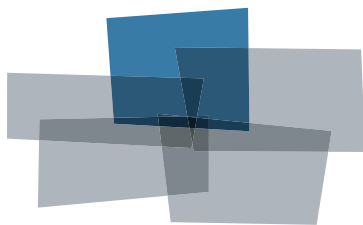


# Site Survey

*“What are my PBX assets?”*

Produced For  
**Nortel CS1000 Demo**

Customer Number: **1234567890**  
Reflecting PBX Information from: **4/1/2009**



**Inventory**  
Configuration  
Performance  
Security  
Backup

 **BLACK BOX**  
NETWORK SERVICES

## DISCLAIMER

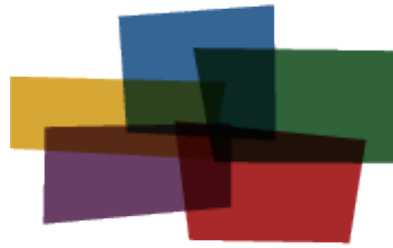
The information contained in this document is based upon data retrieved remotely from a PBX system. Some of the information presented may be derived, in whole or in part, from this data. Inconsistent and/or incorrect programming of the PBX may cause these derivations to be inaccurate. For the sake of 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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# 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.

Of increasing importance to communications managers, the Site Survey also lists the manufacturer's then current support rating (including Nortel's "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 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 Calling Privileges
- 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 Concerns 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.



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# 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, serial numbers, 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:** Nortel CS1000 Demo

**Customer Number:** 1234567890

**Date of Survey:** 4/1/2009

**Hardware Model:** CS1000S

**Security ID:** 12344321

**Auxiliary ID:** 12344321

**Version:** 2121

**Release:** 4

**Issue:** 50 W +

## 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	0	0	0
DTR	8	8	0
Phantom	--	3	--
CallPilot	--	6	--
Data Port	--	2	--
IP Physical TN	72	72	0
Miscellaneous	3	3	0
Universal Extension	--	3	--
<b>Totals</b>	<b>175</b>	<b>244</b>	<b>28</b>

## 2. Software Inventory

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

**Version:** 2121

**Release:** 4

**Issue:** 50 W +

### Installed Patches

The following patches have been installed and are in service:

Number	PRS	Patch Reference #	Patch Name	Filename
0	Q01255995	ISS1:1OF1	p06002_1	P06002_1.SSC
1	Q01190578	ISS1:1OF1	p20764_1	p20764_1.ssc
2	Q01255995	ISS1:1OF1	p06004_1	P06004_1.SSC
3	Q01235569	p06000	p06010_1	P06010_1.SSC
4	Q00828101	ISS1:1OF1	p18240_1	P18240_1.SSC
5	Q01349231	ISS1:1OF1	p18450_1	P18450_1.SSC
6	Q01271673	ISS2:1OF1	p19237_2	P19237_2.SSC
7	Q01067275	ISS1:1OF1	p19908_1	P19908_1.SSC
8	Q01221401	ISS2:1OF1	p20166_2	P20166_2.SSC
9	Q01160430	ISS2:1OF1	p20506_2	P20506_2.SSC
10	Q01147464	ISS1:1OF1	p20589_1	P20589_1.SSC
11	Q01160039	ISS1:1OF1	p20595_1	P20595_1.SSC
12	Q01172326	ISS1:1OF1	p20600_1	P20600_1.SSC
13	Q01165749	ISS2:1OF1	p20616_2	P20616_2.SSC
14	Q01175855	ISS1:1OF1	p20620_1	P20620_1.SSC
15	Q01135167	ISS1:1OF1	p20644_1	P20644_1.SSC
16	Q01185819	ISS2:1OF1	p20699_2	P20699_2.SSC
17	Q01181859	ISS1:1OF1	p20703_1	P20703_1.SSC
18	Q01174226	ISS1:1OF1	p20708_1	P20708_1.SSC
19	Q01189788	ISS1:1OF1	p20748_1	P20748_1.SSC
20	Q01172182	ISS2:1OF1	p20749_2	P20749_2.SSC
21	Q0117845	ISS1:1OF1	p20758_1	P20758_1.SSC
22	Q01080847	ISS1:1OF1	p20765_1	P20765_1.SSC
23	Q01134266	ISS1:1OF1	p20799_1	P20799_1.SSC
24	Q01180963	ISS1:1OF1	p20811_1	P20811_1.SSC
25	Q01167508	ISS1:1OF1	p20835_1	P20835_1.SSC
26	Q01197133	ISS1:1OF1	p20839_1	P20839_1.SSC
27	Q01202576	ISS2:1OF1	p20869_2	P20869_2.SSC

