

Introducing Strategy® ES Unified Messaging With Strategy View

Toshiba is very pleased to announce the release of an update to the Unified Messaging application for all models of Strategy ES enabled systems. Strategy View is a new web-based Unified Messaging solution offering a web browser based experience for accessing voice and fax messages.

Strategy View is available at no additional cost, only the current Unified Messaging seat licenses are required. This means that existing Strategy ES Unified Messaging customers need not purchase any additional licenses to upgrade their system to take advantage of the benefits of Strategy View.

Strategy View supports MAS and MicroMAS systems and Strategy iES16 and SES stand alone servers. Users' desktop computers equipped with either Microsoft® Windows® or Apple® Mac® operating systems can access Strategy View. Future releases will focus on formatting the Strategy View web pages for use on Windows, Apple, and Blackberry mobile devices

Description

Strategy View incorporates a web server that acts as an emissary between the user and the Strategy ES system software. Powered by Apache™ Tomcat™, an open source web server product developed by the Apache Software Foundation, Strategy View can be installed on a host MAS (refer to Figure 1) or on a separate server on the network to support a Strategy iES16 (refer to Figure 2) or in cases where the MAS hardware resources are already being maximized by the other various applications, i.e. ACD, SES, Insight, etc. available on the MAS.

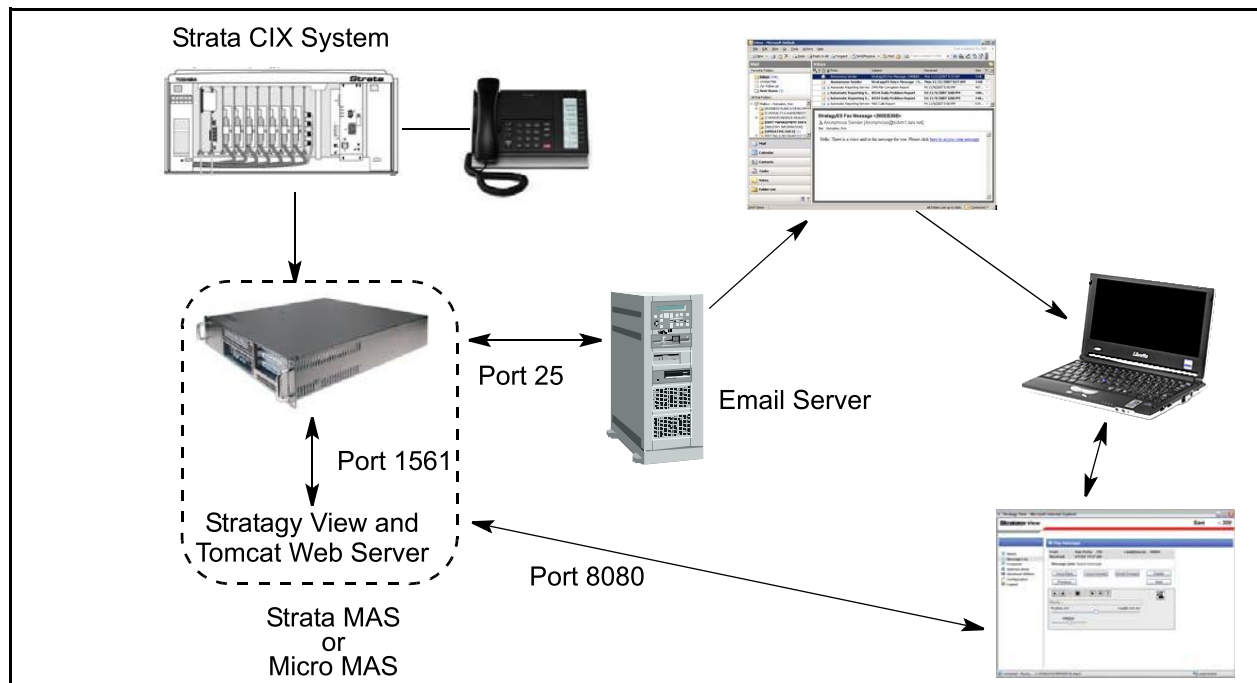


Figure 1 Strategy View Configuration - Voice Mail on a MAS or Micro MAS

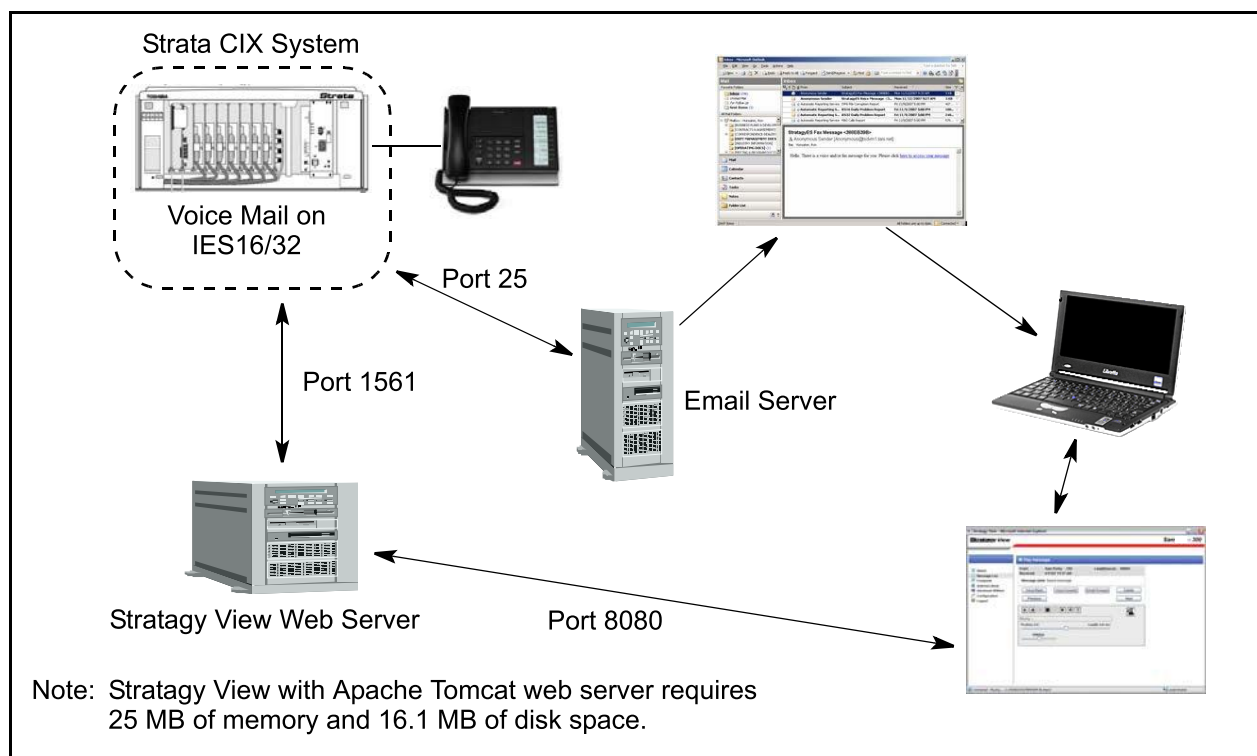
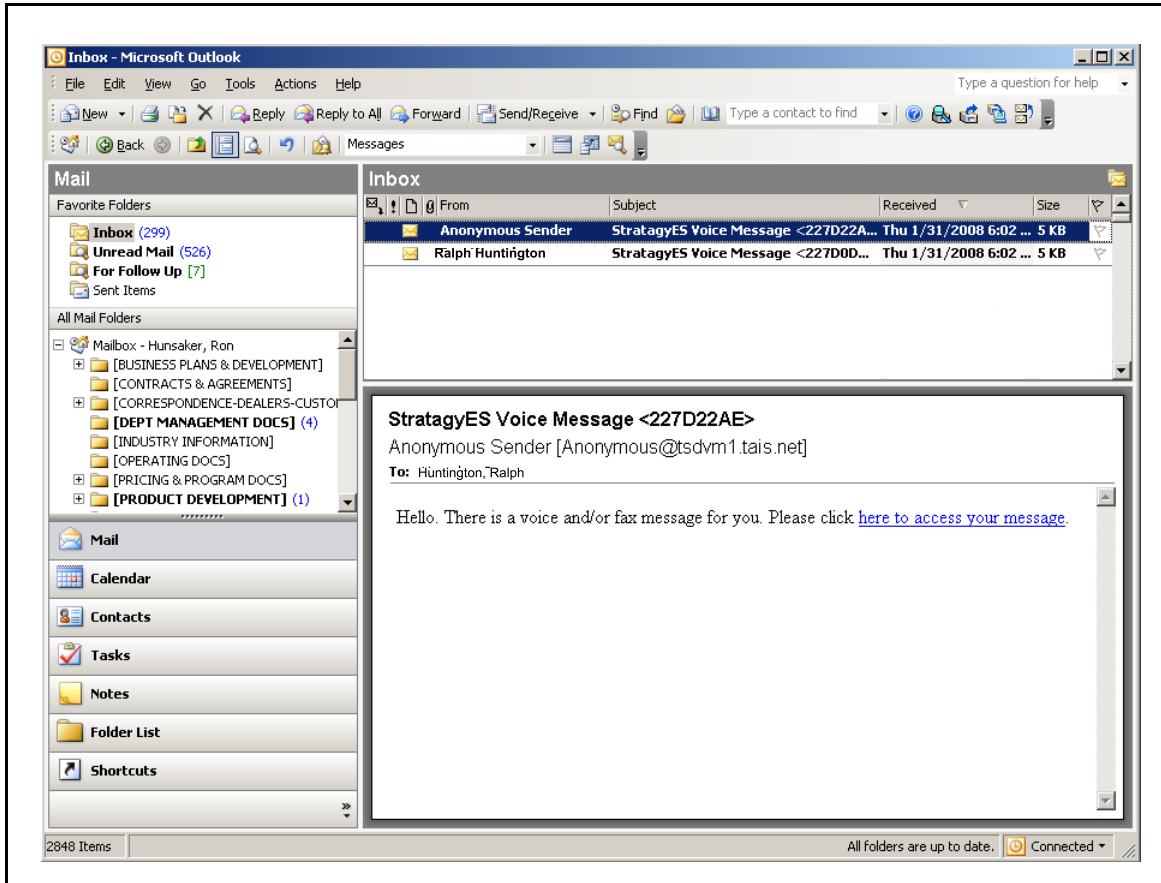


