TOSHIBA

Stratagy®
Technical Bulletin

Stratagy Vx.212 Software
and Stratagy 4 Lite V4.2E Software

This bulletin introduces a new software release for the Stratagy voice processing product line. The new software release is called version Vx.212 in Stratagy 4, 6, 16 and 24 systems (x = model type, for example, V24.212 for the Stratagy 24) and version V4.2E in the Stratagy 4 Lite.

This software is a maintenance release that corrects and improves Stratagy operation. It also expands the integration feature of the Stratagy 4 Lite and Stratagy 4, to include integration with all Toshiba telephone systems with voice mail features, as well as non-Toshiba telephone systems. To support the new open integration of the Stratagy 4 Lite, a new version of Stratagy Admin, VSA.2E, is included and required to support Stratagy 4 Lite V4.2E software.

In addition, new enhancements have been implemented for better functionality between Stratagy Admin and the Stratagy 4 Lite. These new enhancements are significant enough to make version VSA.2E Stratagy Admin incompatible with any Stratagy 4 Lite software versions earlier than V4.2E. To take advantage of the optimum performance between the Stratagy 4 Lite and Stratagy Admin, it is recommended that all Stratagy 4 Lite systems be upgraded to version V4.2E software.

Software Enhancements

The Stratagy 4 and 4 Lite now support all Toshiba telephone system integrations (including the new Strata DK16e) with voice mail features, as well as any non-Toshiba telephone system that supports *standard port* voice mail interface with either DTMF or Simplified Message Desk Interface (SMDI) integration.[1]

Software versions Vx.212 and V4.2E, include plug and play capability for integration to the new Toshiba Strata DK16e.

---

1. SMDI integration requires the use of one RS-232 serial port. This may require some reconfiguring of hardware on the Stratagy 4 and 4 Lite. See Chapter 4 – Configuring Stratagy in the *Stratagy Release 2 Installation and Maintenance (I&M) Manual*.

Stratagy Vx.212 Software
and Stratagy 4 Lite V4.2E Software

Software Issues

The following issues have been addressed in Vx.212 and V4.2E:

♦ Systems intermittently locking up during the weekly Tuesday morning shutdown for diagnostics. There are two items that have been identified and corrected in response to this report.

  ♦ The surface scan portion of ScanDisk is not consistently able to scan sectors that have been previously marked as unusable during the original formatting of the hard drive. Even though these sectors are known to be bad, have been masked, and are not in use, ScanDisk sometimes locks up when trying to scan them. To remedy this inconsistency, the surface scan portion of ScanDisk has been removed from the weekly diagnostics.

    The rest of the ScanDisk utility that checks for lost clusters and crosslinked files will continue to be implemented. Our testing has shown that surface scan is not required on a weekly basis. A surface scan should be run only when there are suspicions concerning the hard drive's physical well being (for instance after a power failure without UPS protection). Surface scan should be run with a technician on-site, to determine if reported bad sectors are in a location on the hard drive that could harm Stratagy operation. (For information on running ScanDisk, see the Chapter 21 – Troubleshooting in the *Stratagy I&M Manual*.)

  ♦ The Defrag program may not complete because the system may temporarily run out of memory. Defrag requires a sizable amount of memory to load data prior to optimizing the drive. We have re-designed this routine to allow more memory during the Defrag program, preventing lock-ups prior to rebooting Stratagy software.

♦ Mailboxes receiving a message which is actually multiple copies of the same message continuously playing or looping.

♦ Messages mistakenly being sent to random mailboxes.

Stratagy Admin

The Stratagy Admin software has been enhanced for better functionality with Stratagy 4 Lite. These new enhancements required a significant change to the software. These changes were critical in making Stratagy Admin a better running utility.

These enhancements make version VSA.2E Stratagy Admin software incompatible with all Stratagy 4 Lite software versions earlier than V4.2E. See the following compatibility table.

Stratagy System Software	Compatible Stratagy Admin Software
Stratagy 4 Lite - Version V4.2B (version of original release)	Version VSA.2C
Stratagy 4 Lite - Version V4.2E or later.	Version VSA.2E or later

Toshiba recommends that all Stratagy systems be upgraded to version Vx.212 or V4.2E.

However, if installed systems are running to the customer's satisfaction, you may elect to delay the upgrade until such time as a problem is reported. Be aware, that if a call is placed to Technical Support and in their estimation the problem is software based, the system will need to be upgraded before further support is rendered.

Stratagy Vx.212 Software
and Stratagy 4 Lite V4.2E Software

Configuring Stratagy 4 Lite

The Stratagy 4 Lite version V4.2E, in conjunction with Stratagy Admin version VSA.2E contain:

♦ New procedures for implementing plug and play of Toshiba telephone systems (Strata DK8, DK16e, and DK280 only) as well as configuring for integration to other Toshiba or non-Toshiba phone systems (see the revised Chapter 4 – Configuring Stratagy of the *Stratagy I&M Manual* attached to Technical Bulletin TB40-0012).

