



Avaya Solution & Interoperability Test Lab

Application Notes for configuring Capita Secure Information Solutions DS3000 with Avaya Aura® Contact Center R7.0.1 and Avaya Communication Server 1000 R7.6 using a Lineside E1 connection – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning Capita Secure Information Solutions DS3000 to interoperate with Avaya Aura® Contact Center R7.0.1 and Avaya Communication Server 1000 R7.6 using a Lineside E1 card.

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

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

1. Introduction

These Application Notes describe the configuration steps for provisioning DS3000 from Capita Secure Information Solutions to interoperate with Avaya Aura® Contact Center R7.0.1 connected to an Avaya Communication Server 1000 R7.6 using the Application Module Link (AML). The DS3000 is an Integrated Communication Control System that is used by emergency service customers for answering 999/112 calls and then from the same application using radio communication (TETRA digital radio or analogue PMR) to pass details to mobile resources.

As a radio dispatch deployment with basic PTN/PSTN the DS3000 acts as an end PBX and performs call prioritisation and distribution to DS3000 operators as defined by the profile in which they have logged in to the DS3000 application. In this type of configuration the DS3000 has two primary connections to the Avaya Solution, a TDM connection to a Lineside E1 card on the Avaya Communication Server 1000 (CS1000) and a .net connection to the Avaya Aura® Contact Center. Control of the Lineside E1 agents is achieved via the .net connection to the Communication Control Toolkit (CCT) module on the Avaya Aura® Contact Center.

2. General Test Approach and Test Results

The interoperability compliance testing evaluates the ability of Capita's DS3000 operators logged into the lineside E1 extensions as contact center agents to answer emergency calls presented to an emergency Control Directory Number (CDN) on the CS1000. Calls placed to the emergency CDN are controlled by the contact center and are routed to the DS3000 agents by passing the caller to the Lineside E1 extensions.

Note: Non Automatic Call Distributed (ACD) calls that are destined for the DS3000 both locally and from the PSTN are routed to the DS3000 over SIP trunks using Session Manager. This configuration is described in the Application Notes titled *Application Notes for Configuring Capita Secure Information Solutions DS3000 with Avaya Aura® Session Manager R7.0.1 and Avaya Communication Server 1000 R7.6 using SIP Trunks*.

DevConnect compliance testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect compliance testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The interoperability compliance testing focuses on various technical testing scenarios to verify the usage of DS3000 with the Avaya solution. In addition, serviceability tests were also performed to assess the reliability and accuracy of the joint solution. The testing focused on the following types of calls:

- **Login/Logout Agents using DS3000** – Ensure agents can log in and out of the Lineside E1 channels or lines from the DS3000 Operators console.
- **ACD calls into the DS3000 Operators** – Ensure that ACD calls are correctly routed to DS3000 operators.
- **Hold/transfer and conference functionality for ACD calls** - Verify that non ACD calls can be placed on hold and transferred and conferenced.
- **Calling to voicemail** – Verify that DTMF tones can be sent. Note that Avaya Callpilot was used as voicemail.
- **Serviceability testing** - Verify the behaviour of DS3000 application under different simulated LAN failure conditions on the Avaya platform.

2.2. Test Results

All Test Cases passed except for the following issues.

1. Call from CS1000E to ACD/CDN, initiate a blind or supervised transfer to another CS1000E extension.

When dialing in from a SIP phone, the DS3000 Operator ‘stalls’ once the transfer button is pressed, the call cannot proceed any further. The SIP phone can hang up and a new call can be presented correctly from another type of phone set. The operator gets a “please wait” on the screen and nothing happens. The operator is left with dial tone but can hang up on the original caller.

The following observation was also noted.

- FTTU is set on the Class of service (CLS) of each Lineside E1 TN. FTTU means Flexible Trunk to Trunk Connections Unrestricted and this creates trunk to trunk connections for both Conference and Transfer so that when calling in from the PSTN transfer across the SIP trunk is allowed.

2.3. Support

Support from Avaya is available by visiting the website <http://support.avaya.com> and a list of product documentation can be found in **Section 11** of these Application Notes. Technical support for the Capita DS3000 product can be obtained as follows.

- Tel : + 44 (0) 8456 041999
- Email: csis.info@capita.co.uk

3. Reference Configuration

Figure 1 shows the setup for compliance testing Capita's DS3000 with Contact Center R7.0.1 connecting to the CCT module in order to control agents logged into the Lineside E1 extensions on the CS1000. ACD calls are passed through the Lineside E1 card where they can be answered by the DS3000 operators acting as Contact Center agents.

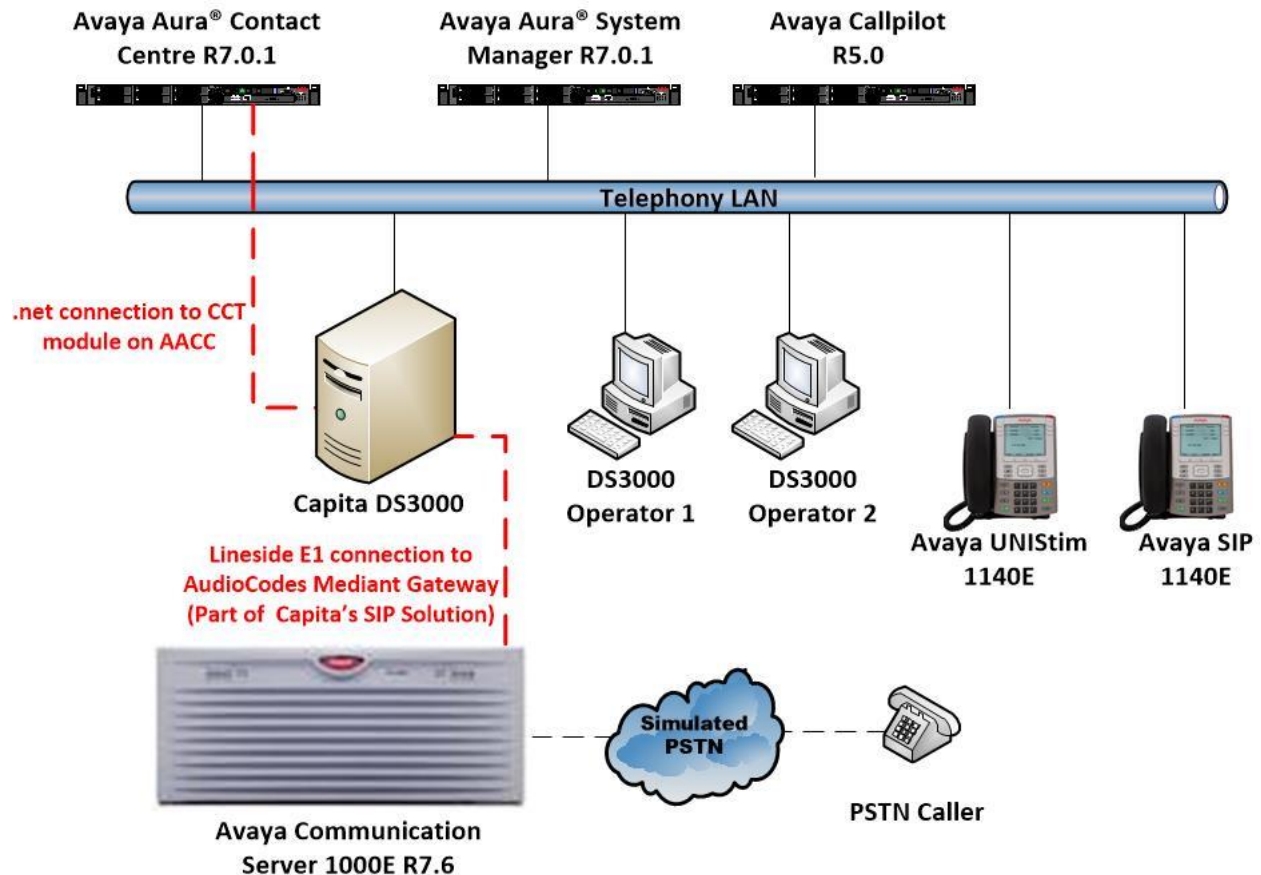


Figure 1: Connection of Capita DS3000 with Avaya Aura® Contact Center R7.0.1 and Avaya Communication Server 1000 R7.6

4. Equipment and Software Validated

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

Device Description	Versions Tested
Avaya Aura® Contact Center running on an Windows 2012 R2 Server	R7.0.1.0 Feature Pack 1
Avaya Communication Server 1000 running on CPPM	R7.6 (See Appendix A for Patch details)
Avaya Aura® System Manager running on a virtual server	System Manager 7.0.1.2 Build No. - 7.0.0.0.16266 Software Update Revision No: 7.0.1.2.086007 Service Pack 2
Avaya Call Pilot 600r Server	Avaya Call Pilot Version 5.00.41 Patch Line-up: CP50041SU08S CP500508G09C
Avaya 1140 UNISim Deskphone	UNISim V0625C8Q
Avaya 1140 SIP Deskphone	SIP 04.04.28.04
Capita DS3000 Solution Kit (DSX Converged Versions 2017 R1 and later) <ul style="list-style-type: none">- Aculab Dual Redundant SIP Server- Centricity V2- AudioCodes Mediant 2000	Release 33x Series V6.6.4 V3.21.14.1 V6.40A.029.008

5. Configure Avaya Communication Server 1000

It is assumed that a fully functioning CS1000 is in place with the necessary licensing and with an ELAN connection to the Contact Center already in place. For further information on the configuration of 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. Create Automatic Call Distribution Queue

An Automatic Call Distribution (ACD) queue must be created in order to log in the Lineside E1 agents. Enter overlay 23 to add a new **ACD** by typing **LD 23** at the > prompt. Ensure the following are set. Note that the default setting is accepted by pressing return at each prompt.

Prompt	Response	Description
>	LD 23	Enter Overlay 23
REQ	new	new/add
CUST	0	Customer number (default is 0)
TYPE	ACD	Automatic Call Distribution
ACDN	1650	ACD Number (any unused number)
MAXP	10	Maximum number of persons in the Queue (10)
.....		Return until next prompt
NCFW	3200	Night call forward number (call 3200 if out of service)]
.....		Return until next prompt
HMSB	YES	Hold Make Set Busy (Allowed)
.....		Return until next prompt
HOML	YES	Headset Or MSB key Log Out (Allowed)
.....		Return until next prompt
NRAC	YES	Enable Not Ready Activity Codes
Return to end		

5.2. Create a Controlled Directory Number to route calls

A Controlled Directory Number (CDN) must be created in order to route emergency calls to the Lineside E1 agents. Enter overlay 23 to add a new **CDN** by typing **LD 23** at the > prompt.

Ensure the **DFDN** is set to that of the ACD queue created in **Section 5.1**. Note that the default setting is accepted by pressing return at each prompt.

Prompt	Response	Description
>	LD 23	Enter Overlay 23
REQ	new	new/add
CUST	0	Customer number (default is 0)
TYPE	CDN	Controlled Directory Number
CDN	6100	ACD Number (any unused number)
.....		Return until next prompt
DFDN	1650	Default DN is set to the ACD Queue created in Section 5.2
.....		Return until next prompt
Return to end		

5.3. Create Lineside E1 Agents

E1 lineside card switch settings are as follows:

- Lineside E1,S1: Set all the dip switches to OFF
- Lineside E1,S2: Set dip switch 3 to ON and set all the other dip switches to OFF

Lineside E1 Agents are created in overlay 20. For compliance testing three lineside E1 agents were created and the following TN's, DN's and position ID's were used.

	TNB	DN	POSID
•	4 0 10 0	3100	1113100
•	4 0 10 1	3101	1113101
•	4 0 10 3	3102	1113102

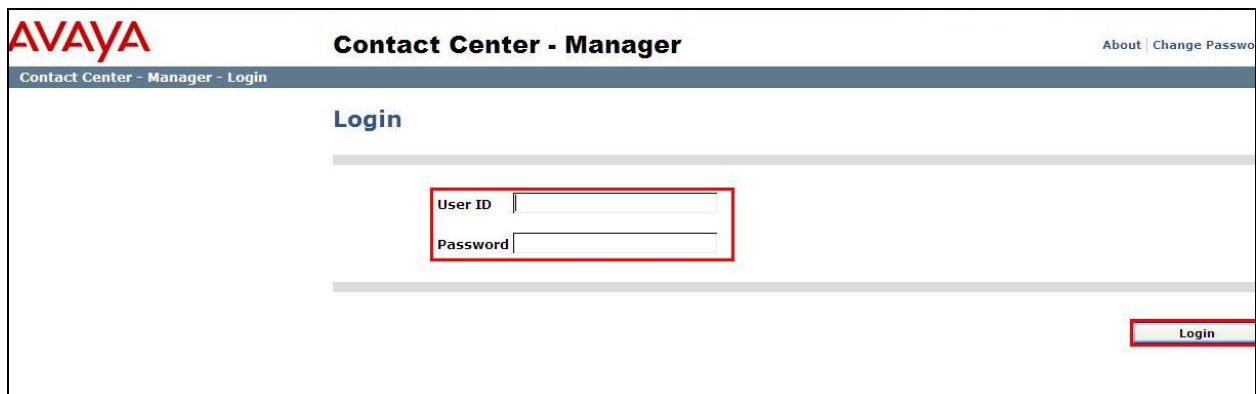
Prompt	Response	Description
>	LD 20	Enter Overlay 20
REQ	new	new/add
TYPE	500	"500" type set - (used for Lineside E1)
TNB	4 0 10 0	Loop Shelf Card Unit
DN	3100	Private Directory Number (any unused number)
AST	YES	Associate Set assignment
IAPG	1	Meridian Link Unsolicited Status Message (1 is on)
.....		Return until next prompt
CLS	UNR	Unrestricted (note this was only set for testing purposes)
	XFA	Transfer Allowed
	C6A	Conference Allowed
	CFXA	Call Forward External Allowed
	AGTA	ACD services for 500 type telephones allowed
	DDGA	DN display on other set Allowed.
	NAMA	Name display Allowed
	FTTU	Trunk to Trunk Connections unrestricted
.....		Return until next prompt
AACD	YES	Associate set (AST) ACD telephone
AACS	YES	Application acquired set
.....		Return until next prompt
FTR	ACD 1650 x	ACD Queue created in Section 5.1 with Position ID x
FTR	OSP 1	Enable answer and disconnect supervision for outgoing calls
FRT	ISP 255	Enable hook flash disconnect supervision with flash timer
Return to end		

Note: A full printout of the TN and CDN can be found in **Appendix B**.

6. Configuration of Avaya Aura® Contact Center

It is assumed that a fully functioning Contact Center is already in operation and so these Application Notes do not go through the setup of the Contact Center from the beginning but rather what steps are required in order to ensure that calls are routed to the DS3000 agents and that DS3000 agents can log in to Lineside E1 extensions and take control. For more information on the setup and configuration of Contact Center please refer to reference [2] in **Section 11** of these Application Notes.

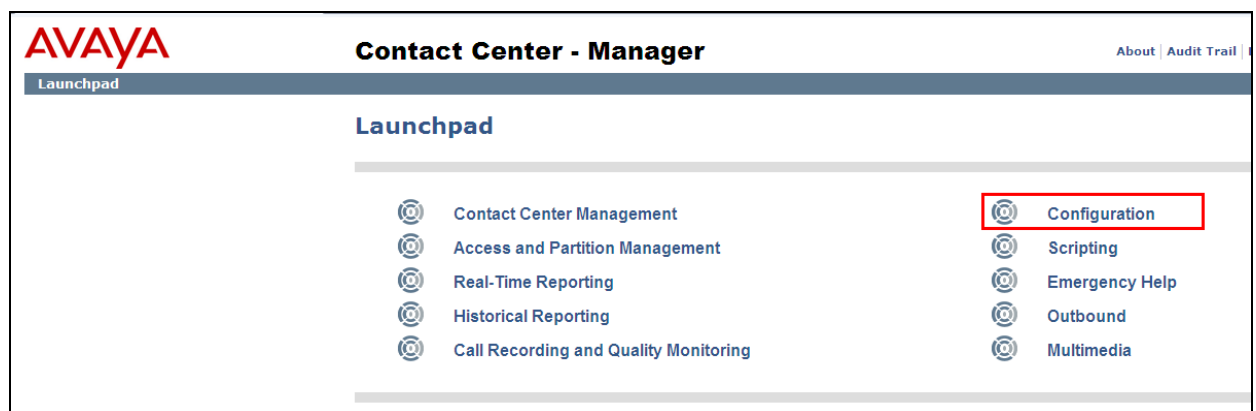
Log in to the Contact Center by opening a web session (not shown) to the Contact Center server and enter the proper credentials and click on the **Login** button.



