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Lucent VoIP for Enterprise

Release Notes

Release 2.2.2

Lucent Technologies

Unauthorized Access Policy – System

The *Lucent VoIP for Enterprise* provisioning and system access is provided only through approved and provided *Lucent VoIP for Enterprise* software. This software is the only access method allowed and provides all necessary mechanisms to provision and manage the *Lucent VoIP for Enterprise* system. Any other method to access the *Lucent VoIP for Enterprise* system is not needed and use of other access methods is prohibited. Logging into the *Lucent VoIP for Enterprise* system directly using any method other than the *Lucent VoIP for Enterprise* is strictly prohibited and may result in problems that are not covered by the *Lucent VoIP for Enterprise* warranty. The warranty may be voided as a result of unauthorized access. If you attempt to log into the system using any method other than the *Lucent VoIP for Enterprise*, the following message may be displayed:

ACCESS TO THIS SYSTEM IS RESTRICTED TO AUTHORIZED USERS ONLY. UNAUTHORIZED ACCESS IS A VIOLATION OF THE LAW AND MAY RESULT IN VOIDING OF ANY AND ALL WARRANTIES. BY PROCEEDING, YOU AGREE TO THESE TERMS.

Ordering Information

This information product is distributed by Lucent Technologies in Indianapolis, Indiana.
The order number for this information product is: 255-485-005R2.2.2;
Lucent Comcode: 300929536
To order, call:
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1-317-322-6416 or fax to 1-317-322-6699 (from outside the continental United States).

Marketing external Web Site link

http://www.lucent.com/solutions/accel_voip_enter.html

How to contact Technical Support

Per Remote Technical Support (RTS) agreement.
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1-630-224-4672 (from outside the continental United States).
Technical Support Services is staffed 24 hours a day, 7 days a week.

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About this information product

Purpose The *Lucent VoIP for Enterprise Release Notes* document provides information about the latest release of hardware, firmware, and software that is supported in Release 2.2.2. This document is provided when the customer receives a new software release, hardware release, or both.

Included in this release:

- Information about the release and new features supported
- A description of exceptions from requirements, existing unresolved problems, and workarounds available for existing problems
- A list of new, discontinued, and changed hardware, software, and documentation part numbers

Intended audience: The intended audience for this document includes those who must incorporate and provision the *Lucent VoIP for Enterprise* elements into a data network environment. These people include:

- Data network engineers at the service provider or enterprise
- System planners
- Network administrators

Reason for reissue: This is the first issue of this document for *Lucent VoIP for Enterprise* Release 2.2.2.

Lucent VoIP for Enterprise Documentation: The complete *Lucent VoIP for Enterprise* documentation set can be found at the Lucent OLCS (Online Customer Support) web page, which includes where vendor documentation can be obtained.

How to access the OLCS:

Log into 'http://www.lucent.com'
Click on 'Customer Support'
Log In
Click on 'Documentation'
Click on 'Lucent Feature Server 3000' in the Product Index
Click on 'Manuals and Guides' and also 'Release Information'
Click on 'R2.2.2'

Lucent VoIP for Enterprise Software: The complete *Lucent VoIP for Enterprise* software set can be found at the Lucent LED (Lucent Electronic Delivery) web page, which includes where vendor software can be obtained.

How to access the LED:

Log into 'https://download.support.lucent.com'
Log In
Click on 'Download'

Navigate through 'IP Services Products: Lucent Feature Server 3000:
Lucent_Feature_Server_3000: Lucent VoIP for Enterprise: R2.2.2'

How to comment: Please send your comments and suggestions to the following location:

Documentation Services Coordinator
Lucent Technologies
240 E. Central Parkway
Altamonte Springs, FL 32701-9928.

Related training: The following training provides additional information about this product:

- *AG670 Lucent VoIP for Enterprise Application Overview*. Versions are available as an instructor-led course in the classroom or over the Internet.
- *AG671 Lucent VoIP for Enterprise Application Configuration*. Versions are available as an instructor-led course in the classroom or over the Internet.
- *AG674 Lucent VoIP for Enterprise Solution Overview.* Versions are available as an instructor-led course in the classroom or over the Internet.
- *AG675 Lucent VoIP for Enterprise Solution Configuration.* Versions are available as an instructor-led course in the classroom.

For course descriptions, go to: https://www.lucent-product-training.com/SabaWeb

Classroom training is conducted in Phoenix, Arizona. For registration, all AES training is coordinated through the course registrar. Call 1-888-888-2427 toll-free, and then press 4 or call 1-623-581-4936 directly. The National Product Training Center in Altamonte Springs, Florida, provides management courses for planning, engineering, and ordering as well as training for telecommunications technicians in installation, operations, and maintenance. Suitcasing of these courses may be available. Consult your local Lucent Technologies Account Executive for more information, or for reservations.
Enroll in a course using one of the following methods:

- Call 1-888-LUCENT8 (1-888-582-3688). Call the training coordinator for your company to get information on these and other training courses available, and on schedules, fees, and registration. If your company does not have an assigned training coordinator, call this toll-free number 1-888-LUCENT8 (1-888-582-3688) Monday through Friday, 7:30 a.m. to 5:30 p.m. Eastern Time. Use this number to order a product training catalog, to get more information about a course, to find out about new courses, or to register for a class.

- In Canada, call 1-800-221-1647.

   When you call 1-888-LUCENT8, select Option 2 (press 2 one time on a touchtone phone) for Lucent Technologies product training.

Technical support: Lucent Technologies provides customer assistance for the product including, but not limited to, troubleshooting assistance, technical consultation, operational problem consultation, procedural advice, and emergency recovery assistance from a qualified system support professional. Contact your local Lucent support center.

1 Lucent VoIP for Enterprise

1.1 Overview

Introduction   This chapter provides a brief description of the new features of the *Lucent VoIP for Enterprise.*

In this chapter   This chapter covers the following topics.

1.2 Systems supported

List of supported systems

The information in this product is valid for the following software releases of the *Lucent VoIP for Enterprise* Release 2.2.2 elements.

The following table is a summary of the systems supported.

Component	Required Software Version	Description
BroadWorks	Rel_13.0_1.362 MP12 Rel13 CS R5.6.2b2908 Apache 1.3.33_dso Java jdk1.5.0_03 Java xs_java_base Timesten 5.1.25 Tomcat 4.1.29	BroadWorks Servers (Application, Network, Media, External Web, Conference, Element Manager, Call Detail Record)
BW Communicator	13.0.8.35	BroadWorks Client Services
BW Communicator Deployment Toolkit	13.0.6.5	BroadWorks Client Services
BW Assistance for Enterprise	13.0.29.MB1	BroadWorks Client Services
BW Deployment Studio for BW Assistance for Enterprise	13.0.26.RC	BroadWorks Client Services
BW Receptionist	13.1.84.MB1	BroadWorks Client Services
BW Deployment Studio for BW Receptionist	14.0.58.1	BroadWorks Client Services
Lucent Communication Manager (LCM)	6.2.1(2A:build 124)	Communication Web Portal
APX 1000	12-0-233.5e68	SIP Rack Trunk Gateway
AudioCodes Mediant 2000	4.80A.025.004	SIP Rack Trunk Gateway
AudioCodes Mediant 1000	4.80A.025.004	SIP Rack Trunk Gateway
CITELlink Handset Gateway	2.0.0.2	SIP Rack Line Gateway
Sipura SPA-2000		SIP Desktop Line Gateway
AudioCodes MP102, 104, 108	4.40.240.454	SIP FXS Desktop Line Gateway
AudioCodes MP112, 114, 118	4.80A.011.002	SIP FXS Desktop Line Gateway
AudioCodes MP124D	4.40.240.454	SIP FXS Rack Line Gateway
AudioCodes MP104/108	4.40.240.454	SIP FXO Gateway
EdgeView 5300/6400	6.2	Network Management System
EdgeMarc 4200/4300T/5300/6400	6.4.0LU2	Remote Survivability
Covergence Eclipse 50/350/550	3.1.1 Build 19516	MicroSoft Live Communication Server Interoperability
Juniper VoiceFlow Series	5.3.1.341	Session Border Controllers

Verilink NetEngine 6x00/7x00/8x00		SIP/MGCP IAD
Unidata UIP 5000 WiFi Phone	2.2.6170JA / BootROM 1.1.2	Wireless SIP Phone
Polycom SoundPoint 300/301, 500/501, 600/601 with Expansion Module	1.6.7.0098 / BootROM 3.1.3	SIP IP Phone
Polycom SoundStation IP4000	1.6.7.0098 / BootROM 3.1.3	SIP IP Conference Phone
Swissvoice IP10S	V1.0.0 Build 13	SIP IP Phone
InnoMedia MTA 3308	V2.4.10.05	SIP IP Phone
InnoMedia MTA 5531 Video Phone (Non CE Marked)	OS: 2.4.17 SW: 1.9.1bGEN	SIP IP Video Phone
InnoMedia MTA 5410 Video Phone (CE Marked)	OS: 2.4.17 SW: 1.9.1bGEN	SIP IP Video Phone
CounterPath eyeBeam Video Softphone	1.1 3014k 24976	SIP Soft Phone
Neogadgets MC-9700		SIP Desktop Line Gateway Music Coupler
MRV Communications IR-8020-101	3.6.1	Terminal Server
APC Smart UPS		Backup Power
Lucent Brick Firewall 350		Firewall (Also 20, 80, 150, 500, 1000, 1100)

1.3 New Features and Capabilities

Lucent VoIP for Enterprise is a hosted or managed premises-based offering that consists of multiple components. The new and/or enhanced components for Release 2.2.2 are:

AS File Queuing for Call Logs – AS File Queuing For Call Logs is an Application Server enhancement to Call Detail Records (CDR). This feature allows the Application Server to automatically store CDR's into files called Call Logs locally when connection to the Call Detail Server (CDS) is lost. Once the connection to the CDS has been restored, the Call Logs are transmitted automatically to the CDS and purged from the system. This feature allows for maintenance windows or outages on the CDS without losing any CDR data.

Automatic Hold/Retrieve – This feature provides an alterative method for holding and retrieving calls. When assigned to the user, all incoming calls are automatically held or retrieved without having to use Feature Access Codes (FAC).

Broadsoft Busy Lamp Field - Allows an Attendant Console device to subscribe to a monitored list of users to provide user state [busy/available].

BW Assistant for Enterprise – BroadWorks Assistant provides access to CommPilot's services from a toolbar, to provide an application that enables users to make and accept telephone calls, and change telephone settings, from within Outlook and Internet Explorer.

BW Receptionist – This set of features covers BroadWorks Receptionist's new features and enhancements included in the operator console.

The following is a list of the main features introduced:

- BroadWorks Call Center Integration
- Queue Monitoring and Manipulation
- Pluggable Speed Dials Directory
- Pluggable Direct Lightweight Directory Access Protocol (LDAP) Directory
- Pluggable Phone Status Monitoring (PSM) Directory

The primary feature in this release introduces support for the BroadWorks Call Center service that was introduced in BroadWorks Release 13. This involves additional client logins to the server as call centers, allowing for monitoring and manipulation of each call center's queue.

The secondary feature in this release involves the way speed dials are retrieved and displayed to the operator. The aim here is to provide the operators with more control and power over how they can view their speed dials, as well as increasing the number of speed dials. For this to occur, speed dials are retrieved from the server and displayed as an additional directory via a plug-in.

Charge Number – The Charge Number service allows the service provider and system administrator to assign a charge number to selected users. When assigned, the charge number is included in the Call Detail Records (CDRs) generated for the user's originating calls and included in the SIP INVITEs of the calls originated by the user.

Communicator Multi-Media (Video) – BroadWorks Communicator is a Windows-based soft phone, fully integrated with the BroadWorks Application. With audio and video capabilities, the BroadWorks Communicator allows users to place calls anytime and anywhere from their PC with a high-speed Internet connection.

BroadWorks Communicator is tightly integrated with BroadWorks and includes many of the system's advanced VoIP features such as advanced video services, basic control, and messaging/voice mail integration.

Configurable Time Format – The 24-hour time notation feature displays time in the appropriate format according to the locale of the user. It supports regular time and 24-hour notation time format.

In 24-hour notation time format, the hours are numbered from 00 to 23. Under the 24-hour format, midnight is 00, 1 a.m. is 01, 1 p.m. is 13, and so on. . Regular time requires the use of a.m. and p.m. to clearly identify the time of day. Since 24-hour notation time format uses a unique two-digit number to identify each of the 24 hours in a day, a.m. and p.m. are unnecessary.

