



Avaya Solution & Interoperability Test Lab

Application Notes for Datapulse™ Precision 4.2 with Avaya Communication Server 1000E R7.5 - Issue 1.0

Abstract

These Application Notes describe the configuration of Datapulse™ Precision to interoperate with Avaya Communication Sever 1000E.

Information in these Application Notes has been obtained through DevConnect Compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe a compliance tested configuration of the interoperability of Datapulse™ Precision to interoperate with Avaya Communication Server 1000E. Datapulse™ Precision retrieves call detail records (CDR) from the Avaya Communication Server 1000E system.

2. General Test Approach and Test Results

The interoperability compliance test included feature testing. The feature testing evaluated the ability of Datapulse™ Precision to correctly collect and present the generated call data for various scenarios. The Avaya Communication Server 1000E with Datapulse Precision was tested in the Avaya Lab. Test cases were executed jointly by an Avaya and a Datapulse representative. All tests were manual tests and all results were discussed and agreed.

2.1. Interoperability Compliance Testing

Feature functionality testing focused on verifying that Precision could successfully collect, process and present all Communication Server 1000E call data. All tests were manual tests and covered the following areas:

- Precision's three methods of connection to the Communication Server 1000E
 - Direct Serial connection
 - NetBuffer
 - IPBuffer
- Ensured that Internal calls provide CDR data and Precision can process and report correctly for each connection method
- Ensured that Internal calls that include Operator Console 2250 provide CDR data and the data is interpreted correctly by Precision for each connection method
- Ensured that Incoming and Outgoing trunk calls are reported correctly by Precision for each connection method
- Ensured that data for each of the various Deskphone types, IP (UNISim), SIP and digital sets was properly reported.

2.2. Test Results

All tests that were executed passed successfully except for the following observation.

- An issue with the CDR data that is produced by the Avaya Communication Server 1000E was encountered during testing. Datapulse prepared a patch that can be applied in order to workaround the issue until a fix is available from Avaya. An Avaya tech ticket has been opened to track this issue.
Avaya Support Ticket #10316: CDR output is incorrect due to additional carriage return in the 'Ring Time' CDR data.

2.3. Support

Technical support for the Avaya products can be obtained from Avaya. See the support link at <http://support.avaya.com> for contact information.

Technical support can be obtained for Datapulse Precision from Datapulse. Submit a Support Issue <http://www.datapulse.co.uk/uk/services/submitproblem.aspx> or email Datapulse at support@datapulse.com

3. Reference Configuration

The reference configuration described throughout these Application Notes is shown in **Figure 1**, **Figure 2** and **Figure 3**.

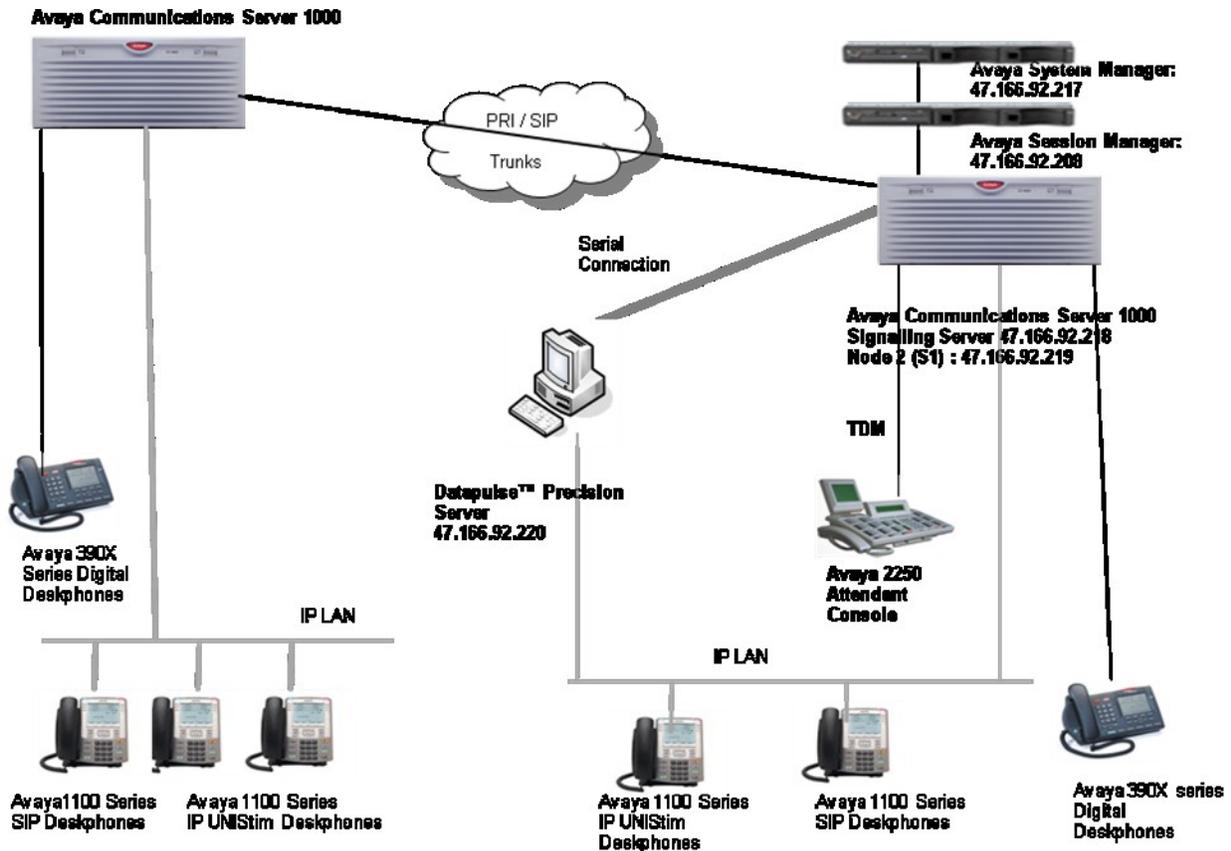


Figure 1: Avaya Communications Server 1000E / Datapulse Precision Direct Serial connection

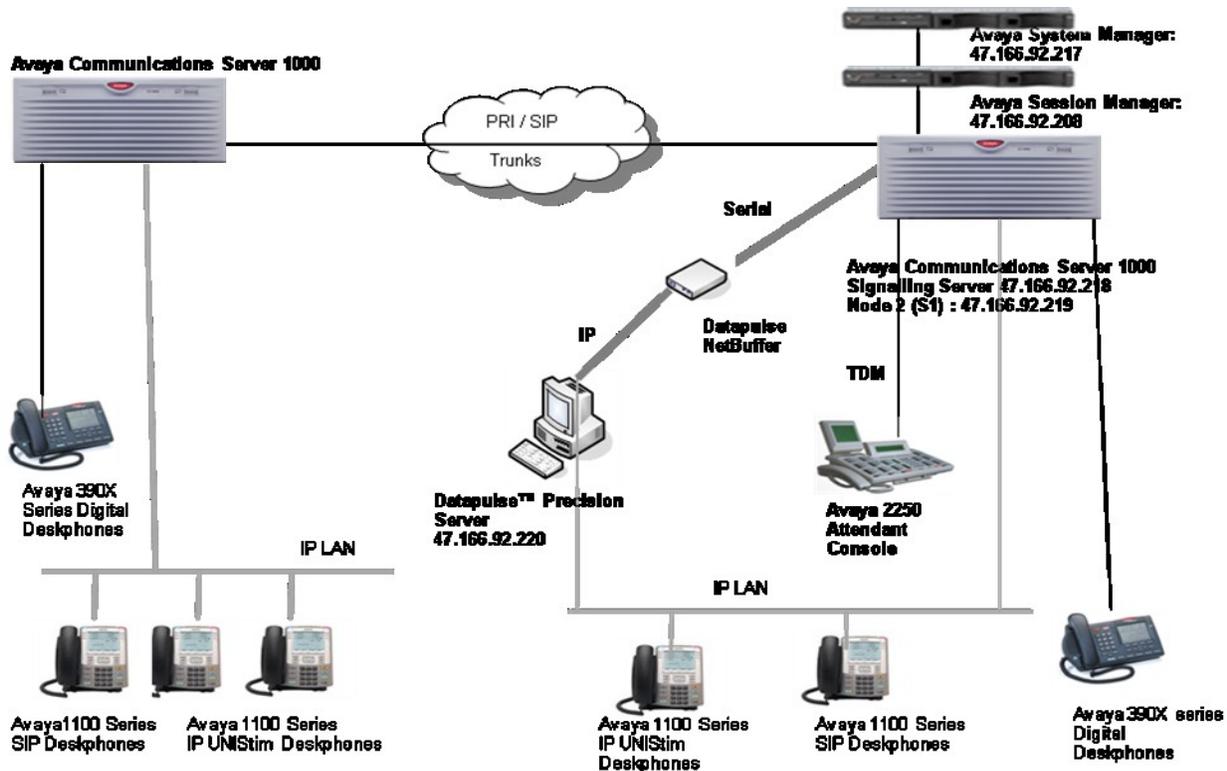


Figure 2: Avaya Communications Server 1000E / Datapulse Precision NetBuffer connection

