

MAX Communication Server Release 7.5

Upgrade Guidelines

Intended audience:

AltiGen Authorized Partners

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This guide covers the following:

- A brief summary of the new features and changes in MAXCS release 7.5.
- Guidelines for upgrading from earlier releases of MAXCS to release 7.5.

For directions on migrating to MAXCS Private Cloud, refer to the *Partners Methods and Procedures for MAXCS Private Cloud* guide, which is available from your AltiGen sales representative.

Operating System Support

This release supports Softswitch and MAXCS Private Cloud ONLY. Hardware chassis support will be added in a later update.

- Windows 2008 R2 64-bit SP1
- Windows 2012 Server R2 64-bit
 - Supported on VMWare ESX 5.5
- Windows 7 Professional 64-bit SP1
- Hyper-V version 6.1

Release 7.5 requires JRE 1.8; therefore, MAXCS 7.5 does not support Windows 2003.

Enhancements Included in Release 7.5

The MAXCS 7.5 release includes enhancements in the following areas:

- Polycom Enhancements – These features are covered in the *Polycom Configuration Guide*.
 - Easier Polycom deployment, centralized administration (Hours Offset, Time Format, Digit Map, TLS and SRTP support), 3rd Party call control, #17 Extension relocation for the same extension
 - New Polycom Advanced Features license unlocks additional functionality:
 - BLF
 - Line Park
 - DND synchronization with clients
 - Polycom group paging (Polycom to Polycom only, broadcast limited to local LAN)
 - Client Auto Answer (Polycom VVX models only)
 - Client Talk Path Device preference (Polycom VVX models only)
- Codec Enhancements (G.722 is supported on Softswitch and Cloud deployments only)
 - G.722 Codec Support
 - G.722 Supported Devices/Interfaces
 - G.722 License Information
 - G.722 in HMCP Board Configuration
 - G.722 in the Current Resource Statistics View
 - Managing Codec Priorities
 - Managing IP Network Bandwidth

- Codec Negotiation
- Codec Upgrades
- Codec Preference for Incoming SIP Trunk Calls
- Codec Preference for Outgoing SIP Trunk Calls
- Media Enhancements
 - Media pass-through (HMCP)
 - T.38 pass-through (not supported on PSTN trunks)
 - FoIP extension
 - FoIP Hunt group
 - Fax routing
- Tool Enhancements
 - Backup & Restore Tool updates
 - Trace Collector Tool updates
- Enhanced SNMP trap monitoring
 - SIP Trunk group status
 - Out of license condition
 - Out of Codec/Sip Trunk channels conditions
 - Abnormal conditions (911, suspicious frauds, malicious SIP)
- HMCP tool enhancements
 - DPC Latency measurement
 - Generating Disk IP Load
 - Generating CPU Load
 - G.722 Codec Load
- Licenses
 - Sightmax seat license
 - Polycom Advanced Features license
- Workgroup enhancement
 - A new *repeating recording* tone can be set for workgroup call recording. It will beep once every 15 seconds.

Features No Longer Supported in Release 7.5

As of Release 7.5, MAXCS no longer supports the following features:

- ACC is no longer supported.
- Windows 2003 Server OS for Softswitch is no longer supported.
- H.323 is no longer supported.

IMPORTANT: Any IP Dialing Table entries that have *H.323* set for the Protocol field must be changed to *SIP* before you upgrade.

- The *TLS enabled* and *SRTP disabled* settings are no longer supported.
- The Persistent TLS connection for SIP Tie-Trunk is no longer supported.
- Redundancy is no longer supported.
- Multiple Gateway Softswitch is no longer supported.

Additional Changes

Please note the following additional changes in Release 7.5:

- If you have existing Polycom phones that are configured for Release 7.0, you **must reset them to the factory defaults and then reprovision them for Release 7.5**. If you do not do this, those Polycom phones will not work correctly. The provisioning process for Polycom phones is different in Release 7.5 than in earlier releases. Refer to the *Polycom Phone Configuration Guide* for phone setup procedures. You will find this guide in the AltiGen Knowledgebase.
- AltiGen Phone Group Paging uses SIP tie-trunk channels in this release.
- If Polycom phones are used, you must select **RFC 2833** for the *DTMF Transport* field in the Codec Profile assigned to the SIP tie-trunk. Also, the Release-Link-Tie over SIP tie-trunk feature is not supported in this configuration.

