



Intel® Dialogic® System Release 6.1 CompactPCI* for Windows

Software Installation Guide

April 2006



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Contents

	Revision History	7
	About This Publication	9
	Purpose	9
	Intended Audience	9
	How to Use This Publication	9
	Related Information	10
1	Installation Overview	11
1.1	Choosing the Appropriate Install	11
1.2	Major Installation Steps	11
1.3	Environment Variables	13
1.4	Software Editions	13
2	Installing the Software	15
2.1	Prerequisites for Software Installation	15
2.1.1	Installing and Configuring Windows SNMP Service	16
2.1.2	Saving Existing Configuration Data	18
2.1.3	Uninstalling the Redundant Host and Hot Swap Kit Software	19
2.1.4	Uninstalling the Global Call Protocols	20
2.1.5	Uninstalling the Previous Version(s) of the Software	20
2.1.6	Checking TCP Port Availability	21
2.1.7	Installing with Terminal Services Running When Using Windows 2000 Server ..	22
2.1.8	Preparing to Install the Hot Swap Kit	23
2.1.9	Determining Which Features to Install	24
2.2	Order of Procedures	26
2.3	Installing the System Release Software (Full Installation)	27
2.4	Performing an Update Install	31
2.5	Installing the Hot Swap Kit	32
2.6	Installing the Redundant Host Software	33
2.7	Installing the Software Using an InstallShield Response File	33
2.7.1	Recording an InstallShield Response File	34
2.7.2	Installing the Software Using the InstallShield Response File	35
2.8	Adding or Removing Installed Features	36
2.8.1	Using Add/Remove Programs	36
2.8.2	Rerunning the Setup Program	37
3	Uninstalling the Software	41
4	Troubleshooting	45
4.1	General Guidelines	45
4.2	Checking Hardware	45
4.3	Ensuring Drivers for All Boards are Loaded	46
4.4	Error Messages	47
4.5	Installation and Data Backup Log Files	52
4.6	Repairing an Installation	52



4.7	PDKManagerRegSetup Fails	54
Index	55

Figures

1	TCP/IP Filtering	22
2	Install Program From Floppy Disk or CD-ROM	23
3	Navigation Screen	28
4	Select Features Screen	29
5	Data Migration Question	30
6	Adding or Removing Features Using Change in Add/Remove Programs	37
7	InstallShield Wizard Screen	38
8	Removing the System Release Software	41
9	Remove Backup Directory Question	42
10	Preserve Configuration Data Question	42
11	Driver Installation Dialog	50
12	InstallShield Wizard Screen	53

Tables

1	Installation Scenarios	11
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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
05-2484-003	April 2006	<p>Software Editions: Added Not For Sale (NFS) edition.</p> <p>Checking TCP Port Availability: TCP port list has changed.</p> <p>Saving Existing Configuration Data: Revised section.</p> <p>Installing the System Release Software (Full Installation): Removed IONA ORBacus Version 4.0.5 from the list of third party software because it is no longer installed with the system release software.</p> <p>Installing the Hot Swap Kit: Added note about Advantech* 3038 chassis.</p> <p>Troubleshooting: Added the following error messages: Java Runtime Environment, "Security Alert - Driver Installation" Message, and RTFConfigWin Error Message and Security Issue. Added new subsection: Ensuring Drivers for All Boards are Loaded. Updated Checking Hardware.</p>
05-2484-002	January 2006	<p>Global: Removed Notes that say data backup and migration is not supported.</p> <p>Installation Overview: Added information about update install. Removed listing of old environment variables, which are now obsolete. Updated Redistributable Runtime Edition's description to indicate demos are included.</p> <p>Installing the Software: Added two new subsections: Saving Existing Configuration Data and Performing an Update Install. Added references to these new procedures. Added a Figure showing the data migration prompt.</p> <p>Troubleshooting: Added error messages for data backup and migration.</p> <p>Uninstalling the Software: Added Figures showing data backup and migration prompts.</p>
05-2484-001	October 2005	Initial version of document.



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 install and uninstall Intel® Dialogic® System Release 6.1 CompactPCI* for Windows*. It also explains how to “silently” install the software. This release is for CompactPCI boards only.

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 various installation scenarios and major installation steps, giving an overview of the process. This chapter also describes environment variables and the software editions.
- [Chapter 2, “Installing the Software”](#) discusses the prerequisites for software installation and gives step by step procedures for installing the system release software. This chapter also provides a procedure for adding or removing installed features.
- [Chapter 3, “Uninstalling the Software”](#) describes how to uninstall the software.
- [Chapter 4, “Troubleshooting”](#) describes error messages and the installation log file and provides other information about troubleshooting the installation.

Related Information

For additional information related to installation, configuration, administration, and diagnostics, refer to the following documents, which are provided with the system release software and on the online bookshelf for the release, which can be found 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.
- Some information about installing the Hot Swap Kit (HSK) and Redundant Host software is provided in this document, but for more information, refer to the user guide for this software, which is a PDF file (*Hot_Swap_Kit.pdf*) located in the *hsk* directory of the System Release 6.1 CompactPCI for Windows software.
- For configuration procedures, refer to the appropriate product-specific Configuration Guide(s).
- For administration procedures, refer to the Administration Guide for this system release.
- For diagnostics information, refer to the Diagnostics Guide for this system release.
- For information about using the SNMP agent software, refer to the Administration Guide for the SNMP agent software.
- For hardware installation instructions, see the Quick Install Card that comes with each board. Quick Install Cards also can be accessed from the Intel® Networking and Communications Telecom Support Resources web site (see next bullet item).
- 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/>.

This chapter provides the following information:

- [Choosing the Appropriate Install](#). 11
- [Major Installation Steps](#). 11
- [Environment Variables](#). 13
- [Software Editions](#). 13

1.1 Choosing the Appropriate Install

You can perform either a full install or an update install of the Intel® Dialogic® System Release 6.1 CompactPCI* for Windows* software. The install procedures (and prerequisites) you use depend on what is on your system. Table 1 shows the various installation scenarios. The prerequisites you must meet before installing the software are given 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 additional features that weren't previously installed, for example, Global Call Protocols, first perform the update install and then perform the procedure in [Section 2.8, “Adding or Removing Installed Features”](#), on page 36.

Table 1. Installation Scenarios

If this is on your system	Use this install
No existing Intel Dialogic system release	Installing the System Release Software (Full Installation) or the “silent” install procedure: Installing the Software Using an InstallShield Response File
A previous version of System Release 6.1 CompactPCI for Windows	Performing an Update Install or the “silent” install procedure: Installing the Software Using an InstallShield Response File
Any Intel Dialogic System Release software earlier than System Release 6.1 CompactPCI for Windows	Uninstall the existing Intel Dialogic System Release software first. Then install the new version using one of the following procedures: Installing the System Release Software (Full Installation) or the “silent” install procedure: Installing the Software Using an InstallShield Response File

1.2 Major Installation Steps

System Release 6.1 CompactPCI for Windows provides software for developing and running call processing applications on a Windows* operating system with Intel® telecom boards.

The installation procedure can be summarized as follows:

1. Read the Release Guide and Release Update before starting the installation. The Release Guide can be found on the CD-ROM with the system release software and on the online bookshelf for the release, which can be found at <http://resource.intel.com/telecom/support/documentation/releases/index.htm>. The Release Guide contains information about hardware and software requirements for this release, and boards supported by 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 system 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/index.htm>.

2. Make sure that all relevant prerequisites for installing the software have been met.

Prerequisites include:

- Installing the Windows operating system
- Installing Windows SNMP service (if you intend to use SNMP Agent Software)
- Backing up the drive on which you intend to install the software
- Saving existing configuration data (optional)
- Uninstalling any existing release (including Point releases, Feature Packs, and Service Packs) *except* an earlier version of System Release 6.1 CompactPCI for Windows, which can be updated
- Uninstalling the previous version of the Global Call Protocols
- Uninstalling the existing the Redundant Host and Hot Swap Kit software (if applicable)
- Checking to see if the operating system configured the Hardware Abstraction Layer (HAL)¹ for a multi-processor system (may be necessary if installing the Hot Swap Kit)
- Checking availability of TCP ports
- Putting a terminal server in install mode if you're running Terminal Services

For further information about these and other prerequisites, see [Section 2.1, "Prerequisites for Software Installation"](#), on page 15.

3. Install the Intel Dialogic system release software, following the appropriate procedure (refer to [Section 1.1, "Choosing the Appropriate Install"](#), on page 11 for guidance). Reboot the computer if you are prompted to do so (this depends on the features installed).
4. Install the Hot Swap Kit and reboot when prompted to do so. (Optional.)
5. Install the Redundant Host software and reboot when prompted to do so. (Optional.)

Note: You **must** install the Hot Swap Kit **before** you install the Redundant Host Software.

After you complete the installation process, you can start the configuration process using the DCM configuration utility. Depending on the hardware you have installed, refer to the appropriate product-specific configuration guide(s).

After configuration is complete, you may start the Intel Dialogic software using the DCM GUI, or, if you have configured the Intel Dialogic services to start automatically, then reboot.

1. The Hardware Abstraction Layer (HAL) is a thin layer of software that hides hardware differences from higher layers of the operating system.

1.3 Environment Variables

Environment variables are used to locate certain directories in the Intel Dialogic system release hierarchy. The names of these variables will remain consistent, but the *values* of the variables are subject to change without notice.

The following environment variables are used in System Release 6.1 CompactPCI for Windows. Any environment variables not listed here have been obsoleted.

INTEL_DIALOGIC_BASE = C:\Program Files

The base location where the software will be installed. This is the default, but this can vary because it is possible to select a different location.

INTEL_DIALOGIC_NAME = Dialogic

The directory in which the software will be located.

INTEL_DIALOGIC_RELEASE =

For now, this is null, but in the future this may contain the current active release name (for example, SR7.0).

