

Avaya Solution & Interoperability Test Lab

Application Notes for Configuring NICE Interaction Management R4.1 with Avaya Communication Server 1000E R7.5 and Avaya Aura® Contact Centre R6.2 using the Meridian Link Services Module for Call Recording – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning NICE Interaction Management with Avaya Communication Server 1000E and Avaya Aura® Contact Centre R6.2 for call recording. NICE Interaction Management records the RTP stream coming from the Avaya Communication Server 1000E module using CTI events from the MLSM on Avaya Aura® Contact Centre.

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 compliance tested configuration required for interoperability between NICE Interaction Management R4.1 and Avaya Aura® Contact Centre R6.2 connected to an Avaya Communication Server 1000E R7.5 (CS1000E) via AML (Application Meridian Link). NICE Interaction Management R4.1 is a software-only solution that offers various recording, playback and archiving features and options. With NICE VoIP logger call recording can be achieved without the use of physical connections to the NICE server other than standard network connections. The NICE solution is fully integrated into a LAN (Local Area Network), and includes Web based applications (i.e. Nice Application) that works with .NET framework and used to retrieve telephone conversations from a comprehensive longterm calls database. These Application Notes focus on recording calls from agent phonesets both on skillset and personal directory number (DN) calls. The NICE VoIP Logger is recording all RTP streams and so NICE Interaction Management's internal scheduling algorithm makes the determination on which calls should be recorded based on the events received from the Meridian Link Service Module (MLSM) of Avaya Aura® Contact Centre.

2. General Test Approach and Test Results

The compliance testing focuses on the recording of Avaya IP phonesets connected to the CS1000E using events from the MLSM interface on Avaya Aura® Contact Centre (Contact Centre). NICE Interaction Management registers as an application on the Contact Centre through the MLSM interface. Interaction Management can then record the call based on the events it receives. When a call is to be recorded, the Interaction Management performs recording using a duplicate RTP stream from the Avaya IP Phone sets.

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 testing focuses on the following types of calls:

- **CS1000E Inbound/Outbound calls** Test call recording for inbound/outbound calls to the CS1000E from PSTN callers.
- **CS1000E Hold/Transferred/Conference calls** Test call recording for calls transferred to and in conference with PSTN callers.
- **Contact Centre Agents Inbound/Outbound Calls -** Test call recording for inbound/outbound calls to the AACC Agents from PSTN callers.
- **Contact Centre Agents Hold/Transferred/Conference calls** Test call recording for calls transferred to and in conference with PSTN callers.
- **Contact Centre Agents Record on demand/Stop on demand (ROD/SOD)** to break call recording for all call types.
- **Failover testing** The behaviour of Nice Recording Solution under different simulated LAN failure conditions on the Avaya platform.

2.2. Test Results

All compliance test cases passed successfully. There were no errors observed on the Avaya solution as a result of the addition of Nice Integration Management to the LAN.

2.3. Support

Support from Avaya is available at <u>http://support.avaya.com</u> and support from NICE can be obtained as shown below.

Nice International Corporate Headquarters, Israel Tel: +972 9 775 3800 Email: <u>support@nice.com</u> www.nice.com

3. Reference Configuration

The diagram below **Figure 1** shows the compliance tested configuration which includes a CS1000E connecting to a Contact Centre via an AML connection. The MLSM interface on the Contact Centre provides CTI events from the CS1000E in order for NICE Interaction Management to identify which calls to keep as NICE Interaction Management is in an "always Record" mode recording all RTP streams.

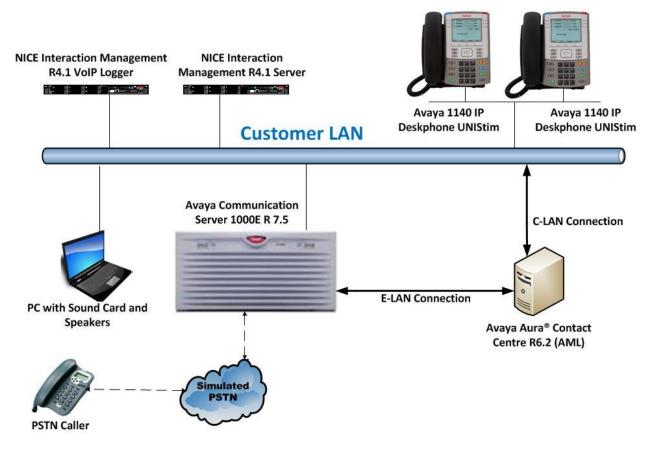


Figure 1: NICE Interaction Management interoperability with Avaya Aura® Contact Centre R6.2 and Avaya Communication Server 1000E R7.5

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Communication Server 1000E running on CPPM	Avaya CS1000E R7.5 (See Appendix A for list of Patches)
Avaya Aura® Contact Centre running on Windows 2008 Server	Avaya Aura® Contact Centre R6.2 SP5 (See Appendix C for Patch versions) CCMS CCMA
Avaya 1140E IP UNIStim Phoneset	0625C8L
Avaya 1120E IP UNIStim Phoneset	0624C8L
NICE Interaction Management 4.1 Server	NICE Interaction Management 4.1 Update Pack 23
NICE Interaction Management VoIP Logger	NICE VoIP Logger 4.1 Update Pack 23

5. Configure Avaya Communication Server 1000E

It is assumed that a fully functioning CS1000E is in place with the necessary licensing and an ELAN connection already established with Contact Centre. For further information on the configuration of the CS1000E and Contact Centre please see **Section 10** of these Application Notes.

It is assumed that the CS1000E is configured with an Automatic Call distribution Queue and agent phonesets; please see Appendix B for a complete printout of these. In order to successfully record the agent phonesets the Class of Service (cls) needs to be altered so allow call recording (RECA). The phoneset must also allow CTI messages be sent to the NICE recorder this is done by setting the AST and IAPG as shown below.

Enter overlay 20 to change the IP phonesets by typing LD 20 at the > prompt. Type CHG to make a change to the agent's terminal number (TN) and change AST to the keys that need to be recorded i.e., the incoming calls key 00 and the outgoing personal directory number key 03 (see Appendix B for the key assignments used in compliance testing). Ensure that IAPG is set to 1 to allow all CTI messages get sent. Change the CLS to RECA to allow the set be recorded.

LD 20		
Prompt	Response	Description
>	LD 20	Enter Overlay 20
REQ	CHG	New Data
CHG	TN	Terminal Number
TN	LSCU	Loop Shelf Card Unit
CUST	0	Customer Number
CLS	RECA	Recording Allowed
AST	00 03	Keys 00 and 03 to be recorded
IAPG	1	(1) Send all CTI messages
-	00 03 1	-

LD 20

6. Configure Avaya Aura® Contact Centre

There is no specific configuration required on the Contact Centre for NICE Interaction Management to receive CTI events. The setup of agents and phonesets are only required to demonstrate the recording of skillset calls into the Contact Centre. Contact Centre must be installed in order to allow NICE Interaction Management connect to the MLSM interface, however the only configuration required to allow NICE Interaction Management receive CTI events is done on the CS1000E as outlined in **Section 5**.

Please note that the Contact Centre installation and its setup are outside the scope of these Application Notes, for more information on the installation and configuration of Contact Centre please refer to **Section 10**. Login using the appropriate credentials.

AVAYA	Contact Center - Manager	About Change Passv
Contact Center - Manager - Login		
	Login	
	User ID Password	
		Login

6.1. Configure Contact Centre Agents

The following sections outline the steps necessary to add a new agent and phoneset to Contact Centre. Select **Contact Centre Management** from the main page (not shown) called **Launchpad**.

onta	ct Center - Manager		About Audit Trail Logout
uncl	npad		
0	Contact Center Management	Ô	Configuration
(Ô)	Access and Partition Management	(<u>©</u>)	Scripting
(<u>©</u>)	Real-Time Reporting	(<u>©</u>)	Emergency Help
(<u>©</u>)	Historical Reporting	(<u>©</u>)	Outbound
		(Ô)	

Once the **Contact Center Management** window opens, click on **Add** and **Agent** as highlighted below.

Αναγα	Contact Center Management
View/Edit Add Status Launchpad	Help
CCM Ser Agent Supervisor Add Agent Supervisor/Agent Many Users	Contact Center Management Click a server name to log on to the server and manage users. Choose from the options in the View/Edit menu to load supervisors
	to the desired server to manage this data.
	 To add a user, log on to the desired server. Then, choose from the supervisors, and supervisor/agents.

Fill in the agents credentials in the window as shown in the example below.

Αναγα	Contact Center	Management	Logged in user: webad
View/Edit Add Status Laun □ CCM Servers (Supervisors) □ ③ ③ □ ③ ③ □ ④ ③ □ ④ ③ □ ④ ③ □ ④ ④ □ ④ ④ □ ④ ④ □ ● ▲ □ ● ● ● ● ● ● ● ▲ ▲ Agent1 Smile Agent Main	chpad Help ✓ User Details First Name: * Fretname Last Name: * Last Name Title: Test Agent Department: IT Helpdesk Language: Comment:	ACD Queue Error:	× ×
	 ✓ Agent Information Primary Supervisor: * Supervisor Paul ♥ Agent Key: Login Status Logged Out 	Call Presentation: Call_Centre_Administr Multiplicity Presentation Class: MPC_Off v Threshold: Agent_Template v Tn Name:	ator 💌

6.2. Configuring phone sets

Select Configuration from the Launchpad window.

Conta	ct Center - Manager		About Audit Trail Logout
Launc	npad		
Ô	Contact Center Management	Ô	Configuration
0	Access and Partition Management	0	Scripting
(<u>©</u>)	Real-Time Reporting	0	Emergency Help
(<u>©</u>)	Historical Reporting	0	Outbound
0	Call Recording and Quality Monitoring	0	Multimedia

Select **Phonesets and Voice Ports** and add each phoneset entering a suitable name under the **Name** column and the Terminal Number (TN) under the **Address** column. Ensure that **Type** is set to Agent and the **Acquired** box is ticked.

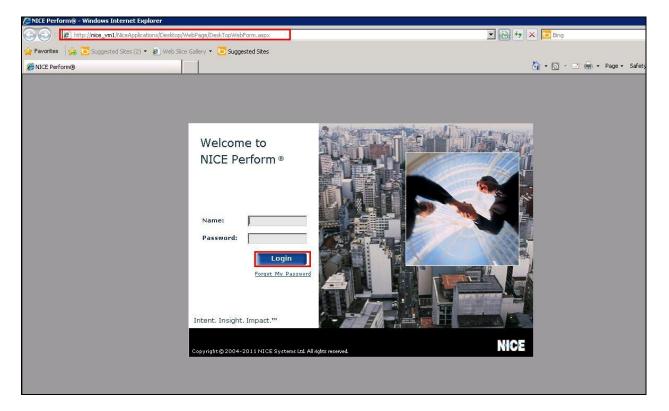
NAYA				Config	guration			
AACC62 Activity Codes Call Presentation Classes		oad Help nesets/Voice P	orts					
Call Recording and Quality Monitoring		Name	Туре	Address	Channel	IVR Name	Acquired?	Status
DNISs	•	Access1	Voice Port	4-0-10-2	1	7020 (Access)		Not Acquired
Formulas		Access2	Voice Port	4-0-10-3	2	7020 (Access)		Not Acquired
Global Settings		AACCAGT1	Agent	96-0-0-1				Acquired
Historical Statistics		AACCAGT2	Agent	96-0-0-2			N	Acquired
IVR ACD-DNs		AACCAGT3	Agent	96-0-0-3			V	Acquired
Multiplicity Presentation Classes	*							
Phoneset Displays Phonesets and Voice Ports Real-time Statistics Skillsets Threshold Classes								

7. Configure NICE Integration Management

This section outlines the steps necessary to configure NICE Integration Management to connect successfully to the Avaya Solution outlined in **Section 3**. The NICE Solution connects to the MLSM of Contact Centre registering as an Application in order to receive CTI events from the CS1000E via the Contact Centre. All telephony events from the CS1000E pass through the MLSM module of Contact Centre and are picked up by NICE.

7.1. Configure NICE Interaction Management to connect to Avaya Aura® Contact Centre

Open a web browser, navigate to http://<**NICE Interaction machine name>**. Enter the appropriate credentials and click **Login**.

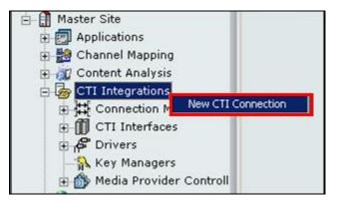


After logging in click on **Settings** highlighted below and choose **Technician Mode**.

NICE Perform®)									👌 • 📾 • 🗆
NICE®							Hello NICE, S	uperuser Help	Settings	
My Universe	Business Analyzer	Reporter	Monitor	Insight Manager	ClearSight	PBO Requests	Tools	Adm	iinistra	Change Password Technician Mode
Actions 🔻	X	K								

Under Administration at the top right select System Administrator. Right click on CTI integrations and select add New CTI Connection (see below).

NICE®	Hello NICE, Superuser	lelp Settings Logout	System
My Universe Business Analyzer Reporter Monitor Insight Manager ClearSight PBO Requests	Tools 🗸	Administration	
		Backup Manager	
		Channel Monitoring	
Actions 💌 🔳		Rules Manager	
		System Administrator	
Cryanization Summary Resources Diagram Diagram		Users Administrator	
Agent Center Avaya AACC			0
Import/Export			
License Manager			
🕀 💼 Storage			
🖻 🗊 Master Site			
E P Applications			
Application Servers			
🖻 🗊 Configurations			
🗈 🄡 Channel Mapping			
CTI Integrations			
i i i i i i i i i i i i i i i i i i i			
I+F Avaya AACC nice			
HE DMCC Connection			
⊡-∰ CTI Interfaces			
DMCC Interface			



The New CTI Connection window opens as shown below click Next to continue.

w CTI Connection			×
Set New CTI Connection Wizard Stage 1 of 16			
Introduction			
This wizard will guide you through the process of configuring a new CTI connection.			
1. Interactions Center and Telephony Switch definitions			
2. CTI Interface selection			
3. Interfaces configuration			
4. Devices configuration			
5. Monitored Devices configuration			
6. Selection of optional features			
7. Location Requirements			
8. Summary			
mm	Back	Next	Cancel

Select **Define new Telephony Switch** and ensure **Nortel CS 1000** is picked from the dropdown menu. Click **Next** to continue.

Attach CTI to Interactions Center Server:	8		
 Regular Interactions Center: 	nice_vm1_ic	•	
🧭 Interactions Center Cluster:		Ŧ	
C Use existing Telephony Switch:	Nortel CS 1000	*	
Switch Type: Switch Name:	Nortel CS 1000 IPC SIP Microsoft NEC NEC Japan Nortel CS 1000 Siemens HiPath Generic Integrations Siemens OpenScape Voice		

PG; Reviewed: TJM SPOC 2/22/2013 Solution & Interoperability Test Lab Application Notes ©2013 Avaya Inc. All Rights Reserved.

Ensure MLS/CCMS is chosen for both Nortel CS 1000 CTI Interface and Active Recording as shown below. Click Next to continue.

New CTI Connection		×
Set New CTI Connection	n Wizard Stage 3 of 16	1
Interface Type		
CTI Interface Type		
Nortel CS 1000 CTI Interface:	MLS / CCMS	
	AACC CDR Genesys	
T VolP Mapping:	MLS / CCMS	100
✓ Active Recording:	MLS / CCMS Nortel Communication Server 1000 (formerly Meridian1) Meridian Link Services / Contact Center Manager Server (formerly	
	Back Next Cancel	

Enter the connection details by double clicking on **CTIServerIPAddress** highlighted, this opens the **Interface Connection Parameter** window and enter the IP Address of the Contact Centre. Click **OK** and **Next**.

New CTI Connection	×
Set New CTI Connection	Wizard Stage 4 of 16
Interface Parameters	
CTI Interface Details Interface Connection Details Mandatory fields are marked in bo	
Parameter	ld 🗾
CTIServerIPAddress CTIServerPortId UseWarmStandbyFeature	3000 no Set Parameter Value
Description: Nortel CTI Server IF	Interface Connection Parameter Set Parameter Value
Additional Interface Paramet	Name: CTIServerIPAddress
	Value: 192.168.10.95
	OK Cancel Back Next Cancel

Enter the **Media Provider Controllers – Location**; this will be the IP address of the NICE VoIP logger server. Click **Next** to continue.

New CTI Connection		
Set New CTI Connectio	n Wizard Stage 8 of 16	1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -
Active Recording		
Media Provider Controllers - L	ocation	
Media Provider Location		-
Server IP/Hostname 192.	168.30.72	
Connection Manager Port: 6209	94 🛨	
Media Provider Controllers:		
IP/Hostname	CM Port	
		\$
		Back Next Cancel

Add **Telephony Switch Devices** in order to record phonesets. Each **Device** or extension can be added singly or in a **Range** of extensions. Click on **Add** highlighted below. Choose **Position** as the **Device Type** and enter the Position ID for **Device Number**. Click **OK** and **Next**.

