

General Release Bulletin

Bulletin Number: GR 2003-0368-Global

Issue: 1.1

Date: November 2003



Nortel Networks Meridian/Succession Systems

**Succession Enterprise 3.0 Software
General Release Bulletin**

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1.0 Introduction

1.1 Scope of this Bulletin

The purpose of this document is to provide important information to assist in setting up and operating systems running the Succession[®] Enterprise Software 3.0 (also known as Succession 3.0), including the Call Server software, Signaling Server loadware (2.10.81) and the IP Line 3.1 application. It does not replace the system documentation and should be read in conjunction with it. This document typically provides advisements and corrections, as well as late breaking details that may be useful.

This document also provides a brief overview of the Global features developed for the Succession Release 3.0 Software. It describes the features and functionality offered on this new product. Succession Software Release 3.0 is designed to deliver a single global software stream to all markets.

This bulletin also includes information on Element Manager.

It is also important to read the General Release Bulletin for Optivity Telephony Manager Release 2.1, and IP Trunk 3.01.

Installation and Configuration procedures are documented in the applicable system documentation package. Please refer to the following documents that are applicable to your system type:

- Small System Installation and Configuration (553-3011-210) or Small System Upgrade Procedures (553-3011-258)
- Large System Installation and Configuration (553-3021-210) or Large System Upgrade Procedures (553-3021-258)
- Succession 1000 System Installation and Configuration (553-3031-210) or Succession 1000 Upgrade Procedures (553-3031-258)

IP Line information is contained in the IP Line Guide (553-3001-365). All of these documents are available on the Succession Meridian Electronic Reference Library (SMERL) CD-ROM, and the applicable system documents may also have been delivered with the system.

Important

Please read all included advisements, requirements, and problem & workarounds prior to loading the software.

1.2 General Introduction

Succession Enterprise Software Release 3.0 combines the benefits of the Meridian and Succession portfolios into one software stream allowing for consistent customer experience. This advanced IP telephony solution for enterprise customers builds on existing investment with new applications, lower costs through convergence and user mobility, increased security, and network resilience.

Core Software Global Succession 3.0 is a multi-purpose release designed to deliver a global software stream to all markets and will be supported as follows:

- Succession 1000 (Formerly known as CSE 1000)
- Succession 1000M Cabinet
- Succession 1000M Chassis (applicable for upgrades only in EMEA)
- Succession 1000M Half Group
- Succession 1000M Single Group
- Succession 1000M Multi Group
- Meridian 1 Option 11C Chassis (Formerly known as Meridian 1 Option 11C Mini)
- Meridian 1 Option 11C Cabinet (Formerly known as Meridian 1 Option 11C)
- Meridian 1 Option 51C
Note: Option 51C is no longer being sold as a new system but upgrades to Succession 3.0 Software will be offered to existing Option 51C CP3 (68060) & CP4 (68060E) systems.
- Meridian 1 Option 61C
Note: Upgrades to Succession 3.0 Software will be offered to existing Option 61C CP3 (68060) & CP4 (68060E) systems provided that no shelf or cabinet upgrades are required. Option 61C new systems in all regions will ship with Call Processor PII (256MB memory).
- Meridian 1 Option 81 & Option 81C
Note: Upgrades to Succession 3.0 Software will be offered to existing Option 81 & 81C CP3 (68060) & CP4 (68060E) & CP PII systems. Option 81C new systems will ship with Fiber Network Fabric (FNF) and Call Processor PII (CP PII 256MB memory) as the default configuration.

For details on feature installation and operation, and hardware upgrade procedures refer to the Nortel Networks Publications (NTPs). Also, please refer to the Large System Upgrade Procedures (553-3021-258) that are included in your NTP shipment prior to loading this software.

Not all features described in this document are offered in all countries, and as noted within the Bulletin, not all features are supported on all machine types.

<p>NOTE: OrderPro is a PC based application that is mandatory for all Release 15 and later upgrades to Succession 3.0. It is used during the quotation and ordering process</p>
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List of system generic with the introduction of Succession Release 3.0

Release 25.40B & CSE 2.0	System Generic	Succession Release 3.0	System Generic	Note
CSE 1000	2121	Succession 1000	2121	
Branch Office for Main Office CSE1000 2.0 only	2121	Branch Office for any platform as a Main Office	2121	
Option 11C	2111	Option 11C Cabinet	2121	
		Succession 1000M Cabinet	2121	
Option 11C Mini	2111	Option 11C Chassis	2121	
		Succession 1000M Chassis	2121	
Option 51C CP3	2411	Option 51C CP3	2421	Upgrade only
		Succession 1000M half G	2421	Upgrade only
Option 51C CP4	2811	Option 51C CP4	2821	Upgrade only
		Succession 1000M half G	2821	Upgrade only
Option 61C CP3	2511	Option 61C CP3	2521	Upgrade only
		Succession 1000M SG	2521	Upgrade only
Option 61C CP4	2911	Option 61C CP4	2921	Upgrade only
		Succession 1000M SG	2921	Upgrade only
Option 61C CPP	NA	Option 61C CPP	3221	New with Succession 3.0
		Succession 1000M SG	3221	
Option 81/81 C CP3	2611	Option 81C CP3	2621	Upgrade only
		Succession 1000M MG	2621	Upgrade only
Option 81/81 C CP4	3011	Option 81C CP4	3021	Upgrade only
		Succession 1000M MG	3021	Upgrade only
Option 81C CPP	3311	Option 81C CPP	3321	Upgrade & New System
		Succession 1000M MG	3321	

1.3 Succession Software 3.0 Feature Availability Matrix

Succession 3.0 Features	Software Package	Applicable System	Applicable Region
System Features & Processor Enhancements			
Option 61C Pentium Call Processor CP-P11	No New Package	Option 61C CP-P11 Succession 1000M SG	Global
CP-P11 Resiliency	No New Package	Option 61C&81C CP-P11 Succession 1000M SG/MG	Global
CP-P11 Mixed Disk	No New Package	Option 61C&81C CP-P11 Succession 1000M SG/MG	Global
CP-P11 Health State Monitoring Enhancements	No New Package	61C&81C CP-P11 Succession 1000M SG/MG	Global
CDRX	259 Existing	All Systems	Addition to North America
Tools Enhancements			
Troubleshooting Enhancements	No New Package	All Systems	Global
UIPE-D Channel Monitoring Enhancements	No New Package	All Systems	Global
Desktop Telephone Enhancements			
M3900 Full Icon Support	397 ICON_PACKAGE	All Systems	Global
Personal Call Assistant (PCA)	398 PCA	All System	Global
Group Hunt	120 Existing	All Systems	Addition to North America
Call Center, ISDN, Networking and CTI Enhancements			
Observe Agent Security	394 OAS	All Systems	Global
CTI Enhancements	No New Package	All Systems	Global
Call Center Transfer Connect (UUI)	393 UUI	All Systems	NA & CALA
Trunk Route Optimization Call Modification (TRO-CM)	No New Package	All Systems	Global

Succession 3.0 Features	Software Package	Applicable System	Applicable Region
IP Solutions and Enhancements			
IPL 3.1	No New Package	All System	Global
Centralized Software download (SIPE)	No New Package	Option 11C cabinet /chassis with SIPE Succession 1000M cabinet/chassis with SIPE and Succession 1000 only	Global
IP set based Install	Using Existing 200 SBI	Option 11C cabinet /chassis , Succession 1000M cabinet/chassis and Succession 1000 only	Global
Personal Call Assistant (PCA)for MCS 5100	398 PCA	All System	Global
Branch Office	Using Existing 390 SBO	Succession BO to work with any Main Office system	Global
IP Peer Networking	399 IP PEER	Succession 1000M cabinet/chassis, Succession 1000, Succession 1000M Half G/SG/MG	Global
IP set Virtual Office	Using Existing: 382 VIRTUAL_OFFICE 387 VIRT_OFFICE_ENH	All Systems	Global
Features & Enhancements (that not applicable to all regions)			
Troubleshooting enh.	366	All Systems	EMEA
Additional Plugin (20 new plug-ins)	366 (Plugin) Existing Package	All Systems	EMEA
System Of Operative Research Measurements (SORM)	353 Existing Package	All Systems	EMEA (CIS only)
Updates from X9125 (ARDL Feature) & M3904 Mediterranean new language group	304 (ARDL) Existing 396 (M3900_RGA_PROG) 395 MED_LANG	All Systems	EMEA

1.4 Succession 3.0 Integrated Product Improvements

Product	CR Id	Patch Id	Title
Admin.	Q00348825	MPLR16760	Improve SL1 Memory Management and implement a debug command that will analyze and print the free lists of memory.
Admin.	Q00350421	287	The OOD package automatically caused a 3 second outpulse delay on loop start for CO, FEX and WATTS trunks, without the need for configuration. With this improvement a new prompt to set OOD value In LD 16 under the TIMR is introduced. The configuration TIMER may be 1-3 second with a Default value of 3.
Admin.	Q00424644	MPLR09624 MPLR09233	BRIT B-Channels are idle after DISU/ENLU in OVL 32
Admin.	Q00424264	MPLR10321	PING-PONGING of messages between nodes (due to misconfiguring of DSC's) causes system slowdown. A call is made from a set at location "A". The number dialed is a distant steering code to location "B". However the number dialed is also a distant steering code at location "B" pointing back to location "A". The call is going over PRA. An ERR5132 is printed stating that there is a database problem and also stating that the call will not be blocked.
Admin.	Q00655985		Analog sets with CLS = FAXA (fax/modem) to be counted as analog ports ISM and not as Data ports
Admin.	Q00655986		ISM printout modifications LD 22 to reflect on the changes to the Global Software Structure and CVSD.
Admin.	Q00352188		Difficult in match high level code with assembler code.
Admin.	Q00513153		Release Upgrading Software of Optional Out pulsing Delay (OOD) feature
Admin.	Q00352051	MPLR13260	Extra info in LD 32 for DCS sets. Expand information available in Overlay 32 to allow for more effective debugging of MDECT field problems. More information is printed in six cases; these correspond to: Two commands, namely card status (STAT l s c) and unit status (STAT l s c u), performed on three types on TNs (DECT, DMC and DCS).The same information is printed for both card and unit status commands. Similar information is printed when requesting the status of DMC channels and DCS sets. If the channel or set is in use then the corresponding virtual or physical TN is printed. Also, the index number, directory number and MARP status is printed if this can be found.

Product	CR Id	Patch Id	Title
B.OFFICE	Q00663834	MPLR17417	Change Branch Office Licensed Period from 14 to 30 days
B.OFFICE	Q00615715		Branch Office user set in Normal Mode cannot dial NPA of the Main Office.
Clock	Q00349368		Cannot activate new Loadware for the new clock controller (NTRB53)
CP P-II	Q00349462		No messages printed to J21 during sys load
CP P-II	Q00349421		TTYs will not run 1200 Baud
CP P-II	Q00432457		Graceful switch over not happening on 81C CPP during Midnight routine
CP P-II	Q00521460		PSDL files are not getting synchronized for CPP.
CP P-II	Q00351436		The GDT corrupted and BERR705 INI on CPP machine
CSE1K	Q00689421	MPLR17511	Providing partial support for the SNMP system group
CSE1K	Q00677546-01		PDT password file transfer from Call Server to the SS
DSN	Q00687128		Allow Tandem calls from DSN to non-DSN trunks
Features	Q00576205		(NAS, AOP, CAS) and (AAA, AFNA) are no longer Mutually Exclusive Packages.
FNF	Q00349565		By enhancing LD 39 in midnight routines to run 360 tests, back plane tests and printing the results to the MTC TTY would allow craftsperson to become aware of any problems in the FNF profile before they are customer affecting.
ISDN	Q00351670	MPLR14395	ISDN2 Brent calls fail on busy. Brent sets are ISDN2 high security terminals used by UK. This modification/feature to BRI is to allow Brent sets to function on an M1. Changes are required in both SL1 code and MISP loadware and will result in a new Class of Service (COS) on a per DSL basis: BRENTA (Brent Allowed) & BRENTD (Brent Denied)
IPT	Q00579328	MPLR17155 MPLR17180	Ext calling to CSE1K via IPT3.0 hears wrong ring back tone.
MDECT	Q00350304	MPLR16381	INI due to DECT card sending attach message for non-concentration
PATCH	Q00722853-01		Patcher changes to support SSC and CPT CPU types
SCCS	Q00601930	MPLR12420 MPLR12423	Increase max value of CSQI/CSQO 255 by the next binary value of 25 % of the maximum NCR value. Build this as a configurable parameter for the M1 craftsperson to use, where the value can be input using real numbers i.e. 0 (20) – new max. value. Create a new SCH code SCH5553 which advises the M1 craftsperson that: Warning Max of CSQI/CSQO is 25% of NCR. Increase NCR to be able to configure greater CSQI/CSQO.”
SIPE	Q00349490		E-LAN failure does not trigger switch-over to survival.

Product	CR Id	Patch Id	Title
SW CORE	Q00570274		OS Heap allocation for 32MB SIMM on Option 11C needs changing
SW CORE	Q00644110		Accommodate SSC without traditional TDM related hardware
SW CORE	Q00739405		The new traffic report TFS016 format for succession Rls3.0
SW IPL	Q00477091		Translating DN to IP from EM/OTM

1.4.1 IP Line DHCP Call Recording

The introduction of this feature enables Call Recording vendors using Meridian Link Services (MLS) to implement Call Recording from IP telephone sets in a DHCP environment. New Information Elements have been added to MLS which supply IP set address and Port Mapping details enabling call recording vendors to correlate between the signaling information received over MLS and the telset IP addressing scheme. This eliminates the need to implement a static IP addressing scheme for call recording purposes.

Please note that this feature currently requires a Core Server software patch. The patch number is MPLR16949 and is available on the Meridian Patch Library. This patch is available free of charge to any customer who requires it and is fully supported on Succession Release 3.0.

This patch (MPLR16949) will be integrated into the next Core Software Release 4.0.

Further details on the IP Call Recording solution can be obtained from Product Bulletin P-2003-0056-Global: IP Contact Center Solution Update.

1.5 Succession Enterprise Software 3.0 Software lineup Listing

New systems and components will generally have the required software already installed. However, in some cases it may be necessary to load updates, and in this case, the latest software must be downloaded from the Nortel Networks Software web site and installed as part of the installation or upgrade process.

Upgrades, when required, have to be done as part of the installation process – see system documentation for procedures, and possibly the Advisements section of this document for any additional warnings.

The correct versions of all software are:

Application	Version	S/W Delivery Method for Upgrades
Call Server	Software: X2103.00 Install disk: 11 PSDL: 88+ FIJI : 19 The default database problem has been corrected by the introduction of Succession Release 3.0 Core Software (X2103.00 PSWV 88+). The new CD-ROM will ship from the factory as of Nov. 24/2003.	Small System: Download or preprogrammed PCMCA card or Software Daughterboard shipped Large System: Download or CD-ROM Shipped
Signaling Server*	2.10.81	Download
IP Line Application*	3.10.81	Download
IP Telephone firmware*	1.59 for i2004, 1.59 for i2002	Download
8051XA firmware on Media Cards**	6.7 for SMC card, 5.7 for ITG-P card	Download
i2050 Software Telephone	Build 346	Download
OTM	2.1.56 or higher	CD-ROM Shipped

Refer to **Appendix B** for the download instructions.

*** Note:**

New Systems:

For Succession 1000 and Succession 1000M systems:

The IP Line 3.1 loadware, Gatekeeper, H323 Gateway, Element Manager and IP Telephone firmware loads are contained on the Signaling Server CD-ROM shipped with every new system.

For Meridian 1 Systems:

The CompactFlash shipped with every new IP Line 3.1 package is programmed with the IP Line 3.1 loadware. The IP Telephone firmware loads (i2002 and i2004) ARE NOT INCLUDED with the CompactFlash. These must be downloaded separately.

See **Appendix B** for download instructions.

Upgrades:

For Succession 1000 and Succession 1000M systems:

The IP Line 3.1 loadware, Gatekeeper, H323 Gateway, Element Manager and IP Telephone firmware loads are contained in the Signaling Server zipped file.

See **Appendix B** for download instructions.

For Meridian 1 Systems:

The IP Line 3.1 loadware and the IP Telephone firmware loads (i2002 and i2004) are contained in the IP Line 3.1 zipped file.

See **Appendix B** for download instructions.

**** Note:** This firmware requirement is application independent. Platforms (SMC or ITG-P) running IP Line 3.1, IP Trunk 3.0 (or later) and MIRAN III should be upgraded to the firmware version listed in the bulletin

1.6 Peripheral Software Downloadable (PSDL) Listing

Loadware	Rls 25.40B PSWV 77	X2103.00 PSWV 88+		Loadware	Rls 25.40B PSWV 77	X2103.00 PSWV 88+
LCRI	LOADAA02	LOADAA02		FRA1	LOADBA49	LOADBA50*
XNET	LOADAC23	LOADAC23		CIS1	LOADBA46	LOADBA46
XPEC	LOADAC38	LOADAC38		ETSI	LOADBA47	LOADBA47
FNET	LOADAA06	LOADAA06		E403	LOADBA07	LOADBA07
FPEC	LOADAA07	LOADAA07		N403	LOADBA05	LOADBA05
MSDL	LOADAJ71	LOADAJ71		JTTC	LOADAC08	LOADAC08
ASYN	LOADAH51	LOADAH51		TCNZ	LOADAA13	LOADAA13
DCH1	LOADAJ71	LOADAJ71		AUBR	LOADAA13	LOADAA14*
MLNK	LOADAK81	LOADAK81		AUPR	LOADAA04	LOADAA04
BRIL	LOADAK82	LOADAK83*		HKBR	LOADAA06	LOADAA06
BRIT	LOADAK81	LOADAK82*		HKPR	LOADAA08	LOADAA08
MISP	LOADAJ71	LOADAJ71		SING	LOADAA15	LOADAA15
MPHA	LOADAH51	LOADAH51		THAI	LOADAA07	LOADAA07
BRSC	LOADAJ71	LOADAJ71		NI02	LOADAA21	LOADAA24*
BBRI	LOADAH53	LOADAH54*		T1IS	LOADAA10	LOADAA10
PUPE	LOADAK82	LOADAK83*		T1ES	LOADAA09	LOADAA09
BRIE	LOADAK82	LOADAK86*		ESGF	LOADAC22	LOADAC26*
ISIG	LOADAA32	LOADAA33*		ISGF	LOADAC20	LOADAC24*
SWE1	LOADBA49	LOADBA50*		TEGF	LOADAC22	LOADAC25*
UKG1	LOADBA46	LOADBA47*		TIGF	LOADAC19	LOADAC23*
AUS1	LOADBA46	LOADBA47*		INDO	LOADAA06	LOADAA06
DEN1	LOADBA46	LOADBA47*		JAPN	LOADAA15	LOADAA16*
FIN1	LOADBA46	LOADBA47*		MSIA	LOADAA04	LOADAA04
GER1	LOADBA50	LOADBA52*		CHNA	LOADAA04	LOADAA04
ITA1	LOADAA50	LOADAA52*		INDI	LOADAA03	LOADAA03
NOR1	LOADBA46	LOADBA47*		PHLP	LOADAA02	LOADAA02
POR1	LOADBA46	LOADBA47*		TAIW	LOADAA03	LOADAA03
DUT1	LOADBA46	LOADBA47*		EAUS	LOADAA02	LOADAA02
EIR1	LOADBA46	LOADBA47*		EGF4	LOADAC07	LOADAC09*
SWI1	LOADBA51	LOADBA51		DCH3	LOADAA09	LOADAA09
BEL1	LOADBA46	LOADBA47*		PUP3	LOADAA09	LOADAA10*
SPA1	LOADBA46	LOADBA47*		T1E1	LOADAA15	LOADAA16*
NET1	LOADBA48	LOADBA48		DITI	LOADAA34	LOADAA38*
CLKC (NTRB53)	LOADAA06	LOADAA14*				

* New loadware

Loadware	Rls 25.40B PSWV 77	X21 03.00 PSWV 88+
M3900 Loadware	M3900 Phase III	M3900 Phase III
1.Global Languages Set		
M3902	LOADAA80	LOADAA82*
M3903	LOADAA80	LOADAA85*
M3904	LOADAA83	LOADAA87*
M3905	LOADAA83	LOADAA87*
2.Western Europe Languages Set		
M3902	LOADBA80	LOADBA82*
M3903	LOADBA80	LOADBA85*
M3904	LOADBA83	LOADBA87*
M3905	LOADBA83	LOADBA87*
3.Eastern Europe Languages Set		
M3902	LOADCA80	LOADCA82*
M3903	LOADCA80	LOADCA85*
M3904	LOADCA83	LOADCA87*
M3905	LOADCA83	LOADCA87*
4.North America Languages Set		
M3902	LOADDA80	LOADDA82*
M3903	LOADDA80	LOADDA85*
M3904	LOADDA83	LOADDA87*
M3905	LOADDA83	LOADDA87*
5. Spare (Languages Set)		
M3902	LOADCA41	LOADCA41
M3903	LOADAA52	LOADAA52
M3904	LOADAA46	LOADAA46
M3905	LOADAA32	LOADAA32
6. Spare (Languages Set)		
M3902	LOADAA40	LOADAA40
M3903	LOADAA52	LOADAA52
M3904	LOADAA46	LOADAA46
M3905	LOADAA32	LOADAA32

* New loadware

1.7 Technical Advisements and Applicable Patches

This section provides suggestions and items to watch for those that are not necessarily obvious from the full documentation set.

1.7.1 OrderPro is a Mandatory PC Based application for Release 15 and later upgrade to Succession 3.0

OrderPro is a PC-based software application used during a Meridian 1 to Succession 3.0 upgrade to translate a PBX's current capabilities/capacities to their equivalent in the new Customer Value Software Delivery (CVSD) structure. The translation is based on information OrderPro gathers by querying the Meridian 1 system hardware and software.

OrderPro outputs a report and an encrypted file (.OPI), containing the equivalent ISM values and Software Service Level. The OPI file is sent to Nortel Networks and is used to create the upgrade keycode and to update the software history database.

Meridian Configurator continues to be used following OrderPro to generate upgrade configurations. The number of users being upgraded to Succession 3.0, from the OrderPro Report, must be entered into Meridian Configurator by the user.

For the Americas:

Channel partners must send the encrypted OrderPro (.OPI) file to Nortel Networks for every Release 15 and later upgrade order the (.OPI) file can be sent via:

- **FTP** - OrderPro will automatically FTP the OPI file to Nortel when the "Save and Send OPI file" button is selected. If OrderPro is unable to FTP the file - the file will be saved on the PC running OrderPro and a message will be displayed.
- **The internet using Internet Explorer:**
<http://ftp4.nortelnetworks.com/opi/ipload.asp>
For the user, enter: opi
For the Password enter: opi1
Leave the domain blank
- **E-mail:** For channels experiencing issues with either of the first two alternatives, the OPI file can be e-mailed to: opiupload@nortelnetworks.com. This is a totally automated system and therefore, no responses to questions asked in the e-mail messages or comments included with the attached OPI files are generated or recorded.

Purchase orders for upgrades to Succession 3.0 must reference the corresponding (.OPI) filename in the text of the order to be executed by Nortel

The purchased quantity of the "Upgrade to Succession 3.0" code on the upgrade purchase order must match the Upgrade Quantity exactly, as output by OrderPro in the Summary Report.

1.7.2 Optivity Telephony Manager (OTM)

OTM 2.10.xx will be the concurrent system management tool for Succession 3.0. Please refer to the OTM 2.1 General Release Bulletin for OTM related information.

1.7.3 IP Trunk and BCM Upgrade Advisement

Prior to upgrading any system to Succession 3.0 with IP Peer Networking, the customer, channel partner, and beta trial management staff must ensure:

1. All IP Trunk nodes in the network have been upgraded to run IPT Rls 3.0x.
2. BCM systems using IP trunks must be upgraded to release 3.0x.

1.7.4 IP Line 3.1 Software Compatibilities

The following Call Server software loads ARE NOT compatible with IP Line 3.1:

- X11 R25.40B or earlier
- X21 R2.0 or earlier

IP Line 3.1 is only compatible with Succession 3.0 Software.

1.7.5 LPIB & HPIB Default Value with Succession 3.0

The SL1 input buffers (LPIB and HPIB in overlay 17) were defaulted to LPIB=192 and HPIB=32 (for low and high priority buffers respectively) in the small systems.

With the introduction of IP contents which make use of the low priority buffer, the default value was not sufficient. Therefore, it has been changed to LPIB=450/3500, HPIB=450/3500 (for small/large system).

1.7.6 CDR format with Succession 3.0

With the introduction of Succession 3.0 we will offer Package 150, 151 and 259 to all systems, Package 150 & 151 were optional packages for large systems in North America.

Package 150 (DNXP - DN expansion) was introduced to increase the number of DN digits from 4 to 7. Package 151 (CDRE - CDR expansion) is used to print up to 7 digit DNs in the CDR.

Please refer to CDR Description and Formats (553-2631-100) for description of the expected CDR formats depending on package 151 and 150 (it will impact the format of ORIGID and TERID fields in the CDR record)

Following is the summary of the format of ORIGID and TERID fields depending upon various combinations of packages:

Pkg 150	Pkg 151	Output format for ORIGID and TERID
Disabled	Disabled	DNxxxx (xxxx = DN number)
Enabled	Disabled	DNxxxx (xxxx = DN number)
Enabled	Enabled	xxxxxxx (xxxxxxx = DN number up to 7 digits)

If your system is currently not equipped with Package 150, 151; please contact your service provider of your CDR/Call Accounting prior to upgrade to Succession Rls 3.0.

1.7.7 MMAIL ports Considerations with Succession 3.0

All Meridian Mail agents on large systems are configured as SL1 sets on EPE loops. The routines to disable PE/EPE loops and equipment WILL NOT disable any MMAIL equipment whether alone in an EPE shelf or intermixed with EPE hardware.

Although the MMail equipment must be left enabled all EPE/PE equipment that may share a loop with MMail must be disabled

The Meridian Mail functions, features and management will remain unaffected by the blocking of EPE/PE.

That is it should function as it did prior to the upgrade and also allow for future growth, moves, adds, changes as required by Meridian Mail.

Some known technical areas to ensure that MMail continues to function are but not limited to the following:

- MMail TNs can be changed, moved, created or deleted in Overlay 11.
- Terminal loops (such as TERD & TERQ) can be created or deleted in Overlay 17 CHG CEQU for the sole purpose of expanding, traffic balancing, or isolating problems with, Meridian Mail DSP resources.
- Before, during, and after the upgrade to Succession 3.0, terminal loops containing Meridian Mail TNs can be in the ENABLED or DISABLED state, Meridian Mail DSP resources can be connected or disconnected, powered up or powered down, and subsequently Meridian Mail TNs can be restored to service by enabling loops, shelves, cards, or units in Overlay 32.

1.7.8 IP Scalability

Succession 3.0 provides increased IP Scalability on Call Servers. This is accomplished by using Signaling Servers to provide the TPS - Terminal Proxy Server application.

The IP capacity per Call Server is summarized in the following table.

Call Sever	Platform Name	Pure TDM	IP Access to PSTN	Pure IP No Access to PSTN	Mixed	Notes
MSC	Succession 1000M Chassis (Mini)	128	1,000	1,000	112 TDM 300 IP	7 slots avail. line/trunk + 3 slots 48 port line card
SSC	Succession 1000	480	1,000	1,000	400 TDM 700 IP	32 slots max
SSC	Succession 1000M Chassis	720	1,000	1,000	640 TDM 800 IP	35 slots max + 5 x48 port line card
SSC	Succession 1000M Cabinet	720	1,000	1,000	600 TDM 1,000 IP	50 slots max
CP3 / CP4	Succession 1000M Half Group	1,000	1,000	2,000	500 TDM 500 IP	Less shelf space
CP3 / CP4	Succession 1000M Single Group	2,000	2,000	3,000	1,000 TDM 1,000 IP	Less processing power than CPP, same shelf space
CP3 / CP4	Succession 1000M Multi Group	10,000	3,000	3,000	2,000 TDM 1,000 IP	Less processing power than CPP, same shelf space
CP-P11	Succession 1000M Single Group	2,000	3,000	5,000	1,000 TDM 2,000 IP	IP/TDM capacities limited by shelf space
CP-P11	Succession 1000M Multi Group	16,000	10,000	10,000	8,000 TDM 5,000 IP	IP consumes more processing than TDM

Notes:

- Requires using Signaling Servers for TPS (These numbers are based on using Signaling Servers, if Signaling Servers are not being used existing IP capacities apply)
- Meridian Configurator and NTP's are used to calculate practical values pre configuration
- Once beyond these limits need to be engineered on a case by case basis.
- 8 - 15 % digital trunking to PSTN and no applications

1.7.9 Quality of service (QoS) Metric Advisement

Jitter is an early warning of voice quality effecting network issues. Severe Jitter will result in Packet Loss. Packet Loss is an elevated warning of voice quality effecting network issues. The settings for the triggering of TFC001, 002 and 003 need to be adjusted for each site.

The default settings are:

Packet loss - 2.0%

Jitter - 40 ms

Latency - 75 ms

This is based on a customer using G711 with a 20ms packet in a high quality network.

We suggest the following guidelines for QoS settings:

Packet Loss

High quality voice packet loss = 2 %

Good quality voice packet loss = 5 %

Medium quality voice packet loss = 10%

Poor quality voice packet loss = 15%

Jitter

The warning should be set to twice the packet length of the codec most used. i.e. G.711 with 100 ms packet should have the jitter set to 200 ms, where G.729 with a 10 ms packet should have the warning set at 20 ms. A high number of jitter warnings may be because a small group of people are using codecs that have a large packet length. This can be determined by examining the sets that are involved in the calls generating the alarms and adjust accordingly.

Latency

The warning is reporting on network latency not end to end or voice to ear latency. Initial settings should range from 50 ms to 150 ms for network latency.

TFC messages that occur occasionally may not be detected as voice quality issues by the users. Frequent messages, patterns, or bursts of messages are indications of network issues needing investigation.

1.7.10 Full Icon support with Succession 3.0

Full Icon with the introduction of Succession 3.0 is supported with the following:

- M3903 Phase II and Phase III sets.
- M3904 Phase II or Phase III sets and M3905 Phase III sets.
- M3904 and M3905 sets equipped with One Display Based Expansion Module (DBA).
- M3904 and M3905 sets equipped with one or two Key Based Expansion Modules (KBA).

Note: Release 9 of the Key Based Expansion module (KBA) is the minimum release required to support the Full Icon support feature.

1.7.11 New Memory Managements and Diagnostic Error Messages

In Succession Release 3.0 changes have been made in the core software to make it more resilient. Many errors that in the past would have resulted in a system initialization are now being handled as error conditions requiring only a BUG message. Occurrences of these bug messages indicate conditions that in the past would likely have restarted the system.

As such these bug messages should be reported to the operating company for diagnosis and possible correction (even when the message indicates that the error condition has been corrected its cause needs to be found).

Error messages that indicate severe errors:

BUG281-BUG284 will occur in place of some INI000 0000001D problems.

BUG299 will occur in place of some INI000 0000001D problems.

BUG9280-BUG9289 and ERR9290-ERR9291 will occur when problems are detected in memory management routines, or when low memory conditions are detected.

Formerly many of these conditions would have caused an INI000 0000000F without warning

List of new Error Messages with Succession Release 3.0

Error #	Type	Description
BUG487	Major	An attempt has been made to write to protected data that is in a block of memory that is unused. Data is not changed.
BUG9280	Critical	The pointers to the list of free memory were corrupted and have been reset. No memory is available on this page. If this message is for page 0 and is not followed by a BUG9281 then the system is out of memory. Action: If the page is 0 and BUG9281 is not printed perform a system initialization as soon as possible, without logging in. If the problem is on page 1 and occurs repetitively the system may run out of memory and a system reload will be required. Report the problem to the operating company with the full text of the error message.
BUG9281	Major	Unused unprotected memory was not properly tracked. It has been recovered.
BUG9282	Major	Unused protected memory was not properly tracked. The memory will remain unavailable until the next system reload. Tracking is updated to reflect the change.
BUG9283	Major	A block of memory that is marked unused has been corrupted. It is discarded to avoid possible conflicts with a persistent misuse of the memory. The memory will be unusable until the next system initialization or reload (depending on the page).
BUG9284	Major	Two memory blocks in the free memory list are detected with block sizes out of order. The incorrect block is undetermined. Recovery has been performed to avoid corruption, but may have caused a loss of free memory. If memory was lost it will not be recovered until the next system initialization or reload.
BUG9285	Major	A pointer to a free memory list was corrupted and is corrected.
BUG9286	Major	A data block was released that overlaps a block already free. The newly released block is ignored to avoid duplicate tracking of memory or possible corruption. This may cause a loss of available memory in the system.
BUG9287	Major	The free list of protected data has been determined to contain less memory than expected. Additional protected data will be allocated from unused unprotected data if it is available. Action: Load a service change overlay and check memory availability. If memory is low a system reload should be planned, to recover the unavailable memory.
BUG9288	Minor	FREE_DATA_BLK or COPY_DATA_BLK was called without data to free or copy.
BUG9289	Minor	More memory was freed on a logical page than was allocated on that page. Either the logical pages were different for allocating and de-allocating the memory, or a block has been de-allocated twice. The current block may not be the incorrect block.
SYS9280-SYS9286	Minor	The same definitions as for the BUG with the same number.
SYS9287	Minor	The definition of BUG841
SYS9288	Minor	The definition of BUG844
SYS9289	Minor	The definition of BUG845

Error #	Type	Description
ERR9290/ SYS9290	Critical	<p>Available unprotected memory is below acceptable levels. A system initialization may recover memory if blocks have become unavailable or memory is heavily fragmented. If initialization does not eliminate the error, or is not possible in the operating environment, remove some data from the system to free up more memory. This error will continue to be printed periodically until the low memory condition is corrected.</p> <p>Action: Perform a system initialization as soon as possible. Do not attempt to add data to the system until this condition is corrected. Report the problem to the operating company if initialization does not eliminate the problem and data cannot be removed from the system.</p>
ERR9291/ SYS9291	Critical	<p>Available protected memory is below acceptable levels. Service change should not be attempted. If this error occurs only once it may indicate a transient condition that has been corrected. If it occurs repeatedly a system initialization to recover fragmented unprotected memory may free enough memory to allow protected memory space to grow (16K required). If initialization does not eliminate the low memory condition a system reload may. If reload does not help then the system is reaching it's capacity and some data may need to be removed in order to allow other data to be created.</p> <p>Action: If the error occurs more than once (about 15 minutes apart) a system initialization should be performed as soon as possible. Check the memory available by loading a service change overlay. If memory is still low perform a system reload. If memory remains low after a reload then remove data that is less critical in order to create new data.</p>

1.7.12 Applicable PEPs

The following lists of PEPs are recommended for X2103.00 as of **October 15, 2003**. This list does not represent the total number of PEPs applicable to the release, and as such previously installed patches may still be required. Not all problems listed are new with X2103.00, but they were deemed service affecting and as such PEPs are provided.

Please refer to the Meridian PEP library for a complete listing of available PEP.

Also refer to the product Bulletin to be distributed on the PIC to communicate the Succession release 3.0 PEP Dependency list availability.

