



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

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# **Application Notes for Configuring Avaya Communication Server 1000E R7.5 and Avaya Aura® Session Manager R6.2 to interoperate with Presence Technology OpenGate R9.2 – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps for provisioning Presence Technology OpenGate to successfully interoperate with Avaya Communication Server 1000E and Avaya Aura® Session Manager. Presence Technology OpenGate provides ACD and CTI capabilities to companies that do not have any existing CTI or ACD capabilities on their PBX. Presence Technology OpenGate integrates with the Avaya solution using SIP trunks and digit manipulation.

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 used to verify Presence Technology OpenGate R9.2 can successfully interoperate with Avaya Communication Server 1000E R7.5 (CS1000E) and Avaya Aura® Session Manager R6.2. Presence OpenGate is a telephony gateway that is fully integrated with Presence Technology's Contact Center Suite called Presence Suite. Presence OpenGate allows the Presence Suite to integrate with the CS1000E PBX via a SIP connection to Session Manager.

## 2. General Test Approach and Test Results

Testing was performed manually by dialing numbers that were configured to route to OpenGate and receive ACD treatment. Testing included validation of correct operation of typical contact centre functions including, inbound voice call being delivered on an agent skill level basis and call queuing. Functionality testing included basic telephony operations such as answer, hold/retrieve, transfer, and conference. The serviceability test cases were performed manually by busying out and releasing the SIP trunk and by disconnecting and reconnecting the LAN cables. Link Failure\Recovery was tested to ensure successful reconnection on link failure.

### 2.1 Interoperability Compliance Testing

The focus of the interoperability test is the ACD functionality offered by OpenGate. For the sample configuration discussed in these Application Notes, the PSTN connection is to CS1000E. All calls received from the PSTN by the CS1000E are routed via a SIP Trunk to Session Manager. Session Manager is then responsible for routing the calls to OpenGate to receive ACD treatment. OpenGate can route calls to Presence agents using Avaya 1140E endpoints. Presence agents are served via the PSTN or directly from Presence Technology OpenGate. Presence OpenGate allows the Presence Suite to integrate with the CS1000E.. These Application Notes assume that the installation and configuration relating to Presence Suite has already been completed and is not discussed. OpenGate specifies where to route each call and hence how to handle the calls, based on agent status information that the Presence Suite tracks from the Agent software, as well as the SIP trunk messaging for the calls it has routed.

In the sample configuration described in these Application Notes, calls are accepted from the PSTN and routed to OpenGate on digits 85xx. All calls that are destined for OpenGate are sent by dialling 85xx on the CS1000E. OpenGate then maps these digits to an internal number which represents the ACD service queue and then routes the call to an available agent by dialing that agent's extension. OpenGate will have internal routing setup to route calls to the correct agent.

The interoperability compliance test included both feature functionality and serviceability testing. The feature functionality testing focused on verifying OpenGate was capable of receiving calls from the CS1000E and providing ACD treatment to route those calls to available agents. The serviceability testing focused on verifying the ability of OpenGate to recover from adverse conditions, such as disconnecting the Ethernet cable from the OpenGate Server.

## 2.2 Test Results

All test cases passed successfully.

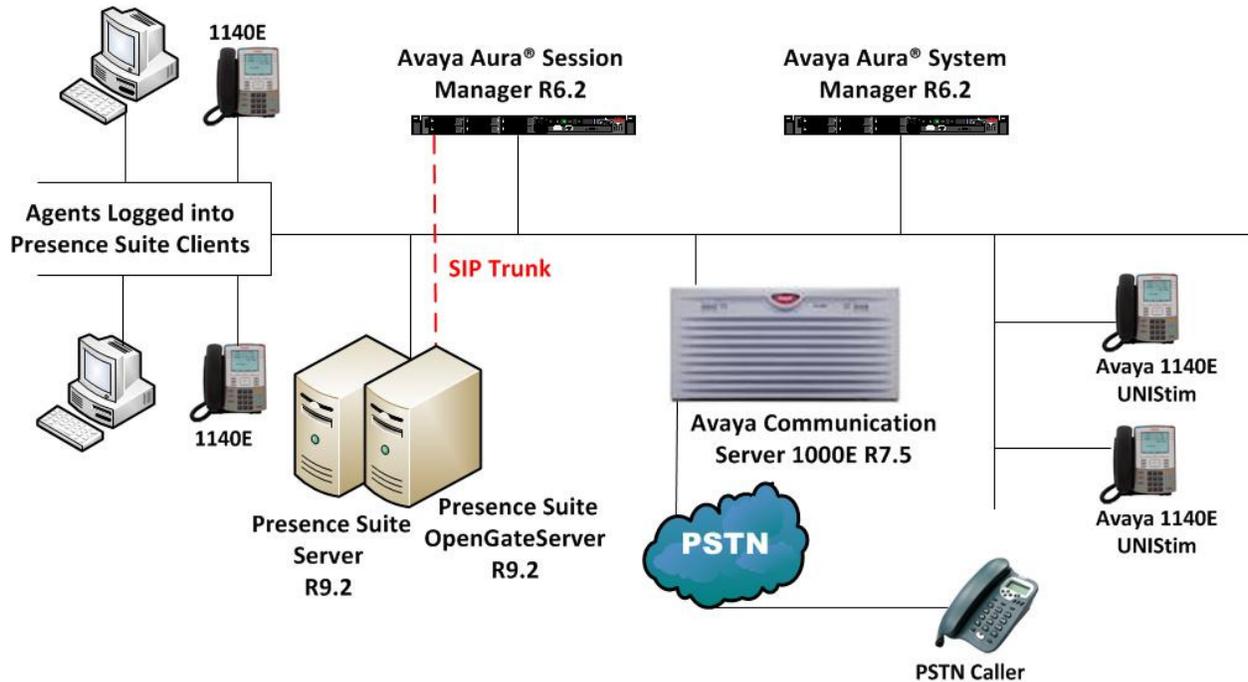
## 2.3 Support

Technical support can be obtained from Presence Technology OpenGate as follows:

- Email: [support@presenceco.com](mailto:support@presenceco.com)
- Website: [www.presenceco.com](http://www.presenceco.com)
- Phone: +34 93 10 10 300

## 3. Reference Configuration

**Figure 1** shows the network topology in place during compliance testing. An Avaya Communication Server 1000E (CS1000E) was used as the hosting PBX. SIP trunks were configured between Session Manager and OpenGate. Presence Suite includes the Presence Agent desktop and the Presence OpenGate Server.



**Figure 1: Network Topology used to test Presence Technology OpenGate**

## 4. Equipment and Software Validated

All the hardware and associated software used in the compliance testing is listed below.

<b>Equipment/Software</b>	<b>Release/Version</b>
Avaya Aura® System Manager running on Avaya S8800 Server	R6.2 SP2
Avaya Aura® Session Manager running on Avaya S8800 Server	R6.2 SP2
Avaya CPPM running Avaya Communicaiton Server 1000E	R7.5 (See Appendix for Call Server Patches)
Avaya 1140 Series Deskphone	UNIStim
Presence Server running on Windows XP SP3 containing: <ul style="list-style-type: none"><li>• Presence Suite Server</li><li>• Presence OpenGate Server</li></ul>	R9.2 R9.2
Presence Client running on Windows XP	R9.2
Presence Client running on Windows XP	R9.2

**Table 1: Hardware and Software Version Numbers**

## 5. Configure Avaya Communication Server 1000E

The configuration and verification operations illustrated in this section were all performed using the PUTTY program. The information provided in this section describes the configuration of CS1000E for this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 10**.

**Note:** It is assumed that the CS1000E has already been configured for SIP and a connection is in place to Session Manager.

### 5.1 Create a Route for SIP calls

The following sections illustrates the setup of a new route and Coordinated Dial Plan (CDP) in order to send calls to OpenGate via Session Manager. To create a new route on the CS1000E overlay 16 is used. Use the **new** command in overlay 16 to create a new SIP route. Type **LD 16** at the > prompt to enter overlay 16. The route created is a **TIE** route in order to connect to Presence OpenGate via Session Manager. Subsets of these commands are listed below.

#### LD 16

Prompt	Response	Description
>	<b>LD 16</b>	Enter Overlay 16
REQ	<b>new</b>	Create new
TYPE	RDB	Route Data block
CUST	0	Customer Number as defined in LD15
ROUT	20	Route Number
TKTP	<b>TIE</b>	Route Type
VTRK	YES	Virtual Route
ZONE	1	Zone number associated with the route
PCID	SIP	Protocol for the route

### 5.2 Configure a Coordinated Dial Plan

A Coordinated Dial Plan is added to place calls across the SIP trunk to the OpenGate application. Add a Route List Block (RLB) to place calls over the SIP route created in **Section 5.1** above. Enter overlay 86 to configure a new RLB by typing **LD 86** at the > prompt. As shown below a new Route List Index (**RLI**) is added with a ROUT equal to that of the SIP Route created in **Section 5.1**.

#### LD 86

Prompt	Response	Description
>	<b>LD 86</b>	Enter Overlay 86
REQ	new	new/add
CUST	0	Customer number (default is 0)
FEAT	<b>rlb</b>	Route List Block
<b>RLI</b>	20	Route List index Number (any unused number)
ENTR	0	First Entry (0-2)
<b>ROUT</b>	20	Route Number configured in Section 5.1
DMI	0	Digit Manipulation Table (default is 0)
Return to end		

Once the RLB is added the Coordinated Dial Plan (CDP) is added in the form of a Distance Steering Code (DSC). Note that in the example below **85xx** is the **DSC** as this is the number used to route calls to the OpenGate application during the compliance testing. Enter overlay 87 to add a new **CDP** by typing **LD 87** at the > prompt.

### LD 87

Prompt	Response	Description
>	<b>LD 87</b>	Enter Overlay 87
REQ	new	new/add
CUST	0	Customer number (default is 0)
FEAT	<b>cdp</b>	Coordinated Dial Plan
TYPE	<b>dsc</b>	Distance Steering Code
DSC	<b>85</b>	Extension number of the TENS Application
FLEN	4	Ext Length
DSP	LSC	DSP Type (Least Cost Routing)
RLI	20	Which RLB to use (Enter the RLB setup above)
Return to end		

## 6. Configuring Avaya Aura® Session Manager

This section provides the procedures for configuring Session Manager. Session Manager is configured via System Manager. The procedures include the following areas:

- Log in to Avaya Aura® Session Manager
- Administer SIP Domain
- Administer Location
- Administer SIP Entities
- Entity Links
- Administer Routing Policies
- Administer Dial Patterns

### 6.1 Log in to Avaya Aura® System Manager

Access the System Manager using a Web Browser by entering **http://<FQDN >/SMGR**, where **<FQDN>** is the fully qualified domain name of System Manager. Log in using appropriate credentials (not shown).

### 6.2 Administer SIP Domain

SIP domains are created as part of Session Manager basic configuration. In these Application Notes the domain name used was **devcon.avaya**. Navigating from the Home screen, under the **Elements** section click **Routing** → **Domains** → **New** (not shown) enter the domain **Name**, set the **Type** as **sip** and click **Commit**.

AVAYA Avaya Aura® System Manager 6.2

Last Logged on at December 17, 2012  
Help | About | Change Password | Log off

Routing \* | Domains

Home / Elements / Routing / Domains

Domain Management Commit

Warning: SIP Domain name change will cause login failure for Communication Address handles with this domain. Consult release notes or Support for steps to reset login credentials.

1 Item Refresh Filter:

Name	Type	Default	Notes
* devcon.avaya	sip	<input type="checkbox"/>	

\* Input Required Commit

### 6.3 Administer Location

Session Manager uses the origination location to determine which dial patterns to look at when routing a call. In this example, one Location has been created which will reference both the Session Manager location and the OpenGate location. Navigate to **Routing** → **Locations** → **New** (not shown) enter an identifying **Name**, as shown below.