Operational Notes

Be aware of the following limitations in this release:

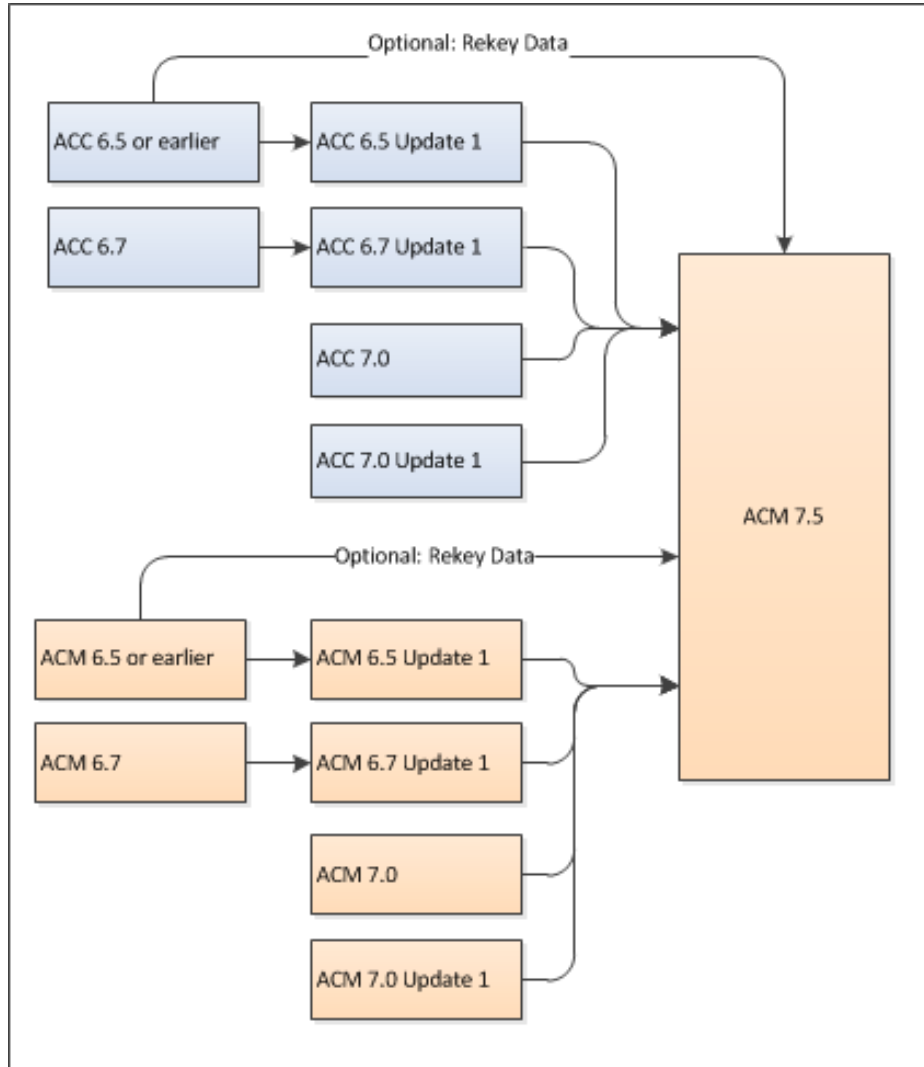
- **AltiGen IP phones** – AltiGen IP phones IP-705, IP-710, and IP-720 must all be upgraded for firmware version 2xA8 before you upgrade to MAXCS 7.5.
- **Clients** – You must upgrade **all** of the MAXCS client applications on a desktop before the agent uses any of those applications.
- When a Polycom phone is used and the voice stream goes direct, SIP tie-trunks need to use RFC2833 instead of SIP INFO.
- To log into VRManager, right-click **VRM Admin** and click **Run as Administrator**.
- If a workgroup agent use a Polycom phone, Single Call Handling will be automatically be enabled, regardless of the workgroup's *Intra Group Call Distribution* setting.
- When a Polycom user places a call on hold via a MAXCS client, no dial tone will be played.
- With AltiGen SIP trunks, you must use 11-digit numbers when configuring DNIS routing.

Software Upgrade Path

MAXCS 7.5 supports ACM only. ACC Agent seats will automatically be upgraded to ACM Agent seats. No additional SA will be incurred during the upgrade process. Note that ACM SA charges, instead of ACC, will be used for the next SA renewal. For details on SA renewal, contact your AltiGen representative.

The diagram on the next page shows the software upgrade paths (not license registration) to convert older MAXCS databases to the 7.5 release.

It is critical to follow the upgrade instructions to avoid losing configuration data. Product registration is required to obtain the updated license file.



