



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Configuring Avaya Aura® Contact Center R6.2 with AMC Technology Contact Canvas Agent 2012 (Salesforce.com Adapter) – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for Avaya Aura® Contact Center R6.2 to integrate with Customer Relationship Management software from Salesforce.com using AMC Technology Contact Canvas Agent 2012. The Contact Canvas Agent solution features the Contact Canvas Server which includes the connector which provides Computer Telephony Integration for the Avaya Aura® Contact Center and the Adapter to connect to Salesforce Customer Relationship Management.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

# 1. Introduction

These Application Notes describe the configuration steps to integrate Customer Relationship Management (CRM) applications using AMC Technology (AMC) Contact Canvas Agent with Avaya Aura® Contact Center (AACC). The Contact Canvas Server of the Avaya Aura® Contact Canvas Agent solution, contains 3 main modules:

- 1) Contact Canvas Server Core Services
- 2) AMC Connector, which provides Computer Telephony Integration (CTI) through the Communication Control Toolkit (CCT) that enables Call Control, Agent Session Control and Screen Pops
- 3) AMC Adapter which resides on the agent/client PC as the Salesforce.com (Salesforce) CRM is hosted

## 2. General Test Approach and Test Results

The general test approach was to configure a Contact Center to enable the Salesforce CRM to connect to the CCT via the AMC Technology Contact Canvas Agent, See **Figure 1** for a network diagram. The AACC was connected to the Avaya Communication Server 1000E (CS1000E) using an Application Module Link (AML). The AACC was configured with a number of Co-Resident components:

- Contact Center Manager Server (CCMS)
- Contact Center Manager Administrator (CCMA)
- Contact Center License Manager (LM)
- Communication Control Toolkit (CCT)

An Avaya Reference Client was used to verify the call state of the Salesforce CRM. The configuration of the AML, the CS1000E, and the AACC is outside the scope of this document. 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

Feature functionality testing included

- Agent Log In/Log Out
- Agent Ready/Not Ready
- Agent state synchronization with Agent telephones
- Hold/Unhold
- Transfers, Blind/Consultative
- Conferencing

- Customer calls to Agents (direct to Agent number and via Automatic Call Distribution Queue)
- Calls from Agent to Agent
- Calls from Agent to Non Agent

## 2.2. Test Results

All testcases were executed and passed successfully.

