

FeatureFlex Security Code Update to Improve Voice Mail Security

Security is the biggest concern in this network age. In addition to email, your voice mail also contains valuable information to you and your business.

Now, Strata Voice Mail has increased security with a new FeatureFlex Security Code Update application. The system will automatically prompt users for a new security code periodically to reduce the chances of allowing stolen password to be used to hack into the voice mail system.

Overview

Security Code Update is a FeatureFlex application that prompts the user to change their mailbox security code at a specified interval. The interval can be a number of days, weeks, months or years. For example, if the administrator sets the interval to 3 days, the user will be prompted to enter the new security code every 3 days.

By forcing the user to frequently change the password, the voice mail system will be less vulnerable to intrusion due to stolen passwords.

User Operations

Similar to all other FeatureFlex applications, the Security Code Application needs to be assigned to user's mailbox. Once it is assigned, the interval for security code change can be configured from eManager.

When the user accesses the voice mail after the specified period has passed since the security code was last changed, the user will be prompted for a new security code after the user enters the current security code. The user will need to enter the new password two times to make sure that the security code is properly entered. The user will not be able to access the voice mail until they change the password.

As the default, the system will not allow the user to change the sequential password such as 1112 after 1111.

Please note that the user will be prompted only when they access the voice mail from the telephone. When the user accesses other application that shares the same security code, the user will not be prompted. For example, when the user activates FeatureFlex Call Monitor after the specified time, the user will not be prompted for the new security code and the present security code is accepted.

It is user's responsibility to change the security code of Unified Messaging and other applications that automatically enters the security code. After the security code is changed, those applications may not work properly until the same security code is used.

Software

Security Code Update software can be downloaded from FYI under Software (Strata Sys.)->CIX Application and Utilities.

Double click the executable file to install the Security Code Update application and administration interface for eManager

Security Code Update requires Stratagy Enterprise Server software 5.0.6.3 or later on the Media Application Server (MAS). It is supported by MAS, MicroMAS-H, and MicroMAS-D.

We recommend using the latest version of Strata CIX eManager.

Ordering Information

The part number for the Security Code Update application license is LICMAS-FF-SUPD (one per system).

LIC-CIX-FF (Strata CIX license for FeatureFlex) is not required to run the Security Code Update application.

Pricing

The Security Code Update application provides great value at a very low price. The online Price Book on FYI has all the pricing information.

A new version of CIX Quote that includes the Security Code Update application will be released early next month. Please contact the Toshiba Sales Application Desk for help in configuring FeatureFlex Security Code Update applications until the new CIX Quote version becomes available.

FeatureFlex Application Interactions

The following table shows how the FeatureFlex Applications interact with other FeatureFlex Applications and some CIX features.

	Alarm Clock	Screen Call	Call Return	Call Monitor (Note 7)	One Number Access	Hot Desk	Simultaneous Ring (Note 7)	Security Code Update
Alarm Clock		OK	OK	OK	OK	OK	OK	OK
Screen Call	OK		OK	OK	See Note 1	OK	See Note 1	OK
Call Return	OK	OK		OK	OK	OK	OK	OK
Call Monitor	OK	OK	OK		OK	OK	OK	OK
One Number Access	OK	See Note 1	OK	OK		OK	See Note 1	OK
Hot Desk	OK	OK	OK	OK	OK		OK	OK
Simultaneous Ring	OK	See Note 1	OK	OK	See Note 1	OK		OK
Security Code Update (See Note 7)	OK	OK	OK	OK	OK	OK	OK	
Phantom DN	No FeatureFlex features can be assigned to a Phantom DN.							OK
Conference/Transfer	OK	See Note 2	OK	OK	See Note 2	OK	See Note 2	OK
Multiple Appearances	OK	OK	OK	See Note 3	OK	OK	OK	OK
All Call Forwarding	OK	See Note 4.	OK	OK	See Note 4	See Note 5	See Note 4	OK
Busy Forwarding	OK	See Note 4.	OK	OK	See Note 4	OK	See Note 4	OK
Auto Attendant	OK	See Note 6	See Note 6	See Note 6	See Note 6	OK	See Note 6	OK

