

Announcing New Daylight Savings Time Updates For Toshiba Computer Based Equipment

The United States Energy Policy Act of 2005 mandates that Daylight Savings Time (DST) will start on the second Sunday in March and end on the first Sunday in November. For 2007, the start and stop dates will be March 11 and November 4, respectively.

To address this new mandate Toshiba is providing software updates for the following products;

Strata CIX (Release 4.2 and higher)

Strata CIX 40
Strata CIX 100
Strata CIX 200
Strata CIX 670

DOS Based Products (Release 3 or higher)

Stratagy DK
Stratagy Flash
Stratagy IVP8
Stratagy 6D/24D
Stratagy IVP8 R2

Windows NT Based Products

Stratagy ES4
Stratagy ES80
Stratagy ES96

Windows 2000 Based Products

Stratagy ES8
Stratagy ES48
Stratagy ES96R2
Strata ACD CT2
Strata ACD CT4
Strata ACD CT8
Strata Attendant Console
Strata CS

Windows NT Embedded Based Products

Stratagy iES32
Stratagy iES16

Windows XP Based Products*

Strata Media Application Server

** Strata MAS Windows XP updates can also be obtained directly from Microsoft's support website (Knowledge Base 928388). Toshiba has tested the update and found it valid for use with the MAS.*

All of these updates can be downloaded from TSD's FYI website as of January 19. They can all be found by navigating to Software (Voice Processing) page. All of the DOS system updates are packaged with the UADMIN 2.1 update. They do not need to be downloaded separately. The Windows NT and Windows 2000 updates are located in the Stratagy ES section.

Strata CIX

All CTX and CIX systems can be upgraded with software that provides DST.

CTX100/670 systems with ACTU1A, ACTU2A and BCTU1 processors with MH214 or lower software must be upgraded to the latest R3.1 version software available on Toshiba FYI.

CTX28 systems with MH214 or lower software must be upgraded to the latest R2.2 version of software available on Toshiba FYI.

Systems with ACTU1A, ACTU2A, BCTU1 and GCTU1A processors, with MH215 software or later, already have DST Program 121 but, you must use that program one time to enter the new 2007 DST day/week/month. Once set, no further action is required.

- MH215 was released on CTX/CIX 100 and 670 in October 2004.
- MH215 was released on CTX28 in March 2005.

New CIX systems with R4.2 software have the new 2007 DST parameters set in defaults. For all other CTX/CIX systems that have lower revisions of software or systems that have been upgraded to R4.2 you must use Program 121 one time to set the 2007 DST day/week/month. Once set, no further action is required.

The 2007 DST settings, in CIX Program 121, are:

DST Start: Sunday / 2nd Week / March / 02:00:am.
DST End: Sunday / 1st week / November / 02:00:am

Stratagy

All Stratagy DOS based products that are not listed above will need to have their time changes done manually every 6 months.

A Stratagy system time can be manually adjusted by the use of a Stratagy Admin or Stratagy ES Administration connection. Also, the time can be manually changed on all Stratagy systems via a telephone by accessing the System Administrator's mailbox. Please refer to the appropriate product System Administrator Guide found in the Documentation section of FYI, for further details. For all other questions, please contact Toshiba Technical Support.

Important In order to change the DST time manually, the System Parameter *daylight_saving_time* must be set to False to disable automatic DST changes.

All Toshiba integrated voice mail systems, i.e. Stratagy DK, IVP8, IVP8R2, iES16, and iES32, can also be configured to source their system time from the host Strata phone system time. This assignment is configured in the Stratagy System Parameters.

Customers that cannot be visited prior to March 11, 2007 can be advised on how to manually change the system clock of their Stratagy equipment. Also, please note that these software updates can be installed AFTER the March 11 date in order to prepare for the end of Daylight Savings Time on November 4, 2007.

