



DEFENSE INFORMATION SYSTEMS AGENCY

P. O. BOX 4502
ARLINGTON, VIRGINIA 22204-4502

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

21 May 10

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Special Interoperability Test Certification of the Amcom Software Inc., Personal Computer/Public Safety Answering Point (PC/PSAPTM), Version 11

References: (a) DoD Directive 4630.5, "Interoperability and Supportability of Information Technology (IT) and National Security Systems (NSS)," 5 May 2004
(b) CJCSI 6212.01E, "Interoperability and Supportability of Information Technology and National Security Systems," 15 December 2008
(c) through (e), see Enclosure 1

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

2. The Amcom Software Inc., PC/PSAPTM, Version 11 is hereinafter referred to as the system under test (SUT). The SUT met all of the critical interface and functional interoperability requirements and is certified for use within the Defense Switched Network (DSN) as a Customer Premise Equipment (CPE) PSAP system. The SUT was tested with the Avaya Meridian Switch Logic (MSL)-100 digital switching system and is certified specifically with the following Avaya MSL-100 interfaces: proprietary M5316 line and two-wire analog ground start line. Additionally, the SUT is certified with the Public Switched Telephone Network (PSTN) 2-wire analog Centralized Automatic Message Accounting (CAMA) trunk interface. The JITC analysis determined the Avaya Communication Server (CS) 2100 to be functionally identical to the Avaya MSL-100 for interoperability certification purposes. Therefore, the SUT is also certified with the Avaya CS 2100 digital switching system. The SUT is specifically certified with any Avaya MSL-100 and CS2100 listed on the Unified Capabilities Approved Product List certified with the aforementioned interfaces. The SUT meets 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 report, are certified by the JITC. This certification expires upon changes that affect interoperability, but no later than three years from the date of Defense Information Assurance (IA)/Security Accreditation Working Group (DSAWG) accreditation.

3. This finding is based on interoperability testing, review of the vendor's Letters of Compliance (LoC), and DSAWG accreditation. Interoperability testing was conducted by the

Telecommunication Systems Security Assessment Program (TSSAP) at the testing facility of the 346th Test Squadron, 318th Information Operations Group, San Antonio, Texas, from 23 through 27 February 2009. The DSAWG granted accreditation on 13 October 2009, based on the security testing completed by DISA-led Information Assurance test teams and published in a separate report, Reference (e). Review of the vendors LoC was completed on 26 April 2010. The JITC final review of the TSSAP delivered test data and Special Interoperability Certification Letter and Test Report was completed on 11 May 2010. The Certification Testing Summary (Enclosure 2) documents the test results and describes the test configuration.

4. The Functional Requirements used to evaluate the interoperability of the SUT and the interoperability statuses are indicated in Table 1.

Table 1. SUT Functional Requirements and Interoperability Status

Interface	Critical	Certified	Functional Requirements	Status	UCR 2007 Paragraph ¹
2-Wire Analog Ground Start Lines	No ²	Yes	The PSAP shall not be able to place callers to 911 on hold while connected to the 911 termination. (R)	Met	2.4.1.3
			FCC Part 15 and Part 68 and ACTA Compliance (R)	Met	A7.5
			When the originating line and the emergency service bureau are served by the same switching system, the bureau shall have the capability of: <ul style="list-style-type: none"> • Holding and releasing the calling line connection. (R) • Monitoring the supervisory state of the calling line. (R) • Ringing the originating station back. (R) 	Met	A7.5
			As a minimum, the 911 and the E911 (tandem) Emergency Service shall have the capability to “hold” the originating subscriber/caller from releasing the call via the switch supervision interaction for line and trunk control by the “called-party” feature, in accordance with Telcordia Technologies GR-529. (R)	Met	A7.5
			Device(s) that can “out-dial” DTMF shall comply to the requirements stated in UCR Section A7.5 for its address digit generating capabilities and shall be capable of outputting DTMF digits specified in Telcordia Technologies GR-506-CORE. (R)	Met	A7.5
2-Wire Analog CAMA Trunks	No ²	Yes ³	The PSAP shall not be able to place callers to 911 on hold while connected to the 911 termination. (R)	Met	2.4.1.3
			FCC Part 15 and Part 68 and ACTA Compliance (R)	Met	A7.5
			When the originating line and the emergency service bureau are served by the same switching system, the bureau shall have the capability of: <ul style="list-style-type: none"> • Holding and releasing the calling line connection. (R) • Monitoring the supervisory state of the calling line. (R) • Ringing the originating station back. (R) 	Met	A7.5
			As a minimum, the 911 and the E911 (tandem) Emergency Service shall have the capability to “hold” the originating subscriber/caller from releasing the call via the switch supervision interaction for line and trunk control by the “called-party” feature, in accordance with Telcordia Technologies GR-529. (R)	Met	A7.5

