

Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Capita Secure Information Solutions DS3000 with Avaya Aura® Contact Center R6.4 and Avaya Communication Server 1000E R7.6 using a Lineside E1 Connection – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning Capita Secure Information Solutions DS3000 to interoperate with Avaya Aura® Contact Center R6.4 and Avaya Communication Server 1000E R7.6 using a Lineside E1 card.

Readers should pay particular attention to the scope of testing as outlined in Section 2.1, as well as observations noted in Section 2.2 to ensure that their own use cases are adequately covered by this scope and results.

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 the configuration steps for provisioning DS3000 from Capita Secure Information Solutions to interoperate with Avaya Aura® Contact Center R6.4 connected to an Avaya Communication Server 1000E R7.6 using the Application Module Link (AML). The DS3000 is an Integrated Communication Control System that is used by emergency service customers for answering 999/112 calls and then from the same application using radio communication (TETRA digital radio or analogue PMR) to pass details to mobile resources.

As a radio dispatch deployment with basic PTN/PSTN the DS3000 acts as an end PBX and performs call prioritisation and distribution to DS3000 operators as defined by the profile in which they have logged in to the DS3000 application. In this type of configuration the DS3000 has two primary connections to the Avaya Solution, a TDM connection to a Lineside E1 card on the Avaya Communication Server 1000E (CS1000E) and a .net connection to the Avaya Aura® Contact Center. Control of the Lineside E1 agents is achieved via the .net connection to the Communication Control Toolkit (CCT) module on the Avaya Aura® Contact Center.

2. General Test Approach and Test Results

The interoperability compliance testing evaluates the ability of Capita's DS3000 operators logged into the lineside E1 extensions as contact center agents to answer emergency calls presented to an emergency Control Directory Number (CDN) on the CS1000E. Calls placed to the emergency CDN are controlled by the contact center and are routed to the DS3000 agents by passing the caller to the Lineside E1 extensions.

Note: Non Automatic Call Distributed (ACD) calls that are destined for the DS3000 both locally and from the PSTN are routed to the DS3000 over SIP trunks using Session Manager, note this configuration is described in the Application Notes titled *Application Notes for Configuring Capita Secure Information Solutions DS3000 with Avaya Aura*® Session Manager R6.3 and Avaya Communication Server 1000E R7.6 using SIP Trunks.

DevConnect compliance testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect compliance testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The interoperability compliance testing focuses on various technical testing scenarios to verify the usage of DS3000 with the Avaya solution. In addition, serviceability tests were also performed to assess the reliability and accuracy of the joint solution. The testing focused on the following types of calls:

- Login/Logout Agents using DS3000 Ensure agents can log in and out of the Lineside E1 channels or lines from the DS3000 Operators console.
- ACD calls into the DS3000 Operators Ensure that ACD calls are correctly routed to the DS3000 operators.
- Hold/transfer and conference functionality for ACD calls Verify that non ACD calls can be placed on hold and transferred and conferenced.
- **Calling to voicemail** Verify that DTMF tones can be sent. Note that Avaya Callpilot was used as voicemail.
- **Failover testing** Verify the behaviour of DS3000 application under different simulated LAN failure conditions on the Avaya platform.

2.2. Test Results

All Test Cases passed except for the following issues.

- 1. When an Avaya SIP phone calls into the CDN/Skillset the call is answered correctly but the DS3000 Operator cannot transfer/conference the caller. This is not the case for an Avaya UNIStim IP phone.
- When a call is placed into the CDN/Skillset (Lineside E1 is in operation) and a transfer is initiated but not completed because the supervisor (consulted person) decides to hang up the call, once the initial call is terminated from either side the call is cleared on the Lineside E1 but the call still shows on CCT. This appears to be a Lineside E1 CCT issue. A WI is opened with Avaya Support wi01186015: Consult transfer stuck in CCT.

The following observation was also noted.

• FTTU is set on the Class of service (CLS) of each Lineside E1 TN. FTTU means Flexible Trunk to Trunk Connections Unrestricted and this creates trunk to trunk connections for both Conference and Transfer so that when calling in from the PSTN transfer across the SIP trunk is allowed.

2.3. Support

Support from Avaya is available by visiting the website <u>http://support.avaya.com</u> and a list of product documentation can be found in **Section 11** of these Application Notes. Technical support for the Capita DS3000 product can be obtained as follows.

- Tel: +44 (0) 8456 041999
- Email: csis.info@capita.co.uk

3. Reference Configuration

Figure 1 shows the setup for compliance testing Capita's DS3000 with Contact Center R6.4 connecting to the CCT module in order to control agents logged into the Lineside E1 extensions on the CS1000E. ACD calls are passed through the Lineside E1 card where they can be answered by the DS3000 operators acting as Contact Center agents.

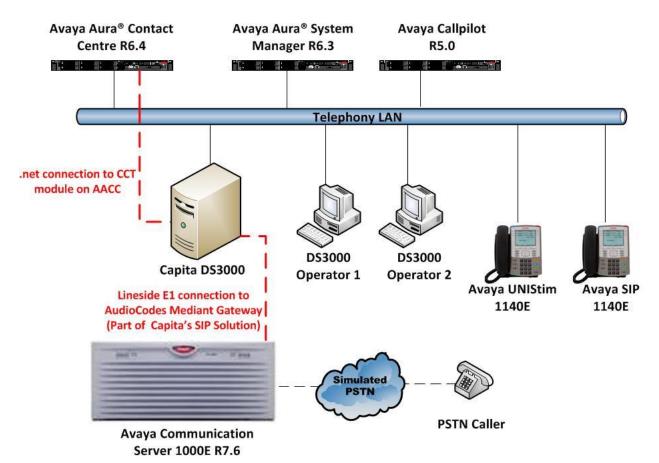


Figure 1: Connection of Capita DS3000 with Avaya Aura® Contact Center R6.4 and Avaya Communication Server 1000E R7.6

4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Device Description	Versions Tested
Avaya Aura® Contact Center running on an Windows 2008R2 Server	R6.3 (Service Pack 13)
Avaya Communication Server 1000E running on CPPM	R7.6 (See Appendix A for Patch details)
Avaya Aura® System Manager running Virtual Server	R6.3.9 [Build 6.3.0.8.5682-6.3.8.4414] [SW Update Rev 6.3.9.1.2482]
Avaya Call Pilot 600r Server	Avaya Call Pilot Version 5.00.41 Patch Line-up: CP50041SU08S CP500508G09C
Avaya 1140 UNIStim Deskphone	UNIStim V0625C8D
Avaya 1140 SIP Deskphone	SIP 04.00.12.04
Capita DS3000 Solution Kit (DSX Converged Versions 2013 R1 and later)	Release 2x Series
 Aculab Dual Redundant SIP Server Centricity V2 AudioCodes Mediant 1000B 	V6.5.13 V3.21.14.1 V6.60A.228.011

5. Configure Avaya Communication Server 1000E

It is assumed that a fully functioning CS1000E is in place with the necessary licensing and with an ELAN connection to the Contact Center already in place. For further information on the configuration of CS1000E please see reference [1] in **Section 11** of these Application Notes. "Putty" is used to administer the CS1000E. Using Putty, open an SSH Session to the Node IP address of the CS1000E, log in to the CS1000E Linux application using the appropriate credentials and type **cslogin** (not shown) to gain access to the PBX command line.

Note: A simulated PSTN connection was present on the CS1000E in the form of a QSIG ISDN connection, the configuration of which is outside the scope of these Application Notes.

5.1. Create Automatic Call Distribution Queue

An Automatic Call Distribution (ACD) queue must be created in order to log in the Lineside E1 agents. Enter overlay 23 to add a new **ACD** by typing **LD 23** at the > prompt. Ensure the following are set. Note that the default setting is accepted by pressing return at each prompt.

Prompt	Response	Description
>	LD 23	Enter Overlay 23
REQ	new	new/add
CUST	0	Customer number (default is 0)
TYPE	ACD	Automatic Call Distribution
ACDN	1650	ACD Number (any unused number)
MAXP	10	Maximum number of persons in the Queue (10)
		Return until next prompt
NCFW	3200	Night call forward number (call 3200 if out of service)]
		Return until next prompt
HMSB	YES	Hold Make Set Busy (Allowed)
		Return until next prompt
HOML	YES	Headset Or MSB key Log Out (Allowed)
		Return until next prompt
NRAC	YES	Enable Not Ready Activity Codes
Return to er	nd	

5.2. Create a Controlled Directory Number to route calls

A Controlled Directory Number (CDN) must be created in order to route emergency calls to the Lineside E1 agents. Enter overlay 23 to add a new CDN by typing LD 23 at the > prompt. Ensure the DFDN is set to that of the ACD queue created in Section 5.1. Note that the default setting is accepted by pressing return at each prompt.

Prompt	Response	Description
>	LD 23	Enter Overlay 23
REQ	new	new/add
CUST	0	Customer number (default is 0)
TYPE	CDN	Controlled Directory Number
CDN	6100	ACD Number (any unused number)
		Return until next prompt
DFDN	1650	Default DN is set to the ACD Queue created in Section 5.2
		Return until next prompt
Return to	end	

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5.3. Create Lineside E1 Agents

E1 lineside card switch settings are as follows:

- Lineside E1,S1: Set all the dip switches to OFF
- Lineside E1,S2: Set dip switch 3 to ON and set all the other dip switches to OFF

Lineside E1 Agents are created in overlay 20. For compliance testing three lineside E1 agents were created and the following TN's, DN's and position ID's were used.

	TNB	DN	POSID
•	4 0 10 0	3100	1113100
•	4 0 10 1	3101	1113101
•	4 0 10 3	3102	1113102

Prompt	Response	Description				
>	LD 20	Enter Overlay 20				
REQ	new	new/add				
TYPE	500	"500" type set - (used for Lineside E1)				
TNB	4 0 10 0	Loop Shelf Card Unit				
DN	3100	Private Directory Number (any unused number)				
AST	YES	Associate Set assignment				
IAPG	1	Meridian Link Unsolicited Status Message (1 is on)				
		Return until next prompt				
CLS	UNR	Unrestricted (note this was only set for testing purposes)				
	XFA	Transfer Allowed				
	C6A	Conference Allowed				
	CFXA	Call Forward External Allowed				
	AGTA	ACD services for 500 type telephones allowed				
	DDGA	DN display on other set Allowed.				
	NAMA	Name display Allowed				
	FTTU	Trunk to Trunk Connections unrestricted				
		Return until next prompt				
AACD	YES	Associate set (AST) ACD telephone				
AACS	YES	Application acquired set				
		Return until next prompt				
FTR	ACD 1650 x	ACD Queue created in Section 5.1 with Position ID x				
FTR	OSP 1	Enable answer and disconnect supervision for outgoing calls				
FRT	ISP 255	Enable hook flash disconnect supervision with flash timer				
Return to	end					

Note: A full printout of the TN and CDN can be found in Appendix B.

6. Configuration of Avaya Aura® Contact Center

It is assumed that a fully functioning Contact Center is already in operation and so these Application Notes do not go through the setup of the Contact Center from the beginning but rather what steps are required in order to ensure that calls are routed to the DS3000 agents and that DS3000 agents can log in to Lineside E1 extensions and take control. For more information on the setup and configuration of Contact Center please refer to reference [2] in **Section 11** of these Application Notes.

Log in to the Contact Center by opening a web session (not shown) to the Contact Center server and enter the proper credentials and click on the **Login** button.

Αναγα	Contact Center - Manager	About Change Passwo
Contact Center - Manager - Lo	ogin	
	Login	
	User ID Password	
		Login

6.1. Contact Center Configuration

Select **Configuration** as highlighted below.

Αναγα	Conta	Contact Center - Manager About Aud					
Launchpad	Launch	npad					
	0 0 0	Contact Center Management Access and Partition Management Real-Time Reporting Historical Reporting Call Recording and Quality Monitoring	0 0 0 0	Configuration Scripting Emergency Help Outbound Multimedia			

A CDN for emergency calls should be added in order to route the emergency calls to the agents. To add a CDN to the Contact Center click on **CDN's (Route Points)** in the left window and enter the CDN details in the right window ensure that **Acquired?** is clicked. Note this will be the same CDN as was created in **Section 5.2**.

Click on **IVR ACD-DNs** in the left window and enter the ACD number that was created in **Section 5.1**.

AVAYA			Configuration			
Server Download Status L	aunchpad Help					
AACC63VMPG Activity Codes Call Presentation Classes Call Recording and Quality Monitoring	IVR ACD-DNs					
CDNs (Route Points)	Name	Number	Threshold Class	Acquired?	Status	
DNISs	Default IVRQ	999	IVR Template		Not Acquired	
	1650	1650	IVR_Template		Acquired	
🔲 Global Settings	*					
Historical Statistics						
···· 🚞 IVR ACD-DNs						
Phoneset Displays						
Phonesets and Voice Ports						
Real-time Statistics						
Routes						
Skillsets						

To add the Lineside E1 extensions click on **Phonesets and Voice Ports** in the left window. Add the TN's that were created in **Section 5.3**.

