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.

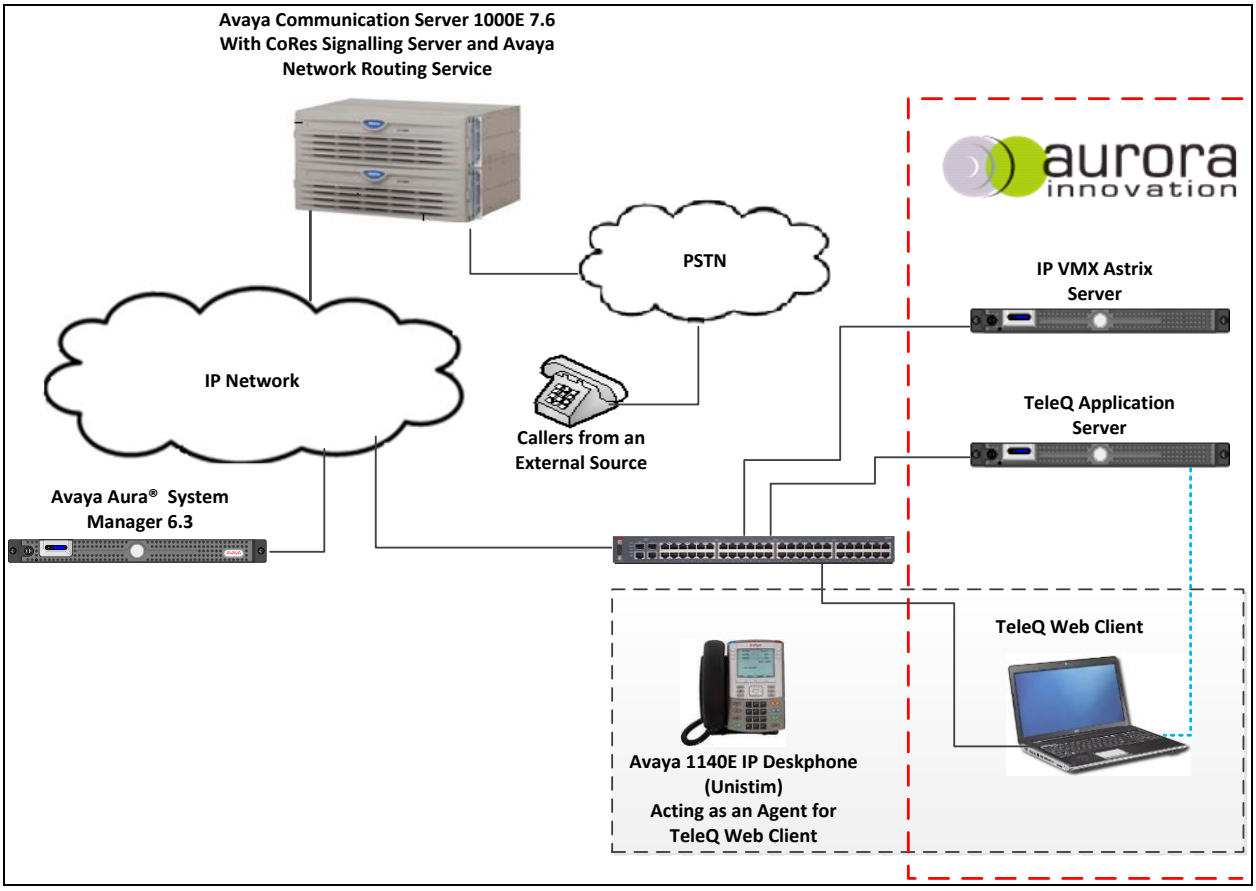


Figure 1: Avaya CS1000E and TeleQ Reference Configuration

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 • 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 • 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 Dialing 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)**.

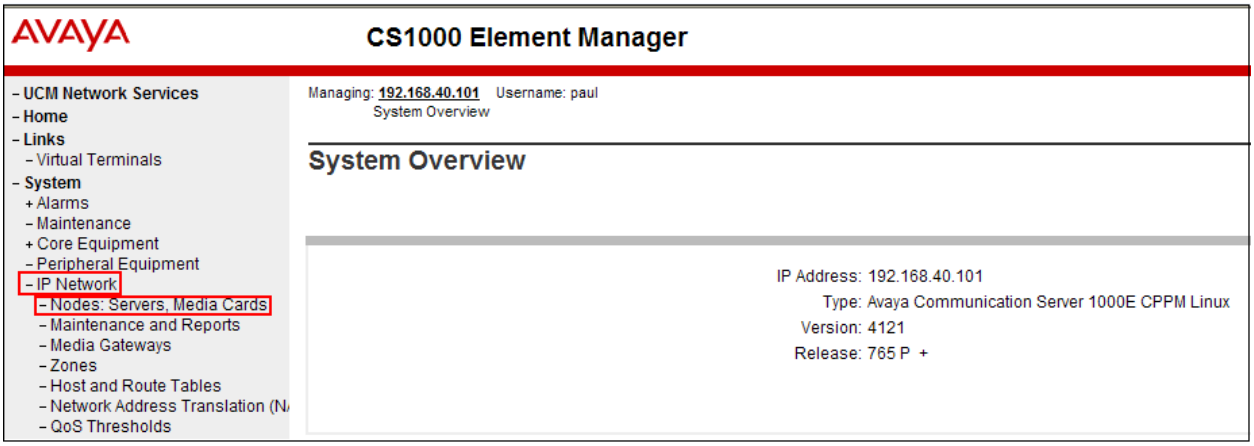
Note: The RLI number used was created in **Section 5.1.1**.

