

# Alcatel OmniPCX Office

PIMphony

Installation Manual







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# *PIMphony*

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# 1

# Presentation

Unless otherwise indicated, all mentions of PIMphony in this manual refer to PIMphony 4.4.

## 1.1 Presentation of pack

Thank you for choosing Alcatel PIMphony™.

It comes as a CD-ROM containing the software to be installed as well as this installation manual.

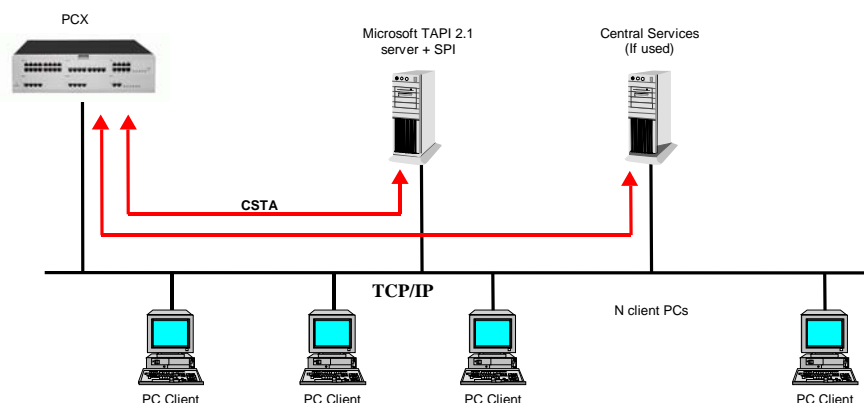
## 1.2 Telephone configuration required

You must be connected to a PCX of the Alcatel OmniPCX Office family, software release 1.1, 2.0, 2.1, 3.0 or 3.1.

## 1.3 System architecture

PIMphony can be installed in two different ways:

- In a client / server architecture using a Microsoft TAPI 2.1 telephony server on which the user must install the TSP for Microsoft TAPI 2.1. This architecture cannot be used if the PC is used as a telephone terminal (PIMphony IP).



The number of PIMphony clients that can be installed corresponds to the number of users declared on the PCX. This is the server that PIMphony clients will connect to. This architecture provides for centralised management of each user's lines thanks to a tool installed on the Microsoft TAPI 2.1 server.

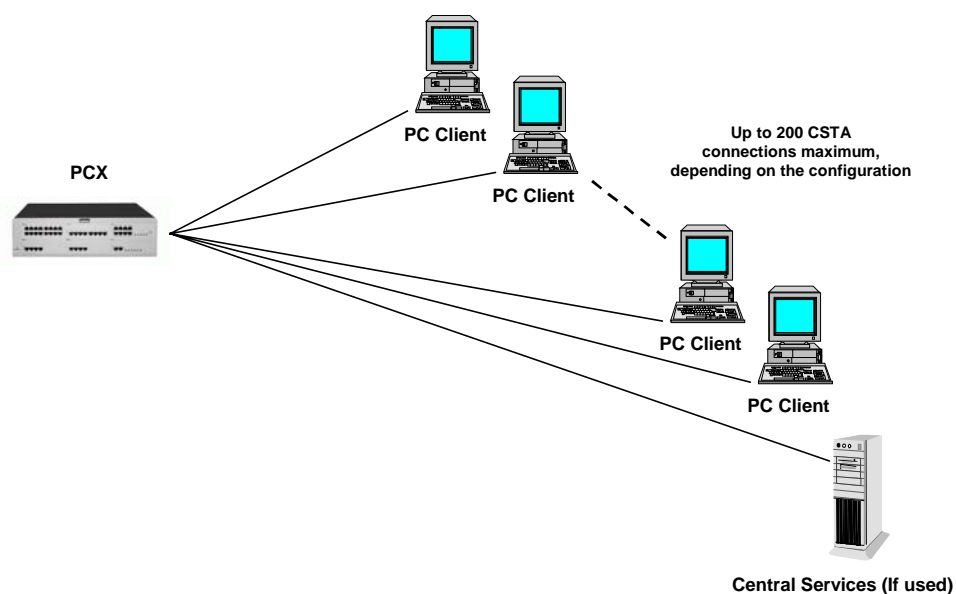
- Connected directly to the PCX. No centralised line management. This is the only architecture that can be used if the PC is used as a telephone terminal (PIMphony IP).

## Presentation

The number of clients that can be installed depends on the version of PCX and the solution installed.

*Note: If the user wants to use a Microsoft TAPI 2.1 server architecture, it must be installed and configured before installing the client terminals.*

<b>Solution PCX version</b>	<b>Business</b>	<b>e-Business</b>
V 1.1	25	25
V 2.0 to 3.0	25	200
V 3.1	75	200



Independent services, PIMphony Central Services, that provide users with a centralised calls log, can be installed with both these architectures.

