



Intel® Dialogic® System Release 6.0 PCI for Windows on Intel® Architecture

Software Installation Guide

November 2003



INFORMATION IN THIS DOCUMENT IS PROVIDED IN CONNECTION WITH INTEL® PRODUCTS. NO LICENSE, EXPRESS OR IMPLIED, BY ESTOPPEL OR OTHERWISE, TO ANY INTELLECTUAL PROPERTY RIGHTS IS GRANTED BY THIS DOCUMENT. EXCEPT AS PROVIDED IN INTEL'S TERMS AND CONDITIONS OF SALE FOR SUCH PRODUCTS, INTEL ASSUMES NO LIABILITY WHATSOEVER, AND INTEL DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTY, RELATING TO SALE AND/OR USE OF INTEL PRODUCTS INCLUDING LIABILITY OR WARRANTIES RELATING TO FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, OR INFRINGEMENT OF ANY PATENT, COPYRIGHT OR OTHER INTELLECTUAL PROPERTY RIGHT. Intel products are not intended for use in medical, life saving, or life sustaining applications.

Intel may make changes to specifications and product descriptions at any time, without notice.

This Intel® Dialogic® System Release 6.0 PCI for Windows on Intel® Architecture Software Installation Guide as well as the software described in it is furnished under license and may only be used or copied in accordance with the terms of the license. The information in this manual is furnished for informational use only, is subject to change without notice, and should not be construed as a commitment by Intel Corporation. Intel Corporation assumes no responsibility or liability for any errors or inaccuracies that may appear in this document or any software that may be provided in association with this document.

Except as permitted by such license, no part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means without express written consent of Intel Corporation.

Copyright © 2003, Intel Corporation

AnyPoint, BoardWatch, BunnyPeople, CablePort, Celeron, Chips, CT Media, Dialogic, DM3, EtherExpress, ETOX, FlashFile, i386, i486, i960, iCOMP, InstantIP, Intel, Intel Centrino, Intel Centrino logo, Intel logo, Intel386, Intel486, Intel740, IntelDX2, IntelDX4, IntelSX2, Intel InBusiness, Intel Inside, Intel Inside logo, Intel NetBurst, Intel NetMerge, Intel NetStructure, Intel SingleDriver, Intel SpeedStep, Intel StrataFlash, Intel TeamStation, Intel Xeon, Intel XScale, IPLink, Itanium, MCS, MMX, MMX logo, Optimizer logo, OverDrive, Paragon, PDCharm, Pentium, Pentium II Xeon, Pentium III Xeon, Performance at Your Command, RemoteExpress, SmartDie, Solutions960, Sound Mark, StorageExpress, The Computer Inside., The Journey Inside, TokenExpress, VoiceBrick, VTune, and Xircom are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

* Other names and brands may be claimed as the property of others.

Publication Date: November 2003

Document Number: 05-1957-001

Intel Converged Communications, Inc.
1515 Route 10
Parsippany, NJ 07054

For **Technical Support**, visit the Intel Telecom Support Resources website at:

<http://developer.intel.com/design/telecom/support>

For **Products and Services Information**, visit the Intel Telecom Products website at:

<http://www.intel.com/design/network/products/telecom>

For **Sales Offices** and other contact information, visit the Where to Buy Intel Telecom Products page at:

<http://www.intel.com/buy/wtb/wtb1028.htm>



Contents

	About This Publication	7
1	Installation Overview	9
1.1	Major Installation Steps	9
1.2	Environment Variables	10
1.3	Software Editions	11
2	Installing the Software	13
2.1	Prerequisites for Software Installation	13
2.1.1	Installing and Configuring Windows SNMP Service	14
2.1.2	Saving Existing Configuration Data	15
2.1.3	Uninstalling the Previous Version(s) of the Software	16
2.1.4	Checking TCP Port Availability	18
2.1.5	Installing with Terminal Services Running When Using Windows 2000 Server ..	19
2.1.6	Determining Which Components to Install	20
2.2	Order of Procedures	22
2.3	Installing the System Release Software	22
2.4	Responding to the Found New Hardware Wizard (Windows XP and 2003)	25
2.5	Using Command Line Parameters to Install Software Components	29
2.5.1	Introduction	30
2.5.2	Using Component Tokens to Specify What to Install	30
2.5.3	Defining the Destination Directory	32
3	Uninstalling the Software or Changing the Components	33
4	Troubleshooting	35
4.1	General Guidelines	35
4.2	Error Messages	35
4.3	Installation and Backup/Migration Log Files	38
4.4	Checking Hardware	38
4.5	Detecting Hardware	39
	Index	41

Figures

1	TCP/IP Filtering	18
2	Install Program From Floppy Disk or CD-ROM	19
3	System Release Navigation Screen	23
4	Configuration Data Backup Question	23
5	Reminder to Uninstall the Old Version of the Software	24
6	Example of a Found New Hardware Wizard Welcome Screen	26
7	Example of Searching for Driver Files	27
8	Example of a Found New Hardware Wizard Completion Screen	28
9	Selecting an Unknown Device on the Device Manager	29
10	Changing or Removing the System Release Software	33
11	Maintenance Complete Screen	34

Tables

1	Component Tokens	30
2	Additional Switches	31



About This Publication

The following topics provide information about this *Intel® Dialogic® System Release 6.0 PCI for Windows on Intel® Architecture Software Installation Guide*:

- [Purpose](#)
- [Intended Audience](#)
- [How to Use This Publication](#)
- [Related Information](#)

Purpose

This guide explains how to install and uninstall Intel® Dialogic® System Release 6.0 PCI for Windows on Intel® Architecture. It also explains how to “silently” install the software.

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 installing system release software. This chapter also covers “silent” installs.
- [Chapter 3, “Uninstalling the Software or Changing the Components”](#) describes how to uninstall the software or change the installed components.
- [Chapter 4, “Troubleshooting”](#) describes error messages and the installation log file and provides other information about troubleshooting the installation.

Related Information

For additional information related to installation, configuration, administration, and diagnostics, refer to the following documents, which are provided on the CD-ROM with the system release software and on the online bookshelf for the release, which can be found at

<http://resource.intel.com/telecom/support/documentation/releases/>.

- For timely information that may affect installation and configuration, refer to the Release Guide and Release Update. The Release Update is not on the CD-ROM with the system release software. It is maintained on the web site mentioned above.
- For configuration procedures, refer to the appropriate product-specific Configuration Guide(s).
- For administration procedures, refer to the Administration Guide for this system release.
- For diagnostics information, refer to the Diagnostics Guide for this system release.
- For information about using the SNMP agent software, refer to the Administration Guide for the SNMP agent software.
- For more information about the third party software the system release setup will install, refer to the Release Guide.
- For hardware installation instructions, see the Quick Install Card that comes with each board. Quick Install Cards also can be accessed from the Intel Networking and Communications Telecom Support Resources web site (see next bullet item).
- The Intel Networking and Communications Telecom Support Resources web site at <http://developer.intel.com/design/telecom/support/> provides technical support and wide-ranging information in the form of technical notes, problem tracking reports, application notes, and other helpful documentation.
- For product information, go to the Intel Telecom Products web site at <http://www.intel.com/design/network/products/telecom/>.

This chapter provides the following information:

- Major Installation Steps 9
- Environment Variables 10
- Software Editions 11

1.1 Major Installation Steps

Intel® Dialogic® System Release 6.0 PCI for Windows on Intel® Architecture provides software for developing and running call processing applications on a Windows* operating system with Intel® telecom boards.

