Avaya Solution & Interoperability Test Lab

Application Notes for configuring Logicall IVR from Maximum Network Solutions with Avaya Communication Server 1000E R7.6 and Avaya Aura® Session Manager R6.3 - Issue 1.0

Abstract

These Application Notes describe the configuration steps necessary for provisioning Maximum Network Solutions Logicall IVR to successfully interoperate with Avaya Communication Server 1000E R7.6 and Avaya Aura® Session Manager R6.3.

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.

©2014 Avaya Inc. All Rights Reserved.

Introduction

These Application Notes describe a compliance-tested configuration of the interoperability of Logicall IVR from Maximum Network Solutions to successfully interoperate with Avaya Communication Server 1000E R7.6 and Avaya Aura® Session Manager R6.3. Maximum Network Solutions Logicall IVR is a voice processing platform capable of supporting both DTMF (touch tone) and natural speech. Maximum Network Solutions Logicall IVR provides a platform on which voice applications and speech self-service applications can be installed enabling the automation of telephone transactions and is available as a pre-configured, out of the box solution.

1. General Test Approach and Test Results

The Maximum Network Solutions Logicall IVR solution (LIVR) sits on Solaris R10 or Linux R6.3 platform installed on a Sun Microsystems server and is administered over a telnet session using a program such as PuTTY or Reflections. Each solution is pre-configured according to the end-users specifications, the configuration regarding connectivity to the Avaya Communication Server 1000E (CS1000E) is contained in a configurable ini file called Control.ini, an example of which can be seen in the **Appendix** of these Application Notes. The test approach was to successfully place calls to the Logicall box over SIP trunks between the Logicall and the CS1000E. Calls from the CS1000E to the Logicall route through the Session Manager.

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.

1.1. Interoperability Compliance Testing

During interoperability compliance testing the following types of calls were made and features of Logicall covered.

- Inbound calls to Logicall IVR from CS1000E 1140E IP and SIP deskphones.
- Inbound calls to Logicall IVR front-ended by Avaya Callpilot.
- Inbound calls to Logicall IVR using menu to get transferred.
- Calls placed into Logicall from PSTN users.
- Calls transferred to Logicall from CS1000E 1140E IP and SIP deskphones.
- Calls transferred to Logicall from PSTN users.
- Calls transferred to Logicall from an Avaya Callpilot menu.
- Outbound calls to CS1000E 1140E 1140E IP and SIP deskphones from Logicall.
- Automatic Speech Recognition (ASR) test on Logicall.
- Text to Speech (TTS) test on Logicall.

©2014 Avaya Inc. All Rights Reserved.

1.2. Test Results

All tests outlined in the Test Plan document passed successfully. Below are listed observations following the compliance test of this solution.

1. No trunks were terminated directly on the Logicall IVR box. All calls to Logicall IVR came through the CS1000E. External trunk calls over QSig or SIP terminated on the CS1000E and were then routed across to the Logicall IVR via Session Manager. Note that for the compliance testing these PSTN trunks were simulated by connecting to a second CS1000E PBX.
2. When a caller dials into the Logicall IVR and gets transferred out using "outbound", "blind" or "transfer", the CLID being passed to the caller from the Logicall IVR is dynamically set by the Logicall IVR box and in this compliance testing this was set to "2500".
3. When the transfer was complete or the call was answered from the blind or outbound calls, the CLID info was not updated to the original callers ID, this remained as "2500" and this is designed by Logicall to behave this way.
4. The original caller CLID does get updated with the transferred parties' number. This was an intermittent issue – on most instances there was no issue with CLID updating on blind transfer. This was for both the QSIG and SIP trunk callers.
5. The CLID can be manipulated by changes on the D-Channels. All CLID behaves as expected for internal calls so issues with external CLID may be carrier related or in this case the way in which the QSIG-SIP trunks are setup to deal with CLID/Names.

1.3. Support

For more information on Maximum Network Solutions (Maxnet) and product support visit http://www.maxnet.co.uk. The following is the contact information for Maxnet:

Maximum Network Solutions
The Old Granary, The Square, Sheffield,
South Yorkshire, S26 5QN
+44 1909 774477
www.maxnet.co.uk

©2014 Avaya Inc. All Rights Reserved.

2. Reference Configuration

The configuration in **Figure 1** was used to compliance test Logicall IVR with Avaya Communication Server 1000E using Session Manager and SIP trunks to pass calls from the CS1000E to the Logicall IVR.

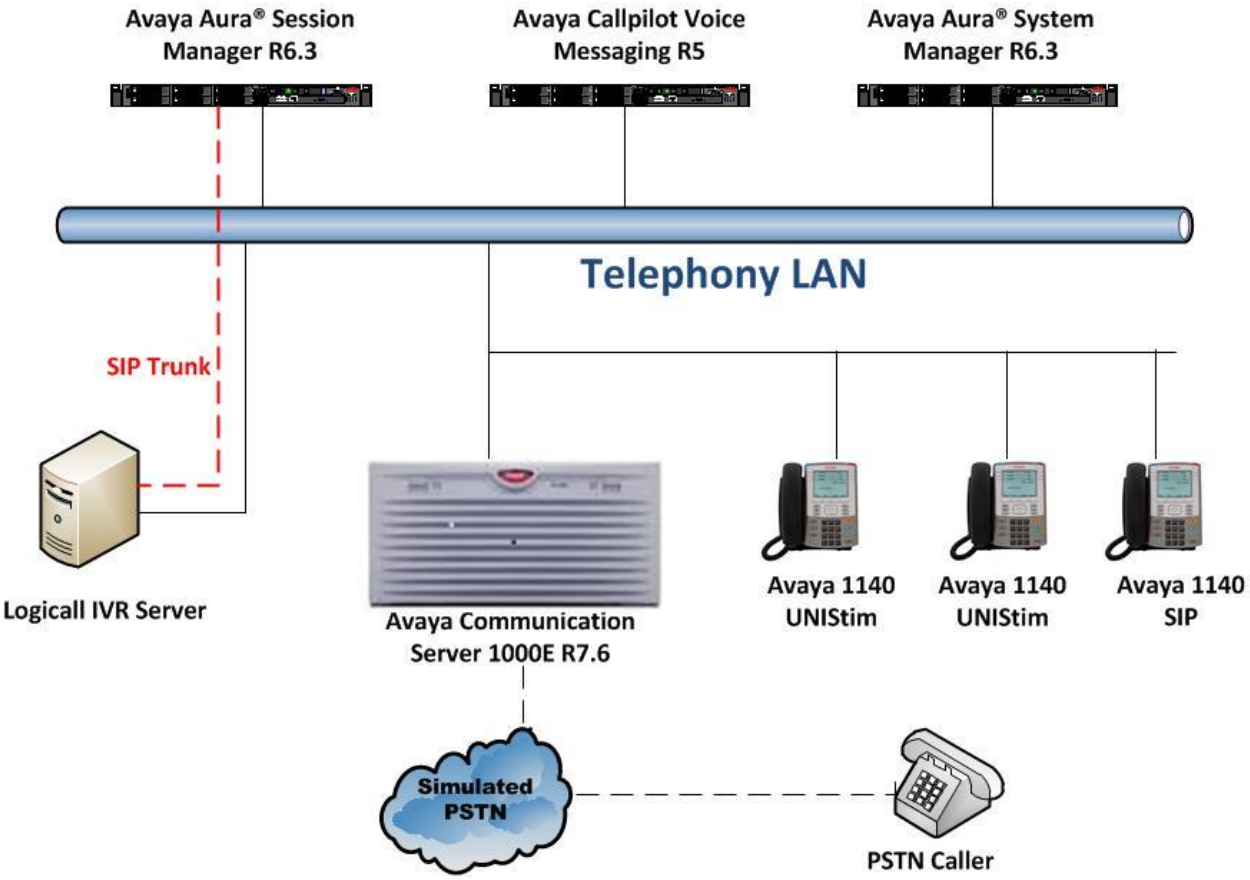


Figure 1: Connection of Maximum Network Solutions Logicall IVR with Avaya Aura® Session Manager and Avaya Communication Server 1000E R7.6.

©2014 Avaya Inc. All Rights Reserved.

3. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Communication Server 1000E on CPPM	R7.6 SP2 (See Appendix for list of patches)
Avaya Aura® System Manager running on Avaya Virtual Server	System Manager 6.3.0 - FP2 Build No. - 6.3.0.8.5682-6.3.8.1814 Software Update Revision No: 6.3.3.5.1719
Avaya Aura® Session Manager running on Avaya Virtual Server	Session Manager R6.3 SM 6.3.3.0.633004
Avaya 1140 UNIStim Deskphone	UNIStim V0625C8D
Avaya 1140 SIP Deskphone	SIP 04.03.12
Avaya 3904 Digital Deskphone	Core V2.4 Flash V9.4
Maximum Networks Logicall IVR Server	LIVR V1.1

©2014 Avaya Inc. All Rights Reserved.

4. Configuration of Avaya Communication Server 1000E

The configuration operations illustrated in this section were performed using terminal access to the CS1000E using PuTTY. It is assumed a fully working CS1000E is in place with the necessary licensing. For all other provisioning information, such Administering Avaya CS1000E, refer to product documentation in **Section 11** of these Application Notes.

Note: The configuration of PSTN trunks and routes are outside the scope of these Application Notes.

Note: Not all prompts need an answer. The prompts outlined below are mandatory for a basic configuration. Accept the default responses for all other prompts by pressing the Return key.

Note: A full printout of the SIP D-Channel, Route and Trunk information used for the compliance testing is included in the **Appendix A** of these Application Notes.

4.1. Verify Licences

To ensure the CS1000E is licensed for SIP, use **LD 22** and type **SLT** at the **REQ** prompt. Check for **SIP ACCESS PORTS** (in bold below).

```
Prompt       Response     Description
>            LD 22            Enter Overlay 22
REQ          SLT

System type is - Communication Server 1000E/CPPM Linux
CPPM - Pentium M 1.4 GHz

IPMGs Registered:               1
IPMGs Unregistered:             0
IPMGs Configured/unregistered:  0

TRADITIONAL TELEPHONES  2000    LEFT  1992    USED     8
DECT USERS              2000    LEFT  2000    USED     0
IP USERS                4000    LEFT  3978    USED    22
BASIC IP USERS          2000    LEFT  1998    USED     2
TEMPORARY IP USERS      2000    LEFT  2000    USED     0
DECT VISITOR USER       2000    LEFT  2000    USED     0
ACD AGENTS              2000    LEFT  1995    USED     5
MOBILE EXTENSIONS       2000    LEFT  2000    USED     0
TELEPHONY SERVICES      2000    LEFT  2000    USED     0
CONVERGED MOBILE USERS  2000    LEFT  2000    USED     0
AVAYA SIP LINES         2000    LEFT  1997    USED     3
THIRD PARTY SIP LINES   2000    LEFT  1998    USED     2

PCA                     2000    LEFT  2000    USED     0
ITG ISDN TRUNKS         2000    LEFT  2000    USED     0
H.323 ACCESS PORTS      2000    LEFT  1990    USED    10
AST                     2000    LEFT  1981    USED    19
SIP CONVERGED DESKTOPS  2000    LEFT  2000    USED     0
SIP CTI TR87            2000    LEFT  1992    USED     8
SIP ACCESS PORTS        2000    LEFT  1970    USED    30
RAN CON                 2000    LEFT  2000    USED     0
```


©2014 Avaya Inc. All Rights Reserved.

```
MUS CON                 2000    LEFT  2000    USED     0
```


©2014 Avaya Inc. All Rights Reserved.

4.2. Configuring a SIP Connection on CS1000E

To configure the SIP connection there are a number of steps.

- Create a D-channel for the SIP trunk
- Create Route Data Block
- Add TIE Trunks

4.2.1. Create a D-Channel

Use the **CHG** command in **LD 17** to create a D-channel for the SIP connection. In the example below, D-Channel 66 (i.e. **DCH 66**) was created. At the **CTYP** prompt, enter **DCIP.** This signifies the SIP D-Channel.

LD 17

Prompt	Response	Description
>	**LD 17**	Enter Overlay 17
REQ	**CHG**	Change
TYPE	ADAN	Change the Action Device and Number
ADAN	NEW	Create New Action Device and Number
TYPE	**DCH 66**	Create new D-Channel 66
CTYP	**DCIP**	Card type is IP D-Channel
USR	ISDL	Integrated Services Digital Line
IFC	SL1	D-Channel interface type

4.2.2. Create Route Data Block

Use the **NEW** command in **LD 16** to create a Route Data Block. The route created is a **TIE** route in order to connect to the Logicall IVR. Ensure **VTRK** is set to **YES** and **PCID** is **SIP**. Ensure that the other values highlighted are configured correctly. A complete printout of all prompts can be found in **Appendix A** of these Application Notes.

LD 16

Prompt	Response	Description
>	**LD 16**	Enter Overlay 16
REQ	**NEW**	Create new
TYPE	RDB	Route Data block
CUST	0	Customer Number as defined in LD15
ROUT	**22**	Route Number
TKTP	**TIE**	Route Type
VTRK	**YES**	Virtual Route
PCID	**SIP**	Protocol ID for route
NODE	**111**	Node setup during the installation of the CS1000E
DTRK	NO	Digital Trunk Route
ISDN	**YES**	Integrated Services Digital Network
MODE	**ISDL**	mode of operation
IFC	**SL1**	Interface type
ACOD	8022	Access Code for trunk route

©2014 Avaya Inc. All Rights Reserved.

4.2.3. Adding TIE Trunks

Use the **NEW** command in **LD 14** to add (**IPTI**) **TIE** trunks to the new route created in **Section 5.2.2.** If adding multiple trunks for each route, use **NEW XX**, where XX is the number of trunks. In the example below **10** trunks were added.

LD 14

Prompt	Response	Description
>	**LD 14**	Enter Overlay 14
REQ	**NEW 10**	Create 10 New Trunks
TYPE	IPTI	IP TIE trunk
TN	100 0 3 0	Loop Shelf Card Unit
CUST	0	Customer Number as defined in LD15
RTMB	22 1	Route number and Member number

4.3. Configure a Coordinated Dialing Plan

In order to setup a Coordinated Dialing Plan (CDP), both a route list index and a CDP are added.

4.3.1. Create a Route List Index

Use the **NEW** command in **LD 86** to create a **RLI**. Enter the route (**ROUT)** that was created in **Section 5.2.2.**

LD 86

Prompt	Response	Description
>**LD 86**	Enter Overlay 86	
REQ	**NEW**	Create New
CUST	0	Customer Number as defined in LD15
FEAT	RLB	Route list Block
TYPE	RLI	Route list Index
RLI	22	Route list Index number
ENTR	0	First entry for the RLI
ROUT	22	Enter the route number

4.3.2. Create CDP

Use the **NEW** command in **LD 87** to create a **CDP** entry for the Trio Enterprise. For each extension, a CDP entry needs to be created. In the example below, the **DSC** is **6000**, **FLEN** is **4** and the **RLI** is **22**. The RLI number used is the one created in **Section 5.3.1**.

