OrderPro Version 6.0

User's Guide

June 2003

This document provides the information needed to install and run the OrderPro tool for Meridian 1 system upgrades to Succession release 3.

Revision/Update Information:	This is an update of the V5.3 manual.
Software Version:	Product Version OrderPro V6.0

Nortel Networks Ltd

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Preface

Purpose of this Document

This document provides the installation and operation steps necessary to run the OrderPro application. This document is targeted for use with software upgrades to the new software structure introduced on Succession Enterprise 3.0 Globally.

It also covers expansions made to Meridian 1 systems at X11 release 25 in the regions where this is supported.

Intended Audience

This guide is intended for those responsible for the installation and operation of OrderPro

Structure of this Guide

This guide is divided into the following chapters:

- Overview
- Getting Started
- Understanding the OrderPro Interface
- Extracting the Log File
- Loading the Log File and sending it to Nortel if required
- Reporting

Glossary

NNEC - Nortel Networks Enterprise Configurator: is an application used for configuration and quotation purposes. This tool is the re-branded version of Netprice 4.0 that is currently used in Europe, the Middle East, Africa, and Asia Pacific. The tool will be further enhanced and introduced Globally.

Netprice: is a WEB-based application used in Europe, the Middle East, Africa and Asia Pacific for quotation purposes for Release 25.40 and earlier.

Meridian Configurator: is a PC-based application used for quotation and configuration purposes in Canada, the US and CALA.

CVSD: Customer Value Software Delivery – the Software structure introduced for all machine types (Succession and Meridian 1) Globally starting with Succession Enterprise 3.0.

Americas: Canada, United States and the Caribbean and Latin America (CALA)

FBP: **Functionality Based Pricing** – the pricing model that is used in Europe and Asia Pacific. Starting with Succession 3.0, FBP will move form its 8 bundle model to the 5 service level CVSD structure.

Related Information

This guide accompanies OrderPro online help.

Contact Information

Note: In countries where OrderPro has a number of users, you should contact your own OrderPro Channel Prime for support.

EMEA

escpm@nortelnetworks.com

Tel: 00 800 8008 9009 or +44 (0) 20 8920 4618, Option 5

CALA

CALA_netprice@nortelnetworks.com

CALA: 954 858-7788, Option 1

Asia/Pacific

Contact your FBP prime

North America

1-800-321-2649, opt 6, opt 2
1-800-4Nortel, express routing code 7103

1
Overview

This chapter describes the OrderPro system. It contains the following sections:

- What is OrderPro?
- When do I need to Use Order Pro ?
- OrderPro Features
- Benefits of Using OrderPro
- Upgrade/Expansion Software Order Process
- Limitations of OrderPro

What is OrderPro?

OrderPro is a PC desktop application that repackages the software configuration on an existing Meridian 1 Release 15 or later system to the new CVSD software structure introduced with Succession 3.0.

OrderPro is used to dial into an installed system to capture configuration information from the system. The information gathered is then used to calculate the equivalent software service level in the CVSD software structure and the settings for the ISMs.

OrderPro generates two reports that contain the new software structure result information, and well as a summary of the configuration information captured from the system,. The reports can be viewed, printed and saved as a text file.

OrderPro creates an encrypted file with a .OPI extension that is a component of the software upgrade ordering process globally.

When do I need to Use OrderPro?

Americas:

Meridian 1 Release 15 and later systems require Order Pro to upgrade to Succession 3.0 and later for the first time.

Order Pro is NOT required for:

- Systems already on the CVSD structure or on Succession 3.0 or later, do not require Order Pro for future upgrades or expansions.
- CSE 1000 Release 2.0 systems upgrading to Succession Release 3.0. CSE 1000 systems already use all of the ISMs in the CVSD structure and a bundled software package structure, such that the equivalent Service level and ISMs can be calculated based on the data form order history.
- OrderPro is not required for New Systems

Europe and Asia Pacific:

When upgrading to FBP for the first time, OrderPro is required. OrderPro 6.0.x supports upgrades to Succession 3.0 for all machine types or to Release 25.40 for Large System C processor systems with EPE.OrderPro can be used for Expansions of systems already running an FBP release of software. For small systems a site survey file is created which can be loaded into Netprice/NNEC. For large systems OrderPro the information form the OrderPro reports can be used during the expansion process.

OrderPro can be used to create a LD 22 software inventory report for pre FBP systems in Europe. (not available in Asia Pacific)

Order Pro is NOT required for:

- Systems already on FBP that are upgrading to Succession 3.0
- CSE 1000 Release 2.0 systems upgrading to CVSD. CSE 1000 systems already use all of the ISMs in the CVSD structure and a bundled software package structure, such that the equivalent Service level and ISMs can be calculated based on the data form order history.
- New Systems

OrderPro Features

OrderPro offers the following features:

- Repackages the installed software to the equivalent Service level in the CVSD Software Structure.
- Extracts the required hardware and software detail from the switch to calculate the Service and System ISMs settings when upgrading a switch to the CVSD Software Structure.
- Reads and outputs the enabled and consumed user levels when expanding or upgrading a switch within the FBP Structure
- Provides on screen report previews and printed report outputs, which can be saved as a text file for future reference.
- Reports provide data regarding the existing switch for entering on NetPrice/NNEC for Europe and Asia Pacific and in Meridian Configurator for the Americas.

- Allows the user to choose a lower software service level than identified as their equivalent
- Allows the user to allocate spare/unused system capacity as either Analogue User ISMs or Digital User ISMs in the CVSD structure.
- Creates an encrypted file (.OPI) that Order Pro automatically sends via FTP to Nortel for the Americas for use in making the equivalent keycode for the system being upgraded.
- Reports the Upgrade Quantity required for quoting and ordering upgrades in the Americas.
- Identifies the following spare switch capacity:
    - Spare IPE slots
    - Spare network loops
    - Cabinet or networks groups that can be added to the switch.
- Reports the switch processor and memory.
- Provides the range of standard communications capabilities to use for accessing installed switches including dial-up, telnet, and direct connection.
- Provides modem scripting functionality
- Provides an address book feature to hold switch access details.

Benefits of Using OrderPro

OrderPro provides the following user benefits:

- Automatically extracts and repackages the software features enabled on the switch to identify the equivalent CVSD service level and optional features required. This ensures that all features currently installed on the system are carried forward the new structure.
- No more X11 Software Order forms are required in North America for upgrades.
- Automatically calculates the equivalent settings and types of users (ISMs) to set in the CVSD software structure, to support the existing switch. This ensures that all capacity being used on the system is carried forward to the new CVSD structure.
- Provides a range of data in two report formats, regarding the installed switch to support quoting and ordering for the installed base.
- Supports remote polling of data from installed switches reducing the need for site surveys information.

Upgrade/Expansion Software Order Process

The OrderPro application repackages the installed software features to the equivalent Service level in the CVSD Software Structure and calculates the equivalent ISM

values based on the hardware and software data extracted from the system. An encrypted file with the extension .OPI is created in Order Pro which includes the Summary report information.

For Europe and Asia Pacific:

The .OPI file information is uploaded to NNEC to enable the quoting and ordering of upgrades to Succession 3.0.

For the Americas (Canada, United States, and CALA):

The .OPI file is sent to Nortel, via FTP or the Web, with each upgrade order. The upgrade keycode is generated based on the values in the Order Pro .OPI file.

Limitations of OrderPro

The list below describes some of the limitations of OrderPro:

1. Software releases that are lower than release 15 are not supported.
2. Software releases other than X11, X81 and X91 are not supported.
3. The Option 11C mini is identified by the MSC processor card or the 48 port digital line card. If the SSC CPU exists in an 11C mini and the 48 port line card does not exist then it will be seen as an Option 11C.
4. On an Option 11C switch, OrderPro cannot distinguish between an Option 11C Expansion Cabinet and Option 11C Mini Expansion Chassis (withor without an Option 11C Mini Chassis Expander). It calculates the number of unequipped IPE slots, based on there being 10 slots on the expansion.
5. OrderPro is not able to recognize Mini Carrier Remotes and Multi Fibre Remotes sites. The equipment installed on these remotes are represented as being on the main site.
6. The 24-port digital line card is not supported, and if this card is used, then adjustments must be made to any output given. The 24 port digital line card is not generally applicable, but there may be some sites with trial versions of this card which has been subsequently discontinued.
7. PE, EPE, EEPE and RPE are not supported as far as spare slots are concerned, and where the card ID commands are used, such equipment will not be identified. Sets configured on the PE types will be counted for calculating new ISM values.
8. OrderPro can detect Option 11 remote cabinets but cannot differentiate between copper and fiber expansion cabinets.
9. For certain system generics with Omega processors, OrderPro cannot always distinguish the switch type, and the user may be asked to select the switch type from a limited choice.
10. OrderPro cannot identify the media type for large switches running Release 23 software.

11. For Link/CCR and MAX applications, OrderPro cannot determine if the application is IPE or AEM. The user will be asked to verify the location of the applications.
12. OrderPro requires the user to confirm when Call Pilot exists.
13. The OrderPro extraction will not work when the switch is in the PDT (Problem Determination Tool) layer. It will be necessary to log out of the PDT layer prior to invoking the OrderPro extraction.
14. OrderPro requires ITG Trunk cards to be installed in the system for the ITG Trunk ISM to be calculated correctly.
15. RLOGIN connection is not supported by OrderPro If you wish connect to a Meridian 1 system using the Telnet connection option in OrderPro, then you must first connect OrderPro to a Server that supports rlogin, and then run the rlogin session manually from the command prompt in the OrderPro PBX Terminal screen.
16. No Modem Auto detect in OrderPro - you need to know the configuration of the remote modem.

2
Getting Started

This chapter describes how to Install and get started with OrderPro on the users PC. It contains the following sections:

- System Requirements
- Installing OrderPro
- Setting System Defaults
- Getting Help

System Requirements

To successfully install and run OrderPro, you need:

- Downloaded application from the Nortel Networks Customer web site as detailed below
- A Personal Computer (PC), with Pentium 166 processor or higher
- Microsoft Windows 95/98/2000/XP or an NT 4.0 Workstation
- Approximately 10MB of hard disk space to download the .exe

Additionally, to perform necessary data extractions and file transmissions, you may need:

- A modem (Hayes compatible, or similar)
- COM1 port availability
- LAN Access
- FTP or Internet access to send the .OPI file to Nortel (for the Americas)

A mouse is highly recommended to take full advantage of the user interface.

To install OrderPro, you need to first download the kit from the Nortel Networks web-site.

Downloading OrderPro

Before installing, you need to download the OrderPro executable file and associated documentation from Nortel Network's customer web-site.

Downloading via the Nortel Networks Customer web site

To access the site you will need to enter your 'Secure Access Model' (SAM) user name and password. Electronic Software Download (ESD) must also be included on your SAM User Access Profile.

You can download the latest version of OrderPro by connecting directly to the Nortel Networks Customer Support web site. You can go directly to the Customer Support site by using the following URL :

http://www.nortelnetworks.com/support

Alternatively, you can go to the Nortel Networks home page at:

http://www.nortelnetworks.com/

From this page select “Support” which will also take you to the Nortel Networks Customer Support site.

From here:

1. Please select “Log In” from the left side menu.
2. You will then be asked to enter your SAM User ID and password.
3. Your personalised Customer Support Screen will then be presented.
4. Select the “Products” hyperlink from the menu options on the left hand side
5. From the Alphabetical listing presented, select “O”
6. Scroll down the list of products until you find “OrderPro”
7. Select “Software”
8. This takes you to the location to download OrderPro. Select “OrderPro Version 6.0.x”
9. Select File Download : option to download an executable file containing the current version of OrderPro. Download this OrderPro.exe file to your PC.

Note : On Step 7 above you also have the option to select “Add to my Products”. By selecting this option will save the option to download OrderPro in your personal profile.

- Select “Add to my Products”
- Under MY Products on the left hand menu, you will now have OrderPro as an option in the drop down menu.

Once the OrderPro executable has been downloaded and saved to your PC you are ready to commence the installation.

1. Run the executable file. A wizard will start which will guide you through the installation procedure.
2. The Order Pro User Guide and Release Notes are available for download as well. In Step 7 above, rather than choosing software you can choose to download the User Guide or the Release Notes. It is recommended you read this guide before using OrderPro.

Downloading via Netprice

- If you are accessing the quote generator in NetPrice, a link is provided to download OrderPro. By selecting this link you will be directed to the Nortel networks customer web site and can download OrderPro as detailed above.

Requesting a Secure Access Model (SAM) ID

If you do not have a SAM ID then choose 'Register' from the 'Nortel Networks Customer web site at

http://www.nortelnetworks.com/support

and follow the registration process.

Installing OrderPro

If a previous version of OrderPro has been installed, it is recommended that it be removed prior tot loading the new version. Uninstall the current version as follows:

- Click *Start -> Settings -> Control Panel*
- Select the *Add/Remove* Programs icon
- On the *Install/Uninstall* tab, select OrderPro in the list of applications
- Click the *Add/Remove* button to remove the application.
- Run the downloaded OrderPro6.0.x.EXE file by double-clicking on its icon or, from the <Start><Run...> menu, by entering "[FullPath]/OrderPro6.0.x.exe" and then <OK>
- Follow the instructions given by the Set-Up program

Note - During the process of installing the Order Pro application, 2 type of incident may occur depending on your Windows platform:

- MS Windows asks you if you wish to replace an existing file with an older version of this file deployed by OrderPro. Select "Yes" to keep your existing file.
- MS Windows detects a conflict while installing a file because this file is in use. Select "Ignore" and continue the installation.

Note - you must reboot your system after installing OrderPro if you are installing it for the first time. If you do not reboot your system you will receive a flashing screen when you enter the OrderPro application. If you have previously installed OrderPro and are installing a later version a system reboot is not required.

Setting System Defaults

When starting OrderPro for the first time, you need to set your system defaults. The System Defaults Screen allows you to customise your OrderPro system. The screen allows you to specify the *Output Path*, *Output Extension*, the *Drive* to use for storing Log files, and the *Printer Font* to use when printing reports.

The screen also requires that you specify your site location. The *Site Location* is a mandatory field. The Site location represents the country or region that the Meridian 1 system is located. It is important that this location be correct, as it determines the logic that will be applied for the system conversion to the new software release. If the site location is incorrect, then the software translation will also be incorrect and the upgrade keycode will not accurately reflect the software features or the capacity on the installed system.

The screen is displayed in figure 2-1

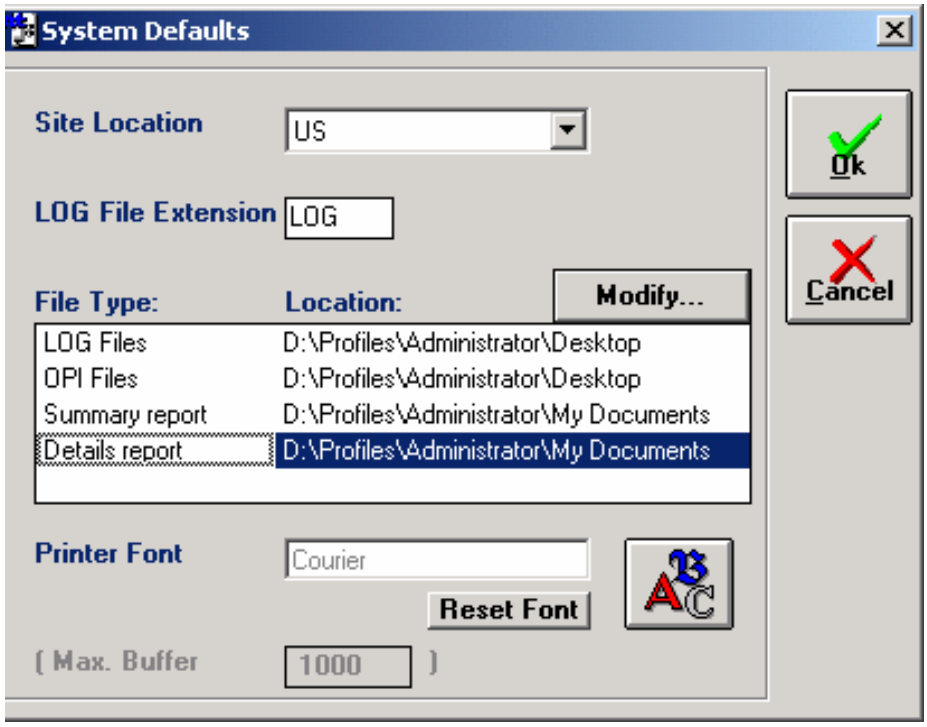


Figure 2-1: System Defaults Screen

Getting Help

OrderPro provides both task and context sensitive help on the application. To view the help contents, select the *Help* option from the Main Screen, or click the *F1* button for help on a screen.

3
Understanding the OrderPro Interface

This chapter describes how to use the OrderPro application. It contains the following sections:

- OrderPro Components
- The OrderPro Main Screen

OrderPro Components

The key components of OrderPro are as follows:

- Log File
- OPI file
- The Upgrade Screen
- Reports

Log File

The Log file is generated during the OrderPro extraction phase and is used to store all relevant data generated by the switch in response to the commands executed by the extraction script. The file can be named at the users' convenience. It contains information on the Software Release, Site ID/System serial number, System type, CPU and Memory and the feature list installed on the system. The Log file is loaded to allow the ISM and Repackaging algorithms perform calculations on the data stored in the Log file. Please refer to section 4 - Extracting the Lof File for more information.

OPI File

The OrderPro Interface file(OPI) is an encrypted file, that contains the information form the OrderPro Summary report. The .OPI file is :

For Europe and Asia Pacific - loaded to NetPrice/NNEC before a quote, to upgrade a switch from a pre-FBP Release.

For the Americas, – sent to Nortel with Succession 3.0 or later upgrade orders.

The Upgrade Screen

The Upgrade Screen is primarily used to display the result of the repackaging and ISM calculations. Please refer to section 5 - Loading the Log File or more information.

Reports

The data captured in the Upgrade Screen is presented in the Summary Report. This report contains software information relating to software service levels and ISM values, which is required when quoting or ordering software upgrades/expansion to the CVSD model using NNEC.

A detailed report is also available which gives information on system hardware. Please refer to the example reports in Appendix A.

The OrderPro Main Screen

The OrderPro Main Screen is used to start the extraction and loading phases.

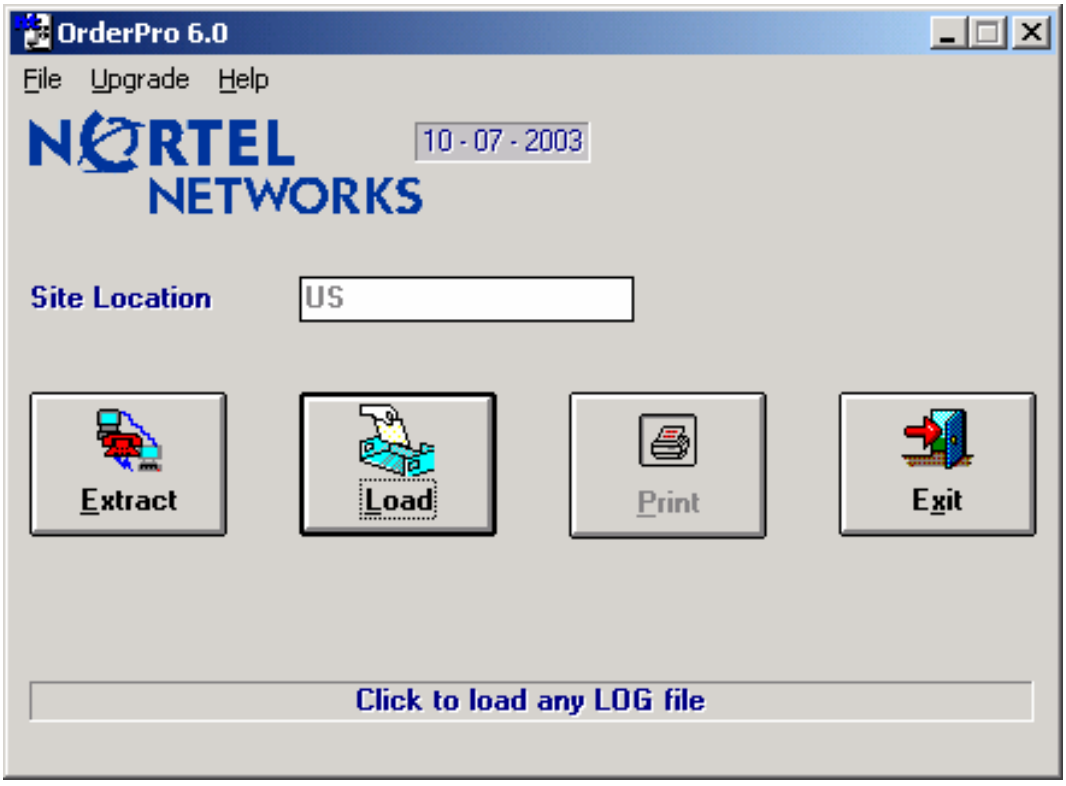


Figure 3-1: Main Screen

Main Screen Menu Options

The OrderPro screen contains three menu options: *File*, *Upgrade* and *Help.*

File Menu

The File Menu provides the following options:

- *System Defaults:* This option is used to customise OrderPro settings. When OrderPro is run for the first time, the System Default Screen is displayed and requires you to enter the site location. For more information on the System Defaults Screen, see Chapter 2: Setting System Defaults.
- *Exit:* Used to exit OrderPro.

Upgrade Menu

The Upgrade Menu is available for European Site Locations only. It is greyed out (not available) for any other site locations.

Help Menu

The Help Menu provides the option to open the online help and view information on the OrderPro product.

Main Screen Fields and Buttons

The OrderPro Main Screen also contains the following fields and buttons.