			Available Device		×
New CTI Connection					
Set New CTI Conne	ction Wizard Stage 10 of 16		Add Device		
Devices					
Available Devices Provide telephony switch avai	lable devices	8	Name Device Type:	* Position	
0 devices	D 🖂 🗹	Add Add Range Add From Switch	Device Number:	6001	
Device Number/IP	Unique Device ID/CTI Trunk ID	Туре	Unique Device ID:		
			IP:		
			Advanced Device P		
			Name	Value	
		Back Next Cancel	Description:		
Interactions Centers				OK	Cancel

See below an example of the **Device Numbers** and **Type** used in the compliance testing.

Available Devices		
Provide telephony switch av	vailable devices	
6 devices	P 🗵 🗹	Add Add Range Add From Swit
Device Number	Unique Device ID	Туре
5001		Extension
5002		Extension
5003		Extension
6001		Position
6002		Position
6003		Position

Note: If the new Connection Manager resides on the same physical machine as the Media Provider Controller, configured above, then a unique port must be used if they are installed on separate machines as was done for compliance testing then select **Create a new Connection Manager** use the default port. Click **Next** to pass to the summary window (shown below).

ew CTI Connect	ion				1
Set New	CTI Conne	ection Wiza	ard Stage 15 of	16	and the second second
Requireme	nts				
			ady has a Connection M : an existing one.	anager.	
Create a Port:	new Connection				
Port.	62094	2			
Ports in us 62095 62095 62096	ailable Connecti :e:				
				Ba	ck Next Cancel

Click on **Finish** to submit the new connection and complete the setup.

ew CTI Connection		
Set New CTI Connection Wizard Stage 16 of 16		
Summary		
Click Finish to save and apply the configuration of the following CTI:		
Nortel CS Connection		
	Back Fini	sh Cancel

Once all the details are entered correctly click on **Apply** as highlighted below to update the NICE components.

nary Resources	Diagram		Apply
	Diagram		8
I CS 1000			8
el CS 1000			8
	1	1	1
mponent Type	Component Name	IP Address/Host Name	
la Provider Controller	Nortel CS 1000 Nice_VM3 MPC 1	NICE_VM3	
	Interface inection Manager inection Manager rer la Provider Controller	nection Manager Nortel CS 1000 Nice_VM3 Active Recording nection Manager Nortel CS 1000 nice_vm1 CM ver Nortel CS 1000 nice_vm1 Driver	nection Manager Nortel CS 1000 Nice_VM3 Active Recording Nice_VM3 nection Manager Nortel CS 1000 nice_vm1 CM nice_vm1 rer Nortel CS 1000 nice_vm1 Driver nice_vm1

PG; Reviewed: TJM SPOC 2/22/2013 Solution & Interoperability Test Lab Application Notes ©2013 Avaya Inc. All Rights Reserved.

7.2. Configure Device Mapping on NICE Interaction Management

Device Mapping is used to map the position to the extension. NICE records the position ID for each agent and in order to successfully record an extension of a phoneset this extension number is mapped against the position ID that is being recorded.

Select **Drivers** in the left column and select the Nortel Driver as highlighted. Select the **Interfaces** tab in the right window and double-click on **Nortel CS 1000MLS/CCMS Interface** highlighted below. Please ensure that the **Nortel CS1000 nice_vm1 CM** and **Nortel CS1000 MLS/CCMS interface** are both ticked as shown below.

NICE®			Hello NICE, S	uperuser Help Settings Logout
My Universe Business Analyzer Repo	orter Monitor Insight Manag	ger ClearSight PBO Requests	Tools	Administration
Actions Active Directory Active Directory Active Directory Agent Center Agent Center Agent Center Aster Site Applications Active Directory Active Directory Aster Site Applications Active Directory Active Directory	General Inter Attach CTI Inter Choose the CTI Interfa Note: Attaching an Inter To configure Driver-Int I: Notel CS 1000 m I: Notel CS 1000 m Q 2: Notel CS 1000 m	ce to be attached to the Driver. rface will also attach its Connec erface data, double-click an Inte ice_VM3 Active Recording CM 1 10 MLS / CCMS Interface		ecked Interface and click 'Configure'.

Select the **Driver Real-Time Plugins** tab and ensure that **Device Mapping** is ticked as shown below. Select **OK** when done.

Oriver - Interface Define 'Nortel' - 'No			
venne worter w			
river Real-Time Plugin	IS CONTRACTOR OF CONTRACTOR		1
Configure the plugins whic	h the driver will be using and the order in which they should load. 👘 😥		аа
Plugin	Description	Pric	
Device Mapping	Perform Device Mapping.	Opt	
SIP Trunk Correlation	Correlates between two link operating in SBC enviroment, when one is r	Opt	
Field Mapping	Maps between CAPI and business data fields.	Opt	
SBC Mapping	Maps between Trunk information to SBC Location (URI).	Opt	
Rejected Devices	Perform event rejection by devices.	Opt _	
CAPI Spy	Enables CAPI message spying.	Opt 🔽]
<		>	
Ionitor Devices			
dditional Driver Switch	Parameters		
evice Mapping			
evice happing			

PG; Reviewed: TJM SPOC 2/22/2013 Solution & Interoperability Test Lab Application Notes ©2013 Avaya Inc. All Rights Reserved.

Select the **Device Mapping** tab and highlight the **Extension** from the **Available CTI Devices** window and the **Position** from the **Available Configured Devices** window. Each device mapping is done using this method. Click **OK** once all Extensions and Positions are mapped.

enne Nor	tel' - 'Nortel'	- 'Nortel	lo'				
river Real-	Time Plugins						
onitor Devi	ices						
dditional D	river Switch Parame	ters					
evice Mapp							
		_					-
Available CT	T Devices (4):		Device Mappin	gs (2):		2	2
Device	Туре	P	CTI Device	Туре	Configured Device	Туре	
5003	Extension	and the second se	5001	Extension	6001	Position	
6001	Position	>	5002	Extension	6002	Position	
6002	Position						
6003	Position	<					
Available Co	nfigured Devices (6):	1221					
Device	Туре						
5001	Extension						
5002	Extension						
5003	Extension						
6001	Position						
6002	Position						
6003	Position						

Select the **Monitor Devices** Tab and ensure that all devices are monitored by clicking the arrows highlighted below. Click **OK** once completed.

	es to be monitored cored device for further coni	figuration list, Warning! All existing channel m	apping will be deleted for t	ies
vices Available Devices:	2 devices	Monitored Devices:	4 devices	
Device	Туре	Device	Туре	
5003 6001	Extension Position	5001 5002 6002 6003 (((((((((((((Extension Extension Position Position	
dditional Driver Sv	vitch Parameters			

8. Verification Steps

The following steps can be taken to ensure that connections between the Contact Centre and NICE Interaction Management are configured correctly.

8.1. Verify Avaya Communication Server 1000E ELAN link is up

Verify the status of the administered AML link by using the **stat elan** command in overlay 48. Verify the Service State is **ENABLED** for the elan link number as shown below. Type **LD 48** at the > prompt to enter overlay 48. Type **stat elan** to display the link status as shown.

LD 48

Prompt	Response Description
>	LD 48 Enter Overlay 48
•	stat elan Get status of ELAN link
	SERVER TASK: ENABLED Enabled
	ELAN #: 017 DES: AACC
•	APPL_IP_ID: 192 .168 .0 .95 LYR7: ACTIVE EMPTY APPL ACTIVE

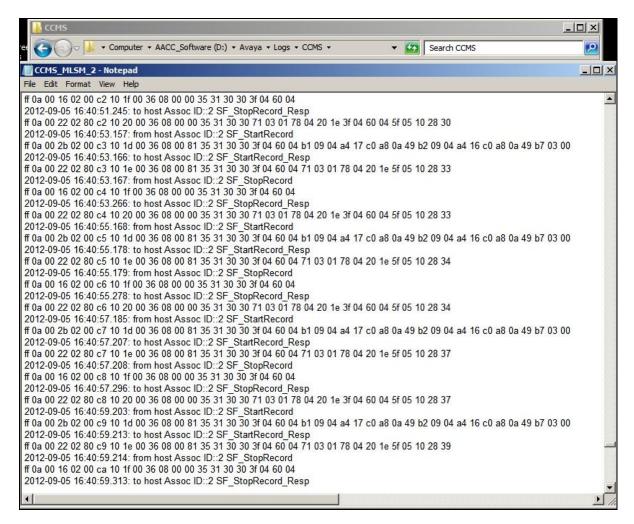
8.2. Verify Avaya Aura® Contact Centre MLSM is up

From the Contact Centre Server go to start and select System Control and Monitor Utility. This opens a new window shown below. Click on the CCMS tab and ensure all services are up including the **MLSM service** highlighted.

		AVAYA Contact Center System Control and Mon	itor Utility
		Contact Center LM CCMS CCMA CCT CCMM	
Recycle Bin Webtext for john screen shots	putty PaulTest	Profile: default	
		CCMS_MasterService MAS Service NDLOAM_Service MAS Service Manager MAS Service Deemon MAS Linkhandler MAS Linkhandler MAS Fault Manager MAS Security MAS Security MAS Security MAS Security	
Notepad		MAS Event Scheduler OCMS_OAM_CMF_Service MAS OM Server OSMCA_Service MAS Config Manager OTFA_Service OTFA_STime_Service OTFA_STIME	n Integration ector
Command Prompt	Administrator	Ø OAM_Service Ø MLSM_Service Ø CCMS_NBMSN Ø NBTSM_Service Ø VSM_Service @ CCMS_UNE_S Ø AUDIT_Service @ CCMS_SIP_Service Ø EBWS_Service	I_Service ervice
💕 Paint 🔹	Documents	INICCAudit_Service	
Control Panel	Computer	CCMS status: Started	
System Control and Monitor Utility	Network	Start / Shut down Advanced Enter password: Load profile	Add service
Multimedia Dashboard	Control Panel	CCMS CCMS Save profile	Add process
	Devices and Printers	Progress	
Database Maintenance	Administrative Tools	Ready	0%
Contact Center Patch Manager	Help and Support	Help View log	Close
Computer Management	Run		
All Programs			Windows Ser
Search programs and files	Log off		Windows Ser
🄊 Start 🔚 🔝 🚞 🧶	1		* [] 9

PG; Reviewed: TJM SPOC 2/22/2013 Solution & Interoperability Test Lab Application Notes ©2013 Avaya Inc. All Rights Reserved.

To check and see that NICE has registered to MLSM correctly and is receiving the CTI messages from the MLSM open a log file called CCMS_MLSM, this log file can be found in the **D:/Avaya/Logs /CCMS** folder.Note that backup log files will be labelled 1, 2, 3 etc. Note below that we have many **StartRecord** and **StopRecord** messages being sent confirming that NICE is registered to MLSM correctly.



8.3. Verify the Phoneset's Recording State on Avaya Communication Server 1000E

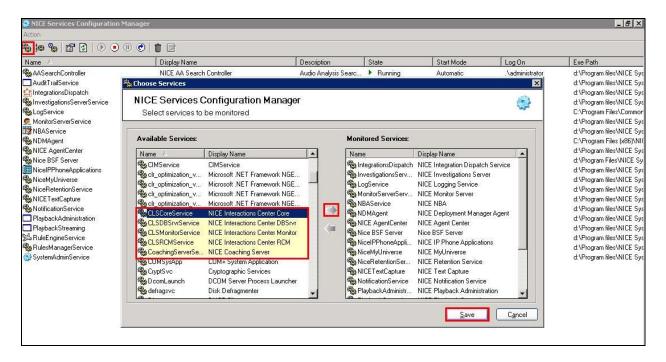
To verify the Phonesets recording state on the CS1000E, make a call. During the call, run **crShowCRParam** on the CS1000E (not shown). Verify that the **underRecording** equals **1** (**1** indicates that the phone sends the RTP stream).

8.4. Verify NICE Interaction Management services are running

Go to Start \rightarrow Nice Systems \rightarrow IC Tools, click on Nice Services Configuration Manager. A window is opened that contains a list of the NICE services running.

JINTERNET Explorer (64-bit)	
TeamViewer 7	
Windows Update	
Wireshark	
Accessories	Administrator
Administrative Tools	Designation
Maintenance	Documents
Microsoft SQL Server 2008 Microsoft SQL Server 2008 R2	Computer
Microsoft Visual Studio 2008 Nice Systems	Network
C ROD	÷
CTI Tools	Control Panel
IC Tools	
A New CAPI Tester	Devices and Printers
Nice Services Configuration Manage	Administrative Tools
RCM Information Dumper	
MPCM_x64 Tools	Help and Support
Startup	
WinPcap	Run
Back	Windows Security
Search programs and files	Log off ►
/Start 🛷 🚠 🙆 👩 🥑	town I and the

Click on the icon highlighted at the top left of the screen, this will open up a new window where all the NICE services can be selected to be viewed. In the example below a list of services are highlighted and added to the existing list of NICE services to be displayed. Click on **Save** once all the NICE services are selected.



It is easy to see all the services are running correctly.

NICE Services Configuration Ma	nager					_ 8 >
Action						
🗞 iee 🗞 i 🖆 🛃 💽 💿 🖲						
Name 🔺	Display Name	Description	State	Start Mode	Log On	Exe Path
AASearchController	NICE AA Search Controller	Audio Analysis Searc	Running	Automatic	.\administrator	d:\Program files\NICE S
AuditTrailService	NICE Audit Trail Service	Enables adding mes	Running	Automatic	.\administrator	d:\Program files\NICE S
S CLSCoreService	NICE Interactions Center Core	Acts as the entrance	Running	Automatic	.\administrator	d:\Program files\NICE S
CLSDBSrvrService	NICE Interactions Center DBSrvr	Manages the Interac	Running	Automatic	.\administrator	d:\Program files\NICE S
CLSMonitorService	NICE Interactions Center Monitor	Report failover/OK	Running	Automatic	.\administrator	d:\Program files\NICE S
S CLSRCMService	NICE Interactions Center RCM	Responsible for alloc	Running	Automatic	\administrator	d:\Program files\NICE S
CoachingServerService	NICE Coaching Server	Manages Coaching i	Running	Automatic	.\administrator	d:\Program files\NICE S
EvaluationServerService	NICE Evaluation Forms Server	Manages Evaluation	Running	Automatic	.\administrator	d:\Program files\NICE S
FLM	NICE Media Provider Control Manager	An online repository f	Running	Automatic	LocalSystem	d:\Program files\NICE S
FTFQueryServerService	NICE FTF Query Server	Performs queries for	Bunning	Automatic	.\administrator	d:\Program files\NICE S
IntegrationsCTILogService	NICE Integration Log Services	Level Dumper, Log	Running	Automatic	.\administrator	d:\Program files\NICE S
lntegrationsDispatch	NICE Integration Dispatch Service	Launches and maint	Running	Automatic	.\administrator	d:\Program files\NICE S
hvestigationsServerService	NICE Investigations Server	Manages and perfor	Running	Automatic	.\administrator	d:\Program files\NICE S
LogService	NICE Logging Service	A service designated	Bunning	Automatic	\administrator	C:\Program Files\Comm
MonitorServerService	NICE Monitor Server	Performs playback a	Bunning	Automatic	.\administrator	d:\Program files\NICE S
NBAService	NICE NBA	Performs queries and	Running	Automatic	.\administrator	d:\Program files\NICE S
NDMAgent	NICE Deployment Manager Agent	NICE Deployment M	Running	Automatic	.\administrator	C:\Program Files (x86)\M
NICE AgentCenter	NICE Agent Center	Monitors and resport	Running	Automatic	.\administrator	d:\Program files\NICE S
Nice BSF Server	Nice BSF Server	Enables the APIs to i	Running	Automatic	LocalSystem	d:\Program Files\NICE S
NicelPPhoneApplications	NICE IP Phone Applications	Performs IP Phone o	Running	Automatic	.\administrator	d:\Program files\NICE S
NiceMyUniverse	NICE MyUniverse	Host for MyUniverse	Running	Automatic	.\administrator	d:\Program files\NICE S
NiceRetentionService	NICE Retention Service	Performs retention u	Running	Automatic	.\administrator	d:\Program files\NICE S
NICET extCapture	NICE Text Capture	A service designated	Running	Automatic	.\administrator	d:\Program files\NICE S
NotificationService	NICE Notification Service	Generates Notificatio	Running	Automatic	.\administrator	d:\Program files\NICE S
PlaybackAdministration	NICE Playback Administration	Manages Admin task	Bunning	Automatic	.\administrator	d:\Program files\NICE S
PlaybackStreaming	NICE Playback Streaming	Manage Media Strea	Running	Automatic	.\administrator	d:\Program files\NICE S
🖧 RuleEngineService	NICE Rule Engine	Perform rules, accor	Running	Automatic	.\administrator	d:\Program files\NICE S
RulesManagerService	NICE RulesManager Service	Manages writing and	Running	Automatic	.\administrator	d:\Program files\NICE S
SystemAdminService	NICE SystemAdministrator	Perform Nice applica	Running	Automatic	.\administrator	d:\Program files\NICE S
TRSService	NICE Interactions Center TRS	Insert missing calls to	Bunning	Automatic	Administrator	d:\Program files\NICE S

PG; Reviewed: TJM SPOC 2/22/2013 Solution & Interoperability Test Lab Application Notes ©2013 Avaya Inc. All Rights Reserved.