NAYA		Config	Configuration				
erver Download Status	Launchpad Help						
AACC63VMPG Activity Codes Call Presentation Classes	Phonesets/Voice	Ports					
Call Recording and Quality Monitorin	ng						
Contact Types	Name	Туре	Address	Channel	IVR Name	Acquired?	Status
DNISs	4-0-10-0	Agent	4-0-10-0				Acquired
Formulas	4-0-10-1	Agent	4-0-10-1				Acquired
Global Settings	4-0-10-2	Agent	4-0-10-2			V	Acquired
Historical Statistics	96-0-0-4	Agent	96-0-0-4				Acquired
IVR ACD-DNs	96-0-0-5	Agent	96-0-0-5			V	Acquired
Phoneset Displays	96-0-0-6	Agent	96-0-0-6				Acquired
	*						
Real-time Statistics							
Routes							
Skillsets							
Threshold Classes							
C AACC63VMPG_CCT							

In order to route the emergency calls to the agents, emergency skillsets must be added. Click on **Skillsets** in the left window and enter the information for the skillset in the right window.

αναγα				Config	uration		
	unchp	ad Help					
- (© AACC63VMPG Activity Codes Call Presentation Classes	Skill	sets					
Call Recording and Quality Monitoring		Contact Type	Prefix	Skillset Name	Default Activity Code	Threshold Class	Call Age Preference
CDNs (Route Points)		Voice_Mail 🗸	VM_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Contact Types		SMS	SM_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
DNISs		Fax	FX_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Formulas		Scanned_Document	SD_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Global Settings		OpenQ	OQ_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Historical Statistics		Predictive_Outbound	PR_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
IVR ACD-DNs		Outbound	OB_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Phoneset Displays Phonesets and Voice Ports		Web_Communications	WC_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Real-time Statistics		EMail	EM_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Real-time Statistics		Voice		Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Skillsets		Voice		EmergOpp	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Threshold Classes		Voice		Non_EmergOpp	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
AACC63VMPG_CCT		Voice		Admin1	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
E @ AACC63VMPG_CCT		Voice		Public	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
T AACCOSVINFO_CIMIM	*						

6.2. Contact Center Agents

Select **Contact Center Management** shown below. All the Agent details are configured in this section.

Αναγα	Contact Center - Manager	About Audit Trail
Launchpad		
	Launchpad	
	O Contact Center Management	() Configuration
	Access and Partition Management	© Scripting
	Real-Time Reporting	🔘 Emergency Help
	O Historical Reporting	Outbound
	Call Recording and Quality Monitoring	(Multimedia

Click on **Add** highlighted and select new (not shown). Enter a suitable name and **Login ID** for the new agent. Ensure that Voice is selected for the Contact Type (not shown) and add the skillset created in **Section 6.1** above. Click on **Submit** once all the details are entered correctly.

AVAYA	Contact Center Management Logged in user: webadmin
View/Edit Add Status Laur CM Servers (Supervisors) CM Servers (Supervisors) Supervisor Default Supervisor Portest CM Servers Cest Supervisor Portest CM Servers Cest Supervisor Portest CM Servers Cest Composition Cest Cest Composition Cest	Logged in user: webadmin Inter:
	Clear Submit Create New Create Many

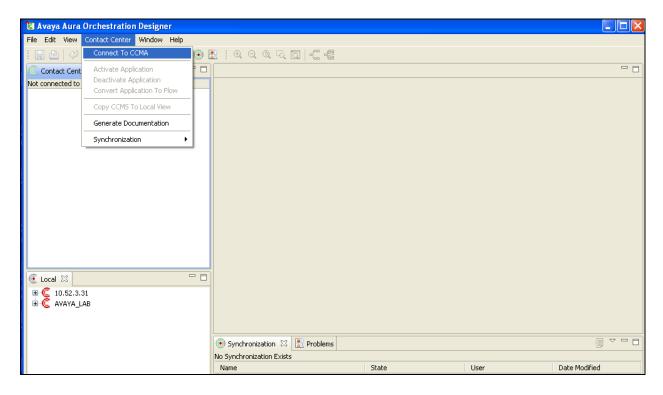
Note: The Lineside E1 DN associated with the agent created can be entered as the **Personal DN** as it has been observed that if a Lineside E1 call is cleared from the DS3000 whilst the call is held prior to transfer and before the consultative call digits are dialled, the Contact Centre call will be re-routed to the next available agent by the CS1000E. This routing will be based on the ACD queue associated with the Lineside E1 and may result in the call being presented to an agent who does not have the appropriate skills. A workaround for this is achieved by configuring Personal DN settings for each Contact Center Agent such that agents with compatible skillsets use a common **Personal DN** so that calls are routed to suitable logged on agents.

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6.3. Creating an Application for emergency routing

All routing changes are done using Orchestration Designer, this allows Applications or Scripts to be created and associated with a CDN or route point. The download and initial setup of Orchestration Designer is outside the scope of these Application Notes, for information on the setup and configuration of Orchestration Designer please refer to reference [2] in **Section 11** of these Application Notes.

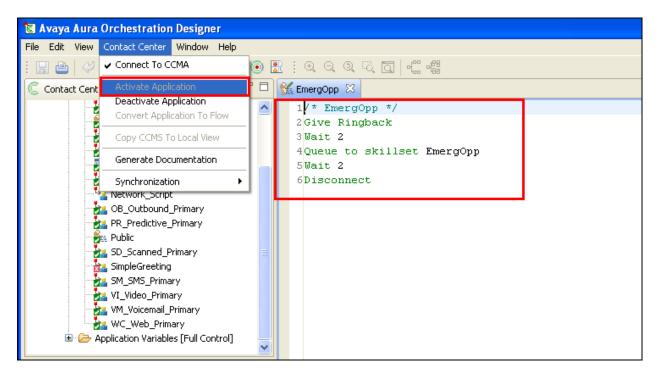
A new application was created for the routing of emergency calls and this is associated with the CDN created on the CS1000E in **Section 5.2**. Open Orchestration Designer (not shown) and **Connect to CCMA** as shown below.



Navigate to **Applications** in the left window and right click and select **New** \rightarrow **Application** as shown below.

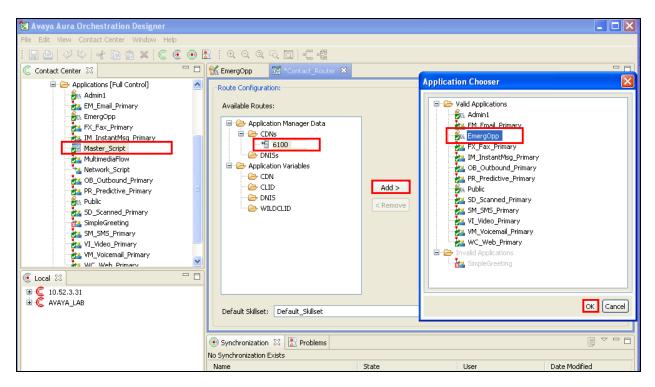
🔁 Avaya Aura Orchestration Designer		
File Edit View Contact Center Window Help		
: E 🗠 🗸 🖓 🖌 🖻 🏦 🗙 🕻 🙆 🔘	1 : 오 오 오 쟈 집 .;; :::::::::::::::::::::::::::::::::	
Contact Center 🔀 🗖 🗖		
App bastoned (Ewild Contrastant) New New Refresh FS FX, Fax, Primary Master_Script Master_Script OB_Outbound Primary PR_Predictive_Primary SmjpleGreeting SM_SMS_Primary MultimediaFlow Network_Script OB_Outbound Primary SM_SMS_Primary SM_VVA_LAB		
	Synchronization 🔀 🔝 Problems	
	No Synchronization Exists	

Below shows an example of a script used to route calls to a skillset. Once this is completed select **Contact Center** and **Activate Application** as shown below in order to make this active.



6.3.1. Associate an Application with a CDN

In order to associate an application with a CDN, the master script must be opened as shown below. Double click on **Master_Script** in the left window. In the main window expand on **Application Manager Data** \rightarrow **CDNs** select the required CDN and click on **Add** as shown below. Once this is selected a new window **Application Chooser** opens where the Application to be associated with this CDN is chosen as is shown below. Click on **OK** once this is done.



6.4. Import CS1000E Information to Communication Control Toolkit

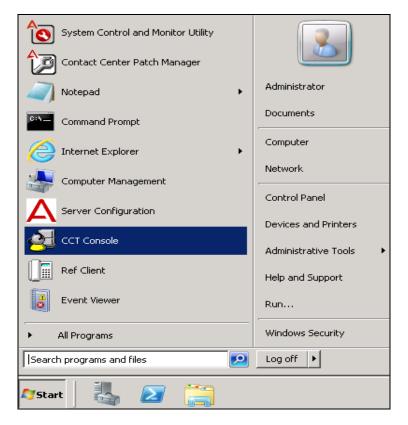
From the CS1000E take a printout of the Lineside E1 channels and the CDN using the **prt** command in overlay 20. This printout should be saved to notepad so as these TN's can then be imported into CCT as a file, such as **CS1000E76LE1.txt**.

Prom	pt Respons	se Description
>	LD 20	Enter Overlay 20
REQ	prt	Print
TYPE	TN	Print the Terminal Number (TN)
TN	4 0 10	0 Terminal Number 4 0 10 0
	Return	to end

A printout of the CDN (in our example **6100**) is also required. Go to overlay 23 to print the **CDN** and ensure this is saved on the same file as above **CS1000E76LE1.txt**. A full printout of both a Lineside E1 channel and the CDN can be found in **Appendix B**.

Prompt	Response	Description
>	LD 23	Enter Overlay 23
REQ	prt	Print
TYPE	CDN	Print the Control Directory Number (CDN)
CUST	0	Customer 0
CDN	6100	CDN 6100
	Return to er	nd

From the CCT server navigate to **Start** \rightarrow **Programs** \rightarrow **CCT Console**.



Solution & Interoperability Test Lab Application Notes ©2014 Avaya Inc. All Rights Reserved. The CCTAdmin window is opened, in the left window click on Import CS 1000 Data and from the middle window click on Input File...

🚟 CCTAdmin - [Console Root\Communic	ation Control Toolkit\Bulk Provisioning Tools\Import CS	1000 Data]	_ 🗆 🗵
🚟 File Action View Favorites Windo	w Help		_ 8 ×
Console Root		Actions	
 Bulk Provisioning Tools Data Import/Export 	This tool converts a CS 1000 switch data capture file into an XML import file format and optionally	Import CS 1000 Data	^
Import CS 1000 Data Import Windows Users Import Windows Users Import Workstations	Setup	View New Window from Here	۲.
Import workstations Import workstations Import workstations Import workstations Import workstations	CS 1000 Provider: Passive	Previous and the second	
	Input File	-	
	Output File		
	Automatically import data after		

Navigate to the location of the **CS1000E76LE1.txt** file that was created from the beginning of this **Section 6.4.**

🛜 CCTAdmin - [Console Root	t\Communication Control Toolkit\Bulk Pi	rovisioning Tools\Import CS :	1000 Data]	
🚟 Select CS 1000 Data Capt	ure File		×	_8×
AACC Inst.	all 🕶 AACC64_SP12 👻 👻	Search AACC64_SP12	<u> 2</u>	
Organize 🔻 New folder				1000 Data 🔺
🔶 Favorites 📥	Name *	Date modified	Туре	/Import
🧮 Desktop	퉬 AACC SP12 Patches	03/04/2014 14:44	File folder	•
Downloads	🄑 AACC SP12 Service Pack	03/04/2014 14:41	File folder	dow from Here
🖳 Recent Places	퉬 ССММ	15/04/2014 14:28	File folder	
🔁 Libraries	퉬 ССМБ	15/04/2014 14:25	File folder	
Documents	퉬 сст	15/04/2014 14:06	File folder	
🌙 Music	6	11/04/2014 14:41	Text Docume	
Pictures	CCT Connector error (17-04-14)	17/04/2014 11:48	Text Docume	
Videos	CDN6000	11/04/2014 10:43	Text Docume	
r Computer	CS1000E76LE1	12/08/2014 11:16	Text Docume	
Local Disk (C:)	TNB	11/04/2014 11:48	Text Docume	
New Volume (D:)				
👝 New Volume (F:)	-			
			<u> </u>	
File na	ame: CS1000E76LE1	 Text files (*.txt;*.log) 	•	
		Open C	ancel	

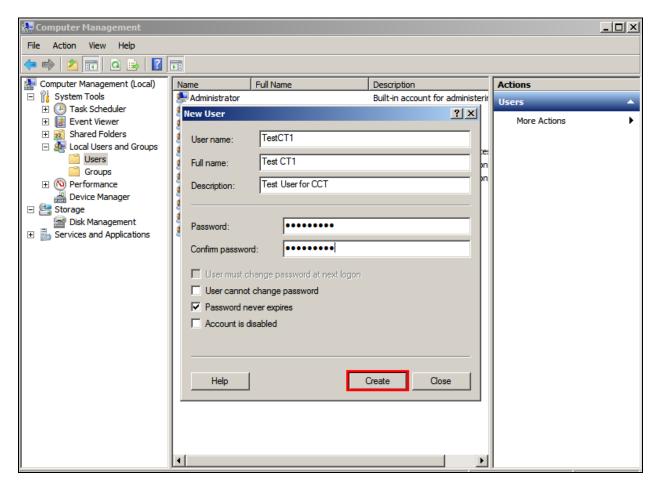
From the right window, click on **Convert/Import**, and in the main window the result of the import should be displayed as shown below where three TN's and one CDN was imported correctly.