## 1.4 List of functionalities

Function	Description
Type of call	External and Internal
Basic functions	Call / Answer / Hang up Put on hold / Resume call Enquiry call Conference (1) DTMF overdialling (1)
Forwarding	Immediate forwarding Forward on busy Forward on no-reply (with a time-out) Do Not Disturb
Call pickups	Individual pick-up (2) Group pick-up (2)
Transfers	Supervised transfer Unsupervised transfer
Others	Intrusion Deflection (1) Call-back request (1) Re-routing (display) Multiple redial (3) Service code not during conversation

### Restrictions

- (1) Function not supported in Assistant mode
- (2) Function not offered in Assistant mode: you can use the service codes
- (3) Function limited to 10 numbers

### List of functions not supported

- Voice mail configuration
- Programming forwarding to the personal assistant
- Service code during conversation



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## *Presentation*

- Distinction between internal and external call for viewing terminal status in Supervisor mode
- Recording conversations

These functions can be used from the actual set, except for PIMphony IP.

*Note: The other system functionalities are not supported.*



## 2.1 Configuration required

### 2.1.1 Hardware Configuration

Your PC must have the following minimum specifications:

- **Processor:** Pentium 266 MHz or higher, PII 300 for the IP version
- **RAM:** minimum 64 MB
- **Hard disk:** 70 MB free space available
- **VGA graphics board:** 1024x768 pixels minimum if Assistant mode is used, 600x800 16 bits in other cases
- **CD-ROM drive**
- **Windows-compatible sound board with integral duplex manager** necessary if IP mode is used (SoundBlaster 32PnP, SoundBlaster 64PnP, SoundBlaster-compatible sound board, etc.). The "Wav" port must not be used by other applications.
- **Ethernet Card**

### 2.1.2 Software Configuration

One of the following operating systems must be installed on your PC:

- Microsoft Windows® 98 or 98 2<sup>nd</sup> Edition
- Microsoft Windows® Millennium
- Microsoft Windows NT® 4.0 Workstation with Service Pack 6 (or later)
- Microsoft Windows® 2000 Professional
- Microsoft Windows® XP Professional or Home Edition

Internet Explorer V4.01 or later is required for PIMphony client.

The computer configuration is as follows if PIMphony is used with a Microsoft TAPI 2.1 architecture:

- The client computer must belong to the same domain as the Microsoft TAPI 2.1 server.

- For Microsoft Windows® 98, SE, Millennium:
  - Client for Microsoft™ networks must be installed and the "**Log on to Windows NT domain**" option ticked.
  - File and printer sharing for Microsoft™ networks must be enabled.

## 2.2 Installation

The software is installed from the CD-ROM supplied in the pack:

1. Insert the CD-ROM in the drive, then go into Windows Explorer and select the CD-ROM drive.
  - For installation in direct connection mode, click on **Install** in the main PIMphony directory or on **setup.exe** in the **Products** sub-directory.
  - For installation in TAPI 2.1 client terminal mode, click on the **Install\_TAPI21** shortcut in the **Products** sub-directory.
2. Read carefully and follow the instructions given on the series of screens displayed.
3. The **Choose Setup Language** window appears. Make your choice and click on **Next >**.
4. In the **Installation folder selection** screen:
  - Click on **Next >** to accept the default folder **C:\Program Files\Alcatel PIMphony**, or
  - Click on **Browse** and choose a folder from the directory tree, to install the application in another folder.
5. In the **Select Program Folder** screen:
  - To accept the default program folder **Alcatel PIMphony**, click on **Next >**.
  - To validate your choice, choose a program folder from the list of **Existing Folders**, then click on **Next >**.

The required files are copied and installed on your PC.

6. If the installation is performed in TAPI 2.1 client mode, enter the TAPI 2.1 server's name or IP address in the **Telephony server name** screen.
7. Click on **Next >** to continue.

The **Setup Complete** screen tells you that installation is complete and suggests viewing the "Read me" file for important information about the product.

If necessary, the installation program invites you to reboot your PC.

## 2.3 First activation

1. To enable PIMphony:

- From the desktop: click on the **PIMphony** icon.
- From the Windows taskbar: click on **Start**, then select the **PIMphony** application in the **Program/Alcatel PIMphony** menu.

*Note: When PIMphony is started for the first time, **PIMphony Configuration Wizard** runs automatically. If you wish to modify these parameters later, you can return to this configuration using the **Start** button on the Windows taskbar, then selecting **PIMphony Configuration Wizard** in the **Program/Alcatel PIMphony** menu.*

The "**PIMphony Configuration Wizard**" welcome screen reminds you of the configuration data you gave during the installation procedure.

2. Press **Next >** to continue.

In this screen, you must choose the profile of the terminal on which installation is carried out. The choices given are:

- **Basic**: enables only telephony functions,
- **Pro**: integrates the PIM functions and the mailbox,
- **Team**: integrates the above functions and also offers supervisory functions,
- **Operator**: combines the above functions with a specific interface for the assistant(s).

