Alcatel-Lucent Application Partner Program Inter-Working Report

Partner: ACTIMAGE
Application type: 8082 webapp
Application name: Weather Forecast
Alcatel-Lucent Platform: My IC PHONE 8082

The product and version listed have been tested with the Alcatel-Lucent Communication Server and the version specified hereinafter. The tests concern only the inter-working between the Application Partner product and the Alcatel-Lucent Communication platforms. The inter-working report is valid until the Application Partner issues a new version of such product (incorporating new features or functionality), or until Alcatel-Lucent issues a new version of such Alcatel-Lucent product (incorporating new features or functionality), whichever first occurs.

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Tests overview

Date of the tests	April / October 2012

Alcatel-Lucent's representative	
Partner's representative	Guillaume Dreyer

Alcatel-Lucent Communication Platform	My IC PHONE 8082
Alcatel-Lucent 8082 compatibility release	R200-01.030.4 R250-01.10.3 R260-01.009.2
Partner's application version	2.0.1.1
Application Category	Web application

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Revision History

Edition 1: creation of the document – *April 2011*
Edition 2: update for bug fixing –October 2012

Certification status

☑ Certified ☐ Authorized ☐ Not Supported

Test results

☒ Passed ☐ Refused ☐ Postponed

☐ Passed With Restriction

Refer to the section 6 for a summary of the test results.

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1 Introduction

This document is the result of the certification tests performed between the AAPP member's application and Alcatel-Lucent's platform.

It certifies proper inter-working with the AAPP member's application.

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, Alcatel-Lucent cannot guarantee accuracy of printed material after the date of certification nor can it accept responsibility for errors or omissions. Updates to this document can be viewed by Business Partners on the Technical Support page of the Enterprise Business Portal (https://businessportal.alcatel-lucent.com) in the Application Partner Interworking Reports corner.

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2 Validity of the InterWorking Report

This InterWorking report specifies the products and releases which have been certified.

This inter-working report is valid unless specified until the AAPP member issues a new major release of such product (incorporating new features or functionalities), or until Alcatel-Lucent issues a new major release of such Alcatel-Lucent product (incorporating new features or functionalities), whichever first occurs.

A new release is identified as following:

- a Major Release" is any x. enumerated release. Example Product 1.0 is a major product release.
- a "Minor Release" is any x.y enumerated release. Example Product 1.1 is a minor product release

The validity of the InterWorking report can be extended to upper major releases, if for example the interface didn't evolve, or to other products of the same family range. Please refer to the "IWR validity extension" chapter at the beginning of the report.

Note: *The InterWorking report becomes automatically obsolete when the mentioned product releases are end of life.*

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3 Limits of the Technical support

Technical support will be provided only in case of a valid InterWorking Report (see chapter 2 "Validity of the InterWorking Report) and in the scope of the features which have been certified. That scope is defined by the InterWorking report via the tests cases which have been performed, the conditions and the perimeter of the testing as well as the observed limitations. All this being documented in the IWR. The certification does not verify the functional achievement of the AAPP member's application as well as it does not cover load capacity checks, race conditions and generally speaking any real customer's site conditions.

Any possible issue will require first to be addressed and analyzed by the AAPP member before being escalated to Alcatel-Lucent.

For any request outside the scope of this IWR, Alcatel-Lucent offers the "On Demand Diagnostic" service where assistance will be provided against payment.

For more details, please refer to Appendix F "AAPP Escalation Process".

3.1 Case of additional Third party applications

In case at a customer site an additional third party application NOT provided by Alcatel-Lucent is included in the solution between the certified Alcatel-Lucent and AAPP member products such as a Session Border Controller or a firewall for example, Alcatel-Lucent will consider that situation as to that where no IWR exists. Alcatel-Lucent will handle this situation accordingly (for more details, please refer to Appendix F

3.2 Web app Certification status definition

In addition to the standard technical support rules applicable to all 3rd party products/applications described in the Appendix F "AAPP Escalation Process". , the Webapp for My IC Phone 8082 are subject to **specific support rules as detailed below**:

3.2.1 CERTIFIED

The Webapp has successfully passed the certification tests which consist of

- static inspection: source code analysis and functional tests
- dynamic inspection: check the possible memory leak by simulating the user interaction for a given (long) period

An IWR is produced and published.
The Webapp is signed.
BP/customer is authorized to deploy and use it (on My IC Phone configured in Secure mode).
If an issue is escalated, the Partner is involved first and Alcatel-Lucent may help him in order to fix the issue. If the issue is linked to the Webapp itself, Alcatel-Lucent's expenses to support the Partner will be charged to the Partner.

3.2.2 AUTHORIZED

The Webapp cannot pass the certification tests for several reasons:

1. Dynamic inspection not possible due to the complexity of the application (additional server required, interaction with another devices, …) or due to the specificities of the application (games with a screen generated randomly, …)

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2. Use of not authorized services but accepted by Alcatel-Lucent since the Webapp is only supported by the Partner.