Figure 2 Strategy View Configuration with IES16/32 and external Web Server

Feature Description

Stratagy View (SV) is a web enabled application that uses a web server between the individual user's desktop and the Stratagy ES software. SV emulates Toshiba's original Outlook Integration voice mail solution's benefit of not sending voice message files to the host email server.

Instead, when a new message arrives in your Stratagy ES voice mailbox, the voicemail system sends an email message embedded with a web link to your email inbox (as shown below).



By clicking on the link "[here to access your message](#)" users are immediately routed to the SV web server.

After successfully entering your personal credentials access a mailbox, users are presented with a web page embedded with a Java based multimedia player and the message immediately begins playing. If a user had checked the 'Keep me signed in' box in the log in screen, each time the emailed message link is activated, the user is automatically sent to the SV window and the message immediately begins to play. The player also includes additional controls to rewind, fast forward, pause, and stop message playback.

In addition, there are controls to create a Voice Reply or Voice Forward (see image on next page). These options allow the user to forward a voice or fax message to another voice mail user or to reply to a voice mail user.

If a fax message is included in the message, a Fax button will appear in the player window. When the fax button is clicked, then SV will pass the TIFF or PDF file to whatever program on the individual's PC that has been configured for viewing those file types.

Just like Strategy's Outlook Integration voice mail client, SV allows each individual mailbox user the ability to configure their client to play messages over their desktop speakers, or over a specific telephone.