8.5. Verify NICE Interaction Management is receiving CTI Events

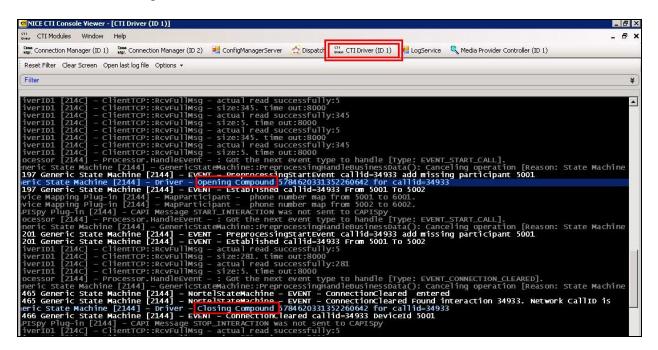
To verify that NICE is receiving CTI events from the MLSM interface on Contact Centre, click on the CTI Icon in the bottom right of the screen or open the **CTI Console Viewer** highlighted.

cdn.txt			
🏉 Internet Explorer (64-bit)			
🏉 Internet Explorer	2		
😋 TeamViewer 7			
Carl Windows Update			
Wireshark	Administrator		
📕 Accessories	Marininisa acor		
January Administrative Tools	Documents	@	
Jaintenance		Pro Details.exe	
Microsoft SQL Server 2008	Computer		
Microsoft SQL Server 2008 R2	*		
Microsoft Visual Studio 2008	Network		
Juice Systems	-		
👮 ROD	Control Panel		
CAPI Spy			
L. Config Manager Tester	Devices and Printers		
Connection Manager Monitor	Administrative Tools		
CTI Console Viewer	Auministrative roots		
😌 Events Spy	Help and Support		
Observer Tester	The are a set to the set of the s		
IC Tools	Run		
	e		
◀ Back	Windows Security		
Search programs and files	Log off 🕨		
	T.S.		
🎝 Start 🛛 🕹 🚡 😥 🔹 👷			😳 🧾 🧓 🏂 🥑 🏲 🐂 🕼 12:34 💻

Click on the **CTI Driver** (**ID1**) tab highlighted and note the messages being received from MLSM. Open the filter tab highlighted to ensure that all important messages are being reported on.

🛃 ConfigManagerServer 🛛 🏠 Dispatch 🔀 CTI Driver (ID 1) 📑 LogService 🔍 Media Provider Controller (ID 1)
Module name Thread ID
✓ DriverID1 ▲ ✓ F20 ▲
✓ DriverID1 ▲ ✓ F20 ✓ Dispatch Agent DLL ✓ FC8 ✓ Generic CTI Driver ✓ FD0
L [214C] - ClientTCP::RcvFullMsg - size:5. time out:8000 L [214C] - ClientTCP::RcvFullMsg - actual read successfully:5
L [214C] - ClientTCP::RcvFullMsg - size:281. time out:8000 L [214C] - ClientTCP::RcvFullMsg - actual read successfully:281
[214c] - ClientTCP::RCVEu]]Msg - size:5, time out:8000
· [2144] – Processor.HandleEvent – : Got the next event type to handle [T
state Machine [2144] - GenericStateMachine::PreprocessingHandleBusinessDa

The **opening compound** and **closing compound** messages that are received is an example of successful monitoring of events from MLSM.



An example of error in monitoring is highlighted below.

💷 NICE CTI Console Viewer - [CTI Driver (II	D 1)]				_ 8 >
cu anna CTI Modules Window Help					_ 8 >
Geen Connection Manager (ID 1) Geen Connection	n Manager (ID 2) 🛛 🟓 ConfigManagerServ	er 🔀 Dispatch 🛄 CTI Driver (ID 1)	🛃 LogService 🛛 🔍 Media Provid	er Controller (ID 1)	
Reset Filter Clear Screen Open last log file	Options 👻				
Filter					¥
iverID1 [214C] - ClientTCP:: iverID1 [214C] - ClientTCP:: iverID1 [214C] - ClientTCP:: occssor [2144] - Processor.H neric State Machine [2144] - 070 Generic State Machine [2144] - 073 Generic State Machine [2144] - 074 Generic State Machine [2144] - 074 Generic State Machine [2144] - 074 Generic State Machine [2144] - 075 Generic State Machine [2144] - 8082 CAPICONNECTOr 447 [2104] - S 088 CAPICONNECTOr 447 [2104] - S 089 CAPICONNECTOr 447 [2104] - 095 CAP	RcvFullMsg – size:343. tin RcvFullMsg – size:5. time andleEvent – : Got the new GenericStateMachine::Preg 144] – EVENT – Preprocess priver – opening Compound 144] – EVENT – Establishet – MapParticipant – phone Message START_INTERACTION andleEvent – : Got the new GenericStateMachine::Preg 144] – EVENT – Establishet – VENT – Establishet – StateMachine::Preg 144] – EVENT – Stablishet – StateMachine::Preg 144] – EVENT – Stablishet – Stablishet – Preprocess 144] – EVENT – Stablishet – Stablishet – Preprocess 144] – EVENT – Stablishet – SendCommandToCAPI – An exce endCommandToCAPI – An exce endCommandToCAPI – An exce endCommand – Falled to ser – SendCorpy::ScapitoPerfe ertorFactory::ScapitoPerfe ertorFactory::ScapitoPerfe RcvFullMsg – actual read S RcvFullMsg – size:281. tim RcvFullMsg – size:3. time andleEvent – : Got the new GenericStateMachine::Preg	ne out:8000 isccessFully:343 out:8000 t event type to handle [processingHandleBusinessD ingStartEvent callid=3493 5784 619210365796384 for j callid=34934 From 5001 to number map from 5001 to number map from 5002 to iscantingHandleBusinessD icallid=34934 From 5001 to disconnected - trying to result connected - trying to result iscantet connection n - unregister CAPI for 1 isconnected - trying to result isconnected - trying to result isconnection n - unregister CAPI clie ison Property - Got the n proversion(): Using the g icon Property - Got the n oversion started on CLSConnection Started on CLSConnectionStarted on CLSCONNECS out:8000 t event type to handle [out:8000 t event - connectionClean event - connectionStarted on Started on Starte	ata(): canceling opera 4 add missing particip callid=34934 for 5002 6001. 6002. Type: EVENT_START_CALL ata(): canceling opera 4 add missing particip ro 5002 Peconnect: times, resetting the c erver disconnected!. times, resetting the c et the connection. The connection. The connection '4.1 iven CAPI version '4.1	<pre>fion [Reason: State Ma ant 5001 tion [Reason: State Ma ant 5001 API connection, and re 5.0 as default. 4.1 API_IS_UP CLEARED]. tion [Reason: State Ma</pre>	achine etrying

PG; Reviewed: TJM SPOC 2/22/2013 Solution & Interoperability Test Lab Application Notes ©2013 Avaya Inc. All Rights Reserved.

8.6. Verify that NICE VoIP Logger is receiving the duplicate RTP Stream

Locate and run the **FuncTstr** Application as shown below.

D:\NTLogg	per\Logger\Testers\APITesters	▼ 120	Search APITesters		
rganize 👻 🚮 Open	New folder			- III - E	
🔆 Favorites	Name *	Date modified	Туре	Size	ĺ.
🧮 Desktop	Address.dat	18/01/2012 13:31	DAT File	0 KB	
鷆 Downloads	🔲 FuncTstr	17/12/2010 13:34	Application	1,520 KB	
🔛 Recent Places	SysTstr	17/12/2010 13:34	Application	645 KB	
Desktop Libraries Documents Music Pictures Videos Administrator Computer Network Control Panel Recycle Bin					
FuncTstr Dat	e modified: 17/12/2010 13:34 Date Size: 1.48 MB	created: 17/12/2010 13:34			

This opens the **Functional Tester – Logger PCI** application as shown. Click on the **Connect** icon and enter the **Logger Address**. This will be the localhost (**127.0.0.1**) in all cases. Select **OK**.

Functional Tester - LOGGER PCI 9.01	
Options Functions Exit Help	
Enter Logger Address : 127.0.0.1 OK X Cancel	

PG; Reviewed: TJM SPOC 2/22/2013 Solution & Interoperability Test Lab Application Notes ©2013 Avaya Inc. All Rights Reserved.

Click on **Record** highlighted.

Functional Tester - LOGGER PCI 9.01	_ 🗆 🗵
Options Functions Exit Help	
Connect	Functions Playback Record Data Base
	Global

Note there are three devices that are being recorded and there is activity **ACT** on **Token Num 102**.

	E ORD Record Ma	atrix Dynamic Slo	t Alloc Tags	Play Time	OTC DTM	IF Pause More	Coms	_ 0
Reco	rd Sto	P Pause Red	Resume	Setup	Monitor	? Chan Info	✓ ? Refresh <u>Token Info</u>	VolP
Cha	nnel	Record	Activity	Token Nu	m.		TAGS LIST	÷
#1	Brd 1 In	1 REC	(880)	100		A		
#2	Brd 1 In	2 REC		101			TOKEN :	
#3	Brd 1 In	3 REC	ACT	102			[
#4	Brd 1 In	4						
#5	Brd 1 In	5						
#6	Brd 1 In	6						
#7	Brd 1 In	7						
#8	Brd 1 In	8						
#9	Brd 1 In	9						
#10	Brd 1 In	10						
#11	Brd 1 In	11						
#12	Brd 1 In	12						
#13	Brd 1 In	13						
#14	Brd 1 In	14						1
#15	Brd 1 In	15					Refresh TagsLi	st
#16	Brd 1 In	16						
#17	Brd 2 In	1						
#18	Brd 2 In	2						
#19	Brd 2 In						<u> </u>	
#20	Brd 2 In	4				-	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	

PG; Reviewed: TJM SPOC 2/22/2013 Solution & Interoperability Test Lab Application Notes ©2013 Avaya Inc. All Rights Reserved.

8.7. Verify calls are begin recorded NICE Interaction Management

Recordings are stored on the NICE Interaction Management server and can be replayed using **Business Analyzer** as shown below. Log in to NICE Interaction Management as shown in **Section 8.1**, click on the **Business Analyzer** tab. Select the Interactions tab on the left column and under **Queries** \rightarrow **Public**, press on the query required.

1	nteractions	Table View	G	iraph View	-						KIC
	New V 🖉 😥 🔣	Search for v	vords		Search	xact Phrase 💽 Min. (Certainty 75 % 🕅	Vithin	results		
	Queries	Results for	Query:	Complete	- Last 24 hours					👸 😓 🖸 Prefer	ences
	Queries Queries Public Complete - Last 24 hours	Group By:	None	•	14 Records found		🔜 🛤 🔍 🖬 🛛		11 B 6 P		65
	Complete - Last 24 hours Complete - Last 7 days Segment - Calls to calibrate	Туре	Rag	Full Name	Complete Start ⊽	Complete Stop Time		Score	Complete ID	Segments Compound ID	Partic
	Segment - Calls to calibrat	4	2	2504, lyncuser5	27/03/2012 11:14:07	27/03/2012 11:14:23	00:00:16		5724502651937292333	5724502651937292333	
	Segment - Last 24 hours			Unmapped, User	27/03/2012 10:58:32	27/03/2012 10:58:38	00:00:06		5724498679092543531	5724498679092543531	
	Segment - Last 7 days			Unmapped, User	27/03/2012 10:53:36	27/03/2012 10:56:46	00:03:11		5724497377717452840	5724497377717452840	
	- Segment - Last 7 days Cal			Unmapped, User	27/03/2012 10:53:06	27/03/2012 10:53:13	00:00:07		5724497235983532069	5724497235983532069	
	shula seg			Unmapped, User	27/03/2012 10:52:27	27/03/2012 10:52:31	00:00:03		5724497089954644002	5724497089954644002	
	Private			Unmapped, User	26/03/2012 15:06:02	26/03/2012 15:06:36	00:00:34		5724191369887547423	5724191369887547423	
Đ	Reveal Items			Unmapped, User	26/03/2012 14:49:14	26/03/2012 14:49:34	00:00:20		5724187044855480348	5724187044855480348	
				Unmapped, User	26/03/2012 14:41:36	26/03/2012 14:43:05	00:01:30		5724185073465491481	5724185073465491481	
				Unmapped, User	26/03/2012 14:22:45	26/03/2012 14:23:07	00:00:22		5724180198677610518	5724180198677610518	
				Unmapped, User	26/03/2012 14:09:50	26/03/2012 14:10:23	00:00:34		5724176887257825299	5724176887257825299	
				Unmapped, User	26/03/2012 14:08:20	26/03/2012 14:08:25	00:00:04		5724176505005735952	5724176505005735952	
				Unmapped, User	26/03/2012 13:47:16	26/03/2012 13:47:21	00:00:05		5724171071872106509	5724171071872106509	
				Unmapped, User	26/03/2012 13:45:42	26/03/2012 13:45:50	80:00:00		5724170672440147978	5724170672440147978	
				Unmapped, User	26/03/2012 13:42:45	26/03/2012 13:42:47	00:00:02		5724169890756100102	5724169890756100102	

Double click on any interaction in the table above to play it back. An example is shown below.

NICE® Menu	
Start: 27/03/2012 11:14:07	End: 11:14:23 Duration: 00:00:15 Error occurred
•	0 00:02 00:04 00:06 00:08 00:10 00:12 00:14
🤶 Customer >	
Agent >	
	11:14:07 11:14:10 11:14:13 11:14:16 11:14:19 11:14:22
	Ø Customer Ø 2504, lyncuser5
	Add V

9. Conclusion

These Application Notes describe the configuration steps required for NICE Interaction Management R4.1 to successfully interoperate with Avaya Communication Server R7.5 and Avaya Aura® Contact Centre R6.2 using Meridian Link Services Module (MLSM) to receive CTI events. All test cases were completed successfully. Please refer to **Section 2.2** for test results and observations.

10. Additional References

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

- [1] Software Input Reference Administration Avaya Communication Server 1000, Release 7.5; Document No. NN43001-611_05.02
- [2] *Avaya Aura* ® *Contact Centre Planning and Engineering*, Doc # NN44400-210, Issue 3.03 Release 6.2
- [3] Avaya Aura ® Contact Centre Installation, Doc # NN44400-311, Issue 3.02 Release 6.2

All information on the product installation and configuration of NICE Interaction Management can be found at <u>http://www.nice.com</u>

©2012 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and TM 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 <u>devconnect@avaya.com</u>.

