



Avaya Solution & Interoperability Test Lab

Application Notes for Datapulse™ Intuition 1000 V5.0.0.6 with Avaya Communication Server 1000E R7.0 - Issue 1.0

Abstract

These Application Notes describe the installation of Datapulse™ Intuition 1000 and the configuration steps required by it and by Avaya Communication Sever 1000E so that they successfully interoperate together.

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 a compliance tested configuration of the interoperability of Datapulse™ Intuition 1000 V5.0.0.6 to successfully interoperate with Avaya Communication Server 1000E R7.0. Datapulse™ Intuition 1000 can be configured in a number of ways depending on the preferred hardware method of connection to the switch. In this instance, there are three Avaya Communication Server 1000E connection methods tested which are described later in this document. There are two other modes: 2250/MIB and IP Attendant which were not tested. The Datapulse™ Intuition Gateway is a unit that internally combines a Console Interface Unit with a Linux-based mini-PC which allows any PC in any location running Datapulse™ Intuition 1000 to connect to an Intuition Gateway and so to act as an operator Switchboard.

PBX Interface types

- **Avaya 2250 Attendant Console** - Intuition 1000 software on a desktop PC works in conjunction with the Avaya™ M2250 attendant console.
- **Avaya Console Interface Unit (CIU)** - Intuition 1000 software on a desktop PC works in conjunction with the Avaya Console Interface Unit.

Datapulse™ Intuition Gateway – Intuition 1000 software on a desktop PC also works with an Intuition Gateway supplied by Datapulse which will function as a TDM to IP Gateway. As this is a Datapulse product it replaces the need for Avaya console hardware in the solution.

2. General Test Approach and Test Results

The Avaya CS1000E R7.0 with Datapulse Intuition 1000 was tested in the Avaya Solution and Interoperability Test Lab. Test cases were executed jointly by an Avaya and a Datapulse representative. All tests were manual tests and all results were discussed and agreed upon.

2.1. Interoperability Compliance Testing

This interoperability compliance test covers feature functionality and serviceability. Feature functionality testing focuses on verifying that Datapulse's Intuition 1000 could successfully function as an attendant console when using Datapulse's Intuition Gateway and also when the Intuition 1000 software is configured with the Avaya M2250 and the Avaya CIU. All Tests were manual tests and covered the following areas:

- Datapulse™ Intuition 1000 console is connected to the Avaya Communication Server 1000E via Avaya 2250 Attendant Console, Avaya Console Interface Unit (CIU) or Datapulse™ Intuition Gateway
- Ensured Console status, idle and ready to receive calls, busy, night is possible.
- Ensured correct Call Handling including, Call to Queue, requeue, answer calls, transfers (Blind and Consultative), conferences and Release Destination.
- Checked the correct operation of Incoming Calls Indicator (ICI) keys
- Hold and unhold scenarios
- Camp-On enabled and Camp-On disabled scenarios, Recall of unanswered transfers
- Break into calls using Break-In key
- Ensure that various test scenarios are implemented during testing. Internal and External call, Incoming and outgoing calls

- Local internal call handling
- Handling of Network calls over PRI and SIP trunks
- Handling of calls to and from Avaya IP UNISTim, SIP, Digital phone sets and Softphones

2.2. Test Results

The following observations were made during testing.

- During testing with Camp-on disabled the test call appears to present to the busy extension. The call is cleared from the Avaya 2250 Attendant Console and from Datapulse™ Intuition 1000 switchboard. The call is not presented as the destination set is busy. The caller is active and waiting. When timeout occurs the call is presented back to the Avaya 2250 Attendant Console / Datapulse™ Intuition 1000 and indicates that the destination is busy.
- With Avaya Succession R6.0, where there are multiple consoles (2250's, CIU's or IG's), when the last console is set to busy, the status of all consoles should change automatically from busy to night. With Avaya Succession R7.0, using IP Attendants in the Datapulse test lab, the behavior is the same as it would be with Succession R6.0. With Avaya Succession R7.0 in the Avaya lab, using 2250's/CIU's/IG's, all consoles show busy instead of night. This is currently under investigation.

2.3. Support

Technical support for Avaya products can be obtained from Avaya. See the support link at <http://support.avaya.com> for contact information.

Technical support can be obtained for Datapulse Intuition 1000 from Datapulse. Submit a Support Issue <http://www.datapulse.co.uk/uk/services/submitproblem.aspx> or email Datapulse at support@datapulse.com

3. Reference Configuration

The reference configuration described throughout these Application Notes is shown in **Figure 1** and **Figure 2**.

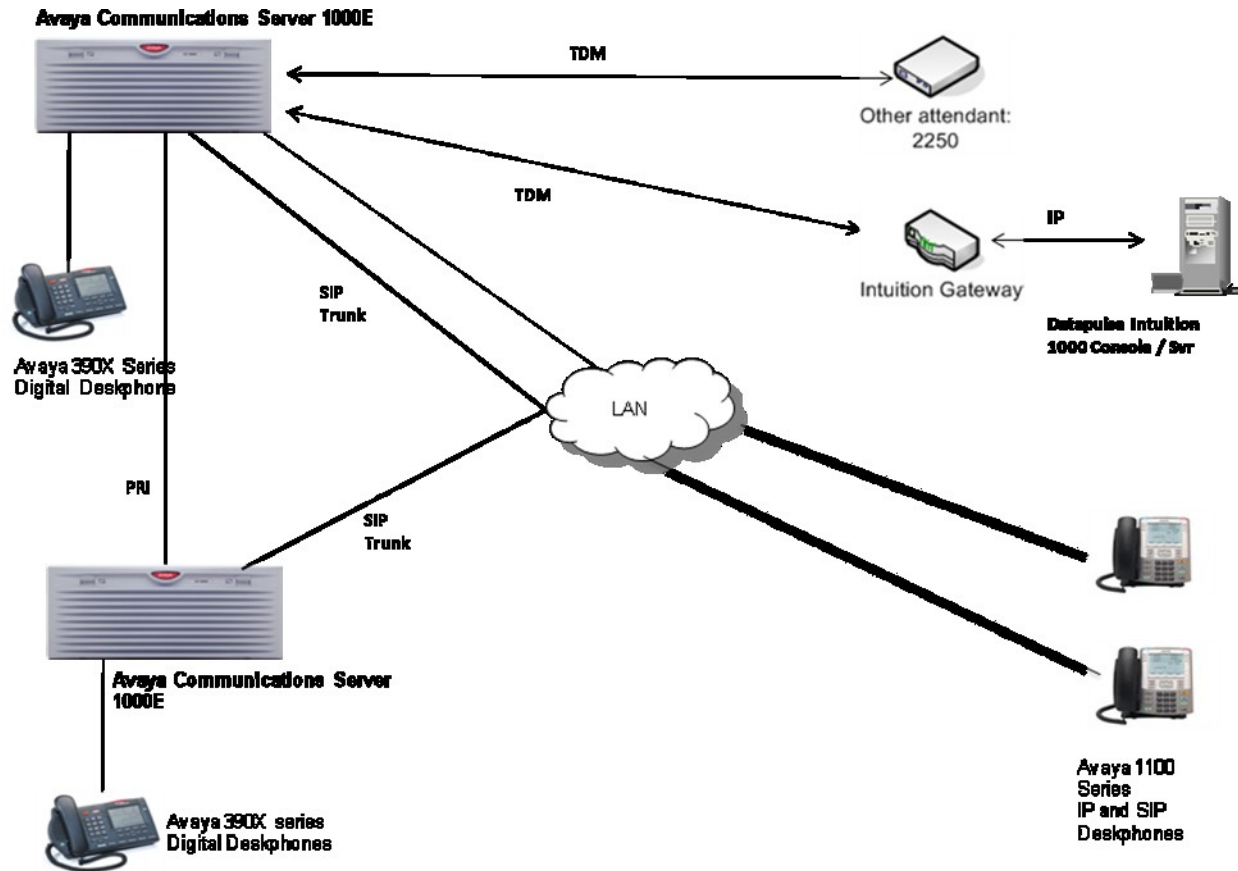


Figure 1: Avaya Communication Server 1000E and Datapulse™ Intuition 1000 with Intuition Gateway

