Avaya Solution & Interoperability Test Lab

Application Notes for configuring MERA Mobile Agent with Avaya Aura® Contact Center R6.4, Avaya Communication Server 1000E R7.6 and Avaya Aura® Offsite Agent – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning Mobile Agent from MERA with Avaya Aura® Contact Center R6.4, Avaya Communication Server 1000E R7.6 and Avaya Aura® Offsite Agent using a Lineside E1 connection.

Readers should pay particular attention to the scope of testing as outlined in Section 2.1, as well as observations noted in Section 2.2 to ensure that their own use cases are adequately covered by this scope and results.

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 Mobile Agent from MERA to interoperate with Avaya Aura® Contact Center R6.4 connected to an Avaya Communication Server 1000E R7.6 using the Application Module Link (AML) and Avaya Aura® Offsite Agent connecting to a Lineside E1 card using AudioCodes Median Gateway 2000 to convert ISDN from the Lineside E1 card to SIP on the Avaya Aura® Offsite Agent (AAOA). MERA Mobile Agent is an application that is installed on Android smart mobile phones to allowing agents receive skillset calls on the mobile phone. Mobile Agent has three primary connections to the Avaya solution.

1. A connection to the Communication Control Toolkit (CCT) Application Programming Interface (API) to login/logout agents on the Contact Center.
2. A connection to a Lineside E1 card via the Avaya Aura® Offsite Agent in order to receive Automatic Call distributed (ACD) calls.
3. A connection to the Avaya Communication Server 1000E SIP Line Gateway where the mobile extension is registered as a third-party SIP extension.

2. General Test Approach and Test Results

The interoperability compliance testing evaluates the ability of an agent to log in to the Lineside E1 extensions as contact center agents to answer calls presented to a Control Directory Number (CDN) on the CS1000E. Calls placed to the CDN are controlled by the contact center and are routed to the Mobile Agent application by passing the caller to the Lineside E1 extensions.

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 the usage of Mobile Agent with the Avaya solution. 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 Agents**– Ensure agents can log in and out of the Lineside E1 channels or lines from the Mobile Agent.
- **Skillset/ACD calls**– Ensure that skillset calls are correctly routed to the agent logged into Mobile Agent.
- **Hold/Transfer functionality for Skillset/ACD calls** - Verify that skillset calls can be placed on hold and transferred using Mobile Agent.
- **Failover testing** - Verify the behaviour of Mobile Agent application under different simulated LAN failure conditions on the Avaya platform.

2.2. Test Results

All test cases passed and the following observations were noted.

1. On occasion the Mobile Agent application can take 5 – 10 seconds to update its "Login status" when either logging in or out.
2. The Mobile Agent application can take 5 – 10 seconds to update its "Ready status" when going both ready and not ready.
3. Where the agent transfers to an invalid extension the error messages being displayed on the Mobile Agent application appear as system errors.
4. Calls must be manually ended after a transfer. The screen on the mobile phone still shows a call present after the transfer has taken place and the "end" button must be pressed to get back out again in order to receive a new call. This error was not replicated in the MERA lab and was only observed during compliance testing.

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 11** of these Application Notes.

Technical support for the MERA product can be obtained as follows.

- Tel: +7 831 2788876
- Email: nepikov@merann.ru

3. Reference Configuration

Figure 1 shows the setup for compliance testing of Mobile Agent from MERA with Avaya Aura® Contact Center R6.4, Avaya Communication Server 1000E R7.6 and Avaya Aura® Offsite Agent using AudioCodes to connect to the Lineside E1 card on the Avaya Communication Server 1000E and a SOAP connection to Contact Center to allow Contact Center agents use an Android Mobile phone device to login in and take skillset calls. The Mobile Agent will also register with the SIP Line Gateway on the Avaya Communication Server 1000E.

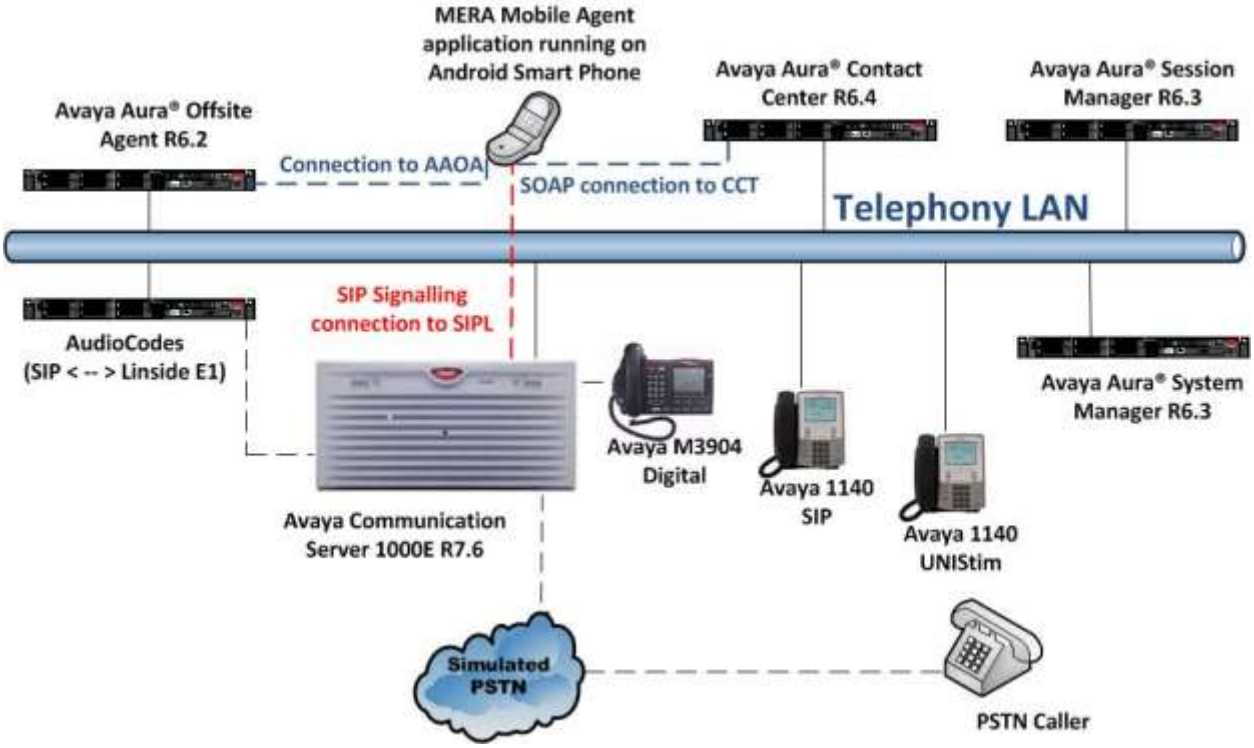


Figure 1: Connection of MERA Mobile Agent with Avaya Aura® Contact Center R6.4, Avaya Communication Server 1000E R7.6 and Avaya Aura® Offsite Agent R6.2

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Communication Server 1000E on CPPM	R7.6 SP5 (See **Appendix A** for list of patches)
Avaya LinesideE1 Card	NT5D33AC 02 NNTM84009118 Software Version 3.6 (See **Appendix C** for information)
AudioCodes Median 2000	5.40A.030.002 Flash Version 192
Avaya Aura® System Manager	System Manager 6.3.9 – SP9 Build No. - 6.3.0.8.5682-6.3.8.4414 Software Update Revision No: 6.3.9.1.2482
Avaya Aura® Session Manager	R6.3 (SP9) 6.3.9.0.639011
Avaya Aura® Offsite Agent	R6.2
Avaya Aura® Contact Center • Contact Center Media Server • Contact Center Media Application • Communication Control Toolkit (CCT)	R6.4 SP13
Avaya 1140 UNIStim Deskphone	UNIStim V0625C8D
Avaya 1140 SIP Deskphone	SIP 04.03.12
Avaya 3904 Digital Deskphone	Core V2.4 Flash V9.4
MERA Mobile Agent • Samsung Galaxy SIII Mini GT-18190N • Samsung Galaxy Nexus	V 1.1.6 Android 4.1.2 Android 4.2.1

5. Configure Avaya Communication Server 1000E

It is assumed that a fully functioning CS1000E is in place with the necessary licensing and with an ELAN connection to the Contact Center already in place. For further information on the configuration of CS1000E please see reference [1] in **Section 11** of these Application Notes. "PuTTY" is used to administer the CS1000E. Using PuTTY, open an SSH session to the Node IP address of the CS1000E, log in to the CS1000E Linux application using the appropriate credentials and type **cslogin** (not shown) to gain access to the PBX command line.

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. Lineside E1 setup

It is assumed that the Lineside E1 card is already in place with a connection to the AAOA server. The setup and configuration of the Lineside E1 is outside the scope of these Application Notes and a full printout of both the Automatic Call Distribution (ACD) queue and the Terminal Number (TN) of a Lineside E1 channel can be found in the **Appendix B** of these Application Notes. If there is no ACD queue or terminal number present then these must be added and the connection to AAOA must be created and please refer to [6] *AAOA Installation and Commissioning Guide* in **Section 11**.

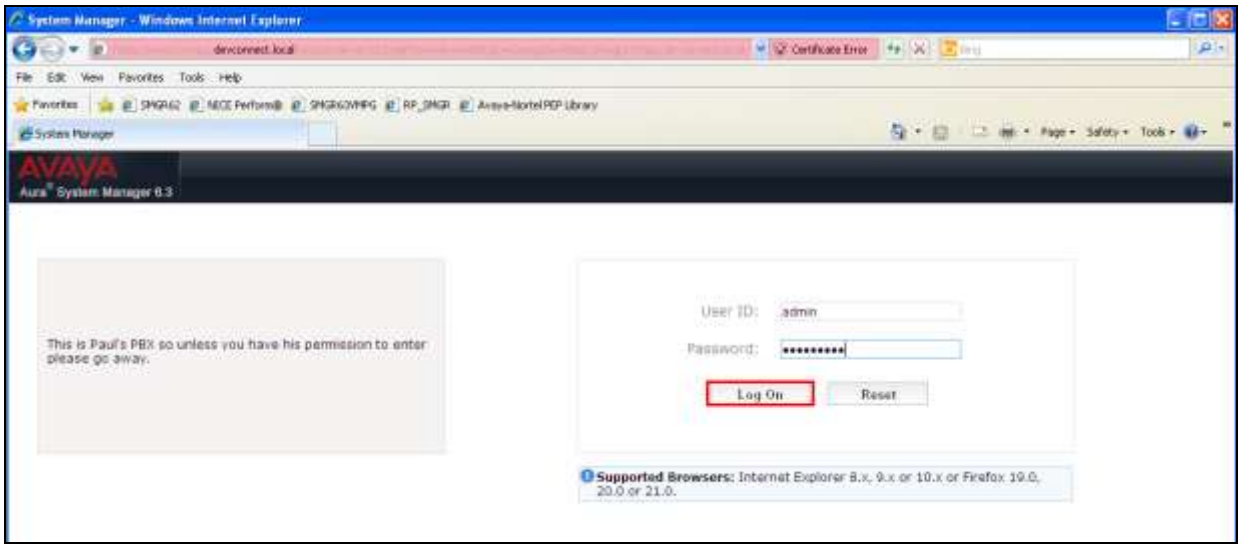
5.2. Create SIP extension for Mobile Agent Client

Enter overlay 20 by typing **LD 20** at the > prompt this will allow the creation of a 3rd-party SIP extension that is required by the MERA Mobile Agent application. This SIP extension is added as a third-party SIP extension which is assigned by setting **SIP3** to **1**. Please note that not every single prompt requires as response and some prompts can be returned to give the default response. Below are the prompts that do require a specific response and these are clearly outlined and for all other prompts simply press return.

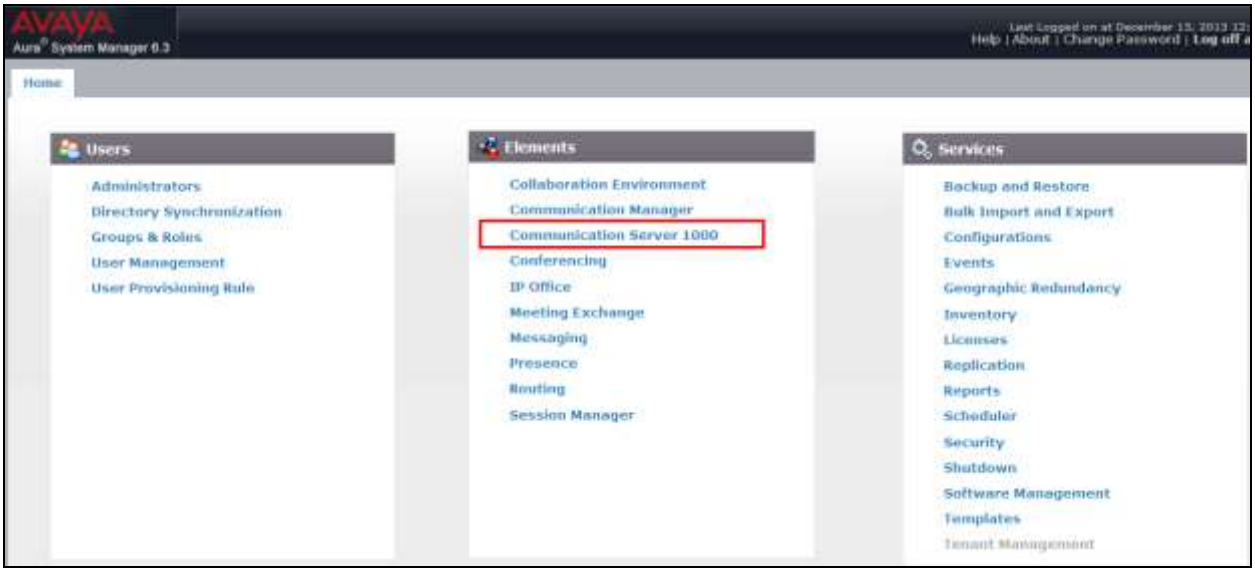
```
Prompt        Response      Description
>             LD 20         Enter Overlay 20
REQ           new           new/add
TYPE          UEXT          Universal extension
TNB           100 0 20 21   Loop Shelf Card Unit
UXTY          SIPL          Extension Type (SIP Line)
MCCL          YES           Clients supported for UEXT designated as SIP Line
SIPN          0             First Party SIP set to 0 for NO
SIP3          1             Third Party SIP set to 1 for YES
SIPU          4021          Extension Number
NDID          111           Node number
SCPW          1234          Password for registration
AST           00            Allow CTI control of Key 0
IAPG          1             Allow CTI messages
KEY 00        SCR 4021      Key 0 is set as extension number 4021
KEY 01        HOT U 24021   Key 1 must be setup as HOT U
Return to end…
```

