

KAREL WEBCM

INSTALLATION GUIDE

KAREL[®]WEBCM

INSTALLATION GUIDE

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WebCM Installation Guide

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KAREL reserves the right to make modifications in product features specified in this document for development and improvement purposes, without prior notice. The actual products may possess characteristics different from those that have been mentioned herein, due to software and hardware version differences.

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SYSTEM REQUIREMENTS

- Web-CM can be installed on the following operating systems:
 - § Microsoft Windows 2000
 - § Microsoft Windows Vista Business
 - § Microsoft Windows 7 Enterprise
 - § Microsoft Windows XP Professional
 - § Microsoft Windows Server 2008 R2 Enterprise
 - § Microsoft Windows Server 2003 Enterprise
- Apache Web Server 2.0.54
- PostgreSQL 8.2
- Perl 5.8.7 built for MSWin32-x86-multi-thread
- 221 MB of disk space for Apache, PostgreSQL and Perl installation
- 50 MB of disk space for installing the WebCM application
- A CD-ROM drive to read the installation CD.

(Specifications of the CPU, disk and RAM required for running the application depend on data traffic and number of users.)

To access Web-CM application the following web browser models can be used:

- Internet Explorer
- Mozilla Firefox
- Google Chrome
- Opera
- Maxthon
- K-Meleon
- SeaMonkey
- Safari
- Avant Browser

ESTABLISHING THE LINK BETWEEN THE PABX AND THE SERVER COMPUTER

WebCM can communicate with the Karel PABX systems in different ways with respect to the model of the Karel PABX.

The communication link between a DS series system and the WebCM can be established via the Net-Console Server program which has to be setup for the relevant DS series system, similarly but additionally a direct connection can be used via the ethernet port of the PABX. (Please see KNE User Guide).

In addition to this connection, there is a UGB (USB Security Plug) device which should be plugged to any available USB port on the Web-CM Server computer. (Please refer UGB – USB Security Plug Installation Guide for the installation details of UGB)

The activation key of 32 characters needs to be entered into the Net-Console Server program for the proper communication if there is a connection with Net-Console Server. On the other hand, the activation key of 32 characters needs to be entered into the KNEE program if the connection is supplied directly from the Ethernet port of the system.

The activation key of 32 characters is delivered on the Web-CM installation CD cover.

PREREQUISITES INSTALLATION

Particular versions of the Apache Web Server, PostgreSQL database and Perl applications, which have been specified in the system requirements, are supposed to be installed and running properly before installing WebCM. The Karel Apache/Perl/PostgreSQL (kapp) package has been included in the CD in order to facilitate installation of those three applications on systems with Windows O/S. The packet complies with the system requirements. If the versions of the Apache Web Server, PostgreSQL database and Perl applications that have been specified in the system requirements have already been installed on your system, then there is no need to install that packet and you can directly proceed to installation of WebCM. Once the Karel Apache/Perl/PostgreSQL packet has been installed, you do not have to re-install it in case you re-install WebCM (for the purpose of version upgrade, etc.)

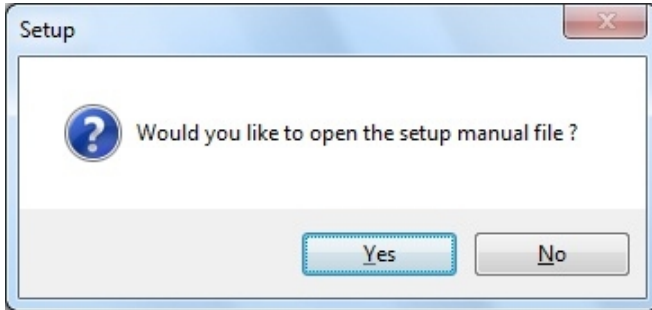
Supposing that you will install the Karel Apache/Perl/PostgreSQL packet, run the application **kapp_setup.exe**, which is in the root directory of the installation CD, and then follow the steps below:

As the first step, select the language to be used during the installation, and click "OK".

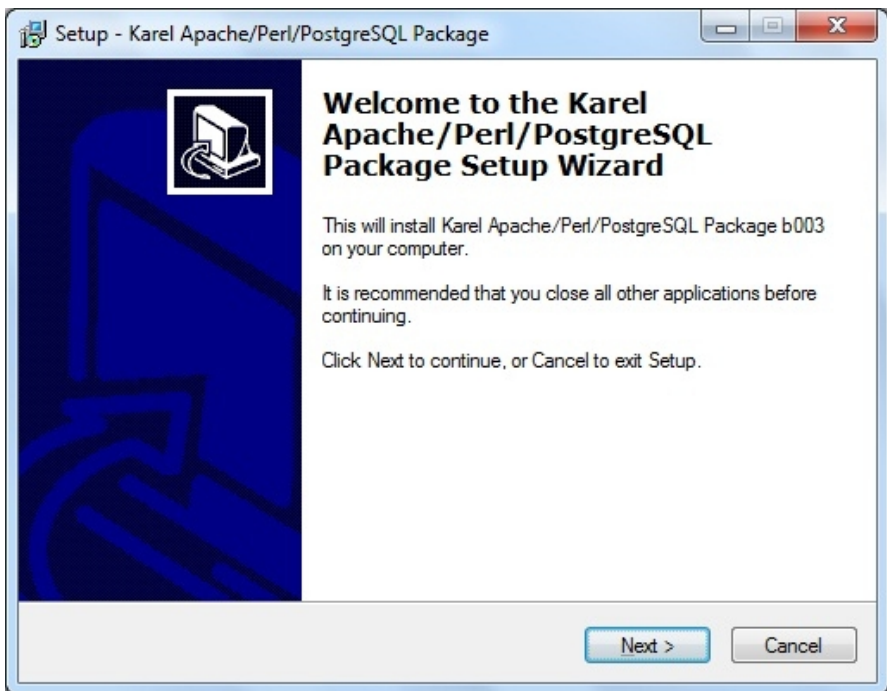


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After selecting installation language a window opens, which allows you to open “WebCM Installation Guide”. If “Yes” is selected, the guide will open in PDF format and at the same time you can keep on the installation. If “No” is selected the installation can be made without a manual.



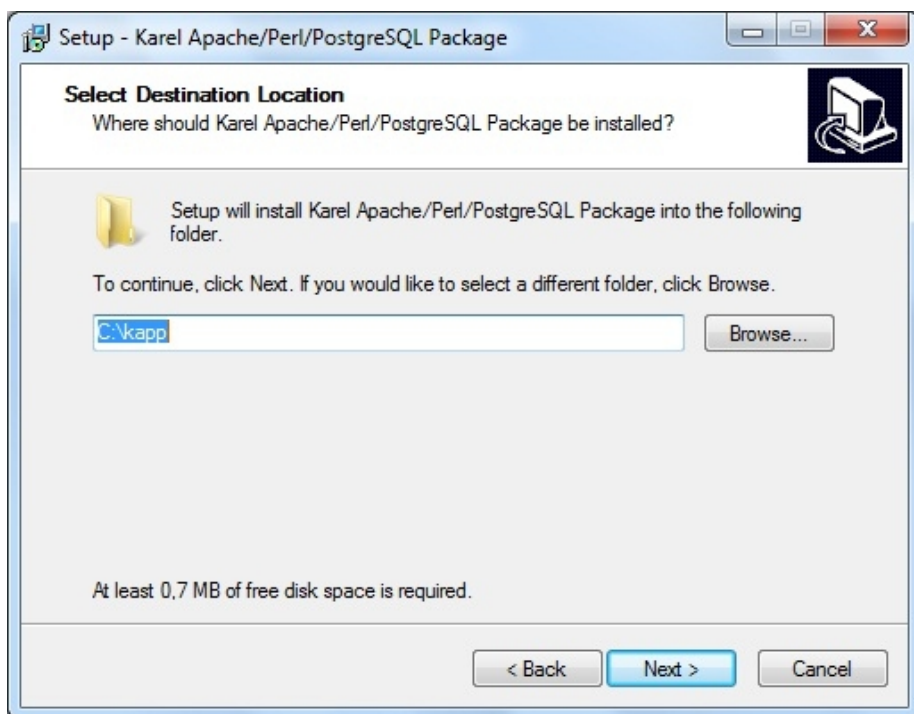
Click the “Next” button on the greeting window of the installation wizard that opens afterwards, in order to proceed to the next step.



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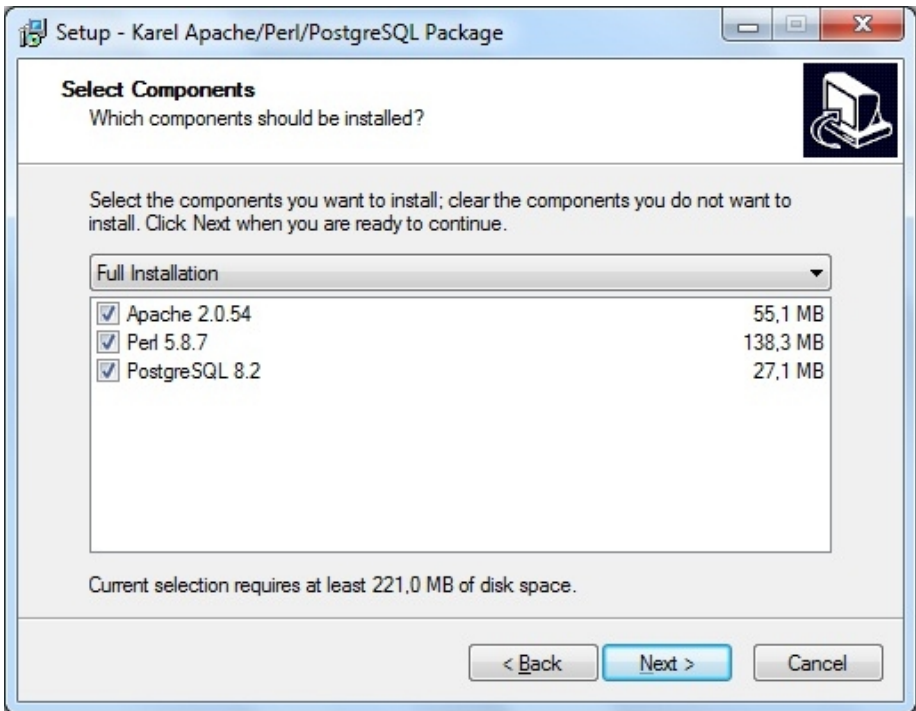
A window opens, which allows you to select the directory in which Apache, Perl and PostgreSQL are to be installed. Name of the selected installation directory must not include space character, or the installation fails to proceed any further.

Click the “Next” button after you select the directory of installation.



WebCM Installation Guide

In the next step, you can select the components to be installed.

