



# **Dialogic® Host Media Processing Software Release 3.0WIN**

**Software Installation Guide**

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*February 2014*

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# Revision History

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

Document No.	Publication Date	Description of Revisions
05-2504-004	February 2014	<a href="#">Installing the Dialogic® HMP Software</a> : Added note about default IP address in <a href="#">Verifying the Installation Using the Dialogic® IP Media Server Demo</a> .
05-2504-003	March 2010	Added content to support the Windows® 7 and Windows Server® 2008 operating systems. <a href="#">Installation Overview</a> : Updated Table 1, Installation Scenarios. Added a note regarding license compatibility and Windows® 7 or Windows Server® 2008 in <a href="#">Resource Licenses for Dialogic® HMP Software</a> . Added new section <a href="#">Environment Variables for Windows® 7 and Windows Server® 2008</a> . <a href="#">Installing the Dialogic® HMP Software</a> : Under <a href="#">Performing a Full Install of the Software</a> , added information about installing Dialogic HMP 3.0WIN software on Windows® 7 or Windows Server® 2008 operating systems. <a href="#">Troubleshooting</a> : Updated <a href="#">APIC Timer</a> description, added information about <a href="#">Physical Address Extension (PAE)</a> , and updated external links. Added a new section, <a href="#">High Precision Event Timer (HPET)</a> . Updated text in the <a href="#">APIC Timer Compatibility</a> section. Added applicability note to <a href="#">Disabling the Windows® Driver Signing Check</a> . Updated external links. Removed IONA ORBacus; no longer supported.
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.” <a href="#">Prerequisites for Dialogic® HMP Software Installation</a> : Added note about Dynamic Host Configuration Protocol (DHCP). <a href="#">Determining Which Features to Install</a> : Added information about SS7 boards to “Core Runtime Package” bullet. <a href="#">Performing a Full Install of the Software</a> : Added information about enabling DHCP service to the “Check default IP address” bullet. <a href="#">Performing an Update Install</a> : Added information about enabling DHCP service to the “Check default IP address” bullet. <a href="#">Performing a Silent Install</a> : Added information about enabling DHCP service to the “Check default IP address” bullet.
05-2504-001	August 2006	<a href="#">About This Publication</a> : In <a href="#">Purpose</a> , added update install. In <a href="#">Related Information</a> , added reference to the configuration guide. <a href="#">Installation Overview</a> : Added update install. Changed “Lock Code” to “MAC Address” or “Host ID.” <a href="#">Installing the Dialogic® HMP Software</a> : Added update install. Removed mention of automatic CPU check. <a href="#">Performing an Update Install</a> : New section. <a href="#">Performing a Silent Install</a> : Revised the procedure in <a href="#">Creating an InstallShield Response File</a> . Revised <a href="#">Usage Guidelines</a> . <a href="#">Troubleshooting</a> : In <a href="#">Error Messages</a> , removed the CPU check error message. Added update install error message.
05-2504-001-01	May 2006	Initial version of document.

# About This Publication

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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 (05-2504-003) 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

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.globes.com/support/utilities/flexnet\\_licensing\\_end\\_user\\_guide.pdf](http://www.globes.com/support/utilities/flexnet_licensing_end_user_guide.pdf)
- 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® Configuration Guide*.

See the following for additional information:

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



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

- [Choosing the Appropriate Installation Procedure](#) . . . . . 9
- [Major Installation Steps](#) . . . . . 10
- [Environment Variables for Windows® 7 and Windows Server® 2008](#) . . . . . 11
- [Resource Licenses for Dialogic® HMP Software](#) . . . . . 12

## 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.

- Notes:**
1. 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.
  2. Windows® 7 and Windows® XP are desktop operating systems, and Windows Server® 2008 and earlier are server operating systems.