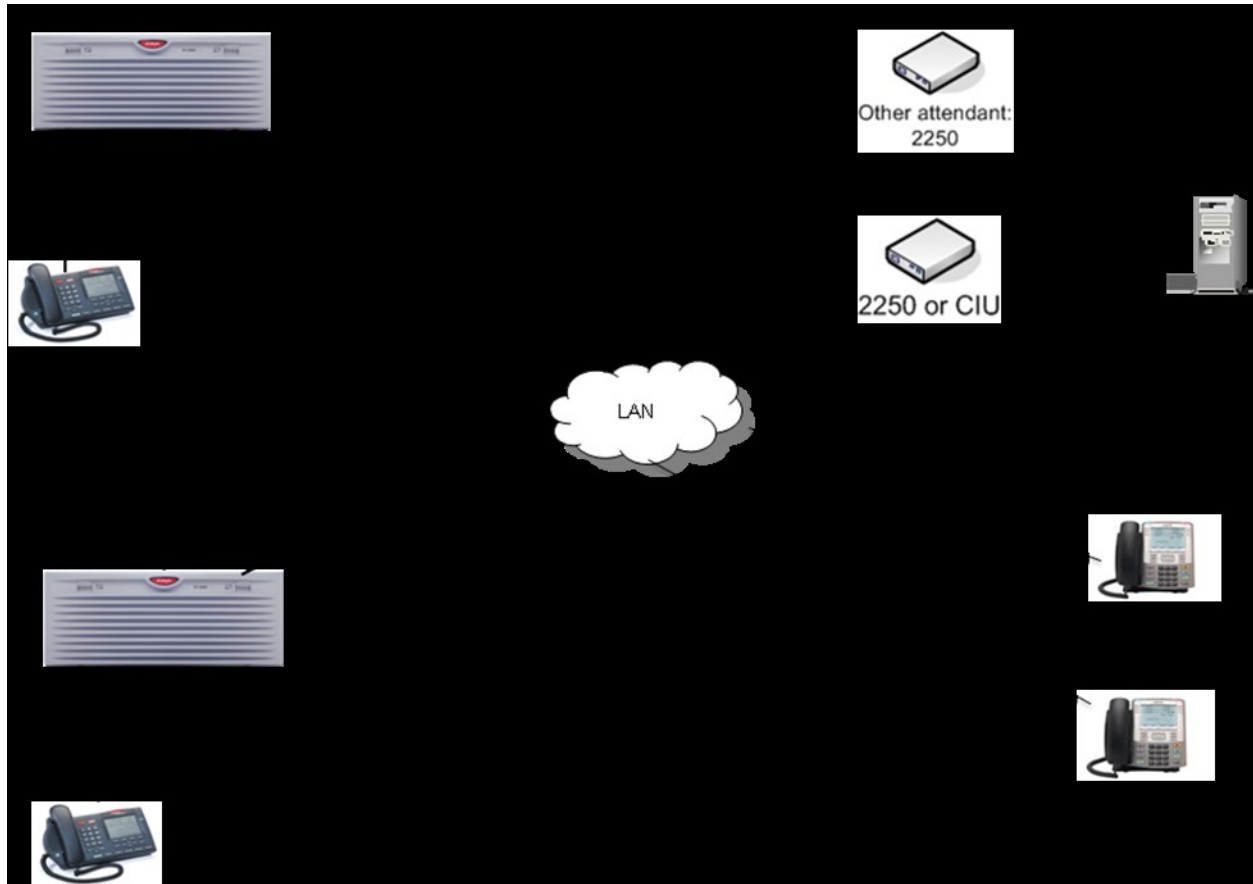


Figure 2: Avaya Communication Server 1000E and Datapulse™ Intuition 1000 with Avaya CIU/2250 Console Interface

3.1. Avaya Communication Server 1000E

The CS1000E switch should be preconfigured with Succession R7.0 software. The patch level installed on the CS1000E at the time of testing is listed in the **Appendix**. As the diagram shows, a number of Avaya Deskphones may be configured consisting of Avaya Digital 390x series stations, Avaya 1100 series IP (UNISTim) stations and Avaya 1100 series SIP stations. Typically, the set-up will have external communication possible via a SIP or PRI trunk to another CS1000E as shown in **Figure 1** and **Figure 2**.

3.2. Datapulse™ Intuition 1000

Intuition 1000 is a suite of applications built around an operator console (called Switchboard) that runs on a desktop PC, providing operators with extended call-handling functionality to that offered by Avaya M2250/CIU. In addition, it offers directory search, absence popping, person-specific announcements. Intuition 1000 is installed on a Desktop PC running Microsoft™ Windows XP Professional. The connection to the CS1000E is a TDM connection to a Terminal Number (TN) on a Digital Line Card (DLC) programmed as a 2250 type set. The cable is typically an RJ45 connection on a patch panel connected to the CS1000E to a 25pin serial

connection on either an Avaya M2250 console, a Console Interface Unit (CIU) or a Datapulse Intuition Gateway.

4. Equipment and Software Validated

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

Equipment	Software/Firmware
Avaya PBX Products	
Avaya Communication Server 1000E	Avaya Succession R7.0 with latest patch level. (Patch list available in Appendix)
Avaya Communication Server 1000E Media Gateway	CSP Version: MGCC AO01 MSP Version: MGCM AB01 APP Version: MGCA AA07 FPGA Version: MGCF AA15 BOOT Version: MGCB AL60 DSP1 Version: DSP1 AB01 DSP2 Version: DSP2 AB01
Avaya Attendant Products	
Avaya 2250 Attendant Console #1	ASIP 09 00 UIP0711
Avaya 2250 Attendant Console #2	ASIP 09 00 UIP0711
Avaya Console Interface Unit – NTAG58AA	Rel:04
Avaya Internal Deskphones	
Avaya 1100 series IP Deskphones <ul style="list-style-type: none"> • 1140E • 1120E • 1165E • 2007 	0625C7M (UNISstim 4.2) 0624C7M (UNISstim 4.2) 0626C7J 0621C7D
Avaya M3900 series Digital Deskphones <ul style="list-style-type: none"> • M3904 	Version: AA93
Avaya 1100 series SIP Deskphone <ul style="list-style-type: none"> • 1120 	Load Version: - 03.02.16.00 Software: SIP1120
Avaya External Deskphones	
Avaya 1100 series IP Deskphones <ul style="list-style-type: none"> • 1140e 	0625C7M (UNISstim 4.2)
Avaya M3900 series Digital Deskphones <ul style="list-style-type: none"> • M3904 	Version: AA93
Datapulse Products	
Datapulse™ Intuition 1000 Console- Server PC	V 5.0.0.6
Datapulse™ Intuition Gateway Unit	Version 3.0.7
Avaya USB Audio device – NTEX14AB	Rel:04

5. Configure Avaya Communication Server 1000E

In order to configure Intuition 1000 in a CS1000E environment it is necessary to have an Attendant Console (2250) or a Console Interface Unit (CIU) installed and fully operational on the CS1000E in advance. If the Intuition Gateway is being installed, the 2250 and the CIU are not utilized; however the Attendant console configuration is still required on the CS1000E as the console is being emulated.

5.1. Configure Terminals for Avaya CIU, Avaya 2250 Attendant Console or Datapulse™ Intuition Gateway

Configure a 2250 Attendant Console on the CS1000E in overlay 12 as follows. Accept the default responses for each prompt except for those that are highlighted in **bold**. If using **Busy Verify** or **Barge-In** features, they must be configured on keys 00 and 01 respectively.

```
>ld 12
REQ: new
TYPE: 2250
TN 0090          Enter the Terminal Number that corresponds to the location on the
                  CS1000E PBX. In this case the Digital Line Card is in slot 9

DATE
PAGE
CDEN 8D
CTYP XDLC
CUST 0
...
SETN 00000901   Secondary TN which is required for attendant console configuration
...
CPND CNDA       Call Party Name Display Allowed
...
KEY 00 BVR      Busy Verify Key – BVR must be configured on Key 00
KEY 01 BIN      Barge In – BIN must be configured on Key 01
KEY 02 BKI      Break In
KEY 03 EES      End-to-End Signaling
KEY 04
KEY 05 DPD      Display Destination
KEY 06 DPS      Display Source
KEY 07 DCW      Display Calls Waiting
KEY 08 MTM      Display/Change Time
KEY 09 MDT      Display/Change Date
KEY 10 MIK      Message Indication
KEY 11 MCK      Message Cancellation
KEY 12 PRK      Call Park
KEY 13
KEY 14
KEY 15
KEY 16
KEY 17
KEY 18
KEY 19
```


The same CS1000E configuration as outlined above was used irrespective of whether CIU, 2250 or Intuition Gateway interface type was selected. If more than one of these connection methods is used the same configuration can be used and the only essential delta from the above configuration instructions is that the Terminal Number (TN) and its corresponding secondary Terminal Number will change to a different pairing.

5.2. Configure Customer Data Block on Avaya Communication Server 1000E

The following changes need to be configured in the Customer Data Block of the Avaya CS1000E to ensure that the correct system-wide features are set for the correct operation of the Attendant Console and Intuition 1000. Accept the default responses for each prompt except those that are highlighted in **bold**.

LD 15

REQ CHG

TYPE ATT_DATA

CUST 00

OPT

Type the following abbreviations followed by a space and press return on completion of all entries

ABDA

Attendant Busy Display (denied) allowed

AHA

Autohold on Loop Key Allowed

EBIN

Extended Break-In Indication. This is Only allowed with Attendant Break-In (BKI) package 127 installed.

BIXA

Break-In to external call Allowed. Requires package 127

BLA

Break-In to Line Lockout Set Allowed. Requires package 127

BOHA

Position Busy with Calls on Hold Allowed. Requires package 131

IC2

Two key/lamp strips = 20 ICIs

XTG

Exclude key/lamp expansion module

IDP

Include Digit Display

ILF

Include Lamp Field array

XBL

Exclude Enhanced Busy Lamp Field

NCD

When an Attendant Console Group (ACG) is in Night Service, redirection of attendant calls is denied

LOD

Lockout Denied

PSA

Presentation Status selection allowed on attendant consoles. Package 169

RECA

Attendant calls are redirected when all but one console is busy.

REA

Release on Exclusion Allowed

SYA

Secrecy Allowed

SIAA

Source Included when Attendant dials Allowed

ATDA

Attendant Through Dialing Allowed

ATDN 3030

Attendant DN. On dialing this number any of the configured Consoles can be presented with the call

...

