



# Toshiba Strata CIX Technical Bulletin



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# TOSHIBA

TBCIX-0004

March 2004

Following are last minute updates, and helpful hints regarding the Strata CIX R3.0 and Media Application

Server that have just been launched.

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For the Media Application Server, dealers may want to acquire a MAS recovery CD, Part Number: CIX-CD-MASRE-VA. This CD will restore the MAS to the factory defaults at the time the CD was created. Make a backup of user data first, as the recovery CD will reformat the hard disk, so all information on the Hard Disk will be lost. Instructions for using the MAS Recovery CD are in the Installation Manual or the MAS Software Recovery manual. It is important to carefully follow the



steps

in the instructions to restore the MAS, then apply the licenses.

- During beta testing we received feedback that the configuration screen of the IPT-2008 should not be available during normal operation. The IPT-2008 display layout will be updated so that the configuration menu is only brought up after the user enters HOLD-3-6-9 in the next release of IPT-2008 phone firmware. This will make the IPT-2008 configuration more consistent with other IPT phones.

- The LIPUs support peer-to-peer mode. In peer-to-peer mode, the LIPU may command the IP endpoints involved in the call to send audio streams directly to each other, such as when one IPT phone calls another IPT phone. Please refer to the NAT section of the IP Telephony Overview chapter in the Installation & Maintenance manual for more information about Network Address Translation. When configuring a network with a NAT firewall between the LIPUs and the Media Application Server, those

voice mail and ACD ports should be configured with peer-to-peer mode disabled.

To disable peer-to-peer for DNs you need to enable FB16 in program 250 (non peer-to-peer mode). If using eManager, the administrator can enable Station IP NAT per DN from the IP Telephony and IPT Data menu.

- The Media Application Server, based on Windows XP, can support up to 10 simultaneous users of eManager, My Phone Manager, and Insight MIS supervisors and inView agents.

- ACD Licensing - If the MAC address of the MAS starts with anything other than 00:02:B3:xx:xx:xx, the license may not be applied correctly, and the Strata ACD may work in demo mode.

This can be fixed by the "board.dat" file located in software section on FYI. Use the following steps to apply this fix.

1. Download "board.dat" from FYI (software section).
2. Stop all ACD applications (NetServer, ACD, Dial Plan, TKI, L2OAI, VA port).
3. Replace "board.dat" file under Program Files\CTS\NetServer directory with the new one.
4. From eManager, issue the license again.

## CIX Launch Technical Notes

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# Strata

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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](#)

Strata cix and ctx ipt/dkt telephone (141 pages)

[Software Toshiba Strata CIX Programming Manual](#)

Application implementation (100 pages)

[Music Mixer Toshiba Strata CIX User Manual](#)

Ip windows operator console, business communications division (89 pages)

[DJ Equipment Toshiba Strata CIX User Manual](#)

Digital attendant console user guide (80 pages)

[Server Toshiba Strata CIX Installation And Maintenance Manual](#)

Mas release 3 (62 pages)

[Telephone Toshiba Strata CIX User Manual](#)

Standard telephone (44 pages)

[Telephone Toshiba Strata CIX Installation Manual](#)

Strata cix pc digital attendant console (38 pages)

[Software Toshiba STRATA CIX System Administrator Manual](#)

Voice assistant (34 pages)

[Telephone Toshiba STRATA CIX-CTX-QRG-VB VERSION B1 Quick Reference Manual](#)

Dkt / ipt telephone (13 pages)

[Server Toshiba Strata CIX Product Bulletin](#)

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

[Server Toshiba Strata CS User Manual](#)

Toshiba communication server client user guide (249 pages)

[Server Toshiba Strata Installation Manual](#)

Cix media application server (28 pages)

## Summary of Contents for Toshiba Strata CIX

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[Page 2](#) Some network configurations use one network for the connection to Strata CIX and the other for the connection to clients. Although Toshiba does not recommend using both IP ports, if this network configuration is used, the 100/1000MB port on the MAS must be used to connect to network with the LIPU card.