Appendix A

CS1000E Call Server Patch list

VERION 4121 RELEASE 7 ISSUE 50 Q + DepList 1: core Issue: 01 (created: 2012-07-04 12:32:45 (est)) IN-SERVICE PEPS PATH CR # PATCH REF # NAME DATE FILENAME SPECINS 000 wi00960809 ISS1:10P1 p31554 1 03/09/2012 p31554 1.cpl NO 001 wi0093028 ISS1:10P1 p31097 1 03/09/2012 p31097 1.cpl NO 003 wi00864343 ISS1:10P1 p31097 1 03/09/2012 p31097 1.cpl NO 004 wi00938555 ISS1:10P1 p31097 1 03/09/2012 p30807 1.cpl NO 004 wi00938555 ISS1:10P1 p31097 1 03/09/2012 p31097 1.cpl NO 004 wi00938556 ISS1:10P1 p31201 1 03/09/2012 p31087 1.cpl NO 004 wi00938741 ISS1:10P1 p31201 1 03/09/2012 p31087 1.cpl NO 004 wi00938745 ISS1:10P1 p31201 1 03/09/2012 p31387 1.cpl NO 008 wi00980476 ISS1:10P1 p31541 1 03/09/2012 p31387 1.cpl NO 010 wi00879322 ISS1:10P1 p31541 1 03/09/2012 p31347 1.cpl NO 011 wi0099476 ISS1:10P1 p31541 0 3/09/2012 p31541 .cpl NO 012 wi00958776 ISS1:10P1 p31541 0 3/09/2012 p31542 1.cpl NO 015 wi0095705 ISS1:10P1 p31541 0 3/09/2012 p31542 1.cpl NO 015 wi00970476 ISS1:10P1 p3137 1 03/09/2012 p31542 1.cpl NO 015 wi00970476 ISS1:10P1 p31340 1 03/09/2012 p31342 1.cpl NO 016 wi0097374 ISS1:10P1 p31341 03/09/2012 p31342 1.cpl NO 015 wi0097047 ISS1:10P1 p31741 03/09/2012 p31741 1.cpl NO 015 wi0097047 ISS1:10P1 p31741 03/09/2012 p31741 1.cpl NO 016 wi0097341 ISS1:10P1 p31751 03/09/2012 p31741 1.cpl NO 017 wi0089255 ISS1:10P1 p31051 03/09/2012 p31751 .cpl NO 018 wi0097371 ISS1:10P1 p31051 03/09/2012 p31751 .cpl NO 022 wi00982365 ISS1:10P1 p31051 03/09/2012 p31751 .cpl NO 032 wi00982365 ISS1:10P1 p31051 03/09/2012 p31051 .cpl NO 044 wi00932204 ISS1:10P1 p31051 03/09/2012 p31051 .cpl NO 052 wi00984551 ISS1:10P1 p31551 03/09/2012 p31552 .cpl NO 053 wi0098337 TSS1:10P1 p31651 03/09/2012 p31552 .cpl NO 054 wi0098337 ISS1:10P1 p31651 03/09/2012 p31552 .cpl NO 054 wi00983551 ISS1:10P1 p31551 03/09/2012 p31552 .cpl NO 054 wi00983551 ISS1:10P1 p31551 03/09/2012 p31552 .cpl NO 054 wi00983551 ISS1:10P1 p31561 03/09/2012 p31551 .cpl NO 054 wi00983551 ISS1:10P1 p31561 03/09/2012 p31561 .cpl NO 054 wi00983551	Г							
ISSUE 50 Q + DepList 1: core Issue: 01 (created: 2012-07-04 12:32:45 (est.)) IN-SERVICE PEFS PAT# CR # PATCH REF # 000 wi00960809 ISSI:10F1 p31564_1 03/09/2012 p31564_1.cpl NO 001 wi00960809 ISSI:10F1 p31354_1 03/09/2012 p30807_1.cpl NO 002 wi00896394 ISSI:10F1 p30807_1 03/09/2012 p30807_1.cpl NO 004 wi00936255 ISSI:10F1 p30881_1 03/09/2012 p3081_1.cpl NO 004 wi00936404 ISSI:10F1 p30881_1 03/09/2012 p3084_1.cpl YES 006 wi009360476 ISSI:10F1 p3187_1 03/09/2012 p3084_1.cpl NO 008 wi00980476 ISSI:10F1 p3187_1 03/09/2012 p3184_1.cpl NO 011 wi0098476 ISSI:10F1 p3142_1 03/09/2012 p3140_1.cpl NO 014 wi0098476 ISSI:10F1 p3142_1 03/09/2012 p3140_1.cpl NO 014 wi0098476 ISSI:10F1 p3142_1 03/09/2012 p3140_1.cpl								
DepList 1: core Issue: 01 (created: 2012-07-04 12:32:45 (est)) IN-SERVICE FEES PAT# CR # PATCH REF # NAME DATE FILENAME SPECINS 000 wi00960809 ISSI:10F1 p31564_1 03/09/2012 p31564_1.cpl NO 001 wi00936345 ISSI:10F1 p30807 103/09/2012 p30807_1.cpl NO 003 wi00896344 ISSI:10F1 p3081 03/09/2012 p30881_1.cpl YES 005 wi00864477 ISSI:10F1 p30894_1 03/09/2012 p30881_1.cpl YES 006 wi0086476 ISSI:10F1 p30817 03/09/2012 p30841_1.cpl NO 007 wi0089476 ISSI:10F1 p30467_1 03/09/2012 p3047_1.cpl NO 008 wi00980476 ISSI:10F1 p3140_1 03/09/2012 p3046_1.cpl NO 011 wi0097322 ISSI:10F1 p3140_1 03/09/2012 p31340_1.cpl NO 014 wi0093716 ISSI:10F1 p3141_1 03/09/2012 p3134_1.cpl NO 014 wi00937041 ISSI:10F1 p3142_1								
IN-SERVICE FEPS PATCH REF # NAME DATE FILENAME SPECINS 000 wi00960809 ISS1:10F1 p315641 03/09/2012 p313541.cpl YES 001 wi0086394 ISS1:10F1 p315641 03/09/2012 p313541.cpl YES 002 wi0086394 ISS1:10F1 p308811 03/09/2012 p30881_cpl NO 004 wi00938555 ISS1:10F1 p308811 03/09/2012 p30841.cpl YES 006 wi0095600 ISS1:10F1 p308811 03/09/2012 p30541.cpl NO 007 wi00863776 ISS1:10F1 p308541 03/09/2012 p313401.cpl NO 008 wi00980766 ISS1:10F1 p313421 03/09/2012 p313401.cpl NO 011 wi00980766 ISS1:10F1 p313421 03/09/2012 p313401.cpl NO 012 wi00980766 ISS1:10F1 p313101 03/09/2012 p313401.cpl NO 014 wi0093714 ISS1:10F1 p3								
PRT# CR # PATCH REF # NAME DATE FILENAME SECINS 000 wi00960809 ISSI:10F1 p31354_1 03/09/2012 p31354_1.cpl NO 001 wi00931028 ISSI:10F1 p31354_1 03/09/2012 p30867_1.cpl NO 002 wi00936944 ISSI:10F1 p30867_1 03/09/2012 p30891_1.cpl YES 004 wi00936555 ISSI:10F1 p30881_1 03/09/2012 p30891_1.cpl YES 006 wi00905600 ISSI:10F1 p31361_1 03/09/2012 p31361_1.cpl NO 008 wi00905600 ISSI:10F1 p31361_1 03/09/2012 p31361_1.cpl NO 010 wi0095676 ISSI:10F1 p31361_1 03/09/2012 p31541_1.cpl NO 011 wi0095676 ISSI:10F1 p3134_1_1 03/09/2012 p3154_1_1.cpl NO 014 wi0090707 ISSI:10F1 p3134_1_1 03/09/2012 p3151_1.cpl NO 015 wi0097941 ISSI:10F1		DepLi	ist 1: core	Issue: 01 (created:	2012-07-04	12:32:45 (e	st))	
PRT# CR # PATCH REF # NAME DATE FILENAME SECINS 000 wi00960809 ISSI:10F1 p31354_1 03/09/2012 p31354_1.cpl NO 001 wi00931028 ISSI:10F1 p31354_1 03/09/2012 p30867_1.cpl NO 002 wi00936944 ISSI:10F1 p30867_1 03/09/2012 p30891_1.cpl YES 004 wi00936555 ISSI:10F1 p30881_1 03/09/2012 p30891_1.cpl YES 006 wi00905600 ISSI:10F1 p31361_1 03/09/2012 p31361_1.cpl NO 008 wi00905600 ISSI:10F1 p31361_1 03/09/2012 p31361_1.cpl NO 010 wi0095676 ISSI:10F1 p31361_1 03/09/2012 p31541_1.cpl NO 011 wi0095676 ISSI:10F1 p3134_1_1 03/09/2012 p3154_1_1.cpl NO 014 wi0090707 ISSI:10F1 p3134_1_1 03/09/2012 p3151_1.cpl NO 015 wi0097941 ISSI:10F1								
000 wi00960809 ISS1:10F1 p31541 03/09/2012 p313541.cpl NO 001 wi00931028 ISS1:10F1 p310871 03/09/2012 p313541.cpl NO 003 wi00896394 ISS1:10F1 p308071 03/09/2012 p308071.cpl NO 004 wi00894555 ISS1:10F1 p308941 03/09/2012 p308811.cpl YES 005 wi0086477 ISS1:10F1 p308811 03/09/2012 p313871.cpl NO 006 wi00890476 ISS1:10F1 p31681 03/09/2012 p313871.cpl NO 007 wi0081764 ISS1:10F1 p315421 03/09/2012 p313471.cpl NO 011 wi00980476 ISS1:10F1 p315421 03/09/2012 p31341.cpl NO 014 wi0095776 ISS1:10F1 p313401 03/09/2012 p31341.cpl NO 014 wi0097821 ISS1:10F1 p31341 03/09/2012 p31241.cpl NO 014 wi0095765 ISS1:10F1								
001 wi00931028 ISS1:10F1 p31354_1 03/09/2012 p31354_1.cp1 YES 002 wi00896394 ISS1:10F1 p31093_1 03/09/2012 p31093_1.cp1 NO 004 wi00986355 ISS1:10F1 p30881_1 03/09/2012 p30881_1.cp1 YES 005 wi0086447 ISS1:10F1 p30881_1 03/09/2012 p31081_1.cp1 YES 006 wi0086476 ISS1:10F1 p31681_1 03/09/2012 p31681_1.cp1 NO 007 wi00839794 ISS1:10F1 p30541_1 03/09/2012 p31361_1.cp1 NO 001 wi00839794 ISS1:10F1 p31340_1 03/09/2012 p31340_1.cp1 NO 011 wi0098476 ISS1:10F1 p3124_1 03/09/2012 p3134_1.cp1 NO 014 wi0098476 ISS1:10F1 p3124_1 03/09/2012 p3134_1.cp1 NO 014 wi00987082 ISS1:10F1 p3124_1 03/09/2012 p3134_1.cp1 NO 015 wi00897082								
002 wi00894443 ISS1:10F1 p30807_1 03/09/2012 p30807_1.cpl NO 003 wi00894443 ISS1:10F1 p30881_1 03/09/2012 p30891_1.cpl YES 005 wi00805600 ISS1:10F1 p30881_1 03/09/2012 p30891_1.cpl YES 005 wi0080476 ISS1:10F1 p3081 03/09/2012 p3387_1.cpl NO 007 wi0080476 ISS1:10F1 p3054_1 03/09/2012 p3387_1.cpl NO 009 wi00890476 ISS1:10F1 p3054_1 03/09/2012 p31340_1.cpl NO 010 wi0089704 ISS1:10F1 p3144_1 03/09/2012 p31340_1.cpl NO 011 wi0096350 ISS1:10F1 p3124_1 03/09/2012 p31310_1.cpl NO 014 wi00963704 ISS1:10F1 p3134_1 03/09/2012 p3134_1.cpl NO 014 wi00963704 ISS1:10F1 p3124_1 03/09/2012 p3174_1.cpl NO 014 wi0097324								
003 wi00894443 ISS1:10F1 p31081_1 03/09/2012 p30881_1.cpl YES 004 wi00938555 ISS1:10F1 p30881_1 03/09/2012 p30894_1.cpl YES 005 wi0086547 ISS1:10F1 p31081_1 03/09/2012 p33081_1.cpl YES 006 wi0086176 ISS1:10F1 p31371 03/09/2012 p33871.cpl NO 008 wi0080476 ISS1:10F1 p31371 03/09/2012 p33871.cpl NO 010 wi00839744 ISS1:10F1 p31421_0 03/09/2012 p33542_1.cpl NO 011 wi009058776 ISS1:10F1 p31340_1 03/09/2012 p31340_1.cpl NO 014 wi0096350 ISS1:10F1 p31310_1 03/09/2012 p31124_1.cpl NO 015 wi00937042 ISS1:10F1 p31310_1 03/09/2012 p3124_1.cpl NO 014 wi00937041 ISS1:10F1 p31310_1 03/09/2012 p31312_1.cpl NO 015 wi00839255								
004 wi0038555 ISS1:10F1 p30881_1 03/09/2012 p30894_1.cpl YES 005 wi00905600 ISS1:10F1 p30894_1.cpl YES 006 wi00905600 ISS1:10F1 p3187_1 03/09/2012 p3187_1.cpl NO 007 wi0080476 ISS1:10F1 p3187_1 03/09/2012 p3187_1.cpl NO 008 wi0090476 ISS1:10F1 p3187_1 03/09/2012 p31842_1.cpl NO 011 wi0096476 ISS1:10F1 p3134_1 03/09/2012 p31542_1.cpl NO 012 wi0096376 ISS1:10F1 p3134_1 03/09/2012 p31542_1.cpl NO 014 wi0096376 ISS1:10F1 p31312_1 03/09/2012 p3174_1.cpl NO 014 wi0097082 ISS1:10F1 p3124_1 03/09/2012 p3174_1.cpl NO 014 wi0093224 ISS1:10F1 p3124_1 03/09/2012 p3174_1.cpl NO 016 wi00970707 ISS1:10F1 p3175_1 03/0					· -			
005 wi0865477 ISS1:10F1 p31201_1 03/09/2012 p31894_1.cpl YES 006 wi00905600 ISS1:10F1 p31201_1 03/09/2012 p31801_1.cpl NO 007 wi00841980 ISS1:10F1 p31387_1 03/09/2012 p30618_1.cpl NO 008 Wi00983794 ISS1:10F1 p3187_1 03/09/2012 p3184_1.cpl NO 010 wi0083794 ISS1:10F1 p3184_1 03/09/2012 p3184_1.cpl NO 011 wi0090476 ISS1:10F1 p3134_1 03/09/2012 p3134_1.cpl NO 012 wi00958776 ISS1:10F1 p3114_1 03/09/2012 p3131_1.cpl NO 014 wi0093714 ISS1:10F1 p3114_1 03/09/2012 p3134_1.cpl NO 015 wi00897082 ISS1:10F1 p3115_1 03/09/2012 p3136_1.cpl NO 018 wi0097707 ISS1:10F1 p3150_1 03/09/2012 p3151_1.cpl NO 021 wi0085265 ISS								
006 wi00905600 ISSI:10F1 p1201_1 03/09/2012 p31201_1.cpl NO 007 wi00841980 ISSI:10F1 p30618_1 03/09/2012 p31871.cpl NO 008 wi00890476 ISSI:10F1 p28447_1 03/09/2012 p30541_cpl NO 010 wi00879322 ISSI:10F1 p28447_1 03/09/2012 p31347_1.cpl NO 011 wi0090476 ISSI:10F1 p31342_1 03/09/2012 p31342_1.cpl NO 012 wi0093776 ISSI:10F1 p31310_1 03/09/2012 p31312_1.cpl NO 014 wi00937144 ISSI:10F1 p31310_1 03/09/2012 p31745_1.cpl NO 016 wi00932541 ISSI:10F1 p3175_1 03/09/2012 p3175_1.cpl NO 018 wi0093241 ISSI:10F1 p3175_1 03/09/2012 p3105_1.cpl NO 020 wi0093707 ISSI:10F1 p3105_1 03/09/2012 p3105_1.cpl NO 021 wi0096271								
007 wi00841980 ISS1:10F1 p308187 03/09/2012 p308187 1.cpl NO 008 wi0080476 ISS1:10F1 p31387 1.cpl NO 010 wi00839784 ISS1:10F1 p30854 03/09/2012 p30847 1.cpl NO 010 wi00890476 ISS1:10F1 p31340 03/09/2012 p31340 1.cpl NO 011 wi0090476 ISS1:10F1 p31342 03/09/2012 p31310 1.cpl NO 014 wi00937114 ISS1:10F1 p31310 03/09/2012 p31310 1.cpl NO 015 wi00897082 ISS1:10F1 p31742 03/09/2012 p31748 1.cpl NO 016 wi0097707 ISS1:10F1 p31751 03/09/2012 p31751 .cpl NO 020 wi0083255 ISS1:10F1 p31051 03/09/2012 p31350 .cpl NO 023 wi0082264 ISS1:10F1 p31350 03/09/2012 p31350 .c								
008 wi00980476 ISSI:10F1 p3187 1 03/09/2012 p3187 1.cpl NO 009 WI00839794 ISSI:10F1 p30954 1 03/09/2012 p3187 1.cpl NO 010 wi00958776 ISSI:10F1 p31941 1 03/09/2012 p313401.cpl NO 011 wi00958776 ISSI:10F1 p313401 03/09/2012 p312191.cpl NO 013 wi0096350 ISSI:10F1 p31141 03/09/2012 p312121.cpl NO 014 wi00937114 ISSI:10F1 p31142 1 03/09/2012 p31748 1.cpl NO 015 wi00897082 ISSI:10F1 p31748 1 03/09/2012 p31715 1.cpl NO 018 wi00973241 ISSI:10F1 p31071 1 03/09/2012 p31051 1.cpl NO 020 wi00891626 ISSI:10F1 p31051 1 03/09/2012 p31305 2.cpl NO 021 wi0082621 ISSI:10F1 p31351 1 03/09/2012 p31305 2.cpl NO 022 wi00962211 ISSI:10F1 p3								
009 WI00839794 ISSI:10F1 p28647_1 03/09/2012 p28647_1.cpl NO 010 wi00879322 ISSI:10F1 p30954_1 03/09/2012 p30954_1.cpl NO 011 wi00908476 ISSI:10F1 p31340_1 03/09/2012 p31340_1.cpl NO 012 wi00908376 ISSI:10F1 p31124_1 03/09/2012 p31310_1.cpl NO 013 wi0097041 ISSI:10F1 p31124_1 03/09/2012 p31310_1.cpl NO 016 wi00970414 ISSI:10F1 p31124_1 03/09/2012 p31741.cpl NO 016 wi0097041 ISSI:10F1 p3175_1 03/09/2012 p30591_1.cpl NO 018 wi00907707 ISSI:10F1 p31051_1 03/09/2012 p31052_1.cpl NO 022 wi0085265 ISSI:10F1 p3105_1 03/09/2012 p31305_2.cpl NO 023 wi0096211 ISSI:10F1 p31580_1 03/09/2012 p31379_1.cpl NO 024 wi0092125					· -			
010 wi00879322 ISSI:10F1 p30954_1 03/09/2012 p30954_1.cpl NO 011 wi00909476 ISSI:10F1 p31340_1 03/09/2012 p31340_1.cpl NO 012 wi00958776 ISSI:10F1 p31219_1 03/09/2012 p31310_1.cpl NO 014 wi00937114 ISS1:10F1 p3114_1 03/09/2012 p31310_1.cpl NO 014 wi00937114 ISS1:10F1 p3114_1 03/09/2012 p3114_1.cpl NO 015 wi00937241 ISS1:10F1 p31228_1 03/09/2012 p31745_1.cpl NO 018 wi00973241 ISS1:10F1 p31228_1 03/09/2012 p3105_1.cpl NO 020 wi00891626 ISS1:10F1 p3105_2 03/09/2012 p3105_1.cpl NO 021 wi00962211 ISS1:10F1 p3130_2 03/09/2012 p3128_1.cpl NO 022 wi0098265 ISS1:10F1 p3130_2 03/09/2012 p3126_1.cpl NO 023 wi0096271								
