



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring BTS CommsWare Console with Avaya Communication Server 1000E 7.6 via Avaya Aura® Session Manager - Issue 1.0

Abstract

These Application Notes describe the configuration steps required BTS CommsWare Console 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.

1. Introduction

CommsWare Console from BTS is a screen-based Operator/Attendant console providing operators with extended call-handling functionality including call routing, call queuing, directory, search, attended and unattended transfers, camp-on and call parking (up to 5 calls per Operator). The CommsWare Console connects to the Avaya Communication Server 1000E using a SIP Trunk via an Entity Link on the Avaya Aura® Session Manager using UDP.

Note: BTS supply, install and configure their solution for the end customer directly or through qualified partners. In line with BTS's request the configuration of the BTS solution is not required to be part of this Application Note. Certain information from this Application Note will be highlighted as a requirement for the BTS solution.

2. General Test Approach and Test Results

The general test approach was to configure the CommsWare Console 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 CommsWare Console registered with the Session Manager via the BTS Call Director 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 CommsWare Console via Session Manager
- CommsWare Console Agent logs in/out
- Inbound calls to the CommsWare Console queue number
- CommsWare Console Agent answers calls from queue
- CommsWare Console Agent Transfers calls
- CommsWare Console Agent Parks/Unparks calls
- Greeting heard when calling queue
- Caller Line ID updated when call transferred to CommsWare Console Agent
- CommsWare Console Agent Camps on calls

2.2. Test Results

Tests were performed to insure full interoperability between the BTS CommsWare Console and Avaya 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 BTS can be obtained through the following:

Email:	support@bts.co.uk
Web:	www.bts.co.uk .
Phone:	+44 208 4019111

3. Reference Configuration

Figure 1 illustrates the network topology used during compliance testing. The Avaya solution consists of a CS1000E CoRes, and Session Manager. An Avaya Aura® System Manager (System Manager) was used to manage the Session manager and access the CS1000E Element Manager. A SIP Trunk was configured between the Session Manager and the BTS Call Director server. Communication between the CommsWare Console Agent and the CS1000E were via the BTS Call Director. On the CS1000E a Distant Steering Code (DSC) was configured to route calls to the Session Manager which in turn routed the calls to the CommsWare Console Agent via the BTS Call Director. The CommsWare Console Agent logged in by dialling the Agent login number from a Deskphone, after a screen pop occurred on the CommsWare Console and entering the appropriate credentials a permanent Real-time Transport Protocol (RTP) stream is opened between the Deskphone on the CS1000E and BTS Call Director. Calls required to be answered by the CommsWare Console Agent were routed back to the CS1000E and answered on an Avaya 1120E Deskphone. In/Out bound calls to/from the CommsWare Console Agent were performed by the BTS Call Director connecting the Agent Deskphone with the other party. External calls were made using a simulated PSTN. Avaya 1140E IP, 1140 SIP, 1150 IP and 3904 digital Deskphones were also used during compliance testing.

