



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Aurora Innovation TeleQ R5 with Avaya Communication Server 1000E R7.6 via Avaya Network Routing Service - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Aurora Innovation TeleQ with Avaya Communication Server 1000E R7.6 via Avaya Network Routing Service.

Readers should pay attention to section 2, in particular the scope of testing as outlined in Section 2.1 as well as the 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

TeleQ from Aurora Innovation is primarily used in the Healthcare sector. TeleQ is a Client/Server Appointment Management Solution. TeleQ allows patients to call their healthcare provider and speak to an agent, leave a voice mail, and book a callback to a specified number and at a time of their choice. The Agents can receive inbound calls, listen to voice mails and call back patients. The TeleQ client communicates with the Private Branch Exchange through an Asterisk Server. The TeleQ server includes its own voice mail system.

Note: Aurora Innovation supply, install and configure their solution for the end customer directly or through qualified partners, In line with Aurora Innovation's request, the configuration of TeleQ Client/Server and Asterisk server is not required to be part of this Application Note.

2. General Test Approach and Test Results

The general test approach was to configure TeleQ to communicate with the Avaya Communication Server 1000E (CS1000E) as implemented on a customer's premises using an Avaya Network routing service (NRS). Testing focused on verifying that TeleQ registered with the Avaya NRS and all features behaved as expected. Various call scenarios were performed to simulate real call types as would be observed on a customer premises. See **Figure 1** for a network diagram. The interoperability compliance test included both feature functionality and serviceability tests.

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 testing included:

- Verification of connectivity between:
CS1000E and TeleQ Server via NRS
- Inbound to the TeleQ queue number
- Inbound calls to voice mail
- TeleQ Agent answers calls from the queue
- Inbound calls requiring call back (ensuring DTMF works)
- TeleQ agents retrieving voice mails
- TeleQ Agents making outbound calls direct to patients
- TeleQ Agents making outbound calls from the call back database

2.2. Test Results

Tests were performed to insure full interoperability of TeleQ and CS1000E solution. The tests were all functional in nature and performance testing was not included. All test cases passed successfully.

Note: During compliance testing it was observed that when making an outgoing call from the TeleQ client, there was a delay of approximately 10 seconds before the agent Deskphone rang, and approximately another 10 seconds before the customer's phone rang, after the agent answered the Deskphone.

2.3. Support

Technical support from Aurora Innovation can be obtained through the following:

Email: support@ain.se

Web: www.ain.se

Phone: +4618194455

3. Reference Configuration

Figure 1 illustrates the network topology used during compliance testing. The Avaya solution consists of a CS1000E Co-Res call server, signalling server and Network Routing Service. Avaya Aura® System Manager was used to manage the Network Routing Service and access the CS1000E Element Manager. A SIP trunk was configured between the Network Routing Service and the Asterisk server to communicate with the TeleQ application server. Communication between the TeleQ client and the CS1000E was via the TeleQ application server and Asterisk Server. On the CS1000E a Distant steering Code (DSC) was configured to route calls to the Network Routing Service which in turn were routed to the TeleQ application server via the Asterisk server. Calls required to be answered by an agent were routed back to the CS1000E and answered on an Avaya 1140E IP Deskphone. Outbound calls from the TeleQ Agent were performed by the TeleQ application server calling the Agent Deskphone and then also calling the external number which was then put in conference. External calls were made using a simulated PSTN.

