



**Avaya Solution & Interoperability Test Lab**

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**Application Notes for Quentris® Smile 3.0 with Avaya  
Communication Server 1000E R7.0 - Issue 1.0**

**Abstract**

These Application Notes describe the configuration steps for each product to ensure successful interoperability between Quentris® Smile 3.0 and Avaya Communication Server 1000E.

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

## 1. Introduction

These Application Notes describe a compliance-tested configuration of the interoperability of Quentris® Smile 3.0 to successfully interoperate with Avaya Communication Server 1000E (CS1000E) R7.0. Quentris® Smile 3.0 is a screen based console that interfaces directly with Avaya CS1000E and provides a graphical user interface for call handling. All relevant call information is provided on a single window. Quentris® Smile 3.0 provides call handling capabilities enabling operators to answer, transfer, announce, park, hold and place calls using their personal computer (PC). The Quentris® Smile 3.0 main screen holds all information related to a call such as name, number, origin and status.

## 2. General Test Approach and Test Results

The testing of CS1000E R7.0 with Quentris® Smile 3.0 was carried out in the Avaya Lab. Test cases were executed jointly by an Avaya and a Quentris representative. All tests were manual tests and all results were discussed and agreed following execution.

### 2.1. Interoperability Compliance Testing

During interoperability compliance testing the following features of Smile 3.0 were covered.

- Call Handling ability including Call Answering, Call Transfer, Announce, Call Park, Call Hold / Call unhold from a PC
- Placing of calls both internally or externally by the Operator
- BLF (Busy Lamp Field) provision of the status of the various internal phoneset types
- Calling Line Identification (CLID) and Dialed Number Identification Service (DNIS) support for PSTN trunks
- Support for Call Party Name Display
- Music on hold
- Call Waiting indicator (DWC)
- ATDN, LDN, Private DN, ACD
- Night number
- Local internal call handling
- Handling of Network calls over PRI and SIP trunks
- Handling of calls to and from Avaya IP UNISim, SIP, Digital phone sets and Softphones

### 2.2. Test Results

All tests that were executed passed successfully with one exception. One of the Smile 3.0 features is to provide an automated recorded greeting to the caller on answering the call by the Operator. This recorded announcement is not played to a caller from an Avaya 1100 series SIP Deskphone.

## 2.3. Support

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

Technical support can be obtained for Quentris Smile 3.0 by referring to the Smile 3 Technical Guide. Version 1.8 or by clicking on the support link at <http://www.smileconsole.com/>.

## 3. Reference Configuration

The diagram below shows the precise configuration used to test Smile 3.0.

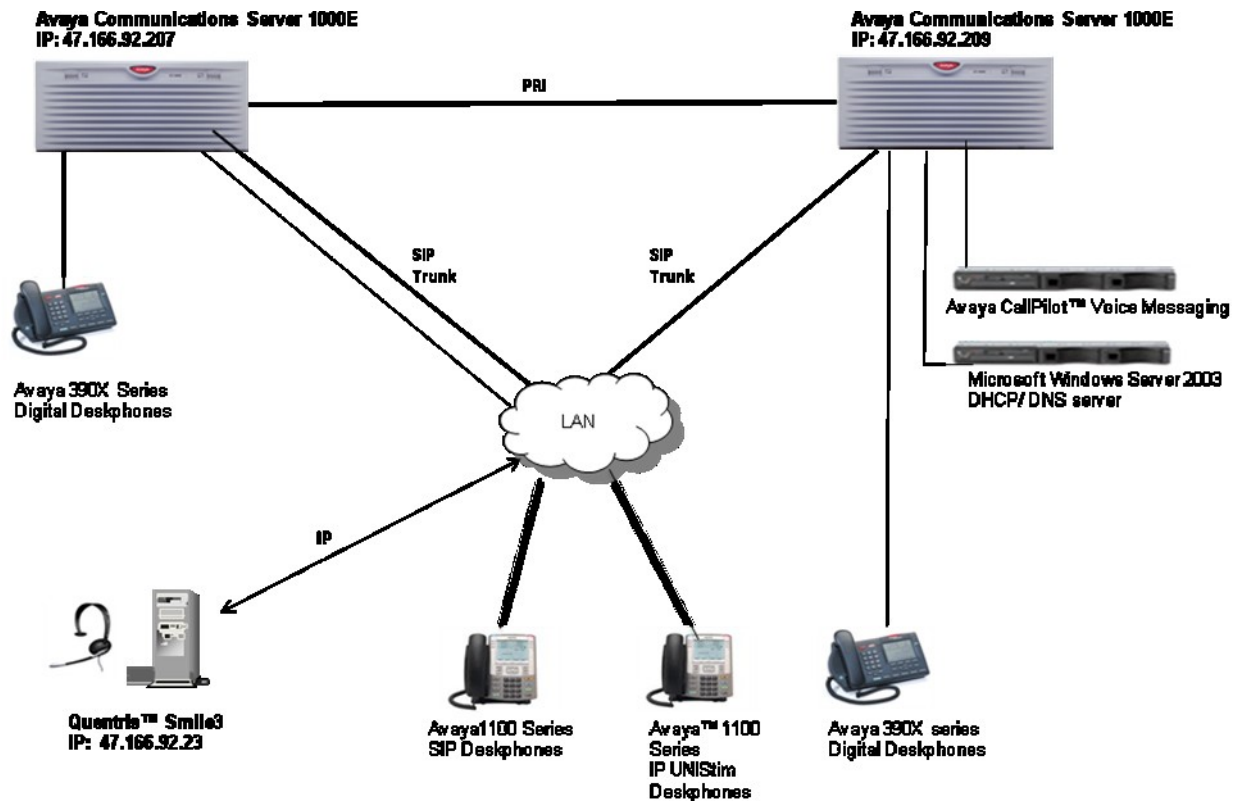


Figure 1: Avaya Communications Server 1000E with Quentris Smile 3

## 4. Equipment and Software Validated

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

| Equipment   | Software/Firmware  |
|---|--|
| <b><i>Avaya PBX Products</i></b>  |  |
| Avaya Communication Server 1000E  | Avaya Communication Server 1000E R7.00 with latest patch level.<br>Patches are listed in the Appendix  |
| Avaya CS1K Media Gateway Controller Card (MGC)  | CSP Version: MGCC AO01<br>MSP Version: MGCM AB01<br>APP Version: MGCA AA07<br>FPGA Version: MGCF AA15<br>BOOT Version: MGCB AL60<br>DSP1 Version: DSP1 AB01<br>DSP2 Version: DSP2 AB01 |
| Avaya CallPilot™ 600r Server  | Avaya CallPilot™ Version 5.00.41<br>Patch Line-up:<br>CP50041SU08S<br>CP500508G09C   |
| <b><i>Avaya Internal Deskphones</i></b>   |  |
| Avaya 1100 series IP Deskphones <ul style="list-style-type: none"> <li>• 1140e</li> <li>• 1120e</li> </ul> Avaya M3900 series Deskphones <ul style="list-style-type: none"> <li>• M3904</li> </ul> Avaya 1100 series SIP Deskphone <ul style="list-style-type: none"> <li>• 1140</li> </ul> | 0625C7M (UNISTim 4.2)<br>0624C7M (UNISTim 4.2)<br><br>Version: AA93<br><br>SIP 2.2 - 1120 2.02.21.00   |
| <b><i>Avaya External Deskphones</i></b>   |  |
| Avaya 1100 series IP Deskphones <ul style="list-style-type: none"> <li>• 1140e</li> </ul> Avaya M3900 series Deskphones <ul style="list-style-type: none"> <li>• M3904</li> </ul>   | 0625C7M (UNISTim 4.2)<br><br>Version: AA93   |
| <b><i>Quentris / other requirements</i></b>   |  |
| Avaya USB Audio device – NTEX14AB   | Rel:04   |
| Quentris® Smile Installation Disk and License   | Version 3.0  |
| Desktop PC (Minimum Specification Pentium IV, 3 GHz, 1 GB Ram, 1 USB Hand/Headset)  | MS Windows XP Professional   |

## 5. Configure Avaya Communication Server 1000E

In order to enable Smile 3.0 to function in a CS1000E environment it is necessary to configure two Terminal Numbers (TN's) as Primary and Secondary ACD Agents that are assigned to an Automatic Call Distribution (ACD) Queue. Both TN's will function as a single console application.