- *Customer Name*: Displays the customer name specified in the System Defaults site location.
- *Extract:* Click this button to begin the process to extract the Log file from the Meridian 1 system.
- *Load:* Click this button to begin loading a Log file.
- *Exit*: Click this button to exit the application.

4
Extracting the Log File

This chapter describes how to perform an OrderPro extraction. It contains the following sections:

- Setting-Up the Communication Link
- Opening Dialog with the PBX
- Extracting Data to the Log File
- Using Address Books
- Changing Modem Settings
- Customizing Modem Scripts

Setting-Up the Communication Link

To perform an OrderPro extraction, a communication link needs to be established between the PC running OrderPro and the PBX.

To set up the link, click the *Extract* button on the OrderPro Main Screen. The Connection Details Screen is displayed. This screen specifies the characteristics of the PBX (Phone No, Password, Connection type etc.) from which data is extracted.

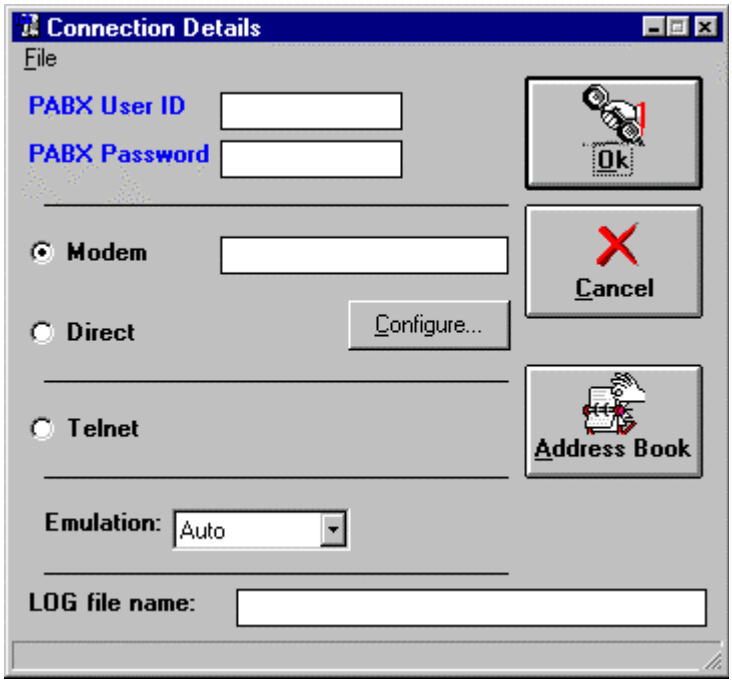


Figure 4-1: Connection Details Screen

Communication between the PC and PBX can occur in one of three ways:

1. *Modem:* A remote connection implies that the PC and switch are not directly connected by one piece of cable (usually due to the distance between the two sources) but can communicate instead through means of modem.
2. *Direct:* The PC is connected directly to the switch.
3. *Telnet:* A telnet connection is required if you connect through a LAN to a server/PABX.

Note: RLOGIN connection is not supported by OrderPro. If you wish connect to a Meridian 1 system using the Telnet connection option in OrderPro, then you must first connect OrderPro to a Server that supports rlogin, and then run the rlogin session manually from the command prompt in the OrderPro PBX Terminal screen.

When this option is selected, the OrderPro PBX Terminal screen will the interface to the rlogin server, and following connection to the server, the normal procedure is followed to login to the Meridian 1 system and extract the log file.

Clicking the *Configure* button allows you to specify communication settings (port number, modem speed, and connection preference).

The Connection Details Screen supports the following parameters:

File Menu

The File Menu provides the following menu options:

Terminal: Loads the PBX Terminal Screen.

Address Book: Loads the Address Book Screen used to store PBX details or populate PBX details for the current communication.

Modem Commands: Loads the Modem Commands Screen, which contains the modem string initialization.

Exit: Return to the Main Screen.

Save as: Save user information in the address book

Fields and Buttons

The Connection Details Screen provides the following fields and buttons:

PABX User ID: Enter the user ID as defined for the "Login by User name" feature. If this feature is not configured then leave this field blank in which case OrderPro will confirm this to the user during the system login process.

PABX Password: To access data from a switch, you must know the PABX password. Regardless of the type of connection in place, you must enter a password to retrieve the Log file. Please note that the password used (in conjunction with the system TTY port functionality) must be allowed to access the overlays used in the OrderPro extraction scripts. These are commonly used print overlays, plus maintenance overlay 32 (please see later section on command scripts for full detail).

Modem/Direct/Telnet: If a *Modem* connection is used, you need to specify the phone number of the target switch. If the switch and PC are in close proximity, a *Direct* connection may be used. A *Telnet* connection allows you to access a server/PBX *via* the LAN.

> **Note:** If you do not complete the required fields in the Connection Details Screen, you are prompted to enter that information (Phone Number of switch, PBX Password etc) later in the Extraction phase. It is recommended that you enter the details in the Connection Details Screen.

Emulation: The terminal emulator.

Log File Name: The name of the Log file that the PBX Terminal Screen is going to retrieve from the switch. It is important to use a proper naming convention so that the files can be easily identified. It is also helpful to keep the same file extension for all Log files (e.g. filename.log). Click on the field to browse the PC directories.

OK: Clicking this button displays the PBX Terminal Screen, used to begin communication with the switch.

Cancel: Clicking this button exits the screen and returns to the Main Screen without trying to retrieve a Log file.

Configure: Clicking this button displays the Communication Settings Screen.

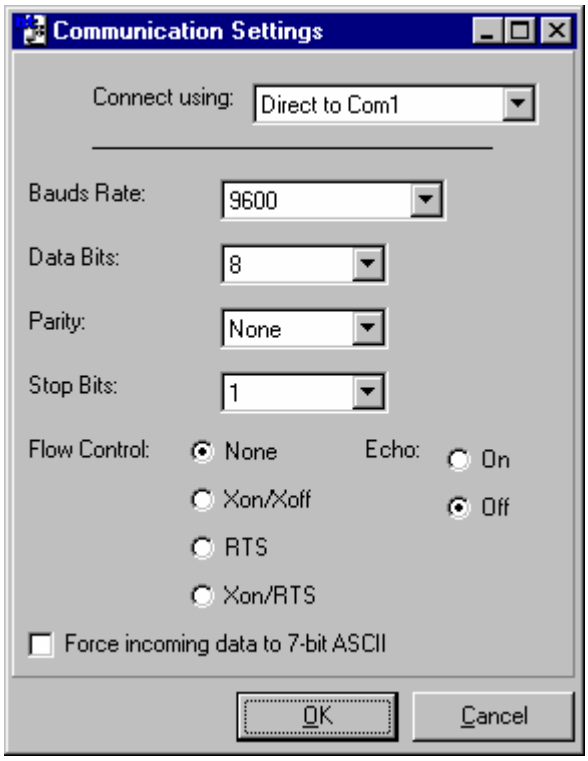


Figure 4-2: Communication Settings Screen

The screen requires you to specify the following parameters:

Connect Using: The port that is used by the PC to establish the connection must always be specified before pressing the *OK* button.

Baud Rate: The baud rate specifies the speed of data transfer between the two communicating machines. The rate must always be specified, and the value may depend on the switch and/or modem settings.

Connection Preferences: The *Data Bits/Parity/Stop Bits* options relate to the type of communication used in the data transfer. The settings may depend on switch and modem settings.

Echo: Specifies the PBX Terminal Screen preference.

Flow Control: This option relates to the type of communication used in data transfer and may depend on switch and modem settings.

> **Note:** OrderPro automatically saves the current settings when leaving the screen. If new default communication settings have been entered, they are retrieved as default settings when subsequently loading the application.

Opening Dialog with the PBX

When the communication link has been established, OrderPro can start the dialog with the PBX. To load the PBX Terminal Screen, select the *File->Terminal* option on the Connection Details Screen.

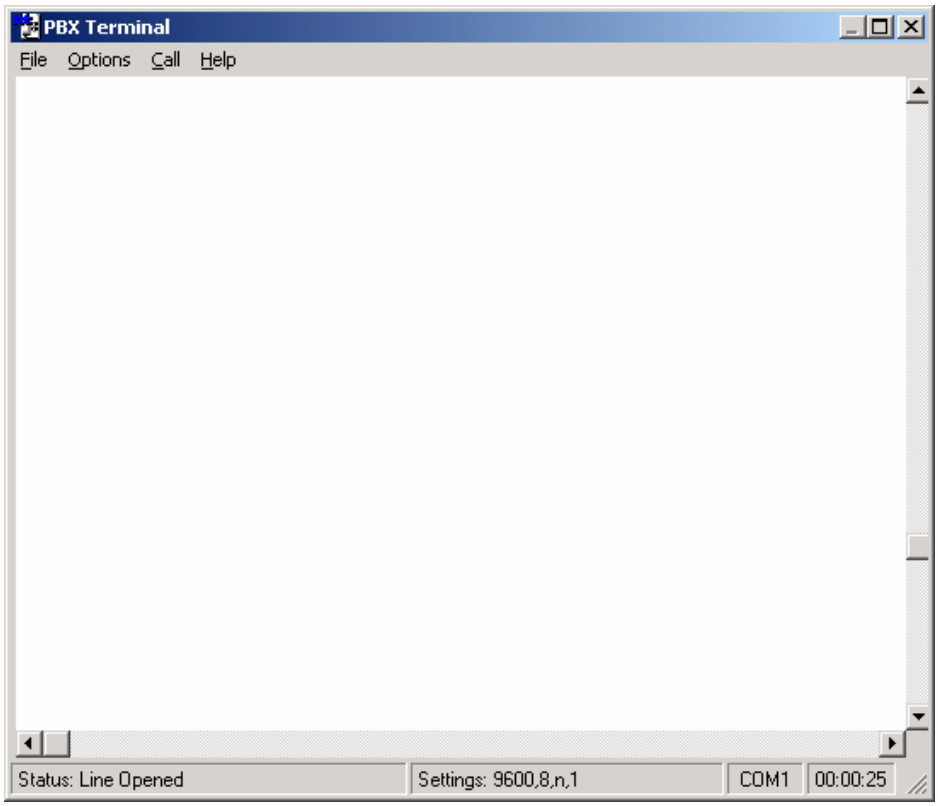


Figure 4-3: PBX Terminal Screen

The PBX Terminal Screen allows you to specify the appropriate parameters to create the Log file. There are three ways of proceeding with the extraction process:

- Commands may be entered manually to establish connection with the PBX by typing it in the PBX Terminal Screen followed by the carriage return key. This method is not recommended as it can lead to data errors in the Log file.
- Select the appropriate item in the Call menu. See Extracting Data to the Log File for more detail.
- Use a combination of the above two options.

If a problem should occur with the communication link, check the settings on the Connection Details Screen.

If the Log file name is specified in the Connection Details Screen, it is automatically opened on entering the PBX Terminal Screen, and closed on exiting the PBX Terminal Screen.

If no Log file name is specified, when you open the PBX Terminal Screen, you must open a Log file (using the File menu) to store the retrieved data.

The PBX Terminal Screen can be sized to full screen, and supports the following emulations: Auto, vtty, vt52, vt100, vt220 7 bits only, vt220 8 bits, vt320 7 bits only, vt320 8 bits. The Status Bar displays the following information:

- *Status:* informs the user of the process status. For example, it may display the status "Waiting for REQ" or "Analysing…" etc.
- *Settings:* If the serial connection is used (direct or modem), the following is displayed for the connection: Speed, Parity, Data bits, Stop bit. If a Telnet connection is used, a counter is displayed listing the number of bytes downloaded in the Telnet port buffer.
- *COM 1;* Shows the PC COM port used for direct and modem connections
- *Time:* Displays the time the line is opened.

The PBX Terminal Screen supports the following menu options:

File Menu

Open File: Displays the Open Communications Log File Screen, used to open a log file. To open the log file, you can also click in the *Log file name* field on the Connection Details Screen. All the commands and responses from the PBX, displayed in the PBX Terminal Screen, are captured in this file.

Note: If a file name has been chosen in the Connection Details Screen, this option is disabled until the file is closed.

Close File: Selected to close the file currently open. It is not available if no file is opened.

Open Line: Used to enter commands. This option may be disabled by choosing the *Close Line* option. It is not recommended to enter commands manually as it may lead to inaccurate data capture in the Log file.

Close Line: Selected to close the line currently opened manually. It is not available if no line is opened.

Exit: Used to exit the PBX Terminal Screen and return to the Main Screen. If a file is opened to capture the PBX details, selecting the *Exit* option closes it automatically. If the line has not been properly closed, OrderPro closes it at this stage.

Options Menu

Properties: This option allows you to toggle between the Connection Details Screen and the PBX Terminal Screen.

Modem Commands: Loads the Modem Commands Screen where you can alter the modem commands.

Address Book: Loads the Address Book Screen where PBX details can be stored, and from where PBX details for the current communication can be retrieved or modified.

Customise Modem Scripts-Modify scripts: Loads the Modem Scripts screen, where you can create or edit your own scripts of commands See Customizing Modem Scripts for more detail.

Customise Modem Scripts-Refresh menu: load the latest customised scripts if changed.

Extraction Options: Enables or disables the detection of line feed characters during the extraction.

Default Window size: Returns the size of the PBX terminal window to default

Call Menu

Dial: Sends the initialisation string and dials the Meridian 1 System Phone Number as specified in the Connection Details Screen.

System Login: Sends the initialisation string set in the Modem Settings Screen and then dials the phone number specified in the Connection Details Screen. It then sends the'LOGI' command to the switch. The system should respond with the 'PASS' prompt to which OrderPro responds automatically by the password set previously or prompts you for the password if it is not yet specified. Once OrderPro is logged into the system, some initial commands are sent (see Appendix B) to identify the features of the Meridian 1 system.

[Modem Scripts: This is visible only if at least one script has been created. Its sub-menu lists the existing modem scripts. Selecting a script from the sub-menu, automatically executes the commands defined in the script.]

Data Extraction: automatically executes the commands for the data extraction. The extraction must be chosen if the system requires an upgrade to the CVSD model software. The system response to the extraction commands is stored in the Log file.

Logout: Required to exit the system and close the connection.

Help Menu

Help on Extract: Provides help on the PBX Terminal Screen.

System Errors

It is known that most of the Meridian 1 systems are configured to report alerts and errors. These error messages can introduce corruption in the Log file.

OrderPro removes as many of the errors in the Log file as possible when loading, errors can cause corruption and can cause the loading process to fail.

If errors in the log file are causing the loading process to fail, then you should prevent the system from sending these error messages. It is possible to suppress them by disabling error reporting on the Meridian switch

After extraction, error reporting should be re-enabled.

OrderPro will not automatically suppress error reporting on the Meridian 1. The OrderPro user must manually Disable Error reporting at the beginning and at the end of the extraction. For more information, see Appendix D.

Extracting Data to the Log File

To extract data to the Log file using the Call menu options:

- Follow the steps to set up a communication link to the PBX.
- Select the *File -> Terminal* menu option on the Configuration Details Screen. The PBX Terminal Screen is displayed. [Clicking the *OK* button on the Configuration Details Screen also displays the PBX Terminal Screen].

- Select the *Call -> Dial* menu option [this step is only required if the Communication Settings have not already been specified in the Connection Details Screen] and enter the Meridian 1 Phone Number.
- Select the *Call -> System Logon* menu option and enter the username and password if requested.
- Select the *Call -> Data Extraction* menu option. The data extraction is used to extract required information from the installed switch by running an extraction script. The information generated in response to the script commands is saved to a pre-selected Log file [You need to specify a Log file name if it has not already been entered in the Connection Details Screen]. See Appendix B for details on extraction script commands and Appendix C for a list of the Meridian 1 Overlays that are accessed during the log file creation
- Select the *Call -> Logout* menu option to log out of the Meridian 1 system.

When using the Call Menu options, you can enter a `<cr>` command, or select the *Cancel* option to stop the extraction. If you choose the *Cancel* option, repeat the steps to perform an extraction.

Using Address Books

The Address Book facility allows you to save the properties of connections that you manage. The facility is useful when you need to re-access the same PBX or access server in the future. Using the Address Book, you can maintain and modify the Connection Type (Modem, Telnet) and Connection Details (Customer Name, Phone Number, Login ID and Password) associated with each PBX or access server.

The Address Book Screen may be accessed from the Connection Details Screen by selecting the *File -> Address Book* menu option. The Address Book Screen can also be accessed from the PBX Terminal Screen by selecting *Options -> Address Book*.

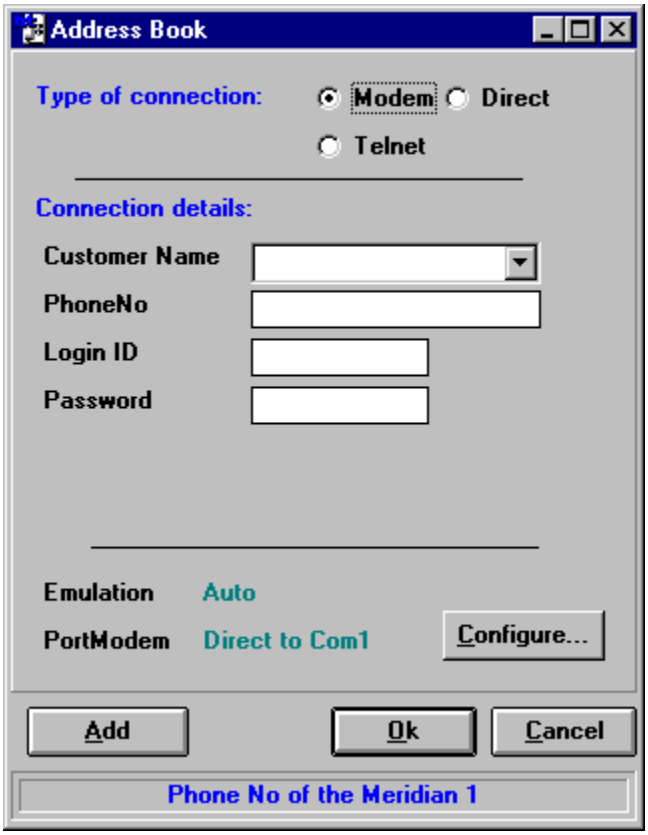


Figure 4-4: Address Book Screen

To create an Address Book entry, select a connection by clicking the appropriate button. Customer data is added by entering the details. The following details need to be specified for each connection:

- *Telnet*: Enter the Customer Name, Server Name/IP Address, Port, Meridian 1 Login ID, Meridian 1 Password, Server Login Name and Server Password Used.
- *Modem* or *Direct*: Enter the Customer Name, Meridian 1 Phone Number, Login ID, and Password. This information does not appear for a modem connection.

Communication Settings are contained in each bookmark, and entered by clicking the *Configure* button.

Note: When a new version of OrderPro is installed, your Address Book is retained.

Changing Modem Settings

The Modem Commands Screen is accessed by selecting the *File -> Modem Commands* menu option on the Connection Details Screen, or by selecting the *Options -> Modem Commands* menu option on the PBX Terminal Screen.

The Modem Commands Screen contains the modem initialisation string. The string may be modified if required to cater for modem settings on advanced communication applications.

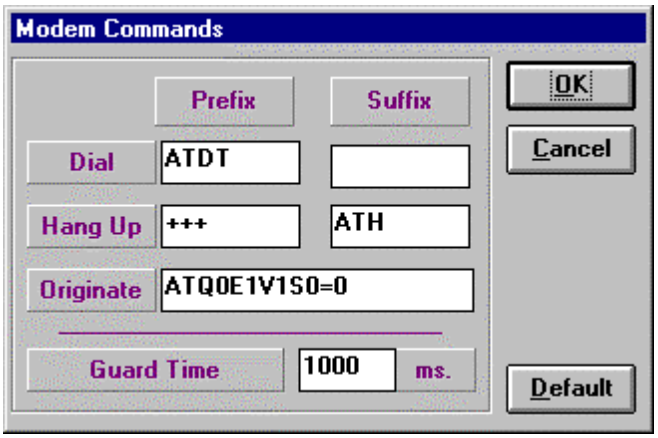


Figure 4-5: Modem Commands Screen

Customizing Modem Scripts

OrderPro allows you to create your own customized modem scripts to specify the dialog to be used when accessing switches via secure modems. This allows standard scripts to be defined, saved, and reused rather than having to enter manually on the terminal screen for every modem access. To create and maintain a customized script, open the Modem Scripts screen from the *options* menu of the Terminal screen.

This window lists the currently defined command scripts and allows you to add new scripts or change an existing script sequence. Once defined, a script may be called from the Terminal Screen Menu.

The scripts you define remain from one OrderPro installation to another.

The fields on this screen display the modem settings for more advanced communication applications. The settings may need to be modified when using specific modems.

The generic commands, used by most brands of modem, are as follows:

Dial : **AT DT** AT command followed by Dial in TouchTone mode It takes a phone number as argument

Hang Up prefix: +++ escape sequence to drop the dtr line

Hang Up suffix: **ATH** modem on hook status

Originate string: **ATQ0E1V1M0S0=0** initialize the modem

Guard Time: **1000ms** A period of time during which the modem must not receive characters. The escape sequence (normally +++) has a guard time to ensure that data sent from a remote modem isn't interpreted as an escape sequence. For the modem to interpret an escape code as valid, there must be one second before and one second after the escape sequence in which the modem doesn't receive any characters.