Table 1. SUT Functional Requirements and Interoperability Status (continued)

Interface	Critical	Certified	Functional Requirements	Status	UCR 2007 Paragraph ¹
Avaya Proprietary M5316 2-Wire Digital Line	No ²	Yes ³	The PSAP shall not be able to place callers to 911 on hold while connected to the 911 termination. (R)	Met	2.4.1.3
			FCC Part 15 and Part 68 and ACTA Compliance (R)	Met	A7.5
			When the originating line and the emergency service bureau are served by the same switching system, the bureau shall have the capability of: • Holding and releasing the calling line connection. (R) • Monitoring the supervisory state of the calling line. (R) • Ringing the originating station back. (R)	Met	A7.5
			As a minimum, the 911 and the E911 (tandem) Emergency Service shall have the capability to "hold" the originating subscriber/caller from releasing the call via the switch supervision interaction for line and trunk control by the "called-party" feature, in accordance with Telcordia Technologies GR-529. (R)	Met	A7.5
	Yes	Yes	GR-815, STIGs, DoDI 8510.bb, and Security (DIACAP) (R)	Met ⁴	A7.6

NOTES:

- The UCR 2007 requirements were used to test the SUT due to the testing timeline.
- The UCR does not specify a minimum required interface for customer premise equipment.
- The SUT was tested with the Avaya MSL-100 digital switching system using the following Avaya MSL-100 interfaces: proprietary M5316 line and two-wire analog ground start line. Additionally, the SUT is certified with the PSTN 2-wire analog CAMA trunk interface. JITC analysis determined the Avaya MSL-100 and Avaya CS2100 to be functionally identical for interoperability certification purposes. Therefore, the SUT is specifically certified with the MSL-100 and CS2100 systems listed on the Unified Capabilities Approved Product List certified with these interfaces.
- Security is tested by DISA-led Information Assurance test teams and published in a separate report, Reference (e).

LEGEND:

A	Appendix	GR-529	LSSGR: Public Safety
ACTA	Administrative Council for Terminal Attachments	GR-815	Generic Requirements For Network Element/Network System (NE/NS) Security
C	Conditional Requirement	LSSGR	Local Access and Transport Area (LATA) Switching Systems Generic Requirements
CAMA	Centralized Automatic Message Accounting	MSL	Meridian Switch Logic
CS	Communication Server	PSAP	Public Safety Answering Point
DIACAP	Department of Defense Information Assurance Certification and Accreditation Process	PSTN	Public Switched Telephone Network
DISA	Defense Information Systems Agency	R	Required Requirement
DoDI	Department of Defense Instruction	STIGs	Security Technical Implementation Guide
DTMF	Dual Tone Multi-Frequency	SUT	System Under Test
FCC	Federal Communications Commission	UCR	Unified Capabilities Requirements
GR	Generic Requirements		
GR-506	LSSGR: Signaling for Analog Interfaces		

5. No detailed test report was developed in accordance with the Program Manager's request. JITC distributes interoperability information via the JITC Electronic Report Distribution (ERD) system, which uses Unclassified-But-Sensitive Internet Protocol Router Network (NIPRNet) e-mail. More comprehensive interoperability status information is available via the JITC System Tracking Program (STP). The STP is accessible by .mil/gov users on the NIPRNet 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 <http://jit.fhu.disa.mil> (NIPRNet), or <http://199.208.204.125> (SIPRNet). Information related to DSN testing is on the Telecom Switched Services Interoperability (TSSI) website at <http://jitc.fhu.disa.mil/tssi>. 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 through government civilian or uniformed military personnel from the Unified Capabilities Certification Office (UCCO), e-mail: ucco@disa.mil.