INTEL_DIALOGIC_DIR =

%INTEL_DIALOGIC_BASE%\%INTEL_DIALOGIC_NAME%\%INTEL_DIALOGIC_RELEASE%

The absolute path to which the software is copied.

The following environment variables provide convenient paths to specific directories under the Intel Dialogic installation directory:

- INTEL_DIALOGIC_CFG = %INTEL_DIALOGIC_DIR%\cfg
- INTEL_DIALOGIC_FWL = %INTEL_DIALOGIC_DIR%\data
- INTEL_DIALOGIC_INC = %INTEL_DIALOGIC_DIR%\inc
- INTEL_DIALOGIC_LIB = %INTEL_DIALOGIC_DIR%\lib
- INTEL_DIALOGIC_QSCRIPT = %INTEL_DIALOGIC_DIR%\qscript

1.4 Software Editions

System Release 6.1 CompactPCI software is available in three editions:

- **Redistributable Edition** – This edition contains all the software that can be redistributed as part of an application developed using the system release. The Redistributable edition provides all the software and documentation necessary to deploy and run applications and also includes demos (see [Section 2.1.9, “Determining Which Features to Install”](#), on page 24). The Redistributable Edition does not include any development tools.
- **Developer Edition** – This edition is intended only for use during application development. The Developer Edition provides all the software and documentation necessary to develop applications that will run on the release.
- **Not For Sale Edition** – This edition contains all the software required to develop and execute an application. The Not For Sale (NFS) edition is meant for evaluation purposes only. Thus, if you install this edition, the Intel Dialogic System Service will stop after 10 hours. The Intel Dialogic System Service can be restarted using the configuration manager (DCM), but it will



stop again in 10 hours. The Intel Dialogic System Service does not stop after 10 hours in the Redistributable and Developer editions. To get this functionality, you must uninstall the NFS edition and install either the Redistributable or Developer edition of the software.

The Redistributable and Developer editions are sold together. The NFS edition is available separately. The release name and navigation screen will indicate the edition. The navigation screen is a window that appears when you insert the System Release CD in your computer or run *autorun.exe*. The navigation screen gives you options such as viewing release information, installing the software, viewing product documentation, and going to Intel's Telecom Products website. See Figure 3.

This chapter gives detailed procedures for installing the Intel® Dialogic® System Release 6.1 CompactPCI* for Windows*:

- Prerequisites for Software Installation. 15
- Order of Procedures. 26
- Installing the System Release Software (Full Installation) 27
- Performing an Update Install. 31
- Installing the Hot Swap Kit 32
- Installing the Redundant Host Software 33
- Installing the Software Using an InstallShield Response File. 33
- Adding or Removing Installed Features 36

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 and a navigation screen will appear. Click on **About This Release**. 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, and boards supported by 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 system 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 Microsoft* Windows operating system should be installed. The basic operating system requirements include one of the following (refer to the Release Guide for full details of the System Requirements):
 - Windows 2000 (Professional, Server, and Advanced Server) SP4
 - Windows 2003 (Standard or Enterprise)
 - Windows 2003 (Standard or Enterprise) SP1
 - Chinese versions of Windows 2003 and Windows 2000 SP4 (Simplified Chinese Version). Support means that the release installs and functions in the operating system and that the error messages are displayed (in English) when errors occur.

Note: This system release is designed for US 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 intend to use SNMP Agent Software for remote monitoring and administration of Intel® Dialogic® and Intel NetStructure® boards over an IP network, Windows SNMP service must be installed on the managed node(s). Refer to the [Section 2.1.1, “Installing and Configuring Windows SNMP Service”](#), on page 16.
- If you have an existing release on your system, it may be possible to save existing configuration data. See [Section 2.1.2, “Saving Existing Configuration Data”](#), on page 18.

Note: If the configuration data is not backed up, you will lose the configuration settings when you install the new release and will need to reset them using the DCM configuration tool.

- If you have the Redundant Host and Hot Swap Kit software from a previous release installed on your computer, uninstall it. Refer to [Section 2.1.3, “Uninstalling the Redundant Host and Hot Swap Kit Software”](#), on page 19.
- If you had installed the Global Call Protocols along with the Intel Dialogic System Software that is currently on your system, you must uninstall the Global Call Protocols before you install the new version of the Intel Dialogic System Software. Refer to [Section 2.1.4, “Uninstalling the Global Call Protocols”](#), on page 20.
- If you have a release earlier than System Release 6.1 CompactPCI for Windows installed on your computer (for example, a 6.0 release), you must uninstall the older system release and all associated Point Releases, Service Packs, and Feature Packs. Refer to [Section 2.1.5, “Uninstalling the Previous Version\(s\) of the Software”](#), on page 20. Then you must perform full install of the new release. Refer to [Section 2.3, “Installing the System Release Software \(Full Installation\)”](#), on page 27.
- If you have an earlier version of System Release 6.1 CompactPCI for Windows installed on your system, you can perform an **update install** (refer to [Section 2.4, “Performing an Update Install”](#), on page 31).
- Exclusive access to TCP ports 12001, 12004-5 for the loopback interface, and port 12002 for all network interfaces is required so ensure that these ports are available on your system. Refer to [Section 2.1.6, “Checking TCP Port Availability”](#), on page 21.
- 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 2.1.7, “Installing with Terminal Services Running When Using Windows 2000 Server”](#), on page 22.
- If you plan to install the Hot Swap Kit, you may have to follow the procedure described in [Section 2.1.8, “Preparing to Install the Hot Swap Kit”](#), on page 23.
- For information about the options you can choose when installing this system release, refer to [Section 2.1.9, “Determining Which Features to Install”](#), on page 24.

2.1.1 Installing and Configuring Windows SNMP Service

If you intend to use the SNMP agent software (for a description, see [Section 2.1.9, “Determining Which Features to Install”](#), on page 24) 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 system 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/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.

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**.

2.1.2 Saving Existing Configuration Data

If you have a previous Intel Dialogic System Release installed on your computer (System Release 5.1, 6.0, or a previous release of 6.1), you can optionally preserve existing configuration data.

To do this, you must first install a preparation program, which is available in a Technical Note at this website: <http://resource.intel.com/telecom/support/tnotes/tnbyos/2000/tn113.htm>. The backup feature (*cfgbackup.exe*) preserves the following files:

- some *.cfg* files and DCM Registry data - The *.cfg* files are DCM-related files (saved in *dialogic/savedConfig/*.cfg*) and they are different from the DM3 configuration files (**.config* files)
- DM3 configuration files (**.config* files)
- PDK *.CDP* files

No other configuration objects are preserved.

Note: Data backup and migration from a remote desktop connection may not work. The backup/migration program may fail to find the *user\temp* directory that contains the backed up data.

Only **.config* files that you have changed after installing the software will be backed up. Not every file that is backed up will be migrated into the System Release 6.1 CompactPCI for Windows releases to avoid losing problem fixes and newly added features such as mixed ISDN/CAS and dynamic protocol selection.

You can find out which files were migrated and which files were not by checking the backup/migration log files. The files that were not migrated are for reference only and cannot be reused.

The backup directory is in one of several locations. It will first default to the environment variable, %TEMP%. If it is not found, the next one used is %TMP%. If it is not found, the next one used is %USERPROFILE%. The location will be one of the following:

- %TEMP%\ct-config-backup
- %TMP%\ct-config-backup
- %USERPROFILE%\ct-config-backup

There are two ways to preserve existing configuration data:

- **Respond to a prompt when uninstalling the old release:** When you uninstall the old release, you will be prompted to preserve existing configuration data.
- **Run the data preservation utility manually before installing the software:** To do this, run the *cfgbakup.exe* utility from the *\migrate* directory on the System Release 6.1 CompactPCI for Windows CD or software download.

After you back up the existing configuration data, you must uninstall the old release (*except* System Release 6.1 CompactPCI for Windows, which can be updated).

2.1.3 Uninstalling the Redundant Host and Hot Swap Kit Software

If the Redundant Host and Hot Swap Kit software from a previous Intel Dialogic system release is installed on your computer, you must uninstall it **before** attempting to install System Release 6.1 CompactPCI for Windows.

- Notes:**
1. You must uninstall the Redundant Host software **before** you uninstall the Hot Swap Kit.
 2. You must have administration privileges to uninstall this software.

Follow this procedure to remove the existing version of the Redundant Host and Hot Swap Kit software from your system:

1. If the Intel Dialogic System is currently running, close all telephony applications that are currently running in the system and stop the Intel Dialogic system service. The system service is stopped using DCM. From the DCM main window, choose **Stop System** from the System menu or click the **Stop All Enabled Devices** icon.
2. Go to the Control Panel and select **Add/Remove Programs**.
3. Select the Redundant Host software and click **Remove**.
4. Follow the prompts to uninstall the software.
5. When the uninstall process has completed, **reboot the system**.
6. Go to the Control Panel and select **Add/Remove Programs**.
7. Select the Hot Swap Kit and click **Remove**.

8. Follow the prompts to uninstall the software.
9. When the uninstall process has completed, **reboot the system**.

2.1.4 Uninstalling the Global Call Protocols

If you had installed the standalone version of the Global Call Protocols along with an older release of Intel Dialogic System Software, you must uninstall the Global Call Protocols before you install System Release 6.1 CompactPCI for Windows. You will know you have the standalone version of the Global Call protocols if it is listed as a separate item on the **Add/Remove Programs** utility.

Caution: Do not install the standalone Global Call Protocols package after installation of System Release 6.1 CompactPCI for Windows or your software may become non-functional.

Follow this procedure to remove a standalone version of the Global Call Protocols from your system:

1. If the Intel Dialogic System is currently running, close all telephony applications that are currently running in the system and stop the Intel Dialogic system service. The system service is stopped using DCM. From the DCM main window, choose **Stop System** from the System menu or click the **Stop All Enabled Devices** icon.
2. Go to the Control Panel and select **Add/Remove Programs**.
3. Select Global Call Protocols and click **Remove**.
4. Follow the prompts to uninstall the software.
5. When the uninstall process has completed, **reboot the system**.

