



Avaya Solution & Interoperability Test Lab

Application Notes for configuring MiContact Center Enterprise from Mitel Networks Corporation to interoperate with Avaya Communication Server 1000 R7.6 and Avaya Aura® Session Manager R7.1 - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Mitel MiContact Center Enterprise (MiCC) to interoperate with Avaya Communication Server 1000 R7.6 via Avaya Aura® Session Manager R7.1.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as the observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

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

1. Introduction

These Application Notes describe the configuration steps required for MiContact Center Enterprise (MiCC) from Mitel Networks Corporation to interoperate with Avaya Communication Server 1000 R7.6 via Avaya Aura® Session Manager R7.1.

MiCC is built for the MiVoice MX-ONE platform and also supports 3rd party communication servers such as the Avaya Communication Server 1000 by connecting to Avaya Aura® Session Manager and Avaya IP Office which is discussed in other Application Notes. MiCC is an all-in-one contact center with a single software stream for seamless growth, feature extension and deployment flexibility, supporting up to 1,500 agents on a single system and scales to 15,000 concurrent agents in a network environment.

Additional modules include the following which were also tested as part of the overall solution.

- MiContact Center Enterprise Campaign Manager
- MiContact Center Enterprise Outbound
- MiContact Center Enterprise Call Recording

2. General Test Approach and Test Results

The general test approach was to configure the MiCC to communicate with the Avaya Communication Server 1000 (CS1000) as implemented on a customer's premises using a SIP connection to Session Manager. Testing focused on verifying that MiCC registered with Session Manager as a SIP Entity and all features behaved as expected. Various call scenarios outlined in **Section 2.1** were performed to simulate real call types as would be observed on a customer premises. See **Figure 1** for a network diagram. The interoperability compliance test included both feature functionality and serviceability tests.

Agents use the Mitel MiCC Agent application and can either log into a Mitel MiCC softphone or use the MiCC Agent application to log into a CS1000 hardphone.

Testing using the Mitel MiCC softphone involved making calls to a number that was routed from the CS1000 to MiCC via Session Manager. These calls were routed to a script that route calls to the MiCC agent. Calls may be made from a simulated PSTN which are then routed to the MiCC via Session Manager and are routed internally by the MiCC and answered by the MiCC Agent application.

Testing with MiCC agent logged into the CS1000 hardphone involved making calls to a number that is routed from the CS1000 to MiCC via Session Manager. These calls are routed to a script that routed calls to the MiCC agent. Calls may be made from a simulated PSTN which are then routed to the MiCC via Session Manager. The MiCC Agent that is using the CS1000 hardphone is then called by the MiCC and once that call is answered the customer call is then connected to the CS1000 hardphone. Once the call is established the agent can then transfer/conference/hold/ the call using MiCC Agent application.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and MiCC did not include use of any specific encryption features as requested by Mitel.

2.1. Interoperability Compliance Testing

The testing included:

- Logging an agent into the MiCC Agent application MiCC softphone
- Logging an agent into the MiCC Agent application using the CS1000 physical phone
- Making inbound calls to the MiCC Agent using skill based routing
- Supervised and unsupervised transfer
- Conference calls
- Features such as call back, outbound campaigns and call recording
- Serviceability testing which included a simulated LAN failure from the MiCC server and Agent applications

2.2. Test Results

Tests were performed to insure full interoperability of the Mitel solution as a whole with the CS1000 using the connection between the MiCC and Session Manager. The tests were all functional in nature and performance testing was not included. All test cases that were executed passed successfully.

2.3. Support

Technical support from Mitel can be obtained through the following:

Web: www.Mitel.com/service-and-support

3. Reference Configuration

Figure 1 illustrates the network topology used during compliance testing. The Avaya solution consists of a CS1000 and a Session Manager with CS1000 phone sets. MiCC is installed on a Windows Server 2012R2 operating system. Microsoft SQL was also installed on the same server. (SQL may also be installed on a separate server). On the CS1000, a number of Distant Steering Codes (DSC) were configured to route calls to Session Manager which in turn were routed to the MiCC agents. MiCC Agent applications were installed and configured on client PC's. A Digital 3904 and 1140E IP phones (SIP and UNIStim) were configured on the CS1000 to generate calls to Mitel MiCC and to be used as agent phones.

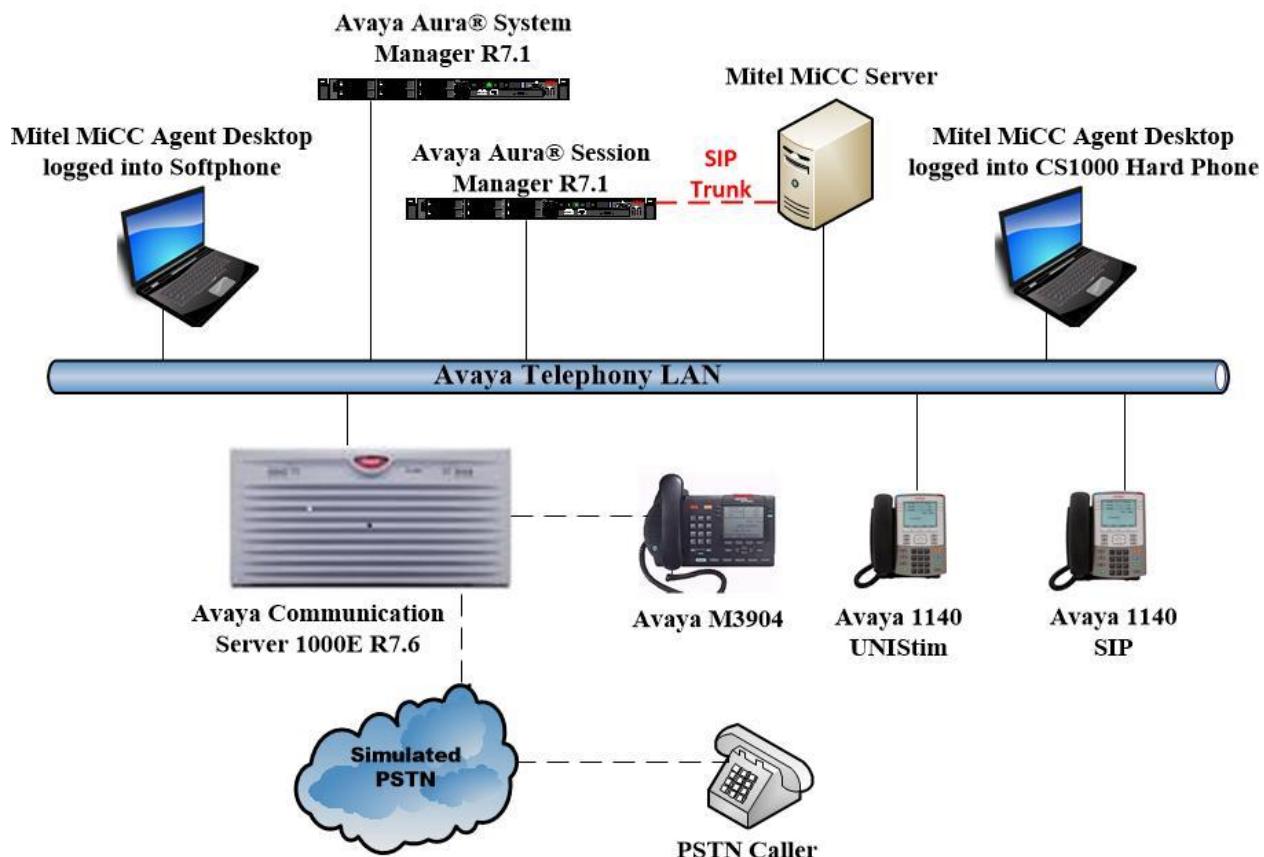


Figure 1: Avaya CS1000 and Mitel Reference Configuration

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:
The following equipment and software was used for the compliance test.

Device Description	Versions Tested
Avaya Communication Server 1000 running on CPPM (Pentium M Processor Card)	R7.6 (See Appendix A for Patch details)
Avaya Aura® System Manager running on a virtual server	System Manager 7.1.0.0 Build No. - 7.1.0.0.1125193 Software Update Revision No: 7.1.0.0.116654
Avaya Aura® Session Manager running on a virtual server	Session Manager R7.1 Build No. – 7.1.0.0.710028
Avaya 1140 UNIStim Deskphone	UNIStim V0625C8Q
Avaya 1140 SIP Deskphone	SIP 04.04.28.00
Avaya 3904 Digital set	Core Firmware 024 Flash Firmware 094
Mitel MiContact Center Enterprise running on a Windows 2012 Server	MiContact Center Enterprise 9.2 SP2
Mitel MiContact Center Enterprise Agent application running on a Windows 7 PC	MiContact Center Enterprise Agent 9.2 SP2

5. Configure Avaya Communication Server 1000

It is assumed that a fully functioning CS1000 is in place with the necessary licensing and with SIP trunks in place to Session Manager. See **Appendix B** for a printout of the SIP route, d-channel, and trunk information. For further information on the configuration of CS1000 please see reference [1] in **Section 11** of these Application Notes. “PuTTY” is used to administer the CS1000. Using PuTTY, open an SSH Session to the Node IP address of the CS1000, log in to the CS1000 Linux application using the appropriate credentials and type **cslogin** (not shown) to gain access to the PBX command line.

Note: A simulated PSTN connection was present on the CS1000 in the form of a QSIG ISDN connection, the configuration of which is outside the scope of these Application Notes.

5.1. Configure a Dial Plan to route calls to MiCC

A Coordinated Dial Plan is added to place calls across the SIP trunk to the MiCC. Add a Route List Block (**RLB**) to place calls over the SIP route that is already configured on the system. Note that an **RLB** may already be in place but the following procedure shows the addition of a new RLB. Enter overlay 86 to configure a new RLB by typing **LD 86** at the > prompt. A new Route List Index (**RLI**) is added with an **ENTR 0** of that of the SIP route used.

Prompt	Response	Description
>	LD 86	Enter Overlay 86
REQ	new	new/add
CUST	0	Customer number (default is 0)
FEAT	rlb	Route List Block
RLI	20	Route List index Number (any unused number)
ENTR	0	First Entry (0-2)
ROUT	20	Route Number (See Appendix B for info on Route 20)
DMI	0	Digit Manipulation Table (default is 0)
Return to end		

Once the **RLB** is added, the Coordinated Dial Plan (**CDP**) is added in the form of a Distance Steering Code (**DSC**). Note that in the example below, **66xx** is the **DSC** as this is the number range used for the MiCC. Enter overlay 87 to add a new **CDP** by typing **LD 87** at the > prompt.

Prompt	Response	Description
>	LD 87	Enter Overlay 87
REQ	new	new/add
CUST	0	Customer number (default is 0)
FEAT	cdp	Coordinated Dial Plan
TYPE	dsc	Distance Steering Code
DSC	6600	Extension number of the MiCC Application
FLEN	4	Ext Length
DSP	LSC	DSP Type (Least Cost Routing)
RLI	20	Which RLB to use (Enter the RLB setup above)
Return to end		

6. Configure Avaya Communication Server 1000 Signalling Server

Access to the CS1000 Signalling Server is achieved by logging into System Manager using a Web Browser by entering `http://<FQDN>/SMGR`, or logging directly into the CS1000 Unified Communication Manager (UCM) as is shown below. Log in using appropriate credentials.

User ID: paul
Password: ••••••••••

[Log In](#) [Change Password](#)

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

	Element Name	Element Type	Release	Address	Description
1	EM on cs1kpg1	CS1000	7.6	192.168.40.101	New element.
2	cs1kpg1.devconnect.local (primary)	Linux Base	7.6	10.10.40.101	Base OS element.
3	192.168.40.102	Media Gateway Controller	7.6	192.168.40.102	New element.
4	NRSM on cs1kpg1	Network Routing Service	7.6	192.168.40.101	New element.

Navigate to **IP Network** → **Nodes Servers and Media Cards** in the left window and select the Node associated with the CS1000. In the example below this **Node ID** is **111**. Open this node by clicking on **111** highlighted below.

AVAYA **CS1000 Element Manager**

Managing: 192.168.40.101 Username: admin
System » IP Network » IP Telephony Nodes

IP Telephony Nodes
Click the Node ID to view or edit its properties.

<input type="checkbox"/>	Node ID	Components	Enabled Applications	ELAN IP	Node/TLAN IPv4	Node/TLAN IPv6	Status
<input type="checkbox"/>	111	1	SIP Line, LTPS, Gateway (SIPGw)	-	10.10.40.111	-	Synchronized

Show: Nodes Component servers and cards IPv6 address

Select **Gateway (SIPGw)** highlighted.

AVAYA **CS1000 Element Manager**

Managing: 192.168.40.101 Username: admin
System » IP Network » IP Telephony Nodes » Node Details

Node Details (ID: 111 - SIP Line, LTPS, Gateway (SIPGw))

Subnet mask: <input type="text" value="255.255.255.0"/>	Subnet mask: <input type="text" value="255.255.255.0"/>
Node IPv6 address: <input type="text"/>	
IP Telephony Node Properties <ul style="list-style-type: none"> • Voice Gateway (VGW) and Codecs • Quality of Service (QoS) • LAN • SNTP • Numbering Zones • MCDN Alternative Routing Treatment (MALT) Causes 	
Applications (click to edit configuration) <ul style="list-style-type: none"> • SIP Line • Terminal Proxy Server (TPS) • Gateway (SIPGw) <input checked="" type="checkbox"/> • Personal Directories (PD) • Presence Publisher • IP Media Services 	

* Required Value.

Associated Signaling Servers & Cards

<input type="checkbox"/>	Hostname	Type	Deployed Applications	ELAN IP	TLAN IPv4	Role
<input type="checkbox"/>	cs1kpg1	Signaling_Server	SIP Line, LTPS, Gateway (SIP/H323), PD, Presence Publisher, IP Media Services	192.168.40.101	10.10.40.101	Leader

Show: IPv6 address

Enter the correct **SIP domain name** note this will be referenced again in **Section 7.1**.

AVAYA **CS1000 Element Manager**

Managing: 192.168.40.101 Username: admin
System » IP Network » IP Telephony Nodes » Node Details » Virtual Trunk Gateway Configuration

Node ID: 111 - Virtual Trunk Gateway Configuration Details

[General](#) | [SIP Gateway Settings](#) | [SIP Gateway Services](#)

Vtrk gateway application: Enable gateway service on this node

General

Vtrk gateway application: **SIP Gateway (SIPGw)**

SIP domain name: devconnect.local

Local SIP port: 5060 (1 - 65535)

Gateway endpoint name: CS1KPG1

Gateway password:

Application node ID: 111 (0-9999)

Enable failsafe NRS:

Note: FailSafe NRS cannot be enabled, if all servers in the node have NRS application deployed.

* Required Value. Note: Changes made on this page will NOT be transmitted until the Node is also saved.

Virtual Trunk Network Health Monitor

Monitor IP addresses (listed below)
Information will be captured for the IP addresses listed below.

Monitor IP:

Monitor addresses:

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

Node ID: 111 - Virtual Trunk Gateway Configuration Details

[General](#) | [SIP Gateway Settings](#) | [SIP Gateway Services](#)

Proxy Or Redirect Server:

Proxy Server Route 1:

Primary TLAN IP address:	<input type="text" value="10.10.40.52"/>	The IP address can have either IPv4 or IPv6 format based on the value of "TLAN address type"
Port:	<input type="text" value="5060"/>	(1 - 65535)
Transport protocol:	<input type="button" value="TCP"/>	
Options:	<input type="checkbox"/> Support registration <input type="checkbox"/> Primary CDS proxy	
Secondary TLAN IP address:	<input type="text" value="0.0.0.0"/>	The IP address can have either IPv4 or IPv6 format based on the value of "TLAN address type"
Port:	<input type="text" value="5060"/>	(1 - 65535)
Transport protocol:	<input type="button" value="TCP"/>	
Options:	<input type="checkbox"/> Support registration	

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

Node ID: 111 - Virtual Trunk Gateway Configuration Details

[General](#) | [SIP Gateway Settings](#) | [SIP Gateway Services](#)

Primary CDS proxy

Proxy Server Route 2:

Primary TLAN IP address:	<input type="text" value="10.10.40.52"/>	The IP address can have either IPv4 or IPv6 format based on the value of "TLAN address type"
Port:	<input type="text" value="5060"/>	(1 - 65535)
Transport protocol:	<input type="button" value="TCP"/>	
Options:	<input type="checkbox"/> Registration not supported <input type="checkbox"/> Primary CDS proxy	

CLID Presentation:

Country code (CCC):	<input type="text"/>	
Area code:	<input type="text"/> NPA in North America	
Number translation: Strip:	Prefix:	CLID display format:
Subscriber (SN):	<input type="text"/> 0	<input type="text"/> <CCC><Area code><SN>

* Required Value. Note: Changes made on this page will NOT be transmitted until the Node is also saved.