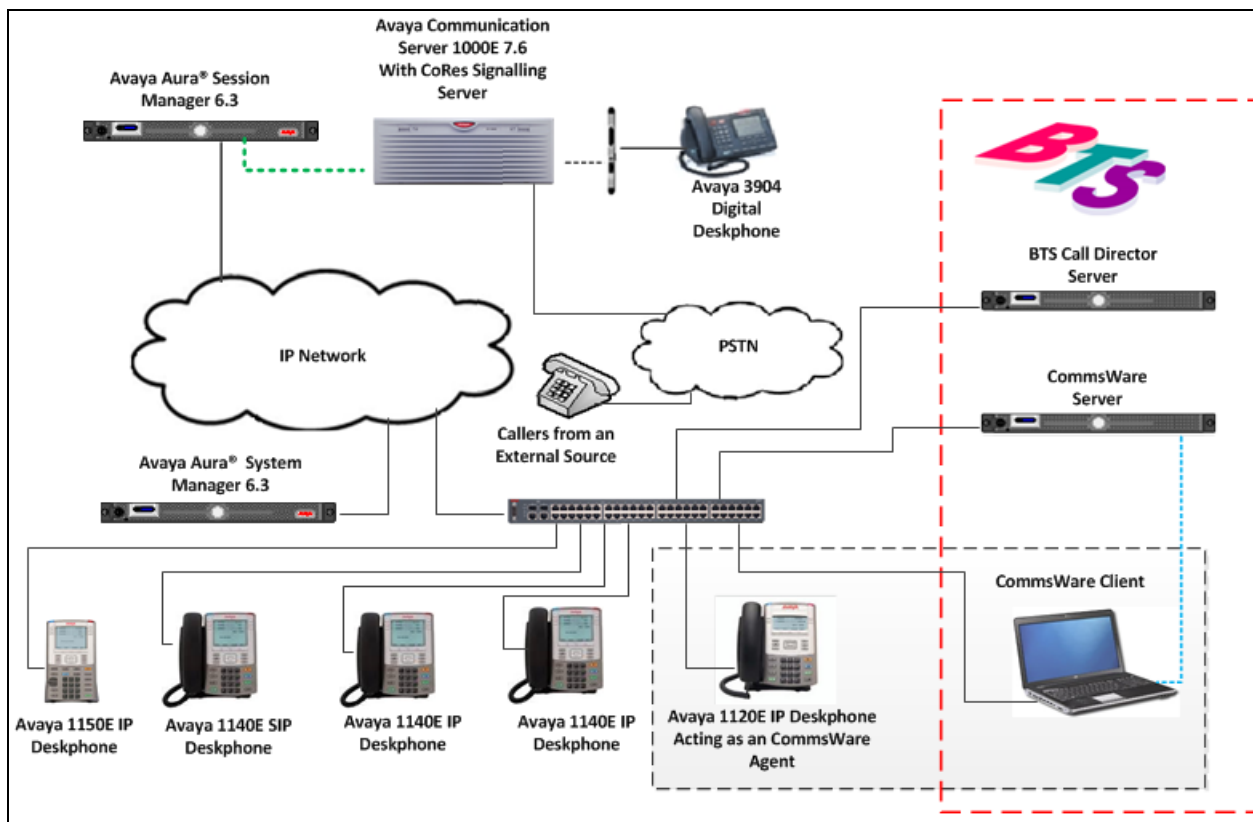


Figure 1: Avaya and BTS Reference Configuration

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 Media Gateway NTDW60BA	Avaya Communication Server 1000E R7.6 FPGA AA18
Avaya Aura® Session Manager	R6.3 Build 6.3.4.0.634014
Avaya Aura® System Manager	R 6.3 Build 6.3.0.8.5682-6.3.8.2651 Update 6.3.4.4.1904
Avaya 1100 series IP Telephones <ul style="list-style-type: none">• 1120E (IP)• 1140E (IP)• 1150E (IP)• 1140E (SIP)• 3904 (Digital)	0624C8Q 0624C8Q 0627C8Q 04.03.12.00 N/A
BTS Equipment	Software / Firmware Version
BTS Call Director	Version 7.2.112.0
CommsWare server	Version 1.07
CommsWare client	Version 1.0.35.0

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 22) and D-Channel (DCH 1). 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, deplists 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, all other inputs can be left at default.

5.1. Configure Dialling Plan

To route calls to the CommsWare Console a dialling 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 CommsWare Console. There are a number of ways to setup a dialling plan. For compliance testing a Coordinated Dialling Plan (CDP) was used. During compliance testing 3 numbers were required 4300, 4301 and 4302. A Distant Steering Code DSC of 40 was created which routed all numbers beginning with 40 to the Session manager. One number (4300) was used for the CommsWare Console Agent login number and the remaining numbers (4301 and 4302) were used as CommsWare Console queue numbers. These numbers are required for the BTS Call Director and CommsWare server configuration.

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**. In the example below **FEAT** is **RLB**, and **TYPE** is **DSC**. **Note:** Rout 21 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	22	Route list Index number
ENTR	0	First entry for the RLI
ROUT	22	Enter the route number

