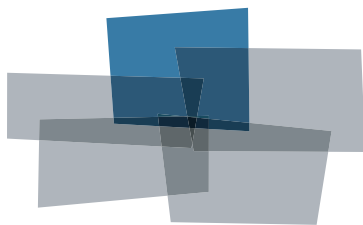


Site Survey

“What are my Communication Server assets?”

Produced For
Avaya Communication Manager Demo

Customer Number: **12345**
Reflecting information from: **1/3/2018**



Inventory
Configuration
Performance
Security
Backup

DISCLAIMER

The information contained in this document is based upon data retrieved remotely from a Communication Server. Some of the information presented may be derived, in whole or in part, from this data. Inconsistent and/or incorrect programming of the Communication Server may cause these derivations to be inaccurate. For the sake of consistency in these reports, there may be cases in which a best-effort attempt is made to derive particular information based upon related data in the Communication Server. As the reporting facilities of the Communication Server's hardware and software improve, the enhanced data will lead to more accurate InfoPlus reports. Technical errors encountered during the remote transfer of data from the Communication Server may cause spurious results in the report. Bristol Capital, Inc. does not guarantee the accuracy of the information presented, although reasonable attempts have been and will continue to be made to ensure InfoPlus reports are as accurate as possible.

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All InfoPlus reports for the Avaya product line have been:



Communications Management with InfoPlus

Regardless of the size or type of organization, there are a few basic concerns of every communications manager. InfoPlus services help address those various concerns through an integrated suite of reports and analyses.



Inventory
Configuration
Performance
Security
Backup

Inventory – This document, the InfoPlus Site Survey, is a detailed accounting of each of the major hardware and software components of a Communication Server. Concise and detailed, the Site Survey not only provides a knowledge base of purchased resources, it also allows for effective asset management by specifying spare as well as used and total resources available.

The Site Survey also includes full Equipment Maps that diagram the hardware layout of the Communication Server. These allow you to assess the physical capacity of your carriers and circuit packs for growth or resource allocation needs. With part numbers, vintages, circuit pack types and capacities all shown, the Equipment Maps give you more information than you could get by physically looking at the Communication Server, all from a remote survey.

While the Site Survey is a logical starting point in gaining additional control over your telecommunications needs, one may quickly realize the need for an InfoPlus SourceBook. The SourceBook defines all the system programming that makes your communications system uniquely yours. Graphics of each set, identification of each software group (Call Pick-up, Intercom, etc.), Trunk Groups, call routing and even our service improving Action Items are assembled uniquely for your system.

Other services in the InfoPlus suite include:

Configuration - InfoPlus SourceBook

- Details a Communication Server's programming
- Graphics of each set and each button's feature or line assignment
- Lists of each defined group (Intercom, Call Pick-up, etc.)
- Clearly defines Trunking, Call Routing and even Privilege Groups
- Service-improving Action Items are uniquely assembled for your system

Performance - InfoPlus Traffic Study

- Consultative Report, not a "data dump"
- Supported by graphical representation of the "important" data
- Looks at Networks, Trunks, Consoles and even Processors
- Clear recommendations supported by factual data

Security - InfoPlus Security Audit

- Detailed review of a system's programming
- 83 computerized analyses
- Each analysis consists of a Description, Security Concerns and the Findings
- One hour of personal consultation is provided

Backup - InfoPlus Backup Service

- Off-site backup of your Communication Server's configuration
- Available at any time for restoration through the Internet

Please contact your telecommunications vendor for additional information about these services.

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1. System Summary

The System Summary presents basic Communication Server information that is useful for a high-level understanding of the switch. This includes the type of hardware and software installed, and port counts for various facilities in the Communication Server. This information may be used to ensure the accuracy of a maintenance contract covering this Communication Server.

Account Name: Avaya Communication Manager Demo

Customer Number: 12345

System ID (SID): 1

Date of Survey: 1/3/2018

Note: Your Avaya System is configured with multiple Locations, as a result Location information will be displayed in numerous places throughout the report in order to fully document your hardware layout.

Main Processor Information

Hardware Model: System Platform

Software Version: Communication Manager 6.3 (R016x.03.0.124.0)

Service Pack: SP5

OS Kernel Version: Linux 2.6.18-348.AV5PAE i686 i686 (Built: 08/19/2013)

Offer Category: A

Module ID (MID): 1

Active IP Address: 192.168.10.2

License Installed Date: 01/19/2015

Port Counts by Category

Port Type	Equipped	Working	Spare
Analog Station	52	5	47
Digital Station	134	22	112
Attendant Console	4	4	0
IP Station	-	34	-
IP Station (Unregistered)	-	13	-
Analog MM Port	47	-	47
Analog Trunk	44	30	14
Digital Trunk	126	101	25
IP Trunk	-	33	-
Session Manager Trunk	-	20	-
Media Processor	4	4	0
Tone Detector	6	6	0
Announcement	64	64	0
Data Module	2	2	0
Voice Mail Trunk	23	23	0
Miscellaneous	50	18	32
Totals	556	379	277

Port Counts by Media Gateway

Note: See the section called "Location Reference" to translate Location numbers to their assigned names.

Location	Gateway #	Type	Gateway Name	Equipped	Working	Spare
20	21	G350	Europe	66	32	34
30	31	G450	SouthernGW1	143	94	49
30	32	G450	SouthernGW2	87	32	55
Totals				296	158	138

Port Counts by Cabinet

Note: See the section called "Location Reference" to translate Location numbers to their assigned names.

Location	Cabinet	Type	Carrier Count	Equipped	Working	Spare
1	1	G650	2	260	119	141
Totals				260	119	141

Survivable Processor Information

Processor Name	MID	Survivable Type	Model	CM Release	Service Pack
Europe	3	LSP	System Platform	6.3	SP5
Southern	4	ESS	System Platform	6.3	SP5
Total Survivable Processors: 2					

Location Reference

As you review this document, you may come across Location numbers assigned to various resources. It may be helpful to refer back to this table to find the name assigned to each Location number to enhance your understanding of the report.