### 5.1. ACD queue configuration (operator Queue)

Smile 3 will operate in an ACD or non-ACD environment. In order for Smile to function in with ACD it is necessary to create an ACD Queue on CS1000E.

**Note:** Not all prompts need an answer. Only answers in bold characters are mandatory for a basic configuration. Accept the default responses for each prompt by pressing the **Return** key except for those that are highlighted in **bold**.

|                      |   |
|----------------------|---|
| <b>LD 23</b>         | Load the overlay 23 – Automatic Call Distribution                                       |
| REQ <b>NEW</b>       | New ACD Queue   |
| TYPE <b>ACD</b>      | ACD data block  |
| CUST <b>0</b>        | Customer number   |
| ACDN <b>1411</b>     | Preferred Directory Number of the operator queue.                                       |
| ...                  |   |
| MWC <b>YES</b>       | Message Waiting Center  |
| ...                  |   |
| MAXP <b>10</b>       | Maximum Positions. 2 times the number of Smile 3 Console.                               |
| ...                  |   |
| NCFW <b>4023</b>     | Night Call Forward, where to send the incoming calls when the operator queue is closed. |
| ...                  |   |
| HOML <b>NO</b>       | Handset On-Hook Means Log out   |
| ...                  |   |
| LABEL_KEY0 <b>NO</b> | Label on ACD key (Key0)   |

### 5.2. Primary ACD Agent

Create a Primary ACD Agent and assign it to the ACD group (e.g. 1411) that was created in the previous section. The agent is configured as an Avaya 2050PC softphone on CS1000E. As the Smile 3.0 will operate as an attendant console many keys will need to be configured for full functionality. See following instructions:

|                     |   |
|---------------------|---|
| <b>LD 11</b>        | Load the overlay 11 – Digital Deskphone Administration  |
| REQ: <b>NEW</b>     | create new agent set  |
| TYPE: <b>2050PC</b> | The Type must be soft phone 2050PC  |
| TN <b>112 0 0 8</b> | TN appropriate to PBX, the format must be: loop shelf card unit   |
| DES <b>SMILE3</b>   | Station Designator, maximum 6 alphanumeric characters   |
| CUST <b>0</b>       | Customer Number   |
| ...                 |   |
| KEM <b>1</b>        | Number of attached IP Phone Key expansion Module<br>Must be set to 1 for the monitoring of the 6 extra Hold Keys. |
| ZONE <b>1</b>       | Zone Number which Smile 3 console belongs, it will determine the CODEC to use.                                    |
| ...                 |   |

TGAR 0 Trunk Group Access Restriction. Must be set according to the trunk group access restriction defined in CS1000E.

...

**CLS CNDA CFXA AHA DDGD RECA KEM3**

CNDA: Call Party Name Display Allowed  
CFXA: Call Forward All Calls to External DN Allowed  
AHA: Automatic Hold Allowed  
DDGD: DN Display on other set Denied  
RECA: IP Phone Call Recording Allowed  
KEM3: Key expansion module equipped

...

**AST 00 04**

Associate Set Assignment for Meridian Link applications. A maximum of two keys can be controlled by the host computer. In this case the ACD key and the Private number (DN) key are selected.

**IAPG 1**

**KEY 0 ACD 1411 0 1881**

Group 1 sends out ALL messages for AST set. Group 0 will send out none ACD key for the incoming calls (ACD Queue which was set up in previous section + 0 + PositionID as appropriate to CS1000E)

**KEY 1 NRD**

Not Ready key

**KEY 2 MSB**

Make Set Busy key

**KEY 4 SCR 2510**

Private key used to make calls and to receive private calls

**CPND NEW**

**CPND\_LANG**

**NAME 1411 Operator**

Enter the required name to be displayed

**XPLN 24**

Expected name length

**DISPLAY\_FMT**

**VMB**

**KEY 32 SCN 2511**

To control and monitor the 1<sup>st</sup> call on hold

**CPND NEW**

**CPND\_LANG**

**NAME 1411 Operator**

Enter the same name as Key 4

**XPLN 24**

Expected name length

**DISPLAY\_FMT**

**VMB**

**KEY 33 SCN 2512**

To control and monitor the 2<sup>nd</sup> call on hold

**CPND NEW**

**CPND\_LANG**

**NAME 1411 Operator**

Expected name length

**XPLN 24**

**DISPLAY\_FMT**

**VMB**

**KEY 34 SCN 2513**

To control and monitor the 3<sup>rd</sup> call on hold

**CPND NEW**

**CPND\_LANG**

**NAME 1411 Operator**

Expected name length

**XPLN 24**

**DISPLAY\_FMT**

**VMB**

**KEY 35 SCN 2514**

To control and monitor the 4<sup>th</sup> call on hold

**CPND NEW**

**CPND\_LANG**

**NAME 1411 Operator**

Expected name length

**XPLN 24**

**DISPLAY\_FMT**

**VMB**

**KEY 36 SCN 2515**

To control and monitor the 5<sup>th</sup> call on hold

CPND **NEW**  
 CPND\_LANG  
 NAME **1411 Operator**  
 XPLN **24** Expected name length  
 DISPLAY\_FMT  
 VMB  
**KEY 37 SCN 2516** To control and monitor the 6<sup>th</sup> call on hold  
 CPND **NEW**  
 CPND\_LANG  
 NAME **1411 Operator**  
 XPLN **24** Expected name length  
 DISPLAY\_FMT  
 VMB  
**KEY 45 OVR** Call Override key used for the 'Call Intrusion' facility

### 5.3. Secondary ACD Agent

The secondary ACD Terminal Number is configured without a private number (DN) and is set up as follows:

**LD 11** Load the overlay 11 – Digital Deskphone Administration  
 REQ: **NEW**  
 TYPE: 2050PC The Type must be soft phone 2050PC  
 TN **100 0 1 01** Terminal Number, the format must be: loop shelfcard unit  
 DES **SMILE3** Station Designator, maximum 6 alphanumeric characters  
 CUST **0** Customer Number  
 ...  
**KEM 3** Used to monitor the status of other phonesets (BLF)  
 Number of attached IP Phone Key Expansion Modules Must be set to 3  
 KEM1 for the monitoring of the 6 Hold Keys.  
 KEM 3 for the BLF information.  
**ZONE 1** Zone Number which Smile 3 console belongs. It will determine the CODEC  
 to use.  
 ...  
**TGAR 0** Trunk Group Access Restriction. Must be set according to the trunk group  
 access restriction defined in CS1000E.  
 ...  
**CLS CNDA CFXA AHA DDGD ICRA KEM3** ⌵  
 CNDA: Call Party Name Display Allowed  
 CFXA: Call Forward All Calls to External DN Allowed  
 AHA: Automatic Hold Allowed  
 DDGD: DN Display on other set Denied  
 RECA: IP Phone Call Recording Allowed  
 KEM3: Key expansion modules equipped  
 ...  
**AST 00 04** Associate Set Assignment for Meridian Link applications. A maximum of  
 two keys can be controlled by the host computer. In this case the ACD key  
 and the Private number (DN) key are selected.  
**IAPG 1** Group **1** sends out **ALL** messages for AST set. Group 0 will send out none  
**KEY 0 ACD 1411 0 1882** ACD key for the incoming calls (ACD Queue + 0 + PositionID)  
**KEY 1 NRD** Not Ready key  
**KEY 2 MSB** Make Set Busy key  
**KEY 3 DWC 1411** Display Waiting Call key used to monitor the operator queue (1411)  
**KEY 32 SCN 2511** To control and monitor the 1<sup>st</sup> call OnHold

