



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring CallTouch from Northgate Information Solutions UK Limited with Avaya Aura® Contact Centre R6.3 and Avaya Communication Server 1000E R7.5 – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning CallTouch from Northgate Information Solutions UK Limited with Avaya Aura® Contact Centre R6.3 and Avaya Communication Server 1000E R7.5.

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 for provisioning CallTouch from Northgate Information Solutions UK Limited with Avaya Aura® Contact Centre R6.3 connecting to the Application Module Link (AML) on the Avaya Communication Server 1000E R7.5. CallTouch is an Open Communications Platform capable of simultaneously controlling all available communication mediums. Through this single platform a wide range of applications may be facilitated including Integrated Communication Control System (ICCS), Call Handling, Mobile Data, Locating, Callout and Directories.

The CallTouch Agent desktop achieves desktop softphone CTI via server side integration. There are multiple server side adapters for connecting to multiple telephony platforms. CallTouch is a server based, thin client, multi-channel contact centre and agent desktop that provides call control and monitoring functionality to end users via the .net interface on the Communication Control Toolkit (CCT) module of Avaya Aura® Contact Centre.

2. General Test Approach and Test Results

The interoperability compliance testing testing focused on verifying CallTouch Agent desktop handling of CTI messages in the areas of call control, event notification and routing.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The interoperability compliance testing focuses on various technical testing scenarios to verify CallTouch with Avaya Aura® Contact Centre. In addition, serviceability tests were also performed to assess the reliability and accuracy of the joint solution. The testing focused on the following types of calls:

- Login/Logout operators using CallTouch
- Basic Inbound/Outbound Calls
- Hold/Transfer Functionality
- Ready / Not Ready Reason Code Selection
- Voicemail and DTMF test
- Failover testing.

2.2. Test Results

All Test Cases passed except for the following issue:

- When transferring a caller to an IVR or voicemail system (in this specific case Avaya CallPilot®) the transfer could not be completed due to the fact that the CallTouch was not aware that the call was answered and therefore could not provide the user with a call complete button to complete the transfer. A DevConnect ticket number OPENTECH16211 is associated with this problem.

The following observations were noted:

- CallTouch does not support a “Blind” or “Unsupervised” transfer.
- The transfer to CallPilot cannot be completed.
- During the consultative transfer process if the original caller hangs up while the consultation is in progress the agent loses the buttons for any further call control until the consulted person answers the call. There is a potential that if the call is not answered the agent will need to wait for a timeout on the PBX in order to gain back control. Note this is the case for both conference and transfer.
- If the workstation is disconnected from the LAN and re-connected during the same call there is no noticeable issue and the workstation remains in control of the phone set. However if the workstation is disconnected for a longer period and the call is cleared then a change of agent state such as manually going ready/not ready re-syncs the system again.

2.3. Support

Support from Avaya is available by visiting the website <http://support.avaya.com> and a list of product documentation can be found in **Section 10** of these Application Notes. Technical support for the CallTouch product can be obtained as follows.

- Tel : +44 (0)8450705577
- Email : pssd@northgate-is.com

3. Reference Configuration

The configuration in **Figure 1** shows the setup for compliance testing. The Northgate solution was connected to the Avaya solution, consisting of a CS1000E and a Contact Centre installed connecting via AML to the CS1000E, using a VPN connection between the two local area networks. The .net interface on the Contact Centre provides CTI capability. An agent running the CallTouch Agent Desktop software in a browser is used to answer/make the calls in a call centre environment.

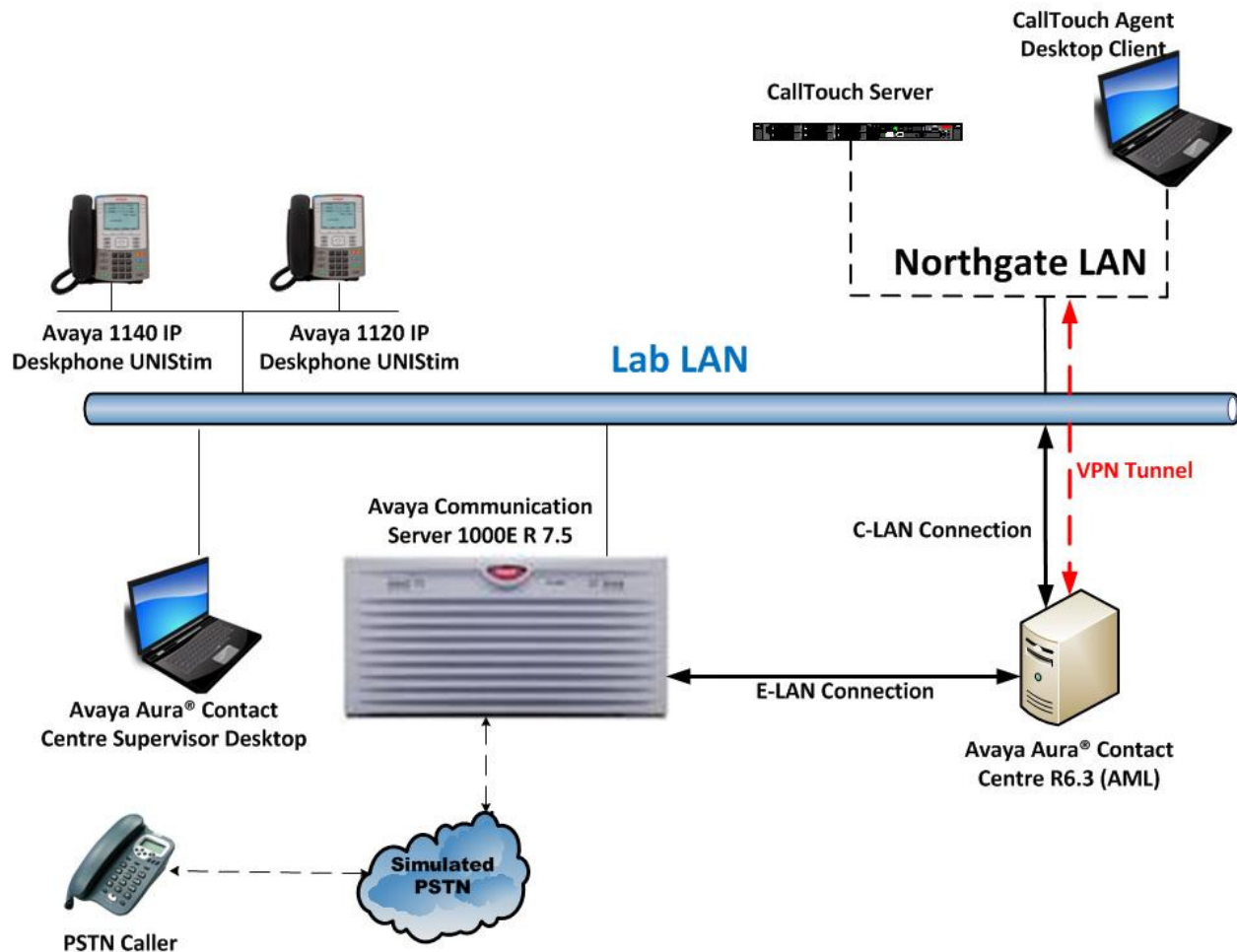


Figure 1: Connection of Northgate CallTouch with Avaya Aura® Contact Centre R6.3 and Avaya Communication Server 1000E R7.5

4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Equipment/Software	Release/Version
Avaya Communication Server 1000E CPPM	R7.5 (See Appendix A for a full list of Patches)
Avaya Aura® Contact Centre running on a Platform Independent Server (PVI) Server	R6.3 SP9 (See Appendix C for a full list of Patches)
Avaya 1140E IP UNISTim Deskphone	0625C8L
Avaya 1120E IP UNISTim Deskphone	0624C8L
Northgate CallTouch Server	109.4.65.7.34
Northgate CallTouch Workstation	240.204.55.5.27

5. Configure Avaya Communication Server 1000E

It is assumed that a fully functioning CS1000E is in place with the necessary licensing and with an E-LAN connection in place to the Contact Centre. For further information on the configuration of the CS1000E please see **Section 10** of these Application Notes. A telnet application such as “PUTTY” is used to administer the CS1000E. Open an SSH Session to the Node IP address of the CS1000E, login to the CS1000E Linux application using the appropriate credentials and type **cslogin** (not shown) to gain access to the PBX command line interface.

Note: A simulated PSTN connection was present on the CS1000E in the form of a QSig ISDN connection, the configuration of which is outside the scope of these Application Notes.

5.1. Configuration of Agent Deskphone for CTI

There is no specific setup required to allow CallTouch take control of the set other than ensuring Associate Set Assignment (**AST**) is set for the ACD (Key 0) and the SCR (Private DN). In order to add or make a change to a set enter overlay 20 by typing **LD 20** at the > prompt. Note the full printout of a programmed set that was used to test is included in the **Appendix B** of these Application Notes.

Prompt	Response	Description
>	LD 20	Enter Overlay 20
REQ	chg	change
TYPE	1140	Type of phone set
TN	96 0 0 6	Loop Shelf Card unit of the telephone
AST	00 03	Allow CTI for keys 00 and 03
Return to end		

5.2. Add a new Control Directory Number (CDN)

In order to route calls to agents a **CDN** must be created on the CS1000E. Enter overlay 23 in order to create a CDN. Type **LD 23** at the > prompt in order to enter the overlay.

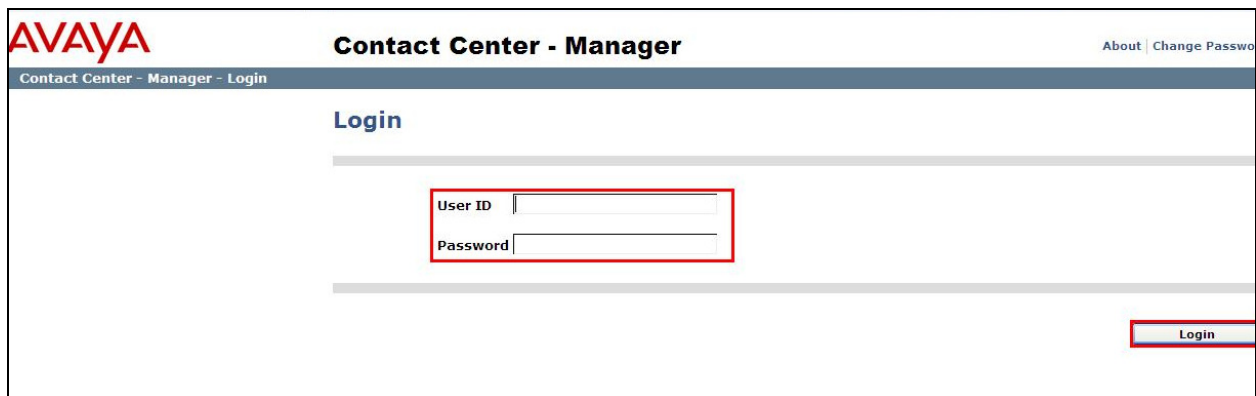
Prompt	Response	Description
>	LD 23	Enter Overlay 23
REQ	new	Add and new
TYPE	CDN	Control Directory Number
CUST	0	Customer Number 0
CDN	6100	CDN number 6100
Return to...		
DFDN	6666	Default ACD DN (this is the ACDQ printed in Appendix B)
Return to end		

6. Configuration of Avaya Aura® Contact Centre

It is assumed that a fully functioning Contact Centre is already in operation and these Application Notes do not go through the setup of the Contact Centre from the beginning rather what steps are required in order to ensure that CallTouch can login and take control of phone sets. For more information on the setup and configuration of Contact Centre please refer to **Section 10** of these Application Notes.

Note: A printout of the patch list is available in **Appendix C**.

Login to the Contact Centre by opening a web session to the Contact Centre sever and enter the proper credentials and click on the Login button.



The screenshot shows the Avaya Contact Center Manager Login page. The header includes the Avaya logo, the title "Contact Center - Manager", and links for "About" and "Change Password". Below the header, the page is titled "Login". There are two input fields: "User ID" and "Password", both highlighted with a red border. A "Login" button is located at the bottom right of the page, also highlighted with a red border.

6.1. Contact Centre Configuration

Select **Configuration** as highlighted below.



The screenshot shows the Avaya Contact Center Manager Launchpad page. The header includes the Avaya logo, the title "Contact Center - Manager", and links for "About" and "Audit Trail". Below the header, the page is titled "Launchpad". There is a list of menu items, each with a circular icon. The "Configuration" item is highlighted with a red border. The other items are "Contact Center Management", "Access and Partition Management", "Real-Time Reporting", "Historical Reporting", "Call Recording and Quality Monitoring", "Scripting", "Emergency Help", "Outbound", and "Multimedia".

A CDN for emergency calls should be added in order to route the emergency calls to the agents. To add a CDN to the Contact Centre click on **CDN's (Route Points)** in the left window and enter the CDN details in the right window and ensure that **Acquired?** is ticked. Note this will be the same CDN as was created in **Section 5.2** above.

The screenshot shows the Avaya Configuration window. On the left, the tree view is expanded to 'CDN's (Route Points)'. On the right, the 'CDNs (Route Points)' table is displayed. The table has columns: Name, Number, Call Type, Acquired?, and Status. The 'Acquired?' column has checkboxes, and the 'Status' column shows 'Acquired' for all entries.

Name	Number	Call Type	Acquired?	Status
North6100	6100	Local	<input checked="" type="checkbox"/>	Acquired
North6101	6101	Local	<input checked="" type="checkbox"/>	Acquired
North6102	6102	Local	<input checked="" type="checkbox"/>	Acquired
North6103	6103	Local	<input checked="" type="checkbox"/>	Acquired
North6104	6104	Local	<input checked="" type="checkbox"/>	Acquired
*			<input type="checkbox"/>	

In order to route the emergency calls to the agents, emergency skillsets must be added. Click on **Skillsets** in the left window and enter the information for the skillset in the right window.

