



# **Dialogic® Diva® SIPcontrol™ v1.5**

Reference Guide

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## License

Under the terms and conditions of this Agreement:

- You may install and use one copy of the Program on a single-user computer, file server, or on a workstation of a local area network.
- Some or all functions of the Program may be available solely if the Program is used with one or more legally acquired Dialogic Activation Key(s).
- To obtain an Activation Key You must first purchase a Proof of Purchase Code (PPC). A PPC may be included in Your software or hardware package or You may have to purchase it separately.
- You will receive Your Activation Key upon registering the Proof of Purchase Code as directed in the PPC document.
- It may be possible to install multiple Activation Keys into the Program; in such a case, the total functionality provided by the Program will be the sum of the licensed functionalities controlled by the installed Activation Keys as long as the maximum capabilities of the Program are not exceeded and the functionalities are compatible.
- Your Activation Key(s) will restrict Your use of the Program. At least one of the following restriction schemes will be available to You when You register each PPC and request an Activation Key.
  - The Activation Key may be associated with a specific Dialogic hardware device. In this case, the licensed functionality controlled by the Activation Key will be available solely if the same Dialogic hardware is present in the computer. You can move the Program to another computer solely if You move the specified Dialogic hardware to the new computer.
  - The Activation Key may be associated with a specific Dialogic-supplied software protection device ('dongle'). In this case, the licensed functionality controlled by the Activation Key will be available solely if the same dongle is present in the computer. You can move the Program to another computer solely if You also move the dongle to the new computer.
  - The Activation Key may be associated with Your specific computer hardware platform. In this case, the licensed functionality controlled by the Activation Key will be available solely if no significant change is made to the hardware installed in the computer. Replacement Activation Keys may be issued at the discretion of Dialogic solely if Dialogic can determine that You have not moved the Program to another computer. Sufficient information must be provided to Dialogic to allow it to make that determination.
- In addition to the above restrictions, each Activation Key may have a specific term of use commencing from the date of PPC registration. In this case, the licensed functionality controlled by the Activation Key will not be available after the Activation Key has expired.
- The Activation process requires that You enter the following information into the web-based system to obtain an Activation Key:
  - PPC
  - The Device ID provided to You by the 'Activation' function in the Program
  - Your email address so that the Activation Key can be delivered to You by email
- Dialogic will retain the information above for the following purposes:
  - Validation of future requests from You for replacement Activation Keys
  - Sending renewal reminders to You in the case of limited time licenses.
- If the Dialogic hardware device that Activation Keys are associated with is judged to be defective by Dialogic following its standard practices, Dialogic's Support department will issue to You replacement Activation Keys associated with the replacement device upon receipt of the faulty device by Dialogic. Replacement of the faulty device is subject to the terms

of Dialogic's standard Hardware product Warranty in effect at the time You purchased the hardware product concerned ("Hardware Warranty"). If a valid Advance Replacement Insurance policy contract is in place for the Dialogic hardware product concerned, Dialogic will endeavor to expedite provision of Activation Keys associated with the replacement device.

- If the Dialogic-supplied software protection device (a 'dongle' or 'USB-stick') that Activation Keys are associated with is judged to be defective by Dialogic following its standard practices, Dialogic Support will issue to You replacement Activation Keys associated with the replacement device upon receipt by Dialogic of the failed device. Replacement of the faulty device is subject to the terms of Dialogic's Hardware Warranty.
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- You may make one copy of Dialogic's documentation provided that all copyright notices contained within the documentation are retained;
- You may transfer the Program, documentation and the license to another eligible party within Your Company if the other party agrees to accept the terms and conditions of this Agreement. If You transfer the Program and documentation You must at the same time either transfer all copies whether in printed or machine readable form to the same party or destroy any copies not transferred;
- You may not rent or lease the Program. You may not reverse engineer, decompile or disassemble the Program. You may not use, copy, modify or transfer the Program and documentation, or any copy, modification or merged portion, in whole or in part, except as expressly provided for in this Agreement;
- You may not modify the Program in order to circumvent or subvert the protection mechanisms inherent in the program or attempt to use a time-limited Activation Key after it has expired;
- If You transfer possession of any copy, modification or merged portion of the Program or documentation to another party in any way other than as expressly permitted in this Agreement, this license is automatically terminated.