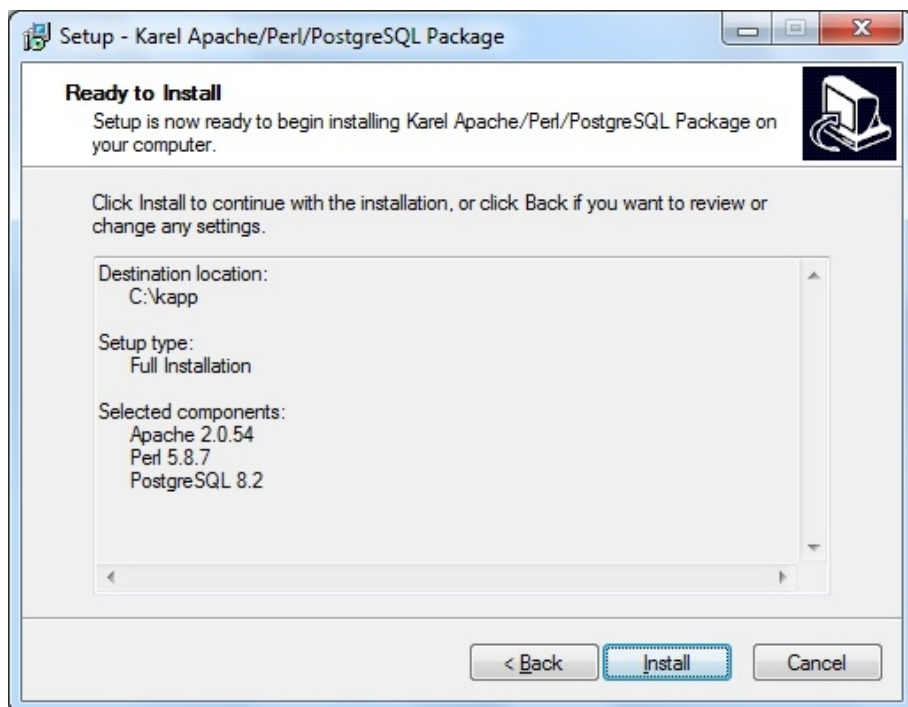


If some of the components have already been installed on the system, then there is no need to install them again. You can avoid re-installing such components by removing the checkmarks from their respective boxes.

All of the listed components are needed in order to be able to install and run WebCM. Hence, if those components have not already been installed, then choose “Full Installation”, so that the entire components are installed. Proceed to the next window by clicking the “Next” button.

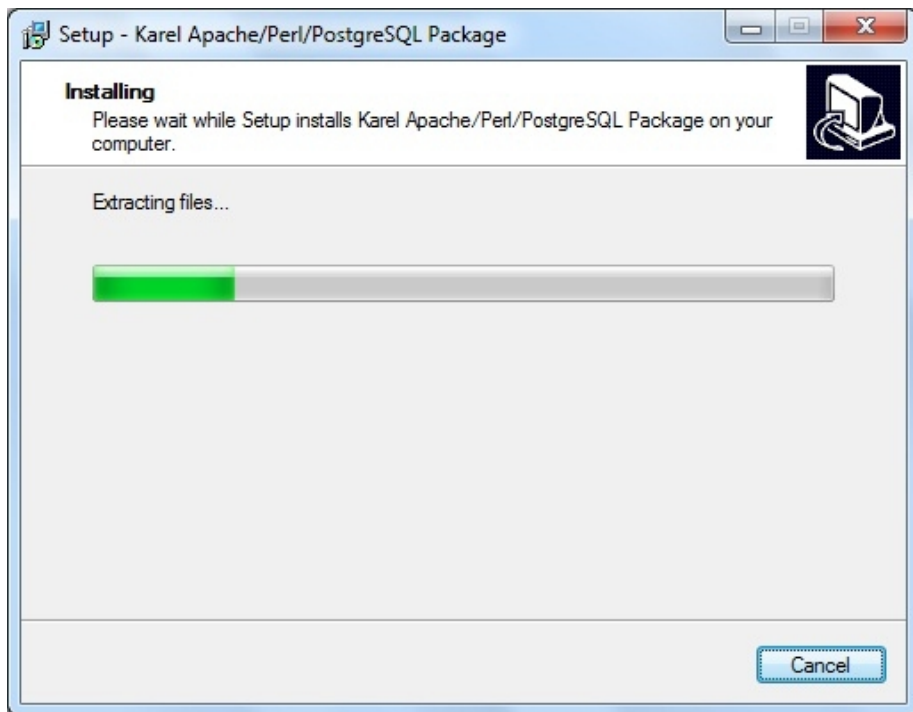
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Here, the installation wizard lists the installation type and the components that you have selected in the previous step. Initiate the installation by clicking “Install”.



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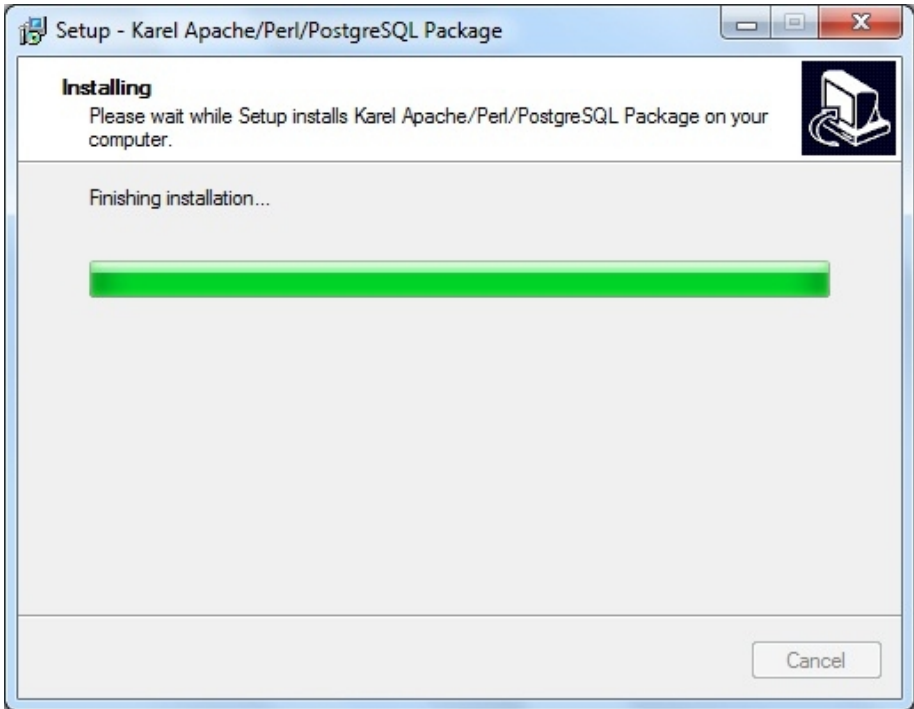
The installation wizard subsequently begins installing the selected components.



The operation may take long time depending on the hardware features of the computer on which the installation is being performed. Wait until that operation is complete.

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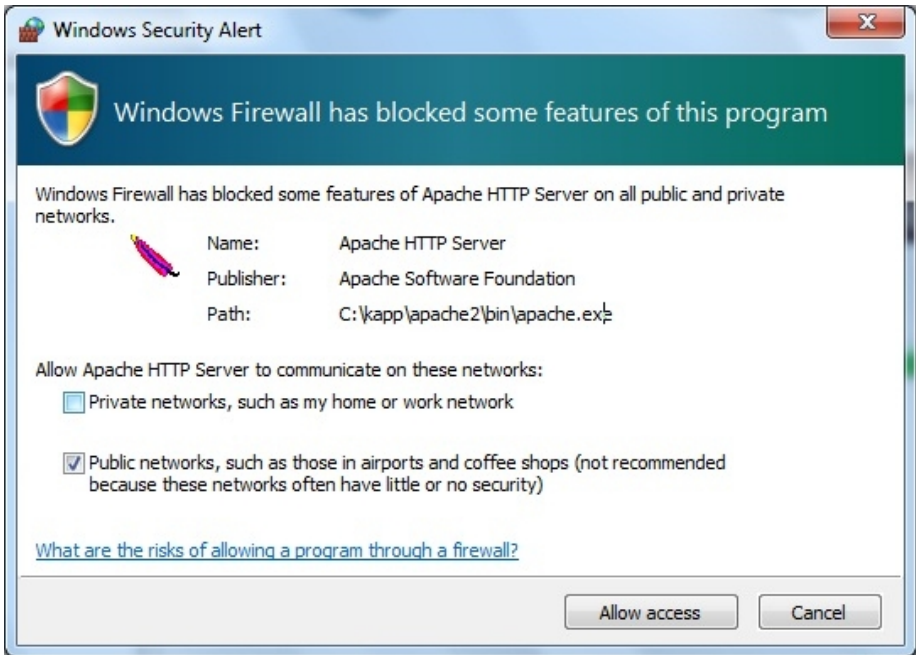
A window like the one below opens in the final step:



The operation may take long time depending on the hardware features of the computer on which the installation is being performed. Nevertheless, you should wait until the installation is complete.

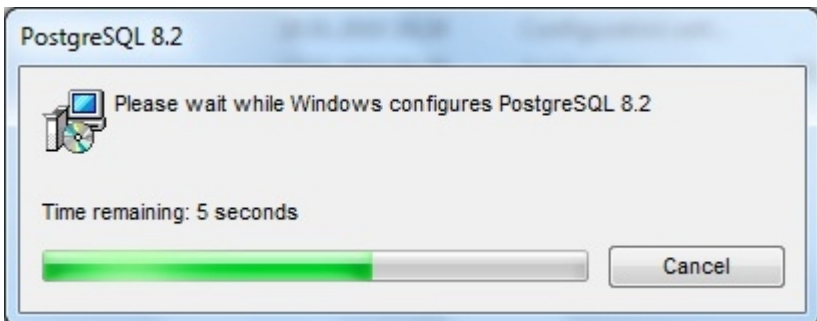
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In the meantime, a security warning, like the one below, may appear, if the Windows Firewall is active:



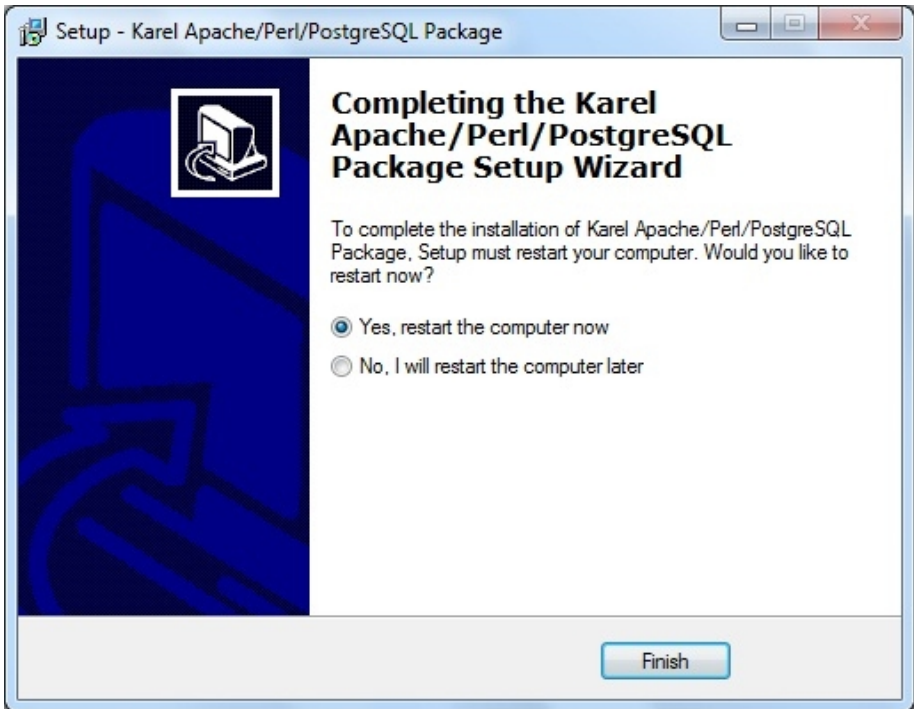
Click the “Allow access” button on this window, so that the Apache Web Server is allowed to operate.

