
- If upgrading from OTM 2.2 and if you want to save the **department and organizational hierarchy information**, you must follow the procedure outlined in the section “Performing Migrations” in the *TM4.0 Installation and Commissioning* NTP (NN43050-300) to migrate Employee Data.
- On an upgrade from CS 1000 Release 5.5 to 6.0, it is **MANDATORY** that you perform “Update System Data”, **prior to** retrieving any new IP phones. Failure to follow this procedure will cause all telephone specific operations to fail.
- Upgrading from a previous release of OTM/TM must be done using the **original profile**, meaning the user who originally installed the application. To upgrade the application correctly, you should upgrade using the original user account.
- **Common Network Directory (CND) 2.2 is required to be run with TM4.0.** If a previous version of CND already exists on your server or network, please follow the instruction in the *Common Network Directory 2.2 Administration Guide* (NN43050-101) to upgrade your CND to CND2.2. **By default, CND Server 2.2 with schema version 6 is installed. It should be upgraded to "Schema version 11" through CND Manager -> Tools -> Upgrade Schema for the extended support of TM 4.0 CND and Billing Synchronization.** If it is not upgraded to schema version 11, then on performing CND sync or any CND related operations, TM displays a message as “The requested operation could not be completed, Please Upgrade the CND schema to version 11 to proceed further”.
- Alarm Notification uses port 82. If the user had configured Alarm Notification to listen to a different port, an upgrade to TM 3.2/TM4.0 will result in the reset of the Alarm Notification port back to port 82.

Branch Office (BO) Feature

- If you have applied the TM 3.x Branch Office (BO) activation patch to your TM system, you must submit a request to GNTS Support for the TM 4.0 Branch Office (BO) activation patch and re-apply it **immediately after** an upgrade to TM 4.0 in order to continue to use this feature. See product bulletin ‘P-2007-0183-Global’ for BO patch ordering procedure. You will need the BO patch specifically created for your TM4.0 load (e.g. TM 4.00.01.21).

Automatic Redial (ARDL) Feature

- If you have applied the TM 3.x Automatic Redial (ARDL) activation patch to your TM system, you must submit a request to GNTS Support the TM 4.0 ARDL activation patch and re-apply it **immediately after** an upgrade to TM 4.0 in order to continue to use this feature. See product bulletin 'P-2007-0183-Global' for ARDL patch ordering procedure. You will need the ARDL patch specifically created for your TM4.0 load (e.g. TM 4.00.01.21).

Common Network Directory (CND)

Important Note:

TM 4.0 is bundled with CND 2.2. However, early adopters of UCM management tools may choose to use Subscriber Manager (SM) 2.0 for CS1000 R6.0 phone provisioning. If a customer plans to use SM 2.0 to manage their CS 1000 Rel6.0 phones and subscribers, it is important to note that SM 2.0 uses a version of CND that is an embedded component (i.e. UCM directory services) deployed as part of the Nortel Unified Communications Management Common Services (UCM-CS), which works independently from CND2.2. Here's Nortel's guideline to the SM2.0 and TM4.0 usage:

If customer must use SM 2.0 and TM 4.0 together, Nortel recommends that SM 2.0 be used to manage the CS 1000 Rel6.0 phones ONLY, and TM 4.0 be used in 'read-only' mode (to always retrieve the phone information from the PBX) for TM specific functionalities such as Billing, Corporate Directory csv file generation, Reports Generation...etc. Using TM 4.0 to also manage CS 1000 Rel6.0 phones in this case will make data become out of sync among PBX, TM and SM. Therefore, it should be avoided.

If prior release of CS1000 Rel6.0 systems (e.g. CS1000 Rel4.x, Rel5.x) were also present and being managed by TM, or if user does not want to adapt UCM-SM2.0 at this point, Nortel recommend that the user continue to use TM4.0 for all the functionalities, including sets maintenance of all the CS1000 releases and systems.