Distinct Call Waiting Ringback– This feature enhances the Call Waiting service to provide a distinctive ringback to the caller when the called party is busy and alerted with a call waiting tone. This feature is set at the system level and the ringback will be played in a loop until the call is released, answered, or redirected.

EdgeView and EdgeMarc Plug and Dial – Allows single-line SIP devices behind an EdgeMarc to be mass deployed & automatically configured via CPE, EdgeView, & Broadsoft conduit based on user input of authentication credentials.

EdgeMarc Client List Lock - Locks the EdgeMarc's client list and forbids any device/user registration or call attempt unless the IP & User are manually added into the list.

EdgeMarc Shared Call Appearance - Supports SCA calls during survivability for devices also containing a private line.

EdgeMarc Local Mode Indicator - Allows a visual indication on Polycom phones that the EdgeMarc is in survivability.

EMS Geographic Redundancy Support – The Element Management System (EMS) Geographic Redundancy Support feature provides support for disaster recovery, continuous database backup capabilities and even processing of incoming traps during the failover downtime period via active-standby peering model using a failover mechanism. This feature requires two BroadWorks EMS nodes deployed in a geographically redundant manner at different locations.

Enhanced Call Logs (Call Log Scalability Enhancements) - Enhanced Call Logs offloads call logs stored locally in the Application Server's database to an external server called the Call Detail Server. This frees up resources on the Application Server and allows for greater log file storage capacity.

With Enhanced Call Logs, up to 10,000 call logs can be stored per call type (Placed, Received, and Missed). In addition, an expiry period of up to 1,000 days can be set to purge the logs after the period has expired. The call logs are retrieved from the Call Detail Server via the Application Server using the Simple Object Access Protocol (SOAP) over HTTP.

ETSI FAC Support – BroadWorks currently allows end users to activate, deactivate, and configure multiple services via feature access codes.
Some European countries (for example, France) make use of a standard set of feature access codes based on recommendation by ETSI (European Telecommunication Standards Institute). BroadWorks supports a subset of the feature access codes specified by ETSI.

This activity introduces additional feature access codes on BroadWorks to meet ETSI specifications to provide a better transparency in countries where these feature access codes are being used.

Extended DigitMap (1500 Characters) – This feature allows the administrator to modify, configure, and expand the existing Digit Map. This capability allows better control of digit collection for MGCP devices and BroadWorks media servers minimizing usage of the long inter-digit timeout and/or requiring a terminator key (i.e., #) to be dialed by the user. Also provides the capability to allow the "dial 9 to access an outside line" feature common in many PBX systems.

External Authentication Add/Delete Users – This feature allows an administrator to retain the ability to manage users that use external authentication. It enables BroadWorks to be integrated with an external authentication server that prompts users for their credentials and performs login authentication. Once an external server has authenticated a user, BroadWorks' own internal authentication system is bypassed and the user's web session can be launched using BroadWorks.

Local Exchange Forwarding Override – TDM Switch Access – This feature provides a device option that prevents a local exchange switch from forwarding a call to an alternate device other than the subscriber's phone. When the device option is active, the forwarding counter in the outgoing SIP INVITE is set to the CLI-provisioned *maxHops* value. This is done to override the forwarding service in the local exchange switch, causing the switch to terminate the call directly to the called number (in this case the user's phone number), instead of forwarding the call.

NS Codec-Based Routing– NS Codec-Based routing is a sorting or ordering utility that is applied after normal profile based routing has occurred. The utility is applied to all NE types: Hosting, Resource, and Routing. The utility allows the administrator to re-order NE's based on media type and codec type. NS Codec-Based routing supports 5 Temporary Lists, all having varying priority over the next, that the NE's can be placed into based on the media and codec type match in the originating SIP SDP.

In addition, the administrator can add, define, and delete media and codec types. Media types can be defined by the admin to include codec types and linked to supporting NE's desired. In addition, multiple codec types (audio, video, image, data) can be added to the available codecs list.

N-Way Call – The N-Way Call service allows a user to create ad hoc conferences with up to N-1 other parties. The N-Way Call service leverages the support for the REFER method introduced in Release 13 to create network-based Three-Way Calls and adds the service logic and Operations, Administration, and Maintenance (OAM) capabilities required to support the N-Way Call service.

Redundant POP3 Server Support – This feature allows SIP interoperability between BroadWorks and an external Voice Mail System, that is, a Voice Mail System produced by a partner company.

Separate OCP Rules for Forwarded and Transferred Calls – This feature introduces a system parameter, Direct Transfer Screening, that allows for localizing the Outgoing Calling Plan (OCP) restrictions to bundle the transfer with regular calling restrictions and the forwarded calls would have their own calling restrictions.

Service Provider Custom Routing Profile – For each service provider, the system administrator can decide whether the default Network Server routing profile should apply, or whether a specific routing profile should be used instead.

When a service provider is configured to use its own distinct routing profile, the Application Server synchronizes the service provider to the Network Server, which results in creating a new enterprise profile that's associated with the service provider.

Shared Call Appearance Enhancements - Multiple Call Arrangement (MCA) in an enhancement to Shared Call Appearance (SCA). MCA allows multiple calls to be active simultaneously on different locations associated with the same user.

While a user has an active call on one location, further incoming calls shall be presented to all locations that have an idle call appearance. These locations can answer the calls. While a user has an active call on one location, all locations that have an idle call appearance can originate a call. MCA allows any location to seize an idle call appearance. SCA allows only a single location to seize the entire line. In addition, enhancements to CommPilot Call Manager allow it to manage multiple calls for appearances at different locations for a single user.

SIP Registration – Minimum Registration Time – This feature allows the ability to set a required minimum registration time for all SIP REGISTER messages. When enabled, all SIP REGISTER messages must meet or exceed the minimum registration time set in Broadworks (system wide). When disabled - all SIP REGISTER messages are honored no matter what registration time is sent.

Support Early extTrackingId on OCI for uaCSTA Interworking – This feature includes the extTrackingId in the original callUpdate message, so that it can be used to correlate all subsequent CAP messages associated with the call.

Validate Data at Provisioning Time – This feature introduces functionality to validate the destination number of various redirection services immediately upon configuration. The validation is performed against the user's Outgoing Calling Plan, Outgoing Digit Plan, and Acct/Auth Codes (redirection to number requiring an authorization code if forbidden, except for Remote Office).

The mechanism is applied to the following interfaces:

- BroadWorks web portal
- Open Client Interface-Provisioning
- Voice portal
- Feature access code

Each time a user changes or programs a new destination phone number for a Redirection service through one of these interfaces, BroadWorks immediately applies a validation mechanism to ensure that the new destination number is not prohibited by the applicable Outgoing Calling Plan, Outgoing Digit Plan, or Acct/Auth Code restrictions. In the case where the number is not allowed, the user is presented with an audio treatment or an error message and the destination number remains unchanged.

1.4 Vendor Specific Web sites

Vendor	Web Site
Polycom SoundPoint IP301	http://www.polycom.com/products_services/0,1443,pw-34-182-10532,00.html
Polycom SoundPoint IP501	http://www.polycom.com/products_services/0,1443,pw-34-182-10533,00.html
Polycom SoundPoint IP601 with Expansion Module	http://www.polycom.com/products_services/0,1443,pw-34-182-12103,00.html
Polycom SoundStation IP4000	http://www.polycom.com/products_services/0,1443,pw-34-182-9192,00.html
Swissvoice IP10S	http://www.swissvoice.net/ww/htm_ww/01_index_followup/follow_up.html
InnoMedia MTA 5531/5410	http://www.innomedia.com/products_video.shtml
InnoMedia MTA 3308	http://www.innomedia.com/products_enterprise_mta3308_features.shtml
Unidata WIP-5000	http://www.udcsystems.com/unidata_eng/frame.asp
CounterPath eyeBeam	http://www.xten.com/index.php?menu=support&smenu=docs
AudioCodes MP11X	http://www.audiocodes.com/Content.aspx?voip=24
AudioCodes Mediant 1000, 2000	http://www.audiocodes.com/Content.aspx?voip=374
CITELlink Handset Gateway	http://www.citel.com/index/index.asp
Sipura SPA-2000	http://www.sipura.com/products/spa2000.htm
Lucent APX -1000	http://www.lucent.com/products/relmatlisting/comp/listing/1,,SOID+1274-LOCL+1-DOC_ID+111-PNUM+1-PGID+0-ORIG+s,00.html
EdgeMarc 4200, 4300T, 4508T, 5300/6400	http://www.Edgewaternetworks.com/Products/ProductsDoc.html
In-Reach 8000 Series	http://www.mrv.com/product/MRV-IR-003/
Verilink NetEngine Series	http://www.interlinkweb.com/systemics/assets/product_images/vrl/VoIP_IAD_Brochure.pdf
Neogadgets MC-9700	http://neogadgets.com/products.html
APC Smart UPS	http://www.apcc.com/products/family/index.cfm?id=165
Covergence Eclipse Series	http://www.covergence.com/enterprise.php?id=3
Juniper VoiceFlow Series	http://www.juniper.net/products/sbc/

2　Resolved issues

2.1　Overview

Introduction　　This chapter highlights those operating issues that were resolved in Release 2.2.2.

In this chapter　　This chapter covers the following topics.

Topic	Page
Release exceptions resolved	2-2
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2.2   Release exceptions resolved

The release exceptions from *Lucent VoIP for Enterprise* Release 2.2.1 that were resolved in *Lucent VoIP for Enterprise* Release 2.2.2 are as follows:

BroadWorks

- BroadSoft Ticket: 28944 - Call Center Statistics not showing.

- BroadSoft Ticket: 29493 - Sometimes the CDR file wasn't created by following up the rotation rule.

- BroadSoft Ticket: 29608 - Limiting the Max Number of Simultaneous Calls not working.

- BroadSoft Ticket: 29672 - System Level setting for Forced Use of Uncompressed Codec does not work.

- BroadSoft Ticket: 29664 – Conference server has some services disabled after upgrade.

- BroadSoft Ticket: 29497 – Error received when adding a new user.

- BroadSoft Ticket: 29673 - Multiple Call Arrangement (MCA) does not work.

Polycom IP601

- The Busy Lamp Field Support for Attendant Console feature has been verified with the third party software for the Polycom IP601 with Expansion Module.

**Covergence
Eclipse 350**

- During testing with the Covergence Eclipse 350, it was found that occasionally the CXC server will loose connectivity with the Application Server and can't reconnect without a warm restart. This usually requires a few seconds and connectivity to the Application Server in order to fully restore functionality.

- During testing with the Covergence Eclipse 350, it was found that occasionally a MS Office Communicator Client will loose the ability to originate or terminate calls. At these times the Status Indicator is usually incorrect. This requires signing out of the client and back in to restore functionality.

2.3   Documentations issues resolved

List of resolved exceptions

- No documentation updates for R2.2.2.

3   Operating issues

3.1   Overview

Introduction This chapter contains a list of release exceptions for *Lucent VoIP for Enterprise R2.2.2*.

In this chapter This chapter covers the following topics.

3.2   Reason for reissue

This is the first issue of this document for *Lucent VoIP for Enterprise* Release 2.2.2.

3.3 Release exceptions

List of exceptions This topic contains a list of known exceptions for each of the solution components that are not included in the component's documentation.

For more information regarding the additional release exceptions for a specific component, refer to the vendor specific documents located on the OLCS web site.

BroadWorks

- Applying MP3 on a system that has MP2 EPs active requires manual removal of those EPs prior to MP3 installation. This is due to an issue with automatic removal of EPs by the patching subsystem. This issue is resolved in MP4.

  Please follow the steps outlined below prior to applying MP3:

  1. If there are any MP2 Emergency Patches active on an Application Server:
     - Manually remove all Emergency Patches BEFORE applying MP3.
  2. Failure to do so will result in MP3 not applying successfully.

- Feature Access Codes on IADs:

  The user may have to dial a "#" key after entering the access code, in order to activate the feature when using feature access codes. This is dependent on the IAD device that the user is on. For example, to use Call Park, the user would dial " * 68 # ".

- Memory Leak Due to Overload Control

  The Overload Control Enhancements introduced by 30104 in Release 13.0 MP7 (EP.as.13.0.362.mp7-30104) and MP11 has been found to leak memory on the Execution Server. This will cause degradation of the server over time, which is dependant on the system capabilities (faster on smaller system, longer on larger system).

  SERVICE IMPACT:
     - user's migration
     - provisioning issue

  Workaround: The current workaround is to issue the following commands:

  AS_CLI/System/OverloadControls/CallP> set sampleSize 100
  AS_CLI/System/OverloadControls/NonCallP> set sampleSize 100

  Note: These commands need to be issued every time the server is restarted.