File Action View Pavorites Window Help Image: Console Root Image: Console Root Image: Console Root Setup Import Windows Users Setup Setup Console Root Import Windows Users Console Root Import Console Root Convert/Import Users Convert Jana Convert Jana Convert Jana Output File C VAACC Install VAACC64_SP12/CS1KD ata.xml Import Consoleted Import Consoleted Import Consoleted Import Consoleted Import Consoleted Import Consoleted Import Consoleted Import Consoleted	😹 CCTAdmin - [Console Root\Communication Control Toolkit\Bulk Provisioning Tools\Import CS 1000 Data]	X
Console Root Cons	Tile Action View Favorites Window Help	IX
Communication Control Toolkit Communication Control Toolkit Communication Control Toolkit Convert/Export This tool converts a CS 1000 switch data capture file into an XML import file Import CS 1000 Data Timport Windows Users Server Configuration Client Applications Client Applications This DNs CDNs This DNs CDNs		
	Communication Control Toolkt Communication Control Toolkt Communication Control Toolkt Convertige of the provide of the converts a CS 1000 switch data capture file into an XML import file format and optionally imports the data into the CCT database. This tool converts a CS 1000 Data This tool converts a CS 1000 revide: Setup Client Applications Status Input File C:VAACC InstallVAACC64_SP12\CS1KData.xml Automatically import data after conversion Status Input Completed. This DNs_CDNs	

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6.5. Configure CCT Users on the Contact Center Server

Navigate to **Computer Management**, (not shown) and select **Users** from the left window and right-click and select **New User**. Enter a suitable user name and password for this new user. Click on **Create** once this user information is entered. Any user that will be created in CCT must also be added here.



6.6. Configuring Communication Control Toolkit

One user is added to CCT in order to monitor the Lineside E1 channels and the CDN that were imported in **Section 6.4**.

In order to make changes in CCT navigate to configuration from Launchpad as shown below.

AVAYA	Contact	t Center - Manager		About Audit Trail
Launchpad				
	Launchp	bad		
		Contact Center Management Access and Partition Management Real-Time Reporting Historical Reporting Call Recording and Quality Monitoring	0 0 0 0	Configuration Scripting Emergency Help Outbound Multimedia

Once in **configuration**, open the CCT server in the left window and click on **Launch CCT Console** in the right window.

AVAYA				Configuration	Logged in user:
Server Download	Status	Launchpad	Help		
ACC63VMPG ACC63VMPG_CCT ACC63VMPG_CCT CT_Administration ACC63VMPG_CMM		CCT Admi	nistration		Se
				CCT Administration URL http://AACC63VMPG:8081/WebAdmin/	
				Launch CCT Console	

6.6.1. Configure Terminals

Navigate to **Providers** \rightarrow **Passive** \rightarrow **Terminals** in the left window. Click on each of the Lineside E1 channels separately.

Αναγα					CCT Administration
C	Terminals				
Users Workstations	Name T	Type En	م.		
Groups		GENT tru			
▼ Providers	Line 100.0.0.2 AG				
▼ Passive	Line 100.0.0.3 AG				
Addresses		GENT tru			
- Terminals IVRs	Line 100.0.0.5 AG	GENT tru	ue		
	Line 100.0.0.7 A0	GENT tru	ue		
	Line 100.0.0.17 AG	GENT tru	ue		
	Line 100.0.0.6 AG	GENT tru	ue		
	Line 100.0.2.20 AG	GENT tru	ue		
	Line 4.0.10.0 AG	GENT tru	ue		
	Line 4.0.10.1 AG	GENT tru	ue		
	Line 4.0.10.2 AG	GENT tru	ue		
	H - + + +	H I			
	12 Terminals found, o Delete		g 12 Ter	minal	s. Page 1 / 1

Ensure that the following are ticked, specifically Analog set.

Αναγα	CCT Administration
Users Users Workstations Groups Providers Passive Addresses Terminals IVRs	Update Terminal Basic Properties Name Line 4.0.10.0 Type Agent Enabled Provider-Specific Properties 3-party conference (A03) G-party conference (A06) Call transfer (TRN) Call forward (CFVV) Analog set Address assignments Available addresses
	Address Address
	3894 3100 3204 113100 3805 395

6.6.2. Add CCT User

To add a new CCT User, right click on **Users** in the left window and select **Add new User**, as shown below.

Αναγα	CCT Administration									
Users Users	CCT Users	٩								
Add new User	Login User Name	First Name	Last Name							
	AACC63VMPG\TestCT1	CT1	Agent1							
Providers	AACC63VMPG\TestCT2	CT2	Agent2							
	AACC63VMPG\wypadm	CADG	User							
	AACC63VMPG\TestCT3	CT3	Agent3							
	4 CCT Users found, disp		Users. Page	e 1 / 1	1					

Enter the user details, note these should be the same as those configured in Section 6.5. Open Address Assignments and include the CDN that was created in Section 5.2.

Note: Any CDN that is used to route calls to Capita agents will also need to be added to the **Address Assignments**.

AVAYA	ССТ	T Administration
00	Update CCT User	
Users	S User Details	
 Workstations Groups 	Login User Name AACC63VMPG\TestCT1	
Providers	First Name CT1	
	Last Name Agent1	
	O Address Assignments	
	Available Resources	Assigned Resources
	A	Q.
	Passive	Passive
	Address	Address
	5500	6100
	6103	6101
	6104	6102
	7000	

Scroll down and open **Terminal Assignments**. Ensure that the Lineside E1 TN's that were created in **Section 5.3** are associated with this user as shown below. Click on **Save** once this is completed.

AVAYA	(CCT Administration	Log
Users Workstations	I I I 4 Address found. Page 1 / 1 Image: Terminal Assignments	3 Address found. Page 1 / 1	
 Groups Providers 	Available Resources	Assigned Resources	
	Image: Control of the second secon	X () X X 3 Terminal found. Page 1 / 1	

7. Configuration of AudioCodes Mediant 1000B Gateway

Although the AudioCodes gateway is a third-party product, it is a part of Capita's solution and must also be configured as a part of this solution. This box is responsible for the connection between the Avaya Lineside E1 card on the CS1000E and Capita's SIP stack on the DS3000 Server. Open a web browser and http to the AudioCodes IP address and enter the proper credentials into the authentication window as shown below and click **OK**.

Note: The AudioCodes Mediant 1000B Gateway was configured with latest Avaya Aura® Offsite Agent (AAOA) and so the CAS/E1 configuration should be as defined in AAOA Installation and Commissioning Guide Release 6.2. See **Section 11** for more details on this document.

🖉 AudioCodes - Windows Internet Explorer			- 7 🛛
COO V 🖉 http:// AudioCodes IP Address		💌 🛃 🗲 🗙 🔎 Conduit Search	P -
File Edit View Favorites Tools Help			
🖕 Favorites 🛛 🖕 🙋 AAOA 🔺 AES63vmpg 🙋 ASC Portal 🙋 comdasys 🙋 SMGR62 🙋	NICE Perform® 🙋 SMGR63VMPG 🙋 RP_SMGR 🤌 Avaya-N	lortel PEP Library 🛕 AACC R6.4 - Login	
AudioCodes		🏠 👻 🖾 👘 🐨 🖶 Age + Safety + To	ols + 🔞 + 🕺
		Media	int 1000
	Web Login		
	Username		
	Admin		
	Password		
	•••••		
	Remember Me Login		

Once logged in correctly the following screen is shown. Select **Configuration** from the left window and select **Full**, highlighted below.

AudioCodes	+				
← 🔎 🛞 10.253.144.125					☆ ▼ C
ρ.	Search 🔹 🔶				
	Mediant 1000	Submit	Burn Device	e Actions	💼 Home 🛛 🐑 Log off
Configuration Maintenance Statu & Dia	s Mediant	1000 Home Page			
Scenarios Search					
O Basic O Full ≇@ System		<mark>1</mark>			
* VoIP				• • • •	••••] ••
		eneral Information			Trunk Status
	IF	Address	10.253.144.125		Disable
	S	ubnet Mask	255.255.255.0		Active - OK
	C	efault Gateway Address	10.253.144.247		RAI Alarm
		irmware Version	6.40A.029.008		
	F	rotocol Type	SIP		LOS / LOF Alarm
		ateway Operational State	UNLOCKED		AlS Alarm

Solution & Interoperability Test Lab Application Notes ©2014 Avaya Inc. All Rights Reserved. 23 of 49 DS3000_AACC64 Select VoIP \rightarrow TDM \rightarrow TDM Bus Settings in the left window. Ensure that PCM Law Select is set to the correct setting (as this compliance testing was done in Europe, ALaw was selected). This will ensure that all traffic from/to DS3000 is processed as A-Law through the gateway

AudioCodes Mediant 1000	Submit 🧕 Burn	vevice Actions 🔹 🌀 Home 🔞 Help 🔶 Log off
onfiguration Maintenance Status & Diagnostics Scenarios Search	TDM Bus Settings	
Basic O Full		ALaw
System VoIP	TDM Bus Clock Source	Internal Y
VoIP Network	🗲 TDM Bus PSTN Auto FallBack Clock	Disable 💌
Партом	🗲 TDM Bus PSTN Auto Clock Reverting	Disable 💌
TDM Bus Settings	🔧 Idle PCM Pattern	213
Security	😏 Idle ABCD Pattern	0x0F 🗸
* Media	TDM Bus Local Reference	1
Services	🗲 TDM Bus Type	Framers 💌
Control Network Control Network Coders and Profiles GW and IP to IP IP Media		

Navigate to PSTN \rightarrow Trunk Settings and under CAS Table per Trunk note the CAS Table per Trunk is a file provided by Capita in order to connect properly to the CS1000E Lineside E1 allowing for 100ms call answer instead of the Avaya default 2 secs.

Mediant 100	Trunk Settings		
Configuration Maintenance Status & Diagnostics			Basic Parameter List
Scenarios Search		12	
O Basic O Full		0 111 111 111 111	
	General Settings		
€ System ∋ OIP	Module ID	1	
VoIP Performance	Trunk ID	1	
	Trunk Configuration State	Active	
TDM Bus Settings	Protocol Type	E1 CAS 🔛	
. Security			
EPSTN	Trunk Configuration Clock Master	Becovered	
Global Parameters		Recovered	
CAS State Machines	Auto Clock Trunk Priority		
Trunk Settings	Line Code	HDB3	
* Services	Line Build Out Loss	0 dB	
Control Network	Trace Level	No Trace	
B SIP Definitions	Line Build Out Overwrite	OFF 😪	
General Parameters	Framing Method	E1 FRAMING MFF CRC4 E	
Advanced Parameters			
Proxy & Registration			
RADIUS Accounting Settings			
■	CAS Configuration Dial Plan	NONE	
Coders and Profiles			
CW and IP to IP	CAS Table per Trunk	loopstarttable_fxo_1000.dat 🗠	
🖲 🗐 IP Media	CAS Table per Channel		•
		Deactivate	
	Submit		Stop Tru
	Submit	Create Loopback	

Select VoIP \rightarrow SIP Definitions \rightarrow General Parameters in the left window. Ensure that SIP Transport Type and SIP UDP Local Port are set to UDP and 5060.

Status			
figuration Maintenance & Diagnostics	SIP General Parameters		
enarios Search			
Basic OFull	NAT IP Address	0.0.0.0	
System	PRACK Mode	Supported 💌	
VoIP	Channel Select Mode	Cyclic Ascending	
Network	Enable Early Media	Enable 💌	
Control Contro	183 Message Behavior	Progress V	
PSTN	Session-Expires Time	0	
Signaling	Minimum Session-Expires	90	
P Media	Session Expires Method	Re-INVITE 💌	
Services	Asserted Identity Mode	Disabled 🗸	
Control Network	Fax Signaling Method	No Fax	
SIP Definitions	Detect Fax on Answer Tone	Initiate T.38 on Preamble	
General Parameters	SIP Transport Type	UDP	
Advanced Parameters	SIP UDP Local Port	5060	
Account Table	SIP TCP Local Port	5060	
Proxy & Registration	SIP TLS Local Port	5061	
RADIUS Accounting Settings	Enable SIPS	Disable	
GW and IP to IP	Enable TCP Connection Reuse	Enable	
	TCP Timeout	0	
	SIP Destination Port	5060	

Select VoIP \rightarrow SIP Definitions \rightarrow Advanced Parameters in the left window. Ensure that **Disconnect on Broken Connection** is set to No.

