

IPedge Software Release 1.7 and EP Virtual Server

Toshiba is pleased to announce IPedge software release 1.7 and the EP Virtual Server on a new Dell platform. This release also enables new enhancements for the existing IPedge hardware platforms. In addition IPedge software release 1.7 introduces the new Toshiba Virtual Licensing Service.

The new Dell platform supports VMware® and allows ACD and TASKE® Reporting to be available on an EP class server for the first time.

Toshiba's new Virtual Licensing Service ends the requirement for IPedge license dongles. In addition the Virtual Licensing Service supports Trial Licenses, ease of transferring licenses between servers, eliminates the license file download and upload procedure and will support important future capabilities. The Virtual Licensing Service is available for release 1.7 or later systems.

The IPedge EC class server with RAID 1 has become more competitively priced. Release 1.7 IPedge EC software now supports RAID 1 on Dell 220 server. Previously, RAID 1 required the R430 platform which was significantly more costly.

IPedge 1.7 software is primarily aimed at new customers. Release 1.7.1 will follow and be appropriate for existing customer upgrades.

This latest version of IPedge system software incorporates all the security enhancement items we learned from key Toshiba dealers and third-party network security consultants about the previously released Security Enhancement build. You update to IPedge version 1.6.2-359, the latest production release, in order to go to 1.7 software.

IPedge version 1.7 software includes all the major security fixes including the following:

- Heartbleed – a serious vulnerability in the popular OpenSSL cryptographic software library
- GHOST – a buffer overflow bug affecting the gethostbyname and gethostbyname2 function calls in the glibc library.
- Shellshock – a widespread critical vulnerability and exploit that allows remote control of a server

IPedge version 1.7 software also includes these enhancements:

- Webmin functionality migrated to Enterprise Manager
- Strengthening the chat server
- Improved NetServer security
- Preventing SQL injection attacks
- General Field Bug Fixes

IPedge Release 1.7 software introduces more security enhancements via an updated operating system plus a major shift in our licensing process and procedures and also enables two new exciting IPedge hardware platforms. IPedge Release 1.7 includes:

- Upgraded base Linux® Operating System from CentOS™ 5.4 to CentOS 6.6.
- New IPedge Virtual Licensing Service
- New IPedge hardware platforms

IPedge version 1.6.2 software support will continue until March, 2017, when the CentOS support ends.

- Security enhancements that can be supported by CentOS 5.5 will be addressed
- New feature development for release 1.6.2 software is discontinued

Linux Operating System Moved to CentOS 6.6

To ensure future support and compatibility, the base Operating System for IPedge 1.7 systems has been transitioned from CentOS 5.4 to CentOS 6.6. Changing to CentOS 6.6 ensures support for maintenance updates until November 2020. The move to CentOS 6.6 also allows for the following enhancements:

- CentOS 6.6 operating system boasts a noticeable network and disk I/O performance improvement on both virtual and IPedge branded servers.
- Provides the foundation road map for “Software Only Distribution” (Future Release).
- Allows the introduction of two new IPedge hardware platforms:
 - Dell® R220 EC Class Virtual Server RAID-1
 - Dell 9020m EP Class Virtual Server

IPedge EP Now Supports ACD

The IPedge EP running on the new Dell 9020m platform is available in three versions:

- IPedge Only
- ACD Ready
- ACD Active

Dell 9020m Hardware Specifications

Power Supply	65W AC Adapter (450-ADTR)
Dimensions	H: 36.0 mm (1.4 in.) x W: 182.0 mm (7.17 in.) x D: 176.0 mm (6.93 in)

Dell 9020m Mounting Options

For installation in a 19 inch equipment rack, Toshiba offers a 2U rackmount enclosure. The Rack-mount Box (P/N D-9020M-2UBOX) is ideal for safely storing the Dell 9020m rather than placing this small footprint server on top of other equipment in the server rack.

