

IPedge Release 1.2!

The IPedge software Release 1.2 now available includes several valuable enhancements and new features that make the IPedge system even more powerful. This new software also includes streamlined procedures that increase reliability and improve installation efficiencies. Release 1.2 is part of Toshiba's ongoing strategy to offer valuable software upgrades for IPedge products.

New In This Release

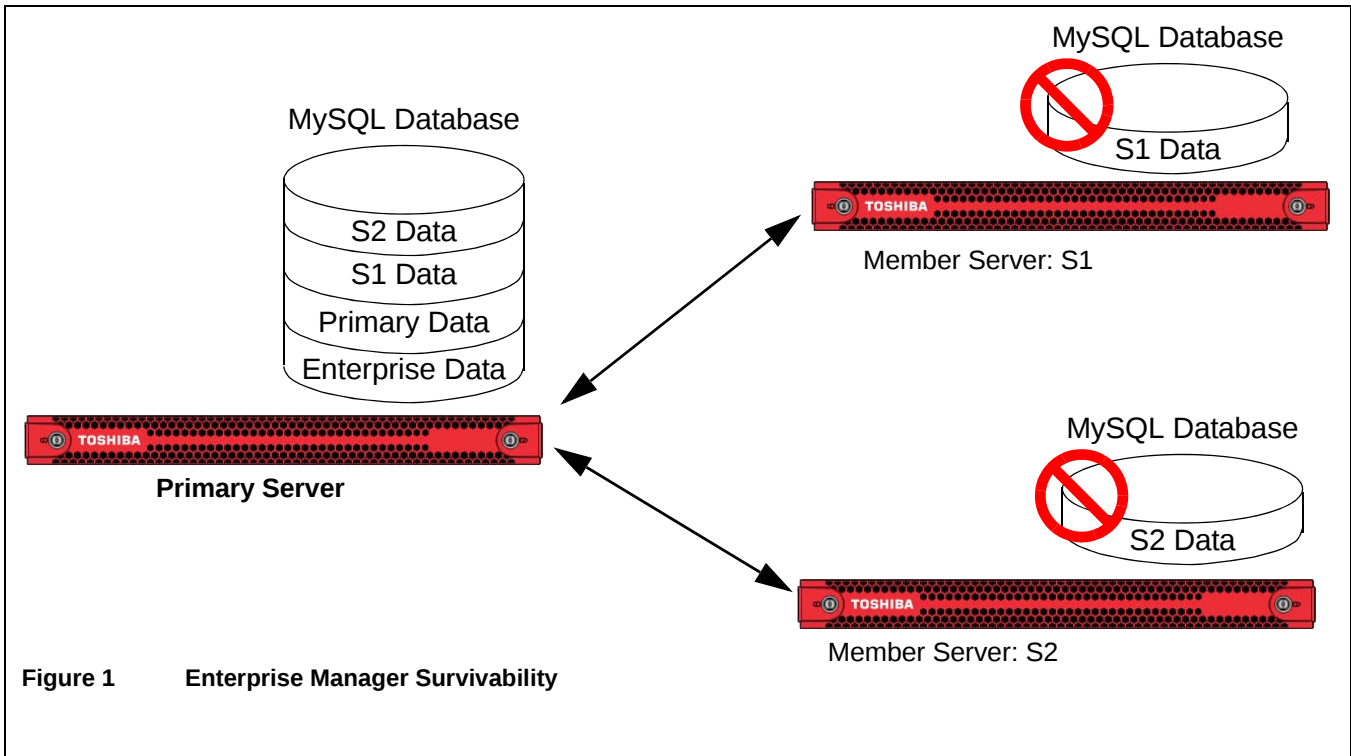
- [IPedge Enterprise Manager Survivability](#)
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- [Media Server Enhancement](#)
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IPedge Enterprise Manager Survivability

Toshiba has added a new enhancement to our IPedge survivability solution. The IPedge now supports Enterprise Manager Survivability. Enterprise Manager Survivability allows an Enterprise Manager member server to take the place of the primary server should the primary server go off-line. See [Figure 1](#) to better understand Enterprise Manager Survivability. [Figure 1](#) shows three IPedge servers networked together where one is a primary server and the other two are member servers. Only the IPedge EC and EM systems can be primary/redundant servers. The IPedge EP server cannot be a primary/redundant server. The figure shows how the administration database is configured. The primary server database contains the following data:

- Enterprise (Admin users, Permissions, Server tables, etc.)
- EMPA (Enterprise Manager Personal Administration) user data, for example user role, password and preferences like email, GUI theme, locale, etc
- IPedge Call Processing data for each server attached in the network

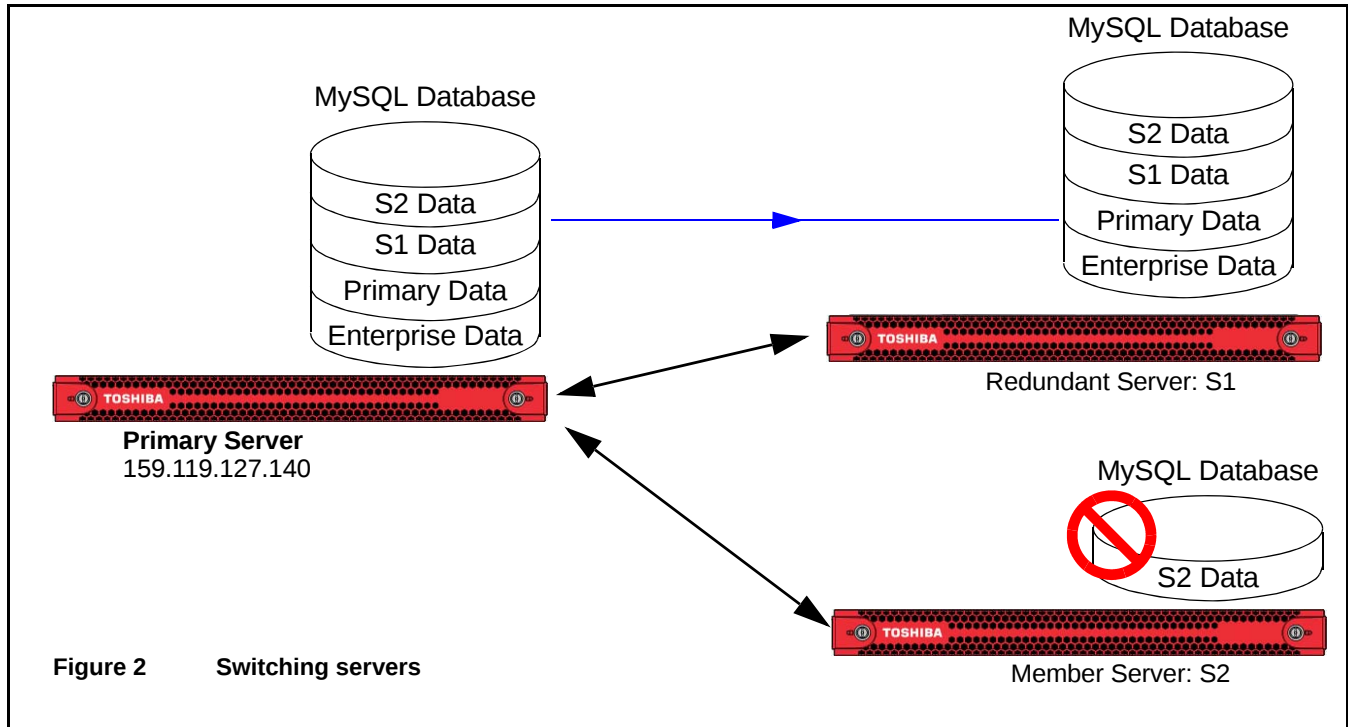
The member server administration data (Enterprise Manager MySQL® database) is not used as shown in [Figure 1](#).



To administer the topology shown in Figure 1, the system administrators can only login via a browser to the primary server. Similarly EMPA users can only login to the primary server to perform changes to their telephone(s). If a user attempts to login to a member server, Enterprise Manager will block the attempt and instead display an information page requesting user to visit the primary server. If the primary server fails, then administrators/EMPA users may not be able to login to the system until the primary server is back online.