  Status: This issue is scheduled to be resolved in BroadWorks R13 MP13.

- BroadSoft Ticket: 37436 – MP12 Debug log permissions script zeroed new log files byte value

  After the installation of MP12, the script that changes the Debug log permissions back to bwadmin per EV 36301 fix in MP12, had zeroed the byte value on the all the debug.xmls in conf directory in the AS1/2 nodes.

  Workaround: cat debug.xml.backup > debug.xml

  Status: This issue is scheduled to be resolved in BroadWorks R13 MP13.

- BroadSoft Ticket: 37100 – Custom Ringback not working when using the Call Manager

  No customer ringback is played when using Call Manager. The line "m=video 0 RTP/AVP 104 102 103" indicates that the video stream is not wanted since the port number =0. However, the custom ringback service might interpret that the video stream is active.

  Status: This issue is scheduled to be resolved in BroadWorks R13 MP13.

- BroadSoft Ticket: 33850 - Missing link to "Weighted Call Distribution page" when create a call center using the policy "Weight

  From the manual "BroadWorks AS Group Web Int Admin Guide" it seems that when you create a call center using the policy "Weighted Call Distribution", the link "Weighted Call Distribution page" should be available in profile screen. This is not happening. Attempted to delete & recreate the profile but without success.

  Status: This issue is scheduled to be resolved in BroadWorks R13 MP13.

- BroadSoft Ticket: 36850 – Conference Administrator can not access Conferences Page from External Web Server

  When a conference administrator logs into EWS, tries to access Conferences web page to add a new conference... a page cannot be displayed error is received. If the same admin logs into the AS directly, the conference page is displayed and the conferences can be added.

  Status: This issue is scheduled to be resolved in BroadWorks R13 MP14.

- BroadSoft Ticket: 36662 – Starting protocol monitor generates "Unknown log format received" message

  Erroneous message received upon trying to start the protocol monitor as shown:

  AS_CLI/Monitoring/ProtocolMonitor> 4 start
  ..Done

  AS_CLI/Monitoring/ProtocolMonitor> *** Unknown log format received. Log follows. ***
  com.broadsoft.protocols.pmt.PMRegistrationInfo@a3468f4

  Status: This issue is scheduled to be resolved in BroadWorks R13 MP14.

- BroadSoft Ticket: 32337 – Excessive calls flow during emergency management testing caused phones in hunt group to freeze up

  During a statewide emergency management test, excessive calls into a 6-member hunt group caused all lines to freeze up. Had to forward the last line to an analog line for busy treatment because BroadWorks stopped playing the usual busy announcement.

  Status: This issue is scheduled to be resolved in BroadWorks R13 MP14.

- BroadSoft Ticket: 29508 - Custom Media Server Video Announcements Fail to upload. Reference additional BroadSoft Tickets: 24253 and 24256.

  Any .mov created for any customer video services (MOH, AA, CallCtr, video ringback, etc.). Servers will not allow the upload of the custom file.

  Status: The BW Communicator is the only video device right now that interworks with our video services.

- BroadSoft Ticket: 28529 - Growing in Hoteling Guest Fails. My Hoteling Guest XML provisioning is not successful, receiving a 'XML Parse Error - Element type hotelingGuestInfo must be declared'. Following the syntax as prescribed in AS Application Interface Spec, there is a discrepancy in this versus what the asos120.dtd document prescribes for this Hoteling Guest service. Need to know how to correctly code the XML for Hoteling Guest.

  The asos120.dtd documents "Hoteling Guest" service to use the following: <!ELEMENT hotelingGuestService (hostUserId?,associationTimeout,associationDate?)>
  This does not agree with the AS Provisioning Interface Spec- which we are following.

  Status: Confirmed, this is a documentation issue. Document BW-ASProvisioningInterfaceSpec-R140.pdf will be updated to indicate the correct XML code to input.

- BroadSoft Ticket: 26648 – Bug in Group Admin access setup. Device access in Group Admin, select profile access then read only for the device. The system still show link for configuring the device and it should not.

  Status: This issue is resolved in BroadWorks R14. Not currently planned to be patched back to earlier releases.

- BroadSoft Ticket: 27031 – MP2 through MP5 applied when MP1 was not.
  No matter what the customer inputs for the patches that are to applied to the server, BWCLI should never mangle the application this way. Indeed, BWCLI re-ordered the customer list of patches to the "final patch order"; an order that is, in fact, logical and permits a straightforward logic check after the final MP is applied.

  Status: This issue is resolved in BroadWorks R14. Not currently planned to be patched back to earlier releases.

- BroadSoft Ticket: 28927 - Repctl status only displays peer info for the Replication and Notification Lagging state.

  Upgrade to 13.0 and also a fresh install of 13.0 showed that the 'repctl status' scripts only displays the peer information under the Replication and Notification Lagging States.

  Status: This issue is resolved in BroadWorks R14. Not currently planned to be patched back to earlier releases.

- BroadSoft Ticket: 27833 - Replication is not running for DSN NetworkServer. Databases may be out-of-synch.

  This is a simplex system, yet it is complaining about databases are out of sync between the pri/sec.

  Status: This issue is resolved in BroadWorks R14. Not currently planned to be patched back to earlier releases.

  Workaround: Make the following change to the healthmon script, setting the peer_count variable in the script from 0 to 1. Perform:

  1) as bwadmin change dir to bin - type 'bin' [enter]
  2) make a copy of the current healthmon script - type 'cp healthmon healthmon.orig' [enter]
  3) switch to root user as bwadmin does not have write perms to the script - type 'su' [enter]
  4) use editor (vi) to change the peer_count variable from 0 to 1, save and exit the file
  5) do a diff between the healthmon and the healthmon.orig files - the output should look as follows:

  # diff healthmon healthmon.orig

817c817
< if (($redundancy_test_required) && ($peer_count > 1))

> if (($redundancy_test_required) && ($peer_count > 0))

6) run healthmon and check the result, if ok you can repeat the above on the NS or copy the file across to replace the current healthmon.

- BroadSoft Ticket: 26704 – Need clarification on SNMP Alarms.

  The Severity still shows a Major when the alarm is cleared.

  Status: This issue is resolved in BroadWorks R14. Not currently planned to be patched back to earlier releases.

- BroadSoft Ticket: 28925 - VM Alias - Uniqueness of number within the group

  The VM alias must be a unique number for the users within the enterprise. The issue is it can be added for the users within different groups (i.e. same enterprise).

  Status: This issue is resolved in BroadWorks R14. Not currently planned to be patched back to earlier releases.

- BroadSoft Ticket: 30445 – EMS Event Details Messages Get Truncated after a Few Days

  When viewing the Network Event Detail log in the EMS (using Java Web Start), the logs are readable. When viewing the same log from the same client workstation 2-3 days later, the log appears to truncated or compressed from the original viewing

  Status: This issue is resolved in BroadWorks R14. Not currently planned to be patched back to earlier releases.

- BroadSoft Ticket: 35144 – Call Forward No Answer CDMA user - No Voice Path

  If the CDMA Dual Mode Services (DMS) subscriber is registered in CDMA and has the Call Forward No Answer feature provisioned and rejects/ignores an incoming call the call is forwarded to the Call Forward Number that has been provisioned but there is no voice path on the terminating side of the call (call forwarded number). Although the call is answered, the called party cannot hear the calling party.

  Status: This issue is resolved in BroadWorks R14. Not currently planned to be patched back to earlier releases.

- BroadSoft Ticket: 36538 – LDAP directory plugin setting are not accessible

  In BW_Receptionist_13_1_FD.pdf is screenshot from LDAP plugin settings, unfortunately this settings are not accessible in GUI of Receptionist 13.1.81 build.

  Status: This issue is resolved in BroadWorks R14. Not currently planned to be patched back to earlier releases.

- BroadSoft Ticket: 36028 - Can't Clear Call Center Statistics

  Call Center Daily Statistics can't be cleared when selecting that field and applying.

  Status: This issue is resolved in BroadWorks R14. Not currently planned to be patched back to earlier releases.

- BroadSoft Ticket: 29682 – Automatic deletion of Old recordings and expired conferences fails to delete on BW13.

  A recording left for deletion after more than a Day of when the recording was stopped. At the BW system level, both parameters "Delete Recordings After 1 Day", "Delete Expired Conferences After 1 Day" have been enabled. The same is enabled on the Conference Server under "System Options".

  Despite enabling the deletion of recordings through the GUI and setting delete period of 1 day the system has it set for deletion disabled and hold period of 7 days.

  Status: Under Investigation

- BroadSoft Ticket: 37371 – 24-hour notation time format configuration

  In attempt to change the time format to 24-hour notation the locale of the system and a PC have been changed to support the 24-hour format. Logged into the GUI and navigated to a user profile and selected a Time Schedule Add page. The format notation for time was AM / PM.

  Status: Under Investigation

- BroadSoft Ticket: 36023 - Local Exchange Forwarding Override FTP Lacking Feature Requirements

  In the FTP document for provisioning the device it states to fill in "all mandatory fields" but there is no documentation on what are the "mandatory fields".

  This feature is supposed to keep a call going to the Local Exchange Switch (i.e. PSTN) from being forwarded and to stay with the line that is trying to forward the call. If that is the case then there might be a misconception. PSTN switches when reaching the maximum forward counter send the call to intercept and not stay with the last line.

Status: Under Investigation

- BroadSoft Ticket: 37978 - Cannot add new calls to existing N-Way call Conference via CommPilot

  With an existing N-way conference already initiated with the CommPilot Call Manager, a new incoming call, which does not exceed the max value for N, cannot be conferenced into the existing conference. When the new call is answered, the "conference" button is grayed and not clickable.

  Status: Broadsoft Engineering has confirmed that current operation is expected / correct. CallManager supports N-way conferencing when initiated but you can't add more participants once the conference has started. Feature users must be aware of this limitation.

- BroadSoft Ticket: 38160 - No voice path between all 3 calls in a PolyCom 500 initiated N-Way call

  User A does not have voice path with Users B and C after first Join is initiated while User B and User C has voice path with each other. If User A puts the conference on hold then resumes it thru the device, voice path becomes present between all 3 Users. Additional Users added to conference do not cause this issue.

  Status: Under Investigation

- BroadSoft Ticket: 36739 - NS Codec-Based Routing discrepancy between Feature Design document and testing of feature

  Per the "Network Server Codec-Based Routing Feature Description", Release 14.0, Version 1.2, EV18789 the follow functionality is supported by Codec-Based Routing:

    1. List 1 is an ordered list of contacts when an NE does not support codec-based routing or when all the media types and/or codec types specified in the call request are supported by the NE.

    2. List 2 is an ordered list of contacts when all the media types specified in the call request are supported by the NE, but not all codec types.

    3. List 3 is an ordered list of contacts when the NE only supports some of the media types specified in the call request, and for the supported media types, all codec types are also supported.

    4. List 4 is an ordered list of contacts when the NE only supports some of the media types specified in the call request, and for the supported media types, only some of the codec types are supported.

    5. List 5 is an ordered list of contacts when the NE supports

none of the media types OR none of the codec types specified in the call request.

The "logic" in List 1 through List 4 do not match how the actual codec-based utility works. Either the documentation is incorrect OR the utility does not work as stated.

Status: Under Investigation

- BroadSoft Ticket: 37839 - Incorrect status of mate EMS is reported for EMS Geographic Redundancy Feature

    EMS failover capability of EMS Geographic Redundancy Feature is working OK, I.E. - Communication between the active and standby EMS is OK, but 'peerctl ls' command reports the incorrect status (NOTRUNNING) of mate EMS.

    Status: Under Investigation

- BroadSoft Ticket: 37980 - Standby EMS does not become Active EMS when communication to Active EMS is lost

    Standby EMS does not become the Active EMS when communication (disconnected both Ethernet cables from the Active EMS Server) to Active EMS is lost during testing of the EMS Geographic Redundancy Feature.

    Status: Under Investigation

- BroadSoft Ticket: 37987 – Documentation: Incorrect EMS CLI Admin Guide under section 8 (system level)

    In the EMS CLI Admin Guide Release 13 version 2, Section 8.1.2 is a 'status' command, not a 'start' command as described. Need to correct the documentation to change start to status.

    Status: Under Investigation

- BroadSoft Ticket: 38041 – EMS CLI command: get broadworks full, incorrectly displays RedundancyType: nonRedundant for the EMS Geographic Redundancy Feature

    EMS CLI command: 'get broadworks full', displays redundancy type 'nonRedundant' instead of 'Primary' and 'Secondary' for the EMS Geographic Redundancy Support Feature.

