Dialogic® System Release 6.0 PCI for Windows®

Software Installation Guide

March 2009

05-1957-004

Contents

Figures

Tables

Contents

Dialogic® System Release 6.0 PCI for Windows® Software Installation Guide – March 2009
Dialogic Corporation

Revision History

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

Document No.	Publication Date	Description of Revisions
05-1957-004	March 2009	Made global changes to reflect Dialogic brand. Installation Overview chapter: Added Environment Variables for Windows Vista® and Windows Server® 2008. Installing the Software chapter: Under Performing a Full Installation of the Software, added information about installing Dialogic® System Release 6.0 PCI for Windows® on Windows Vista® or Windows Server® 2008. Deleted the procedure "Using Command Line Parameters to Install Software Components," which is no longer supported. (For silent installs, use the InstallShield Response File method.) Troubleshooting chapter, Error Messages section: Under Conditions Preventing Installation, added information about trying to install a non-Vista version of Dialogic® System Release 6.0 PCI for Windows® on Windows Vista® or Windows Server® 2008. Added Installation of the DetectorsProj Service Fails.
05-1957-003	October 2006	Choosing the Appropriate Install: Updated Table 1 to mention uninstalling a Service Update to System Release 5.1.1. Major Installation Steps: Updated to mention uninstalling a Service Update to System Release 5.1.1. Prerequisites for Software Installation: Changed TCP port prerequisite. Uninstalling the Previous Version(s) of the Software: Added a step about uninstalling a Service Update (step 2). Updated steps 1 and 3. Checking TCP Port Availability: Changed TCP port prerequisite in the procedure. Performing a Full Installation of the Software: Removed IONA from list of third party software. Using Component Tokens to Specify What to Install: Revised statement on where component token descriptions are located (IPY00035466). Error Messages: Added Java Runtime Environment (JRE) errors.
05-1957-002	October 2004	Purpose: Added mention of full and update installs. How to Use This Publication: Added mention of full and update installs. Changed description of the install and uninstall chapters to reflect changed content. Installation Overview: Added a new subsection: Choosing the Appropriate Install. Choosing the Appropriate Install: New section. Installation Scenarios: New table. Major Installation Steps: Added information about Release Updates and a cross reference to Choosing the Appropriate Install. Environment Variables: Under Existing Environment Variables, noted variables for which there will not be a new equivalent. Software Editions: Added Global Call Protocols to description of Redistributable Edition.

Document No.	Publication Date	Description of Revisions
05-1957-002 (continued)		Installing the Software: Added a new subsection (Performing an Update Install) to this chapter, so the title of "Installing the System Release Software" was changed to Performing a Full Installation of the Software. Removed "Responding to the found New Hardware Wizard" and replaced it with the new subsection Unsigned Driver in the Troubleshooting chapter. Added new section: Installing the Software Using an InstallShield Response File Added new section: Adding or Removing Installed Features Prerequisites for Software Installation: Added Uninstalling the Global Call Protocols as a new subsection and also as an item in the initial bullet list. Added to the description of the role of Release Updates. Mentioned that System Release 5.1.1 must be removed before installing System Release 6.0 PCI Windows. Then a full install of the new system release is required. Mentioned that if you have a previous version of System Release 6.0 PCI Windows is on your system, you can perform an update install. Changed title of "Determining Which Components to Install" to Determining Which Features to Install to reflect general terminology change from "components" to "features." Saving Existing Configuration Data: Mentioned that data migration is not supported for Service Pack 3 and Feature Pack 2 of System Release 5.1.1. Uninstalling the Previous Version(s) of the Software: Added information about full versus update installs. Determining Which Features to Install: Added Global Call Protocols. Changed "component" to "feature" throughout section. Order of Procedures: Added Performing an Update Install and Installing the Software Using an InstallShield Response File. Removed "Responding to the Found New Hardware Wizard" Described how to add features after performing an update install. Performing a Full Installation of the Software: Added a paragraph and bullet list explaining the installation scenarios. Mentioned downloading software from web site in addition to installing from CD. Mentioned that the version number of the software now appears on the Welcome screen of the install GUI. Added descriptions to the list of third-party software. Mentioned that a reboot is not necessary if the Core Runtime feature was not installed. Performing an Update Install: New section. Includes a note about issue with Setup Status screen and InstallShield. Using Command Line Parameters to Install Software Components: Added note to the Introduction of this section explaining that this method is valid in this release, but for the next release, the only valid procedure for silent installs will be the one documented in Installing the Software Using an InstallShield Response File. Component Tokens: The GCPROT component token was added to this table. Installing the Software Using an InstallShield Response File: New subsection. Adding or Removing Installed Features: New section. Uninstalling the Software: The title of this chapter was changed from "Uninstalling the Software or Changing the Components." Directions for changing the components of the install were removed and replaced by this new section: Adding or Removing Installed Features. Added mention of prompt asking about configuration data backup. Added explanation of when the cleanup utility runs.

Document No.	Publication Date	Description of Revisions
05-1957-002 (continued)		Removing the System Release Software: The title of this figure was changed from "Changing or Removing the System Release Software." Unsigned Driver: New section. Error Messages: New subsection: Unsigned Driver. Repairing an Installation: New section.
05-1957-001	November 2003	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 (full or update install) and uninstall Dialogic® System Release 6.0 PCI for Windows®. It also explains how to install the software using an InstallShield response file (i.e., a "silent" install).

Intended Audience

This information is intended for:

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

How to Use This Publication

This information is organized as follows:

- Chapter 1, "Installation Overview" describes the major installation steps in the order in which they are performed, giving an overview of the process. This chapter also 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 performing a full install, update install, or "silent" install of System Release 6.0 PCI Windows. This chapter also provides a procedure for adding or removing installed features.
- Chapter 3, "Uninstalling the Software" describes how to uninstall System Release 6.0 PCI Windows.
- Chapter 4, "Troubleshooting" describes error messages and the installation log file, and provides other information about troubleshooting the installation.

Related Information

See the following for additional information:

- *http://www.dialogic.com/manuals/* (for Dialogic® product documentation)
- *http://www.dialogic.com/support/* (for Dialogic Service Center)
- *http://www.dialogic.com/* (for Dialogic® product information)

Installation Overview   1

This chapter provides the following information for Dialogic® System Release 6.0 PCI for Windows®:

1.1   Choosing the Appropriate Install

You can perform either a full install or an update install of System Release 6.0 PCI Windows. The install procedures (and prerequisites) you use depend on what is on your system. Table 1 shows the various installation scenarios. Detailed descriptions and procedures for the prerequisites mentioned in the table are provided in Section 2.1, "Prerequisites for Software Installation", on page 21. 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 Dialogic® System Release Software that is currently on your system. If you want additional features that weren't previously installed, for example, Dialogic® Global Call Protocols, first perform the update install and then perform the procedure in Section 2.6, "Adding or Removing Installed Features", on page 38.