ICI 00 DL0

ICI 01 LD0

ICI 02 LD1

ICI 03 LD2

ICI 04 LD3

ICI 05 CFB MTR IADN

ICI 06 CFN

ICI 07 RLL

ICI 08 IAT
ICI 09 INT
ICI 10
ICI 11
ICI 12
ICI 13
ICI 14
ICI 15
ICI 16
ICI 17
ICI 18
ICI 19
RICI

6. Configure Datapulse™ Intuition 1000

Following the installation of the Intuition 1000 software the **Configuration Wizard** should be presented automatically at **Item 1 of 9**. Alternatively, double click **ConfigWizard**. Choose the default radio button **'Use existing data source'** in the **Database connection method** pane. Click **Next** to go to screen two.

Intuition 1000 - Configuration - Wizard - Database - Item 1 of 9

Press F1 to enter Help

Database connection method

Configure data source: Intuition

Server name: AVAYA-11K\DATAPULSE

Database name: Intuition

Use Windows authentication?

Use existing data source

Intuition

Cancel < Back Next > Help

Database Connection Configuration

The **Intuition Configuration Wizard** runs once when you finish installing **Intuition**. The configuration wizard guides you through the setup process in a simple and structured way to make getting started with Intuition as easy as possible.

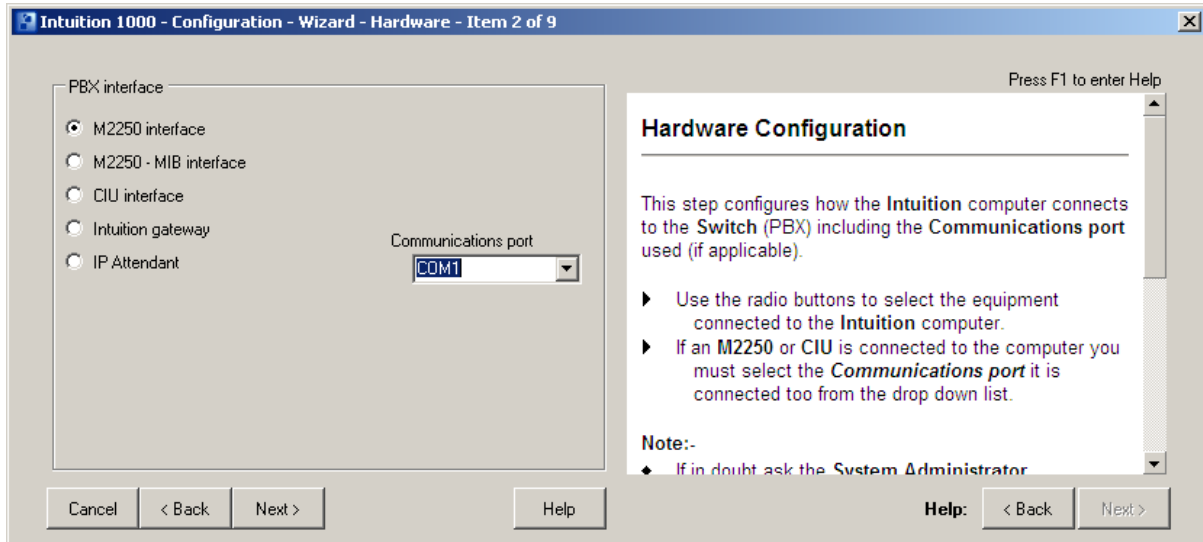
Note:-

- ◆ You may need to confirm some of the configuration information with the **Switch Administrator**.

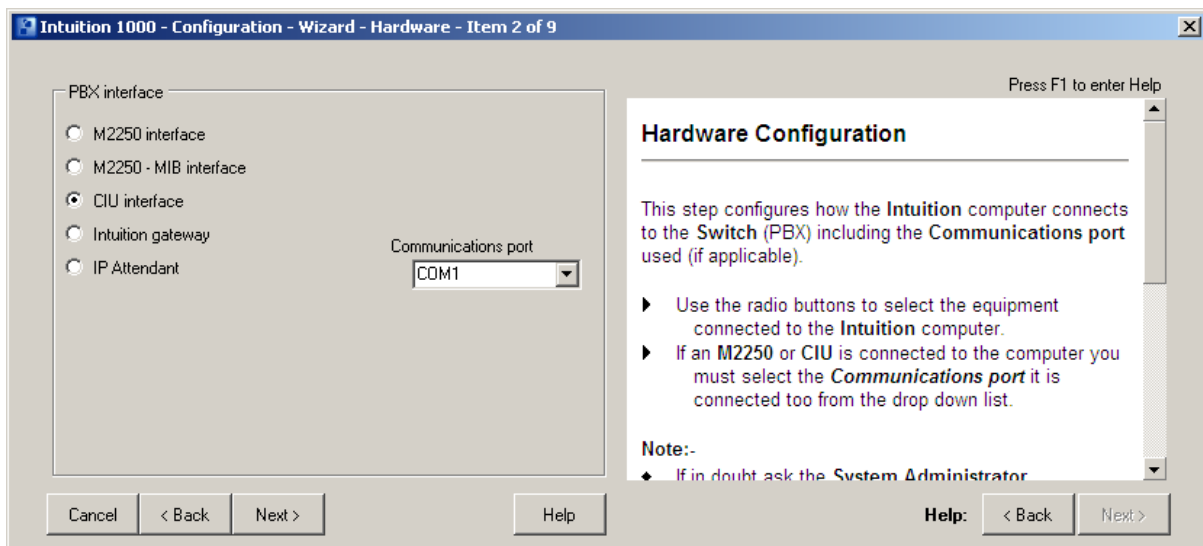
The first step of the **Configuration Wizard** is used to set up the computer's connection to the **Intuition Directory**

Help: < Back Next >

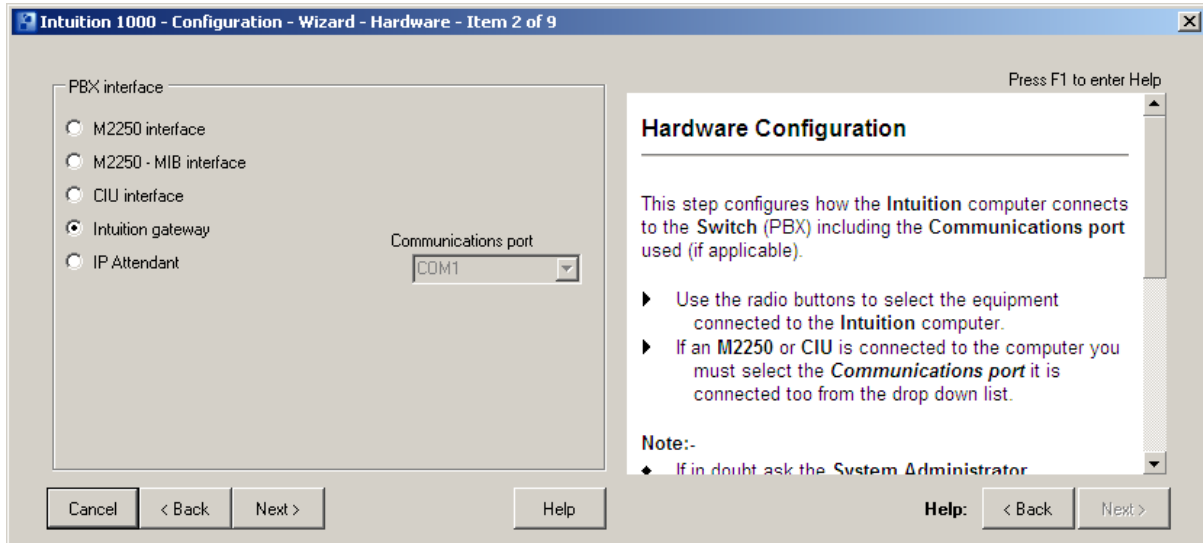
In this step the method of connection to the CS1000E switch must be selected. If an Avaya **2250** is connected to the computer select 2250 interface button. The **Communications port** drop down becomes active and the appropriate port is selected from the list. In this case **COM1** is selected.



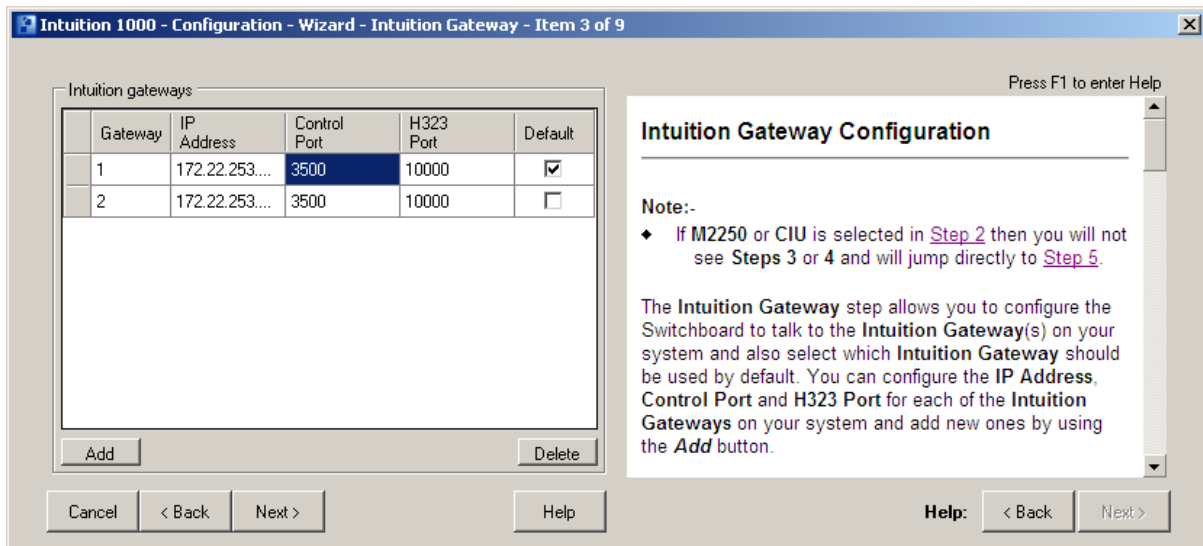
If an Avaya **CIU** is connected to the computer select **CIU interface** button. The **Communications port** drop down becomes active and the appropriate port is selected from the drop-down list. In this case **COM1** is also selected.