2.1.5 Uninstalling the Previous Version(s) of the Software

If you have an existing version of the Intel Dialogic System Release software on your system that is **older** than System Release 6.1 CompactPCI for Windows, you must uninstall it.

Note: If you have an existing version of System Release 6.1 CompactPCI for Windows, you do not have to uninstall it, but instead you can perform an update install.

You must have administration privileges to uninstall this software. To uninstall an existing version of the software, perform the following:

1. If the Intel Dialogic System is currently running, close all telephony applications that are currently running in the system and stop the Intel Dialogic system service. The system service is stopped using the DCM configuration tool. From the DCM main window, click the **Stop System** option from the System pull-down menu or click the **Stop All Enabled Devices** icon.
2. Uninstall any Point Releases before uninstalling the Service or Feature Packs and before uninstalling the base System Release (if no Point Releases are installed, skip to [Step 4](#)). Go to

the Control Panel and select **Add/Remove Programs**. In the list of currently installed programs, select the name of the Point Release and click the **Remove** button.

3. Follow the prompts to uninstall each Point Release. Reboot after uninstalling each one.
4. Uninstall any Service or Feature Packs before uninstalling the base System Release (if none are installed, skip to [Step 6](#)). Go to the Control Panel and select **Add/Remove Programs**. In the list of currently installed programs, select the name of the Service or Feature Pack and click the **Remove** button.
5. Follow the prompts to uninstall each Service Pack or Feature Pack. Reboot after uninstalling each one.
6. Uninstall the base System Release software from Add/Remove Programs. Go to the Control Panel and select **Add/Remove Programs**. In the list of currently installed programs, select the name of the System Release and click the **Remove** button.
7. Follow the prompts to uninstall the software and when the uninstall process has completed, reboot the system.
8. Remove any subdirectories or files that may remain in the Dialogic program directory.
9. To ensure that all the software components are removed, use the cleanup utility that was provided with the Service Update files in the `\cleanup` directory. For more information about this utility, go to:
<http://resource.intel.com/telecom/support/tnotes/tnbyos/2000/tn020.htm>

To install the new version of the Intel Dialogic system software, use the procedure in [Section 2.3](#), “Installing the System Release Software (Full Installation)”, on page 27.

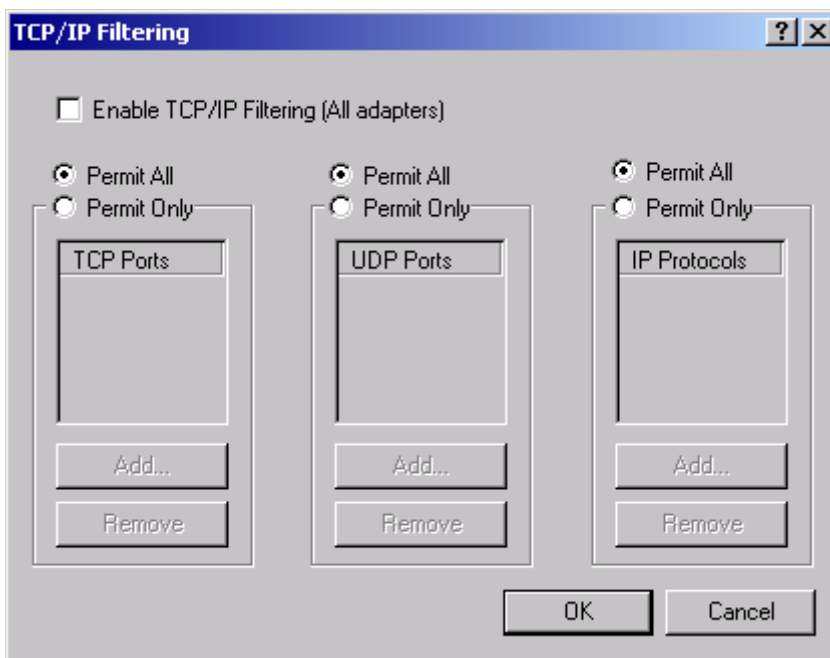
2.1.6 Checking TCP Port Availability

Exclusive access to TCP ports 12001, 12004-5 for the loopback interface, and port 12002 for all network interfaces is required. Before you install the software, ensure that these ports are available on your system. 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



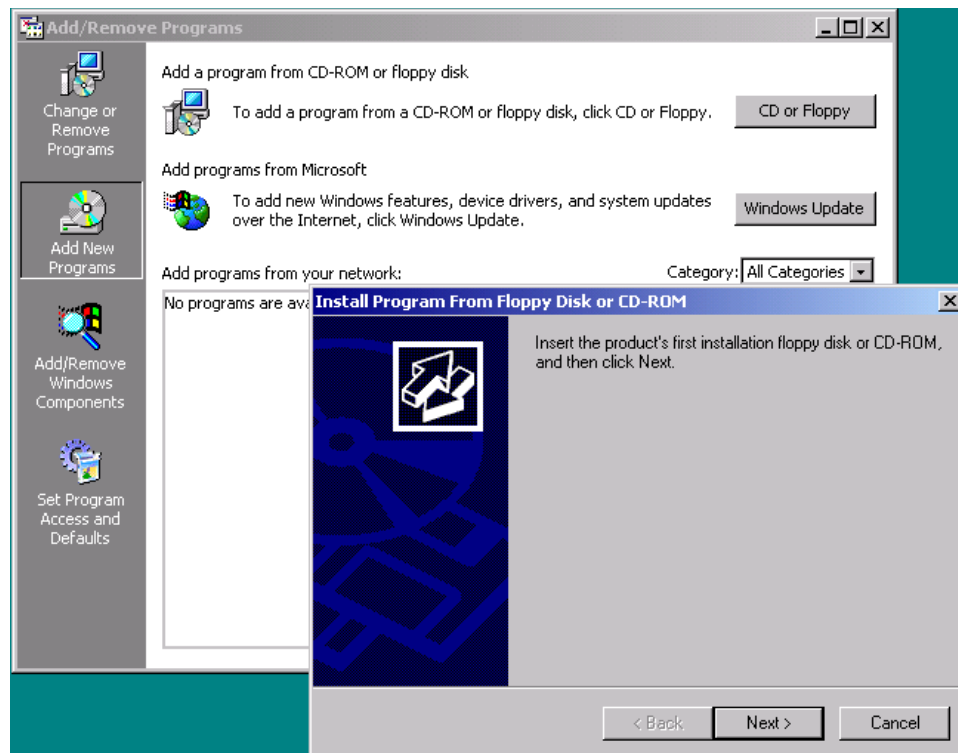
7. If the Enable TCP/IP Filtering checkbox is not checked, there is no filtering and all ports are valid. If the box is checked, make sure TCP ports 12001, 12002, 12004, and 12005 are available.

2.1.7 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/Remove Programs** in the **Control Panel** as follows:

1. Go to the **Control Panel**.
2. Select **Add/Remove Programs**. The **Add/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. Click **Next**. A screen will appear to prompt for the path to the *setup.exe* file.
5. Click **Browse** to select the path to *setup.exe*.
6. Click **Next**. The install will now run.
7. Follow the software installation instructions ([Installing the System Release Software \(Full Installation\)](#) or [Performing an Update Install](#)).
8. 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.

2.1.8 Preparing to Install the Hot Swap Kit

It has been observed on dual SBC single processor ZT5085 systems with Windows 2000 Server installed that the system will hang after installing the Hot Swap Kit (HSK). To avoid this problem, check to see if the operating system configured the Hardware Abstraction Layer (HAL)¹ for a multi-processor system. **You must do this before you install the Hot Swap Kit; otherwise the operating system will have to be reinstalled.** Since the SBCs have single CPUs, the operating

1. The Hardware Abstraction Layer (HAL) is a thin layer of software that hides hardware differences from higher layers of the operating system.

system should install a HAL for uniprocessor support. It has been observed that this is not always the case.

To check this, perform the following:

1. Right click on My Computer and click **Manage** on the menu that appears. The Computer Management screen appears.
2. From the Computer Management screen, select **Device Manager** on the left side of the screen.
3. In the tree view on the right side of the screen, expand **Computer**. You will see an entry that indicates either “MPS MultiProcessor PC” or “MPS UniProcessor PC.”

If the operating system has just been installed and this shows MultiProcessor, it much be switched to UniProcessor and back to MultiProcessor. To do this, perform the following:

1. Follow the procedure above.
2. Double-click on the entry under **Computer** in the right-hand window. A new screen appears.
3. Select the Driver tab and click **Update Driver**.
4. In the wizard, select the “Display list of known drivers for this device...” radio button and click **Next**.
5. On the next screen, select the “Show all hardware...” radio button.
6. From the list, select “MPS UniProcessor PC” and click **Next**. Follow the on-screen instructions to continue to install the drivers.

The machine will reboot. Now the system has been configured for UniProcessor. Follow the above procedure again but select “MPS MultiProcessor PC.” You must do this because the Hot Swap Kit needs the MultiProcessor HAL in a Redundant Host system even if the individual SBCs are UniProcessor.

Once the machine reboots, you are ready to install the Hot Swap Kit and Redundant Host software.

2.1.9 Determining Which Features to Install

When you install the Intel Dialogic system release, 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.

The features available to install vary depending on the edition of the software. Information about the editions of the software is given in [Section 1.4, “Software Editions”](#), on page 13.

- **Development Package** (only available in the Developer Edition; not available in the Redistributable edition) - This installs the programmatic APIs, libraries, and header files for all Intel® telecom products, including call control, fax, media, and ISDN. If you plan to write and

compile applications on a single computer without installing Intel telecom boards, you can select this option alone.

This option does not install the drivers, firmware, parameters, and other files needed to use supported Intel telecom boards. If you plan to develop applications and install Intel telecom boards in a computer, you must also select the Core Runtime Package option.

