



Messenger@Net

Release Notes v4.1.1



Release Notes Messenger@Net 4.1.1

Product	Messenger@Net
Version	Release 4.1.1
Date	October 14, 2013
Change Decision	Not applicable
Category	Maintenance / New Functionality
DVD	Messenger@Net 4.1.1 DVD
Installation Guide	Messenger@Net 4.1 Installation Guide

Issued By NEC Nederland B.V.
Technical Support
P.O. Box 32
1200 JD Hilversum
The Netherlands

A publication of NEC Nederland, B.V.

Date: October 14, 2013

Great care has been taken to ensure that the information contained in this document is accurate and complete. Should any errors or omissions be discovered or should any user wish to make a suggestion for improving this document, they are invited to send the relevant details to:

NEC Nederland, B.V.
P.O. BOX 32
1200 JD Hilversum
The Netherlands

Disclaimer: Our products are subject to continuous development and improvement. Therefore additions or modifications to the products after mentioned date may cause changes to the technical and functional specifications. No rights can be derived from the contents of this document. NEC Nederland, B.V. and/or its respective suppliers make no representations about the suitability of the information contained in this document and related graphics published as part of the services for any purpose. This document and related graphics are provided "as is" without warranty of any kind. NEC Nederland, B.V. and/or its respective suppliers hereby disclaim all warranties and conditions with regard to this information, including all warranties and conditions of merchantability, whether express, implied or statutory, fitness for a particular purpose, title and non-infringement. In no event shall NEC Nederland, B.V. and/or its respective suppliers be liable for any special, indirect or consequential damages or any damages whatsoever resulting from loss of use, data or profits, whether in an action of contract, negligence or other tortious action, arising out of or in connection with the use or performance of information available from the services. This document and related graphics published on the services could include technical inaccuracies or typographical errors. Changes are periodically added to the information herein. NEC Nederland, B.V. and/or its respective suppliers may make improvements and/or changes in the product(s) and/or the program(s) described herein at any time. The example companies, organizations, products, domain names, e-mail addresses, logos, people, places and telephone numbers depicted herein are fictitious. No association with any real company, organization, product, domain name, e-mail address, logo, person, place or telephone number is intended or should be inferred.

NEC and the NEC logo are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All trademarks identified with © or TM are registered trade-marks or trademarks of their respective owners. Models may vary for each country, and due to continuous improvements this specification is subject to change without notice. Please refer to your local NEC representative(s) for further details.

© 2013 NEC Nederland, B.V.

All rights are reserved. Reproduction in whole or in part is prohibited without the written consent of the copyright owner. All brand names and product names in this document are trademarks of their respective companies.

Table of Contents

- 1. Identification**
- 2. Associated Products**
- 3. Compatibility**
- 4. Operational Settings and Limitations**
 - 4.1. Release 4.1.1-specific**
 - 4.2. Not Supported**
- 5. Functional Changes**
- 6. Solved Issues**
- 7. Known Issues**
- 8. Materials**
 - 8.1. Physical Distribution**
 - 8.2. Online Information**
 - 8.3. Documentation**

1. Identification

This release notes document concerns Messenger@Net v4.1.1 release.

2. Associated Products

The product DVD also contains the following third-party software packages:

- Adobe Reader 9.3.4 (required)
- National Instruments FieldPoint 6.0.6 f1 (optional)
- National Instruments DataSocket 4.7.1 (optional)
- CTI Runtime 2.0 (required, installed automatically)

3. Compatibility

Messenger@Net is compatible with the following PBX platforms:

- iS3000 (running on Call@Net 2.9E or higher software)
- 2000 IPS

Messenger@Net runs on the following operating systems:

Windows Server 2008 R2		Standard/Enterprise Editions
Windows Server 2008	32/64 bit	Standard/Enterprise Editions
Windows Server 2003 R2 + SP2	32 bit	Standard/Enterprise Editions
Windows Server 2003 + SP2	32 bit	Standard/Enterprise Editions
Windows XP + SP3	32 bit	Professional Edition

Database Engine Compatibility:

Microsoft Access
Microsoft SQL Server 2005 Express Edition
Microsoft SQL Server 2008 Express Edition
Microsoft SQL Server 2005/2008 (licensed, not included on DVD-ROM)

General Software Requirements:

- Microsoft Internet Information Server (IIS) - required for web site and eSMTP functionality
- PHP 5.1 required for web-site (installed automatically)

General Hardware Requirements:

- 1 free USB port on server PC (2 if Monitoring Diversion feature is used in conjunction with a 2000 IPS PBX system)
- National Instruments equipment for digital input/output (contacts) and analogue input for software module eIO. Only required if you use the eIO software module.
- V.24 multi-port card.

- Analogue Modem for dialing to GSM provider to send SMS messages. Only required to send SMS messages to a GSM (cell phone) provider via a dial-in option.