|  |  |
|--|--|
| <p>MARP ON TN <b>112 0 0 8</b><br/> MARP <b>YES</b><br/> line<br/> CPND<br/> VMB</p>                   | <p>Multiple Appearance Redirection Prime<br/> reflects the status of the DN Key of the Primary TN identified in the previous</p> |
| <p><b>KEY 33 SCN 2512</b><br/> MARP ON TN <b>112 0 0 8</b><br/> MARP <b>YES</b><br/> CPND<br/> VMB</p> | <p>To control and monitor the 2<sup>nd</sup> call OnHold</p>   |
| <p><b>KEY 34 SCN 2513</b><br/> MARP ON TN <b>112 0 0 8</b><br/> MARP <b>YES</b><br/> CPND<br/> VMB</p> | <p>To control and monitor the 3<sup>rd</sup> call OnHold</p>   |
| <p><b>KEY 35 SCN 2514</b><br/> MARP ON TN <b>112 0 0 8</b><br/> MARP <b>YES</b><br/> CPND<br/> VMB</p> | <p>To control and monitor the 4<sup>th</sup> call OnHold</p>   |
| <p><b>KEY 36 SCN 2515</b><br/> MARP ON TN <b>112 0 0 8</b><br/> MARP <b>YES</b><br/> CPND<br/> VMB</p> | <p>To control and monitor the 5<sup>th</sup> call OnHold</p>   |
| <p><b>KEY 37 SCN 2516</b><br/> MARP ON TN <b>112 0 0 8</b><br/> MARP <b>YES</b><br/> CPND<br/> VMB</p> | <p>To control and monitor the 6<sup>th</sup> call OnHold</p>   |



## 5.4. Night Service Configuration

A Night Service configuration must be configured that will be invoke when the operator is not logged in.

|              |  |
|--------------|--|
| >LD 15       | Load the overlay 15 - Customer Data Block                      |
| REQ: CHG     | Change existing data block                                     |
| TYPENIT_DATA | Night Service options  |
| CUST 0       | Customer number  |
| NIT1 1411    | Number of the Operator queue. See NCFW response in Section 5.1 |
| TIM1         |  |
| RPNS         |  |
| ENS          |  |

## 5.5. Attendant Directory Number

In order to set up the Attendant Directory Number the following configuration must carried out. The Attendant number is typically 0, 9 or 11. This is the number that all internal callers will use to contact the Operator on their site.

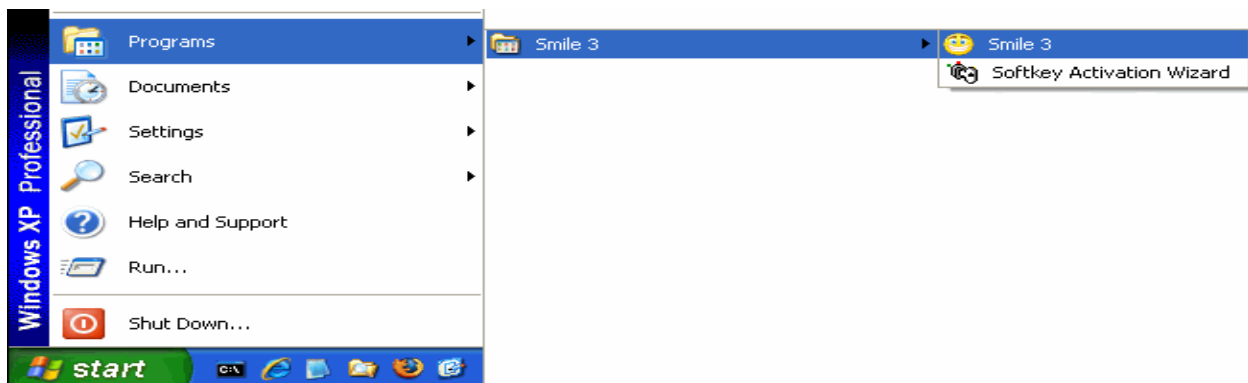
|               |   |
|---------------|---|
| LD 15         | Load the overlay 15 - Customer Data Block       |
| REQ: CHG      | Change existing data block                      |
| TYPE ATT_DATA | Attendant Console options                       |
| CUST 0        | Customer number                                 |
| OPT           |   |
| ATDN 11       | Attendant Directory Number. Usually 0, 9 or 11. |
| NCOS          |   |
| ...           |   |

## 6. Configure Quentris Smile Console Application

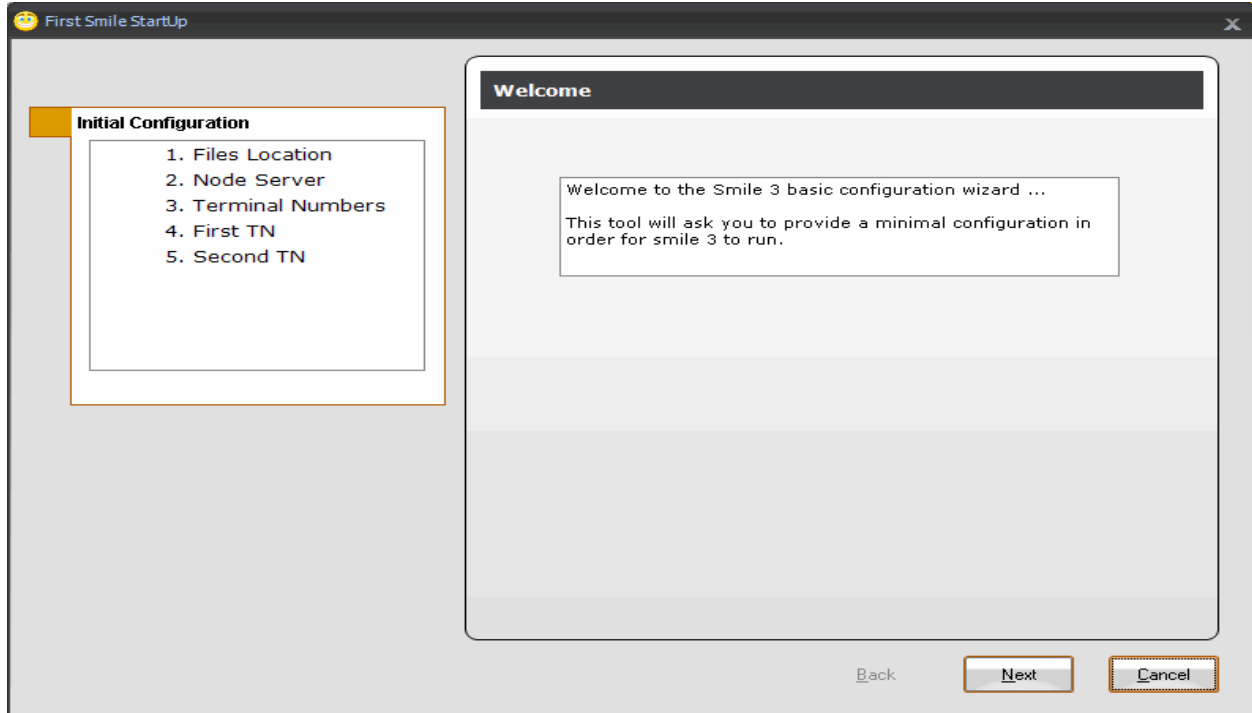
It is expected that the Smile 3 Installation and License activation is completed before the following configuration can be executed. For details on how these procedures are carried out please refer to the Quentris Smile 3 Technical Guide, Version 1.8.

