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Toshiba Strata CIX Installation And Maintenance Manual

Mas release 3

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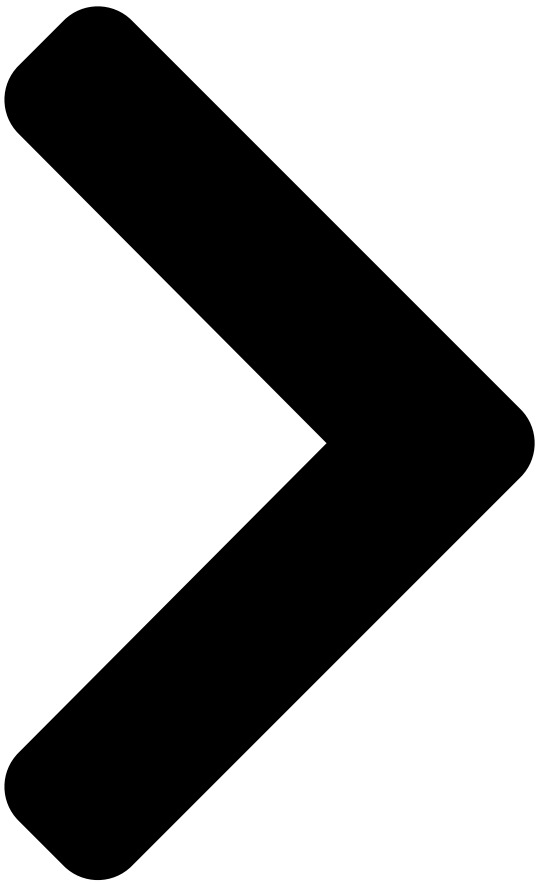

TOSHIBA

Telecommunication Systems Division

Strata CIX
Media Application Server
Installation and Maintenance Manual
(MAS Release 3)

June 2009

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Related Manuals for Toshiba Strata CIX

Software Toshiba Strata CIX Programming Manual

Application release 5 (248 pages)

Telephone Toshiba STRATA CIX User Manual

Ipt/dkt telephone (179 pages)

Telephone Toshiba DKT3220-SD - Digital Phone - Charcoal User Manual

Ipt/dkt telephone (151 pages)

Telephone System Toshiba Strata CIX Programming Manual

Telephone button programming manual (144 pages)

Telephone Toshiba CIX User Manual

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Telephone Toshiba STRATA CIX-CTX-QRG-VB VERSION B1 Quick Reference Manual

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Server Toshiba Strata CIX Product Bulletin

Media application server hardware (mas) for strata cix (6 pages)

Server Toshiba Strata CIX Technical Bulletin

(2 pages)

Server Toshiba SD-H400 Service Manual

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Server Toshiba Strata Installation Manual

Cix media application server (28 pages)

Summary of Contents for Toshiba Strata CIX

Page 1 TOSHIBA Telecommunication Systems Division Strata CIX Media Application Server Installation and Maintenance Manual (MAS Release 3) Title Page June 2009...

Page 2 To view the latest version of this or other documents please refer to the Toshiba FYI web site. Toshiba America Information Systems shall not be liable for any commercial losses, loss of revenues or...

Page 3 Means of Connection: The Federal Communications Commission (FCC) has established rules which permit the Strata CIX system to be connected directly to the telephone network. Connection points are provided by the telephone company—connections for this type of customer-provided equipment will not be provided on coin lines.

Page 4 Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment. Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together.

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Page 7 Toshiba Strata CIX. Toshiba does not endorse, warrant nor assume any liability in connection with such third party products or services. If you have questions about compatibility, we recommend and encourage you to contact the third-party software, hardware and peripheral product manufacturer directly.

Page 8 This page is intentionally left blank.

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Page 10 Change MAS Static IP Address (Optional) .....1-38 SES Voice Mail and ACD Setup .....1-39 MAS Recovery .....1-39 Post Recovery Procedure .....1-42 MAS Software Backup .....1-42 MAS Modem Installation (Optional) .....1-44 Dial-up the MAS Modem .....1-50 STRATA CIX INSTALLATION AND MAINTENANCE 04/09...

Page 11: Chapter 1 - Media Application Server Installation

Media Application Server Installation The MAS is a multi-function server that connects through a Network Switch to the Strata CIX System IP LAN connection. ® The MAS operating system is Windows XP. The system is shipped with Service Pack 2 (SP2) installed.

