

Announcing Software Update Dialogic HMP 3.0 for MAS and MicroMAS-H

This supercedes Product Bulletin PBCIX-081 dated May 1, 2008. Toshiba is announcing a software update for the Dialogic® Host Media Processing software used on Toshiba's Strata Media Application Server and MicroMAS-H products.

Description

Dialogic® Host Media Processing (HMP) Software performs media processing tasks for the MAS without requiring the use of specialized and expensive voice board (DSP) hardware. All media processing takes place on the host central processor unit (CPU).

Release 3.0 is the latest version of HMP software, offering up to date technology and performance enhancements providing a platform for Toshiba to create new and exciting features for the MAS product line. All MAS and MicroMAS-H systems have been running HMP 1.1 since its inception. However, Dialogic has announced the discontinuance of support for HMP 1.1, thereby mandating their customers to move to HMP 3.0.

New Part Numbers

The release of HMP 3.0 requires the creation of replacement part numbers for hardware and licenses that had been in production. These are the only replacement part numbers that are necessary for us to be able to properly delineate between systems and licenses that are HMP 1.1 equipped and those that are HMP 3.0 equipped. These new part numbers will automatically replace the old part numbers on FYI and in the updated version of CIX Quote. The following is a listing of the old license numbers and the new replacement license numbers;

Current HMP 1.1 licenses	New HMP 3.0 licenses
LICMAS4PORTUPG	LIC-4P-VM-MAS
LICMAS-H-2P-UPG	LIC-2P-VM-MAS-H
LICMAS-ACDBR	LICMAS-ACDBR2 *
LICMAS-ACDVA	LICMAS-ACDVA2
LICMAS-ACDEN20	LICMAS-ACDEN202 *
LICMAS-ACDBA20	LICMAS-ACDBA202 *
LICMAS-ACDBA10	LICMAS-ACDBA102 *
LICMAS-BA10AON	LICMAS-BA10AON2 *
LICMAS-BA20AON	LICMAS-BA20AON2 *
LICMAS-APPLSW1	LICMAS-APPLSW2 *

*These part numbers are bundled parts and are not purchasable individually.

The hardware part numbers for the 2U MAS and MicroMAS-H have also changed slightly for tracking purposes. The new part numbers are MAS-2U-XPPRO-R2 and MAS-MICRO-H-R2. These are the base system parts, and are the only part numbers affected by HMP 3.0. The associated bundled part numbers including both the base system and voice mail or voice assistance port licenses (i.e. MAS-4VM-PKG), have not changed.

Random Access Memory Upgrade

With the launch of HMP 3.0 both the 2U MAS and MicroMAS-H systems will immediately begin shipping with 1 GB of RAM to improve the overall functionality of the multiple applications that can be running on a MAS.

Note This RAM upgrade applies to new MAS and MicroMAS-H systems only. Though additional memory will improve a computer system's overall functionality, existing MAS and MicroMAS-H systems are not required to upgrade RAM in order to upgrade to HMP 3.0.

Suspended Speech Recognition Sales

Our current Automatic Speech Recognition (ASR) engine which we have been selling for a number of years is not supported with HMP 3.0. We have been working on a replacement ASR engine and estimate its release in 3 to 4 months. Therefore, with the launch of HMP 3.0 Toshiba will suspend sales of all of our ASR products until the new ASR engine is available.

If during this time dealers have customers who have an urgent need for ASR, we can prepare a beta version of the new engine. If a beta is acceptable to your customer, please log on to our FYI website and go to Technical Services/Beta. There we will have a posting for the ASR beta. Click on the appropriate link and a representative from Toshiba Technical Support will contact you to make arrangements.

Hardware Requirements

HMP 3.0 software is supported on all 1U and 2U MAS hardware, as well as the MicroMAS-H platform. The MicroMAS-D systems do not utilize HMP and are therefore not affected by this software update.

Upgrade Requirements

All MAS and MicroMAS-H systems shipped to date have been equipped with HMP 1.1 software.

With the announcement of the general availability of HMP 3.0, any existing 1U or 2U MAS or MicroMAS-H system equipped with HMP 1.1 software will be required to upgrade their HMP software to Release 3.0 **ONLY** if the following circumstances apply;

- Additional voice mail or voice assistance ports need to be added to the system.
- Product software issues are identified and can be directly attributed to HMP 1.1 software.

If an installed MAS or MicroMAS-H system does not require additional voice mail or voice assistance ports, those systems are not required to be upgraded to HMP 3.0 software.

One Time Upgrade License

Prior to upgrading an existing MAS or MicroMAS-H system to HMP 3.0 software, a one time HMP 1.1-to-HMP 3.0 Upgrade License must be purchased and licensed on the target MAS system. This license can be purchased by ordering part number LIC-HMP3.0-UPG on FYI. One license is required for each system to be upgraded. This license is only required if the MAS system has had voice mail or voice assistant port

licenses previously activated upon it. New MAS systems with no licenses recorded on FYI as activated **do not** need this one time license. However, new MAS systems will still require their HMP software to be upgraded to HMP 3.0.

HMP 3.0 Upgrade Software

To automate the upgrade process Toshiba has created a software upgrade application that automatically removes the HMP 1.1 software from the target MAS system and installs the new HMP 3.0 software.