Location #	Location Name
1	Main
20	Europe
30	Southern Branch
Total Locations: 3	

2. Software Inventory

The Software Inventory section details the software and licenses that you have purchased, directly or indirectly, from Avaya. This includes the operating software of the Communication Server, updates to the software, optional features that have been purchased, and capacity licenses. This information is particularly useful during hardware or software upgrades, business expansions, security evaluations, and implementation changes.

Software Version

System ID (SID): 1

The following software version is installed on your Communication Server:

Main Processor Software Version: Communication Manager 6.3 (R016x.03.0.124.0)

Main Processor Service Pack: SP5

Main Processor Module ID (MID): 1

Survivable Processor Software

Processor Name	MID	CM Release	Service Pack
Europe	3	6.3	SP5
Southern	4	6.3	SP5

Installed Patches

The following patches have been detected in your Communication Server:

Processor Name	Patch ID	Description	Hot/Cold	Active
Main Processor	03.0.124.0-21460	patch 21460 for 03.0.124.0 (CM 6.3-SP5)	Cold	✓
Main Processor	KERNEL-2.6.18-348.AV5	kernel patch KERNEL-2.6.18-	Cold	✓
Main Processor	PLAT-rhel5.3-3011	platform/security patch PLA	Cold	✓
Main Processor	VMWT-2.6.18-348.AV5-5.5-002	VMwaretools patch VMWT-2.6.	Hot	✓
Europe	03.0.124.0-21460	patch 21460 for 03.0.124.0 (CM 6.3-SP5)	Cold	✓
Europe	KERNEL-2.6.18-348.AV5	kernel patch KERNEL-2.6.18-	Cold	✓
Europe	PLAT-rhel5.3-3011	platform/security patch PLA	Cold	✓
Europe	VMWT-2.6.18-348.AV5-5.5-002	VMwaretools patch VMWT-2.6.	Hot	✓
Southern	03.0.124.0-21460	patch 21460 for 03.0.124.0 (CM 6.3-SP5)	Cold	✓
Southern	KERNEL-2.6.18-348.AV5	kernel patch KERNEL-2.6.18-	Cold	✓
Southern	PLAT-rhel5.3-3011	platform/security patch PLA	Cold	✓
Southern	VMWT-2.6.18-348.AV5-5.5-002	VMwaretools patch VMWT-2.6.	Hot	✓

Firmware Releases

The following tables list the firmware present in your system compared to the latest firmware applicable for each piece of hardware, taking into consideration the release of Communication Manager software. We display each unique combination of Part Number, Hardware Revision (when applicable) and existing Firmware Revision as a row, along with the number of parts that the row applies to. The Firmware Status column will display the status of the existing firmware installed. If the firmware is the latest recommended for the part number, the status will be 'Current', otherwise the status will indicate 'Needs Update'. If the existing firmware is **newer** than the latest recommended version on this release of Communication Manager, the status will be 'Newer than Recommended'. If we do not have any information on the current firmware for the part, 'N/A' will be displayed in the Latest Firmware Revision column.

Please Note: The 'Latest' firmware revisions shown below are the most current recommended by Avaya for long term deployment on the specified part and CM release. The appropriate version of firmware for your particular site may differ from this version based on other attributes of your system. Before upgrading any firmware, please confirm which version is recommended and/or supported for your existing configuration.

Firmware for Media Gateways

Part	Installed Firmware Revision	Latest Firmware Revision	Firmware Status	Release Date of Latest Firmware	Total Parts
G350	30.27.1	30.27.1	Current	9/9/2013	1
G450	35.8.0	35.8.0	Current	5/5/2014	1
G450	32.8.0	35.8.0	Needs Update	5/5/2014	1

Firmware for Cards

Part	Hardware Revision	Installed Firmware Revision	Latest Firmware Revision	Firmware Status	Release Date of Latest Firmware	Total Parts
1T2LIMAP	3	61	99	Needs Update	5/12/2014	1
MM312AP	1	4	15	Needs Update	7/15/2013	1
MM710AP	5	21	22	Needs Update	7/11/2011	1
MM710BP	16	53	54	Needs Update	8/1/2016	2
MM711AP	31	99	103	Needs Update	5/22/2017	1
MM711AP	5	17	17	Current	12/8/2003	1
MM716AP	12	96	103	Needs Update	5/22/2017	2
MM717AP	4	15	15	Current	7/15/2013	2
S8300B	1	1	N/A	-	-	1
TN2312BP	28	53	58	Needs Update	7/21/2014	2
TN2602AP	24	58	66	Needs Update	7/21/2014	2
TN464GP	6	22	25	Needs Update	3/5/2012	1
TN799DP	16	39	44	Needs Update	5/5/2014	2

Customer Options

The following customer options are enabled or disabled as part of the Communication Server's base operating software:

Enabled	Disabled
ASAI ENHANCED FEATURES	

Enabled	Disabled
CTI Stations	Increased Adjunct Route Capacity
Phantom Calls	
ASAI PROPRIETARY FEATURES	
Agent States	
CALL CENTER OPTIONAL FEATURES	
ACD	BSR Local Treatment for IP & ISDN
BCMS (Basic)	DTMF Feedback Signals For VRU
BCMS/VuStats Service Level	Forced ACD Calls
Business Advocate	Lookahead Interflow (LAI)
Call Work Codes	Multiple Call Handling (Forced)
Dynamic Advocate	Multiple Call Handling (On Request)
EAS-PHD	Service Level Maximizer
Expert Agent Selection (EAS)	VDN Return Destination
PASTE (Display PBX Data on Phone)	VDN of Origin Announcement
Reason Codes	VuStats
Service Observing (Basic)	VuStats (G3V4 Enhanced)
Service Observing (Remote/By FAC)	
Service Observing (VDNs)	
Timed ACW	
Vectoring (3.0 Enhanced)	
Vectoring (ANI/II-Digits Routing)	
Vectoring (Basic)	
Vectoring (Best Service Routing)	
Vectoring (CINFO)	
Vectoring (G3V4 Advanced Routing)	
Vectoring (G3V4 Enhanced)	
Vectoring (Holidays)	
Vectoring (Prompting)	
Vectoring (Variables)	
OPTIONAL FEATURES	
A/D Grp/Sys List Dialing Start at 01	ARS/AAR Dialing without FAC
ARS	ATM WAN Spare Processor
ARS/AAR Partitioning	Async. Transfer Mode (ATM) PNC
ASAI Link Core Capabilities	Async. Transfer Mode (ATM) Trunking
ASAI Link Plus Capabilities	Attendant Vectoring
ATMS	Audible Message Waiting
Abbreviated Dialing Enhanced List	Authorization Codes
Access Security Gateway (ASG)	CAS Branch
Analog Trunk Incoming Call ID	CAS Main
Answer Supervision by Call Classifier	Change COR by FAC
Computer Telephony Adjunct Links	Cvg Of Calls Redirected Off-net
Emergency Access to Attendant	DCS (Basic)
Enable 'dadmin' Login	DCS Call Coverage
Enhanced Conferencing	DCS with Rerouting