    Status: Under Investigation

- BroadSoft Ticket: 38044 – EMS CLI System/Peering/Peers level does not support add/set/delete commands as per user guide EMS Geographic Redundancy Feature only support CLI System/Peering/Peers/get command but does not support CLI System/Peering/Peers add | set | delete commands as described in EMS CLI Admin Guide Release 13 version 2 chapter 8.

Status: Under Investigation

- BroadSoft Ticket: 38045 - EMS importdb.pl command is not working when the replication process is severely lagging

  The following error is reported when unix command 'importdb.pl ElementManagementSystem otl1-ems1m ElementManagementSystem is executed on Primary EMS for manual replication of database:

  ERROR: Specified remote_hostname differs from configured peer otl1-ems1m

  Also CLI/Maintenance/Tools menu does not support importdb command and need to know maximum number of BW servers (example AS, NS, MS, CDS etc) which can be monitored by the EMS Geographic Redundancy Feature.

  Status: Under Investigation

- BroadSoft Ticket: 38133 - Unable to get EMS redundant working with username bwems and NIS+ Server master & replica/client conf

  Unable to configure Primary EMS Server and Secondary EMS Server for EMS Geographic Redundancy Feature with username bwems, primary EMS NIS+ Server configured as master and secondary EMS NIS+ server configured as Replica & Client during installation of EMS Application Software.

  Note: EMS Geographic Feature capabilities have been tested using EMS username 'bwadmin'

  Status: Under Investigation

- BroadSoft Ticket: 21463 - SIP Registration – Minimum Registration Time Feature Parameter Missing

  An additional parameter, enforceMinimumRegistrationTime, is identified in the Session Initiation Protocol Minimum Registration Time Feature Description.

  When enabled, this parameter will return a "423 Interval Too Brief" message when Minimum Registration requirements are not met.

  As of BroadWorks release 13 MP12, this parameter is not provided.

  Status: This issue is resolved in BroadWorks R14. Not currently planned to be patched back to earlier releases.

- BroadSoft Ticket: 33542 - Busy Lamp Field (BLF) is not maintained upon Primary App failover to Secondary

  BLF subscriptions within the Secondary AS provide no Notify for BLF. SCA seems OK.

XS Logs & db show:
bwrestart
reboot of BLF subscriber device to force reregistration &
resubscription.

Subscribe is 200 OK'd, and subscription added, but no Notify. Partial
Notify update attempted - neither full nor partial BLF notify updates
are sent.

Status: Under Investigation

- BroadSoft Customer Request: 34038 – Request for Enhanced IP
  Phone Provisioning for BLF related device configurations

  BroadSoft does not support Enhanced IP Phone Provisioning for
  Busy Lamp Field (BLF) related device configurations.

  Status: Under Investigation in Development for Enhancement

BroadWorks Communicator

- BroadSoft Ticket: 36364 - BW Communicator spikes high CPU
  usage and locks up PC on 401 registration errors

  Latest BW Communicator build
  Communicator_13.0.8.27_CleanInstall_RC.exe locks up the user PC
  when receiving 401 messages during registration.

  Verified this using both WIN2K and WINXP OS. Java Version is
  Version 1.5.0 (build 1.5.0_08-b03).

  When this occurs, the application must be killed by either using Task
  Manager or removing the network connection.

  Solution: Issue is fixed and verified against Communicator Build
  13.0.8.35.

- BroadSoft Ticket: 36860 - BW Communicator does not report all
  errors in system tray dialog

  The Communicator does not report errors in the system tray for
  invalid password or user is not found on the network server. These
  error items are reported in the lower left of the communicator
  application and are only visible from the Home screen view of the
  Communicator. SIP Registration, Communicator shutting down and
  version update status/setting change notification are all reported via
  dialog from the communicator icon in the system tray.

  Status: Under Investigation

- BroadSoft Ticket: 36914 - New contact information in Communicator doesn't clear after add is performed in R13.0.8.27

  When a contact is added in Communicator, the contact information does not clear after the add is performed. In addition, when the add contact window is closed and reopened, the last contact that was added is still present. This requires the user to manually delete the name and number fields before the addition of each new contact.

  Status: Under Investigation

- BroadSoft Ticket: 36917 - Communicator character restriction in name field is not consistent with Web server behavior

  The 30 max character restriction for Communicator add contact name field is inconsistent with the AS web interface which allows 30 chars for the 1st name and 30 chars for the last name. Since the communicator is capable of displaying the 60 character AS name entries without a problem why is there a restriction on communicator?

  Status: Under Investigation

- BroadSoft Ticket: 36926 - Communicator import of outlook contacts finished dialog indicates 0/0 imported when import succeeds

  After importing contacts from outlook into the Communicator, a message is presented indicating finished loaded contacts 0/0. The import was successful and the outlook contacts appear in the list and are identified by the outlook icon. Finished message import information appears to be incorrect.

  Status: This issue is scheduled to be resolved in Communicator Build 13.0.8.42.

- BroadSoft Ticket: 36927 - No obvious way to remove outlook contacts once they are imported to Communicator

  After importing contacts from Outlook, they can't be removed. There is no delete icon next to the contact. Tried deleting the contact from Outlook, closed Communicator, imported again (no contacts) and the original contact is still present. R13.0.8.27 User Guide does not address the topic of removal only importing (adding).

  Status: This issue is scheduled to be resolved in Communicator Build 13.0.8.42.

- BroadSoft Ticket: 37000 - During import of outlook contacts Communicator is unable to receive or originate calls

  When performing import outlook contacts from within Communicator client version 13.0.8.27, the CPU utilization spikes between 90-95%. During this period of high CPU utilization, the application is unable to originate calls (application is locked). This occurs when importing a single contact from outlook .The operation and progress bar movement can last for up to several minutes. In addition, when

originating a call to the user performing the import operation, there is no alert from the communicator and the call goes to IVR after several seconds due to no response.

Workaround: After several minutes, selecting cancel stops the progress bar and it appears that the import of contacts was successful. After the operation is canceled, the CPU utilization returns to normal, the Communicator is able to make and receive calls once again.

Status: Under Investigation

- BroadSoft Ticket: 37049 - Transfer button disappears if cancelled but action list I shows transfer valid and action fails

  With Communicator client version 13.0.8.27, when the transfer button is selected during an active call and the transfer is canceled, the button does not reappear until the call is answered. During the absence of the transfer button the action pull down list in the toolbar still shows the transfer action but does nothing if selected.

  Status: Under Investigation

- BroadSoft Ticket: 37170 - When calling the voice portal most of the portal greeting is not heard from Communicator

  When calling the voice portal (client version 13.0.8.27 as well as 13.0.8.35) most of the portal greeting message is missing and the user hears nothing until "press the # key".

  Captured the RTP stream and played it back on the client pc as an .au file and the complete greeting is present in its entirety. Tried this on other devices as well as other PC's running the communicator app (different users) and the condition is only observed with the communicator. There are two 200 w/sdp from the AS and it appears that the communicator does not respond to the first message.

  Status: Under Investigation

- BroadSoft Ticket: 37200 - Communicator does not allow user the ability to disable video until call is already established

  When a call is originated from the communicator and the user has video services assigned, the ability to stop video is not presented until after the call is already established. No matter how quickly the stop video button is selected a portion of the video is sent and freezes on the called party video screen. There should be a privacy option afforded to the user to disable the video stream prior to making the call rather than after.

  Status: Under Investigation

- BroadSoft Ticket: 37205 - Communicator splash screen legal text contains typos

  The Communicator client version 13.0.8.27 splash screen displayed after launching the application contains the word "serer" which should be changed to "severe". In addition the statement "will be prosecuted to the maximum extent of possible under the law" should probably be changed to omit the word "of " and read "will be prosecuted to the maximum extent possible under the law".

  Status: Under Investigation

- BroadSoft Ticket: 37702 - Several issues regarding Communicator Auto Update feature

  During testing of the Auto Update feature for Communicator Build 13.0.8.35 and Deployment Toolkit 13.0.6.5, encountered several issues:

  1) The latest documentation available for both communicator and deployment studio state that the update files are created when the package is built using the deployment toolkit. Specifically Global Configuration File-global.xml,Configuration File (Per User) Enterprise_Name.Group_Name.UserId.xml Patch or Update File updates.xml

  Unable to find these files on the PC running the Deployment tool kit and can't locate any file by these names except for update.xml . What is the default location of the files global.xml and useId.xml?

  2) The only file seen created from the toolkit is update.xml. Copying this file to the configuration server (web) seems to have no affect. In earlier releases, was able to modify the AS server information from FQDN to IP and would receive a message displayed from Communicator indicating: "settings have been updated" this behavior is no longer seen.

  3) The latest version of the toolkit has a new pane for patch but it appears that an "update" or patch .jar file is needed to create an update load. If so, is this file available for testing? If not is there a way to create an update package for testing the feature.

  Status: Under Investigation

- BroadSoft Ticket: 38125 - Communicator cannot retrieve call logs if user only assigned enhanced call log service [4410]

  When a user is only assigned the Enhanced Call Log Service (no basic log assignment), Communicator "getUserCallLogs" command results in >[Error 4410] Service is not assigned to this subscriber: Basic Call Logs. Client Version 13.0.8.35.

  Performing the same operation/ same user /same service assignment call log retrieval is successful from CommPilot, BW Assistant, and BW Receptionist applications.

The Assistant appears to have the same error returned but makes a second request using "UserEnhancedCallLogsGetListRequest".

The same service levels should work universally across client apps. Since three out of four client applications can retrieve the enhanced call logs without the basic call log service assigned, Communicator must have a deficiency.

Status: Under Investigation

- BroadSoft Ticket: 38172 - Communicator client version 13.0.8.35 app crash when invite with video SDP exceeds 4 codec offerings

Incoming invite with video SDP originating from Counter Path Video soft phone causes Communicator client version 13.0.8.35 to crash.

This problem is present using both XP and W2K operating systems and can be reproduced at will. The problem occurs when specific parameters are set in the eyebeam device.

The Communicator error occurs when eyebeam is set to include:

A. Video SDP in Invite
B. More than 4 video codec's are presented in the invite message (the 5th one in the list kills Communicator)
C. The codec order does not seem to matter only the number offered in the invite

Discovered using CounterPath eyeBeam 1.1 3014k stamp 24976 and Communicator version 13.0.8.35.

Workaround: After the crash error and the application must be terminated using task manager.

Status: Under Investigation

BroadWorks Receptionist

- BroadSoft Ticket: 35829 - Can't build BW Receptionist R13.1.81

When trying to build BW_Receptionist R13.1.81, receiving a Build Failed. Couldn't transform. (created DS.log & DSTransform.log) error message.

Solution: It is a **requirement** to deploy BW Receptionist R13.1.81with the Deployment Studio version 14.0. The Deployment Studio 14.0 **requires** JRE 1.5 & Microsoft .NET Framework 1.1, ensure that the system meets these requirements.

In order for the compiler to function you must have microsoft.net Framework 1.1 installed on the PC.

Win2k has a pop up that complains about a missing DLL (mscoree.dll) which is Microsoft .NET Runtime Execution Engine,

v.1.0.37.

Windows XP does not display the same pop up but the log errors from the deployment studio are pretty much the same.

To verify the source of this problem you can perform a search for the file: mscoree.dll or check to see if microsoft.net framework 1.1 is installed.

The net 1.1 package can be downloaded from http://www.microsoft.com/downloads/details.aspx?FamilyID=262d25 e3-f589-4842-8157-034d1e7cf3a3&displaylang=en.
Filename = dotnetfx.exe

To verify if .NET Framework is installed on your PC:
http://support.microsoft.com/kb/815176/

- Switchboard Call Time versus Queue Hold time can be different

The Receptionist User PC must be synchronized to the appserver in order for these times to match.

Workaround: Update the PC's Date and Time properties/tab Internet time, check 'Automatically synchronize with an Internet Time Server' and enter a NTP Server IP and click 'Update Now'.

- BroadSoft Ticket: 36027 - Updating the Display Information

In the web portal, when changing user information, I.E. - adding a mobile phone number to the user, and then applying the updates, the changes in BW Receptionist are not visible after waiting several minutes. Could only see the updates when we logged out of the BW Receptionist application and logged back in.

Solution: This is as per the design of the application. Users must be aware of this course of action.

The changes which are made on the Web Portal only get reflected after re-login into the application. The application communicates with the Web Portal, for contacts, only at the startup of the application. Changes which are made while you are logged into the application won't get reflected.

Workaround: For the changes to get reflected in the application, one needs to log off and log in again.