Notes

1. Call Screen and One Number Access (ONA) and Simultaneous Ring should not be assigned to the same telephone. If a telephone has ONA registered, and one of its destinations has Screen Call registered, then when a call is routed by ONA to that destination, the call simply rings the telephone instead of screening it.
2. If the caller has another call on hold, Screen Call and One Number Access will not operate. The caller is sent to voice mail.
3. The monitoring call can be transferred by putting it on hold at one telephone and then retrieving it from a secondary appearance at another phone. When this happens, the monitoring function cannot be controlled by the telephone that retrieved the call. The only action available is to hang up.
4. If a call is forwarded to a telephone that has Call Screening, ONA, or Simultaneous Ring turned on, and that telephone is itself forwarded to another phone, then the FeatureFlex feature will not turn on.
5. If a Hot Desk user does not login to a telephone, all calls will be routed to user's mail box regardless of Call Forwarding setting.
6. If a call is transferred from Auto Attendant, FeatureFlex feature is not activated.
7. MAS or MicroMAS-H is required, and MicroMAS-D is not supported.

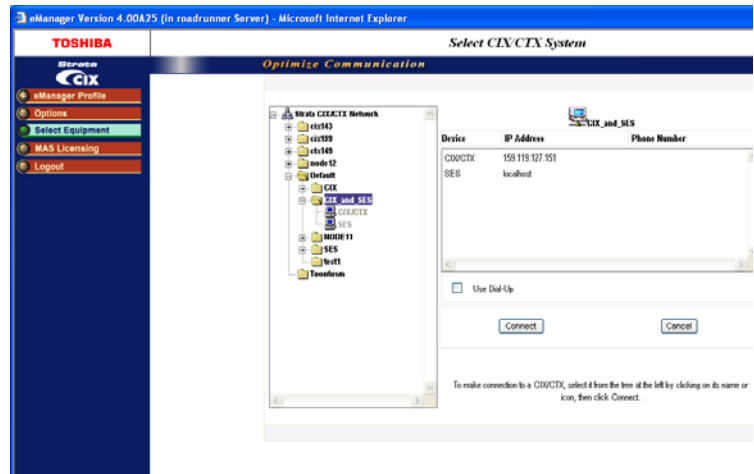
Set up FeatureFlex

Step 1: Configure Strategy ES System

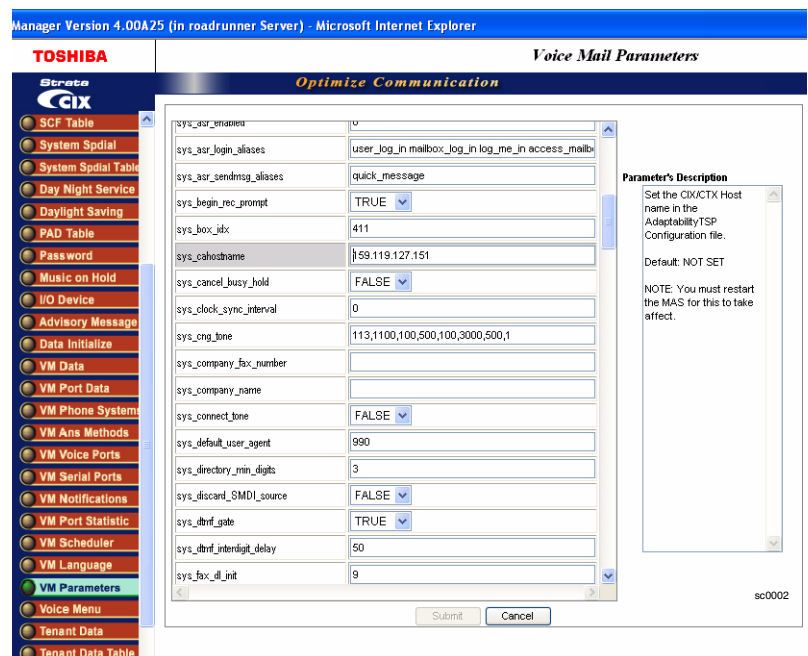
- Configure the Strategy ES system for CTX Proprietary Integration per Chapter 10 of the *Strata CIX Voice Programming Manual Volume 2*.

Step 2: Use eManager to Configure FeatureFlex

1. Log in to eManager. From the Strata CIX/CTX Network panel, click the Default folder to expand the folder, then click CIX_and_SES folder. The Device IP address box displays on the right, then click Connect (shown right).



2. Click Advanced Configuration > System > VM Parameters.
3. In the sys_cahostname parameter, enter the IP address of the CIX (shown right). This tells FeatureFlex the IP address of the CIX system.
4. Scroll down to sys_voicemail_pilot_number parameter and assign the voice mail pilot number.
Set this value to the pilot number of the voice mail hunt group.
5. Click Submit.
6. Restart Strategy ES.



