TelAlert Release Notes
Version 5.6.1
January 16, 2006

Contents

Please visit our community forums for detailed discussions of product features and fixes (http://forums.telalert.com).

Introduction

As the industry-leading, most implemented, most reliable and most cost-effective solution for enterprise and departmental messaging needs, TelAlert further improves its benchmark messaging server with this release.

Highlights of this release include a powerful and highly innovative real-time alert monitor that arms the administrator with an instant understanding of messaging activity even in the most complex and high-performance situations.

Numerous improvements in the legendary ability of TelAlert to communicate with any type of device or provider are also included in this release.

As part of the TelAlert Mission-Critical Messaging Suite, this release of the Messaging Server is synchronized with new versions of the other two vital parts of any comprehensive messaging solution:

- *TelAlert Corporate Messenger 5.6.1*, offering web-based self-service for messaging business users
- *TelAlert Voice/Text-To-Speech Server 5.6.1*, extending the reach of notification to important people using ordinary voice devices

Please read these notes to see how it applies to your installation, and feel free to call TelAlert Support for technical assistance or to contact TelAlert Sales at telalertsales@telalert.com about enhancing your messaging service.

Supported Platforms

TelAlert runs on these operating systems:

TelAlert Server Operating Systems
(all server operating systems also support the TelAlert client)
Microsoft NT (4.0/2000/2003/XP Professional)
IBM AIX 5.2 (and higher)
HP-UX PA-RISC 1.1 & 2.0 (10.20 and higher)
HP-UX PA-RISC 1.1 & 2.0 (11.0 and higher)
HP-UX Itanium2 (11.23 and higher)
Linux (glibc 2.0 & 2.1) (Intel)
Sun Solaris 2.7+ (SunOS 5.7+) (SPARC 32bit & SPARC 64bit)
Sun Solaris 2.9+ (SunOS 5.9+) (Intel X86 32bit)
Digital Unix (Tru64 UNIX 5.1A BL4)

TelAlert Client-Only Operating Systems
Apple Macintosh OS X (10.2.4)
IBM AIX 4.1.3 & AIX 3.2.5 (TelAlert Version 5.20)
AT&T GIS (System 3000) (TelAlert Version 5.50)
BSDI 4.1 (TelAlert Version 5.50)
HP-UX PA-RISC 1.0 & 1.1 (9.04 and higher) (TelAlert Version 5.50)
Java (TelAlert Admin "telalert")
Java (TelAlert EndUser "telalertc")
SGI Irix & MIPS ABI (TelAlert Version 5.50)
SCO Release 3 & SCO Release 5 (TelAlert Version 5.50)
SunOS 4.1.3 (SPARC 32bit) (TelAlert Version 5.50)
Sun Solaris 2.4+ (SunOS 5.4+) (SPARC 32bit)
HP Digital VMS Alpha & VMS VAX
HP MPE/iX (WRQ format) (TelAlert Version 5.20)
IBM OS/2 (TelAlert Version 5.10)
Tandem Guardian & Tandem OSS (TelAlert Version 4.03)

References

See these guides for detailed technical information:

Online Documentation: http://www.telalert.com/products/telalert/doc.php
TelAlert Quick Start Guide
TelAlert Administrator Guide
TelAlert Desktop User Guide
TelAlert Keyword and Command Reference
TelAlert Voice and Hardware Guide