Alternatively, if a Intuition Gateway is connected to the computer, select the **Intuition Gateway** option. In this case the **Communications port** is not required.



After selecting the appropriate interface for the desired installation click **Next** to go to the screen in the wizard for that selection. If **Intuition Gateway** was selected the following screen appears. Click **Add** to enter the IP address assigned to the Intuition Gateway. The **Control Port** and the **H323 Port** can be left at their default entries. Click **Next** to continue.



The **Gateway Details** window appears. Enter the **IP address** of the **Intuition Gateway**. The **Control Port** and the **H323 Port** can be left at their default entries. Click **OK** to go back to the previous screen.

Gateway Details

Gateway 1 Default gateway

IP address: 47.166.92.22 Control port: 3500

H323 listening on port: 10000

OK Cancel

The **Intuition gateways** window appears with the new gateway **IP address** listed. Click **Next**.

Intuition 1000 - Configuration - Wizard - Intuition Gateway - Item 3 of 9

Press F1 to enter Help

Gateway	IP Address	Control Port	H323 Port	Default
1	47.166.92.	3500	10000	<input checked="" type="checkbox"/>
2	172.22.253...	3500	10000	<input type="checkbox"/>

Add Delete

Cancel < Back Next > Help

Intuition Gateway Configuration

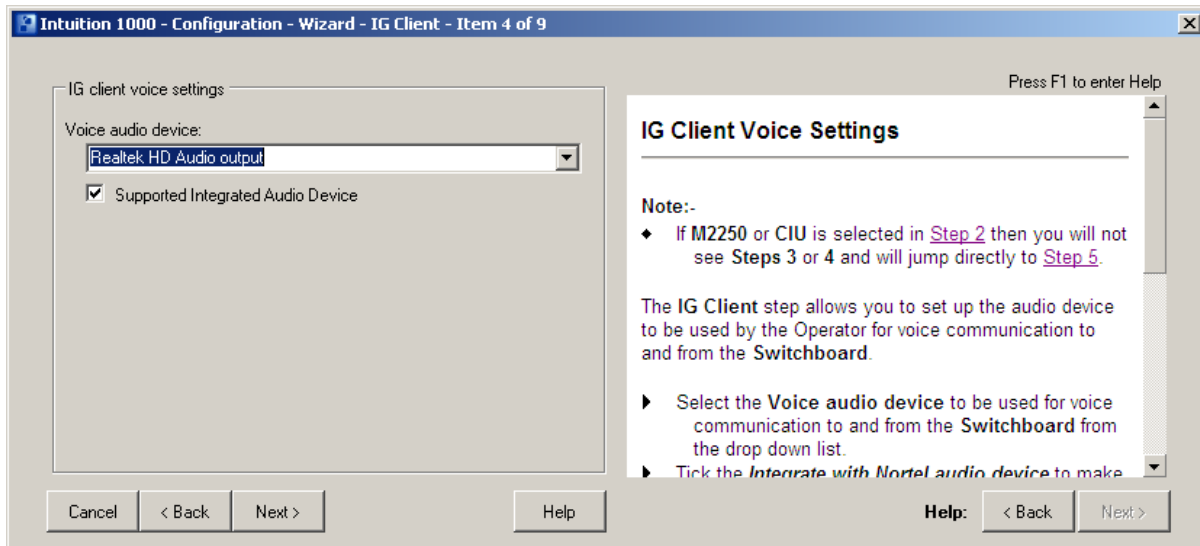
Note:-

- If M2250 or CIU is selected in [Step 2](#) then you will not see [Steps 3 or 4](#) and will jump directly to [Step 5](#).

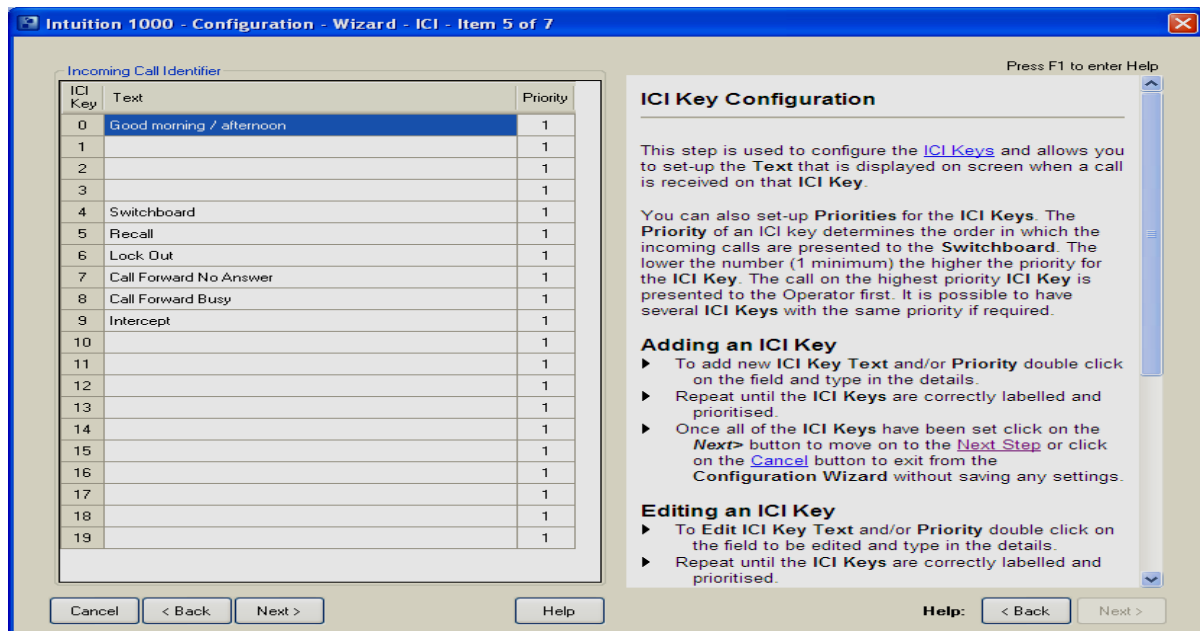
The **Intuition Gateway** step allows you to configure the Switchboard to talk to the **Intuition Gateway(s)** on your system and also select which **Intuition Gateway** should be used by default. You can configure the **IP Address**, **Control Port** and **H323 Port** for each of the **Intuition Gateways** on your system and add new ones by using the **Add** button.

Help: < Back Next >

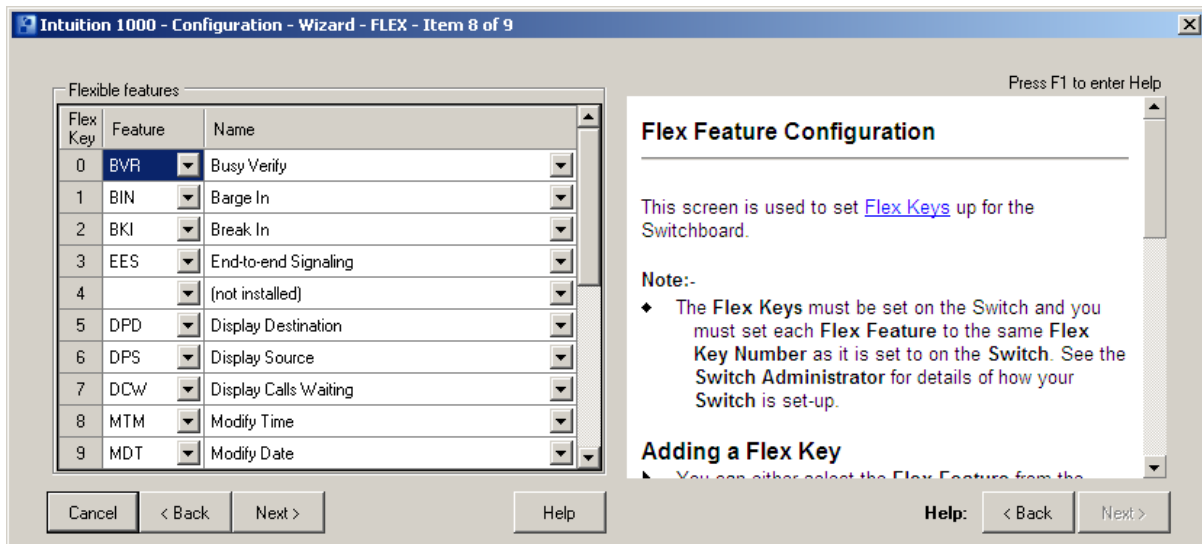
For Intuition Gateway installations the screen below will also be presented. In this section the headset to be used by the console is selected. In this case **Realtek HD Audio output** is selected from the **Voice audio device** drop-down list. Check the **Supported Integrated Audio device**. This is not a required step when configuring **M2250** or **CIU** as the handset is already available on these devices. Click **Next** to continue.