5.3. Configure Avaya Communication Server 1000E Signalling Server

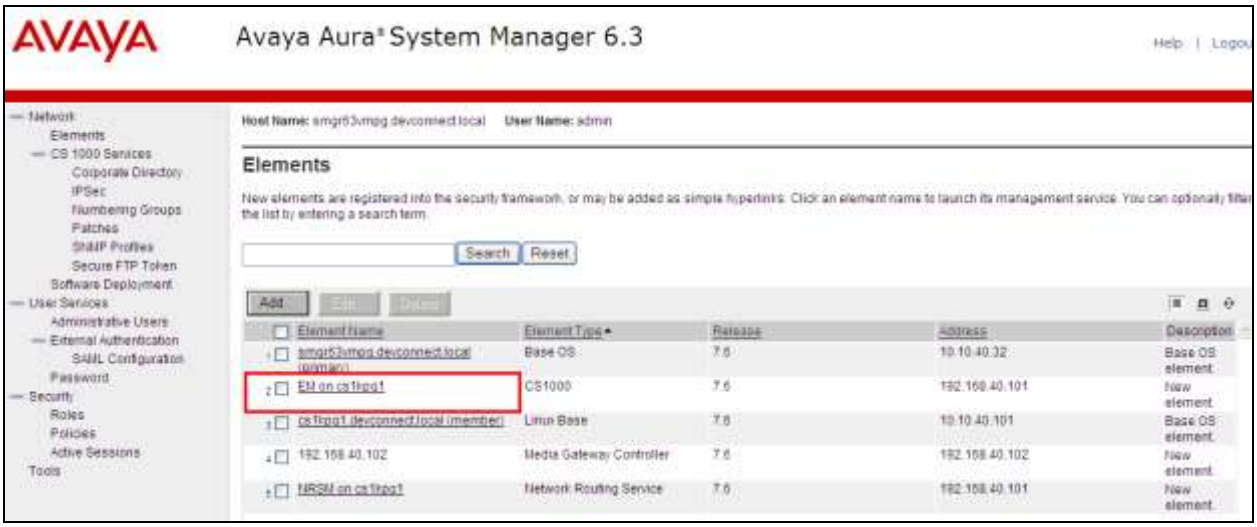
Access to the CS1000E Signalling Server is achieved by logging into System Manager using a Web Browser by entering **http://<FQDN >/SMGR**, where **<FQDN>** is the fully qualified domain name of System Manager or **http://<IP Address >/SMGR**. Log in using appropriate credentials.



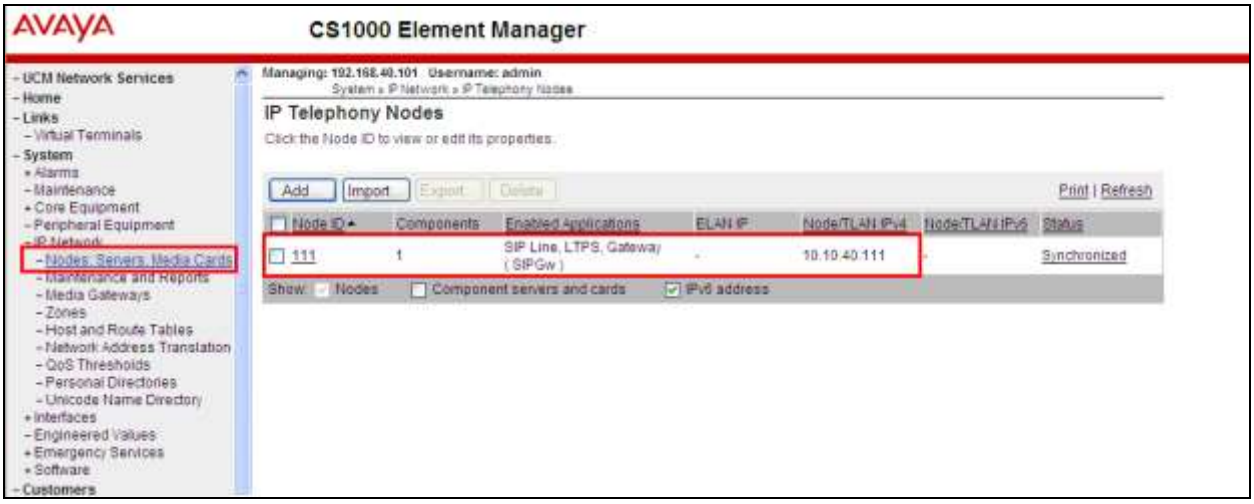
Once logged in click on **Communication Server 1000** as highlighted



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

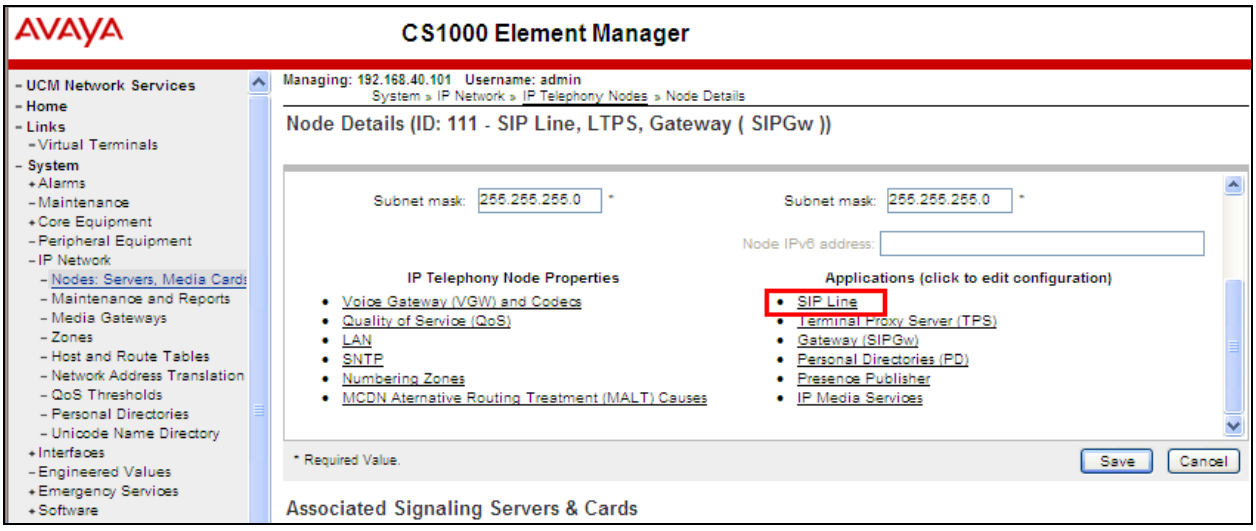


Navigate to **IP Network→Nodes Servers and Media Cards** in the left window and select the Node associated with the CS1000E in the example below this **Node ID** is **111**. Open this node by clicking on **111** highlighted below.

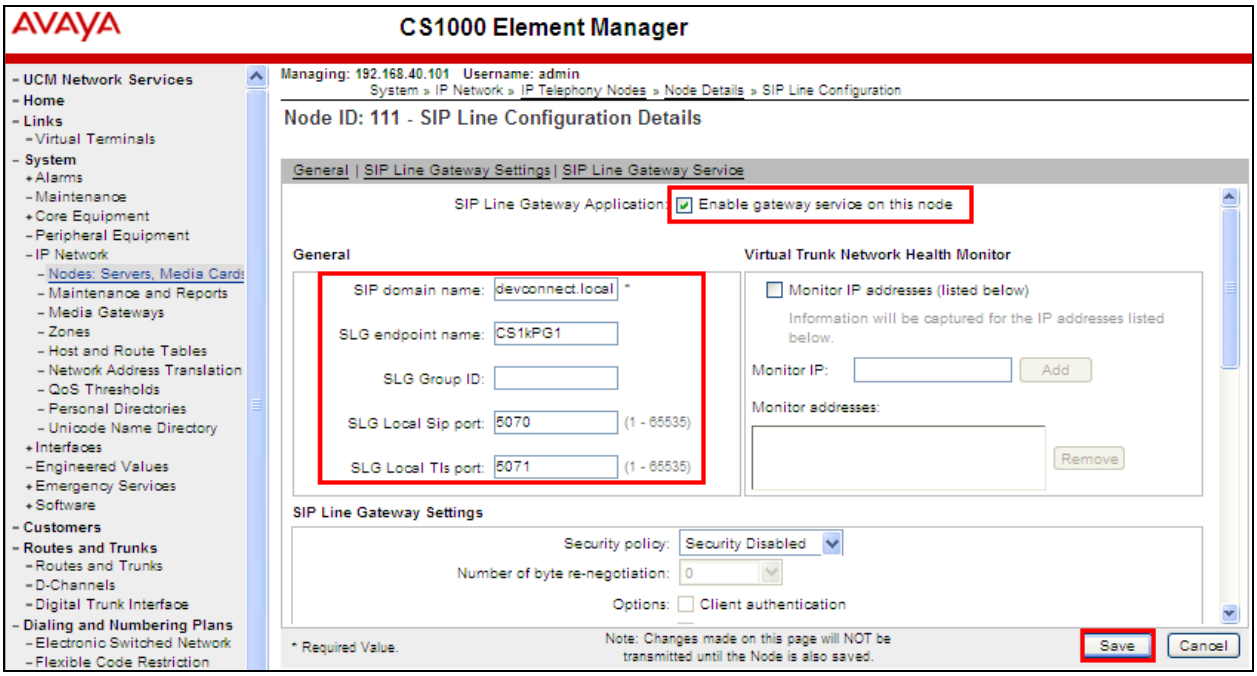


5.3.1. Check the SIP Line Gateway setup

Click on **SIP Line** highlighted below.



Take note of the **SIP domain name** and the **SLG Local Sip port** information as this will be required in the setup of the Mobile Agent in **Section 8.2**. Click on **Save** if any changes were made or **Cancel** to go back to the previous menu.

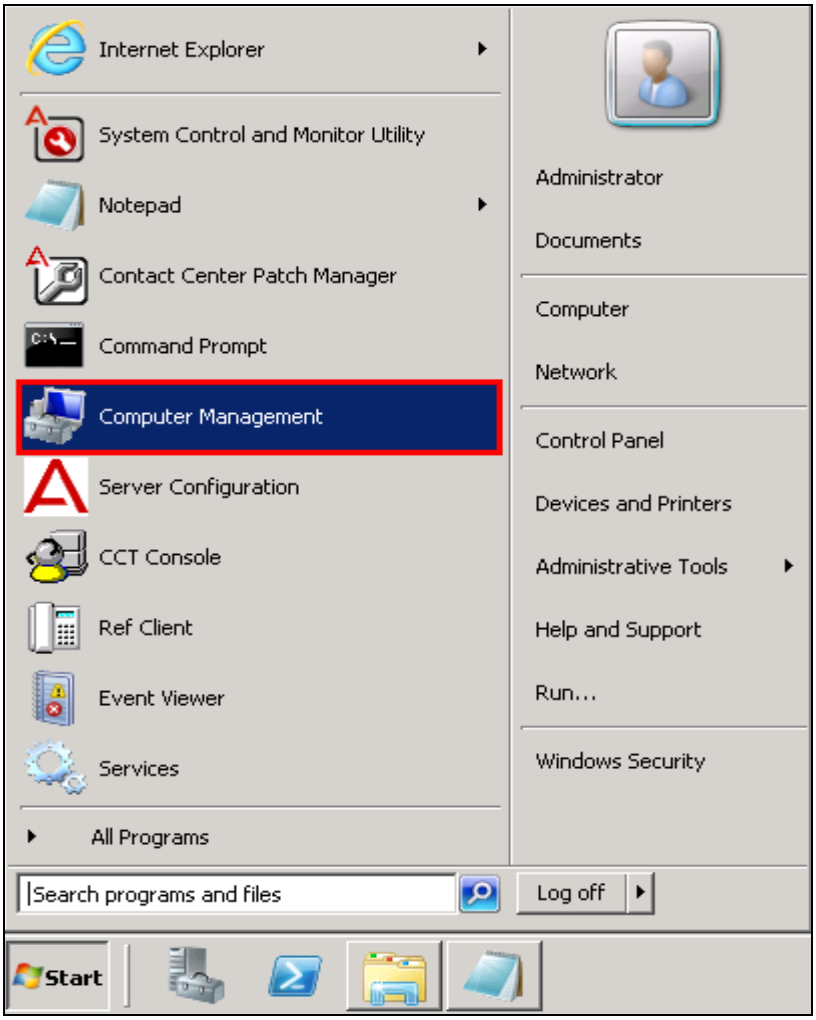


6. Configuration of Avaya Aura® Contact Center

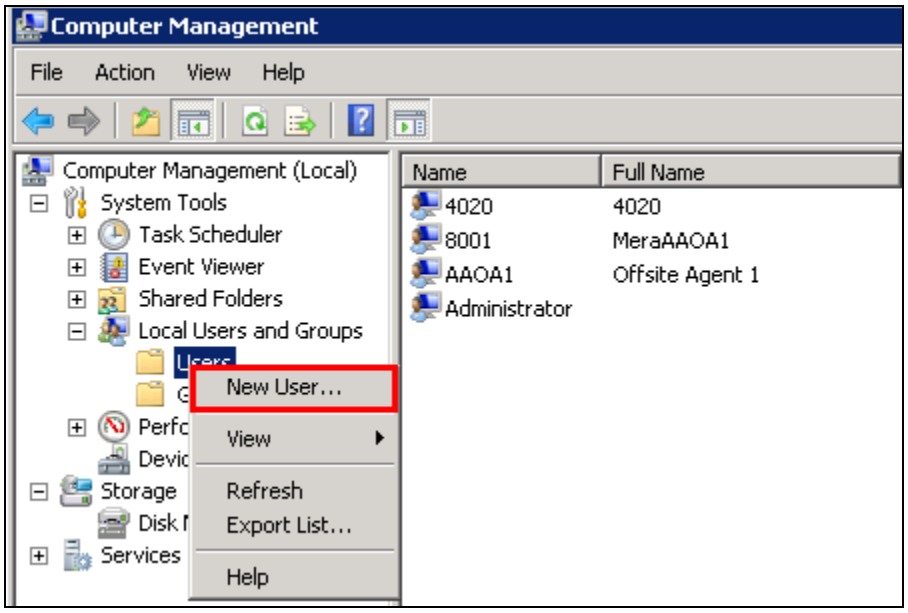
This section outlines the configuration changes on Contact Center to allow Mobile Agent connect to Contact Center. It is assumed that a fully functioning Contact Center is already in operation and so these Application Notes do not go through the setup of the Contact Center from the beginning but rather what steps are required in order to ensure that calls are routed to the Mobile Agent application and that the Mobile Agent can log in to Lineside E1 extensions and take control. For more information on the setup and configuration of Contact Center please refer to reference [2] in **Section 11** of these Application Notes.

