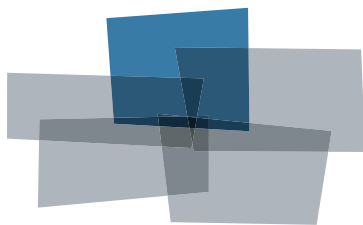


# Site Survey

*“What are my PBX assets?”*

Produced For  
**Avaya Communication Manager Demo**

Customer Number: **12345**  
Reflecting PBX Information from: **3/25/2010**



**Inventory**  
Configuration  
Performance  
Security  
Backup

 **BLACK BOX**  
NETWORK SERVICES

## DISCLAIMER

The information contained in this document is based upon data retrieved remotely from a PBX system. Some of the information presented may be derived, in whole or in part, from this data. Inconsistent and/or incorrect programming of the PBX 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 PBX. As the reporting facilities of the PBX'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 PBX 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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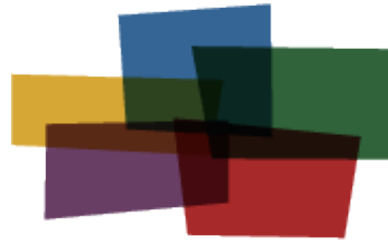
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All InfoPlus reports for the Avaya product line have been:



# 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 its 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 PBX system.

Concise and detailed, the Site Survey not only provides a knowledge base of purchased resources but it 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 PBX. 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 PBX, 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 PBX system'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 system's programming
- 83 computerized analyses
- Each analysis consists of Description, the Security Concern and Findings
- One hour of personal consultation is provided

## **Backup – InfoPlus Backup Service**

- Off-site backup of your PBX's configuration
- Available at any time for restoration through the internet

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



# Table of Contents

<b>1. System Summary</b>	<b>7</b>
Main Processor Information	7
Port Counts by Category	7
Port Counts by Media Gateway	7
Port Counts by Cabinet	8
Survivable Processor Information	8
Location Reference	8
<b>2. Software Inventory</b>	<b>9</b>
Software Version	9
Installed Patches	9
Firmware Releases	9
Customer Options	10
Capacities	12
<b>3. Hardware Inventory</b>	<b>15</b>
Survivable Processors	15
Media Gateways	15
Cabinets	15
Carriers	15
Circuit Packs	16
Station Equipment	17
Trunks	17
Data Modules	17
Miscellaneous	17
<b>4. Equipment Maps</b>	<b>18</b>
Media Gateways	18
Carriers	20
<b>5. Avaya Manufacturer Support Analysis</b>	<b>22</b>
Summary	22
Software Analysis	22
Cabinet/Carrier Analysis	22
Media Gateway Analysis	23
Card Analysis	23
Station Equipment Analysis	24
<b>6. Action Items</b>	<b>25</b>
Service Affecting Action Items	25
Expansion/Upgrade Opportunity Action Items	25



# 1. System Summary

The System Summary presents basic PBX 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 PBX. This information may be used to ensure the accuracy of a maintenance contract covering this PBX.

**Account Name:** Avaya Communication Manager Demo

**Customer Number:** 12345

**Date of Survey:** 3/25/2010

**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:** S8500

**Software Version:** Communication Manager 5.0 (R015x.00.0.825.0)

**OS Kernel Version:** Linux 2.6.11-AV24 i686 i686 (Built: 10/04/2007)

**Offer Category:** A

**License Installed Date:** 03/04/2008

## Port Counts by Category

Port Type	Equipped	Working	Spare
Analog Station	136	56	80
Digital Station	139	86	53
Attendant Console	1	1	0
IP Station	-	0	-
TTI Station	-	49	-
Analog MM Port	9	-	9
Analog Trunk	66	36	30
Digital Trunk	88	72	16
IP Trunk	-	0	-
Tone Detector	20	20	0
Announcement	64	64	0
Data Module	4	4	0
Miscellaneous	9	4	5
<b>Totals</b>	<b>536</b>	<b>392</b>	<b>193</b>

## 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
1	1	G350	DEPARTMENT A	35	25	10
2	2	G350	SALES	8	1	7
3	3	G350	Marketing	128	112	16