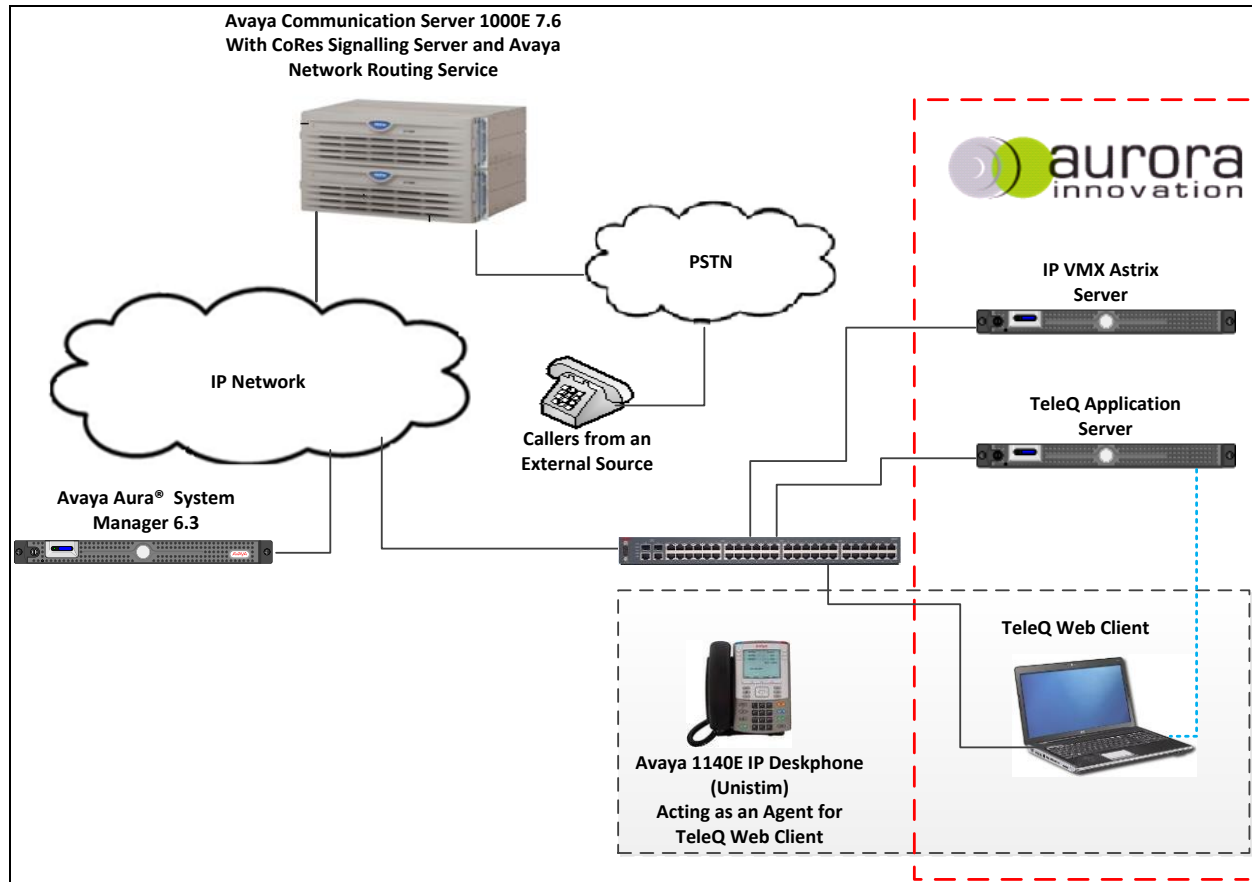


Figure 1: Avaya CS1000E and TeleQ Reference Configuration

4. Equipment and Software Validated

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

Avaya Equipment	Software / Firmware Version
Co-Res Call Server/Signalling Server/ Network Routing Service running on a Call Processor Pentium Mobile (CPPM) NTDW61BA	Avaya Communication Server 1000E R7.6 <ul style="list-style-type: none">• Signalling Server 7.6.5.16• Call Server 7.65P
Avaya Media Gateway Controller	H/W NTDW60 S/W FPGA AA18
Avaya 11xx series IP Telephones <ul style="list-style-type: none">• 1140e•	0625C8Q (UniStim)
Aurora Innovation Equipment	Software / Firmware Version
IP VMX Astrix Server	Version 11.3
TeleQ Application server	Version 5
TeleQ Web client	Version 5

5. Configure Avaya Communication Server 1000E

The configuration operations illustrated in this section were performed using terminal access to the CS1000E over a telnet session. It is implied a working system is already in place, including a Route (Rout 20) and D-Channel (DCH 66). For all other provisioning information such as installation and configuration, please refer to the product documentation in **Section 11**.

Appendix A has a list of all CS1000E patches, deplist and service packs loaded on the system. The configuration operations described in this section relate to configuring a dialling plan (The configuration details in this section relate to the configuration used during compliance testing)

Note: Only the unique prompts as shown in the screen captures below, are required. All other inputs can be left as default.

5.1. Configure Dialling Plan

To route calls to the TeleQ Application server a dial plan is required. The numbers configured are routed to the Network Routing Service, where a Routing Entry (see **Section 7.2**) is configured to route the calls to the TeleQ queue number on the TeleQ Application server. There are a number of ways to setup a dialling plan. For compliance testing a Coordinated Dialling Plan (CDP) was used.

5.1.1. Create a Route List Index

In order to create a CDP a Route List Index (RLI) in overlay 86 is required. Use the **NEW** command in **LD 86** to create a **RLI**.

Note: Rout 20 was used.

LD 86

Prompt	Response	Description
>LD 86	Enter Overlay 86	
REQ	NEW	Create New
CUST	0	Customer Number as defined in LD15
FEAT	RLB	Route list Block
TYPE	RLI	Route list Index
RLI	37	Route list Index number
ENTR	0	First entry for the RLI
ROUT	20	Enter the route number

5.1.2. Create a Coordinated Dialling Plan

Use the **NEW** command in **LD 87** to create a CDP entry for TeleQ queue number and TeleQ agent. In the example below the **DSC** is **5015 (TeleQ queue number)**, **FLEN** is **4** and the **RLI** is **37**. The TeleQ Agent number 265013 was also configured the same way (Note: **FLEN** is **6**).

Note: The RLI number used was created in **Section 5.1.1**.