**Table 1. Installation Scenarios**

If you have this on your system	Use this installation procedure
Windows 2003® or prior and are upgrading to Windows® 7 or Windows Server® 2008	<a href="#">Section 2.3, “Performing a Full Install of the Software”</a> , on page 23 or <a href="#">Section 2.5, “Performing a Silent Install”</a> , on page 29 <b>Note:</b> You must uninstall any version of Dialogic® HMP Software Release and install Dialogic® HMP Software 3.0WIN for Windows® 7 or Windows Server® 2008.
A previous version of Dialogic® HMP Software 3.0 WIN for Windows®	<a href="#">Section 2.4, “Performing an Update Install”</a> , on page 27 or <a href="#">Section 2.5, “Performing a Silent Install”</a> , on page 29 <b>Note:</b> An Update Install cannot be used when installing Windows® 7 or Windows Server® 2008 for the first time.
No existing Dialogic® HMP Software	<a href="#">Section 2.3, “Performing a Full Install of the Software”</a> , on page 23 or <a href="#">Section 2.5, “Performing a Silent Install”</a> , on page 29

**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 29</p> <p><b>Note:</b> 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 29</p> <p><b>Note:</b> 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, or you are upgrading to Windows® 7 or Windows Server® 2008, you must uninstall the Dialogic® HMP Software as described in [Section 2.1.1, “Uninstalling a Previous Release”](#), on page 16.
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 1.4, “Resource Licenses for Dialogic® HMP Software”](#), on page 12 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 27
  - [Section 2.5, “Performing a Silent Install”](#), on page 29

If you are not sure about which installation procedure to use, refer to [Section 1.1, “Choosing the Appropriate Installation Procedure”](#), on page 9.

- 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.

### Separate Installation Media

When you download the Dialogic® HMP Software Release 3.0WIN software from the Dialogic Support web site, there will be two separate download links. One is for Windows® 7 and Windows Server® 2008, and the other is for Windows® XP and Windows® 2003. You must download and install the correct software for the operating system you are using. Installing the wrong software will be detected by the installation program and the program will exit.

## 1.3 Environment Variables for Windows® 7 and Windows Server® 2008

Environment variables are used to locate certain directories in the Dialogic® HMP Software Release 3.0WIN software hierarchy. In order to meet User Account Control and File Virtualization security features of Windows® 7 and Windows Server® 2008, those files that may require user modification of some sort have been moved to a non-restricted target folder. It is strongly advised to keep them in this or other equivalent target location; otherwise, user modification of these files may be disallowed by the operating system.

When installing Dialogic® HMP Software Release 3.0WIN on Windows® 7 or Windows Server® 2008, you will be prompted to enter two directory locations (rather than one) for storing Dialogic® HMP Software files:

#### Choose Program File Destination Location

This is the directory where non-user-modifiable files in the Dialogic® HMP Software will be installed. The default location is:

- C:\Program Files\Dialogic* for 32-bit versions of Windows® 7 or Windows Server® 2008

#### Choose User-Modifiable File Destination Location

This is the directory where user-modifiable files in the Dialogic® HMP Software will be installed. User-modifiable files include configuration files such as .prm and .cdp files, and demo programs, among others. The default location is *C:\ProgramData\Dialogic*.

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

Because the Dialogic® HMP Software Release 3.0WIN files are installed under two directory locations with Windows® 7 or Windows Server® 2008, the associated environment variables are not the same as with other versions of the Windows operating system. Three additional variables are used to enable internal components to locate the non-modifiable *cfg* and *data* directories, and some of the other variables point to a different location for a Windows® 7 or Windows Server® 2008 installation (see Table 2).

**Table 2. Environment Variable Values for 32-Bit Versions of Windows® 7 and Windows Server® 2008**

Environment Variable	Old Default Value (for other versions of Windows® OS)	Windows® 7 and Windows Server® 2008 Default Value
INTEL_DIALOGIC_DIR	C:\Program Files\Dialogic	Unchanged
INTEL_DIALOGIC_BIN	C:\Program Files\Dialogic\bin	Unchanged
INTEL_DIALOGIC_CFG	C:\Program Files\Dialogic\cfg	C:\ProgramData\Dialogic\cfg
INTEL_DIALOGIC_FWL	C:\Program Files\Dialogic\data	C:\ProgramData\Dialogic\data
INTEL_DIALOGIC_INC	C:\Program Files\Dialogic\inc	Unchanged
INTEL_DIALOGIC_LIB	C:\Program Files\Dialogic\lib	Unchanged
INTEL_DIALOGIC_QSCRIPT	C:\Program Files\Dialogic\qscript	Unchanged
DIALOGIC_CFG_INTERNAL	N/A	C:\Program Files\Dialogic\cfg
DIALOGIC_FWL_BIN	N/A	C:\Program Files\Dialogic\data
DIALOGIC_USERDATA_DIR	N/A	C:\ProgramData\Dialogic