Table 1. Installation Scenarios

If you have this on your system	Meet these prerequisites	Use this install
No existing Dialogic® System Release Software	• Read Release Guide and Release Update. • Have supported Windows® operating system. • If using SNMP, install Windows® SNMP service. • Check TCP port availability. • If using Windows® 2000 Server and running Terminal Services, put a terminal server in install mode. • Read about the features available to install.	Performing a Full Installation of the Software or do a "silent" install: Installing the Software Using an InstallShield Response File
A previous version of Dialogic® System Release 6.0 PCI for Windows®	• Read Release Guide and Release Update. • Have supported Windows® operating system. • If using SNMP, install Windows® SNMP service. • Check TCP port availability. • If using Windows® 2000 Server and running Terminal Services, put a terminal server in install mode. • Read about the features available to install.	Performing an Update Install or do a "silent" install: Installing the Software Using an InstallShield Response File

Table 1. Installation Scenarios (Continued)

If you have this on your system	Meet these prerequisites	Use this install
A previous version of Dialogic® System Release 6.0 PCI for Windows® plus Dialogic® Global Call Protocols (standalone package)	Same as above, and you must uninstall the existing version of the Dialogic® Global Call Protocols (standalone package).	Same as above and install the new version of the Dialogic® Global Call Protocols by following the procedure in Section 2.6, "Adding or Removing Installed Features", on page 38 and selecting Global Call Protocols on the Select Features screen.
Dialogic® System Release 5.1.1	• Read Release Guide and Release Update. • Have supported Windows® operating system. • If using SNMP, install Windows® SNMP service. • Back up and migrate existing configuration data (optional). **Note:** Data migration is not supported for Service Pack 3 and Feature Pack 2 of Dialogic® System Release 5.1.1. • Uninstall Dialogic® System Release 5.1.1 and any Service Update, Service Packs, and Feature Packs. • Check TCP port availability. • If using Windows® 2000 Server and running Terminal Services, put a terminal server in install mode. • Read about the features available to install.	Performing a Full Installation of the Software or do a "silent" install: Installing the Software Using an InstallShield Response File
Dialogic® System Release 5.1.1 plus Dialogic® Global Call Protocols (standalone package)	Same as above, and you must uninstall the existing version of the Dialogic® Global Call Protocols (standalone package).	Same as above. The new version of Dialogic® Global Call Protocols can be installed along with Dialogic® System Release 6.0 PCI for Windows®. You do not have to install the Global Call Protocols separately as in the past.

1.2   Major Installation Steps

System Release 6.0 PCI Windows provides software for developing and running call processing applications on a Windows® operating system with Dialogic® Boards.

The installation procedure can be summarized as follows:

1. Read the Release Guide and Release Update before starting the installation.

   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 release. The Release Update also describes any significant

changes to System Release 6.0 PCI Windows subsequent to the general availability date. For example, new features provided in Service Updates are described in the Release Update.

2. Make sure that all relevant prerequisites for installing System Release 6.0 PCI Windows 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 if you have Dialogic® System Release 5.1.1 installed (optional)
   - Uninstalling Dialogic® System Release 5.1.1 (including any Service Update, Feature Packs, and Service Packs) if that release is on your system
   - Uninstalling the previous version of the Dialogic® Global Call Protocols (standalone package)
   - 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 21.

3. Install System Release 6.0 PCI Windows, following the appropriate procedure (refer to Section 1.1, "Choosing the Appropriate Install", on page 13 for guidance).

4. If you installed the Core Runtime feature, you must reboot your computer and will be prompted to do so. If you did not install the Core Runtime feature, you do not have to reboot.

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

After configuration is complete, you may start the Dialogic® System Release Software using the DCM GUI, or, if you have configured the Dialogic® System Service to start automatically, then reboot.

1.3   Environment Variables

Environment variables are used to locate certain directories in the System Release Software hierarchy. As of System Release 6.0 PCI Windows, new environment variables are defined to reflect the new directory names and structure. These new environment variables will replace the existing variables that reflected the old directory structure used for previous system releases.

System Release 6.0 PCI Windows includes both the old and new environment variables to allow you time to migrate to the new standard. In the next full system release, the old variables will be eliminated. It is recommended that you begin using these new variables as soon as possible. The names of the new variables will remain consistent, but the *values* of the variables are subject to change without notice.

Environment Variables from Previous System Releases

The following environment variables and values were used in previous system releases, and will be eliminated in the next system release:

- `DIALOGICDIR = C:\Program Files` (This is the default, but this can vary because the user can select a different location.)

- `DIALOGICDRV = C:` (This is the default location for the operating system, but it can vary.)

    Note: There will not be a new equivalent for this environment variable.

- `DLCFGPATH = %DIALOGICDIR%\Dialogic\cfg`

- `DLFWLPATH = %DIALOGICDIR%\Dialogic\data`

- `DLGCDESTDIR = C:` (This is the default, but it can vary.)

    Note: There will not be a new equivalent for this environment variable.

- `DLGCINFPATH = %DIALOGICDIR%\Dialogic\inf`

    Note: There will not be a new equivalent for this environment variable.

- `DNASDKDIR = %DIALOGICDIR%\bin`

- `QSCRIPT_DIR = %DIALOGICDIR%\qscript`

New Environment Variables

Note: The information in this section is **not** applicable when using Windows Vista® and Windows Server® 2008 operating systems. See Environment Variables for Windows Vista® and Windows Server® 2008.

The following environment variables are defined in System Release 6.0 PCI Windows to replace the environment variables from previous system releases:

`INTEL_DIALOGIC_BASE = C:\Program Files`
  The base location where the software will be installed. (This is the default, but this can vary because the user can 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 new environment variables provide convenient paths to specific directories under the Dialogic installation directory:

- `INTEL_DIALOGIC_BIN = %INTEL_DIALOGIC_DIR%\bin`

- `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`

Environment Variables for Windows Vista® and Windows Server® 2008

In order to meet User Account Control and File Virtualization security features of Windows Vista® and Windows Server® 2008, those files that may require user modification of some sort have been moved to a non-restricted target folder. It is strongly advised to keep them in this or other equivalent target location; otherwise, user modification of these files may be disallowed by the operating system.

When installing System Release 6.0 PCI Windows on Windows Vista or Windows Server 2008, you will be prompted to enter two directory locations (rather than one) for storing Dialogic® System Release Software files:

Choose Program File Destination Location
This is the directory where non-user-modifiable files in the System Release Software will be installed. The default location is:

- *C:\Program Files\Dialogic* for 32-bit versions of Windows Vista or Windows Server 2008
- *C:\Program Files(x86)\Dialogic* for 64-bit versions of Windows Vista or Windows Server 2008

Choose User-Modifiable File Destination Location
This is the directory where user-modifiable files in the System Release Software will be installed. User-modifiable files include configuration files such as .prm and .cdp files, and demo programs, among others. The default location is *C:\ProgramData\Dialogic* for 32- and 64-bit versions of Windows Vista or Windows Server 2008.

> *Note:* *C:\ProgramData* is a hidden directory.

Because the System Release Software files are installed under two directory locations with Windows Vista and Windows Server 2008, the associated environment variables are not the same as with other versions of the Windows operating system. Three additional variables are used to enable internal components to locate the non-modifiable *cfg* and *data* directories, and some of the other variables point to a different location for a Windows Vista or Windows Server 2008 installation. See Table 2 and Table 3.

