



DEFENSE INFORMATION SYSTEMS AGENCY

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IN REPLY REFER TO: Joint Interoperability Test Command (JTE)

1 Oct 14

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Extension of the Joint Interoperability Certification of the Amcom Software Inc., Personal Computer/Public Safety Answering Point (PC/PSAP™) Release 11.11.0.21

- References: (a) Department of Defense Instruction 8100.04, "DoD Unified Capabilities (UC)," 9 December 2010
(b) DoD CIO, Memorandum, "Interim Guidance for Interoperability of Information Technology (IT) and National Security Systems (NSS)," 27 March 2012
(c) through (f), see Enclosure

1. Certification Authority. References (a) and (b) establish the Joint Interoperability Test Command (JITC) as the Joint Interoperability Certification Authority for the UC products.

2. Conditions of Certification. The Amcom Software Inc., Personal Computer/Public Safety Answering Point (PC/PSAP™), Software Release 11.11.0.21; hereinafter referred to as the System Under Test (SUT), is certified for joint use as Customer Premise Equipment (CPE) PSAP. The SUT meets the critical requirements of the Unified Capabilities Requirements (UCR), Reference (c), and is certified for joint use as CPE PSAP without any conditions (see Table 1). The SUT was tested and certified for use with any Avaya Communication Server (CS) 1000M. JITC analysis determined the SUT is also certified for use with any CS1000E or related switch currently or previously on the UC Approved Products List (APL). The SUT was also tested and certified with the Avaya S8720 CM 4 with AE Services Release 6.2. JITC analysis determined any Avaya switches certified with software version CM4 or CM6 are functionally identical to the S8720 CM4 relative to the SUT. Therefore, the SUT is certified for use with any Avaya CM 4 and CM 6 switches that have been or are on the UC APL and are configured with the Avaya AE Services Release 6.2. This certification expires upon changes that affect interoperability, but no later 12 November 2016, which is three years from the date of the original UC APL memorandum, Reference (d). DTR 3 was requested to update the SUT include Patch 140825. See paragraph 4 test details.

Table 1. Conditions

Table with 4 columns: Condition, Status, Operational Impact, Remarks. Row 1: Not applicable; the Spok Personal Computer/Public Safety Answering Point (PC/PSAP™), Software Release 11.11.0.274 meets all of the Unified Capabilities Requirements, Reference (c) joint critical interoperability requirements. Amcom Software was acquired by Spok; therefore, the SUT is now sold and supported by Spok.

3. **Interoperability Status.** Table 2 provides the SUT interface interoperability status and Table 3 provides the Capability Requirements (CR) and Functional Requirements (FR) status. Table 4 provides a UC APL product summary.