### 6.1. Configure Smile using Configuration Wizard

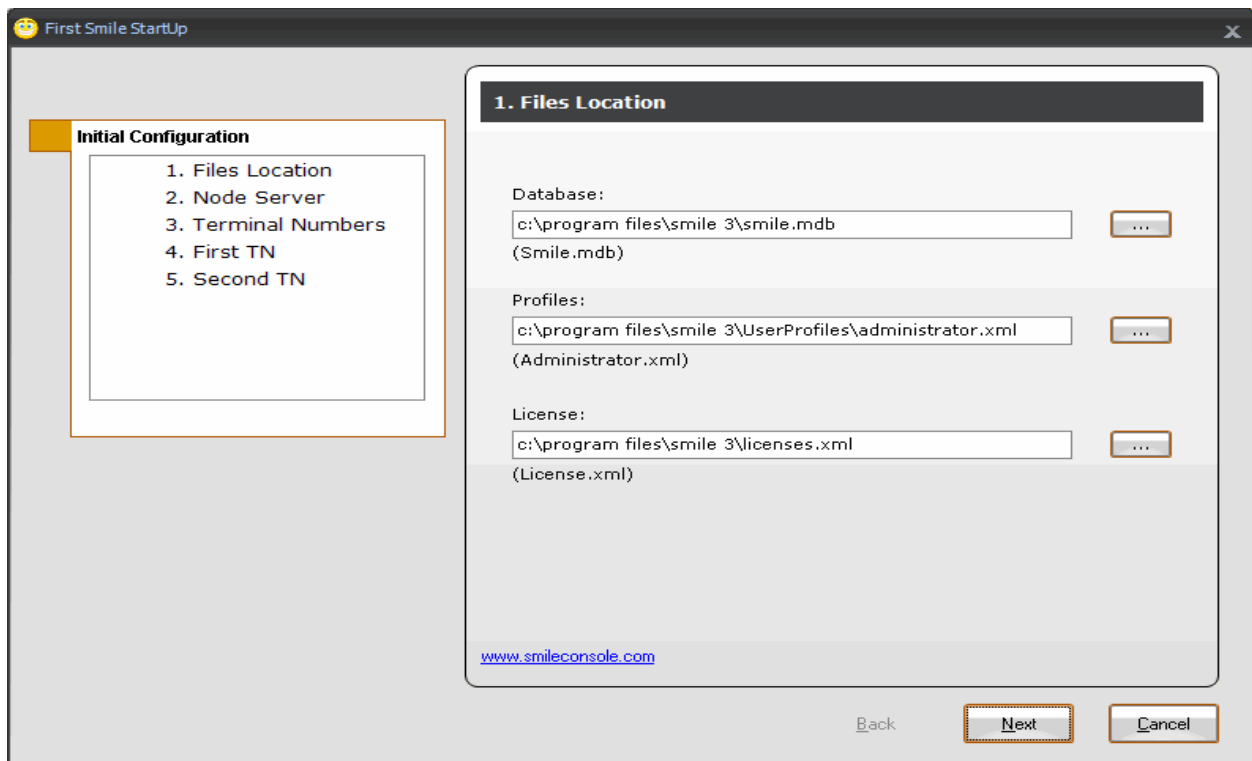
Start the Smile 3 Console using the shortcut. **Smile 3** is also available in the program group of the Operating System.



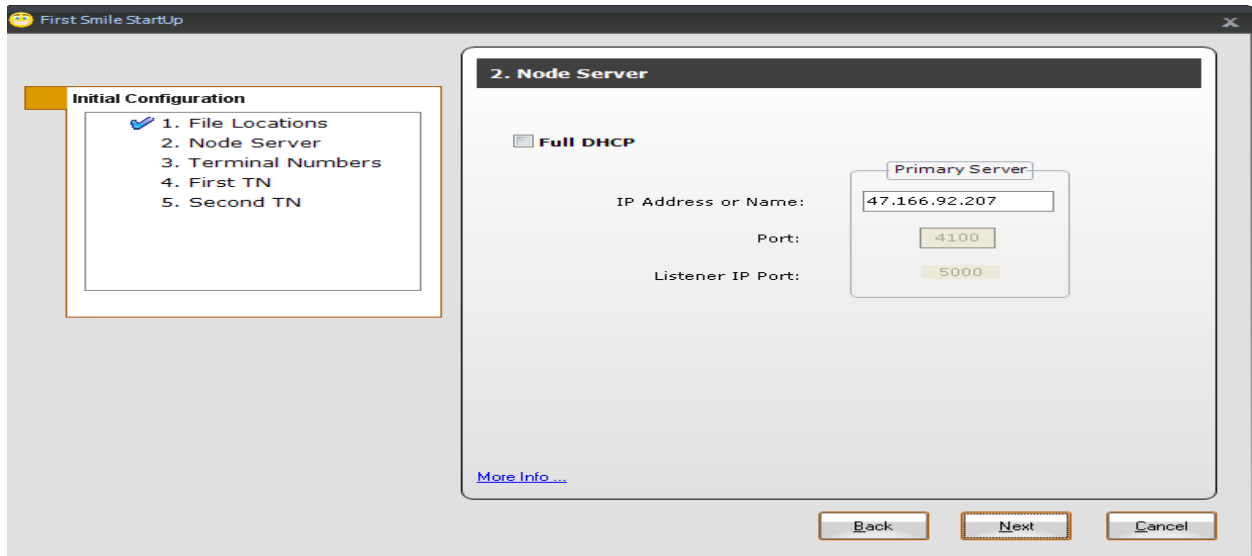
The **Welcome** message appears with first time start-up. Click **Next** to continue.



The first configuration screen allows confirmation of the location of Smile 3 related files. Please choose the defaults and click **Next**.



The second configuration screen is the **Node Server** page. Enter the **IP address or Name** of the Node Server of the PBX (**47.166.92.207** in our example, see diagram **Figure 1**) that will supply telephony services. Click **Next** to continue.

