

Bulletin No.: 226_64_Bit_Apps

November 3, 2010

64-Bit OfficeServ™ CTI Applications Announcement

Some time ago Samsung made an announcement regarding the lack of 64-bit operating system support for our OfficeServ CTI suite of applications. We alerted you that development of the 64-bit versions of our applications was being put on hold for more beneficial product developments. In the time since that announcement we have seen the launch of many new and exciting features; mobile extension support through MOBEX, increased VoIP flexibility with MPS channels, the launch of the OfficeServ 7030 and 7200S systems, and a variety of other enhancements that have extended your reach in the market.

With the recent launch of Microsoft Windows® 7 and the fact that almost 50% of Windows 7 users have a 64-bit version of the operating system we have decided that it is now time to focus on adding 64-bit support to our applications in order to allow you to meet the demand well before the majority of customers require it.

Today Samsung Telecommunications America is pleased to announce the release of the OfficeServ **Communicator T1.1.0.5**, OfficeServ **Operator T1.3.5.7**, OfficeServ **DataView T1.5.2.7**, OfficeServ **Messenger T1.7.2.3**, and OfficeServ **EasySet V3.2.4.0** applications. These new applications are being released in order to provide support for 32- or 64-bit version of the Microsoft Windows operating systems. These new versions allow the applications to be installed and used on **32- or 64-bit** versions of **Windows XP, Windows Vista, Windows 7, Windows 2003, and Windows 2008**. The new versions are compatible only with OfficeServ 7000 Series systems; this includes the OfficeServ 7030, 7100, 7200-S, 7200, and 7400 systems.

These new versions are drop-in re-placements for the 32-bit only versions and do not require any special licensing, purchasing, or training to use. The OfficeServ Operator, OfficeServ EasySet, and OfficeServ DataView products do have some extra steps during installation on a 64-bit operating system, and these are noted on the following pages.

The new software may be downloaded from the GSBN website or obtained from Samsung Technical Support on or after November 3, 2010. For assistance installing or upgrading to the newest versions please contact Samsung Technical Support at 800-737-7008.

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OFFICESERV OPERATOR INSTALLATION CHANGES

When installing the OfficeServ Operator application on a 64-bit operating system you must explicitly load the 64-bit version of the Samsung TSP driver (the driver that allows the Operator to talk to OfficeServ Link). This is done by executing a special program that is installed along with the newest Operator software.

To access the program open the OfficeServ Operator folder (**C:\Program Files (x86)\Samsung Electronics\OfficeServ Operator** by default). The file is called **Samsung TSP64 Config Tool.exe**. Right-click the file and choose "Run as administrator". The TSP will be installed and you will be prompted with the normal Link Configuration screen you are used to. Set the IP address of the OfficeServ Link server and click OK. The 64-bit TSP is now installed and ready to use!

If you have issues with the installation process please contact Samsung Technical Support at 800-737-7008.

OFFICESERV EASYSET AND DATAVIEW INSTALLATION CHANGES

When installing the OfficeServ EasySet or OfficeServ DataView applications on a system running Windows 7 or Windows 2008 it is necessary to change the application pool the web site uses from "DefaultAppPool" to "Classic .NET AppPool", as is noted in the latest OfficeServ EasySet installation guide.

When installing these applications on a 64-bit version of Windows 7 or Windows 2008 it is necessary to make one further change to the "Classic .NET AppPool" in order to make the web sites load properly.

You must right-click the "Classic .NET AppPool" and choose "Advanced Settings..." and then look for the line that says "Enable 32-bit Applications". It will be set to "False" by default, and you must change it to "True". After making this change the web sites will then load properly assuming all other installation steps have been completed properly.

If you have issues with the installation process please contact Samsung Technical Support at 800-737-7008.