The following are the new machine types on the Meridian PEP Library (With X210300)

Machine Type	Applicable system
CP Loadware	Loadware patches are applicable to all systems
CPT (CP3/4)	Applicable to all supported Motorola processor systems (CP3 & CP4): [Meridian 1 Option 51C, Option 61C, Option 81, Option 81C, Succession 1000M Half Group, Succession 1000M Single Group and Succession 1000M Multi Group]
CPP	Applicable to all Pentium processor systems: [Option 61C CPP, Option 81C CPP, Succession 1000M Single Group and Succession 1000M Multi Group]
SSC	Applicable to all systems with SSC: [Option 11 Cabinet, Option 11 Chassis, Succession 1000, Branch Office, Succession 1000M Cabinet and Succession 1000M Chassis]

The following Call Server PEPs are Mandatory for X2103.00 sites:

Call Server PEPs

PEP ID # (CR#)	Type	Description
MPLR17845 (Q00691216)	Corrective	Issuing the PRT ZONE command with no parameters in LD 117 causes the t0vl_117 task to restart and may INI the switch on CP-PII and Large Systems only.

The following patches are recommended for X2103.00 sites:

Signaling Server PEPs

PEP ID # (CR #)	Type	Description
MPLR17661 (Q00599818-05)	Corrective	Available for :For SS 2.10.63, 2.10.23, 2.02.18 Any Signaling Server GWs running Software release prior to sse-2.10.70 would reboot when they interop with a Signaling Server GW running sse-2.10.70 load. The patch is to prevent this problem from happening.
MPLR17886 (Q00761114)	Corrective	Available for SS 2.10.81 if all 382 IP Peer H.323 trunks are configured on a single signaling server, and during regular call traffic all 382 H.323 trunks become busy, there is potential for a signaling server warm start. The patch will prevent the warm start from occurring.

IP Trunk 3.0 PEPs

TAT Enhancement to be effective in the following scenario. TAT enhancement, interop with previous releases of IPT or IPP, requires a patch on IPT 3.00.53 (3.0 GA). Similarly IPP from SUCCESSION 1000 R 2.0 will require a patch to interop with Succession 3.0 IPP or IPT 3.01.08. An existing IPT customer (previous GA version of IPT/ITGT) with a Beta node 3.01.08, will be required to upgrade the existing node to 3.00.53 with a patch or have all nodes at 3.01.08.

Signaling Server PEP ID Number: **MPLR17661**
IP Trunk PEP ID Number: **MPLR17662**

In Band Tone PEPs

This is applicable to ALL non North America sites that inter network to IP Trunk 3.0; the following patches **MUST** be installed to hear the correct ring back tone:

If IP Peer interopt's with IP Trunk 3.0 (or later) connected to a call server prior to Succession 3.0, the following IP Peer patches are required:

Call Server Patch Number: **MPLR17155**

Signaling Server Patch Number: **MPLR17180**

If you upgrade the ITG interopt node to Succession 3.0 call server, no patches are required.

The following PEPs applicable to IPT 3.01.18:

MPLR17884 BCM g.723.1 interop

MPLR17888 Calls extended from Attendant over IP Trunk cannot be transferred by destination set.

IP Line 3.1 PEPs

The following PEPs are available for the IP Line 3.1 application

PEP ID # (CR#)	Type	Description	Applicable System Platform	Media Card Type
MPLR17849 (Q00755841)	Corrective	In certain instances, when the leader card (either a Signaling Server or a Voice Gateway Media Card) undergoes an unscheduled out of service event (i.e. loss of power, hang-up), if the new master of the node is a Succession Media Card (SMC), the re-registration process may be delayed by 10-30 minutes. There is no delay in the re-registration process if the new master is either an ITG-P card or the follower SS. This patch fixes this issue and is highly recommended. It is applicable to the SMC card.	Meridian 1 Succession 1000M Succession 1000	SMC card only
MPLR17850 (Q00744184)	Corrective	In certain instances, the “audit.his” file is populated with unintelligible characters. If the files size is not managed correctly, this may cause the Voice Gateway Media card to hang. This patch resolves this issue and is highly recommended. Applicable to the ITG-P and SMC cards	Meridian 1 Succession 1000M Succession 1000	ITG-P SMC cards
MPLR17864 (Q00754569)	Corrective	Using an incorrect format of the “PING” command when working at the CLI level causes the Voice Gateway Media Card to reboot. This patch corrects this problem and is applicable to the ITG-P and SMC cards.	Meridian 1 Succession 1000M Succession 1000	ITG-P SMC cards

PEP ID # (CR#)	Type	Description	Applicable System Platform	Media Card Type
MPLR17855 (Q00758543)	Work around	In a system with a large number of IP Telephones (in excess of 2500) registered to a Signaling Server, registering additional IP Telephones while executing the CLI command "isetShow" via a TELNET session may cause the ELAN link to go down. This patch fixes this issue and is recommended for sites with greater than 2500 IP telephones registered to a Signaling Server. This patch is applicable to the Signaling Server.	Succession 1000M Succession 1000	Signaling Server
MPLR17902 (Q00677906)	Word around	The following FTP failed error messages appear on the follower cards: MAY 12 20:20:49 UMS: Error FTP(47.11.155.176) transfer failed MAY 12 20:22:49 UMS: Info Retry firmware download: from IP 47.11.155.176 for terminal i2001File "IPP2SETS.fw" not found or permission problem MAY 12 20:22:50 UMS: Error FTP(47.11.155.176) transfer failed MAY 12 20:24:50 UMS: Info Retry firmware download: from IP 47.11.155.176 for terminal i2001File "IPP2SETS.fw" not found or permission problem This patch removes these error messages. It is applicable to the ITG-P and SMC cards.	Meridian 1 Succession 1000M Succession 1000	ITG-P SMC cards

PEP ID # (CR#)	Type	Description	Applicable System Platform	Media Card Type
MPLR17915 (Q00758951)	Corrective	Excessive ITG4044 Jitter warning messages are generated on calls that have no detectable jitter. Calls that have not lasted for more than 1 second should not be polled for their QoS statistics.	Meridian 1 Succession 1000M Succession 1000	ITG-P SMC cards

Call Server PEPs

The following Call Server PEPs are available for X2103.00 sites as of October 16/03:

PEP ID # (CR#)	Type	Description
MPLR15906 (Q00673029)	Work Around	DIV # is missing when routing to DPNSS via PLDN
MPLR16540 (Q00464575)	Work Around	BRI trunks go MBSY, AUD393
MPLR17155 (Q00579328)	Work Around	Wrong ringback tone when calling from IPT3.0 to CSE1K Rel2.0 (NOTE: MPLR17180 must be used in conjunction with this PEP)
MPLR17690 (Q00712918)	Work Around	BUG4051 RELATED TO ISDN
MPLR17891 (Q00749407)	Corrective	BUG4036 and OVL306 after PDSL download to M3900 set failed.
MPLR17897 (Q00660652)	Corrective	Merge of MPLR17695 & MPLR12741 - DBA modules connected to Taurus M3904 or M3905 sets lose most of the key labels after sysload. Many autodial keys are configured on DBA modules and the labels are changed (e.g. "Autodial" is changed to Peter Miller). After the sysload, on most of the sets (not all of them) all labels except the first four are reset to default value "Autodial".
MPLR17893 (Q00755208)	Corrective	PCA: Unable to create PCA without IP ISM

Loadware PEPs

LW PEP ID # (CR#)	Type	Description
MPLR17881 (Q00757886)	Corrective	Euro ISDN DCH will not enable with SWE1 (Swedish) interface, The Loadware patch is just a recompilation of the existing Loadware version 50 (SWE1=LOADBA50).

1.8 General Advisements

1.8.1 Media Card 8051 XA Controller Firmware

The XA Controller firmware on the Voice Gateway Media Cards, IP Trunk card and the MIRAN III cards may need upgrading. The firmware on the cards (SMC or ITG-P) must be loaded with the following versions:

- SMC Card must be the version 6.7
- ITG-Pentium card must be the version 5.7.

Firmware files are SMWCF67.BIN (for version 6.7) for the SMC Card and ITGPFW57.BIN (for version 5.7) for the ITP Pentium card. Refer to Appendix B for download instructions.

The following XA Controller Firmware Upgrade advisements are applicable to the respective applications.

IP Line 3.1 Application

Note: Prior to upgrading the firmware on the card, please ensure that the IP Line application software has been upgraded to IP Line 3.1 and the card has been configured as a Leader or as a follower in an active Node. I.e. if the card does not have an ELAN IP address configured, the upgradeXa command will return the following error message:

```
tUpgradeXa: Connecting to 127.0.0.1...  
S_iosLib_INVALID_FILE_DESCRIPTOR
```

Firmware files are SMWCF67.BIN (for version 6.7) for the SMC Card and ITGPFW57.BIN (for version 5.7) for the ITP Pentium card. Refer to Appendix B for download instructions.

Firmware upgrade procedures:

Refer to the IP Line Description, Installation and Operation NTP (553-3001-365) to conduct the upgrade. Substitute the firmware version noted in the procedures with version 5.7 (for the ITG-P) and version 6.7 (for the SMC).

IP Trunk 3.0 (or later)

This procedure requires a reboot of the SMC card. The card should be disabled before performing the upgrade.

You do not have to upgrade the IP Trunk application load before performing the firmware upgrade.

Firmware upgrade procedure:

Refer to the IP Trunk Description, Installation and Operation NTP (553-3001-363), or the SMC Firmware Upgrade Procedure Technical Information Bulletin, issue 2.1, August 2003 (Bulletin number P2003-0298- For North, Central and South America; Bulletin number P-2003-0313 for EMEA) to conduct the upgrade.

MIRAN III

This procedure requires a reboot of the MIRAN card. The card should be disabled before performing the upgrade. An IP address needs to be configured on the MIRAN card before upgrading the firmware.

You do not have to upgrade the MIRAN application load before performing the firmware upgrade.

Firmware upgrade procedure:

Refer to the Meridian Integrated RAN Description, Installation, and Operation NTP (553-3001-360), or the SMC Firmware Upgrade Procedure Technical Information Bulletin, issue 2.1, August 2003 (bulletin number P2003-0298- For North, Central and South America; bulletin number P-2003-0313 for EMEA) to conduct the upgrade.

1.8.2 Upgrading IP Telephone firmware

Succession 1000 and Succession 1000M:

Once the TPS has been upgraded, upgrading the IP Telephone firmware loads is usually an automatic process that occurs when an IP Telephone registers. However, if the automated process was not successful, then the download may be triggered manually, either using Element Manager or OTM. The IP Telephone firmware loads (i2002 and i2004 are available from the Signaling Server. Carry out the following steps.

1. Download the files to the PC you will use for Element Manager (see Appendix B for download instructions).
2. In EM\System Utility\File Upload - upload I2002.FW & I2004.FW to the SS.
3. In EM\Software Version\IP Telephony - Select the SS & Media Cards. Select each file and select Firmware Distribute.
4. In the SS CLI - log into vxshell and enter umsUpgradeAll to force the F\W to the sets (This will upgrade all sets once they are idle).
5. You can use the isetShow command to verify the F\W on the sets.

Meridian 1:

The IP Telephone firmware loads (i2002 and i2004) must be upgraded to version 1.59. However, these firmware loads are not located on the CompactFlash. For Meridian 1 systems, the IP Telephone firmware loads can be downloaded from the Nortel Networks Electronic Software Delivery web site (www.nortelnetworks.com). These loads are also bundled with the IP Line 3.1 zipped file located at the same web location. See section Appendix B for download instructions.

Refer to the IP Line Description, Installation and Operation NTP (553-3001-365) to conduct a manual upgrade of the IP Telephone firmware.

The IP Telephone firmware filenames are:

For the i2004 IP Telephone: 0602B59.BIN

For the i2002 IP Telephone: 0603B59.BIN

1.8.3 i2050 Software Telephone

Applicable systems: Meridian 1, Succession 1000 and Succession 1000M

A new version of the i2050 Software Telephone is available with Succession 3.0 and IP Line 3.1: i2050 Software Telephone Build 346

Enhancements include improved robustness and the ability to support the Enhanced USB headset (once available). To take advantage of these product improvements, users should upgrade to Build 346 as soon as possible. Since Build 346 is compatible with X11 R25.40B and CSE 1000 R2.0, users can upgrade prior to upgrading the Call Server to Succession 3.0 and IP Line 3.1. There are now two flavors of the i2050 Build 346:

- New Install Version: To be used when the i2050 Software Telephone is installed for the first time (available on CD-ROM only).
- Upgrade Version: To be used when the i2050 Software Telephone is already installed on the PC. Upgrades from i2050 Build 293, 299 and 301 are supported. For Windows 2000 and Windows XP platforms only. This version of the i2050 Software Telephone is available from the Nortel Networks web site. Refer to Appendix B for download instructions.

Important Note for i2050 users on Windows 98, Windows 98SE, Windows 98ME and Windows ME platforms: These users cannot use the i2050 Software Telephone upgrade version since it is not supported on the Windows 98 platforms. To upgrade to Build 346, complete the following steps:

1. Obtain the i2050 Software Telephone Build 346 CD-ROM by following the order process outlined in the Succession 3.0 Product Bulletin.
2. Run the i2050 Software Telephone Configuration Utility. You can access the i2050 Software Telephone Configuration Tool from the Windows Control Panel. Select the Communications Server tab. Record all the values in this dialogue. Exit the i2050 Software Telephone Configuration Utility.
3. Start your i2050. Record the Node and TN values displayed at startup. If these values pass to quickly to write down, press the Services button (the globe button on the i2050 toolbar). Press arrow down until "Set Info" is highlighted. Press the "Select" softkey". Press arrow down to highlight "Set TN". Record this value. Press arrow down to Node IP and Node ID. The Node IP should match the value in the i2050 Configuration Utility's Communications Server tab (retrieved from step 1). Record the Node ID value. Exit the i2050 Software Telephone.
4. Exit any programs that are running.
5. Disable any anti-virus programs that are running.

6. Un-install the current i2050 using the 'Add/Remove Programs' function found in the Control Panel.
7. Insert the i2050 Software Telephone CD-ROM into the CD-ROM drive. If the setup does not start automatically, navigate to the CD-ROM and double click on the Setup icon.
8. Follow the instructions on the display to complete the installation.
9. Run the i2050 Software Telephone Configuration Tool to assign a server address and to configure audio peripherals. Use the values you recorded in step one if required. You can access the i2050 Software Telephone Configuration Tool from the Windows Control Panel.

i2050 Software Telephone users on Windows 2000 and Windows XP platforms DO NOT need to complete these steps.

1.8.4 Branch Office General Advisements

Applicable systems: Succession 1000 and Succession 1000M

Mixed Software Operation between Main Office and Branch Office:

It is possible for the Main Office Call Server and the Branch Office to temporarily have different software releases, as long as the Main Office is running at the highest release (Release 3.0). Also, it will be possible to temporarily have Branch Offices running different software releases (2.0 / 3.0) associated with a given Release 3.0 Main Office Call Server. This is required to support customers who are currently running a network of Succession 1000, Rel 2 Branch systems, and who want to add one Branch (running Release 3.0 software). By allowing this mixed software operation, customers will not have to upgrade their entire network from Release 2.0 to Release 3.0, at the same time, in order to add a single additional Branch Office - the network upgrade can be scheduled over a longer period. This mixed software configuration between the Main and Branch must only remain on a temporary basis. Customers must upgrade their Branch Offices to Release 3.0 within a month's timeframe. Indefinite operation with a mixed configuration is not supported.

Note: Call Server and Signaling Server software releases on both the Main Office and at the Branches Offices, should be congruent at all times.

Feature operation of IP users in Normal mode would be the feature set on the Main Office whereas in Local mode, the IP sets would use the feature set on the Branch. Analog or Digital users would always use the feature set on the Branch.

When choosing to add a new Succession 3.0 Branch Office and there are existing Succession 2.0 Branches, there is a choice as to whether the set firmware for the existing Branches Offices is to be upgraded. If choosing to upgrade these sets, do so prior to upgrading the Main Office. Follow this with the configuration for the new Branch users at the Main, install the new Branch, and finally upgrade the Main Office to Succession 3.0. If choosing not to upgrade the existing Branch set firmware, once the Main Office is upgraded, at each Branch the *isetResetAll* command must be entered on the SS command line. This allows the sets to register back to the Main even though their firmware was not upgraded.

Alternate Gatekeeper Located on Branch Office Signaling Server

When the Gatekeeper (GK) is located on the Branch Office Signaling Server, the following upgrade procedure must be followed:

- Upgrade the Alternate GK to the new Signaling Server software.
- Ensure the system is behaving normally.
- Make the Alternate GK Active; the Primary GK will go Out of Service.
- Upgrade the Primary GK with the new Signaling Server software.
- Re-instate the Primary GK into Active mode.

Refer to the Gatekeeper Advisement section for more detail on software versions between Gatekeepers.

New Branch Office IP Telephone Display Messages

If the redirection of IP Telephones from the Branch Office to the Main Office is unsuccessful, the appropriate messages are displayed on the IP Telephones. These may occur when the WAN is lost or is being restored, or after the software of the Main Office Signaling Server has been upgraded. These messages are:

Server Unreachable (1) *[Unable to reach the Gatekeeper, the Gatekeeper or the link to the gatekeeper is down]*

Server Unreachable (2) *[Unable to reach the Main Office TPS, the Main Office TPS or the link to the Main Office TPS is down]*

These messages are for information only. Once the Gatekeeper, the Main Office TPS, and/or their link have come up, the messages will disappear, and the IP Telephones will be redirected to the Main Office automatically.

1.8.5 Gatekeeper Advisements

Coordinated Endpoint Configuration Across Multiple Gatekeeper Zones

Applicable Systems: Succession 1000M & Succession 1000

Software versions between Gatekeepers in the same zone

Gatekeepers in the same particular network zone (including and especially the Primary and the Alternate Gatekeepers) must be running the same Signaling Server software version. Example: If the Primary Gatekeeper is running Succession Signaling Server version 2.10.23, the alternate Gatekeeper must also be running Succession version 2.10.23. Having different versions of the Signaling Server software is not a supported configuration. The Primary and the Alternate Gatekeepers sync data at periodic intervals and since there may be a change in data format across different releases and versions, users running different software releases on their alternate and primary gatekeepers may find that the alternate Gatekeeper may not be able to provide the same service as the Primary gatekeeper since it may not understand some of the data that is FTP'd from the Primary. This is not desirable as the Alternate is expected to be able to take over completely from the Primary without service interruption, in case the Primary goes out of service. It is therefore a requirement that administrators schedule the software upgrades such that the Primary and the Alternate Gatekeepers can be upgraded at the same time (the maximum allowable window being periodicity of the database sync between the gatekeepers).

Software versions between Gatekeepers in different network zones

There is no known issue with supporting Gatekeepers running different versions or releases of software and located in different network zones.

Gatekeeper Numbering Plan

Applicable Systems: Succession 1000M & Succession 1000

Please note that the numbering plan entries in the gatekeeper are strictly in conformance with the E.164 International standard, and that calls on virtual trunks which access the gatekeeper must be correctly tagged.

For example, an end-point can make an international call to 1-416-xxxxxxx. If this digit sequence is sent to the gatekeeper, it must have a Call Type of "International", because the country Code ("1") is included. The same endpoint can make a call to 416-xxxxxxx, but in this case the Call Type must be "National", because the country code is not included. Both of these scenarios will work correctly, as the gatekeeper will have been set up to process both 416/National and 1416/International.

However, it is not valid to send digits 1-416-xxxxxx with a Call Type of "National"; the gatekeeper will not be able to recognize this, and the call will not be routed.

It is not uncommon within North America, when sending calls over PRI trunks, to send digit streams such as 1-416-xxxxxx and a Call Type of "National", and this works since PRI routes are point-to-point. In fact, the default in the DMI tables is to set these calls to "National". This must not be done on the Virtual Trunk route, which accesses the Gatekeeper - care must be taken to ensure that the Call Type matches the digit strings actually sent within the strict E.164 standard definition.

1.8.6 Dynamic Loss Plan

Applicable systems: Meridian 1, Succession 1000 and Succession 1000M

All systems will now have the Dynamic Loss Plan feature included (for IP Telephones). It is necessary to ensure that the systems configure a valid digital data block (DDB) using Overlay 73. If this is not done, a BUG5369 message will be generated for every virtual trunk call that is made.

1.8.7 Duplex Mismatch

Applicable systems: Meridian 1, Succession 1000 and Succession 1000M

Our experience to date indicates that a common misconfiguration that occurs in voice over IP networks is the setting of the duplex selection on the ports of the switches in the data networks and the VoIP devices. This misconfiguration is easily avoided if one is aware of the situation. The following describes the situation and should help to avoid problems associated with this type of misconfiguration:

Duplex Mismatch is when one device is talking Full Duplex (usually the switch port) and another (ITG card, IP Phone, PC or Router) is talking Half Duplex on the same medium.

The primary cause of this Duplex Mismatch problem is a LAN Switch hard configured to 10 m/Full Duplex or 100m/Full Duplex, with all the devices connected

to the switch set for autonegotiation. For a device carrying a single VoIP call this is not significant, but for any device carrying a concentration of calls, like an IP Line card, IP Trunk card, or a router or LAN-LAN switch in the critical path of the calls, this problem can be very significant.

Per the 802 specs for 100BaseT, a device set for autonegotiation that is connected to a device forced (a.k.a. hard set, configured, etc.) for speed/mode will:

- detect the speed properly
- select Half Duplex mode no matter what the other device is forced to.

So, when customers hard set their switch ports to any speed & Full Duplex, but do not also force every device connected to it to match, numerous connections with a duplex mismatch will result. This is, unfortunately, a very common situation because a) Many devices are not set to autonegotiation, and b) a very common misconception exists that you can force one device (most likely the switch) to 10m/full or 100m/full, and the autonegotiating device will correctly match the speed (it does) and duplex (it does NOT)

Summary of settings and results

	Device Half Duplex	Device Full Duplex	Device Auto-negotiation
Switch port Half Duplex	Good (Half Duplex)	No (Duplex settings do not match)	Not recommended (Should negotiate to half)
Switch port Full Duplex	No (Duplex settings do not match)	Good (Full duplex)	Problem! (Duplex mismatch will occur)
Switch Port Auto-negotiation	Not recommended (Should negotiate to half)	Problem! (Duplex mismatch will occur)	Good (speed and duplex will match)

Notes

- A device's duplex and speed settings must match its respective switch port's duplex and speed settings. For example, if the device is hard coded at full duplex, the switch port must also be hard coded at full duplex. If the device is set to auto-negotiate the switch port should also be set to auto-negotiate, although setting to half duplex will usually work.
- If both ends are set to auto-negotiate, the result will normally be the best combination of speed and duplex that both ends can support. This means that full duplex operation can often be achieved by setting both ends to auto-negotiate. If this does not work, then both ends must be set to full duplex.
- Any path (port/medium) carrying aggregated VoIP traffic (i.e. up-links with more than one call) must be running full duplex mode (to avoid collisions) and the speed can be whatever is sufficient to carry the total bandwidth needs; however, the faster the better to minimize serialization delays. If the link will not negotiate to full duplex properly (both ends set to auto-negotiate), then both ends must be hard configured to full duplex.

- Half duplex is OK for a single VoIP stream (e.g. one phone). But since you can generally get full duplex by setting the switch port to auto-negotiate, that would be preferred.
- Since various devices can be connected to the switch (and may all have different settings), it is recommended to set all switch ports connecting Nortel VoIP products to auto-negotiate.

Recommendations

- Autonegotiate everything, and hard configure only on a case-by-case basis.
- If this is not acceptable, then at least autonegotiate LAN switch ports connected to Nortel's VoIP products (Absolutely to concentrating devices like gateway cards, routers, etc., and preferably to phones and 3-port switches as well).
- Ensure the IT support staff that manages the LAN switches are aware of the importance of this, and maintain tight controls on who can modify configurations.
- Do not have any true "hubs" in the critical path for VoIP - a LAN switch is a better choice, even for devices that will only run 10m/half.

1.8.8 Element Manager General Advisements

Applicable systems: Succession 1000 and Succession 1000M

Error message and delay when upgrading IP Telephony loadware

When performing upgrade of the release 3.0 to 3.x loadware on VGMC cards using the Element Manager interface (under "Software Upgrade / IP Telephony") there will be a delay experienced and an error message displayed ("Failed to connect msg pipe")

This will happen even in the normal circumstances.

The delay is due to the upgrade process trying first to communicate with the VGMC card using the XMSG protocol (unsupported on release 3.0). After expiration of a timer, then the process re-tries using RPC protocol (supported with release 3.x).

Please allow the proper time for the procedure to execute properly and ignore the error message listed here.

Reference: Q00649083

1.8.9 Spanning Tree Option on Layer 2 switches

Applicable systems: Meridian 1, Succession 1000 and Succession 1000M

In accordance with best practices it is recommended to enable the fast learning option, or disable the spanning tree protocol on layer 2 switch ports that connect to the Meridian or Succession 1000 system TLAN and ELAN interfaces. This option is "enabled" by default on most layer 2 switches. If the option is left enabled, the subsequent spanning tree discovery algorithm initiated when a device connected to a port is reset, rebooted, or

unplugged/plugged-in, disables the switch port for up to 1 minute thereby interfering with the system's boot up process. In most cases, the Meridian or Succession 1000 system will continue to boot normally after a slight delay. However to reduce the potential of unforeseen complications in this scenario it is recommended to enable the fast learning option, or disable spanning tree protocol on these ports.

1.8.10 BPS 2000 Software

Applicable systems: Meridian 1, Succession 1000 and Succession 1000M

If using the Nortel Networks BPS 2000 Layer 2 switch, please ensure that software has been upgraded to at least version 2.

1.8.11 Booting of Signaling Server software

Applicable systems: Succession 1000 and Succession 1000M

The Signaling Server CD-ROM should be self-booting. If there is unanticipated trouble with creating or using a bootable Software CDROM, then the craftsman can create a Boot Floppy from the files in the "mkboot" directory on the CDROM (there is also a README.TXT file there with instructions for use). In this case, the Boot Floppy and Software CDROM are both required to perform a software installation or upgrade. At the Boot menu, press "C" to boot from CD-ROM.

1.8.12 Matching of Node ID

Applicable systems: Succession 1000 and Succession 1000M

Please ensure that the values for the Node ID in Element Manager/IP Telephony and in the Call Server/Route Data Block (for the Virtual Trunk) are the same. If these Node ID values do not match, the IP Peer H.323 virtual trunks will not establish.

1.8.13 IP address for TLAN

Applicable systems: Meridian 1, Succession 1000 and Succession 1000M

Take care not to assign the same IP address for the Node ID and the TLAN. This has to be manually verified. However, the Node IP Address must be on the same subnet as the TLAN (voice LAN) IP Addresses of the SMC cards.

Also, note that the SMC cards' TLAN and ELAN network interfaces must reside on separate logical subnets.

1.8.14 Gatekeeper DN entries for Virtual Office Feature

Applicable systems: Succession 1000 and Succession 1000M

Virtual Office login between IP Telephones in different SUCCESSION 1000 systems requires DN entries for the User IDs used in the Gatekeeper. These DN entries must have cost factor "1" for the endpoints where the IP Telephone users are normally located.

2.0 System Advisements

2.1 System Management

Element Manager Overview

With the introduction of Succession 1000 Release 2.0, each signaling server is the host of a new web server that enables local and remote accesses to new user friendly graphical web pages. This new management framework, here referred as the Succession 1000 Element Manager, can be accessed directly using a Web Browser or using the OTM 2.1 navigator (which includes integrated links to each Succession Element Manager in a given network).

Element Manager increases the speed and the efficiency of management tasks by organizing parameters in logical groups where single web pages provide access to information traditionally spread into multiple overlays. The capability to “hide or show information” helps the user to focus only on the information he is interested without being distracted by too many parameters displayed at the same time.

Element Manager also contributes to reduce configuration errors by providing full text description of the parameters (as well as the acronyms when such exist) and simplified choice for selecting parameters values (pre-selected defaults values, usage of drop down list of choices, indication of range values, yes / no checkbox).

Element Manager Key features

System Status

Helps the user to perform maintenance actions on Call Server components (D-channel, MSDL, TMDI, Digital Trunk, Clock Controller, Network and Peripheral, Trunk diagnostic) and IP Telephony.

Configuration

Configuration of customer data, trunks and routes (traditionally done using Overlay 14, 15 and 16), D-channel and Common Equipment data (Overlay 17), digital trunk interface (Overlay 73), Flexible Code restriction and Incoming Digit conversion (Overlay 49) and IP Telephony.

Network Numbering Plan

Configuration of all ESN data blocks for the Call Server as well as the configuration of the Gatekeeper.

Software versions

Offers the capability to get information on the Call Server software version, ISM parameters, packages list. For IP Telephony, the capability to download software and firmware is also offered.

Patching

Offers the capability for Call Server / IP Telephony to download, activate / deactivate patches.

System Utilities

Includes backup / restore of databases, set time and date, and upload of software or firmware to a directory on the CSE Signaling Server

Element Manager Key enhancements for Succession 3.0

Support large systems

The Element Manager interface was originally developed for Succession 1000 release 2. The interface has been adapted to support the TN format, the value ranges to parameters specific to large systems.

Improved usability

Context sensitive rules are extended to the parameter selection during the configuration of a route. Also, the selection of RCAP values will be simplified during the configuration of a D-channel.

Enhanced workflow

Some enhancements have been included to increase the speed and efficiency of the management tasks performed using the Element Management interface. For example, the user will now have the capability to download / activate multiple patches at once.

Optivity Telephony Manager (OTM) Overview

Optivity Telephony Management (OTM) provides an integrated suite of management tools for configuration, control and analysis of Meridian 1 circuit switches and Succession 1000 networks. OTM is a single-workstation management platform that can scale into a client/server architecture. It offers both a Windows and web navigator view of the network. It includes several applications such as:

- Station Administration
- Alarms Management
- Call Tracking
- Call Accounting and Billing
- ESN Configuration
- Maintenance
- MDECT
- Traffic Analysis
- List Management
- ITG configuration management (for Meridian 1 & Succession 1000 Rls 1.0 & 1.1)

OTM supports a number of utility applications for Meridian 1 and Succession 1000, including the following:

- LDAP
- Corporate Directory
- Inventory management
- Terminal emulation to various components
- Database backup and restore
- Security management
- Data buffering
- Server access
- Overlay pass-through
- Online help

Optivity Telephony Manager (OTM) Release 2.1 Features Concurrence

- X11 25.47 (DSN)
- Succession 3.0 Software
- IP Line 3.1 and IP Trunk 3.0 Platforms
- Support for XP Professional OS (Clients & Standalone)
- Support for USB Dongles
- Updates for Install Shield, MDAC, and other 3rd party S/W
- Architectural rework of 16 bit Station Admin program file
- Re-branding of Meridian 1 to Succession 1000M (with SS)

New features and improvements

- Name Workflow Enhancement
- Enterprise Licensing (process, not coded)
- Display of Used Set Count
- TN Import Utility
- Support of 6 Regional OS environments
- Localization into French and German
- Support of new Succession CSE Rls 2.0 Traffic Report
- Installed Base IP application & navigator enhancements

New Market Opportunity features

- Support additional buffer box scripts (NetLink)

Product Support Simplification

- Migration Simplification
- OS LCM (stop support of NT 4.0 workstation and Windows 98)
- Access to Keycode Retrieval System for OTM keycodes

2.2 Option 11C cabinet/chassis, Succession 1000M cabinet & chassis, Succession 1000, Succession Branch Office

2.2.1 Software Conversion

Option 11 C Cabinet /Succession 1000M Cabinet

Automatic conversion is supported directly to Succession 3.0 software from the following releases (Not all releases were made available in all markets)

- X11 Releases 16, 18,20,21,22,23,24,25

Option 11 C Chassis / Succession 1000M Chassis

Automatic conversion is supported directly to Succession 3.0 from release 24 and 25.

Succession 1000, Succession Branch Office

Automatic conversion is supported directly to Succession 3.0 from Succession 2.0.

2.2.2 System controller requirements

Option 11 C Chassis / Succession 1000M Chassis

The M1 Option 11C Mini System Controller Pack (MSC) is discontinued with the introduction of Release 3.00 and replaced by the Option 11C Small System Controller Card (SSC) in the Chassis configuration. The Option 11C Chassis Basic Hardware Package will now include an SSC card. The MSC in existing systems is still supported for software upgrades to X21 Release 3.00

The Option 11C Chassis comes with 48MB Total Memory (32 MB Program Store and 16 MB C-Drive space) on the System Controller Card in order to run Succession 3.0 Software.

The supported Succession 3.0 System Controller cards for Option 11C Chassis:

- NTDK97AB or higher (48 Meg - no memory upgrade needed) Mini System Controller (MSC)
- NTDK20EA or higher Small System Controller (SSC) for Option 11C Chassis main and IP Expansion chassis when using IP Expansion.

Please ensure that you have upgraded the bootcode on the MSC or SSC to the current bootcode

Note: Please ensure that you have upgraded the bootcode first before starting any upgrade; this will allow the system software to recognize the Software Daughterboard. The bootcode is backwards compatible

Refer to NTP Upgrades Guide - Use the flash boot ROM utility.

Software Daughter Board Requirements

New orders will receive the new NTKK25AA software daughterboard. This card is applicable for Succession 3.0.

The Option 11C Chassis requires a 48MB Total Memory (32 MB Program Store and 16 MB C-Drive space) in order to run Succession 3.0 Software. This requirement is met with the NTKK13AA or NTKK25AA blank Software Daughterboards.

Software Delivery

- PCMCIA Card for upgrades
- Nortel Networks Software WEB Site

Option 11 C Cabinet / Succession 1000M Cabinet

Software Daughter Board Requirements

The Option 11C Cabinet requires a 48MB Total Memory (32 MB Program Store and 16 MB C-Drive space) in order to run Succession 3.0 Software. This requirement is met with the NTKK13AA or NTKK25AA blank Software Daughterboards.

New orders will receive the new NTKK25AA blank software daughterboard. This card is applicable for Succession 3.0.

A system upgrading to Succession 3.0 must replace its NTKK21 (32 MB) or NTKK81 (40 MB) based software daughterboard, with an NTKK13AA or NTKK25AA (48 MB) daughterboard.

Please ensure that you have upgraded the bootcode on the SSC prior to upgrading the software daughterboard. To verify the size of the software daughterboard and for installation instructions, refer to NTP upgrade manual.

Note: Please ensure that you have upgraded the bootcode first before starting any upgrade. This will allow the system software to recognize the Software Daughterboard. The bootcode is backwards compatible

System Controller Card Requirements

The supported Succession 3.0 System Controller card for Option 11C Cabinet:

- NTDK20CA or higher Small System Controller (SSC)
- NTDK20EA or higher Small System Controller (SSC) for Option 11C main cabinet when using IP Expansion and NTDK20CA or higher for each Expansion cabinet.

Software Delivery

- Software daughterboard for new systems
- PCMCIA card for upgrades
- Nortel Networks Software WEB Site

Succession 1000

System Controller Card Requirements

The supported Succession 3.0 System Controller card for Succession 1000:

- NTDK20EA or higher Small System Controller (SSC) This requirement applies to both the Call Server and Media Gateway.

Software Daughter Board Requirements

The Call Server requires a 48MB Total Memory (32 MB Program Store and 16 MB C-Drive space) in order to run Succession 3.0 Software. This requirement is met with the NTTK13AA or NTTK25AA blank Software Daughterboards.

New orders will receive the new NTTK25AA blank software daughterboard. This card is applicable for Succession 3.0.

Succession Branch Office

System Controller Card Requirements

The supported Succession 3.0 System Controller card for Succession 1000:

- NTDK20FA or higher Small System Controller (SSC)

Software Daughter Board Requirements

The Call Server requires a 48MB Total Memory (32 MB Program Store and 16 MB C-Drive space) in order to run Succession 3.0 Software. This requirement is met with the NTTK13AA or NTTK25AA blank Software Daughterboards.

New orders will receive the new NTTK25AA blank software daughterboard. This card is applicable for Succession 3.0.

