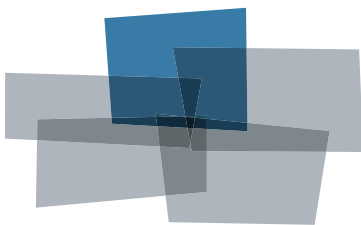


# Site Survey

*“What are my Communication Server assets?”*

Produced For  
**Nortel CS1000 Demo**

Customer Number: **1234567890**  
Reflecting information from: **12/3/2010**



**Inventory**  
Configuration  
Performance  
Security  
Backup

 **BLACK BOX**  
NETWORK SERVICES

## DISCLAIMER

The information contained in this document is based upon data retrieved remotely from a 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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# 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 knowledgebase of purchased resources, it also allows for effective asset management by specifying spare as well as used and total resources available.

Of increasing importance to communications managers, the Site Survey also lists the manufacturer's then current support rating (including "End-of-Life" equipment) on each major component. Awareness of potential liabilities in the support of this equipment will enable communications managers to make plans for the maintenance or replacement of obsolete parts.

While the Site Survey is a logical starting point in gaining additional control over your telecommunications, 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 Calling Privileges
- Service-improving Action Items are uniquely determined for your system

## **Performance - InfoPlus Traffic Study**

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

## **Security - InfoPlus Security Audit**

- Detailed, computerized review of the system's programming
- Analyses of 83 separate features with security implications
- Each analysis consists of a Feature Description, Security Concerns, and the Findings
- One hour of personal consultation is included

## **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, serial numbers, 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:** Nortel CS1000 Demo

**Customer Number:** 1234567890

**Date of Survey:** 12/3/2010

**Hardware Model:** CS1000E

**Availability:** High

**Security ID:** 12344321

**Auxiliary ID:** 12344321

**Version:** 4021

**Release:** 6

**Issue:** 00 R +

## Port Counts:

Port Type	Equipped	Working	Spare
Analog Station	16	11	5
Digital Station	44	29	15
Console	1	1	--
IP Telephone	--	83	--
Analog Trunk	8	0	8
Digital Trunk	23	23	0
IP Trunk	32	32	0
DTR	16	16	0
Phantom	--	3	--
CallPilot	--	6	--
DSP	--	64	--
Data Port	--	2	--
IP Physical TN	48	48	0
Miscellaneous	3	3	0
Universal Extension	--	3	--
Virtual Trunk	--	24	--
<b>Totals</b>	<b>191</b>	<b>348</b>	<b>28</b>

## 2. Software Inventory

The Software Inventory section details the software and licenses that you have purchased, directly or indirectly, from the manufacturer. 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 Versions

**Version:** 4021

**Release:** 6

**Issue:** 00 R +

### Installed Patches

The following patches have been installed and are in service:

Number	PRS	Patch Reference #	Patch Name	Filename
0	Q02038482	ISS1:10F1	p28682_1	p28682_1.cpm
1	Q00349046-03	ISS1:10F1	p17588_1	p17588_1.cpm
2	Q01680019	ISS1:10F1	p24307_1	p24307_1.cpm
3	Q01782930-01	ISS1:10F1	p24964_1	p24964_1.cpm
4	Q01983521-04	ISS1:10F1	p27616_1	p27616_1.cpm
5	Q02092594	ISS1:10F1	p27830_1	p27830_1.cpm
6	Q01849803	ISS1:10F1	p28064_1	p28064_1.cpm
7	Q01976701-01	ISS1:10F1	p28211_1	p28211_1.cpm
8	Q02017013-01	ISS1:10F1	p28313_1	p28313_1.cpm
9	Q02024135-04	ISS1:10F1	p28381_1	p28381_1.cpm
10	Q02029209	ISS1:10F1	p28469_1	p28469_1.cpm
11	Q02023636	ISS1:10F1	p28475_1	p28475_1.cpm
12	Q02022264	ISS1:10F1	p28486_1	p28486_1.cpm
13	Q02030977	ISS1:10F1	p28507_1	p28507_1.cpm
14	Q02020526	ISS1:10F1	p28537_1	p28537_1.cpm
15	Q02031323-01	ISS1:10f1	p28546_1	p28546_1.cpm
16	Q02034083	ISS1:10F1	p28553_1	p28553_1.cpm
17	Q02030235	ISS1:10F1	p28557_1	p28557_1.cpm
18	Q02028560-04	ISS1:10F1	p28564_1	p28564_1.cpm
19	Q02034835	ISS1:10F1	p28569_1	p28569_1.cpm
20	Q02033951	ISS1:10F1	p28579_1	p28579_1.cpm
21	Q02033139	ISS1:10F1	p28582_1	p28582_1.cpm
22	Q02018384	ISS1:10F1	p28598_1	p28598_1.cpm
23	Q02033201	ISS1:10F1	p28631_1	p28631_1.cpm
24	Q02032155	p28538	p28638_1	p28638_1.cpm
25	Q02040015	ISS1:10F1	p28657_1	p28657_1.cpm
26	Q02038675	ISS1:10F1	p28665_1	p28665_1.cpm
27	Q02020734-02	ISS1:10F1	p28668_1	p28668_1.cpm