Finally, PostgreSQL is installed.



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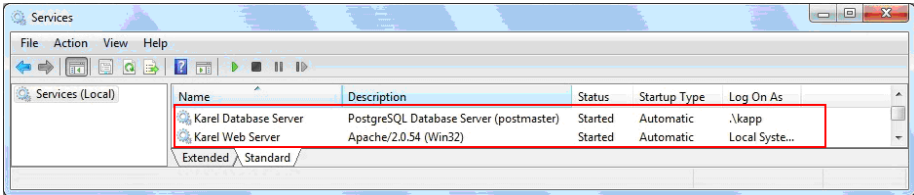
Then, the confirmation window below opens, which indicates that the installation has been completed.



The computer must be restarted before proceeding with the installation of WebCM, in order to complete the overall installation successfully. Therefore, check the option “Yes, restart the computer now” and click “Finish”.

Following the restart, select “Services” through the “Control Panel” of Windows operating system, “Administrative Tools” in order to be sure that Apache Web Server and PostgreSQL Database services are working properly. In the “Services” window that opens, make sure the services “Karel Database Server” and “Karel Web Server” are working properly. The “Statuses” and the “Startup Types” of those services are supposed to be “Started” and “Automatic”, respectively.

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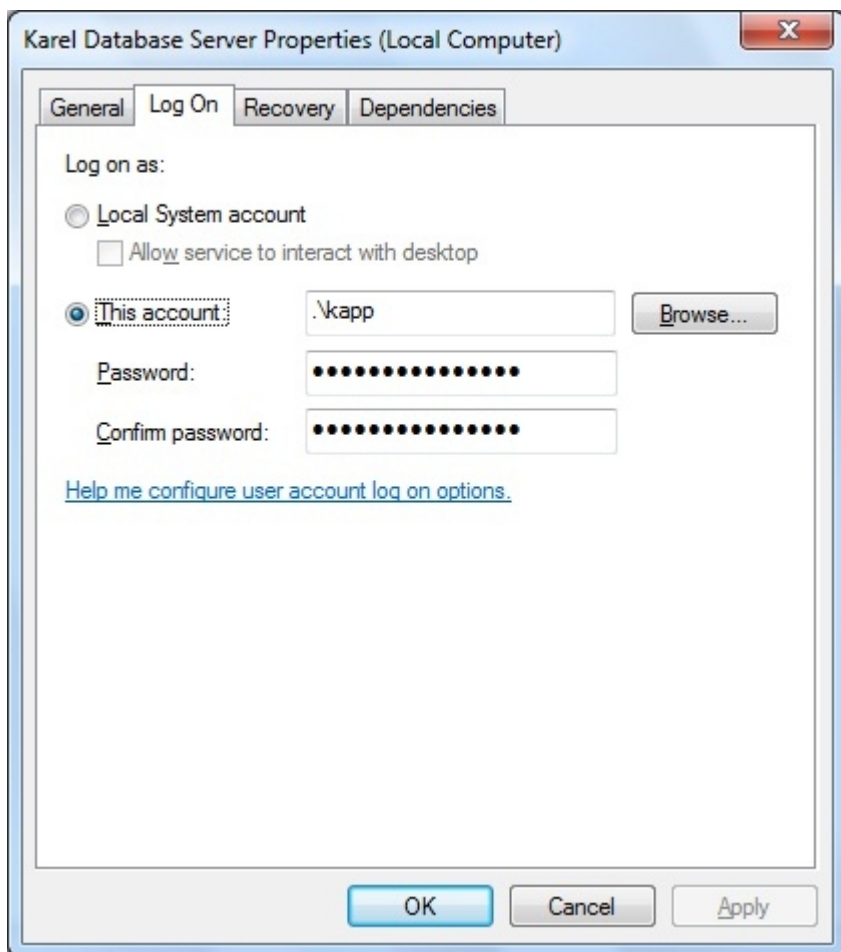
The steps explained herein below are not compulsory. Hence, you can skip them and directly go on with WebCM installation.

The Karel Web Server service works through the “Local System” account. On the other hand, the Karel Database Server service works through the local “kapp” account.

For the sake of keeping the installation as simple as possible, the local “kapp” account is created automatically during the installation and its password is assigned as “Karel_123”. Since the account is local, it does not create any security vulnerability. Yet, the password of that service, whose authorization level is low, can still be changed upon wish. To do that, access the “Administrative Tools” over the “Control Panel” of Windows and run “Computer Management”. In order to change the password, right click on the user “kapp” that is on the list “Local Users and Groups”. Since the Karel Database Server service uses that account, if you change the password, then you are supposed to perform the change in the properties of that service as well. To do that, access the “Administrative Tools” over the “Control Panel” of Windows and run “Services”. Double click the Karel Database Server service.

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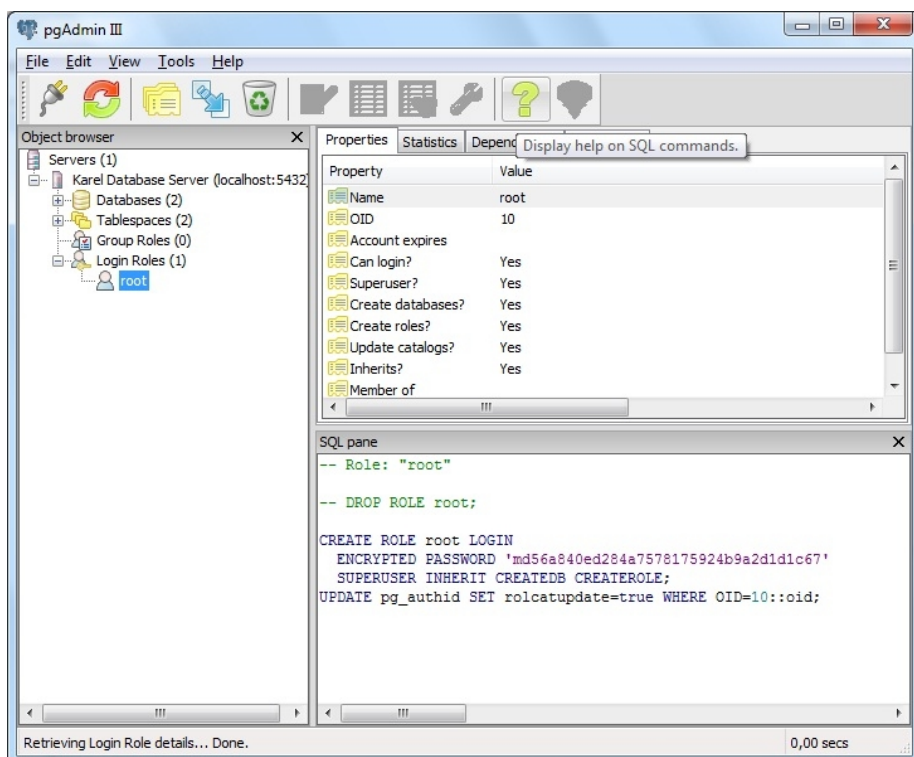
Select the tab “Log On” on the properties window that opens.



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Then, type in the new password in the “Password” and “Confirm Password” areas, and click “OK”. Restart the service after that change and make sure it works properly. Otherwise, the service may not start automatically on startup.

While the PostgreSQL database is being created, the administrator username and password are assigned as “root” and “postgres”, respectively, in order to keep the installation as simple as possible. Since the database server does not allow remote connections as long as the post-installation configuration remains unchanged, the password of the root account may be changed upon wish, although it creates no security vulnerability. To do that, run the PostgreSQL management tool called **pgAdmin3.exe**, which is in the folder “bin” that is under the installation directory (for instance, C:\kapp\pgsql\bin\ pgAdmin3.exe). After connection with the database has been established, choose the role “root”, which is under “Login Roles”, right click it and then select “Properties”.



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Type in the new password in the “Password” and “Password (again)” areas in the dialog box that is displayed afterwards. Do not forget the changes you make in this step because the database administrator password will be prompted later during the WebCM installation, while the krl application database and the krl database role are being created.

The screenshot shows a dialog box titled "Login Role root" with a close button (X) in the top right corner. The dialog has four tabs: "Properties", "Role membership", "Variables", and "SQL". The "Properties" tab is selected. The fields and their values are as follows:

- Role name:
- OID:
- Can login:
- Password:
- Password (again):
- Account expires:
- Role Privileges: Inherits rights from parent roles, Superuser, Can create database objects, Can create roles, Can modify catalog directly
- Use replication:

At the bottom of the dialog are three buttons: "Help", "OK", and "Cancel".

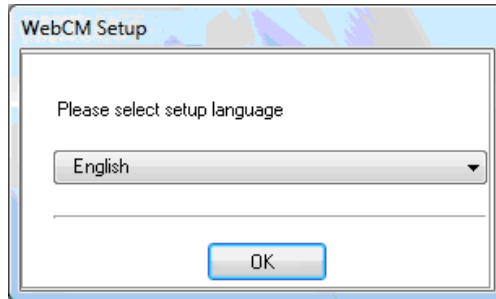
When uninstalling the Karel Apache/Perl/PostgreSQL (kapp) package from the computer, pay attention to uninstall the WebCM application before uninstalling the package.

Now you can proceed to set up WebCM.

HOW TO SET UP WEBCM

Close all running applications, if possible, before starting the WebCM setup.

If the installation does not start automatically when you insert the WebCM installation CD into the CD-ROM drive, then run the application **install.exe**, which is under the root directory of the CD-ROM driver, select setup language and click OK.

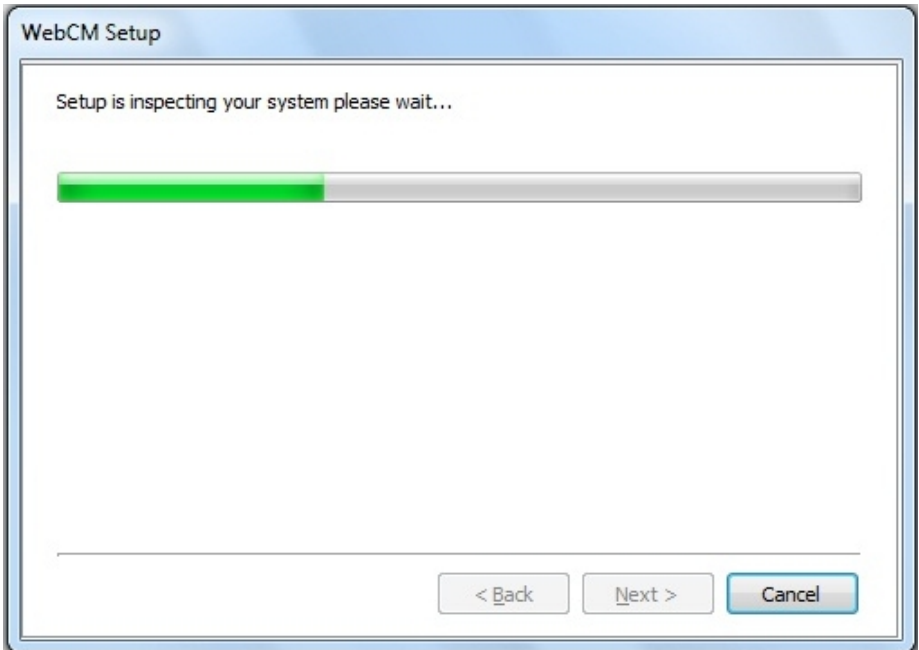


The setup program of WebCM starts in the language you have just selected. Click "Next" to go on.