2.3 Large System Advisements

Call Processor Memory Requirements

Succession 3.0 Memory Requirements for CP3 (68060) or CP4 (68060E) processors:

Succession 3.0 Core software (Succession 3.0) supports Motorola based Call Processors 68060 and 68060E as well as Call Processor P-II (for Option 81C & 61C only). CP1 (68030) and CP 2 (68040) Call Processors are not supported.

Succession 3.0 Required Memory Requirements for 68060/68060E Processors:

System	Flash Memory Requirement	DRAM Memory Requirement	Total Memory
Option 51C/61C with : CP3 (68060) or CP4 (68060E)	64 MB	64 MB	128 MB
Option 81/ 81C : (with /without Fiber Network Fabric)	64 MB	96 MB	160 MB

Succession 3.0 Memory Requirements for Pentium® II CP PII Processors:

The minimum memory requirements of Succession 3.0 Core software is 256MB memory with CP PII processors.

System	Flash Memory Requirement	DRAM Memory Requirement	Total Memory
Option 61C with CP PII	NA	256 MB	256 MB
Option 81C (with or without Fiber Network Fabric) With CP PII	NA	256 MB	256 MB

All new Option 61C, Option 81C and Succession 1000M SG/MG systems will be equipped with Pentium® II CP PII Call Processor 256 MB Memory.

Software Conversion

Direct Conversion to Succession 3.0 Core Software (Succession 3.0) is supported with large system platform equipped with Commercial processor only (Motorola 68000 platform CP3, CP4 and Intel Pentium II).

Alternately, if the customer prefers to re-enter all the PBX customer database information, the upgrade can be ordered and the “RETYPE” option selected. This will result in delivery of the target software release on CD-ROM. The upgrade would be performed as a new installation and customer (distributor) is responsible for manually re-keying the customer database information onto the target system.

Option 81 C with CP1 direct conversion to Succession Release 3.0 is not supported and will require in-house conversion.

In House Conversion (IHC) service is strongly recommended for any software upgrade from Pre-Release 23 software for large system.

3.0 Global Software Structure (GSS) & ISMs

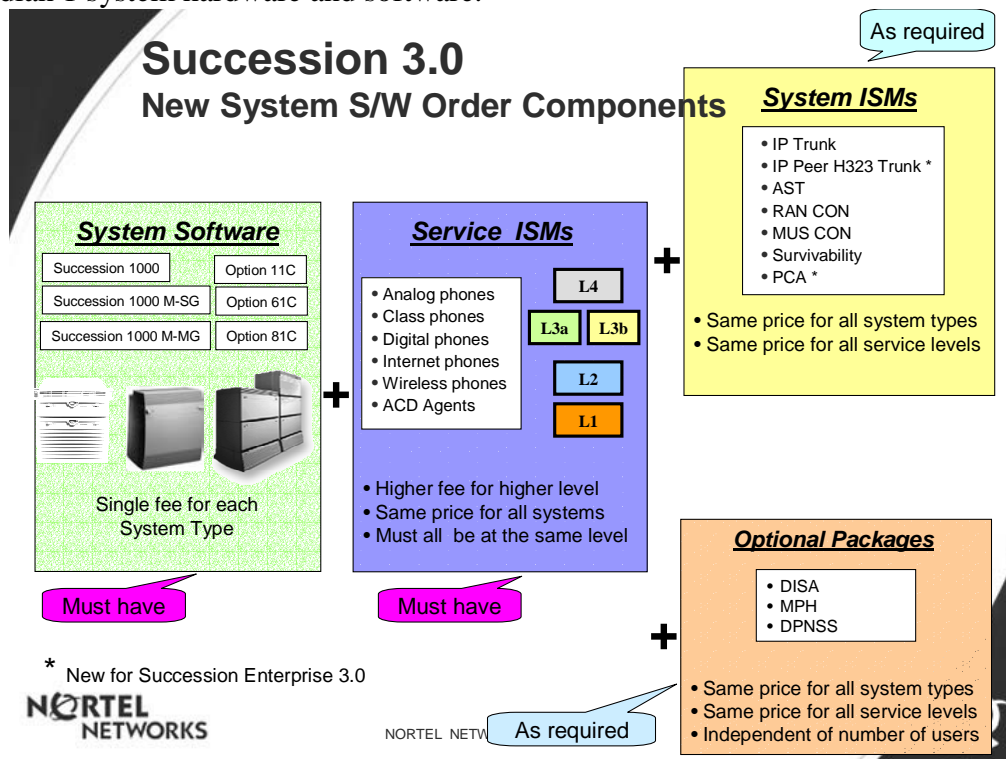
3.1 Customer Value Software Delivery (CVSD) Overview

Customer Value Software Delivery (CVSD) is a Global Commercial Offer / Global Software Structure introduced on Succession 3.0 to simplify Enterprise Business Networks operation and business processes.

This simplification will consist of changing the way we do business both internally (within our own product definitions, supply chain management, manufacturing processes, etc.) and externally (how we interface with our customers). These initiatives as they relate to product packaging and pricing have been captured under the CVSD Software Structure as illustrated in the next Figure.

All new Succession 3.0 systems and all upgrades to Succession 3.0 will ship with the CVSD structure. The CVSD structure will not apply to Release 25.40 and earlier systems. Systems on these releases will remain on their current structures and will expansions using the existing product codes and tools.

Release 15 and later systems upgrading to Succession 3.0 or later **MUST** use a tool called OrderPro, which is new to North America. OrderPro is used at the quotation and ordering stage to translate a PBX's current capabilities/capacities to their equivalent in the new structure. The translation is based on information OrderPro gathers by querying the Meridian 1 system-hardware and software.



Succession 3.0 CVSD Structure

1. **System Software:** defines the media type (CD ROM/Software Daughterboard) to be shipped and the unique software features to be included in the keyocde for the system type selected
2. **Service ISMs:** Service Incremental Software Management (ISM) are counters in software which control the number of each type of users that can be configured on the system. They are purchased for the Software Service Level of the system. The 5 software Service Levels are pre-bundled sets of software features. The correct service level is chosen based on the features required on the system. Once the service level is identified all the user or Service ISMs for the system are purchased for that level.
By ordering the Service ISMs for the desired service level - all of the features in the service level are included in the keycode as well as the number of users of each type ordered.
3. **System ISMs:** are independent of the service level of the system. If purchased the functionality is available for any user on the system who has been given access to the feature.
4. **Optional Features:** are ordered if the system requires the functionality delivered by the optional features.

Key Benefits of the CVSD structure:

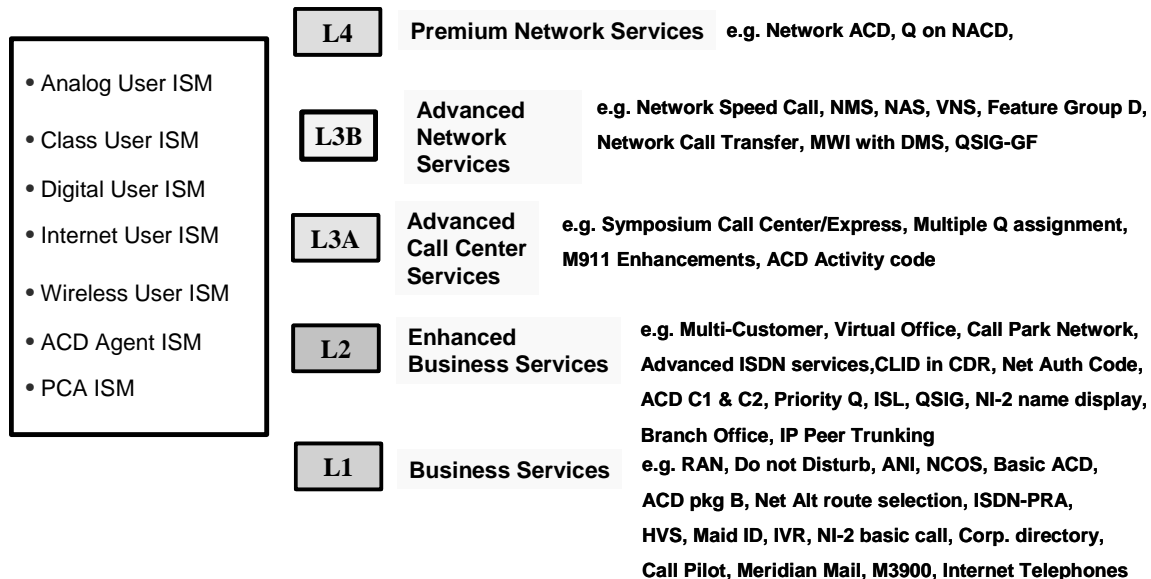
- Structure software for same look and functionality Globally
- Position software easier to explain Value proposition and easier to Sell
- Lower costs to manage the M1 and SUCCESSION software product
- Allow merchandising the Software - via authorization codes
- Reduce Complexity - Current complexity is driving Nortel & Distributor cost and skill level.
- Improve the quote/configuration/ordering time line
- Continue Value shift from Hardware to Software. (Re; ISM controls)

CVSD Software Service Levels

The following table summarizes the features content of the 5 CVSD software service levels:

CVSD – Delivers Consistent Functionality Globally

The Service ISMs are purchased based on Service level



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

Premium Network Services [Level 4]	
207, 321.	
Advanced Call Centre Services [Level 3A]	Advanced Network Services [Level 3B]
50, 114, 155, 224, 225, 249, 297, 311, 388, 393	37, 38, 39, 62, 67, 158, 159, 175, 183, 192, 219, 305, 316, 348.
Enhanced Business Services [Level 2]	
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	
Business Services [Level 1]	
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, 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

The following features will automatically be added to New System or Upgrade Keycodes when the conditions are met:

15 – RPE1.5: in Level 1 for large systems only

65 – TDET: in Level 1 for Large Systems only

200 & 295: in Level 1 for all Option 11C chassis/cabinet & 1000M chassis/cabinet & Succession 1000

227, 228, 286, & 368: in Level 1 for all Option 61C & Succession 1000M SG

227, 228, 286, 368, 365 & 299:– in Level 1 for all Option 81C & Succession 1000M MG

227, 228, 286, 298 & 365: in Level 1 for all Option 81s upgrading

227, 228, & 286:– in Level 1 for Option 51Cs upgrading

Optional Features

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 - can be added to any level for any system type

57 – BARS - can be added to any level for any system type

248 – MPH- can be added to any level for any large system type

North American Region – Branch Office Software 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

0, 1, 2, 4, 5, 7, 8, 9, 10, 11, 12, 13, 14, 16, 17, 18, 19, 20, 21, 23, 24, 25, 26, 27, 28, 29, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 58, 59, 60, 61, 62, 63, 64, 67, 70, 71, 72, 73, 74, 75, 76, 77, 79, 80, 81, 83, 86, 87, 88, 89, 90, 91, 92, 93, 95, 98, 99, 100, 101, 102, 103, 105, 107, 108, 109, 110, 111, 113, 114, 115, 116, 117, 118, 119, 120, 121, 125, 127, 129, 132, 133, 139, 140, 141, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 157, 158, 159, 160, 161, 162, 163, 164, 167, 170, 172, 173, 174, 175, 178, 179, 180, 181, 183, 184, 185, 186, 191, 192, 200, 202, 203, 204, 205, 206, 207, 208, 209, 210, 212, 214, 215, 216, 218, 219, 222, 223, 224, 225, 229, 233, 234, 235, 240, 242, 243, 245, 246, 247, 249, 250, 251, 253, 254, 256, 258, 259, 263, 291, 295, 296, 297, 301, 305, 306, 307, 310, 311, 312, 315, 316, 321, 324, 327, 328, 329, 330, 331, 332, 333, 334, 350, 351, 362, 364, 380, 381, 382, 384, 385, 387, 389, 390, 393, 394, 397, 398, 399

Optional Features

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 - can be added to any level for any system type
- 57 – BARS - 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

Premium Network Services [Level 4]	
207, 321, 325	
Advanced Call Center Services [Level 3A]	Advanced Network Services [Level 3B]
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,
Enhanced Business Services [Level 2]	
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	
Business Services [Level 1]	
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, 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:

The following features will automatically be added to New System or Upgrade Keycodes when the conditions are met:

65 (TDET) added to Level 1 for all Large Systems

200 & 295: in Level 1 for all Option 11C & 1000M chassis & cabinet & Succession 1000

227, 228, 286, & 368: in Level 1 – for all Option 61C & 1000M SG

227, 228, 286, 368, 365 & 299: in Level 1 for all Option 81C&1000M MG

227, 228, 286, 298 & 365: in Level 1 for all Option 81s upgrading

227, 228, & 286: in Level 1 for Option 51Cs upgrading

Optional Features

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 - can be added to any level for Large Systems

22 – DISA - can be added to any level for any system type
 57 – BARS - can be added to any level for any system type
 165 – RPE2 – for all countries and can be added to any level for large systems
 197 – FTA for all countries and can be added to any system level for any system
 248 – MPH – for all countries and can be added to any level for any large system

CALA Region – Branch Office Software 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

0, 1, 2, 4, 5, 7, 8, 9, 10, 11, 12, 13, 14, 16, 17, 18, 19, 20, 21, 23, 24, 25, 26, 27, 28, 29, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 58, 59, 60, 61, 62, 63, 64, 67, 70, 71, 72, 73, 74, 75, 76, 77, 79, 80, 81, 83, 86, 87, 88, 89, 90, 91, 92, 93, 95, 98, 99, 100, 101, 102, 103, 104, 105, 107, 108, 109, 110, 111, 113, 114, 115, 116, 117, 118, 119, 120, 122, 123, 124, 125, 126, 127, 128, 129, 131, 132, 133, 134, 135, 137, 138, 139, 140, 141, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 157, 158, 159, 160, 161, 162, 163, 164, 167, 169, 170, 172, 173, 174, 175, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 191, 192, 193, 195, 196, 198, 200, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 214, 215, 216, 218, 219, 222, 223, 224, 225, 229, 231, 232, 233, 234, 235, 236, 240, 242, 243, 245, 246, 247, 249, 250, 251, 253, 254, 256, 258, 259, 261, 262, 263, 283, 288, 289, 290, 291, 294, 295, 296, 297, 301, 305, 306, 307, 308, 309, 310, 311, 312, 315, 316, 321, 323, 325, 324, 327, 328, 329, 330, 331, 332, 333, 334, 348, 350, 351, 362, 364, 367, 380, 381, 382, 384, 385, 386, 387, 388, 389, 390, 393, 394, 397, 398, 399
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DEFAULT FEATURES:

The following features will automatically be added to New System or Upgrade Keycodes when the conditions are met:

There are no Default packages for CALA Branch Office.

OPTIONAL FEATURES:

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 and can be added to any level for any system type
 57 – BARS – for all countries and can be added to any level for any 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.

Premium Network Services [Level 4]	
207, 321, 325.	
Advanced Call Center Services [Level 3A]	Advanced Network Services [Level 3B]
50, 114, 155, 225, 297, 311, 388	37, 38, 39, 62, 67, 159, 175, 183, 188,192, 231, 262, 288, 305, 316, 348, 370
Enhanced Business Services [Level 2]	
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	
Business Services [Level 1]	
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 1for all Option 61C & 1000M SG
227, 228, 286, 368, 365 & 299: for all countries in Level 1 for all Option 81C&1000M 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 system types

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 except Schrack Damova Poland - 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 Large & 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

EMEA Region – Branch Office Software 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

0, 1, 2, 4, 5, 7, 8, 9, 10, 11, 14, 16, 17, 18, 19, 20, 21, 23, 24, 25, 28, 29, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 58, 59, 60, 61, 62, 63, 64, 67, 70, 71, 72, 73, 74, 75, 76, 77, 79, 80, 81, 83, 86, 87, 88, 89, 90, 91, 92, 93, 95, 98, 99, 100, 101, 102, 103, 104, 107, 108, 109, 110, 111, 113, 114, 115, 116, 118, 119, 120, 122, 123, 124, 125, 127, 128, 129, 131, 132, 133, 134, 137, 138, 139, 140, 141, 143, 144, 145, 146, 147, 148, 149, 150, 151, 153, 154, 155, 157, 159, 160, 161, 162, 163, 164, 167, 169, 170, 172, 173, 174, 175, 178, 179, 180, 181, 182, 183, 184, 185, 187, 188, 191, 192, 193, 196, 198, 200, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 214, 215, 216, 218, 222, 225, 229, 231, 233, 234, 235, 236, 240, 242, 243, 245, 246, 247, 250, 251, 253, 254, 256, 258, 259, 261, 262, 263, 283, 288, 289, 295, 296, 297, 301, 305, 306, 307, 309, 311, 312, 315, 316, 321, 323, 324, 325, 327, 328, 332, 333, 348, 350, 351, 362, 364, 366, 367, 370, 380, 381, 382, 384, 386, 387, 388, 389, 390, 394, 397, 398, 399
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Default Features For EMEA Branch Office

The following features will automatically be added to New System or Upgrade Keycodes when the conditions are met:

197 – FTA –for Schrack Poland and France – in Level 1 for all System types

190 – UK - for UK BT and UK Other – in Level 1 for all system types

Optional Features for EMEA Branch Office

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

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

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

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.

Premium Network Services [Level 4]	
207, 321,	
Advanced Call Center Services [Level 3A]	Advanced Network Services [Level 3B]
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
Enhanced Business Service [Level 2]	
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	
Business Services [Level 1]	
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 & 1000M 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 (Added by Order Tools, not FX files)
 126, 285 & 292 – OPCB, CHINA, CHTL – for China – in L1 for all large & 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

Asia Pacific Region – Branch Office Software 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

0, 1, 2, 4, 5, 7, 8, 9, 10, 11, 12, 13, 14, 16, 17, 18, 19, 20, 21, 23, 24, 25, 26, 27, 28, 29, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 58, 59, 60, 61, 62, 63, 64, 67, 70, 71, 72, 73, 74, 75, 76, 77, 79, 80, 81, 83, 86, 87, 88, 89, 90, 91, 92, 93, 95, 98, 99, 100, 101, 102, 103, 104, 105, 107, 108, 109, 110, 111, 113, 114, 115, 116, 117, 118, 119, 120, 122, 123, 124, 125, 126, 127, 128, 129, 131, 132, 133, 134, 135, 137, 138, 139, 140, 141, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 157, 158, 159, 160, 161, 162, 163, 164, 167, 169, 170, 172, 173, 174, 175, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 191, 192, 193, 195, 196, 198, 200, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 214, 215, 216, 218, 219, 222, 223, 224, 225, 229, 231, 232, 233, 234, 235, 236, 240, 242, 243, 245, 246, 247, 249, 250, 251, 253, 254, 256, 258, 259, 261, 262, 263, 283, 288, 289, 290, 291, 294, 295, 296, 297, 301, 305, 306, 307, 308, 309, 310, 311, 312, 315, 316, 321, 323, 325, 324, 327, 328, 329, 330, 331, 332, 333, 334, 348, 350, 351, 362, 364, 367, 380, 381, 382, 384, 385, 386, 387, 388, 389, 390, 393, 394, 397, 398, 399
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Default Features for Asia Pacific Branch Office

The following features will automatically be added to New System or Upgrade Keycodes when the conditions are met:

121 – SCMP for Japan – in Level 1 for all system types

196 – OHOL for Japan – in Level 1 for all system types

126 – OPCB for China – in Level 1 for all system types

131 – SUPP for AP and China – in Level 1 for all system types

288 – DPNSS ES for AP and China (is na for Japan) – in Level 3b 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 Branch Office

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 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

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

3.2 Incremental Software Management (ISM)

Incremental Software Management (ISMs) are software counters that provides flexibility and control over system configuration and implementation.

With the introduction of Succession 3.0 software, all of the ISMs have been organized into the following three categories; Service, System and Pre Set. The ISMs allow the key code to control the increments provided for the Service and System type ISMs when fulfilling customer orders. The ISM increments are the same globally and common to all system types.

Service ISMs are aligned with the five service levels. These are chargeable ISMs. The Customer/Distributors must first select the Service level and then the number of Service ISMs for each type. All service ISMs must be ordered & fulfilled at the same service level. The Succession 3.0 Service ISMs are - there are 5 codes for each Service ISM - one for each of the 5 Service Levels.

Service ISMs
Analogue Phones
Class Phones
Digital Phones
Wireless Phones
IP Phones
Wireless Visitors
ACD Agents

System ISMs are applicable to the complete system and not dependent on which service level the customer is using. These are chargeable ISMs.

Note: There is a single code for each System ISM that is applicable for all system types and all regions.

System ISMs
Personal Call Assistant
ITG ISDN Trunks
IP PEER H.323 Trunks
AST
RAN CON
MUS CON
Survivability

Pre Set ISMs are Nortel Networks Factory Pre Set ISMs with their increments set to the maximum (maxed out). These are non-chargeable but do provide value to the customer. Setting these ISMs to the maximum allows Customers to configure these ISMs to meet their feature and configuration needs.

Note: TN's will not be used to control user capacity with Succession 3.0. TNs are pre-set ISMs and will be set to the maximum amount for all system types.

Pre-set ISMs
TNS
ACDN
AML
BRAND
LTID
RAN RTE
Attendant Consoles
BRI DSL
MPH DSL
DATA Ports
Phantom Ports
Traditional Trunks
DCH
TMDI D-Channels

Service Level ISMs – Chargeable

ISM Mnemonics	New System Default Setting by System Type	Order Increment for New Systems and Expansions	ISM Ordering Guidelines
Analog user ISM	0 - Option 11C cabinet/chassis 0 - Option 61C/81C 0 - 1000 0 – 1000M cabinet/chassis 0 – 1000M SG/MG	8 - Option 11C cabinet/chassis 8 - Option 51C/61C/81C 8 - 1000 8 – 1000M cabinet/chassis 8 – 1000M Half G/SG/MG	
Class user ISM	0 - Option 11C cabinet/chassis 0 - Option 61C/81C 0 - 1000 0 – 1000M cabinet/chassis 0 – 1000M SG/MG	8 - Option 11C cabinet/chassis 8 - Option 51C/61C/81C 8 - 1000 8 – 1000M cabinet/chassis 8 – 1000M Half G/SG/MG	
Digital user ISM	0 - Option 11C cabinet/chassis 0 - Option 61C/81C 0 - 1000 0 – 1000M cabinet/chassis 0 – 1000M SG/MG	8 - Option 11C cabinet/chassis 8 - Option 51C/61C/81C 8 - 1000 8 – 1000M cabinet/chassis 8 – 1000M Half G/SG/MG	Provision 8 for CallPilot Mini
Wireless user ISM	0 - Option 11C cabinet/chassis 0 - Option 61C/81C 0 - 1000 0 – 1000M cabinet/chassis 0 – 1000M SG/MG	8 - Option 11C cabinet/chassis 8 - Option 51C/61C/81C 8 - 1000 8 – 1000M cabinet/chassis 8 – 1000M Half G/SG/MG	* see note below
IP user ISM	0 - Option 11C cabinet/chassis 0 - Option 61C/81C 0 - 1000 0 – 1000M cabinet/chassis 0 – 1000M SG/MG	8 - Option 11C cabinet/chassis 8 - Option 51C/61C/81C 8 - 1000 8 – 1000M cabinet/chassis 8 – 1000M Half G/SG/MG	
Wireless Visitor user ISM	0 - Option 11C cabinet/chassis 0 - Option 61C/81C 0 - 1000 0 – 1000M cabinet/chassis 0 – 1000M SG/MG	8 - Option 11C cabinet/chassis 8 - Option 51C/61C/81C 8 - 1000 8 – 1000M cabinet/chassis 8 – 1000M Half G/SG/MG	This ISM is only used in EMEA and Asia Pacific Regions
ACD Agents user ISM	10 - Option 11C cabinet/chassis 10 - Option 61C/81C 10 - 1000 10 – 1000M cabinet/chassis 10 – 1000M SG/MG	1 - Option 11C cabinet/chassis 1 - Option 61C/81C 1 - 1000 1 – 1000M cabinet/chassis 1 – 1000M Half G/SG/MG	

* For North America and CALA Wireless ISMs are used for Upgrades, Expansions & Transfers. This ISM is not supported on N. American Succession 1000 (CSE) Systems & Branch Office. North American and CALA Companion Wireless ISMs can be moved from an existing system to the Release 3.0 software structure; provided a customer provides a load 22 or Order Pro report indicating the number of Users that need to be transferred to the new system using RIs 3.0 Software structure

System ISMs - Chargeable

ISM Mnemonics	New System Default Setting by System Type	Order Increment for New Systems and Expansions	ISM Ordering Guidelines
Personal Call Assistant ISM	0 - Option 11C cabinet/chassis 0 - Option 61C/81C 0 - 1000 0 – 1000M cabinet/chassis 0 – 1000M-SG/MG	1 - Option 11C cabinet/chassis 1 - Option 51C/61C/81C 1 - 1000 1 – 1000M cabinet/chassis 1 – 1000M-Half G/SG/MG	These increments apply to a standalone M1,1000 & 1000M systems
ITG ISDN Trunk ISM	0 - Option 11C cabinet/chassis 0 - Option 61C/81C na - 1000 na– 1000M cabinet/chassis na – 1000M-SG/MG	8 - Option 11C cabinet/chassis 8 - Option 51C/61C/81C na - 1000 0 – 1000M cabinet/chassis 0 – 1000M-Half G/SG/MG	IP Trunk can be co-resident with IP Peer H323 Trunk for the Succession 1000M and 1000M-SG/MG
IP Peer H323 Trunk ISM	0 - Option 11C cabinet/chassis na- Option 61C/81C 0 - 1000 0 – 1000M cabinet/chassis 0 – 1000M-SG/MG	na - Option 11C cabinet/chassis na – Option 51C/61C/81C 1 - 1000 1 – 1000M cabinet/chassis 1 – 1000M-Half G/SG/MG	New ISM for S R 3.0 Also provides Virtual Trunk ISM for 1000 system on S R 3.0
AST ISM	0 - Option 11C cabinet/chassis 0 - Option 61C/81C 0 - 1000 0 – 1000M cabinet/chassis 0 – 1000M-SG/MG	1 - Option 11C cabinet/chassis 1 - Option 51C/61C/81C 1 - 1000 1 – 1000M cabinet/chassis 1 – 1000M-Half G/SG/MG	This ISM controls Nortel & 3rd party applications
RAN CON ISM	0 - Option 11C cabinet/chassis 0 - Option 61C/81C 0 - 1000 0 – 1000M cabinet/chassis 0 – 1000M-SG/MG	1 - Option 11C cabinet/chassis 1 - Option 51C/61C/81C 1 - 1000 1 – 1000M cabinet/chassis 1 – 1000M-Half G/SG/MG	
MUS CON ISM	0 - Option 11C cabinet/chassis 0 - Option 61C/81C 0 - 1000 0 – 1000M cabinet/chassis 0 – 1000M-SG/MG	1 - Option 11C cabinet/chassis 1 - Option 51C/61C/81C 1 - 1000 1 – 1000M cabinet/chassis 1 – 1000M-Half G/SG/MG	
Survivability ISM	0 - Option 11C cabinet/chassis na - Option 61C/81C 1 - 1000 0 – 1000M cabinet/chassis na – 1000M-SG/MG	1 - Option 11C cabinet/chassis na - Option 51C/61C/81C 1 - 1000 1 – 1000M cabinet/chassis na – 1000M-Half G/SG/MG	

Factory Pre Set ISMs value

ISM Mnemonics	Value Setting by System Type	ISM Mnemonics	Value Setting by System Type
TNS	2500 - Option 11C cabinet/chassis 32760 - Option 51C/61C/81C 2500 - 1000 2500 – 1000M cabinet/chassis 32760-1000M Half G/SG/MG	ACDN	300 - Option 11C cabinet/chassis 24000 - Option 51C/61C/81C 300 - 1000 300 - 1000M cabinet/chassis 24000 -1000M Half G/SG/MG
AML	16 - Option 11C cabinet/chassis 16- Option 51C/61C/81C 16 - 1000 16 – 1000M cabinet/chassis 16 – 1000M Half G/SG/MG	BRAND	2 - Option 11C cabinet/chassis 2 - Option 51C/61C/81C 2 - 1000 2 – 1000M cabinet/chassis 2 – 1000M Half G/SG/MG
LTID	0 - Option 11C cabinet/chassis 32760 – Option 51C/61C/81C 0 - 1000 0 – 1000M cabinet/chassis 32760 – 1000M Half G/SG/MG	RAN RTE	500 - Option 11C cabinet/chassis 512 - Option 51C/61C/81C 500 - 1000 500 – 1000M cabinet/chassis 512 – 1000M Half G/SG/MG
ATTENDANT CONSOLES	2500 - Option 11C cabinet/chassis 32760 – Option 51C/ 61C/81C 2500 - 1000 2500 – 1000M cabinet/chassis 32760 -1000M Half G/SG/MG	BRI DSL	150 - Option 11C cabinet/chassis 10000 – Option 51C/ 61C/81C 150 - 1000 150 - 1000M cabinet/chassis 10000-1000M Half G/SG/MG
MPH DSL	100 - Option 11C cabinet/chassis 64 - Option 51C/ 61C/81C 100- 1000 100 – 1000M cabinet/chassis 64 – 1000M Half G/SG/MG	DATA PORTS	2500 - Option 11C cabinet/chassis 32760 - Option 51C/ 61C/81C 2500 - 1000 2500 – 1000M cabinet/chassis 32760-1000M Half G/SG/MG
PHANTOM PORTS	2500 - Option 11C cabinet/chassis 32760 - Option 51C/ 61C/81C 2500 - 1000 2500 – 1000M cabinet/chassis 32760 -1000M Half G/SG/MG	TRADITIONAL TRUNKS	2500 - Option 11C cabinet/chassis 32760 - Option 51C/ 61C/81C 2500 - 1000 2500 – 1000M cabinet/chassis 32760-1000M Half G/SG/MG
DCH	80 - Option 11C cabinet/chassis 254 - Option 51C/ 61C/81C 80 - 1000 80 – 1000M cabinet/chassis 254 - 1000M Half G/SG/MG	TMDI - DCH	64 - Option 11C cabinet/chassis na - Option 51C/ 61C/81C 64 - 1000 64 – 1000M cabinet/chassis na – 1000M Half G/SG/MG

Applications lineup with CVSD

Product	ISMs Required	CVSD Service Level Required
Agent Greeting	None	Enhanced Business Services (L2)
Call Pilot	None	Business Services (L1) Network Message Service option (175) requires Advanced Network Services (L3B)
Call Pilot Mini	Digital User ISM & ACD Agent	Business Services (L1)
Meridian Mail	None	Business Services (L1) Network Message Service option (175) requires Advanced Network Services (L3B)
Core Hardware	None	Business Services (L1)
Wireless IP (802.11)	Digital User ISM	Business Services (L1)
DECT Wireless	1. Wireless 2. Wireless Visitor (DECT only)	1. Business Services (L1) 2. Multi Site option (370) requires Advanced Network Services (L3B)
ITG Trunks	ITG ISDN Trunks	Enhanced Business Services (L2)
M3900 Series	Digital User ISM	Business Services (L1) Virtual Office requires Enhanced Business Services (L2)
Meridian MAX	None	Advanced Call Center Services (L3A)
MICA	1. Digital User ISM 2. ACD Agent	Business Services (L1)
MICB	1. Digital User ISM 2. ACD Agent	-12 to 32 Port Card Business Services (L1) -42 to 62 Port Card Enhanced Business Services (L2)
MIPCD	1. Digital User ISM 2. ACD Agent	Business Services (L1)
MIRAN	The RAN CON and MUS CON ISMs are optional and must be ordered separately if required.	Business Services (L1)
MIVS	1. Digital User ISM 2. ACD Agent	Business Services (L1)
OTM 2.1	None	Business Services (L1) If DBA (feature package 351) is selected this will drive the SW to Enhanced Business Services (L2)
SCCS 4.2	None	- CCS100 requires Advanced Call Centre Services (L3A) - CCS 300 requires Premium Network Services (L4)
SECC 4.2	None	Advanced Call Centre Services (L3A)
IP Peer Networking (Signaling Server)	IP Peer H.323 Trunk ISM	Enhanced Business Services (L2)
Branch Office	IP Peer H.323 Trunk ISM	Main Office: Enhanced Business Services (L2)
SWCP	Phantom TN's	Business Services (L1)

Symposium Agent	None	Business Services (L1)
Symposium TAPI	AST	Advanced Call Center Services (L3A)
Attendant PC	Attendant Consoles	Business Services (L1)
M2250 Console	Attendant Consoles	Business Services (L1)
M2XXX (Digital Sets) series	Digital User ISM	Business Services (L1)
i2002	Internet Telephones	Business Services (L1) Virtual Office requires Enhanced Business Services (L2)
i2004	Internet Telephones	Business Services (L1) Virtual Office requires Enhanced Business Services (L2)
i2050	Internet Telephones	Business Services (L1) Virtual Office requires Enhanced Business Services (L2)

ISM Counters dependency on TN Configuration

ISM mnemonic	How a TN is configured
Service ISMs	
Analogue Telephones	<p>This counter will count Analogue Telephones configured in OVL 10 including analog ACD agents and AST, Line-side T1/E1 devices - voice mail systems, voice response units, trading turrets, etc. (LD 10, TYPE 500), Faxes and modems (LD 10, TYPE 500, CLS FAXA) and Fax Server ports (LD 10, TYPE 500, FTR FAXS)</p> <p>Phantom ports, wireless and CLASS sets are Not counted (LD 10, TYPE 500, WRLS is NO, CLS CNUD and CNAD).</p>
CLASS Telephones	This counter will count CLASS compatible analog sets . (LD 10, TYPE 500, CLS CNAA or CNUA)
Digital Telephones	<p>This counter will count Digital sets, including digital ACD agents , AST, 8.2.11 wireless sets and CallPilot Mini ports.</p> <p>Meridian Mail/CallPilot ports, data and phantom ports are Not counted.</p> <p>Virtual Office host sets; virtual sets are Not counted.</p>
Wireless Telephones	<p>This counter will count Companion and Companion DECT sets (LD 10, TYPE 500, WRLS YES)DECT sets supporting concentration.</p> <p>Visiting DECT sets are Not counted .</p>
Internet Telephones	This counter will count Internet sets (LD 11, TYPE i2002 or i2004) and Softphone (LD 11, TYPE i2050)
Wireless Visitors	This counter will count Visiting DECT sets supporting concentration feature (LD 10, TYPE DCS, VSIT YES)
ACD Agents	<p>This counter will count Analog ACD agents (LD 10, TYPE 500, CLS AGTA, FTR ACD) & Wireless ACD agents (LD 10, TYPE DCS or 500, WRLS YES, CLS AGTA, FTR ACD) & Digital ACD agents, Meridian Integrated ACD ports, virtual office host agents.</p> <p>And Internet ACD agents (LD 11, TYPE i2002, i2004, i2050, KEY 0 ACD).</p> <p>Meridian Mail/Call Pilot ports are Not counted.</p>
System ISMs	
Personal Call Assistants	This counter will count Personal Call Assistant data blocks (LD 11, TYPE PCA, KEY 1 HOT P)
ITG ISDN trunks	<p>This counter will count ITG-i486 Card trunks, ITG-Pentium Card trunks, ITG Media Card trunks.</p> <p>Voice gateways are Not counted. (LD 14, TYPE not VGW, XTRK ITG8, ITGP, MC8, MC32 and not VGW, IPTN NO)</p>
IP Peer H.323 trunks	This counter will count Virtual trunks (LD 14, TYPE TIE, XTRK VTRK)