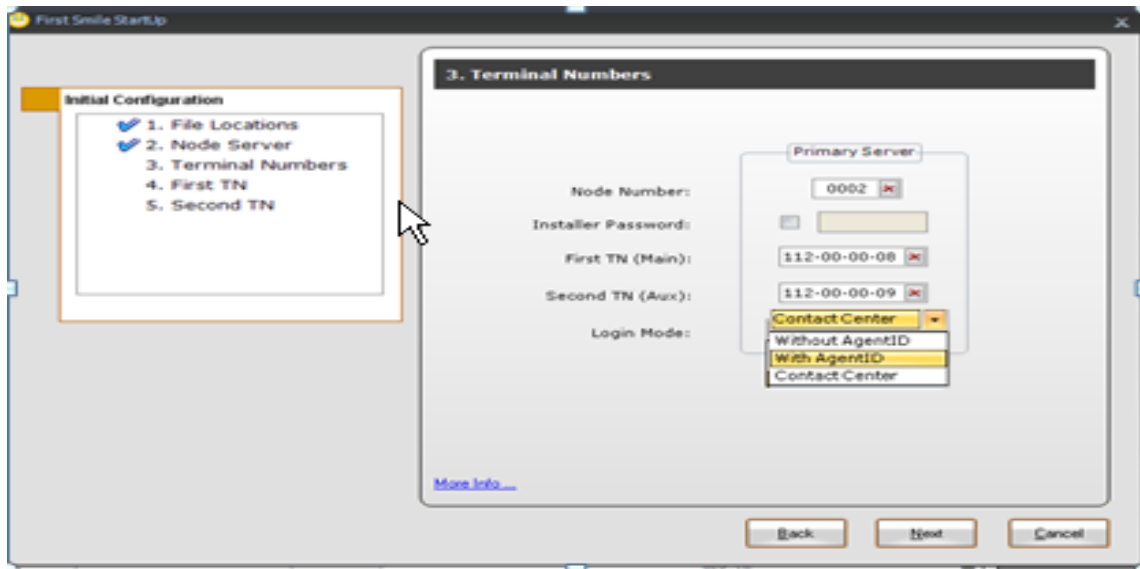


The **Terminal Numbers** configuration page appears. Enter the **Node Number**, **First TN (Main)** and **Second TN (Aux)** as shown.

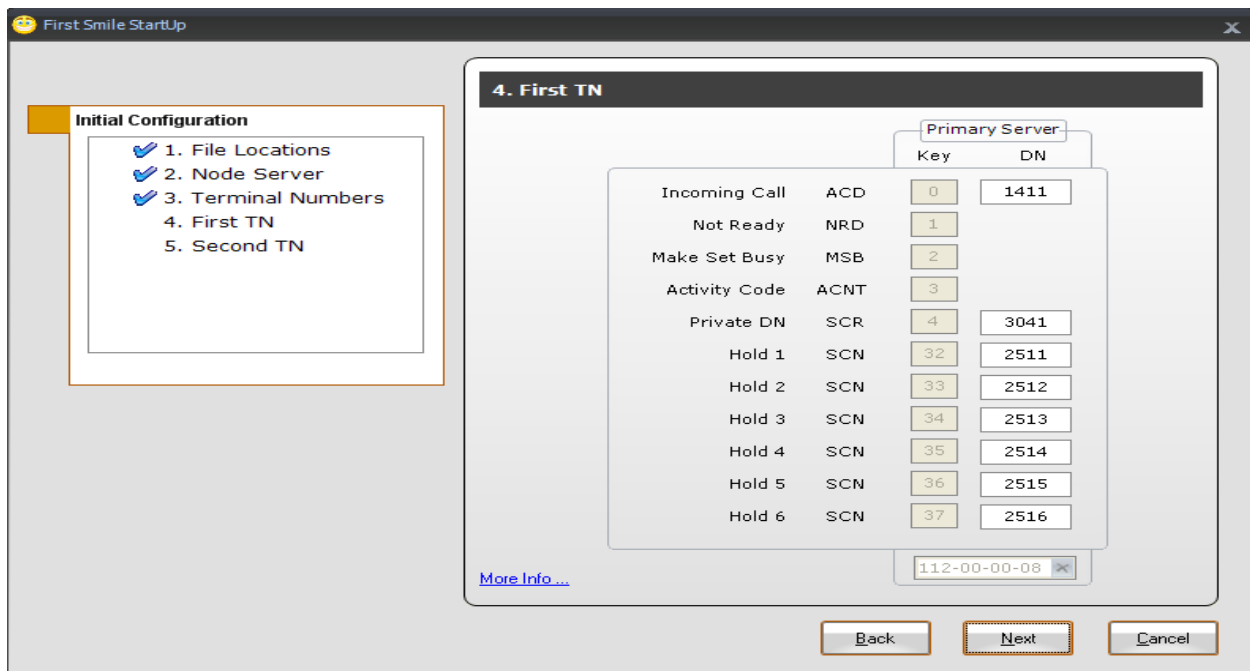
On the same screen display the drop down list and select the **Login Mode**. In this case, select **With AgentID**.

Login Mode specifies how the Smile 3 Console will log into its ACD positions:

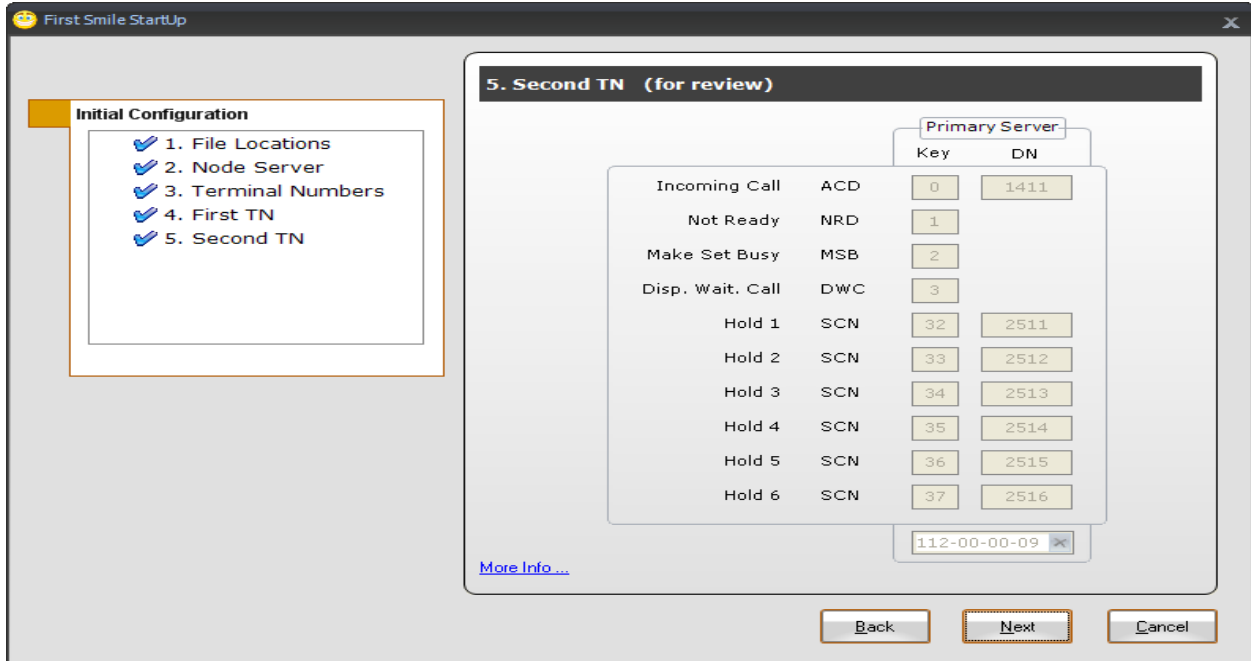
- **Without Agent ID** – To use this option then AID = No in the Schedule Data Block (SCB) block in overlay 23.
- **With Agent ID** – To use this option then AID = Yes in the Schedule Data Block (SCB) block in overlay 23.
- **Call Center** – This option is selected if Avaya Aura® Contact Center 6.1 is used.