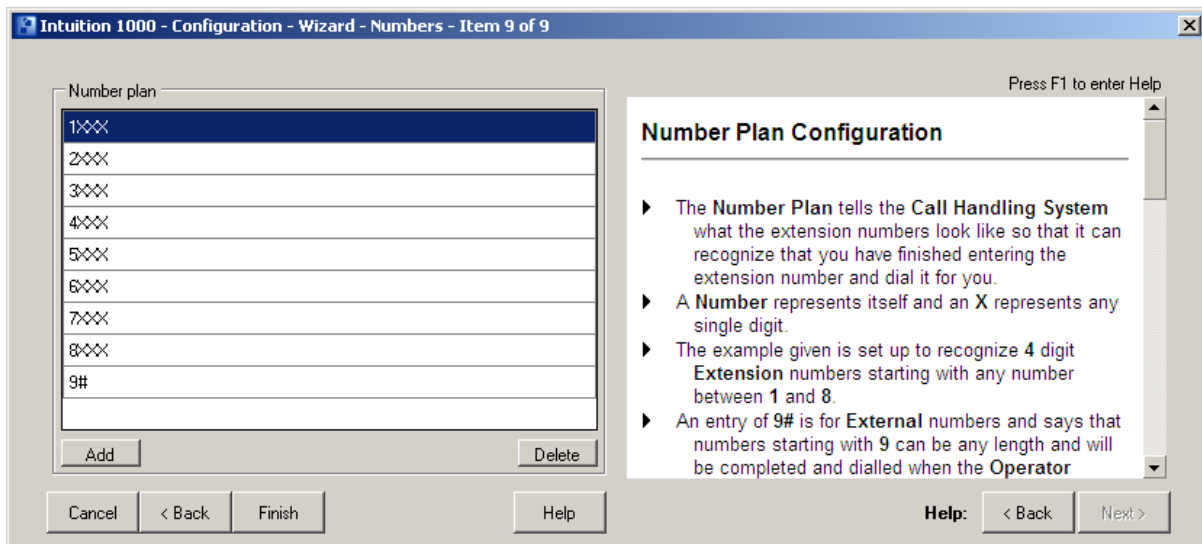
In this screen the **Incoming Call Identifier** keys are configured and their priority is set. The text that is entered here is displayed on screen when a call is received on that ICI key. When the priority is set, the call with the highest priority is presented to the Operator first. Click **Next** to continue.



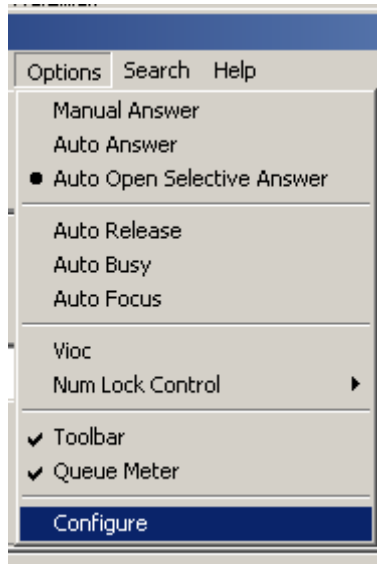
The **Flexible features** window now appears. The **Keys** in this window should be set to match whatever sequence of keys that have been set up in the CS1000E earlier in **Section 4.1**. When completed, click **Next** to continue the configuration.



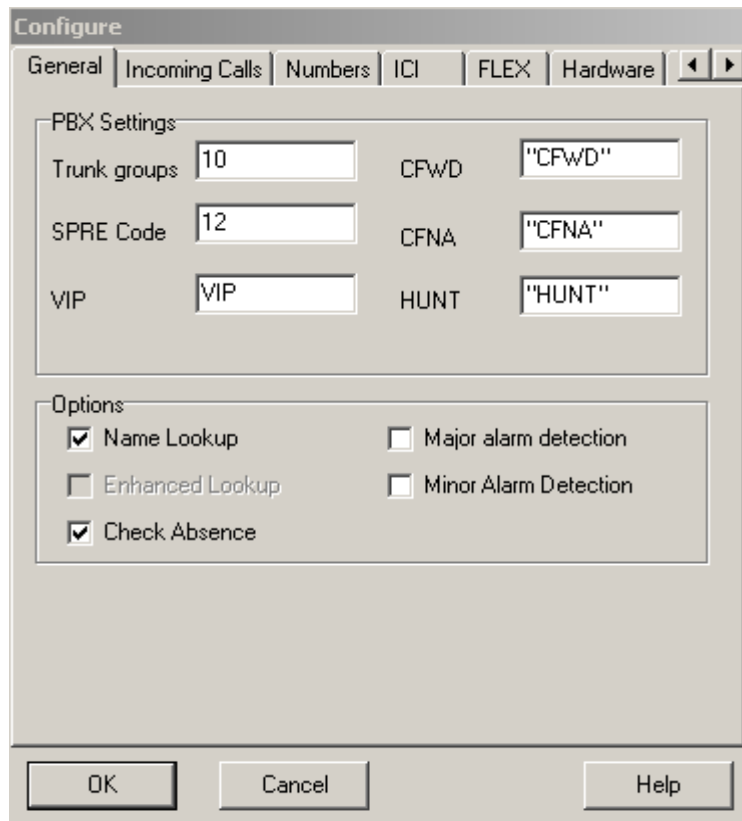
In the following screen the **Number plan** can be entered to aid with call handling. The number plan tells the Call Handling System what the extension numbers look like so that it can recognize that no more digits will be entered with this extension number and dialing begins. The default was selected. After four digits the System will recognize that it is a dialable extension. Click **Finish** to complete the configuration wizard.



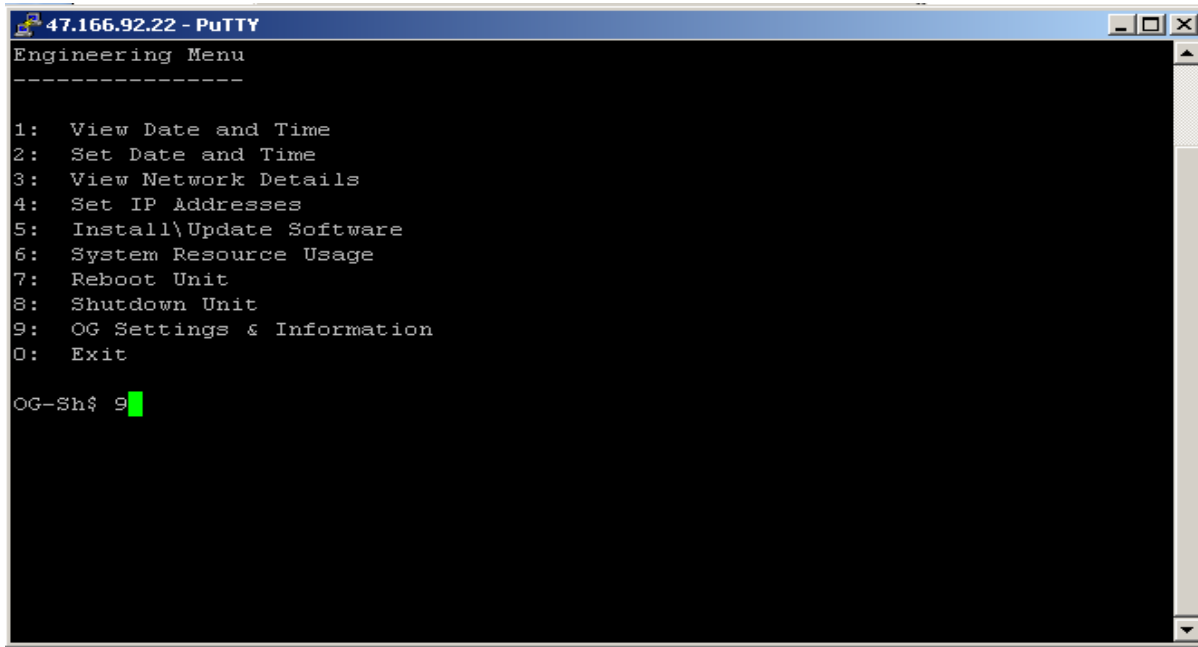
If there is a requirement to adjust any of the configuration at a later stage go to **Switchboard** → **Options** → **Configure**.



The following screen appears. Select the tab that corresponds to the configuration change required.