## 1.4 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 file<sup>1</sup> 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*

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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).

*Processing Software Release 3.0WIN Administration Guide* describes how to obtain and activate license files, as well as other administrative tasks.

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 3 shows the types of licenses available for use with Dialogic® HMP Software.

**Table 3. License Types**

License Type	Features	Expires?	Where to get license?	MAC Address (Host ID) or Board ID <sup>1</sup> Number Required?
Verification (free)	1 channel for RTP G.711 and Voice	no	included with Dialogic® HMP Software <sup>2</sup>	no
Evaluation (free)	2 channels for all components	expires in 45 days	available from web site <sup>3</sup>	no
Trial (free)	any supported channel component combination	expires in 45 days	Dialogic authorized distributor or account manager <sup>4</sup>	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](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.

**Note:** Licenses from Dialogic® HMP Software 3.0WIN are compatible with Dialogic® HMP Software Release 3.0WIN on Windows® 7 or Windows Server® 2008.

## ***Installation Overview***

# Installing the Dialogic<sup>®</sup> HMP Software

## 2

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

- Prerequisites for Dialogic<sup>®</sup> HMP Software Installation . . . . . 15
- Order of Procedures . . . . . 23
- Performing a Full Install of the Software . . . . . 23
- Performing an Update Install . . . . . 27
- Performing a Silent Install . . . . . 29
- Verifying the Installation Using the Dialogic<sup>®</sup> IP Media Server Demo . . . . . 34
- Adding or Removing Installed Features . . . . . 35

## 2.1 Prerequisites for Dialogic<sup>®</sup> 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. The Release Guide can be found at <http://www.dialogic.com/manuals/>. 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<sup>®</sup> operating system must be installed. The supported operating systems include:
  - Windows<sup>®</sup> 7
  - Windows<sup>®</sup> Server 2008 Service Pack 2
  - Windows<sup>®</sup> XP Professional
  - Windows Server<sup>®</sup> 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<sup>®</sup> operating system. System directory path names are often spelled using the native language. Therefore if you are using a language other than U.S. English, various manual file copy operations may be necessary to place files in directories with the expected path names. For assistance, please contact the support organization that services your country.

## Installing the Dialogic® HMP Software

- A motherboard with a High Precision Event Timer (HPET) is required when using Dialogic® HMP Software 3.0WIN with the Windows® 7 or Windows® Server 2008 operating systems. For the best compatibility, a motherboard with BIOS support for the HPET should be selected. On some older machines a BIOS update maybe required. Dialogic HMP Software provides support for some systems that do not have BIOS support in order to assist upgrading older installations. Run the HPET tool/utility to determine compatibility. For more information, refer to [Section 4.4, “High Precision Event Timer \(HPET\)”](#), on page 45.
- 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 27. However, if you are upgrading your operating system from a Windows release prior to Windows® 7, then 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 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.



- Notes:**
1. 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 27.
  2. An Update Install can only be used pre-Windows® 7 operating systems. A Full Install must be used with the Windows® 7 operating system. See [Section 2.3, “Performing a Full Install of the Software”](#), on page 23.

### 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**.

## Installing the Dialogic® HMP Software

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.