**Table 2. SUT Interface Status**

Interface	Threshold CR/FR Requirements (See note 1.)	Status	Remarks
<b>Interfaces</b>			
2-Wire Analog Ground Start Lines (C)	1	Met	The SUT met the critical CRs and FRs for this interface.
2-Wire Analog CAMA Trunks (C)	1	Met	The SUT met the critical CRs and FRs for this interface.
Serial EIA-232 (C)	1 (See note 2.)	Met	The SUT met the critical CRs and FRs for this interface.
Proprietary M2616 (C)	1 (See note 3.)	Met	The SUT met the critical CRs and FRs for this interface.
Proprietary M3904 (C)	1 (See note 3.)	Met	The SUT met the critical CRs and FRs for this interface.
Proprietary M3905 (C)	1 (See note 3.)	Met	The SUT met the critical CRs and FRs for this interface.
Proprietary M5316 (C)	1 (See note 4.)	Met	The SUT met the critical CRs and FRs for this interface.
Proprietary M6320 (C)	1 (See note 4.)	Met	The SUT met the critical CRs and FRs for this interface.
Avaya Proprietary Digital supporting MADN (C)	1 (See note 5.)	Met	The SUT met the critical CRs and FRs for this interface.
IP (C)	2, 3 (See note 6.)	Met	The SUT met the critical CRs and FRs for this interface.
T1 ISDN PRI NI2	1 (See note 7.)	Met	The SUT met the critical CRs and FRs for this interface.
T1 ISDN PRI ANSI T1.619a	1 (See note 7.)	Met	The SUT met the critical CRs and FRs for this interface.
<b>NOTES:</b>			
1. The UCR does not identify interface CR/FR applicability. The SUT high-level CR and FR ID numbers depicted in the Threshold CRs/FRs column are cross-referenced with Table 3.			
2. The serial interface provided connectivity between the SUT server and the telephone XID unit and between the workstation and telephones and TDD/RIM device.			
3. The UCR does not include requirements for proprietary interfaces. The SUT can be used with the following phones when connected to the Avaya CS1000 switches: M2616 with an MCA adapter, M3904 with a CTIA adapter, or the M3905 connected to the PC/PSAP server. The SUT can be used with either the M3904 with a CTIA adapter or the M3905 connected to the PC/PSAP integrated workstation.			
4. The UCR does not include requirements for proprietary interfaces. The SUT can be used with the following phones when connected to the Avaya CS2100 switch: M6320 with a CTIA adapter, or the M5316 connected to the PC/PSAP server. The SUT can be used with either the M6320 with a CTIA adapter or the M5316 connected to the PC/PSAP integrated workstation.			
5. The UCR does not include requirements for proprietary interfaces. The SUT can be used with digital phones certified with any Avaya CM 4 or CM 6 switches that have been or are on the UC APL and are configured with Avaya AE Services Release 6.2.			
6. The IP interface provided intra-enclave connectivity for the SUT components and from the SUT to the Avaya Application Enablement Services server.			
7. The SUT met the requirements for this interface when using the optional AudioCodes Mediant 1000, which was included with this DTR. This interface is certified specifically with any Avaya MSL-100 or CS2100 which is or was previously listed on the UC APL.			
<b>LEGEND:</b>			
AE	Application Enabled	ISDN	Integrated Services Digital Network
ANSI	American National Standards Institute	MADN	Multiple Appearance Directory Number
APL	Approved Products List	MCA	Meridian Communications Adapter
C	Conditional	MSL	Meridian Switch Load
CAMA	Centralized Automatic Message Accounting	NI2	National ISDN 2
CM	Communication Manager	PRI	Primary Rate Interface
CPE	Customer Premise Equipment	PSAP	Public Safety Answering Point
CR	Capability Requirements	SUT	System Under Test
CTIA	Computer Telephony Integration Adapter	T1	Digital Transmission Link Level 1
DTR	Desktop Review	TDD/RIM	Telecommunications Device for the Deaf/Radio Interface Module
EIA	Electronic Industries Alliance	UC	Unified Capabilities
FR	Functional Requirements	UCR	Unified Capability Requirements
ID	Identification	XID	Exchange Identifier
IP	Internet Protocol		

**Table 3. SUT Capability Requirements and Functional Requirements Status**

CR/FR ID	UCR Requirement (High-Level) (See note 1.)	UCR 2013 Reference	Status
1	Customer Premise Equipment Requirements (R)	3.7.2	Met
2	Differentiated Services Code Point Tagging Requirements (R)	Table 7.2-3	Met
3	Internet Protocol version 6 Requirements (R)	Table 5.2-1	Met (See note 2.)
<b>NOTES:</b>			
1. The annotation of 'required' refers to a high-level requirement category. The applicability of each sub-requirement is provided in Reference (e), Enclosure 3.			
2. The SUT met all IPv6 requirements. However, the Avaya Application Enablement Services Release 6.2 only supports IPv4. Therefore, the SUT interface to the Avaya Application Enablement Services Release 6.2 is certified for IPv4 only.			
<b>LEGEND:</b>			
CR	Capability Requirement	IPv6	Internet Protocol version 6
FR	Functional Requirement	R	Required
ID	Identification	SUT	System Under Test
IPv4	Internet Protocol version 4	UCR	Unified Capabilities Requirements