Number	PRS	Patch Reference #	Patch Name	Filename
28	Q01161713	ISS1:1OF1	p20893_1	P20893_1.SSC
29	Q01201200	ISS1:1OF1	p20930_1	P20930_1.SSC
30	Q01208894	ISS1:1OF1	p20931_1	P20931_1.SSC
31	Q01195804	ISS5:1OF1	p20948_5	P20948_5.SSC
32	Q01195828	ISS3:1OF1	p20981_3	P20981_3.SSC
33	Q01184210	ISS1:1OF1	p20986_1	P20986_1.SSC
34	Q01214598	ISS2:1OF1	p20990_2	P20990_2.SSC
35	Q01214383	ISS1:1OF1	p20997_1	P20997_1.SSC
36	Q01217348	ISS2:1OF1	p21011_2	P21011_2.SSC
37	Q01196513	ISS1:1OF1	p21015_1	P21015_1.SSC
38	Q01220741	ISS1:1OF1	p21038_1	P21038_1.SSC
39	Q01210615	ISS1:1OF1	p21042_1	P21042_1.SSC
40	Q01105915	ISS2:1OF1	p21046_2	P21046_2.SSC
41	Q01224184	ISS2:1OF1	p21052_2	P21052_2.SSC
42	Q01218897	ISS1:1OF1	p21147_1	P21147_1.SSC
43	Q01237349	ISS1:1OF1	p21150_1	P21150_1.SSC
44	Q01233859	ISS1:1OF1	p21163_1	P21163_1.SSC
45	Q01197562	ISS2:1OF1	p21165_2	P21165_2.SSC
46	Q01162809	ISS1:1OF1	p21182_1	P21182_1.SSC
47	Q01243122	iss1:1of1	p21209_1	P21209_1.SSC
48	Q01190244	ISS1:1OF1	p21214_1	P21214_1.SSC
49	Q01228119	p22288	p21250_1	P21250_1.SSC
50	Q01157688	p20702	p21269_1	P21269_1.SSC
51	Q01139530	ISS1:1OF1	p21284_1	P21284_1.SSC
52	Q01205499	ISS1:1OF1	p21318_1	P21318_1.SSC
53	Q01249770	ISS1:1OF1	p21321_1	P21321_1.SSC
54	Q01237867	ISS1:1OF1	p21345_1	P21345_1.SSC
55	Q01225470	ISS4:1OF1	p21369_4	P21369_4.SSC
56	Q01267308	ISS1:1OF1	p21383_1	P21383_1.SSC
57	Q01188689	ISS1:1OF1	p21394_1	P21394_1.SSC
58	Q01230950	p20676	p21438_1	P21438_1.SSC
59	Q01277756	ISS3:1OF1	p21442_3	P21442_3.SSC
60	Q01269458	ISS1:1OF1	p21452_1	P21452_1.SSC
61	Q01267406	ISS1:1OF1	p21466_1	P21466_1.SSC
62	Q01279732	ISS1:1OF1	p21473_1	P21473_1.SSC
63	Q01280834	ISS2:1OF1	p21478_2	P21478_2.SSC
64	Q0128615	ISS1:1OF1	p21528_1	P21528_1.SSC
65	Q01289110	ISS3:1OF1	p21533_3	P21533_3.SSC
66	Q01295644	ISS1:1OF1	p21561_1	P21561_1.SSC
67	Q01307901	ISS1:1OF1	p21573_1	P21573_1.SSC
68	Q01283794	ISS1:1OF1	p21586_1	P21586_1.SSC
69	Q01305245	ISS2:1OF1	p21618_2	P21618_2.SSC
70	Q01301795	ISS1:1OF1	p21631_1	P21631_1.SSC
71	Q01335294	ISS1:1OF1	p21794_1	P21794_1.SSC