Number	PRS	Patch Reference #	Patch Name	Filename
28	Q02038440	ISS1:1OF1	p28674_1	p28674_1.cpm
29	Q02035396	ISS1:1OF1	p28675_1	p28675_1.cpm
30	Q02031118	ISS1:1OF1	p28680_1	p28680_1.cpm
31	Q02029228-01	ISS1:1OF1	p28681_1	p28681_1.cpm
32	Q02039994	ISS1:1OF1	p28690_1	p28690_1.cpm
33	Q02043231	ISS1:1OF1	p28712_1	p28712_1.cpm
34	Q02024455-01	ISS1:1OF1	p28717_1	p28717_1.cpm
35	Q02041981	p28695_1	p28719_1	p28719_1.cpm
36	Q02031359	p28679	p28725_1	p28725_1.cpm
37	Q02031959	ISS1:1OF1	p28728_1	p28728_1.cpm
38	Q02033000	ISS1:1of1	p28736_1	p28736_1.cpm
39	Q02039217-03	ISS1:1OF1	p28760_1	p28760_1.cpm
40	Q02021470-02	ISS1:1OF1	p28776_1	p28776_1.cpm
41	Q02033321	ISS1:1OF1	p28801_1	p28801_1.cpm
42	Q02035555	ISS1:1OF1	p28814_1	p28814_1.cpm
43	Q02049121-01	ISS1:1OF1	p28819_1	p28819_1.cpm

The following patches have been installed and are *NOT* in service:

Number	PRS	Patch Reference #	Patch Name	Filename
0	Q01986974-05	ISS1:1OF1	p28821_1	p28821_1.cpm
1	Q02031502	ISS1:1OF1	p28832_1	p28832_1.cpm
2	Q02095838	ISS1:1OF1	p28852_1	p28852_1.cpm
3	Q02043398	ISS1:1OF1	p28869_1	p28869_1.cpm
4	Q02044341	ISS1:1OF1	p28957_1	p28957_1.cpm
5	Q01981776-01	ISS1:1OF1	p29065_1	p29065_1.cpm
6	Q02071626	ISS1:1OF1	p29163_1	p29163_1.cpm
7	Q02071451	ISS1:1OF1	p29164_1	p29164_1.cpm
8	Q02077171	ISS1:1OF1	p29169_1	p29169_1.cpm
9	Q02064503	ISS1:1OF1	p29196_1	p29196_1.cpm
10	Q02073690	ISS1:1OF1	p29208_1	p29208_1.cpm
11	Q02035822-01	ISS1:1OF1	p29212_1	p29212_1.cpm
12	Q02083027	ISS1:1OF1	p29233_1	p29233_1.cpm
13	Q02079849	ISS1:1OF1	p29238_1	p29238_1.cpm
14	Q02086333	ISS1:1OF1	p29262_1	p29262_1.cpm
15	Q02077909	ISS1:1of1	p29272_1	p29272_1.cpm
16	Q02089407	ISS1:1OF1	p29311_1	p29311_1.cpm
17	Q02092223	ISS1:1of1	p29343_1	p29343_1.cpm
18	Q02093188	ISS1:1OF1	p29352_1	p29352_1.cpm
19	Q02012100-06	ISS1:1OF1	p29368_1	p29368_1.cpm
20	Q02094012	ISS1:1OF1	p29370_1	p29370_1.cpm
21	Q02089914	ISS1:1OF1	p29406_1	p29406_1.cpm
22	Q02102219-01	ISS1:1OF1	p29464_1	p29464_1.cpm

## Software Packages

### Software Package: N/A

The following optional software packages are installed as part of the Communication Server's base operating software:

Number	Package	Description
1	OPTF	Extended PBX Features
2	CUST	Multi-Customer
4	CDR	Call Detail Recording
5	CTY	CDR on a Teletype machine
7	RAN	Recorded Announcement
8	TAD	Time and Date display
9	DNDI	Do Not Disturb, Individual
10	EES	End to End signaling
11	INTR	Intercept Treatment
12	ANI	Automatic Number Identification
13	ANIR	ANI Route Selection
14	BRTE	Basic Routing
16	DNDG	Do Not Disturb, Group
17	MSB	Make Set Busy
18	SS25	Special Service on 2500 Sets
19	DDSP	Digit Display
20	ODAS	Office Data Administration System
21	DI	Dial Intercom
23	CHG	Charge Account
24	CAB	Charge Account/Authorization Code (Base Package)
25	BAUT	Basic Authorization Code
26	CASM	Centralized Attendant Service, (Main)
27	CASR	Centralized Attendant Service, (Remote)
28	BQUE	Basic Queuing
29	NTRF	Electronic Switched Network (ESN) Traffic Measurements
32	NCOS	Network Class of Service
33	CPRK	Call Park
34	SSC	System Speed Call
35	IMS	Integrated Message Service
35	UMG	Integrated Message Service
35	UST	Integrated Message Service
36	ROA	Recorded Overflow Announcement
37	NSIG	ESN Signaling
38	MCBQ	ESN Queuing
39	NSC	Network Speed Call
40	BACD	Basic, Automatic Call Distribution (ACD)
41	ACDB	ACD, Package B
42	ACDC	ACD, Package C
43	LMAN	ACD Load Management

<b>Number</b>	<b>Package</b>	<b>Description</b>
44	MUS	Music Package
45	ACDA	ACD, Package A
46	MWC	Message Waiting Center
47	AAB	Automatic Answerback
48	GRP	Group Call
49	NFCR	New Flexible Code Restriction
50	ACDD	ACD, Package D
51	LNK	ACD/D, Auxiliary Link Processor
52	FCA	Forced Charge Account
53	SR	Set Relocation
54	AA	Attendant Administration
55	HIST	History File
56	AOP	Attendant Overflow Position
57	BARS	Basic Alternate Route Selection
58	NARS	Network Alternate Routing
59	CDP	Coordinated Dialing Plan
60	PQUE	Priority Queuing
61	FCBQ	Flexible Call Back Queuing
62	OHQ	Off Hook Queuing
63	NAUT	Network Authorization Code
64	SNR	Stored Number Redial
67	NXFR	Network Transfer
70	HOT	Flexible Hotline
71	DHLD	Deluxe Hold
72	LSEL	Automatic Line Selection
73	SS5	500 Set Features
74	DRNG	Distinctive Ringing
75	PBXI	Digital Trunk Interface
76	DLDN	Departmental Listed Directory Number
77	CSL	Command Status Link
79	OOD	Optional Outpulsing Delay
80	SCI	Station Category Information
81	CCOS	Controlled Class of Service
83	CDRQ	CDR Queue Record
86	TENS	Multi-Tenant Service
87	FTDS	Fast Tone and Digit Switch
88	DSET	Digital Telephone Set
89	TSET	M3000 Telephone Set
90	LNR	Last Number Redial
91	DLT2	Delta II telephone Sets
92	PXLT	Pretranslation
93	SUPV	Attendant Supervision
95	CPND	Call Party Name Display
98	DNIS	Dialed Number Identification System