Step 3: License Requirement

1. Except for Security Code Update, a FeatureFlex license for CIX (LIC-CIX-FF) must be purchased.
2. Follow the procedures in MAS Licensing in Chapter 2 – eManager of the *Strata CIX Voice Programming Manual Volume 2*.

Step 4: Program Strata CIX for FeatureFlex

1. Using eManager, click Advanced Configuration > System > I/O Device. Program 803 I/O Device screen displays (shown at right).
2. Click IO Logical Device tab and set Program 803 I/O Device. This screen is used to assign SMDR and SMDI to logical device and BSIS port numbers.

First set the screen to:

- FB00 Logical Device No. – 208 CTI #8.
- Device Port No. – set device to 11.
- FB01 Device Connection – LAN.

The screenshot shows the Toshiba Strata CIX configuration interface. On the left is a navigation menu with options like Basic Configuration, Advanced Configuration, System, Card Assignment, Dial Number Plan, Flex Access Code, Public Number Plan, Class Of Service, System Timer, System Data, Sys Call Forward, SCF Table, System Spdial, System Spdial Table, Day Night Service, PAD Table, Password, Music on Hold, I/O Device, and Advisory Message. The 'I/O Device' option is selected. The main area is titled 'I/O Device' and 'Optimize Communication'. It has three tabs: 'IO Logical Device', 'LAN Device', and 'RS232 Serial Port'. The 'IO Logical Device' tab is active. Below the tabs is a section titled '003 SMDR SMDI CTI PORT ASSIGNMENTS'. It contains two rows of configuration fields. The first row is for '00 Logical Device No.' with a dropdown menu showing '208 CTI #8'. The second row is for 'Device Port No.' with a dropdown menu showing '9'. To the right of these fields is a '01 Device Connection' dropdown menu showing 'LAN'.

3. Click LAN Device tab and set Program 801 LAN Device. This screen assigns the LAN parameters for the PC applications connected to the LCTU Network Jack through a LAN or Hub.

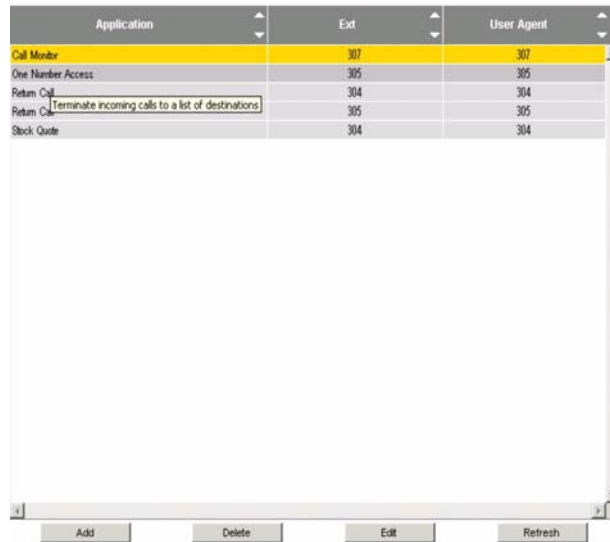
First set screen to:

- FB00 – Set LAN Port No. to the port number set in Program 803 for 208CTI#8.
- FB01 – Protocol = TCP
- FB02 – PC Operation Type = Server
- FB03 – Data Flow = Asynchronization
- FB04 – Server Port Number = 1117

Access FeatureFlex

Important! You must be connected to the Media Application Server (MAS) in order to see the FeatureFlex menu option.

1. From the eManager Main screen, click Advanced Configuration > FeatureFlex.
2. Click Configuration and the FeatureFlex Configuration screen displays (shown below).



Application	Ext	User Agent
Call Monitor	307	307
One Number Access	305	305
Return Call	304	304
Return Call Terminate incoming calls to a list of destinations	305	305
Stock Quote	304	304

Add Delete Edit Refresh

The first time you access this screen it is blank. As you assign the features to the phones using the Add function (see [“Add FeatureFlex Application to Phone” on page 7](#)), the assigned features display on this screen.

