

## Contents

1. Introduction . . . . .	1-1
1.1 Purpose of This Document . . . . .	1-1
1.2 Reasons for Reissue . . . . .	1-2
1.3 Structure of the Document . . . . .	1-2
1.4 General Terminology . . . . .	1-2
1.5 Requirements Terminology . . . . .	1-3
1.6 Requirement Labeling Conventions . . . . .	1-4
1.6.1 Numbering of Requirement and Related Objects . . . . .	1-4
1.6.2 Requirement, Conditional Requirement, and Objective Object Identification . . . . .	1-5
2. Description of CSCANS . . . . .	2-1
3. “Generic Program Correction” (Patch) Sequencing, Application, and Administration Procedures . . . . .	3-1
3.1 General . . . . .	3-1
3.2 Criteria . . . . .	3-1
3.2.1 Sequence Number Series . . . . .	3-1
3.2.2 Sequence Number Format . . . . .	3-1
3.2.3 Application of “Generic Program Corrections” . . . . .	3-2
3.2.4 Patching History . . . . .	3-2
3.2.5 Query of “Generic Program Correction” Level . . . . .	3-2
3.2.6 Interdependencies . . . . .	3-3
3.2.7 Peripheral “Generic Program Corrections” (If Applicable) . . . . .	3-3
3.2.8 Embedded Adjunct Processor “Generic Program Corrections” (If Applicable) . . . . .	3-4
3.2.9 Faulty/Canceled “Generic Program Corrections” . . . . .	3-4
3.2.10 “Generic Program Corrections” Size . . . . .	3-4
4. CSCANS Patch File Format . . . . .	4-1
4.1 General . . . . .	4-1
4.2 High Speed Access . . . . .	4-1
4.2.1 Virtual Private Network (VPN) Solution . . . . .	4-5
4.3 Patch Files . . . . .	4-10
4.3.1 Initialization . . . . .	4-10
4.3.2 Patch File Schedule . . . . .	4-10
4.3.3 Patch File Naming . . . . .	4-10
4.3.4 Patch File Retention in Vendor CSCANS Host . . . . .	4-11
4.4 File Formats . . . . .	4-11
4.4.1 Patch Parts . . . . .	4-11
4.4.2 Administrative Part . . . . .	4-11
4.4.2.1 Sequence Number . . . . .	4-11
4.4.2.2 Patch Category . . . . .	4-12
4.4.2.3 Patch ID . . . . .	4-12
4.4.2.4 Call Report Number . . . . .	4-12
4.4.2.5 Subsystem/Module Name/VS . . . . .	4-12

4.4.2.6 Processor . . . . .	4-13
4.4.2.7 Dependencies . . . . .	4-13
4.4.2.8 Error Title . . . . .	4-13
4.4.2.9 Patch Description . . . . .	4-13
4.4.2.10 Incorporation Procedure . . . . .	4-13
4.4.2.11 Patch Test . . . . .	4-14
4.4.3 Patch Data . . . . .	4-14
4.4.4 Manual Update . . . . .	4-14
4.4.5 Patch Removal . . . . .	4-14
4.5 Miscellaneous . . . . .	4-14
4.5.1 File Compression . . . . .	4-14
4.5.2 Transmission Error Checking . . . . .	4-15
4.5.3 Sequence Number Checks . . . . .	4-15
4.5.4 Patch Sequence Number Checks . . . . .	4-15
4.5.5 CSCANS Working Patch Files . . . . .	4-15
5. Customer Service Report Database Specifications . . . . .	5-1
5.1 General . . . . .	5-1
5.1.1 Tracking Record . . . . .	5-1
5.1.2 Downloading Call Report Records . . . . .	5-1
5.1.3 Sharing of Information . . . . .	5-1
5.1.4 Initialization File . . . . .	5-2
5.2 File Format . . . . .	5-2
5.2.1 Delta Files . . . . .	5-2
5.2.2 Delta File Format . . . . .	5-2
5.2.3 Delta File Naming Convention . . . . .	5-2
5.2.4 Company Identifiers . . . . .	5-3
5.2.5 CSR Delta File Schedule . . . . .	5-3
5.2.6 CSR Delta File Retention in the Vendor CSCANS Host . . . . .	5-3
5.3 CSR Record Format . . . . .	5-4
5.3.1 CSR Record Fields . . . . .	5-4
5.3.2 CSR Number . . . . .	5-4
5.3.3 CSR Title . . . . .	5-4
5.3.4 Originator Location . . . . .	5-4
5.3.5 Telecommunications Service Provider . . . . .	5-5
5.3.6 State . . . . .	5-5
5.3.7 Site . . . . .	5-5
5.3.8 System . . . . .	5-5
5.3.9 Software Release . . . . .	5-5
5.3.10 Caller Name . . . . .	5-6
5.3.11 Caller Phone . . . . .	5-6
5.3.12 Incident/Open Date . . . . .	5-6
5.3.13 Incident/Open Time . . . . .	5-6
5.3.14 Cross-Reference Number . . . . .	5-6
5.3.15 Priority . . . . .	5-6
5.3.16 Telecommunications Service Provider Status . . . . .	5-7
5.3.17 Vendor Status . . . . .	5-7
5.3.18 Activity Date . . . . .	5-7

