



Dialogic® Host Media Processing Software Release 3.0WIN

Software Installation Guide

January 2008

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Contents

	Revision History	6
	About This Publication	7
1	Installation Overview	11
1.1	Choosing the Appropriate Installation Procedure	11
1.2	Major Installation Steps	12
1.3	Resource Licenses for Dialogic® HMP Software	13
2	Installing the Dialogic® HMP Software	15
2.1	Prerequisites for Dialogic® HMP Software Installation	15
2.2	Order of Procedures	22
2.3	Performing a Full Install of the Software	23
2.4	Performing an Update Install	26
2.5	Performing a Silent Install	28
2.6	Verifying the Installation Using the Dialogic® IP Media Server Demo	34
2.7	Adding or Removing Installed Features	35
3	Uninstalling the Software	39
4	Troubleshooting	41
4.1	General Guidelines	41
4.2	Error Messages	41
4.3	Installation Log Files	44
4.4	APIC Timer Incompatible	44
4.5	Disabling the Windows® Driver Signing Check	45
4.6	Board Detection Fails When a Board is Installed After the Dialogic® HMP Software	46
4.7	Repairing an Installation	47
4.8	Uninstall Cleanup Utility	48
	Index	49

Figures

1	TCP/IP Filtering	19
2	Driver Signing Options Window	46

Tables

1	Installation Scenarios.....	11
2	License Types	13
3	Additional Switches	32

Revision History

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

Document No.	Publication Date	Description of Revisions
05-2504-002	December 2007	Made global changes to reflect Dialogic brand. Changed title to “Dialogic® Host Media Processing (HMP) Release 3.0WIN Software Installation Guide.” Prerequisites for Dialogic® HMP Software Installation : Added note about Dynamic Host Configuration Protocol (DHCP). Determining Which Features to Install : Added information about SS7 boards to “Core Runtime Package” bullet. Performing a Full Install of the Software : Added information about enabling DHCP service to the “Check default IP address” bullet. Performing an Update Install : Added information about enabling DHCP service to the “Check default IP address” bullet. Performing a Silent Install : Added information about enabling DHCP service to the “Check default IP address” bullet.
05-2504-001	August 2006	About This Publication: In Purpose, added update install. In Related Information, added reference to the configuration guide. Installation Overview: Added update install. In HMP Licenses, changed “Lock Code” to “MAC Address” or “Host ID.” Installing the Dialogic® HMP Software: Added update install. Removed mention of automatic CPU check. Performing an Update Install: New section. Performing a Silent Install: Revised the procedure in Creating an InstallShield Response File. Revised Usage Guidelines. Troubleshooting: In Error Messages, removed the CPU check error message. Added update install error message.
05-2504-001-01	May 2006	Initial version of document.

About This Publication

The following topics provide information about this software installation guide:

- [Purpose](#)
- [Applicability](#)
- [Intended Audience](#)
- [How to Use This Publication](#)
- [Related Information](#) See the following for additional information:

Purpose

This guide explains how to perform the following:

- Install and uninstall Dialogic® Host Media Processing (HMP) Software Release 3.0WIN
- Update an existing version of Dialogic® HMP Software Release 3.0WIN
- “Silently” install the software
- Verify the installation by running a demo.

Applicability

This document version (05-2504-002) is published for Dialogic® HMP Software Release 3.0WIN.

Intended Audience

This information is intended for:

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

How to Use This Publication

This information is organized as follows:

- [Chapter 1, “Installation Overview”](#) describes the major installation steps in the order in which they are performed, giving an overview of the process. This chapter also provides information about licensing.
- [Chapter 2, “Installing the Dialogic® HMP Software”](#) discusses the prerequisites for software installation and gives step by step procedures for performing interactive and “silent” installs of the Dialogic® HMP Software. This chapter also describes how to verify proper installation by running a demo and how to add or remove installed features.
- [Chapter 3, “Uninstalling the Software”](#) describes how to uninstall the software.
- [Chapter 4, “Troubleshooting”](#) provides information about error messages and the log file for the installation, and describes how to repair an installation by re-installing it.

Related Information

When you install the Dialogic® HMP Software, a shortcut to the website containing the Dialogic® HMP Software documentation will be placed on the Start menu as follows: **Start > Programs > Dialogic HMP > Documentation > User Documentation**. Any Dialogic® HMP Software documentation that was installed with a previous release will be removed.

Note: Now that the Dialogic® HMP Software user documentation is available on the web, the documentation will no longer be available as an installable option (on the Select Features screen) as it has been in the past. This is to ensure that only the most current documentation is accessed.

Refer to the following for more information about the Dialogic® HMP Software:

- For timely information that may affect installation and configuration, refer to the Release Guide and Release Update.
- For licensing and administration procedures, refer to the Administration Guide for this release.
- For additional information about FLEXnet licensing, refer to the *FLEXnet Licensing End User Guide*, which is available at:
http://www.macrovision.com/support/by_catagory/Software_Licensing.shtml.
- For detailed information about the verification demo included with the Dialogic® HMP Software, refer to the *Dialogic® IP Media Server (Global Call) Demo Guide*.
- For diagnostics information, refer to the Diagnostics Guide for this release.
- For information about using the SNMP agent software, refer to the Administration Guide for the SNMP agent software.
- For information about installing the Dialogic® DNI and DSI boards supported by Dialogic® HMP Software Release 3.0WIN, refer to the Quick Install Card provided with each Dialogic® board.
- For detailed board configuration information, see the Dialogic® Configuration Manager (DCM) online context-sensitive Help and the *Dialogic® Digital Network Interface Boards Configuration Guide*.

See the following for additional information:

- <http://www.dialogic.com/manuals/> (for Dialogic® product documentation)
- <http://www.dialogic.com/support/> (for Dialogic technical support)
- <http://www.dialogic.com/> (for Dialogic® product information)

About This Publication

This chapter provides the following information about installing Dialogic® Host Media Processing (HMP) Software Release 3.0WIN:

- [Choosing the Appropriate Installation Procedure](#) 11
- [Major Installation Steps](#). 12
- [Resource Licenses for Dialogic® HMP Software](#) 13

1.1 Choosing the Appropriate Installation Procedure

You can perform either a full or update install of the Dialogic® HMP Software Release 3.0WIN Software. The installation procedure you use depends on what is on your system. Table 1 shows the various installation scenarios. In all cases, you must meet the relevant prerequisites described in [Section 2.1, “Prerequisites for Dialogic® HMP Software Installation”](#), on page 15. The installation procedures listed in the table are links to the sections containing the procedures.

Note: The update install gives you the latest software for the features that you selected when you did the full install of the Dialogic® HMP Software Release 3.0WIN Software that is currently on your system. If you want an additional feature that wasn’t previously installed (for example, Demos), first perform the update install and then perform the procedure in [Section 2.7, “Adding or Removing Installed Features”](#), on page 35.

Table 1. Installation Scenarios

If you have this on your system	Use this installation procedure
No existing Dialogic® HMP Software	Section 2.3, “Performing a Full Install of the Software” , on page 23 or Section 2.5, “Performing a Silent Install” , on page 28
A previous version of Dialogic® HMP Software Release 3.0WIN	Section 2.4, “Performing an Update Install” , on page 26 or Section 2.5, “Performing a Silent Install” , on page 28

Table 1. Installation Scenarios

If you have this on your system	Use this installation procedure
Dialogic® HMP Software Release 2.0WIN or Dialogic® HMP Software Release 1.3WIN	<p>Section 2.3, “Performing a Full Install of the Software”, on page 23 or Section 2.5, “Performing a Silent Install”, on page 28</p> <p>Note: You must uninstall Dialogic® HMP Software Release 2.0WIN or Dialogic® HMP Software Release 1.3WIN before installing Dialogic® HMP Software Release 3.0WIN. Refer to Section 2.1.1, “Uninstalling a Previous Release”, on page 16.</p>
Dialogic® HMP Software Release 1.1WIN with a Feature Pack and/or Service Pack	<p>Section 2.3, “Performing a Full Install of the Software”, on page 23 or Section 2.5, “Performing a Silent Install”, on page 28</p> <p>Note: You must uninstall Dialogic® HMP Software Release 1.1WIN and the Feature Pack and/or Service Pack before installing Dialogic® HMP Software Release 3.0WIN. Refer to Section 2.1.1, “Uninstalling a Previous Release”, on page 16.</p>