Notes:

- All commands are prefixed with "AT" (Attention code)
- S37=0/10 set modems bauds rates
- S1=0 set modem to auto-answer

- M0/1/2/3 set sound volume (0=mute 3=loud)
- Z restore Factory settings

AT commands

Useful information sources and links:
http://www.dataip.freeserve.co.uk/Reference/ATCommands.html
http://www.freenet.hamilton.on.ca/Help/Connect/ModemCommandsMore.html
http://www.gci-net.com/support/DB/BasicHayesModemCommands.html

Initialisation strings

Useful information sources and links:
http://www.netins.net/dialup/modems/init/
http://www.modemhelp.org/sets.html
http://www-tei.uic.edu/depts/accc/network/dialin/modem_init.html

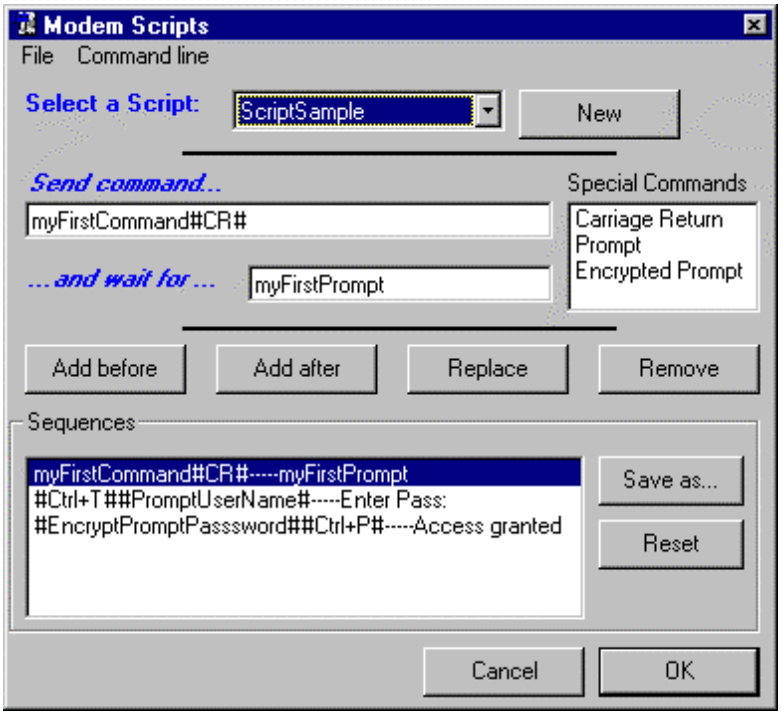


Figure 4-6: Modem Scripts Screen

Use this window to:

- Add a new command script.
- Change a command script sequence.

As shown in the ScriptSample example in the figure above, your commands can contain requests to call regular User Prompts (such as UserName) and encrypted User Prompts (such as Password). It also support CTRL – x characters.

Note: if a command requires the Carriage Return (Enter key), then it must be added as part of the command line.

Fields and Buttons:

New: Create a new script with no command line.

Add before: Insert command line in the list, on the line placed above the selected command line

Add after: Insert command line in the list, on the line placed below the selected command line

Replace: Change the selected command line to the new command line

Remove: Remove the selected command line from the list

Note: To remove a script from the list, select the script, delete every command line from the sequeneces list, and click Save As…

Save As…: Save the current script

Reset: restore the list of scripts and their content as they were when the screen was initially opened.

Cancel: Exit the screen without saving any manipulation done on the screen since opened

OK: Save permanently all the changes and exit the screen

Note: The Modem Scripts Screen menu has corresponding options for all the commands above.

Select a Script: presents you with the list of available scripts. Select a script in the list to modify it

Send command…: Text to be sent from the PC to the communications equipment. It may contains *Special commands*

…and wait for…: Command that must be sent from the remote modem to the local modem before the local modem can reply.

Special Commands: double-clicking on one of the listed items to insert it in the command line:

- Carriage Return (Only one Carriage Return allowed per command. Always placed at the end of the command line)
- Prompt request (Orderpro will prompt the user to dynamically make an entry while running the script)
- Encrypted Prompt request (Orderpro will prompt the user to dynamically make an entry while running the script.The entry will be encrypted as typed by the user.)

Sequences: lists all the command lines and associated prompts defined for the selected scripts

5
Loading the Log File

This chapter describes how to load the Log file, and contains the following sections:

- Overview of Loading
- Pre-Validating the Log File
- Calculating the ISM Values and Repackaging the Software
- Generating and using .OPI files

Overview of Loading

The following steps are performed in the Loading phase:

- Clean and pre-validate the Log file by:
  - Removing non-relevant information from the Log file
  - Inserting comments into the Log file to facilitate the manipulation program
  - Ensuring all the information is available in the Log file to properly load the Log file.
- Calculate the ISM values and Repackage the software to the CVSD model.

To start the loading phase, click the *Load* button on the OrderPro Main Screen. The Load File Screen is displayed.

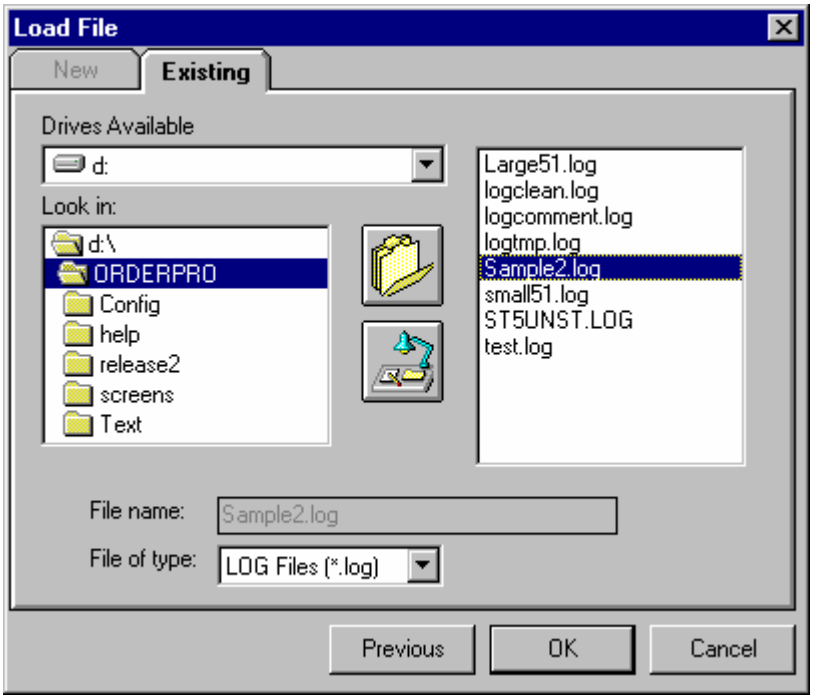


Figure 5-1: Load File Screen

The screen displays the *Existing* tab that contains the following fields and buttons:

Drives Available: Used to select the drive where the Log file resides.

Look In: Used to select the folder where the Log file resides.

Folder icon: shows the .log files in the default folder set up in system defaults

Desk with light icon: shows the .log files on the desktop

File Name: Displays the selected file name.

File of Type: Displays the file extension (.log)

Previous: Clicking this button loads the last Log file selected with this screen.

OK: Clicking this button validates selections and load the Log file.

Cancel: Clicking this button cancels loading and exits the screen.

Clicking this button displays the contents of the default folder.

Clicking this button displays the contents of the desktop.

The *New* tab is available only for Site Locations in Europe and is greyed (not available) out for all other site Locations.

Pre-Validating the Log File

OrderPro pre-validates the Log file by automatically executing the following tasks during the loading process:

1. Cleaning: This step removes the following non-relevant information from the Log file:

- Convert characters downloaded in 7-bit format to a readable 8-bit format
- All non-Windows ASCII characters. If the extraction has been performed with a different tool (RACE, SMARTTERM, etc.) some unexpected characters may have been stored in the Log file that may generate problems when OrderPro attempts to read them.
- ASCII characters (ASCII code 0 to 7, 11, 12, 14 to 31, 127 to 159)
- PAGE NO in the middle of PBX responses
- Blank lines
- Lines containing `TIM XXX, DTC XXX, IOD XXX, BST XXX, BUG XXX.`

2. Commenting: OrderPro inserts comments into the Log file to facilitate the manipulation program and make files legible. This phase also ensures that every expected prompt and command are present in the file.
3. Verification: Ensures that all the information required to load the Log file is present, and information to calculate or retrieve the ISM values is present. The ISM values are validated by checksum.
4. Attempts to repair the CNT command response if corrupted.

Calculating the ISM Values and Repackaging the Software

The second part of the loading process involves calculating the ISM values and repackaging the software to the CVSD model.

For upgrades to CVSD, certain ISM parameters are calculated (see Appendix C ISM Extraction Calculation). However for an expansion within the FBP model, the ISM parameter values are read directly from overlay LD22.

When upgrading to CVSD, all of the existing features installed on the Meridian 1 system are mapped to their corresponding feature set in the new structure by the Repackaging algorithm. This enables OrderPro to identify the equivalent software Service Level in the new software structure that includes all of the features on the existing system.

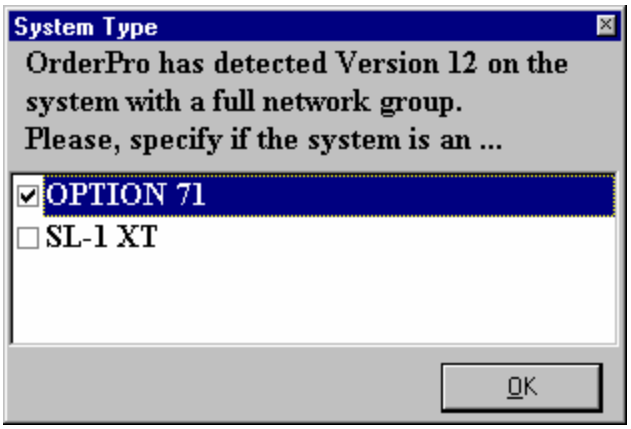
Loading Process Dialog Boxes

For certain markets in Europe, OrderPro displays a dialog box that provides you with the available upgrade/expansion paths permitted. The options displayed in the dialog box are conditional on the installed software release on the PBX, and the installed release of software.

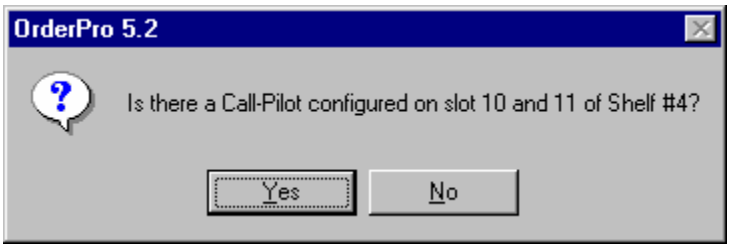
During the loading process, configuration dependent questions and warnings may be shown in dialog boxes

System type

If the system generic is 11.11, 12.11 or 13.11, then a dialog box, similar to the following, may be displayed to prompt you to identify the system type.



Call Pilot



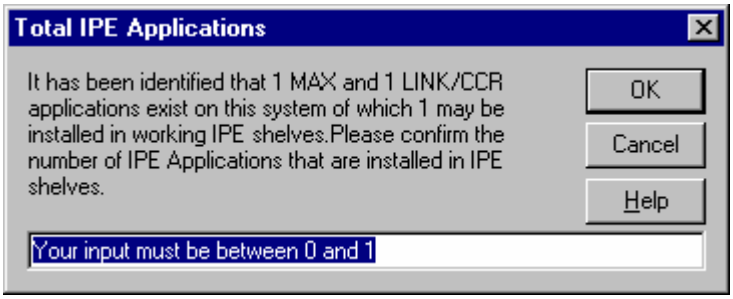
If this message is displayed, OrderPro requires you to confirm if Call Pilot is configured on certain slots. Not all Call Pilot cards have Card IDs so OrderPro can only make assumptions based on the complete hardware configuration detected. Select *Yes* or *No* to confirm.

Meridian Mail:

If this message is displayed, OrderPro requires you to confirm if the version of Mail on the switch is the enhanced processor for card option.

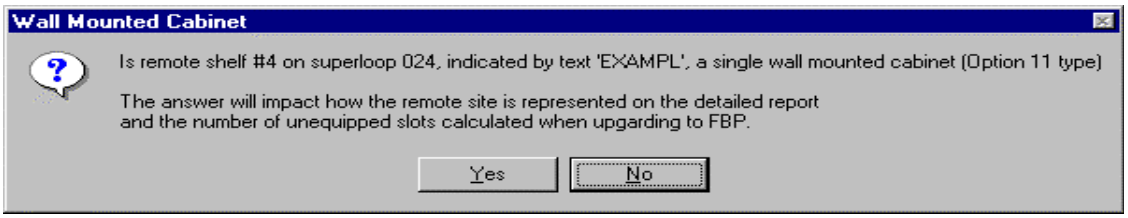
IPE applications:

The following dialog box may also be displayed, if a number of applications existing on the system are IPE or AEM (modular) based:



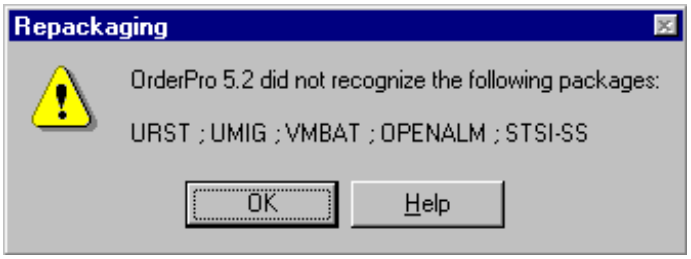
If this is the case, the core system software does not provide OrderPro with sufficient information to determine if the application is IPE or AEM. You are required to enter the number of IPE Applications that are installed.

Wall Mounted cabinet:



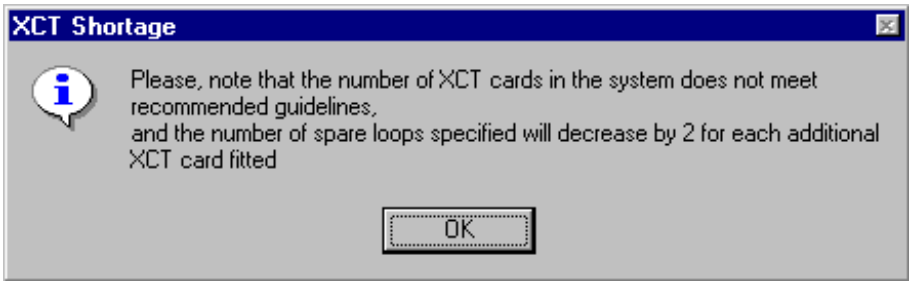
If this message is displayed, OrderPro has detected a Carrier or Fibre remote site, which may be a wall mounted cabinet.

Package mnemonics:



If this message is displayed, OrderPro has detected a switch running release 15 or 16 software. OrderPro is unable to associate a feature number with the mnemonic. To include it in the repackaging (your new keycode), you need to inform your regional Nortel Networks Support prime of the feature listed.

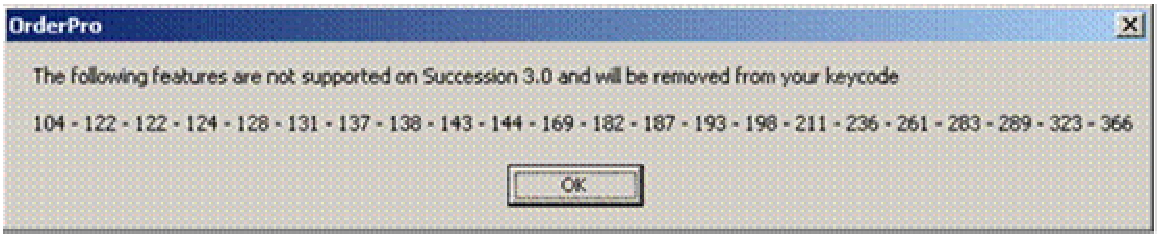
XCT Shortage warning:



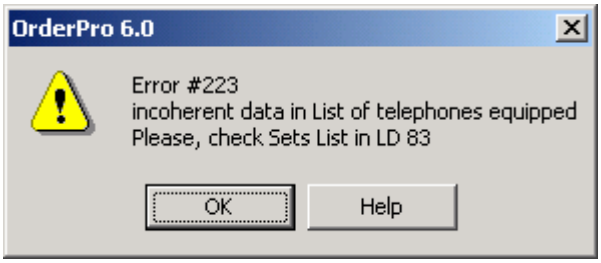
This is displayed when the number of detected XCT cards in the system is below the recommended guidelines (i.e. one XCT configured per half group). If displayed, click the *OK* button to continue.

Obsoletes Features

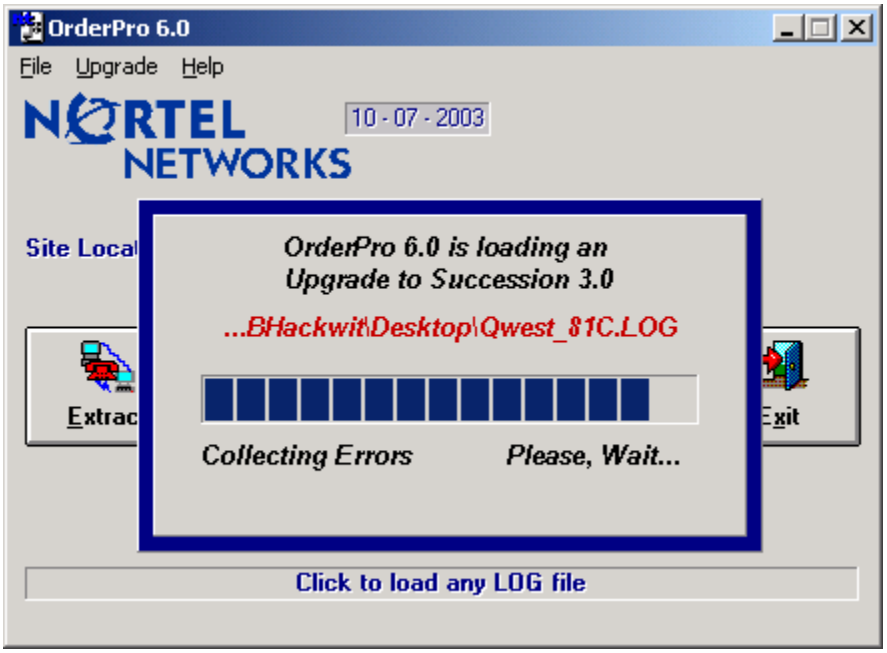
OrderPro displays the following message when it detects software features in the Log file that are not part of the CVSD software feature content. **Note**: such features will not exist in the new software:



The following is an example to show that the log file requires cleaning



When the load process commences, the following screen is displayed:



Repackaging the Software Features

During the Loading of the log file, each feature on the installed system is mapped to one of the following categories:

1. **Service Level Features**: These features in are included in one of the 5 software Service Levels. As each feature is detected in the Log file it is mapped to the corresponding service level by the repackaging algorithm. The equivalent service level reported by OrderPro is the lowest service level in the CVSD structure that includes all of the Service level features on the system. Please refer to Appendix E for software package detail.
2. **Optional Features**: These features are optional and are not included in any of the 5 Service levels of the CVSD structure. If OrderPro detects any of these features in the Log file, it reports them in the OrderPro summary report as "Optional Features Detected". These features will be included in the Succession 3.0 or later upgrade keycode for the system. (see Appendix A for sample reports).
3. **Retired Features**: These are features that are no longer supported in the new release. If they exist in the Log file, OrderPro displays a warning listing the features and indicating that they are not supported and will be removed from the keycode. These features are listed in the OrderPro Summary report as "Retired Features". These features will not be included in the upgrade keycode for the system. .
4. **System Specific Features**: These are features that are dependent on your system type. They are mandatory features and are managed by Nortel Networks during the software manufacturing stage. The features will be automatically included for each system type listed below:

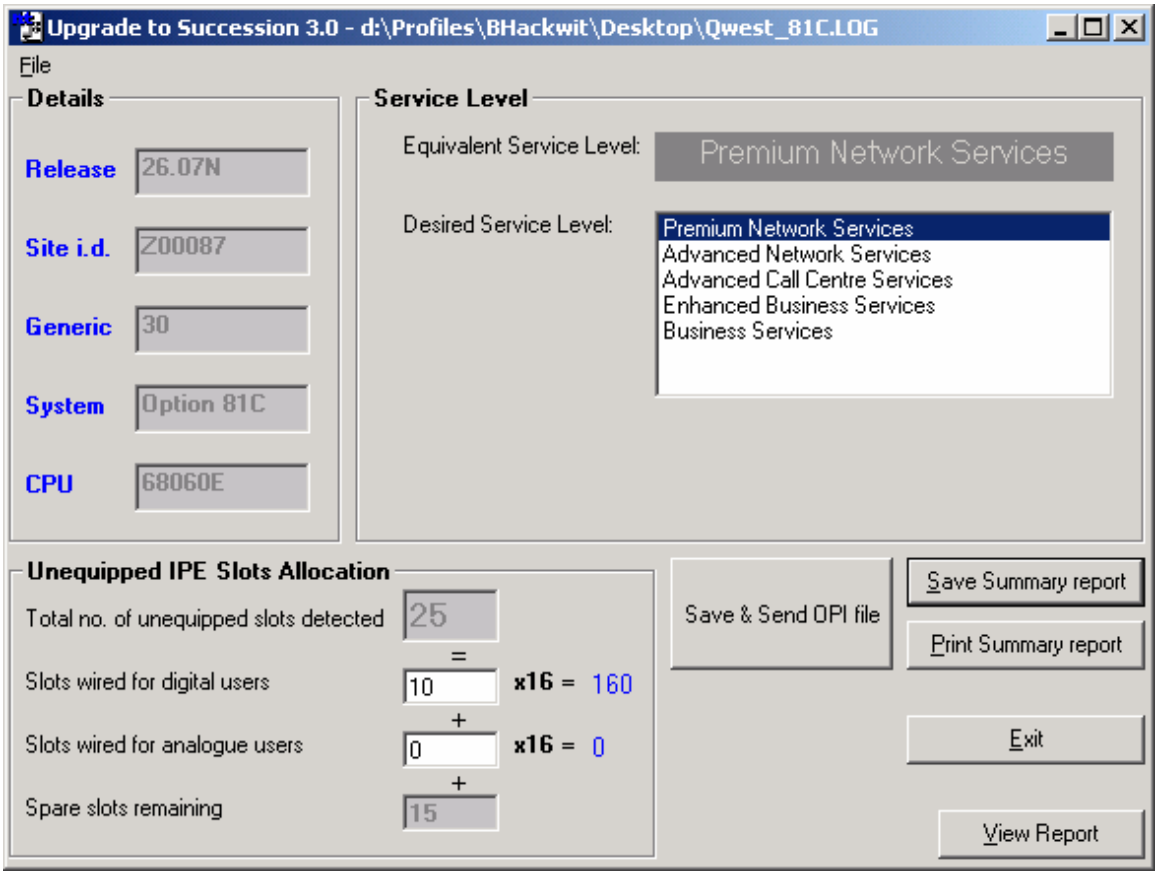
Commercial

System Type	System Specific Packages
Option 11C chassis	200, 295
Option 11C cabinet	200, 295
*Succession 1000 M chassis	200, 295
* This system type will not be offered in the EMEA Region	
Succession 1000 M cabinet	200, 295
Option 61C CPP	227, 228, 286 & 368
Succession 1000 M-SG	227, 228, 286 & 368
Option 81C CPP	227, 228, 286, 368, 365 & 299
Succession 1000 M-MG	227, 228, 286, 368, 365 & 299
Succession 1000	200, 295
Option 81	227, 228, 286, 298, & 365
Option 51C	227, 228, and 286
DSN Option 11C chassis	200, 295
DSN Option 11C cabinet	200, 295
DSN Option 61C CPP	227, 228, 286 & 368
DSN Option 81C CPP	227, 228, 286, 368, 365 & 299

5. **Features Not Supported in your Region**: The 4 categories above include all of the features that are valid in the CVSD software structure. Any feature not found in one of the 4 previously described software categories is reported in the OrderPro summary report as "Feature not Supported in your region". These features will be removed from the upgrade keycode for the system. In order for any of these features to be included in your upgrade keycode Product Management approval will be required.