5.3.19	Hardware Key	5-7
5.3.20	Software Key	5-7
5.3.21	Problem Descriptions	5-8
5.3.22	Action Taken	5-8
5.3.23	Target Date For Fix	5-8
5.3.24	TAC Engineer	5-8
5.3.25	TAC Contact No.	5-9
5.3.26	Closed By (Telecommunications Service Provider)	5-9
5.3.27	Closed By (TAC)	5-9
5.3.28	Closed Date	5-9
5.4	Miscellaneous	5-9
5.4.1	File Compression	5-9
5.4.2	Transmission Error Checking	5-9
5.4.3	Sequence Number Checks	5-10
5.5	Two-Way Capability	5-10
6.	Warnings, Bulletins, and Alerts (WBAs)	6-1
6.1	General	6-1
6.1.1	Issuing WBAs	6-1
6.1.2	Standard Series	6-1
6.1.2.1	Warnings	6-1
6.1.2.2	Bulletins	6-1
6.1.2.3	Alerts	6-1
6.2	Major Attributes	6-2
7.	Baseline Drawings	7-1
7.1	Format	7-1
8.	Change Application Procedures (CAPs) or Engineering Change Procedures (ECPs)	8-1
9.	Additional Supplier Responsibilities	9-1
9.1	General	9-1
9.2	Data Integrity Checks	9-1
9.3	Notification of Changes	9-1
9.4	CSRs Issued for CSCANS Troubles	9-1
10.	Electronic Mail	10-1
10.1	General	10-1
10.2	Electronic Mail Module	10-1
11.	Internet Security	11-1
11.1	General	11-1
11.2	Identification: (Who are you?)	11-1
11.3	Authentication: (Are you who you say you are?)	11-1
11.4	Privacy: (If someone else gets the information, can they read it?)	11-1
11.5	Data Integrity: (Did I get what you sent to me?)	11-2
11.6	Additional Requirements	11-2
Appendix A:	UUCP Mail Interchange Format Standard (RFC-976)	A-1
A.1	Introduction	A-1
A.2	Basics	A-2

A.2.1 Hybrid Addresses . . . . .	A-2
A.2.2 Transport . . . . .	A-3
A.2.3 Batch SMTP . . . . .	A-4
A.2.4 Envelope . . . . .	A-5
A.2.5 Routing . . . . .	A-5
A.3 Algorithm . . . . .	A-6
A.4 Example . . . . .	A-8
A.5 Summary . . . . .	A-9
Appendix B: References . . . . .	B-1
B.1 Telcordia Documents . . . . .	B-1
B.2 External Sources . . . . .	B-1
Note . . . . .	B-1
To Contact Telcordia Customer Service or to Order Documents . . . . .	B-1
To Order Documents From Within Telcordia (Employees Only) . . . . .	B-2
The Telcordia Digest of Technical Information (A Monthly Publication) . . . . .	B-2
Appendix C: Glossary . . . . .	C-1
Appendix D: Adtran- Understanding Virtual Private Networking . . . . .	D-1
Appendix E: Alcatel - Understanding the Networking IPsec Protocol Suite . . . . .	E-1
Requirement-Object Index . . . . .	ROI-1

## List of Figures

Figure 4-1	VPN Example . . . . .	4-6
Figure 4-2	Current Environment . . . . .	4-7
Figure 4-3	Solution 1 . . . . .	4-8
Figure 4-4	Solution 2 . . . . .	4-9
Figure 11-1	Example of Supplier to Customer Internet Connection . . . . .	11-3