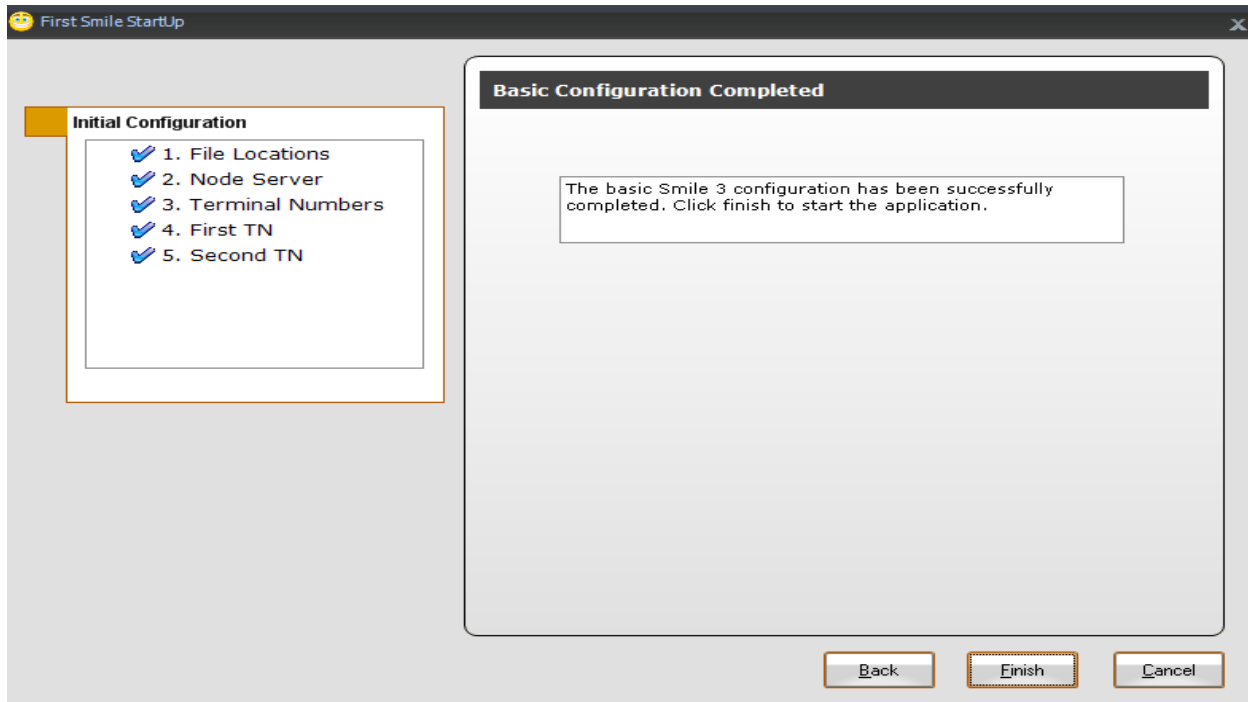
The **First TN** screen appears. On this screen the Smile 3 Console keys are mapped corresponding to how they are configured on CS1000E in **Section 5.2**. Click **Next** to continue.



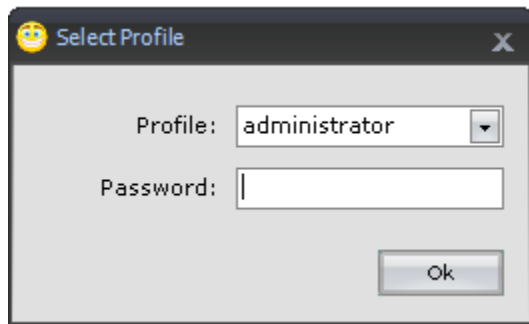
The **Second TN (for review)** screen is displayed. The entries are automatically populated to match the entries of the previous screen. These cannot be changed and this screen is for review only. Click **Next** to go to the next screen.



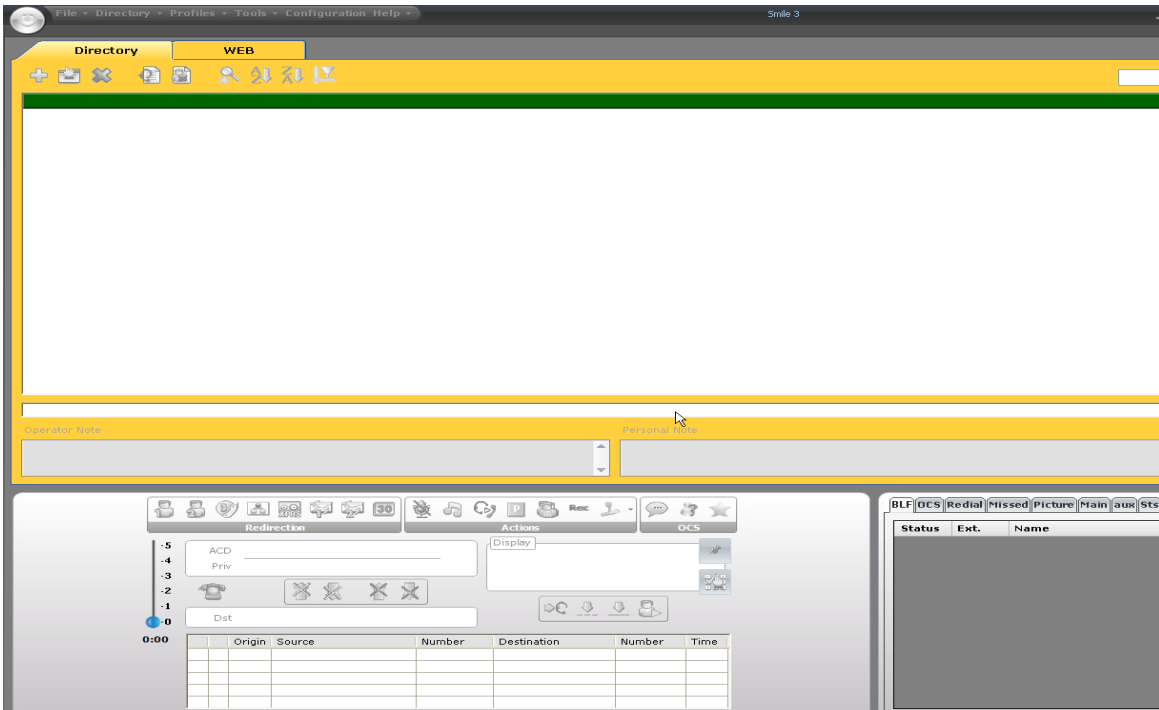
The final screen appears indicating that the basic configuration has been completed. Click **Finish**.



The profile selection window appears. To complete the configuration it is necessary to log in initially as the **administrator**. Enter the Password and click **OK**.



After component loading and initializing has completed the main **Smile 3** console window appears

