# AVAYA

## Avaya Solution & Interoperability Test Lab

## Application Notes for Configuring Datatal AB Flexi Tid with Avaya Communication Server 1000E 7.6 via Avaya Aura® Session Manager - Issue 1.0

### Abstract

These Application Notes describe the configuration steps required for Datatal AB Flexi Tid with Avaya Communication Server 1000E 7.6 via Avaya Aura® Session Manager.

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.

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# 1. Introduction

Flexi Tid is an advanced call back and time booking solution. Flexi Tid is a product within the Flexi platform, developed by Datatal AB. Flexi Tid is primarily used in the Healthcare sector where, a large number of customers (patients) call at the same time, mainly in early morning. If there are not enough nurses (agents) to take all these calls, Flexi Tid allows the patients to book a time slot and an agent will call back at a defined time using a web interface. Flexi Tid will make a call to the agent telephone and another call to the patient, when both parties have answered a transfer is executed. Flexi Tid also includes its own Voice Mail system which allows patients to leave voicemails which can be replayed to the Agents telephone.

# 2. General Test Approach and Test Results

The general test approach was to configure Flexi Tid to communicate with the Avaya Communication Server 1000E (CS1000E) as implemented on a customer's premises using an Avaya Aura® Session Manager (Session Manager). Testing focused on verifying that Flexi Tid registered with the Session Manager 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 focused on functionality 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:
  Avaya CS 1000E and Flexi Tid Server via Session Manager
- Inbound calls to the Flexi Tid queue number
- Inbound calls to Voice Mail
- Flexi Tid Agent answers calls from the queue
- Inbound calls requiring call back (ensuring DTMF works)
- Flexi Tid Agents retrieving voicemails
- Flexi Tid Agents making outbound calls to patients

## 2.2. Test Results

Tests were performed to insure full interoperability of Datatal AB Flexi Tid and Avaya Communication Server 1000E solution. The tests were all functional in nature and performance testing was not included. All the test cases passed successfully.

## 2.3. Support

Technical support from Datatal AB can be obtained through the following:

> First Technical support Contact:
> Email:          Erik Kalström at erik@datatal.se
> Phone:          +46498253017
>
> Second Technical support Contact:
> Email:          Thomas Person at tomas@datatal.se
> Phone:          + 46498253030
>
> General Technical support Contact:
> Email:          support@datatal.se
>                    +46498253030

# 3. Reference Configuration

**Figure 1** illustrates the network topology used during compliance testing. The Avaya solution consists of a CS1000E CoRes, and a Session Manager. An Avaya Aura® System Manager was used to manage the Session Manager and access the CS 1000E Element Manager. A SIP Trunk was configured between the Session Manager and the Flexi Tid server. Communication between the Flexi Tid client and the Avaya CS1000E was via the Flexi Tid server. On the CS1000E a Distant Steering Code (DSC) was configured to route calls to the Session Manager which in turn were routed to the Flexi Tid server. Calls required to be answered by an agent were routed back to the CS1000E and answered on an Avaya 1140E Deskphone. Outbound calls from the Flexi Tid Agent were performed by the Flexi Tid 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.
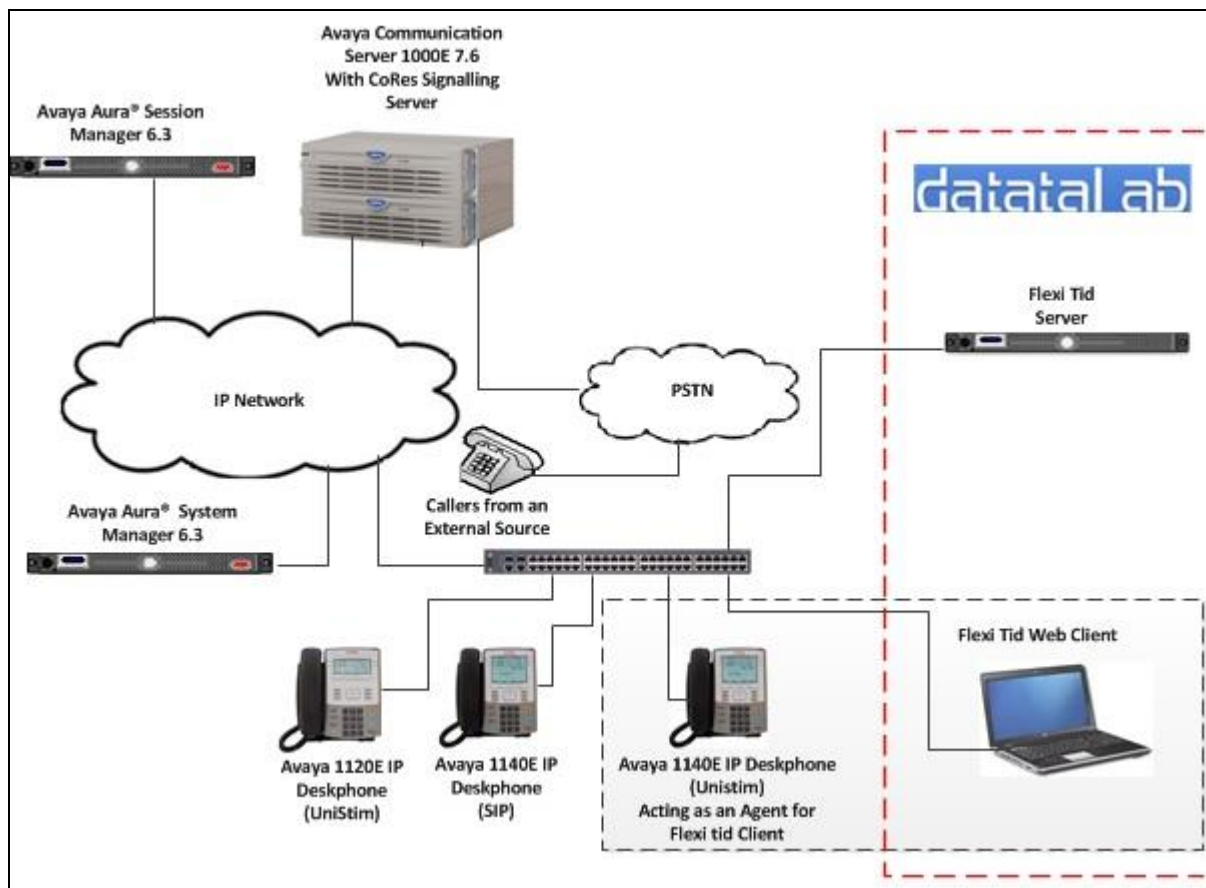


**Figure 1:** Avaya CS1000E and Flexi Tid Reference Configuration

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# 4. Equipment and Software Validated

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

| Avaya Equipment | Software / Firmware Version |
|---|---|
| Call Processor Pentium Mobile (CPPM) NTDW61BA | Avaya Communication Server 1000E R7.65P |
| Avaya Media Gateway NTDW60BA | FPGA AA18 |
| Avaya Aura® System Manager | R 6.3 Build 6.3.0.8.5682-6.3.8.2651 Update 6.3.4.4.1904 |
| Avaya Aura® Session Manager | R6.3 Build 6.3.4.0.634014 |
| Avaya 1100 series IP Telephones <br> • 1140E (UniStim) <br> • 1140E (SIP) <br> • 1120E (UniStim) | <br> 0625C8Q <br> 04.03.12.00 <br> 0624C8Q |
| **DataTal AB Equipment** | **Software / Firmware Version** |
| Datatal Flexi platform running on Microsoft Windows Server 2008 R2 SP1 | Version 5.9 |
| Microsoft Internet Information Server (IIS) | Version 8.0 |
| Microsoft SQL Server Express | Version 2008 R2 |
| .Net Framework | 2.0 and 3.5.1 |
| PHP | 5.2.18 |

# 5. Configure Avaya Communication Server 1000E

The configuration operations illustrated in this section were performed using terminal access to the Avaya CS 1000E 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 relevant to the configuration used during compliance testing.