Alactel-Lucent agrees to authorize the deployment of this Webapp despite the use of non-authorized services but without any guarantee nor support from Alcatel-Lucent
An IWR will be produced and published which will mention all non-conformity points.
The Webapp is signed.
BP/customer is authorized to deploy and use it on My IC Phones configured in Secure mode.
If an issue is escalated, only the Application Partner is involved (all SRs submitted to Alcatel-Lucent will be directly closed). If the Partner needs assistance from Alcatel-Lucent, Alcatel-Lucent will be involved for free only if the developer is an Application Partner or a Solution Partner, otherwise Alcatel-Lucent's involvement will be charged. Anyway Alcatel-Lucent will never have any direct relationship with BP or/and customer for such issues!
In addition, if it appears that the issue is linked to the Webapp itself, Alcatel-Lucent's expenses to support the partner will be charged to the partner.

3.2.3 NOT SUPPORTED

All other Webapps will be considered as "NOT Supported". This includes Webapps which did not pass the certification or never arrived in the hands of the AAPP team. No IWR exists.
Such Webapps are not signed and can be only used for demo purpose (without any guarantee from Alcatel-Lucent) with a My IC Phonein "Not Secure" mode.
Alcatel-Lucent declines any responsibility in case of issues and will reject any support request(all SRs submitted to Alcatel-Lucent will be directly closed).

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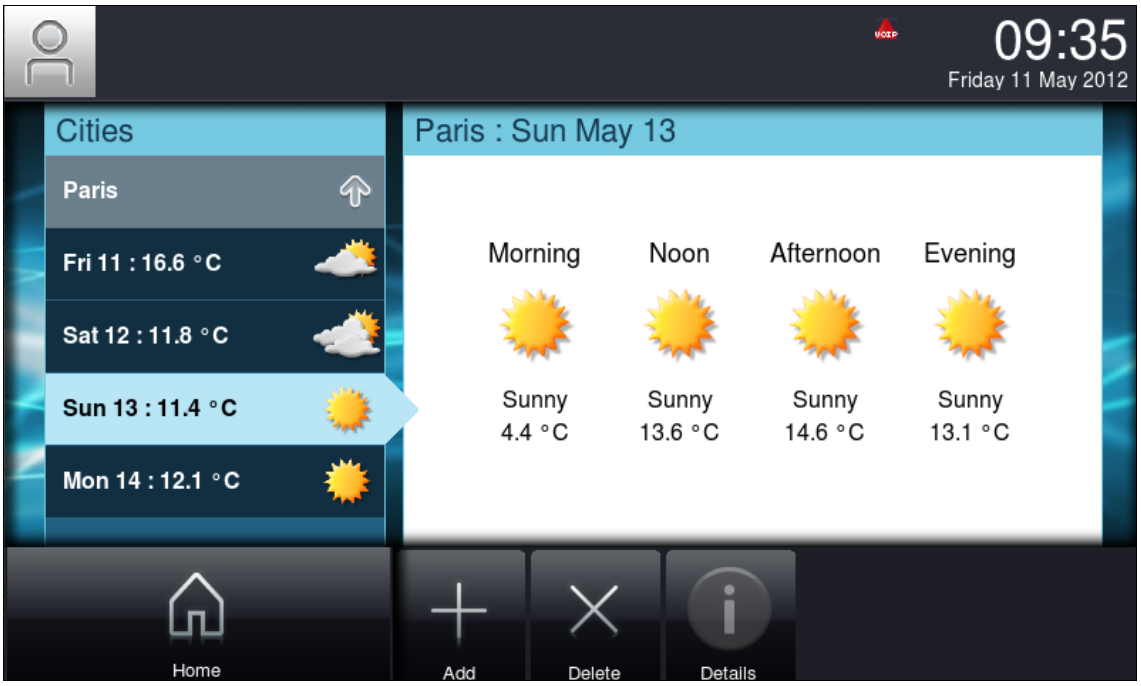
4 Application information

Brief application description:

Display the week weather forecast.

- add as many as city you want (thanks to google maps API)
- see details (such as latitude and longitude)
- remove selected city
- see weather preview (in the left menu list)
- sett weather details (in the right presentation list)

Figure 1 : Weather screenshot



Application family :
8082 webapp

Application commercial name:
Weather Forecast

Application version:
2.0.1.1

Server application:
External web services (Google Maps, Meteorologic)

Package for 8082 phone (zip file):
List here all included files (RPM, index, custom file if existing):

1. webapp_weather-2.0.1.1-norel.noarch.rpm

   …..

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Size of the full package
Size : 165997 bytes

Versions used during development:
My IC Phone firmware version : R200-01.030.4, R250-1.10.3, R260-1.009.2
My IC Phone API version : R200, R250, R260
My IC Phone Customizer version : None

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RPM : webapp_weather

Version : 2.0.1.1

Description :
This is the main (and the only one) weather package. It displays a weather forecast application which allows the user to get the forecast weather around the whole world.