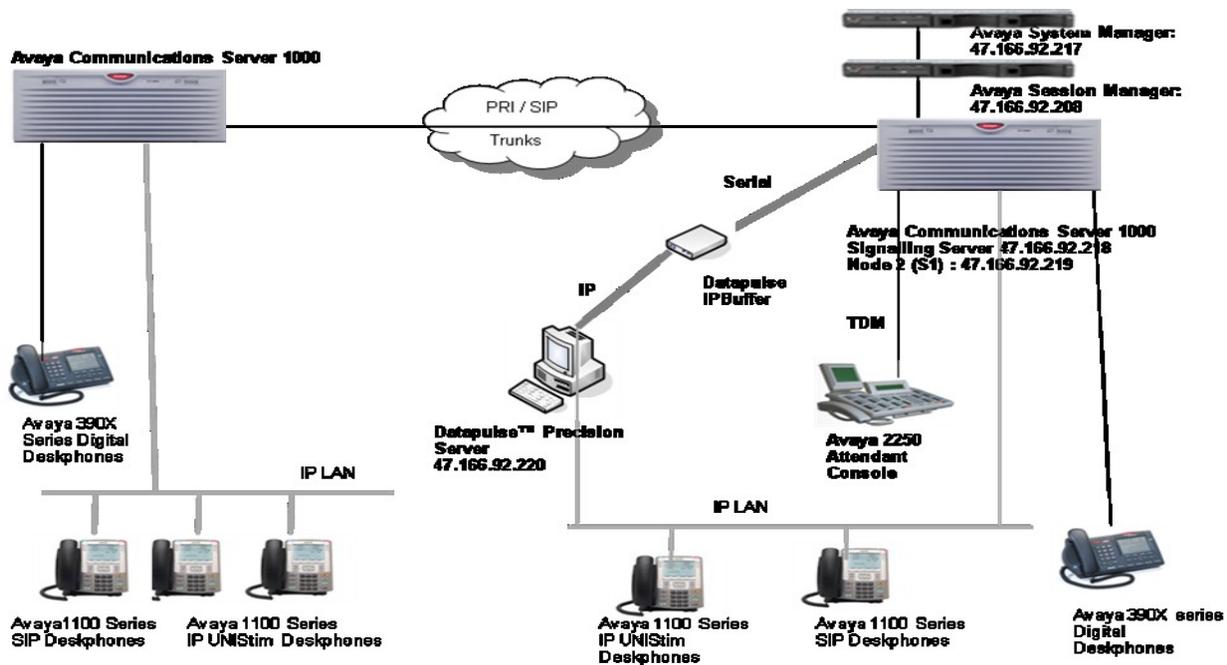


Figure 3: Avaya Communications Server 1000E / Datapulse Precision IPBuffer connection

3.1. Avaya Communication Server 1000E

The Communication Server 1000E runs on the Common Processor Pentium Mobile (CP-PM) server as a co-resident configuration. The patch level installed at the time of testing is listed in the **Appendix**. As the diagram shows, a number of Avaya Deskphones may be configured. Typically, the set-up will have external communication via a SIP or PRI trunks to the PSTN or another Communication Server 1000E as shown in **Figure 1**, **Figure 2** and **Figure 3**.

3.2. Datapulse™ Precision

Precision is a call management system, i.e. a call-billing and costing tool, that provides monitoring and reporting of network traffic on a switch, tracking of lost and abandoned calls and detection of telephone misuse and assists in reducing operating costs. It collects data from the CDR output and processes and costs it according to the selected tariff. Call data can be generated for various calls type and scenarios e.g., intra-switch calls, inbound trunk calls and outbound trunk calls. There are 3 supported configuration options.

- Serial connection – Direct connection to the Communication Server 1000E to collect CDR Data
- NetBuffer – Serial cable is connected to the Buffer, Web interface to Precision server
- IPBuffer - Serial cable is connected to the Buffer, Web interface to Precision server

Note: Scannex NetBuffer and IPBuffer products are supported by Datapulse.

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided.

Equipment	Software/Firmware
<i>Avaya PBX Products</i>	
Avaya Communication Server 1000E	Avaya Communication Server 1000E R7.5 Patches on the sysetms are listed in Appendix
Avaya S8800	Avaya Aura® Session Manager R6.1 6.1.00.610023-1
Avaya S8800	Avaya Aura® System Manager R6.1 6.1.0.0.7345-6.1.5.9
Avaya Avaya Communication Server 1000E Media Gateway	CSP VERSION: MGCC CD01 MSP VERSION: MGCM AB01 APP VERSION: MGCA BA07 FPGA VERSION: MGCF AA18 BOOT VERSION: MGCB BA07 DSP1 VERSION: DSP1 AB03 DSP2 VERSION: DSP2 AB03 DSP3 VERSION: DSP3 AB03 DSP4 VERSION: DSP4 AB01 DSP5 VERSION: DSP5 AA01
<i>Avaya Attendant Products</i>	
Avaya 2250 Attendant Console	ASIP 09 00 UIP0711
Avaya Console Interface Unit – NTAG58AA	Rel:04
<i>Avaya Internal Telephone Sets</i>	
Avaya 1100 series IP Telephones <ul style="list-style-type: none"> • 1140e • 1230e • 1165e Avaya M3900 series Telephones <ul style="list-style-type: none"> • M3904 Avaya 1100 series SIP Telephone <ul style="list-style-type: none"> • 1140 • 1230 	0625C8A (UNISstim 5.0) 062AC8A (UNISstim 5.0) 0626C8A (UNISstim 5.0) Version: AA93 SIP 1140- 4.00.04.00 SIP 12x0 -4.00.04.00
<i>Avaya External Telephone Sets</i>	
Avaya 1100 series IP Telephones <ul style="list-style-type: none"> • 1140e Avaya M3900 series Telephones <ul style="list-style-type: none"> • M3904 	0625C8A (UNISstim 4.2) Version: AA93

<i>Datapulse Products</i>	
Datapulse PC (Direct Connect)	Precision Server Software 4.2.1.6
Scannex NetBuffer (See Note below)	Version 2.63
Scannex IPBuffer (See Note below)	Version IPBCF2-10.71

Notes: Datapulse will support both Scannex NetBuffer and IPBuffer issues with their Precision product.

5. Configure Avaya Communication Server 1000E

This section provides the procedures for configuring CDR features in the Communication Server 1000E system. For all other provisioning information such as initial installation and configuration, please refer to the product documentation. The Communication Server 1000E system is configured to generate CDR to the serial port.

- Configure CDR in the Customer Data Block
- Configure CDR in the Route Data Block
- Configure CDR for Avaya proprietary phones

5.1. Configure CDR in the Configuration Data Block

A number of configuration changes are required on the Communication Server 1000E Configuration Data Block.

Note: Not all of the following prompts need an answer. Only answers in bold characters are mandatory for a basic configuration. Accept the default responses for each prompt by pressing the **Return** key except for those that are highlighted in **bold**.

Notes: The configuration and verification operations illustrated in these sub-sections were all performed using terminal access over a serial link into a TTY port using the program “Reflections”. The information provided in these sections describes the configuration for this solution.

5.1.1. Direct the Call Data to the Avaya Communication Server 1000E Serial Port

To direct the call data to the required serial port the following configuration changes are required:

LD 17		
REQ	CHG	Change
TYPE	ADAN	Action Device And Number
ADAN	NEW TTY 12	New Teletype port number. (any number)
CTYP	MGC	Media Gateway
IPMG	4 0	IP Media Gateway - The IPMG on which the TTY is being configured. 4 = Superloop, 0= Shelf
PORT	0	Port Number for TTY. (0-4)
DNUM		
DES	CDR-PORT	Designator, can be any name
BPS		
BITL		
STOP		
PARY		
FLOW		
USER	CTY	CDR TTY - The TTY port only outputs CDR records
TTYLOG		
BANR		

5.1.2. Configure CDR in the Configuration Record

To change the format of the Call Records make the following change on the Communication Server 1000E.

LD 17		
REQ	CHG	
TYPE	PARM	Change System Parameters
...		
FCDR	NEW	Utilises 'NEW' CDR format. Information field locations are fixed. Requires package 234
PCDR		
TPO		
...		
SBA_ADM_INS		
SBA_USER		
CLID	YES	Calling Line ID included in CDR records

5.1.3. Configure CDR in the Customer Data Block

There are a number of call types to be enabled in the Customer Data Block.

LD 15	
REQ: CHG	
TYPE: CDR	Change the Call Detail Records
TYPE CDR_DATA	
CUST 0	
CDR YES	Yes to change CDR
IMPH YES	CDR enabled for incoming calls
OMPH YES	CDR enabled for outgoing calls
AXID YES	Auxiliary Identification provide the TN when the call involves a multiple appearance DN
TRCR YES	Carriage Return sent after each CDR message
CDPR	
ECDR YES	Send End-to-End Signalling digits in CDR format
BDI	
OTCR	
PORT 12	Enter the port number that was configured in Section 5.1.1
CNI	
BCAP	
CHLN	
FCAF	

5.1.4. Enable Time to answer Customer Data Block

Enter overlay 15 (LD 15) to enable time to answer information and abandoned call records to be displayed in the CDR record.

LD 15	
REQ CHG	
TYPE: CDB	Change the Customer Data Block
OPT TTAA	Time to Answer information and Abandoned call records allowed

5.2. Configure CDR in the Route Data Block

Enable CDR records to be transferred from Inter-switch trunks.

```
LD 16
REQ  CHG
TYPE RDB
CUST 0
ROUT 14
DES
TKTP
M911P
...
CNTL
DRNG
CDR  YES                Yes to change CDR
      INC  YES          CDR enabled for all incoming calls
      LAST YES         The terminating ID field in the CDR record will contain
                       the last party.
      QREC YES         Initial connection (Q) record will be output for incoming
                       calls.
      OAL  YES
      TTA  YES         Time to Answer output
      ABAN YES         Abandoned call records output
      AIA  YES
      OAN  YES
      OPD  YES
NDP
NATL
DNIS  YES
...
CCBA
ARDN
```

5.3. Configure CDR for Avaya Deskphones

CDR is enabled on individual phonesets in LD11 or LD20.

```
LD 20
REQ:  CHG
TYPE: 1140                Set type to be configured
TN   96 0 0 20          Terminal Number of the set
ECHG YES
ITEM  CLS ABDA ICDA CDMA  Class of Service to be applied to the phoneset
ABDA - Abandoned call record and time to answer allowed
ICDA - Internal Call Detail Recording Allowed
CDMA - allows external station activity records to be
       generated for the set.
Note: The phoneset will output D records whenever a trunk
       is accessed by, or terminates on, the phone. The D
       record is output regardless of the CDR settings in
       the Route Data Block (LD 16).
```

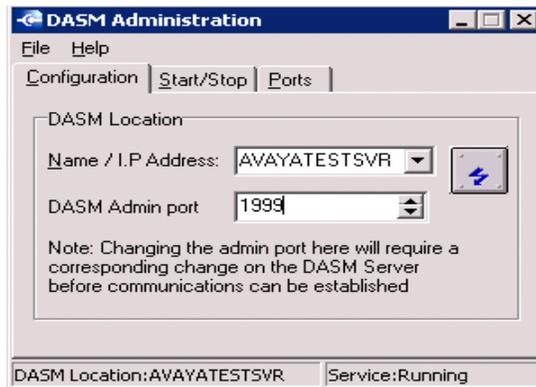
6. Configure Datapulse™ Precision

In order to configure Precision it is necessary to configure data collection ports. This can be done using the **Data Acquisition and Storage Module (DASM)**. Ports are the means of collecting data from the Communication Server 1000E. DASM listens for data on these ports and, when it arrives, moves the data into a stream file for processing.