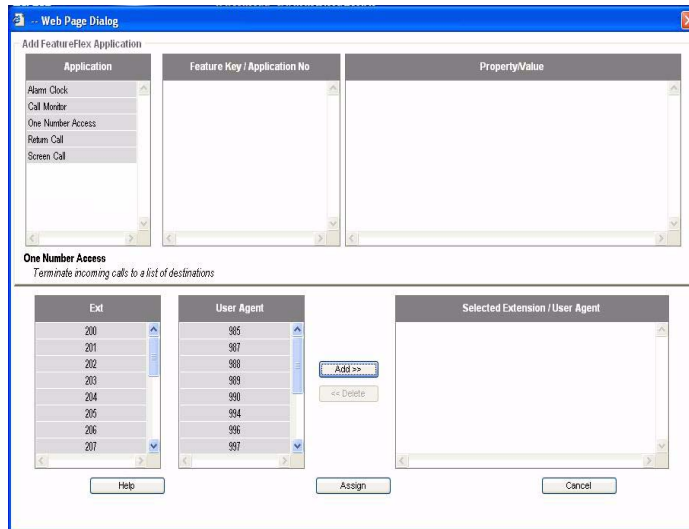
From this screen, you can see the list of existing Application(s) and the Extension and User Agent to which each is assigned. By placing your cursor on the feature, a one-line description of the feature displays.

Sorting the Screen

- Click on an up arrow (▲) in the field and the column is sorted in ascending order
...or click on a down arrow (▼) in the field and the column is sorted in descending order.

Add FeatureFlex Application to Phone

1. From the FeatureFlex Configuration screen, click Add. The Add FeatureFlex Application screen displays (shown below).



2. Highlight the Application, Ext., and User Agent you want to assign to a phone. Highlighting an application displays the description at the bottom of the screen.

Note If an Extension has had feature(s) assigned to it in the past, the eManager program remembers the associated User Agent and automatically highlights it when you select the extension number in this screen.

3. Click Add. Depending upon the feature you chose, additional pop-up boxes display.

Note The pop-up boxes are identical whether you are adding or editing a feature. See [“Edit FeatureFlex Application”](#) for an example of the screen.

4. Fill in the requested information and click OK. The FeatureFlex Editor screen displays with the new feature assignment displayed at the bottom of the list.
5. For any FeatureFlex feature(s) that require a key assignment, you must also set the key assignment using eManager. Click Advanced Configuration > Station > Assignments, and set key assignments.

Delete FeatureFlex Application from Phone

Note This function only deletes the feature from the extension and is not the same as the Remove feature described later.

1. Highlight the feature on the FeatureFlex Editor screen and click Delete. A pop-up box displays requesting you confirm the deletion.
2. Click OK. The feature is deleted from the screen.

Edit FeatureFlex Application

1. From the FeatureFlex Editor screen, highlight the feature you want to edit.
2. Click Edit. The Edit pop-up screen displays (sample shown below). The Edit screen varies depending upon the feature chosen.
3. Change the field(s) and click OK.
4. If you changed the FeatureFlex feature key assignment, you must set the key assignment for the Strata CIX using eManager. Click Advanced Configuration > Station > Assignments, and set the key assignment.

The screenshot shows a window titled "Edit FeatureFlex Application" with a subtitle "Edit FeatureFlex Application - Edit Feature Keys and User Agent Properties". The window contains several input fields and a table.

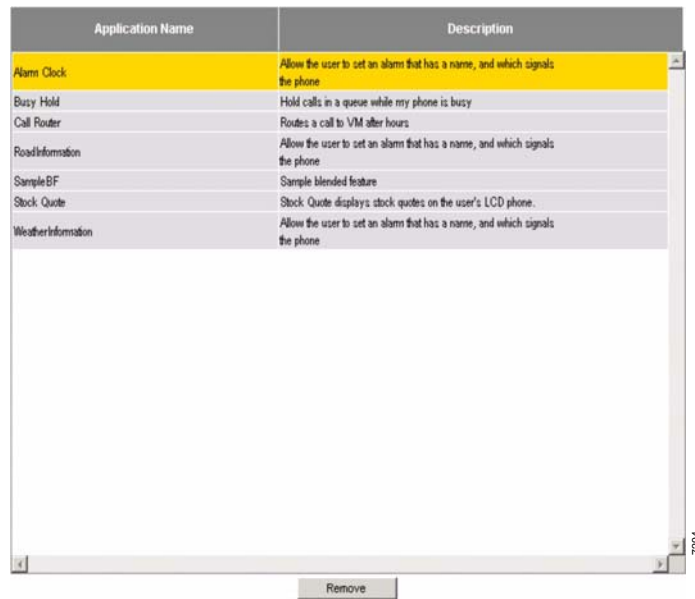
Application	
Application	Alarm Clock
Ext	3012
User Agent	3012

Feature Key / Application No	User Agent Property / Value
Alarm Clock Key	ACDays
	ACState
	ACName
	ACTime

At the bottom of the window, there are five buttons: Help, Print, Cancel, Save, and Exit.