LD 87

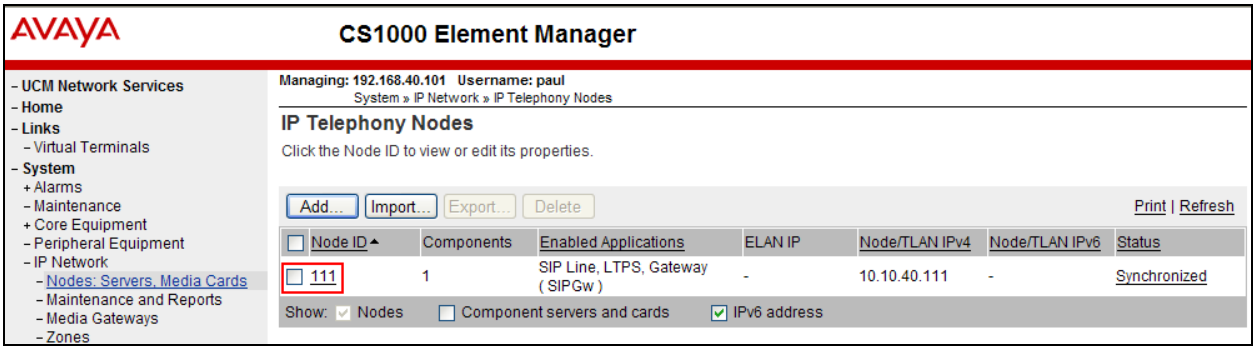
Prompt	Response	Description
>	**LD 87**	Enter Overlay 87
REQ	**NEW**	Create new
CUST	0	Customer Number as defined in LD15
FEAT	**CDP**	Coordinated dialing plan
TYPE	DSC	Distance Steering code
DSC	**5015**	Distant Steering code
FLEN	**4**	Flexible Length number of digits
RLI	**37**	Route list index Number

6. Configure Virtual Trunk Gateway

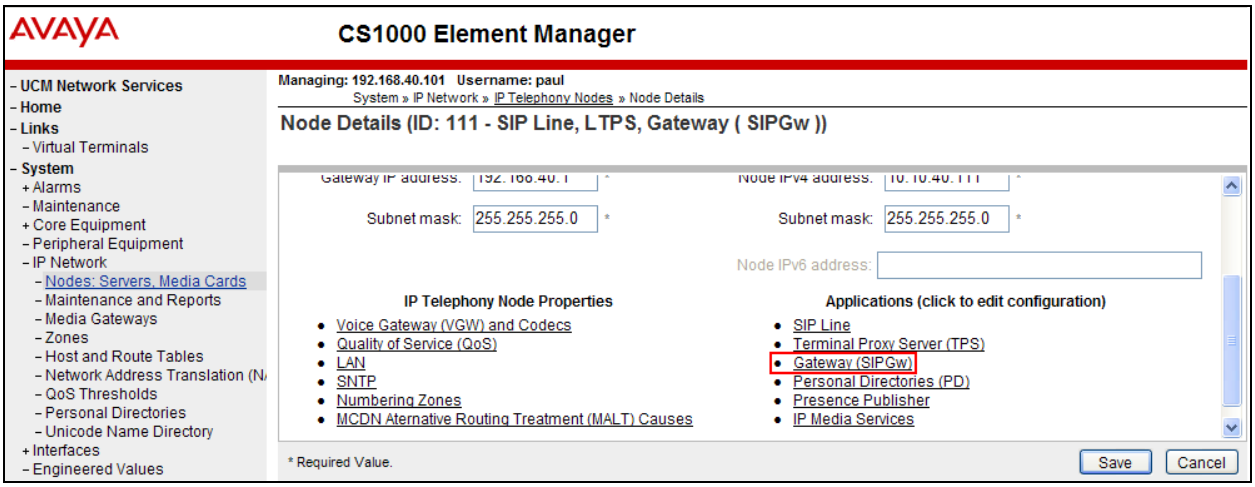
The Virtual Trunk Gateway on the Signalling Server needs to be configured to route calls to the Network Routing Service. It is implied that the Signalling Server is already in place, and a Node is configured and is part of the security framework. The Virtual Trunk Gateway is configured using the CS1000 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.**