Enabled	Disabled
Enhanced EC500	DS1 Echo Cancellation
Hospitality (Basic)	DS1 MSP
IP Attendant Consoles	Digital Loss Plan Modification
IP Stations	ESS Administration
IP Trunks	Enterprise Survivable Server
ISDN Feature Plus	Enterprise Wide Licensing
ISDN-PRI	Extended Cvg/Fwd Admin
ISDN/SIP Network Call Redirection	External Device Alarm Admin
Media Encryption Over IP	Five Port Networks Max Per MCC
Multifrequency Signaling	Flexible Billing
Multimedia Call Handling (Basic)	Forced Entry of Account Codes
Multimedia Call Handling (Enhanced)	Global Call Classification
Multiple Locations	Hospitality (G3V3 Enhancements)
Personal Station Access (PSA)	ISDN-BRI Trunks
Port Network Support	Local Survivable Processor
Private Networking	Malicious Call Trace
Processor Ethernet	Mode Code for Centralized Voice Mail
Restrict Call Forward Off Net	Multimedia IP SIP Trunking
Secondary Data Module	Multinational Locations
System Management Data Transfer	Multiple Level Precedence & Preemption
TN2501 VAL Maximum Capacity	PNC Duplication
Tenant Partitioning	Posted Messages
Terminal Trans. Init. (TTI)	Processor and System MSP
Usage Allocation Enhancements	Remote Office
	Station and Trunk MSP
	Station as Virtual Extension
	Time of Day Routing
	Uniform Dialing Plan
	Wideband Switching
	Wireless
	QSIG OPTIONAL FEATURES
	Basic Call Setup
	Basic Supplementary Services
	Centralized Attendant
	Interworking with DCS
	Supplementary Services with Rerouting
	Transfer into QSIG Voice Mail
	Value-Added (VALU)

Capacities

The following software capacity licenses have been purchased and installed as part of the Communication Server's operating software:

Description	Limit	Used	Available
AAR/ARS			
AAR/ARS Patterns	999	1	998
Inserted Digit Strings	3,000	0	3,000
ABBREVIATED DIALING (AD)			
AD Entries Per System	250,000	35	249,965
AD Personal Lists Per System	20,000	0	20,000
ADJUNCT SWITCH APPLICATION INTERFACE (ASAI)			
Active Controlling Associations	32,000	0	32,000
Notification Requests	10,000	0	10,000
Simultaneous Active Adjunct Controlled Calls	8,000	0	8,000
ATTENDANT SERVICE			
Attendant Positions	414	0	414
Authorization Codes	90,000	0	90,000
Queue Length	4,435	0	4,435
Queue/Call Status Buttons	27,764	0	27,764
BASIC CALL MANAGEMENT SYSTEM (BCMS)			
BCMS Measured ACD Members	40,000	316	39,684
BCMS Measured Agents	3,000	79	2,921
BCMS Measured Splits/Skills	600	12	588
BCMS Measured VDNs	512	6	506
CALL COVERAGE			
Call Pickup Groups	5,000	0	5,000
Call Records	15,424	-	-
Coverage Answer Groups	1,000	0	1,000
Coverage Paths	9,999	0	9,999
CALL VECTORING/CALL PROMPTING			
BSR Application-Location Pairs Per System	2,560	0	2,560
Background BSR Poll VDNs	5	0	5
Maximum Number of Expanded Meet-me Conf. Ports	0	0	0
Meet-me Conference VDNs per system	1,800	0	1,800
Meet-me Conference vectors per system	999	0	999
Total Vector Directory Numbers	20,000	86	19,914
Total Vectors Per System	2,000	7	1,993
Vector Comment Steps (non-blank)	10,000	0	10,000
CONCURRENT REGISTRATION COUNTS			
IP Attendant Consoles	10	0	10
IP Stations	12,000	0	12,000
IP Stations in TTI State	-	0	-
Remote Office Stations	0	0	0
Unauthenticated H.323 Stations	10	0	10

