



DEFENSE INFORMATION SYSTEMS AGENCY

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

7 Feb 14

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Extension of the Joint Interoperability Certification of the Amcom Software, Inc. Computer Telephony Integration (CTI) Cisco and Avaya Smart Console Workstation with Release 4.9-0

References: (a) DoD Directive 4630.05, "Interoperability and Supportability of Information Technology (IT) and National Security Systems (NSS)," 5 May 2004
(b) Department of Defense Instruction 8100.04, "DoD Unified Capabilities (UC)," 9 December 2010
(c) through (f), see Enclosure

1. References (a) and (b) establish Defense Information Security Agency (DISA) Joint Interoperability Test Command (JITC), as the responsible organization for interoperability test certification.

2. The Amcom Software, Inc. Computer Telephony Integration (CTI), Cisco and Avaya Smart Console Workstation with Release 4.9-0 is hereinafter referred to as the System Under Test (SUT). The SUT meets all of its critical interoperability requirements and is therefore certified for joint use within the Defense Information Systems Network (DISN) as a Customer Premise Equipment (CPE) specifically with any Cisco Unified Communications Manager (CUCM) Local Session Controller (LSC) or Avaya Aura Communication Manager (CM) switch with the Avaya Application Enablement (AE) Services listed on the Unified Capabilities (UC) Approved Product List (APL). The SUT met the critical interoperability requirements set forth in Reference (c), using test procedures derived from Reference (d). No other configurations, features, or functions, except those cited within this memorandum, are certified by JITC. This certification expires upon changes that could affect interoperability, but no later than three years from the date of the original memorandum (10 January 2013).

3. The extension of this certification is based upon Desktop Review (DTR) 1. The original certification, documented in Reference (e), is based on interoperability testing conducted by JITC, review of the vendor's Letters of Compliance (LoC), and DISA Certifying Authority (CA) Recommendation of the Information Assurance (IA) configuration. Interoperability testing was conducted by JITC, Fort Huachuca, Arizona, from 10 through 20 September 2012. Review of the vendor's LoC was completed on 5 September 2012. The DISA CA provided a positive Recommendation on 21 December 2012 based on the security testing completed by DISA-led IA test teams and published in a separate report, Reference (f). This DTR was requested to update the software from Release 4.9-0 to 5.2-0, which only included fixes for the IA Plan of Action and Milestones (POA&Ms). JITC determined that IA Verification and Validation testing was required. The IA fixes were successfully demonstrated from 1 October to 7 November 2013.

JITC Memo, JTE, Extension of the Joint Interoperability Certification of the Amcom Software, Inc. Computer Telephony Integration (CTI) Cisco and Avaya Smart Console Workstation with Release 4.9-0

Table 1 depicts the component software updates which were included to fix the IA POA&Ms. The DISA CA provided a positive recommendation for this DTR on 29 January 2014. Therefore, JITC approves this DTR.