The screenshot shows the Avaya Contact Center Manager Login page. The header includes the Avaya logo, the title "Contact Center - Manager", and links for "About" and "Change Password". Below the header, the page is titled "Login". It features a form with two input fields: "User ID" and "Password". A red box highlights these two fields. At the bottom right of the form, there is a "Login" button, also highlighted with a red box.

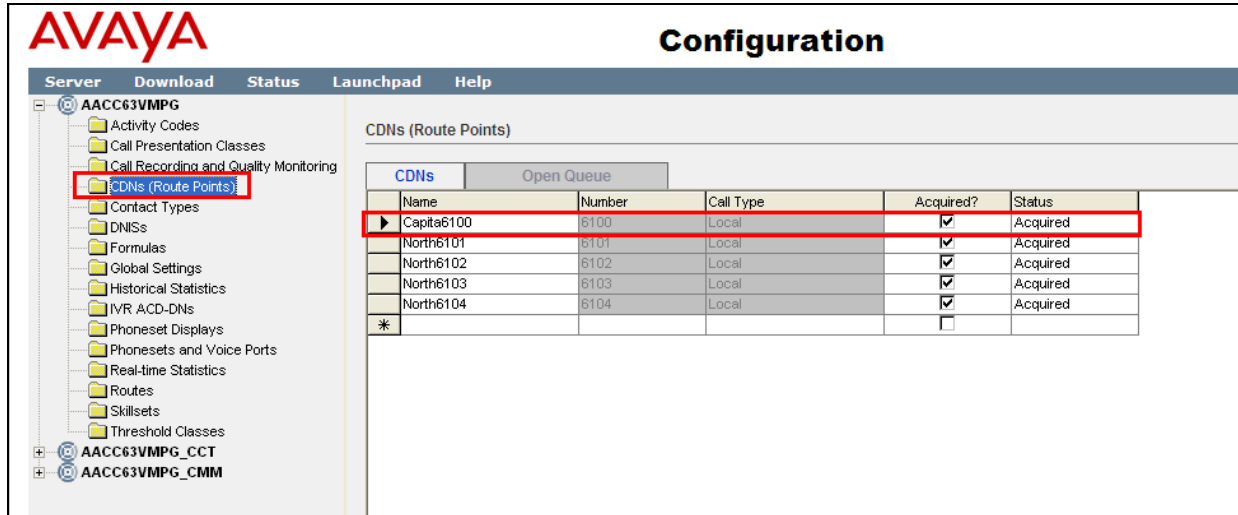
6.1. Contact Center Configuration

Select **Configuration** as highlighted below.



The screenshot shows the Avaya Contact Center Manager Launchpad page. The header includes the Avaya logo, the title "Contact Center - Manager", and links for "About" and "Audit Trail". Below the header, the page is titled "Launchpad". It features a list of menu items, each with a gear icon. The "Configuration" item is highlighted with a red box. The other menu items are: "Contact Center Management", "Access and Partition Management", "Real-Time Reporting", "Historical Reporting", "Call Recording and Quality Monitoring", "Scripting", "Emergency Help", "Outbound", and "Multimedia".

A CDN for emergency calls should be added in order to route the emergency calls to the agents. To add a CDN to the Contact Center click on **CDN's (Route Points)** in the left window and enter the CDN details in the right window ensure that **Acquired?** is clicked. Note this will be the same CDN as was created in **Section 5.2**.



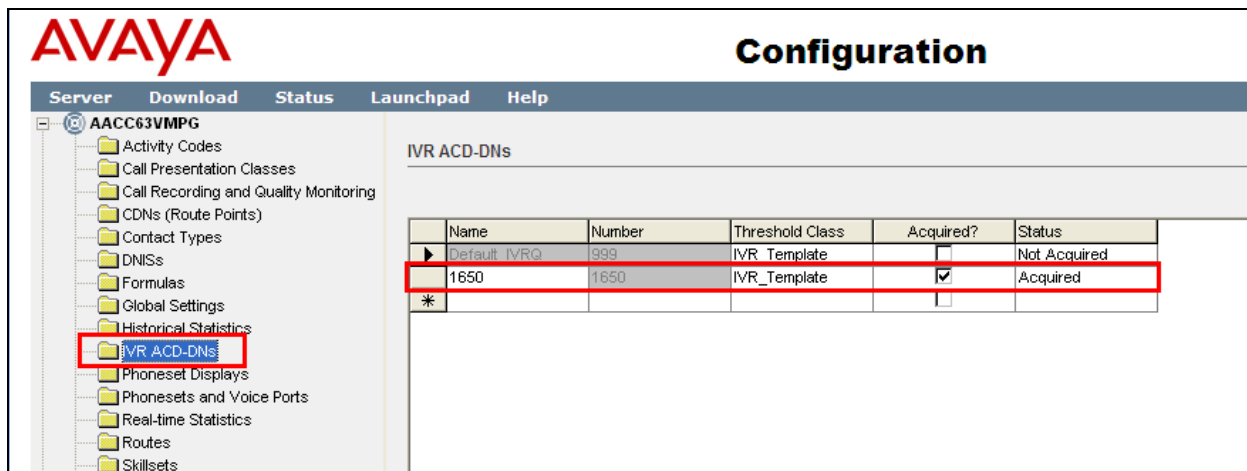
AVAYA Configuration

Server Download Status Launchpad Help

CDNs (Route Points)

Name	Number	Call Type	Acquired?	Status
Capita6100	6100	Local	<input checked="" type="checkbox"/>	Acquired
North6101	6101	Local	<input checked="" type="checkbox"/>	Acquired
North6102	6102	Local	<input checked="" type="checkbox"/>	Acquired
North6103	6103	Local	<input checked="" type="checkbox"/>	Acquired
North6104	6104	Local	<input checked="" type="checkbox"/>	Acquired
*			<input type="checkbox"/>	

Click on **IVR ACD-DNs** in the left window and enter the ACD number that was created in **Section 5.1**.



AVAYA Configuration

Server Download Status Launchpad Help

IVR ACD-DNs

Name	Number	Threshold Class	Acquired?	Status
Default IVRQ	999	IVR_Template	<input type="checkbox"/>	Not Acquired
1650	1650	IVR_Template	<input checked="" type="checkbox"/>	Acquired
*			<input type="checkbox"/>	

To add the Lineside E1 extensions click on **Phonesets and Voice Ports** in the left window. Add the TN's that were created in **Section 5.3**.

The screenshot shows the Avaya Configuration window with the 'Phonesets and Voice Ports' section selected in the left-hand tree. The right-hand pane displays a table of configured phonesets.

Name	Type	Address	Channel	IVR Name	Acquired?	Status
4-0-10-0	Agent	4-0-10-0			<input checked="" type="checkbox"/>	Acquired
4-0-10-1	Agent	4-0-10-1			<input checked="" type="checkbox"/>	Acquired
4-0-10-2	Agent	4-0-10-2			<input checked="" type="checkbox"/>	Acquired
96-0-0-4	Agent	96-0-0-4			<input checked="" type="checkbox"/>	Acquired
96-0-0-5	Agent	96-0-0-5			<input checked="" type="checkbox"/>	Acquired
96-0-0-6	Agent	96-0-0-6			<input checked="" type="checkbox"/>	Acquired
*					<input type="checkbox"/>	Acquired

In order to route the emergency calls to the agents, emergency skillsets must be added. Click on **Skillsets** in the left window and enter the information for the skillset in the right window.

The screenshot shows the Avaya Configuration window with the 'Skillsets' section selected in the left-hand tree. The right-hand pane displays a table of configured skillsets.

Contact Type	Prefix	Skillset Name	Default Activity Code	Threshold Class	Call Age Preference
Voice_Mail	VM_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
SMS	SM_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Fax	FX_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Scanned_Document	SD_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
OpenQ	OQ_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Predictive_Outbound	PR_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Outbound	OB_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Web_Communications	WC_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Email	EM_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Voice		Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Voice		EmergOpp	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Voice		Non_EmergOpp	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Voice		Admin1	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Voice		Public	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
*					

6.2. Contact Center Agents

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



Click on **Add** highlighted and select new (not shown). Enter a suitable name and **Login ID** for the new agent. Ensure that Voice is selected for the Contact Type (not shown) and add the skillset created in **Section 6.1** above. Click on **Submit** once all the details are entered correctly.

The screenshot shows the Avaya Contact Center Management form. The 'Add' button is highlighted. The 'Login ID' field is highlighted with a red box. The form includes sections for User Details, Agent Information, Contact Types, and Skillsets. The 'Skillsets' section shows a table with columns for Skillset Name, Contact Type, and Priority.

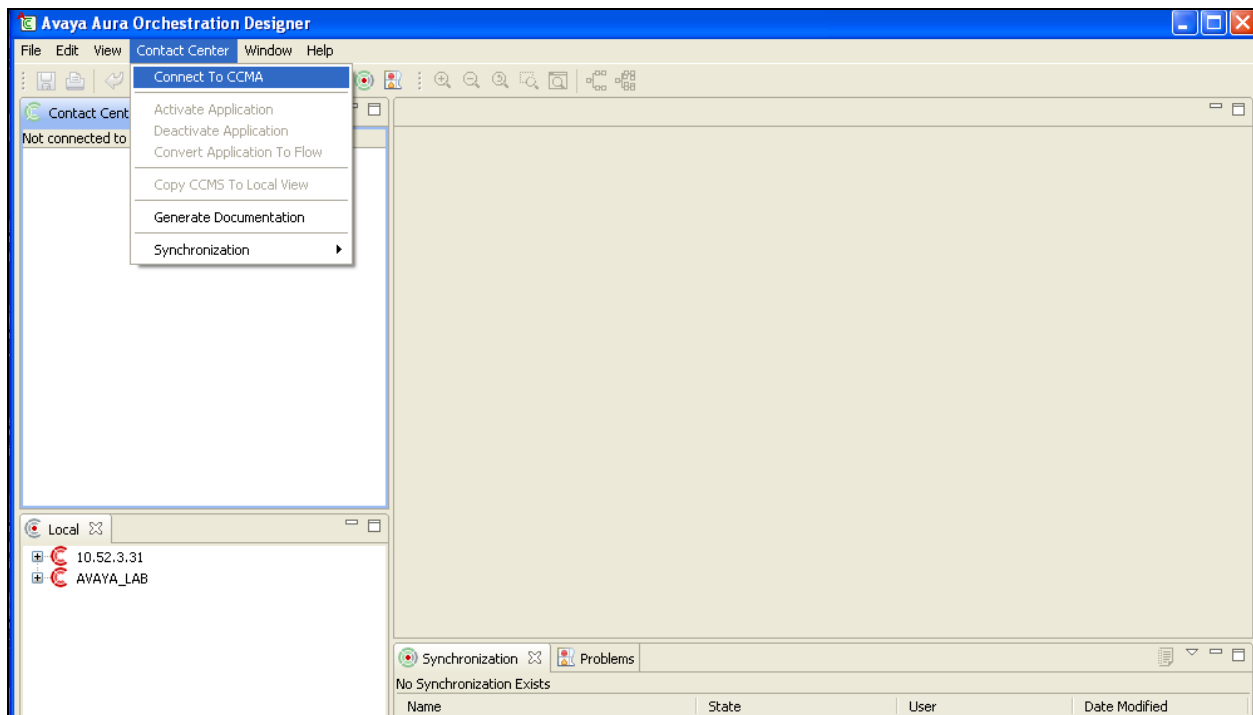
Skillset Name (2)	Contact Type	Priority
Default_Skillset	Voice	5
EmergOpp	Voice	1

Note: The Lineside E1 DN associated with the agent created can be entered as the **Personal DN** as it has been observed that if a Lineside E1 call is cleared from the DS3000 whilst the call is held prior to transfer and before the consultative call digits are dialed, the Contact Centre call will be re-routed to the next available agent by the CS1000. This routing will be based on the ACD queue associated with the Lineside E1 and may result in the call being presented to an agent who does not have the appropriate skills. A workaround for this is achieved by configuring Personal DN settings for each Contact Center Agent such that agents with compatible skillsets use a common **Personal DN** so that calls are routed to suitable logged on agents.

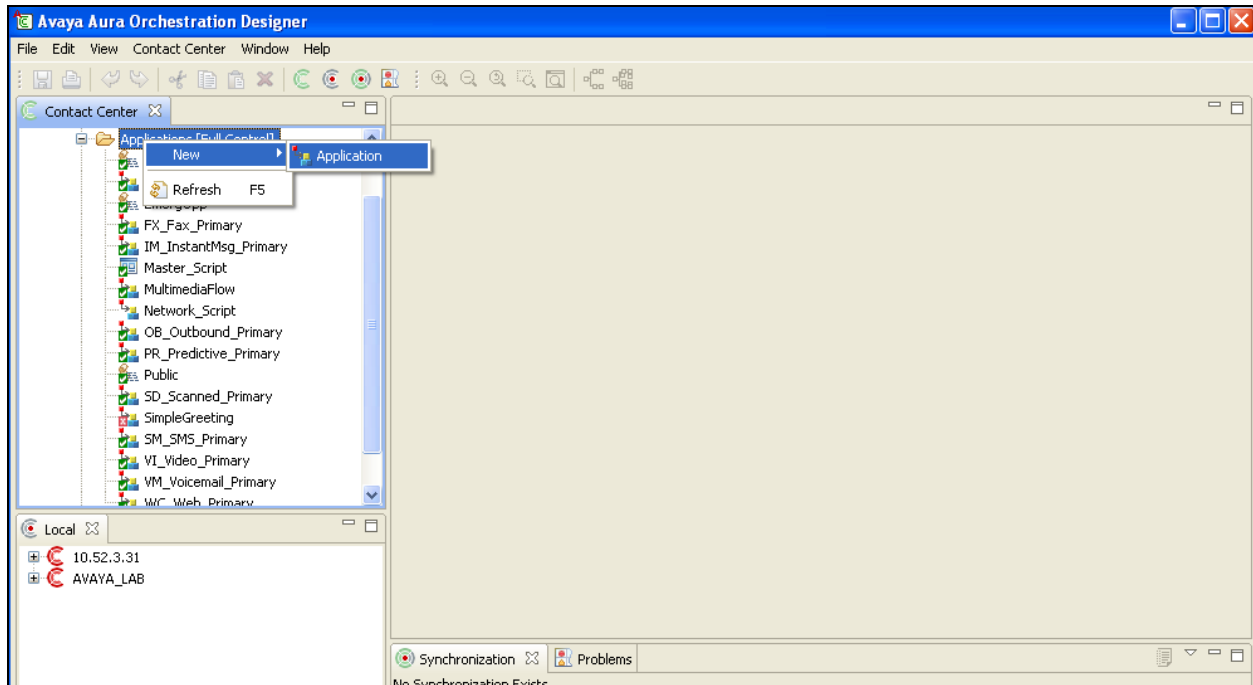
6.3. Creating an Application for emergency routing

All routing changes are done using Orchestration Designer, this allows Applications or Scripts to be created and associated with a CDN or route point. The download and initial setup of Orchestration Designer is outside the scope of these Application Notes, for information on the setup and configuration of Orchestration Designer please refer to reference [2] in **Section 11** of these Application Notes.

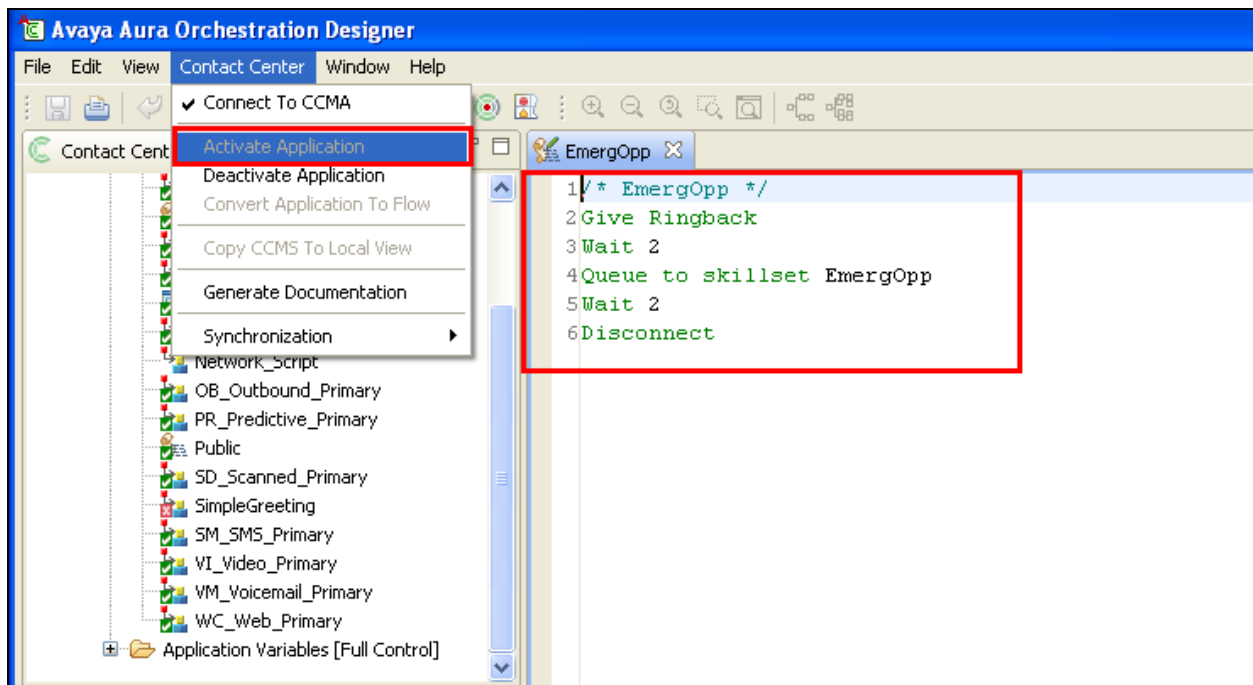
A new application was created for the routing of emergency calls and this is associated with the CDN created on the CS1000 in **Section 5.2**. Open Orchestration Designer (not shown) and **Connect to CCMA** as shown below.



