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Intel® NetStructure™ Host Media Processing Release 1.3 for Windows

Software Installation Guide

June 2005

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Revision History

This revision history summarizes the changes made in each published version of this document.

Document No.	Publication Date	Description of Revisions
05-2418-002	June 2005	Global: Rebooting after installation is not always required. Revised all text that discusses rebooting after installation. Purpose: Added mention of update install. Choosing the Appropriate Installation Procedure: New section. Major Installation Steps: Revised to mention update install. Prerequisites for Software Installation: Revised to mention update install. Added Windows 2000 Advanced Server to list of supported operating systems. Uninstalling a Previous Release: Revised to mention update install. Order of Procedures: Revised to mention update install. Performing a Full Install of the Software: Changed section title from "Installing the Software" to distinguish from update install. Revised the notes after Step 9. Revised the note after Step 10. Performing an Update Install: New section. Using the InstallShield Response File: In Step 3, corrected the value shown in the registry key when the install fails.
05-2418-001	May 2005	Prerequisites for Software Installation: Version information for the supported operating systems was removed. This information is in the Release Guide. Checking TCP Port Availability: Added three ports to the list: 1719, 1720, and 5060. Performing a Silent Install: Revised the commands in the procedures to use a forward slash instead of a dash. Added examples of commands. Added more details to the procedures. Using the InstallShield Response File: Added information about what to do after installing the software. Verifying the Installation Using the IP Media Server Demo: Added details to the procedure for running the demo, including a new figure (Figure 4). Adding or Removing Installed Features: In Step 1 of both sub-procedures, changed description of error message behavior. Uninstalling the Software: In Step 1, changed description of error message behavior. Open Application Detected: Changed description of error message behavior. Disabling the Windows Driver Signing Check: Added a new step. Repairing an Installation: In Step 1, changed description of error message behavior.
05-2418-001-01	March 2005	Initial version of document. Some of the information contained in this document was previously published in the *Intel® NetStructure™ Host Media Processing Software Release 1.1 Feature Pack 1 for Windows Installation Guide*, document number 05-1760-003.

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About This Publication

The following topics provide information about this software installation guide:

- Purpose
- Intended Audience
- How to Use This Publication
- Related Information

Purpose

This guide explains how to do the following:

- Install and uninstall Intel® NetStructure™ Host Media Processing (HMP) Software Release 1.3 for Windows
- Update an existing version of the software
- "Silently" install the software
- Verify the installation by running a demo.

Intended Audience

This information is intended for:

- Distributors
- System Integrators
- Toolkit Developers
- Value Added Resellers (VARs)
- Original Equipment Manufacturers (OEMs)

How to Use This Publication

This information is organized as follows:

- Chapter 1, "Installation Overview" describes the major installation steps in the order in which they are performed, giving an overview of the process. This chapter also provides information about licensing and selection of IP addresses.
- Chapter 2, "Installing the Software" discusses the prerequisites for software installation and gives step by step procedures for performing interactive and "silent" installs of the HMP Software. This chapter also describes how to verify proper installation by running a demo and how to add or remove installed features.

- Chapter 3, "Uninstalling the Software" describes how to uninstall the software.
- Chapter 4, "Troubleshooting" provides information about error messages and the log file for the install, and describes how to repair an installation by re-installing it.

Related Information

For additional information related to installation, configuration, administration, and diagnostics, refer to the following documents, which are provided with the HMP Software and are also available at *http://resource.intel.com/telecom/support/documentation/releases/*.

- For timely information that may affect installation and configuration, refer to the Release Guide and Release Update. The Release Update is not provided with the system release software. It is maintained on the web site mentioned above.

- For licensing and administration procedures, refer to the Administration Guide for this release.

- For detailed information about using the verification demo included with the HMP Software, refer to the *IP Media Server (Global Call) Demo Guide for Windows Operating Systems*.

- For diagnostics information, refer to the Diagnostics Guide for this release.

- For information about using the SNMP agent software, refer to the Administration Guide for the SNMP agent software.

- The Intel® Networking and Communications Telecom Support Resources web site at *http://developer.intel.com/design/telecom/support/* provides technical support and wide-ranging information in the form of technical notes, problem tracking reports, application notes, and other helpful documentation.

- For product information, go to the Intel® Telecom Products web site at *http://www.intel.com/design/network/products/telecom/*.

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Installation Overview 1

This chapter provides the following information about installing Intel® NetStructure™ Host Media Processing (HMP) Software Release 1.3 for Windows.

1.1 Choosing the Appropriate Installation Procedure

You can perform either a full or update install of the Intel® NetStructure™ Host Media Processing (HMP) Software Release 1.3 for Windows software. The installation procedure you use depends on what is on your system. Table 1 shows the various installation scenarios. In all cases, you must meet the relevant prerequisites described in Section 2.1, "Prerequisites for Software Installation", on page 15. The installation procedures listed in the table are links to the sections containing the procedures.

Note: The update install gives you the latest software for the features that you selected when you did the full install of the system release that is currently on your system. If you want an additional feature that wasn't previously installed (for example, Demos), first perform the update install and then perform the procedure in Section 2.7, "Adding or Removing Installed Features", on page 31.

Table 1. Installation Scenarios

If you have this on your system	Use this installation procedure
No existing HMP Software	Section 2.3, "Performing a Full Install of the Software", on page 22 or Section 2.5, "Performing a Silent Install", on page 26
A previous version of HMP Software Release 1.3 for Windows	Section 2.4, "Performing an Update Install", on page 25 or Section 2.5, "Performing a Silent Install", on page 26
HMP Release 1.1	Section 2.3, "Performing a Full Install of the Software", on page 22 or Section 2.5, "Performing a Silent Install", on page 26 **Note:** You must uninstall HMP Release 1.1 before installing HMP Release 1.3. Refer to Section 2.1.1, "Uninstalling a Previous Release", on page 16.
HMP Release 1.1 with a Feature Pack and/or Service Pack	Section 2.3, "Performing a Full Install of the Software", on page 22 or Section 2.5, "Performing a Silent Install", on page 26 **Note:** You must uninstall HMP Release 1.1 and the Feature Pack and/or Service Pack before installing HMP Release 1.3. Refer to Section 2.1.1, "Uninstalling a Previous Release", on page 16.

1.2   Major Installation Steps

Following are the major installation steps:

1. Before installing the HMP Software, make sure that the system meets the hardware and software "System Requirements" as described in the HMP Software *Release Guide*.

2. To install the software, you must have local administrative privileges. Contact your network administrator to set up administrative privileges as required.

3. If you have HMP Software Release 1.1 or earlier on your system (including the Feature Pack and Service Update, if applicable) on your system, you must uninstall it as described in Section 2.1.1, "Uninstalling a Previous Release", on page 16. If you have a previous version of HMP Software Release 1.3 for Windows on your system, you do not have to uninstall it.

4. Obtain an HMP Software license. You can do this before or after you install the HMP Software. A verification license supplied with the software will allow you to run the verification demo (IP Media Server demo) to confirm that you have installed the HMP Software properly. However, its features are limited and you will need to obtain another license. Refer to Section 1.3, "HMP Licenses", on page 12 for more information. Complete information and procedures for obtaining and working with licenses is provided in the *Intel*® *NetStructure™ Host Media Processing Software Release 1.3 for Windows Administration Guide*.

5. Install the HMP Release 1.3 software. Refer to one of the following procedures:

    - Section 2.3, "Performing a Full Install of the Software", on page 22
    - Section 2.4, "Performing an Update Install", on page 25
    - Section 2.5, "Performing a Silent Install", on page 26

    If you are not sure about which installation procedure to use, refer to Section 1.1, "Choosing the Appropriate Installation Procedure", on page 11.

6. Optionally run the IP Media Server demo to verify proper installation of the HMP Software. Refer to Section 2.6, "Verifying the Installation Using the IP Media Server Demo", on page 30.

1.3   HMP Licenses

Before you use the HMP Software, you must obtain a license file[1] containing HMP license data. An HMP license is a file containing authorizations for a combination of call control and media processing channels. You can obtain a license file either before or after you install the HMP Software, but you need to obtain a license file before you can proceed with using the HMP Software.

Note: You cannot use old licenses from a previous HMP release. You must obtain a new license for the current release.

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1. A verification license is installed with the HMP Software, activated and ready to use, but this license is only intended to be used for verifying that the HMP Software installation was successful (see Section 2.6, "Verifying the Installation Using the IP Media Server Demo", on page 30).

Once you have installed the HMP Software and downloaded a license file to your computer, you must activate the license on the target system using the License Manager. The License Manager offers both a GUI interface and a command line interface (CLI). The *Intel® NetStructure™ Host Media Processing Software Release 1.3 for Windows Administration Guide* describes how to obtain and use license files, and the various tasks you can perform with the License Manager.

You can try out the HMP Software with a verification, evaluation, or trial license before you purchase a permanent, production license from Intel. If a license file is lost or damaged, you can obtain an emergency replacement for it. Table 2 shows the types of licenses available for use with HMP Software.