The installation procedure can be summarized as follows:

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

The Release Update provides the latest information about any issues, restrictions, or limitations that may affect the installation. The Release Update can be found at <http://resource.intel.com/telecom/support/documentation/releases/index.htm>.
2. Make sure that all prerequisites for installing the software have been met. Prerequisites include:
 - Installing the Windows operating system
 - Installing Windows SNMP service (if you intend to use SNMP Agent Software)
 - Backing up the drive on which you intend to install the software
 - Saving existing configuration data if you have System Release 5.1.1 installed (optional)
 - Uninstalling any previous version of the system release software (including feature packs and service packs)
 - Checking availability of TCP ports
 - Putting a terminal server in install mode if you're running Terminal ServicesFor further information about these and other prerequisites, see [Section 2.1, "Prerequisites for Software Installation"](#), on page 13.
3. Install the Intel Dialogic system release software.
4. If you are using a Windows XP or Windows 2003 operating system, you may have to respond to the Found New Hardware Wizard.
5. Reboot your computer.

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

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

1.2 Environment Variables

Environment variables are used to locate certain directories in the Intel Dialogic system release hierarchy. As of System Release 6.0 PCI for 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 for 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.

Existing Environment Variables

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.
- DLFCGPATH = %DIALOGICDIR%\Dialogic\cfg
- DLFWLPATH = %DIALOGICDIR%\Dialogic\data
- DLGCDESTDIR = C: (This is the default, but it can vary.)
- DLGCINFPATH = %DIALOGICDIR%\Dialogic\inf
- DNASDKDIR = %DIALOGICDIR%\bin
- QSCRIPT_DIR = %DIALOGICDIR%\qscript

New Environment Variables

The following environment variables are defined in System Release 6.0 PCI for Windows to replace the existing environment variables:

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 will 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 Intel Dialogic installation directory:

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

1.3 Software Editions

System Release 6.0 PCI for Windows software is available in three editions:

- **Intel 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. The Redistributable edition consists of the runtime package, SNMP component manager, ISDN protocols, and associated documentation.
- **Intel 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.
- **Intel 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 Intel Dialogic System Service will stop after 10 hours. The Intel Dialogic System Service can be restarted using DCM, but it will stop again in 10 hours.

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

The Redistributable and Developer editions are sold together. The NFS edition is available separately. The release name and navigation screen¹ will indicate the edition.

1. The navigation screen is a window that appears when you insert the System Release 6.0 PCI for Windows CD in your computer or run *autorun.exe* from the CD. The navigation screen gives you options such as viewing release information, installing the software, viewing product documentation, and going to Intel's Telecom Products website. See Figure 3.



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

- Prerequisites for Software Installation. 13
- Order of Procedures. 22
- Installing the System Release Software. 22
- Responding to the Found New Hardware Wizard (Windows XP and 2003). 25
- Using Command Line Parameters to Install Software Components 29

2.1 Prerequisites for Software Installation

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

- Read the Release Guide and Release Update before starting the installation. To view the Release Guide, insert the system release CD-ROM and a navigation screen will appear (Figure 3). Click on About This Release. The Release Guide is also available at <http://resource.intel.com/telecom/support/documentation/releases/>. The Release Guide contains information about hardware and software requirements for this release, and boards supported by this release.

The Release Update provides the latest information about any issues, restrictions, or limitations that may affect the installation. The Release Update can be found at <http://resource.intel.com/telecom/support/documentation/releases/>.
- The Windows* operating system should be installed. The basic operating system requirements include one of the following:
 - Windows 2000 (Professional, Server, and Advanced Server) SP4
 - Windows XP Professional with SP1
 - Windows 2003 (Standard or Enterprise)

Note: This system release is designed for US English versions of the Microsoft* Windows Operating System. System directory path names are often spelled using the native language. Therefore if you are using a language other than U.S. English, various manual file copy operations may be necessary to place files in directories with the expected path names. For assistance, please contact the support organization that services your country.
- If you intend to use SNMP Agent Software for remote monitoring and administration of Intel Dialogic and Intel NetStructure boards over an IP network, Windows SNMP service must be installed on the managed node(s). Refer to the [Section 2.1.1, “Installing and Configuring Windows SNMP Service”](#), on page 14.
- If you have System Release 5.1.1 software installed on your computer, you can save existing configuration data. Refer to [Section 2.1.2, “Saving Existing Configuration Data”](#), on page 15.

If you have an older system release, the configuration data backup utility will not work. You must simply uninstall the release.

- If you have a previous version of the system release software installed on your computer, uninstall the previous version of the software and all Service Packs and Feature Packs. Refer to [Section 2.1.3, “Uninstalling the Previous Version\(s\) of the Software”](#), on page 16.
- TCP ports 12002, 12003, 12004, 20000, and 20001 must be available. Refer to [Section 2.1.4, “Checking TCP Port Availability”](#), on page 18.
- If you are using Windows 2000 Server and you’re running Terminal Services, you must put a terminal server in install mode. Refer to [Section 2.1.5, “Installing with Terminal Services Running When Using Windows 2000 Server”](#), on page 19.
- For information about the options you can choose when installing this system release, see [Section 2.1.6, “Determining Which Components to Install”](#), on page 20.

2.1.1 Installing and Configuring Windows SNMP Service

If you intend to use the SNMP agent software (for a description, see [Section 2.1.6, “Determining Which Components to Install”](#), on page 20) and Windows SNMP Service has *not* already been installed, you must install and configure the Windows SNMP Service on both the managed node and the network management station *before* installing the system release and SNMP agent software.

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

Installing SNMP Service

The following steps describe how to install Windows SNMP service:

1. Invoke the **Control Panel**.
2. Select **Add/Remove Programs**.
3. Select **Add/Remove Windows Components**. The Windows Component Wizard is displayed.
4. Check the Management and Monitoring Tools box.
5. Click the **Details** button.
6. Check the Simple Network Management Protocol box and click **OK**. The Windows Component Wizard is redisplayed.
7. Click **Next**. You may be asked to insert the operating system CD. Proceed through the Windows Component Wizard until it has finished.

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

Configuring SNMP Service

Follow the steps below to configure Windows SNMP Service:

1. Invoke the **Control Panel**.
2. Select **Administrative Tools**.
3. Select **Services**.
4. Select **SNMP Service**.
5. Choose the **Agent** tab.
6. Enter **Contact** and **Location**.
7. Choose the **Traps** tab.
8. Enter **Community Name**: `public`.
Note: In the interest of enhanced security, administrators may want to choose a less commonly used community string.
9. Click **Add to List**.
10. Under **Trap Destinations**, click **Add** and enter the **IP address** for each management node to receive trap notifications from this managed node.
11. Choose the **Security** tab.
12. Highlight the community name you set in Step 8 and click **Edit**. Change **Community Rights** to READ CREATE.
13. Stop **SNMP Service** (if started) and restart.
14. Click **OK**.
15. Double click **SNMP Trap Service**.
16. Set **Startup Type** to “Automatic”.
17. Stop **SNMP Trap Service** (if started) and restart.
18. Click **OK**.

2.1.2 Saving Existing Configuration Data

If you have Intel Dialogic System Release 5.1.1 software installed on your computer (with or without the Service Pack or Feature Pack), you can optionally preserve existing configuration data. If you have an older system release, the configuration data backup utility will not work. You must

simply uninstall the older release (refer to [Section 2.1.3, “Uninstalling the Previous Version\(s\) of the Software”](#), on page 16).