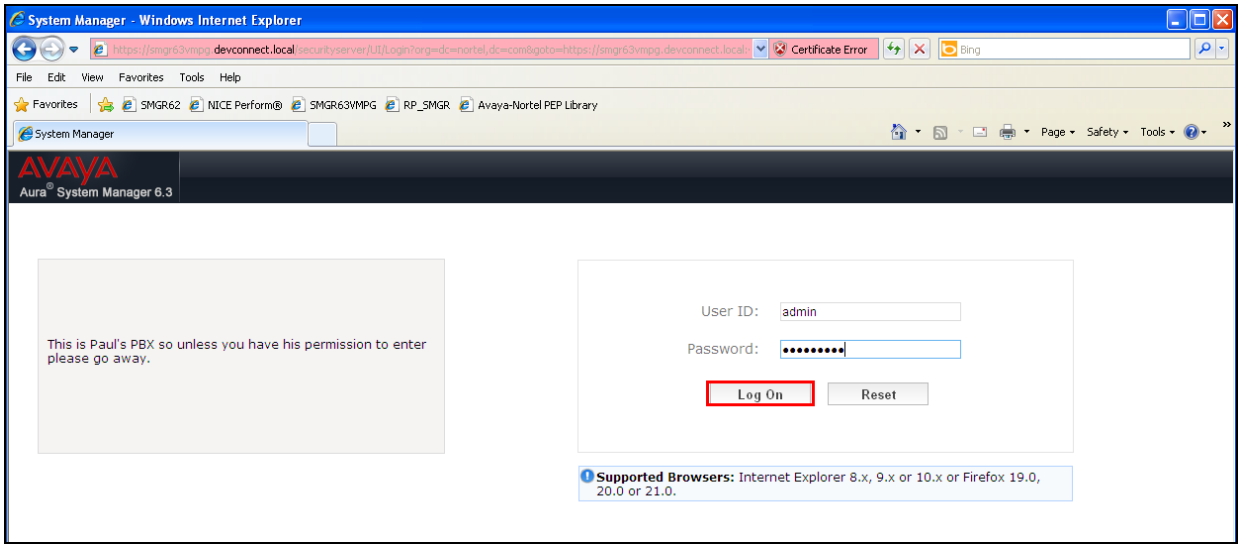
LD 87

Prompt	Response	Description
>	LD 87	Enter Overlay 87
REQ	**NEW**	Create new
CUST	0	Customer Number as defined in LD15
FEAT	**CDP**	Coordinated dialing plan
TYPE	DSC	Distance Steering code
DSC	**6000**	Distant Steering code
FLEN	**4**	Flexible Length number of digits
RLI	22	Route list index Number

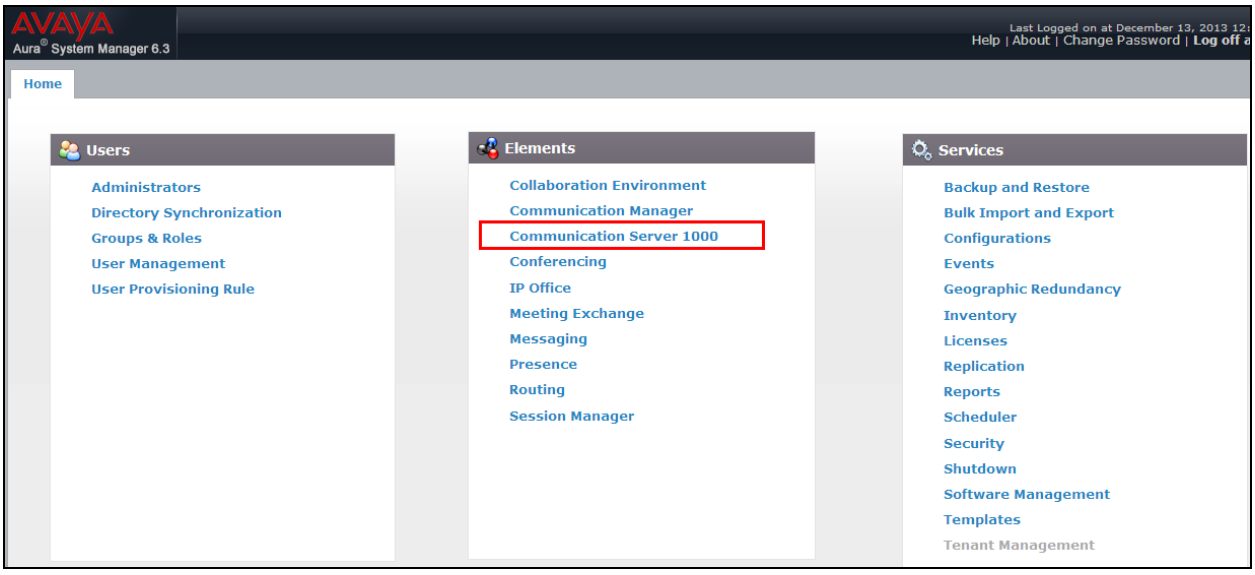
©2014 Avaya Inc. All Rights Reserved.

5. Configure Avaya Communication Server 1000E Signalling Server

Access to the CS1000E Signalling Server is achieved by logging into System Manager using a Web Browser by entering **http://<FQDN >/SMGR**, where **<FQDN>** is the fully qualified domain name of System Manager or **http://<IP Adddress >/SMGR**. Log in using appropriate credentials.

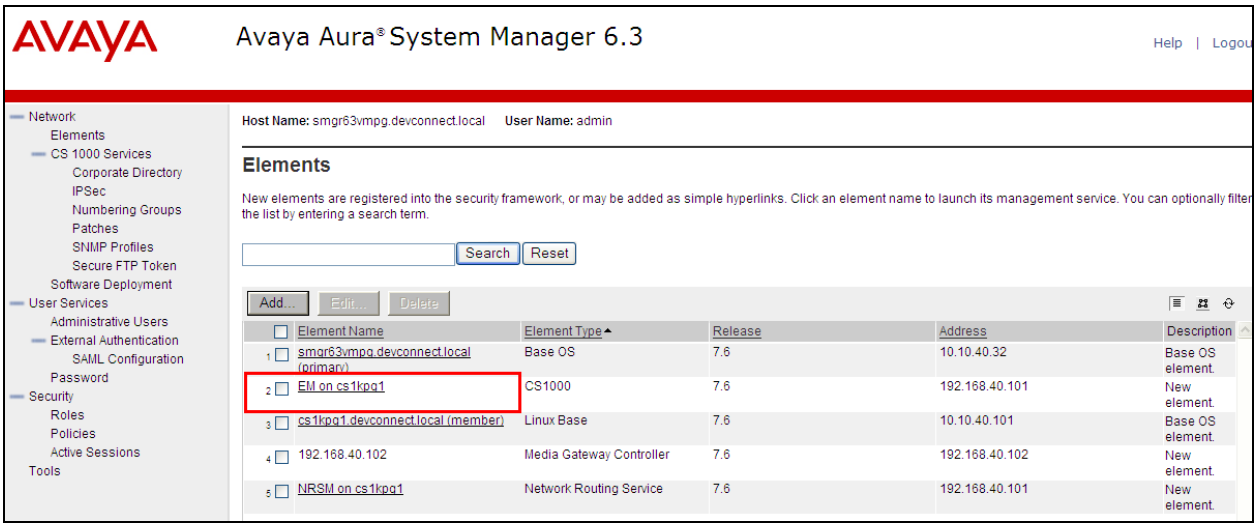


Once logged ion click on **Communication Server 1000** as highlighted

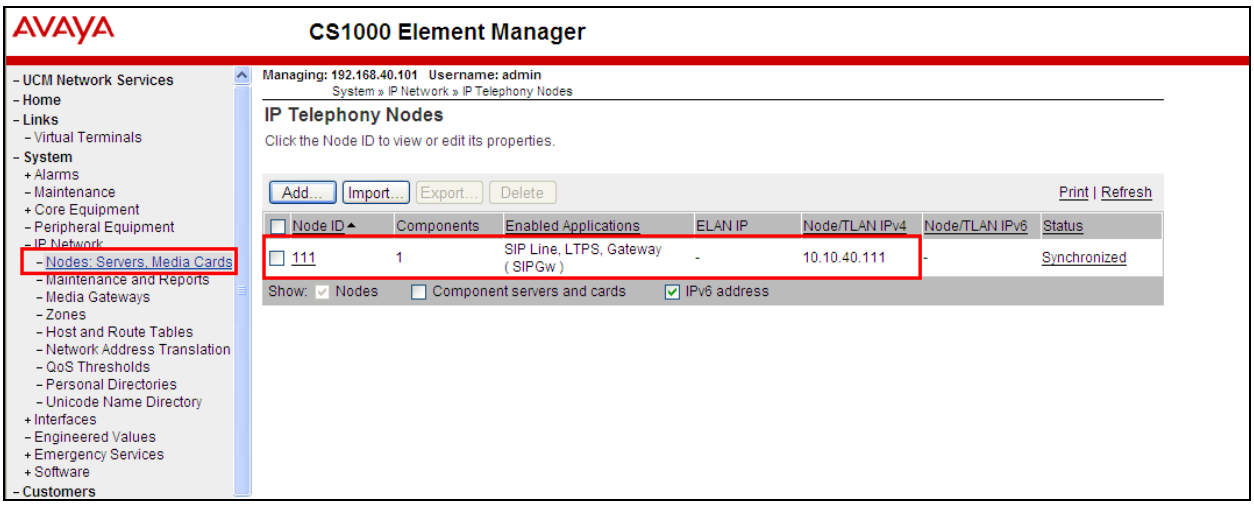


©2014 Avaya Inc. All Rights Reserved.

The following screen appears showing the various **Elements**, select **EM on cs1kpg** (note this name may appear different depending on the system).

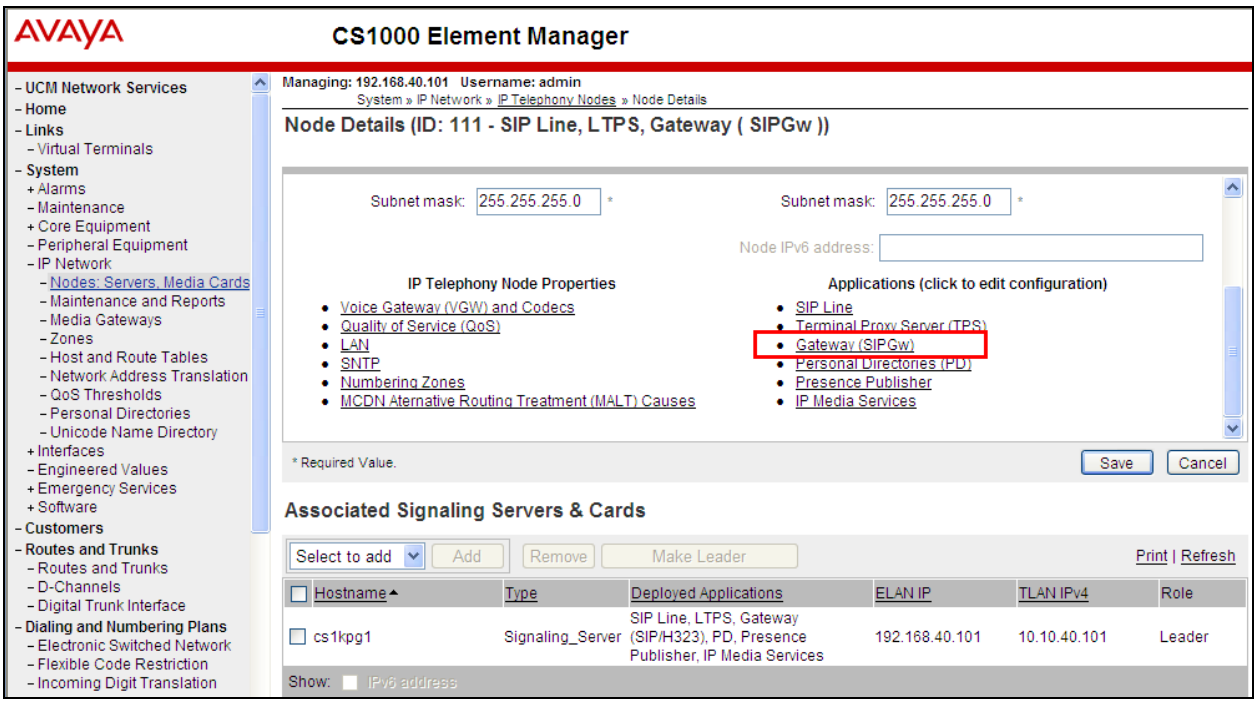


Navigate to **IP Network→Nodes Servers and Media Cards** in the left window and select the Node associated with the CS1000E, in the example below this **Node ID** is **111**. Open this node by clicking on **111** highlighted below.

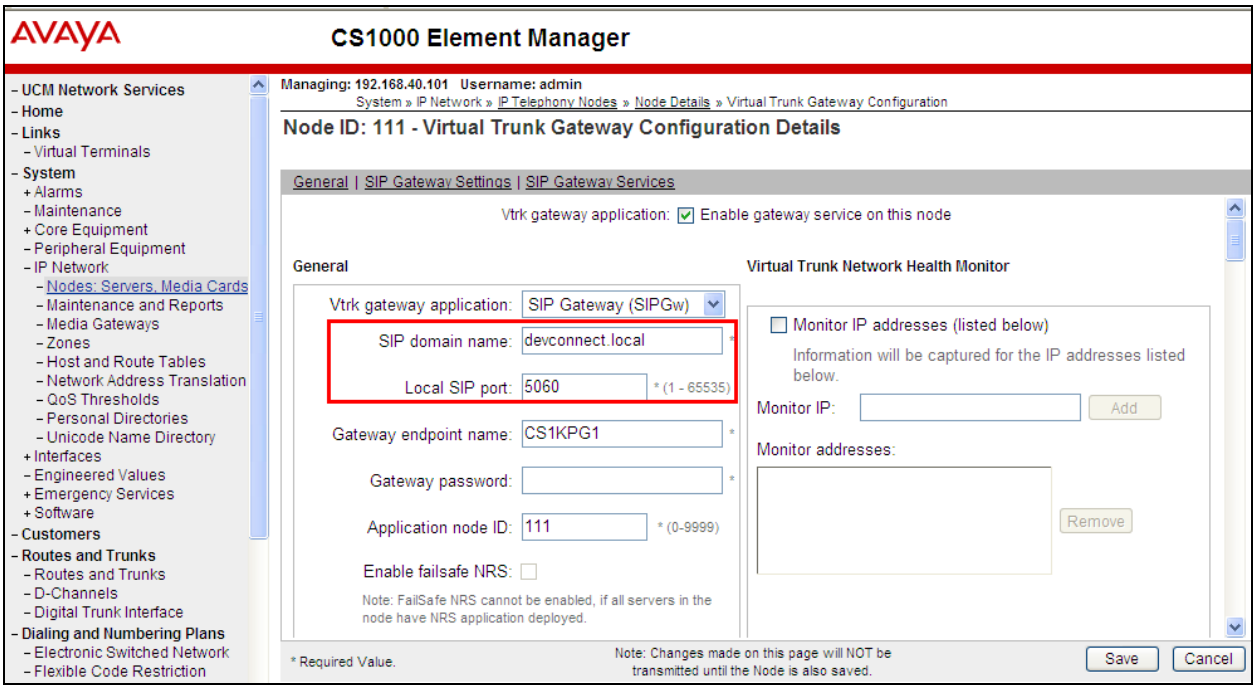


©2014 Avaya Inc. All Rights Reserved.

Select **Gateway (SIPGw)** highlighted.

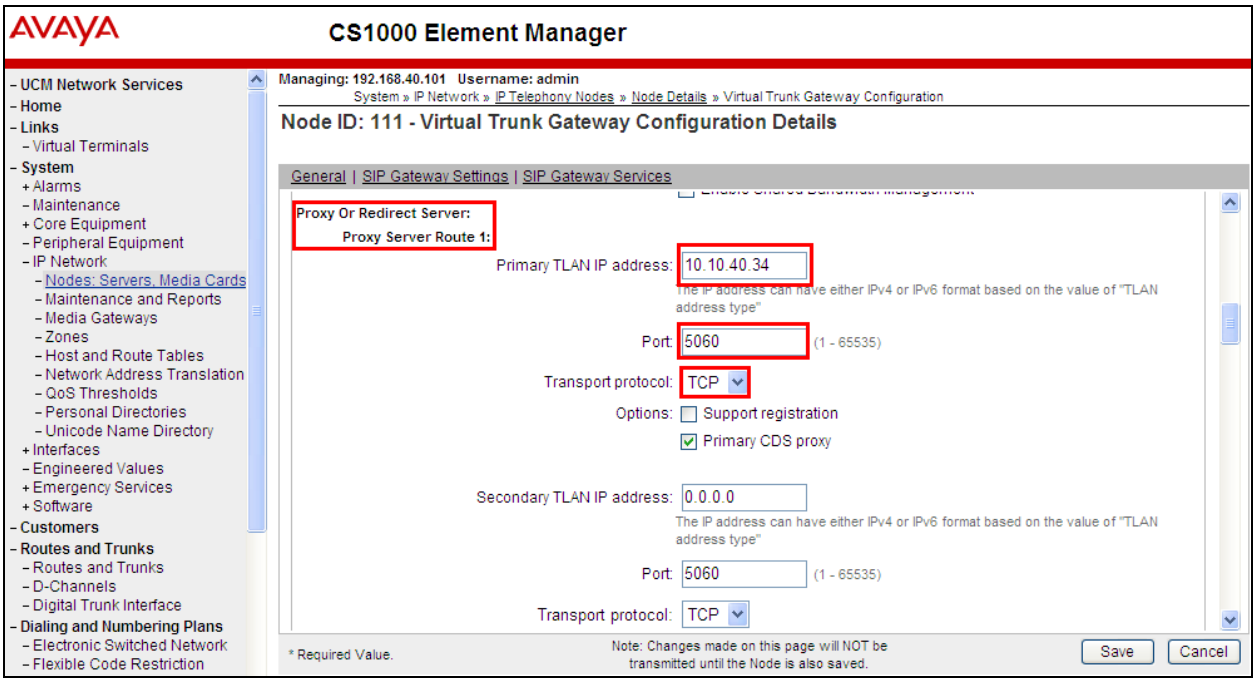


Enter the correct **SIP domain name,** note this will be referenced again in **Section 7.2**.