Table 2. License Types

License Type	Features	Expires?	Where to get license?	MAC address required?[1]
Verification (free)	1 channel for RTP G.711 and Voice	no	included with HMP Software[2]	no - use with any MAC address
Evaluation (free)	4 channels for all components	expires in 45 days	available from Web site[3]	no - use with any MAC address
Trial (free)	any supported channel component combination	expires in 45 days	Intel authorized distributor or account manager[4]	yes - supply MAC address when ordering
Purchased	any supported channel component combination	no	Intel authorized distributor or account manager	yes - supply MAC address when ordering
Emergency Replacement	replaces a "Purchased" license	expires in 14 days	Intel authorized distributor or account manager	yes - supply MAC address when ordering

1. For more information about MAC addresses, refer to the *Intel® NetStructure™ Host Media Processing Software Release 1.3 for Windows Administration Guide.*
2. A license is supplied with the HMP Software that allows you to run a verification demo. This demo verifies that you have set up HMP properly. For more information, refer to Section 2.6, "Verifying the Installation Using the IP Media Server Demo", on page 30.
3. An evaluation license is available from *www.intel.com/go/mediaprocessing*.
4. For a list of authorized distributors, go to: *http://www.intel.com/buy/wtb/wtb1028.htm*.

For more information, refer to the *Intel® NetStructure™ Host Media Processing Software Release 1.3 for Windows Administration Guide.*

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Installing the Software 2

This chapter gives detailed procedures for installing Intel® NetStructure™ Host Media Processing (HMP) Software Release 1.3 for Windows:

2.1 Prerequisites for Software Installation

Before installing the software, make sure that the following prerequisites are met.

- Read the Release Guide and Release Update before starting the installation. To view the Release Guide, insert the system release CD-ROM or run *autorun.exe* if you downloaded the HMP software files. A navigation screen will appear (Figure 3). Click on **Before You Begin**. The Release Guide is also available at *http://resource.intel.com/telecom/support/documentation/releases/*. The Release Guide contains information about hardware and software requirements for this release.

  The Release Update provides the latest information about any issues, restrictions, or limitations that may affect the installation. The Release Update also describes any significant changes to the release subsequent to the general availability date. For example, new features provided in Service Updates are described in the Release Update. The Release Update can be found at *http://resource.intel.com/telecom/support/documentation/releases/*.

- The Windows* operating system must be installed. The basic operating systems include one of the following:
  - Windows 2000 Professional
  - Windows 2000 Server
  - Windows 2000 Advanced Server
  - Windows XP Professional
  - Windows 2003 Server (Standard and Enterprise Editions)

  Note: For information about the specific versions of the operating systems supported, refer to the Release Guide.

  Note: This system release is designed for U.S. English versions of the Microsoft* Windows Operating System. System directory path names are often spelled using the native language. Therefore if you are using a language other than U.S. English, various

manual file copy operations may be necessary to place files in directories with the expected path names. For assistance, please contact the support organization that services your country.

- It is recommended that you back up the drive on which you intend to install the software.

- If you have a previous version of HMP Software Release 1.3 for Windows on your system, you do not have to uninstall it. Install the new version of the software using the procedure in Section 2.4, "Performing an Update Install", on page 25.

- If you have HMP Software Release 1.1 or earlier on your system (including the Feature Pack and Service Update, if applicable) on your system, you must uninstall it as described in Section 2.1.1, "Uninstalling a Previous Release", on page 16.

- If you intend to use SNMP Agent Software for remote monitoring and administration of HMP over an IP network, Windows SNMP service must be installed on the managed node(s). Refer to the Section 2.1.2, "Installing and Configuring Windows SNMP Service", on page 16.

- TCP ports 1719, 1720, 5060, 12002, 12003, 12004, 20000, and 20001 must be available. Refer to Section 2.1.3, "Checking TCP Port Availability", on page 18.

- If you are using Windows 2000 Server and you're running Terminal Services, you must put a terminal server in install mode. Refer to Section 2.1.4, "Installing with Terminal Services Running When Using Windows 2000 Server", on page 19.

- For information about the options you can choose when installing this system release, refer to Section 2.1.5, "Determining Which Features to Install", on page 20.

2.1.1 Uninstalling a Previous Release

If you have a previous version of HMP Software Release 1.3 for Windows on your system, you do not have to uninstall it. Install the new version of the software using the procedure in Section 2.4, "Performing an Update Install", on page 25.

If you have HMP Software Release 1.1 or earlier on your system (including the Feature Pack and Service Update, if applicable) on your system, you must uninstall it using the **Add or Remove Programs** utility found on the Windows **Control Panel**.

You must uninstall the base release, Feature Pack, and Service Update in the reverse order of how they were installed. In other words, the last item installed should be the first item uninstalled. So you would remove the Service Update or Feature Pack first, and then remove the base release. You must reboot after each uninstall.

If you need further information, consult the uninstall procedure in the documentation provided with the previous release, Feature Pack, or Service Update.

2.1.2 Installing and Configuring Windows SNMP Service

If you intend to use the SNMP agent software (for a description, see Section 2.1.5, "Determining Which Features to Install", on page 20) and Windows SNMP Service has *not* already been installed, you must install and configure the Windows SNMP Service on both the managed node

and the network management station *before* installing the HMP Software release and SNMP agent software.

Note: If you uninstall and reinstall the Windows SNMP Service on the managed node, you will also have to uninstall and reinstall SNMP agent software.

Installing SNMP Service

The following steps describe how to install Windows SNMP service:

1. Invoke the **Control Panel**.

2. Select **Add or Remove Programs**.

3. Select **Add/Remove Windows Components**. The Windows Component Wizard is displayed.

4. Check the Management and Monitoring Tools box.

5. Click the **Details** button.

6. Check the Simple Network Management Protocol box and click **OK**. The Windows Component Wizard is redisplayed.

7. Click **Next**. You may be asked to insert the operating system CD. Proceed through the Windows Component Wizard until it has finished.

Note: If your system has had a Windows service pack installed on it, you should reinstall the Windows service pack after installing SNMP service.

Configuring SNMP Service

Follow the steps below to configure Windows SNMP Service:

1. Invoke the **Control Panel**.

2. Select **Administrative Tools**.

3. Select **Services**.

4. Select **SNMP Service**.

5. Choose the **Agent** tab.

6. Enter **Contact** and **Location**.

7. Choose the **Traps** tab.

8. Enter **Community Name**: `public`.
   Note: In the interest of enhanced security, administrators may want to choose a less commonly used community string.

9. Click **Add to List**.

10. Under **Trap Destinations**, click **Add** and enter the **IP address** for each management node to receive trap notifications from this managed node.

11. Choose the **Security** tab.

12. Highlight the community name you set in Step 8 and click **Edit**. Change **Community Rights** to READ CREATE.

13. Stop **SNMP Service** (if started) and restart.

14. Click **OK**.

15. Double click **SNMP Trap Service**.

16. Set **Startup Type** to "Automatic".

17. Stop **SNMP Trap Service** (if started) and restart.

18. Click **OK**.

2.1.3   Checking TCP Port Availability

Before you install the software, you must make sure TCP ports 1719, 1720, 5060, 12002, 12003, 12004, 20000, and 20001 are available. These ports must be available for the HMP system to function properly. To check, follow this procedure:

1. On your desktop, right click the **My Network Places** icon and select **Properties**. The Network Connections window appears.

2. Right click **Local Area Connection** and select **Properties**. The Local Area Connection Properties window appears.

3. Select **Internet Protocol (TCP/IP)** and click the **Properties** button. The Internet Protocol (TCP/IP) Properties window appears.

4. Click the **Advanced…** button on the bottom right of this window. The Advanced TCP/IP Settings window appears.

5. Select the **Options** tab, select **TCP/IP filtering**, and click the **Properties** button.

6. The TCP/IP Filtering window appears (see Figure 1). This window tells you which ports the system uses.

Figure 1. TCP/IP Filtering
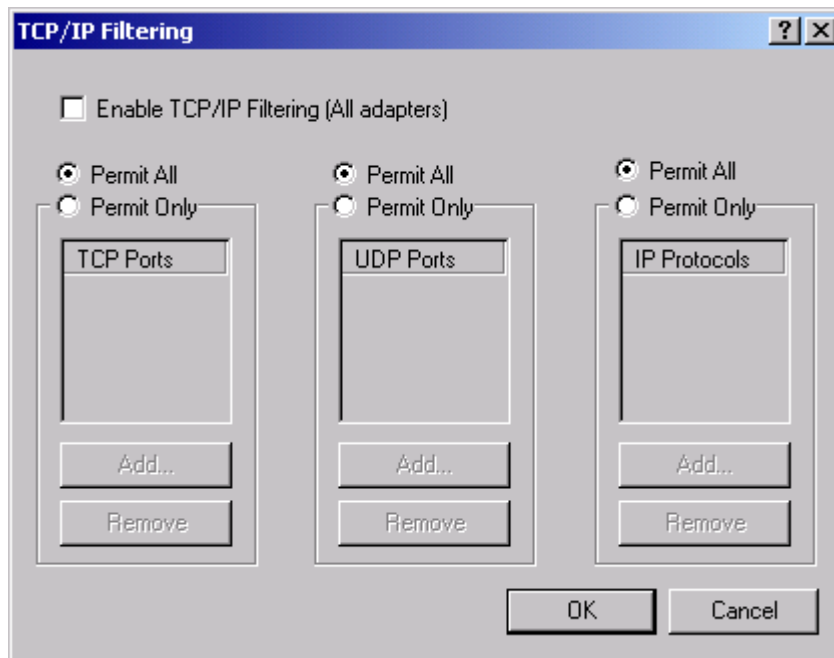
7. If the Enable TCP/IP Filtering checkbox is not checked, there is no filtering and all ports are valid. If the box is checked, make sure TCP ports 1719, 1720, 5060,12002, 12003, 12004, 20000, and 20001 are available.