3. Make your choice, then click on **Next >** to continue.


The assistant will ask you to indicate the name or IP address of the PCX. The **Detect** button automatically detects the PCX present, simply select the relevant one.

4. Then click on **Next >**.

5. You can select the type of telephone set used; choose **I want to use a physical set** or **I want to use a Multimedia PC-based Set**, then click on **Next >**.

6. If you have chosen **I want to use a physical set**, fill in the number of the terminal to be monitored, then click on **Next >**.

7. If you have chosen **I want to use a Multimedia PC-based Set**, fill in the name or IP address of the VoIP board of the PCX, which the **Detect button** will find automatically, then click on **Next >**.



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## *PIMphony client*

The software opens the **Dialling Properties** screen which lets you check the following dialling parameters and change them if necessary:

- The location,
- The country and its area code,
- The local access code,
- The long distance access code.

The last screen tells you that installation is complete and reminds you of the configuration information chosen.

# *TSP for Microsoft™ TAPI Server 2.1*

## **3.1 Configuration required**

### **3.1.1 Hardware Configuration**

Your PC must have the following minimum specifications:

- **Processor:** Pentium II 266 MHz or better
- **RAM:** 64 MB minimum (128 MB for Windows® 2000 Server and Windows® Server 2003)
- **Hard disk:** 50 MB free space available
- **CD-ROM drive**
- **1 Ethernet board**

### **3.1.2 Software Configuration**

The operating system installed on your PC must be one of the following:

- Microsoft Windows NT® 4.0 Server with Service Pack 6 (or later)
- Microsoft Windows® 2000 Server
- Microsoft Windows® Server 2003

The server must belong to a domain.

*Note: On a Windows NT® 4.0 platform, if Remote Access Service (RAS) is installed on a PIMphony terminal that has RAS autodial enabled, PIMphony does not have access to lines on the telephony server. This is a restriction documented by Microsoft (see TAPI 2.1 "Read me" file). The workaround suggested by Microsoft is to set the startup value for the telephony client's Remote Access Autodial Manager service to Manual.*

## **3.2 Configuration of the Microsoft™ TAPI Server 2.1 server**

### **3.2.1 With Windows NT**

The Microsoft™ TAPI 2.1 server can be installed:

- either on a primary domain controller,

## TSP for Microsoft™ TAPI Server 2.1

- or on a secondary domain controller,
- or on an independent server.

### Independent server in a domain

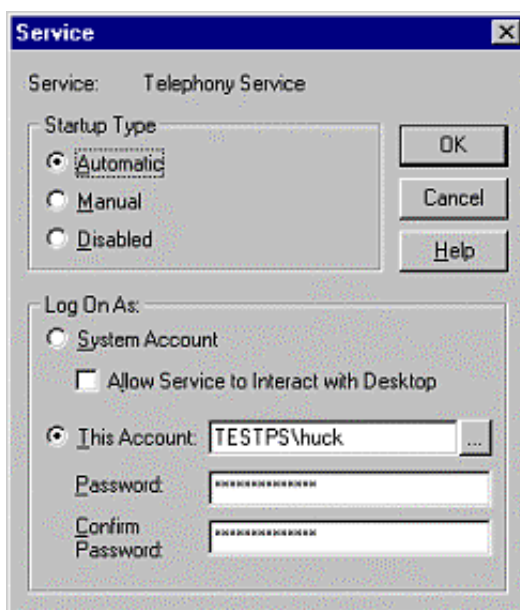
- Actions on the domain:
  - Create a user in the "Domain users" group.
- Actions on the server:
  - Start with a non-initialised computer.
  - Install Windows NT 4.0 Server in a domain.

To perform the following actions, you must be connected locally to the server with a user account holding Administrator rights.

1. Install Windows NT 4.0 Service Pack version 6 or later.
2. During the "Network Protocols" step, add "TCP/IP Protocol" and delete "NWLink IPX/SPX compatible transport".
3. Add the user created in step 1 to the local "Administrator" group.

To perform the following actions, you must be connected locally to the server with the user account initially created.

1. Install the TSP for Microsoft TAPI Server 2.1 (see next chapter).
2. Open the telephony control panel and check your local information (see figure below).



*Note: If a problem arises, further information can be found in the "Read me" file.*

## **Primary and secondary domain controller servers**

Start with a non-initialised computer.

1. Install the Windows NT 4.0 "Primary Domain Controller" server.
2. Create a user in the "Domain users" group.

To perform the following actions, you must be connected locally to the server with a user account holding Administrator rights.

1. Install Windows NT 4.0 Service Pack version 6 or later.
2. Add the user created above to the local "Administrator" group.

To perform the following actions, you must be connected locally to the server with the user account created above.

1. Install the TSP for Microsoft TAPI Server 2.1 (see next chapter).
2. Open the telephony control panel and check your local information.