011 wi0090476 ISS1:10F1 p31340 ⁻¹ 03/09/2012 p31340 ⁻¹ .cpl NO 012 wi0095676 ISS1:10F1 p31542 ⁻¹ 03/09/2012 p31219 ⁻¹ .cpl NO 014 wi00936350 ISS1:10F1 p31310 ⁻¹ 03/09/2012 p31219 ⁻¹ .cpl NO 015 wi00897042 ISS1:10F1 p31310 ⁻¹ 03/09/2012 p31748 ⁻¹ .cpl NO 016 wi00979414 ISS1:10F1 p30591 ⁻¹ 03/09/2012 p31748 ⁻¹ .cpl NO 017 wi0089762 ISS1:10F1 p3151 ⁻¹ 03/09/2012 p31748 ⁻¹ .cpl NO 019 wi0097707 ISS1:10F1 p31051 ⁻¹ 03/09/2012 p31051 ⁻¹ .cpl NO 021 wi00852365 ISS1:10F1 p3130 ⁻¹ 03/09/2012 p3130 ⁻¹ .cpl NO 022 wi00962211 ISS1:10F1 p3130 ⁻¹ 03/09/2012 p3127 ⁻¹ .cpl NO 025 wi009674 ISS1:10F1 p3127 ⁻¹ 03/09/2012 p3127 ⁻¹ .cpl NO 024 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>								
012 wi00958776 ISS1:10F1 p31542_1 03/09/2012 p31542_1.cpl YES 013 wi00937114 ISS1:10F1 p31111 03/09/2012 p311211.cpl NO 014 wi00937114 ISS1:10F1 p31124_1 03/09/2012 p31124_1.cpl NO 015 wi00897082 ISS1:10F1 p31748_1 03/09/2012 p31744_1.cpl NO 016 wi00979414 ISS1:10F1 p31745_1 03/09/2012 p31715_1.cpl NO 018 wi00970707 ISS1:10F1 p31228_1 03/09/2012 p31051_1.cpl NO 020 wi00891626 ISS1:10F1 p31051_1 03/09/2012 p31051_2.cpl NO 021 wi0092204 ISS2:10F1 p31350_1 03/09/2012 p3158_1.cpl NO 022 wi00936714 ISS1:10F1 p3125_1 03/09/2012 p3137_9_1.cpl NO 024 wi00936714 ISS1:10F1 p3137_1 03/09/2012 p3137_9_1.cpl NO 025 wi00936714								
013 wi00906350 ISS1:10F1 p31219_1 03/09/2012 p31310_1.cpl NO 014 wi00937114 ISS1:10F1 p3110_1 03/09/2012 p31310_1.cpl NO 015 wi0097082 ISS1:10F1 p31124_1 03/09/2012 p31748_1.cpl NO 016 wi00979414 ISS1:10F1 p30591_1 03/09/2012 p30591_1.cpl NO 018 wi00970707 ISS1:10F1 p31751_1 03/09/2012 p31051_1.cpl NO 019 wi00907707 ISS1:10F1 p31051_1 03/09/2012 p31051_1.cpl NO 022 wi00932204 ISS2:10F1 p31052_2 03/09/2012 p31265_1.cpl NO 023 wi00962211 ISS1:10F1 p31525_1 03/09/2012 p3127_1.cpl NO 024 wi0092125 ISS1:10F1 p3179_1 03/09/2012 p3137_1.cpl NO 025 wi0096353 ISS1:10F1 p3142_1 03/09/2012 p3137_1.cpl NO 026 wi0096353								
014 wi00937114 ISS1:10F1 p31310_1 03/09/2012 p313124_1 03/09/2012 p31324_1.cpl NO 015 wi0097082 ISS1:10F1 p31748_1 03/09/2012 p31748_1.cpl NO 016 wi00979414 ISS1:10F1 p30591_1 03/09/2012 p30591_1.cpl NO 018 wi00973241 ISS1:10F1 p3128_1 03/09/2012 p31715_1.cpl NO 019 wi0097707 ISS1:10F1 p31051_1 03/09/2012 p31051_1.cpl NO 022 wi0085265 ISS1:10F1 p31505_2 03/09/2012 p31305_2.cpl NO 023 wi00962211 ISS1:10F1 p31505_1 03/09/2012 p31305_1.cpl NO 024 wi0093371 ISS1:10F1 p3179_1 03/09/2012 p31379_1.cpl NO 025 wi00968353 ISS1:10F1 p31379_1 03/09/2012 p31379_1.cpl NO 026 wi0093437 ISS1:10F1 p3147_1 03/09/2012 p31460_1.cpl NO <tr< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr<>								
015 wi00897082 ISS1:10F1 p31124_1 03/09/2012 p31124_1.cpl NO 016 wi00979414 ISS1:10F1 p31748_1 03/09/2012 p31748_1.cpl YES 017 wi00839255 ISS1:10F1 p30591_1 03/09/2012 p30591_1.cpl NO 018 wi00973241 ISS1:10F1 p31715_1 03/09/2012 p31228_1.cpl NO 020 wi00891626 ISS1:10F1 p31051_1 03/09/2012 p31305_1.cpl NO 022 wi00852365 ISS1:10F1 p3107_1 03/09/2012 p31305_2.cpl NO 023 wi00962211 ISS1:10F1 p31265_1 03/09/2012 p31379_1.cpl NO 024 wi00936714 ISS1:10F1 p3127_1 03/09/2012 p31379_1.cpl NO 027 wi00968353 ISS1:10F1 p3127_1 03/09/2012 p3146_1.cpl NO 030 wi0096377 ISS1:10F1 p3142_1 03/09/2012 p3146_1.cpl NO 032 wi0096373								
016wi00979414ISS1:10F1p31748_103/09/2012p31748_1.cplYES017wi00839255ISS1:10F1p3059103/09/2012p305911.cplNO018wi0097707ISS1:10F1p31715_103/09/2012p31251_1.cplNO020wi00891626ISS1:10F1p3105103/09/2012p31051_1.cplYES021wi00852365ISS1:10F1p3105103/09/2012p31051_1.cplYES021wi0092204ISS2:10F1p31305_103/09/2012p31305_2.cplNO023wi00962211ISS1:10F1p31265_103/09/2012p31365_1.cplNO024wi0092129ISS1:10F1p3179_103/09/2012p31379_1.cplNO025wi00936714ISS1:10F1p3127_103/09/2012p3127_1.cplNO026wi0096635ISS1:10F1p3142_103/09/2012p3142_1.cplNO027wi0096797ISS1:10F1p3142_103/09/2012p3166_1.cplNO028wi00983377ISS1:10F1p3166_103/09/2012p3166_1.cplNO030wi00993377ISS1:10F1p3166_103/09/2012p3076_1.cplNO033wi00840590ISS1:10F1p3125_103/09/2012p3146_1.cplNO034wi0090668ISS1:10F1p30456_103/09/2012p3076_1.cplNO035wi00986355ISS1:10F1p30456_103/09/2012p3146_1.cplNO034wi00986355 <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>								
017wi00839255ISS1:10F1p30591_103/09/2012p30591_1.cplNO018wi00973241ISS1:10F1p31715_103/09/2012p31715_1.cplNO019wi00907707ISS1:10F1p31228_103/09/2012p31051_1.cplNO020wi00891626ISS1:10F1p31051_103/09/2012p31051_1.cplYES021wi0082264ISS2:10F1p31052_203/09/2012p31305_2.cplNO023wi00962211ISS1:10F1p31580_103/09/2012p31265_1.cplNO024wi00921295ISS1:10F1p31265_103/09/2012p3179_1.cplNO025wi00984652ISS1:10F1p3179_103/09/2012p3179_1.cplNO026wi0096353ISS1:10F1p31227_103/09/2012p3127_1.cplNO027wi00907697ISS1:10F1p3167_103/09/2012p31412_1.cplNO028wi0096333ISS1:10F1p3167_103/09/2012p3167_1.cplNO030wi00993377ISS1:10F1p3167_103/09/2012p3165_1.cplNO032wi009868ISS1:10F1p30767_103/09/2012p3076_1.cplNO033wi00840590ISS1:10F1p30456_103/09/2012p30456_1.cplNO034wi0090668ISS1:10F1p3046_103/09/2012p3163_1.cplNO035wi0086355ISS1:10F1p3046_103/09/2012p3163_1.cplNO034wi0086163ISS1								
018wi00973241ISS1:10F1p31715_103/09/2012p31715_1.cp1NO019wi00907707ISS1:10F1p31228_103/09/2012p31228_1.cp1NO020wi00891626ISS1:10F1p31051_103/09/2012p31051_1.cp1YES021wi00852365ISS1:10F1p31052_103/09/2012p31051_2.cp1NO022wi00932204ISS2:10F1p31305_203/09/2012p31305_2.cp1NO023wi0092211ISS1:10F1p31265_103/09/2012p31265_1.cp1NO024wi00921295ISS1:10F1p31379_103/09/2012p3179_1.cp1NO025wi00984652ISS1:10F1p31227_103/09/2012p3179_1.cp1NO026wi00936714ISS1:10F1p31227_103/09/2012p3167_1.cp1NO027wi00907697ISS1:10F1p31167_103/09/2012p3167_1.cp1NO028wi0096337ISS1:10F1p3167_103/09/2012p3167_1.cp1NO030wi00993377ISS1:10F1p3165_103/09/2012p3167_1.cp1NO031wi00985760ISS1:10F1p30750_103/09/2012p3167_1.cp1NO032wi009668ISS1:10F1p30456_103/09/2012p3045_1.cp1NO033wi00840590ISS1:10F1p30456_103/09/2012p3045_1.cp1NO034wi0090668ISS1:10F1p30456_103/09/2012p3045_1.cp1NO035wi00854150 <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>								
019wi00907707ISS1:10F1p31228_103/09/2012p31228_1.cplNO020wi00891626ISS1:10F1p31051_103/09/2012p31051_1.cplYES021wi00852365ISS1:10F1p30707_103/09/2012p31305_2.cplNO022wi00932204ISS2:10F1p31305_203/09/2012p31305_2.cplNO023wi00962211ISS1:10F1p31265_103/09/2012p31305_1.cplNO024wi00921295ISS1:10F1p31226_103/09/2012p31379_1.cplNO025wi00984652ISS1:10F1p3127_103/09/2012p31379_1.cplNO026wi00968353ISS1:10F1p31427_103/09/2012p3142_1.cplNO027wi00907697ISS1:10F1p31467_103/09/2012p3146_1.cplNO028wi00968353ISS1:10F1p31467_103/09/2012p3186_1.cplNO030wi00993377ISS1:10F1p3186_103/09/2012p316_1.cplNO031WI00889786ISS1:10F1p30750_103/09/2012p3163_1.cplNO033wi00840590ISS1:10F1p30456_103/09/2012p30456_1.cplNO034wi0090668ISS1:10F1p31638_103/09/2012p30456_1.cplNO035wi00856788ISS1:10F1p30456_103/09/2012p30456_1.cplNO036wi00906163ISS1:10F1p30468_103/09/2012p30456_1.cplNO038wi00856708								
020wi00891626ISS1:10F1p31051_103/09/2012p31051_1.cplYES021wi00852365ISS1:10F1p30707103/09/2012p307071.cplNO022wi00932204ISS2:10F1p31305_203/09/2012p31305_2.cplNO023wi00962211ISS1:10F1p31305_103/09/2012p31580_1.cplNO024wi00921295ISS1:10F1p31265_103/09/2012p31792_1.cplNO025wi00984652ISS1:10F1p31379_103/09/2012p3127_1.cplNO026wi00936714ISS1:10F1p31379_103/09/2012p31412_1.cplNO027wi00907697ISS1:10F1p31412_103/09/2012p31412_1.cplNO028wi00903437ISS1:10F1p31412_103/09/2012p31412_1.cplNO030wi00903437ISS1:10F1p31960_103/09/2012p3160_1.cplNO031WI00889786ISS1:10F1p30750_103/09/2012p30750_1.cplNO032wi0090668ISS1:10F1p30456_103/09/2012p30456_1.cplNO033wi00840590ISS1:10F1p31638_103/09/2012p31638_1.cplNO034wi0090668ISS1:10F1p30456_103/09/2012p30456_1.cplNO035wi00956788ISS1:10F1p30468_103/09/2012p30456_1.cplNO036wi00985150ISS1:10F1p30446_103/09/2012p30456_1.cplNO037Wi00854								
021wi00852365ISS1:10F1p30707_103/09/2012p30707_1.cplNO022wi00932204ISS2:10F1p31305_203/09/2012p31305_2.cplNO023wi0096211ISS1:10F1p31580_103/09/2012p31305_1.cplNO024wi00921295ISS1:10F1p31265_103/09/2012p31379_1.cplNO025wi00936714ISS1:10F1p3179_103/09/2012p3179_1.cplNO026wi00936714ISS1:10F1p3127_103/09/2012p3127_1.cplNO027wi00907697ISS1:10F1p31412_103/09/2012p31412_1.cplNO028wi0096353ISS1:10F1p31467_103/09/2012p31412_1.cplNO029wi00903437ISS1:10F1p31660_103/09/2012p31860_1.cplNO030wi00993377ISS1:10F1p31660_103/09/2012p3176_1.cplNO033wi00840590ISS1:10F1p30750_103/09/2012p3076_1.cplNO033wi00840590ISS1:10F1p30456_103/09/2012p30456_1.cplNO035wi0090668ISS1:10F1p31431_003/09/2012p31638_1.cplNO036wi0096163ISS1:10F1p30456_103/09/2012p31461_1.cplNO037Wi0085835ISS1:10F1p30456_103/09/2012p31461_1.cplNO038wi0085835ISS1:10F1p30456_103/09/2012p31461_1.cplNO039wi00948931 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>								
022wi00932204ISS2:10F1p31305_203/09/2012p31305_2.cplN0023wi00962211ISS1:10F1p31580_103/09/2012p31580_1.cplN0024wi00921295ISS1:10F1p31265_103/09/2012p31265_1.cplN0025wi00936714ISS1:10F1p31792_103/09/2012p31379_1.cplN0026wi00907697ISS1:10F1p31272_103/09/2012p31379_1.cplN0027wi00907897ISS1:10F1p31412_103/09/2012p31412_1.cplN0028wi0096353ISS1:10F1p31412_103/09/2012p31460_1.cplN0029wi0093377ISS1:10F1p3160_103/09/2012p31860_1.cplN0030wi00993377ISS1:10F1p31913_103/09/2012p30750_1.cplN0031WI00889786ISS1:10F1p30750_103/09/2012p30757_1.cplN0032wi00905760ISS1:10F1p31638_103/09/2012p30456_1.cplN0034wi0090668ISS1:10F1p31638_103/09/2012p30456_1.cplN0035wi00956788ISS1:10F1p31407_103/09/2012p30456_1.cplN0036wi0096163ISS1:10F1p30456_103/09/2012p30456_1.cplN0038wi00854150ISS1:10F1p30456_103/09/2012p30450_1.cplN0039wi0094831ISS1:10F1p31407_103/09/2012p30450_1.cplN0040wi008567					- <u> </u>			
023wi00962211ISS1:10F1p31580_103/09/2012p31580_1.cplNO024wi00921295ISS1:10F1p31265_103/09/2012p31265_1.cplNO025wi00984652ISS1:10F1p31792_103/09/2012p31792_1.cplNO026wi00936714ISS1:10F1p31379_103/09/2012p31379_1.cplNO027wi00907697ISS1:10F1p31227_103/09/2012p31227_1.cplNO028wi00968353ISS1:10F1p31412_103/09/2012p31412_1.cplNO029wi00903437ISS1:10F1p3167_103/09/2012p3166_1.cplNO030wi00993377ISS1:10F1p31913_103/09/2012p30757_1.cplNO031wi0088786ISS1:10F1p30767_103/09/2012p30767_1.cplNO032wi00985760ISS1:10F1p30767_103/09/2012p30767_1.cplNO033wi00840590ISS1:10F1p31638_103/09/2012p3168_1.cplNO035wi00956788ISS1:10F1p3168_103/09/2012p30468_1.cplNO037WI00854150ISS1:10F1p30468_103/09/2012p31407_1.cplNO038wi0085835ISS1:10F1p31407_103/09/2012p30468_1.cplNO039wi00948931ISS1:10F1p31407_103/09/2012p30468_1.cplNO044wi00856702ISS1:10F1p31407_103/09/2012p30450_1.cplNO043wi008567								
024wi00921295ISS1:10F1p31265_103/09/2012p31265_1.cplNO025wi00984652ISS1:10F1p31792_103/09/2012p31792_1.cplNO026wi00936714ISS1:10F1p31379_103/09/2012p31379_1.cplNO027wi00907697ISS1:10F1p31227_103/09/2012p31227_1.cplNO028wi00968353ISS1:10F1p31412_103/09/2012p31412_1.cplNO029wi00903437ISS1:10F1p31167_103/09/2012p3166_1.cplNO030wi00993377ISS1:10F1p3166_103/09/2012p30750_1.cplNO031WI00889786ISS1:10F1p30750_103/09/2012p30750_1.cplNO032wi00985760ISS1:10F1p30767_103/09/2012p30767_1.cplNO033wi00840590ISS1:10F1p30456_103/09/2012p30456_1.cplNO034wi0090668ISS1:10F1p31205_103/09/2012p31638_1.cplNO035wi00956788ISS1:10F1p31468_103/09/2012p30456_1.cplNO036wi0098335ISS1:10F1p30468_103/09/2012p30468_1.cplNO037WI0854150ISS1:10F1p31407_103/09/2012p30450_1.cplNO038wi00858335ISS1:10F1p314407_103/09/2012p30450_1.cplNO044wi0085766ISS1:10F1p31411_103/09/2012p30450_1.cplNO044wi00856								