To resolve the issues mentioned above, the Enterprise Manager Survivability works as follows:

- A server can be selected and designated as a “Redundant server”; this server must be an attached member server.
- The redundant server contains a copy of the Enterprise Manager database that exists on the Primary server.
- The redundant server database must be kept in synch with the primary server. This means the administration changes (data changes) on the primary server must also be reflected on the same database version existing on the redundant server.
- In case there is a problem with the primary server, the redundant server role will be changed to become the primary server
- Under normal operations the “redundant” server behaves exactly like a member server, users cannot perform changes by logging into the “redundant” server before switching the server’s role.



Switching from a Member Server to a Primary Server

When a Redundant server is switched to become a Primary, the Administrator must make sure that the old primary server is either configured to be a standalone server or a member. In case the old primary is back online and users attempt configuration changes, these changes will be rejected automatically since member servers are no longer assigned to it.

IPedge Net Enhancement

Toshiba is consistently making efforts to reduce installation time in the IPedge systems. In Phase 1.2, Toshiba has enhanced the IPedge Net programming by making it more intuitive and easier to program. The new IPedge Net Wizard optimizes IPedge Net programming by providing the basic IPedge configuration and reduces manual input significantly. Administrators can still use the Guide page and individual programs for advanced configuration. Only IPedge servers that are attached as member servers can be configured. The IPedge Net Wizard does not remove or clean up any previous IPedge Net programmed data nor does the wizard support rollback or IPedge Net removal.

A new menu called, "IPedgeNet Wizard" is included in Enterprise Manager under the IPedge Net menu. The following screen displays when you select the wizard. The IPedgeNet Wizard does not interface to Strata CIX systems. The CIX system must be programmed using Network eManager.