The Upgrade Screen

Once the loading process has run the ISM calculation and repackaging algorithm, the data generated is automatically loaded into the upgrade Screen.



The Upgrade screen contains four sections:

1. *Details:* displays information about the Meridian 1 system being upgraded including the existing software Release, Site ID/Serial number, Generic Value, System Type and CPU.
2. *Service Level:* contains the *Equivalent Service Level* field, which displays the service level calculated by OrderPro after applying the repackaging algorithm to the list of existing software features from the Log file. You may downgrade to a lower Service Level, by selecting a lower service level in the

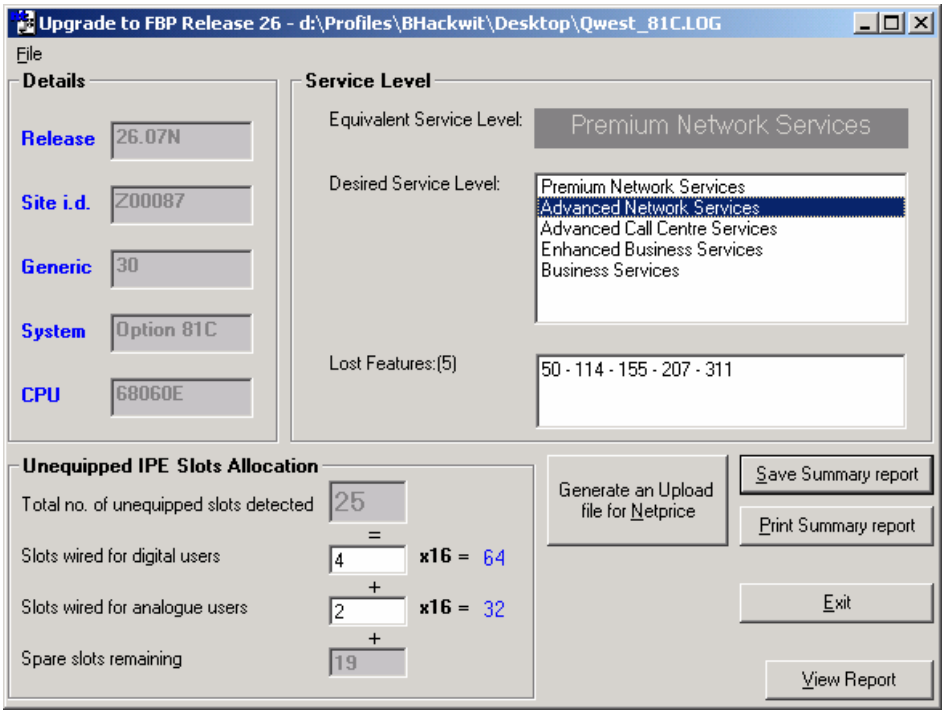
Desired Service Level field. The hierarchy of service levels is included in the following table. OrderPro displays the list of existing features that are removed from the configuration if a lower service level is selected. From level 3a or level 3b you may downgrade to level 2. You are not permitted to downgrade form level 3b to Level 3a. For more information on Downgrading please see the next section of this chapter.

L4 - Premium Network Services	
L3a - Advanced Call Centre Services	L3b - Advanced Network Services
L2 - Enhanced Business Services	
L1 - Business Services	

3. *Unequipped IPE Slots or Spare TN Allocations:* Displays the unused capacity in the system. For TN based systems the unused capacity is the amount of unused TNs on the system. For non TN based systems the unequipped slots and ports in the system are used to calculate the spare capacity. You may allocate none (enter 0), all or any value in between of the spare capacity as either 'wired for' digital or "wired for analogue" users. Unallocated slots are identified as the 'spare slots remaining', and Spare TN are identified by the unused TNs on the current system. The numbers of 'wired for' digital and analogue users are calculated and included in the new keycode.

   OrderPro determines automatically whether to use Spare IPE slots or Unused TN according to Site Location and system type. Please refer to appendix C for further detail.

   The following Upgrade screen capture shows how the Spare Capacity would be reported for a TN based system



Important Note –

The spare capacity in a system is based on the current system configuration. The OrderPro user has the option to carry forward all, none or any value in between of this spare capacity, to the new release.

The quantity of spare capacity carried to the new release will directly affect the cost of the upgrade, as well as the cost of all future upgrades. It is recommended that some spare capacity be carried forward for moves, changes and any known expansions, however it is also recommended that the quantity be carefully considered and accurately reflect the system requirements.

If no spare ISMs are carried forward during the upgrade, then any future expansion would require the ordering of a new keycode.

4. Report Preview: Enables you to preview the OrderPro summary and detailed output report.

The Upgrade Screen contains the following buttons:

- *Print:* Used to generate a hardcopy of the OrderPro Upgrade to report.
- *Save:* Used to generate a softcopy of the OrderPro report to a folder.
- *View Report* (or *Hide Report*): Used to preview the OrderPro reports.

For EMEA and APAC only

- *Generate an Upload File for NetPrice*: Use to generate an encrypted report file with a .opi extension for subsequent loading to NetPrice/NNEC.

For US, Canada and CALA only

- *Save and Send OPI file*: Use to sned the .OPI file to Nortel networks using FTP. If the user is not connected to an external network, then the user will be required to send the .OPI file at a later time when they are connected to the network.

Downgrading the Service Level Identified by OrderPro

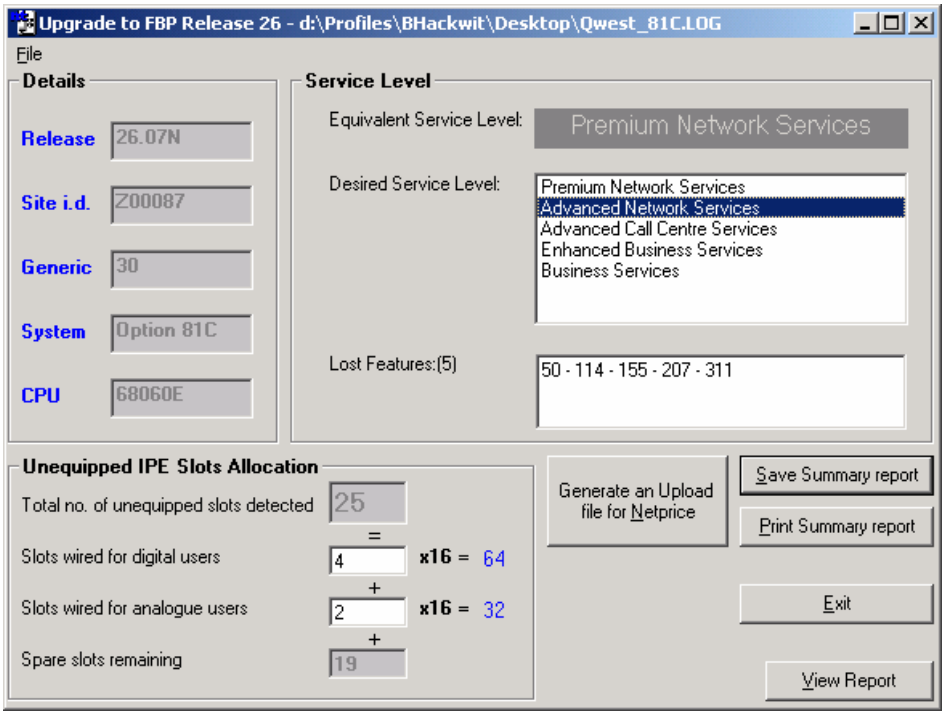
OrderPro allows to the user downgrade the Service Level and identifies the features that will be removed from the system keycode when a lower service level is selected.

Caution:

When features are being removed from a system:

- Perform a data backup prior to prior to the Succession 3.0 upgrade
- Any programming associated with the features **must** be removed prior to the upgrade to Succession 3.0 in order to prevent potential data conversion problems during the upgrade.

Features that will be removed as a result of choosing a lower service level than identified by OrderPro will be shown on the upgrade Screen under the Lost features



Generating and Using .OPI Files

Depending on which region you have selected for your site location, the button on the Succession 3.0 Upgrade Screen in Order Pro to generate and save the OPI file will be either:

Save & Send OPI File – for the Americas

Generate Site Survey File for Netprice – For Europe and Asia Pacific

Using OPI Files in the Americas

When the Send & Save OPI File button is selected, the OPI file is generated based on the information found in the Summary Report. The Wired for values on the Upgrade screen must be completed with a value. If the Wired for Values on the Upgrade to Succession 3.0 screen are not completed, Order Pro displays a message asking that you complete these fields. If no wired for values are desired, simply enter 0 for both Analog and Digital Wired for.

Order Pro will confirm where the user would like to save the OPI file on the PC. Order Pro opens the default directory as specified in the System Defaults screen.

OPI File Name Format for the Americas

Order Pro will automatically name the OPI file as follows and does not allow the user any option to change the OPI file name. The Nortel systems are expecting and will validate for an OPI filename in the OrderPro format:

Serial#_date_time.OPI where:

Serial#: is the Serial number of the system, and where an characters are in capitals

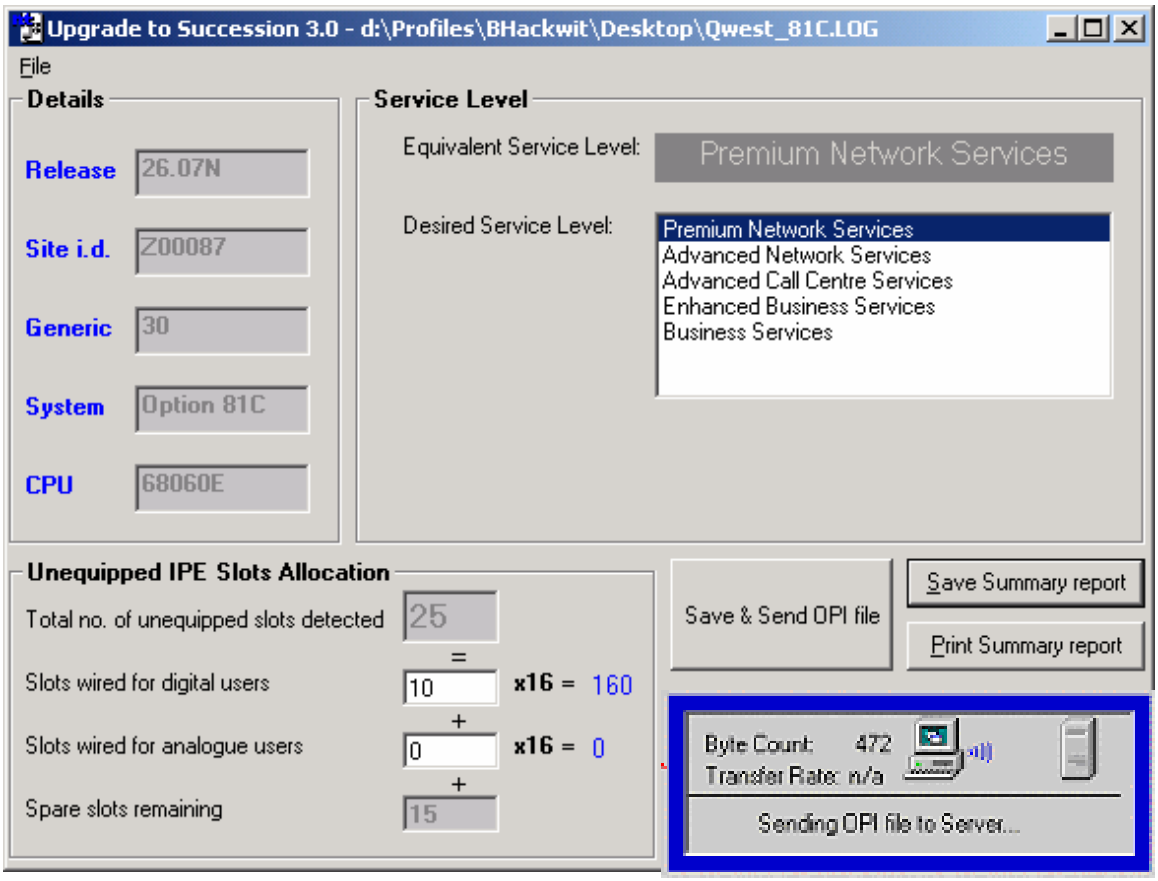
Date: in the format ddmmyyyy as read by OrderPro from LD 2 during the .log file extraction

Time: in the format hhmm as read by OrderPro from LD 2 during the .log file extraction. If OrderPro fails to identify the date and time of the extraction from the LD 2 overlay (corruptions / invalid date format), OrderPro doesn't generate a critical error, but uses the PC date and time from the first line of the LOG file, which it always inserts before starting an extraction.

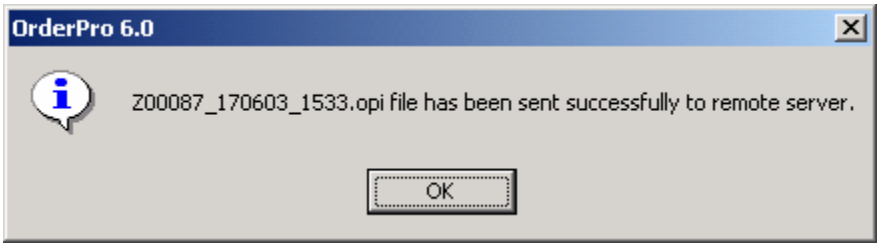
OrderPro automatically FTPs the file to Nortel for the Americas

Once OrderPro has saved the OPI file in the designated directory it opens the built in FTP application and attempts to automatically send the OPI file to the required Nortel server. If the file transfer is successful the user receives a message indicating so.

If the file transfer fails (PC is not connected to the internet, Server down, etc...), OrderPro displays the following Warning message "OPI file has not been sent to remote server" You must re-load the LOG file once connected to the internet or send it using the Web alternative.



Example Upgrade screen during transfer of .OPI file



Screen showing completed file transfer

Order Pro files can be Sent to Nortel using http File Transfer

If a user is unable to transfer files using the built in FTP function in OrderPro, they can transfer OPI files using using the http file transfer functionality of Internet Explorer. Open your Internet Explorer and go to the following URL:

http://ftp4.nortelnetworks.com/opi/upload.asp

You will be prompted with a Security Warning asking " Do you want to install and run Persits software Jupload Applet" ….? You must say Yes to proceed.

For User enter: opi

For Password: opi1

Leave the domain blank

Follow the instructions at the bottom of the screen and any messages displayed to transfer your OPI file(s) to the Nortel server.

An error message will be displayed if you attempt to transfer anything other than a file with a .OPI extension. You will receive appropriate messages if you file transfer is successful or not.

Things to Remember for the Upgrade Purchase Order

- The exact .OPI filename is required to be in the text field of the Upgrade Purchase Order
- The quantity of Upgrade to Succession 3.0 upgrade codes must match the "Upgrade Quantity" field from the Order Pro Summary report.

Using OPI Files in EMEA and Asia Pacific (FBP Regions)

When the Generate Site Survey File for Netprice button is selected, the OPI file is generated based on the information found in the Summary Report. If the Wired for Values on the Upgrade to Succession 3.0 screen are not completed, Order Pro displays a message asking that you complete these fields. If no wired for values are desired, simply enter 0 for both Analog and Digital Wired for.

Order Pro will confirm where you would like to save the OPI file.

Once created the OPI file is uploaded into the NNEC quotation and configuration tool.

A
Reporting

This chapter describes how to use the OrderPro application to generate reports. It contains the following sections:

- Overview of Reports
- The OrderPro Reports provides information under the following headings:
- Report header: Provides details of the report date, log file extraction date, the site location selected and the log file name
- System information: Provides a summary of the system details including the system type, serial number, Aux ID, memory processor and the upgrade Quantity.

  The upgrade Quantity is included in the Americas reports and represents the total number of users being upgraded to the new release.

  Upgrade Quantity = Total Analogue Users ISM

  + Total Digital User ISM

  + CLASS User ISM

  + Internet User ISM

  + Wireless User ISM

  The upgrade Quantity is an important value since it is required for the Upgrade purchase order in the Americas.
- Equipped ISMs - details the values calculated by OrderPro for the System and Service ISMs. In the CVSD Structure, several of the ISM increments are sold in units of 8. For any ISM sold in increments of 8, OrderPro will round up to the nearest 8 the value that it calculates for the equivalent number of that ISM type.

Service ISMs:

For Americas:

Total Analogue User ISM = Configured Analog ISMs+Wired for Analogue - will be rounded up to the nearest value divisible by 8

Total Digital User ISM = Configured Digital ISMs+Wired for Digital - will be rounded up to the nearest value divisible by 8

For Europe and Asia Pacific

Digital User ISM

Analogue User ISM -

For all regions:

CLASS User ISM - will be rounded up to the nearest value divisible by 8

Internet User ISM - will be rounded up to the nearest value divisible by 8

Wireless User ISM - rounded up to the nearest value divisible by 8

ACD Agent ISM

System ISMs:

ITG Trunk ISMs - will be rounded to the nearest value divisible by 8

IP Peer H323

RAN Con

MUS Con

AST

- Wired for ISMs - the amount of unused capacity that is being carried forward to the new release.
- Remote Site Information
- Detected Service levels
- Software Features: Lists the equivalent service level as calculated by OrderPro (reported as detected), the desired service level (will be the same as the detected unless a lower level was chosen by the user), the optional features, system specific features, retired features and the features not supported for the site location selected.
- Generating Reports

Overview of Reports

The OrderPro Reports provides information under the following headings:

- Report header: Provides details of the report date, log file extraction date, the site location selected and the log file name
- System information: Provides a summary of the system details including the system type, serial number, Aux ID, memory processor and the upgrade Quantity.

The upgrade Quantity is included in the Americas reports and represents the total number of users being upgraded to the new release.

Upgrade Quantity = Total Analogue Users ISM

+ Total Digital User ISM

+ CLASS User ISM

+ Internet User ISM

+ Wireless User ISM

The upgrade Quantity is an important value since it is required for the Upgrade purchase order in the Americas.

- Equipped ISMs - details the values calculated by OrderPro for the System and Service ISMs. In the CVSD Structure, several of the ISM increments are sold in units of 8. For any ISM sold in increments of 8, OrderPro will round up to the nearest 8 the value that it calculates for the equivalent number of that ISM type.

Service ISMs:

For Americas:

Total Analogue User ISM = Configured Analog ISMs+Wired for Analogue - will be rounded up to the nearest value divisible by 8

Total Digital User ISM = Configured Digital ISMs+Wired for Digital - will be rounded up to the nearest value divisible by 8

For Europe and Asia Pacific

Digital User ISM

Analogue User ISM -

For all regions:

CLASS User ISM - will be rounded up to the nearest value divisible by 8

Internet User ISM - will be rounded up to the nearest value divisible by 8

Wireless User ISM - rounded up to the nearest value divisible by 8

ACD Agent ISM

System ISMs:

ITG Trunk ISMs - will be rounded to the nearest value divisible by 8

IP Peer H323

RAN Con

MUS Con

AST

- Wired for ISMs - the amount of unused capacity that is being carried forward to the new release.
- Remote Site Information
- Detected Service levels
- Software Features: Lists the equivalent service level as calculated by OrderPro (reported as detected), the desired service level (will be the same as the detected unless a lower level was chosen by the user), the optional features, system specific features, retired features and the features not supported for the site location selected.

Generating Reports

OrderPro generates both Summary and Detailed Reports, and displays report output in the Upgrade Screen. Reports are accessed by clicking on the View Reports button on the Upgrade Screen.