### **3.2.2 With Windows® Server 2000 and 2003**

#### **Installing Windows® 2000 Server or Windows Server 2003**

The Windows 2000 or 2003 operating system automatically installs TAPI. Start with a non-initialised computer that follows the hardware prerequisites given in the corresponding section.

1. Install Windows® 2000 Server or Windows® Server 2003.
2. Log on to the server as an Administrator and set the server in the domain where all TAPI users belong:
  1. In **Parameters**, open the **Control panel**.
  2. Click on the **System** icon, **Network Identification – Properties** tab.

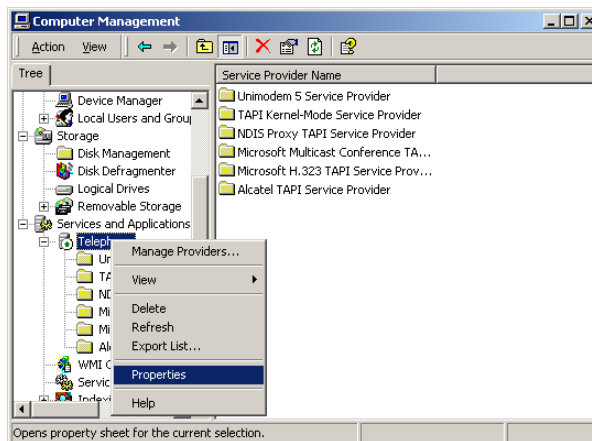
**Warning: You must enter a user name and password of an account able to add stations in the domain.**

#### **Enabling the TAPI server**

To begin using the TAPI server, you must first enable it and then enter the account authorised to launch the telephony service.

1. Open the **Computer Management** tool from the **Administrative Tools** menu.
2. Expand the **Services and applications** branch as illustrated below.
3. Right click on **Telephony** and open the **Properties** window.

## TSP for Microsoft™ TAPI Server 2.1



4. Enable the telephony server by ticking the relevant box.
5. Enter the name and password of the account authorised to launch the telephony service.
6. Add this account to the administrator local group:
  - In Windows 2000 Server, access "Local Users and Groups" from the "Computer Management" tool, then add the account authorised to launch the telephony service to the "Administrators" group.
  - In Windows Server 2003, add the account to the "Administrators" group using the "Active Directory" tool found in administration tools.
7. Restart the PC.

### 3.3 Installing TSP for Microsoft™ TAPI Server 2.1

The software is installed from the CD-ROM supplied in the pack:

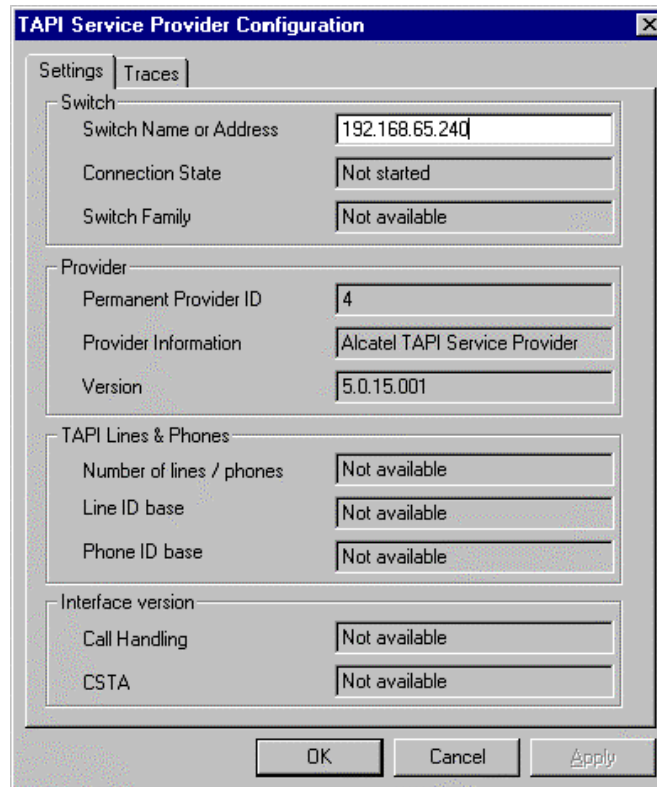
1. Insert the CD-ROM in the CD-ROM drive.
2. In Windows Explorer, select the CD-ROM drive, then the **Products\SPI for Microsoft TAPI Server directory**.
3. Click on **Setup.exe**. The Choose Setup Language window appears.
4. Follow the instructions given in the series of screens displayed. Click on **Next** to validate the parameters or on **Back** to return to the previous screens.

Here are a few explanations of the most important screens:

- On the **Copying files** screen you can validate the previously registered installation parameters:

The program files are then copied into the destination directory.





- You can indicate the name or address of the PCX on the **Alcatel TAPI Service Provider** screen.
- The **Setup Complete** screen tells you that installation is completed.

