



DEFENSE INFORMATION SYSTEMS AGENCY

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

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

8 Sep 09

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Extension of the Special Interoperability Test Certification of the Cisco Unified Contact Center Express (CUCCX) with Software Release 6.0 Service Release (SR)1

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 (h) Enclosure

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 CUCCX with Software Release 6.0 SR1 is hereinafter referred to as the System Under Test (SUT). The SUT met the critical interoperability requirements for a Customer Premise Equipment device and is certified for joint use within the Defense Switched Network (DSN) as an Automated Call Distributor (ACD). The SUT was tested with Cisco Unified CallManager (CUCM) Version 4.3(2) Service Release 1a (SR1a) with Internetwork Operating System (IOS) Software Release 12.4(15)T7. The JITC analysis determined that the SUT is also certified with any CUCM Version 4.3(x) with its associated gateway IOS that is on the Unified Capabilities (UC) Approved Product List (APL). The SUT was tested on a Media Convergence Server (MCS)7835-H2. JITC analysis determined that the SUT is also certified on any MCS server that is on the UC APL. The SUT was tested and is certified in two configurations: In a standalone server or co-resident with the Cisco CallManager server. The SUT meets the critical interoperability requirements set forth in Reference (c) and testing was conducted using test procedures derived from Reference (d). No other configurations, features, or functions, except those cited within this report, are certified by the JITC, or authorized by the Program Management Office for use within the DSN. This certification expires upon changes that affect interoperability, but no later than three years from the date of this memorandum 24 March 2009.
3. The extension of this certification is based upon Desktop Review (DTR) 1. The original certification is based on interoperability testing of the SUT, review of the vendor's Letters of Compliance (LoC), and Defense Information Assurance (IA)/Security Accreditation Working

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Group (DSAWG) accreditation. Interoperability testing of the SUT was conducted by JITC at the Global Information Grid Network Test Facility, Fort Huachuca, Arizona, from 17 through 21 November 2008 and documented in Reference (g). Review of the vendors LoC was completed on 17 October 2008. Interoperability testing of the CUCM Version 4.3(2) IOS Rel. 12.4(15)T7 was conducted from 17 November through 19 December 2008, and is documented in Reference (e). The DSAWG grants accreditation based on the security testing completed by DISA-led Information Assurance test teams and published in a separate report (Reference (f)). The DSAWG accreditation of the CUCCX with Software Release 6.0 SR1 was granted on 10 March 2009. The original certification included a four-year certification for interoperability based on Reference (b). However, IA accreditation is limited to three years, and the Office of the Secretary of Defense mandated that special interoperability certifications in accordance with UCR 2008 be limited to three years. This limitation of three years has been updated in paragraph 2. This DTR was requested to include a software update to version 6.0 (1) sr1 es5. The DTR request was approved on 24 August 2009. DSAWG accreditation was granted on 23 September 2009.

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

Interfaces	Critical	Certified	Functional Requirements	Status	UCR Paragraph
Ethernet 100 Base T IEEE 802.3	Yes	Yes	MLPP in accordance with UCR, Section 3.3 (R)	Met	A7.5
			FCC Part 15/Part 68 and ACTA (R)	Met	A7.5
			VoIP (R)	Met	A.3.2.9.1
Security	Yes	Yes	Security (R)	See note.	A7.6

NOTE: Security is tested by DISA-led Information Assurance test teams and published in a separate report, Reference (f).

LEGEND:

100BaseT	100 Mbps (Baseband Operation, Twisted Pair) Ethernet	IEEE	Institute of Electrical and Electronics Engineers
802.3	Local Area Network/metropolitan Area Network Carrier	Mbps	Megabits per second
A	Sense Multiple Access/Collision Detection Access Method	MLPP	Multi-Level Precedence and Preemption
ACTA	Appendix	R	Required
DISA	Administrative Council for Terminal Attachments	SUT	System Under Test
FCC	Defense Information Systems Agency	UCR	Unified Capabilities Requirements
	Federal Communications Commission	VoIP	Voice over Internet Protocol

5. 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>.

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6. The JITC point of contact is Mr. Edward Mellon, DSN 879-5159, commercial (520) 538-5159, or FAX DSN 879-4347. The JITC's mailing address is P.O. Box 12798, Fort Huachuca, AZ 85670-2798. The e-mail address is edward.mellon@disa.mil. The tracking number for the SUT is 0816801.

FOR THE COMMANDER:



for RICHARD A. MEADOR
Chief
Battlespace Communications Portfolio

Enclosure a/s

Distribution (electronic mail):

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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) Joint Interoperability Test Command, Memo, JTE, "Special Interoperability Test Certification of Cisco Unified CallManager (CUCM) Version 4.3(2) IOS Rel. 12.4(15)T7," 28 April 2009
- (f) Joint Interoperability Test Command, "Information Assurance (IA) Assessment of Cisco Unified Contact Center Express (UCCX) Release 6.0 Service Release (SR) 1 (Tracking Number 0816801)," 10 March 2009
- (g) Joint Interoperability Test Command, "Special Interoperability Test Certification of the Cisco Unified Contact Center Express (CUCCX) with Software Release 6.0 Service Release (SR)1" 24 March 2009