- **Core Runtime Package** - This installs the device drivers, firmware, parameters, and other files needed to execute an application that uses Intel telecom boards. Select this option if you will be installing and using Intel telecom boards in a lab or test computer or a deployed system.
- **ISDN Protocols** - Select this option to install additional software required by Intel telecom boards for ISDN protocol support. To save disk space, you can install just the ISDN protocols required for your environment. Click the + box to expand the list of protocols, then select what you need. If you have chosen to install an ISDN protocol, the Core Runtime Package will be automatically installed. Following is a list of the protocols:
 - **AT&T 4ESS (T1)** - This installs the software for AT&T 4ESS* switches. The 4ESS switch is primarily used for switching digital voice channels, but it also supports primary rate ISDN.
 - **Telcordia National ISDN (T1)** - This installs the software for Telcordia* National ISDN switches. NI2 (National ISDN-2) is a U.S. ISDN standard software interface that can be installed on most switch types, providing maximum inter-operability with ISDN lines.
 - **Lucent 5ESS (T1)** - This installs the software for Lucent 5ESS* ISDN switches. The 5ESS switch is a multi-service modular switch that uses distributed intelligence. The 5ESS switch can handle both digital voice channels as well as data, and supports both basic rate and primary rate ISDN.
 - **Nortel DMS100/DMS250 (T1)** - This installs the software for Nortel Networks* DMS100 and DMS250 switches.
 - **NTT INS1500 (Japan) (T1)** - This installs the software for the NTT* INS1500 ISDN switches.
 - **Euro-ISDN (NET5/CTR4) (E1)** - This installs the software for Euro-ISDN NET5/CTR4 switches.
 - **QSIG (T1/E1)** - This installs the software for PTNX (Private Telecommunication Network Exchange) switches. QSIG is a primary rate ISDN standard that is used globally by private ISDN exchanges.
 - **All Other** - Installs the software for the following: ETU/ETN: Euro-ISDN switches (ETSI ETS300-102-1) (T1), DPNSS: British Telecom* DPNSS PBXs (British Telecom BTNR 188) (E1), DASS2: British Telecom DASS-2 trunks (British Telecom BTNR 190) (E1).
- **Demos** - Select this option to install all the Intel telecom 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. Demos are included for the following: continuous speech processing, fax, call logging, rssmanager, call control, PSTN-IP gateway, IP voice mail, PBX integration, voice, and interactive voice response (IVR). For more information about the demos, refer to the Release Guide.

Demonstration programs are provided to demonstrate the functionality and features of Intel telecom products and serve as examples of application programming using Intel Dialogic 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` following installation of System Release 6.1 CompactPCI for Windows software.

- **SNMP Component Manager** - Select this option to install the Management Information Bases (MIBs) required by an SNMP manager to remotely manage Intel telecom products. This option is not required on the managed node. For Intel telecom products, the managed node will get what it needs from the Core Runtime package. This option provides the following standard and Intel proprietary MIBs:
 - **Standard MIBs**
 - RFC 2495 DS-1 MIB
 - RFC 1213 MIB-2
 - **Proprietary MIBs**
 - Hardware Information MIB
 - ISDN MIB
 - DS-1 MIB
 - DM3 Extended Platform MIB
 - R4 Device Information MIB
- **Global Call Protocols** - Select this option to install the Global Call Protocols. The Global Call Protocols package provides analog and E1/T1 CAS/R2 protocols for a variety of countries and switches. The other components of the Global Call product (Global Call API and call control libraries) are installed as part of the Core Runtime Package. So if you choose to install the Global Call Protocols, the Core Runtime Package will be automatically installed.

For more information about Global Call, refer to the Global Call documentation supplied with this release.

Note: In the past, the Global Call Protocols were a standalone package that had to be installed separately from the system release software. However, with this version of the system release software, the Global Call Protocols package is included as an installation option. Therefore, you must not use the standalone version of Global Call Protocols package. Do not install the standalone Global Call Protocols package after installation of this new release or your software may become non-functional.
- **Documentation** - Select this option to install documentation that supports Intel telecom products. The documentation includes an index and PDF files that are viewable using Adobe* Acrobat* Reader.

2.2 Order of Procedures

The order of procedures for installing System Release 6.1 CompactPCI for Windows is as follows:

1. Make sure all relevant prerequisites described in [Section 2.1, “Prerequisites for Software Installation”](#), on page 15 are met.

Note: Refer to Table 1 for a description of the installation scenarios and their prerequisites.
2. Install the software using **one** of the following procedures (refer to [Section 1.1, “Choosing the Appropriate Install”](#), on page 11 for guidance):
 - [Section 2.3, “Installing the System Release Software \(Full Installation\)”](#), on page 27
 - [Section 2.4, “Performing an Update Install”](#), on page 31.
 - [Section 2.7, “Installing the Software Using an InstallShield Response File”](#), on page 33

3. Follow these additional installation procedures, if appropriate:

- [Section 2.5, “Installing the Hot Swap Kit”](#), on page 32.
- [Section 2.6, “Installing the Redundant Host Software”](#), on page 33.

Note: You must install the Hot Swap Kit **before** you install the Redundant Host software.

4. If you performed an update install and want to add features you didn’t install when you installed the previous version of this software, follow the procedure in [Section 2.8, “Adding or Removing Installed Features”](#), on page 36. You must do this because the update install will only update existing features.

2.3 Installing the System Release Software (Full Installation)

This section contains the procedure for installing System Release 6.1 CompactPCI for Windows.

- If you have a previous version of System Release 6.1 CompactPCI for Windows installed on your system, refer to [Section 2.4, “Performing an Update Install”](#), on page 31.
- If you have a release earlier than System Release 6.1 CompactPCI for Windows installed on your system (for example, a 6.0 release), you must uninstall it before installing System Release 6.1 CompactPCI for Windows. Refer to [Section 2.1.5, “Uninstalling the Previous Version\(s\) of the Software”](#), on page 20.

Note: 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 2.1.9, “Determining Which Features to Install”](#), on page 24. For more information about the software editions, refer to [Section 1.4, “Software Editions”](#), on page 13.

To install System Release 6.1 CompactPCI for Windows on your system, perform the following:

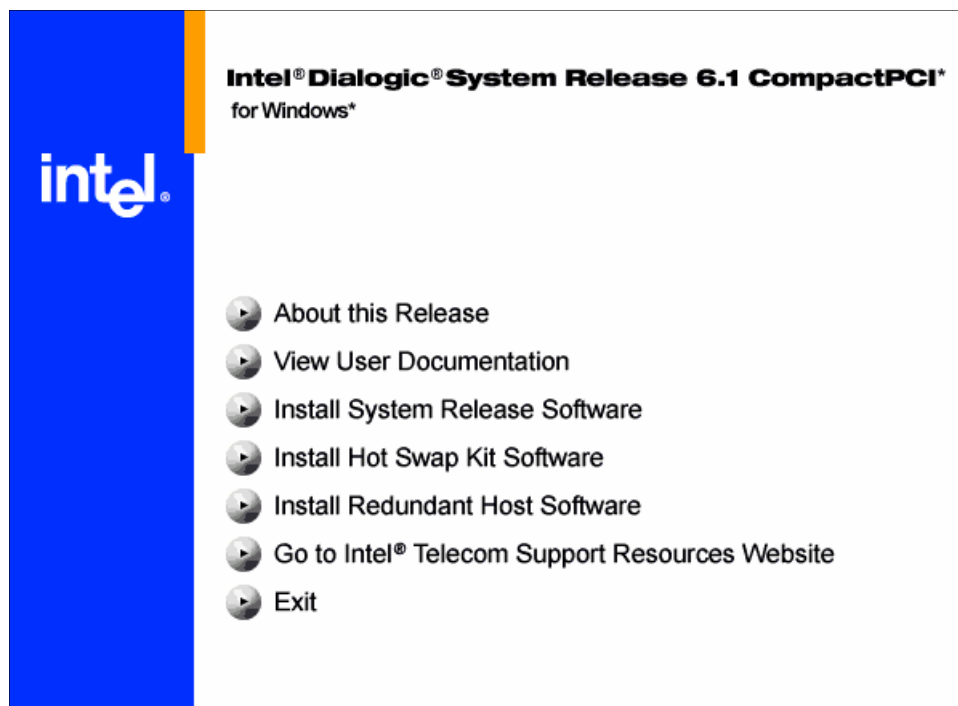
1. Exit all other programs you may have running.
2. Insert the System Release 6.1 CompactPCI for Windows CD-ROM in your system or download the software from the website.

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 5](#)).

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.

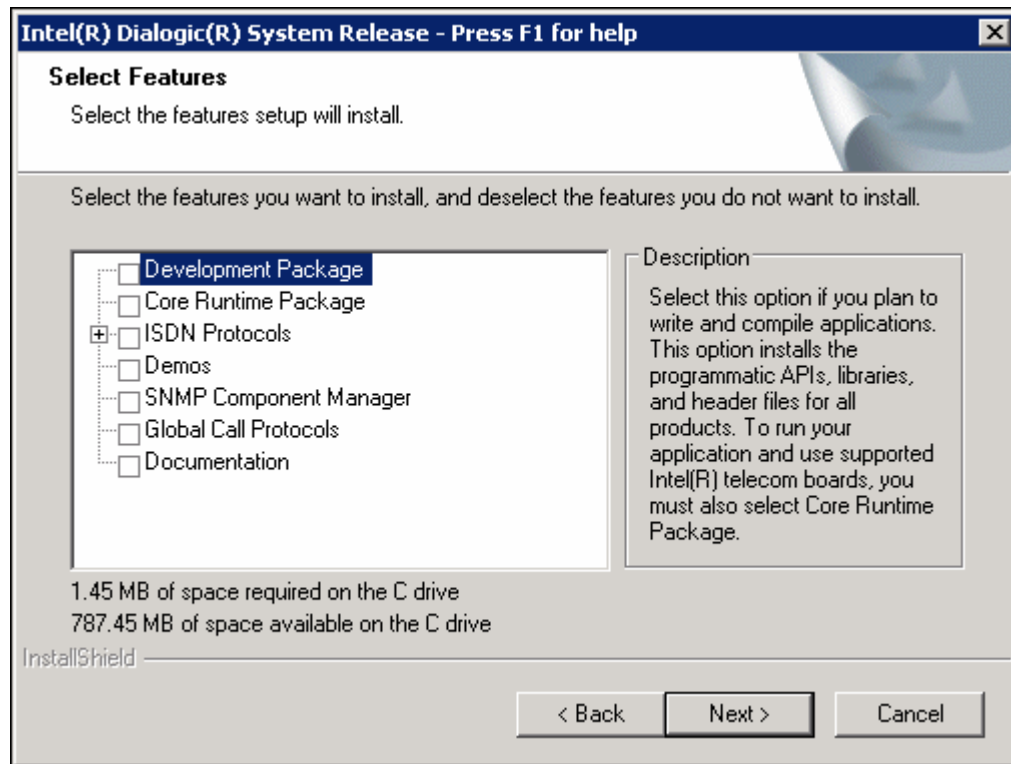
Figure 3. Navigation Screen



4. When you are ready to proceed with the installation, click on **Install System Release Software**.
5. The Welcome screen appears. It shows the version number of the software you are installing. Click **Next**.
6. The Customer Information screen appears. Enter the requested information. You can accept the default information or change it. Then click **Next**.
7. 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**.