The screenshot shows the Avaya Aura System Manager 6.2 interface. The breadcrumb trail is 'Home / Elements / Routing / Locations'. The left sidebar shows a tree view with 'Routing' expanded and 'Locations' selected. The main content area is titled 'Location Details' and has a 'Commit' button in the top right. Under the 'General' section, the 'Name' field is highlighted with a red box and contains the text 'DevconLAB'. Below it is a 'Notes' field. The 'Overall Managed Bandwidth' section includes a dropdown for 'Managed Bandwidth Units' set to 'Kbit/sec', and input fields for 'Total Bandwidth' and 'Multimedia Bandwidth'. A checkbox for 'Audio Calls Can Take Multimedia Bandwidth' is checked. The 'Per-Call Bandwidth Parameters' section has two input fields, both set to '1000 Kbit/Sec'.

At the bottom of the same page the **Location Pattern** is defined. Click **Add** and enter the IP address range used to logically identify the location. In this case the **IP Address Pattern** is **192.168.50.\*** as shown below. Click **Commit** when done.

The screenshot shows the 'Location Pattern' configuration page. At the top, there are 'Add' and 'Remove' buttons. Below them is a table with one item. The table has columns for 'IP Address Pattern' and 'Notes'. The 'IP Address Pattern' field is highlighted with a red box and contains the text '\*192.168.50.\*'. Below the table, there is a 'Select' dropdown set to 'All, None'. At the bottom right, there are 'Commit' and 'Cancel' buttons, with the 'Commit' button highlighted by a red box.

## 6.4 Administer SIP Entities

Each SIP device that communicates with Session Manager requires a SIP Entity configuration. This section details the steps to create SIP Entities for Session Manager, CS1000E and OpenGate Solution respectively.

### 6.4.1 Configure Session Manager SIP Signaling Interface Entity

Click **Routing** → **SIP Entities** → **New** (not shown) assign an identifying **Name**, the **FQDN or IP Address** for Session Manager SIP Signaling Interface, set the **Type** to **Session Manager** and the **Location** to the Location configured in **Section 6.3** and click on **Commit**.

Avaya Aura® System Manager 6.2

Home / Elements / Routing / SIP Entities

SIP Entity Details

General

\* Name: SessionManager

\* FQDN or IP Address: 192.168.50.16

Type: Session Manager

Notes: Session Manager

Location: DevconLAB

Outbound Proxy:

Time Zone: Europe/Dublin

Credential name:

SIP Link Monitoring: Use Session Manager Configuration

Tick the box next to the entity that was just created and click **Edit** (not shown). Scroll down the page until the **Port** section is displayed. Click **Add** and set the **Port** to **5060**, **Protocol** to **TCP** and the **Default Domain** to the domain configured in **Section 6.2**. Repeat this for the **UDP** connection which will be established to the OpenGate server, as shown below. Click **Commit** when done.

Port

TCP Failover port:

TLS Failover port:

Add Remove

3 Items Refresh

<input type="checkbox"/>	Port	Protocol	Default Domain	Notes
<input checked="" type="checkbox"/>	5060	TCP	devcon.avaya	
<input checked="" type="checkbox"/>	5060	UDP	devcon.avaya	
<input type="checkbox"/>	5061	TLS	devcon.avaya	

Select : All, None

## 6.5 Configure Avaya Communication Server 1000E Entity

Click **Routing** → **SIP Entities** → **New** (not shown). Assign an identifying **Name**, the **FQDN or IP Address** for the CS1000E Node IP, the **Type** to **SIP Trunk** and the **Location** to the Location configured in **Section 6.3** and click on **Commit**.

AVAYA Avaya Aura® System Manager 6.2 Last Logged on at March 10, 2013  
Help | About | Change Password | Log off

Routing \* Commit

Home / Elements / Routing / SIP Entities

SIP Entity Details

General

\* Name: CS1KPG2

\* FQDN or IP Address: 192.168.50.99

Type: SIP Trunk

Notes:

Adaptation:

Location: DevconLAB

Time Zone: Europe/Dublin

Override Port & Transport with DNS SRV:

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

Credential name:

Call Detail Recording: egress

## 6.6 Configure Presence Technology OpenGate Entity

Click **Routing** → **SIP Entities** → **New** (not shown) assign an identifying **Name**, the **FQDN or IP Address** for the OpenGate server, set the **Type** to **SIP Trunk**, leave all other settings default and click **Commit**.

The screenshot displays the Avaya Aura System Manager 6.2 interface. The left sidebar shows a navigation menu with 'Routing' expanded and 'SIP Entities' selected. The main content area is titled 'SIP Entity Details' and 'General'. A red box highlights the following fields:

- \* Name: PresenceSIP
- \* FQDN or IP Address: 192.168.50.152
- Type: SIP Trunk

Other visible fields include:

- Notes: (empty)
- Adaptation: (dropdown)
- Location: (dropdown)
- Time Zone: Europe/Dublin
- Override Port & Transport with DNS SRV:
- \* SIP Timer B/F (in seconds): 4

The 'Commit' button is located in the top right corner of the form area and is also highlighted with a red box.

## 6.7 Administer SIP Entity Link

A SIP Trunk between a Session Manager and a telephony system is described by an Entity Link. An entity link needs to be created between Session Manager and both CS1000E and OpenGate.

### 6.7.1 Administer SIP Entity Link from Avaya Aura® Session Manager to Avaya Communication Server 1000E

Click on **Routing** → **Entity Links** → **New** (not shown) and assign an identifying **Name**, choose the **Session Manager** entity as **SIP Entity 1**, set the **Protocol** as **TCP**, **Port** to **5060**, select the **CS1KPG2** entity as **SIP Entity 2**, set the **Port** to **5060**, and **Connection Policy** to **Trusted**. Click **Commit** when done.

The screenshot shows the Avaya Aura System Manager 6.2 interface. The left sidebar contains a navigation menu with 'Entity Links' selected. The main content area displays the 'Entity Links' configuration page. A table lists one item with the following details:

Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	Connection Policy	Notes
*ToCS1KPG2	*SessionManager	TCP	*5060	*CS1KPG2	*5060	Trusted	

Below the table, there is a red asterisk indicating '\* Input Required' and a 'Commit' button.

### 6.7.2 Administer SIP Entity Link from Avaya Aura® Session Manager to OpenGate

Click on **Routing** → **Entity Links** → **New** (not shown) assign an identifying **Name** choose the **Session Manager** entity as **SIP Entity 1**, set the **Protocol** as **UDP**, set **Port** to **5060**, choose **PresenceSIP** entity as **SIP Entity 2** and set the **Port** to **5060**, and select **Trusted** from the **Connection Policy** drop-down list. Click **Commit** when done. This establishes the Session Manager end of the SIP Trunk to OpenGate.

The screenshot shows the Avaya Aura System Manager 6.2 interface. The left sidebar contains a navigation menu with 'Entity Links' selected. The main content area displays the 'Entity Links' configuration page. A table lists one item with the following details:

Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	Connection Policy	Notes
*PresenceSIP	*SessionManager	UDP	*5060	*PresenceSIP	*5060	Trusted	

Below the table, there is a red asterisk indicating '\* Input Required' and 'Commit' and 'Cancel' buttons.

## 6.8 Administer Routing Policies

To complete the routing configuration, a Routing Policy is created. Routing policies direct how calls will be routed to an attached system. Two routing policies were created, one for the CS1000E and the second for OpenGate. These will be associated with the Dial Patterns created in **Section 6.9**.

### 6.8.1 Create Routing Policy to Avaya Communication Server 1000E

Click **Routing** → **Routing Policies** → **New** (not shown) assign an identifying **Name** for the route. Under the **SIP Entity as Destination** section, click on **Select** and choose the CS1000E SIP Entity and click **Select** (not shown). Click **Commit** when done.

The screenshot shows the Avaya Aura System Manager 6.2 interface. The left sidebar contains a navigation menu with 'Routing Policies' highlighted. The main content area is titled 'Routing Policy Details' and includes a 'Commit' button. The 'General' section has the following fields: Name (ToCS1KPG2), Disabled (checkbox), Retries (0), and Notes. The 'SIP Entity as Destination' section has a 'Select' button. Below is a table with the following data:

Name	FQDN or IP Address	Type	Notes
CS1KPG2	192.168.50.99	SIP Trunk	

### 6.8.2 Create Routing Policy to Presence Technology OpenGate

Click **Routing** → **Routing Policies** → **New** (not shown) assign an identifying **Name** for the route. Under the **SIP Entity as Destination** section, click on **Select** and choose the OpenGate SIP Entity created in **Section 6.6** and click **Select** (not shown). Click **Commit** when done.

The screenshot shows the Avaya Aura System Manager 6.2 interface. The left sidebar contains a navigation menu with 'Routing Policies' highlighted. The main content area is titled 'Routing Policy Details' and includes a 'Commit' button. The 'General' section has the following fields: Name (ToPresenceSIP), Disabled (checkbox), Retries (0), and Notes. The 'SIP Entity as Destination' section has a 'Select' button. Below is a table with the following data:

Name	FQDN or IP Address	Type	Notes
PresenceSIP	192.168.50.152	SIP Trunk	

## 6.9 Administer Dial Patterns

As one of its main functions, Session Manager routes SIP traffic between connected devices. Dial Patterns are created as part of the configuration to manage SIP traffic routing, which will direct calls based on the number dialed to the appropriate system.

### 6.9.1 Create Dial Pattern to OpenGate

In **Section 5.2** CS1000E is configured to route the dialed numbers beginning 85xx to Session Manager. To create a Dial Pattern to route 85xx from Session Manager to OpenGate, click **Routing → Dial Patterns → New** (not shown). Under **General** enter the numbers presented to Session Manager by CS1000E destined for OpenGate, in the **Pattern** box. Set **Min** and **Max** digit string length, and set **SIP Domain** to the domain created in **Section 6.2**. In the **Originating Locations and Routing Policies** section, click **Add**.

The screenshot displays the Avaya Aura System Manager 6.2 interface. The top navigation bar includes the Avaya logo, the product name 'Avaya Aura® System Manager 6.2', and user information 'Last Logged on at July 29, 2013 5:38 PM'. The breadcrumb trail is 'Home / Elements / Routing / Dial Patterns'. The left sidebar contains a menu with 'Routing' selected, and 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 'Dial Pattern Details' and has a 'Help ?' link and 'Commit'/'Cancel' buttons. The 'General' section contains the following fields: '\* Pattern: 85', '\* Min: 4', '\* Max: 4', 'Emergency Call: ', 'Emergency Priority: ', 'Emergency Type: ', 'SIP Domain: devcon.avaya', and 'Notes: '. Below this is the 'Originating Locations and Routing Policies' section, which includes an 'Add' button, a 'Remove' button, and a table with 0 items. The table has columns: 'Originating Location Name', 'Originating Location Notes', 'Routing Policy Name', 'Rank', 'Routing Policy Disabled', 'Routing Policy Destination', and 'Routing Policy Notes'. A 'Filter: Enable' link is also present.

In the **Origination Location** section tick the location, this should be the same location that was setup in **Section 6.3** , in the **Routing Policies** section click the routing policy created for OpenGate. Click on **Select** when done.

**Originating Location and Routing Policy List** [Select] [Cancel]

**Originating Location**

Apply The Selected Routing Policies to All Originating Locations

1 Item Refresh		Filter: Enable
<input checked="" type="checkbox"/>	Name	Notes
<input checked="" type="checkbox"/>	DevconLAB	

Select : All, None

**Routing Policies**

9 Items Refresh					Filter: Enable
<input type="checkbox"/>	Name	Disabled	Destination	Notes	
<input type="checkbox"/>	AAMessaging	<input type="checkbox"/>	AAMessaging		
<input type="checkbox"/>	CM62	<input type="checkbox"/>	CommunicationManager		
<input checked="" type="checkbox"/>	Presence	<input type="checkbox"/>	Presence		
<input type="checkbox"/>	RPMessaging	<input type="checkbox"/>	RichardAuraMessaging		
<input type="checkbox"/>	ToCS1KPG2	<input type="checkbox"/>	CS1KPG2		
<input type="checkbox"/>	toDS3000	<input type="checkbox"/>	DS3000		

Click **Commit** when complete.