Number	PRS	Patch Reference #	Patch Name	Filename
72	Q01259981	ISS1:10F1	p21795_1	P21795_1.SSC
73	Q01316548	ISS1:10F1	p21802_1	P21802_1.SSC
74	Q01173871	p21014	p21803_1	P21803_1.SSC
75	Q01155280	ISS1:10F1	p21805_1	P21805_1.SSC
76	Q01358410	p20911 p20928	p21815_1	P21815_1.SSC
77	Q01257721	ISS1:10F1	p21873_1	P21873_1.SSC
78	Q01352163	ISS2:10F1	p21917_2	P21917_2.SSC
79	Q01347130	ISS1:10F1	p21932_1	P21932_1.SSC
80	Q01369983	ISS1:10F1	p21955_1	P21955_1.SSC
81	Q01205882	ISS1:10F1	p21970_1	P21970_1.SSC
82	Q01362847	ISS2:10F1	p21980_2	P21980_2.SSC
83	Q01367704	ISS1:10F1	p21999_1	P21999_1.SSC
84	Q01348127	ISS1:10F1	p22017_1	P22017_1.SSC
85	Q01362938	ISS1:10F1	p22030_1	P22030_1.SSC
86	Q01331638	ISS1:10F1	p22066_1	P22066_1.SSC
87	Q01352711	ISS1:10F1	p22069_1	P22069_1.SSC
88	Q01379057	ISS1:10F1	p22072_1	P22072_1.SSC
89	Q01381277	ISS2:10F1	p22077_2	P22077_2.SSC
90	Q01340631	ISS1:10F1	p22092_1	P22092_1.SSC
91	Q01335471	ISS1:10F1	p22147_1	P22147_1.SSC
92	Q01388460	ISS1:10F1	p22170_1	P22170_1.SSC
93	Q01391083	ISS1:10F1	p22174_1	P22174_1.SSC
94	Q01395414	p21676	p22175_4	P22175_4.SSC
95	Q01362592	ISS1:10F1	p22189_1	P22189_1.SSC
96	Q01398140	ISS1:10F1	p22196_1	P22196_1.SSC
97	Q01389465	ISS2:10F1	p22200_2	P22200_2.SSC
98	Q01401185	ISS1:10F1	p22227_1	P22227_1.SSC
99	Q01402926	ISS1:10F1	p22232_1	P22232_1.SSC
100	Q01403616	ISS1:10F1	p22265_1	P22265_1.SSC
101	p22432	p20880 p21950	p22272_1	P22272_1.SSC
102	Q01387727	p22129	p22282_1	P22282_1.SSC
103	Q01308479	ISS1:10F1	p22294_1	P22294_1.SSC
104	Q01231617	p21107	p22312_1	P22312_1.SSC
105	Q01383139	p21856 p22148	p22335_1	P22335_1.SSC
106	Q01409040	p21758	p22343_1	P22343_1.SSC
107	Q01174182	p20740 p20890	p22346_1	P22346_1.SSC
108	Q00971510	ISS1:10F1	p22353_1	P22353_1.SSC
109	Q01441980	p21302	p22355_1	P22355_1.SSC
110	Q01421613	ISS1:10F1	p22360_1	P22360_1.SSC
111	Q01411487	ISS1:10F1	p22379_1	P22379_1.SSC
112	p21708	p22248 p22035	p22397_1	P22397_1.SSC
113	p20865	p22237 p20279	p22405_1	P22405_1.SSC
114	Q01414594	p21319	p22422_1	P22422_1.SSC
115	Q01416427	ISS1:10F1	p22431_1	P22431_1.SSC

Number	PRS	Patch Reference #	Patch Name	Filename
116	Q01389991	ISS1:10F1	p22442_1	P22442_1.SSC
117	Q01420918	ISS1:10F1	p22446_1	P22446_1.SSC
118	Q01441229	ISS1:10F1	p22477_1	P22477_1.SSC
119	Q01428370	ISS1:10F1	p22486_1	P22486_1.SSC
120	Q01447445	p22203	p22537_1	P22537_1.SSC
121	Q01404814	p21716 p22418	p22546_1	P22546_1.SSC
122	Q01437320	ISS1:10F1	p22567_1	P22567_1.SSC
123	Q01286069	p20025 p20923	p22589_1	P22589_1.SSC
124	Q01456865	ISS2:10F1	p22614_2	P22614_2.SSC
125	Q01389909	p22142	p22625_1	P22625_1.SSC