Navigate to **Applications** in the left window and right click and select **New → Application** as shown below.

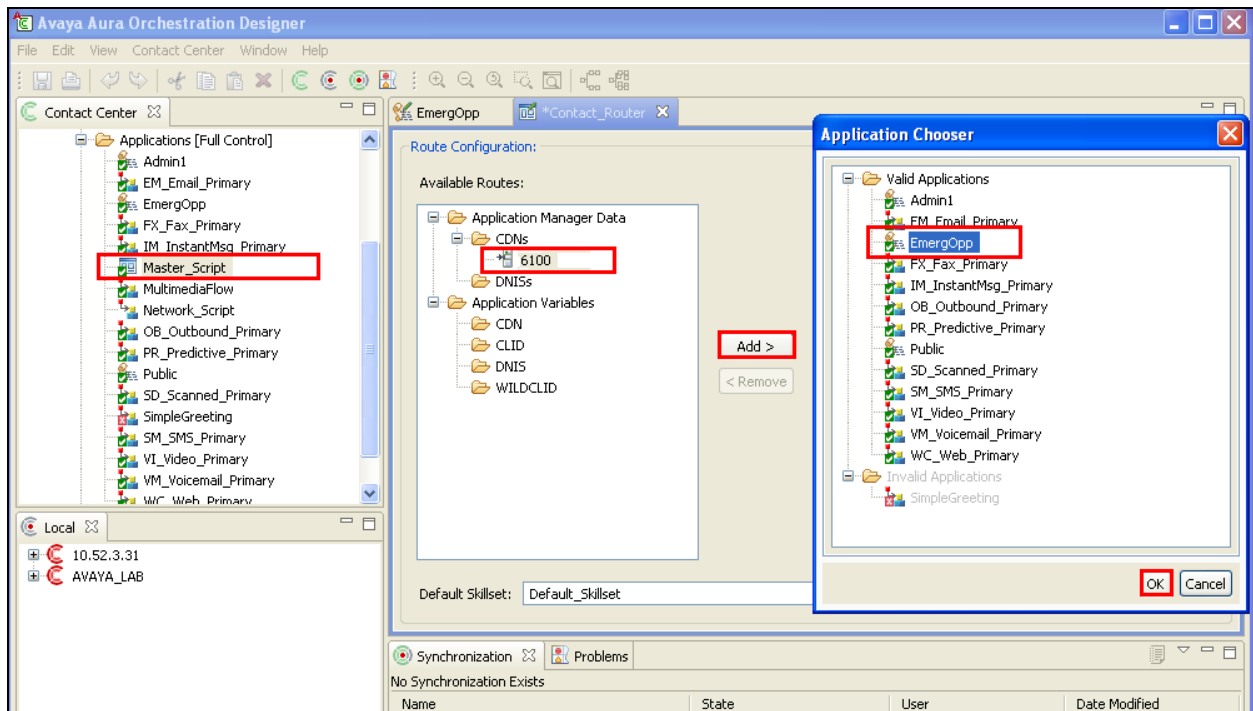


Below shows an example of a script used to route calls to a skillset. Once this is completed select **Contact Center** and **Activate Application** as shown below in order to make this active.



6.3.1. Associate an Application with a CDN

In order to associate an application with a CDN, the master script must be opened as shown below. Double click on **Master_Script** in the left window. In the main window expand on **Application Manager Data** → **CDNs** select the required CDN and click on **Add** as shown below. Once this is selected a new window **Application Chooser** opens where the Application to be associated with this CDN is chosen as is shown below. Click on **OK** once this is done.



6.4. Import CS1000 Information to Communication Control Toolkit

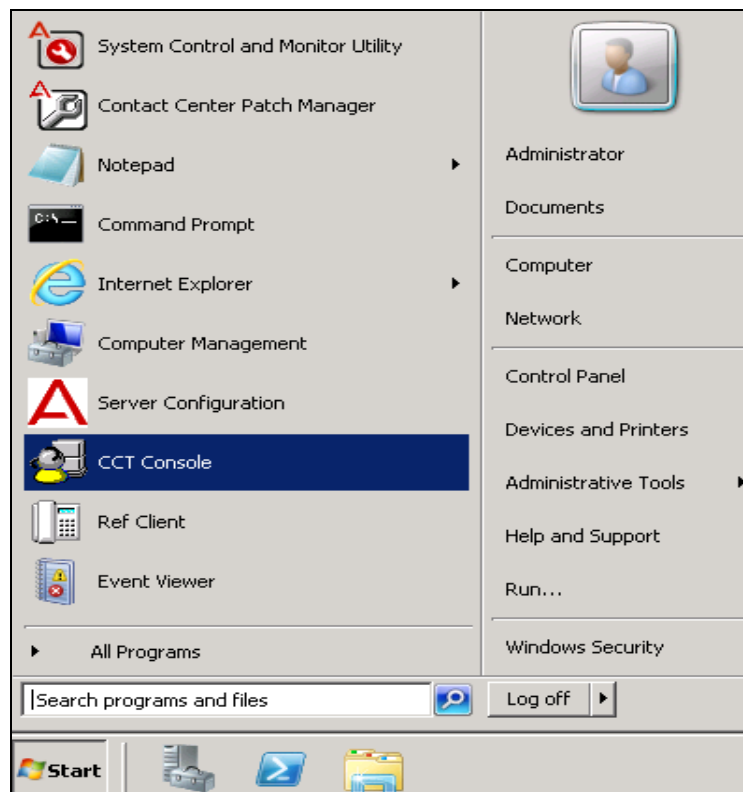
From the CS1000 take a printout of the Lineside E1 channels and the CDN using the **prt** command in overlay 20. This printout should be saved to notepad so as these TN's can then be imported into CCT as a file, such as **CS100076LE1.txt**.

Prompt	Response	Description
>	LD 20	Enter Overlay 20
REQ	prt	Print
TYPE	TN	Print the Terminal Number (TN)
TN	4 0 10 0	Terminal Number 4 0 10 0
.....	Return to end	

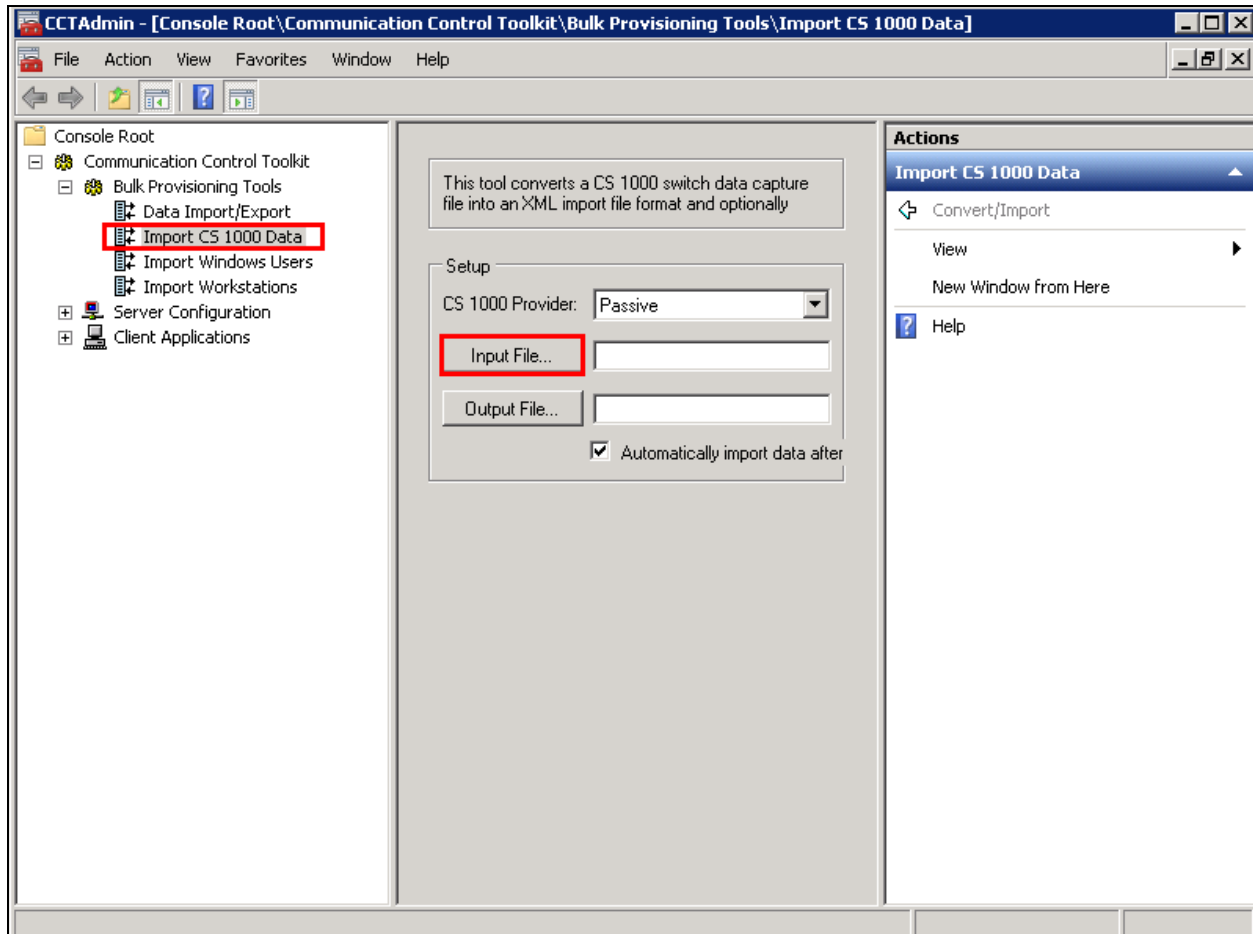
A printout of the CDN (in our example **6100**) is also required. Go to overlay 23 to print the **CDN** and ensure this is saved on the same file as above **CS100076LE1.txt**. A full printout of both a Lineside E1 channel and the CDN can be found in **Appendix B**.

Prompt	Response	Description
>	LD 23	Enter Overlay 23
REQ	prt	Print
TYPE	CDN	Print the Control Directory Number (CDN)
CUST	0	Customer 0
CDN	6100	CDN 6100
.....	Return to end	

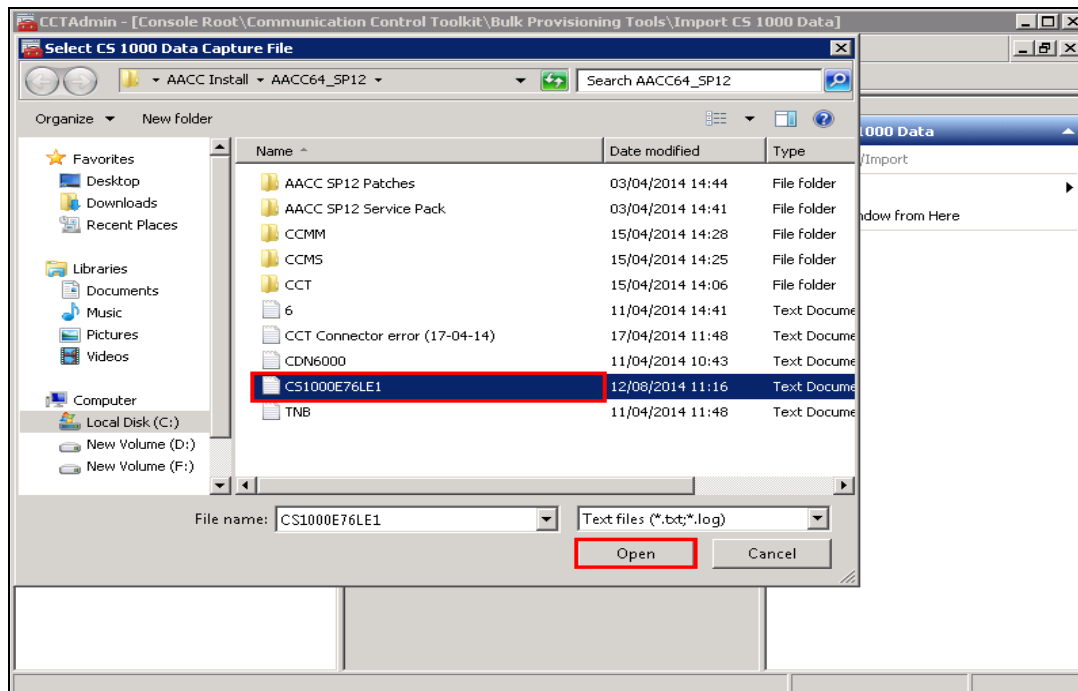
From the CCT server navigate to **Start → Programs → CCT Console**.



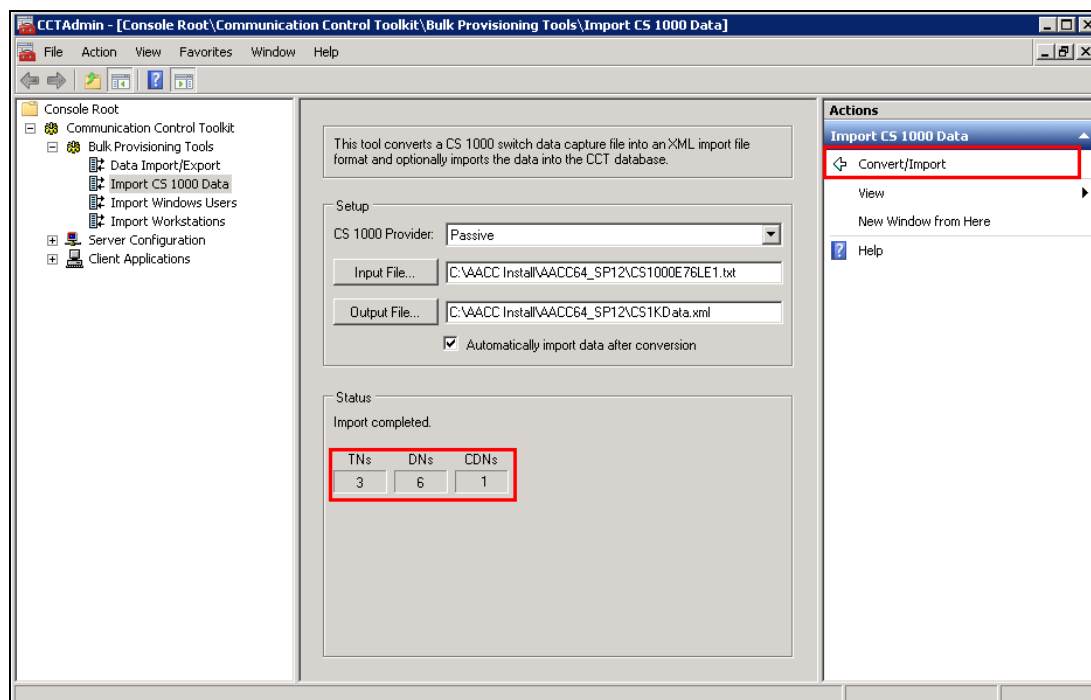
The **CCTAdmin** window is opened, in the left window click on **Import CS 1000 Data** and from the middle window click on **Input File...**



Navigate to the location of the **CS1000E76LE1.txt** file that was created from the beginning of this **Section 6.4**.

