



Business Phone Systems



Call Centers



Unified Communications

## MAX Communication Server Release 6.0 Upgrade Guidelines

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**Intended audience: AltiGen Authorized Dealers**

Version 1.3  
08/04/2008

### Introduction

AltiWare has been renamed to MAX Communication Server (MAXCS) starting with the 6.0 release. MAXCS still has two editions, ACC and ACM. The 6.0 release is focusing on Unified Communication and Unified Messaging integration with OCS and Exchange 2007. For larger enterprise deployment, MAXCS 6.0 uses Host Media Control Processing (HMCP) architecture to expand the capacity of media server. The following are baseline feature enhancements in the 6.0 release:

1. Integration with Exchange 2007 Unified Messaging
2. New client application, MaxCommunicator, replaces AltiView
3. Presence state synchronization with Office Communicator (OCS 2007 client)
4. TAPI 3.1 support (for Vista OS)

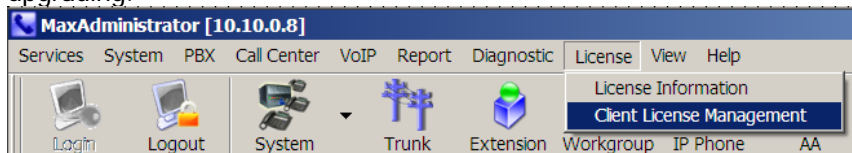
Please refer to the Release 6.0 Features and Enhancements document for a more detailed description.

### Special Attention

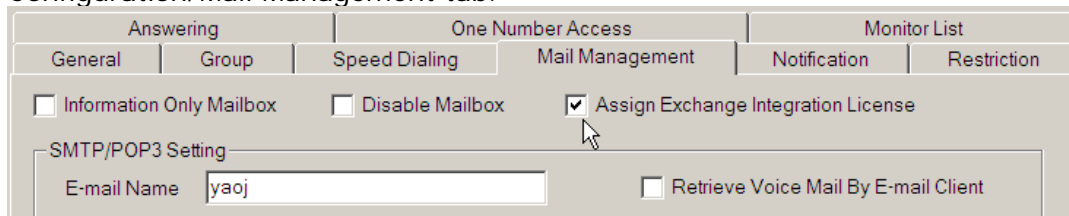
The following areas are impacted and require special attention:

1. Licensing Model Changes – To eliminate license counts being out of sync due to client computer improper shut down or loss of network connection, the following licenses are changed to a seat-based licensing structure in the 6.0 release.
  - **MaxCommunicator Seat**
  - **AltiConsole Seat**
  - **AltiAgent Seat**
  - **AltiSupervisor Seat**
  - **IPTalk Seat**
  - **TAPI Seat (New)**
  - **Integration Connector Seat (New)**

You need to select “Client License Management” to assign these licenses to extension users after upgrading.



2. Exchange Integration – Exchange integration is now supported in both ACC and ACM editions with seat-based licenses. You can assign a license to an extension user through Extension Configuration/Mail Management tab.



3. IP Phone Firmware – After upgrading your system to version 6.0, IP phone firmware must be upgraded to the latest firmware version. The latest versions of IP phone firmware are
  - IP600 - xxxxx.xxxx.2064
  - IP710 - xxxxx.xxxx.2164
  - IP705 - xxxxx.xxxx.2264

### Licensing Changes

MAXCS ACC/ACM 6.0 recognizes all 5.0A/5.1/5.2 licenses, except for the server base and server migration license. The following licensing changes should be noted before you upgrade to the 6.0 release.

