

KAREL NET-CONSOLE

KAREL NET-CM

NET-CONSOLE SERVER PROGRAM



09/2003

INSTALLATION GUIDE

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CONTENTS

GENERAL INFORMATION:	1
Introduction:.....	1
Making the Connection between the PABX and the Server Computer:.....	3
Compatibility:.....	3
The System Configurations:.....	3
SPECIFICATIONS & REQUIREMENTS:	5
Configuration Alternatives:.....	5
Net-Console Server and Net-CM Installation Alternatives:.....	7
Net-Console Server and Net-Console Installation Alternatives:.....	8
Installation of the TCP/IP Protocol:.....	9
HOW TO INSTALL:	12
Installation Steps for Net-Console Server, Net-Console (For System Administrator-Admin) and Net-CM:.....	12
Net-Console (For Normal Users) Installation Steps:.....	24
Installation Steps for System Administrator:.....	27
Installation Steps for TAPI Service Provider (TSP):.....	29
Uninstalling the Programs:.....	31

GENERAL INFORMATION

INTRODUCTION

Net-Console/Net-CM software package is a Computer Telephony Integration (CTI) module that combines the Karel PABX and a computer network at a common point enabling their cooperative usage at many points.

That multi-purpose module consists of the units below:

- 1) Net-Console Server
 - 2) Net-Console
 - 3) Net-CM
 - 4) System Administrator
 - 5) TAPI Service Provider
- The Net-Console Server is the communication program of the module and provides the connection between the PABX and the computer network.
 - The Net-Console program provides both programming of the PABX systems over computers and means for extensions to manage their telephones through computers that have been connected to the network.
 - The Net-CM program, on the other hand, provides processing of call records by computer.
 - The System Administrator provides programming of the PABX systems by establishing a TCP/IP connection with the Net-Console Server.
 - TAPI Service Provider enables TAPI compatible programs (like Outlook, Outlook Express, Phone Dialer) to make phone calls.
 - That package can be used individually as Net-Console or Net-CM, as well as for both of those programs.

Net-Console/Net-CM consists of the parts below:

- 1 unit of RS232 cable
- 1 unit of SEC232 security plug
- 1 unit of CM48 card (This card is supplied only with the programs to be used with MS48 and MS48-ISDN PABX systems.)
- 1 unit of program CD (With software-specific serial numbers on it, which are called the activation keys.)

MAKING THE CONNECTION BETWEEN THE PABX AND THE SERVER COMPUTER:

Install the CM48 card to the PABX, if the PABX is MS48 or MS48-ISDN. The RS232 cable provides the connection between the PABX and the computer. After connecting one side of the RS232 cable to the CM48 card, plug the other side into the SEC232 security plug. If your PABX is not MS48 or MS48-ISDN, after connecting one side of the RS232 cable to the CM port of your PABX, plug the other side into the SEC232 security plug. In either case, plug the other side of SEC232 to the 9-pin serial port of the server computer (the computer, on which the Net-Console Server program will run).

COMPATIBILITY:

Net-Console Server program is compatible with the MS38S, MS48, MS48-ISDN, MS128, MS224 PABX systems with software of version 3.11 or better and the MS26S systems with software of version 1.08m or better.

THE SYSTEM CONFIGURATIONS:

The Net-Console Server, Net-Console, Net-CM, System Administrator programs and TAPI Service Provider require one of the operating systems of Windows 9.x and better. The needed configurations are no more than those required by these operating systems. The better configurations will lead to better system performance.

It is recommended that the screen resolutions of the computers, on which the Net-Console program will be installed, should be at least 800x600 in order to view the main screen completely.

Taking the fact into consideration that the Net-Console Server program is managing the communication between the PABX and the clients, it will be useful to install this program on a computer, which is fast enough to maintain the traffic load and with no other software running on it.

Moreover, since the programs are supplied in an installation CD, a CD-ROM drive is required for the computer(s) on which the programs will be installed. If there is no CD-ROM drive on the computer(s) on which the programs will be installed, then the drive of another computer can be shared and the installation is done over the network.

SPECIFICATIONS & REQUIREMENTS

CONFIGURATION ALTERNATIVES :

The Net-Console Server program is serving Net-Console, Net-CM, System Administrator and TAPI Service Provide only for MS38S, MS48, MS48-ISDN, MS128 and MS224 systems. On the other hand, it is serving only the Net-CM program for the MS26S and DS200 systems. Therefore, Net-Console, System Administrator and TAPI Service Provide cannot be used with the MS26S and DS200 systems. The compatibility information for the present PABX systems and the programs is presented in the table below:

	Net-Console Server	Net-Console	Net-CM System Administrator	TAPI
MS26S	+	-	+	-
MS38S	+	+	+	+
MS48	+	+	+	+
MS128	+	+	+	+
MS224	+	+	+	+
DS200	+	-	+	-

The system can be adjusted according to the specific needs of particular environments and can be installed and used in various configurations. In all configurations, the Net-Console Server program must be installed to a network computer, which is connected to the PABX by cable, in order to operate Net-Console, Net-CM, System Administrator and TAPI Service Provider.