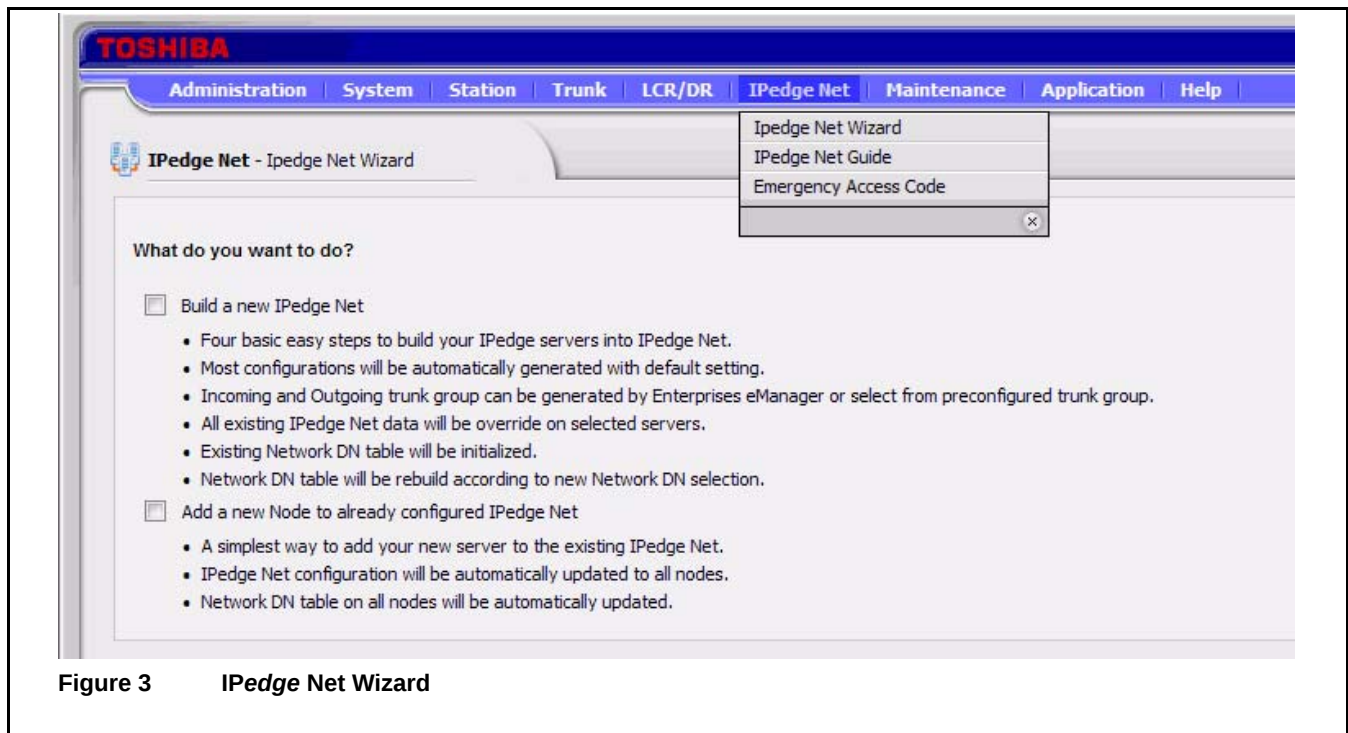


Figure 3 IPedge Net Wizard

There are two options for running the IPedge Net Wizard:

- Option 1 – Build a new IPedge Net
- Option 2 – Add a new Node to an existing IPedge Net.

For both, Option #1 and Option #2, the user will be asked to provide the following values:

- Node ID
- Incoming Line Group
- Outgoing Line Group
- Number of IPedge Net channels
- Specify the Network DNs

Once the required information is submitted, Enterprise Manager automatically builds the IPedge Net and Network DN programming. The final screen (Figure 4) displays with all DNs that were successfully created.