Note: The backup will only work if System Release 5.1.1 is detected.

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 for 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 for 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 system release, the install will detect the saved data and ask you 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 4.3, “Installation and Backup/Migration Log Files”](#), on page 38.

2.1.3 Uninstalling the Previous Version(s) of the Software

You must uninstall any and all previous version(s) of the software. 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 15 for details.

To uninstall an existing version of the software, follow this procedure:

1. If the Intel Dialogic System is currently running, close all telephony applications that are currently running in the system and stop the Intel Dialogic system service. The system service is stopped using DCM. From the DCM main window, choose **Stop System** from the System menu or click the **Stop All Enabled Devices** icon.
2. Uninstall any Point Releases and Service or Feature Packs before uninstalling the System Release (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 “Intel Dialogic Point Releases.” Select the name of the Point Release or Service or Feature Pack and click **Remove**.

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

- **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 Intel Dialogic software can be installed in a different location.)

3. 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.

4. 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.

5. 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 Intel Dialogic software can be installed in a different location.)

Note: In System Release 5.1 and older, the software name is “Dialogic System Software” in the Start menu.

6. 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.

7. 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 installed and you are ready to install a new system release) for any other setup.

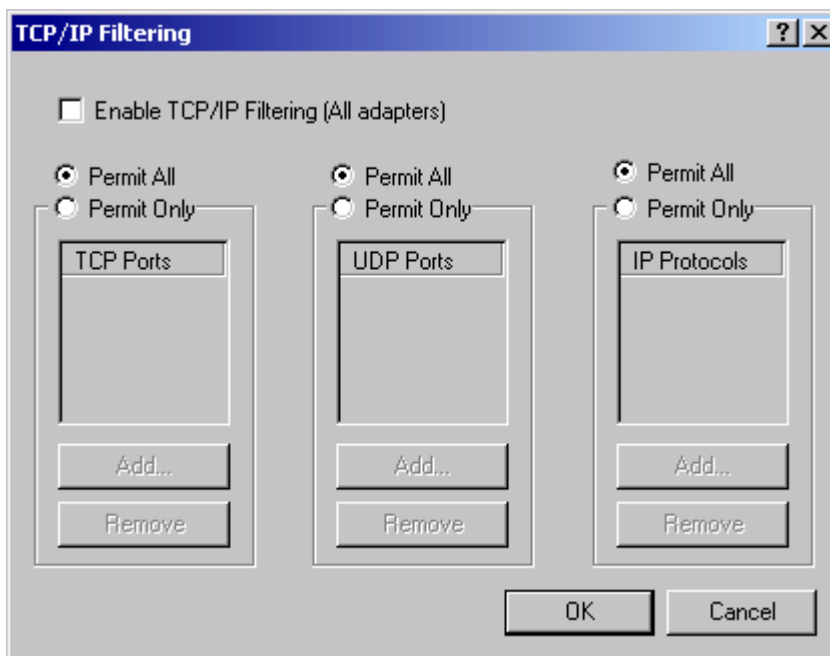
Before installing the new version of the software, check TCP port availability according to [Section 2.1.4, “Checking TCP Port Availability”](#), on page 18.

2.1.4 Checking TCP Port Availability

Before you install the software, you must make sure TCP ports 12002, 12003, 12004, 20000, and 20001 are available. These ports must be available for the Intel 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 12002, 12003, 12004, 20000, and 20001 are available.

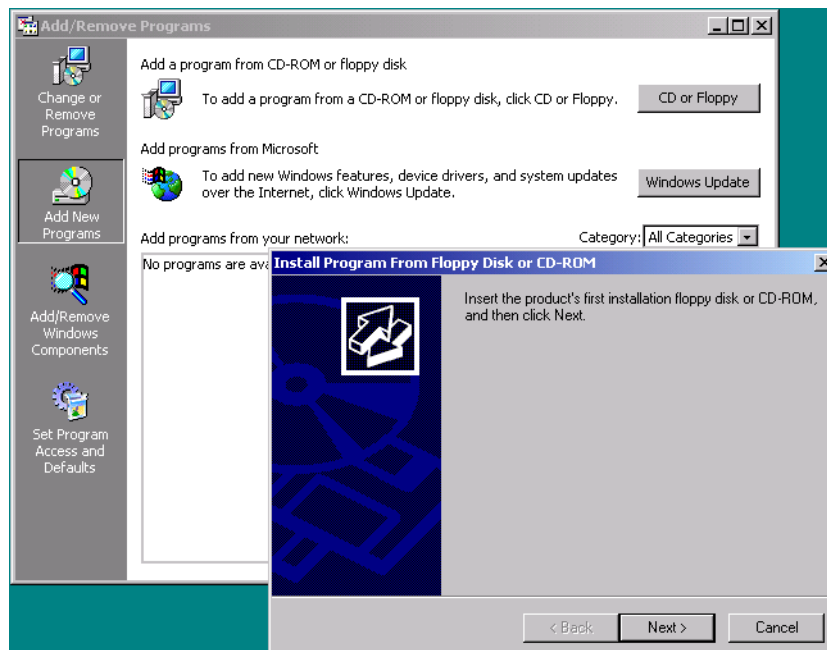
If you are running Terminal Services, follow the procedure in [Section 2.1.5, “Installing with Terminal Services Running When Using Windows 2000 Server”](#), on page 19. Otherwise, skip to [Section 2.1.6, “Determining Which Components to Install”](#), on page 20.

2.1.5 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, “Installing the System Release Software”](#), on page 22).
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.

2.1.6 Determining Which Components to Install

When you install the Intel Dialogic system release, you will be asked to select components on the Select Components 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 components you can select. Text following each component briefly describes it.

The components available to install vary depending on the edition of the software. Information about the editions of the software is given in [Section 1.3, “Software Editions”](#), on page 11.

- **Development Package** (not available in the Redistributable edition) - This installs the programmatic APIs, libraries, and header files for all Intel telecom products, including call control, fax, media, and ISDN. If you plan to write and compile applications on a single computer without installing Intel telecom boards, you can select this option alone.
This option does not install the drivers, firmware, parameters, and other files needed to use supported Intel telecom boards. If you plan to develop applications and install Intel telecom boards in a computer, you must also select the Core Runtime Package option.
- **Core Runtime Package** - This installs the device drivers, firmware, parameters, and other files needed to execute an application that uses Intel telecom boards. Select this option if you will be installing and using Intel telecom boards in a lab or test computer or a deployed system.
Note: The Core Runtime Package does not install the Global Call protocols¹. You must install the Global Call protocols separately. The Global Call Protocols Version 4.00 package can be downloaded from the Intel Telecom Support Resources web site: <http://resource.intel.com/telecom/support/download/index.htm>.
- **ISDN Protocols** - Select this option to install additional software required by Intel telecom boards for ISDN protocol support. To save disk space, you can install just the ISDN protocols required for your environment. Click the + box to expand the list of protocols, then select what you need. If you have chosen to install an ISDN protocol, the Core Runtime Package will be automatically installed. Following is a list of the protocols:
 - **AT&T 4ESS (T1)** - This installs the software for AT&T 4ESS* switches. The 4ESS switch is primarily used for switching digital voice channels, but it also supports primary rate ISDN.
 - **Telcordia National ISDN (T1)** - This installs the software for Telcordia* National ISDN switches. NI2 (National ISDN-2) is a U.S. ISDN standard software interface that can be installed on most switch types, providing maximum inter-operability with ISDN lines.