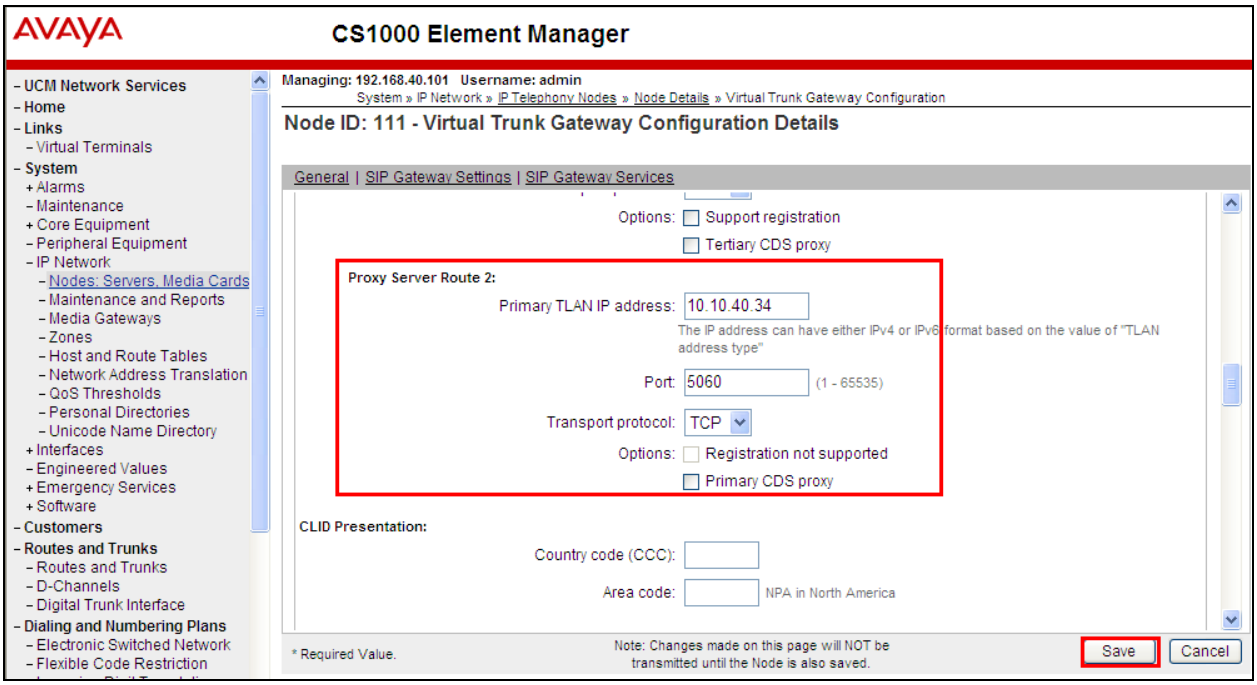
©2014 Avaya Inc. All Rights Reserved.

Scroll down to **Proxy Or Redirect Server: Proxy Server Route 1** and enter the IP Address of the Session Manager for the **Primary TLAN IP address**. Ensure the **Port** number is set to **5060** and the **Transport protocol** is set to **TCP**, note this will be referenced again in **Section 7.10**. Everything else can be left as default.



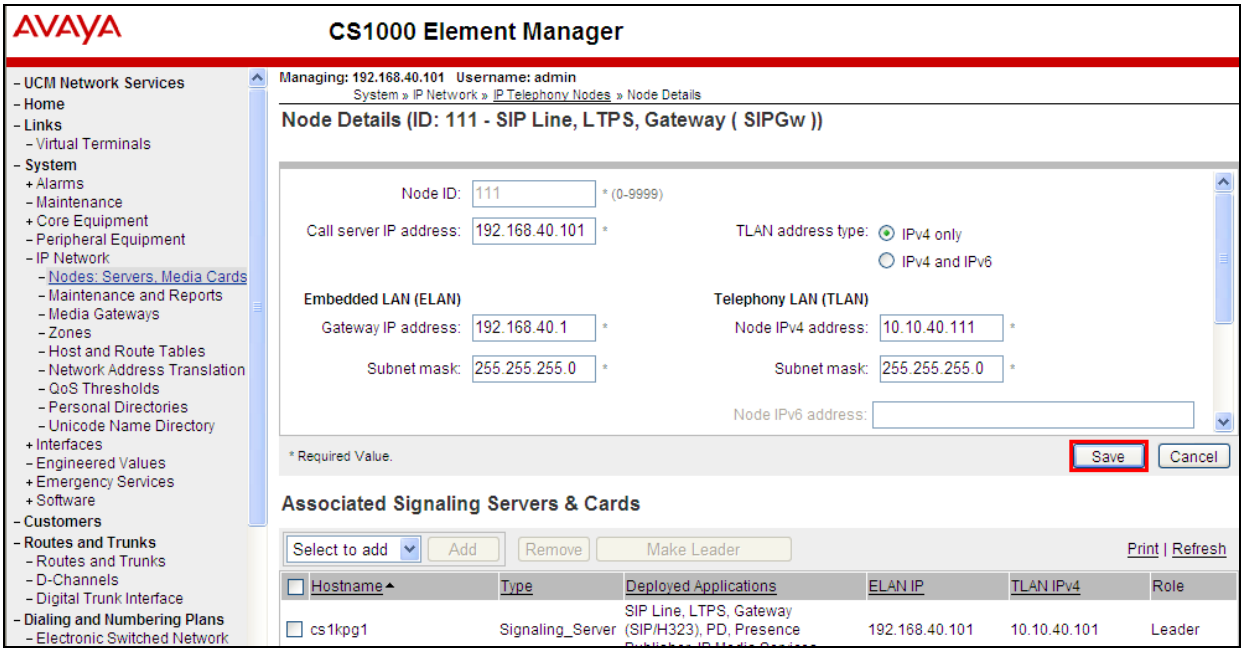
Ensure the same details are filled in for the **Proxy Server Route 2**. Click on **Save** at the bottom right of the screen.

©2014 Avaya Inc. All Rights Reserved.

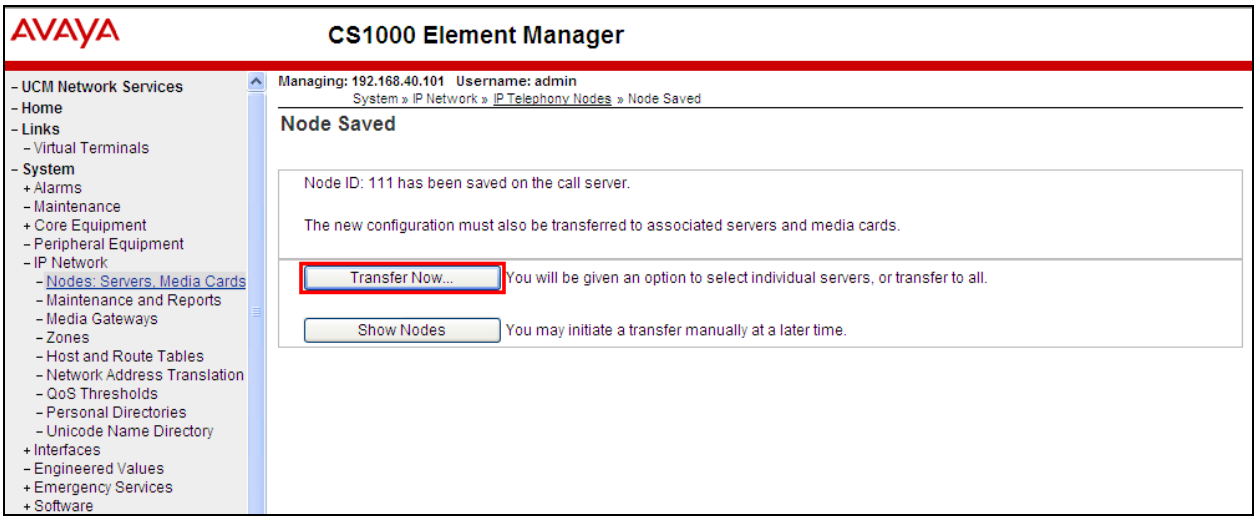


©2014 Avaya Inc. All Rights Reserved.

Click on **Save** again as highlighted below.

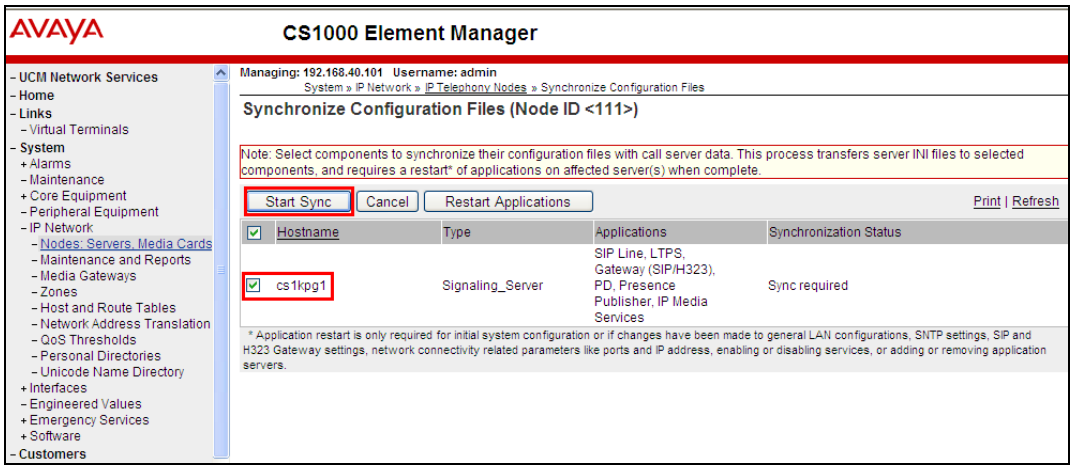


Select **Transfer Now** as shown below.

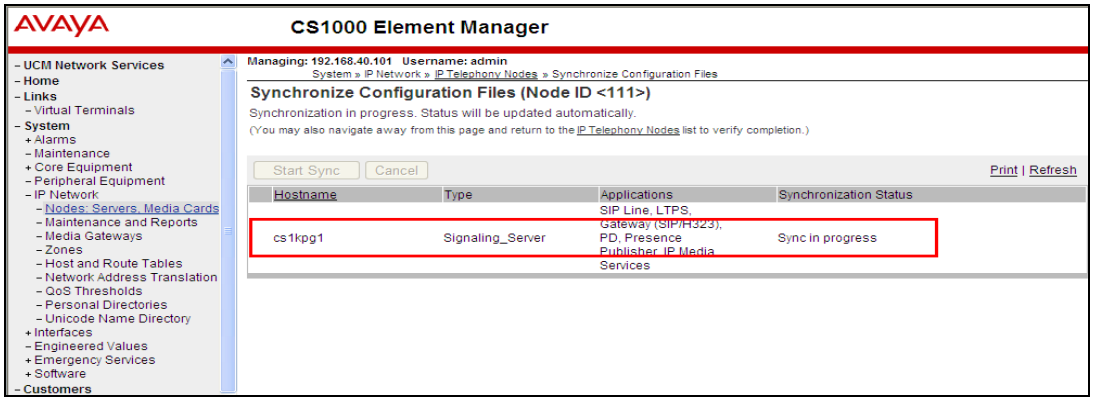


©2014 Avaya Inc. All Rights Reserved.

The following screen is displayed requiring that synchronization is performed followed by a restart of the Applications. Ensure the **Hostname** is ticked and click on **Start Sync**.

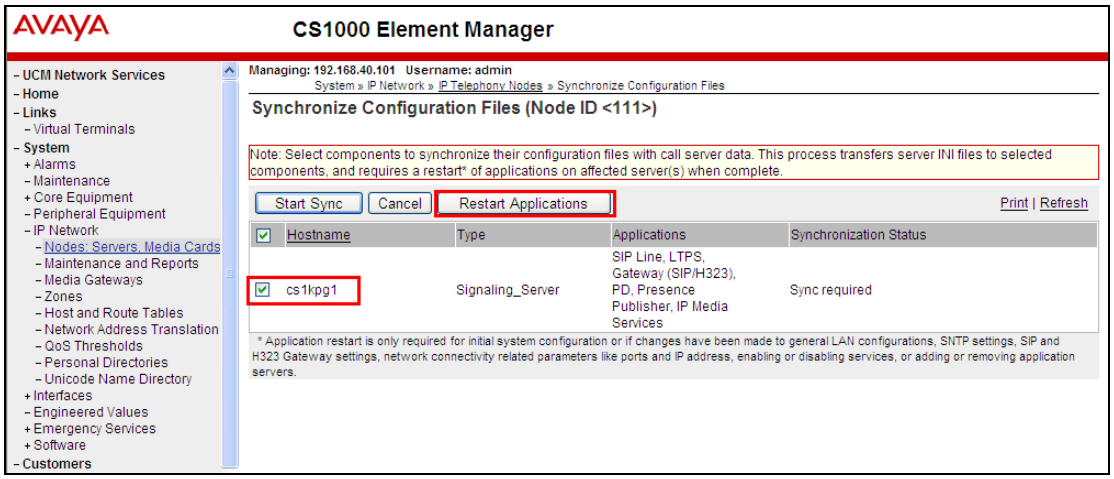


The following screen shows the **Sync in progress**.



Once the Sync is completed select the **Hostname** again and click on **Restart Applications**. This will complete the Signalling Server configuration for Session Manager routing.

©2014 Avaya Inc. All Rights Reserved.



©2014 Avaya Inc. All Rights Reserved.

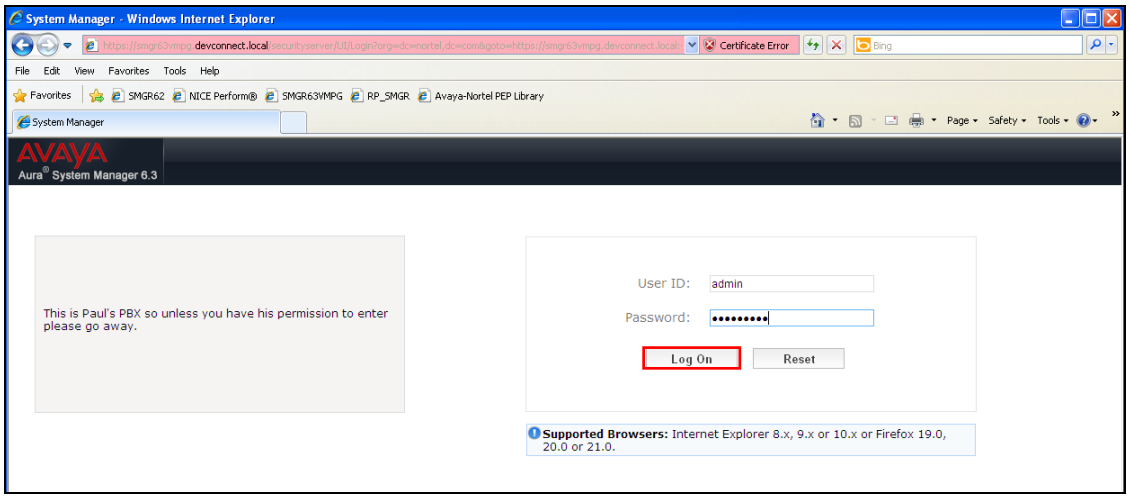
6. Configure Avaya Aura® Session Manager

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
- Configure Adaptation
- Administer SIP Entities
- Administer Routing Policies
- Administer Dial Patterns

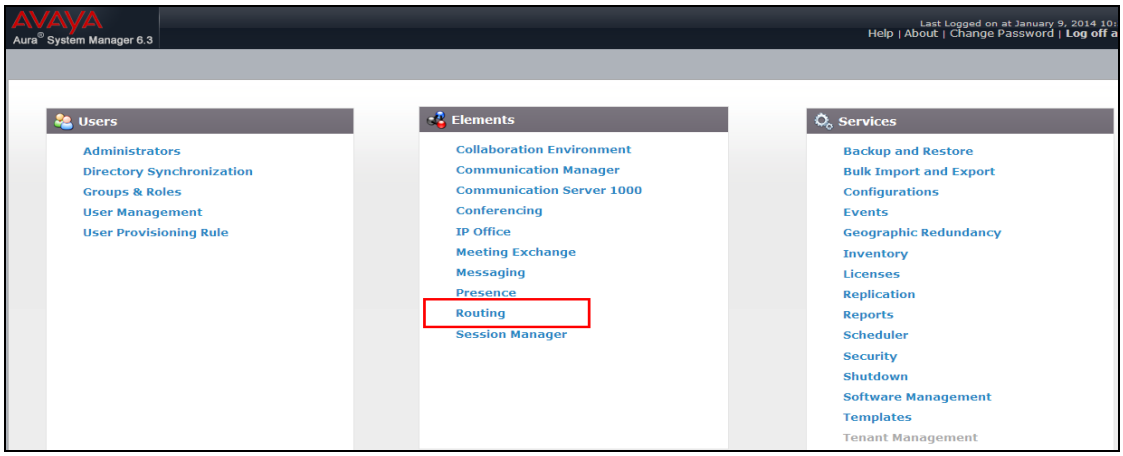
6.1. Log in to Avaya Aura® System Manager

Access the System Manager using a Web Browser by entering **http://<FQDN >/SMGR**, where **<FQDN>** is the fully qualified domain name of System Manager or **http://<IP Adddress >/SMGR**. Log in using appropriate credentials.



Once logged ion click on **Routing** as highlighted.

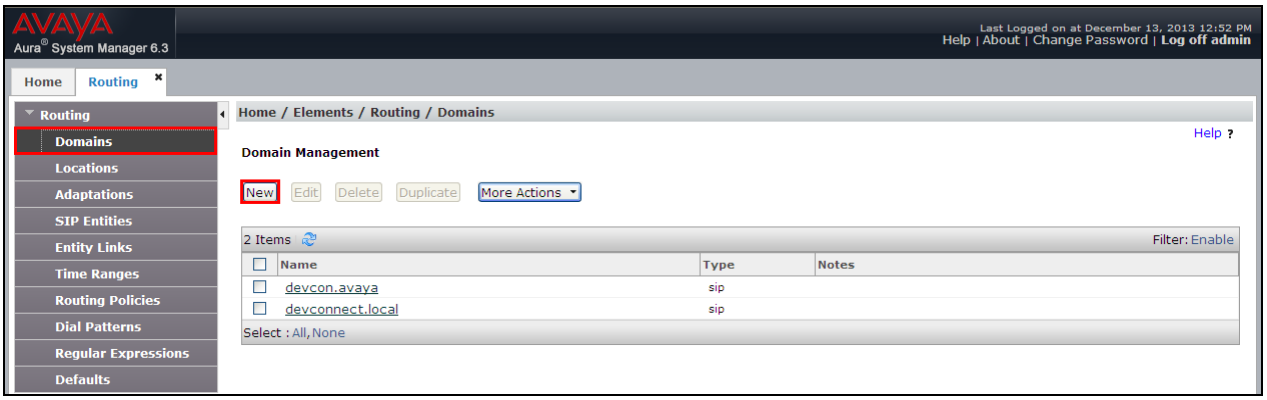
©2014 Avaya Inc. All Rights Reserved.