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

Node Details (ID: 111 - SIP Line, LTPS, Gateway (SIPGw))

Node ID:	111 * (D-9999)	Call server IP address:	192.168.40.101 *	T LAN address type:	<input checked="" type="radio"/> IPv4 only <input type="radio"/> IPv4 and IPv6
Embedded LAN (ELAN)		Telephony LAN (T LAN)			
Gateway IP address:	192.168.40.1 *	Node IPv4 address:	10.10.40.111 *	Subnet mask:	255.255.255.0 *
Subnet mask:	255.255.255.0 *	Node IPv6 address:			
IP Telephony Node Properties			Applications (click to edit configuration)		
<ul style="list-style-type: none"> Voice Gateway (VGW) and Codecs Quality of Service (QoS) LAN SNTP Numbering Zones MCDN Alternative Routing Treatment (MALT) Causes 			<ul style="list-style-type: none"> SIP Line Terminal Proxy Server (TPS) Gateway (SIPGw) Personal Directories (PD) Presence Publisher IP Media Services 		
<small>* Required Value.</small> <div style="text-align: right;"> <input style="border: 2px solid red; padding: 2px 10px; margin-right: 10px;" type="button" value="Save"/> <input type="button" value="Cancel"/> </div>					

Associated Signaling Servers & Cards

Select to add	Add	Remove	Make Leader	Print Refresh		
Hostname	Type	Deployed Applications	ELAN IP	T LAN IPv4	Role	
cs1kpg1	Signaling_Server	SIP Line, LTPS, Gateway (SIP/H323), PD, Presence Publisher, IP Media Services	192.168.40.101	10.10.40.101	Leader	

Show: IPv6 address

Select **Transfer Now** as shown below.

AVAYA **CS1000 Element Manager**

Managing: 192.168.40.101 Username: admin
System » IP Network » IP Telephony Nodes » Node Saved

Node Saved

Node ID: 111 has been saved on the call server.
The new configuration must also be transferred to associated servers and media cards.

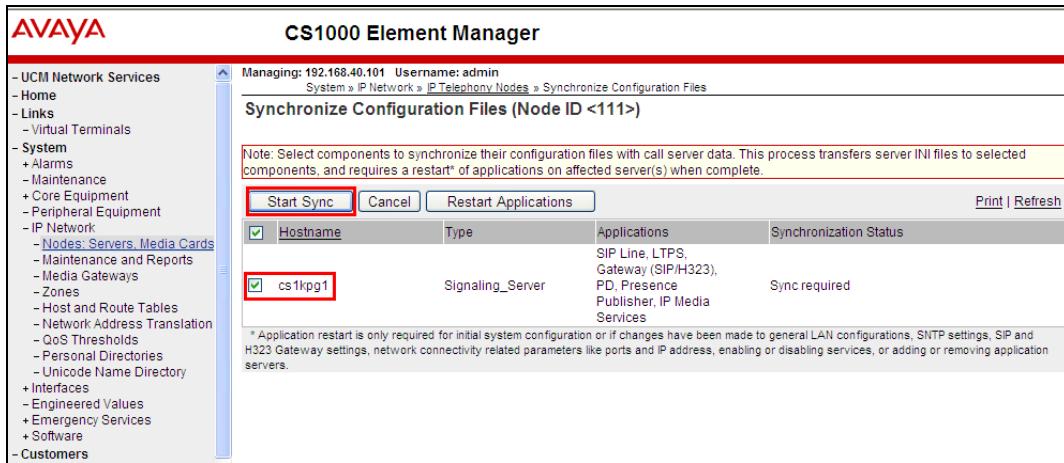
Transfer Now... You will be given an option to select individual servers, or transfer to all.

Show Nodes You may initiate a transfer manually at a later time.

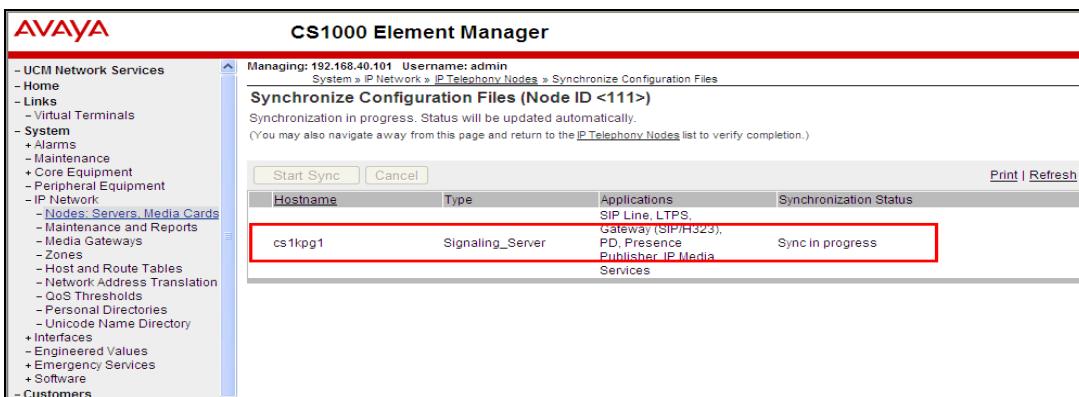
Nodes, Servers, Media Cards

- UCM Network Services
- Home
- Links
 - Virtual Terminals
- System
 - + Alarms
 - Maintenance
 - + Core Equipment
 - Peripheral Equipment
- IP Network
 - Nodes, Servers, Media Cards
 - Maintenance and Reports
 - Media Gateways
 - Zones
 - Host and Route Tables
 - Network Address Translation
 - QoS Thresholds
 - Personal Directories
 - Unicode Name Directory
- + Interfaces
- Engineered Values
- + Emergency Services
- + Software

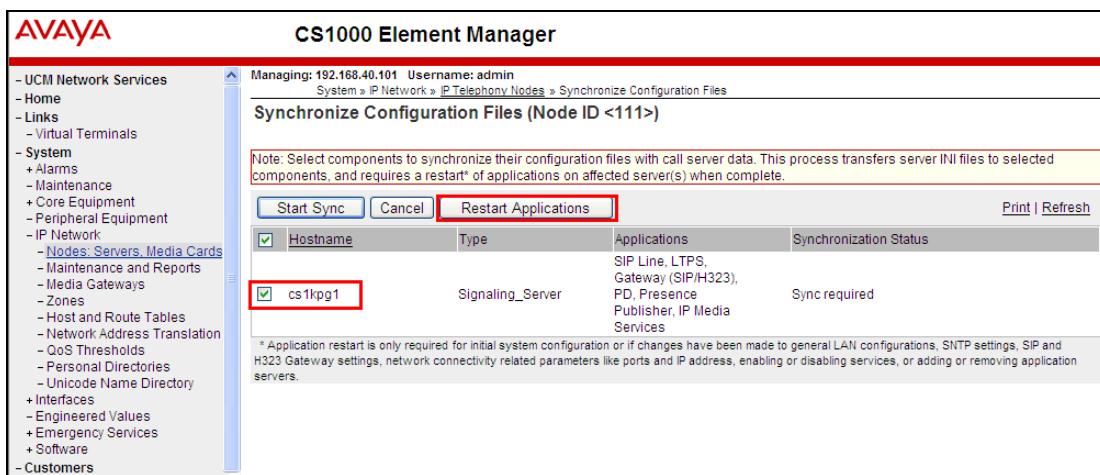
The following screen is displayed requiring that synchronization is performed followed by a restart of the Applications. Ensure the **Hostname** is ticked and click on **Start Sync**.



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

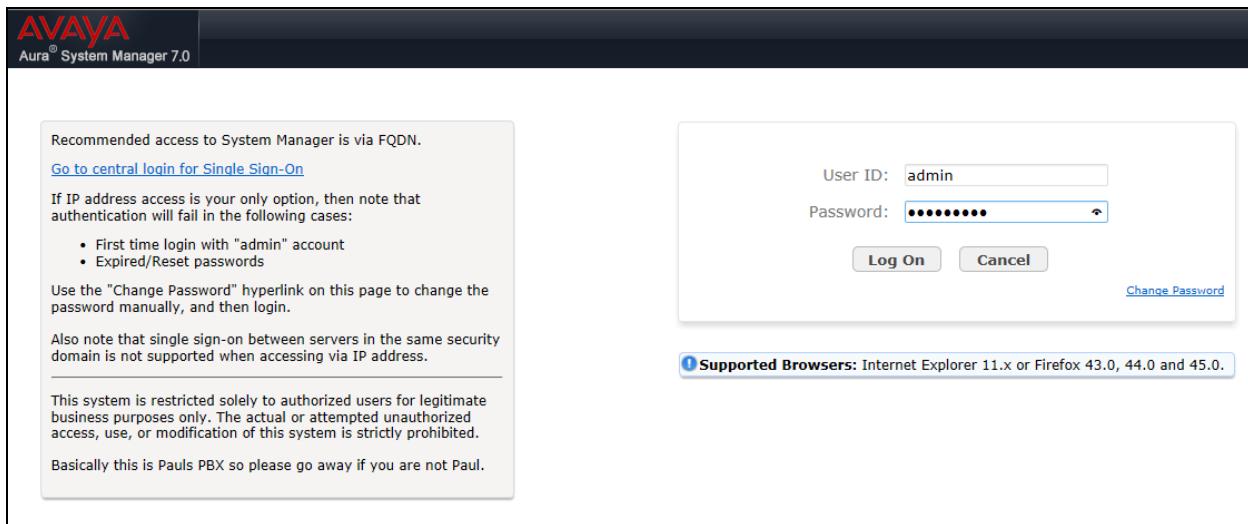


Once the Sync is completed select the **Hostname** again and click on **Restart Applications**. This will complete the Signalling Server configuration for Session Manager routing.

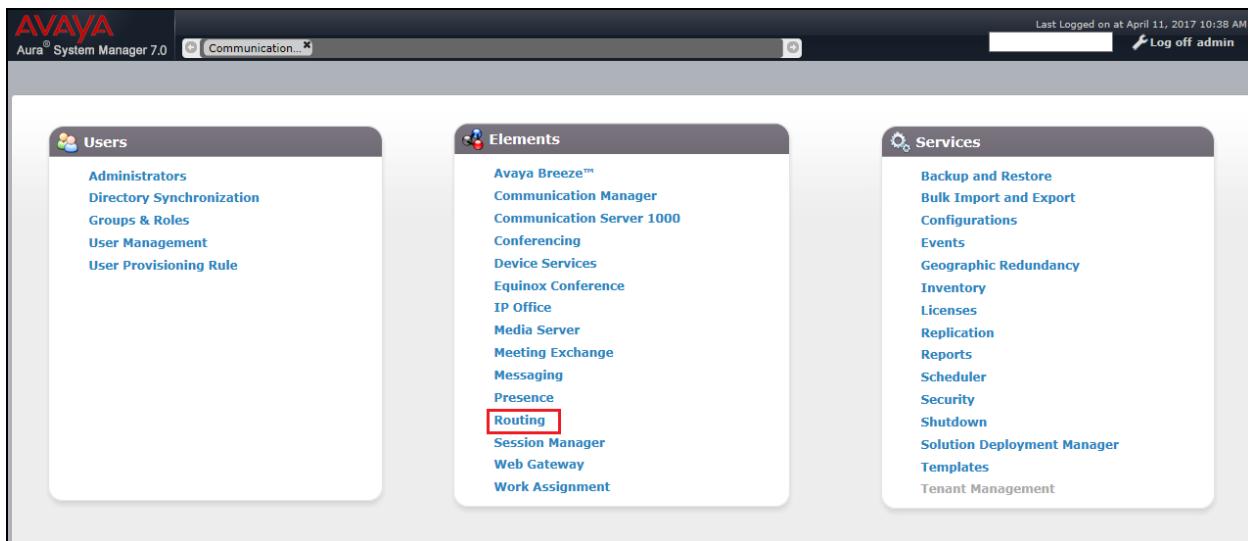


7. Configure Avaya Aura® Session Manager

In order to make changes in Session Manager a web session is established to System Manager. Log into System Manager by opening a web browser and navigating to `http://<System Manager IP Address>/SMGR`. Enter the appropriate credentials for the **User ID** and **Password** and click on **Log On** highlighted below.



Once logged in click on **Routing** highlighted below.

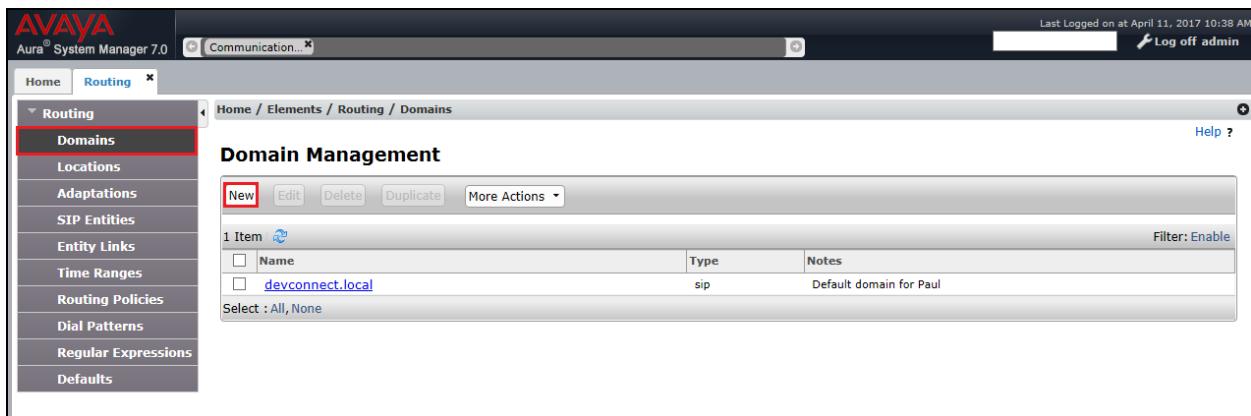


7.1. Domains and Locations

Note: It is assumed that a domain and a location have already been setup, therefore a quick overview of the domain and location that was used in compliance testing is only provided here.

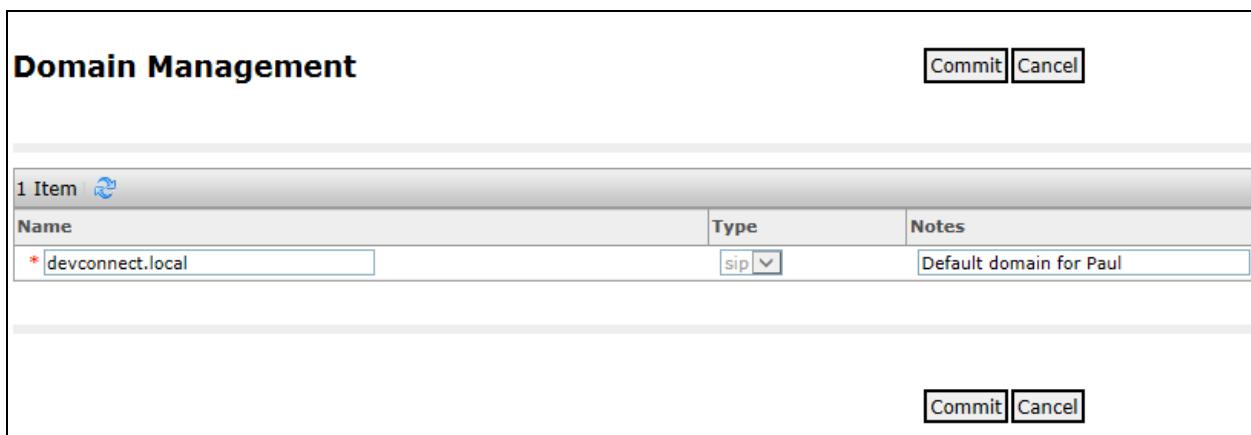
7.1.1. Add a new Domain

If a domain is not already in place then click on **New** as is highlighted below.