Net-Console and Net-CM programs require a licence. In order to be able to run these programs, activation keys must be entered on configuration window of Net-Console Server program. (This is explained in the later sections.) If only the programs that do not require licence will be used (System Administrator and TAPI service provider etc.), then Net-Console Server program must be run with /np command-line parameter. In this mode, Net-Console Server program will not

look for a security plug on serial port, and it will not try to make a licence verification, but it will not serve Net-Console and Net-CM programs, either. This adjustment must be made by the user, by editing the properties of Net-Console Server shortcut that is created by the Setup program, and by entering /np parameter manually. Otherwise, when there is no security plug between serial port of PC and PABX, Net-Console Server may not work correctly for programs that do not require licence either.

NET-CONSOLE SERVER AND NET-CM INSTALLATION ALTERNATIVES:

In order to run the Net-CM program, the Net-Console Server program must be installed to a PC that is connected to one of the Karel MS26S, MS38S, MS48, MS48-ISDN, MS128, MS224 or DS200 PABX systems through its serial port. The Net-Console Server program communicates with the Net-CM program by using DDE, NetDDE or TCP/IP protocols.

If Microsoft Network environment is not present, or if the Microsoft Network Client or TCP/IP is not available, then both of the Net-Console Server and Net-CM programs can be installed to the same PC. In this case, the communication between the two programs will be done through DDE protocol. There is no need for a network setup for that case.

On the other hand, if the Microsoft Network environment is present, if the Microsoft Network Client or TCP/IP is available, the Net-Console Server and Net-CM programs can be installed to separate PC's (upon wish.) In this case, the communication between the two programs will be carried out through NetDDE or TCP/IP protocols. In order to realize it, while entering the configuration information of the Net-CM program, NetDDE or TCP/IP should be chosen as the communication protocol. If NetDDE is chosen, then the name of the PC on the Microsoft Network, on which the Net-Console Server program is running, should be entered. If TCP/IP is chosen, then the name or the IP number of the PC, on which the Net-Console Server program is running, should be entered.

Within this network structure, it is also possible to run the Net-CM program from multiple PC's (but not simultaneously.) To provide that, the Net-CM program should be installed to any PC in the network (this may be the PC, to which the Net-Console Server program has been installed) and the folder, in which the program has been installed should be shared by the other persons who will use the program as authorized with all the privileges. In that case, the people, who will remotely use the program, should assign the shared folder as a network drive.

NET-CONSOLE SERVER AND NET-CONSOLE INSTALLATION ALTERNATIVES:

In order to run the Net-Console program, the Net-Console Server program must be installed to a PC that is connected to one of the Karel MS38S, MS48, MS48-ISDN, MS128 or MS224 PABX systems through its serial port. The Net-Console Server program communicates with the Net-Console program by using TCP/IP protocol. Hence, a computer with the TCP/IP protocol installed is needed, in order to run the Net-Console program.

If the Net-Console program will be installed to a single computer, primarily the TCP/IP protocol must have been installed to that computer. In addition to that, the Net-Console Server program should be installed to a computer with a permanent IP number. In the case of installation to a single computer, the IP address of the server can be entered as 127.0.0.1 to the Net-Console program.

If the Net-Console program will be installed to more than one PC, then the TCP/IP protocol should be installed to all of those PC's. Only during the Net-Console (Admin) setup, the server address is required. In this case server address (IP address or computer name) must be entered correctly. After Net-Console (Admin) setup, admin should login to the system and enter the same server address for each client that are defined in User Manager window.

Moreover, a common folder, which is shared by the other persons who will use the program as authorized with all the privileges, is needed in order to contain the common database files that will be used by all the Net-Console programs.

INSTALLATION OF THE TCP/IP PROTOCOL:

To check whether the TCP/IP protocol has been installed:

* For Windows 9.x / ME Operating Systems:

- Click the "Network" icon in the "Control Panel". You will see the installed network components in the "Configuration" page.
- If there is TCP/IP in the list of the network components, then the TCP/IP protocol has been installed. You can close the window.
- If TCP/IP is not in the list, then you will need to install it. If you have purchased more than one license for the Net-Console program, apply to the system administrator about installing the TCP/IP protocol to all of the computers that will run the program. If you purchased the program with single user license and there is no network environment; or if the computer that the program will be installed to has no Ethernet card or modem, then, by performing a standard modem installation, the TCP/IP protocol can be installed as if there is a modem in the system.

* For Windows NT:

- Click the "Network" icon in the "Control Panel".
- If there is TCP/IP in the protocol page, then the TCP/IP protocol has been installed. You can close the window.
- If the TCP/IP protocol is not in the protocol page, then you will have to install it. If you have purchased more than one license for the Net-Console program, apply to the system administrator about installing the TCP/IP protocol to all of the computers that will run the program. If you purchased the program with single user license and the TCP/IP protocol has not been installed, then it can individually be installed.

* For Windows 2000:

- Windows 2000 is supplied with TCP/IP.

