



DEFENSE INFORMATION SYSTEMS AGENCY

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

1 Oct 15

MEMORANDUM FOR DISTRIBUTION

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

References: (a) Department of Defense Instruction 8100.04, "DoD Unified Capabilities (UC)," 9 December 2010
(b) Office of the Department of Defense Chief Information Officer, "Department of Defense Unified Capabilities Requirements 2013," 1 March 2013
(c) through (f), see Enclosure

Certification Authority. Reference (a) establishes the Joint Interoperability Test Command (JITC) as the Joint Interoperability Certification Authority for the UC products.

Conditions of Certification. The Spok (formerly Amcom) Software Inc., Personal Computer/Public Safety Answering Point (PC/PSAPTM), 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. Amcom Software was acquired by Spök; therefore, the SUT is now sold and supported by Spök. 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 Communication Manager (CM)4 with Application Enablement (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 than three years from the date of the original UC APL memorandum, Reference (d). DTR 4 was requested to update the SUT to Release 11.11.0.280 for PC/PSAP installed on Windows 2008 platforms and update the SUT to Release 11.11.0.380 for PC/PSAP installed Windows 2012 platforms. The DTR request also included certification with Avaya AE Services Release 6.3.3.0.10. See paragraph 4 test details.

Table 1. Conditions

Condition	Operational Impact	Remarks
Not applicable; the Spök Personal Computer/Public Safety Answering Point (PC/PSAP™), Software Release 11.11.0.374 meets all of the Unified Capabilities Requirements, Reference (c) joint critical interoperability requirements. Amcom Software was acquired by Spök; therefore, the SUT is now sold and supported by Spök.		

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
Interfaces			
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 N12	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.
NOTES:			
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. DTR 4 included successful testing with M522 expansion module for the M5316 telephone and successful testing with the M622 expansion module for the M6320 telephone.			
5. The UCR does not include requirements for proprietary interfaces. During the original test, the SUT was certified for use 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. During testing for DTR 2, the SUT was successfully tested to the Avaya AE Services Release 6.3. During testing for DTR 4, the SUT was successfully tested to the Avaya AE Services Release 6.3.3.0.10.			
6. During the original test, the IP interface provided intra-enclave connectivity for the SUT components and from the SUT to the Avaya AE Services server. The SUT is certified to the Avaya AE Services server with using TSAPI. The SUT was successfully tested with the IP interface to the Cisco Unified Communications Manager with Release 8.6.1 during testing for DTR 2. The SUT is certified to the Cisco Unified Communications Manager using JTAPI.			
7. The SUT met the requirements for this interface when using the optional AudioCodes Mediant 1000, which was included with DTR 1. This interface is certified specifically with any Avaya MSL-100 or CS2100 which is or was previously listed on the UC APL.			

Table 2. SUT Interface Status (continued)

LEGEND:			
AE	Application Enabled		
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		
FR	Functional Requirements	TSAPI	Telephony Services Application Programming Interface
ID	Identification		
IP	Internet Protocol	UC	Unified Capabilities
ISDN	Integrated Services Digital Network	UCR	Unified Capability Requirements
JTAPI	Java Telephony Application Programming Interface	XID	Exchange Identifier

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.)
NOTES:			
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.			
LEGEND:			
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	Spök PC/PSAP (See note 1.)		
Software Release	11.11.0.280/380 (See notes 2 and 3.)		
UC Product Type(s)	Customer Premise Equipment (CPE)		
Product Description	Personal Computer/Public Safety Answering Point		
Product Components (See note 4.)	Component Name	Version	Remarks
PC/PSAP Server	Dell PE R720	11.11.0.374 (See notes 5,8,9.)	
PC/PSAP Integrated Workstation	Dell Optiplex XE	11.11.0.374 (See notes 6,8,9.)	
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 1000B	6.60A.258.009	

Table 4. UC APL Product Summary (continued)

NOTES:

1. Amcom Software was acquired by Spök; therefore, the SUT is now sold and supported by Spök.
2. The SUT was updated from Release 11.11.0.21 to 11.11.0.274 with DTR 1. The SUT was updated from Release 11.11.0.274 to 11.11.0.374 with DTR 2.
3. The SUT was updated from Release 11.11.0.274 to 11.11.0.280 with DTR 4 for PC/PSAP installed on Windows 2008 platforms. The SUT was updated from Release 11.11.0.374 to 11.11.0.380 with DTR 4 for PC/PSAP installed on Windows 2012 platforms.
4. The detailed component and subcomponent list is provided in Reference (e), Enclosure 3.
5. The SUT was updated from Release 11.11.0.21 to 11.11.0.274 with DTR 1. The SUT was updated from Release 11.11.0.274 to 11.11.0.374 with DTR 2. The applications to the PC/PSAP Server are listed below:
 - Microsoft Windows 2008 Server R2 SP1. Microsoft Windows 2012 Server R2 was included with DTR 2.
 - Microsoft SQL 2008 R2 Database Server Standard Edition. Microsoft SQL 2012 Server was included with DTR 2.
 - XNXID was updated from Version 2.8.0 to Version 11.11.0.274. XNXID was updated from Version 11.11.0.274 to Version 11.11.0.374 with DTR 2.
 - ANIALIMONITORSERVICE Version 3.0.0.0 was included in DTR2
 - XNALIMST was updated from Version 3.1.0.1 to Version 11.11.0.274. XNALIMST was updated from Version 11.11.0.274 to Version 11.11.0.374 with DTR 2.
 - File Purge was updated from Version 2.0.11 to Version 11.11.0.274. File Purge was updated from Version 11.11.0.274 to 11.11.0.374
 - Purge911 was updated from Version 2.2.0.2 to Version 11.11.0.274. Purge911 was updated from Version 11.11.0.274 to 11.11.0.374
 - XNGETTMS was updated from Version 2.01.0024 to Version 11.11.0.156. XNGETTMS was updated from Version 11.11.0.156 to Version 11.11.0.272 with DTR 2.
 - XNUPDATE was updated from Version 5.1.117 to Version 11.11.0.156. XNGETTMS was updated from Version 11.11.0.156 to Version 11.11.0.272 with DTR 2.
 - XNREPORT was updated from Version 6.0.3 to Version 11.11.0.156. XNREPORT was updated from version 11.11.0.156 to 11.11.0.272
 - AES Service Setup Utility was updated from Version 4.6.0.5 to Version 5.1.0.1
 - XNALIADO was included on the server with Version 11.11.0.274. XNALIADO was updated from Version 11.11.0.274 to Version 11.11.0.374 with DTR 2.
 - XNALERT was included on the server with Version 5.1.0.22
 - MPRINT was included on the server with Version 11.11.0.274. MPRINT was updated from Release 11.11.0.274 to 11.11.0.374
 - GENCP1 was included on the server with Version 11.0.0.4
 - GENMT371 was included on the server with Version 11.0.0.9
 - GENBRIDGE was included on the server with Version 11.0.0.180. GENBRIDGE was updated from Version 11.0.0.180 to Version 11.0.0.220 with DTR 2.
 - GENTCMDR v11.0.0.0 was included in DTR2
 - GENM39XX was included on the server with Version 11.0.0.8
 - GENM39XTAPI was included on the server with Version 11.1.0.21 for DTR2. GENM39XTAPI Release 11.1.0.23 for DTR1 was accidentally copied over with Release 11.0.0.21 for DTR2. The difference between Release 11.0.0.21 and 11.1.0.23 was a cosmetic change to the Help/About dialog box.
 - GENM2616 was included on the server with Version 11.0.0.6
 - AMCOM_AES_SERVICE was included on the workstation with Version 5.1.0.1. AMCOM_AES_SERVICE was updated to version 5.5.0.0 with DTR 2.
 - AMCOM_CISCO_SERVICE version 5.5.0.0 was included with DTR 2.
 - Zuercher-Bullberry AniAliMonitorService.exe was included on the server with Version 2.2.0.0. The name was changed from Zuercher-Bullberry to Zuercher with DTR 2.