The screenshot shows the Avaya Configuration window. On the left, the tree view is expanded to 'Skillsets'. On the right, the 'Skillsets' table is displayed. The table has columns: Contact Type, Prefix, Skillset Name, Default Activity Code, Threshold Class, and Call Age Preference. The 'Contact Type' column has a dropdown menu. The 'Skillset Name' column has a dropdown menu. The 'Default Activity Code' column has a dropdown menu. The 'Threshold Class' column has a dropdown menu. The 'Call Age Preference' column has a dropdown menu. The 'Skillset Name' column has a dropdown menu. The 'Default Activity Code' column has a dropdown menu. The 'Threshold Class' column has a dropdown menu. The 'Call Age Preference' column has a dropdown menu.

Contact Type	Prefix	Skillset Name	Default Activity Code	Threshold Class	Call Age Preference
Voice_Mail	VM_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
SMS	SM_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Fax	FX_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Scanned_Document	SD_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
OpenQ	OG_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Predictive_Outbound	PR_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Outbound	OB_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Web_Communications	WC_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Email	EM_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Voice		Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Voice		EmergOpp	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Voice		Non_EmergOpp	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Voice		Admin1	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Voice		Public	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
*					

A Call Presentation Class is required for the Emergency Agents. To add a new Call Presentation Class click on **Call Presentation Classes** in the left window and add the call presentation class details in the right window ensure that **Call Force Delay** is selected for the **Presentation Option** and set the **Call Force Delay Timer** to 1.

Configuration

Server Download Status Launchpad Help

AACC63VMPG

Activity Codes

Call Presentation Classes

Name	Presentation Option	Call Force Delay Timer	Return To Queue After N Seconds	After Return to Queue, Make Phoneset	After Call, Break for N seconds	Answer By Placing DN Call On Hold
Call_Centre_Admin	Return To Queue	0	18	Not Ready	0	<input checked="" type="checkbox"/>
Non-Emerg_Opp	Let Call Ring	0	N/A	N/A	10	<input type="checkbox"/>
Emerg_Opp	Call Force Delay	1	N/A	N/A	5	<input type="checkbox"/>
Admin	Call Force Delay	1	N/A	N/A	5	<input type="checkbox"/>

Activity codes must be added to allow for the not ready reason codes to operate. Click on **Activity Codes** in the left window and add the required activity codes in the right window.

Configuration

Server Download Status Launchpad Help

AACC63VMPG

Activity Codes

Name	Number	Display Name
System_Default_Activity_Code	0	System_Default_Activity_Code
Skillset_Default_Activity_Code	00	Skillset_Default_Activity_Code
Not_Ready_Default_Reason_Code	000	Not_Ready_Default_Reason_Code
NotRdy_Pull_Mode_Default_Code	0000	NotRdy_Pull_Mode_Default_Code
Comfort_Break	003	Comfort Break
Training	006	Training
Administration	002	Administration
Other_Break	004	Other Break
Meeting	005	Meeting
Airwave_Call	007	Airwave Call

Once the configuration details are entered, click on Launchpad at the top of the screen, (not shown), to get back to the start menu.

6.2. Contact Centre Agents

Select **Contact Centre Management** shown below. All the Agent details are configured in this section.



Enter a suitable name and login details for the new agent. Ensure that the Call Presentation is that which was created in **Section 6.1**.

The screenshot displays the 'Agent Details' form for 'TestCT Agent1' within the Avaya Contact Center Management interface. The top navigation bar includes 'View/Edit', 'Add', 'Status', 'Launchpad', and 'Help'. A sidebar on the left shows a tree view of 'CCM Servers (Supervisors)' with 'AACC63VMPG' expanded, showing 'Supervisor Default' and 'Supervisor PGTest'. The main form area is titled 'Agent Details: TestCT Agent1' and 'Server: AACC63'. It is divided into three sections: 'User Details', 'Agent Information', and 'Contact Types'. The 'User Details' section contains fields for 'First Name' (TestCT), 'Last Name' (Agent1), 'Title', 'Department', 'Language' (English), and 'Comment'. It also includes 'User Type' (Agent), 'Login ID' (1111), 'Personal DN', 'ACD Queue' (6666), and 'ACD Queue Error'. The 'Agent Information' section includes 'Primary Supervisor' (Supervisor PGTest), 'Agent Key', 'Login Status' (Logged Out), 'Call Presentation' (Emerg_Opp), 'Threshold' (Agent_Template), and 'Tn Name'. The 'Contact Types' section shows a list with 'Predictive_Outbound' selected. At the bottom, there are buttons for 'Clear', 'Submit', 'Create New', and 'Create Many'.

Ensure that Voice is selected for the Contact Type and add the skillset created in **Section 6.1**. Click on **Submit** once all the details are entered correctly.

AVAYA

Contact Center Management

View/EditAddStatusLaunchpadHelp

CCM Servers (Supervisors)

AACC63VMPG

Supervisor Default

Supervisor PGTest

Agent1 TestCT

Agent2 TestCT2

Agent3 TestCT3

Disp1 Test1

Disp2 Test2

Contact Types

Contact Type

Predictive_Outbound	<input type="checkbox"/>
Scanned_Document	<input type="checkbox"/>
SMS	<input type="checkbox"/>
Voice	<input checked="" type="checkbox"/>
Voice_Mail	<input type="checkbox"/>
Web_Communications	<input type="checkbox"/>

Skillsets

Skillset Name (4)	Contact Type	Priority
Admin1	Voice	2
Default_Skillset	Voice	5
EmergOpp	Voice	1
Public	Voice	3

Assign Skillsets

Partitions

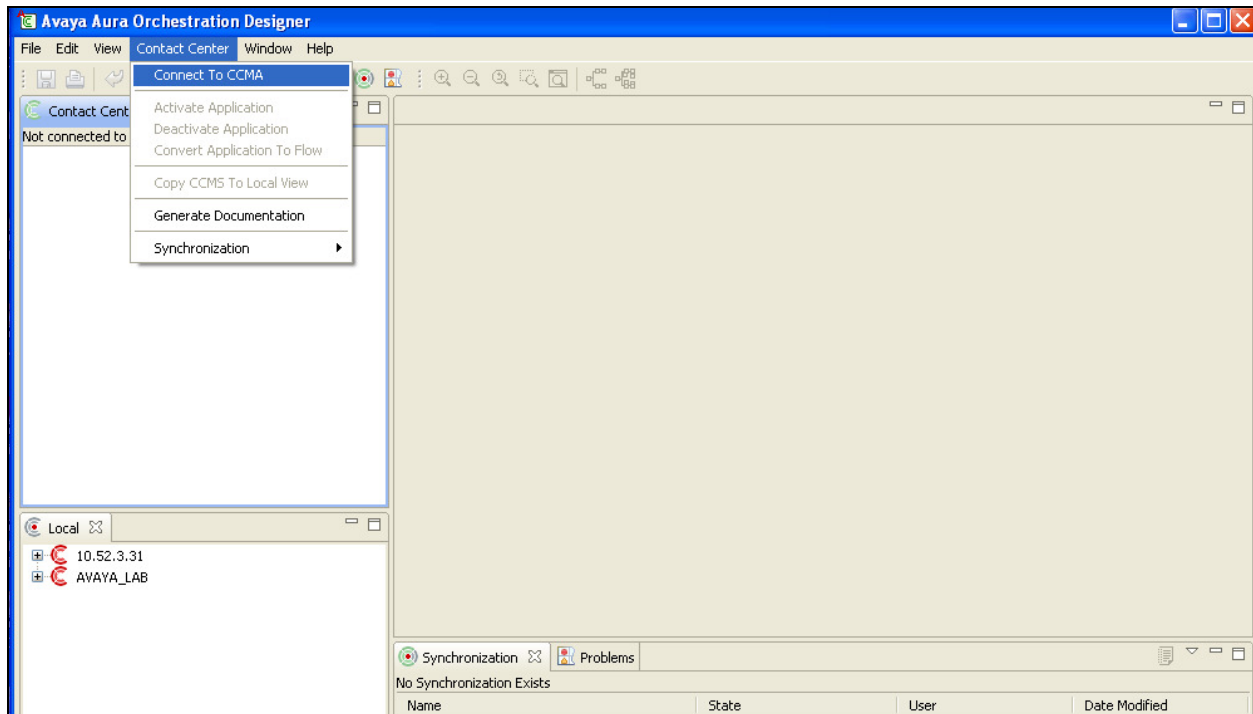
ClearSubmitCreate NewCreate Many

6.3. Creating an Application for Emergency Routing

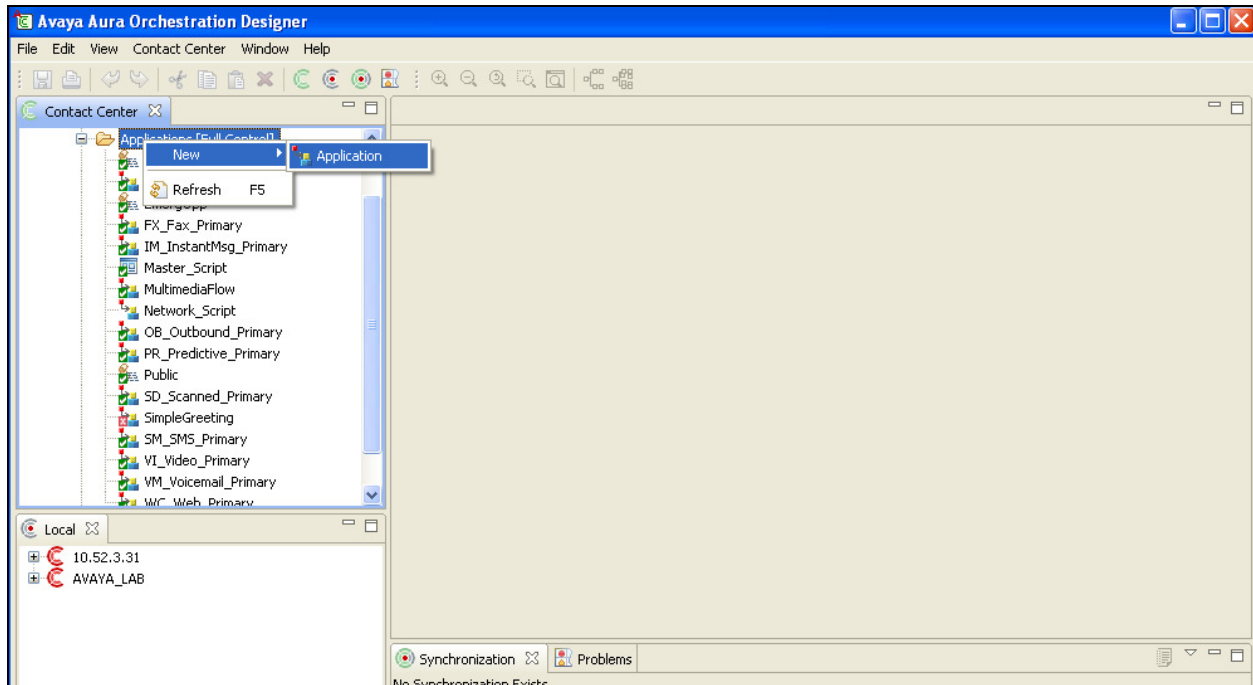
All routing changes are done using Orchestration Designer, this allows Applications or Scripts to be created and associated with a CDN or route point. The download and initial setup of Orchestration Designer is outside the scope of these Application Notes. For information on the setup and configuration of Orchestration Designer please refer to **Section 10** of these Application Notes.

A new application was created for the routing of emergency calls and this is associated with the CDN created on the CS1000E in **Section 5** above. Open Orchestration Designer (not shown) and **Connect to CCMA** as shown below.

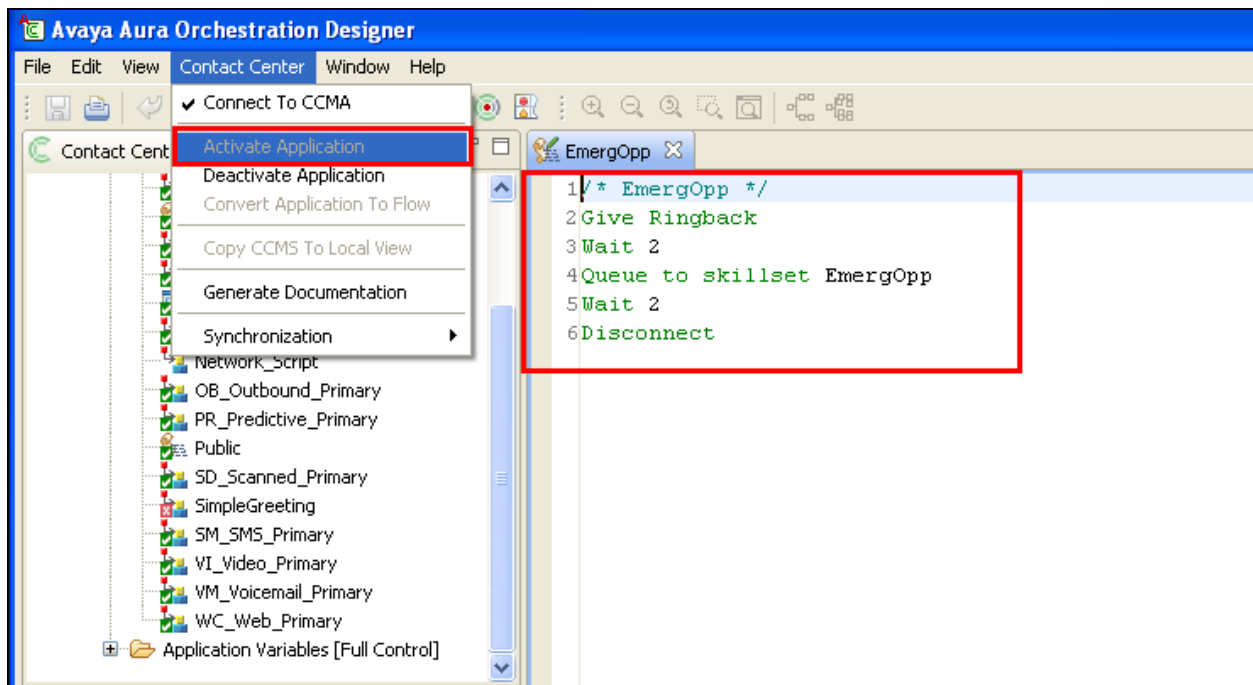
Note: CCMA stands for Contact Centre Manager Administration.