**AVAYA** Avaya Aura® System Manager 6.2 Last Logged on at July 29, 2013 5:38 PM  
Help | About | Change Password | Log off admin

**Routing** [Home]

**Home / Elements / Routing / Dial Patterns**

**Dial Pattern Details** [Commit] [Cancel] Help ?

**General**

\* Pattern:

\* Min:

\* Max:

Emergency Call:

Emergency Priority:

Emergency Type:

SIP Domain:

Notes:

**Originating Locations and Routing Policies**

[Add] [Remove]

1 Item Refresh							Filter: Enable
<input type="checkbox"/>	Originating Location Name <sup>1</sup>	Originating Location Notes	Routing Policy Name	Rank <sup>2</sup>	Routing Policy Disabled	Routing Policy Destination	Routing Policy Notes
<input checked="" type="checkbox"/>	DevconLAB		Presence	0	<input type="checkbox"/>	Presence	

Select : All, None

## 6.9.2 Create Dial Pattern to Avaya Communication Server 1000E

An additional Dial Pattern must be created on Session Manager to route incoming calls from OpenGate to CS1000E stations 3xxx. To create a Dial Pattern to route 3xxx from Session Manager to CS1000E, click **Routing** → **Dial Patterns** → **New** (not shown). Under **General** enter the numbers presented to Session Manager by OpenGate destined for the CS1000E in the **Patterns** box. Set **Min** and **Max** digit string length, and set **SIP Domain** to the domain created in **Section 6.2**. In the **Originating Locations and Routing Policies** section of the web page, click **Add**.

Routing / Elements / Routing / Dial Patterns

Dial Pattern Details Commit

General

\* Pattern: 3  
\* Min: 4  
\* Max: 4

Emergency Call:   
Emergency Priority: 1  
Emergency Type:   
SIP Domain: devcon.avaya  
Notes:

Originating Locations and Routing Policies

Add Remove

1 Item Refresh Filter:

<input type="checkbox"/>	Originating Location Name <sup>1</sup>	Originating Location Notes	Routing Policy Name	Rank <sup>2</sup>	Routing Policy Disabled	Routing Policy Destination	Routing P Notes
<input type="checkbox"/>	DevconLAB		ToCS1KPG2	0	<input type="checkbox"/>	CS1KPG2	

Select : All, None

In the **Origination Location** section tick the location, this should be the same location that was setup in **Section 6.3** , in the **Routing Policies** section tick the routing policy created for the CS1000E. Click **Select** when done.

The screenshot shows the 'Originating Location and Routing Policy List' configuration page. The left sidebar contains a navigation menu with 'Routing Policies' and 'Dial Patterns' highlighted. The main content area is titled 'Originating Location and Routing Policy List' and includes a 'Select' button. Below this, there are two sections: 'Originating Location' and 'Routing Policies'. In the 'Originating Location' section, there is a checkbox labeled 'Apply The Selected Routing Policies to All Originating Locations' and a table with one item, 'DevconLAB', which is selected. In the 'Routing Policies' section, there is a table with 9 items, including 'ToCS1KPG2', which is selected. The 'Select' button is highlighted with a red box.

Click **Commit** once finished.

The screenshot shows the 'Dial Pattern Details' configuration page. The left sidebar contains a navigation menu with 'Dial Patterns' highlighted. The main content area is titled 'Dial Pattern Details' and includes a 'Commit' button. Below this, there are two sections: 'General' and 'Originating Locations and Routing Policies'. In the 'General' section, there are fields for 'Pattern', 'Min', and 'Max', all of which are highlighted with a red box. In the 'Originating Locations and Routing Policies' section, there are 'Add' and 'Remove' buttons and a table with one item, 'DevconLAB', which is selected. The 'Commit' button is highlighted with a red box.

## 7. Configure the Presence Technology OpenGate

OpenGate is part of Presence Suite and is administered via Presence Administrator. A number of items are set up within Presence Administrator to configure the OpenGate ACD.

This section will cover the following areas:

- Login to Presence Administrator
- Administer SIP trunk to Avaya Aura® Session Manager
- OpenGate Skill Configuration
- OpenGate Agent Login Configuration
- OpenGate Station Configuration
- OpenGate Service Configuration
- Outbound Routes
- Inbound Routes
- Logging in to OpenGate

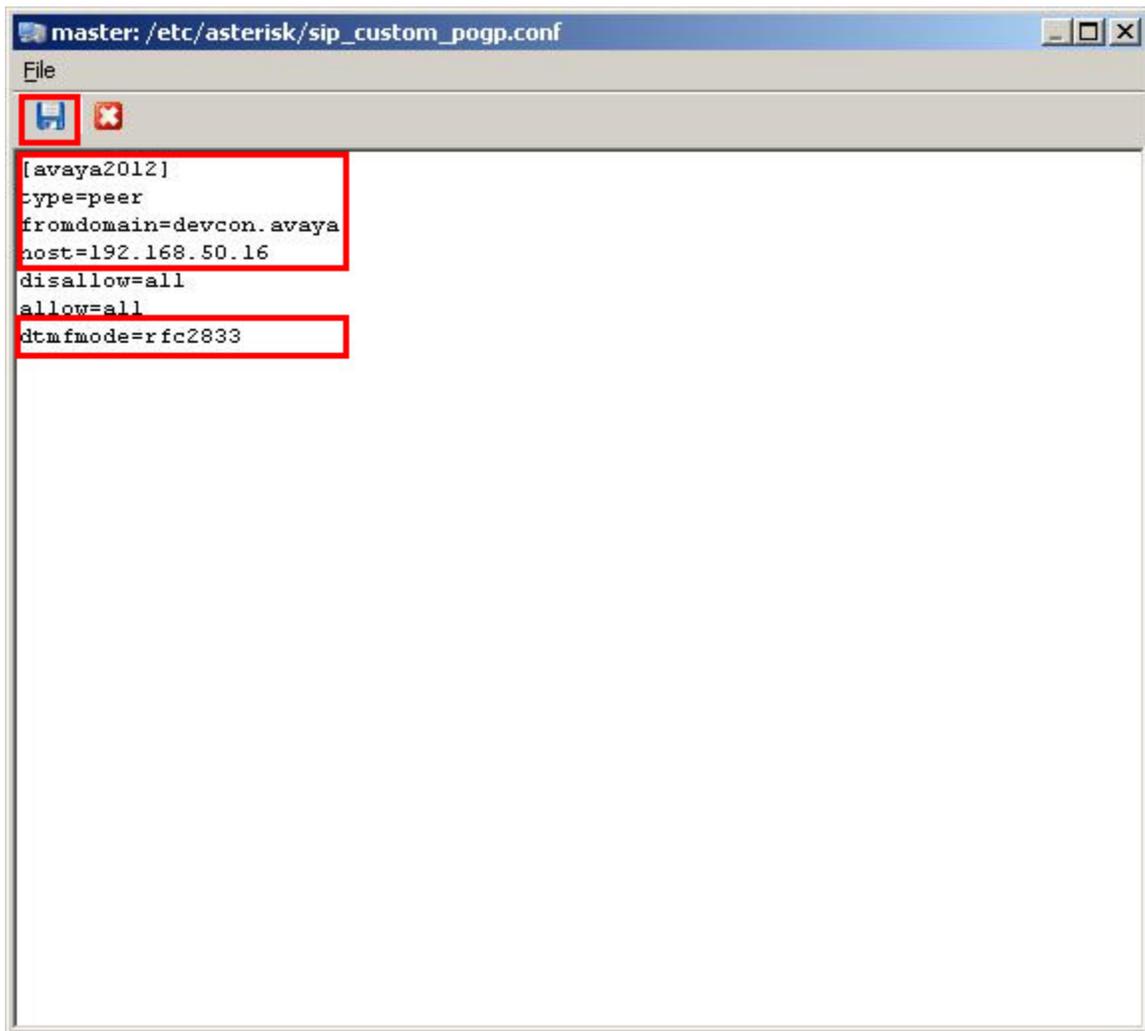
### 7.1 Login to Presence Administrator

Launch the Presence Administrator application by double clicking the pcoadmin.exe icon located in the Presence folder. The username and password that appear in the **User** and **Password** fields are created during the Presence Server installation.



## 7.2 Administer SIP Trunk to Avaya Aura® Session Manager

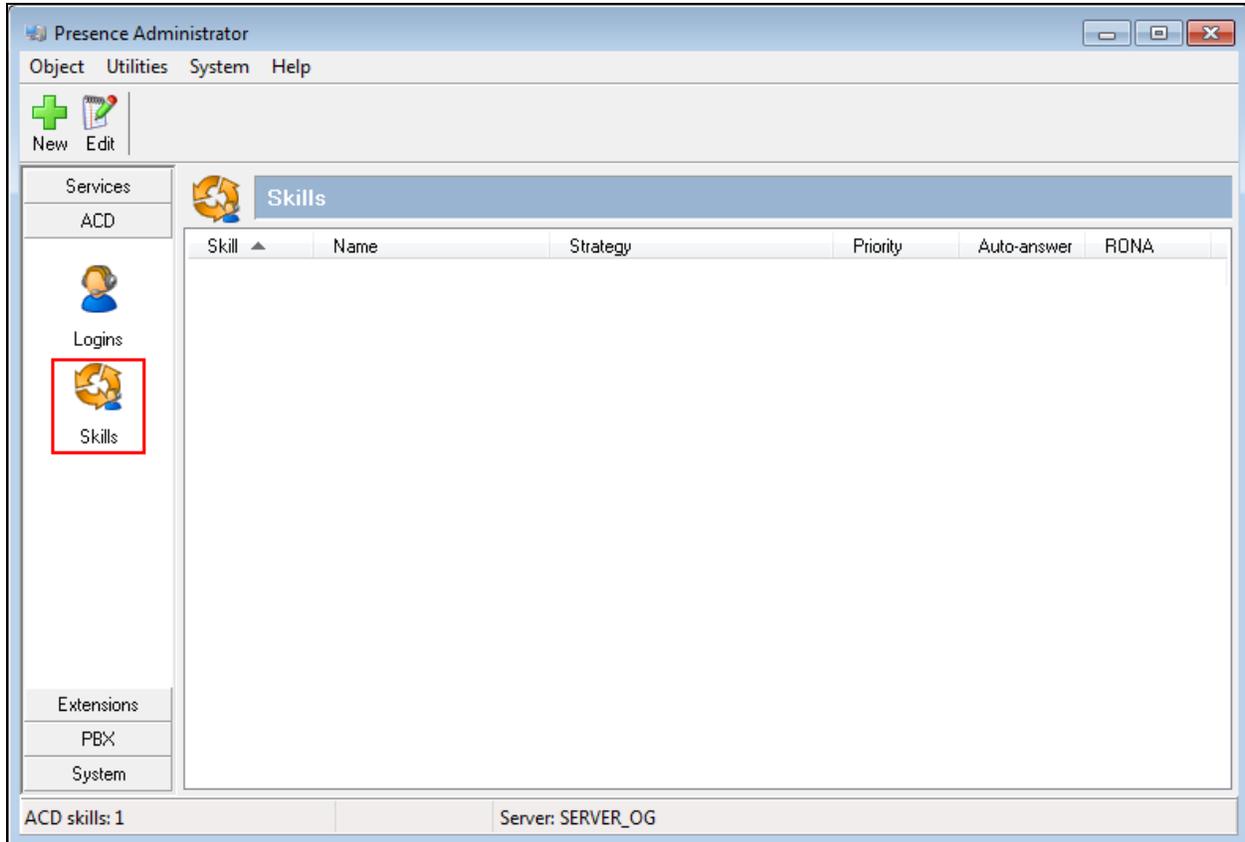
OpenGate uses an opensource SIP Server called Asterisk to create the SIP trunk to Session Manager, from the OpenGate server. In the left hand pane click **PBX → Configuration** from the **Servers** list select **master**. In the **files list**, select the file **/etc/asterisk/sip\_custom\_pogp.conf** and click **Edit** (not shown). At the top of the file define a name for the connection within square brackets, in this example **[avaya2012]** is used set the **type** to **peer**. The **fromdomain** is set to the Session Manager domain defined in **Section 6.2**. The **host** field should be set to the IP address of the SIP interface on Session Manager. The **dtmfmode** field is set to **rfc2833** to match the CS1000E. All remaining fields can be left with their default values. Click the save icon as shown below.



```
master: /etc/asterisk/sip_custom_pogp.conf
File
[avaya2012]
type=peer
fromdomain=devcon.avaya
host=192.168.50.16
disallow=all
allow=all
dtmfmode=rfc2833
```

### 7.3 OpenGate Skill Configuration

To configure a skill, from the left hand side select **ACD** → **Skills** from the Presence Administrator main menu. Click the **New** button.