Key Considerations of the IPedge 1.7 Software Release

- This release of IPedge 1.7 software is only recommended for New System shipments.
- The Trial licenses are system level only. Toshiba recommends that trial licenses be applied for use. Purchased licenses should be applied after the trial period. If a paid license for an application or feature (e.g. UCedge) is applied it overrides the trial license.
- Before transferring an existing IPedge system with TASKE or IPedge Meeting licenses to IPedge release 1.7 dealers must contact Toshiba's TSD Customer Service to transfer licenses. The Customer Service contact must be done before transferring IPedge licenses to the new Virtual Licensing Service.
- The change of the CentOS operating system requires a system software re-image. This involves backing up all of the system databases, saving the backup files off of the IPedge server, installing the release 1.7 software then, restoring the database backup files.
- IPedge systems running release 1.7 software requiring Toshiba's Meeting feature will require a Meeting Application Server on separate physical server. A 50% discount on the purchase of a physical Meeting application server for customers that previously purchased Meeting and are currently on SUS is available. The Meeting licenses will transfer to the Meeting server for free (contact Toshiba's TSD Customer Service for this transfer).
- The upgrade to IPedge 1.7 software includes a USB Recovery Drive Replacement with the new IPedge 1.7 and Win ACD OVA files.
- Dealers can, for a fee (part number: I-DB-CONVERSION), have Toshiba's Technical Support team provide an IPedge database Conversion Service to IPedge 1.7 software.
- To upgrade IPedge EP servers running 1.6.2 software on Dell R220 servers to IPedge 1.7 software must use the IPedge EC software image (I-IMG-A-C-C).

Meeting Only Application Server

The Meeting Only Application Server is based on a Dell 9020m hardware using IPedge 1.6.2.208 software. The Meeting Only Application Server is strictly for Meeting and does not support IPedge Messaging, it cannot be upgraded to an IPedge system. IPedge Meeting Application server capacity is: Audio channels; 36 (IPedge) or 24 (Strata CIX), Conference Recording; 8, Video Channels; 36 (IPedge) or 24 (Strata CIX).

A Meeting server requires the server hardware and a software bundle. Order the server and one software bundle per meeting user. The number of software bundle is the number of simultaneous meeting users.

- **I-ASEPM-VS** – Meeting Server hardware. (Order this plus one I-MT-A-IPE or I-MT-A-CIX™)
In addition to the I-ASEPM-VS application server order one of the following for each meeting attendee up to the system maximum of 36 for an IPedge system or 24 for a CIX system.
- **I-MT-A-IPE** – Choose this bundle to connect the Meeting Application Server to an IPedge system. This is a bundle part number which includes:
 - I-MT-A – Meeting Only Application Server software (to be applied to the Meeting Server)
 - I-CP-USR – IPedge system user license (to be applied to the IPedge system)
- **I-MT-A-CIX** – Choose this bundle to connect the Meeting Application Server to a Strata CIX system. This is a bundle part number which includes:
 - I-MT-A – Meeting Only Application Server software (to be applied to the Meeting Server)
 - LIC-CIX-IP PORT – Strata CIX system port license (to be applied to the Strata CIX system)
Strata CIX systems require MIPU ports to support Meeting on the Application Server.

Note Any additional Meeting licenses purchased for Audio Recording, Video, Web Collaboration, and Web plus Video must be applied to the Meeting Only Application Server. Refer to PB-0227.

New Bundle Part Numbers

New bundle Part Numbers for the Dell 9020m as an IPedge EP Server

Bundle Part Number	Description
I-EP-VL	EP Virtual Server with 9020m
I-EPU-VL	EP ACD-Ready Virtual Server with 9020m
I-EP-ACD-VL	EP ACD-Licensed Virtual Server with 9020m
I-ASEP-VL	EP Virtual Application Server with 9020m
I-ASEPU-VL	EP ACD-Ready Virtual Application Server with 9020m
I-ASEP-ACD-VL	EP ACD-Licensed Virtual Application Server with 9020m

New bundle Part Numbers for the Dell R220 for IPedge 1.7 systems.