The screenshot shows the Avaya System Manager 7.0 interface. The title bar indicates 'Last Logged on at April 11, 2017 10:38 AM' and 'Log off admin'. The main navigation bar has 'Home' and 'Routing' tabs, with 'Routing' being the active tab. Under 'Routing', the 'Domains' option is selected and highlighted with a red box. The left sidebar lists other routing-related options: Adaptations, SIP Entities, Entity Links, Time Ranges, Routing Policies, Dial Patterns, Regular Expressions, and Defaults. The main content area is titled 'Domain Management' and shows a table with one item: 'devconnect.local' (Type: sip, Notes: Default domain for Paul). There are buttons for 'New', 'Edit', 'Delete', 'Duplicate', and 'More Actions'. A 'Help?' link is in the top right corner.

Enter the domain **Name**, note this will be the same as that domain configured in **Section 5.5**, and ensure the **Type** is set to **SIP**. Click on **Commit** once done.



The screenshot shows a 'Domain Management' dialog box. At the top, there are 'Commit' and 'Cancel' buttons. Below that is a table with one item: 'devconnect.local'. The 'Name' column contains 'devconnect.local', the 'Type' column contains 'sip' (with a dropdown arrow), and the 'Notes' column contains 'Default domain for Paul'. There are 'Commit' and 'Cancel' buttons at the bottom of the dialog box.

7.1.2. Add a new Location

If a location is not already in place then one must be added to include the IP address range of the Avaya solution. Click on **New** as is highlighted below to add a new location.

The screenshot shows the AVAYA Aura System Manager 7.0 interface. The title bar indicates 'Last Logged on at April 11, 2017 10:38 AM' and 'Log off admin'. The main navigation bar has 'Home' and 'Routing' tabs, with 'Routing' being the active tab. A left sidebar menu includes 'Routing', 'Domains', 'Locations' (which is selected and highlighted with a red box), 'Adaptations', 'SIP Entities', 'Entity Links', 'Time Ranges', 'Routing Policies', 'Dial Patterns', 'Regular Expressions', and 'Defaults'. The main content area is titled 'Location' and shows a table with one item:

Name	Correlation	Notes
PGLAB		Pauls Lab

Below the table, there is a link 'Select : All, None' and a 'Filter: Enable' link. The top toolbar has buttons for 'New' (highlighted with a red box), 'Edit', 'Delete', 'Duplicate', and 'More Actions'.

Enter a suitable **Name** and add the IP address ranges at the bottom of the screen under **Location Pattern** and click on **Commit** once this is done.

Location Details		<input type="button" value="Commit"/> <input type="button" value="Cancel"/>																		
General																				
<p>* Name: <input type="text" value="PGLAB"/></p> <p>Notes: <input type="text" value="Pauls Lab"/></p>																				
Dial Plan Transparency in Survivable Mode																				
<p>Enabled: <input type="checkbox"/></p> <p>Listed Directory Number: <input type="text"/></p> <p>Associated CM SIP Entity: <input type="text"/></p>																				
Overall Managed Bandwidth																				
<p>Managed Bandwidth Units: <input type="text" value="Kbit/sec"/> <input type="button" value="▼"/></p> <p>Total Bandwidth: <input type="text"/></p> <p>Multimedia Bandwidth: <input type="text"/></p> <p>Audio Calls Can Take Multimedia Bandwidth: <input checked="" type="checkbox"/></p>																				
Per-Call Bandwidth Parameters																				
<p>Maximum Multimedia Bandwidth (Intra-Location): <input type="text" value="2000"/> Kbit/Sec</p> <p>Maximum Multimedia Bandwidth (Inter-Location): <input type="text" value="2000"/> Kbit/Sec</p> <p>* Minimum Multimedia Bandwidth: <input type="text" value="64"/> Kbit/Sec</p> <p>* Default Audio Bandwidth: <input type="text" value="80"/> Kbit/sec <input type="button" value="▼"/></p>																				
Alarm Threshold																				
<p>Overall Alarm Threshold: <input type="text" value="80"/> %</p> <p>Multimedia Alarm Threshold: <input type="text" value="80"/> %</p> <p>* Latency before Overall Alarm Trigger: <input type="text" value="5"/> Minutes</p> <p>* Latency before Multimedia Alarm Trigger: <input type="text" value="5"/> Minutes</p>																				
Location Pattern																				
<table border="1"> <thead> <tr> <th><input type="button" value="Add"/></th> <th><input type="button" value="Remove"/></th> <th></th> </tr> </thead> <tbody> <tr> <td colspan="3">2 Items </td> </tr> <tr> <td><input type="checkbox"/></td> <td>IP Address Pattern</td> <td><input type="button" value="▲"/></td> <td>Notes</td> </tr> <tr> <td><input type="checkbox"/></td> <td>* 10.10.40.*</td> <td></td> <td>Pauls subnet</td> </tr> <tr> <td colspan="4">Select : All, None</td> </tr> </tbody> </table>			<input type="button" value="Add"/>	<input type="button" value="Remove"/>		2 Items			<input type="checkbox"/>	IP Address Pattern	<input type="button" value="▲"/>	Notes	<input type="checkbox"/>	* 10.10.40.*		Pauls subnet	Select : All, None			
<input type="button" value="Add"/>	<input type="button" value="Remove"/>																			
2 Items																				
<input type="checkbox"/>	IP Address Pattern	<input type="button" value="▲"/>	Notes																	
<input type="checkbox"/>	* 10.10.40.*		Pauls subnet																	
Select : All, None																				

7.2. Creating an Adaptation for the MiCC SIP Entity

An adaptation can allow the altering of SIP Message. An adaptation is created to take the MIME out of the CS1000 invite to MiCC. Select **Adaptations** from the left window and click on **New** in the main window.

Name	Module Name	Module Parameters	Egress URI Parameters	Notes
Capita	DigitConversionAdapter	fromto=true iodstd=devconnect.local iosrcd=devconnect.local odstd=10.253.160.206 osrcd=10.10.40.12		
CS1000MIME	CS1000Adapter	mime=no		
Etrail	DigitConversionAdapter	fromto=true iodstd=devconnect.local iosrcd=devconnect.local odstd=172.29.187.244 osrcd=10.10.40.12 MIME=no		
IPO500V2	DigitConversionAdapter	fromto=true MIME=no iodstd=devconnect.local iosrcd=devconnect.local odstd=10.10.40.20 osrcd=10.10.40.12		

Enter a suitable **Adaptation Name**, select **DigitConversionAdapter** for the **Module Name**. The **Module Parameter Type** should be set to **Name-Value Parameter**. Add the following module parameters and click on **Commit** once completed.

- **Fromto** true
- **MIME** no

7.3. Adding MiCC as a SIP Entity

Click on **SIP Entities** in the left column and select **New** in the right window.

The screenshot shows the Avaya System Manager 7.0 interface. The left sidebar has a 'Routing' section with several options: Domains, Locations, Adaptations, SIP Entities (which is selected and highlighted with a red box), Entity Links, Time Ranges, Routing Policies, Dial Patterns, Regular Expressions, and Defaults. The main content area is titled 'SIP Entities' and shows a list of 19 items. At the top of the list table are buttons for New, Edit, Delete, Duplicate, and More Actions. A 'Filter: Enable' link is at the top right of the list. The columns in the table are Name, FQDN or IP Address, Type, and Notes. The list includes entries like 'aacc64SIPvmpg', 'AACC70vmpg', 'ASBCE_PG', 'Capita', 'cm63vmpg', 'CM70Redundancy', 'cm70vmpg', 'CPE', and 'CS1000E'. The 'Type' column indicates some are SIP Trunks, some are CMs, and one is Other.

Enter a suitable **Name** for the new SIP Entity and the **IP Address** of the MiCC Server. Add the Adaptation that was created in **Section 7.2**. Enter the correct **Time Zone** and **Location** and click on **Commit**.

The screenshot shows the 'SIP Entity Details' configuration dialog. It has a 'General' tab selected. The fields are as follows:

- * **Name:** MiCC
- * **FQDN or IP Address:** 10.10.40.128
- Type:** SIP Trunk
- Notes:** Mitel MiCC
- Adaptation:** MiCC_Adaptor
- Location:** DevConnect_Lab_PG
- Time Zone:** Europe/Dublin
- * **SIP Timer B/F (in seconds):** 4
- Minimum TLS Version:** Use Global Setting
- Credential name:** (empty field)
- Securable:** (checkbox)
- Call Detail Recording:** egress

At the top right of the dialog are 'Commit' and 'Cancel' buttons.

7.4. Adding the MiCC Entity Link

A TCP Entity links was added for the MiCC. Click on **Entity Links** in the left column and select **New** in the main window.

The screenshot shows the Avaya System Manager 7.0 interface. The left sidebar has a 'Routing' section with several options: Domains, Locations, Adaptations, SIP Entities, Entity Links (which is selected and highlighted with a red box), Time Ranges, Routing Policies, Dial Patterns, Regular Expressions, and Defaults. The main window title is 'Entity Links'. Below it, there are buttons for New, Edit, Delete, Duplicate, and More Actions. A table titled '18 Items' lists various entity links. The columns include Name, SIP Entity 1, Protocol, Port, SIP Entity 2, DNS Override, Port, Connection Policy, Deny New Service, and Notes. Each row shows a name like 'aacc64SIPvmpg' or 'AAC70vmpg' along with its corresponding details. A 'Filter: Enable' button is at the top right of the table.

Enter a suitable **Name** for the Entity Link and select the **Session Manager SIP Entity** for **SIP Entity 1** and the newly created MiCC Entity for **SIP Entity 2**. Ensure that **TCP** is selected for the **Protocol** and that **Port 5060** is used. Click on **Commit** once finished to save the new Entity Link.

The screenshot shows the 'Entity Links' creation dialog. At the top, there are 'Commit' and 'Cancel' buttons. The main area is titled 'Entity Links' and shows '1 Item'. It has a table with columns: Name, SIP Entity 1, Protocol, Port, SIP Entity 2, Port, DNS Override, and Connection Policy. The 'Name' field contains '* SM_MiCC'. The 'SIP Entity 1' field contains 'SM71vmpg'. The 'Protocol' dropdown is set to 'TCP'. The 'Port' dropdown is set to '5060'. The 'SIP Entity 2' field contains 'MiCC'. The 'Port' dropdown for SIP Entity 2 is also set to '5060'. The 'Connection Policy' dropdown is set to 'trusted'. There is also a 'Select : All, None' link. At the bottom, there are 'Commit' and 'Cancel' buttons.

7.5. Adding the MiCC Routing Policy

Click on **Routing Policies** in the left window and select **New** in the main window.

The screenshot shows the Avaya System Manager 7.0 interface. The left sidebar has a 'Routing' category expanded, with 'Routing Policies' selected and highlighted with a red box. The main window title is 'Routing Policies'. Below the title are buttons for 'New', 'Edit', 'Delete', 'Duplicate', and 'More Actions'. A table lists 15 items, each with a checkbox, name, disabled status, retries, destination, and notes. The table has columns for Name, Disabled, Retries, Destination, and Notes. A 'Filter: Enable' link is at the top right of the table area.

Name	Disabled	Retries	Destination	Notes
To_aacc64SIPvmpg	<input type="checkbox"/>	0	aacc64SIPvmpg	aacc64SIPvmpg
To_AACC70vmpg	<input type="checkbox"/>	0	AACC70vmpg	To_AACC70vmpg
To_ASBCE	<input type="checkbox"/>	0	ASBCE_PG	Calls to ASBCE
To_Capita	<input type="checkbox"/>	0	Capita	To Capita
To_cm63vmpg	<input type="checkbox"/>	0	cm63vmpg	Routing to CM63
To_CM70 Redundancy	<input type="checkbox"/>	0	CM70Redundancy	To CM70 Redundancy
To_cm70vmpg	<input type="checkbox"/>	0	cm70vmpg	
To_CPE	<input type="checkbox"/>	0	CPE	For Stephen
To_CS1000E	<input type="checkbox"/>	0	CS1000E	Routing to CS1KPG1

Enter a suitable **Name** for the Routing Policy and click on **Select** under **SIP Entity as Destination**, highlighted below.

The screenshot shows the 'Routing Policy Details' dialog box. It has tabs for 'General' and 'SIP Entity as Destination'. The 'General' tab is active, showing fields for Name (To_MiCC), Disabled (unchecked), Retries (0), and Notes (To Mitel MiCC). The 'SIP Entity as Destination' tab is shown below, with a 'Select' button highlighted with a red box. This tab contains a table with columns for Name, FQDN or IP Address, Type, and Notes.

Name	FQDN or IP Address	Type	Notes

Select the MiCC SIP Entity as shown below and click on **Select**.

SIP Entities				Help ?
				Select Cancel
SIP Entities				Filter: Enable
Name	FQDN or IP Address	Type	Notes	
<input type="radio"/> cm70vmpg	10.10.40.13	CM	cm70vmpg	
<input type="radio"/> CM71vmpg	10.10.40.47	CM	CM71vmpg	
<input type="radio"/> CS1KPG1	10.10.40.111	SIP Trunk	CS1000 PG	
<input checked="" type="radio"/> MiCC	10.10.40.128	SIP Trunk	Mitel MiCC	
<input type="radio"/> SM71vmpg	10.10.40.52	Session Manager	SM71vmpg	

The selected destination is now shown, click on **Commit** to save this.

Routing Policy Details				Help ?
				Commit Cancel
General				
* Name: <input type="text" value="To_MiCC"/>				
Disabled: <input type="checkbox"/>				
* Retries: <input type="text" value="0"/>				
Notes: <input type="text" value="To Mitel MiCC"/>				
SIP Entity as Destination				
Select				
Name	FQDN or IP Address	Type	Notes	
MiCC	10.10.40.128	SIP Trunk	Mitel MiCC	

7.6. Adding a Dial Pattern for the MiCC

Select **Dial Patterns** in the left window and select **New** in the main window.

The screenshot shows the Avaya System Manager 7.0 interface. The left sidebar under the 'Routing' section has 'Dial Patterns' selected and highlighted with a red box. The main content area is titled 'Dial Patterns' and shows a table of 17 items. The first item in the list, '10', is also highlighted with a red box. The table columns are: Pattern, Min, Max, Emergency Call, Emergency Type, Emergency Priority, SIP Domain, and Notes. The notes for each entry are as follows:

Pattern	Min	Max	Emergency Call	Emergency Type	Emergency Priority	SIP Domain	Notes
10	4	4	<input type="checkbox"/>			devconnect.local	Ext 10xx on CM63vmpg
2016	4	4	<input type="checkbox"/>			devconnect.local	SIP Trunk to CM63
3	4	4	<input type="checkbox"/>			devconnect.local	To CS1000E
40	4	4	<input type="checkbox"/>			devconnect.local	Calls to SIP exts in CS1000
450	4	4	<input type="checkbox"/>			devconnect.local	To Capita
49	4	4	<input type="checkbox"/>			devconnect.local	To NovaLink 10.10.40.44
51	4	4	<input type="checkbox"/>			devconnect.local	To Etrali
52	4	4	<input type="checkbox"/>			devconnect.local	Was going to IP Office 500 V2 Now CM70vmpg
5999	4	4	<input type="checkbox"/>			devconnect.local	Messaging (Voicemail)

Enter the required digits for the Pattern, in the example below 66 is used, which means that 6600 – 6699 will use the Routing Policy that will be selected. **66** is entered as the **Pattern** and the **Min** and **Max** digit length of **4** is used thus giving 66xx. Ensure that the correct domain is entered for **SIP Domain** in this example the domain created in **Section 7.1** is added. Click on **Add** under **Originating Locations and Routing Policies** in order to select this Routing Policy.