6. The JITC point of contact is Mr. Cary Hogan, DSN 879-2589, commercial (520) 538-2589, or e-mail to cary.hogan@disa.mil. The JITC's mailing address is P.O. Box 12798, Fort Huachuca, Arizona, 85670-2798. The tracking number for the SUT is 0823801.

FOR THE COMMANDER:



for RICHARD A. MEADOR

Chief

Battlespace Communications Portfolio

2 Enclosures a/s

Distribution (electronic mail):

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DOT&E, Net-Centric Systems and Naval Warfare

U.S. Coast Guard, CG-64

Defense Intelligence Agency

National Security Agency, DT

Defense Information Systems Agency, TEMC

Office of Assistant Secretary of Defense (NII)/DOD CIO

U.S. Joint Forces Command, Net-Centric Integration, Communication, and Capabilities Division, J68

Defense Information Systems Agency, GS23

ADDITIONAL REFERENCES

- (c) Defense Information Systems Agency, "Department of Defense Networks Unified Capabilities Requirements," 21 December 2007
- (d) Joint Interoperability Test Command, "Defense Switched Network Generic Switch Test Plan (GSTP), Change 2," 2 October 2006
- (e) Air Force Test Facility, "Information Assurance (IA) Assessment of Amcom Software Inc., Personal Computer/ Public Safety Answering PointTM (PC/PSAP), Version 11 (TN 0823801)," 13 October 2009

CERTIFICATION TESTING SUMMARY

1. SYSTEM TITLE. Amcom Software Inc., Personal Computer/Public Safety Answering Point (PC/PSAP™), Version 11 system; hereinafter referred to as the System Under Test (SUT).

2. PROPONENT. Headquarters, United States Army Information Systems Engineering Command (HQ USAISEC).

3. PROGRAM MANAGER. Gary Kitsmiller, AMSEL-IE-IS, Building 53301, Fort Huachuca, Arizona, 85613-5300, e-mail: gary.kitsmiller@us.army.mil.

4. TESTER. Telecommunication Systems Security Assessment Program (TSSAP) testing facility of the 346th Test Squadron, 318th Information Operations Group, United States Air Force, San Antonio, Texas.

5. SYSTEM UNDER TEST DESCRIPTION. The SUT consists of a file/application server and one or more call-taker workstations. The purpose of the file/applications server is to host the Microsoft Structured Query Language database containing the local telephone system numbers, the location information and the interface to extract and communicate the Automatic Number Identification (ANI) and Automatic Location Information (ALI) for the public E911 calls. The call-taker workstation(s) communicate directly with the file/application server only for the purpose of retrieving the emergency call identification and location information.

Public Switched Telephone Network (PSTN) 911 calls are delivered to the SUT via special E-911 trunks provided by the PSTN. This service typically connects the PSTN with public telephones such as pay phones and on-base housing and not to the base telecommunications system.

Integration of the SUT to the military telecommunications system is accomplished using first party call control of the call-taker's telephone. This provides a simple integration and allows for a robust failure mode in that if the SUT were to fail in total, emergency calls could still be received and handled manually using the telephone.

6. OPERATIONAL ARCHITECTURE. The Unified Capabilities Requirements (UCR) Defense Switched Network (DSN) architecture in Figure 2-1 shows the relationship of the SUT to the DSN switches.

7. REQUIRED SYSTEM INTERFACES. Requirements specific to the SUT and interoperability results are listed in Table 2-1. These requirements are derived from the Interfaces and Functional Requirements and verified through TSSAP testing and review of the vendor-provided Letter of Compliance (LoC). These requirements were obtained from the UCR 2007 based on the testing timeline.