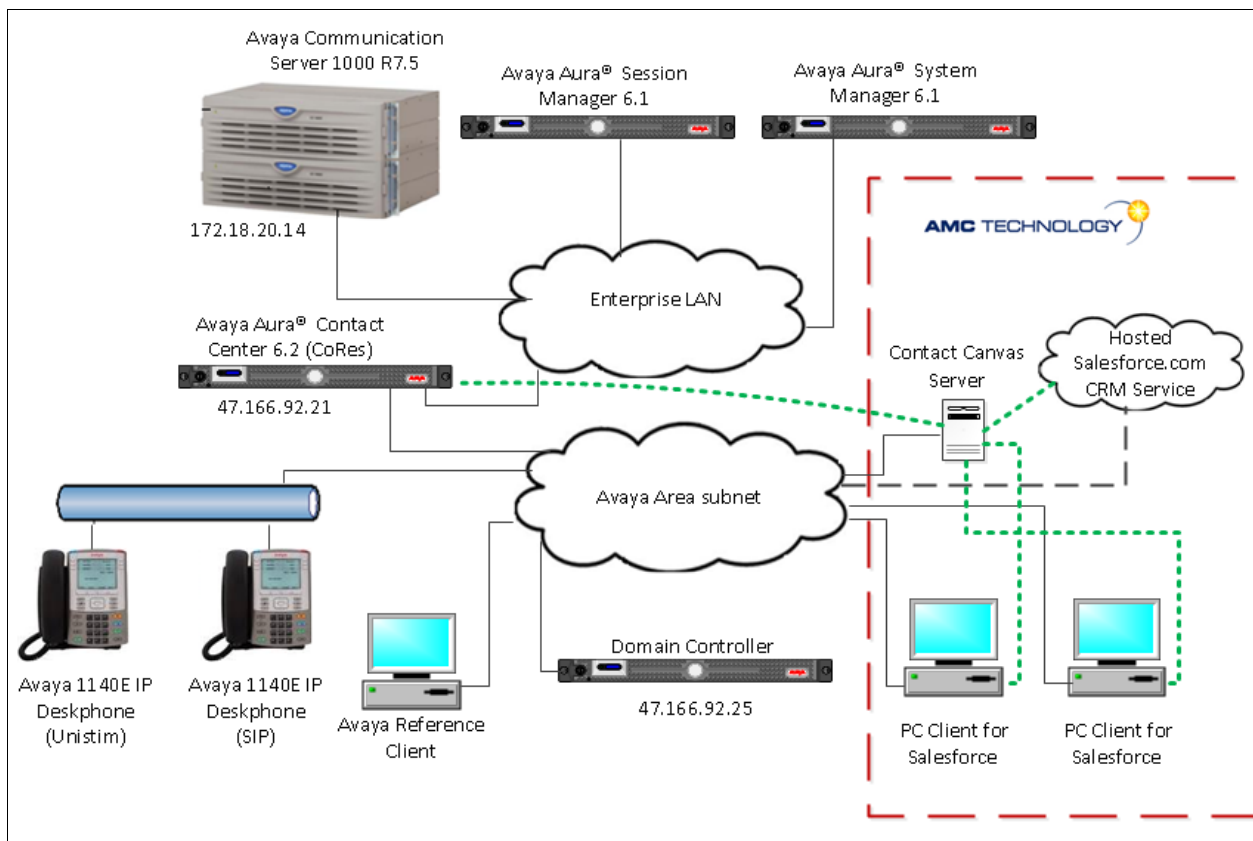
## 2.3. Support

Technical support for AMC Technology can be found as follows:

- Web Portal: [www.amctechnology.com](http://www.amctechnology.com)
- Email: [support@amctechnology.com](mailto:support@amctechnology.com)
- Phone contact: +1 804 419 8600 or +1 800 390 4866

### 3. Reference Configuration

**Figure 1** illustrates the network topology used during compliance testing. The Avaya solution consists of a Communication Server 1000E R7.5 and a Contact Center R6.2. Contact Center Manager Server, License Manager, Contact Center Manager Administration and Communication Control Toolkit were Co-resident on the same server. The Communication Server 1000E was connected to the Contact Center using an Application Module Link. During compliance testing 2 Agents were configured on Communication Server 1000E and were configured as Domain Users on the Contact Center. These users were also added to the Domain Controller. 2 Oracle Salesforce Clients communicated with the AACC through the Salesforce hosted service via the Contact Canvas Server connected to CCT using the Internet Protocol. An Avaya 1140E IP phone was used to make and receive calls to the Contact Center. An Avaya Reference Client was used to validate activities of the Salesforce Clients.



**Figure 1: Avaya Aura® Contact Center R6.2 with AMC Technology Contact Canvas Agent Reference Configuration**

## 4. Equipment and Software Validated

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

Avaya Equipment	Software / Firmware Version
IBM System x3250 M2 server running Windows 2008 Server R2	Avaya Aura® Contact Center R6.2 SP5 including CoResedent: Contact Center Manager Server License Manager Contact Center Manager Administration Communication Control Toolkit
Call Processor Pentium Mobile (CPPM) Avaya Media Gateway NTDW60	Avaya Communication Server 1000E R7.5 FPGA AA18
Avaya S8800 Server running Avaya Aura® System Manager	Avaya Aura® System Manager R6.1 Build 6.1.0023
Avaya S8800 Server running Avaya Aura® Session Manager	Avaya Aura® Session Manager R6.1 Build 6.1.0012
Avaya 1100 series IP Telephones <ul style="list-style-type: none"><li>• 1140e</li></ul>	0625C8A (UniStim 5.0) SIP FW 04.00.04.00.bin
Avaya Reference Client	Version 8.2.0.10
AMC Technology Equipment	Software / Firmware Version
Contact Canvas Server (resides on a Windows 2008 64-bit Operating System) AACC6.2 AMC Connector AMC Salesforce Adapter Salesforce CRM	Version 5.4.0.0  Version 5.4.0.9 Version 5.4.0.9 Spring '12 with CTI Toolkit 3.0.1

## 5. Configure Avaya Communication Server 1000E

Configuration and verification operations on the CS1000E illustrated in this section were all performed using terminal access over a serial link to a Talk To You (TTY) port on the CS1000E using Telnet. This section provides the procedure for configuring the CS1000E. The procedure is limited to Agent Telephone set configuration as is necessary for CCT integration. It is implied a working system is already in place. For all other provisioning information such as Installation and Configuration, please refer to the product documentation in **Section 9**. For a list CS1000E Service Packs, deplist and Patches loaded on the system see **Appendix A**. The configuration operations described in this section can be summarized as follows:

- Create Agent Telephone sets

**Note:** In the telnet screenshots below only the unique prompt inputs are shown. To accept default values carriage return at all other prompts.