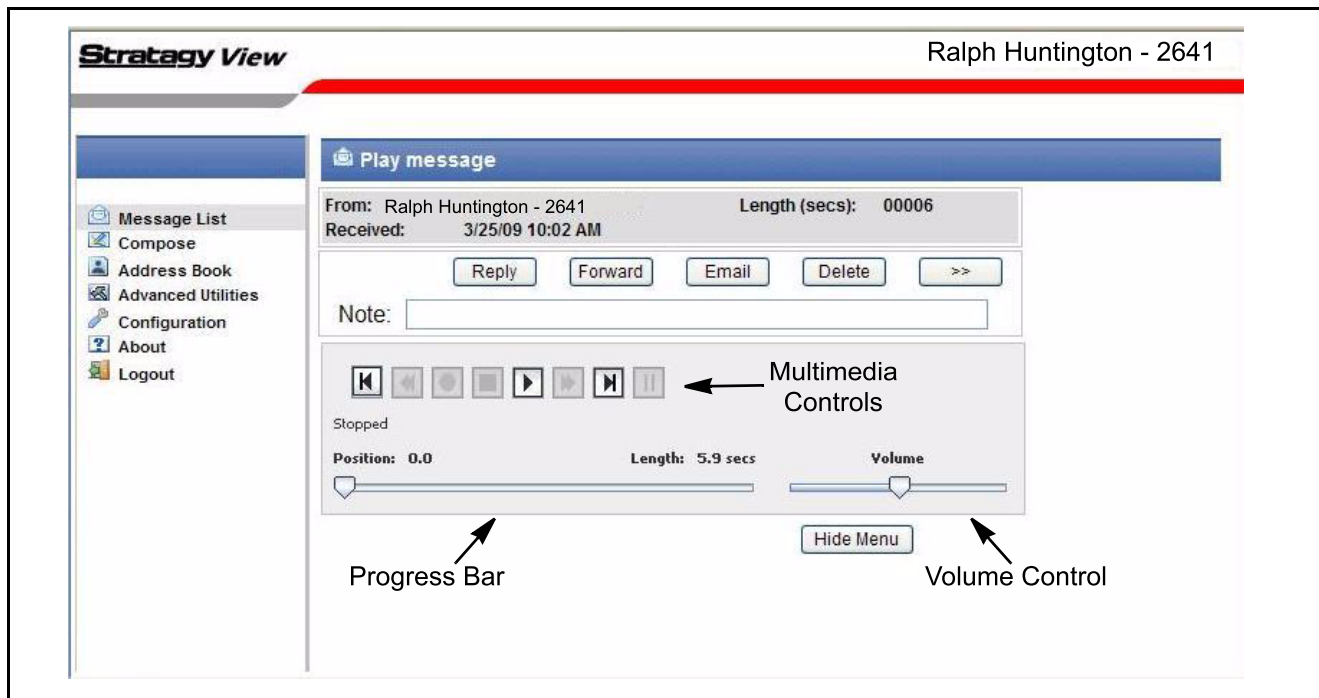


Figure 3 Player window of Strategy View

For convenience, Strategy View's player window can also be re-sized to a mini-player view by clicking on the Hide Menu button. To view the entire window again, just click on the Show Menu button.