The HMP 1.1 to 3.0 Upgrade Software can be obtained in two ways;

- Download the installer from FYI (approximately 65MB in size)
- Purchase a CD copy on FYI (part number MAS-HMP3-UPG-CD).

Pricing

The pricing for the one time HMP 1.1 to HMP 3.0 Upgrade License is available on FYI. Other than the optional purchase of the CD copy of the Upgrade Software no other components or licenses have to be purchased to upgrade a MAS from HMP 1.1 to HMP 3.0. Also, no other MAS license pricing is affected by this upgrade.

2U MAS and MicroMAS-H Price Increase

As mentioned, both the 2U MAS and MicroMAS-H systems will be upgraded to 1 GB of RAM. This upgrade will necessitate a nominal increase of the dealer list price of the two base systems, as well as their associated bundled part numbers which include the base system and voice mail or voice assistant port licenses.

The MicroMAS-D, with its use of Dialogic boards to offload application functions, does not require the additional RAM so its base system and voice mail port bundle pricing remains unchanged.

This price increase takes effect June 1, 2008. The new pricing information will be available in our FYI online price book prior to this date.

Availability

New 2U Media Application Servers and MicroMAS-H systems begin shipping with HMP 3.0 May 2, 2008. At this same time, copies of the HMP 3.0 Upgrade Software will be available for purchase or download from FYI.

Upgrade procedure from Dialogic HMP 1.1 to HMP 3.0

Important! Before proceeding with this upgrade, it is recommended that you perform a complete back up of the system database and user information.

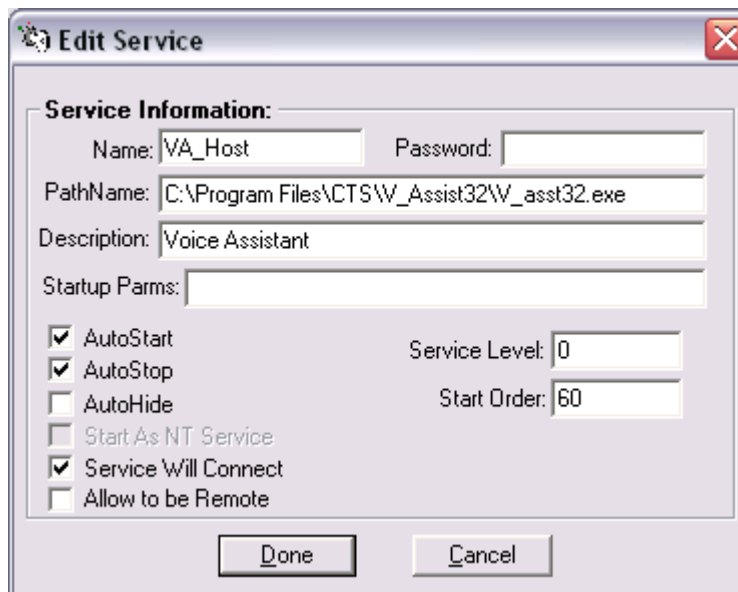
1. Obtain the **one time** HMP 1.1 to HMP 3.0 Upgrade License from FYI.
 - Part number – LIC-HMP3.0-UPG
2. Connect with eManager with the Administrator account.
3. Access the Licensing page.
4. Click on the Upload button.
 - Browse to the location where the HMP3.0-UPG license has been stored.
 - Upload the FYI license to the Mas/MicroMas.
 - Highlight the FYI license file and click View.

Sample view from eManager after uploading the FYI license file:

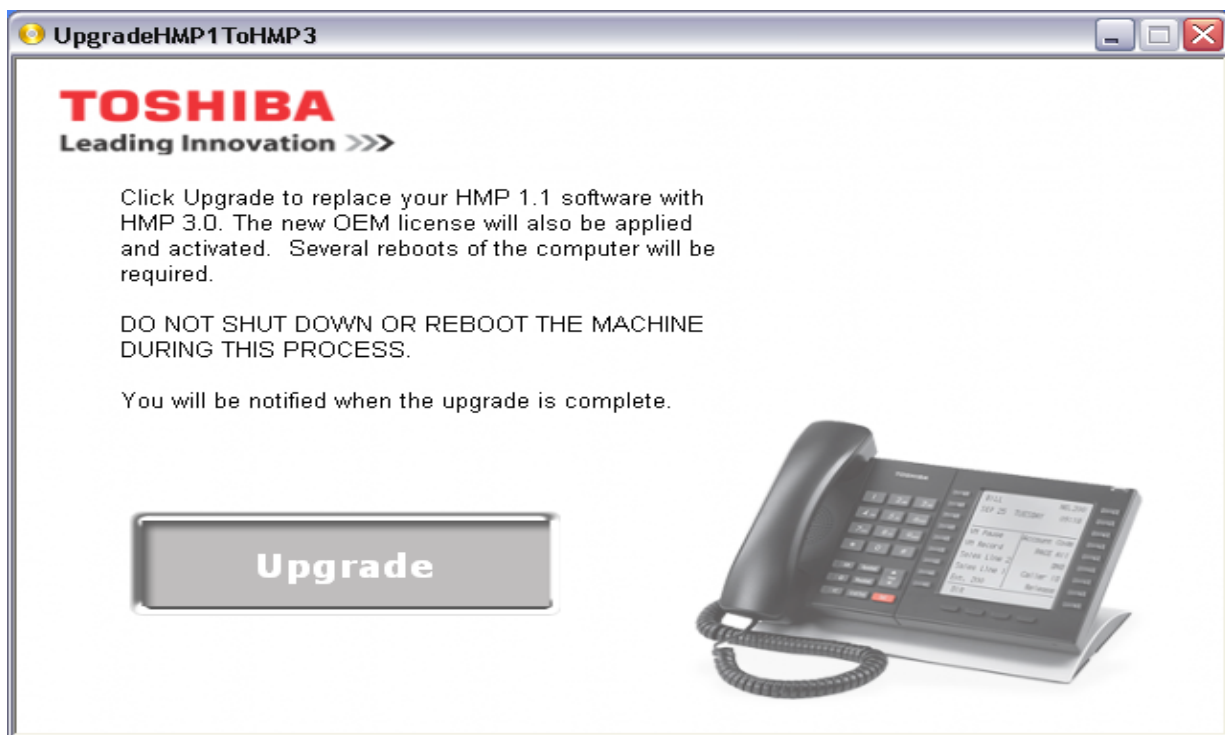
Application ID	Address	Location	Description	Creation Time
FFL	MAS	No Location Given	HMP OEM	2008-03-04 13:38:22
Version: 0102 Serial Number: 00CWPN3E9B Control Number: 41678-4 Creation Date: Tue Mar 04 13:38:22 GMT-0800 (PST) 2008 License Type: Purchased Expiration Date: 99991231 MAC Address: 00:19:DB:54:6E:9B PCD: 16r16v16e0c16s0f_pur.pcd Encrypted Key: ZMvZxdWpG6NF1bNV78nLh3Yzf3Ok7xgsinHkZ8C1E1KjpQmd8RYfbNTogrd3LH6wnuFDLgk=				
Feature Name			ID	Quantity
HMP 3.0 OEM			HMPOEM	1
LIC-HMP3.0-UPG			HMP3UPG	1

5. Before proceeding, it is recommended to stop the following services or programs that may be running:
 - Stratagy Enterprise Server
 - ACD Netserver and Voice Assistant

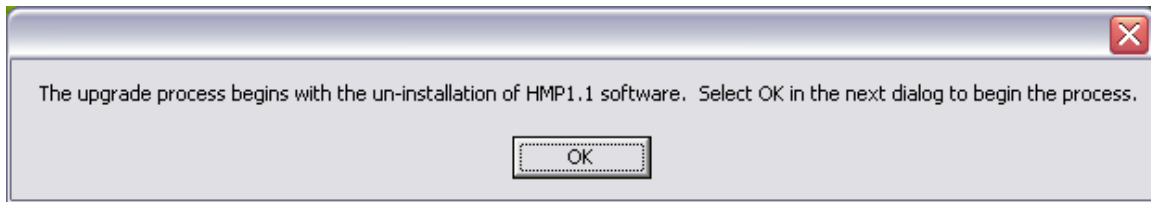
6. If running Strategy Enterprise Server and ACD with Taske on a system with 512 MB of memory change the ACD Voice Assistant “start order” to a value higher than the default of 50. Suggested value is 60.



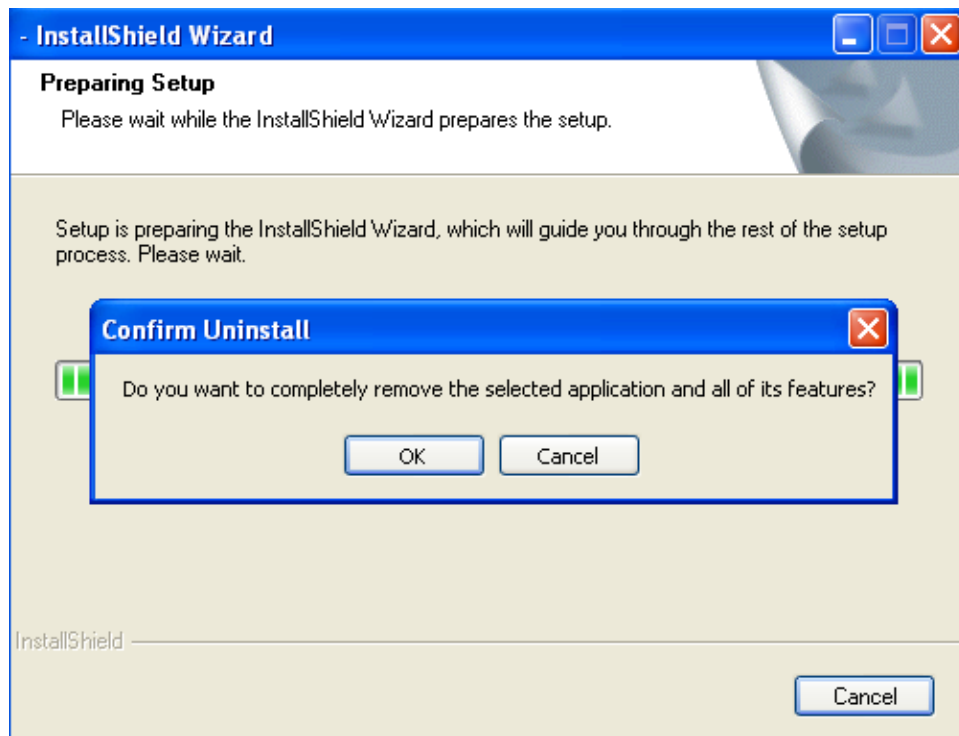
7. Insert the HMP 1.1 to HMP 3.0 Upgrade CD (part # MAS-HMP3-UPG-CD) into the CD-ROM drive.
8. The main menu appears. To continue, click on the Upgrade button. To cancel, click the 'X' to close the screen.