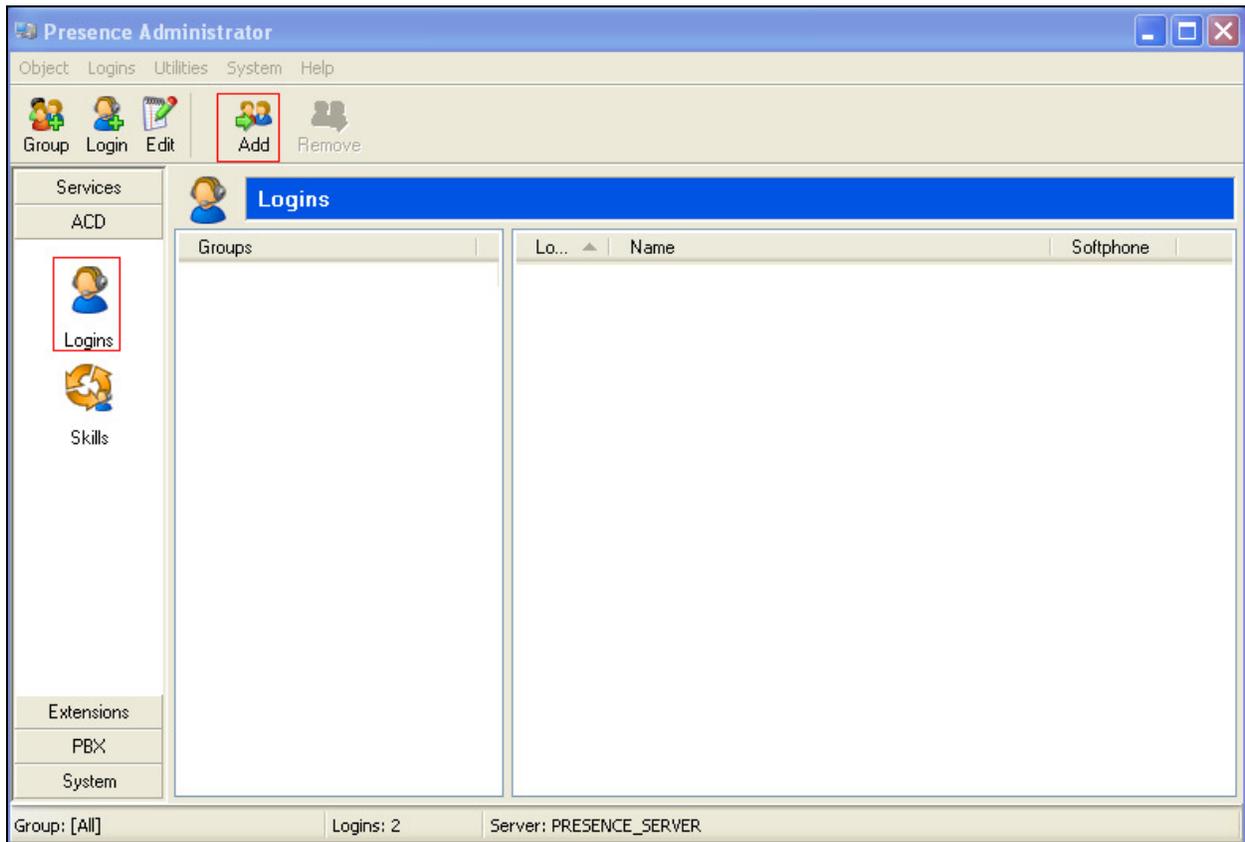
In the resulting screen define a **Skill** number and enter a **Name** to identify the skill. In the **Strategy** field use the two drop down menus to define the selection strategy that will be used by the skill. Set a **Priority** for the skill. All remaining fields can be left with default values. Click **OK** to save the configuration.

The screenshot shows a dialog box titled "Edit skill" with a close button in the top right corner. The dialog contains the following fields and controls:

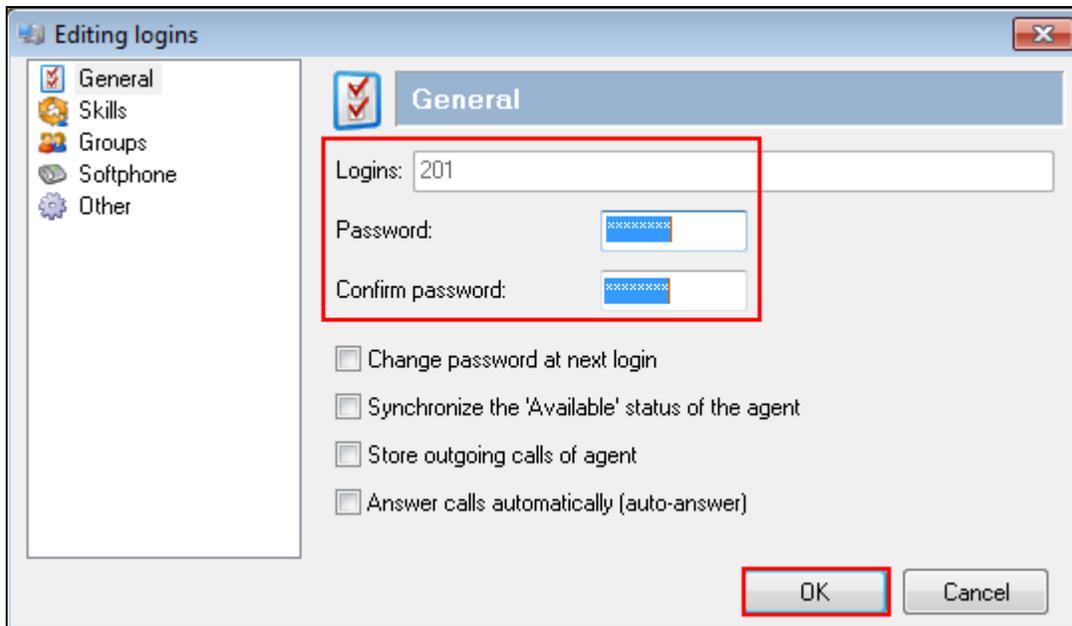
- Skill:** A text input field containing the value "8000".
- Name:** A text input field containing the value "8000".
- Strategy:** Two dropdown menus. The first dropdown is set to "Skill Level measurement" and the second is set to "Agent Available the Longest".
- Priority:** A text input field containing the value "10".
- RONA:** A text input field containing the value "0" followed by the text "seconds".
- Answer calls automatically (auto-answer):** An unchecked checkbox.
- Buttons:** Three buttons at the bottom: "OK", "Cancel", and "Apply".

## 7.4 OpenGate Agent Login Configuration

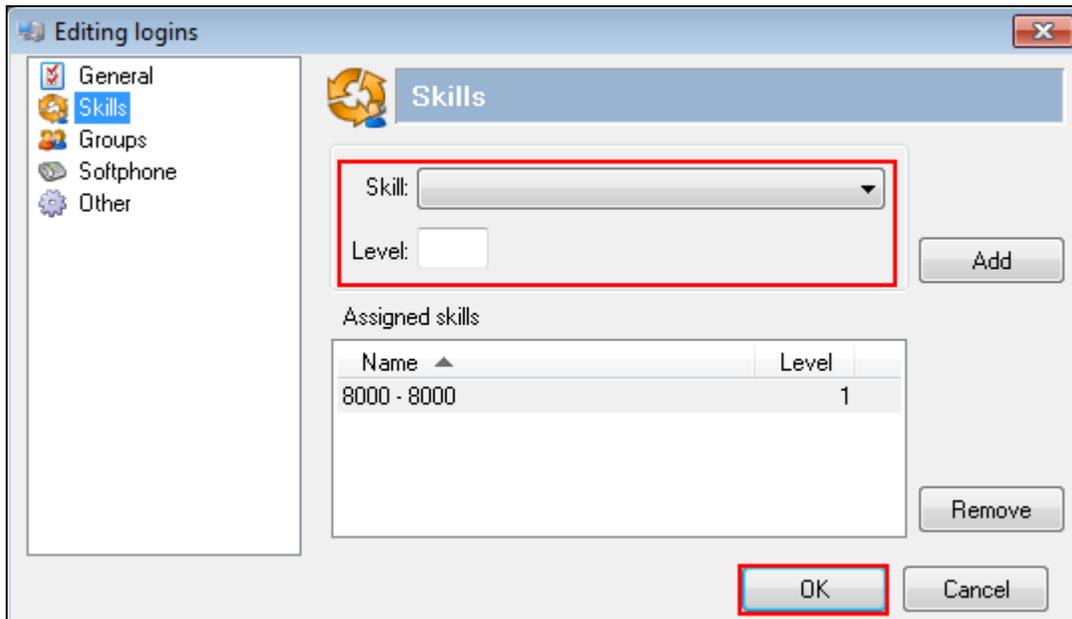
The login configured here will be used by the agent to login to OpenGate. The Agents will connect to OpenGate via the Presence Suite Agent application. To configure an ACD agent login, from the left hand side select **ACD** → **Logins** from the Presence Administrator main menu. Click the **Add** button.



From the menu on the left side of the screen select **General**, enter a numerical ID in the **Logins** field. Define a **Password** for the agent login and repeat in the **Confirm Password** field and click **OK**.

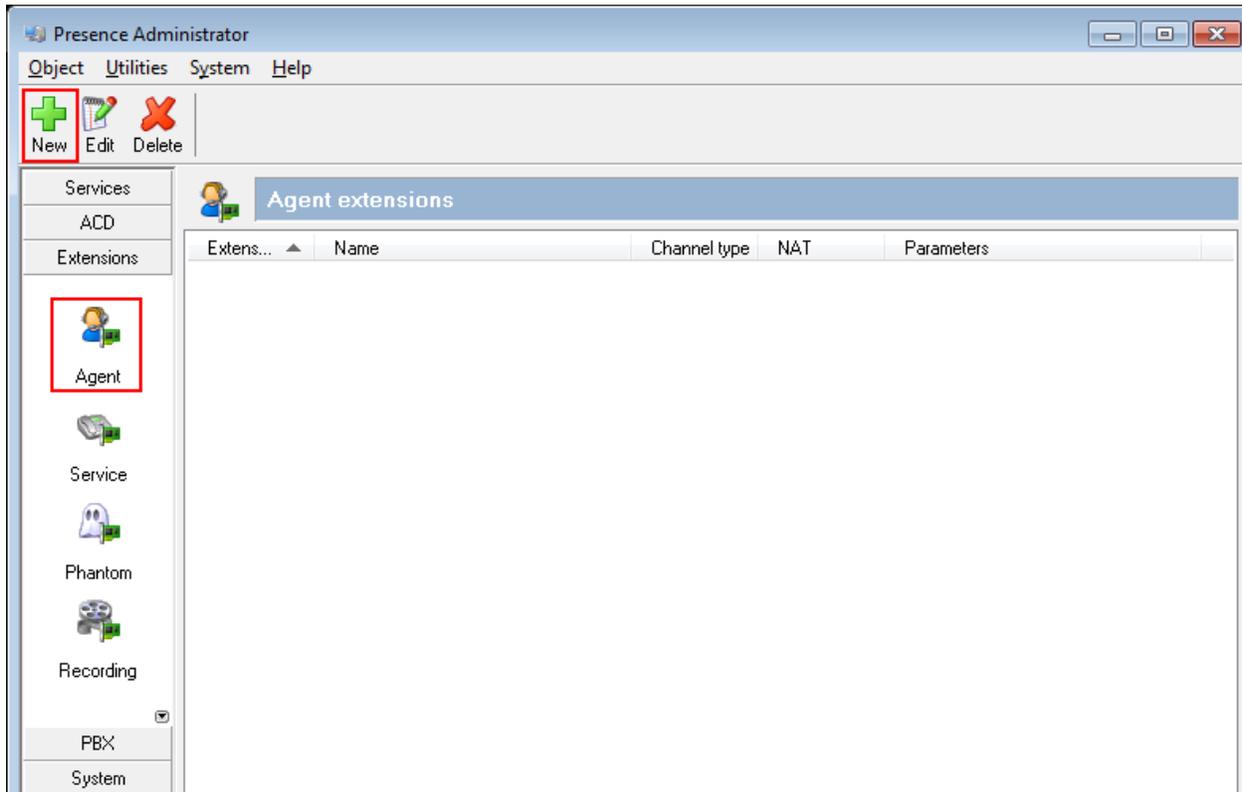


From the menu on the left side of the screen select **Skills**, use the drop down menu to select the **Skill** configured in **Section 7.3** and specify a **Level** for the skill to be applied against this agent login. Click the **Add** button and the skill should appear under **Assigned skills**. Click **OK** to save the login configuration.