Note: The *VnteNtel Dialogic SR* path sequence will be appended to the destination folder you select.
8. The Select Features screen appears (Figure 4).

Figure 4. Select Features Screen



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 2.1.9, "Determining Which Features to Install"](#), on page 24.

Note: The Redistributable Edition does not include the Software Development Kit (SDK) feature. For more information about the software editions, refer to [Section 1.4, "Software Editions"](#), on page 13.

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

9. After you select features, you'll see a Question popup that tells you which third party software the setup will install:

- **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-306.ibm.com/software/globalization/icu/index.jsp>.

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

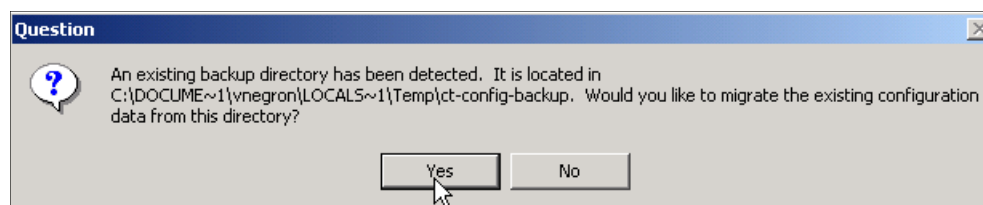
To continue with the install, click **Yes**. To exit the install, click **No**.

10. 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.
11. 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. From this point forward, the installation cannot be canceled.

If you chose to back up configuration files during the uninstall of the previous release, you will see the following prompt (Figure 5):

Figure 5. Data Migration Question



Click **Yes** to migrate the saved configuration data and **No** if you don't want to migrate the configuration data.

12. The Setup Complete window displays. Click **Finish** to complete the installation process.

- Notes:**
1. If you installed the Core Runtime feature, the Setup Complete screen will prompt you to reboot. If you did not install the Core Runtime feature, you will not be prompted to reboot and it is not necessary to do so.
 2. If you installed the Core Runtime feature, you *must* reboot before you use the DCM configuration utility. A reboot is required because certain Intel Dialogic system services will not be started until the system is rebooted.

You are now ready to configure the boards in your system using the DCM configuration utility. Depending on the hardware you have installed, refer to the appropriate product-specific Configuration Guides provided as part of the system release documentation. During the install, you chose to either install the documentation on your computer or access it from the system release CD-ROM.

2.4 Performing an Update Install

If you have a previous version of System Release 6.1 CompactPCI 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 additional features that weren't previously installed, for example, Global Call Protocols, first perform the update install and then perform the procedure in [Section 2.8, “Adding or Removing Installed Features”](#), on page 36.

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 Install”](#), on page 11. For more information about the features you can install, refer to [Section 2.1.9, “Determining Which Features to Install”](#), on page 24.

1. Exit all other programs you may have running.
2. Insert the System Release 6.1 CompactPCI 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 5](#)).

3. A navigation screen appears, 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 System Release Software**.

4. The InstallShield Wizard prepares the setup and a dialog appears, asking if you want to save existing configuration data. Click **Yes** or **No**.
5. 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**.
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. From this point forward, the installation cannot be canceled.

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. If an error occurred during installation, you will be directed to check the installation log file *Dlgcinstall.log* (the location will be given on the Upgrade Complete screen). Choose whether to reboot your computer now or later.

Note: If System Release 6.1 CompactPCI for Windows has been installed on a system or terminal server where the temporary directory gets deleted upon reboot, you must save a copy of the installation log file (*Dlgcinstall.log*) before rebooting. Otherwise, *Dlgcinstall.log* will get deleted along with the temporary directory.

8. Click **Finish** to complete the installation process.

Note: You *must* reboot before you use the DCM configuration utility. A reboot is required because certain Intel Dialogic system services will not be started until the system is rebooted.

The features you selected when you installed the previous release have been updated. If you want to install additional features or remove features, follow the procedure given in [Section 2.8, “Adding or Removing Installed Features”](#), on page 36.

You are now ready to configure the boards in your system using the DCM configuration utility. Depending on the hardware you have installed, refer to the appropriate product-specific Configuration Guides provided as part of the system release documentation. During the install, you chose to either install the documentation on your computer or access it from the system release CD-ROM.

2.5 Installing the Hot Swap Kit

The Hot Swap Kit software is a separate setup package that can be installed before or after System Release 6.1 CompactPCI for Windows. You can install it by clicking **Install Hot Swap Kit Software** on the navigation screen that appears when you insert the CD for the system release or when you run *autorun.exe*. Installation documentation (*Hot Swap Kit User Guide*, filename: *Hot_Swap_Kit.pdf*) and the executable file that installs the Hot Swap Kit software (*hsk.exe*) are located in the *hsk* directory on the CD or in the software download. Instructions for installing the Redundant Host software are also included in the *Hot Swap Kit User Guide*.

- Notes:**
1. Before you install the Hot Swap Kit, refer to [Section 2.1.8, “Preparing to Install the Hot Swap Kit”](#), on page 23.
 2. If you are using an Advantech* 3038 chassis, you will have to specify the version when you install the Hot Swap Kit software. The version tag is usually located on the left-hand side of the chassis.
 3. You **must** install the Hot Swap Kit and reboot **before** you install the Redundant Host Software.
 4. You must have administration privileges to install and uninstall this software.
 5. When uninstalling the software, you must uninstall the Redundant Host software and reboot **before** you uninstall the Hot Swap Kit software. Then, after you uninstall the Hot Swap Kit software, you must reboot again.

2.6 Installing the Redundant Host Software

The Redundant Host software is a separate setup package. You **must** install the Hot Swap Kit and reboot **before** you install the Redundant Host Software. The Hot Swap Kit is required for Redundant Host operation (refer to [Section 2.1.8, “Preparing to Install the Hot Swap Kit”](#), on page 23 and [Section 2.5, “Installing the Hot Swap Kit”](#), on page 32). Refer to the Release Guide for a list of chassis tested with the release and for other system requirements.

- Notes:**
1. You **must** reboot **after** you install the Redundant Host software.
 2. You must have administration privileges to install and uninstall this software.
 3. When uninstalling the software, you must uninstall the Redundant Host software and reboot **before** you uninstall the Hot Swap Kit software. Then, after you uninstall the Hot Swap Kit software, you must reboot again.

You can install the Redundant Host software by clicking **Install Redundant Host Software** on the navigation screen (Figure 3) that appears when you insert the CD for the system release or when you run *autorun.exe*. The executable file that installs the Redundant Host software (*rhswsetup.exe*) is located in the *rss* directory on the system software CD or software download. Installation instructions for the Redundant Host software are provided in the *Hot Swap Kit User Guide*, which is a PDF file (*Hot_Swap_Kit.pdf*) located in the *hsk* directory.

- Note:** The Redundant Host software shipped with this release only works with the chassis specified in the Release Guide. CPU boards and chassis from other manufacturers will require different software to support Redundant Host. Consult the manufacturer’s documentation for the CPU board you are using.

2.7 Installing the Software Using an InstallShield Response File

This section contains the following procedures:

- [Recording an InstallShield Response File](#)

- [Installing the Software Using the InstallShield Response File](#)

Note: Response files provide recorded responses, making it possible to install the software without human intervention. 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.

2.7.1 Recording 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 2.7, “Installing the Software Using an InstallShield Response File”](#), on page 33.

1. Open a Windows command prompt.
2. Change into the root directory of the Intel Dialogic System Release 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 System Release software is complete. For example, if you plan to invoke the installation of the System Release 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. The environment variable for the Windows directory is `%WINDIR%`. To find the Windows directory, open a Windows command prompt window and enter the command `echo %WINDIR%`.
6. 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 System Release 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 System Release software on it. If you are using a CD, you will have to specify the location of *setup.iss* in the next procedure ([Installing the Software Using the InstallShield Response File](#)).

To use this response file to install the System Release software, follow the procedure in [Section 2.7.2, “Installing the Software Using the InstallShield Response File”](#), on page 35.

2.7.2 Installing the Software Using the InstallShield Response File

This procedure describes how to install System Release 6.1 CompactPCI for Windows software using an InstallShield response file you can create using the procedure given in [Section 2.7.1, “Recording an InstallShield Response File”](#), on page 34.

1. Open a Windows command prompt and change into the root directory of the System Release software build media (the System Release 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\su.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, “su.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".\su.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.

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

```
HKEY_LOCAL_MACHINE\SOFTWARE\DIALOGIC\System Information
```

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

Note: To view the registry key, open a Windows 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, you will have to reboot the computer manually before using the configuration manager (DCM) to start the system.