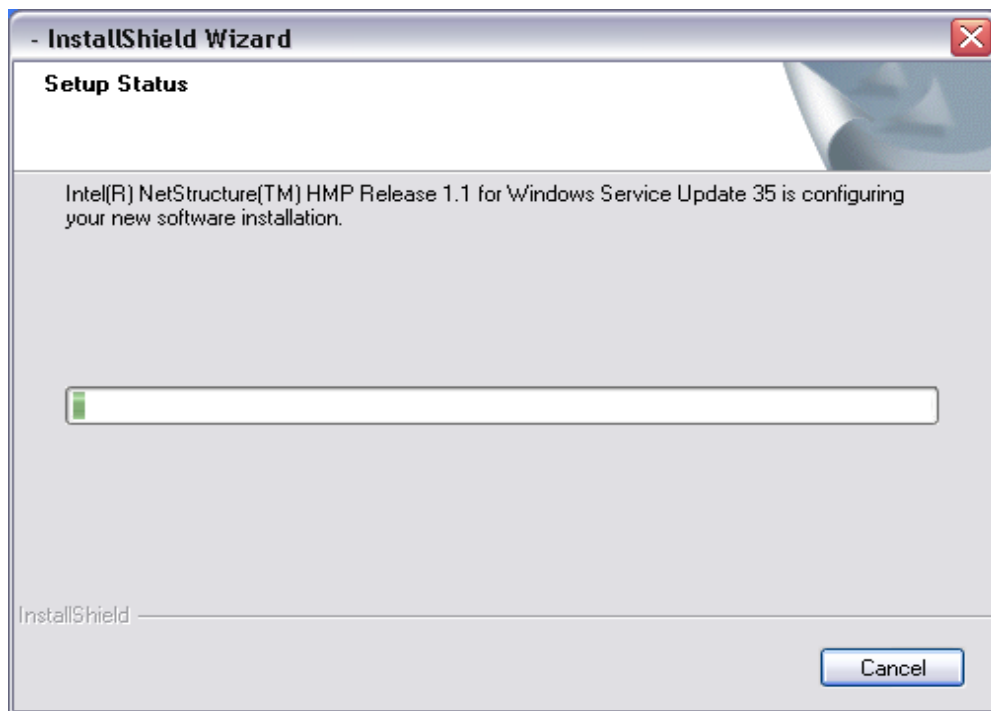
9. Confirmation message appears. Click OK.



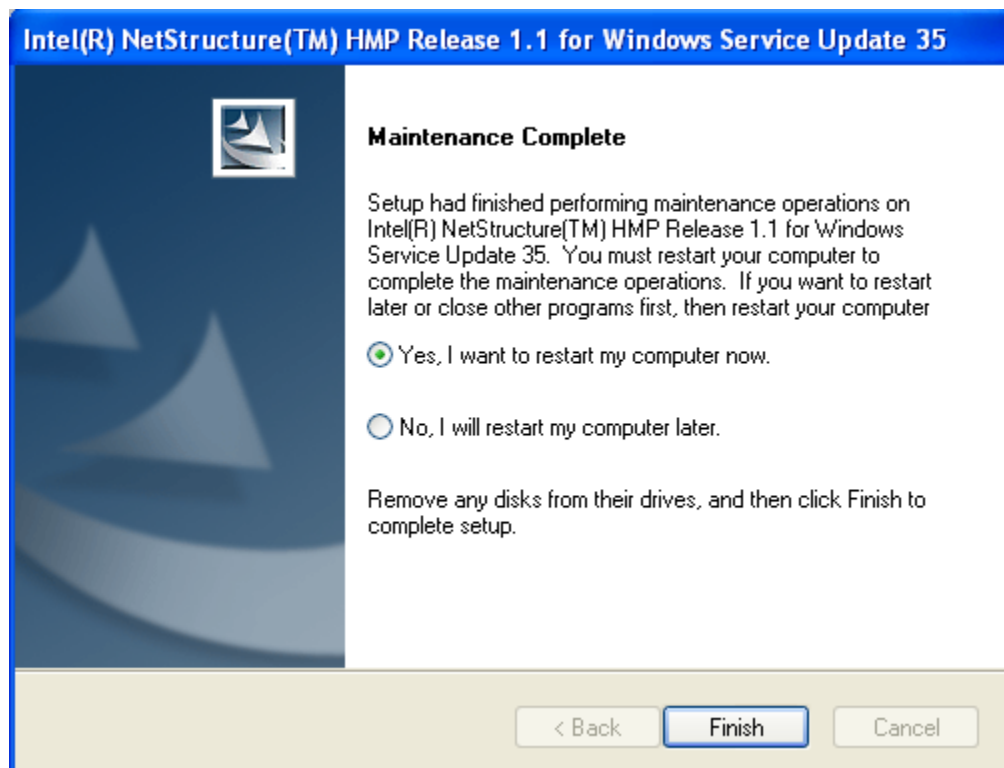
10. Dialogic HMP 1.1 removal process begins. Click OK.