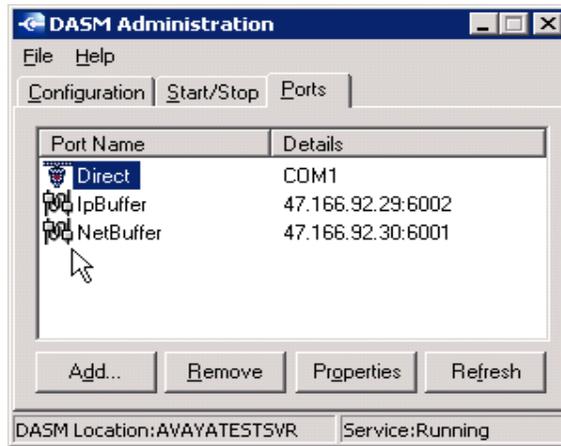
- Configure TCP/IP data collection ports
- Configure COM Serial port as the data collection port
- Define Communication Server 1000E Switch Configuration for Precision
- Configure Scannex NetBuffer
- Configure Scannex IP Buffer

6.1. Configure Data Ports using Data Acquisition and Storage Module

DASM Administration is run on the Precision Server from **Start → Datapulse → DASM → DASM Administration**. The **DASM Administration** window appears.



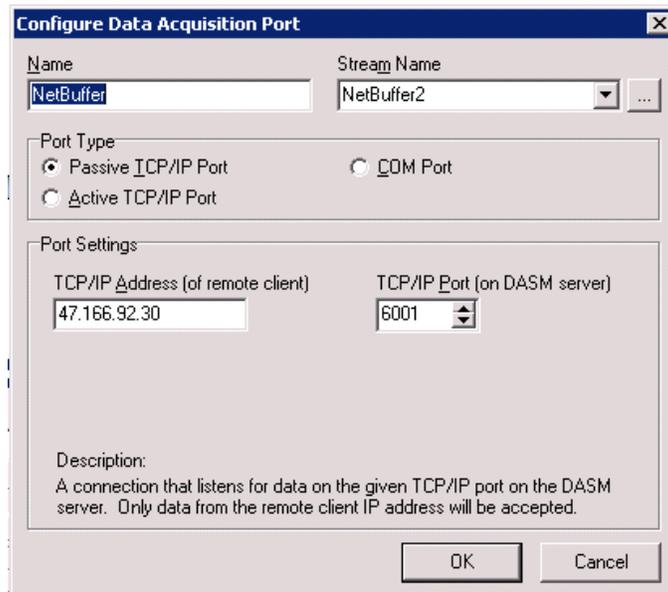
Enter the the **Name** or **IP Address** of Precision Server in the **Data Acquisition and Storage Module**. Enter 1999 in the **DASM Admin port** field as shown. Click on **Ports** tab to reveal the ports configuration window.



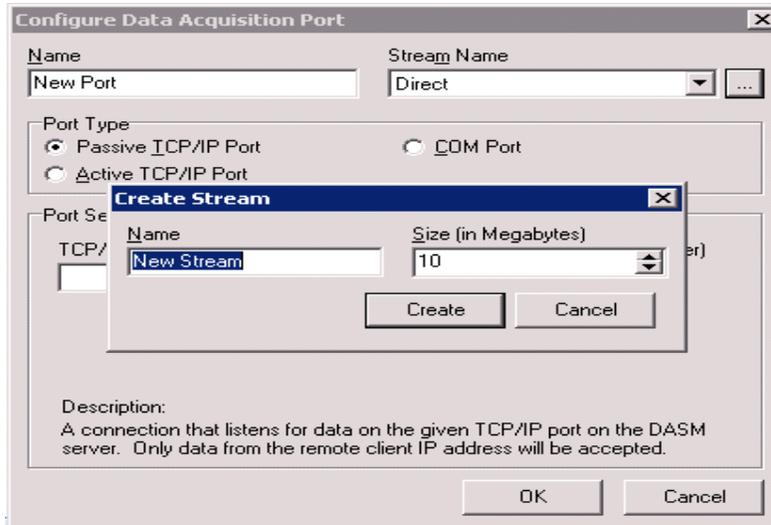
Ports can be configured as **COM** or **TCP/IP**. A COM port is a direct serial connection into the PC which the DASM service monitors for data, whereas a TCP/IP port is a TCP port that the DASM service listens on for data. If using a **NetBuffer** or **IPBuffer**, a **TCP/IP** port is used. TCP/IP ports can be passive or active. For Communication Server 1000E in combination with NetBuffers and IPBuffers, the passive option is used.

6.1.1. Configure Data Port as a TCP/IP Port

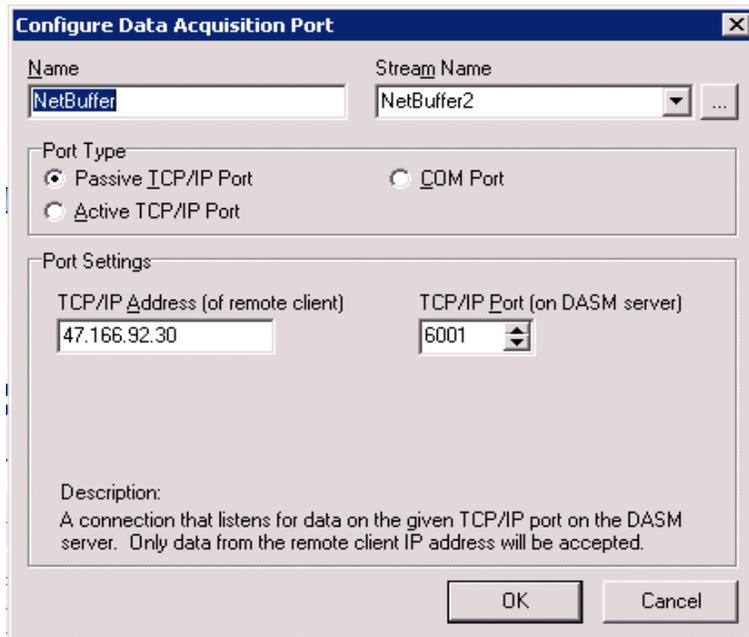
Click **Add...** to add a new port. The **Configure Data Acquisition Port** window appears.



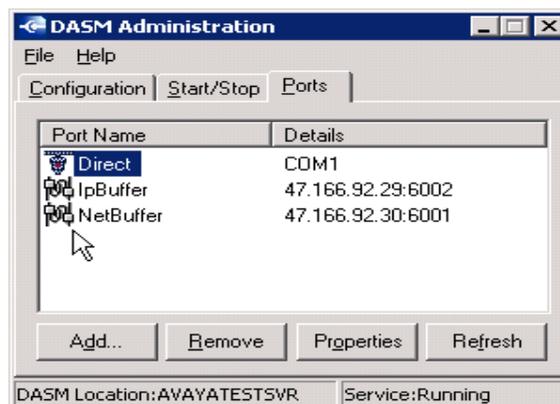
In the **Name** field enter any name to identify the port. In this case 2 TCP/IP ports were configured one for use of NetBuffer and one for use of IPBuffer so **NetBuffer** and **IpBuffer** were used for the port names. Click ... ellipsis button to the right of the **Stream Name** field. A new window called **Create Stream** appears.



Enter any name in the **Name** field, the **Size (in Megabytes)** field can be left as default **10**. A stream is a circular file into which DASM feeds the data received on its ports. It uses one stream per port. The data is inserted into the stream by DASM as and when it receives it. Once the stream is full, it deletes the oldest data and inserts the newest, hence it being called a circular file. Click on the **Create** button. The previous window **Configure Data Acquisition Port** appears again for continuation of the port configuration. Select **Passive TCP/IP Port**.



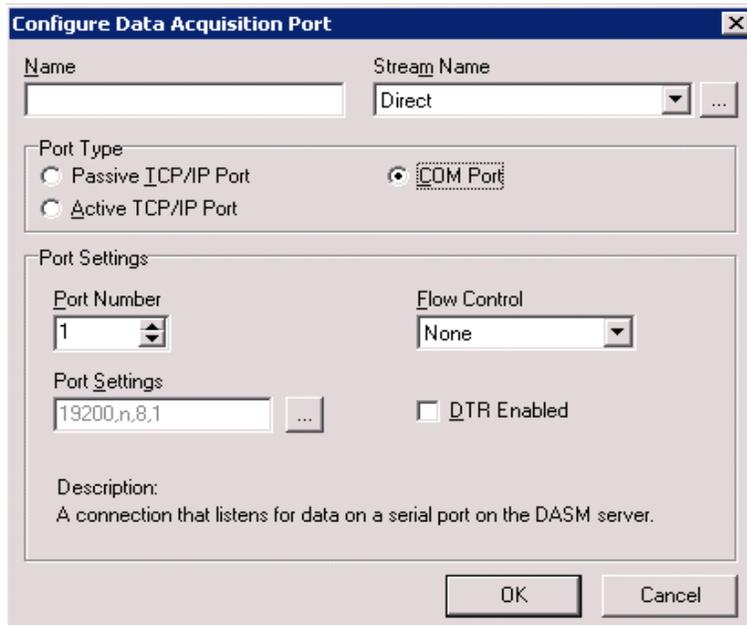
In **TCP/IP Address (of remote client)** enter the stream **IP address** of the remote device which will be pushing the data to the Precision server (i.e. NetBuffer or IPBuffer). In this case 47.166.92.29 and 47.166.92.30 were used for the two buffers. Use the default port **6000** in the **TCP/IP Port (on DASM Server)** for the first port setting and port **6001** for the second. Click Ok to return to the DASM Administration window.



