



DEFENSE INFORMATION SYSTEMS AGENCY

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

4 Sep 13

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Extension of the Special Interoperability Test Certification of the T-Metrics (TM)-2000 Multi-Purpose Automatic Call Distribution (ACD) Platform with Release 6.0

References: (a) DoD Directive 4630.05, "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 (f), see Enclosure

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

2. The T-Metrics (TM)-2000 Multi-Purpose Platform with Release 6.0 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) ACD specifically with any Cisco Unified Communications Manager (CUCM) Local Session Controller (LSC) or Avaya AS5300 LSC 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 date of the original memorandum (1 October 2012).

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 28 May through 8 June 2012. Review of the vendor's LoC was completed on 21 May 2012. The DISA CA provided a positive Recommendation on 13 August 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 include certification with Avaya Communication Server (CS) 2100, CS1000M, S87xx series, and Alcatel-Lucent Class 5 Electronic Switching System (5ESS) switches with legacy interfaces. JITC determined verification and validation (V&V) testing would be required. JITC conducted interoperability V&V testing from 30 July through 1 August 2013. There were no Test Discrepancy Reports opened. The SUT APL product summary is depicted in Table 1. The SUT

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was tested during this V&V with the legacy switches listed in Table 2 and met the critical requirements for an ACD. The SUT configuration diagram with legacy switches is depicted in Figure 1. The DISA CA provided a positive recommendation for this DTR on 23 August 2013, based on the security testing completed DISA-led IA test teams and published in a separate report, Reference (f). Therefore, JITC approves this DTR.

Table 1. UC APL Product Summary

| T-Metrics TM-2000 Multi-Purpose ACD Platform Release 6.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Component | Software/Firmware | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Agent Workstation (Site-provided) | Windows 7 Pro SP1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | T-Metrics Agent Module NET v3.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TM-2000 ACD | Windows 2008 Server R2 SP1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | ACD Controller v5.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Event Server v2.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Digi Server | Windows 2008 Server R2 SP1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | DigiModule v4.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dialogic D82JCT Card for Proprietary Digital Interfaces (See note 1.) | System Rel 6.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| T-Metrics Multi-Port Gateway for Proprietary Digital MBS Interfaces (See note 2.) | Firmware version T89.0.0026 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| T-Metrics XISDN for BRI ISDN U Interface (See note 3.) | Firmware 117A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dialogic D121JCT Card for Analog / POTS Interfaces (See note 3.) | System Rel 6.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>NOTES:</p> <ol style="list-style-type: none"> 1. Certified for use to support the Avaya CS1000M and Avaya S8700 series, S8300, and S8800 switches, which were included with this DTR. 2. Certified for use to support the Avaya CS2100 switches, which were included with this DTR. 3. Certified for use to support the Alcatel-Lucent 5ESS switches, which were included with this DTR. <p>LEGEND:</p> <table> <tr> <td>5ESS</td> <td>Class 5 Electronic Switching System</td> <td>R2</td> <td>Release 2</td> </tr> <tr> <td>ACD</td> <td>Automatic Call Distribution</td> <td>SP</td> <td>Service Pack</td> </tr> <tr> <td>APL</td> <td>Approved Products List</td> <td>TM</td> <td>T Metrics</td> </tr> <tr> <td>BRI</td> <td>Basic Rate Interface</td> <td>U</td> <td>ISDN BRI two-wire interface</td> </tr> <tr> <td>DTR</td> <td>Desktop Review</td> <td>UC</td> <td>Unified Capabilities</td> </tr> <tr> <td>ISDN</td> <td>Integrated Services Digital Network</td> <td>v</td> <td>Version</td> </tr> <tr> <td>MBS</td> <td>Meridian Business Set</td> <td>XISDN</td> <td>External ISDN</td> </tr> <tr> <td>POTS</td> <td>Plain Old Telephone Service</td> <td></td> <td></td> </tr> </table> | | 5ESS | Class 5 Electronic Switching System | R2 | Release 2 | ACD | Automatic Call Distribution | SP | Service Pack | APL | Approved Products List | TM | T Metrics | BRI | Basic Rate Interface | U | ISDN BRI two-wire interface | DTR | Desktop Review | UC | Unified Capabilities | ISDN | Integrated Services Digital Network | v | Version | MBS | Meridian Business Set | XISDN | External ISDN | POTS | Plain Old Telephone Service | | |
| 5ESS | Class 5 Electronic Switching System | R2 | Release 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ACD | Automatic Call Distribution | SP | Service Pack | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| APL | Approved Products List | TM | T Metrics | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| BRI | Basic Rate Interface | U | ISDN BRI two-wire interface | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| DTR | Desktop Review | UC | Unified Capabilities | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ISDN | Integrated Services Digital Network | v | Version | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MBS | Meridian Business Set | XISDN | External ISDN | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| POTS | Plain Old Telephone Service | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Table 2. SUT Certified Switching System Configurations Included with DTR 1