025wi00984652ISS1:10F1p31792_103/09/2012p31792_1.cplNO026wi00936714ISS1:10F1p31379_103/09/2012p31379_1.cplNO027wi00907697ISS1:10F1p31227_103/09/2012p31227_1.cplNO028wi00968353ISS1:10F1p31412_103/09/2012p31412_1.cplNO029wi00903437ISS1:10F1p31412_103/09/2012p31467_1.cplNO030wi00993377ISS1:10F1p31860_103/09/2012p31860_1.cplNO031WI00889786ISS1:10F1p30750_103/09/2012p30750_1.cplNO032wi0094590ISS1:10F1p30750_103/09/2012p30750_1.cplNO033wi00840590ISS1:10F1p30456_103/09/2012p30456_1.cplNO034wi0090668ISS1:10F1p31638_103/09/2012p31638_1.cplNO035wi00956788ISS1:10F1p31205_103/09/2012p30468_1.cplNO036wi0096163ISS1:10F1p30468_103/09/2012p30468_1.cplNO038wi00858335ISS1:10F1p30450_103/09/2012p31407_1.cplNO040wi00856182ISS1:10F1p31641_103/09/2012p31407_1.cplNO041wi00856702ISS1:10F1p31411_103/09/2012p31411_1.cplNO042wi00945997ISS1:10F1p31411_103/09/2012p30450_1.cplNO043wi008								
026wi00936714ISS1:10F1p31379_103/09/2012p31379_1.cplNO027wi00907697ISS1:10F1p31227_103/09/2012p31227_1.cplNO028wi00968553ISS1:10F1p31412_103/09/2012p31412_1.cplNO029wi00903437ISS1:10F1p31167_103/09/2012p31860_1.cplNO030wi00993377ISS1:10F1p31860_103/09/2012p31860_1.cplNO031WI00889786ISS1:10F1p30750_103/09/2012p30750_1.cplNO032wi00985760ISS1:10F1p30767_103/09/2012p30767_1.cplNO033wi00840590ISS1:10F1p30456_103/09/2012p30767_1.cplNO034wi0090668ISS1:10F1p31638_103/09/2012p31638_1.cplNO035wi00956788ISS1:10F1p31468_103/09/2012p31468_1.cplNO036wi00906163ISS1:10F1p30468_103/09/2012p30468_1.cplNO037WI00854150ISS1:10F1p30468_103/09/2012p30468_1.cplNO038wi00958335ISS1:10F1p30450_103/09/2012p30450_1.cplNO040wi00836182ISS1:10F1p30450_103/09/2012p30450_1.cplNO041wi00945997ISS1:10F1p30450_103/09/2012p30450_1.cplNO041wi00856702ISS1:10F1p30450_103/09/2012p30451_1.cplNO043wi0								
027wi00907697ISS1:10F1p31227_103/09/2012p31227_1.cplNO028wi00968353ISS1:10F1p31412_103/09/2012p31412_1.cplNO029wi00903437ISS1:10F1p31167_103/09/2012p31167_1.cplNO030wi00993377ISS1:10F1p31860_103/09/2012p31860_1.cplNO031WI00889786ISS1:10F1p30750_103/09/2012p30750_1.cplNO032wi00985760ISS1:10F1p30767_103/09/2012p30767_1.cplNO033wi00840590ISS1:10F1p30456_103/09/2012p30456_1.cplNO034wi0090668ISS1:10F1p31638_103/09/2012p30456_1.cplNO035wi00956788ISS1:10F1p31225_103/09/2012p3148_1.cplNO036wi00906163ISS1:10F1p30468_103/09/2012p30468_1.cplNO037WI00854150ISS1:10F1p30468_103/09/2012p30468_1.cplNO038wi00958335ISS1:10F1p30468_103/09/2012p30450_1.cplNO040wi00836182ISS1:10F1p31407_103/09/2012p30450_1.cplNO041wi00945997ISS1:10F1p31411_103/09/2012p30450_1.cplNO043wi00856702ISS1:10F1p30573_103/09/2012p31411_1.cplNO043wi00857566ISS1:10F1p3076_103/09/2012p3073_1.cplNO044wi0085					÷			
028wi00968353ISS1:10F1p31412_103/09/2012p31412_1.cplNO029wi00903437ISS1:10F1p31167_103/09/2012p31167_1.cplNO030wi00993377ISS1:10F1p31860_103/09/2012p31860_1.cplNO031WI00889786ISS1:10F1p30750_103/09/2012p30750_1.cplNO032wi00985760ISS1:10F1p30767_103/09/2012p30767_1.cplNO033wi00840590ISS1:10F1p30767_103/09/2012p30767_1.cplNO034wi0090668ISS1:10F1p30456_103/09/2012p30456_1.cplNO035wi00956788ISS1:10F1p31638_103/09/2012p30456_1.cplNO036wi00906163ISS1:10F1p30468_103/09/2012p30468_1.cplNO037WI00854150ISS1:10F1p30468_103/09/2012p30468_1.cplNO038wi00858335ISS1:10F1p31407_103/09/2012p30450_1.cplNO040wi00836182ISS1:10F1p31407_103/09/2012p30450_1.cplNO041wi00949273ISS1:10F1p31411_103/09/2012p30450_1.cplNO043wi00857566ISS1:10F1p30450_103/09/2012p30573_1.cplNO044wi00857566ISS1:10F1p3073_103/09/2012p3076_1.cplNO044wi00857566ISS1:10F1p3073_103/09/2012p3076_1.cplNO044wi00881								
029wi00903437ISS1:10F1p31167_103/09/2012p31167_1.cplNO030wi00993377ISS1:10F1p31860_103/09/2012p31860_1.cplNO031WI00889786ISS1:10F1p30750_103/09/2012p30750_1.cplNO032wi00985760ISS1:10F1p31913_103/09/2012p30767_1.cplNO033wi00840590ISS1:10F1p30767_103/09/2012p30767_1.cplNO034wi0090668ISS1:10F1p30456_103/09/2012p30456_1.cplNO035wi0096163ISS1:10F1p31638_103/09/2012p31638_1.cplNO036wi00906163ISS1:10F1p31405_103/09/2012p30468_1.cplNO037WI00854150ISS1:10F1p30468_103/09/2012p30468_1.cplNO038wi00858335ISS1:10F1p30450_103/09/2012p30450_1.cplNO040wi0084682ISS1:10F1p30450_103/09/2012p31641_1.cplNO041wi00945977ISS1:10F1p31411_103/09/2012p31641_1.cplNO043wi00856702ISS1:10F1p30573_103/09/2012p30761_1.cplNO044wi00857566ISS1:10F1p30766_103/09/2012p30761_1.cplNO045wi00881777ISS1:10F1p30766_103/09/2012p30766_1.cplNO046wi00983007ISS1:10F1p3778_103/09/2012p3778_1.cplYES					· -			
030wi00993377ISS1:10F1p31860_103/09/2012p31860_1.cplNO031WI00889786ISS1:10F1p30750_103/09/2012p30750_1.cplNO032wi00985760ISS1:10F1p31913_103/09/2012p30767_1.cplNO033wi00840590ISS1:10F1p30767_103/09/2012p30767_1.cplNO034wi00900668ISS1:10F1p30456_103/09/2012p30456_1.cplNO035wi00956788ISS1:10F1p31638_103/09/2012p31638_1.cplNO036wi00906163ISS1:10F1p31205_103/09/2012p31205_1.cplNO037WI00854150ISS1:10F1p30468_103/09/2012p30468_1.cplNO038wi00858335ISS1:10F1p30450_103/09/2012p30450_1.cplNO040wi00836182ISS1:10F1p30450_103/09/2012p31407_1.cplNO041wi00945997ISS1:10F1p31411_103/09/2012p31451_1.cplNO043wi00856702ISS1:10F1p3076_103/09/2012p3076_1.cplNO044wi00857566ISS1:10F1p3076_103/09/2012p3076_1.cplNO045wi00881777ISS1:10F1p3076_103/09/2012p3076_1.cplNO046wi00983007ISS1:10F1p3778_103/09/2012p3778_1.cplNO								
031WI00889786ISS1:10F1p30750103/09/2012p307501.cplNO032wi00985760ISS1:10F1p31913103/09/2012p319131.cplNO033wi00840590ISS1:10F1p30767103/09/2012p307671.cplNO034wi00900668ISS1:10F1p30456103/09/2012p304561.cplNO035wi00956788ISS1:10F1p31638103/09/2012p316381.cplNO036wi00906163ISS1:10F1p31205103/09/2012p304561.cplNO037WI00854150ISS1:10F1p30468103/09/2012p304681.cplNO038wi00858335ISS1:10F1p30819103/09/2012p304501.cplNO039wi00948931ISS1:10F1p30450103/09/2012p304501.cplNO040wi00836182ISS1:10F1p30450103/09/2012p304501.cplNO041wi00945997ISS1:10F1p31411103/09/2012p314111.cplNO043wi00856702ISS1:10F1p30753103/09/2012p307531.cplNO044wi00857566ISS1:10F1p30766103/09/2012p307661.cplNO045wi00881777ISS1:10F1p25747103/09/2012p257471.cplNO046wi00983007ISS1:10F1p31778103/09/2012p317781.cplYES								
032wi00985760ISS1:10F1p31913_103/09/2012p31913_1.cplNO033wi00840590ISS1:10F1p30767_103/09/2012p30767_1.cplNO034wi00900668ISS1:10F1p30456_103/09/2012p30456_1.cplNO035wi00956788ISS1:10F1p31638_103/09/2012p31638_1.cplNO036wi00906163ISS1:10F1p31205_103/09/2012p31205_1.cplNO037WI00854150ISS1:10F1p30819_103/09/2012p30468_1.cplNO038wi00858335ISS1:10F1p30468_103/09/2012p30468_1.cplNO039wi00948931ISS1:10F1p30450_103/09/2012p30450_1.cplNO040wi00836182ISS1:10F1p30450_103/09/2012p30450_1.cplNO041wi00945997ISS1:10F1p31411_103/09/2012p31411_1.cplNO043wi00856702ISS1:10F1p30766_103/09/2012p30766_1.cplNO044wi00857566ISS1:10F1p30766_103/09/2012p30766_1.cplNO045wi00881777ISS1:10F1p25747_103/09/2012p3778_1.cplYES								
033wi00840590ISS1:10F1p30767_103/09/2012p30767_1.cplNO034wi00900668ISS1:10F1p30456_103/09/2012p30456_1.cplNO035wi00956788ISS1:10F1p31638_103/09/2012p31638_1.cplNO036wi00906163ISS1:10F1p31205_103/09/2012p31205_1.cplNO037WI00854150ISS1:10F1p30468_103/09/2012p30468_1.cplNO038wi00858335ISS1:10F1p30819_103/09/2012p30450_1.cplNO039wi00948931ISS1:10F1p30450_103/09/2012p30450_1.cplNO040wi00836182ISS1:10F1p30450_103/09/2012p30450_1.cplNO041wi00945997ISS1:10F1p31641_103/09/2012p31411_1.cplNO043wi00856702ISS1:10F1p30766_103/09/2012p30766_1.cplNO044wi00857566ISS1:10F1p30766_103/09/2012p30766_1.cplNO045wi00881777ISS1:10F1p25747_103/09/2012p25747_1.cplNO046wi00983007ISS1:10F1p31778_103/09/2012p31778_1.cplYES								
034wi00900668ISS1:10F1p30456_103/09/2012p30456_1.cplNO035wi00956788ISS1:10F1p31638_103/09/2012p31638_1.cplNO036wi00906163ISS1:10F1p31205_103/09/2012p31205_1.cplNO037WI00854150ISS1:10F1p30468_103/09/2012p30468_1.cplNO038wi00858335ISS1:10F1p30819_103/09/2012p30819_1.cplNO039wi00948931ISS1:10F1p31407_103/09/2012p30450_1.cplNO040wi00836182ISS1:10F1p30450_103/09/2012p30450_1.cplNO041wi00945997ISS1:10F1p31641_103/09/2012p31641_1.cplNO042wi00949273ISS1:10F1p31411_103/09/2012p30757_1.cplNO043wi00856702ISS1:10F1p30766_103/09/2012p30766_1.cplNO044wi00857566ISS1:10F1p25747_103/09/2012p30766_1.cplNO045wi00881777ISS1:10F1p25747_103/09/2012p31778_1.cplYES					- <u> </u>			
035wi00956788ISS1:10F1p31638_103/09/2012p31638_1.cplNO036wi00906163ISS1:10F1p31205_103/09/2012p31205_1.cplNO037WI00854150ISS1:10F1p30468_103/09/2012p30468_1.cplNO038wi00858335ISS1:10F1p30819_103/09/2012p30819_1.cplNO039wi00948931ISS1:10F1p31407_103/09/2012p30450_1.cplNO040wi00836182ISS1:10F1p30450_103/09/2012p30450_1.cplNO041wi00945997ISS1:10F1p31641_103/09/2012p31641_1.cplNO042wi00949273ISS1:10F1p31411_103/09/2012p30573_1.cplNO043wi00856702ISS1:10F1p30766_103/09/2012p30766_1.cplNO044wi00857566ISS1:10F1p25747_103/09/2012p30766_1.cplNO045wi00881777ISS1:10F1p25747_103/09/2012p31778_1.cplYE046wi00983007ISS1:10F1p31778_103/09/2012p31778_1.cplYE								
036wi00906163ISS1:10F1p31205_103/09/2012p31205_1.cplNO037WI00854150ISS1:10F1p30468_103/09/2012p30468_1.cplNO038wi00858335ISS1:10F1p30819_103/09/2012p30819_1.cplNO039wi00948931ISS1:10F1p31407_103/09/2012p30450_1.cplNO040wi00836182ISS1:10F1p30450_103/09/2012p30450_1.cplNO041wi00945997ISS1:10F1p31411_103/09/2012p31411_1.cplNO042wi00949273ISS1:10F1p31411_103/09/2012p31411_1.cplNO043wi00856702ISS1:10F1p3073_103/09/2012p30773_1.cplNO044wi00857566ISS1:10F1p30766_103/09/2012p30766_1.cplNO045wi00881777ISS1:10F1p25747_103/09/2012p25747_1.cplNO046wi00983007ISS1:10F1p31778_103/09/2012p31778_1.cplYES								
037WI00854150ISS1:10F1p30468_103/09/2012p30468_1.cplNO038wi00858335ISS1:10F1p30819_103/09/2012p30819_1.cplNO039wi00948931ISS1:10F1p31407_103/09/2012p31407_1.cplNO040wi00836182ISS1:10F1p30450_103/09/2012p30450_1.cplNO041wi00945997ISS1:10F1p31641_103/09/2012p31641_1.cplNO042wi00949273ISS1:10F1p31411_103/09/2012p31411_1.cplNO043wi00856702ISS1:10F1p3073_103/09/2012p30753_1.cplNO044wi00857566ISS1:10F1p30766_103/09/2012p30766_1.cplNO045wi00881777ISS1:10F1p25747_103/09/2012p25747_1.cplNO046wi00983007ISS1:10F1p31778_103/09/2012p31778_1.cplYES								
038wi00858335ISS1:10F1p30819_103/09/2012p30819_1.cplNO039wi00948931ISS1:10F1p31407_103/09/2012p31407_1.cplNO040wi00836182ISS1:10F1p30450_103/09/2012p30450_1.cplNO041wi00945997ISS1:10F1p31641_103/09/2012p31641_1.cplNO042wi00949273ISS1:10F1p31411_103/09/2012p31411_1.cplNO043wi00856702ISS1:10F1p30573_103/09/2012p30573_1.cplNO044wi00857566ISS1:10F1p30766_103/09/2012p30766_1.cplNO045wi00881777ISS1:10F1p25747_103/09/2012p25747_1.cplNO046wi00983007ISS1:10F1p31778_103/09/2012p31778_1.cplYES								
039wi00948931ISS1:10F1p31407p31407p314071.cplNO040wi00836182ISS1:10F1p30450103/09/2012p304501.cplNO041wi00945997ISS1:10F1p31641103/09/2012p316411.cplNO042wi00949273ISS1:10F1p31411103/09/2012p314111.cplNO043wi00856702ISS1:10F1p30573103/09/2012p305731.cplNO044wi00857566ISS1:10F1p30766103/09/2012p307661.cplNO045wi00881777ISS1:10F1p25747103/09/2012p257471.cplNO046wi00983007ISS1:10F1p31778103/09/2012p317781.cplYES								
040wi00836182ISS1:10F1p30450_103/09/2012p30450_1.cplNO041wi00945997ISS1:10F1p31641_103/09/2012p31641_1.cplNO042wi00949273ISS1:10F1p31411_103/09/2012p31411_1.cplNO043wi00856702ISS1:10F1p30573_103/09/2012p30573_1.cplNO044wi00857566ISS1:10F1p30766_103/09/2012p30766_1.cplNO045wi00881777ISS1:10F1p25747_103/09/2012p25747_1.cplNO046wi00983007ISS1:10F1p31778_103/09/2012p31778_1.cplYES								
041wi00945997ISS1:10F1p31641103/09/2012p316411.cplNO042wi00949273ISS1:10F1p3141103/09/2012p314111.cplNO043wi00856702ISS1:10F1p3057303/09/2012p305731.cplNO044wi00857566ISS1:10F1p3076603/09/2012p307661.cplNO045wi00881777ISS1:10F1p25747103/09/2012p257471.cplNO046wi00983007ISS1:10F1p31778103/09/2012p317781.cplYES								
042wi00949273ISS1:10F1p31411_103/09/2012p31411_1.cplNO043wi00856702ISS1:10F1p30573_103/09/2012p30573_1.cplNO044wi00857566ISS1:10F1p30766_103/09/2012p30766_1.cplNO045wi00881777ISS1:10F1p25747_103/09/2012p25747_1.cplNO046wi00983007ISS1:10F1p31778_103/09/2012p31778_1.cplYES								
043wi00856702ISS1:10F1p30573_103/09/2012p30573_1.cplNO044wi00857566ISS1:10F1p30766_103/09/2012p30766_1.cplNO045wi00881777ISS1:10F1p25747_103/09/2012p25747_1.cplNO046wi00983007ISS1:10F1p31778_103/09/2012p31778_1.cplYES								
044wi00857566ISS1:10F1p30766_103/09/2012p30766_1.cplNO045wi00881777ISS1:10F1p25747_103/09/2012p25747_1.cplNO046wi00983007ISS1:10F1p31778_103/09/2012p31778_1.cplYES								
045 wi00881777ISS1:10F1p25747_103/09/2012p25747_1.cplNO046 wi00983007ISS1:10F1p31778_103/09/2012p31778_1.cplYES								
046 wi00983007 ISS1:10F1 p31778_1 03/09/2012 p31778_1.cpl YES								
					- <u> </u>			