LD 87

Prompt	Response	Description
>	LD 87	Enter Overlay 87
REQ	NEW	Create new
CUST	0	Customer Number as defined in LD15
FEAT	CDP	Coordinated dialling plan
TYPE	DSC	Distance Steering code
DSC	5015	Distant Steering code
FLEN	4	Flexible Length number of digits
RLI	37	Route list index Number

6. Configure Virtual Trunk Gateway

The Virtual Trunk Gateway on the Signalling Server needs to be configured to route calls to the Network Routing Service. It is implied that the Signalling Server is already in place, and a Node is configured and is part of the security framework. The Virtual Trunk Gateway is configured using the CS1000 Element Manager web interface accessed via a link from **System Manager** → **Elements** → **Communication Server 1000** (not shown).

Once the CS 1000 Element Manager page opens, navigate to **IP Network** → **Nodes: Services, Media Cards**.

AVAYA CS1000 Element Manager

Managing: 192.168.40.101 Username: paul
System Overview

System Overview

IP Address: 192.168.40.101
Type: Avaya Communication Server 1000E CPPM Linux
Version: 4121
Release: 765 P +

Once the **IP Telephony Nodes** page opens, click on the appropriate node (During compliance testing node **111** was used.)

AVAYA CS1000 Element Manager

Managing: 192.168.40.101 Username: paul
System » IP Network » IP Telephony Nodes

IP Telephony Nodes

Click the Node ID to view or edit its properties.

Buttons: Add... Import... Export... Delete | Print | Refresh

Node ID	Components	Enabled Applications	ELAN IP	Node/TLAN IPv4	Node/TLAN IPv6	Status
111	1	SIP Line, LTPS, Gateway (SIPGw)	-	10.10.40.111	-	Synchronized

Show: ☒ Nodes ☐ Component servers and cards ☒ IPv6 address

Once the **Node Details** page opens, scroll down using the vertical scroll bar on the right side of the page and click on **Gateway (SIPGw)**.

Once the **Virtual Trunk Gateway Configuration Details** page opens, scroll down using the vertical scroll bar on the right side of the page to **Proxy Or Redirect Server (Proxy Server route 1)** and enter the following:

- **Primary TLAN IP address** Enter the IP address of the Network Routing Service (10.10.40.101)
- **Port** Enter **5060**
- **Transport protocol** Select **TCP** from the dropdown box
- **Options** Click the **Support registration** check box

Using the scroll bar on the right hand side of the screen, scroll down to **Dial plan prefixes**.

In the **Dial plan prefixes** section remove all entries. Click on the **Save** button to save the configuration.

Note: During compliance testing all entries were left blank. On some customer sites; some of these entries may be required.

AVAYA CS1000 Element Manager

Managing: 192.168.40.101 Username: paul

System » IP Network » IP Telephony Nodes » Node Details » Virtual Trunk Gateway Configuration

Node ID: 111 - Virtual Trunk Gateway Configuration Details

General | SIP Gateway Settings | SIP Gateway Services

SIP CTI Service: ☒ Enable CTI service ☐ TLS endpoints only

CTI settings

Customer number: 0

Maximum associations per DN: 3

International calls: ☐ Place as national

For calls within this country.

CTI CLID presentation

Dialing plan: CDP

Calling device URI format: phone-context=dialstring

Home location code:

Country code (CCC):

Dial plan prefixes

National:

International:

Location code call:

Special number:

Subscriber:

* Required Value. Note: Changes made on this page will NOT be transmitted until the Node is also saved.

Save Cancel

Once the Virtual Trunk Gateway Configuration is saved, the Node must also be saved. On the **Node Details** page, click on the **Save** button.

AVAYA CS1000 Element Manager

Managing: 192.168.40.101 Username: paul

System » IP Network » IP Telephony Nodes » Node Details

Node Details (ID: 111 - SIP Line, LTPS, Gateway (SIPGw))

Node ID: 111 * (0-9999)

Call server IP address: 192.168.40.101 * TLAN address type: ☒ IPv4 only ☐ IPv4 and IPv6

Embedded LAN (ELAN)

Gateway IP address: 192.168.40.1 * Subnet mask: 255.255.255.0 *

Telephony LAN (TLAN)

Node IPv4 address: 10.10.40.111 * Subnet mask: 255.255.255.0 *

Node IPv6 address:

* Required Value.

Save Cancel

On the **Node Saved** page, click on the **Transfer Now** button.

The screenshot shows the AVAYA CS1000 Element Manager interface. The left sidebar contains a navigation menu with options like UCM Network Services, Home, Links, System, Alarms, Maintenance, Core Equipment, Peripheral Equipment, IP Network, and Nodes: Servers, Media Cards. The main content area is titled 'Node Saved' and shows a message: 'Node ID: 111 has been saved on the call server. The new configuration must also be transferred to associated servers and media cards.' Below this message are two buttons: 'Transfer Now...' (highlighted with a red box) and 'Show Nodes'. To the right of the 'Transfer Now...' button is a text box that says: 'You will be given an option to select individual servers, or transfer to all.'