Table 2. Environment Variable Values for 32-Bit Versions of Windows Vista® and Windows Server® 2008

Environment Variable	Old Default Value (for other versions of Windows® OS)	Windows Vista® and Windows Server® 2008 Default Value, 32-Bit Versions of OS
INTEL_DIALOGIC_DIR	C:\Program Files\Dialogic	Unchanged
INTEL_DIALOGIC_BIN	C:\Program Files\Dialogic\bin	Unchanged
INTEL_DIALOGIC_CFG	C:\Program Files\Dialogic\cfg	C:\ProgramData\Dialogic\cfg
INTEL_DIALOGIC_FWL	C:\Program Files\Dialogic\data	C:\ProgramData\Dialogic\data
INTEL_DIALOGIC_INC	C:\Program Files\Dialogic\inc	Unchanged

Table 2. Environment Variable Values for 32-Bit Versions of Windows Vista® and Windows Server® 2008 (Continued)

Environment Variable	Old Default Value (for other versions of Windows® OS)	Windows Vista® and Windows Server® 2008 Default Value, 32-Bit Versions of OS
INTEL_DIALOGIC_LIB	C:\Program Files\Dialogic\lib	Unchanged
INTEL_DIALOGIC_QSCRIPT	C:\Program Files\Dialogic\qscript	Unchanged
DIALOGIC_CFG_INTERNAL	N/A	C:\Program Files\Dialogic\cfg
DIALOGIC_FWL_BIN	N/A	C:\Program Files\Dialogic\data
DIALOGIC_USERDATA_DIR	N/A	C:\ProgramData\Dialogic

Table 3. Environment Variable Values for 64-Bit Versions of Windows Vista® and Windows Server® 2008

Environment Variable	Old Default Value (for other versions of Windows® OS)	Windows Vista® and Windows Server® 2008 Default Value, 64-Bit Versions of OS
INTEL_DIALOGIC_DIR	C:\Program Files\Dialogic	C:\Program Files(x86)\Dialogic
INTEL_DIALOGIC_BIN	C:\Program Files\Dialogic\bin	C:\Program Files(x86)\Dialogic\bin
INTEL_DIALOGIC_CFG	C:\Program Files\Dialogic\cfg	C:\ProgramData\Dialogic\cfg
INTEL_DIALOGIC_FWL	C:\Program Files\Dialogic\data	C:\ProgramData\Dialogic\data
INTEL_DIALOGIC_INC	C:\Program Files\Dialogic\inc	C:\Program Files(x86)\Dialogic\inc
INTEL_DIALOGIC_LIB	C:\Program Files\Dialogic\lib	C:\Program Files(x86)\Dialogic\lib
INTEL_DIALOGIC_QSCRIPT	C:\Program Files\Dialogic\qscript	C:\Program Files(x86)\Dialogic\qscript
DIALOGIC_CFG_INTERNAL	N/A	C:\Program Files(x86)\Dialogic\cfg
DIALOGIC_FWL_BIN	N/A	C:\Program Files(x86)\Dialogic\data
DIALOGIC_USERDATA_DIR	N/A	C:\ProgramData\Dialogic

1.4   Software Editions

System Release 6.0 PCI Windows is available in the following editions:

- **Dialogic® System Release 6.0 PCI Redistributable Edition** – This edition contains all the software that can be redistributed as part of an application developed using the System Release Software. The Redistributable edition consists of the runtime package, SNMP component manager, ISDN protocols, Global Call protocols, and associated documentation.
- **Dialogic® System Release 6.0 PCI Developer Edition** – This edition is intended only for use during application development. The Developer edition contains all the software required to develop and execute an application.
- **Dialogic® System Release 6.0 PCI 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 Dialogic® System Service will stop after 10 hours. The Dialogic System Service can be restarted using the Dialogic® Configuration Manager (DCM), but it will stop again in 10 hours.

The Dialogic System Service does not stop after 10 hours with 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.

Note: When you download System Release 6.0 PCI Windows from the Dialogic Service Center web site, note that there is a separate link for downloading the System Release Software version for Windows Vista®. This media is also used for installation under Windows Server® 2008.

Installing the Software 2

This chapter gives detailed procedures for installing Dialogic® System Release 6.0 PCI for Windows®:

2.1   Prerequisites for Software Installation

Before installing System Release 6.0 PCI Windows, make sure that the following prerequisites are met. For information about the various installation scenarios, refer to Section 1.1, "Choosing the Appropriate Install", on page 13.

- Read the Release Guide and Release Update before starting the installation. The Release Guide and Release Update can be found at *http://www.dialogic.com/manuals/*

  The Release Guide contains information about hardware and software requirements for System Release 6.0 PCI Windows, and boards supported by System Release 6.0 PCI Windows.

  The Release Update provides the latest information about any issues, restrictions, or limitations that may affect System Release 6.0 PCI Windows. The Release Update also describes any significant changes to System Release 6.0 PCI Windows subsequent to the general availability date. For example, new features provided in Service Updates are described in the Release Update.

- The Windows® operating system should be installed. Refer to the Release Guide and Release Update for operating system requirements.

    Note: System Release 6.0 PCI Windows is designed for U.S. English versions of the Microsoft® Windows® operating system. System directory path names are often spelled using the native language. Therefore, if you are using a language other than U.S. English, various manual file copy operations may be necessary to place files in directories with the expected path names. For assistance, please contact the support organization that services your country.

- If you intend to use SNMP Agent Software for remote monitoring and administration of Dialogic® Boards over an IP network, Windows® SNMP service must be installed on the managed node(s). Refer to Section 2.1.1, "Installing and Configuring Windows® SNMP Service", on page 22.

- If you have Dialogic® System Release 5.1.1 installed on your computer, you can save the existing configuration data by following the procedure in Section 2.1.2, "Saving Existing

Configuration Data", on page 24. If you have an older version of Dialogic® System Release Software, the configuration data backup utility will not work. You must manually back up the configuration data before you uninstall the release.

> *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 Dialogic® Configuration Manager (DCM).

- If you have Dialogic® System Release 5.1.1 installed on your computer, you must uninstall this system release and any associated Service Update, Service Packs, and Feature Packs. Refer to Section 2.1.3, "Uninstalling the Previous Version(s) of the Software", on page 25. Then you must perform a **full install** of System Release 6.0 PCI Windows. Refer to Section 2.3, "Performing a Full Installation of the Software", on page 32.

- If you have a previous version of System Release 6.0 PCI Windows installed on your system, you can perform an **update install**. Refer to Section 2.4, "Performing an Update Install", on page 35.

- If you had installed the Dialogic® Global Call Protocols (standalone package) along with the Dialogic® System Release Software that is currently on your system, you must uninstall the Global Call Protocols before you install the new version of the System Release Software. Refer to Section 2.1.4, "Uninstalling the Dialogic® Global Call Protocols", on page 26.

- You must make sure TCP ports 12001, 12004-5 for the loopback interface, and port 12002 are available. Refer to Section 2.1.5, "Checking TCP Port Availability", on page 27.

- 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 2.1.6, "Installing with Terminal Services Running When Using Windows® 2000 Server", on page 28.

- For information about the options you can choose when installing System Release 6.0 PCI Windows, refer to Section 2.1.7, "Determining Which Features to Install", on page 29.