Location	Gateway #	Type	Gateway Name	Equipped	Working	Spare
<b>Totals</b>				<b>171</b>	<b>138</b>	<b>33</b>

## 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
3	1	G650	3	365	205	160
<b>Totals</b>				<b>365</b>	<b>205</b>	<b>160</b>

## Survivable Processor Information

Processor Name	Survivable Type	Model	CM Release
MarketingESS	ESS	S8300	5.2
SalesLSP	LSP	S8300	5.2.1
<b>Total Survivable Processors: 2</b>			

## 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
2	Southern Branch
3	Europe
<b>Total Locations: 3</b>	

## 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 PBX, 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

The following software version is installed on your PBX:

**Main Processor Software Version:** Communication Manager 5.0 (R015x.00.0.825.0)

#### Survivable Processor Software

Processor Name	CM Release
MarketingESS	5.2
SalesLSP	5.2.1

### Installed Patches

The following patches have been detected in your PBX:

Processor Name	Patch ID	Description	Hot/Cold	Active
Main Processor	00.0.825.0-00001	simualtor patch	Cold	
Main Processor	00.0.825.0-00002	CMsim patch	Cold	✓
MarketingESS	02.0.947.3-424242	Patch to fix clock	Cold	✓
SalesLSP	02.1.016.4-17959	patch 17959 for 02.1.016.4	Cold	✓

### Firmware Releases

The following tables list the firmware present in your system compared to the latest firmware for that piece of hardware. 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. If the firmware is the latest available, a check-mark will appear in the Current column. 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.

#### Firmware for Media Gateways

Part	Installed Firmware Revision	Latest Firmware Revision	Current	Release Date of Latest Firmware	Total Parts
G350	30.11.3	30.11.3	✓	2/1/2010	1
G350	28.17.0	30.11.3		2/1/2010	1
G350	24.17.0	30.11.3		2/1/2010	1

#### Firmware for Cards

Part	Hardware Revision	Installed Firmware Revision	Latest Firmware Revision	Current	Release Date of Latest Firmware	Total Parts
1T2LIMAP	3	61	N/A	-	-	1

Part	Hardware Revision	Installed Firmware Revision	Latest Firmware Revision	Current	Release Date of Latest Firmware	Total Parts
MM312AP	1	4	9		1/7/2008	1
MM710AP	5	21	21	✓	10/6/2008	1
MM710BP	11	47	47	✓	4/6/2009	1
MM711AP	27	65	73		6/30/2008	1
MM711AP	5	17	17	✓	12/8/2003	1
S8300B	1	1	N/A	-	-	1
S8300C	4	4	N/A	-	-	1
TN2312BP	6	43	50		1/18/2010	1

## Customer Options

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

Enabled	Disabled
<b>ASAI ENHANCED FEATURES</b>	
CTI Stations	Increased Adjunct Route Capacity
Phantom Calls	
<b>ASAI PROPRIETARY FEATURES</b>	
Agent States	
<b>CALL CENTER OPTIONAL FEATURES</b>	
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)	

Enabled	Disabled
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
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
Personal Station Access (PSA)	Hospitality (G3V3 Enhancements)
Port Network Support	ISDN-BRI Trunks
Private Networking	Local Survivable Processor
Processor Ethernet	Malicious Call Trace
Restrict Call Forward Off Net	Mode Code for Centralized Voice Mail
Secondary Data Module	Multimedia IP SIP Trunking
System Management Data Transfer	Multinational Locations
TN2501 VAL Maximum Capacity	Multiple Level Precedence & Preemption
Terminal Trans. Init. (TTI)	Multiple Locations
Usage Allocation Enhancements	PNC Duplication
	Posted Messages
	Processor and System MSP
	Remote Office
	Station and Trunk MSP
	Station as Virtual Extension
	Tenant Partitioning

Enabled	Disabled
	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 PBX'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