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

Number	PRS	Patch Reference #	Patch Name	Filename
0	Q01451764	ISS2:10F1	p22743_2	P22743_2.SSC
1	Q01472770	ISS1:10F1	p22756_1	P22756_1.SSC
2	p22693	p20823 p22717	p22761_2	P22761_2.SSC
3	Q01473347	ISS1:10F1	p22762_1	P22762_1.SSC
4	Q01402271	p20720	p22779_2	P22779_2.SSC
5	Q01483159	ISS2:10F1	p22820_2	P22820_2.SSC
6	Q01309954	p21732	p22860_1	P22860_1.SSC
7	Q01427477	p22391 p21359	p22892_1	P22892_1.SSC
8	Q01572841	p22807	p22906_2	P22906_2.SSC
9	Q01485858	p22008	p22915_1	P22915_1.SSC
10	Q01459229	ISS1:10F1	p22954_1	P22954_1.SSC
11	Q01494760	ISS1:10F1	p22976_1	P22976_1.SSC
12	Q01392725	p21740 p22510	p22979_1	P22979_1.SSC
13	Q01469367	p20698	p22990_1	P22990_1.SSC
14	Q01453856	ISS1:10F1	p23030_1	P23030_1.SSC
15	Q01491128	p21830	p23115_1	P23115_1.SSC
16	Q01531747	ISS1:10F1	p23216_1	P23216_1.SSC
17	Q01440747	ISS1:10F1	p23243_1	P23243_1.SSC
18	p20734	p22098 p23251	p23260_1	P23260_1.SSC
19	p22449	p21164 p22144	p23324_1	P23324_1.SSC
20	Q01399331	p22206	p23431_1	P23431_1.SSC
21	p22345	p22460 p22141	p23631_1	P23631_1.SSC
22	Q01612160	ISS1:10F1	p23713_1	P23713_1.SSC

## Software Packages

**Software Package:** Enterprise Business Package

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

Number	Package	Description
1	OPTF	Extended PBX Features

Number	Package	Description
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
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

Number	Package	Description
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
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

<b>Number</b>	<b>Package</b>	<b>Description</b>
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
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

Number	Package	Description
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
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

Number	Package	Description
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
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

Number	Package	Description
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
406	SIP	SIP Gateway and Converged Desktop
407	CAC	Call Admission Control

## System Limits

The following software licenses have been purchased and installed as part of the PBX'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
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	10	0	10
SIP CONVERGED DESKTOPS	0	0	0
SIP CTI TR87	25	0	25
SURVIVABILITY	1	0	1
TMDI D-CHANNELS	64	1	63
TNS	2500	250	2250

Description	Limit	Used	Available
TRADITIONAL TRUNKS	2500	23	2477

## Keycodes

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

Name	Keycode
KEY1	08642024
KEY2	97531357
KEY3	56473829

## 3. Hardware Inventory

The Hardware Inventory section details the PBX hardware and telephones that you have purchased, directly or indirectly, from Nortel or 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 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.

### System Memory

The following types of memory have been detected in your PBX:

Memory Type	Memory Size
SRAM	128 KB
DRAM	32 MB
Program Store	48 MB
Primary Flash Drive	16 MB

### Modules and Servers

The following modules and servers have been detected in your PBX:

Quantity	Part Number	Description
2	NTDU14	Succession Media Gateway Chassis
1	NTDU15	Succession Media Gateway Expansion Chassis
1	NTDU30	Call Server

### Cards

The following Common Equipment cards have been detected in your PBX:

Quantity	Part Number	Description
3	NTDK20	Small System Controller

The following Peripheral Equipment cards have been detected in your PBX:

Quantity	Part Number	Description	Used	Spare	Total
1	NT0966CA	ITG/Succession Media Card	8	0	8
3	NT8D02HA	Digital Line Card	33	15	48
1	NT8D09BA	Analog Message Waiting Line Card	11	5	16
1	NT8D14BB	Universal Trunk Card	0	8	8
1	NTRB21AB	DTI/PRI/DCH TMDI Card	23	0	23
2	NTVQ01BB	Succession Media Card	64	0	64

## Station Equipment

The following stations have been detected in your PBX:

Quantity	Station Type
3	1110
6	1120
10	1140
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 PBX:

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

## Trunks

The following trunks have been detected in your PBX:

Quantity	Trunk Type
23	DID
72	VGW

## Miscellaneous

The existence of the following hardware items have been inferred from the PBX 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 PBX system 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 PBX hardware.*

## Other Common Equipment

The following report lists other Common Equipment devices as they are configured in the PBX. 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 PBX 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 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 PBX.