AudioCodes	nt 2000 Submit 🙆 Burn Device Act	tions 🔻 💼 Home 🕜 Help 🔶 Log off
onfiguration Maintenance Status & Diagnostics	Advanced Parameters	
	▼ General	
Basic 💿 Full 🔣 🔇	IP Security	Disable
System	Filter Calls to IP	Don't Filter
VoIP	🗲 Enable Digit Delivery to Tel	Disable
•Network	Enable Digit Delivery to IP	Disable
⊞ @_том	PSTN Alert Timeout	180
Security	QoS Statistics in SIP Release Call	Disable
■@PSTN		
⊕© Signaling ⊕© Media	 Disconnect and Answer Supervision 	
■ Services	Disconnect on Broken Connection	No
Control Network	Broken Connection Timeout [100 msec]	100
B SIP Definitions	Disconnect Call on Silence Detection	No
General Parameters	Silence Detection Period [sec]	120
Advanced Parameters	Silence Detection Method	Packets Count
Account Table	Enable Fax Re-Routing	
Proxy & Registration		
RADIUS Accounting Settings	✓ CDR and Debug	
Coders And Profiles	CDR Server IP Address	
⊕@@GW and IP to IP	CDR Report Level	None

Select VoIP \rightarrow Coders and Profiles \rightarrow Coders in the left window. Ensure that Coder Name is set to the correct Law. As the compliance testing was done in Europe, this was set to G.711A-Law.

AudioCodes	nt 2000 🥑 Sulomit 🧿 Burn	Device Actions	Home	🕑 Help 🖢	Log off
Maintenance Status & Diagnostics	Coders Table				
Scenarios Search	Coder Name	Packetization Time	Rate	Payload Type	Silence Suppression
Basic 💿 Full	G.711A-law	20 💌	64 💙	8	Disabled V
System	×	✓	×		~
VoIP	×	×	· · · ·		×
±@Network ±@TDM			· · · · ·		×
■@PSTN		×	×		×
Signaling		×			×
⊕ Media ⊕ Services ↓	×	×	×		×
Services Control Network	×	~	×		×
■	×	×	×		×
Coders And Profiles	×	×	×		×
Coders Coders Group Settings Tel Profile Settings UP Profile Settings CODE GROUP Settings CODE GROUP Settings CODE GROUP SETUP					

Navigate to VoIP \rightarrow Coders and Profiles \rightarrow Tel Profile Settings, in the main window ensure that **Disconnect Call on Detection of Busy Tone** is set to **Disable**.

AudioCodes Mediant 1000			
figuration Maintenance Status Tel	Profile Settings		
enarios Search			
Basic O Full	DTMF Volume (-31 to 0 dB)	-11	
sasic © Full	Input Gain (-32 to 31 dB)	0	
System	Dial Plan Index	1	
VoIP	Enable Digit Delivery	Disable V	
Network	Echo Canceler		
Security	Ecno Canceler Flash Hook Period	700	
PSTN			
Media	Enable Early Media	Enable 💌	
Services	Progress Indicator to IP	Not Configured	
Control Network	Disconnect Call on Detection of Busy Tone	Disable 💌	
SIP Definitions	Enable Voice Mail Delay	Enable 🛛 🗙	
Coders and Profiles	Time For Reorder Tone [sec]	255	
Coders Coders Group Settings	Enable 911 PSAP	Disable 🗸	
Tel Profile Settings	Enable AGC	Disable 🗸	
IP Profile Settings	EC NLP Mode	Adaptive NLP	
GW and IP to IP	Call Priority Mode	None	
IP Media	Swap Tel To IP Phone Numbers	Disable	
	Coder Group	Default Coder Group	

Select VoIP \rightarrow GW and IP to IP \rightarrow Trunk Group \rightarrow Trunk Group from the left window. Enter the position ID for the first Lineside E1 Terminal Number (TN) into Phone Number. Note for compliance testing this is the same number created in Section 5.3. In each trunk group supported by the gateway set the Phone number for the first channel to the "Position ID" number of the Terminal Number associated with the channel. For example see Section 5.3 were the Terminal Number 4-0-10-0 has Position ID 1113100 and number 3100. The position ID is the number configured into the DS3000 database to ensure consistency with the manner in which the terminal is identified to the Contact Center via the CCT interface.

AudioCodes Mediant 2	000	Subr	iit 🧕 Bu	rn Device .	Actions ·	🔹 🌀 Home 🧕	Help	Eog off	
Configuration Maintenance Status & Diagnostics	Trunk Group	Table							
Scenarios Search	▼ Add Ph	one Context	As Prefix			Disable		~	
O Basic ⊙ Full () ⊕@System	Trunk C	Group Index				1-10		~	
e@ voIP ⊛@Network	Group Index	From Trunk	To Trunk	Channels		Phone Number		Trunk Group ID	Tel Profile ID
	1	1 💌	1 💌	1-30		1113100		1	1
B Security B PSTN	2	×	~						
€@Signaling	3		×						
⊕@Media ⊕@Services	4	✓	~						
E Control Network	5	~	×						
SIP Definitions Coders And Profiles	7	×	×						
B GW and IP to IP	8	· ·	· ·						
Barrunk Group	9	~	· ·						
Trunk Group	10	~	~						
Manipulations						1			
Routing DTMF and Supplementary									
🗉 🗐 Digital Gateway									
⊕ → Advanced Applications									

Select VoIP \rightarrow GW and IP to IP \rightarrow Routing \rightarrow General Parameters from the left window. Ensure that Yes is selected for Replace Empty Destination with B-Channel Phone Number in the main window. This ensures that the "to" address is valid when SIP calls reach the DS3000.

guration Maintenance Status & Diagnostics	Routing General Parameters	
harios Search	General Parameters	
asic 💿 Full	Add Trunk Group ID as Prefix	No
System	Add Trunk ID as Prefix	No
VoIP	Replace Empty Destination with B-channel Phone Number	Yes
Network	Add NPI and TON to Called Number	No
ТОМ	Add NPI and TON to Calling Number	No
Security	IP to Tel Remove Routing Table Prefix	No
PSTN	Source IP Address Input	SIP Contact Header
Signaling Media	Enable Alt Routing Tel to IP	Disable
Services	Alt Routing Tel to IP Mode	Both
Control Network	Alt Routing Tel to IP Connectivity Method	ICMP Ping
SIP Definitions	Alt Routing Tel to IP Keep Alive Time	60
Coders And Profiles	Source Manipulation Mode	FROM & PAI (after manipulation)
GW and IP to IP	Max Allowed Packet Loss for Alt Routing [%]	20
Trunk Group	Max Allowed Delay for Alt Routing [msec]	250
Manipulations Concral Parameters Tel to IP Routing IP to Trunk Group Routing Alternative Routing Reasons Forward On Busy Trunk DTMF and Supplementary Digital Gateway Advanced Applications		

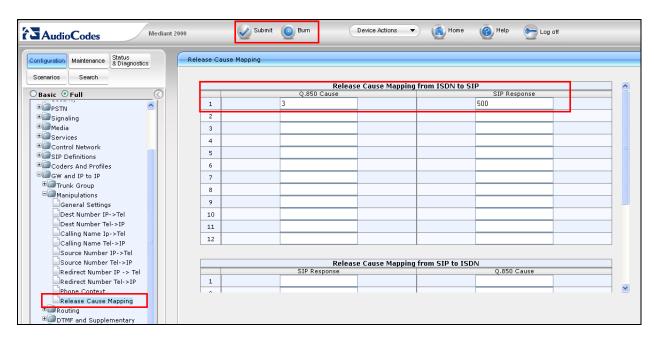
Solution & Interoperability Test Lab Application Notes ©2014 Avaya Inc. All Rights Reserved. Navigate to VoIP \rightarrow GW and IP to IP \rightarrow Routing \rightarrow Tel to IP Routing. In the main window enter the destination phone number prefix (Dest. Phone Prefix) and the destination IP address of the device where this number is routed to (Dest. IP Address). Ensure that UDP is set for the Transport Type used with a Port of 5060.

figuration Maintenance Status & Diagnostics	Tel t	o IP Rout	ing										
cenarios Search												Basic	ic Par
Basic 💿 Full	5			•			1-10 🗸						
Basic O Full				Routing Index			Route calls befo						
System				Tel To IP Routing Mo	de		Route calls ber	pre manipulation	on 💌				
VoIP													
Network TDM Security		rc. Trunk iroup ID	Dest. Phone Prefix	Source Phone Prefix >	Dest. IP Address	Port	Transport Type	Dest. IP Group ID	Dest. SRD	IP Profile ID	Status	Charge Code	
PSTN	1 1		1113*	•	10.253.144.206	5060	UDP 🔽	-1	-1	0	Not Available		1
Media 🖉	2 2		1113*	•	10.253.144.206	5060	UDP 🗸	-1	-1	0	Not Available		1
Services	3					1	Not Configured 🗸	.1					i
Control Network	4						Not Configured 🗸			1			╬
SIP Definitions Coders and Profiles												_	
GW and IP to IP	5						Not Configured 🔽						
Trunk Group	6						Not Configured 🔽	-1					
Manipulations	7						Not Configured 🔽	-1					
Routing	8						Not Configured 🔽	-1					٦Г
Tel to IP Routing	9					1	Not Configured 🗸	-1					T
IP to Trunk Group Routing	10						Not Configured V	-				=	Ť

Select VoIP \rightarrow GW and IP to IP \rightarrow Routing \rightarrow IP to Trunk Group Routing from the left window. Note that in the example below 6* and 3* are selected for outgoing calls. This ensures that all calls beginning with either 3 or 6 will go out the VoIP gateway. This will also ensure that that the destination test@a.b.c.d is not routable to the trunk group.

uration Maintenance Status & Diagnostics	IP To Trunk Group Routing) Table					
arios Search						_	Basic Param
sic • Full		Routing Index		1-12 💙		-	
System		IP To Tel Routing	1 Mode	Route calls before manip	ulation 💙	_	
/oIP		11 TO TOT ROUGH	, 1000			_	
Network	Dest. Host Prefix	Source Host Prefix	Dest. Phone Prefix	Source Phone Prefix	Source IP Address	-> Grou	IP Prot
TDM Security		10				ID	
ecurity STN	1		6*			1	0
naling	2		3*			1	0
ling	3						
							_
etwork	4						
nitions	5						
d Profiles	6						
p IP	7						1
	8						
	9						
meters ting	10						
na	11						

Select VoIP \rightarrow GW and IP to IP \rightarrow Manipulations \rightarrow Release Cause Mapping from the left window. Ensure that 3 is entered for the Q.850 Cause and 500 is entered for the SIP Response. This will ensure that the DS3000 is able to check for Mediant Gateway availability. Once all the configuration is completed, click on Submit and then Burn at the top of the page.



8. Configure Capita DS3000 Application

The following sections describe the step required to configure the DS3000 application in order to connect successfully with the Lineside E1 card on the CS1000E.

8.1. Configure the DS3000 extension numbers

Open the **DS3000 Client** on the DS3000 Client machine. Enter the correct credentials on the **LOGON PAD**.

Recycle Bin	😡 DS3000 User Co									 <u> </u>			
DSX	EN Jan 17 1 AA.00	13:27 01	Enter	PIN To L	og On				(?				
DS3000								-					
Client					L	DGON PAI	D						
						Er	nter						
				. 1									
				1	2	3	Û						
				4	5	6	-						
				7	8	9							
				*	0	#							
Remote Deskt	op Connection	•											
DS3000 Client		Adminis	trator										
Snipping Tool		Docume											
Calculator		Pictures											
		Music											
🧭 Paint		Comput	er	_									
		Control	Panel										
		Devices	and Printers										
		Default I	Programs										
		Help and	d Support										
All Programs		Run											
Search programs of	and files	Shut dov	vn 🕨										
()	<u> </u>										EN 🔺 a	2 😼 📜 ()))

DS3000 User Console	T					
EN Jan 17 13:29 AA.001	Select User	Туре				Quit
		Use	r Type Selec	tion		
	CUT01				MUT01	
-	_		— PAGE 1	_		-
	Next Page	Prev Page		Resume		

Click on **Resume** at the bottom of the screen as highlight.

Select **Done** at the bottom of the screen as highlighted.

DS3000 User Console Jan 17 13:30 AA.001	Select Fun	ctional Areas				Quit
	Selected		Functional	Area Select		
	FA001	FA001	FA002	FA003	FA004	
	FA002 FA003 FA004	FA005	FA006	PERF		
	FA005 FA006					
	PERF					
	Done	Next Page				
	_					

DS3000 User Console Jan 17 13:30 AA.001	Failed to Load Resource Groups	Quit
	Main Term Scrn Ovrd	
	Send Mssg	
	Update Dbase Fault Log	
	Calib Scrn Scrn	

Click on the **UpdateDbase** button highlighted.

8.1.1. Configure ACD Extensions

Note that the ACD extensions are already populated in the database and these are configured by selecting the icon highlighted below.