Installation of TCP/IP Protocol for Single-User Net-Console, to a Computer with no Network Medium (Windows 9.x / ME):

- Click the "Modem" icon in the "Control Panel". Since there is no installed modem, the operating system cannot detect any. Therefore, you will indicate that you will choose it from the list. Click "Next".
- The system will ask you to choose a serial port for the modem. Since you will perform a single-user installation, you will install the Net-Console Server program to the same computer. The Net-Console Server program communicates with the exchange through a serial port, hence you should choose a serial port for the modem that is different from the one that makes the connection to the exchange via the RS232 cable. After choosing the proper port, finish the modem installation by clicking the "Next" button again.
- Now you have to install the Dial-Up Adaptor and the TCP/IP protocol to your system. For this, click the "Network" icon in the "Control Panel".
- Click the "Add" button in the "Configuration" page.
- In the window that you have to choose the network component type, choose the adaptor and click the "Add" button.
- In the window that opens, pick "Microsoft" from the list on the left and "Dial-up adaptor" from the list on the right and click "OK".
- In the window that you have to choose the network component type, choose "Protocol" this time and click "Add".
- In the window that opens, pick "Microsoft" from the list on the left and "TCP/IP" from the list on the right and click "OK".
- Windows will restart. After the restart, the necessary network configuration for running the single-user Net-Console program will be ready in your system.

While installing the Net-Console program, you must enter 127.0.0.1 (since the PC is the same) when the IP address of the computer, on which the Net-Console Server program runs, is prompted.

Installation of TCP/IP Protocol for Single-User Net-Console, to a Computer with no Network Medium (Windows NT):

- Click the "Network" icon in the "Control Panel".
- Click "Add" in the protocol page. Choose the TCP/IP protocol from the list.
- If you are prompted whether you want to use DHCP, click "No".
- After the installation is complete, click the "Close" button that is at the bottom of the network window. Your computer will restart.
- While installing the Net-Console program, you must enter 127.0.0.1 (since the PC is the same) when the IP address of the computer, on which the Net-Console Server program runs, is prompted.

Important Note:

It is recommended that all the other programs running on the computer, to which the Net-Console Server, Net-Console and Net-CM programs will be installed should be closed before the installation. Especially the "Auto-Protect" feature of the Norton Antivirus program should be deactivated during the BDE installation of the Net-Console program. Likewise, considering that the other running programs may cause trouble as well, please close all programs running on Windows.

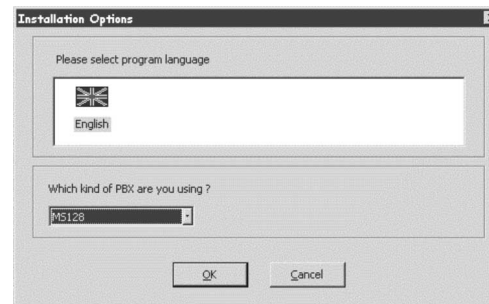
HOWTOINSTALL

In this chapter, the necessary steps for the installation, assuming that all the programs comprising the Net-Console/Net-CM module will be installed to the system, are mentioned. The Net-Console Server program must be installed, in order to run the other programs. If the other programs will not be installed, the related steps should be omitted. In order to install or uninstall the programs to or from the computers with NT based operating systems, one should log on as a user with "Administrator" privileges.

INSTALLATION STEPS FOR NET-CONSOLE SERVER, NET-CONSOLE (FOR SYSTEM ADMINISTRATOR-ADMIN) AND NET-CM:

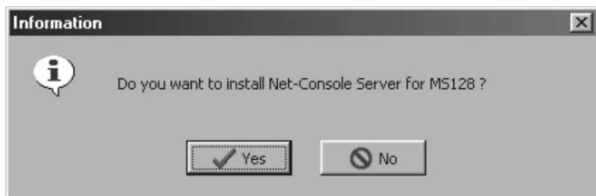
- First, determine the computers, to which you will install the Net-Console Server, Net-Console and Net-CM programs.
- The Net-Console Server program should be installed to a computer:
 - that is connected to the Karel PABX system through its serial port,
 - with a permanent IP address if the Net-Console program(s) will be used,
 - with Microsoft Network Client installed, if the Net-CM program will run remotely.
 The installed network protocols can be viewed by clicking the "Network" icon in the Control Panel.
- If the Net-CM and Net-Console Server programs will run on the same computer, then there is no need for any network protocol; in this case, the communication protocol is DDE (Dynamic Data Exchange). If the Net-CM and Net-Console Server programs will run on different PC's, then the Microsoft Network Client protocol or the TCP/IP protocol must be installed and running on both PC's. In this case, the communication protocol is NetDDE (Network Dynamic Data Exchange) or TCP/IP.

- If the Net-Console and the Net-Console Server programs will run on the same computer, then the TCP/IP protocol must have been installed and running on that computer. The communication can be provided by using 127.0.0.1 as the IP address, no matter the computer has a permanent IP address or not. If the Net-Console and Net-Console Server programs will run on separate computers (this also applies for the cases when multiple users will install the Net-Console program), in that case the TCP/IP protocol must have been installed to and running on the computers to which the Net-Console and Net-Console Server programs will be installed. In other words, both the server and clients must have TCP/IP protocol. In this case IP address or computer name of the server PC must be entered as the server address.
- After having determined the computer on which the Net-Console Server program will run, start the installation program on that computer. If the CD-ROM auto-run feature has not been disabled in your system, then the installation program should begin as soon as you insert the CD.