1. The Global Call Protocols package provides protocols for specific countries and switch types. It provides all non-ISDN, non-IP protocols: specifically analog, E1 CAS, R2, and T1 robbed bit.

- **Lucent 5ESS (T1)** - This installs the software for Lucent 5ESS* ISDN switches. The 5ESS switch is a multi-service modular switch that uses distributed intelligence. The 5ESS switch can handle both digital voice channels as well as data, and supports both basic rate and primary rate ISDN.
- **Nortel DMS100/DMS250 (T1)** - This installs the software for Nortel Networks* DMS100 and DMS250 switches.
- **NTT INS1500 (Japan) (T1)** - This installs the software for the NTT* INS1500 ISDN switches.
- **Euro-ISDN (NET5/CTR4) (E1)** - This installs the software for Euro-ISDN NET5/CTR4 switches.
- **QSIG (T1/E1)** - This installs the software for PTNX (Private Telecommunication Network Exchange) switches. QSIG is a primary rate ISDN standard that is used globally by private ISDN exchanges.
- **All Other** - Installs the software for the following: ETU/ETN: Euro-ISDN switches (ETSI ETS300-102-1) (T1), DPNSS: British Telecom* DPNSS PBXs (British Telecom BTNR 188) (E1), DASS2: British Telecom DASS-2 trunks (British Telecom BTNR 190) (E1).
- **Demos** (not available in the Redistributable edition) - Select this option to install all the Intel telecom demo applications. You must install the Core Runtime Package to be able to run the demos and the Development Package to be able to recompile them. Demos are included for the following: continuous speech processing, fax, call logging, rssmanager, call control, PSTN-IP gateway, IP voice mail, PBX integration, voice, and interactive voice response (IVR). For more information about the demos, refer to the Release Guide.

 Demonstration programs are provided to demonstrate the functionality and features of Intel telecom products and serve as examples of application programming using Intel Dialogic API libraries. All demo programs are supplied as source code you can modify to explore other capabilities of the products. All demo programs will be located in `%INTEL_DIALOGIC_DIR%\demos` following installation of System Release 6.0 PCI for Windows software.
- **SNMP Component Manager** - Select this option to install the Management Information Bases (MIBs) required by an SNMP manager to remotely manage Intel telecom products. This option is not required on the managed node. For Intel telecom products, the managed node will get what it needs from the Core Runtime package. This option provides the following standard and Intel proprietary MIBs:
 - **Standard MIBs**
 - RFC 2495 DS-1 MIB
 - RFC 1213 MIB-2
 - **Proprietary MIBs**
 - Hardware Information MIB
 - ISDN MIB
 - DS-1 MIB
 - DM3 Extended Platform MIB
 - R4 Device Information MIB
- **Documentation** - Select this option to install documentation that supports Intel telecom products.

2.2 Order of Procedures

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

1. Make sure all relevant prerequisites described in [Section 2.1, “Prerequisites for Software Installation”](#), on page 13 are met.
2. Install the software according to the appropriate procedure(s):
 - [Section 2.3, “Installing the System Release Software”](#), on page 22.
 - [Section 2.4, “Responding to the Found New Hardware Wizard \(Windows XP and 2003\)”](#), on page 25.
 - [Section 2.5, “Using Command Line Parameters to Install Software Components”](#), on page 29.

2.3 Installing the System Release Software

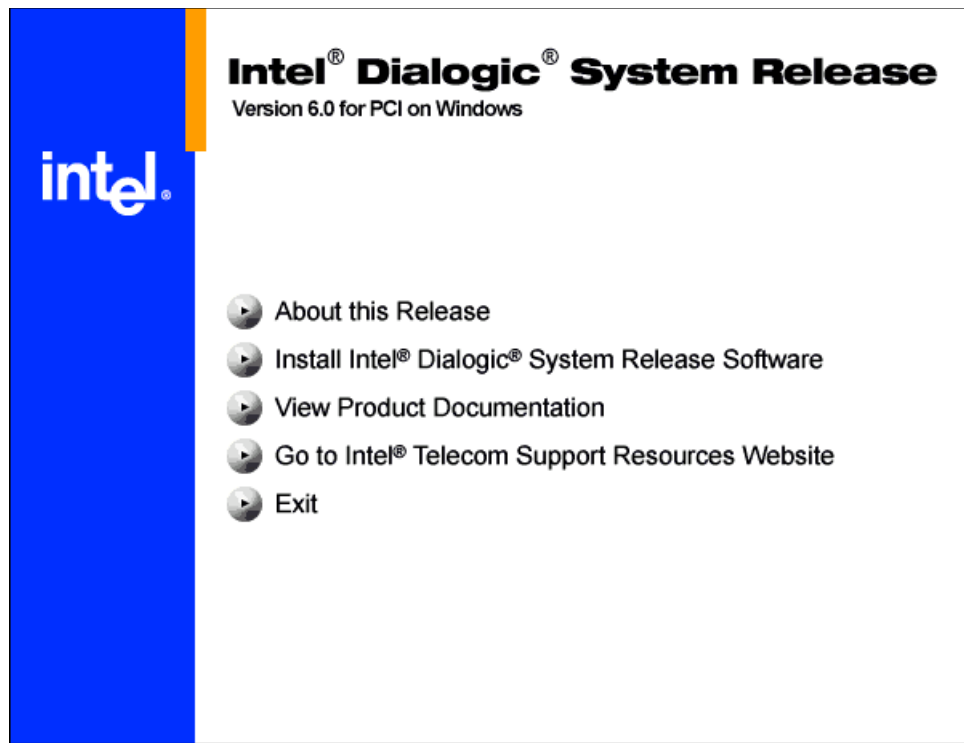
This section contains the procedure for installing System Release 6.0 PCI for Windows.

- Notes:**
1. Make sure you’ve satisfied all the prerequisites before installing the software. Prerequisites are described in [Section 2.1, “Prerequisites for Software Installation”](#), on page 13. For more information about the components you can install, refer to [Section 2.1.6, “Determining Which Components to Install”](#), on page 20. For more information about the software editions, refer to [Section 1.3, “Software Editions”](#), on page 11.
 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 for Windows CD in `\cleanup`. To find out more about what this utility does and how to use it manually, and to obtain updated versions of the utility (which will continue to be enhanced outside of the system release), go to <http://resource.intel.com/telecom/support/tnotes/tnbyos/2000/tn020.htm>.

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

1. Exit all other programs you may have running.
2. Insert the System Release 6.0 PCI for Windows CD-ROM in your system.
3. 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.
4. A navigation screen appears (Figure 3), giving you options such as viewing release information, installing the software, viewing product documentation, and going to Intel’s Telecom Support Resources website.

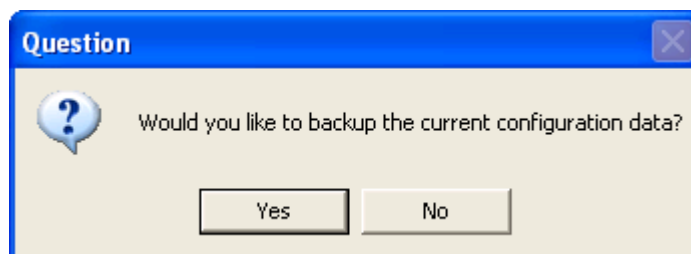
Figure 3. System Release Navigation Screen



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

5. **If you did not uninstall System Release 5.1.1, the install will detect it** and a message will appear asking you if you would like to preserve existing configuration data (Figure 4). (If you've already uninstalled the previous version of the software or if no previous version was installed, skip to the step that mentions the Welcome screen.)