1. Part number ALTI-MAXCOMM-xx (MaxCommunicator Seat License) is new to the 6.0 release. The MaxCommunicator license format is the same as the AltiView license in the 5.x releases. You do not need to order MaxCommunicator licenses to replace AltiView licenses when upgrading the system. Both MAXCS server and the registration site will map AltiView to MaxCommunicator automatically.
2. Due to the change of licensing structure for client applications, you will be asked if you would like to increase the number of MaxCommunicator users during upgrade. The registration server will allow you to increase the number of MaxCommunicator licenses (free) up to the total number of station users. A prorated Software Assurance fee will be charged for additional MaxCommunicator licenses.
3. Both TAPI and Exchange integration are available in MAXCS 6.0 ACC and ACM editions. Seat licenses are required to use these two features. Part numbers for these two features are
  - ALTI-TAPI-XX
  - ALTI-EXCHANGE-XX

When upgrading from 5.0A ACC/ACM or 5.1/5.2 ACM, you will be asked if your customer is using TAPI or Exchange integration. The registration server will grant free TAPI and Exchange integration licenses up to the total number of station users. A Software Assurance charge will be required for both licenses.

4. Prior to 6.0, ACT! and Goldmine integration for the client application was free of charge. To use ACT! or Goldmine integration in 6.0, your customer needs to purchase CTI Integration Connector licenses to be able to see the integration option on MaxCommunicator or AltiAgent. The part number for CTI Integration Connector license is
  - ALTI-CONNECTOR-XX

Note: Outlook integration is free and does not require this license.

5. The following migration licenses apply to ACC 5.1/5.2 and 6.0 release.
  - ACC-SEAT500-xx (ACC Agent License)
  - ACM-SEAT500-xx (ACM Agent License)
  - ACM-SEAT500-MIG-xx (ACC to ACM Agent Migration License)

### HMCP Softswitch Related Licenses

This section of licenses does not apply to all-in-one systems, e.g., MAX1000/R, OFFICE1/2/3.

MAXCS 6.0 supports HMCP software based media server and Softswitch architecture for larger installations. Different classes of station and agent licenses are introduced for HMCP Softswitch installation only. The following licenses can only be registered with a Softswitch system key shipped with MAX5000 server bundle.

1. SSW-STATION-xx (Softswitch Station License)
2. SSW-ACCAGENT-xx (Softswitch ACC Agent License)
3. SSW-ACMAGENT-xx (Softswitch ACM Agent License)
4. SSW-AGENT-MIG-xx (Softswitch ACC to ACM Migration License)
5. HMCP-MEDIASERV (Media Server License to activate 1,000 G.711 voice processing resources)
6. HMCP-MULTIVPR-xx (G.723/G.729/G.711 voice processing resources for remote IP phone/IPTalk users)
7. HMCP-STCONF-xx (Station conference members)
8. HMCP-MEETME-xx (MeetMe Conference Members)
9. HMCP-SUPERVISE-xx (Supervisor Barge-in/Silent Monitor/Coach resources)
10. ALTI-GWEXP-01 (IP Gateway Expansion License)

Note: These licenses cannot be registered with MAX or OFFICE system key.

The following licenses are common to both all-in-one system and an HMCP Softswitch installation:

1. MaxCommunicator
2. AltiConsole
3. AltiAgent



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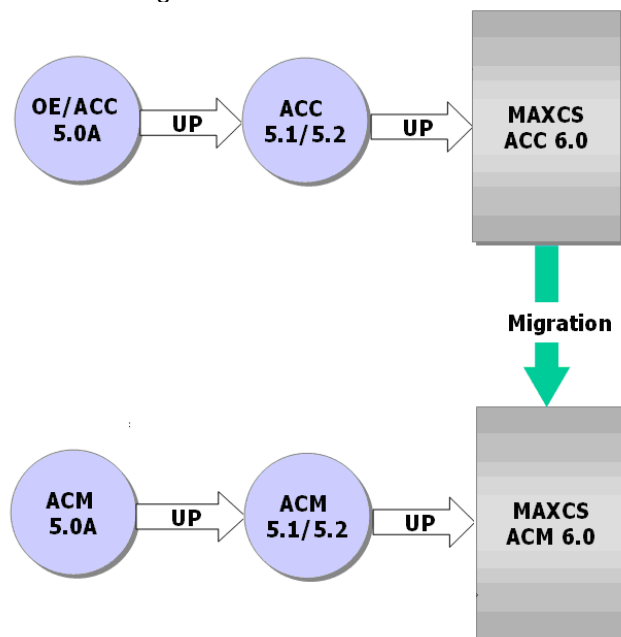
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4. AltiSupervisor
5. IPTalk
6. Recording Session
7. Recording Seat
8. SIP Trunk
9. 3<sup>rd</sup> Party SIP Device
10. Enterprise Management
11. TAPI
12. Exchange Integration
13. CTI Integration Connector
14. Multi-Lingual
15. Advanced Call Router
16. AltiReport
17. VRManager
18. SDK