On the **Synchronize Configuration Files** page select the appropriate Signaling Server and click on the **Start Sync** button.

The screenshot shows the AVAYA CS1000 Element Manager interface on the 'Synchronize Configuration Files' page. The left sidebar is the same as the previous screenshot. The main content area is titled 'Synchronize Configuration Files (Node ID <111>)'. It contains a note: 'Note: Select components to synchronize their configuration files with call server data. This process transfers server INI files to selected components, and requires a restart* of applications on affected server(s) when complete.' Below the note are three buttons: 'Start Sync' (highlighted with a red box), 'Cancel', and 'Restart Applications'. To the right of these buttons are links for 'Print' and 'Refresh'. Below the buttons is a table with the following columns: 'Hostname', 'Type', 'Applications', and 'Synchronization Status'. The table has one row with the following data: 'cs1kpg1' (checked), 'Signaling_Server', 'SIP Line, LTPS, Gateway (SIP/H323), PD, Presence Publisher, IP Media Services', and 'Sync required'. Below the table is a footnote: '* Application restart is only required for initial system configuration or if changes have been made to general LAN configurations, SNTP settings, SIP and H323 Gateway settings, network connectivity related parameters like ports and IP address, enabling or disabling services, or adding or removing application servers.'

Once the synchronization is complete the applications must be restarted. Click on the **Restart Applications** button.

The screenshot shows the AVAYA CS1000 Element Manager interface on the 'Synchronize Configuration Files' page. The left sidebar is the same as the previous screenshot. The main content area is titled 'Synchronize Configuration Files (Node ID <111>)'. It contains the same note as the previous screenshot. Below the note are three buttons: 'Start Sync', 'Cancel', and 'Restart Applications' (highlighted with a red box). To the right of these buttons are links for 'Print' and 'Refresh'. Below the buttons is the same table as the previous screenshot, but the 'Synchronization Status' for 'cs1kpg1' is now 'Synchronized'. Below the table is the same footnote as the previous screenshot.

7. Configuring Avaya Network Routing Service

This section provides the procedures to configure the NRS. For TeleQ to communicate with CS1000E a number of configurations must be carried out on the NRS. It is implied that the NRS is already in place please and a domain has been added. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 11**. The NRS is configured using the Network Routing Service Manager web interface, accessed via a link from **System Manager → Elements → Communication Server 1000**. The configuration operations described in this section can be summarized as follows:

- Configure a Static SIP Endpoint for TeleQ (Asterisk Server)
- Configure Routing Entries for the Asterisk Server
- Update the Database

7.1. Configure a Static SIP Endpoint for the Asterisk Server

After logging into Network Routing Service Manager with the appropriate credentials navigate to **Numbering Plans → Endpoints** and click on the **Standby database** radio button. In the **Endpoint ID** box enter a descriptive name. For the **Limit results to Domain** select the **domain** (example devconnect.local) / **udp** / **cdp** and click on the **Add** button.

The screenshot displays the Avaya Network Routing Service Manager web interface. The left sidebar shows the navigation menu with 'Numbering Plans' and 'Endpoints' highlighted. The main content area shows the 'Managing' section with 'Standby database' selected. Below this is the 'Search for Endpoints' section, which includes a text input for 'Endpoint ID' (containing 'Asterisk') and a dropdown menu for 'Limit results to Domain' (set to 'devconnect.local'). The 'Add...' button is highlighted. The bottom section shows 'Gateway Endpoints (0)' and 'User Endpoints (0)' with a table of endpoints.

ID	Supported Protocols	SIP mode	Call Sign
----	---------------------	----------	-----------

Once the **Add Gateway Endpoint** page opens enter the following:

- Enter a descriptive name in the **End point name** box (example. Asterisk)
- Click the **Trust Node** check box
- Select **Not Applicable** from the **Tandem gateway endpoint name** dropdown box
- Select **Authentication off** from the **Endpoint authentication enabled** dropdown box

Scroll down using the vertical scroll bar on the right side of the page to **Static endpoint address type**.

- Enter the IP address of the Asterisk Server in the **Static endpoint address**
- Select **Static SIP endpoint** from the **SIP support** dropdown box
- Click on the **Redirect Mode** radio button
- Click the **SIP UDP transport enabled** check box
- Enter **5060** in the **SIP TCP Port** box

All other values may be left at default. Click on the **Save** button.

7.2. Configure Routing Entries for the Asterisk Server

A routing entry needs to be configured for calls to the Asterisk Server. From the NRS Routing Service Manager Page navigate to **Numbering Plans** → **Routes** and click on the **Standby database** radio button. In the **DN Prefix** box enter the number for the TeleQ queue number as configured in **Section 5.1.2**. Select **All DN Types** from the **DN Type** dropdown box. Select the **domain (devconnect.local) / udp / cdp** from the **Limit results to Domain** dropdown boxes. Select **Asterisk** (Gateway Endpoint configured in **Section 7.1**) from the **Endpoint Name** dropdown box and click on the **Add** button.