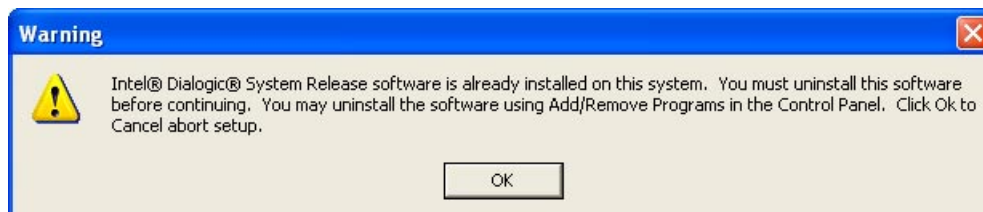
Figure 4. Configuration Data Backup Question



- 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.

6. After you have responded to the configuration data backup question (see previous step) **OR** if the install detects existing system release software older than Release 5.1.1, a message will tell you to uninstall the existing version of the system release software (Figure 5).

Figure 5. Reminder to Uninstall the Old Version of the 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 16). Then restart the install.

7. The Welcome screen appears. Click **Next**.
8. The Customer Information screen appears. You can accept the default information or change it. Then click **Next**.
9. 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**.
10. The Select Components screen appears.

When you click on an item in the list of components, a brief description of it appears on the right side of the screen. Descriptions of these components are also provided in the install's online help (press F1 to access it) and in [Section 2.1.6, “Determining Which Components to Install”](#), on page 20.

Note: The Redistributable Edition does not include the Development Package and Demos components. For more information about the software editions, refer to [Section 1.3, “Software Editions”](#), on page 11. For more information about the components, refer to [Section 2.1.6, “Determining Which Components to Install”](#), on page 20.

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

11. After you select components, you'll see a Question popup that tells you which third party software the setup will install:
 - IONA ORBacus Version 4.0.5
 - Tcl/TK Version 8.3.4
 - Xerces XML Version 1.1
 - ICU Support Libraries Version 1.4.0
 - Microsoft MFC/Other Redistributables Version 6.2

For more information about this software, refer to the Release Guide. To continue with the install, click **Yes**. To exit the install, click **No**.

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

After you click **Next**, a status bar will show the progress of the installation. Please note the following about this stage of the installation process:

- 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://resource.intel.com/telecom/support/tnotes/tnbyos/2000/tn020.htm>.
 - If you are using a Windows XP or Windows 2003 operating system, a Found New Hardware Wizard dialog box may appear for each installed board. This dialog box cannot be ignored. The DCM configuration utility will not detect PCI boards unless you follow the operating system's detection process. For more information, refer to [Section 2.4, "Responding to the Found New Hardware Wizard \(Windows XP and 2003\)"](#), on page 25.
14. The Setup Complete window displays after all the files are copied onto your hard drive. Click **Finish** to complete the installation process.
 15. Reboot your computer before you run the software

You are now ready to configure the boards in your system using the DCM configuration utility.

Note: You *must* reboot before you use DCM.

Depending on the hardware you have installed, refer to the appropriate product-specific Configuration Guides provided as part of the system release documentation. During the install, you chose to either install the documentation on your computer or access it from the system release CD-ROM.

2.4 Responding to the Found New Hardware Wizard (Windows XP and 2003)

If you are using a Windows XP or Windows 2003 operating system, you may have to respond to the Found New Hardware Wizard during installation of the System Release 6.0 PCI for Windows software. This section describes how to respond to the Found New Hardware Wizard.

When the system release installation is in progress or reaches the completion stage, a Found New Hardware Wizard dialog box like the one shown in Figure 6 will appear for each installed board.

Note: This dialog box will not name one specific board. Instead, a general category or a group of board names will be shown. For example, the name “Intel NetStructure DM/HDSI” (shown in Figure 6) will appear if you have any Intel NetStructure HDSI board or any Intel NetStructure DM board.

Figure 6. Example of a Found New Hardware Wizard Welcome Screen



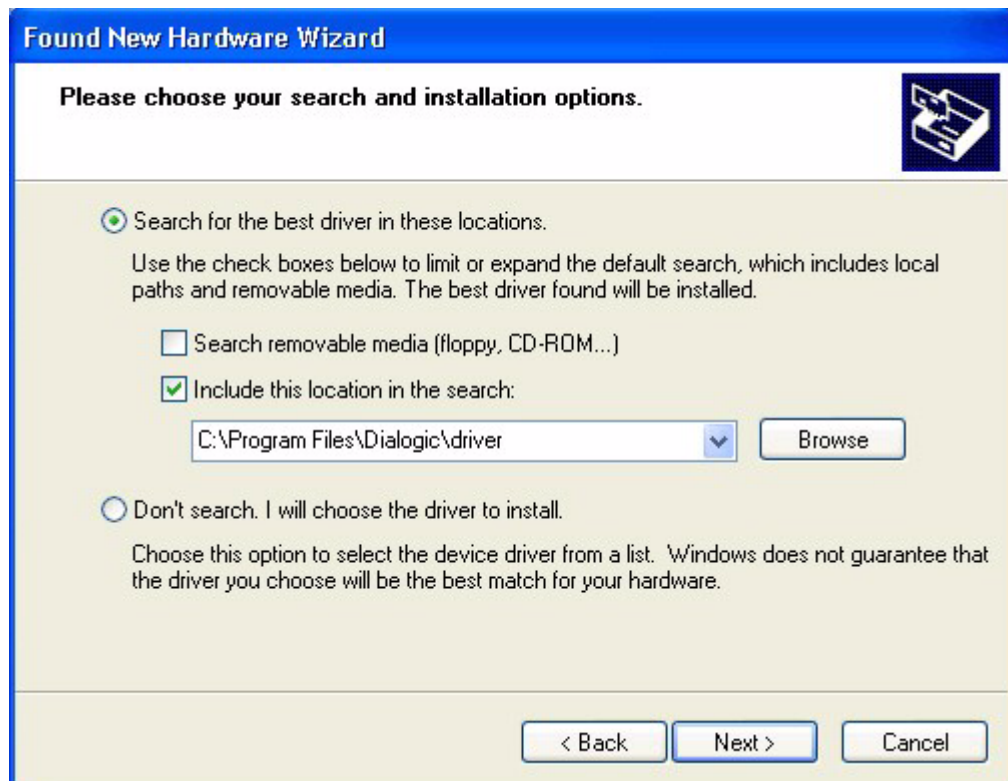
The DCM configuration utility will not detect PCI boards unless you follow the operating system’s detection process. To do so, follow this procedure:

1. On the Found New Hardware Wizard screen (Figure 6), you have two options:
 - Install the software automatically (Recommended)
 - Install from a list or specific location (Advanced)

We recommend that you select **Install the software automatically** and click **Next**. After you click Next, the Completing the Found New Hardware screen (Figure 8) appears.