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



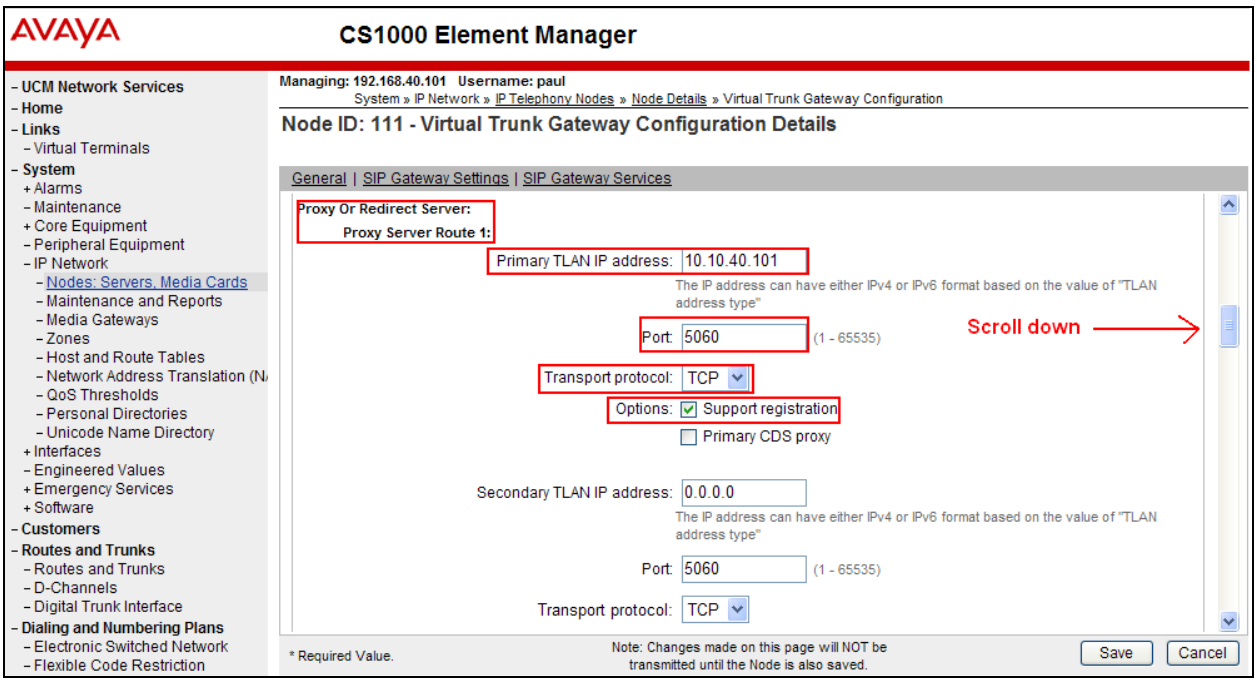
Once the **Node Details** page opens, scroll down using the vertical scroll bar on the right side of the page and click on **Gateway (SIPGw)**.



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:

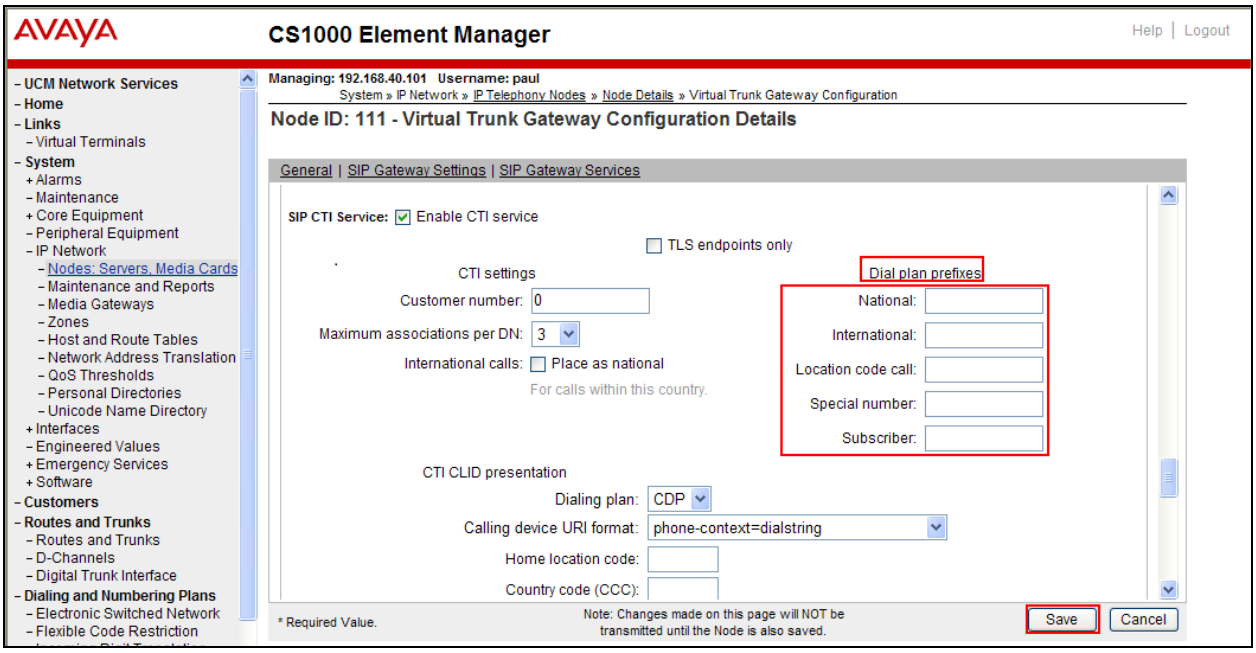
- **Primary TLAN IP address** Enter the IP address of the Network Routing Service (10.10.40.101)
- **Port** Enter **5060**
- **Transport protocol** Select **TCP** from the dropdown box
- **Options** Click the **Support registration** check box