I ANCIL	DPNSS Extension	s User Profile	5							
🗄 📲 📜 CARDS		Undo Edit	KeyText	QueueText	AcceptType	PageNo	Qpriority	DisplayGroup	DisplaySubGroup	ColourS
🚋 📜 COASTGUARD	1	_	51001-1		Telephone	24: Avaya 💌	0	GRP-16 🔻	SUBGRP-01	▼ 1: TELE
🗄 📜 DSI	2	1	51002-2		Telephone	24: Avaya 🔻	0	GRP-16 🔻	SUBGRP-01	▼ 1: TELE
🗄 📲 📜 RADIO	3	1	EXT 49902		Telephone	1: PAGE 1 (3 🔻	0	GRP-3 🔻	SUBGRP-01	▼ 1: TELE
EMOTE	4	1	EXT 49903		Telephone	1: PAGE 1 (3 🔻	0	GRP-16 🔻	SUBGRP-32	▼ 1: TELE
E SCREENS	5	1	EXT 49904		Telephone	1: PAGE 1 (3 🔻	0	GRP-7 💌	SUBGRP-01	▼ 1: TELE
🗄 📜 SELCALL	6	1	EXT 49905		Telephone	1: PAGE 1 (3 🔻	0	GRP-8 🔻	SUBGRP-32	▼ 1: TELE
🖶 📜 SOUNDS	7	1	EXT 49906		Telephone	1: PAGE 1 (3 🔻	0	GRP-3 💌	SUBGRP-01	▼ 1: TELE
🖶 📜 SYSTEM	8	1	COMB 1142		Telephone	1: PAGE 1 (3 🔻	0	GRP-3 💌	SUBGRP-01	▼ 3: TELE
🖶 📜 TELEPHONY	9		EXT 49908		Telephone	1: PAGE 1 (3 🔻	0	GRP-3 💌	SUBGRP-01	▼ 1: TELE
ACD Parameters	10	1	EXT 49909		Telephone	1: PAGE 1 (3 🔻	0	GRP-3 💌	SUBGRP-01	▼ 1: TELE
	11		EXT 49910		Telephone	1: PAGE 1 (3 🔻	0	GRP-3 💌	SUBGRP-01	▼ 1: TELE
	12	1	EXT 49911		Telephone	1: PAGE 1 (3 🔻	0	GRP-3 💌	SUBGRP-01	▼ 1: TELE
DPNSS Extensions	13	1	EXT 49912		Telephone	1: PAGE 1 (3 🔻	0	GRP-3 💌	SUBGRP-01	▼ 1: TELE
- 💭 GSM Pagers	14	2	50000		Telephone	24: Avaya 🔻	0	GRP-2 💌	SUBGRP-01	▼ 1: TELE
HandOff Groups	15	1	50001		Telephone	1: PAGE 1 (3 💌	0	GRP-2 💌	SUBGRP-01	▼ 1: TELE
- J PABX Setup	16	2	50002		Telephone	1: PAGE 1 (3 💌	0	GRP-2 💌	SUBGRP-01	▼ 1: TELE
- 🧳 Tele Colour Schemes	17	1	50003		Telephone	1: PAGE 1 (3 🔻	0	GRP-2 💌	SUBGRP-01	▼ 1: TELE
	18	2	50004		Telephone	1: PAGE 1 (3 🔻	0	GRP-2 💌	SUBGRP-01	▼ 1: TELE
- 🧳 Tele Lines	19		50005		Telephone	1: PAGE 1 (3 🔻	0	GRP-2 💌	SUBGRP-01	▼ 1: TELE
🚽 🎜 Tele Pages	20	2	50006		Telephone	1: PAGE 1 (3 🔻	0	GRP-2 💌	SUBGRP-01	▼ 1: TELE
🗄 📜 TETRA	21		50007		Telephone	1: PAGE 1 (3 🔻	0	GRP-2 💌	SUBGRP-01	▼ 1: TELE
🖶 📜 USERS	22	1	50008		Telephone	1: PAGE 1 (3 🔻	0	GRP-2 💌	SUBGRP-01	▼ 1: TELE
🖶 👢 VIDEO	23	/	50009		Telephone	1: PAGE 1 (3 🔻	0	GRP-2 💌	SUBGRP-01	▼ 1: TELE
i≟III. WEB	▶ 24		VTN 1		Telephone	<pre></pre>	0	GRP-1 💌	SUBGRP-01	▼ 3: TELE
	25		VTN 2		Telephone	1: PAGE 1 (3 🔻	0	GRP-1 💌	SUBGRP-01	 3: TELE
	26	1	VTN 3		Telephone	2: PAGE 2 (3 🔻	0	GRP-1 💌	SUBGRP-01	▼ 1: TELE
	27	/	VTN 4		Telephone	2: PAGE 2 (3 💌	0	GRP-1 💌	SUBGRP-01	▼ 1: TELE

Once selected the window below opens, ensure that the following are selected:

- Position ID (1113100) configured in Section 5.3 for the Extension and CDSExtension
- VTN Controlled for VTNExtensionType
- **Terminal Position n for AssociatedTerminal** where special use below is CDS Personal (n is DS3000 operator console number in range 1 to 245)
- CDS Personal or CDS Pool as required for SpecialUse

Click on **OK** once completed.

	DPNSS Extension	IS						
🗉 📲 CARDS		Undo	Edit KeyText	QueueText	AcceptType PageNo	Qpriority I	DisplayGroup	
🖶 📜 COASTGUARD	1		/ 51001.1		Telenhone - 24: Aveva	- 0		-
🗄 🖷 📜 DSI	2		Property	Setting			P-16	-
🗄 🖳 📜 RADIO	3			-			P-3	-
EMOTE	4		KeyText	VTN 1			P-16	-
E SCREENS	5		QueueText				P-7	-
🚋 📜 SELCALL	6		AcceptType	Telephone		•	P-8	-
. SOUNDS	7		PageNo	<none></none>		•	P-3	-
SYSTEM	8		Qpriority	0			P-3	-
E TELEPHONY	9		DisplayGroup	GRP-1		•	P-3	-
ACD Parameters	10		DisplaySubGroup	SUBGRP-01		•	P-3	-
Call Routes	11		ColourScheme		LOUR COMBINATION 3		P-3	-
	12		Extension	1113100			P-3	-
DPNSS Extensions	13		ExtensionUse	Local		•	P-3	-
GSM Pagers	14		GSMLookUp				P-2	-
HandOff Groups	15		ForwardingGroup	255			P-2	-
PABX Setup	16		HandOffMode	Disabled		•	P-2	-
J Tele Colour Schemes	17		CDSExtension	1113100			P-2	-
Tele Groups	18		OpGroups	1: OPG01			P-2	-
J Tele Lines	19		VTNExtensionType	VTN Controlled		•	P-2	-
J Tele Pages	20		AssociatedTerminal	1: Terminal Postion	1	•	P-2	-
E TETRA	20		SpecialUse	CDS Personal		•	P-2	-
USERS	21						P-2	•
	22		ок	Prin	t Cancel		P-2	
. WEB	23						P-1	
	25				Telephone ▼ 1: PAGE 1 (3	▼10 m	RP-1	•
	23		Z V 111 Z		(Indeptote I (J		0.011	

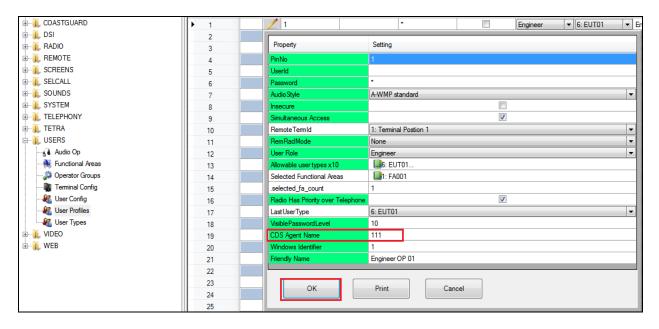
8.1.2. Configure ACD Users

Select USERS \rightarrow User Profiles in the left window and select user 1 by clicking the icon highlighted below.

Note: The Agent Login ID is formed by concatenating two pieces of information so that each user can have different ACD agent profiles dependant on the operational role. It is recommended that customers consult with Capita for explanation of configuration options available to assist with definition of Contact Center and DS3000 data configuration.

File Edit Table Help												
),),),),)	₿											
🗊 📜 ANCIL	DPNSS Extensions	User F	rofiles	5	-							
🗄 📲 📜 CARDS		Undo	Edit	PinNo	Userld	Password	Insecure	User Role		LastUserType		Friendly Name
🗈 📜 COASTGUARD	▶ 1		/	1		•		Engineer	-	6: EUT01	-	Engineer OP 01
🗄 – 📜 DSI	2		1	2		•		Engineer	-	6: EUT01	-	Engineer OP 02
🗄 📲 📜 RADIO	3		/	3		•		Engineer	-	6: EUT01	-	Rad & Tele OP 01
🗄 📜 REMOTE	4		/	4		•		Operator	-	2: RUT01	-	Radio OP 01
I SCREENS	5		/	5		•		Operator	•	3: TUT01	-	Telephone OP 01
🗄 📜 SELCALL	6		/	6		•		Supervisor 1	-	4: SUT01	-	Supervisor OP 01
🗄 📜 SOUNDS	7		_	7		•		SysMgr	-	5: MUT01	-	System Manger
🗄 👢 SYSTEM	8		1	8		•		Operator	-	<none></none>	-	USER 008
. TELEPHONY	9		2	9		•		Operator	-	<none></none>	-	USER 009
🐵 👢 TETRA	10		2	10		•		Operator	-	<none></none>	-	USER 010
😑 👢 USERS	11		2	11		•		Operator	•	<none></none>	-	USER 011
	12		1	12		•		Operator	•	<none></none>	-	USER 012
	13		2	13		•		Operator	-	<none></none>	-	USER 013
	14		/	14		•		Operator	•	<none></none>	-	USER 014
	15		2	15		•		Operator	•	<none></none>	-	USER 015
	16		2	16		•		Operator	•	<none></none>	-	USER 016
User Profiles	17		Sec. 1	17		•		Operator	-	<none></none>	-	USER 017
	18		/	18		•		Operator	•	<none></none>	•	USER 018
i∎ 👢 VIDEO	19		2	19		•		Operator	-	<none></none>	-	USER 019
🗄 – 📜 WEB	20		2	20		•		Operator	-	<none></none>	•	USER 020

Note the **CDS Agent Name** is **111** which correspond to 9(111) which is the configured Agent Login ID from **Section 6.2**. Click on **OK** once completed.



PG; Reviewed: SPOC 10/3/2014 Solution & Interoperability Test Lab Application Notes ©2014 Avaya Inc. All Rights Reserved. 34 of 49 DS3000_AACC64 Select **USERS** \rightarrow **User Types** from the left window. The user type used in the compliance test was **EUT01**. This user type was already in the database but in order to configure it click on the icon highlighted below.

), 	55. ····								
🗄 📲 🚺 ANCIL	DPNSS Extensi	ons User	Profile	s User Types					
		Undo	Edit	Name	SISEngineer	TetraSupervisor	MiscPrivs	TeleSupervisor	Authenticate AmbientListen
DSI	1		_	CUT01			Wiew All TPA		
I RADIO	2		1	RUT01			Wiew All TPA		
E REMOTE	3		2	TUT01			Wiew All TPA		
	4		2	SUT01	V	V	View All TPA	V	
ELCALL	5		/	MUT01	V	V	Wiew All TPA	V	
	▶ 6		/	EUT01	✓	✓	View All TPA	V	
B- I SYSTEM	7		_	UT007	V	\checkmark	Wiew All TPA	\checkmark	
TELEPHONY	8		1	UT008	✓	V	View All TPA	V	
I TETRA	9		2	UT009		V	Wiew All TPA	V	
users	10		1	UT010	✓	✓	View All TPA	✓	
- Audio Op	11		2	UT011	V	V	Wiew All TPA	\checkmark	
	12		1	UT012	V	V	View All TPA	V	
Dperator Groups	13		_	UT013	V	V	Wiew All TPA	\checkmark	
Terminal Config	14		1	UT014	V	V	View All TPA	V	
User Config	15		1	UT015	V	V	Wiew All TPA	V	
User Profiles	16		1	UT016	V	V	View All TPA	V	
User Types	17		1	UT017	V		Wiew All TPA	V	
	18		1	UT018	V	V	View All TPA	V	
······································	19		/	UT019	V	V	Wiew All TPA	V	
	20		2	UT020		V	View All TPA	✓	

The resulting window is opened, scroll down to the bottom and note that **CDSAgentAffix** is set to **9** which corresponds to the (9)111 agent login ID configured in **Section 6.2**. Click on **OK** once completed.

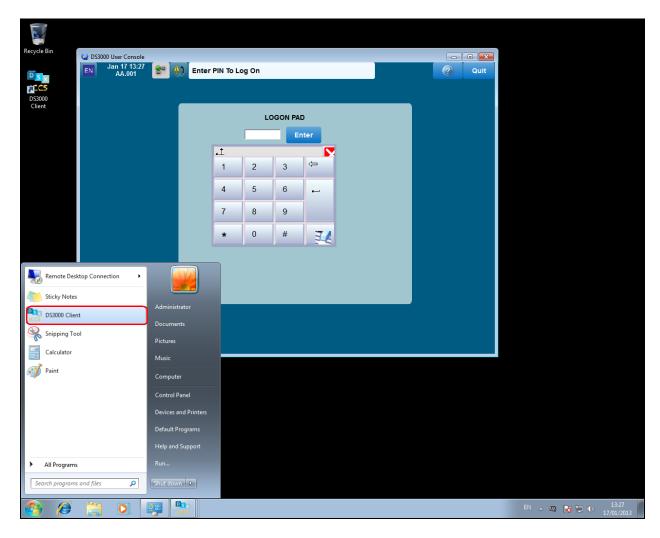
💭 Operator Groups	13	DefaultUrgentAlarmState	V
- Terminal Config	14	AllowDynopsEdit	
- 🖉 User Config	15	NotifyAllCallbacks	
User Profiles	16	NotifyAllEmergencies	
🖉 User Types	17	Show Unknown Emergencies	
	18	TetraSupervisor	
. WEB	19	NotifyAllSDM	
	20	InhibitAlIIndividualCalls	
	21	NotifyAlGrpCallbacks	
	22	DefaultAlertTone	1
	23	FaultFilter	-
	24	CDSAgentAffix	9
	25	ACDType	CDS/ACD
	26	CustomerHelpEnabled	
	27	MiscPrivs	Wiew All TPA
	28	TeleNumAccessLevel	10
	29	AllowedActionList	ACTION1
	30	MainMenuAccess	Menu 6 (& 8 Generic only)
	31	BrowserAccess	I: Home
	32	RecordTimespan	24
	33	InstRecSwitches	24 Emergency Monitored Radio
	34	PrivRecordingsOnly	
	35		9
	36	EavesdropSensitivity TeleSupervisor	<u> </u>
	37		
	38	Authenticate AmbientListen	
	39		
	40	ОК	Print Cancel

9. Verification Steps

The following step can be taken to ensure that all connections between Capita's DS3000 Solution and the Avaya Solution are configured correctly. Make a call to the CDN associated with the DS3000 and verify that the caller can be heard or call the extension (DN) of the Lineside E1 channel directly such as 3100 in this example.