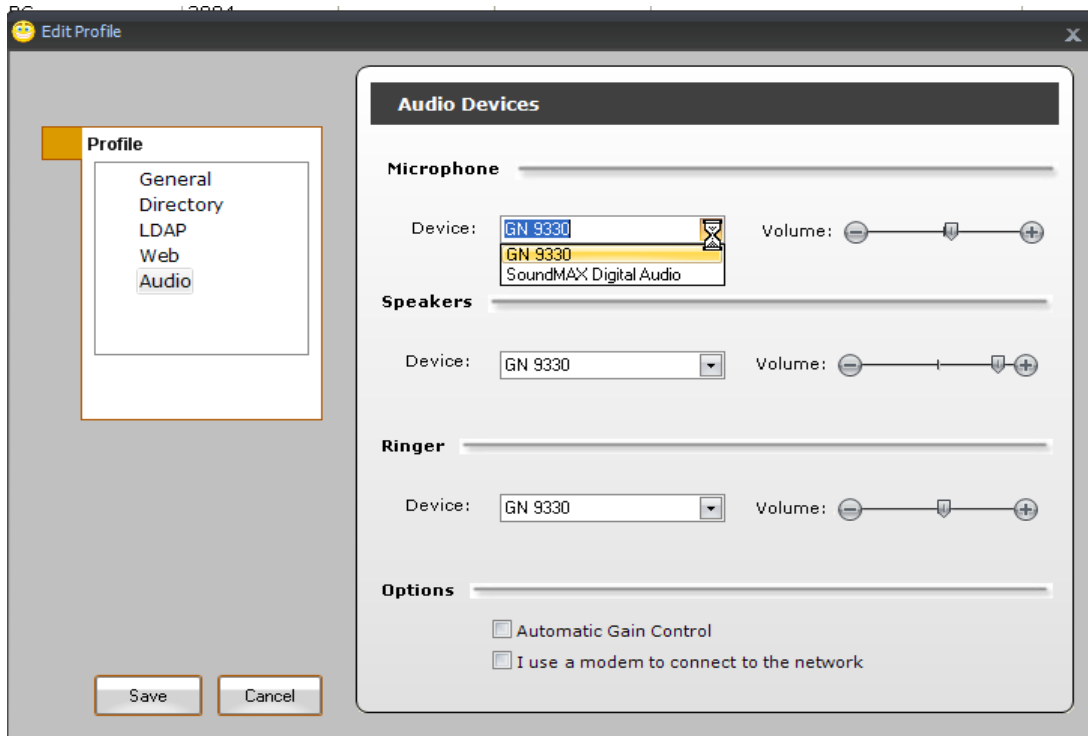


## 6.2. Configure the Audio Device

To configure the audio device select **Edit** from the **Profiles** menu.

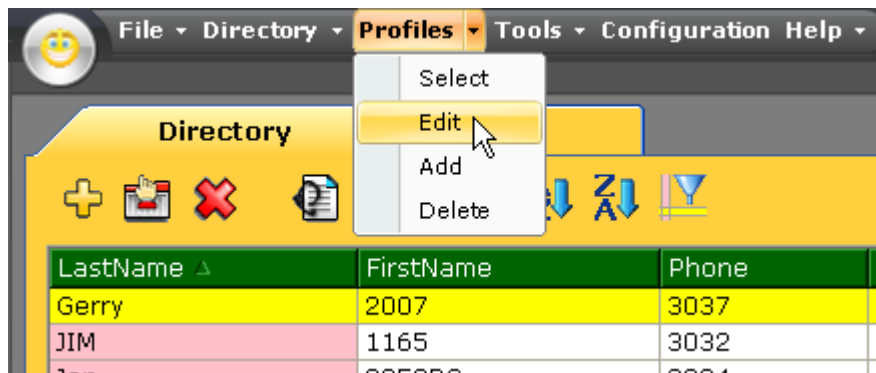


The **Edit Profile** window appears. If the USB Audio is attached it will appear in the drop down menu. Please select the appropriate one and **Save**.



### 6.3. Configure Agent ID for ACD Queue Login

On the console screen **Select Edit** from the **Profiles** menu.





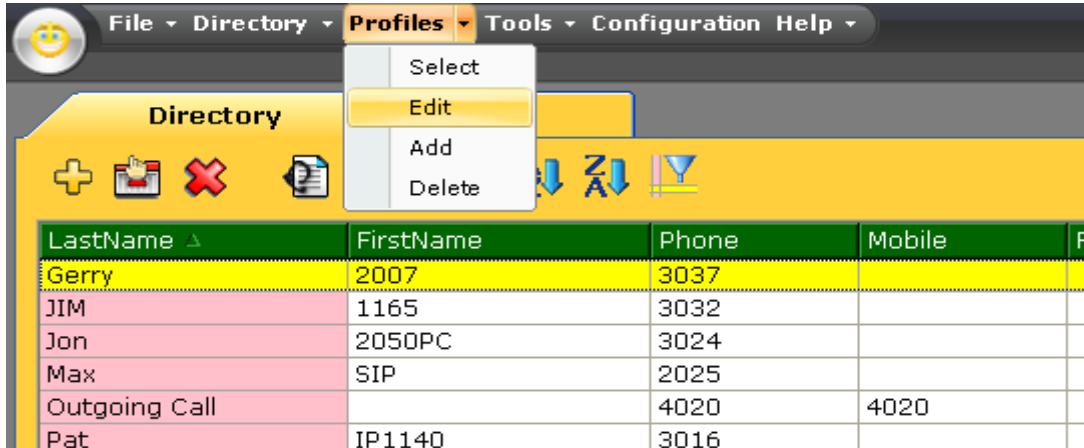
The **Edit Profile** window is presented. Select **Profile** → **General**. Enter any **Agent ID**. In this case 1005 is used. Click on the **Save** button.

The screenshot shows the 'Edit Profile' window with the 'General' tab selected. On the left, a 'Profile' sidebar lists 'General', 'Directory', 'LDAP', 'Web', and 'Audio'. The main area is divided into three sections: 'Profile', 'Interface', and 'Settings'. In the 'Profile' section, 'Profile' is set to 'administrator', 'Name' to 'Administrator', 'Password' to '\*\*\*\*', 'AgentID' to '1005', and 'AuxAgentID' to '1006'. The 'Number of skillsets' is set to '4'. 'Picture' and 'Greeting' fields have file paths and browse buttons. The 'Interface' section shows 'Language' as 'English' and 'Skin' as 'Yellow'. The 'Settings' section has six checked checkboxes: 'Automatic On Top', 'Automatic Maximize', 'Label On Hold', 'Enable Recording', and 'Enable Greetings'. 'Save' and 'Cancel' buttons are at the bottom left.

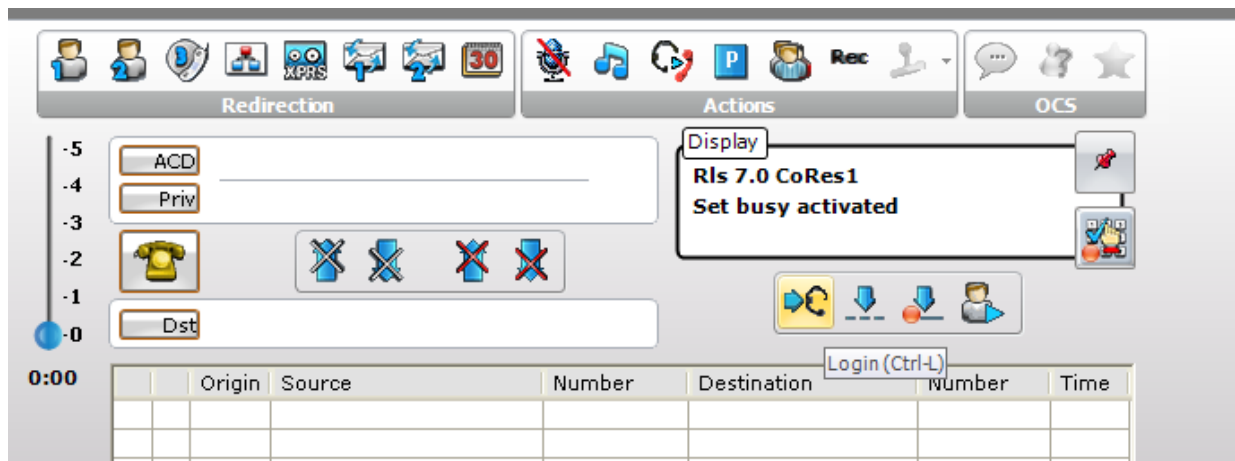
| Section   | Field               | Value   |
|-----------|---------------------|---|
| Profile   | Profile             | administrator                                   |
|           | Name                | Administrator                                   |
|           | Password            | ****  |
|           | AgentID             | 1005  |
|           | AuxAgentID          | 1006  |
|           | Number of skillsets | 4   |
| Interface | Language            | English   |
|           | Skin                | Yellow  |
| Settings  | Automatic On Top    | <input checked="" type="checkbox"/>             |
|           | Automatic Maximize  | <input checked="" type="checkbox"/>             |
|           | Label On Hold       | <input checked="" type="checkbox"/>             |
|           | Enable Recording    | <input checked="" type="checkbox"/>             |
|           | Enable Greetings    | <input checked="" type="checkbox"/>             |
|           | Picture             | C:\Documents and Settings\All Users\Documents\M |