## 5.1. Create Agent Telephone sets

Use the **NEW** command in **LD 20** to create Agent Telephone sets to interoperate with the AACC. These Agents are imported into CCT and were used by the Salesforce CRM. Each Agent Telephone set require the following configured:

- Auto Hold Denied (**AHD**) and Automatic Call Distribution Agent (**AGN**)  
At the Class of Service prompt (**CLS**) enter **AHD** and **AGN**
- Associate Set Assignment for Meridian Link applications (**AST**)  
At the **AST** prompt enter **0 3** where 0 is the Automatic Call Distribution (ACD) Key and 3 is the Single Call Ringing (**SCR**) key.
- Event Group for UCM Message (**IAPG**)  
Enter 1 to send all messages for **AST** keys beginning at Key 0.
- Telephone set Key configuration (**KEY**)  
Enter the **KEY** configuration as per the Telnet screen shot below.

During compliance testing 2 Agent Telephone sets were created, Agent1 on Terminal Number (TN) 96 0 0 2 and Agent 2 on TN 96 0 0 3. In the example below an Avaya 1140 IP Deskphone was created using TN **96-0-0-2** and a **SCR** of 5002 on Key 3.

**Note:** the Terminal Number is required when configuring Agent Telephone sets on CCT.

### LD 20

Prompt	Response	Description
>	<b>LD 20</b>	Enter Overlay 20
REQ	<b>NEW</b>	New Data
TYPE	<b>1140</b>	1140 Telephone set type
TN	<b>96 0 0 2</b>	Terminal number
CUST	<b>0</b>	Customer Number
ZONE	<b>2</b>	Zone number which Telephone set belongs
CLS	<b>AHD AGN</b>	Class of Service
AST	<b>0 3</b>	Key Assignments of Telephone set
IAPG	<b>1</b>	Event Group for UCM Message
KEY	<b>0 ACD 2602 0 1600</b>	ACD Key
KEY	<b>1 NRD</b>	Not Ready key
KEY	<b>2 MSB</b>	Make Set busy key
KEY	<b>3 SCR 5002</b>	SCR key

## 6. Configure Avaya Aura® Contact Center

No special configuration was required for the AACC or CCT Server to interoperate with AMC Contact Canvas Agent. The 2 Agents previously created on the CS1000E were added as Phonesets and Acquired on the AACC. It is implied that a CDN, Skillset and Scripts are configured correctly. During compliance testing the TN of each Agent created on the CS1000E were mapped to each CCT Agent. For provisioning information such as Installation and Configuration, please refer to the product documentation in **Section 9**. For a list of all AACC Service Packs, roll Ups and Patches see **Appendix B**.

## 7. Configure AMC Contact Canvas Agent

This section describes the steps performed to connect the Contact Canvas Server, the main component of AMC Contact Canvas Agent to the CCT server. The procedure for configuring the Salesforce CRM to the AMC solution is outside the scope of this document. It is implied that the Contact Canvas Server software is already installed. These configurations can be summarised as follows:

- Modifying the Config.ini file.
- Restart Contact Canvas Server

### 7.1. Modifying the Config.ini file

The Config.ini file contains all the information to connect to the CCT server. To modify the Config.ini file first navigate to **Local Disk (C:) → Program Files (x86) → AMC Technology → MCIS**. Once the **Config.ini** file is located and opened, scroll down to the **[CTIModule]** section. Enter values for the following parameters: (all other parameters remain as default)