### **Term**

The license is effective until terminated. You may terminate it at any time by destroying the Program and documentation together with all copies, modifications and merged portions in any form.

It will also terminate upon conditions set forth elsewhere in this Agreement or if You fail to comply with any terms or conditions of this Agreement at any time. You agree upon such termination to destroy the Program and documentation together with all copies, modifications and merged portions in any form.

### **Limited Warranty**

The only warranty Dialogic makes, beyond the replacement of Activation Keys under the terms set out above, is that the medium on which the Program is recorded will be replaced without charge if Dialogic, in good faith, determines that it was defective in materials or workmanship and if returned to Your supplier with a copy of Your receipt within ninety (90) days from the date You received it. Dialogic offers no warranty for Your reproduction of the Program. This Limited Warranty is void if failure of the Program has resulted from accident, misuse, abuse or misapplication.

### **Customer Remedies**

Dialogic's entire liability and Your and Your Authorized Users exclusive remedy shall be, at Dialogic's option, either (a) return of the price paid or (b) repair or replacement of the Program that does not meet the above Limited Warranty. Any replacement Program will be warranted for the remainder of the original Warranty period.

### **No Other Warranties**

Dialogic disclaims all other warranties, either express or implied, including but not limited to implied warranties or merchantability and fitness for a particular purpose and the warranty against latent defects, with respect to the Program and the accompanying documentation. This limited warranty gives You specific legal rights. You may have others, which may vary from jurisdiction to jurisdiction.

### **No Liability for Consequential Damage**

In no event shall Dialogic, its affiliates or its suppliers or their officers, directors or employees be liable for any damages whatsoever (including without limitation, damages for loss of business profits, business interruption, loss of information, or other pecuniary loss and indirect, consequential, incidental, economic or punitive damages) arising out of this Agreement or the use of or inability to use this Program, even if Dialogic has been advised of the possibility of such damages. As some jurisdictions do not allow the exclusion or limitation for certain damages, some of the above limitations may not apply to You or Your Authorized Users.

### **Limit of Liability**

Dialogic's entire aggregate liability under any provision of this Agreement shall be limited to the amount actually paid by You for the affected Program.

## **Right to Audit**

If this Program is licensed for use in a Company, Your Company agrees to keep all usual and proper records and books of accounts and all usual proper entries relating to each installation of the Program during the term of this Agreement and for a period of three (3) years thereafter. During this period, Dialogic may cause an audit to be made of the applicable records and of the installations of the Program in order to verify Your compliance with this Agreement and prompt adjustment shall be made to compensate for any errors or omissions disclosed by such audit. Any such audit shall be conducted by an independent certified public accountant selected by Dialogic and shall be conducted during the regular business hours at Your offices and in such a manner as not to interfere with Your normal business activities. Any such audit shall be paid for by Dialogic unless material discrepancies are disclosed.

For such purposes, 'material discrepancies' shall mean the Company exceeding by three percent (3%) or more the number of licensed channels for any function of the Program or the Company exceeding the licensed number of Authorized Users by three percent (3%) or more. If material discrepancies are disclosed, Your Company agrees to pay Dialogic for the costs associated with the audit as well as the license fees for the additional licensed channels or additional Authorized Users. In no event shall audits be made more frequently than semi-annually unless the immediately preceding audit disclosed a material discrepancy.

## **Supplementary Software**

Any Supplementary Software provided with the Dialogic Program referred to in this License Agreement is provided 'as is' with no warranty of any kind.

## **U.S. Government Restricted Rights**

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This Agreement shall be construed and controlled by the laws in force in the Province of Quebec, Canada with the exception of its conflict of laws rules. The United Nations Convention on Contracts for the Sale of Goods does not apply to this Agreement.