Table 2-1. SUT Functional Requirements and Interoperability Status

Interface	Critical	Certified	Functional Requirements	Status	UCR 2007 Paragraph ¹
2-Wire Analog Ground Start Line	No ²	Yes	The PSAP shall not be able to place callers to 911 on hold while connected to the 911 termination. (R)	Met	2.4.1.3
			FCC Part 15 and Part 68 and ACTA Compliance (R)	Met	A7.5
			When the originating line and the emergency service bureau are served by the same switching system, the bureau shall have the capability of: <ul style="list-style-type: none"> • Holding and releasing the calling line connection. (R) • Monitoring the supervisory state of the calling line. (R) • Ringing the originating station back. (R) 	Met	A7.5
			As a minimum, the 911 and the E911 (tandem) Emergency Service shall have the capability to “hold” the originating subscriber/caller from releasing the call via the switch supervision interaction for line and trunk control by the “called-party” feature, in accordance with Telcordia Technologies GR-529. (R)	Met	A7.5
			Device(s) that can “out-dial” DTMF shall comply to the requirements stated in UCR Section A7.5 for its address digit generating capabilities and shall be capable of outpulsing DTMF digits specified in Telcordia Technologies GR-506-CORE. (R)	Met	A7.5
2-Wire Analog CAMA Trunks	No ²	Yes ³	The PSAP shall not be able to place callers to 911 on hold while connected to the 911 termination. (R)	Met	2.4.1.3
			FCC Part 15 and Part 68 and ACTA Compliance (R)	Met	A7.5
			When the originating line and the emergency service bureau are served by the same switching system, the bureau shall have the capability of: <ul style="list-style-type: none"> • Holding and releasing the calling line connection. (R) • Monitoring the supervisory state of the calling line. (R) • Ringing the originating station back. (R) 	Met	A7.5
			As a minimum, the 911 and the E911 (tandem) Emergency Service shall have the capability to “hold” the originating subscriber/caller from releasing the call via the switch supervision interaction for line and trunk control by the “called-party” feature, in accordance with Telcordia Technologies GR-529. (R)	Met	A7.5
Avaya Proprietary M5316 2-Wire Digital Line	No ²	Yes ³	The PSAP shall not be able to place callers to 911 on hold while connected to the 911 termination. (R)	Met	2.4.1.3
			FCC Part 15 and Part 68 and ACTA Compliance (R)	Met	A7.5
			When the originating line and the emergency service bureau are served by the same switching system, the bureau shall have the capability of: <ul style="list-style-type: none"> • Holding and releasing the calling line connection. (R) • Monitoring the supervisory state of the calling line. (R) • Ringing the originating station back. (R) 	Met	A7.5
			As a minimum, the 911 and the E911 (tandem) Emergency Service shall have the capability to “hold” the originating subscriber/caller from releasing the call via the switch supervision interaction for line and trunk control by the “called-party” feature, in accordance with Telcordia Technologies GR-529. (R)	Met	A7.5
	Yes	Yes	GR-815, STIGs, DoDI 8510.bb, and Security (DIACAP) (R)	Met ⁴	A7.6

Table 1. SUT Functional Requirements and Interoperability (continued)

NOTES:	
1	The UCR 2007 requirements were used to test the SUT due to the testing timeline.
2	The UCR does not specify a minimum required interface for customer premise equipment.
3	The SUT was tested with the Avaya MSL-100 digital switching system using the following Avaya MSL-100 interfaces: proprietary M5316 line and two-wire analog ground start line. Additionally, the SUT is certified with the PSTN 2-wire analog CAMA trunk interface. JITC analysis determined the Avaya MSL-100 and Avaya CS2100 to be functionally identical for interoperability certification purposes. Therefore, the SUT is specifically certified with the MSL-100 and CS2100 systems listed on the Unified Capabilities Approved Product List certified with these interfaces.
4	Security is tested by DISA-led Information Assurance test teams and published in a separate report, Reference (e).
LEGEND:	
A	Appendix
ACTA	Administrative Council for Terminal Attachments
C	Conditional Requirement
CAMA	Centralized Automatic Message Accounting
CS	Communication Server
DIACAP	Department of Defense Information Assurance Certification and Accreditation Process
DISA	Defense Information Systems Agency
DoDI	Department of Defense Instruction
DTMF	Dual Tone Multi-Frequency
FCC	Federal Communications Commission
GR	Generic Requirements
GR-506	LSSGR: Signaling for Analog Interfaces
GR-529	LSSGR: Public Safety
GR-815	Generic Requirements For Network Element/Network System (NE/NS) Security
LSSGR	Local Access and Transport Area (LATA) Switching Systems Generic Requirements
MSL	Meridian Switch Logic
PSAP	Public Safety Answering Point
PSTN	Public Switched Telephone Network
R	Required Requirement
STIGs	Security Technical Implementation Guide
SUT	System Under Test
UCR	Unified Capabilities Requirements