Screen Saver: ☐

Number of views (if relevant): 6 JavaScript views :

- getWeather (main wrapper)
- getWeatherCityPreview (toaster with google maps api results)
- getWeatherDetails (latitude and longitude details popup)
- getWeatherAdd (to add a city)
- getWeatherCompactPreview (left-side list)
- getWeatherPresentation (right-side details)

All these views are contained in 1 screen (which is displayed on the screen)

Link to others web apps of the package if any: None

Type:

Skin : ☐

Webapp: ☒

Used features:

UIElements: ☒
Events: ☐
Services: ☒
Setting: ☒

Access to external services and how (http, …):
http://maps.googleapis.com/maps/api/geocode/json
http://api.meteorologic.net/rssworld

Synoptic of screen navigation (including the inputs: timer, keys press, telephonic event, etc…):

1: The user enters in the webapp
2: The user click on the add button to display the keyboard
3: The user types the city's name he wants to know the weather
4 : A toaster appears, the user selects the city he wants
5: An item in the list is added, the user click on it to display the forecast
6: Then, the user can select a day to see details

Generation of trace/log files:
Debug services

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5 Test environment

Figure 1 **Test environment : External web services**

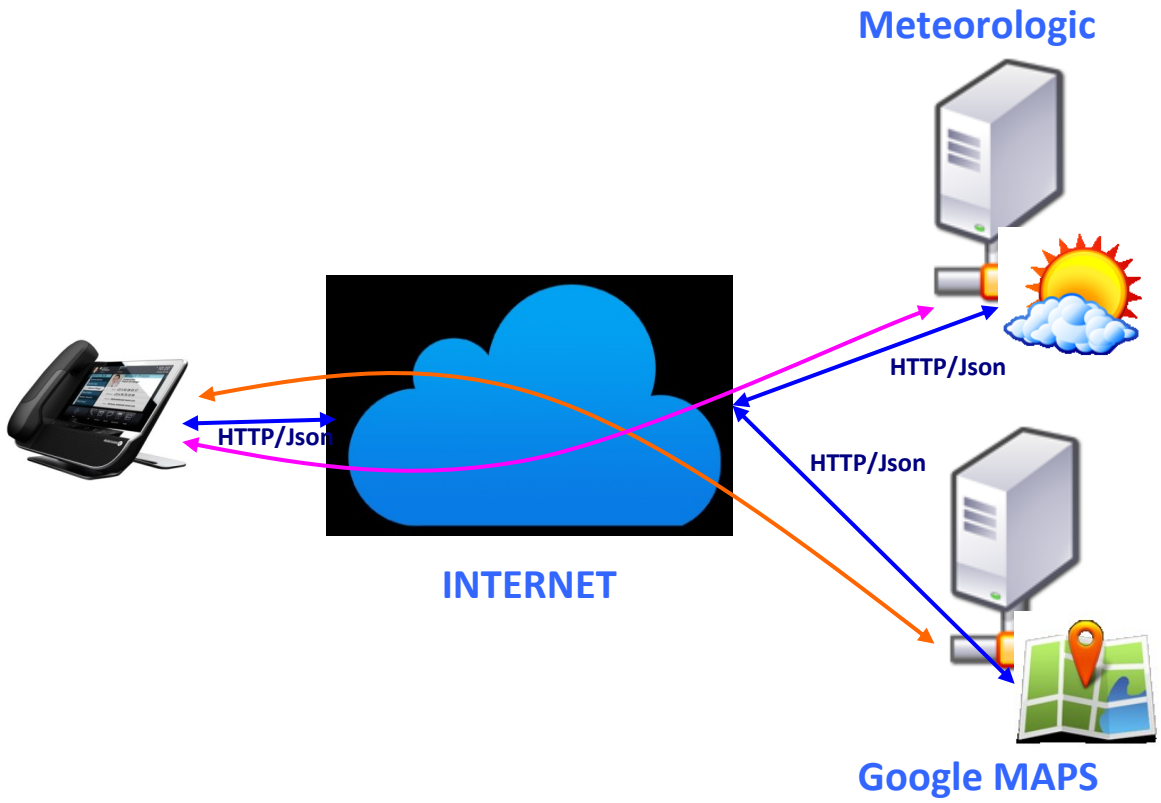

Figure 2 **Test environment : Telephony OXE**

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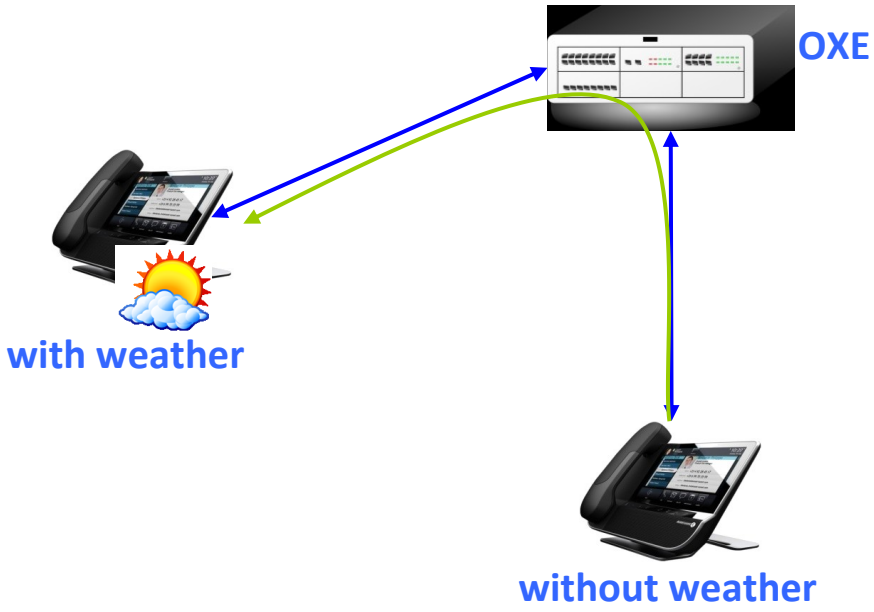

5.1 Software configuration

- **Alcatel-Lucent Communication Platform**:
  - **OmniPCX**: R10.0
  - **8082** : R200-01.030.4
- **Partner Application** : Weather Forecast 2.0.0.1

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6 Summary of test results

6.1 Summary of problems

None

6.2 Summary of limitations

The application only works with internet web services.
The number of web services connection is limited.