2.1.1   Installing and Configuring Windows® SNMP Service

If you intend to use the SNMP agent software (for a description, see Section 2.1.7, "Determining Which Features to Install", on page 29) 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 Dialogic® System Release Software 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 the SNMP agent software.

Installing SNMP Service

The following steps describe how to install the 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 Dialogic® System Release 5.1.1 installed on your computer (with or without a Service Update, Service Pack, or Feature Pack), you can optionally preserve existing configuration data. If you have an older version of Dialogic® System Release Software, the configuration data backup utility will not work. You must uninstall the older release (refer to Section 2.1.3, "Uninstalling the Previous Version(s) of the Software", on page 25).

Notes: **1.** Sometimes the logical ID can be changed when a System Release 5.1.1 system is upgraded with System Release 6.0 PCI Windows. If this happens, the virtual device name order will be different in System Release 6.0 PCI Windows. To avoid this situation, do the System Release 5.1.1 backup and migration during the installation of System Release 6.0 PCI Windows.

2. Data migration is not supported for Service Pack 3 and Feature Pack 2 of System Release 5.1.1.

Caution: Data migration from a given release to itself is not completely supported and must not be done. This will result in partial data migration and can have undesirable results. But if this happens, you must uninstall and reinstall the release.

The backup/migrate feature preserves the following:

- Global Call ANAPI/ICAPI cfg files
- DCM configuration data
- DM3 .config files

No other configuration objects are preserved or migrated.

There are two ways to preserve existing configuration data:

- **Respond to a prompt during the install:** Insert the System Release 6.0 PCI Windows CD and start the install. You will be asked if you want to back up existing configuration data. Click **Yes**. Then you must exit the install so you can uninstall the old release.

- **Run the data preservation utility manually before installing the software:** To do this, insert the System Release 6.0 PCI Windows CD and run the *cfgbackup.exe* utility from the *migrate* directory.

After you back up the existing configuration data (whether prompted by the install or manually), uninstall the old release. When you install the new Dialogic® System Release Software, the install will detect the saved data and ask if you want to migrate it into the new software installation. Click **Yes** when prompted.

Note: For information about the install log, backup/migration logs, and configuration backup directory, refer to Section 4.5, "Installation and Backup/Migration Log Files", on page 47.

2.1.3   Uninstalling the Previous Version(s) of the Software

If Dialogic® System Release 5.1.1 is installed on your system, you must uninstall it (along with any Service Update, Point Releases, Service Packs, and Feature Packs) before installing System Release 6.0 PCI Windows. Once the old release is removed, you must perform a **full install** of the new release. If you have a previous version of System Release 6.0 PCI Windows on your system, you do not have to uninstall the previous version. You can perform an **update install**. For more information about install options, refer to Section 1.1, "Choosing the Appropriate Install", on page 13.

If you are going to uninstall System Release 5.1.1, you have the option of preserving your configuration data before you perform the uninstall. (The data preservation utility does not work for older releases.) If you preserve your existing data, when you install the new release the install will migrate the saved data into the new release. Refer to Section 2.1.2, "Saving Existing Configuration Data", on page 24 for details.

To uninstall System Release 5.1.1, follow this procedure:

1. If the Dialogic® System is currently running, close all telephony applications that are currently running in the system and stop the Dialogic® System Service. The Dialogic System Service is stopped using the Dialogic® Configuration Manager (DCM). From the DCM main window, choose **Stop System** from the System 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.

2. If a Service Update is installed, uninstall the Service Update before uninstalling System Release 5.1.1 (if no Service Update is installed, skip to the next step). Use **Add/Remove Programs** as described in the next step. The Service Update will be called Dialogic (or Intel Dialogic) System Release 5.1.1 FP1 Service Update *nn* (where *nn* is the Service Update number). After you uninstall the Service Update, reboot the system.

3. Uninstall any Point Releases and Service or Feature Packs before uninstalling System Release 5.1.1 (if none of these are installed, skip to the next step). You must perform uninstalls in the following order:

   1. Point Releases
   2. Service Packs
   3. Feature Packs
   4. Base Release

   Note: You must reboot after uninstalling each item.

   You can uninstall the Point Releases and Service or Feature Packs in either of the following ways:

   - **Add/Remove Programs:** Go to the Control Panel and select **Add/Remove Programs**. All point releases will be listed under "Dialogic Service Applications" or "Dialogic Point Releases" (or will be listed under "Intel Dialogic..."). Select the name of the Point Release or Service or Feature Pack and click **Remove**.

   - **From the Start menu:** Start > Programs > Dialogic System Software > [*name of the Point Release or Service or Feature Pack*] > [*sometimes a name here*] Uninstall (This is the default, but the Dialogic® Software can be installed in a different location.)

> *Note:* Some programs will not be listed in the Start menu. You must remove these via Add/Remove Programs.

4. Follow the prompts to uninstall the software.

> *Note:* The uninstall could take as long as an hour because it is restoring the original files that were on the system at the time you installed a package or update. Messages about shared files will appear. You can check the "don't show again" box to bypass all of these.

5. Reboot the system.

> *Note:* The system must be rebooted before attempting to run an uninstall in a case where you must uninstall a base release plus other maintenance releases.

6. You can uninstall the "base" System Release Software using either of the following methods:

   • **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. The name of System Release 5.1.1 and older is "Dialogic System Software."

   • **From the Start menu:** Start > Programs > Intel Dialogic System Software > Uninstall (This is the default, but the Dialogic® Software can be installed in a different location.)

   > *Note:* For Dialogic® System Release 5.1 and older, the software name is "Dialogic System Software" in the Start menu.

7. Follow the prompts to uninstall the software.

   > *Note:* The uninstall could take as long as an hour because it is restoring the original files that were on the system at the time you installed a package or update. Messages about shared files will appear. You can check the "don't show again" box to bypass all of these.

8. When the uninstall process has completed, **reboot the system**.

   > *Note:* The system must be rebooted before attempting to run an install (in cases where a base release has just been uninstalled and you are ready to install a new system release) for any other setup.

2.1.4   Uninstalling the Dialogic® Global Call Protocols

If you had installed the Dialogic® Global Call Protocols (standalone package) along with the Dialogic® System Release Software that is currently on your system, you must uninstall the Global Call Protocols before you install the new version of the System Release Software.

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 new version of the System Release Software, the Global Call Protocols package is included as an installation option so you do not have to install it separately. Therefore, you must uninstall the older, standalone version of the Global Call Protocols before you install this new version of the System Release Software.

Caution: Do not install the Global Call Protocols standalone package after installation of the new version of the System Release Software or your software may become non-functional.

Follow this procedure to remove the Global Call Protocols standalone package from your system:

1. If the Dialogic® System is currently running, close all telephony applications that are currently running in the system and stop the Dialogic® System Service. The Dialogic System Service is stopped using the Dialogic® Configuration Manager (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**.