Note: You *must* reboot before you use the DCM configuration utility. A reboot is required because certain Intel Dialogic system services will not be started until the system is rebooted.

2.8 Adding or Removing Installed Features

If you performed an update install and want to add or remove features or if you want to change the features that you chose when you installed the current version of System Release 6.1 CompactPCI 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 4.5, “Installation and Data Backup Log Files”](#), on page 52.

2.8.1 Using Add/Remove Programs

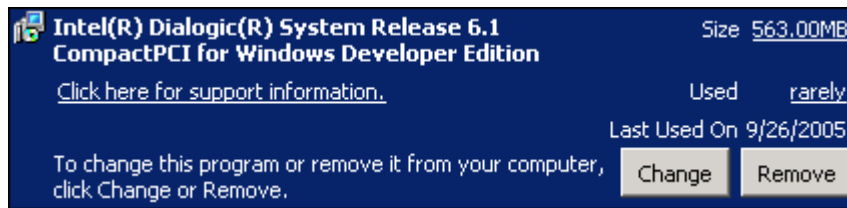
To add and/or remove programs using Add/Remove Programs, follow this procedure:

1. If the Intel® Dialogic® system is currently running, close all telephony applications that are currently running in the system and stop the Intel Dialogic system service. The system service is stopped using the DCM configuration utility. 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).

2. Invoke the **Control Panel** and select **Add/Remove Programs**. In the list of currently installed programs, select the name of the System Release (the name includes the edition of the software). Figure 6 shows an example of what the selected item might look like. Note that there is a link to support information.

Figure 6. Adding or Removing Features Using Change in Add/Remove Programs



3. Click **Change**.

If the Core Runtime feature is detected on your system, a message will appear asking you if you would like to preserve existing configuration data.

- Click **Yes** to run the configuration data backup utility.
- Click **No** if you don't want to run the configuration data backup utility.

Note: For more information about data backup and migration, refer to [Section 2.1.2, "Saving Existing Configuration Data"](#), on page 18.

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 System Release 6.1 CompactPCI 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. Depending on the features you installed or removed, you may be prompted to reboot. (Some features do not require a reboot.) Click **Finish** to proceed.
7. Start the Intel Dialogic system service. The system service is started using the DCM configuration utility. From the DCM main window, click the **Start System** option from the System pull-down menu or click the **Start All Enabled Devices** icon.

2.8.2 Rerunning the Setup Program

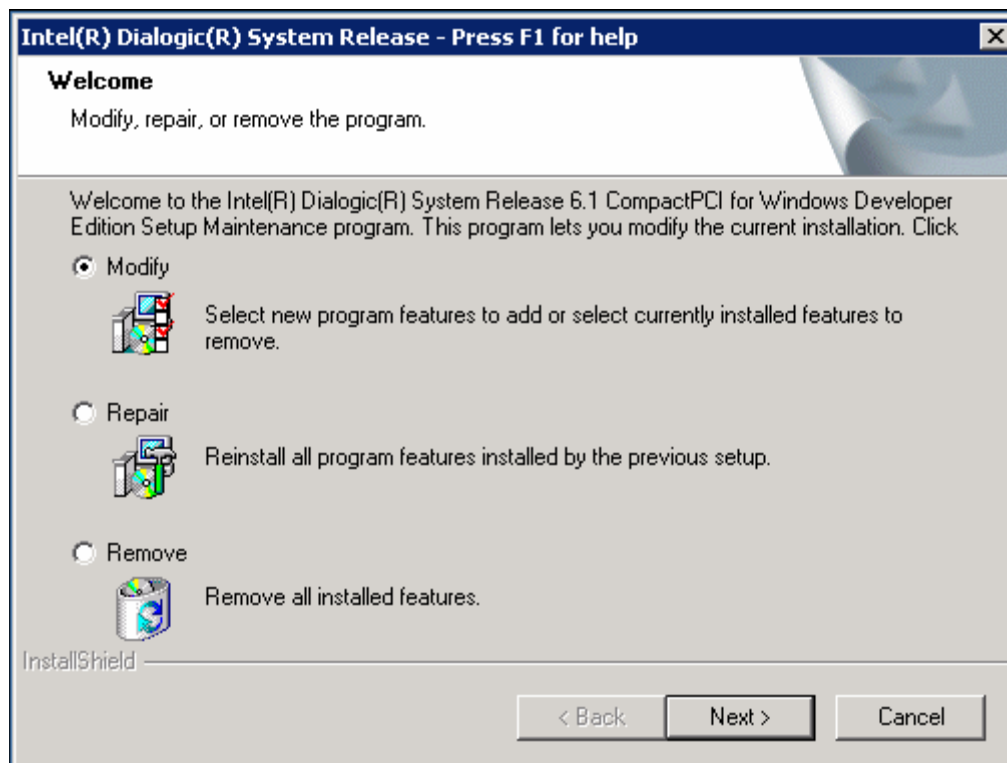
To add and/or remove programs by rerunning the setup program, follow this procedure:

1. If the Intel Dialogic system is currently running, close all telephony applications that are currently running in the system and stop the Intel Dialogic system service. The system service is stopped using the DCM configuration utility. 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 Intel Dialogic Configuration Manager 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).

2. Rerun the setup program by doing one of the following:
 - Insert the CD-ROM with the System Release 6.1 CompactPCI for Windows software and select **Install System Release Software** from the navigation screen.
 - Locate and run the **setup.exe** file for System Release 6.1 CompactPCI for Windows.
3. An InstallShield Wizard screen appears (Figure 7).

Figure 7. 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 52. A procedure for removing the software is given in [Chapter 3, “Uninstalling the Software”](#).

If the Core Runtime feature is detected on your system, a message will appear asking you if you would like to preserve existing configuration data.

- Click **Yes** to run the configuration data backup utility.
- Click **No** if you don’t want to run the configuration data backup utility.

Note: For more information about data backup and migration, refer to [Section 2.1.2, “Saving Existing Configuration Data”](#), on page 18.

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 System Release 6.1 CompactPCI 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. Depending on the features you installed or removed, you may be prompted to reboot. (Some features do not require a reboot.) Click **Finish** to proceed.
7. Start the Intel Dialogic system service. The system service is started using the DCM configuration utility. From the DCM main window, click the **Start System** option from the System pull-down menu or click the **Start All Enabled Devices** icon.



Uninstalling the Software

3

This chapter describes how to uninstall Intel® Dialogic® System Release 6.1 CompactPCI* 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 4.5, “Installation and Data Backup Log Files”](#), on page 52.

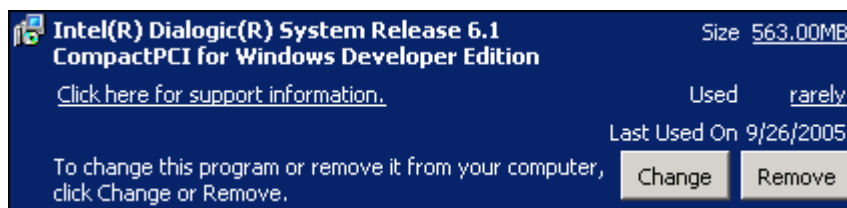
Warning: Do not attempt to cancel the uninstall. If you cancel the uninstall, the components you requested to remove will not be uninstalled, all content that has been uninstalled will not be restored, and System Release 6.1 CompactPCI for Windows may be left in an unusable state.

1. If the Intel Dialogic system is currently running, close all telephony applications that are currently running in the system and stop the Intel Dialogic system service. The system service 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).

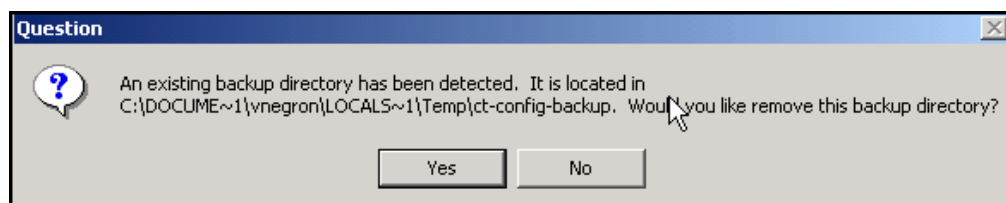
2. Invoke the **Control Panel** and select **Add/Remove Programs**. In the list of currently installed programs, select the name of the System Release (the name includes the edition of the software). Figure 8 shows an example of what the selected item might look like. Note that there is a link to support information.

Figure 8. Removing the System Release Software



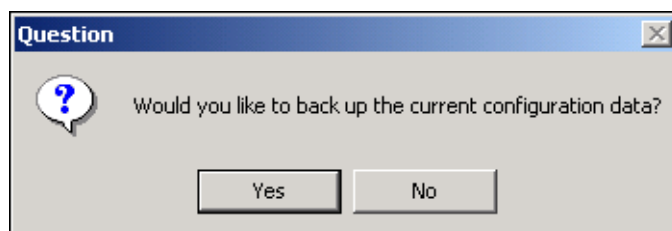
3. Click **Remove**.

If a configuration data backup directory is detected, a message will appear asking you if you want to remove it (Figure 9).

Figure 9. Remove Backup Directory Question

Click **Yes** or **No**. If you click **No**, you will not be prompted to preserve existing configuration data.

A message will appear asking you if you would like to preserve existing configuration data (Figure 10).

Figure 10. Preserve Configuration Data Question

- Click **Yes** to run the configuration data backup utility.
- Click **No** if you don't want to run the configuration data backup utility.

Note: For more information about data backup and migration, refer to [Section 2.1.2, “Saving Existing Configuration Data”](#), on page 18.

4. A Confirm Uninstall popup will appear. 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. If you uninstalled the Core Runtime feature, you must reboot and this screen will prompt you to do so. If the Core Runtime feature was not uninstalled (because it was not installed in the first place), you will not be prompted to reboot and it is not necessary to do so. Click **Finish** to proceed.