1.2 Major Installation Steps

Following are the major installation steps:

1. Before installing the Dialogic® HMP Software, make sure that the system meets the hardware and software “System Requirements” as described in the Dialogic® HMP Software Release Guide.
2. To install the software, you must have local administrative privileges. Contact your network administrator to set up administrative privileges as required.
3. If you have Dialogic® HMP Software Release 2.0WIN or Dialogic® HMP Software Release 1.3WIN (or earlier) on your system, you must uninstall it as described in [Section 2.1.1, “Uninstalling a Previous Release”](#), on page 16. If you have a previous version of Dialogic® HMP Software Release 3.0WIN on your system, you do not have to uninstall it.
4. Obtain a Dialogic® HMP Software license. You can do this before or after you install the Dialogic® HMP Software. A verification license supplied with the software will allow you to run the verification demo (IP Media Server Demo) to confirm that you have installed the Dialogic® HMP Software properly. However, its features are limited and you will need to obtain another license. Refer to [Section 1.3, “Resource Licenses for Dialogic® HMP Software”](#), on page 13 for more information. Complete information and procedures for obtaining and working with licenses is provided in the Dialogic® HMP Software Administration Guide.
5. Install the Dialogic® HMP Software Release 3.0WIN software. Refer to one of the following procedures:
 - [Section 2.3, “Performing a Full Install of the Software”](#), on page 23
 - [Section 2.4, “Performing an Update Install”](#), on page 26
 - [Section 2.5, “Performing a Silent Install”](#), on page 28

If you are not sure about which installation procedure to use, refer to [Section 1.1, “Choosing the Appropriate Installation Procedure”](#), on page 11.

6. Optionally run the Dialogic® IP Media Server demo to verify proper installation of the HMP Software. Refer to [Section 2.6, “Verifying the Installation Using the Dialogic® IP Media Server Demo”](#), on page 34.

1.3 Resource Licenses for Dialogic® HMP Software

Before you use the Dialogic® HMP Software and (optionally) the supported Dialogic® Digital Network Interface (DNI) or Digital Station Interface (DSI) board types, you must obtain a license file¹ containing resource license data. A resource license is a file containing authorizations for a combination of call control and media processing features to be used with the Dialogic® HMP Software. You can obtain a license file either before or after you install the Dialogic® HMP Software and supported boards, but you need to obtain a license file before you can proceed with using the Dialogic® HMP Software and supported boards.

If you are using only the Dialogic® HMP Software, the license will be associated with the host machine via its MAC address (or one of its MAC addresses, if more than one is available). The MAC address is referred to as the Host ID. If you are using one or more of the supported Dialogic® DNI or DSI boards, the license will be associated with one of the boards. This is discussed in the *Dialogic® Host Media Processing Software Release 3.0WIN Administration Guide*.

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

After you install the Dialogic® HMP Software and (optionally) one or more of the supported Dialogic® DNI or DSI boards, you must activate the license on the target system using a license management tool and the Dialogic® Configuration Manager (DCM). The *Dialogic® Host Media Processing Software Release 3.0WIN Administration Guide* describes how to obtain and activate license files, as well as other administrative tasks.

1. A verification license is installed with the Dialogic® HMP Software, activated and ready to use, but this license is only intended to be used for verifying that the Dialogic® HMP Software installation was successful (see [Section 2.6, “Verifying the Installation Using the Dialogic® IP Media Server Demo”](#), on page 34).

Installation Overview

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

Table 2. License Types

License Type	Features	Expires?	Where to get license?	MAC Address (Host ID) or Board ID ¹ Number Required?
Verification (free)	1 channel for RTP G.711 and Voice	no	included with Dialogic® HMP Software ²	no
Evaluation (free)	4 channels for all components	expires in 45 days	available from Web site ³	no
Trial (free)	any supported channel component combination	expires in 45 days	Dialogic authorized distributor or account manager ⁴	yes - supply when ordering (refer to Dialogic® HMP Software Administration Guide)
Purchased	any supported channel component combination	no	Dialogic authorized distributor or account manager	yes - supply when ordering (refer to Dialogic® HMP Software Administration Guide)
Replacement	replaces a "Purchased" license	no	Dialogic authorized distributor or account manager	yes - supply when ordering (refer to Dialogic® HMP Software Administration Guide)

1. For more information about the MAC Address (Host ID) or Board ID number, refer to the Dialogic® HMP Software Administration Guide.

2. A license is supplied with the Dialogic® HMP Software that allows you to run a verification demo (the IP Media Server demo). This demo verifies that you have set up HMP properly. For more information, refer to Section 2.6, "Verifying the Installation Using the Dialogic® IP Media Server Demo", on page 34.

3. An evaluation license is available from:
http://www.dialogic.com/products/ip_enabled/download/hmp_download.htm.

4. For a list of authorized distributors, go to: <http://www.dialogic.com/purchase/default.htm>.

For more information, refer to the Dialogic® HMP Software Administration Guide.

Installing the Dialogic® HMP Software

2

This chapter gives detailed procedures for installing Dialogic® Host Media Processing (HMP) Software Release 3.0WIN:

- Prerequisites for Dialogic® HMP Software Installation 15
- Order of Procedures 22
- Performing a Full Install of the Software 23
- Performing an Update Install 26
- Performing a Silent Install 28
- Verifying the Installation Using the Dialogic® IP Media Server Demo 34
- Adding or Removing Installed Features 35

2.1 Prerequisites for Dialogic® HMP 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 HMP CD-ROM or run *autorun.exe* if you downloaded the Dialogic® HMP Software files. A navigation screen will appear. Click on **View User Documentation**. This takes you to a web page from which you can access the Release Guide. The Release Guide is also available at <http://www.dialogic.com/manuals/hmp30win/default.htm>. The Release Guide contains information about hardware and software requirements for this release.
The Release Update provides the latest information about any issues, restrictions, or limitations that may affect the installation. The Release Update also describes any significant changes to the release subsequent to the general availability date. For example, new features provided in Service Updates are described in the Release Update. The Release Update can be found at <http://www.dialogic.com/manuals/hmp30win/default.htm>.
- The Windows® operating system must be installed. The supported operating systems include:
 - Windows® XP Professional
 - Windows Server® 2003 (Standard and Enterprise Editions)

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

Note: This software release is designed for U.S. English versions of the 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

Installing the Dialogic® HMP Software

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.

- The Dynamic Host Configuration Protocol (DHCP) Windows® Client Service, which is part of the Windows® operating system, must be enabled in order to obtain the IP address before the Dialogic® HMP Software starts. Also, the DHCP Client startup type should be set to “Automatic.” If it is set to the manual mode, the Dialogic® HMP Software will not start until DHCP service is started manually.
- A supported CPU must be used. Refer to the *Dialogic® Host Media Processing Software Release 3.0WIN Release Guide* for a list of supported CPUs.
- You should back up the drive on which you intend to install the Dialogic® HMP Software.
- If you have a previous version of Dialogic® HMP Software Release 3.0WIN on your system, you do not have to uninstall it. Install the new version of the software using the procedure in [Section 2.4, “Performing an Update Install”](#), on page 26.
- If you have Dialogic® HMP Software Release 2.0WIN or Dialogic® HMP Software Release 1.3WIN on your system, you must uninstall it as described in [Section 2.1.1, “Uninstalling a Previous Release”](#), on page 16.
- If you have Dialogic® HMP Software Release 1.1WIN or earlier on your system (including a Feature Pack or Service Update, if applicable) on your system, you must uninstall it as described in [Section 2.1.1, “Uninstalling a Previous Release”](#), on page 16.
- If you intend to use SNMP Agent Software for remote monitoring and administration of Dialogic® HMP Software over an IP network, Windows® SNMP service must be installed on the managed node(s). Refer to the [Section 2.1.2, “Installing and Configuring Windows® SNMP Service”](#), on page 17.
- TCP ports 1719, 1720, 5060, 12002, 12003, 12004, 20000, and 20001 must be available. Refer to [Section 2.1.3, “Checking TCP Port Availability”](#), on page 19.
- For information about the options you can choose when installing the Dialogic® HMP Software, refer to [Section 2.1.4, “Determining Which Features to Install”](#), on page 20.

2.1.1 Uninstalling a Previous Release

This section tells you how to uninstall a previous release of Dialogic® HMP Software. If you need more information than what is given below, consult the uninstall procedure in the documentation provided with the previous release, Feature Pack, or Service Update.