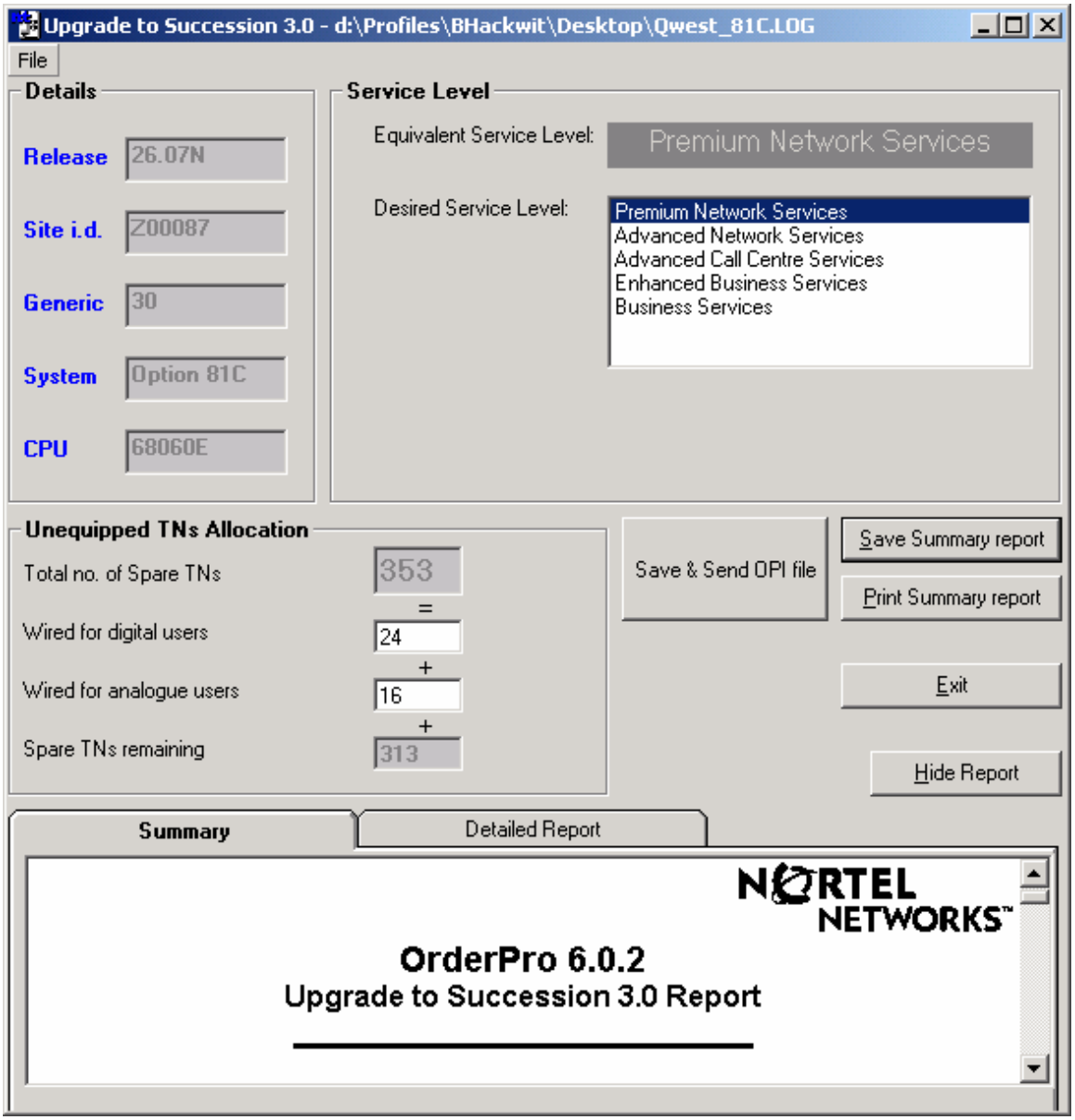


Figure A-1: FBP Screen - Report Menu Options

The reports can be saved to a file or printed using the *Save Summary report* or *Print Summary report* buttons or by using the equivalent options in the File Menu.

Sample Reports

This appendix contains the following sample reports:

- OrderPro 6.0 Summary Report for North American Large system
- OrderPro 6.0 Detail Report for North American Large system
- OrderPro 6.0 Summary Report for North American Small system
- OrderPro 6.0 Detail Report for North American Small system
- OrderPro 6.0 Summary Report for EMEA Large system
- OrderPro 6.0 Detail Report for EMEA Large system
- OrderPro 6.0 Summary Report for EMEA Small system
- OrderPro 6.0 Detail Report for EMEA Small system

OrderPro 6.0 Summary Report for North American Large system

NORTEL NETWORKS™

OrderPro 6.0.2

Upgrade to Succession 3.0 Report

Report Date : 10-07-2003
Extraction Date : 17-06-2003
Site Location : Canada
LOG File Name : d:\Profiles\BHackwit\Desktop\Qwest_81C.LOG

System

System Type	:	Option 81C with IGS	
Serial Number	:	Z00087	
Aux ID	:	N/A	
Generic	:	3011	
Release	:	26.07N	
CPU Memory	:	128 M-Bytes	
CPU Processor	:	68060E	NT5D03
Media Type	:	CD ROM	
Software Type	:	Commercial	
Total Upgrade Quantity		: 524	

ISMs

Service ISMs:

Total Digital user ISM	: 272	(rounded up)
Total Analogue user ISM	: 168	
Wireless user ISM	: 16	
Wireless Visitors user ISM	: 0	
ACD agent ISM	: 200	
CLASS ISM	: 8	(rounded up)
Internet Telephones ISM	: 60	

System ISMs:

TMDI D-Channel ISM	: N/A
RAN CON ISM	: N/A
MUS CON ISM	: N/A
ITG2 Trunks ISM	: N/A

BRANDLine ISM	: N/A	
LTID (ISDN BRI) ISM	: N/A	
Survivable ISM	: N/A	
Personal Call Assistant ISM	: 10	
IP Peer H323 Trunks ISM	: 0	(set to alternate value)
AST ISM	: 200	

Wired for ISMs

Wired for digital user ISM	: 32
Wired for analogue user ISM	: 32

Existing Switch Spare Capacity

Existing Number of Spare IPE Slots on Main Switch	: 25
Existing Number of Cabinets	:N/A
Existing Number of CE MUX Slots Not Occupied by CE MUX Cards	:N/A
Existing Number of Spare Network Loops	: 35
Existing Number of Spare Slots on Non-Blocking S'loops	: 0
Existing Number of Equipable IPE Modules	: 1
Number of additional Network Groups which can be added to the switch	: 3

Remote Site Information

Existing Number of Remote sites : 0

Site Text	**Existing Number of Spare Slots**	**Fiber/Carrier Remotes**
-----	0	-----

Software Features

Detected Service Level	: Premium Network Services
Desired Service Level	: Premium Network Services
Optional Features detected	: 22
System Specific features	: 65 - 227 - 228 - 299
Retired features	: 84
Features not Supported in your Region	: 0
Features removed (when downgrading)	: 0
Additional features (when upgrading)	: 26 - 27 - 65 - 79 - 129 - 154 - 159 - 183 - 184 - 202 - 208 - 209 - 224 - 225 - 233 - 249 - 297 - 315 - 321 - 327 - 328 - 330 - 331 - 388 - 393 - 399

Manual Entries

Is there a Call-Pilot configured on slot 13 and 14 of Shelf #4?
=> YES

{end of file}

OrderPro 6.0 Detailed Report for North American Large system

OrderPro 6.0.2

Detailed Report

Report Date	:	10-07-2003	System Type:Option 81C-IGS
Extraction Date	:	17-06-2003	Release:26.07N
Site Location	:	Canada	Serial No.:Z00087
LOG File Name	:	d:\Profiles\BHackwit\Desktop\Qwest_81C.LOG	

Peripheral Equipment Totals

Code	Qty.	Description
CALPILOT	1	IPE Call Pilot
CARD DOW	2	Card down - Slot used
NT0966BA	2	Media Card with ITG2.1 Application load
NT1R20AB	1	Extended Line Card Off-Premises
NT5D51AA	1	ABC PC Teleconference for M1
NT5D60AA	1	
NT5G11AA	1	MICA Pack without Security Device
NT5G71AA	1	Meridian Integrated Personal Call Directory Base Card
NT7D16AA	2	X-CALIBUR DATA ACCESS PCBA
NT8D02AA	3	Digital Line Card 16 Port
NT8D02AB	6	Digital Line Card 16 Port
NT8D03AB	3	
NT8D09AB	2	
NT8D09AK	2	Flexible Analogue Line Card with High Voltage Message Waiting
NT8D09AL	1	Flexible Analogue Line Card with High Voltage Message Waiting
NT8D14AH	1	
NT8D14AJ	1	EXTENDED UNIVERSAL TRUNK PCBA
NT8D15AA	1	EXTENDED UNIVERSAL TRUNK 2 PCBA
NT8D16AB	1	Card 8-channel Extended Digitone Receiver XDTR
NTAG36AA	1	MIRAN Pack Assy with Security Device
NTCK90AA	1	CMCC CT2 Meridian1 Controller
NTDF29AA	1	Remote Digital Extender Card Rapport

NTDR70AC 1 32 Port Reach Line Card - Option 51C - 81C
UNEQUIPP 25

Peripheral Equipment Details

Site	Module#	Slot	S'Loop	Code	Unused Ports
Main	1	0	004	NT8D02AB	0
	1	1	004	NT8D03AB	1
	1	2	004	NT8D02AB	11
	1	3	004	NT8D02AB	12
	1	4	004	NT8D16AB	
	1	5	004	NT1R20AB	1
	1	6	004	NT8D14AJ	
	1	7	004	NT8D14AH	
	1	8	004	NT8D09AK	0
	1	9	004	NT8D15AA	
	1	10	004	NT8D02AB	10
	1	11	004	NTAG36AA	
	1	12	004	NT8D09AB	0
	1	13	004	NT5G71AA	12
	1	14	004	NT5G11AA	11
	1	15	004	NT0966BA	
Main 'C4M4'	3	0	056	NT8D02AB	0
	3	1	056	NT8D02AA	3
	3	2	056	NT8D02AA	0
	3	3	056	NT8D03AB	2
	3	4	056	NT8D03AB	1
	3	5	056	NT7D16AA	0
	3	6	056	NT7D16AA	0
	3	7	056	NT8D02AB	0
	3	8	056	NTCK90AA	7
	3	9	056	NT8D09AK	0
	3	10	056	NT5D51AA	4
	3	11	056	NTDF29AA	14
	3	12	056	UNEQUIPPED	
	3	13	056	UNEQUIPPED	
	3	14	056	UNEQUIPPED	
	3	15	056	UNEQUIPPED	
Main '04'	4	0	048	NT8D02AA	13
	4	1	048	NT8D09AB	0
	4	2	048	NT8D09AL	2
	4	3	048	UNEQUIPPED	
	4	4	048	CARD DOW	14
	4	5	048	UNEQUIPPED	
	4	6	048	UNEQUIPPED	

	4	7	048	UNEQUIPPED	
	4	8	048	NTDR70AC	5
	4	9	048	========	
	4	10	048	CARD DOW	
	4	11	048	NT0966BA	
	4	12	048	UNEQUIPPED	
	4	13	048	CALPILOT	8
	4	14	048	========	
	4	15	048	NT5D60AA	
Main '5'	5	0	048	UNEQUIPPED	
	5	1	048	UNEQUIPPED	
	5	2	048	UNEQUIPPED	
	5	3	048	UNEQUIPPED	
	5	4	048	UNEQUIPPED	
	5	5	048	UNEQUIPPED	
	5	6	048	UNEQUIPPED	
	5	7	048	UNEQUIPPED	
	5	8	048	UNEQUIPPED	
	5	9	048	UNEQUIPPED	
	5	10	048	UNEQUIPPED	
	5	11	048	UNEQUIPPED	
	5	12	048	UNEQUIPPED	
	5	13	048	UNEQUIPPED	
	5	14	048	UNEQUIPPED	
	5	15	048	UNEQUIPPED	

Note that the Peripheral equipment does not identify any AEM and associated Applications, nor any EPE equipment, which may exist.

System Memory Allocation

CP 4
DRAM: 32 + 32 + 0 + 0
Flash: 64

Networks Summary

	Grp0	Grp1	Total
ENET	2	0	2
REM	0	0	0
SUPL	4	8	12
SUPC	0	0	0
SUPF	0	0	0
DDCS	0	0	0
XCT	4	4	8
TDS	0	0	0

CONF	0	0	0
DTI	0	0	0
PRI	6	1	7
PRI2	0	0	0
DTI2	0	0	0
MISP	0	0	0
JDMI	0	0	0
SPARE	16	19	35

Networks Details

Group	Loop	Code	Group	Loop	Code
0	0	XCT	1	32	SPARESLOOP
0	1	XCT	1	33	SPARESLOT
0	2	PRI	1	34	SPARESLOT
0	3	PRI	1	35	SPARESLOT
0	4	SUPL*	1	36	PRI
0	5	SUPL*	1	37	SPAREPRI
0	6	SUPL	1	38	SPARESLOT
0	7	SUPL	1	39	SPARESLOT
0	8	SPARESLOOP	1	40	SPARESLOOP
0	9	SPARESLOT	1	41	SPARESLOT
0	10	SPARESLOT	1	42	SPARESLOT
0	11	SPARESLOT	1	43	SPARESLOT
0	12	SPARESLOOP	1	44	SPARESLOT
0	13	SPARESLOT	1	45	SPARESLOT
0	14	SPARESLOT	1	46	XCT
0	15	SPARESLOT	1	47	XCT
0	16	XCT	1	48	SUPL*
0	17	XCT	1	49	SUPL*
0	18	PRI	1	50	SUPL
0	19	PRI	1	51	SUPL
0	20	ENET	1	52	SPARESLOOP
0	21	ENET	1	53	SPARESLOT
0	22	PRI	1	54	SPARESLOT
0	23	PRI	1	55	SPARESLOT
0	24	SPARESLOOP	1	56	SUPL*
0	25	SPARESLOT	1	57	SUPL*
0	26	SPARESLOT	1	58	SUPL
0	27	SPARESLOT	1	59	SUPL
0	28	SPARESLOOP	1	60	SPARESLOT
0	29	SPARESLOT	1	61	SPARESLOT
0	30	SPARESLOT	1	62	XCT
0	31	SPARESLOT	1	63	XCT

* indicates position of superloop

- The detailed network report shows how the equipment is configured in software, and does not necessarily give a true definition of hardware e.g. PRI2 could be an ENET card connected to the older dual width PRI2, or could be a DPRI.

- Where spare loops are shown, the capability of these loops may be limited by configuration of adjacent loops.

- SDI/DCH/MSDL are not included on the report as their location and card type cannot be determined in all cases.

- Virtual Loops are shown as Phantom Loops

- Phantom loops are only shown when they are configured within the actual system equipment.

- Mini Carrier Remotes and Multi-IPR Fibre Remotes content are shown as installed on the Main Switch.

- Unused ports may include ports, which are reserved for future Console use.

{end of file}

OrderPro 6.0 Summary Report for North American Small system

OrderPro 6.0.2

Upgrade to Succession 3.0 Report

Report Date : 10-07-2003
Extraction Date : 12-06-2003
Site Location : Canada
LOG File Name : D:\Profiles\BHackwit\Desktop\US_910025_2540.LOG

System

System Type	: Option 11C	
Serial Number	: 910025	
Aux ID	: 910025	
Generic	: 2111	
Release	: 25.40	
CPU Memory	: 48 M-Bytes	
CPU Processor	: SSC	NTDK20
Media Type	: N/A	
Software Type	: Commercial	
Total Upgrade Quantity		: 170

ISMs

Service ISMs:

Total Digital user ISM	: 104	(rounded up)
Total Analogue user ISM	: 24	(rounded up)
Wireless user ISM	: 32	(rounded up)
Wireless Visitors user ISM	: 0	
ACD agent ISM	: 39	
CLASS ISM	: 0	
Internet Telephones ISM	: 10	

System ISMs:

TMDI D-Channel ISM	: N/A
RAN CON ISM	: 0
MUS CON ISM	: 0

ITG2 Trunks ISM	: 24	
BRANDLine ISM	: N/A	
LTID (ISDN BRI) ISM	: N/A	
Survivable ISM	: 1	
Personal Call Assistant ISM	: 0	(set to alternate value)
IP Peer H323 Trunks ISM	: 0	(set to alternate value)
AST ISM	: 1	

Wired for ISMs

Wired for digital user ISM	: 24
Wired for analogue user ISM	: 0

Existing Switch Spare Capacity

Existing Number of Spare IPE Slots on Main Switch	: 4
Existing Number of Cabinets including remotes	: 3
Existing Number of CE MUX Slots Not Occupied by CE MUX Cards	:N/A
Existing Number of Spare Network Loops	:N/A
Existing Number of Spare Slots on Non-Blocking S'loops	:N/A
Existing Number of Equipable IPE Modules	:N/A
Number of additional Network Groups which can be added to the switch	:N/A

Remote Site Information

Existing Number of Remote sites : 0

Site Text	Existing Number of Spare Slots	Fiber/Carrier Remotes
-----	0	-----

Software Features

Detected Service Level	: Premium Network Services
Desired Service Level	: Premium Network Services
Optional Features detected	: 22
System Specific features	: 200 - 295
Retired features	: 0
Features not Supported in your Region	: 0
Features removed (when downgrading)	: 0
Additional features (when upgrading)	: 120 - 159 - 183 - 224 - 225 - 245 - 249 - 259 - 388 - 393 - 394 - 397 - 398 - 399

Manual Entries

Is there a Call-Pilot configured on slots 6 and 7 of Cabinet #3 ?
=> YES

{end of file}

OrderPro 6.0 Detailed Report for North American Small system

OrderPro 6.0.2

Detailed Report

Report Date	:	10-07-2003	System Type	:	Option 11C
Extraction Date	:	12-06-2003	Release	:	25.40
Site Location	:	Canada	Serial No.	:	910025
LOG File Name	:	D:\Profiles\BHackwit\Desktop\US_910025_2540.LOG			

Peripheral Equipment Totals

Code	Qty.	Description
AnalogLC	1	Analogue line card with unknown ID
CALPILOT	1	IPE Call Pilot
DigitalL	2	Digital line card with unknown ID
MVLC NT8	1	
MWLC NT8	1	
NPR CODE	1	Error code - Slot Used
NT0966AA	1	Pentium 24/30 Pack Assembly with ITG 2.0 Application Load
NT8D02AB	4	Digital Line Card 16 Port
NT8D09AK	1	Flexible Analogue Line Card with High Voltage Message Waiting
NTCK91AB	1	Meridian Companion Radio Line Card
NTDR71AB	1	Dual Mig Reach Line Card - Opt 11
NTVQ55AA	1	ITG Lineside Pentium Assembly with Pre-Programmed
PRI	3	
SDI/DCH	2	
SL1_LC	1	
UNEQUIPP	4	

Peripheral Equipment Details

Site/Connection	Cab#	Slot	Code	Unused Ports
Main	0	0	NTDK20	
	0	1	SDI/DCH	
	0	2	SDI/DCH	
	0	3	PRI	

	0	4	DigitalLC	7
	0	5	PRI	
	0	6	UNEQUIPPED	
	0	7	PRI	
	0	8	NT8D02AB	1
	0	9	UNEQUIPPED	
	0	10	NPR CODE	6
Expansion	1	0		
	1	1	NT0966AA	
	1	2	========	
	1	3	NT8D02AB	1
	1	4	NT8D02AB	1
	1	5	NTVQ55AA	
	1	6	========	
	1	7	MWLC NT8	15
	1	8	MVLC NT8	0
	1	9	NT8D02AB	1
	1	10	DigitalLC	9
Expansion	2	0		
	2	1	AnalogLC	7
	2	2	NTCK91AB	10
	2	3	NTDR71AB	8
	2	4	========	16
	2	5	NT8D09AK	15
	2	6	CALPILOT	0
	2	7	========	
	2	8	UNEQUIPPED	
	2	9	UNEQUIPPED	
	2	10	SL1_LC	0

- Note that remote cabinets cannot be distinguished from cabinets in the same location as the main switch.

- Option 11C Expansion Cabinet and Option 11C Mini Expansion Chassis (with or without an Option 11C Mini Chassis Expander) are always represented with 10 slots available on an expansion of an Option 11C.

- Mini Carrier Remotes and Multi-IPR Fibre Remotes content are shown as installed on the Main Switch.

- Unused ports may include ports, which are reserved for future Console use.