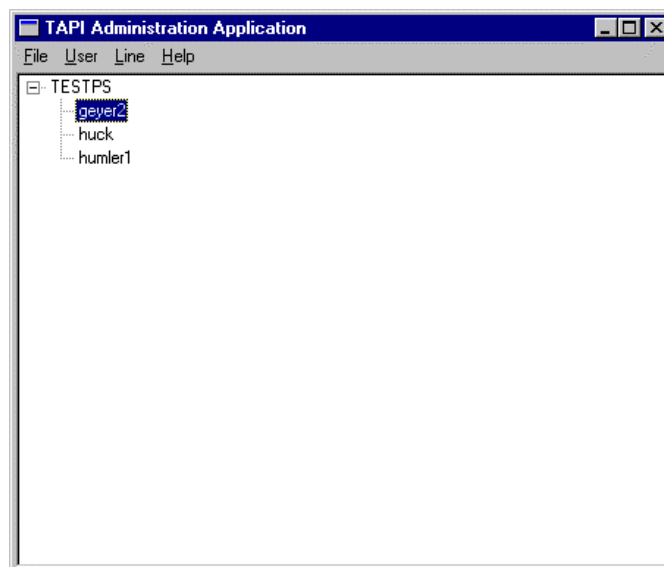
Once the installation procedure is finished:

1. Open the **Computer Management** tool from the **Administrative Tools** menu and expand the **Services and Applications** branch.
2. Click on **Telephony** and check if the **Alcatel TAPI Service Provider** is present in the right window area.
3. Click on **Alcatel TAPI Service Provider** and check if all lines are present.

## 3.4 User administration

### 3.4.1 With Windows® NT 4.0

1. In a command line window run the "tcmapp" instruction. The following window appears:



2. In the **User** menu, select **Add a User to this Telephony Server**.
3. Select a user within the chosen domain and confirm.
4. Give this user telephony rights by adding a line: to do this, right click on the user name and select the option **Change Selected User's Line Access**.
5. Hold the **Ctrl** key down if you want to assign more than one line to a given user.
6. Close the window and accept the changes.

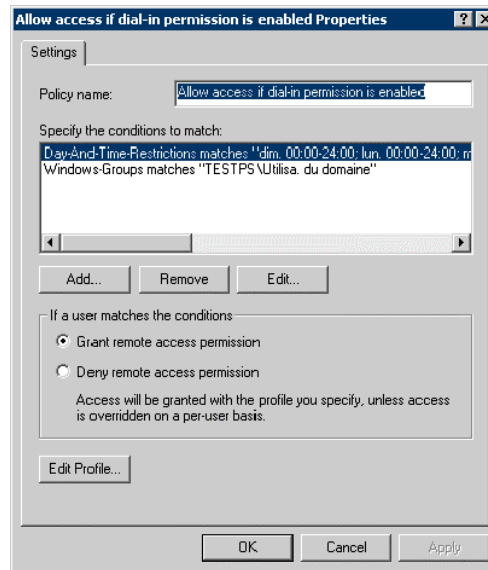
### 3.4.2 With Windows® Server 2000 or 2003

This part will specify which domain clients will have access to the telephone lines available on the *Alcatel TAPI Service Provider*.

1. From the **Computer Management** tool, expand the **Telephony** branch and click on **Alcatel TAPI Service Provider**.
2. Select the line that you want to assign and right click on **Edit Users**.
3. Add the user(s) authorised to access this line.

*Note: All users must belong to the same domain as the TAPI server, or to a trusted domain.*

4. PC clients must also have access rights to the TAPI server.
5. From the **Computer Management** screen, expand the **Services and Applications** branch, and **Routing and Remote Access**.
6. Click on **Remote Access Policies** and open the properties from the **Allow access if dial-in permission is enabled** strategy.
7. Add the **Windows-Groups** condition and specify the group authorised to access the server as below.



### **3.5 Restrictions**

Clients working on Windows 98, Windows Millennium or Windows NT cannot run a TAPI server on Windows Server 2003. Microsoft only supports client PCs running under Windows 2000 or Windows XP.

To use a TAPI 2.1 server on Windows Server 2003, the 824692 patch provided by Microsoft needs to be installed first on your client PC. See article 824692 on the Microsoft knowledge base "Client Computer Cannot See or Access the Telephony Resources on a Server That Is Running Windows Server 2003 for Windows 2000 and XP Client".



# *PIMphony Central Services*

## 4.1 Configuration required

### 4.1.1 Hardware Configuration

Your PC must have the following minimum specifications (it is recommended that the terminal be dedicated for use as a server and be left switched on permanently).

- **Processor:** Pentium 200 MHz or better
- **RAM:** minimum 64 MB
- **Hard disk:** 20 MB free space for installation and 50 MB for the logs (depends on the number of users)
- **CD-ROM drive**
- **1 Ethernet board**

### 4.1.2 Software Configuration

The operating system installed on your PC must be one of the following:

- Microsoft Windows® 98 or 98 2<sup>nd</sup> Edition
- Microsoft Windows® Millennium
- Microsoft Windows NT® 4.0 Workstation with Service Pack 6 (or later)
- Microsoft Windows® 2000 Professional or Server
- Microsoft Windows® XP Professional or Home Edition
- Microsoft Windows® Server 2003

Internet Explorer V4.01 or later is required with PIMphony Central Services.