ISM mnemonic	How a TN is configured
AST	<p>This counter will count Associated analog sets (LD 10, TYPE 500, AST YES) & Associated analog ACD agents (LD 10, TYPE 500, CLS AGTA, FTR ACD, AACD YES)</p> <p>And Associated digital and internet sets.</p> <p>Associated trunks but the following trunks cannot be associated: MUS, ADM, R232, R422, MCU, MDM, AWR, PAG, DIC, RAN, RCD)</p> <p>Meridian Mail/Call Pilot ports are Not counted.</p>
RAN connections	This counter will count Broadcasting RAN trunks (LD 14, TYPE RAN)
Music connections	<p>This counter will count Broadcasting music connections.</p> <p>Not-broadcasting music trunks are not counted (LD 14, TYPE MUS).</p> <p>1 Music Broadcasting trunk = 64 Music Connections</p>
Survivability	<p>This counter will count Survivability ISM (how many expansion cabinets / media gateways can operate in survivable mode)</p> <p>Option 11C/CSE specific.</p> <p>(LD 117, SURV cab YES)</p>
Pre-set ISMs	
TNs	The total number of TNs refers to Terminal Numbers (TNs) configured in Overlays 10, 11, 12, 13, and 14. There is no differentiation among signaling, data, or voice channels..
ACD DNs	ACD DN counts the number of ACD and CDN data blocks (LD 23, TYPE ACD or CDN).
AMLs	Application Module Links (LD 17, ADAN AML)
Brand	Brand index ISM specifies a string displayed on an idle set.
LTIDs	Logical terminals configured on DSLs (LD 27, TYPE DSL)
RAN routes	Recorded announcement routes (LD 16, TKTP RAN)
Attendant consoles	<p>This counter will count every Attendant Console and PC consoles configured in OVL 12. An Attendant Console may use two or more TNs. However, the number of TNs occupied by an Attendant Console will not be used for Attendant Console ISM counting criteria; each TN occupied by an Attendant Console will be used for System TNs ISM counting criteria. TNs used for power supply are not counted toward Attendant Consoles.</p>
BRI DSLs	This counter will count every BRI lines (LD 27, TYPE DSL, APPL BRIL)
MPH DSLs	This counter will count every BRI MPH lines (LD 27, TYPE DSL, APPL MPH)
Data ports	<p>This counter will count every Data Port configured in OVL 10 (data TNs), 11 (data TNs) or 14 (MCA, MCU); Data Ports will be excluded from counting as Analogue or Digital Telephones or Traditional Trunks.</p> <p>A data TN configured in OVL 11 is a Data Port. An MCA (Meridian Communications Adapter) fits inside a Meridian Digital Telephone to provide access to data functions. An MCA is configured in Overlay 11 as an M2006, M2008, M2216 or M2616</p>

ISM mnemonic	How a TN is configured
	<p>or M3900 series with DTAO prompt set to either MPDA (Meridian Programmable Data Adapter) or MCA.</p> <p>An MCU (Meridian Communications Unit), that replicates the functionality of the MCA and provides additional features.</p> <p>Both MCA and MCU are counted as Data Ports. DAC (Data Access Card) is a data interface card that allows the card to work with the RS-232 interface, the RS-422 interface, or both.</p> <p>Configuration of DAC is in OVL 11, with R232 or R422 as the TYPE prompt. Both R232 and R422 data sets are counted as Data Ports.</p> <p>A Data Port is not limited to unit 16 to 31. If a TN has FLXA (Flexible Voice/Data Allowed) CLS , a DATA port is allowed to the TN (unit 0-15).</p> <p>ATA sets (LD 11, TYPE any of M3000, CLS DTA and not MMA)</p> <p>Meridian Communication Adapters (LD 11, TYPE any of M2000, CLS DTA and not MMA)</p> <p>Meridian Communication Units (LD 11, TYPE MCU)</p> <p>R232 DAC units (LD 14, TYPE R232)</p> <p>R422 DAC units (LD 14, TYPE R422)</p>
Phantom ports	<p>Analog phantom sets (LD 10, TYPE 500)</p> <p>Digital phantom ports (LD 11, TYPE any of M200 and M300)</p>
Traditional trunks	<p>This counter will count each Traditional Trunk (analog, digital, ISDN and ITG 1.0 Trunks) configured in OVL 14.</p> <p>Analog trunks that use in-band signaling for establishing calls to COs or other switches are counted as Traditional Trunks.</p> <p>Trunks of this nature include but are not limited to the following: AIOD Automatic Identification of Outward Dial, CCSA-Common Control Switching Arrangement, ANI Automatic Number Identification, ATVN-Autovon, CAMA-Central Automatic Message Accounting, COT-Central Office, CSA, DID-Direct Inward Dial, FEX-Foreign Exchange, FGD Feature Group D, RLM-Release Link Main, RLR-Release Link Remote, TIE, WAT-Wide Area Telephone Service.</p> <p>Not all trunks configured in OVL 14 are for trunking purposes. Interfaces or devices of this nature are not counted as Traditional Trunks. They include but are not limited to the following: ADM Add-on Data Module, AWR-Automatic Wake Up RAN/Music, DIC-Dictation, MCA-Meridian Communication Adapter, MCU-Meridian Communication Unit, MDM-Modem/Data Module, MUS-Music, PAG-Paging, R232/R422-Data Access Cards, RAN-Recorded Announcement, RCD-Recorder.</p> <p>Counting analog trunks does not depend on hardware type, density or country-specificity. DTI Channels (1.5 and 2.0 Mb) and JDMI Trunks count as Traditional Trunks. Line-Side T1/E1 are counted as Analogue Telephones and are not counted as Traditional Trunks. ISDN trunks such as ISL, VNS, 1.5 and 2.0 Mb PRI (including IDA) and BRI count as Traditional Trunks.</p>
D-channels	<p>Primary D-channels (LD 17, ADAN DCH)</p> <p>Backup primary D-channels (LD 17, ADAN BDCH)</p>
TMDI D-channels	<p>D-channels configured on TMDI card. Option 11C/CSE specific. (LD 17, TYPE ADAN, CTYP TMDI)</p>

Printing ISM System Limits

When REQ is set to SLT in Overlay 22, ISM system limits are printed. You can update the value of ISM limits either through sysload or the Instant ISM feature. You can print the new ISM limits through Overlay 22 after the update is complete.

The following shows the new format of Overlay 22 implementation for printing system limits.

LD 22 – Print system limits

Prompt	Response	Description
REQ	SLT	Print System Limits: Incremental Software Management.

Example of an Overlay 22 print out when REQ = SLT for large system

ANALOGUE TELEPHONES	1160	LEFT 1017	USED 143
CLASS TELEPHONES	16	LEFT 4	USED 12
DIGITAL TELEPHONES	2520	LEFT 1866	USED 654
WIRELESS TELEPHONES	96	LEFT 96	USED 0
INTERNET TELEPHONES	1000	LEFT 782	USED 218
WIRELESS VISITORS	0	LEFT 0	USED 0
ACD AGENTS	1000	LEFT 577	USED 423
PCA	1000	LEFT 996	USED 4
ITG ISDN TRUNKS	1000	LEFT 928	USED 72
IP PEER H.323 TRUNKS	1000	LEFT 968	USED 32
AST	1000	LEFT 767	USED 233
RAN CON	0	LEFT 0	USED 0
MUS CON	0	LEFT 0	USED 0
TNS	32760	LEFT 29621	USED 3139
ACDN	24000	LEFT 23769	USED 231
AML	16	LEFT 12	USED 4
IDLE_SET_DISPLAY NORTEL			
LTID	32760	LEFT 32760	USED 0
RAN RTE	512	LEFT 512	USED 0
ATTENDANT CONSOLES	32760	LEFT 32760	USED 0
BRI DSL	50	LEFT 38	USED 12
DATA PORTS	32760	LEFT 32597	USED 163
PHANTOM PORTS	32760	LEFT 31986	USED 774
TRADITIONAL TRUNKS	32760	LEFT 32068	USED 692
DCH	255	LEFT 239	USED 16

System Monitoring

To assist in monitoring system growth each time an overlay is used a header appears in the affected overlay reflecting the system status. The header indicates the total, available, and used quantities of the ISMs corresponding to the data blocks that are configured in the overlay. The counts are updated each time system activity adds or deletes one of the tracked items.

When the limits are exceeded, an error message appears.

ACD parameters are preset for each system. The numbers in the header are not necessarily real limits and are subject to system configuration. Contact your Nortel Networks representative for information regarding your system limits.

A header, reflecting ISM parameters, is added to the following overlays:

- Overlay 10: analog (500/2500 type) telephones, CLASS telephones, wireless (500/DCS) telephones, wireless visitors, ACD agents, AST, TNs, data ports and phantom ports.
- Overlay 11: Meridian 1 proprietary telephones, internet telephones, ACD agents, PCAs, AST, TNs and data ports.
- Overlay 12: Attendant Consoles and the number of TNs.
- Overlay 13: Digitone receivers and tone detectors.
- Overlay 14: AST, ITG ISDN trunks, IP Peer H.323 trunks, RAN and MUS connections, TNs, data ports and traditional trunks.
- Overlay 16: RAN routes.
- Overlay 17: D-channels (DCH and TMDI DCH) and Application Module Links (AMLs).
- Overlay 23: ACD-DNs.
- Overlay 27: TNs, Digital Subscriber Loops (DSLs) and Logical Terminal Identifiers (LTIDs).
- Overlay 117: Survivability (Option 11C/CSE specific).

4.0 Documentation

The Documentation CD-ROM will be the default General Availability (GA) deliverable For Succession 3.0.

There will be three documentation packages produced with Succession 3.0, one for Small Systems, one for Large Systems and one for Succession 1000. Each of the documentation packages will contain the Succession 3.0 Documentation CD and three printed NTP's Installation and Configuration, Maintenance and Upgrade applicable to the System.

The Branding initiative associated with Succession 3.0 will have a major impact to the Customer documentation. All the NTP's in the four documentation suites (Meridian 1 large system, Option 11C, Option 11C Mini and Succession CSE 1000) will be up issued incorporating the Software name change and the platform name change. The NTP's in the different documentation suites that contain duplicated information will be combined and used with all Systems.

The following table provides a list of Documentation packages that will be available at General Availability.

Title	Product Code	Applicable Region
Succession Meridian Electronic Reference Library (SMERL)	NTLH91AA A0518482	Global
Small System Documentation Package - Succession Meridian Electronic Reference Library - Small System Installation and Configuration - Small System Upgrades - Small System Maintenance	NTLH92AA A0519138	The Americas
Large System Documentation Package - Succession Meridian Electronic Reference Library - Large System Installation and Configuration - Large System Upgrades - Large System Maintenance	NTLH93AA A0519139	The Americas
Succession 1000 Documentation Package - Succession Meridian Electronic Reference Library - Succession 1000 Installation and Configuration - Succession 1000 Upgrades - Succession 1000 Maintenance	NTLH94AA A0519140	The Americas

The Succession Meridian Electronic Reference Library (SMERL) is a 2-CD set that includes all the NTP's and User Guides available for the Meridian 1, Succession 1000 and Succession 1000M Systems. Also included are all the applications supported on the System such as CallPilot and OTM.

The three System packages will be made up of the Succession Meridian Electronic Reference Library CD as well as three NTP's applicable to the particular System. The three NTP's will be: Installation, Maintenance and Upgrade.

5.0 Core Software Feature Summary

5.1 System Features & Processor Enhancements

5.1.1 Option 61 C CP-P11

Nortel intends to discontinue the production of the Thor systems for large systems (based on Motorola 68K processors). The alternative is the CP Pentium based systems. The base idea of the Single Group CPP system is to reuse the hardware of the 81C CPP system and develop the necessary changes in software and appropriate engineering rules in order to have a single group CPP system. Hence, a unified hardware platform for both single group and multi-group configurations is provided and the M1 software supports both single group and multi-group configurations for CPP based systems.

This approach presents the following advantages:

- Same compilation and load build process are used;
- Same patch creation process is used;
- One generic CD_ROM is produced and shipped to customers for all CPP based systems , customers who want to upgrade from single group to multi-group configuration (Within the same software release) can use the same CD-ROM and must order only a new keycode file and the additional hardware necessary for multi-group;
- Unified hardware platform for all CPP based systems;
- More simple upgrade procedure from single group to multi-group configuration;
- Reduces the development effort and teams needed to support all systems and their evolution;
- Reduces the amount of training and technical knowledge transfer needed for distributors;
- Field return repairs of one product instead of two;
- Less testing needed for future M1 software releases.

5.1.2 CP-P11 Health State Monitoring Enhancements

Currently the status of the ELAN Ethernet port or the AML links are not considered in the CPP system overall health state as such. If the ELAN port fails or the ELAN connections to platforms that run applications using AML protocol (such as Call Pilot and Symposium) drop, the CPP will not attempt to switch CPU.

The ELAN devices will become unusable: in the Symposium case the M1 will default to ACD queue and the Call Pilot will not have any mail box access.

This enhancement builds on the existing redundancy architecture of the CPP system by including the health of the ELAN port into the hardware components considered and taking into account the ability to PING the far end of the platforms that connect to M1

using the AML protocol. By doing that an ELAN connection (to an AML application) drop on the active side of the CPP could lead to a switchover to the other core.

New features

ELAN port physical layer status is included in the hardware health count.

New health count including ELAN connections to AML and IPL applications state.

New command in Overlay 135 which displays the contents, status and values of both health counts.

STAT HEALTH is added to Overlay 135.

SYNTAX: STAT HEALTH [HW/ELAN/AML/IPL/HELP]

Enhanced /Modified features

The CPP system redundancy architecture is enhanced to be a two-tier approach, whereas the TIER 1 is the hardware status and TIER 2 is the ELAN connections to applications status.

The IPL health previously linked to the ELAN port health is included in the ELAN connections health.

Display, CPU, Inter-processor bus and Dongle components no longer contribute to the health count. They will still be reported but will not trigger a CPU switch-over.

The health count reporting mechanism will now log the reason for a CPU switch-over on both cores.

5.1.3 CPP Mixed Disk Drive

The design of the current CP PII processor is to operate with MMDU of same size on both the cores. The disk redundancy is not supported for MMDU of different sizes.

Replacing the MMDU in a CP-PII system is a difficult operation and frequently involves downtime. If the system can only operate with two identical MMDUs, and the distributor only has spares of a different size than that being repaired, both MMDUs have to be replaced.

With a variety of disk sizes in the field, it is important to allow distributors to replace a defective MMDU with another MMDU of any size larger than 6 GB to minimize the downtime and to keep distributors spares inventories down to acceptable levels.

This software feature allows the use of MMDU of any size (not less than 6 GB) in the CP-PII and allows any combination to be equipped.

There is a parallel hardware modification to the MMDU each time that a change in drive is required. But this feature is intended to allow these to be independent.

This Feature provides the following:

- Allow the two CPP processors to have different sized MMDU and still provide full service operation, including CPU switchover operations.
- Permit future changes of disk size to be implemented without further software changes at that time.
- Permit the MMDU to be changed, even to a different size or to/from a mixed configuration, without any system down time. This would exclude any downtime incurred as a result of having to power down an entire Core-Net shelf in order to gain access to the MMDU.

5.1.4 CDR Enhancements (Enable Package 259 to NA)

CDR X record (Transfer)

X (Transfer) records contain detailed information about a transfer. The X record shows which parties were connected during the transfer stages of the call. S (Start), X and E (End) records are generated in order. However, there may be intervening records associated with other calls. All records associated with one call can be identified by the Terminating ID (TERID) which contains the same trunk route member (rrrrmm) number.

CDRX and Periodic Pulse Metering (PPM) or Advice of Charge (AOC)

If an outgoing Periodic Pulse Metered or Advice of Charge (AOC) equipped trunk is transferred only once, one S and one E record are generated. If an outgoing Periodic Pulse Metered or AOC equipped trunk is transferred more than once, X records are generated.

The CDRX Package 259 allows non-metered outgoing CO trunks to generate X records. However, the Trunk Route type must be one of the CO trunk types: COT, FEX, WAT or DID.

The duration of a call transfer can be calculated by comparing the time stamp in one X record with the time stamp in its preceding X record. This indicates the billing time for this portion of the call for the identified originator. The PPM or AOC count applies only to this segment of the call.

This feature is introduced to North America market with the introduction of Succession 3.0.

5.1.5 CP-PII Resiliency

The following CPP/FNF enhancements have been included in Succession 3.0 (Succession 3.0) Core Software:

1. Switch CPU during Midnight Routines (Q00432457)

A new prompt has been added to overlay 17 (MID_SCPU with YES or NO as the valid Response) to allow a CPU Switchover on CPP machines as part of the midnight routines.

If this option is set to Yes, the 3PE Test will not be performed during the running of LD 135 but a CPU Switchover will be performed instead. If both LD 135 and LD 137 are configured as midnight routines, then LD 137 will be run first and a successful completion will be used as a pre-condition for performing the CPU switchover.

NOTE: There will be an interruption in service while the CPU Switchover occurs. All existing calls will stay intact, new call processing will be temporally suspended.

2. Addition of new clock switching command

Due to the introduction of the NTRB53AA clock controller, a new limitation must be imposed on the sclk command in overlay 39 and swck command in ld 60. The clock can be switched at most once every minute to ensure system stability. If a clock switch is attempted more than once a minute using either manual command, it will be blocked. As a result of a blocked switch, new error messages will inform the user to wait one minute or to use the new sclk free command if the clock switch must be done. The force option can only be used on the new clock controllers or when a FIJI alarm that would normally stop a clock switch to the other ring is on.

3. Dynamic PSDL (Q00521460)

With this enhancement, the installation/de-installation of PSDL loadware on the active CPP Processor is automatically mirrored on the inactive CPP Processor. Prior to this change, the installation/de-installation had to be manually performed on the inactive CPP Processor.

4. FIJI Alarm Improvements (Q00459688, Q00436957, Q00436945)

In order to improve the understandability of the FIJI acronyms, new names will be given to each. A new alarm, RX_CTRL (alarm 18) has been added to release 26 and alarms that have become obsolete (alarms 7, 14 – 16, and 41) have been removed.

These changes will affect the text output of the stat alarm X Y full command and the FIJI error message displayed when a FIJI alarm turns on or off.

Alarm Number	Associated FIJI error	Old name	New name
0	FIJI010	NEWK_BYTE	RECVS_FROM
1	FIJI011	LOP_BIT	LOP
2	FIJI012	LOS_BIT	LOS
3	FIJI013	LOF_BIT	LOF
4	FIJI014	NEWZ_BYTE	RX_CONN_TO
5	FIJI015	BER_BIT	BER
6	FIJI016	TXIP_BIT	TX_PARE
7	FIJI021	CDA_BIT	Obsolete
8	FIJI022	FPC_BIT	FP_CLK
9	FIJI023	RECOV_C_BIT	RECOV_CLK
10	FIJI024	BPC_BIT	BP_CLK
11	FIJI029	DRP_BIT_PARE	DRP_SPC_PARE
12	FIJI030	RX_BIT_PARE	OHP_DRP_PARE
13	FIJI031	PST_BIT_PARE	DRP_ADD_PARE
14	FIJI032	MFS_BIT	Obsolete
15	FIJI033	M8X_BIT_8M	Obsolete
16	FIJI009	BRC_BIT	Obsolete
17	FIJI065	CBL_BIT	FIJI_TO_FIJI
18	FIJI067	Did not previously exist	RX_CTRL
32	FIJI017	LOL_BIT_32M	PLL_LOL_32M
33	FIJI018	LOL_BIT_78M	PLL_LOL_78M
34	FIJI019	TVA_BIT_32M	PLL_TV_32M
35	FIJI020	TVA_BIT_78M	PLL_TV_78M
36	FIJI025	LM80_BIT_5V	FIJI_PWR_5V
37	FIJI026	LM80_BIT_33V	FIJI_PWR_33V
38	FIJI027	LM80_BIT_25V	FIJI_PWR_25V
39	FIJI028	LM80_BIT_OVT	FIJI_OV_TEMP
40	FIJI048	TXC_FAIL	TX_CLK
41	FIJI049	PST_OVF	Obsolete
42	FIJI050	ADD_78M_PROB	ADD_78M_FAIL
43	FIJI051	DRP_78M_PROB	DRP_78M_FAIL
44	FIJI052	FRM_SHIFT	FRM_SHIFT

5. Log File Improvements (Q00351433, Q00425153)

Enhancements have been made to the Report log file tools to provide more information and to prevent the loss of unread log reports.

These changes will assist in troubleshooting issues with CPP systems.

6. FIJI new firmware (Rls 19)

A new FIJI test has been added to help diagnose FIJI hardware faults and speech path problems that other tests may miss. The link test can be invoked through overlay 39 - test

link Gt Gr S D. The FIJI test routine uses a pattern of link tests (called I3 and IL tests) and backplane tests to isolate bad FIJI cards and bad loops on the backplane.

The FIJI test routine can be automatically run during the midnight routine by adding overlay 39 to the DROL list. It can also be invoked manually in ld39 via the test all command.

The following enhancements have been introduced:

- Report FIJI boot-up selftest result so that software will not allow a faulty card to go into service.
- Report firmware download checksum result to better debug bad downloads.
- Added new FIJI alarm, RX_CTRL, and enabled ADD_78M and DROP_78M to better cover fiji hardware failure and to avoid system impact on such failure.
- A new diagnostic test, called the link test, was added to better isolate speechpath problems on faulty fiji cards. This test along with the existing backplane test will be the basis for an automated fiji test routine that can be added to the midnight routine.

7. List of integrated CPP and FNF CRs

Review appendix C: Resolved Problems for a complete listing of integrated CR, and review the list of product improvements for list of enhancements.

5.1.6 Centralized Software Download for SIPE

Centralized Software Upgrade for SIPE Cabinet

The centralized software upgrade IP Expansion cabinet can be initiated using LD 143 commands or the installer can setup the automatic upgrade option using the installation menus encountered during the upgrade of the main cabinet, or by using the commands provided in LD 143.

This feature is applicable to systems running Succession 3.0 Core software or higher (not applicable to upgrade from Release 25 to Succession 3.0 core software)

New Command in LD 143

UPGMG ALL <SEQ/SIM>	Upgrade all IP Expansion cabinet or Media Gateway using sequential or simultaneous method
UPGMG <CAB #>	Upgrade specific IP Expansion cabinet or Media Gateway
UPGMGBOOT <CAB #>	Upgrade specific IP Expansion cabinet BOOT ROOM
ENL AUTOUPGMG	Enable Automatic Upgrade All IP Cabinets/Media Gateway
DIS AUTOUPGMG	Disables the automatic software upgrade option.
PRT AUTOUPGMG	Displays the settings for the automatic upgrade option
ABORT UPGMG	Abort Upgrade to IP Expansion /Media Gateway

5.2 Tools Enhancements

5.2.1 UIPE D-Channel Monitoring Tool Enhancement

The UIPE D-Channel Monitoring Enhancement modifies the monitor output for the debug option to be printed in three different formats, as chosen by the craft person and will remove the existing password protection for the Q.931 monitor.

New commands are introduced in overlay 96 to support message filtering based on ISDN TNs and message type for Q.931 messages.

A new command is introduced in overlay 96 to set filtering options for a D-channel based on terminals. This filtering option is a new filtering paradigm and is applicable for both UIPE proprietary and Q.931 messages. Changes will be done to Customer data block to accept TNs from the user for set based filtering. This will introduce a new data block called MON_DATA where in the inputs from the user for TNs will be manipulated with new prompts. Set based filtering will apply only to digital and analog terminals.

The command in overlay 96 that prints the monitor options status for a D-channel enabled for the debug monitor has been modified to print the newly supported levels and options for the Q.931 messages. For UIPE proprietary and the Q.931 messages, the status of set based filtering being ON or OFF will be provided.

When the monitor is enabled and the number of CRs in the idle queue has dropped below 10%, the message monitoring will be suspended. Along with this, this enhancement also includes a real time clock stamp on all the messages printed on the terminal for UIPE messages.

Feature Packaging Requirements

Package Mnemonic	Package Number	Package Description	Package Type (New or Existing or Dependency)	Applicable Market
ISDN	145	ISDN package	Dependency	All
PRA	146	PRA package	Dependency	
IPRA	154	International PRA	Dependency	
MSDL	222	MSDL	Dependency	

5.2.2 Troubleshooting Enhancement VOIP Command Enhancement

Overlay 117 Enhancement

The two commands being ported from PDT shell to OVL117 shell are:

PDT Command: rudpShow New Overlay Command: STAT RUDP

PDT Command: rlmShow. New Overlay Command: STAT RLM

The details printed on the OVL117 will be user-friendly. Informational messages that result from the command execution is filtered to delete low-level debug data.

This feature will display the TN's, IP addresses and other parameters in the standard OVL117 format so that the support personnel can understand.

STAT RUDP

This command gives the basic details of all the Ports and the respective connection information for each Port and the following are the output parameters:

PORT INFORMATION

SrcPort	Src IP	Data 1	Data
15000	47.147.8.30	0	0

CONNECTION INFORMATION

Dst Port	Dst IP	Status	Msg rcv	Msg sent	Retries
15000	164.164.8.102	ESTABLISHED <->	1	324	0

STAT RLM

This command displays the details of the RLM table.

TN	HWID	STATUS	HOST IP	TERM IP
2 0 8 3	00000000000000000000000000000000	192.168.90.3:00 REG	64.164.8.164	192.168.90.3

codec bdwth

4	770
---	-----

It displays the similar information for rest of the RLM resources.

5.3 Peripheral Support

5.3.1 PE/EPE Blocking

When the system is being installed / upgraded to the Succession 3.0 core software, a warning message will be prompted to the user. This has to be acknowledged by the user to proceed with the installation/upgrade. This warning message will be applicable to all large systems.

"WARNING:

This S/W release does not support TNs configured on PE/EPE shelves.

Upgrading to this software release will permanently disable all TN's configured on PE/EPE and will not allow new TN's to be configured."

The response to this from the user has to be YES in order to proceed with the install/upgrade process. If YES is entered by the user, the user will be given the main menu of the upgrade. But if the user enters NO for this prompt, then the user will be exited out of the install process and the system will be restored back to the previous release.

The following are the impacts of this feature on the system:

- All the large systems (except CPP) which have PE/EPE shelves configured.
- Address of the loops which are present on the PE/EPE shelves cannot be reused for other purposes till the user removes the block manually.
- Once TNs are disabled after the upgrade, the user cannot configure new TNs on the PE/EPE shelves and also cannot change the existing TNs.

This feature does not impact MMail TNs, DTI and PRI loops.

The carftsperson can always OUT the existing TNs configured on PE/EPE shelves, though they are disabled. If the user tries to change the existing TN or try and enable a TN that has been disabled, an error message will be prompted for the performed action.

The error message will be global and will be applicable for all the following overlays:

- Overlay 10 - Analog (500/2500) Telephone Administration.
- Overlay 11 - Meridian Digital Telephone Administration.
- Overlay 12 - Meridian Attendant console Administration.
- Overlay 13 - Digitone Receivers, Tone Detectors, Multifrequency Senders/Receivers.
- Overlay 14 - Trunk Data Block.
- Overlay 17 - Configuration Record.
- Overlay 25 - Move data blocks.
- Overlay 30 - Network and Signaling Diagnostic.
- Overlay 32 - Network and Peripheral Equipment Diagnostic.
- Overlay 34 - Tone and Digit Switch and Digitone Receiver Diagnostic.
- Overlay 54 - Multifrequency Signaling Diagnostic.
- Overlay 77 - Manual print.

5.4 Call Center, ISDN, Networking and CTI Enhancements

5.4.1 Observe Agent Security

As per current M1 design, ACD supervisors do not need to login/authenticate to monitor agents. With the existing functionality, an unauthorized person can use the supervisor's set to monitor agents. In addition a supervisor in an M1 customer can observe calls of all agents in that particular customer. This is a security issue when competing clients are using the same M1 customer.

This feature will ensure the following functions

- An unauthorized person cannot observe an agent call
- A supervisor can observe a call only in logged in state
- A supervisor can observe calls of specific agents only

Existing Operation

- ACD agents need to log-in to access ACD agent functionality. However ACD supervisors do not need to log-in to access supervisor functionality including the monitoring of agents' calls.
- An ACD supervisor can observe all the agents in a Contact Center if they are configured in the same customer. On the supervisor set the CLS DOS restricts supervisors from observing other supervisors.

There are two basic ways to observe an agent on M1:

- The supervisor can observe an agent by pressing the observe agent(OBV) key followed by the agent(AGT) key assigned to a particular agent, typically configured on a key expansion module with one agent key for each agent to be observed.
- The supervisor can also observe any agent in the same customer by pressing the observe agent key and then dialing the position ID of the particular agent.

Enhanced Operation

There will be a login control option which when set to Yes will allow the supervisors to observe agents when logged in. If supervisors are inactive for a programmable period of time given by IACT timer in Overlay 23, they will be logged out automatically. Supervisors can observe a predefined pool of agents if they are configured in the same customer, not all the agents. A Speed Call List (SCL) needs to be configured with Position Ids of agents as DN entries. This SCL when associated with OBV key will define which agent position, the supervisor is allowed to observe. If a supervisor has CLS DOS and an SCL (which contains agents as well as supervisors Position IDs as its entries) is associated with its OBV key, then the supervisor will not be able to observe other supervisor Position IDs though they are defined in the SCL. Thus the functionality of DOS will remain unchanged. The two basic ways of observing agent still remains the same.

Assumptions

A supervisor can observe agents only within the same customer.

ACD C/D package is present and SCB/ADS block configured for the operation of the feature. ACD A/B package does not have the concept of login and logout.

If supervisor presses OBV key and then presses AGT key for a particular agent, observe will be allowed even though Position ID of the agent is not in the SCL.

Configuration of SCL does not include validation of DNs entered. Similarly, Position Ids in the SCL will not be validated during configuration. It is up to the crafts person to put correct entries in the SCL.

Feature Limitations

The Speed Call List associated with the supervisor can have a maximum of 100 entries. So, the supervisor can observe a maximum number of 100 agents in addition to the number of AGT keys configured on the set.

System Impact

If the feature is enabled completely, an inactive supervisor can be automatically logged out after a specified period of time. Logged out supervisors will be restricted from observing any agent call. Supervisors will be allowed to observe only specific agents.

Feature Operation

This feature will give two levels of security; One with the login control and another with allowing only specific agents to be observed. The two levels of security can be used independent of each other.

Feature Packaging

Feature Packaging Requirements

Package Mnemonic	Package Number	Package Description	Package Type (New or Existing or Dependency)	Applicable Market
OAS	394	Observe Agent Security	New	All
ACD	40/41	ACD-A package /ACD-B package	Dependency	All
ACD package	42/50	ACD-C package /ACD-D	Dependency	All

5.4.2 Call Center Transfer Connect (UUI)

At present, the transport of User to User information (UUI) from the public network over ISDN to the Meridian 1 is not supported.

Transfer Connect is an AT&T service which enables AT&T Toll Free subscribers to transfer or redirect a Calling Party (CP) to another location. The party (the Toll Free subscriber) that receives the incoming call and wishes to transfer it is designated the Redirecting Party (RP), and the party who is the recipient of the transferred call is referred to as the Target Party (TP). In addition to call redirection, the service supports data forwarding from the RP to the TP. Data Forwarding allows the RP to send data to the TP using the Message-Associated User-to-User Information (MAUUI) signaling procedure described in AT&T TR41459.

This feature is a first phase implementation of support for AT&T Transfer Connect / UUI based on requirements prioritized with lead customers.

The following capability will be implemented in the first phase:

- The Meridian 1 is always TP (Target Party) as described in TR50075. This implies that MA UUI is always received from the Network to the Meridian 1 i.e. the first phase solution will only support transfer of the UUI data into Symposium Meridian Link Services to enable screen pops via a Nortel or 3rd party CTI application.
- The initial ISDN “UUS” implementation would be implemented to support MA-UUI on NI-1AT&T 4ESS for North America and CALA only. MA UUI is supported only when received in an ISDN SETUP message. If received in any other message, it will not be processed.
- UUI information will be accessible by application developers via Symposium Meridian Link Services (MLS). A new information element (IE) for UUI will be created. The MLS interface specification will be updated to reflect the introduction of a new information element.

The following capability would not be supported in the first phase:

- Transfer of UUI data back to the network would not be supported in this release i.e. RP (Redirecting party) capability of AT&T Toll free transfer connect feature.
- Transfer of UUI data to a networked Symposium Call Center Server is not supported i.e. the first node in the M-1 network cannot be a Symposium Network Call Center node.
- No support for Codeset 6 FAC & Codeset 7
- UUI data will not be presented on telset displays.
- It is assumed that database lookup requirements can be managed via the IVR system. Symposium database lookup via HDX interface is not supported.
- European ISDN protocols are not supported in phase 1.

The above content may be considered in subsequent phases depending on customer requirements.

Market Characteristics

The target market is North America and CALA. This feature is not applicable to other markets.

Feature Operation

Whenever User to User information IE is received from the network over ISDN ESS4 & ESS5 interfaces in call establishment messages, it will be stored by the Meridian 1 without any processing. This information will be sent to Symposium Meridian Link Services via ELAN in an ICC message. The ICC message will contain a new IE to accommodate UUI data. UUI information will be transported to SCCS in the ELAN Incoming Call (ICC) message. Calls from the ISDN network arriving with UUS information must be routed to a CDN which is flagged as terminating UUS calls. Upon arrival of an incoming call at a UUS CDN, Meridian 1 will extract the UUS information and forward it to Symposium MLS in a new IE in ICC message, provided the CDN is acquired by Symposium Call Center Server and it's UUI prompt is set to YES in LD23.

Software Requirements

Succession 3.0 Software (Succession 3.0) & Symposium Call Center Server Rls 4.2 SU09 or higher. Nortel Networks (Symposium TAPI Server 3.0) or 3rd Party CTI application licensed to work with Symposium Meridian Link Services. (CTI application development is required to leverage this feature.)

Network Requirements

M1 connected to any switch by ESS4 or ESS5 interface. (NI-1 only)
Subscription and Connection to AT&T Transfer Connect Service.

Feature Packaging

Feature Packaging Requirements

Package Mnemonic	Package Number	Package Description	Package Type (New or Existing or Dependency)	Applicable Market
UUI	393	User to User information	New	NA & CALA
ISDN	145	ISDN package	Existing	All
PRA	146	PRA Package	Existing	All
BACD (A and B)	40, 41	ACD Basic Package	Existing	All
NGEN	324	NGEN Connectivity Package	Existing	All
CSL	77	Command and Status Link	Existing	All

5.4.3 CTI Enhancements (DTMF Tone Generation)

Third Party Call Control Applications provide acquired sets the ability to activate features from a PC connected via a local area network to a CTI server. This connectivity provides messages over LAN, sophisticated call handling and integration with the Host based application.

This will provide following functionalities to the Third Party Call Control Applications:

DTMF Tone generation on an ACTIVE CALL

Currently, CTI applications such as network routing applications and Symposium agent must connect directly to individual phones to control the generation of DTMF digits. These connections allow the installation of hardware (MCA's or Meridian Communicator cards) at each telephone set.

This feature development will enable host based applications (such as MERIDIAN LINK SERVICES and Windows TAPI applications) to invoke DTMF tones to be generated on behalf of any acquired set as if the user has pressed digits on the dialpad of their telephone during an active call. This is accomplished by sending a new Set Feature Invocation (SFI) message from the application. This message will be sent on behalf of the acquired set and will include DTMF digits and optional fields like inter digit delay, tone duration and pause duration. An SFI response message will be sent back to the application to acknowledge the reception of an incoming SFI message (DTMF generation request). A Set Feature Notification (SFN) message would also be sent from the M1 to the application only after successfully generating the DTMF tones corresponding to digits sent in the SFI message.

DTMF Tone generation feature will enhance the sales of Symposium Call Centers where Network Call transfer Service is used. DTMF tone generation enables call center customers to more easily implement automated routing of transfer and connect Toll free traffic. This reduces their cost of operations.