<b>Description</b>	<b>Limit</b>	<b>Used</b>	<b>Available</b>
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
<b>CONCURRENT REGISTRATION COUNTS</b>			
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
<b>DATA PARAMETERS</b>			
Administered Connections	128	0	128
Alphanumeric Dialing Entries	1,250	0	1,250
<b>DIAL PLAN</b>			
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
<b>HUNT GROUPS, SPLITS, OR SKILLS</b>			
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
<b>RECORDED ANNOUNCEMENTS/MUSIC/AUDIO SOURCES</b>			
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

Description	Limit	Used	Available
TN2602 Boards with 80 VoIP Channels	128	0	128
TEMPORARY SIGNALING CONNECTIONS (TSC)			
Administered TSCs	250	0	250
NCA-TSC Calls	999	0	999
TRUNKS			
Ad-hoc Video Conferencing Ports	0	0	0
Administered IP SoftPhones	-	5	-
Auto Moves Stations	5,000	0	5,000
Customized Button Labels	100,000	0%	100%
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 BRI Endpoint And Trunk Ports	7,000	0	7,000
ISDN CBC Service Selection Trunks	200	0	200
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
Other Stations	-	280	-
Radio Controllers	0	0	0
Remote Office Trunks (included in 'Trunk ports')	0	0	0
SBS Stations	500	0	500
SBS Trunks (included in 'Trunk ports')	1,000	0	1,000
SIP Trunks (included in 'Trunk ports')	10	5	5
Station Button Memory (units)	23,256,000	0%	100%
Station Capacity	2,400	495	1,905
Station Records	36,000	775	35,139
Station and Trunk Ports	48,000	692	47,308
Stations (includes BRI stations)	-	191	-
TTI Ports	-	0	-
Team button / Monitored stations	6,000	0	6,000
Trunk Groups	2,000	5	1,995
Trunk Ports	12,000	108	11,803
Video Capable H.323 Stations	10	0	10
Video Capable IP Softphones	10	0	10
Wireless Terminals	0	0	0
XMOBILE Stations	10	0	10

## 3. Hardware Inventory

The Hardware Inventory section details the PBX 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 PBX. In cases where the PBX 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.

### Survivable Processors

The following Survivable Processors have been detected in your PBX:

Processor Name	Survivable Type	Model	IP Address	Network Region
MarketingESS	ESS	S8300	192.168.1.3	2
SalesLSP	LSP	S8300	192.168.1.2	1
<b>Total Survivable Processors: 2</b>				

### Media Gateways

The following Media Gateways have been detected in your PBX:

Location	Gateway Number	Type	Name	Serial #	Firmware	Hardware Vintage	MAC Address
1	1	G350	DEPARTMENT A	01IS11111111	24.17.0	1	00:0a:0b:0c:0d:0e
2	2	G350	SALES	022S22222222	28.17.0	1	00:0a:0b:0c:0d:1a
3	3	G350	Marketing	033S33333333	30.11.3	1	00:0a:0b:0c:0d:1b
<b>Total Media Gateways: 3</b>							

### Cabinets

The following cabinets have been detected in your PBX:

Location	Cab. Number	Type
3	1	G650
<b>Total Cabinets: 1</b>		

### Carriers

The following carriers have been detected in your PBX:

Location	Cab. Number	Carrier	Type
3	1	A	G650-port
3	1	B	G650-port
3	1	C	G650-port
<b>Total Carriers: 3</b>			

## Circuit Packs

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

Part #	Hardware Vintage	Firmware Release	Description	Quantity
S8300B	1	1	ICC MM	1
S8300C	4	4	ICC MM	1
TN2182B	1	-	TONE/CLOCK	1
TN2312BP	6	43	IP SERVER INTFC	1
TN748C	7	-	TONE DETECTOR	1
TN748C	5	-	TONE DETECTOR	1
TN765	16	-	PROCR INTERFACE 1	1
TN777B	21	-	NETWORK CONTROL	1
TN790	12	-	PROCESSOR	1

The following power supplies have been detected in your PBX:

Part #	Description	Quantity
No Power Supplies Listed by PBX		

The following port circuit packs have been detected in your PBX:

Part #	Hardware Vintage	Firmware Release	Quantity	Description	Used	Spare	Total
1T2LIMAP	3	61	1	ANA IMM	1	2	3
MM312AP	1	4	1	DCP MM	16	8	24
MM710AP	5	21	1	DS1 MM	24	8	32
MM710BP	11	47	1	DS1 MM	24	8	32
MM711AP	27	65	1	ANA MM	8	0	8
MM711AP	5	17	1	ANA MM	1	7	8
TN742	19	-	1	ANALOG LINE	6	2	8
TN742	18	-	6	ANALOG LINE	27	21	48
TN742	16	-	1	ANALOG LINE	5	3	8
TN742	10	-	1	ANALOG LINE	2	6	8
TN746	18	-	1	ANALOG LINE	12	4	16
TN746B	10	-	2	ANALOG LINE	4	28	32
TN746B	9	-	1	ANALOG LINE	0	16	16
TN747B	18	-	1	CO TRUNK	0	8	8
TN747B	13	-	2	CO TRUNK	0	16	16
TN747B	8	-	1	CO TRUNK	8	0	8
TN747B	4	-	1	CO TRUNK	8	0	8
TN753	10	-	1	DID TRUNK	4	4	8
TN753B	1	-	1	DID TRUNK	6	2	8
TN754	15	-	2	DIGITAL LINE	3	13	16
TN754	14	-	5	DIGITAL LINE	31	9	40
TN754B	16	-	4	DIGITAL LINE	20	12	32
TN754B	4	-	2	DIGITAL LINE	11	5	16

Part #	Hardware Vintage	Firmware Release	Quantity	Description	Used	Spare	Total
TN754B	2	-	2	DIGITAL LINE	10	6	16
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 PBX. 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
2500		90
7403D		2
7406+		62
<i>7406+</i>	<i>57</i>	
<i>Executive</i>	<i>5</i>	
7406D		6
7407+		1
7407D		2
7410+		1
7444D		9

## Trunks

The following trunks have been detected in your PBX:

Trunk Type	Quantity
CO	26
DID	10
ISDN	72

## Data Modules

The following data modules have been detected in your PBX:

Data Module Type	Quantity
pdm	4

## Miscellaneous

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



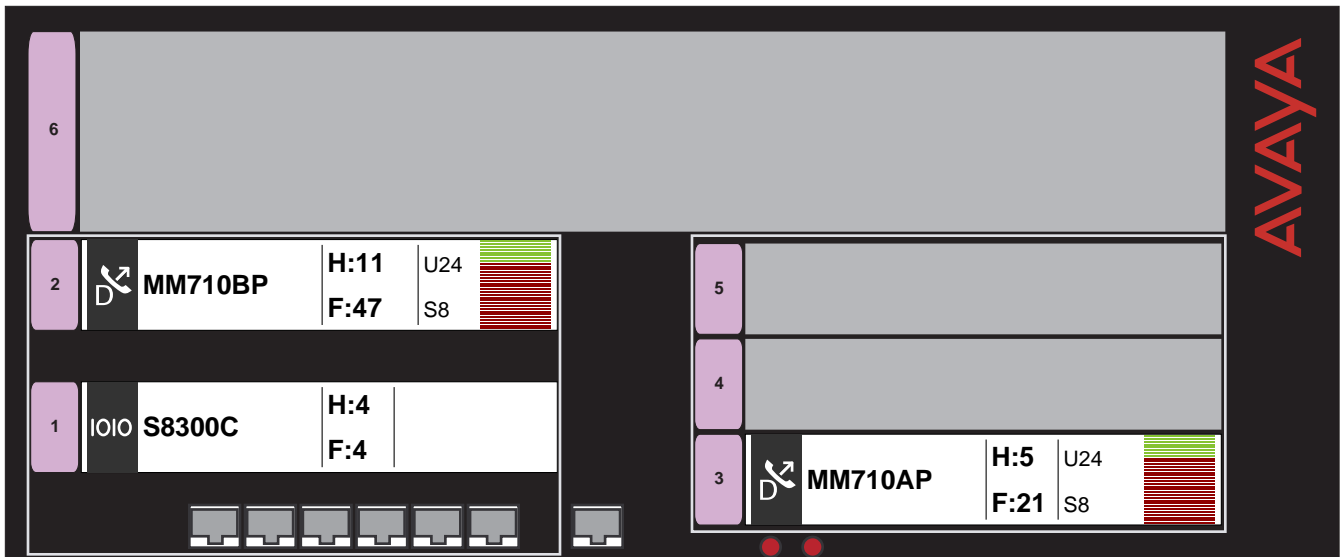
### 002 G350 Media Gateway

Location: Southern Branch



### 003 G350 Media Gateway

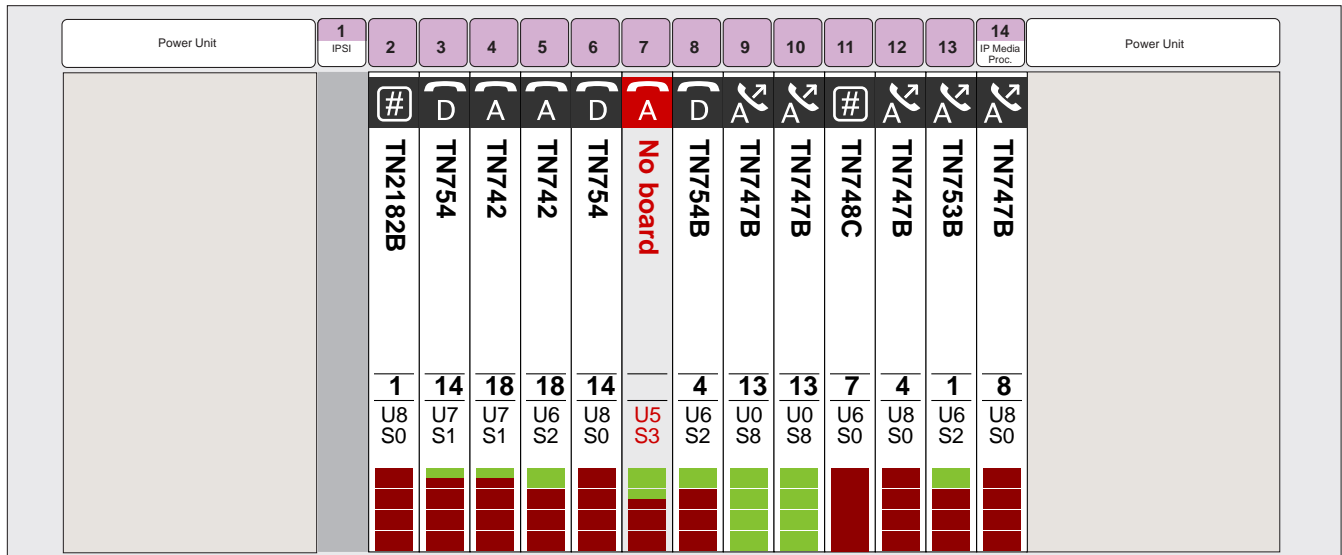
Location: Europe



# Carriers

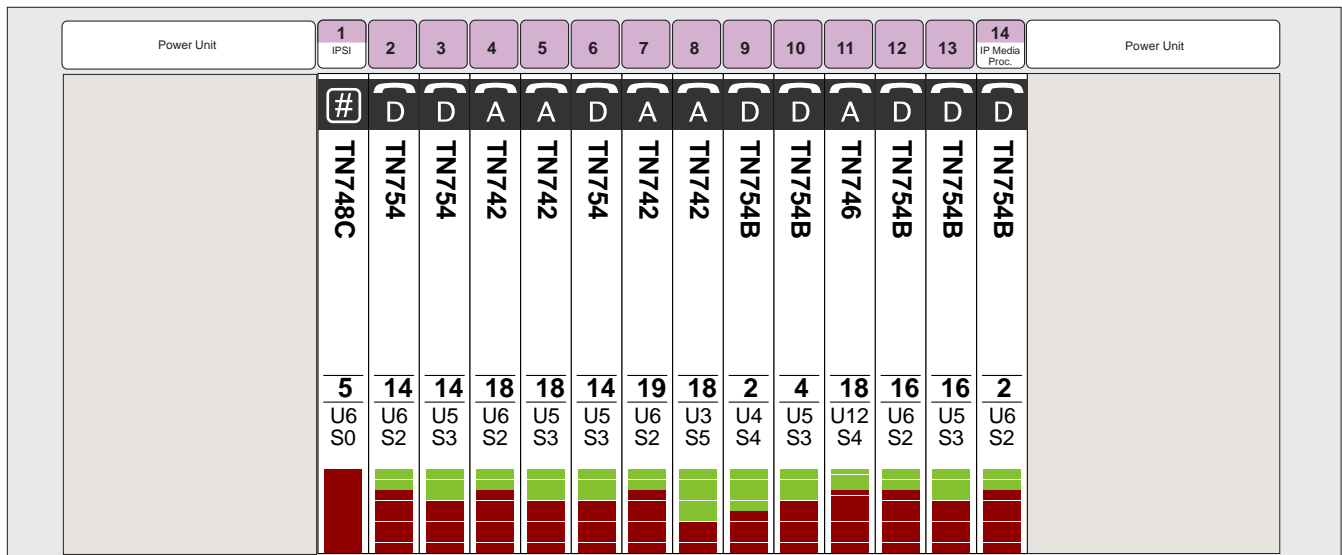
## 01A G650 Media Gateway

Location: Europe



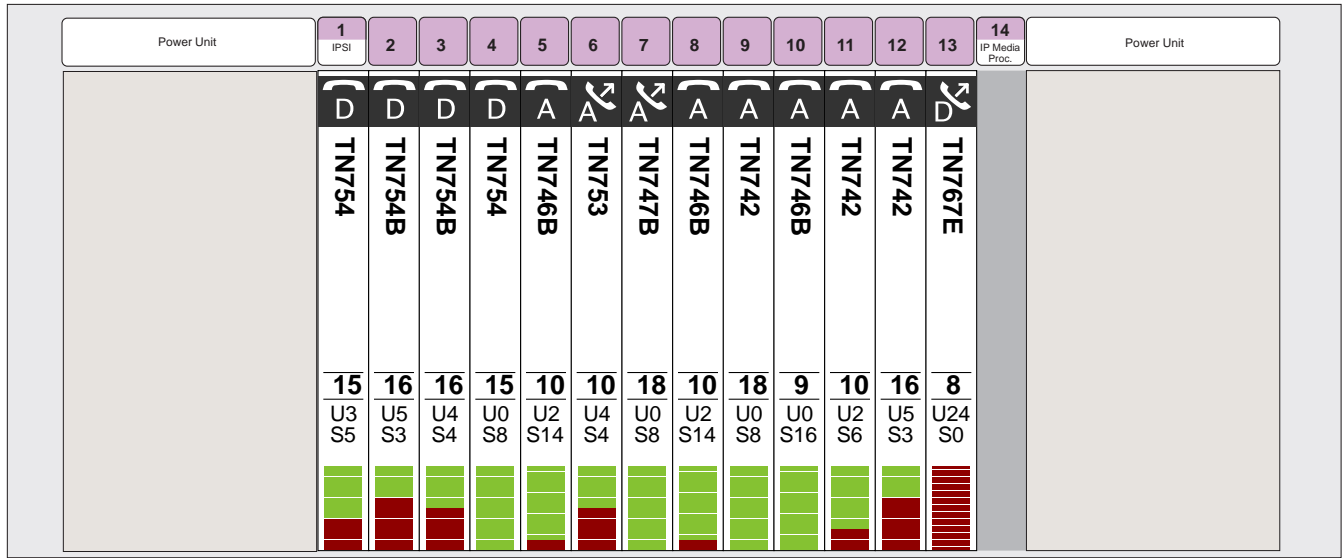
## 01B G650 Media Gateway

Location: Europe



# 01C G650 Media Gateway

Location: Europe



## 5. Avaya Manufacturer Support Analysis

The Avaya Manufacturer Support Analysis helps you determine which aspects of your PBX system are no longer supported by the manufacturer. Various products have been classified as End of Manufacturer Support, including Systems, Cabinets/Carriers, Media Gateways, Cards, Stations, and System Software. For each aspect of your PBX, 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 PBX. Please note that this report reflects PBX data and Avaya's support status and policies at a particular point in time (3/25/2010). Every effort has been made to ensure that the support status for every Avaya part is both current and complete. There may, however, be pieces of hardware in your PBX 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:** Medium

Either currently or within nine months Cabinets, Carriers, Media Gateways, or Cards will be classified as End Of Manufacturer Support; or the System or its Software will be classified as End of Sale.