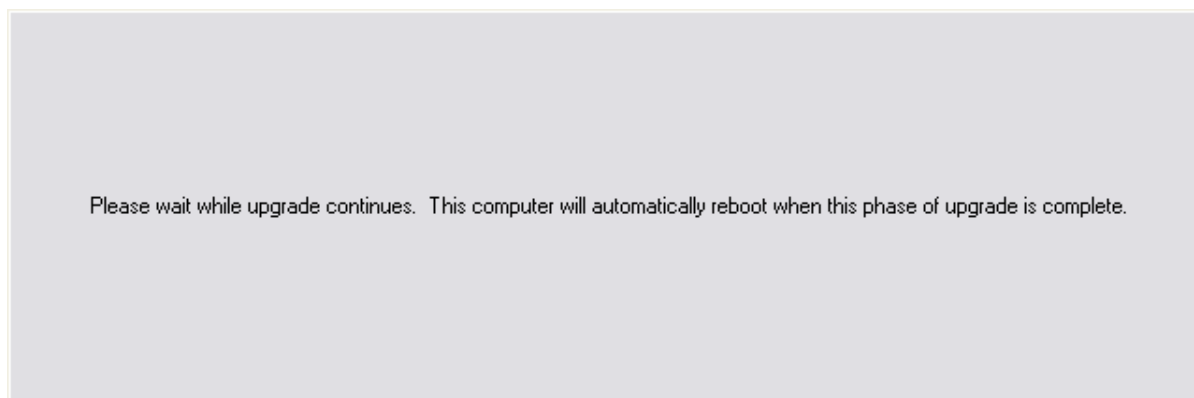
11. Service Update 35 must be also be removed.



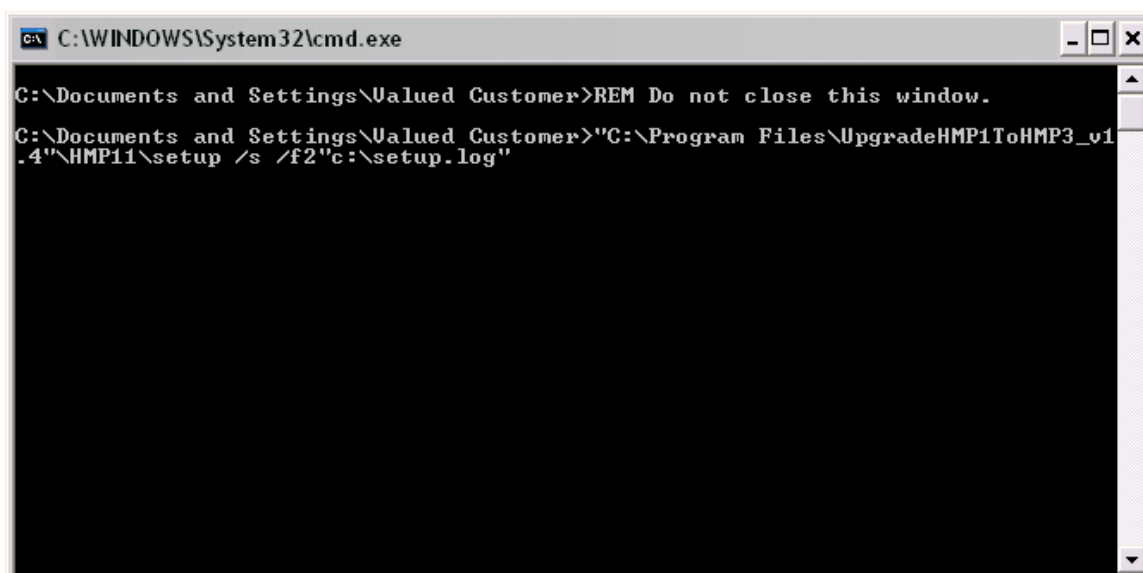
12. Click Finish to restart the server.