Table 1. Tested System Configurations

Amcom Software, Inc. CTI, Cisco and Avaya Smart Console Workstation with Release 5.2-0 (SUT) (See note 1.)																					
Hardware	Software Release																				
AmcomDB Primary Database & e.Notify Phone Lines Server (Dell R710)	RedHat Linux Enterprise Linux Server Release 5.8 Oracle Enterprise Database 11.2.0.3, Oracle Enterprise Application Server																				
AmcomSB Secondary Database Server (Dell R710)	RedHat Enterprise Linus Server Release 5.8, Oracle Enterprise Database 11.2.0.3																				
Vormetric Hardware Security Manager	Linux CentOS5																				
Amcom CTI Smart Console Cisco (Site-provided computer)	Amcom Smart Console 4.9.0.1 (See note 2.)																				
Amcom CTI Smart Console AE Services CTI Workstation (Site-provided computer)	Amcom Smart Console 4.9.0.1 (See note 2.)																				
Management Workstation (site-provided)	(See note 2.)																				
<p>NOTES:</p> <p>1. The SUT was updated from software from Release 4.9-0 to 5.2-0 with this DTR to fix IA POA&Ms.</p> <p>2. The minimum requirements for a management workstation or a CTI Smart Console are a STIG-compliant, CAC-enabled computer with Microsoft Vista or Windows 7 operating system 2GB RAM, 40GB hard drive, Pentium 4 or higher.</p> <p>LEGEND:</p> <table border="0"> <tr> <td>CAC</td> <td>Common Access Card</td> <td>PC</td> <td>Personal Computer</td> </tr> <tr> <td>CTI</td> <td>Computer Telephony Integration</td> <td>POA&M</td> <td>Plan of Action and Milestones</td> </tr> <tr> <td>DTR</td> <td>Desktop Review</td> <td>RAM</td> <td>Random Access Memory</td> </tr> <tr> <td>GB</td> <td>Gigabyte</td> <td>STIG</td> <td>Security Technical Implementation Guide</td> </tr> <tr> <td>IA</td> <td>Information Assurance</td> <td>SUT</td> <td>System Under Test</td> </tr> </table>		CAC	Common Access Card	PC	Personal Computer	CTI	Computer Telephony Integration	POA&M	Plan of Action and Milestones	DTR	Desktop Review	RAM	Random Access Memory	GB	Gigabyte	STIG	Security Technical Implementation Guide	IA	Information Assurance	SUT	System Under Test
CAC	Common Access Card	PC	Personal Computer																		
CTI	Computer Telephony Integration	POA&M	Plan of Action and Milestones																		
DTR	Desktop Review	RAM	Random Access Memory																		
GB	Gigabyte	STIG	Security Technical Implementation Guide																		
IA	Information Assurance	SUT	System Under Test																		

4. The interface, Capability Requirement (CR) and Functional Requirement (FR), and component status of the SUT are listed in Tables 2 and 3. The threshold CR/FRs for CPE are established by Section 5.2.1.2 of Reference (c) and were used to evaluate the interoperability of the SUT.

Table 2. SUT Interface Interoperability Status

Interface	Critical	UCR Reference	Threshold CR/FR (See note 1.)	Status
10Base-X	Yes	5.3.2.4.2	1-4	Certified (See notes 2, 3.)
100Base-X	Yes	5.3.2.4.2	1-4	Certified (See note 3.)
1000Base-X	No	5.3.2.4.2	1-4	Certified (See note 3.)
2-Wire Analog (GR-506-CORE)	No	5.3.2.31.4.3.1	1, 2, 4	Not Tested
T1 ISDN PRI NI 1/2	No	5.3.2.31.4.8	1, 2, 4	Not Tested
T1 Line Side Loop Start	No	GR-506-CORE	1, 2, 4	Not Tested

Table 2. SUT Interface Interoperability Status (continued)

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. The system under test does not need to provide conditional interfaces. However, if an interface is provided, it must function according to the specified requirements in order to be certified.			
2. The SUT supports 10Base-X, but the vendor does not recommend its use due to the speed limitations. This is noted in the SUT deployment guide.			
3. The SUT IP interface is certified with any Cisco Unified Communications Manager or Avaya Aura Communication Manager switch that is listed on the UC APL.			
LEGEND:			
APL	Approved Products List	Mbps	Megabits per second
CR	Capability Requirement	NI 1/2	National ISDN Standard 1 or 2
FR	Functional Requirement	PRI	Primary Rate Interface
GR	Generic Requirement	SUT	System Under Test
GR-506	LSSGR: Signaling for Analog Interfaces	T1	Digital Transmission Link Level 1 (1.544 Mbps)
IP	Internet Protocol	UC	Unified Capabilities
ISDN	Integrated Services Digital Network	UCR	Unified Capabilities Requirements
LSSGR	Local Access and Transport Area (LATA) Switching Systems Generic Requirements		