If the Core Runtime feature was not uninstalled and a reboot was not necessary, a cleanup utility will run automatically after the uninstall is complete. If the Core Runtime feature was uninstalled, the cleanup utility will run automatically after you reboot the system and log in. The cleanup utility can also be run manually and is provided with the System Release 6.1 CompactPCI for Windows software 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 the system 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.

To uninstall the Hot Swap Kit or Redundant Host software, refer to the procedure in [Section 2.1.3, “Uninstalling the Redundant Host and Hot Swap Kit Software”](#), on page 19. For additional information about this software, refer to the documentation provided in the *hsk* directory of the System Release 6.1 CompactPCI for Windows software.

Note: You can remove the Redundant Host and Hot Swap Kit software either before or after the System Release software, but you **must** uninstall the Redundant Host software and reboot **before** you uninstall the Hot Swap Kit software. Then, after you uninstall the Hot Swap Kit software, you must reboot again.



This chapter provides the following troubleshooting information:

- General Guidelines 45
- Checking Hardware 45
- Ensuring Drivers for All Boards are Loaded 46
- Error Messages 47
- Installation and Data Backup Log Files 52
- Repairing an Installation 52
- PDKManagerRegSetup Fails 54

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 1.1, “Choosing the Appropriate Install”](#), on page 11 and [Section 2.1, “Prerequisites for Software Installation”](#), on page 15 and make sure that all of the necessary procedures were performed.

4.2 Checking Hardware

Ensure that you are using supported boards. The Release Guide lists the supported boards. The Intel® Dialogic® System Release software will not prevent you from installing an unsupported board, but the configuration manager (DCM) will not recognize unsupported boards. An error message about the unsupported board(s) will appear in a log file in the *log* directory with the following filename: *rtf*.txt* (for example, *rtflog-10072005-14h47m25.639s.txt*). The following is a sample error message:

```
10/04 14:55:50.784 1792 1820 OAMSYSLOG ErrorEx NCMAPI - Board bus-1,
slot-9, model-256, serialNumber-KU005523 is not supported in this release
```

Unsupported boards will also be noted in the Windows Event log.

Ensure that each board is securely installed in its slot. Check that the correct cables are used and that they are connected properly. Refer to the Quick Install Card supplied with each board.

For hardware testing information, see the Diagnostics Guide for the system release.

4.3 Ensuring Drivers for All Boards are Loaded

On some Windows* systems, after you install the Intel Dialogic System Release software and reboot, the operating system may not have all the board drivers loaded. If you check the devices listed in the DCM configuration manager, you may notice that not all of the Intel® telecom boards you installed are displayed. If you check in the operating system's device manager, you may see a "!" displayed on one of the Intel telecom boards and the properties for the device will state that the drivers are not loaded.

To remedy this, refer to the use case that matches your situation:

Use Case 1: New Hardware Wizard Appears

Follow this procedure if you see the New Hardware Wizard popup:

1. Click **Next**.
2. Go to the Advanced option.
3. Point to the location where Intel® Dialogic® software is installed, "...\\dialogic\\driver\\" directory.
4. Click **Next**.
5. Click **Finish**.
6. Repeat this process for all the boards for which you see the New Hardware Wizard popup.

Use Case 2: Not all boards are detected by DCM (yellow "!" shows up in the Device Manager)

Follow this procedure if you have installed the System Release software and rebooted, but the Intel Dialogic Configuration Manager (DCM) does not detect all the boards:

1. Go to the Device Manager.
2. Expand the Intel NetStructure® DM/HDSI and see if any board has a yellow "!". If yes, continue with the following steps.
3. Double click on the device with the yellow "!".
4. Click on update driver / reinstall driver.
5. Follow the steps in Use Case 1.

Use Case 3: Not all boards are detected by DCM (Unknown PCI Device shown in Device Manager)

Follow this procedure if you have installed the System Release software and rebooted, but the Intel Dialogic Configuration Manager (DCM) does not detect all the boards:

1. Go to the Device Manager.
2. Expand the “PCI Devices” and see if any board has “Unknown PCI Device”. If yes, continue with the following steps:
3. Double click on the device with “Unknown PCI Device”.
4. Click update driver / reinstall driver.
5. Follow the steps in Use Case 1.

4.4 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](#)
- [Configuration Data Backup](#)
- [Java Runtime Environment](#)
- [Other Event Driven Errors](#)
- [“Security Alert - Driver Installation” Message](#)
- [RTFConfigWin Error Message and Security Issue](#)

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.

The full procedure for uninstalling a previous (older) version of the software is given in [Section 2.1.5, “Uninstalling the Previous Version\(s\) of the Software”](#), on page 20. If the current release (System Release 6.1 CompactPCI for Windows) is already installed, you will see a “maintenance” screen with the options modify, repair, and remove.

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:

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.

Configuration Data Backup

The following error messages are related to backing up existing configuration data. The error message is in bold type and an explanation follows it.

An existing backup directory has been detected. It is located in <BackupDir¹>. Would you like to remove this backup directory?

You have a backup directory that contains saved configuration data. If you don't need this configuration data any more, click **Yes** to delete it. If you want to keep the backup directory, click **No**. However, if you try to back up the current configuration data, you will get the message, "The backup program failed because the backup directory already exists."

Would you like to back up the current configuration data?

If you click **No**, the current configuration data will be deleted. If you click **Yes** and the backup is successful, you will not get an error message. If the backup is not successful, you will get one of the following error messages:

- **The backup program failed because it was aborted by the user.** (You exited the backup program while it was running.)
- **The backup program failed because the backup directory already exists.** (You must delete or move the existing backup directory.)

1. Location of the backup directory: It will first default to the environment variable, %TEMP%. If it is not found, the next one used is %TMP%. If it is not found, the next one used is %USERPROFILE%. The location will be one of the following:

- a. %TEMP%\ct-config-backup
- b. %TMP%\ct-config-backup
- c. %USERPROFILE%\ct-config-backup

- **The backup is incomplete.** (Some configuration data was not backed up.)
- **The backup program failed because it required user interaction.** (This error only occurs when you are using silent mode.)
- **The backup program failed because it encountered unknown errors.** (An error condition other than those described above occurred.)

An existing backup directory has been detected. It is located in <BackupDir>. Would you like to migrate the existing configuration data?

If you click **No**, the backed up configuration data will not be migrated into the new software release. If you click **Yes** and the backed up configuration data is successfully migrated to the backup directory, you will not get an error message and it is safe for you to use the migrated file. Otherwise, you will get one of the following error messages:

- **The migration program failed because it was aborted by the user.** (You exited the migration program while it was running.)
- **The setup program failed to launch the migration program.** (Your backed up configuration data has not been migrated to the new software release.)
- **The migration program failed because it required user interaction.** (This error only occurs when you are using silent mode.)
- **The migration program failed because it encountered unknown errors.** (An error condition other than those described above occurred.)

Java Runtime Environment

Some of the diagnostic applications provided with the System Release software require a Java Runtime Environment (JRE). The install detects whether a Sun*, BEA JRockit*, or IBM* JRE is installed on the system and, if found, whether it is compatible with the diagnostic applications.

Note: The diagnostic applications that require the JRE will not be available until a Service Update of the System Release software.

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

Did not find a version of the Java Runtime Environment (JRE). Some diagnostic utilities will not function until <version> or later of a Java Runtime Environment is installed.

You must install the requested version (or later) of a JRE. If the correct version of the JRE is not installed, some of the diagnostic utilities will not function.

Unable to determine which version of the Java Runtime Environment (JRE) is installed. Some diagnostic utilities may not function properly until <version> or later of the JRE is installed.

Check to make sure the requested version (or later) of the JRE is installed. If the correct version of the JRE is not installed, some of the diagnostic utilities may not function properly.

Did not find a compatible version of the Java Runtime Environment (JRE). The minimum version is <version> but only found <earlier version>. Some diagnostic utilities may not function properly until a compatible version of the JRE is installed.

You must install the requested version (or later) of a JRE. If the correct version of the JRE is not installed, some of the diagnostic utilities may not function properly.

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).

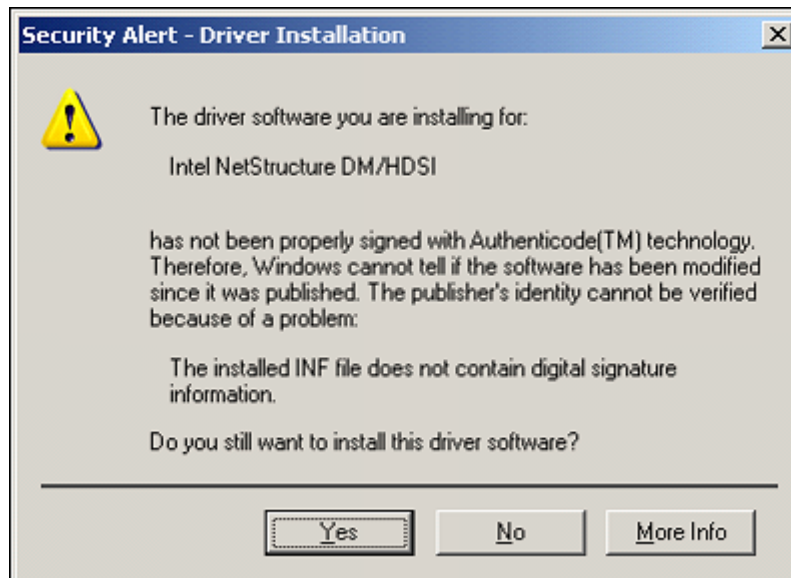
Failed to launch...Program: <szProgram>...Parameters: <szParameters>

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

“Security Alert - Driver Installation” Message

If you see a dialog box (during installation) indicating that the drivers are not digitally signed and asking whether you want to continue with the installation, click **Yes** and continue with the installation. Figure 11 shows an example of this dialog box.