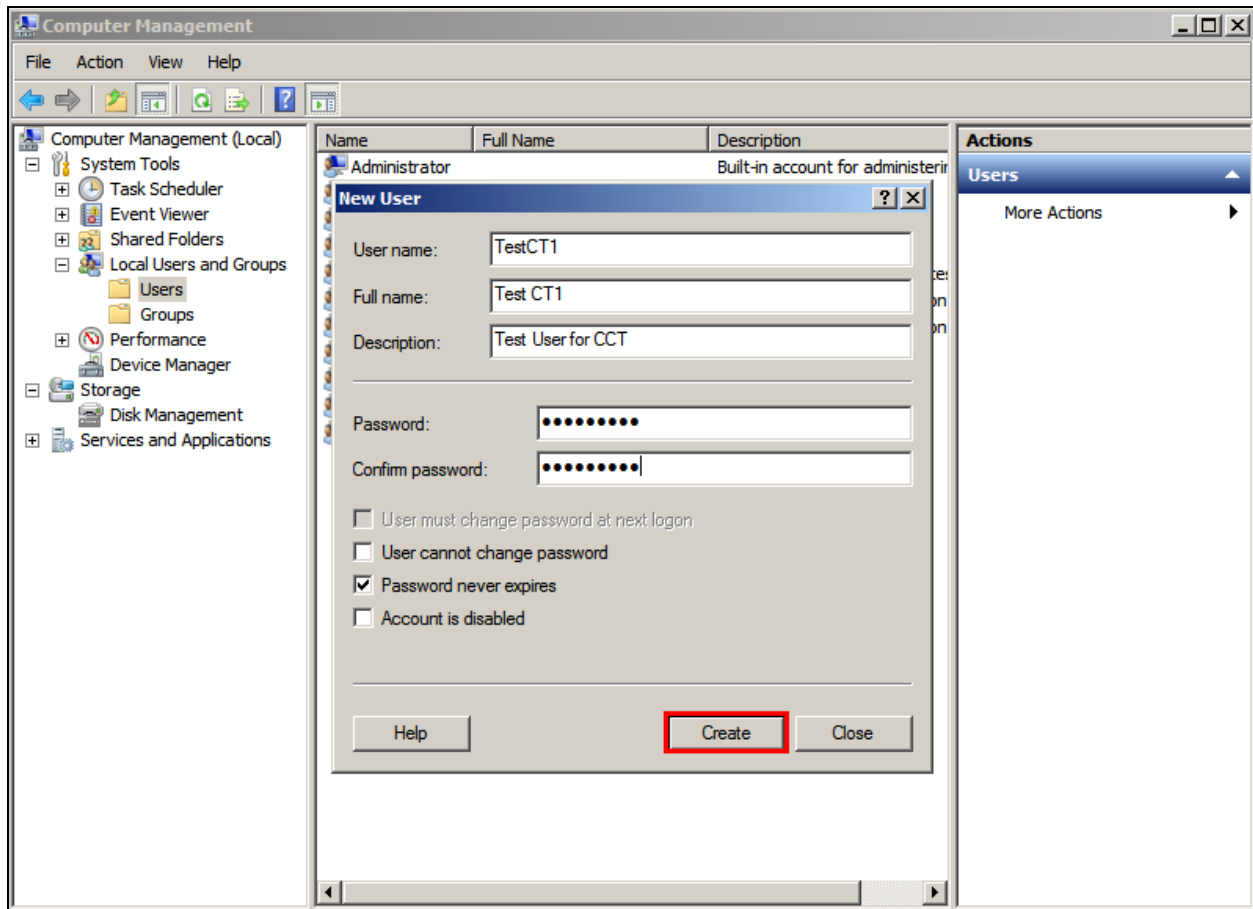


From the right window, click on **Convert/Import**, and in the main window the result of the import should be displayed as shown below where three TN's and one CDN was imported correctly.



6.5. Configure CCT Users on the Contact Center Server

Navigate to **Computer Management**, (not shown) and select **Users** from the left window and right-click and select **New User**. Enter a suitable user name and password for this new user. Click on **Create** once this user information is entered. Any user that will be created in CCT must also be added here.



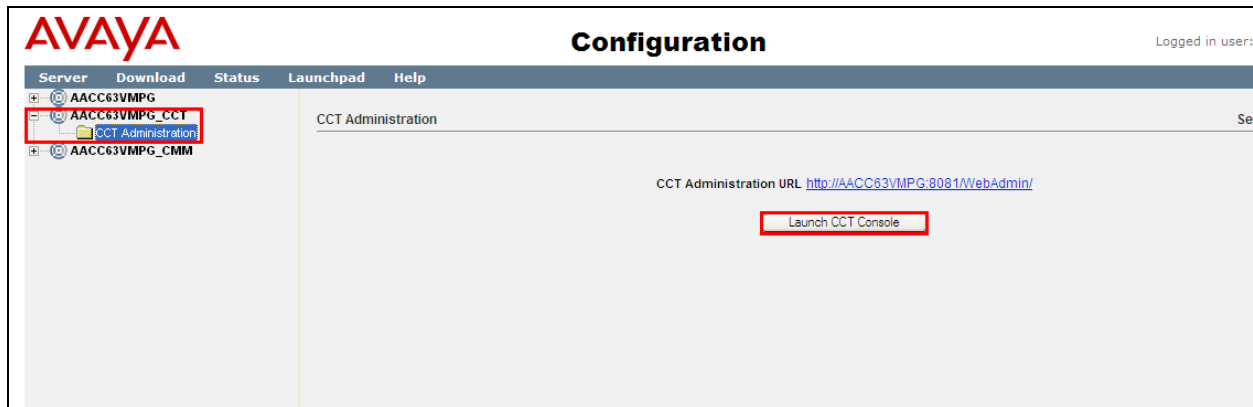
6.6. Configuring Communication Control Toolkit

One user is added to CCT in order to monitor the Lineside E1 channels and the CDN that were imported in **Section 6.4**.

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

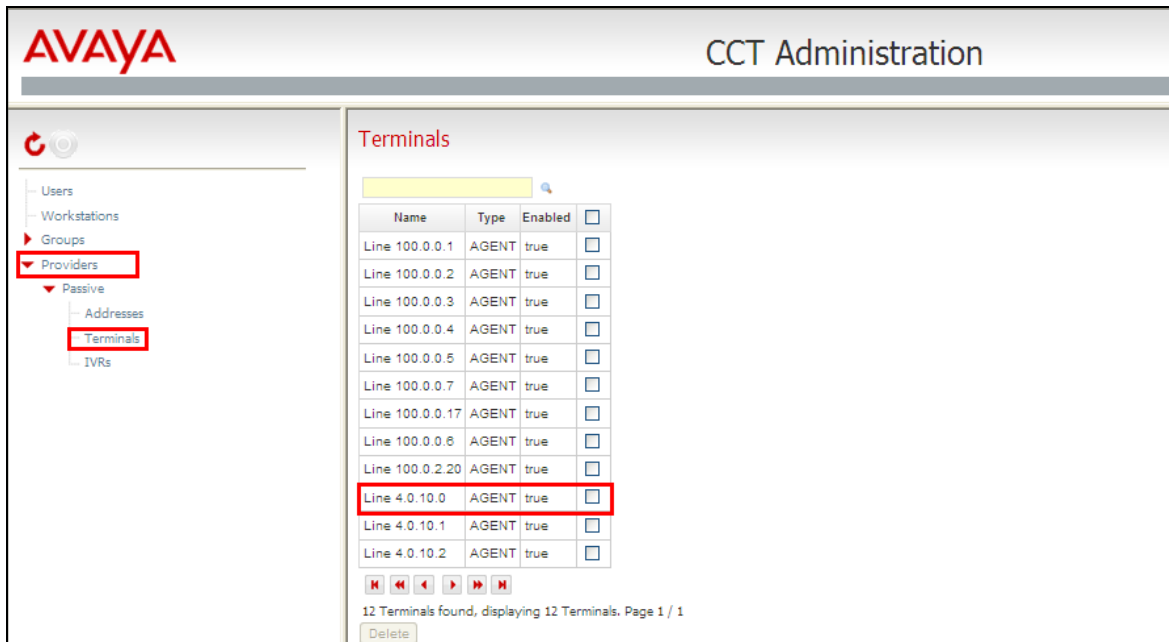


Once in **configuration**, open the CCT server in the left window and click on **Launch CCT Console** in the right window.

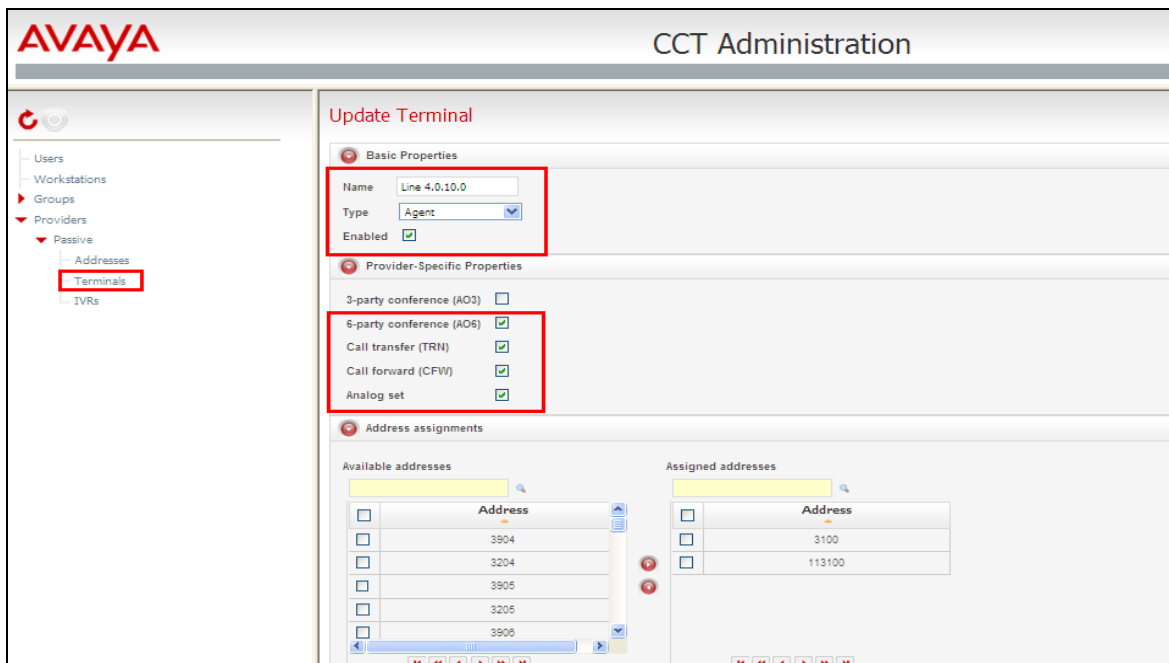


6.6.1. Configure Terminals

Navigate to **Providers** → **Passive** → **Terminals** in the left window. Click on each of the Lineside E1 channels separately.

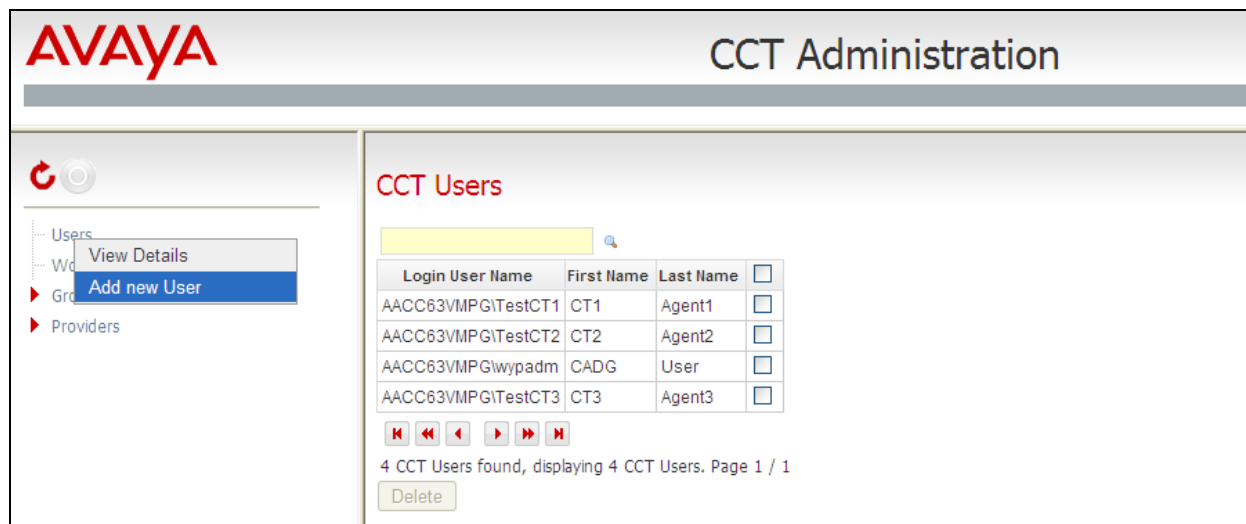


Ensure that the following are ticked, specifically **Analog set**.



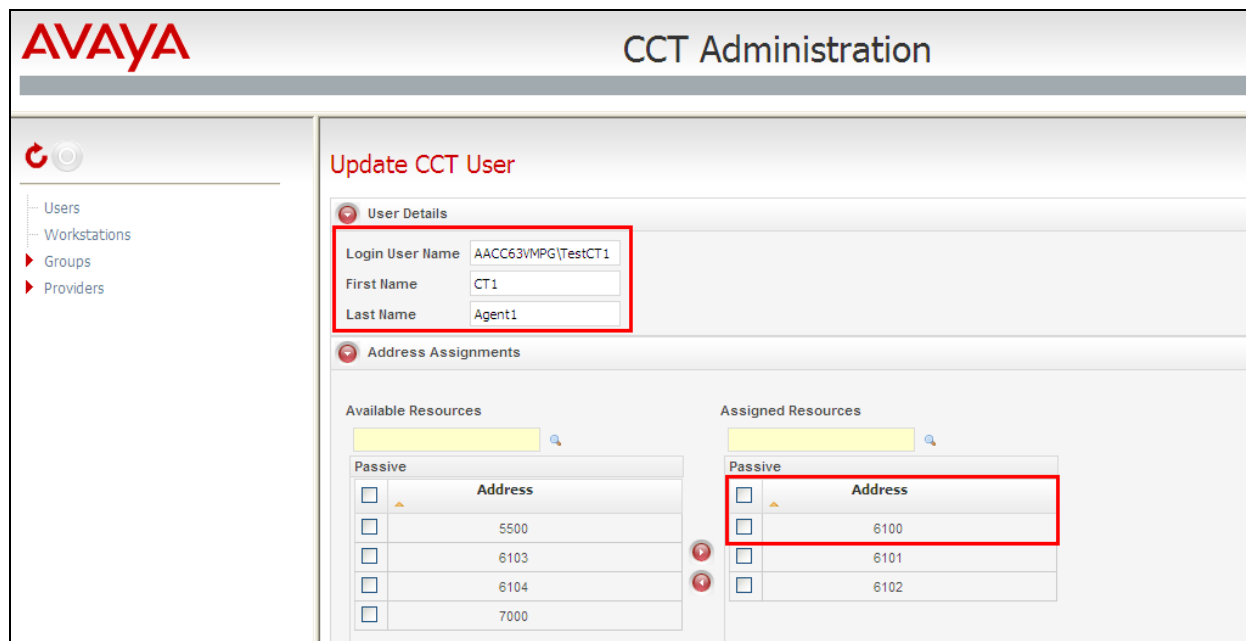
6.6.2. Add CCT User

To add a new CCT User, right click on **Users** in the left window and select **Add new User**, as shown below.



Enter the user details, note these should be the same as those configured in **Section 6.5**. Open **Address Assignments** and include the CDN that was created in **Section 5.2**.

Note: Any CDN that is used to route calls to Capita agents will also need to be added to the **Address Assignments**.



Scroll down and open **Terminal Assignments**. Ensure that the Lineside E1 TN's that were created in **Section 5.3** are associated with this user as shown below. Click on **Save** once this is completed.