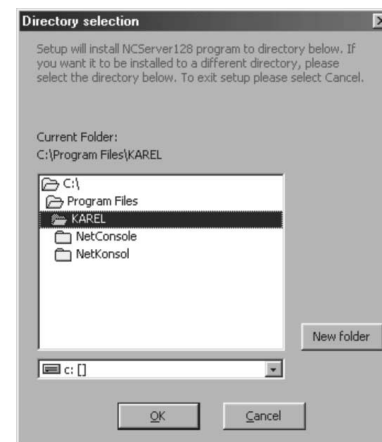


- As the first step of installation, choose the type of the PABX that the programs will communicate with, from the list, and then click "OK". Since the activation key(s), supplied on the CD cover, are PABX-specific, you are supposed to choose that information according to the PABX whose license you have purchased; otherwise, the programs will simply not work.
- In order to install the Net-Console Server program, point to the text "Net-Console Server" or the icon next to it with your mouse and click.

- The installation program will ask you whether you want to install the server program for the PABX type you have chosen. Click "Yes".

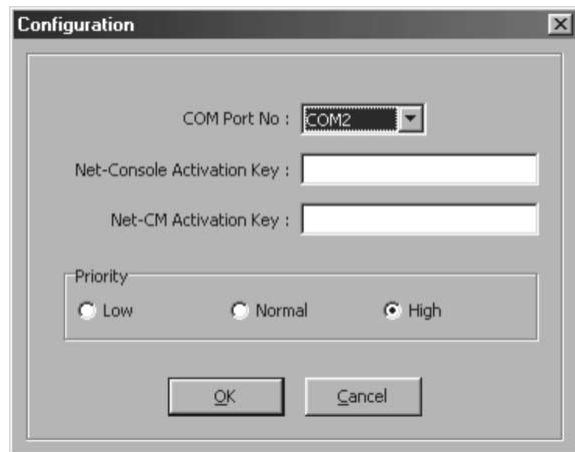


- Then the installation program will ask for the folder, in which you want to install the server program. Unless another folder name is chosen, the installation program will automatically copy the program files into the folder "KAREL" that is in the folder "Program Files" (for example, C:\Program Files\KAREL\NCServer48). If you would like to install into another folder or drive, you can browse the folder tree, or if you want to create a new folder, within another folder you have chosen, you can do that by clicking the "New Folder" button. You can proceed by clicking "OK", after having chosen the folder to which you will install the program.



- At this stage, the installation program will copy the necessary files to run Net-Console Server, into the folder you have already chosen. Wait for the copying operation to be completed.
- When the copying process is completed, the program will prompt you to enter the necessary parameters for the Net-Console Server program to run correctly. Choose the serial port that connects your computer to your PABX, from the list next to the text "COM Port No:." Then, enter the Net-Console or Net-CM activation key, which is delivered on the installation CD cover, according to the license you have purchased. If you have purchased licenses for both of the programs, then both of the activation keys will exist on the CD cover. Enter both of them. Finally, choose the priority level of the Net-Console Server program. If the level is chosen as "High", then, since your system will assign higher priority to the Net-Console Server program, the other programs in the system will run more sluggishly. If the level is chosen as "Normal", then your system will assign equal priority to the Net-Console Server program together with the other programs. If the level is chosen as "Low", then your system will assign lower priority to the Net-Console Server program, compared to the other programs. You should make

the correct decision, considering the importance of the other programs running on the same computer, on which the Net-Console Server program runs. After having completed the level assignment, complete the Net-Console Server program installation by clicking the "OK" button.

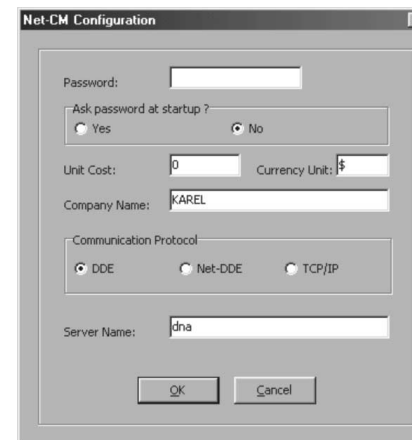


- Finally, the installation program will add the icons that belong to the Net-Console Server program to the Start menu and then will inform you about the completion of the installation as well as the name of the PC where Net-Console Server program is installed. You can close that window by clicking the "OK" button. Thus, you have completed the installation of the Net-Console Server program.
- If you have purchased license for the Net-CM program, then you should have determined the computer, to which you will install the Net-CM program, as mentioned earlier. If you are installing both of the Net-Console Server and the Net-CM programs to the same computer, then you can start the installation of the Net-CM program, without closing the installation program. If you have decided to install the Net-CM program to another computer, then you have to exit the installation program and eject the installation CD. Then you will insert

that CD into the PC to which you will install the Net-CM program, and start the installation. If the CD-ROM auto-run feature has not been disabled in your system, then the installation program should begin as soon as you insert the CD.