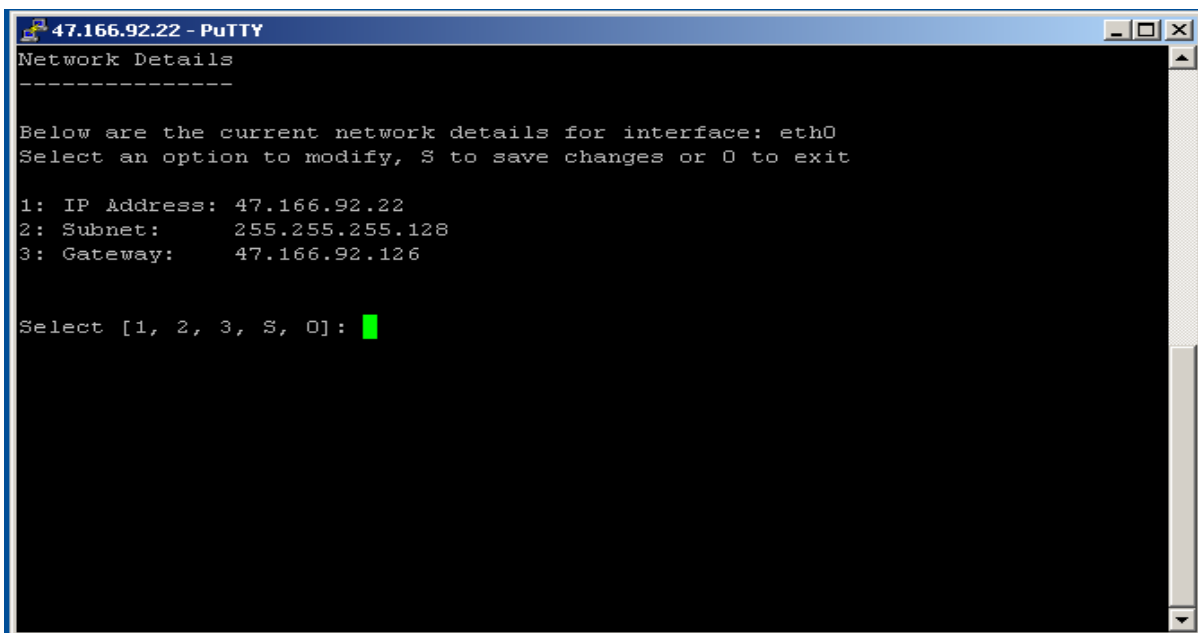
The Intuition Gateway will function as a TDM to IP Gateway so it will need an IP address assigned to it. In order to initially assign an IP address a serial cable is used to connect a PC to the Intuition Gateway. The following screen appears after login. If login details are required these will be supplied by your Datapulse representative. Select **4: Set IP Address** from the **Engineering Menu**.



```
47.166.92.22 - PuTTY
Engineering Menu
-----
1:  View Date and Time
2:  Set Date and Time
3:  View Network Details
4:  Set IP Addresses
5:  Install\Update Software
6:  System Resource Usage
7:  Reboot Unit
8:  Shutdown Unit
9:  OG Settings & Information
0:  Exit

OG-Sh$ 9
```

The following screen is displayed. Enter the **IP address**, **Subnet** and **Gateway** by selecting each number in turn and **S** to save.



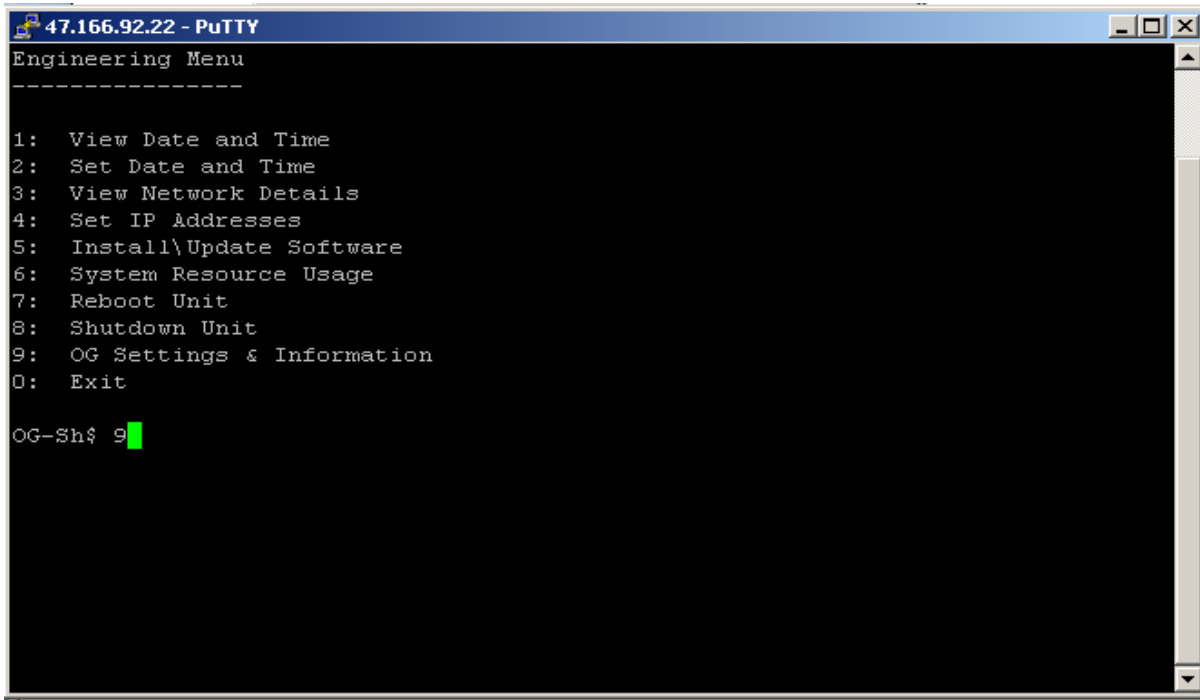
```
47.166.92.22 - PuTTY
Network Details
-----

Below are the current network details for interface: eth0
Select an option to modify, S to save changes or 0 to exit

1:  IP Address:  47.166.92.22
2:  Subnet:      255.255.255.128
3:  Gateway:     47.166.92.126

Select [1, 2, 3, S, 0]:
```

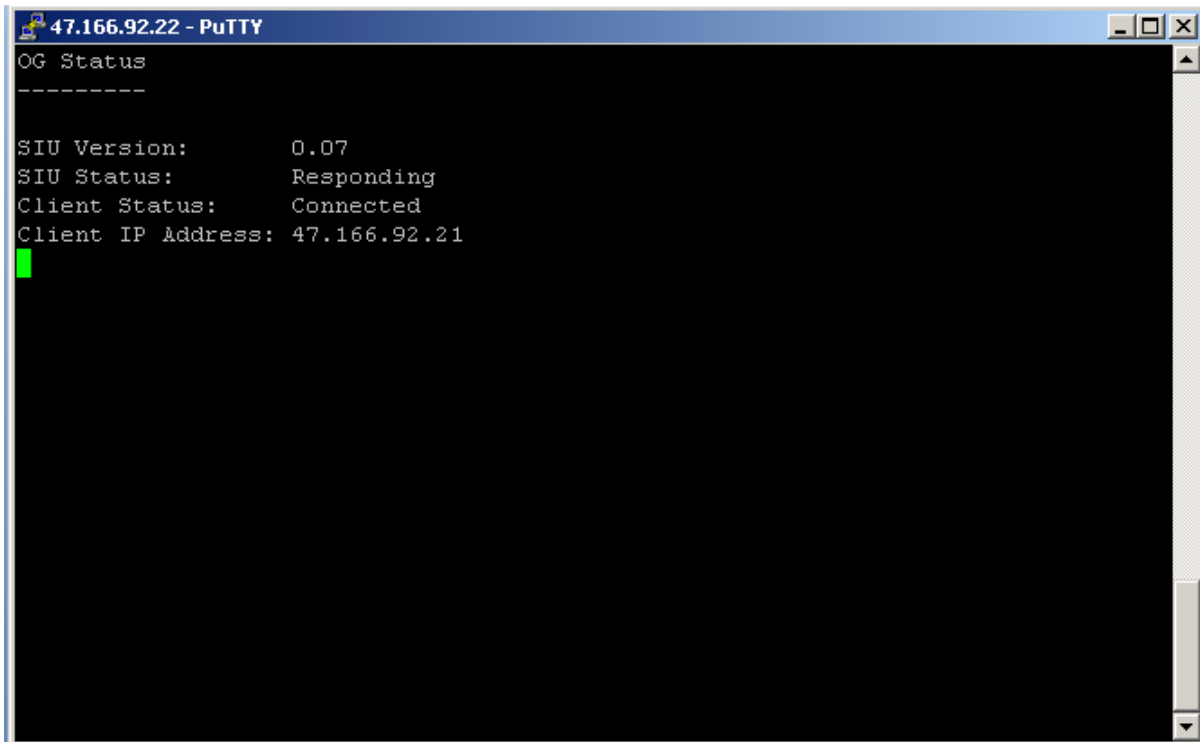
The main **Engineering Menu** screen will be displayed again. Select **9** and **return**.



```
47.166.92.22 - PuTTY
Engineering Menu
-----
1:  View Date and Time
2:  Set Date and Time
3:  View Network Details
4:  Set IP Addresses
5:  Install\Update Software
6:  System Resource Usage
7:  Reboot Unit
8:  Shutdown Unit
9:  OG Settings & Information
0:  Exit

OG-Sh$ 9
```