**Note:** Only the unique prompts are shown in the screen captures below, all other inputs can be left at default.

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## 5.1. Configure Dialling Plan

To route calls to the Flexi Tid Application Server a dialing plan is required. The numbers configured are routed to the Session Manager, where a Dialling Pattern (see **Section 7.5**) is configured to route the calls to the Flexi Tid queue number on the Flexi Tid 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 Flexi Tid queue number and Flexi Tid agent. In the example below the **DSC** is **4400** (Flexi Tid queue number), **FLEN** is **4** and the **RLI** is **37**. The Flexi Tid Agent number **3000** was also configured the same way, only replacing **DSC 4400** with **DSC 3000** (not shown).

**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** | **4400** | Distant Steering code |
| **FLEN** | **4** | Flexible Length number of digits |
| **RLI** | **37** | Route list index Number |

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# 6. Configure Virtual Trunk Gateway

The Virtual Trunk Gateway on the Signalling Server needs to be configured to route calls to the Session Manager. 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 →UCM → Elements (not shown) or UCM natively.
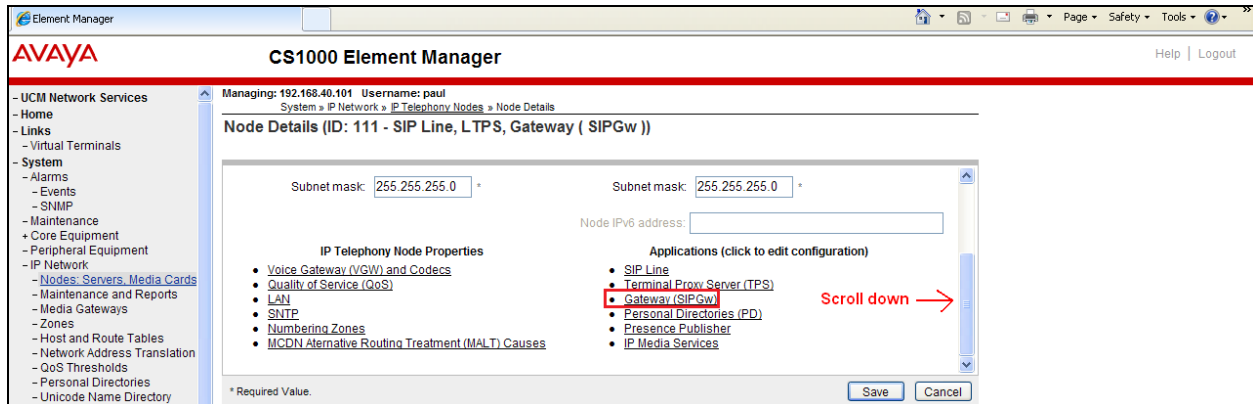
Once the CS1000 Element Manager page opens navigate to **IP Network → Nodes: Services, Media Cards.**
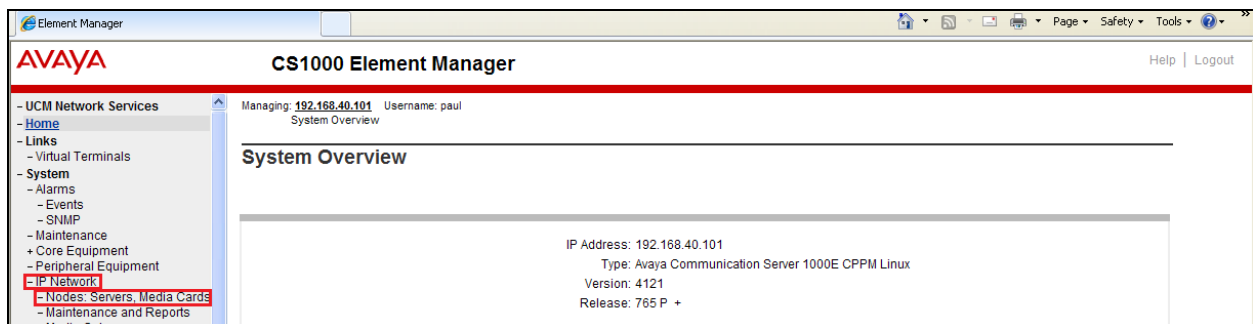


Once the **IP Telephony Nodes** page opens click on the appropriate node (during compliance testing node **111** was used).
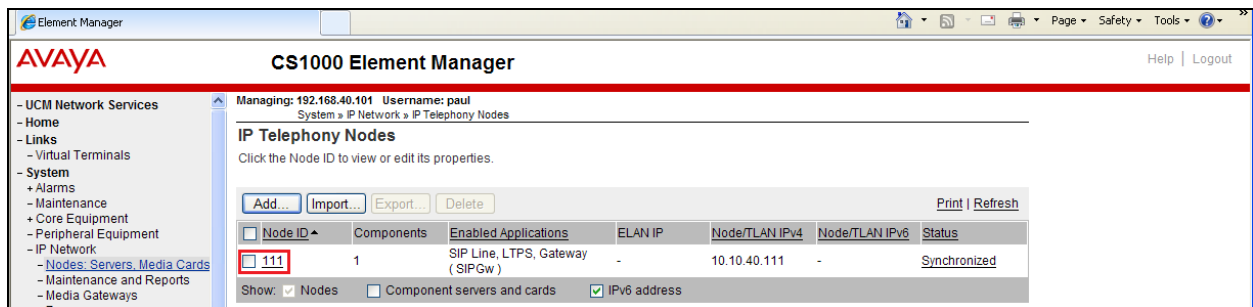
Once the **Node Details** page opens scroll down using the vertical scroll bar on the right side of the page and click on **Gateway (SIPGw)**.



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 Session Manager (**10.10.40.34**)
- **Port**                      Enter **5060**
- **Transport protocol**        Select **UDP** from the dropdown box
- **Options**                   Click the **Support registration** check box

Click on the **Save** button to save the configuration.