13. The system restarts and the remaining components of HMP 1.1 are removed.

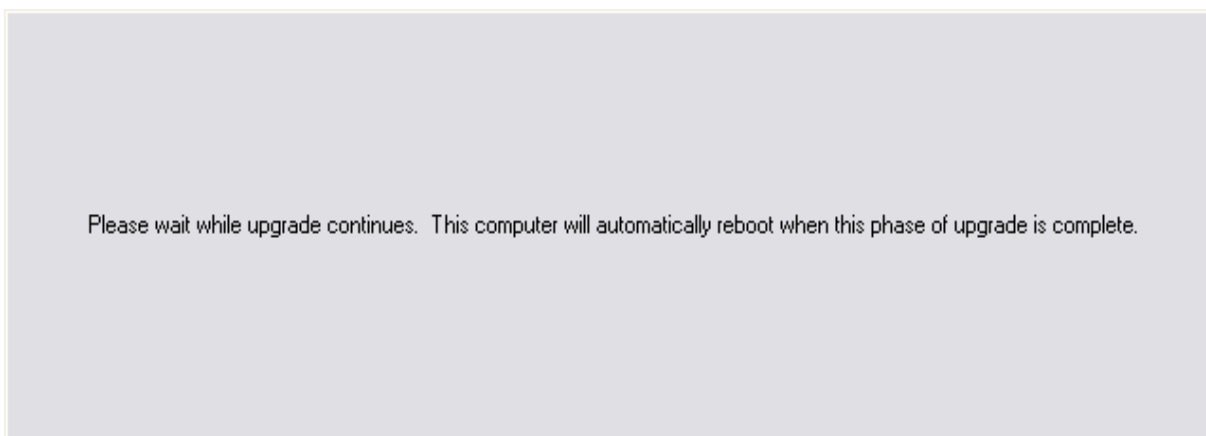


HMP 1.1 removal continues.

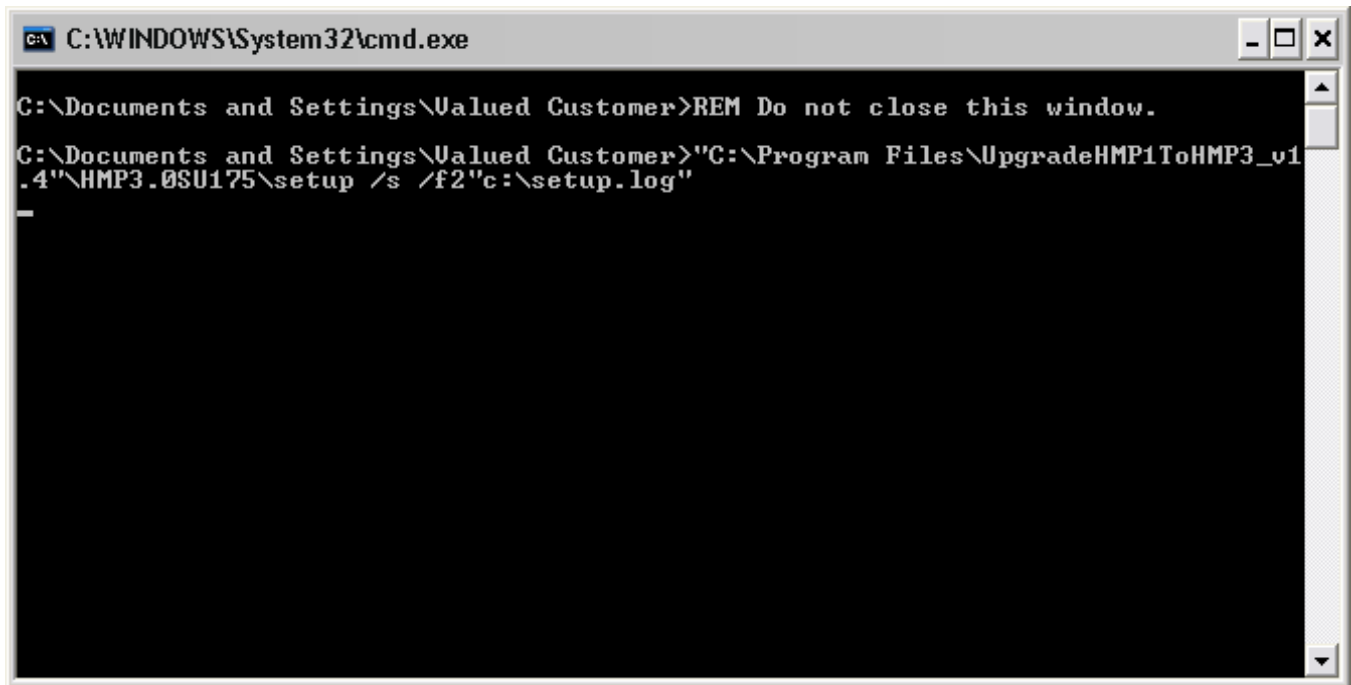


```
C:\WINDOWS\System32\cmd.exe
C:\Documents and Settings\Valued Customer>REM Do not close this window.
C:\Documents and Settings\Valued Customer>"C:\Program Files\UpgradeHMP1ToHMP3_v1.4"\HMP11\setup /s /f2"c:\setup.log"
```

14. Once HMP 1.1 is completely removed the system will restart and HMP 3.0 installation begins.



15. A command prompt window opens. The installation of HMP 3 system software and Service Update 175 begins. Do not close this window.