Navigate to **Applications** in the left window and right click and select **New→Application** as shown below.

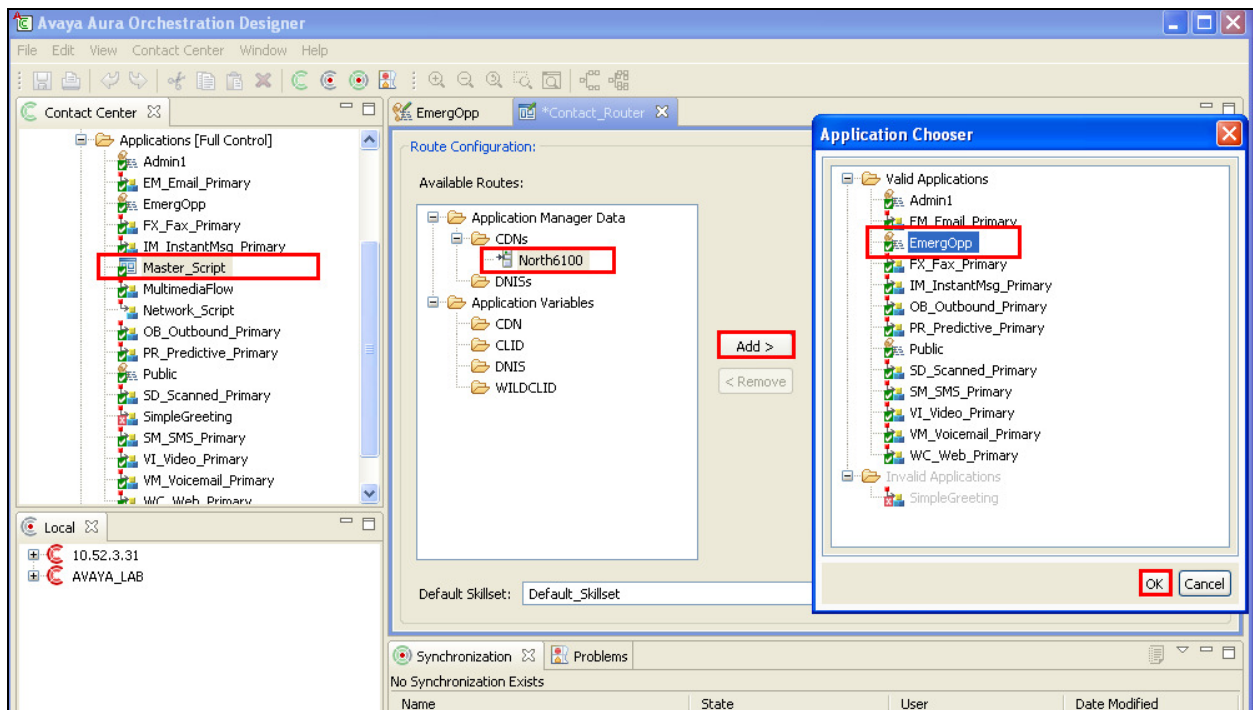


Below shows an example of a script used to route calls to a skillset. Once this is completed select **Contact Centre** and **Activate Application** as shown below in order to make this active.



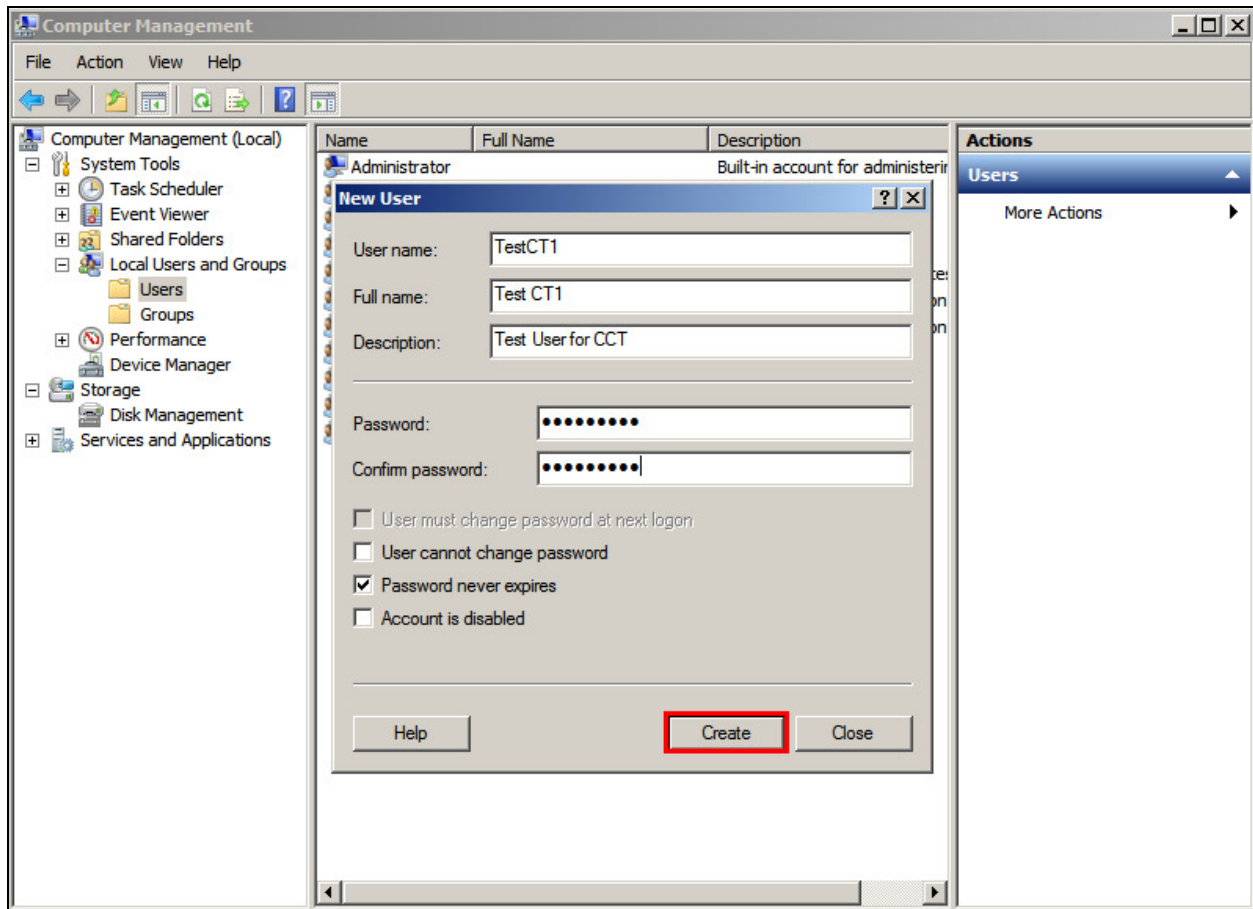
6.3.1. Associate an Application with a CDN

In order to associate an application with a CDN the master script must be opened as shown below. Double click on **Master_Script** in the left window. In the main window expand on **Application Manager Data** → **CDNs** select the required CDN and click on **Add** as shown below. Once this is selected a new window caller **Application Chooser** opens where the Application to be associated with this CDN is chosen as is shown below. Click on **OK** once this is done.



6.4. Configure CCT Users on the Contact Centre Server

Navigate to **Computer Management**, (not shown) and select **Users** from the left window and right-click and select **New User**. Enter a suitable user name and password for this new user. Click on **Create** once this user information is entered. Any user that will be created in CCT must also be added here.



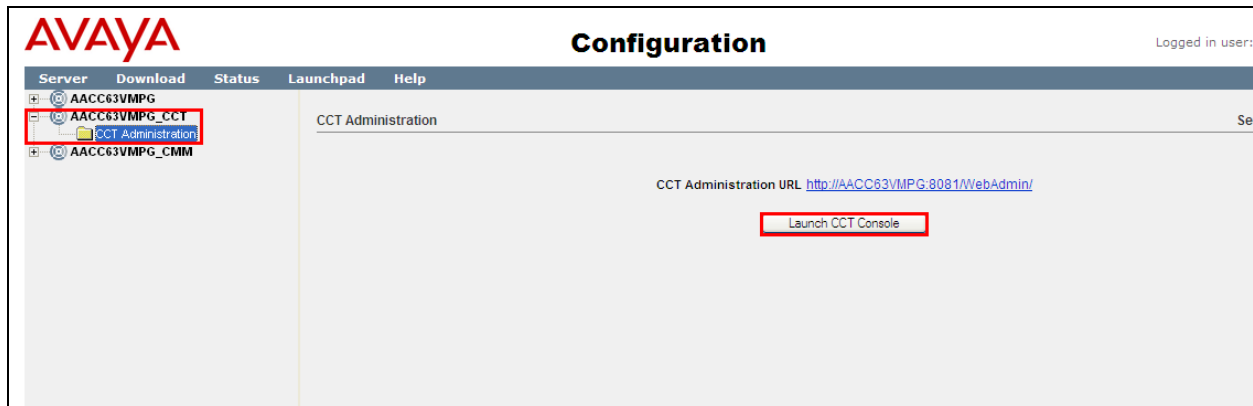
6.5. Configuring Communication Control Toolkit

It is assumed that the CS1000E information has already been imported into the Communication Control Toolkit (CCT) and thus is beyond the scope of these Application Notes. For further information on CCT and importing CS1000E information please refer to **Section 10** of these Application Notes.

In order to make changes in CCT navigate to configuration from **Launchpad** as shown below.

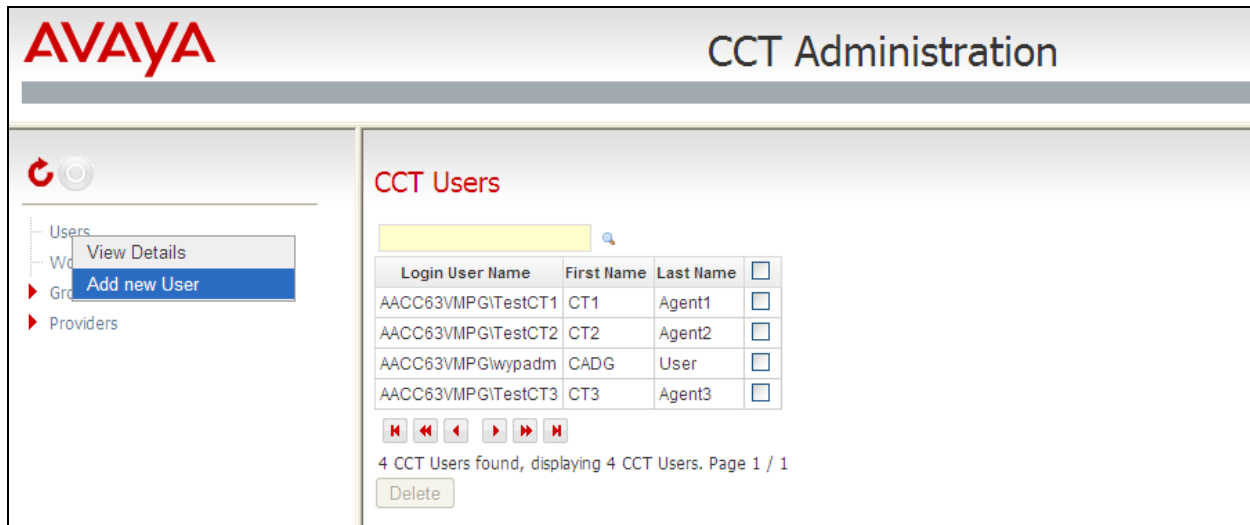


Once in configuration open the CCT server in the left window and click on **Launch CCT Console** in the right window.

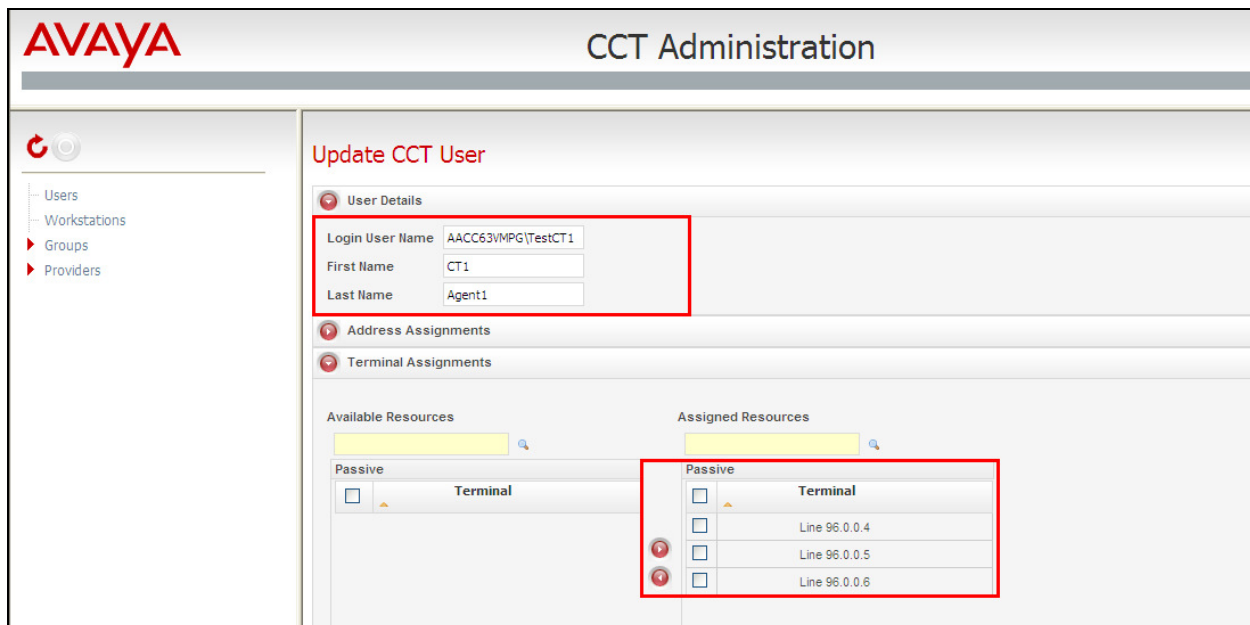


6.5.1. Add CCT User

To add a new CCT User, right click on **Users** in the left window and select **Add new User**, as shown below.