Note The Stratagy 4 uses the same configuration screens for plug and play and telephone system integration as the Stratagy 6, 16, and 24 (see Chapter 4 – Configuring Stratagy in the *Stratagy Release 2 I&M Manual)*.

♦ Manual Dialing (included in the new Stratagy Admin software VSA.2E) is an enhancement to allow for manual dialing of a remote modem connected to a Stratagy 4 Lite. Manual dialing is needed when the Stratagy modem does not have a dedicated telephone line and an operator must transfer the call to the modem number (see "Manual Dialing Mode" on Page 5 for instructions on using this new feature).

Upgrading Software

Important! *Due to the potential for error during any upgrade process, Toshiba recommends that all upgrade procedures be performed locally.*

Stratagy 4, 6, 16, and 24

Upgrade procedures for the Stratagy 4, 6, 16, and 24 systems can be found in the Maintenance and Upgrades section of the *Stratagy Release 2 I&M Manual*.

Stratagy 4 Lite

The Stratagy 4 Lite upgrade can be done either locally or remotely. The following procedures are for the upgrading of a Stratagy 4 Lite to V4.2E and upgrading a remote PC with Stratagy Admin software version VSA.2E.

Stratagy System Software

➤ **To upgrade Stratagy 4 Lite system software**

1. Insert the upgrade disk Version 4.2B to V4.2E into the floppy-disk drive of your remote PC.

2. At the DOS prompt, type: **a:install c:\upg4** and press **Enter** (the upgrade directory can be changed to any name of your choice).

All files are installed into a **C:\UPG4** directory on your remote PC.

Stratagy Vx.212 Software
and Stratagy 4 Lite V4.2E Software

3. Using **Local Access**:

    From the **C:\UPG4** directory, type: **upgrade /wYYY /pZ**

    where:

    YYY =   current Stratagy password

    Z =   port on the Admin PC

    The Main Menu displays.

    Using **Remote Access**:

    From the **C:\UPG4** directory, type: **upgrade /mXXX /wYYY /pZ**

    where:

    XXX =   Stratagy modem telephone number

    YYY =   current Stratagy password

    Z =   port on Admin PC

    The Main Menu displays.

4. From the Main Menu, select Shutdown by pressing **Alt+S.**

5. Enter the system's password and press **Enter**.

6. From the Shutdown Menu, select the UPGRADE, Shutdown and Restart option.

7. When the upgrade process for the Stratagy software is complete, Stratagy restarts with the new software version.

Note   The UPG4 directory remains on the remote PC's hard drive after the installation process. You may delete it or use it to upgrade other Stratagy 4 Lite systems.

Stratagy Admin Software

➤ **To upgrade the Stratagy Admin software**

1. Insert disk 1 of 1 of the Stratagy Admin software into the floppy-disk drive of the remote PC.

2. Type **a:install c:\admin2** to begin the installation procedure. (It is recommended that you not overwrite the current Admin directory but create a new directory.)

Notes

- Stratagy Admin VSA.2c: If a directory is not specified, the default directory is C:\STRATAGY. To avoid any confusion with the C:\STRATAGY directory on the Stratagy 4 Lite PC, it is recommended you not use the default.

- Stratagy Admin VSA.2e or later: The default is C:ADMIN.

Stratagy Vx.212 Software
and Stratagy 4 Lite V4.2E Software

3. The following messages are displayed:

```
Install Remote Stratagy Admin
software package to
C:\Admin ???

Press Ctrl+C to abort or press any
key to continue...
```

4. Press any key to continue and the Stratagy Admin program is installed on drive C: in subdirectory ADMIN2.

Important! *The new Admin (ADMIN2) parameters are set to the factory defaults. If necessary, you must now edit the new admin.cfg file parameters so that they match the parameters set in the install.cfg file for the Stratagy system (use any DOS editor program, e.g., Microsoft's EDIT®).*

5. The Stratagy Admin software upgrade process is now complete.

Manual Dialing Mode

Notes

- Available only to Stratagy Admin VSA.2E users with a standard telephone connected to the modem being used on the remote PC.

- A Direct Dialing mode is also available (see Chapter 3—Accessing and Using Stratagy of the *Stratagy Release 2 I&M Manual*).

➤ **To access Stratagy 4 Lite remotely by manual dialing**

1. From the DOS prompt (C:\ADMIN), type: **admin /p1 /wStratagy** and press **Enter.**

    where:

    admin = the executable program

    /p = COM port on remote PC

    1 = Number of COM port that the modem is attached to

    /w = Stratagy 4 password (in this example "Stratagy")

Stratagy Vx.212 Software
and Stratagy 4 Lite V4.2E Software

2. The Admin software automatically detects the modem's presence on the port and displays the following message:

```
Using EMS
Using UMBs

Initialing modem...

Manual Dial Mode.

To connect press Enter once you hear carrier.
Esc to quit.
```

3. Go off-hook on the standard telephone and dial the telephone number.

4. Once connection is made to the Stratagy modem, a carrier tone is heard and you should press **Enter**. Admin synchs up to the modem.

5. A message reading "**Connection established**" appears on the screen and is replaced by the normal banner screen with the message "**Press any key to continue**."