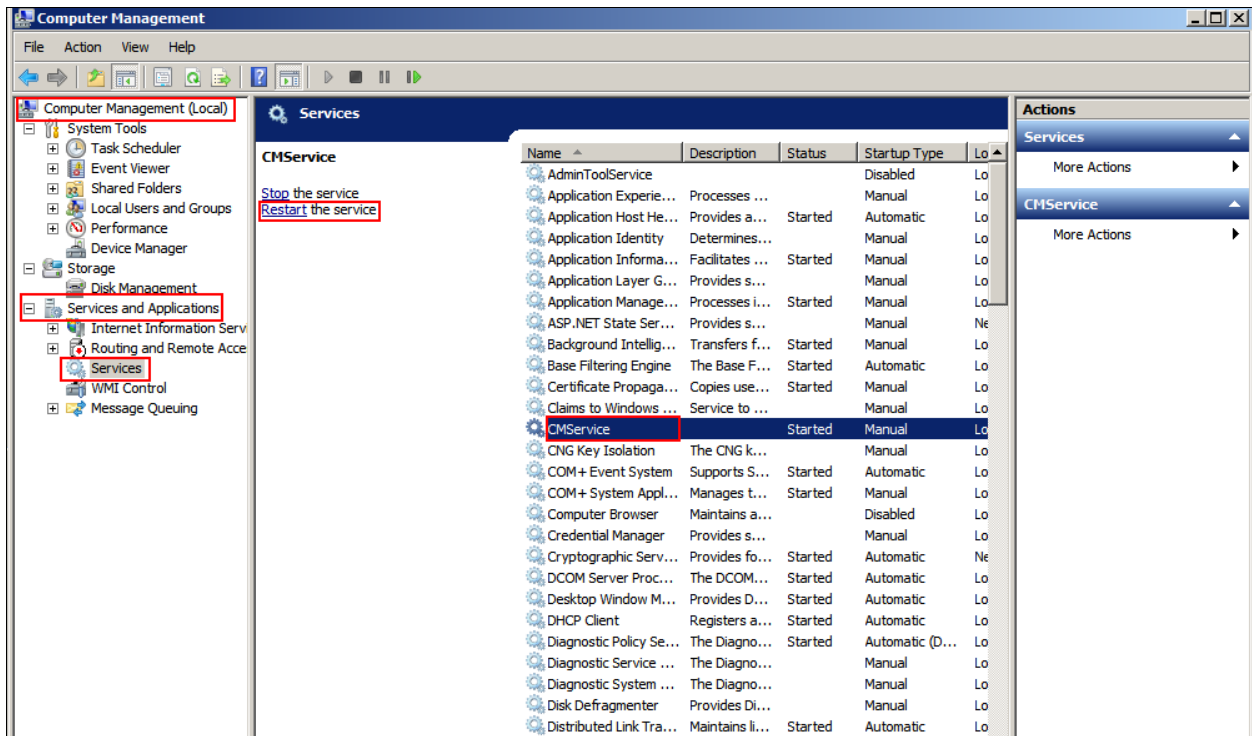
- **CCTServer=** Enter the IP address of the CCT Server
- **CCTDomain=** Enter the Domain Name of the CCT Server
- **CCTUserName=** Enter the User Name required to logon to CCT
- **CCTPassword=** Enter the password required to logon to CCT

Once the correct parameters are entered **Save** and **Close** the file.

```
[CTIModule]
TraceLevel=6
Channel=CTI1
InitialLoginState=NotReady
SetStateOnLogin=True
UseLoginWorkaround=False
CCTServer=<IP address>
CCTDomain=<Domain>
CCTUserName=<User Name>
CCTPassword=<Password>
CCTEncryptionLevel=None
DataStore=CTIModule
KnownQueues=2000,3000,31000,4000
CCTDataStoreFormat=STR
CompressAdditionCAD=true
UseLegacyCADFormat=true
DefaultObjectName=KEYVALUE
```

## 7.2. Restart Contact Canvas Server

Once the **Config.ini** file is modified the Contact Canvas Server must be restarted. The following steps are required to restart the Contact Canvas Server: Click on **Start**, select **All Programs**, followed by **Administrative tools** and select **Computer Management**. Navigate to **Computer Management (Local) → Services and Applications → Services**. Select **CMservices** in the right hand window and click on **Restart**.





## 8. Verification Steps

This section provides the tests that can be performed to verify correct configuration of the CS1000E and the Contact Canvas Server

### 8.1. AMC Contact Canvas Server Connector to CCT Status

It is possible to verify the Contact Canvas Server connector status by viewing the **CTIModule.log**.

To view the CTIModule.log file navigate to **Local Disk (C:) → Program Files (x86) → AMC Technology → MCIS → Server → Logs** and open the **CTIModule.log**. Something similar to the file below is required to show that the Contact Canvas Server connection to CCT is established.

```
I20120502-105411.887,0001, 0,Init: Config: CCTUsersFileName=C:\Program Files\AMC
Technology\Connectors\Nortel CCT8\CCTUserExt.txt
I20120502-105411.887,0001, 0,Init: Config: SupportHotdesking=False
I20120502-105415.007,0001, 0,Start: [Begin] Calling Base Start
D20120502-105415.007,0001, 0,AMCModuleBase::Start Module is Started
I20120502-105415.007,0001, 0,Start: Connecting to CCT.
I20120502-105415.007,0001, 0,Start: [End]
I20120502-105415.007,0003, 0,ReconnectToCCT (Thread): [Begin]
I20120502-105415.007,0003, 0,ReconnectToCCT (Thread): Attempting to reconnect to CCT
Host=47.166.92.21, Port=29373
D20120502-105415.022,0003, 0,ConnectToCCT [Begin] Server=47.166.92.21, Port=29373
D20120502-105415.022,0003, 0,ConnectToCCT Connecting to CCT...
I20120502-105417.300,0003, 0,ConnectToCCT Connected to CCT.
```