8. TEST NETWORK DESCRIPTION. The SUT was tested at the TSSAP in a manner and configuration similar to that of the DSN operational environment. Testing the system's required functions and features was conducted using the test configurations in Figure 2-2.

with any Avaya Communication Server (CS) 2100 or Avaya MSL-100 digital switching systems listed on the Unified Capabilities (UC) Approved Products List (APL).

Table 2-2. Tested System Configuration

System Name	Software Release																					
Avaya MSL-100 (See note.)	MSL-17																					
Avaya M5008 Analog phone	NA																					
TTY/TDD phone	VTGO-PC 508 version 2.11.1.230																					
Okidata 320 Printer	NA																					
System Under Test	Hardware	Software																				
Amcom pc/psap™ Version 11	Dell Power Edge 2950	Windows 2003 Server SP2 Microsoft SQL Express 2005 SP3 XNXID Version 2.5.0.214 XNALIMST Version 3.0.0.5 XNGETTMS Version 2.1.0.4 XNUPDATE Version 5.1.0.104 Gencpi Version 11.0.0.1																				
	Dell OptiPlex 755PC	Windows XP Pro SP3 Microsoft SQL Express 2005 SP3 Xn911adox Version 5.7.0.143 Gencpi Version 11.0.0.1 Xntdd Version 2.0.0.5																				
	XID Unit	T600117-F S6000132-H																				
	Avaya M5316 Proprietary Phone	N/A																				
	CPI 101	Revision # 11(hexadecimal)																				
	Ultratec Tele-Modem	ITM061694																				
	DynaMetric TMP636	N/A																				
	Kōnexx 109	N/A																				
<p>NOTE: Although the SUT was tested with the Avaya Meridian Switch Logic (MSL) 100 proprietary M5316 line interface, and two-wire analog ground start interface. JITC analysis determined the Avaya MSL-100 and Avaya Communications Server (CS) 2100 to be functionally identical for interoperability certification purposes. Therefore, the SUT is specifically certified with these systems listed on the Unified Capabilities Approved Product List certified with these interfaces.</p> <p>LEGEND:</p> <table border="0"> <tr> <td>CPI</td> <td>Computer to P-Phone Interface</td> <td>TDD</td> <td>Telecommunication Device for the Deaf</td> </tr> <tr> <td>MSL</td> <td>Meridian Switch Logic</td> <td>TM</td> <td>Trade Mark</td> </tr> <tr> <td>pc/psap</td> <td>Personal Computer /Public Safety Access Point</td> <td>TTY</td> <td>Teletype</td> </tr> <tr> <td>SP</td> <td>Service Package</td> <td>XID</td> <td>Trunk Interface Device</td> </tr> <tr> <td>SQL</td> <td>Structured Query Language</td> <td></td> <td></td> </tr> </table>			CPI	Computer to P-Phone Interface	TDD	Telecommunication Device for the Deaf	MSL	Meridian Switch Logic	TM	Trade Mark	pc/psap	Personal Computer /Public Safety Access Point	TTY	Teletype	SP	Service Package	XID	Trunk Interface Device	SQL	Structured Query Language		
CPI	Computer to P-Phone Interface	TDD	Telecommunication Device for the Deaf																			
MSL	Meridian Switch Logic	TM	Trade Mark																			
pc/psap	Personal Computer /Public Safety Access Point	TTY	Teletype																			
SP	Service Package	XID	Trunk Interface Device																			
SQL	Structured Query Language																					

10. TEST LIMITATIONS. None

11. TEST RESULTS

a. Discussion. The SUT minimum critical interoperability interface and functional requirements were met through both interoperability certification testing conducted at the TSSAP and review of the vendor’s LoC.

b. Test Conduct. The SUT is a receive-oriented PSAP E911 system; however, in the event that the SUT loses connection with a 911 caller, the SUT must have the ability to redial disconnected or interrupted calls. Multiple two-way test calls at different durations (15-minute, 30-minute, 1-hour, 24-hours, and 48-hours) were placed over the test network shown in Figure 2-2.