- From the TM Navigator, be sure to click on "Apply" before clicking on Schedule when performing a CND and Billing sync.
- CND 2.2 online help is only available in PDF format and a PDF reader, e.g. Acrobat Reader, is required in order to view its contents.

Miscellaneous

- *If running Billing sync, please note that this process may continue to run for an extended period in the background with no visual indication. You may notice the job in the scheduler for a long time and assume it is not working, however if you go to the Processes under Task Manager you will see that Billing~1.exe is running.*
- *On a standalone installation, when not connected to the network, use any of the following URLs to access the Administration Login page.*
 - <http://localhost/admin>
 - <http://127.0.0.1/admin>
 - <http://<hostname>/admin> where <hostname> is the Computer Name.
 - <http://<IP address>/admin> where <IP address> is one of the following:
 1. The default IP address of the PC.
 2. The static IP address assigned to the PC.
- No USB modem is supported in TM4.0.
- **sFTP (secure FTP) is NOT supported in TM4.0.** To secure the connection to the Call Server (for Backup/Restore, DBA, ITG, Inventory, CorporateDirectory), special TM FTP accounts (NT_TM_XXX) are used internally between TM and Call Server.
- Before installing/upgrading Telephony Manager 4.0 on a Win XP OS that has McAfee v12 installed, user must download mcPrmUsr.bat file from the link http://download.mcafee.com/products/licensed/cust_support_patches/mcprmusr.zip, follow the below steps to install this file and then proceed with Telephony Manager 4.0 install/upgrade.
 - Download mcprmusr.zip from the above link and save it to your desktop.
 - Right click the file and select extract.
 - Extract it to your desktop.
 - Double-Click on the file.
 - A command prompt window will open.
 - Type the Windows user name for the account which receives the error messages. The cursor will be blinking
 - Press <Enter>
 - Click the Start button
 - Click Log Off
 - Log into the account you just repaired
 - Right Click on the "M" icon on the taskbar.
 - Highlight Privacy Service
 - Click on "Run"
 - You should now be able to log into Privacy Service as this user.
 - Repeat these steps for each additional user experiencing this problem.

2 TM4.0 Known Issues and Limitation

2.1 JRE1.6 Related Issues

JRE 1.6.0_11 release contains fixes for one or more security vulnerabilities. For more information, refer to <http://java.sun.com/javase/6/webnotes/6u11.html>

Telephony Manager 4.0 supports the Java Runtime Environment version 1.6 update 11 and is installed during TM 4.0 installation or on upgrade from TM 3.2 to TM 4.0 release.

2.1.1 CND and JRE 1.6 compatibility

With JRE 1.6 installed, if CND Manager is launched through *Start -> Programs -> Nortel -> Common Network Directory -> CND Manager*, an error message of “Unsupported JRE version” as shown in **Figure 1** is displayed. However, CND functionalities are NOT affected by JRE 1.6 and are compatible with it. User can just click on the ‘Continue’ button to proceed.

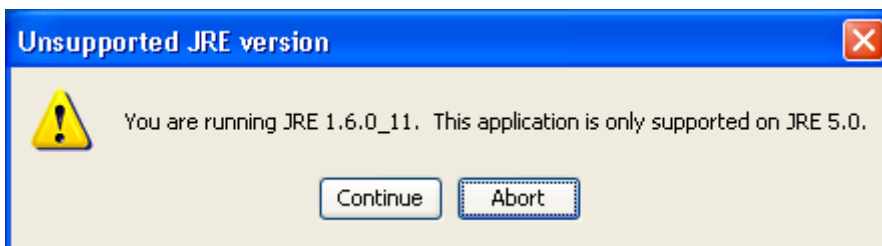


Figure 1: Error - Unsupported JRE version

2.1.2 msucr71.dll availability for JRE 1.6 Support

It is noticed that with JRE 1.6 installed, launching java using the jvm.dll no longer works without msucr71.dll in the system path. This has been reported as a known bug and a regression by Sun. Hence, **TM Web Applications do not work if the msucr71.dll is not present and JRE 1.6 is installed in the machine.**

Work around: Prior to installing TM 4.0 load or upgrading from TM 3.2 to 4.0, make sure to check the availability of the DLL in windows system folder. If it is not present, then we can direct download the msucr71.dll file and copy it on the hard disk, inside the Windows System folder. A copy of the **msucr71.dll** file can be downloaded from [here](#). This file is also included in the “TM4.0 Software and Documentation” DVD.