If you are running Terminal Services, follow the procedure in Section 2.1.4, "Installing with Terminal Services Running When Using Windows 2000 Server", on page 19. Otherwise, skip to Section 2.1.5, "Determining Which Features to Install", on page 20.

2.1.4   Installing with Terminal Services Running When Using Windows 2000 Server

If you are using Windows 2000 Server and you're running Terminal Services, you must put a terminal server in install mode before you install a program (if not, skip this procedure). To do this, you must use **Add or Remove Programs** in the **Control Panel** as follows:

1. Go to the **Control Panel**.

2. Select **Add or Remove Programs**. The **Add or Remove Programs** screen appears.

3. Select **Add New Programs** on the left and then select **CD or Floppy**. The **Install Program From Floppy Disk or CD-ROM** screen appears (see Figure 2).

Figure 2. Install Program From Floppy Disk or CD-ROM
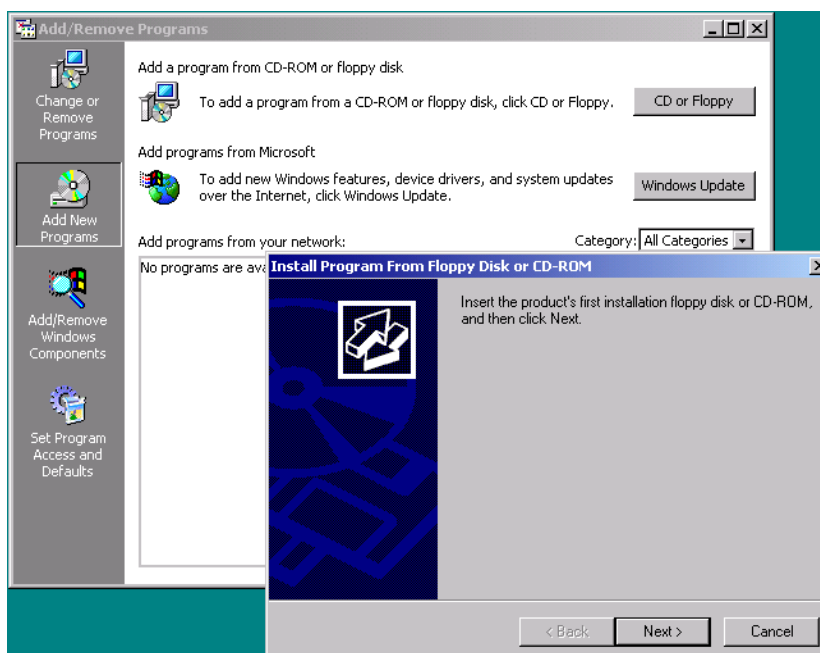
4. If you installed the HMP Software from a CD, insert it now. If you downloaded the HMP Software, skip to Step 5.

5. Click **Next**. A screen will appear to prompt for the path to the *setup.exe* file.

6. Click **Browse** to select the path to *setup.exe*.

7. Click **Next**. The install will now run.

8. Follow the software installation instructions (Section 2.3, "Performing a Full Install of the Software", on page 22).

9. When the installation is complete, you will be prompted to click **Next** and **Finish** on the last two "install mode" screens in the Terminal Server install sequence.

2.1.5   Determining Which Features to Install

When you install the HMP Software, you will be asked to select features on the Select Features screen. Before you install the software, you can read this section to familiarize yourself with the available options. The bold items in the following list are the features you can select. Text following each feature briefly describes it.

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- **Development Package (SDK) –** This option installs the programmatic APIs, libraries, and header files for HMP, including call control, fax, and media. If you plan to write and compile applications without installing HMP, you can select this option alone.

  The Development Package option does not install the drivers, firmware, parameters, and other files needed to use HMP. If you plan to develop applications and install HMP on a computer, you must also select the Core Runtime Package option.

- **Core Runtime Package** – This option installs the device drivers, firmware, parameters, and other files needed to execute an application that uses HMP Software Release 1.3 for Windows. Select this option if you will be installing and using HMP in a lab or test computer or a deployed system.

- **Demos** – Select this option to install all the HMP demo applications. You must install the Core Runtime Package to be able to run the demos and the Development Package to be able to recompile them. However, it is not always necessary to recompile the demos. Demos are included for the following: Audio Conferencing, Continuous Speech Processing, and IP Media Server.

  Demonstration programs are provided to demonstrate the functionality and features of HMP Software and serve as examples of application programming using the HMP API libraries. All demo programs are supplied as source code you can modify to explore other capabilities of the products. All demo programs will be located in %INTEL_DIALOGIC_DIR%\demos[1] following installation of HMP Software Release 1.3 for Windows.

- **SNMP Component Manager** – Select this option to install the Management Information Bases (MIBs) required by an SNMP manager to remotely manage HMP. This option is not required on the managed node. The managed node will get what it needs from the Core Runtime option. This option provides the following proprietary MIBs:
  - Hardware Information MIB
  - DM3 Extended Platform MIB
  - R4 Device Information MIB

- **Documentation** - Select this option to install all of the user documentation that supports HMP Software Release 1.3 for Windows. Access to the documentation is provided via a Web browser that allows you to select a document from the "bookshelf" list.

  After selecting a document from the list, a new Web page appears that provides a summary description of the document and allows you to view the complete document using Adobe* Acrobat Reader.

2.2 Order of Procedures

The order of procedures for installing HMP Software Release 1.3 for Windows is as follows:

1. Make sure all relevant prerequisites described in are met.

2. Install the software using **one** of the following procedures:
   -

1.%INTEL_DIALOGIC_DIR% is the environment variable for the directory in which the HMP Software Release 1.3 for Windows software is installed. To find the path, open a DOS command prompt window and type `echo %INTEL_DIALOGIC_DIR%`.

- Section 2.4, "Performing an Update Install", on page 25
- Section 2.5, "Performing a Silent Install", on page 26

For more information about the features you can install, refer to Section 2.1.5, "Determining Which Features to Install", on page 20.

2.3 Performing a Full Install of the Software

This section contains the procedure for performing a full install of HMP Software Release 1.3 for Windows. If you have an older version of HMP Software Release 1.3 for Windows on your system, use the procedure in Section 2.4, "Performing an Update Install", on page 25. If you have an earlier version of HMP on your system (Release 1.1), you must uninstall it before installing HMP Software Release 1.3 for Windows.

Notes: **1.** Make sure you've satisfied all the prerequisites before installing the software. Prerequisites are described in Section 2.1, "Prerequisites for Software Installation", on page 15. For more information about the features you can install, refer to Section 2.1.5, "Determining Which Features to Install", on page 20.

2. If you had a previous Intel Dialogic system release or HMP release installed, a cleanup utility will run automatically as the install runs. The cleanup utility can also be run manually and is provided on the HMP Software Release 1.3 for Windows CD in *cleanup*. To find out more about what this utility does and how to use it manually, and to obtain updated versions of the utility (which will continue to be enhanced outside of the HMP releases), go to http://resource.intel.com/telecom/support/tnotes/tnbyos/2000/tn020.htm.

3. When the cleanup utility is run automatically from the install, it will skip *frustatus.log* and *rtferror.log, l*eaving them on your system. This is not harmful and most users need not be concerned about these files.

4. The cleanup utility is **not** a substitute for performing an uninstall of the previous release of HMP. You must perform an uninstall **before** running the cleanup utility.

5. You may see a **Security Alert - Driver Installation** message during installation. This is just a warning message, and HMP will install properly after you click **Yes**. For more information, refer to Security Alert - Driver Installation in Section 4.2, "Error Messages", on page 37. If you want to prevent this message from appearing, refer to Section 4.5, "Disabling the Windows Driver Signing Check", on page 41.

To install HMP Software Release 1.3 for Windows on your system, perform the following:

1. Exit all other programs you may have running.

2. Insert the HMP Software Release 1.3 for Windows CD-ROM in your system or download the software from the website.

   If the installation process does not start automatically when you insert the CD-ROM, locate the *autorun.exe* program on the CD-ROM and double-click on the filename.

   If you download the software from the website, you can double-click on *autorun.exe* to get the navigation screen described in Step 3 or if you just want to start the installation, you can double-click the *setup.exe* file (in that case, skip to Step 4).

3. A navigation screen appears (Figure 3), giving you options such as viewing release information (the "Before You Begin" option), installing the software, viewing user documentation, and going to Intel's Telecom Support Resources website.