## 7.5 Presence Technology OpenGate Station Configuration

Each telephone/endpoint that OpenGate could route calls to must be defined within Presence Administrator as an Agent extension. To define an Agent extension from the left hand side navigate to **Extensions** → **Agents** and click the **New** button.



In the resulting screen specify an **Extension** number that will be used to configure the presence Suite Agent application (**Section 7.9.1**). Set a **Name** that the Agent extension will be known as. It is recommended that the **Password** field is set; the password will only be required if an endpoint is to be registered directly with OpenGate. In the **Channel** field use the drop down arrow to select **SIP**. In the following field define the number that will be dialed and the route used to reach the station, which should be expressed in the form of a URI. The user part is set to the number to be dialed and the host part is set to the name of the sip trunk defined **Section 7.2**. Click on Ok once done.

**Note:** **avaya 2012** is the SIP Trunk configured in **Section 7.2** so the URI is formatted as **5001@avaya2012**.

The screenshot shows a dialog box titled "Edit agent extension". The fields are as follows:

- Extension: 2000
- Name: 2000
- Password: \*\*\*\*\*
- Channel: SIP (dropdown), 5001@avaya2012
- NAT: never (dropdown)

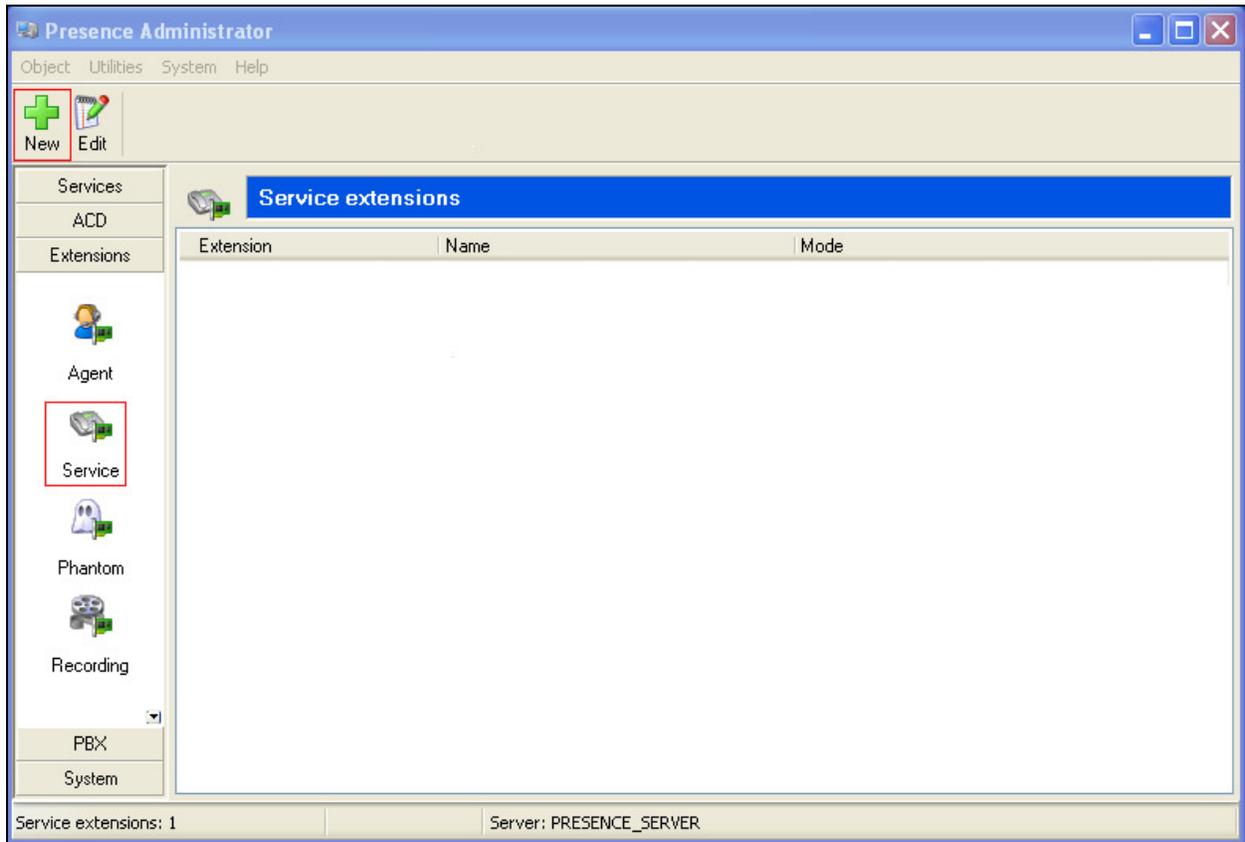
Network regions:

- OpenGate (dropdown)
- Add button
- Region list: Default
- Up arrow button
- Down arrow button
- Remove button

Buttons at the bottom: OK, Cancel, Apply.

## 7.6 Presence Technology OpenGate Service Configuration

**Service extensions** are used to route calls to a skill and to provide call treatment such as welcome announcements to incoming calls. To define a Service extension, from the left hand side navigate to **Extensions** → **Service** and click the **New** button.



In the resulting window enter an **Extension** and **Name** for the service and using the drop down menu select **Basic** for the **Mode** field. The **Ringback** field defines in seconds the amount of time a caller will hear ringing before receiving any other treatment. Select the **Enable adjunct routing** check box; this allows calls in to this service to pass call control to other applications such as the call capturing feature provided by Presence Suite. See **Section 10** for details of this and other functions provided by presence suite. For **Skill** use the drop down menu to select the skill configured in **Section 7.3**. Select a priority for the service to deliver the call to the skill; the example below uses a **Priority** of **Low**. The **Music** field is used to define a category of music that can be played to callers while they are waiting for their call to be answered. In the example below no music is played so a value of **silence** is used. **Wait time** is set to the maximum amount of time a call will remain in queue without being answered, and if this threshold is reached before the call is answered then the call will be disconnected unless the **Repeat loop** check box is selected.

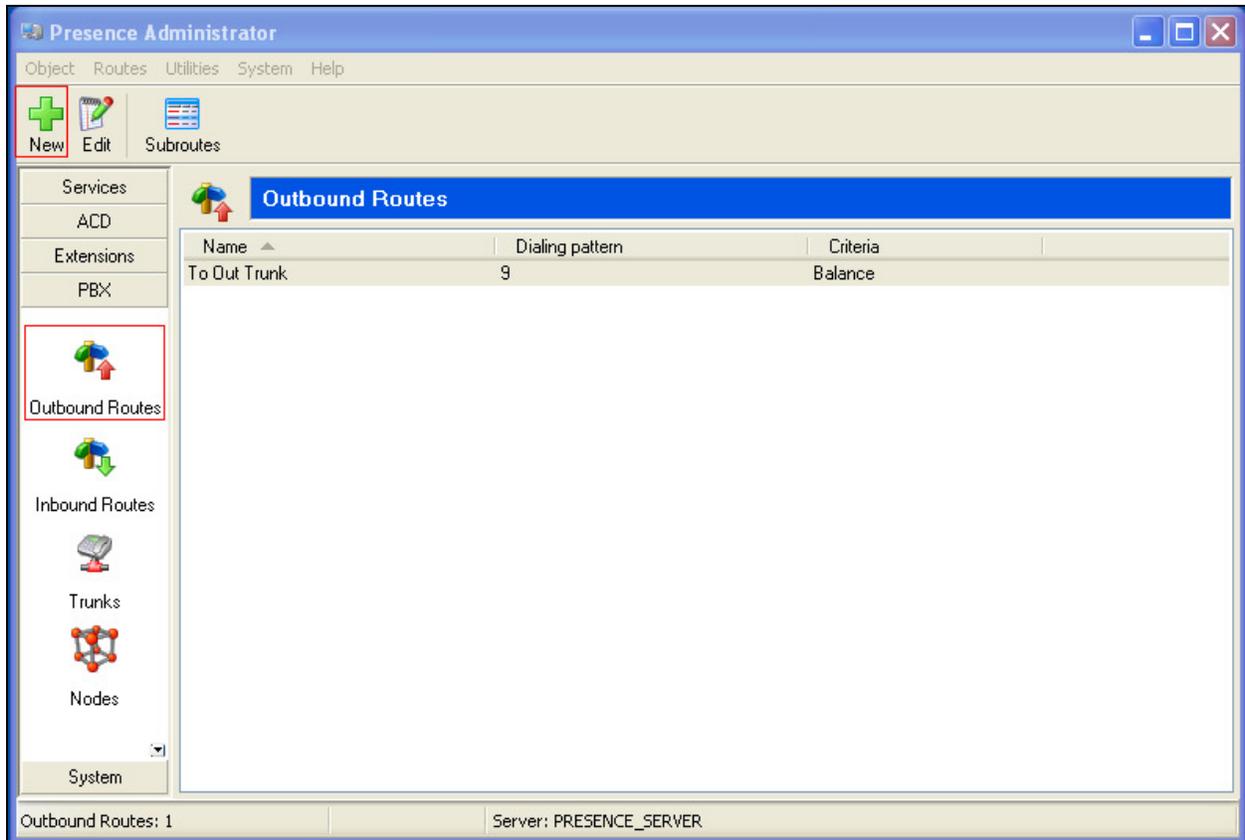
The screenshot shows a dialog box titled "Edit service extensions" with the following fields and options:

- Extension:** 7000
- Name:** 7000
- Mode:** Basic
- Ringback:** 0 seconds
- Enable adjunct routing**
- Welcome:** (empty dropdown)
- Skill:** 8000 - 8000
- Priority:** Low
- Wait:** (empty dropdown)
- Music:** silence
- Play music on hold before speech**
- Wait time:** 3600 seconds
- Repeat loop**

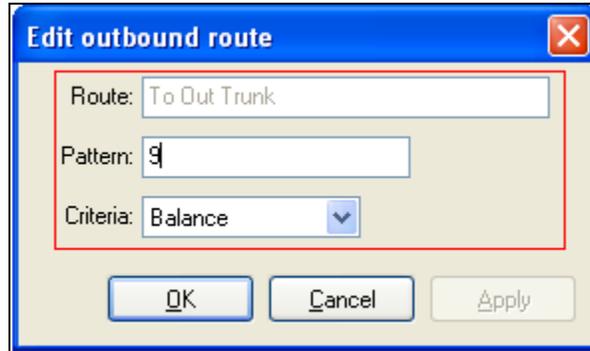
Buttons at the bottom: **OK**, **Cancel**, **Apply**, and **View dialplan**.