4. Operational Settings and Limitations

4.1. Release 4.1.1-specific

DVD structure and installation programs have been redesigned. Refer to the Messenger@Net 4.1 Installation Guide available on the DVD for detailed instructions on how to use it.

Upgrading from previous releases (4.0.2 or older) is not supported; however, a document with manual upgrade actions can be found on the DVD-ROM.

The available modules have been reorganized. Refer to [Functional Changes](#) for details.

Messenger@Net website is now running on IIS (instead of Apache Web Server). As a consequence, it may now co-exist with other ASP.NET web-based applications on the same server PC.

The service packs applicable to supported Windows operating systems are no longer distributed on the DVD.

4.2. Not Supported

The following operating systems are not supported:

- 64-bit editions of Windows XP/Windows Server 2003/Windows Server 2003 R2
- Web editions of Windows Server 2003/Windows Server 2003 R2/Windows 2008/Windows 2008 R2
- Windows Vista
- Windows 7

Running PHP-based websites on the Messenger@Net server is not supported; installing an older/newer PHP version on the server, prior or after running the Messenger@Net installation program, may cause issues.

5. Functional Changes

For functional changes in previous releases, refer to previous Release Notes of Messenger@Net.

Installation path is customizable

In previous releases, installation path was fixed to `C:\SOPHO Messenger@Net`. You may now choose a custom path where to install Messenger@Net product during the installation.

Available modules have been reorganized

A number of modules have been removed, as follows:

- eLICENSE removed, all licensing now done via License Manager, part of CTI Runtime 2.0 package)
- eNET (discontinued, NET SEND functionality no longer available in the operating system)
- eAXI, eCHUB, eConvert, eDrager, eNM, ePRIVA, eTM_SR (customer-specific add-ons, discontinued)

The eVBVoice module is removed from the main product (available separately on request).

eCHECK module improvements

The eCHECK module has been improved; a function to generate a report file has also been added.

Web site now running on IIS

The Web Administrator module (website) is now running on IIS + PHP 5.1. Apache Web Server is no longer required or used.

6. Solved Issues

The following problems reported in previous releases have been solved in Messenger@Net 4.1.1.

ID	Summary
MAN-5 ITE 33343	CSTA Service ends with abnormal program termination for many concurrent connections The CSTA Service crashes when a lot of coincident connections are opened and then quick closed.
MAN-8 ITE 33382	National Instruments Fieldpoint doesn't install on Windows 2008 32bit The third party component can be manually installed but not via the automated Messenger@Net installer as a prerequisite.
MAN-9 ITE 33391	Incoming SMS alarms format message not changed if configured If incoming SMS alarms were configured in the system, the table <i>eKernel_Message_Format</i> was not being used to change the message format, even if specified to do so.
MAN-19	Patches should verify the installed version of the product and show descriptive error when incompatible The patches are applied on a specific version and if the version is not present then a user friendly error should display.
MAN-20	Licence Manager has some installation issues A new version for Licence Manager should be added in the automated Messenger@Net installer.
MAN-21 ITE 35897	eDASGIF fails when too many timed-out connections The maximum connection count is reached because timed-out connections are not instantly released.
MAN-22	CSTA close stream supplied on network busy errors On each network busy error the eDMSAPI module sends a close stream command that causes messages delivery delays.
MAN-25	Import function of eCONFIG module doesn't work The data import is not operational for the eCONFIG module.
MAN-30 ITE 37912	Sending SNMP Traps from modules doesn't work on Windows 2008 R2 The traps cannot be delivered on Windows 2008 R2 operating system.
MAN-3 / MAN-31	Database stored paths can be verified and adapted via central module upgrade functionality on startup Database stored paths adaptation is suppressed as MAN-31 requires.
MAN-32	GSM terminal emulator has no inbound section The GSM terminal emulator tool hasn't the inbound tab functional.
MAN-33	Missing INI file for Messenger i5 module A default INI file is missing on distribution.
MAN-34 ITE 37960	The process for eIO module doesn't end The eIO module doesn't free used resources when closed.
MAN-35	eSMTP Server module doesn't move mails from drop folder When autcreate is set for groups and fails the eSMTP Server module is not informed by eKERNEL and the list of unprocessed mails gets longer and longer.
MAN-39	eDMSAPI inbound messaging fails The module is unable to handle SOS key
MAN-40	eDMSAPI aborts connection when the system time is changed Messenger@Net not always recovers when the server time is changed.

7. Known Issues

The following problems reported in previous releases are known and have not yet been addressed.

ID	Summary
MAN-13	The login mechanism has security issues A potential security issue exists in the Web Administrator module, when using multiple Messenger@Net servers. Once a user is authenticated to one of the servers, it can access any Messenger@Net server.

8. Materials

8.1. Physical Distribution

Not available.

8.2. Online Information

Not available.

8.3. Documentation

The installation guide and relevant manuals can be found on the DVD, in the *Documentation* folder.