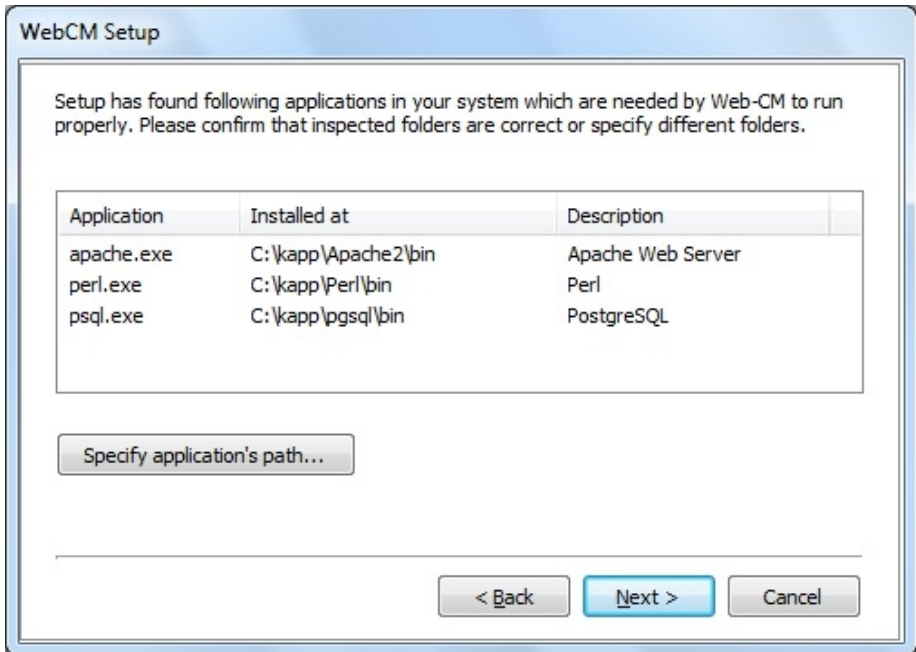
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The setup program then attempts to detect the folders, in which the applications that are required by WebCM to work have been installed. Wait for that operation to be completed, which takes only a short while.



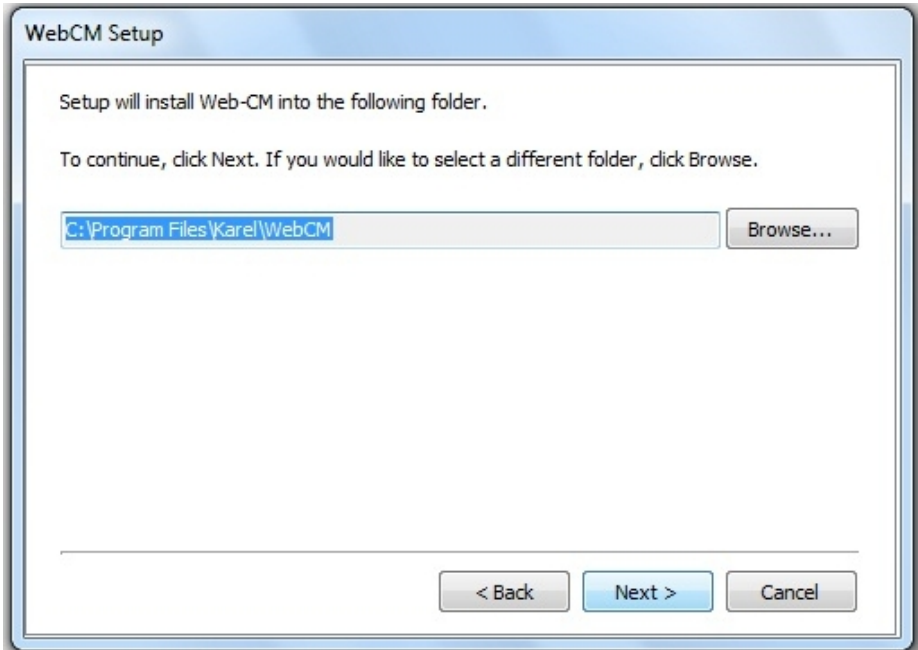
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Then, the setup program lists application setup folders it has been able to find. All of the setup folders of the required applications should be detected, in order for the installation to proceed. If the setup program fails to detect the folders automatically, then you are supposed to manually specify pertaining folders of the undetected application(s) one by one. To do that, pick such an application from the list and click the button "Specify application's path...", so that you can select the appropriate setup folder of the application.



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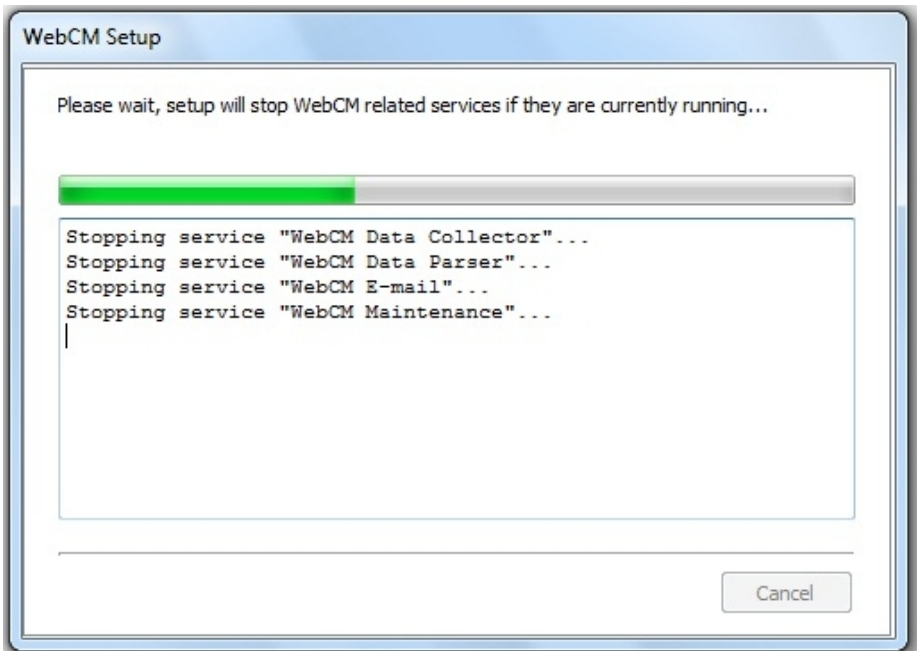
After identifying to the system the setup folders of the applications, click “Next”. In the next step, the setup program prompts for the folder, into which you wish to install WebCM. Unless you specify some other folder, the setup program would select the most appropriate folder for the installation. Therefore, you may usually skip that step by clicking “Next”.



On the other hand, if you wish to install the application into some other folder, then click “Browse” and select the desired folder. Proceed by clicking “Next” afterwards.

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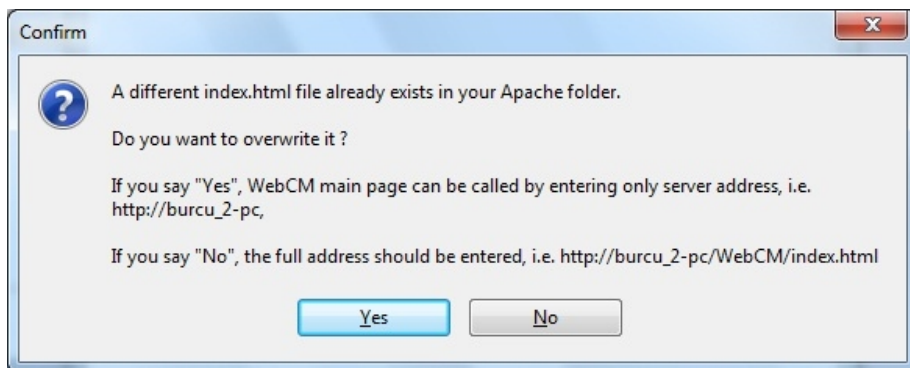
The setup program stops the WebCM services and the Apache service in the next step in order to ensure a trouble-free installation.



Wait for that action to be complete.

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You encounter a confirmation window such as below.

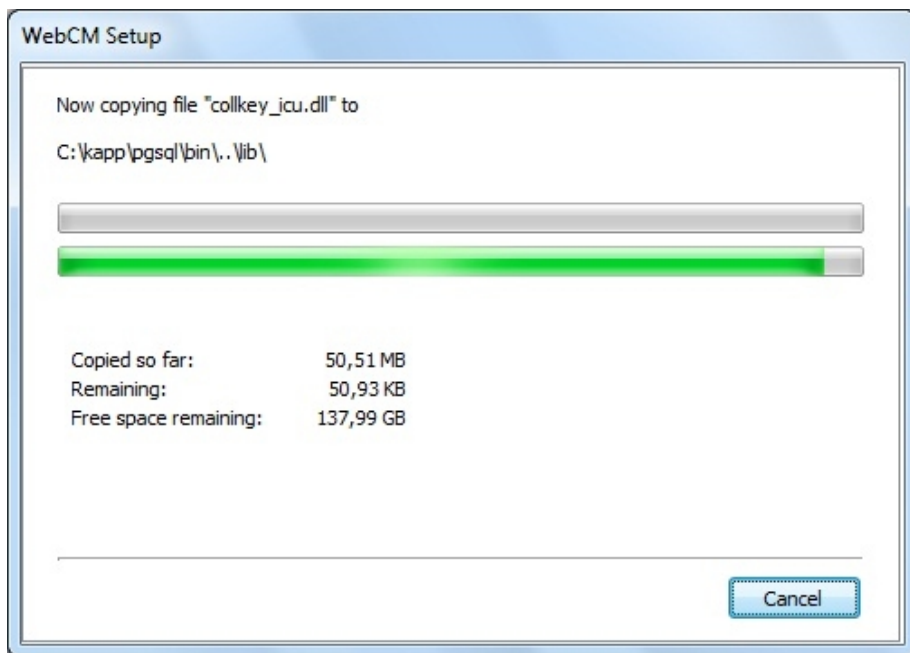


The WebCM setup program can make WebCM start as the main page of the server, by overwriting the file index.html that is in the folder htdocs under the setup directory of the Apache Web server, in order to make it easier for users to access the application through their web browsers. Your confirmation is needed before overwriting the existing index.html file.

If you confirm that by clicking “Yes”, then users will only need to enter **http://<server_name>** in the address bar of their browsers to access the application, else the file index.html will remain unchanged, but this time users will have to enter the full path **http://<server_name>/WebCM/index.html**. Make the appropriate selection and go on.