However, you can also select **Install from a list or specific location** and click **Next**. If you choose this option, you will see a screen like the following (Figure 7):

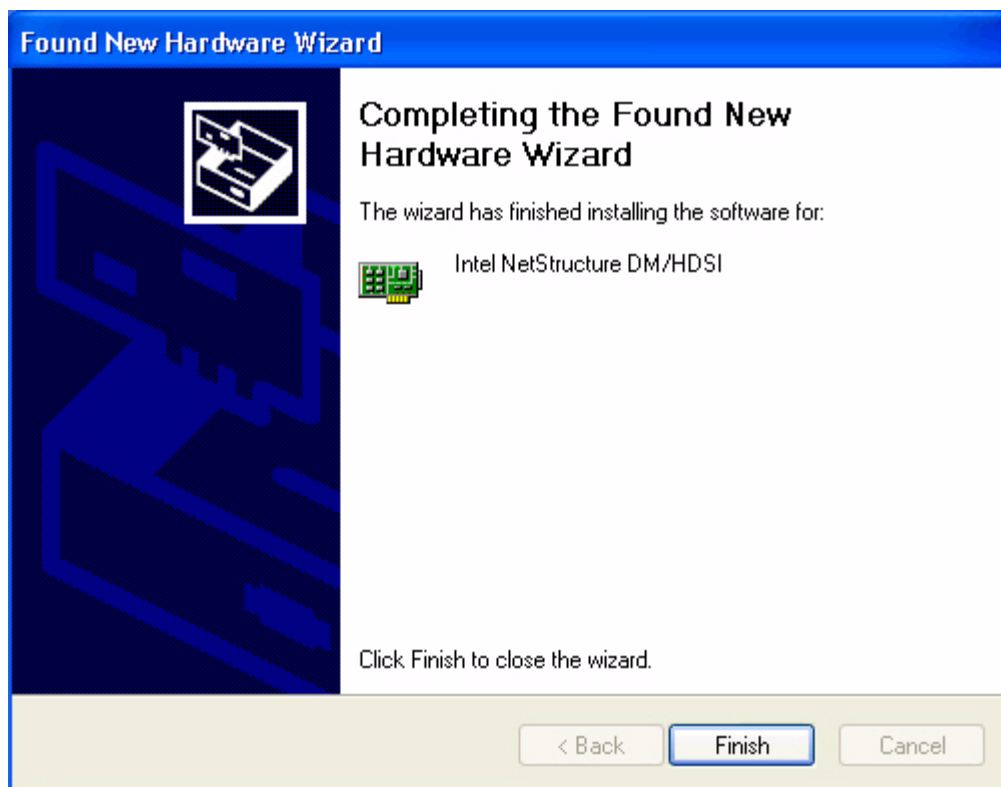
Figure 7. Example of Searching for Driver Files



On this screen, you must provide the path for the Intel Dialogic driver INF files. The default path is %INTEL_DIALOGIC_DIR%\driver (for example, *C:\Program Files\Dialogic\driver*), but you can change it. After you provide the path, click **Next**.

The following screen appears (Figure 8).

Figure 8. Example of a Found New Hardware Wizard Completion Screen



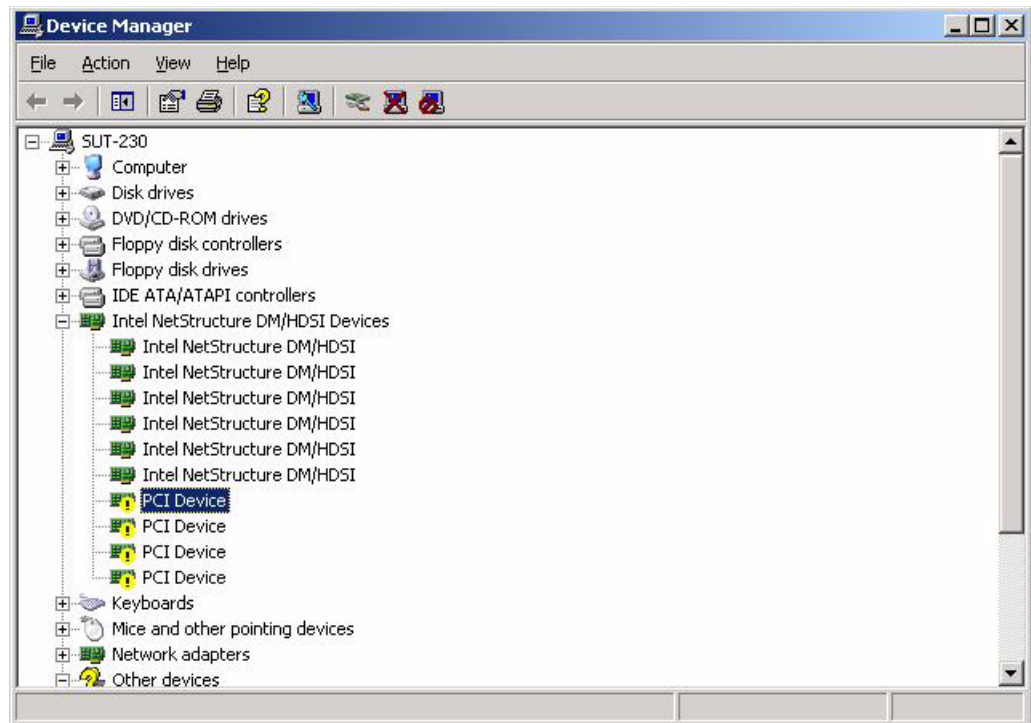
2. Click **Finish** to continue installation of the system release software. When the software installation is complete, click **Yes** to restart the computer.

If you are using a fast machine, sometimes the Found New Hardware Wizard will not be displayed during the install. If there is a case where you cancel out of the Wizard or don't get the display, you can also update the driver through the Windows Device Manager as follows:

1. Access the Windows Device Manager as follows:
 - 1a. On the Control Panel, select **System**.
 - 1b. On the System Properties Window, select the **Hardware** tab.
 - 1c. On the Hardware tab, select **Device Manager**.

The Device Manager appears (Figure 9).

Figure 9. Selecting an Unknown Device on the Device Manager



2. Right click on the unknown device.
3. Select **Update Driver**. A hardware update wizard will appear.
4. Select **Install the software automatically** and click **Next**.
5. The hardware update wizard will find the new device. Click **Finish**.

2.5 Using Command Line Parameters to Install Software Components

This section provides the following information:

- [Introduction](#)
- [Using Component Tokens to Specify What to Install](#)
- [Defining the Destination Directory](#)

2.5.1 Introduction

The Intel Dialogic system release software setup program enables software component installation using command line parameters. This feature eliminates the need for user input during program execution and, optionally, eliminates screen output - resulting in a “silent” install.

Original Equipment Manufacturers (OEMs) can create customized installation programs for Intel Dialogic System Release software by including the contents of the Intel Dialogic CD on the OEM’s distribution media and then passing command-line parameters to the Intel Dialogic *Setup.exe* program through a batch file.

2.5.2 Using Component Tokens to Specify What to Install

The installation options are implemented by means of command-line parameters input to *Setup.exe*, which is located in the root directory of the Intel Dialogic CD.

The usage of *Setup.exe* is as follows:

Setup COMP (<Component Tokens>) **COMP** <Additional Switches>

where ‘Component Tokens’ are as described in Table 1 and ‘Additional Switches’ are as described in Table 2. Following are some usage guidelines:

- The **COMP** keyword lets you specify what to install. Component tokens are described in Table 1, and in the *Readme.txt* file, which is located on the root of the CD or can be accessed by running the following command: *setup.exe -?*.
- Component tokens are separated from each other by spaces.
- Switches are separated from the **COMP** keyword by a space, and from each other by a space.
- Do not leave a space between command line switches and options.
- *Setup.exe* command line tokens and switches are not case sensitive.
- Using the **-s** switch will cause the script to run without any screen output. Without the **-s** switch, the script will still not prompt the user for any information but will display installation progress graphically.
- If the **-f1** switch is not used when using the **-s** option, setup looks for the response file *setup.iss* in the same folder as *setup.exe*. A log file is created in the same folder.
- When using the **-f1** or **-f2** option, the <path> specified must exist before running the setup program. If the path does not exist, the setup program will fail.
- By default, the installation directory will be either *C:\Program Files\Dialogic* or the directory in which the user has an existing Intel Dialogic system installation, if any. Refer to [Section 2.5.3, “Defining the Destination Directory”](#), on page 32 for information on defining the destination directory.