Microsoft Utility Notice

Microsoft has issued a Knowledge Base article (914387) explaining alternative ways to make these DST changes in Windows NT and Windows 2000 systems. The article suggests using a utility called **TZEDIT.EXE** to change the dates for Daylight Savings Time. Please note that although this utility can also be used on Windows NT/2000 based Stratagy ES systems, it only modifies one time zone at a time, beginning with the time zone the system is currently configured for. This utility does not modify the other U.S. time zones. It is critical, that if this utility is to be used on a SES system and that the system is also using the "Mailbox Time zone" feature (Release 4 or higher), then all of the time zones that have been configured in mailboxes must also be modified using the TZEDIT.EXE utility. The updates provided by Toshiba, described in this document, apply the new DST changes to all of the North American time zones automatically.

DST Upgrade Installation for DOS Based Strategy Systems

These instructions are for the following products; Strategy DK, Strategy Flash, Strategy IVP8 (both rev. 1 and 2), Strategy 6D, and Strategy 24D.

It is recommended that the Strategy system not be actively in use. This upgrade procedure can take several minutes and requires a system reboot at the end. So if the system is idle, the upgrade will not impact service.

There are two upgrade processes; **regular** version and **special** version. If the target system is running the latest version of software, then the regular version of the update will need to be performed. If older software is found then the special version of the update will be need to be performed. The special version update incorporates all of the past software updates, bringing the system up to the latest and greatest software level.

The new UADM 2.1 has the ability to determine the target system's software revision, so it is not necessary for the installing technician to determine whether the regular or special update must be loaded. UADMIN will determine it for them.

Note All Strategy IVP8 R2 systems only require the regular version of the update.

Both DST upgrade procedures take a few minutes longer than previous software upgrades, as they also include a second system restart. However, the Special update requires more time than the Regular update. Please see the matrix below for upgrade time averages.

Strategy DK/ IVP8 R1 (Regular)	Strategy DK/ IVP8 R1 (Special)	Strategy Flash (Regular)	Strategy Flash (Special)	Strategy 24D/6D (Regular)	Strategy 6D/24D (Special)	Strategy IVP8 R2
12 minutes	25 minutes	10 minutes	15 minutes	2 minutes	15 mins.	5 minutes

Upgrade Strategy Admin to UADM 2.1

Replace older versions of Strategy Admin with UADMIN version 2.1. This version of Admin is compatible with all DOS based Strategy systems running Release 3 software or higher.

Note The Admin upgrade must be done before any Strategy upgrade is performed.

Upgrade Strategy system

To upgrade an existing Strategy IVP8R2, Strategy IVP8(R1), Strategy DK, or Strategy Flash system, follow this procedure;

1. Connect your Admin PC (running UADM 2.1) to the Strategy system.

STOP! – Confirm the Target System type. This can be accomplished by locating the target system's software revision in the upper left hand section of the Main Menu window of Strategy Admin. The Software Prefix of the software revision relates to the system type. Please see the chart below for details.

2. Select "Tools" menu by pressing **Alt+T**.
3. Select "Upgrade Strategy Software" option by pressing **3**.

The UADM2.1 will check the target system to see if it is running the latest version of software (R3.3). If the Strategy is not running the latest software, you will be prompted that the special version of the update must be performed. You are given a choice to proceed with the update or cancel the update.

If the Strategy is running the latest software or you choose to proceed with the special update the Upgrade screen is presented.

4. Enter the correct Update Directory Name for the Target System. See the chart below for details.

CAUTION! – Please be careful when entering the Update Directory Name. Using the incorrect update on a Target System will damage the system's database.

Software Prefix	Target System	Update Directory Name
XSYS	Strategy IVP8R2 standard	XSYS42\english
XSYS	Strategy IVP8R2 (upgraded with Spanish prompts ONLY)	XSYS42\spanish
VDK	Strategy DK / IVP8 R1	VDK42\regular
VDK	Strategy DK / IVP8 R1 UADMIN prompted for Special Update	VDK42\special
VFL	Strategy Flash	VFL42\regular
VFL	Strategy Flash UADMIN prompted for Special Update	VFL42\special

5. Press Enter.
6. When the upgrade procedure is complete, the following message is displayed: **Upgrade successful. Press any key to reboot Strategy.**
7. Press any key. The Strategy system is rebooted.