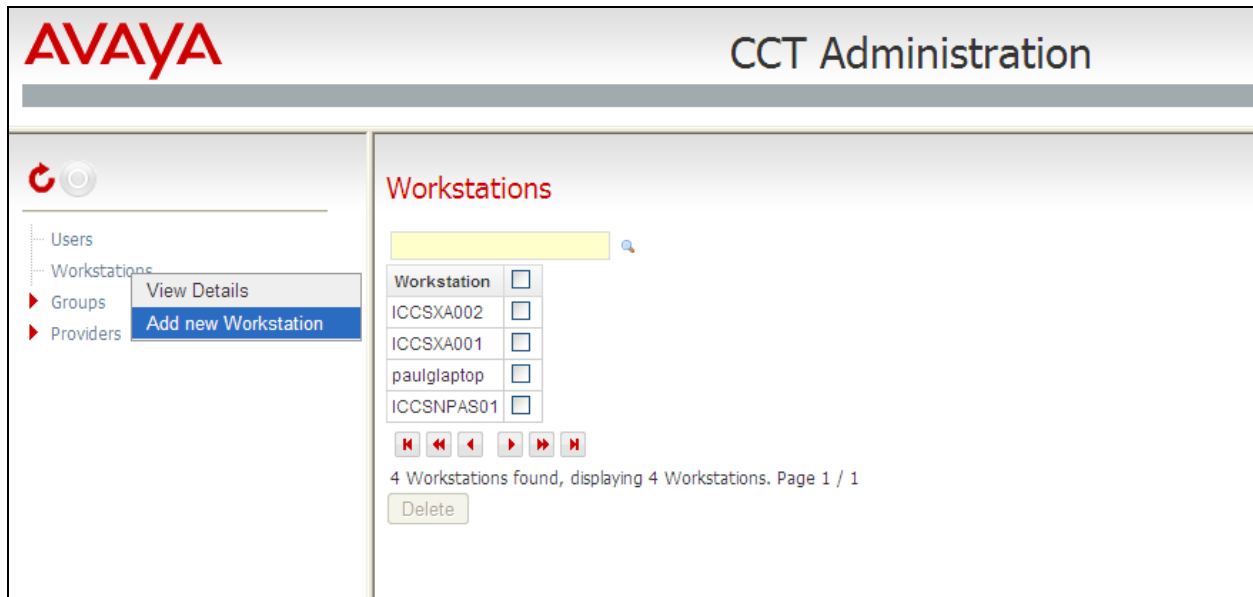


Enter the user details note these should be the same as those configured in **Section 6.4**.

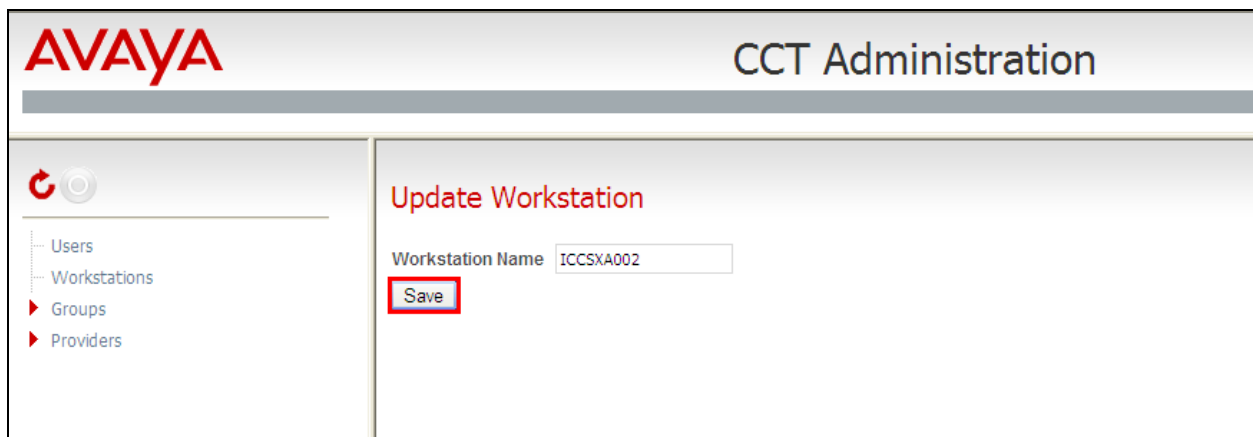


6.5.2. Add Workstation

Right click on **Workstations** and select **Add new Workstation** as shown below.

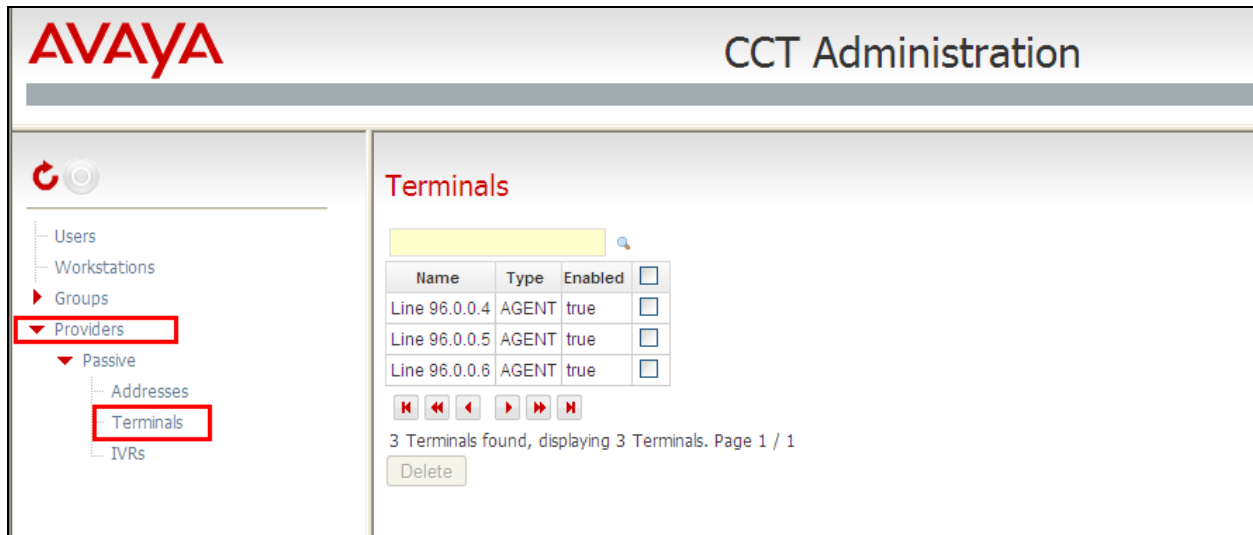


Enter the name of the workstation to be added and click on **Save** once done.

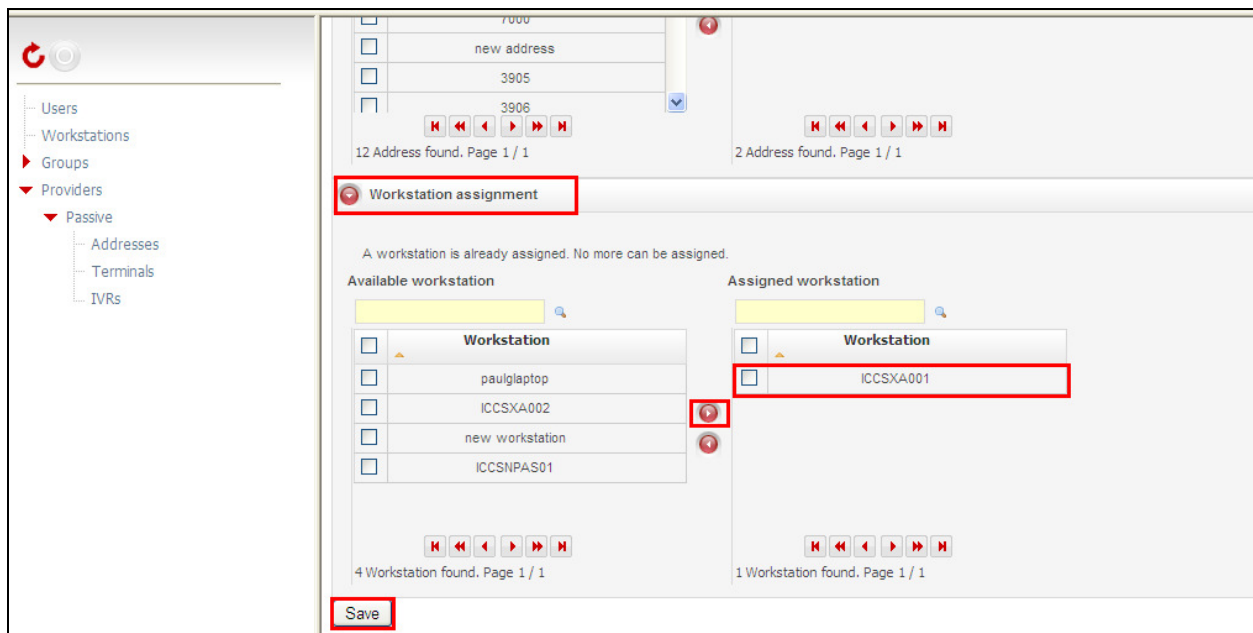


6.5.3. Associate a Workstation with a Terminal

In order to be able to use a particular terminal or phone set with a workstation this workstation must be associated with this line or terminal as shown below. Click on **Providers** → **Passive** → **Terminals** in the left window. Select a line or Terminal in the right window by double clicking on the desired line/terminal.



Once a line/terminal has been selected scroll down to **Workstation assignment**, add the workstation to be associated with that line or terminal. Click on **Save** once finished. This procedure must be repeated for each Terminal – Workstation assignment.



7. Configure Northgate Information Solutions CallTouch

All configuration of the CallTouch solution is done by the Northgate engineers and is therefore outside the scope of these Application Notes. For any information regarding the setup of the CallTouch solution please contact Northgate as outlined in **Section 2.3** of these Application Notes.

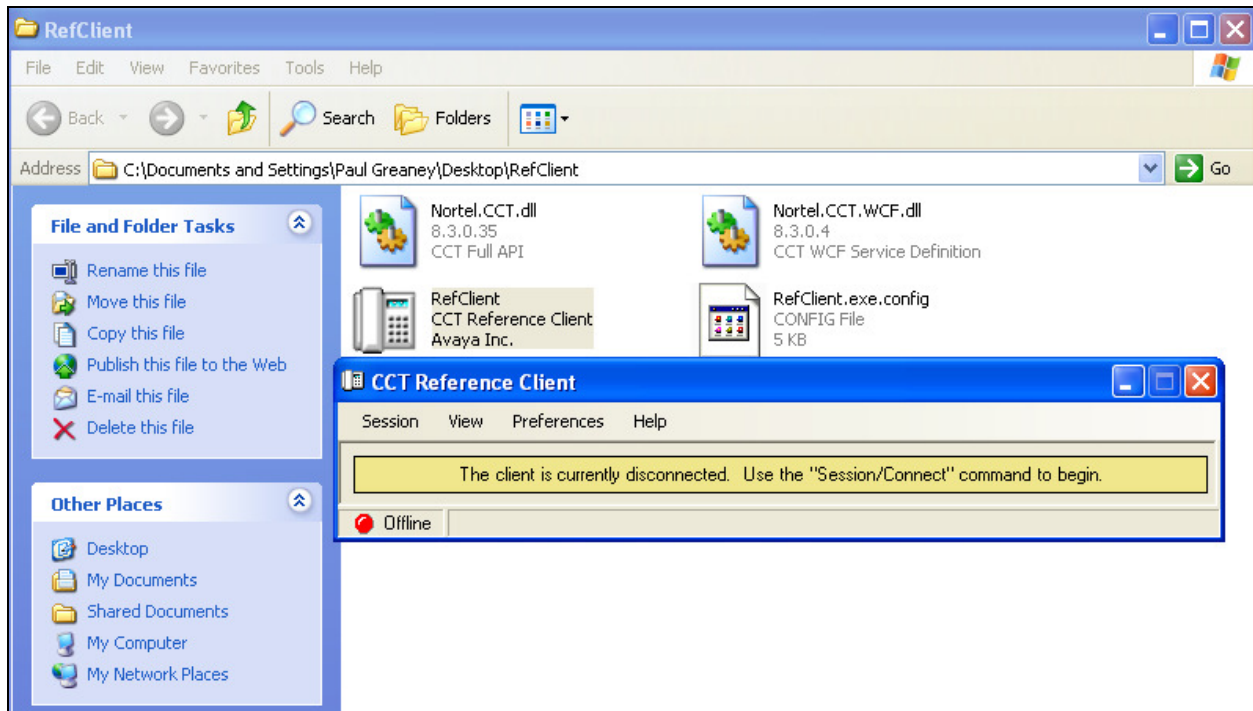
Note: An extract of the RuleOps file from CallTouch is contained in the **Appendix D** of these Application Notes.