Important note: The Windows System folder can be different depending on operating system and the install path that was originally used when Windows Operating system has been installed. The defaults for this folder are:

- C:\Windows\System32\ (on Windows XP and Windows 2003)
- C:\WINNT\System32\ (on Windows 2000)

More details are available in the below web sites.

<http://www.bang.ro/dll/msvcr71.dll.htm>

http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6509291

2.1.3 Perform Telephony Manager 4.0 Repair action with JRE 1.6

If you perform a Repair with java.exe task running in the Task Manager, then you will receive a pop up message as in the **Figure 2**. Select the **“Quit the applications listed (save your work before clicking Retry)”** check box and click on **Retry** to continue with the Telephony Manager 4.0 Repair.

This message does NOT pop up if java.exe task is not running.



Figure 2: Java Setup Window

2.2 Apache Tomcat 5.5 Support

Apache Tomcat is a Java Servlet container developed by the Apache Software Foundation (ASF). Tomcat implements the Java Servlet and the Java Server Page (JSP), and it provides a pure Java HTTP web server environment for Java code to run. Apache Tomcat is the web server where the TM webstation application runs.

Apache Tomcat 5.5.27 incorporates numerous security updates and bug fixes.

Please refer to the Apache's change log for the list of Tomcat changes:

<http://tomcat.apache.org/tomcat-5.5-doc/changelog.html>

Telephony Manager 4.0 supports the Apache Tomcat 5.5 version 27 and is installed during TM 4.0 fresh installation or on upgrade from TM 3.2 to TM 4.0 release. On upgrading from TM 3.2 to TM 4.0, the earlier Apache Tomcat version 5.5.9 supported in TM 3.2 is automatically upgraded to 5.5.27 version and all the telephone data is retained in the new version of Apache Tomcat.

2.3 CND 2.2 Schema Version 11 Support and Installation

CND 2.2 is a mandatory requirement to ensure the proper functioning of Telephony Manager 4.0.

If a previous version of CND already exists on your server or network, follow the instruction in the CND 2.2 Administration Guide to upgrade your CND.

The Telephony Manager 4.0 installation setup contains a folder with the CND setup & installation files. The file is **<TM_Installation_Setup_Root_Directory>\CND\Setup.exe**.

By default, CND Server 2.2 with schema version 6 is installed. It should be upgraded to "Schema version 11" through CND Manager -> Tools -> Upgrade Schema for the extended support of TM 4.0 CND and Billing Synchronization.

If it is not upgraded to schema version 11, then on performing CND sync or any CND related operations, TM displays a message as "The requested operation could not be completed, Please Upgrade the CND schema to version 11 to proceed further".

When the CND is installed on the same server as Telephony Manager 4.0 (either after or before the Telephony Manager 4.0 installation) to store database information, it must be installed **separately**. When the CND is installed on another server, Telephony Manager 4.0 can connect with the CND via the network.

For detailed information about installing and synchronizing the CND, see *Telephony Manager 4.0 System Administration* (NN43050-601) and the *Common Network Directory 2.2 Administration Guide* (NN43050-101).

2.4 Other TM4.0 Known Issues and Limitation

The followings are other TM4.0 known issues, along with their CR numbers and workaround procedures (if available):

[Q01936286](#) A pop-up 'HTTP Status 500' displayed if press graphic image while launching page

When launching Telephone Details page, user clicks on graphic image icon, a pop up 'HTTP Status 500' error window displays instead of phone image. This problem only happens for some IP sets such as 2002p1, 2002p2, 2004p1, 2004p2.