5.1.2. Create a Coordinated Dialling Plan

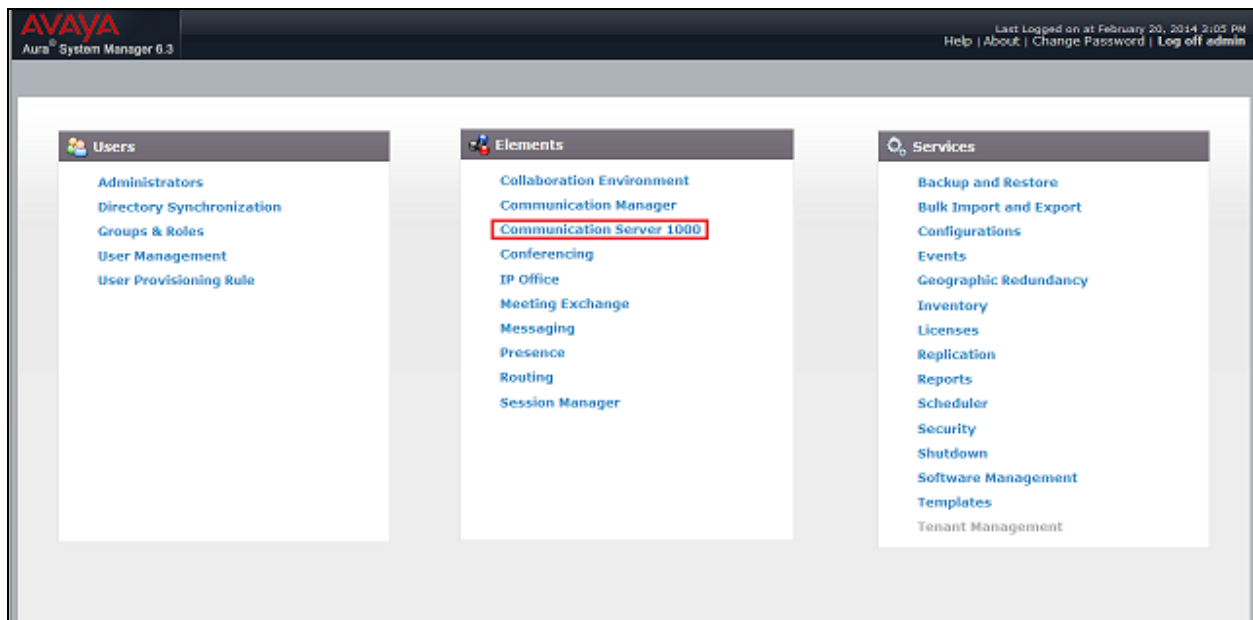
Use the **NEW** command in **LD 87** to create a CDP entry to route calls to the Session Manager. In the example below, **FEAT** is **CDP**, **DSC** is **40**, **FLEN** is **4** and the **RLI** is **22** (RLI created in **Section 5.1.1**).

LD 87

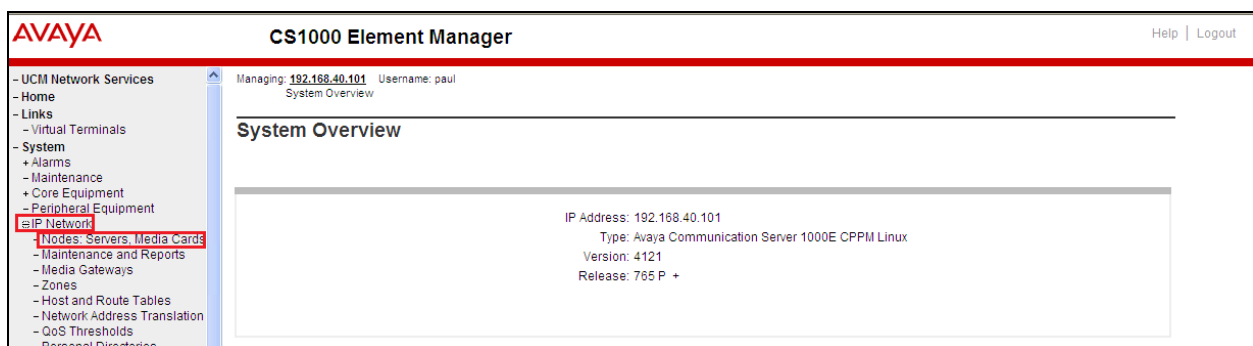
Prompt	Response	Description
>	LD 87	Enter Overlay 87
REQ	NEW	Create new
CUST	0	Customer Number as defined in LD15
FEAT	CDP	Coordinated dialling plan
TYPE	DSC	Distance Steering code
DSC	40	Distant Steering code
FLEN	4	Flexible Length number of digits
RLI	21	Route list index Number