Bundle Part Number	Description
I-EC2U-VL	EC ACD-Ready Virtual Server IPedge with Dell R220
I-EC2-ACD-VL	EC ACD-Licensed Virtual Server IPedge with Dell R220
I-ASEC2U-VL	EC ACD-Ready Virtual Application Server IPedge with Dell R220
I-ASEC2-ACD-VL	EC ACD-Licensed Virtual Application Server IPedge with Dell R220

New bundle Part Numbers for the Dell R220 with RAID-1 for IPedge 1.7 systems

Bundle Part Number	Description
I-EC2R1U-VL	EC ACD-Ready RAID-1 Virtual Server IPedge with R220
I-EC2R1-ACD-VL	EC ACD-Licensed RAID-1 Virtual Server IPedge with R220
I-ASEC2R1U-VL	EC ACD-Ready RAID-1 Virtual Application Server IPedge with R220
I-ASEC2R1-ACD-VL	EC ACD-Licensed RAID-1 Virtual Application Server IPedge with R220

The CentOS 6.6 upgrade is applicable to both IPedge virtual server systems and IPedge branded server. IPedge Virtual Application server for both virtual and IPedge branded are also covered.

Platform Type	Existing Model	End Of Life Model
IPedge Virtual server IPedge Virtual Application server	Dell R220 Non-RAID, RAID-1 Dell R430 RAID-1, RAID-5 Dell 9020m	Dell R420 Non-RAID, RAID-1 Dell R720 RAID-1, RAID-5
IPedge server (IPedge branded) IPedge Application Server	EP	EC, EC RAID-1 EM-1A (RAID-1), EM-1B (RAID-5)

Virtual Licensing Service

The IPedge Virtual Licensing Service is available on Toshiba's FYI web site in the License Codes section. Refer to the IPedge Virtual Licensing Service User Guide. Benefits of the Virtual Licensing Service:

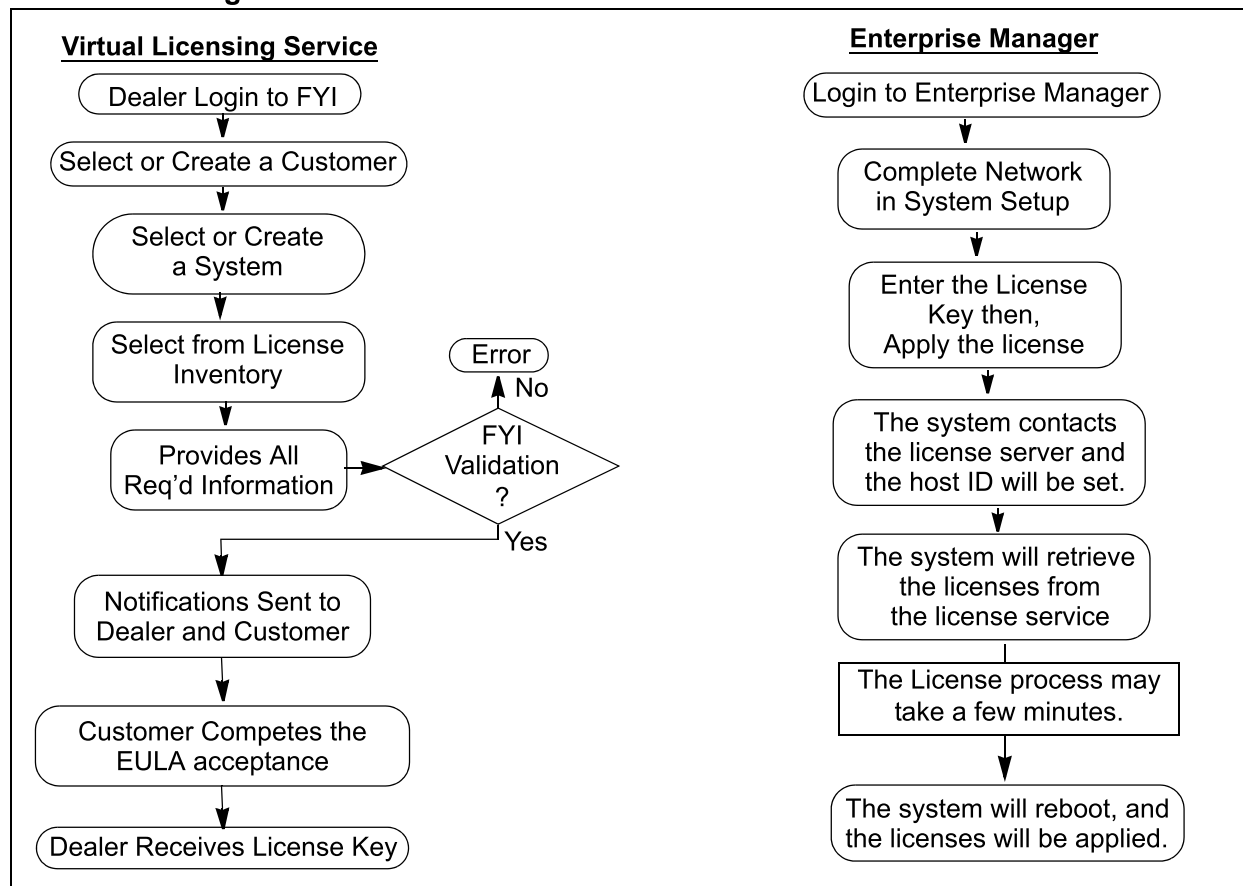
1. Free trial licenses are available for End Customer
2. Easy to transfer license between IPedge servers
3. No dongle is needed for IPedge system licensing

TASKE Licensing Note

In order to use TASKE license on IPedge systems running 1.7 or later software TASKE software version 8.9.3433 or later is required, TASKE dongle (part number H-TASKE-LICKEY) is also required.

Before transferring an existing IPedge system to IPedge release 1.7 dealers must contact Toshiba's TSD Customer Service to transfer TASKE licenses. The Customer Service contact must be done before transferring IPedge licenses to new Virtual Licensing Service.

Virtual Licensing Process Overview



Migration to IPedge 1.7 and CentOS 6.6

The program update does not support the upgrade of the Linux CentOS operating system from version 5.4 to the 6.6 version. To upgrade an IPedge system to version 1.7 software you will have to re-image the system. For upgrades that include a MAS or system type change (i.e.; IPedge EC to IPedge EM) consult a Toshiba Sales Engineer.

IPedge Server

For IPedge systems running 1.6.2-359 software save the system backup files to a location that is not on the IPedge server. Install the release 1.7 software on the server then, restore the backup files.

Important! Obtain a new license and the License Key from the FYI Virtual Licensing Service web site before updating to IPedge 1.7 software.

Refer to the IPedge system install and IPedge Virtual Licensing Service manuals for detailed instructions on updating to release 1.7 software.

1. Backup the IPedge system databases. Refer to the IPedge system install manuals for the backup procedures. Be sure to backup the Unified Messaging if configured. If this server is running ACD backup the ACD configuration.
2. Save the backups to a location off of the IPedge server.
3. Request the IPedge R1.7 licenses using Toshiba's FYI web site.
4. For IPedge virtual servers delete the IPedge Virtual Machines using vSphere. Verify that the OVA files have been deleted.
5. Use the IPedge 1.7 recovery media (ISO DVD or USB Flash Drives) to configure the server with IPedge 1.7 software. Refer to the IPedge installation manuals for the system recovery procedure using an ISO disk or virtual server USB flash drive.