6.1. Adding a Windows User

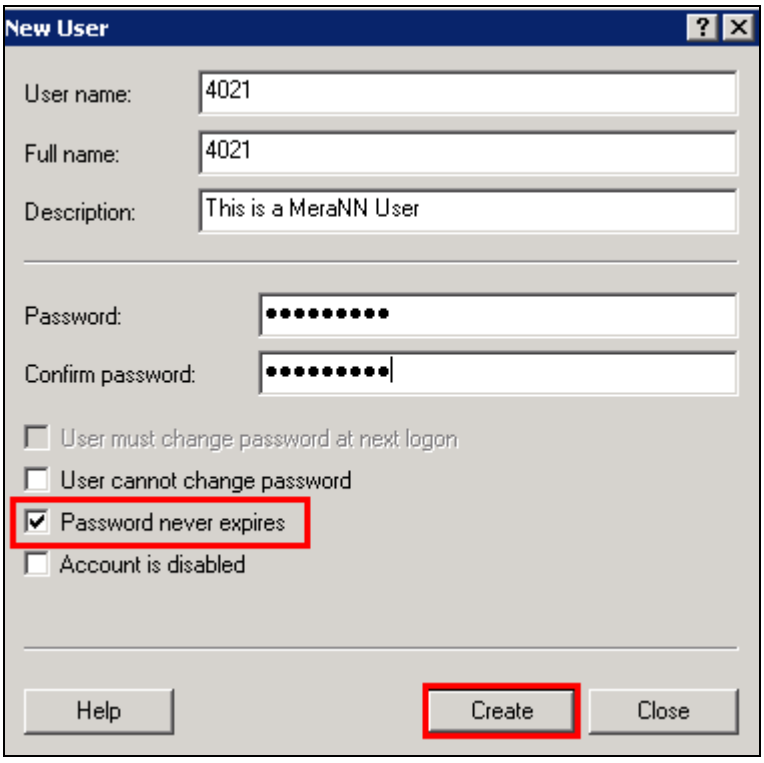
If there is a domain controller present then active directory can be used to add the new users required for each MERA Mobile Agent. For solutions that have no domain controller a Windows user must be added on the Contact Center server. To add a new user on the Contact Center server click on **Start → Computer Management** as shown below.



Navigate to **System Tools → Local Users and Groups**, then right click on **Users** and select **New User** as is shown below.

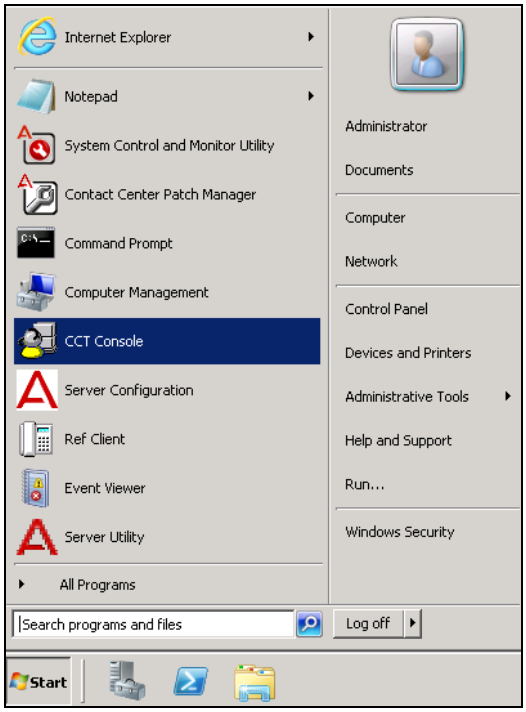


Enter the necessary credentials noting that the **User name** must be the same as the extension name and the **Password never expires** must be ticked, click on **Create** once this is done.

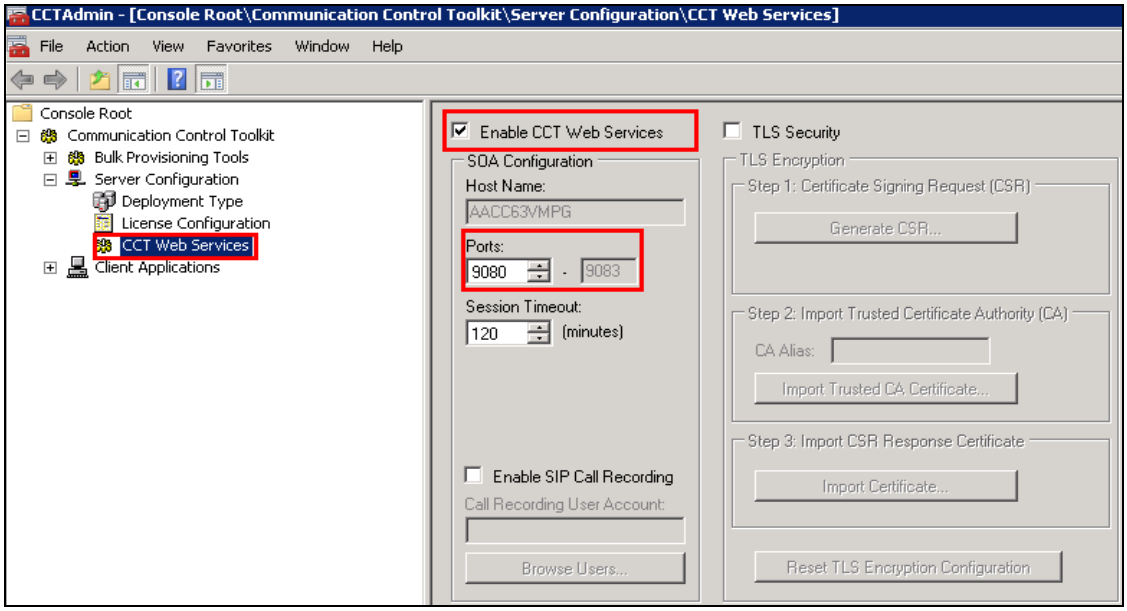


6.2. Checking CCT Web Services

From the Contact Center server launch the **CCT Console** as is shown below.



Navigate to **Communication Control Toolkit → Server Configuration → CCT Web Services** in the left window and ensure that the **Enable CCT Web Services** box is ticked in the main window. Note the port range **9080 – 9083** as this will be required in the setup of the Mobile Agent in **Section 8.2**.

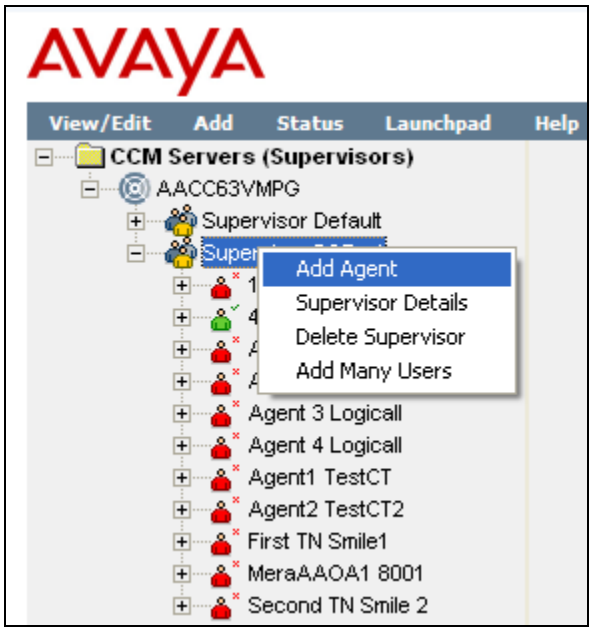


6.3. Adding Agents on Contact Center

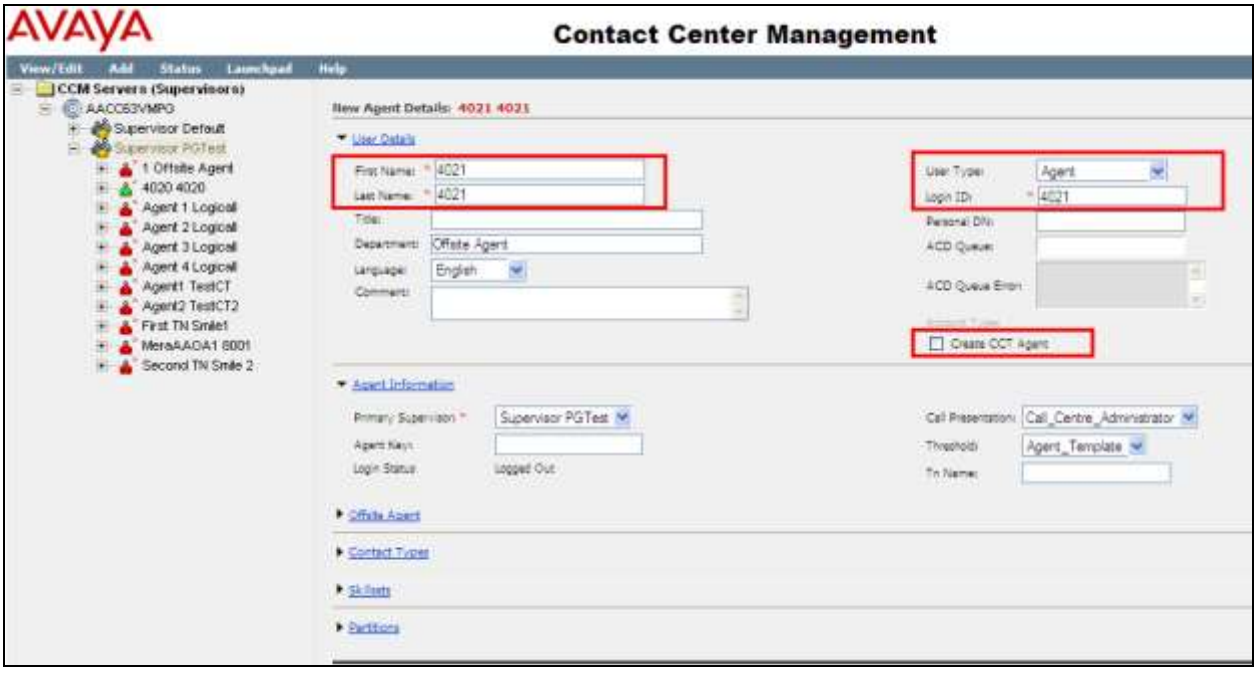
Log in to the Contact Center by opening a web session (not shown) to the Contact Center server, enter the proper credentials and click on the **Login** button.

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

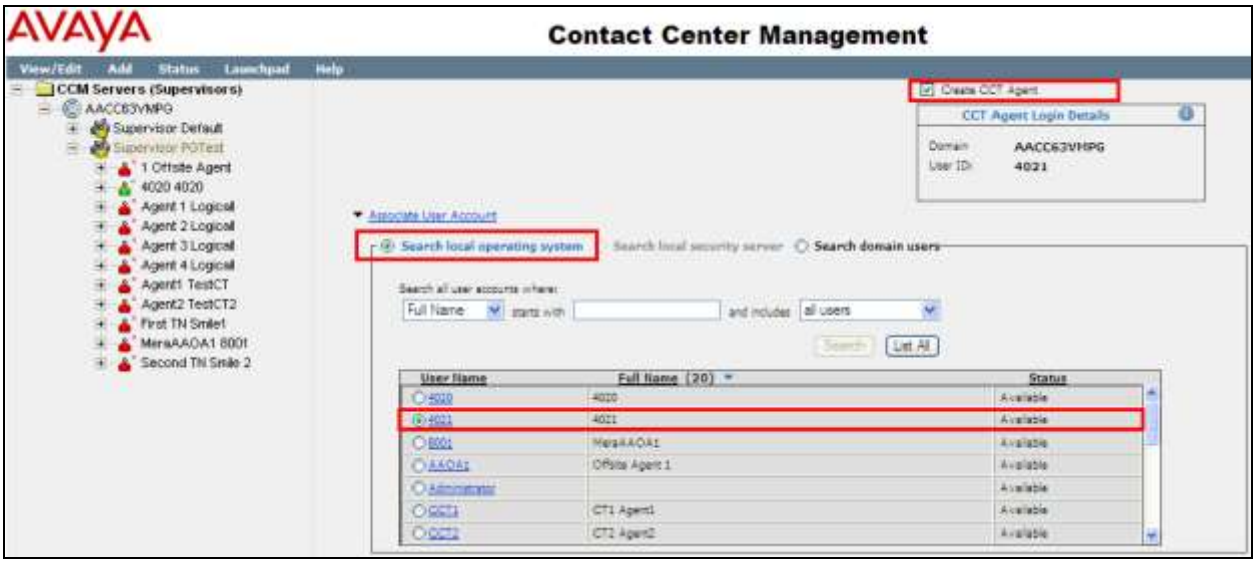
Navigate to the correct server (**AACC63VMPG** in the example below) and right-click on the supervisor then click on **Add Agent** highlighted below.



Enter a suitable name and **Login ID** for the new agent. Click on **Create CCT Agent** highlighted below.