(1) The UCR, Paragraph 2.4.1.3, states that the PSAP shall use the calling party number to look up the address in the Automatic Location Identification (ALI) database. The SUT was tested by placing both standard voice-originated 911 calls and Telecommunications Device for the Deaf /telephone typewriter (TDD/TTY)-originated 911 calls over the test configuration as shown in Figure 2-1. All calls placed to the SUT from either the simulated PSTN or the simulated DSN received the proper ALI information by the SUT resulting in an address lookup for the respective caller to allow the PSAP operator to provide the appropriate contact information to the public or base emergency agencies.

(2) The UCR, Paragraph 2.4.1.3, states that the PSAP shall not be able to place callers to 911 on hold while connected to the 911 termination. The SUT was tested by placing both standard voice calls and TDD/TTY calls over the test configuration as shown in Figure 2-1. When connected to the DSN (originating line and the emergency service bureau are served by the same switching system) the SUT demonstrated the capability of:

- Preventing callers to 911 from being placed on hold.
- Holding and releasing the calling line connection.
- Monitoring the supervisory state of the calling line.
- Ringing the originating station back.

(3) The UCR, Appendix 7, Paragraph A7.5, states that all DSN CPE, as a minimum, must meet the requirements of Part 15 and Part 68 of the Federal Communications Commission (FCC) Rules and Regulations, and the Administrative Council for Terminal Attachments (ACTA). The FCC Part 15/Part 68 and ACTA compliance was verified through the Vendor's LoC.

(4) The UCR, Appendix 7, Paragraph A7.5, states that, as a minimum, the 911 and the E911 (tandem) Emergency Service shall have the capability to "hold" the originating subscriber/caller from releasing the call via the switch supervision interaction for line and trunk control by the "called-party" feature, in accordance with Telcordia Technologies Generic Requirement (GR)-529. The SUT was tested to ensure that the 911 and the E911 (tandem) Emergency Service had the capability to "hold" the originating subscriber/caller from releasing the call via the switch supervision interaction for line and trunk control by the "called-party" feature, in accordance with Telcordia Technologies GR-529. While the SUT 'operator' was actively participating in a call, the originator, using a standard or TDD/TTY device, attempted to terminate the call by going on hook. The originating device would ring and the call would still be in session. Calls are not released until the SUT 'operator' releases the call.

(5) The UCR, Appendix 7, Paragraph A7.5, states that device(s) that can "out-dial" Dual Tone Multi-Frequency (DTMF) shall comply to the requirements as stated in UCR, Section 5.4.1, for its address digit generating capabilities and shall be capable of outpulsing. The DTMF functionality of the SUT was tested by placing calls over the test

configuration as shown in Figure 2-1. The SUT compliance with Telcordia GR 506-CORE was met by vendor LoC.

c. Test Summary. The SUT met the critical interface and functional requirements for a Customer Premise Equipment as set forth in the UCR 2007 for the interfaces depicted in Table 2-1, as set forth in Reference (c), and is specifically certified for joint use within the DSN with any Avaya CS2100 or MSL-100 digital switching systems listed on the UC APL.

12. TEST AND ANALYSIS REPORT. No detailed test report was developed in accordance with the Program Manager's request. JITC distributes interoperability information via the JITC Electronic Report Distribution (ERD) system, which uses Unclassified-But-Sensitive Internet Protocol Router Network (NIPRNet) e-mail. More comprehensive interoperability status information is available via the JITC System Tracking Program (STP). The STP is accessible by .mil/gov users on the NIPRNet 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 <http://jit.fhu.disa.mil> (NIPRNet), or <http://199.208.204.125> (SIPRNet). Information related to DSN testing is on the Telecom Switched Services Interoperability (TSSI) website at <http://jitic.fhu.disa.mil/tssi>. 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 through government civilian or uniformed military personnel from the Unified Capabilities Certification Office (UCCO), e-mail: ucco@disa.mil.