Table 1. Component Tokens

Component Token	Component Installed
Devel	Development Package
Runtime	Core Runtime Package
ISDN	All ISDN Protocols (the other ISDN component tokens install specific ISDN protocols)
ISDN\4ESS	AT&T 4ESS (T1)
ISDN\NI2	Telcordia National ISDN (T1)
ISDN\5ESS	Lucent 5ESS (T1)
ISDN\DMS	Nortel Networks DMS100/DMS250 (T1)
ISDN\NTT	NTT INS1500 (Japan) (T1)
ISDN\NET5	Euro-ISDN (NET5/CTR4) (E1)
ISDN\QSIG	QSIG (T1/E1)
ISDN\Other	All Other
Demos	Demos
SNMP	SNMP Component Manager
Doc	Documentation

Table 2. Additional Switches

Additional Switches	Description
-s	Install “silently” (i.e., without any screen output)
-f1<path\ResponseFile>	Specifies an alternate location and name of the response file .iss file). If this option is used with the -s option, the response file (e.g., <i>setup.iss</i>) is read from the folder/file specified by <path\ResponseFile>.
-f2<path\LogFile>	Specifies an alternate location and name of the log file created when used with the -s option. By default, the log file (<i>setup.log</i>) is created and stored in the same directory as that of <i>setup.exe</i> . This option must be used when the setup program is invoked from a read-only medium e.g., CD-ROM).

Example 1 - Silently install all components and specify the log file

```
Setup -s -f2"a:\somedir\somedir.log"
```

This example “silently” installs all components and logs setup information to *a:\somedir\somedir.log*. If the -f2 option is not supplied, the default log file name, *setup.log*, is used and the file is created in the same location as *setup.exe*. The -f2 option must be used when “silently” installing from a read-only medium (e.g. CD-ROM).

Example 2 - Silently install a single component; specify the response file and log file

```
Setup COMP(Runtime)COMP -s -f1.a:\somedir\somedir.iss -f2a:\somedir\somedir.log
```

This example “silently” installs only the Runtime component, takes response input from *a:\somedir\somedir.iss*, and logs setup information to *a:\somedir\somedir.log*. If the **-f1** option is not supplied, the default response file, *setup.iss*, is used and must be in the same location as *setup.exe*. If the **-f2** option is not supplied, the default log file name, *setup.log*, is used and the file is created in the same location as *setup.exe*. The **-f2** option must be used when “silently” installing from a read-only medium (e.g. CD-ROM).

Example 3 - Silently install multiple components; specify the response file and log file

```
Setup COMP(Runtime Doc)COMP -s -f1:a:\somedir\somedir.iss -f2a:
\somedir\somedir.log
```

This example “silently” installs both the Runtime and Doc components, takes response input from *a:\somedir\somedir.iss*, and logs setup information to *a:\somedir\somedir.log*. If the **-f1** option is not supplied, the default response file, *setup.iss*, is used and must be in the same location as *setup.exe*. If the **-f2** option is not supplied, the default log file name, *setup.log*, is used and the file is created in the same location as *setup.exe*. The **-f2** option must be used when “silently” installing from a read-only medium (e.g. CD-ROM).

2.5.3 Defining the Destination Directory

The **DIR** keyword lets you specify a destination directory for the installation other than the default of *C:\Program Files\Dialogic*. The specified directory will be created if it doesn’t exist. If it does exist, any existing files with the same names as the files being installed will be overwritten. The usage is as follows:

```
SETUP DIR(<destination directory>)DIR -s -f2<path\LogFile>
```

where *<destination directory>* identifies an absolute path to which the setup program will install.

Destination Directory Example

```
SETUP DIR(a:\somepath)DIR COMP(Runtime)COMP -s
-f2"a:\somedir\somedir.log"
```

This example creates the directory *a:\somepath* and “silently” installs the Runtime component files underneath it.

Uninstalling the Software or Changing the Components

3

If you should need to

- select new program components or remove currently installed components (**Change**)
- uninstall the software (**Remove**)

then use the following procedure.

- Notes:**
1. It is recommended that you back up the drive on which the software is installed before you proceed.
 2. A log file captures what happens during the uninstall. For more information, refer to [Section 4.3, “Installation and Backup/Migration Log Files”](#), on page 38.

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 for Windows may be left in an unusable state.

1. If the Intel® Dialogic® System is currently running, close all telephony applications that are currently running in the system and stop the Intel Dialogic system service. The system service is stopped using the DCM configuration utility. From the DCM main window, click the **Stop System** option from the System pull-down menu or click the **Stop All Enabled Devices** icon. Then close the Intel Dialogic Configuration Manager by clicking the close button at the upper right corner of the DCM window.
2. Invoke the **Control Panel** and select **Add/Remove Programs**. In the list of currently installed programs, select the name of the System Release (the name includes the edition of the software). Figure 1 shows an example of what the selected item might look like. Note that there is a link to support information.

Figure 1. Changing or Removing the System Release Software



3. Depending on what you want to do, click **Change** or **Remove**.
 - If you click the **Change** button, the Component Selection screen will appear. The items that are already installed will be checked. Select additional items or de-select (un-check) items. Note that if you select new items, the original distribution medium used to install the System Release 6.0 PCI for Windows software must be available (CD or network share). If you de-select an item, it will be uninstalled. When you click **Next** on this

Component Selection screen, you will see a progress bar which shows that the change you requested is being made.

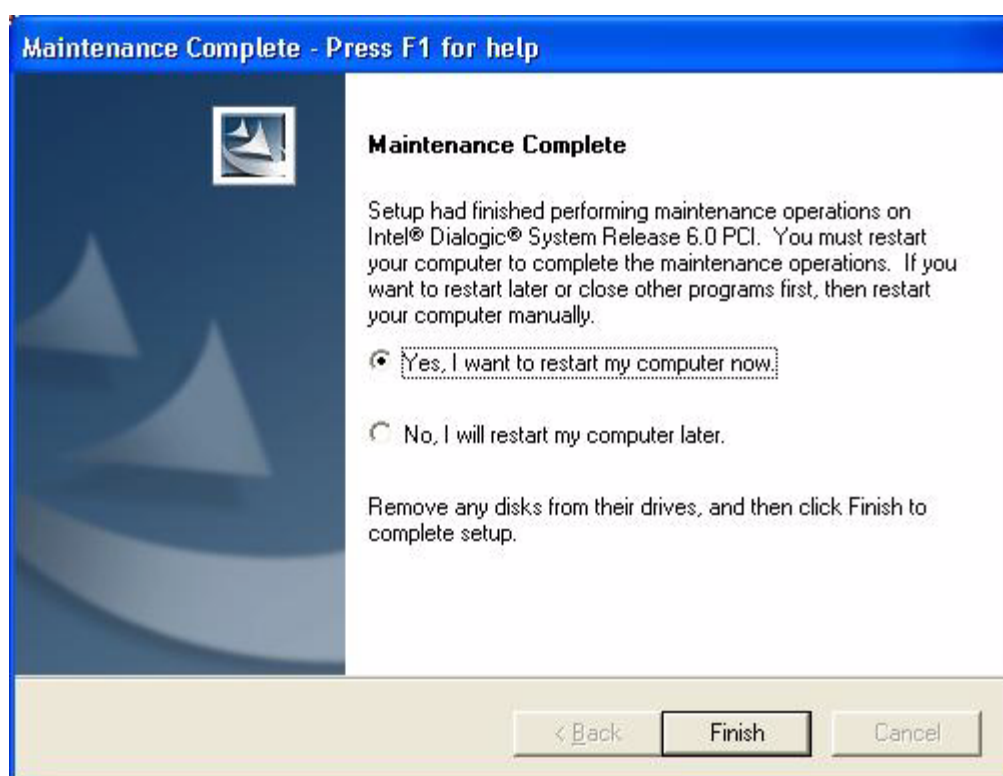
- If you click the **Remove** button, a Confirm Uninstall popup will appear asking you “Do you want to completely remove the selected application and all of its components?” Click **OK** to proceed with the uninstall or click **Cancel** to cancel the uninstall. If you click **OK**, you will see a progress bar which shows that the software is being uninstalled.