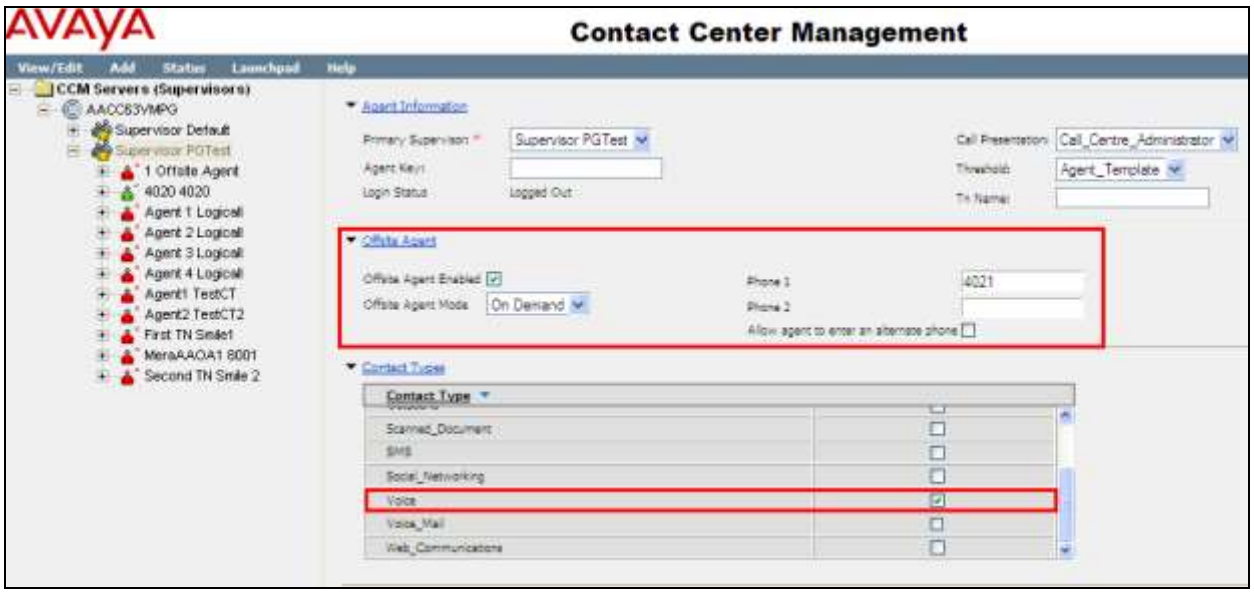


Search for the Windows user that was created in **Section 6.1**, this user being 4021 in this example.

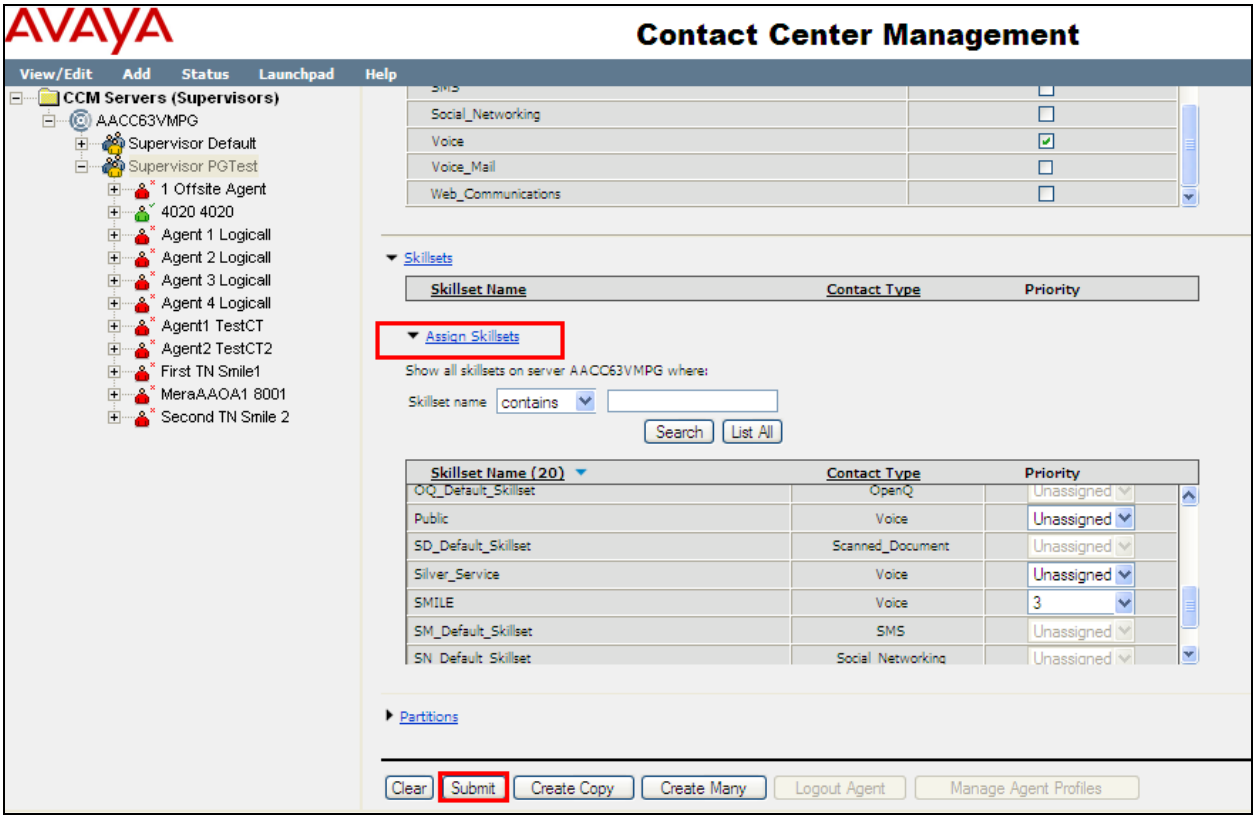


Expand **Contact Types** and ensure that **Voice** (at least voice) is ticked to allow for Offsite Agent to be ticked.

Expand the **Offsite Agent** tab and ensure that **Offsite Agent Enabled** is ticked. **Offsite Agent Mode** should be set to **On Demand**. **Phone 1** is set to the extension number of the Mobile Agent; this is **4021** in this example.



A skillset can then be assigned to this agent. (Note the configuration and routing setup is outside the scope of these Application Notes). Expand **Assign Skillsets** and assign a skillset to the user. Click on **Submit** once all of these details are filled in.



6.4. Configuring Communication Control Toolkit

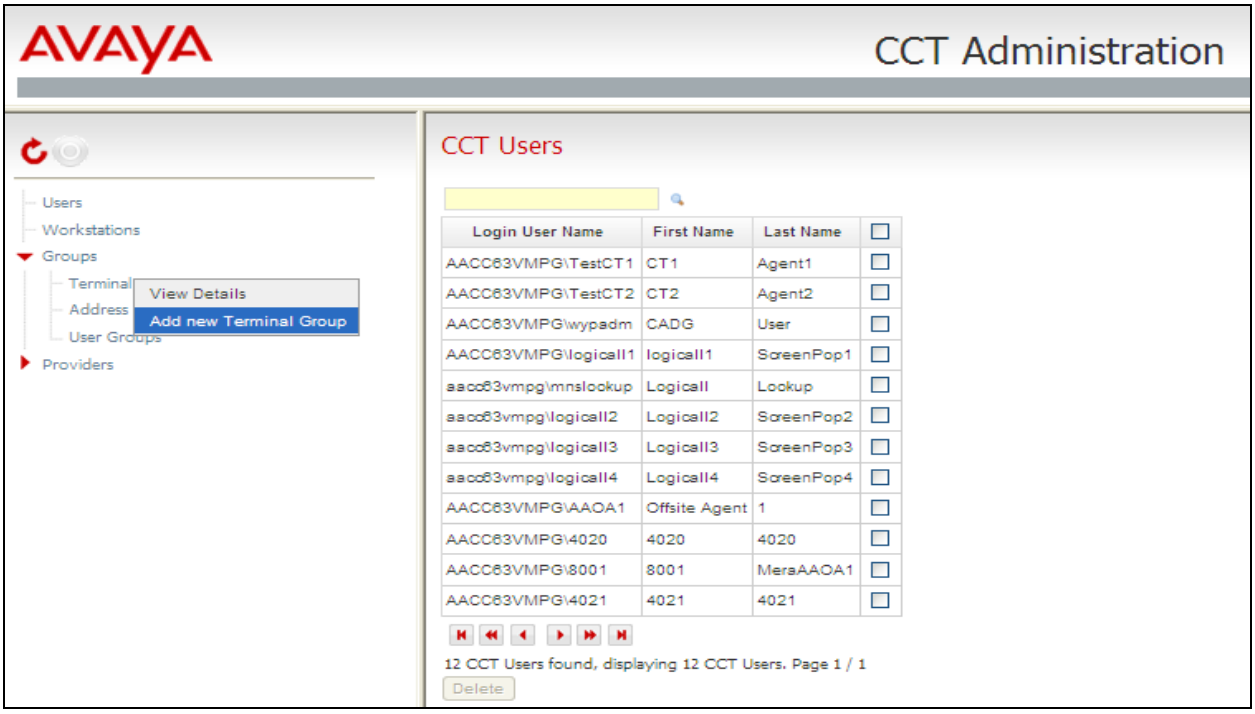
Each user added in **Sections 6.1** and **6.3** will be visible and configurable in CCT. The Lineside E1 terminals must be assigned to each CCT user associated with MERA Mobile Agent.

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

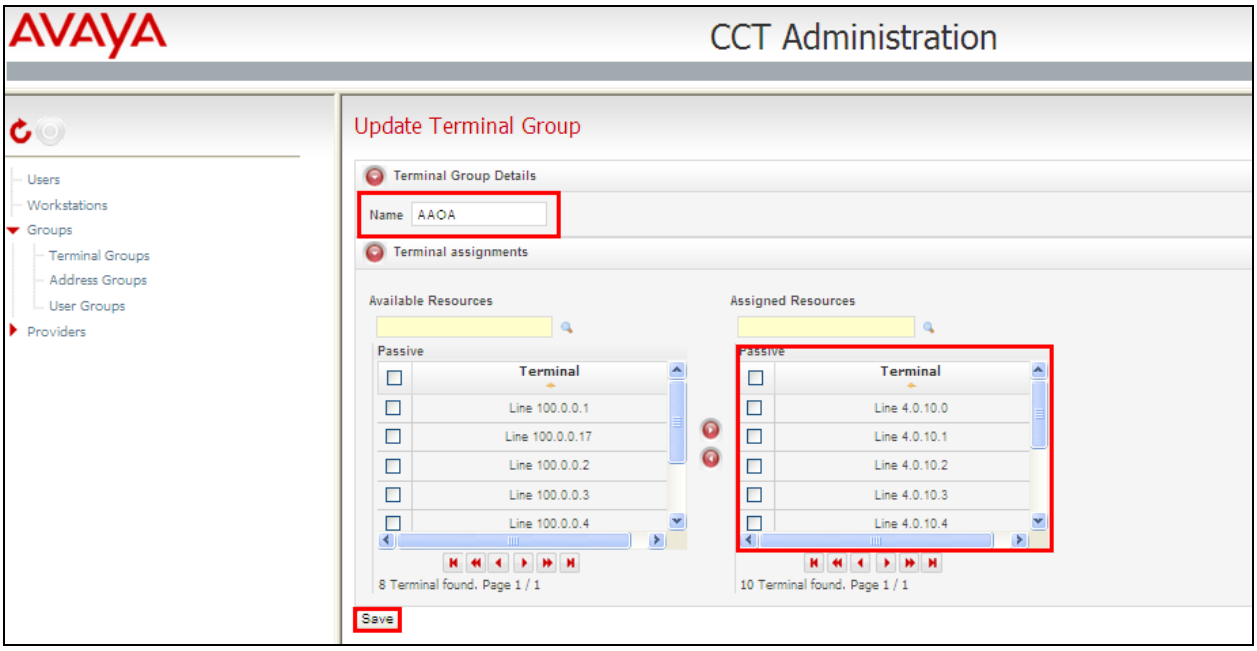
Once in **configuration**, open the CCT server in the left window and click on **Launch CCT Console** in the right window.

6.4.1. Add new Terminal Group

Navigate to **Groups → Terminals** in the left window. Right-click on Terminals and select **Add new Terminal Group**.

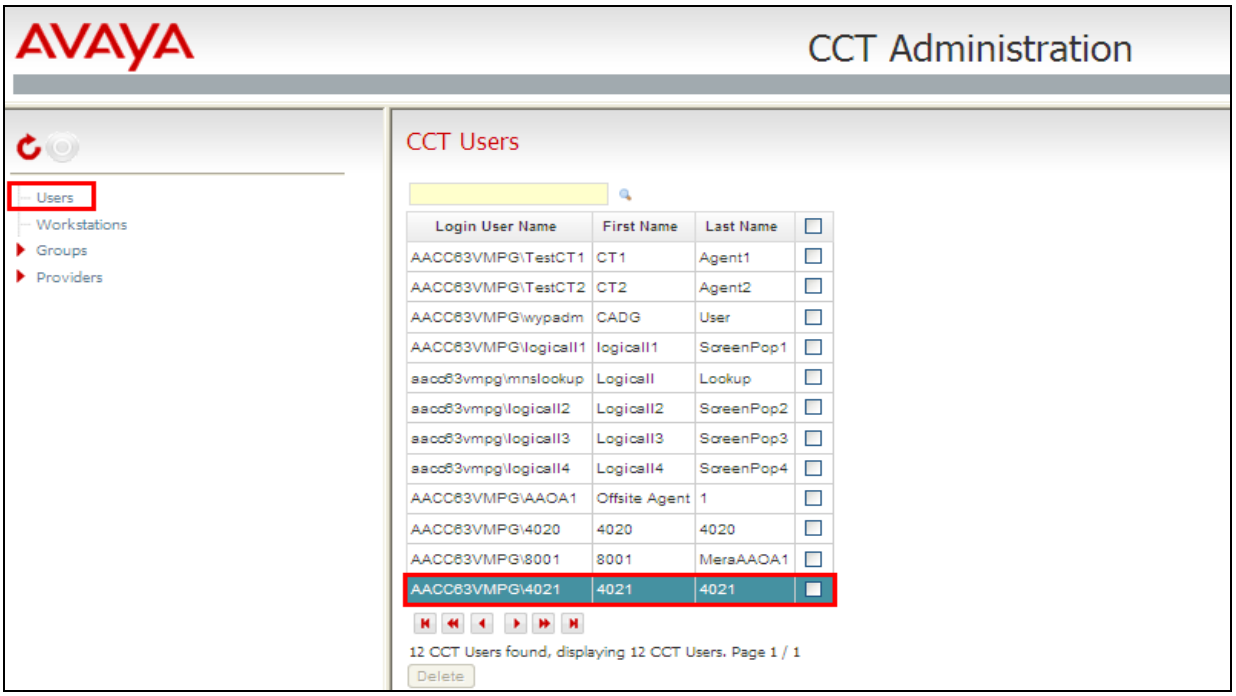


Enter a suitable **Name** for the Terminal Group. Select all the Lineside E1 channels that are to be associated with this new Terminal Group and click on **Save** once done.