8. Verification Steps

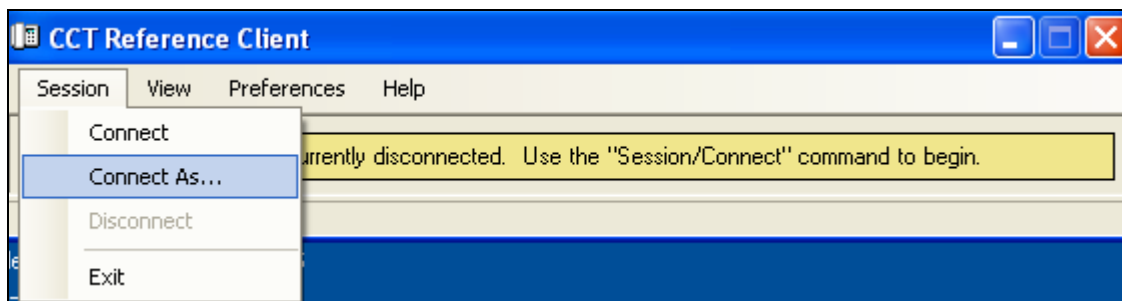
The following steps can be taken to ensure that the CallTouch has full call control over the desired phone sets.

8.1. Verify that Ref Client can be used to log in an agent

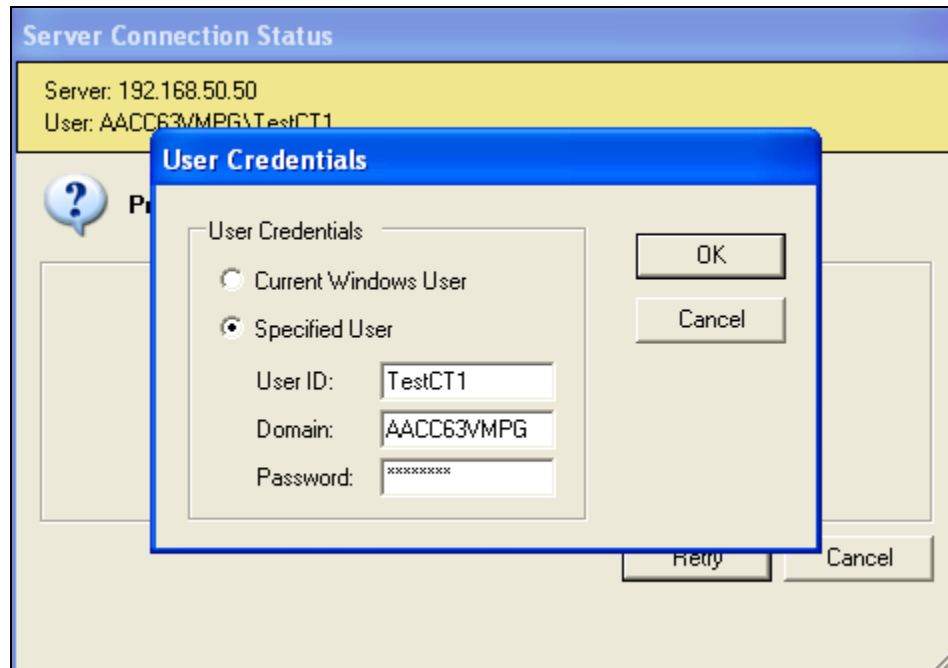
RefClient is a program used by Avaya to verify that full call control is available. Open Ref Client as shown below.



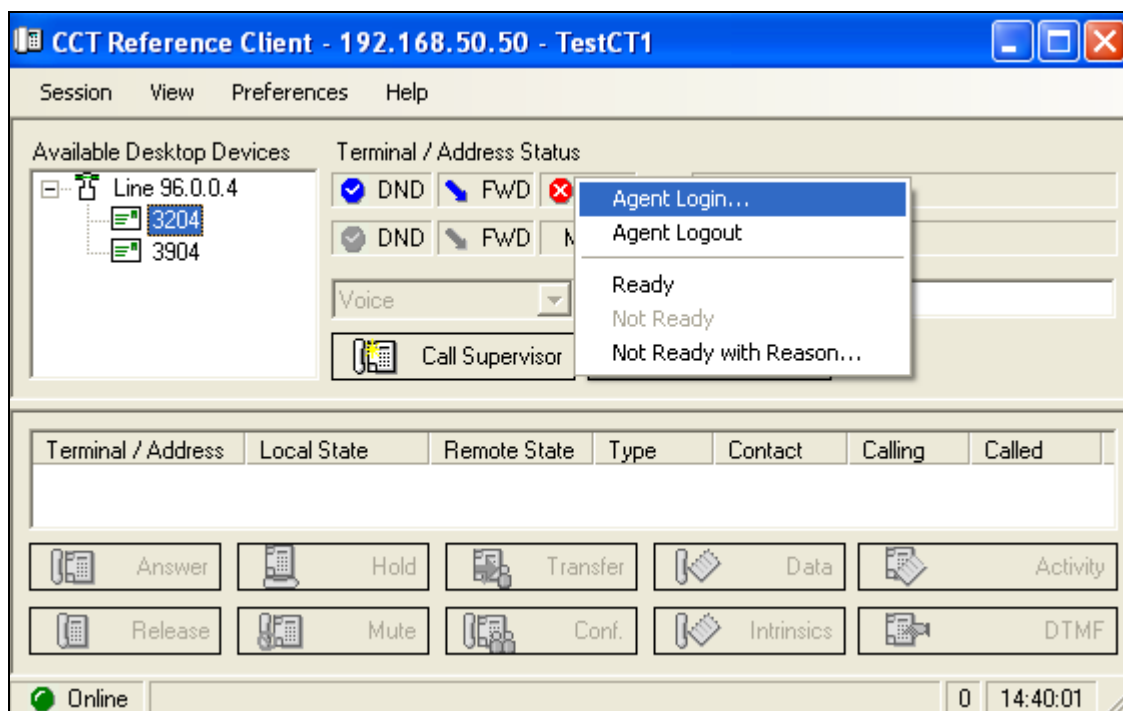
Select **Session** → **Connect As**.



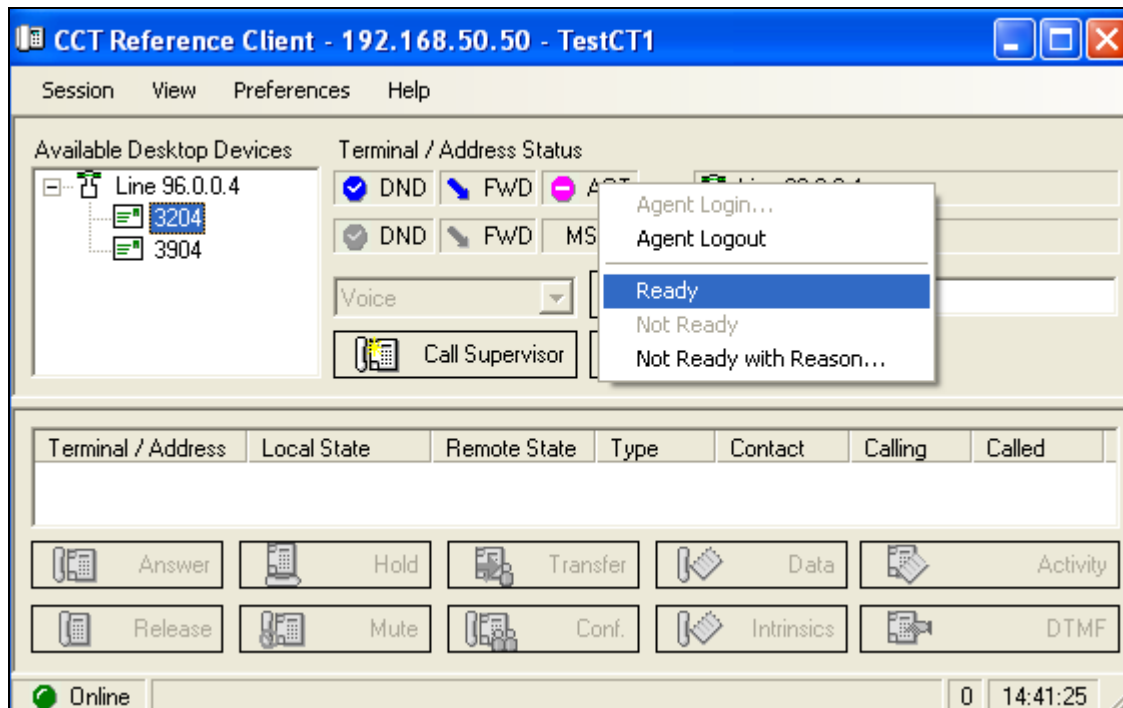
Enter the **UserID** and **Password** of a CCT user created in **Section 6.4** above.



Click on the AGT icon and select **Agent Login** as shown below.

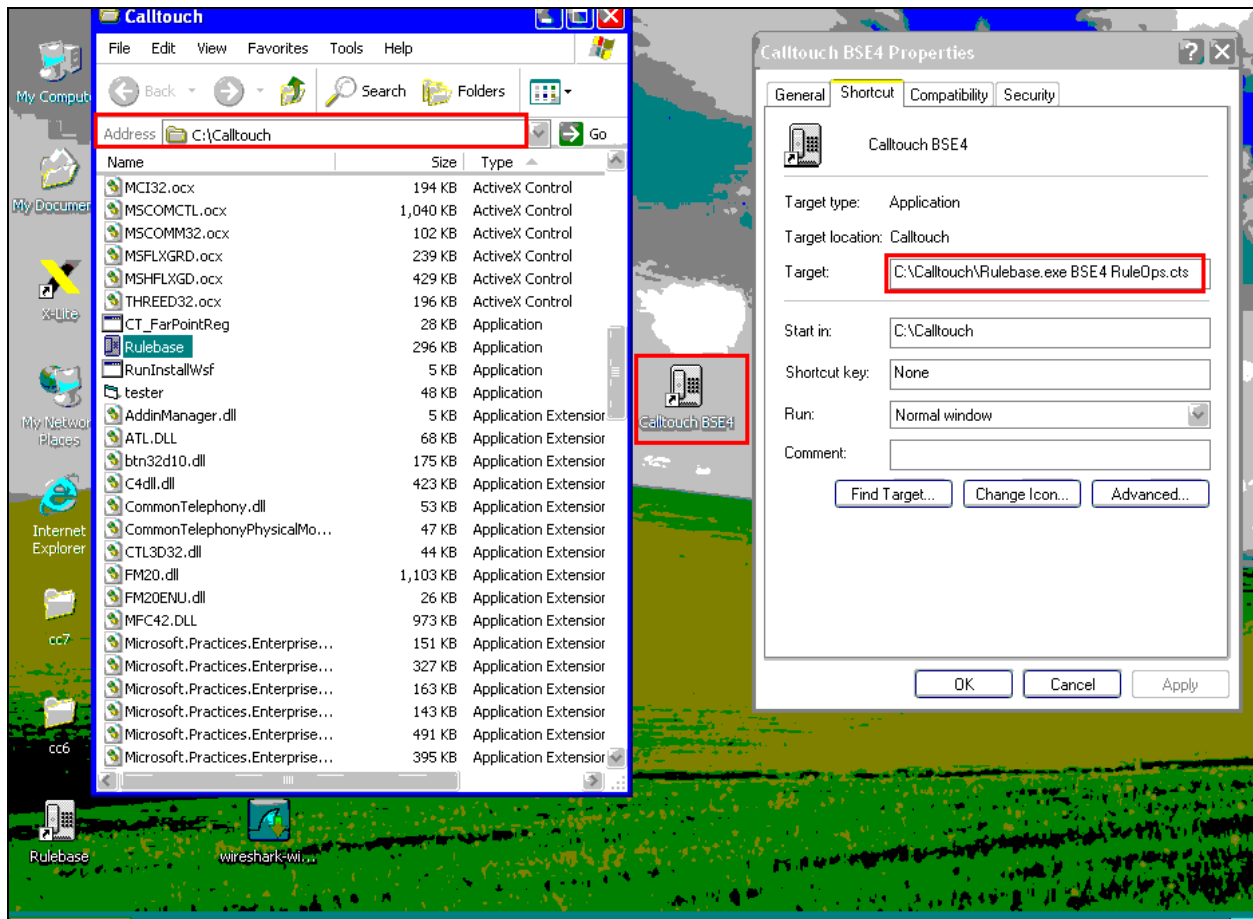


Once logged in correctly the agent should be able to be made go **Ready** and Not Ready as shown here.