## 7.7 Outbound Routes

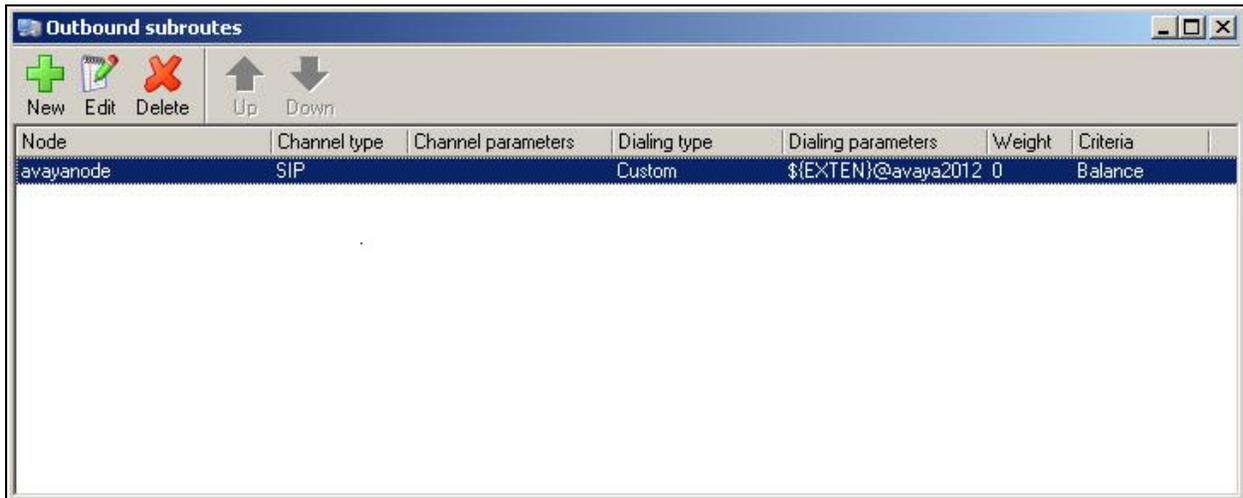
To define an outbound route, from the left hand side navigate to **PBX → Outbound Routes** and click the **New** button.



In the resulting screen enter a descriptive name in the **Route** field and in the **Pattern** field define any prefix required by outbound calls (e.g. **9** is the AC1 code on the CS1000E for outbound calls). For **Criteria** use the drop-down menu to select the method that will be used to distribute calls among the subroutes configured in the next step. **Balance** allows an even distribution of calls across the subroutes. Click **OK**.



To add an outbound subroute, from the outbound routes main page shown on the previous screen, highlight the outbound route and click the **subroutes** button at the top of the Presence Administrator screen. The **Outbound subroutes** window is then displayed as shown below. Click **New**.



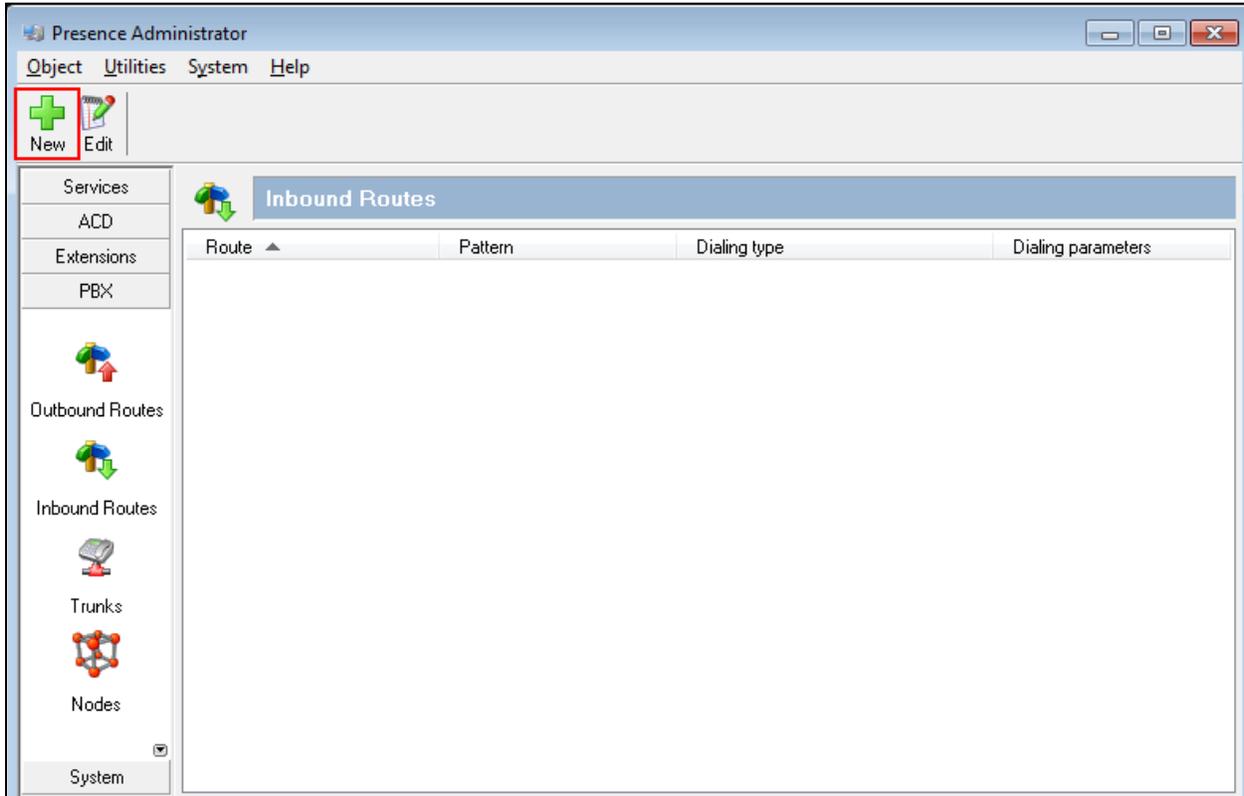
In the resulting window select the relevant **Node**, and under **Channel** select the appropriate connection type. For **Dialing string** use the drop down menu to select **Custom** and in the secondary field enter a matching pattern using a regular expression. In the example below the expression used is **`\${EXTEN}@avaya2012**. 'EXTEN' is an internal variable which represents the called number therefore this pattern will match any called number beginning with a 9 (e.g. 91801), remove the leading character (leaving 1801) and route it via the avaya2012 trunk defined in **Section 7.2**.

The screenshot shows a dialog box titled "Edit outbound subroute". It contains the following fields and controls:

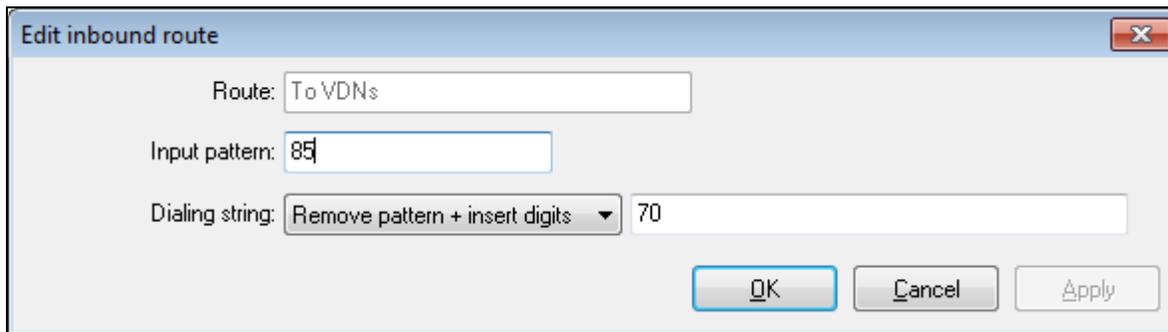
- Node:** A dropdown menu with "avayanode" selected.
- Channel:** A dropdown menu with "SIP" selected.
- Dialing string:** A dropdown menu with "Custom" selected, followed by a text input field containing the regular expression `\${EXTEN}@avaya2012`.
- Weight:** A text input field containing the value "0".
- Billing code:** An empty text input field.
- Outgoing calls identification:** A section containing a checkbox labeled "Enable outgoing calls identification" which is unchecked.
- Phone no.:** An empty text input field.
- Description:** An empty text input field.
- Buttons:** "OK", "Cancel", and "Apply" buttons are located at the bottom right of the dialog.

## 7.8 Inbound Routes

Inbound routes are used to map dialed numbers received to internal extensions within OpenGate. To define an inbound route, from the left hand side navigate to **PBX → Inbound Routes** and click the **New** button.



In the resulting window enter a descriptive name for **Route**. In the **Input pattern** field enter a numerical pattern that the inbound route will use to match incoming digits. Use the drop down menu in the **Dialing string** field to specify the digit manipulation to be performed. In the below example incoming digits **85** will be replaced with **70**; this pattern will match digits 8501 being received from CS1000E and convert to 7001 which is the internal Service extension used within OpenGate.

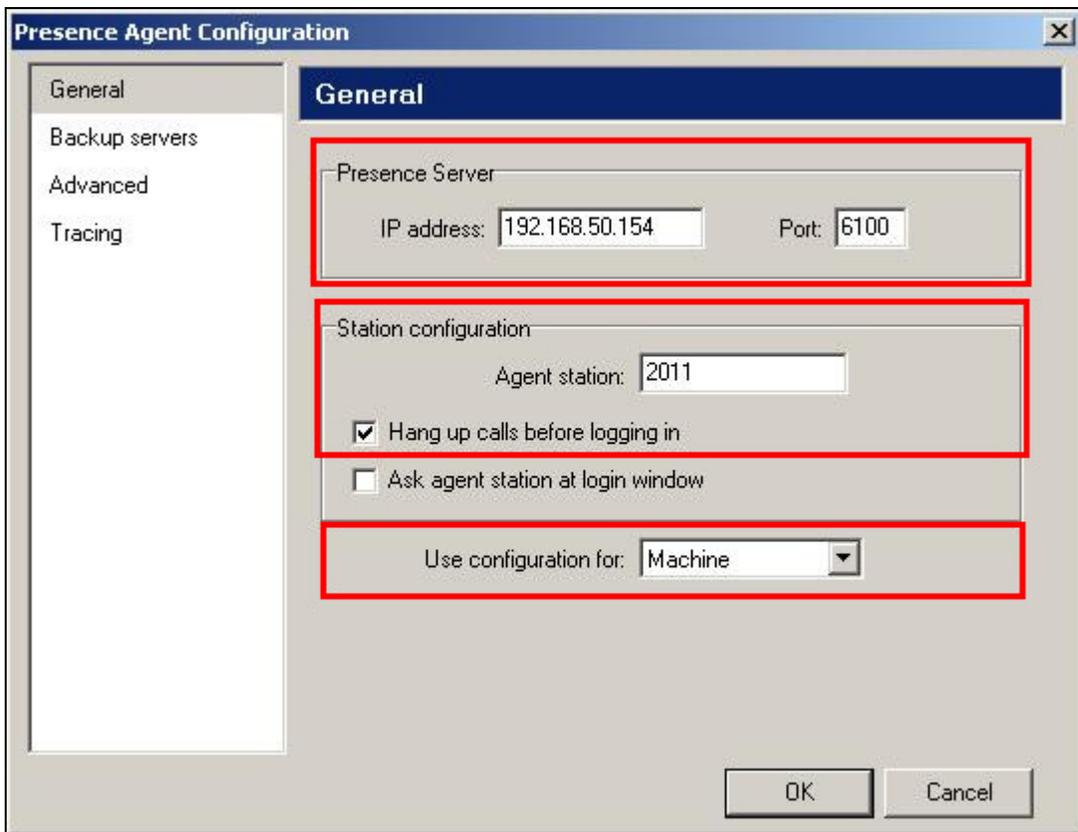


## 7.9 Logging into OpenGate

In order to receive calls from Open Gate, users must log in to the system via the Presence Agent application. This section describes the steps required to connect to OpenGate as an agent to receive ACD calls.

### 7.9.1 Presence Agent Configuration

The following steps are carried out on the Presence Suite Agent PC. Prior to installing the Presence agent, ensure that the DBExpress driver (dpexpoda.dll) is located in the C:\Windows\System32 directory. The DBExpress driver allows the agent application to communicate with the Presence Suite/OpenGate database. Launch the **Presence Agent Configuration** application by double clicking the pcoagentcfg.exe located in the C:\Presence folder. Enter the **Presence Server IP address** as **192.168.50.154**. The **Presence Server port** can be left as the default value of **6100**. Enter the extension of the station that will be used with this workstation in the **Agent station** field. Check the **Hang up calls before logging in** check box. In the field **Use configuration for** choose **Machine** from the drop down menu. Click **OK**. This step is needed for each agent configured; only the **Agent Station** field will vary.