{end of file}

OrderPro 6.0 Summary Report for EMEA Large system

OrderPro 6.0.2

Upgrade to FBP Release 26 Report

Report Date : 10-07-2003
Extraction Date : 13-11-2002
Site Location : Schrack Business Com
LOG File Name : D:\Profiles\BHackwit\Desktop\Polk .opi\original logs\Gdansk61.log

---

System

System Type	: Option 61C	
System ID	: 430100031	
Aux ID	: N/A	
Generic	: 1811	
Release	: 20.22S	
CPU Memory	: 24 M-Bytes	
CPU Processor	: 68030	NT6D66
Media Type	: Floppy Disk	
Software Type	: Commercial	

ISMs

Service ISMs:

Digital user ISM	: 107	
Analogue user ISM	: 112	
Wireless user ISM	: 0	
Wireless Visitors user ISM	: N/A	
ACD agent ISM	: 10	(set to minimum)
CLASS ISM	: 0	
Internet Telephones ISM	: 0	(set to alternate value)

System ISMs:

TMDI D-Channel ISM	: 0	(set to alternate value)
RAN CON ISM	: 0	(set to alternate value)
MUS CON ISM	: 0	(set to alternate value)
ITG2 Trunks ISM	: 0	(set to alternate value)
BRANDLine ISM	: 2	(set to alternate value)

LTID (ISDN BRI) ISM	: 0	
Survivable ISM	: 0	(set to alternate value)
Personal Call Assistant ISM	: 0	(set to alternate value)
IP Peer H323 Trunks ISM	: 0	(set to alternate value)
AST ISM	: 32767	

Wired for ISMs

Wired for digital user ISM	: 32
Wired for analogue user ISM	: 32

Existing Switch Spare Capacity

Existing Number of Spare IPE Slots on Main Switch	: 8
Existing Number of Cabinets	:N/A
Existing Number of CE MUX Slots Not Occupied by CE MUX Cards	:N/A
Existing Number of Spare Network Loops	: 6
Existing Number of Spare Slots on Non-Blocking S'loops	: 0
Existing Number of Equipable IPE Modules	: 2
Number of additional Network Groups which can be added to the switch	:N/A

Remote Site Information

Existing Number of Remote sites : 0

Site Text	Existing Number of Spare Slots	Fiber/Carrier Remotes
-----	0	-----

Software Features

Detected Service Level	: Premium Network Services
Desired Service Level	: Premium Network Services
Optional Features detected	: 22 - 284
System Specific features	: 227 - 228
Retired features	: 0
Features not Supported in your Region	: 0
Features removed (when downgrading)	: 0
Additional features (when upgrading)	: 38 - 56 - 60 - 93 - 110 - 124 - 143 - 149 - 167 - 174 - 225 - 240 - 250 - 256 - 262 - 288 - 289 - 296 - 297 - 301 - 305 - 306 - 307 - 309 - 311 - 312 - 315 - 316 - 321 - 323 - 324 - 325 - 327 - 328 - 348 - 350 - 351 - 362 - 364 - 366 - 367 - 370 - 380 - 381 - 382 - 384 - 386 - 387 - 388 - 389 - 394 - 397 - 398 - 399

Manual Entries

None

{end of file}

OrderPro 6.0 Detailed Report for EMEA Large system

NORTEL NETWORKS™

OrderPro 6.0.2

Detailed Report

Report Date	:	10-07-2003	System Type	:	Option 61C
Extraction Date	:	13-11-2002	Release	:	20.22S
Site Location	:	Schrack Business Com	System ID	:	430100031
LOG File Name	:	D:\Profiles\BHackwit\Desktop\Polk .opi\original logs\Gdansk61.log			

Peripheral Equipment Totals

Code	Qty.	Description
IDSG 00	1	Digital voice synthesizer
NT5K02EA	4	Flexible Analogue Line Card With Message Waiting
NT5K21BA	2	Card 4 Channel MFC (MFC 4)
NT5K48AB	1	Extended Dial Tone Detector
NT5K96EA	2	Flexible Analogue Line Card Non Message Waiting
NT5K96EB	1	Card 16-port Extended Flexible Analogue Line XFALC
NT8D02CC	6	Digital Line Card 16 Port
NT8D02GA	1	Card 16-port Extended Digital Line XDLC
UNEQUIPP	12	
XMPT 00	1	Kapsch equipment

Peripheral Equipment Details

Site	Module#	Slot	S'Loop	Code	Unused Ports
Main '02'	1	0	004	NT5K21BA	
	1	1	004	NT5K96EA	0
	1	2	004	NT5K96EB	7
	1	3	004	NT8D02GA	0
	1	4	004	UNEQUIPPED	
	1	5	004	NT5K48AB	
	1	6	004	IDSG 00	
	1	7	004	UNEQUIPPED	
	1	8	004	UNEQUIPPED	

	1	9	004	NT8D02CC	1
	1	10	004	NT8D02CC	0
	1	11	004	NT8D02CC	2
	1	12	004	NT8D02CC	0
	1	13	004	NT8D02CC	0
	1	14	004	UNEQUIPPED	
	1	15	004	UNEQUIPPED	
Main 'C00M03'	2	0	020	UNEQUIPPED	
	2	1	020	NT8D02CC	0
	2	2	020	NT5K02EA	0
	2	3	020	NT5K02EA	0
	2	4	020	XMPT 00	
	2	5	020	========	
	2	6	020	UNEQUIPPED	
	2	7	020	UNEQUIPPED	
	2	8	020	UNEQUIPPED	
	2	9	020	NT5K02EA	0
	2	10	020	NT5K02EA	0
	2	11	020	NT5K96EA	0
	2	12	020	UNEQUIPPED	
	2	13	020	UNEQUIPPED	
	2	14	020	UNEQUIPPED	
	2	15	020	NT5K21BA	

Note that the Peripheral equipment does not identify any AEM and associated Applications, nor any EPE equipment, which may exist.

System Memory Allocation

CP 1

DRAM: 4 + 4 + 4 + 4 + 4 + 4

Flash: Not Applicable

Networks Summary

	Grp0	Total
ENET	0	0
REM	0	0
SUPL	8	8
SUPC	0	0
SUPF	0	0
DDCS	1	1
XCT	4	4
TDS	0	0
CONF	0	0
DTI	0	0
PRI	0	0
PRI2	10	10
DTI2	3	3

MISP	0	0
JDMI	0	0
SPARE	6	6

Networks Details

Group	Loop	Code
0	0	XCT
0	1	XCT
0	2	DTI2
0	3	DTI2
0	4	SUPL*
0	5	SUPL*
0	6	SUPL
0	7	SUPL
0	8	SPARESLOOP
0	9	SPARESLOT
0	10	SPARESLOT
0	11	SPARESLOT
0	12	PRI2
0	13	PRI2
0	14	DDCS
0	15	SPAREDDCS
0	16	XCT
0	17	XCT
0	18	PRI2
0	19	PRI2
0	20	SUPL*
0	21	SUPL*
0	22	SUPL
0	23	SUPL
0	24	PRI2
0	25	PRI2
0	26	PRI2
0	27	PRI2
0	28	DTI2
0	29	SPAREDTI2
0	30	PRI2
0	31	PRI2

* indicates position of superloop

- The detailed network report shows how the equipment is configured in software, and does not necessarily give a true definition of hardware e.g. PRI2 could be an ENET card connected to the older dual width PRI2, or could be a DPRI.

- Where spare loops are shown, the capability of these loops may be limited by configuration of adjacent loops.

- SDI/DCH/MSDL are not included on the report as their location and card type cannot be determined in all cases.

- Virtual Loops are shown as Phantom Loops
- Phantom loops are only shown when they are configured within the actual system equipment.
- Unused ports may include ports, which are reserved for future Console use.

{end of file}

OrderPro 6.0 Summary Report for EMEA Small system

NORTEL NETWORKS™

OrderPro 6.0.2

Upgrade to FBP Release 26 Report

Report Date : 10-07-2003
Extraction Date : 14-11-2002
Site Location : Schrack Business Com
LOG File Name : D:\Profiles\BHackwit\Desktop\Polk .opi\original logs\Krakow_off_11.log

---

System

System Type	:	Option 11E
System ID	:	800475
Aux ID	:	800475
Generic	:	1411
Release	:	20.22
CPU Memory	:	640 K-words
CPU Processor	:	Option 11E CPU N/A
Media Type	:	N/A
Software Type	:	Commercial

ISMs

Service ISMs:

Digital user ISM	: 32	
Analogue user ISM	: 16	
Wireless user ISM	: 0	
Wireless Visitors user ISM	: N/A	
ACD agent ISM	: 10	(set to minimum)
CLASS ISM	: 0	
Internet Telephones ISM	: 0	(set to alternate value)

System ISMs:

TMDI D-Channel ISM	: 64	(set to alternate value)
RAN CON ISM	: 0	(set to alternate value)
MUS CON ISM	: 0	(set to alternate value)
ITG2 Trunks ISM	: 0	(set to alternate value)
BRANDLine ISM	: 2	(set to alternate value)
LTID (ISDN BRI) ISM	: 0	

Survivable ISM	: 0	(set to alternate value)
Personal Call Assistant ISM	: 0	(set to alternate value)
IP Peer H323 Trunks ISM	: 0	(set to alternate value)
AST ISM	: 0	

Wired for ISMs

Wired for digital user ISM	: 16
Wired for analogue user ISM	: 0

Existing Switch Spare Capacity

Existing Number of Spare IPE Slots on Main Switch	: 3
Existing Number of Cabinets	: 1
Existing Number of CE MUX Slots Not Occupied by CE MUX Cards	:N/A
Existing Number of Spare Network Loops	:N/A
Existing Number of Spare Slots on Non-Blocking S'loops	:N/A
Existing Number of Equipable IPE Modules	:N/A
Number of additional Network Groups which can be added to the switch	:N/A

Remote Site Information

Existing Number of Remote sites : 0

Site Text	Existing Number of Spare Slots	Fiber/Carrier Remotes
-----	0	-----

Software Features

Detected Service Level	: Premium Network Services
Desired Service Level	: Premium Network Services
Optional Features detected	: 22
System Specific features	: 200
Retired features	: 82
Features not Supported in your Region	: 0
Features removed (when downgrading)	: 0
Additional features (when upgrading)	: 38 - 56 - 60 - 93 - 110 - 122 - 123 - 124 - 143 - 149 - 165 - 167 - 174 - 225 - 231 - 240 - 242 - 245 - 246 - 250 - 256 - 262 - 283 - 288 - 289 - 296 - 297 - 301 - 305 - 306 - 307 - 309 - 311 - 312 - 315 - 316 - 321 - 323 - 324 - 325 - 327 - 328 - 348 - 350 - 351 - 362 - 364 - 366 - 367 - 370 - 380 - 381 - 382 - 384 - 386 - 387 - 388 - 389 - 394 - 397 - 398 - 399

Manual Entries

None

{end of file}

OrderPro 6.0 Detailed Report for EMEA Small system

NORTEL NETWORKS™

OrderPro 6.0.2

Detailed Report

Report Date	:	10-07-2003	System Type	:	Option 11E
Extraction Date	:	14-11-2002	Release	:	20.22
Site Location	:	Schrack Business Com	System ID	:	800475
LOG File Name	:	D:\Profiles\BHackwit\Desktop\Polk .opi\original logs\Krakow_off_11.log			

Peripheral Equipment Totals

Code	Qty.	Description
NT5K96EA	1	Flexible Analogue Line Card Non Message Waiting
NT8D02CC	1	Digital Line Card 16 Port
NT8D02EA	1	Digital Line Card 16 Port
PRI2	2	
UNEQUIPP	4	
X2T 00	1	8 Port analog Trunk Card

Peripheral Equipment Details

Site/Connection	Cab#	Slot	Code	Unused Ports
Main	0	0	N/A	
	0	1	PRI2	
	0	2	NT8D02EA	0
	0	3	PRI2	
	0	4	NT5K96EA	7
	0	5	X2T 00	
	0	6	NT8D02CC	5
	0	7	UNEQUIPPED	
	0	8	UNEQUIPPED	
	0	9	UNEQUIPPED	
	0	10	UNEQUIPPED	

- Note that remote cabinets cannot be distinguished from cabinets in the same location as the main switch.
- Option 11C Expansion Cabinet and Option 11C Mini Expansion Chassis (with or without an Option 11C Mini Chassis Expander) are always represented with 10 slots available on an expansion of an Option 11C.
- Unused ports may include ports, which are reserved for future Console use.

{end of file}

B
Command Scripts

This appendix contains the following command scripts:

- Initial Extraction – All Systems
- Pre-Extraction – Option11x Systems
- Pre-Extraction – Large Systems
- LD 81 REQ
- CNT CUST

1. DATE
2. PAGE
3. DES
4. FEAT
5. SETS FEAT
6. NACT
7. REQ
1. **** >

- Main Extraction – Option11x Systems
- Main Extraction – Large Systems

Initial Extraction – All Systems

1. **** >
2. LD 22 REQ
3. ISS REQ
4. END >

Pre-Extraction – Option11x Systems

5. LD 97 >
6. or1... REQ
7. PRT TYPE
8. XPE TYPE
9. or2... XPEC
10. REQ
11. end or2
12. **** >
13. end or1
14. LD 20 REQ

```
15. LUC          REQ
16. END          >
17. LD 20        REQ
18. LUU          REQ
19. or1...       TYPE
20. 500          TN
21.              REQ
22. or2...       CDEN
23.              REQ
24. end or2
25. Unconfig     TYPE      /* LUU (rls>19) or LUVU
26. 2000         TN
27.              REQ
28. end or1
29. END          >
30. LD 22        REQ
31. ISS          REQ
32. PRT          TYPE
33. PKG 370      TYPE
34. or1...       REQ
35. PRT          TYPE
36. end or1
37. Equipment    REQ       /* CEQU (rls>19) or CFN
38. END          >
39. LD 32        .
40. Idle         NPR506
41. or1...       .
42. Disabled     .
43. Busy         .
44. Idle         .
45. Disabled     .
46. Busy         .
47. Idle         .
48. Disabled     .
49. Busy         .
50. Idle         .
51. Disabled     .
52. Busy         .
53. end or1
54. ****         >
55. LD 81        REQ
56. CNT          CUST
57.              DATE
58.              PAGE
59.              DES
60.              FEAT
61. SETS         FEAT
62.              NACT
63.              REQ
64. ****         >
```

Pre-Extraction – Large Systems

```
65. LD 97        >
```

```
66.  or1...          REQ
67.  PRT             TYPE
68.  XPE             TYPE
69.  or2...          XPEC
70.                  REQ
71.  end or2
72.  ****            >
73.  end or1
74.  LD 20           REQ
75.  LUU             REQ
76.  or1...          TYPE
77.  500             TN
78.                  REQ
79.  or2...          CDEN
80.                  REQ
81.  end or2
82.  Unconfig        TYPE      /* LUU (rls>19) or LUVU
83.  2000            TN
84.                  REQ
85.  end or1
86.  ****            >
87.  LD 22           REQ
88.  PRT             TYPE
89.  PKG 370         REQ
90.  or1...          TYPE
91.  end or1
92.  ****            >
93.  LD 81           REQ
94.  CNT             CUST
95.                  DATE
96.                  PAGE
97.                  DES
98.                  FEAT
99.  SETS            FEAT
100.                 NACT
101.                 REQ
102. ****            >
```

Main Extraction – Option11x Systems

```
1.   LD 2            .
2.   TTAD            .
3.   ****            >
4.   LD 22           REQ
5.   ISS             REQ
6.   TID             REQ
7.   SLT             REQ
8.   PRT             TYPE
9.   PKG             REQ
10.  PRT             TYPE
11.  CFN             REQ
12.  PRT             TYPE
13.  CINV            REQ
14.  or1...          TYPE
```

```
15. end or1
16. ****            >
17. LD 97           >
18. or1...          REQ
19. PRT             TYPE
20. SUPL            TYPE
21. or2...          vblfSUPL
22.                 REQ
23. PRT             TYPE
24. end or2
25. XPE             TYPE
26. or2...          XPEC
27.                 REQ
28. end or2
29. end or1
30. ****            >
31. LD 32           .
32. IDCunconfig     .           /* cards having unconfigured unit (detected in LUU500/20
33. ****            >
34. LD 32           .
35. IDCforIPE       .           /* IPE cards + SDI/DCH eventually (detected in CEQ
36. ****            >
37. LD 32           .
38. IDC 4           .
39. ****            >
40. LD 32           .
41. Idle            NPR506
42. or1...          .
43. Disabled        .
44. Busy            .
45. Idle            .
46. Disabled        .
47. Busy            .
48. Idle            .
49. Disabled        .
50. Busy            .
51. Idle            .
52. Disabled        .
53. Busy            .
54. end or1
55. ****            >
56. LD 81           REQ
57. CNT             CUST
58. CustNo          DATE
59.                 PAGE
60.                 DES
61.                 FEAT
62. ACD             FEAT
63. SETS            FEAT
64. DTA             FEAT
65. DCFW            FEAT
66. WRLS            FEAT
67. VCE             FEAT
68. FLXA            FEAT
```

```
69.  AGTA          FEAT
70.  VMA           FEAT
71.  CNUA          FEAT
72.  CNUS          FEAT
73.  Visitors      FEAT      /* VSIT or blank if feat370 missing
74.  or1...        HMDN
75.                FEAT
76.  end or1
77.                NACT
78.                REQ
79.  END           >
80.  LD 20         REQ
81.  LUC           REQ
82.  LUU           REQ
83.  or1...        TYPE
84.  500           TN
85.                REQ
86.  or2...        CDEN
87.                REQ
88.  end or2
89.  Unconfig      TYPE      /* LUU (rls>19) or LUVU
90.  2000          TN
91.                REQ
92.  end or1
93.  PRT           TYPE
94.  ATT           TYPE
95.  or1...        TN
96.                CUST
97.                DATE
98.                PAGE
99.                REQ
100. or2...        NACT
101.               REQ
102. end or2
103. PRT           TYPE
104. end or1
105. 1250          TYPE
106. or1...        TN
107.               CUST
108.               DATE
109.               PAGE
110.               REQ
111. or2...        NACT
112.               REQ
113. end or2
114. PRT           TYPE
115. end or1
116. 2250          TYPE
117. or1...        TN
118.               CUST
119.               DATE
120.               PAGE
121.               REQ
122. or2...        NACT
```

```
123.              REQ
124. end or2
125. PRT          TYPE
126. end or1
127. PWR          TYPE
128. or1...       TN
129.              DATE
130. or2...       CDEN
131.              DATE
132. end or2
133.              PAGE
134.              REQ
135. or2...       NACT
136.              REQ
137. end or2
138. end or1
139. ****         >
140. LD 83        REQ
141. LST          CUST
142.              DATE
143.              PAGE
144.              NACT
145.              REQ
146. END          >
```

Main Extraction – Large Systems

```
1.  LD 2          .
2.  TTAD          .
3.  ****          >
4.  LD 22         REQ
5.  ISS           REQ
6.  TID           REQ
7.  SLT           REQ
8.  PRT           TYPE
9.  PKG           REQ
10. PRT           TYPE
11. CFN           REQ
12. ****          >
13. LD 97         >
14. or1...        REQ
15. PRT           TYPE
16. SUPL          TYPE
17. or2...        vblfSUPL
18.               REQ
19. PRT           TYPE
20. end or2
21. XPE           TYPE
22. or2...        XPEC
23.               REQ
24. end or2
25. end or1
26. ****          >
27. LD 32         .
```

```
28. IDCunconfig   .          /* cards having unconfigured unit (detected in LUU500/2000 commands)
29. ****          >
30. LD 32         .
31. IDCS          .
32. ****          >
33. LD 32         .
34. STAT PER 0    .
35. STAT PER 1    .
36. STAT PER 2    .
37. STAT PER 3    .
38. STAT PER 4    .
39. STAT PER 5    .
40. STAT PER 6    .
41. STAT PER 7    .
42. STAT PER 8    .
43. STAT PER 9    .
44. STAT PER 10   .
45. STAT PER 11   .
46. STAT PER 12   .
47. STAT PER 13   .
48. STAT PER 14   .
49. STAT PER 15   .
50. ****          >
51. LD 81         REQ
52. CNT           CUST
53. CustNo        DATE
54.               PAGE
55.               DES
56.               FEAT
57. ACD           FEAT
58. SETS          FEAT
59. DTA           FEAT
60. DCFW          FEAT
61. WRLS          FEAT
62. VCE           FEAT
63. FLXA          FEAT
64. AGTA          FEAT
65. VMA           FEAT
66. CNUA          FEAT
67. CNUS          FEAT
68. Visitors      FEAT       /* VSIT or blank if feat370 missing
69. or1...        HMDN
70.               FEAT
71. end or1
72.               NACT
73.               REQ
74. END           >
75. LD 20         REQ
76. LUC           TN
77.               REQ
78. LUU           REQ
79. or1...        TYPE
80. 500           TN
81.               REQ
```

```
82.  or2...          CDEN
83.                  REQ
84.  end or2
85.  Unconfig        TYPE      /* LUU (rls>19) or LUVU
86.  2000            TN
87.                  REQ
88.  end or1
89.  PRT             TYPE
90.  ATT             TYPE
91.  or1...          TN
92.                  CDEN
93.                  CUST
94.                  DATE
95.                  PAGE
96.                  REQ
97.  or2...          NACT
98.                  REQ
99.  end or2
100. PRT             TYPE
101. end or1
102. 1250            TYPE
103. or1...          TN
104.                 CUST
105.                 DATE
106.                 PAGE
107.                 REQ
108. or2...          NACT
109.                 REQ
110. end or2
111. PRT             TYPE
112. end or1
113. 2250            TYPE
114. or1...          TN
115.                 CUST
116.                 DATE
117.                 PAGE
118.                 REQ
119. or2...          NACT
120.                 REQ
121. end or2
122. PRT             TYPE
123. end or1
124. PWR             TYPE
125. or1...          TN
126.                 DATE
127. or2...          CDEN
128.                 DATE
129. end or2
130.                 PAGE
131.                 REQ
132. or2...          NACT
133.                 REQ
134. end or2
135. end or1
```

```
136. ****          >
137. LD 83         REQ
138. LST           CUST
139.               DATE
140.               PAGE
141.               NACT
142.               REQ
143. END           >
```

C
ISM Extraction Calculation

This appendix describes the methods used for calculating the values for the new ISM parameters.

Many of the data items extracted from the Meridian 1 system are used for more than calculating the ISM values. The appendix describes the data items that are relevant to ISM parameters only.

> **Note:** This section assumes you are familiar with Meridian 1 overlays and their output.