Table 4. UC APL Product Summary (continued)

NOTES (continued):			
6. The SUT was updated from Release 11.11.0.21 to 11.11.0.274 with DTR 1. The SUT was updated from Release 11.11.0.274 to 11.11.0.374 with DTR 2. The applications to the PC/PSAP Workstation are listed below:			
<ul style="list-style-type: none"> • Microsoft Windows 7 SP1 32-bit. Microsoft Windows 7 SP1 64-bit was included with DTR 2. • Microsoft SQL Server Express 2008 Edition. Microsoft SQL Server Express 2012 Edition was included with DTR 2. • Xn911adox was updated from Version 11.11.0.21 to Version 11.11.0.274. • XNAliAdo was updated from Version 5.8.0.34 to Version 11.11.0.274. XNAliAdo was updated from Release 11.11.0.274 to 11.11.0.374 • genM39xxTapi Version 11.1.0.23 did not change with DTR 1. GENM39XXTAPI Release 11.1.0.23 for DTR1 was accidentally copied over with Release 11.0.0.21 for DTR2. The difference between Release 11.0.0.21 and 11.1.0.23 was a cosmetic change to the Help/About dialog box. • genM2616 Version 11.0.0.6 did not change with DTR 1. • genCPI Version 11.0.0.4 did not change with DTR 1. • genBridge was updated from Version 11.0.0.109 to Version 11.0.0.180 • XnTdd was updated from Version 11.0.0.1 to Version 11.11.0.274. XnTdd was updated from Release 11.11.0.274 to 11.11.0.374 • Zuercher-Bullberry Insight was included on the workstation with Version 2.2.0.0. The name was changed from Zuercher-Bullberry to Zuercher with DTR 2. • 911PLAY was included on the workstation with Version 11.11.0.274. 911PLAY was updated from Release 11.11.0.274 to 11.11.0.374 • XNCOMMENT was included on the workstation with Version 11.11.0.274. XNCOMMENT was updated from Release 11.11.0.274 to 11.11.0.374 • GENMT371 was included on the workstation with Version 11.0.0.9 • GENM39XX was included on the workstation with Version 11.0.0.8 • AMCOM_AES_SERVICE was included on the workstation with Version 5.1.0.1. AMCOM_AES_SERVICE was updated to version 5.5.0 with DTR 2. • AMCOM_CISCO_SERVICE was included on the workstation with Version 5.5.0.0. • FireDaemon Pro v3.7.2660.0 was included in DTR2 • Insight Version 3.0.0.0 was included in DTR2 • MEDIASTARINSPECTOR was included on the workstation with Version 13.4.0.38 			
7. The AudioCodes Mediant 1000 was included with DTR 1.			
8. The SUT was updated from Release 11.11.0.274 to 11.11.0.280 with DTR 4 for PC/PSAP installed on Windows 2008 platforms which included updates to the following:			
<ul style="list-style-type: none"> • Xn911adoX.exe - version 11.11.0.280 updated from Version 11.11.0.274 included on the workstation. • GenCPI.exe - version 11.0.0.7 updated from Version 11.0.0.4 included on the workstation. • 911play.exe - version 11.11.0.280 updated from Version 11.11.0.274 included on the workstation. • GenBridge.exe - version 11.0.0.239 updated from Version 11.0.0.180 included on the workstation. • CTI-aes_service.exe - version 5.8.1.37 updated from Version 5.5.0 included on the workstation. • GenCPI.exe - version 11.0.0.7 updated from Version 11.0.0.4 included on the server. • GenBridge.exe - version 11.0.0.239 updated from Version 11.0.0.180 included on the server. • CTI-aes_service.exe - version 5.8.1.37 updated from Version 5.5.0 included on the server. 			
9. The SUT was updated from Release 11.11.0.374 to 11.11.0.380 with DTR 4 for PC/PSAP installed on Windows 2012 platforms which included updates to the following:			
<ul style="list-style-type: none"> • Xn911adoX.exe - version 11.11.0.380 updated from Version 11.11.0.274 included on the workstation. • GenCPI.exe - version 11.0.0.7 updated from Version 11.0.0.4 11.0.0.4 included on the workstation. • 911play.exe - version 11.11.0.380 updated from Version 11.11.0.374 included on the workstation. • GenBridge.exe - version 11.0.0.239 updated from Version 11.0.0.180 included on the workstation. • CTI-aes_service.exe - version 5.8.1.37 updated from Version 5.5.0 included on the workstation. • GenCPI.exe - version 11.0.0.7 updated from Version 11.0.0.4 included on the server. • Xnalimst.exe - version 11.11.0.380 updated from Version 11.11.0.374 included on the server. • GenBridge.exe - version 11.0.0.239 updated from Version 11.0.0.180 included on the server. • CTI-aes_service.exe - version 5.8.1.37 updated from Version 5.5.0 included on the server. 			
LEGEND:			
APL	Applied Products List	TDD/RIM	Telecommunications Device for the Deaf/Radio Interface
ANI	Automatic Number Identification		Module
DTR	Desktop Review	UC	Unified Capabilities
PC/PSAP	Personal Computer/Public Safety Answering Point	XID	Exchange Identifier