AVAYA CCT Administration

4 Address found, Page 1 / 1

3 Address found, Page 1 / 1

Terminal Assignments

Available Resources

Passive	Terminal
<input type="checkbox"/>	Line 96.0.0.4
<input type="checkbox"/>	Line 96.0.0.5
<input type="checkbox"/>	Line 96.0.0.6

3 Terminal found, Page 1 / 1

Assigned Resources

Passive	Terminal
<input type="checkbox"/>	Line 4.0.10.0
<input type="checkbox"/>	Line 4.0.10.1
<input type="checkbox"/>	Line 4.0.10.2

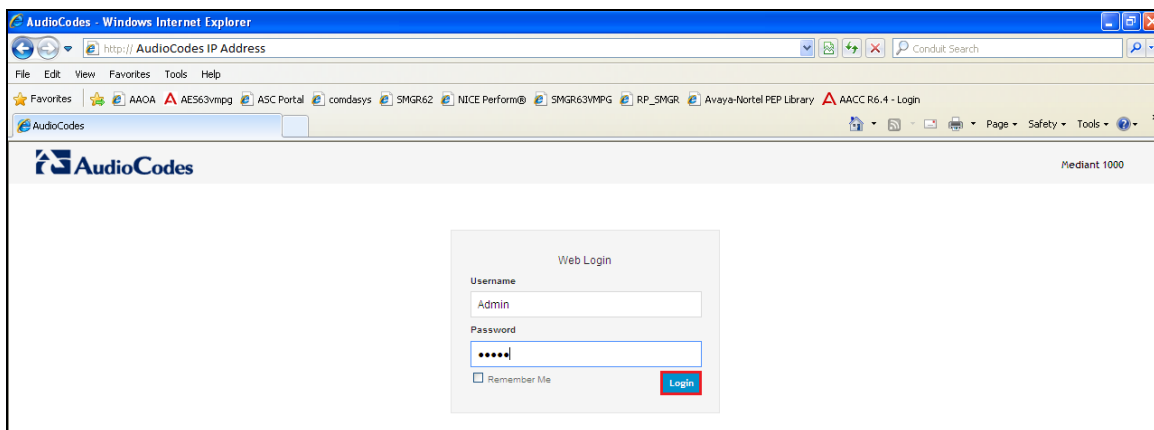
3 Terminal found, Page 1 / 1

Save

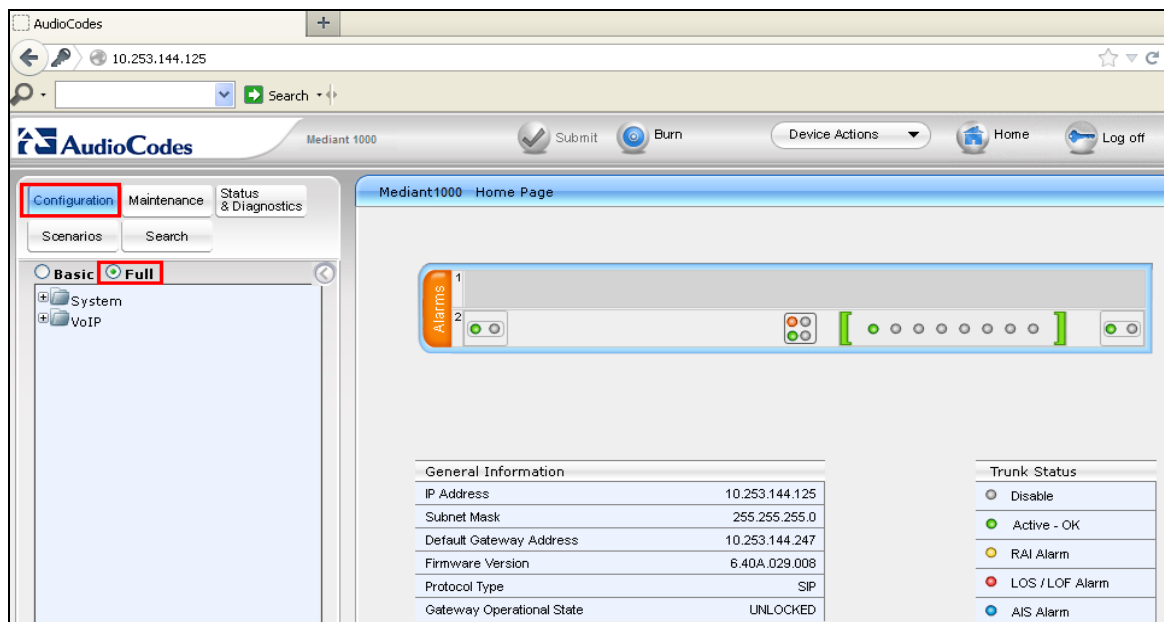
7. Configuration of AudioCodes Mediant 1000B Gateway

Although the AudioCodes gateway is a third-party product, it is a part of Capita's solution and must also be configured as a part of this solution. This box is responsible for the connection between the Avaya Lineside E1 card on the CS1000 and Capita's SIP stack on the DS3000 Server. Open a web browser and http to the AudioCodes IP address and enter the proper credentials into the authentication window as shown below and click **OK**.

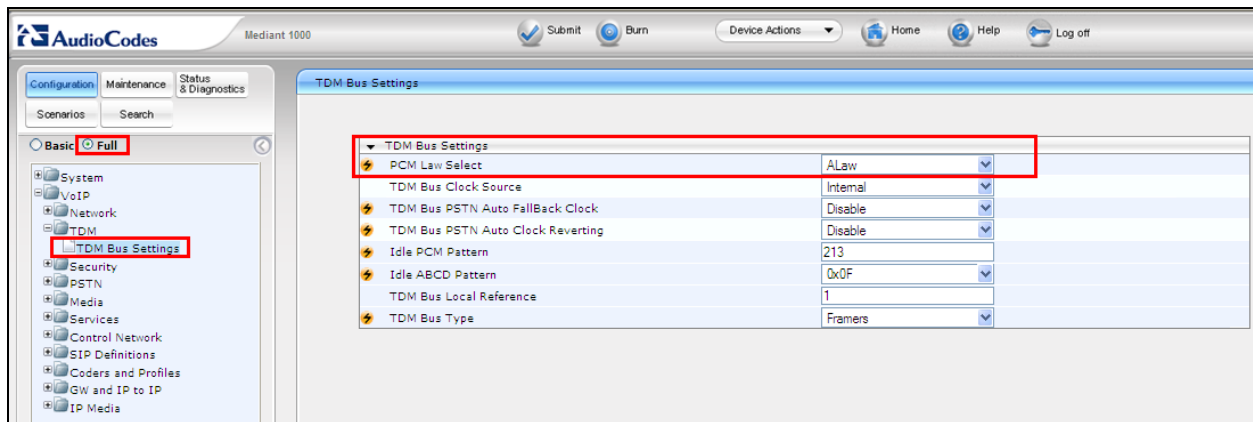
Note: The AudioCodes Mediant 1000B Gateway was configured with latest Avaya Aura® Offsite Agent (AAOA) and so the CAS/E1 configuration should be as defined in AAOA Installation and Commissioning Guide Release 6.2. See **Section 11** for more details on this document.



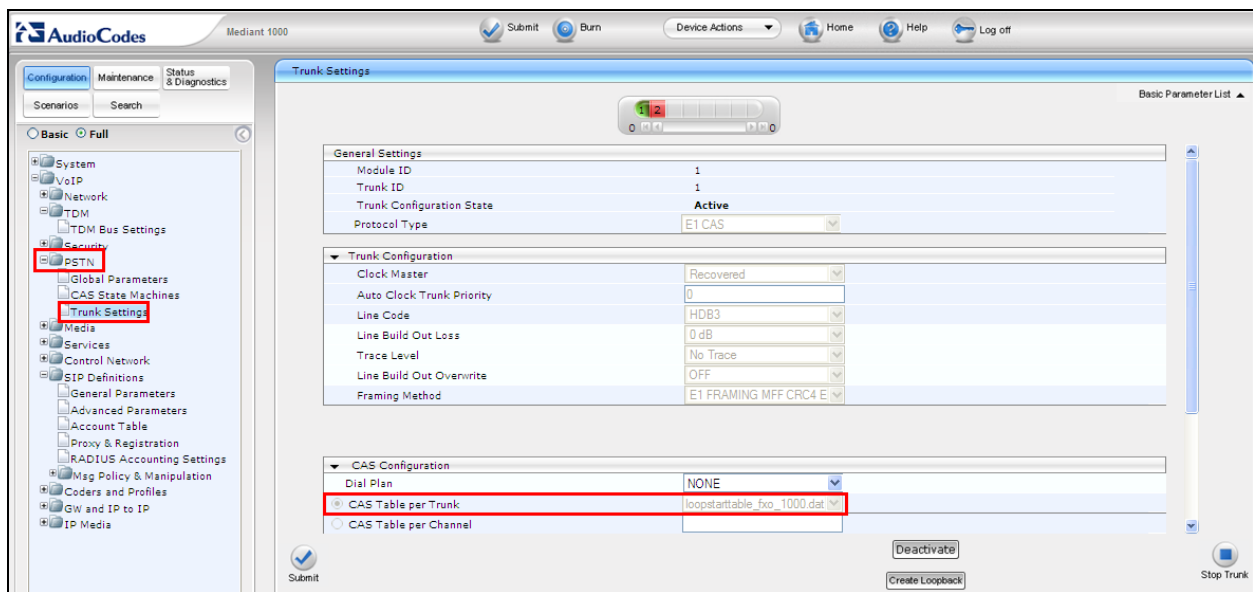
Once logged in correctly the following screen is shown. Select **Configuration** from the left window and select **Full**, highlighted below.



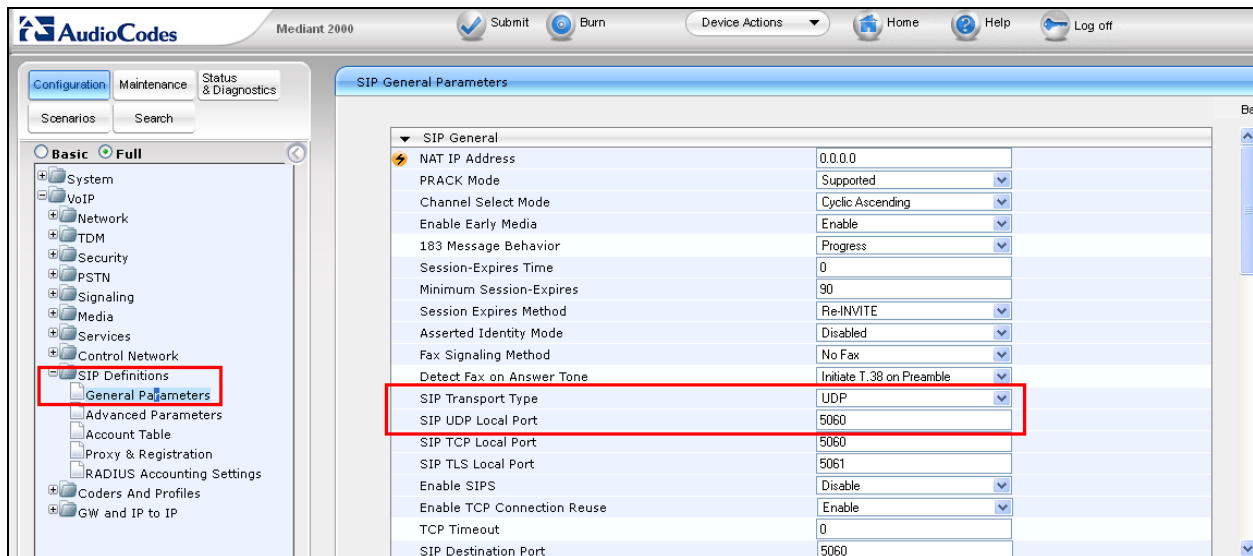
Select **VoIP → TDM → TDM Bus Settings** in the left window. Ensure that **PCM Law Select** is set to the correct setting (as this compliance testing was done in Europe, **ALaw** was selected). This will ensure that all traffic from/to DS3000 is processed as A-Law through the gateway



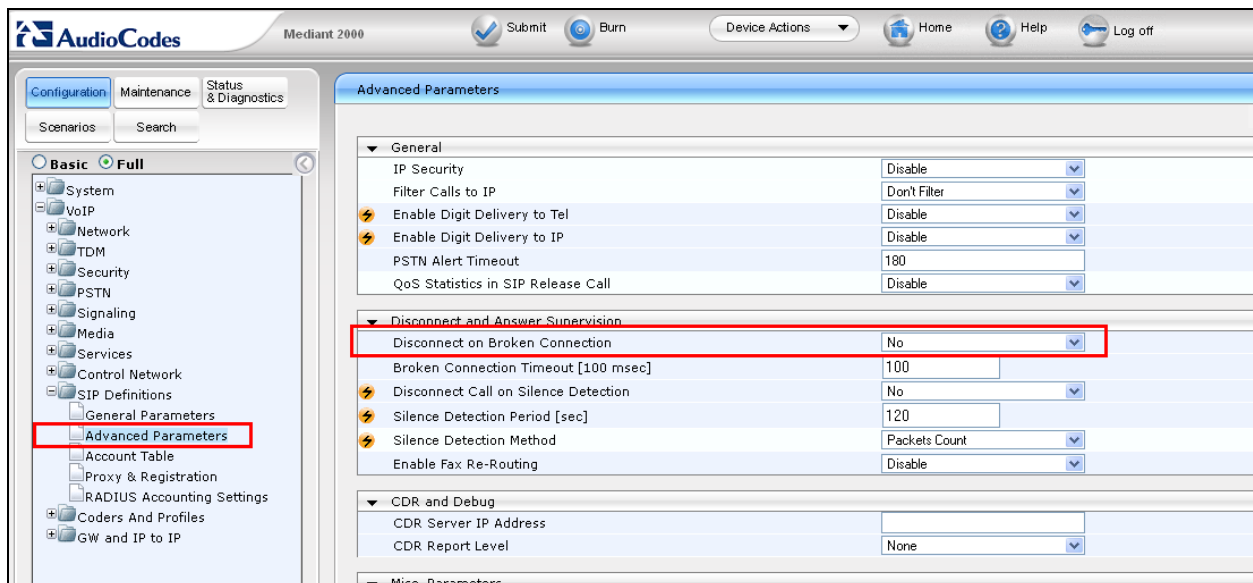
Navigate to **PSTN → Trunk Settings** and under **CAS Table per Trunk** note the **CAS Table per Trunk** is a file provided by Capita in order to connect properly to the CS1000 Lineside E1 allowing for 100ms call answer instead of the Avaya default 2 secs.



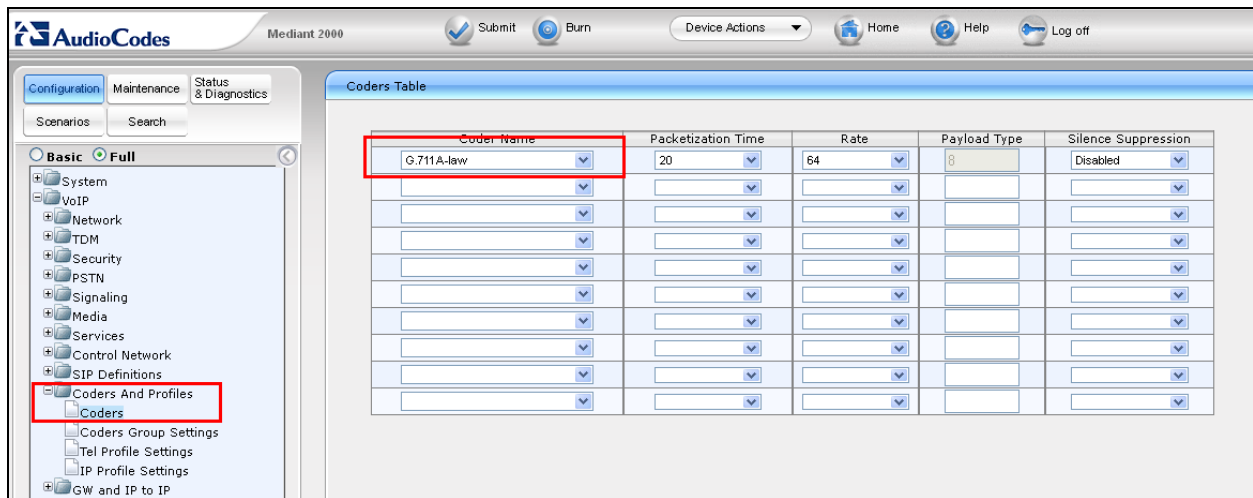
Select **VoIP → SIP Definitions → General Parameters** in the left window. Ensure that **SIP Transport Type** and **SIP UDP Local Port** are set to **UDP** and **5060**.