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	

## Peripheral Equipment

**Legend**

— Card Type

— Part Number

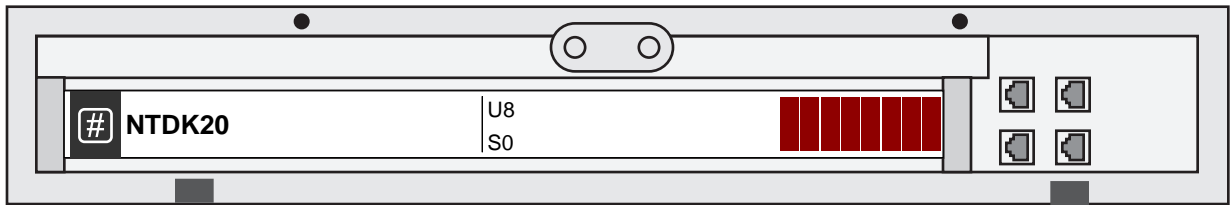
— Used/Spare Ports

— Graphical Port Count

**Card Types:**

CPU	DTR	Digital Line	Digital Trunk
Controller	Voicemail	Analog Line	Analog Trunk
Disk Storage	Announcement	IP Line	IP Trunk
Miscellaneous		Data Line	

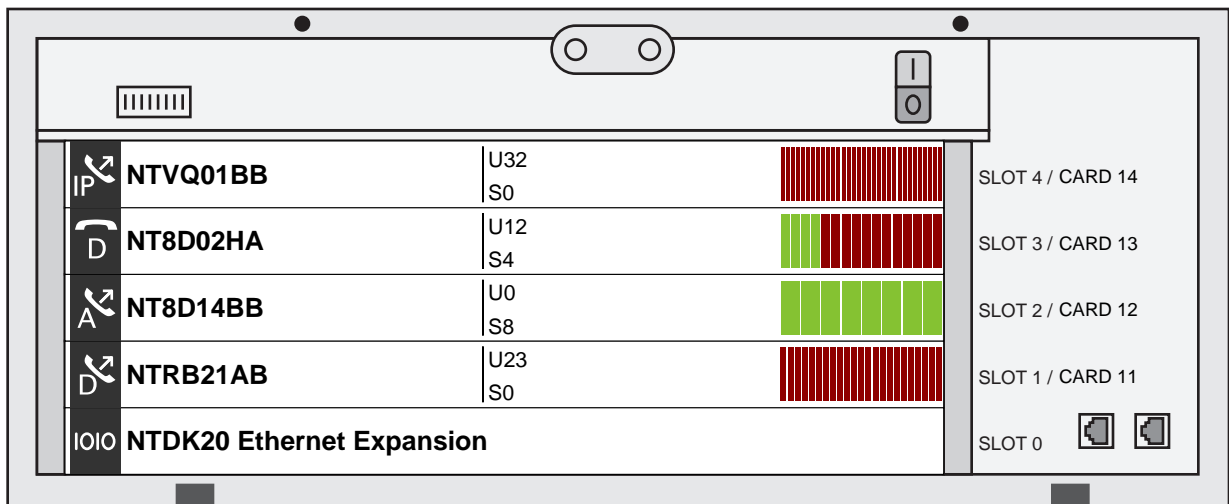
### Call Server



**NTDU30 Call Server**

*Loop Traffic: 240 CCS*

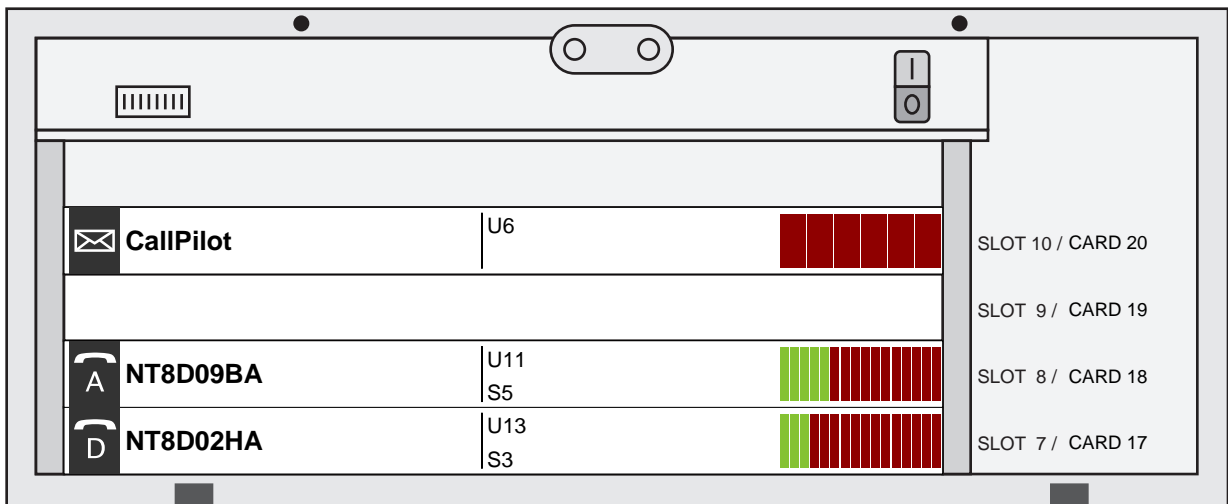
### First Media Gateway



**NTDU14 Media Gateway**

*Loop Traffic: 1722 CCS*

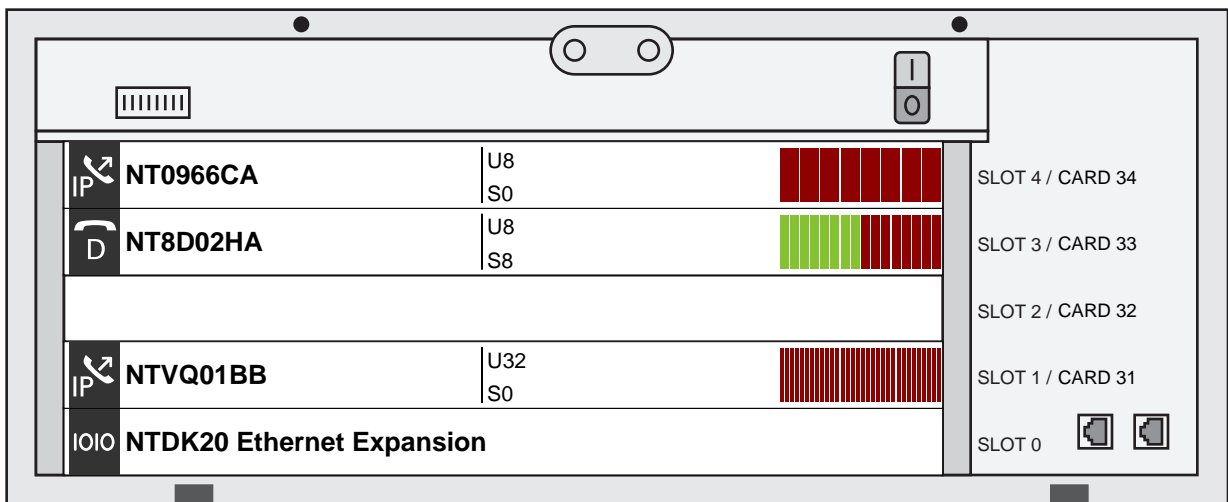
### First Media Gateway Expansion



**NTDU15 Media Gateway Expansion**

*Loop Traffic: 180 CCS*

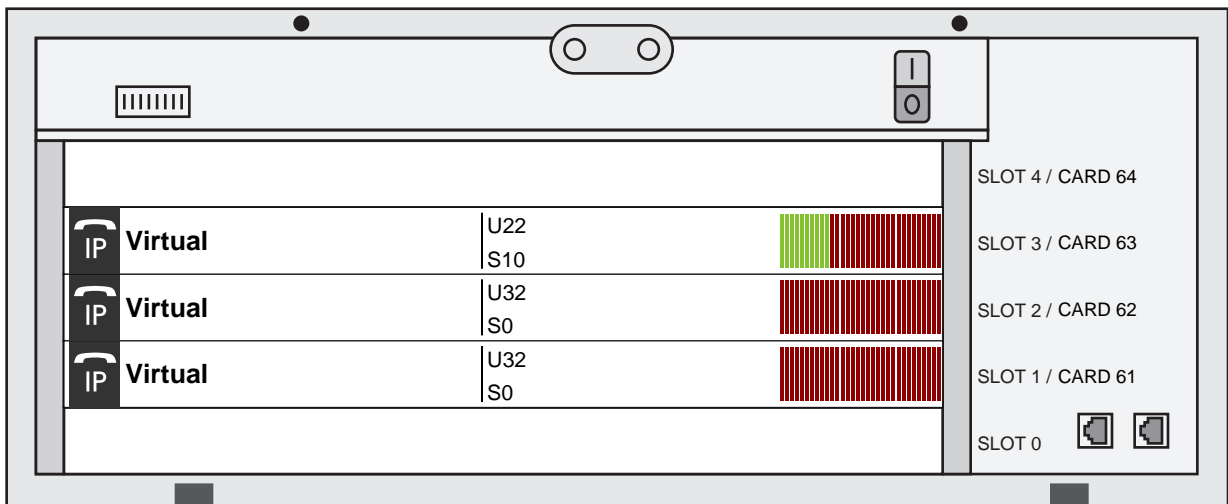
### Third Media Gateway



**NTDU14 Media Gateway**

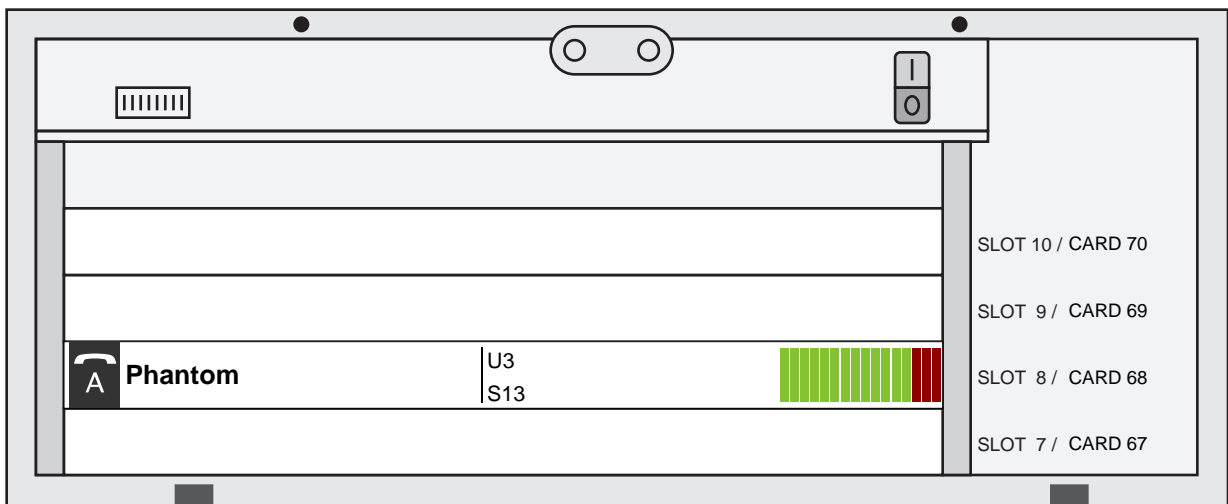
