CallPilot 5.0 Service Update 11 (SU11)

REVISION HISTORY

Date	Revision #	Summary of Changes
15 February 2012	Original bulletin	This is the original publication.

Introduction

Avaya is pleased to announce General Availability (GA) of Service Update 11 (SU11) for CallPilot 5.0 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.

SU11 is now available for download from the Enterprise Solutions PEP (patch) Library (ESPL) website. Refer to "Obtaining the Service Update" for additional details.

Service Update 11 (SU11)

SU11 is the latest in a series of Service Updates made available to CallPilot 5.0. The update comprises six (6) components: a CallPilot server update with additional features and PEPs (patches) bundled within; improved versions of CallPilot Manager/Reporter, Application Builder, Desktop Messaging client, My CallPilot web-messaging application, and server security update.

Combined, these components further enhance CallPilot performance by incorporating all content previously released within earlier SUs/PEPs and over 100 additional quality improvements including the following:

CallPilot Server:

- Geographic Redundancy - improvements to event reporting, operation, comparison and synchronization tools ease-of-use, and overall robustness/reliability.
- High Availability - improved operational robustness.

CallPilot Manager/Reporter:

- Improved backup/restore operation.
- Improved Remote Text notification operation.
- On-line help and documentation updated for several components.

Application Builder:

- On-line help and documentation updates.

Desktop Messaging:

- Increased compatibility with:
  - Microsoft Outlook 2007 and 2010
  - IBM Lotus Notes 8.5.1
  - Novell GroupWise 8.0.2
- Improved fax operation.
- Enhanced ease-of-use for fax, message player, and message management.

My CallPilot:

- Improved audio-player and message waiting indictor (MWI) operation.
- Improved compatibility with Microsoft Windows 2008 Server (32-bit and x64 Editions) for hosting from customer-provided web servers.

Serviceability:

- Additional event codes added for improved troubleshooting.
- Improved clarity/severity settings for ease of understanding.
- Improved SU/PEP installation process.
- Improved GR status icon operation.

Note: Product enhancements, as requested by customers and business partners via GRIP submissions, will be delivered in future CallPilot releases, the next of which is CallPilot 5.1, due out later this year.

Recommended Actions

Avaya recommends all commercial (non-Department of Defense/JITC) customers on CallPilot 4.0 or earlier releases, upgrade to release 5.0 for the greatest functionality, reliability, compatibility, and other time/money-saving benefits.

For customers already on CallPilot 5.0 (05.00.41.00) software, apply Service Update 11 (SU11) and associated components at the next earliest maintenance opportunity to take full advantage of the significant improvements therein.

SU11 can only be applied to 5.0 (05.00.41.00) systems but can be installed on top of any combination of earlier PEPs or Service Updates.

Required Generally Available PEPs: (Available from ESPL website)

The following required generally available PEPs must be applied to all 5.0 solutions:

PEP ID	Description
CP50041SU11S	CallPilot Service Update 11 (SU11) server component.
CP500S11G06S	Unable to login to GR mailbox after remote notification call; required when using Geo-Redundancy.

PEP ID	Description
CP500S11G05C	CallPilot Manager (05.00.41.167) required for use with SU11 and installed on CallPilot server and/or optional stand-alone web server for Reporter.
CP500S11G04A	Application Builder (05.00.41.167): Required for use with SU11; installed on client PC.
CPSECPEP014S	CallPilot Server Security Update #14 (includes Microsoft hotfixes up to MS11-034 and other OS/Application security hardening. Requires CPSECPEPSP2S.
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.
CP500_Desktop_05.00.41.167	Desktop PC client version 5.00.41.167: includes support for the latest groupware and OS environments; adds several fixes/enhancements; required when using Geo-Redundancy.
CP500_MyCallPilot_05.00.41.167	CallPilot server and/or web-server component: My CallPilot version 5.00.41.167 – includes support for latest OS and browser versions; adds several fixes/enhancements; required when using Geo-Redundancy.

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).
CP500_UpgradeWizard_v167	Enhanced Upgrade Wizard (version 05.00.41.167) for use when upgrading to 5.0/SU11 from release 2.02/SU04, 2.5/SU02, 3.0, and 4.0.
CPDRVPEP001S	CallPilot server component: Driver for US Robotics USR5637 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 Service Update

SU11 and associated PEPs can be obtained either 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 customers covered under PASS-Basic (GE4300) or PASS-Plus (GU4300) maintenance contracts are entitled to this corrective update.

Service Update (SU) CD package (NTZE60GA):

In accordance with Avaya "Green" environmental initiatives and in response to Channel Partner requests, SU PEP CD (NTUB43CA) is no longer included in the CD package.

The package remains orderable as a means to provide replacement media only. It is recommended the web-sites above are utilized to ensure the latest updates and clients are downloaded and applied to the customer system.

Reference and Related Documents

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

- The readme.txt or readme.pdf file included in each PEP/SU.
- The "verinfo.txt" file included in Desktop Messaging and My CallPilot updates.
- NTP NN44200-600 Software Administration and Maintenance, Chapter 4 "Installing Service Updates and Performance Enhancement Packages".
- DTR-2007-0069-Global-Rev18: CallPilot Release 5.0

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 at: https://support.avaya.com.

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