Figure 3. HMP Software Navigation Screen
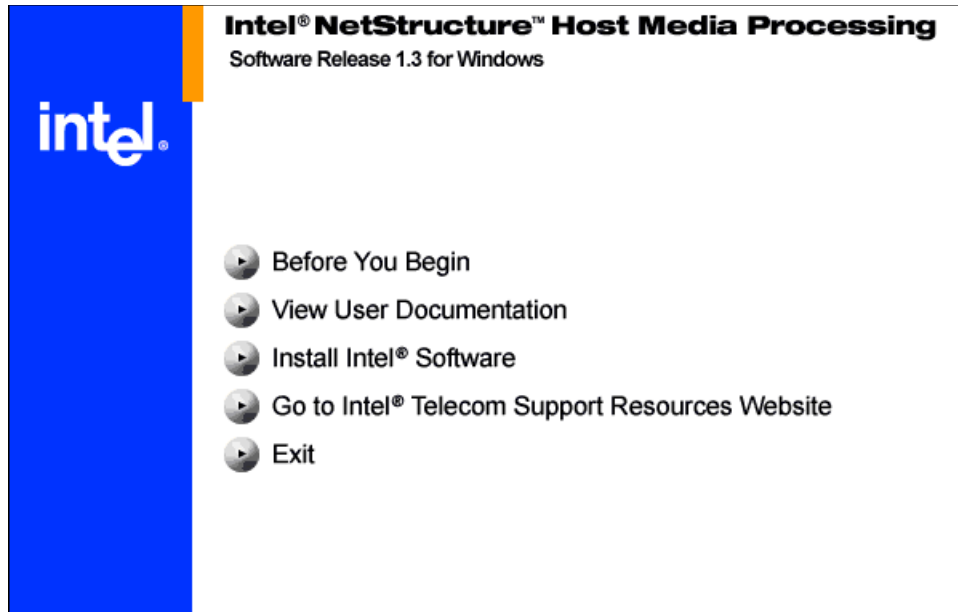
When you are ready to proceed with the installation, click on **Install Intel® Software**.

If HMP Release 1.1 is on your system, the install will detect it and a message will appear telling you to uninstall it. The install will abort so you can uninstall the older release. Then you must restart the install.

4. The Welcome screen appears. It shows the version of the software you are installing. Click **Next**.

   Note: The build number of the software is provided in the *buildinfo.ini* file.

5. The Choose Destination Location screen appears. To install to the folder already named on the screen, click **Next**. To install to a different folder, click **Browse** and select another folder. Then click **Next**.

6. The Select Features screen appears.

   When you click on an item in the list, a brief description of it appears on the right side of the screen. Descriptions of these features are also provided in the install's online help (press F1 to access it) and in Section 2.1.5, "Determining Which Features to Install", on page 20.

   Select the features you want by clicking boxes to put check marks in them. Then click **Next**.

7. If you select the Core Runtime Package, you'll see a question popup that tells you which third party software the setup will install:

Installing the Software

- **IONA ORBacus Version 4.0.5** – ORBacus is IONA's pure CORBA ORB for applications that do not require the extensive enterprise services included with the Application Server Platform. For more information and user documentation, go to this IONA Technologies website: http://www.orbacus.com.

- **Tcl/TK Version 8.3.4** – Tcl (Tool Command Language) is a scripting language for a wide variety of integration application needs: build a GUI, embed Tcl in your application, create a multi-threaded application, or develop a cross-platform program. For more information, go to the Tcl Developer Xchange website: http://tcl.activestate.com.

- **Xerces XML Version 1.1** – Xerces provides XML parsing and generation. For more information, go to http://xml.apache.org.

- **ICU Support Libraries Version 1.4.0** – The International Components for Unicode (ICU) libraries provide robust and full-featured Unicode services on a wide variety of platforms. ICU supports the most current version of the Unicode standard, and they provide support for supplementary Unicode characters (needed for GB 18030 repertoire support). ICU is an open source development project sponsored, supported, and used by IBM. For more information, go to http://www-124.ibm.com/icu.

- **Microsoft MFC/Other Redistributables Version 6.2** – For more information, go to http://www.microsoft.com.

To continue with the install, click **Yes**. To exit the install, click **No**.

8. The Select Program Folder screen shows the Program Folder where the installation will add program icons. You can accept the default folder name, type a new folder name, or select a folder from the existing folders list. Click **Next** to continue.

9. The Start Copying Files screen shows you a summary of the features you've selected. If you're satisfied with them, click **Next** to start copying files. If you want to make changes, click **Back** to go to a previous screen.

   After you click **Next**, a status bar will show the progress of the installation.

   Note: Right before the file copying starts, the setup will run a cleanup utility where old content possibly left from a previous release will be detected and removed. For more information about the cleanup utility, go to http://resource.intel.com/telecom/support/tnotes/tnbyos/2000/tn020.htm.

   Note: For a faster installation when the cleanup utility is run automatically from the install, the utility will skip the steps that search for the *frustatus.log* and *rtferror.log* files. These are trivial files that may have been left from a previous release.

10. The Setup Complete window displays after all the files are copied onto your hard drive. This window will indicate whether a reboot is required. If a reboot is required, you must choose whether you want to reboot now or later. Click **Finish** to complete the installation process.

Note: A reboot will be required if the Core Runtime Package was installed.

After you install the HMP Software, you can do the following:

- Verify that you have set up HMP properly. Refer to Section 2.6, "Verifying the Installation Using the IP Media Server Demo", on page 30. This activity is optional, but recommended.

- Obtain, install, and activate a license. Refer to the HMP Administration Guide. This step is required. You must do this before you can use the HMP Software.

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- Check the default IP address to make sure it is suitable for your needs (refer to the HMP Administration Guide). On systems that have multiple NICs with multiple IPs, it is possible that the default IP address picked by the HMP system may not be the IP address best suited for your purposes. Therefore, **after installation, reboot, and before starting HMP Software**, you should check the default IP address and change it, if necessary, to suit your specific needs. The system will remember the selected default IP address and associated NIC controller so you do not need to check the address on subsequent reboots unless you want to assign a different default IP address.

- Start the configuration manager (DCM). DCM will detect the HMP Software and automatically find the licensed configuration settings. DCM also allows you to start the HMP system. This step is required. You must do this before you can use the HMP Software. For more details, refer to the HMP Administration Guide.

2.4   Performing an Update Install

If you have an existing version of HMP Software Release 1.3 for Windows on your system and want to update it with the new release, follow the procedure in this section.

The update install gives you the latest software for the features that you selected when you did the full install of the system release that is currently on your system. If you want an additional feature that wasn't previously installed (for example, Demos), first perform the update install and then perform the procedure in Section 2.7, "Adding or Removing Installed Features", on page 31.

Note: Make sure you've satisfied all the relevant prerequisites before installing the software. Prerequisites are described in Section 2.1, "Prerequisites for Software Installation", on page 15. For information about the various installation scenarios, refer to Section 1.1, "Choosing the Appropriate Installation Procedure", on page 11. For more information about the features you can install, refer to Section 2.1.5, "Determining Which Features to Install", on page 20.

1. Exit all other programs you may have running.

2. Insert the HMP Software Release 1.3 for Windows CD-ROM in your system or download the software from the website.

   If the installation process does not start automatically when you insert the CD-ROM, locate the *autorun.exe* program on the CD-ROM and double-click on the filename.

   If you download the software from the website, you can double-click on *autorun.exe* to get the navigation screen described in Step 3 or if you just want to start the installation, you can double-click the *setup.exe* file (in that case, skip to Step 4).

3. A navigation screen appears (Figure 3), giving you options such as viewing release information, installing the software, viewing product documentation, and going to Intel's Telecom Support Resources website.

   When you are ready to proceed with the installation, click on **Install Intel® Software**.

4. The Welcome screen appears. It shows the version number of the currently installed software and the version number of the software that you are about to install. Click **Next**.

5. The Start Copying Files screen appears. This screen shows you the components (features) that are currently installed. These components will be updated. If you want to add or remove any components, finish the update install first, then use the procedure in Section 2.7, "Adding or Removing Installed Features", on page 31. To start updating the software, click **Next**.

6. A Setup Status screen will show the progress of the installation. This screen also shows you what is being installed and where it is being installed. Although a **Cancel** button is available, it is strongly recommended that you do not stop the install.

   Note: The Setup Status screen will indicate that all files are being installed. This is not actually the case. Files that have changed will be updated based on version/timestamp. The InstallShield engine processes each file that was previously installed and compares the version/timestamp on the system to that in the build. If the file in the build has a higher version number or later timestamp, then the file will be installed. Otherwise, the InstallShield engine skips to the next file. The Setup Status screen incorrectly indicates that all files are being installed. This is a known issue with InstallShield Software.

7. The Update Complete window displays after all the files are copied onto your hard drive. This window will indicate whether a reboot is required. If a reboot is required, you must choose whether you want to reboot now or later. Click **Finish** to complete the installation process.

Note: A reboot will be required if the Core Runtime Package was installed.

After you install the HMP Software, you can do the following:

- Verify that you have set up HMP properly. Refer to Section 2.6, "Verifying the Installation Using the IP Media Server Demo", on page 30. This activity is optional, but recommended.

- Obtain, install, and activate a license. Refer to the HMP Administration Guide. This step is required. You must do this before you can use the HMP Software.

- Check the default IP address to make sure it is suitable for your needs (refer to the HMP Administration Guide). On systems that have multiple NICs with multiple IPs, it is possible that the default IP address picked by the HMP system may not be the IP address best suited for your purposes. Therefore, **after installation, reboot, and before starting HMP Software**, you should check the default IP address and change it, if necessary, to suit your specific needs. The system will remember the selected default IP address and associated NIC controller so you do not need to check the address on subsequent reboots unless you want to assign a different default IP address.

- Start the configuration manager (DCM). DCM will detect the HMP Software and automatically find the licensed configuration settings. DCM also allows you to start the HMP system. This step is required. You must do this before you can use the HMP Software. For more details, refer to the HMP Administration Guide.