## 9. Conclusion

These Application Notes describe the configuration steps required for Avaya Aura® Contact Center R6.2 to successfully interoperate with AMC Technology Contact Canvas Agent 2012 using the Salesforce.com Adapter. AMC Technology Contact Canvas Agent is considered compliant with Avaya Communication Server 1000E R7.5. All test cases have passed and met the objectives outlined in **Section 2.2**.

## 10. 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 7.5, NN43001-611, 05.09 September 2011*
- [2] *Avaya Aura® Contact Center Installation Release 6.2, NN44400-311, 03.0, 16 March 2012*
- [3] *Avaya Aura® Contact Center Commissioning Release 6.2, NN44400-311, 03.0, 16 March 2012*

Technical documentation for AMC Technology can be obtained by contacting AMC Technology Support. See **Section 2.3** for contact details.

## Appendix A: Avaya Communication Server 1000E Software

Avaya Communication Server 1000E call server deplists						
VERSION 4121						
RELEASE 7						
ISSUE 50 Q +						
DepList 1: core Issue: 01 (created: 2011-03-15 10:26:33 (est))						
IN-SERVICE PEPS						
PAT#	CR #	PATCH	REF #	NAME	DATE	FILENAME
SPECINS						
000	wi00688505	ISS1:1OF1		p30595_1	14/06/2011	p30595_1.cpl NO
001	wi00835294	ISS1:1OF1		p30565_1	14/06/2011	p30565_1.cpl NO
002	wi00832106	ISS1:1OF1		p30550_1	14/06/2011	p30550_1.cpl NO
003	wi00837618	ISS1:1OF1		p30594_1	14/06/2011	p30594_1.cpl NO
004	wi00852365	ISS1:1OF1		p30707_1	14/06/2011	p30707_1.cpl NO
005	wi00843623	ISS1:1OF1		p30731_1	14/06/2011	p30731_1.cpl YES
006	wi00839255	ISS1:1OF1		p30591_1	14/06/2011	p30591_1.cpl NO
007	wi00832626	ISS2:1OF1		p30560_2	14/06/2011	p30560_2.cpl NO
008	wi00857566	ISS1:1OF1		p30766_1	14/06/2011	p30766_1.cpl NO
009	wi00841980	ISS1:1OF1		p30618_1	14/06/2011	p30618_1.cpl NO
010	wi00837461	ISS1:1OF1		p30597_1	14/06/2011	p30597_1.cpl NO
011	wi00839821	ISS1:1OF1		p30619_1	14/06/2011	p30619_1.cpl NO
012	wi00842409	ISS1:1OF1		p30621_1	14/06/2011	p30621_1.cpl NO
013	wi00838073	ISS1:1OF1		p30588_1	14/06/2011	p30588_1.cpl NO
014	wi00850521	ISS1:1OF1		p30709_1	14/06/2011	p30709_1.cpl YES
015	wi00860722	ISS1:1OF1		p30784_1	14/06/2011	p30784_1.cpl YES
016	wi00839134	ISS1:1OF1		p30698_1	14/06/2011	p30698_1.cpl YES
017	wi00836981	ISS1:1OF1		p30613_1	14/06/2011	p30613_1.cpl NO

Avaya Communication Server 1000E Peripheral Software Version (PSWV) data	
PSWV	VERSION: PSWV 100
LCRI:	VERSION NUMBER: AA02
XNET:	VERSION NUMBER: AC23
XPEC:	VERSION NUMBER: AC43
FNET:	VERSION NUMBER: AA07
FPEC:	VERSION NUMBER: AA08
MSDL:	VERSION NUMBER: AJ73
SDI:	VERSION NUMBER: AH51
DCH:	VERSION NUMBER: AA72
AML:	VERSION NUMBER: AK81
BRIL:	VERSION NUMBER: AK83
BRIT:	VERSION NUMBER: AK82
MISP:	VERSION NUMBER: AJ71
MPH:	VERSION NUMBER: AH51
BRSC:	VERSION NUMBER: AJ71
BBRI:	VERSION NUMBER: AH54
PRIE:	VERSION NUMBER: AA87
BRIE:	VERSION NUMBER: AK89
ISIG:	VERSION NUMBER: AA33
SWE1:	VERSION NUMBER: BA53
UKG1:	VERSION NUMBER: BA51
AUS1:	VERSION NUMBER: BA49
DEN1:	VERSION NUMBER: BA48
FIN1:	VERSION NUMBER: BA49