ISM Extraction - Calculation

Detail taken from the Meridian 1 System

Initial extraction		
Overlay	**Item**	**Used for**
LD 22	ISS	Identifying machine type and software release. This is used to determine which Pre-extraction script to use and also which commands to use where differences exist between system types and software releases.
Pre-extraction		
LD 97	XPEC	To establish IPE shelves configured ready for IDCS command in main extraction.
LD 20	LUC	To establish unused card slots (small systems only)
LD 20	LUU	To establish which cards have unused units ready for specific IDC commands in main script
LD 22	PKG 370	To establish existence of Wireless visitors to control main extraction input re this feature
LD 22	CEQU	To establish main system configuration parameters (small systems only)
LD 32	Lxxx	To establish number of Option 11 cabinets installed (small systems only)
LD 81	SETS	To establish multi customer set usage
Main extraction		

LD 2	TTAD	Date and time of extraction
LD 22	ISS	System generic and software release
LD 22	TID	Identifying system ID number. This is used for system reference purposes.
LD 22	SLT	Identifying existing system limits and ISM values (TN level, ACD DN etc). Some of the values here maybe used when providing the final ISM parameters.
LD 22	PKG	Identifying all of the existing software features in the system. One of the functions of OrderPro is to establish the correct software packaging for any upgrades.
LD 22	CFN	The system configuration print is used to identify various items that are configured in the system.
LD 22	CINV	Establish core hardware (small systems only)
LD 97	SUPL	Identifying the superloops configured in the system.
LD 97	XPE	Identifying the IPE shelves fitted in the system
LD 32	IDC x	Cards with unconfigured units only
LD 32	IDC x	All IPE cards (small systems only)
LD 32	IDC 4	For Identification of 48 port line card (small systems only)
LD 32	IDCS x	All IPE cards (large systems only)
LD 32	STAT PER	Establish number of configured Network shelves (large systems only)
LD 32	Lxxx	Establish number of Option 11 cabinets (small systems only)
LD 81	CNT	This is used to provide a count of several configured software items in the system. The output from this is manipulated to give the new ISM parameters together with other items of information (spare cards, spare slots etc..)

LD 20	LUC	List all unused card slots
LD 20	LUU	List all unused units
LD 20	ATT 1250 2250 PWR	To establish quantity of ports used for Operator Console functions
LD 83	LST	This gives a list of all configured sets. Used for various purposes.

Calculation of ISM Values

ISM values that are defined by OrderPro will either be read from the relevant value in the LD 22 SLT print or calculated based on information gathered in the LD 81 count. Other data collected from the system will be used to make adjustments when providing the final ISM values.

The following is an example LD 81 print. Column and row references have been added in red purely for ease of identification.

Not all rows and or columns will be printed for all systems as this will depend on exact software release and feature content. These figures will exist for each customer in a multi customer system, with all values being added together to provide the final calculations.

Example CNT matrix and calculations:

				A	*B*	*C*	*D*	*E*	*F*	*G*	*H*	*I*	*J*
	FEAT	Cust		TOTAL	SL1	500	2500	3000	4020	2000	3900	ISET	DCS
1	ACD	00	CNT	63	24	0	6	0	0	29	0	4	0
2	SETS	00	CNT	328	41	0	221	0	0	58	0	8	0
3	DTA	00	CNT	26	12	0	0	0	0	14	0	0	0
4	VCE	00	CNT	302	29	0	221	0	0	44	0	8	0
5	VMA	00	CNT	24	24	0	0	0	0	0	0	0	0
6	AGTA	00	CNT	6	0	0	6	0	0	0	0	0	0
7	DCFW	00	CNT	143	0	0	143	0	0	0	0	0	0
8	WRLS	00	CNT	36	0	0	28	0	0	0	0	0	8
9	FLXA	00	CNT	2	0	0	0	0	0	2	0	0	0
10	CNUA	00	CNT	7	0	0	7	0	0	0	0	0	0
11	CNUS	00	CNT	13	0	0	13	0	0	0	0	0	0
12	VSIT	00	CNT	5	0	0	0	0	0	0	0	0	5

Note:

Changes are made to the table as it has been experienced that not all of the values are printed. This is identified by A4 having a value of zero.

IF A4 = 0

B4 = B2 – B3

C4 = C2 – C3

D4 = D2 – D3

Etc…to

J4 = J2 – J3

A4 = A2 – A3

END IF

The following shows calculations made from the LD 81 CNT matrix prior to any further manipulation ready for final output.

Item	**From output**
Digital voice sets	B4 + E4 + F4 + G4 + H4 – B1 – E1 – F1 – G1 – H1
Digital ACD sets	B1 + E1 + F1 + G1 + H1 – A5
Mail Agents	A5
Analogue sets	C2 + D2 - A6 - C8 - D8
Analogue ACD sets	A6
Data sets	A3
Analogue wireless sets	C8 + D8
CLASS sets	A10 + A11
Wireless visitors	A12
DCS wireless sets	J8
IP sets	I4
IP ACD agents	I1

Additional items calculated by OrderPro that may be used in the final output are:

- Digital phantom sets
- Analogue phantom sets
- Un-configured ports on digital line cards
- Un-configured ports on analogue line cards
- Un-configured ports on wireless cards

All systems need to take the phantom sets into account, but the inclusion of unconfigured ports will be region specific according to the rules tables that are shown later.

Further to these calculations, the user will also be given the option to include spare card slots or unallocated TN's from the existing system in the ISM value that they will receive with the upgrade to Succession release 3.

Calculated items prior to final adjustment according to region specific rules and user adjustment	
ISM digital	Digital Voice sets + Digital ACD sets - Digital Phantoms
ISM analogue	Analogue sets + Analogue ACD sets - Class sets - Analogue Phantoms
ISM ACD agents	Digital ACD sets + Analogue ACD sets + IPset ACD
ISM Wireless	Analogue wireless sets + DCS wireless + Spare Wrls
ISM Internet telephones	IP sets
ISM Class	Class sets
ISM Visitors	Wireless visitors

Region specific rules

The following tables show the rules that are being applied to existing systems when upgrading to Succession release 3.

Rules to apply for US systems

When calculating ISM values for upgrade to Succession 3.0 in the US, these are the rules that will be applied.

ISM	Method (all systems unless stated)	Notes
Analog Telephone	Use calculated method without unconfigured units. Add left TN from SLT print according to user selection.	
CLASS Telephone		
Digital Telephone		
Wireless telephone	Use calculated method without unconfigured units	
Internet Telephone	If rls = 25.15+ use “Available” value from SLT print, else default	
Wireless Visitor	Use “Available” from SLT print or default value	Note 4
ACD Agents	If rls = 17+ use “Used” value from SLT print, else calculated method	Opt 11C/11C mini only
ACD Agents	If rls = 17+ use “Available” value from SLT print, else calculated method	Large systems only
PCA	Use “Available” from SLT print or default value	Note 4
AST	If rls = 17+ use “Used” from SLT, else use ACD agent value	Opt 11C/11C mini only
AST	If rls = 17+ use “Available” from SLT, else use ACD agent value	Large systems only
IP Peer H323 Trunks	Use “Available” from SLT print or default value	Note 4
ITG ISDN Trunks	If gen 2111 use “Used” from SLT rounded to 8, else default value	
ITG ISDN Trunks	If large system at 25.15 +, use value from ITG card Calculation, else default	Note 1
RAN Con	If rls = 23+ use “Used” from SLT, else default value	Opt 11C/11C mini only
MUS Con		
RAN Con	If rls = 23+ use “Available” from SLT, else default value	Large systems only
MUS Con		
Survivability	If rls = 25.30+ use “Available” from SLT, else default	
All Others	Not calculated by Order pro, value is set in Order Tool	

Rules to apply for Canadian systems

When calculating ISM values for upgrade to Succession 3.0 in Canada, these are the rules that will be applied.

ISM	Method (all systems unless specified)	Notes
Analog Telephone CLASS Telephone Digital Telephone	Use calculated method without unconfigured units Add left TN from SLT print according to user selection.	Opt 11C/11C mini only
Analog Telephone CLASS Telephone Digital Telephone	Use calculated method and include unconfigured units	Large Systems only
Wireless telephone	Use calculated method without unconfigured units	Opt 11C/11C mini only
Wireless telephone	Use calculated method and include unconfigured units	Large Systems only
Internet Telephone	If rls = 25.15+ use “Available” value from SLT print, else default	
Wireless Visitor	Use “Available” from SLT print or default value	Note 4
ACD Agents	If rls = 17+ use “Used” value from SLT print, else use calculated method	Opt 11C/11C mini only
ACD Agents	Use calculated method	Large Systems only
PCA	Use “Available” from SLT print or default value	Note 4
AST	If rls = 17+ use “Used” from SLT, else use ACD agent value	Opt 11C/11C mini only
AST	If rls = 17+ use “Available” from SLT, else use ACD agent value	Large Systems only
IP Peer H323 Trunk	Use “Available” from SLT print or default value	Note 4
ITG ISDN Trunk	If gen 2111 use “Used” from SLT rounded to 8, else default value	
ITG ISDN Trunk	If large system at 25.15 +, use value from ITG card Calculation, else default	Note 1
RAN Con MUS Con	If rls = 23+ use “Used” from SLT, else default value	Opt 11C/11C mini only
RAN Con MUS Con	If rls = 23+ use “Available” from SLT, else default value	Large Systems only
Survivability	If rls = 25.30+ use “Available” from SLT, else default value	
All Others	Not calculated by Order pro, value is set in Order Tool	

Rules to apply for CALA systems

When calculating ISM values for upgrade to Succession 3.0 in CALA, these are the rules that will be applied.

It has been found that some CALA systems have been provided with US software packaging and if software PKG 131 (SUPP) does not exist in a CALA selected system then use US rules.

ISM	Method (all rls/system unless specified)	Notes
Analog Telephone	Use calculated method and include unconfigured units	Rls 25.30 and earlier
CLASS Telephone		
Digital Telephone		
Analog Telephone	Use calculated method without unconfigured units Add left TN from SLT print according to user selection.	Later than 25.30 Note 3
CLASS Telephone		
Digital Telephone		
Wireless telephone	Use calculated method and include unconfigured units	Rls 25.30 and earlier
Wireless telephone	Use calculated method without unconfigured units	Later than 25.30
Internet Telephone	If rls = 25.15+ use “Available” value from SLT print, else default	
Wireless Visitor	Use “Available” from SLT print or default value	Note 4
ACD Agents	If rls = 17+ use “Used” value from SLT print, else calculated method	All systems
PCA	Use “Available” from SLT print or default value	Note 4
AST	If rls = 17+ use “Used” from SLT, else use ACD agent value	All systems
IP Peer H323 Trunk	Use “Available” from SLT print or default value	Note 4
ITG ISDN Trunks	If rls = 25.10+ use “Available” from SLT, else default value	All systems
RAN Con	If rls = 23+ use “Used” from SLT, else default value	All systems
MUS Con		
Survivability	If rls = 25.30+ use “Available” from SLT, else default value	
All Others	Not calculated by Order pro, value is set in Order Tool	

Rules to apply for EMEA systems

When calculating ISM values for upgrade to Succession 3.0 in EMEA, these are the rules that will be applied to pre FBP systems.

ISM	Method	Notes
Analog Telephone	Use calculated value including unconfigured units on digital and analogue cards.	
CLASS Telephone		
Digital Telephone		
Wireless telephone		
ACD Agents		
Internet Telephone	Use "Available" from SLT print or default value	
Wireless Visitor	If Pre 25.40 then calculate else use SLT "Available"	
PCA	Use "Available" from SLT print or default value	Note 4
AST	If rls = 17+ use "Used" from SLT, else use ACD agent value	Note 2
IP Peer H323 Trunk	Use "Available" from SLT print or default value	Note 4
ITG ISDN Trunks	Use "Available" from SLT print or default value	
RAN Con	Use "Available" from SLT print or default value	
MUS Con		
Survivability	Use "Available" from SLT print or default value	Small systems only
Brandline	Use "Available" from SLT print or default value	
LTID (ISDN BRI)	Use "Used" from SLT print or default value	
TMDI D-channel	Use "Used" from SLT print or default value	
All Others	Not calculated by Order pro, value is set in Order Tool	

For EMEA, a system is defined as FBP/pre FBP according to:

Country usage	Condition	Status
FBP introduced on rls 24	System is pre rls 24	Pre FBP
FBP introduced on rls 24	System is rls 24 or later	FBP
FBP introduced on rls 25	System is pre rls 25	Pre FBP
FBP introduced on rls 25	System is rls 25 or later	FBP
CIS and Israel	System is rls 25 and analogue, digital, wireless, ACD agents are all maxed out (2500 on small systems, 32767 on large systems)	Pre FBP

When Order Pro is run on systems in EMEA that are already on FBP, no .opi file will be generated. All of the ISM values listed above will have their "Available" and "Used" values printed in the Summary report.

Rules to apply for APAC systems

When calculating ISM values for upgrade to Succession 3.0 in APAC, these are the rules that will be applied to pre FBP systems.

ISM	Method	Notes
Analog Telephone	Use calculated value including unconfigured units on digital and analogue cards.	Rls 24.20 and earlier
Digital Telephone		
Wireless telephone		
ACD Agents		
Analog Telephone	Use “Available” from SLT print or calculated value if not printed in SLT (maxed out)	Later than Rls 24.20
Digital Telephone		
Wireless telephone	For Rls 25.15 and 25.30 use “Available” value from SLT print minus the calculated Wireless Visitors. Otherwise use the “Available” value from SLT print.	
ACD Agents	Use “Available” from SLT print or default value	
CLASS Telephone	Calculate if pre rls 25 else use “Used” value from SLT print	
Internet Telephone	Use “Available” from SLT print or default value	
Wireless Visitor	If Rls 25.15 or 25.30 then calculate else use SLT “Available”	
PCA	Use “Available” from SLT print or default value	Note 4
AST	If rls = 17+ use “Used” from SLT, else use ACD agent value	Note 2
IP Peer H323 Trunk	Use “Available” from SLT print or default value	Note 4
ITG ISDN Trunks	Use “Available” from SLT print or default value	
RAN Con	Use “Available” from SLT print or default value	
MUS Con		
Survivability	Use “Available” from SLT print or default value	Small systems only
Brandline	Use “Available” from SLT print or default value	
LTID (ISDN BRI)	Use “Used” from SLT print or default value	
TMDI D-channel	Use “Used” from SLT print or default value	
All Others	Not calculated by Order pro, value is set in Order Tool	

For APAC, a system is defined as FBP/pre FBP according to:

S/ware rls	Condition	Status
Pre 25.30	None	Pre FBP
25.30 – Australia/New Zealand	If AST "Available" = 5000	Pre FBP
25.30 – Australia/New Zealand	If AST "Available" < 5000	FBP
25.30 – all other countries	None	FBP
25.40 – small systems	If CLASS "Available" = 2500	Pre FBP
25.40 – large systems	If CLASS "Available" = 32767	Pre FBP
25.40 – small systems	If CLASS "Available" < 2500	FBP
25.40 – large systems	If CLASS "Available" < 32767	FBP

When Order Pro is run on systems in APAC that are already on FBP, no .opi file will be generated. All of the ISM values listed above will have their "Available" and "Used" values printed in the Summary report.

Both the "Available" and "Used" values in the summary report for Wireless telephones will be minus the calculated Wireless Visitors (rls 25.15 and 25.30).

Notes (applicable to all rules tables)

1. The ITG card calculation method looks for cards that can support ITG ISDN trunks as well as the number of trunks supported on each card. The output is the total ITG ISDN trunks that can be supported on the hardware installed in the system.
2. The AST value is new to the EMEA market and was not previously calculated by Orderpro
3. A capping rule must be applied to large systems in CALA at software level later than 25.30. This will equate to a maximum system usage of 2000 TN for each network group.
4. The values are expected to be at 0, but may be used in beta Succession 3.0 systems. Order Pro will provide the higher of the "Available" and Default values"

Addition requirements in ISM calculations

Where ISMs will be sold in multiples of 8, the value included in the .opi file will be rounded up to the nearest 8. This applies to ISM for:

- Analogue + Wired for Analogue
- Digital + Wired for Digital
- CLASS
- Wireless
- Wireless Visitors
- ITG ISDN Trunks

The term “Wired for” is used to define ISM parameters that exist in a system without having the supporting hardware. According to region, the user will be offered the option to include either spare IPE card slots or unused TNs to the final ISM value.

This will be done according to the following:

Region	Upgrade from	Option to user	“Wired for” allocated
US	All systems, all releases.	Allocate a quantity of the “Left TN” value to either “Wired for Analogue” or “Wired for Digital”. The amount allowed to be allocated is from 0 to the “Left TN” value	Allocated as per user choice. The total of calculated and wired for analogue and digital users will each be rounded up to the nearest multiple of 8. CALA systems without PKG 131 will be treated as US systems.
Canada	Small systems, all releases.		
CALA	All systems at release 25.30 and later		
Canada	Large systems, all releases.	Allocate a quantity of the “Spare IPE slots” to either “Wired for Analogue” or “Wired for Digital”. The amount allowed to be allocated is from 0 to the value of “Spare IPE slots”	Allocated as per user choice. CALA systems without PKG 131 will be treated as US systems.
CALA	All systems at pre release 25.30		
EMEA	Pre FBP		
EMEA	FBP	None	No
APAC	Pre rls 24B	Allocate a quantity of the “Spare IPE slots” to either “Wired for Analogue” or “Wired for Digital”. The amount allowed to be allocated is from 0 to the value of “Spare IPE slots”	Allocated as per user choice
APAC	Rls 24B and later	None	No

Values from SLT print

In several cases the values used to provide new ISM values are taken from the SLT print.

The following is an example print with the first column of figures being the Available value.

Please note that the print out of these figures are controlled by software release, software control and feature packaging, thus not all lines will appear on all systems.

TNS	32767	LEFT	32270	USED	497
ACD AGENT	15	LEFT	3	USED	12
ACDN	24000	LEFT	23860	USED	140
AST	500	LEFT	490	USED	10
LTID	10000	LEFT	10000	USED	0
DCH	63	LEFT	59	USED	4
AML	16	LEFT	12	USED	4
MPH DSL	100	LEFT	100	USED	0
RAN CON	150	LEFT	150	USED	0
RAN RTE	511	LEFT	511	USED	0
MUS CON	150	LEFT	150	USED	0
ANALOGUE TELEPHONE	10000	LEFT	9956	USED	44
BRI DSL	10000	LEFT	9992	USED	8
CLASS TELEPHONES	100	LEFT	50	USED	50
DIGITALTELEPHONES	10000	LEFT	9925	USED	75
WIRELESS TELEPHONES	100	LEFT	44	USED	56
WIRELESS VISITORS	5000	LEFT	5000	USED	0
ATT. CONSOLES	10	LEFT	10	USED	0
DATA PORTS	2500	LEFT	2481	USED	19
PHANT. PORTS	2500	LEFT	2494	USED	6
TRAD. TRKS.	2500	LEFT	2370	USED	130
ITG ISDN TRUNKS	2500	LEFT	2500	USED	0
INTERNET TELEPHONES	10	LEFT	10	USED	0
TMDI DCH	0	LEFT	0	USED	0
SURVIVABILITY	2	LEFT	1	USED	1
BRAND	1	LEFT	0	USED	1

Default values

Default ISM values are those that would apply to a system where the feature is not purchased, and within the various rule sets for upgrading, these would be applied in the case where the feature does not exist on the current system.

For reference, these are the default values that would be applied to ISM values by OrderPro:

ISM	Default values			Note
	Option 11c	Option 11c mini	Large systems	
Analog Telephone	0	0	0	
CLASS Telephone	0	0	0	
Digital Telephone	0	0	0	
Wireless telephone	0	0	0	
Internet Telephone	0	0	0	
Wireless Visitor	0	0	0	
ACD Agents	10	10	10	
PCA	0	0	0	New in CSE 3.0
AST	0	0	0	
ITG ISDN Trunks	0	0	0	M1 only in CSE 3.0
IP Peer H323 Trunks	0	0	0	New ISM for CSE 3.0
RAN Con	0	0	0	
MUS Con	0	0	0	
Survivability	0	0	n/a	
TNs	2500	2500	32760	
ACDN	300	300	24000	
AML	n/a	n/a	16	
Brand	2	2	2	
LTID	0	0	32760	
RAN route	500	500	512	
Att. Consoles	2500	2500	32760	
BRI DSL	150	150	10000	
MPH DSL	n/a	n/a	64	
Data ports	2500	2500	32760	
Phantom ports	2500	2500	32760	
Trad trunks	2500	2500	32760	
DCH	n/a	n/a	254	
TMDI Dchannel	64	64	n/a	

D
Suppressing Error Messages

Error codes and other information can be returned from the Meridian 1 during login sessions, which may be of unknown length and format. The items include:

`TIMXXX, DTCXXX, TRKXXX, IODXXX, BUGXXX`

Other items could include Traffic Measurement and CDR reports, as well as background terminal messages.

These error messages can have two types of impact on the process:

- Extraction failure: if an error message is sent by the system in the middle of an expected prompt, the OrderPro extraction will hang. In this event, you need to cancel the process (by clicking the *Cancel* button) and begin a new extraction. It is very unlikely that this problem will reoccur in subsequent second extraction.
- Loading failure: If errors have been reported in the Log file, OrderPro can not guarantee that all of the error messages will be removed and this may result in a loading failure. In this case, OrderPro issues a loading failure message to the user and manual manipulation of the Log file is required to remove outstanding error messages.

The output will vary from system to system according to configuration. Most configuration variances can be removed by identifying the TTY port used and changing the configuration for message output during the extraction. The configuration would have to be restored after the extraction to ensure a subsequent valid extraction and loading process.

As an extraction tool, OrderPro does not modify any configuration on a system by itself. If any such manipulation is required during the extraction, it has to be performed by the user. The description of the commands to run is detailed below.

Identifying the TTY port used and the configuration.

On connection to the system and prior to login, enter `<cr>`, response will be:

```
OVL111 000 IDLE


TTY 00 SCH MTC BUG CTY   12:44
```

This output displays the `TTY` number (00 upwards) and user class (`SCH, MTC, BUG` and `CTY`). The user class may include others but will always be 3 characters.

Note: one option on the TTY is for background terminal (BGD). This will not give the information required and will just return a "." after <cr>. To get the required information, enter *<cr>.

If *<cr> is used on a non-background terminal, then the response is given twice. The option is available to accept this on all systems, or always enter <cr> and only enter *<cr> if a "." is seen.

Example with BGD configured:

```
.*
OVL111 000 IDLE


TTY 00 SCH MTC BUG BGD  CUST 00 - 0   12:47
```

The BGD function is also allocated to a Meridian 1 customer, so ignore CUST and the numbers that follow.