## **Miscellaneous**

All rights and remedies, whether conferred hereunder or by any other instrument or law, will be cumulative and may be exercised singularly or concurrently. Failure by either Dialogic or You to enforce any term will not be deemed a waiver of future enforcement of that or any other term. The terms and conditions stated herein are declared to be severable. Should any term(s) or condition(s) of this Agreement be held to be invalid or unenforceable the validity, construction and enforceability of the remaining terms and conditions of this Agreement shall not be affected. You may not assign any rights, duties or obligations hereunder without the prior written approval of Dialogic and any attempt to assign any rights, duties or obligations hereunder without Dialogic's written consent will be void. It is expressly agreed that Dialogic and You are acting as independent contractors. These terms and conditions constitute the entire agreement between Dialogic and You with respect to the subject matter hereof. These terms and conditions will prevail notwithstanding any different, conflicting or additional terms and conditions that may appear on any other agreement between Dialogic and You. Deviations from these terms and conditions are not valid unless agreed to in writing in advance by an authorized representative of Dialogic. Any notice to Dialogic under this Agreement must be sent by courier or registered mail to the attention of Dialogic's legal department at the address below.

## **Contractor/ manufacturer is:**

DIALOGIC CORPORATION.

9800 Cavendish Blvd., Montreal, Quebec, Canada H4M 2V9

This Agreement has been drafted in English at the express wish of the parties. Ce contrat a été rédigé en anglais à la demande expresse des parties.

# Contents

<b>About This Online Guide.....</b>	<b>7</b>
How to use this online guide .....	7
Structure of this guide .....	7
<b>About Dialogic Diva SIPcontrol .....</b>	<b>8</b>
Features .....	8
Supported hardware .....	9
Supported software .....	10
Supported operating systems .....	10
<b>Software Installation .....</b>	<b>11</b>
<b>License Activation .....</b>	<b>14</b>
Device Unique ID (DUID) .....	14
Proof of Purchase Code (PPC) .....	14
License key .....	15
<b>Software Uninstallation .....</b>	<b>16</b>
<b>Appendix.....</b>	<b>17</b>

## CHAPTER 1

### About This Online Guide

#### How to use this online guide

- To view a section, click the corresponding bookmark located on the left.
- To view a topic that contains further information, click the corresponding blue underlined phrase.
- You may wish to print out the pages required for installing the drivers.

#### Structure of this guide

This guide provides a detailed description of how to install and configure Dialogic® Diva® SIPcontrol™.

This guide is structured as follows:

Section	Contents
<a href="#">About Dialogic Diva SIPcontrol</a>	General information about Diva SIPcontrol, general features, supported Diva® adapters, and supported operating systems
<a href="#">Software Installation</a>	Installing Diva SIPcontrol either with the setup wizard or with the silent installation
<a href="#">License Activation</a>	Activating the license via the web interface
<a href="#">Software Uninstallation</a>	Uninstalling Diva SIPcontrol
<a href="#">Appendix</a>	Command line parameters

## CHAPTER 2

### About Dialogic Diva SIPcontrol

Dialogic Diva SIPcontrol is a gateway that translates call control information from the PSTN into SIP messages and vice versa. Diva SIPcontrol is installed on top of the Diva adapter and it allows use of the adapter as a SIP gateway within the PC or server that hosts the media server platform. Diva SIPcontrol is delivered with a default license for the simultaneous use of eight channels.

**Note:** Normally, Diva SIPcontrol is installed on the same computer as the application. Therefore, it is not mandatory to support SIP Register or any other security mechanism.

#### Features

##### Call handling

- SIP methods: ACK, BYE, INVITE, NOTIFY\*, REFER
- Configurable IP transport layer UDP or TCP
- Basic call incl. numbering services:
  - Called Party Number
  - Calling Party Number
  - Redirecting Number
- Far end disconnect
- Near end disconnect
- Call Hold/Retrieve (e.g. Re-Invite mapping towards ISDN)
- PSTN side Call Transfer (e.g. Refer points to PSTN)
- SIP side Call Transfer as transfer target (C-party) and as transferee (A-party)
- PSTN side incoming Call Diversion
- Message Waiting Activation / Deactivation
- Support of REDIRECT (Moved Temporarily)

\* NOTIFY in combination with SUBSCRIBE are used to provide the feature Message Waiting Activation / Deactivation with regular SIP clients. However, in a gateway configuration, applications are using the features without the need for Diva SIPcontrol to use SUBSCRIBE.