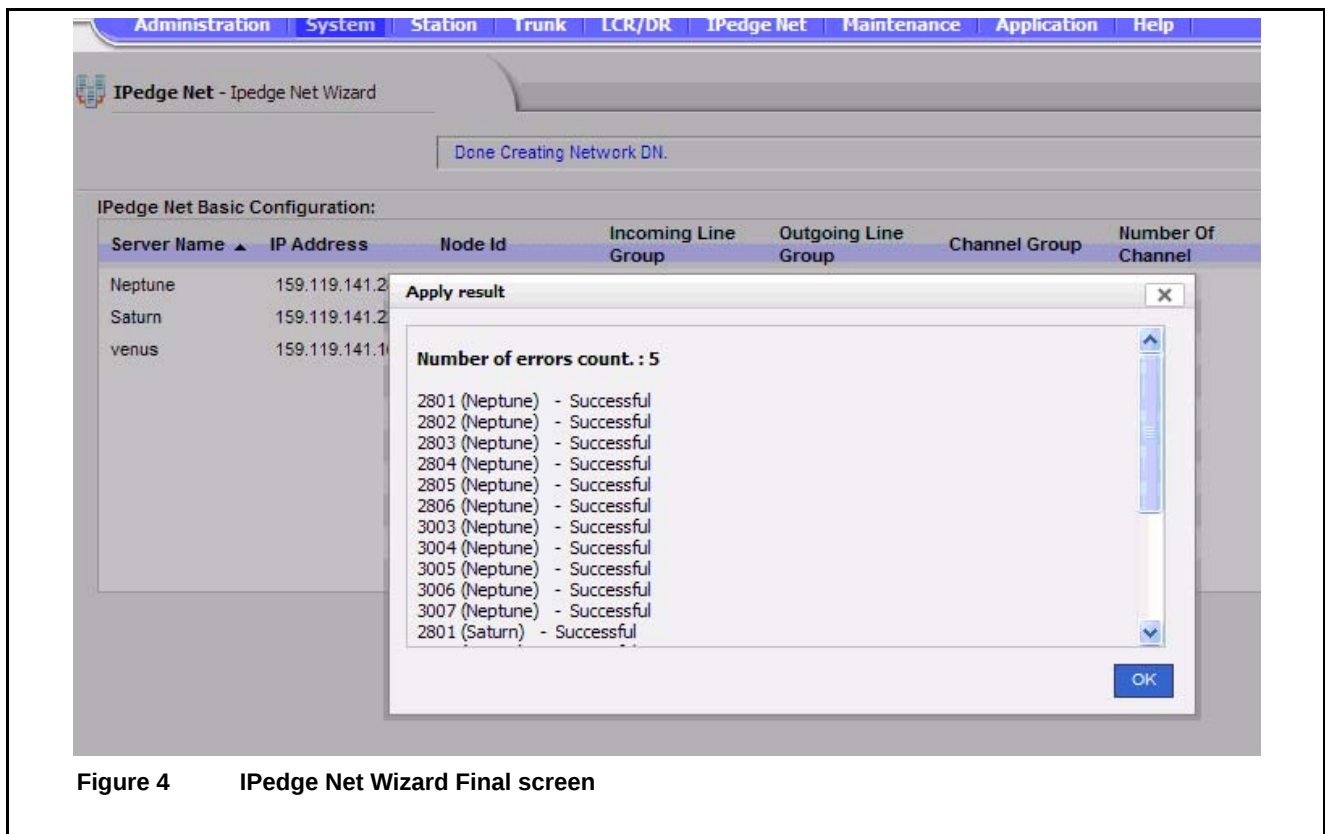


Figure 4 IPedge Net Wizard Final screen

IPedge SIP Trunk Wizard

Toshiba has made programming SIP Trunks easier by giving the administrator the ability to enter URI ranges. The new field URI range allows the administrator to enter a range of the user portion of the SIP Trunk URIs for the selected SIP Trunk service in the targeted server. The URI range field will accept a dash to separate ranges as well as commas to separate individual SIP URIs. The IPedge SIP Trunk Wizard also allows for making URI ranges from DID numbers. Figure 6 shows the “Make URI Range From DID” dialog box. The dialog box shows the available DID numbers in the ILG (Incoming Line Group) of the targeted SIP Trunk service. The administrator can also define a prefix which will be added to the front of each selected DID number to compose the URI.

The screenshot displays the Toshiba IPedge SIP Trunk Wizard interface. At the top, there is a navigation bar with tabs: Administration, System, Station, Trunk, LCR/DR, IPedge Net, Maintenance, Application, and Help. Below the navigation bar, the main content area is titled "Trunk - SIP Trunking". The interface includes a "Select Target Server:" dropdown menu set to "Avatar" and a "Select Service Definition:" dropdown menu set to "1". Below these, there is a section titled "URI Range Setup" which contains a "URI Range" input field and a link "Make URI range from DID numbers". Below the input field, there are two radio buttons: "Skip existing URI" (selected) and "Override existing URI". At the bottom, there are two fields: "SIP URI User Name:" and "SIP URI Attribution:" (set to "MAIN").