- BroadSoft Ticket: 36029 - Special Characters needed for User Name

Special characters like "ü" are displayed wrongly in the enterprise list. The user's name here should be "überbach". But you see "A¾berbach" in the list. However, the character looks correct in the Switchboard panel.

Status: Under Investigation

- BroadSoft Ticket: 36117 - Auto update using Receptionist 13.0 and 13.1 with Deployment Studio 14_0_58 fails

  During testing of the auto update feature for Receptionist using a 13.0 build and editing the project .dsp file to reflect the URL of the update server that contains the new 13.1 build of receptionist resulted with no success. Using ethereal, the receptionist 13.0 client attempt to reach the server is never seen. When performing the same test using 13.1.81, when the client is first launched there is an attempt to contact the update server, however, there are check some errors reported but there is no file transfer and no update or error indication displayed to the receptionist.

  Status: Under Investigation

BroadWorks Assistant for Enterprise

- BroadSoft Ticket: 37568 - BW Assistant is causing outlook to hang on exit - must use Task Manager to end Outlook process

  When the BW Enterprise Assistant is installed the following condition/scenario results in the Outlook.exe process from terminating correctly and the user must end the process using task manager.

  Conditions:
  Outlook integration service is assigned to the user and is "ON" or enabled BW Assistant is installed and the setting for "OL integration is "ON" or enabled User is also assigned BW CommPilot

  Problem seems to be related to the service interaction for OL integration when Assistant and BW settings are both set to "ON" for this service (enabled).

  Workaround: The user must disable the BW CommPilot setting for Outlook Integration via the Task Manager.

  Status: Under Investigation

- BroadSoft Ticket: 37583 - BW Assistant does not display error messages as a result of Validation of Configured Digits

  While testing the feature Validation of Configured Digits, no error indication is displayed when invalid destination numbers are entered from the Services pane in the BW Assistant Client Version 13.0.26RC. The test configuration is user OCP is set to prevent any call type forward or transfer.

  The FD for this feature states that errors will be received over OCI but it does not appear that is the case, they are displayed to the user.

  This problem also exists for BW Receptionist v13.1.84.

Status: Under Investigation

- BroadSoft Ticket: 37921 - Assistant uninstall program does not remove user account settings or account information

  After uninstalling the BW Assistant Enterprise application (13.0.29MB1) the next time the application is installed (either same of different version) the previous user account and information are still present.

  Status: Under Investigation

- BroadSoft Ticket: 37922 - BW Assistant auto log in when connected to network option does not restore connection

  When a layer 1 failure in introduced on the client pc running BW Assistant Enterprise, the log in status reflects the failure correctly and the icon turns Gray, but when the fault is corrected, the connection is not automatically restored.

  The user settings are: Save user name and password, Auto Log in and Auto connect when network connection established are set to on.

  When this same test is performed on the BW Receptionist the connection is automatically restored when the layer 1 fault is removed. This operation/behavior be the same between client apps.

  Status: Under Investigation

- BroadSoft Ticket: 37926 - BW Assistant does report service updates when initiated from CommPilot- Result is service mismatch

  When user services are updated from the BW Assistant (services) the changes are updated and visible from the user's CommPilot Express.

  When the changes are initiated from the CommPilot Express it appears no OCI update message is sent to BW Assistant. This results in user service mismatch reporting between CommPilot and Assistant.

  Workaround: It is necessary to log out and log back into the BW Assistant in order to see the changes initiated from CommPilot. It appears that the user profile is only updated over OCI when the BW Assistant initially logs in or if service updates are initiated using the BW Assistant.

  Status: Under Investigation

- BroadSoft Ticket: 38065 - BW Assistant Web Portal Auto Login Feature Not Displayed

  The latest documentation available on the KB for BW Assistant Enterprise R13 (Data Sheet updated 10/05/06) and the user manual

(updated 5/10/06) both refer to the feature Auto Web Portal login, however I do not see this button in the toolbar. Is this feature available in Client version 13.0.29MB1? Is it an option that must be activated using toolkit?

Status: Under Investigation

- BroadSoft Ticket: 38134 - BW Assistant Enterprise speed dial icon still appears in toolbar when service is not assigned

  The toolbar icon behavior for speed dial is different than that of other services. The incoming call service icons for CFA, CFB,CFNA and DND "gray out" when the corresponding service is not assigned to the BW Assistant Enterprise user. Remote Office and Call History behave the same way when the services are not assigned.

  The speed dial 8/100 icon behavior is different and remains in the toolbar when the services (both 8/100) are not assigned. This behavior gives the appearance that the service is available, however selecting the icon results in error. The speed dial 8/100 icon should match the other service/icon behaviors and appear as grayed out. This would provide for uniform behavior as well as prevent the user from receiving the annoying error message presentation.

  Status: Under Investigation

Edgewater/ EdgeMarc

- Edgewater Ticket: 3605 – Plug and Dial (PND) Feature Redundancy Test Failing

  BroadSoft redundancy testing failed due to an issue where EdgeView neither performs a DNS SRV query, nor handles multiple A record responses.

  Status: Under Investigation

- Plug and Dial (PND) Feature Exceptions

  1. PND does not support Shared Call Appearances. Single line only.
  2. PND does not support Busy Lamp Field.
  3. PND requires BroadSoft userID's be digits only.
  4. PND will support a BroadSoft extension-only user if the userID is greater than or equal to 6 digits.

  Status: Under Investigation

- Busy Lamp Field (BLF) Feature Exceptions

    1. BLF not supported with EdgeMarc alone. Requires NAT-aware SBC.
    2. BLF list buttons used as speed-dial will only send user extension. Only 4 Digit dialing supported as speed-dial.
    3. BLF Subscription is not migrated to redundant devices until a Register/Origination & SUBSCRIBE is successful.
    4. UDP not supported over 3 monitored users list.
    5. TCP not supported in EdgeMarc (provides NAT only).
    6. Less than 47 max. monitored users list when Acme Packet SBC is performing TCP to UDP interworking.
    7. EdgeMarc Survivabilty not supported. Device will display stale user state until successful SUBSCRIBE with BroadSoft.

    Status: Under Investigation

Unidata UIP 5000 WiFi Phone

- Unidata UIP 5000 WiFi phone has a DNS A-Record lookup failure for SIP Registrar/Proxy. The SRV lookup is supported and is working. However, the CNAME lookup is not supported.

    Status: Under Investigation

- Unidata UIP 5000 WiFi phone has a Static NAT issue to where multiple units behind a NAT router utilizing Static NAT will not receive SIP messages. Only a unit on port 5060 will operate normally.

    Status: Under Investigation

Polycom SoundPoint SIP Phones

- A Technical Bulletin 16157 has been released from the vendor outlining audio issues and performance caveats such as clipping noises while using Polycom Soundpoint Family SIP Phones with certain types and versions of SIP/PSTN audio gateways. This bulletin has been posted in LED for reference under the Lucent Feature Server 3000/Bulletins directory as: luftsrv3kb060001.

    Workaround: Vendor suggestions of removing DC Bias and reducing the Tx signal level are outlined in the bulletin. Reference the bulletin for more detailed information.

**InnoMedia Video
Phone 5531**

- Video between InnoMedia and CounterPath eyeBeam is randomly not received or very poor quality
- InnoMedia hook flash is not supported
- 3-Way Calling is not supported
- Distinctive Ringing is not supported
- Within a Call Center, transfers to the operator drops the call
- Video Voice mail can't achieve a valid recording or playback

**CounterPath
eyeBeam Video
Phone**

CounterPath eyeBeam has three problems when running on slow, minimum configured PCs:

- Unexpected lockups can occur
- CPU time usage increases up to 100% when sending/receiving video frames and when the video quality is set to good or above. All other tasks running on the PC will be impacted.
- 3-way video conferencing does not always work. Intermittently, there are all three videos on all three screens, but most of the time one or two videos are not shown.

CounterPath eyeBeam and InnoMedia cannot work with each other (an incompatibility issue).

Older PC's that do not support USB 2.0 will not work with certain USB headsets and USB video cameras.

Different USB video cameras have been tested with CounterPath eyeBeam, not all of them work as noted below:

- Creative WebCam Live Pro - no video display at the CounterPath eyeBeam
- Dynex PC Camera DX-WC100 - continuous flicker

The following video cameras worked:

- Logitech WebCam
- Kodak DVC323
- Hawking Technology UC110

CounterPath eyeBeam will work with most modern USB video cameras.

4 Package Configurations

4.1 Overview

Introduction   This chapter contains a list Standard Package configurations separated by Lucent Comcodes for *Lucent VoIP for Enterprise*.

In this chapter   This chapter covers the following topics.

Topic	Page
Configurations	4-2

4.2   Configurations

List of configurations

This topic contains a list of Standard Package Configurations.

STANDARD PACKAGE CONFIGURATIONS For Release 2.2.2

Component	Lucent Comcode	Description	Media
Software	300708559	VOIP Application Software - initial 250 premium users	
	300708567	VOIP Application Software - initial 500 premium users	
	300708575	VOIP Application Software - growth 10 basic users	
	300708583	VOIP Application Software - growth 50 basic users	
	300734845	VOIP Application Software - growth 250 basic users	
	300720729	VOIP Application Software - growth 2,500 basic users	
	300708591	VOIP Application Software - growth 10 premium users	
	300708609	VOIP Application Software - growth 50 premium users	
	300734852	VOIP Application Software - growth 250 premium users	
	300720737	VOIP Application Software - growth 2,500 premium users	
	300708617	VOIP Application Software - conferencing 60 ports	
	300915816	Business Lines – Key System ("Line") Package – 50 Lines	
	300915824	Business Lines – Key System ("Line") Package – 100 Lines	
	300915832	Business Lines – Key System ("Line") Package – 150 Lines	
	300848843	SW RTU Sun Java Message <2.5K users	
	300848850	SW RTU Sun Java Message 2.5K or more	
	300876406	SW RTU per User LCM R6.2.1	
	300734886	VOIP Application Software - Non-Redundant System Lab/Demo – 100 users	
	300734894	VOIP Application Software - Redundant System Lab/Demo – 100 users	
	300734902	VOIP Application Software -10 Port Conferencing Lab/Demo	
	300777307	Lab EWS Server	
	300777315	Lab EMS Server	
	300915873	Non Redundant Lab Users Upgrade Pack (100 to 1000 users)	

Component	Lucent Comcode	Description	Media
Software cont.	300915881	Redundant Lab Users Upgrade Pack (100 to 1000 users)	
	300915899	Non Redundant to Redundant Upgrade Pack – 100 user system	
	300915907	Non Redundant to Redundant Upgrade Pack – 1000 user system	
	300777331	Broadworks External Web Server Open Client Interface	
	300850187	Business Trunking – 50 trunks	
	300850195	Business Trunking – 250 trunks	
	300850203	Business Trunking – 2500 trunks	
	300850211	Personal Mobility – 50 users	
	300850229	Personal Mobility – 250 users	
	300850237	Personal Mobility – 2500 users	
	300915840	Enterprise Dial Tone/Basic Connectivity – 50 users	
	300915857	Enterprise Dial Tone/Basic Connectivity – 250 users	
	300915865	Enterprise Dial Tone/Basic Connectivity – 2500 users	
	300850245	Hoteling – 10 host lines	
	300850252	Video Messaging – 50 users	
	300850260	Video Call Center – 5 instances	
	300850278	Video Auto Attendant – 5 instances	
	300850286	Custom Ringback – 50 users	
	300850294	Video Custom Ringback – 50 users	
	300850302	Group Custom Ringback – 5 instances	
	300850310	Group Video Custom Ringback – 5 instances	
	300850328	Instant Group Call – 5 instances	
	300850419	Account & Authorization Codes – 5 instances	
	300850435	External Web Server – 10K subs	
	300850443	EMS – Small 1 CPU	
	300850450	EMS – Medium 2 CPU	
	300850468	G.729 Media Server Codec – 1 port, 50 users	
	300850476	G.729 Media Server Codec – 10 ports	
	300850484	Real Time Call Details Records – 10K subs	
	300850492	Broadworks Call Detail Server – 1 CPU	
	300850500	Communicator – 100 licenses	
	300850518	Communicator w/ G.729 Codec – 100 licenses	
	300850526	Communicator w/ Multimedia – 100 licenses	
	300850534	Receptionist – 5 licenses	
	300850542	Assistant – Enterprise – 50 licenses	