Number	Package	Description
99	BGD	Background Terminal Facility
100	RMS	Room Status
101	MR	Message Registration
102	AWU	Automatic Wake-up Service (BGD)
103	PMSI	Property Management System Interface
105	LLC	Line Load Control
107	MCT	Malicious Call Trace
108	ICDR	Internal Call Detail Recording
109	APL	Auxiliary Processor Link
110	TVS	Trunk Verification from Station
111	TOF	Time Overflow Queuing
113	IDC	Incoming DID Digit Conversion
114	AUXS	ACD Package D Auxiliary Security
115	DCP	Directed Call Pickup
116	PAGT	ACD Priority Agents
117	CBC	Call-by-Call Service Selection
118	CCDR	Calling Line Identification in Call Detail Recording
119	EMUS	Enhanced Music
120	PLDN	Group Hunt/DN Access to SCL
121	SCMP	Station Camp-On
125	FTC	Flexible Tones & Cadences
127	BKI	Attendant Break-in/Trunk Offer
129	DTI2	2M DTI
132	TBAR	Trunk Barring
133	ENS	Enhanced Night Service
139	FFC	Flexible Feature Codes
140	DCON	M2250 TCM Console
141	MPO	Multi-Party Operations
145	ISDN	Integrated Services Digital Network Signaling Package
146	PRA	Primary Rate Access
147	ISL	ISDN Signaling Link
148	NTWK	Network Ring Again
149	IEC	Inter-Exchange Carrier (ISDN)
150	DNXP	Directory Number Expansion
151	CDRE	Call Detail Recording Expansion
152	FXS	Flexible Services Port
153	IAP3P	ISDN Application Protocol Third Party Vendor
154	PRI2	2.0 Mbit/s Primary Rate Interface
155	ACNT	ACD Activity Code Entry
157	THF	Centrex Switchhook Flash
158	FGD	Feature Group D
159	NAS	Network Attendant Service
160	FNP	Flexible Numbering Plan
161	ISDN_INTL_SUP	ISDN Supplementary Features

Number	Package	Description
162	SAR	Scheduled Access Restrictions
163	MINT	Message Intercept
164	LAPW	Limited Access to Overlays
167	GPRI	International 1.5/2.0 Mb/s Gateway
170	ARIE	Meridian Modular Telephone Sets
172	CPGS	Console Presentation Group Level Services
173	ECCS	Enhanced Controlled Class of Service
174	AAA	Attendant Alternative Answering
175	NMS	Network Message Services
178	EOVF	Enhanced Overflow
179	HVS	Meridian Hospitality Voice Services
180	DKS	Console Digit Key Signaling
181	SACP	Semi-Automatic Camp-On
183	VNS	Virtual Network Services
184	OVLP	Overlap Signaling
185	EDRG	Executive Distinctive Ringing
186	POVR	Priority Override/Forced Camp-On
191	SECL	Series Call
192	ORC-RVQ	Remote Virtual Queuing
200	AINS	Automatic Installation
202	IPRA	International Primary Rate Access
203	XPE	Extended Peripheral Equipment
204	XCT0	Enhanced Conference, TDS and MFS card
205	XCT1	Superloop Administration
206	MLWU	Multi Language Wake-up
207	NACD	Network ACD
208	HSE	Hospitality Screen Enhancement
209	MLM	Meridian Link Server
210	MAID	Maid Identification
212	VAWU	VIP Auto Wake Up
214	EAR	Enhanced ACD Routing
215	ECT	Enhanced Customer Trunking
216	BRI	Basic Rate Interface
218	IVR	Hold in Queue for IVR
219	MWI	Message Waiting Indication Interworking with DMS
222	MSDL	Multi-Purpose Serial Data Link
223	FC68	FCC Compliance for DID Answer Supervision
224	M911	Meridian 911
225	CWNT	Call Waiting Notification
229	SSAU	Station Specific Authorization Code
233	BRIT	ISDN BRI Trunk Access
234	FCDR	New Format CDR
235	BRIL	BRI line application
240	MCMO	Meridian 1 Companion Option