*Loop Traffic: 1248 CCS*

### Phantom Media Gateway



Phantom/Virtual Media Gateway

### Phantom Media Gateway Expansion



Phantom/Virtual Media Gateway Expansion

# 5. Nortel Factory Support Analysis

The Nortel Factory Support Analysis helps you determine which aspects of your PBX system 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 Life, including processors, cabinets, cards, and stations. For each aspect of your PBX, the report includes a general statement explaining Nortel's current support policies, details of how this particular PBX is affected by those policies, and an explanation of the level of support that can be expected from Nortel for each category. Please note that this report reflects PBX data and Nortel'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, Shelves or Cards will be classified as End Of Life; or the System, its Software, or its CPU will be classified as Retired.

## 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 Retired: CS 1000S and CS 1000M Cabinet/Chassis with a Small System Controller (NTDK20).
- The following Systems are classified End of Life: 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:** CS1000S

**Status:** Retired

### Impact

#### Retired

- Product no longer available
- Limited technical support, problem diagnosis only
- No manufacturing, product design, or marketing support
- Documentation no longer available
- Repair facilities retained until End of Life

## Software Analysis

### Current Policy Statement

- X21 Release 5.5 is Current.

- X21 Releases 4.0, 4.5, and 5.0 are Sustained.
- X11 Release 25 and X21 Releases 2.0 and 3.0 are Retired.
- X11 Releases 1 through 24, X21 Release 1.0, and all Generics other than X11 and X21 are classified End of Life.