The screenshot shows two overlapping windows. The top window is titled 'Dial Pattern Details' and contains fields for General settings: Pattern (66), Min (4), Max (4), Emergency Call (unchecked), Emergency Priority (1), Emergency Type (empty), SIP Domain (devconnect.local), and Notes (To_MiCC). The bottom window is titled 'Originating Locations and Routing Policies' and shows a table with one item. The table columns are: Originating Location Name, Originating Location Notes, Routing Policy Name, Rank, Routing Policy Disabled, Routing Policy Destination, and Routing Policy Notes. The item in the table is 'Select : All, None'.

Select the Originating Location, this will be the location added in **Section 7.1** select the newly created routing policy for the MiCC created in **Section 7.5** for **Routing Policies**.

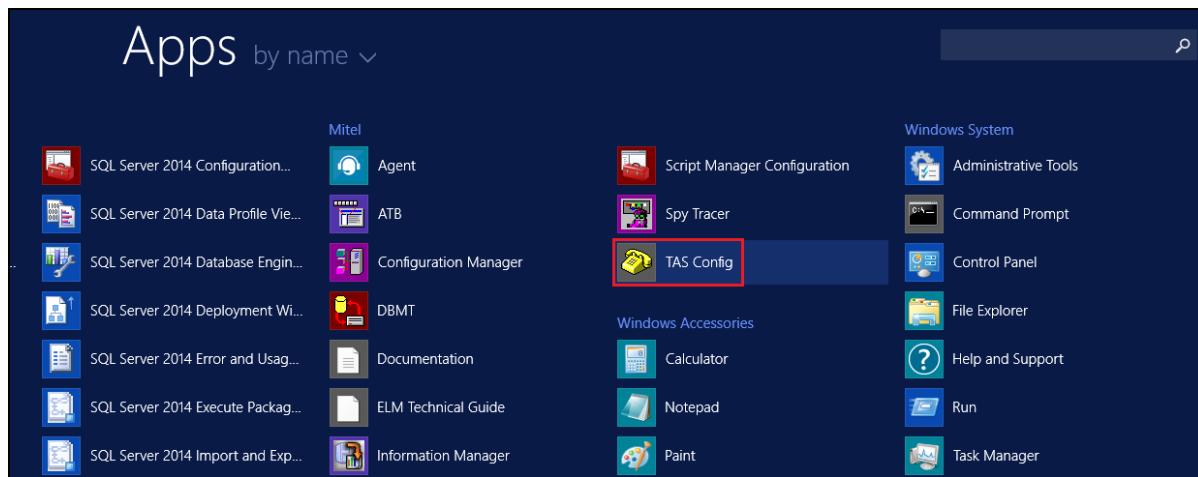
Originating Location		<input type="button" value="Select"/>	<input type="button" value="Cancel"/>																									
Originating Location																												
<input type="checkbox"/> Apply The Selected Routing Policies to All Originating Locations																												
1 Item <table border="1"> <thead> <tr> <th>Name</th> <th>Notes</th> <th>Filter: Enable</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/> DevConnect_Lab_PG</td> <td>DevConnect_Lab_PG</td> <td></td> </tr> </tbody> </table> <p>Select : All, None</p>				Name	Notes	Filter: Enable	<input checked="" type="checkbox"/> DevConnect_Lab_PG	DevConnect_Lab_PG																				
Name	Notes	Filter: Enable																										
<input checked="" type="checkbox"/> DevConnect_Lab_PG	DevConnect_Lab_PG																											
Routing Policies																												
4 Items <table border="1"> <thead> <tr> <th>Name</th> <th>Disabled</th> <th>Destination</th> <th>Notes</th> <th>Filter: Enable</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> To_cm70vmpg</td> <td><input type="checkbox"/></td> <td>cm70vmpg</td> <td>To_cm70vmpg</td> <td></td> </tr> <tr> <td><input type="checkbox"/> To_CM71vmpg</td> <td><input type="checkbox"/></td> <td>CM71vmpg</td> <td>To_CM71vmpg</td> <td></td> </tr> <tr> <td><input type="checkbox"/> To_CS1KPG1</td> <td><input type="checkbox"/></td> <td>CS1KPG1</td> <td>To_CS1KPG1</td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/> To_MiCC</td> <td><input type="checkbox"/></td> <td>MiCC</td> <td>To Mitel MiCC</td> <td></td> </tr> </tbody> </table> <p>Select : All, None</p>				Name	Disabled	Destination	Notes	Filter: Enable	<input type="checkbox"/> To_cm70vmpg	<input type="checkbox"/>	cm70vmpg	To_cm70vmpg		<input type="checkbox"/> To_CM71vmpg	<input type="checkbox"/>	CM71vmpg	To_CM71vmpg		<input type="checkbox"/> To_CS1KPG1	<input type="checkbox"/>	CS1KPG1	To_CS1KPG1		<input checked="" type="checkbox"/> To_MiCC	<input type="checkbox"/>	MiCC	To Mitel MiCC	
Name	Disabled	Destination	Notes	Filter: Enable																								
<input type="checkbox"/> To_cm70vmpg	<input type="checkbox"/>	cm70vmpg	To_cm70vmpg																									
<input type="checkbox"/> To_CM71vmpg	<input type="checkbox"/>	CM71vmpg	To_CM71vmpg																									
<input type="checkbox"/> To_CS1KPG1	<input type="checkbox"/>	CS1KPG1	To_CS1KPG1																									
<input checked="" type="checkbox"/> To_MiCC	<input type="checkbox"/>	MiCC	To Mitel MiCC																									

With the Routing Policy selected click on **Commit** to finish adding the **Dial Pattern**.

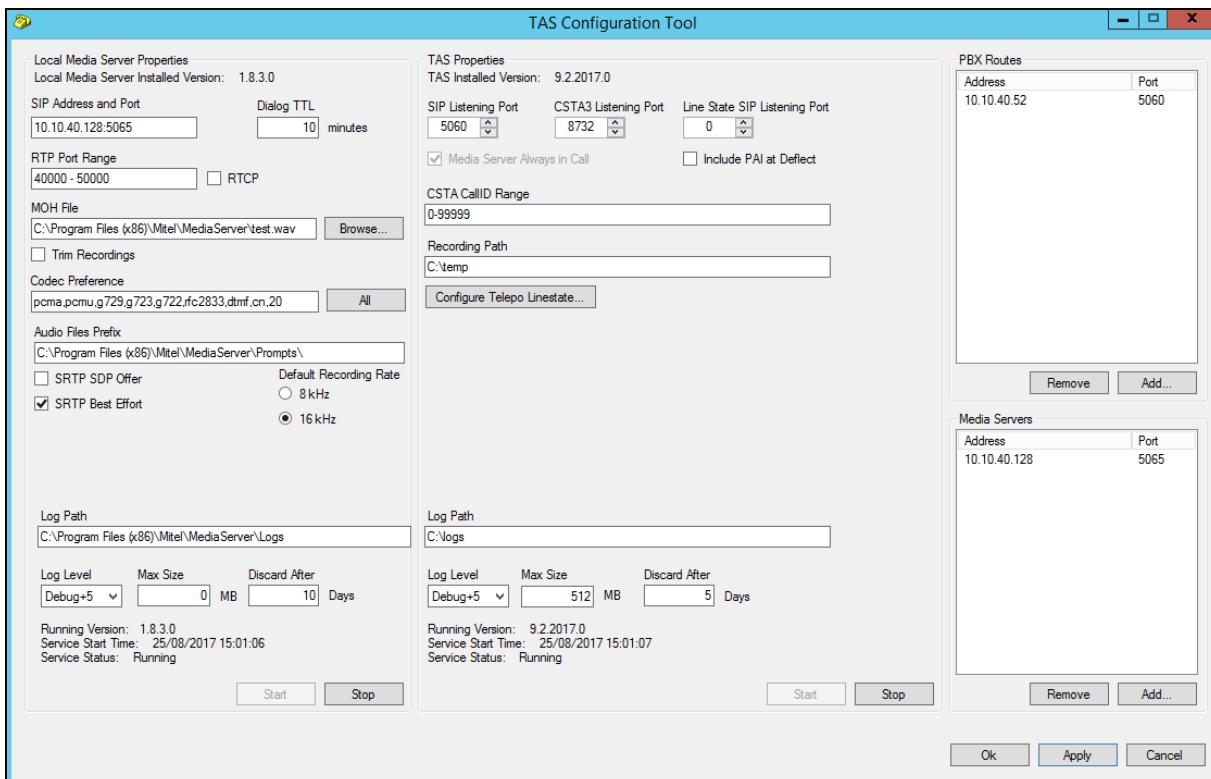
Dial Pattern Details		<input type="button" value="Commit"/>	<input type="button" value="Cancel"/>	Help ?																																
General																																				
* Pattern: <input type="text" value="66"/> * Min: <input type="text" value="4"/> * Max: <input type="text" value="4"/> Emergency Call: <input type="checkbox"/> Emergency Priority: <input type="text" value="1"/> Emergency Type: <input type="text"/> SIP Domain: <input type="text" value="devconnect.local"/> <input type="button" value="▼"/> Notes: <input type="text" value="To_MiCC"/>																																				
Originating Locations and Routing Policies																																				
<table border="1"> <thead> <tr> <th><input type="button" value="Add"/></th> <th><input type="button" value="Remove"/></th> <th colspan="6"></th> </tr> <tr> <th>1 Item</th> <th></th> <th colspan="6">Filter: Enable</th> </tr> <tr> <th></th> <th>Originating Location Name</th> <th>Originating Location Notes</th> <th>Routing Policy Name</th> <th>Rank</th> <th>Routing Policy Disabled</th> <th>Routing Policy Destination</th> <th>Routing Policy Notes</th> </tr> </thead> <tbody> <tr> <td></td> <td><input type="checkbox"/> DevConnect_Lab_PG</td> <td>DevConnect_Lab_PG</td> <td>To_MiCC</td> <td>0</td> <td><input type="checkbox"/></td> <td>MiCC</td> <td>To Mitel MiCC</td> </tr> </tbody> </table> <p>Select : All, None</p>					<input type="button" value="Add"/>	<input type="button" value="Remove"/>							1 Item		Filter: Enable							Originating Location Name	Originating Location Notes	Routing Policy Name	Rank	Routing Policy Disabled	Routing Policy Destination	Routing Policy Notes		<input type="checkbox"/> DevConnect_Lab_PG	DevConnect_Lab_PG	To_MiCC	0	<input type="checkbox"/>	MiCC	To Mitel MiCC
<input type="button" value="Add"/>	<input type="button" value="Remove"/>																																			
1 Item		Filter: Enable																																		
	Originating Location Name	Originating Location Notes	Routing Policy Name	Rank	Routing Policy Disabled	Routing Policy Destination	Routing Policy Notes																													
	<input type="checkbox"/> DevConnect_Lab_PG	DevConnect_Lab_PG	To_MiCC	0	<input type="checkbox"/>	MiCC	To Mitel MiCC																													

8. Configure Mitel MiContact Center Enterprise Server

Although a Mitel engineer will setup the solution the following section show information on the connection to Session Manager that was used for compliance testing, it may prove useful. The connection to the Avaya solution is configured in **TAS Config** as shown below.



The connection to Session Manager is defined under **PBX Routes** along with the port number. The Codecs used can be seen under **Codec Preference** and the other settings are used for the connection to the Mitel solution.



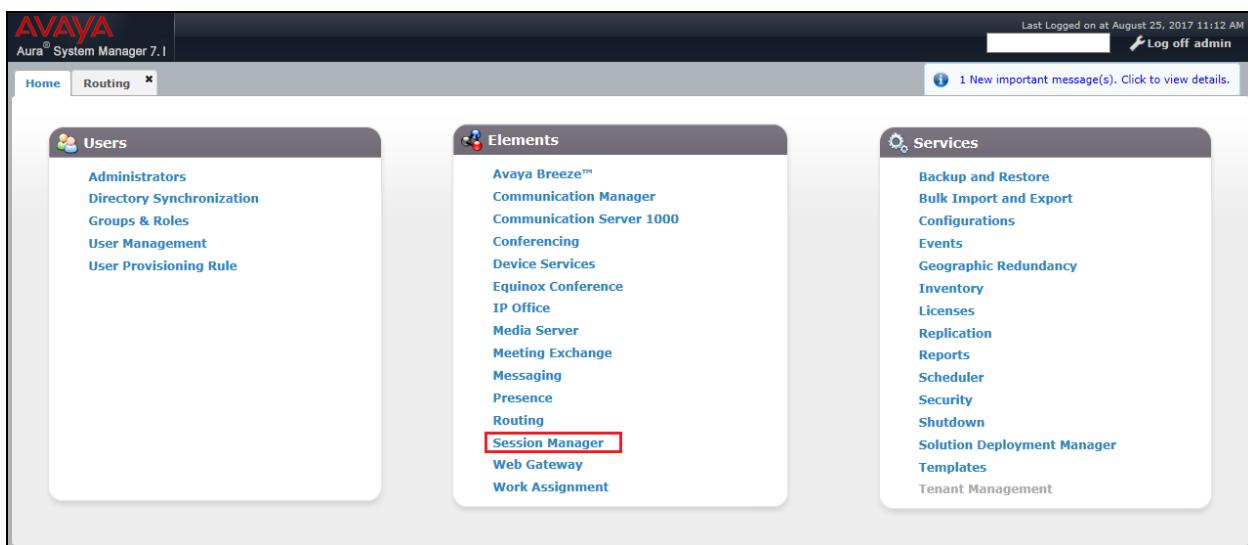
9. Verification Steps

This section provides the tests that can be performed to verify correct configuration of Avaya and Mitel solution.

- Verify the SIP connection on Session Manager.
- Verify that a call can be successfully made to the MiCC Agent and answered on the MiCC Agent application.

9.1. Verify the SIP connection on Session Manager

Log in to System Manager as per **Section 7**. Once logged in the following screen is shown where Session Manager is chosen as highlighted below.



Select **System Status → SIP Entity Monitoring** from the left window and select the MiCC SIP Entity from the main window as highlighted below.

Monitored Entities								
	Session Manager	Type	Down	Partially Up	Up	Not Monitored	Deny	Total
<input type="checkbox"/>	SM71vmpg	Core	0	0	4	0	0	4

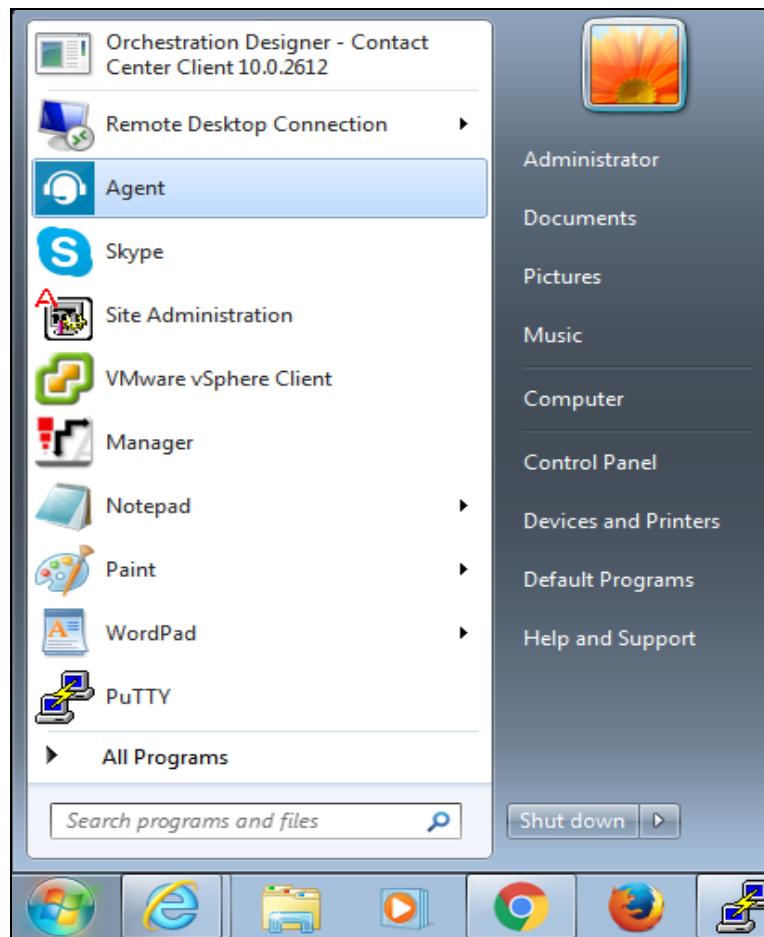
SIP Entity Name				
<input type="checkbox"/>	CM71vmpg			
<input type="checkbox"/>	cm70vmpg			
<input checked="" type="checkbox"/>	MiCC			
<input type="checkbox"/>	CS1KPG1			

The **Conn. Status** for the **MiCC SIP Entity** shows as being **UP** and the **Reason Code** is displayed as **200 OK**.