Description	Limit	Used	Available
DATA PARAMETERS			
Administered Connections	128	0	128
Alphanumeric Dialing Entries	1,250	0	1,250
DIAL PLAN			
Digital Data Endpoints	7,500	0	7,500
Expansion Port Networks	64	2	62
Extensions	55,733	873	54,860
Facility Busy Indicators	27,764	0	27,764
Miscellaneous Extensions	32,508	99	32,409
UDP Extension Records	80,000	0	80,000
HUNT GROUPS, SPLITS, OR SKILLS			
Administered Logical Agent-Skill Pairs	180,000	920	179,080
Administered Logical Agents	20,000	280	19,720
CMS Measured ACD Members	100,000	316	99,684
Dynamic Queue Slots Per System	15,000	20	14,980
Group Members Per System	100,000	316	99,684
Groups/Splits/Skills	2,000	12	1,988
Intercom Groups Per System	256	0	256
Logged-In ACD Agents	7,000	79	6,921
Logged-In Advocate Agents	1,000	0	1,000
Logged-In IP Softphone Agents	7,000	0	7,000
Logged-In SIP EAS Agents	10	0	10
Modem Pool Groups Per System	63	0	63
Personal CO Line (PCOL) Trunk Groups	200	0	200
Queue/Call Status Buttons	27,764	0	27,764
RECORDED ANNOUNCEMENTS/MUSIC/AUDIO SOURCES			
Administered Announcement Files	12,000	0	12,000
Analog Queue Slots	1,000	0	1,000
Media Gateway vVAL Sources	1	0	1
TN2501 VAL Boards	128	0	128
TN2602 Boards with 320 VoIP Channels	128	0	128
TN2602 Boards with 80 VoIP Channels	128	0	128
TEMPORARY SIGNALING CONNECTIONS (TSC)			
Administered TSCs	250	0	250
NCA-TSC Calls	999	0	999
TOTAL LICENSED CAPACITY			
Off-PBX Telephone - OPS	10	3	7
Off-PBX Telephone - EC500	10	0	10
Off-PBX Telephone - PBFMC	10	0	10
Off-PBX Telephone - PVFMC	10	0	10
Off-PBX Telephone - SCCAN	10	0	10
Off-PBX Telephone Memory (units)	2,079,000	0	100
Radio Controllers	0	0	0
SBS Stations	500	0	500

Description	Limit	Used	Available
Station Capacity	2,400	495	1,905
Station and Trunk Ports	48,000	692	47,308
Wireless Terminals	0	0	0
XMOBILE Stations	10	0	10
TRUNKS			
Ad-hoc Video Conferencing Ports	0	0	0
DS1 Circuit Packs	522	8	514
DS1 With Echo Cancellation	522	0	522
H.323 Trunks (included in 'Trunk ports')	10	0	10
ICHT For ISDN/SIP Trunks	9,999	0	9,999
ISDN CBC Service Selection Trunks	200	0	200
Remote Office Trunks (included in 'Trunk ports')	0	0	0
SBS Trunks (included in 'Trunk ports')	1,000	0	1,000
SIP Trunks (included in 'Trunk ports')	10	5	5
Trunk Groups	2,000	5	1,995
Trunk Ports	12,000	207	11,861
VOICE TERMINALS			
Administered IP SoftPhones	-	5	-
Auto Moves Stations	5,000	0	5,000
Customized Button Labels	100,000	0%	100%
ISDN BRI Endpoint And Trunk Ports	7,000	0	7,000
Other Stations	-	280	-
Station Button Memory (units)	23,256,000	0%	100%
Station Records	36,000	775	35,139
Stations (includes BRI stations)	-	72	-
TTI Ports	-	0	-
Team button / Monitored stations	6,000	0	6,000
Video Capable H.323 Stations	10	0	10
Video Capable IP Softphones	10	0	10

3. Hardware Inventory

The Hardware Inventory section details the Communication Server hardware and telephones that you have purchased. This includes the cabinets, carriers, media gateways, circuit packs, and stations. To provide a complete inventory of physical assets, we also include a list of the trunks programmed in the Communication Server. In cases where the Communication Server data implies additional hardware is installed, it will be listed in the Miscellaneous section. This information is particularly useful for hardware or software upgrades, business expansions, multi-site inventory control, and hardware repairs.

Note: See the section called "[Location Reference](#)" to translate Location numbers to their assigned names.

Main Processor

Hardware Model: System Platform

Active IP Address: 192.168.10.2

Survivable Processors

The following Survivable Processors have been detected in your Communication Server:

Processor Name	MID	Survivable Type	Model	IP Address	Network Region
Europe	3	LSP	System Platform	10.131.24.9	20
Southern	4	ESS	System Platform	10.113.24.70	30
Total Survivable Processors: 2					

Media Gateways

The following Media Gateways have been detected in your Communication Server:

Location	Gateway Number	Type	Name	Serial #	Firmware	Hardware Vintage	IP Address
20	21	G350	Europe	07IS17157741	30.27.1	3	10.131.24.9
30	31	G450	SouthernGW1	13TG18191607	35.8.0	1	10.113.24.70
30	32	G450	SouthernGW2	13TG45260061	32.8.0	1	10.113.24.71
Total Media Gateways: 3							

Cabinets

The following cabinets have been detected in your Communication Server:

Location	Cab. Number	Type
1	1	G650
Total Cabinets: 1		

Carriers

The following carriers have been detected in your Communication Server:

Location	Cab. Number	Carrier	Type
1	1	A	G650-port
1	1	B	G650-port
Total Carriers: 2			

Circuit Packs

The following control and service circuit packs have been detected in your Communication Server:

Part #	Hardware Vintage	Firmware Release	Description	Quantity
S8300B	1	1	ICC MM	1
TN2312BP	28	53	IP SERVER INTFC	2
TN2602AP	24	58	IP MEDIA PROCESSOR	2
TN748C	7	-	TONE DETECTOR	1
TN799DP	16	39	CONTROL-LAN	2

The following power supplies have been detected in your Communication Server:

Part #	Description	Quantity
655A	POWER SUPPLY	4

The following port circuit packs have been detected in your Communication Server:

Part #	Hardware Vintage	Firmware Release	Quantity	Description	Used	Spare	Total
1T2LIMAP	3	61	1	ANA IMM	0	3	3
MM312AP	1	4	1	DCP MM	0	24	24
MM710AP	5	21	1	DS1 MM	30	1	31
MM710BP	16	53	2	DS1 MM	46	16	62
MM711AP	31	99	1	ANA MM	2	6	8
MM711AP	5	17	1	ANA MM	2	6	8
MM716AP	12	96	2	ANA MM	16	32	48
MM717AP	4	15	2	DCP MM	0	48	48
TN2181	1	-	1	DIGITAL LINE	0	8	8
TN464GP	6	22	1	DS1 INTERFACE	24	8	32
TN742	18	-	5	ANALOG LINE	5	35	40
TN746B	9	-	1	ANALOG LINE	4	12	16
TN747B	13	-	3	CO TRUNK	10	14	24
TN754	14	-	4	DIGITAL LINE	17	15	32
TN754B	16	-	1	DIGITAL LINE	0	8	8
TN754B	4	-	1	DIGITAL LINE	7	1	8
TN754B	2	-	1	DIGITAL LINE	0	8	8
TN767E	8	-	1	DS1 INTERFACE	24	0	24
VMM-ANN	-	-	1	MG-ANNOUNCEMENT	64	0	64

Station Equipment

The following table lists the station types that have been detected in your Communication Server. If a station type has any aliases, they will be displayed in italics immediately following the original station type. The detail breaks down how many extensions are using the regular station type, and how many are using each alias.