<b>Number</b>	<b>Package</b>	<b>Description</b>
242	MULTI_USER	Multi-User Login
243	ALRM_FILTER	Meridian 1 Fault Management
245	SYS_MSG_LKUP	System Errors and Events Lookup
246	VMBA	Voice Mailbox Administration
247	CALL_ID	Call ID (for AML Applications)
249	M911 ENH	Enhanced Meridian 911
250	DPNA	Direct Private Network Access
251	SCDR	Station Activity Record
253	ARFW	Attendant & Network Wide Remote Call Forward
254	PHTN	Phantom TN's
256	ADMINSET	Set Based Administration Enhancements
258	ATX	Autodial Tandem Transfer
259	CDRX	Enhanced Call Detail Recording
263	QSIG	QSIG Interface
291	NI-2	North American National ISDN Class II Equipment
295	IPEX	IP Expansion Cabinets
296	MAT	MAT Terminal Software
297	MQA	Multiple Queue Assignment
301	CPP	Calling Party Privacy
305	QSIGGF	QSIG Generic Functional protocol
306	CPRKNET	Call Park Networkwide
307	PAGENET	Call Page Networkwide
310	CPCI	Call Party Control on Internal Calls
311	NGCC	Nortel Symposium Call Center
312	TATO	Trunk Anti Tromboning
315	OPEN_ALARM	Open Alarms
316	QSIG-SS	QSIG Supplementary Service
321	QTN	CCR - NACD Interworking
324	NGEN	Next Generation Connectivity
327	RANBRD	Recorded Announcement Broadcast
328	MUSBRD	Music Broadcast
329	ESA	Emergency Services Access
330	ESA_SUPP	ESA Supplementary
331	ESA_CLMP	ESA Call Number Mapping
332	CNUMB	CLASS Calling Number Delivery
333	CNAME	CLASS Calling Name Delivery
334	NI-2_CBC	NI-2 Call By Call Service Selection
348	MEET	MCDN End to End Transparency
350	MC32	Meridian Companion Enhanced Capacity
351	DBA	Data Buffering and Access
362	FDID	Flexible Direct Inward Dialing
364	NMCE	NGenR2/Meridian Communications Exchange Connectivity
380	STS_MSG	Set to Set Messaging
381	CDIR	Corporate Directory

Number	Package	Description
382	VIRTUAL_OFFICE	Virtual Office
384	ATAN	Attendant Announcement
385	NI2NAME	NI-2 Name Display Supplementary Service
386	M3900_PROD_ENH	M3900 Phase III Productivity Enhancement
387	VIR_OFF_ENH	M3900 Phase III Virtual Office Enhancement
388	ACDE	ACD/CDN Expansion
393	UUI	Call Center Transfer Connect
394	OAS	Observe Agent Security
397	ICON	M3900 Full Icon Support
398	PCA	Personal Call Assistant
399	H323_VTRK	H323 Virtual Office
400	LOCX	Location Code Expansion
401	PVQM	Proactive Voice Quality Management
402	SOFTSWITCH	Soft Switch
403	IPMG	IP Media Gateway
404	GRPRIM	Geographic Redundancy Primary System
406	SIP	SIP Gateway and Converged Desktop
407	CAC	Call Admission Control
408	MS_CONV	Multimedia Solution Convergence
410	HIGH_AVAIL	High Availability
412	MOBX	Mobile Extensions
413	TLSV	Telephony Services
414	FMCL	Converged Mobile Users
415	SIPL_NORTEL	Nortel SIP Lines
416	SIPL_3RDPARTY	Third Party SIP Lines
417	SIP_LINES	SIP Line Services
418	Extended MGP Resources	Extended Media Gateway PRI Resources
420	ZDB	Zone Based Dialing

## System Limits

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

Description	Limit	Used	Available
ACD AGENTS	20	20	0
ACDN	300	9	291
AML	16	1	15
ANALOGUE TELEPHONES	16	11	5
AST	26	0	26
ATTENDANT CONSOLES	2500	1	2499
BASIC IP USERS	0	0	0
BRI DSL	150	0	150
CLASS TELEPHONES	0	0	0

Description	Limit	Used	Available
DATA PORTS	2500	2	2498
DCH	80	0	80
DECT USERS	0	0	0
DECT VISITOR USER	0	0	0
DIGITAL TELEPHONES	36	29	7
H.323 ACCESS PORTS	0	0	0
IP USERS	104	83	21
ITG ISDN TRUNKS	0	0	0
LTID	0	0	0
MPH DSL	0	0	0
MUS CON	0	0	0
PCA	25	0	25
PHANTOM PORTS	2500	3	2497
RAN CON	0	0	0
RAN RTE	500	0	500
SIP ACCESS PORTS	24	24	0
SIP CONVERGED DESKTOPS	0	0	0
SIP CTI TR87	25	0	25
SURVIVABILITY	1	1	0
TMDI D-CHANNELS	64	1	63
TNS	2500	346	2154
TRADITIONAL TRUNKS	2500	23	2477

## Keycodes

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

Name	Keycode
Keycode 1	IRJ3-0DKE-U2MW-8WK0
Keycode 2	KDAJ-PSOI-34JS-AOAA
Keycode 3	MWO6-1KDW-KQPQ-AMGB
Keycode 4	6FHN-A2P2-MSKW-P1NA
Keycode 5	0PAM-3YDN-5HGK-M6FS

## 3. Hardware Inventory

The Hardware Inventory section details the Communication Server hardware and telephones that you have purchased, directly or indirectly, from the manufacturer or from other manufacturers. This includes the cabinets (modules), Common Equipment cards, line and trunk cards, 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.

### System Memory

The following types of memory have been detected in your Communication Server:

Memory Location	Memory Size
Total Memory	279 MB

### Modules and Servers

The following modules and servers have been detected in your Communication Server:

Quantity	Part Number	Description
2	NTC310	MG 1010E Media Gateway Chassis

### Cards

The following Common Equipment cards have been detected in your Communication Server:

Quantity	Part Number	Description	Hard Drive	Memory
2	NTC314AA	Media Gateway Utility (MGU)		
2	NTDW61BA	Call Processor Pentium M		
2	NTDW62AA	Media Gateway Controller DSP Daughterboard		
2	NTDW98AA	Media Gateway Controller Card		
2	NTDW99AA	Call Processor Pentium M	32 GB	2,048 MB

The following Power Supplies have been detected in your Communication Server:

Quantity	Part Number	Type	Description
2	NTC312AA	Primary Power Supply	MG 1010E Power Supply
2	NTC312AA	Secondary Power Supply	MG 1010E Power Supply

