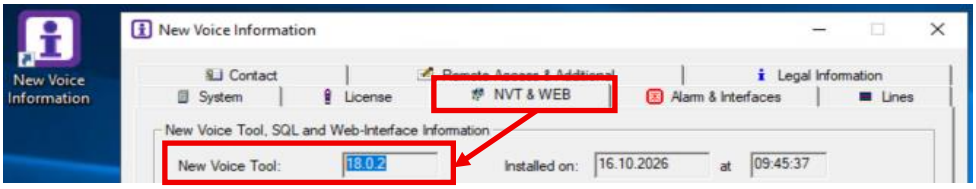
Installation Guide – MobiCall PHP2Shell Security Hotfix

1. Download the appropriate security hotfix

Download the security hotfix for the MobiCall Major version installed on your system.
Download links:
MobiCall 15.x: https://share.newvoice.global/s/imMNbCxN93MRomj?opendetails=
MobiCall 16.x: https://share.newvoice.global/s/72KCpwFTCcGWByy?opendetails=
MobiCall 17.x: https://share.newvoice.global/s/EEZTbxdbKjCsoGt?opendetails=
MobiCall 18.x: https://share.newvoice.global/s/kBztANBt6FkqnZF?opendetails=

The installed MobiCall version can be determined via the New Voice Information Tool (D:\nvt\nvinfo.exe) under the tab "NVT & WEB".



2. Installation of the security hotfix

Transfer the security hotfix to the MobiCall system. Run the downloaded installation file with administrator rights and follow the instructions of the installation wizard. The installer automatically stops and then restarts the required MobiCall web services.

Important notes: The installation can be carried out during ongoing MobiCall operation. The alerting and notification services remain active. During installation, the MobiCall web services are temporarily unavailable. A reboot of the system is not required.

In case of installation problems: In individual cases, remaining PHP or Apache processes may prevent the installation. In this case, please note the instructions for manual troubleshooting on page 2.

3. Final inspection

After the installation is complete, verify that the security hotfix has been successfully installed and that the MobiCall Web Services are working properly again.

- The installation wizard confirms the successful completion of the installation.
- Windows services NV_Apache and Nv_PhpServ are in the "Started" state.
- The MobiCall web interface is accessible again and registration is possible.

If all checks are successful, the installation of the security hotfix is complete.

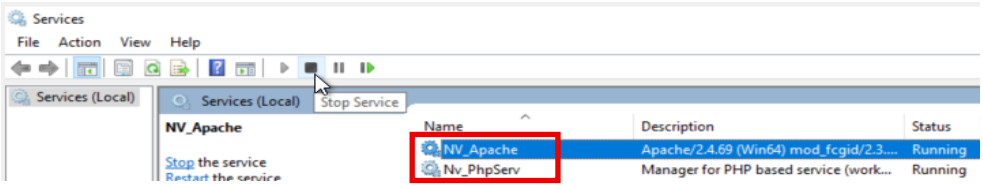
Manual troubleshooting (only when needed)

In individual cases, it might happen when the MobiCall web services are stopped during the Hotfix installation not all associated PHP or Apache processes are terminated properly.

Remaining processes can prevent the exchange of files and cause the security hotfix to fail to install successfully. In this case, follow the steps below.

Stopping MobiCall Web Services Manually

Open Windows Services Management (services.msc) and stop the following services (if they are not already stopped): „NV_Apache" and "Nv_PhpServ".



Review and terminate remaining processes

Open the Windows Task Manager and go to the "Details" tab.
Verify that the following MobiCall web environment processes are still running:

"httpd.exe", "php.exe" or "php-cgi.exe".

If corresponding processes are still active, end them manually via **End Task**.

Reinstall the security hotfix

Restart the downloaded installation file with administrator privileges and follow the instructions in the installation wizard. After successful completion, the MobiCall web services will be automatically restarted.

Then perform the checks described in "Standard Installation - Step 3: Final Check".