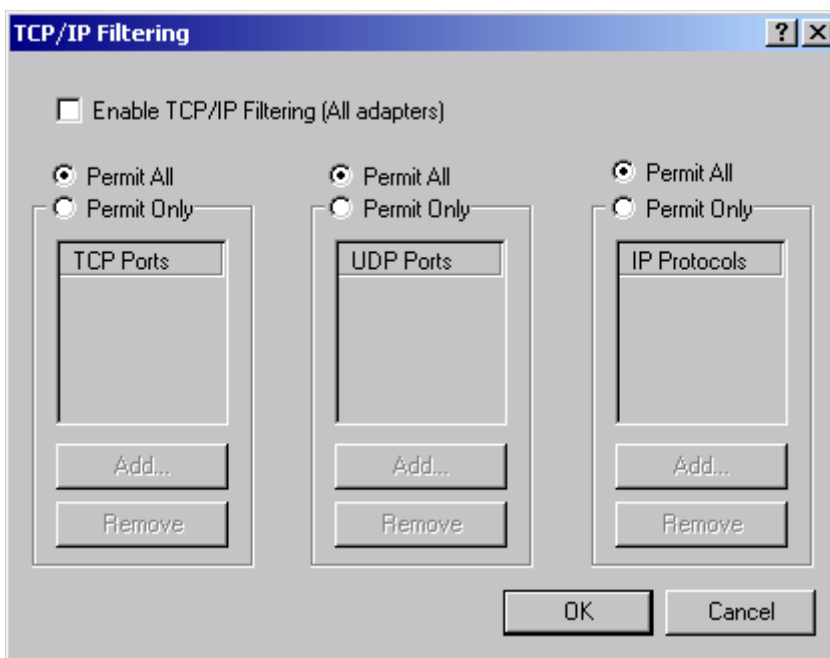
14. Click **OK**.
15. Double click **SNMP Trap Service**.
16. Set **Startup Type** to “Automatic”.
17. Stop **SNMP Trap Service** (if started) and restart.
18. Click **OK**.

### **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 window. 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 Dialogic® HMP Software, 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 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 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 Services Center web site.

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](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.

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 during the Dialogic® HMP Software Release 3.0WIN 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.globes.com/support/utilities/flexnet\\_licensing\\_end\\_user\\_guide.pdf](http://www.globes.com/support/utilities/flexnet_licensing_end_user_guide.pdf).

- **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

## Installing the Dialogic® HMP Software

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 voice mail, 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)
  - 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 window) 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 web site 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 9. 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 27
  - [Section 2.5, “Performing a Silent Install”](#), on page 29

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 27. 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.

## Installing the Dialogic® HMP Software

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 4.9, “Uninstall Cleanup Utility”](#), on page 49.
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 4.6, “Disabling the Windows® Driver Signing Check”](#), on page 46.

The Dialogic® HMP Software Release 3.0WIN software can be downloaded from the <http://www.dialogic.com/support/helpweb/dxall/> web site. When you select this link, you will be asked to either LOGIN or JOIN.

**Note:** When you download Dialogic® HMP Software Release 3.0WIN from the Dialogic Service Center web site, note that there is a separate link for downloading the software version for Windows® 7. This media is also used for installation under Windows Server® 2008.

After downloading the software, use the following procedure to install Dialogic® HMP Software.

1. Exit all other programs you may have running.

You can double-click on *autorun.exe* to get the navigation window described in [Step 2](#) or if you just want to start the installation, you can double-click the *setup.exe* file (in that case, skip to [Step 3](#)).

2. 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.

3. The Welcome window 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 located in the *\Dialogic\HMP\...\ini* directory.

4. The Choose Destination Location window appears. To install to the folder already named on the window, 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.

**Note:** For Windows® 7 or Windows Server® 2008, you are prompted to enter two directory locations (rather than one) for storing Dialogic® HMP Software files. Refer to [Step 7b](#). for more information.



5. The Select Features window appears.

When you click on an item in the list, a brief description of it appears on the right side of the window. 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**.

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

- **Tcl/Tk Version 8.3.4** – Tcl (Tool Command Language) is a scripting language for a wide variety of integration application needs: build a GUI, embed Tcl in your application, create a multi-threaded application, or develop a cross-platform program. For more information, go to the Tcl Developer Xchange web site: <http://tcl.activestate.com>.
- **Xerces XML Version 1.1** – Xerces provides XML parsing and generation. For more information, go to <http://xml.apache.org>.
- **ICU Support Libraries Version 1.4.0** – The International Components for Unicode (ICU) libraries provide 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.globes.com/support/utilities/flexnet\\_licensing\\_end\\_user\\_guide.pdf](http://www.globes.com/support/utilities/flexnet_licensing_end_user_guide.pdf)
- **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>.