- If you have restarted the installation, again, as the first step for the installation process, choose the language of the programs to be installed and the type of the PABX with which the programs will communicate, from the list and click the "OK" button.
- In order to install the Net-CM program, point to the text "Net-CM (Call Record Management)" or the icon next to it with your mouse and click.
- The installation program will ask whether you would like to install the Net-CM program. Click the "OK" button.
- Then the installation program will ask for the folder to which you want to install the Net-CM program. Unless another folder name is chosen, the installation program will automatically copy the program files into the folder "KAREL" that is in the folder "Program Files"(for example, C:\Program Files\KAREL\Net-CM). If you would like to install into another folder or drive, you can browse the folder tree, or if you want to create a new folder, within another folder you chose, you can do that by clicking the "New Folder" button. You can proceed by clicking "OK", after having chosen the folder to which you will install the program.
- In that step, the installation program will copy the necessary files to run Net-CM, into the folder you have already chosen. Wait for the copying operation to be completed.
- When the copying process is completed, the program will prompt you to enter the necessary parameters for the Net-CM program to run correctly. You can assign a password to the system, in order to prevent any unauthorized people to view and/or modify call records. This password is the one that will be prompted upon logging into the Net-CM program. Moreover, this password will be asked for in order to delete records from the main file during

archiving of call records. Therefore, the password must not be forgotten. After the password entry, if you want to be prompted for the password every time the program starts, then click "Yes" below the question "Ask password at startup?" If you do not want, click "No". Even though you have chosen "No", the program will still ask the password in order to delete records from the main file during archiving of call records. Enter the unit price of metering pulse in your currency, in the section "Unit Cost". That figure may be an integer or a decimal fraction. (e.g. 10000 or 1.25. "." should be used for the decimal fractions.) The metering pulse will be used if your exchange is receiving metering pulses from the C.O. and if you want charging by metering pulses for the line. If you enter the name of your company to the section "Company Name", this will be placed into some reports as header. In the section "Server Name", you should enter the Microsoft Network name or IP address of the PC, on which the Net-Console Server program is running. If you have installed Net-CM to the same computer with Net-Console Server and if you will not run Net-CM from another PC remotely over the network, leave that section empty and choose DDE as the "Communication Protocol." However, if you want to install Net-CM to a separate PC; or if Net-CM will be run from another PC over the network, then choose Net-DDE or TCP/IP as the "Communication Protocol". In such a case, in the section "Server Name", you should enter the Microsoft Network name of the PC to which Net-Console Server has been installed. (Or if you have chosen TCP/IP as the "Communication Protocol", then you should enter the name or the IP address of the PC to which you have installed Net-Console Server.) Otherwise, the Net-CM program will not be able to communicate with the Net-Console Server program and will not be able to retrieve call records from the PABX as the result. Complete the installation of the Net-CM program by clicking the "OK" button.



- Finally, the installation program will add the icons that belong to the Net-CM program to the Start menu and then will inform you about the completion of the installation. You can close that window by clicking the "OK" button. Thus, you have completed the installation of the Net-CM program, too. If the Net-CM program will be used by others from time to time (not simultaneously, since Net-CM is not a multi-user program), then the folder to which the Net-CM program has been installed should be shared over the network by authorizing the users with all the privileges. In this case, a shortcut to the Net-CM program should be created at each user's computer.
- If you have purchased the license for the Net-Console program, then you should have determined the computers, to which you will install the Net-Console program, as mentioned earlier. The public phone directory database (the database containing the telephone numbers to be used by all extensions) and the database containing the information related to the users, both of which are included in the Net-Console program, should be in a common folder. Prior to the Net-Console installation, this common folder that can be accessed by all the extensions should be created on one of the computers in the network. Then, this folder should be shared over the network by authorizing all of the

users who will use the program with all the privileges. After the creation of such a folder, one can proceed to the installation of Net-Console.

- Before installing the Net-Console program as Admin, if there are others using the same program, they must log off the system, because during the installation by Admin, the common databases must not be accessed by anyone.
- If you will install the Net-Console program to the same computer with the Net-Console Server program, you can start the Net-Console installation without exiting the installation program. If you have decided to install the Net-Console program to another computer, then you have to exit the installation program and eject the installation CD. Then you will insert that CD into the PC to which you will install the Net-Console program, and start the installation program. If the CD-ROM auto-run feature has not been disabled in your system, then the installation program should begin as soon as you insert the CD.
- The Net-Console program runs in two distinct modes: Admin and Normal User. By using the Net-Console program, Admin, as well as performing all the operations that a Normal User can do, can access and modify the other users' data, create the public phone directory, and adjust all the parameters of the PABX.