Station Type	Detail	Total
1408		5
1416		5
1603		5
1608		5
1616		1
2500		5
<i>2500</i>	2	
<i>Fax</i>	1	
<i>Modem</i>	1	
<i>Polycom</i>	1	
4620		1
4630		1
6408D+		2
9404		5
9408		5
9608		5
9611		4
9620		5
9621		5
9630		5
9641		5
9650		5
console		4

Trunks

The following trunks have been detected in your Communication Server:

Trunk Type	Quantity
ANA MM	18
CO	12
H.323	23
ISDN	101
SIP	30

Data Modules

The following data modules have been detected in your Communication Server:

Data Module Type	Quantity
pdm	2

Miscellaneous

1 board is configured in software, but is physically missing. See equipment maps.

The presence of an Avaya Aura Session Manager was detected in your Communication Manager programming. There are 20 SIP trunks configured for Communication Manager to Session Manager integration.



Did You Know?

Session Manager is situated at the heart of the Avaya Aura SIP Core Network, and facilitates Enterprise-Wide adjunct integration, centralized SIP trunking, and Dial Plan management and unification. To accomplish this, certain routing rules that were traditionally built in Communication Manager now reside in Session Manager's Network Routing Policy (NRP) programming. Therefore, to obtain a complete picture of your Enterprise-Wide routing you cannot look at Communication Manager alone, you must review Session Manager's NRP programming as well.

To receive a detailed analysis of your NRP programming, contact your Avaya Partner or an InfoPlus sales representative and order an InfoPlus Session Manager Book. The Session Manager Book provides detailed documentation and analysis of Session Manager's NRP programming, including a statistical analysis of the call flow for each NRP Dial Pattern and Regular Expression, and a topographical depiction of your Avaya Aura SIP Core network.

4. Equipment Maps

The following diagrams depict the hardware that makes up your Communication Server as it appears in the switch. The Equipment Maps are most useful for hardware or software upgrades, business expansions, multi-site inventory control, and hardware repairs.

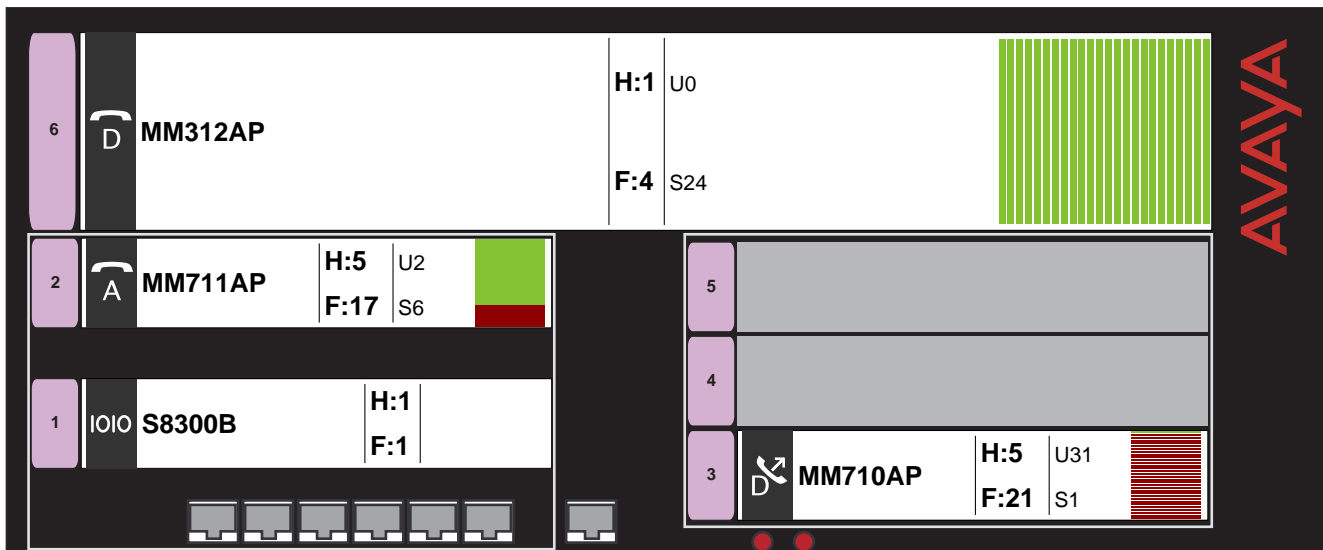
Legend

<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">A</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">T N 7 4 6 B</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">6</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">U13 S3</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;"> </div>	<ul style="list-style-type: none"> — Card Type — Code — Vintage (or HW/FW) — Used/Spare Ports — Graphical Port Count 	<h4>Card Types:</h4> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;"> Processor</td> <td style="width: 33%;"> Proc. Interface</td> <td style="width: 33%;"> Digital Line</td> </tr> <tr> <td> Net. Control</td> <td> Tone Det/Gen</td> <td> Analog Line</td> </tr> <tr> <td> Memory</td> <td> Audix Voicemail</td> <td> Hybrid Line</td> </tr> <tr> <td> Disk/Tape Storage</td> <td> Announcement</td> <td> Data Line</td> </tr> </table>	Processor	Proc. Interface	Digital Line	Net. Control	Tone Det/Gen	Analog Line	Memory	Audix Voicemail	Hybrid Line	Disk/Tape Storage	Announcement	Data Line	<table style="width: 100%; border-collapse: collapse;"> <tr> <td> Digital Trunk</td> </tr> <tr> <td> Analog Trunk</td> </tr> <tr> <td> Auxiliary Trunk</td> </tr> <tr> <td> Miscellaneous</td> </tr> </table>	Digital Trunk	Analog Trunk	Auxiliary Trunk	Miscellaneous
Processor	Proc. Interface	Digital Line																	
Net. Control	Tone Det/Gen	Analog Line																	
Memory	Audix Voicemail	Hybrid Line																	
Disk/Tape Storage	Announcement	Data Line																	
Digital Trunk																			
Analog Trunk																			
Auxiliary Trunk																			
Miscellaneous																			