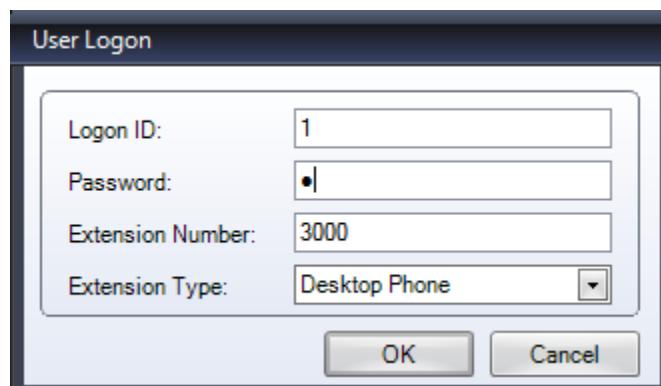
Status Details for the selected Session Manager:									
Filter: Enable									
1 Items Refresh									
Session Manager Name	IP Address Family	SIP Entity Resolved IP	Port	Proto.	Deny	Conn. Status	Reason Code	Link Status	
SM71vmpg	IPv4	10.10.40.128	5060	TCP	FALSE	UP	200 OK	UP	

9.2. Verify the MiCC Agent Application

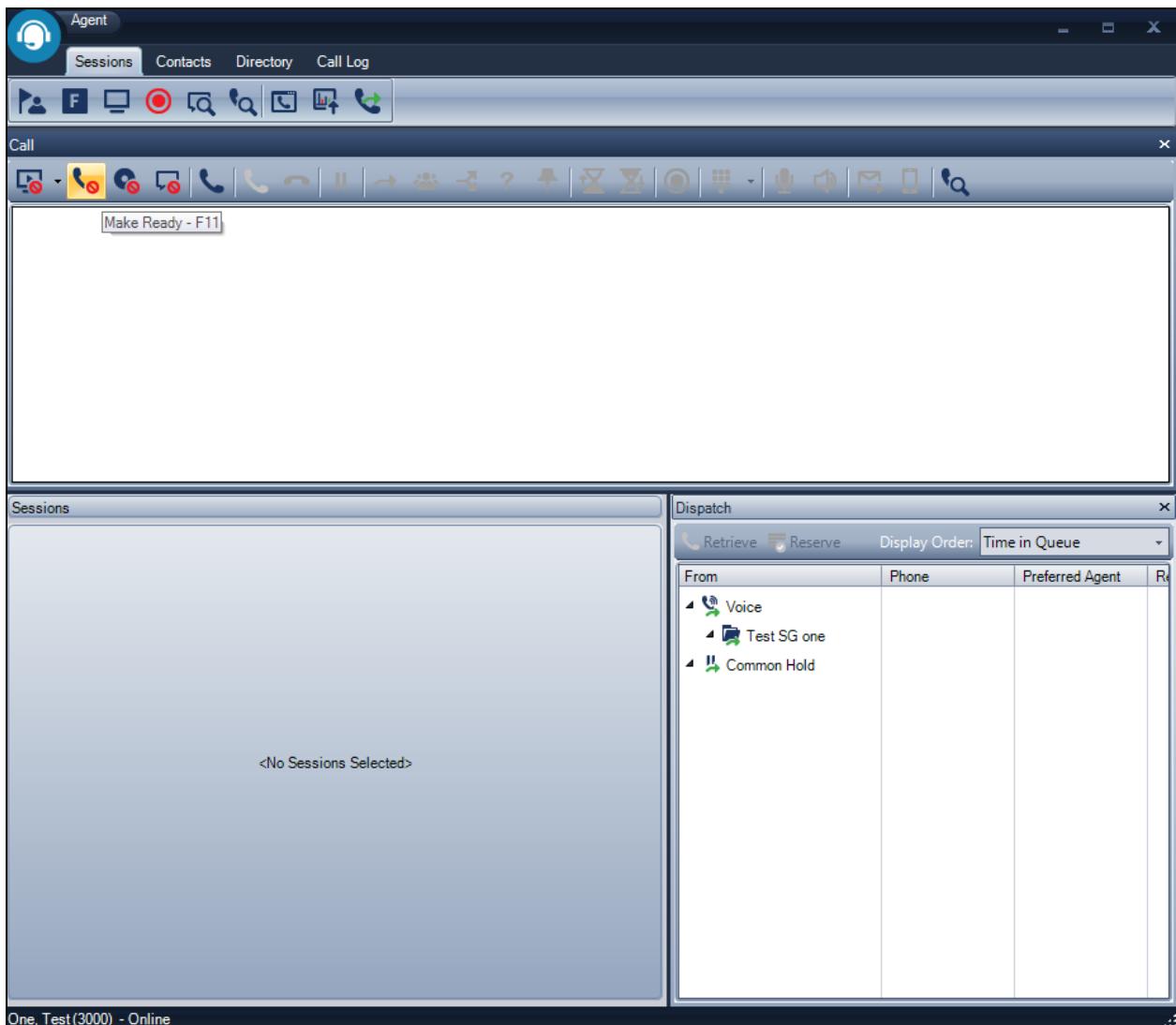
Open the MiCC Agent application as shown below by selecting **Agent** from the programs.



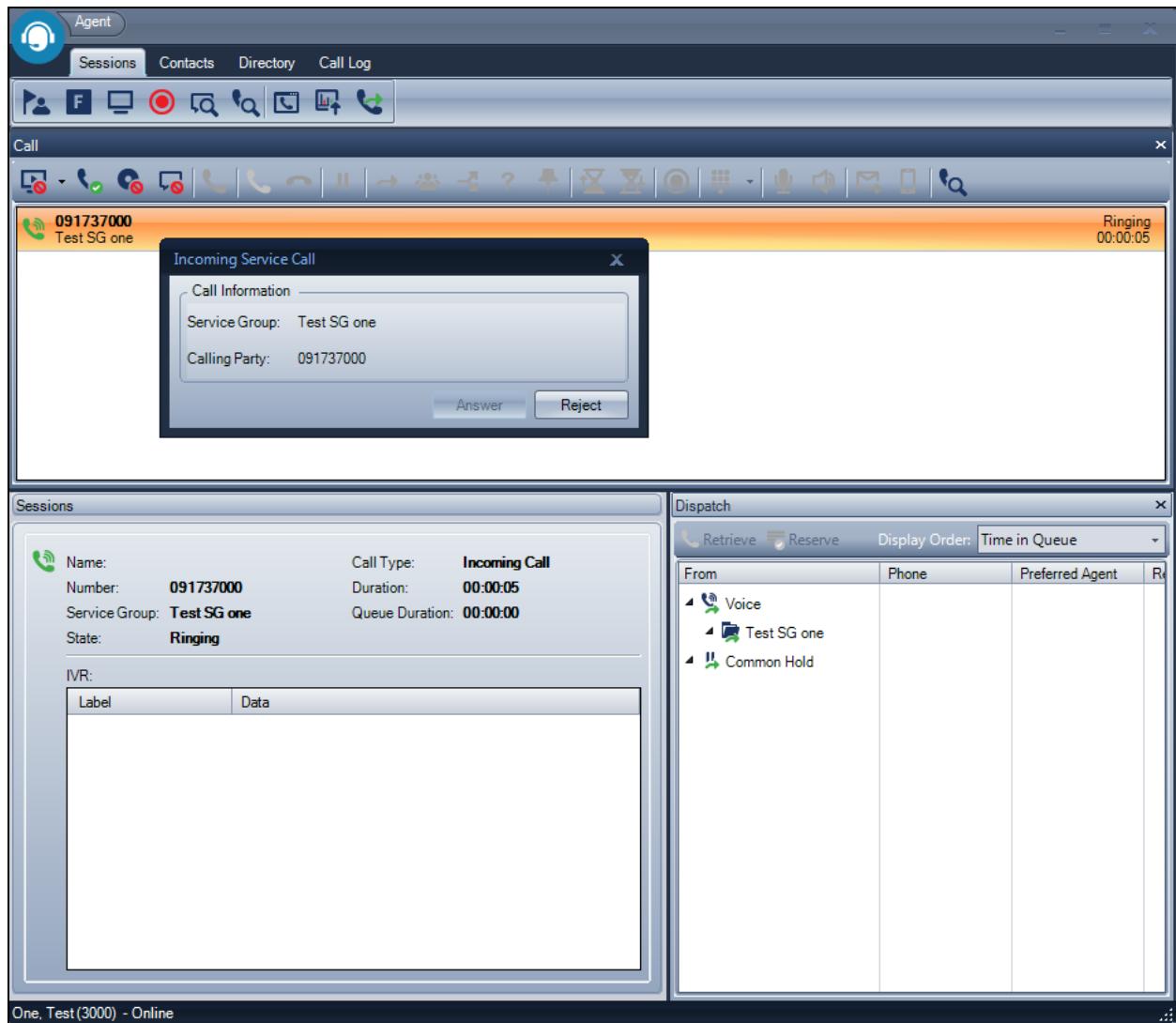
Enter the agent's details and note that the **Extension Type** is set to **Desktop Phone** which is selected in order to use the CS1000 phone sets. The CS1000 extension is entered; this can be any extension on the CS1000 and does not need to be configured in any specific way on either the CS1000 or the MiCC. Press **OK** to log in.



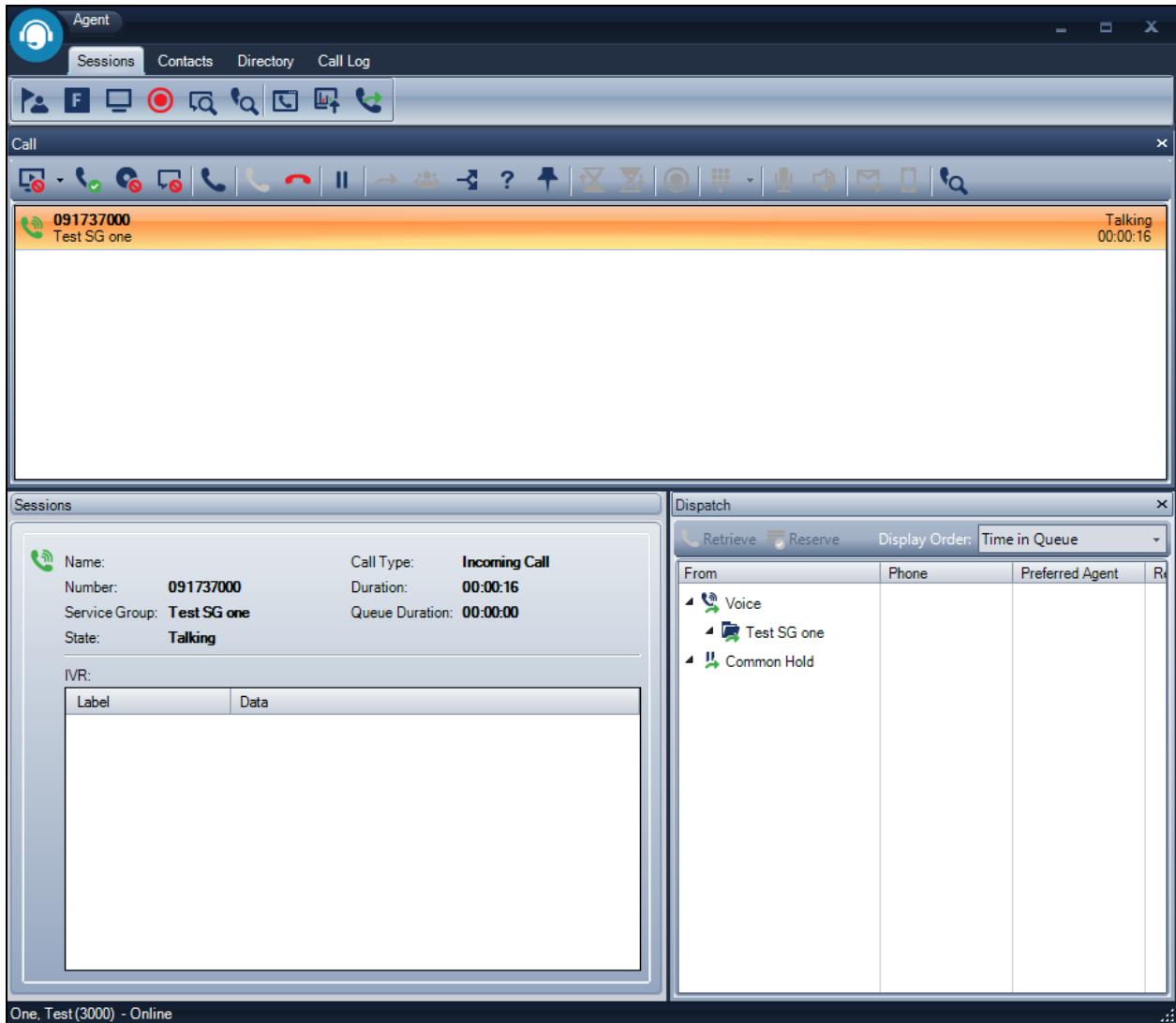
The following agents screen is displayed showing the controls to make the agent available.



A call is made to the number as defined in **Section 5.1** and **Section 7.6**. The call must be answered using the CS1000 handset.



Once the call is answered the agent can place the call on hold and transfer and conference the caller using the buttons on the agent desktop.



10. Conclusion

The interoperability of MiContact Center Enterprise from Mitel Networks Corporation with Avaya Communication Server 1000 R7.6 via Avaya Aura® Session Manager R7.1 was successful for this specific setup in order to place calls to and from Mitel MiCC Agents. All test cases passed successfully.

11. Additional References

These documents form part of the Avaya official technical reference documentation suite. Further information can be obtained from <http://support.avaya.com> or from your Avaya representative.