The **OG status** window is displayed. The status should show **Responding** and **Connected**.



```
47.166.92.22 - PuTTY
OG Status
-----

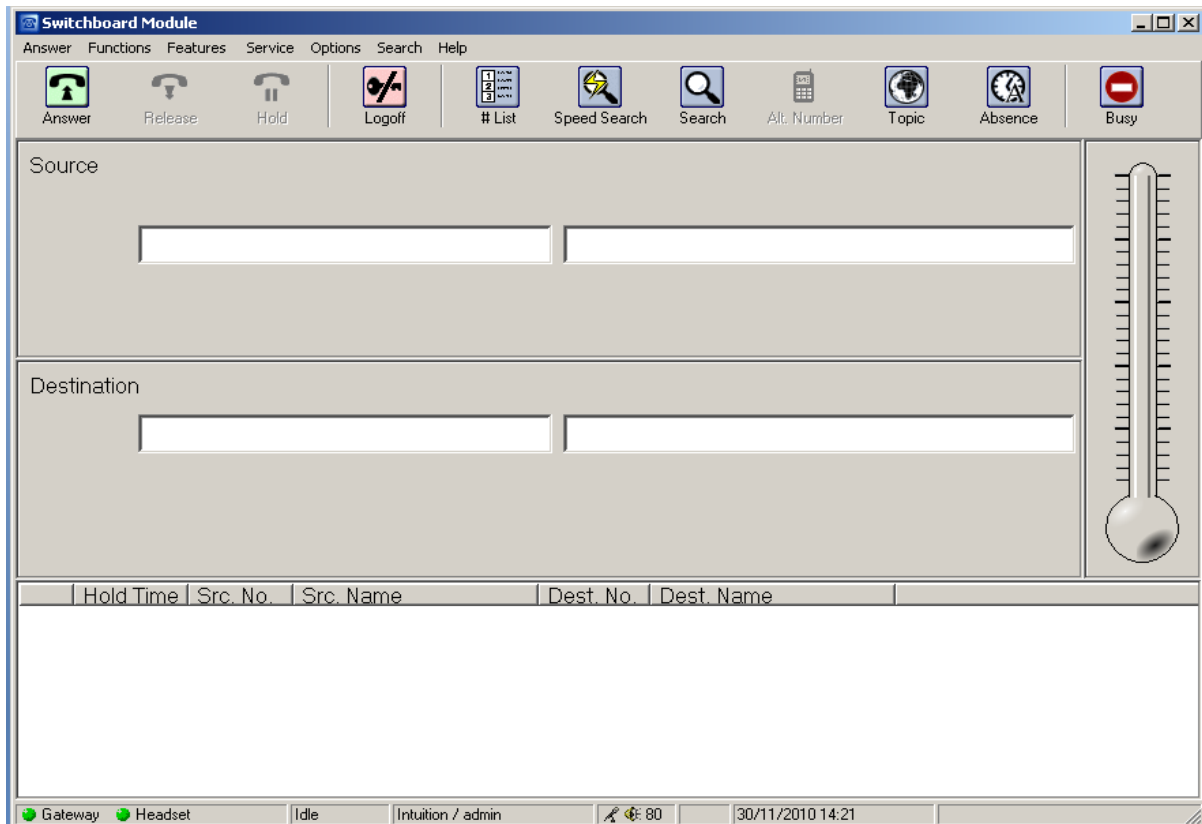
SIU Version:      0.07
SIU Status:      Responding
Client Status:    Connected
Client IP Address: 47.166.92.21
```

7. Verification Steps

For each of the installation methods please refer to the **Switchboard Module** main screen.

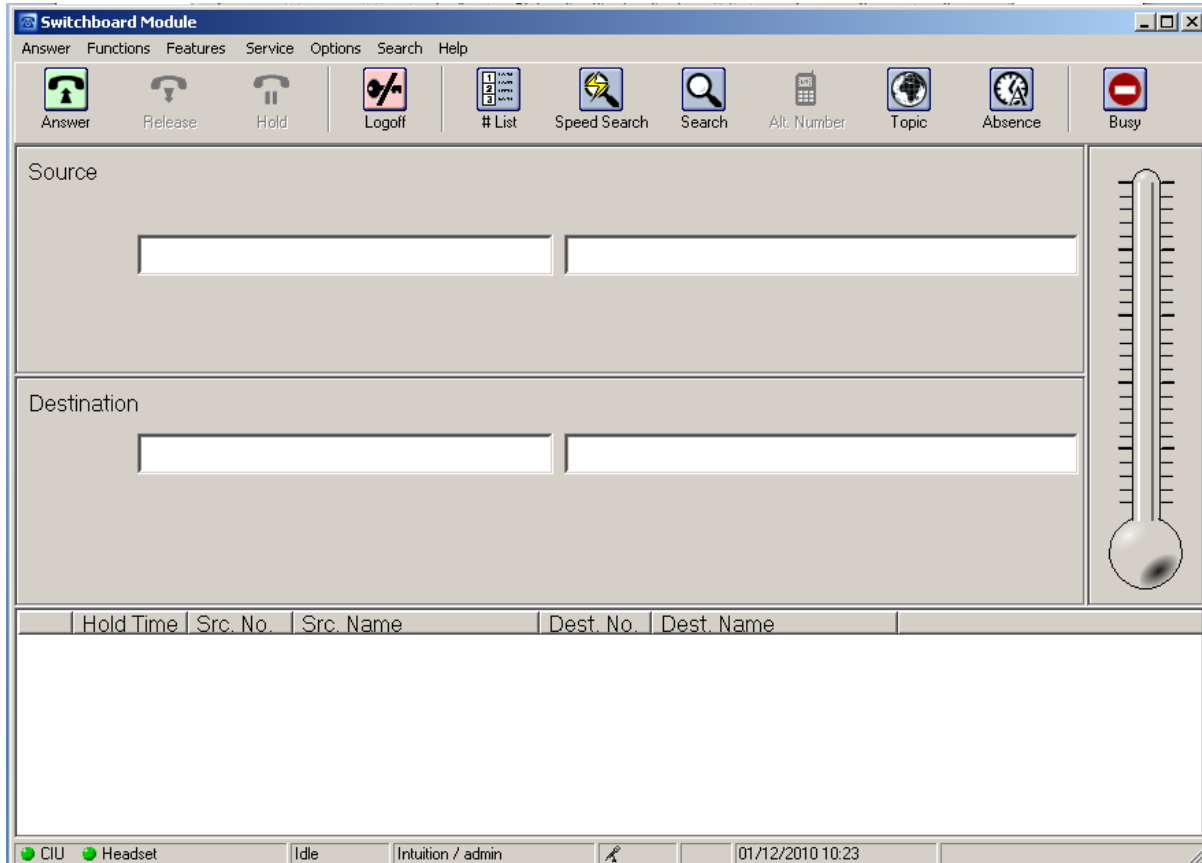
7.1. Intuition Gateway status

To verify correct configuration and installation of Datapulse's Intuition Gateway, note the status indicators on the bottom left of the screen. If the indicator corresponding to the **Gateway** and to the **Headset** is **Green** this indicates a successful install.



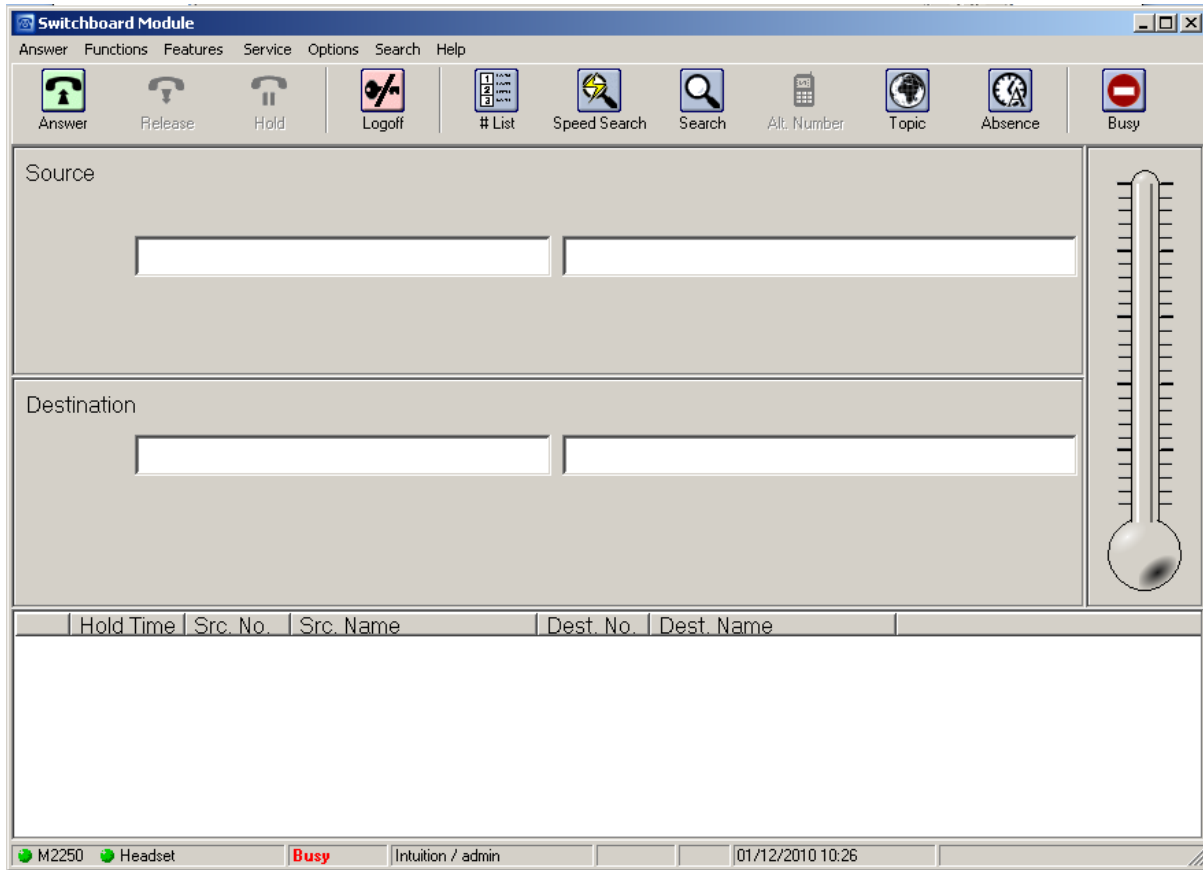
7.2. Avaya Console Interface Unit Status

To verify correct configuration and installation of Intuition 1000 software, note the status indicators on the bottom left of the screen. If the indicator corresponding to the **CIU** and to the **Headset** is **Green** this indicates a successful install. On startup of Intuition 1000, if connections are good, the Avaya **CIU** will reset. This is noticeable on the CIU indicator and on the LED in front of the CIU. It changes to red and back to green. The **Headset** indicator changes from red to green if the headset on the CIU is disconnected.