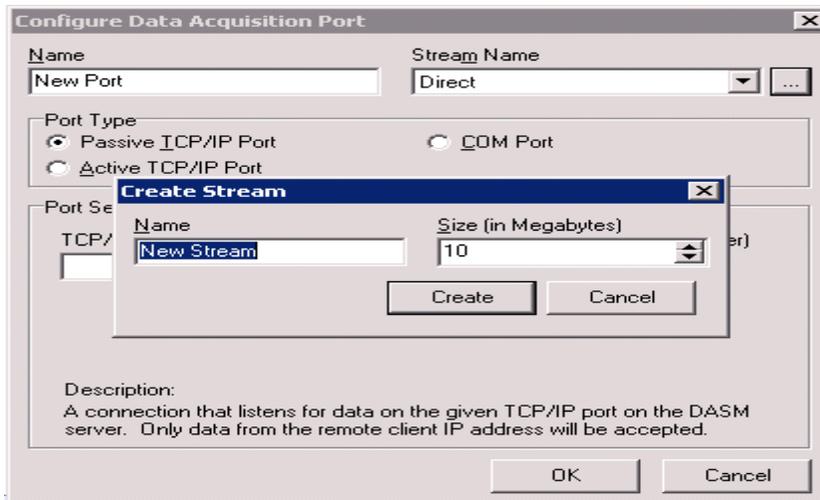
The serial cable from the Communication Server 1000E should be plugged into one of the serial ports in the IPBuffer or in the case of the NetBuffer there is only one serial port to connect to.

6.1.2. Configure Com1 as a Serial Data Collection Port

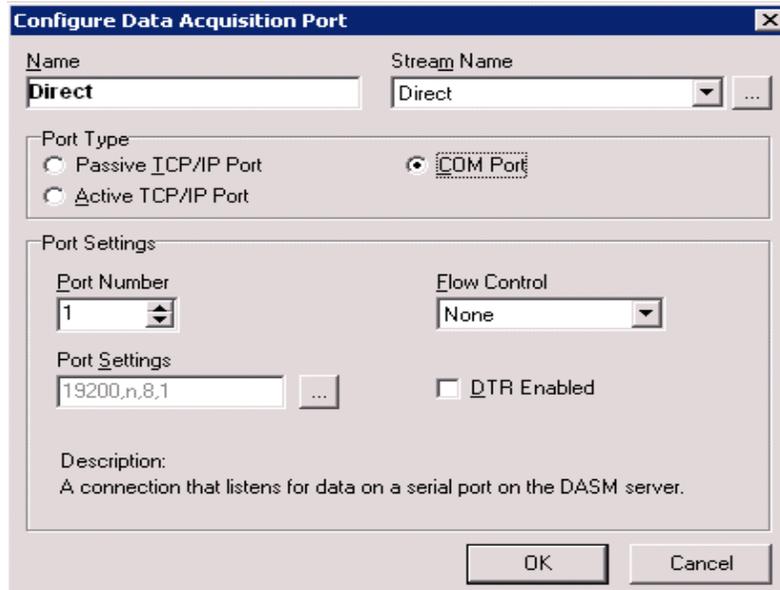
When configuring a com port to receive data on, this requires a port number. This corresponds to the physical com port on the Precision server. PCs rarely have more than 1 or 2 com ports on them and these are usually labelled as com1 and com2 and recognised in the OS as the same. So, if input data is required on com1 then configure DASM to use Port Number 1. The serial cable from the Communication Server 1000E should be plugged into this com port on the Precision server.



In the Name field enter any suitable name to identify the port e.g., **Direct**. Click ... ellipsis button to the right of the Stream Name field. A new window called **Create Stream** appears.



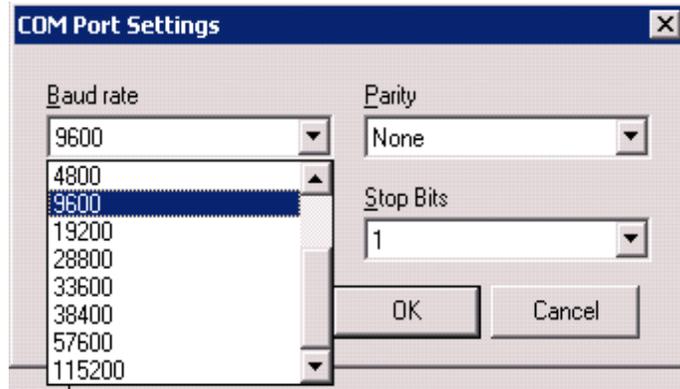
Enter any name in the **Name** field identify the stream e.g., **Direct**, the **Size (inMegabytes)** field can be left as default **10**. Click on the **Create** button. The previous window **Configure Data Acquisition Port** is presented.



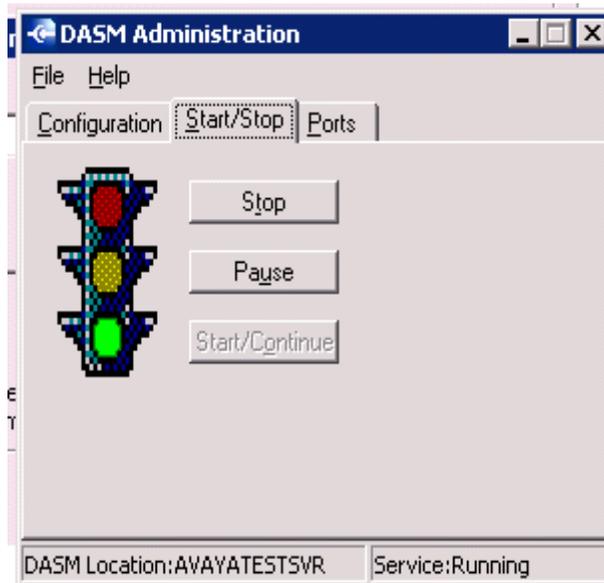
The previous window **Configure Data Acquisition Port** appears again for continuation of the port configuration. Select **COM Port** as shown. The COM port settings should be set to match those that were configured on the CDR port on the Communication Server 1000E. See **Section 4.1.1** So if the port settings on the Communication Server 1000E are 9600, None, 8 and 1, then make the DASM port match. Click the ... ellipsis. The **COM Port Settings** window is presented.



Enter the settings to match the Communication Server 1000E settings and click **OK**.

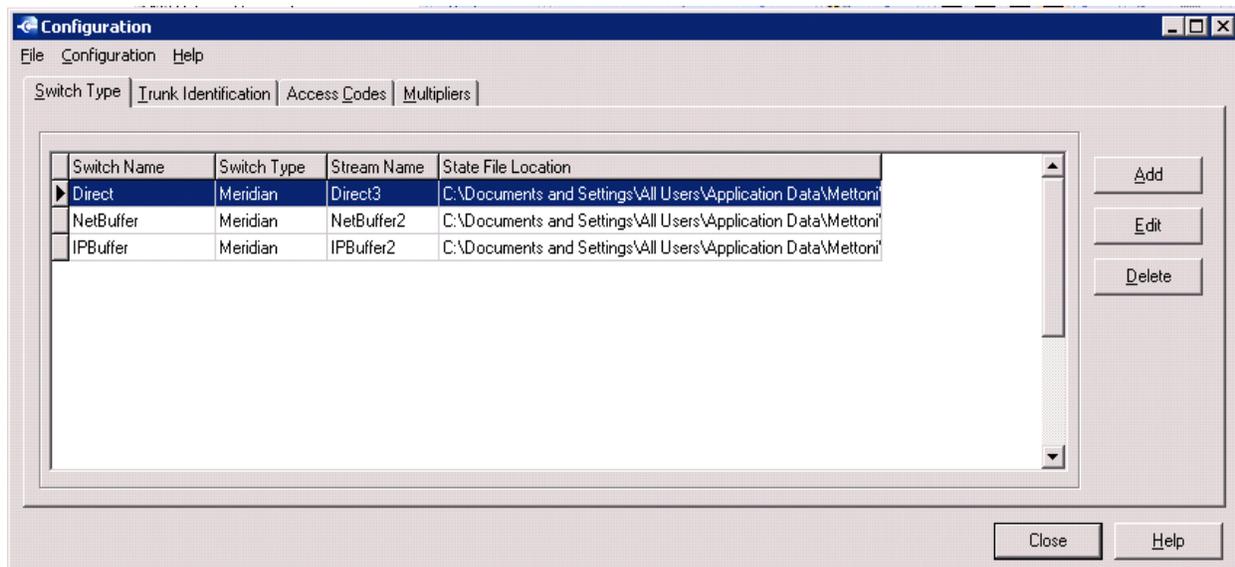


The DASM service must be restarted once the ports and streams are created. The easiest way to do this is via the **Stop** and **Start** buttons on the **Start/Stop** tab on **DASM Administration** window.