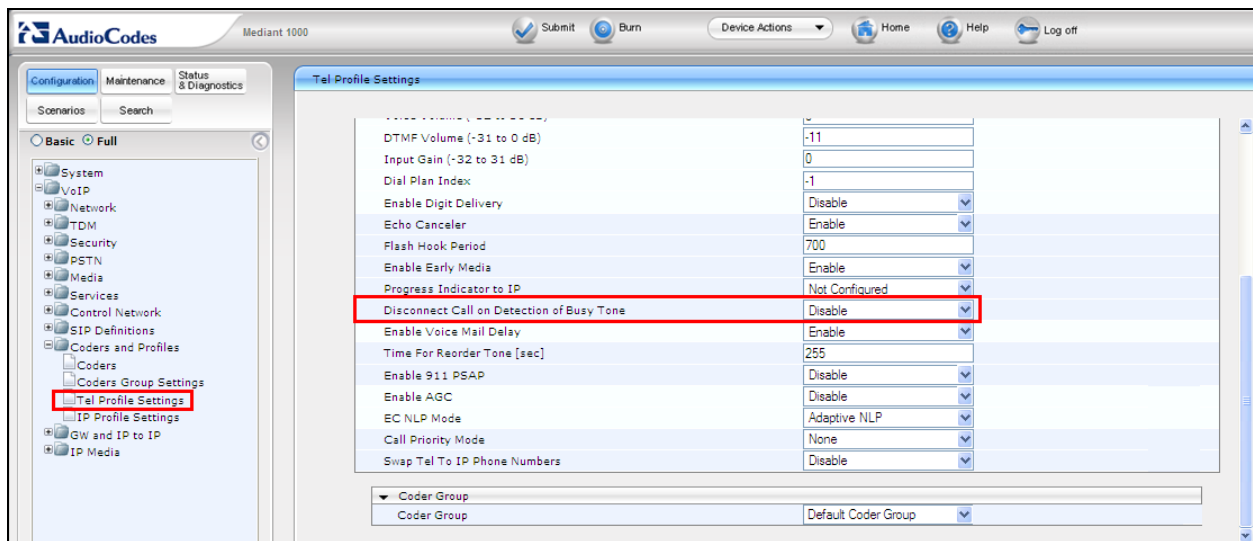
Select **VoIP → SIP Definitions → Advanced Parameters** in the left window. Ensure that **Disconnect on Broken Connection** is set to **No**.



Select **VoIP → Coders and Profiles → Coders** in the left window. Ensure that **Coder Name** is set to the correct Law. As the compliance testing was done in Europe, this was set to **G.711A-Law**.



Navigate to **VoIP → Coders and Profiles → Tel Profile Settings**, in the main window ensure that **Disconnect Call on Detection of Busy Tone** is set to **Disable**.



Select **VoIP → GW and IP to IP → Trunk Group → Trunk Group** from the left window. Enter the position ID for the first Lineside E1 Terminal Number (TN) into **Phone Number**. Note for compliance testing this is the same number created in **Section 5.3**. In each trunk group supported by the gateway set the Phone number for the first channel to the “Position ID” number of the Terminal Number associated with the channel. For example see **Section 5.3** were the Terminal Number 4-0-10-0 has Position ID **1113100** and number 3100. The position ID is the number configured into the DS3000 database to ensure consistency with the manner in which the terminal is identified to the Contact Center via the CCT interface.

The screenshot shows the AudioCodes Mediant 2000 configuration interface. On the left, the navigation tree is expanded to **VoIP → GW and IP to IP → Trunk Group**. The main window displays the **Trunk Group Table**. The table has columns: Group Index, From Trunk, To Trunk, Channels, Phone Number, Trunk Group ID, and Tel Profile ID. The first row (Group Index 1) is highlighted with a red box, showing 'From Trunk' as 1, 'To Trunk' as 1, 'Channels' as 1-30, 'Phone Number' as 1113100, 'Trunk Group ID' as 1, and 'Tel Profile ID' as 1.

Group Index	From Trunk	To Trunk	Channels	Phone Number	Trunk Group ID	Tel Profile ID
1	1	1	1-30	1113100	1	1
2						
3						
4						
5						
6						
7						
8						
9						
10						

Select **VoIP → GW and IP to IP → Routing → General Parameters** from the left window. Ensure that **Yes** is selected for **Replace Empty Destination with B-Channel Phone Number** in the main window. This ensures that the “to” address is valid when SIP calls reach the DS3000.

The screenshot shows the AudioCodes Mediant 2000 configuration interface. On the left, the navigation tree is expanded to **VoIP → GW and IP to IP → Routing → General Parameters**. The main window displays the **Routing General Parameters** configuration page. The **Replace Empty Destination with B-channel Phone Number** option is highlighted with a red box and set to **Yes**.

Parameter	Value
Add Trunk Group ID as Prefix	No
Add Trunk ID as Prefix	No
Replace Empty Destination with B-channel Phone Number	Yes
Add NPI and TON to Called Number	No
Add NPI and TON to Calling Number	No
IP to Tel Remove Routing Table Prefix	No
Source IP Address Input	SIP Contact Header
Enable Alt Routing Tel to IP	Disable
Alt Routing Tel to IP Mode	Both
Alt Routing Tel to IP Connectivity Method	ICMP Ping
Alt Routing Tel to IP Keep Alive Time	60
Source Manipulation Mode	FROM & PAI (after manipulation)
Max Allowed Packet Loss for Alt Routing [%]	20
Max Allowed Delay for Alt Routing [msec]	250

Navigate to **VoIP → GW and IP to IP → Routing → Tel to IP Routing** (not shown). In the main window enter the destination phone number prefix (**Dest. Phone Prefix**) and the destination IP address of the device where this number is routed to (**Dest. IP Address**). Ensure that **UDP** is set for the **Transport Type** used with a **Port** of **5060**.

	Src. Trunk Group ID	Dest. Phone Prefix	Source Phone Prefix	->	Dest. IP Address	Port	Transport Type	Dest. IP Group ID	Dest. SRD	IP Profile ID	
1	*	*	*		10.253.160.206	5060	UDP	1	-1	1	Not Ave
2							Not Configured	-1			
3							Not Configured	-1			
4							Not Configured	-1			
5							Not Configured	-1			
6							Not Configured	-1			
7							Not Configured	-1			
8							Not Configured	-1			
9							Not Configured	-1			
10							Not Configured	-1			

Select **VoIP → GW and IP to IP → Routing → IP to Trunk Group Routing** from the left window. Note that in the example below **6*** and **3*** are selected for outgoing calls. This ensures that all calls beginning with either 3 or 6 will go out the VoIP gateway. This will also ensure that the destination test@a.b.c.d is not routable to the trunk group.

	Dest. Host Prefix	Source Host Prefix	Dest. Phone Prefix	Source Phone Prefix	Source IP Address	->	Trunk Group ID	IP Profile ID
1			6*				1	0
2			3*				1	0
3								
4								
5								
6								
7								
8								
9								
10								

Select **VoIP → GW and IP to IP → Manipulations → Release Cause Mapping** from the left window. Ensure that **3** is entered for the **Q.850 Cause** and **500** is entered for the **SIP Response**. This will ensure that the DS3000 is able to check for Mediant Gateway availability. Once all the configuration is completed, click on **Submit** and then **Burn** at the top of the page.

AudioCodes Mediant 2000

Submit Burn Device Actions Home Help Log off

Configuration Maintenance Status & Diagnostics

Scenarios Search

Basic Full

- PSTN
- Signaling
- Media
- Services
- Control Network
- SIP Definitions
- Coders And Profiles
- GW and IP to IP
- Trunk Group
- Manipulations
 - General Settings
 - Dest Number IP->Tel
 - Dest Number Tel->IP
 - Calling Name Ip->Tel
 - Calling Name Tel->IP
 - Source Number IP->Tel
 - Source Number Tel->IP
 - Redirect Number IP -> Tel
 - Redirect Number Tel->IP
 - Phone Context
 - Release Cause Mapping
- Routing
- DTMF and Supplementary

Release Cause Mapping

Release Cause Mapping from ISDN to SIP			
	Q.850 Cause		SIP Response
1	3		500
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

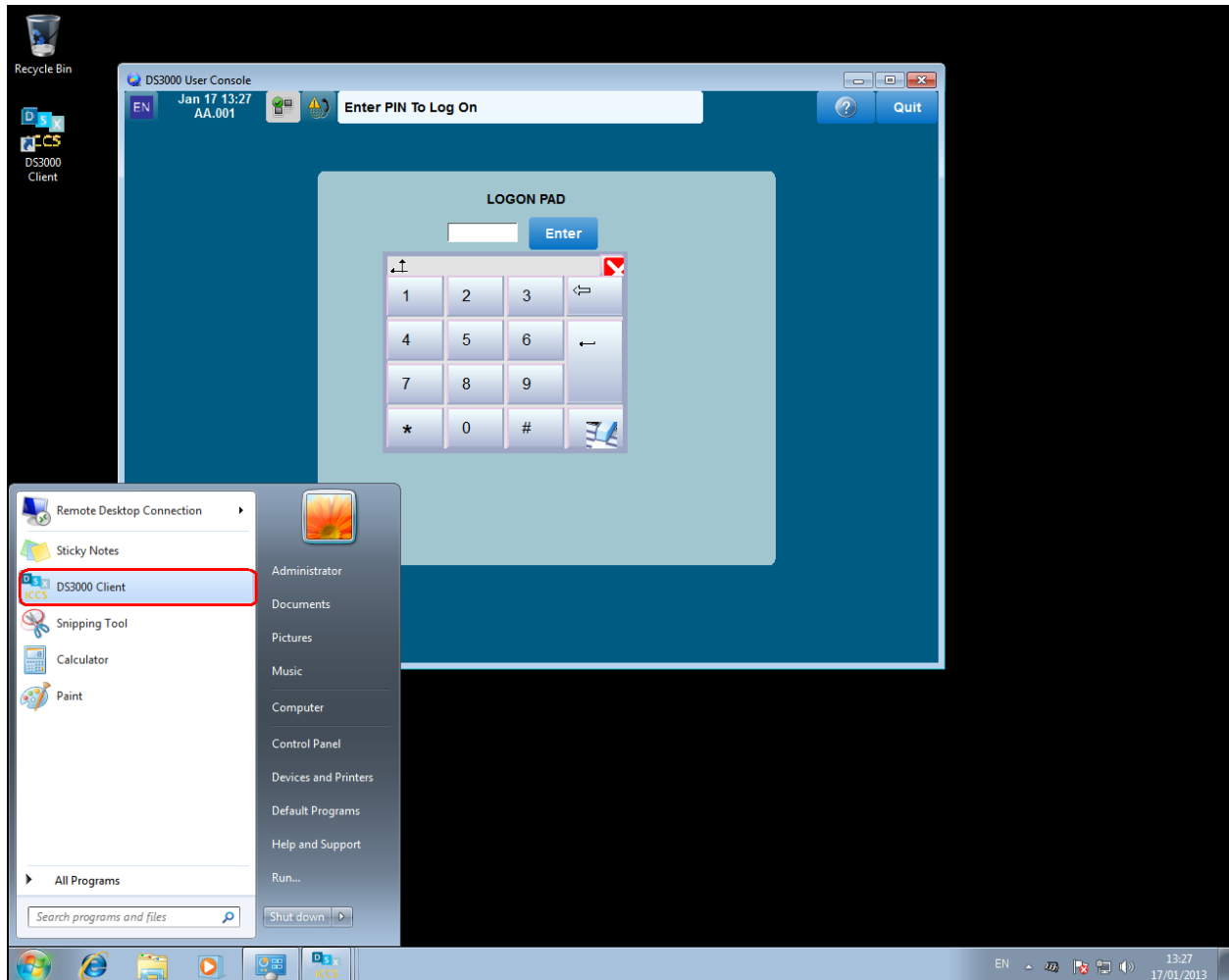
Release Cause Mapping from SIP to ISDN			
	SIP Response		Q.850 Cause
1			

8. Configure Capita DS3000 Application

The following sections describe the step required to configure the DS3000 application in order to connect successfully with the Lineside E1 card on the CS1000.

8.1. Configure the DS3000 extension numbers

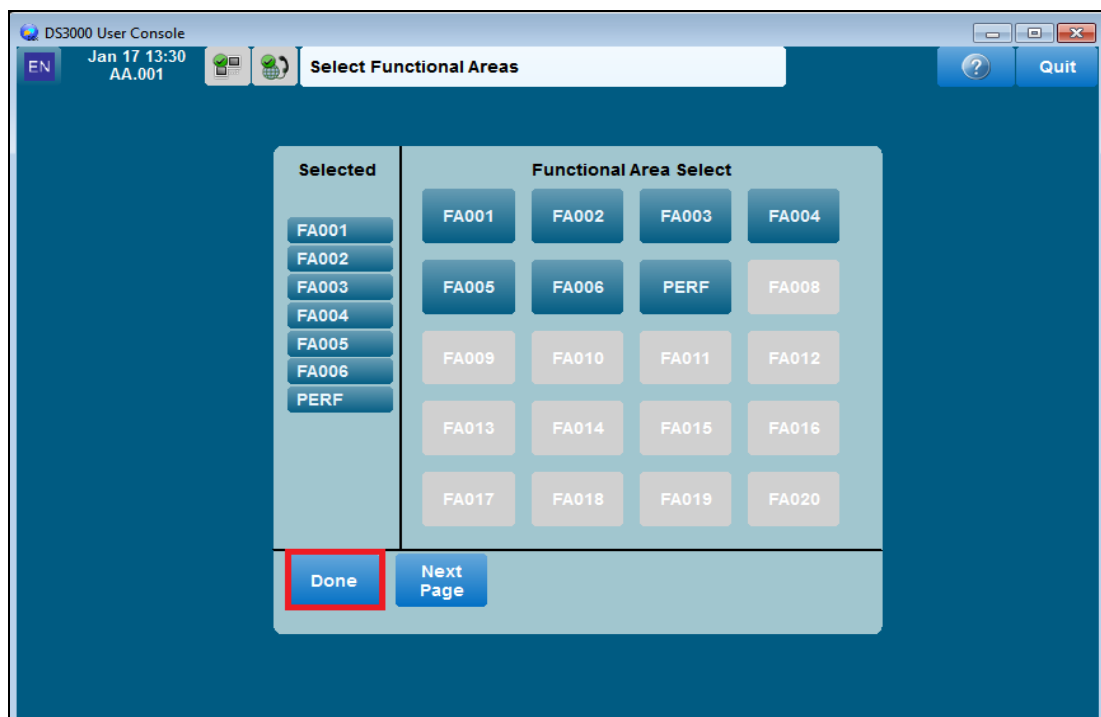
Open the **DS3000 Client** on the DS3000 Client machine. Enter the correct credentials on the **LOGON PAD**.



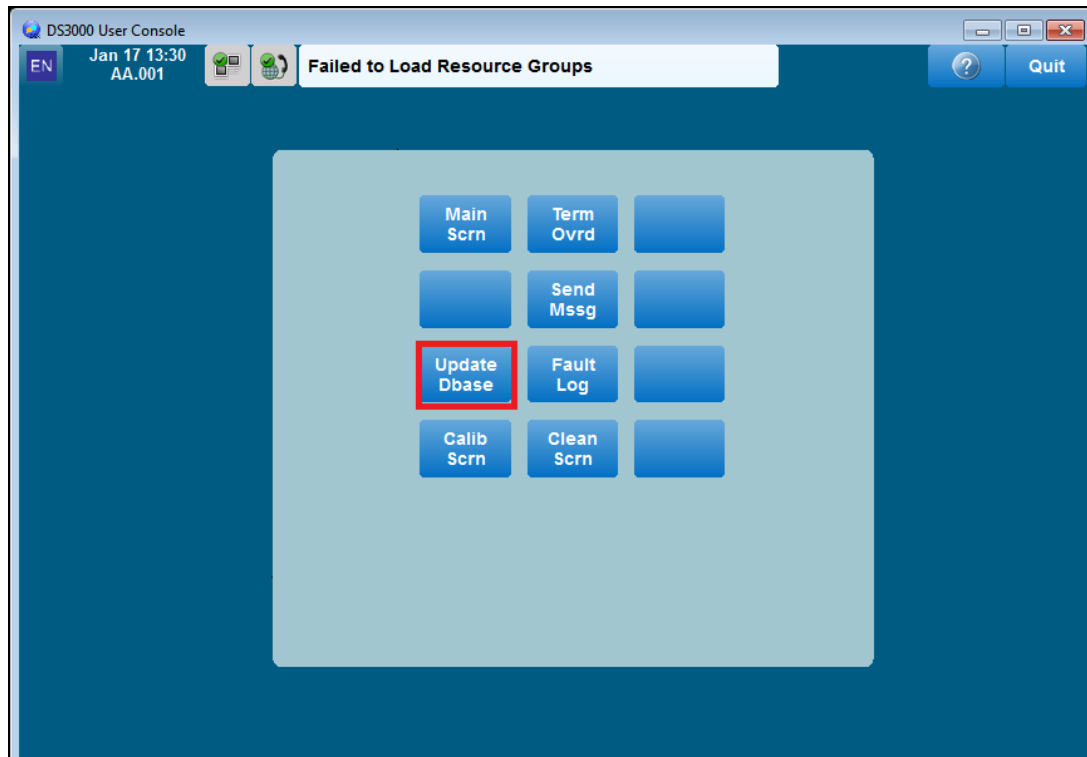
Click on **Resume** at the bottom of the screen as highlight.