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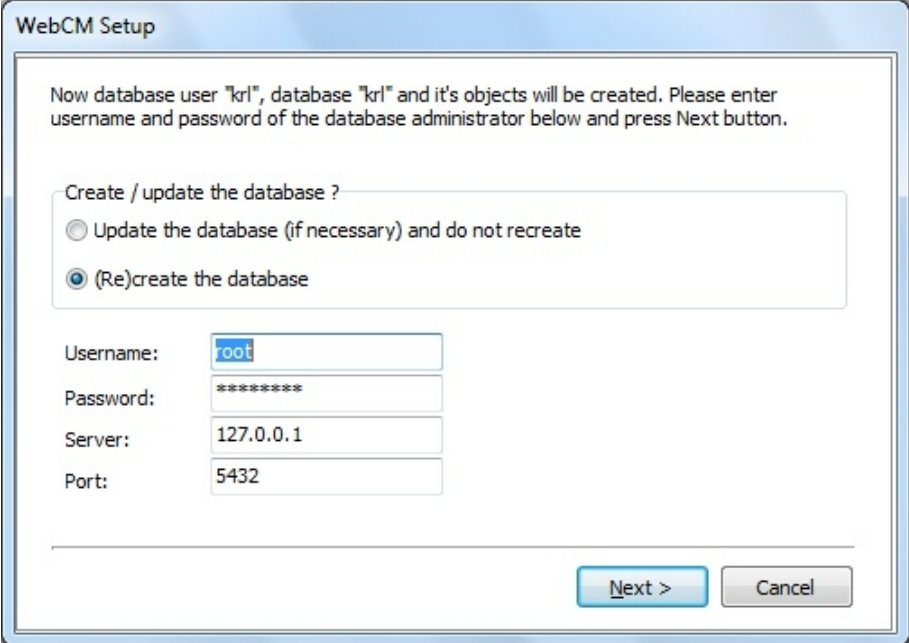
Installation of the files required by the application then begins.



Wait also for that process to be complete.

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The next step brings an interface into view, in order to create the database required by WebCM or update it, if it has already been created during previous installations.



The image shows a Windows-style dialog box titled "WebCM Setup". The main text reads: "Now database user 'krl', database 'krl' and it's objects will be created. Please enter username and password of the database administrator below and press Next button." Below this text is a section titled "Create / update the database ?" containing two radio button options: "Update the database (if necessary) and do not recreate" (which is unselected) and "(Re)create the database" (which is selected). Underneath are four input fields: "Username:" with the text "root", "Password:" with "*****", "Server:" with "127.0.0.1", and "Port:" with "5432". At the bottom right, there are two buttons: "Next >" and "Cancel".

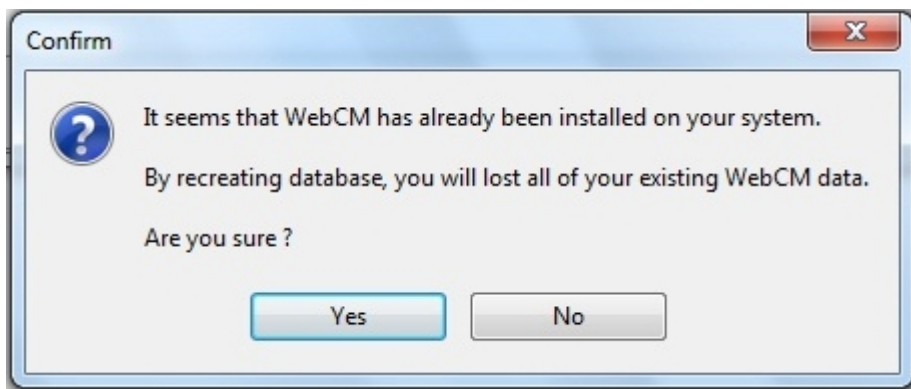
If you prefer to retain the data in an existing krl database that has been created on previous WebCM installations, then choose the option "Update the database (if necessary) and do not recreate". In that case, the setup program checks the version of the WebCM software installed on your system and performs a database update, if necessary for the new setup.

On the other hand, if you wish to delete the existing database to replace it with a new one, or create a database for the first time, then choose the option "(Re)create the database."

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Enter the username and password of the PostgreSQL database administrator before clicking “Next”. If you have installed the database with the Karel Apache/Perl/PostgreSQL package, then the username is “root” and the password is “postgres” by default, unless you have later changed database administrator settings. The server address may remain as 127.0.0.1, if the database runs on the same computer. Otherwise, you will need to enter the IP address of the computer, on which the database runs. The PostgreSQL database server serves through the TCP port 5432, unless it has been configured for a different port. If that is the case, then enter the appropriate port number and click “Next”.

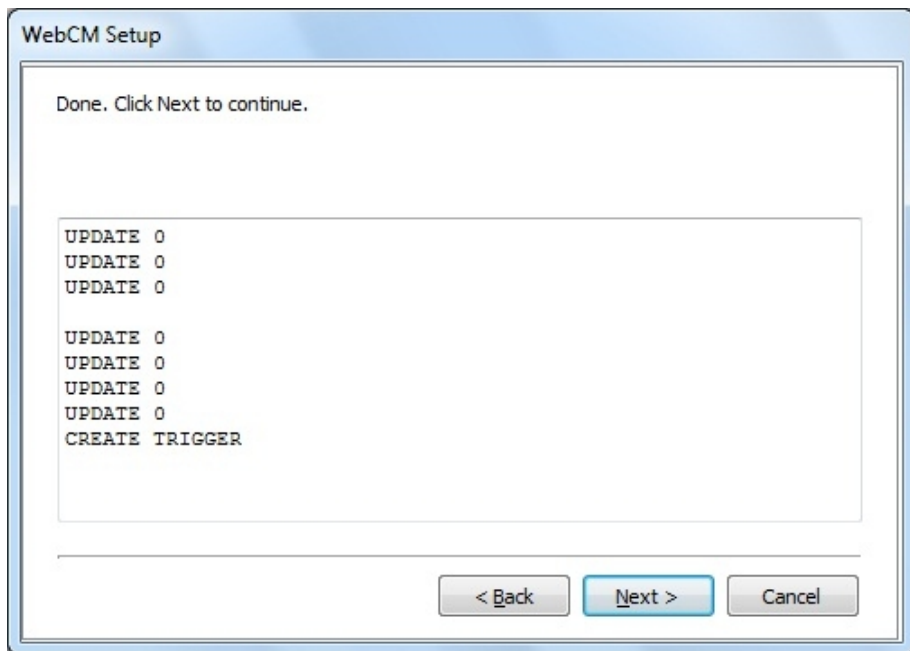
If you choose the option “(Re)create the database.”, but if there exists a database already, then a confirmation dialog box, like the one below, appears before proceeding any further:



“Yes” allows a new, empty database to be created by deleting the existing one. “No” takes you back to the previous window, so that you can choose the other option, “Update the database (if necessary) and do not recreate”, this time, if you wish.

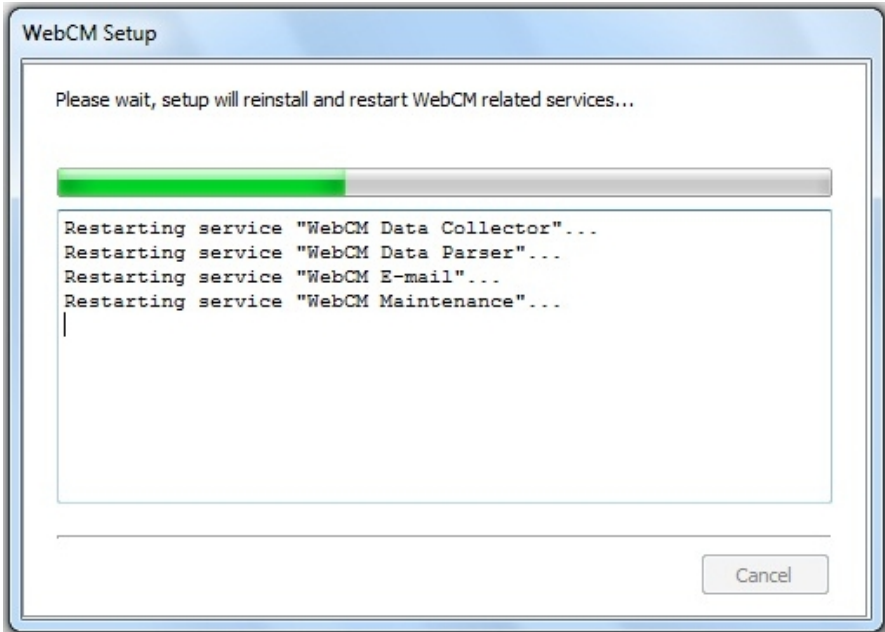
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The setup program then creates or updates the “kri” database, and begins to run the SQL scripts one by one. Wait until that is over.



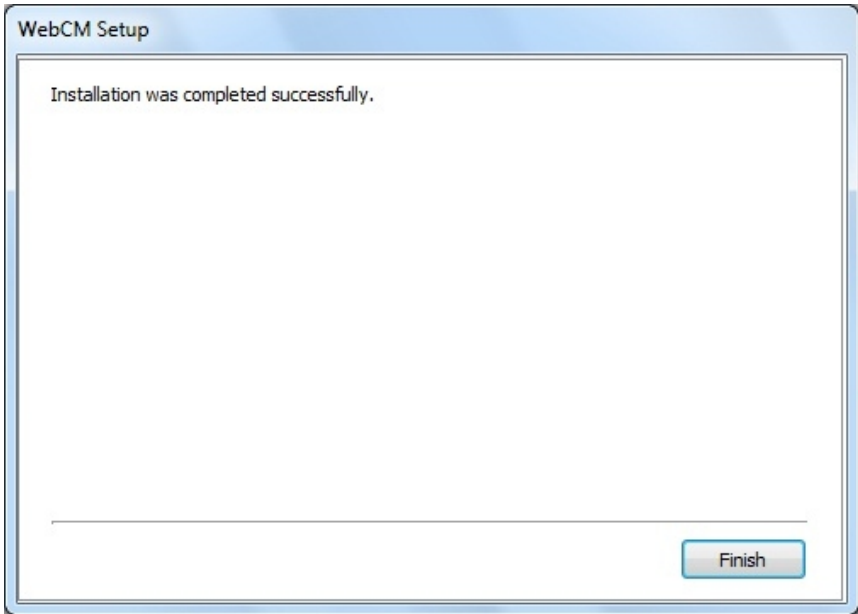
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After the database has been created or updated, the setup program starts the WebCM services and the Apache service again. Wait until that is complete. The WebCM setup thus becomes accomplished, after that step has been carried out successfully.

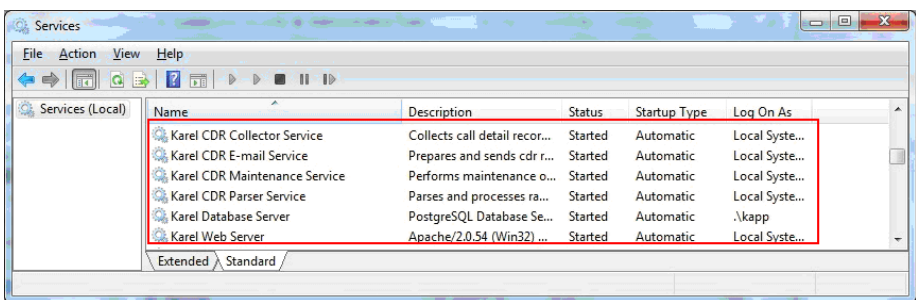


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If the installation is completed successfully the following window will appear.