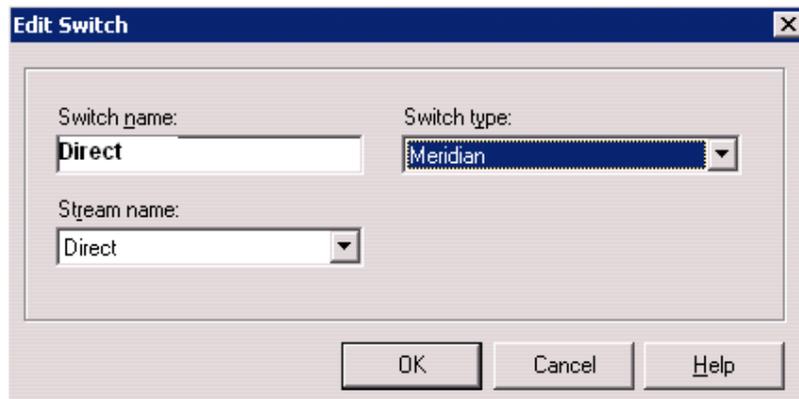
6.1.3. Define Avaya Communication Server 1000E Switch Configuration for Precision

Once the DASM ports and streams are created, Precision needs to be configured for the Communication Server 1000E. The switch is effectively a one-to-one mapping from the Communication Server 1000E to the Precision database via the DASM port and stream. The switch is configured in the Precision Configuration tool. Go to **Start → Datapulse → Precision CPE → Configuration**. The following window appears. On the **Switch Type** tab click the **Add** button on the right hand side.



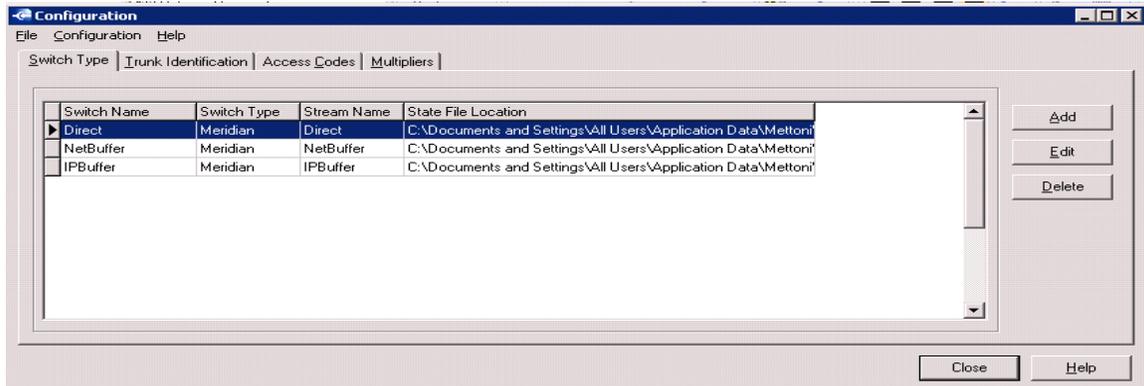
The **Edit Switch** window appears.

- **Switch name** – any suitable name. For convenience the port names that were configured in **Section 5.1.1** or **Section 5.1.2** should be used.
- **Stream Name** -i.e. the stream that is being used to contain data from the CS1000E. This needs to have been already set up via DASM. See **Section 5.1.1** or **Section 5.1.2** depending on whether TCP/IP port or Serial Port is being used.
- **Switch type** - this is always 'Meridian' for Communication Server 1000E (Meridian being the precursor for Communication Server 1000).

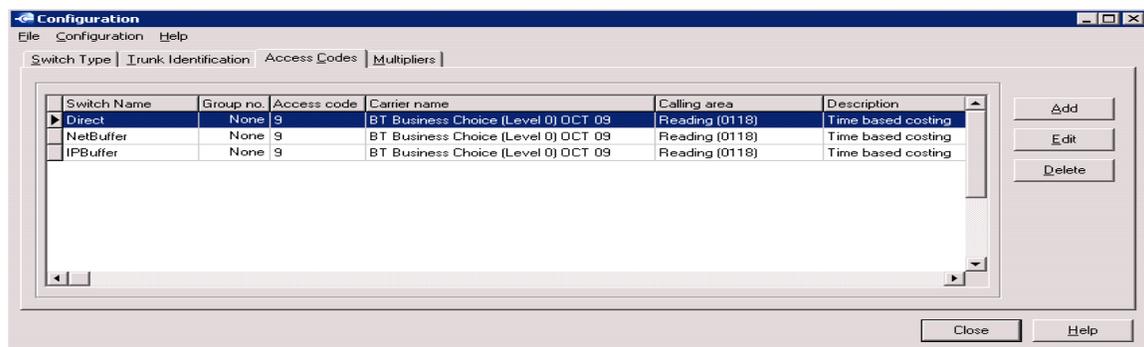


Click the **OK** button to exit this window.

The **Configuration** window reappears.



Any access codes that will be used on the Communication Server 1000E need to be added on the **Access Codes** Tab. This is so that Precision can strip off the access code to obtain the actual number dialed in order to cost the call and report on locations dialed, etc. Click **Add** or **Edit** buttons on the **Access Codes** tab as required.



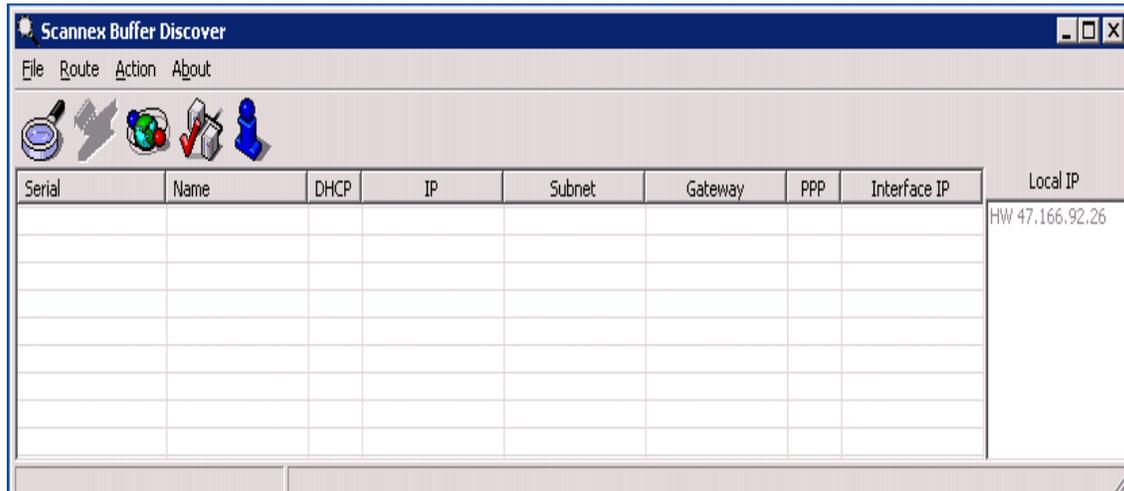
The access code also stores information on the tariff used and the location from which the calls are being made in order to calculate the cost of calls. The tariffs are installed via the Tariff Manager utility. This configuration is not in the scope of these Application Notes.

6.2. Configure Scannex NetBuffer

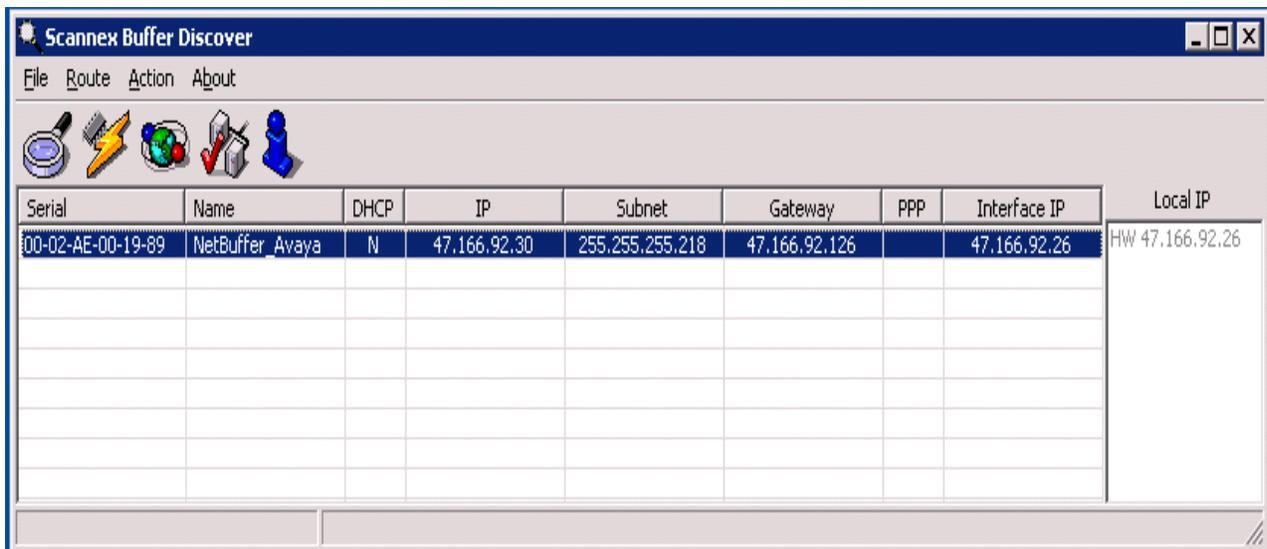
Run SEDiscover. Go to **Start** → **All Programs** → **Scannex** → **SEDiscover** → **SEDiscover**.



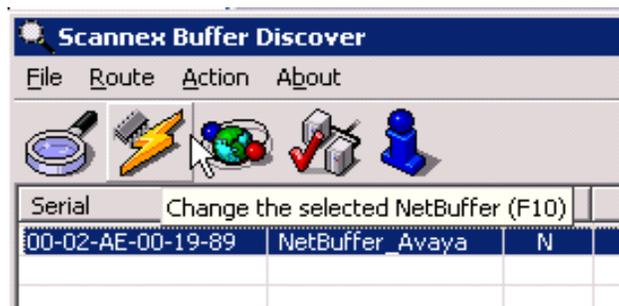
The **Scannex Buffer Discover** window appears.