*Note: PIMphony Central Services can be used on a TAPI 2.1 server if this is used.*

## 4.2 Installation

The software is installed from the CD-ROM supplied in the pack:

1. Insert the CD-ROM in the CD-ROM drive.

2. In Windows Explorer, select the CD-ROM drive, then the **PIMphony Central Services directory**.
3. Click on **Setup.exe**. The **Choose Setup Language** window appears.
4. Follow the instructions given in the series of screens displayed.

Here are a few explanations of the most important screens:

- On the Installation folder selection screen, you can:
  - accept the default folder C:\Program Files\PIMphony\_Central\_Services: click on **Next**,
  - install the application in another folder: click on **Browse** and select the file from the directory tree.
- On the **Copying files** screen you can validate the previously registered installation parameters: click on **Next** to validate the parameters or on **Back** to return to the previous screens.

The program files are then copied into the destination directory.

- The **Enter Information** screen is for entering the name or IP address of the PCX. Fill in the data input field and click on **Next >**.
- The **Setup Complete** screen tells you that installation is completed.

*Note: Once the PIMphony Central Services have been installed, they will run automatically each time the PC is started.*

## 5.1 PIMphony IP and Quality of Service (QoS)

When PIMphony is used in telecommuting mode over slow links such as STN or ISDN, there is always a bottleneck between the client and the Internet service provider. For this reason, it is better to set up the quality of service.

### Activation

The quality of service only works from Windows 2000 onwards and is not available on older versions of Windows.

### PCX configuration

For VoIP parameters, the IP quality of service needs to be enabled by selecting one of the following values:

- 00000000\_DIFFSERV\_BE
- 01100000\_IP\_PRECEDENCE\_3
- 10100000\_IP\_PRECEDENCE\_5
- 10111000\_DIFFSERV\_PHB\_EF

For each of these four values, the corresponding QoS marking must be enabled in Windows:

- 00000000\_DIFFSERV\_BE: no QoS marking
- 01100000\_IP\_PRECEDENCE\_3: SERVICETYPE\_CONTROLLEDLOAD (DSCP hex value: 18)
- 10100000\_IP\_PRECEDENCE\_5: SERVICETYPE\_GUARANTEED (DSCP hex value: 28)
- 10111000\_DIFFSERV\_PHB\_EF: SERVICETYPE\_GUARANTEED (DSCP hex value: 28)

with a restriction which consists of applying a mask (11100000) to the marking, so that the system marking matches that of Windows.

### Windows Configuration

To install the QoS packet scheduler:

1. Open **Network connections and remote access**.
2. Select the local network connection where the QoS packet scheduler is to be installed.

3. Select **Menu**, then **Properties**.
4. Click on **Install, Service**, then **Add**.
5. Choose **QoS packet scheduler**.
6. Click on **Ok**.

In the register:

1. Add the key HKLM\SYSTEM\CurrentControlSet\Services\Qosp.
2. Add a DWORD value called EnablePriorityBoost under this key, with value 1.

**Warning: To perform these operations, you must be connected as the administrator.**

## 5.2 PIMphony and Microsoft Terminal Server

PIMphony can be installed under Microsoft Windows 2000 or 2003 Terminal Server. In this case, Microsoft TAPI Server needs to be used. PIMphony IP cannot be used under Microsoft Terminal Server.

### 5.2.1 Configuration required

#### Hardware Configuration

Your PC must have the following minimum specifications:

– **Processor:**

- With Windows 2000 server: PIII 450MHz.  
Between 25 and 35 users can be connected at the same time to the processor. See Microsoft document "Windows 2000 Terminal Services Capacity and Scaling" on the web page:  
<http://www.microsoft.com/windows2000/docs/tscaling.doc>
- With Windows Server 2003: PIII 900 MHz.  
The number of simultaneous users depends on the type of processor, their number and the available memory. For example, there can be up to 50 simultaneous users with a PIII 900 MHz. See Microsoft document "Windows Server 2003 Terminal Server Capacity and Scaling" on the web page:  
<http://www.microsoft.com/windowsserver2003/techinfo/overview/tsscaling.mspx>

- **RAM:** it is recommended that 128 Mb of RAM is installed for the operating software, plus at least 8 Mb per expected simultaneous user. For example, a server to be used by 15 simultaneous users would require at least 248 Mb of physical RAM:  
 $128 \text{ Mb} + 8 \text{ Mb} * 15 \text{ users} = 248 \text{ Mb}$   
For users running memory-intensive applications, such as a client/server application with a large memory footprint, you must increase the quantity of RAM assigned for each user. Each server must have enough physical memory to ensure that the swap file (Virtual memory) is hardly ever used.