Test Details. The extension of this certification is based upon DTR 4. 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).

a. This DTR was requested to update the SUT software version 11.11.0.374 to 11.11.0.380 for the SUT's PC/PSAP server running Microsoft Windows 2012 Server and update software version 11.11.0.274 to 11.11.0.280 for the SUT's PC/PSAP Servers running on Windows 2008 server. Software updates included the following:

- Corrections for playing of wave files when the line was answered on another station; corrections for call details on Premise History.
- Corrections for playing wave files on outgoing calls from Avaya IP Office.
- Changes to the Call History records.
- Corrections for the M522 Add-On Module for the M5316 phone and corrections for the M622 Add-On Module for the M6320.
- Improved call handling for bridged lines and better management of active and non-owner call status for integration with the Avaya AE Services 6.3.3.0.10.
- Modification to CTI Service for connecting to the Avaya AE Services using the Transport Layer Services (TLS) v1 protocol because the Secure Socket Layer (SSL) version 3 protocol is no longer supported with the Avaya AE Services release 6.3.3.0.10.
- Improvements to general call handling and correct processing of the network input buffers when segmented EXtensible Markup Language (XML) data is received from the Avaya AE Services.

b. JITC successfully conducted an interoperability test from 27 August 2015 through 4 September for updates relevant to the interoperability requirements to validate that the software update has no impact on the functionality and interoperability of the SUT. PC/PSAP server testing was conducted using Windows Server 2008, Windows Server 2012, Microsoft SQL Server 2008, and Microsoft SQL Server 2012 databases installed on the PC/PSAP server. PC/PSAP workstation testing was conducted using Windows 7 with the 32-bit and 64-bit Operating System, Microsoft SQL Server Express 2008, and Microsoft SQL Server Express 2012. No new Test Discrepancy Reports (TDRs) were opened or closed as a result of this test. JITC analysis determined that this software update did not affect the IA posture of the SUT. Therefore, the original IA approval applies to this DTR and JITC approves this DTR.

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

JITC Memo, JTE, Extension of the Joint Interoperability Certification of the Spok (formerly Amcom) Software Inc., Personal Computer/Public Safety Answering Point (PC/PSAP™)
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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. All associated information is available on the DISA UCCO website located at <http://www.disa.mil/Services/Network-Services/UCCO>.

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; 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:



for RIC HARRISON

Chief

Networks/Communications and UC Portfolio

Enclosure a/s

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DOT&E, Netcentric Systems and Naval Warfare

Medical Health Systems, JMIS IV&V

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ADDITIONAL REFERENCES

- (c) 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)
- (d) Joint Interoperability Test Command, Memo, JTE, "Joint Interoperability Certification of the Amcom Software Inc., Personal Computer/Public Safety Answering Point (PC/PSAPTM) Release 11.11.0.21," 5 November 2013
- (e) Joint Interoperability Test Command, "Customer Premise Equipment Public Safety Answering Point (PSAP) Test Procedures for Unified Capabilities Requirements (UCR) 2013," Draft
- (f) 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