To disable error message reporting:

After login to the system -

```
LD 17
>ld 17
```

Prompt	Command	
REQ	chg	
TYPE	adan	
ADAN	chg tty X	*Where X = TTY number identified*
TTY_TYPE SDI		*these lines are an auto print from*
CAB 00		*the system. IGNORE any prints until*
CDNO 00		*the prompt DES appears. Enter <cr>*
PORT 0		*to each prompt until USER appears. e.g.*
DES	<cr>	
FLOW	<cr>	
ENL	<cr>	
USER	Xabc	

where abc is the code returned after the TTY number prior to login. Enter Xabc *for all codes except for SCH. Each entry is separated by a space with all being on one line followed by* <cr>

TTYLOG	<cr>
BANR	<cr>

The following sample output will be displayed:

```
MEM AVAIL: (U/P): 461904    USED: 127919    TOT: 589823
```

```
DCH  AVAIL:    60    USED:     4    TOT:    64
AML  AVAIL:    15    USED:     1    TOT:    16

ADAN DATA CHGED
ADAN           END        enter this to exit overlay
```

To re-enable error message reporting:

Follow the steps to disable error message reporting, but enter the 3-digit code as it is without the X in front for all codes that have been removed.

Note: The exact prompts given by the system while doing this will not be the same. The software release, software feature, and hardware type (for TTY port) will determine what prompts are displayed.

You will need to wait for a prompt and enter <cr> until the prompts you require (USER) are displayed.

E
CVSD structure

Asia Pacific Region - Service Level Content

The features in the table below are included automatically in the appropriate service level for ALL machine types and ALL countries in the region when the Service ISMs for the service level are Ordered for New Systems and on Upgrade to Succession 3.0 from a previous release.

Level 4	**Premium Network Services**	**NTE935AA – A511529**
	207, 321,	
Level 3A Advanced Call Centre Services		**Level 3B Advanced Network Services**
NTE933AA – A0511531		**NTE934AA – A0511530**
50, 114, 155, 225, **297, 311**,**388**		**37, 38, 39**, **62, 67**, **159**, **175**, **183,** 188, **192**, 219, 231, **305, 313, 316,** 335, 348, 370
Level 2	**Enhanced Business Service**	**NTE932AA – A0511532**
	2, **42, 43, 60**, **63, 86, 116, 118,** 123, **147, 148, 149,**152, **172**, **178**	
	209, **263**, **306, 307**, 309, **312, 351**, 382, **387**, **394, 399**	

Level 1	**Business Services**	**NTE931AA – A0511533**

0, 1, 4, 5, 7, 8 ,9, 10, 11, 12, 13, **14**, **16, 17, 18, 19, 20, 21**, **23, 24, 25, 28, 29, 32, 33, 34, 35, 36, 40, 41, 44, 45, 46,47, 48, 49, 51, 52, 53, 54, 55, 56**, **58, 59, 61, 64, 70, 71, 72, 73, 74, 75, 76, 77, 79, 80, 81**, **83, 87, 88, 89, 90, 91, 92, 93, 95**, **98, 99, 100, 101, 102, 103**, 104, 105, **107, 108, 109, 110, 111, 113, 115,** 117, **119**, 120, 122, 124, **125**, **127**, 128, **129**, **132, 133**, 134, 137, 138, **139, 140, 141**, 144, **145**, **146**, **150, 151**, **153, 154**, **157**, **160, 161**, **162**, **163**, **164, 167**, 169, **170, 173**, 174, **179, 180, 181**, 182, **184**, **185,** 186, 187, **191**, 193, 195,198, **202**, **203, 204, 205, 206, 208, 210**, 211, **212, 214, 215, 216**, **218**, **222**, **229**, **233**, **234, 235**, 236, **240, 242, 243**, 245, **246, 247**, **250, 251, 253, 254,** 255, **256, 258**, 259, 261, 283, 289, 294, **296**, **301**, 308, 310, **315**, 323, **324, 327, 328**, 332, 333,.347,.349, 350, **362, 364**, 380, 381, 384, 386**,** 389**, 397, 398**

DEFAULT FEATURES FOR ASIA PACIFIC – the following features will automatically be added to New System or Upgrade Keycodes when the conditions are met:

65 –TDET - for all countries in AP in L1 for all Large systems
200 & 295 – for all countries – in Level 1 – for all 11C & 1000M chassis & cabinet & Succession 1000
227, 228, 286, & 368: for all countries – in Level 1 – for all Option 61C & 1000M SG
227, 228, 286, 368, 365 & 299: for all countries – in Level 1 for all Option 81C & 1000 M MG
227, 228, 286, 298 & 365: for all countries – in Level 1 for all Option 81s upgrading
227, 228, & 286: for all countries – in Level 1 for Option 51Cs upgrading

97 – JCO – for Japan – in Level 1 for all large and small systems except Succession 1000
121 – SCMP –for Japan – in Level 1 for all system types
136 – JDMI – for Japan – in Level 1 for Large Systems only
171 – JTDS – for Japan – in Level 1 for all large and small systems except Succession 1000
196 – OHOL - for Japan – in Level 1 for all system types
126, 285 & 292 – OPCB, CHINA, CHTL – for China – in L1 for all larg &small systems except Succession 1000
288 – DPNSS-ES - – for AP and China (is na for Japan) – in Level 3b for all system types
131 – SUPP – for AP and China – in Level 1 for all system types
284 – DPNSS 1891 – for AP and China (is na for Japan) – in Level 3b for all system types
325 – DMWI - for AP and China (is na for Japan) – in Level 4 for all system types

OPTIONAL FEATURES FOR ASIA PACIFIC – the following features will be added to the upgrade keycode automatically if the system upgrading has the feature in LD22 or on New Systems if the Order Code for the feature is ordered.

15 – RPE1.5 - for all countries in AP - can be added to any level for Large Systems
22 – DISA – for all countries in AP - can be added to any level for any system types
57 – BARS – for all countries in AP - can be added to any level for any system types
165 – RPE2 – for all countries in AP except Japan - can be added to any level for Large systems
121 – SCMP – for AP & China – can be added to any level for any system type
131 – SUPP – For Japan only – can be added to any level for any system type

CALA Region - Service Level Content

The features in the table below are included automatically in the appropriate service level for ALL machine types and ALL countries in the region when the Service ISMs for the service level are Ordered for New Systems and on Upgrade to Succession 3.0 from a previous release

Level 4	**Premium Network Services**	**NTE925AA – A0511524**
	207, 321, 325	

Level 3A Advanced Call Centre Services	**Level 3B Advanced Network Services**
NTE923AA – A0511526	**NTE924AA – A0511525**
50, 114, 155, 224, 225, 249, **297, 311**, **388, 393**	**37, 38, 39**, **62, 67**, 158, **159**, **175**, **183,** 188, **192**, 219, 231, 262, 284, 288, **305, 316,** 348,

Level 2	**Enhanced Business Services**	**NTE922AA – A0511527**
	2, 26, 27, **42, 43, 60**, **63, 86, 116, 118,** 123, **147, 148, 149**, 152, **172**, **178**	
	209, **263**, **306, 307**, 309, **312,** 331, 334, **351**, 367, 382, 385, **387**, **394, 399**	

Level 1	**Business Services**	**NTE921AA – A0511528**
	0, 1, 4, 5, 7, 8 ,9, 10, 11, 12, 13, **14**, **16, 17, 18, 19, 20, 21**, **23, 24, 25, 28, 29, 32, 33, 34, 35, 36, 40, 41, 44, 45, 46, 47, 48, 49, 51, 52, 53, 54, 55, 56,** ~~57~~, **58, 59, 61, 64, 70, 71, 72, 73, 74, 75, 76, 77, 79, 80, 81**, **83, 87, 88, 89, 90, 91, 92, 93, 95**, **98, 99, 100, 101, 102, 103**, 104, 105, **107, 108, 109, 110, 111, 113, 115,** 117, **119**, 120, 122, 124, **125**, 126, **127**, 128, **129**, 131, **132, 133**, 134, 135,137, 138, **139, 140, 141**, 143, 144, **145**, **146**, **150, 151**, **153, 154**, **157**, **160, 161**, **162**, **163**, **164, 167**, 169, **170, 173**, 174, **179, 180, 181**, 182, **184**, **185,** 186, 187, 189, **191**, 193, 195, 196, 198, **202**, **203, 204, 205, 206, 208, 210**, 211, **212, 214, 215, 216**, **218**, **222**, 223, **229**, 232, **233**, **234, 235**, 236, **240, 242, 243**, 245, **246, 247**, **250, 251, 253, 254, 256, 258**, 259, 261, 283, 289, 290, 291, 294, **296**, **301**, 308, 310, **315**, 323, **324, 327, 328**, 329,330, 332, 333, 350, **362, 364**, 380, 381, 384, 386, 389, **, 397, 398**	

DEFAULT FEATURES FOR CALA: the following features will automatically be added to New System or Upgrade Keycodes when the conditions are met:

65 – TDET – for all countries in Cala – added to Level 1 for all Large Systems
200 & 295 – for all countries – in Level 1 – for all 11C & 1000M chassis & cabinet & Succession 1000
227, 228, 286, & 368: for all countries – in Level 1 – for all Option 61C & 1000M SG
227, 228, 286, 368, 365 & 299: for all countries – in Level 1 for all Option 81C & 1000 M MG
227, 228, 286, 298 & 365: for all countries – in Level 1 for all Option 81s upgrading
227, 228, & 286: for all countries – in Level 1 for Option 51Cs upgrading

OPTIONAL FEATURES FOR CALA – the following features will be added to the upgrade keycode automatically if the system upgrading has the feature in LD22 or on New Systems if the Order Code for the feature is ordered.

15 – RPE1.5 - for all Cala - can be added to any level for Large Systems
22 – DISA – for all countries in Cala - can be added to any level for any system type
57 – BARS – for all countries in Cala - can be added to any level for any system type
165 – RPE2 – for all countries Cala - can be added to any level for Large systems
197 – FTA for all countries in CALA – can be added to any system level for any system type
248 – ~~FTA~~ MPH – for all countries in Cala - can be added to any level for any large system type

EMEA Region - Service Level Content:

The features in the table below are included automatically in the appropriate service level for ALL machine types and ALL countries in EMEA for New Systems and Upgrades.

Level 4	**Premium Network Services**	**NTE945AA – A0511534**
207, 321, 325.		

Level 3A Advanced Call Centre Services	**Level 3B Advanced Network Services**
NTE943AA – A0511536 50, 114, 155, 225, 297, 311, 388	**NTE944AA – A511535** **37, 38, 39, 62, 67, 159, 175, 183,** 188, **192**, 231, 262, 288, **305, 316,** 348, 370

Level 2	**Enhanced Business Services**	**NTE942AA – A0511537**
2, **42, 43, 60**, **63, 86, 116, 118,** 123, **147, 148, 149**, **172**, **178** **209**, **263**, **306, 307**,309, **312**, **351**, 367, 382, **387, 394, 399**		

Level 1	**Business Services**	**NTE941AA – A0511538**
0, 1, 4, 5, 7, 8 ,9, 10, 11, **14**, **16, 17, 18, 19, 20, 21**, **23, 24, 25, 28, 29, 32, 33, 34, 35, 36, 40, 41, 44, 45, 46, 47, 48, 49, 51, 52, 53, 54, 55**, **56**, **58, 59, 61, 64, 70, 71, 72, 73, 74, 75, 76, 77, 79, 80, 81**, **83, 87, 88, 89, 90, 91, 92, 93, 95**, **98, 99, 100, 101, 102, 103**, 104, **107, 108, 109, 110, 111, 113, 115, 119**, 120, 122, 124, **125**, **127**, 128, **129**, 131, **132, 133**, 134 137, 138, **139, 140, 141**, 143, 144, **145**, **146**, **150, 151**, **153, 154**, **157**, **160, 161**, **162**, **163**, **164, 167**, 169, **170, 173**, 174, **179, 180, 181**, 182, **184**, **185,** 187, **191**, 193, 196, 198, **202**, **203, 204, 205, 206, 208, 210**, 211, **212, 214, 215, 216**, **218**, **222**, **229**, **233**, **234, 235**, 236, **240, 242, 243**, 245, **246, 247**, **250, 251, 253, 254, 256, 258**, 259, 261, 283, 289, **296**, **301**, **315**, 323, **324, 327, 328, 332, 333**, 350, **362, 364**, 366, 380, 381, 384, 386, 389, **397, 398**		

DEFAULT FEATURES FOR EMEA – the following features will automatically be added to New System or Upgrade Keycodes when the conditions are met:

200 & 295 – for all countries – in Level 1 – for all 11C & 1000M chassis & cabinet & Succession 1000
227, 228, 286, & 368: for all countries – in Level 1 – for all Option 61C & 1000M SG
227, 228, 286, 368, 365 & 299: for all countries – in Level 1 for all Option 81C & 1000 M MG
227, 228, 286, 298 & 365: for all countries – in Level 1 for all Option 81s upgrading
227, 228, & 286: for all countries – in Level 1 for Option 51Cs upgrading
135 – MFE – for France – in Level 1 for all Large and Small systems except Succession 1000
165 – RPE2 – All countries – in level 1 for all Large Systems
186 – POVR – for Tele Denmark, Finland and Schrack Poland – in Level 1 for all system types
190 – UK - for UK BT and UK Other – in Level 1 for all Large and Small systems except Succession 1000
197 – FTA – for Schrack Poland and France – in Level 1 for all System types
221 – CIST - for Turkey and CIS – in Level 1 for all Large and Small systems except Succession 1000
232 –PEDM - for Schrack Poland and France in Level 1 for Large Systems
252 – KD3 – for Spain and Portugal – in Level 1 for all Large and Small systems except Succession 1000
326 & 221 – CISMFS – for CIS - in Level 1 for all Large and Small systems except Succession 1000

OPTIONAL FEATURES FOR EMEA – the following features will be added to the upgrade keycode automatically if the system upgrading has the feature in LD22 or on New Systems if the Order Code for the feature is ordered.

22 – DISA – for all countries in EMEA - can be added to any level for any system type
57 – BARS – for all countries in EMEA - can be added to any level for any system type
186 – POVR – Any country other than Denmark, Finland or Poland - any level and any system type
221 – CIST – for Finland & Poland – add to any level for all Lrg & Small systems except Succession 1000
284 – DPNSS – for all countries in EMEA - can be added to level 3b or higher for any system type
304 – ARDL – for Israel – can be added to any level for any system type
326&221 – CISMFS – For Turkey, Finland, Poland – add to any level for all Large & Small systems except Succession 1000
353 – RUCM – for CIS – can be added to any level for Option 11C, 61C and 81C only
395 – M3900Med – for Israel - can be added to any level for any system type
396 & 304 – M3900 RGA – for Israel - can be added to any level for any system type

North American Region - Service Level Content

The features in the table below are included automatically in the appropriate service level for ALL machine types and ALL countries in the region when the Service ISMs for the service level are Ordered for New Systems and on Upgrade to Succession 3.0 from a previous release

Level 4	**Premium Network Services**	**NTE915AA – A0511519**
	207, 321.	

Level 3A Advanced Call Centre Services	**Level 3B Advanced Network Services**
NTE913AA – A0511521	**NTE914AA – A0511520**
50, 114, 155, 224, **225**, 249, **297, 311**, **388, 393**	**. 37, 38, 39**, **62, 67**, 158, **159**, **175**, **183, 192**, 219, **305, 316,** 348.

Level 2	**Enhanced Business Services**	**NTE912AA – A0511522**
	2, **26, 27, 42, 43, 60**, **63, 86, 116, 118**, **147, 148, 149,**152, **172**, **178**	
	209, **263**, **306, 307**, **312,** 331, 334, **351**, 382, 385, **387**, **394, 399**	

Level 1	**Business Services**	**NTE911AA – A0511523**
0, 1, 4, 5, 7, 8 ,9, 10, 11, 12, 13, **14**, **16, 17, 18, 19, 20, 21**, **23, 24, 25, 28, 29, 32, 33, 34, 35, 36, 40, 41, 44, 45, 46, 47, 48, 49, 51, 52, 53, 54, 55, 56,,57, 58, 59, 61, 64, 70, 71, 72, 73, 74, 75, 76, 77, 79, 80, 81**, **83, 87, 88, 89, 90, 91, 92, 93, 95**, **98, 99,, 100, 101, 102, 103**, 105, **107, 108, 109, 110, 111, 113, 115,** 117, **119**, **120**, 121, **125**, **127**, **129**, **132, 133**, **139, 140, 141**, **145**, **146**, **150, 151**, **153, 154**, **157**, **160, 161**, **162**, **163**, **164, 167**, **170, 173**, 174, **179, 180, 181**, **184**, **185,** 186, **191**, **202**, **203, 204, 205, 206, 208, 210**, **212, 214, 215, 216**, **218**, **222**, 223, **229**, **233**, **234, 235**, **240, 242, 243**, 245, **246, 247**, **250, 251, 253, 254, 256, 258**, **259**, 291, **296**, **301**, 310, **315**, **324, 327, 328**, 329, 330, 332, 333, 350, **362, 364**, 380, 381, 384, 386, **, 397, 398**		

DEFAULT FEATURES FOR NORTH AMERICA– the following features will automatically be added to New System or Upgrade Keycodes when the conditions are met:

15 – RPE1.5 – for all countries – in Level 1 for large systems only
65 – TDET – for all countries – in Level 1 for Large Systems only
200 & 295 – for all countries – in Level 1 – for all 11C & 1000M chassis & cabinet & Succession 1000
227, 228, 286, & 368: for all countries – in Level 1 – for all Option 61C & 1000M SG
227, 228, 286, 368, 365 & 299: for all countries – in Level 1 for all Option 81C & 1000 M MG
227, 228, 286, 298 & 365: for all countries – in Level 1 for all Option 81s upgrading
227, 228, & 286: for all countries – in Level 1 for Option 51Cs upgrading

OPTIONAL FEATURES FOR NORTH AMERICA – the following features will be added to the upgrade keycode automatically if the system upgrading has the feature in LD22 or on New Systems if the Order Code for the feature is ordered.

22 – DISA – for all countries in N.A. - can be added to any level for any system type
57 – BARS – for all countries in N.A. - can be added to any level for any system type
248 – MPH- – for all countries in N.A. - can be added to any level for any large system type

Defense Switch Network North America - Service Level Content

The features in the table below are included automatically in the appropriate service level for ALL machine types and ALL countries in the region when the Service ISMs for the service level are Ordered for New Systems and on Upgrade to Succession 3.0 from a previous release

Level 4	**Premium Network Services**	**NTE975AA – A0514085**
	207, 321.	

Level 3A Advanced Call Centre Services	**Level 3B Advanced Network Services**
NTE973AA – A0514083	**NTE974AA – A0514084**
50, 114, 155, 224, **225**, 249, **297, 311**, **388, 393**	**37, 38, 39**, **62, 67**, 158, **159**, **175**, **183, 192**, 219, **305, 316,** 348.

Level 2	**Enhanced Business Services**	**NTE972AA – A0514082**
	2, 26, 27, **42, 43, 60**, **63, 86, 116, 118**, **147, 148, 149,**152, **172**, **178**	
	209, **263**, **306, 307**, **312,** 331, 334, **351**, 382, 385, **387**, **394, 399**	

Level 1	**Business Services**	**NTE971AA – A0514080**
0, 1, 4, 5, 7, 8 ,9, 10, 11, 12, 13, **14**, **16, 17, 18, 19, 20, 21**, **23, 24, 25, 28, 29, 32, 33, 34, 35, 36, 40, 41, 44, 45, 46, 47, 48, 49, 51, 52, 53, 54, 55, 56,,~~57~~, 58, 59, 61, 64, *68, 69*, 70, 71, 72, 73, 74, 75, 76, 77, 79, 80, 81**, **83, 87, 88, 89, 90, 91, 92, 93, 95**, **98, 99, 100, 101, 102, 103**, 105, ***106***, **107, 108, 109, 110, 111, 113, 115,** 117, **119**, **120**, 121, **125**, **127**, **129**, **132, 133**, **139, 140, 141**, **145**, **146**, **150, 151**, **153, 154**, **157**, **160, 161**, **162**, **163**, **164, 167**, **170, 173**, 174 , **179, 180, 181**, **184**, **185,** 186, **191**, **202**, **203, 204, 205, 206, 208, 210**, **212, 214, 215, 216**, **218**, **222**, 223, **229**, **233**, **234, 235**, **240, 242, 243**, 245, **246, 247**, **250, 251, 253, 254, 256, 258**, **259**, 291, **296**, **301**, 310, **315**, **324, 327, 328**, 329, 330, 332, 333, 350, **362, 364**, 380, 381, 384, 386, **, 397, 398**		

DEFAULT FEATURES FOR DSN N.A.– the following features will automatically be added to New System or Upgrade Keycodes when the conditions are met:

65 – TDET – for all countries – in Level 1 for Large Systems only
200 & 295 – for all countries – in Level 1 – for all 11C chassis & cabinet &
227, 228, 286, & 368: for all countries – in Level 1 – for all Option 61C
227, 228, 286, 368, 365 & 299: for all countries – in Level 1 for all Option 81C
227, 228, 286, 298 & 365: for all countries – in Level 1 for all Option 81s upgrading
227, 228, & 286: for all countries – in Level 1 for Option 51Cs upgrading

OPTIONAL FEATURES FOR DSN N.A. – the following features will be added to the upgrade keycode automatically if the system upgrading has the feature in LD22 or on New Systems if the Order Code for the feature is ordered.

15 – RPE1.5 – for all countries – in Level 1 for large systems only
22 – DISA – for all countries in N.A. - can be added to any level for any system type
57 – BARS – for all countries in N.A. - can be added to any level for any system type
248 – MPH - – for all countries in N.A. - can be added to any level for any system type

F
Cleaning Log Files

To be completed

G

Order Pro Error Code Listing

To be completed

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