##### Media processing

- G.711 A-Law and u-Law
- RTP dynamic payload audio/telephony event
- RTP profile name RTP/AVP
- DTMF via RTP payload (RFC 2833)
- PSTN side fax tone detection via RTP event (RFC 2833)
- Echo Canceller with 128 ms echo tail used with RTP
- T.38 Fax up to V.34 (SuperG3 Fax)

##### Security

- Call Routing

### Supported hardware

Diva SIPcontrol supports the following Diva adapters (up to 120 channels are supported):

#### ISDN BRI adapters

- Diva<sup>®</sup> BRI-2M 2.0
- Diva<sup>®</sup> 4BRI-8M 2.0
- Diva<sup>®</sup> V-BRI-2
- Diva<sup>®</sup> V-4BRI-8

#### ISDN PRI adapters

##### Div<sup>®</sup> PRI 3.0:

- Diva<sup>®</sup> PRI/E1/T1-8
- Diva<sup>®</sup> PRI/T1-24
- Diva<sup>®</sup> PRI/E1-30

##### Div<sup>®</sup> V-PRI

- Diva<sup>®</sup> V-PRI/T1-24
- Diva<sup>®</sup> V-PRI/E1-30

##### Div<sup>®</sup> Multiport PRI

- Diva<sup>®</sup> V-2PRI/E1/T1
- Diva<sup>®</sup> V-4PRI/E1/T1

##### Div<sup>®</sup> PRI PCIe:

- Diva<sup>®</sup> PRI/T1-24 PCIe
- Diva<sup>®</sup> PRI/E1-30 PCIe

##### Div<sup>®</sup> V-PRI PCIe

- Diva<sup>®</sup> PRI/T1-24 PCIe
- Diva<sup>®</sup> PRI/E1-30 PCIe

#### Analog adapters

- Diva<sup>®</sup> Analog-2P
- Diva<sup>®</sup> Analog-4P
- Diva<sup>®</sup> Analog-8P
- Diva<sup>®</sup> V-Analog-4P
- Diva<sup>®</sup> V-Analog-8P

### **Supported software**

Diva SIPcontrol supports Diva® for Windows version 8.3 or higher.

### **Supported operating systems**

Diva SIPcontrol supports the following operating systems:

- Microsoft Windows XP 32-bit
- Microsoft Windows Server 2003 32-bit and 64-bit

## CHAPTER 3

### Software Installation

To install Diva SIPcontrol You can either use the Diva SIPcontrol Setup Wizard as described below or You can use the silent installation procedure as described on page 13.

1. Insert Your Diva adapter into the PC as described in the 'Diva Adapters Installation Guide' that came with Your adapter.
2. Install the 'Diva for Windows' software as described in the 'Diva for Windows Reference Guide'. You need to install at least version 8.3 of the Diva for Windows software. The Reference Guide is available on Your Diva® Software Suite CD-ROM or on the Dialogic web site under: [www.dialogic.com](http://www.dialogic.com).

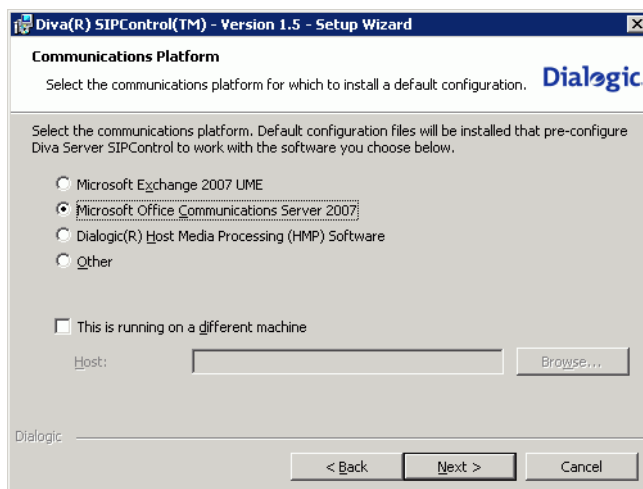
**Note:** If the correct version of the Diva software (8.3 or higher) is not detected during the installation, an error message is displayed and the installation is aborted.