The screenshot shows the Avaya Network Routing Service Manager interface. On the left is a navigation menu with 'Numbering Plans' and 'Routes' highlighted. The main area has a 'Managing:' section with 'Active database' and 'Standby database' radio buttons, and a 'Numbering Plans » Routes' link. Below this is a 'Search for Routing Entries' form with the following fields: 'DN Prefix' (5015), 'DN Type' (All DN Types), 'Limit results to Domain' (devconnect.local / udp / cdp), and 'Endpoint Name' (Asterisk). A 'Search' button is at the bottom right. Below the form is a table with columns for 'Routing Entries (1)', 'Default Routes (0)', and 'Emergency Fallback Routes (0)'. The 'Add...' button is highlighted in the table's toolbar.

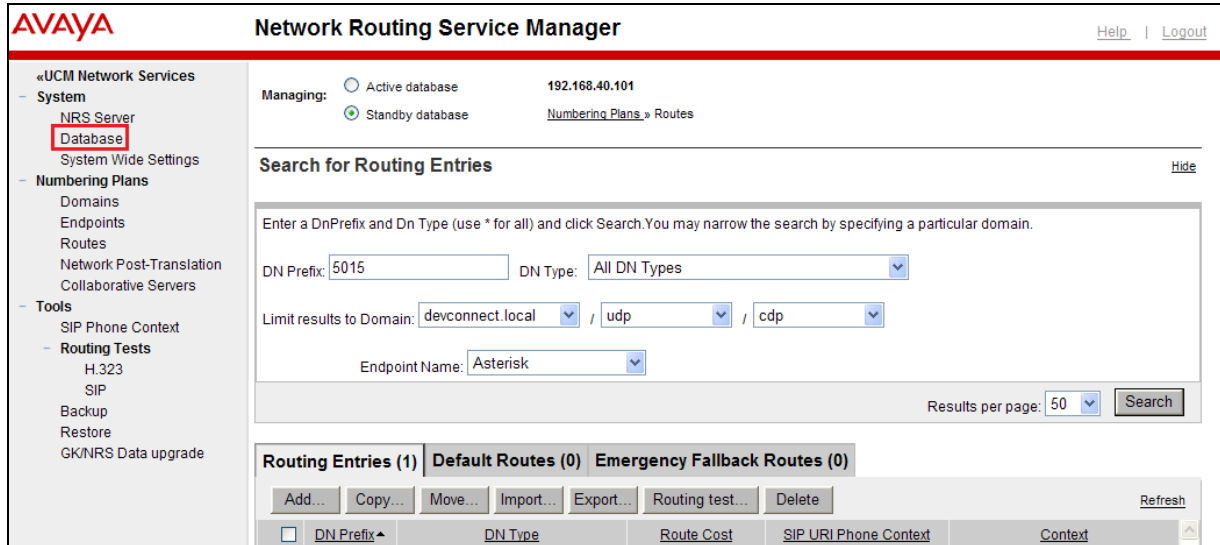
Once the Add Routing Entry page opens; select **Private level 0 regional (CDP steering code)**. In the **DN prefix** box enter the TeleQ queue number (i.e. 5015) as configured in **Section 5.2.1**. In the **Route cost** box enter **1** and click on the **Save** button.

Note: The TeleQ agent number is also added the same way.

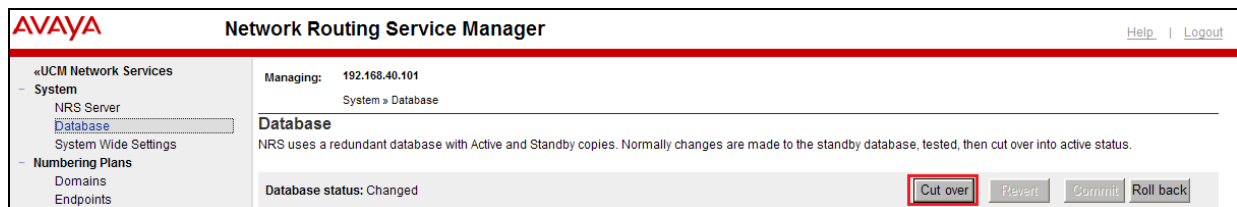
The screenshot shows the Avaya Network Routing Service Manager interface with the 'Add Routing Entry' form open. The form title is 'Add Routing Entry (devconnect.local / udp / cdp / Asterisk)'. The form has three fields: 'DN type' (Private level 0 regional (CDP steering code)), 'DN prefix' (5015), and 'Route cost' (1). A 'Save' button is highlighted at the bottom right. A note at the bottom left says '* Required value.'.