2.5 Performing a Silent Install

This section contains the following information:

- Introduction
- Creating an InstallShield Response File

- Using the InstallShield Response File

2.5.1   Introduction

Response files provide "canned" responses, making it possible to perform an HMP installation without human intervention. Response files can be used to run in any install mode (install, uninstall, upgrade, modify, repair, removal). Response files have not been provided with this release since installs can vary, so you must create your own response file. The procedures in this section describe how to create and use a response file that is specific to your particular needs.

Note: A **Security Alert - Driver Installation** message may appear during installation. Therefore, if you want to perform a silent install, you *must* disable the Windows Driver Signing check. Refer to Section 4.5, "Disabling the Windows Driver Signing Check", on page 41.

2.5.2   Creating an InstallShield Response File

This procedure describes how to create an InstallShield response file, which is named *setup.iss* by default. The response file captures all your responses during an interactive install. Once you create this file, you can use it on other machines to silently install the software the same way you installed the software when you created the response file.

Note: You can give the response file a name other than *setup.iss*, but then you must specify the new name by using the /f1 option. Use of the /f1 option is described in Section 2.5.3, "Using the InstallShield Response File", on page 28.

1. Open a Windows DOS command prompt.

2. Change into the root directory of the HMP Software build media (the CD or downloaded files), which is where *setup.exe* is located.

3. Run setup /r

4. Proceed through the interactive installation dialogs, making whatever selections you want captured in the response file, including rebooting the computer, if you want that action captured.

   Note: Do not choose to reboot if you do not want the setup to reboot the system after the silent installation of the HMP Software is complete. For example, if you plan to invoke the installation of HMP Software from within another setup program, you should not choose to reboot when you are creating the response file.

5. Once the installation has completed, a response file, *setup.iss,* will be present in your Windows directory (environment variable %WINDIR%[1]).

---

1. To find the Windows directory, open a Windows DOS command prompt window and enter the command echo %WINDIR%.

6. If you chose to install the Core Runtime Package when generating the response file, then you must edit the response file to remove the following lines. Otherwise, the Core Runtime Package will not be installed.

```
Runtime-type=string
Runtime-count=1
Runtime-0=Runtime\MFC 6.2 Runtime
```

This step is necessary due to a bug in InstallShield when generating a response file.

7. You can optionally move the *setup.iss* response file into the root of the build media. If you do this, you won't have to specify the location of the response file when you enter the command that silently installs the HMP Software (described in the next section). However, in this case you must not change the name of the response file. You must keep the default name: *setup.iss*.

   Note: You won't be able to move *setup.iss* to the root of the build media if you are using a CD with the HMP Software on it. If you are using a CD, you will have to specify the location of *setup.iss* in the next procedure (Using the InstallShield Response File).

To use this response file to install the HMP Software Release 1.3 for Windows software, follow the procedure in Section 2.5.3, "Using the InstallShield Response File", on page 28.

2.5.3   Using the InstallShield Response File

This section describes how to use the InstallShield response file you created with the procedure given in Section 2.5.2, "Creating an InstallShield Response File", on page 27.

1. Open a Windows DOS command prompt and change into the root directory of the HMP Software build media (the HMP Software CD or downloaded files), which is where *setup.exe* is located.

2. Depending on where the *setup.iss* file is located, you will run one of the following commands:

   • If *setup.iss* is in the root directory of the build media and the setup is located on a read-only medium (i.e., CD-ROM) , run

   ```
   setup /s /f2"<LOGDIR>\setup.log"
   ```

   where `<LOGDIR>` is the directory in which the *setup.log* file will be created. The path to the log file must be to a pre-existing directory. It can be any directory that is writable to the user installing the software. Here is an example of this command:

   ```
   setup /s /f2"c:\temp\setup.log"
   ```

   • If *setup.iss* is **NOT** in the root directory of the build media, run

   ```
   setup /s /f1"<ISSDIR>\setup.iss" /f2"<LOGDIR>\setup.log"
   ```

   where `<ISSDIR>` is the directory in which *setup.iss* (the response file) is located and where `<LOGDIR>` is the directory in which the *setup.log* file will be created. It can be any

directory that is writable to the user installing the software. Here is an example of this command:

```
setup /s /f1"c:\WINNT\hmp.iss" /f2"c:\temp\setup.log"
```

The `/f1` option lets you specify the location and name of the response file, which you must do if you change the name from the default (*setup.iss*). In the example above, "hmp.iss" is being used instead of "setup.iss."

Here is an example of how the command might look if you rename the response file, but still put it in the root of the build media (in the same directory as *setup.exe*):

```
setup /s /f1".\hmp.iss" /f2"c:\temp\setup.log"
```

For more information about *setup.exe* command line options, go to
http://support.installshield.com/kb/view.asp?articleid=Q105473

3. Since this is a silent install, there will be no immediate, obvious way of telling whether the command you just entered is installing the software. However, you can look at one or both of the following to check the status:

   • the InstallShield log file you created (named *setup.log* by default) in the previous step using the `/f2` option

   • the installation log file located in `%TEMP%\DlgcInstall.log`

   For more information, refer to Section 4.3, "Installation Log Files", on page 40.

   To verify that the install is complete, look for a success/failure value under the following registry key:

   ```
   HKEY_LOCAL_MACHINE\SOFTWARE\DIALOGIC\SystemInformation
   ```

   The two possible values are `DlgcInstallSuccess` or `DlgcInstallError`.

   Note: To view the registry key, open a Windows DOS command window and enter the `regedit` command.

4. Your computer will be rebooted automatically after the software is installed if you chose that option when you created the response file. If you did not choose to reboot when creating the response file, and if you installed the Core Runtime Package, you will have to reboot the computer manually before using the configuration manager (DCM) to start HMP.

After you install the HMP Software, you can do the following:

• Verify that you have set up HMP properly. Refer to Section 2.6, "Verifying the Installation Using the IP Media Server Demo", on page 30. This activity is optional, but recommended.

• Obtain, install, and activate a license. Refer to the HMP Administration Guide. This step is required. You must do this before you can use the HMP Software.

• Check the default IP address to make sure it is suitable for your needs (refer to the HMP Administration Guide). On systems that have multiple NICs with multiple IPs, it is possible that the default IP address picked by the HMP system may not be the IP address best suited for your purposes. Therefore, **after installation, reboot, and before starting HMP Software**, you should check the default IP address and change it, if necessary, to suit your specific needs. The system will remember the selected default IP address and associated NIC controller so you do not need to check the address on subsequent reboots unless you want to assign a different default IP address.

- Start the configuration manager (DCM). DCM will detect the HMP Software and automatically find the licensed configuration settings. DCM also allows you to start the HMP system. This step is required. You must do this before you can use the HMP Software. For more details, refer to the HMP Administration Guide.

2.6 Verifying the Installation Using the IP Media Server Demo

If you would like to verify that you have set up the HMP Software properly, you can run the IP Media Server Demo.

Note: This step is optional, but recommended. If you want to skip this step, the next thing to do is obtain, install, and activate a license. Refer to the HMP Administration Guide for details.

To run the verification demo, perform the following:

1. Use the configuration manager (DCM) to start the HMP system. DCM will detect the verification license that will allow you to use the demo. This verification license was automatically installed and activated when you installed the HMP Software.

   DCM can be accessed from the Windows Start menu (**Start > Intel NetStructure HMP > Configuration Manager - DCM**). Once you see the main DCM screen, click on the button with the green triangle. This will start the HMP system. If you need more information about starting DCM or using the DCM GUI, refer to the HMP Administration Guide.

2. Start the IP Media Server Demo. The IP Media Server Demo can be started from the Windows Start menu (**Start > Intel NetStructure HMP > Demos > IP Media Server Demo**).

3. After you start the demo, a command prompt window will open and you will see the demo (see the example in Figure 4). The demo is short and simple and in this context is intended only to confirm that you have properly installed the HMP Software. No input is required from you until you are prompted to quit the demo by entering **q**.

   If the demo does not run, check to make sure you have started the HMP system. The main DCM window should have a status message of "Running" at the bottom. If the demo still does not run in a manner similar to Figure 4, the HMP Software may not be installed properly. Consult Chapter 4, "Troubleshooting" or contact technical support as necessary.

Figure 4. Example of IP Media Server Demo

> If the demo does not run, check to make sure you have started the HMP system. The main DCM window should have a status message of "Running" at the bottom. If the demo still does not run in a manner similar to Figure 4, the HMP Software may not be installed properly. Consult Chapter 4, "Troubleshooting" or contact technical support as necessary.

For more details about this demo, refer to the *IP Media Server for Host Media Processing Demo Guide*.

After you verify the installation by running the IP Media Server Demo, you must obtain, install, and activate an evaluation, trial, or purchased license. Refer to the HMP Administration Guide.

2.7 Adding or Removing Installed Features

If you want to add or remove the features you chose when you installed HMP Software Release 1.3 for Windows, use one of the following procedures:

- Using Add/Remove Programs
- Rerunning the Setup Program

Notes: **1.** It is recommended that you back up the drive on which the software is installed before you proceed.

2. A log file captures what happens during this process. For more information, refer to Section 4.3, "Installation Log Files", on page 40.

Warning: Do *not* attempt to cancel the maintenance you are performing. If you cancel, the components you requested to remove will *not* be uninstalled, all content that has been uninstalled will *not* be restored, and HMP Software Release 1.3 for Windows may be left in an unusable state.