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

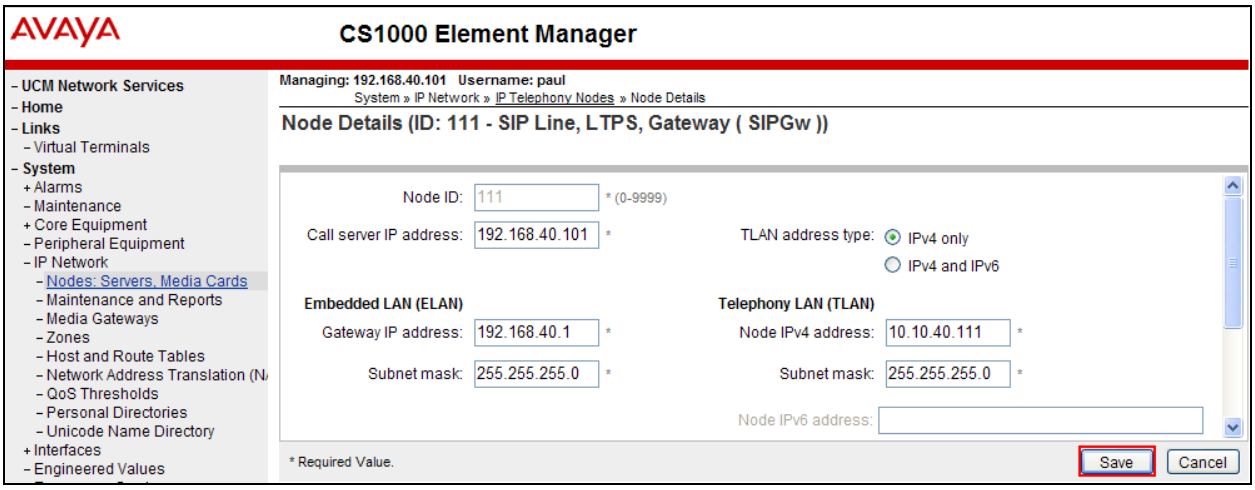


In the **Dial plan prefixes** section remove all entries. Click on the **Save** button to save the configuration.

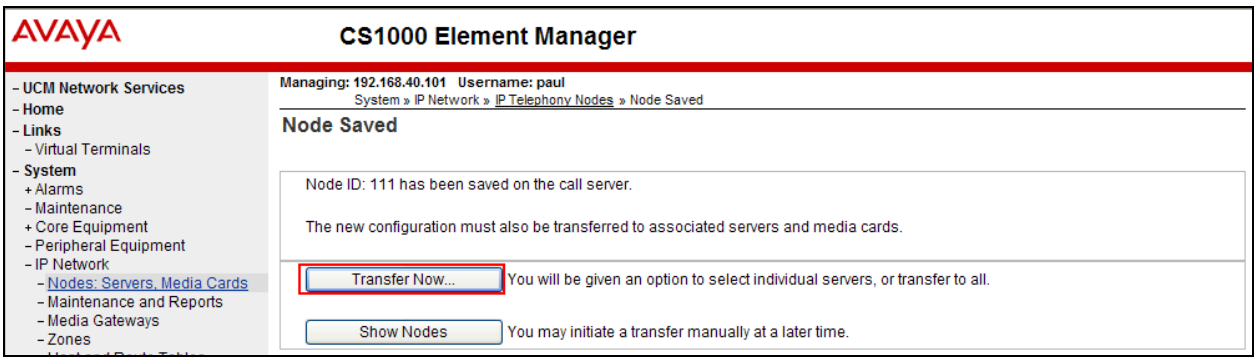
Note: During compliance testing all entries were left blank. On some customer sites; some of these entries may be required.



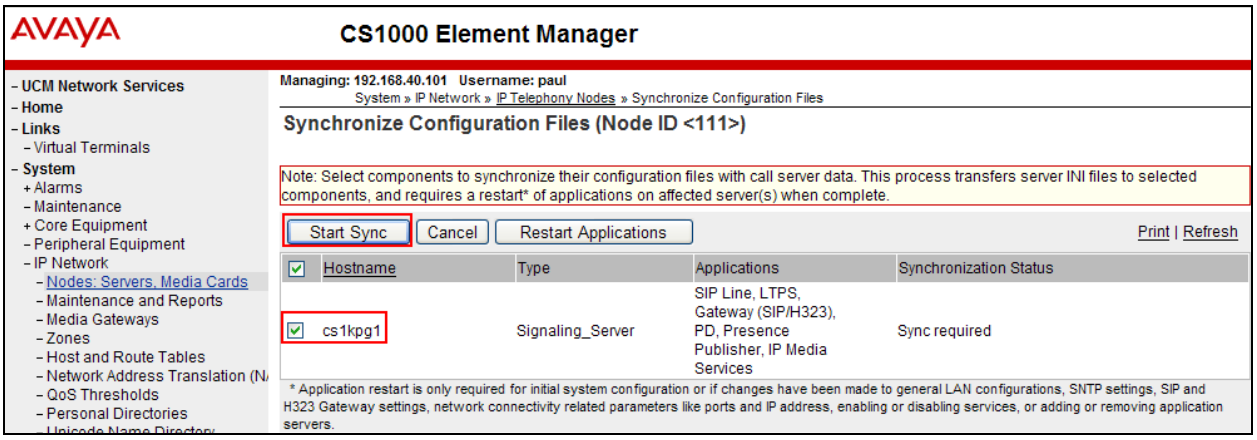
Once the Virtual Trunk Gateway Configuration is saved, the Node must also be saved. On the **Node Details** page, click on the **Save** button.