The screenshot shows the 'Presence Agent Configuration' dialog box with the 'General' tab selected. The dialog has a sidebar on the left with options: General, Backup servers, Advanced, and Tracing. The main area is titled 'General' and contains three red-bordered sections:

- Presence Server:** IP address: 192.168.50.154, Port: 6100
- Station configuration:** Agent station: 2011,  Hang up calls before logging in,  Ask agent station at login window
- Use configuration for:** Machine (dropdown menu)

At the bottom right are 'OK' and 'Cancel' buttons.

## 7.9.2 Logging in Presence Agent

Launch the Presence agent configuration application by double clicking the pcoagent.exe located in the Presence folder Note this is located on the drive where the application is loaded, in this example this is located at C:/Presense. Enter the agent **Login** and **Password** configured in **Section 7.4** and click on **OK**.



A task bar is appears at the top of the Agent PC. Click on the green arrow to put the agent into an available state.



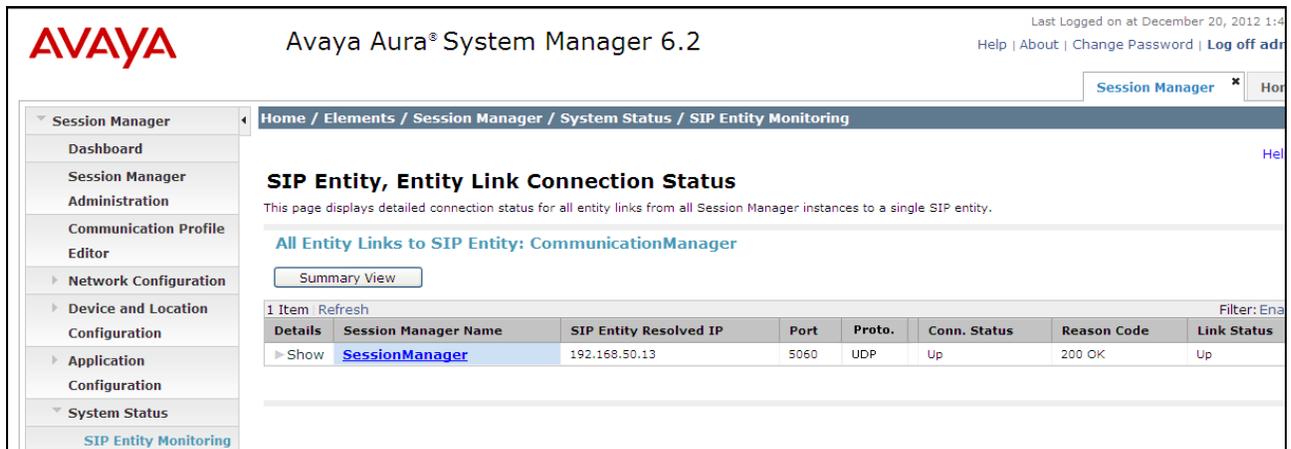
The information status on the task bar goes to available indicating the agent is ready to receive calls.



## 8. Verification Steps

This section provides steps that may be performed to verify that the solution is configured correctly.

1. From System Manager Home Tab click on Session Manager and navigate to **Session Manager → System Status → SIP Entity Monitoring**. Select the relevant SIP Entity from the list and observe if the **Conn Status** and **Link Status** are showing as **Up**.



The screenshot displays the Avaya Aura System Manager 6.2 interface. The top navigation bar includes the Avaya logo, the title "Avaya Aura® System Manager 6.2", and user information: "Last Logged on at December 20, 2012 1:4", "Help | About | Change Password | Log off admin". The breadcrumb trail is "Home / Elements / Session Manager / System Status / SIP Entity Monitoring". The main content area is titled "SIP Entity, Entity Link Connection Status" and includes a sub-header "All Entity Links to SIP Entity: CommunicationManager". Below this is a "Summary View" button and a table with the following data:

Details	Session Manager Name	SIP Entity Resolved IP	Port	Proto.	Conn. Status	Reason Code	Link Status
Show	SessionManager	192.168.50.13	5060	UDP	Up	200 OK	Up

2. Manually verify that calls can be placed to OpenGate and routed to Agents.

## 9. Conclusion

These Application Notes describe the configuration steps required for Presence Technology OpenGate R9.2 to successfully interoperate with Avaya Communication Server 1000E R7.5 and Avaya Aura® Session Manager R6.2. All functionality and serviceability test cases were completed successfully.

## 10. Additional References

This section references the Avaya and Presence Suite product documentation that are relevant to these Application Notes.

Product documentation for Avaya products may be found at <http://support.avaya.com>.

- [1] *Software Input Reference Administration Avaya Communication Server 1000, Release 7.5*; Document No. NN43001-611\_05.02
- [2] *Administering Avaya Aura® Session Manager – Release 6.2*

The following documentation is available on request from Presence: [www.presenceco.com](http://www.presenceco.com)

- [1] *ACD Sys Presence Administrator Manual Presence Suite, V9.2*
- [2] *Presence Installation Guides Presence Software, V9.2*
- [3] *PBX/ACD Requirements Presence Software, V9.2*

# Appendix A

## List of Patches on Avaya Communication Server 1000E R 7.5

```
VERSION 4121
RELEASE 7
ISSUE 50 Q +
DepList 1: core Issue: 01 (created: 2012-03-14 13:55:18 (est))

IN-SERVICE PEPS
PAT# CR #          PATCH REF #      NAME          DATE          FILENAME          SPECINS
000 wi00969890      ISS1:1OF1       p31664_1      06/07/2012   p31664_1.cpl     YES
001 wi00974635      ISS1:1OF1       p31695_1      06/07/2012   p31695_1.cpl     YES
002 wi00958776      ISS1:1OF1       p31542_1      06/07/2012   p31542_1.cpl     YES
003 wi00925218      ISS1:1OF1       p30675_1      06/07/2012   p30675_1.cpl     NO
004 wi00881777      ISS1:1OF1       p25747_1      06/07/2012   p25747_1.cpl     NO
005 wi00862574      iss1:1of1       p30870_1      06/07/2012   p30870_1.cpl     NO
006 wi00879322      ISS1:1OF1       p30954_1      06/07/2012   p30954_1.cpl     NO
007 wi00976209      ISS1:1OF1       p31717_1      06/07/2012   p31717_1.cpl     YES
008 wi00984178      ISS1:1OF1       p31786_1      06/07/2012   p31786_1.cpl     NO
009 wi00959284      ISS1:1OF1       p31531_1      06/07/2012   p31531_1.cpl     NO
010 wi00905660      ISS1:1OF1       p27968_1      06/07/2012   p27968_1.cpl     NO
011 wi00897082      ISS1:1OF1       p31124_1      06/07/2012   p31124_1.cpl     NO
012 wi00897096      ISS1:1OF1       p30676_1      06/07/2012   p30676_1.cpl     NO
013 wi00855423      ISS1:1OF1       p31328_1      06/07/2012   p31328_1.cpl     YES
014 wi00896680      ISS1:1OF1       p30357_1      06/07/2012   p30357_1.cpl     NO
015 wi00937672      ISS1:1OF1       p31276_1      06/07/2012   p31276_1.cpl     NO
016 wi00859123      ISS1:1OF1       p30648_1      06/07/2012   p30648_1.cpl     NO
017 wi00949273      ISS1:1OF1       p31411_1      06/07/2012   p31411_1.cpl     NO
018 wi00840590      ISS1:1OF1       p30767_1      06/07/2012   p30767_1.cpl     NO
019 wi00978007      ISS1:1OF1       p31737_1      06/07/2012   p31737_1.cpl     NO
020 wi00865477      ISS1:1OF1       p30897_1      06/07/2012   p30897_1.cpl     YES
021 wi00900668      ISS1:1OF1       p30456_1      06/07/2012   p30456_1.cpl     NO
022 wi00906163      ISS1:1OF1       p31205_1      06/07/2012   p31205_1.cpl     NO
023 wi00949627      ISS1:1OF1       p31462_1      06/07/2012   p31462_1.cpl     NO
024 wi00875701      ISS1:1OF1       p30942_1      06/07/2012   p30942_1.cpl     NO
025 wi00937114      ISS1:1OF1       p31310_1      06/07/2012   p31310_1.cpl     NO
026 wi00858335      ISS1:1OF1       p30819_1      06/07/2012   p30819_1.cpl     NO
027 wi00869243      ISS1:1OF1       p30848_1      06/07/2012   p30848_1.cpl     NO
028 wi00896394      ISS1:1OF1       p30807_1      06/07/2012   p30807_1.cpl     NO
029 wi00925208      ISS1:1OF1       p30986_1      06/07/2012   p30986_1.cpl     NO
030 wi00835294      ISS1:1OF1       p30565_1      06/07/2012   p30565_1.cpl     NO
031 wi00962211      ISS1:1OF1       p31580_1      06/07/2012   p31580_1.cpl     NO
032 wi00945997      ISS1:1OF1       p31641_1      06/07/2012   p31641_1.cpl     NO
033 wi00907697      ISS1:1OF1       p31227_1      06/07/2012   p31227_1.cpl     NO
034 wi00886321      ISS1:1OF1       p31009_1      06/07/2012   p31009_1.cpl     NO
035 wi00854130      ISS1:1OF1       p30443_1      06/07/2012   p30443_1.cpl     NO
036 wi00873382      ISS1:1OF1       p30832_1      06/07/2012   p30832_1.cpl     NO
037 WI00927300      ISS1:1OF1       p30999_1      06/07/2012   p30999_1.cpl     NO
038 wi00982243      ISS1:1OF1       p31797_1      06/07/2012   p31797_1.cpl     NO
039 wi00898327      ISS1:1OF1       p31136_1      06/07/2012   p31136_1.cpl     NO
040 wi00832106      ISS1:1OF1       p30550_1      06/07/2012   p30550_1.cpl     NO
041 wi00900096      ISS1:1OF1       p31006_1      06/07/2012   p31006_1.cpl     NO
042 wi00959820      ISS1:1OF1       p31562_1      06/07/2012   p31562_1.cpl     NO
043 wi00895090      ISS1:1OF1       p31105_1      06/07/2012   p31105_1.cpl     NO
044 wi00967509      ISS1:1OF1       p31294_1      06/07/2012   p31294_1.cpl     NO
045 wi00890475      p30952         p31048_1      06/07/2012   p31048_1.cpl     NO
046 wi00852365      ISS1:1OF1       p30707_1      06/07/2012   p30707_1.cpl     NO
047 wi00957252      ISS1:1OF1       p31530_1      06/07/2012   p31530_1.cpl     NO
048 wi00887744      ISS2:1OF1       p31026_2      06/07/2012   p31026_2.cpl     NO
049 WI00853473      ISS1:1OF1       p30625_1      06/07/2012   p30625_1.cpl     NO
```