2.7.1   Using Add/Remove Programs

To add and/or remove programs using Add/Remove Programs, follow this procedure:

1. If HMP is currently running, close all telephony applications that are currently running in the system and stop the system. The HMP system is stopped using the configuration manager (DCM).   From the DCM main window, click the **Stop System** option from the System pull-down menu or click the **Stop All Enabled Devices** icon. Then close DCM by clicking the close button at the upper right corner of the DCM window.

    Note: Make sure you also perform the above step and close the DCM from every remote connection (if applicable).

    If you do not stop the HMP system, setup will automatically stop the HMP system. However, if DCM is still open, setup will inform you (with a popup message, see Figure 9) that it is open, and exit. At that point, you can close DCM and proceed with the maintenance procedure.

2. Invoke the **Control Panel** and select **Add/Remove Programs**. In the list of currently installed programs, select the name of the HMP release. Figure 5 shows an example of what the selected item might look like. Note that there is a link to support information.

Figure 5. Adding or Removing Features Using Change in Add/Remove Programs
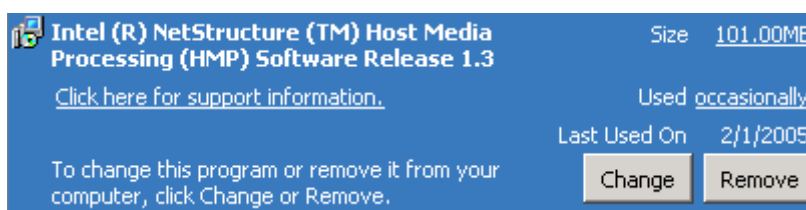
3. Click **Change**.

4. The Select Features screen will appear. The items that are already installed will be checked. Select additional items or de-select (un-check) items. Note that if you select new items, the original distribution medium used to install the HMP Software Release 1.3 for Windows software must be available (CD or network share). If you de-select an item, it will be uninstalled.

5. When you are finished making your selections on the Select Features screen, click **Next**. You will see a progress bar which shows that the change(s) you requested are being made.

6. After the software has been modified, you will see the Maintenance Complete screen. This screen will indicate whether a reboot is required. If a reboot is required, choose to reboot now. Click **Finish** to proceed.

7. Start the system. The HMP system is started using the configuration manager (DCM). From the DCM main window, click the **Start System** option from the System pull-down menu or click the **Start All Enabled Devices** icon.

2.7.2 Rerunning the Setup Program

To add and/or remove programs by rerunning the setup program, follow this procedure:

1. If HMP is currently running, close all telephony applications that are currently running in the system and stop the system. The HMP system is stopped using the configuration manager (DCM). From the DCM main window, click the **Stop System** option from the System pull-down menu or click the **Stop All Enabled Devices** icon. Then close DCM by clicking the close button at the upper right corner of the DCM window.

   Note: Make sure you also perform the above step and close the DCM from every remote connection (if applicable).

   If you do not stop the HMP system, setup will automatically stop the HMP system. However, if DCM is still open, setup will inform you (with a popup message, see Figure 9) that it is open, and exit. At that point, you can close DCM and proceed with the maintenance procedure.

2. Rerun the setup program by doing one of the following:
   - Insert the CD-ROM with the HMP Software Release 1.3 for Windows software and select **Install Intel® Software** from the navigation screen.
   - Locate and run the *setup.exe* file for HMP Software Release 1.3 for Windows.

3. An InstallShield* Wizard screen appears (Figure 6).

Figure 6. Modify Option on InstallShield Wizard Screen
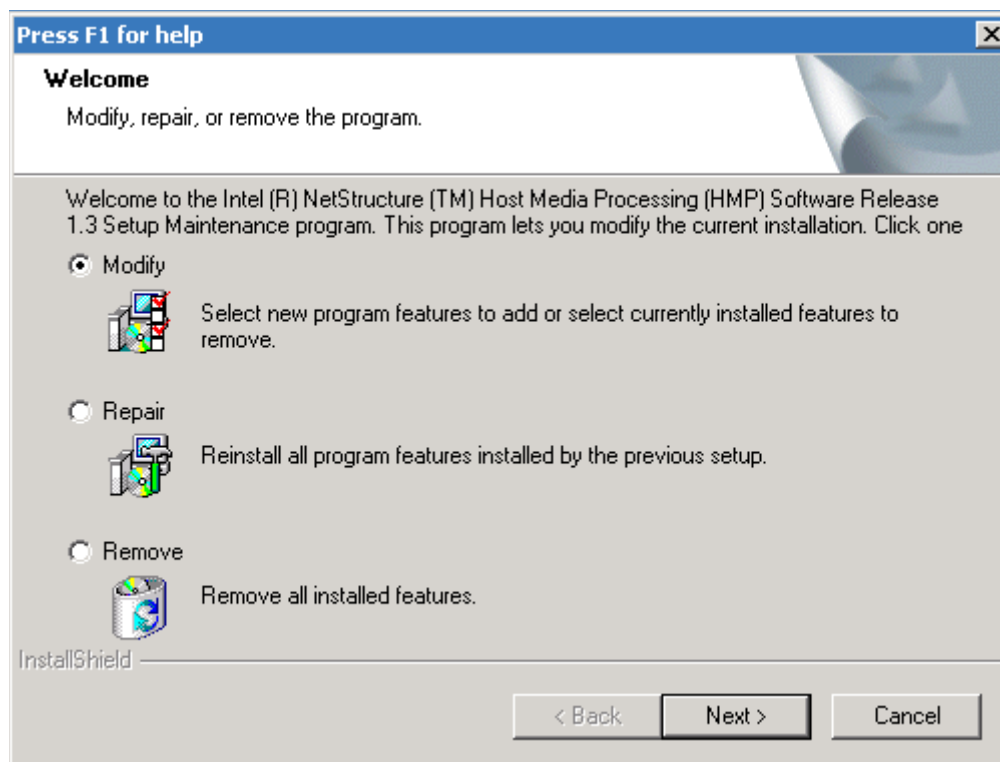
Select **Modify** and click **Next**.

> *Note:* A procedure for using the Repair option is given in Section 4.6, "Repairing an Installation", on page 42. A procedure for removing the software is given in Chapter 3, "Uninstalling the Software".

4. The Select Features screen will appear. The items that are already installed will be checked. Select additional items or de-select (un-check) items. Note that if you select new items, the original distribution medium used to install the HMP Software Release 1.3 for Windows software must be available (CD or network share). If you de-select an item, it will be uninstalled.

5. When you are finished making your selections on the Select Features screen, click **Next**. You will see a progress bar which shows that the change(s) you requested are being made.

6. After the software has been modified, you will see a Maintenance Complete screen. This screen will indicate whether a reboot is required. If a reboot is required, choose to reboot now. Click **Finish** to proceed.

7. Start the system. The HMP system is started using the configuration manager (DCM). From the DCM main window, click the **Start System** option from the System pull-down menu or click the **Start All Enabled Devices** icon.

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Uninstalling the Software 3

This chapter describes how to uninstall Intel® NetStructure™ Host Media Processing (HMP) Software Release 1.3 for Windows.

Notes: **1.** It is recommended that you back up the drive on which the software is installed before you proceed.

2. A log file captures what happens during the uninstall. For more information, refer to Section 4.3, "Installation Log Files", on page 40.

Warning: Do *not* attempt to cancel the uninstall. If you cancel the uninstall, the components you requested to remove will *not* be uninstalled, all content that has been uninstalled will *not* be restored, and HMP Software Release 1.3 for Windows may be left in an unusable state.

1. If HMP is currently running, close all telephony applications that are currently running in the system and stop the system. The HMP system is stopped using the configuration manager (DCM), which can be accessed from the Windows Start menu (it is under the HMP program group). From the DCM main window, click the **Stop System** option from the System pull-down menu or click the **Stop All Enabled Devices** icon. Then close the DCM utility by clicking the close button at the upper right corner of the DCM window.

    Note: Make sure you also perform the above step and close the DCM from every remote connection (if applicable).

    If you do not stop the HMP system, setup will automatically stop the HMP system. However, if DCM is still open, setup will inform you (with a popup message, see Figure 9) that it is open, and exit. At that point, you can close DCM and proceed with the uninstall procedure.

2. Invoke the **Control Panel** and select **Add/Remove Programs**. In the list of currently installed programs, select the HMP release. Figure 7 shows an example of what this might look like. Note that there is a link to support information.

Figure 7. Removing the HMP Software
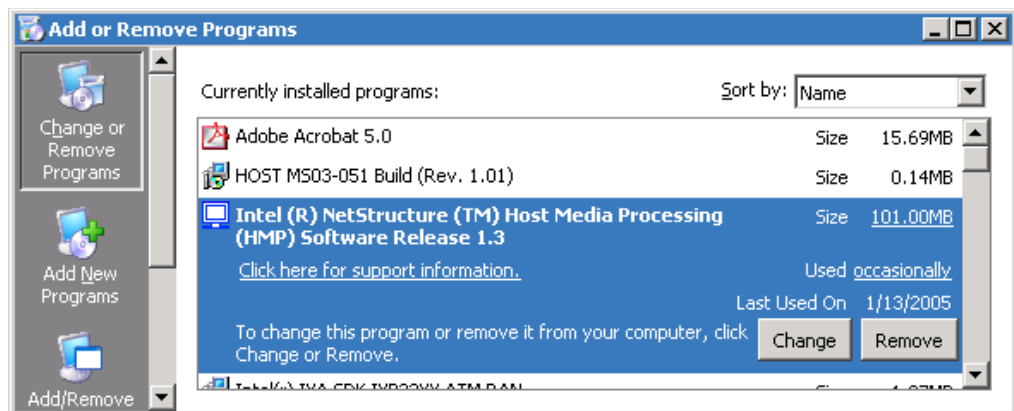
3. Click **Remove**.