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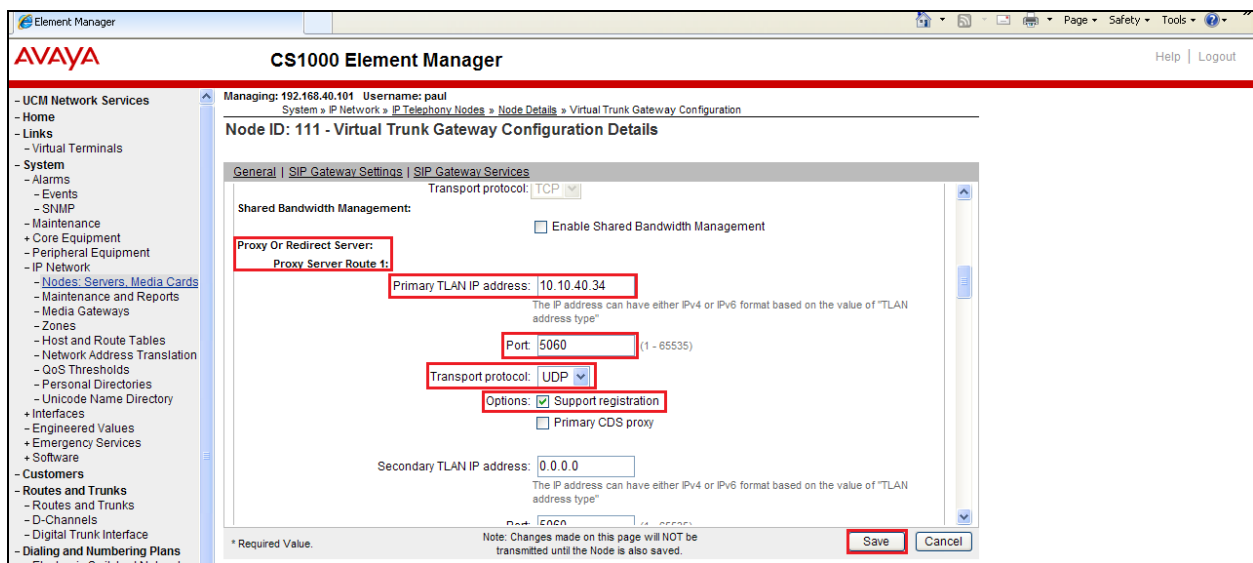
Once the Virtual Trunk Gateway Configuration is saved the Node must also be saved. On the **Node Details** page click on the **Save** button.



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



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

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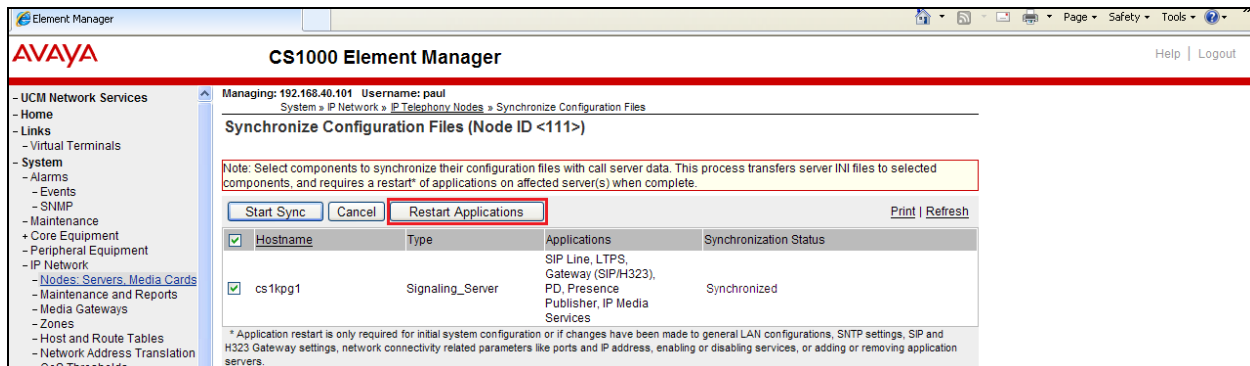


# 7. Configuring Avaya Aura® Session Manager

A number of configurations are required to enable the Avaya CS 1000E to route calls to Flexi Tid and vice versa. All configurations of the Session Manager are preformed using System Manager. The configuration operations described in this section can be summarized as follows:

- Log on to System Manager
- Create Flexi Tid Server as a SIP Entity
- Create an Entity Link for Flexi Tid Server
- Create a Routing Policy for Flexi Tid Server
- Create a Dial Pattern for Flexi Tid Server
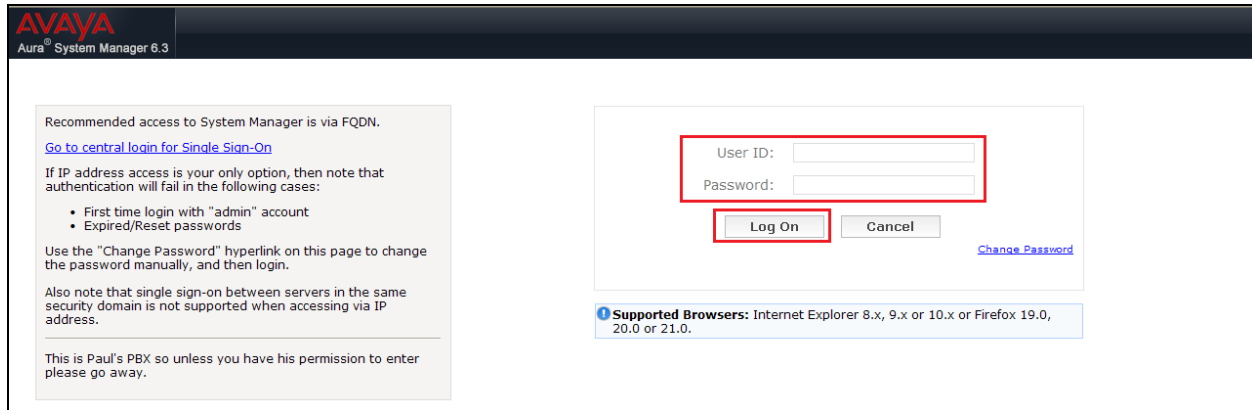
**Note:** It is implied a working Session Manager with a connected CS1000E is already in place. During Compliance testing a previously configured SIP Entity and an Entity Link for the CS1000E were utilized. Similarly, the previously configured Routing Policy and Dial Pattern to route calls to the CS1000E were not described in these Application Notes. The Location configured was **DevConnectPG63** and the Enterprise Domain was **devconnect.local**.

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## 7.1. Log on to Avaya Aura® System Manager