The following Peripheral Equipment cards have been detected in your Communication Server:

Quantity	Part Number	Description	Used	Spare	Total
1	NT0966CA	ITG Media Card	8	0	8
4	NT8D02HA	Digital Line Card	39	25	64
1	NT8D09BA	Analog Message Waiting Line Card	11	5	16
1	NT8D14BB	Universal Trunk Card	0	8	8
1	NTDW65AA	Voice Gateway Media Card	8	24	32
1	NTRB21AB	DTI/PRI/DCH TMDI Card	23	1	24
2	NTVQ01BB	Media Card	64	0	64

## Station Equipment

The following stations have been detected in your Communication Server:

Quantity	Station Type
3	1110
6	1120
8	1140
2	1165
4	1210
5	1220
7	1230
1	2001P2
2	2002P2
32	2004P2
6	2007
2	2033
1	2050PC
3	2210
1	2212
1	2250
13	2616
2	3903
4	3904
12	3905
11	500
3	Mobile Extension

The following add-on modules have been detected in your Communication Server:

Quantity	Type
4	1100 KEM
1	1200 KEM
1	3900 KBA
1	i2000 KEM

## Trunks

The following trunks have been detected in your Communication Server:

Quantity	Trunk Type
23	DID
56	IPTI
112	VGW

## Miscellaneous

The existence of the following hardware items have been inferred from the Communication Server data:

- CallPilot Voice Mail System

**Did you know?**

*If you would like to see a thorough analysis of your CallPilot system including: user configuration and access, system resource consumption, hardware configuration, software configuration and more, contact your InfoPlus sales representative about ordering a Unified Messaging Survey for the CallPilot platform.*

# 4. Equipment Maps

The following diagrams depict the hardware that makes up your Communication Server as it appears in the switch. The hardware is organized into Common Equipment and Peripheral Equipment. The location of certain Common Equipment cards can not be determined from the data that is available from the switch remotely. These pieces of hardware are listed in the Other Common Equipment section. The Equipment Maps are most useful for hardware or software upgrades, business expansions, multi-site inventory control, and hardware repairs.

## Common Equipment

*Common Equipment maps are not available or not applicable for this type of Communication Server.*

## Other Common Equipment


The following report lists other Common Equipment devices as they are configured in the Communication Server. The physical equipment which enables these devices is located in the Common Equipment shelves previously shown. However, the precise location of such equipment (which card slot is occupied) cannot be determined from the Communication Server data. Thus, the following equipment is resident in the empty slots of the CE shelves shown. (NOTE: CE Shelves are not shown for older SL-1 based PBXs or heritage Nortel 'small' systems.)


The Density of each card type is set by the technician, and therefore may or may not accurately represent the density of the card. This information is provided to assist in determining the number of physical cards present. An I/O device whose Reports Output column is preceded by an "\*" is the System Monitor for the Communication Server.


Module/Slot	Device	Card Type	Density	DES	Reports Output
/	TTY 0				MTC SCH BUG
/	TTY 1				MTC SCH BUG
/	TTY 2				MTC SCH BUG
/	TTY 13			PTY	SCH
/	TTY 14			PTY	MTC SCH BUG
/	DCH 5	TMDI		PRI11	
/	T-1	PRI			


## Peripheral Equipment

**Legend**

















 Card Type

 Part Number

 Used/Spare Ports

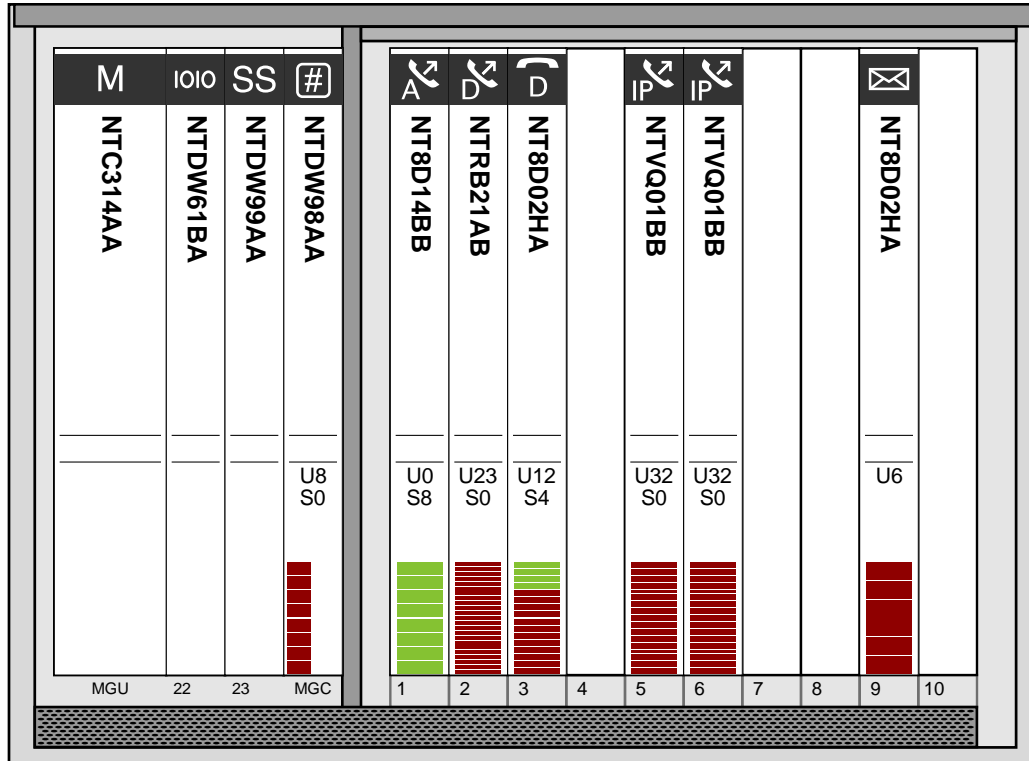
 Graphical Port Count

**Card Types:**

 CPU	 DTR	 Digital Line	 Digital Trunk
 Signaling Server	 Voicemail	 Analog Line	 Analog Trunk
 Controller	 Announcement	 IP Line	 IP Trunk
 Disk Storage	 Integrated Services	 Data Line	 Miscellaneous