Before installing the new version of the Dialogic System Release Software, check TCP port availability according to

2.1.5   Checking TCP Port Availability

You must make sure TCP ports 12001, 12004-5 for the loopback interface, and port 12002 are available before you install System Release 6.0 PCI Windows. These ports must be available for the Dialogic® System Service to function properly. To check, follow this procedure:

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

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

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

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

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

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

Figure 1. TCP/IP Filtering
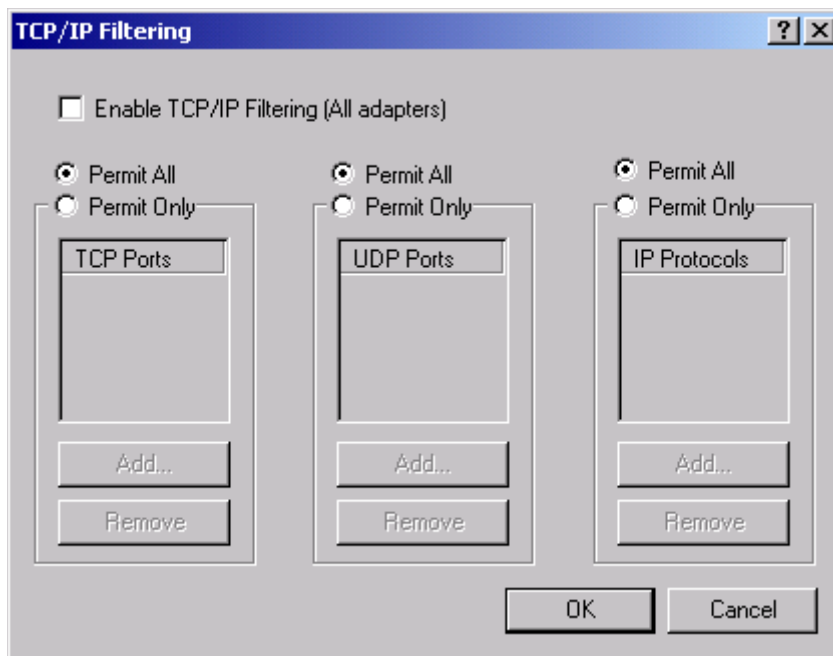
7. If the Enable TCP/IP Filtering checkbox is not checked, there is no filtering and all ports are valid. If the box is checked, make sure TCP ports 12001, 12004-5, and 12002 are available.

If you are running Terminal Services, follow the procedure in Section 2.1.6, "Installing with Terminal Services Running When Using Windows® 2000 Server", on page 28. Otherwise, skip to Section 2.1.7, "Determining Which Features to Install", on page 29.

2.1.6   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
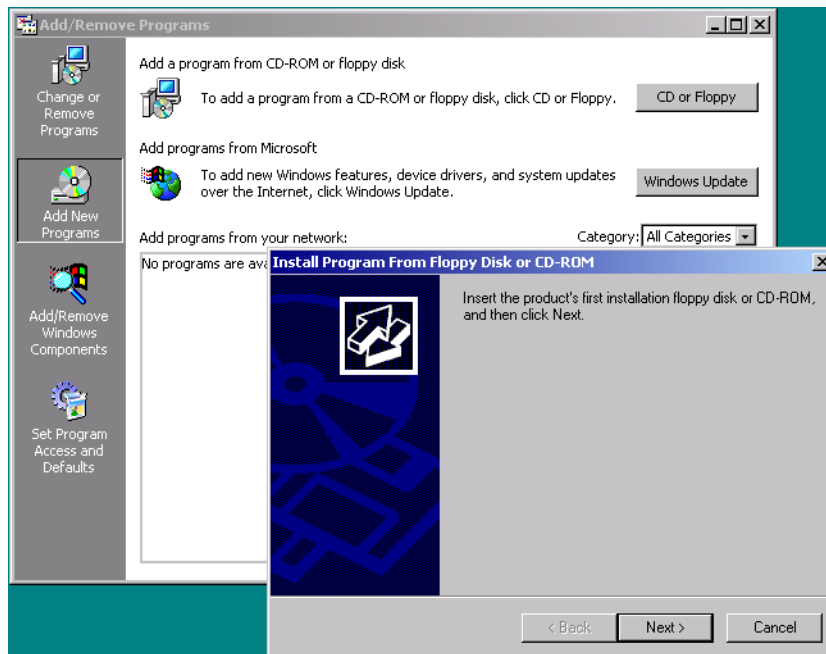
4. Click **Next**. A screen will appear to prompt for the path to the *setup.exe* file.

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

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

7. Follow the software installation instructions (Section 2.3, "Performing a Full Installation of the Software", on page 32).

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.

2.1.7 Determining Which Features to Install

When you install System Release 6.0 PCI Windows, 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 18.

- **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 Dialogic® products, including call control, fax, media, and ISDN. If you plan to write and

compile applications on a single computer without installing Dialogic® Boards, you can select this option alone.

This option does not install the drivers, firmware, parameters, and other files needed to use supported Dialogic® Boards. If you plan to develop applications and install Dialogic® 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 Dialogic® Boards. Select this option if you will be installing and using Dialogic® Boards in a lab or test computer or a deployed system.

• **ISDN Protocols** - Select this option to install additional software required by Dialogic® 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 interoperability 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** - This 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** (not available in the Redistributable edition) - Select this option to install the Dialogic® 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 Dialogic® products and serve as examples of application programming using Dialogic® API libraries. All demo programs are supplied as source code that 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 6.0 PCI Windows.

- **SNMP Component Manager** - Select this option to install the Management Information Bases (MIBs) required by an SNMP manager to remotely manage Dialogic® products. This option is not required on the managed node. For Dialogic products, the managed node will get what it needs from the Core Runtime Package. This option provides the following standard and Dialogic® 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 Dialogic® 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 (Dialogic® 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.

    Note: In the past, the Global Call Protocols were a standalone package that had to be installed separately from the Dialogic® System Release Software. However, with this version of the System Release Software, the Global Call Protocols package is included as an installation option in the full install. (An update install may require you to perform a second install to add Global Call Protocols – see Section 2.4, "Performing an Update Install", on page 35.) 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 Dialogic® products.

2.2 Order of Procedures

The order of procedures for installing System Release 6.0 PCI Windows is as follows:

1. Make sure all relevant prerequisites described in Section 2.1, "Prerequisites for Software Installation", on page 21 are met.

2. Install the software using **one** of the following procedures:
    - Section 2.3, "Performing a Full Installation of the Software", on page 32
    - Section 2.4, "Performing an Update Install", on page 35
    - Section 2.5, "Installing the Software Using an InstallShield Response File", on page 37

3. If you performed an update install and want to add features you didn't install when you installed the previous version of System Release 6.0 PCI Windows, follow the procedure in

Section 2.6, "Adding or Removing Installed Features", on page 38. You must do this because the update install will only update existing features.

2.3   Performing a Full Installation of the Software

This section contains the procedure for installing System Release 6.0 PCI Windows on a clean system. Here are a few installation scenarios:

- If you have an existing version of System Release 6.0 PCI Windows already installed on your system, refer to Section 2.4, "Performing an Update Install", on page 35.
- If you have Dialogic® System Release 5.1.1 for Windows® installed on your system, you must uninstall it before installing System Release 6.0 PCI Windows.

For more guidance on installation scenarios, see Section 1.1, "Choosing the Appropriate Install", on page 13.

Notes: **1.** Make sure you've satisfied all the prerequisites before installing System Release 6.0 PCI Windows. Prerequisites are described in Section 2.1, "Prerequisites for Software Installation", on page 21. For more information about the features you can install, refer to Section 2.1.7, "Determining Which Features to Install", on page 29. For more information about the software editions, refer to Section 1.4, "Software Editions", on page 18.