To upgrade existing Strategy 6D or 24D systems, follow this procedure;

1. Shutdown Strategy system using a shutdown menu.
2. Check the system's version level. This can be done by checking the date stamp of the 'C:\Strategy\rstratgy.exe' file.
 - If the date stamp is 3/20/2002, this system is running the latest version of software and requires the Regular update.
 - If the date stamp is older than 3/20/2002, this system is running older software and will require the Special update disk.

3. Insert either the Regular or Special upgrade disk (1 out of 6 disks) into Drive A.
4. Type "a:\install" and press Enter.
5. The upgrade will be started. For the Special update, follow the instruction on the display.
6. When the upgrade is done, it will prompt to press any key to restart the system and to remove the disk from Drive A.
7. Press any key
8. Remove the upgrade disk from Drive A.

NOTE This upgrade procedure takes a little bit longer than previous upgrades because the prompt file is upgraded during this procedure. The Special update requires a lot longer time than the Regular update

Installation for Windows based systems

An updated version of Strategy ES Administration (Version 4.705) is required for the proper display of Auto Schedule dates in accordance with the new DST changes. Strategy ES Admin version 4.705 can be used on all SES systems, Release 4.018 and higher.

Note: This updated version of SES Admin also restores the Delete On Send feature within the Unified Messaging page that was removed in Release 4.6. However, to take advantage of this parameter the Strategy system must be running Release 4.0 or 4.7 (not yet released). If Release 4.7 is required, please contact Toshiba Technical Support.

Download and install Strategy ES Administration version 4.705.

To upgrade existing Strategy iES32 and Strategy iES16 systems, follow this procedure;

1. Using NetMeeting connect to the desktop of the target iES16/32 system.
2. Using the built in file transfer capability of NetMeeting, transfer the **StratagyiES3216_DST_UPDATE.EXE** file to the target system.
3. Locate the file in the WINNT\RDS\Received Files directory.
4. Double click **StratagyiES3216_DST_UPDATE.EXE**
5. The installer will stop Strategy showing this message on the screen:
*Please Wait while Strategy Enterprise Service Stops
At prompt please reboot for changes to take effect*
6. A dialog box will appear with the following message:
Do you want to reboot IVP?
7. Click on "Yes"
8. System performs a shutdown and restart.
9. Re-connect to the iES16/32 with NetMeeting.
10. Double click on the system time (lower right hand of the Task bar).

11. Select the "Time Zone" tab.
12. Uncheck / check "Automatically adjust clock for daylight saving changes". Then click on "Apply"

To upgrade Windows NT / Windows 2000 based voice processing, ACD systems, and Strata CS follow this procedure;

1. Stop all ACD/MIS applications, the Strategy ES service, or Strata CS services.
 - The Strategy ES service is stopped by clicking on the desktop icon "Start Strategy" and selecting the "Stop" button.
2. After all of the applications and/or services have been stopped.
3. Locate and double click ***TSDWIN_DST_UPDATE.EXE***. This file can be located on a CD-ROM, floppy disk, or copied to the target Strategy ES hard drive.
4. Once complete the installer will prompt for a restart. Click Yes, to restart the system.
5. After the system has restarted access the Control Panel from the Start Menu. Select the Date/Time icon.
6. Select the "Time Zone" tab.
7. Uncheck and then check "Automatically adjust clock for daylight saving changes". Then click on "Apply". This will register the newly updated Daylight Savings Time settings.

Note: The new DST changes will NOT take affect unless Step 7 is performed.

To upgrade Windows XP in the Strata Media Application Server, follow this procedure;

1. Copy the update file, ***WindowsXP-KB928388-x86-ENU.exe***, to the hard drive of the Media Application Server.
2. Locate and double-click on ***WindowsXP-KB928388-x86-ENU.exe***.
3. Follow the instructions provided.