**Note:** **Version 8** is required for Windows® 7 and Windows Server® 2008.

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

7. The Select Program Folder window 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.

7a. For all supported versions of the Windows® operating system **except** Windows® 7 or Windows Server® 2008, the Choose Destination Location window appears. To install to the folder already named on the window, click **Next**. To install to a different folder, click **Browse** and select another folder. Then click **Next**. Continue with Step 9.

7b. For Windows® 7 or Windows Server® 2008, you are prompted to enter two directory locations (rather than one) for storing Dialogic® HMP Software files:

- Choose Program File Destination Location - This is the directory where non-user-modifiable files in the Dialogic® HMP Software will be installed.

## Installing the Dialogic® HMP Software

- Choose User-Modifiable File Destination Location - This is the directory where user-modifiable files in the Dialogic® HMP Software will be installed.

For further information about the use of these directory locations when using Windows® 7 and Windows Server® 2008, see [Environment Variables for Windows® 7 and Windows Server® 2008](#) in Chapter 1, “Installation Overview”.

To install to the folder already named on the window, click **Next**. To install to a different folder, click **Browse** and select another folder. Then click **Next**. Continue with Step 9.

8. The Start Copying Files window 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 window.

9. A Setup Status window will show the progress of the installation. This window also shows you what is being installed and where it is being installed.

**Note:** The Setup Status window 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 window 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 4.9, “Uninstall Cleanup Utility”](#), on page 49.

10. 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 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 9. 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 that it is open, and exit. At that point, you can close DCM and restart the installation procedure.

## Installing the Dialogic® HMP Software

2. Download the Dialogic® HMP Software Release 3.0WIN software from the Dialogic Service Center web site.

**Note:** When you download Dialogic® HMP Software Release 3.0WIN from the Dialogic Service Center web site, note that there is a separate link for downloading the software version for Windows® 7. This media is also used for installation under Windows Server® 2008.

If you download the software from the web site, you can double-click on *autorun.exe* to get the navigation window 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 window appears, giving you options such as viewing the user documentation on the web, installing the Dialogic® HMP Software, or going to the Dialogic Service Center web site.

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

4. The Welcome window 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 window appears. This window 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 window will show the progress of the installation. This window also shows you what is being installed and where it is being installed.

**Note:** The Setup Status window 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 window 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.

- 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 4.6, “Disabling the Windows® Driver Signing Check”](#), on page 46.

## 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%*) 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 31.

1. Open a Windows® command prompt.
2. Change into the root directory of the Dialogic® HMP Software build media 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, *setup.iss*, will be present in your Windows® directory (typically *C:\Windows*). The response file name and location will depend on the command line executed in [Step 3](#).

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*.

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 31.

## 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 30.

**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® command prompt and change into the root directory of the Dialogic® HMP Software build media, 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>

## Installing the Dialogic® HMP Software

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 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.

Additional switches are as described in Table 4. 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 34 for information on defining the destination directory.

**Table 4. Additional Switches**

Additional Switches	Description
/r	<p>Record mode</p> <p>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.</p> <p>Running a Standard installation program with the command <code>Setup.exe /r</code> displays all the runtime dialog boxes, and stores the data in a file called <i>Setup.iss</i>, generated inside the system's Windows folder. To specify an alternative response file name and location, use the /f1 argument, described below.</p>
/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 <i>Setup.iss</i> in the same directory (response files are generated by running <code>Setup.exe</code> with the /r option). To specify an alternative file name or location of the response file, use the /f1 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 /s option, the response file (e.g., <i>setup.iss</i>) is read from the folder/file specified by <i>&lt;path\ResponseFile&gt;</i>.</p> <p>Using the /f1 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 /f1 switch is available both when creating a response file (with the /r option) and when using a response file (with the /s option).</p>