6.3 Notes, remarks

The Google license is not for commercial purposed and is limited per connection per day. Alcatel-Lucent will only support the client side code and is not responsible of any web services limitation.

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7 Test Result Template

The results are presented as indicated in the example below:

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Test case 1** • Action • Expected result	☐	☒	☐	
2	**Test case 2** • Action • Expected result	☐	☒	☐	The application waits for PBX timer or phone set hangs up
3	**Test case 3** • Action • Expected result	☒	☐	☐	Relevant only if the CTI interface is a direct CSTA link
4	**Test case 4** • Action • Expected result	☐	☐	☒	No indication, no error message
…	…	☐	☐	☐	

Test Case Id: a feature testing may comprise multiple steps depending on its complexity. Each step has to be completed successfully in order to conform to the test.
Test Case: describes the test case with the detail of the main steps to be executed the and the expected result
N/A: when checked, means the test case is not applicable in the scope of the application
OK: when checked, means the test case performs as expected
NOK: when checked, means the test case has failed. In that case, describe in the field "Comment" the reason for the failure and the reference number of the issue either on Alcatel-Lucent side or on Application Partner side
Comment: to be filled in with any relevant comment. Mandatory in case a test has failed especially the reference number of the issue.

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8 Test Results

8.1 Deployment test

8.1.1 Test Objectives

The goal is to verify that the webapp can be signed and deployed on MyIC phones.

8.1.2 Test Results

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Configuration with OmniPCX Enterprise**	☐	☒	☐	
2	**Install webapp in 8770**	☐	☐	☐	Not tested
3	**Deploy the webapp on MyIC phone**	☐	☒	☐	
4	**Verify that the webapp has been installed on MyIC phones**	☐	☒	☐	

8.2 Performance and robustness tests

8.2.1 Test Objectives

The goal is to verify that the webapp can resist in charge, traffic, stress, performance, limit, robustness and aging test, without memory leaks.
These tests are common for Enterprise, Office and OpenTouch environment.

8.2.2 Test Results

Install the memory debug tool for MyIC phone. For each test, note the memory load before and after the test.

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Enter in webapp - screensaver**	☐	☒	☐	
2	**Enter in webapp – incoming calls**	☐	☒	☐	
3	**Generic scenario (action to get through the app)**	☐	☒	☐	
4	**Enter other webapp test**	☐	☒	☐	

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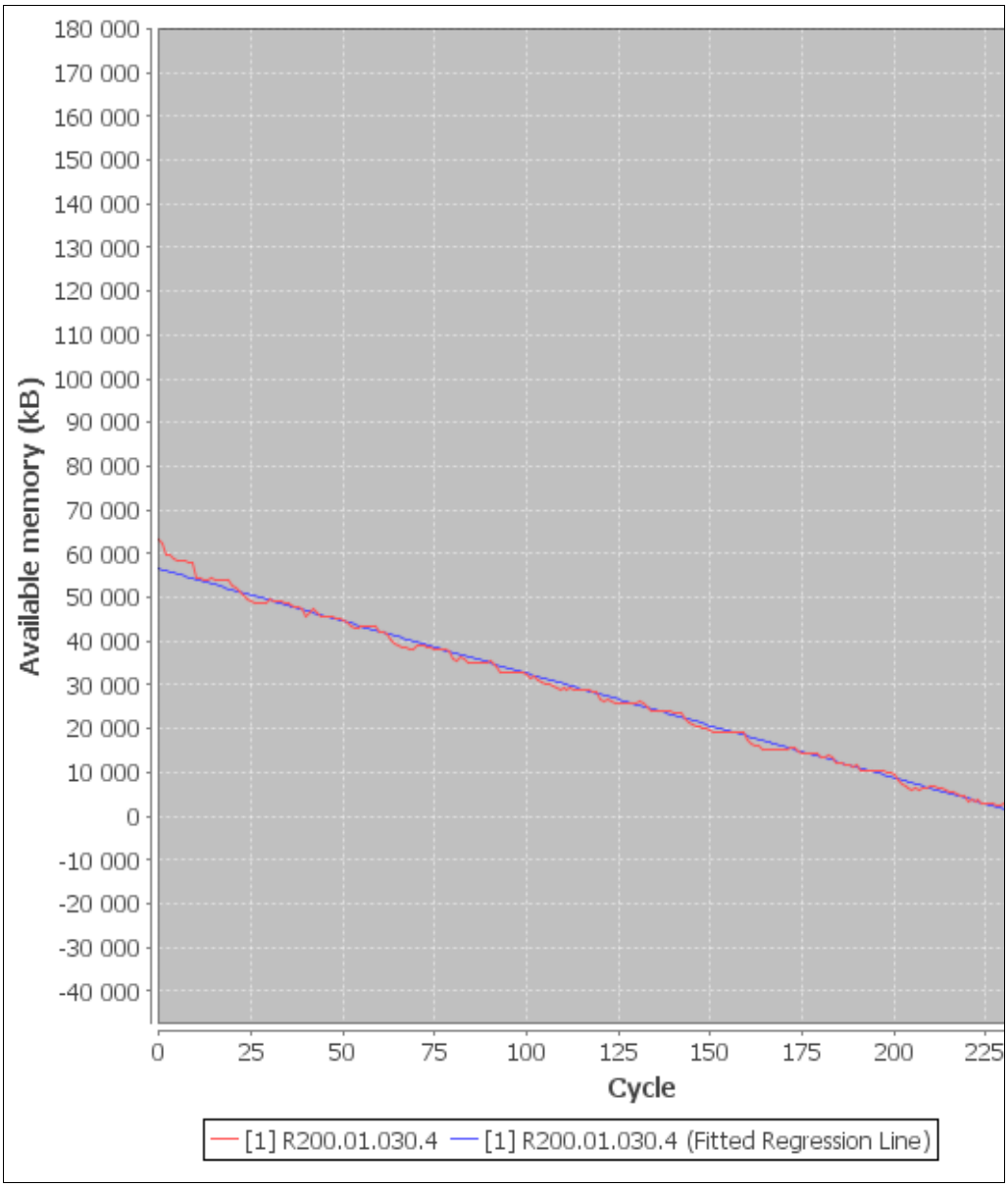
Each of these tests defines a “cycle”. Here below the remaining memory during tests.