6. Configure Virtual Trunk Gateway

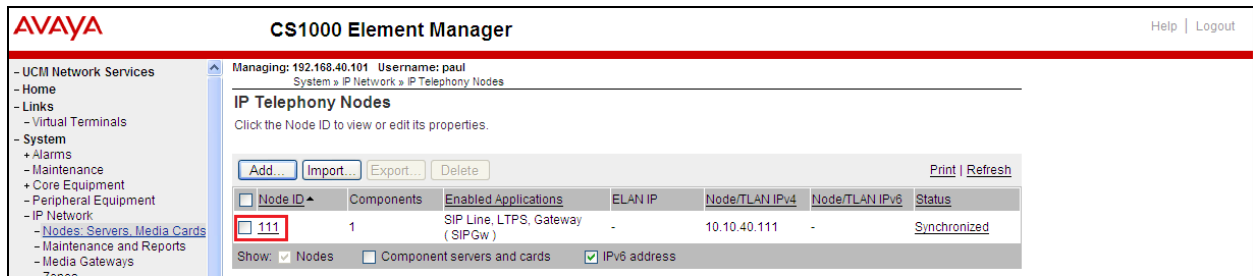
The Virtual Trunk Gateway on the Signalling Server needs to be configured to route calls to the Session Manager. It is implied that the Signalling Server is already in place, and a Node is configured and is part of the security framework. The following configuration was used during compliance testing. The Virtual Trunk Gateway is configured using the CS1000 Element Manager WEB interface, accessed via a link from System Manager. After logging into the System Manager using the appropriate credentials (not Shown), select **Communication Server 1000** from the **Elements** column.



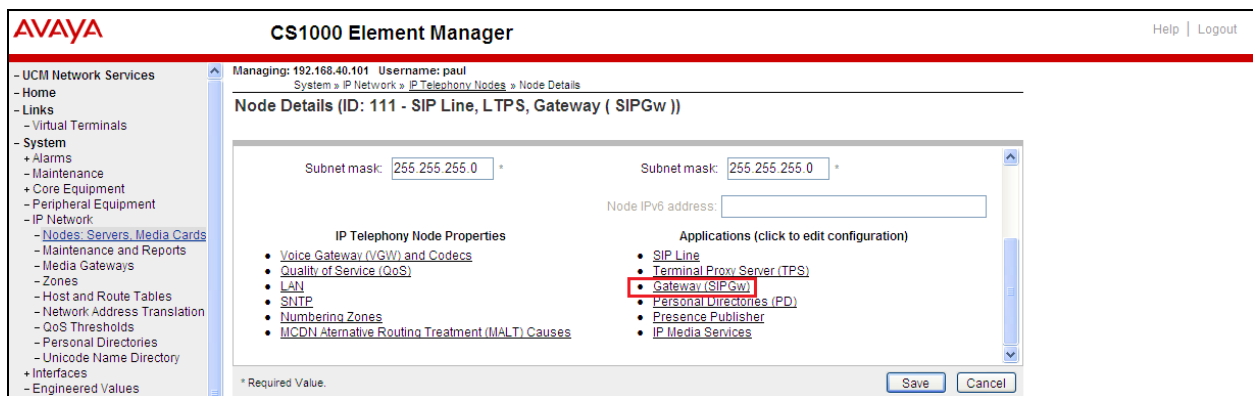
Once the Elements page opens select the Element Manager of the CS1000E to administrator and login using the appropriate credentials (not shown). Once the CS1000 Element Manager page opens, navigate to **IP Network** → **Nodes: Services, Media Cards**.



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 **TCP** from the dropdown box
- **Options** Click the **Primary CDS proxy** check box

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

AVAYA CS1000 Element Manager Help | Logout

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

Proxy Or Redirect Server:

Proxy Server Route 1:

Primary TLAN IP address: 10.10.40.34
The IP address can have either IPv4 or IPv6 format based on the value of "TLAN address type"

Port: 5060 (1 - 65535)

Transport protocol: TCP

Options: ☐ Support registration
☒ Primary CDS proxy

Secondary TLAN IP address: 0.0.0.0
The IP address can have either IPv4 or IPv6 format based on the value of "TLAN address type"

Port: 5060 (1 - 65535)