Note: If you have a previous version of Dialogic® HMP Software Release 3.0WIN on your system, you do not have to uninstall it. Install the new version of the software using the procedure in [Section 2.4, “Performing an Update Install”](#), on page 26.

Dialogic® HMP Software Release 2.0WIN or Dialogic® HMP Software Release 1.3WIN

If you have Dialogic® HMP Software Release 2.0WIN or 1.3WIN on your system, you must uninstall it using the **Add or Remove Programs** utility found on the Windows® **Control Panel**. Even if you installed a Service Update to either of these releases, the Dialogic® HMP Software will show up as one item on the **Add or Remove Programs** utility and can be uninstalled as one item.

Dialogic® HMP Software Release 1.1WIN or Earlier

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

If you installed more than the base release of Dialogic® HMP Software Release 1.1WIN, the Dialogic® HMP Software will show up as more than one item on the **Add or Remove Programs** utility. You must uninstall the base release, Feature Pack, and Service Update in the reverse order of how they were installed. In other words, the last item installed should be the first item uninstalled. So you would remove the Service Update or Feature Pack first, and then remove the base release. You must reboot after each uninstall.

2.1.2 Installing and Configuring Windows® SNMP Service

If you intend to use the SNMP agent software (for a description, see [Section 2.1.4, “Determining Which Features to Install”](#), on page 20) and Windows® SNMP Service has *not* already been installed, you must install and configure the Windows® SNMP Service on both the managed node and the network management station *before* installing the Dialogic® HMP Software release and SNMP agent software.

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

Installing SNMP Service

The following steps describe how to install Windows® SNMP service:

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

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

Configuring SNMP Service

Follow the steps below to configure Windows® SNMP Service:

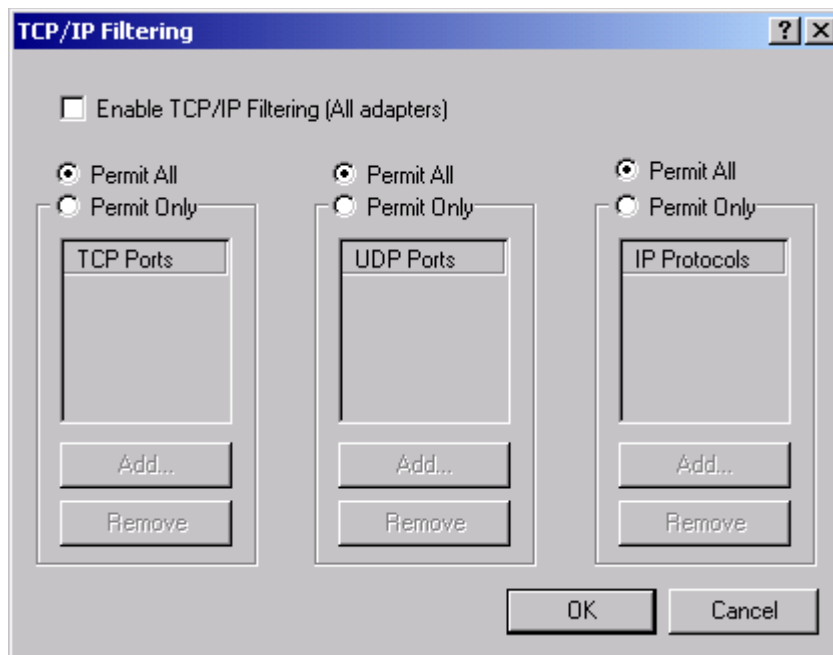
1. Invoke the **Control Panel**.
2. Select **Administrative Tools**.
3. Select **Services**.
4. Select **SNMP Service**.
5. Choose the **Agent** tab.
6. Enter **Contact** and **Location**.
7. Choose the **Traps** tab.
8. Enter **Community Name**: `public`.
Note: In the interest of enhanced security,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

2.1.3 Checking TCP Port Availability

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

1. On your desktop, right click the **My Network Places** icon and select **Properties**. The Network Connections window appears.
2. Right click **Local Area Connection** and select **Properties**. The Local Area Connection Properties window appears.
3. Select **Internet Protocol (TCP/IP)** and click the **Properties** button. The Internet Protocol (TCP/IP) Properties window appears.
4. Click the **Advanced...** button on the bottom right of this window. The Advanced TCP/IP Settings window appears.
5. Select the **Options** tab, select **TCP/IP filtering**, and click the **Properties** button.
6. The TCP/IP Filtering window appears (see Figure 1). This window tells you which ports the system uses.

Figure 1. TCP/IP Filtering



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

2.1.4 Determining Which Features to Install

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

- **Development Package (SDK)** – This option installs the programmatic APIs, libraries, and header files for HMP, including call control, fax, and media. If you plan to write and compile applications without executing them using the runtime components, you can select this option alone. The Development Package option does not install the drivers, firmware, parameters, and other files needed to for HMP at runtime. If you plan to develop applications and execute them you must also select this and the Core Runtime Package option.
- **Core Runtime Package** – This option installs the device drivers, firmware, parameters, and other files needed to execute an application that uses Dialogic® HMP Software Release 3.0WIN. Select this option if you plan to run pre-developed and pre-compiled applications on the system. You can select this option without selecting the Development Package (SDK) option. If you plan to write and compile and execute applications you must also select the Development Package (SDK) option.

Note: In most cases, if you select the Core Runtime Package, you should also select the License Package. The only exception is for advanced users who already have a FLEXnet licensing server and want to use it for licensing Dialogic® HMP Software as well as other software applications. For more information, see the description of the next item: License Package.

Note: The Core Runtime Package installs the SS7 functionality; however, you must install the SS7 software in order to have full SS7 functionality. The SS7 protocol stack and drivers for the SS7 boards are not included in the Dialogic software releases. They are part of a separate software package that must be installed and operational prior to starting board detection/initialization. This software package provides support for the **Dialogic® SS7HDP, SPC14, and SPC12S SS7 boards** and can be downloaded from the following Dialogic Web site.

<http://lonwebdev2.dialogic.com/support/helpweb/signaling/software2.htm>

For more information about SS7 board support, refer to the “Support for SS7 Functionality” section in the *Dialogic® Host Media Processing Software Release 3.0WIN Release Update*. For more information about SS7 configuration and initialization, see the *Dialogic® Global Call SS7 Technology Guide*. Also, see the following Dialogic Web site:

http://www.dialogic.com/products/signalingip_ss7components/signaling_software.htm

- **License Package** – This package combines a few components from the FLEXnet (third party) package with additional components (a vendor daemon) necessary to run a local standalone licensing server that can serve Dialogic® HMP Software licenses. In most cases, you should select this option.

However, it is possible to set up a single FLEXnet licensing server on a remote host to serve multiple hosts, some of which may be using FLEXnet licensing to protect packages other than Dialogic® HMP Software. If you already have a FLEXnet licensing server that you want to use

for licensing Dialogic® HMP Software as well as other software applications, you do not need to select this option (and probably should not select it – see the Note below). You will only need the vendor daemon and license files supplied separately on the Dialogic® HMP Software Release 3.0WIN CD or download. These files will only need to be used on your existing FLEXnet license server that will serve Dialogic® HMP Software.

Note: If you are using FLEXnet licensing for other products, you may not be able to use the License Package option and you must consult the *FLEXnet Licensing End User Guide* before installing Dialogic® HMP Software Release 3.0WIN software and when setting up your system. The *FLEXnet Licensing End User Guide* is available at: http://www.macrovision.com/support/by_catagory/Software_Licensing.shtml.

- **Circuit Connectivity Runtime Package** – This option provides support for the following board groups:

- Dialogic® DNI300TEPHMP, DNI601TEPHMP, and DNI1200TEPHMP boards
- Dialogic® DSI162HMP, and DSI162LGNHMP boards

You can also select either board group separately (Dialogic® DNI boards or Dialogic® DSI boards):

- **Dialogic® DNI Boards** – This option provides support for Dialogic® DNI300TEPHMP, DNI601TEPHMP, and DNI1200TEPHMP boards. The Dialogic® DNI boards are a plug-in PCI card product based on Dialogic® DM3 architecture and designed specifically to integrate up to four T1/E1 circuit network interfaces with the Dialogic® HMP Software environment.