Application Changes

Changes are required in the following components for this Feature to Operate:

- Symposium Call Center Server-Meridian Link Services Manager
- Symposium TAPI service provider to M1
- Symposium Agent

Documentation changes

- Core Software ACD Reference Guide
- Meridian Link Service Manager (Not part of this development)
- Meridian Link Interface Specification (Not part of this development)

Symposium TAPI Server (Not part of this development)
Symposium Agent (Not part of this development)
TSM API (Not part of this development)

Applicable Systems

This feature is applicable to all systems, but this feature is not supported for Call Pilot users as this feature is already available for Call Pilot Agents.

Feature Limitations

This feature can be supported only for acquired sets. Phantom PBX sets and attendants are not supported as they cannot be associated.

The DTMF tones will not be generated if the set is being given Music or RAN. This feature supports a maximum of 32 digits sent from the application.

The DTMF digits will be in CDR reports only if the DTMF generating set is the originating set.

Trunks supported

As this feature is dependent on end-to-end signaling, it supports only the trunks supported by the EES feature which includes CO, FEX, WATS, TIE, CCSA, DID and CAMA trunk types.

Feature Packaging

Feature Packaging Requirements

Package Mnemonic	Package Number	Package Description	Package Type (New or Existing or Dependency)	Applicable Market
MLM	209	Meridian Link	Dependency	All
CSL	77	Command and Status Link Package	Dependency	
EES	10	EES Package	Dependency	All
ACD	40/41	AACD package / BACD package	Dependency	All

5.4.4 Trunk Optimization Call Modification (TRO-CM)

Trunk Route Optimization feature - Before Answer (TRO-BA) feature was developed in X11 Release 17. TRO feature it only works for calls that have never been answered, and therefore TRO-BA does not work for calls that have been manually or automatically transferred after being answered.

TRO became more urgent with the introduction of ITG Trunk 2.0 in Meridian 1 X11 Release 25, due to the possible degradation of voice quality and increased latency associated with multiple tandem VoIP media path connections with multiple transcodings of the voice message.

IP Peer Networking provides direct media path and avoids the problem of voice degradation even with multiple tandem Virtual Trunks in a pure IP Peer network.

The TRO Call Modification feature eliminates most of the voice quality degradation associated with multiple tandem voice paths in Hybrid networks consisting of:

- IPT 3.x with X11 Release 25 (with TRO CM functionality patches) interoperating with IP Peer Networking phase 2 in common network transfer scenarios
- IPT 3.x with Succession 3.0 software (no patches required) interoperating with IP Peer Networking phase 2 in all network transfer scenarios
- TDM MCDN networks interoperating with IPT and IP Peer Networking in all network transfer scenarios

The TRO Call Modification feature makes the most efficient use of network resources across all types of MCDN networks:

- Reduces the number of physical IP Trunk 3.0 resources that must be provisioned to achieve a given blocking grade of service.
- Reduces the number of physical TDM MCDN trunk carrier facilities to achieve a given blocking grade of service (PI request from British Telecom).
- Reduces the number of Virtual Trunks and Voice Gateway channels to achieve a given blocking grade of service.
- Minimizes service interruptions by eliminating unnecessary points of failure in the tandem nodes of established calls.
- Facilitate operational traffic measurements and problem determination by simplifying the virtual trunk connections.

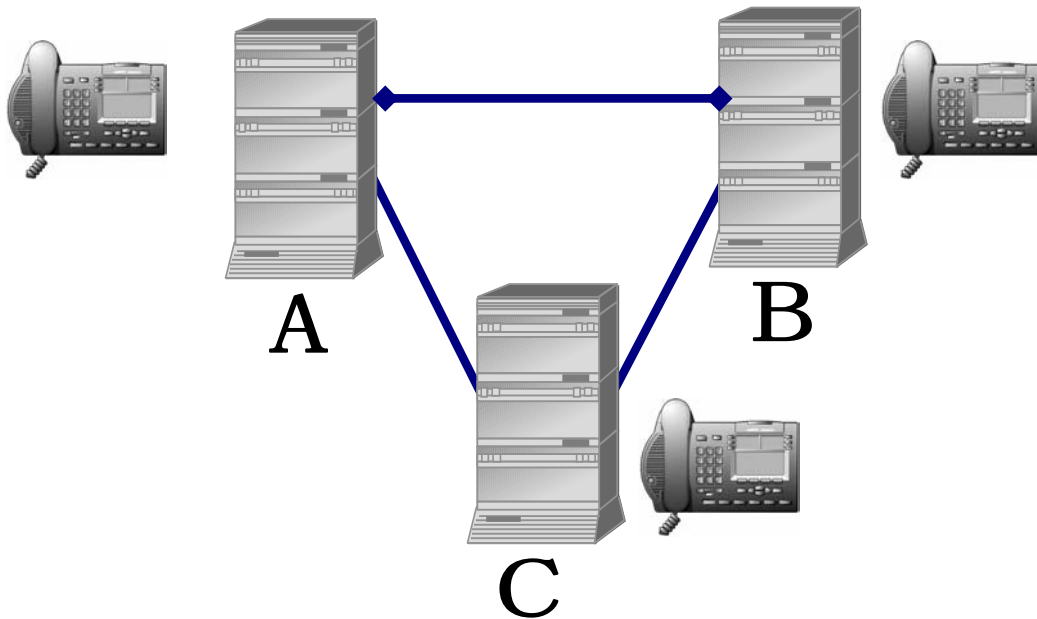
This feature functionality should be available on all the switches in the network to get the benefits of this feature.

The recommendation is to upgrade all the switches in the network to Succession 3.0. If this is not possible, this functionality should be made available in the form of patches to all the switches in the network that are on pre-Succession 3.0 software (or appropriate releases for IPT and CSE 1000).

Patches for Pre Succession 3.0 core software Switches

One of the requirements of the TRO-CM feature was to ensure that this feature can be introduced on a MCDN network which can have switches running pre-Succession 3.0 core software.

Three nodes scenario:



Station A on Node A calls Station B on Node B.
Station B transfers the call to Station C on Node C.

Node A (pre-Succession 3.0), Node C (Succession 3.0), Node B can be running any Release

When Station B completes transfer, since Node C is on Succession 3.0, TRO-CM will be triggered and a TRO-CM FACILITY message will be sent to Node A.

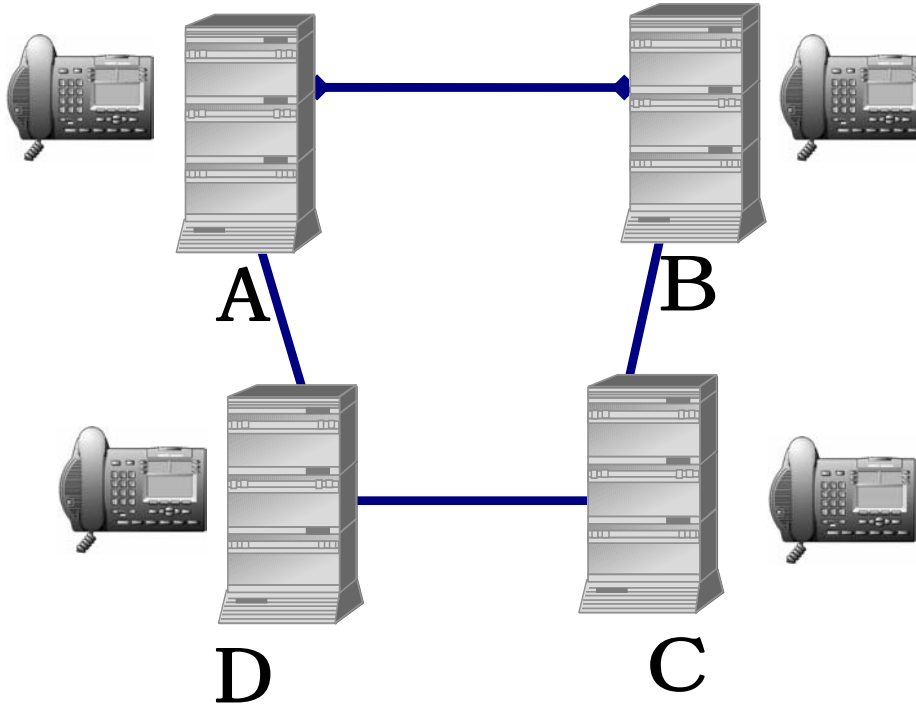
Node A will not be able to interpret this new tag in the FAC message and will print a **BUG5128** indicating that an invalid operation value has been received in a FACILITY message.

A patch (MPLR17406) will be required to stop this bug from being printed. The patch will also reject the FACILITY message with a permanent failure which will prevent Node C from retransmitting the TRO-CM FAC.

Node A (Succession 3.0), Node C (pre-Succession 3.0), Node B can be running any release

TROCM will fail to trigger and no patch is necessary.

Four nodes scenario:



Node A (pre-Succession 3.0), Node B and Node C (Succession 3.0), Node D(pre Succession 3.0)

Prior to Succession 3.0, TRO FAC IE was exchanged only in FACILITY messages. TRO-CM introduced TRO FAC IE in SETUP, CONNECT and DISCONNECT messages.

When TRO-CM messages are exchanged between Node A and Node C, Node D will print a bug **BUG5125** as it expects TRO FAC IE only in a FACILITY message.

So a patch is required on node D, to prevent this BUG and also to effectively tandem the TRO FAC IE.

So, effectively one patch need to be present on a switch, which is running load prior to Succession 3.0, when it is in a network of Succession 3.0 switches.

Patch (MPLR17406) is available to:

- Prevent BUG5128 and to reject the TRO-CM Trigger Message.
- Prevent BUG5125 and to tandem the TRO FAC IE.

Note: The presence of this patch on pre-Succession 3.0 switches will not enable TRO-CM operation on these nodes; it will however prevent BUGS on the pre-release 25 system and assist TRO-CM operation on the Succession 3.0 nodes.

Market Characteristics

The feature is applicable globally on MCDN networks.

Core Software changes

Changes are required in the following software modules:

- ISDN Primary Rate Interface for M1.
- TRO Module.
- Call Processing on M1.

Application Changes

Changes are required in the following components for.....

Documentation changes

The following NTP documentation will be modified:

- Core software Networking Features and Services
- International ISDN PRI Product Description
- Core Software Guide

Feature Packaging

This feature will be included in the software option 148, as an advanced ISDN capability. Prerequisites for package 148 remain the same.

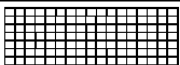





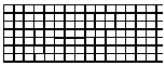
5.5 Digital sets Features Enhancements

5.5.1 M3900 Full Icon support

There are many call states associated with the DN keys for M3900 series of sets and the expansion accessories. These call states are indicated by the flashing rate of a single phone icon. The same icon is flashed at different cadences to indicate different call states. The M3900 FULL ICON SUPPORT feature would allow distinct functional icons to be displayed to indicate different call states in addition to the flashing cadences on the M3900 series of sets along with the expansion module accessories. This would enable the user to quickly determine the call state of a DN instead of just viewing the flashing cadence of a single phone icon.

Existing Operation

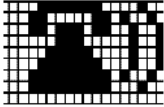

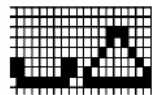
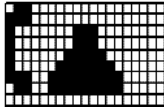
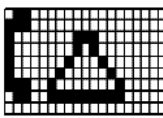
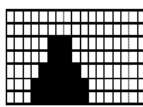
M3900 series of sets along with the Key Based Expansion Module and the Display Based Expansion Module makes use of a single phone icon to display different call states. Currently a single phone icon with different flashing cadences is used to determine the call state. A phone icon is used to display the off-hook state of the set. The icon remains in the lit state until the user goes on-hook after the call. The same icon is used in different flavors of indication to denote states that the associated key is in its operation. Meridian 1 supports various states, namely, dark, lit, wink, flash, and flicker. The flashing cadence is used to distinguish between wink, flash, flicker states. Both feature keys and DN keys share these cadences to indicate the current state of the key as per its functionality. The existing operation to determine the call state is summarized below:

Call/Feature State	Symbol displayed by terminal	
	DN Keys	Feature Key:
Idle		NA
Ringing		NA
I-Hold		NA
U-Hold		NA
Active		NA
Feature On	NA	
Feature Off	NA	

Normal Feature Operation

M3900 series supports a range of new icons to indicate different call states for the M3900 series of sets along with the Key Based Expansion Module and the Display Based Expansion Module accessories. This would enable the end user to determine the call state of calls easily. This feature involves invoking the display of different icons for different call states using appropriate message formats.

The distinct new icons to identify different call states are summarized below:

CALL/ FEATURE STATE	ICON DISPLAYED BY M3900 SERIES AND EXPANSION MODULES DN KEYS	FEATURE KEYS	ICON FLASHING CADENCE SENT BY THE SWITCH
Idle	No Icon is displayed	NA	Off
Ringing		NA	Flash
I-Hold		NA	Wink
U-Hold		NA	Flicker
I-Active		NA	On
U-Active			On
Feature On	NA		On/Flash/ Wink/Flicker
Feature Off	NA		Off

Ringin: This icon is displayed on the ringin DN of a set that is being called.

I-Active: The I-Active icon is displayed on DN's for active call states.

U-Active: The U-Active icon appears on the MADN DN of a set when a call has been answered by another terminal on the MADN DN.

I-Hold: This icon appears on the DN of the set that has placed the call on hold.

U-Hold: The U-Hold icon appears on the MADN DN of a set when a call has been placed on hold by another terminal on the MADN DN.

Market Characteristics

The feature is applicable for all the users using M3903 phase 2\$3,M3904 phase2&3 and M3905 phase3 with the expansion modules and will be applicable globally. This feature will provide customer value by greatly enhancing the customer's recognition and use of the call states of the M3900 series sets.

Hardware Requirements

Phase II and Phase III M3903 and M3904 sets.

Phase III M3905 sets.

One Display Based Expansion Module.

Two Key Based Expansion Modules; Release 9 of the Key Based Expansion module (KBA) is the minimum release required to support the Full Icon support feature.

Package Mnemonic	Package Number	Package Description	Package Type (New or Existing or Dependency)	Applicable Market
ICON_PAC KAGE	397	M3900 Full ICON support	New	All
DSET	88	Digital Set	Dependency	All

5.5.2 Group Hunt Enhancement (Package 120 in North America)

Group Hunting is similar to the Hunting feature. If a call encounters a busy DN and a Group Hunting Pilot DN is specified, then the call is routed to the next idle DN in a prearranged group.

Unlike the existing Hunting feature Group Hunting allows a customer to:

- configure all members of a hunt group in one block instead of in many different station data blocks
- prevent group hunt termination on any idle member via a Group Hunt Deactivate Flexible Feature Code (FFC) or via a GHD (Group Hunt Deactivate) key
- limit the hunting steps to the total number of DNs in the list
- initiate hunting by dialing or accessing a group hunt Pilot DN directly, and configure a DN to be a member of more than one hunt group.

Feature packaging

For markets other than France:

Group Hunt/DN Access to SCL (PLDN) package 120.

Dependencies:

- International Supplementary Features (SUPP) package 131 where applicable, and
- Flexible Feature Codes (FFC) package 139, and
- System Speed Call (SSC) package 34.

For the French market only:

French Type Approval (FRTA) package 197; and Group Hunt/DN Access to SCL (PLDN) package 120.

Dependencies:

- International Supplementary Features (SUPP) package 131, and
- Flexible Feature Codes (FFC) package 139, and
- System Speed Call (SSC) package 34.

5.5.3 Personal Call Assistant (Standalone M1 & MCS 5100)

The SIMRING feature enables the simultaneous ringing of a Meridian 1 user's desktop set and any other device(s) as defined for the respective user.

This SIMRING functionality enables multiple new capabilities for M1 users, including:

- The delivery of Multi-Media applications to M1 users via interoperability with MCS 5100 Multimedia Application Platform. For "Blended" desktops the voice services are provided by the Meridian 1 & Multimedia applications are delivered by MCS 5100. The SIMRING feature triggers the launch of Multi-Media Applications window while ringing the M1 desktop set.
- Enabling simultaneous ringing of the M1 desktop set and device(s) connected via trunks on the Meridian 1. Example application is the ringing of a user's cellular phone in parallel with the ringing of the M1 desktop. User can turn on/off this capability, and define the DN to be called, through a newly introduced Flexible Feature Code (FFC).
- Enables users to belong to multiple groups/departments within the Meridian 1. An example application of this capability is the retail environment where an individual can have knowledge of both paint & plumbing and the user's set will ring whenever the DN for either Paint or Plumbing is called.

To configure the above functionality, the SIMRING feature introduces the concept of a Personal Call Assistant (PCA) for M1 users. The PCA is a virtual set associated with the desktop set. For the SIMRING scenario, the PCA is associated with the user's desktop set using the Multiple Appearance DN (MADN) feature of the Meridian 1. For incoming calls, the PCA extends the call to an internal or external DN defined on a HOTP key on the virtual set. Multiple PCA's can be associated with a desktop set through the standard MADN functionality. Users can dynamically enable or disable the PCA, as well as define the DN the call is being extended to, through the use of Flexible Feature codes (FFC).

The SIMRING feature will enable calls to be extended over any trunk type, however for interoperability with MCS 5100, and Blended Desktop capability, the trunk needs to pass the CLID and as such must be a PRI or H.323 trunk.

Software changes

A new package is introduced, PKG 398

New ISM Parameter introduced PCA Default is 0.

5.6 Regional Features

5.6.1 System of Operative Research Measurements (SORM)

This Russian Call Monitoring feature is required by Russian authorities. This feature ensures monitoring of local sets and outgoing network calls.

Two types of monitoring are available:

- Monitoring a DN on the Meridian 1.
- Monitoring a subscriber of either the Meridian 1 network or the Public network.

Two different options of monitoring are available (depending on the configuration):

Full monitoring option:

In this case, the call content (voice, fax and modem) and call associated data messages (containing information about call phases) of the monitored call are provided and sent to the Control Point.

Statistical monitoring option:

In this case, the call content is not transmitted and only call associated data messages (containing information about call phases) of the monitored call are sent to the Control Point (CP). It is possible to change the monitoring option during the monitoring process. For a monitored call in a full monitoring option, in order to provide the call content, two speech paths to the Control Point are established (called stereo mode):

A speech path carrying call content from the target facility, and

A speech path delivering the call content destined for the target.

The normal mode with two calls is the stereo mode. Optionally, only one call can be set up. In this case, the two speech paths are grouped together via conference.

This is the mono mode.

Call associated data is transmitted using an X.25 permanent connection.

The Monitored switch is linked to the Control Point through a DTI2 connection.

Time slot 30 is used for the managing information transmission: commands and responses about the command execution (start, stop, begin monitoring etc.).

Time Slot 31 is used for the monitored connections information transmission-messages (begin, answer, end, supplementary service messages).

Feature Limitations

Only TRANSFER, CONFERENCE, CALL FORWARD (busy, unconditional and no answer), CALL WAITING, CALL PICKUP, CONSULTATION CALL and CALL HOLD supplementary services are fully supported (call content and call associated data content) as feature redirecting a monitored call. Other M1 supplementary services are not supported.

No Call Monitoring Password recovery procedure is introduced for the new overlay 98. When it is lost, only Nortel Tech Support team is able to reset the password to its original value. Mail Box and Attendant consoles cannot be monitored.

When analog trunks are involved, default information is given.

For example, the type of communication will be chosen as outgoing or incoming (no toll or international notion).

Calling party number identification is supported only for ISDN, DTI2 and DPNSS signaling, when monitoring a network subscriber, only calls through analog, DPNSS, DTI2 and ISDN routes can be monitored.

CPSI and PTY (rlogin) ports cannot be configured as DTC channels. They can not be used for communication between the Meridian1 and CP. But these terminals can be configured as SORM maintenance or messaging terminals.

Modified Overlay 17

Overlay 17 is modified in order to handle the 5 new Call Monitoring USER keywords: CMC, XCMC, CMM, XCMM and CMP. When entering one of these classes, a PSWD prompt is displayed and the system waits for the administrator to enter the Call Monitoring Password. If Russian Call Monitoring package (353) is restricted, message SCH5656 (Invalid user type for this device) is displayed.

New Overlay 98

This new overlay is used to administrate the Call Monitoring feature. It is accessible only from CMC TTYs. Its access is restricted to authorized people. The Call Monitoring feature is set up for each customer separately.

Overlays 17 and 22 are modified to manage Call Monitoring TTYs.

Overlays 16 and 14 are modified to print new messages while trying to remove SORM route and trunks data.

Overlay 32, 37, 60, 96 are modified to print new messages while trying to disable SORM relate hardware.

Feature Packaging

Call Monitoring is packaged in Russian Call Monitoring package (**RUCM #353**).

The second existing package (**LAPW #164**) is required to provide data security features like password protection.

5.6.2 Additional Plugin for EMEA (20 new Plug-ins)

Plugin #	CR#	PRS #	Patch	PRS Title
48	Q00424648	BV66375	MPLR12169	No speechpath when transfer call to ORION with headset
50	Q00350068	MP15060	MPLR15785	Transmission of the name in case of tandem calls (MCDN-QISG) toward an Alcatel PAPX.
53	Q00429387	Q00429387	MPLR16487	Incoming DASS2 to outgoing DASS2. IF Incoming SIC 00, always want to send SIC 10 out
55	Q00424468	BV41162	MPLR05511	EUROISDN: Uipe BRIT status message on EST Confirm
56	Q00424644	BV65248	MPLR09233	Brit B-Channels are idle after DISU/ENLU in owl 32
57	Q00424010	BV44366	MPLR06795	NUME: Alert message ISN'T sent to ICT NUME TANDEMED(NCFW)
58	Q00546629	BV23274	MPLR07423	Numeris call tandem to CO are cut
59	Q00424115	BV68463	MPLR10160	Blind transfer not permitted over the network
60	Q00423908	BV27996	2215	PI-PATCH TO GET DELAY BETWEEN ONE ACD-CALL TO THE NEXT
61	Q00513471	MP09043	MPLR12859	Charge display feature does not take cent into account.
62	Q00424004	BV44061	MPLR06740	Confusing redirection on MADN if MARP = NO
64	Q00424780	MP01878	MPLR11988	DPNSS diverting immediate field missing (*37*B_PARTY)
65	Q00424693	BV73615	MPLR10030	WHEN MPO = DAR , DAR voice mail calls do not revert
66	Q00424662	BV68619	MPLR11807	PER: privacy for Companion sets
68	Q00349311	MP14903	MPLR15764	AODN (ATTN OVERFLOW DN) doesn't work to an ACD queue
69	Q00424176	BV81647	MPLR11355	Carrier selection(TELECOMITALIA) does not work with M1
70	Q00423733	MP05651	MPLR12554	SPN 411 with non zero FLEN discards tail digits.
72	Q00348996	BV41715	MPLR15741	DAPC digit insertion doesn't work over DPNSS link
73	Q00424497	BV45809	MPLR07113	MU-LAW to A-LAW conversion cannot be administered on BRI.
74	Q00350324	MP16616	MPLR16079	Time of day displayed on MDECT handsets

5.6.3 Troubleshooting Enhancements (Plugin Management)

Existing ISSP command in OVL22 displays the software version and the installed patch information.

This feature enhances ISSP command to display the enabled plugin details also. Plugins are applicable only for the EMEA market.

Plugin Information in Overlay 22

Plugins are generally provided when the customer requirement is contrary to the initial design of the feature. Plugins are software entities that provide additional capabilities to the corresponding X11 features. Plugins are generally country/customer specific. These plugins are serviced on pdt shell.

Following are the commands available:

- ple - enable plugin
- pld - disable plugin
- plp - print enabled plugins

The functionality provided by this development enables the craftsperson / technician to perform the equivalent of “plp” operation from SL1 Overlay. The same is incorporated as a part of ISSP command output in OVL 22.

When the Plugin Package is not enabled, the ISSP command will not show any information about plugins.

Command

> LD 22

REQ ISSP

Output

MAIN CAB

VERSION 2111

RELEASE 25

ISSUE 40 +

IN-SERVICE PATCHES: 1

PAT# PRS/CR PATCH REF # NAME DATE FILENAME

00 MP12872 None TAT 09/02/02 uprt311.p

LOADWARE VERSION: PSWV 75

INSTALLED PATCHES: 0

ENABLED PLUGINS

Plugin STATUS PRS/CR MPLR_NUM KEYWORD

22 ENABLED MP12871 CHTHOR_272 CWT

Appendix A: Auxiliary Processor Alignment

Auxiliary Processor	Compatibility (Release)		
	Option 11C, 11C Mini, 51C, 61C, 81, 81C , and Succession 1000M Series (Chassis, Cabinet, Half Group, Single Group and Multi Group)	Succession 1000	Branch Office
Attendant Console			
PC Attendant Console	1.2.X (1.2.411 is latest)	1.2.X (1.2.411 is latest)	1.2.X (1.2.411 is latest)
M2250 Attendant Console	Supported	Supported	Supported
System Management			
Meridian Administration Tools (MAT)	Not supported	Not supported	Not supported
Optivity Telephony Manager (OTM)	OTM 2.1	OTM 2.1	OTM 2.1
Messaging			
CallPilot	1.07 (with SU 4), 2.0 Used on Platforms: 201i, 702t, 1001rp versions	1.07 (with SU 4), 2.0 Used on Platforms: 201i, 702t, 1001rp ver.	1.07 (with SU 4), 2.0 Used on Platforms: 201i
CallPilot Mini	1.5	1.5	1.5
Meridian Mail	12.xx -13.xx	Not supported directly (can network back to Meridian Mail on an Main Office M1 system via NMS)	Not supported
Meridian Mail Card Option	12.xx -13.xx	Not supported	Not supported
Meridian Mail reporter	2.x ^a	Not supported	Not supported

Auxiliary Processor	Compatibility (Release)		
	Option 11C, 11C Mini, 51C, 61C, 81, 81C , and Succession 1000M Series (Chassis, Cabinet, Half Group, Single Group and Multi Group)	Succession 1000	Branch Office
Wireless / Wireless IP			
Companion	3.xx -7.xx (7.xx required for Enhanced Capacity)	Not supported	Not supported
Meridian/Succession on Companion DECT (DMC8 version)	470001xx – SW embedded on IPE card	470001xx – SW embedded on IPE card	470001xx – SW embedded on IPE card
VoIP – 802.11 Wireless IP Gateway	1.1x - Application supported on ITG Pentium only	1.19 - Application supported on ITG Pentium only	Not supported
Voice over Internet Protocol			
Internet Telephone – i2002 (2 line display)	Minimum FW version – 1.59	Minimum FW version – 1.59	Minimum FW version – 1.59
Internet Telephone – i2050 (Software Telephone)	Minimum SW version – Build 346	Minimum SW version – Build 346	Minimum SW version – Build 346
Internet Telephone – i2004 (Software Telephone)	Minimum FW version – 1.59	Minimum FW version – 1.59	Minimum FW version – 1.59
Remote Office Portfolio			
Remote Office 9150	1.3 or higher. 1.3.4 is M3900 Phase III Concurrent	1.3.1. or 1.3.4	Not Supported
Remote Office 9110/9115/ IP Adaptor	1.3.x or higher. 1.3.4 is M3900 Phase III Concurrent	1.3.4	Not Supported
Meridian Home Office MHO-II	1.18 is supported with Release 3.0, but not supported with M3900 Phase III	Not Supported	Not Supported

Auxiliary Processor	Compatibility (Release)		
	Option 11C, 11C Mini, 51C, 61C, 81, 81C , and Succession 1000M Series (Chassis, Cabinet, Half Group, Single Group and Multi Group)	Succession 1000	Branch Office
Mini Carrier Remote	Supported	Not Supported	Not Supported
Carrier Remote	Supported	Not Supported	Not Supported
Fiber I	Supported	Not Supported	Not Supported
Fiber II	Supported	Not Supported	Not Supported
RPE (Remote Peripheral Equipment)	Not supported	Not supported	Not supported
Retired Call Center Applications			
Meridian MAX [any platform]	9.2, 9.3, 10.x	Not supported	Not supported
Network Administration Center [NAC]	2.5 ^a	Not supported	Not supported
Meridian Customer Controlled Routing [MCCR] (Discontinued as of July 2000, SCCS offer the functionality of MCRR)	3B, 3C ^a	Not supported	Not supported
Meridian Link [Mlink]	5, 5C ^a (Replaced by Meridian Link Services – MLS 4.0)	Not supported. Replaced by Meridian Link Services – MLS 4.0	Not supported. Replaced by Meridian Link Services – MLS 4.1
Meridian Link & MCCR Co-residency	6.0, 6.4	Not supported	Not supported

Auxiliary Processor	Compatibility (Release)		
	Option 11C, 11C Mini, 51C, 61C, 81, 81C , and Succession 1000M Series (Chassis, Cabinet, Half Group, Single Group and Multi Group)	Succession 1000	Branch Office
Symposium Call Center and CTI Applications			
Meridian Link	6.x	Not supported – replaced by MLS	Not Supported
Symposium Messenger	Not supported	Not supported	Not Supported
Symposium Call Manager	Not supported – Replaced by Symposium Agent	Not supported	Not Supported
Symposium Communicator	Not supported	Not supported	Not Supported
Symposium Multimedia Conference	Not supported	Not supported	Not Supported
Symposium Desktop TAPI Service Provider for MCA (Meridian Communicator Adapter)	1.x - 2.x	Not supported	Not Supported
Symposium Fast Call / Fast View (Windows Only)	Not supported – Replaced by Symposium Agent	Not supported	Not Supported
Meridian Link Services [MLS] (i.e., SCCS 4.x sold with 1 Agent)	SCCS 4.2 is supported with Succession 3.0 in general , But with Call Centre Transfer Connect (UII) feature the following are required: <ul style="list-style-type: none"> - System with Core Succession 3.0; connected to any switch by ESS4 or ESS5 interface (NI-1 only) ; subscription and connection to AT&T Transfer Connect Services - SCCS rls 4.2 SU 09 or higher (GA Q3 2003) - Symposium Tapi server 3.0 or 3rd party CTI application licensed to work with S MLS 		Not Supported

Auxiliary Processor	Compatibility (Release)		
	Option 11C, 11C Mini, 51C, 61C, 81, 81C , and Succession 1000M Series (Chassis, Cabinet, Half Group, Single Group and Multi Group)	Succession 1000	Branch Office
Symposium TAPI Service Provider for M1/Succession 1000	2.3.1, 3.0	2.3.1, 3.0	Not Supported
Symposium Agent	2.3	2.3	Not Supported
Symposium Agent Greeting	2.0	2.0	Not Supported
Symposium Express Call Center [SECC]	4.2	4.2	Not Supported
Symposium Call Center Server [SCCS]	4.2	4.2	Not Supported
Symposium Web Centre Portal [SWCP]	4.0	4.0	Not Supported
Symposium Web Client	4.5	4.5	Not Supported
IVR Applications			
Symposium Integrated Interactive Voice Response	Not supported	Not supported	Not Supported
Symposium Open Interactive Voice Response	Not supported	Not supported	Not Supported
Periphonics Open IVR (VPS/is)	5.x	5.4.2	Not Supported
Periphonics Integrated Package for Meridian Link (IPML) – VPS/is based	2.0, 2.1 ^a	2.0, 2.1 ^a	Not Supported

Auxiliary Processor	Compatibility (Release)		
	Option 11C, 11C Mini, 51C, 61C, 81, 81C , and Succession 1000M Series (Chassis, Cabinet, Half Group, Single Group and Multi Group)	Succession 1000	Branch Office
Peripherals Multimedia Processing Server (MPS) 100, including IPML 2.0	1.0, 2.1	1.0, 2.1	Not Supported
Peripherals Multimedia Processing Server (MPS) 500	2.1	Not supported	Not Supported
Business Communication Manager			
Business Communications Manager	2.5 + Feature pack 1 – Supports interoperability between M1, Succession 1000 via MCDN over PSTN trunks.		Not Supported
Business Communications Manager	BCM 3.01 or later supports interoperability with Meridian 1 and Succession 3.0 via IP Trunk 3.0 or later	Not Supported	Not Supported
Business Communications Manager	BCM 3.5 interoperability with Succession 1000M. First BCM release that supports H.323 Trunk (IP Peer) and Gatekeeper will be Generally Available after the introduction of Succession 3.0	BCM 3.5 interoperability with Succession 1000	Not Supported
Interoperability with Norstar VoIP Gateway			
Norstar VoIP Gateway	The first Norstar VoIP Gateway release that supports H.323 Trunk (IP Peer) and Gatekeeper will be Generally Available after the introduction of Succession 3.0	Norstar VoIP Gateway interoperability with Succession 1000	Not Supported

Auxiliary Processor	Compatibility (Release)		
	Option 11C, 11C Mini, 51C, 61C, 81, 81C , and Succession 1000M Series (Chassis, Cabinet, Half Group, Single Group and Multi Group)	Succession 1000	Branch Office
MIXX Portfolio			
Integrated Call Assistant (MICA)	1.5	1.6	Not Supported
Integrated Conference Bridge (MICB)	2.1, 3.0x	2.1, 3.0x	2.1, 3.0x
Integrated Recorded Announcement (MIRAN)	2.0.16 and above	2.0.17 and above	2.0.17 and above
Meridian/Succession Integrated Personal Call Director (MICPD)	1.0.3 and above	1.0.4 and above	Not Supported
Integrated Voice Services (MIVS)	0.17	1.17	Not Supported
MCS 5100 (formerly Succession MX)			
MCS 5100	1.1	1.1	Not Supported

Note:

In addition to the systems and application compatibility chart above, information at a card and shelf level can be found in the Compatibility Section of the NTP (553-3001-156)

Note

^a no Core Software dependency

Branch Office Notes:

-Mixed Software Operation between Main Office and Branch Office:

It is possible for the Main Office Call Server and the Branch Office to temporarily have different software releases, as long as the Main Office is running at the highest release (Release 3.0). Also, it will be possible to temporarily have Branch Offices running different software releases (2.0 / 3.0) associated with a given Release 3.0 Main Office Call Server. This is required to support customers who are currently running a network of Succession 1000, Release 2.0 Branch systems, and who want to add one Branch (running Release 3.0 software). By allowing this mixed software operation, customers will not have to upgrade their entire network from Release 2.0 to Release 3.0, at the same time, in

order to add a single additional Branch Office - the network upgrade can be scheduled over a longer period. This mixed software configuration between the Main and Branch must only remain on a temporary basis. Customers must upgrade their Branch Offices to Release 3.0 within a month's timeframe. Indefinite operation with a mixed configuration is not supported.

- Call Server and Signaling Server software releases on both the Main Office and at the Branches Offices, should be congruent at all times.

- Feature operation of IP users in Normal mode would be the feature set on the Main Office whereas in Local mode, the IP sets would use the feature set on the Branch. Analog or Digital users would always use the feature set on the Branch.

Applications upgrade Notes:

- The latest versions of applications are supported on Succession 3.0 and also on earlier releases of X11/X21 software. The expectation is that a customer upgrading to Succession 3.0 should firstly upgrade any applications which are not at the version listed in the compatibility matrix to the supported version. For example, customer on 25.40 with SCCS 3.0 should upgrade to SCCS 4.2 first and then upgrade the core software to Succession 3.0.