PG; Reviewed: TJM SPOC 2/22/2013 Solution & Interoperability Test Lab Application Notes ©2013 Avaya Inc. All Rights Reserved.

048	WI00836292	ISS1:10F1	p30554_1	03/09/2012	p30554_1.cpl	NO
049	wi00967509	ISS1:10F1	p31294 ⁻ 1	03/09/2012	p31294 1.cpl	NO
050	wi00908598	ISS1:10F1	p31235_1	03/09/2012	p31235 1.cpl	NO
051	wi00895181	ISS1:10F1	p31106 1	03/09/2012	p31106 1.cpl	NO
052	wi00951427	ISS1:10F1	p31478 1	03/09/2012	p31478 1.cpl	NO
053	wi00960133	ISS2:10F1	p31557_2	03/09/2012	p31557_2.cpl	NO
054	wi00894243	ISS1:10F1	p31087_1	03/09/2012	p31087_1.cpl	NO
055	wi00869243	ISS1:10F1	p30848_1	03/09/2012	p30848_1.cpl	NO
056	wi00865477	ISS1:10F1	p30893 1	03/09/2012	p30893 1.cpl	YES
057	wi00856991	ISS1:10F1	p17588_1	03/09/2012	p17588 1.cpl	NO
058	wi00968157	ISS1:10F1	p31637_1	03/09/2012	p31637 1.cpl	NO
059	WI00928455	ISS1:10F1	p31297 1	03/09/2012	p31297 1.cpl	NO
060	wi00860279	ISS1:10F1	p30789 1	03/09/2012	p30789 1.cpl	NO
061	wi00975659		p31707 1		p31707 1.cpl	
		ISS1:10F1		03/09/2012		NO
062	wi00977436	ISS1:10F1	p31834_1	03/09/2012	p31834_1.cpl	NO
063	wi00959463	ISS1:10F1	p31528_1	03/09/2012	p31528_1.cpl	NO
064	wi00865477	ISS1:10F1	p30892_1	03/09/2012	p30892_1.cpl	YES
065	wi00997559	ISS1:10F1	p31898 1	03/09/2012	p31898 1.cpl	NO
066	wi00859123	ISS1:10F1	p30648_1	03/09/2012	p30648 1.cpl	NO
067	wi00998121	ISS1:10F1	p31897 1	03/09/2012	p31897 1.cpl	NO
068	wi00965838	ISS1:10F1	p31623 1	03/09/2012	p31623 1.cpl	NO
069	wi00978883	ISS1:10F1 ISS1:10F1	p31770 1	03/09/2012	p31770 1.cpl	NO
			- <u> </u>			
070	wi00850521	ISS1:10F1	p30709_1	03/09/2012	p30709_1.cpl	YES
071	wi00886321	ISS1:10F1	p31009_1	03/09/2012	p31009_1.cpl	NO
072	wi00862574	iss1:1of1	p30870_1	03/09/2012	p30870_1.cpl	NO
073	wi00835294	ISS1:10F1	p30565_1	03/09/2012	p30565_1.cpl	NO
074	wi00983505	ISS1:10F1	p31758 1	03/09/2012	p31758 1.cpl	NO
075	wi00969581	ISS1:10F1	p31661 ⁻ 1	03/09/2012	p31661 1.cpl	YES
076	wi00969890	ISS1:10F1	p31664_1	03/09/2012	p31664 1.cpl	YES
077	wi00968531	ISS1:10F1	p31645 1	03/09/2012	p31645 1.cpl	NO
078	wi00991523	ISS1:10F1	p31603 1	03/09/2012	p31603 1.cpl	NO
079	wi00841273	ISS1:10F1 ISS1:10F1	p30713 1	03/09/2012		NO
					p30713_1.cpl	
080	wi00880836	ISS1:10F1	p30976_1	03/09/2012	p30976_1.cpl	NO
081	wi00882293	ISS1:10F1	p31010_1	03/09/2012	p31010_1.cpl	NO
082	wi00981711	ISS1:10F1	p31766_1	03/09/2012	p31766_1.cpl	NO
083	wi00950575	ISS1:10F1	p31724_1	03/09/2012	p31724_1.cpl	NO
084	wi00961267	ISS1:10F1	p30288_1	03/09/2012	p30288 1.cpl	NO
085	wi00890475	p30952	p31048_1	03/09/2012	p31048 1.cpl	NO
086	wi00884699	ISS1:10F1	p31000 1	03/09/2012	p31000 1.cpl	YES
087	wi00959284	ISS1:10F1	p31531 1	03/09/2012	p31531 1.cpl	NO
088	wi00959284 wi00865477	ISS1:10F1 ISS1:10F1	p31351_1 p30896_1	03/09/2012	p30896 1.cpl	YES
			- <u> </u>			
089	wi00925208	ISS1:10F1	p30986_1	03/09/2012	p30986_1.cpl	NO
090	wi00927321	ISS1:10F1	p31286_1	03/09/2012	p31286_1.cpl	YES
091	wi00982566	ISS1:10F1	p31774_1	03/09/2012	p31774_1.cpl	NO
092	wi01003999	ISS1:10F1	p31946_1	03/09/2012	p31946_1.cpl	YES
093	wi00964006	ISS1:10F1	p31595_1	03/09/2012	p31595_1.cpl	YES
094	wi00930649	ISS1:10F1	p31570_1	03/09/2012	p31570 1.cpl	NO
095	wi00877367	ISS1:10F1	p30534 1	03/09/2012	p30534 1.cpl	NO
096	wi00946558	ISS1:10F1	p31358 1	03/09/2012	p31358 1.cpl	NO
097	wi00905297	ISS1:10F1 ISS1:10F1	p31195_1	03/09/2012	p31195 1.cpl	NO
					p31426 1.cpl	
098	wi00946477	ISS1:10F1	p31426_1	03/09/2012		NO
099	wi00852389	ISS1:10F1	p30641_1	03/09/2012	p30641_1.cpl	NO
100	wi00942734	ISS1:10F1	p31409_1	03/09/2012	p31409_1.cpl	NO
101	wi00877592	ISS1:10F1	p30880_1	03/09/2012	p30880_1.cpl	NO
102	wi00986337	ISS1:10F1	p31803_1	03/09/2012	p31803_1.cpl	NO
103	wi00854415	ISS1:10F1	p30593_1	03/09/2012	p30593 1.cpl	NO
104	wi00924886	ISS1:10F1	p31062 1	03/09/2012	p31062 1.cpl	YES
105	wi00827950	ISS2:10F1	p30471 2	03/09/2012	p30471 2.cpl	NO
106	wi00898327	ISS1:10F1	p31136 1	03/09/2012	p31136 1.cpl	NO
100	wi00895090	ISS1:10F1 ISS1:10F1	p31105_1	03/09/2012	p31105 1.cpl	NO
			_			
108	wi00868729	ISS1:10F1	p31163_1	03/09/2012	p31163_1.cpl	NO
109	wi00905660	ISS1:10F1	p27968_1	03/09/2012	p27968_1.cpl	NO

PG; Reviewed: TJM SPOC 2/22/2013 Solution & Interoperability Test Lab Application Notes ©2013 Avaya Inc. All Rights Reserved.

110	wi00900766	ISS1:10F1	p31159_1	03/09/2012	p31159_1.cpl	NO
111	wi00925218	ISS1:10F1	p30675 1	03/09/2012	p30675 1.cpl	NO
112	wi00897176	ISS1:10F1	p30418 ⁻ 1	03/09/2012	p30418_1.cpl	NO
113	wi00898200	ISS1:1of1	p31274 1	03/09/2012	p31274 1.cpl	NO
114	wi00824257	ISS1:10F1	p30447 1	03/09/2012	p30447 1.cpl	NO
115	wi00979591	ISS1:10F1	p31746 1	03/09/2012	p31746 1.cpl	NO
	wi00976209					
116		ISS1:10F1	p31717_1	03/09/2012	p31717_1.cpl	YES
117	wi00955753	ISS1:10F1	p31733_1	03/09/2012	p31733_1.cpl	NO
118	wi00974635	ISS1:10F1	p31695_1	03/09/2012	p31695_1.cpl	YES
119	wi00993648	ISS1:10F1	p31867_1	03/09/2012	p31867_1.cpl	NO
120	wi00896420	ISS1:10F1	p30867_1	03/09/2012	p30867_1.cpl	NO
121	wi00937672	ISS1:10F1	p31276_1	03/09/2012	p31276_1.cpl	NO
122	WI00836334	ISS1:10F1	p30481 1	03/09/2012	p30481 1.cpl	NO
123	wi00880386	ISS1:10F1	p30977 ¹	03/09/2012	p30977 1.cpl	NO
124	wi00965285	ISS1:10F1	p31476 1	03/09/2012	p31476 1.cpl	NO
125	wi00875701	ISS1:10F1	p30942_1	03/09/2012	p30942 1.cpl	NO
126	wi00949410	ISS1:10F1	p31248 1	03/09/2012	p31248 1.cpl	NO
127	wi00856410	ISS1:10F1	p30749 1	03/09/2012	p30749 1.cpl	NO
127	wi00959820	ISS1:10F1 ISS1:10F1	p31562 1	03/09/2012	p31562 1.cpl	NO
128		ISS1:10F1 ISS1:10F1				
	wi00943748		p31516_1	03/09/2012	p31516_1.cpl	NO
130	wi00936935	ISS1:10F1	p31362_1	03/09/2012	p31362_1.cpl	NO
131	wi00969039	ISS1:10F1	p31643_1	03/09/2012	p31643_1.cpl	NO
132	wi00944019	ISS1:10F1	p31874_1	03/09/2012	p31874_1.cpl	NO
133	wi00987424	ISS1:10F1	p31815_1	03/09/2012	p31815_1.cpl	NO
134	wi00990993	ISS1:10F1	p31825_1	03/09/2012	p31825_1.cpl	NO
135	wi00957252	ISS1:10F1	p31530_1	03/09/2012	p31530_1.cpl	NO
136	wi00975133	ISS1:10F1	p31731_1	03/09/2012	p31731_1.cpl	NO
137	wi00871739	ISS1:10F1	p30856 1	03/09/2012	p30856 1.cpl	NO
138	wi00883604	ISS1:10F1	p30973 ⁻ 1	03/09/2012	p30973 ¹ .cpl	NO
139	wi00929140	ISS1:10F1	p31284 1	03/09/2012	p31284 1.cpl	NO
140	wi00854130	ISS1:10F1	p30443_1	03/09/2012	p30443 1.cpl	NO
141	wi00956885	ISS1:10F1	p31489_1	03/09/2012	p31489 1.cpl	NO
142	wi00859499	ISS1:10F1	p30694 1	03/09/2012	p30694 1.cpl	NO
143	wi00925141	ISS1:10F1	p30802 1	03/09/2012	p30802 1.cpl	NO
144	wi00932948	ISS1:10F1	p31077 1	03/09/2012	p31077 1.cpl	NO
145	wi00973270	ISS1:10F1	p31751 1	03/09/2012	p31751 1.cpl	NO
146	wi00991892	ISS1:10F1 ISS1:10F1	p31853 1	03/09/2012	p31853 1.cpl	NO
140	wi00991892	ISS1:10F1 ISS1:10F1	p31795 1	03/09/2012	p31795 1.cpl	NO
147	wi00984888	ISS1:10F1 ISS1:10F1	p30832 1	03/09/2012		NO
					p30832_1.cpl	
149	wi00967510	ISS1:10F1	p31147_1	03/09/2012	p31147_1.cpl	NO
150	wi00903381	ISS1:10F1	p30421_1	03/09/2012	p30421_1.cpl	NO
151	wi00996630	ISS1:10F1	p31789_1	03/09/2012	p31789_1.cpl	NO
152	wi00863876	ISS1:10F1	p30787_1	03/09/2012	p30787_1.cpl	NO
153	wi00832106	ISS1:10F1	p30550_1	03/09/2012	p30550_1.cpl	NO
154	WI00853473	ISS1:10F1	p30625_1	03/09/2012	p30625_1.cpl	NO
155	wi00865477	ISS1:10F1	p30898_1	03/09/2012	p30898_1.cpl	YES
156	wi00971209	ISS1:10F1	p31750_1	03/09/2012	p31750_1.cpl	NO
157	wi00842409	ISS1:10F1	p30621_1	03/09/2012	p30621_1.cpl	NO
158	wi00974272	ISS1:10F1	p31690_1	03/09/2012	p31690_1.cpl	YES
159	wi00971029	ISS1:10F1	p31794_1	03/09/2012	p31794 1.cpl	NO
160	wi00974856	ISS1:10F1	p31823_1	03/09/2012	p31823 1.cpl	NO
161	wi00853178	ISS1:10F1	p30719 1	03/09/2012	p30719 1.cpl	NO
162	wi00977978	ISS1:10F1	p31831 1	03/09/2012	p31831 1.cpl	NO
163	wi00887744	ISS2:10F1	p31026 2	03/09/2012	p31026 2.cpl	NO
164	wi00903369	ISS1:10F1	p31165 1	03/09/2012	p31165 1.cpl	NO
165	wi00984178	ISS1:10F1	p31786 1	03/09/2012	p31786 1.cpl	NO
166	wi00953900	ISS1:10F1 ISS1:10F1	p31494 1	03/09/2012	p31494 1.cpl	NO
167	wi00981928	ISS1:10F1 ISS1:10F1	p31869 1	03/09/2012	p31869 1.cpl	NO
168	wi00908933	ISS1:10F1 ISS1:10F1	p31239_1	03/09/2012	p31239 1.cpl	NO
169	wi00906022	ISS1:10F1	p31202_1	03/09/2012	p31202_1.cpl	NO
170	wi00896680	ISS1:10F1	p30357_1	03/09/2012	p30357_1.cpl	NO
171	wi00968448	ISS1:10F1	p31648_1	03/09/2012	p31648_1.cpl	YES

PG; Reviewed: TJM SPOC 2/22/2013 Solution & Interoperability Test Lab Application Notes ©2013 Avaya Inc. All Rights Reserved.