9.1. Verify that calls can be made to the DS3000

Open the **DS3000 Client** on the DS3000 Client machine. Enter the correct credentials on the **LOGON PAD**.



DS3000 User Console		_				_	
EN Jan 17 13:29 AA.001	*	Select User	Туре				Quit
	_						
			Use	er Type Selec	tion		
		CUT01				MUT01	
	-	_		— PAGE 1	_		-
		Next Page	Prev Page		Resume		
							-

Click on **Resume** at the bottom of the screen as highlight.

Select **Done** at the bottom of the screen as highlighted.

DS3000 User Console Jan 17 13:30 AA.001	unctional Areas				Quit
Selected			Area Select		
FA001 FA002 FA003	FA001 FA005	FA002 FA006	FA003 PERF	FA004	
FA004 FA005 FA006 PERF	FA009	FA010	FA011		
	FA013 FA017				
Done	Next Page	_			-
		_			

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Once a call is presented to the Lineside E1 the following screen should appear. Click on the **VTN 1** button highlighted to take the call. Please note that under ACD operation calls will be auto answered and the agent does not need to touch a key. In this example a direct call was made from **3206** to 3100 to test the Lineside E1 line 3100.

EN Jun 28 11:52 AA.002 ACD Suspend Warning							
222 2	~ 📋	222 2		-2			
				Avaya			Take Radio
50000	50005	50000	50001	50002	50003	50004	Emergency 0 Group CBK 0 Indiv CBK 0
50001	50006	50005	50006	50007	50008	50009	Indiv Calls 0
		VTN 1 3206	VTN 2	51001-1	51002-2	EXT 6000	
50002	50007	EXT 6001	OP 1	OP 2			
50003	50008	Avaya 3210	Avaya 3200	Avaya 3203	Avaya 3204	Avaya 3205	
50004	50004 50009						
	Active Tele CS1000 3000 3025 3120 Pages						
	Conn Conn 1 2	Comb	H/Set Alert Vol Tone		м	GSM Pager	
	Radio	TETRA	Terminal	Control	Telephone	Redial	Take Call

Click on the Main Scrn button highlighted below.

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Once the call is taken the following screen appears showing that caller **3206** called.

10. Conclusion

These Application Notes describe the configuration steps required for DS3000 from Capita Secure Information Solutions to successfully interoperate with Avaya Aura® Contact Center R6.4 and Avaya Communication Server 1000E R7.6 using a Lineside E1 connection. Please refer to **Section 2.2** for test results and observations.

11. Additional References

This section references documentation relevant to these Application Notes. The Avaya product documentation is available at <u>http://support.avaya.com</u> where the following documents can be obtained.

- [1] Software Input Reference Administration Avaya Communication Server 1000, Release 7.6; Document No. NN43001-611_05.02
- [2] Avaya Aura® Contact Center Administration, Doc # NN44400-610, Issue 04.02 Release 6.4
- [3] Unified Communications Management Common Services Fundamentals Avaya Communication Server 1000, Doc # NN43001-116, 05.08
- [4] Element Manager System Reference –Administration Avaya Communication Server 1000 Doc # NN43001-632, 05.04
- [5] AAOA Installation and Commissioning Guide Release 6.2 NN44400-330 03.02 24 August 2011
- [6] Application Notes for Configuring Capita Secure Information Solutions DS3000 with Avaya Aura® Contact Center R6.3 and Avaya Communication Server 1000E R7.5 using a Lineside E1 Connection

Product documentation for DS3000 can be requested from Capita or may be downloaded from <u>http://www.capitasecureinformationsolutions.co.uk</u>

Appendix A

Linux Patches on Avaya Communication Server 1000E R7.6

	Product Release: 7.65.16.00 In system patches: 0							
	In System service updates: 26							
	PATCH# IN SERVICE DATE SPECINS REMOVABLE NAME							
2	Yes	27/08/13 NO	YES	cs1000-dmWeb-7.65.16.21-01.i386.000				
3	Yes	28/08/13 NO	yes	cs1000-snmp-7.65.16.00-01.i686.000				
4	Yes	28/08/13 NO	YES	cs1000-nrsm-7.65.16.00-03.i386.000				
5	Yes	28/08/13 NO	YES	cs1000-oam-logging-7.65.16.01-01.i386.000				
6	Yes	28/08/13 NO	yes	cs1000-cs1000WebService_6-0-7.65.16.21-00.i386.000				
7	Yes	28/08/13 NO	YES	cs1000-sps-7.65.16.21-01.i386.000				
8	Yes	28/08/13 NO	YES	cs1000-pd-7.65.16.21-00.i386.000				
9	Yes	28/08/13 NO	YES	cs1000-shared-carrdtct-7.65.16.21-01.i386.000				
10	Yes	28/08/13 NO	YES	cs1000-shared-tpselect-7.65.16.21-01.i386.000				
11	Yes	28/08/13 NO	YES	cs1000-emWebLocal_6-0-7.65.16.21-01.i386.000				
12	Yes	28/08/13 NO	yes	cs1000-dbcom-7.65.16.21-00.i386.000				
13	Yes	28/08/13 NO	YES	cs1000-csmWeb-7.65.16.21-05.i386.000				
14	Yes	28/08/13 NO	YES	cs1000-shared-xmsg-7.65.16.21-00.i386.000				
15	Yes	28/08/13 NO	YES	cs1000-vtrk-7.65.16.21-29.i386.000				
16	Yes	28/08/13 NO	YES	cs1000-tps-7.65.16.21-05.i386.000				
17	Yes	28/08/13 NO	YES	cs1000-mscAnnc-7.65.16.21-02.i386.001				
18	Yes	28/08/13 NO	YES	cs1000-mscAttn-7.65.16.21-04.i386.001				
19	Yes	28/08/13 NO	YES	cs1000-mscConf-7.65.16.21-02.i386.001				
20	Yes	28/08/13 NO	YES	cs1000-mscMusc-7.65.16.21-02.i386.001				
21	Yes	28/08/13 NO	YES	cs1000-mscTone-7.65.16.21-03.i386.001				
22	Yes	28/08/13 NO	YES	cs1000-bcc-7.65.16.21-21.i386.000				
23	Yes	28/08/13 NO	YES	cs1000-Jboss-Quantum-7.65.16.21-3.i386.000				
24	Yes Yes	28/08/13 NO	YES	cs1000-emWeb_6-0-7.65.16.21-06.i386.000				
25	Yes	10/12/13 NO 10/12/13 YES	yes	cs1000-cs-7.65.P.100-01.i386.001				
26 27	Yes	10/12/13 YES 10/12/13 NO	yes YES	cs1000-linuxbase-7.65.16.21-08.i386.000				
			IE3	cs1000-patchWeb-7.65.16.21-06.i386.000				
lhar	[paul@cs1kpg1 ~]\$							

LEDGION 4101					
VERSION 4121					
RELEASE 7					
ISSUE 65 P +					
DepList 1: core	Issue: 01 (created:	2014-06-24	04:38:41	(est))	
IN-SERVICE PEPS					
PAT# CR #	PATCH REF #	NAME	DATE	FILENAME	SPECINS
000 wi01052968	ISS1:10F1	p32540_1	18/08/2014	4 p32540_1.cpl	NO
001 wi01045058	ISS1:10F1	p32214_1	18/08/2014	4 p32214_1.cpl	NO
002 wi01085855	ISS1:10F1	p32658_1	18/08/2014	4 p32658 1.cpl	NO
003 wi01053314	ISS1:10F1	p32555_1	18/08/2014	4 p32555 1.cpl	NO
004 wi01060382	iss1:1of1	p32623_1	18/08/2014	4 p32623 1.cpl	YES
005 wi01070580	ISS1:10F1	p32380_1	18/08/2014	4 p32380 1.cpl	NO
006 wi01101876	ISS1:10F1	p32858_1	18/08/2014	4 p32858 1.cpl	NO
007 wi01061481	ISS1:10F1	p32382_1	18/08/2014		NO
008 wi01124074	ISS1:10F1	p32989_1	18/08/2014		NO
009 wi01099300	iss1:1of1	p32704_1	18/08/2014		NO
010 wi01035976	ISS1:10F1	p32173 1	18/08/2014		NO
011 wi01065922	ISS1:10F1	p32516_1	18/08/2014		NO
012 WI01121737	ISS1:10F1	p32939 1	21/08/2014		NO
013 wi01041453	ISS1:10F1	p32587 1	18/08/2014		NO
014 wi01096842	ISS1:10F1	p32731 1	18/08/2014		NO
015 WI0110261	ISS1:10F1	p32758 1	18/08/2014		NO
016 wi01064599	iss1:1of1	p32580 1	18/08/2014		NO
017 wi01098783	ISS1:10F1	p32748 1	18/08/2014		NO
018 wi01072027	ISS1:10F1	p32689 1	18/08/2014		NO
019 wi01059388	iss1:10f1	p32628 1	18/08/2014		NO
020 wi01104410	ISS1:10F1	p32801 1	18/08/2014		NO
021 wi00933195	ISS1:10F1	p32491 1	18/08/2014		NO
021 w10000000000000000000000000000000000	ISS1:10F1	p332101	21/08/2014		NO
023 wi01065118	ISS1:10F1	p32397 1	18/08/2014		NO
024 wi01063864	ISS1:10F1	p32410 1	18/08/2014		YES
025 wi01096712	ISS1:10F1	p32708 1	18/08/2014		NO
026 wi01075359	ISS1:10F1	p32671 1	18/08/2014		NO
020 wi010703055 027 wi01080753	ISS1:10F1	p32518 1	18/08/2014		NO
028 wi01070473	ISS1:10F1	p32413 1	18/08/2014		NO
020 wi01070475 029 wi01075355	ISS1:10F1 ISS1:10F1	p32594 1	18/08/2014		NO
029 wi01075355 030 wi01071379	ISS1:10F1 ISS1:10F1	p32522 1	18/08/2014		NO
030 wi01071379 031 wi01070756	ISS1:10F1 ISS1:10F1	p32444 1	18/08/2014		NO
031 wi01070750 032 wi01075353	ISS1:10F1 ISS1:10F1	p32613 1		4 p32613 1.cpl	NO
032 wi01073333 033 wi01062607	ISS1:10F1 ISS1:10F1	p32503 1	18/08/2014		NO
033 wi01002007	ISS1:10F1 ISS1:10F1	p32439 1	18/08/2014		NO
034 w101068851 035 wi01144354	ISS1:10F1 ISS1:10F1			4 p32439_1.cpl	NO
035 wi01144334 036 wi01092300	ISS1:10F1 ISS1:10F1	p32692 1	18/08/2014		NO
038 w101092300 037 wi01063263	ISS1:10F1 ISS1:10F1	p32573 1	18/08/2014		NO
037 w101083283 038 wi01087528	ISS1:10F1 ISS1:10F1	p32700 1	18/08/2014		NO
038 w101087328 039 wi01150846		p33157 1	21/08/2014		
040 wi01039280	ISS1:10F1 ISS1:10F1	p32423 1	18/08/2014		NO
040 w101039280 041 wi01068669	ISS1:10F1 ISS1:10F1	p32323_1	18/08/2014		NO NO
041 w101068669 042 wi01069441	ISS1:10F1 ISS1:10F1	p32333_1 p32097 1	18/08/2014		
042 wi01069441 043 wi01058621	ISS1:10F1 ISS1:10F1	p32097_1 p32339_1	18/08/2014		NO NO
043 w101038821 044 wi01146804			21/08/2014		
044 w101146804 045 wi01070465	ISS1:10F1 iss1:1of1	p33132_1 p32562_1	18/08/2014		NO
045 w101070465 046 wi01053920	ISS1:1011 ISS1:10F1	p32302_1 p32303_1	18/08/2014		NO
046 w101053920 047 wi00897254	ISS1:10F1 ISS1:10F1		18/08/2014		NO NO
047 w100897234 048 wi01057403	ISS1:10F1 ISS1:10F1	p31127_1 p32591_1	18/08/2014	· _ ·	NO
	ISS1:10F1	p32449_1	18/08/2014		NO
050 wi01094305	ISS1:10F1	p32640_1	18/08/2014	4 p32640_1.cpl	NO