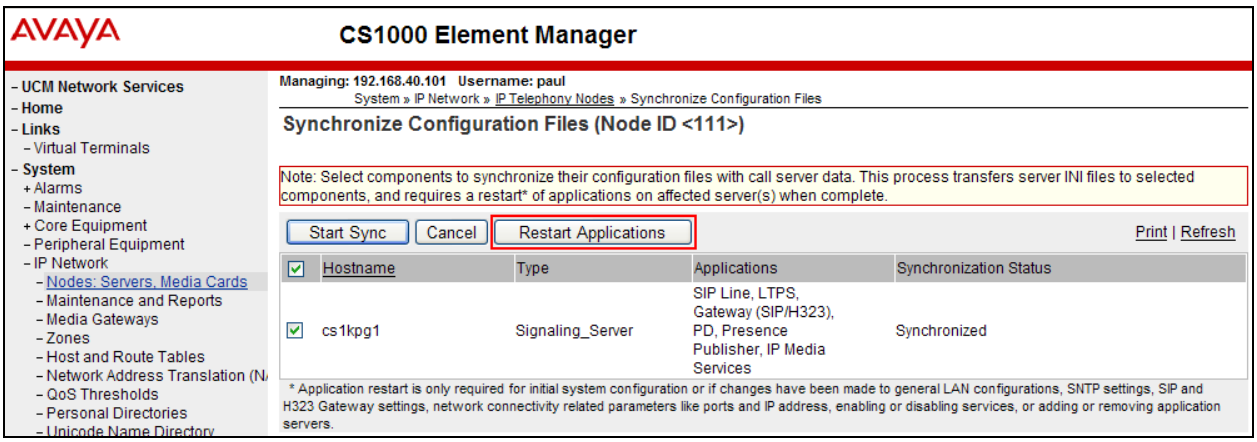
On the **Node Saved** page, click on the **Transfer Now** button.



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



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



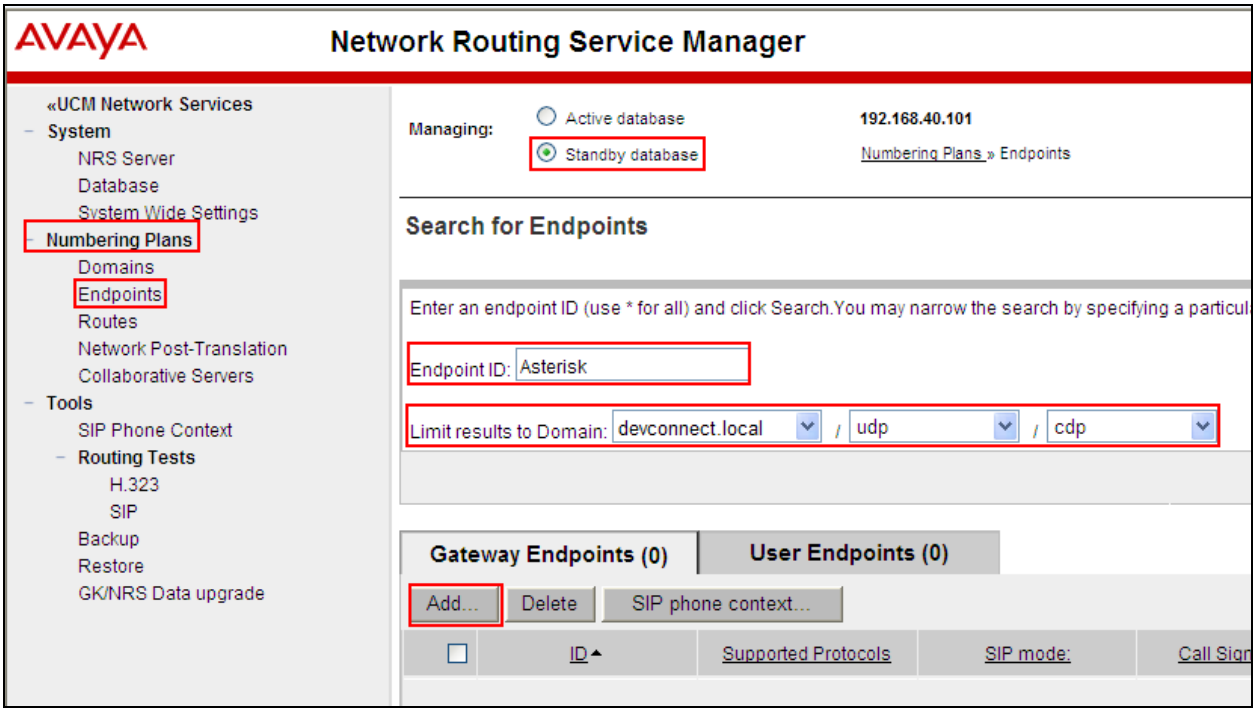
7. Configuring Avaya Network Routing Service