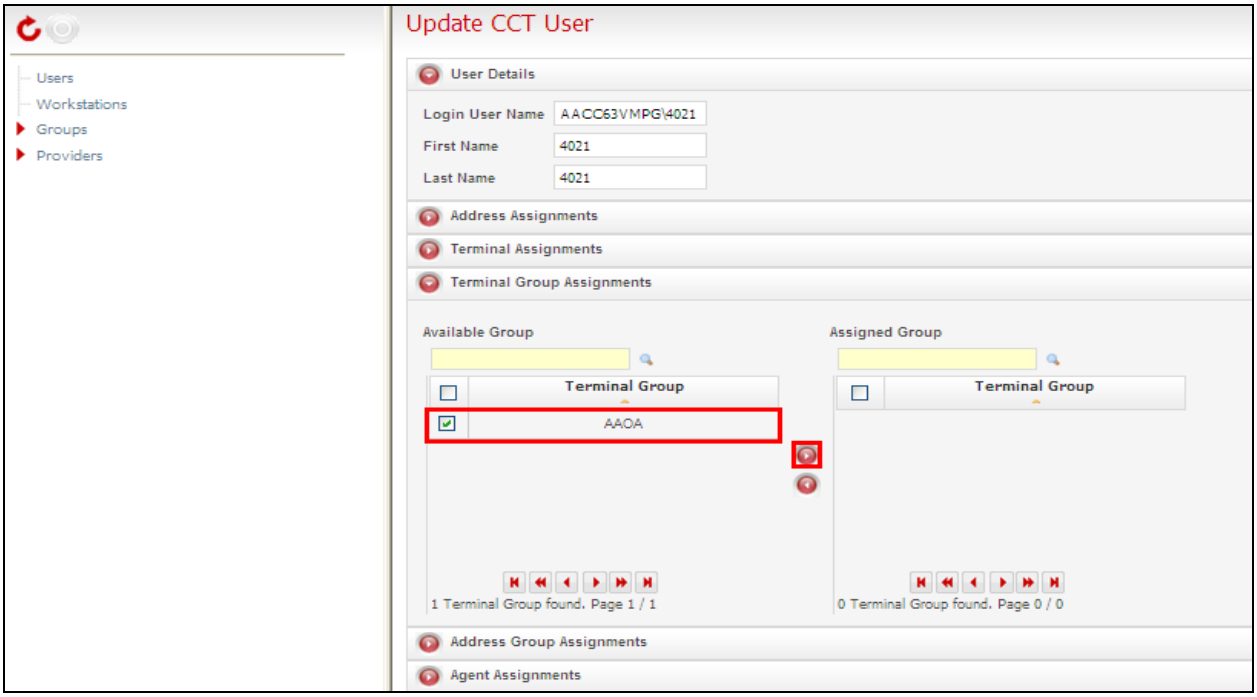


6.4.2. Associate the Terminal Group with the CCT User.

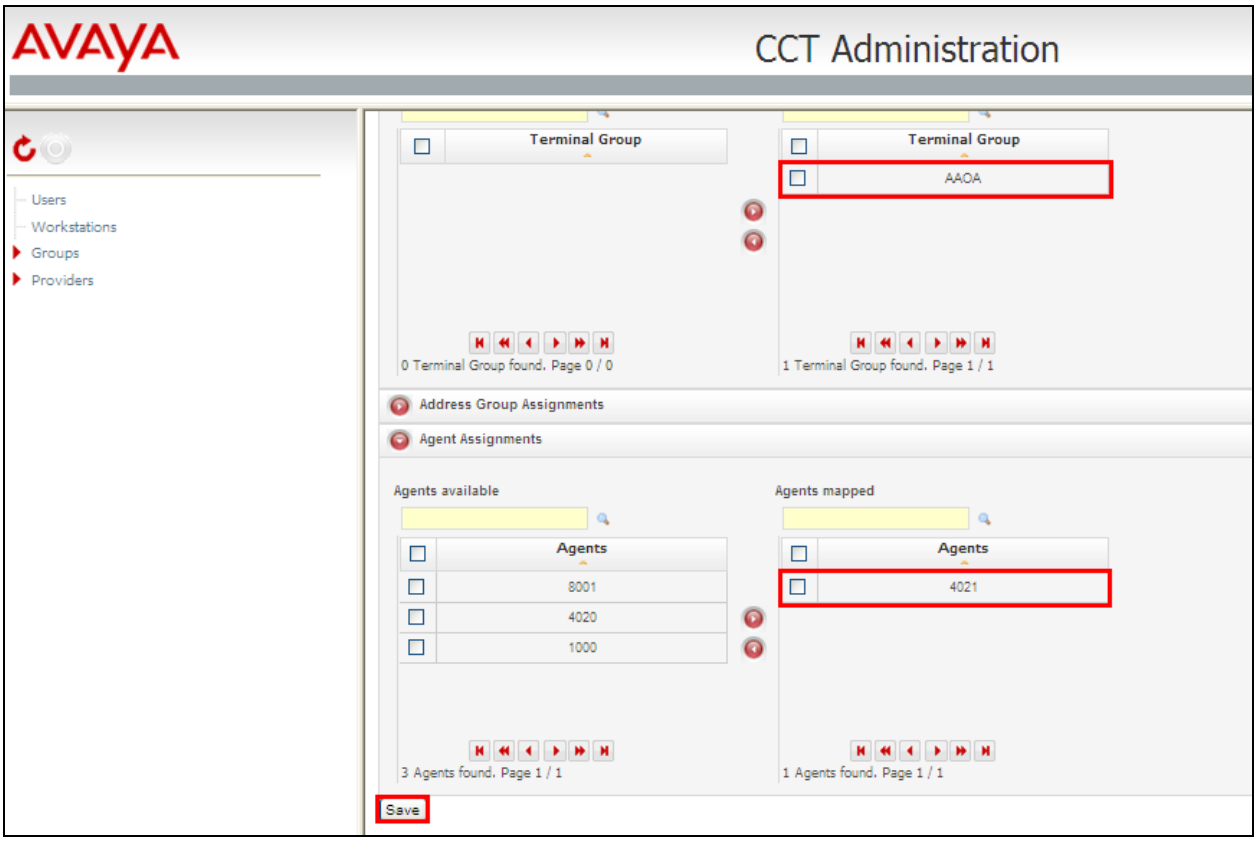
Click on **Users** in the left window and click on the user to be configured in the main window.



Expand **Terminal Group Assignments** and select the Terminal Group created in **Section 6.4.1** and add this by clicking on the icon highlighted.



Expand **Agent Assignments** and ensure that the agent created in **Section 6.3** is displayed here; this should be done automatically and should not need to be added manually.



7. Configuration of Avaya Aura® Offsite Agent & AudioCodes Median 2000 Gateway

It is assumed that the AAOA and AudioCodes Gateway are already in place and installed and configured correctly. There is no additional configuration required on the AudioCodes in order to facilitate MERA Mobile Agent application.

Note: An AudioCodes Median 2000 Gateway was used in the compliance testing of MERA Mobile Agent.

8. Configuration of MERA Mobile Agent

The following sections describe the steps required to install and configure the Mobile Agent application from MERA.

8.1. Install the Mobile Agent Application

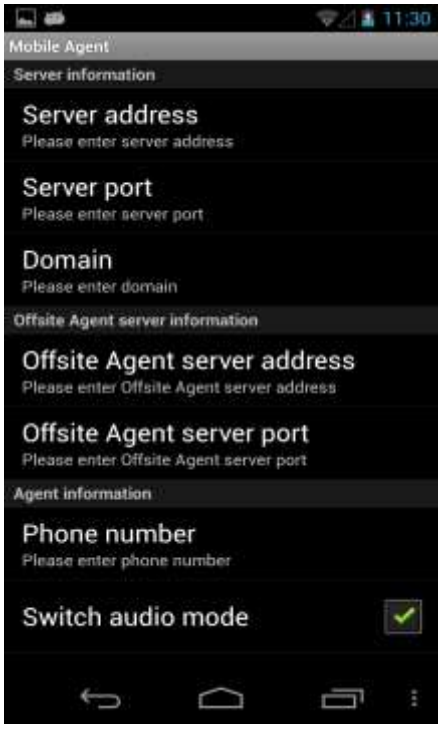
MERA supplied the Mobile Agent application this is transferred to the mobile phone using a standard USB connection. The application was placed into a folder on the mobile phone called "Downloads". From the mobile phone navigate to the "Downloads" folder and select the Mobile Agent application. This will install the application on the mobile phone.

8.2. Configure the Mobile Agent Application

Open the Mobile Agent application on the mobile phone.

Click on the **Settings** button at the bottom left of the screen.

All of the following must be configured, click into each setting to make the necessary changes. First click on the **Server address** to enter the IP address of the Contact Center server.



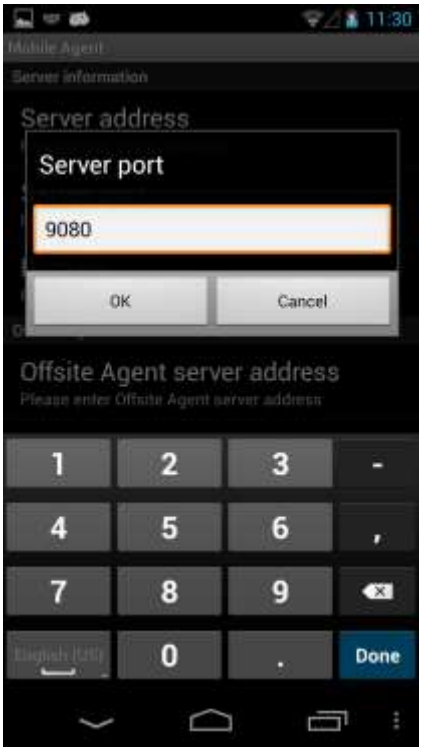
Contact Center Server information:

- Server address: Contact Center IP address.
- Server port: Contact Center CCT Web Services port.
- Domain: Contact Center domain (note this is the Contact Center computer name in the absence of a domain).

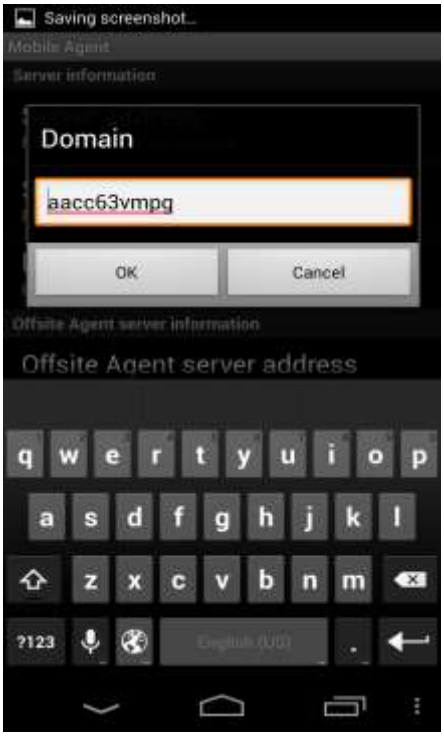
Note: The CCT module of Contact Center resides on the same server so the CCT IP address is that of the Contact Center server.

Enter the IP address of the CCT server and click on **OK** to continue.

Enter the CCT server port this is the same port as is configured in **Section 6.2**.



Enter the **Domain** name, in this example because there is no domain controller involved this will be the computer name of the Contact Center server.

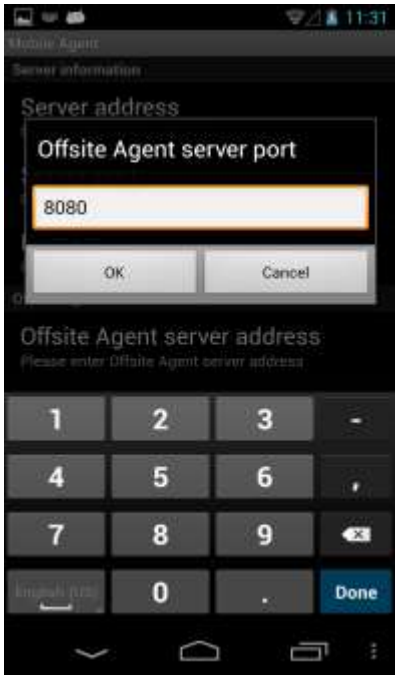


Offsite Agent server information:

- Offsite Agent server address.
- Offsite Agent server port.

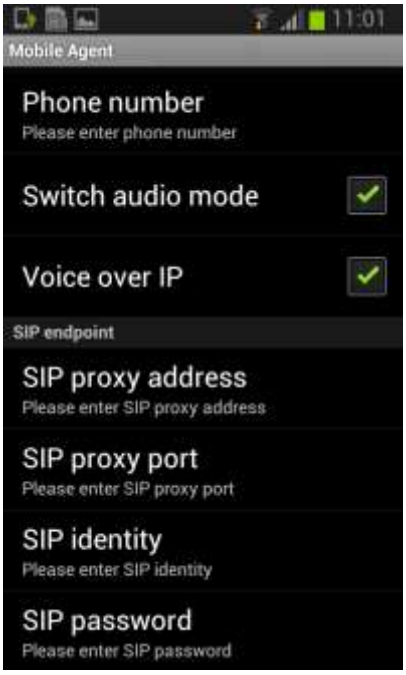
Enter the IP address of the AAOA server. Place **http://** before the IP address as is shown below.

Enter the port to which the Mobile Agent connects to and this will be **8080**.

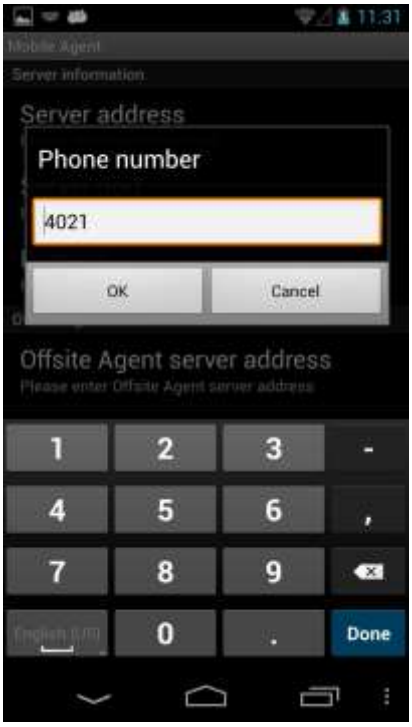


The following will also need to be configured. Agent information:

- **Phone number**: Phone extension configured for incoming calls.
- **Switch audio mode**, **Voice over IP**: both enabled.