GER1: VERSION NUMBER: BA54  
ITA1: VERSION NUMBER: AA54  
NOR1: VERSION NUMBER: BA49  
POR1: VERSION NUMBER: BA49  
DUT1: VERSION NUMBER: BA50  
EIR1: VERSION NUMBER: BA49  
SWI1: VERSION NUMBER: BA53  
BEL1: VERSION NUMBER: BA49  
SPA1: VERSION NUMBER: BA51  
NET1: VERSION NUMBER: BA48  
FRA1: VERSION NUMBER: BA52  
CIS1: VERSION NUMBER: BA48  
ETSI: VERSION NUMBER: BA48  
E403: VERSION NUMBER: BA07  
N403: VERSION NUMBER: BA05  
JTTC: VERSION NUMBER: AC08  
TCNZ: VERSION NUMBER: AA13  
AUBR: VERSION NUMBER: AA14  
AUPR: VERSION NUMBER: AA04  
HKBR: VERSION NUMBER: AA06  
HKPR: VERSION NUMBER: AA08  
SING: VERSION NUMBER: AA15  
THAI: VERSION NUMBER: AA07  
NI02: VERSION NUMBER: AA26  
T1IS: VERSION NUMBER: AA10  
T1ES: VERSION NUMBER: AA09  
ESGF: VERSION NUMBER: AC30  
ISGF: VERSION NUMBER: AC31  
ESGFTI: VERSION NUMBER: AC29  
ISGFTI: VERSION NUMBER: AC31  
INDO: VERSION NUMBER: AA06  
JAPN: VERSION NUMBER: AA16  
MSIA: VERSION NUMBER: AA04  
CHNA: VERSION NUMBER: AA04  
INDI: VERSION NUMBER: AA03  
PHLP: VERSION NUMBER: AA02  
TAIW: VERSION NUMBER: AA03  
EAUS: VERSION NUMBER: AA02  
EGF4: VERSION NUMBER: AC14  
DCH3: VERSION NUMBER: AA10  
PUP3: VERSION NUMBER: AA14  
T1E1: VERSION NUMBER: AA19  
DITI: VERSION NUMBER: AA40  
CLKC: VERSION NUMBER: AA20  
3902: VERSION NUMBER: AA84  
3903: VERSION NUMBER: AA91  
3904: VERSION NUMBER: AA94  
3905: VERSION NUMBER: AA94  
MGC, MGX and MGS: CSP VERSION: MGCC CD01  
MSP VERSION: MGCM AB01  
APP VERSION: MGCA BA07  
FPGA VERSION: MGCF AA18  
BOOT VERSION: MGCB BA07  
DSP1 VERSION: DSP1 AB03  
DSP2 VERSION: DSP2 AB03  
DSP3 VERSION: DSP3 AB03

DSP4 VERSION: DSP4 AB01  
DSP5 VERSION: DSP5 AA01  
UDT VERSION NUMBER: AA42

# Appendix B: Avaya Aura® Contact Center Software, Service Packs, Rollups, and Patches

## Common Components

The screenshot shows the 'Contact Center Patch Manager' application window. The title bar reads 'Contact Center Patch Manager'. The menu bar includes 'File', 'View', 'Actions', and 'About'. The Avaya logo and 'Contact Center Patch Manager' are displayed in the header. Below the header, there is a navigation bar with tabs for 'Contact Center', 'CCCC', 'CCLM', 'CCMA', 'CCMM', 'CCMS', 'CCMSU', 'CCT', and 'CCWS'. The 'CCCC' tab is selected. The main content area is divided into two sections: 'General Information' and 'Installed Updates'. The 'General Information' section shows 'Component Name' as 'Common Components' and 'Version 6.0 (Build 8.0.0.152)'. The 'Installed Updates' section has a 'Select All' checkbox and a table listing updates.