Figure 5 SIP Trunk Wizard

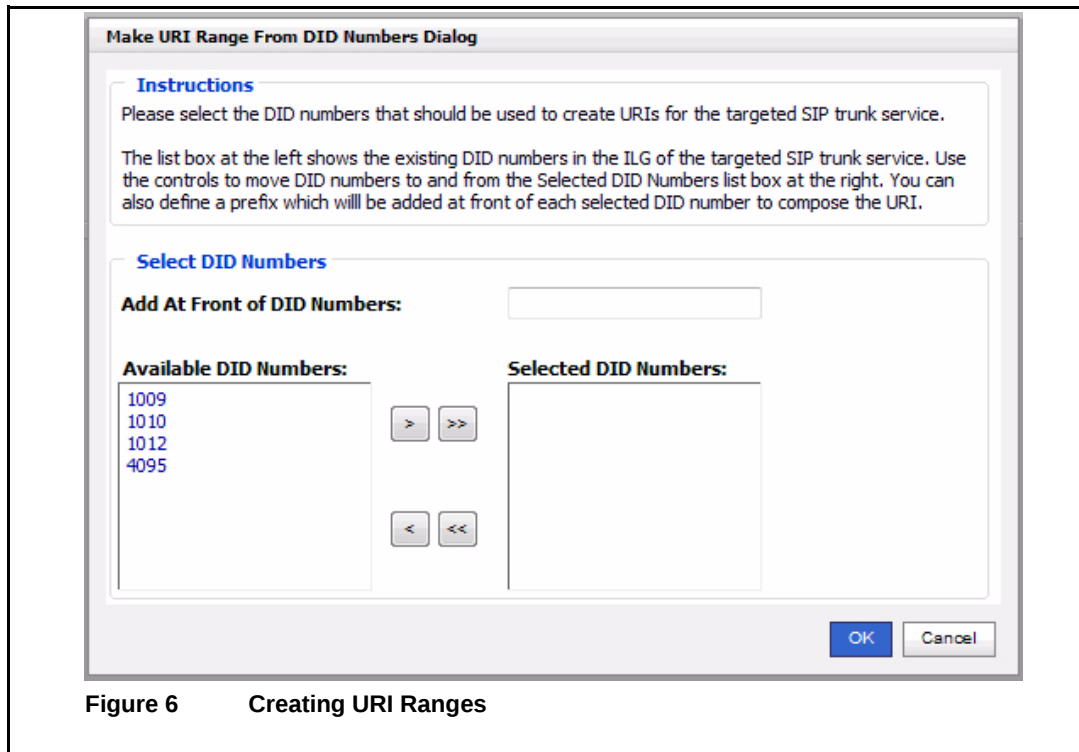


Figure 6 Creating URI Ranges

IPedge Call Manager Survivability

In response to strong customer feedback, Toshiba has integrated a survivability feature to the IPedge Call Manager similar to how the SoftIPT handles survivability. The new Call Manager survivability feature allows the Call Manager to connect to a secondary server when the primary server is down, and reconnect back to the primary server when the primary server is active.

Figure 7 provides the general overview of the Call Manager survivability feature.

- The secondary connections are established only when the primary connections are down.
- Call Manager can use the built-in VoIP option or can be paired with either a SoftIPT or an IPT5xxx-series telephone.
- Call Manager relies on the connection to Net Server to determine whether or not to switch over.
- Both SoftIPT and IPT5xxx-series telephone relies on its connections to the Call Processing module to determine whether or not to switch over.
- Call Manager survivability is supported for the IPedge built-in Net Server. ACD or Unifier based Net Server is not supported.

Note If a component failure such as Net Server module or Call Processing module shutdown takes place instead of the complete server failure, Call Manager and the phone may connect to different IPedge systems. In that case, the user can manually override the survivability to reconnect to the same system.

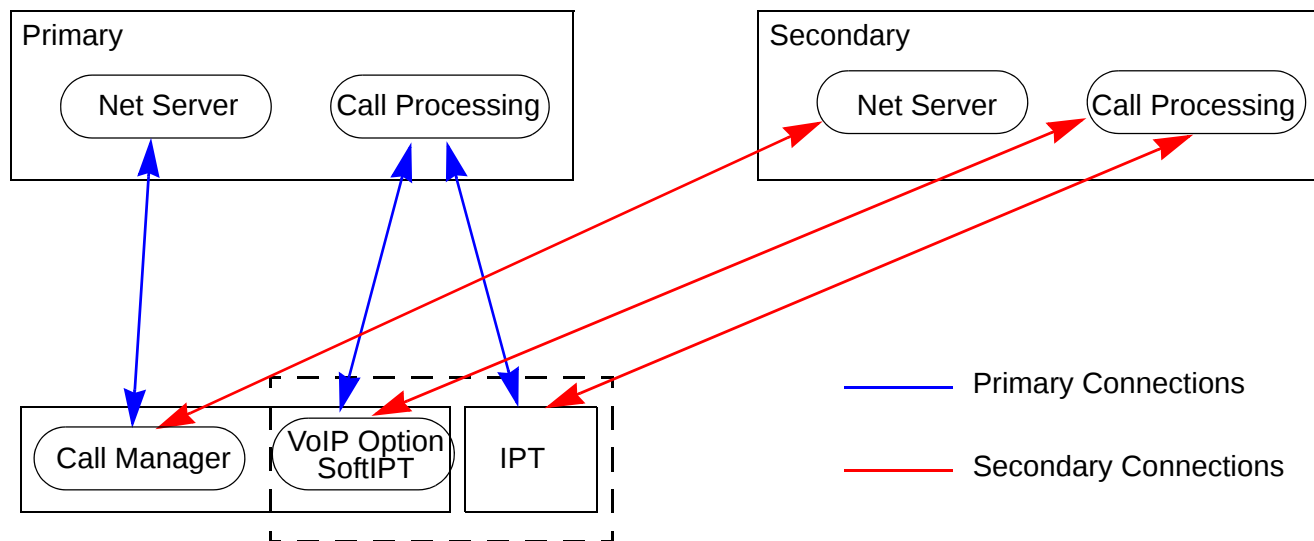


Figure 7 Call Manager Survivability

To use Call Manager survivability feature, the following licenses are required for the backup server. If the licenses are not present on the backup server, Call Manager will not switch to the backup server. In addition, the paired IP telephone and SoftIPT require the survivability user license on the backup node.