This option includes the ISDN protocols and Global Call protocols. The Global Call Protocols provide analog and E1/T1 CAS/R2 protocols for a variety of countries and switches.

If you select the Circuit Connectivity Runtime Package, both the Dialogic® DNI and DSI board options are automatically selected, but if you are only using boards from one group, you can deselect the other.

- **Dialogic® DSI Boards** – This option provides support for the Dialogic® DSI162HMP and DSI162LGNHMP boards. These are digital PBX interface boards designed to operate with either the Dialogic® HMP Software via the CT bus in the HMP mode, or operate with traditional media processing boards in a CT Bus environment, independent of Dialogic® HMP Software, in a stand alone mode. Used in combination with either the Dialogic® HMP Software or traditional media processing boards, the Dialogic® DSI162HMP and DSI162LGNHMP boards provide media server capability to the PBX for such applications as voicemail, auto-attendant, unified messaging, interactive voice response (IVR), speech recognition, and fax.

If you select the Circuit Connectivity Runtime Package, both the Dialogic® DNI and DSI board options are automatically selected, but if you are only using boards from one group, you can deselect the other.

- **Demos** – Select this option to install all the Dialogic® HMP demo applications. You must install the Core Runtime Package to be able to run the demos and the Development Package to be able to recompile them. However, it is not always necessary to recompile the demos. The following demos are included:
 - Dialogic® Audio Conferencing API (called “Conference Demo” on the Demos menu)
 - Dialogic® Conferencing using the cnf_API
 - Dialogic® Continuous Speech Processing (CSP) API (called “CSP Demo” on the Demos menu)

Installing the Dialogic® HMP Software

- Dialogic® Global Call API (called “GlobalCall Demo” on the Demos menu)
- Dialogic® IP Media Server Demo
- Dialogic® IP Gateway (Global Call) (called “Gateway Demo” on the Demos menu)
- MSML
- Dialogic® Multimedia
- Dialogic® Voice (Ansrmt Demo, Voice Demo, Xaansr Demo)

Demonstration programs are provided to demonstrate the functionality and features of HMP Software and serve as examples of application programming using the Dialogic® HMP Software 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 the \demos directory following installation of Dialogic® HMP Software Release 3.0WIN. The demos can be accessed via **Start > Programs > Dialogic HMP > Demos**. Refer to the documentation provided for each demo.

- **SNMP Component Manager** – Select this option to install the Management Information Bases (MIBs) required by an SNMP manager to remotely manage Dialogic® HMP Software. This option is meant for a separate machine setup to be the remote SNMP manager of Dialogic® HMP Software. This option is not required on the managed node (the Dialogic® HMP Software being managed remotely via SNMP). The managed node will get what it needs from the Core Runtime Package option. This option provides the following proprietary and standard MIBs:
 - Hardware Information MIB
 - Dialogic® DM3 Extended Platform MIB
 - DS-1 MIB - proprietary and standard (RFC 2495)
 - ISDN MIB
 - MIB-2 Module - standard (RFC 1213)
 - R4 Device Information MIB

Note: Because the Dialogic® HMP Software user documentation is now available on the web, the documentation will no longer be available as an installable option (on the Select Features screen) as it has been in the past. This is to ensure that only the most current documentation is accessed. When you install the Dialogic® HMP Software, a shortcut to the website containing the user documentation will be placed on the Start menu as follows: **Start > Programs > Dialogic HMP > Documentation > User Documentation**. Any user documentation that was installed with a previous release will be removed.

2.2 Order of Procedures

The order of procedures for installing Dialogic® HMP Software Release 3.0WIN is as follows:

1. Make sure all relevant prerequisites described in [Section 2.1, “Prerequisites for Dialogic® HMP Software Installation”](#), on page 15 are met.
2. Refer to [Section 1.1, “Choosing the Appropriate Installation Procedure”](#), on page 11. Then install the software using **one** of the following procedures:
 - [Section 2.3, “Performing a Full Install of the Software”](#), on page 23.
 - [Section 2.4, “Performing an Update Install”](#), on page 26
 - [Section 2.5, “Performing a Silent Install”](#), on page 28

For more information about the features you can install, refer to [Section 2.1.4, “Determining Which Features to Install”](#), on page 20.

2.3 Performing a Full Install of the Software

This section contains the procedure for performing a full install of Dialogic® HMP Software Release 3.0WIN. If you have an older version of Dialogic® HMP Software Release 3.0WIN on your system, use the procedure in [Section 2.4, “Performing an Update Install”](#), on page 26. If you have an earlier version of Dialogic® HMP Software on your system (Dialogic® HMP Software Release 2.0WIN or Dialogic® HMP Software Release 1.1WIN), you must uninstall it before installing Dialogic® HMP Software Release 3.0WIN (refer to [Section 2.1.1, “Uninstalling a Previous Release”](#), on page 16).

- Notes:**
1. Make sure you’ve satisfied all the prerequisites before installing the software. Prerequisites are described in [Section 2.1, “Prerequisites for Dialogic® HMP Software Installation”](#), on page 15. For more information about the features you can install, refer to [Section 2.1.4, “Determining Which Features to Install”](#), on page 20.
 2. If you had a previous Dialogic® System Software release or Dialogic® HMP Software release installed (and you uninstalled it), a cleanup utility will run automatically as the install runs. For more information about this utility, see [Section 4.8, “Uninstall Cleanup Utility”](#), on page 48.
 3. You may see a **Security Alert - Driver Installation** message during installation. This is just a warning message, and Dialogic® HMP Software will install properly after you click Yes. For more information, refer to [Security Alert - Driver Installation in Section 4.2, “Error Messages”](#), on page 41. If you want to prevent this message from appearing, refer to [Section 4.5, “Disabling the Windows® Driver Signing Check”](#), on page 45.

To install Dialogic® HMP Software Release 3.0WIN on your system, perform the following:

1. Exit all other programs you may have running.
2. Insert the Dialogic® HMP Software Release 3.0WIN CD-ROM in your system or download the software from the website <http://www.dialogic.com/support/helpweb/dxall/HMP/default.htm>.

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

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

Installing the Dialogic® HMP Software

3. A navigation screen appears, giving you the following options:
 - View user documentation
 - Install Dialogic® HMP Software
 - Go to the Support website

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

If an earlier release of Dialogic® HMP Software or any Dialogic® System Software release is on your system, the install will detect it and a message will appear telling you to uninstall it. The install will abort so you can uninstall the older release. Then you must restart the install.

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

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

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

Note: The *\Dialogic\HMP* path sequence will be appended to the destination folder you select.

6. The Select Features screen appears.

When you click on an item in the list, a brief description of it appears on the right side of the screen. Descriptions of these features are also provided in the install's online help (press F1 to access it) and in [Section 2.1.4, "Determining Which Features to Install"](#), on page 20.

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

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

- **IONA ORBacus Version 4.0.5** – ORBacus is IONA's pure CORBA ORB for applications that do not require the extensive enterprise services included with the Application Server Platform. For more information and user documentation, go to this IONA Technologies website: <http://www.orbacus.com>.
- **Tcl/Tk Version 8.3.4** – Tcl (Tool Command Language) is a scripting language for a wide variety of integration application needs: build a GUI, embed Tcl in your application, create a multi-threaded application, or develop a cross-platform program. For more information, go to the Tcl Developer Xchange website: <http://tcl.activestate.com>.
- **Xerces XML Version 1.1** – Xerces provides XML parsing and generation. For more information, go to <http://xml.apache.org>.
- **ICU Support Libraries Version 1.4.0** – The International Components for Unicode (ICU) libraries provide robust and full-featured Unicode services on a wide variety of platforms. ICU supports the most current version of the Unicode standard, and they provide support for supplementary Unicode characters (needed for GB 18030 repertoire support). ICU is an open source development project sponsored, supported, and used by IBM. For more information, go to <http://www-306.ibm.com/software/globalization/icu>.
- **FLEXnet Publisher Licensing Toolkit Version 10.1.3** – A few components from this third party software are combined with additional components (a vendor daemon) necessary to run a local standalone licensing server that can serve Dialogic® HMP

Software licenses. For more information, refer to [Section 2.1.4, “Determining Which Features to Install”](#), on page 20 and go to <http://www.macrovision.com/products/flexnet>.

- **Red Hat Cygwin Version 1.3.6** – For more information, go to <http://www.redhat.com/software/cygwin/>.
- **Microsoft® MFC/Other Redistributables Version 6.2** – For more information, go to <http://www.microsoft.com>.