Page 12: 2U Mas Physical Specifications

• Front cable connections • RoHS Compliant (Restricted use of Hazardous Substances Directive) Supports Toshiba’s mandate of environmental responsibility. Basic 2U MAS Specifications Height: 3.5 inches (86 mm) Dimensions of Cabinet Width: 17 inches (430 mm) with bracket: 19 inches (483 mm) Depth: 18 inches (457.5 mm)

Page 13: Four Post Rack Mount (Recommended)

Keyboard Connector 1 Gb LAN Connector 10/100 Mb LAN Figure 1 - 3 MAS Connector Detail AC Input Power Switch Power Switch Reset < Switch AC Power Connector Figure 1 - 4 MAS Rear Panel Strata CIX MAS Installation 06/09...

Page 14: Assemble The Mas

The nut plate must go behind the post. The rail flange goes between the nut plate and the post. Nut Plate Outer Rail Rack Post Front Post Figure 1 - 6 Outer Rail Attachments STRATA CIX MAS INSTALLATION 06/09...

Page 15

5. Connect IP cable from the 1 Gbit connector to the Network Switch. Refer to Figure 1 - 3. This is the only IP connection to the MAS. Do not use the 10/100 Mbit connector. 6. Connect AC power cord. Refer to Figure 1 - Strata CIX MAS Installation 06/09...

Page 16: Fax Modem Board Installation

Media Application Server Installation 2U MAS Physical Installation Fax Modem Board Installation There are three fax modem boards available. Their Toshiba part numbers and capacities are: • SYS-FAXMODEM-1 – 1 port modem board • SYS-FAXMODEM-4 – 4 port modem board •...

Page 17: Mas Release 3

Internal PCI slots – Two full PCI slots for installation of fax modem boards. • Optional SATA RAID 1 or SAS RAID 5 hard drive redundancy. • Optional Dual Redundant Power Supplies • RoHS Compliant (Restricted use of Hazardous Substances Directive) Supports Toshiba's mandate of environmental responsibility. Strata CIX MAS Installation 06/09...

Page 18: Hardware Specifications

MAS-2USR3-RAID5* 5 redundancy), Dialogic HMP 3.0, 1 gigabyte RAM MAS-R3-REDUN-PS Optional dual redundant power supply *MAS units equipped with Windows Server 2003 are special order items. Please allow three to four business weeks for delivery. STRATA CIX MAS INSTALLATION 06/09...

Page 19: R3 Mas Installation Instructions

4. Remove the blank panels for the card slot(s) that will be populated with PCI boards. 5. Install the PCI boards as required. Make sure that they are properly seated in their respective board connectors. Strata CIX MAS Installation 06/09...

Page 20: Front Panel Detail

6. Remove the DVD drive assembly. The cables are long enough to set the DVD drive out of the way. It is necessary to remove the drive to access the power connection to the motherboard. 1-10 STRATA CIX MAS INSTALLATION 06/09...

Page 21: Prepare The Dual Redundant Power Supplies (Drps) Chassis

8. Use the four screws from the standard power supply the secure the DRPS chassis in the cabinet. Dress the power cables, as much as possible, away from the RAID hard drive cage fan. 1-11 Strata CIX MAS Installation 06/09...

Page 22: Power Supply Hot Swap

6. Plug the AC power cord into the replacement power supply unit. 7. Set the replacement power supply switch to on. The power indicator next to the switch will light and the audible alarm will quite. 1-12 STRATA CIX MAS INSTALLATION 06/09...

Page 23: Micro Mas

Media Application Server Installation Micro MAS Micro MAS This section gives the initial steps to set up Toshiba's entry level Media Application Server (MAS) called MicroMAS. Please read the entire contents of this section before beginning installation. Introduction MicroMAS platform includes: •...

Page 24: Micro Mas

1. Check the packing list on the side of the carton to make sure that you have received all the items. 2. Make sure that you have a Phillips screwdriver. 1-14 STRATA CIX MAS INSTALLATION 06/09...

Page 25

MicroMAS Installation Step 2. Network Connection The MicroMAS requires a static IP Address. The MicroMAS and the Strata CIX (xCTU processor card) should be the same network segment. Since MicroMAS-H has a VoIP connection to the MIPU/LIPU, then the supporting

MIPU/LIPU must have an IP address that can be successfully pinged by the MicroMAS.

Page 26 1. Reinstall the PCI riser in the chassis. Align the PCI slot and press down to secure the PCI riser assembly. 2. Insert the riser retaining bar and press gently to lock into place. 3. Secure the riser to the chassis by screwing in the screw taken out in Step 6.Install Voice/Fax Board(s). 1-16 STRATA CIX MAS INSTALLATION 06/09...

Page 27 Com 1 Connectore Rear Panel Line-out (Green) Com 2 Main Power Line-in (Blue) RJ45 LAN Switch Keyboard Connection VGA Connector 220V and 110V Switch Mouse Figure 1 - 11 MicroMAS Front and Back Panels 1-17 Strata CIX MAS Installation 06/09...