When the Net-Console program is installed as Admin, unlike the other installation methods, a common folder, into which the common database files will be copied, should be selected. The database files for all the users will be copied to that common folder which has previously been determined. This copying operation is done only once. The other users will just determine the location of that folder during the installation. Moreover, since Admin will manage the user accounts, it is essential to install the Net-Console program as Admin at first, considering the necessity of determining the location of common database files and the user accounts. The Net-Console program may be run from the same computer by using different user accounts. For example, Admin can log in the system with her/his own username and password, through any user's Net-Console program, and s/he can perform all the operations that s/he can do by using her/his own computer, through

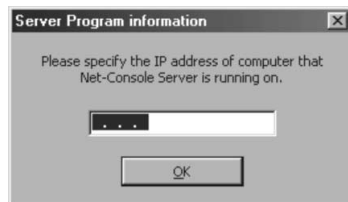
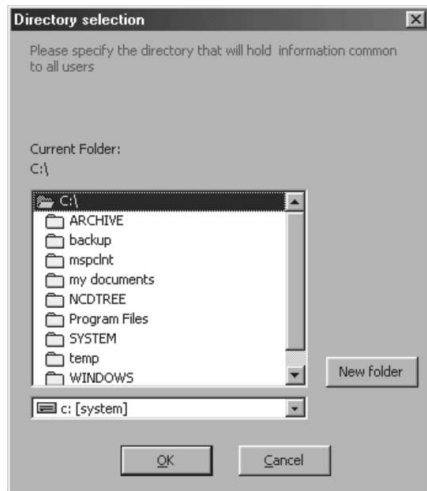
that computer. (Except call control, since the Net-Console program that has been installed to the other computer would allow only that person to use her/his telephone line. This operation mode is considered as the guest user mode within the Net-Console program.) Therefore, especially the Admin password must be known by the Admin only, for the sake of the security of the PABX system.

- In order to install the Net-Console program as Admin, move the mouse cursor to the text "Net-Console (Admin)" or the icon next to it and select.
- The installation program will ask whether you want to install the Net-Console program as "Admin". Click the "Yes" button.
- The Net-Console program requires the installation of the "Borland Database Engine" program, which is necessary for the access and management of databases. The installation program checks whether that program has previously been installed to your system. If it has been installed, the installation program checks its version and if it is an older version than the one in the CD, installation of "Borland Database Engine" will automatically start.

All you will have to do is wait until the installation is complete. The system will inform you after the end of the process. Then, you will be prompted by the installation program to choose the common database folder including the public phone directory and user accounts. You should have created that folder and authorized all the relevant users with all the privileges by now.

Choose the relevant folder from the folder tree and click the "OK" button. If you are not installing for the first time and that folder contains user accounts and public phone directory records from the previous installations, the installation program will ask whether you want to update those files.

You are supposed to reply as "No", if you want to make use of those records. If there is no such information in that folder, the program will create empty databases and would not ask those questions. Then, you will be asked for the IP address of the computer, on which the Net-Console Server program is running. Continue with the installation after entering the IP address and clicking "OK".



- Then the installation program will ask for the folder to which you want to install the Net-Console program. Unless another folder name is chosen, the installation program will automatically copy the Net-Console program files into the folder "KAREL" that is in the folder "Program Files" (like C:\Program Files\KAREL\Net-Console). If you would like to install into another folder or drive, you can browse the folder tree, or if you want to create a new folder, within another folder you chose, you can do that by clicking the "New Folder" button. You can proceed by clicking "OK", after having chosen the folder to which you will install the program.
- At this stage, the installation program will copy the necessary files to run Net-Console into the folder you have already chosen. In the meantime, if the Net-Console program has previously been installed to the same computer, and the personal records has been preserved during an uninstallation, or the previous copy of the Net-Console program has not been uninstalled, you will be asked whether you want to keep the previous information. If you want

to keep them, continue with the installation by choosing "Yes" and wait for the copying of the other files to be completed.

- Finally, the installation program will add the icons that belong to the Net-Console program to the Start menu and then will inform you about the completion of the installation. You can close that window by clicking the "OK" button. Thus, you have completed the installation of the Net-Console program (as Admin).
- You have already completed the installation of the Net-Console program as Admin. Now, accounts for other users should be created. In order to do that, run the Net-Console program. Enter "admin" as the username and the password of the Admin as password. (If this is the first system login, the password of the Admin account is "karel". This password must be changed through the "User Manager" at once, following the first login as Admin.) After logging into the system, choose "User Manager" from the "Admin Tools" menu and create user accounts by using the "User Manager" (you may apply to the help pages of the program for more detailed information). Now the system is ready for the installation of the Net-Console programs for the normal users.

NET-CONSOLE (FOR NORMAL USERS) INSTALLATION STEPS:

- Before installing the Net-Console program for the first time as normal user, the information you have to get from your Admin is below:
 - * If you are authorized to install and use the Net-Console program, your username and password. (If you do not have an account, apply to Admin.)
 - * The name and the exact location of the folder that stores the common databases used by the Net-Console program.
 - * Find out whether the configuration of your computer is adequate for the Net-Console program operation (For example: Do you have a network connection and TCP/IP protocol installed?)

Take note of that information, since you will enter it when prompted by the installation program at certain stages during the installation.