Select **Done** at the bottom of the screen as highlighted.



Click on the **UpdateDbase** button highlighted.



8.1.1. Configure ACD Extensions

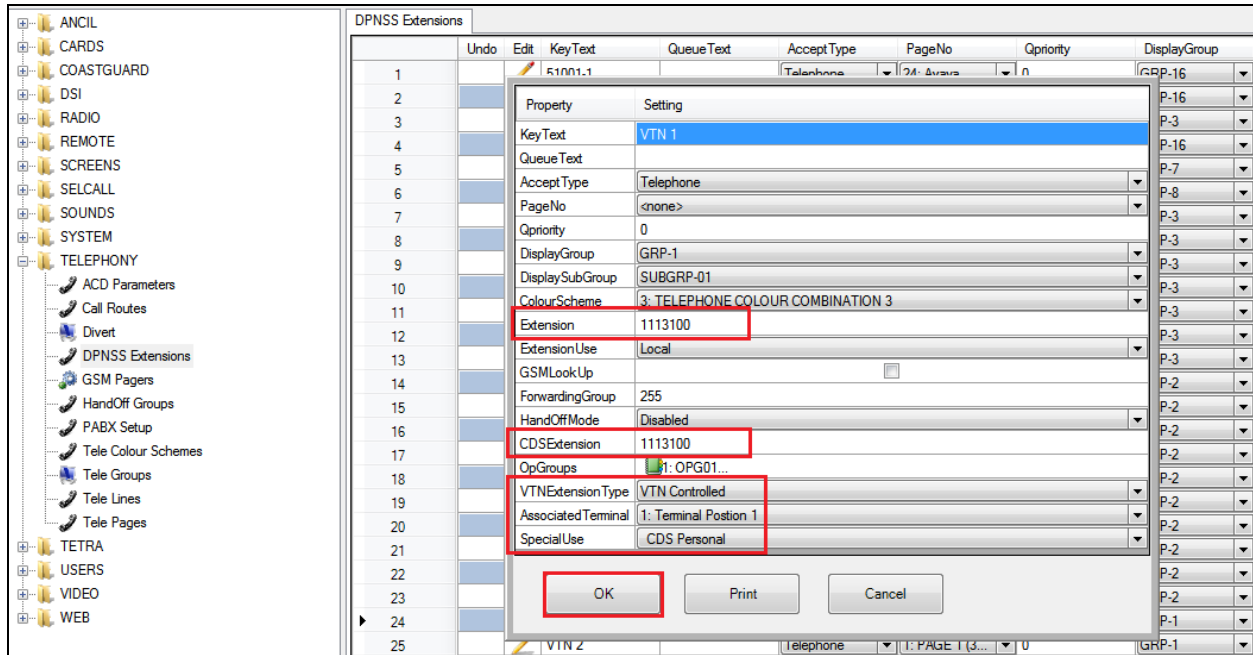
Note that the ACD extensions are already populated in the database and these are configured by selecting the icon highlighted below.

	DPNSS Extensions		User Profiles		KeyText	QueueText	AcceptType	PageNo	Qpriority	DisplayGroup	DisplaySubGroup	ColourS
	Undo	Edit										
1					51001-1		Telephone	24: Avaya	0	GRP-16	SUBGRP-01	1. TELE
2					51002-2		Telephone	24: Avaya	0	GRP-16	SUBGRP-01	1. TELE
3					EXT 49902		Telephone	1: PAGE 1 (3...	0	GRP-3	SUBGRP-01	1. TELE
4					EXT 49903		Telephone	1: PAGE 1 (3...	0	GRP-16	SUBGRP-32	1. TELE
5					EXT 49904		Telephone	1: PAGE 1 (3...	0	GRP-7	SUBGRP-01	1. TELE
6					EXT 49905		Telephone	1: PAGE 1 (3...	0	GRP-8	SUBGRP-32	1. TELE
7					EXT 49906		Telephone	1: PAGE 1 (3...	0	GRP-3	SUBGRP-01	1. TELE
8					COMB 1142		Telephone	1: PAGE 1 (3...	0	GRP-3	SUBGRP-01	3. TELE
9					EXT 49908		Telephone	1: PAGE 1 (3...	0	GRP-3	SUBGRP-01	1. TELE
10					EXT 49909		Telephone	1: PAGE 1 (3...	0	GRP-3	SUBGRP-01	1. TELE
11					EXT 49910		Telephone	1: PAGE 1 (3...	0	GRP-3	SUBGRP-01	1. TELE
12					EXT 49911		Telephone	1: PAGE 1 (3...	0	GRP-3	SUBGRP-01	1. TELE
13					EXT 49912		Telephone	1: PAGE 1 (3...	0	GRP-3	SUBGRP-01	1. TELE
14					50000		Telephone	24: Avaya	0	GRP-2	SUBGRP-01	1. TELE
15					50001		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
16					50002		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
17					50003		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
18					50004		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
19					50005		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
20					50006		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
21					50007		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
22					50008		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
23					50009		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
24					VTN 1		Telephone	<none>	0	GRP-1	SUBGRP-01	3. TELE
25					VTN 2		Telephone	1: PAGE 1 (3...	0	GRP-1	SUBGRP-01	3. TELE
26					VTN 3		Telephone	2: PAGE 2 (3...	0	GRP-1	SUBGRP-01	1. TELE
27					VTN 4		Telephone	2: PAGE 2 (3...	0	GRP-1	SUBGRP-01	1. TELE

Once selected the window below opens, ensure that the following are selected:

- Position ID (**1113100**) configured in **Section 5.3** for the **Extension** and **CDSExtension**
- **VTN Controlled** for **VTNExtensionType**
- **Terminal Position n** for **AssociatedTerminal** where special use below is CDS Personal (n is DS3000 operator console number in range 1 to 245)
- **CDS Personal** or **CDS Pool** as required for **SpecialUse**

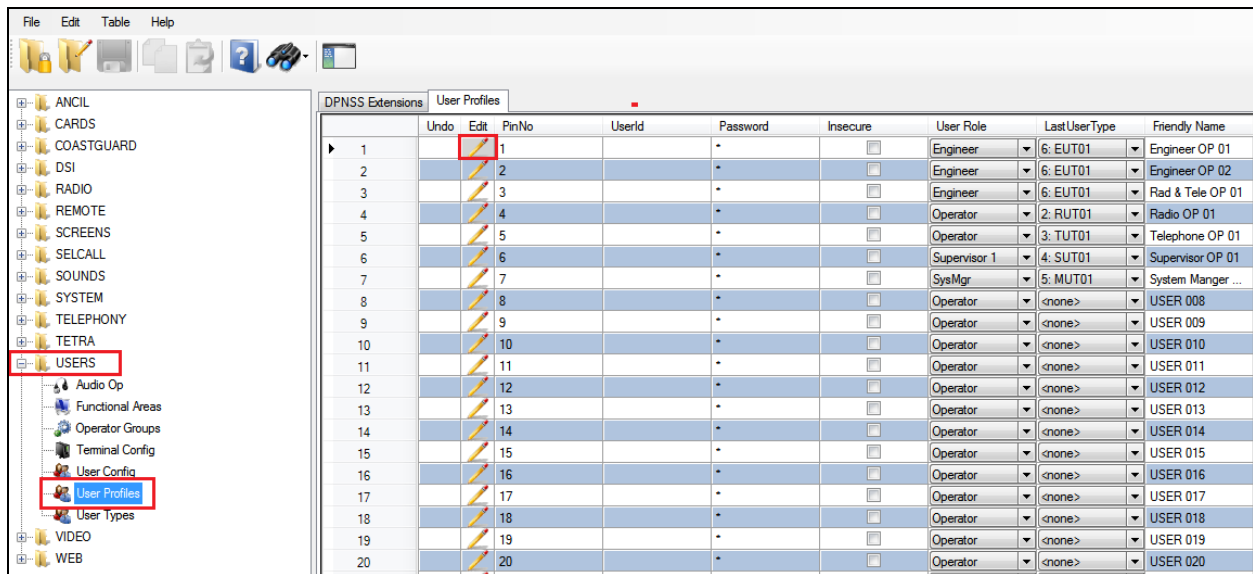
Click on **OK** once completed.



8.1.2. Configure ACD Users

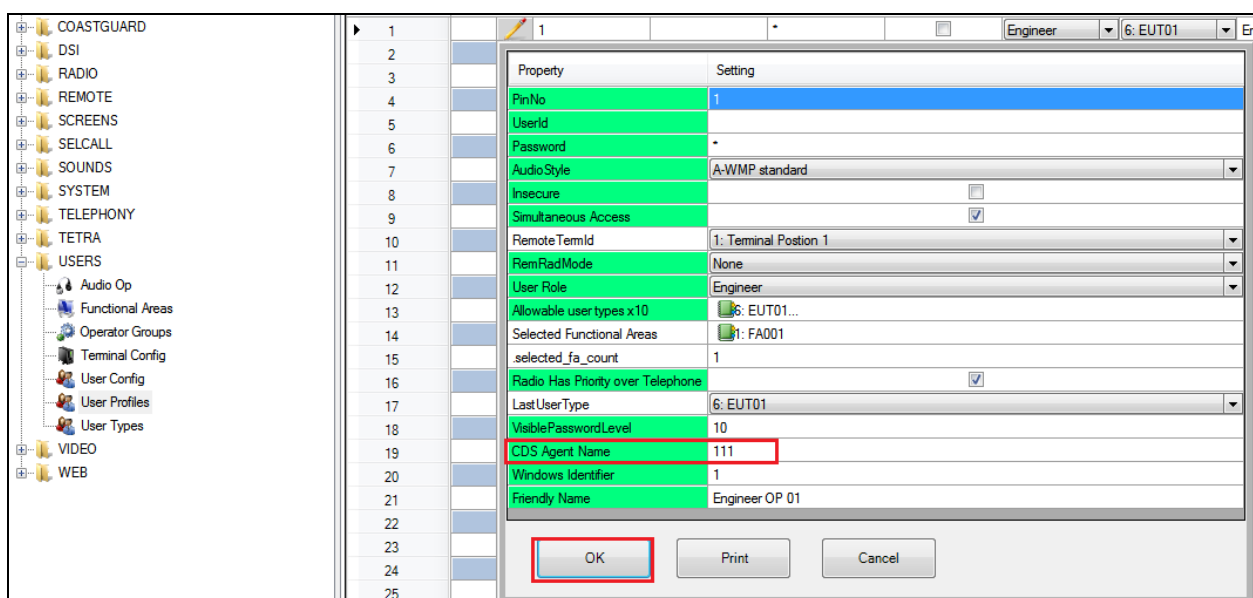
Select **USERS** → **User Profiles** in the left window and select user 1 by clicking the icon highlighted below.

Note: The Agent Login ID is formed by concatenating two pieces of information so that each user can have different ACD agent profiles dependant on the operational role. It is recommended that customers consult with Capita for explanation of configuration options available to assist with definition of Contact Center and DS3000 data configuration.



	Undo	Edit	PinNo	Userid	Password	Insecure	User Role	LastUserType	Friendly Name
1			1		*	<input type="checkbox"/>	Engineer	6: EUT01	Engineer OP 01
2			2		*	<input type="checkbox"/>	Engineer	6: EUT01	Engineer OP 02
3			3		*	<input type="checkbox"/>	Engineer	6: EUT01	Rad & Tele OP 01
4			4		*	<input type="checkbox"/>	Operator	2: RUT01	Radio OP 01
5			5		*	<input type="checkbox"/>	Operator	3: TUT01	Telephone OP 01
6			6		*	<input type="checkbox"/>	Supervisor 1	4: SUT01	Supervisor OP 01
7			7		*	<input type="checkbox"/>	SysMgr	5: MUT01	System Manger ...
8			8		*	<input type="checkbox"/>	Operator	<none>	USER 008
9			9		*	<input type="checkbox"/>	Operator	<none>	USER 009
10			10		*	<input type="checkbox"/>	Operator	<none>	USER 010
11			11		*	<input type="checkbox"/>	Operator	<none>	USER 011
12			12		*	<input type="checkbox"/>	Operator	<none>	USER 012
13			13		*	<input type="checkbox"/>	Operator	<none>	USER 013
14			14		*	<input type="checkbox"/>	Operator	<none>	USER 014
15			15		*	<input type="checkbox"/>	Operator	<none>	USER 015
16			16		*	<input type="checkbox"/>	Operator	<none>	USER 016
17			17		*	<input type="checkbox"/>	Operator	<none>	USER 017
18			18		*	<input type="checkbox"/>	Operator	<none>	USER 018
19			19		*	<input type="checkbox"/>	Operator	<none>	USER 019
20			20		*	<input type="checkbox"/>	Operator	<none>	USER 020

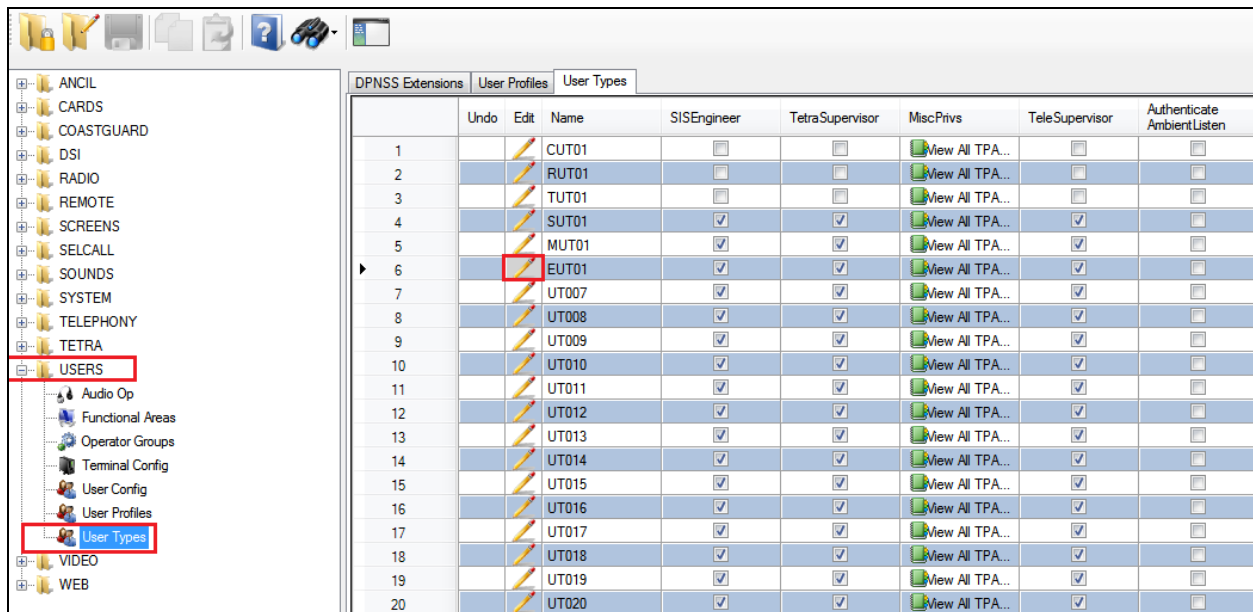
Note the **CDS Agent Name** is **111** which correspond to 9(111) which is the configured Agent Login ID from **Section 6.2**. Click on **OK** once completed.