**Table 4. UC APL Product Summary**

Product Identification			
Product Name	Spok PC/PSAP (See note 1.)		
Software Release	11.11.0.274 (See note 2.)		
UC Product Type(s)	Customer Premise Equipment (CPE)		
Product Description	Personal Computer/Public Safety Answering Point		
Product Components (See note 3.)	Component Name	Version	Remarks
PC/PSAP Server	Dell PE R720	11.11.0.274 (See note 4.)	
PC/PSAP Integrated Workstation	Dell Optiplex XE	11.11.0.274 (See note 5.)	
XID Unit	ANI Trunk Card	000 Rev. X27	
	ANI Controller Card:	001 Rev. X6	
TDD/RIM Device		ITM061694	
AudioCodes Mediant 1000 (See note 6.)	AudioCodes Mediant 1000	6.60A.258.009	
<b>NOTES:</b>			
1. Amcom Software was acquired by Spok; therefore, the SUT is now sold and supported by Spok.			
2. The SUT was updated from Release 11.11.0.21 to 11.11.0.274 with DTR 1.			
3. The detailed component and subcomponent list is provided in Reference (e), Enclosure 3.			
4. The SUT was updated from Release 11.11.0.21 to 11.11.0.274 with DTR 1. The applications to the PC/PSAP Server are listed below:			
<ul style="list-style-type: none"> <li>• Microsoft Windows 2008 Server R2 SP1</li> <li>• Microsoft SQL 2008 R2 Database Server Standard Edition</li> <li>• XNXID was updated from Version 2.8.0 to Version 11.11.0.274</li> <li>• XNALIMST was updated from Version 3.1.0.1 to Version 11.11.0.274</li> <li>• File Purge was updated from Version 2.0.11 to Version 11.11.0.274</li> <li>• Purge911 was updated from Version 2.2.0.2 to Version 11.11.0.274</li> <li>• XNGETTMS was updated from Version 2.01.0024 to Version 11.11.0.156</li> <li>• XNUPDATE was updated from Version 5.1.117 to Version 11.11.0.156</li> <li>• XNREPORT was updated from Version 6.0.3 to Version 11.11.0.156</li> <li>• AES Service Setup Utility was updated from Version 4.6.0.5 to Version 5.1.0.1</li> <li>• XNALIADO was included on the server with Version 11.11.0.274</li> <li>• XNALERT was included on the server with Version 5.1.0.22</li> <li>• MPRINT was included on the server with Version 11.11.0.274</li> <li>• GENCPPI was included on the server with Version 11.0.0.4</li> <li>• GENMT371 was included on the server with Version 11.0.0.9</li> <li>• GENBRIDGE was included on the server with Version 11.0.0.180</li> <li>• GENM39XX was included on the server with Version 11.0.0.8</li> <li>• GENM39XXTAPI was included on the server with Version 11.1.0.23</li> <li>• GENM2616 was included on the server with Version 11.0.0.6</li> <li>• Zuercher-Bullberry AniAliMonitorService.exe was included on the server with Version 2.2.0.0</li> </ul>			

**Table 4. UC APL Product Summary (continued)**

<b>NOTES (continued):</b>			
5. The SUT was updated from Release 11.11.0.21 to 11.11.0.274 with DTR 1. The applications to the PC/PSAP Workstation are listed below:			
<ul style="list-style-type: none"> <li>• Microsoft Windows 7 SP1</li> <li>• Microsoft SQL Server Express 2008 Edition</li> <li>• Xn911adox was updated from Version 11.11.0.21 to Version 11.11.0.274</li> <li>• XNAlIAdo was updated from Version 5.8.0.34 to Version 11.11.0.274</li> <li>• genM39xxTapi Version 11.1.0.23 did not change with DTR 1.</li> <li>• genM2616 Version 11.0.0.6 did not change with DTR 1.</li> <li>• genCPI Version 11.0.0.4 did not change with DTR 1.</li> <li>• genBridge was updated from Version 11.0.0.109 to Version 11.0.0.180</li> <li>• XnTdd was updated from Version 11.0.0.1 to Version 11.11.0.274</li> <li>• Zuercher-Bullberry Insight was included on the workstation with Version 2.2.0.0</li> <li>• 911PLAY was included on the workstation with Version 11.11.0.274</li> <li>• XNCOMMENT was included on the workstation with Version 11.11.0.274</li> <li>• GENMT371 was included on the workstation with Version 11.0.0.9</li> <li>• GENM39XX was included on the workstation with Version 11.0.0.8</li> <li>• AMCOM_AES_SERVICE was included on the workstation with Version 5.1.0.1</li> <li>• MEDIASTARINSPECTOR was included on the workstation with Version 13.4.0.38</li> </ul>			
6. The AudioCodes Mediant 1000 was included with DTR 1.			
<b>LEGEND:</b>			
APL	Applied Products List	TDD/RIM	Telecommunications Device for the Deaf/Radio Interface Module
ANI	Automatic Number Identification		
DTR	Desktop Review	UC	Unified Capabilities
PC/PSAP	Personal Computer/Public Safety Answering Point	XID	Exchange Identifier