**MG 1010E 3 - Loop 004 Shelf 0**

MGC IP: 10.10.0.20

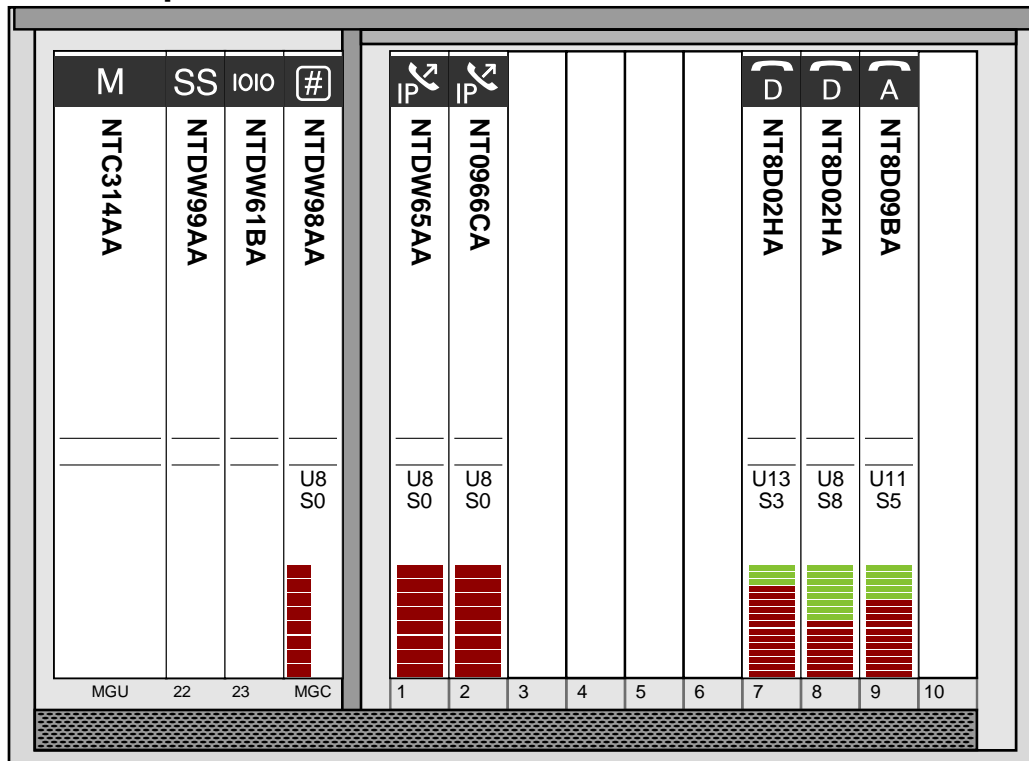


**NTC310 Media Gateway**

DSP Ports: 64 Loop Traffic: 1998 CCS

**MG 1010E 5 - Loop 008 Shelf 0**

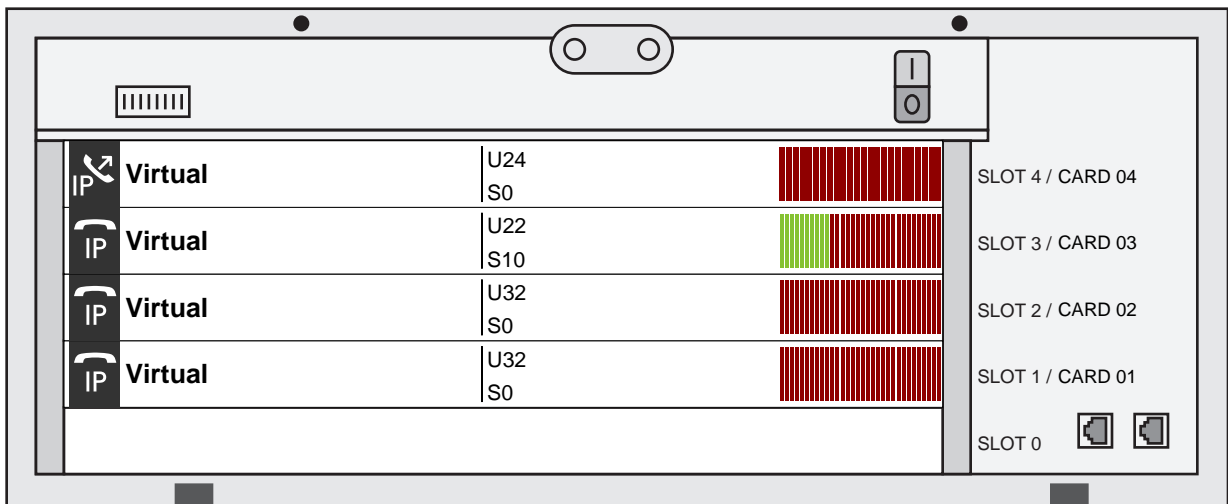
MGC IP: 10.10.0.21



**NTC310 Media Gateway**

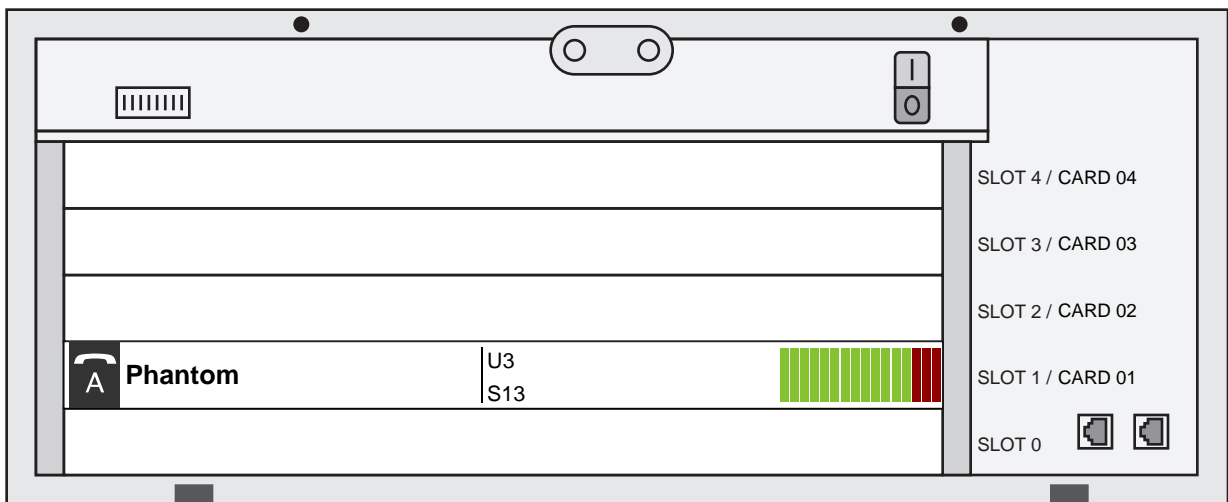
DSP Ports: 48 Loop Traffic: 432 CCS

### Virtual MG 1000E - Loop 064 Shelf 0



Virtual MG 1000E

### Phantom MG 1000E - Loop 068 Shelf 0



Phantom MG 1000E

# 5. Factory Support Analysis

Factory Support Analysis helps you determine which aspects of your Communication Server are no longer supported by the manufacturer, and may be difficult or impossible to replace should they fail. Various pieces of hardware and software have been classified as End of Services Support, including processors, cabinets, cards, and stations. For each aspect of your Communication Server, the report includes a general statement explaining the manufacturer's current support policies, details of how this particular Communication Server is affected by those policies, and an explanation of the level of support that can be expected from the manufacturer for each category. Please note that this report reflects Communication Server data and the manufacturer's support policies at a particular point in time (refer to the date on the cover of this document). This section is particularly useful during hardware or software upgrades and contingency planning.

## Summary

**Account Name:** Nortel CS1000 Demo

**Customer Number:** 1234567890

**Overall Impact Rating:** Medium

Either currently or within nine months, some Shelves, Media Gateways or Cards will be classified as 'End of Services Support', or the System, CPU or System Software will be classified as 'End of Manufacturer Support'.

## System Analysis

### Current Policy Statement

- The following Systems are Current: 11C Cabinet/Chassis with a Small System Controller (NTDK20), 61C and 81C with a CPP4 (NT4N39) processor, CS 1000M Single and Multi Group with a CPP4 (NT4N39) processor, and CS 1000E with a CPP4 (NT4N39) or CP PM (NTDW61) processor.
- The following Systems are End of Manufacturer Support: CS 1000S and CS 1000M Cabinet/Chassis with a Small System Controller (NTDK20).