The ICtWeb client (webapps scope memory) crashed after 235 cycles.

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8.3 Interaction with senkey events

8.3.1 Test Objectives

Test how the webapp react with senskey events.

8.3.2 Test Results

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Home senskey 1** • Click on this button from the webapp • Home page displayed	☐	☒	☐	
2	**Dialpad senskey**	☐	☒	☐	
3	**Toaster volume sensket**	☐	☒	☐	
4	**Hands free senskey**	☐	☒	☐	
5	**Mute senskey**	☐	☒	☐	
6	**User info senskey**	☐	☒	☐	
7	**Communication senskey**	☐	☒	☐	

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9 Source code inspection

This section displays the result of the webapp source code inspection tools. This tool displays differents kind of information :

- Warning
- Erro

9.1 Coding guidelines

9.1.1 Cource code format

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Indenting**	☐	☒	☐	
2	**File length**	☐	☒	☐	
3	**Function length**	☐	☒	☐	

9.1.2 Naming and declaration rule

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Class naming rules**	☐	☒	☐	
2	**Function naming rules**	☐	☒	☐	
3	**Callbaclk naming rules**	☐	☒	☐	
4	**Variabbles and constants naming rules**	☐	☒	☐	
5	**Declaration rules**	☐	☒	☐	

9.1.3 Documentation

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Languages**	☐	☒	☐	
2	**Class documenation**	☐	☒	☐	
3	**Function and callback functions**	☐	☒	☐	
4	**HTML documentation**	☐	☒	☐	

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5	CSS documentation	☐	☒	☐	

9.1.4 HTML markup syntax

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	Technologies mixing	☐	☒	☐	
2	HTML markup syntax	☐	☒	☐	
3	HTML	☐	☒	☐	
4	CSS	☐	☒	☐	
5	JavaScript	☐	☒	☐	

9.1.5 Others

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	JavaScript technical guidelines	☐	☒	☐	
2	Log	☐	☒	☐	
3	License terms	☐	☒	☐	

9.2 Webapp guidelines

9.2.1 Naming rules

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	Webapp naming rules	☐	☒	☐	
2	MVC naming rules	☐	☒	☐	
3	CSS naming rules	☐	☒	☐	
4	Webapp directory organization	☐	☒	☐	
5	Webapp applications MVC	☐	☒	☐	

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9.2.2 Webapp life cycle

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	MVC constructor methods	☐	☒	☐	
2	Loaded method	☐	☒	☐	
3	Load method	☐	☒	☐	
4	MVC unload method	☐	☒	☐	

9.2.3 Widget life cycle

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	Widget constructo method	☐	☒	☐	
2	PostMixInProperties	☐	☒	☐	
3	PostCreate method	☐	☒	☐	

9.2.4 Webapp in and out

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	Entering your webapp	☐	☒	☐	
2	Button Home	☐	☒	☐	
3	Embeded iframe	☒	☐	☐	
4	Remote content	☒	☐	☐	
5	Access to remote graphical ressources	☒	☐	☐	
6	Access to remote services	☐	☒	☐	
7	Skin	☐	☒	☐	
8	Third party webapp customization	☐	☒	☐	

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9.2.5 Localization

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Default localization**	☐	☒	☐	
2	**Server side**	☐	☒	☐	
3	**Generic**	☐	☒	☐	

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10 Appendix A : Partner Application screenshots