Figure 11. Driver Installation Dialog



RTFConfigWin Error Message and Security Issue

During installation of the System Release software on the Dutch version of Windows (and possibly some other non-English versions of Windows), a dialog window with an error message like the following may appear:

```
Error encountered after attempting to launch:

Program C:\WINNT\system32\cmd.exe
Parameters: /c echo Y| "C:\WINNT\system32\cacls.exe"
"C:\Program Files\Dialogic\cfg\RtfConfigWin.xml" /P
Everyone:R
Return Code: 1332 Timeout Code: 0
```

You must click **OK** to complete the install. The Install Complete screen will also indicate an error message due to this issue. This is not a fatal error and if it occurs, the System Release software will function normally. The Runtime Trace Facility (RTF) will start and log error files as usual (for more information about the Runtime Trace Facility, refer to the Diagnostics Guide for the System Release software).

Security Issue: This error occurs because the security permissions have not been set properly for the RTF configuration file (*RTFConfigWin.xml*) which allows the settings for runtime tracing to be adjusted. Normally, the editing of this file would be restricted to Administrators. But due to the error, any user with access to the system can raise the RTF logging level to one which may cause sensitive information (typically information conveyed in touch-tone digits entered by a customer) to be included in the RTF log files.

Workaround: Change permissions for the *RTFConfigWin.xml* file, restricting editing to Administrators. To do so, you can right-click on the file in a Windows Explorer GUI, select Properties, click the "Security" tab, and set the permissions. From the command line you can run the same commands that the System Release installation attempted to run, but do so with the appropriate localized arguments to *cacls.exe*.

The install runs the following commands:

```
[RTF_Cfg_Revoke_All_Access]
program = "%WINSYSDIR%\cmd.exe"
parameters = /c echo Y| "%WINSYSDIR%\cacls.exe"
"%TARGETDIR%\cfg\RtfConfigWin.xml" /P Everyone:R

[RTF_Cfg_Grant_Full_Administrators]
program = "%WINSYSDIR%\cacls.exe"
parameters = "%TARGETDIR%\cfg\RtfConfigWin.xml" /E /P Administrators:F
```

The first command fails because the Dutch (or other non-English) edition does not recognize "Everyone." The localized version of *cacls.exe* uses the Dutch (or other non-English) equivalent of the English word "Everyone."

4.5 Installation and Data Backup 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. Backup logs that capture information about what happened during the backup process are also created (see [Section 2.1.2, “Saving Existing Configuration Data”](#), on page 18).

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*), backup logs, and configuration backup directory are all 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.

- 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 following may occur:
 3. 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.
 - The backup logs may be in different directories.
 - The backup directory will not be found (for example: one user uninstalls System Release 6.0, and another user installs System Release 6.1).

4.6 Repairing an Installation

If your installation of System Release 6.1 CompactPCI for Windows becomes damaged and you want to reinstall all the same features you had previously installed, follow this procedure:

1. If the Intel® Dialogic® System is currently running, close all telephony applications that are currently running in the system and stop the Intel Dialogic system service. The system service

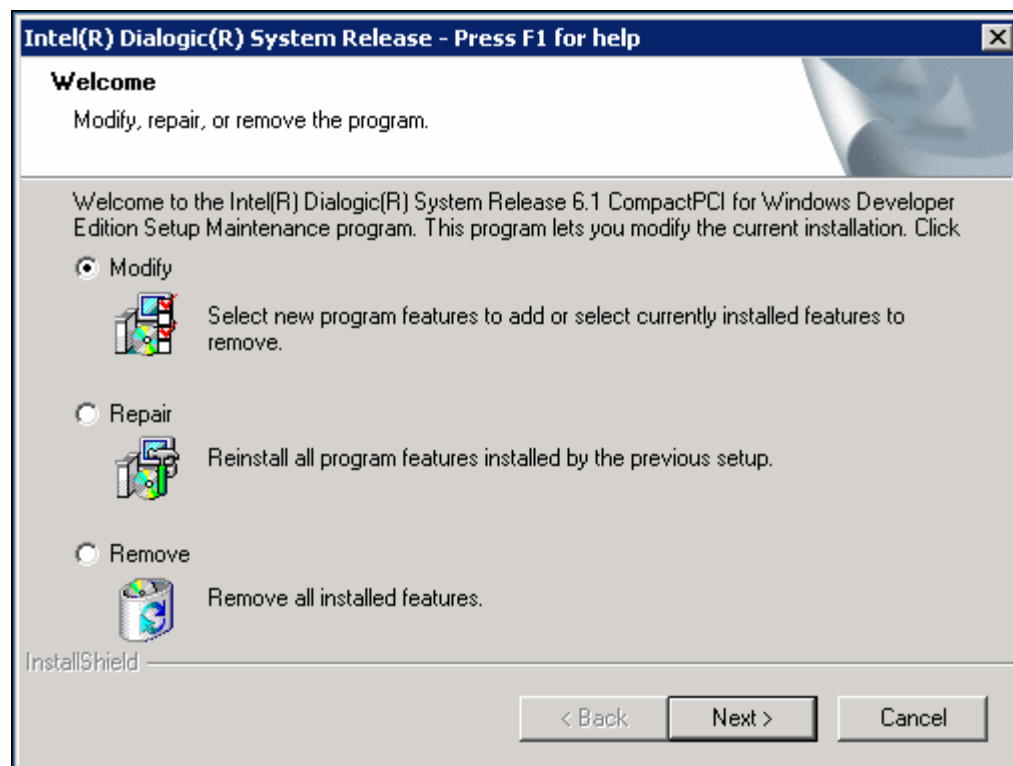
1. To find out more about what this utility does and how to use it manually, and to obtain updated versions of the utility (which will continue to be enhanced outside of the system release), go to <http://resource.intel.com/telecom/support/tnotes/tnbyos/2000/tn020.htm>. If you want to understand the role of the cleanup utility in the context of installing the system release software, refer to the beginning of the install procedure in [Section 2.1.5, “Uninstalling the Previous Version\(s\) of the Software”](#), on page 20. If you want to understand the role of the cleanup utility in the context of uninstalling the system release software, refer to the end of the procedure in [Chapter 3, “Uninstalling the Software”](#).

is stopped using the DCM configuration utility. 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).

2. Rerun the setup program by doing one of the following:
 - Insert the CD-ROM with the System Release 6.1 CompactPCI for Windows software and select **Install Intel Dialogic Software** from the navigation screen.
 - Locate and run the *setup.exe* file for System Release 6.1 CompactPCI for Windows.
3. An InstallShield Wizard screen appears (Figure 12).

Figure 12. InstallShield Wizard Screen



Select **Repair** and click **Next**.

Note: A procedure for using the Modify option is given in [Section 2.8, “Adding or Removing Installed Features”](#), on page 36. A procedure for removing the software is given in [Chapter 3, “Uninstalling the Software”](#).

If the Core Runtime feature is detected on your system, a message will appear asking you if you would like to preserve existing configuration data (Figure 7).

- Click **Yes** to run the configuration data backup utility.
- Click **No** if you don’t want to run the configuration data backup utility.

Note: For more information about data backup and migration, refer to [Section 2.1.2, “Saving Existing Configuration Data”](#), on page 18.

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. If the Core Runtime feature was installed, you must reboot and this screen will prompt you to do so. If the Core Runtime feature was not installed, you will not be prompted to reboot and it is not necessary to do so. Click **Finish** to proceed.
5. Start the Intel Dialogic system service. The system service is started using the DCM configuration utility. From the DCM main window, click the **Start System** option from the System pull-down menu or click the **Start All Enabled Devices** icon.

4.7 PDKManagerRegSetup Fails

When you upgrade to a newer release of System Release 6.1 CompactPCI for Windows, the PDKManager registry key will be preserved. Therefore, you do not need to manually run PDKManagerRegSetup. If you manually run PDKManagerRegSetup, it will fail since the registry key is already present.



Index

Symbols

.CDP 18
.config files 18

A

adding or removing installed features 36
administrative privileges 47
AT&T 4ESS 25

C

components 24
configuration data backup and migration error messages 48
Core Runtime Package 25

D

Demos 25
Developer Edition 13
Development Package 24
DlgcInstall.log 52

E

editions, software 13
error messages 47
Euro-ISDN (NET5/CTR4) 25
event driven errors 50

F

full install 11, 27

G

Global Call Protocols 26
Global Call Protocols, uninstalling 20

H

hardware, checking 45
Hot Swap Kit, installing 32
Hot Swap Kit, uninstalling 19

I

install mode, putting a terminal server in 22
installation prerequisites 15
installing using an InstallShield response file 33
InstallShield response file 35
INTEL_DIALOGIC_BASE 13
INTEL_DIALOGIC_CFG 13
INTEL_DIALOGIC_DIR 13
INTEL_DIALOGIC_FWL 13
INTEL_DIALOGIC_INC 13
INTEL_DIALOGIC_LIB 13
INTEL_DIALOGIC_NAME 13
INTEL_DIALOGIC_QSCRIPT 13
INTEL_DIALOGIC_RELEASE 13
ISDN Protocols 25

L

log file 52
Lucent 5ESS 25

M

MIBs 26

N

Nortel DMS100/DMS250 25
NTT INS1500 25

P

PDK 18

Q

QSIG 25

R

Redistributable Edition 13
Redundant Host 19
Redundant Host (RH) software, installing 33

- reinstall release 52
- removing installed features 36
- repairing an installation 52

S

- select components 24
- SNMP agent software 10
- SNMP Component Manager 26
- SNMP service
 - configuring 17
 - installing 17

T

- TCP ports 21
- Telcordia National ISDN 25
- Telecom Support Resources 45
- terminal server 22
- Terminal Services 22
- third party software 29

U

- uninstall existing version of software 20
- uninstall the software 41
- uninstalling Global Call Protocols 20
- uninstalling Hot Swap Kit software 19
- uninstalling Redundant Host software 19
- update install 11, 31

W

- Windows SNMP Service 16