Log on by accessing the browser-based GUI of System Manager, using the URL "http://<fqdn>/SMGR" or "http://<ip-address>/SMGR", where:
<fqdn> is the fully qualified domain name of System Manager; <ipaddress> is the IP address of System Manager.
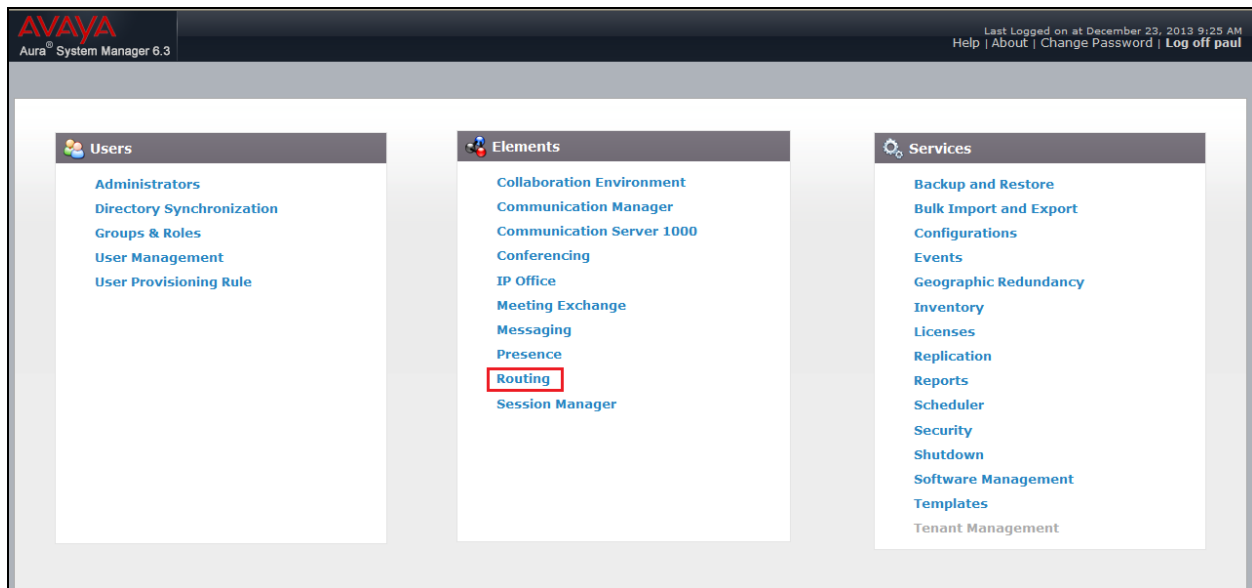
Once the System Manager Web page opens Log in with the appropriate credentials.



## 7.2. Create Flexi Tid Server as a SIP Entity

Once logged on select the **Routing** Link under the **Elements** column.

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A SIP Entity must be added for the Flexi Tid server. To add a SIP Entity, select **SIP Entities** on the left panel menu and then click on the **New** button (not shown).

**Note:** A SIP Entity was already configured for the Avaya CS 1000E.

Enter the following for the Flexi Tid SIP Entity:

Under **General:**
- **Name**                  Enter an informative name (e.g., **FlexiTID**)
- **FQDN or IP Address**    Enter the IP address of the signalling interface of the Flexi Tid server
- **Type**                  Select **SIP Trunk** from the dropdown box
- **Location**              Select an appropriate Location from the dropdown box, **DevConnectPG63** was used during compliance testing
- **Time Zone**             Select the Time zone for this Location from the dropdown box
- **SIP Timer**             Enter **4**

Once the correct information is entered click the **Commit** Button

**Note:** During compliance testing **Adaptation** was left blank.

## 7.3. Create an Entity Link for Flexi Tid Server

The SIP trunk between the Session Manager and the Flexi Tid Server requires an Entity Link. To add an Entity Link, select **Entity Links** on the left panel menu and click on the **New** button (Not shown) Enter the following:

- **Name**                An informative name, (e.g. **FlexiTID to SM**)
- **SIP Entity 1**        Select the Session Manager Entity from the **SIP Entity 1** dropdown box (**SM63vmpg** was the Session Manager Entity used during compliance testing)
- **Protocol**            Select **TCP** from the Protocol dropdown box
- **Port**                Enter **5060**
- **SIP Entity 2**        Select **FlexiTID** from the **SIP Entity 2** dropdown box (configured in **Section 7.2**)
- **Port**                Enter **5060** as the Port
- **Connection Policy**   Select **Trusted**.

Click **Commit** to save changes. The following screen shows the Entity Links configured.

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## 7.4. Create a Routing Policy for Flexi Tid Server

Create a Routing Policy to direct calls to the Flexi Tid server via the Session Manager. To add a Routing Policy, select **Routing Policies** on the left panel menu and then click on the **New** button (not shown). In the **Routing Policy Details** page, enter an informative name in the **Name** field (example, **To FlexiTID**) and enter **0** in the **Retries** field**. In **SIP Entity as Destination** frame,** click **Select**



Once the **SIP Entity List** screen opens, check the **FlexiTID** radio button. Click on the **Select** button to confirm the chosen options and then return to the **Routing Policies Details** screen and select **Commit** button (not shown) to save.



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## 7.5. Create a Dial Pattern for Flexi Tid Server

A Dial Pattern must be created on the Session Manager to route calls to and from the Flexi Tid server. During testing 2 numbers were used 4400 (used as the Flexi Tid queue number) and 3000 (used as the Flexi Tid Agent number). The example below only shows 4400, the Agent and any additional numbers are created the same way. To configure the Dial Pattern to route calls to the Flexi Tid server, select **Dial Patterns** on the left panel menu and then click on the **New** button (not shown).

Under **General** enter the following:
- **Pattern**          Enter **4400**
- **Min**             Enter **4** as the minimum length of dialed number
- **Max**             Enter **4** as the maximum length of dialed number
- **SIP Domain**      Select **–ALL-** from the dropdown box

Click the **Add** button for **Originating Locations and Routing Policies**.

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In **Originating Location** check the **DevConnectPG63** (Location used in **Section 7.2**) check box. Under **Routing Policies** check the **To FlexiTID** check box. Click on the **Select** button to confirm the chosen options and then be returned to the Dial Pattern screen (shown previously), select **Commit** button to save.



# 8. Configure Flexi Tid Server

Configuration of the Flexi Tid server is achieved using a Web interface. After logging on to the Flexi Tid server, browse to **localhost:1339** using Internet Explorer 10 or google Chrome. The following configuration steps were carried out during compliance testing:

- Configure entity for Avaya Communication Server 1000E
- Configure SIP
- Configure Telephony
- Configure Media

**Note:** It is implied that the Flexi Tid server is pre-configured including any Licence requirements.

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## 8.1. Configure entity for Avaya Communication Server 1000E

Once the web page opens, select **Create entity**.
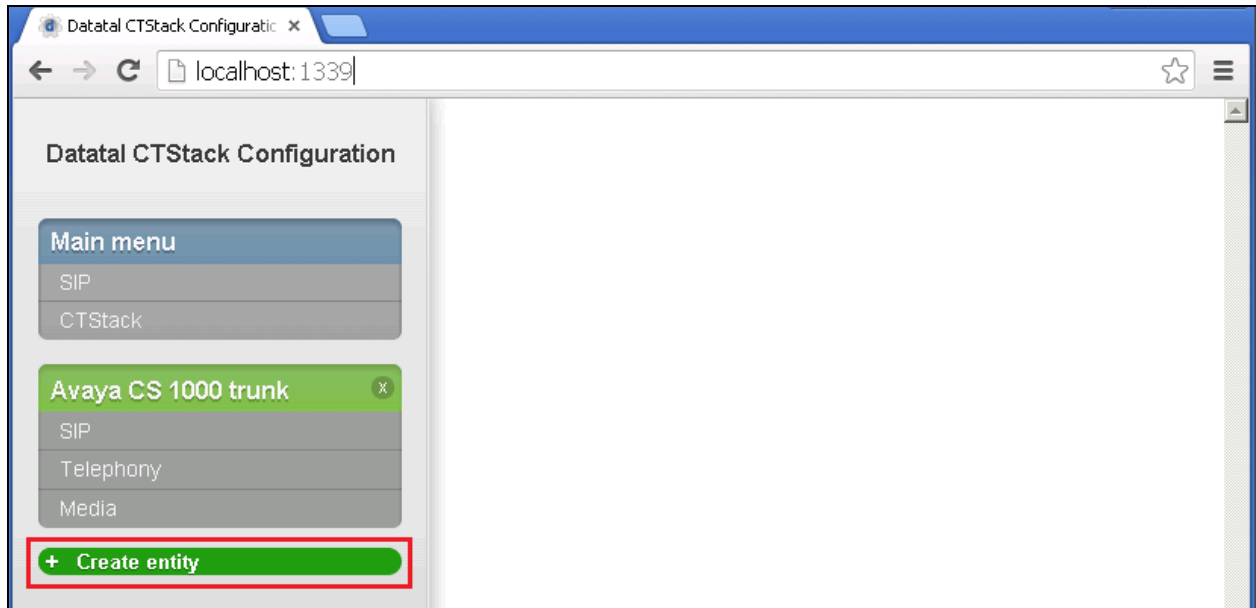