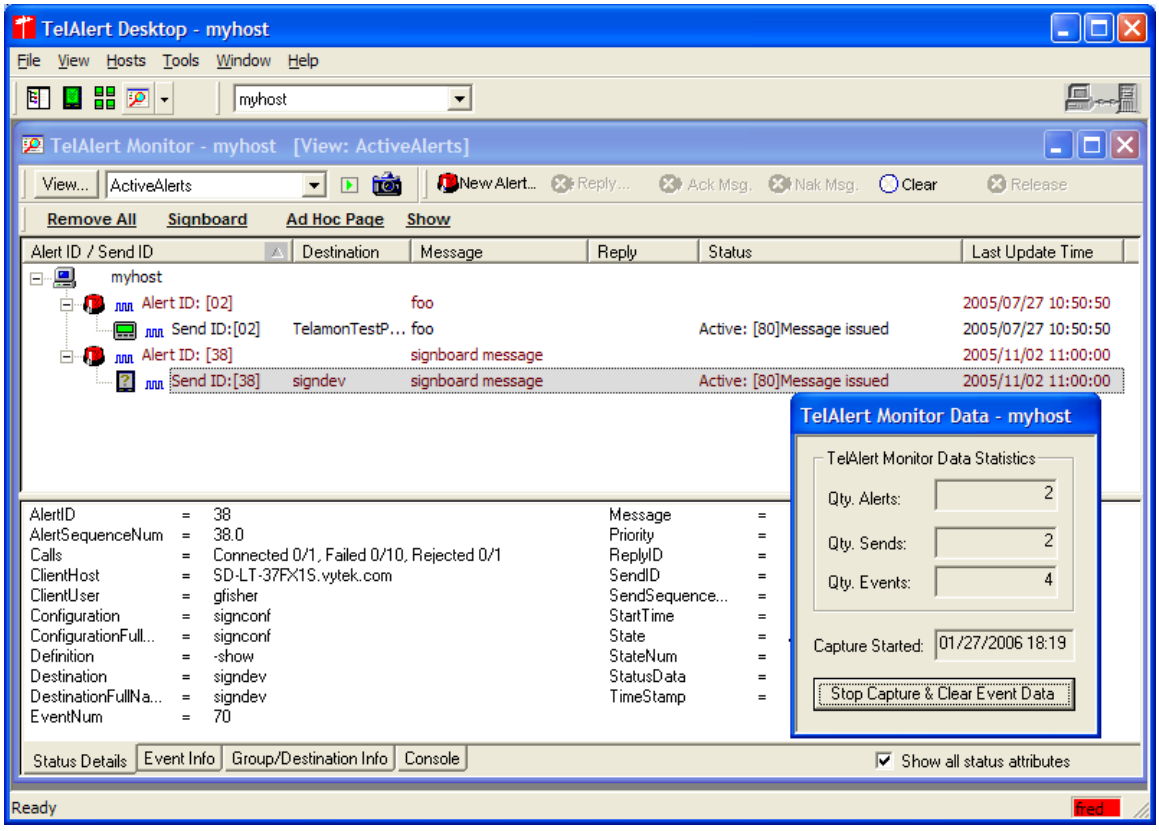
New Features

Read all about the improvements in this release.

Graphical TelAlert Monitor

This release of TelAlert includes a real-time alert monitor that tracks the progress of notifications in progress. Launched from the TelAlert Desktop, it provides:

- Real-time display of telalert messaging activity
- Flexible Summary or Detailed Message views
- Messaging activity summaries
- Event capture and replay
- Configurable custom views and button definition to allow ad-hoc access to frequently-used TelAlert commands



Web UI Integration

The TelAlert Desktop administration GUI now lets you launch directly into the TelAlert Corporate Messenger web application to enable smoother management of these TelAlert configurations.

Time Zone Support

TelAlert now supports time zones. By using the *Timezone* keyword in the *[Schedules]* section, you can easily specify which time zone the schedule is anchored to. If *Timezone* is not specified then schedules are assumed to be relative to the time zone of the TelAlert server.

Duplicate Destination Suppression

A Group primarily designed for escalation may include particular *Destinations* at multiple levels of the escalation, intentionally sending the same single Alert message to those *Destinations* multiple times during the escalation process, in order to maximize the chance of getting a reply. If that same Group is used for occasional 'broadcasts', sending multiple copies of the same broadcast message to a single Destination is no longer desired. The *[Strategy] SuppressDuplicates* keyword allows controlling duplicates based on whether an escalation or broadcast is being done.

Web Client Connection Control

Many TelAlert licenses have a specific limit on the number of simultaneous 'client' connections. Sites that use browser-based clients (either the `telalerth` 'Web Client' or the Corporate Messenger WebUI) could find that all of their client connections have been taken by browser-based clients, making it impossible for their integrated applications (OV, Remedy, etc.) to connect using command-line clients or the TelAlert API. The new *[Limits] MaxWebClientConnections* keyword allows the customer to limit the simultaneous Web client connections to a total less than their *[License]* allowance, so that the difference will always be available for command-line client/API access.

Modem Connection Speed Switching

Certain modems start the server-modem connection speed as specified by TelAlert, but after the modem-modem connection is established, automatically change the server-modem connection speed to match whatever modem-modem speed was established. If TelAlert does not know the server-modem speed has changed, TelAlert loses communication with the modem. The *[Modem] MatchConnectSpeed* keyword is used to notify TelAlert that a particular modem does this speed switching. (In other words, the modem CANNOT do 'split-speed' – it must always force the server-modem speed to match the modem-modem speed.)