Remove FeatureFlex Application

This function removes the feature from the system. To delete a feature from an individual phone, use the Delete feature instead.



1. From the eManager Main menu, click Advanced Configuration > FeatureFlex > Removal. The Remove FeatureFlex screen displays (shown above).
2. Highlight a feature in the box and click Remove. A pop-up box asks you to confirm the removal.
3. Click OK. The feature is removed.

Important! When an Administrator removes a feature, no phones can use that feature if they already subscribed to it, and no phones can have that feature added to their configurations. Once removed, a feature can only be reinstated by restoring the files that comprise the feature.

Administrator Security Code Update Setup

Follow all the instructions and procedures for FeatureFlex prior to setting up Security Code update.

- From the FeatureFlex Configuration screen, click Add. The Add FeatureFlex Application screen displays (shown on [page 7](#)).

➤ To change Security Code Patterns

1. Using eManager, click Advanced Configuration > System > Voice Mail Parameters. The Voice Mail Parameters screen displays (shown right).
2. Enter the appropriate value. See table below.
3. Click Submit.

Voice Mail Parameters

Optimize Communication

sys_fixeventDomain	
sys_fixevent_jen_0	1
sys_fixevent_jen_1	8
sys_fixevent_jen_2	4
sys_fixevent_jen_3	4
sys_fixevent_jen_4	4
sys_fixevent_jen_5	4
sys_fixevent_jen_6	4
sys_fixevent_jen_7	4
sys_fixevent_jen_8	5
sys_fixevent_jen_9	8
sys_hot_desk_never_used_equipment_no	020301
sys_hub_count	2
sys_language_table	{AmericanEnglish (C:/StrategyES/prompts/english2 C
sys_line_begin	1
sys_line_end	4
sys_local_antis_node	

Parameter's Description
Equipment number that can be used by HotDesk assignment process. This equipment number must never be used by any station.
Default value is 020301

Submit Cancel

Field Definitions

Field	Description
sys_ffsac_repeat_allowed	As a default repeat digits are not permitted for Security Code. Example: 333333, 8888888, etc. are not permitted. However, you can change or turn this rule off by setting the value in this field to 1.
sys_ffsac_sequence_allowed	As a default sequential digits are not permitted. Example: 123, 98765, etc. are not permitted. However, you can change or turn this rule off by setting the value in this field to 1.
sys_ffsac_prohibited_list	You can put all the prohibited numbers in this field. Example, the address number of head quarter or other common known numbers, etc.
sys_ffsac_recycle	Every mailbox has a list of SACs used before; Users can't reuse them. The length of this list is defined in this field. The default is 4.

► Create Security Code Update for Mailboxes

1. Using eManager, click Advanced Configuration > Voice Mail > Mailbox.
2. Create mail boxes. If mailboxes are already created, proceed to the following steps.
3. Go to Advanced Configuration > FeatureFlex > Configuration. The Web Page Dialog box to add the FeatureFlex application displays (shown below).

Web Page Dialog

Add FeatureFlex Application

Application	Feature Key / Application No	Property/Value
Alarm Clock		
Call Monitor		
One Number Access		
Personal Call Handler		
Return Call		
Screen Call		
Security Code Update		Change Security Code Every 3 Day Week Month Year
Simultaneous Ring		

Security Code Update
To ask user to change password periodically.

Ext	User Agent	Selected Extension / User Agent
200	200	
201	201	
202	202	
203	203	
205	205	
206	206	
207	207	
208	208	
		204 204

Buttons: Add >>, << Delete, Assign, Cancel, Help

4. Highlight Security Code Update.
5. Enter an appropriate value in the Property/Value box – “Change Security Code Every” field. Example: If you enter 5 as the value and select day. The user will be prompted by the voice mail system to enter a new security code every five days.
6. Select the Extension > User Agent, then click Add.
7. Click Assign to save your edits.

User Information – From the Telephone

► Changing your Security Code

1. Log into your voice mail.
2. The voice mail prompts you to enter a new password.
3. System prompts, “For verification, please reenter you Security Code.”
4. Enter the exact code you entered the first time. The System will compare you passcodes. If it is correct, it prompts “Security Code changed.”
5. The Voice mail system will then run through the User mode main menu.