User is advised to allow the page to be fully loaded before performing any operations on the page.

Q01965574 SIPU and NDID of SIPL phone should be shown in "Available Fields" of report

Only minimal TM support is provided for UEXTSIPL phones. Objective is to support UEXTSIPL phone for billing purposes only.

Following functionalities are only supported for UEXTSIPL phones

1. Retrieval
2. Assign employee using Import
3. CND Synchronization
4. Billing Synchronization

Addition, modification, and deletion of UEXTSIPL phones are not supported from TM. TN hyperlink to edit these phones is not provided.

TM supports only retrieval of these phones from PBX and import of telephone data to update employee information to it. On performing CND synchronization and Billing synchronization the employee details would be propagated to CND as well as TBS database for billing purpose.

Complete concurrency support is NOT provided in TM for UEXTSIPL phones like extra 2 keys and new features as SIPU and NDID.

Q01504094 Call Tracking cannot filter on Calling Line ID

In Call Tracking module, if a Calling Line ID is entered in the alarm definition window - as per the NTP, an alarm is never triggered. This is because filter on Calling Line ID is NOT supported.

Q01502048 Find PE Units – PBX does not return all results when DN range blank

Find PE Units (PBX) page does not return all results when DN range is left blank. User MUST enter values "From" and "To" range values in order to let this work.

Q02001731 Synchronization between TM-CND3.0 with default attributes fails

User can search, edit employee with default attributes in CND Server Setup dialog, but add employee and the synchronization to 'add new employees' fails because of "Could not connect to CND" error: TM application account does not have Write privilege in CND3.0.

Using TM4.0 to talk to CND3.0 (embedded piece of SM2.0) is NOT recommended or supported. Please refer to the 'Important Note' of the 'Common Network Directory (CND)' section of this bulletin for details.

Q01996391 Errors appear as launching TM if user login to Windows by non-administrator account

It has been documented in Telephony Manager 4.0 System Administration NTP (NN43050-601) that the user logging into windows to use TM windows **must have** full local administrative rights.

Ref:Page No:41

Sub-Title:Using Windows Navigator.

The excerpt is as follows:

ATTENTION:

Users who log in to the computer running Telephony Manager need full local administrative rights and computer policies should not restrict access rights.

If user really must login as non-administrator for whatever reasons, he/she can do the following workaround to avoid seeing those error pop-ups:

- 1) Go to Start->Run
- 2) Type 'msconfig'
- 3) A System Configuration Utility window opens up.
- 4) Go to Startup tab
- 5) Uncheck the check box for Telephony Manager Navigator startup item.
- 6) Click on apply and save the changes.
- 7) Reboot the PC and log into the PC using users who are members of both administrator and non-administrator .
- 8) The error messages should not be seen.

However, Please note that by using this workaround, user will loose the Web scheduler, Data Buffer Access, Alarm Notification of TM functionalities. As the TM services are disabled in the workaround.

Q02003791 TM: TM failed to upgrade from TM 3.2 to TM 4.0 due to Error1306 smp.db locked.

Remote desktop is not supported in Telephony Manager because it causes various adverse effects on the functionality of TM and hence it is advised by Nortel not to use it. This is documented in Telephony Manager 4.0 Installation and Commissioning NTP (NN43050-300) page 111 under 'Remote Desktop and Terminal Server' section. Also, user should follow the upgrade procedures in the NTP to ensure a system reboot is done before the upgrade.

Q01922238 Upgrade from TM3.0 to TM3.x removes Tomcat from computer.

It is discovered in some rare conditions (reasons unknown) that Tomcat may get removed during the TM3.0 to TM3.x upgrade. The workaround will be to manually install the Tomcat service if it is found missing. Tomcat 5.5.27 can be downloaded from Apache Tomcat download page at: <http://tomcat.apache.org/download-55.cgi> User can also try invoking the 'Repair' action in TM to fix this problem.

Q02001442 TM 4.0: Failed to login to TM 4.0 Web Station after upgrading from TM 3.2.

