

Field Alert #267 Windows 7 Support/6.5.0.1210/PRI patch/IPTalk

This field alert provides information regarding Windows 7 support and the latest GA version of MAXCS. 6.5.0.1210 is now available for download from the partner site (<https://dealer.altigen.com>). AltiGen suggests that all 6.5 systems be updated to this release. In addition to fixes, the 6.5.0.1210 clients support installation on both 32- and 64-bit versions of Windows 7. The following clients have been tested and are supported:

MaxCommunicator/MaxAgent MaxSupervisor AltiConsole MaxAdmin MaxInsight CDR Search

In addition, a few PRI issues have been reported in the field: the symptom is all PRI channels displaying “critical error” in MaxAdmin, and an altigateway.exe crash logged to the event viewer. If these symptoms have been seen, please apply the field trial PRI_User fix also available at the partner site. Note that 6.5.0.1210 should be installed before applying the PRI_User fix. A quickfix pack will be available in the future that eliminates the need for a separate PRI_User fix.

We have found an issue when using IPTalk 6.5 on both Windows 7 and Vista, 32- and 64-bit. This is not a widespread problem; it’s a timing issue and cannot be reliably reproduced. The symptom is MaxCommunicator or MaxAgent silently crashing when an IPTalk user clicks Accept or Reject on an incoming call. We’ve determined the source of the problem and will be releasing a fix shortly; we will support IPTalk on Windows 7 when the fix is available.

If you have any questions, please contact AltiGen’s Technical Support Operations.

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