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

8. The Select Program Folder screen shows the Program Folder where the installation will add program icons. You can accept the default folder name, type a new folder name, or select a folder from the existing folders list. Click **Next** to continue.
9. The Start Copying Files screen shows you a summary of the features you’ve selected. If you’re satisfied with them, click **Next** to start copying files. If you want to make changes, click **Back** to go to a previous screen.
10. A Setup Status screen will show the progress of the installation. This screen also shows you what is being installed and where it is being installed.
 - Note:** The Setup Status screen will indicate that all files are being installed. This is not actually the case. Files that have changed will be updated based on version/timestamp. The InstallShield engine processes each file that was previously installed and compares the version/timestamp on the system to that in the build. If the file in the build has a higher version number or later timestamp, then the file will be installed. Otherwise, the InstallShield engine skips to the next file. The Setup Status screen incorrectly indicates that all files are being installed. This is a known issue with InstallShield Software.
 - Note:** Right before the file copying starts, the setup will run a cleanup utility where old content possibly left from a previous release will be detected and removed. For more information about the cleanup utility, refer to [Section 4.8, “Uninstall Cleanup Utility”](#), on page 48.
11. The Setup Complete window displays after all the files are copied onto your hard drive. This window will indicate whether a reboot is required. If a reboot is required, you must choose whether you want to reboot now or later. (If you choose to reboot later you must manually reboot the system before the installation will be complete.) If you installed the software from a CD, remove it from the drive. Click **Finish** to complete the installation process.

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

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

- Verify that you have set up the Dialogic® HMP Software properly. Refer to [Section 2.6, “Verifying the Installation Using the Dialogic® IP Media Server Demo”](#), on page 34. This activity is optional, but recommended.
- Obtain, install, and activate a license. Refer to the *Dialogic® Host Media Processing Software Release 3.0WIN Administration Guide*. This step is required. You must do this before you can use the Dialogic® HMP Software.
- Check the default IP address to make sure it is suitable for your needs (refer to the *Dialogic® Host Media Processing Software Release 3.0WIN Administration Guide*). On systems that

Installing the Dialogic® HMP Software

have multiple NICs with multiple IPs, it is possible that the default IP address picked by the Dialogic® HMP Software may not be the IP address best suited for your purposes. Therefore, **after installation, reboot, and before starting Dialogic® HMP Software**, you should check the default IP address and change it, if necessary, to suit your specific needs. The system will remember the selected default IP address and associated NIC controller so you do not need to check the address on subsequent reboots unless you want to assign a different default IP address. Also, the IP address used by the Dialogic® HMP Software is obtained by the DHCP Windows® Client Service before the Dialogic® HMP Software starts. Be sure that DHCP is enabled on your system.

- Start the Dialogic® Configuration Manager (DCM). The DCM will detect the Dialogic® HMP Software and automatically find the licensed configuration settings. DCM also allows you to start the Dialogic® HMP Software. This step is required. You must do this before you can use the Dialogic® HMP Software. For more details, refer to the *Dialogic® Host Media Processing Software Release 3.0WIN Administration Guide*.

2.4 Performing an Update Install

If you have an existing version of Dialogic® HMP Software Release 3.0WIN on your system and want to update it with a later version of Dialogic® HMP Software Release 3.0WIN, follow the procedure in this section. However, you cannot upgrade from one major release to another. So if you have Dialogic® HMP Software Release 2.0WIN or Release 1.1 on your system, you cannot upgrade to Dialogic® HMP Software Release 3.0WIN. You must uninstall any earlier major release (see [Section 2.1.1, “Uninstalling a Previous Release”](#), on page 16) and then use the procedure in [Section 2.3, “Performing a Full Install of the Software”](#), on page 23.

The update install gives you the latest software for the features that you selected when you did the full install of the Dialogic® HMP Software Release 3.0WIN that is currently on your system. If you want an additional feature that wasn't previously installed (for example, Demos), first perform the update install and then perform the procedure in [Section 2.7, “Adding or Removing Installed Features”](#), on page 35.

Note: Make sure you've satisfied all the relevant prerequisites before installing the software. Prerequisites are described in [Section 2.1, “Prerequisites for Dialogic® HMP Software Installation”](#), on page 15. For information about the various installation scenarios, refer to [Section 1.1, “Choosing the Appropriate Installation Procedure”](#), on page 11. For more information about the features you can install, refer to [Section 2.1.4, “Determining Which Features to Install”](#), on page 20.

1. Exit all other programs you may have running. If Dialogic® HMP Software is currently running, close all telephony applications that are currently running in the system and stop the system. The Dialogic® HMP Software is stopped using the DCM. From the DCM main window, click the **Stop System** option from the System pull-down menu or click the **Stop All Enabled Devices** icon. Then close DCM by clicking the close button at the upper right corner of the DCM window.

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

If you do not stop the Dialogic® HMP Software, setup will automatically stop the Dialogic® HMP Software. However, if DCM is still open, setup will inform you (with a popup message,

see Figure 7) that it is open, and exit. At that point, you can close DCM and restart the installation procedure.

2. Insert the Dialogic® HMP Software Release 3.0WIN CD-ROM in your system or download the software from the website <http://www.dialogic.com/support/helpweb/dxall/HMP/default.htm>.

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

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

3. A navigation screen appears, giving you options such as viewing the user documentation on the web, installing the Dialogic® HMP Software, or going to the Support website.

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

4. The Welcome screen appears. It shows the version number of the currently installed software and the version number of the software that you are about to install. Click **Next**.
5. The Start Copying Files screen appears. This screen shows you the components (features) that are currently installed. These components will be updated. If you want to add or remove any components, finish the update install first, then use the procedure in [Section 2.7, “Adding or Removing Installed Features”](#), on page 35. To start updating the software, click **Next**.
6. A Setup Status screen will show the progress of the installation. This screen also shows you what is being installed and where it is being installed.

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

7. The Update Complete window displays after all the files are copied onto your hard drive. This window will indicate whether a reboot is required. If a reboot is required, you must choose whether you want to reboot now or later. (If you choose to reboot later you must manually reboot the system before the install will be complete.) If you installed the software from a CD, remove it from the drive. Click **Finish** to complete the installation process.

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

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

- Verify that you have set up the Dialogic® HMP Software properly. Refer to [Section 2.6, “Verifying the Installation Using the Dialogic® IP Media Server Demo”](#), on page 34. This activity is optional, but recommended.

Installing the Dialogic® HMP Software

- Obtain, install, and activate a license. Refer to the *Dialogic® Host Media Processing Software Release 3.0WIN Administration Guide*. This step is required. You must do this before you can use the Dialogic® HMP Software.
- Check the default IP address to make sure it is suitable for your needs (refer to the *Dialogic® Host Media Processing Software Release 3.0WIN Administration Guide*). On systems that have multiple NICs with multiple IPs, it is possible that the default IP address picked by the Dialogic® HMP Software may not be the IP address best suited for your purposes. Therefore, **after installation, reboot, and before starting Dialogic® HMP Software**, you should check the default IP address and change it, if necessary, to suit your specific needs. The system will remember the selected default IP address and associated NIC controller so you do not need to check the address on subsequent reboots unless you want to assign a different default IP address. Also, the IP address used by the Dialogic® HMP Software is obtained by the DHCP Windows® Client Service before the Dialogic® HMP Software starts. Be sure that DHCP is enabled on your system.
- Start the DCM. DCM will detect the Dialogic® HMP Software and automatically find the licensed configuration settings. DCM also allows you to start the Dialogic® HMP Software. This step is required. You must do this before you can use the Dialogic® HMP Software. For more details, refer to the *Dialogic® Host Media Processing Software Release 3.0WIN Administration Guide*.

2.5 Performing a Silent Install

This section contains the following information:

- [Introduction](#)
- [Creating an InstallShield Response File](#)
- [Using the InstallShield Response File](#)
- [Usage Guidelines](#)
- [Defining the Destination Directory](#)

2.5.1 Introduction

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

Note: A **Security Alert - Driver Installation** message may appear during installation. Therefore, if you want to perform a silent install, you must disable the Windows® Driver Signing check. Refer to [Section 4.5, “Disabling the Windows® Driver Signing Check”](#), on page 45.