Media Gateways

021 Europe (G350)

Location: Europe



031 SouthernGW1 (G450)

Location: Southern Branch

1		5	MM716AP	H:12	U8
2	MM717AP	H:4	F:15	U0	S24
3		6			
4		7			
		8	MM710BP	H:16	U23
			F:53	S9	

032 SouthernGW2 (G450)

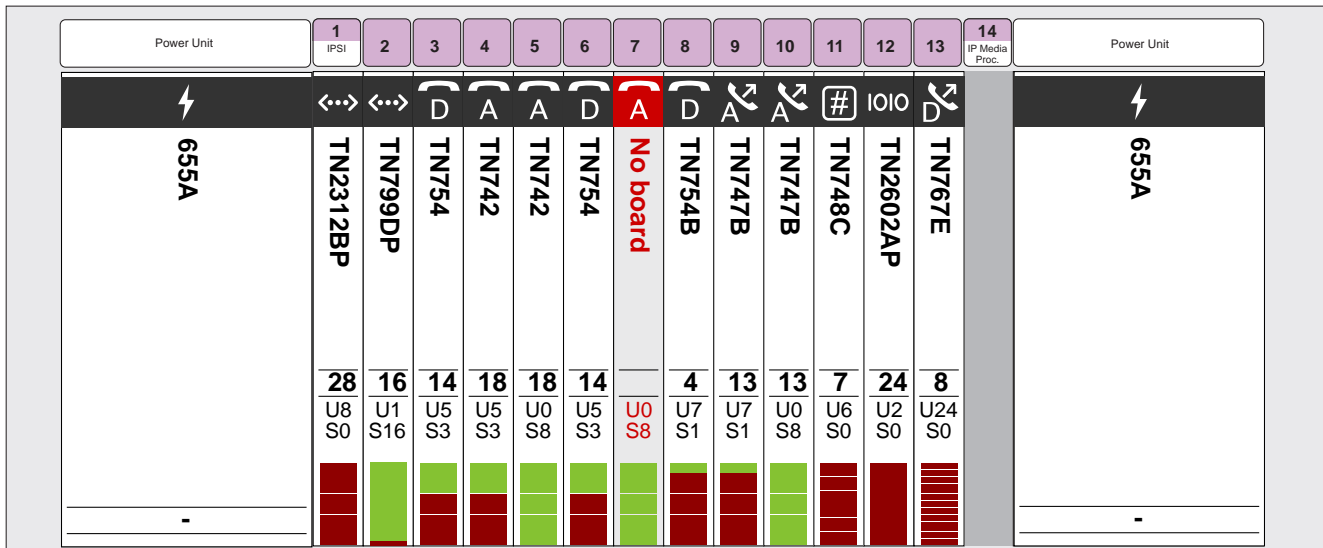
Location: Southern Branch

1		5	MM716AP	H:12	U8
2	MM717AP	H:4	F:15	U0	S24
3		6			
4	MM711AP	H:31	F:99	U2	S6
		7			
		8	MM710BP	H:16	U23
			F:53	S9	

Carriers

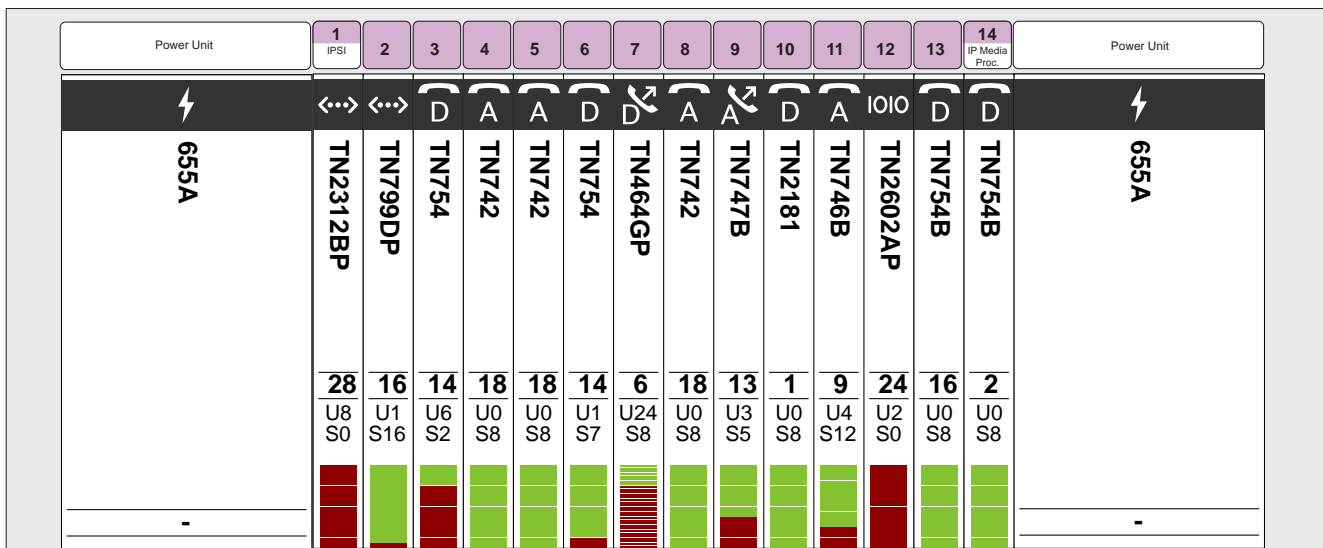
01A G650 Media Gateway

Location: Main



01B G650 Media Gateway

Location: Main



5. Avaya Manufacturer Support Analysis

The Avaya Manufacturer Support Analysis helps you determine which aspects of your Communication Server are no longer supported by the manufacturer. Various products have been classified as End of Services Support, including Systems, Cabinets/Carriers, Media Gateways, Cards, Stations, and System Software. For each aspect of your Communication Server, the report includes a summary of the pieces of equipment included in your system, along with their current support rating, future rating if available, and data to assist you in assessing the impact of that part on your overall Communication Server. Please note that this report reflects Communication Server data and Avaya's support status and policies at a particular point in time (1/3/2018). Every effort has been made to ensure that the support status for every Avaya part is both current and complete. However, there may be pieces of hardware in your Communication Server for which there is no known support rating. These situations will be noted in each section.