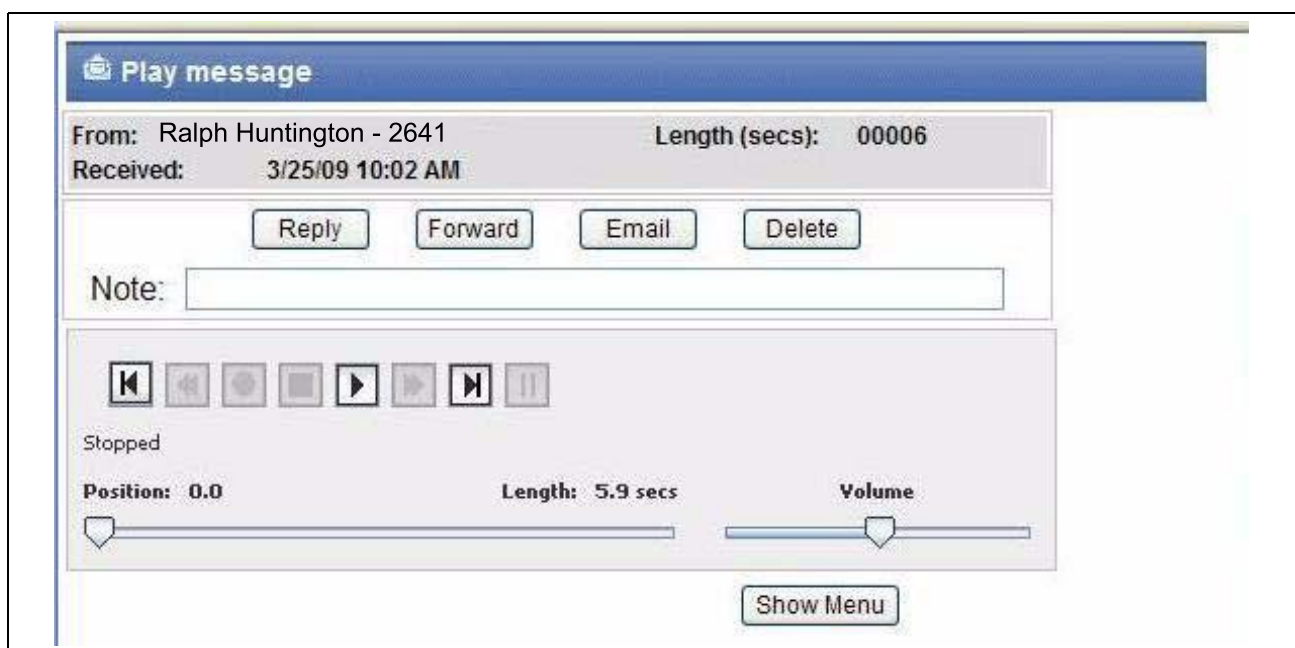


Figure 4 Mini Player window

By clicking on the Message List option in the left hand menu bar, the user is presented with a window that gives a listing of all of the messages residing in their mailbox. The Message List also shows who the messages were from (if known), the date and time of arrival, and the length of the message in seconds (shown below)

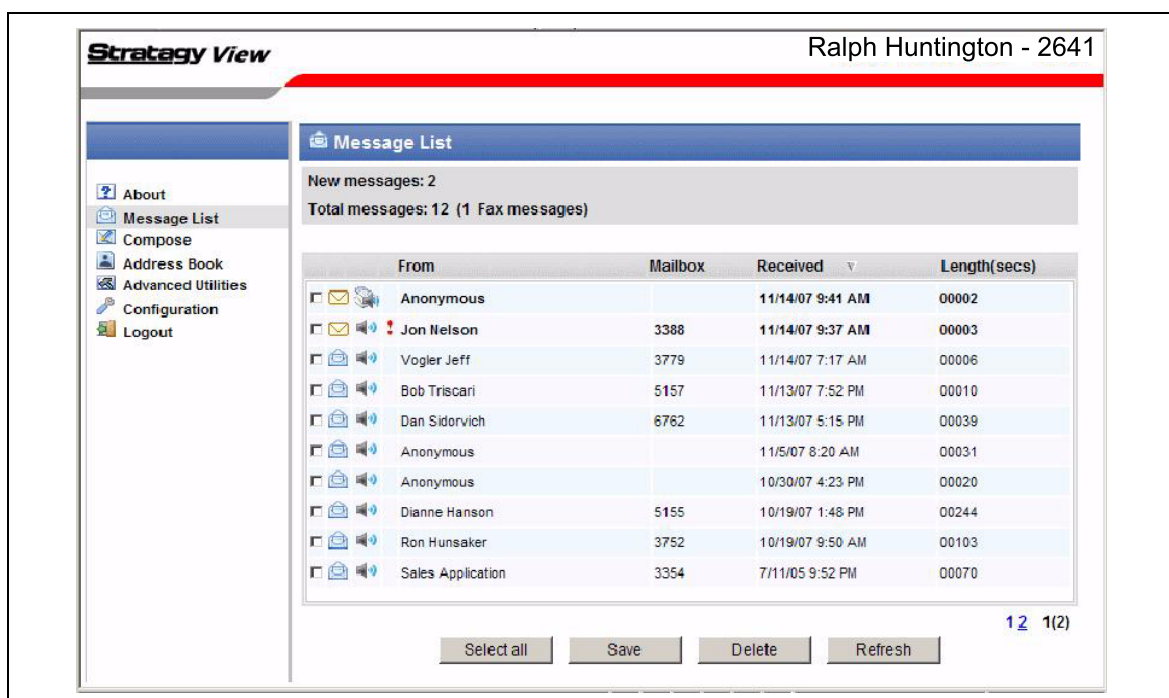


Figure 5 Example of the Message List window

Users can incorporate desktop short cuts to take them directly to Strategy View. They need not log into their email server first. This becomes useful when you return from a meeting and see your MSG LED flashing and you want to know quickly who left you messages. Simply drag the envelop icon, in the Address bar, to the desktop. If "About" is selected in the menu bar, there is an option to add Strategy View to the browser's Favorites or Bookmarks list.