- [1] *Administering Avaya Aura® Session Manager, Release 7.1, Document Number 03-300509*
- [2] *IP Peer Networking Installation and Commissioning, Avaya Communication Server 1000, Release 7.6, Document Number NN43001-313, Revision: 05.02, Jun 2013.*
- [3] *Communication Server 1000E Overview, Avaya Communication Server 1000, Release 7.6, Document Number NN43041-110, Revision: 05.02, Jun 2013*

Product Documentation for MiCC can be obtained from Mitel at: www.Mitel.com/support

Appendix A

Avaya CS1000 R7.6 - Linux Patches

Product Release: 7.65.16.00						
In system patches: 8						
PATCH#	NAME	IN_SERVICE	DATE	SPECINS	TYPE	RPM
42	p31484_1	Yes	07/03/16	NO	FRU	cs1000-shared-general-7.65.16-00.i386
43	p33125_1	Yes	07/03/16	NO	FRU	cs1000-OS-1.00.00.00-00.noarch
44	p33274_1	Yes	07/03/16	YES	FRU	initscripts-8.45.25-1.el5.i386
45	p33384_1	Yes	07/03/16	NO	FRU	cs1000-OS-1.00.00.00-00.noarch
46	p33456_1	Yes	07/03/16	YES	FRU	cs1000-OS-1.00.00.00-00.noarch
47	p33493_1	Yes	07/03/16	NO	FRU	cs1000-OS-1.00.00.00-00.noarch
48	p33554_1	Yes	07/03/16	YES	FRU	cs1000-OS-1.00.00.00-00.noarch
49	p33557_1	Yes	07/03/16	YES	FRU	cs1000-OS-1.00.00.00-00.noarch
In System service updates: 42						
PATCH#	IN_SERVICE	DATE	SPECINS	REMOVABLE	NAME	
0	Yes	06/03/16	YES	YES	cs1000-patchWeb-7.65.16.23-1.i386.000	
1	Yes	04/03/16	NO	YES	cs1000-Jboss-Quantum-7.65.16.23-5.i386.000	
2	Yes	07/03/16	NO	YES	cs1000-pd-7.65.16.21-00.i386.000	
3	Yes	04/03/16	YES	YES	cs1000-dmWeb-7.65.16.23-4.i386.000	
4	Yes	06/03/16	YES	YES	cs1000-linuxbase-7.65.16.23-21.i386.000	
5	Yes	07/03/16	NO	YES	cs1000-shared-carrdct-7.65.16.21-01.i386.000	
6	Yes	07/03/16	NO	YES	cs1000-shared-tpselect-7.65.16.21-01.i386.000	
7	Yes	07/03/16	NO	yes	cs1000-dbcom-7.65.16.21-00.i386.000	
8	Yes	07/03/16	NO	YES	cs1000-snmp-7.65.16.21-00.i686.000	
9	Yes	07/03/16	NO	YES	cs1000-shared-omm-7.65.16.21-2.i386.000	
10	Yes	07/03/16	YES	YES	cs1000-emWebLocal_6-0-7.65.16.22-1.i386.000	
11	Yes	07/03/16	YES	YES	cs1000-ipsec-7.65.16.22-1.i386.000	
12	Yes	07/03/16	YES	YES	cs1000-csmWeb-7.65.16.22-2.i386.000	
13	Yes	07/03/16	YES	YES	cs1000-csoneksvrmgr-7.65.16.22-5.i386.000	
14	Yes	07/03/16	YES	YES	cs1000-baseWeb-7.65.16.22-4.i386.000	
15	Yes	07/03/16	YES	YES	cs1000-oam-logging-7.65.16.22-4.i386.000	
16	Yes	07/03/16	YES	YES	cs1000-csv-7.65.16.22-2.i386.000	
17	Yes	07/03/16	YES	YES	cs1000-nrsm-7.65.16.22-3.i386.000	
18	Yes	07/03/16	YES	YES	cs1000-mscTone-7.65.16.22-2.i386.000	
19	Yes	07/03/16	YES	YES	cs1000-mscMusc-7.65.16.22-4.i386.000	
20	Yes	07/03/16	YES	YES	cs1000-mscConf-7.65.16.22-2.i386.000	
21	Yes	07/03/16	YES	YES	cs1000-mscAnnc-7.65.16.22-2.i386.000	
22	Yes	07/03/16	YES	YES	cs1000-mscAttn-7.65.16.22-2.i386.000	
23	Yes	07/03/16	NO	YES	cs1000-gk-7.65.16.22-1.i386.000	
24	Yes	07/03/16	YES	YES	cs1000-shared-xmsg-7.65.16.22-1.i386.000	
25	Yes	07/03/16	NO	YES	cs1000-sps-7.65.16.23-1.i386.000	
26	Yes	07/03/16	YES	YES	cs1000-cs-7.65.P.100-03.i386.000	
27	Yes	07/03/16	NO	YES	bash-3.2-33.el5_11.4.i386.000	
28	Yes	07/03/16	YES	YES	cs1000-shared-pbx-7.65.16.23-1.i386.000	
29	Yes	07/03/16	YES	YES	cs1000-emWeb_6-0-7.65.16.23-3.i386.000	
30	Yes	07/03/16	NO	YES	libxml2-2.6.26-2.1.25.el5_11.i386.000	
31	Yes	07/03/16	NO	YES	libxml2-python-2.6.26-2.1.25.el5_11.i386.000	
32	Yes	07/03/16	NO	YES	freetype-2.2.1-32.el5_9.1.i386.000	
33	Yes	07/03/16	NO	YES	cs1000-cs1000WebService_6-0-7.65.16.23-1.i386.000	
34	Yes	07/03/16	YES	YES	cs1000-ftrpkg-7.65.16.23-1.i386.000	
35	Yes	07/03/16	NO	YES	cs1000-cppmUtil-7.65.16.23-4.i686.000	
36	Yes	07/03/16	NO	YES	tzdata-2015a-1.el5.i386.000	
37	Yes	07/03/16	YES	YES	cs1000-tps-7.65.16.23-15.i386.000	
38	Yes	07/03/16	YES	YES	kernel-2.6.18-406.el5.i686.000	
39	Yes	07/03/16	YES	YES	jdk-1.6.0_101-fcs.i586.000	
40	Yes	07/03/16	YES	YES	cs1000-vtrk-7.65.16.23-76.i386.000	
41	Yes	07/03/16	YES	YES	cs1000-bcc-7.65.16.23-10.i386.000	

Avaya CS1000 R7.6 - Call Server Patches

IN-SERVICE PEPS						
PAT#	CR #	PATCH REF #	NAME	DATE	FILENAME	SPECINS
0000	wi01199336	ISS1:1OF1	p33410_1	20/12/2016	p33410_1.cpl	NO
0001	wi01088055	ISS1:1OF1	p32607_1	20/12/2016	p32607_1.cpl	NO
0002	wi01098433	ISS1:1OF1	p32736_1	20/12/2016	p32736_1.cpl	NO
0003	wi01199608	ISS1:1OF1	p33414_1	20/12/2016	p33414_1.cpl	NO
0004	wi01146254	ISS1:1OF1	p33127_1	20/12/2016	p33127_1.cpl	NO
0005	wi01075149	ISS1:1OF1	p32475_1	20/12/2016	p32475_1.cpl	NO
0006	wi01070585	ISS1:1OF1	p32383_1	20/12/2016	p32383_1.cpl	NO
0007	wi01128512	ISS1:1OF1	p32997_1	20/12/2016	p32997_1.cpl	NO
0008	wi01098783	ISS1:1OF1	p32748_1	20/12/2016	p32748_1.cpl	NO
0009	wi01133960	ISS1:1OF1	p33034_1	20/12/2016	p33034_1.cpl	NO
0010	wi01137694	ISS1:1OF1	p33081_1	20/12/2016	p33081_1.cpl	NO
0011	wi01068011	ISS1:1OF1	p33182_1	20/12/2016	p33182_1.cpl	NO
0012	wi01153896	ISS1:1OF1	p33185_1	20/12/2016	p33185_1.cpl	NO
0013	wi01115369	ISS1:1OF1	p32889_1	20/12/2016	p32889_1.cpl	NO
0014	wi01171418	ISS1:1OF1	p33278_1	20/12/2016	p33278_1.cpl	NO
0015	CS1000-7113	ISS1:1OF1	p33623_1	20/12/2016	p33623_1.cpl	NO
0016	wi01201882	ISS1:1OF1	p33427_1	20/12/2016	p33427_1.cpl	NO
0017	wi01079444	ISS1:1OF1	p32564_1	20/12/2016	p32564_1.cpl	NO
0018	wi01089519	ISS1:1OF1	p32665_1	20/12/2016	p32665_1.cpl	NO
0019	wi01065248	ISS1:1OF1	p32412_1	20/12/2016	p32412_1.cpl	NO
0020	wi01052968	ISS1:1OF1	p32540_1	20/12/2016	p32540_1.cpl	NO
0021	wi01144609	ISS1:1OF1	p33119_1	20/12/2016	p33119_1.cpl	NO
0022	wi01132244	ISS1:1OF1	p33041_1	20/12/2016	p33041_1.cpl	NO
0023	wi01045058	ISS1:1OF1	p32214_1	20/12/2016	p32214_1.cpl	NO
0024	wi01053920	ISS1:1OF1	p32303_1	20/12/2016	p32303_1.cpl	NO
0025	wi01169714	ISS1:1OF1	p33335_1	20/12/2016	p33335_1.cpl	NO
0026	wi01151870	ISS1:1OF1	p33162_1	20/12/2016	p33162_1.cpl	YES
0027	wi01099300	iss1:1of1	p32704_1	20/12/2016	p32704_1.cpl	NO
0028	wi01171467	ISS1:1OF1	p33270_1	20/12/2016	p33270_1.cpl	NO
0029	wi01207693	ISS1:1OF1	p33452_1	20/12/2016	p33452_1.cpl	NO
0030	wi01120705	ISS1:1OF1	p32930_1	20/12/2016	p32930_1.cpl	NO
0031	wi00959458	ISS1:1OF1	p31551_1	20/12/2016	p31551_1.cpl	NO
0032	wi01197054	ISS1:1OF1	p33397_1	20/12/2016	p33397_1.cpl	NO
0033	wi01065118	ISS1:1OF1	p32397_1	20/12/2016	p32397_1.cpl	NO
0034	wi01181174	ISS1:1OF1	p33316_1	20/12/2016	p33316_1.cpl	NO
0035	wi01053597	ISS1:1OF1	p32304_1	20/12/2016	p32304_1.cpl	NO
0036	wi01071996	ISS1:1OF1	p32461_1	20/12/2016	p32461_1.cpl	NO
0037	wi01127527	ISS1:1OF1	p32988_1	20/12/2016	p32988_1.cpl	YES
0038	wi01008182	ISS1:1OF1	p33277_1	20/12/2016	p33277_1.cpl	NO
0039	wi01096842	ISS1:1OF1	p32731_1	20/12/2016	p32731_1.cpl	NO
0040	wi01068922	ISS1:1OF1	p32454_1	20/12/2016	p32454_1.cpl	NO
0041	wi01182880	ISS1:1OF1	p33328_1	20/12/2016	p33328_1.cpl	NO
0042	wi01138136	ISS1:1OF1	p33191_1	20/12/2016	p33191_1.cpl	NO
0043	CS1000-6738	ISS1:1OF1	p33495_1	20/12/2016	p33495_1.cpl	NO
0044	wi01156086	ISS1:1OF1	p33269_1	20/12/2016	p33269_1.cpl	NO
0045	wi01045144	ISS1:1OF1	p33202_1	20/12/2016	p33202_1.cpl	NO
0046	wi01120458	ISS1:1OF1	p32929_1	20/12/2016	p32929_1.cpl	NO
0047	wi01078721	ISS1:1OF1	p32553_1	20/12/2016	p32553_1.cpl	NO
0048	CS1000-7208	ISS1:1OF1	p33648_1	20/12/2016	p33648_1.cpl	NO
0049	wi01059388	iss1:1of1	p32628_1	20/12/2016	p32628_1.cpl	NO
0050	wi01065922	ISS1:1OF1	p32516_1	20/12/2016	p32516_1.cpl	NO
0051	wi01205975	ISS1:1OF1	p33447_1	20/12/2016	p33447_1.cpl	NO

0052	wi01142100	ISS1:1OF1	p33090_1	20/12/2016	p33090_1.cpl	NO
0053	wi01153039	ISS1:1OF1	p17588_1	20/12/2016	p17588_1.cpl	NO
0054	WI01077073	ISS1:1OF1	p32534_1	20/12/2016	p32534_1.cpl	NO
0055	wi01215810	ISS1:1OF1	p33494_1	20/12/2016	p33494_1.cpl	NO
0056	wi01066991	ISS1:1OF1	p32449_1	20/12/2016	p32449_1.cpl	NO
0057	wi01106658	ISS1:1OF1	p32812_1	20/12/2016	p32812_1.cpl	NO
0058	wi01068851	ISS1:1OF1	p32439_1	20/12/2016	p32439_1.cpl	NO
0059	wi01053314	ISS1:1OF1	p32555_1	20/12/2016	p32555_1.cpl	NO
0060	wi01123389	ISS1:1OF1	p33045_1	20/12/2016	p33045_1.cpl	NO
0061	CS1000-7174	ISS1:1OF1	p33655_1	20/12/2016	p33655_1.cpl	NO
0062	wi01165881	ISS1:1OF1	p33239_1	20/12/2016	p33239_1.cpl	NO
0063	wi01065125	ISS1:1OF1	p32416_1	20/12/2016	p32416_1.cpl	NO
0064	wi01119086	ISS1:1OF1	p32917_1	20/12/2016	p32917_1.cpl	NO
0065	wi01109251	ISS1:1OF1	p32827_1	20/12/2016	p32827_1.cpl	NO
0066	wi01173768	ISS1:1OF1	p33288_1	20/12/2016	p33288_1.cpl	NO
0067	wi01180594	ISS1:1OF1	p33312_1	20/12/2016	p33312_1.cpl	NO
0068	wi01126552	ISS1:1OF1	p32975_1	20/12/2016	p32975_1.cpl	NO
0069	CS1000-7171	ISS1:1OF1	p33626_1	20/12/2016	p33626_1.cpl	NO
0070	wi01204623	ISS1:1OF1	p33444_1	20/12/2016	p33444_1.cpl	NO
0071	wi01099724	ISS1:1OF1	p32742_1	20/12/2016	p32742_1.cpl	YES
0072	wi01118819	ISS1:1OF1	p32954_1	20/12/2016	p32954_1.cpl	NO
0073	wi01094305	ISS1:1OF1	p32640_1	20/12/2016	p32640_1.cpl	NO
0074	wi01188722	ISS1:1OF1	p33365_1	20/12/2016	p33365_1.cpl	NO
0075	wi01134602	ISS1:1OF1	p32398_1	20/12/2016	p32398_1.cpl	NO
0076	wi01101876	ISS1:1OF1	p32858_1	20/12/2016	p32858_1.cpl	NO
0077	wi01142792	ISS1:1OF1	p33099_1	20/12/2016	p33099_1.cpl	NO
0078	CS1000-7276	ISS1:1OF1	p33675_1	20/12/2016	p33675_1.cpl	YES
0079	CS1000-6789	ISS1:1OF1	p33508_1	20/12/2016	p33508_1.cpl	NO
0080	wi01164281	ISS1:1OF1	p33232_1	20/12/2016	p33232_1.cpl	NO
0081	wi01133985	ISS1:1OF1	p33049_1	20/12/2016	p33049_1.cpl	NO
0082	wi01149017	ISS1:1OF1	p33145_1	20/12/2016	p33145_1.cpl	NO
0083	wi01186846	ISS1:1OF1	p33332_1	20/12/2016	p33332_1.cpl	NO
0084	wi01188972	ISS1:1OF1	p33352_1	20/12/2016	p33352_1.cpl	NO
0085	cs1000-7217	ISS1:1OF1	p33643_1	20/12/2016	p33643_1.cpl	NO
0086	CS1000-7255	ISS1:1OF1	p33663_1	20/12/2016	p33663_1.cpl	YES
0087	wi01111194	ISS1:1OF1	p32821_1	20/12/2016	p32821_1.cpl	NO
0088	wi01189247	ISS1:1OF1	p33382_1	20/12/2016	p33382_1.cpl	YES
0089	wi01099606	iss1:1of1	p32713_1	20/12/2016	p32713_1.cpl	NO
0090	wi01088775	ISS1:1OF1	p32659_1	20/12/2016	p32659_1.cpl	NO
0091	wi01148697	ISS1:1OF1	p33187_1	20/12/2016	p33187_1.cpl	NO
0092	wi01130348	ISS1:1OF1	p33014_1	20/12/2016	p33014_1.cpl	NO
0093	CS1000-6844	ISS1:1OF1	p33507_1	20/12/2016	p33507_1.cpl	NO
0094	wi01134756	ISS1:1OF1	p33453_1	20/12/2016	p33453_1.cpl	NO
0095	wi01184588	ISS1:1OF1	p33338_1	20/12/2016	p33338_1.cpl	NO
0096	wi01147091	ISS1:1OF1	p33137_1	20/12/2016	p33137_1.cpl	NO
0097	CS1000-7286	ISS1:1OF1	p33686_1	20/12/2016	p33686_1.cpl	NO
0098	wi01087543	ISS1:1OF1	p32662_1	20/12/2016	p32662_1.cpl	NO
0099	wi01166011	ISS1:1OF1	p33235_1	20/12/2016	p33235_1.cpl	NO
0100	wi01035976	ISS1:1OF1	p32173_1	20/12/2016	p32173_1.cpl	NO
0101	wi01146804	ISS1:1OF1	p33132_1	20/12/2016	p33132_1.cpl	NO
0102	wi01153104	ISS1:1OF1	p33174_1	20/12/2016	p33174_1.cpl	NO
0103	wi01092443	ISS1:1OF1	p32676_1	20/12/2016	p32676_1.cpl	NO
0104	CS1000-6740	ISS1:1OF1	p33622_1	20/12/2016	p33622_1.cpl	NO
0105	wi01113712	ISS1:1OF1	p32877_1	20/12/2016	p32877_1.cpl	NO
0106	wi01150846	ISS1:1OF1	p33157_1	20/12/2016	p33157_1.cpl	NO
0107	CS1000-7052	ISS1:1OF1	p33573_1	20/12/2016	p33573_1.cpl	NO
0108	wi01153844	ISS1:1OF1	p33172_1	20/12/2016	p33172_1.cpl	NO
0109	wi01093071	ISS1:1OF1	p32701_1	20/12/2016	p32701_1.cpl	NO
0110	CS1000-7151	ISS1:1OF1	p33617_1	20/12/2016	p33617_1.cpl	NO
0111	wi01190506	ISS1:1OF1	p33361_1	20/12/2016	p33361_1.cpl	NO
0112	wi01118714	ISS2:1OF1	p32952_2	20/12/2016	p32952_2.cpl	NO
0113	wi01075538	ISS1:1OF1	p32469_1	20/12/2016	p32469_1.cpl	NO