It is observed in very few occasions on Windows 2003 Servers that user can not login to TM4.0 web station after the upgrade. The root cause is because the 'ConfigureWin2003.vbs' did not get to run automatically in the upgrade process.

The workaround is to manually run ConfigureWin2003.vbs script file from TM 4.0 setup folder.

Q01940970 WebStation is crashed after upgrade TM on Win2003R2 server

There could be two reasons that may cause this problem to occur on a Win2003 Server:

Reason1: 'ConfigureWin2003.vbs' script file did not get to run automatically during upgrade. In Telephony Manager, the installation process executes the script ConfigureWin2003SA.vbs on behalf of the administrator to automate the following tasks:

- creating the Telephony Manager Server and Jakarta Web Service extensions
- enabling the Active Server Pages and Server Side Includes Web Service Extensions
- enabling parent path for deployment of executables and dlls
- enabling the WWW service to run in IIS 5.0 isolation mode

Workaround: Manually run ConfigureWin2003.vbs script file from TM 4.0 setup folder.

Reason2: In Computer Management, under 'Web Service Extensions'->Jakarta->Properties->Required Files, only one file i.e., isapi_redirector2.dll was found which is actually no longer used in 4.0. There must be a new file, isapi_redirect-1.2.26.dll as part of TM 4.0 installation.

Workaroud: User needs to manually add the file isapi_redirect-1.2.26.dll back in from <tmroot>\Tomcat\bin to the Jakarta properties mentioned above (Service Extensions'->Jakarta->Properties->Required Files).

001972177 All links under Equipment moved to Web Administration after upgrade 3.2 to 4.0

After upgrade from TM 3.2 to TM 4.0, if all the links under 'Equipment' are moved to 'Web Administration' then perform the following steps to resolve the issue:

1. Login to TM Web Station with administrator account.
2. Click on Current Status link which is currently present in the Web Administration.
3. Click on System Navigator link.
4. Select any *Site-System -> System Applications -> Web Maintenance Pages*

If Web Maintenance Pages displays error message that "Error retrieving information. No user name found in user groups" then follows the procedures displayed in the page to set up the Web Maintenance pages and repeat step#3, else go to step#5.

5. Under Components, click on Find PE units (PBX) option and click on 'Go' button.
6. In Find PE units (PBX) page, click on 'Find' button.
7. Close the Web Maintenance page.
8. Click on 'Refresh' button in the (Internet Explorer) browser.
9. Check all the three links: a) Current status b) System Navigator c) System Alarms are placed correctly under Equipment in the top of the Tree.

Problem Scenario: After upgrading the TM and then launch the TM Web Navigator, user may get a HTTP 404 error as in the following:

The page cannot be found

The page you are looking for might have been removed, had its name changed, or is temporarily unavailable.

Please try the following:

- Make sure that the Web site address displayed in the address bar of your browser is spelled and formatted correctly.
- If you reached this page by clicking a link, contact the Web site administrator to alert them that the link is incorrectly formatted.
- Click the [Back](#) button to try another link.

HTTP Error 404 - File or directory not found. Internet Information Services (IIS)

Technical Information (for support personnel)

- Go to [Microsoft Product Support Services](#) and perform a title search for the words **HTTP** and **404**.
- Open **IIS Help**, which is accessible in IIS Manager (inetmgr), and search for topics titled **Web Site Setup**, **Common Administrative Tasks**, and **About Custom Error Messages**

Root Cause: This is a Microsoft IIS 6.0 configuration issue. When IIS 6.0 is installed on any version of the Windows Server 2003 family, IIS 6.0 only serves static content (HTML).

Workaround: Please follow the instructions specified in Microsoft Help and Support page: <http://support.microsoft.com/kb/315122> to properly configure the IIS.