Update	Type	Version	Date Installed	Status
<input type="checkbox"/> AvayaAura_CCCC_6.2.205.0-0474_ServicePack	Service Pack	6.2.205.0 (Build 0474)	16/04/2012 16:00:56	Active
<input type="checkbox"/> AvayaAura_CCCC_6.2.205.50-0301_RollupPatch	Patch	6.2.205.50 (Build 0301)	17/04/2012 08:04:32	Active
<input type="checkbox"/> AvayaAura_CCCC_6.2.205.100-0419_RollupPatch	Patch	6.2.205.100 (Build 0419)	17/04/2012 08:29:09	Active
<input type="checkbox"/> AvayaAura_CCCC_6.2.205.300-0083_RollupPatch	Patch	6.2.205.300 (Build 0083)	17/04/2012 09:12:27	Active
<input type="checkbox"/> AvayaAura_CCCC_6.2.205.301-0432_Patch	Patch	6.2.205.301 (Build 0432)	17/04/2012 09:18:53	Active

## Licence Manager

The screenshot shows the 'Contact Center Patch Manager' application window. The title bar reads 'Contact Center Patch Manager'. The menu bar includes 'File', 'View', 'Actions', and 'About'. The Avaya logo and 'Contact Center Patch Manager' are displayed in the header. Below the header, there is a navigation bar with tabs for 'Contact Center', 'CCCC', 'CCLM', 'CCMA', 'CCMM', 'CCMS', 'CCMSU', 'CCT', and 'CCWS'. The 'CCLM' tab is selected. The main content area is divided into two sections: 'General Information' and 'Installed Updates'. The 'General Information' section shows 'Component Name' as 'License Manager' and 'Version 6.0 (Build 8.0.0.152)'. The 'Installed Updates' section has a 'Select All' checkbox and a table listing updates.

Update	Type	Version	Date Installed	Status
<input type="checkbox"/> AvayaAura_CCLM_6.2.205.0-0474_ServicePack	Service Pack	6.2.205.0 (Build 0474)	16/04/2012 16:04:03	Active
<input type="checkbox"/> AvayaAura_CCLM_6.2.205.100-0034_RollupPatch	Patch	6.2.205.100 (Build 0034)	17/04/2012 08:35:28	Active
<input type="checkbox"/> AvayaAura_CCLM_6.2.205.300-0083_RollupPatch	Patch	6.2.205.300 (Build 0083)	17/04/2012 09:22:56	Active

## Manager Administration

The screenshot shows the 'Contact Center Patch Manager' application window. The title bar reads 'Contact Center Patch Manager'. Below the title bar is a menu bar with 'File', 'View', 'Actions', and 'About'. The main area features the Avaya logo and the text 'Contact Center Patch Manager'. A navigation bar contains tabs for 'Contact Center', 'CCCC', 'CCLM', 'CCMA', 'CCMM', 'CCMS', 'CCMSU', 'CCT', and 'CCWS', with 'CCMA' selected. The 'General Information' section shows 'Component Name: Manager Administration' and 'Version 6.0 (Build 8.0.0.206)'. The 'Installed Updates' section has a 'Select All' checkbox and a table of updates.

Update	Type	Version	Date Installed	Status
<input type="checkbox"/> AvayaAura_CCMA_6.2.205.0-0509_ServicePack	Service Pack	6.2.205.0 (Build 0509)	16/04/2012 16:05:32	Active
<input type="checkbox"/> AvayaAura_CCMA_6.2.205.50-0282_RollupPatch	Patch	6.2.205.50 (Build 0282)	17/04/2012 08:10:05	Active
<input type="checkbox"/> AvayaAura_CCMA_6.2.205.100-0041_RollupPatch	Patch	6.2.205.100 (Build 0041)	17/04/2012 08:36:44	Active
<input type="checkbox"/> AvayaAura_CCMA_6.2.205.300-0087_RollupPatch	Patch	6.2.205.300 (Build 0087)	17/04/2012 09:24:13	Active
<input type="checkbox"/> AvayaAura_CCMA_6.2.205.301-0363_Patch	Patch	6.2.205.301 (Build 0363)	17/04/2012 09:27:03	Active
<input type="checkbox"/> AvayaAura_CCMA_6.2.205.303-0372_Patch	Patch	6.2.205.303 (Build 0372)	17/04/2012 09:29:33	Active
<input type="checkbox"/> AvayaAura_CCMA_6.2.205.307-0393_Patch	Patch	6.2.205.307 (Build 0393)	17/04/2012 09:31:53	Active

## Manager Server

The screenshot shows the 'Contact Center Patch Manager' application window. The title bar reads 'Contact Center Patch Manager'. Below the title bar is a menu bar with 'File', 'View', 'Actions', and 'About'. The main area features the Avaya logo and the text 'Contact Center Patch Manager'. A navigation bar contains tabs for 'Contact Center', 'CCCC', 'CCLM', 'CCMA', 'CCMM', 'CCMS', 'CCMSU', 'CCT', and 'CCWS', with 'CCMS' selected. The 'General Information' section shows 'Component Name: Manager Server' and 'Version 6.0 (Build 8.0.0.152)'. The 'Installed Updates' section has a 'Select All' checkbox and a table of updates.