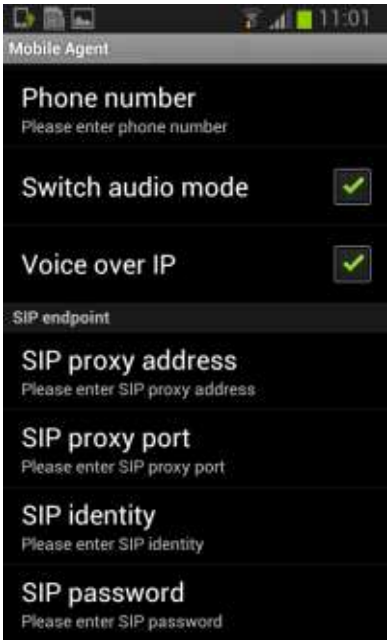


Enter the extension number of the Mobile Agent, this will be the SIP extension number configured in **Section 5.2**.



SIP endpoint:

- **SIP proxy address**: CS1K Node IP address.
- **SIP proxy port**: CS1K port, default is 5070.
- **SIP identity**: Extension identity <cs1k_extension>@<cs1k_domain>.
- **SIP password**: CS1K extension password.



For the **SIP Proxy address**, enter the IP address of the CS1000E Node. This will allow the Mobile Agent application register with the CS1000E SIP Line Gateway.

Enter the port for the SIP Line Gateway registration, this will be **5070**.

The **SIP identity** will be in the format <extension number>@domain where the domain is the telephony domain that was displayed in **Section 5.3.1**.

Enter the **SIP password** which is the Station Control Password (SCPW) configured in **Section 5.2**.

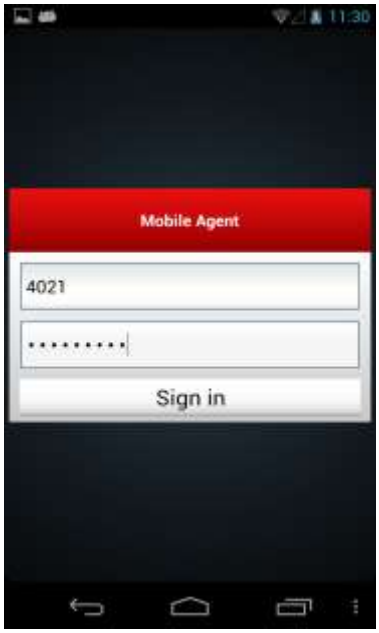
9. Verification Steps

The following steps can be taken to ensure that all connections between the MERA Mobile Agent and the Avaya Solution are configured correctly.

9.1. Verify that the Mobile Agent can be logged in

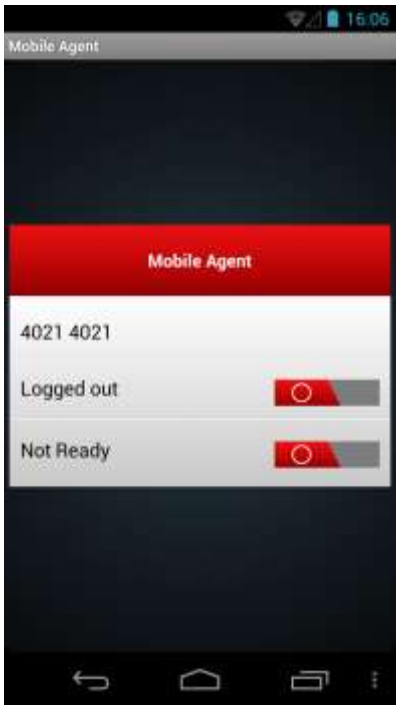
Open Mobile Agent.

Enter the correct username and password and click on **Sign in**.

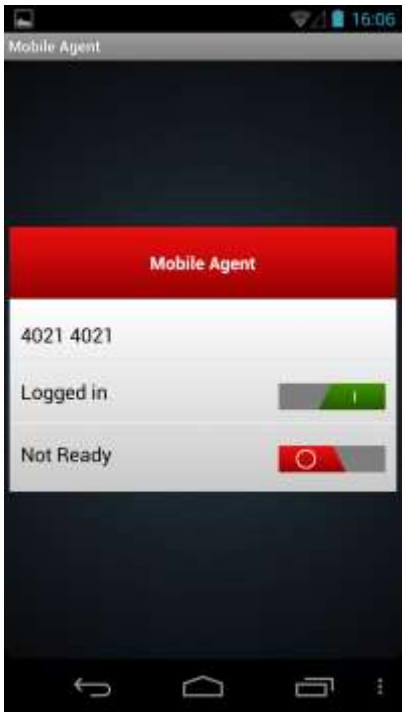


The phone shows the progress of signing into both CCT and AAOA along with the SIP registration to the CS1000E.

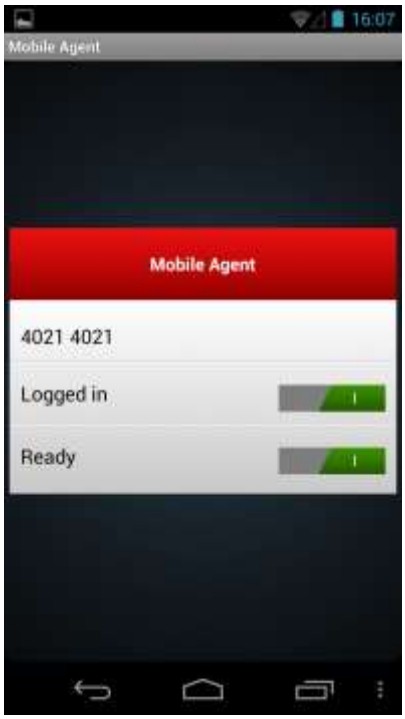
Once signed in the mobile phone should show the following screen. The agent can be logged in by pressing in the **Logged out** icon on the screen below.



The agent is logged into Contact Center by pressing on the **Logged out** icon, once logged in the screen will show the following, showing **Logged in**.

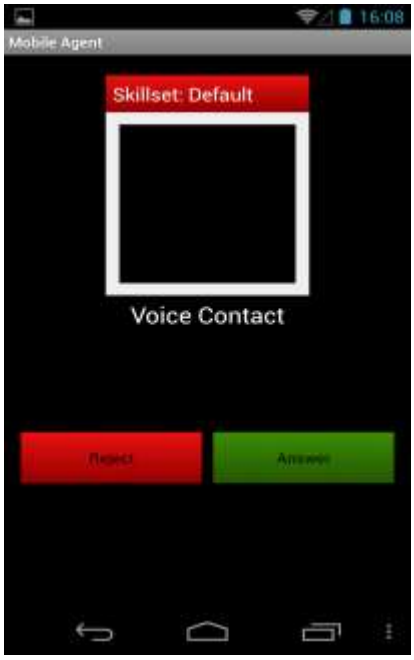


Click on the **Not Ready** icon to make the agent ready, once this is done the screen should show **Ready** as is shown below.



9.2. Verify that calls can be made to the Mobile Agent

Make a call to the CDN associated with the Mobile Agent and verify that the caller can be heard and that the Lineside E1 channel is in a busy state. Once the CDN is called the call should be presented to the mobile phone as is shown below.



Once the call is answered the following screen will show the **Voice Contact**.

9.3. Verify the CS1000E Lineside E1

While on a CDN call verify that the CS1000E Lineside E1 channel is logged in and busy, this will show that the call has been answered correctly from the CS1000E side.

Enter LD 20 and at the > prompt type stat 4 0 10 where 4 is the shelf number 0 is the loop number and 10 is the card number, please note this is unique to this example. The example below shows the first channel 4 0 10 0 being logged in and in a **BUSY** state.

```
REQ: stat 4 0 10
00 = UNIT 00 = BUSY  (L500 LOG IN )
01 = UNIT 01 = IDLE  (L500 MSB LOG OUT)
02 = UNIT 02 = IDLE  (L500 MSB LOG OUT)
03 = UNIT 03 = IDLE  (L500 LOG OUT)
04 = UNIT 04 = IDLE  (L500 LOG OUT)
05 = UNIT 05 = IDLE  (L500 LOG OUT)
06 = UNIT 06 = IDLE  (L500 LOG OUT)
07 = UNIT 07 = IDLE  (L500 LOG OUT)
08 = UNIT 08 = IDLE  (L500 LOG OUT)
09 = UNIT 09 = IDLE  (L500 LOG OUT)
```

10. Conclusion

These Application Notes describe the configuration steps required for Mobile Agent from MERA to successfully interoperate with Avaya Aura® Contact Center R6.4, Avaya Communication Server 1000E R7.6 and Avaya Aura® Offsite agent using a Lineside E1 connection. Please refer to **Section 2.2** for test results and observations.

11. 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 7.6;* Document No. NN43001-611_05.02

[2] *Administering Avaya Aura® Session Manager,* Doc # 03603324, Issue 1 Release 6.4

[3] *Avaya Aura® Contact Center Administration,* Doc # NN44400-610, Issue 04.02 Release 6.4

[4] *Unified Communications Management Common Services Fundamentals Avaya Communication Server 1000,* Doc # NN43001-116, 05.08

[5] *Element Manager System Reference –Administration Avaya Communication Server 1000* Doc # NN43001-632, 05.04

[6] *AAOA Installation and Commissioning Guide Release 6.2* NN44400-330 03.02 24 August 2011

Product documentation for Mobile Agent can be requested from MERA.
Tel: +7 831 2788876
Email: nepikov@merann.ru

The Mobile Agent Application can be downloaded from https://play.google.com/

Appendix A

Linux Patches on Avaya Communication Server 1000E R7.6

```
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.i386.000
[paul@cs1kpg1 ~]$
```