Note: When migrating from an all-in-one system to an HMCP Softswitch implementation, you are required to re-license the entire system with a Softswitch system key. Please consult with the AltiGen sales team for more details.

### Software Upgrade Path

The following diagram shows the software upgrade path (not license registration) to convert **5.0A, 5.1, 5.2 databases** to the 6.0 version. No automatic conversion is supported for 4.6 or earlier to 6.0 upgrades. Configuration data must be manually re-entered on the 6.0 system. It is critical to follow the upgrade instructions to avoid loss of configuration data.



### Upgrade Package

The following upgrade media pack can be ordered through distribution:

ALTI-600UP-CD (ACC/ACM 6.0 Upgrade Media Pack)

**Note:** This media pack does not include Server Upgrade Licenses. You need to register the system via the registration server to obtain the license activation (EXCTL) file for upgrade. Installation files are also available for direct download via the partner website at <https://dealer.altigen.com/>.

### Upgrade Procedure for 5.1, and 5.2 Systems

1. Make sure the system key is installed.
2. Log in to an account with local administrator privilege.
3. Back up the existing configurations.
4. Insert the MAXCS ACC or ACM 6.0 Update1 CD and run the setup file.
5. Follow the instructions onscreen to complete the upgrade process.

### Upgrade Procedure for 5.0A Systems

**Use 5.2 installation CD to upgrade the 5.0A system to 5.2. This process is to convert 5.0A database to 5.2 data structure**

1. Make sure the system key is installed.
2. Log in to an account with local administrator privilege.
3. Back up the existing configurations.
4. Insert the ACC or ACM 5.2 CD and run the setup file.
5. Follow the instructions onscreen to complete the 5.2 upgrade process.
6. Restart the system



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7. Insert the MAXCS ACC or ACM 6.0 Update1 CD and run the setup file.
8. Follow the instructions onscreen to complete the 6.0 upgrade process.

### Registration Process for Upgrading

#### **Upgrade Registration for ACC/ACM 5.1/5.2 Systems under Software Assurance**

1. Make sure the system version is 5.1 Update 1 or above or 5.2.
2. Perform on-line or off-line registration from the 5.1/5.2 system.
3. Select the upgrade to 6.0 option in the registration version page.
4. Check and enter additional MaxCommunicator licenses if required for this upgrade.
5. Check and enter the number of TAPI and Exchange integration licenses if required for this upgrade.
6. Finish the registration processes to receive the 6.0 EXCTL.dat file.
7. Run the 6.0 installation CD and perform the software upgrade.
8. Apply the 6.0 EXCTL.dat file to the system.

#### **Upgrade Registration for ACC/ACM 5.1 Systems without Software Assurance**

1. Make sure the system version is 5.1 Update 1 or above.
2. Perform on-line or off-line registration from the 5.1 system.
3. Select and purchase a Service Plan option.
4. Finish the registration process to receive the 5.1 EXCTL.dat file.
5. Apply the 5.1 EXCTL.dat file to the system.  
(Steps 1 - 5 will register the 5.1 system under Software Assurance to qualify for the 5.2 upgrade.)
6. Perform on-line or off-line registration again from the 5.1 system.
7. Select the upgrade to 6.0 option in the registration version page.
8. Check and enter additional MaxCommunicator licenses if required for this upgrade.
9. Check and enter the number of TAPI and Exchange integration licenses if required for this upgrade.
10. Finish the registration processes to receive the 6.0 EXCTL.dat file.
11. Run the 6.0 installation CD and perform the software upgrade.
12. Apply the 6.0 EXCTL.dat file to the system.