Transport protocol: TCP

Options: ☐ Support registration

* 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 Help | Logout

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 *

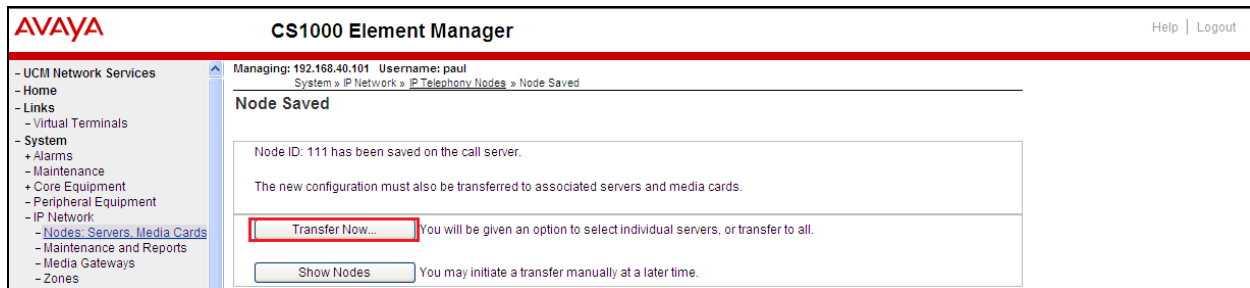
Subnet mask: 255.255.255.0 *

Node IPv6 address:

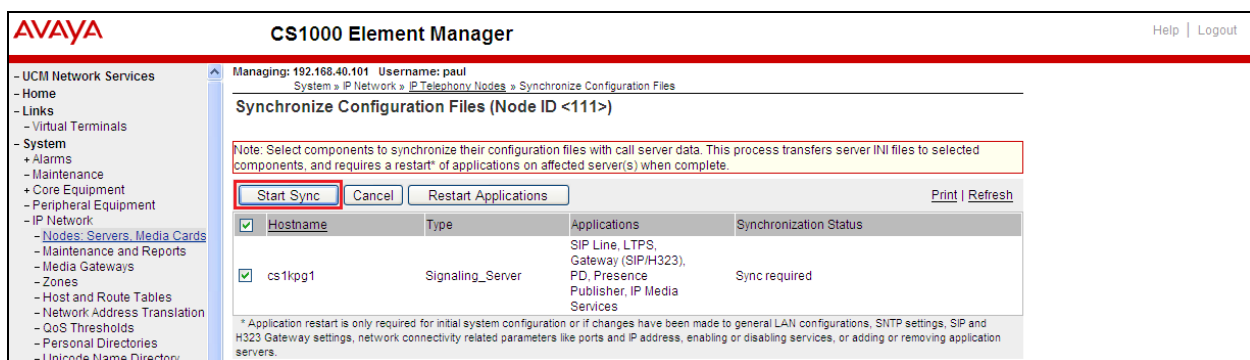
* Required Value.

Save **Cancel**

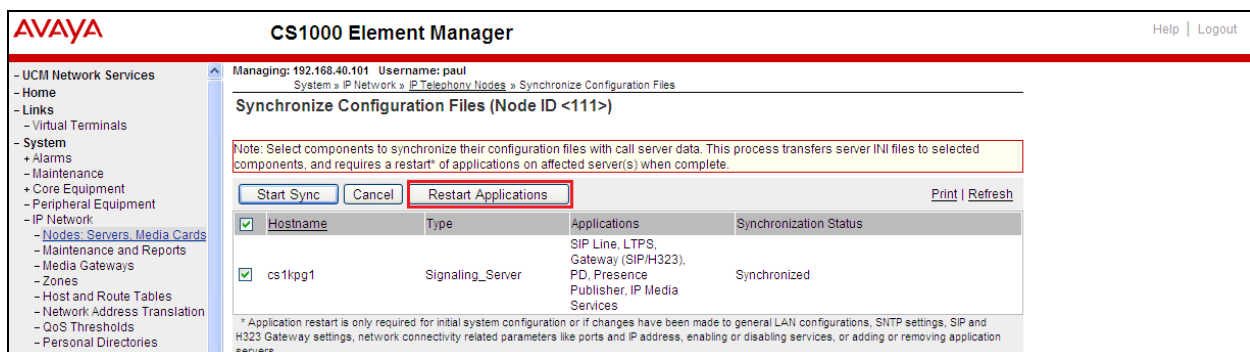
On the **Node Saved** page click on the **Transfer Now** button.



On the **Synchronize Configuration Files** page select the appropriate Signalling 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 Aura® Session Manager

A number of configurations are required to enable the CS1000E to route calls to CommsWare console via the BTS Call Director server 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:

- Logging on to System Manager
- Create BTS Call Director server as a SIP Entity
- Create an Entity Link for BTS Call Director
- Create a Routing Policy for BTS Call Director
- Create a Dial Pattern for BTS Call Director

Note: It is implied a working system is already in place including a Domain (**devconnect.local**) and a Location (**DevConnectPG63**). During Compliance testing a SIP Entity and an Entity Link for the CS1000E were created. Also a Routing Policy and a Dial Pattern to route calls to the CS1000E were created and are outside the scope of this Application Note.