3. Go to the directory where the Windows installer package 'DSSIPControl.msi' is located and double-click it.
4. In the welcome dialog box click 'Next'.
5. The 'End-User License Agreement' box appears. Accept the license agreement to start the installation.

If You are installing Diva SIPcontrol for the first time, continue reading with step 6.

If You are re-installing the software, continue reading with step 7.

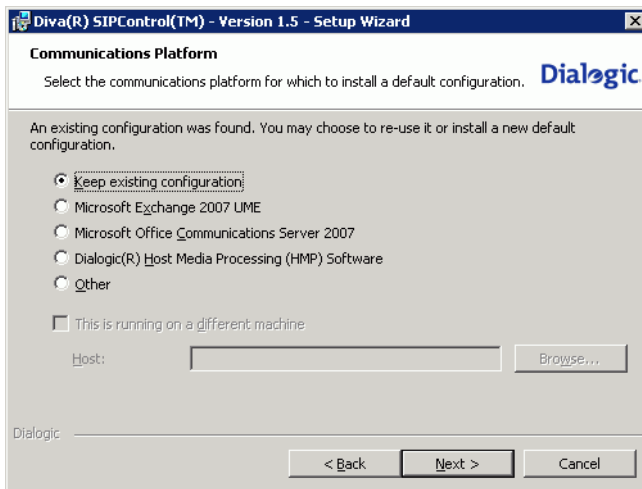
6. The 'Communications Platform' box appears. Select the communication platform You are going to use with Diva SIPcontrol.



If the communication platform is installed on a different PC, enable 'This is running on a different machine'. Enter the host name or host address or click the 'Browse' button and select the PC where the communication platform is installed. Click 'OK'.

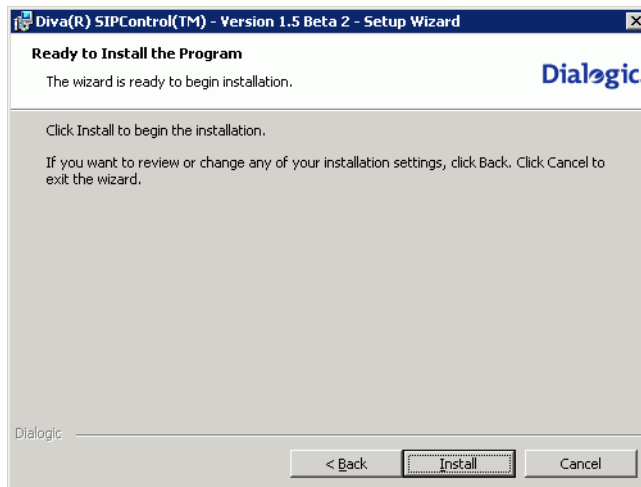
Click 'Next'.

7. During the uninstallation of Diva SIPcontrol You can select to keep the configuration files. See [Software Uninstallation](#) on page 16 for more information. If You keep the files, the 'Communications Platform' box appears with the option 'Keep existing configuration'. Select this option if You want to use Diva SIPcontrol with the configuration settings from the former installation.



Click 'Next'.

8. The 'Ready to Install the Program' box appears.



Click 'Install' to install Diva SIPcontrol.

9. After the installation is complete, the 'Completing the Diva SIPcontrol Wizard' box appears. Click 'Finish' to exit the installation.
10. Now You can configure the settings. To do so, click 'Start > Programs > Diva for Windows > SIPcontrol configuration'. If You need help during the configuration, press the F1 button to display the online help of the respective feature.

**Silent Installation**

1. Insert Your Diva adapter into the PC as described in the 'Diva Adapters Installation Guide' that came with Your adapter.
2. Install the 'Diva for Windows' software as described in the 'Diva for Windows Reference Guide'. You need to install at least version 8.3 of the Diva Software. The Reference Guide is available on Your Diva Software Suite CD-ROM or on the Dialogic web site under: [www.dialogic.com](http://www.dialogic.com).
3. Click 'Start > Run'.
4. Type 'cmd' and click 'OK' to open a dos box.
5. In the dos box type: `DSSIPControl.msi /q`
6. After the installation is complete You can configure the settings. To do so, click 'Start > Programs > Diva for Windows > SIPcontrol configuration'. If You need help during the configuration, press the F1 button to display the online help of the respective feature.