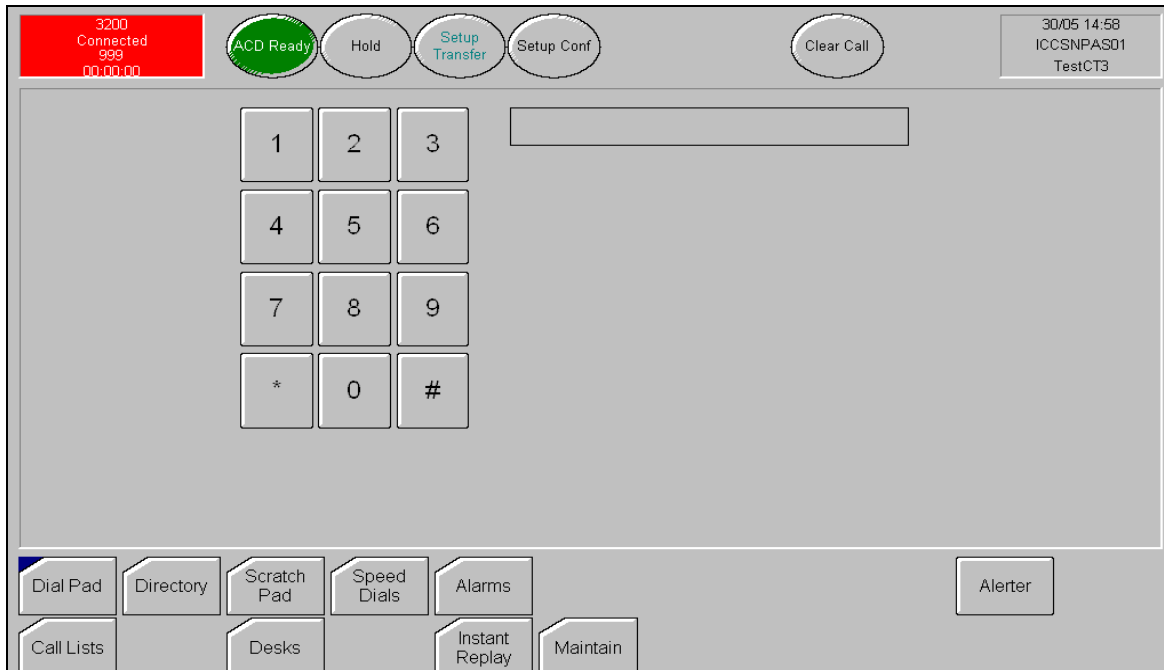


8.2. Verify that CallTouch has full CTI control

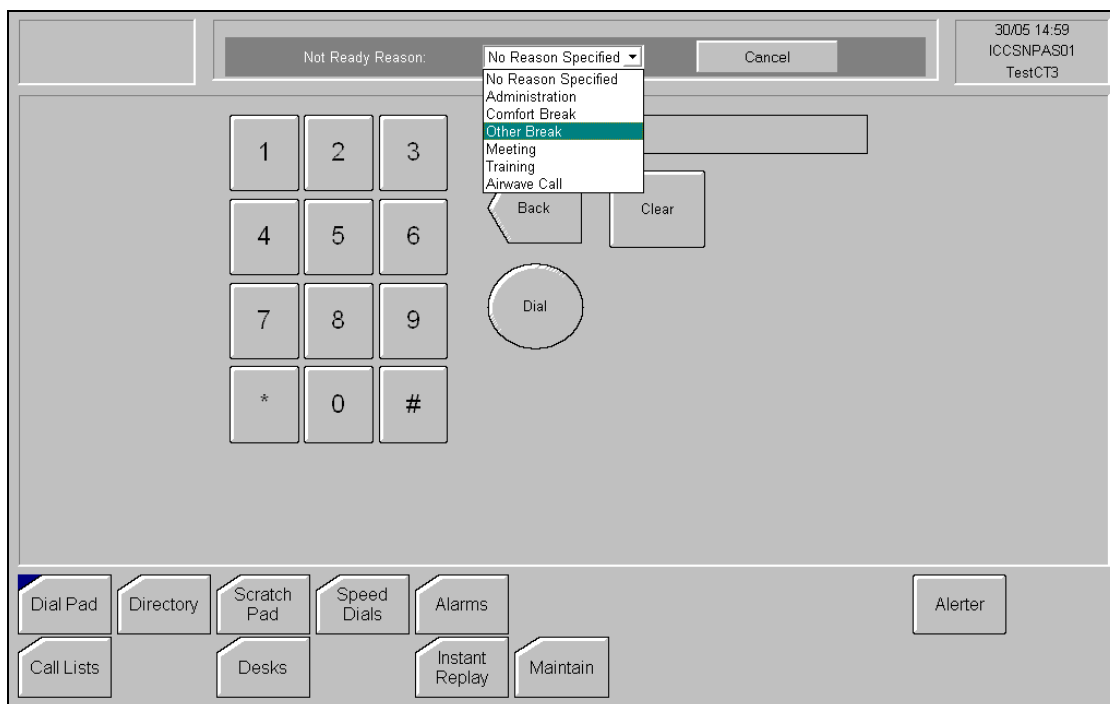
Log into CallTouch by double clicking on the CallTouch Icon as shown below.



Once logged in make a call to the emergency CDN number, this call should be able to be answered by the CallTouch application as shown.



The agent can be made to go “Not Ready” using the CallTouch application. A list of **Not Ready Reason** codes can be chosen as shown.



9. Conclusion

These Application Notes describe the configuration steps needed to ensure CallTouch from Northgate Information Solutions UK Limited can fully interoperate with Avaya Aura® Contact Centre R6.3 and Avaya Communication Server 1000E R7.5 by using Computer Telephony Integration (CTI) via a connection to the CCT module of the Contact Centre. Please refer to **Section 2.2** for test results and observations.

10. Additional References

This section references documentation relevant to these Application Notes. The Avaya product documentation is available at <http://support.avaya.com> where the following documents can be obtained.

- [1] *Software Input Reference Administration Avaya Communication Server 1000, Release 7.5; Document No. NN43001-611_05.02*
- [2] *Avaya Aura® Contact Centre Administration, Doc # NN44400-610, Issue 04.02 Release 6.3*
- [3] *Element Manager System Reference –Administration Avaya Communication Server 1000 Doc # NN43001-632, 05.04*
- [4] *Avaya Aura® Orchestration Designer Release 6.0.0.10.02 Release Letter Date: January 23, 2012*

The CallTouch product documentation can be found at <http://www.northgate-is.com> or by contacting Northgate whose details can be found from **Section 2.3**.

Appendix A

List of Linux Patches on Avaya Communication Server 1000E R7.5

```
[paul@cs1kpg ~]$ pstat
Product Release: 7.50.17.00
In system patches: 1
PATCH# NAME IN_SERVICE DATE SPECINS TYPE RPM
31 p31484_1 Yes 17/01/13 NO FRU cs1000-shared-general-7.50.17-00.i386

In System service updates: 31
PATCH# IN_SERVICE DATE SPECINS REMOVABLE NAME
0 Yes 16/01/13 NO YES cs1000-linuxbase-7.50.17.16-13.i386.000
1 Yes 16/01/13 YES YES cs1000-baseWeb-7.50.17.16-2.i386.000
2 Yes 16/01/13 NO YES cs1000-patchWeb-7.50.17.16-8.i386.000
3 Yes 17/01/13 NO YES cs1000-shared-pbx-7.50.17.16-1.i386.000
4 Yes 17/01/13 NO YES cs1000-kcv-7.50.17.16-1.i386.000
5 Yes 17/01/13 NO yes avaya-cs1000-cnd-4.0.20-00.i386.000
6 Yes 17/01/13 NO YES cs1000-ipsec-7.50.17.16-1.i386.000
7 Yes 17/01/13 NO YES ipsec-tools-0.6.5-14.el5.3_avaya_1.i386.000
8 Yes 17/01/13 NO YES spiritAgent-6.1-1.0.0.108.208.i386.000
9 Yes 17/01/13 NO YES cs1000-mscTone-7.50.17.16-1.i386.000
10 Yes 17/01/13 NO yes tzdata-2011h-2.el5.i386.000
11 Yes 17/01/13 NO YES cs1000-pd-7.50.17.16-1.i386.000
12 Yes 17/01/13 NO YES cs1000-ncs-7.50.17.16-1.i386.000
13 Yes 17/01/13 NO YES cs1000-EmCentralLogic-7.50.17.16-2.i386.000
14 Yes 17/01/13 NO YES cs1000-cs1000WebService_6-0-7.50.17.16-1.i386.000
15 Yes 17/01/13 NO YES cs1000-mscMusc-7.50.17.16-11.i386.000
16 Yes 17/01/13 NO YES cs1000-mscAnnc-7.50.17.16-10.i386.000
17 Yes 17/01/13 NO YES cs1000-csoneksvrmgr-7.50.17.16-1.i386.000
18 Yes 17/01/13 NO YES cs1000-bcc-7.50.17.16-69.i386.000
19 Yes 17/01/13 NO YES cs1000-csmWeb-7.50.17.16-6.i386.000
20 Yes 17/01/13 NO YES cs1000-mscConf-7.50.17.16-1.i386.000
21 Yes 17/01/13 NO YES cs1000-emWeb_6-0-7.50.17.16-34.i386.000
22 Yes 17/01/13 NO YES cs1000-Jboss-Quantum-7.50.17.16-30.i386.000
23 Yes 17/01/13 NO YES cs1000-tps-7.50.17.16-24.i386.000
24 Yes 17/01/13 NO YES cs1000-sps-7.50.17.16-10.i386.000
25 Yes 17/01/13 NO YES cs1000-ftprpkg-7.50.17.16-11.i386.000
26 Yes 17/01/13 NO YES cs1000-emWebLocal_6-0-7.50.17.16-3.i386.000
27 Yes 17/01/13 NO YES cs1000-dmWeb-7.50.17.16-6.i386.000
28 Yes 17/01/13 NO YES cs1000-dbcom-7.50.17.16-1.i386.000
29 Yes 17/01/13 NO YES cs1000-vtrk-7.50.17.16-131.i386.001
30 Yes 17/01/13 NO YES cs1000-mscAttn-7.50.17.16-3.i386.000
[paul@cs1kpg ~]$
```

List of Call Server Patches on Avaya Communication Server 1000E R7.5

```
.mdp issp

VERSION 4121
RELEASE 7
ISSUE 50 Q +
DepList 1: core Issue: 01 (created: 2013-01-11 11:29:20 (est)) ALTERED

IN-SERVICE PEPS
PAT# CR #          PATCH REF #    NAME          DATE          FILENAME        SPECINS
000 wi00965603      ISS1:1OF1      p31618_1      17/01/2013    p31618_1.cpl    NO
001 wi01044868      ISS1:1OF1      p32261_1      17/01/2013    p32261_1.cpl    NO
002 wi01031887      ISS1:1OF1      p31814_1      17/01/2013    p31814_1.cpl    NO
003 wi01001588      ISS1:1OF1      p31976_1      17/01/2013    p31976_1.cpl    NO
004 wi00977002      ISS2:1OF1      p30786_2      17/01/2013    p30786_2.cpl    NO
005 wi01043458      ISS1:1OF1      p31712_1      17/01/2013    p31712_1.cpl    NO
006 wi01016398      ISS1:1OF1      p32019_1      17/01/2013    p32019_1.cpl    NO
007 wi01042797      ISS1:1OF1      p32089_1      17/01/2013    p32089_1.cpl    NO
008 wi01022466      ISS1:1OF1      p32205_1      17/01/2013    p32205_1.cpl    NO
009 wi00965009      ISS1:1OF1      p31600_1      17/01/2013    p31600_1.cpl    NO
010 wi01033197      ISS1:1OF1      p29818_1      17/01/2013    p29818_1.cpl    NO
011 wi01034409      ISS1:1OF1      p29708_1      17/01/2013    p29708_1.cpl    NO
012 wi01028650      ISS1:1OF1      p32188_1      17/01/2013    p32188_1.cpl    NO
013 wi01039079      ISS1:1OF1      p32210_1      17/01/2013    p32210_1.cpl    NO
014 wi00967505      ISS1:1OF1      p31491_1      17/01/2013    p31491_1.cpl    NO
015 wi00971980      ISS1:1OF1      p31863_1      17/01/2013    p31863_1.cpl    NO
016 wi01041545      ISS1:1OF1      p32236_1      17/01/2013    p32236_1.cpl    YES
017 wi01039099      ISS1:1OF1      p32269_1      17/01/2013    p32269_1.cpl    NO
018 wi00854469      ISS1:1OF1      p30701_1      17/01/2013    p30701_1.cpl    NO
019 wi01031571      ISS1:1OF1      p32158_1      17/01/2013    p32158_1.cpl    NO
020 wi01021598      ISS1:1OF1      p32066_1      17/01/2013    p32066_1.cpl    NO
021 wi01029486      ISS1:1OF1      p32144_1      17/01/2013    p32144_1.cpl    NO
022 wi01044828      ISS1:1OF1      p31510_1      17/01/2013    p31510_1.cpl    NO
023 wi01034452      ISS1:1OF1      p31672_1      17/01/2013    p31672_1.cpl    NO
024 wi01023570      ISS1:1OF1      p32096_1      17/01/2013    p32096_1.cpl    NO
025 wi01005653      ISS1:1OF1      p31952_1      17/01/2013    p31952_1.cpl    NO
026 wi01033893      ISS1:1OF1      p32167_1      17/01/2013    p32167_1.cpl    NO
027 wi01001911      ISS1:1OF1      p31920_1      17/01/2013    p31920_1.cpl    NO
028 wi01045924      ISS1:1OF1      p32259_1      17/01/2013    p32259_1.cpl    NO
029 wi01032447      ISS1:1OF1      p32160_1      17/01/2013    p32160_1.cpl    NO
030 wi01008943      ISS1:1OF1      p31382_1      17/01/2013    p31382_1.cpl    NO
031 wi01030088      ISS1:1OF1      p32148_1      17/01/2013    p32148_1.cpl    YES
032 wi01020230      ISS2:1OF1      p32057_2      17/01/2013    p32057_2.cpl    YES
033 wi01031640      ISS1:1OF1      p31607_1      17/01/2013    p31607_1.cpl    YES
034 wi01044026      ISS1:1OF1      p32249_1      17/01/2013    p32249_1.cpl    NO
035 wi01011113      ISS1:1OF1      p32054_1      17/01/2013    p32054_1.cpl    NO
036 wi01007604      ISS1:1OF1      p31983_1      17/01/2013    p31983_1.cpl    NO
037 wi01020587      ISS1:1OF1      p32097_1      17/01/2013    p32097_1.cpl    NO
038 wi00993743      ISS1:1OF1      p31865_1      17/01/2013    p31865_1.cpl    NO
039 wi01014835      ISS1:1OF1      p32015_1      17/01/2013    p32015_1.cpl    NO
040 wi01027609      ISS1:1OF1      p31850_1      17/01/2013    p31850_1.cpl    NO
041 wi01042755      ISS1:1OF1      p31667_1      17/01/2013    p31667_1.cpl    NO
042 wi01033550      ISS1:1OF1      p31565_1      17/01/2013    p31565_1.cpl    NO
043 wi01018064      ISS1:1OF1      p32044_1      17/01/2013    p32044_1.cpl    NO
044 wi01042548      ISS1:1OF1      p32232_1      17/01/2013    p32232_1.cpl    NO
045 wi01037234      ISS1:1OF1      p32220_1      17/01/2013    p32220_1.cpl    NO
046 wi01027702      ISS1:1OF1      p32140_1      17/01/2013    p32140_1.cpl    NO
047 wi01016303      ISS1:1OF1      p32031_1      17/01/2013    p32031_1.cpl    NO
048 wi01042791      ISS1:1OF1      p32234_1      17/01/2013    p32234_1.cpl    NO
```