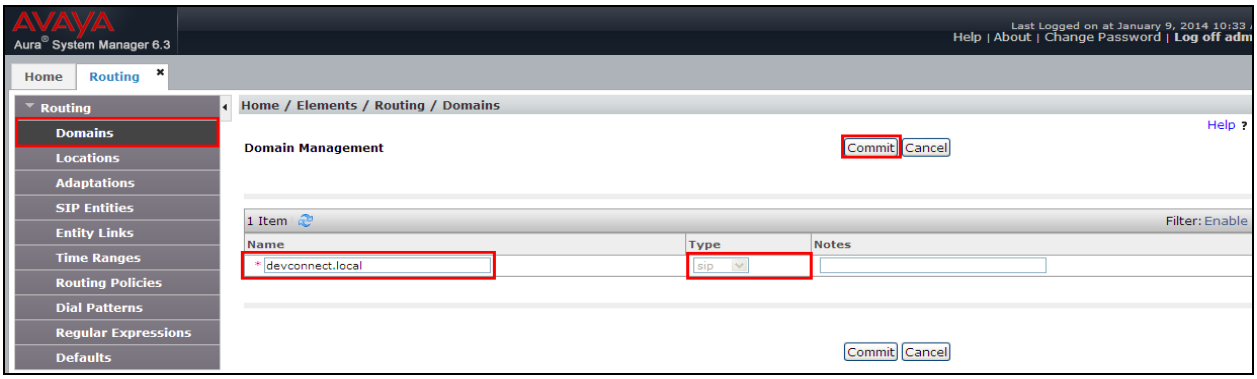
©2014 Avaya Inc. All Rights Reserved.

6.2. Administer SIP Domain

Click on **Domains** in the left window. If there is not a domain already configured click on **New** highlighted below.



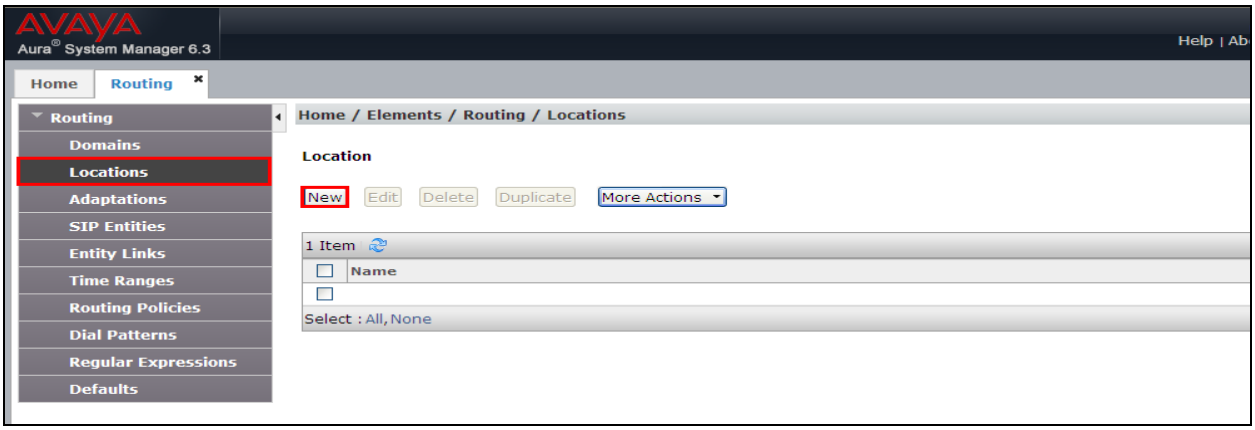
Enter the name of the domain note this was referenced in **Section 6**. The **Type** should be **sip**. Click on **Commit** once done.



6.3. Configure Location

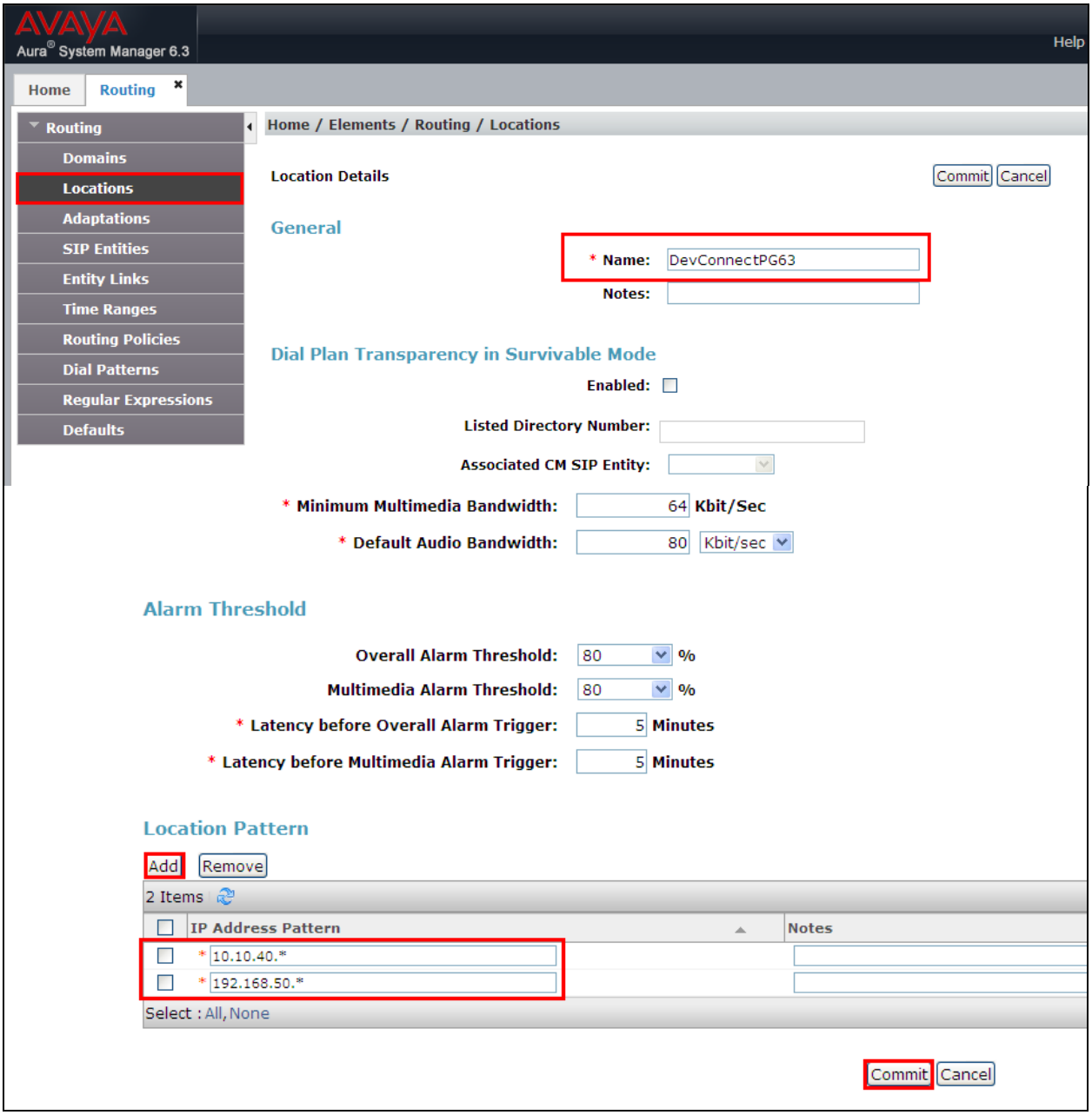
Select **Locations** from the left window and select **New** from the main window.

©2014 Avaya Inc. All Rights Reserved.



©2014 Avaya Inc. All Rights Reserved.

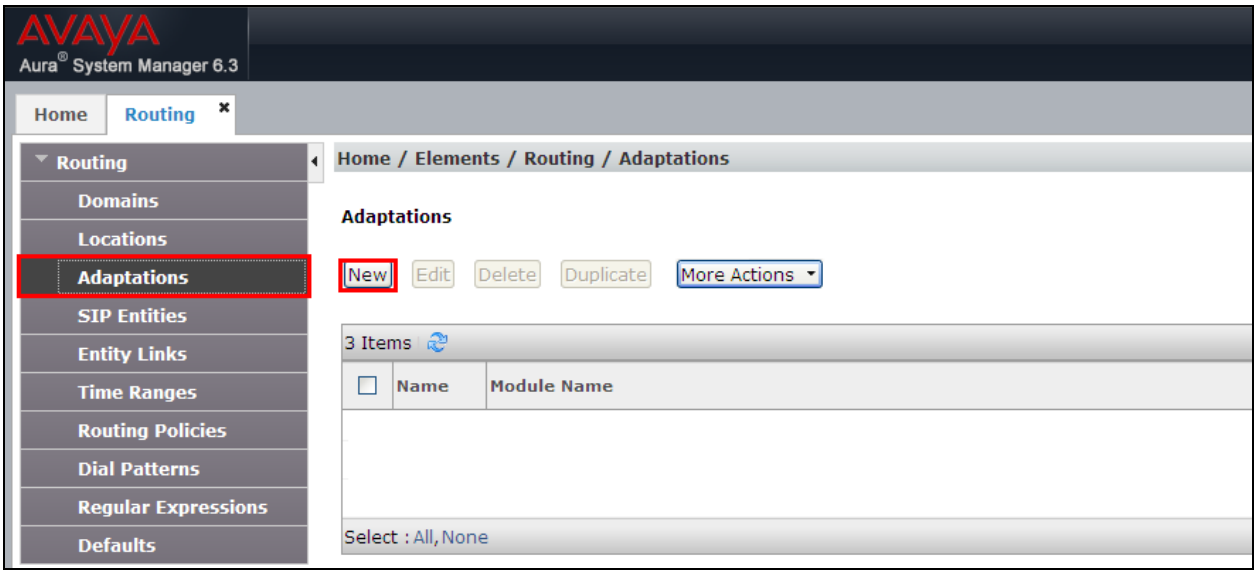
Enter a suitable name for the location and scroll down to the bottom of the page and enter the IP addresses associated with the location in the case there are two ranges **10.10.40.x** and **192.168.50.x** and click on **Add**. Once completed, click on **Commit** to continue.



©2014 Avaya Inc. All Rights Reserved.

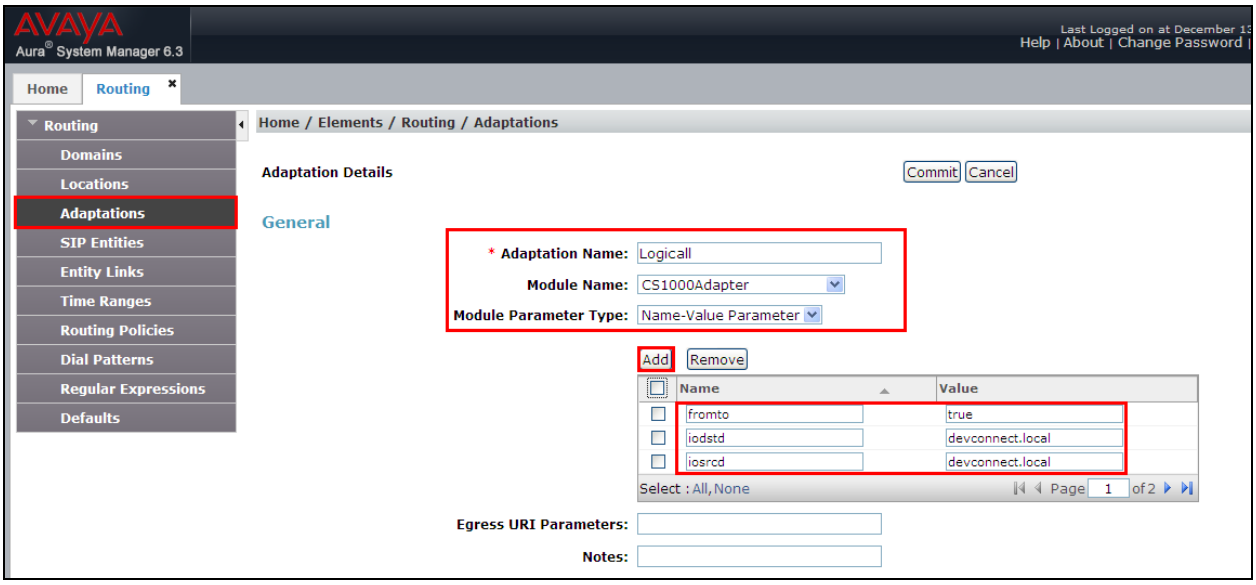
6.4. Configure Adaptation

To configure a new Adaptation select **Adaptations** from the left window and click on **New** from the main window.



Enter a suitable **Name** and select **DigitConversionAdapter** for the **Module Name.** Select **Name-Value Parameter** as the **Module Parameter Type**. Add the following Parameters:

	Name	**Value**
•	fromto	true
•	iodstd	"domain"
•	iosrcd	"domain"

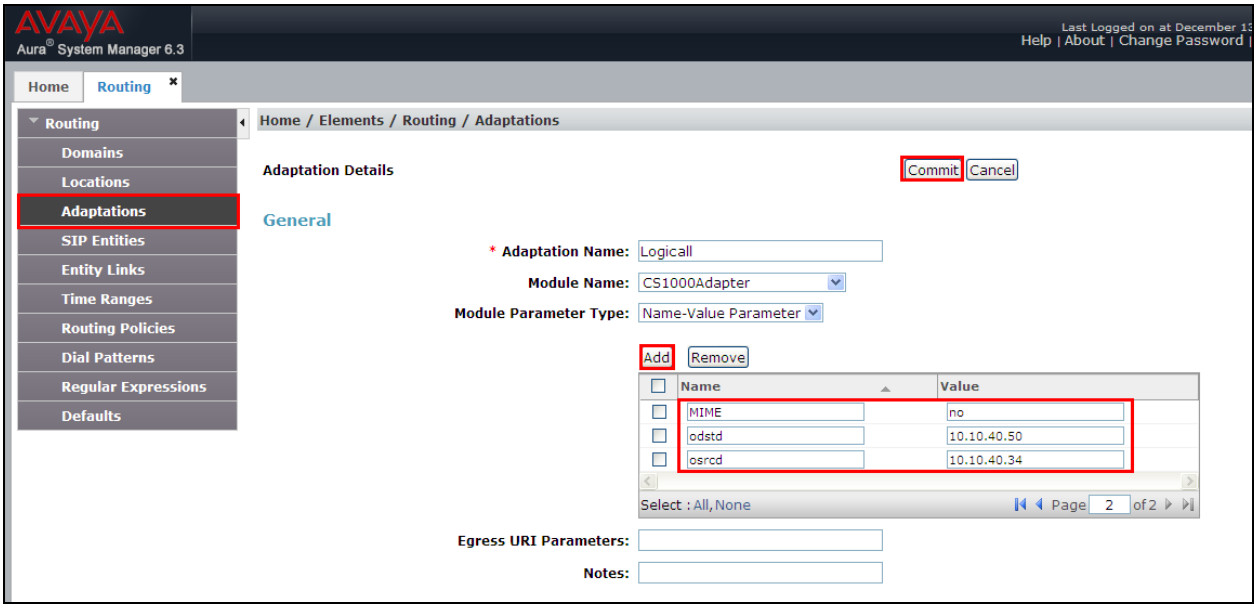


©2014 Avaya Inc. All Rights Reserved.

Continue to add the following Parameters:

	Name	Value
•	MIME	"No"
•	odstd	"Logicall IP Address"
•	osrcd	"Session Manager IP Address"

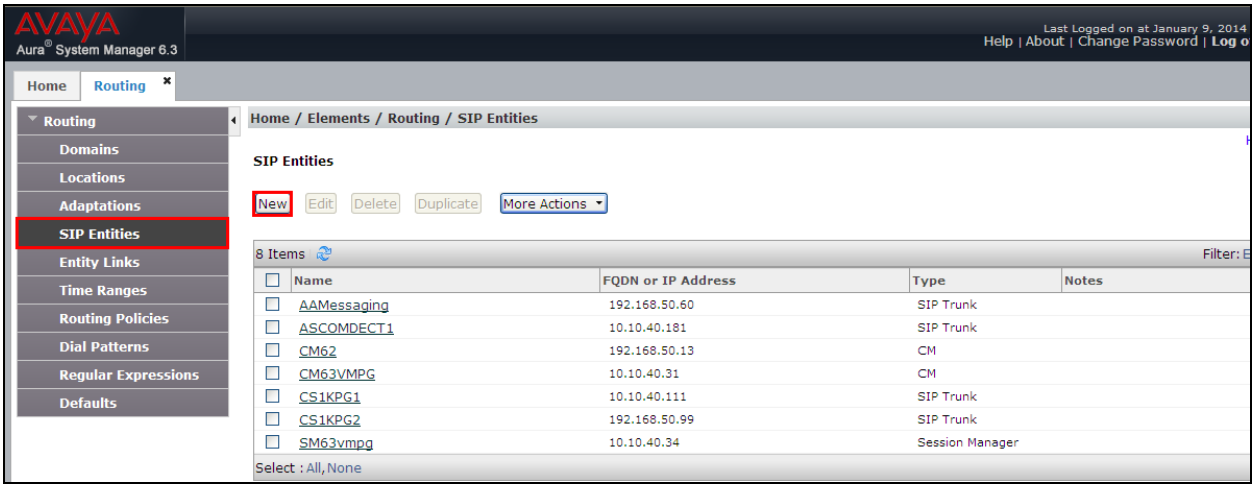
Click on **Commit** once completed.