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

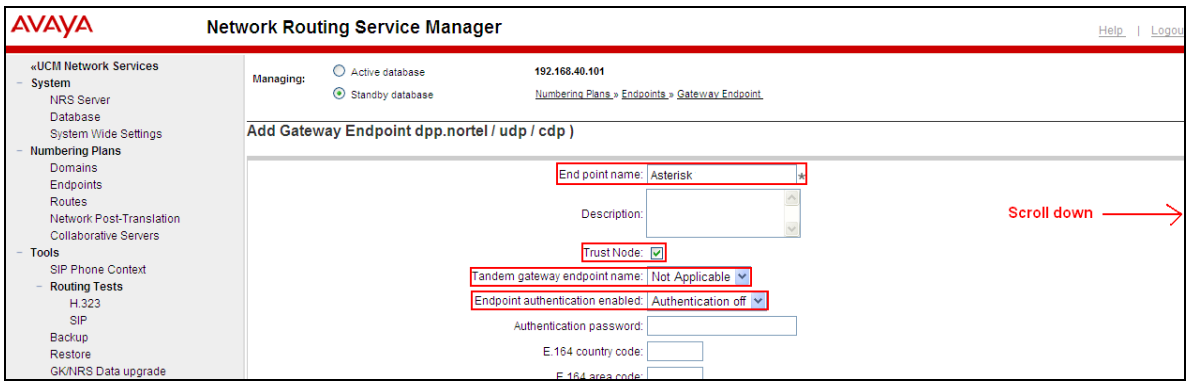
After logging into Network Routing Service Manager with the appropriate credentials navigate to **Numbering Plans → Endpoints** and click on the **Standby database** radio button. In the **Endpoint ID** box enter a descriptive name. For the **Limit results to Domain** select the **domain** (example devconnect.local)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



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

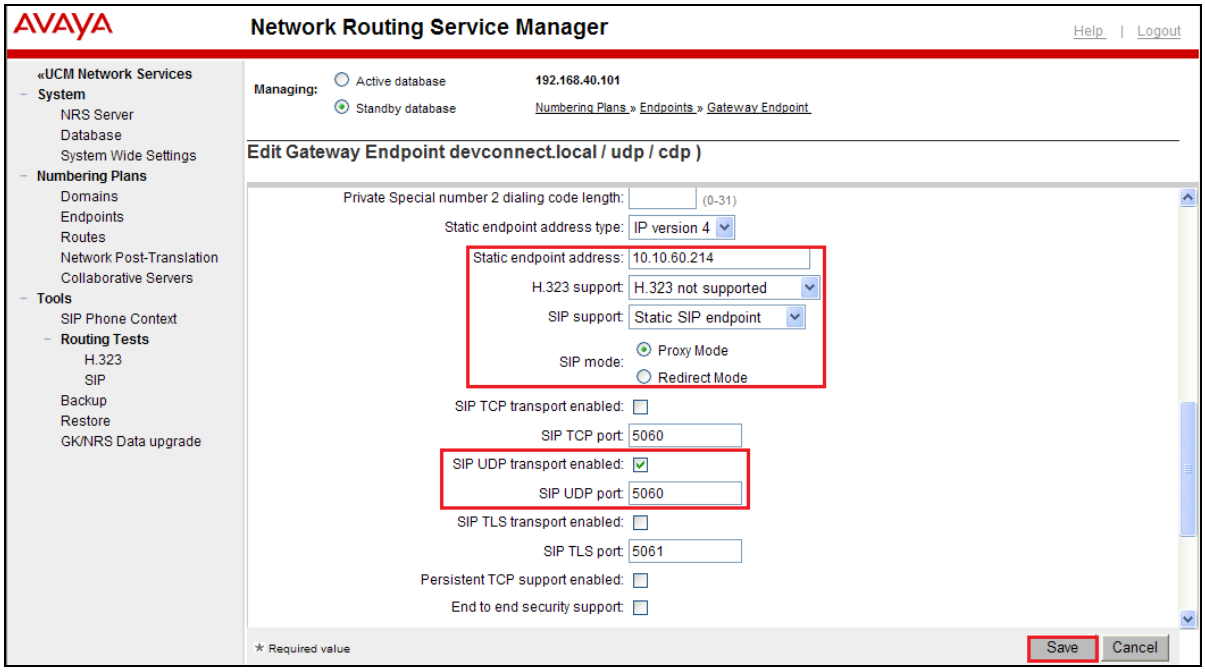
- Enter a descriptive name in the **End point name** box (example. Asterisk)
- Click the **Trust Node** check box
- Select **Not Applicable** from the **Tandem gateway endpoint name** dropdown box
- Select **Authentication off** from the **Endpoint authentication enabled** dropdown box