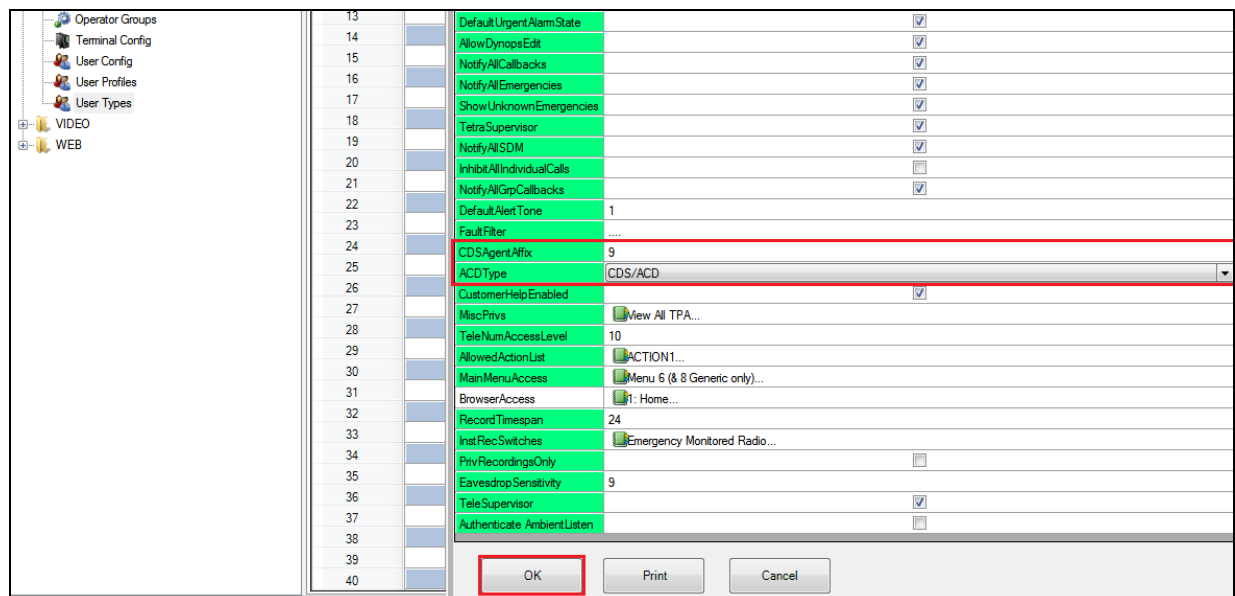
Property	Setting
PinNo	1
Userid	
Password	*
AudioStyle	A-WMP standard
Insecure	<input type="checkbox"/>
Simultaneous Access	<input checked="" type="checkbox"/>
RemoteTermId	1: Terminal Postion 1
RemRadMode	None
User Role	Engineer
Allowable user types x10	6: EUT01...
Selected Functional Areas	1: FA001
selected_fa_count	1
Radio Has Priority over Telephone	<input checked="" type="checkbox"/>
LastUserType	6: EUT01
VisiblePasswordLevel	10
CDS Agent Name	111
Windows Identifier	1
Friendly Name	Engineer OP 01

OK Print Cancel

Select **USERS** → **User Types** from the left window. The user type used in the compliance test was **EUT01**. This user type was already in the database but in order to configure it click on the icon highlighted below.



The resulting window is opened, scroll down to the bottom and note that **CDSAgentAffix** is set to **9** which corresponds to the (9)111 agent login ID configured in **Section 6.2**. Click on **OK** once completed.

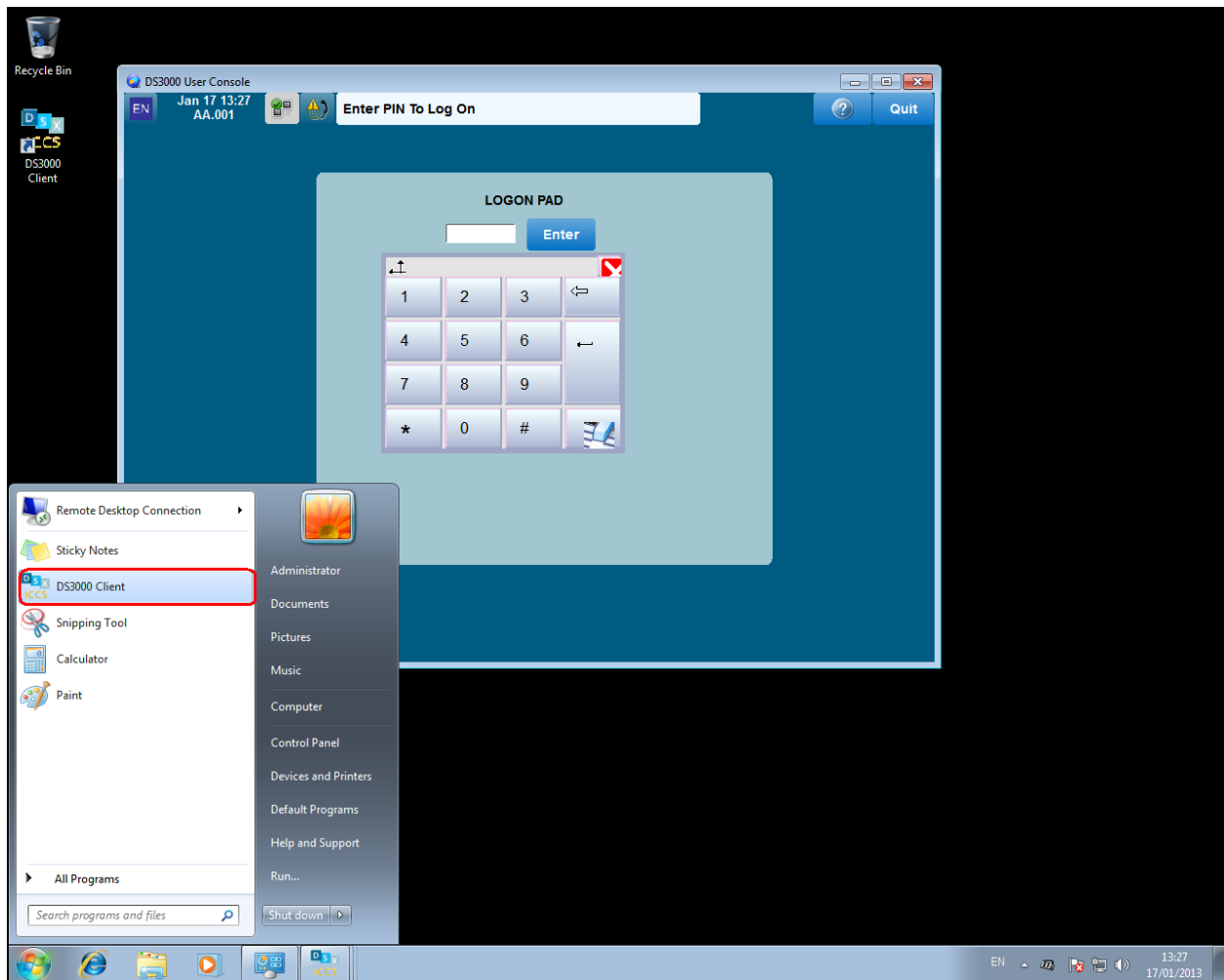


9. Verification Steps

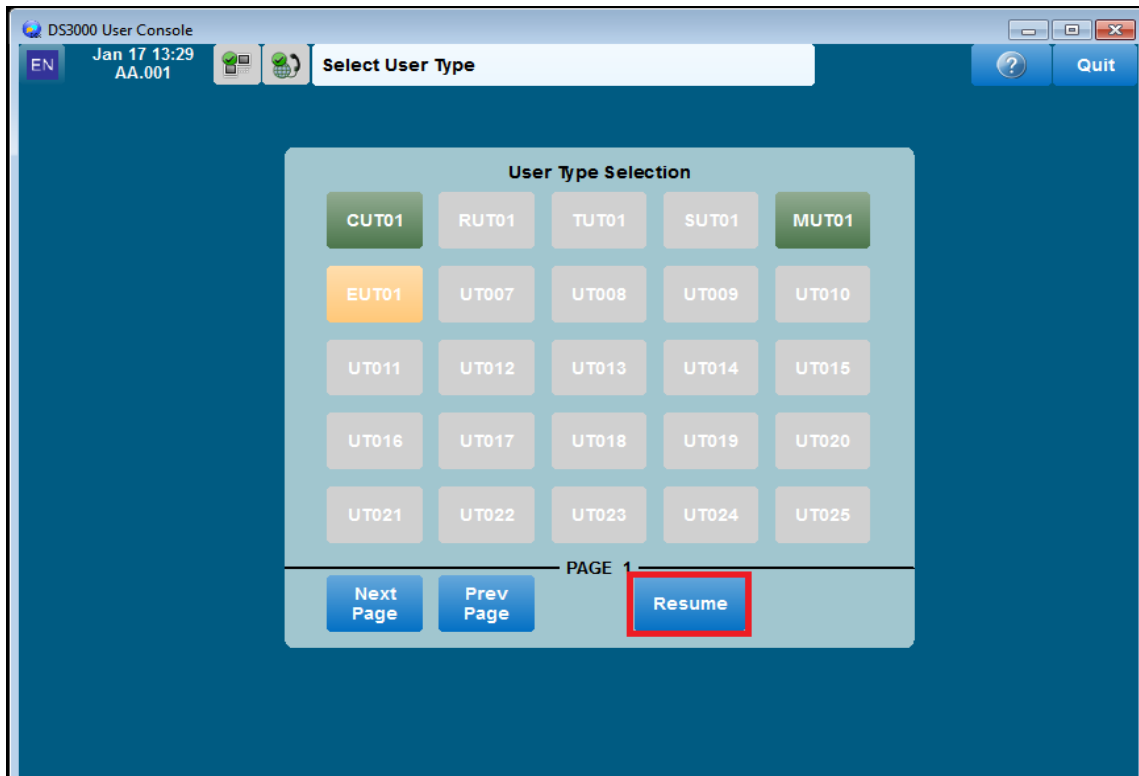
The following step can be taken to ensure that all connections between Capita's DS3000 Solution and the Avaya Solution are configured correctly. Make a call to the CDN associated with the DS3000 and verify that the caller can be heard or call the extension (DN) of the Lineside E1 channel directly such as 3100 in this example.

9.1. Verify that calls can be made to the DS3000

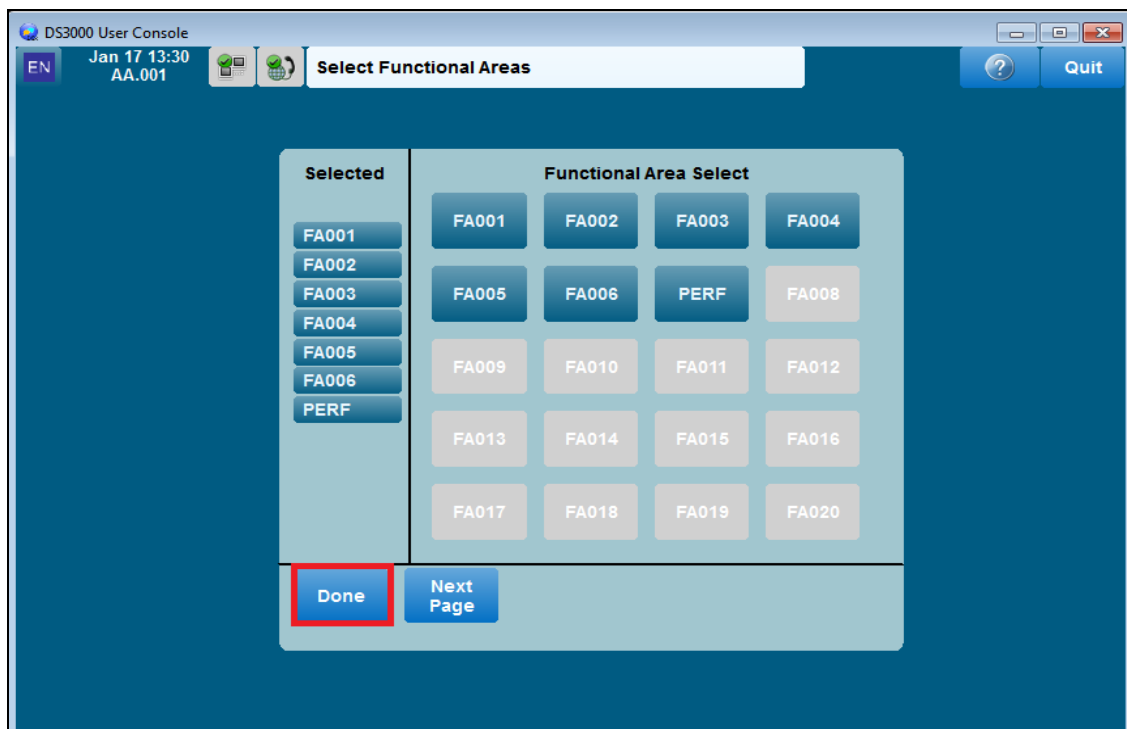
Open the **DS3000 Client** on the DS3000 Client machine. Enter the correct credentials on the **LOGON PAD**.



Click on **Resume** at the bottom of the screen as highlight.



Select **Done** at the bottom of the screen as highlighted.



Click on the **Main Scrn** button highlighted below.



Once a call is presented to the Lineside E1 the following screen should appear. Click on the **VTN 1** button highlighted to take the call. Please note that under ACD operation calls will be auto answered and the agent does not need to touch a key. In this example a direct call was made from **3206** to 3100 to test the Lineside E1 line 3100.



Once the call is taken the following screen appears showing that caller **3206** called.



10. Conclusion

These Application Notes describe the configuration steps required for DS3000 from Capita Secure Information Solutions to successfully interoperate with Avaya Aura® Contact Center R7.0.1 and Avaya Communication Server 1000 R7.6 using a Lineside E1 connection. Please refer to **Section 2.2** for test results and observations.

11. Additional References

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

- [1] *Software Input Reference Administration Avaya Communication Server 1000, Release 7.6*; Document No. NN43001-611_05.02
- [2] *Avaya Aura® Contact Center Administration*, Doc # NN44400-610, Issue 04.02 Release 7.0
- [3] *Unified Communications Management Common Services Fundamentals Avaya Communication Server 1000*, Doc # NN43001-116, 05.08
- [4] *Element Manager System Reference –Administration Avaya Communication Server 1000* Doc # NN43001-632, 05.04
- [5] *AAOA Installation and Commissioning Guide Release 6.2* NN44400-330 03.02 24 August 2011
- [6] *Application Notes for Configuring Capita Secure Information Solutions DS3000 with Avaya Aura® Session Manager R7.0.1 and Avaya Communication Server 1000 R7.6 using SIP Trunks*

Product documentation for DS3000 can be requested from Capita or may be downloaded from <http://www.capitasecureinformationsolutions.co.uk>

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-carrodtct-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-snmpp-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-ftprpkg-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

VERSION 4121
RELEASE 7
ISSUE 65 P +
DepList 1: core Issue: 01 (created: 2016-12-20 03:51:22 (est))

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
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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	ISS: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 Communication Server 1000 R7.6 Lineside E1 Channel

```
>ld 20
TN 004 0 10 00 VIRTUAL
TYPE 500
CDEN 4D
CUST 0
ERL 00000
WRLS NO
DN 3100 0 MARP
ANIE 0
AST YES
IAPG 1
HUNT
TGAR 0
LDN NO
NCOS 0
SGRP 0
RNPG 0
XLST
SCI 0
SCPW
SFLT NO
CAC_CIS 3
CAC_MFC 0
CLS UNR DIP FBD XFA WTA THFD FND HTD ONS
LPR XRD AGRD CWD SWD MWD RMMD SMWD LPD XHD SLKD CCSD LND TVD
CFTD SFD MRD C6A CNID CLBD AUTU
ICDD CDMD LLCN EHTD MCTD
GPUD DPUD CFXA ARHD OVDD AGTA CLTD LDTD ASCD SDND
MBXD CPFA CPTA UDI RCC HBTD IRGD DDGA NAMA MIND
NRWD NRCD NROD SPKD CRD PRSD MCRD
EXR0 SHL SMSD ABDD CFHD DNAA DNDY DNO3
CWND USMD USRD CCBF BNRD OCBF RTDD RBDD RBHD FAXD CNUD CNAD PGND FTTU
FDSD NOVD CDMR PRED MCDD T87D SBMD PKCH MPTD ELCD
PLEV 02
PUID
UPWD
SPID NONE
PRI 01
AACD YES
AACS YES
ACQ AS: TN,AST-DN,AST-POSID
ASID 17
SFNB 1 2 3 4 5 6 7 8 9 10 11 12 13 15 16 17 18 19 21 22 23 24
25 26 28 29 31 33 34 35 36 37 38 39
SFRB 1 2 15 32 33 34 35 36 37 38 39
USFB 1 2 3 4 5 6 7 9 10 11 12 13 14 15
CALB 0 1 3 4 5 6 8 9 10 11 12
FCTB
MLWU_LANG 0
FTR ACD 1650 113100
AGN
FTR OSP 1
FTR ISP 255
DATE 12 AUG 2014
```


Avaya Communication Server 1000 R7.6 Control Directory Number.

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

TYPE CDN
CUST 0
CDN 6100
FRRT
SRRT
FROA NO
UUI NO
MURT
CDSQ NO
DFDN 1650
NAME NO
CMB NO
CEIL 2047
CLRO NO
OVFL NO
TDNS NO
AACQ YES
ASID 17
SFNB 17 18 19 33 34 35 36 37 38 39
USFB 1 2 3 4 5 6 7 9 10 11 12 13 14 15
CALB 0 1 2 3 4 5 6 8 9 10 11 12
CNTL YES
VSID
HSID
CWTH 1
BYTH 0
OVTH 2047

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

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