To find a NetBuffer on the network, click the **magnifying glass** icon.



When the NetBuffer is identified select it and click **lightning** icon to configure IP settings.



The **Change IP** window appears. Enter the IP configuration to be assigned to the NetBuffer. Click **Program** when complete to save the settings and to return to the previous window.

To access admin utility click on the acces button as shown.

Serial	Name	Status	IP Address	Subnet
00-02-AE-00-19-89	NetBuffer_Avaya	N	47.166.92.30	255.255.255.218

The following window should appear in your web browser. Click on **Setup Menu**.

[\[Status/Index\]](#) [\[Lock\]](#) [\[Engineer Menu\]](#) [\[Setup Menu\]](#)

Status

Source Serial Port (*Input & Output, Binary*)

Baud	Protocol	DSR	CTS	RX pin	Autobaud
9600	8N	1	1	0	0

0-00:08:47 since data

Up time 0-00:08:47
Bytes 0 / 16760832 (0%)
Status Circular

Destination TCP2

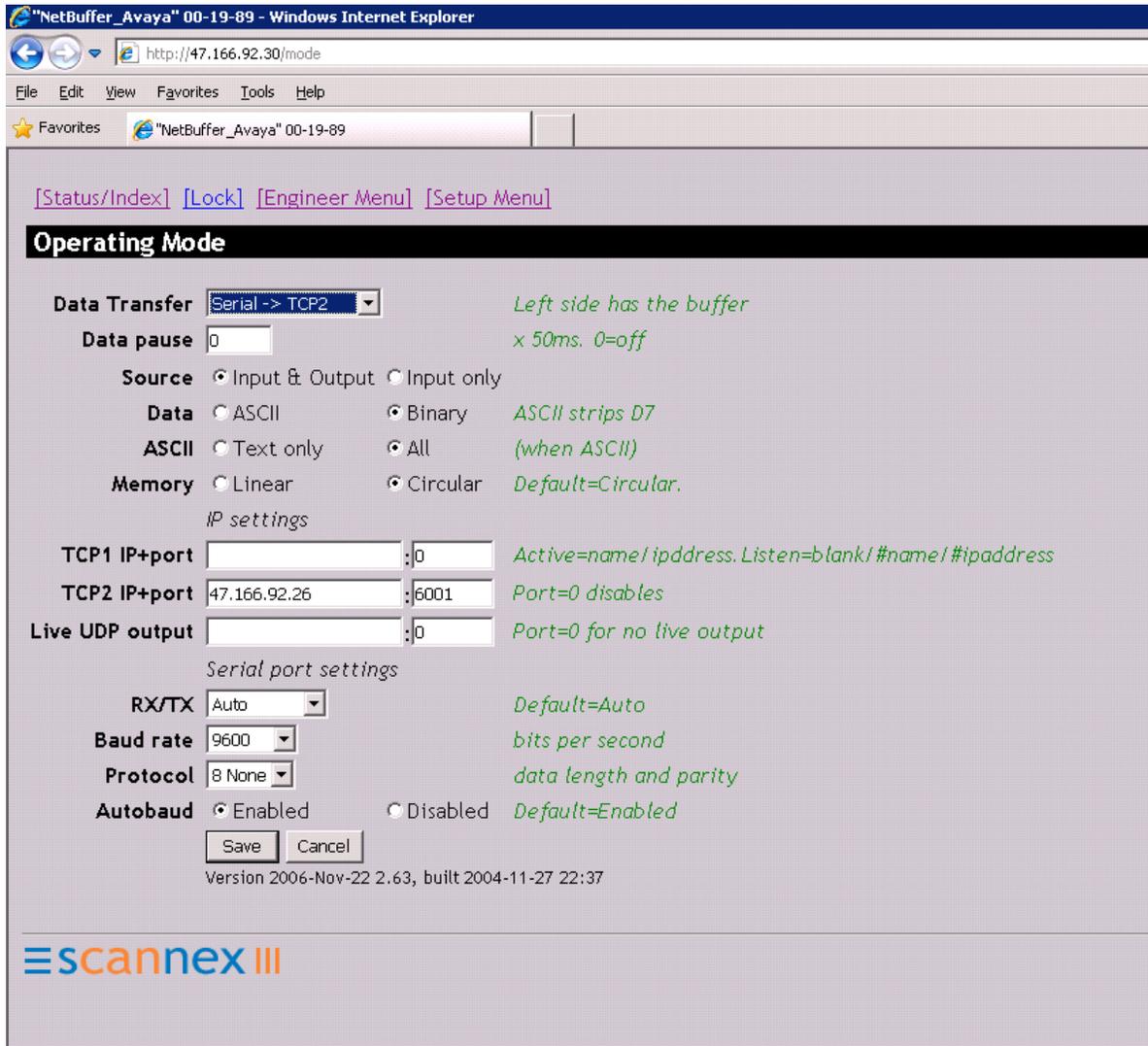
Connected	Address:Port	Actual Address:Port
0	47.166.92.26:6001	47.166.92.26:6001

FTP

Active	File size
0	0

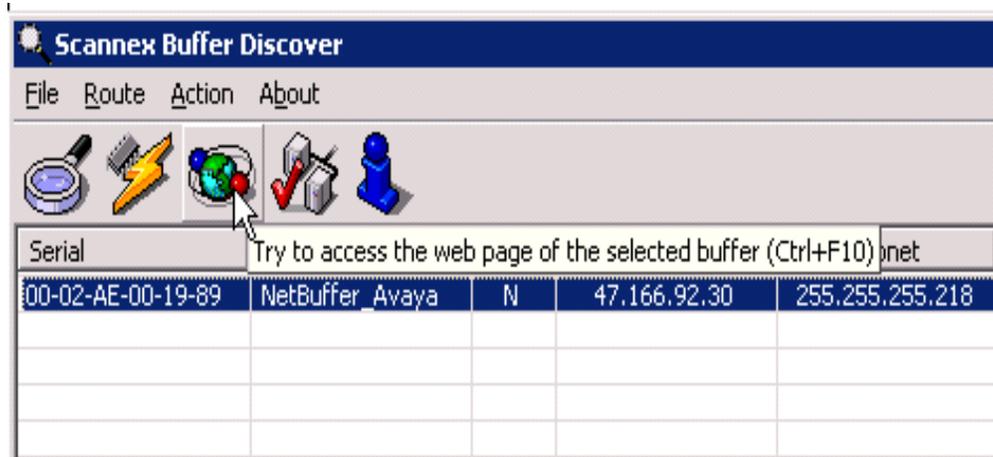
Version 2006-Nov-22 2.63, built 2004-11-27 22:37

The **Operating Mode** page appears. Select **Serial** → **TCP2** from the drop down list next to **Data Transfer** to correspond to the physical port that is used to connect to the Communication Server 1000E. In the **TCP2 IP+port** field enter the **IP Address** of the Precision server and the **port** number that was configured for the NetBuffer in **Section 5.1.1**. All other setting remains at their default values. Click **Save**.

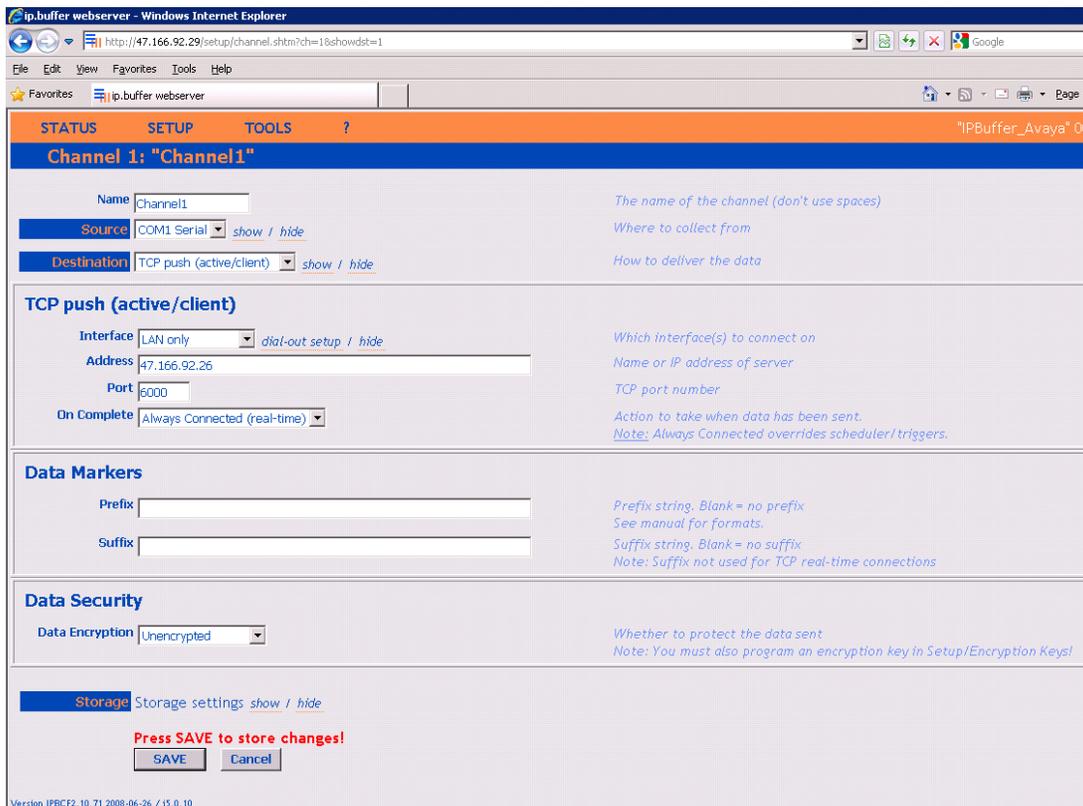


6.3. Configure Scannex IPBuffer

Use SEDiscover to detect and connect to the IPBuffer in the way as was done for the NetBuffer in the previous section. To access admin utility click on the acces button as shown.