- Insert the installation CD into CD-ROM drive and start the installation program. If the CD-ROM auto-run feature has not been disabled in your system, then the installation program should begin as soon as you insert the CD.
- As the first step of the installation, choose the language of the program you will install from the list and click the "OK" button. Type of the PABX you are using does not matter for you.
- In order to install the Net-Console program, point to the text "Net-Console (Normal User)" or the icon next to it with the mouse cursor and select. If you are not really the Admin, then the program will not work correctly when you attempt to install it as Admin. Therefore, you have to install as "Normal User".
- The installation program will ask you whether you want to install the Net-Console program as "Normal User". Click the "Yes" button.
- The Net-Console program requires the installation of the "Borland Database Engine" program, which is necessary for accessing the databases. The installation program checks whether that program has previously been installed to your system. If it has been installed, the installation program checks its

version and if it is an older version than the one in the CD, installation of "Borland Database Engine" will automatically start. All you will have to do is wait until the installation is complete. The system will inform you after the end of the process.

- Then the installation program will ask for the folder to which you want to install the Net-Console program. Unless another folder name is chosen, the installation program will automatically copy the Net-Console program files into the folder "KAREL" that is in the folder "Program Files" (like C:\Program Files\KAREL\Net-Console). If you would like to install into another folder or drive, you can browse the folder tree, or if you want to create a new folder, within another folder you chose, you can do that by clicking the "New Folder" button. You can proceed by clicking "OK", after having chosen the folder to which you will install the program.
- If the Net-Console program has previously been installed to the same computer and the personal records has been preserved during an uninstallation, or the previous copy of the Net-Console program has not been uninstalled, you will be asked whether you want to keep the previous information. If you want to keep them, continue with the installation by choosing "Yes".
- Then the installation program will ask you to choose the folder that contains user information. You should have obtained that information from your Admin before. Click the button on the right side of the window with three dots on it and the folder tree will open. Choose the folder from the tree considering the information you have obtained from your Admin and click the "OK" button.
- At this stage, the installation program will copy the necessary files to run the Net-Console program into the folder you have already chosen.
- Finally, the installation program will add the icons that belong to the Net-Console program to the Start menu and then will inform you about the completion of the installation. You can close that window by clicking the "OK" button. Thus, you have completed the installation of the Net-Console program.

- Now run the program from the Start menu. (For example: Start\Program Files\Karel\Net-Console\Net-Console). The program will display a warning as: " No user has been defined for this client. Define now?" Click "OK". Then enter the username, the password and the type information of your telephone that you obtained from your Admin. Then click the "Connect" button. If the information you have received from Admin is correct, if you have installed the program successfully and the Net-Console Server program is running, then you can log into the system. In cases when the Net-Console Server program is not running, you can click the "Offline" button in the entrance window and you can organize your personal information by connecting offline. However, offline connection is not possible upon first login.

INSTALLATION STEPS FOR SYSTEM ADMINISTRATOR:

System Administrator program can be installed and used without any licence for MS38, MS48, MS128 and MS224 PABXs. If Net-Console licence is already bought, to install System Administrator is not necessary as System Administrator comes as a module with Net-Console.

System Administrator makes a connection with the PABX by establishing a TCP/IP connection with the Net-Console Server. In order to run System Administrator, Net-Console Server program must be installed before the installation of System Administrator. The installation steps for System Administrator are as below:

- Insert the setup CD to the CD-ROM of the PC on which the Net-Console program will be setup. Auto run will start the setup program automatically, if it is not disabled on the PC.
- Select the PABX type. Click OK to continue.
- To setup System Administrator program, click "System Administrator" line or the icon.
- The setup program asks for your confirmation to setup the program. Click "Yes" to continue.
- System Administrator program requires Borland Database Engine (BDE) for database access and management. Therefore, at the beginning the setup program checks if relevant version of BDE is installed on the PC or not. If setup program needs to install BDE, this process is started automatically and when finished, you will be notified by a message.
- Setup program asks you the folder in which the program will be setup. If you confirm the default folder, the program is setup in a folder named Karel in Program Files folder (ie. C:\Program Files\Karel\SysMgr). If another folder is selected for the setup, then this can be made easily through the folder tree. To continue after selecting the folder, click OK.

- The setup program copies the necessary files in the folder previously selected.
- Finally, setup program creates necessary icons and shortcuts in the start menu and tells you the installation is finished. Click "OK" button. You have finished to install System Administrator.

There are two different working modes for System Administrator that can be controlled by command-line parameters. In the first mode, System Administrator program starts by displaying a login window like the login window of Net-Console. In this mode, by pressing the options button, you can reach a server list. In this list, several server addresses may be defined, so they can be reached at different System Administrator sessions, by only selecting the name of the server from the list in the login window. This mode is for the cases, where parameters of one (or more) PABX are needed to be programmed remotely.

The second mode (called Local Connection mode) can be selected by /L command-line parameter. In this mode, System Administrator program makes a local TCP/IP connection with the Net-Console Server, assuming that Net-Console Server is also running on the same PC (server address is assumed to be 127.0.0.1). This mode is suitable for the cases, where PABX is connected to the same PC where System Administrator is running. In this mode IP address of the server is not required. If no password is provided in Options window, in this mode, System Administrator opens with the main window directly, without a login window. If a password is provided however, it displays a password window. Setup program creates icons for both mode in Start menu. You should select and run whichever mode is most suitable for your needs.