Appendix B: Software Distribution

The following General Release files can be downloaded by following the instructions listed in this section:

<u>Application</u>	<u>Version</u>
• Call Server Software (Core Software)	3.00
• Signaling Server	2.10.81
• IP Line Application	3.10.81
• IP Telephone f/w	1.59 for i2004 / i2002
• 8051 XAController f/w on Media Cards	6.7 for SMC card /5.7 for ITG-P card
• i2050 software telephone	Build 346

Core Software

The Succession Release 3.0 software for your system is retrievable from the Networks Software Downloads web site. To access the software for your system, follow these instructions:

Note: you will need to log in to complete the steps below:

1. Access the www.nortelnetworks.com web site.
2. Select “**Software Downloads**” from the “**Support**” section.
3. Select “**Succession**” to select by Product Family
4. Select “**Succession Enterprise**” from the list of products
5. Then make the appropriate selection depending on your system type:
 - **Succession 1000 (includes Branch Office);**
 - **Succession 1000M Cabinet/Chassis and Meridian 1 Option 11C Cabinet/Chassis;**
 - **Succession 1000M Half Group/Single Group/Multi-Group and Meridian 1 Option 51C/61C/81C**
6. Select the **Software** link and click on the applicable file required.

Note: New with X21 Release 3.00

In order to load the software into the large system Call Server, a CD-ROM has to be created from the .iso file, using either 74 or 80-minute media depending on the capabilities of your CD-ROM burner. Instructions for creating the CD-ROM are contained in the README.TXT file. Only use a CDR for this; CDR-W is not supported.

A single ".iso" file for all processor type is provided to create the Software CDRom. This file is a ready-to-burn ISO9660 CD image that will create a CD that is bootable according to the El Torito specification. You must use CD writer software that can create a CD from this image. As the CD

image is pre-configured, your software will automatically create a bootable Large System CDROM for Succession Enterprise Software Release 3.0. See your software's help pages for specific Instructions on creating a CD from an ISO file.

IMPORTANT: NEW Version of the PCMCIA Card Programmer Tool required for 64MB Compact Flash Cards and PC's using Windows 2000

The updated Card Programmer Tool **Version 09** is required for PC's on Windows 2000 operating systems and when using the 64MB PCMCIA Cards. The tool and instructions can be found on the Software Downloads website under the Succession Enterprise product mapping. It is important to uninstall any previous versions of the Card Pro Tool before installing a new version. Please refer to the Product Bulletin published on the Partner Information Center (PIC) for more details.

Succession Signaling Server Software –Succession 1000 and Succession 1000M Systems Only

The Succession Signaling Server Software (2.10.81) is free of charge and is retrievable from the Nortel Networks Software Downloads web site. To access this web site, follow these instructions:

Note: you will need to log in to complete the steps below:

1. Access the www.nortelnetworks.com web site.
2. Select “**Software Downloads**” from the “**Support**” section.
3. Select “**Succession**” to select by Product Family
4. Select “**Succession Enterprise**” from the list of products
5. Then make the appropriate selection under “**Signaling Server and IP Peer Networking**”.
6. Select the Signaling Server file to begin the download process.

The Signaling Server file is named Sig_Serv_21081_iso.zip.

In order to load the software into the Signaling Server, a CD-ROM has to be created from the .iso file, using either 74 or 80-minute media depending on the capabilities of your CD-ROM burner.

Instructions for creating the CD-ROM are contained in the README.TXT file. Only use a CDR for this; CDR-W is not supported. Note that this CD-ROM contains the following software applications: IP Line 3.10.80 loadware, Gatekeeper, H323 Gateway, Element Manager and IP Telephone firmware (for i2002 and i2004). Refer to the system documentation for instructions on using the CD-ROM.

Retrieving IP Line 3.1 Loadware – Meridian 1 Systems Only

The IP Line 3.1 loadware is available free of charge and is retrievable from the Nortel Networks Electronic Software Delivery (ESD) web site.

Please note: OTM 2.1 is a requirement for the following systems:

- Meridian 1
- Meridian 1 Internet Enabled systems upgrading to Succession 1000M

To download the file from this site, follow these instructions:

Note: **You will need to log in to complete the steps below:**

1. Access the www.nortelnetworks.com web site.
2. Select “**Software Downloads**” from the “**Support**” section.
3. Select “**Succession**” to select by Product Family
4. Select “**Succession Enterprise**” from the list of products
5. Then make the appropriate selection under “**IP Line**”
6. Select the IP Line 3.1 Application link applicable to your hardware platform (SMC or ITG-P) and download the file.

The file names are:

- a. IPL31081.sa.zip (IP Line 3.1 zipped file for the SMC card), which includes:
 - IPL31081.sa: IP Line 3.1 loadware for the SMC card
 - 0602B59.bin: IP Telephone firmware for the i2004 IP Telephone
 - 0603B59.bin: IP Telephone firmware for the i2002 IP Telephone
- b. IPL31081.p2.zip (IP Line 3.1 zipped file for the ITG-P card), which includes:
 - IPL31081.p2: IP Line 3.1 loadware for the ITG-P card
 - 0602B59.bin: IP Telephone firmware for the i2004 IP Telephone
 - 0603B59.bin: IP Telephone firmware for the i2002 IP Telephone

Follow the upgrade instructions found in the IP Line Description, Installation and Operation NTP (553-3001-365).

Retrieving the IP Telephone Firmware Loads Meridian 1 Systems Only

The IP Telephone firmware loads (i2002 and i2004) are available free of charge and are retrievable from the Nortel Networks Electronic Software Delivery (ESD) web site. To download these files from this web site, follow these instructions:

Note: **You will need to log in to complete the steps below:**

1. Access the www.nortelnetworks.com web site.
2. Select “**Software Downloads**” from the “**Support**” section.
3. Select “**Succession**” to select by Product Family.
4. Select “**Succession Enterprise**” from the list of products.
5. Then make the appropriate selection under “**IP Line**”.
6. Select the IP Telephone firmware link to download the correct file (i2002 v1.59 and/or i2004 v1.59).

The file names are:

- 0602B59.bin: IP Telephone firmware for the i2004 IP Telephone
- 0603B59.bin: IP Telephone firmware for the i2002 IP Telephone

Follow the upgrade instructions found in the IP Line Description, Installation and Operation NTP (553-3001-365).

For Succession 1000 and Succession 1000M systems running Succession Software Release 3.0, the IP Telephone firmware loads are bundled with the Signaling Server CD-ROM/zipped file.

Refer to the Signaling Server software downloading instructions in this appendix.

8051XA Firmware – All System Types

The firmware on the SMC Card must be the version 6.7 and that on the ITG-P card must be the version 5.7.

***Note:** Prior to upgrading the firmware on the card, please ensure that the IP Line application s/w has been upgraded to IP Line 3.1 and the card has been configured as a Leader or as a follower in an active Node. I.e. if the card does not have an ELAN IP address configured, the upgradeXa command will return the following error message:*

```
tUpgradeXa: Connecting to 127.0.0.1...  
S_iosLib_INVALID_FILE_DESCRIPTOR
```

The firmware is available free of charge and is retrievable from the Nortel Networks Electronic Software Delivery (ESD) web site. To access this web site, follow these instructions:

Note: You will need to log in to complete the steps below:

1. Access the www.nortelnetworks.com web site.
2. Select “**Software Downloads**” from the “**Support**” section.
3. Select “**Succession**” to select by Product Family.
4. Select “**Succession Enterprise**” from the list of products.
5. Then make the appropriate selection under “**IP Line**”.
6. Select the appropriate link to download the firmware (SMC (v6.7) and/or ITG-P (v5.7)).

The file names are:

- SMCFW67.bin: Firmware for the SMC Card.
- ITGPFW57.bin: Firmware for the ITG-P Card.

8051XA Firmware upgrade procedures:

Refer to the IP Line Description, Installation and Operation NTP (553-3001-365) to conduct the upgrade. Substitute the firmware version noted in the procedures with version 5.7 (for the ITG-P) and version 6.7 (for the SMC).

i2050 Software Telephone Upgrade to Build 346 – All System Types

The upgrade to i2050 Software Telephone Build 346 is free of charge and is retrievable from the Nortel Networks Electronic Software Delivery (ESD) web site. To access this web site, follow these instructions:

Note: you will need to log in to complete the steps below.

IMPORTANT NOTE: This upgrade is applicable for **Windows 2000 and Windows XP** users only. **Windows 98 users cannot** use this version of the i2050 software phone and must install a new version of the i2050 Software Telephone. Refer to Succession 3.0 Product Bulletin for more detail.

1. Access the www.nortelnetworks.com web site.
2. Select “**Software Downloads**” from the “**Support**” section.
3. Select “**Succession**” to select by Product Family
4. Select “**Succession Enterprise**” from the list of products
5. Then make the appropriate selection under “**IP Line**”.
6. Select the i2050 Upgrade file to begin the download process.

The i2050 Upgrade file is named i2050_Upgrade_Build346.zip

i2050 Software Telephone upgrade procedure:

1. Navigate to the directory where the i2050 Software Telephone file is located.
2. Extract the file to a working directory.
3. Navigate to the working directory.
4. Double click on the i2050 Software Telephone file and follow the instructions on the screen.

Nortel Networks electronic software delivery for Succession Enterprise Systems via Nortel Network’s Customer Support website

Who has access to the web site?

The software download website is designed for Nortel Networks Distributors, Partners and associated technical support personnel.

To register for an account:

Nortel Networks has adopted the Common Registration System (CRS). This provides one user I.D. and password to access the service websites such as the Software Download and Keycode Retrieval websites.

Go to <http://www.nortelnetworks.com/>

Under “Support” banner, choose “Software Downloads menu”. At the left side bar, choose “Register” and follow the registration process instructions.

Software Download Steps:

Once registered, go to the Nortel Networks Customer Portal web site at the following URL:
<http://www.nortelnetworks.com>

Under “Support” banner, choose “Software Downloads” menu.

You will be able to view software on this page as a Guest only. To access the software as an authorized user, you must go to the “Log in” menu and apply your user I.D. and password.

Find the software file required within the applicable product chosen (search by release may be available for some products). Click on your software selection. Then click on the executable or image file and/or applicable documentation file and save to your desktop. (If you do not see any software files available, you may need to go to “My Profile” menu and make sure the Software box is checked.

For further details, choose the “Help Using this Site” menu option.

Appendix C: Resolved Problems

The following Problems found on previous GA releases of software have been resolved in Succession 3.0 Core Software.

Automatic Call Distribution ACD

CRs Number	Patches	Found in Release	Description
Q00445850	MPLR16501	25	SCCS: ACD agent locks-up / gets crosstalk after GENESYS 2 step transfer failure
Q00460124	MPLR16795, MPLR16660	25	SCCS: CallPilot 2.01 not passing call control back to SCCS 4.2 Server
Q00597633	MPLR11148	25	BUG681 on NCFW ACD call, MULTI INI-C then system reload
Q00485617		25	Attendant can not transfer to an ACD in nite service with a night RAN and no night call forward number
Q00349167	MPLR15716, MPLR13671	25	INI 000C from PRA_IDLE_CHANNEL / IDLECR / REMOVE
Q00541962	MPLR15958	25	BUG7058 SWD / INI RELATED TO NACD, WHEN RECEIVE SETUP MESSAGE WITH ZERO LEN INFO
Q00349220	MPLR16103, MPLR16483	25	SYMPOSIUM problem with 500 set agents (EXTRA CALL PEGGED)
Q00587008		25	Agent Observe Conference torn down when Agent Greeting is over
Q00349216	MPLR15929	25	USM ringing sent twice, related to FNA
Q00349192	MPLR16410	25	CAB message missing when transfer completed to CDN
Q00349335	MPLR16539, MPLR16588	25	Call registers not being idled
Q00351388	MPLR13138	24	NO ACNT code in case of transfer via external IVR system
Q00349180	MPLR16345	25	Call to SCR-DN on ACD set (SDNB=YES). Caller gets OVL.
Q00349239		25	BUG1358 from NIL Pointer in ACD
Q00349176	MPLR16264	25	The AGT status keys on ACD supervisors set show logout.
Q00349188		25	ACNT fails to flash when acquired agent answer if NACD
Q00349341	MPLR16408	25	BUG681 and RCV001 messages on intercept to ACD
Q00424168	MPLR11148	23	BUG681 on NCFW ACD call, multi INI-C then System reload
Q00554280	MPLR16896	25	Incorrect RTD on SCCS due to missing USM (transfer complete) when ATT Releases destination
Q00350170	MPLR16510	25	ITGT causes switch INIT under NACD traffic
Q00349191		25	No USM Conf-Init for Call Supervisor feature
Q00453211		25	ACNT key is not being restored after enlarging a conference
Q00349190		25	Incorrect RTD ON SCCS WHEN I/C CALL on PVR key
Q00476943		25	Incorrect H.97 IE in CAB message, when a CDN-IVR call is abandoned.
Q00518936		25	Supervisor can observe Agent when RAO = Full for the served ACD queue
Q00485496	MPLR16731	25	Calls to an agent do not go to MMail if the agent does not answer the call.
Q00348817	MPLR15887	25	TCOS digits display on TAPI
Q00595867	MPLR17076	25	SCCS: SLINK PROGRESS MESSAGE on RETRIEVERORIGINAL: ACD-DN missing in CRS Message
Q00617481		25	BUG6071 when ACDD stats are being collected
Q00536429	MPLR17205	25	Bug9014, bug030 and bug1338 appear often
Q00423690	MPLR11592,	23	IVR transferred call will not complete
Q00349178	MPLR16275	24	Trunk/Member info missing in IE39-OtherDeviceDNType
Q00349215	MPLR15810	25	BUG4005 - ACD/CCR related RASTRACE
Q00349183		25	Bug4001 and bug495 when transferring a ACD/with observe

Q00385404		25	CPND does not function as intended with certain features turned on.
Q00480481		25	ACD Feature not working
Q00482864	MPLR16596	25	AUD014 in association with ERR183 and DNIS and undefined IDC entries.
Q00506540		24	No USM send to idle transferring agent if it goes NRDY
Q00575546	MPLR16994	25	BERR705 INI000 2000 with use of command SATS within LMAN or MAX.
Q00473322		25	Wrong Called Number I.E into PCI message when TRO feature is activated.
Q00423367		25	BUG576 & BUG577 when ACD agent presses the RGA key
Q00503511		25	ACD agent calling an Acquired CDN fails observe by supervisor
Q00561144	MPLR16936	25	BUG4109 keeps getting printed for any call made.
Q00463240		25	MLSM Set Feature Notification (Login) providing invalid agent IDs
Q00526401		25	Call forward busy with call forward no answer sends incorrect info to MAIL
Q00349201		25	BUG440 CDR + ACD
Q00349168	MPLR16211, MPLR16208	25	System INI when VAS ID is negative
Q00349199	MPLR15585	23	BUG1358 from MONITOR_AUX_MSG
Q00349240	MPLR16116	25	Berr705, INI when call made by M3904 Virtual Office set.
Q00349214		25	ERR4291 try to provide Music when music route not defined
Q00349225	MPLR16149	25	BERR705 FROM RCVY_MAINT_AUDIT
Q00349205	MPLR15779	25	CDN name not displayed when answered at default ACD DN
Q00349222	MPLR16335	25	BUG4398: PBX generating BUG4398 constantly
Q00349233		25	AWC Indication not cleared with CCR/NACD Inter-working.
Q00349210		25	intermittent bug820, action unknown
Q00610263		25	Agt keys Disappear from SPV when agent logs IN
Q00625904		4	SECC 3.0/NE032105P042S/Analog agent MLSM message not consistent
Q00624875		4	MLSM sends callid 0 on Status Change disconnect and Release Indication
Q00349173	MPLR16346	25	BERR / INI 24 from RESTORE_2PRIO and CCR_LINK_AFTER
Q00636076	MPLR17274	25	Inconsistency with ICC Verses PCI mess for ATT TRN, causes problem on Host App.
Q00506271	MPLR16676	25	E1 line side TN remains in lockout if calling party disconnects IVR call
Q00615549	MPLR17159	25	High pitch tone after IVR broadcast announcement, instead of pure silence.
Q00633045		25	Charge Display prevents call revert
Q00582910	MPLR11386	25	DWC KEY; ACD CALLS WAITING SHOWS VERY LARGE NUMBERS. RELATED TO CCR.
Q00606442		25	CALL REGISTER CANNOT BE REMOVED FROM ACD QUEUE CAUSING BUG681
Q00677892		25	Affiliated/Plano 911 / 61c /2511 25.40b/Cannot enter TN in CWNT in ACD block
Q00668457	MPLR17522	25	phantom calls in SCCS - 021023-30736
Q00621074		25	VSC unable to transfer call from CDN to mailbox if MMail front-ends CDN
Q00654968		25	BUG4393- rls 25.40b CPP
Q00701302	MPLR17579	25	BUG6071 Invalid CR pointer 8000
Q00349264		25	Service changes of acquired 'device' are not inhibited.
Q00732616		25	Restrict MOV and OUT operations on acquired TNs
Q00719005		26	BUG6071 when attendant logs into voice mail
Q00660250	MPLR10640	23	Alert tone intermittent
Q00615655	MPLR17006	25	IVR broadcast does not work
Q00704566		26	BUG282 is printed when sets are acquired.
Q00679524		25	Transfer on 3900 sets locks up the set with Agent greeting activated
Q00670834		25	BERR / INI 24 following ADD170 error when bringing up HSL for MAX.
Q00612138		25	INI-24
Q00632103	MPLR17252 MPLR17455	25	Continuous ring On ACD digital set with call forcing.
Q00683766	MPLR17593	25	Taurus M3904 with headset, headset-key lit after call is transferred with CTI
Q00640323		25	A blind transfer of a trunk via Periphonics IVR to a NACD source queue with DNRT = YES while a single local target queue is open (remote targets closed) gives caller Nite Ran recording rather than 1st and 2nd Ran recording (Day recording)

Q00606983		25	Merged Call should return a fail value when merging two calls in CDN queues
Q00660596		26	OBVP table allows more than 240 entries.
Q00719005		3	BUG6071 when attendant logs into voice mail
Q00349264		25	Service changes of acquired 'device' are not inhibited.
Q00704566		3	BUG282 is printed when sets are acquired.
Q00660250	MPLR10640	23	Alert tone intermittent
Q00615655	MPLR17006	25	IVR broadcast does not work

CallPilot

CRs Number	Patches	Found in Release	Description
Q00349328	MPLR16351	25	Agent login cannot be invoked
Q00349328-01		25	Agent login cannot be invoked
Q00349328-02		24	Agent login cannot be invoked
Q00543550	MPLR16897	25	Delay in playing voice prompts for CPI
Q00435516		25	Continuous tones from attendant to callpilot after dialing #
Q00468407		25	BUG115 when 500 set calls Call Pilot and Flashhooks with CLS = XFD
Q00518757		25	CallPilot port not released immediately
Q00476889		25	BUG115 with MIX PBX Set (CLS XFR)
Q00504915	MPLR16672	25	BUG030 BUG035 when reverting from Call Pilot mailbox
Q00349330		25	DISA call can not go to Callpilot
Q00349323	MPLR16480	25	CONTINUOUS TONES FROM ATTENDANT TO CALLPILOT
Q00349329	MPLR17050	25	CDR Q record duration wrong for CallPilot queues
Q00349320	MPLR15829	24	CDN passed to CallPilot when call is sent to phantom DN
Q00351420		25	Using Autodial ADL Key
Q00616260	MPLR17375	25	Deacquiring all CallPilot agents causes Numerous BUG6071 errors
Q00553156	MPLR16944	25	CallPilot interaction with call waiting causes XMI000, AUD017, AUD018, AUD019
Q00679261	MPLR15788	25	Hot Dial call to ACD queue forwarded to CDN not working
Q00565151	MPLR16986	25	CLID is not show up on Class set when call was transferred from CallPilot

Administration

CRs Number	Patches	Found in Release	Description
Q00349092-01	MPLR17047	25	Initialization caused by doing a ISSP in Ld 22
Q00351402		25	Lffd prompt is missing in ld 15
Q00586438	MPLR17054	25	Modifying the system monitor on a fiber (NT1P63CA). PRS MP09106/
Q00349267		25	Installation with basic data gives SYS4691 BTDT 0
Q00418263		25	Unchecked Buffer in VxWorks FTP Server
Q00573179		26	BUG841 IN LD23 WHEN NEW ACD QUEUE IS ENTERED
Q00568846	MPLR17028	25	BUG001 issued for entering new sets in LD11/20
Q00446278		25	DSN: Ovl 43 EDD followed by reboot resulted in loss of all TN data
Q00349273		2.0	Bug message in new CDB -> CLID -> ENTRY
Q00477479	MPLR16623	25	STAT MSDL with STA application causes initialization.
Q00484261		25	SYSLOAD while doing service change in ld 20
Q00351395	MPLR16330	23	Foreign characters cannot be retrieved via Ethernet
Q00582128	MPLR17035	25	INI00024 during LD1 (template audit)
Q00352189		25	cannot patch local functions on 25.40
Q00353378	MPLR16183	25	DCS sets can not be put in group hunt list
Q00349268		25	It's possible to put in multiple Phantom DN's in
Q00583683		26	BUG6071 keeps appearing when entering ld 60
Q00352050	MPLR15492	25	Wrong CDEN when copy single density to super loop
Q00349261	MPLR16301	25	DECT: CPY ON A 500 DECT ACD AGENT, SLT PRINT WRONG
Q00351964	MPLR15432	25	BUG4244 BUG1500 BUG1501 when attn dials busy ANLG ROUTE
Q00349278	MPLR15652	23	Warm start reason 18 from HW_AUDIT call to IOREAD
Q00516121	MPLR16813	25	prompt WRLS set to yes automatically using "CPY" command
Q00513453		26	BUG5861 observed when system comes up after cold start, calls remain.
Q00351400		25	CIS/MFC tables corrupted after PKG CIST disabled/enabled
Q00348818		25	BUFFER OVERFLOW, BERR705 AND INI FROM LD 117
Q00351961	MPLR16386	25	BERR705 from CDR on call with CIS ANI reception
Q00595918		26	BUG841 during RDB removal in LD16
Q00349269	MPLR16427	25	Gradual loss of DOS file descriptors
Q00416433		2.0	MR/PPM Pkg unequipped msg when it's really equipped
Q00348816	MPLR16882	25	Inventory Generation causes Loops to disable
Q00418460		25	PSWV version not printed when the size of the s/w patch reaches limit.
Q00433060	MPLR16461	25	CPY for BCS does not copy CLID and ANIE of prime DN key.
Q00351960	MPLR16363	25	CDRX CANNOT BE CONFIGURED FOR DASS2 ROUTES
Q00507651		25	LWSTAT command in PDT prints incorrect information
Q00348816-01	MPLR16882	25	Inventory Generation causes Loops to disable
Q00507653		25	CPOUT command does not out thee 99'th patch
Q00348823		26	Script of status for some commands in PE Units displays
Q00517179	MPLR16719	25	SCSI108 Sector number 1758 does not match
Q00351399	MPLR16516	25	AUD000 runs more frequently after upgrade
Q00351958	MPLR16365	25	Wrong CDR after call transfer for QSIG tandeming
Q00611527		26	BUG841 when changing an attendant console in ld 12
Q00596072		26	BUG841 when a group hunt list is truncated in overlay 18
Q00611523		26	BUG6071 when changing an attendant console in ld 12
Q00596277		26	BUG9902 comes out when a new super loop is created in LD 97.
Q00348827		25	INV PRT in OVL 117 does not include i2004 sets
Q00352148		25	keycode filename change affects make system script
Q00424781	MPLR12584	22	INIT 1d during a DPNSS call.

Q00352240		25	one patch can be loaded twice on ITL3.00.18
Q00538564		25	Cannot add DCS set if DMC Superloop equal or greater than 20
Q00539668		25	Daylight savings time activation changes time adjustment hour setting to 0:00
Q00348828		25	Coding error in DO_SETBCS
Q00351952	MPLR15504	25	CallPilot on hold by attendant mishandled, crosstalk
Q00472315		2.0	Unable to run Test command
Q00349284	MPLR16596	25	Audit 014 about every 5 minutes
Q00420515		25	MOV command in LD-25 causes Initialization
Q00349271		25	CTYP prompted inconsistently
Q00349288		25	LD81 feature lists wrong
Q00351396		25	Set Installation fails if any ISM is at limit
Q00351957	MPLR10151	24	CDR duration (seconds) corrupted by "." or "/"
Q00351384		25	SCH5609 while trying to change DTI2 block
Q00349091		25	LUVU displays data units as spare voice units for QPC578
Q00529680		25	bug6244 on OOSMLT
Q00349276		25	Overlay 56 - default CAMPON CADANCE (XCAD) is incorrect
Q00517800		25	Input from TTY cause digital set display corrupted
Q00461850	MPLR16560	25	Non-stop scrolling NWS003 when invoke LOOP X test (X is a virtual loop)
Q00571058		25	The STARTBCS2 procedure uses un-initialized variable when programming a new set
Q00456285		25	Possible to create Group Call List for the customer that doesn't exist.
Q00539479		25	LWSTAT shows incorrect information on unloaded patch w/o reboot
Q00447928		25	Changing a BCS set from non-MARP to MARP can change the DNRI & DNRO values.
Q00349900		2	Can't do "map" in ld 82
Q00349265		25	OVL 22; PRT PLUGIN; "THE WEB ADDRESS IS:" IS PRINTED
Q00433639		2	LD 2 - STDA/TDTA with negative increments are not correct after SYSLOAD.
Q00477789		25	The number '5846' is printed on the all TTYs
Q00458765		25	CPND not handled properly when not configured in LD 11
Q00456338		25	Problem in changing the 500 Phantom sets over Unit value
Q00428790		25	It is possible to CPY a 500 set to a card configured as wireless and vice versa
Q00349266		25	overlay 143 PSDL list command
Q00524901		25	LD14:TN prompt does not display error message when an invalid entry is made
Q00488479		25	LD22 prints "IDLE_SET_DISPLAY" illegible
Q00351334		25	Incorrect CNI definition when overlay 17 aborted
Q00351394		25	LD30: TEST command disable slot 20 with "NWS401 -20"
Q00488118		25	Unable to CPY 2616 set in LD11
Q00348820		25	RNPG prompt is not printed on 2000/i2004 sets.
Q00348821		25	CLS LMPN/LMPX IS not printed in OVL 20 for M39xx
Q00348822		25	LUU command doesn't work correctly for ITG cards
Q00349086		25	BUG7541 During Midnight Routine
Q00349281	MPLR15866	22	ATT transferred calls to RPA not counted in TFC004.
Q00352146		25	BUG4051 Print continuously
Q00352095		1.0	Timestamp on MISP STATUS is never updated
Q00351965	MPLR16084	25	No CDR N record when a call forwards to CallPilot

Q00351409		25	SCH0117 on attempt to change AANI prompt in RDB
Q00351407		25	LD 20: PRT Type command doesn't display all TN's.
Q00349292	MPLR16134,	25	System INI During LD61
Q00349283	MPLR16347	25	Inventory sets issue
Q00349282	MPLR15852	25	Attendant Administration AAPBX leaves 500/2500 sets MBSY
Q00349259		25	Bug message BUG5323 when disable a line card
Q00349280	MPLR15825	25	SCH0011 given after service change to BCS set with PVR
Q00348826	MPLR16061	24	SSL not printed in LD21 for DID incoming only DTI2 route
Q00348824	MPLR15938	24	LCNO (PART OF RDB) prints as rubbish if value > 9
Q00351401		25	QMWO/QMWI and MQC can be configured simultaneously LD17
Q00712702		26	LD25: attendant individual DN block is not updated when attn console is moved
Q00715701		26	LD 73 Printing of PAD tables with TNLS YES the channels are not separated
Q00704736		26	Could not create a new tie model trunk using LD 14 after upgrade to 26.08f
Q00349291		25	SLT showing wrong amount of used MUS CON
Q00717192		3	IP Serv: STAT LINK commands do not give any response when attribute is incorrect
Q00675340		25	HOT D : SWD timeout BUG7058 while printing analog sets.
Q00695505		25	Blank line missing in print of NARS summary data
Q00701436		26	LD 43 RES command failed if /u/db/hi_bak or /u/db/hi_tmp folder not exists
Q00674562-01		3	IPTI trunk type not consistent between overlays
Q00692643		3	Incorrect use of SCPLNPTR in the WORKTOCORE global
Q00703555		26	Super Loop Range should be 96-112 instead of 0-255 for small systems in SCH4752.
Q00699111		26	History file contains misformed timestamp for overlay loading
Q00708405		3	AST ISM parameter is handled incorrectly for PBX sets
Q00708285		3	LD97 SUPL prompt does not allow to configure a superloop after entering out-of-r
Q00674562		3	IPTI trunk type not consistent between overlays
Q00349900		2	Can't do "map" in ld 82
Q00693599		3	Inconsistencies when defining AQTT
Q00696388		3	STIP HOST IP and STIP TERM IP commands do not work with partial IP address.
Q00667904		3	LD2 TFC001 shouldn't display local VTN as far end TN in QoS Alarm
Q00667885		3	LD 117 STAT SERV TYPE SMC command does not work
Q00720433		3	'stip zone' does not accept range of zones as parameter.
Q00704736		3	Could not create a new tie model trunk using LD 14
Q00349291		25	SLT showing wrong amount of used MUS CON

Call Processing

CRs Number	Patches	Found in Release	Description
Q00435576		25	Call registers lost due to CFW deactivation with M3900 phase 3
Q00431902		25	BERR705 INI from procedure OVERLOAD on CPP
Q00349339	MPLR16383	25	set display not update after redirection
Q00517384	MPLR16714	25	INI From procedure IDLECR with bug messages turned off
Q00576043	MPLR16286, MPLR12802	25	IN_CR_RANGE should check that the CR pointer starts on a CR boundary
Q00514042	MPLR16598	25	Outbound messages lost when Set Based Buffering (SBB) fails.
Q00589963	MPLR17053	25	INI000 001D due to invalid Call Register processed by TCM_INPUT_MSG.
Q00492664		25	Delay dialtone on new programmed 500 set.
Q00349337	5654	25	Sets in GPHT list are blocked after transfer to attn
Q00349085	MPLR13858	24	CFWNA TO ATTN INSTEAD OF ATTN RECALL AT TIME OF SFA
Q00349350	MPLR15831	25	One more INI 1D from procedure ENDHUNT
Q00349351	MPLR15849	25	Overlay 93 hangs when trying to disable tenancy
Q00584701		25	CR requests counted twice, so failures are undervalued
Q00349089		25	Coding errors in use of GET_DN_MEMBER can result in BERR
Q00528563		25	Call registers leak during excessive traffic
Q00349338		25	CHK_RCC_CLS doesn't handle a 500 set with MCRA
Q00555392	MPLR16907	25	ERR245 and ERR5491 using ringing number pickup (RNP).
Q00477222		25	NPR0035 message prints out from dtr card
Q00349336	MPLR16369	23	BUG4125
Q00349087	MPLR16382	25	DISP_PBX_CR corrupted after PBX set does a transfer
Q00349354		25	BUG0098 not printed when CNO & RNO both are out of range
Q00349353		25	Incorrect BUG201
Q00349333		25	Procedure GET_DATA_BLK makes use of illegal BUG21269
Q00349344		25	Local variables not initialized before use
Q00351424		25	TNTRANS can pass when TN is an MNA pointer or just bad
Q00412375	MPLR10413	25	No system dial tone. DTRs lock-up for an unknown reason.
Q00351425	MPLR16392	25	Incorrect Coding in QSIG msg facility when CLID secrecy
Q00412375	MPLR10413	25	No system dial tone. DTRs lock-up for an unknown reason.
Q00582241	MPLR15831, MPLR15876, MPLR16344 MPLR16260	25	NIL pointers should cause BUG not INI in LINK and REMOVE
Q00714804		3	BUG282 when using SNAP
Q00732623		26	BUG266 when observing an idle agent
Q00636994		25	HOTLINE TO A VIRTUAL OFFICE (VO) SET DOES NOT WORK.
Q00582224	MPLR14336, MPLR15957, MPLR16212	25	Defensive code is required to detect and diagnose timing block corruption
Q00732623		3	BUG266 when observing an idle agent

Pentium Call Processing CP PII

CRs Number	Patches	Found in Release	Description
Q00415505		25	CPP system can introduce unexpected IP setup parameters.
Q00349404	MPLR16380	25	SYS000 000800
Q00476727	MPLR16580	25	SYS0800 when removing patches
Q00349409	MPLR16356	25	CPP can not cold start due to printf blocking.
Q00417361		25	CPP HEALTH COUNT FAILURE
Q00554772		25	I2004 calls dropped after warm start
Q00626662		25	CPP cutover causes CPU lock-up
Q00571212		25	FIJI forced download even when not necessary
Q00573507	MPLR17011	25	HD LED on CPP CPU faceplate is on incorrectly with 52X CDROM
Q00349416		25	CPP continuously reboots when CDROM not detected
Q00349387		25	PRI (5D12AG Rls 3) with Daughter board (BK51AA Rls 7)
Q00349407		25	ini024
Q00349424		25	CPP IRQ assignments mismatched
Q00349426		25	IDE hard drive Read/Write error recovery
Q00349411		25	CPP Install Program Issues
Q00349419	MPLR17002	25	Doing ISSP in LD22 causes INI
Q00645459		26	Overlay 135 DIS/ENL SUTL causes warm start and BERR705
Q00495209	MPLR16637	25	CPP failed to switchover
Q00361044		25	CPP dosFsCheck failed during software installation
Q00415949		25	CPP active core warmstart
Q00349448		25	HSP stays down on PBX power cycle when over 25 patch han
Q00526832		25	CPP doesn't clear floppy disk state = write protected
Q00514371		25	RPT003 reported during warmstart
Q00428049	MPLR17009	25	Berr705 message does not print out when there is an exception
Q00632268-01		26	System cold starts after exception due to corrupted segment register
Q00349379	MPLR16637	25	Switchover or failover causes busy TTY to hang
Q00349450		25	Graceful switch-over when adding a new group
Q00562866		26	rpt.log and access. log not created if dir missing
Q00349399	MPLR16305	25	ITG line zone disappear after upgrade 20 25.3X and 25.40
Q00349454		25	SNMP alarms are being generated from the inactive core
Q00349443		25	bug2579 when pins patches on cpp
Q00349418	MPLR16413	25	IDC CNI prints garbage characters for inactive CNT'S
Q00425153		25	CPP RPT report log problems
Q00478989		25	CPP loadbuild failed in making /proj/SL1C/sl1c/ha_sub/swoMgrPRIV.c
Q00458602		25	Any protected heap operations require shadowing the whole protected heap
Q00349460		25	Event Collector on the inactive side of redundant CPP
Q00435820		25	Time Synchronization between the two CPP cores should be done through HSP
Q00458566		25	Modules submitted as obj files cannot be patched
Q00418215		25	FPGA Reset reason is replaced by the mapped reset reason

CRs Number	Patches	Found in Release	Description
Q00385893		25	PDT Login takes too long
Q00504484		25	Unload a patch can cause BERR705
Q00537438		25	CPP DOS File System library update
Q00503677		25	CPP only display CNI mismatch error on COM 1 TTY
Q00557891		26	Loss of access log contents when split cores are joined
Q00522900		25	Dongle Information not updated
Q00431842		25	CPP HSP link goes DOWN and UP
Q00538350-02		26	Code change needed for ZONE_PROXY so as to not break CPP SL1 compiler
Q00556878		26	CPP Rpt reports log losing entries when MIDN SCPU occurs
Q00572221	MPLR17010	25	CPP can not read CD
Q00336688		25	PDT password change on inactive CPU.
Q00349412		25	CPP BOOTROM upgrade
Q00349410	MPLR16418	25	Lots of BUG7200 and BUG2082 on inactive side
Q00349449		25	Problem in replacing System Utility & Transition card
Q00349427	MPLR16414	25	CPP Health Toggles
Q00466267		25	Unknown RPT Number displayed from the IISM Module
Q00514351		25	Inaccurate warning message for CPP install partition test
Q00349436		25	No HOST Name on LD 137 STAT ELNK
Q00546706		25	CPP-Unexpected automatic download on ring 1
Q00458769		25	BUG2584 streams during ld 137 midnight tests
Q00481987		25	Install Partition Test Timing is misleading
Q00488575		25	No tool to track task context switches before a SWD
Q00437201		25	The commands MD and MM are not available on CPP machine
Q00349391		25	HWI670 when inserting a CNI card to a valid slot
Q00351433		25	RPT error reports lost at SYSLOAD
Q00351433-01		25	RPT error reports lost at SYSLOAD
Q00349462		25	No messages printed to J21 during sys load
Q00349421		25	TTYs will not run 1200 Baud
Q00432457		25	Graceful switch over not happening on 81C CPP during Midnight routine
Q00521460		26	PSDL files are not getting synchronized for CPP.
Q00351436		25	The GDT corrupted and BERR705 INI on CPP machine
Q00697379		3	Changes to SRPT messages done for HA Cleanup are inconsistent
Q00689164		3	CPP install tools print error
Q00684306		3	wrong message after reboot command in pdt
Q00709902		25	Disk Sync failure during synchronization puts the system to a phoney split state
Q00697290		25	get rdError message when use rdtail in PDT the first time