050	wi00905600	ISS1:1OF1	p31201_1	06/07/2012	p31201_1.cpl	NO
051	WI00889786	ISS1:1OF1	p30750_1	06/07/2012	p30750_1.cpl	NO
052	wi00827950	ISS2:1OF1	p30471_2	06/07/2012	p30471_2.cpl	NO
053	wi00843623	ISS1:1OF1	p30731_1	06/07/2012	p30731_1.cpl	YES
054	wi00960809	ISS1:1OF1	p31564_1	06/07/2012	p31564_1.cpl	NO
055	wi00898200	ISS1:1of1	p31274_1	06/07/2012	p31274_1.cpl	NO
056	wi00938555	ISS1:1OF1	p30881_1	06/07/2012	p30881_1.cpl	YES
057	wi00964006	ISS1:1OF1	p31595_1	06/07/2012	p31595_1.cpl	YES
058	wi00865477	ISS1:1OF1	p30898_1	06/07/2012	p30898_1.cpl	YES
059	wi00905297	ISS1:1OF1	p31195_1	06/07/2012	p31195_1.cpl	NO
060	wi00839255	ISS1:1OF1	p30591_1	06/07/2012	p30591_1.cpl	NO
061	wi00960133	ISS2:1OF1	p31557_2	06/07/2012	p31557_2.cpl	NO
062	wi00967754	ISS1:1OF1	p31653_1	06/07/2012	p31653_1.cpl	YES
063	wi00943172	ISS1:1OF1	p31402_1	06/07/2012	p31402_1.cpl	NO
064	wi00877367	ISS1:1OF1	p30534_1	06/07/2012	p30534_1.cpl	NO
065	wi00857566	ISS1:1OF1	p30766_1	06/07/2012	p30766_1.cpl	NO
066	wi00948274	ISS1:1OF1	p31365_1	06/07/2012	p31365_1.cpl	NO
067	wi00841980	ISS1:1OF1	p30618_1	06/07/2012	p30618_1.cpl	NO
068	wi00897176	ISS1:1OF1	p30418_1	06/07/2012	p30418_1.cpl	NO
069	wi00865477	ISS1:1OF1	p30892_1	06/07/2012	p30892_1.cpl	YES
070	wi00931028	ISS1:1OF1	p31354_1	06/07/2012	p31354_1.cpl	YES
071	wi00875425	ISS1:1OF1	p30943_1	06/07/2012	p30943_1.cpl	NO
072	wi00968531	ISS1:1OF1	p31645_1	06/07/2012	p31645_1.cpl	NO
073	wi00895181	ISS1:1OF1	p31106_1	06/07/2012	p31106_1.cpl	NO
074	wi00973241	ISS1:1OF1	p31715_1	06/07/2012	p31715_1.cpl	NO
075	wi00948931	ISS1:1OF1	p31407_1	06/07/2012	p31407_1.cpl	NO
076	wi00968157	ISS1:1OF1	p31637_1	06/07/2012	p31637_1.cpl	NO
077	wi00871969	ISS1:1OF1	p30768_1	06/07/2012	p30768_1.cpl	NO
078	wi00967510	ISS1:1OF1	p31147_1	06/07/2012	p31147_1.cpl	NO
079	wi00891626	ISS1:1OF1	p31051_1	06/07/2012	p31051_1.cpl	YES
080	wi00946558	ISS1:1OF1	p31358_1	06/07/2012	p31358_1.cpl	NO
081	wi00839821	ISS1:1OF1	p30619_1	06/07/2012	p30619_1.cpl	NO
082	WI00839794	ISS1:1OF1	p28647_1	06/07/2012	p28647_1.cpl	NO
083	WI00843571	ISS1:1OF1	p30627_1	06/07/2012	p30627_1.cpl	NO
084	wi00856991	ISS1:1OF1	p17588_1	06/07/2012	p17588_1.cpl	NO
085	wi00842409	ISS1:1OF1	p30621_1	06/07/2012	p30621_1.cpl	NO
086	wi00927321	ISS1:1OF1	p31286_1	06/07/2012	p31286_1.cpl	YES
087	wi00974272	ISS1:1OF1	p31690_1	06/07/2012	p31690_1.cpl	YES
088	wi00880386	ISS1:1OF1	p30977_1	06/07/2012	p30977_1.cpl	NO
089	wi00865477	ISS1:1OF1	p30896_1	06/07/2012	p30896_1.cpl	YES
090	wi00838073	ISS1:1OF1	p30588_1	06/07/2012	p30588_1.cpl	NO
091	wi00965838	ISS1:1OF1	p31623_1	06/07/2012	p31623_1.cpl	NO
092	wi00879526	ISS1:1OF1	p31007_1	06/07/2012	p31007_1.cpl	NO
093	wi00958682	ISS1:1OF1	p31540_1	06/07/2012	p31540_1.cpl	NO
094	wi00969581	ISS1:1OF1	p31661_1	06/07/2012	p31661_1.cpl	YES
095	wi00973858	ISS1:1OF1	p31691_1	06/07/2012	p31691_1.cpl	NO
096	wi00946282	ISS1:1OF1	p31204_1	06/07/2012	p31204_1.cpl	NO
097	wi00863876	ISS1:1OF1	p30787_1	06/07/2012	p30787_1.cpl	NO
098	wi00908933	ISS1:1OF1	p31239_1	06/07/2012	p31239_1.cpl	NO
099	wi00856702	ISS1:1OF1	p30573_1	06/07/2012	p30573_1.cpl	NO
100	wi00975133	ISS1:1OF1	p31731_1	06/07/2012	p31731_1.cpl	NO
101	wi00932948	ISS1:1OF1	p31077_1	06/07/2012	p31077_1.cpl	NO
102	wi00969208	ISS1:1OF1	p31656_1	06/07/2012	p31656_1.cpl	NO
103	WI00836292	ISS1:1OF1	p30554_1	06/07/2012	p30554_1.cpl	NO
104	wi00908598	ISS1:1OF1	p31235_1	06/07/2012	p31235_1.cpl	NO
105	wi00880836	ISS1:1OF1	p30976_1	06/07/2012	p30976_1.cpl	NO
106	WI00854150	ISS1:1OF1	p30468_1	06/07/2012	p30468_1.cpl	NO
107	wi00894243	ISS1:1OF1	p31087_1	06/07/2012	p31087_1.cpl	NO
108	wi00877592	ISS1:1OF1	p30880_1	06/07/2012	p30880_1.cpl	NO
109	wi00871739	ISS1:1OF1	p30856_1	06/07/2012	p30856_1.cpl	NO
110	wi00688381	ISS1:1OF1	p30104_1	06/07/2012	p30104_1.cpl	NO
111	wi00955753	ISS1:1OF1	p31733_1	06/07/2012	p31733_1.cpl	NO
112	wi00850521	ISS1:1OF1	p30709_1	06/07/2012	p30709_1.cpl	YES

113	wi00932204	ISS2:1OF1	p31305_2	06/07/2012	p31305_2.cpl	NO
114	wi00906022	ISS1:1OF1	p31202_1	06/07/2012	p31202_1.cpl	NO
115	wi00860279	ISS1:1OF1	p30789_1	06/07/2012	p30789_1.cpl	NO
116	wi00959457	ISS1:1OF1	p31551_1	06/07/2012	p31551_1.cpl	NO
117	wi00852389	ISS1:1OF1	p30641_1	06/07/2012	p30641_1.cpl	NO
118	wi00941500	ISS1:1OF1	p31394_1	06/07/2012	p31394_1.cpl	NO
119	wi00834382	ISS1:1OF1	p30548_1	06/07/2012	p30548_1.cpl	NO
120	wi00883604	ISS1:1OF1	p30973_1	06/07/2012	p30973_1.cpl	NO
121	wi00921295	ISS1:1OF1	p31265_1	06/07/2012	p31265_1.cpl	NO
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125	wi00856410	ISS1:1OF1	p30749_1	06/07/2012	p30749_1.cpl	NO
126	wi00859499	ISS1:1OF1	p30694_1	06/07/2012	p30694_1.cpl	NO
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128	wi00978883	ISS1:1OF1	p31770_1	06/07/2012	p31770_1.cpl	NO
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132	wi00891621	ISS1:1OF1	p31037_1	06/07/2012	p31037_1.cpl	NO
133	wi00969039	ISS1:1OF1	p31643_1	06/07/2012	p31643_1.cpl	NO
134	wi00942734	ISS1:1OF1	p31409_1	06/07/2012	p31409_1.cpl	NO
135	wi00865477	ISS1:1OF1	p30893_1	06/07/2012	p30893_1.cpl	YES
136	wi00930649	ISS1:1OF1	p31570_1	06/07/2012	p31570_1.cpl	NO
137	wi00841273	ISS1:1OF1	p30713_1	06/07/2012	p30713_1.cpl	NO
138	wi00826075	ISS1:1OF1	p30452_1	06/07/2012	p30452_1.cpl	NO
139	wi00959463	ISS1:1OF1	p31528_1	06/07/2012	p31528_1.cpl	NO
140	wi00929140	ISS1:1OF1	p31284_1	06/07/2012	p31284_1.cpl	NO
141	wi00824257	ISS1:1OF1	p30447_1	06/07/2012	p30447_1.cpl	NO
142	WI00836334	ISS1:1OF1	p30481_1	06/07/2012	p30481_1.cpl	NO
143	wi00936714	ISS1:1OF1	p31379_1	06/07/2012	p31379_1.cpl	NO
144	wi00903381	ISS1:1OF1	p30421_1	06/07/2012	p30421_1.cpl	NO
145	wi00839134	ISS1:1OF1	p30698_1	06/07/2012	p30698_1.cpl	YES
146	wi00962557	ISS1:1OF1	p31581_1	06/07/2012	p31581_1.cpl	NO
147	wi00853178	ISS1:1OF1	p30719_1	06/07/2012	p30719_1.cpl	NO
148	WI00928455	ISS1:1OF1	p31297_1	06/07/2012	p31297_1.cpl	NO
149	wi00903437	ISS1:1OF1	p31167_1	06/07/2012	p31167_1.cpl	NO
150	wi00884699	ISS1:1OF1	p31000_1	06/07/2012	p31000_1.cpl	YES
151	wi00932958	ISS1:1OF1	p31115_1	06/07/2012	p31115_1.cpl	NO
152	wi00896420	ISS1:1OF1	p30867_1	06/07/2012	p30867_1.cpl	NO
153	wi00865477	ISS1:1OF1	p30894_1	06/07/2012	p30894_1.cpl	YES
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155	wi00857362	ISS1:1OF1	p30782_1	06/07/2012	p30782_1.cpl	NO
156	wi00956788	ISS1:1OF1	p31638_1	06/07/2012	p31638_1.cpl	NO
157	wi00924886	ISS1:1OF1	p31062_1	06/07/2012	p31062_1.cpl	YES
158	wi00854415	ISS1:1OF1	p30593_1	06/07/2012	p30593_1.cpl	NO
159	wi00930864	ISS1:1OF1	p31325_1	06/07/2012	p31325_1.cpl	NO
160	wi00968448	ISS1:1OF1	p31648_1	06/07/2012	p31648_1.cpl	YES
161	wi00962955	ISS1:1OF1	p31585_1	06/07/2012	p31585_1.cpl	NO
162	wi00977393	ISS1:1OF1	p31744_1	06/07/2012	p31744_1.cpl	YES
163	wi00868729	ISS1:1OF1	p31163_1	06/07/2012	p31163_1.cpl	NO
164	wi00951427	ISS1:1OF1	p31478_1	06/07/2012	p31478_1.cpl	NO
165	wi00894443	ISS1:1OF1	p31093_1	06/07/2012	p31093_1.cpl	NO
166	wi00956885	ISS1:1OF1	p31489_1	06/07/2012	p31489_1.cpl	NO
167	wi00968353	ISS1:1OF1	p31412_1	06/07/2012	p31412_1.cpl	NO
168	wi00836182	ISS1:1OF1	p30450_1	06/07/2012	p30450_1.cpl	NO
169	wi00961267	ISS1:1OF1	p30288_1	06/07/2012	p30288_1.cpl	NO
170	wi00907707	ISS1:1OF1	p31228_1	06/07/2012	p31228_1.cpl	NO
171	wi00965285	ISS1:1OF1	p31476_1	06/07/2012	p31476_1.cpl	NO
172	wi00903369	ISS1:1OF1	p31165_1	06/07/2012	p31165_1.cpl	NO
173	wi00936935	ISS1:1OF1	p31362_1	06/07/2012	p31362_1.cpl	NO
174	wi00900766	ISS1:1OF1	p31159_1	06/07/2012	p31159_1.cpl	NO
175	wi00943748	ISS1:1OF1	p31516_1	06/07/2012	p31516_1.cpl	NO

176	wi00882293	ISS1:1OF1	p31010_1	06/07/2012	p31010_1.cpl	NO
177	wi00953900	ISS1:1OF1	p31494_1	06/07/2012	p31494_1.cpl	NO
178	wi00949410	ISS1:1OF1	p31248_1	06/07/2012	p31248_1.cpl	NO
179	wi00975659	ISS1:1OF1	p31707_1	06/07/2012	p31707_1.cpl	NO
180	wi00946477	ISS1:1OF1	p31426_1	06/07/2012	p31426_1.cpl	NO

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