Call Server Patches on Avaya Communication Server 1000E R7.6

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051	wi01060611	ISS1:10F1	p32809_1	18/08/2014	p32809_1.cpl	NO
052	wi01137694	ISS1:10F1	p33081 ⁻ 1	21/08/2014	p33081 ⁻ 1.cpl	NO
053	wi01060241	ISS1:10F1	p32381_1	18/08/2014	p32381 1.cpl	NO
054	wi01034307	ISS1:10F1	p32615 1	18/08/2014	p32615 1.cpl	NO
055	wi01052428	ISS1:10F1	p32606 1	18/08/2014	p32606 1.cpl	NO
056	wi00884716	ISS1:10F1	p32517_1	18/08/2014	p32517_1.cpl	NO
057	wi01070468	iss1:1of1	p32418_1	18/08/2014	p32418_1.cpl	NO
058	wi01091447	ISS1:10F1	p32675_1	18/08/2014	p32675_1.cpl	NO
059	wi01156999	ISS1:10F1	p33180_1	21/08/2014	p33180 1.cpl	NO
060	wi01132599	ISS1:10F1	p33025_1	18/08/2014	p33025 1.cpl	NO
061	wi01065125	ISS1:10F1	p32416 1	18/08/2014	p32416 1.cpl	NO
062	wi01056633	ISS1:10F1	p32322 1	18/08/2014	p32322 1.cpl	NO
063	wi01030033	ISS1:10F1	p32553 1	18/08/2014	p32553 1.cpl	NO
064	wi01053597	ISS1:10F1	p32304_1	18/08/2014	p32304_1.cpl	NO
065	wi01132883	ISS1:10F1	p33030_1	18/08/2014	p33030_1.cpl	NO
066	wi01025156	ISS1:10F1	p32136_1	18/08/2014	p32136_1.cpl	NO
067	wi01088775	ISS1:10F1	p32659_1	18/08/2014	p32659 1.cpl	NO
068	wi01114038	ISS1:10F1	p32869 1	18/08/2014	p32869 1.cpl	NO
069	wi01075360	iss1:1of1	p32602 1	18/08/2014	p32602 1.cpl	NO
070	wi01053195	ISS1:1011 ISS1:10F1	p322002_1 p32297_1	18/08/2014	p32297 1.cpl	NO
070	wi01043367	ISS1:10F1	p32237_1	18/08/2014		NO
					p32232_1.cpl	
072	wi01082456	ISS1:10F1	p32596_1	18/08/2014	p32596_1.cpl	NO
073	wi01089519	ISS1:10F1	p32665_1	18/08/2014	p32665_1.cpl	NO
074	wi01105888	ISS1:10F1	p32794_1	18/08/2014	p32794_1.cpl	NO
075	wi01132215	ISS1:10F1	p33084 1	21/08/2014	p33084 1.cpl	NO
076	wi01035980	ISS1:10F1	p32558_1	18/08/2014	p32558_1.cpl	NO
077	wi01087543	ISS1:10F1	p32662 1	18/08/2014	p32662 1.cpl	NO
078	wi01060826	ISS1:10F1	p32379 1	18/08/2014	p32379 1.cpl	NO
079	wi01167427	ISS1:10F1	p33264 1	21/08/2014	p33264 1.cpl	NO
080	wi01034961	ISS1:10F1	p32144_1	18/08/2014	p32144_1.cpl	NO
081	wi01142525	ISS1:10F1	p33096_1	21/08/2014	p33096_1.cpl	NO
082	WI01077073	ISS1:10F1	p32534_1	18/08/2014	p32534_1.cpl	NO
083	wi01133985	ISS1:10F1	p33049_1	18/08/2014	p33049_1.cpl	NO
084	wi01138714	ISS2:10F1	p33065_2	21/08/2014	p33065 2.cpl	NO
085	wi01130836	ISS1:10F1	p33008_1	18/08/2014	p33008_1.cpl	YES
086	wi01118928	ISS1:10F1	p32922 1	18/08/2014	p32922 1.cpl	NO
087	wi01070585	ISS1:10F1	p32383 1	18/08/2014	p32383 1.cpl	NO
088	wi01071296	ISS1:10F1	p32836 1	18/08/2014	p32836 1.cpl	NO
			p32674 1			YES
089	wi01089355	ISS1:10F1		18/08/2014	p32674_1.cpl	
090	wi01119312	ISS1:10F1	p32919_1	18/08/2014	p32919_1.cpl	NO
091	wi01134952	ISS1:10F1	p33039_1	18/08/2014	p33039_1.cpl	NO
092	wi01124477	ISS1:10F1	p32963_1	18/08/2014	p32963_1.cpl	NO
093	wi01156086	ISS1:10F1	p33269_1	21/08/2014	p33269 1.cpl	NO
094	wi01115894	ISS1:10F1	p32910_1	18/08/2014	p32910 1.cpl	NO
095	wi01101385	ISS1:10F1	p32773 1	18/08/2014	p32773 1.cpl	YES
096	wi01115450	ISS1:10F1	p32888 1	18/08/2014	p32888 1.cpl	NO
090	wi01075538		p32469 1	18/08/2014	p32469 1.cpl	NO
		ISS1:10F1				
098	wi01159931	ISS1:10F1	p33231_1	21/08/2014	p33231_1.cpl	YES
099	wi01126552	ISS1:10F1	p32975_1	18/08/2014	p32975_1.cpl	NO
100	wi01144066	ISS1:10F1	p33114_1	21/08/2014	p33114_1.cpl	NO
101	wi01129028	ISS1:10F1	p33016_1	18/08/2014	p33016_1.cpl	NO
102	wi01099724	ISS1:10F1	p32742_1	18/08/2014	p32742 1.cpl	YES
103	wi01129098	ISS1:10F1	p32951 1	18/08/2014	p32951 1.cpl	NO
104	wi01146254	ISS1:10F1	p33127 1	21/08/2014	p33127 1.cpl	NO
101	WI01108562	ISS1:10F1	p32832 1	18/08/2014	p32832 1.cpl	NO
			p32832_1 p32848_1			
106	wi01094727	ISS1:10F1		18/08/2014	p32848_1.cpl	NO
107	wi01096967	ISS1:10F1	p32735_1	18/08/2014	p32735_1.cpl	NO
108	wi01022598	ISS1:10F1	p32066_1	18/08/2014	p32066_1.cpl	NO
109	wi01126454	ISS1:10F1	p32973_1	18/08/2014	p32973_1.cpl	NO
110	wi01051200	ISS1:10F1	p32290_1	18/08/2014	p32290_1.cpl	NO
111	wi01127640	ISS1:10F1	p32992 1	18/08/2014	p32992 1.cpl	NO
112	wi01128512	ISS1:10F1	p32997 1	18/08/2014	p32997 1.cpl	NO
			÷ —			

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113	wi01122174	ISS1:10F1	p32936 1	18/08/2014	p32936 1.cpl	NO
114	wi01097598	ISS1:10F1	p32797 ⁻ 1	18/08/2014	p32797 ¹ .cpl	NO
115	wi01095462	ISS1:10F1	p32723_1	18/08/2014	p32723 1.cpl	NO
116	wi01108828	ISS1:10F1	p32831 1	18/08/2014	p32831 1.cpl	NO
117	wi01104473	ISS1:10F1	p32818 1	18/08/2014	p32818 1.cpl	NO
			- <u> </u>			
118	wi01079444	ISS1:10F1	p32564_1	18/08/2014	p32564_1.cpl	NO
119	wi01109251	ISS1:10F1	p32827_1	18/08/2014	p32827_1.cpl	NO
120	wi01092443	ISS1:10F1	p32676_1	18/08/2014	p32676_1.cpl	NO
121	wi01099292	ISS1:10F1	p32886_1	18/08/2014	p32886_1.cpl	NO
122	wi01104867	ISS1:10F1	p32828_1	18/08/2014	p32828_1.cpl	NO
123	wi01080963	ISS1:10F1	p32626 1	18/08/2014	p32626 1.cpl	YES
124	wi01065115	ISS1:10F1	p32523_1	18/08/2014	p32523 1.cpl	NO
125	wi01081510	ISS1:10F1	p32582_1	18/08/2014	p32582 1.cpl	NO
126	wi01110593	ISS1:10F1	p32849 1	18/08/2014	p32849 1.cpl	NO
127	wi01099606	iss1:1of1	p32713 1	18/08/2014	p32713 1.cpl	NO
127	wi01123389	ISS1:1011 ISS1:10F1	p33045 1	18/08/2014	p33045 1.cpl	NO
129	wi01072062	ISS1:10F1	p32776_1	18/08/2014	p32776_1.cpl	NO
130	wi01136194	ISS:10F1	p33051_1	21/08/2014	p33051_1.cpl	NO
131	wi01045144	ISS1:10F1	p33202_1	21/08/2014	p33202_1.cpl	NO
132	wi01128596	ISS1:10F1	p33000_1	18/08/2014	p33000_1.cpl	NO
133	wi01090535	ISS1:10F1	p32519_1	18/08/2014	p32519_1.cpl	NO
134	wi01127447	ISS1:10F1	p32990_1	18/08/2014	p32990 1.cpl	NO
135	wi01132244	ISS1:10F1	p33041 1	18/08/2014	p33041 1.cpl	NO
136	wi01097786	ISS1:10F1	p33086 1	21/08/2014	p33086 1.cpl	NO
137	wi01097788	ISS1:10F1 ISS1:10F1	p32496 1	18/08/2014	p32496 1.cpl	NO
138	wi01093118	ISS1:10F1 ISS1:10F1	p32865 1	18/08/2014	p32865 1.cpl	YES
139	wi01098433	ISS1:10F1	p32736_1	18/08/2014	p32736_1.cpl	NO
140	wi01115807	ISS1:10F1	p32895_1	18/08/2014	p32895_1.cpl	YES
141	wi01159009	ISS1:10F1	p33098_1	21/08/2014	p33098_1.cpl	YES
142	wi01136429	ISS1:10F1	p33037_1	21/08/2014	p33037_1.cpl	NO
143	wi01119086	ISS1:10F1	p32917_1	18/08/2014	p32917_1.cpl	NO
144	wi01132204	ISS1:10F1	p32501 1	18/08/2014	p32501 1.cpl	NO
145	wi01058378	ISS1:10F1	p32344_1	18/08/2014	p32344 ¹ .cpl	NO
146	wi01088797	ISS1:10F1	p32844_1	18/08/2014	p32844 1.cpl	NO
147	wi00937672	ISS1:10F1	p31276 1	18/08/2014	p31276 1.cpl	NO
148	wi01098905	ISS1:10F1	p32556 1	18/08/2014	p32556 1.cpl	NO
149	wi01120705	ISS1:10F1	p32930 1	18/08/2014	p32930 1.cpl	NO
150	wi01120406	ISS1:10F1	p32956_1	18/08/2014	p32956 1.cpl	NO
151	wi01083896	ISS1:10F1	p32930_1 p32937_1	18/08/2014	p32937 1.cpl	NO
151	wi01033898					
		ISS1:10F1	p33017_1	18/08/2014	p33017_1.cpl	NO
153	wi01113374	ISS1:10F1	p32874_1	18/08/2014	p32874_1.cpl	NO
154	wi01145002	ISS1:10F1	p33186_1	21/08/2014	p33186_1.cpl	NO
155	wi01104627	ISS1:10F1	p32819_1	18/08/2014	p32819_1.cpl	NO
156	wi01137003	ISS1:10F1	p33053_1	18/08/2014	p33053_1.cpl	NO
157	wi01093071	ISS1:10F1	p32701_1	18/08/2014	p32701_1.cpl	NO
158	wi01068751	ISS1:10F1	p32445_1	18/08/2014	p32445 1.cpl	NO
159	wi01134602	ISS1:10F1	p32398_1	18/08/2014	p32398 1.cpl	NO
160	wi01102093	ISS1:10F1	p32760 1	18/08/2014	p32760 1.cpl	NO
161	wi01101969	ISS1:10F1	p32726 1	18/08/2014	p32726 1.cpl	NO
162	wi01133106	ISS1:10F1 ISS1:10F1	p32720_1 p33032 1	18/08/2014	p33032 1.cpl	NO
			±			
163	wi01070279	ISS1:10F1	p32262_1	18/08/2014	p32262_1.cpl	NO
164	wi01107601	ISS1:10F1	p32970_1	18/08/2014	p32970_1.cpl	NO
165	wi01088915	ISS1:10F1	p32638_1	18/08/2014	p32638_1.cpl	NO
166	wi01130348	ISS1:10F1	p33014_1	18/08/2014	p33014_1.cpl	NO
167	wi01077639	ISS1:10F1	p32883_1	18/08/2014	p32883_1.cpl	NO
168	wi01125238	ISS1:10F1	p32971_1	18/08/2014	p32971_1.cpl	NO
169	wi01000087	ISS1:10F1	p32014_1	18/08/2014	p32014 1.cpl	NO
170	wi01119100	ISS1:10F1	p32925_1	18/08/2014	p32925 1.cpl	NO
171	wi01132902	ISS1:10F1	p33028 1	18/08/2014	p33028 1.cpl	NO
172	wi01053950	ISS1:10F1	p32654 1	18/08/2014	p32654 1.cpl	YES
173	wi01082824	ISS1:10F1	p32467 1	18/08/2014	p32467 1.cpl	NO
174	wi01002024 wi01109345	ISS1:10F1 ISS1:10F1	p32830 1	18/08/2014	p32830 1.cpl	NO
1/4	WI01109040	1001.1011	P22020_1	10/00/2014	P22020_1.Cb1	740