| Switch Name (See note 1.) | Software Release | Certified Interfaces | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <u>Avaya CS2100</u> , Avaya MSL-100 (See note 2.) | Succession Enterprise 09.1 (See note 3.) | The SUT interfaces to this switch via proprietary M5316 MBS lines. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <u>Avaya DSN CS1000M Single Group</u> , DSN CS1000M Multi Group, DSN M1 Option 61C, DSN M1 Option 81C, Succession DSN 1000M Single Group, Half Group, and Multi Group, Succession DSN Options 11C, 61C, and 81C, M1 Options 11C, 61C, and 81C, Succession DSN 1000M Cabinet, DSN 1000M Chassis, DSN 1000M, DSN CS1000M Cabinet, DSN CS1000M Chassis, DSN Option 11C Cabinet, DSN Option 11C Chassis | Succession DSN 4.5 (See note 3.) | The SUT interfaces to this switch via proprietary M2616 MBS lines. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Avaya S8700, S8710, <u>S8720</u> , S8300, S8800 | Communication Manager (CM) 4 (See note 3.) | The SUT interfaces to this switch via proprietary 84xx business lines. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <u>Alcatel-Lucent 5ESS</u> , CDX, and VCDX | 5E15.2 with Broadcast Warning Message (BWM) 12-0001 (See note 3.) | The SUT interfaces to this switch via proprietary ISDN BRI (5E Custom) and analog lines | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>NOTES:</p> <ol style="list-style-type: none"> 1. The bold and underlined switches were tested specifically with the SUT by JITC during the V&V test conducted for DTR 1. The other switches were not tested with the SUT; however, these systems were previously tested and certified by JITC with the same interfaces, and JITC analysis determined them to be functionally identical for interoperability certification purposes and they are also certified with the SUT. 2. These switches were formerly Nortel switches, which are now sold and supported by Avaya. 