0114	wi01091447	ISS1:1OF1	p32675_1	20/12/2016	p32675_1.cpl	NO
0115	wi01159931	ISS1:1OF1	p33231_1	20/12/2016	p33231_1.cpl	YES
0116	WI01108562	ISS1:1OF1	p32832_1	20/12/2016	p32832_1.cpl	NO
0117	wi01099810	ISS1:1OF1	p32796_1	20/12/2016	p32796_1.cpl	NO
0118	CS1000-7003	ISS1:1OF1	p33561_1	20/12/2016	p33561_1.cpl	NO
0119	wi01128596	ISS1:1OF1	p33000_1	20/12/2016	p33000_1.cpl	NO
0120	wi01185642	ISS1:1OF1	p33342_1	20/12/2016	p33342_1.cpl	NO
0121	wi01193201	ISS1:1OF1	p33381_1	20/12/2016	p33381_1.cpl	YES
0122	cs1000-6998	ISS1:1OF1	p33555_1	20/12/2016	p33555_1.cpl	NO
0123	CS1000-6791	ISS1:1OF1	p33501_1	20/12/2016	p33501_1.cpl	YES
0124	wi01191767	ISS1:1OF1	p33368_1	20/12/2016	p33368_1.cpl	NO
0125	wi01144354	ISS1:1OF1	p33117_1	20/12/2016	p33117_1.cpl	NO
0126	wi01121374	ISS1:1OF1	p31107_1	20/12/2016	p31107_1.cpl	NO
0127	wi01185751	ISS1:1OF1	p33409_1	20/12/2016	p33409_1.cpl	YES
0128	WI01169289	ISS1:1OF1	p33257_1	20/12/2016	p33257_1.cpl	NO
0129	wi01100508	ISS1:1OF1	p32761_1	20/12/2016	p32761_1.cpl	NO
0130	wi01189516	ISS1:1OF1	p33373_1	20/12/2016	p33373_1.cpl	NO
0131	wi01101969	ISS1:1OF1	p32726_1	20/12/2016	p32726_1.cpl	NO
0132	wi01102296	ISS1:1OF1	p32780_1	20/12/2016	p32780_1.cpl	NO
0133	cs1000-7162	ISS1:1OF1	p33625_1	20/12/2016	p33625_1.cpl	NO
0134	wi01097598	ISS1:1OF1	p32797_1	20/12/2016	p32797_1.cpl	NO
0135	wi01132215	ISS1:1OF1	p33084_1	20/12/2016	p33084_1.cpl	NO
0136	wi01094832	iss1:1of1	p32718_1	20/12/2016	p32718_1.cpl	NO
0137	wi01197246	ISS1:1OF1	p33400_1	20/12/2016	p33400_1.cpl	NO
0138	CS1000-6872	ISS1:1OF1	p33520_1	20/12/2016	p33520_1.cpl	NO
0139	wi01147983	ISS1:1OF1	p33141_1	20/12/2016	p33141_1.cpl	NO
0140	wi01060826	ISS1:1OF1	p32379_1	20/12/2016	p32379_1.cpl	NO
0141	wi01077639	ISS1:1OF1	p32883_1	20/12/2016	p32883_1.cpl	NO
0142	wi01085855	ISS1:1OF1	p32658_1	20/12/2016	p32658_1.cpl	NO
0143	wi01053195	ISS1:1OF1	p32297_1	20/12/2016	p32297_1.cpl	NO
0144	wi01174116	ISS1:1OF1	p33287_1	20/12/2016	p33287_1.cpl	NO
0145	wi01095255	ISS1:1OF1	p33027_1	20/12/2016	p33027_1.cpl	NO
0146	wi01203516	ISS1:1OF1	p33438_1	20/12/2016	p33438_1.cpl	NO
0147	wi01094727	ISS1:1OF1	p32848_1	20/12/2016	p32848_1.cpl	NO
0148	wi01151898	ISS1:1OF1	p33175_1	20/12/2016	p33175_1.cpl	NO
0149	CS1000-7103	ISS1:1OF1	p33596_1	20/12/2016	p33596_1.cpl	NO
0150	wi01080753	ISS1:1OF1	p32518_1	20/12/2016	p32518_1.cpl	NO
0151	wi01125238	ISS1:1OF1	p32971_1	20/12/2016	p32971_1.cpl	NO
0152	wi01110593	ISS1:1OF1	p32849_1	20/12/2016	p32849_1.cpl	NO
0153	wi01119100	ISS1:1OF1	p32925_1	20/12/2016	p32925_1.cpl	NO
0154	CS1000-6978	ISS1:1OF1	p33551_1	20/12/2016	p33551_1.cpl	YES
0155	wi01156999	ISS1:1OF1	p33180_1	20/12/2016	p33180_1.cpl	NO
0156	wi01141625	ISS1:1OF1	p33324_1	20/12/2016	p33324_1.cpl	NO
0157	wi01102093	ISS1:1OF1	p32760_1	20/12/2016	p32760_1.cpl	NO
0158	wi01132883	ISS1:1OF1	p33030_1	20/12/2016	p33030_1.cpl	NO
0159	wi01070279	ISS1:1OF1	p32262_1	20/12/2016	p32262_1.cpl	NO
0160	wi01102475	ISS1:1OF1	p32782_1	20/12/2016	p32782_1.cpl	YES
0161	cs1000-6924	ISS1:1OF1	p33523_1	20/12/2016	p33523_1.cpl	NO
0162	wi01181423	ISS1:1OF1	p33318_1	20/12/2016	p33318_1.cpl	NO
0163	wi01150083	ISS1:1OF1	p33152_1	20/12/2016	p33152_1.cpl	NO
0164	wi01181854	ISS1:1OF1	p33323_1	20/12/2016	p33323_1.cpl	NO
0165	wi00897254	ISS1:1OF1	p31127_1	20/12/2016	p31127_1.cpl	NO
0166	wi01083036	ISS1:1OF1	p32571_1	20/12/2016	p32571_1.cpl	NO
0167	wi01070468	iss1:1of1	p32418_1	20/12/2016	p32418_1.cpl	NO
0168	wi01181197	ISS1:1OF1	p33317_1	20/12/2016	p33317_1.cpl	NO
0169	wi01063864	ISS1:1OF1	p32410_1	20/12/2016	p32410_1.cpl	YES
0170	wi01075355	ISS1:1OF1	p32594_1	20/12/2016	p32594_1.cpl	NO
0171	wi01127447	ISS1:1OF1	p32990_1	20/12/2016	p32990_1.cpl	NO
0172	wi01133106	ISS1:1OF1	p33032_1	20/12/2016	p33032_1.cpl	NO
0173	wi01212017	ISS1:1OF1	p33482_1	20/12/2016	p33482_1.cpl	YES
0174	wi01099292	ISS1:1OF1	p32886_1	20/12/2016	p32886_1.cpl	NO
0175	wi01167427	ISS1:1OF1	p33264_1	20/12/2016	p33264_1.cpl	NO

0176	wi01075540	ISS1:1OF1	p32492_1	20/12/2016	p32492_1.cpl	NO
0177	wi01072027	ISS1:1OF1	p32689_1	20/12/2016	p32689_1.cpl	NO
0178	wi01114038	ISS1:1OF1	p32869_1	20/12/2016	p32869_1.cpl	NO
0179	CS1000-6933	ISS1:1OF1	p33529_1	20/12/2016	p33529_1.cpl	NO
0180	wi01212527	ISS1:1OF1	p33481_1	20/12/2016	p33481_1.cpl	YES
0181	wi01181578	ISS1:1OF1	p33321_1	20/12/2016	p33321_1.cpl	NO
0182	CS1000-7106	ISS1:1OF1	p33598_1	20/12/2016	p33598_1.cpl	NO
0183	wi01063263	ISS1:1OF1	p32573_1	20/12/2016	p32573_1.cpl	NO
0184	wi01102091	ISS1:1OF1	p32744_1	20/12/2016	p32744_1.cpl	YES
0185	wi01104473	ISS1:1OF1	p32818_1	20/12/2016	p32818_1.cpl	NO
0186	wi01053950	ISS1:1OF1	p32654_1	20/12/2016	p32654_1.cpl	YES
0187	wi01139981	ISS1:1OF1	p33083_1	20/12/2016	p33083_1.cpl	NO
0188	wi01058378	ISS1:1OF1	p32344_1	20/12/2016	p32344_1.cpl	NO
0189	wi01070580	ISS1:1OF1	p32380_1	20/12/2016	p32380_1.cpl	NO
0190	wi01187059	ISS1:1OF1	p33346_1	20/12/2016	p33346_1.cpl	NO
0191	wi01043367	ISS1:1OF1	p32232_1	20/12/2016	p32232_1.cpl	NO
0192	wi01145002	ISS1:1OF1	p33186_1	20/12/2016	p33186_1.cpl	NO
0193	wi01175294	ISS1:1OF1	p33290_1	20/12/2016	p33290_1.cpl	NO
0194	wi01041453	ISS1:1OF1	p32587_1	20/12/2016	p32587_1.cpl	NO
0195	wi01185441	ISS1:1OF1	p33341_1	20/12/2016	p33341_1.cpl	NO
0196	wi01130815	ISS1:1OF1	p33017_1	20/12/2016	p33017_1.cpl	NO
0197	wi01214452	ISS1:1OF1	p33488_1	20/12/2016	p33488_1.cpl	NO
0198	wi01089807	ISS1:1OF1	p32957_1	20/12/2016	p32957_1.cpl	NO
0199	CS1000-7023	ISS1:1OF1	p33526_1	20/12/2016	p33526_1.cpl	NO
0200	wi01149384	ISS1:1OF1	p33147_1	20/12/2016	p33147_1.cpl	NO
0201	WI01121737	ISS1:1OF1	p32939_1	20/12/2016	p32939_1.cpl	NO
0202	CS1000-6794	ISS1:1OF1	p33539_1	20/12/2016	p33539_1.cpl	NO
0203	wi01208580	ISS1:1OF1	p33461_1	20/12/2016	p33461_1.cpl	NO
0204	wi01083896	ISS1:1OF1	p32937_1	20/12/2016	p32937_1.cpl	NO
0205	wi01210497	ISS1:1OF1	p33468_1	20/12/2016	p33468_1.cpl	YES
0206	wi01178476	ISS1:1OF1	p33305_1	20/12/2016	p33305_1.cpl	NO
0207	wi01039280	ISS1:1OF1	p32423_1	20/12/2016	p32423_1.cpl	NO
0208	wi01081510	ISS1:1OF1	p32582_1	20/12/2016	p32582_1.cpl	NO
0209	wi01088797	ISS1:1OF1	p32844_1	20/12/2016	p32844_1.cpl	NO
0210	wi01098905	ISS1:1OF1	p32556_1	20/12/2016	p32556_1.cpl	NO
0211	wi01146766	ISS1:1OF1	p33131_1	20/12/2016	p33131_1.cpl	NO
0212	wi00937672	ISS1:1OF1	p31276_1	20/12/2016	p31276_1.cpl	NO
0213	wi01170583	ISS1:1OF1	p33261_1	20/12/2016	p33261_1.cpl	NO
0214	wi01057403	ISS1:1OF1	p32591_1	20/12/2016	p32591_1.cpl	NO
0215	wi01132204	ISS1:1OF1	p32501_1	20/12/2016	p32501_1.cpl	NO
0216	wi01112655	ISS1:1OF1	p32870_1	20/12/2016	p32870_1.cpl	NO
0217	CS1000-7137	ISS1:1OF1	p33629_1	20/12/2016	p33629_1.cpl	NO
0218	wi01201045	ISS1:1OF1	p33424_1	20/12/2016	p33424_1.cpl	YES
0219	CS1000-7248	ISS1:1OF1	p32811_1	20/12/2016	p32811_1.cpl	NO
0220	wi01185138	ISS1:1OF1	p33411_1	20/12/2016	p33411_1.cpl	NO
0221	wi01025156	ISS1:1OF1	p32136_1	20/12/2016	p32136_1.cpl	NO
0222	wi01127138	ISS1:1OF1	p33304_1	20/12/2016	p33304_1.cpl	NO
0223	wi01070756	ISS1:1OF1	p32444_1	20/12/2016	p32444_1.cpl	NO
0224	wi01132599	ISS1:1OF1	p33025_1	20/12/2016	p33025_1.cpl	NO
0225	wi01056633	ISS1:1OF1	p32322_1	20/12/2016	p32322_1.cpl	NO
0226	wi01060241	ISS1:1OF1	p32381_1	20/12/2016	p32381_1.cpl	NO
0227	wi01134952	ISS1:1OF1	p33039_1	20/12/2016	p33039_1.cpl	NO
0228	wi01132902	ISS1:1OF1	p33028_1	20/12/2016	p33028_1.cpl	NO
0229	wi01201986	ISS1:1OF1	p33433_1	20/12/2016	p33433_1.cpl	NO
0230	wi01071379	ISS1:1OF1	p32522_1	20/12/2016	p32522_1.cpl	NO
0231	cs1000-6845	ISS1:1OF1	p33509_1	20/12/2016	p33509_1.cpl	NO
0232	wi01069441	ISS1:1OF1	p32097_1	20/12/2016	p32097_1.cpl	NO
0233	WI11032038	ISS1:1OF1	p33022_1	20/12/2016	p33022_1.cpl	NO
0234	CS1000-7152	ISS1:1OF1	p33668_1	20/12/2016	p33668_1.cpl	YES
0235	wi01134354	ISS1:1OF1	p33031_1	20/12/2016	p33031_1.cpl	NO
0236	CS1000-6946	ISS1:1OF1	p33543_1	20/12/2016	p33543_1.cpl	NO
0237	wi01096910	ISS1:1OF1	p32734_1	20/12/2016	p32734_1.cpl	NO