Call "Services" over the Windows "Control Panel" "Administrative Tools", in order to make sure the WebCM, Karel Database Server and Karel Web Server services are active.







Start manually the services that are not active. Make sure the services are configured to start automatically on system startup. There should be "Started" and "Automatic" corresponding to each service in the "Status" and "Startup Types" columns, respectively.

HOW TO CONFIGURE WEBCM AFTER INSTALLATION






After the installation of the application is over, enter the IP address of the computer, on which the web server has been installed, into the address bar of your web browser. Type “webcm” and “krl123” in the username and password areas, respectively, on the login window that opens afterwards, in order to establish connection. That user account is created automatically by the setup program to allow the system to be configured for the first time after the installation. Nevertheless, it should be deleted after the settings are done and the configuration is over, in order to avoid security vulnerability.

Change your active role to “WebCM Administrator” in order to be able to do system settings. You can access user documentation by following the “Help” links for information on use and settings of the application.

The procedure below contains the minimum number of steps to configure the system. You can make use of the help files when following the procedure, by clicking the “Help” link on each related window. You would encounter least amount of trouble, if you do system settings in the specified order.

	<p>Do e-mail server settings to be used for reports.</p>
	<p>Select the e-mail server by accessing the system configuration. Change the reference currency unit and the default language settings, if they are not appropriate.</p>
	<p>If there are several exchanges that are in communication over network media, then create a PBX group for each network through “PBX Groups”.</p>
	<p>Do the exchange definitions through “PBX Settings”. Regarding the exchanges that are member of a PBX group, choose the PBX group you have created in the previous step, or select an appropriate one out of the existing PBX groups. Fill in thoroughly for each exchange the country code, area code and the long distance call code. Then do the data source definitions for each exchange. Activate the data sources. Do the extension definitions for the exchanges in the PBX group.</p>

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	<p>Access the Users menu and define all the users. Specify passwords for WebCM users. Enter e-mail addresses of the users, so that they can receive reports via e-mail. You can authorize the users as needed. First, determine the WebCM administrators. Define the group administrators, if the Group Administrator feature is to be used, and then assign a group administrator for each user. If the Exchange Administrator feature is to be used, then, first determine the exchange administrators and then select the administrators for each exchange by accessing “PBX Settings”. Keep in mind that no user can login without a defined password. Make sure you define at least one WebCM administrator.</p>
	<p>Go back to “PBX Settings” and define the owners of the extension numbers of the exchanges.</p>
	<p>Define rates, so that the calls can be priced correctly. Rate start times must definitely be defined, in order for the rates to be valid.</p>
	<p>Stop and restart the Data Collector service. Pieces of data will be collected from the data sources you define, they will be priced by the Data parser service according to your rate definitions and the owners of calls will be assigned. Extension and line number lists of exchanges and the external numbers that are in the phone book are created automatically by the Data parser service. You can have those pieces of information created automatically, instead of defining them manually. However, in that case, since users of the extension numbers are still unidentified during the parsing, pieces of call record information may have to be parsed again in order to assign owners of the parsed calls correctly.</p>
	<p>Logout and re-login by using the new WebCM administrator username and password you have just defined. In case you have trouble in logging to the system, login again by using the username “webcm” and the password “krl123”, and then check through the “Users” menu the WebCM administrator username and password you have supposedly defined. If no problems with login occur, then change your role to WebCM Administrator, access the “Users” section and delete the user “webcm”, which has been reserved for the first login to the</p>

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	system, so that it does not create any security vulnerability.
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CALL RECORD FEATURE CONFIGURATION STEPS FOR WEBBCM

Note: Call record feature and call record files which are accessible via WebCM may not be supported by all pabx types, and voice message cards. If the pabx types and the voice message cards on that model you are using do not support this feature, there is no need to apply the steps described in this manual.

In order to be accessible via WebCM interface, the audio files recorded must be copied to the hard disk of the computer running WebCM by the pabx voice message cards.

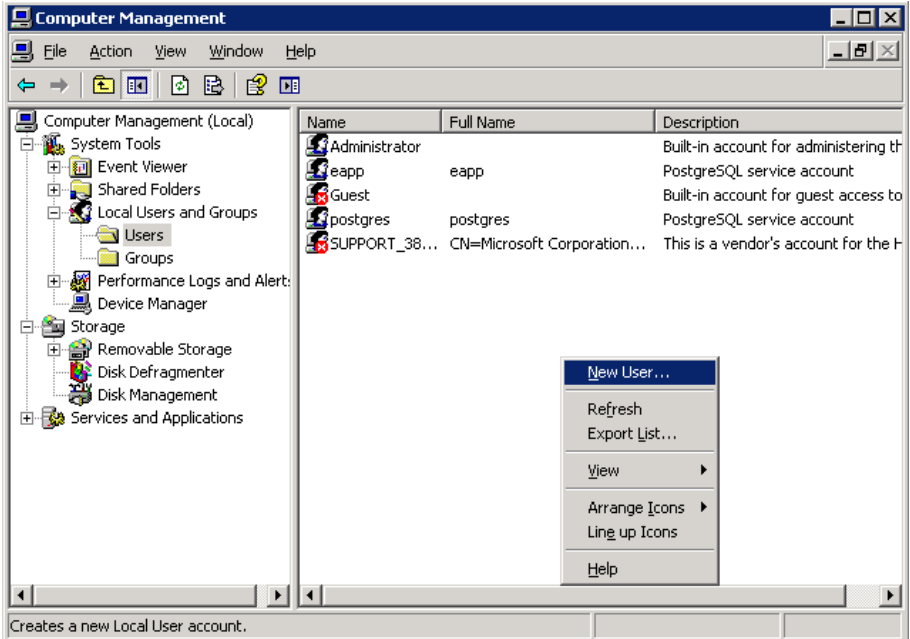
Voice message cards can copy call record files to the hard disk where WebCM runs by using "Windows Networks File and Printer Sharing" feature.

For Call record files to be copied by voice message cards to the hard disk of the computer where operates WebCM, the configuration process performed both on the computer where WebCM runs, and in the voice message cards should be carried out as follows;

- **Creating User Accounts for File Sharing on WebCM computer:**

For safety reasons, the folder in which the call record files to be shared just for voice message cards access, a local user account on the computer where WebCM exists can be created. To do this, by clicking right on the "My Computer" icon, "Manage" menu item is selected. From the "Computer Management" window, by selecting "Local Users and Groups" in the "Users" folder, "New User " menu is entered:

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From the "New User" window "User Name", "Full Name", "Description" and the password with adequate security level "Password" and "Confirm Password" fields are entered:

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The screenshot shows a 'New User' dialog box with the following fields and options:

- User name: pbx
- Full name: pbx
- Description: PBX User
- Password: [masked]
- Confirm password: [masked]
- User must change password at next logon
- User cannot change password
- Password never expires
- Account is disabled

Buttons: Create, Close

In order to avoid expiry of the created user account and the password, the "User must change password at the next logon" option must be removed, the "User can not change password" and "Password never expires" options must be selected.

Then by clicking the "Create" button, the user account for the voice message cards is created.

- **Opening Call Record Folders to be Shared :**

On pbx basis, the call record files under the "records" folder where WebCM is installed are kept in the folder which is automatically created by WebCM according to pbx number.

For example: The call record files for the pbx 100 ;

C:\Program Files\Karel\WebCM\records\100

under such a folder is created.

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A pabx number can be seen on 'No' column of the entries listed in the PBX menu after the transition to "WebCM Administrator" role:

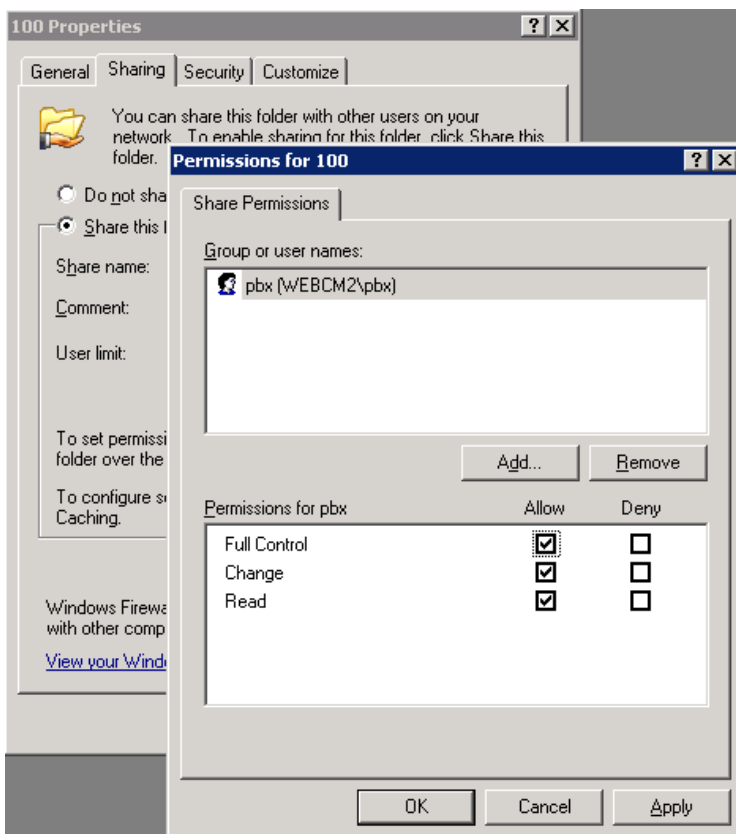
The screenshot shows the WebCM Administrator interface. At the top left is the KAREL WEBCM logo. Below it, the user name 'Murat Kardaglar' and the role 'WebCM Administrator' are displayed. A navigation bar contains several icons. The main content area is titled 'PBX'. It includes a 'New PBX' form with 'Pbx1' entered and a 'Create' button. Below this are buttons for 'Delete', 'Select Admin', 'Assign as Admin', and 'Take away Admin role'. A table displays one entry with ID 100, Name Pbx1, and an 'Edit' link. The table has columns for ID, Name, Country Code, Area Code, STD Code, PBX Group, and PBX Admins.

ID	Name	Country Code	Area Code	STD Code	PBX Group	PBX Admins
100	Pbx1					Edit

For the voice message cards of the related pabx to copy the call record files to this folder, the user account created in 1st step is required to be shared by all authorizations.