Once the new frame opens enter an informative name in the **Name of the entity** box (**Avaya CS1000E Trunk** was used during compliance testing. Click the **OK** button to save.
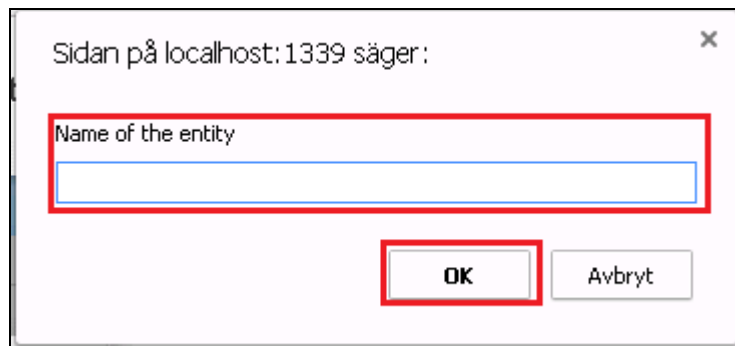
## 8.2. Configure SIP

After the entity is created the SIP configuration is required. Select **SIP**.

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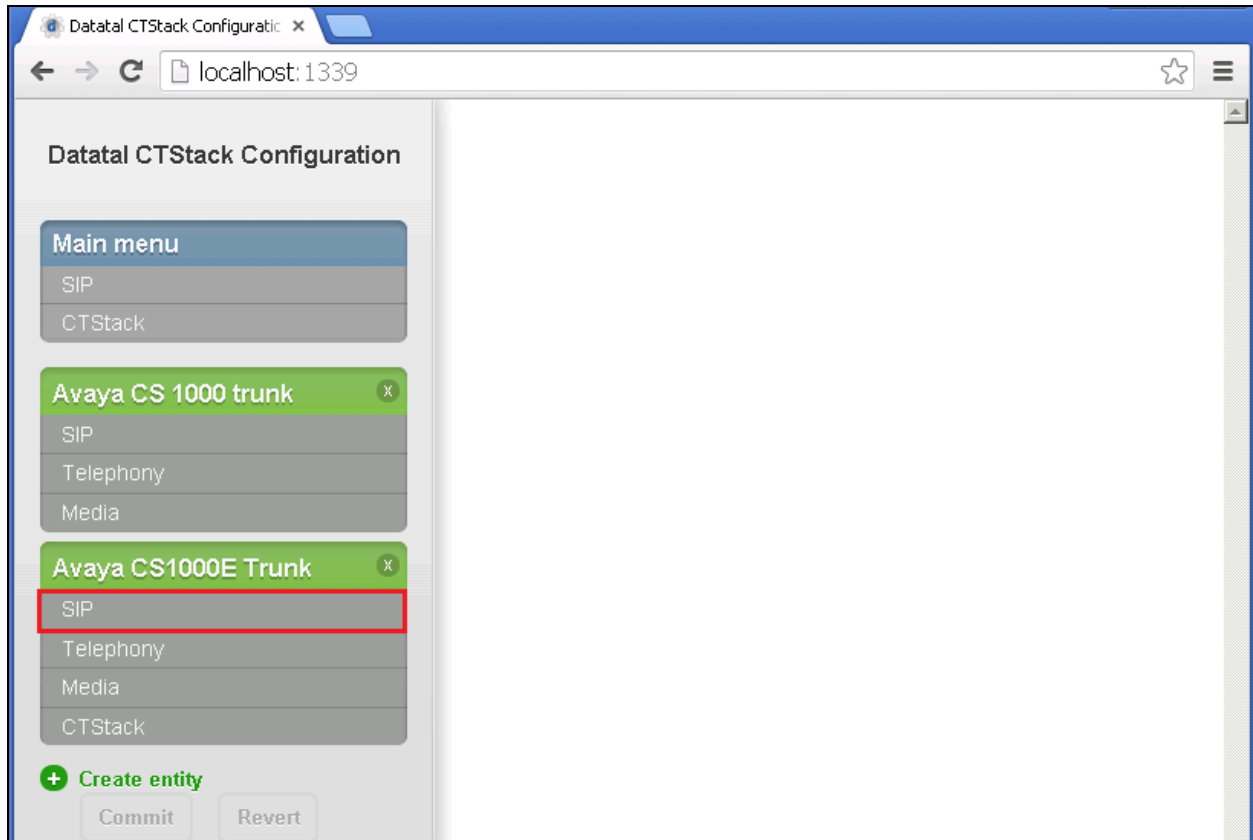
In the **SIP** page select **TCP** from the **Transport** dropdown box. Uncheck the **Use P-Asserted-Identity** check box.