4. After the software has been modified, you will see the Maintenance Complete screen (Figure 2). Select “Yes, I want to restart my computer now” and click **Finish**.

After an uninstall runs, a 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 for Windows CD in the \cleanup directory. To find out more about what this utility does and how to use it manually, and to obtain updated versions of the utility (which will continue to be enhanced outside of the system release), go to <http://resource.intel.com/telecom/support/tnotes/tnbyos/2000/tn020.htm>.

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

Figure 2. Maintenance Complete Screen



This chapter provides the following troubleshooting information:

- [General Guidelines](#)
- [Error Messages](#)
- [Installation and Backup/Migration Log Files](#)
- [Checking Hardware](#)
- [Detecting Hardware](#)

4.1 General Guidelines

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

In addition, refer to [Section 2.1, “Prerequisites for Software Installation”](#), on page 13 and make sure that all of the necessary procedures were performed.

4.2 Error Messages

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

- [Conditions Preventing Installation](#)
- [Configuration Data Backup and Migration](#)
- [Other Event Driven Errors](#)

Conditions Preventing Installation

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

You must have administrative rights to install this software. Setup will now exit.

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

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

The full procedure for uninstalling a previous (older) version of the software is given in [Section 2.1.3, “Uninstalling the Previous Version\(s\) of the Software”](#), on page 16. If the

current release (System Release 6.0 PCI for Windows) is already installed, you will see a “maintenance” screen with the options modify, repair, and remove.

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

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

Invalid Operating System

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

The setup will install the following third party software:

IONA ORBacus Version 4.0.5

Tcl/TK Version 8.3.4

Xerces XML Version 1.1

ICU Support Libraries Version 1.4.0

Microsoft MFC/Other Redistributables Version 6.2

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

The above message informs you about which third party software will be installed along with the system release software and allows you to exit the software installation program without installing anything.

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 <BackupDir1>. Would you like to remove this backup directory?

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

Would you like to back up the current configuration data?

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

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

- **The backup 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 silent mode.)
- **The backup program failed because it encountered unknown errors.** (An error condition other than those described above occurred.)

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

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

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

Other Event Driven Errors

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

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

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

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

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

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

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

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

4.3 Installation and Backup/Migration Log Files

A log file named *DlgsInstall.log* captures information about what happened during an install, maintenance, or uninstall of the system release software (such as user input and each item the install program attempts to install or uninstall). It also captures information about the target system (such as CPU, CPU speed, disk space, OS) and information about the software you tried to install (such as edition, build, mode). This file can help you when you are troubleshooting a problem with the installation, or subsequent detection or download problems. Backup/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 15).

The *DlgsInstall.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 *DlgsInstall.log* file.²

The installation log (*DlgsInstall.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 note down the path displayed.) The default value of this variable is *C:\Documents and Settings\<userid>\Local Settings\temp*, where <userid> is your Windows Login ID.

- Notes:**
1. The location of %TEMP% can change for multiple remote logins (for example, Terminal Services Client). For the first session, the directory “1” will be appended to the path. For the second session, the directory “2” will be appended to the path, and so on.
 2. Because the value of %TEMP% contains a login ID, if one user installs the software and a different user uninstalls the software, the following may occur:
 - 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 System Release 5.1.1, and another user installs System Release 6.0).

4.4 Checking Hardware

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

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

2. To find out more about what this utility does and how to use it manually, and to obtain updated versions of the utility (which will continue to be enhanced outside of the system release), go to <http://resource.intel.com/telecom/support/tnotes/tnbyos/2000/tn020.htm>. If you want to understand the role of the cleanup utility in the context of installing the system release software, refer to the beginning of the install procedure in Section 2.3, “Installing the System Release Software”, on page 22. 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 or Changing the Components”.

4.5 Detecting Hardware

If you are using a Windows XP or Windows 2003 operating system, a Found New Hardware Wizard dialog box may appear for each installed board. This Found New Hardware Wizard dialog box cannot be ignored. You must follow through on this detection process and make sure that the Windows operating system installs and displays the device properly (via the Windows device manager). If you cancel out of the detection screen, the DCM configuration utility will not detect any PCI boards that are in the system. For more information, refer to [Section 2.4, “Responding to the Found New Hardware Wizard \(Windows XP and 2003\)”](#), on page 25.

A

administrative privileges 35
AT&T 4ESS 20

C

change the installed components of the software 33
command-line parameters 30
Component Tokens 30
components 20
configuration data backup and migration error messages 36
configuration data backup utility 15
Core Runtime Package 20

D

Demos 21
destination directory 32
Developer Edition 11
Development Package 20
DIALOGICDIR 10
DIALOGICDRV 10
DLCFGPATH 10
DLFWLPATH 10
DLGCDESTDIR 10
DLGCINFPATH 10
DlgcInstall.log 38
DNASDKDIR 10
driver INF files 27

E

editions, software 11
environment variables
 existing 10
 new 10
error messages 35
Euro-ISDN (NET5/CTR4) 21
event driven errors 37

F

Found New Hardware Wizard 25

G

Global Call protocols 20

H

hardware, checking 38

I

install mode, putting a terminal server in 19
installation log file 38
installation prerequisites 13
INTEL_DIALOGIC_BASE 10
INTEL_DIALOGIC_CFG 11
INTEL_DIALOGIC_DIR 11
INTEL_DIALOGIC_FWL 11
INTEL_DIALOGIC_INC 11
INTEL_DIALOGIC_LIB 11
INTEL_DIALOGIC_NAME 10
INTEL_DIALOGIC_QSCRIPT 11
INTEL_DIALOGIC_RELEASE 11
ISDN Protocols 20

L

log file 38
Lucent 5ESS 21

M

MIBs 21
migrating saved configuration data 16

N

navigation screen 11
Nortel DMS100/DMS250 21
Not For Sale Edition 11
NTT INS1500 21

P

preserving existing configuration data 15

Q

QSCRIPT_DIR 10

QSIG 21

R

Redistributable Edition 11

remove (uninstall) the software 33

S

saving existing configuration data 15

select components 20

select new program components 33

silent install 30

SNMP agent software 8

SNMP Component Manager 21

SNMP service

 configuring 15

 installing 14

specify a destination directory 32

Switches 30

T

TCP ports 18

Telcordia National ISDN 20

Telecom Support Resources 35

terminal server 19

Terminal Services 19

third party software 24

U

uninstal the old version of the software 16

uninstall the software 33

W

Windows SNMP Service 14