2.5.2 Creating an InstallShield Response File

This procedure describes how to create an InstallShield response file, which is named *setup.iss* and is recorded to your Windows® directory (environment variable *%WINDIR%*¹) by default. The response file captures all your responses during an interactive install. Once you create this file, you can use it on other machines to silently install the software the same way you installed the software when you created the response file.

Note: You can give the response file a name other than *setup.iss* and have it recorded to another directory. To do this, specify the new name and path by using the */f1* option on the command line (See [Step 3](#) below). If you just specify a name and not a path, the response file will be recorded to your Windows directory as the name you specified. You must then also use the */f1* option during the silent install as described in [Section 2.5.3, “Using the InstallShield Response File”](#), on page 30.

1. Open a Windows® DOS command prompt.
2. Change into the root directory of the Dialogic® HMP Software build media (the CD or downloaded files), which is where *setup.exe* is located.
3. Depending on where you want response file recorded, run one of the following commands:

```
setup /r
```

This command records the response file to the default location and gives it the default name.

```
setup /r /f1".\hmp.iss"
```

This command names the response file *hmp.iss* and records it to the current directory.

```
setup /r /f1"c:\hmp.iss"
```

This command names the response file *hmp.iss* and records it to a specific directory.

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

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

5. Once the installation has completed, the response file will be present on your system. The response file name and location will depend on the command line executed in [Step 3](#).

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

Installing the Dialogic® HMP Software

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

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

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

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

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

To use this response file to install the Dialogic® HMP Software Release 3.0WIN software, follow the procedure in [Section 2.5.3, "Using the InstallShield Response File"](#), on page 30.

2.5.3 Using the InstallShield Response File

This section describes how to use the InstallShield response file you created with the procedure given in [Section 2.5.2, "Creating an InstallShield Response File"](#), on page 29.

Note: This procedure uses the default response filename *setup.iss*. If you have used a different name for the response file, make sure you use that name in any commands.

1. Open a Windows® DOS command prompt and change into the root directory of the Dialogic® HMP Software build media (the Dialogic® HMP Software CD or downloaded files), which is where *setup.exe* is located.
2. Depending on where the *setup.iss* file is located, you will run one of the following commands:

- If *setup.iss* is in the root directory of the build media, run

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

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

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

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

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

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

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

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

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

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

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

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

3. Since this is a silent install, there will be no immediate, obvious way of telling whether the command you just entered is installing the software. However, you can look at one or both of the following to check the status:
 - the InstallShield log file you created (named *setup.log* by default) in the previous step using the /f2 option
 - the installation log file located in %TEMP%\DlgcInstall.log

For more information, refer to [Section 4.3, "Installation Log Files"](#), on page 44.

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

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

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

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

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

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

- Verify that you have set up the Dialogic® HMP Software properly. Refer to [Section 2.6, "Verifying the Installation Using the Dialogic® IP Media Server Demo"](#), on page 34. This activity is optional, but recommended.
- Obtain, install, and activate a license. Refer to the *Dialogic® Host Media Processing Software Release 3.0WIN Administration Guide*. This step is required. You must do this before you can use the Dialogic® HMP Software.
- Check the default IP address to make sure it is suitable for your needs (refer to the *Dialogic® Host Media Processing Software Release 3.0WIN Administration Guide*). On systems that have multiple NICs with multiple IPs, it is possible that the default IP address picked by the Dialogic® HMP Software may not be the IP address best suited for your purposes. Therefore, **after installation, reboot, and before starting Dialogic® HMP Software**, you should check the default IP address and change it, if necessary, to suit your specific needs. The system will

Installing the Dialogic® HMP Software

remember the selected default IP address and associated NIC controller so you do not need to check the address on subsequent reboots unless you want to assign a different default IP address. Also, the IP address used by the Dialogic® HMP Software is obtained by the DHCP Windows® Client Service before the Dialogic® HMP Software starts. Be sure that DHCP is enabled on your system.

- Start the DCM. The DCM will detect the Dialogic® HMP Software and automatically find the licensed configuration settings. DCM also allows you to start the Dialogic® HMP Software. This step is required. You must do this before you can use the HMP Software. For more details, refer to the *Dialogic® Host Media Processing Software Release 3.0WIN Administration Guide*.

2.5.4 Usage Guidelines

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

Additional switches are as described in Table 3. Following are some usage guidelines:

- 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.
- When using the */s* option, a log file is created in the same folder as the response file (*setup.iss*). The log file has the default name *setup.log* if the */f2* switch is not provided along with */f1*.
- 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 *C:\Program Files\Dialogic\HMP*. Refer to [Section 2.5.5, “Defining the Destination Directory”](#), on page 33 for information on defining the destination directory.

Table 3. Additional Switches

Additional Switches	Description
/r	Record mode In order to run a Standard-project installation program in silent mode, one must first run Setup.exe with the /r switch to generate a response file, which stores information about the data entered and options selected by the user at run time. Running a Standard installation program with the command Setup.exe /r displays all the runtime dialog boxes, and stores the data in a file called Setup.iss, generated inside the system's Windows folder. To specify an alternative response file name and location, use the /f1 argument, described below.

Table 3. Additional Switches (Continued)

Additional Switches	Description
/s	<p>Silent mode</p> <p>Install “silently” (i.e., without any screen output)</p> <p>The command <code>Setup.exe /s</code> runs the installation in silent mode, by default based on the responses contained in a response file called <code>Setup.iss</code> in the same directory (response files are generated by running <code>Setup.exe</code> with the <code>/r</code> option). To specify an alternative file name or location of the response file, use the <code>/f1</code> option, described below.</p>
/f1<path\ResponseFile>	<p>Specifies an alternate location and name of the response file (.iss file). If this option is used with the <code>/s</code> option, the response file (e.g., <code>setup.iss</code>) is read from the folder/file specified by <code><path\ResponseFile></code>.</p> <p>Using the <code>/f1</code> argument allows one to specify where the response file is (or where it should be generated) and what its name is, as in <code>Setup.exe /s /f1"C:\Temp\Setup.iss"</code>. The <code>/f1</code> switch is available both when creating a response file (with the <code>/r</code> option) and when using a response file (with the <code>/s</code> option).</p>
/f2<path\LogFile>	<p>Specifies an alternate location and name of the log file created when used with the <code>/s</code> option. By default, the log file (<code>setup.log</code>) is created and stored in the same directory as that of <code>setup.exe</code>. This option must be used when the setup program is invoked from a read-only medium (e.g., CD-ROM).</p> <p>When running a Standard-project installation program in silent mode (using the <code>/s</code> argument), the log file <code>Setup.log</code> is generated by default in the same directory as the response file. The <code>/f2</code> argument allows one to specify an alternative log file location and file name, as in <code>Setup.exe /s /f2"C:\Setup.log"</code>.</p>

