

3Com NBX Applications Vista Support Doc

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1. Purpose of this document:-

This document is intended for those who are trying to install 3Com NBX applications on MS Vista. Due to Vista Security features we have made some minor changes in our applications design to make them work on Vista platform and other Operating Systems too.

To understand why we needed all those changes we have to first understand some features which are introduced in MS Vista the first one is User Account Control(UAC)

What is User Account Control?

User Account Control (UAC) is a new security component in Windows Vista. UAC enables users to perform common tasks as non-administrators, called standard users in Windows Vista, and as administrators without having to switch users, log off, or use Run As.

The primary difference between a standard user and an administrator in Windows Vista is the level of access the user has over core, protected areas of the computer. Administrators can change system state, turn off the firewall, configure security policy, install a service or a driver that affects every user on the computer, and install software for the entire computer. Standard users cannot perform these tasks and can only install per-user software.

To help prevent malicious software from silently installing and causing computer-wide infection, Microsoft developed the UAC feature.

One of the main purpose of UAC is to run most applications with standard user rights, obviate the need for administrator rights all the time, and encourage software developers to create applications that run with standard user rights. UAC accomplishes these by requiring administrative rights less frequently, enabling legacy applications to run with standard user rights, making it convenient for standard users to access administrative rights when they need them, and enabling even administrative users to run as if they were standard users

The second feature in MS Vista is the protection of Program Files Folder

Program Files and other areas would be protected in Vista

Whether the virtualization was a good idea or not is a different question, but writing to the Program Files tree has always been discouraged, especially since it is not writeable by default for non-administrator accounts even in Windows XP.

In Vista the rules are that if you don't have explicit (by requesting) elevated permissions to write to C:\Program Files, the system lets you think you are writing there but actually redirects (virtualizes) your writes elsewhere.

Due to the above reasons we have made few changes in our applications and changed the path of the data files and also in some applications we have included a manifest file too.

2. MultiSite BackUp Tool (MSBK)

This application is used to schedule backup for one or more than one sites depending upon user requirement.

It requires administrative privileges to run perfectly on any system, so in any other operating system other than Vista if we have logged in as administrator then we have all the administrative rights but Vista does not provide these rights even if we have logged in as administrator, either we have to explicitly provide these privileges or by using manifest files to direct OS to run the application with admin privileges.

a. Changes from Other OS:-

To make MSBK run under Vista environment, we have made slight changes for the storage location, earlier we use to store all user data inside *Homedrive:/ProgramFiles/3COM/NBX/MultisiteBackupController/SITE_NAME*

We have one folder for each site with SITE_NAME and inside that we are storing all the data for that particular site.

But Vista restricts us to create files and folders inside program files, so we are now storing all the site data at the following location

Homedrive:/3Com/NBX/Multisite Backup/SITE_NAME (while un-installation these folders are not deleted) If user does not want all these data he has to manually delete all the files and folder. Again It is advisable to delete all these folders after an un-install.

We have copied *timeserver.ini*, *runner.dll*, *quickref1.htm* at Homedrive:/3Com/NBX/Multisite Backup/ for Vista.

We have copied all these files at the above mentioned location because those are writable files and due to security reasons we are not able to write in program files folder hence copied all these files in to *Homedrive:/3Com/NBX/Multisite Backup* too.

timeserver.ini:- It's a writable file which is used to store the time server link.

runner.dll :- We have an option to replace this file through MSBK so it again becomes a writable file and hence copied to the location where it can be over-written.

quickref1.htm :- It's a help file and hence copied at both the locations.

Alert1.wav, sound.wav, stop.wav are also copied to ***Homedrive:/3Com/NBX/Multisite Backup***

Note :-

1. After a fresh Install whenever we are running this application for the first time the ***Homedrive:/3Com/NBX/Multisite Backup*** directory structure is created if it does not exist again every time whenever we are running the application at the start-up we always check for all these folders.(Its not created while installation)
2. While un-installing the data inside ***Homedrive:/3Com/NBX/Multisite Backup*** does not gets deleted , so if you want to clear data before installing a new version of MSBK you have to manually go and delete MultisiteBackup folder from the above location.