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175	wi01073725	ISS1:10F1	p32552_1	18/08/2014	p32552_1.cpl	NO
176	wi01149017	ISS1:10F1	p33145_1	21/08/2014	p33145_1.cpl	NO
177	wi01099810	ISS1:10F1	p32796_1	18/08/2014	p32796 1.cpl	NO
178	wi01134354	ISS1:10F1	p33031 1	18/08/2014	p33031 1.cpl	NO
179	wi01127527	ISS1:10F1	p32988 1	18/08/2014	p32988 1.cpl	YES
180	wi01095255	ISS1:10F1	p33027 1	18/08/2014	p33027 1.cpl	NO
181	wi01035255	ISS1:10F1 ISS1:10F1	p31107 1	18/08/2014		NO
					p31107_1.cpl	
182	wi01102475	ISS1:10F1	p32782_1	18/08/2014	p32782_1.cpl	YES
183	wi01120458	ISS1:10F1	p32929_1	18/08/2014	p32929_1.cpl	NO
184	wi01118320	ISS1:10F1	p32753_1	18/08/2014	p32753_1.cpl	NO
185	wi01133960	ISS1:10F1	p33034_1	18/08/2014	p33034_1.cpl	NO
186	wi01075540	ISS1:10F1	p32492_1	18/08/2014	p32492_1.cpl	NO
187	wi01112655	ISS1:10F1	p32870_1	18/08/2014	p32870 1.cpl	NO
188	wi01106658	ISS1:10F1	p32812_1	18/08/2014	p32812 ¹ .cpl	NO
189	wi01021522	ISS1:10F1	p32863_1	18/08/2014	p32863 1.cpl	NO
190	wi01089807	ISS1:10F1	p32957 1	18/08/2014	p32957 1.cpl	NO
191	wi01083036	ISS1:10F1	p32571 1	18/08/2014	p32571 1.cpl	NO
	wi01102091					
192		ISS1:10F1	p32744_1	18/08/2014	p32744_1.cpl	YES
193	wi01149384	ISS1:10F1	p33147_1	21/08/2014	p33147_1.cpl	NO
194	wi01119863	ISS1:10F1	p32923_1	18/08/2014	p32923_1.cpl	NO
195	wi01071996	ISS1:10F1	p32461_1	18/08/2014	p32461_1.cpl	NO
196	wi01094832	iss1:1of1	p32718_1	18/08/2014	p32718_1.cpl	NO
197	wi01115369	ISS1:10F1	p32889_1	18/08/2014	p32889_1.cpl	NO
198	wi01137737	ISS1:10F1	p33055_1	18/08/2014	p33055_1.cpl	NO
199	wi01163826	ISS1:10F1	p33229 1	21/08/2014	p33229 1.cpl	NO
200	wi01065248	ISS1:10F1	p32412_1	18/08/2014	p32412 1.cpl	NO
201	wi01132222	ISS1:10F1	p33023 1	18/08/2014	p33023 1.cpl	NO
202	wi01127874	ISS1:10F1	p25747_1	18/08/2014	p25747_1.cpl	NO
203	wi01118819	ISS1:10F1	p32954 1	18/08/2014	p32954 1.cpl	NO
204	wi01096907	ISS1:10F1	p32733 1	18/08/2014	p32733 1.cpl	NO
205	wi01111194	ISS1:10F1	p32821 1	18/08/2014	p32821 1.cpl	NO
205	wi01113712	ISS1:10F1	p32877 1	18/08/2014	p32877 1.cpl	NO
200	wi01100508	ISS1:10F1 ISS1:10F1	p32761 1	18/08/2014	p32761 1.cpl	NO
208	wi01096910	ISS1:10F1 ISS1:10F1	p32701_1 p32734_1	18/08/2014		NO
					p32734_1.cpl	
209	wi01071659	ISS1:10F1	p32589_1	18/08/2014	p32589_1.cpl	NO
210	wi01075149	ISS1:10F1	p32475_1	18/08/2014	p32475_1.cpl	NO
211	wi01144609	ISS1:10F1	p33119_1	21/08/2014	p33119_1.cpl	NO
212	wi01068922	ISS1:10F1	p32454_1	18/08/2014	p32454_1.cpl	NO
213	wi01166065	ISS1:10F1	p33241_1	21/08/2014	p33241_1.cpl	NO
214	wi01102296	ISS1:10F1	p32780_1	18/08/2014	p32780_1.cpl	NO
215	wi01076948	ISS1:10F1	p32526_1	18/08/2014	p32526_1.cpl	YES
216	wi01088055	ISS1:10F1	p32607_1	18/08/2014	p32607_1.cpl	NO
217	wi01114695	ISS1:10F1	p32885_1	18/08/2014	p32885 1.cpl	NO
218	wi01146766	ISS1:10F1	p33131 1	21/08/2014	p33131 1.cpl	NO
219	wi01150596	ISS1:10F1	p33154 1	21/08/2014	p33154 1.cpl	NO
220	wi01139981	ISS1:10F1	p33083 1	21/08/2014	p33083 1.cpl	NO
221	wi01163362	ISS1:10F1	p33224 1	21/08/2014	p33224 1.cpl	YES
221	wi01134211	ISS1:10F1	p33077 1	21/08/2014	p33077 1.cpl	NO
223	wi01153104	ISS1:10F1 ISS1:10F1	p33174 1	21/08/2014	p33174 1.cpl	NO
					p33185 1.cpl	
224	wi01153896	ISS1:10F1	p33185_1	21/08/2014		NO
225	wi01150083	ISS1:10F1	p33152_1	21/08/2014	p33152_1.cpl	NO
226	wi01151870	ISS1:10F1	p33162_1	21/08/2014	p33162_1.cpl	YES
227	wi01096718	ISS1:10F1	p33138_1	21/08/2014	p33138_1.cpl	YES
228	wi01136640	ISS1:10F1	p33052_1	21/08/2014	p33052_1.cpl	NO
229	wi01164281	ISS1:10F1	p33232_1	21/08/2014	p33232_1.cpl	NO
230	wi01165461	ISS1:10F1	p33237_1	21/08/2014	p33237_1.cpl	NO
231	wi01171467	ISS1:10F1	p33270_1	21/08/2014	p33270_1.cpl	NO
232	wi01142100	ISS1:10F1	p33090_1	21/08/2014	p33090 1.cpl	NO
233	wi01170424	ISS1:10F1	p33260_1	21/08/2014	p33260_1.cpl	NO
234	wi01142792	ISS1:10F1	p33099 1	21/08/2014	p33099 1.cpl	NO
235	wi01155909	ISS1:10F1	p33192 1	21/08/2014	p33192 1.cpl	NO
236	wi01119736	ISS1:10F1	p33094 1	21/08/2014	p33094 1.cpl	NO
200			P00001_1	11,00,2014	Peece Tropt	

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007	.01100007	7001 1001	22012 1	01/00/0014	22012 1 1	110
237	wi01160967	ISS1:10F1	p33213_1	21/08/2014		NO
238	wi01165870	ISS1:10F1	p33238_1	21/08/2014	p33238_1.cpl	NO
239	WI11032038	ISS1:10F1	p33022_1	21/08/2014	p33022_1.cpl	NO
240	wi01138136	ISS1:10F1	p33191_1	21/08/2014	p33191_1.cpl	NO
241	wi01163521	ISS1:10F1	p33226_1	21/08/2014	p33226_1.cpl	NO
242	wi01152195	ISS1:10F1	p33163_1	21/08/2014	p33163_1.cpl	YES
243	wi01068011	ISS1:10F1	p33182_1	21/08/2014	p33182_1.cpl	NO
244	wi01147091	ISS1:10F1	p33137_1	21/08/2014	p33137_1.cpl	NO
245	wi01151898	ISS1:10F1	p33175_1	21/08/2014	p33175_1.cpl	NO
246	wi01147983	ISS1:10F1	p33141_1	21/08/2014	p33141_1.cpl	NO
247	wi01163048	ISS1:10F1	p33223 1	21/08/2014	p33223 1.cpl	YES
248	wi01165881	ISS1:10F1	p33239_1	21/08/2014	p33239 1.cpl	NO
249	wi01134799	ISS1:10F1	p33069_1	21/08/2014	p33069_1.cpl	NO
250	wi01146543	ISS1:10F1	p33097_1	21/08/2014	p33097 1.cpl	NO
251	wi01150802	ISS1:10F1	p33156_1	21/08/2014	p33156 1.cpl	NO
252	wi01154253	ISS1:10F1	p33206_1	21/08/2014	p33206 1.cpl	NO
253	wi01143987	ISS1:10F1	p33134 ⁻ 1	21/08/2014	p33134 ¹ .cpl	NO
254	WI01154952	ISS1:10F1	p33184_1	21/08/2014	p33184 1.cpl	NO
255	wi01157590	ISS1:10F1	p33252_1	21/08/2014	p33252 1.cpl	NO
256	wi01146289	ISS1:10F1	p33146_1	21/08/2014	p33146 1.cpl	NO
257	wi01153039	ISS1:10F1	p17588_1	21/08/2014	p17588 1.cpl	NO
258	wi01153844	ISS1:10F1	p33172_1	21/08/2014	p33172 1.cpl	NO
259	wi01135146	ISS1:10F1	p33033 1	21/08/2014	p33033 1.cpl	NO
260	wi01146705	ISS1:10F1	p33129_1	21/08/2014		NO
261	wi01154485	ISS1:10F1	p33194 1	21/08/2014	p33194 1.cpl	NO
MDP>	LAST SUCCESSF	UL MDP REFRESH :2				
		ZIP FILE DOWNLOA				
					()	

Appendix B

Avaya Communication Server 1000E R7.6 Lineside E1 Channel.

>ld 20 TN 004 0 10 00 VIRTUAL TYPE 500 CDEN 4D CUST 0 ERL 00000 WRLS NO DN 3100 0 MARP ANIE O AST YES IAPG 1 HUNT TGAR 0 LDN NO NCOS 0 SGRP 0 RNPG 0 XLST SCI 0 SCPW SFLT NO CAC CIS 3 CAC MFC 0 CLS UNR DIP FBD XFA WTA THFD FND HTD ONS LPR XRD AGRD CWD SWD MWD RMMD SMWD LPD XHD SLKD CCSD LND TVD CFTD SFD MRD C6A CNID CLBD AUTU ICDD CDMD LLCN EHTD MCTD GPUD DPUD CFXA ARHD OVDD AGTA CLTD LDTD ASCD SDND MBXD CPFA CPTA UDI RCC HBTD IRGD DDGA NAMA MIND NRWD NRCD NROD SPKD CRD PRSD MCRD EXRO SHL SMSD ABDD CFHD DNAA DNDY DNO3 CWND USMD USRD CCBD BNRD OCBD RTDD RBDD RBHD FAXD CNUD CNAD PGND FTTU FDSD NOVD CDMR PRED MCDD T87D SBMD PKCH MPTD ELCD PLEV 02 PUID UPWD SPID NONE PRI 01 AACD YES AACS YES ACQ AS: TN, AST-DN, AST-POSID ASID 17 SFNB 1 2 3 4 5 6 7 8 9 10 11 12 13 15 16 17 18 19 21 22 23 24 25 26 28 29 31 33 34 35 36 37 38 SFRB 1 2 15 32 33 34 35 36 37 38 39 39 USFB 1 2 3 4 5 6 7 9 10 11 12 13 14 15 CALB 0 1 3 4 5 6 8 9 10 11 12 FCTB MLWU LANG 0 FTR ACD 1650 113100 AGN FTR OSP 1 FTR ISP 255 DATE 12 AUG 2014

>1d 23 ACD000		
MEM AVAIL: (U/P): 36303288 DISK SPACE NEEDED: 115 KBYTES		129447 TOT: 44879869
ACD DNS AVAIL:	1986 USED:	14 TOT: 2000
REQ prt TYPE cdn		
CUST 0 CDN 6100		
TYPE CDN		
CUST 0 CDN 6100		
FRRT SRRT		
FROA NO		
UUI NO MURT		
CDSQ NO DFDN 1650		
NAME NO CMB NO		
CEIL 2047 CLRO NO		
OVFL NO		
TDNS NO AACQ YES		
ASID 17 SFNB 17 18 19 33 34 35 3		
	LO 11 12 13 14 9 10 11 12	15
CNTL YES VSID		
HSID CWTH 1		
BYTH O		
OVTH 2047		
MEM AVAIL: (U/P): 36303288 DISK SPACE NEEDED: 115 KBYTES		129447 TOT: 44879869
ACD DNS AVAIL: REQ	1986 USED:	14 TOT: 2000

Avaya Communication Server 1000E R7.6 Control Directory Number.

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