172	wi00897096	ISS1:10F1	p30676 1	03/09/2012	p30676 1.cpl	NO
172	wi00891621	ISS1:10F1 ISS1:10F1	p31037 1	03/09/2012	p31037 1.cpl	NO
174	wi00891821 wi00930864	ISS1:10F1 ISS1:10F1	p31325 1	03/09/2012	p31325 1.cpl	NO
175	wi00996639	ISS1:10F1	p31886_1	03/09/2012	p31886_1.cpl	NO
176	wi00985153	ISS1:10F1	p31859_1	03/09/2012	p31859_1.cpl	NO
177	WI00927300	ISS1:10F1	p30999_1	03/09/2012	p30999_1.cpl	NO
178	wi00951837	ISS1:10F1	p31485_1	03/09/2012	p31485_1.cpl	NO
179	wi00962955	ISS1:10F1	p31585_1	03/09/2012	p31585_1.cpl	NO
180	wi00923899	ISS1:10F1	p31270_1	03/09/2012	p31270_1.cpl	NO
181	wi00948274	ISS1:10F1	p31365_1	03/09/2012	p31365_1.cpl	NO
182	wi00977393	ISS1:10F1	p31744_1	03/09/2012	p31744_1.cpl	YES
183	wi00967512	ISS1:10F1	p31384_1	03/09/2012	p31384_1.cpl	NO
184	wi00989828	ISS1:10F1	p31836_1	03/09/2012	p31836_1.cpl	NO
185	wi00834382	ISS1:10F1	p30548_1	03/09/2012	p30548_1.cpl	NO
186	wi00839821	ISS1:10F1	p30619_1	03/09/2012	p30619_1.cpl	NO
187	wi00857362	ISS1:10F1	p30782_1	03/09/2012	p30782_1.cpl	NO
188	wi00875425	ISS1:10F1	p30943_1	03/09/2012	p30943_1.cpl	NO
189	wi00838073	ISS1:10F1	p30588_1	03/09/2012	p30588_1.cpl	NO
190	wi00943172	ISS1:10F1	p31402_1	03/09/2012	p31402_1.cpl	NO
191	wi00946876	ISS1:10F1	p31430_1	03/09/2012	p31430_1.cpl	NO
192	wi00839134	ISS1:10F1	p30698_1	03/09/2012	p30698_1.cpl	YES
193	wi00843623	ISS1:10F1	p30731_1	03/09/2012	p30731_1.cpl	YES
194	wi00946282	ISS1:10F1	p31204 1	03/09/2012	p31204 1.cpl	NO
195	wi00932958	ISS1:10F1	p31115_1	03/09/2012	p31115 1.cpl	NO
196	wi00949627	ISS1:10F1	p31462_1	03/09/2012	p31462 1.cpl	NO
197	wi00871969	ISS1:10F1	p30768_1	03/09/2012	p30768 1.cpl	NO
198	wi00987089	ISS1:10F1	p31809 ⁻ 1	03/09/2012	p31809 1.cpl	NO
199	wi00826075	ISS1:10F1	p30452_1	03/09/2012	p30452 1.cpl	NO
200	wi00879526	ISS1:10F1	p31007_1	03/09/2012	p31007 1.cpl	NO
201	wi00978064	ISS1:10F1	p31760_1	03/09/2012	p31760 1.cpl	NO
202	wi00982243	ISS1:10F1	p31797_1	03/09/2012	p31797 1.cpl	YES
203	wi00992921	ISS1:10F1	p31878_1	03/09/2012	p31878 1.cpl	NO
204	wi00994044	ISS1:10F1	p31871_1	03/09/2012	p31871 1.cpl	NO
205	wi00855423	ISS1:10F1	p31328_1	03/09/2012	p31328 1.cpl	YES
206	wi00869695	ISS1:10F1	p30654 1	03/09/2012	p30654 1.cpl	NO
207	wi00959457	ISS1:10F1	p31551 1	03/09/2012	p31551 1.cpl	NO
208	wi00900096	ISS1:10F1	p31006 1	03/09/2012	p31006 1.cpl	NO
209	wi00992974	ISS1:10F1	p31889 1	03/09/2012	p31889 1.cpl	NO
210	WI00843571	ISS1:10F1	p30627_1	03/09/2012	p30627 1.cpl	NO
211	wi00688381	ISS1:10F1	p30104 1	03/09/2012	p30104 1.cpl	NO
212	wi00988285	ISS1:10F1	p31824 1	03/09/2012	p31824 1.cpl	NO
213	wi00899584	ISS1:10F1	p30809 1	03/09/2012	p30809 1.cpl	NO
214	wi00957235	ISS1:10F1	p31798 1	03/09/2012	p31798 1.cpl	NO
	LAST SUCCESSFUL					
	USING DEPLIST Z					
			0,		· · · · · /	

Appendix B Phoneset, ACD Queue and CDN Information

Agent phoneset

DES AGENT TN 096 0 00 01 VIRTUAL TYPE 1140 CDEN 8D CTYP XDLC CUST 0 NUID NHTN CFG ZONE 00001 CUR ZONE 00001 MRT ERL 0 ECL 0 FDN TGAR 0 LDN NO NCOS 0 SGRP 0 RNPG 5 SCI 0 SSU LNRS 16 XLST 0 SCPW 1234 SFLT NO CAC CIS 0 CAC MFC 0 CLS UNR FBD WTA LPR PUA MTD FND HTD TDD HFD CRPD MWD LMPN RMMD SMWD AAD IMD XHD IRA NID OLD VCE DRG1 POD SLKD CCSD SWD LNA CNDD CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBD ICDD CDMD LLCN MCTD CLBD AUTU GPUD DPUD DNDD CFXD ARHD CNTD CLTD ASCD CPFA CPTA ABDD CFHD FICD NAID DNAA RDLA BUZZ AGRD MOAD UDI RCC HBTD AHA IPND DDGA NAMA MIND PRSD NRWD NRCD NROD DRDD EXR0 USMD USRD ULAD CCBD RTDD RBDD RBHD PGND OCBD FLXD FTTC DNDY DNO3 MCBN FDSD NOVD VOLA VOUA CDMR PRED RECA MCDD T87D SBMD KEM3 MSNV FRA PKCH MUTA MWTD DVLD CROD ELCD CPND LANG ENG HUNT 5002 LHK O LPK 0 PLEV 02 PUID UPWD DANI NO SPID NONE AST 00 03 IAPG 1 AACS YES ACQ AS: TN, AST-DN, AST-POSID

Solution & Interoperability Test Lab Application Notes ©2013 Avaya Inc. All Rights Reserved.

TYPE acd	
CUST 0	
ACDN 6600	
TYPE ACD	
CUST 0	
ACDN 6600	
MWC NO	
DSAC NO	
MAXP 10	
SDNB NO	
BSCW NO	
ISAP NO	
AACQ NO	
RGAI NO	
ACAA NO	
FRRT	
SRRT	
NRRT	
FROA NO	
CALP POS	
ICDD NO	
NCFW	
FNCF NO	
CWTT NONE	
HMSB NO	
ACPQ NO	
FORC NO	
RTQT 0	
SPCP NO	
OBTN NO	
RAO NO	
CWTH 1	
NCWL NO	
ВҮТН О	
OVTH 2047	
TOFT NONE	
HPQ NO	
OCN NO	
OVDN	
IFDN	
OVBU LNK LNK LNK	
EMRT	
MURT	
RTPC NO	
NRAC NO	
RAGT 4	
DURT 30	
RSND 4	
FCTH 20	
CRQS 100	
CCBA NO	
SIPQ NO	
IVR NO	
OBSC NO	
OBPT 5	
CWNT NONE	

ACD (Automatic Call Distribution) Queue

CDN (Controlled Directory Number)

TYPE CDN CUST 0 CDN 5500 FRRT SRRT FROA NO UUI NO MURT CDSQ NO DFDN 6600 NAME NO CMB NO CEIL 2047 CLRO NO OVFL NO TDNS NO AACQ YES ASID 17 SFNB 3 4 29 33 35 36 37 38 39
CDN 5500 FRRT SRRT FROA UUI NO UUI NO MURT CDSQ DFDN 6600 NAME NO CMB NO CEIL 2047 CLRO OVFL NO AACQ YES ASID
FRRT SRRT FROA NO UUI NO MURT CDSQ NO DFDN 6600 NAME NO CMB NO CEIL 2047 CLRO NO OVFL NO TDNS NO AACQ YES ASID 17
SRRTFROA NOUUI NOMURTCDSQ NODFDN 6600NAME NOCMB NOCEIL 2047CLRO NOOVFL NOTDNS NOAACQ YESASID 17
FROA NO UUI NO MURT CDSQ NO DFDN 6600 NAME NO CMB NO CEIL 2047 CLRO NO OVFL NO TDNS NO AACQ YES ASID 17
UUI NO MURT CDSQ NO DFDN 6600 NAME NO CMB NO CEIL 2047 CLRO NO OVFL NO TDNS NO AACQ YES ASID 17
UUI NO MURT CDSQ NO DFDN 6600 NAME NO CMB NO CEIL 2047 CLRO NO OVFL NO TDNS NO AACQ YES ASID 17
MURT CDSQ NO DFDN 6600 NAME NO CMB NO CEIL 2047 CLRO NO OVFL NO TDNS NO AACQ YES ASID 17
CDSQ NO DFDN 6600 NAME NO CMB NO CEIL 2047 CLRO NO OVFL NO TDNS NO AACQ YES ASID 17
DFDN 6600 NAME NO CMB NO CEIL 2047 CLRO NO OVFL NO TDNS NO AACQ YES ASID 17
NAMENOCMBNOCEIL2047CLRONOOVFLNOTDNSNOAACQYESASID17
CMB NO CEIL 2047 CLRO NO OVFL NO TDNS NO AACQ YES ASID 17
CEIL 2047 CLRO NO OVFL NO TDNS NO AACQ YES ASID 17
CLRO NO OVFL NO TDNS NO AACQ YES ASID 17
OVFL NO TDNS NO AACQ YES ASID 17
TDNS NO AACQ YES ASID 17
AACQ YES ASID 17
ASID 17
USFB 1 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 O

Appendix C

Avaya Aura® Contact Centre Patches CCMS Patch Level

				_
View Actions About				
Contact Center Patch	n Manager			
tact Center CCCC CCLM CCMA CCMM	CMS CCMSU	CCT CCWS		
	11			
Component Name Manager Server				
Version 6.0 (Build 8.0.0.152)				
· · · · · · · · · · · · · · · · · · ·				
nstalled Updates	<u></u>			
· · · · · · · · · · · · · · · · · · ·	- 	Version	Date Installed	Status
nstalled Updates	Type Service Pack	Version 6.2.205.0 (Build 0474)	Date Installed 16/04/2012 16:22:50	Status Active
nstalled Updates Select All Update	Туре			
nstalled Updates Select All Update AvayaAura_CCMS_6.2.205.0-0474_ServicePack	Type Service Pack	6.2.205.0 (Build 0474)	16/04/2012 16:22:50	Active
Installed Updates Select All Update Avaya Aura_CCMS_6.2.205.0-0474_Service Pack Avaya Aura_CCMS_6.2.205.50-0301_Rollup Patch	Type Service Pack Patch	6.2.205.0 (Build 0474) 6.2.205.50 (Build 0301)	16/04/2012 16:22:50 17/04/2012 08:18:22	Active Active
Installed Updates Select All Update AvayaAura_CCMS_6.2.205.0-0474_ServicePack AvayaAura_CCMS_6.2.205.50-0301_RollupPatch AvayaAura_CCMS_6.2.205.100-0034_RollupPatch	Type Service Pack Patch Patch	6.2.205.0 (Build 0474) 6.2.205.50 (Build 0301) 6.2.205.100 (Build 0034)	16/04/2012 16:22:50 17/04/2012 08:18:22 17/04/2012 08:46:29	Active Active Active
Installed Updates Select All Update AvayaAura_CCMS_6.2.205.0-0474_ServicePack AvayaAura_CCMS_6.2.205.50-0301_RollupPatch AvayaAura_CCMS_6.2.205.100-0034_RollupPatch AvayaAura_CCMS_6.2.205.300-0083_RollupPatch	Type Service Pack Patch Patch Patch	6.2.205.0 (Build 0474) 6.2.205.50 (Build 0301) 6.2.205.100 (Build 0034) 6.2.205.300 (Build 0083)	16/04/2012 16:22:50 17/04/2012 08:18:22 17/04/2012 08:46:29 17/04/2012 09:43:47	Active Active Active Active

CCMA Patch Level

• View Actions About					
Contact Center Patch	Manager				
ntact Center CCCC CCLM CCMA CCMM C		cct l cowsl			
General Information					
Component Name Manager Administration					
Component Name Manager Administration Version 6.0 (Build 8.0.0.206)					
Version 6.0 (Build 8.0.0.206)					
Version 6.0 (Build 8.0.0.206)	Туре	Version	Date Installed	Status	
Version 6.0 (Build 8.0.0.206) Installed Updates		Version 6.2.205.0 (Build 0509)	Date Installed 16/04/2012 16:05:32	Status Active	
Version 6.0 (Build 8.0.0.206) Installed Updates Select All Update	Туре				
Version 6.0 (Build 8.0.0.206) Installed Updates Select All Update AvayaAura_CCMA_6.2.205.0-0509_ServicePack AvayaAura_CCMA_6.2.205.50-0282_RollupPatch	Type Service Pack	6.2.205.0 (Build 0509)	16/04/2012 16:05:32	Active	
Version 6.0 (Build 8.0.0.206) Installed Updates Select All Update AvayaAura_CCMA_6.2.205.0-0509_ServicePack	Type Service Pack Patch	6.2.205.0 (Build 0509) 6.2.205.50 (Build 0282)	16/04/2012 16:05:32 17/04/2012 08:10:05	Active Active	
Version 6.0 (Build 8.0.0.206) Installed Updates Select All Update AvayaAura_CCMA_6.2.205.0-0509_ServicePack AvayaAura_CCMA_6.2.205.50-0282_RollupPatch AvayaAura_CCMA_6.2.205.100-0041_RollupPatch	Type Service Pack Patch Patch	6.2.205.0 (Build 0509) 6.2.205.50 (Build 0282) 6.2.205.100 (Build 0041)	16/04/2012 16:05:32 17/04/2012 08:10:05 17/04/2012 08:36:44	Active Active Active	
Version 6.0 (Build 8.0.0.206) Installed Updates Select All Update AvayaAura_CCMA_6.2.205.0-0509_ServicePack AvayaAura_CCMA_6.2.205.50-0282_RollupPatch AvayaAura_CCMA_6.2.205.100-0041_RollupPatch AvayaAura_CCMA_6.2.205.300-0087_RollupPatch AvayaAura_CCMA_6.2.205.300-0087_RollupPatch	Type Service Pack Patch Patch Patch	6.2.205.0 (Build 0509) 6.2.205.50 (Build 0282) 6.2.205.100 (Build 0041) 6.2.205.300 (Build 0087)	16/04/2012 16:05:32 17/04/2012 08:10:05 17/04/2012 08:36:44 17/04/2012 09:24:13	Active Active Active Active	

©2013 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by \mathbb{R} and TM 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 <u>devconnect@avaya.com</u>.