2.5.5 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\HMP`. 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 /s /f2"a:\somedir\somedir.log"
```

This example creates the directory `a:\somepath` and logs setup information to `a:\somedir\somedir.log`.

2.6 Verifying the Installation Using the Dialogic® IP Media Server Demo

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

Note: This step is optional, but recommended. If you want to skip this step, the next thing to do is obtain, install, and activate a license. Refer to the *Dialogic® Host Media Processing Software Release 3.0WIN Administration Guide* for details.

To run the verification demo (the Dialogic® IP Media Server demo), perform the following:

1. Use the DCM to start the Dialogic® HMP Software. DCM will detect the verification license that will allow you to use the demo. This verification license was automatically installed and activated when you installed the Dialogic® HMP Software.

The DCM can be accessed from the Windows® Start menu (**Start > Programs > Dialogic HMP > Configuration Manager - DCM**). Once you see the main DCM screen, click on the button with the green triangle. This will start the Dialogic® HMP Software. If you need more information about starting DCM or using the DCM GUI, refer to the *Dialogic® Host Media Processing Software Release 3.0WIN Administration Guide*.

2. Start the Dialogic® IP Media Server Demo. The Dialogic® IP Media Server Demo can be started from the Windows® Start menu (**Start > Programs > Dialogic HMP > Demos > IP Media Server Demo**).
3. After you start the demo, a command prompt window will open and you will see the demo. The demo is short and simple and in this context is intended only to confirm that you have properly installed the Dialogic® HMP Software. No input is required from you until you are prompted to quit the demo by entering **q**.

If the demo does not run, check to make sure you have started the Dialogic® HMP Software. The main DCM window should have a status message of “Running” at the bottom. If the demo still does not run in a manner similar to Figure 2, the Dialogic® HMP Software may not be installed properly. Consult [Chapter 4, “Troubleshooting”](#) or contact technical support as necessary.

For more details about this demo, refer to the *Dialogic® IP Media Server Demo Guide*. However, you do not need to refer to the Demo Guide if you are only running this demo to verify the installation.

After you verify the installation by running the Dialogic® IP Media Server Demo, you must obtain, install, and activate an evaluation, trial, or purchased license. Refer to the *Dialogic® Host Media Processing Software Release 3.0WIN Administration Guide*.

2.7 Adding or Removing Installed Features

If you want to add or remove the features you chose when you installed Dialogic® HMP Software Release 3.0WIN, use one of the following procedures:

- [Using Add/Remove Programs](#)
- [Rerunning the Setup Program](#)

- Notes:**
1. It is recommended that you back up the drive on which the software is installed before you proceed.
 2. A log file captures what happens during this process. For more information, refer to [Section 4.3, “Installation Log Files”](#), on page 44.

2.7.1 Using Add/Remove Programs

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

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

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

If you do not stop the Dialogic® HMP Software, setup will automatically stop the Dialogic® HMP Software. However, if DCM is still open, setup will inform you (with a popup message, see Figure 7) that it is open, and exit. At that point, you can close DCM and restart the installation procedure (to add or remove features).

2. Invoke the **Control Panel** and select **Add/Remove Programs**. In the list of currently installed programs, select the name of the Dialogic® HMP Software release.
3. Click **Change**.
4. The Select Features screen will appear. The items that are already installed will be checked. Select additional items or de-select (un-check) items. Note that if you select new items, the original distribution medium used to install the Dialogic® HMP Software Release 3.0WIN software must be available (CD or network share). If you de-select an item, it will be uninstalled.
5. When you are finished making your selections on the Select Features screen, click **Next**.
A Setup Status screen will show the progress of the maintenance action. This screen also shows you what is being installed and where it is being installed.
6. After the software has been modified, you will see the Maintenance Complete screen. This screen will indicate whether a reboot is required. If a reboot is required, choose to reboot now. (If you choose to reboot later you must manually reboot the system before the install will be

Installing the Dialogic® HMP Software

complete.) If you inserted a CD to add features, remove it from the drive. Click **Finish** to proceed.

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

2.7.2 Rerunning the Setup Program

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

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

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

If you do not stop the Dialogic® HMP Software, setup will automatically stop the Dialogic® HMP Software. However, if DCM is still open, setup will inform you (with a popup message, see Figure 7) that it is open, and exit. At that point, you can close DCM and restart the installation procedure (to add or remove features).

2. Rerun the setup program by doing one of the following:
 - Insert the CD-ROM with the Dialogic® HMP Software Release 3.0WIN software and select **Install Software** from the navigation screen.
 - Locate and run the *setup.exe* file for Dialogic® HMP Software Release 3.0WIN.
3. An InstallShield Wizard screen appears.

Select **Modify** and click **Next**.

Note: A procedure for using the Repair option is given in [Section 4.7, “Repairing an Installation”](#), on page 47. A procedure for removing the software is given in [Chapter 3, “Uninstalling the Software”](#).

4. The Select Features screen will appear. The items that are already installed will be checked. Select additional items or de-select (un-check) items. Note that if you select new items, the original distribution medium used to install the Dialogic® HMP Software Release 3.0WIN software must be available (CD or network share). If you de-select an item, it will be uninstalled.
5. When you are finished making your selections on the Select Features screen, click **Next**. You will see a progress bar which shows that the change(s) you requested are being made.
6. After the software has been modified, you will see a Maintenance Complete screen. This screen will indicate whether a reboot is required. If a reboot is required, choose to reboot now. (If you choose to reboot later you must manually reboot the system before the install will be

complete.) If you inserted a CD to add features, remove it from the drive. Click **Finish** to proceed.

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

Installing the Dialogic® HMP Software

This chapter describes how to uninstall Dialogic[®] Host Media Processing (HMP) Software Release 3.0WIN.

- Notes:**
1. You should consider backing up the drive on which the Dialogic[®] HMP Software is installed before you proceed.
 2. Be sure to back up all configuration files, diagnostic data, and log files you wish to save from the *Dialogic\HMP* directory because this whole directory structure will be removed by the uninstall.
 3. A log file captures what happens during the uninstall. For more information, refer to [Section 4.3, “Installation Log Files”](#), on page 44.

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

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

If you do not stop the Dialogic[®] HMP Software, setup will automatically stop the Dialogic[®] HMP Software. However, if DCM is still open, setup will inform you (with a popup message, see Figure 7) that it is open, and exit. At that point, you can close DCM and proceed with the uninstall procedure.

2. Invoke the **Control Panel** and select **Add/Remove Programs**. In the list of currently installed programs, select the Dialogic[®] HMP Software Release 3.0WIN release.
3. Click **Remove**.
4. A Confirm Uninstall popup will appear, explaining what will be removed and suggesting you back up anything you might want to preserve. Click **OK** to proceed with the uninstall or click **Cancel** to cancel the uninstall.

If you click **OK**, you will see a progress bar which shows that the software is being uninstalled.

5. The Maintenance Complete window appears. This window will indicate whether a reboot is required. If a reboot is required, you must choose whether you want to reboot now or later. (If you choose to reboot later you must manually reboot the system before the uninstall will be complete.) Click **Finish** to proceed.
6. If the Maintenance Complete window did not say you had to reboot, you are finished with the uninstall. If you had to reboot, after you reboot the system, log in as a system administrator and a cleanup utility will run automatically. This cleanup utility is needed because the uninstall

Uninstalling the Software

does not delete files or registry keys created after the install has completed. These remaining files result in the HMP directory structure not being deleted by the uninstall. For more information, refer to [Section 4.8, “Uninstall Cleanup Utility”](#), on page 48.

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

If you want to clear **all** of the Dialogic[®] HMP Software-related entries from the hidden devices in the device manager, you must reboot again. Because these remaining entries will not affect the computer, rebooting at this point is your choice.

This chapter provides the following troubleshooting information:

- [General Guidelines](#) 41
- [Error Messages](#) 41
- [Installation Log Files](#) 44
- [APIC Timer Incompatible](#) 44
- [Disabling the Windows® Driver Signing Check](#) 45
- [Board Detection Fails When a Board is Installed After the Dialogic® HMP Software](#) 46
- [Repairing an Installation](#) 47
- [Uninstall Cleanup Utility](#) 48

4.1 General Guidelines

Refer to [Section 2.1, “Prerequisites for Dialogic® HMP Software Installation”](#), on page 15 and make sure that all of the necessary procedures were performed. You can also check the online Release Update for the latest information about any issues, restrictions, or limitations that may affect the installation.

Solutions to many problems can be found in the technical notes on the Dialogic Support web site at:

<http://www.dialogic.com/support/helpweb/dxall/tnotes/new/default.htm>

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](#)
- [Update Install](#)
- [APIC Timer](#)
- [Silent Install](#)
- [Security Alert - Driver Installation](#)
- [Open Application Detected](#)
- [Other Event Driven Errors](#)

Conditions Preventing Installation

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

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

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

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

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

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

This message can appear during the install or when you modify the install (add options). Refer to the Release Guide for system requirements. Also, the Select Features 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