- The following Systems are classified End of Services Support: L, VL, LE, VLE, A, XL, M, S, SN, MS, N, XN, NT, XT, ST, RT, STE, Options 11, 11E, 21, 21A, 21E, 51, 61, and 71, and any system with a CP1 (NT6D66), CP2 (NT9D19), CP3 (NT5D10), CP4 (NT5D03), CP PII (NT4N64), or MSC (NTDK97) processor.

### Your System

**Your System is:** CS1000E

**Status:** 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.

## Software Analysis

### Current Policy Statement

- X21 Release 7.0 is Current.

- X21 Release 6.0 is classified End of Sale.
- X21 Releases 3.0, 4.0, 4.5, 5.0, and 5.5 are classified End of Manufacturer Support.
- X11 Releases 1 through 25, X21 Releases 1.0, 2.0, and all Generics other than X11 and X21 are classified End of Services Support.

## Your System

**Your current software is:** X21 Release 6 Issue 00

**Status:** End of Sale (Will be End of Manufacturer Support on 11/1/2011)

## Impact

### End of Sale

- Product is no longer offered for new sales, but is still fully supported.
- Remote or On Site support is available for per-incident customers.
- Avaya Global Services Maintenance Agreement coverage is available.
- Software releases are generally supported at least until two newer major versions have been released.
- Bug Fixes and Security Updates may still be released as needed.

### End of Manufacturer Support

- Product is no longer available for purchase.
- Per Incident Time and Materials (T&M) Support is only available to those who have purchased an extended Avaya Global Services Maintenance Agreement.
- Patches or security updates will only be released for issues known to Avaya prior to the start of the End of Manufacturer Support period.
- The Avaya Global Services Maintenance Agreement is only available for purchase before the End of Service Agreement Eligibility date has been reached.

## Central Processing Unit (CPU) Analysis

### Current Policy Statement

- The Small System Controller (NTDK20), CPP4 (NT4N39), and CP PM (NTDW61) processors are Current.
- All Basic, Turbo, Omega, CP1 (NT6D66), CP2 (NT9D19), CP3 (NT5D10), CP4 (NT5D03), CP PII (NT4N64), and Mini System Controller (NTDK97) processors are classified End of Services Support.