Table 4. Additional Switches (Continued)

Additional Switches	Description
/f2<path\LogFile>	<p>Specifies an alternate location and name of the log file created when used with the /s option. By default, the log file (<i>setup.log</i>) is created and stored in the same directory as that of <i>setup.exe</i>. This option must be used when the setup program is invoked from a read-only medium (e.g., CD-ROM).</p> <p>When running a Standard-project installation program in silent mode (using the /s argument), the log file <i>Setup.log</i> is generated by default in the same directory as the response file. The /f2 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 window, 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 [Section 4, “Troubleshooting”](#), on page 41 or the Dialogic Service Center web site.

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*.

**Note:** On systems that have multiple NICs with multiple IPs, it is possible that the default IP address picked by the Dialogic® HMP Software system may not be the IP address best suited for your purposes. Therefore, **after installation and before starting the 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. Refer to Section 6.1 in the *Dialogic® Host Media Processing Software Release 3.0WIN Administration Guide* for more information.

## 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](#)

## Installing the Dialogic® HMP Software

- [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 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 window 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 window, click **Next**.  
A Setup Status window will show the progress of the maintenance action. This window 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 window. This window 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.) 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 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 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 window appears.

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

*Note:* A procedure for using the Repair option is given in [Section 4.8, “Repairing an Installation”](#), on page 48. A procedure for removing the software is given in [Chapter 3, “Uninstalling the Software”](#).

4. The Select Features window 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 window, 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 window. This window 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.

You should consider backing up the drive on which the Dialogic® HMP Software is installed before you proceed. 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. A log file captures what happens during the uninstall. For more information, refer to [Section 4.3, “Installation Log Files”](#), on page 44.

Proceed as follows to uninstall the software:

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 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

## **Uninstalling the Software**

uninstall 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 4.9, “Uninstall Cleanup Utility”](#), on page 49.

**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
- High Precision Event Timer (HPET)..... 45
- APIC Timer Compatibility ..... 46
- Disabling the Windows® Driver Signing Check. .... 46
- Board Detection Fails When a Board is Installed After the Dialogic® HMP Software 47
- Repairing an Installation ..... 48
- Uninstall Cleanup Utility..... 49

## 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 Service Center web site at <http://www.dialogic.com/support/>.

## 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
- Physical Address Extension (PAE)
- 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 window of the install tells you how much space the selected items will require.

**Invalid Operating System**

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

**The setup will install the following third party software:**

**Tcl/TK Version 8.3.4**

**Xerces XML Version 1.1**

**ICU Support Libraries Version 1.4.0**

**FLEXnet Publisher Licensing Toolkit Version 10.1.3**

**Red Hat Cygwin version 1.3.6**

**Microsoft® MFC/Other Redistributables**

*Note: Version 8 is required for Windows® 7 and Windows Server® 2008.*

**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.

**<os> is an unsupported operating system. The setup program will now exit.**

Installation of a non-Windows® 7 version of Dialogic® HMP Software Release 3.0WIN on Windows® 7 or Windows Server® 2008 is not allowed. If you try to install a non-Windows® 7 version of the Dialogic® HMP 3.0WIN Software Release on one of these operating systems, this message is displayed right after the install program initializes, before the Welcome window. See the Release Guide and Release Update for supported operating systems.

## Update Install

If you have an existing version of Dialogic® Host Media Processing (HMP) Software Release 3.0WIN 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 27). 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

For operating systems prior to Windows® 7 or Windows Server® 2008, the APIC Driver is not compatible with processor throttling. In the event of poor audio quality, verify that processor throttling is disabled. The state of processor throttling can be verified by running the command `powercfg /query`.

The Processor Throttle fields should be set to NONE. Refer to [Section 4.5, “APIC Timer Compatibility”](#), on page 46 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://support.installshield.com/kb/view.asp?articleid=Q105473>

## 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 4.6, “Disabling the Windows® Driver Signing Check”](#), on page 46. If you plan to perform a silent installation, you *must* disable the Windows® driver signing check.