Summary

Account Name: Avaya Communication Manager Demo

Customer Number: 12345

Overall Impact Rating: Low

Either currently or within the next nine months, the System or System Software will be classified as 'Manufacturer Support', or some Cabinets, Carriers, Media Gateways, or Cards will be classified as 'Extended Services Support', or some Station hardware will be classified 'Remote Only Support' at best.

System/Processor Analysis

Main System

Main System Type: System Platform

Status: General Availability

Survivable Processors

Processor Name	Model	Support Rating
Europe	System Platform	General Availability
Southern	System Platform	General Availability

Impact

General Availability

- The product is currently offered for sale and has full manufacturer support.
- Both new systems and existing system expansions are available for sale.
- Support contracts covering the product may be purchased and/or renewed.
- Full technical support, troubleshooting, and bug fixes are available with a current support contract.
- Parts coverage is available with a current support contract.

Software Analysis

Your System

Processor Name	Major Software Release	Support Rating
Main Processor	Communication Manager 6.3.x	General Availability

Processor Name	Major Software Release	Support Rating
Europe	Communication Manager 6.3.x	General Availability
Southern	Communication Manager 6.3.x	General Availability

Impact

General Availability

- The product is currently offered for sale and has full manufacturer support.
- Both new systems and existing system expansions are available for sale.
- Support contracts covering the product may be purchased and/or renewed.
- Full technical support, troubleshooting, and bug fixes are available with a current support contract.
- Troubleshooting may require an upgrade to the latest Software Patch, Service Pack, or Feature Pack.

Cabinet/Carrier Analysis

Your System

Cabinet Type	# of Cabinets	# of Affected Carriers	# of Cards	# of Used Ports	Support Rating
G650	1	2	30	119	General Availability

Impact

General Availability

- The product is currently offered for sale and has full manufacturer support.
- Both new systems and existing system expansions are available for sale.
- Support contracts covering the product may be purchased and/or renewed.
- Full technical support, troubleshooting, and bug fixes are available with a current support contract.
- Parts coverage is available with a current support contract.

Media Gateway Analysis

Your System

Type	# of MGs	# of Cards	# of Used Ports	Support Rating
G350	1	5	33	Extended Services Support
G450	2	8	128	General Availability

Impact

General Availability

- The product is currently offered for sale and has full manufacturer support.
- Both new systems and existing system expansions are available for sale.
- Support contracts covering the product may be purchased and/or renewed.
- Full technical support, troubleshooting, and bug fixes are available with a current support contract.
- Parts coverage is available with a current support contract.

Extended Services Support

- The product is no longer offered for new system sales, but is still supported.

- Options for existing system expansions (if available) are specified in the applicable 'End of Sale' notification.
- Support contracts covering the product may still be purchased and/or renewed.
- Customers without an Avaya support contract are not eligible for Per Incident (T&M) support.
- Technical support (Tier I - Tier III Backbone only) is available with a current support contract.
- Tier IV technical support and Vulnerability Threat Management are no longer provided.
- No new corrective content will be issued. Only existing bug fixes and workarounds are available.
- Parts coverage is available with a current support contract.
- Replacement Parts are limited to available inventory. Repairs may be delayed or require upgrades.
- Extended Services Support for hardware is generally available for three years following the 'End of Manufacturer Support' date.

Card Analysis

Your System

Type	Description	# of Cards	# of Used Ports	Support Rating
MM312AP	DCP MM	1	N/A	Extended Services Support
MM710BP	DS1 Media Module	2	46	General Availability
MM711AP	Analog Media Module	2	4	General Availability
MM716AP	Analog Media Module	2	16	General Availability
MM717AP	DCP MM	2	N/A	General Availability
S8300B	Processor Card	1	N/A	Extended Services Support
TN2181	Digital Line Card	1	N/A	Extended Services Support
TN2312BP	IP Server Interface	2	16	General Availability
TN2602AP	IP Media Processor Card	2	4	General Availability

Note: There are Card types present in your system for which we have insufficient Manufacturer Support data from Avaya, and are therefore not listed here. Refer to the Hardware Inventory section for a complete list of hardware if necessary.

Impact

General Availability

- The product is currently offered for sale and has full manufacturer support.
- Both new systems and existing system expansions are available for sale.
- Support contracts covering the product may be purchased and/or renewed.
- Full technical support, troubleshooting, and bug fixes are available with a current support contract.
- Parts coverage is available with a current support contract.

Extended Services Support

- The product is no longer offered for new system sales, but is still supported.
- Options for existing system expansions (if available) are specified in the applicable 'End of Sale' notification.
- Support contracts covering the product may still be purchased and/or renewed.
- Customers without an Avaya support contract are not eligible for Per Incident (T&M) support.
- Technical support (Tier I - Tier III Backbone only) is available with a current support contract.
- Tier IV technical support and Vulnerability Threat Management are no longer provided.
- No new corrective content will be issued. Only existing bug fixes and workarounds are available.
- Parts coverage is available with a current support contract.
- Replacement Parts are limited to available inventory. Repairs may be delayed or require upgrades.

- Extended Services Support for hardware is generally available for three years following the 'End of Manufacturer Support' date.