2. As the install runs, a cleanup utility will run automatically. The cleanup utility can also be run manually and is provided on the System Release 6.0 PCI Windows CD in *cleanup*. To find out more about what this utility does and how to use it manually, and to obtain updated versions of the utility (which will continue to be enhanced outside of the System Release Software), go to http://www.dialogic.com/support/helpweb/dxall/tnotes/legacy/2000/tn020.htm.

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

To install System Release 6.0 PCI Windows on your system, perform the following:

1. Exit all other programs you may have running.

2. Insert the System Release 6.0 PCI Windows CD-ROM in your system or download the software from the Dialogic Service Center web site.

    Note: When you download System Release 6.0 PCI Windows from the Dialogic Service Center web site, note that there is a separate link for downloading the System Release Software version for Windows Vista®. This media is also used for installation under Windows Server® 2008.

    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 web site, 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 6).

3. A navigation screen appears, giving you the following options:
    - View User Documentation

- Install System Release Software
- Go to Support Helpweb
- Exit

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

4. **If you did not uninstall Dialogic® System Release 5.1.1, the install will detect it** and a message will appear asking if you would like to back up the current configuration data. (If you've already uninstalled the previous version of the software or if no previous version was installed, skip to Step 6.)

- Click **Yes** to run the configuration data backup utility. The data will be saved and later it will be automatically migrated into the new software release.
- Click **No** if you don't want to run the configuration data backup utility.

5. **After you have responded to the configuration data backup question (see previous step) OR if the install detects existing Dialogic® System Release Software older than System Release 5.1.1**, a message will tell you to uninstall the existing version of the System Release Software. Click **OK**.

The install will quit. Uninstall the old software (refer to Section 2.1.3, "Uninstalling the Previous Version(s) of the Software", on page 25). Then restart the install.

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

7. The Customer Information screen appears. You can accept the default information or change it. Then click **Next**.

8. You are prompted to enter the directory location for storing the Dialogic® System Release Software files. The prompts are different depending on the Windows® operating system you are using:

8a. For all supported versions of the Windows® operating system **except** Windows Vista® and Windows Server® 2008, 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**. Continue with Step 9.

8b. For Windows Vista® and Windows Server® 2008, you are prompted to enter two directory locations (rather than one) for storing System Release Software files:

– Choose Program File Destination Location - This is the directory where non-user-modifiable files in the System Release Software will be installed.

– Choose User-Modifiable File Destination Location - This is the directory where user-modifiable files in the System Release Software will be installed.

For further information about the use of these directory locations when using Windows Vista® and Windows Server® 2008, see Environment Variables for Windows Vista® and Windows Server® 2008 in Chapter 1, "Installation Overview".

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**. Continue with Step 9.

9. The Select Features screen appears.

    When you click on an item in the list, a brief description of it appears on the right side of the screen. Descriptions of these features are also provided in the install's online help (press F1 to access it) and in Section 2.1.7, "Determining Which Features to Install", on page 29.

    > *Note:* The Redistributable edition does not include the Development Package and Demos features. For more information about the software editions, refer to Section 1.4, "Software Editions", on page 18.

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

10. After you select features, you'll see a Question pop-up 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 web site: 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 Unicode services on a wide variety of platforms. ICU supports the current version of the Unicode standard, and they provide support for supplementary Unicode characters (needed for GB 18030 repertoire support). ICU is an open source development project sponsored, supported, and used by IBM. For more information, go to http://www-124.ibm.com/icu.

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

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

11. 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.

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

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

    > *Note:* Right before the file copying starts, the setup will prompt you to run the cleanup utility if old content from a previous release is detected on the system and requires a reboot for the system to recognize the changes. In this case, the setup will invoke the cleanup utility interactively. If this happens, you will see a DOS window that will run, and the setup will abort when it is done. At that point, you must reboot the system before you are allowed to continue with the setup process. For more information about the cleanup utility, go to http://www.dialogic.com/support/helpweb/dxall/tnotes/legacy/2000/tn020.htm.

    If a backup directory is detected, you will be asked if you want to migrate the saved configuration data.

13. The Setup Complete window displays after all the files are copied onto your hard drive. Click **Finish** to complete the installation process.

Notes: *1.* If you installed the Core Runtime Package, the Setup Complete screen will prompt you to reboot. If you did not install the Core Runtime Package, you will not be prompted to reboot and it is not necessary to do so.

2. If you installed the Core Runtime Package, you *must* reboot before you use the Dialogic® Configuration Manager (DCM). A reboot is necessary because certain environment variables, required by various Dialogic® System Services to function properly, are created during installation. These services are managed by the Service Control Manager (SCM), and newly created environment variables only take effect in the SCM upon a reboot.

You are now ready to configure the Dialogic® Boards in your system using DCM. Depending on the boards you have installed, refer to the appropriate product-specific Configuration Guides provided as part of the System Release 6.0 PCI Windows documentation.

2.4   Performing an Update Install

If you have an existing version of System Release 6.0 PCI Windows on your system and want to update it with a later 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 Dialogic® System Release Software that is currently on your system. If you want additional features that weren't previously installed, for example, Dialogic® Global Call Protocols, first perform the update install and then perform the procedure in Section 2.6, "Adding or Removing Installed Features", on page 38.

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 21. For information about the various installation scenarios, refer to Section 1.1, "Choosing the Appropriate Install", on page 13. For more information about the features you can install, refer to Section 2.1.7, "Determining Which Features to Install", on page 29. For more information about the software editions, refer to Section 1.4, "Software Editions", on page 18.

1. Exit all other programs you may have running.

2. Insert the System Release 6.0 PCI Windows CD-ROM in your system or download the software from the Dialogic Service Center web site.

   Note: When you download System Release 6.0 PCI Windows from the Dialogic Service Center web site, note that there is a separate link for downloading the System Release Software version for Windows Vista®. This media is also used for installation under Windows Server® 2008.

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

3. A navigation screen appears, giving you the following options:
   - View User Documentation
   - Install System Release Software
   - Go to Support Helpweb
   - Exit

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

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

5. 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. You can click **Cancel** to stop the install, if necessary.

   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.

6. 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).

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

Notes: **1.** If you installed the Core Runtime Package, the Update Complete screen will prompt you to reboot. If you did not install the Core Runtime Package, you will not be prompted to reboot and it is not necessary to do so.

2. If you installed the Core Runtime Package, you *must* reboot before you use the Dialogic® Configuration Manager (DCM). A reboot is necessary because certain environment variables, required by various Dialogic® System Services to function properly, are created during installation. These services are managed by the Service Control Manager (SCM), and newly created environment variables only take effect in the SCM upon a reboot.

You are now ready to configure the Dialogic® Boards in your system using DCM. Depending on the boards you have installed, refer to the appropriate product-specific Configuration Guides provided as part of the System Release 6.0 PCI Windows documentation.

2.5 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

2.5.1 Recording an InstallShield Response File

This procedure describes how to record an InstallShield response file. This response file can be used to install the System Release 6.0 PCI Windows software.