[Q01973919, Q02018269](#) TM doesn't work properly after repairing TM by using Repair Utilities

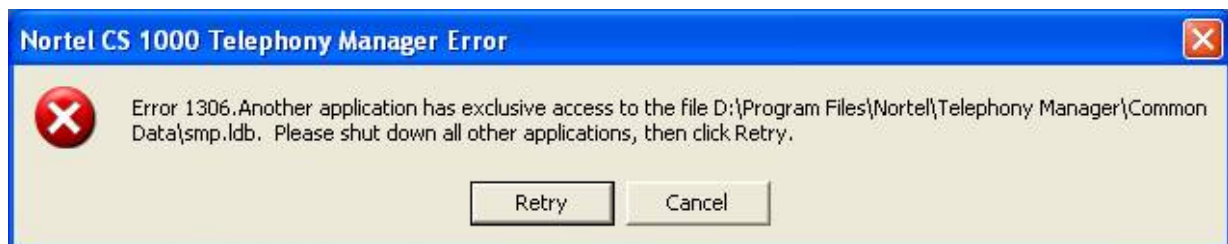
Problem Scenario: After running the 'Repair' Utility, user encounters data loss, the root cause could be due to the corruption of smp.mdb (the TM telephony database).

Workaround: As a precaution, prior to performing Repair on Telephony Manager 4.0 make sure to take a Full backup of TM data in order to avoid any loss of data during Repair by following these steps:

1. Launch TM Navigator
2. Go to Utilities -> Backup and perform Full backup
3. Terminate TM and all its applications
4. Perform Repair operation
5. Login to TM Windows Navigator and verify the Sites and Systems data
6. In case of any data loss, go to Utilities -> Restore and perform Full restore from the backup taken in step#2
7. Login to TM Windows Navigator and all the original data are retained.

Q02001319 TM 4.0 NTP: Missing upgrade steps for Direct upgrade (TM 3.2 to TM 4.0).

If all TM applications are not terminated before performing upgrade then the following error message will be displayed during upgrade operation. User must click on 'Cancel' button on the error message, reboot the machine and then perform upgrade again.



Q01898522 Cores: Install eHealthSuite6.0 causes TM web crashed

Install eHealthSuite 6.0 using web sever port 80 first, then install TM server software on the same PC. Then users get failure when attempting to launch TM web, "The page cannot be displayed" error shows up. This is due to eHealthSuite6.0 by default using port 80 which TM web server also uses.

Workaround: Please follow the procedures below to install eHealthSuite6.0 using a port other than port 80.

- 1) Install eHealth 6.0, during installation please give the port as 4000 (it would ask for a port change).

- 2) After installation eHealth and rebooting the PC, go to Environment Variables (from Control Panel->System->Advanced Tab->Environment Variables)
- 3) Select NH_HTTP_PORT under System variables; verify the port as 4000 if not modify it to 4000
- 4) Change the eHealth configuration file httpd.conf (present in <Directory where eHealth is installed>\eHealth\web\httpd\httpd.conf, open it in a text editor or notepad), in that search for the word 'port', the value would be 80 change it to 4000. Save this file and close it.
- 5) Go to Control Panel->Administrative Tools -> Services, in the service dialog select "eHealth httpd60" and restart it.
- 6) Restart IIS service.
- 7) Stop Apache Tomcat service, delete tomcat logs and work folder (present in <tm-root>\Telephony Manager\Tomcat), start Apache Tomcat service
- 8) Restart TM Resource Manager and TM WatchDog services.
- 9) Launch TM : <http://localhost/admin>
- 10) Launch eHealth by giving <http://localhost:4000> (don't give <http://localhost:80/bin/welcome.bat> as eHealth now no longer supports port 80)

Q02024887 Failed to perform upgrade from 4.00.01.07 (Alpha load) to 4.00.01.17 (Beta load) due to MS-Access Runtime Error

This is a known limitation on TM as TM does not support PDC. The following note has been documented in 'TM Installation and Commissioning NTP' (NN43050-300):

CAUTION:

Service Interruption

Telephony Manager 4.0 is not supported on a Windows Server system that is configured as a Primary Domain Controller (PDC) or a Domain Controller. A domain controller is a server that is running a version of the Windows Server 2003 or Windows 2000 Server operating system and has Active Directory (AD) installed. It is not recommended to install Telephony Manager 4.0 on the same server machine which has Active Directory installed. Microsoft also recommends not installing IIS on a domain controller (<http://www.microsoft.com/technet/prodtechnol/WindowsServer2003/Library/IIS/3a0742c4-f45a-4504-a232-83dd085bcfb3.mspx?mfr=true>).