Page 28 “Install Fax-modem Board Software - All MAS Systems” on page 1-19 “Configure Voice Board Software” on page 1-28 as appropriate. If no PCI cards are installed skip forward to “Configure Software” on page 1-29. 1-18 STRATA CIX MAS INSTALLATION 06/09...

Page 29: Install Fax-Modem Board Software - All Mas Systems

Driver CD now. Note: If the "Auto Run" installation menu appears click “EXIT” to close it. In the Found New Hardware Wizard window select Install from a list or specific location [Advanced]. Click on Next. 1-19 Strata CIX MAS Installation 06/09...

Page 30 Ensure that the Don’t search radio button is not selected. Click on Next. A dialog box will appear asking you to wait while the installation wizard finds the files. 4. When the Hardware Installation warning appears, click on Continue Anyway. 1-20 STRATA CIX MAS INSTALLATION 06/09...

Page 31: Installing Fax Modem Boards Using The Control Panel

2. Click on “Phone and Modem Options” icon (shown below). 3. Enter the "Area code" for the installation (This is not used by SES. Windows requires this entry). 4. Leave the other fields blank and click "OK". 1-21 Strata CIX MAS Installation 06/09...

Page 32 8. In the Phone and Modems Options screen, click on the Modems tab. You should see the MultiTech modems installed and assigned to COM 3 and COM 4. 9. Highlight one of the modems and click on "Add" 1-22 STRATA CIX MAS INSTALLATION 06/09...

Page 33 Install Fax-modem Board Software - All MAS Systems 10. The New “Hardware Wizard appears" 11. Select the check box "Don't detect my modem; I will select it from a list. 12. Select MuliTech Systems 13. Click "Next" 1-23 Strata CIX MAS Installation 06/09...

Page 34 The MultiTech board (s) start at COM3 Note System software will always interpret the existing COM ports on the MAS motherboard as COM1 and COM2. Therefore, the addition of the fax modem boards begin at COM3. 1-24 STRATA CIX MAS INSTALLATION 06/09...

Page 35 16. Click on COM3 continuing to the highest port number. For example 8 Modem ports will display as COM3 ~ COM10. 17. Click until all the MultiTech COM ports are highlighted. 18. Click "Next". 1-25 Strata CIX MAS Installation 06/09...

Page 36 When completed the following dialog box appears: 20. 39. Click "Finish" to close the "Add Hardware Wizard" The installed COM port / MultTech Modems appear in the list. 21. 40. Click "OK" to close the "Phone and Modem Options" 1-26 STRATA CIX MAS INSTALLATION 06/09...

Page 37 6. Assign the Voice Mail to a COS that has DND enabled. Note Changes will not take effect until after the SES service has been restarted. This can be accomplished by selecting Utilities > Operations > SES Restart menu option, or by 1-27 Strata CIX MAS Installation 06/09...

Page 38 Dialogic System Software > Dialogic Configuration Manager - DCM. The DCM Main screen displays (sample shown right). Click Connect. 2. Right-click on the installed board and select Configure Device. The Configure Device screen for the board displays. 1-28 STRATA CIX MAS INSTALLATION 06/09...

Page 39: Windows Xp Firewall Settings

The MicroMAS is shipped with the application software loaded. Product and service licenses are

downloaded from FYI. Refer to the Toshiba Strata CIX Programming Manual (Vol. 2). The pre-loaded software should never need to be loaded. In the event this becomes necessary the MicroMAS recovery CD-ROM set, included with the server should be used.

Page 40: Network Connection - All Mas Systems

The pre-loaded software should never need to be loaded. In the event this becomes necessary the MAS recovery CD-ROM set, included with the server will be used. Installation of any software not approved by Toshiba will void the warranty. Important! Refer to “Approved Third Party Application Software”...

Page 41: Media Application Server Configuration Requirements

Approved Third Party Application Software The Toshiba MAS is a purpose built system. Do not install any software not authorized by Toshiba. The table below shows the only third party application software that should be installed on the MAS.

Page 42: Maximum Mas Configurations

VoiceMail. The third column shows the constraints of a system that is only configured with ACD. Table 1 - 2 Toshiba SES and Feature Flex - Maximum Number of Licenses Shown Voice Mail...

Page 43 LICMAS-INVIEW40 inView client license for one user LICMAS-INVIEW1 inView client license for ten users LICMAS-INVIEW10 inView client license for thirty users LICMAS-INVIEW30 inView client license for twenty users LICMAS-INVIEW20 1-33 Strata CIX MAS Installation 06/09...

Page 44 TASKE Supervisor Client, 1 license for LICMAS-TASSUP1 TASKE Supervisor Client, 3 licenses for LICMAS-TASAUP3 TASKE Supervisor Client, 5 licenses for LICMAS-TASSUP5 TASKE Supervisor Client, 10 licenses for LICMAS-TASSUP10 myTaskeReporter Supervisor LICMAS-TASMTSUP myTaskeReporter Maintenance LICMAS-TASSUPMT 1-34 STRATA CIX MAS INSTALLATION 06/09...

