

Title: Windows 2003 SP1 is Now Supported		
Category: Technical Note		
Technical Note Number: 0151		
Release Date: 07/12/05		
Products Affected:	Hardware: <input type="checkbox"/>	Software: <input checked="" type="checkbox"/>
SG-8: <input type="checkbox"/>	SG-12: <input type="checkbox"/>	ST4, r3: <input type="checkbox"/>
SG-24: <input type="checkbox"/>	SG-T1: <input type="checkbox"/>	ShoreTel5, R1.1: <input type="checkbox"/>
		ShoreTel5, R1.2: <input type="checkbox"/>
(Contact ShoreTel support before attempting on any versions not listed above!)		
SG-E1: <input type="checkbox"/>	ShoreTel Converged Conference Bridge: <input type="checkbox"/>	
Teleworker: <input type="checkbox"/>	IP Phones: <input type="checkbox"/>	

Resolution:

ShoreTel5 Release 2.0 build 10.7.9104.0 now fully supports Windows 2003 Service Pack 1. ShoreTel5 Release 1.2 build 9.7.9601.0 also supports Windows 2003 Service Pack 1, but at the time of this alert the build is not yet available. If Win2K3 SP1 support for ST5R1.2 is needed please wait one week (from this alert's release date) to download build 9.7.9601.0.

Please note that this Product Alert obsoletes Tech Note 0144.

How to upgrade to Win2K3 SP1:

Introduction:

Windows 2003 Service Pack 1 has introduced certain access permission issues to the operation of ShoreTel software. These access permission issues can be addressed by applying an executable patch; right after Service Pack 1 has been applied to the system.

The executable patch is included in the release 10.7.9104. Therefore the preferable upgrade path is to have 10.7.9104 installed, and then apply Service Pack 1.

Upgrade paths:

1. 10.7.8604 (or any recent 10.7.xxx release) + Win2K3 -> 10.7.9104 -> SP1 -> Apply SP1Repair.exe
2. 10.7.8604 (or any recent 10.7.xxxx.0 release) + Win2K3 -> SP1 -> 10.7.9104.0

Steps

Please follow the steps below to successfully upgrade and patch a Windows 2003 Service Pack 1 ShoreTel server:

- 1) Assuming the system is running Windows 2003, upgrade an existing Shoretel server release (e.g. 10.7.8604) to 10.7.9104, as you would upgrade to a newer release, rebooting the server when completed.
- 2) After upgrade is completed, be sure to also upgrade any remote application servers (aka DVM) then reboot all switches and IP Phones.
- 3) Apply the Microsoft's Service Pack 1 for Windows 2003 to the Headquarter server.
- 4) Headquarter server will reboot at the end of SP1 installation.
- 5) After the reboot, log back into the ShoreTel server console as Administrator (or user with Admin privileges).
- 6) Open a Windows Explorer.
- 7) Under Explorer, execute the program called SP1Repair.exe, by double clicking it, The SP1Repair.exe file is located in the ShoreWare Server installation directory (e.g. C:\Program Files\ShoreLine Communications\Shoreware Server).
- 8) Login to Director to perform a quick check to verify the SP1Repair.exe patched the SP1 system successfully
- 9) Select Quick Look under Director, click on any of the remote server page. Verify the remote server page loaded successfully.
- 10) Done.

However, if Microsoft Windows 2003 Service Pack 1 has been applied to the Shoretel system PRIOR to upgrading 10.7.9104; just simply upgrade the system to 10.7.9104. The SP1Repair.exe does not need to be applied.

Remote Voicemail Application Servers:

Remote application servers (aka DVM's) can run on Windows 2003, Windows 2003 SP1, Windows 2000 servers or any other Shoretel supported OS. *No SP1Repair.exe patch is needed to apply to any remote Voicemail Application Servers (DVM's).*