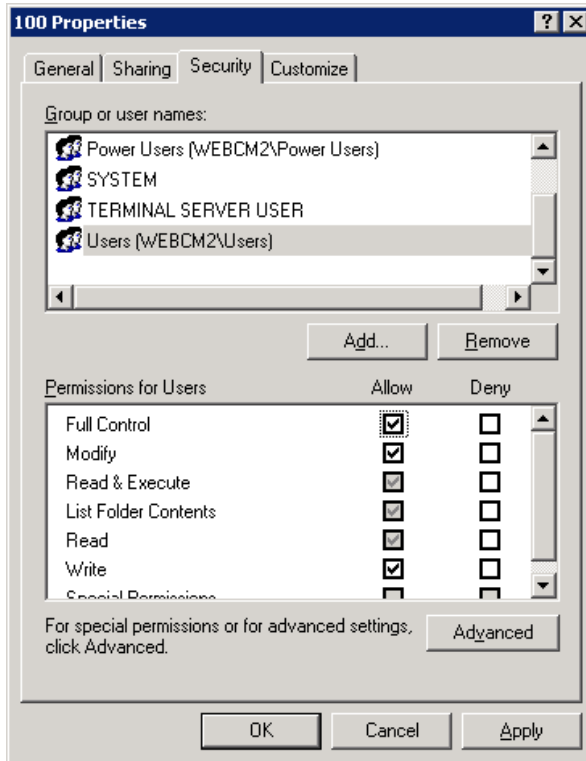
For this application, "Properties" window from Windows Explorer is opened by right-clicking the corresponding folder. It will be switched to the "Sharing" tab in the opening window and only local user account created in the 1st step can be fully authorized:

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Again, the "Security" tab of the local user account created in the first step are given full authority:

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Configuration of Pabx Voice Message Cards;

Finally, WebCM computer's IP address, user name and user password used in the connection the shared folder name are introduced from the management interface of voice message cards.

For example; for MGW3 card, "Call Record Settings" menu is reached from the card management interface. On the corresponding page, WebCM computer's IP address is required to be entered to the "Server IP" field, the user account information created in the 1st step must be entered to the "Server User Name" and the "Server Password" fields. Finally, the folder (that is shared) name entitled with pabx number is required to be entered to the "Id" field:

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Sound Record Settings
save logout

System Info

Server IP:

Server User Name:

Server Password:

Id:

Mail Host Name:

Mail Address:

Mail Password:

Update

Support

Settings

When the processes described in these steps are successfully completed, pabx voice message cards, for recorded calls, copy call record files to the related folder on the hard disk of the WebCM computer. In WebCM interface, the links related to downloading and listening to call record files will appear for authorized users.

ID	Call Record	Disconnected	Connected	PBX	Duration	Charge	Type
<input type="checkbox"/> 1593775		15:43:24 Tue Dec 25 2012	15:43:09 Tue Dec 25 2012	altar	00:00:15	(0.000 TL)	Internal
<input type="checkbox"/> 1593774		15:15:20 Tue Dec 25 2012	15:15:05 Tue Dec 25 2012	altar	00:00:15	(0.000 TL)	Internal
<input type="checkbox"/> 1593773		14:56:43 Tue Dec 25 2012	14:56:26 Tue Dec 25 2012	altar	00:00:17	(0.000 TL)	Internal
<input type="checkbox"/> 1593772		14:44:20 Tue Dec 25 2012	14:44:14 Tue Dec 25 2012	altar	00:00:06	(0.000 TL)	Internal
<input type="checkbox"/> 1593771		14:31:18 Tue Dec 25 2012	14:31:15 Tue Dec 25 2012	altar	00:00:03	(0.000 TL)	Internal
<input type="checkbox"/> 1593770		13:53:26 Tue Dec 25 2012	13:53:10 Tue Dec 25 2012	altar	00:00:16	(0.000 TL)	Internal
<input type="checkbox"/> 1593769		13:38:03 Tue Dec 25 2012	13:37:46 Tue Dec 25 2012	altar	00:00:17	(0.000 TL)	Internal
<input type="checkbox"/> 1593768		13:29:54 Tue Dec 25 2012	13:29:37 Tue Dec 25 2012	altar	00:00:17	(0.000 TL)	Internal
<input type="checkbox"/> 1593767		13:11:53 Tue Dec 25 2012	13:11:44 Tue Dec 25 2012	altar	00:00:09	(0.000 TL)	Internal
<input type="checkbox"/> 1593766		11:48:53 Tue Dec 25 2012	11:48:33 Tue Dec 25 2012	altar	00:00:20	(0.000 TL)	Internal
<input type="checkbox"/> 1593765		11:11:46 Tue Dec 25 2012	11:11:39 Tue Dec 25 2012	altar	00:00:07	(0.000 TL)	Internal
<input type="checkbox"/> 1593764		10:35:56 Tue Dec 25 2012	10:35:43 Tue Dec 25 2012	altar	00:00:13	(0.000 TL)	Internal
<input type="checkbox"/> 1593763		10:32:16 Tue Dec 25 2012	10:32:09 Tue Dec 25 2012	altar	00:00:07	(0.000 TL)	Internal
<input type="checkbox"/> 1593762		10:14:58 Tue Dec 25 2012	10:14:50 Tue Dec 25 2012	altar	00:00:08	(0.000 TL)	Internal
<input type="checkbox"/> 1593761		10:11:01 Tue Dec 25 2012	10:10:39 Tue Dec 25 2012	altar	00:00:22	(0.000 TL)	Internal
<input type="checkbox"/> 1593760		10:08:08 Tue Dec 25 2012	10:07:49 Tue Dec 25 2012	altar	00:00:19	(0.000 TL)	Internal
<input type="checkbox"/> 1593759		09:59:16 Tue Dec 25 2012	09:59:03 Tue Dec 25 2012	altar	00:00:13	(0.000 TL)	Internal
<input type="checkbox"/> 1593758		09:34:38 Tue Dec 25 2012	09:34:31 Tue Dec 25 2012	altar	00:00:07	(0.000 TL)	Internal
<input type="checkbox"/> 1593757		09:15:13 Tue Dec 25 2012	09:14:57 Tue Dec 25 2012	altar	00:00:16	(0.000 TL)	Internal
<input type="checkbox"/> 1593756		17:16:27 Mon Dec 24 2012	17:16:14 Mon Dec 24 2012	altar	00:00:13	(0.000 TL)	Internal

These steps must be repeated for all the voice message cards of all pabx which support WebCM and call record feature. The local user account used in the connection can be a common account for all voice message cards of all pabx. There is no need to open separate accounts for pabx and voice message cards base.

If icons of downloading or listening to files in the "Call Record" column are not seen in WebCM interface, this means that either call record of call is not recorded or pabx does not sent this information to WebCM or WebCM does not support call record integration.

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If icons of downloading or listening to files in the "Call Record" column are seen unclear, this means that the pabx has sent the information relevant to call record but voice message card has not copy the call record files to the hard disk of computer in which WebCM runs. In this case, it is required to be checked to the folder that is shared to be accessible or not by another windows computer to created user name and password. If the file can not be copied, the file must be copied again in the sharing settings described above. If the file can be copied to another windows computer, there is no any problem on the computer which runs WebCM. In this case, it must be checked to the settings again which is described on third step and entered on the management interface of voice message cards.

HOW TO UNINSTALL WEBCM

You can follow one of the three methods below to uninstall WebCM:

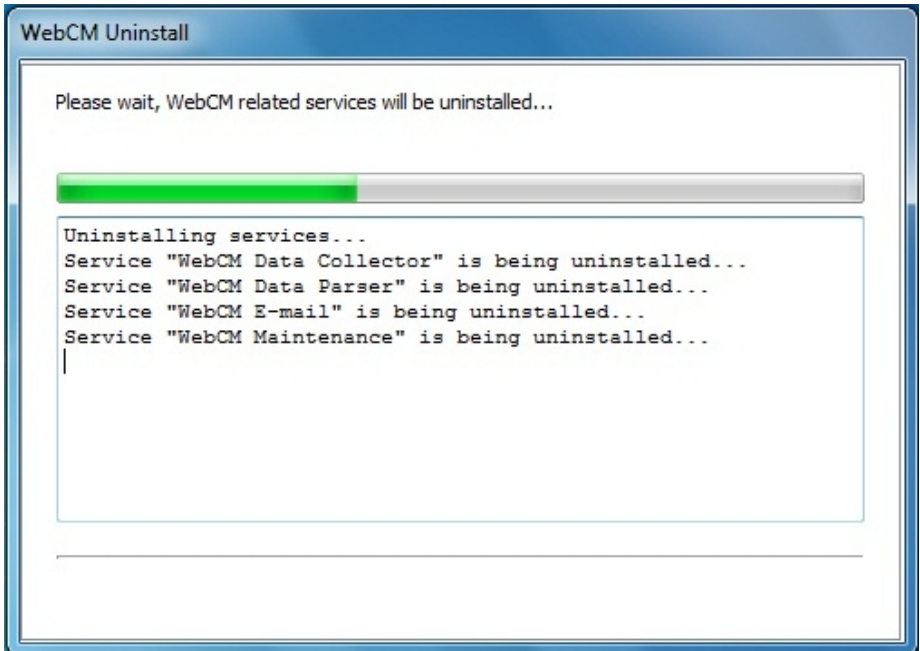
- § By clicking the shortcut *Start | Programs | Karel | WebCM | Uninstall WebCM*, which has been automatically appended into the start menu by the setup program.
- § By running the application “Uninstall.exe” that is under the WebCM setup directory.
- § By accessing “Add or Remove Programs” through the Windows “Control Panel” and selecting Karel WebCM from the list that appears.

Click “Next” on the window that comes to view to proceed.

The application first stops the WebCM services and then uninstalls them.



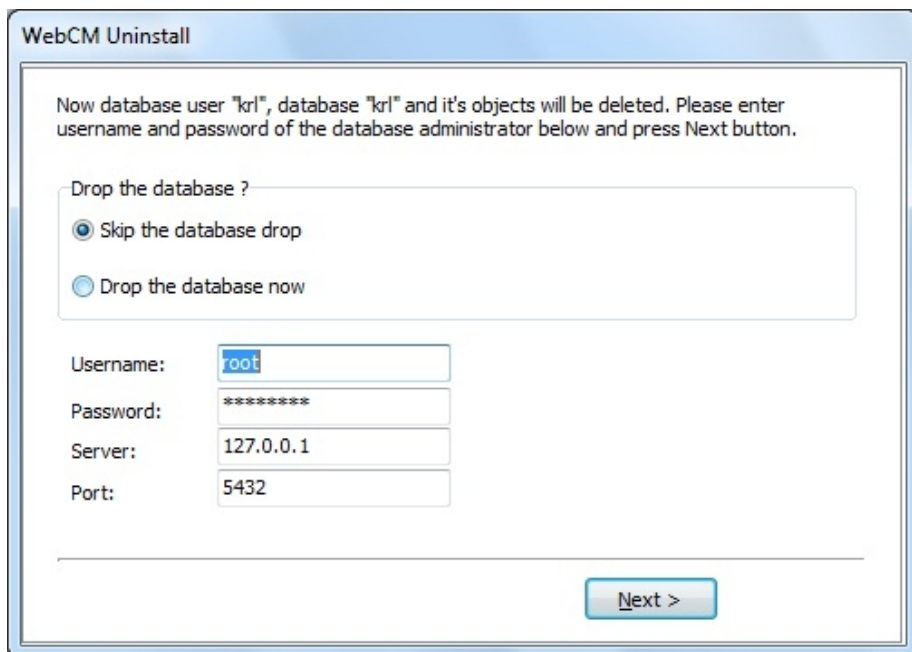
WebCM Installation Guide



Then you are asked whether you wish to drop the WebCM application database from your system. If you choose the option "Drop the database now", then the WebCM application database is deleted and you lose all data. Choose the option "Skip the database drop", in order to keep the database in your system. If you prefer the option "Drop the database now", then you should enter the username and password of the PostgreSQL database administrator into "Username" and "Password" areas, respectively, or the database cannot be dropped. If you have installed the database with the Karel Apache/Perl/PostgreSQL package, then the username and password are supposed to be "root" and "postgres", respectively, unless you have changed database administrator settings. The server address may remain as 127.0.0.1, if the database runs in the same computer. Otherwise, you will have to enter the IP address of the computer, on which the database is running.