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



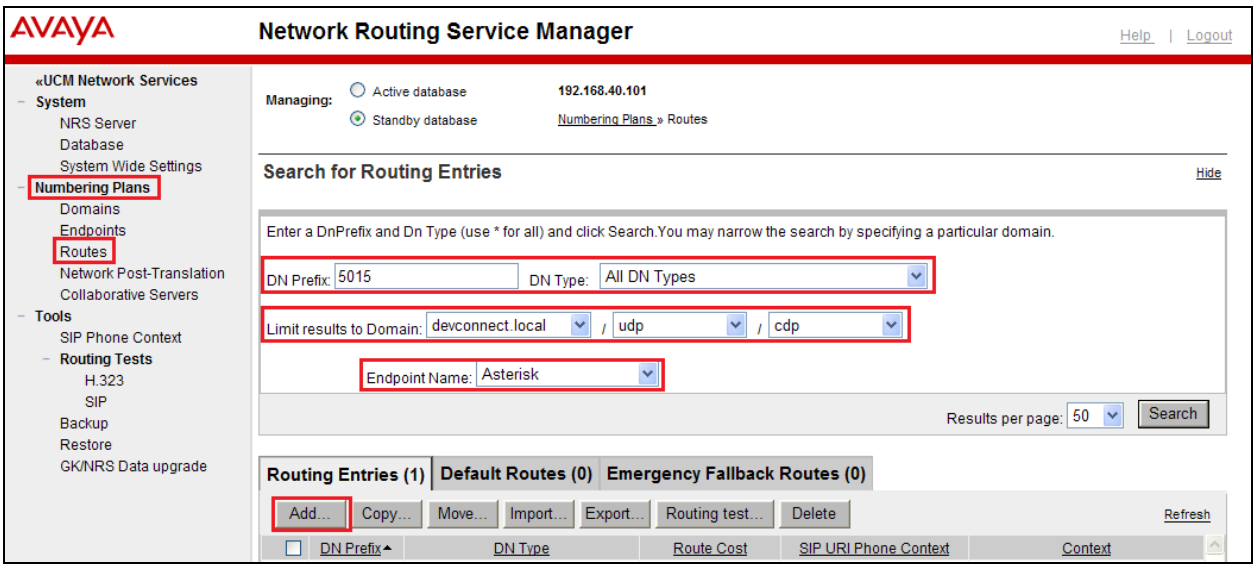
- Enter the IP address of the Asterisk Server in the **Static endpoint address**
- Select **Static SIP endpoint** from the **SIP support** dropdown box
- Click on the **Redirect Mode** radio button
- Click the **SIP UDP transport** enabled check box
- Enter **5060** in the **SIP TCP Port** box

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



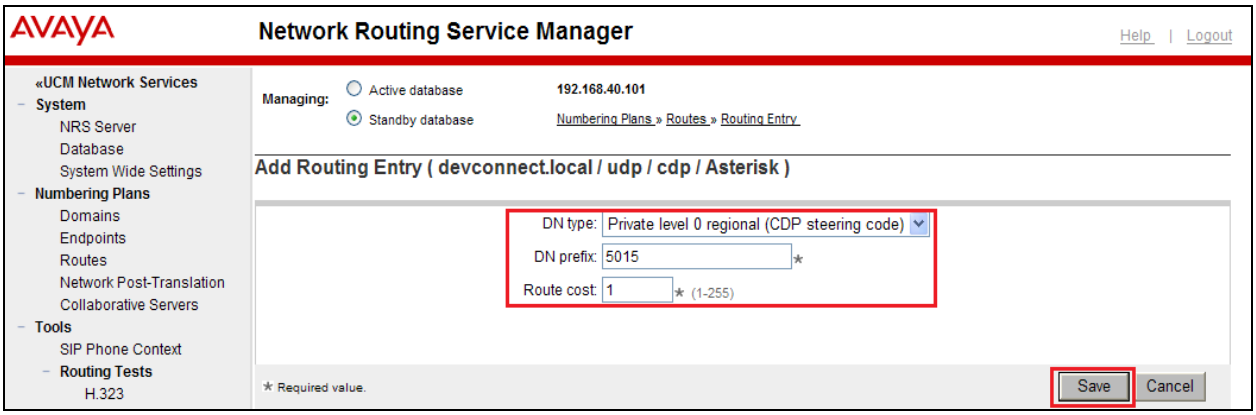
7.2. Configure Routing Entries for the Asterisk Server

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.