For more information about Diva SIPcontrol specific Windows Installer parameters see [Appendix](#) on page 17.

## CHAPTER 4

### License Activation

**Note:** Diva SIPcontrol includes a default license for eight channels. If You need to use more than eight channels simultaneously, You need to activate the license key as described below.

To activate Your license key, You need the following information:

- [Device Unique ID \(DUID\)](#)
- [Proof of Purchase Code \(PPC\)](#)

As soon as You have both, visit the Dialogic activation web site to register Your PPC together with the DUID and You will receive Your license file. Activate this license file in the Diva SIPcontrol configuration dialog. For more information see [License key](#).

#### Device Unique ID (DUID)

The DUID binds the installed Diva SIPcontrol to Your PC (PC fingerprint).

To get the Device Unique ID:

1. Click 'Start > Programs > Diva for Windows > SIPcontrol configuration'.
2. Click 'License Management > DUIDs' in the console tree.
3. In the details pane, right-click the DUID number of the adapter You want to activate and select 'All Tasks > Copy DUID' to copy the DUID to the clipboard.
4. If You need to do the web activation using another computer, open an editor, paste the DUID, and save the file.

#### Proof of Purchase Code (PPC)

When You purchase the Diva SIPcontrol license You receive a PPC either in printed form or as email. By registering this PPC, You represent and warrant that You lawfully purchased the license.

To register Your PPC:

1. Open the following web site: <http://www.dialogic.com/activate>.
2. Follow the instructions to generate Your license key.
3. Save the license key that You will receive as an email attachment.

**License key**

To activate the license:

1. Right-click 'Licenses' in the console tree, select 'New > Add License' and go to the directory where You saved the license key file.
2. Select the license key file and click 'Open'.
3. To display the activated license file, click another menu entry and then 'Licenses' again.
4. Now, Diva SIPcontrol functionality is unlocked for the feature set You acquired with Your license.
5. See the Diva SIPcontrol online help (DSSIPmgmt.chm) on how to manage the licenses.

## CHAPTER 5

### Software Uninstallation

To uninstall Diva SIPcontrol:

1. Click 'Start > Settings > Control Panel'.
2. Double-click 'Add or Remove Programs'.
3. In the 'Add or Remove Programs' box select Diva SIPcontrol and click 'Change'.
4. In the welcome dialog box click 'Next'.
5. The 'Program Maintenance' box appears. Select 'Remove'. If You want to delete the current configuration, select 'Remove configuration files'. If You want to keep the configuration files, do not select this option. The next time You install Diva SIPcontrol, You can select to use the existing configuration. See [Software Installation](#) on page 11 for more information.
6. In the 'Remove the Program' box click 'Remove' to uninstall Diva SIPcontrol.
7. In the 'Setup Wizard Completed' box click 'Finish'. Diva SIPcontrol is now uninstalled.
8. If You want to uninstall Diva for Windows see the 'Diva for Windows Reference Guide'. The Reference Guide is available on Your Diva Software Suite CD-ROM or on the Dialog web site under: [www.dialogic.com](http://www.dialogic.com).

## CHAPTER 6

### Appendix

Diva SIPcontrol is installed via the Microsoft Installer. The Microsoft Installer also offers an installation without any user interaction using the Microsoft utility MSIEXEC.EXE. For information on the command line options of MSIEXEC.EXE refer to the Microsoft documentation.

The parameters that are normally entered by the user can be specified via command line for an installation without user interaction, e.g. from a batch file.

The following options can be set via the command line:

CONFIG=exchange	Microsoft Exchange 2007 UME
CONFIG=ocs	Microsoft Office Communications Server 2007
CONFIG=hmp	Dialogic® Host Media Processing (HMP) Software
CONFIG=other	Other
CONFIG=keep	Keep existing configuration (aborts with error if no existing configuration is found!)
SIPHOST=<hostname>	Use if CONFIG is neither 'keep' nor 'hmp'.
REMOVECFGFILES=1	Use during Uninstall to remove all configuration files.