For PIMphony (14 Mb) and Outlook (16 Mb) the minimum is:  
 $128 \text{ Mb} + 30 \text{ Mb} * 15 \text{ users} = 578 \text{ Mb}$ .

- **Hard disk:** 100 Mb for installing PIMphony and at least 10 Mb per user for data files.
- CD-ROM drive
- Ethernet Card

### Software Configuration

The operating system installed on your PC must be:

- Microsoft Windows® 2000 Server or
- Microsoft Windows® Server 2003

The PC must belong to a domain.

## 5.2.2 Installing PIMphony on Microsoft Terminal Server

To install PIMphony on Microsoft Terminal Server:

1. Install, validate and configure Microsoft Terminal Server.
2. Install the TSP for Microsoft TAPI Server on the Microsoft Terminal Server computer.
3. Install PIMphony on the Microsoft Terminal Server computer using the **Connection to a Microsoft TAPI 2.1 Server** option and configure PIMphony to use the TSP installed at step 2.

*Note: PIMphony must be installed on the server after validating the Terminal Server service.  
In Terminal Server, applications should be installed using the **Add/Remove programs** command in the Microsoft control panel; the Setup.exe installation program cannot be used directly.*

For more information about Microsoft Terminal Server with Windows 2000 Server, you can consult the web page:

<http://www.microsoft.com/windows2000/technologies/terminal/default.asp>

For Windows Server 2003, you can consult the web page:

<http://www.microsoft.com/windowsserver2003/technologies/terminalservices/default.mspx>

## 5.3 PIMphony and mobility

PIMphony offers users of PIMphony standard or IP great mobility as it uses the roaming profiles of Microsoft NT, 2000 and 2003.

## Advanced functions

All PCs must meet the prerequisites of PIMphony client.

You must install PIMphony on all PCs.

For roaming profiles to work properly, you must observe the following rules:

- Synchronise clocks on all PCs (using the "net time" command).
- Avoid roaming profiles between different versions of the operating system.
- Install the same versions of the application on all PCs.
- Install the applications on the same disk and in the same directories on all PCs.

For more information about roaming profiles in Windows, consult the articles below in the Microsoft knowledge base, on the web page <http://support.microsoft.com/>:

- Article 307964: "How to: Configure Client User Profile Information for a Roaming User on Windows 2000"
- Article 264866: "How to Use Windows 95 and Windows 98 Roaming User Profiles with Windows 2000 Server".
- "Configuring Windows Servers for Travelling Users" on web page [http://jp.microsoft.com/office/project/prk/2000/Two/35t2\\_6.htm](http://jp.microsoft.com/office/project/prk/2000/Two/35t2_6.htm)
- "Implementing Roaming User Profiles" articles in the Microsoft Windows Server 2003 Deployment Kit guide on web page: [http://www.microsoft.com/resources/documentation/WindowsServ/2003/all/deployguide/en-us/dmebc\\_dsm\\_yapz.asp](http://www.microsoft.com/resources/documentation/WindowsServ/2003/all/deployguide/en-us/dmebc_dsm_yapz.asp)

## 5.4 Pre-configuration

A file containing the configuration parameters can be used to simplify or automate PIMphony configuration. This file is provided with the installation program using a command line parameter. The installation program copies it to the PIMphony installation directory. It is then used by "PIMphony Configuration Wizard" to complete the configuration parameters and therefore automatically answer the wizard's questions.

### 5.4.1 Command line format

The command line used to start PIMphony installation in the **Products** directory must have the following format:

***Setup.exe mode=path\file***

where

- *mode*:

- **direct** for installation in direct operation mode
  - **remote** for installation in TAPI 2.1 client mode
- *path*: path for accessing the configuration file
- *file*:
- **confdirect.ini** for direct mode
  - **conftapi21.ini** for TAPI 2.1 client mode

The confdirect.ini and conftapi.ini files are on the installation CD where the parameters are empty and need to be filled in.

## 5.4.2 Configuration file format

### confdirect.ini file

Parameter	Description
[address]	Address heading
Hostname= IPName	IPName = IP address of the pcx
voipname= IPName	IPName = IP address of the VoIP board
centralname= IPName	IPName = IP address of the Central services server
[tapi]	Heading of TAPI parameters
Country=33	Country code (33 for France)
area=1	Area code (1 for Paris)
localprefix=0	Prefix for local calls
distantprefix=0	Prefix for long-distance calls
[pimphony]	PIMphony parameters heading
Profil=Pro	PIMphony user profile (Basic, Pro, Team, Operator)

### conftapi21.ini file

Parameter	Description
[address]	Address heading
tapiserver= IPName	IPName = IP address of the TAPI 2.1 server
centralname= IPName	IPName = IP address of the Central services server

[tapi]	Heading of TAPI parameters
country=33	Country code (33 for France)
Area=3	Area code (1 for Paris)
localprefix=0	Prefix for local calls
distantprefix=0	Prefix for long-distance calls
[pimphony]	PIMphony parameters heading
profil=Pro	PIMphony user profile (Basic, Pro, Team, Operator)

## 5.5 Silent installation of PIMphony

PIMphony offers silent installation to be used by the administrator or company expert. It involves InstallShield silent installation.