3. The SUT was tested with the software release listed; however the SUT is certified with these switches with any software release that is or has been on the UC APL. <p>LEGEND:</p> <table> <tr> <td>5E</td> <td>5ESS</td> <td>M1</td> <td>Meridian 1</td> </tr> <tr> <td>5ESS</td> <td>Class 5 Electronic Switching System</td> <td>Mbps</td> <td>Megabits per second</td> </tr> <tr> <td>APL</td> <td>Approved Product List</td> <td>MBS</td> <td>Meridian Business Set</td> </tr> <tr> <td>CDX</td> <td>Compact Digital Exchange</td> <td>MSL</td> <td>Meridian Switching Load</td> </tr> <tr> <td>CS</td> <td>Communication Server</td> <td>SUT</td> <td>System Under Test</td> </tr> <tr> <td>DSN</td> <td>Defense Switched Network</td> <td>UC</td> <td>Unified Capabilities</td> </tr> <tr> <td>DTR</td> <td>Desktop Review</td> <td>VCDX</td> <td>Very Compact Digital Exchange</td> </tr> <tr> <td>JITC</td> <td>Joint Interoperability Test Command</td> <td></td> <td></td> </tr> </table> | | | 5E | 5ESS | M1 | Meridian 1 | 5ESS | Class 5 Electronic Switching System | Mbps | Megabits per second | APL | Approved Product List | MBS | Meridian Business Set | CDX | Compact Digital Exchange | MSL | Meridian Switching Load | CS | Communication Server | SUT | System Under Test | DSN | Defense Switched Network | UC | Unified Capabilities | DTR | Desktop Review | VCDX | Very Compact Digital Exchange | JITC | Joint Interoperability Test Command | | |
| 5E | 5ESS | M1 | Meridian 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5ESS | Class 5 Electronic Switching System | Mbps | Megabits per second | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| APL | Approved Product List | MBS | Meridian Business Set | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CDX | Compact Digital Exchange | MSL | Meridian Switching Load | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CS | Communication Server | SUT | System Under Test | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| DSN | Defense Switched Network | UC | Unified Capabilities | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| DTR | Desktop Review | VCDX | Very Compact Digital Exchange | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JITC | Joint Interoperability Test Command | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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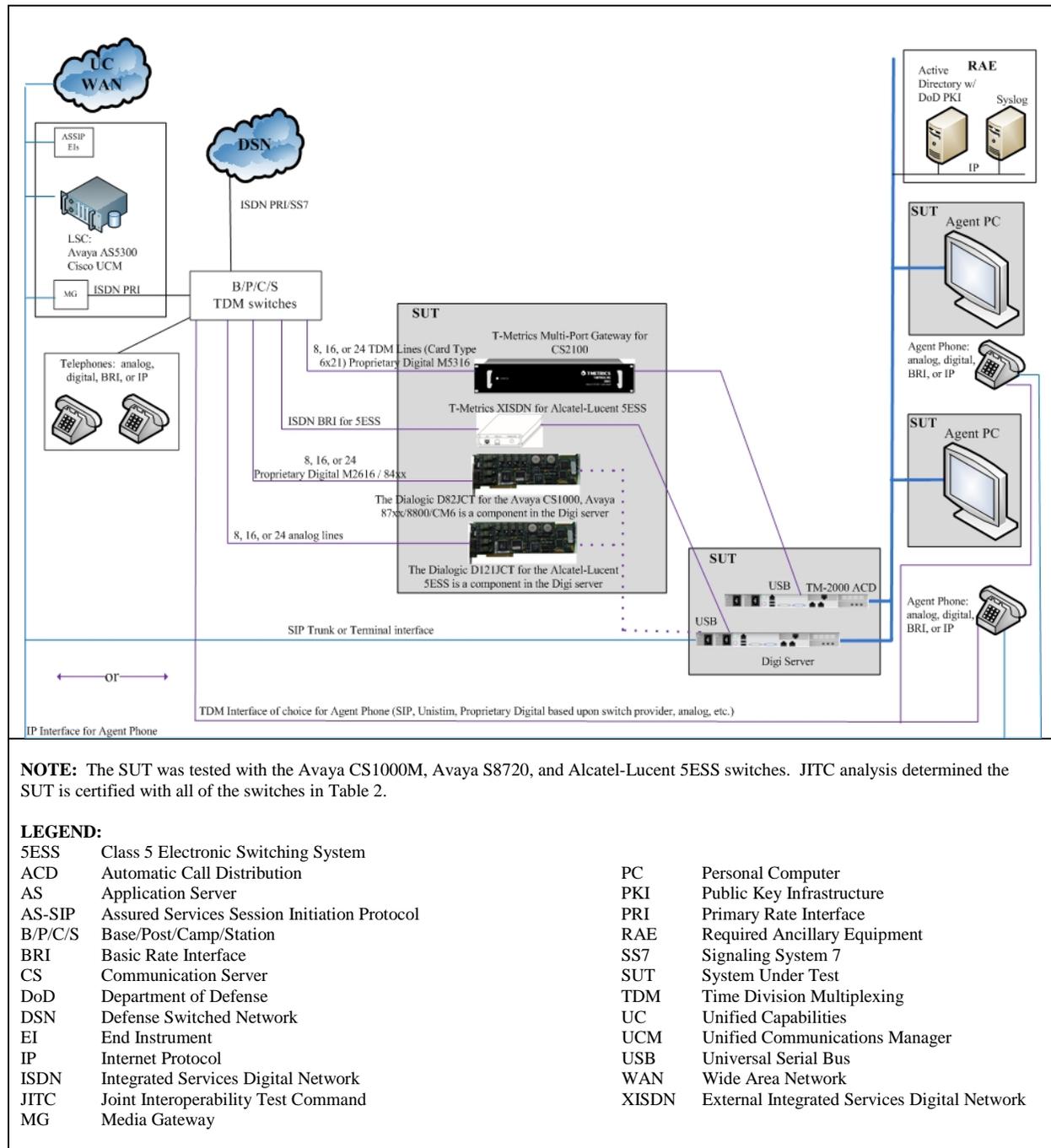