Part Number	Description
I-CM-STD1-SUR	Call Manager Standard survivability license
I-CM-1-SUR	Call Manager Advanced survivability license
I-CM-V1-SUR	Call Manager VoIP option survivability license

IPedge Active Directory Synchronization

IPedge Active Directory synchronization (AD sync) allows the administrator to import user information such as the name and telephone number to IPedge system. It makes it easy for the administrator to install the new system by importing the user information from the existing Active Directory. It also helps to automate importing changes such as new users, deleted users, and modified users by scheduling the automatic synchronization.

AD sync supports networked IPedge systems, and users can be assigned to the proper IPedge system based on the value of the specified data field such as Office in the Active Directory.

In addition to Active Directory, this enhancement also supports LDAP server.

IPedge AD sync has the following operating modes to address various requirements from dealers and customers.

- **Manual Synchronization** – The administrator can initialize the synchronization manually, and after the synchronization is complete, the list of new, deleted, modified, and conflicted users is presented. The administrator can select which users should be created, deleted, and modified. Also, the administrator can change the data for users before writing the user data into IPedge system.
- **Scheduled Synchronization** – The administrator can setup one time and repeated scheduled synchronization. AD sync is performed based on the schedule, and the result is stored in the system for the administrator to review.

The new menu item is added in the Enterprise Manager under Station programming (shown right). The administrator can setup the connection to corporate Active Directory (requires the user account) to read the data. And, the scheduling, manual sync operation, and the result report can be used from the menu.

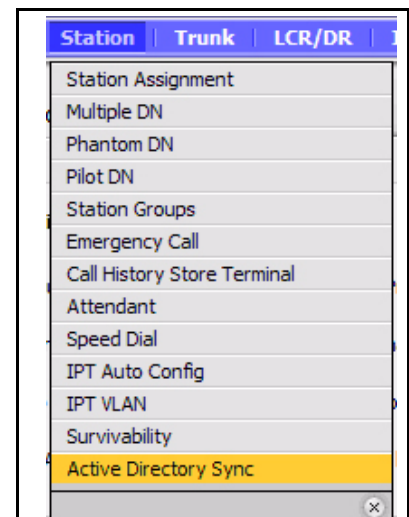


Figure 8 **Station Menu**

IPedge Call Manager Capacity Increase

The capacity for the Call Manager on the IPedge EM system has been increased. The following table shows the Call Manager capacity for all IPedge systems. Please note that the capacity is the total users of Call Manager Standard and Advanced. The capacity increase is also supported for ACD/Unifier based Net Server.

	IPedge EP	IPedge EC	IPedge EM
Call Manager Capacity	40	200	800

Media Server Enhancement

Media Server configuration and programming has been simplified. It is no longer necessary to split Media Server resources between conference functions and generic functions. Media server programming is now simplified to the point where it can be set to the maximum value based on the IPedge system type:

- EP - 22
- EC - 174
- EM - 480

Note When upgrading an IPedge server to R1.2 set the Conference Media Server Conference channels to 0, set the Media Server Generic channels as shown above then, apply licenses. Refer to the IPedge Install manual for more details.

Meeting on IPedge EP System

IPedge Meeting that includes Video runs on all three platforms, including IPedge EP.

Meeting with Video

A new version of Meeting is available for IPedge that includes Video, and it runs on all three platforms, including IPedge EP. The new features include:

- Participants in web conferences can share video from the webcam on their PC.
- Moderators can dial out (#31) to call participants into a conference.
- Web conferences have a waiting room, where participants can wait until the moderator joins.
- Computer Screen Sharing of a region from a primary or a second monitor
- Join a web conference from the main login page



Figure 9 IPedge Meeting Video

Simulated Image

IPedge Meeting System Capacities

IPedge System	Audio	Web	Video	Audio Recording
EP	4	4	4	1
EC	24	24	24	4
EM	48	48	48	8

Msync

Msync is an enhancement to the IPedge Unified Messaging feature. Msync is a Microsoft Exchange Web Services connector, which allows Messaging to communicate with the Exchange Server and log into Active Directory, in order to manage voice and fax messages for all users of UM within IPedge Messaging.