### Software Analysis

#### Your System

Processor Name	Major Software Release	Status
Main Processor	Communications Manager 5	Current
MarketingESS	Communications Manager 5	Current
SalesLSP	Communications Manager 5	Current

#### Impact

##### Current

- Product is currently offered for sale and has full Manufacturer support.
- Remote or On Site support is available for per-incident customers.
- Avaya Global Services Maintenance Agreement coverage is available.
- Bug Fixes and Security Updates will be released as needed.

### Cabinet/Carrier Analysis

#### Your System

Cabinet Type	# of Cabinets	# of Affected Carriers	# of Cards	# of Used Ports	Support Rating
G650	1	3	43	205	Current

#### Impact

##### Current

- Product is currently offered for sale and has full Manufacturer support.
- Remote or On Site support is available for per-incident customers.
- Avaya Global Services Maintenance Agreement coverage is available.

- Replacement Parts are available.

## Media Gateway Analysis

### Your System

Type	# of MGs	# of Cards	# of Used Ports	Support Rating
G350	3	9	138	Current

### Impact

#### Current

- Product is currently offered for sale and has full Manufacturer support.
- Remote or On Site support is available for per-incident customers.
- Avaya Global Services Maintenance Agreement coverage is available.
- Replacement Parts are available.

## Card Analysis

### Your System

Type	Description	# of Cards	# of Used Ports	Support Rating
MM710BP	DS1 Media Module	1	24	Current
MM711AP	Analog Media Module	2	9	Current
TN2182B	Tone/Clock Card	1	8	End of Manufacturer Support
TN2312BP	IP Server Interface	1	N/A	Current
TN790	Processor Card	1	N/A	End of Manufacturer Support

**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

#### Current

- Product is currently offered for sale and has full Manufacturer support.
- Remote or On Site support is available for per-incident customers.
- Avaya Global Services Maintenance Agreement coverage is available.
- Replacement Parts are available.

#### End of Manufacturer Support

- Product is no longer available for purchase, and is not supported.
- Remote or On Site support is not available.
- Replacement Parts are not available. Repairs may be delayed or require upgrades.
- Avaya Global Services Maintenance Agreement may be available at extra cost, if the End of Service Agreement Eligibility has not been reached.

# Station Equipment Analysis

## Your System

Type	# of Sets	Support Rating
2500	85	Current
7403D	2	Current
7406+	62	Current
7406D	6	Current
7407+	1	Current
7407D	2	Current
7410+	1	Current
7444D	9	Current

## Impact

### Current

- Product is currently offered for sale and has full Manufacturer support.
- Remote or On Site support is available for per-incident customers.
- Avaya Global Services Maintenance Agreement coverage is available.
- Replacement Parts are available.

## 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 PBX:

#### High Trunking Ratio

In this system, the number of trunks as a percentage of total call carrying ports, **38.4%**, 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:

- 2 excess 16-port Digital Circuit Pack(s)
- 3 excess 8-port CO Trunk Circuit Pack(s)
- 4 excess 16-port Analog Circuit Pack(s)

#### Out-of-Date Firmware

At least some of this system's Cards and Media Gateways are using out-of-date firmware releases. Updating firmware can alleviate compatibility and functionality issues, and also addresses security problems that may have been uncovered.

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

#### Unsupported Cards

**2** of this system's cards have been classified '**End of Manufacturer Support**' by Avaya. Replacement hardware and/or technical support will not be provided by the manufacturer. Using unsupported hardware in an enterprise

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environment can expose the organization to significant liabilities. Upgrading unsupported cards to a current model ensures continued technical support and availability of replacement hardware from Avaya.

*See the section called "Card Analysis" for additional details.*