The Source page in IPBuffer admin utility is presented. Enter **Name** and **COM1** serial in the **Source** field and **TCP push (active/client)** in the **Destination**. Enter the **IP address** of the Precision server in the **Address** field. Click **SAVE** to store the changes as shown.

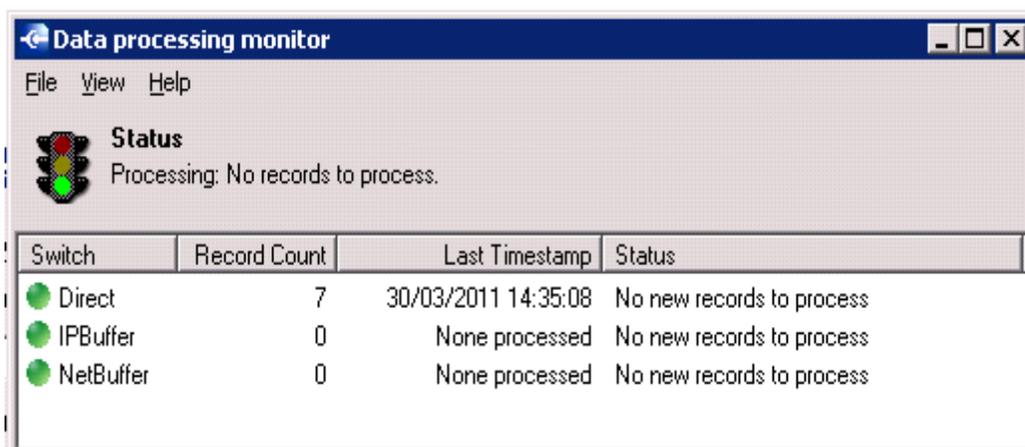


7. Verification Steps

The following check can be carried out to ensure correct configuration and status of Precision.

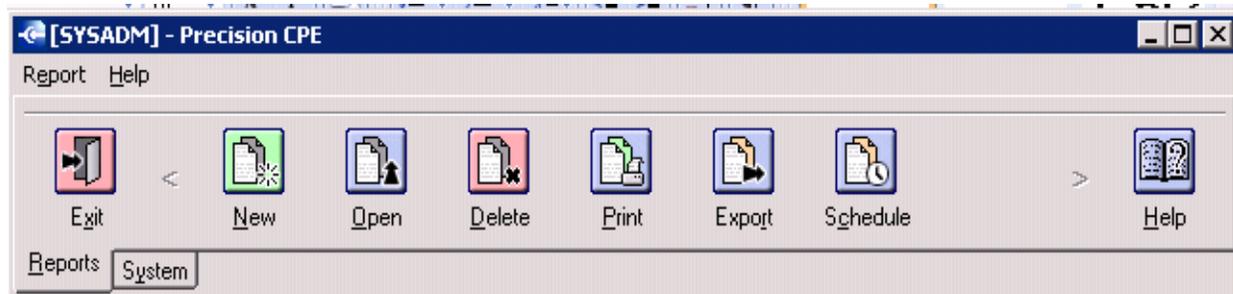
7.1. Verify Precision Status

Go to **Start → Datapulse → Precision CPE → Data Processing Monitor**. The following window appears showing the status of the system, i.e., whether the data processing service is running OK, that the DASM ports and streams are ready and whether or not they are or have received any data.



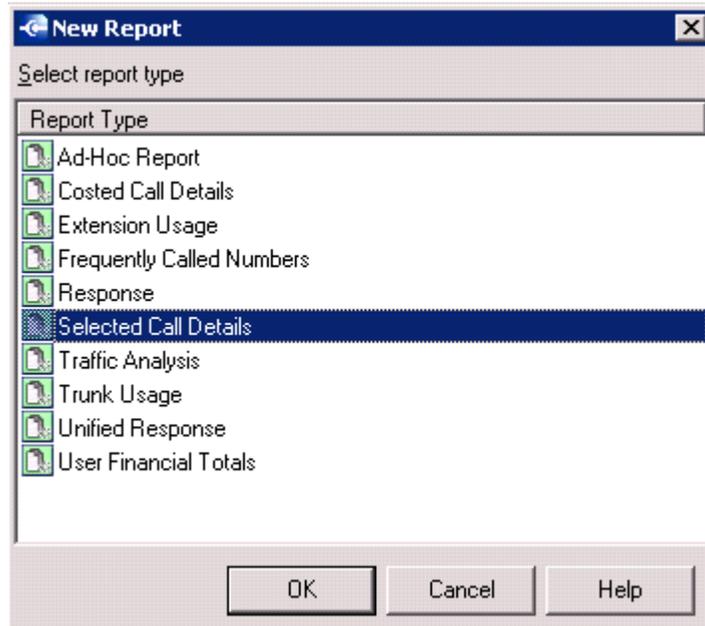
7.2. Verify Data Collection

Go to **Start → Datapulse → Precision CPE → Reporting**. The [SYSADM] – Precision CPE window is displayed. This allows the user to create several different types of reports, to view them or print, export or email them.

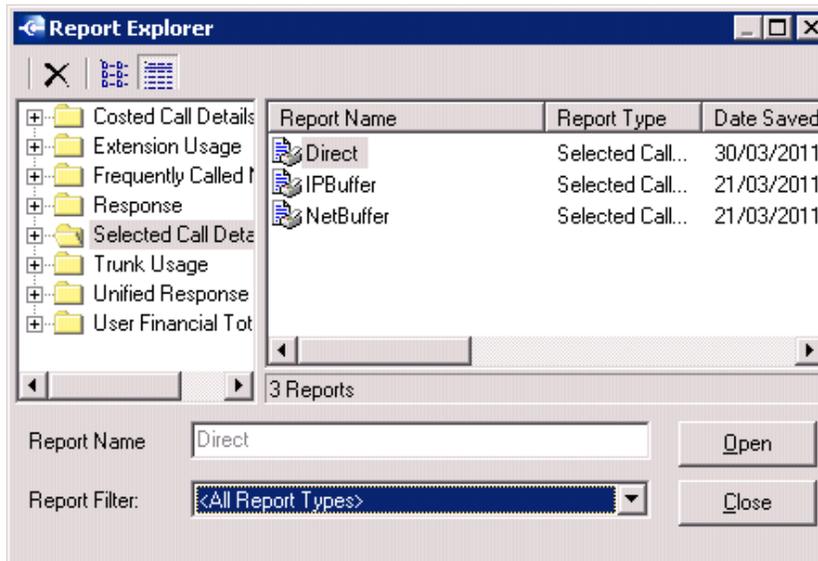


The most basic report for viewing call data is the Selected Call Details report. This allows the user to look at the basic data without it having been manipulated in any way.

Click on the **N**ew button to create a new report. The **New Report** window appears and requires selection of a report type.

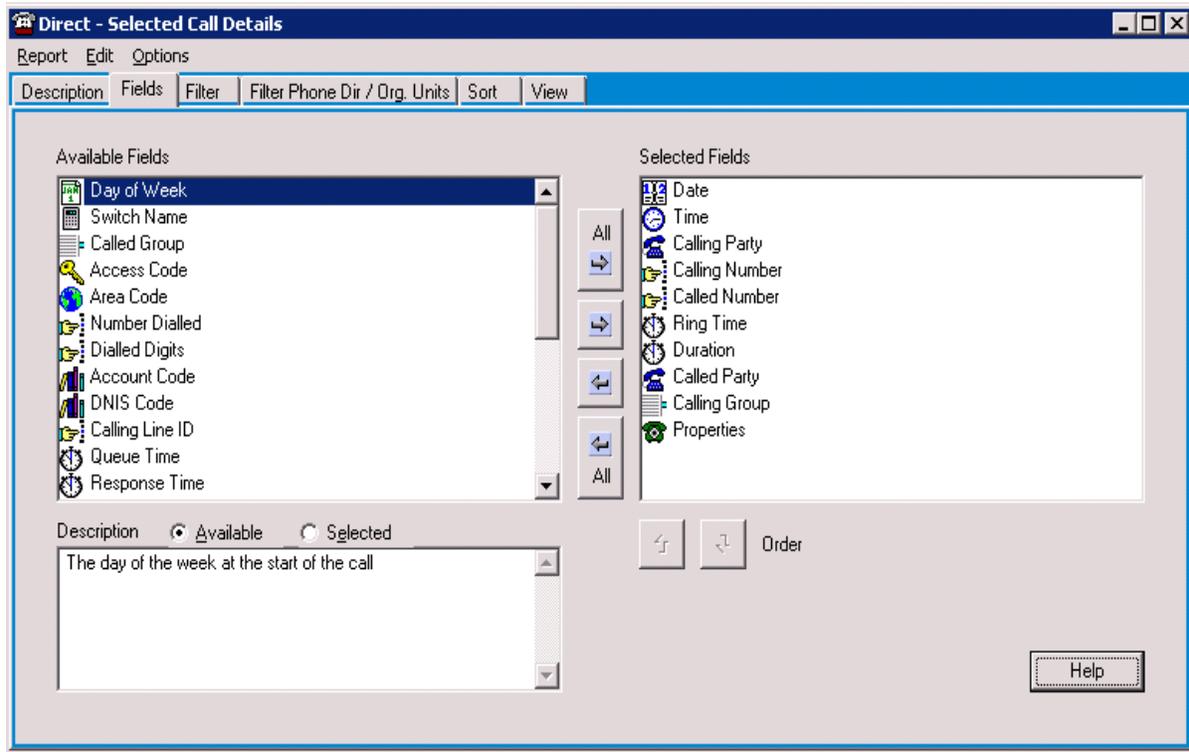


Highlight **Selected Call Details** from the **Report Type** listing and click **OK**.