7.1. Logging 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 the System Manager or the “<ipaddress>” is the IP address of System Manager.

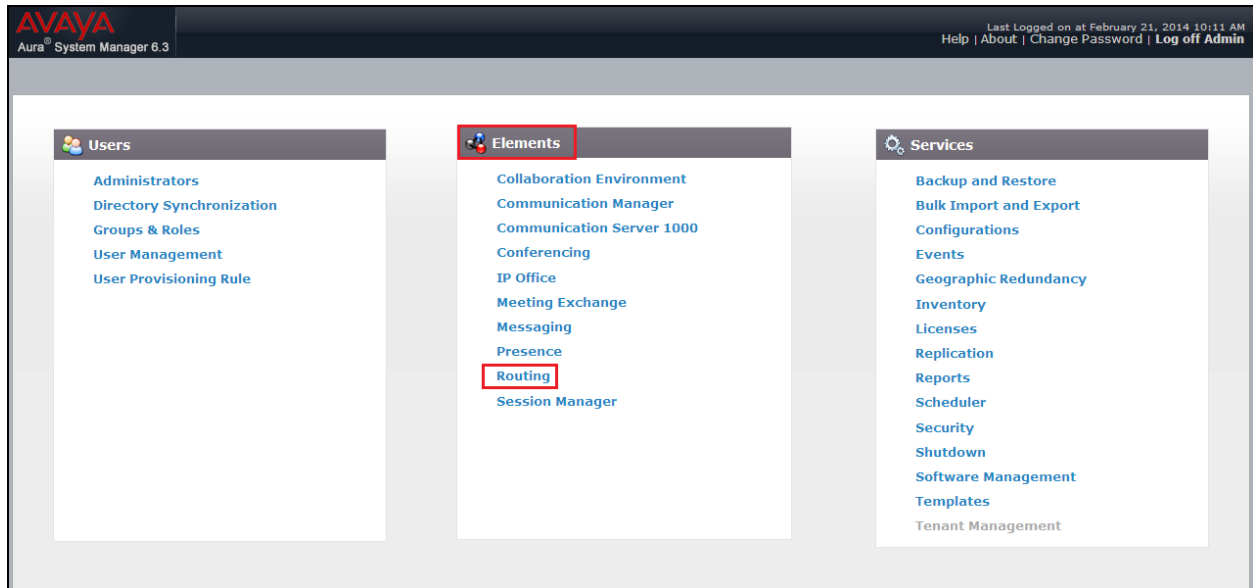
Once the System Manager Web page opens Log in with the appropriate credentials.

7.2. Create BTS Call Director Server as a SIP Entity

A SIP Entity must be added for the BTS Call Director server.

Note: A SIP Entity was already configured for the CS1000E and was called **CS1KPG1**.

Once logged into the System Manager, select the **Routing** Link under the **Elements** column.



Once the SIP Entity Details page opens enter the following for the BTS Call Director SIP Entity:
Under **General**:

- **Name** Enter an informative name (e.g. **BTS**)
- **FQDN or IP Address** Enter the IP address of the signalling interface of the BTS Call Director 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 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.

AVAYA
Aura® System Manager 6.3

Last Logged on at February 21, 2014 10:11 AM
Help | About | Change Password | Log off Admin

Home Routing x

Home / Elements / Routing / SIP Entities

SIP Entity Details

Commit Cancel

General

* Name: BTS

* FQDN or IP Address: 10.10.40.55

Type: SIP Trunk

Notes:

Adaptation:

Location: DevConnectPG63

Time Zone: Europe/Dublin

* SIP Timer B/F (in seconds): 4

Credential name:

7.3. Create an Entity Link for BTS Call Director

The SIP trunk between the Session Manager and the BTS Call Director 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. **BTS**)
- **SIP Entity 1** Select **Session Manager (SM63vmppg)** from the **SIP Entity 1** dropdown box
- **Protocol** Select **UDP** from the Protocol drop down box
- **Port** Enter **5060**
- **SIP Entity 2** Select **BTS** from the **SIP Entity 2** dropdown box (configured in **Section 7.2**)
- **Port** Enter **5060** as the Port
- **Connection Policy** Check the **Trusted** check box.