## 7. Verification Steps

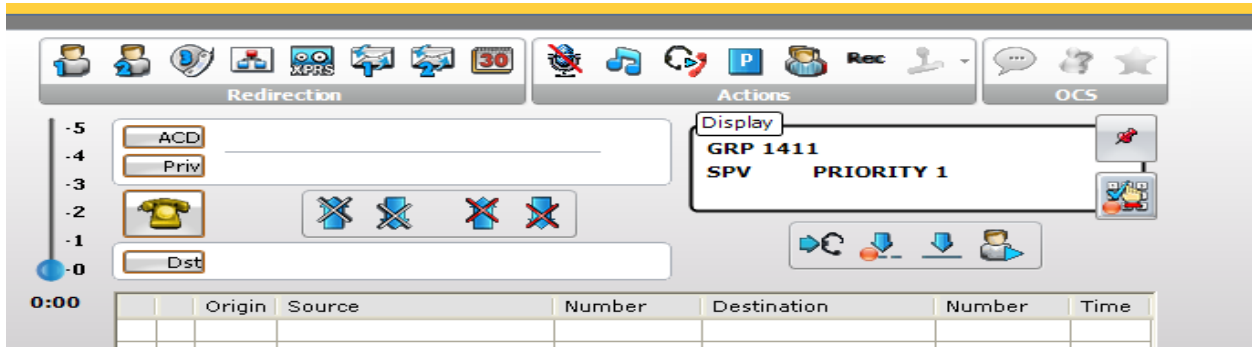
To ensure that Smile 3 with CS1000E are integrated successfully configure login ID for the ACD Queue, if this is the intended environment, and initiate a call to the console by calling this queue.



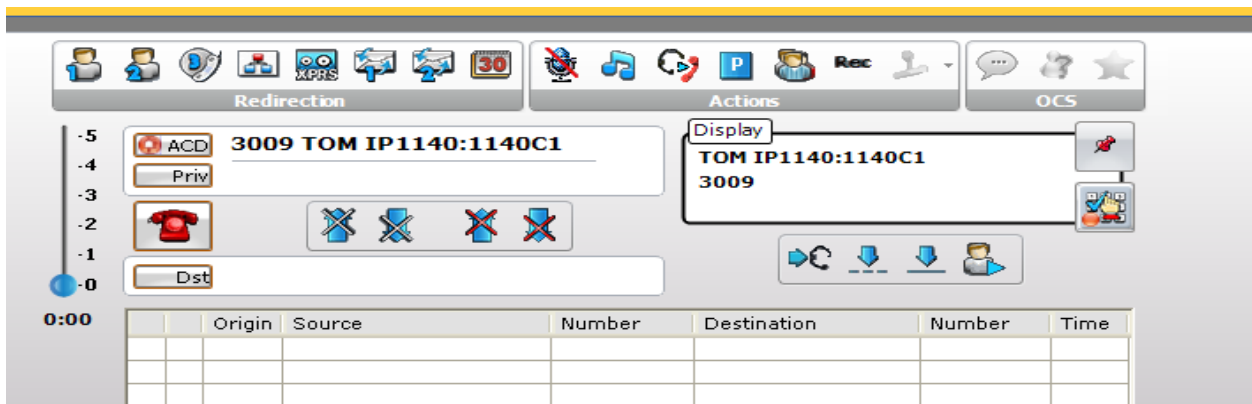
On the Smile 3 screen click on the **Login** button to log into the ACD queue.



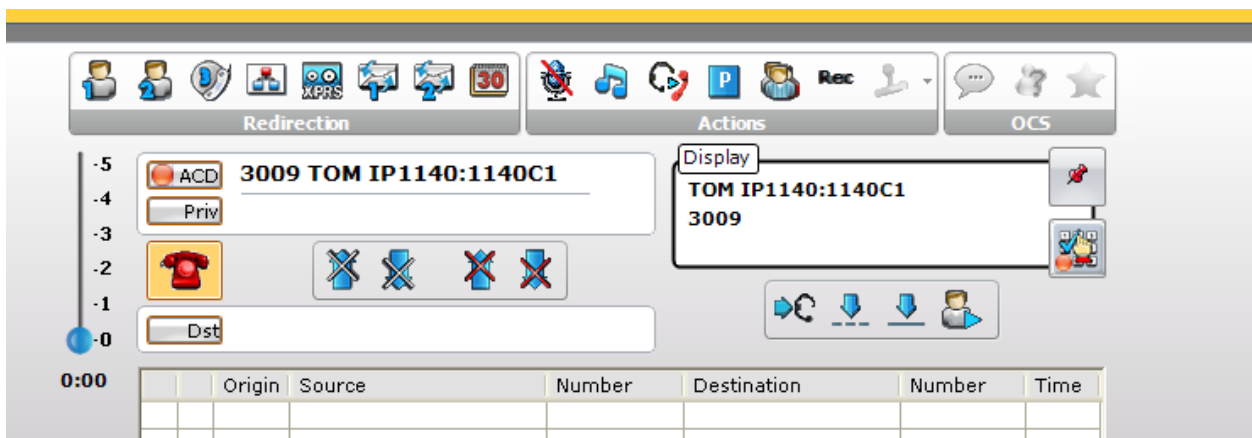
If the login is successful the display will display similar details to those shown on the screen below. In our example the ACD queue is **1411**.



Make a call from any phone to the ACD queue (**1411**). The call should be presented as shown.



Answer the call by clicking on the highlighted button or press **Enter**. Ensure speech path is available to verify correct installation.



## 8. Conclusion

These application notes describe the configuration steps required to successfully integrate the Quentris® Smile 3.0 with Avaya Communication Server 1000E R7.0. All feature tests that were carried out indicate successful interoperability between the products. The only issue that was encountered is outlined in **Section 2.2**. A fix is being developed by Quentris at the time of writing this Application Notes.

## 9. Appendix

### 9.1. Appendix 1 – Call Server Patches

>ld 143

.mdp issp

VERSION 4121

RELEASE 7

ISSUE 00 Q +

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

#### IN-SERVICE PEPS

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

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

## 9.2. Appendix 2 – Linux Patches

```
[root@trune@cores1:~][root@cores1 ~]$ pstat
```

Product Release: 7.00.20.00

In system patches: 2

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

In System service updates: 22

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

```
[root@trune@cores1:~][root@cores1 ~]$ spstat
```

There is no SP in loaded status.

The last applied SP: Service\_Pack\_Linux\_7.00\_20\_20100914.ntl

It is a STANDARD SP.

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

spins command completed with no errors detected.

### 9.3. Appendix 3 – Software Version

truane@cores1:~\$ swVersionshow

Product Release: 7.00.20.00

#### Base Applications

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

Application configuration: CS+SS+EM

Packages: CS+SS+EM

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

|         |         |           |
|---------|---------|-----------|
| mScAnnc | 7.00.20 | [patched] |
| mScAttn | 7.00.20 |           |
| mScConf | 7.00.20 | [patched] |
| mScMusc | 7.00.20 |           |
| mScTone | 7.00.20 | [patched] |



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