1. Obtain a Windows® command prompt.

2. Change into the root directory of the build media (the one containing *setup.exe*).

3. Run:

```
setup /r
```

4. Proceed through the dialogs as usual.

5. Once the install has completed, a response file, *setup.iss,* will be present in your Windows® directory (typically *C:\WINNT* or *C:\Windows*).

6. Move this file into the root of the build media.

To use this response file to install System Release 6.0 PCI Windows, follow the procedure in Section 2.5.2, "Installing the Software Using the InstallShield Response File", on page 37.

2.5.2 Installing the Software Using the InstallShield Response File

This procedure describes how to install System Release 6.0 PCI Windows using an InstallShield response file you can create using the procedure given in Section 2.5.1, "Recording an InstallShield Response File", on page 37.

1. Change into the root directory of the build media (the one containing your custom *setup.iss* file).

2. Run:

```
setup -s -f2"<TEMPDIR>\setup.log"
```

where <TEMPDIR> is a directory that is writable to the user installing the software.

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

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

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

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

2.6 Adding or Removing Installed Features

If you want to change the features that you chose when you installed the current version of System Release 6.0 PCI Windows, you can add or remove them using 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 Backup/Migration Log Files", on page 47.

Warning: Do *not* attempt to cancel the maintenance you are performing. If you cancel, the components you requested to remove will *not* be uninstalled, all content that has been uninstalled will *not* be restored, and System Release 6.0 PCI Windows may be left in an unusable state.

2.6.1 Using Add/Remove Programs

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

1. If the Dialogic® System is currently running, close all telephony applications that are currently running in the system and stop the Dialogic® System Service. The Dialogic System Service is stopped using the Dialogic® Configuration Manager (DCM). From the DCM main window, choose **Stop System** from the System 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 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 Dialogic® System Release Software (the name includes the edition of the software), for example:

   ```
   Dialogic(R) System Release 6.0 PCI Developer Edition
   ```

3. Click the **Change** button.

   If the Core Runtime Package is detected on your system, a message will appear asking if you would like to back up the current configuration data.

- Click **Yes** to run the configuration data backup utility. The data will be saved and later it will be automatically migrated into the updated software installation.
- Click **No** if you don't want to run the configuration data backup utility.

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 6.0 PCI Windows 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 changes you requested are being made.

6. After the software has been modified, you will see the Maintenance Complete screen. If you installed or uninstalled the Core Runtime Package, you must reboot and this screen will prompt you to do so. If the Core Runtime Package was not installed or uninstalled, you will not be prompted to reboot and it is not necessary to do so. Click **Finish** to proceed.

7. Start the Dialogic® System Service. The Dialogic System Service is started using DCM. From the DCM main window, choose **Start System** from the System menu or click the **Start All Enabled Devices** icon.

2.6.2 Rerunning the Setup Program

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

1. If the Dialogic® System is currently running, close all telephony applications that are currently running in the system and stop the Dialogic® System Service. The Dialogic System Service is stopped using the Dialogic® Configuration Manager (DCM). From the DCM main window, choose **Stop System** from the System 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 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 6.0 PCI Windows software and select **Install System Release Software** from the navigation screen.
    - Locate and run the **setup.exe** file for System Release 6.0 PCI Windows.

3. An InstallShield Wizard screen appears, giving you the option to modify, repair, or remove the program. Select **Modify** and click **Next**.

    Note: A procedure for using the Repair option is given in Section 4.6, "Repairing an Installation", on page 48. A procedure for removing the software is given in Chapter 3, "Uninstalling the Software".

    If the Core Runtime Package is detected on your system, a message will appear asking if you would like to back up the current configuration data.
    - Click **Yes** to run the configuration data backup utility. The data will be saved and later it will be automatically migrated into the updated software installation.

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

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 6.0 PCI Windows 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 changes you requested are being made.

6. After the software has been modified, you will see a Maintenance Complete screen. If you installed or uninstalled the Core Runtime Package, you must reboot and this screen will prompt you to do so. If the Core Runtime Package was not installed or uninstalled, you will not be prompted to reboot and it is not necessary to do so. Click **Finish** to proceed.

7. Start the Dialogic® System Service. The Dialogic System Service is started using DCM. From the DCM main window, choose **Start System** from the System menu or click the **Start All Enabled Devices** icon.

Uninstalling the Software 3

This chapter describes how to uninstall Dialogic® System Release 6.0 PCI 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 Backup/Migration Log Files", on page 47.

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 6.0 PCI Windows may be left in an unusable state.

1. If the Dialogic® System is currently running, close all telephony applications that are currently running in the system and stop the Dialogic® System Service. The Dialogic System Service is stopped using the Dialogic® Configuration Manager (DCM). From the DCM main window, choose **Stop System** from the System 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 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 Dialogic® System Release Software (the name includes the edition of the software), for example:

   ```
   Dialogic(R) System Release 6.0 PCI Developer Edition
   ```

3. Click the **Remove** button.

   If a configuration data backup directory is detected, a message will appear asking if you want to remove it. Click **Yes** or **No**. If you click **No**, you will not be prompted to preserve existing configuration data.

   A message will appear asking if you would like to back up the current configuration data.
   - Click **Yes** to run the configuration data backup utility. The data will be saved and later it will be automatically migrated into the next installation of System Release Software.
   - Click **No** if you don't want to run the configuration data backup utility.

4. A Confirm Uninstall pop-up 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 Package, you must reboot and this screen will prompt you to do so. If the Core Runtime Package 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 Package was not uninstalled and a reboot was not necessary, a cleanup utility will run automatically after the uninstall is complete. If the Core Runtime Package *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 on the System Release 6.0 PCI Windows CD in the *\cleanup* directory. To find out more about what this utility does and how to use it manually, and to obtain updated versions of the utility (which will continue to be enhanced outside of the system release), go to http://www.dialogic.com/support/helpweb/dxall/tnotes/legacy/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.

Troubleshooting 4

This chapter provides the following troubleshooting information for the Dialogic® System Release 6.0 PCI for Windows® installation:

4.1   General Guidelines

Solutions to many problems can be found in the technical notes on the Dialogic Service Center web site at *http://www.dialogic.com/support/*. You can also check the online Release Update for the latest information about any issues, restrictions, or limitations that may affect the installation.

In addition, refer to Section 2.1, "Prerequisites for Software Installation", on page 21 and make sure that all of the necessary procedures were performed.

4.2   Checking Hardware

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

For hardware testing information, see the *Dialogic® System Software Diagnostics Guide* for System Release 6.0 PCI Windows.

4.3   Unsigned Driver

If you are using a Windows® XP or Windows® 2003 operating system and a Dialogic® CPI Fax Board, you may see an "unsigned driver" pop-up during installation of System Release 6.0 PCI Windows. Although almost all Dialogic® Boards are digitally signed with Microsoft, a few are not; these boards will cause the pop-up message. You must click on **Yes** to proceed with the installation.

4.4 Error Messages

Following are error messages you may encounter while installing System Release 6.0 PCI Windows. The messages have been grouped into the following categories:

- Conditions Preventing Installation
- Configuration Data Backup and Migration
- Unsigned Driver
- Java Runtime Environment (JRE)
- Installation of the DetectorsProj Service Fails
- Other Event Driven Errors

Conditions Preventing Installation

The following error messages describe conditions that must be changed 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 System Release 6.0 PCI Windows, you must have local administrative privileges on your computer system. Contact your network administrator to set up administrative privileges as required.