Component	Lucent Comcode	Description	Media
VoIP Sun Servers	300807245	Sun Fire v210/2GB server, w/o rack, Application Server Config	
	300807237	Sun Fire v210/2GB server, in rack, Application Server Config	
	300807211	Sun Fire v210/2GB server, in rack, Network Server Config	
	300807229	Sun Fire v210/2GB server, w/o rack, Network Server Config	
	300807252	Sun Fire v210/2GB server, in rack, Media Server Config	
	300807260	Sun Fire v210/2GB server, w/o rack, Media Server Config	
	300807278	Sun Fire v210/2GB server, in rack, Web Server Config	
	300807286	Sun Fire v210/2GB server, w/o rack, Web Server Config	
	300852456	Sun Fire v210 Small 2GB, Call Detail QT027375	
	300808698	Sun Fire v240/2GB server, in rack, Media Server Config	
	300808706	Sun Fire v240/2GB server, w/o rack, Media Server Config	
	300807310	Sun Fire v240/4GB server, in rack, Web Server Config	
	300807328	Sun Fire v240/4GB server, w/o rack, Web Server Config	
	300807294	Sun Fire v240/8GB server, in rack, Application Server Config	
	300807302	Sun Fire v240/8GB server, w/o rack, Application Server Config	
	300808672	Sun Fire v240/8GB server, in rack, Network Server Config	
	300808680	Sun Fire v240/8GB server, w/o rack, Network Server Config	
	300827862	SL-HDWR, 1 GB Memory Upgrade	
	300827870	SL-HDWR, 2 GB Memory Upgrade	
	300876422	LCM HW Spare Node	
	300876430	X2100 Platform HW for LCM U Node	
	300876448	X2100 Platform HW for LCM A Node	
	300876455	X2100 Platform HW for LCM D Node	
	409000288	X2100 Slide Rail Kit	

Component	Lucent Comcode	Description	Media
PSTN Gateways	300722444	APX 1000 PSTN Gateway - 4 T1	
	300722451	APX 1000 PSTN Gateway - 8 T1	
	300722469	APX 1000 PSTN Gateway - 1 T3	
	300873163	AudioCodes MP114 (4 port FXO GW) Includes SIP per port charges	
	300873171	AudioCodes MP114 (4 port FXO GW – Int'l) Includes SIP per port charges	
	300873205	AudioCodes MP118 (8 port FXO GW) Includes SIP per port charges	
	300873213	AudioCodes MP118 (8 port FXO GW – Int'l) Includes SIP per port charges	
	300874906	24 port FXO AudioCodes Mediant 1000	
	300872223	4-T1 AudioCodes Mediant 1000	
	300872215	2-T1 AudioCodes Mediant 1000	
	300872207	1-T1 AudioCodes Mediant 1000	
	300874914	24 port FXO AudioCodes Mediant 1000 – Int'l	
	300872256	4-E1 AudioCodes Mediant 1000 – Int'l	
	300872249	2-E1 AudioCodes Mediant 1000 – Int'l	
	300872231	1-E1 AudioCodes Mediant 1000 – Int'l	
	300916897	AudioCodes VoIP Gateway w/ single fractional Span Mediant1000/1Span/FS	
	300916905	AudioCodes Mediant 1K FB 30channels 1 bkup Mediant1000/1Span/FB	
	300916913	AudioCodes Mediant 1K FB 60channels 2 bkups Mediant1000/2Span/FB	
	300916921	AudioCodes Mediant 1000 Dual AC power Supply M1K/DualPS/AC	
	300916939	AudioCodes Ana Config w/AP 4ch FXS 4ch FXO GW Mediant1000/AP/4FXS/4FXO	
	300916947	AudioCodes w/ 4FXS and 4 FXO Mediant1000/4FXS/4FXO	
	300916954	AudioCodes M1K w/ 24 FXS ports Mediant1000/24FXS	
	300916962	AudioCodes M1K/AP/512M/40G	
	300916970	AudioCodes Vocoders Indemnification G723 SW/G723	
	300916988	AudioCodes Vocoders Indemnification G729 SW/G729	
	300916996	AudioCodes Single Span digital voice module for M1K M1K-VM-1SPAN	
	300917002	AudioCodes Dual Span digital voice module for M1K M1K-VM-2SPAN	
	300917010	AudioCodes Quad Span digital voice module for M1K M1K-VM-4SPAN	
	300917028	AudioCodes FXS Quad Port voice module for M1K M1K-VM-4FXS	
	300917036	AudioCodes FXO Quad Port voice module for M1K M1K-VM-4FXO	

Component	Lucent Comcode	Description	Media
PSTN Gateways cont.	300917044	AudioCodes Platform w/ Intel Celeron 600 MHz w/ 512M M1K-AP-600M-512M	
	300917051	AudioCodes Platform w/ Intel Celeron 600 MHz w/ 1G M1K-AP-600M-1G	
	300917069	AudioCodes AC Power Supply for M1K M1K-PS-AC	
	300917077	AudioCodes M1K Fan Tray w/ 6 fans and filters M1K-FAN-6	
	300917085	AudioCodes M1K connection module M1K-CM	
	300917093	AudioCodes M1K 40G Hard Disk Drive M1K-HDD-40G	
	300917101	AudioCodes CPU module for M1K Analog configuration M1K-CPU-A	
	300917119	AudioCodes CPU module for M1K Digital configuration M1K-CPU-D	
	300917127	AudioCodes M1K RS-232 cable - 10 units M1K-RS232Cable	
	300873023	16-T1 AudioCodes Mediant 2000	
	300872298	8-T1 AudioCodes Mediant 2000	
	300872280	4-T1 AudioCodes Mediant 2000	
	300872272	2-T1 AudioCodes Mediant 2000	
	300872264	1-T1 AudioCodes Mediant 2000	
	300873072	16-E1 AudioCodes Mediant 2000 – Int'l	
	300873064	8-E1 AudioCodes Mediant 2000 – Int'l	
	300873056	4-E1 AudioCodes Mediant 2000 – Int'l	
	300873049	2-E1 AudioCodes Mediant 2000 – Int'l	
	300873031	1-E1 AudioCodes Mediant 2000 – Int'l	
	300919230	AudioCodes Mediant 2000 Single DC Power Supply	
	300919248	AudioCodes Mediant 2000 Dual AC Power Supply	
	300918018	AudioCodes Mediant 3000 Redundant Chassis	
	300918034	AudioCodes Mediant 3000 RTM for TP-6310	
	300918042	AudioCodes Mediant 3000 RTM for Standby TP-6310	
	300918059	AudioCodes Mediant 3000 EMS Basic Server SW	
	300918067	AudioCodes Mediant 3000 EMS TP-6310 SW	
	300918943	AudioCodes Mediant 5000 Redundant Base - DC	
	300918950	AudioCodes Mediant 5000 AC Power Option Argentina - /AC/ARG	
	300918968	AudioCodes Mediant 5000 AC Power Option Australia - /AC/AUS	

Component	Lucent Comcode	Description	Media
PSTN Gateways cont.	300918976	AudioCodes Mediant 5000 AC Power Option China - /AC/CH	
	300918984	AudioCodes Mediant 5000 AC Power Option Europe - /AC/EUR	
	300918992	AudioCodes Mediant 5000 AC Power Option Isreal - /AC/ISR	
	300919008	AudioCodes Mediant 5000 AC Power Option North America - /AC/NA	
	300919016	AudioCodes Mediant 5000 AC Power Option United Kingdom - /AC/UK	
	300919024	AudioCodes Mediant 8000 Redundant Base - DC	
	300919032	AudioCodes Mediant 8000 AC Power Option Argentina - /AC/ARG	
	300919040	AudioCodes Mediant 8000 AC Power Option Australia - /AC/AUS	
	300919057	AudioCodes Mediant 8000 AC Power Option China - /AC/CH	
	300919065	AudioCodes Mediant 8000 AC Power Option Europe - /AC/EUR	
	300919073	AudioCodes Mediant 8000 AC Power Option Isreal - /AC/ISR	
	300919081	AudioCodes Mediant 8000 AC Power Option North America - /AC/NA	
	300919099	AudioCodes Mediant 8000 AC Power Option United Kingdom - /AC/UK	
AudioCodes Scalable Hardware Items	300918026	TP-6310 Blade – 2000 ports	
	300919107	Gateway Board TP1610 480 cPCI Board E1/T1, IP (480 VoP Channels) for 5K and 8K only	
	300919115	2 SigTran Interworking Links (SS7)	
	300919123	4 SigTran Interworking Links (SS7)	
	300919131	6 SigTran Interworking Links (SS7)	
	300919149	8 SigTran Interworking Links (SS7)	
	300919156	10 SigTran Interworking Links (SS7)	
	300919164	12 SigTran Interworking Links (SS7)	
	300919172	14 SigTran Interworking Links (SS7)	
	300919180	16 SigTran Interworking Links (SS7)	
	300919198	ISDN LAPD and IUA SigTran Interworking	
	300919206	EMS Server Software	
	300919214	EMS Server - Lite Software	
	300919222	EMS Software for managing TP1610 with 16 spans	
Line Gateways - Desktop	300873122	AudioCodes MP112 (2 port FXS GW) Includes SIP per port charges	
	300873130	AudioCodes MP112 (2 port FXS GW – Int'l) Includes SIP per port charges	
	300873148	AudioCodes MP114 (4 port FXS GW) Includes SIP per port charges	

Component	Lucent Comcode	Description	Media
Line Gateways – Desktop cont.	300873155	AudioCodes MP114 (4 port FXS GW – Int'l) Includes SIP per port charges	
	300911310	AudioCodes MP114 (2 port FXS / 2 port FXO GW) Includes SIP per port charges	
	300911328	AudioCodes MP114 (2 port FXS / 2 port FXO GW – Int'l) Includes SIP per port charges	
	300873189	AudioCodes MP118 (8 port FXS GW) Includes SIP per port charges	
	300873197	AudioCodes MP118 (8 port FXS GW – Int'l) Includes SIP per port charges	
	300873221	AudioCodes MP118 (4 port FXS / 4 port FXO GW) Includes SIP per port charges	
	300873239	AudioCodes MP118 (4 port FXS / 4 port FXO GW – Int'l) Includes SIP per port charges	
Line Gateways - Rack Mounted	300873247	AudioCodes MP124 (24 port FXS GW) Includes SIP per port charges	
	300873254	AudioCodes MP124 (24 port FXS GW – Int'l) Includes SIP per port charges	
	300735297	CITELlink Handset Gateway (24 port gateway)	
Messaging Platforms	300807336	Sun Fire v210 server, in rack, Messaging Server Config	
	300807344	Sun Fire v210 server, w/o rack, Messaging Server Config	
New Messaging Platforms* * - No testing was performed at the time of the release of this document. An alert will be posted upon completion of successful verification and testing.	300822780	V240 Messaging	
	300822798	V240 1 RAID Messaging	
	300822806	2 V210 2 RAID Messaging	
	300822814	2 V240 Messaging	
	300822822	2 V240 1 RAID Messaging	
	300822830	2 V440 2 RAID Messaging	
	300865771	1 V440 and 1 RAID (3320) Messaging	
Existing Messaging Platform	300740578	MVR Communications – IR-8008-101; MX-151-3028; MX-350-0421	
	300824588	MVR Communications – IR-8020-101; MX-350-0421	
Conferencing HW	300912532	IBM x336 2GB Conference Server for BW 8837-06U-TB08022006	
Antepo SW and HW	300821162	SW RTU per user, 1-5000, Antepo SW	
	300821170	SW RTU per user, 5000-10K, Antepo SW	
	300821188	SW RTU per user, >10K, Antepo SW	
	300821196	AntepoServer Sun V440 4GB of memory with installation	
	300821204	AntepoServer Sun V440 4GB of memory without installation	

Component	Lucent Comcode	Description	Media
Covergence	300897600	Eclipse CXC-50-D	
	300897691	Eclipse CXC-150	
	300897709	CXC-350, 8 GB DRAM, 500 GB HDS, 2 x NIC-2T	
	300897717	CXC-350, MPU, 8 GB DRAM, 500 GB HDS, 2 x NIC-2T	
	300897733	CXC-1250-DC, 8 GB DRAM, 72 GB HDS, 2 x NIC-2T	
	300897741	CXC-1250-DC, MPU, 8 GB DRAM, 72 GB HDS, 2 x NIC-2T	
	300910148	CXC-50-D, IMPP	
	300910155	CXC-150, IMPP, CSTA	
	300910163	CXC-350, 8 GB DRAM, 500 GB HDS, 2 x NIC-2T, IMPP, CSTA	
	300910171	CXC-350, MPU, 8 GB DRAM, 500 GB HDS, 2 x NIC-2T, IMPP, CSTA	
	300910189	CXC-1250-DC, 8 GB DRAM, 72 GB HDS, 2 x NIC-2T, IMPP, CSTA	
	300910197	CXC-1250-DC, MPU, 8 GB DRAM, 72 GB HDS, 2 x NIC-2T, IMPP, CSTA	
	300910205	AC Power Cord - North America	
	300910213	AC Power Cord - United Kingdom	
	300910221	AC Power Cord - Europe	
	300910239	AC Power Cord - Australia	
	300910247	AC Power Cord - Japan	
	300910254	AC Power Cord - China	
	300910262	AC Power Cord - Korea	
	300910270	AC Power Cord - CXC-50 – North America	
	300910288	AC Power Cord - CXC-50 – United Kingdom	
	300910296	AC Power Cord - CXC-50 – Europe	
	300910304	CXC-1250 DC Power Supply	
	300910312	CXC-1250 Fan Kit	
	300910320	36 GB Hard Disk Kit	
	300910338	2-Port NIC	
	300910346	Four Post 23-32 Inch Rail Kit	