Figure 1 : Webapp homepage

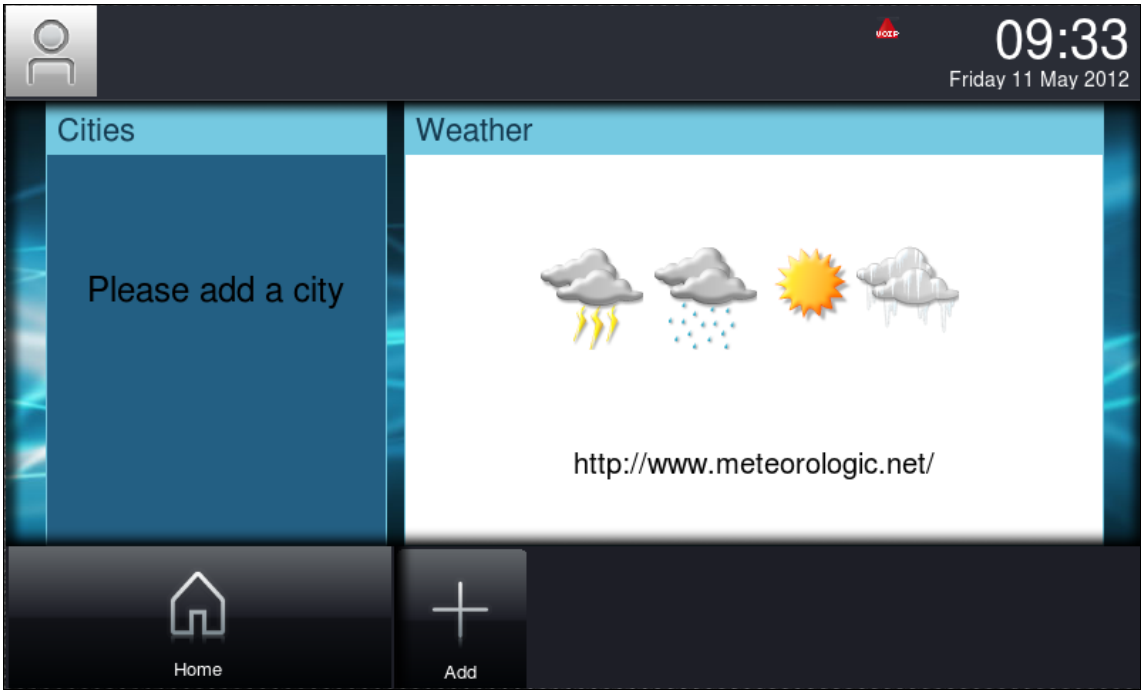

Figure 2 : : Webapp

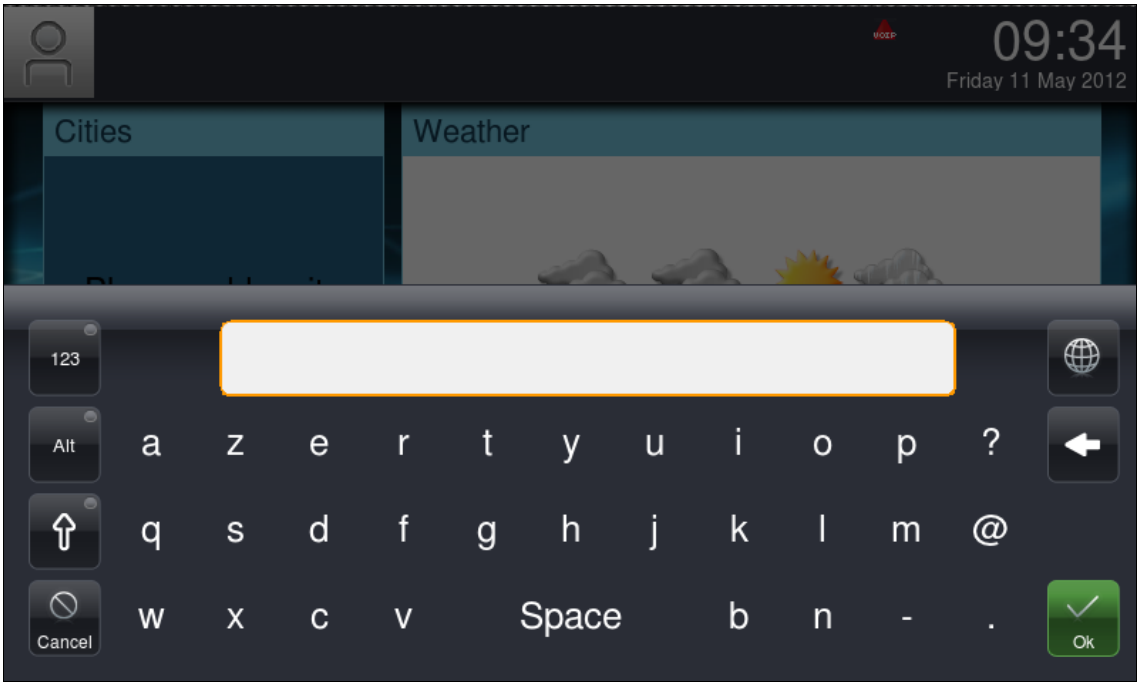

Figure 3 : Select city

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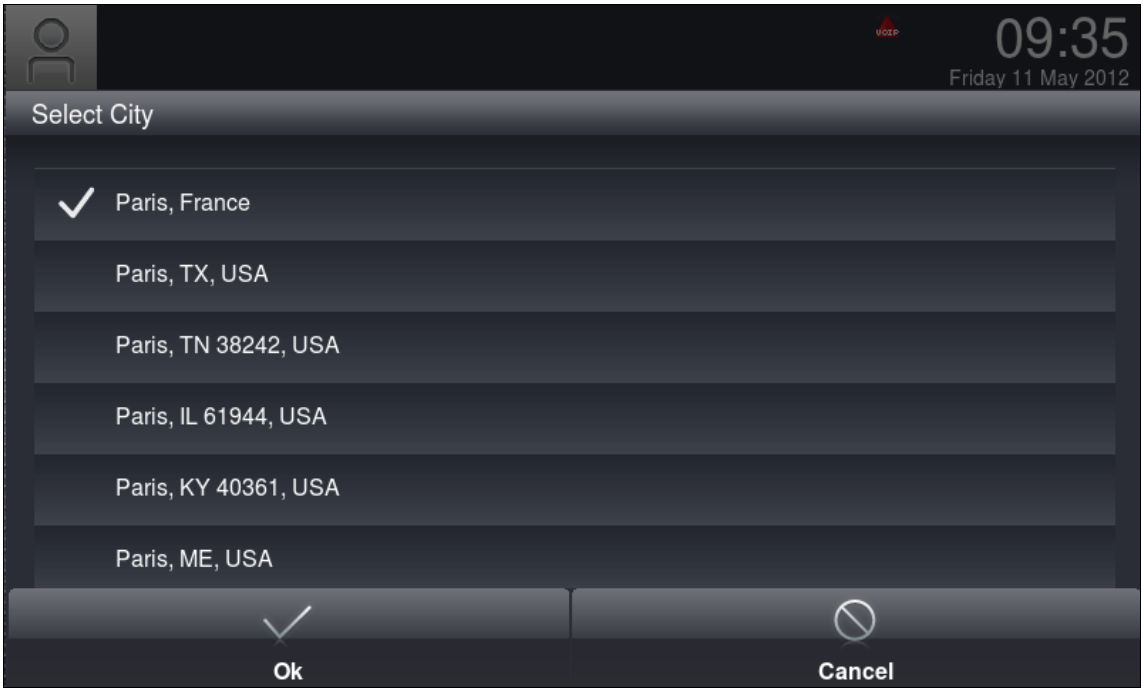

Figure 4 : Display weather

Figure 5 : See weather details

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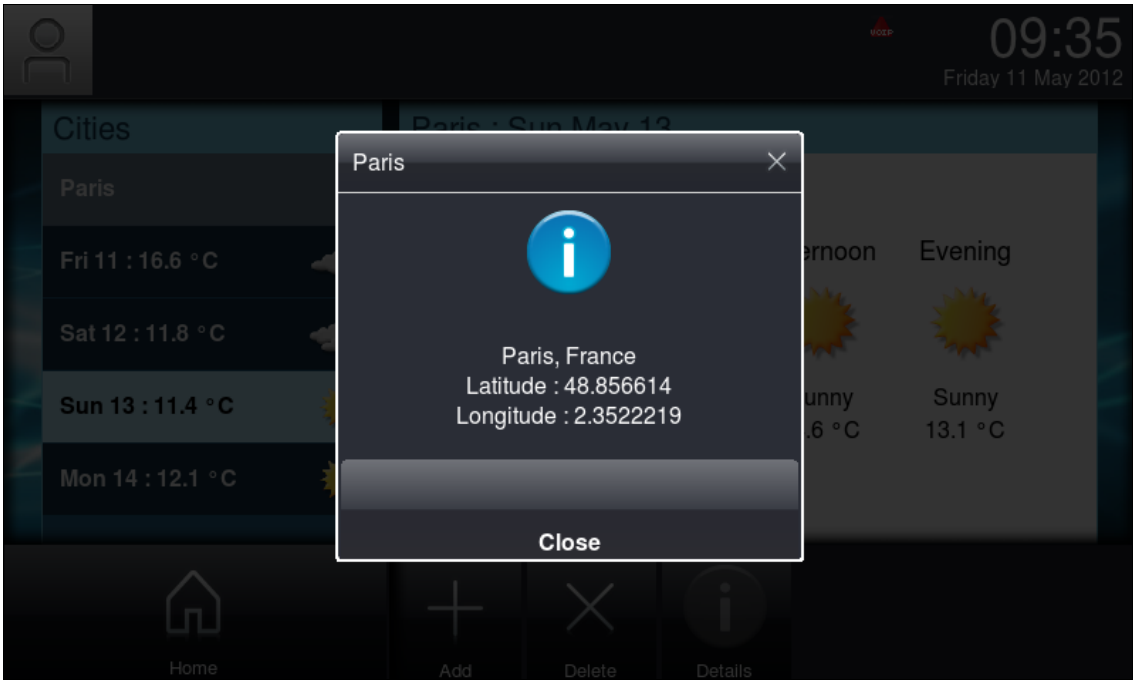

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11 Appendix B: Partner escalation process

For any questions, issues contact ActImage at:

alcatel-myicphone-aapp@actimage.net

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12 Appendix C: AAPP program

12.1 Alcatel-Lucent Application Partner Program (AAPP)

Complete e-business solutions at your disposal

The Application Partner Program is designed to support companies that develop communication applications for the enterprise market, based on Alcatel-Lucent's Omni product family. The program provides tools and support for developing, verifying and promoting compliant third-party applications that complement Alcatel-Lucent's Omni-based products. Alcatel-Lucent facilitates market access for compliant applications.