## Your System

**Your current software is:** X21 Release 4 Issue 50

**Status:** Sustained (Will be Retired on 7/1/2010)

## Impact

### Sustained

- Limited technical support
- Limited manufacturing, product design, and marketing support
- Activation of additional features/expanded capacity on software generic or release available
- No further bug fix activity
- Individual Software Patches provided at discretion of Nortel
- Replacement User guides available
- Documentation available
- Replacement media available

### Retired

- Limited technical support, problem diagnosis only
- Activation of additional features/expanded capacity on software generic or release no longer available
- No further bug fix activity
- User guides no longer available
- Documentation no longer available
- Replacement media available

## 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 Life.

## Your System

**Your Processor is:** NTDK20

**Status:** Current

## Impact

### Current

- Full manufacturing, product design, marketing, and technical support
- Documentation available and fully maintained
- Full repair facilities maintained

## Modules and Servers Analysis

### Current Policy Statement

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

### Your System

Part #	Description	# of Cards	# Ports in Use	Support Rating
NTDU14	Succession Media Gateway Chassis	5	67	Current
NTDU14	Succession Media Gateway Chassis	4	48	Current
NTDU15	Succession Media Gateway Expansion Chassis	2	24	Current
NTDU30	Call Server	1	8	Current

### Impact

#### Current

- Full manufacturing, product design, marketing, and technical support
- Documentation available and fully maintained
- Full repair facilities maintained

## Card Analysis

### Current Policy Statement

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

### Your System

Type	Description	# of Cards	# of Ports	Support Rating
NT0966CA	ITG/Succession Media Card	1	8	Not Rated
NT8D02HA	Digital Line Card	3	33	Current
NT8D09BA	Analog Message Waiting Line Card	1	11	End of Life
NT8D14BB	Universal Trunk Card	1	0	End of Life
NTDK20	Small System Controller	3	8	Current
NTRB21AB	DTI/PRI/DCH TMDI Card	1	23	End of Life
NTVQ01BB	Succession Media Card	2	64	Current

### Impact

#### Current

- Full manufacturing, product design, marketing, and technical support
- Documentation available and fully maintained
- Full repair facilities maintained

#### End of Life

- Product no longer available
- No manufacturing, product design, marketing, or technical support
- Documentation no longer available
- No repair facilities

# Station Equipment Analysis

## Current Policy Statement

- The following stations are Current: Phase 2 i2000 series, 1100 series, 1200 series, 2200 series, and 3900 series phones, M2016, and 2050.
- The following stations are Retired: M2006, M2008, M2216, and M2616.
- The following stations and consoles are classified End Of Life: M1009, M1109, M1309, M2009, M2018, M2112, M2317, M3000, M3110, M3310, M3820, SL-1, Phases 0 and 1 of the i2000 series, and all Consoles.

## Your System

Type	# of Sets	Support Rating
1110	3	Current
1120	6	Current
1140	10	Current
1210	4	Current
1220	5	Current
1230	7	Current
2001P2	1	Current
2002P2	2	Current
2004P2	32	Current
2007	6	Current
2033	2	Current
2050PC	1	Current
2210	3	Current
2212	1	Current
2250	1	End of Life
2616	13	Retired (Will be End of Life on 10/1/2009)
3903	2	Current
3904	4	Current
3905	12	Current
500	11	Current

## Impact

### Current

- Full manufacturing, product design, marketing, and technical support
- Documentation available and fully maintained
- Full repair facilities maintained

### Retired

- Product no longer available
- Limited technical support, problem diagnosis only
- No manufacturing, product design, or marketing support
- Documentation no longer available
- Repair facilities retained until End of Life

### End of Life

- Product no longer available

- No manufacturing, product design, marketing, or technical support
- Documentation no longer available
- No repair facilities

## Voice Mail Analysis

PBX data indicates the presence of a CallPilot voicemail system. Selected CallPilot systems will also be affected by Nortel 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 PBX before these issues affect your system's performance.

## 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 PBX.

### Non-current System Software

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

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

### End Of Life Cards

**3** of this system's cards have been classified '**End of Life**' by Nortel. 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 Nortel.

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

### End Of Life Stations

**1** of this system's stations has been classified '**End of Life**' by Nortel. 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 Nortel.

*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.