Two-Way Replies with Nextel Blackberry Devices

This relates to support for Two-way Replies from Nextel Blackberry handhelds (the Blackberry sends the reply in HTML format). In other words, TelAlert needs to read this data coming from the Blackberry:

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 3.2//EN">
<HTML>
<HEAD>
<TITLE>Re: 6:</TITLE>
</HEAD>
<BODY>
<!-- Converted from text/plain format -->

<P><FONT SIZE=3D2>Yes<BR>
```

This generates the following information that TelAlert needs (and that would be the ONLY data in the block, if this was coming from a Nextel Motorola phone instead of from a Nextel Blackberry):

```
Re: 6:
Yes
```

Enhanced Dial Backup Support

As an example, Arch's WCTP Internet protocol can now use the TAP dialup protocol for *DialBackup*.

Enhanced TAP Protocol Support

Now captures text parts of IXO/TAP packets and reports them back to the `telalerte` process.

Enhanced SMPP Protocol Support

Overloaded *DeveloperID* to contain *system_type[:service_type]* in support of BellMobility needs.

Enhanced Interactive Voice Response Support

- Added option to explicitly hang up after *NoUserValidation* and/or *NoMessageResponse* outbound calls
- Added options to allow turning off Echo/Clip on outbound *Interactive Voice* messages

Enhanced GSM Modem Support

Support is added for certain brands/models of GSM modems. The following is a list of the modem configuration file names:

```
FalcomA2D_GSM
Nokia31_GSM
SiemensM20_GSM
SiemensME45_GSM
SiemensTC35_GSM
SonyGM28_GSM
WavecomWMOD2_GSM
```

Check the TelAlert Support site (www.telalert.com/support) for updates to this list.

Enhanced SMTP Protocol Support

- Added option to support sending MIME multipart messages, specifically to support sending BMC Remedy notifications via email
- Added option to support setting *X-Priority* to *High*

SOCKS Domain Name Support

Use when/if DNS lookup on the TelAlert server fails, since many companies that install SOCKS deliberately disable resolution of external DNS addresses via their internal DNS servers.

TelAlert Web Client (TelAlertH) Enhancements

- Enhanced interaction with web server to support Tomcat and IIS 6.0
- Embedded bitmaps for Logos (TelAlert and CalAmp) and default background code, so references to external files won't be needed, simplifying installation

Debugging Enhancements

Added expanded debug output (interpret bit-masks) for `testcomm` utility.

Fixes in this Release

- TAP Protocol:
  - Correct handling if "ID=" appears in subsequent parts of the dialog
- SMPP Protocol:

    - Fix *unbind* parameter list
    - Fix synchronization problem with *deliver_sm* packets being received when we're expecting *submit_sm_resp* packets
- WCTP Protocol:
    - Change MAX_MESSAGES_IN_BATCH from 10 to 5
- GSM Modem:
    - Use larger buffer for incoming PDU packets - was truncating long replies
    - Process unrecognized input as a *Request*
    - Correctly support *SplitLongMessage*
    - Handle multi-line responses to init commands
    - Decoding GMT dates now reporting correct GMT offset
- SNPP Protocol:
    - Fix text pager SNPP not extracting *claimcheck* from 960 *result*
    - Added option to force code to expect single-line responses to MSTA, except when 214 header seen
- SMTP Protocol:
    - Change iso-8559 to iso-8859
- TelAlertE process:
    - If a **telalertc** -g expands to no *Destinations*, report an error, not just *AlertCompleted*
    - Allow DNS failures when/if SOCKS or HTTPProxy are used
    - Changed *Refuse* from *Warn* to *Error*, to enable failover
    - Set *tm_sec* to 59 for Schedule End times, not 0 (zero). This fixes holes in the last minute of scheduled blocks.
    - Added option to suppress "Polling Complete" reports to the trail file
    - Change Request handling to strip leading non-alphanumeric characters from the *RequestName* value, rather than replacing with "_"
- ReadMail Process:
    - Handle missing/empty message body
    - Added option to allow reformatting messages with no subject and body consisting of *"<sendid> text"*
- TelaConfE Process:
    - Corrected code where *-references* would exit due to incorrect specification of *Notification* presence in some sections
    - Clear out *Aliases* in -copy
    - Changed code so that if a corrupted *sects* image is detected, only allow:
      -flush { -sectsread | -iniread }
      -iniwrite
- General
    - Corrected handling of dates in 64-bit builds
    - Corrected handling of attempts to inherit non-allocated values from default paragraph entry (specifically, *RotationTimeOnDuty*[])

- Silently strip leading/trailing blanks from *Alias1|2*
- Generate error if *Alias1|2* contains "{}[]"

Known Issues

There are no known issues.