Q02019122 Error on CountTN licenses, CorpDir of client who is installed on different subnet

When TM server and Client are installed on different subnets. User works on Count TN licenses and CorpDir report generating of TM client will meet problems below:

- Count TN Licenses and the result is always show '0 of 128050 TN Licenses used' though the number of TN licenses counted on TM server is actually not 0.

- Generate Corporate Directory report, an error message 'Unable to connect Telephone database' displayed and the report could be completed.

These problems do NOT happen when TM client and server are installed on the same subnet.

Workaround:

If TM Server and its associated TM Clients are in different subnets (aka domains), then the IP host name of TM Server must be added in the 'hosts' file of TM Clients (C:\windows\system32\drivers\etc\hosts) in order to have a successful client authentication.

This is already mentioned in the TM Installation and Commissioning NTP (NN43050-300).

2.5 TM4.0 Installation Tips

Prior to installing TM 4.0, please ensure that the following recommendations/workarounds are implemented:

- ✓ **Ensure that you take a full back up of your current TM data as well as your PC.**
- ✓ **Ensure that steps and changes mentioned in the section entitled “Windows Server 2003 configuration” in the *TM 4.0 Installation and Commissioning* NTP are made if installing on Windows 2003. Be sure to follow up the installation/upgrade procedures. Ensure you reboot the PC when it comes to the step to do so.**
- ✓ **Ensure that Call Center software is installed prior to TM installation.**
- ✓ **In case WinRAR is used to unzip the downloaded TM installation file, please make sure version 3.51 or later is used.**

- ✓ **Do not install TM from software located on PC's 'Desktop'**

Tracked by CR Q01214684 (Many error messages displayed during install of TM)

To install TM from a hard drive instead of from a CD, create a folder in the root drive, e.g. C:\TMsoftware. Copy the contents of the CD or unzip the files from the archive into this folder. Then run the installation program from there.

- ✓ **Due to intermittent problems while installing from a network drive, it is recommended that you perform the installation from the CD/DVD or a local drive whenever possible. If you are required to install from a Network location, please ensure that the location is mapped as a network drive. Also, using a ghosted OS image to install TM is NOT recommended or supported.**
- ✓ **Please take note of the scheduled tasks in OTM 2.2 before upgrade and build them fresh in TM 3.2 after the upgrade before upgrade to TM4.0.**
The OTM scheduled tasks in OTM 2.2 are not migrated during an upgrade to TM 3.2.
- ✓ **Ensure C:\ drive has sufficient Disk space to install TM.**
- ✓ **During an Installation or Upgrade of TM 4.0, selecting Default Installation does not install or upgrade Web Help. To do so, you must select Custom Installation**

After TM 4.0 is installed, please ensure that the following recommendations/workarounds are implemented before using TM4.0:

- ✓ **Ensure that the PC monitor resolution is 1024X768**
Tracked by CR **Q01215445-01** (Misaligned text under Telephones Search and Add page when window is resized.)
- ✓ **Wait for web pages to load completely before performing any operation.**
- ✓ **On Winows 2K server, Windows 2003 Server, and Windows 2K Pro, session time-out can be changed by following the below mentioned steps:**
Changing session timeout value in IIS:
 1. Launch IIS manager
 2. Right click on Default Web Site and select properties
 3. Click on Home Directory tab
 4. Click on Configuration
 5. Click on Options tab
 6. Set the session timeout and the ASP script timeout to the desired value (these values must be the same). Select Apply, and in the resulting window, Select All, click Apply, and click OK.