Note For a virtual IPedge server; delete the IPedge OVA file (delete the ACD OVA if equipped). Restore the release 1.7 OVA files (restore the ACD OVA if equipped) from the provided recovery flash drive.

6. Apply any software updates.
7. License the IPedge server. This requires internet access.
8. Restore the IPedge database. Restore the ACD configuration if equipped.

IPedge Branded Server

The process is equivalent to current system recovery except that the IPedge software version 1.7 ISO image is used. After the network settings are configured and applying the licenses, backed up data can be restored. Refer to the IPedge install manual for instructions.

System Trial License

Each IPedge bundle comes with one system trial license. Each system trial license contains six trial applications with a 60-day trial. The table below shows the detail.

Trial Application	Description	Corresponding Perpetual Part Number
Exchange Integration	Provides tight UM integration with Exchange Server 2007 or later. Unified messaging feature to synchronize between voice mail and email is included in the IPedge system without additional license. This license adds the automatic greeting change based on the Outlook calendar, the contact information passing such as Caller Name/Email address for UM integration. Quantity for trial: 1 (EP/EC/EM)	I-MSG-EXC
UCedge Client	Client license for Ucedge including the VoIP feature for the softphone. It can be applied to Call Manager or Lync Plug in. The same user account requires the one license when multiple devices are used to login. To use the softphone, the user license is required on the server. In trial mode, Call Through and Call Back are available, but softphone is not available. Quantity for trial: 360 (EP/EC/EM)	I-UC-CLIENT
ACD Agent	Enhanced agent license for IPedge. Requires Toshiba ACD system on the IPedge Virtual Server. Quantity for trial: 360 (EP), 720 (EC/EM)	I-ACD-SYS-VS
ACD Unifier	License to add a single node license for the Unifier. Quantity for trial: 20 (EP/EC/EM)	I-ACD-UNIFIER
ACD MMQ	Provides users with the ability to request the call back and chat on the web page. Requires the Toshiba ACD system on the IPedge Virtual Server, Quantity for trial: 1	I-ACD-MMQ
IPedge-Net	One required for each IPedge Net channel. Not available in Application Server. Quantity for trial: 20 (EP), 96 (EC), 440 (EM)	I-CP-IPENET
Note: The ACD trial licenses are available only on ACD-Ready IPedge Virtual Servers.		

Notes

1. The ACD trial license does not include a voice assistant channel.
2. The UCedge client for use with an IPedge Application Server for softphone requires MIPU and IP end point licenses for the Strata® CIX™ system.
3. When both a perpetual license and a trial license appear at the same time, the perpetual license will take priority. If a perpetual license is present the perpetual feature is used; if perpetual feature is not present then trial feature is used.
4. System trial licenses can be renewed one time for 60 days.

ACD upgrade

The new shipment of IPedge will have the latest IPedge 1.7 software and (if ordered) ACD software. When upgrading an existing IPedge 1.6.2 ACD system refer to [“Migration to IPedge 1.7 and CentOS 6.6” on page 6](#).

Documentation

Toshiba's FYI web site (<http://fyi.tsd.toshiba.com>) contains all current IPedge documentation and enables you to view, print and download current publications.

- IPedge General Description
- IPedge Virtual Server Installation Manual
- IPedge Virtual Licensing Service User Guide
- IPedge Telephone, Messaging, and Call Manager User Guide
- IPedge Feature Descriptions

Availability

The IPedge Virtual Server is currently available. Dealer Sales and Technical Training and Certification is required to purchase the IPedge Virtual Server.

The software image for IPedge 1.7 software is not available for download on Toshiba's FYI web site. Refer to the table below for the IPedge image you require to update your IPedge system.

Ensure that your existing system is running IPedge 1.6.2-359 software before starting the update procedure.