Clock

CRs Number	Patches	Found in Release	Description
Q00349363	MPLR16434	25	Fiji ring failure causes clocking issue on t-1's
Q00643344		25	NTRB53 Failure does not cleanly switch to standby
Q00349360	MPLR16739	25	Bus error when replacing clock NTRB53 with old one
Q00587211		26	Clock did not enable after upgrade CLKC300
Q00500190		25	LD73 let PREF and SREF in DDB configured on PRI2 loop for M1 Large systems
Q00531282	MPLR16770	25	HWI0211 randomly printed on system equipped with new clock controller
Q00616717		2	Disable enable clock in OVL 39 not working
Q00351426		25	Forced PSDL download to CLKC(NTRB53) fails
Q00351428	MPLR16378	25	BUG5884 messages after Installing Clock Controller Patch
Q00351427	MPLR16558	25	New clock controller cannot stay locked to reference
Q00532532	MPLR16808	25	FIR0003 and FIR0004 alarms after installation of new clock controller
Q00475947		25	DTC003 and DTC014 continuously output.
Q00561713		25	Holdover bug in CLKC loadware
Q00349364		25	Site tech doesn't know if clocks are locked
Q00527392		25	User Needs to be prevented from switching clocks too quickly
Q00346233		25	Switching clocks in OVL 39 causes clock to go to free run
Q00349370		25	download fails for CLKC
Q00349371		25	SSCK 0 FULL prints out incorrect message for 51C
Q00349362		25	A disabled clock does not get enabled after SYSLOAD
Q00349367		25	Nil pointer PLOOP_PTR in ISR module(overlay 39)
Q00349368		25	Cannot activate new loadware on clock controller(NTRB53)

FNF

CRs Number	Patches	Found in Release	Description
Q00640519		26	Clock does not switch for LOP and LOF FIJI alarms
Q00436017	MPLR17029	25	FIJI firmware download corrupted on CPP system
Q00351742	MPLR16342	25	ICP: UPD COMMAND IN OVL 51 HANGS ON A FIJI/NCE SYSTEM
Q00436945		25	New high priority FIJI alarm/re-activating old FIJI alarms
Q00459688		25	FIJI firmware release 17
Q00639074		2	BERR300 BERR600 error
Q00573965		26	Alarm messages on FIJI's won't clear
Q00472722		25	FIJI swap causing calls to drop
Q00457905		25	Out of bounds array access for Netlfc
Q00349558	MPLR16512	25	FIJI Alarm 33 LOL_BIT_78M Sticks
Q00457875		25	Memory leak when get Fiji Version is called
Q00349563		25	NTRB33 FIJI passes self test when card is faulty
Q00418344		25	Upper group extenders won't enable on SYS. TTY output will be blocked.
Q00487465		25	Low priority alarms do not always display
Q00487954		25	Stat FIJI g s full does not show which bank is active
Q00541263		25	Dis FIJI command should disable the ring
Q00459595		25	FIJI firmware download corruption is not reported
Q00531580		25	Enl ring 1 causes LOL errors
Q00557023		25	TEST FIJI x y command shouldn't be allowed when ring is enabled
Q00436957		25	FIJI alarm acronyms should be more understandable
Q00349555		25	FIJI ring switch over does not switch over
Q00349557		25	HD corruption causes FIJIs to download on INI
Q00349564		25	BOOTCODE version on FIJI displayed incorrectly
Q00351740		25	Hex Display wrong for 3PE cards in groups 5-7
Q00349565		25	LD 39 in midnight routines

Features

CRs Number	Patches	Found in Release	Description
Q00547946	MPLR16862	25	HOT I key continuously rings for ever and BUG115
Q00417132	MPLR16452	25	BERR705 and protected memory corruption during set relocation.
Q00542876	MPLR16839	25	CALL disconnect after a XFER with MR=PPM AND R2MFC
Q00351506		25	INI fails to clear CONF calls properly
Q00349095	MPLR16352	25	BERR followed by INI 2F from CALL_PARK
Q00351383	MPLR16372	25	Calls will not hunt to key1
Q00351496	MPLR13564	23	Broadcast Music quits working
Q00552551	MPLR17069	25	INI000 1D on call MARKOVERFLOW->LINK->REMOVE
Q00552591	MPLR17078	25	INI000 1D on call MARKBUSY->LINK->REMOVE
Q00351381	MPLR16313	25	BFS key lights do not work
Q00351497	MPLR16314	25	BUG4006 RGNA Set not cleared
Q00349520		25	No Hold Conference fails /w/ACD Agent
Q00349525	MPLR15576	25	DLAT timer does not work when the ATT calls a DECT phone
Q00349542		25	Enhanced Hotline / No-hold Conference
Q00349541		25	Taurus AND I2004 CFW Displays Not Updated By BFS Key.
Q00510856		25	Calls not getting proper mailbox if call was intercepted and NITE set to mail.
Q00480916		25	OVERFLOW tone given when using virtual office sets with PLDN
Q00478641		25	Unable to enter more than 4 digits against RPAX MMDN prompt
Q00485349		25	Name does not get updated for ESGF-ISGF gateway.
Q00517154		25	12 digits FDN corrupted after service change on 3900 sets.
Q00485349-01		25	Name does not get updated for ESGF-ISGF gateway.
Q00486074		25	Option81C does not complete INI on power up, BUG7200, BUG7222
Q00594080		26	BUG9902 is printed when removing a customer data block from LD 15
Q00623626	MPLR16679	25	LMPX / LMPN is not printed in LD 20 at Taurus Set
Q00420264	MPLR16441	25	BUG071 - mishandled INTERCPT
Q00349527		24	BSFE: BFS key only winks after slow answer recall
Q00423532	MPLR16472	25	IADN ICI KEY Doesn't always light on ATTN Console
Q00428577		25	TRK:SUPN IS ALWAYS YES IN LD14
Q00536865	MPLR16584	25	BERR705, warmstart from BRI_UTILITY
Q00514158	MPLR16818	25	Stuck message waiting lamps and no dial tone on CLASS sets
Q00349526		24	Outgoing TRK TO TRK transfer of unanswered trunks
Q00499604		23	Attendant Console display destination show wrong CLID
Q00458961	MPLR16505	25	Out-pulsed digits are not shown in CDR record for outgoing CIS DTI2 MFS NARS call
Q00565312	MPLR16965	25	FNA to OCTEL VM across tie get wrong greeting
Q00571728	MPLR17027	26	Calls made using the HOT key fail.
Q00349536	MPLR15937	25	Misoperation of CFNA for internal calls
Q00595059	MPLR17073	25	Call cuts with AUD064, AUD033 and AUD005
Q00490710	MPLR16621	25	DPNSS link to GENESYS router: router restart causes BERR705
Q00337909		25	Auto Answer Activated Stays Active
Q00338059		25	New features added to template for pbx/digital sets.
Q00349101	MPLR15872	23	No dis. supervision on OPS set on conf. and group call.
Q00351504	MPLR15760	1	Ring Again feature disconnects established call
Q00349512	MPLR16249	25	Feature user selectable call redirect security issue
Q00349523		23	PRDL does not work on SL1 Interface although ORIG is did
Q00349505		25	Multiple BUG115
Q00349519	MPLR16401	25	Network Time Synchronization causes invalid date, OVD004
Q00479975		25	attendant announcement causes bug and audit

Q00463375	MPLR16536	25	Feature DN Display on other set (CLS DDGA/DDGD) not working in case of blind transfer.
Q00435579	MPLR16959	25	Call dropped with IDC on CIS DTI2 call with ANI reception.
Q00521458		25	CHG command doesn't work for RNPG 0 in display call pickup.
Q00422835		25	TEN service configuration issue
Q00386764	MPLR16528	25	TAT getting BUG115
Q00506140		25	RNP doesn't throw SCH0342 error
Q00512840		25	Wrong CLID, if an ACD set uses the ONE WAY HOTLINE.
Q00551526		25	DCS set doesn't get music on hold
Q00424230		23	BERR messages when force downloading MSDL with D100 DCH
Q00349528		22	Console measurements is counting up when ADL is press twice
Q00349081	MPLR15921	22	RDB: LID=0 NOT WORKING CORRECTLY
Q00424203	MPLR11829	23	HCC transfer with CLS MRA fails
Q00349537		25	Mmail password echoed when entered from Auto Dial key
Q00349524		25	DND indicator on expansion module not deactivating
Q00478758	MPLR16999	25	BUG098 print out during 500 set dialing FFC+ATDN to ATT on Opt11
Q00703750		26	BUG040, AUD017 or AUD018 when 500 set hangs up during transfer.
Q00513566	MPLR16696	25	Incorrect ATT Display when incoming PSTN call via DASS Trunk.
Q00715956		25	Outbound Trunk to Trunk supervised transfer fails
Q00691092-01		25	Tandem call Euro DID ISGF QSIG TIE: PI interworking with public network missing
Q00691092	MPLR17545, MPLR17572	25	Tandem call Euro DID ISGF QSIG TIE: PI interworking with public network missing
Q00614432-01		26	TDD of a set causes attendant console in abnormal status
Q00349515		25	AUD017 or AUD018 when 500 set hangs up during transfer.
Q00668508-01		25	RPA causes origdn to lockup & get bug5022 when NAS ATT TRN TO RPA trk with delay
Q00668508	MPLR17404	25	RPA causes origdn to lockup & get bug5022 when nas att TRN TO RPA trk with delay
Q00349457		25	DTMF heard while on hold
Q00677405	MPLR17459	25	BUG6444 28 on EURO DID if CO supports CCNR
Q00694874		26	The prompt WRLS for the set DCS is configurable
Q00711060		26	The vague message shows when trying to view the non-existing data
Q00718509		26	Bug 9288 found when you out a 2616 set with BFS configured on 500 set.
Q00718520		26	Incorrect message when BFS is configured for a 500 set on Phantom Loop.
Q00614432-01		26	TDD of a set causes attendant console in abnormal status
Q00349515		25	AUD017 or AUD018 when 500 set hangs up during transfer.
Q00691092-01		25	Tandem call Euro DID ISGF QSIG TIE: PI interworking with public network missing
Q00692577		26	DTA103 error messages generated and PCA feature not working properly
Q00691092	MPLR17545, MPLR17572	25	Tandem call Euro DID ISGF QSIG TIE: PI interworking with public network missing
Q00732762		3	CFNA not working when first line is busy and second line not answered
Q00715956		25	Outbound Trunk to Trunk supervised transfer fails

Traditional Trunks

CRs Number	Patches	Found in Release	Description
Q00351931	MPLR16303	25	TDD 711 number will not complete over NI2
Q00558363	MPLR17033	25	VNS Bearer Trunk failure.
Q00351905	MPLR16394	25	CALL PARK DOESN'T WORK OVER DPNSS TRUNKS
Q00351902		25	CPND does not show on external Call waiting call
Q00351898	MPLR16292	24	2w COT auto terminated trunk call presented with delay.
Q00351906	MPLR15074	22	BERR705 from PPM
Q00351916	MPLR15895	25	CONN (S) signal is not sent CDTI2 call to DISA
Q00351896	MPLR16265	25	BERR705 from VNS
Q00351920	MPLR16133	25	INI 001D from PBX unit in IDLETRUNK
Q00351903		25	EURO BRI channel goes MBSY when making a VNS call to set
Q00351919	MPLR16115	25	INI000 0d FROM MFC_COMPLETE
Q00351893	MPLR16246	25	DPNSS: NO *37 STRING SENT IN ISRM IF VIA ACD QUEUE
Q00424196	MPLR16151	22	CROSSTALK.
Q00351882	MPLR13427	25	INI000 000C when idling trunks.
Q00351912	MPLR15845	24	INI 1D FROM MFC_IDLE
Q00351909	MPLR15467 MPLR15468	25	CLRF (R) recognized as dialing pulse on CIS DTI2.
Q00726099		3	BUG6071 on Nashville Alpha Trial Site
Q00708933		3	ERR5132 and ACD night call forward failed.
Q00720419	MPLR17644	25	MASSIVE unprotected data corruption when using LIMFC trunks.
Q00661737	MPLR17363	25	VNS AUD522 messages due to T310 timer.
Q00687744		26	CPDN Incorrec display on external Call Waiting Call.
Q00698445		3	BUG253 is observed during blind transfer.
Q00351894	MPLR16250	25	"Speakdial" calls fail if via dpnss then dass2
Q00693664		3	BUG5442 printed when calls are made over DTI2.
Q00351885		24	AUD028 - call from MCDN to CIS DTI2 MFS to BUSY party
Q00720419	MPLR17644	25	MASSIVE unprotected data corruption when using LIMFC trunks.

PRI

CRs Number	Patches	Found in Release	Description
Q00559246		25	NI2 LD 17 ini when changing BSERV from Yes to No
Q00532169	MPLR16774	25	Incoming Euro call which tandems to DPNSS fails when clc *7 received
Q00464169	MPLR16538	25	4017 SSD MESSAGE IS NOT SENT OVER DASS
Q00562966	MPLR16945	25	NI2: B-channel disable/enable fails with SL-100/Siemens

ISDN

CRs Number	Patches	Found in Release	Description
Q00582088	MPLR17019	25	BERR705 FOLLOWED BY INI from BRI_CREF_UTIL procedure
Q00552857		25	SPN that performs a LTER to CDP DSC cannot Blind transfer over QSIG
Q00582209	MPLR12848	25	BERR705 FORM QNDS_HANDLER
Q00480975	MPLR16797 MPLR16799	25	BERR705 by CCBS when QSIG with Path Res. and connection Rls method is used.
Q00350027	MPLR16327	25	BERR705, INI related to GF_UTILITY
Q00350045		25	Network RGA over QSIG to MCDN link not working
Q00571634	MPLR17039	25	CCNR on QSIG ESGF doesn't work in case of call div if UDP dialing plan is used
Q00596088	MPLR15927	24	Need Better Defensive Coding in SICE_RECOVERY to prevent INI's
Q00351685	MPLR16112	25	QSIG with overlap signaling Speed dial
Q00350036		25	QSIG Path Replacement on transfer does not function
Q00473348	MPLR16557	25	CALL FAILS, WHEN ROUTING INCOMING EUROISDN TO OUTGOING DPNSS.
Q00485786	MPLR16628, MPLR16421	25	QSIG Path Replacement fails with CTR1 Transfer Trigger
Q00510637	MPLR16689	25	DPNSS mis-routing when dialing an invalid number at network level.
Q00513369	MPLR16694	25	BERR705 FOLLOWED BY INITIALISE / WARMSTART RELATED TO EUROISDN
Q00598231	MPLR17275	25	Failure to Establish BRIE calls
Q00486290	MPLR16605	25	BRIL data call doesn't connect if no ALERT message is sent
Q00614430	MPLR16260	25	INI code 1D (INI000 0000001D) from DCH_HANDLER
Q00349004	MPLR16058	25	UNWANTED INTERCEPT OF ACTIVE CALL TO ATTENDANT
Q00537646		25	RCAP NDS removed when in-correct RCAP is entered.
Q00597710	MPLR17083	25	TRMB option not working on 25.40
Q00350078	MPLR15880	25	BERR0705 when DLi2 information were received via EURO
Q00350025		25	CAUSE 20 "SUBSCRIBER ABSENT" is not accepted by M1
Q00350058	MPLR15553	25	Network Call ID IE Sent to PSTN
Q00425640	MPLR16476	25	NO CLID SENT ON EUROISDN when transfer a "CWT" KEY
Q00350095	MPLR16131	25	QSIG: after path replacement, SET CAN'T PRESS TRN KEY
Q00433161	MPLR16953	25	Restart Indication is not being properly mapped over ISGF interface
Q00492469		25	ERR5523 is generated on every call over QSIG to Mitel PABX
Q00512981		25	BNE/ECT (explicit call transfer) feature doesn't work for certain DMS carriers
Q00349006	MPLR16074	25	NCOS Barring With CFF Does Not Work With DPNSS Diversion
Q00471371		25	M3904 Call Log stores CPND of External Call on NI2 Trunks as Unknown name.
Q00351656	MPLR13120	24	I/C BRIL DATA CALL TO ACD QUEUE IS PRESENTED
Q00350092	MPLR16218	24	BUG8930 when DPNSS trunk terminates to Broadcast music
Q00350086	MPLR16062	25	Locked sets when ATT transfer parked call over network
Q00436334	MPLR16581	25	CPND:NAME DOES'T APPEAR VIA QSIG
Q00416317		25	No outgoing messages printed on EURO /QSIG isdn PRI dch monitor on Succession
Q00513347		25	MSDL TURNS A NWK_OUT_OF_ORDER_IE(A6) IN INVALID_IE(E4) ON QSIG DISC
Q00531139	MPLR16763	25	BUG195, RVC001, INI C on EURO calls to ACD DN NCFW to CDN DFDN to same ACD DN.
Q00537703	MPLR16799	25	QSIG: sending the wrong BCAP for non call related SETUP for CCBS
Q00350042	MPLR16379	25	DASS OR DPNSS TO MCDN transfer. CLID not mapped.

Q00557458		25	EUROISDN TO DPNSS : call failure due to DPNSS ISRM TID of *167*2**75#
Q00559561	MPLR16927	25	Unable to use CFWAC over DPNSS when using pre translation on UDP network
Q00579895		25	Unable to conference after Meridian mail transfer to outgoing number.
Q00579132		25	Wrong ATT display: BKI over MCDN with RCAP ND1.
Q00537613		25	System going for an INI due to database corruption.
Q00424167	MPLR11106	23	OCTEL DMID integration fails intermittently
Q00350040	MPLR08823	25	Wrong CLID on redirected call
Q00350032	MPLR16343	25	INI 1D from set_timer1 and set_timer2
Q00544285	MPLR16844	24	INI1d from PRA_HANDLER
Q00593114		26	BLID FIELD IN CDR X AND E RECORDS DOES NOT GET UPDATED WITH CORRECT DN'S
Q00351677	MPLR15751	23	VNS causing system to INI or SYSLOAD
Q00351317	MPLR15462	23	BERR705 INI 2F from procedure FINDONEWAY
Q00542657	MPLR16835	25	BERR705 and INI reason 36 after cancel of CCBS by MD110
Q00350029		25	FDN feature not working properly on QSIG link and AVAYA
Q00351659	MPLR12861	22	DASS2/DPNSS1 Channels in half disc not cleared by Audit
Q00350052	MPLR16435	25	GF is not built over QSIG expensive route
Q00351666	MPLR16326	25	QSIG Path Replacement on Transfer fails with BRI
Q00470310		25	Path Replacement Fails when NEC originates QSIG Path Replacement with Meridian 1
Q00351663	MPLR13561	24	Diverted number missing when tandem VNS call to DPNSS.
Q00349010	MPLR11597	25	INI000 0000000C after upgrade to rel. 25
Q00561161	MPLR16934	25	UDP not working for tandem calls over ISDN trunks
Q00385978		25	Incorrect connecting party info in QSIG multiple call forward scenarios
Q00488313	MPLR16610	23	Incoming Dass2 trk call to IVR site 1. If this NACD's to Site 2 the call fails
Q00351669		25	MSDL Port Overload Counter feature is excluded for CPP
Q00453468		25	PRI254 generated when calling Octel mail from a Public number
Q00513510	MPLR16981	25	Case 020903-70454 one way conversation on ISDN Secure set "STE"
Q00572940	MPLR16985	25	SBOC when ITG Trunk is down or busy disc MMAIL thru-dial over MCDN network.
Q00350094	MPLR16087	25	Can't step to alternate trunk route
Q00514536	MPLR16701	25	INI 1D FROM TRO_HANDLER / RLS_CALL due to NIL CRPTR
Q00348995	MPLR15571,	24	Calling DN not sent to dest. via DPNSS-EURO gateway
Q00349005	MPLR16068	25	MMAIL: wrong B-PARTY passed to mail after DPNSS diversion
Q00352227	MPLR15863,	25	CAUSE 20 "Subscriber absent" is not accepted by M1
Q00351678	MPLR15743	22	DPNSS TO BRIL calls fail, DUE TO A / MU LAW problem
Q00351671	MPLR15300	25	RCFW over tandem is not working when nas is programmed
Q00351664	MPLR14355	24	Path replacement on transfer does not work if MADN busy
Q00351658		24	MISP GETS DISABLED WHEN BRI SET ACIVATES CFW
Q00350106	MPLR14395	24	BRENT BRIL SET TO 500 SET. BRENT GETS NU INSTEAD OF BSY
Q00350099	MPLR16179	25	DIGITS MISSING ON SET DISPLAY AFTER QSIG TRANSFER
Q00350093		25	ACD Calls that NCFW to DMS PRI have the ORG# IE rejected
Q00350019		25	R2MFC CNI digits are not passed to MCDN network on xfer
Q00350109	MPLR16377	25	BUG1500 --
Q00350018		24	Fix for BV82531 is inadequate; requires changes
Q00488680		25	NIL pointers referenced in UIPE_XFR_INTERAC for BRIT call
Q00350064		23	PI #20 (interwork with private network) IS SENT, AND IT
Q00515191		25	CAUSE 20 "SUBSCRIBER ABSENT" is not accepted by M1 part 3
Q00483492	MPLR16594	25	LD74 DDSL prompt can be configured with the value up to 254.
Q00351654	MPLR14738	25	NI2 call by call routing DSC with FLEN = length of NCDP
Q00421944	MPLR16468	25	Caller display is not updated after QSIG transfer completed by going on-hook.
Q00348998	MPLR15803,	24	BUG9014 on DPNSS calls
Q00527224	MPLR16757	25	BUG5501 on CCBS / CCNR activation to M1 set over QSIG GF

Q00531277	MPLR12272	25	M1 does not send CC_REL_RESP on EURO ETSI. MP03488 fix is not complete.
Q00577328		25	BUG 181 when ISDN call ->CFNA ->RAN route
Q00350096-01	MPLR16150	25	MCDN-IDA GW ISRM contains Both CLC ORD and TID
Q00565035	MPLR16948	25	BUG115, BUG8930 and AUD593 when EURO/DPNSS tandem call is released with cause 41
Q00349003	MPLR16220	25	Not possible to transfer again after 1st transfer attempt
Q00425934	MPLR16478	25	EuroISDN Disconnect sent with zero Call Reference
Q00473166		25	DUMMY RETURN RESULT MISSING IN QMWI.
Q00351667		25	PRI5033 while accessing Call Pilot.
Q00436947		25	Incorrect fix for MP10148, BUG4005 when BRI LINE calls busy set
Q00351651		24	Established PRI B Channel calls drop after an INI.
Q00351650		23	Incorrect PRI Channel ID in ISDN monitor for Japan D70
Q00350081	MPLR15953	25	BUG5861: PBX generating BUG5861 messages constantly
Q00488592		25	Un-initialized APPL_ID used in BRI code
Q00350038		25	OVLR/S prompted even when OVLP_PACKAGE is restricted.
Q00495867	MPLR16963	25	NI2 CPND not displaying on M2250 console
Q00351315		25	The MSG monitoring accepts wrong mnemonics
Q00497552	MPLR16644	25	TERID filed is missing in CDR L-record on BRIL to BRIL set call.
Q00537787		25	BUG4005 printed for Call Park when NIGHT DN not configured.
Q00476431	MPLR16574	25	COLP: Connected number is not built correctly
Q00545644	MPLR16853	25	No CDR N-record OM unanswered DISA calls and OAN=NO in OGT RDB.
Q00350074	MPLR15827,	25	BUG030
Q00518517	MPLR16725	25	Disconnect cause is not mapped properly on ISL-D to EURO ISDN tandem
Q00550769	MPLR11821	25	MUS/RAN SON CR NOT CLEARED AFTER CALL OVER EISDN-VNS
Q00534870	MPLR16780	25	PRI101 printed on MCDN to MCDN or MCDN to QSIG networks
Q00350051		25	Coding problem
Q00543509	MPLR16793	25	No CONNECT on ISDN call -> CFNA->CFW->Music, BUG 181.
Q00350096	MPLR16150	25	MCDN-IDA GW ISRM contains Both CLC ORD and TID
Q00348999	MPLR15808	25	BUG9014 on ISDN calls if orig is trunk
Q00349000	MPLR16957	25	CDR "N" record from Ran route with CDR=NO
Q00350021		23	DISC not send immediately when # is dialed with OVLP
Q00351652	MPLR13015	23	Call blocked from EDSS1 to MCDN if data call is from GSM
Q00350071	MPLR15912	25	Number is incorrect in TAND case when RCAP=ND3,SIGO=ESN5
Q00351653	MPLR12912	22	Many BUGs when I/C DPNSS1 CFW on No Answer over VNS
Q00350079		25	Network Remote Call Forward not working
Q00350089		25	CLID not sent if type is unknown
Q00350080	MPLR16744	25	BUG4242 when CCBS gets activated
Q00350077	MPLR15882	25	ERR5523 at each tandem call from Siemens HiCom
Q00348989		25	Maintenance Display Code are missing for upper groups
Q00350023		23	Send Complete IE is not printed in MON2 message for SL1
Q00350016		25	After a BCH Restart on ESGF, the trunk remains in LOU
Q00350087	MPLR16064	25	BERR705 with QSIG GF involving a CFNA an LDN and 500 set
Q00579895		25	Unable to conference after Meridian mail transfer to outgoing number.
Q00704879	MPLR17580	25	PI_8 included in DISC message is not propagated to ITG trunks.
Q00735571		26	Call gets bolcked for DID/IDC.
Q00719080		25	Call to external number displays wrong CLID
Q00692574	MPLR17689	3	Alpha - BUG5725 - Message Call Registers out-of-range in procedure DL_DATA_CRE
Q00730715		25	Warnings encountered when the code was compiled using the FlexLint tool.
Q00691623		26	LED on Line cards, DTR cards is OFF when it should be ON after upgrade to Rls26.
Q00650595		26	Access to MMail via MWK key Fails
Q00350011		23	M1 sends STATUS with the cause #96

Q00586358	MPLR17040	25	DASS2->QSIG answered by ATT. ATT xfer over dpnss. Far-end telset cannot xfer
Q00424218	MPLR12097	23	EURO ISDN channel remains busy
Q00571712		25	Option 61c/Request-DV3I/Partial Rerouting
Q00683786		26	TDS202 is printed while enabling DTD TN in PEPE shelf.
Q00668440		25	Bug 5002 getting printed on making a tandem call from an ATTENDANT.
Q00685848	MPLR17494	25	CLIR indication is not tandemed.
Q00676461	MPLR17456	25	Attendant break in busy indication shows wrong value
Q00348991	MPLR16390	25	Redirecting Number IE does not go over NI-2 interface
Q00583449		25	LOC not included in DPNSS *37F Divert Message
Q00628419	MPLR17303	25	Layer 2 becomes UNEQ on a BA & BRI853 printed when the link disables and enables
Q00741581		26	Display feature does not work between ESGF-PRI2 and ISGF-PRI/PRI2 gateway.
Q00637490	MPLR17533	25	Incoming redirected PRI calls that thrudial callpilot , answered and then transf
Q00726385		3	Calls over qsig fail
Q00730601		3	BUG6071 from UICC_OUTG_MSG while processing trunk timeout
Q00735571		26	Call gets bolcked for DID/IDC.
Q00691623		26	LED on Line cards, DTR cards is OFF when it should be ON after upgrade to Rls26.
Q00692574	MPLR17689	3	Alpha - BUG5725 - Message Call Registers out-of-range in procedure DL_DATA_CRE
Q00730715		25	Warnings encountered when the code was compiled using the FlexLint tool.
Q00672973		26	DTR TN Printed twice in LD 81.

MDECT

CRs Number	Patches	Found in Release	Description
Q00350329	MPLR12303	25	CPY COMMAND FOR 500 TYPE SET CAUSES INVALID CARD TYPE
Q00350320	MPLR15908	25	MSMN PKG 370 causes dropped calls on DECT (non concentration) configuration
Q00350297	MPLR15952	25	CFW cancellation problems with MSMN
Q00350330		25	DCS SET DOES NOT RING WHEN CWT IS ENABLED & MPLR13147
Q00350324	MPLR16079	25	Time of day displayed on MDECT handsets
Q00350286	MPLR16310	25	DECT sets can be copied on to 500 line cards
Q00350293		25	Inconsistent DECT type in Overlays
Q00485602		25	Incorrect protocol when hookflash (R) on a DCS set when offhook with no call up.
Q00350307	MPLR16078	25	DCS sets CFW Length is locked on 16

M3900 Digital Sets Software

CRs Number	Patches	Found in Release	Description
Q00527507	MPLR16776	25	Switch INIed when try to download new firmware to M3900 set.
Q00471210	MPLR16802	25	Set-to-Set Messaging and MADN not working Correctly
Q00522336	MPLR16974	25	FITA Feature Not Working with M3900 Sets Using Headset in Headset Jack
Q00336728	MPLR16277	25	MRK KEY DOESN'T WORK ON M3905 IF MTRO=PPM
Q00351811	MPLR16245	25	ACD force answer warning tone is missing
Q00425751		25	Virtual Office calls WRITEPDS during DNXL, before memory is protected
Q00346241		25	Can only conf/Tran once on ACD M3905 FW 7.9
Q00351290		25	ISDN incoming call forwarded to Host failed on 9150 set
Q00338091	MPLR16166	25	on hook default path does not work with HFD
Q00582747	MPLR17024	25	Using Corporate directory feature on Taurus causes INI
Q00338146	MPLR16273	25	M3900 Non System Call Park Display
Q00351851	MPLR16160	25	M3904/05 Ph3 set to PH 1 or 2 set causes problems
Q00538797		25	TAURUS_APPL_PTR not handled appropriately
Q00351293		25	M3900 CFW with * and # shows ; and < if length > 4
Q00351224		25	M3900 sets fail to retain CLS CNTA when build new in LD
Q00351774		25	M3900: Can't override TDD CLS on NEW, okay on CHG
Q00336754	MPLR16272	25	Doesn't display "Day/Nite/Transition mode selected"
Q00338030		25	M3905 Key 6 (Directory) can be overwritten w/o warning
Q00351291	MPLR16252	25	Multiple MSG wait lamp for one MB on more than one set (9150/911X only)
Q00351246		25	M3903 Authorization code shows in redial list
Q00338153	MPLR16262	25	dial intercom/fwd key
Q00351264	MPLR16324	25	FW download to 3905/3 sets fail
Q00351294		25	M3900 Call Forward/ Predial # entries
Q00351824		25	M3900 download recovery uses NIL pointer
Q00351828		25	MLNG printouts in LD81 not aligned with other types
Q00689374		3	Need to reboot the system before Corporate Directory could list entries on Sets
Q00665123		26	M3900 language menu always selects language set #7
Q00660652	MPLR17695	25	DBA module connected to 3904 : Most of the key labels are lost after sysload

M3900 Digital Sets Loadware

CRs Number	Description
Q00566916	M3904/DBA: RUSSIAN LANGUAGE KEY LABELS NOT DISPLAY ON DBA MODULE
Q00533934	M3904: Redial on M3904 digits missing
Q00577225	Call Park Does Not Work on M3904 & 3905 sets Using SPRE Code
Q00587858	Wrong Call Log on M3904 set for the call being forwarded
Q00596874	M3904/3: Call Log problem when call goes to voice mail
Q00618435	M3904/5: MADN doesn't always log the call when a call transfers by CP
Q00618333	M3904/M3905 log two Call Log when a call transferred by a set or CP
Q00575563	Corrupt display on M3905 when call presented to SCCS Agent
Q00630250	3900set call log have unanswered call recover even the call has answered
Q00517775	M3904: AOM key labels corrupted
Q00465890	M3904: redial list does not show the complete dialed number
Q00576148	Supervisor Observe jack on Phase 3 M3905 set not working properly
Q00545743	M39xx: MEARI and mute on
Q00512594	M3905: If phone has new callers in its list and ring again active then N
Q00599731	Low Volume on Phase 3 M3905 Headset
Q00625065	M3904: FDHF mute problem when update firmware to V8.5
Q00636381	3903: DTMF Not Passed When CallPilot accessed From Call Log
Q00564416	Call forward set to forward will cause phone can not transfer and conference
Q00565281	Key click not working properly
Q00586588	Key Click feature of M3903 set is not working properly
Q00562101	M3903: Call Forward Backward Compatibility
Q00574860	M3903: MEARI and mute on
Q00554632	M3903: DTMF tone given from m3903 sets when iN CALL LOG
Q00575550	M3903: SCC key does not work correctly if BFS is active
Q00569244	M3903 set locks while completing transfer with CFW active
Q00499642	Low Volume on M3903 Sets With Phase 3 (8.0) Firmware
Q00467998	M3903: CONFIG MENU OF ATA IS ENTERED WHEN PRESSING SCR KEY ON A 3903
Q00475353	External ATA will enter configure menu when user hit DN key
Q00512578	M390x: MSL17BO - Sets will not clear the "ring again is active" after timeout.