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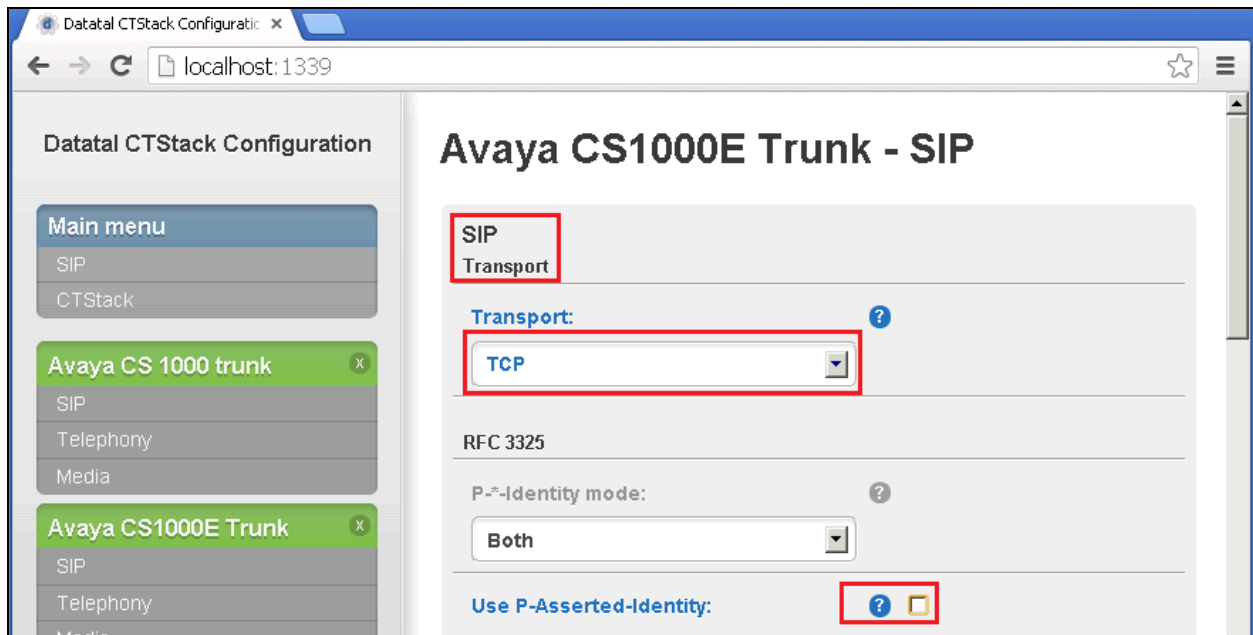
Scroll down to **Dialogs** using the vertical scroll bar on the right side of the page, and enter the following:
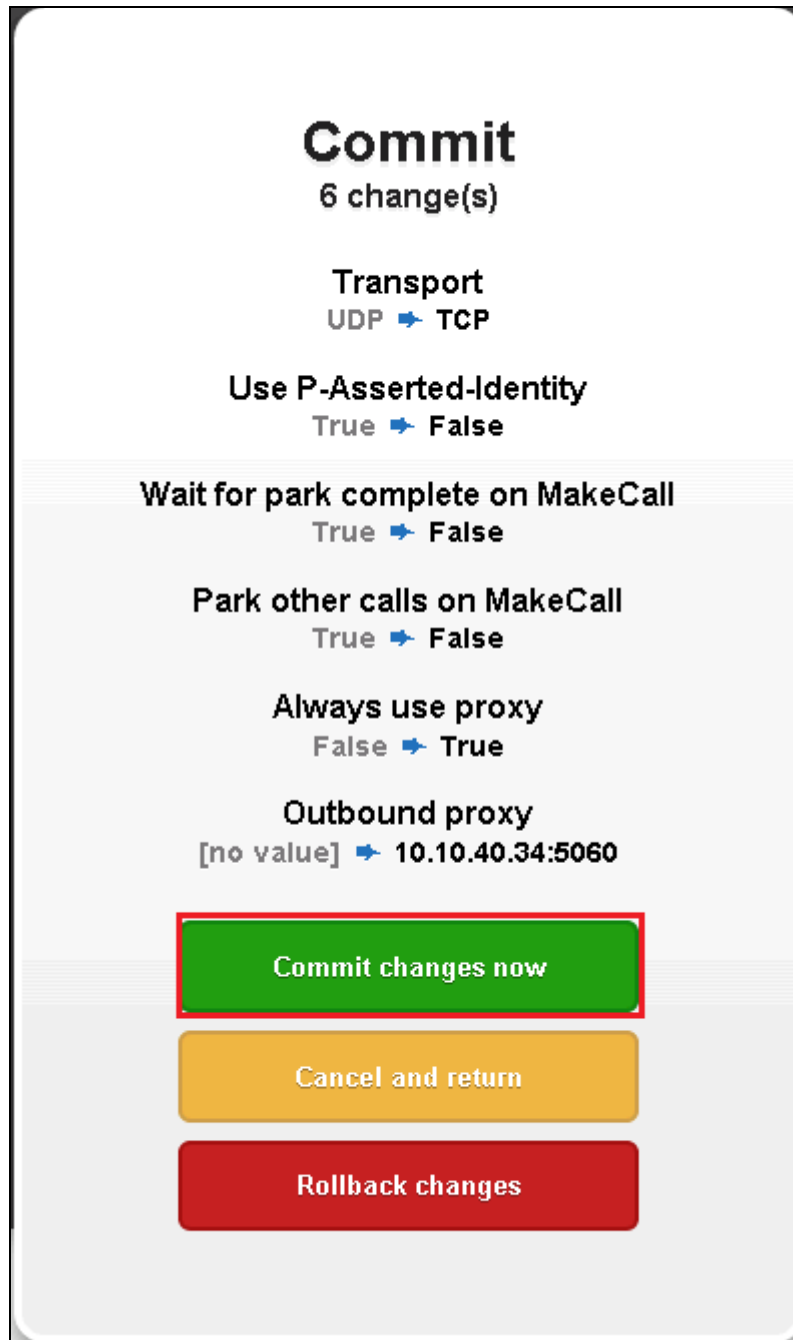
- Uncheck the **Park other calls on MakeCall:** check box
- Uncheck the **Wait for park complete on MakeCall:** check box
- Check the **Always use proxy:** check box

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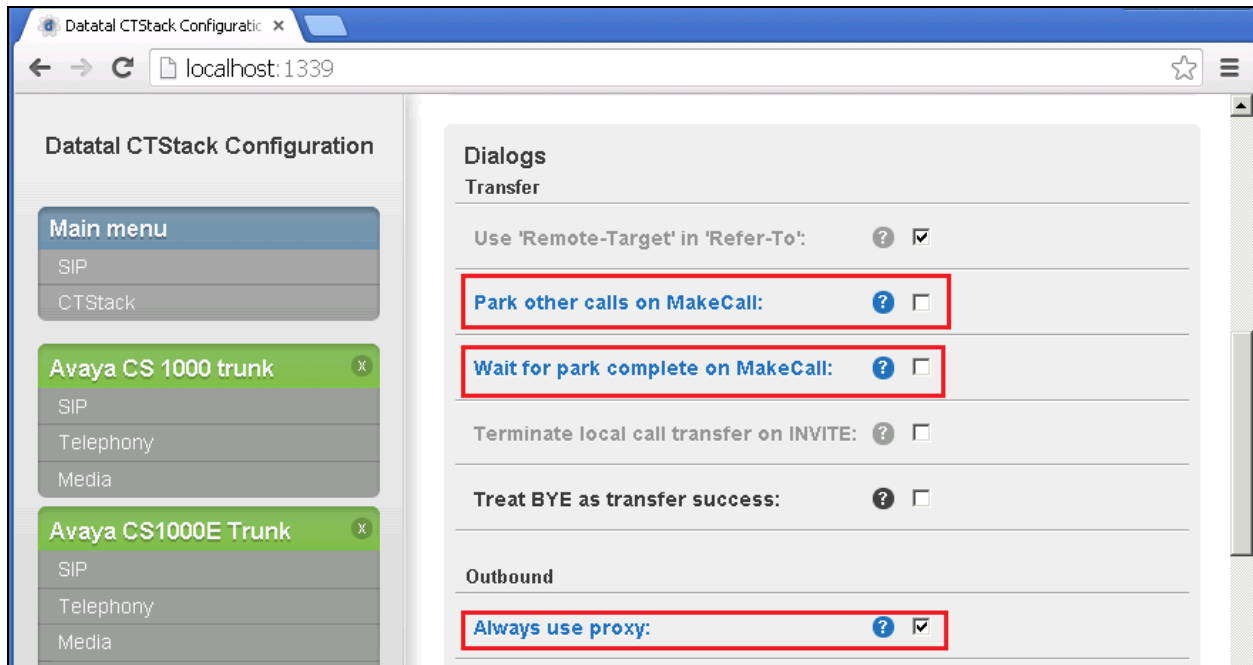
Continue to scroll down to **Outbound proxy:** and enter the IP address of the Session Manager and TCP port in the format **IP address:Port** (e.g. **10.10.40.34:5060**). Click the **Commit** button.

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When the **Commit** dialog window opens click on **Commit changes now**.