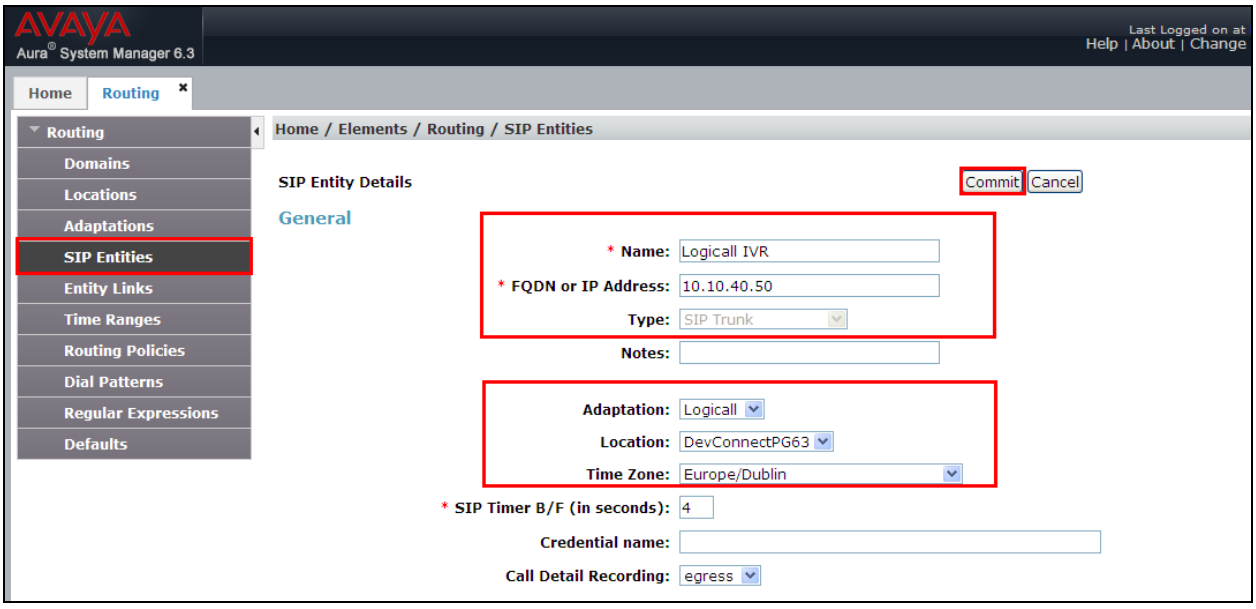
©2014 Avaya Inc. All Rights Reserved.

6.5. Configure SIP Entity for Logicall IVR

Select **SIP Entities** from the left window and click on **New** in the main window.



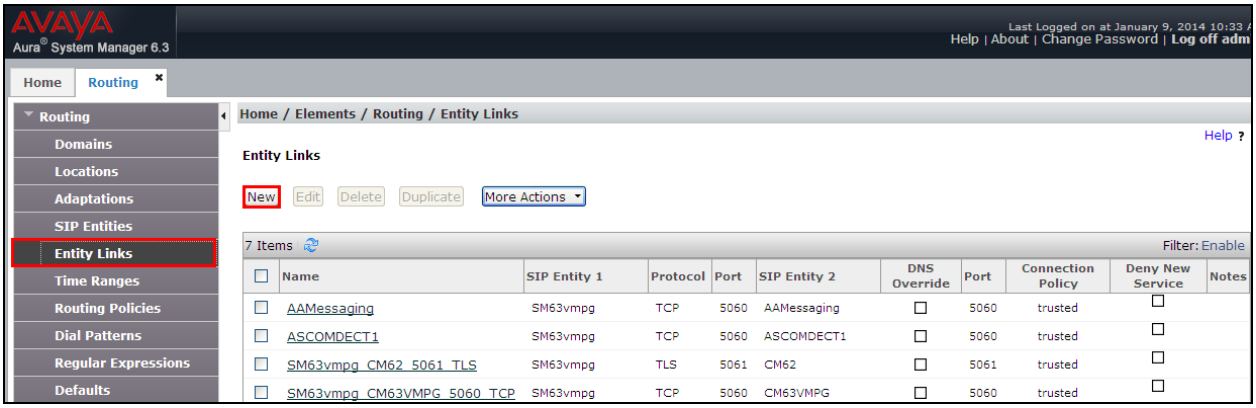
Enter a suitable **Name** and ensure that the **Adaptation** that was created in **Section 7.4** is used. Enter the **Location** that was configured in **Section 7.2** and the correct **Time Zone**.



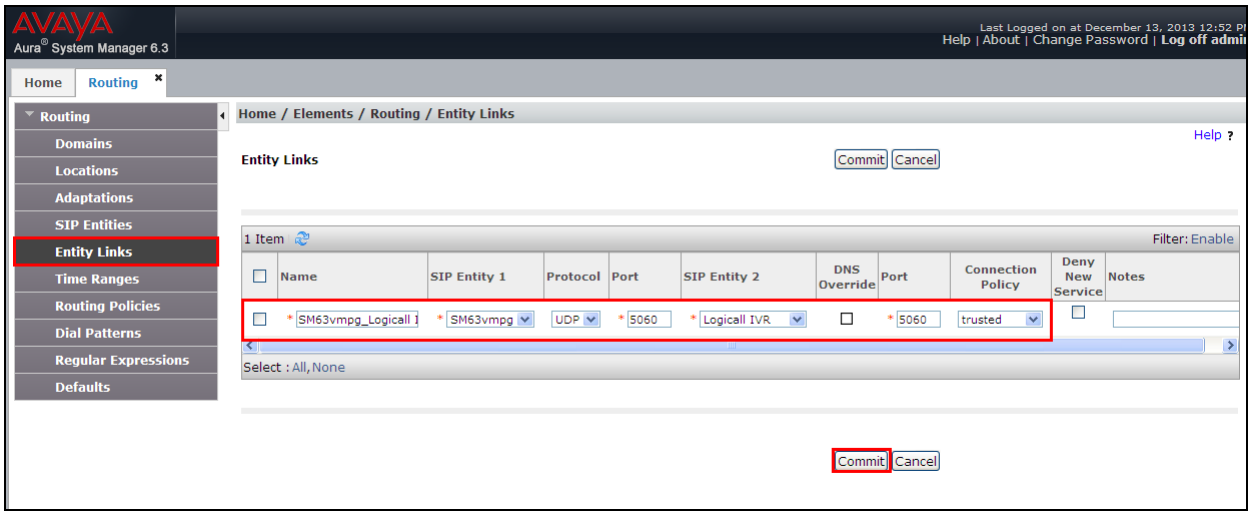
©2014 Avaya Inc. All Rights Reserved.

6.6. Configure Entity Link for Logicall IVR

Select **Entity Link** from the left window and click on **New** in the main window.



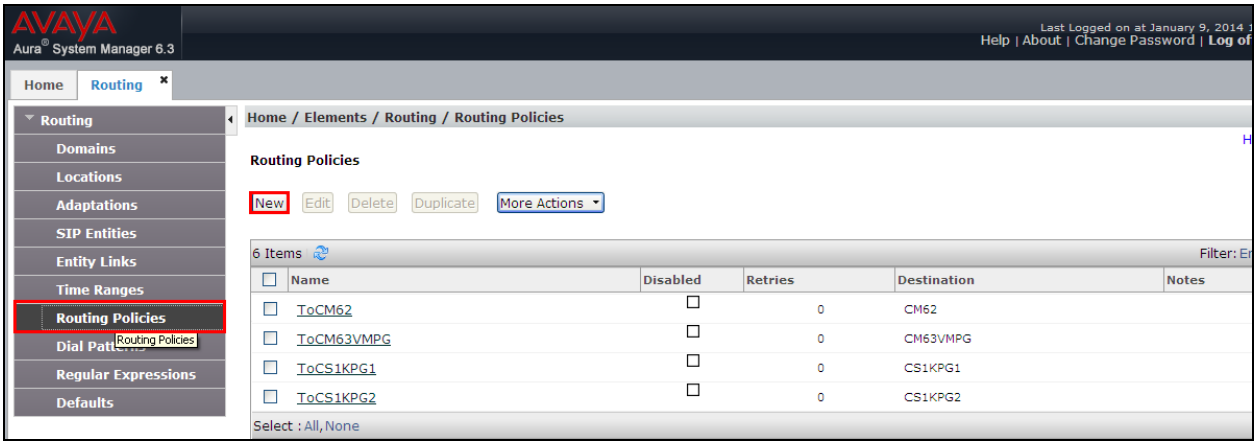
Select the correct **SIP Entity** that was created in **Section 7.5** and ensure that **UDP** is used as the **Protocol**. Note the **Port** is **5060**.



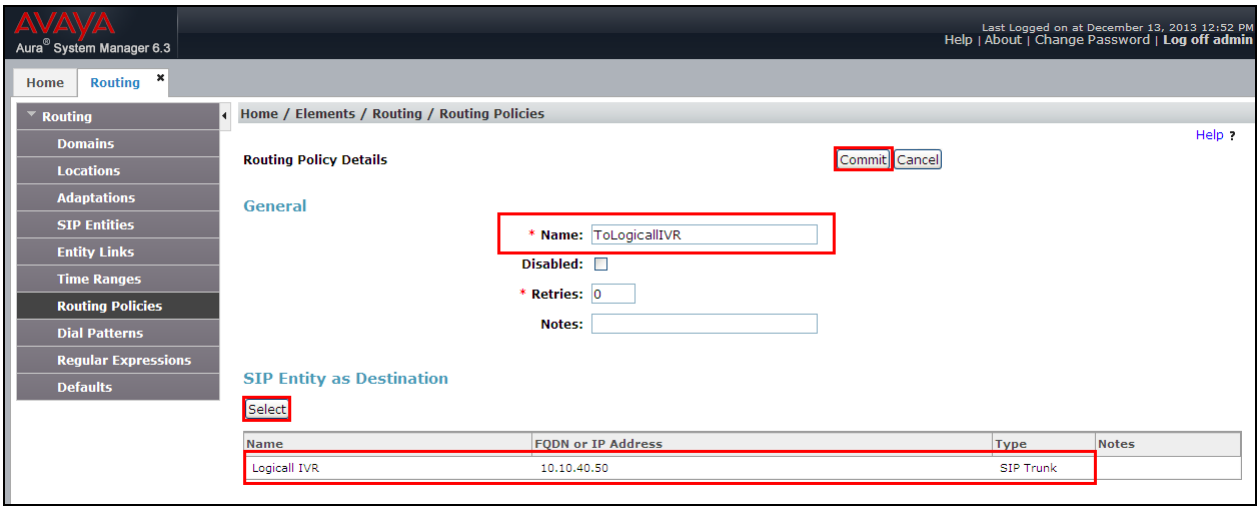
©2014 Avaya Inc. All Rights Reserved.

6.7. Configure Routing Policy for Logicall IVR

Select **Routing Policies** from the left window and click on **New** in the main window.



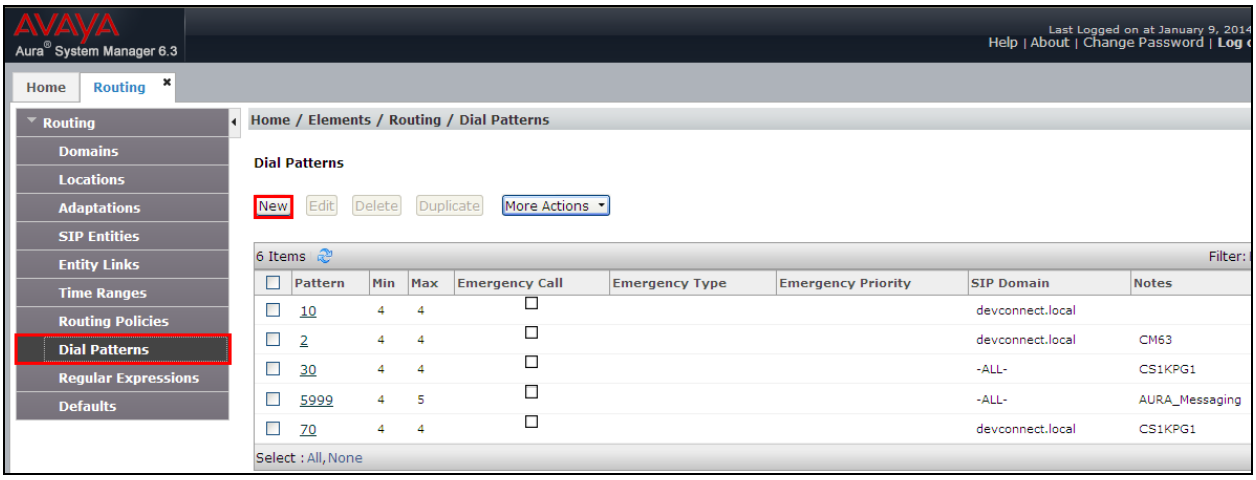
Enter a suitable **Name** and click on **Select** highlighted in order to associate this routing policy with a SIP Entity. Select the **Logicall** SIP Entity created in **Section 7.5** (not shown) and click on **Commit** when done.



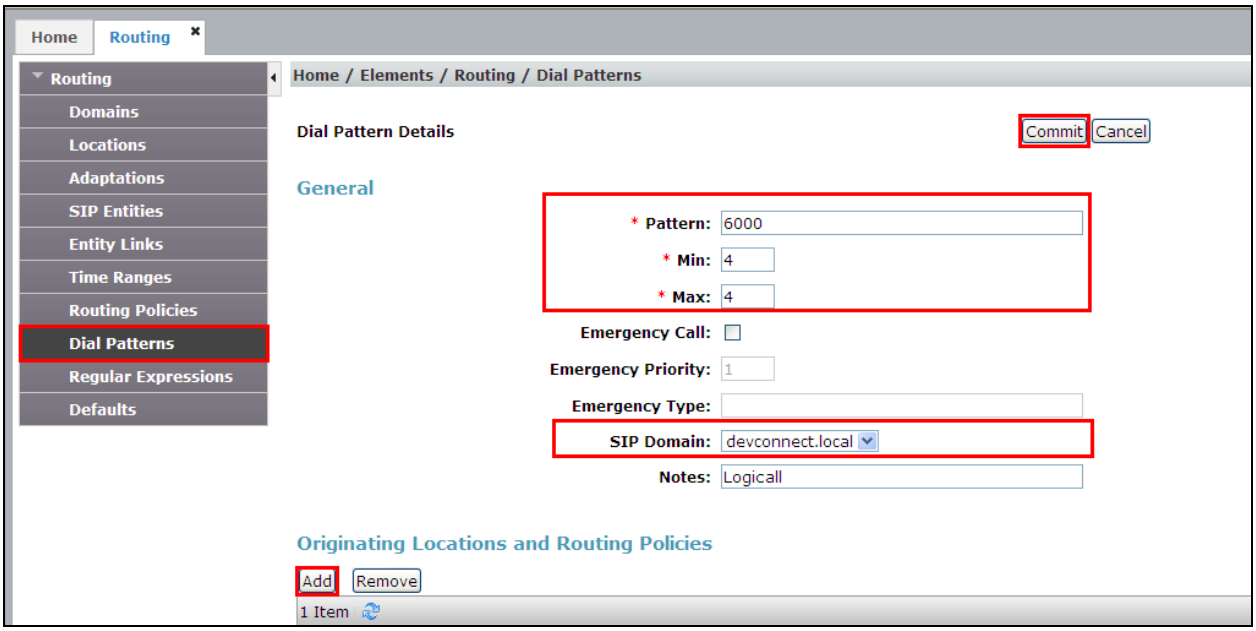
©2014 Avaya Inc. All Rights Reserved.

6.8. Configure Dial Pattern for Logicall IVR

In order to route calls to the InnLine IP, a dial pattern is created pointing to the SIP Entity. Select **Dial Patterns** from the left window and click on **New** in the main window.