Figure 1. SUT Test Configuration with Legacy Switches

4. The Capability Requirement (CR), Functional Requirement (FR), and interface interoperability certification status for DTR 1 are listed in Tables 3. The CR/FRs threshold requirements and status are depicted in Table 4. The CPE CR/FRs were used to determine if the SUT is interoperable in accordance with Section 5.2.1.2 of Reference (c).

Table 3. 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 |
| 100Base-X | Yes | 5.3.2.4.2 | 1-4 | Certified |
| 1000Base-X | No | 5.3.2.4.2 | 1-4 | Not Tested |
| Proprietary M5216 MBS Line | No | Not Applicable (See note 2.) | 2, 4 | Certified (See note 3.) |
| Proprietary M2616 MBS Line | No | Not Applicable (See note 2.) | 2, 4 | Certified (See note 4.) |
| Proprietary 84xx Business Line | No | Not Applicable (See note 2.) | 2, 4 | Certified (See note 5.) |
| 5E Custom | No | Not Applicable (See note 2.) | 2, 4 | Certified (See note 6.) |
| analog | No | Not Applicable (See note 2.) | 2, 4 | Certified (See note 7.) |

NOTES:

- 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 requirements. However, if a capability is provided, it must function according to the specified requirements in order to be certified for that capability.
- The UCR 2008, Change 3 does not include requirements for proprietary interfaces. The CPE requirements were tested with the SUT connected to the specified switches with proprietary interfaces as requested by the sponsor.
- The SUT met the Avaya CS2100 interface requirements during the V&V test conducted for DTR 1. The SUT requires the following card to support this interface: T Metrics Multi-Port Gateway for Proprietary Digital MBS Interfaces.
- The SUT met the Avaya CS1000/Meridian 1 switches interface requirements during the V&V test conducted for DTR 1. The SUT requires the following card to support this interface: Dialogic D82JCT Card for Proprietary Digital Interfaces.
- The SUT met the Avaya S switches interface requirements during the V&V test conducted for DTR 1. The SUT requires the following card to support this interface: Dialogic D82JCT Card for Proprietary Digital Interfaces.
- The SUT met the Alcatel-Lucent 5ESS switches interface requirements during the V&V test conducted for DTR 1. The SUT requires the following card to support this interface: T Metrics XISDN for BRI ISDN U Interface.
- The SUT met the Alcatel-Lucent 5ESS switches interface requirements during the V&V test conducted for DTR 1. The SUT requires the following card to support this interface: Dialogic D121JCT Card for Analog / POTS Interfaces.

LEGEND:

| | | | |
|------|-------------------------------------|------|-----------------------------------|
| 5E | 5ESS | FR | Functional Requirement |
| 5ESS | Class 5 Electronic Switching System | MBS | Meridian Business Set |
| CPE | Customer Premise Equipment | POTS | Plain Old Telephone Service |
| CR | Capability Requirement | SUT | System Under Test |
| CS | Communication Server | UCR | Unified Capabilities Requirements |
| DTR | Desktop Review | | |

Table 4. 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 (See note 2.) |
| | FCC Part 15/Part 68 and ACTA | Required | 5.2.1.2(2) | Met (See note 3.) |
| | Auto Answer mode settable to more than the equivalency of 4 ROUTINE rings | Conditional | 5.2.1.2(3) | Met (See note 2.) |
| | MLPP precedence call alerting | Conditional | 5.2.1.2(4) | Not Tested (See note 4.) |
| | DTMF Outpulsing in accordance with GR-506-CORE (C) | Conditional | 5.2.1.2(5) | Met (See note 2.) |
| | 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 (See note 2.) |

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|--|--------------------------------------------------------------------------------------|----------|-----------------|-------------------|
| | Calls above ROUTINE placed to the SUT shall divert to a designated Directory Number. | Required | 5.3.2.2.2.1.2.5 | Met (See note 2.) |
|--|--------------------------------------------------------------------------------------|----------|-----------------|-------------------|

Table 4. SUT CRs and FRs Status (continued)

| CR/FR ID | Capability/Function | Applicability (See note 1.) | UCR Reference | Status |
|----------|---------------------------------------------------------------------------------------------------|-----------------------------|---------------|-------------------|
| 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 5.) |
| 4 | Information Assurance | | | |
| | Security | Required | 5.4 | Met (See note 6.) |

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. This requirement was also met during the V&V testing conducted for DTR 1.
3. This requirement was met with the vendor's LoC.
4. This feature is conditional for a CPE and is not supported by the SUT.
5. 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.
6. Information assurance testing is accomplished via DISA-led Information Assurance test teams and published in a separate report, Reference (f).

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 |
| DTR | Desktop Review | MLPP | Multi-Level Precedence and Preemption |
| FCC | Federal Communications Commission | NA/SS | Network Appliances and Simple Servers |
| FR | Functional Requirement | SUT | System Under Test |
| GR | Generic Requirement | UCR | Unified Capabilities Requirements |
| GR-506 | LSSGR: Signaling for Analog Interfaces | V&V | Verification and Validation |

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>.

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6. The JITC point of contact is Ms. Sibylle Gonzales, DSN 879-5483, commercial (520) 538-5483, FAX DSN 879-4347, or e-mail to sibylle.j.gonzales.civ@mail.mil. JITC's mailing address is P.O. Box 12798, Fort Huachuca, AZ 85670-2798. The UCCO tracking number for the SUT is 1134202.

FOR THE COMMANDER:



for RICHARD A. MEADOR
Chief
Battlespace Communications Portfolio

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DIA, Office of the Acquisition Executive

NSG Interoperability Assessment Team

DOT&E, Netcentric Systems and Naval Warfare

Medical Health Systems, JMIS IV&V

HQUSAISEC, AMSEL-IE-IS

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, "Unified Capabilities Customer Premise Equipment (CPE) Test Plan," Draft
- (e) Joint Interoperability Test Command, Memo, JTE, "Special Interoperability Test Certification of the T-Metrics (TM)-2000 Multi-Purpose Platform with Release 6.0," 1 October 2012
- (f) Joint Interoperability Test Command, "Information Assurance (IA) Assessment of T-Metrics (TM)-2000 Automatic Call Distribution (ACD) Multi-Purpose Platform Version (v) 6.0 (Tracking Number 1134202)," Draft