4. A Confirm Uninstall popup will appear, explaining what will be removed and suggesting you back up anything you might want to preserve. Click **OK** to proceed with the uninstall or click **Cancel** to cancel the uninstall. If you click **OK**, you will see a progress bar which shows that the software is being uninstalled.

5. After the software has been uninstalled, you will see the Maintenance Complete screen. You must restart your computer to complete installation. You can choose to restart your computer immediately or later. Click **Finish** to proceed.

After you reboot the system and log on, a cleanup utility will run automatically. This cleanup utility is needed because the uninstall does not delete files or registry keys created after the install has completed. These remaining files result in the %INTEL_DIALOGIC_DIR%[1] directory structure not being deleted by the uninstall.

The cleanup utility can also be run manually and is provided on the HMP Software Release 1.3 for Windows CD in the *\cleanup* directory. To find out more about what this utility does and how to use it manually, and to obtain updated versions of the utility (which will continue to be enhanced outside of this software release), go to http://resource.intel.com/telecom/support/tnotes/tnbyos/2000/tn020.htm.

Note: The cleanup utility is **not** a substitute for performing an uninstall. You must perform an uninstall **before** running the cleanup utility.

---

1. %INTEL_DIALOGIC_DIR% is the environment variable for the directory in which the HMP Software Release 1.3 for Windows software is installed. To find the path, open a DOS command prompt window and type `echo %INTEL_DIALOGIC_DIR%`.

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Troubleshooting 4

This chapter provides the following troubleshooting information:

4.1 General Guidelines

Solutions to many problems can be found in the technical notes on the Intel® Telecom Support Resources web site at *http://developer.intel.com/design/telecom/support/*. You can also check the online Release Update for the latest information about any issues, restrictions, or limitations that may affect the installation.

In addition, refer to Section 2.1, "Prerequisites for Software Installation", on page 15 and make sure that all of the necessary procedures were performed.

4.2 Error Messages

Following are error messages you may encounter while installing the software. The messages have been grouped into the following categories:

- Conditions Preventing Installation
- APIC Timer
- Silent Install
- Security Alert - Driver Installation
- Open Application Detected
- Other Event Driven Errors

Conditions Preventing Installation

The following error messages describe conditions you must change to allow installation to proceed. The error message is in bold type and an explanation follows it.

You must have administrative rights to install this software. Setup will now exit.
 To install the system software, you must have local administrative privileges on your computer system. Contact your network administrator to set up administrative privileges as required.

Intel® Dialogic® System Release software is already installed on this system. You must uninstall this software before continuing. You may uninstall the software using Add/Remove Programs in the Control Panel. Click OK to cancel setup.

> If you have a previous version of Intel® Dialogic® System Release or Intel® NetStructure™ HMP Software on your system, uninstall it using the **Add or Remove Programs** utility found on the Windows **Control Panel**.

There is not enough space available, <quantity> MB, on the disk <TARGETDIR>. Please free up some space or change the target location to a different disk.

> This message can appear during the install or when you modify the install (add options). Refer to the Release Guide for system requirements. Also, the Select Components screen of the install tells you how much space the selected items will require.

Invalid Operating System

> If you are not using a supported version of the operating system, you will not be able to install the software. Refer to the Release Guide.

The setup will install the following third party software:

> **IONA ORBacus Version 4.0.5**
>
> **Tcl/TK Version 8.3.4**
>
> **Xerces XML Version 1.1**
>
> **ICU Support Libraries Version 1.4.0**
>
> **Microsoft MFC/Other Redistributables Version 6.2**

For more information about third party software, please refer to the Release Guide. Would you like to continue with the setup?

> The above message informs you about which third party software will be installed along with the system release software and allows you to exit the software installation program without installing anything. For more information about third party software, refer to Section 2.3, "Performing a Full Install of the Software", on page 22. Step 7 contains descriptions of the third party software.

APIC Timer

The error message is in bold type and an explanation follows it.

The local APIC timer is incompatible with this release. The setup program will now disable the Intel NetStructure HMP APIC driver.

> When the APIC driver is disabled, HMP falls back to the software-based timer and HMP operation may be erratic or impossible if more than a few channels are used. Refer to Section 4.4, "APIC Timer Incompatible", on page 41 for more information.

Silent Install

When a silent install fails due to a problem in InstallShield (i.e, the response file is incorrect), then the error is displayed in *setup.log*. Refer to the InstallShield documentation for more information: *http://helpnet.installshield.com/Robo/BIN/Robo.dll?mgr=agm&tpc=%2Frobo%2Fprojects%2Fhelplibdevstudio9%2FSetupLog.htm&wnd=I*

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Security Alert - Driver Installation

You may see a "Security Alert - Driver Installation" message during installation. This is just a warning message, and HMP will install properly after you click **Yes**. If you want to prevent this message from appearing, refer to Section 4.5, "Disabling the Windows Driver Signing Check", on page 41. If you plan to perform a silent installation, you *must* disable the Windows driver signing check.

Figure 8 shows the message that appears.

Figure 8. Security Alert - Driver Installation Message
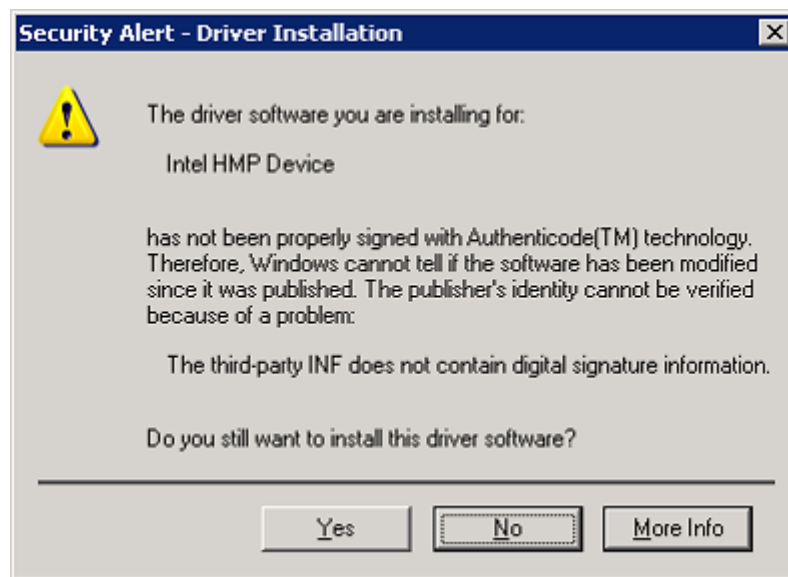
Open Application Detected

If you do not close DCM before you perform a maintenance action (change or repair what is installed or uninstall the software), you will get an error message that tells you an application is open (Figure 9). When you click **OK**, the setup program will exit. At this point, you can close DCM and proceed with performing the maintenance action.

Figure 9. Open Application Detected Error Message
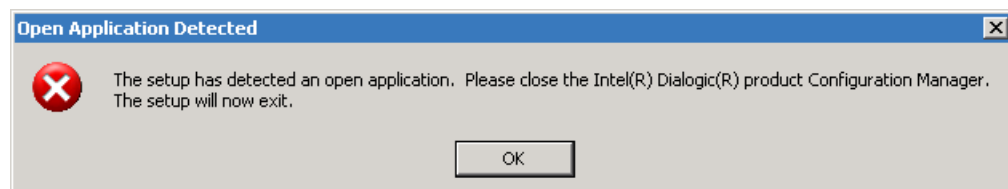
Other Event Driven Errors

The error message is in bold type and an explanation follows it.

The following error occurred on the file <File>. <Description>. Please specify the path that contains the file <szFileName>.

You must specify the requested path before you can proceed with the software installation.

The size of the environment variable (Path) on this system will exceed the maximum length allowed by the operating system and the setup cannot proceed. You must reduce the size of the environment variable (Path) by <svName> characters and run the setup again. The setup will now abort.

You must either allow the installation program to reduce the size of the path statement or you must exit the setup and reduce it manually before you can continue with the installation.

Note: <svName> is a variable that contains the number of characters that must be removed from the environment variable (Path).

Failed to launch...Program: <szProgram>...Parameters: <szParameters>

This error message will tell you what failed so that you can troubleshoot the problem or report the failure to customer support.

4.3   Installation Log Files

A log file named *DlgcInstall.log* captures information about what happened during an install, maintenance, or uninstall of the system release software (such as user input and each item the install program attempts to install or uninstall). It also captures information about the target system (such as CPU, CPU speed, disk space, OS) and information about the software you tried to install (such as edition, build, mode). This file can help you when you are troubleshooting a problem with the installation, or subsequent detection or download problems.

The *DlgcInstall.log* file is not removed during an uninstall because you may want to use this file for troubleshooting the uninstall (it also captures what happened during an uninstall of the software). However, the cleanup utility does remove the *DlgcInstall.log* file.[1]

The installation log (*DlgcInstall.log)* is created in the directory pointed to by the value of the environment variable %TEMP%. (To find out what the %TEMP% directory is, type `echo %TEMP%` on a command prompt and note down the path displayed.) The default value of this variable is *C:\Documents and Settings\<userid>\Local Settings\temp*, where *<userid>* is your Windows Login ID.