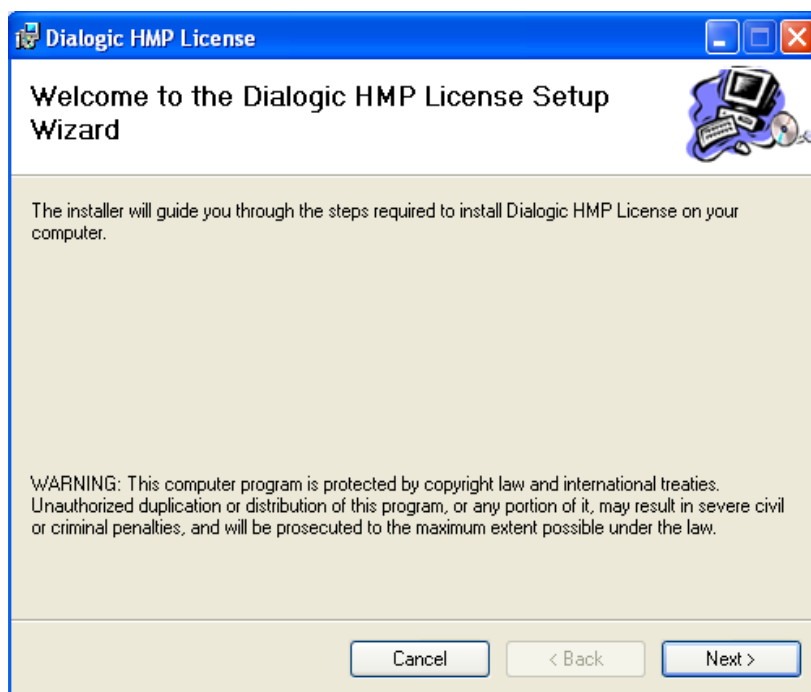


```
C:\WINDOWS\System32\cmd.exe

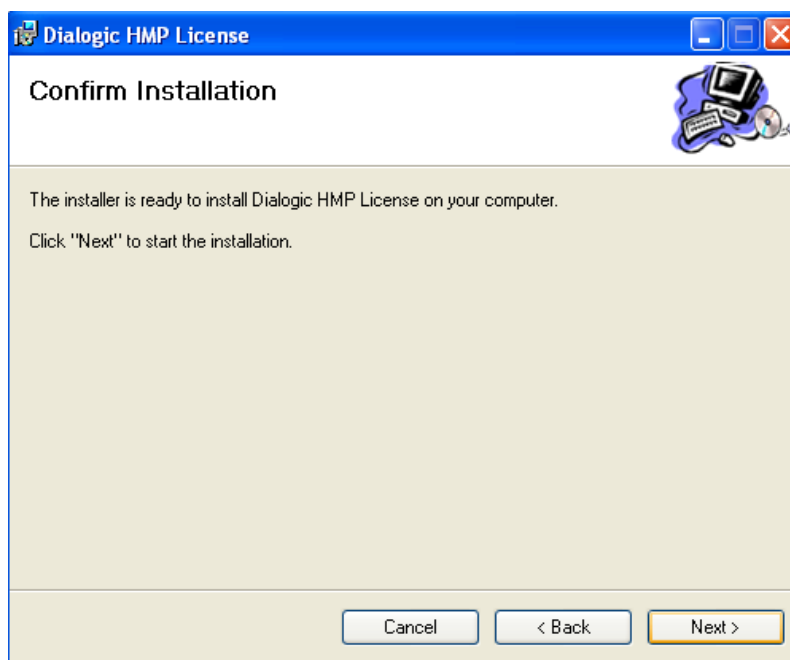
C:\Documents and Settings\Valued Customer>REM Do not close this window.

C:\Documents and Settings\Valued Customer>"C:\Program Files\UpgradeHMP1ToHMP3_v1
.4"\HMP3.0SU175\setup /s /f2"c:\setup.log"
```

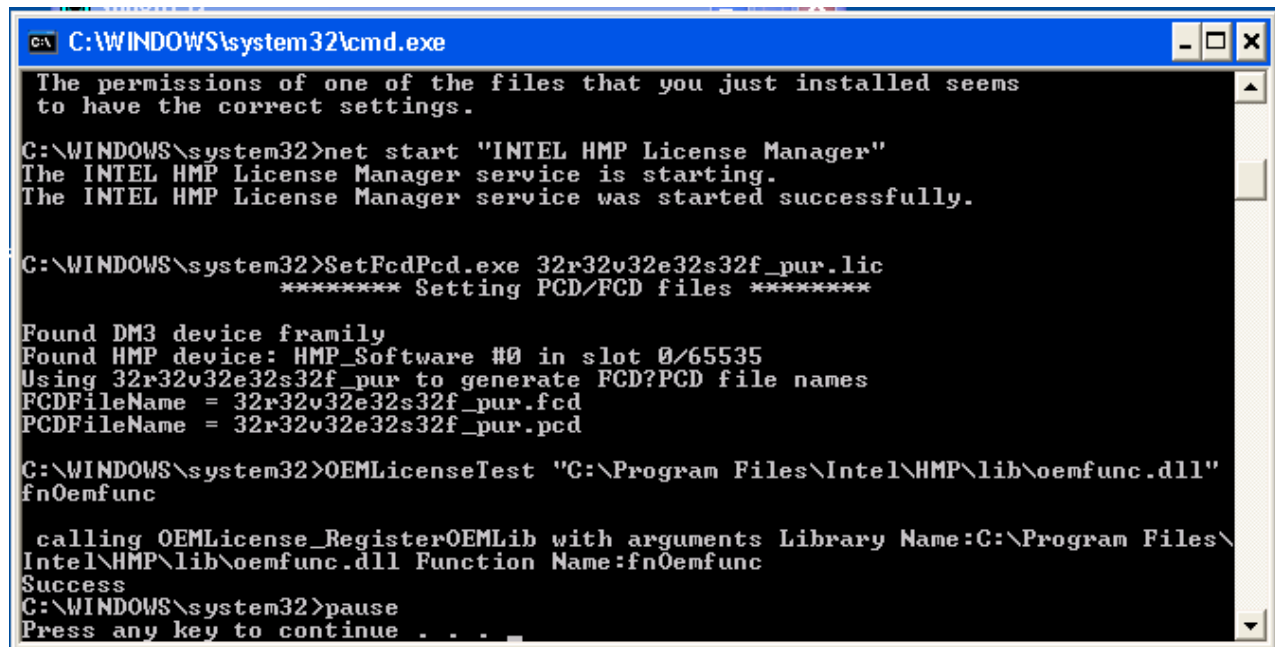
16. When the installation has completed the system will reboot. After the system reboots the Dialogic HMP 3 license installer displays. Click Next.