Maintenance

CRs Number	Patches	Found in Release	Description
Q00350207	MPLR16353	25	INI F due to failure to get PDATA
Q00555577		25	Removing Package 221 causes CPND corruption
Q00531795	MPLR16719	25	tSL1 directly access the hard disk for inventory generation in midnight routine
Q00350208		25	TOD Routine stops scheduled downloading new Taurus F/W
Q00490751		25	BERR705 when attempting to output AUD003 information.
Q00350213	MPLR16719	25	CMDU go to DISABLED state during Midnight routine
Q00350210	MPLR16406	25	BERR705 when disabling a unit with bad call register.
Q00349097		25	BUG6244 from power TN's
Q00497066		25	Overlay 48 SETM command with OMON, ORAS and IRAS give bad output.
Q00351704		25	DISS does not disable DLC in slot 1
Q00468318		25	Can not remove a customer from LAPW user list
Q00448829		25	XMI101 on Virtual loop during midnights
Q00350202		25	Acceptance test for CNI card fails
Q00518867		25	OSN000 fails to print to a Filtered TTY
Q00350215		25	BUG4244 print after disabling digital card slot in ld 32
Q00350217		25	Upgrade temporarily uses wrong IP address
Q00350219		25	Mismatched h/ causes BUG201 with MSDL210 message
Q00350218		25	IDC command gives wrong response with IODU/C
Q00351703		25	.RTMBR_MAX=254 maximum number of route members
Q00351752		25	Tracking Commands Syntax is not getting displayed proper
Q00350216		25	Wrong definition of PCHXXXX messages
Q00697329		26	OVL 117 STAT IP commands don't stop after 4 star abort of overlay
Q00730606		3	BUG6071 from POSBSYKEY while FORCEDISCONNECT an ATTN
Q00716445		26	DV - LD 117 unable to PRT ZONE to list all zones configured
Q00619158		26	HWI0206 information is wrong for CPP Switches
Q00688724	MPLR17505	25	"V" or "H" Not printed for Virtual 3903/3904 sets if ARIES is entered in OVL 20

Option 11

CRs Number	Patches	Found in Release	Description
Q00410471	MPLR16454	25	INI000 00000 when do STAT FIL N(N=none equipped fibre optic link)
Q00504917		25	Calls getting cleared after INI
Q00351746		25	Memory allocation problem - LOW MEMORY warning
Q00351743		25	LUC doesn't list expansion cards
Q00350413		25	A debugging printout was left in the code
Q00350416		25	Potential Data Corruption

SIPE

CRs Number	Patches	Found in Release	Description
Q00337835	MPLR15632	25	IP expansion Cab or Media GW unable to register to main
Q00338116	MPLR16233	25	Check for 100BaseT DB MAC_CRC_ERROR flag is not correct
Q00351754		25	CHG IPR command from yes to no will corrupt config file
Q00351082		25	Memory Leak caused BERR705
Q00351086		25	TMDI not coming up after cold start with TMDI05 BUG5570
Q00351052	MPLR16248	25	BERR705 from task tSL1 while ENLL SILC
Q00572820		25	Failure to perform FDL for TMDI
Q00541354	MPLR16832	2	Call Server can not lock PLL
Q00351763		25	Recovery failure for BRI Trunks/L2
Q00512929		2	Notification is missing for M2250 console in Survival Mode
Q00351760		25	"local mode" doesn't displayed when msb is deactivated
Q00349099		25	C-patching commands do not accept lower-case filenames
Q00351083		25	Memory leak from misuse of INET_NTOA
Q00711299		25	CSE indicates End of transfer! on an EDD when it is not complete
Q00618724		25	QoS monitoring cleanup
Q00700840		25	Patching command "cpload all" fails to print summary cleanly

BSFE

CRs Number	Patches	Found in Release	Description
Q00529273	MPLR16765	25	BSFE feature: Digits missing on display after DSP key + BSFE key pressed
Q00348978	MPLR16362	25	BSFE: Transfer to boss fails after call was on hold
Q00348976	MPLR13182	25	BSF key stops working after transfer from Call Pilot box
Q00387378		25	Wrong SCH message gets printed.
Q00457882		25	Unsafe coding practices for BSFE SET_DISPLAY

Core Software

CRs Number	Patches	Found in Release	Description
Q00457529	MPLR16809	2	Call Server lockup due to BERR705 EXC 0: Bus Error in Task "CEMuxIOSrv"
Q00587168		25	Task restart of safe task causes system to hang
Q00489959		25	Digital phone templates are corrupted in sysload; possible SYS0202/SYS0310
Q00565206	MPLR17026	25	BERR705 & INI from SEERCR_FWD_ALARM / EVT_SENDSLIEVENT / ...malloc().
Q00545716	MPLR16854	25	BERR705 FOLLOWED BY INI WHEN DOING A "READ_NWK" ON A PHANTOM LOOP
Q00570246	MPLR17012	25	XPEC: Slow display update when RCFW is used on remote office set
Q00426740		2	Group Call Wont dial from Hands free
Q00532883		25	Loss of file descriptors due to flow control on CPSI port
Q00582834	MPLR17025	25	System INI with BUG7058
Q00572944		25	BERR705 EXC 1: Bus Error in Task SL1 leads to INI000 00002000
Q00475341		25	Primus: NORT89147 : maximum Rlogin-Remote Login session allowed on 3311/25.30
Q00592409	MPLR17065	25	TAURUS SET CAN'T XFER AFTER DPNSS ROUTE OPT
Q00601328	MPLR16449	25	INI code 2000 (INI000 00002000) related to conference feature (FROM DISCONNECT)
Q00582834-01	MPLR17025	25	System INI with BUG7058
Q00557751	MPLR16915	25	A lot of AUD031
Q00550899		25	Print Only Password gives access to Maintenance overlays. (PROA)
Q00521164	MPLR16919	25	TRO does not get invoked when call originates from an ISDN DID trunk
Q00588256		2	ESN004 MESSAGE PRINTED ON SAME LINE AS REQ IN LD 86
Q00526557		2	BUG115 Message when Conference Hot Line List Key is used as autodial after Conf
Q00719894	MPLR17664	26	Unable to manage MMail agents after upgrade to Succession RLS 3.0
Q00682322		25	BERR / INI from local procedure TEN RTE_ACCESS of ACCESS_ORIG_TER
Q00704449		3	TN translation fails for higher virtual loop TN in large system.
Q00682668	MPLR17628	26	Can't use green button to answer the call from i2050
Q00653949		25	Diversion Counter does not function in certain call scenarios.
Q00711678	MPLR17618	3	CDP calls not working over ISA

CRs Number	Patches	Found in Release	Description
Q00620927		25	Data corruption on 2616 sets - missing u_line_ptr's
Q00724954	MPLR17675	25	DN and /or template corruption causes multiple INI, then sysload.
Q00735287		3	config.rec file format has to be same both in Thor and CP-PII
Q00692568	MPLR17581	3	Alpha -- Can't use "KDIF" to compare X11 and X21 keycodes
Q00671652		3	No daily routines run after system upgrade to 0300B on OPT11C
Q00660384	MPLR17472	25	OPP 911 - West Division / 61C-25.40b / Getting Bug 4005. Losing some calls.
Q00690003	MPLR17510	25	INI CODE 2000 FROM WRITEPDS / STORE_DIGITS / STORE_LNR / LNR
Q00628833		25	RPE Audit causes RPE402 and a slow system
Q00689171		25	BERR705 INI 8000 due from dosFsIoctl due to NULL pDosFd
Q00669084	MPLR16960	25	BERR705 and INI during NAS call over VPN
Q00626855	MPLR17075	25	INI during VNS call processing.
Q00687072		26	Incorrect Password for LD 77 is misleading
Q00674133		25	Affiliated/Plano911/ 61c /2511 25.40b/Print of all ACD ques stops at que w/CWNT
Q00668772		25	Multi-Tenant Service, AODN(attendant overflow to dir num)
Q00637526		25	MOV COMMAND SHOULD BE MORE ROBUST
Q00701846		2	CSE1000 DTMF tones on all Phones Digit sound distorted and very short or missing
Q00665858		26	Invalid CASE/WHILE interactions not caught by the compilers
Q00690825		26	bug6071 Invalid CR pointer 8000
Q00710572		25	SCH5809 when set CLS=ASCA for 500 ports
Q00649600		26	calls to read in vtSocketReceive may cause call server warmstart
Q00741712		26	flsh command does not clear call registers
Q00692568	MPLR17581	3	Can't use "KDIF" to compare X11 and X21 keycodes
Q00724954	MPLR17675	25	DN and /or template corruption causes multiple INI, then sysload.
Q00733390		3	bug6071 followed by audit 661 and aud662
Q00737727	MPLR17738	26	AVT Voicemail not working properly
Q00620927		25	Data corruption on 2616 sets - missing u_line_ptr's
Q00698078	MPLR17659	26	BUG5112
Q00739405		3	The new traffic report TFS016 format for Rls3.0
Q00735287		3	config.rec file format has to be same both in Thor and CP-PII
Q00725314		3	Meridian Mail sends CON Add on (Conference) request when Tranfer option=Half Blind Trans
Q00653949		25	Diversion Counter does not function in certain call scenarios.
Q00722985		3	CPP CDROM is much slower in new X21 release
Q00711678	MPLR17618	3	CDP calls not working over ISA

Attendant

CRs Number	Patches	Found in Release	Description
Q00349308	MPLR15700	24	ATT with opt EHS SIAA locks set in other node
Q00349314		24	AUD010 when Attendant initiates group call
Q00456108		25	BUG4006 observed during Pre Dial Attendant Break-In operation.
Q00389722		25	BERR705 and INI during Attendant loop key operation.
Q00349306	MPLR15507	23	BIN in call which is held by another ATTN possible
Q00349313	MPLR16066	25	Attendant Administration
Q00349096	MPLR16551	25	AC15 time recall; recall occurs for established calls
Q00349316		25	BUG5416 when attendant releases unanswered group call

Motorola Commercial processor CP3&CP4

CRs Number	Patches	Found in Release	Description
Q00351331	MPLR16094	25	BUG7058 SWD: Swd watchdog timer expired on task tSL1,
Q00351314		25	INET.DB corrupted after INI/SYSLOAD
Q00351321	MPLR15696	25	MAX, HSL goes down at 12:00AM on the 16th each month
Q00423692	MPLR12088, MPLR12161	23	crosstalk, call cut off and aud031 aud032
Q00351311	MPLR16323	25	INI 1D from DCH_HANDLER When ENL / DIS DCH
Q00351309		25	Cannot enable a CNI port that was configured on a CNI-3
Q00351872		25	Logic for unattended backup failure warning is wrong
Q00457826		25	Defects in the Event Collector module found by Reasoning
Q00351308		25	SL1 does not recognize CNI card
Q00351866		25	Call forward user error causes LED to turn on. etc...
Q00351871		25	PSDL.REC file corrupted -- M3900 Download Failed
Q00351875		25	Regenerate PDT passwords
Q00669641		25	BUG4018 shows in pdt report log but not in LD 22 history report
Q00680903		26	Displayed a lot of error messages NWS003 when executing command SHLF on EPE loop
Q00351318		25	Bug4005, Bug105, Bug115

Miscellaneous

CRs Number	Patches	Found in Release	Description
Q00348833	MPLR16374	1	Unable to access any commands from PDT
Q00528380	MPLR17090	2	Give Controlled Broadcast - caller hears silence on CSE1k Rls2 (SCCS 4.2/CPI)
Q00481647		25	Number gets truncated in an odd fashion.
Q00488040		25	Call forward to external DN/Orbit prevention does not work for external calls
Q00423538		25	MCT prints ANI# if CIST package is restricted
Q00542553	MPLR16838	2	Virtual Office does not work with VNR
Q00349494	MPLR16157	2	System Warm Start due to SWD in DISC_HANDLER
Q00430221		25	Option 11C install fails to recognize invalid module load addresses
Q00471098		25	Logic error in procedure OVD_DISCONNECT for DTI2
Q00431864		25	ELAN 004 leads to SWD timeout and INI on CPP
Q00349501		2	ORG used in Facility messages is incorrect
Q00349500		24	Can't work the ESN re-routing function with QSIG & Japan
Q00349569	MPLR16430	25	When SCCS does "give IVR" from MCDN to DPNS call drop
Q00351508	MPLR16778	24	Missing USM (XFER complete) when through dial to SCCS
Q00424190		24	Through dial from CallPilot does NOT update CPND over QSIG
Q00541951		2	Different SW version PCMCIA left in MG can cause ASU failure on this MG
Q00418412	MPLR16967	2	Inventory displays card type incorrectly
Q00582103		26	Bug841 and Bug9902 when creating/removing a ESN Datablock in LD86
Q00551240		25	Errors found during run check testing
Q00597074		26	BUG6071 when logging out an ACD agent
Q00351717	MPLR15936	24	MIRAN: AUD662 and AUD031 during midnight routine
Q00493481		25	While upgrading the FPGA on Main Cab it doesn't print "Upgrade Successful"
Q00537493	MPLR16846	2	TN counter not updated when configuring/removing etherset through LD11
Q00538323	MPLR16849	2	First Call from i2050 after SBI has One way speech path
Q00609543	MPLR17145	26	BUG6071 when M2317 code executed for Aries sets
Q00352283		25	False Yellow alarm LED indication on TMDI card
Q00506763		25	PRA call transferred to a set CFNA to an external number via PRA gets no speech.
Q00581238		25	Cwa on 500 set prevents transfer
Q00456634	MPLR16561	25	Primus: NORT85256 : PBX INI : DBA Enabled, Ethernet connection lost.
Q00361036	MPLR17092	20B	Message waiting lamp not lit if VNR used
Q00350372	MPLR12884	24	BUG5157 when Ran disconnects to DISA
Q00608806	MPLR10580	23	BUG9140 when CTVN (CDB:INT_DATA) prompt is set for RAN use.
Q00714460		2.1	Corporate directory file turned to CPDIR2.TMP on CS instead of CPDIR2.CSV
Q00687915		26	Set corruption when turning off both SUPP and CIST packages.
Q00351865		25	SYS310 for Analogue sets during upgrade to 25.27d
Q00704002		25	Undo' feature is not working when undo from 25.40 to 25.30 or 25.15
Q00747220		25	XPECS and XNETS fail donwload with SDL4200 error message
Q00619551-01		26	BUG6071 may stream when new occurrences are found

ITGL, IPL, Element Management, Branch Office, IP Peer and Virtual Office

CRs Number	Patches	Found in Release	Description
Q00556610	MPLR16928	2	Sets continue ringing after being answered
Q00539936	MPLR16820	2	Call Server crash, Bus Error in Task "tVitn" (0x20d5bcd0)
Q00563780-01		2	One-way or no speech patch on a redirected VTRK call after CS initialization
Q00483159		2	Compilation of large system broken by talk slot expansion.
Q00351626	MPLR16317	1	ITGL can not connect to Media Gateway in survivable mode
Q00351622	MPLR16171	25	TCP link starts before RUDP does
Q00351630		1	24 conference call cause DSP channel failure
Q00351584	MPLR16421	25	I2004 Etherset doesn't get music if Broadcast=NO
Q00565329-01		2	Echo leakage in calls to PSTN through digital and analog trunks
Q00498514		2	"CLT" and "RLT" are configured on key 27 and key 28 on i2004 automatically
Q00351525		25	RUDP does not handle out of order packets
Q00427484		1	Wrong DLO function has been used
Q00561485		2	i2004 calls to TDM not completing
Q00351535		25	Audit clears PTNs without reporting errors
Q00351602		25	Call forward cancelled msg, doesn't stay long enough
Q00351512		25	No M1 log message when config i2004 with invalid TN
Q00351645-01	MPLR16227	25	RLMTPSEXCH Message needed to be changed on 68XX CPUs
Q00351603		25	automatic set relocation is allowed for i2004 and it sho
Q00351550	MPLR16339	25	Lost Zone Table causes phones not in zone 0 to block
Q00351594		25	Audit should fix set fault bits on virtual loops
Q00351595		25	Failed FINDONEWAY still reserves zone bandwidth
Q00351523	MPLR16311	25	INI when trying to out tie trunks for ITG sets
Q00351621		25	Zone audit does not audit last zone
Q00469000	MPLR16545	25	Dropback from ITG does not work after call transfer.
Q00575564	MPLR16995	25	Call made over ITG Network to a disabled extn gets Busy Tone
Q00349880		2	SCH1360 to SCH1369 s/b updated to include i2002/i2050
Q00419851		2	RES command does not transfer the zond.db to expansion cabinet
Q00614769-01		2	Using EM\Patching\Media Gateway may cause SS to reboot
Q00561865		2	Change in overlay 11 causes the BUID to be deleted
Q00628893		2	Allow block call failed if B.O ESET (normal mode) call B.O TDM set
Q00541818	MPLR16840	2	Bandwidth did not get update correctly for TDM call on B.O.
Q00542834		2	BUG481 printed during data dump while there is Virtual office login sets
Q00546322	MPLR16861	2	Zone table is not update correctly on the originator side for blind XFER
Q00528275		2	VO login only checks the length of SCPW - ignore the rest
Q00538350		2	Code change needed for ZONE_PROXY so as to not break CPP SL1 compiler
Q00544063		2	Some Branch Users display "Permission Denied 2" after reset
Q00486714		2	Branch Office Restriction does not cause set to reset if xfer/conf feature used
Q00529488		2	"Local mode" does not display when MSB key is deactivated
Q00706371	MPLR17610	26	No speech Path when SCCS calls networked using NSBR
Q00718601		26	EM fails to change ACOD and editing virtual route

CRs Number	Patches	Found in Release	Description
Q00717505-01		3	No error prompted when trying to delete a PRI loop through EM
Q00728419		3	Unable to change the DES field for virtual trunks through EM
Q00715101-01		3	BSRV prompt in LD 17 cannot be configured from Element Manager
Q00706040-01		26	Call Transfers using IP Sets over trunks leaves name on transferring sets
Q00707584-01		3	No Date/Time display on i2002 set
Q00733579		3	CS Rel3.0 should check IPL version and block ELAN if it is not compatible
Q00706334	MPLR16340, MPLR16341	25	IP call over DASS or DPNSS gives low transmission
Q00743595		3	Elan Down: ELAN024 tcp write fatal error! ERRNO is 70.
Q00742772	MPLR17757	3	The fix of Q00513623 will cause data corruption.
Q00723218		2	Branch Office software installation has invalid menu prompts
Q00703781		25	Symposium in main office assigns call to branch office agent: No speechpath
Q00737590		3	TN_IS_VTRK is called with an uninitialized TN.
Q00724171	MPLR17730	2	CSE 1000 Rls 2.0 SMC 3.00.74 - After complete system power up SMC channels DSBL
Q00707583		2	PRT IPDN should accept partial IP address

Appendix D: Known Issues and Workarounds

This is a view of known highest priority unresolved problems, applicable workarounds and available patches as of **Oct. 15, 2003**

They have been categorized as applicable to all supported systems, or to specific system types as indicated. This does not mean your system(s) will see each of these problems. As indicated, Patches are available for certain problems as of the writing of this document. Refer to the PEP library for updated list of applicable Patches for Succession Release 3.0 (X2103.00)

For Problems where PATCH listed to resolve this problem, Please contact your Customer Technical Services group for the installation of the Patches.

	KEY
Problem Category	Major Feature or Area of Problem Ref: BV or MP Number PATCH: MPLR Number if available by Oct. 15, 2003 .
Date reported	The date that the problem was escalated to Technology. Format: mm/dd/yy
System impacted	The machine types that the problem could exist on. All is the default value for this field.
Software reported on	The software release that the problem was reported on.
Description of incident	The scenario that resulted in the problem and description of the problem including system output if appropriate.
Impact on system operation	Problems are categorized as low, medium and high based on their impact. LOW - Not system impacting, messages, displays, ... MEDIUM - User will see a difference in feature operation than they expect. HIGH - Major impact to call processing or system operation. If an acceptable workaround is available, the problem will be categorized as medium.
Explanation/ Workaround	If there is a workaround available by Oct. 15, 2003 this information will be documented here.

Call Server Core Software Advisements

Problem Category	Can't use "KDIF" to compare X11 and X21 keycodes Ref: Q00692568 PATCH: MPLR17581
Date reported	02/18/03
System impacted	All systems
Software reported	Succession 3.0 Core Software
Description of incident	
Impact on system operation	Medium
Workaround	This operation is not supported for the keyocde having different formats. Use OVL 22 to pint the old and new package and ISM Limits and then compare each one. A patch for this CR will be available only for the release/issues that have the same keycode format as Succession 3.0 software. i.e patch for all the issues later than Rls 25.07. MPLR17581 is available for X1125.40B and should be installed first prior to upgrade to X2103.00

Problem Category	ACD Calls that NCFW to DMS PRI have the ORG# IE rejected Numbers night call forwarded to an outside message system, changed Ref: Q00350093 + Q00601712
Date reported	01/16/03
System impacted	All system
Software reported on	Succession 3.0 Core Software
Description of incident	In Rls 25.40 (without the fix for Q00350093): When a call is NCFWed (Night call forwarded) to any of the DMS interfaces (DMS100, DMS250 and SL100), M1 sends a ORG# IE with redirection reason as NCFW, but the DMS interfaces do not understand this reason and hence this IE is rejected with a status message and ORG number (the set with NCFW on M1) is also dropped. Hence SL100 will not send it to MSM. In Succession 3.0 (with the fix for Q00350093): The fix changes the redirection reason to CFW unconditional, so that the DMS interfaces do not reject the call. So, in the current case the ORG IE is recognized by SL100 and has been sent to MSM.
Impact on system operation	Low impact
Explanation/ Workaround	

Problem Category	Failure to Establish BRIE calls Ref: Q00598231 PATCH: MPLR17275
Date reported	01/23/03
System impacted	Small system
Software reported on	Succession 3.0 Core Software
Description of incident	Calls over BRIE fail to get established. When call is made from SIPE to 11C get short burst of ringing at far end, then call gets dropped and near end hears fast busy. The problem was happening due to lower version of QSIG loadware on a standalone option 11c switch connected to the expansion cabinet of the SIPE system running P26. A loadware patch was provided which solved the problem. Thus no fix is planned for this CR and is being replied.
Impact on system operation	Low
Explanation/Workaround	A BRIE Loadware upgrade (MPLR17275) for far end switch with Rls 25.40B s/w is available.

Problem Category	FIJI firmware download corrupted on CPP system Ref: Q00436017 PATCH: None
Date reported	05/17/02
System impacted	81C CP PII only
Software reported on	Succession 3.0 Core Software
Description of incident	Download firmware to FIJI card through the Option 81C - CPP system, corrupted data, invalid checksum, and new firmware can not be downloaded to FIJI cards.
Impact on system operation	Medium
Explanation/Workaround	A fix was integrated; although the percentage of FIJI's which pass the firmware upgrade has greatly improved, we still not able to achieve 100% pass on all. The number of pass and fail also seems to fluctuate with the number of tasks being performed at any given time. Action: If encounter failed download try to download the firmware again till it is successful.

Problem Category	Cannot change Phantom TN's Ref: Q00698599 PATCH: None
Date reported	06/24/03
System impacted	All system
Software reported on	Succession 3.00K Core Software
Description of incident	Phantom TN's created using LD 17 TERD (Double Density Phantom L) or TERM (Single Density) or TERQ(Quad Density) Phantom Loop appears disabled
Impact on system operation	Low
Explanation/ Workaround	The ports appear disabled when you stat them but actually still work. Remove the Phantom loop in LD 17 : Xnnn and create it again in LD 97: SUPL Nnnn

Problem Category	KBA full icon support issues Ref: Q00717685 PATCH: None
Date reported	06/24/03
System impacted	All system
Software reported on	Succession 3.00P Core Software
Description of incident	Full Icon not working with KBA Release 7 , also Full Icon not working the second KBA regardless of the firmware release of the KBA
Impact on system operation	Low
Explanation/ Workaround	With Succession 3.0 Full Icon is supported on KBA with a minimum Release 9

Problem Category	Procedure to Activate / Deactivate PCA Ref: Q00673331 PATCH: None
Date reported	05/16/03
System impacted	All system
Software reported on	Succession 3.00P Core Software
Description of incident	<p>To Activate / Deactivate the PCA the User would perform the following steps :</p> <ol style="list-style-type: none"> 1) Press the DN Key of any terminal connected to the PBX on which the PCA is configured. 2) Depending on the functionality required the User will dial one of the following FFC codes: Activate/Change: PCAA FFC Deactivate: PCAD FFC Verify: PCAV FFC 3) Dial the Prime DN of the Desktop (same as the PCA) 4) When prompted for the Password, enter the Station Control Password (SCPW) of the Desktop set or that of PCA (if configured). (Note: if no Desktop set is configured, the SCPW must be configured on the PCA.) 5) Dial "End-Of-Dialing as defined in FFC data block" digit (default value is #) 6) A confirmation tone will be heard after entering the main extension number indicating that the password and extension match and the procedure was successful. If a fast busy signal is heard, the User must hang up and try again. 7) If the "End-Of-Dialing as defined in FFC data block" digit is not pressed after PCAA FFC, the User may continue to enter a new Target DN (HOT P DN) and "End-Of-Dialing as defined in FFC data block" digit. This action will update the HOT P DN and activate the PCA. All the PCAs associated with the DN will be modified to the NEW PCA Target DN. A confirmation tone will be heard indicating a either a successful or unsuccessful operation. Note: use "End of Dialing" digit as defined in the FFC data under the customer data block.
Impact on system operation	Low
Explanation/ Workaround	Note: use "End of Dialing" digit as defined in the FFC data under the customer data block

Problem Category	System equipped with first generation digital sets “M2009, 2112, and 2018” may experience data corruption with any digital set type. Ref: Q00743283 PATCH: MPLR17889
Date reported	10/09/03
System impacted	All system
Software reported on	Succession 3.00 Core Software
Description of incident	When a call hunts to key 0, the phone produces a constant buzz until the sets is either unplugged or outed and reconfigured.
Impact on system operation	Medium
Explanation/Workaround	Contact Nortel support to get access to MPLR17889 (This patch is a view only status). This patch is available only for sites equipped with these sets; this patch requires an INI immediately after putting it in service.

Problem Category	New error messages SRPT031 Ref: Q00769624 PATCH: None
Date reported	10/16/03
System impacted	CP P-II system only.
Software reported on	Succession 3.00 Core Software
Description of incident	The first indication of e-drive corruption is: /RPT/ACCESS.LOG Allocation error, size adjusted /CHD00021. Start cluster number is invalid. Entry will be erased without saving, if dosFsChk has been called with <repairLevel> >= 1 ERRORS FOUND!!! 19 lost allocation units in 1 chains 155648 bytes disk space would be freed. All reclaimed chains have been collected to files whose names starting with /CHD00021. Corrections have been written to disk. The second indication of e-drive corruption is: (16/10/03 13:24:04.561) SRPT031. Error value = 1 Please re-install software
Impact on system operation	Minor
Explanation/Workaround	These error messages are applicable to CP P-II systems only. These messages may be reported when dosFsChk returns an error which is due to minor corruption of the e:drive. This issue is not service affecting and affects the DEBUG file structure only. This problem is still being worked on and a product advisory will be distributed to communicate the resolution.

i2002 / i2004 / i2050 Advisements

The following advisements apply to the firmware on the IP Telephones and i2050 Software Telephone.

Problem Category	i2004 IP TELEPHONES Ref: Q00349854
Firmware reported	Release 1.0
Description of incident	Set is unable to locate gateway using Proxy ARP.
Impact on system operation	Low
Explanation/Workaround	Although this is not a supported feature at this time, a workaround is to configure the gateway IP address to an IP address outside the sets subnet or manually configure gateway to the router address.

Problem Category	i2050 Software Telephone Ref: Q00337102
Software reported	
Description of incident	Some Dell Laptops (some Latitude CPi, CPx) do not properly enumerate USB devices upon startup. As a result the Nortel Networks USB adapter may not be recognized as a sound device.
Impact on system operation	Low
Explanation/Workaround	After PC completes starting up, unplug and reconnect the USB Adapter before starting the i2050 application. Contact your Nortel representative if you experience this problem.

Problem Category	i2050 Software Telephone Ref: Q00747637
Software reported	Build 299
Description of incident	The i2050 Personal Directory cannot be used, in certain circumstances, to place calls.
Impact on system operation	Medium
Explanation/Workaround	Attempting to place two Personal Directory calls in conference will fail. Also, when the Line 0 key is not the DN key (for example after pressing the shift key), calls cannot be placed using the Personal Directory. These issues are as a result of the Call Server interpreting the Line 0 as some key other than Line 0, thus failing the calls. To prevent this problem, Line 0 should always be programmed as line from which a call can be dialed. In the set of shifted keys, Line 0 should also be a line that calls can be dialed from. If this is not possible then the user should only use the directory which the un-shifted set of keys is selected.

Meridian 1 / Succession 1000 Advisements

The following is a list of unresolved Meridian X11 or Succession 1000 problems that pertain to IP Line 3.1. They have been categorized as applicable to all supported systems, or to specific system types as indicated. This does not mean your system(s) will see each of these problems.

Problem Category	i2004 IP TELEPHONES Ref: MP15940
System impacted	All
Software reported	Release 25 and Succession 1000 Release 1
Description of incident	In normal operation mode of Option 11C SIPE and Succession 1000, calls will stay active during INI. However, if an INI occurs when the expansion cabinet or Media Gateway cabinet is in survival mode, active calls will be dropped.
Impact on system operation	Medium
Explanation/Workaround	The occurrence of this problem should be rare since continued operation in survival mode is uncommon.

IP Peer 2.0 Advisements

This section contains any known problems that users may come across, along with any workarounds to avoid the problem or recover if it occurs. It is not necessarily a complete listing of all the known open problems

The following is a list of unresolved Meridian X11\Succession1000M or Succession 1000 problems that pertain to IP Peer 2.0. They have been categorized as applicable to all supported systems, or to specific system types as indicated. This does not mean your system(s) will see each of these problems.

Problem Category	IP Peer	Ref: Q00747868
Software reported	X21_3.00S / SS 2.10.76	
Description of incident	Exception 14 in Task "tVitn" (0x3f42888) -- Warm Start The exception in tvtServerRx is caused by the memory corruption.	
Impact on system operation	High.	
Explanation/ Workaround	MPLR17802	

IP Trunk 3.0 Advisements

There are no IP Trunk 3.0 advisements.

Element Manager Advisements

Problem Category	Element Manager	Ref: Q00705052
System impacted	All	
Software reported	Succession Rls 3 – Beta B	
Description of incident	Element Manager cannot display its web pages (customer explorer or d-channel) when data includes special characters sets recognized as XML headers.	
Impact on system operation	Medium	
Explanation/ Workaround	<p><u>For D-channels configuration:</u> If D-channels exist with DES fields that would include special characters (for example &,\$,@,...), the Element Manager might interpret these characters as XML delimiters. The Element manager interface would fail in these situations to properly display D-channel parameters or support configuration of D-channels or to provide access to the “configuration - customer Explorer” web pages.</p> <p>Workaround: using overlay 17, change the value of the DES field to ensure no “special” characters are included.</p>	

Problem Category	Element Manager Interface	Ref: Q00714540
System impacted	All	
Software reported	Succession Rls 3 – Beta B2	
Description of incident	Not possible to configure routes with trunk types (TKTP) = CBCT/ISA	
Impact on system operation	Important	
Explanation/ Workaround	<p>When needed to configure RDB with Trunk Type (TKTP) as CBCT / ISA, the prompts DGTP and IFC will not be displayed.</p> <p>Workaround: Use TTY overlay 16 to configure the route.</p>	

Problem Category	Element Manager Interface	Ref: Q00723818
System impacted	All	
Software reported	Succession Rls 3 – Beta B2	
Description of incident	Element Manager does not release the overlay 135 after command SCPU is exec	
Impact on system operation	Important	
Explanation/ Workaround	<p>It is not possible to use overlay 135 from the TTY immediately after SCPU command would have been executed from the Element Manager interface. Access to the overlay 135 from the TTY is locked for a period of time until a timer expired.</p> <p>Workaround: Continue to use Element Manager interface (instead of overlay 135), or wait until timer expires.</p>	

Problem Category	Element Manager Interface	Ref: Q00767246
System impacted	All	
Software reported	Succession 1000 Rls 2	
Description of incident	Not possible to configure the first ESN Data block using Element Manager	
Impact on system operation	Meduim	
Explanation/ Workaround	<p>The Element Manager interface cannot create a new ESN Datablock if none were previous configured.</p> <p>Workaround: The first ESN Datablock must be configured using overlays</p>	

Problem Category	Documentation	Ref: Q00775536
System impacted	All	
Software reported	Succession Release 3.0	
Description of incident	Correction to the configuration of new Virtual trunk Route instruction in page 168 of “IP Peer Networking NTP (553-3001-213 Std 1.00)”	
Impact on system operation	Medium	
Explanation/ Workaround	<p>Under Basic Configuration, fill in the required fields to create a new Virtual Trunk Route:</p> <ol style="list-style-type: none"> Select a Route Number (ROUT) from the drop-down list box. Select the Trunk Type (TKTP) = TIE trunk data block (TIE). <p>It should be Under Basic Configuration, fill in the required fields to create a new Virtual Trunk Route:</p> <ol style="list-style-type: none"> Select a Route Number (ROUT) from the drop-down list box. Select the Trunk Type (TKTP) = IPTI trunk data block 	

IP Line 3.1 Advisements

The following advisements apply to the IP Line .3.1 Loadware

Problem Category	IP Line 3.1	Ref: Q00677906
System impacted	Meridian 1, Succession 1000M, Succession 1000	
Software reported	IP Line 3.10.63	
Description of incident	<p>The following FTP failed error messages appear on the follower cards:</p> <p>MAY 12 20:20:49 UMS: Error FTP(47.11.155.176) transfer failed</p> <p>MAY 12 20:22:49 UMS: Info Retry firmware download: from IP 47.11.155.176 for terminal i2001File "IPP2SETS.fw" not found or permission problem</p> <p>MAY 12 20:22:50 UMS: Error FTP(47.11.155.176) transfer failed</p> <p>MAY 12 20:24:50 UMS: Info Retry firmware download: from IP 47.11.155.176 for terminal i2001File "IPP2SETS.fw" not found or permission problem</p>	
Impact on system operation	None.	
Explanation/Workaround	Patch MPLR17902 will prevent these messages from appearing.	

Problem Category	IP Line 3.1	Ref: Q00758543
Software reported	IP Line 3.10.80	
Description of incident	<p>In a system with a large number of IP Telephones (in excess of 2400) registered to a Signaling Server, registering additional IP Telephones while executing the CLI command "isetShow" via a TELNET session may cause the ELAN link to go down.</p>	
Impact on system operation	High.	
Explanation/Workaround	Patch MPLR17855 is available and will resolve this issue.	

Problem Category	IP Line 3.1	Ref: Q00744184
Software reported	IP Line 3.10.76	
Description of incident	In certain instances, the “audit.his” file is populated with unintelligible characters. If the files size is not managed correctly, this may cause the Voice Gateway Media to card to hang.	
Impact on system operation	High.	
Explanation/Workaround	Patch MPLR17850 is available and will resolve this issue.	

Problem Category	IP Line 3.1	Ref: Q00755841
Software reported	IP Line 3.02.18	
Description of incident	In certain instances, when the leader card (either a Signaling Server or a Voice Gateway Media Card) undergoes an unscheduled out of service event (i.e. loss of power, hang-up), if the new master of the node is a Succession Media Card (SMC), the re-registration process may be delayed by 10-30 minutes. There is no delay in the re-registration process if the new master is either an ITG-P card or the follower SS.	
Impact on system operation	High.	
Explanation/Workaround	Patch MPLR17849 is available. Installing the patch will return the re-registration process back to normal operating parameters.	

Problem Category	IP Line 3.1	Ref: Q00754569
System impacted	Meridian 1, Succession 1000M, Succession 1000	
Software reported	IP Line 3.00.74	
Description of incident	Using an incorrect format of the “PING” command when working at the CLI level causes the Voice Gateway Media Card to reboot.	
Impact on system operation	High.	
Explanation/Workaround	Patch MPLR17864 is available and will resolve this issue. This patch must be installed on the ITG-P and the SMC cards.	

Problem Category	IP Line 3.1	Ref: Q00711585
Software reported	IP Line 3.10.76	
Description of incident	False QoS reports (ITG5028 and TFC001) of nearly 100% network packet loss on the Succession Media Card (SMC) occurs in certain instances.	
Impact on system operation	Low.	
Explanation/Workaround	<p>To avoid false QoS reports (ITG5028 and TFC001) of nearly 100% network packet loss on the Succession Media Card (SMC) Voice Gateway Media Card (VGMC) voice gateway media ports (VGW TNs), the maximum rate of network packet loss that can be reported by the Succession Media Card running IPL 3.10.81 is 80% packet loss.</p> <p>ITG-Pentium VGMCs can report network packet loss accurately up to 100% packet loss.</p> <p>Due to the problem reported in CR Q00711585 the SMC voice gateway media ports cannot discriminate between real network packet loss of nearly 100% and false packet loss. The root cause of the problem is currently under investigation. The maximum cut-off of 80% network packet loss reporting by Succession Media Card VGMCs will be removed when a PEP is available for CR Q00711585.</p>	

Nortel Networks Meridian/Succession System

Succession 3.0 Software

General Release Bulletin

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Document number: P0942434
Document release: 1.1
November 2003