7.3. Update the Database

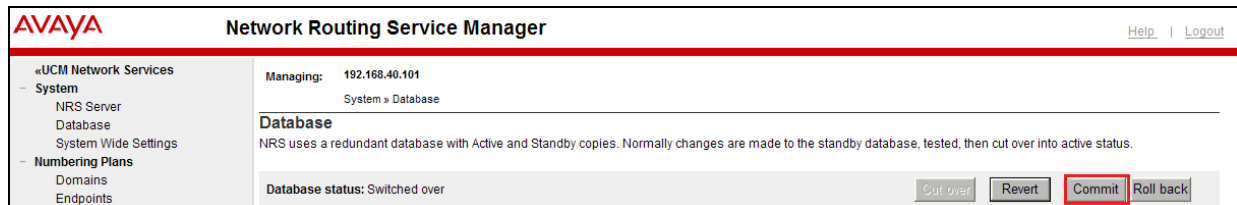
Once the configuration changes have been made the Database needs to be updated.
Select **Database**.



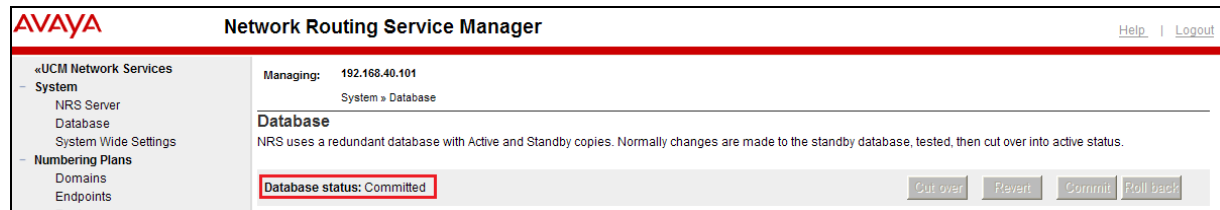
Once the **Database** page opens, click on the **Cut over** button.



Click on the **Commit** button.



Once the Commit takes place, the **Database status** will update to **Committed**.



8. Configure Asterisk Server

As stated in **Section 1**, Aurora Innovation do not require the configuration of TeleQ Client/Server or Asterisk server to be part of this Application Note.

9. Verification Steps

This section provides the tests that can be performed to verify correct configuration of Avaya and Aurora Innovation solution.

1. Make a call to the TeleQ queue number. Ensure the call is connected.
2. Make a call to the TeleQ queue number and request a call back. Ensure the call back is recorded on the TeleQ server.
3. Make a call from the TeleQ client. Ensure the Agent Deskphone and called number is connected.

10. Conclusion

A full and comprehensive set of feature functional test cases were performed during compliance testing. Aurora Innovation is considered compliant with Avaya Communication Server 1000E 7.6 via Avaya Network Routing Service 7.6. All test cases have passed and met the objectives outlined in **Section 2.2**.

11. Additional References

These 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] *Software Input Output Reference — Administration Avaya Communication Server 1000 7.6, NN43001-611, 06.01. March 2013*
- [2] *Software Input Output Reference — Maintenance Avaya Communication Server 1000 7.6, NN43001-711, 06.01. March 2013*
- [3] *Administering Avaya Aura® System Manager Release 6.2, July 2012*
- [4] *Administering Avaya Aura® Network routing service, Release 7.6, December, 2012*

Product Documentation for TeleQ can be obtained from Aurora Innovation at: www.ain.se

Appendix A: Avaya Communication Server 1000E Software

Avaya Communication Server 1000E call server deplists and patches

mdp issp

VERSION 4121

RELEASE 7

ISSUE 65 P +

DepList 1: core Issue: 01 (created: 2013-06-14 03:54:33 (est))