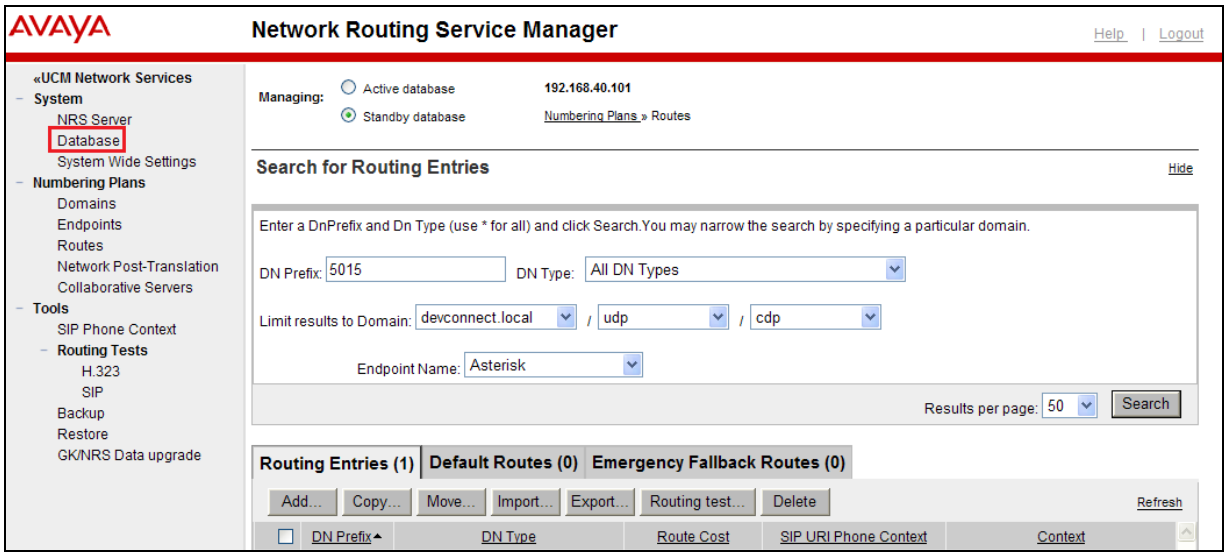
Once the Add Routing Entry page opens; select **Private level 0 regional (CDP steering code)**. In the **DN prefix** box enter the TeleQ queue number (i.e. 5015) as configured in **Section 5.2.1**. In the **Route cost box** enter **1** and click on the **Save** button.

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

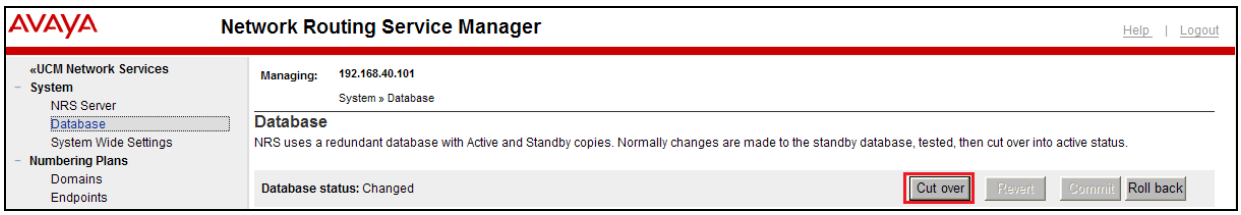


7.3. Update the Database

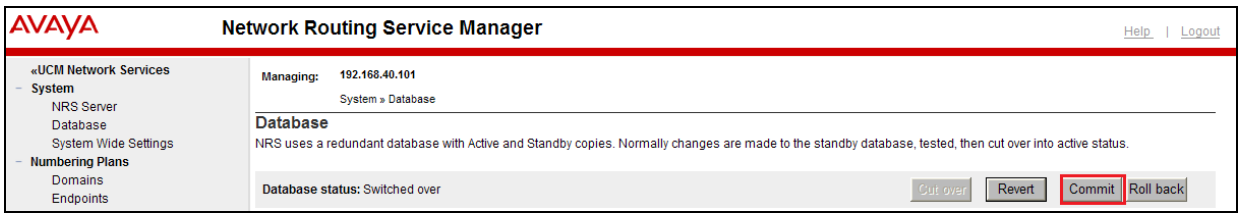
Once the configuration changes have been made the Database needs to be updated.
Select **Database**.



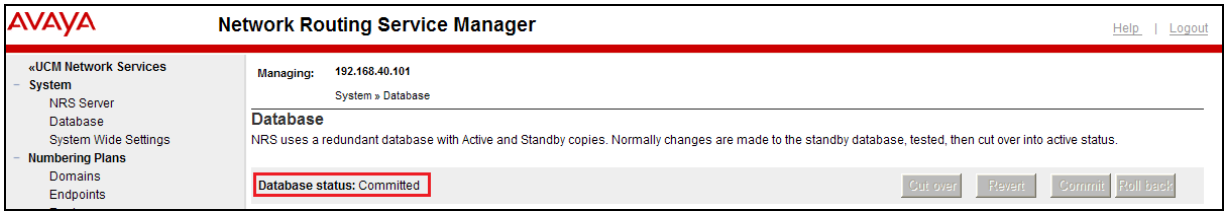
Once the **Database** page opens, click on the **Cut over** button.



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 preformed 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

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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
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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    PI: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-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          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
```

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.