Client PC Requirements

Client computers that are going to be using Strategy View should meet or exceed the following hardware and software requirements:

- Windows XP Service Pack 2 or later or, Apple Mac OS version 10.5.4 or later
- Internet Explorer 6.0 or later / Firefox® 1.5 or later or, Apple Safari® 3.2.1 or later
- Java® 5.0 or later
- 1 Ghz CPU or higher (Celeron® or Pentium®)
- 512MB RAM (when minimal other applications installed)
- 1 GB RAM (when multiple other applications installed)

Compatibility

Strategy ES-enabled MAS and MicroMAS systems must be upgraded to Release 6.0.0.3 to deploy Strategy View. Strategy iES and SES standalone servers must be upgraded to Release 4.8.04.

Oracle and Sun Java Incompatibility

There is a known incompatibility between Sun's Java Runtime Environment (JRE) and Oracle's 'Jinitiator' application running within the same browser session. The incompatibility is neither an Oracle nor a Strategy View specific issue. It extends to running different versions of Sun JRE from the same browser. Oracle Jinitiator is affected because it is based on Sun JRE 1.3, while Strategy View was designed with the features of JRE 1.5.

Different versions of Sun JRE use different versions of dynamic link library files (.dlls, e.g. javai.dll). These dll files are loaded at the time the plug-in is used. The Java plug-in will download the dll into the browser cache, and for the duration of that browser session the JRE will not download another dll again as one already exists in cache. Consequently, if an attempt is made to use two different JREs in the same browser session the second JRE started will pick up an incompatible dll from the cache and fail.

At this time there is no resolution to this incompatibility. Therefore, users that deploy applications with Oracle Jinitiator, will need to open a separate browser window to access Strategy View.

Toshiba will continue to monitor Sun and Oracle for updates that will lead to a resolution of this issue.

Availability

Effective immediately, Strategy ES software to support Strategy View will begin shipping on all new Strategy ES enabled systems. Also, Strategy View software components (e.g. Apache Tomcat web server, Strategy View, and Java Runtime Environment) will begin shipping on new MAS and MicroMAS systems.

Strategy View software components are also available for free download from Toshiba TSD's FYI website.

Just navigate your browser to the FYI website then, select **Software (Voice Proc.) > Strategy ES** and look in the Unified Messaging section for Strategy View software components.

Installation Instructions

To support Strategy View the Strategy ES Software must be Release 6.0.0.3 or later for MAS and MicroMAS, and Release 4.804 or later for Strategy iES16/32, ES48, and ES96R2 systems.

Note Strategy View requires Network eManager version 5.20A11a or later and SES Administration version 4.803 or later.

To install Strategy ES software follow the instructions found in the Maintenance and Upgrade chapter in the Strategy ES Installation and Maintenance manual.

Next, add the necessary software components to facilitate Strategy View on a host MAS system or a separate computer on the network to support Strategy iES16/32.

Important! Please install these software components in the order documented below. If you attempt to install the Strategy View application software prior to installing the Java Runtime Environment or the Apache Tomcat Web Server, the installation process will generate errors.

Step 1: Java Runtime Environment

Strategy View incorporates the use of Java to generate the desktop interface. This requires the installation of the Java Runtime Environment on the MAS. Just as information, each user must also be running the latest version of Java on their personal computer. We will cover that later in this document.

Note The Java Runtime and Apache Tomcat may already be installed on your MAS. Use this procedure to check:

1. Click on **Start > Start > Control Panel > Add Remove Programs**.
2. Look for **Apache Tomcat 5.5 and JS2E Runtime Environment 5.0 Update 2** in the list of programs.
3. If these two programs are present then Strategy View is supported. If they are already installed, go: [To install Strategy View application software on Page 8](#).
4. If they are not in the list follow the steps below to install them.