## Physical Address Extension (PAE)

Dialogic® HMP software does not support Windows® Physical Address Extension (PAE) on servers with over 4 GB of RAM, and has difficulty resolving memory addresses. To prevent any issues, PAE must be disabled if Dialogic® DNI Boards are installed on the system.

Run the following commands to disable PAE for Windows® 7 or Windows Server® 2008 operating systems:

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```
bcdedit /set pae ForceDisable  
bcdedit /set nx AlwaysOff
```

**Note:** Setting “nx” to “AlwaysOff” will disable Data Execution Prevention (DEP). When DEP is enabled, Windows also enables PAE on machines that are capable of supporting PAE. When PAE is enabled, Windows may use 64-bit pointers instead of 32-bit pointers, depending on the machine memory.

### Open Application Detected

If you do not close the Dialogic<sup>®</sup> 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 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 Dialogic<sup>®</sup> 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 4.9, “Uninstall Cleanup Utility”](#), on page 49).

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\\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 High Precision Event Timer (HPET)

The Dialogic® HMP HPET Driver enables the Dialogic® HMP software to use a High Precision Event Timer (HPET) in the system chipset. The enhanced precision of this timer allows more channels to be simultaneously active than would otherwise be possible. The driver is installed with the Dialogic® HMP software.

The HPETTOOL utility is designed to test a system’s compatibility with the Dialogic® HMP HPET Driver. The HPETTOOL utility verifies that compatible HPET hardware is available on the system and enabled.

- Note:** If Dialogic® hardware (such as a DNI board) is installed, the Dialogic® HMP HPET Device Driver will be installed but clocking will be provided by the board, not by the system HPET hardware.

### Using HPETTOOL

To determine if a system is compatible with the Dialogic® HMP HPET Device Driver, install Dialogic® HMP Software and then run the following command from `C:\Program Files\Dialogic\HMP\bin`:

```
hpettool /t
```

- Notes:**
1. HPETTOOL is only for use on Windows® Server 2003 (32 bit), Windows® 7, or Windows® Server 2008.
  2. When using Windows® Server 2003, Dialogic® HMP Software must be uninstalled in order for the HPETTOOL to work. With Windows® 7 or Windows® Server 2008, the Dialogic® HMP Software must be stopped (or not installed) in order for the HPETTOOL to work.
  3. HPETTOOL may be used independently, outside of Dialogic® HMP Software. Simply copy HPETTOOL.EXE to the target machine and execute it from the command line as described above.

### Interpreting Messages Returned by HPETTOOL

**HPET is Hardware & BIOS supported and is enabled on this system.**  
 HPET hardware is fully compatible with Dialogic® HMP Software.

## Troubleshooting

**HPET is Hardware supported on this system. Verify that HPET is present and enabled in the system BIOS and Device Manager.**

- The HPET hardware is present and supported in your system but it may not be enabled either in the BIOS or in Device Manager.

**Note:** If an HPET device is visible in the BIOS, and/or in Device Manager, it should be enabled in both locations. If HPET is not visible in either location no action needs to be taken. The Dialogic HMP HPET Device Driver will use an alternate method to initialize and use the HPET hardware.

**Dialogic HPET is not supported on this system**

- No HPET hardware present or HPET hardware is present in a chipset that is not supported by the Dialogic HMP HPET Device Driver.

**Note:** If HPET is present in an unsupported chipset, the user should contact their Dialogic representative for updated information.

## 4.5 APIC Timer Compatibility

The Dialogic<sup>®</sup> HMP Software uses the timer built into the local host's Advanced Programmable Interrupt Controller (APIC). The APIC driver may encounter problems if the system allows processor throttling.

To determine if a system allows processor throttling, run the command line utility `powercfg /query`. If the value for the Processor Throttle (AC) or (DC) is ADAPTIVE, backup the current power setting and disable processor throttling.

Processor throttling is disabled by running the following commands.