INSTALLATION STEPS FOR TAPI SERVICE PROVIDER (TSP) :

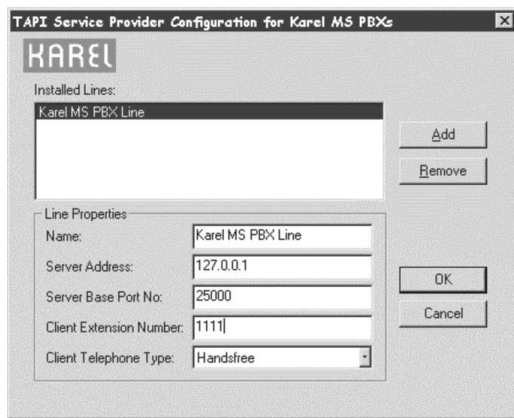
TAPI Service Provider (TSP) can be installed and used without any licence for MS38, MS48, MS128 and MS224 PABXs. It enables TAPI compatible programs (like Outlook, Outlook Express, Phone Dialer) to make phone calls by using that driver.

TSP makes a connection with the PABX by establishing a TCP/IP connection with the Net-Console Server. In order to run it, one must install Net-Console Server program before the installation of the TSP. The installation steps for TSP are as below:

- Insert the setup CD to the CD-ROM of the PC on which the Net-Console program will be setup. Auto run will start the setup program automatically, if it is not disabled on the PC.
- Select the language of the program and the PABX type. Click OK to continue.
- To setup the TSP, click "TAPI Service Provider" line or the icon.
- The setup program asks for your confirmation to setup the program. Click "Yes" to continue.
- Setup program copies the file(s) necessary for the language you have selected to the system, and shows a configuration window. If you installed the TSP before, and it's being used by a TAPI compatible program, you must close that program, otherwise setup program cannot copy the file(s) necessary to the system.
- If you are installing the TSP for the first time, the configuration window will come up as blank, i.e. no configuration parameter is entered. First you should install a line, by pressing the "Add" button. TAPI compatible programs usually presents you a list of TAPI service providers installed on your system to select a line through which the phone calls will be made. "Name" parameter is the name of the line of our TSP that will be listed in this list. Enter the address (name or the IP address) of the Net-Console Server as "Server Address".

“Server Base Port No” parameter is given for the cases where the 25000th TCP port is in use on server PC. In such cases where another TCP port is given, then the same adjustment must be made for Net-Console Server, otherwise programs cannot talk to each other. Unless such a problem exists, this value must be kept as 25000. Enter your extension number for “Client Extension Number” parameter, and select type of your telephone for “Client Telephone Type” parameter.

- If the TSP was installed before, setup program copies new TSP file(s) to your system, and brings up existing TSP configuration settings on configuration window so that you can only press “OK” button (if your previous settings are correct) to upgrade TSP file(s).
- After the TSP is installed, if also Net-Console is installed on your system, you can make phone calls using different programs. For example: You can make phone calls from Net-Console or Outlook at the same time for example; or, you can make call control using Net-Console, for the calls you started from Outlook.



UNINSTALLING THE PROGRAMS:

The Net-Console Server, Net-Console and Net-CM programs can be uninstalled through the computers they have been installed to. For each installed program, there are icons in each program folder in Start menu to uninstall the program.

(Like Start → Program Files → Karel → Net-CM → Net-CM Uninstall, Start → Program Files → Karel → Net-Console → Net-Console Uninstall, Start → Program Files → Karel → NCServer48 → NCServer48 Uninstall, Start → Program Files → Karel → System Administrator → System Administrator Uninstall)

Alternatively, the programs can be uninstalled through “Control Panel” → “Add/Remove Programs”, by choosing from the list of installed programs (like Karel Net-Console, Karel Net-CM, Karel NCServer48.)

Uninstallation of each program is done upon confirmation of the user. As long as the user does not confirm, the programs are not uninstalled from the system. If you confirm an uninstallation operation, the system will display a notification such as: “Program ... has been uninstalled from your system.” after the operation is completed.

For all the programs, only the files copied during the installation will be uninstalled during the uninstallation process. Since the files created later will not be deleted, the program folders may not be cleaned up completely. If such files still exist following the uninstallation, they may be deleted from the relevant folders by using the Windows Explorer. However, the folders containing the program files must not be deleted to uninstall the programs. Primarily one of the two methods mentioned above should be used to uninstall the programs and then the remaining files should be deleted separately (upon wish.)

The uninstallation procedure of the Net-Console program is a little bit different. If you are a normal user, the Net-Console program will ask you whether you want to keep your personal files during the uninstallation: "Do you want to save data files (Contacts, Notes, etc.)?" If you will re-install the program and use the same information, click the "OK" button for that information not to be deleted, or all the personal data will be deleted together with the program files.

If you are the Admin the Net-Console program will ask you whether you want to keep your personal files during the uninstallation. If you will re-install the program and use the same information, click the "OK" button for that information not to be deleted, or all the personal data will be deleted together with the program files. Moreover, the system will display a warning message: "Delete shared files? Deleting these files can affect other users." If you will not use that data for a future installation, you may want it to be deleted. In this case, all user accounts and the public phone directory will have to be created again.