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## 8.3. Configure Telephony

To configure Telephony, click on **Telephony**.

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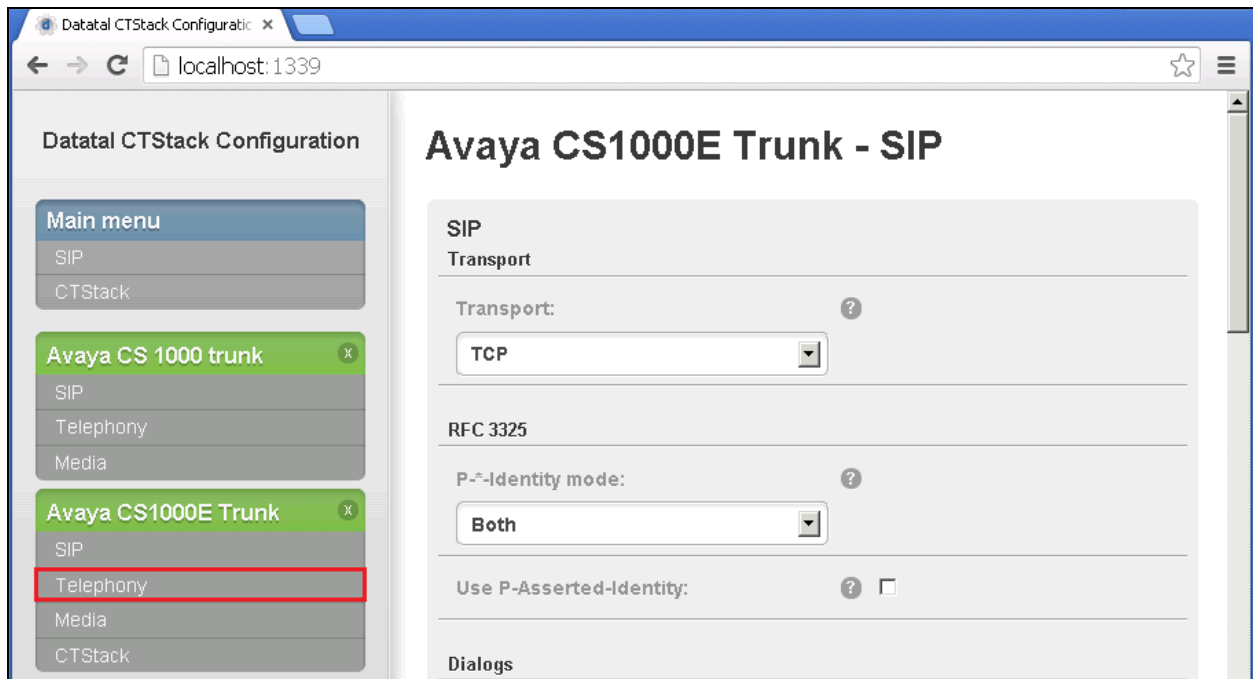
When the **Telephony** window opens, enter the following:

- **Default domain:**       Enter the Enterprise domain (during Compliance Testing
  the domain was **devconnect.local**)
- **Address**       Enter the Flexi Tid Queue number (see **Section 5.1.2**)
- **Name**       Enter an informative name for the Flexi Tid Server (e.g.
  **FlexiTID**)



Scroll down using the vertical scroll bar on the right side of the page, and check the **Trunk mode** check box and enter **30** in the **Lines** box. Click the **Commit** button.

When the **Commit** dialog window opens click on **Commit changes now**.

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## 8.4. Configure Media.

To configure Media, click on **Media**.

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When the **Media** window opens, enter the following:

- **Default RTP codec:**   Select **PCMA** from the dropdown box
- **Send silent RTP frames**  check the check box
- **OnHold attribute**   Select **inactive** from the dropdown box
- **Ptime:**   Select **20** form the dropdown box

Click on the **Commit** button. When the **Commit dialog** window opens, click on **Commit changes now** (not shown).

# 9. Verification Steps

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

1. Make a call to the Flexi Tid queue number. Ensure the call is connected.
2. Make a call to the Flexi Tid queue number and request a call back.
3. Make a call from the Flexi Tid 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. Flexi Tid from Datatal AB is considered compliant with Avaya Communication Server 1000E 7.6 via an Avaya Aura® Session Manager 6.3. 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 obtained 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® Session Manager, Release 6.3, Issue 3 October 2013*

*[4] Administering Avaya Aura® System Manager, Release 6.3, Issue 3, October, 2013*

Product Documentation for Flexi Tid can be obtained from Datatal AB at: www.datatal.se

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# Appendix A: Avaya Communication Server 1000E Software

**Avaya Communication Server 1000E call server deplists and patches**

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 | 28/08/2013 | p32540_1.cpl | NO |
| 001 | wi01045058 | ISS1:1OF1 | p32214_1 | 28/08/2013 | p32214_1.cpl | NO |
| 002 | wi01085855 | ISS1:1OF1 | p32658_1 | 28/08/2013 | p32658_1.cpl | NO |
| 003 | wi01053314 | ISS1:1OF1 | p32555_1 | 28/08/2013 | p32555_1.cpl | NO |
| 004 | wi01060382 | iss1:1of1 | p32623_1 | 28/08/2013 | p32623_1.cpl | YES |
| 005 | wi01070580 | ISS1:1OF1 | p32380_1 | 28/08/2013 | p32380_1.cpl | NO |
| 006 | wi01067822 | ISS1:1OF1 | p32466_1 | 28/08/2013 | p32466_1.cpl | YES |
| 007 | wi01061481 | ISS1:1OF1 | p32382_1 | 28/08/2013 | p32382_1.cpl | NO |
| 008 | wi01072032 | ISS1:1OF1 | p32448_1 | 28/08/2013 | p32448_1.cpl | NO |
| 009 | wi01022599 | ISS1:1OF1 | p32080_1 | 28/08/2013 | p32080_1.cpl | NO |
| 010 | wi01035976 | ISS1:1OF1 | p32173_1 | 28/08/2013 | p32173_1.cpl | NO |
| 011 | wi01065922 | ISS1:1OF1 | p32516_1 | 28/08/2013 | p32516_1.cpl | NO |
| 012 | wi01055480 | ISS1:1OF1 | p32712_1 | 28/08/2013 | p32712_1.cpl | NO |
| 013 | wi01041453 | ISS1:1OF1 | p32587_1 | 28/08/2013 | p32587_1.cpl | NO |
| 014 | wi01078723 | ISS1:1OF1 | p32532_1 | 28/08/2013 | p32532_1.cpl | NO |
| 015 | WI0110261 | ISS1:1OF1 | p32758_1 | 28/08/2013 | p32758_1.cpl | NO |
| 016 | wi01064599 | iss1:1of1 | p32580_1 | 28/08/2013 | p32580_1.cpl | NO |
| 017 | wi01048457 | ISS1:1OF1 | p32581_1 | 28/08/2013 | p32581_1.cpl | NO |
| 018 | wi01072027 | ISS1:1OF1 | p32689_1 | 28/08/2013 | p32689_1.cpl | NO |
| 019 | wi01059388 | iss1:1of1 | p32628_1 | 28/08/2013 | p32628_1.cpl | NO |
| 020 | wi01074003 | ISS1:1OF1 | p32421_1 | 28/08/2013 | p32421_1.cpl | NO |
| 021 | wi00933195 | ISS1:1OF1 | p32491_1 | 28/08/2013 | p32491_1.cpl | NO |
| 022 | wi00996734 | ISS1:1OF1 | p32550_1 | 28/08/2013 | p32550_1.cpl | NO |
| 023 | wi01065118 | ISS1:1OF1 | p32397_1 | 28/08/2013 | p32397_1.cpl | NO |
| 024 | wi01063864 | ISS1:1OF1 | p32410_1 | 28/08/2013 | p32410_1.cpl | YES |
| 025 | wi01072023 | ISS1:1OF1 | p32130_1 | 28/08/2013 | p32130_1.cpl | YES |
| 026 | wi01075359 | ISS1:1OF1 | p32671_1 | 28/08/2013 | p32671_1.cpl | NO |
| 027 | wi01080753 | ISS1:1OF1 | p32518_1 | 28/08/2013 | p32518_1.cpl | NO |
| 028 | wi01070473 | ISS1:1OF1 | p32413_1 | 28/08/2013 | p32413_1.cpl | NO |
| 029 | wi01075355 | ISS1:1OF1 | p32594_1 | 28/08/2013 | p32594_1.cpl | NO |
| 030 | wi01071379 | ISS1:1OF1 | p32522_1 | 28/08/2013 | p32522_1.cpl | NO |
| 031 | wi01070756 | ISS1:1OF1 | p32444_1 | 28/08/2013 | p32444_1.cpl | NO |
| 032 | wi01075353 | ISS1:1OF1 | p32613_1 | 28/08/2013 | p32613_1.cpl | NO |
| 033 | wi01062607 | ISS1:1OF1 | p32503_1 | 28/08/2013 | p32503_1.cpl | NO |
| 034 | wi01068851 | ISS1:1OF1 | p32439_1 | 28/08/2013 | p32439_1.cpl | NO |