049	wi00897279	ISS1:1OF1	p31129_1	17/01/2013	p31129_1.cpl	NO
050	wi01034420	ISS1:1OF1	p31584_1	17/01/2013	p31584_1.cpl	NO
051	wi01044293	ISS1:1OF1	p32250_1	17/01/2013	p32250_1.cpl	NO
052	wi01020752	ISS1:1OF1	p32108_1	17/01/2013	p32108_1.cpl	NO
053	wi01006063	ISS1:1OF1	p31957_1	17/01/2013	p31957_1.cpl	NO
054	wi01008505	ISS1:1OF1	p31968_1	17/01/2013	p31968_1.cpl	NO
055	wi01008106	ISS1:1OF1	p31861_1	17/01/2013	p31861_1.cpl	NO
056	wi00976951	ISS1:1OF1	p30112_1	17/01/2013	p30112_1.cpl	NO
057	wi01050993	ISS1:1OF1	p32289_1	17/01/2013	p32289_1.cpl	NO
058	wi00837538	ISS1:1OF1	p30568_1	17/01/2013	p30568_1.cpl	NO
059	wi01020959	ISS1:1OF1	p32062_1	17/01/2013	p32062_1.cpl	NO
060	wi01013144	ISS1:1OF1	p31929_1	17/01/2013	p31929_1.cpl	NO
061	wi00978818	ISS1:1OF1	p31919_1	17/01/2013	p31919_1.cpl	NO
062	wi00999802	ISS1:1OF1	p31577_1	17/01/2013	p31577_1.cpl	NO
063	wi01039170	ISS1:1OF1	p32207_1	17/01/2013	p32207_1.cpl	YES
064	wi00978892	ISS1:1OF1	p31894_1	17/01/2013	p31894_1.cpl	NO
065	wi01014478	ISS1:1OF1	p32301_1	17/01/2013	p32301_1.cpl	NO
066	wi01012423	ISS1:1OF1	p26155_1	17/01/2013	p26155_1.cpl	NO
067	wi01012229	ISS1:1OF1	p31993_1	17/01/2013	p31993_1.cpl	NO
068	wi01042118	ISS1:1OF1	p32231_1	17/01/2013	p32231_1.cpl	NO
069	wi01030651	ISS1:1OF1	p32159_1	17/01/2013	p32159_1.cpl	NO
070	wi01031825	ISS1:1OF1	p31882_1	17/01/2013	p31882_1.cpl	NO
071	wi01051024	ISS1:1OF1	p32290_1	17/01/2013	p32290_1.cpl	NO
072	wi01032794	ISS1:1OF1	p31480_1	17/01/2013	p31480_1.cpl	NO
073	wi01003896	ISS1:1OF1	p31631_1	17/01/2013	p31631_1.cpl	NO
074	wi01031512	ISS1:1OF1	p32154_1	17/01/2013	p32154_1.cpl	YES
075	wi01037848	ISS1:1OF1	p32202_1	17/01/2013	p32202_1.cpl	NO
076	wi00896319	ISS1:1OF1	p31070_1	17/01/2013	p31070_1.cpl	NO
077	wi01039486	ISS1:1OF1	p32209_1	17/01/2013	p32209_1.cpl	YES
078	wi01008188	ISS1:1OF1	p32020_1	17/01/2013	p32020_1.cpl	NO
079	wi01037022	ISS1:1OF1	p32192_1	17/01/2013	p32192_1.cpl	YES
080	wi01000796	ISS1:1OF1	p31800_1	17/01/2013	p31800_1.cpl	NO
081	wi01050057	ISS1:1OF1	p32286_1	17/01/2013	p32286_1.cpl	NO
082	wi01051786	ISS1:1OF1	p32296_1	17/01/2013	p32296_1.cpl	YES
083	wi01040096	ISS1:1OF1	p32214_1	17/01/2013	p32214_1.cpl	NO
084	wi01037975	ISS1:1OF1	p32227_1	17/01/2013	p32227_1.cpl	YES
085	wi00998328	ISS1:1OF1	p31899_1	17/01/2013	p31899_1.cpl	NO
086	wi01011078	ISS1:1OF1	p31996_1	17/01/2013	p31996_1.cpl	NO
087	wi01044600	ISS1:1OF1	p32255_1	17/01/2013	p32255_1.cpl	YES
088	wi01036339	ISS1:1OF1	p32204_1	17/01/2013	p32204_1.cpl	NO
089	wi00967507	ISS1:1OF1	p31416_1	17/01/2013	p31416_1.cpl	NO
090	wi01041007	ISS1:1OF1	p32059_1	17/01/2013	p32059_1.cpl	NO
091	wi01001938	ISS1:1OF1	p31921_1	17/01/2013	p31921_1.cpl	YES
092	wi01043882	ISS1:1OF1	p32248_1	17/01/2013	p32248_1.cpl	YES
093	wi01044873	ISS1:1OF1	p31749_1	17/01/2013	p31749_1.cpl	NO
094	wi01057299	ISS1:1OF1	p32367_1	17/01/2013	p32367_1.cpl	NO
095	wi01046101	ISS1:1OF1	p32263_1	17/01/2013	p32263_1.cpl	NO
096	wi01034774	ISS1:1OF1	p32173_1	17/01/2013	p32173_1.cpl	NO
097	wi01005927	ISS1:1OF1	p31905_1	17/01/2013	p31905_1.cpl	NO
098	wi01015780	ISS1:1OF1	p32083_1	17/01/2013	p32083_1.cpl	NO
099	wi01003861	ISS1:1OF1	p32113_1	17/01/2013	p32113_1.cpl	YES
100	wi00996889	ISS1:1OF1	p31933_1	17/01/2013	p31933_1.cpl	NO
101	wi01007960	ISS1:1OF1	p31965_1	17/01/2013	p31965_1.cpl	NO
102	wi01012638	ISS1:1OF1	p32008_1	17/01/2013	p32008_1.cpl	NO
103	wi01034779	ISS1:1OF1	p32174_1	17/01/2013	p32174_1.cpl	NO
104	wi00991907	iss1:1of1	p31907_1	17/01/2013	p31907_1.cpl	NO
105	wi01028950	ISS1:1OF1	p31782_1	17/01/2013	p31782_1.cpl	NO
106	wi01008316	ISS1:1OF1	p32026_1	17/01/2013	p32026_1.cpl	YES
107	wi01037773	ISS1:1OF1	p31544_1	17/01/2013	p31544_1.cpl	NO
108	wi00949136	ISS1:1OF1	p31441_1	17/01/2013	p31441_1.cpl	NO
109	wi01044845	ISS1:1OF1	p31739_1	17/01/2013	p31739_1.cpl	NO
110	wi01046277	ISS1:1OF1	p32265_1	17/01/2013	p32265_1.cpl	NO

111	wi01037583	ISS1:1OF1	p32201_1	17/01/2013	p32201_1.cpl	NO
112	wi01010472	ISS1:1OF1	p31975_1	17/01/2013	p31975_1.cpl	NO
113	WI01018404	ISS1:1OF1	p31568_1	17/01/2013	p31568_1.cpl	NO
114	wi01043713	ISS1:1OF1	p32245_1	17/01/2013	p32245_1.cpl	YES
115	wi01040531	ISS1:1OF1	p32218_1	17/01/2013	p32218_1.cpl	NO
116	wi00897250	ISS1:1OF1	p31127_1	17/01/2013	p31127_1.cpl	NO
117	wi01042285	ISS1:1OF1	p32230_1	17/01/2013	p32230_1.cpl	YES
118	wi01020043	ISS1:1OF1	p32055_1	17/01/2013	p32055_1.cpl	NO
119	wi01006811	ISS1:1OF1	p31967_1	17/01/2013	p31967_1.cpl	YES
120	wi01038128	ISS1:1OF1	p32208_1	17/01/2013	p32208_1.cpl	NO
121	wi01003384	ISS1:1OF1	p31479_1	17/01/2013	p31479_1.cpl	NO
122	wi00967514	ISS1:1OF1	p31351_1	17/01/2013	p31351_1.cpl	NO
123	wi01039718	ISS1:1OF1	p32279_1	17/01/2013	p32279_1.cpl	YES
124	wi01003814	ISS1:1OF1	p31940_1	17/01/2013	p31940_1.cpl	NO
MDP>LAST SUCCESSFUL MDP REFRESH :2013-01-14 20:19:30(Local Time)						
MDP>USING DEPLIST ZIP FILE DOWNLOADED :2013-01-11 11:29:20(est)						

Appendix B

Example of an agent phoneset used for compliance testing.

```
DES 1140
TN 096 0 00 06 VIRTUAL
TYPE 1140
CDEN 8D
CTYP XDLC
CUST 0
NUID
NHTN
CFG_ZONE 00001
CUR_ZONE 00001
MRT
ERL 0
ECL 0
FDN 7000
TGAR 0
LDN NO
NCOS 0
SGRP 0
RNPG 0
SCI 0
SSU
LNRS 16
XLST
SCPW
SFLT NO
CAC_CIS 3
CAC_MFC 0
CLS UNR FBD WTA LPR MTD FNA HTD TDD HFD CRPD
MWD LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
POD SLKD CCSD SWD LNA CNDA
CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBF
ICDD CDMD LLCN MCTD CLBD AUTU
GPUD DPUD DNDA CFXD ARHD FITD CNTD CLTD ASCD
CPFA CPTA ABDD CFHD FICD NAID DNAA RDLA BUZZ AGRD MOAD
UDI RCC HBTB AHD IPND DDGA NAMA MIND PRSD NRWD NRCD NROD
DRDD EXR0
USMD USRD ULAD CCBD RTDD RBDD RBHD PGND OCBF FLXD FTTC DNDY DNO3 MCBN
FDSD NOVD VOLA VOUD CDMR PRED RECD MCDD T87D SBMD
KEM3 MSNV FRA PKCH MUTA MWTD DVLD CROD ELCD
CPND_LANG ENG
RCO 2
HUNT
PLEV 02
PUID
UPWD
DANI NO
SPID NONE
AST 00 03
IAPG 1
AACS YES
ACQ AS: TN,AST-DN,AST-POSID
ASID 16
SFNB 1 2 3 4 5 6 7 8 9 10 11 12 13 15 16 17 18 19 21 22 23 24
25 26 28 29 31 33 34 35 36 37 38 39
SFRB 1 2 15
USFB 1 2 3 4 5 6 7 9 10 11 12 13 14 15
```

	0	1	3	4	5	6	8	9	10	11	12
CALB	0										
FCTB											
ITNA	NO										
DGRP											
PRI	01										
MLWU_LANG	0										
MLNG	ENG										
DNDR	0										
KEY	00	ACD	6666	0				3906			
AGN											
		ANIE	0								
01	NRD										
02	MSB										
03	SCR	3206	0				MARP				
		ANIE	0								
04											
05	ACNT										
06											
07											
08											
09											
10											
11											
12											
13											
14											
15											
16											
17	TRN										
18	AO6										
19	CFW	16						3220			
20	RGA										
21	PRK										
22	RNP										
23											
24	PRS										
25	CHG										
26	CPN										

Example of the ACD Q used during compliance testing.

```
REQ prt
TYPE acd
CUST 0
ACDN 6666

TYPE ACD
CUST 0
ACDN 6666
MWC NO
DSAC NO
MAXP 10
SDNB NO
BSCW NO
ISAP NO
AACQ NO
RGAI NO
ACAA NO
FRRT
SRRT
NRRT
FROA NO
CALP POS
ICDD NO
NCFW
FNCF NO
CWTT NONE
HMSB NO
ACPQ NO
FORC NO
RTQT 0
SPCP NO
OBTN NO
RAO NO
CWTH 1
NCWL NO
BYTH 0
OVTH 2047
TOFT NONE
HPQ NO
OCN NO
OVDN
IFDN
OVBU LNK LNK LNK LNK
EMRT
MURT
RTPC NO
HOML NO
RDNA NO
LABEL_KEY0 NO
ACNT
NRAC YES
NDFL
DAL NO
RPRT NO
RAGT 4
```

```
DURT 30
RSND 4
FCTH 20
CRQS 100
CCBA NO
SIPQ NO
IVR NO
OBSC NO
OBPT 5
CWNT NONE
```

Example of the CDN used during compliance testing.

```
REQ prt
TYPE cdn
CUST 0
CDN 6100

TYPE CDN
CUST 0
CDN 6100
FRRT
SRRT
FROA NO
UII NO
MURT
CDSQ NO
DFDN 6666
NAME NO
CMB NO
CEIL 2047
CLRO NO
OVFL NO
TDNS YES
RPRT YES
AACQ YES
ASID 16
SFNB 11 16 18 19 33 34 35 36 37 38 39
USFB 1 2 3 4 5 6 7 9 10 11 12 13 14 15
CALB 0 1 2 3 4 5 6 8 9 10 11 12
CNTL YES
VSID
HSID
CWTH 1
BYTH 0
OVTH 2047
ACNT
```

Appendix C

Avaya Aura® Contact Centre Service Pack 9 and Rollup Patches

Contact Centre Common Components (CCCC) Patches

AVAYA **Avaya Aura Update Manager**

All Updates | **CCCC** | CCLM | CCMA | CCMM | CCMS | CCMSU | CCT | CCWS |

General Information

Component NameCommon Components
Version 6.x (Base build version: 8.0.0.152)