Station Equipment Analysis

Your System

Type	# of Sets	Support Rating
1408	5	Extended Services Support Will be 'Remote Only Support' on 12/8/2020
1416	5	Extended Services Support Will be 'Remote Only Support' on 12/8/2020
1603	5	General Availability
1608	5	General Availability
1616	1	General Availability
2500	5	General Availability
4620	1	Remote Only Support
4630	1	Remote Only Support
6408D+	2	Remote Only Support
9404	5	General Availability
9408	5	General Availability
9608	5	General Availability
9611	4	General Availability
9620	5	Manufacturer Support
9621	5	General Availability
9630	5	Extended Services Support Will be 'Remote Only Support' on 10/7/2019
9641	5	General Availability
9650	5	Extended Services Support

Note: There are Station types present in your system for which we have insufficient Manufacturer Support data from Avaya, and are therefore not listed here. The current level of support couldn't be determined for the following Station types found in your system: console. Refer to the Hardware Inventory section for a complete list of hardware if necessary.

Impact

General Availability

- The product is currently offered for sale and has full manufacturer support.
- Both new systems and existing system expansions are available for sale.
- Support contracts covering the product may be purchased and/or renewed.
- Full technical support, troubleshooting, and bug fixes are available with a current support contract.
- Parts coverage is available with a current support contract.

Manufacturer Support

- The product is no longer offered for new system sales, but is still fully supported.
- Options for existing system expansions are specified in the applicable 'End of Sale' notification.
- Support contracts covering the product may be purchased and/or renewed.
- Full technical support (all tiers) and troubleshooting are available with a current support contract.

- Customers without an Avaya support contract are not eligible for Per Incident (T&M) support.
- Parts coverage is available with a current support contract.
- Manufacturer Support for hardware is generally available for at least three years following the announced 'End of Sale' date.

Extended Services Support

- The product is no longer offered for new system sales, but is still supported.
- Options for existing system expansions (if available) are specified in the applicable 'End of Sale' notification.
- Support contracts covering the product may still be purchased and/or renewed.
- Customers without an Avaya support contract are not eligible for Per Incident (T&M) support.
- Technical support (Tier I - Tier III Backbone only) is available with a current support contract.
- Tier IV technical support and Vulnerability Threat Management are no longer provided.
- No new corrective content will be issued. Only existing bug fixes and workarounds are available.
- Parts coverage is available with a current support contract.
- Replacement Parts are limited to available inventory. Repairs may be delayed or require upgrades.
- Extended Services Support for hardware is generally available for three years following the 'End of Manufacturer Support' date.

Remote Only Support

- The product is no longer available for sale - neither for new systems, nor existing system expansions.
- New support contracts covering the product can no longer be purchased, although existing contracts may be renewed.
- Remote Technical support (Tier I - Tier III Backbone only) is available with a current support contract.
- Tier IV technical support and Vulnerability Threat Management are no longer provided.
- No new corrective content will be issued. Only existing bug fixes and workarounds are available.
- Parts coverage and onsite dispatch are available only via paid Per Incident (T&M) support.
- Replacement Parts are limited to available inventory. Repairs may be delayed or require upgrades.
- Remote Only Support is generally available for three years following the 'End of Services Parts Support' date, at Avaya's discretion.

6. Action Items

The Action Items highlight capacity issues and upgrade opportunities related to both software and hardware.

This section addresses hardware and software capacity issues, as well as upgrade and expansion opportunities. For example, we will alert you to used software licenses exceeding 85% of available capacity, and used hardware ports exceeding 97% of installed capacity. In addition, other issues related to non-current software may be raised. This information should help you plan for future growth, and avoid unanticipated delays and costs due to lack of sufficient spare capacity in the event of a hardware failure.

Service Affecting Action Items

The following may be service-affecting issues in the programming of the Communication Server:

High Trunking Ratio

In this system, the number of trunks as a percentage of total call carrying ports, **71.9%**, is significantly greater than the average for systems of equivalent size. Unless this system also generates more traffic than average, there may be an excess of trunking facilities.

Ordering an InfoPlus Traffic Study for this system will analyze the dynamic traffic over a period of time, and recommend specific Trunk Groups that have excess capacity. Disconnecting excess trunks will allow you to save on monthly communications costs while still providing excellent service to your users.

Expansion/Upgrade Opportunity Action Items

The following are capacity expansion and upgrade opportunities:

Excess Hardware Capacity

There is more than 15% spare hardware capacity in the following TDM card types, which is already a very conservative approach to spares planning. If you do not intend to use this excess hardware capacity in the near future, you may wish to consolidate the system programming and eliminate one or more cards. Excess hardware could be moved to a location where additional resources are needed, or sold to offset other communications expenses - either way potentially lowering your recurring communications costs. The following items have spare ports in excess of one full card:

- 6 excess 16-port Digital Circuit Pack(s)
- 2 excess 16-port Analog Circuit Pack(s)
- 1 excess 8-port CO Trunk Circuit Pack(s)

Out-of-Date Firmware

At least some of this system's Cards and Media Gateways are using a firmware revision that is not the latest available for its part number. The latest firmware for a part number takes into consideration its Hardware Revision and the release of Communication Manager software. Updating firmware can alleviate compatibility and functionality issues, and also addresses security problems that may have been uncovered.

Please Note: The appropriate version of firmware for your particular site may differ from the latest version available from Avaya, based on other attributes of your system. Before upgrading any firmware, please confirm which version is recommended and/or supported for your existing configuration.

See the section called "Firmware Releases" for additional details.

Unsupported Stations

4 of this system's stations have been classified either '**Remote Only Support**' or '**Indefinite Access**' support by Avaya. Only limited replacement hardware and technical support (if any) will be provided by the manufacturer. Upgrading unsupported stations to a current model ensures continued technical support and availability of replacement hardware from Avaya.

See the section called "Station Equipment Analysis" for additional details.

Clean Up Issues

The following are clean-up issues in the programming of the Communication Server:

There were no Action Items of this type raised during the analysis of the Communication Server data.