Table 3. SUT CRs and FRs Status

CR/FR ID	Capability/Function	Applicability (See note 1.)	UCR Reference	Status
1	Product Interface Requirements			
	Interfaces to LSC	Required	5.3.2.4.2	Met
2	Customer Premise Equipment Requirements			
	MLPP in accordance with requirements listed in section 5.3.2.3.31.3	Conditional	5.2.1.2(1)	Met
	FCC Part 15/Part 68 and ACTA	Required	5.2.1.2(2)	Met
	Auto Answer mode settable to more than the equivalency of 4 ROUTINE rings	Conditional	5.2.1.2(3)	Met
	MLPP precedence call alerting	Conditional	5.2.1.2(4)	Met
	DTMF Outpulsing in accordance with GR-506-CORE	Conditional	5.2.1.2(5)	Met
	If configuration management and/or fault management are/is provided by the CPE device so that it can be managed by the ADIMSS or other management systems, the management information shall be provided by one or more serial or Ethernet interfaces.	Conditional	5.2.1.2(8)	Met
2	Customer Premise Equipment Requirements (continued)			
	Calls above ROUTINE placed to the SUT shall divert to a designated Directory Number.	Required	5.3.2.2.1.2.5	Met
3	IPv6 Requirements			
	If CPE has an IP interface, the CPE must be IPv6 capable. Use guidance in Table 5.3.5-4 for NA/SS	Required	5.3.5	Met (See note 2.)
4	Information Assurance			
	Security	Required	5.4	Met (See note 3.)

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. The system under test does not need to provide features or capabilities defined by conditional requirements. However, if a capability is provided, it must function according to the specified requirements in order to be certified for that capability.
2. Due to limitations in the test architecture IPv6 was unable to be tested across the network; however testing was conducted intra-enclave and compliance with IPv6 specifications was verified with vendor's LoC.
3. Information assurance testing is accomplished via DISA-led Information Assurance test teams and published in a separate report, Reference (f).

Table 3. SUT CRs and FRs Status (continued)

LEGEND:			
ACTA	Administrative Council for Terminal Attachments	ID	Identification
ADIMSS	Advanced Defense Switched Network (DSN) Integrated Management Support System	IP	Internet Protocol
CPE	Customer Premise Equipment	IPv6	Internet Protocol version 6
CR	Capability Requirement	LSSGR	Local Access and Transport Area (LATA) Switching Systems Generic Requirements
DISA	Defense Information Systems Agency	LoC	Letters of Compliance
DTMF	Dual Tone Multi-Frequency	LSC	Local Session Controller
FCC	Federal Communications Commission	MLPP	Multi-Level Precedence and Preemption
FR	Functional Requirement	NA/SS	Network Appliances and Simple Servers
GR	Generic Requirement	SUT	System Under Test
GR-506	LSSGR: Signaling for Analog Interfaces	UCR	Unified Capabilities Requirements

5. 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. All associated information is available on the DISA UCCO website located at <http://www.disa.mil/Services/Network-Services/UCCO>.

6. 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 UCCO tracking number for the SUT is 1214402.

FOR THE COMMANDER:



for RIC HARRISON
Chief
Networks/Communications and UC Portfolio

Enclosure a/s

JITC Memo, JTE, Extension of the Joint Interoperability Certification of the Amcom Software, Inc. Computer Telephony Integration (CTI) Cisco and Avaya Smart Console Workstation with Release 4.9-0

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DISA/TEMC

DIA, Office of the Acquisition Executive

NSG Interoperability Assessment Team

DOT&E, Netcentric Systems and Naval Warfare

Medical Health Systems, JMIS IV&V

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UCCO

ADDITIONAL REFERENCES

- (c) Office of the Assistant Secretary of Defense, "Department of Defense Unified Capabilities Requirements 2008, Change 3," September 2011
- (d) Joint Interoperability Test Command, "Defense Switched Network Generic Switch Test Plan (GSTP), Change 2," 2 October 2006
- (e) Joint Interoperability Test Command, JTE, Memo, "Joint Interoperability Certification of the Amcom Software, Inc. Computer Telephony Integration (CTI) Cisco and Avaya Smart Console Workstation with Release 4.9-0," 10 January 2013
- (f) Joint Interoperability Test Command, "Information Assurance (IA) Assessment of Amcom Smart Suite – Smart Console Cisco/Avaya Application Enablement Services (AES) Release (Rel.) 4.9-0 (Tracking Number 1214402)," Draft