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

AVAYA
Aura® System Manager 6.3

Last Logged on at February 21, 2014 10:11 AM
Help | About | Change Password | Log off Admin

Home Routing * Home / Elements / Routing / Entity Links

Entity Links [Commit](#) [Cancel](#) [Help ?](#)

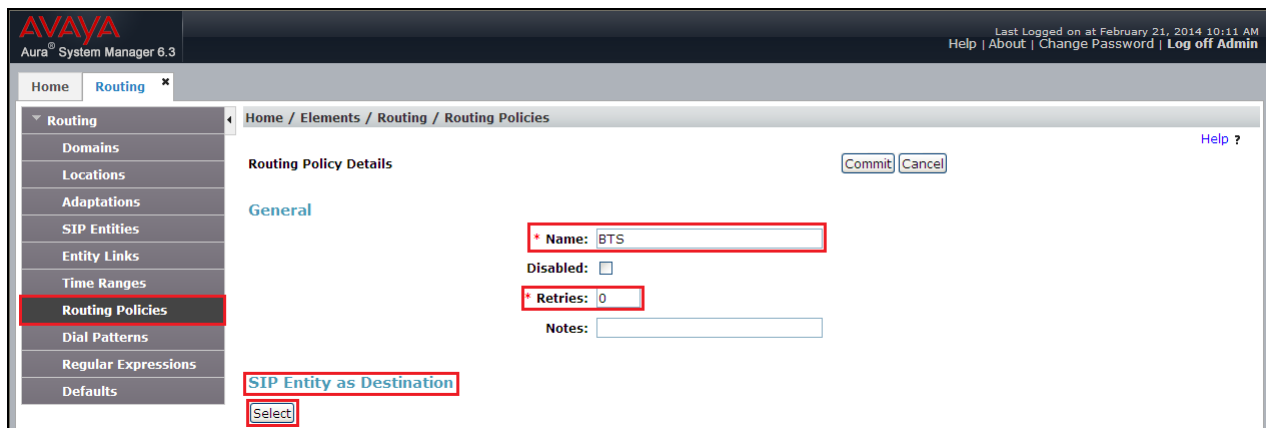
1 Item [Filter: Enable](#)

<input type="checkbox"/>	Name	SIP Entity 1	Protocol	Port	SIP Entity 2	DNS Override	Port	Connection Policy	Deny New Service	Notes
<input type="checkbox"/>	*BTS	*SM63vmppg	UDP	*5060	*BTS	<input type="checkbox"/>	*5060	trusted	<input type="checkbox"/>	

Select : All, None

7.4. Create a Routing Policy for BTS Call Director

Create routing policies to direct calls to the CommsWare console server via the BTS Call Director server. To add a routing policy, select **Routing Policies** on the left panel menu and then click on the **New** button (not shown). In **Routing Policy Details** enter an informative name in the **Name** field (example, **BTS**) and enter **0** in the **Retries** field. In **SIP Entity as Destination**, Click **Select**.



AVAYA
Aura® System Manager 6.3

Last Logged on at February 21, 2014 10:11 AM
Help | About | Change Password | Log off Admin

Home Routing

Home / Elements / Routing / Routing Policies

Routing Policy Details

Commit Cancel

General

* Name: BTS

Disabled: ☐

* Retries: 0

Notes:

SIP Entity as Destination

Select

Once the SIP Entity List screen opens, check the **BTS** 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.



AVAYA
Aura® System Manager 6.3

Last Logged on at February 21, 2014 10:11 AM
Help | About | Change Password | Log off Admin

Home Routing

Home / Elements / Routing / Routing Policies

SIP Entities

Select Cancel

SIP Entities

9 Items Filter: Enable

Name	FQDN or IP Address	Type	Notes
<input checked="" type="radio"/> BTS	10.10.40.55	SIP Trunk	

7.5. Create a Dial Pattern for BTS Call Director

A dial pattern must be created on the Session Manager to route calls to and from the BTS Call Director server. See **Section 5.1** for the numbers used during testing. A Dial Pattern of **43** was created which routed any number beginning with 43 and four digits long to the BTS Call Director. Select **Dial Patterns** on the left panel menu and then click on the **New** button (not shown).