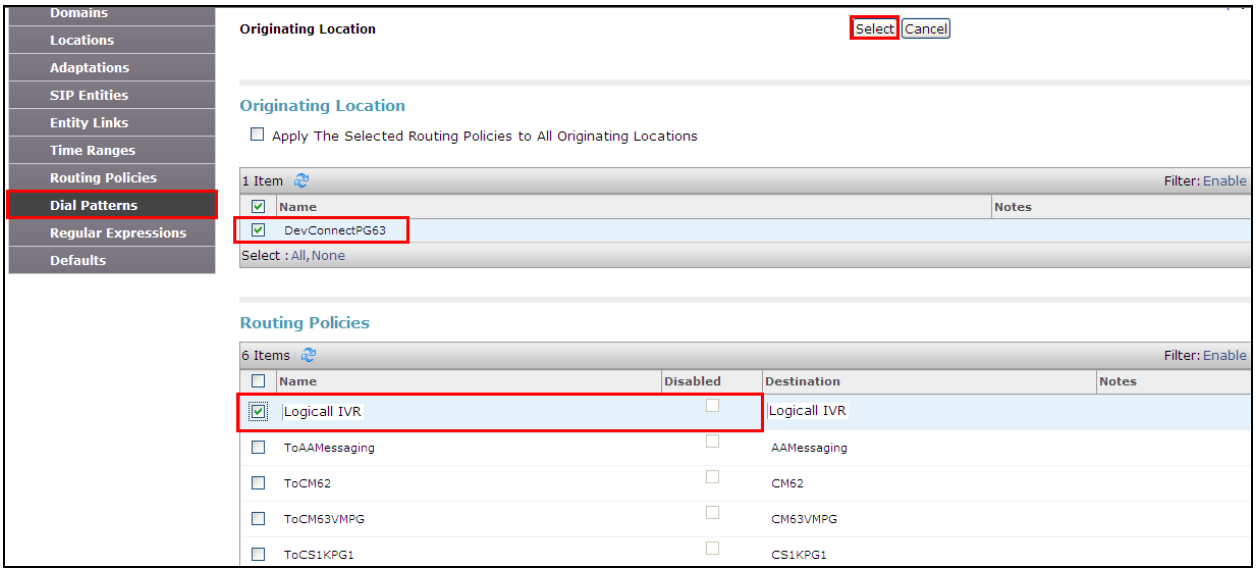


Enter the number to be routed noting that this will be the same number outlined in **Section 5.3.2**. Note the **SIP Domain** is that configured in **Section 7.2**. Click on **Add** to select the SIP Entity.



©2014 Avaya Inc. All Rights Reserved.

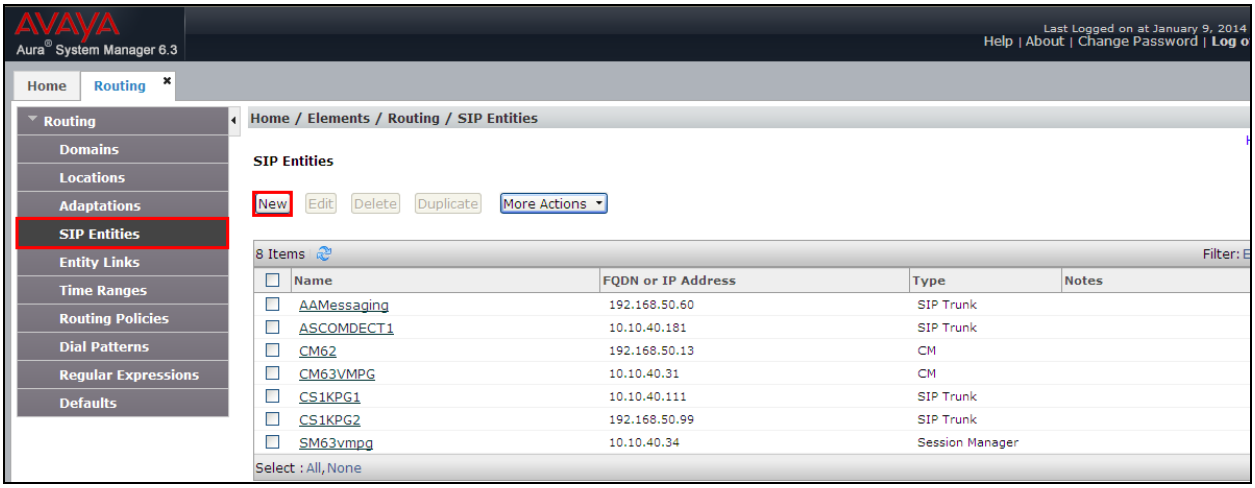
Tick on the **Originating Location** as shown below and select the **Logicall** Routing Policy. Click on **Select** once complete.



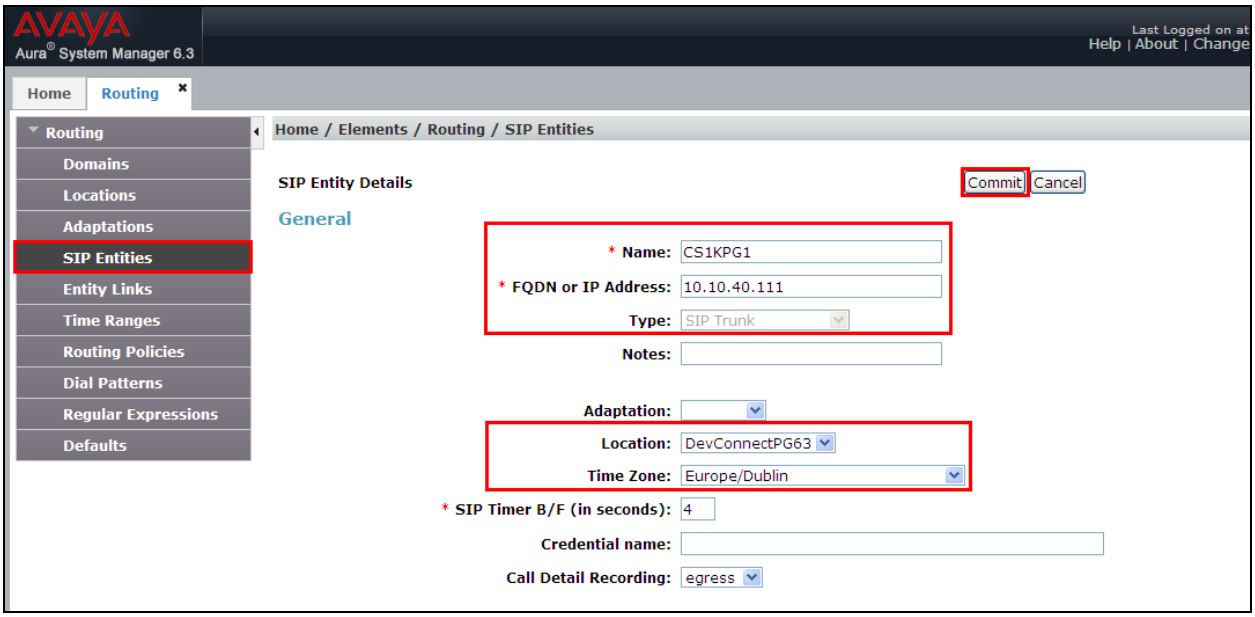
©2014 Avaya Inc. All Rights Reserved.

6.9. Configure SIP Entity Avaya Communication Server 1000E

Select **SIP Entities** from the left window and click on **New** in the main window.



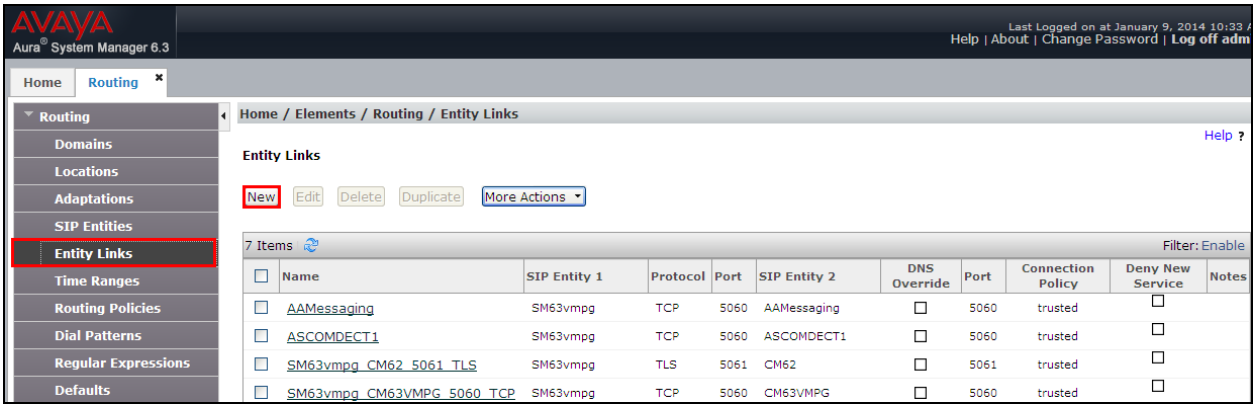
Enter a suitable **Name** and ensure the **Location** that was configured in **Section 7.2** and the correct **Time Zone** is entered.



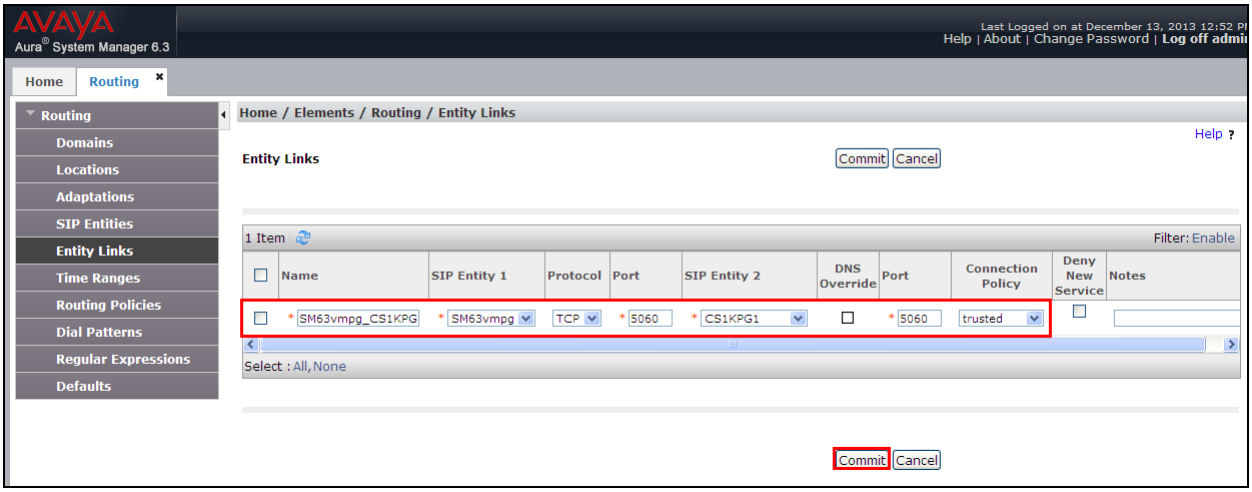
©2014 Avaya Inc. All Rights Reserved.

6.10. Configure Entity Link Avaya Communication Server 1000E

Select **Entity Link** from the left window and click on **New** in the main window.



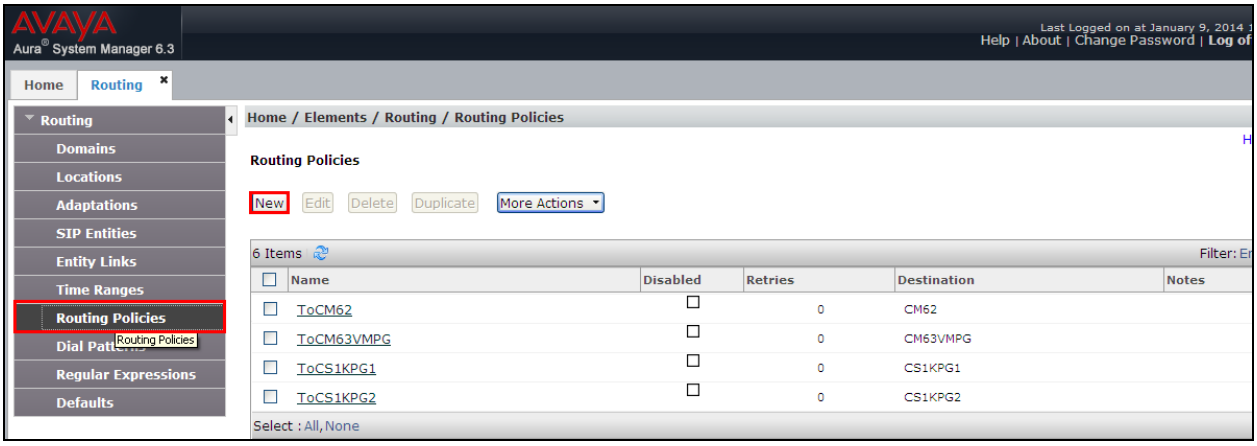
Select the correct **SIP Entity** that was created in **Section 7.9** and ensure that **TCP** is used as the **Protocol**. Note the **Port** is **5060**. This was also given as the **Port** and **Protocol** in **Section 6**.



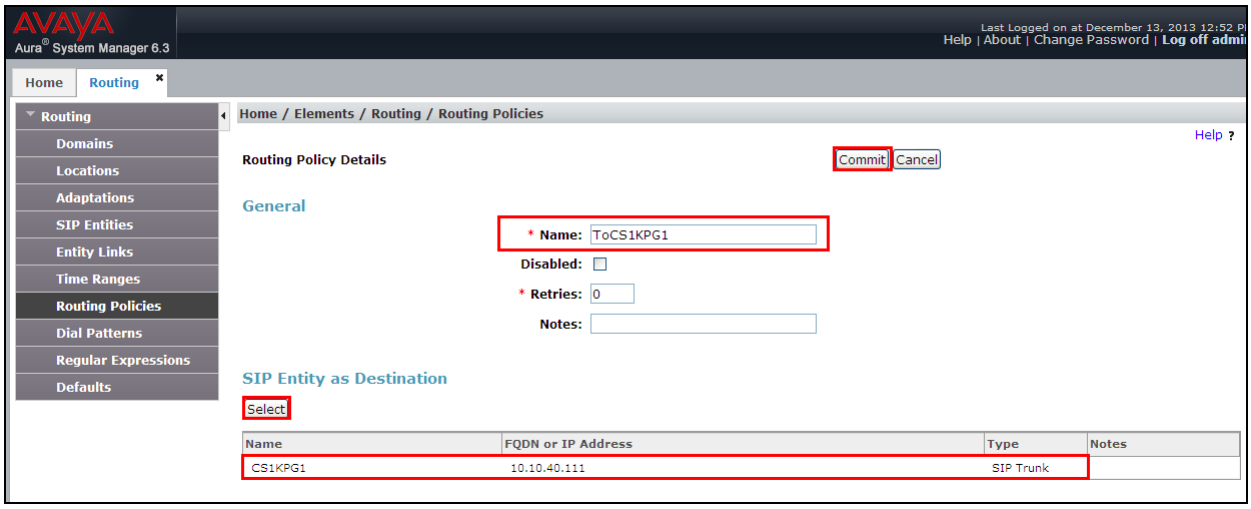
©2014 Avaya Inc. All Rights Reserved.

6.11. Configure Routing Policy Avaya Communication Server 1000E

Select **Routing Policies** from the left window and click on **New** in the main window.



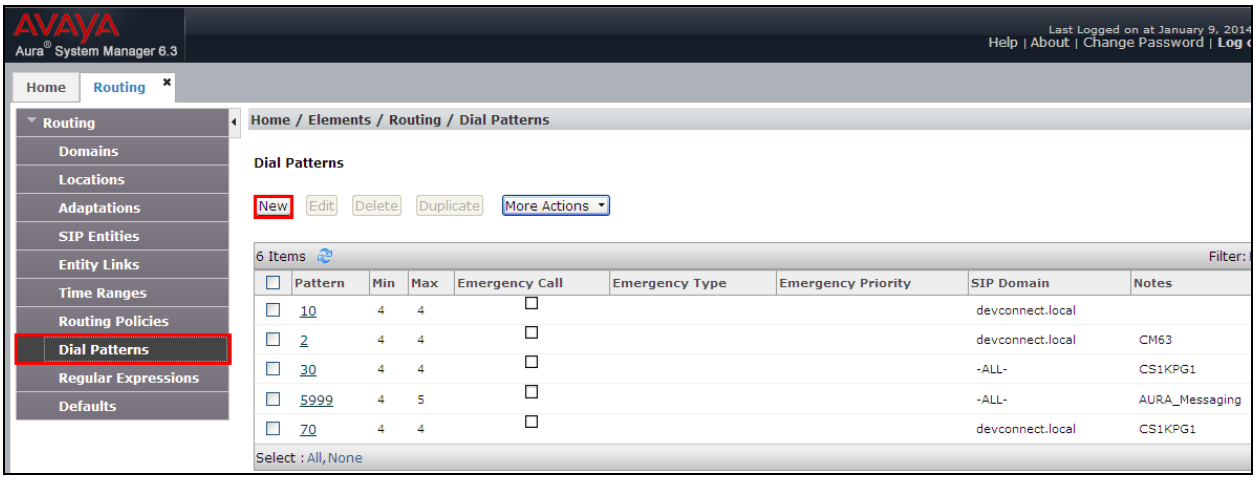
Enter a suitable **Name** and click on **Select** highlighted in order to associate this routing policy with a SIP Entity. Select the **CS1000E** SIP Entity created in **Section 7.9** (not shown) and click on **Commit** when done.