7. Restart IIS

Changing session timeout value in Tomcat:

1. Go to folder <tmroot>/Tomcat/conf/
2. Open file "web.xml" using Notepad or Wordpad
3. Find the following string: <session-timeout>30</session-timeout>
4. Change the default value 30 to match the value in IIS (e.g. 60) and save the file
5. Restart Tomcat service

But in Win XP, user has to use the Microsoft's "Meta Edit 2.2" utility to perform the same. The usage of the same is as mentioned below:

1. Launch the utility Meta Edit 2.2.
2. This metaeditor is used to view/Edit the MetaBase.bin file in C:\WINDOWS\system32\inetsrv. This file has hierarchical store of configuration information and schema that are used to configure IIS.
3. The IIS configuration of folders in the Default Web Site are stored in the Metabase.bin.
 - a. **Open Metabase.bin and go to LM -> W3SVC -> 1->Roots**
 - b. **The above path has the folders used in TM.**
 - c. **There is Session Timeout value configured on the right side as ASPSessionTimeout.**
 - d. **Change the value of session time out to 90-120 minutes depending on the requirement.**
 - e. **The same value has to be entered in the all the other folders with AspSessionTimeout as a parameter.**
4. Once the value is changed for the ASPSessionTimeout go to
 - a. **Administrative tools -> IIS -> Default WebSite -> properties.**
 - b. **Select HomeDirectory Tab -> Configuration.**
 - c. **Select Options tab and modify the Session Timeout value to reflect the value in the Metabase.bin file. Save the changes.**
5. Open the web.xml file of Tomcat in the path <TM installed path>\Tomcat\conf\Web.Xml and change the session timeout value to 90-120 (whatever entered in Metabase.bin). Save the changes and restart the computer.
6. Login in to the TM web and click on the Search .Do not Refresh or perform any activity for another 90-120 minutes. The page should not logout before the timeout that has been set as a part of above listed steps.

✓ **Do not uninstall PostgreSQL software other than through the TM Un-installation**

Tracked by CR **Q01298209-01** (PostgreSQL application can not be re-installed or modified using TM Modify utility.)

✓ **Windows Event Logs may contain the following error message**

"The description for Event ID (1) in Source (Apache Jakarta Connector2) cannot be found. The local computer may not have the necessary registry information or message DLL files to display messages from a remote computer. The following information is part of

the event: [jdk_isapi_plugin.c (434)]: HttpFilterProc [/omstation/admin/eng/meta-inf/services/javax.xml.parsers.documentbuilderfactory] points to the web-inf or meta-inf directory.

Somebody try to hack into the site!!!”

Tracked by **Q01286641** (Server OS event viewer has an error that talks about Apache being hacked). This event is generated when the User Groups application is accessed from TM Web. This behaviour has been documented in Telephony Manager 4.0 System Administration/ NTP (553-3001-330)

- ✓ **Reports are created across the systems do not show which system a set belongs to.**

Tracked by CR **Q01316578-01** (Report Generation for multiple systems is generated as single report). This is an TM enhancement being considered in future TM releases.

- ✓ **Before performing a Backup/Restore operation, ensure that all the Web TM applications and Web Clients are terminated**

- ✓ **Ensure Firewalls and NAT Routers are configured appropriately for Telephony Manager – Communication Servers & Client – Server communications**

Firewalls and NAT routers must be configured to facilitate free communication between

- Telephony Manager Server and Clients
- Telephony Manager Server/Clients and Communication Servers

- ✓ **Web Help launch**

If help fails to launch from a link on a particular page, try launching the help from the main TM page.

- ✓ **MS Exchange Server 2007 (64-bit) Support**

TM4.0 supports the SSL connection to the MS Exchange Server 2007 (64-bit) as the external LDAP server. There are two alternative procedures for the SSL connection configuration to the external LDAP server (e.g. MS Exchange Server 2007 (64-bit)). These configuration procedures are documented in a separate TM Technical bulletin.

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