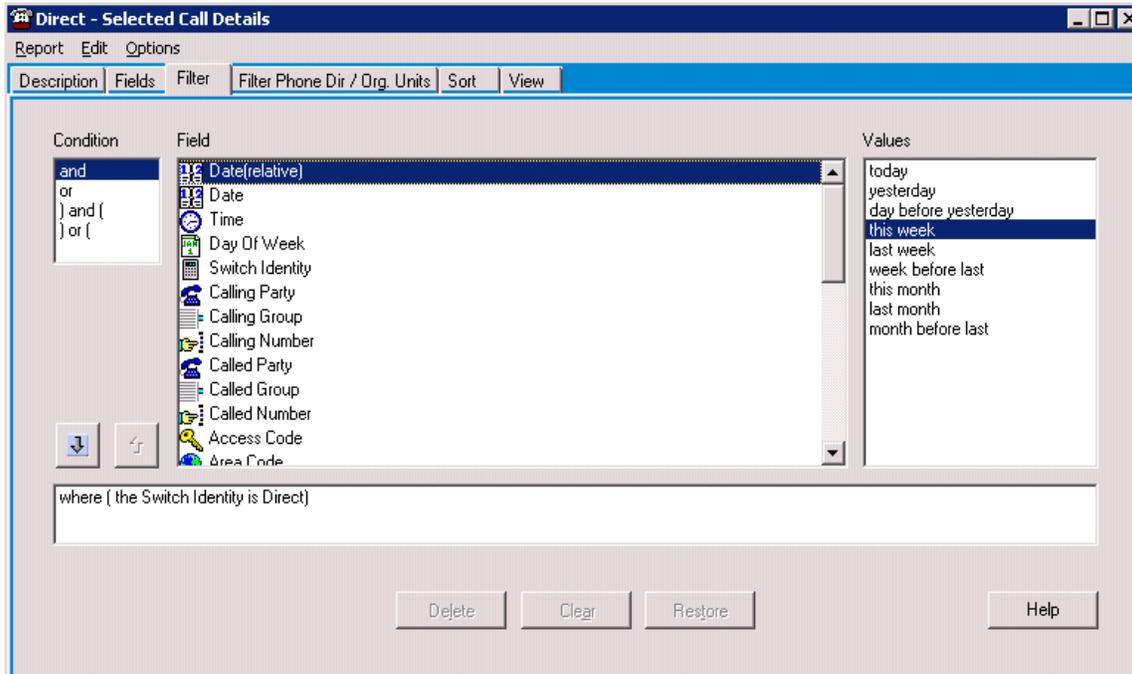


Enter a **Report Name** or select an existing report. Click **Open**.

Taking the **Selected Call Details** report as an example, the fields to be shown in a report can be selected from **Available Fields** and moved to **Selected Fields**.



The data can be filtered and / or sorted electing the appropriate tabs.



The data is then displayed according to the selected fields, filters and sort.

Date	Time	Calling Party	Calling No	Called No	Ring Time	Duration	Called Party	Group	Properties
30/03/2011	14:16:49	Exchange Tr	0030	5015	9	0:04	Extension	42	
30/03/2011	14:22:53	Extension	5000	5001	25	0:10	Extension		
30/03/2011	14:23:26	Extension	5000	5015	9		Extension		
30/03/2011	14:33:18	Extension	5015	5001	6		Extension		Lost
30/03/2011	14:34:49	Extension	5015	05	3	0:14	Operator		
30/03/2011	14:35:07	Operator	05	5000	8	0:02	Extension		
30/03/2011	14:35:08	Extension	5015	5000	8	0:04	Extension		

Refresh 7 Records Call Trace Record Count Show Grid Help

8. Conclusion

These Application Notes describe the configuration steps required to successfully integrate the Datapulse™ Precision 4.2 application software with Avaya Communication Server 1000E R7.5. All feature tests that were carried out indicate successful interoperability between the two products.

9. Additional References

These suggested documents form part of the Avaya official technical reference documentation suite. Further information may be had from <http://support.avaya.com> or from your Avaya representative.

- [1] Avaya Communication Server 1000 Library Reference, NN43001-100, 05.01, Release 7.5, November 2010
- [2] Call Detail Recording Fundamentals, Avaya Communication Server 1000, NN43001-550, 05.01, Release 7.5, November 2010.

Documentation for Datapulse Precision may be requested from Datapulse at <http://www.datapulse.com>

Appendix 1 – Call Server Patches

```
ld 143
CCBR000
.mdp issp

VERSION 4121
RELEASE 7
ISSUE 50 Q +
DepList 1: core Issue: 01 (created: 2011-03-15 10:26:33 (est))

IN-SERVICE PEPS
PAT# CR #          PATCH REF #    NAME      DATE      FILENAME      SPECIN
S
000 wi00688505     ISS1:10F1     p30595_1  31/03/2011  p30595_1.cpl  NO
001 wi00835294     ISS1:10F1     p30565_1  31/03/2011  p30565_1.cpl  NO
002 wi00832106     ISS1:10F1     p30550_1  31/03/2011  p30550_1.cpl  NO
003 wi00837618     ISS1:10F1     p30594_1  31/03/2011  p30594_1.cpl  NO
004 wi00852365     ISS1:10F1     p30707_1  31/03/2011  p30707_1.cpl  NO
005 wi00843623     ISS1:10F1     p30731_1  31/03/2011  p30731_1.cpl  YES
006 wi00839255     ISS1:10F1     p30591_1  31/03/2011  p30591_1.cpl  NO
007 wi00832626     ISS2:10F1     p30560_2  31/03/2011  p30560_2.cpl  NO
008 wi00857566     ISS1:10F1     p30766_1  31/03/2011  p30766_1.cpl  NO
009 wi00841980     ISS1:10F1     p30618_1  31/03/2011  p30618_1.cpl  NO
010 wi00837461     ISS1:10F1     p30597_1  31/03/2011  p30597_1.cpl  NO
011 wi00839821     ISS1:10F1     p30619_1  31/03/2011  p30619_1.cpl  NO
012 wi00842409     ISS1:10F1     p30621_1  31/03/2011  p30621_1.cpl  NO
013 wi00838073     ISS1:10F1     p30588_1  31/03/2011  p30588_1.cpl  NO
014 wi00850521     ISS1:10F1     p30709_1  31/03/2011  p30709_1.cpl  YES
015 wi00860722     ISS1:10F1     p30784_1  31/03/2011  p30784_1.cpl  YES
016 wi00839134     ISS1:10F1     p30698_1  31/03/2011  p30698_1.cpl  YES
017 wi00836981     ISS1:10F1     p30613_1  31/03/2011  p30613_1.cpl  NO
```

Appendix 2 – Linux Patches

```
[admin@cores3 ~]$ pstat
Product Release: 7.50.17.00
In system patches: 0

In System service updates: 10
PATCH#  IN_SERVICE  DATE       SPECINS  REMOVABLE  NAME
0         Yes         30/03/11   NO       YES        cs1000-linuxbase-7.50.17.04-00.i386.000
1         Yes         30/03/11   NO       YES        cs1000-baseWeb-7.50.17.01-1.i386.000
2         Yes         31/03/11   NO       YES        cs1000-sps-7.50.17-01.i386.000
3         Yes         31/03/11   NO       YES        cs1000-shared-pbx-7.50.17-01.i386.000
4         Yes         31/03/11   NO       YES        cs1000-dbcom-7.50.17-02.i386.000
5         Yes         31/03/11   NO       YES        cs1000-bcc-7.50.17.03-00.i386.000
6         Yes         31/03/11   NO       YES        cs1000-Jboss-Quantum-7.50.17.01-1.i386.000
7         Yes         31/03/11   NO       YES        cs1000-dmWeb-7.50.17.04-00.i386.001
8         Yes         31/03/11   NO       YES        cs1000-emWeb_6-0-7.50.17.01-1.i386.000
9         Yes         31/03/11   NO       YES        cs1000-vtrk-7.50.17.16-01.i386.000
[admin@cores3 ~]$
```

Appendix 3 - SoftwareVersion

```
[admin@cores3 ~]$ swVersionShow
Product Release: 7.50.17.00
Base Applications
  base          7.50.17      [patched]
  NTAFS         7.50.17
  sm            7.50.17
  cs1000-Auth   7.50.17
  Jboss-Quantum 7.50.17      [patched]
  lhmonitor    7.50.17
  baseAppUtils 7.50.17
  dfoTools     7.50.17
  nnnm         7.50.17
  cppmUtil     7.50.17
  oam-logging  7.50.17
  dmWeb        n/a          [patched]
  baseWeb      n/a          [patched]
  ipsec        7.50.17
  Smp-Daemon-TrapLib 7.50.17
  ISECSH      7.50.17
  patchWeb    7.50.17
  EmCentralLogic 7.50.17
Application configuration: CS+SS+EM
Packages:
CS+SS+EM
Configuration version: 7.50.17-00
  cs          7.50.17
  dbcom       7.50.17      [patched]
  cslogin     7.50.17
  sigServerShare 7.50.17      [patched]
  csv         7.50.17
  tps         7.50.17
  vtrk        7.50.17.16 [patched]
  pd          7.50.17
  sps         7.50.17      [patched]
  ncs         7.50.17
  gk          7.50.17
  EmConfig    7.50.17
  emWeb_6-0   7.50.17      [patched]
  emWebLocal_6-0 7.50.17
  csmWeb      7.50.17
  bcc         7.50.17      [patched]
  ftrpkg      7.50.17
  cs1000WebService_6-0 7.50.17
  managedElementWebService 7.50.17
  mscAnnnc   7.50.17
  mscAttn    7.50.17
  mscConf    7.50.17
  mscMusc    7.50.17
  mscTone    7.50.17
[admin@cores3 ~]$ █
```

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