#### **Upgrade Registration for ACC/ACM 5.0A Systems**

1. Download the 5.0A SA registration tool (50A\_SA\_Tool.exe) from the AltiGen dealer web site:  
Dealer Web Site > File Updates > General Availability > "5.0A OE/ACC/ACM" category.
2. Run 50A\_SA\_Tool.exe on the 5.0A system to generate a **register.htm** file.
3. Double-click on the **register.htm** file to enter the upgrade registration web site.
4. Select upgrade to 6.0 option
5. Select and purchase a Service Plan option.
6. Finish the registration processes to receive the 6.0 EXCTL.dat file.
7. Run the 6.0 installation CD and perform the software upgrade.
8. Apply the 6.0 EXCTL.dat file to the system.

#### **Upgrade Registration for ACC/ACM 4.6 Systems**

Please contact the AltiGen inside sales team to obtain a new system key and license for the system you want to upgrade.



## MAX Communication Server 6.0 Upgrade Guidelines

### Appendix A – MAX Communication Server ACC/ACM 6.0 Feature Matrix

PBX Features	ACC 6.0	ACM 6.0
PBX Switching, Routing, and Feature Codes	YES	YES
Park, Pickup, Speed Dial, Restriction, and MOH	YES	YES
Basic Conference and 30-party MeetMe Conference	YES	YES
Support Analog Phones	YES	YES
Support all AltiGen IP Phone Models	YES	YES
Multi-site Enterprise Management (Multi-Site Synchronization and Routing)	YES	YES
Multi-Lingual Support	YES	YES

Voice Mail Features	ACC 6.0	ACM 6.0
All VM Features (No integration required)	YES	YES
SMTP/POP3 Server	YES	YES
VM to Email Forwarding	YES	YES

Auto-Attendant Features	ACC 6.0	ACM 6.0
Basic AA Feature Set	YES	YES
Collect Digits		
Route Call to APC		
Route Call to Call Router	NO	YES
Push URL		
Set Call Priority		
Set Call SKLR (Skill Level Requirement)		

Call Recording Features	ACC 6.0	ACM 6.0
Record on Demand to Extension VM	YES	YES
Record on Demand to Central Location	YES	YES
Auto Record to Central Location	YES	YES
Trunk Based Call Recording to Central Location	YES	YES



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Call Center Features	ACC 6.0	ACM 6.0
Basic WG Queuing, Distribution, and Agent Feature Set	YES	YES
Announce Queue Position and Expected Queue Time	YES	YES
Supervisor Barge-in, Silent Monitor, and Coach Agent	YES	YES
<i>Advanced WG Feature Set:</i>	<b>NO</b>	YES
- Advanced Queue Management		
- Priority Queuing		
- Skill Based Routing		
- WG Business Hours and Auto Logout all Agents		

Client Desktop Applications	ACC 6.0	ACM 6.0
MaxCommunicator	YES	YES
AltiAgent	YES	YES
AltiSupervisor	YES	YES
AltiConsole	YES	YES
IPTalk	YES	YES
CDR Search	YES	YES

Data Networking, Microsoft, and SDK Integrations	ACC 6.0	ACM 6.0
Outlook Integration	YES	YES
External Logger (SQL Integration)	YES	YES
FTP Integration for Centralized Recording	YES	YES
Exchange Integration	<b>Yes</b>	YES
TAPI Integration	<b>Yes</b>	YES
CTI Integration Connector	YES	YES
SDK – Client Call Control and APC API	YES	YES
Application Extension	YES	YES

Add-On Applications	ACC 6.0	ACM 6.0
AltiReach	YES	YES
Advanced Call Router	YES	YES
AltiReport	YES	YES
VRManager	YES	YES

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

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Fremont, CA 94538, USA

TEL: (510) 252-9712

FAX: (510) 252-9738

Dealer web site: <https://dealer.altigen.com>