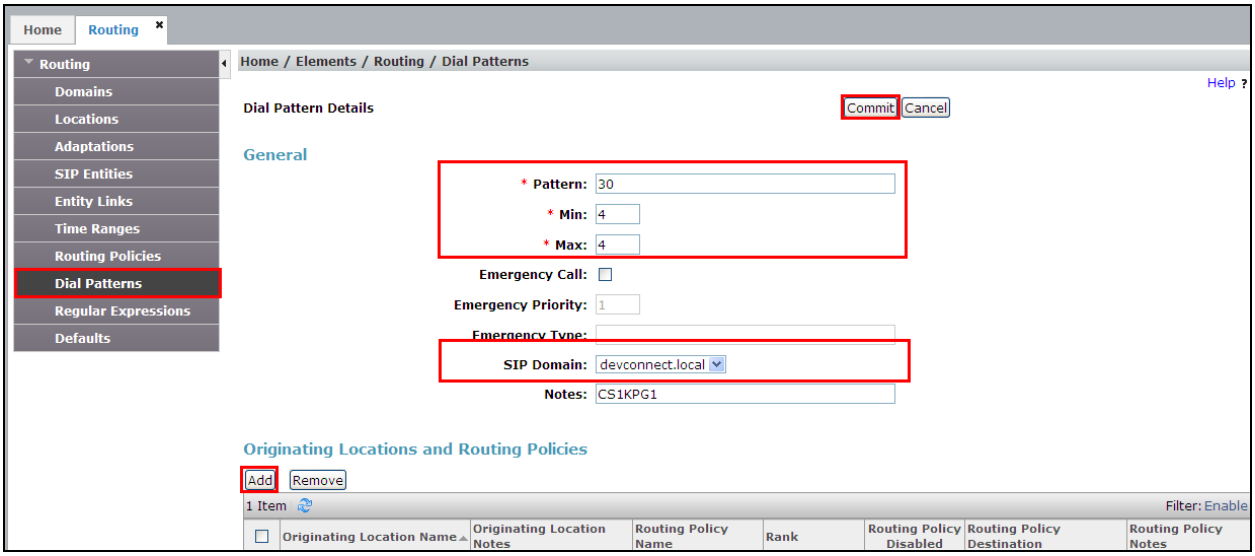
©2014 Avaya Inc. All Rights Reserved.

6.12. Configure Dial Pattern for Avaya Communication Server 1000E

In order to route calls to the CS1000E a dial pattern is created pointing to the SIP Entity. Select **Dial Patterns** from the left window and click on **New** in the main window.

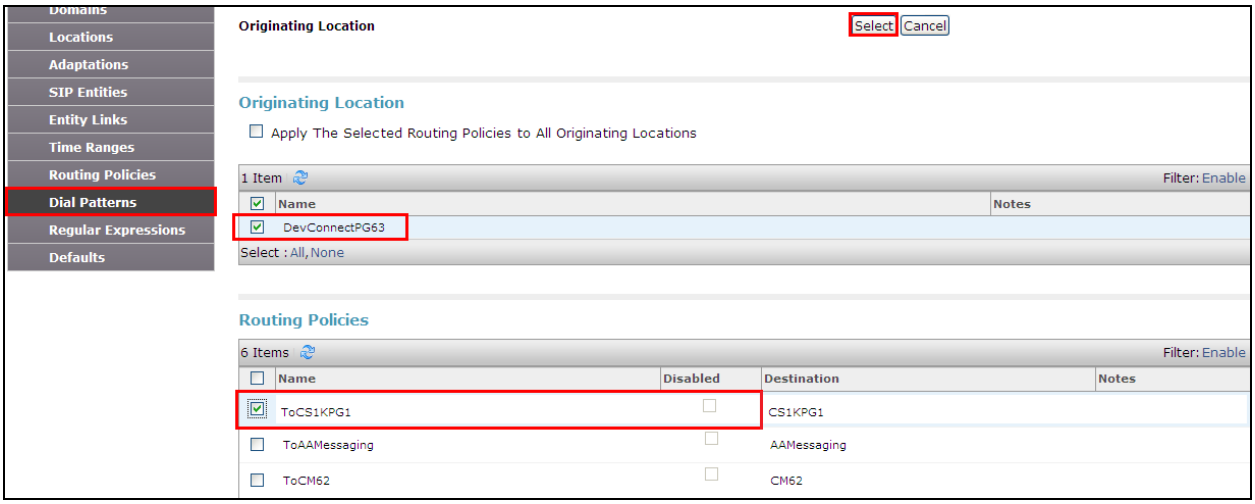


Enter the number to be routed noting this will be extension numbers of the CS1000E deskphones, in this case **30**xx. Note the **SIP Domain** is that configured in **Section 7.2**. Click on **Add** to select the SIP Entity.



©2014 Avaya Inc. All Rights Reserved.

Tick on the **Originating Location** as shown below and select the **CS1000E** Routing Policy. Click on **Select** once complete.



©2014 Avaya Inc. All Rights Reserved.

7. Configuration of Maximum Network Solutions Logicall IVR

The Logicall IVR is preconfigured to specifications depending on the requirements of each solution. The configuration required to connect to the CS1000E is contained in the Control.ini and MYSIP.cfg files on Logicall server. Once the LIVR responds to the Options messages being sent from Session Manager, the SIP trunk between the LIVR and Session Manager is completed.

All systems are configured, installed and maintained by Maximum Network Solutions.

- Ensure 'INVITE' and 'ACK' is enabled for SIP RTP re-invites.
- Any CODEC changes made to the SIP elements must also be applied to ASR server.

Both Control.ini and MYSIP.cfg files used in the compliance testing are included in the **Appendix B** of these Application Notes.

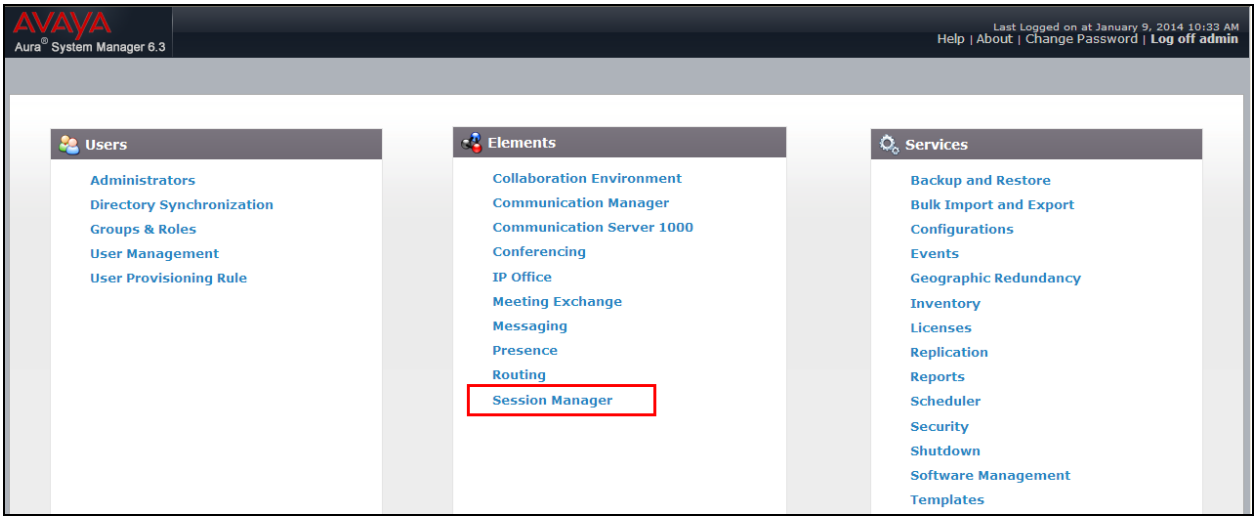
©2014 Avaya Inc. All Rights Reserved.

8. Verification Steps

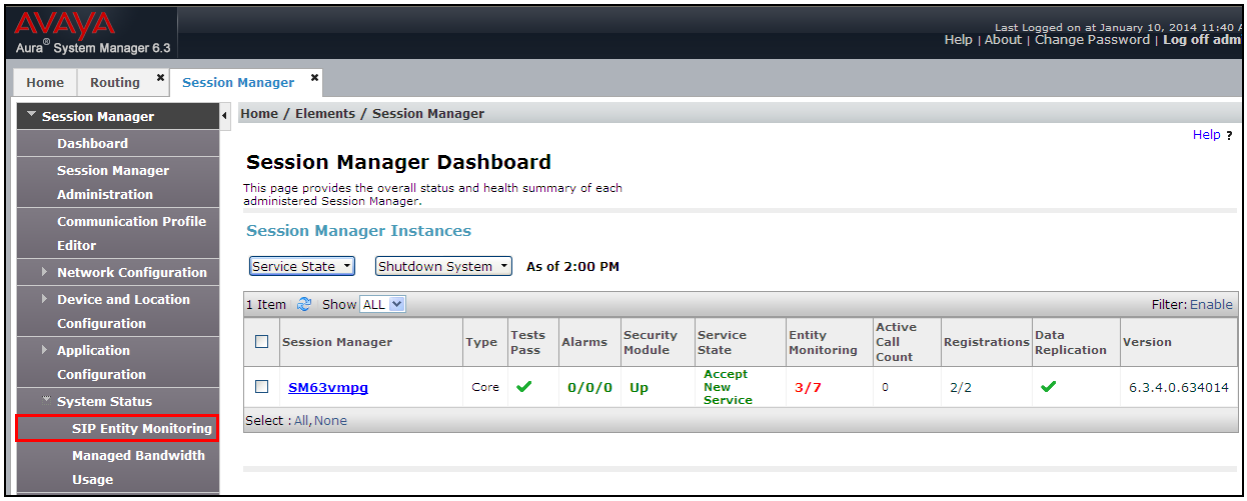
To verify a successful configuration of Logicall and CS1000E a call is placed from the CS1000E to the Logicall IVR application with the caller getting answered successfully, hearing clear and audible speech. A second call is made from the Logicall IVR to an extension on the CS1000E by opening a demo application on Logicall.

8.1. Verify Logicall IVR SIP Entity is up

Log in to System Manager as per **Section 7.1**. From the main menu select Session Manager as shown below. Please note that on some installations Session Manager may not be setup to monitor the Logicall IVR SIP Entity and in these instances the following verification test will not be required.

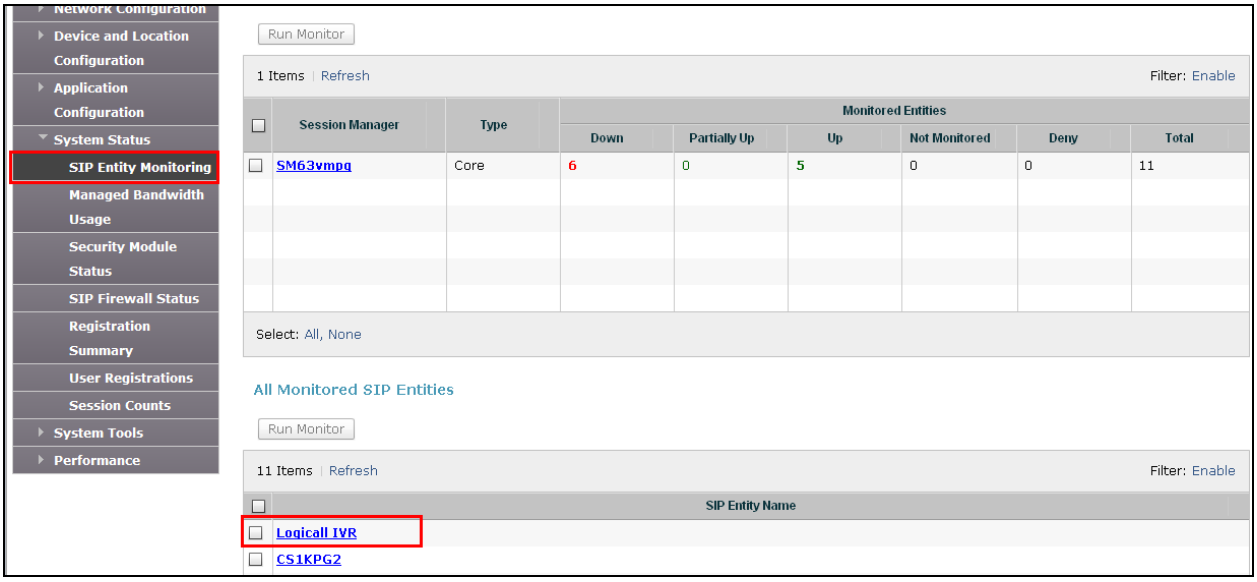


Navigate to **System Status → SIP Entity Monitoring**.

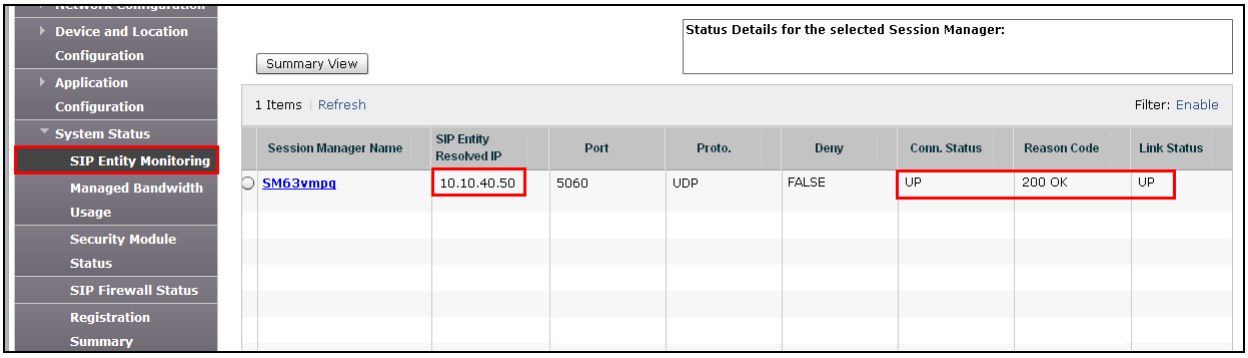


©2014 Avaya Inc. All Rights Reserved.

Select the **Logicall IVR** SIP Entity.



Note that both the **Conn. Status** and **Link Status** show **UP**.



©2014 Avaya Inc. All Rights Reserved.

9. Conclusion

The interoperation of Logicall IVR from Maximum Network Solutions with Avaya Communication Server 1000E R7.6 and Avaya Aura® Session Manager R6.3was successful for this specific setup in order to place calls from the Logicall IVR to the CS1000E and these are outlined in **Section 2.2**.

10. Additional References

Additional Avaya product documentation is available at http://support.avaya.com.

[1] *Software Input Output Reference – Administration – Avaya Communication Sever 1000*, R7.6 NN43001-611

[2] *Administering Avaya Aura® Session Manager*, Release 6.3, 03-603324

Information on Maximum Network Solutions (Maxnet) and product support visit http://www.maxnet.co.uk

©2014 Avaya Inc. All Rights Reserved.

Appendix A

Avaya Communication Server 1000E R7.6 - Linux Patches

```
Product Release: 7.65.16.00
In system patches: 0

In System service updates: 26
PATCH#  IN_SERVICE DATE       SPECINS REMOVABLE   NAME
2       Yes        27/08/13   NO      YES         cs1000-dmWeb-7.65.16.21-01.i386.000
3       Yes        28/08/13   NO      yes         cs1000-snmp-7.65.16.00-01.i686.000
4       Yes        28/08/13   NO      YES         cs1000-nrsm-7.65.16.00-03.i386.000
5       Yes        28/08/13   NO      YES         cs1000-oam-logging-7.65.16.01-01.i386.000
6       Yes        28/08/13   NO      yes         cs1000-cs1000WebService 6-0-7.65.16.21-
                                                  00.i386.000
7       Yes        28/08/13   NO      YES         cs1000-sps-7.65.16.21-01.i386.000
8       Yes        28/08/13   NO      YES         cs1000-pd-7.65.16.21-00.i386.000
9       Yes        28/08/13   NO      YES         cs1000-shared-carrdtct-7.65.16.21-01.i386.000
10      Yes        28/08/13   NO      YES         cs1000-shared-tpselect-7.65.16.21-01.i386.000
11      Yes        28/08/13   NO      YES         cs1000-emWebLocal 6-0-7.65.16.21-01.i386.000
12      Yes        28/08/13   NO      yes         cs1000-dbcom-7.65.16.21-00.i386.000
13      Yes        28/08/13   NO      YES         cs1000-csmWeb-7.65.16.21-05.i386.000
14      Yes        28/08/13   NO      YES         cs1000-shared-xmsg-7.65.16.21-00.i386.000
15      Yes        28/08/13   NO      YES         cs1000-vtrk-7.65.16.21-29.i386.000
16      Yes        28/08/13   NO      YES         cs1000-tps-7.65.16.21-05.i386.000
17      Yes        28/08/13   NO      YES         cs1000-mscAnnc-7.65.16.21-02.i386.001
18      Yes        28/08/13   NO      YES         cs1000-mscAttn-7.65.16.21-04.i386.001
19      Yes        28/08/13   NO      YES         cs1000-mscConf-7.65.16.21-02.i386.001
20      Yes        28/08/13   NO      YES         cs1000-mscMusc-7.65.16.21-02.i386.001
21      Yes        28/08/13   NO      YES         cs1000-mscTone-7.65.16.21-03.i386.001
22      Yes        28/08/13   NO      YES         cs1000-bcc-7.65.16.21-21.i386.000
23      Yes        28/08/13   NO      YES         cs1000-Jboss-Quantum-7.65.16.21-3.i386.000
24      Yes        28/08/13   NO      YES         cs1000-emWeb 6-0-7.65.16.21-06.i386.000
25      Yes        10/12/13   NO      yes         cs1000-cs-7.65.P.100-01.i386.001
26      Yes        10/12/13   YES     yes         cs1000-linuxbase-7.65.16.21-08.i386.000
27      Yes        10/12/13   NO      YES         cs1000-patchWeb-7.65.16.21-06.i386.0
```


©2014 Avaya Inc. All Rights Reserved.