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035  wi01075352    ISS1:1OF1     p32603_1 28/08/2013 p32603_1.cpl  NO
036  wi01092300    ISS1:1OF1     p32692_1 28/08/2013 p32692_1.cpl  NO
037  wi01063263    ISS1:1OF1     p32573_1 28/08/2013 p32573_1.cpl  NO
038  wi01087528    ISS1:1OF1     p32700_1 28/08/2013 p32700_1.cpl  NO
039  wi01055300    ISS1:1OF1     p32543_1 28/08/2013 p32543_1.cpl  NO
040  wi01039280    ISS1:1OF1     p32423_1 28/08/2013 p32423_1.cpl  NO
041  wi01068669    ISS1:1OF1     p32333_1 28/08/2013 p32333_1.cpl  NO
042  wi01069441    ISS1:1OF1     p32097_1 28/08/2013 p32097_1.cpl  NO
043  wi01058621    ISS1:1OF1     p32339_1 28/08/2013 p32339_1.cpl  NO
044  wi01032756    ISS1:1OF1     p32673_1 28/08/2013 p32673_1.cpl  NO
045  wi01070465    iss1:1of1     p32562_1 28/08/2013 p32562_1.cpl  NO
046  wi01053920    ISS1:1OF1     p32303_1 28/08/2013 p32303_1.cpl  NO
047  wi00897254    ISS1:1OF1     p31127_1 28/08/2013 p31127_1.cpl  NO
048  wi01057403    ISS1:1OF1     p32591_1 28/08/2013 p32591_1.cpl  NO
049  wi01066991    ISS1:1OF1     p32449_1 28/08/2013 p32449_1.cpl  NO
050  wi01094305    ISS1:1OF1     p32640_1 28/08/2013 p32640_1.cpl  NO
051  wi01058359    ISS1:1OF1     p32331_1 28/08/2013 p32331_1.cpl  NO
052  wi01047890    ISS1:1OF1     p32697_1 28/08/2013 p32697_1.cpl  NO
053  wi01060241    ISS1:1OF1     p32381_1 28/08/2013 p32381_1.cpl  NO
054  wi01034307    ISS1:1OF1     p32615_1 28/08/2013 p32615_1.cpl  NO
055  wi01052428    ISS1:1OF1     p32606_1 28/08/2013 p32606_1.cpl  NO
056  wi00884716    ISS1:1OF1     p32517_1 28/08/2013 p32517_1.cpl  NO
057  wi01070468    iss1:1of1     p32418_1 28/08/2013 p32418_1.cpl  NO
058  wi01091447    ISS1:1OF1     p32675_1 28/08/2013 p32675_1.cpl  NO
059  wi01068042    ISS1:1OF1     p32669_1 28/08/2013 p32669_1.cpl  NO
060  wi01061483    ISS1:1OF1     p32359_1 28/08/2013 p32359_1.cpl  NO
061  wi01065125    ISS1:1OF1     p32416_1 28/08/2013 p32416_1.cpl  NO
062  wi01056633    ISS1:1OF1     p32322_1 28/08/2013 p32322_1.cpl  NO
063  wi01070474    iss1:1of1     p32407_1 28/08/2013 p32407_1.cpl  NO
064  wi01053597    ISS1:1OF1     p32304_1 28/08/2013 p32304_1.cpl  NO
065  wi01070471    ISS1:1OF1     p32415_1 28/08/2013 p32415_1.cpl  NO
066  wi01025156    ISS1:1OF1     p32136_1 28/08/2013 p32136_1.cpl  NO
067  wi01088775    ISS1:1OF1     p32659_1 28/08/2013 p32659_1.cpl  NO
068  wi01083584    ISS1:1OF1     p32619_1 28/08/2013 p32619_1.cpl  NO
069  wi01075360    iss1:1of1     p32602_1 28/08/2013 p32602_1.cpl  NO
070  wi01053195    ISS1:1OF1     p32297_1 28/08/2013 p32297_1.cpl  NO
071  wi01043367    ISS1:1OF1     p32232_1 28/08/2013 p32232_1.cpl  NO
072  wi01082456    ISS1:1OF1     p32596_1 28/08/2013 p32596_1.cpl  NO
073  wi01089519    ISS1:1OF1     p32665_1 28/08/2013 p32665_1.cpl  NO
074  wi01065842    ISS1:1OF1     p32478_1 28/08/2013 p32478_1.cpl  NO
075  wi01088585    ISS1:1OF1     p32656_1 28/08/2013 p32656_1.cpl  NO
076  wi01035980    ISS1:1OF1     p32558_1 28/08/2013 p32558_1.cpl  NO
077  wi01087543    ISS1:1OF1     p32662_1 28/08/2013 p32662_1.cpl  NO
078  wi01060826    ISS1:1OF1     p32379_1 28/08/2013 p32379_1.cpl  NO
079  wi01061484    ISS1:1OF1     p32576_1 28/08/2013 p32576_1.cpl  NO
080  wi01034961    ISS1:1OF1     p32144_1 28/08/2013 p32144_1.cpl  NO
081  wi01056067    ISS1:1OF1     p32457_1 28/08/2013 p32457_1.cpl  NO
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082  WI01077073    ISS1:1OF1    p32534_1  28/08/2013  p32534_1.cpl  NO
083  wi01073100    ISS1:1OF1    p32599_1  28/08/2013  p32599_1.cpl  NO
084  wi01060341    ISS1:1OF1    p32578_1  28/08/2013  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
```

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