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The PostgreSQL database server serves through the TCP port 5432, unless it has been configured for a different port. If that is the case, then enter the appropriate port number and click “Next”.

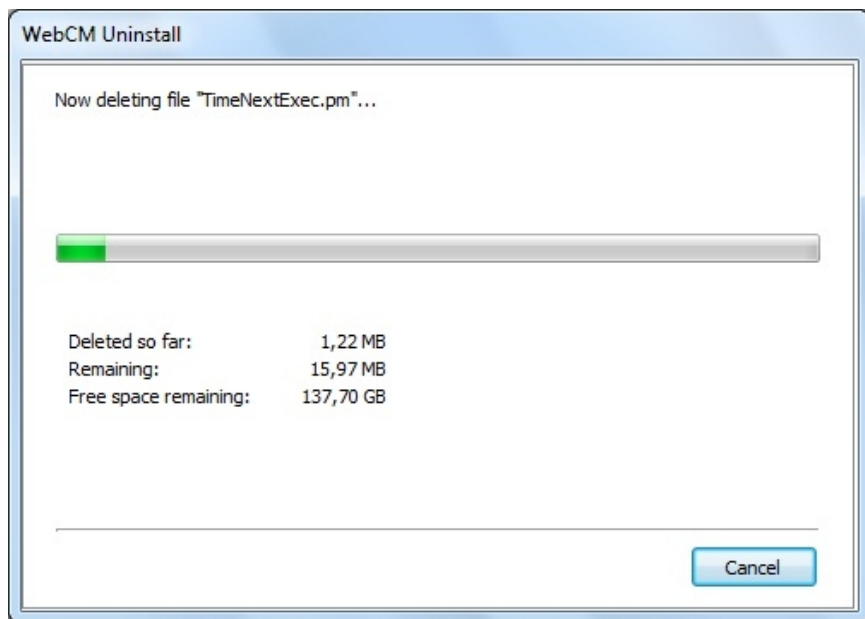


The image shows a dialog box titled "WebCM Uninstall". The text inside reads: "Now database user 'krl', database 'krl' and it's objects will be deleted. Please enter username and password of the database administrator below and press Next button." Below this text is a section titled "Drop the database ?" containing two radio button options: "Skip the database drop" (which is selected) and "Drop the database now". Underneath are four input fields: "Username:" with the value "root", "Password:" with "*****", "Server:" with "127.0.0.1", and "Port:" with "5432". At the bottom right, there is a "Next >" button.

Drop the database ?
<input checked="" type="radio"/> Skip the database drop
<input type="radio"/> Drop the database now
Username: <input type="text" value="root"/>
Password: <input type="password" value="*****"/>
Server: <input type="text" value="127.0.0.1"/>
Port: <input type="text" value="5432"/>
<input type="button" value="Next >"/>

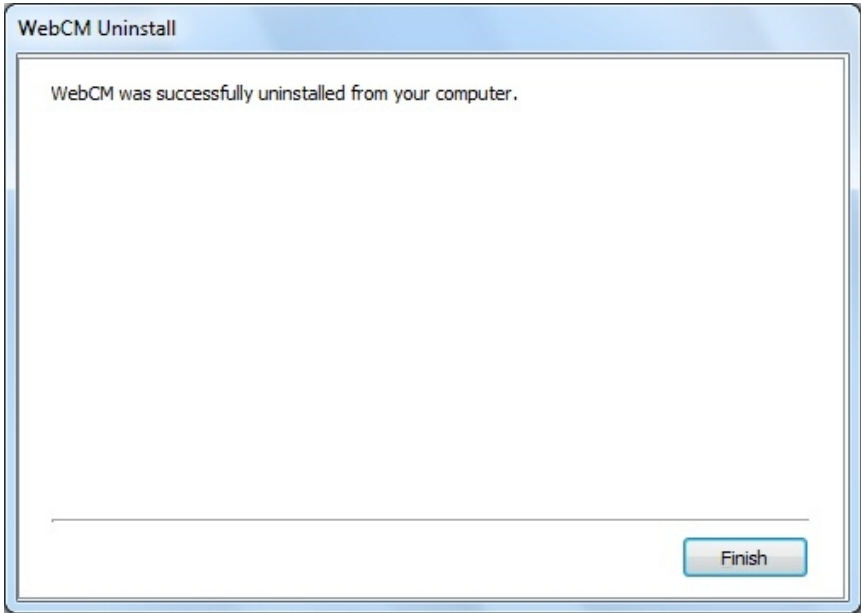
In the next step, the application begins deleting the files that have been copied to your system by the WebCM setup program. Wait for the application to complete that step.

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You may exit the application after the entire files have been deleted.

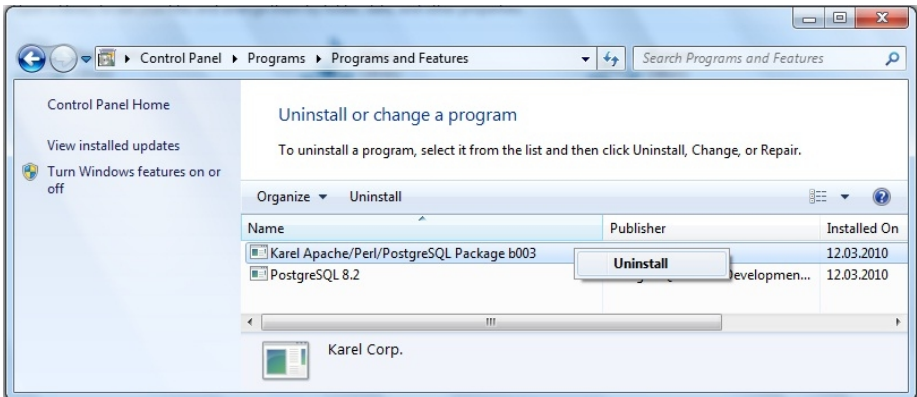
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HOW TO UNINSTALL THE KAREL APACHE/PERL/POSTGRES SQL PACKAGE

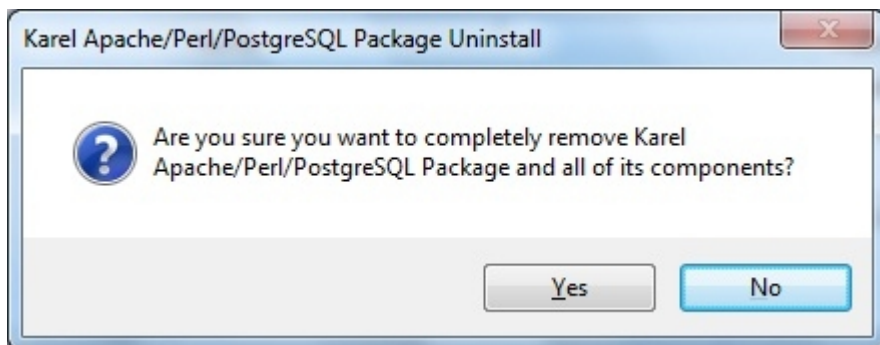
If you need to uninstall the Karel Apache/Perl/PostgreSQL package, then this should definitely be done after WebCM have been uninstalled. There is no need to uninstall the package to uninstall and re-install the existing WebCM application (in order to upgrade to a newer version, etc.). In that case, you may uninstall the existing WebCM setup only and install the new version. However, if the WebCM application is to be uninstalled from the system entirely, that package may not be needed any more. In that case, follow the procedure below to uninstall the package:

Access “Add or Remove Programs” through the Windows “Control Panel”. Select “Karel Apache/Perl/PostgreSQL Package” from the list that appears.

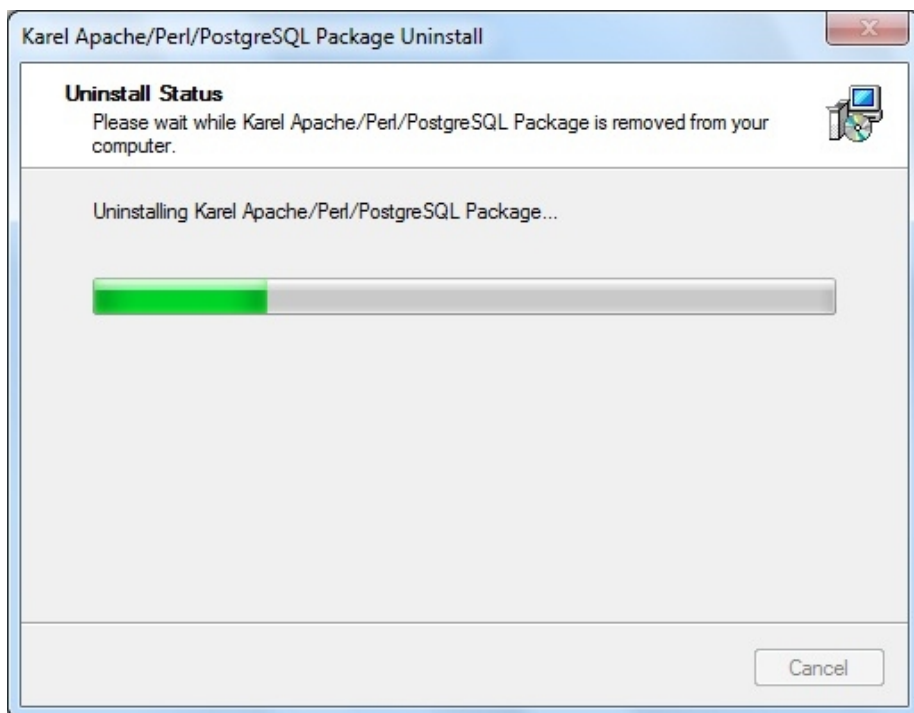


Then the dialog box shown below opens, which asks for your confirmation to uninstall the package:

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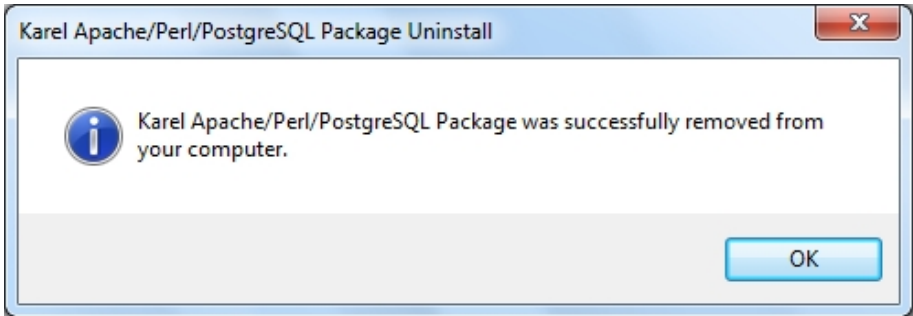
Click "Yes" to proceed. A window comes to view afterwards, which shows the uninstall status.



The uninstall operation may take long time, depending on the hardware features of the computer. Wait until the very end, without aborting the operation.

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The window below appears, once the uninstall operation is complete:



Files that have been created after the setup are not deleted while the package is being uninstalled. Hence, you can check the folder in which the package was formerly installed (c:\kapp, for instance), and delete those remaining files manually.