This new feature eliminates the need for users having to enter their email credentials into the Enterprise Manager Mailbox - Email Accounts screen in order to have Messaging synchronize voice and fax messages with the email server.

Msync requires the minimum software requirement for the host Exchange server to be one of the following configurations:

- Microsoft Exchange 2007 SP1 (Running on Windows 2008 SP2 64-bit)
- Microsoft Exchange 2010 SP1 (Running on Windows 2008 R2 standard 64-bit)

Region Code

The Region setting effects IPedge system Tone Plan and Licenses and is based on the physical location of the IPedge system. The Region must be set before the system licenses are applied.

Note To change the Region after licenses have been installed requires that all of the system data (stations, trunks, etc.) be deleted or the system be re-imaged using an IPedge system recovery ISO image disk. All programming will be lost.

Release 1.2 Update Software

The R1.2 software is available for download on the Toshiba FYI web site.

1. Login to the Toshiba FYI web site.
2. Navigate to IPedge > Software.

Note Your system must be running igs-gcp version 1.0.59, 1.1.15, or 1.1.204 for an upgrade to software release 1.2 directly. For systems with earlier software contact Toshiba Technical Support.

System Software Upgrade

For detailed upgrade instructions refer to the Program Update Procedure in the Maintenance chapter of the IPedge Install manual. After the IPedge software has been updated to R1.2 a database synchronization is required. The IPedge Install Manual available on the Toshiba FYI web site.

Step 1: Upload the Software Update

Important! The update files must be loaded in the following order:

1. Components
2. Media-libraries
3. IPT firmware

Step 2: Execute the Software Update

1. After the software update, login to Enterprise Manager on the Primary server.
2. Execute a Database Synchronization.
3. When the database synchronization is complete the upgrade for this server is complete.
4. Repeat this procedure for each member server in this enterprise.

After the Phase 1.2 software update the software versions are shown in the following table.

Application Version (Minimum)

Version and Dates are subject to change at general availability.

Application Version (Minimum)		
Application	Version	Date Released
TGZ	1.2.1.9	4/25/2012
GCP	1.2.4	4/24/2012
GeM	1.2.0-05	3/29/2012
GMS	1.0.0.41	4/11/2012
GNS	0.0.1-46	3/23/2012
GUM	10.5.4.11	4/25/2012
E911	1.1.1-03	9/2/2011
Webmin	1.491.14-4	3/30/2012
Bacula	5.0.2.20	8/31/2011
HMP	4.1.94-2	2/13/2012
GCM	8.0.0.3	3/21/2012
GMMC	5.3.0ITC-06J	8/31/2011
PC-ATT	7.1.4	11/17/2011
IPT	M2-N0	12/19/2011
sIPT	03.04.0001	11/30/2011

Msync Update Software

An extra update to the Messaging (GUM) application is required to complete the Msync installation.

The update files is available on Toshiba's FYI web site. In FYI select **IPedge > Software > Version 1.2 Program Update > Msync Update**. The file name is: **GUM-Hotfix-10.5.4.11-4.i386.rpm**

Apply the Messaging Update

Download the update file to your PC.

1. Login to Enterprise Manager of the IPedge server that you have updated to R1.2 then select **Application > Webmin**, select the server.

2. In Webmin select **System > Software Packages** then, select **From uploaded file**.
3. Browse to the location of the Msync update file on your PC.
4. Click on the **Install** button.
5. In the Install Package box select the options as shown below (these are NOT the default).

6. Verify that the update is installed.
 - While still in Webmin select **System > Software Packages > Search For Package**.
 - Enter **GUM** in the search area.
 - Click on **Search for Package**. The update will display as shown below.

Package	Class	Description
☐ GUM-Hotfix 10.5.4.11-4	Telecommunications	GUM Hotfix
☐ ipedge-gum 10.5.4-11	Software/Application	IP Edge VM

7. Restart Messaging.
 - While still in Webmin select **System > Bootup and Shutdown**.
 - Scroll down and select **t3vm**.
 - Scroll down and click on the **Restart** button.

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