Avaya Communication Server 1000E R7.6 - Call Server Patches

```
VERSION 4121
RELEASE 7
ISSUE 65 P +
DepList 1: core Issue: 01 (created: 2013-06-14 03:54:33 (est))

IN-SERVICE PEPS
PAT# CR #            PATCH REF #     NAME      DATE        FILENAME       SPECINS
000  wi01052968      ISS1:1OF1       p32540_1  11/12/2013  p32540_1.cpl   NO
001  wi01045058      ISS1:1OF1       p32214_1  11/12/2013  p32214_1.cpl   NO
002  wi01085855      ISS1:1OF1       p32658_1  11/12/2013  p32658_1.cpl   NO
003  wi01053314      ISS1:1OF1       p32555_1  11/12/2013  p32555_1.cpl   NO
004  wi01060382      iss1:1of1       p32623_1  11/12/2013  p32623_1.cpl   YES
005  wi01070580      ISS1:1OF1       p32380_1  11/12/2013  p32380_1.cpl   NO
006  wi01067822      ISS1:1OF1       p32466_1  11/12/2013  p32466_1.cpl   YES
007  wi01061481      ISS1:1OF1       p32382_1  11/12/2013  p32382_1.cpl   NO
008  wi01072032      ISS1:1OF1       p32448_1  11/12/2013  p32448_1.cpl   NO
009  wi01022599      ISS1:1OF1       p32080_1  11/12/2013  p32080_1.cpl   NO
010  wi01035976      ISS1:1OF1       p32173_1  11/12/2013  p32173_1.cpl   NO
011  wi01065922      ISS1:1OF1       p32516_1  11/12/2013  p32516_1.cpl   NO
012  wi01055480      ISS1:1OF1       p32712_1  11/12/2013  p32712_1.cpl   NO
013  wi01041453      ISS1:1OF1       p32587_1  11/12/2013  p32587_1.cpl   NO
014  wi01078723      ISS1:1OF1       p32532_1  11/12/2013  p32532_1.cpl   NO
015  WI0110261       ISS1:1OF1       p32758_1  11/12/2013  p32758_1.cpl   NO
016  wi01064599      iss1:1of1       p32580_1  11/12/2013  p32580_1.cpl   NO
017  wi01048457      ISS1:1OF1       p32581_1  11/12/2013  p32581_1.cpl   NO
018  wi01072027      ISS1:1OF1       p32689_1  11/12/2013  p32689_1.cpl   NO
019  wi01059388      iss1:1of1       p32628_1  11/12/2013  p32628_1.cpl   NO
020  wi01074003      ISS1:1OF1       p32421_1  11/12/2013  p32421_1.cpl   NO
021  wi00933195      ISS1:1OF1       p32491_1  11/12/2013  p32491_1.cpl   NO
022  wi00996734      ISS1:1OF1       p32550_1  11/12/2013  p32550_1.cpl   NO
023  wi01065118      ISS1:1OF1       p32397_1  11/12/2013  p32397_1.cpl   NO
024  wi01063864      ISS1:1OF1       p32410_1  11/12/2013  p32410_1.cpl   YES
025  wi01072023      ISS1:1OF1       p32130_1  11/12/2013  p32130_1.cpl   YES
026  wi01075359      ISS1:1OF1       p32671_1  11/12/2013  p32671_1.cpl   NO
027  wi01080753      ISS1:1OF1       p32518_1  11/12/2013  p32518_1.cpl   NO
028  wi01070473      ISS1:1OF1       p32413_1  11/12/2013  p32413_1.cpl   NO
029  wi01075355      ISS1:1OF1       p32594_1  11/12/2013  p32594_1.cpl   NO
030  wi01071379      ISS1:1OF1       p32522_1  11/12/2013  p32522_1.cpl   NO
031  wi01070756      ISS1:1OF1       p32444_1  11/12/2013  p32444_1.cpl   NO
032  wi01075353      ISS1:1OF1       p32613_1  11/12/2013  p32613_1.cpl   NO
033  wi01062607      ISS1:1OF1       p32503_1  11/12/2013  p32503_1.cpl   NO
034  wi01068851      ISS1:1OF1       p32439_1  11/12/2013  p32439_1.cpl   NO
035  wi01075352      ISS1:1OF1       p32603_1  11/12/2013  p32603_1.cpl   NO
036  wi01092300      ISS1:1OF1       p32692_1  11/12/2013  p32692_1.cpl   NO
037  wi01063263      ISS1:1OF1       p32573_1  11/12/2013  p32573_1.cpl   NO
038  wi01087528      ISS1:1OF1       p32700_1  11/12/2013  p32700_1.cpl   NO
039  wi01055300      ISS1:1OF1       p32543_1  11/12/2013  p32543_1.cpl   NO
040  wi01039280      ISS1:1OF1       p32423_1  11/12/2013  p32423_1.cpl   NO
041  wi01068669      ISS1:1OF1       p32333_1  11/12/2013  p32333_1.cpl   NO
042  wi01069441      ISS1:1OF1       p32097_1  11/12/2013  p32097_1.cpl   NO
043  wi01058621      ISS1:1OF1       p32339_1  11/12/2013  p32339_1.cpl   NO
044  wi01032756      ISS1:1OF1       p32673_1  11/12/2013  p32673_1.cpl   NO
045  wi01070465      iss1:1of1       p32562_1  11/12/2013  p32562_1.cpl   NO
046  wi01053920      ISS1:1OF1       p32303_1  11/12/2013  p32303_1.cpl   NO
047  wi00897254      ISS1:1OF1       p31127_1  11/12/2013  p31127_1.cpl   NO
048  wi01057403      ISS1:1OF1       p32591_1  11/12/2013  p32591_1.cpl   NO
049  wi01066991      ISS1:1OF1       p32449_1  11/12/2013  p32449_1.cpl   NO
050  wi01094305      ISS1:1OF1       p32640_1  11/12/2013  p32640_1.cpl   NO
```


©2014 Avaya Inc. All Rights Reserved.

```
051  wi01058359      ISS1:1OF1       p32331_1  11/12/2013  p32331_1.cpl   NO
052  wi01047890      ISS1:1OF1       p32697_1  11/12/2013  p32697_1.cpl   NO
053  wi01060241      ISS1:1OF1       p32381_1  11/12/2013  p32381_1.cpl   NO
054  wi01034307      ISS1:1OF1       p32615_1  11/12/2013  p32615_1.cpl   NO
055  wi01052428      ISS1:1OF1       p32606_1  11/12/2013  p32606_1.cpl   NO
056  wi00884716      ISS1:1OF1       p32517_1  11/12/2013  p32517_1.cpl   NO
057  wi01070468      iss1:1of1       p32418_1  11/12/2013  p32418_1.cpl   NO
058  wi01091447      ISS1:1OF1       p32675_1  11/12/2013  p32675_1.cpl   NO
059  wi01068042      ISS1:1OF1       p32669_1  11/12/2013  p32669_1.cpl   NO
060  wi01061483      ISS1:1OF1       p32359_1  11/12/2013  p32359_1.cpl   NO
061  wi01065125      ISS1:1OF1       p32416_1  11/12/2013  p32416_1.cpl   NO
062  wi01056633      ISS1:1OF1       p32322_1  11/12/2013  p32322_1.cpl   NO
063  wi01070474      iss1:1of1       p32407_1  11/12/2013  p32407_1.cpl   NO
064  wi01053597      ISS1:1OF1       p32304_1  11/12/2013  p32304_1.cpl   NO
065  wi01070471      ISS1:1OF1       p32415_1  11/12/2013  p32415_1.cpl   NO
066  wi01025156      ISS1:1OF1       p32136_1  11/12/2013  p32136_1.cpl   NO
067  wi01088775      ISS1:1OF1       p32659_1  11/12/2013  p32659_1.cpl   NO
068  wi01083584      ISS1:1OF1       p32619_1  11/12/2013  p32619_1.cpl   NO
069  wi01075360      iss1:1of1       p32602_1  11/12/2013  p32602_1.cpl   NO
070  wi01053195      ISS1:1OF1       p32297_1  11/12/2013  p32297_1.cpl   NO
071  wi01043367      ISS1:1OF1       p32232_1  11/12/2013  p32232_1.cpl   NO
072  wi01082456      ISS1:1OF1       p32596_1  11/12/2013  p32596_1.cpl   NO
073  wi01089519      ISS1:1OF1       p32665_1  11/12/2013  p32665_1.cpl   NO
074  wi01065842      ISS1:1OF1       p32478_1  11/12/2013  p32478_1.cpl   NO
075  wi01088585      ISS1:1OF1       p32656_1  11/12/2013  p32656_1.cpl   NO
076  wi01035980      ISS1:1OF1       p32558_1  11/12/2013  p32558_1.cpl   NO
077  wi01087543      ISS1:1OF1       p32662_1  11/12/2013  p32662_1.cpl   NO
078  wi01060826      ISS1:1OF1       p32379_1  11/12/2013  p32379_1.cpl   NO
079  wi01061484      ISS1:1OF1       p32576_1  11/12/2013  p32576_1.cpl   NO
080  wi01034961      ISS1:1OF1       p32144_1  11/12/2013  p32144_1.cpl   NO
081  wi01056067      ISS1:1OF1       p32457_1  11/12/2013  p32457_1.cpl   NO
082  WI01077073      ISS1:1OF1       p32534_1  11/12/2013  p32534_1.cpl   NO
083  wi01073100      ISS1:1OF1       p32599_1  11/12/2013  p32599_1.cpl   NO
084  wi01060341      ISS1:1OF1       p32578_1  11/12/2013  p32578_1.cpl   NO
MDP>LAST SUCCESSFUL MDP REFRESH :2013-08-27 14:24:01(Local Time)
MDP>USING DEPLIST ZIP FILE DOWNLOADED :2013-08-27 09:21:58(est)
```


©2014 Avaya Inc. All Rights Reserved.

D-Channel for SIP Trunks

```
>ld 22
REQ  prt
TYPE adan dch 1
ADAN     DCH 1
  CTYP DCIP
  DES  SIPL
  USR  ISLD
  ISLM 4000
  SSRC 3700
  OTBF 32
  NASA NO
  IFC  SL1
  CNEG 1
  RLS  ID  25
  RCAP
  MBGA NO
  H323
    OVLR NO
    OVLS NO
```

Route for SIP calls

```
>ld 21
REQ: prt
TYPE: rdb
CUST 0
ROUT 22
TYPE RDB
CUST 00
ROUT 22
DES  SIPTRK
TKTP TIE
M911P NO
ESN  NO
RPA  NO
CNVT NO
SAT  NO
RCLS EXT
VTRK YES
ZONE 00066
PCID SIP
CRID YES
SBWM NO
NODE 111
DTRK NO
ISDN YES
    MODE ISLD
    DCH  1
    IFC  SL1
    PNI  00001
    NCNA YES
    NCRD YES
    TRO  YES
    FALT NO
    CTYP UKWN
    INAC NO
    ISAR NO
```


©2014 Avaya Inc. All Rights Reserved.

```
    DAPC NO
MBXR NO
MBXOT NPA
MBXT 0
PTYP ATT
CNDP UKWN
AUTO NO
DNIS NO
DCDR NO
ICOG IAO
SRCH LIN
TRMB YES
STEP
ACOD 8022
TCPP NO
PII NO
AUXP NO
TARG
CLEN 1
BILN NO
OABS
INST
IDC  NO
DCNO 0 *
NDNO 0
DEXT NO
ANTK
SIGO STD
STYP SDAT
MFC  NO
ICIS YES
OGIS YES
PTUT 0
TIMR ICF  1920
     OGF  1920
     EOD  13952
     LCT  256
     DSI  34944
     NRD  10112
     DDL  70
     ODT  4096
     RGV  640
     GTO  896
     GTI  896
     SFB  3
     PRPS  800
     NBS  2048
     NBL  4096
     IENB  5
     TFD  0
     RTD  12
     VSS  0
     VGD  6
     EESD  1024
SST  5 0
DTD  NO
SCDT NO
2 DT NO
NEDC ORG
FEDC ORG
CPDC NO
```


©2014 Avaya Inc. All Rights Reserved.

```
DLTN NO
HOLD 02 02 40
SEIZ 02 02
SVFL 02 02
DRNG NO
CDR  NO
NATL YES
SSL
CFWR NO
IDOP NO
VRAT NO
MUS  NO
PANS YES
MANO NO
FRL  0 0
FRL  1 0
FRL  2 0
FRL  3 0
FRL  4 0
FRL  5 0
FRL  6 0
FRL  7 0
OHQ  NO
OHQT 00
CBQ  NO
AUTH NO
TDET NO
TTBL 0
ATAN NO
OHTD NO
PLEV 2
OPR  NO
ALRM NO
ART  0
PECL NO
DCTI 0
TIDY 8022 22
ATRR NO
TRRL NO
SGRP 0
CCBA NO
ARDN NO
CTBL 0
ANIE 0
CAC_CIS 3
AACR NO
```


©2014 Avaya Inc. All Rights Reserved.

Trunk channel

```
>ld 20
REQ: prt
TYPE: tn
TYPE TNB
TN   100 0 3 0
DES  SIPTRK
TN   100 0 03 00  VIRTUAL
TYPE IPTI
CDEN 8D
CUST 0
XTRK VTRK
ZONE 00066
TIMP 600
BIMP 600
AUTO_BIMP NO
NMUS NO
TRK  ANLG
NCOS 0
RTMB 22 1
CHID 11
TGAR 0
STRI/STRO IMM IMM
SUPN YES
AST  NO
IAPG 0
CLS  UNR DIP CND ECD WTA LPR APN THFD XREP SPCD MSBT
     P10 NTC MID
TKID
AACR NO
DATE 27 AUG 2013
```


©2014 Avaya Inc. All Rights Reserved.

Appendix B

Maxnet Logicall Control.ini

```
[General]
LogFile=/export/logicall/avaya_test_com/AvayaComTest.log
Speech_Main_Path=/export/logicall/avaya_test_com/wav/main/

[BlindTransfer]
BlindTransferDefault=sip:2600@47.166.92.207:5060

[SupervisedTransfer]
SupervisedTransferOriginator1=5060
SupervisedTransfer1=sip:2600@47.166.92.207:5060

[Testing]
TestNos_Enabled=no
TestCLI=0297949600
TestDNIS=2907

[SpeechResources]
RTPDestIpAddress=47.166.92.15
RTPAltDestIpAddress=N/A
RTPSrcIpAddress=47.166.92.16
RTPSrcPort_ASR=2002
RTPSrcPort_TTS=2100

[CmdRequestListener]
CmdReqListenerPort=30007


* Trace to File - Set to FALSE - Print Screen.
* Debug Notes - Trace_Status - Should be FALSE or TRUE *
* Debug Notes - Trace Level - DEBUG, ERROR, EXTENDED *
[Debug]
TraceToFile=/export/logicall/avaya_test_com/AvayaComTest.log
TraceLevel=EXTENDED
```


©2014 Avaya Inc. All Rights Reserved.

Maxnet Logicall MYSIP.cfg

```
#-------------------------------------------------------------------------------
#                    General Demo Parameters
#-------------------------------------------------------------------------------
general.board           = 0  # MNS board number to use with ADI/VCE
general.slot            = 1  # MNS timeslot to use with ADI/VCE and SIP-NCC
general.stream          = 0
general.protocol        = sip0
general.autoStart       = 0
general.autoRelease     = 0
general.autoSDP         = 1

#-------------------------------------------------------------------------------
#                    SIP Parameters
#-------------------------------------------------------------------------------
sip.from                = sip:6000@47.166.92.15:5060
sip.registrar        =
sip.contact      =
#-------------------------------------------------------------------------------
#                    SIP-SDP Parameters
#-------------------------------------------------------------------------------

sip.sdp.connection.networkType = IN
sip.sdp.connection.addressType = IP4
sip.sdp.connection.address     = 47.166.92.16  # IP address of CG board as
                                               # configured in CG cfg file
sip.sdp.connection.port        = 8004          # UDP port on CG to use
sip.sdp.origin.userName        = nmsSip
sip.sdp.origin.sessionId       = 01234567890
sip.sdp.origin.version         = 0987654321
sip.sdp.origin.networkType     = IN
sip.sdp.origin.addressType     = IP4
sip.sdp.origin.address         = 47.166.92.16    # IP address of CG board
sip.auth.user                  =
sip.auth.password              =

#-------------------------------------------------------------------------------
#                    MSPP Parameters -- Use Fusion, not HMP
#-------------------------------------------------------------------------------
mspp.hmp                       = 0

mspp.nomedia                   = 0
mspp.slot                      = 30


#-------------------------------------------------------------------------------
#                    Voice Play Parameters
#-------------------------------------------------------------------------------
voice.play.file                = play.vox
voice.play.type                = 2
voice.play.encoding            = 10
#-------------------------------------------------------------------------------
#                    Voice Record Parameters
#-------------------------------------------------------------------------------
voice.record.file              = record.vox
voice.record.type              = 0
voice.record.encoding          = 2
```


©2014 Avaya Inc. All Rights Reserved.

©2014 Avaya Inc. All Rights Reserved.
Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.