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 procedure for uninstalling a previous (older) version of the software is given in Section 2.1.3, "Uninstalling the Previous Version(s) of the Software", on page 25. If the current release (System Release 6.0 PCI 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 Windows® operating system, you will not be able to install the software. Refer to the Release Guide and Release Update.

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 System Release 6.0 PCI Windows and allows you to exit the software installation program without installing anything.

<os> is an unsupported operating system. The setup program will now exit.
Installation of a non-Vista version of System Release 6.0 PCI Windows on Windows Vista® or Windows Server® 2008 is not allowed. If you try to install a non-Vista version of the Dialogic® System Release Software on one of these operating systems, this message is displayed right after the install program initializes, before the Welcome screen. See the Release Guide and Release Update for supported operating systems.

Configuration Data Backup and Migration

The following error messages are related to backing up existing configuration data and migrating it into the new software release. The error message is in bold type and an explanation follows it.

An existing backup directory has been detected. It is located in <BackupDir[1]>. 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. The data will be saved and later it will be automatically migrated into the new software release. 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.)
- **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 a "silent" install.)
- **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.)

---

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 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 a "silent" install.)
- **The migration program failed because it encountered unknown errors.** (An error condition other than those described above occurred.)

Unsigned Driver

If you are using a Windows® XP or Windows® 2003 operating system and a Dialogic® CPI Fax Board, you may see an "unsigned driver" pop-up during installation of System Release 6.0 PCI Windows. You must click on **Yes** to proceed with the installation.

Java Runtime Environment (JRE)

Some of the diagnostic applications provided with System Release 6.0 PCI Windows 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.

The error message is listed 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.

Installation of the DetectorsProj Service Fails

A problem has been observed on multiple Windows® 2003 systems where an error occurs during the installation of the Dialogic® System Release Software. A pop-up error message box is displayed when the installation of the DetectorsProj service fails. It has been determined that this error is due to some other software package de-registering the Microsoft® *ATL.DLL* file. This file is not delivered as part of the System Release Software. If you observe this failure, the following steps can be used to resolve the problem:

1. Change into the Windows System32 directory.

2. Run "regsvr32 atl.dll".

3. Change into the Dialogic\bin directory.

4. Run "DetectorsProj -service".

This can be done once the System Release Software installation has completed with the above error, before rebooting. Since this service is not started automatically, the above commands can also be done after reboot, but before the Dialogic® Boards are started.

It is only necessary to perform this procedure one time.

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 Dialogic technical support.

4.5　　Installation and Backup/Migration Log Files

A log file named *DlgcInstall.log* captures information about what happened during an install, maintenance, or uninstall of System Release 6.0 PCI Windows (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 when you are troubleshooting a problem with the installation, or subsequent detection or download problems. Backup/migration logs that capture information about what happened during the backup and migration process are also created (see Section 2.1.2, "Saving Existing Configuration Data", on page 24).

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. (For information about the cleanup utility, go to
http://www.dialogic.com/support/helpweb/dxall/tnotes/legacy/2000/tn020.htm. If you want to understand the role of the cleanup utility in the context of installing the Dialogic® System Release Software, refer to the beginning of the install procedure in Section 2.3, "Performing a Full

Installation of the Software", on page 32. 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".)

The installation log (*DlgcInstall.log)*, backup/migration 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 make a note of 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:

- 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 and migration logs may be in different directories.

- The backup directory will not be found (for example: one user uninstalls Dialogic® System Release 5.1.1, and another user installs System Release 6.0 PCI Windows).

4.6   Repairing an Installation

If your installation of System Release 6.0 PCI Windows becomes damaged and you want to reinstall all the same features you had previously installed, follow this procedure:

1. If the Dialogic® System is currently running, close all telephony applications that are currently running in the system and stop the Dialogic® System Service. The Dialogic System Service is stopped using the Dialogic® Configuration Manager (DCM). From the DCM main window, choose **Stop System** from the System 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 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 6.0 PCI Windows software and select **Install System Release Software** from the navigation screen.
   - Locate and run the **setup.exe** file for System Release 6.0 PCI Windows.

3. An InstallShield Wizard screen appears, giving you the option to modify, repair, or remove the program. Select **Repair** and click **Next**.

   Note: A procedure for using the Modify option is given in Section 2.6, "Adding or Removing Installed Features", on page 38. A procedure for removing the software is given in Chapter 3, "Uninstalling the Software".

   If the Core Runtime Package is detected on your system, a message will appear asking if you would like to back up the current configuration data.

- Click **Yes** to run the configuration data backup utility. The data will be saved and later it will be automatically migrated into the new software installation.

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

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 Package was installed, you must reboot and this screen will prompt you to do so. If the Core Runtime Package 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 Dialogic® System Service. The Dialogic System Service is started using the Dialogic® Configuration Manager (DCM). From the DCM main window, choose **Start System** from the System menu or click the **Start All Enabled Devices** icon.

Index

A

adding or removing installed features 38
administrative privileges 44
AT&T 4ESS 30

C

components 29
configuration data backup and migration error messages 45
configuration data backup utility 24
Core Runtime Package 30

D

Demos 30
Developer Edition 18
Development Package 29
DIALOGICDIR 16
DIALOGICDRV 16
DLCFGPATH 16
DLFWLPATH 16
DLGCDESTDIR 16
DLGCINFPATH 16
DlgcInstall.log 47
DNASDKDIR 16

E

editions, software 18
environment variables
      new 16
error messages 44
Euro-ISDN (NET5/CTR4) 30
event driven errors 47

F

full install 13, 32

G

Global Call Protocols 31
Global Call Protocols, uninstalling 26

H

hardware, checking 43

I

install mode, putting a terminal server in 28
installation log file 47
installation prerequisites 21
installing using an InstallShield response file 37
InstallShield response file 37
INTEL_DIALOGIC_BASE 16
INTEL_DIALOGIC_BIN 16
INTEL_DIALOGIC_CFG 16
INTEL_DIALOGIC_DIR 16
INTEL_DIALOGIC_FWL 16
INTEL_DIALOGIC_INC 16
INTEL_DIALOGIC_LIB 17
INTEL_DIALOGIC_NAME 16
INTEL_DIALOGIC_QSCRIPT 17
INTEL_DIALOGIC_RELEASE 16
ISDN Protocols 30

L

log file 47
Lucent 5ESS 30

M

MIBs 31
migrating saved configuration data 24

N

Nortel DMS100/DMS250 30
Not For Sale Edition 18
NTT INS1500 30

P

preserving existing configuration data 24

Q

QSCRIPT_DIR 16
QSIG 30

R

recording an InstallShield response file 37
Redistributable Edition 18
reinstall release 48
removing installed features 38
repairing an installation 48

S

saving existing configuration data 24
select components 29
SNMP Component Manager 31
SNMP service
    configuring 23
    installing 22

T

TCP ports 27
Telcordia National ISDN 30
terminal server 28
Terminal Services 28
third party software 34

U

uninstall the old version of the software 25
uninstall the software 41
uninstalling Global Call Protocols 26
unsigned driver 46
update install 13, 35

W

Windows® SNMP Service 22