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1. To find out more about what this utility does and how to use it manually, and to obtain updated versions of the utility (which will continue to be enhanced outside of the HMP releases), go to http://resource.intel.com/telecom/support/tnotes/tnbyos/2000/tn020.htm. If you want to understand the role of the cleanup utility in the context of installing the HMP Software, refer to the beginning of the install procedure in Section 2.3, "Performing a Full Install of the Software", on page 22. If you want to understand the role of the cleanup utility in the context of uninstalling the HMP Software, refer to the end of the procedure in Chapter 3, "Uninstalling the Software".

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Notes: **1.** The location of %TEMP% can change for multiple remote logins (for example, Terminal Services Client). For the first session, the directory "1" will be appended to the path. For the second session, the directory "2" will be appended to the path, and so on.

2. Because the value of %TEMP% contains a login ID, if one user installs the software and a different user uninstalls the software, the uninstall information will not be appended to the install log since it is in a different directory. The result is two log files, one for install, one for uninstall.

4.4 APIC Timer Incompatible

The HMP installation process checks the Windows Registry to see if ACPI (the Windows operating system's Advanced Configuration and Power Interface) is enabled in a manner that will interfere with the APIC (the host's Advanced Programmable Interrupt Controller) timer and disables the APIC driver if that condition exists. Near the end of an interactive install, a pop-up window (Figure 10) will notify you about this change. The HMP installation process will also create a record on the system indicating that this was done. When the APIC driver is disabled, HMP falls back to the software-based timer.

Note: If the APIC driver is disabled, HMP operation may be erratic or impossible if more than a few channels are used.

Figure 10. APIC Timer Message
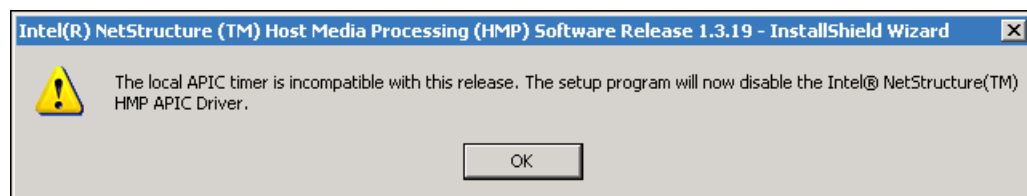
4.5 Disabling the Windows Driver Signing Check

You may see a "Security Alert - Driver Installation" message during installation. This is just a warning message, and HMP will install properly after you click **Yes**. However, if you want to prevent this message from appearing, you can disable the Windows driver signing check. If you want to perform a silent install, you *must* disable the Windows driver signing check. The procedure is as follows:

1. Go to the Control Panel.

2. Select **System**. The System Properties window opens.

3. On the System Properties window, select the **Hardware** tab.

4. On the Hardware tab, click the **Driver Signing** button. The Driver Signing Options window opens.

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5. On the Driver Signing Options window, note what the current setting is (Warn, Block, or Ignore).

6. If the setting is Warn or Block, change the setting to **Ignore** (see Figure 11).

Figure 11. Driver Signing Options Window
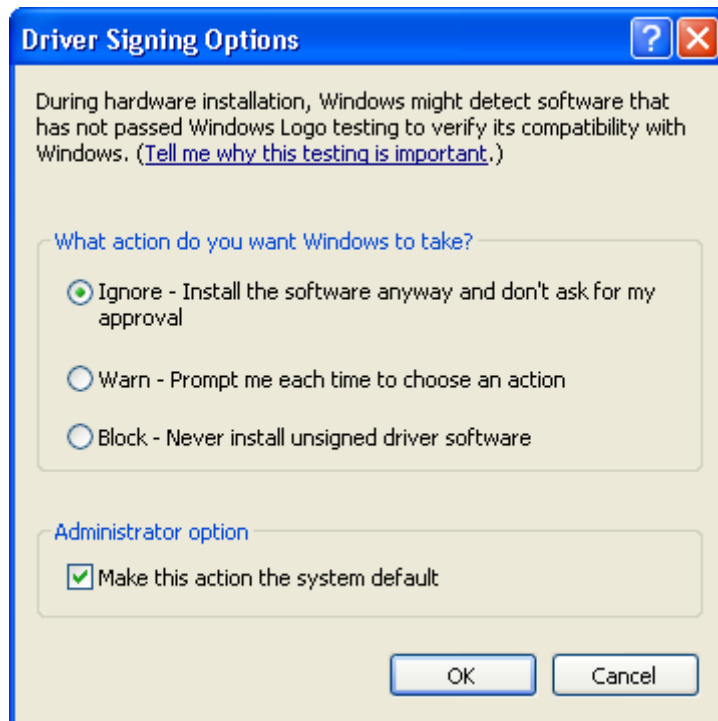
7. Click **OK** and close the Control Panel.

8. After you install the HMP Software, go back to the Driver Signing Options window and change the setting back to the original setting you noted in Step 5.

4.6 Repairing an Installation

If your installation of HMP Software Release 1.3 for Windows becomes damaged and you want to re-install all the same features you had previously installed, follow this procedure:

1. If HMP is currently running, close all telephony applications that are currently running in the system and stop the system. The HMP system is stopped using the configuration manager (DCM). From the DCM main window, click the **Stop System** option from the System pull-down menu or click the **Stop All Enabled Devices** icon. Then close DCM by clicking the close button at the upper right corner of the DCM window.

> *Note:* Make sure you also perform the above step and close the DCM from every remote connection (if applicable).

If you do not stop the HMP system, setup will automatically stop the HMP system. However, if DCM is still open, setup will inform you (with a popup message, see Figure 9) that it is open, and exit. At that point, you can close DCM and proceed with the maintenance procedure.

2. Rerun the setup program by doing one of the following:
    • Insert the CD-ROM with the HMP Software Release 1.3 for Windows software and select **Install Intel® Software** from the navigation screen.
    • Locate and run the *setup.exe* file for HMP Software Release 1.3 for Windows.

3. An InstallShield Wizard screen appears (Figure 12).

Figure 12. Repair Option on InstallShield Wizard Screen
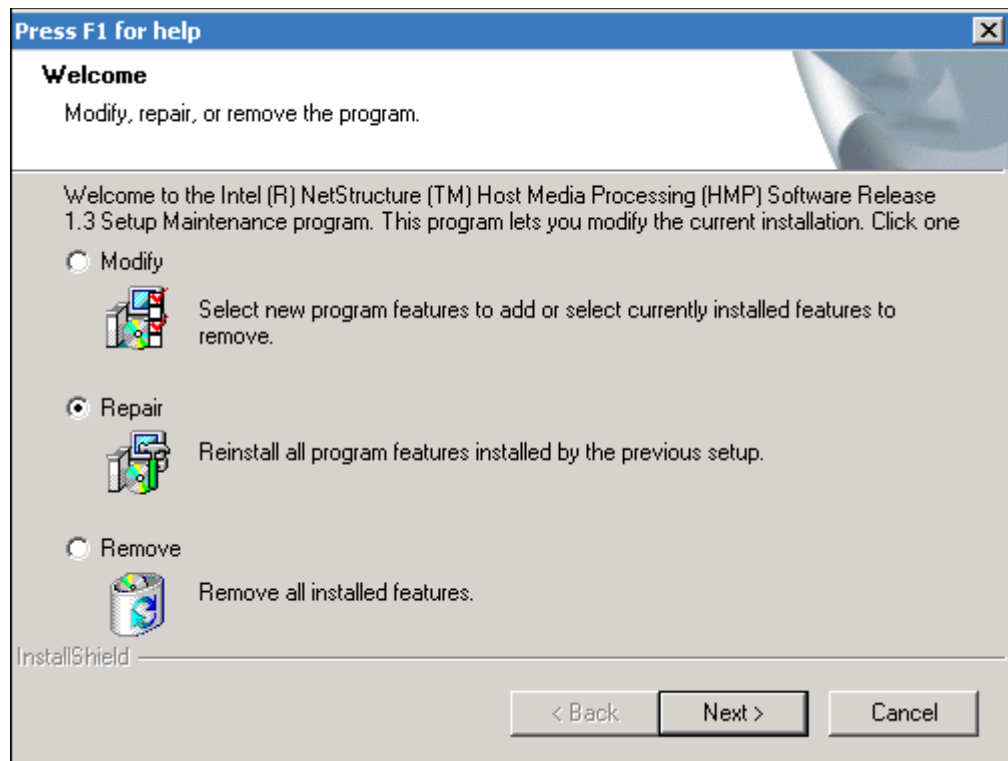
Select **Repair** and click **Next**.

> *Note:* A procedure for using the Modify option is given in Section 2.7, "Adding or Removing Installed Features", on page 31. A procedure for removing the software is given in Chapter 3, "Uninstalling the Software".

4. You will see a progress bar which shows the progress of the re-installation. After the software has been reinstalled, you will see the Maintenance Complete screen. You must choose whether to reboot now or later. Click **Finish** to proceed.

5. Start the system. The HMP system is started using the configuration manager (DCM). From the DCM main window, click the **Start System** option from the System pull-down menu or click the **Start All Enabled Devices** icon.

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