Installed Updates

☐ Select All

Update	Type	Version	Date Installed	Status
<input type="checkbox"/> AvayaAura_CCCC_6.3.209.0-0555_ServicePack	Service Pack	6.3.209.0 (Build 0555)	24/05/2013 11:55:10	Active
<input type="checkbox"/> AvayaAura_CCCC_6.3.209.1-0934_Patch	Patch	6.3.209.1 (Build 0934)	24/05/2013 13:04:07	Active
<input type="checkbox"/> AvayaAura_CCCC_6.3.209.2-0992_Patch	Patch	6.3.209.2 (Build 0992)	24/05/2013 13:07:31	Active
<input type="checkbox"/> AvayaAura_CCCC_6.3.209.3-1023_Patch	Patch	6.3.209.3 (Build 1023)	24/05/2013 13:08:58	Active
<input type="checkbox"/> AvayaAura_CCCC_6.3.209.4-1034_Patch	Patch	6.3.209.4 (Build 1034)	24/05/2013 13:11:16	Active

Contact Centre License Manager (CCLM) Patches

AVAYA **Avaya Aura Update Manager**

All Updates | CCCC | **CCLM** | CCMA | CCMM | CCMS | CCMSU | CCT | CCWS |

General Information

Component NameLicense Manager
Version 6.x (Base build version: 8.0.0.152)

Installed Updates

☐ Select All

Update	Type	Version	Date Installed	Status
<input type="checkbox"/> AvayaAura_CCLM_6.3.209.0-0769_ServicePack	Service Pack	6.3.209.0 (Build 0769)	24/05/2013 11:58:29	Active

Contact Centre Manager Administration (CCMA) Patches

AVAYA **Avaya Aura Update Manager**

All Updates | CCCC | CCLM | **CCMA** | CCMM | CCMS | CCMSU | CCT | CCWS |

General Information

Component Name
Manager Administration
Version 6.x (Base build version: 8.0.0.206)

Installed Updates
☐ Select All

Update	Type	Version	Date Installed	Status
<input type="checkbox"/> AvayaAura_CCMA_6.3.209.0-0586_ServicePack	Service Pack	6.3.209.0 (Build 0586)	24/05/2013 11:59:46	Active
<input type="checkbox"/> AvayaAura_CCMA_6.3.209.1-0624_Patch	Patch	6.3.209.1 (Build 0624)	24/05/2013 13:12:37	Active
<input type="checkbox"/> AvayaAura_CCMA_6.3.209.2-0639_Patch	Patch	6.3.209.2 (Build 0639)	24/05/2013 13:12:58	Active
<input type="checkbox"/> AvayaAura_CCMA_6.3.209.3-0648_Patch	Patch	6.3.209.3 (Build 0648)	24/05/2013 13:14:32	Active
<input type="checkbox"/> AvayaAura_CCMA_6.3.209.4-0664_Patch	Patch	6.3.209.4 (Build 0664)	24/05/2013 13:14:44	Active
<input type="checkbox"/> AvayaAura_CCMA_6.3.209.5-0673_Patch	Patch	6.3.209.5 (Build 0673)	24/05/2013 13:14:59	Active

Contact Centre Multimedia (CCMM) Patches

AVAYA **Avaya Aura Update Manager**

All Updates | CCCC | CCLM | CCMA | **CCMM** | CCMS | CCMSU | CCT | CCWS |

General Information

Component Name
Multimedia / Outbound
Version 6.x (Base build version: 8.0.0.172)

Installed Updates
☐ Select All

Update	Type	Version	Date Installed	Status
<input type="checkbox"/> AvayaAura_CCMM_6.3.209.0-0552_ServicePack	Service Pack	6.3.209.0 (Build 0552)	24/05/2013 12:08:14	Active
<input type="checkbox"/> AvayaAura_CCMM_6.3.209.1-0418_Patch	Patch	6.3.209.1 (Build 0418)	24/05/2013 13:15:44	Active
<input type="checkbox"/> AvayaAura_CCMM_6.3.209.2-0433_Patch	Patch	6.3.209.2 (Build 0433)	24/05/2013 13:17:52	Active
<input type="checkbox"/> AvayaAura_CCMM_6.3.209.3-0458_Patch	Patch	6.3.209.3 (Build 0458)	24/05/2013 13:19:37	Active
<input type="checkbox"/> AvayaAura_CCMM_6.3.209.6-0462_Patch	Patch	6.3.209.6 (Build 0462)	24/05/2013 13:21:32	Active

Contact Centre Manager Server (CCMS) Patches

AVAYA **Avaya Aura Update Manager**

All Updates | CCCC | CCLM | CCMA | CCMM | **CCMS** | CCMSU | CCT | CCWS |

General Information

Component Name Manager Server
Version 6.x (Base build version: 8.0.0.152)

Installed Updates

☐ Select All

Update	Type	Version	Date Installed	Status
<input type="checkbox"/> AvayaAura_CCMS_6.3.209.0-0555_ServicePack	Service Pack	6.3.209.0 (Build 0555)	24/05/2013 12:10:46	Active
<input type="checkbox"/> AvayaAura_CCMS_6.3.209.1-0054_Patch	Patch	6.3.209.1 (Build 0054)	24/05/2013 13:23:19	Active
<input type="checkbox"/> AvayaAura_CCMS_6.3.209.2-0934_Patch	Patch	6.3.209.2 (Build 0934)	24/05/2013 13:23:35	Active
<input type="checkbox"/> AvayaAura_CCMS_6.3.209.3-0060_Patch	Patch	6.3.209.3 (Build 0060)	24/05/2013 13:23:55	Active
<input type="checkbox"/> AvayaAura_CCMS_6.3.209.4-1022_Patch	Patch	6.3.209.4 (Build 1022)	24/05/2013 13:24:11	Active
<input type="checkbox"/> AvayaAura_CCMS_6.3.209.5-0080_Patch	Patch	6.3.209.5 (Build 0080)	24/05/2013 13:24:31	Active
<input type="checkbox"/> AvayaAura_CCMS_6.3.209.6-1036_Patch	Patch	6.3.209.6 (Build 1036)	24/05/2013 13:24:46	Active
<input type="checkbox"/> AvayaAura_CCMS_6.3.209.9-0081_Patch	Patch	6.3.209.9 (Build 0081)	24/05/2013 13:25:05	Active

Contact Centre Server Utility (CCMSU) Patches

AVAYA **Avaya Aura Update Manager**

All Updates | CCCC | CCLM | CCMA | CCMM | CCMS | **CCMSU** | CCT | CCWS |

General Information

Component Name Manager Server Utility
Version 6.x (Base build version: 8.0.0.5)

Installed Updates

☐ Select All

Update	Type	Version	Date Installed	Status
<input type="checkbox"/> AvayaAura_CCMSU_6.3.209.0-0002_ServicePack	Service Pack	6.3.209.0 (Build 0002)	24/05/2013 12:17:58	Active

Communication Control Toolkit (CCT) Patches

AVAYA **Avaya Aura Update Manager**

All Updates | CCCC | CCLM | CCMA | CCMM | CCMS | CCMSU | **CCT** | CCWS |

General Information
Component Name Communication Control Toolkit
Version 6.x (Base build version: 8.0.0.147.0193)

Installed Updates
☐ Select All

Update	Type	Version	Date Installed	Status
<input type="checkbox"/> AvayaAura_CCT_6.3.209.0-0527_ServicePack	Service Pack	6.3.209.0 (Build 0527)	24/05/2013 12:18:22	Active
<input type="checkbox"/> AvayaAura_CCT_6.3.209.1-0285_Patch	Patch	6.3.209.1 (Build 0285)	24/05/2013 13:25:23	Active

Contact Centre Web Services (CCWS) Patches

AVAYA **Avaya Aura Update Manager**

All Updates | CCCC | CCLM | CCMA | CCMM | CCMS | CCMSU | CCT | **CCWS** |

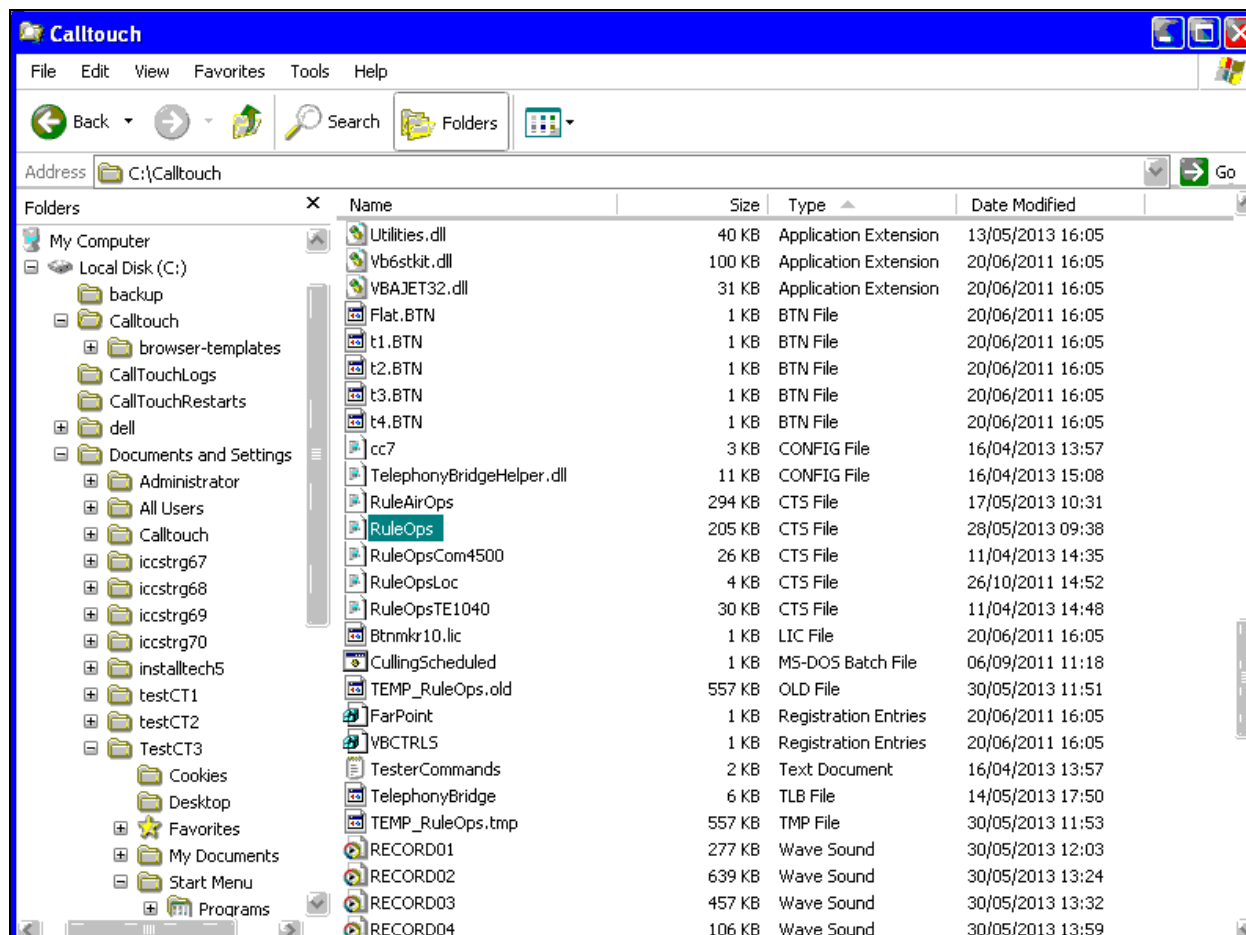
General Information
Component Name Webstats Server
Version 6.x (Base build version: 1.0.0.5)

Installed Updates
☐ Select All

Update	Type	Version	Date Installed	Status
<input type="checkbox"/> AvayaAura_CCWS_6.3.209.0-0555_ServicePack	Service Pack	6.3.209.0 (Build 0555)	24/05/2013 12:19:39	Active

Appendix D

Navigate to **C:\Calltouch** in order to open **RuleOps**.



```

2049 [PROCEDURES-REGISTERPABX]
2050 CALL TIMECALC, KillEvent, REGISTER_PABX
2051 IF [{NORTEL_INIT}], =, 1
2052 IF [{NortelRegistered}], =, 0
2053     ASSIGN $PABXPart1, <pabxConfig xmlns="http://www.northgate-is.com/calltouch/telephonymodelconfig" xmlns:xs
2054     ASSIGN $PABXPart2, " typeName="cc7"><address>
2055     ASSIGN $PABXPart3, </address><port>29373</port><username>
2056     ASSIGN $PABXPart4, </username><password>
2057     ASSIGN $PABXPart5, </password><domain>localhost</domain><reconnectInterval>00:00:10</reconnectInterval><co
2058     ASSIGN $PABXPart6, <deviceMonitorRecoveryInterval>00:00:20</deviceMonitorRecoveryInterval><synchronousCall
2059     ASSIGN $PABXPart7, <isHotDeskingEnabled>true</isHotDeskingEnabled><isSingleSignOn>true</isSingleSignOn></p
2060 //ASSIGN $PABXPart7, <isHotDeskingEnabled>true</isHotDeskingEnabled><isSingleSignOn>false</isSingleSignOn>
2061 IF [LEFT, {NAME}, 3], <>, BSE
2062     // Switch on-site setup.
2063     ASSIGN $PABXID, 10000
2064     ASSIGN $PABXAddress, 172.17.2.122
2065     //ASSIGN $PABXUser, [{OPNAME}]
2066     //ASSIGN $PABXPassword, password_123
2067     ASSIGN $PABXUser,
2068     ASSIGN $PABXPassword,
2069 ELSE
2070     // Switch in the office setup.
2071     ASSIGN $PABXID, 10000
2072     //ASSIGN $PABXAddress, 152.114.255.239
2073     ASSIGN $PABXAddress, 192.168.50.50
2074     //ASSIGN $PABXUser,
2075     //ASSIGN $PABXPassword,
2076     ASSIGN $PABXUser,
2077     ASSIGN $PABXPassword,
2078 ENDIF
2079

```

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