Update	Type	Version	Date Installed	Status
<input type="checkbox"/> AvayaAura_CCMS_6.2.205.0-0474_ServicePack	Service Pack	6.2.205.0 (Build 0474)	16/04/2012 16:22:50	Active
<input type="checkbox"/> AvayaAura_CCMS_6.2.205.50-0301_RollupPatch	Patch	6.2.205.50 (Build 0301)	17/04/2012 08:18:22	Active
<input type="checkbox"/> AvayaAura_CCMS_6.2.205.100-0034_RollupPatch	Patch	6.2.205.100 (Build 0034)	17/04/2012 08:46:29	Active
<input type="checkbox"/> AvayaAura_CCMS_6.2.205.300-0083_RollupPatch	Patch	6.2.205.300 (Build 0083)	17/04/2012 09:43:47	Active
<input type="checkbox"/> AvayaAura_CCMS_6.2.205.301-0432_Patch	Patch	6.2.205.301 (Build 0432)	17/04/2012 09:49:38	Active
<input type="checkbox"/> AvayaAura_CCMS_6.2.205.303-0446_Patch	Patch	6.2.205.303 (Build 0446)	17/04/2012 09:51:17	Active

## Manager Server Utility

The screenshot shows the 'Contact Center Patch Manager' application window. The title bar reads 'Contact Center Patch Manager'. Below the title bar is a menu bar with 'File', 'View', 'Actions', and 'About'. The main area features the Avaya logo and the text 'Contact Center Patch Manager'. A navigation bar contains tabs for 'Contact Center', 'CCCC', 'CCLM', 'CCMA', 'CCMM', 'CCMS', 'CCMSU', 'CCT', and 'CCWS'. The 'CCMSU' tab is selected. The 'General Information' section shows 'Component Name' as 'Manager Server Utility' and 'Version 6.0 (Build 8.0.0.5)'. The 'Installed Updates' section has a 'Select All' checkbox and a table with one entry.

Update	Type	Version	Date Installed	Status
<input type="checkbox"/> AvayaAura_CCMSU_6.2.205.0-0279_ServicePack	Service Pack	6.2.205.0 (Build 0279)	16/04/2012 16:30:17	Active

## Communication Control toolkit

The screenshot shows the 'Contact Center Patch Manager' application window. The title bar reads 'Contact Center Patch Manager'. Below the title bar is a menu bar with 'File', 'View', 'Actions', and 'About'. The main area features the Avaya logo and the text 'Contact Center Patch Manager'. A navigation bar contains tabs for 'Contact Center', 'CCCC', 'CCLM', 'CCMA', 'CCMM', 'CCMS', 'CCMSU', 'CCT', and 'CCWS'. The 'CCT' tab is selected. The 'General Information' section shows 'Component Name' as 'Communication Control Toolkit' and 'Version 6.0 (Build 8.0.0.147.0193)'. The 'Installed Updates' section has a 'Select All' checkbox and a table with six entries.

Update	Type	Version	Date Installed	Status
<input type="checkbox"/> AvayaAura_CCT_6.2.205.0-0374_ServicePack	Service Pack	6.2.205.0 (Build 0374)	16/04/2012 16:31:57	Active
<input type="checkbox"/> AvayaAura_CCT_6.2.205.50-0148_RollupPatch	Patch	6.2.205.50 (Build 0148)	17/04/2012 08:24:46	Active
<input type="checkbox"/> AvayaAura_CCT_6.2.205.100-0032_RollupPatch	Patch	6.2.205.100 (Build 0032)	17/04/2012 08:53:00	Active
<input type="checkbox"/> AvayaAura_CCT_6.2.205.300-0078_RollupPatch	Patch	6.2.205.300 (Build 0078)	17/04/2012 09:52:44	Active
<input type="checkbox"/> AvayaAura_CCT_6.2.205.301-0184_Patch	Patch	6.2.205.301 (Build 0184)	17/04/2012 09:55:04	Active
<input type="checkbox"/> AvayaAura_CCT_6.2.205.302-0188_Patch	Patch	6.2.205.302 (Build 0188)	17/04/2012 09:57:15	Active

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