Known Issues :-

- 1) While taking back-up if firewall is ON then a security alert pop's up having two buttons Keep Blocking & Unblock, Please don't click on any of the buttons as chances are there that the backup process may be aborted and you may get an FTP ime out error

3. Dial Plan Editor Application (DPE)

This application helps us to configure our dial plan and saves us from the burden of writing dial rules in the dial plan file for NBX.

We can specify what all settings we want in our dial plan and then this tool creates a file for us which we can upload through our Netset.

a. Changes from Other OS:-

To make DPE run under Vista environment we have made slight changes the file which will be modified is *dpe.ini* which specifies default limit for tables and pretranslators.

So we have decided that we will copy this file at *Homedrive:/3Com/NBX/DialPlanEditor* and this file will be retained only in Vista between successive installs and uninstalls, we have decided to do so because a user who is using this application will not have much changed in his dial plan limits so it would be user friendly to retain his previous settings.

Note :-

1. After a fresh Install whenever we are running this application for the first time the *Homedrive:/3Com/NBX/DialPlanEditor* directory structure is created if it does not exist again every time whenever we are running the application at the start-up we always check for all these folders.(Its not created while installation)

2. While un-installing the data inside *Homedrive:/3Com/NBX/DialPlanEditor* does not gets deleted , so if you want to clear data before installing a new version of DPE you have to manually go and delete DialPlanEditor folder from the above location.

4. NBX CAS and DCA

CAS application is designed to be used by a front office employee or a receptionist from here he can receive calls and can do transfer, monitor etc. It's similar to Attendant Console.

DCA is used by per user and have the same functionality as CAS but have some added features too.

Here we have included a manifest file, due to which these applications are now running with full admin privileges so no path change is required.

5. pcXset(SoftPhone)

It's a softphone and functionality wise its similar to any other NBX physical phone. It's a phone on your computer and provides all the functionality of a physical phone.

To make it compliant with MS Vista developer removed those logs, and if required we can incorporate those logs in homedrive:/3com/nbx/NBX pcXset folder, but as told to me that those logs were not of much useful.

6. NBX Call Reports:-

NBX call reports is an application which is used to generate reports depending on user's requirement and criteria. Its a very handy tool to analyze incoming calls outgoing calls and voice mails.

a. Changes From other OS:-

To make it operable in Vista we have shifted some files from the program files folder to Homedrive:\3com\NBX\ NBX Call Reports. Following are the files which are copied to the before mentioned location

- 1) *nbxBillerError.log*
- 2) *nbxBillerTmp.cdr*
- 3) *nbxBillingFile.xml*
- 4) *nbxDownloads.log*
- 5) *nbxcdr.mdb*
- 6) *nbxcdrCpy.mdb*
- 7) *compact.mdb*
- 8) *CDRTempFiles*
- 9) *CDRMediaUpdate.exe*

Install shield changes: - we are deleting the **NBX Call Reports** folder while uninstalling the application

NOTE :- Automatic Retrieval

To work Automatic retrieval properly, user has to configure "Power Options" of system like this:

- 1) Navigate to Control Panel -> Power Options.
- 2) In case of XP Machine, Select Power Scheme as "Always ON". Set both "System Standby" and "Turn off hard disks" options to "Never".
- 3) In case of VISTA Machine, Select Power Scheme as "High Performance". Set both "System Standby" and "Turn off hard disks" options to "Never".

Media Driver:-

The 3Com Media Driver allows Windows applications to send and receive audio with an NBX system. The Media Driver itself creates one or more Media Phones on the NBX system which act like virtual phones. The NBXTSP, installed with the 3Com Media Driver, allows applications to control the Media Phones to perform functions like answering a phone call. 3Com ExecutiveAssistant uses the Media Driver to control, route and record phone calls.

a. Changes From other OS:-

We have provided admin privileges to Media driver.
Also the installer name is changed from NBXMediaDrv_R6_5_x.exe to NBXMediaDrvSetup_R6_5_x.exe.