17. The Confirm Installation message appears. Click Next.



18. A command window appears.



```
C:\WINDOWS\system32\cmd.exe
The permissions of one of the files that you just installed seems
to have the correct settings.

C:\WINDOWS\system32>net start "INTEL HMP License Manager"
The INTEL HMP License Manager service is starting.
The INTEL HMP License Manager service was started successfully.

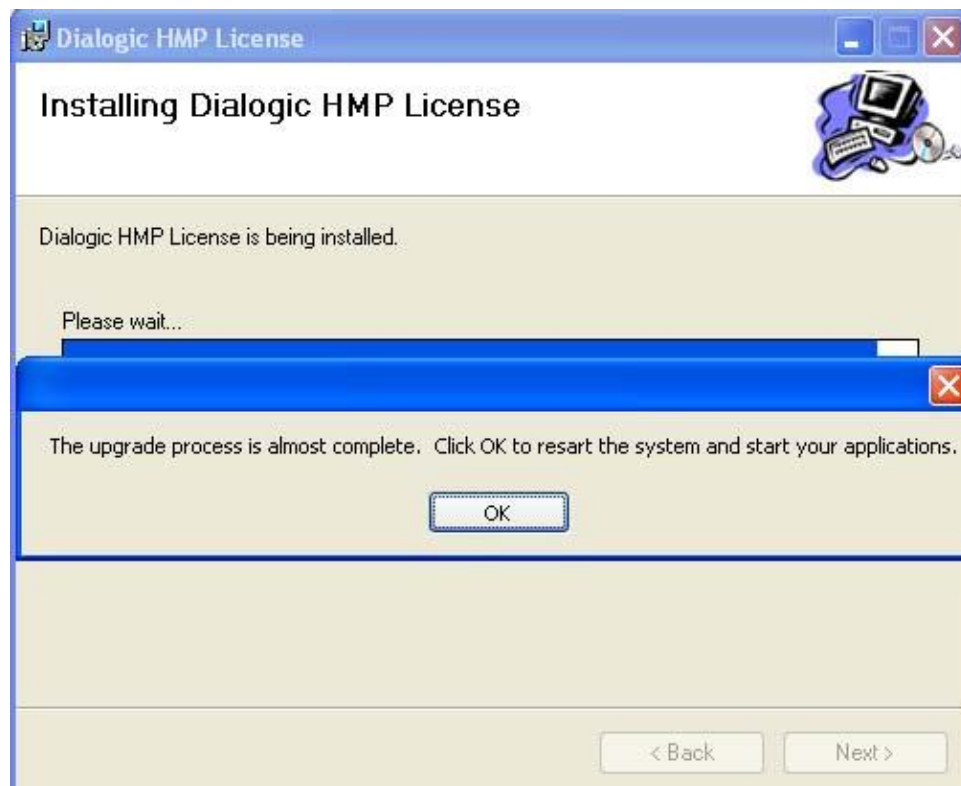
C:\WINDOWS\system32>SetFcdPcd.exe 32r32v32e32s32f_pur.lic
***** Setting PCD/FCD files *****

Found DM3 device family
Found HMP device: HMP_Software #0 in slot 0/65535
Using 32r32v32e32s32f_pur to generate FCD?PCD file names
FCDFilename = 32r32v32e32s32f_pur.fcd
PCDFilename = 32r32v32e32s32f_pur.pcd

C:\WINDOWS\system32>OEMLicenseTest "C:\Program Files\Intel\HMP\lib\oemfunc.dll"
fnOemfunc

calling OEMLicense_RegisterOEMLib with arguments Library Name:C:\Program Files\
Intel\HMP\lib\oemfunc.dll Function Name:fnOemfunc
Success
C:\WINDOWS\system32>pause
Press any key to continue . . .
```

19. When you see "Press any key to continue..." press a key. The following is displayed. Click OK to complete the installation and restart the server.



20. The system restarts and any programs that were launched using the Startup folder are enabled.

--- End of procedure ---

Important Information

After upgrading to HMP 3.0 a new entry will appear in the Windows Safely Remove Hardware screen called 'Intel HMP Device'. **Be cautious** when removing legitimate items, such as USB drives, that you don't mistakenly select the HMP device as it will make the HMP service stop functioning.