0238	wi01076948	ISS1:1OF1	p32526_1	20/12/2016	p32526_1.cpl	YES
0239	wi01093118	ISS1:1OF1	p32496_1	20/12/2016	p32496_1.cpl	NO
0240	wi01202917	ISS1:1OF1	p33434_1	20/12/2016	p33434_1.cpl	NO
0241	wi01198794	ISS1:1OF1	p33408_1	20/12/2016	p33408_1.cpl	NO
0242	wi01160967	ISS1:1OF1	p33213_1	20/12/2016	p33213_1.cpl	NO
0243	wi01104867	ISS1:1OF1	p32828_1	20/12/2016	p32828_1.cpl	NO
0244	wi01154485	ISS1:1OF1	p33194_1	20/12/2016	p33194_1.cpl	NO
0245	wi01146705	ISS1:1OF1	p33129_1	20/12/2016	p33129_1.cpl	NO
0246	wi01096712	ISS1:1OF1	p32708_1	20/12/2016	p32708_1.cpl	NO
0247	wi01061481	ISS1:1OF1	p32382_1	20/12/2016	p32382_1.cpl	NO
0248	wi01070465	iss1:1of1	p32562_1	20/12/2016	p32562_1.cpl	NO
0249	CS1000-7301	ISS1:1OF1	p33691_1	20/12/2016	p33691_1.cpl	NO
0250	wi01187443	ISS1:1OF1	p33359_1	20/12/2016	p33359_1.cpl	NO
0251	wi01034307	ISS1:1OF1	p32615_1	20/12/2016	p32615_1.cpl	NO
0252	CS1000-6964	ISS1:1OF1	p33541_1	20/12/2016	p33541_1.cpl	NO
0253	wi01135146	ISS1:1OF1	p33033_1	20/12/2016	p33033_1.cpl	NO
0254	CS1000-6852	ISS1:1OF1	p33517_1	20/12/2016	p33517_1.cpl	NO
0255	wi01195975	ISS1:1OF1	p33394_1	20/12/2016	p33394_1.cpl	NO
0256	wi01108262	ISS1:1OF1	p32865_1	20/12/2016	p32865_1.cpl	YES
0257	wi01104627	ISS1:1OF1	p32819_1	20/12/2016	p32819_1.cpl	NO
0258	wi01204274	ISS1:1OF1	p33451_1	20/12/2016	p33451_1.cpl	NO
0259	CS1000-7022	ISS1:1OF1	p33560_1	20/12/2016	p33560_1.cpl	NO
0260	CS1000-6583	ISS1:1OF1	p33531_1	20/12/2016	p33531_1.cpl	NO
0261	wi01096967	ISS1:1OF1	p32735_1	20/12/2016	p32735_1.cpl	NO
0262	wi01177690	ISS1:1OF1	p33320_1	20/12/2016	p33320_1.cpl	YES
0263	wi01060611	ISS1:1OF1	p32809_1	20/12/2016	p32809_1.cpl	NO
0264	wi01163826	ISS1:1OF1	p33229_1	20/12/2016	p33229_1.cpl	NO
0265	wi01182523	ISS1:1OF1	p33327_1	20/12/2016	p33327_1.cpl	NO
0266	CS1000-7267	ISS1:1OF1	p33669_1	20/12/2016	p33669_1.cpl	NO
0267	wi01090535	ISS1:1OF1	p32519_1	20/12/2016	p32519_1.cpl	NO
0268	wi01124074	ISS1:1OF1	p32989_1	20/12/2016	p32989_1.cpl	NO
0269	wi01034961	ISS1:1OF1	p32144_1	20/12/2016	p32144_1.cpl	NO
0270	wi01127874	ISS1:1OF1	p25747_1	20/12/2016	p25747_1.cpl	NO
0271	wi01062607	ISS1:1OF1	p32503_1	20/12/2016	p32503_1.cpl	NO
0272	CS1000-6910	ISS1:1OF1	p33528_1	20/12/2016	p33528_1.cpl	NO
0273	wi01060382	iss1:1of1	p32623_1	20/12/2016	p32623_1.cpl	YES
0274	wi01215563	ISS1:1OF1	p33412_1	20/12/2016	p33412_1.cpl	NO
0275	CS1000-7147	ISS1:1OF1	p33616_1	20/12/2016	p33616_1.cpl	NO
0276	wi01075359	ISS1:1OF1	p32671_1	20/12/2016	p32671_1.cpl	NO
0277	wi01120406	ISS1:1OF1	p32956_1	20/12/2016	p32956_1.cpl	NO
0278	wi01095462	ISS1:1OF1	p32723_1	20/12/2016	p32723_1.cpl	NO
0279	wi01213334	ISS1:1OF1	p33485_1	20/12/2016	p33485_1.cpl	NO
0280	wi01070473	ISS1:1OF1	p32413_1	20/12/2016	p32413_1.cpl	NO
0281	wi01114695	ISS1:1OF1	p32885_1	20/12/2016	p32885_1.cpl	NO
0282	wi01129098	ISS1:1OF1	p32951_1	20/12/2016	p32951_1.cpl	NO
0283	wi01134799	ISS1:1OF1	p33069_1	20/12/2016	p33069_1.cpl	NO
0284	wi01163048	ISS1:1OF1	p33223_1	20/12/2016	p33223_1.cpl	YES
0285	wi01096718	ISS1:1OF1	p33138_1	20/12/2016	p33138_1.cpl	YES
0286	CS1000-7293	ISS1:1OF1	p33679_1	20/12/2016	p33679_1.cpl	NO
0287	wi01166065	ISS1:1OF1	p33241_1	20/12/2016	p33241_1.cpl	NO
0288	wi01130836	ISS1:1OF1	p33008_1	20/12/2016	p33008_1.cpl	YES
0289	wi01109345	ISS1:1OF1	p32830_1	20/12/2016	p32830_1.cpl	NO
0290	wi01104410	ISS1:1OF1	p32801_1	20/12/2016	p32801_1.cpl	NO
0291	wi01183783	ISS1:1OF1	p33333_1	20/12/2016	p33333_1.cpl	NO
0292	wi01064599	iss1:1of1	p32580_1	20/12/2016	p32580_1.cpl	NO
0293	wi01124477	ISS1:1OF1	p32963_1	20/12/2016	p32963_1.cpl	NO
0294	wi01072062	ISS1:1OF1	p32776_1	20/12/2016	p32776_1.cpl	NO
0295	wi01118320	ISS1:1OF1	p32753_1	20/12/2016	p32753_1.cpl	NO
0296	wi01126454	ISS1:1OF1	p32973_1	20/12/2016	p32973_1.cpl	NO
0297	wi01154253	ISS1:1OF1	p33206_1	20/12/2016	p33206_1.cpl	NO
0298	CS1000-7086	ISS1:1OF1	p33587_1	20/12/2016	p33587_1.cpl	NO
0299	wi01021522	ISS1:1OF1	p32863_1	20/12/2016	p32863_1.cpl	NO

0300	CS1000-6786	ISS1:1OF1	p33497_1	20/12/2016	p33497_1.cpl	NO
0301	wi01108828	ISS1:1OF1	p32831_1	20/12/2016	p32831_1.cpl	NO
0302	wi01150771	ISS1:1OF1	p33210_1	20/12/2016	p33210_1.cpl	NO
0303	wi01022598	ISS1:1OF1	p32066_1	20/12/2016	p32066_1.cpl	NO
0304	wi01146289	ISS1:1OF1	p33146_1	20/12/2016	p33146_1.cpl	NO
0305	wi01184272	ISS1:1OF1	p33336_1	20/12/2016	p33336_1.cpl	NO
0306	CS1000-6752	ISS1:1OF1	p33540_1	20/12/2016	p33540_1.cpl	NO
0307	wi01082456	ISS1:1OF1	p32596_1	20/12/2016	p32596_1.cpl	NO
0308	wi01177614	ISS1:1OF1	p33303_1	20/12/2016	p33303_1.cpl	NO
0309	wi01163521	ISS1:1OF1	p33226_1	20/12/2016	p33226_1.cpl	NO
0310	wi01071296	ISS1:1OF1	p32836_1	20/12/2016	p32836_1.cpl	NO
0311	wi01118928	ISS1:1OF1	p32922_1	20/12/2016	p32922_1.cpl	NO
0312	wi01068669	ISS1:1OF1	p32333_1	20/12/2016	p32333_1.cpl	NO
0313	wi01137003	ISS1:1OF1	p33053_1	20/12/2016	p33053_1.cpl	NO
0314	wi01165870	ISS1:1OF1	p33238_1	20/12/2016	p33238_1.cpl	NO
0315	wi01136194	ISS1:1OF1	p33051_1	20/12/2016	p33051_1.cpl	NO
0316	wi01068751	ISS1:1OF1	p32445_1	20/12/2016	p32445_1.cpl	NO
0317	wi01075353	ISS1:1OF1	p32613_1	20/12/2016	p32613_1.cpl	NO
0318	wi01208515	ISS1:1OF1	p33455_1	20/12/2016	p33455_1.cpl	NO
0319	wi01165461	ISS1:1OF1	p33237_1	20/12/2016	p33237_1.cpl	NO
0320	wi01132222	ISS1:1OF1	p33023_1	20/12/2016	p33023_1.cpl	NO
0321	WI0110261	ISS1:1OF1	p32758_1	20/12/2016	p32758_1.cpl	NO
0322	CS1000-7202	ISS1:1OF1	p33646_1	20/12/2016	p33646_1.cpl	NO
0323	CS1000-7326	ISS1:1OF1	p33699_1	20/12/2016	p33699_1.cpl	NO
0324	CS1000-7357	ISS1:1OF1	p33698_1	20/12/2016	p33698_1.cpl	NO
0325	CS1000-7265	ISS1:1OF1	p33666_1	20/12/2016	p33666_1.cpl	NO
0326	CS1000-7140	ISS1:1OF1	p33624_1	20/12/2016	p33624_1.cpl	NO
0327	CS1000-7062	ISS1:1OF1	p33579_1	20/12/2016	p33579_1.cpl	NO
0328	CS1000-7359	ISS1:1OF1	p33700_1	20/12/2016	p33700_1.cpl	NO
0329	CS1000-6980	ISS1:1OF1	p33586_1	20/12/2016	p33586_1.cpl	NO
0330	CS1000-7036	ISS1:1OF1	p33566_1	20/12/2016	p33566_1.cpl	NO
0331	CS1000-7101	ISS1:1OF1	p33641_1	20/12/2016	p33641_1.cpl	NO
0332	CS1000-6546	ISS1:1OF1	p33597_1	20/12/2016	p33597_1.cpl	NO
0333	CS1000-7231	ISS1:1OF1	p33652_1	20/12/2016	p33652_1.cpl	NO
0334	CS1000-7296	ISS1:1OF1	p33681_1	20/12/2016	p33681_1.cpl	NO
0335	CS1000-7323	ISS1:1OF1	p33688_1	20/12/2016	p33688_1.cpl	NO
0336	CS1000-7262	ISS1:1OF1	p33665_1	20/12/2016	p33665_1.cpl	NO
0337	CS1000-7061	ISS1:1OF1	p33575_1	20/12/2016	p33575_1.cpl	NO
0338	CS1000-7154	ISS1:1OF1	p33619_1	20/12/2016	p33619_1.cpl	NO
0339	CS1000-7081	ISS1:1OF1	p33585_1	20/12/2016	p33585_1.cpl	NO
0340	cs1000-7128	ISS1:1OF1	p33605_1	20/12/2016	p33605_1.cpl	NO
0341	CS1000-7053	ISS1:1OF1	p33574_1	20/12/2016	p33574_1.cpl	NO
0342	CS1000-7461	ISS1:1OF1	p33736_1	20/12/2016	p33736_1.cpl	NO
0343	CS1000-7015	ISS1:1OF1	p33606_1	20/12/2016	p33606_1.cpl	NO
0344	cs1000-7223	ISS1:1OF1	p33647_1	20/12/2016	p33647_1.cpl	YES
0345	CS1000-7143	ISS1:1OF1	p33614_1	20/12/2016	p33614_1.cpl	NO
0346	cs1000-7160	ISS1:1OF1	p33621_1	20/12/2016	p33621_1.cpl	NO
0347	CS1000-7253	ISS1:1OF1	p33662_1	20/12/2016	p33662_1.cpl	NO
0348	CS1000-7337	ISS1:1OF1	p33696_1	20/12/2016	p33696_1.cpl	NO
0349	CS1000-7462	ISS1:1OF1	p33737_1	20/12/2016	p33737_1.cpl	NO
0350	cs1000-7029	ISS1:1OF1	p33563_1	20/12/2016	p33563_1.cpl	NO
0351	CS1000-7366	ISS1:1OF1	p33702_1	20/12/2016	p33702_1.cpl	NO
0352	cs1000-7269	ISS1:1OF1	p33670_1	20/12/2016	p33670_1.cpl	NO
0353	CS1000-7313	ISS1:1OF1	p33692_1	20/12/2016	p33692_1.cpl	NO

MDP>LAST SUCCESSFUL MDP REFRESH :2016-12-20 10:09:17 (Local Time)
MDP>USING DEPLIST ZIP FILE DOWNLOADED :2016-12-20 03:51:22 (est)

Appendix B

Avaya CS1000 Route for SIP Trunk Gateway

```
TYPE RDB
CUST 00
ROUT 22
DES SIPTRK
TKTP TIE
M911P NO
ESN NO
RPA NO
CNVT NO
SAT NO
RCLS EXT
VTRK YES
ZONE 00066
PCID SIP
CRID YES
SBWM NO
NODE 111
DTRK NO
ISDN YES
    MODE ISLD
    DCH 1
    IFC SL1
    PNI 00001
NCNA YES
NCRD YES
TRO YES
FALT NO
CTYP UKWN
INAC NO
ISAR NO
DAPC NO
MBXR NO
MBXOT NPA
MBXT 0
PTYP ATT
CNDP UKWN
AUTO NO
DNIS YES
NDGT 4
DDLY NO
DCDR YES
ICOG IAO
SRCH LIN
TRMB YES
STEP
ACOD 8022
TCPP NO
PII NO
AUXP NO
TARG
CLEN 1
BILN NO
OABS
INST
IDC YES
DCNO 0
```

```
NDNO 0 *
DNAM NO
ANTK
SIGO STD
STYP SDAT
MFC NO
ICIS YES

PAGE 002

OGIS YES
PTUT 0
TIMR ICF 1920
OGF 1920
EOD 13952
LCT 256
DSI 34944
NRD 10112
DDL 70
ODT 4096
RGV 640
GTO 896
GTI 896
SFB 3
PRPS 800
NBS 2048
NBL 4096

IENB 5
TFD 0
RTD 12
VSS 0
VGD 6
EESD 1024
SST 5 0
DTD NO
SCDT NO
2 DT NO
NEDC ORG
FEDC ORG
CPDC NO
DLTN NO
HOLD 02 02 40
SEIZ 02 02
SVFL 02 02
DRNG NO
CDR YES
INC YES
LAST YES
QREC YES
OAL YES
AIA YES
OAN YES
OPD NO
NDP EXC 0
NATL YES
SSL
CFWR NO
IDOP NO
VRAT NO
MUS NO
```

```
PANS YES
MANO NO
FRL 0 0
FRL 1 0
FRL 2 0
FRL 3 0
FRL 4 0
FRL 5 0
FRL 6 0
FRL 7 0
OHQ NO
```

PAGE 003

```
OHQT 00
CBQ NO
AUTH NO
TDET NO
TTBL 0
ATAN NO
OHTD NO
PLEV 2
OPR NO
ALRM NO
ART 0
PECL NO
DCTI 0
TIDY 8022 22
ATTR NO
TRRL NO
SGRP 0
CCBA NO
ARDN NO
CTBL 0
ANIE 0
CAC_CIS 3
AACR NO
```

Avaya CS1000 D-Channel for SIP Trunk Gateway

```
ADAN      DCH 1
CTYP DCIP
DES SIPL
USR ISLD
ISLM 4000
SSRC 3700
OTBF 32
NASA YES
IFC SL1
CNEG 1
RLS ID 7
RCAP
MBGA NO
H323
OVLR NO
OVLS NO
```

©2017 Avaya Inc. All Rights Reserved.

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

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