```
powercfg /change "Portable/Laptop" /processor-throttle-ac none
powercfg /change "Portable/Laptop" /processor-throttle-dc none
```

**Note:** Processor throttling can be left on under Windows<sup>®</sup> 7 or Windows Server<sup>®</sup> 2008 as these operating systems do not use the APIC Driver.

## 4.6 Disabling the Windows<sup>®</sup> Driver Signing Check

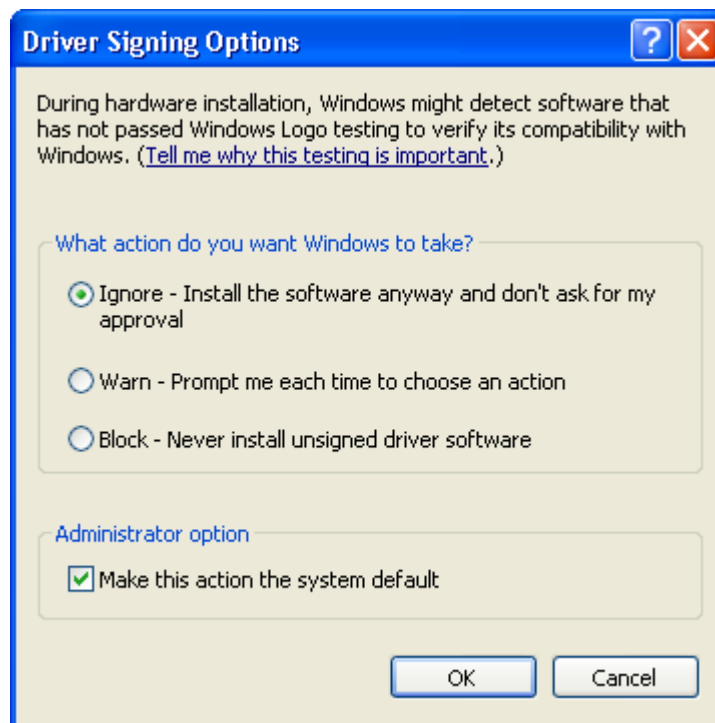
**Note:** This section applies to Windows<sup>®</sup> 7 or Windows Server<sup>®</sup> 2008 only.

You may see a "Security Alert - Driver Installation" message during installation. This is just a warning message, and Dialogic<sup>®</sup> HMP Software will install properly after you click **Yes**. However, if you want to prevent this message from appearing, you can disable the Windows<sup>®</sup> driver signing check. If you want to perform a silent install, you *must* disable the Windows<sup>®</sup> 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<sup>®</sup> HMP Software, go back to the Driver Signing Options window and change the setting back to the original setting you noted in [Step 5](#).

## 4.7 Board Detection Fails When a Board is Installed After the Dialogic<sup>®</sup> HMP Software

Normally, if you install a board in a system that already has Dialogic<sup>®</sup> 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**.

## Troubleshooting

However, if the “Found New Hardware Wizard” does not appear and/or the board is not shown on the Dialogic® Configuration Manager (DCM) main window, 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 window, 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.

## 4.8 Repairing an Installation

If your installation of Dialogic® Host Media Processing (HMP) Software Release 3.0WIN 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 that it is open, and exit. At that point, you can close DCM and restart the installation procedure (to repair the installation).

2. Locate and run the *setup.exe* file for Dialogic® HMP Software Release 3.0WIN and rerun the setup program.
3. An InstallShield Wizard window 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 window. Choose whether to reboot now or later. Click **Finish** to proceed.
5. Start the system. The Dialogic<sup>®</sup> 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.

## 4.9 Uninstall Cleanup Utility

This section describes the purpose and use of the uninstall cleanup utility, which is provided with the Dialogic<sup>®</sup> 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<sup>®</sup> HMP Software directory structure not being deleted by the uninstall.

The cleanup utility deletes the entire Dialogic<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> HMP Software release), go to <http://www.dialogic.com/support/helpweb/dxall/itm020.aspx>

If you want to understand the role of the cleanup utility in the context of installing the Dialogic<sup>®</sup> 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<sup>®</sup> HMP Software, refer to the end of the procedure in [Chapter 3, “Uninstalling the Software”](#).

**Troubleshooting**

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