System Type	Part Number
IPedge EP 1.7 with ACD	I-IMG-A-P-C
IPedge EP 1.7 without ACD	I-IMG-B-P-C
IPedge EC 1.7 with ACD	I-IMG-A-C-C
IPedge EC 1.7 without ACD	I-IMG-B-C-C
IPedge EM 1.7 with ACD	I-IMG-A-M-C
IPedge EM 1.7 without ACD	I-IMG-B-M-C

Quote

Quote version 6.96 (or later) is available on Toshiba's FYI web site.

Current Systems				Replace With		
System Class	Sever	IPedge	App Server	New Server	IPedge	App Server
IPedge EP	IPedge	I-EP-1A/I-SYS-EP	I-EP-1A/I-APP-EP	Dell 9020m	I-EP-VL	I-ASEP-VL
IPedge Virtual EP Server ACD Ready	N/A	N/A	N/A	Dell 9020m	I-EPU-VL	I-ASEPU-VL
IPedge Virtual EP Server ACD Active	Dell R220	I-EP-ACD-VS	I-ASEP-ACD-VS	Dell 9020m	I-EP-ACD-VL	I-ASEP-ACD-VL
IPedge Virtual EC Server	Dell R220	I-EC2-VS	I-ASEC2-VS	N/A	N/A	N/A
IPedge Virtual EC Server ACD Ready	Dell R220	I-EC2U-VS	I-ASEC2U-VS	Dell R220	I-EC2U-VL	I-ASEC2U-VL
IPedge Virtual EC Server ACD Active	Dell R220	I-EC2-ACD-VS	I-ASEC2-ACD-VS	Dell R220	I-EC2-ACD-VL	I-ASEC2-ACD-VL
IPedge Virtual EC Server with RAID 1	Dell R430	I-EC3R1-VS	I-ASEC3R1-VS	N/A	N/A	N/A
IPedge Virtual EC Server ACD Ready RAID 1	Dell R430	I-EC3R1U-VS	I-ASEC3R1U-VS	Dell R220	I-EC3R1U-VL	I-ASEC3R1U-VL
IPedge Virtual EC Server ACD Active RAID 1	Dell R430	I-EC3R1-ACD-VS	I-ASEC3R1ACD-VS	Dell R220	I-EC3R1-ACD-VL	I-ASEC3R1ACD-VL
IPedge Virtual EM Server with RAID 1	Dell R430	I-EM2R1-VS	I-ASEM2R1-VS	N/A	N/A	N/A
IPedge Virtual EM Server ACD Ready RAID 1	Dell R430	I-EM2R1U-VS	I-ASEM2R1U-VS	Dell R430	I-EM2R1U-VL	I-ASEM2R1U-VL
IPedge Virtual EM Server ACD Active RAID 1	Dell R430	I-EM2R1-ACD-VS	I-ASEM2R1ACD-VS	Dell R430	I-EM2R1-ACD-VL	I-ASEM2R1ACD-VL
IPedge Virtual EM Server with RAID 5	Dell R430	I-EM2R5-VS	I-ASEM2R5-VS	N/A	N/A	N/A
IPedge Virtual EM Server ACD Ready RAID 5	Dell R430	I-EM2R5U-VS	I-ASEM2R5U-VS	Dell R430	I-EM2R5U-VL	I-ASEM2R5U-VL
IPedge Virtual EM Server ACD Active RAID 5	Dell R430	I-EM2R5-ACD-VS	I-ASEM2R5ACD-VS	Dell R430	I-EM2R5-ACD-VL	I-ASEM2R5ACD-VL

Trademarks

Toshiba, Strata, CIX and IPedge, are trademarks of Toshiba Corporation or Toshiba America Information Systems, Inc.

Dell is a registered trademark of Dell Inc.

CentOS is a trademark of Red Hat, Inc.

TASKE is a registered trademark of Taske Technology, Inc.

Linux is a registered trademark of Linus Torvalds

All product, service and company names are trademarks, registered trademarks or service marks of their respective owners.