IN-SERVICE PEPS

PAT#	CR #	PATCH REF #	NAME	DATE	FILENAME	SPECINS
000	wi01052968	ISS1:1OF1	p32540_1	06/09/2013	p32540_1.cpl	NO
001	wi01045058	ISS1:1OF1	p32214_1	06/09/2013	p32214_1.cpl	NO
002	wi01085855	ISS1:1OF1	p32658_1	06/09/2013	p32658_1.cpl	NO
003	wi01053314	ISS1:1OF1	p32555_1	06/09/2013	p32555_1.cpl	NO
004	wi01060382	iss1:1of1	p32623_1	06/09/2013	p32623_1.cpl	YES
005	wi01070580	ISS1:1OF1	p32380_1	06/09/2013	p32380_1.cpl	NO
006	wi01067822	ISS1:1OF1	p32466_1	06/09/2013	p32466_1.cpl	YES
007	wi01061481	ISS1:1OF1	p32382_1	06/09/2013	p32382_1.cpl	NO
008	wi01072032	ISS1:1OF1	p32448_1	06/09/2013	p32448_1.cpl	NO
009	wi01022599	ISS1:1OF1	p32080_1	06/09/2013	p32080_1.cpl	NO
010	wi01035976	ISS1:1OF1	p32173_1	06/09/2013	p32173_1.cpl	NO
011	wi01065922	ISS1:1OF1	p32516_1	06/09/2013	p32516_1.cpl	NO
012	wi01055480	ISS1:1OF1	p32712_1	06/09/2013	p32712_1.cpl	NO
013	wi01041453	ISS1:1OF1	p32587_1	06/09/2013	p32587_1.cpl	NO
014	wi01078723	ISS1:1OF1	p32532_1	06/09/2013	p32532_1.cpl	NO
015	WI0110261	ISS1:1OF1	p32758_1	06/09/2013	p32758_1.cpl	NO
016	wi01064599	iss1:1of1	p32580_1	06/09/2013	p32580_1.cpl	NO
017	wi01048457	ISS1:1OF1	p32581_1	06/09/2013	p32581_1.cpl	NO
018	wi01072027	ISS1:1OF1	p32689_1	06/09/2013	p32689_1.cpl	NO
019	wi01059388	iss1:1of1	p32628_1	06/09/2013	p32628_1.cpl	NO
020	wi01074003	ISS1:1OF1	p32421_1	06/09/2013	p32421_1.cpl	NO
021	wi00933195	ISS1:1OF1	p32491_1	06/09/2013	p32491_1.cpl	NO
022	wi00996734	ISS1:1OF1	p32550_1	06/09/2013	p32550_1.cpl	NO
023	wi01065118	ISS1:1OF1	p32397_1	06/09/2013	p32397_1.cpl	NO
024	wi01063864	ISS1:1OF1	p32410_1	06/09/2013	p32410_1.cpl	YES
025	wi01072023	ISS1:1OF1	p32130_1	06/09/2013	p32130_1.cpl	YES
026	wi01075359	ISS1:1OF1	p32671_1	06/09/2013	p32671_1.cpl	NO
027	wi01080753	ISS1:1OF1	p32518_1	06/09/2013	p32518_1.cpl	NO
028	wi01070473	ISS1:1OF1	p32413_1	06/09/2013	p32413_1.cpl	NO
029	wi01075355	ISS1:1OF1	p32594_1	06/09/2013	p32594_1.cpl	NO
030	wi01071379	ISS1:1OF1	p32522_1	06/09/2013	p32522_1.cpl	NO
031	wi01070756	ISS1:1OF1	p32444_1	06/09/2013	p32444_1.cpl	NO
032	wi01075353	ISS1:1OF1	p32613_1	06/09/2013	p32613_1.cpl	NO
033	wi01062607	ISS1:1OF1	p32503_1	06/09/2013	p32503_1.cpl	NO