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

```
VERSION 4121
RELEASE 7
ISSUE 65 P +
DepList 1: core Issue: 01 (created: 2014-06-24 04:38:41 (est))

IN-SERVICE PEPS
PAT# CR #            PATCH REF #     NAME      DATE        FILENAME       SPECINS
000  wi01052968      ISS1:1OF1       p32540_1  18/08/2014  p32540_1.cpl   NO
001  wi01045058      ISS1:1OF1       p32214_1  18/08/2014  p32214_1.cpl   NO
002  wi01085855      ISS1:1OF1       p32658_1  18/08/2014  p32658_1.cpl   NO
003  wi01053314      ISS1:1OF1       p32555_1  18/08/2014  p32555_1.cpl   NO
004  wi01060382      iss1:1of1       p32623_1  18/08/2014  p32623_1.cpl   YES
005  wi01070580      ISS1:1OF1       p32380_1  18/08/2014  p32380_1.cpl   NO
006  wi01101876      ISS1:1OF1       p32858_1  18/08/2014  p32858_1.cpl   NO
007  wi01061481      ISS1:1OF1       p32382_1  18/08/2014  p32382_1.cpl   NO
008  wi01124074      ISS1:1OF1       p32989_1  18/08/2014  p32989_1.cpl   NO
009  wi01099300      iss1:1of1       p32704_1  18/08/2014  p32704_1.cpl   NO
010  wi01035976      ISS1:1OF1       p32173_1  18/08/2014  p32173_1.cpl   NO
011  wi01065922      ISS1:1OF1       p32516_1  18/08/2014  p32516_1.cpl   NO
012  WI01121737      ISS1:1OF1       p32939_1  21/08/2014  p32939_1.cpl   NO
013  wi01041453      ISS1:1OF1       p32587_1  18/08/2014  p32587_1.cpl   NO
014  wi01096842      ISS1:1OF1       p32731_1  18/08/2014  p32731_1.cpl   NO
015  WI0110261       ISS1:1OF1       p32758_1  18/08/2014  p32758_1.cpl   NO
016  wi01064599      iss1:1of1       p32580_1  18/08/2014  p32580_1.cpl   NO
017  wi01098783      ISS1:1OF1       p32748_1  18/08/2014  p32748_1.cpl   NO
018  wi01072027      ISS1:1OF1       p32689_1  18/08/2014  p32689_1.cpl   NO
019  wi01059388      iss1:1of1       p32628_1  18/08/2014  p32628_1.cpl   NO
020  wi01104410      ISS1:1OF1       p32801_1  18/08/2014  p32801_1.cpl   NO
021  wi00933195      ISS1:1OF1       p32491_1  18/08/2014  p32491_1.cpl   NO
022  wi01150771      ISS1:1OF1       p33210_1  21/08/2014  p33210_1.cpl   NO
023  wi01065118      ISS1:1OF1       p32397_1  18/08/2014  p32397_1.cpl   NO
024  wi01063864      ISS1:1OF1       p32410_1  18/08/2014  p32410_1.cpl   YES
025  wi01096712      ISS1:1OF1       p32708_1  18/08/2014  p32708_1.cpl   NO
026  wi01075359      ISS1:1OF1       p32671_1  18/08/2014  p32671_1.cpl   NO
027  wi01080753      ISS1:1OF1       p32518_1  18/08/2014  p32518_1.cpl   NO
028  wi01070473      ISS1:1OF1       p32413_1  18/08/2014  p32413_1.cpl   NO
029  wi01075355      ISS1:1OF1       p32594_1  18/08/2014  p32594_1.cpl   NO
030  wi01071379      ISS1:1OF1       p32522_1  18/08/2014  p32522_1.cpl   NO
031  wi01070756      ISS1:1OF1       p32444_1  18/08/2014  p32444_1.cpl   NO
032  wi01075353      ISS1:1OF1       p32613_1  18/08/2014  p32613_1.cpl   NO
033  wi01062607      ISS1:1OF1       p32503_1  18/08/2014  p32503_1.cpl   NO
034  wi01068851      ISS1:1OF1       p32439_1  18/08/2014  p32439_1.cpl   NO
035  wi01144354      ISS1:1OF1       p33117_1  21/08/2014  p33117_1.cpl   NO
036  wi01092300      ISS1:1OF1       p32692_1  18/08/2014  p32692_1.cpl   NO
037  wi01063263      ISS1:1OF1       p32573_1  18/08/2014  p32573_1.cpl   NO
038  wi01087528      ISS1:1OF1       p32700_1  18/08/2014  p32700_1.cpl   NO
039  wi01150846      ISS1:1OF1       p33157_1  21/08/2014  p33157_1.cpl   NO
040  wi01039280      ISS1:1OF1       p32423_1  18/08/2014  p32423_1.cpl   NO
041  wi01068669      ISS1:1OF1       p32333_1  18/08/2014  p32333_1.cpl   NO
042  wi01069441      ISS1:1OF1       p32097_1  18/08/2014  p32097_1.cpl   NO
043  wi01058621      ISS1:1OF1       p32339_1  18/08/2014  p32339_1.cpl   NO
044  wi01146804      ISS1:1OF1       p33132_1  21/08/2014  p33132_1.cpl   NO
045  wi01070465      iss1:1of1       p32562_1  18/08/2014  p32562_1.cpl   NO
046  wi01053920      ISS1:1OF1       p32303_1  18/08/2014  p32303_1.cpl   NO
047  wi00897254      ISS1:1OF1       p31127_1  18/08/2014  p31127_1.cpl   NO
048  wi01057403      ISS1:1OF1       p32591_1  18/08/2014  p32591_1.cpl   NO
049  wi01066991      ISS1:1OF1       p32449_1  18/08/2014  p32449_1.cpl   NO
050  wi01094305      ISS1:1OF1       p32640_1  18/08/2014  p32640_1.cpl   NO
```

```
051  wi01060611      ISS1:1OF1       p32809_1  18/08/2014  p32809_1.cpl   NO
052  wi01137694      ISS1:1OF1       p33081_1  21/08/2014  p33081_1.cpl   NO
053  wi01060241      ISS1:1OF1       p32381_1  18/08/2014  p32381_1.cpl   NO
054  wi01034307      ISS1:1OF1       p32615_1  18/08/2014  p32615_1.cpl   NO
055  wi01052428      ISS1:1OF1       p32606_1  18/08/2014  p32606_1.cpl   NO
056  wi00884716      ISS1:1OF1       p32517_1  18/08/2014  p32517_1.cpl   NO
057  wi01070468      iss1:1of1       p32418_1  18/08/2014  p32418_1.cpl   NO
058  wi01091447      ISS1:1OF1       p32675_1  18/08/2014  p32675_1.cpl   NO
059  wi01156999      ISS1:1OF1       p33180_1  21/08/2014  p33180_1.cpl   NO
060  wi01132599      ISS1:1OF1       p33025_1  18/08/2014  p33025_1.cpl   NO
061  wi01065125      ISS1:1OF1       p32416_1  18/08/2014  p32416_1.cpl   NO
062  wi01056633      ISS1:1OF1       p32322_1  18/08/2014  p32322_1.cpl   NO
063  wi01078721      ISS1:1OF1       p32553_1  18/08/2014  p32553_1.cpl   NO
064  wi01053597      ISS1:1OF1       p32304_1  18/08/2014  p32304_1.cpl   NO
065  wi01132883      ISS1:1OF1       p33030_1  18/08/2014  p33030_1.cpl   NO
066  wi01025156      ISS1:1OF1       p32136_1  18/08/2014  p32136_1.cpl   NO
067  wi01088775      ISS1:1OF1       p32659_1  18/08/2014  p32659_1.cpl   NO
068  wi01114038      ISS1:1OF1       p32869_1  18/08/2014  p32869_1.cpl   NO
069  wi01075360      iss1:1of1       p32602_1  18/08/2014  p32602_1.cpl   NO
070  wi01053195      ISS1:1OF1       p32297_1  18/08/2014  p32297_1.cpl   NO
071  wi01043367      ISS1:1OF1       p32232_1  18/08/2014  p32232_1.cpl   NO
072  wi01082456      ISS1:1OF1       p32596_1  18/08/2014  p32596_1.cpl   NO
073  wi01089519      ISS1:1OF1       p32665_1  18/08/2014  p32665_1.cpl   NO
074  wi01105888      ISS1:1OF1       p32794_1  18/08/2014  p32794_1.cpl   NO
075  wi01132215      ISS1:1OF1       p33084_1  21/08/2014  p33084_1.cpl   NO
076  wi01035980      ISS1:1OF1       p32558_1  18/08/2014  p32558_1.cpl   NO
077  wi01087543      ISS1:1OF1       p32662_1  18/08/2014  p32662_1.cpl   NO
078  wi01060826      ISS1:1OF1       p32379_1  18/08/2014  p32379_1.cpl   NO
079  wi01167427      ISS1:1OF1       p33264_1  21/08/2014  p33264_1.cpl   NO
080  wi01034961      ISS1:1OF1       p32144_1  18/08/2014  p32144_1.cpl   NO
081  wi01142525      ISS1:1OF1       p33096_1  21/08/2014  p33096_1.cpl   NO
082  WI01077073      ISS1:1OF1       p32534_1  18/08/2014  p32534_1.cpl   NO
083  wi01133985      ISS1:1OF1       p33049_1  18/08/2014  p33049_1.cpl   NO
084  wi01138714      ISS2:1OF1       p33065_2  21/08/2014  p33065_2.cpl   NO
085  wi01130836      ISS1:1OF1       p33008_1  18/08/2014  p33008_1.cpl   YES
086  wi01118928      ISS1:1OF1       p32922_1  18/08/2014  p32922_1.cpl   NO
087  wi01070585      ISS1:1OF1       p32383_1  18/08/2014  p32383_1.cpl   NO
088  wi01071296      ISS1:1OF1       p32836_1  18/08/2014  p32836_1.cpl   NO
089  wi01089355      ISS1:1OF1       p32674_1  18/08/2014  p32674_1.cpl   YES
090  wi01119312      ISS1:1OF1       p32919_1  18/08/2014  p32919_1.cpl   NO
091  wi01134952      ISS1:1OF1       p33039_1  18/08/2014  p33039_1.cpl   NO
092  wi01124477      ISS1:1OF1       p32963_1  18/08/2014  p32963_1.cpl   NO
093  wi01156086      ISS1:1OF1       p33269_1  21/08/2014  p33269_1.cpl   NO
094  wi01115894      ISS1:1OF1       p32910_1  18/08/2014  p32910_1.cpl   NO
095  wi01101385      ISS1:1OF1       p32773_1  18/08/2014  p32773_1.cpl   YES
096  wi01115450      ISS1:1OF1       p32888_1  18/08/2014  p32888_1.cpl   NO
097  wi01075538      ISS1:1OF1       p32469_1  18/08/2014  p32469_1.cpl   NO
098  wi01159931      ISS1:1OF1       p33231_1  21/08/2014  p33231_1.cpl   YES
099  wi01126552      ISS1:1OF1       p32975_1  18/08/2014  p32975_1.cpl   NO
100  wi01144066      ISS1:1OF1       p33114_1  21/08/2014  p33114_1.cpl   NO
101  wi01129028      ISS1:1OF1       p33016_1  18/08/2014  p33016_1.cpl   NO
102  wi01099724      ISS1:1OF1       p32742_1  18/08/2014  p32742_1.cpl   YES
103  wi01129098      ISS1:1OF1       p32951_1  18/08/2014  p32951_1.cpl   NO
104  wi01146254      ISS1:1OF1       p33127_1  21/08/2014  p33127_1.cpl   NO
105  WI01108562      ISS1:1OF1       p32832_1  18/08/2014  p32832_1.cpl   NO
106  wi01094727      ISS1:1OF1       p32848_1  18/08/2014  p32848_1.cpl   NO
107  wi01096967      ISS1:1OF1       p32735_1  18/08/2014  p32735_1.cpl   NO
108  wi01022598      ISS1:1OF1       p32066_1  18/08/2014  p32066_1.cpl   NO
109  wi01126454      ISS1:1OF1       p32973_1  18/08/2014  p32973_1.cpl   NO
110  wi01051200      ISS1:1OF1       p32290_1  18/08/2014  p32290_1.cpl   NO
111  wi01127640      ISS1:1OF1       p32992_1  18/08/2014  p32992_1.cpl   NO
112  wi01128512      ISS1:1OF1       p32997_1  18/08/2014  p32997_1.cpl   NO
```

```
113  wi01122174      ISS1:1OF1       p32936_1  18/08/2014  p32936_1.cpl   NO
114  wi01097598      ISS1:1OF1       p32797_1  18/08/2014  p32797_1.cpl   NO
115  wi01095462      ISS1:1OF1       p32723_1  18/08/2014  p32723_1.cpl   NO
116  wi01108828      ISS1:1OF1       p32831_1  18/08/2014  p32831_1.cpl   NO
117  wi01104473      ISS1:1OF1       p32818_1  18/08/2014  p32818_1.cpl   NO
118  wi01079444      ISS1:1OF1       p32564_1  18/08/2014  p32564_1.cpl   NO
119  wi01109251      ISS1:1OF1       p32827_1  18/08/2014  p32827_1.cpl   NO
120  wi01092443      ISS1:1OF1       p32676_1  18/08/2014  p32676_1.cpl   NO
121  wi01099292      ISS1:1OF1       p32886_1  18/08/2014  p32886_1.cpl   NO
122  wi01104867      ISS1:1OF1       p32828_1  18/08/2014  p32828_1.cpl   NO
123  wi01080963      ISS1:1OF1       p32626_1  18/08/2014  p32626_1.cpl   YES
124  wi01065115      ISS1:1OF1       p32523_1  18/08/2014  p32523_1.cpl   NO
125  wi01081510      ISS1:1OF1       p32582_1  18/08/2014  p32582_1.cpl   NO
126  wi01110593      ISS1:1OF1       p32849_1  18/08/2014  p32849_1.cpl   NO
127  wi01099606      iss1:1of1       p32713_1  18/08/2014  p32713_1.cpl   NO
128  wi01123389      ISS1:1OF1       p33045_1  18/08/2014  p33045_1.cpl   NO
129  wi01072062      ISS1:1OF1       p32776_1  18/08/2014  p32776_1.cpl   NO
130  wi01136194      ISS:1OF1        p33051_1  21/08/2014  p33051_1.cpl   NO
131  wi01045144      ISS1:1OF1       p33202_1  21/08/2014  p33202_1.cpl   NO
132  wi01128596      ISS1:1OF1       p33000_1  18/08/2014  p33000_1.cpl   NO
133  wi01090535      ISS1:1OF1       p32519_1  18/08/2014  p32519_1.cpl   NO
134  wi01127447      ISS1:1OF1       p32990_1  18/08/2014  p32990_1.cpl   NO
135  wi01132244      ISS1:1OF1       p33041_1  18/08/2014  p33041_1.cpl   NO
136  wi01097786      ISS1:1OF1       p33086_1  21/08/2014  p33086_1.cpl   NO
137  wi01093118      ISS1:1OF1       p32496_1  18/08/2014  p32496_1.cpl   NO
138  wi01108262      ISS1:1OF1       p32865_1  18/08/2014  p32865_1.cpl   YES
139  wi01098433      ISS1:1OF1       p32736_1  18/08/2014  p32736_1.cpl   NO
140  wi01115807      ISS1:1OF1       p32895_1  18/08/2014  p32895_1.cpl   YES
141  wi01159009      ISS1:1OF1       p33098_1  21/08/2014  p33098_1.cpl   YES
142  wi01136429      ISS1:1OF1       p33037_1  21/08/2014  p33037_1.cpl   NO
143  wi01119086      ISS1:1OF1       p32917_1  18/08/2014  p32917_1.cpl   NO
144  wi01132204      ISS1:1OF1       p32501_1  18/08/2014  p32501_1.cpl   NO
145  wi01058378      ISS1:1OF1       p32344_1  18/08/2014  p32344_1.cpl   NO
146  wi01088797      ISS1:1OF1       p32844_1  18/08/2014  p32844_1.cpl   NO
147  wi00937672      ISS1:1OF1       p31276_1  18/08/2014  p31276_1.cpl   NO
148  wi01098905      ISS1:1OF1       p32556_1  18/08/2014  p32556_1.cpl   NO
149  wi01120705      ISS1:1OF1       p32930_1  18/08/2014  p32930_1.cpl   NO
150  wi01120406      ISS1:1OF1       p32956_1  18/08/2014  p32956_1.cpl   NO
151  wi01083896      ISS1:1OF1       p32937_1  18/08/2014  p32937_1.cpl   NO
152  wi01130815      ISS1:1OF1       p33017_1  18/08/2014  p33017_1.cpl   NO
153  wi01113374      ISS1:1OF1       p32874_1  18/08/2014  p32874_1.cpl   NO
154  wi01145002      ISS1:1OF1       p33186_1  21/08/2014  p33186_1.cpl   NO
155  wi01104627      ISS1:1OF1       p32819_1  18/08/2014  p32819_1.cpl   NO
156  wi01137003      ISS1:1OF1       p33053_1  18/08/2014  p33053_1.cpl   NO
157  wi01093071      ISS1:1OF1       p32701_1  18/08/2014  p32701_1.cpl   NO
158  wi01068751      ISS1:1OF1       p32445_1  18/08/2014  p32445_1.cpl   NO
159  wi01134602      ISS1:1OF1       p32398_1  18/08/2014  p32398_1.cpl   NO
160  wi01102093      ISS1:1OF1       p32760_1  18/08/2014  p32760_1.cpl   NO
161  wi01101969      ISS1:1OF1       p32726_1  18/08/2014  p32726_1.cpl   NO
162  wi01133106      ISS1:1OF1       p33032_1  18/08/2014  p33032_1.cpl   NO
163  wi01070279      ISS1:1OF1       p32262_1  18/08/2014  p32262_1.cpl   NO
164  wi01107601      ISS1:1OF1       p32970_1  18/08/2014  p32970_1.cpl   NO
165  wi01088915      ISS1:1OF1       p32638_1  18/08/2014  p32638_1.cpl   NO
166  wi01130348      ISS1:1OF1       p33014_1  18/08/2014  p33014_1.cpl   NO
167  wi01077639      ISS1:1OF1       p32883_1  18/08/2014  p32883_1.cpl   NO
168  wi01125238      ISS1:1OF1       p32971_1  18/08/2014  p32971_1.cpl   NO
169  wi01000087      ISS1:1OF1       p32014_1  18/08/2014  p32014_1.cpl   NO
170  wi01119100      ISS1:1OF1       p32925_1  18/08/2014  p32925_1.cpl   NO
171  wi01132902      ISS1:1OF1       p33028_1  18/08/2014  p33028_1.cpl   NO
172  wi01053950      ISS1:1OF1       p32654_1  18/08/2014  p32654_1.cpl   YES
173  wi01082824      ISS1:1OF1       p32467_1  18/08/2014  p32467_1.cpl   NO
174  wi01109345      ISS1:1OF1       p32830_1  18/08/2014  p32830_1.cpl   NO
```