Under **General** carry out the following for each number:

- **Pattern** Enter 43
- **Min** Enter 4 as the minimum length of dialed number
- **Max** Enter 4 as the maximum length of dialed number
- **SIP Domain** Select **devconnect.local** from the drop down box

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

The screenshot shows the Avaya Aura System Manager 6.3 interface. The top navigation bar includes the Avaya logo, 'Aura System Manager 6.3', and a user status bar indicating 'Last Logged on at February 21, 2014 10:11 AM' with links for 'Help', 'About', 'Change Password', and 'Log off Admin'. The left sidebar contains a 'Routing' menu with sub-items: Domains, Locations, Adaptations, SIP Entities, Entity Links, Time Ranges, Routing Policies, **Dial Patterns** (highlighted), Regular Expressions, and Defaults. The main content area is titled 'Home / Elements / Routing / Dial Patterns' and contains a 'Dial Pattern Details' form. The form has a 'Commit' button and a 'Cancel' button. The 'General' tab is selected. The 'Pattern' field is set to '43', 'Min' is '4', and 'Max' is '4'. The 'Emergency Call' checkbox is unchecked. The 'Emergency Priority' is set to '1'. The 'Emergency Type' field is empty. The 'SIP Domain' dropdown is set to 'devconnect.local'. The 'Notes' field is empty. At the bottom, the 'Originating Locations and Routing Policies' section contains an 'Add' button and a 'Remove' button. The 'Add' button is highlighted with a red box.

In **Originating Location** page check the **DevConnectPG63** check box. Under **Routing Policies** check the **BTS** check box. Click on the **Select** button to confirm the chosen options to return to the Dial Pattern screen (shown previously), select **Commit** button to save (not shown).

8. Configure BTS Call Director Server and CommsWare server

As stated in **Section 1**. BTS does not require the configuration of BTS Call Director Server or CommsWare 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 the Avaya and BTS solution.

9.1. Verify Avaya Aura® Session Manager

From the System Manager home page (not shown), select **Elements** → **Session Manager** to display the **Session Manager Dashboard** screen (not shown). Select **Session Manager** → **System Status** → **SIP Entity Monitoring** from the left pane to display the **SIP Entity Link Monitoring Status Summary** screen. Click on the **BTS** entity name from **Section 7.2**.

The screenshot shows the Avaya Aura Session Manager interface. The left navigation pane has 'Session Manager' and 'System Status' expanded, with 'SIP Entity Monitoring' selected. The main content area displays the 'SIP Entity Link Monitoring Status Summary' screen. The page title is 'SIP Entity Link Monitoring Status Summary'. Below the title, there is a description: 'This page provides a summary of Session Manager SIP entity link monitoring status.' A link 'SIP Entities Status for All Monitoring Session Manager Instances' is present. A 'Run Monitor' button is visible. Below this, there is a table with 1 item. The table has columns: Session Manager, Type, and Monitored Entities (Down, Partially Up, Up, Not Monitored, Deny, Total). The row shows 'SM63vmpg' as a Core entity with 4 Down, 0 Partially Up, 6 Up, 0 Not Monitored, 0 Deny, and a Total of 10. Below the table, there is a 'Select: All, None' dropdown. Further down, there is a section titled 'All Monitored SIP Entities' with a 'Run Monitor' button. Below this, there is a table with 10 items. The table has a column 'SIP Entity Name'. The row shows 'BTS' as a monitored entity.

Session Manager	Type	Monitored Entities					Total
		Down	Partially Up	Up	Not Monitored	Deny	
<input type="checkbox"/> SM63vmpg	Core	4	0	6	0	0	10

Select: All, None

SIP Entity Name
<input type="checkbox"/> FlexITID
<input type="checkbox"/> BTS

The **SIP Entity, Entity Link Connection Status** screen is displayed. Verify that **Conn. Status** and **Link Status** are “Up”, as shown below.

SIP Entity, Entity Link Connection Status

This page displays detailed connection status for all entity links from all Session Manager instances to a single SIP entity.

All Entity Links to SIP Entity: Tiger/BTS

Summary View

Status Details for the selected Session Manager:

1 Items | Refresh | Filter: Enable

Session Manager Name	SIP Entity Resolved IP	Port	Proto.	Deny	Conn. Status	Reason Code	Link Status
SM63vmpq	10.10.40.55	5060	UDP	FALSE	UP	200 OK	UP

9.2. Verify BTS CommsWare Console

To verify that the CommsWare Console interoperates with the CS1000E make the followings calls:

1. Make a call to the CommsWare queue number. Ensure the call is connected.
2. Transfer a call from the CommsWare queue to a third party. Ensure the transfer is completed.
3. Make a call from the CommsWare Agent. 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. BTS CommsWare Console 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 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® 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 BTS can be obtained by contacting BTS using the support details in **Section 2.3**.

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

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)

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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-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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