► Install the Java Runtime Environment

1. Confirm the Strategy ES software CD is in the target system CD-ROM drive.
2. Use My Computer to browse the CD for file jre-1_5_08-windows-i586-p.exe
3. Double click to launch this self extracting installer.
4. At each screen that is presented, click on the Next button.
5. When you get to the last screen, click Finish

Apache Tomcat Web Server

As was mentioned earlier in this document, Strategy View is powered by the Tomcat Web Server from Apache Software Foundation.

► To install the Apache Web Server

1. Confirm the beta CD is in the host MAS system's CD-ROM drive.
2. Use My Computer to browse the CD for file apache-tomcat-5.517.exe
3. Double click to launch this self extracting installer.

4. At each screen that is presented, select all of the defaults.
5. When you get to the last screen, click Finish

Strategy View Software

► To install Strategy View application software

1. Confirm the Strategy ES software CD is in the target system CD-ROM drive.
2. Use My Computer to browse the CD for file StrategyView_1.0.29.exe (Note: version 1.29 or later)
3. Double click to launch this self extracting installer.
4. At each screen that is presented, select all of the defaults.
5. When you get to the last screen, click Finish

Programming Instructions on Strategy ES System

Once installation is complete, log into Network eManager or Strategy ES Administration for the target SES equipped system and either confirm or add the following information;

Required Strategy ES System Parameters

Using eManager, access Voice Mail > System Parameters and either confirm or add the following information:

Parameter	Description
sys_smptserver_host	This is the name or IP address of the MAS computer where Strategy ES is installed.
sys_stratagyview_server	If the Strategy View, Apache Web Server, and Java Runtime Environment have been installed on another server in the network; enter the Computer Name or IP address for that server. If these software components are resident on the MAS, enter the MAS system's information.
sys_stratagyview_port	TCP Port number for the Strategy View Default = 8080 Modify this parameter, only if the default conflicts with other applications using this IP socket port. Otherwise, leave at default.
sys_stratagyview_paddr_limit	Personal address: Maximum limit in Kbytes per a user (range = 0 ~ 10); Default = 3 This parameter sets how much storage space can be used on the host system to store email addresses stored in the Personal Address Book. Note If this is set to 0, personal addresses can not be added to users' properties.
sys_stratagyview_autologin	StrategyView Auto Login (Login Duration): The time until a login expires, measured in hours. A user who checked the 'Keep me signed in' at login may return to StrategyView within this period of time without re-entering a password or seeing the authorization screen. An inactive StrategyView session is automatically logged out after this period of time. Duration in hours; Default = 60, 0 (zero) = 360 days

Mailbox Programming for Strategy View

Access the Mailbox programming for each user to be given permission to use Strategy View features.

Figure 6 Mailbox Programming

If this is a new user of Unified Messaging, enter the required Email account, Email username, Email Server, and SMTP server information. If this is an existing user of Unified Messaging, then leave these settings as is. They do not need to be changed for Strategy View.

Change the Message Transport Scheme from its current setting to “StrategyView”. This is the only necessary change for Strategy View. Optionally, select Include Wavfile to attach the voice mail message as a wav file with the email link. This option currently supports Voice messages only. Confirm all of the other parameters of this window as needed.

User Programming

In order to complete the installation of Strategy View, each user needs to make sure that they can properly access their voice messages via the Strategy View web server.

There are two ways this can be accomplished:

- Send a test email message to the user.
- Give the user the URL for the Strategy View web server.

In either case, when users access Strategy View for the first time, they will be challenged to provide their voice mail credentials, e.g. mailbox number and mailbox security code.

If you have given them the URL for the Strategy View web server, they will also need to enter the IP address or Computer name of the Strategy ES server. If the Strategy View web server was installed on a separate server, they must enter the information for the Strategy ES server, not the Strategy View web server.

Figure 7 User Mailbox Login

After the user has accessed Strategy View, please have them confirm their email password in the Strategy View Configuration screen.

Figure 8 Strategy View User Configuration

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