034	wi01068851	ISS1:1OF1	p32439_1	06/09/2013	p32439_1.cpl	NO
035	wi01075352	ISS1:1OF1	p32603_1	06/09/2013	p32603_1.cpl	NO
036	wi01092300	ISS1:1OF1	p32692_1	06/09/2013	p32692_1.cpl	NO
037	wi01063263	ISS1:1OF1	p32573_1	06/09/2013	p32573_1.cpl	NO
038	wi01087528	ISS1:1OF1	p32700_1	06/09/2013	p32700_1.cpl	NO
039	wi01055300	ISS1:1OF1	p32543_1	06/09/2013	p32543_1.cpl	NO
040	wi01039280	ISS1:1OF1	p32423_1	06/09/2013	p32423_1.cpl	NO
041	wi01068669	ISS1:1OF1	p32333_1	06/09/2013	p32333_1.cpl	NO
042	wi01069441	ISS1:1OF1	p32097_1	06/09/2013	p32097_1.cpl	NO
043	wi01058621	ISS1:1OF1	p32339_1	06/09/2013	p32339_1.cpl	NO
044	wi01032756	ISS1:1OF1	p32673_1	06/09/2013	p32673_1.cpl	NO
045	wi01070465	iss1:1of1	p32562_1	06/09/2013	p32562_1.cpl	NO
046	wi01053920	ISS1:1OF1	p32303_1	06/09/2013	p32303_1.cpl	NO
047	wi00897254	ISS1:1OF1	p31127_1	06/09/2013	p31127_1.cpl	NO
048	wi01057403	ISS1:1OF1	p32591_1	06/09/2013	p32591_1.cpl	NO
049	wi01066991	ISS1:1OF1	p32449_1	06/09/2013	p32449_1.cpl	NO
050	wi01094305	ISS1:1OF1	p32640_1	06/09/2013	p32640_1.cpl	NO
051	wi01058359	ISS1:1OF1	p32331_1	06/09/2013	p32331_1.cpl	NO
052	wi01047890	ISS1:1OF1	p32697_1	06/09/2013	p32697_1.cpl	NO
053	wi01060241	ISS1:1OF1	p32381_1	06/09/2013	p32381_1.cpl	NO
054	wi01034307	ISS1:1OF1	p32615_1	06/09/2013	p32615_1.cpl	NO
055	wi01052428	ISS1:1OF1	p32606_1	06/09/2013	p32606_1.cpl	NO
056	wi00884716	ISS1:1OF1	p32517_1	06/09/2013	p32517_1.cpl	NO
057	wi01070468	iss1:1of1	p32418_1	06/09/2013	p32418_1.cpl	NO
058	wi01091447	ISS1:1OF1	p32675_1	06/09/2013	p32675_1.cpl	NO
059	wi01068042	ISS1:1OF1	p32669_1	06/09/2013	p32669_1.cpl	NO
060	wi01061483	ISS1:1OF1	p32359_1	06/09/2013	p32359_1.cpl	NO
061	wi01065125	ISS1:1OF1	p32416_1	06/09/2013	p32416_1.cpl	NO
062	wi01056633	ISS1:1OF1	p32322_1	06/09/2013	p32322_1.cpl	NO
063	wi01070474	iss1:1of1	p32407_1	06/09/2013	p32407_1.cpl	NO
064	wi01053597	ISS1:1OF1	p32304_1	06/09/2013	p32304_1.cpl	NO
065	wi01070471	ISS1:1OF1	p32415_1	06/09/2013	p32415_1.cpl	NO
066	wi01025156	ISS1:1OF1	p32136_1	06/09/2013	p32136_1.cpl	NO
067	wi01088775	ISS1:1OF1	p32659_1	06/09/2013	p32659_1.cpl	NO
068	wi01083584	ISS1:1OF1	p32619_1	06/09/2013	p32619_1.cpl	NO
069	wi01075360	iss1:1of1	p32602_1	06/09/2013	p32602_1.cpl	NO
070	wi01053195	ISS1:1OF1	p32297_1	06/09/2013	p32297_1.cpl	NO
071	wi01043367	ISS1:1OF1	p32232_1	06/09/2013	p32232_1.cpl	NO
072	wi01082456	ISS1:1OF1	p32596_1	06/09/2013	p32596_1.cpl	NO
073	wi01089519	ISS1:1OF1	p32665_1	06/09/2013	p32665_1.cpl	NO
074	wi01065842	ISS1:1OF1	p32478_1	06/09/2013	p32478_1.cpl	NO
075	wi01088585	ISS1:1OF1	p32656_1	06/09/2013	p32656_1.cpl	NO
076	wi01035980	ISS1:1OF1	p32558_1	06/09/2013	p32558_1.cpl	NO
077	wi01087543	ISS1:1OF1	p32662_1	06/09/2013	p32662_1.cpl	NO
078	wi01060826	ISS1:1OF1	p32379_1	06/09/2013	p32379_1.cpl	NO
079	wi01061484	ISS1:1OF1	p32576_1	06/09/2013	p32576_1.cpl	NO
080	wi01034961	ISS1:1OF1	p32144_1	06/09/2013	p32144_1.cpl	NO

```

081 wi01056067 ISS1:1OF1 p32457_1 06/09/2013 p32457_1.cpl NO
082 WI01077073 ISS1:1OF1 p32534_1 06/09/2013 p32534_1.cpl NO
083 wi01073100 ISS1:1OF1 p32599_1 06/09/2013 p32599_1.cpl NO
084 wi01060341 ISS1:1OF1 p32578_1 06/09/2013 p32578_1.cpl NO
MDP>LAST SUCCESSFUL MDP REFRESH :2013-08-27 14:24:01(Local Time)
MDP>USING DEPLIST ZIP FILE DOWNLOADED :2013-08-27 09:21:58(est)

```

ENABLED PLUGINS : 2

PLUGIN	STATUS	PRS/CR_NUM	MPLR_NUM	DESCRIPTION
201	ENABLED	Q00424053	MPLR08139	Pl:Cant XFER OUTG TRK TO OUTG TRK
501	ENABLED	Q02138637	MPLR30070	Enables blind transfer to a SIP endpoint even if SIP UPDATE is not supported by the far end

Signalling Server Service Packs and patches

In System service updates: 26

PATCH#	IN_SERVICE	DATE	SPECINS	REMOVABLE	NAME
0	Yes	27/08/13	NO	yes	cs1000-linuxbase-7.65.16.21-04.i386.000
1	Yes	27/08/13	NO	YES	cs1000-patchWeb-7.65.16.21-04.i386.000
2	Yes	27/08/13	NO	YES	cs1000-dmWeb-7.65.16.21-01.i386.000
3	Yes	28/08/13	NO	yes	cs1000-snmpp-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-carardtct-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	28/08/13	NO	YES	cs1000-emWeb_6-0-7.65.16.21-06.i386.000
25	Yes	28/08/13	NO	yes	cs1000-cs-7.65.P.100-01.i386.001
24	Yes	28/08/13	NO	YES	cs1000-emWeb_6-0-7.65.16.21-06.i386.000
25	Yes	28/08/13	NO	yes	cs1000-cs-7.65.P.100-01.i386.001

©2014 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.