FLEXnet Publisher Licensing Toolkit Version 10.1.3

Red Hat Cygwin version 1.3.6

Microsoft® MFC/Other Redistributables Version 6.2

For more information about third party software, please refer to the Installation 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 Dialogic® HMP Software and allows you to exit the software installation program without installing anything. For more information about third party software, refer to [Section 2.3, “Performing a Full Install of the Software”](#), on page 23.

Update Install

If you have an existing version of Dialogic® Host Media Processing (HMP) Software Release 3.0 WIN on your system it is possible to update the release with a later version of Dialogic® HMP Software Release 3.0WIN (see [Section 2.4, “Performing an Update Install”](#), on page 26). However, you cannot upgrade from one major release to another. If you try to do so, you will get an error message.

So if you have Dialogic® HMP Software Release 2.0WIN or Dialogic® HMP Software Release 1.1 on your system, you cannot upgrade to Dialogic® HMP Software Release 3.0WIN. If you have Dialogic® HMP Software Release 3.0WIN on your system, you cannot upgrade to the next *major* release. You must uninstall any earlier major release before uninstalling a new major release.

APIC Timer

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

The local APIC timer is incompatible with this release. The setup program will now disable the Dialogic® HMP Software APIC driver.

When the APIC driver is disabled, Dialogic® HMP Software falls back to the software-based timer and HMP operation may be erratic or impossible if more than a few channels are used. Refer to [Section 4.4, “APIC Timer Incompatible”](#), on page 44 for more information.

Silent Install

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

Security Alert - Driver Installation

You may see a “Security Alert - Driver Installation” message during installation. This is just a warning message, and Dialogic® HMP Software will install properly after you click **Yes**. If you want to prevent this message from appearing, refer to [Section 4.5, “Disabling the Windows® Driver Signing Check”](#), on page 45. If you plan to perform a silent installation, you *must* disable the Windows® driver signing check.

Open Application Detected

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

Other Event Driven Errors

These error messages are in bold type with an explanation following the error message:

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

Troubleshooting

the environment variable (Path) by <svName> characters and run the setup again. The setup will now abort.

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

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

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

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

4.3 Installation Log Files

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

The *DlgcInstall.log* file is not removed during an uninstall because you may want to use this file for troubleshooting the uninstall (it also captures what happened during an uninstall of the software). However, the cleanup utility does remove the *DlgcInstall.log* file (for more information about the cleanup utility, refer to [Section 4.8, “Uninstall Cleanup Utility”](#), on page 48).

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

- Notes:**
1. The location of %TEMP% can change for multiple remote logins (for example, Terminal Services Client). For the first session, the directory “1” will be appended to the path. For the second session, the directory “2” will be appended to the path, and so on.
 2. Because the value of %TEMP% contains a login ID, if one user installs the software and a different user uninstalls the software, the uninstall information will not be appended to the install log since it is in a different directory. The result is two log files, one for install, one for uninstall.

4.4 APIC Timer Incompatible

The Dialogic® HMP Software installation process checks the Windows® Registry to see if ACPI (the Windows® operating system's Advanced Configuration and Power Interface) is enabled in a manner that will interfere with the APIC (the host's Advanced Programmable Interrupt Controller) timer and disables the APIC driver if that condition exists. Near the end of an interactive install, a pop-up window will notify you that the setup program will disable the APIC driver. The Dialogic® HMP Software installation process will also create a record on the system indicating that this was

done. When the APIC driver is disabled, Dialogic® HMP Software falls back to the software-based timer.

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

4.5 Disabling the Windows® Driver Signing Check

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

1. Go to the Control Panel.
2. Select **System**. The System Properties window opens.
3. On the System Properties window, select the **Hardware** tab.
4. On the Hardware tab, click the **Driver Signing** button. The Driver Signing Options window opens (see Figure 2).
5. On the Driver Signing Options window, note what the current setting is (Ignore, Warn, or Block).
6. If the setting is Warn or Block, change the setting to **Ignore**.

Figure 2. Driver Signing Options Window



7. Click **OK** and close the Control Panel.
8. After you install the Dialogic[®] HMP Software, go back to the Driver Signing Options window and change the setting back to the original setting you noted in [Step 5](#).

4.6 Board Detection Fails When a Board is Installed After the Dialogic[®] HMP Software

Normally, if you install a board in a system that already has Dialogic[®] HMP Software installed, the “Found New Hardware Wizard” will appear after you install the board and reboot the system. In this case, all you need do is set the “Found New Hardware Wizard” to search for and load the drivers automatically, and click **Next** and then **Finish**.

However, if the “Found New Hardware Wizard” does not appear and/or the board is not shown on the Dialogic[®] Configuration Manager (DCM) main screen, you must perform the following:

1. Right click on the **My Computer** icon on your desktop.
2. Select **Properties** from the menu that appears.
3. Select the **Hardware** tab.

4. Click the **Device Manager** button.
5. On the Device Manager screen, the board that is not being detected will be shown with a (?) or (!).
6. Right click on this board and select **Update Driver** on the menu that appears.
7. The Hardware Update Wizard appears. Select “Install the Software Automatically” and click **Next** and then **Finish**.

You should now be able to detect the board using DCM.

4.7 Repairing an Installation

If your installation of Dialogic[®] Host Media Processing (HMP) Software Release 3.0 WIN becomes damaged and you want to re-install all the same features you had previously installed, follow this procedure:

1. If Dialogic[®] HMP Software is currently running, close all telephony applications that are currently running in the system and use DCM to stop the Dialogic[®] HMP Software. From the DCM main window, click the **Stop System** option from the System pull-down menu or click the **Stop All Enabled Devices** icon. Then close DCM by clicking the close button at the upper right corner of the DCM window.

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

If you do not stop the Dialogic[®] HMP Software, setup will automatically stop the Dialogic[®] HMP Software. However, if DCM is still open, setup will inform you (with a popup message, see Figure 7) that it is open, and exit. At that point, you can close DCM and restart the installation procedure (to repair the installation).

2. Rerun the setup program by doing one of the following:
 - Insert the CD-ROM with the Dialogic[®] HMP Software Release 3.0WIN software and select **Install Software** from the navigation screen.
 - Locate and run the *setup.exe* file for Dialogic[®] HMP Software Release 3.0WIN.

3. An InstallShield Wizard screen appears .

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

Note: A procedure for using the Modify option is given in [Section 2.7, “Adding or Removing Installed Features”](#), on page 35. A procedure for removing the software is given in [Chapter 3, “Uninstalling the Software”](#).

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

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

4.8 Uninstall Cleanup Utility

This section describes the purpose and use of the uninstall cleanup utility, which is provided with the Dialogic® HMP Software in the `\cleanup` directory.

This cleanup utility is needed because the uninstall does not delete files or registry keys created after the install has completed. These remaining files result in the Dialogic® HMP Software directory structure not being deleted by the uninstall.

The cleanup utility deletes the entire Dialogic® HMP Software directory hierarchy and known log files which may be located in other directories. In addition, registry keys created after completion of the install (for example, detection or runtime) are removed.

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

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

To find out more about what this utility does and how to use it manually, and to obtain updated versions of the utility (which will continue to be enhanced outside of this Dialogic® HMP Software release), go to <http://www.dialogic.com/support/helpweb/dxall/tnotes/legacy/2000/tn020.htm>.

If you want to understand the role of the cleanup utility in the context of installing the Dialogic® HMP Software, refer to the beginning of the install procedure in [Section 2.3, “Performing a Full Install of the Software”](#), on page 23. If you want to understand the role of the cleanup utility in the context of uninstalling the Dialogic® HMP Software, refer to the end of the procedure in [Chapter 3, “Uninstalling the Software”](#)

Index

A

ACPI 44
adding or removing installed features 35
administrative privileges 12, 42
APIC timer 44

B

board detection 46
Board ID 14

C

Circuit Connectivity Runtime Package 21
cleanup utility 48
components 20
Core Runtime Package 20

D

Demos 21
Development Package 20
Dialogic® DNI Boards 21
Dialogic® DNI1200TEPHMP 21
Dialogic® DNI300TEPHMP 21
Dialogic® DNI601TEPHMP 21
Dialogic® DSI Boards 21
Dialogic® DSI162HMP 21
Dialogic® DSI162LGNHMP 21
Dialogic® SPCI2S 20
Dialogic® SPCI4 20
Dialogic® SS7 Boards 20
Dialogic® SS7HDP 20
disabling the Windows Driver Signing check 45
DlgeInstall.log 44
driver signing check 45

E

error messages 41
evaluation license 13
event driven errors 43

F

full install 11

H

Host ID 13

I

installation log file 44
installation prerequisites 15
InstallShield documentation 43
InstallShield problem - silent install 43
InstallShield response file 29, 30

L

license file 13
License Package 20
log file 44

M

MAC address 13
Modify software option 36

O

open application detected 43

P

previous release, uninstalling 16
purchased license 13

R

re-install release 47
removing installed features 35
Repair software option 47
repairing an installation 47
replacement license 13
response file 29

S

- Security Alert - Driver Installation 43, 45
- select components 20
- silent installation 28
- SNMP agent software 8
- SNMP Component Manager 22
- SNMP service
 - configuring 18
 - installing 17

T

- TCP ports 19
- third party software 24
- trial license 13

U

- uninstall cleanup utility 48
- uninstall the software 39
- update install 11, 26

V

- verification license 13

W

- Windows® SNMP Service 17