Page 45 Media Application Server Installation Media Application Server Configuration Requirements Table 1 - 6 Toshiba VCS - Maximum Number of Licenses Shown Max. Max. Max. Feature License Quanity Server User VCS 90 Day Trial License LIC-VCSTRIAL VCS Starter LIC-VCSBASIC5 LIC-VCSUSER1, Mix and...

Page 46: Mas Licensing

Media Application Server Installation MAS Licensing MAS Licensing For information about CIX Licensing see Chapter 10 in the Strata CIX Programming Manual Volume 1 for Licensing. This option enables you to manage, issue and activate MAS licenses in the eManager™ server host.

Page 47: Upload Licenses

Windows scheduling process. Delete Licenses Note You can delete more than one file at a time by highlighting the files. 1-37 Strata CIX MAS Installation 06/09...

Page 48: View Licenses

This procedure is used to change the MAS static IP Address from the default setting. The MAS must be mounted in the rack, the power cord plugged in and the IP cable installed between the MAS and the IP switch (LAN). 1-38 STRATA CIX MAS INSTALLATION 06/09...

Page 49: Ses Voice Mail And Acd Setup

A Caution dialog box stating that All data on the hard drive will be lost. Press the Y key on the keyboard. The Clearing Hard Disk Drive box will appear. Then the Toshiba - Symantec status screen will appear.

Page 50 1. Log on to the MAS; click on Valued Customer and enter password as the password. 2. From the main menu select Start > Control Panel > Network and Internet Connection then click on Network Connection. 1-40 STRATA CIX MAS INSTALLATION 06/09...

Page 51 Note that when restarting the MAS again, the system will not prompt the user to logon the local machine any more. Step 7. Enabling Remote Desktop in Windows XP Professional 1. Click Start, right-click My Computer, and then click Properties. 1-41 Strata CIX

MAS Installation 06/09...

Page 52: Post Recovery Procedure

FILE NAME MASTER.PDB ELOGx \ ELOGyyyy.PDB MEMOx \ MEMOyyyy Files that get saved when doing an upgrade/maintenance Here is the list and location of the files that should backed up when doing an upgrade. 1-42 STRATA CIX MAS INSTALLATION 06/09...

Page 53 OR the entire local folder • If the customer is printing reports from the server: templates (.tpl) files located in the document_settings/user/applic777ation_data/taske/prefs/local • If using Wall Sign, backup the entire SignData folder 1-43 Strata CIX MAS Installation 06/09...

Page 54: Mas Modem Installation (Optional)

The MAS can be accessed from a remote location via the network by using the Windows® XP Remote Desktop feature. The MAS can also be accessed via a dial-up connection after the installation of the Zoom 3090 USB V.92 Modem (Toshiba part number SYS-USB-MODEM). The Zoom™/Modem V.92 USB Mini is a compact external modem for Windows computers.

Page 55 1. Plug in the USB cable between the modem and the MAS. When the Found New Hardware wizard appears, click Next. Windows will install the modem. 2. Add the Incoming Connection to Windows. Click Start>My Network Places. Click “View Network Connections” and then click “Create a new connection”. 1-45 Strata CIX MAS Installation 06/09...

Page 56 5. Click on Next. 6. In the Advanced Connection Options click to select Accept incoming connections, then click on Next. 7. In the Devices for Incoming Connections dialog box check-mark Zoom V92USB Faxmodem, then click on Next. 1-46 STRATA CIX MAS INSTALLATION 06/09...

Page 57 8. Select Do not allow virtual private connections, then click on Next. 9. Select only Valued Customer in the User Permissions list. 10. In the Networking Software dialog box accept the default selections, click on Next. 1-47 Strata CIX MAS Installation 06/09...

Page 58 1. Get to the Network Connections / Add Network Connection dialog box. Typically this is through the Settings / Control Panel from the Start menu. 2. Select Connect to the network at my workplace, then click on Next. 1-48 STRATA CIX MAS INSTALLATION 06/09...

Page 59 5. Enter the telephone number of the telephone line connected to the modem. Enter the modem number in the same format that a station user would dial the same number. Enter trunk access codes, toll prefix and/or area code as required. 1-49 Strata CIX MAS Installation 06/09...

Page 60: Dial-Up The Mas Modem

Dial-up the MAS Modem 1. From the remote location computer open the Network Connection. 2. In the Connect dialog box enter Valued Customer as the User Name. Enter the password, then click on the Dial button. 1-50 STRATA CIX MAS INSTALLATION 06/09...

Page 61 This is the last page of the document.

This manual is also suitable for:

Strata cix media application server