4. **Test Details.** The extension of this certification is based upon DTR 3. The original certification, documented in Reference (e), is based on interoperability testing, review of the vendor’s Letters of Compliance (LoC), and Defense Information Systems Agency (DISA) Certifying Authority (CA) Recommendation for inclusion on the UC APL. Testing was conducted at JITC’s Global Information Grid Network Test Facility at Fort Huachuca, Arizona, from 22 through 26 July 2013 using test procedures derived from Reference (f). Review of the vendor’s LoC was completed on 29 August 2013. The DISA CA provided a positive Recommendation on 9 October 2013 based on the security testing completed by DISA-led IA test teams and the results published in a separate report, Reference (g). This DTR was requested to update the SUT with software Patch 140825 to correct call processing and abandoned call handling for both 10-digits and 11-digits. The SUT was not waiting for the caller identification for the abandoned call diversion, which software Patch 140825 was developed to correct. JITC conducted an interoperability test from 25 through 28 August 2014 to validate that the software Patch 140825 corrected the issue with caller identification and call diversion with no impact to all other functionality and interoperability of the SUT. The IA posture of the SUT was determined not to be affected by this software update. Therefore, the original IA approval applies to this DTR and JITC approves this DTR.

5. **Additional Information.** JITC distributes interoperability information via the JITC Electronic Report Distribution (ERD) system, which uses Sensitive but Unclassified IP Data (formerly known as NIPRNet) e-mail. Interoperability status information is available via the JITC System Tracking Program (STP). STP is accessible by .mil/.gov users at <https://stp.fhu.disa.mil/>. Test reports, lessons learned, and related testing documents and references are on the JITC Joint Interoperability Tool (JIT) at <https://jit.fhu.disa.mil/>. Due to the sensitivity of the information, the Information Assurance Accreditation Package (IAAP) that

contains the approved configuration and deployment guide must be requested directly from the Unified Capabilities Certification Office (UCCO), e-mail: [disa.meade.ns.list.unified-capabilities-certification-office@mail.mil](mailto:disa.meade.ns.list.unified-capabilities-certification-office@mail.mil). All associated information is available on the DISA UCCO website located at <http://www.disa.mil/Services/Network-Services/UCCO>.

6. **Point of Contact (POC).** The JITC point of contact is Ms. Sibylle Gonzales, commercial telephone (520) 538-5483, DSN telephone 879-5483, FAX DSN 879-4347; e-mail address [sibylle.j.gonzales.civ@mail.mil](mailto:sibylle.j.gonzales.civ@mail.mil); mailing address Joint Interoperability Test Command, ATTN: JTE (Ms. Sibylle Gonzales) P.O. Box 12798, Fort Huachuca, AZ 85670-2798. The tracking number for the SUT is 1233801.

FOR THE COMMANDER:



Enclosure a/s

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UCCO

## **ADDITIONAL REFERENCES**

- (c) Office of the Department of Defense Chief Information Officer, "Department of Defense Unified Capabilities Requirements 2013," 1 March 2013
- (d) Department of Defense (DoD) Unified Capabilities (UC) Approved Products List (APL) approval of the Amcom Software Inc. Personal Computer/Public Safety Answering Point (PC/PSAP) Release (Rel.) 11.11.0.21, Tracking Number (TN) 1233801, as a Customer Premise Equipment (CPE)
- (e) Joint Interoperability Test Command, Memo, JTE, "Joint Interoperability Certification of the Amcom Software Inc., Personal Computer/Public Safety Answering Point (PC/PSAP<sup>TM</sup>) Release 11.11.0.21," 5 November 2013
- (f) Joint Interoperability Test Command, "Customer Premise Equipment Public Safety Answering Point (PSAP) Test Procedures for Unified Capabilities Requirements (UCR) 2013," Draft
- (e) Joint Interoperability Test Command, "Information Assurance (IA) Assessment of Amcom Software, Inc. Personal Computer/Public Safety Answering Point (PC/PSAP) Software Release 11.11.0.321 (Tracking Number 1233801)," Draft