## Your System

**Your Processor is:** CP PM (NTDW61)

**Status:** 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.

## Modules and Servers Analysis

### Current Policy Statement

- All PE, EPE, EEPE, and RPE modules are classified End of Services Support.

## Your System

Part #	Description	# of Cards	# Ports in Use	Support Rating
NTC310	MG 1010E Media Gateway Chassis	11	145	Current
NTC310	MG 1010E Media Gateway Chassis	10	88	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

### Current Policy Statement

- Most "QPC" Peripheral Equipment Cards are classified End of Services Support.

## Your System

Type	Description	# of Cards	# of Ports	Support Rating
NT0966CA	ITG Media Card	1	8	Not Rated
NT8D02HA	Digital Line Card	4	39	Current
NT8D09BA	Analog Message Waiting Line Card	1	11	End of Services Support
NT8D14BB	Universal Trunk Card	1	0	End of Services Support
NTC314AA	Media Gateway Utility (MGU)	2	N/A	Current
NTDW61BA	Call Processor Pentium M	2	N/A	Current
NTDW62AA	Media Gateway Controller DSP Daughter-board	2	64	Current
NTDW65AA	Voice Gateway Media Card	1	8	Current
NTDW98AA	Media Gateway Controller Card	2	16	Current
NTDW99AA	Call Processor Pentium M	2	N/A	Current
NTRB21AB	DTI/PRI/DCH TMDI Card	1	23	End of Services Support
NTVQ01BB	Media Card	2	64	Current

### Power Supplies

Type	Description	# of Cards	Support Rating
NTC312AA	MG 1010E Power Supply	4	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.

### End of Services Support

- Product is no longer available for purchase, and is not supported.
- Remote or On Site support is not available.
- Replacement Parts and repairs are not available.
- Avaya Global Services Maintenance Agreement can no longer be extended.

## Station Equipment Analysis

### Current Policy Statement

- The following stations and consoles are Current: 1100 series, 1200 series, 2200 series, and 3900 series phones, 2007, M2016, 2033, 2050 softphone, and the M2250 Console.
- The following stations are classified End of Manufacturer Support: Phase 2 i2001, Phase 2 i2002, Phase 2 i2004.
- The following stations and consoles are classified End of Services Support: M1009, M1109, M1309, M2006, M2008, M2009, M2018, M2112, M2216, M2317, M2616, M3000, M3110, M3310, M3820, SL-1, Phases 0 and 1 of the i2000 series, and all Consoles except the 2250.

### Your System

Type	# of Sets	Support Rating
1110	3	Current
1120	6	Current
1140	8	Current
1165	2	Current
1210	4	Current
1220	5	Current
1230	7	Current
2001P2	1	End of Manufacturer Support (Will be End of Services Support on 12/31/2012)
2002P2	2	End of Manufacturer Support (Will be End of Services Support on 12/31/2012)
2004P2	32	End of Manufacturer Support (Will be End of Services Support on 12/31/2012)
2007	6	Current
2033	2	Current
2050PC	1	Current
2210	3	Current
2212	1	Current
2250	1	Current
2616	13	End of Services Support
3903	2	Current
3904	4	Current
3905	12	Current
500	11	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.

### End of Manufacturer Support

- Product is no longer available for purchase.
- Per Incident Time and Materials (T&M) Support is only available to those who have purchased an extended Avaya Global Services Maintenance Agreement.
- Replacement Parts limited to availability. Repairs may be delayed or require upgrades.
- The Avaya Global Services Maintenance Agreement is only available for purchase before the End of Service Agreement Eligibility date has been reached.

### End of Services Support

- Product is no longer available for purchase, and is not supported.
- Remote or On Site support is not available.
- Replacement Parts and repairs are not available.
- Avaya Global Services Maintenance Agreement can no longer be extended.

## Voice Mail Analysis

Communication Server data indicates the presence of a CallPilot voicemail system. Selected CallPilot systems will also be affected by the manufacturer's support status, and this component's current rating should be checked.



### **Did you know?**

*If you would like to see a thorough analysis of your CallPilot system including: user configuration and access, system resource consumption, hardware configuration, software configuration and more, contact your InfoPlus sales representative about ordering a Unified Messaging Survey for the CallPilot platform.*

## 6. Action Items

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

### *Format*

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 and inactive software patches 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.

### *Use*

Addressing these issues now will lead to better service, fewer user complaints, a better utilization of system resources, and an easier system to manage.

Periodic updates to the Site Survey or a subscription to GuardianService will help ensure continued functionality of your Communication Server before these issues affect your system's performance.

## Service Affecting Action Items

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

### Low Trunking Ratio

In this system, the number of trunks as a percentage of total call carrying ports, **14.2%**, is significantly less than the average for systems of equivalent size. Unless this system also generates less traffic than average, there may be a need to increase trunking facilities to improve service.

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 insufficient capacity. Adding additional trunks to these groups will improve the quality of service you deliver to both internal and external users.

## Expansion/Upgrade Opportunity Action Items

The following are capacity expansion and upgrade opportunities:

### Out of Service Patches

You have 23 patches that are installed but not placed in service. Refer to the Installed Patches section for a list of all patches in your Communication Server.

### Non-current System Software

This system's software is not the latest release offered by Avaya. Upgrading the software to the most current version ensures the greatest technical support, feature enhancements, and security updates from Avaya.

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

### Unsupported Cards

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

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.*

## Unsupported Stations

**13** of this system's stations have been classified '**End of Services Support**' by Avaya. Replacement hardware and/or technical support will not 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.*

## Low Software Limits Availability

One or more software limits (SLT / ISM counts) has less than 15% expansion capacity. You may wish to purchase increased limits if growth in these areas is expected.