Component	Lucent Comcode	Description	Media
EdgeMarc ALG	300897402	4200: EdgeMarc 2	
	300897410	4200: EdgeMarc 5	
	300897428	4200: EdgeMarc 10	
	300897436	4200: EdgeMarc 30	
	300897444	4300T: EdgeMarc 5T	
	300897451	4300T: EdgeMarc 15T	
	300897469	4300T: EdgeMarc 30T	
	300897477	5300: EdgeMarc 300	
	300897485	6400A: EdgeMarc 500	
	300897493	6400A: EdgeMarc 1000	
	300897501	6400D: EdgeMarc 500	
	300897519	6400D: EdgeMarc 1000	
Remote Survivability	300897527	Edgewater 4200 – Basic VOS Surv/01	
	300897535	Edgewater 4300T – Basic VOS Surv/01	
	300897543	Edgewater 5300 – Basic VOS Surv/01	
	300897550	Edgewater 6400 – Basic VOS Surv/01	
EdgeProtect	300897568	5300: EdgeProtect 500	
	300897576	6400: EdgeProtect 500	
	300897584	6400: EdgeProtect 1000	
EdgeView Systems	300903887	5300 EdgeView Starter Kit	
	300903895	5300 EdgeView Monitoring Feature Module Upgrade: 100 Node License	
	300903903	5300 EdgeView Plug & Dial Feature Module Upgrade: 1000 Device License	
	300898236	6400 EdgeView Starter Kit	
	300898244	6400 EdgeView High Availability Starter Kit	
	300898251	6400 EdgeView Monitoring Feature Module Upgrade: 100 Node License	
	300903911	6400 EdgeView: 500 Node License	
	300903929	6400 EdgeView High Availability: 500 Node License	
	300903937	6400 EdgeView: 1000 Node License	
	300903945	6400 EdgeView High Availability: 1000 Node License	
	300898269	6400 EdgeView Plug & Dial Feature Module Upgrade: 1000 Device License	
	300898277	6400 EdgeView Plug & Dial Feature Module Upgrade: 10,000 Device License	
	300897592	4300T: 19" Rack Mount Kit	

Component	Lucent Comcode	Description	Media
Equipment Rack	300716545	Equipment Rack	
	300845609	Equipment Rack - Earthquake	
	300893229	Sun Rack 900-38 without power	
	300893245	Sun Rack 900-36N without power	
	300888682	Brackets for Sun Rack 900-38	
Universal Power Supply (UPS)	300824596	APC Smart-UPS XL-3000VA RM 3U 12V plus SA48R3XLBP Battery Unit	
Terminal Concentrator	300716552	Terminal Concentrator in rack	
	300720828	Terminal Concentrator w/o rack integration	
	300720836	Terminal Concentrator Cable	
Administrative Console	300716560	Administrative Console	
Documentation	300820099	255-485-006R2.1.1 AES Business Administration Guide - R2.1.1	CD-ROM
	300820115	255-485-005R2.1.1 AES Release Notes for R2.1.1	CD-ROM
	300820081	255-485-007R2.1.1 Documentation CD for R2.1.1	CD-ROM
	300854429	255-485-006R2.2.1 Lucent VoIP for Enterprise Technical Description	
	300854437	255-485-007R2.2.1 Documentation CD for R2.2.1	CD-ROM
	300869500	255-485-005R2.2.1 Lucent VoIP for Enterprise Release Notes for R2.2.1	CD-ROM
	300929510	255-485-006R2.2.2 Lucent VoIP for Enterprise Technical Description	
	300929528	255-485-007R2.2.2 Documentation CD for R2.2.2	CD-ROM
	300929536	255-485-005R2.2.2 Lucent VoIP for Enterprise Release Notes for R2.2.2	CD-ROM
	300834835	255-490-003R6.1.1 Documentation CD for LCM R6.1.1 also includes: 255-490-004R6.1.1 SW CD for LCM R6.1.1	CD-ROM
	300876414	255-490-003R6.2.1 Documentation CD for LCM R6.2.1 also includes: 255-490-004R6.2.1 SW CD for LCM R6.2.1	CD-ROM

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5 Documentation changes and additions

5.1 Overview

Introduction   This chapter contains a list of documentation exceptions, changes, and additions for *Lucent VoIP for Enterprise*.

In this chapter   This chapter covers the following topics.

Topic	Page
Documentation changes and additions identified in Release 2.2.2	5-2

5.2 Documentation changes and additions identified in Release 2.2.2

List of configurations

This topic contains new or updated documentation that became available after the *Lucent VoIP for Enterprise* Release 2.2.2 was released. These updates will be incorporated in the next release of documents.

This is the first issue of this document for *Lucent VoIP for Enterprise* Release 2.2.2.

6 Software/Hardware upgrade

6.1 Overview

Introduction   This chapter contains the procedures to upgrade your existing Accelerate™ Enterprise Solutions (AES) Release 2.1.1 vendor software to *Lucent VoIP for Enterprise* Release 2.2.2.

Release 2.2.2 release can also be upgraded from Release 2.2.1.

In this chapter   This chapter covers the following topics.

6.2   Upgrading to Lucent VoIP for Enterprise R2.2.2

Overview:
The following content covers the *Lucent VoIP for Enterprise* component upgrade paths from AES Release 2.1.1 to *Lucent VoIP for Enterprise* Release 2.2.2.

Release 2.2.2 can also be upgraded from Release 2.2.1 by following the R2.2.2 MP upgrade MOP available in LED.

NOTE: Verify and compare your existing licenses on Broadworks R12.0 and the new licenses provided for Broadworks R13.0 before you start the upgrade.

Lucent VoIP for Enterprise Release 2.2.2 requires a new release, R13.0 of BroadWorks. The latest patches from BroadWorks must be installed on top of release 12.0, through MP6.

Refer to chapter 1, 'List of supported systems' and verify that the required software versions are installed on all the supported components. Each vendor has it's own procedure as to how to upgrade to the required R2.2.2 GA release. Reference the specific vendor manuals for upgrade procedures.

Hardware Requirements:
If your BW servers have less than 2 GB of RAM memory, then an upgrade to 2 GB of RAM memory is required in all of the BW servers. Reference the Memory Upgrade MOP in LED/OLCS for the installation guidelines.

If your BW Servers have less than a 73 GB Hard Drive, then an upgrade to a 73 GB Hard Drive is required in all of the BW servers. Reference the Disk Upgrade MOP in LED/OLCS for the installation guidelines.

Software Requirements:
Rel_13.0_1.362, MP12. Reference the Upgrade Procedure MOP in LED/OLCS for the installation guidelines.

NOTE: Not all servers are updated with each MP release. Refer to the Patch Installation Release 13.0 for the MP updates available for each server.

Software Reversion:
After a server has been upgraded, BroadWorks allows for a seamless "rollback" to the previous version of software for both the stand-alone servers and redundant servers. Reference the Upgrade Procedure MOP in LED/OLCS for the installation guidelines.

Browser Requirements:
The CommPilot Call Manager and Attendant Console are only compatible with Internet Explorer (IE) Version 5.5 or 6.0 on Windows 95, 98, 2000, NT, and XP.

- The Call Manager and Attendant Console require a resolution of 1024x768 or greater.

- The CommPilot Portal requires a resolution of 800x600 or greater.

- For redundancy to work correctly, it is recommended that bookmarks to the BroadWorks system be the FQDN of the Application Server cluster

Lucent VoIP
for Enterprise
Components: Refer to Vendor specific software installation guides.

CPE: Refer to the CPE software installation documentation.

DSN Size: BroadSoft now recommends that the size of the DSN for the Application Server and Network Server should not exceed 25% of the physical memory available on the target server.

Patch Cluster: BroadWorks Release 13.0 is supported on Solaris 5.9 only

The Solaris patch cluster version used for Solaris 5.9 for all BroadWorks servers is the latest available from the Sun web site.

NOTE: Patches 111711-08 and 111712-08 must be installed on Solaris 9 prior to running the BroadWorks software.

Obtain the patch cluster at website: www.sun.com
Copy the patch cluster (file name 9_Recommended.zip) onto the target server. From the directory into which the cluster was copied, perform the following steps:

```
# unzip 9_Recommended.zip
# cd 9_Recommended
# ./install_cluster
```

BroadWorks
R13.0 MP Level: R13.0 MP1-MP12. Follow the R13.0 MP1-MP12 Patch Installation Procedure listed below. Full details on upgrade and patch procedures can be found in the BroadWorks Software Management Guide for Release 13.0 (document: BW-SoftwareManagementGuide-R130.pdf).

Patch Installation
Release 13.0:   The following patch installation is for BW Release 13.0-1.362

All BW Release 13.0-1.362 patches for R2.2.1 and R2.2.2 can be downloaded from LED. Please refer to the LED path: IP Services

Products: Lucent Feature Server: Lucent_Feature_Server_3000: Lucent VoIP for Enterprise: R2.2.1: Patches.

The patches can also be obtained from the HTTP/FTP site and place them in **/var/broadworks/patches** directory for the specific server type (AS, NS, MS, WS, EMS). Do not Untar the patches.

For all installations, please follow the patching instructions provided in the BroadWorks Software Management Guide for Release 13.0 (document: BW-SoftwareManagementGuide-R130.pdf). Instructions for both patch application and removal are given in the above-mentioned document.

<u>List of Available Maintenance Patches</u>

Note: All BW Release 13.0-1.362 patches and scripts are located in LED under the R2.2.1 Patches directory.

> **MP1**
> MP.as.13.0.362.mp1.sol9-sparc.CDimage.tar
> MP.ns.13.0.362.mp1.sol9-sparc.CDimage.tar
> MP.ms.13.0.362.mp1.sol9-sparc.CDimage.tar
> MP.ws.13.0.362.mp1.sol9-sparc.CDimage.tar
> MP.ems.13.0.362.mp1.sol9-sparc.CDimage.tar
>
> **MP2**
> MP.as.13.0.362.mp2.sol9-sparc.CDimage.tar
> MP.ns.13.0.362.mp2.sol9-sparc.CDimage.tar
> MP.ms.13.0.362.mp2.sol9-sparc.CDimage.tar
> MP.ws.13.0.362.mp2.sol9-sparc.CDimage.tar
>
> **MP3**
> MP.as.13.0.362.mp3.sol9-sparc.CDimage.tar
> MP.ns.13.0.362.mp3.sol9-sparc.CDimage.tar
> MP.ms.13.0.362.mp3.sol9-sparc.CDimage.tar
> MP.ws.13.0.362.mp3.sol9-sparc.CDimage.tar
>
> **MP4**
> MP.as.13.0.362.mp4.sol9-sparc.CDimage.tar
> MP.ns.13.0.362.mp4.sol9-sparc.CDimage.tar
> MP.ms.13.0.362.mp4.sol9-sparc.CDimage.tar
> MP.ws.13.0.362.mp4.sol9-sparc.CDimage.tar
>
> **MP5**
> MP.as.13.0.362.mp5.sol9-sparc.CDimage.tar
> MP.ns.13.0.362.mp5.sol9-sparc.CDimage.tar
> MP.ms.13.0.362.mp5.sol9-sparc.CDimage.tar
> MP.ws.13.0.362.mp5.sol9-sparc.CDimage.tar
>
> **MP6**
> MP.as.13.0.362.mp6.sol9-sparc.CDimage.tar
> MP.ms.13.0.362.mp6.sol9-sparc.CDimage.tar
> MP.ws.13.0.362.mp6.sol9-sparc.CDimage.tar

MP7
MP.as.13.0.362.mp7.sol9-sparc.CDimage.tar
MP.ms.13.0.362.mp7.sol9-sparc.CDimage.tar
MP.ws.13.0.362.mp7.sol9-sparc.CDimage.tar

* - See Note Below

MP8
MP.as.13.0.362.mp8.sol9-sparc.CDimage.tar
MP.ws.13.0.362.mp8.sol9-sparc.CDimage.tar

** - See Note Below

MP9
MP.as.13.0.362.mp8.sol9-sparc.CDimage.tar
MP.ws.13.0.362.mp8.sol9-sparc.CDimage.tar

MP10
MP.as.13.0.362.mp8.sol9-sparc.CDimage.tar
MP.ws.13.0.362.mp8.sol9-sparc.CDimage.tar

*** - See Note Below

MP11
MP.as.13.0.362.mp8.sol9-sparc.CDimage.tar
MP.ws.13.0.362.mp8.sol9-sparc.CDimage.tar

MP12
MP.as.13.0.362.mp8.sol9-sparc.CDimage.tar
MP.ws.13.0.362.mp8.sol9-sparc.CDimage.tar

* - Prior to loading MP8, it is required to execute the script: addSOAPjars2XS_EV27055.pl located in the /usr/local/broadworks/bw_base/bin directory. This script was delivered with AS Maintenance Patch 7, and adds certain .jar files to the executionserver.conf file. These additions allow the Execution Server's classpath to locate these jars on class loading. Maintenance Patch 7 did not require this script to execute for successful Execution Server startup, but Maintenance Patch 8 does. Please execute this script prior to AS MP8 patch application.