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175  wi01073725      ISS1:1OF1       p32552_1  18/08/2014  p32552_1.cpl   NO
176  wi01149017      ISS1:1OF1       p33145_1  21/08/2014  p33145_1.cpl   NO
177  wi01099810      ISS1:1OF1       p32796_1  18/08/2014  p32796_1.cpl   NO
178  wi01134354      ISS1:1OF1       p33031_1  18/08/2014  p33031_1.cpl   NO
179  wi01127527      ISS1:1OF1       p32988_1  18/08/2014  p32988_1.cpl   YES
180  wi01095255      ISS1:1OF1       p33027_1  18/08/2014  p33027_1.cpl   NO
181  wi01121374      ISS1:1OF1       p31107_1  18/08/2014  p31107_1.cpl   NO
182  wi01102475      ISS1:1OF1       p32782_1  18/08/2014  p32782_1.cpl   YES
183  wi01120458      ISS1:1OF1       p32929_1  18/08/2014  p32929_1.cpl   NO
184  wi01118320      ISS1:1OF1       p32753_1  18/08/2014  p32753_1.cpl   NO
185  wi01133960      ISS1:1OF1       p33034_1  18/08/2014  p33034_1.cpl   NO
186  wi01075540      ISS1:1OF1       p32492_1  18/08/2014  p32492_1.cpl   NO
187  wi01112655      ISS1:1OF1       p32870_1  18/08/2014  p32870_1.cpl   NO
188  wi01106658      ISS1:1OF1       p32812_1  18/08/2014  p32812_1.cpl   NO
189  wi01021522      ISS1:1OF1       p32863_1  18/08/2014  p32863_1.cpl   NO
190  wi01089807      ISS1:1OF1       p32957_1  18/08/2014  p32957_1.cpl   NO
191  wi01083036      ISS1:1OF1       p32571_1  18/08/2014  p32571_1.cpl   NO
192  wi01102091      ISS1:1OF1       p32744_1  18/08/2014  p32744_1.cpl   YES
193  wi01149384      ISS1:1OF1       p33147_1  21/08/2014  p33147_1.cpl   NO
194  wi01119863      ISS1:1OF1       p32923_1  18/08/2014  p32923_1.cpl   NO
195  wi01071996      ISS1:1OF1       p32461_1  18/08/2014  p32461_1.cpl   NO
196  wi01094832      iss1:1of1       p32718_1  18/08/2014  p32718_1.cpl   NO
197  wi01115369      ISS1:1OF1       p32889_1  18/08/2014  p32889_1.cpl   NO
198  wi01137737      ISS1:1OF1       p33055_1  18/08/2014  p33055_1.cpl   NO
199  wi01163826      ISS1:1OF1       p33229_1  21/08/2014  p33229_1.cpl   NO
200  wi01065248      ISS1:1OF1       p32412_1  18/08/2014  p32412_1.cpl   NO
201  wi01132222      ISS1:1OF1       p33023_1  18/08/2014  p33023_1.cpl   NO
202  wi01127874      ISS1:1OF1       p25747_1  18/08/2014  p25747_1.cpl   NO
203  wi01118819      ISS1:1OF1       p32954_1  18/08/2014  p32954_1.cpl   NO
204  wi01096907      ISS1:1OF1       p32733_1  18/08/2014  p32733_1.cpl   NO
205  wi01111194      ISS1:1OF1       p32821_1  18/08/2014  p32821_1.cpl   NO
206  wi01113712      ISS1:1OF1       p32877_1  18/08/2014  p32877_1.cpl   NO
207  wi01100508      ISS1:1OF1       p32761_1  18/08/2014  p32761_1.cpl   NO
208  wi01096910      ISS1:1OF1       p32734_1  18/08/2014  p32734_1.cpl   NO
209  wi01071659      ISS1:1OF1       p32589_1  18/08/2014  p32589_1.cpl   NO
210  wi01075149      ISS1:1OF1       p32475_1  18/08/2014  p32475_1.cpl   NO
211  wi01144609      ISS1:1OF1       p33119_1  21/08/2014  p33119_1.cpl   NO
212  wi01068922      ISS1:1OF1       p32454_1  18/08/2014  p32454_1.cpl   NO
213  wi01166065      ISS1:1OF1       p33241_1  21/08/2014  p33241_1.cpl   NO
214  wi01102296      ISS1:1OF1       p32780_1  18/08/2014  p32780_1.cpl   NO
215  wi01076948      ISS1:1OF1       p32526_1  18/08/2014  p32526_1.cpl   YES
216  wi01088055      ISS1:1OF1       p32607_1  18/08/2014  p32607_1.cpl   NO
217  wi01114695      ISS1:1OF1       p32885_1  18/08/2014  p32885_1.cpl   NO
218  wi01146766      ISS1:1OF1       p33131_1  21/08/2014  p33131_1.cpl   NO
219  wi01150596      ISS1:1OF1       p33154_1  21/08/2014  p33154_1.cpl   NO
220  wi01139981      ISS1:1OF1       p33083_1  21/08/2014  p33083_1.cpl   NO
221  wi01163362      ISS1:1OF1       p33224_1  21/08/2014  p33224_1.cpl   YES
222  wi01134211      ISS1:1OF1       p33077_1  21/08/2014  p33077_1.cpl   NO
223  wi01153104      ISS1:1OF1       p33174_1  21/08/2014  p33174_1.cpl   NO
224  wi01153896      ISS1:1OF1       p33185_1  21/08/2014  p33185_1.cpl   NO
225  wi01150083      ISS1:1OF1       p33152_1  21/08/2014  p33152_1.cpl   NO
226  wi01151870      ISS1:1OF1       p33162_1  21/08/2014  p33162_1.cpl   YES
227  wi01096718      ISS1:1OF1       p33138_1  21/08/2014  p33138_1.cpl   YES
228  wi01136640      ISS1:1OF1       p33052_1  21/08/2014  p33052_1.cpl   NO
229  wi01164281      ISS1:1OF1       p33232_1  21/08/2014  p33232_1.cpl   NO
230  wi01165461      ISS1:1OF1       p33237_1  21/08/2014  p33237_1.cpl   NO
231  wi01171467      ISS1:1OF1       p33270_1  21/08/2014  p33270_1.cpl   NO
232  wi01142100      ISS1:1OF1       p33090_1  21/08/2014  p33090_1.cpl   NO
233  wi01170424      ISS1:1OF1       p33260_1  21/08/2014  p33260_1.cpl   NO
234  wi01142792      ISS1:1OF1       p33099_1  21/08/2014  p33099_1.cpl   NO
235  wi01155909      ISS1:1OF1       p33192_1  21/08/2014  p33192_1.cpl   NO
236  wi01119736      ISS1:1OF1       p33094_1  21/08/2014  p33094_1.cpl   NO
```

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237  wi01160967      ISS1:1OF1       p33213_1  21/08/2014  p33213_1.cpl   NO
238  wi01165870      ISS1:1OF1       p33238_1  21/08/2014  p33238_1.cpl   NO
239  WI11032038      ISS1:1OF1       p33022_1  21/08/2014  p33022_1.cpl   NO
240  wi01138136      ISS1:1OF1       p33191_1  21/08/2014  p33191_1.cpl   NO
241  wi01163521      ISS1:1OF1       p33226_1  21/08/2014  p33226_1.cpl   NO
242  wi01152195      ISS1:1OF1       p33163_1  21/08/2014  p33163_1.cpl   YES
243  wi01068011      ISS1:1OF1       p33182_1  21/08/2014  p33182_1.cpl   NO
244  wi01147091      ISS1:1OF1       p33137_1  21/08/2014  p33137_1.cpl   NO
245  wi01151898      ISS1:1OF1       p33175_1  21/08/2014  p33175_1.cpl   NO
246  wi01147983      ISS1:1OF1       p33141_1  21/08/2014  p33141_1.cpl   NO
247  wi01163048      ISS1:1OF1       p33223_1  21/08/2014  p33223_1.cpl   YES
248  wi01165881      ISS1:1OF1       p33239_1  21/08/2014  p33239_1.cpl   NO
249  wi01134799      ISS1:1OF1       p33069_1  21/08/2014  p33069_1.cpl   NO
250  wi01146543      ISS1:1OF1       p33097_1  21/08/2014  p33097_1.cpl   NO
251  wi01150802      ISS1:1OF1       p33156_1  21/08/2014  p33156_1.cpl   NO
252  wi01154253      ISS1:1OF1       p33206_1  21/08/2014  p33206_1.cpl   NO
253  wi01143987      ISS1:1OF1       p33134_1  21/08/2014  p33134_1.cpl   NO
254  WI01154952      ISS1:1OF1       p33184_1  21/08/2014  p33184_1.cpl   NO
255  wi01157590      ISS1:1OF1       p33252_1  21/08/2014  p33252_1.cpl   NO
256  wi01146289      ISS1:1OF1       p33146_1  21/08/2014  p33146_1.cpl   NO
257  wi01153039      ISS1:1OF1       p17588_1  21/08/2014  p17588_1.cpl   NO
258  wi01153844      ISS1:1OF1       p33172_1  21/08/2014  p33172_1.cpl   NO
259  wi01135146      ISS1:1OF1       p33033_1  21/08/2014  p33033_1.cpl   NO
260  wi01146705      ISS1:1OF1       p33129_1  21/08/2014  p33129_1.cpl   NO
261  wi01154485      ISS1:1OF1       p33194_1  21/08/2014  p33194_1.cpl   NO
MDP>LAST SUCCESSFUL MDP REFRESH :2014-08-21 08:43:42(Local Time)
MDP>USING DEPLIST ZIP FILE DOWNLOADED :2014-08-20 11:48:22(est)
```

Appendix B

Avaya Communication Server 1000E R7.6 Lineside E1 Channel

```
>ld 20
TN   004 0 10 00  VIRTUAL
TYPE 500
CDEN 4D
CUST 0
ERL  00000
WRLS NO
DN   3100 0     MARP
     ANIE 0
AST  YES
IAPG 1
HUNT
TGAR 0
LDN  NO
NCOS 0
SGRP 0
RNPG 0
XLST
SCI  0
SCPW
SFLT NO
CAC_CIS 3
CAC_MFC 0
CLS  UNR DIP FBD XFA WTA THFD FND HTD ONS
     LPR XRD AGRD CWD SWD MWD RMMD SMWD LPD XHD SLKD CCSD LND TVD
     CFTD SFD MRD C6A CNID CLBD AUTU
     ICDD CDMD LLCN EHTD MCTD
     GPUD DPUD CFXA ARHD OVDD AGTA CLTD LDTD ASCD SDND
     MBXD CPFA CPTA UDI RCC HBTD IRGD  DDGA NAMA MIND
     NRWD NRCD NROD SPKD CRD PRSD MCRD
     EXR0 SHL SMSD ABDD CFHD DNAA DNDY DNO3
     CWND USMD USRD CCBD BNRD OCBD RTDD RBDD RBHD FAXD CNUD CNAD PGND FTTU
     FDSD NOVD CDMR PRED MCDD T87D SBMD PKCH MPTD ELCD
PLEV 02
PUID
UPWD
SPID NONE
PRI  01
AACD YES
AACS YES
ACQ  AS: TN,AST-DN,AST-POSID
ASID 17
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  32  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  3  4  5  6  8  9  10  11  12
FCTB
MLWU_LANG 0
FTR  ACD 1650 113100
         AGN
FTR  OSP 1
FTR  ISP 255
DATE 12 AUG 2014
```

Avaya Communication Server 1000E R7.6 Automatic Call Distribution Queue

```
REQ  prt
TYPE ACD
CUST 0
ACDN 1650
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 3010
FNCF NO
CWTT NONE
HMSB YES
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
STIO
TSFT 20
HOML YES
RDNA NO
LABEL_KEY0 NO
NRAC YES
DAL  NO
RPRT YES
RAGT 4
DURT 30
RSND 4
FCTH 20
CRQS 100
CCBA NO
SIPQ NO
IVR  NO
OBSC NO
```

```
OBPT 5
CWNT NONE

MEM AVAIL: (U/P): 36293927    USED U P: 8452148 133794    TOT: 44879869
DISK SPACE NEEDED: 123 KBYTES
ACD DNS                AVAIL:  1983    USED:    17    TOT:  2000
```

Avaya Communication Server 1000E R7.6 Control Directory Number

```
>ld 23
ACD000
MEM AVAIL: (U/P): 36303288    USED U P: 8447134 129447    TOT: 44879869
DISK SPACE NEEDED: 115 KBYTES
ACD DNS                AVAIL:  1986    USED:    14    TOT:  2000
REQ  prt
TYPE cdn
CUST 0
CDN  6100

TYPE CDN
CUST 0
CDN  6100
FRRT
SRRT
FROA NO
UUI  NO
MURT
CDSQ NO
DFDN 1650
NAME NO
CMB  NO
CEIL 2047
CLRO NO
OVFL NO
TDNS NO
AACQ YES
ASID 17
SFNB 17  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

MEM AVAIL: (U/P): 36303288    USED U P: 8447134 129447    TOT: 44879869
DISK SPACE NEEDED: 115 KBYTES
ACD DNS                AVAIL:  1986    USED:    14    TOT:  2000
REQ
```

Appendix C

Avaya Communication Server 1000E Lineside E1 Setup

```
LEI::>display config
LEI  S/N NT5D33AC 02 NNTM84009118  Software Version 3.06    1/06/07  9:53
Alarms Enabled: YES  Self Clearing Enabled: YES

Alarm Level 1 Threshold Value E-6   Threshold Duration (in seconds) 10
Alarm Level 2 Threshold Value E-4   Threshold Duration (in seconds) 10
Frame Slips Alarm Level Threshold 100  Threshold Duration (in minutes) 2

Current Dip Switch S1 Settings (S1..S8)
    Switch 1   OFF - MMI Port 2400 Baud
    Switch 2,8 OFF, OFF - E1 Signaling Loop Start
    Switch 3-6 Shelf Address 0x00
    Switch 7   OFF
Current Dip Switch S2 Settings (S1..S8)
    Switch 1   OFF - CRC-4 Enabled
    Switch 2   OFF - E1 Coding HDB3
    Switch 3-5 Not Used
    Switch 6   OFF - Line Processing on link failure is Off-Hook
    Switch 7   OFF - No Daisy Chaining to MMI
    Switch 8   OFF - MMI Slave
LEI::>
```

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.