7.3. Avaya M2250 status

To verify correct configuration and installation of Intuition 1000 software, note the status indicators on the bottom left of the screen. If the indicator corresponding to the **M2250** and to the **Headset** is **Green** this indicates a successful install. On startup of Intuition 1000, if connections are good, the Avaya M2250 will reset. This is noticeable on the **M2250** indicator and on the LED in front of the M2250. It changes to red and back to green. The **Headset** indicator changes from red to green if the headset on the M2250 is disconnected.



8. Conclusion

These Application Notes describe the configuration steps required to successfully integrate the Datapulse™ Intuition 1000 V5.0.0.6 with Avaya™ Communication Server 1000E R7.0. All feature tests that were carried out indicated successful interoperability between the two products.

9. Additional References

These suggested 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] *M1250/M2250 Attendant Consoles User Guide 100096058*

[2] *Communication Server 1000E Attendant PC Console - -N0039834 29-Nov-2005*

[3] *Meridian 1 Attendant PC P0891258 February 1999*

Documentation for Intuition 1000 may be requested from Datapulse at <http://www.datapulse.com>

Appendix 1 – Call Server Patches

>ld 143
.mdp issp

VERSION 4121
RELEASE 7
ISSUE 00 Q +

DepList 1: core Issue: 01 (created: 2010-09-14 13:43:30 (est))

IN-SERVICE PEPS

PAT#	CR #	PATCH REF #	NAME	DATE	FILENAME	SPECINS
000	Q02162391	ISS1:1OF1	p30272_1	08/12/2010	p30272_1.cpl	NO
001	Q02151971-01	ISS1:1OF1	p30183_1	08/12/2010	p30183_1.cpl	NO
002	Q02152936-01	ISS1:1OF1	p30249_1	08/12/2010	p30249_1.cpl	NO
003	Q02162037	ISS1:1OF1	p30266_1	08/12/2010	p30266_1.cpl	YES
004	Q02149076-01	ISS1:1OF1	p30206_1	08/12/2010	p30206_1.cpl	NO
005	Q02158718-01	ISS1:1OF1	p30311_1	08/12/2010	p30311_1.cpl	NO
006	Q02143641-01	ISS1:1OF1	p30159_1	08/12/2010	p30159_1.cpl	NO
007	Q02159250-01	ISS1:1OF1	p30280_1	08/12/2010	p30280_1.cpl	NO
008	Q02156594	ISS1:1OF1	p30276_1	08/12/2010	p30276_1.cpl	YES
009	Q02143605-02	ISS1:1OF1	p30089_1	08/12/2010	p30089_1.cpl	NO
010	Q02152254	ISS1:1OF1	p30271_1	08/12/2010	p30271_1.cpl	NO
011	Q02159545	ISS1:1OF1	p30277_1	08/12/2010	p30277_1.cpl	YES
012	Q02145107-02	ISS1:1OF1	p30126_1	08/12/2010	p30126_1.cpl	NO
013	Q02161860	ISS2:1OF1	p30263_2	08/12/2010	p30263_2.cpl	NO
014	Q02152968-01	ISS1:1OF1	p30168_1	08/12/2010	p30168_1.cpl	NO
015	Q02157114	ISS1:1OF1	p30251_1	08/12/2010	p30251_1.cpl	NO
016	Q02154023	ISS1:1OF1	p30157_1	08/12/2010	p30157_1.cpl	NO
017	Q02154408	ISS1:1OF1	p30162_1	08/12/2010	p30162_1.cpl	NO
018	Q02165164	ISS1:1OF1	p30304_1	08/12/2010	p30304_1.cpl	NO
019	Q02156744	ISS2:1OF1	p30248_2	08/12/2010	p30248_2.cpl	NO
020	Q02150582-02	ISS2:1OF1	p30144_2	08/12/2010	p30144_2.cpl	NO

MDP>LAST SUCCESSFUL MDP REFRESH :2010-10-12 14:18:19(Local Time)
MDP>USING DEPLIST ZIP FILE DOWNLOADED :2010-10-12 09:11:33(est)

Appendix 2 – Linux Patches

```
[0]truane@cores1:~[truane@cores1 ~]$ pstat
```

Product Release: 7.00.20.00

In system patches: 2

PATCH#	NAME	IN_SERVICE	DATE	SPECINS	TYPE	RPM
22	p30179_1	Yes	08/10/10	NO	FRU	nortel-cs1000-OS-1.00.00.00-00.noarch
23	p30181_1	Yes	08/10/10	NO	FRU	nortel-cs1000-OS-1.00.00.00-00.noarch

In System service updates: 22

PATCH#	IN_SERVICE	DATE	SPECINS	REMOVABLE	NAME
0	Yes	08/10/10	NO	yes	nortel-cs1000-linuxbase-7.00.20.09-00.i386.000
1	Yes	08/10/10	NO	YES	nortel-cs1000-patchWeb-7.00.20.04-00.i386.000
2	Yes	08/10/10	YES	YES	nortel-cs1000-csv-7.00.20.01-00.i386.000
3	Yes	08/10/10	YES	YES	nortel-cs1000-tps-7.00.20.01-00.i386.000
4	Yes	08/10/10	YES	YES	nortel-cs1000-shared-tpselect-7.00.20.01-00.i386.000
5	Yes	08/10/10	NO	YES	nortel-cs1000-cnd-3.2.22-00.i386.000
6	Yes	08/10/10	NO	YES	nortel-cs1000-mscAnnc-7.00.20-01.i386.000
7	Yes	08/10/10	NO	YES	nortel-cs1000-mscTone-7.00.20-01.i386.000
8	Yes	08/10/10	NO	YES	nortel-cs1000-mscConf-7.00.20-01.i386.000
9	Yes	08/10/10	NO	yes	nortel-cs1000-cppmUtil-7.00.20.01-00.i686.000
10	Yes	08/10/10	NO	YES	nortel-cs1000-mscMusc-7.00.20-01.i386.000
11	Yes	08/10/10	NO	YES	nortel-cs1000-dbcom-7.00.20-01.i386.000
12	Yes	08/10/10	NO	YES	nortel-cs1000-mscAttn-7.00.20-02.i386.000
13	Yes	08/10/10	NO	YES	nortel-cs1000-dmWeb-7.00.20.01-00.i386.001
14	Yes	08/10/10	NO	YES	nortel-cs1000-csmWeb-7.00.20.03-00.i386.000
15	Yes	08/10/10	NO	YES	nortel-cs1000-ftpkg-7.00.20.01-00.i386.000
16	Yes	08/10/10	NO	YES	nortel-cs1000-cs1000WebService_6-0-7.00.20.03-00.i386.000
17	Yes	08/10/10	NO	YES	nortel-cs1000-Jboss-Quantum-7.00.20.04-00.i386.001
18	Yes	08/10/10	NO	YES	nortel-cs1000-emWeb_6-0-7.00.20.04-00.i386.000
19	Yes	08/10/10	NO	YES	nortel-cs1000-bcc-7.00.20.06-00.i386.000
20	Yes	08/10/10	NO	YES	nortel-cs1000-vtrk-7.00.20-08.i386.000
21	Yes	08/10/10	NO	YES	nortel-cs1000-sps-7.00.20-07.i386.000

```
[0]truane@cores1:~[truane@cores1 ~]$ spstat
```

There is no SP in loaded status.

The last applied SP: Service_Pack_Linux_7.00_20_20100914.ntl

It is a STANDARD SP.

Has been applied by user nortel on Fri Oct 8 14:57:26 2010.

spins command completed with no errors detected.

Appendix 3 – Software Version

truane@cores1:~\$ swVersionshow

Product Release: 7.00.20.00

Base Applications

base	7.00.20	[patched]
NTAFS	7.00.20	
sm	7.00.20	
nortel-Auth	7.00.20	
Jboss-Quantum	n/a	
lhmonitor	7.00.20	
baseAppUtils	7.00.20	
dfoTools	7.00.20	
nnnm	7.00.20	
cppmUtil	n/a	[patched]
oam-logging	7.00.20	
dmWeb	n/a	
baseWeb	7.00.20	
ipsec	7.00.20	
Snmp-Daemon-TrapLib	7.00.20	
ISECSH	7.00.20	
patchWeb	n/a	[patched]
EmCentralLogic	7.00.20	

Application configuration: CS+SS+EM

Packages: CS+SS+EM

Configuration version:	7.00.20-00
cs	7.00.20
dbcom	7.00.20
cslogin	7.00.20
sigServerShare	7.00.20 [patched]
csv	7.00.20.01 [patched]
tps	7.00.20.01 [patched]
vtrk	7.00.20
pd	7.00.20
sps	7.00.20
ncs	7.00.20
gk	7.00.20
EmConfig	7.00.20
emWeb_6-0	7.00.20
emWebLocal_6-0	7.00.20
csmWeb	7.00.20
bcc	7.00.20
ftpkg	7.00.20
cs1000WebService_6-0	7.00.20

managedElementWebService	7.00.20	
mScAnnc	7.00.20	[patched]
mScAttn	7.00.20	
mScConf	7.00.20	[patched]
mScMusc	7.00.20	
mScTone	7.00.20	[patched]

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