** - After loading MP8 and every subsequent MP that includes an AS update, the script: rebuild_en_US.properties_label_files.ksh can be used after patch application to update en_US localized versions of property files with the latest changes delivered in this patch. This script can be downloaded from LED under the R.2.2.1 Patches directory called en_US_Script.

*** - After loading MP10, there is a manual procedure **AFTER** patch application that needs to be invoked, to complete the fix. This patch, if removed, requires a manual procedure to be run **BEFORE** removal as well, to completely change functionality back. The procedure to be followed is detailed in below.

Note: Application of this patch is a requirement before upgrading to Broadsoft Release 14.

Released in MP10, EV 31969: Cannot have more than 30k groups on one AS This patch removes the limitation of a maximum of approx. 30000 groups creatable on a single Application Server box. This limitation currently exists because creation of a single group creates a single sub-directory on the file system for custom greetings, and there is an OS limitation of approx. 30000 subdirectories creatable under a single directory.

EV31969 Application Procedure

Apply Patch: Apply the patch containing the File System Restructuring code changes to both servers of an AS pair following the normal patch application procedure.

Note: File system change will not take effect until manual conversion of the file system is completed following the steps below.

Convert File System

On the primary Application Server, stop Broadworks
      AS1$ stopbw
On the secondary Application Server, lock the database to avoid any user file modifications from the secondary.
      AS2$ peerctl lock
Stop file replication on both the primary and secondary Application Servers.
      AS1$ frepctl –stop
      AS2$ frepctl –stop
On the primary Application Server, as root, cd to directory /usr/local/broadworks/bw_base/bin and run the convert_userfiles script that was delivered with the patch.
      AS1# ./convert_userfiles
This script will automatically create a backup up of the existing file systems directories and place it under /var/broadworks/filesystem/backup/
On the primary Application Server, start BroadWorks
      AS1$ startbw
Verify that the primary starts properly and that the file system conversion is functional (e.g., test a users personalized VM greeting, test a customized Auto Attendant greeting).
On the secondary Application Server, stop BroadWorks
      AS2$ stopbw
On the secondary Application Server, as root, cd to directory /usr/local/broadworks/bw_base/bin and run the convert_userfiles script that was delivered with the patch.
      AS2# ./convert_userfiles -s
Start file replication on both the primary and secondary Application Servers.
      AS1$ frepctl –start -daemon
      AS2$ frepctl –start -daemon
On the secondary Application Server, start BroadWorks
      AS1$ startbw

EV31969 Revert Procedure

On the primary Application Server, stop Broadworks
 AS1$ stopbw
On the secondary Application Server, lock the database to avoid
any user file modifications from the secondary.
 AS2$ peerctl lock
Stop file replication on both the primary and secondary
Application Servers.
 AS1$ frepctl –stop
 AS2$ frepctl –stop
On the primary Application Server, as root, cd to directory
/usr/local/broadworks/bw_base/bin and run the convert_userfiles
script that was delivered with the patch.
 AS1# ./convert_userfiles -r
On the primary Application Server, as root, clean up the new file
system by deleting the following directories:
 rm –rf /var/broadworks/userfiles/customMediaFiles
 rm –rf /var/broadworks/IpDeviceConfig/0
 rm –rf /var/broadworks/IpDeviceConfig/1
 rm –rf /var/broadworks/IpDeviceConfig/2
 rm –rf /var/broadworks/IpDeviceConfig/3
 rm –rf /var/broadworks/IpDeviceConfig/4
 rm –rf /var/broadworks/IpDeviceConfig/5
 rm –rf /var/broadworks/IpDeviceConfig/6
 rm –rf /var/broadworks/IpDeviceConfig/7
 rm –rf /var/broadworks/IpDeviceConfig/8
 rm –rf /var/broadworks/IpDeviceConfig/9
Restore the previous file system. Untar the
/var/broadworks/filesystem/backup/ backup file on the primary
Application Server.
On the primary Application Server, start BroadWorks
 AS1$ startbw
Verify that the primary starts properly and that the file system
revert is functional (e.g., test a users personalized VM greeting,
test a customized Auto Attendant greeting).
If the file system conversion was completed on the secondary as
well, on the secondary Application Server, stop BroadWorks
 AS2$ stopbw
If the file system conversion was NOT run on the secondary,
unlock the secondary database and exit the procedure.
 AS2$ peerctl unlock

On the secondary Application Server, as root, cd to directory
/usr/local/broadworks/bw_base/bin and run the convert_userfiles
script that was delivered with the patch.
 AS2# ./convert_userfiles –r –s
On the secondary Application Server, as root, clean up the new
file system by deleting the following directories:
 rm –rf /var/broadworks/userfiles/customMediaFiles
 rm –rf /var/broadworks/IpDeviceConfig/0
 rm –rf /var/broadworks/IpDeviceConfig/1
 rm –rf /var/broadworks/IpDeviceConfig/2
 rm –rf /var/broadworks/IpDeviceConfig/3
 rm –rf /var/broadworks/IpDeviceConfig/4
 rm –rf /var/broadworks/IpDeviceConfig/5

```
rm –rf /var/broadworks/IpDeviceConfig/6
rm –rf /var/broadworks/IpDeviceConfig/7
rm –rf /var/broadworks/IpDeviceConfig/8
rm –rf /var/broadworks/IpDeviceConfig/9
```
Copy over the backup file system from
/var/broadworks/filesystem/backup/ on the primary Application
Server. Untar the backup file on the secondary Application
Server.
Start file replication on both the primary and secondary
Application Servers.

```
AS1$ frepctl –start -daemon
AS2$ frepctl –start -daemon
```
On the secondary Application Server, start BroadWorks
```
AS1$ startbw
```

Verify system stability before installing patches.
       Type: **healthmon –l**

       Example:
```
lfs-app1-s1$ healthmon -l
Partition monitoring    [...........................]
BroadWorks monitoring   [...........................]
-------------------------------
System Health Report Page
 BroadWorks Server Name: lfs-app1-s1
 Date and time      . : Tue Jan 24 12:55:57 MST 2006
 Report severity      : NOTIFICATION
 Server type        .. : AppServer
 Server state       .. : Unlock
-------------------------------
No abnormal condition detected.
```

Applying patches to a simplex system:

MP/EP patch (AS, NS, MS, WS, EMS) server installation:

1. Log into BroadWorks CLI and navigate to
    CLI/Maintenance/ManagedObjects>
2. Type: **get versions all** to view currently installed patches.
3. INSTALL MAINTENANCE PATCHES FIRST, <u>ONE AT A TIME</u>.
    set patchOperation <MP1 patch name> apply
4. type: **lock force**
5. type: **reset force**
6. Wait for the install to complete.
7. Check to see if there were any errors during the install, address the
    errors before progressing to the next Patch.
8. **get broadworks**   (gives you BW status)
9. Verify patch(s) were properly installed.
10. **get versions all**
11. Repeat steps 3 through 6 for each subsequent patches MP2 thru
    MP12. *Don't forget to install the EPs on top of the MPs if needed.

*NOTE: Per Release Exceptions: If EP.as.13.0.362.mp3-28904.sol9-sparc.CDimage.tar is going to be loaded prior to MP.as.13.0.362.mp4.sol9-sparc.CDimage.tar, you must uninstall all EP2 patches prior to installing EP3.

Applying patches to a redundant system:

Verify the Application and Network servers are configured properly.
- Check the /etc/hosts file and verify IP, Hostname, FQDN and LOGHOST is set on primary.
- Verify IP and hostname exist for the redundant peer
    - Example:
    - 172.16.3.2 lfs-app1-s1 lfs-app1-s1.test.com loghost
    - 172.16.4.3 lfs-app1-s2

Verify the primary and secondary peers have hostname/IP address.
Type: **peercmd peerctl ls**

Example:
```
HOSTNAME/ADDRESS          State

----------------------------------------------------
lfs-app1-s1/172.16.3.254     primary,unlocked
lfs-app1-s2/172.16.4.254     unlocked
```

Verify only two processes <u>bwMoDaemon</u> and <u>bwMoDaemonRoot</u> exist in both the /etc/inetd.conf and /etc/services files.

Type the following:

- **cat /etc/inetd.conf | grep -i bwMo**
    - bwMoDaemon   stream tcp   nowait bwadmin /usr/local/broadworks/bw_base/bin/MoDaemon.sh /usr/local/broadworks/bw_base/bin/MoDaemon.sh
    - bwMoDaemonRoot stream tcp   nowait root /usr/local/broadworks/bw_base/bin/MoDaemon.sh /usr/local/broadworks/bw_base/bin/MoDaemon.sh

- **cat /etc/services | grep -i bwMo**
    - bwMoDaemon   7120/tcp
      # Managed Objects Daemon service -- bwadmin
    - bwMoDaemonRoot 7121/tcp
      # Managed Objects Daemon service – root

Verify system stability before installing patches.
Type: **healthmon –l**

Example:
```
lfs-app1-s1$ healthmon -l
Partition monitoring    [..........................]
BroadWorks monitoring   [..........................]
-------------------------------
System Health Report Page
```

```
            BroadWorks Server Name: lfs-app1-s1
            Date and time    . : Thu Mar 24 12:55:57 MST 2005
            Report severity    : NOTIFICATION
            Server type     .. : AppServer
            Server state    .. : Unlock
            -------------------------------
            No abnormal condition detected.
```

Note: When primary and secondary servers are referenced, procedurally there is no difference between Application or Network Servers.

Note: Use the procedures from "applying patches to a simplex system" for all media servers.

MP/EP patch (AS, NS, MS, WS, EMS) server installation:

Installing MP1 through MP12 patches:

NOTE: DO NOT STOP REPLICATION!

From the Primary server

1. Log into BroadWorks CLI and navigate to **CLI/Maintenance/ManagedObjects>**
2. Type: **get versions all** to view currently installed patches.
3. Install MAINTENANCE Patches
         set patchOperation <MP1 patch name> apply
4. type: **lock force**
5. type: **reset force**
6. Wait for the install to complete.
7. Check to see if there were any errors during the install, attend to the errors before progressing to the next Patch.
8. **get broadworks**   (gives you BW status)
9. Verify patch(s) were properly installed.
   get versions all   (verify patch was installed and active)

From the Secondary server

1. Log into BroadWorks CLI and navigate to **CLI/Maintenance/ManagedObjects>**
2. Type: **get versions all** to view currently installed patches.
3. Install MAINTENANCE Patches
         set patchOperation <MP1 patch name> apply
4. type: **lock force**
5. type: **reset force**
6. Wait for the install to complete.
7. Check to see if there were any errors during the install, attend to the errors before progressing to the next Patch.
8. **get broadworks**   (gives you BW status)
9. Verify patch(s) were properly installed.

get versions all   (verify patch was installed and active)

From the primary server, verify patches have been installed:
        Type: **peercmd bwshowver**

Repeat the previous steps for MP2 through MP12.

*NOTE: Per Release Exceptions: If EP.as.13.0.362.mp3-28904.sol9-sparc.CDimage.tar is going to be loaded prior to MP.as.13.0.362.mp4.sol9-sparc.CDimage.tar, you must uninstall all EP2 patches prior to installing EP3.

From the primary server:
        a. Verify patches have been installed: **peercmd bwshowver**
        b. Verify replication is working: **peercmd repctl status**

End of Document