Upgrading from Release 6.5 or Earlier

If you are upgrading from Release 6.5 or earlier, you can either re-enter the data in Release 7.5, or you can upgrade to Release 6.5 Update 1, and then upgrade from 6.5 Update 1 into Release 7.5.

Upgrading from Release 6.7

If you are upgrading from Release 6.7, you can either re-key the data or you can upgrade to Release 6.7 Update 1, then upgrade from 6.7 Update 1 into Release 7.5.

Upgrade Process: MAXCS Premise and Private Cloud

For detailed upgrade steps, refer to section 1 of the Readme file in the *MaxCS ACM* folder on the installation DVD.

Considerations:

- If you are upgrading an NFR system, you must obtain the new license file (EXCTL.DAT) **before** you begin the upgrade process. Otherwise, your licenses will become invalid after you perform the upgrade.
- If Exchange integration was used in the previous version of MaxCS server, you must uninstall the Outlook client before you install MaxCS Release 7.5.

Note: With MaxCS Private Cloud and SaaS-licensed systems, the MaxCS server will check in with the AltiGen licensing server when switching starts, and will automatically retrieve the appropriate licensing for versions 7.0 and later.

To upgrade to Release 7.5,

1. Make sure you have the *MAXCS 7.5 Softswitch Deployment Guide* on hand; you will follow some instructions from that guide in step 6. This guide should be available from the AltiGen Knowledge Base.
2. Upgrade AltiGen IP-705, IP-710, and IP-720 phones to firmware version A8 **before** you begin the upgrade process.
3. If there are any IP Dialing Table entries that have the Protocol set to *H.323*, update them to change the Protocol to *SIP*.
4. Run the *Backup & Restore* tool to back up the existing configuration, voice mail messages, and greetings.
5. Perform the 7.5 upgrade product registration process from the License Information page (either online registration or offline registration) and obtain the 7.5 EXCTL.DAT license activation file from the AltiGen Product Registration portal.
6. Install and run the MAXCS 7.5 HMCP Certification tool. This will test your system for compatibility with Release 7.5. This tool is installed as part of the MAXCS 7.5 installation.

Perform these steps in the *MAXCS 7.5 Softswitch Deployment Guide*:

- Step 1: Install the HMCP Certification Tool
 - Step 2: Run the HMCP Certification Tool
7. Install MAXCS. During this step, when prompted whether to register:
 - For Premise deployments, choose **Register Now** to load the EXCTL.DAT file.
 - For MAXCS Private Cloud upgrades, choose **Register Later**. The MAXCS server will check with the AltiGen licensing server when switching starts, and will automatically retrieve the appropriate licensing.
 8. If your environment is using Polycom phones, you will need to download a certificate; otherwise the Polycom phones will not work correctly. See the *Polycom Configuration Guide* for details.
 9. Release 7.5 restructures codec profile settings and performs basic conversion processes. Once the upgrade process has finished, review the updated codec profile settings and adjust them as needed.

Original Codec Profile	Converted MAXCS 7.5 Selected Codec Profile
G.711 Mu-Law	G.711 Mu-Law
G.711 A-Law	G.711 A-Law

Original Codec Profile	Converted MAXCS 7.5 Selected Codec Profile
Prefer G723.1 support G729	G723.1, G729
Prefer G729 support G723.1	G729, G723.1
Prefer G.711 Mu-Law support G.711 A-Law	G.711 Mu-Law, G.711 A-Law
Prefer G.711 A-Law support G.711 Mu-Law	G.711 A-Law, G.711 Mu-Law

10. You must upgrade **all** of the MAXCS client application on a user’s desktop before the agent uses any of those applications.
11. If you have existing Polycom phones that were configured for Release 7.0, you **must reset them to the factory defaults and then reprovision them for Release 7.5**. If you do not do this, those Polycom phones will not work correctly. The provisioning process for Polycom phones is different in Release 7.5 than in earlier releases. Refer to the *Polycom Phone Configuration Guide* for phone setup procedures. You will find this guide in the AltiGen Knowledgebase.

For Private Cloud deployments make sure that you update all components (including External Logger, VRM, and for call centers, AltiReport), even if you are not using those components.

Migration Process: Premise Deployments to MAXCS Private Cloud

For instructions on migrating a MAXCS 6.5 – 7.0 Update 1 on-premise deployment (on a hardware chassis) to MAXCS Private Cloud, follow the steps in the *Partners Methods and Procedures for MAXCS Private Cloud* guide, which is available from the AltiGen Knowledgebase.

For any upgrade issues or questions, please contact AltiGen Technical Support.

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