Information about InstallShield silent installation can be found on the web page:  
<http://www.installshield.com/>.

Follow the steps above to create a silent installation with the Setup.exe program found in the **Products** directory.

### 5.5.1 Recording the response file

Start PIMphony installation using the command line parameter **-r**, **Setup.exe -r**. InstallShield records all your installation choices in the response file setup.iss, in the Windows installation directory.

You can use the parameter **-f1** to indicate the name and location of the response file:  
**Setup.exe -r -f1 C:\Mydir\Myfile.iss**  
Your installation choices are recorded in the Myfile.iss file in the c:\Mydir directory.

Silent installation can be performed for each PIMphony module (Client Terminal and TAPI 2.1, TSP and Central Services). An example of the **setup.iss** default file is available in each installation directory.

### 5.5.2 Using silent installation on all PCs

Once you have created the response file, you are ready to use installation in silent mode. During installation in silent mode, no message appears on the screen of your PC, instead a log file, Setup.log, containing information about silent installation, is created in the same directory as the response file. You can consult this file to determine the result of installation.

To run a silent installation:

1. Copy the Setup.iss file to the same directory as PIMphony setup.exe.
2. Run the Setup.exe program with the command line option **-s**:  
**setup -s.**

PIMphony is installed from the Setup.iss file found in the same directory as setup.exe, and the Setup.log log file is created in the same directory as setup.iss.

Where installing TSP for Microsoft TAPI 2.1, you must indicate the address of the TAPI 2.1. server in the installation program. The Setup.exe program must be run as follows:

```
setup server=IP_Name -s
```

IP\_Name being the IP address of the Microsoft TAPI 2.1 server

The -f1 option can be used to indicate the name and directory of the Setup.iss file for silent installation.

The -f2 option cannot be used to indicate the name and directory of the Setup.log file for silent installation.

### 5.5.3 Error check

Setup.log is the default name of the log file. By default, it is in the same directory as the Setup.iss file.

The Setup.log file contains three sections:

- the first, [InstallShield Silent], identifies the version of InstallShield used for silent installation. It also identifies the file as a log file.
- the second, [Application], identifies the name and version of the application installed, and the name of the company.
- the third, [ResponseResult], contains the result code indicating whether silent installation has been successful. An integer value is assigned to the "ResultCode" key in the [ResponseResult] section.

InstallShield provides one of the following return values for the "ResultCode" key:

-0	Success.
-1	General error.
-2	Invalid mode.
-3	Data not found in the Setup.iss file.
-4	Not enough memory available.
-5	The file does not exist.
-6	Cannot write to the response file.
-7	Cannot write to the log file.
-8	Invalid path to the response file.
-9	Not a valid list type (character string or number).
-10	Invalid data type.
-11	Unknown error during installation.
-12	Window order error.
-51	Cannot create the specified directory.

- 52     Cannot access the specified file or directory.
- 53     Invalid option.

For a successful silent installation, the [ResponseResult] section of the Setup.log file must contain:

*ResultCode=0*

This section also contains the "Reboot needed" key which indicates whether or not the PC needs to be rebooted:

*Reboot needed=YES or NO*

**Warning: After a silent installation, it is recommended that you reboot your PC.**

### 5.5.4     Comments on using Setup.exe

When using long path and filename expressions with command switches, enclose the expressions in double quotation marks. The enclosing double quotes tell the operating system that spaces within the quotation marks are not to be treated as command line delimiters.

Do not leave a space between the command line option and the parameter.

Setup.exe command line options are not case-sensitive.

## 5.6     PIMphony migrations and updates

### 5.6.1     Migration from version 4.1, 4.2 or 4.3

Before installing version 4.4 of PIMphony, the old version needs to be uninstalled. During uninstallation, select to keep the configuration options. This way, these parameters will be retrieved when installing the new version.

### 5.6.2     Migration from a version older than 4.1

The old version of PIMphony needs to be uninstalled before installing version 4.4. The configuration parameters are lost.

The configuration can be backed-up and retrieved manually:

- Before uninstalling the old version by running the program **savepimconf4\_0.exe /s**.
- After installing the new version and before launching for the first time by running the following command: **restpimconf4\_0.exe /s**.

### **5.6.3 Updates**

From PIMphony 4.4 onwards, updates and patches can be installed without uninstallation, directly in the application's current directory.





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## *Notes*

To become more familiar with Alcatel PIMphony, it is recommended that you use Online Help.

Microsoft Internet Explorer V4.01 (or later) or Acrobat Reader is recommended to view the Online Help. If you do not have this software, you can download it from the following address:

<http://www.microsoft.com>

<http://www.adobe.com>