The Alcatel-Lucent Application Partner Program (AAPP) has two main objectives:

- **Provide easy interfacing for Alcatel-Lucent communication products**: Alcatel-Lucent's communication products for the enterprise market include infrastructure elements, platforms and software suites. To ensure easy integration, the AAPP provides a full array of standards-based application programming interfaces and fully-documented proprietary interfaces. Together, these enable third-party applications to benefit fully from the potential of Alcatel-Lucent products.

- **Test and verify a comprehensive range of third-party applications**: to ensure proper inter-working, Alcatel-Lucent tests and verifies selected third-party applications that complement its portfolio. Successful candidates, which are labelled Alcatel-Lucent Compliant Application, come from every area of voice and data communications.

The Allcatel-Lucent Application Partner Program covers a wide array of third-party applications/products designed for voice-centric and data-centric networks in the enterprise market, including terminals, communication applications, mobility, management, security, …

Web site

If registered Application Partner, you can access the AAPP website at this URL:
http://applicationpartner.alcatel-lucent.com

12.2 Alcatel-Lucent.com

You can access the Alcatel-Lucent website at this URL: http://www.Alcatel-Lucent.com/

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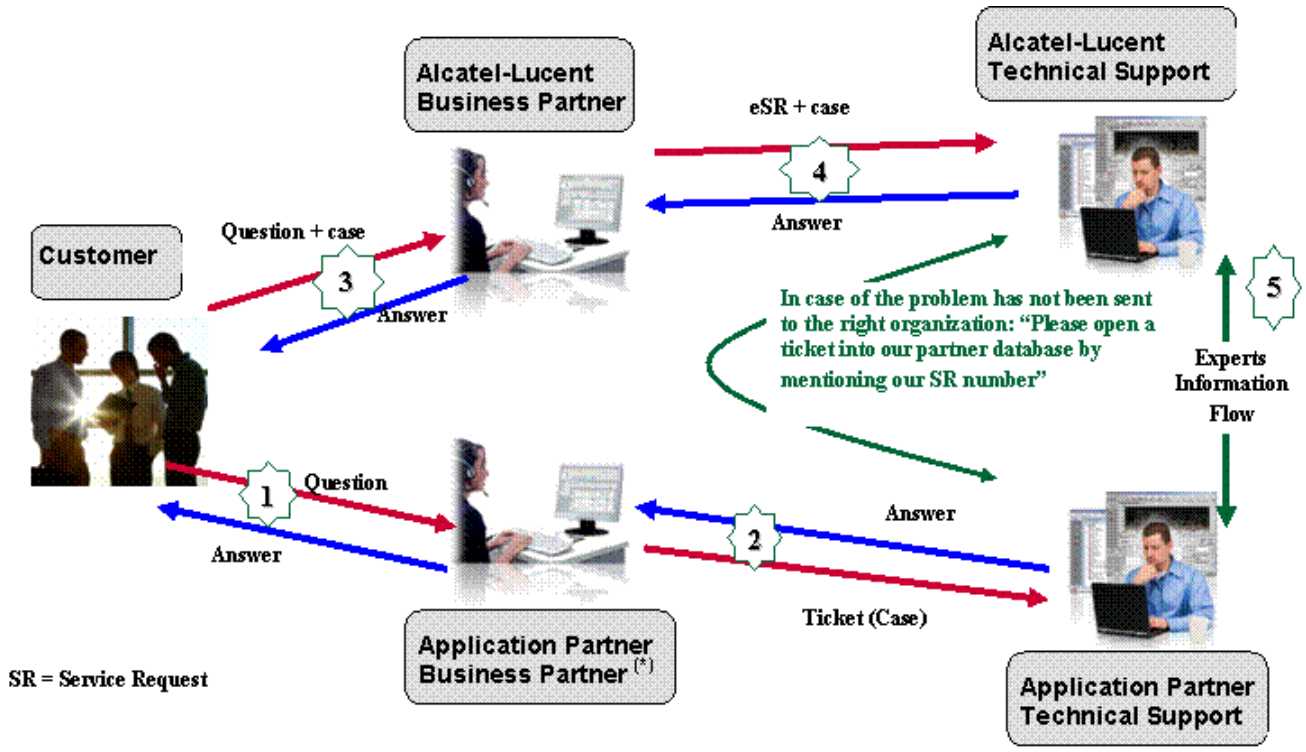
13 Appendix D: AAPP Escalation process

13.1 Introduction

The purpose of this appendix is to define the split of responsibilities and the escalation process to be applied by the Alcatel-Lucent Business Partners when facing a problem with a solution involving an Alcatel-Lucent platform and a Third-Party application ***with or without a valid Alcatel-Lucent Inter-Working Report.***

If a problem occurs on an installation involving Alcatel-Lucent platforms and a certified product or application, both parties, Alcatel-Lucent and the Application Partner, are engaged as follows:



(*) The Application Partner Business Partner can be a Third-Party company or the Alcatel-Lucent Business Partner itself

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13.2 Escalation in case of certified application/products

The Alcatel-Lucent support will be limited to applications with a valid Inter-Working Report (IWR). Known problems or remarks mentioned in the IWR will not be taken into account.

A valid IWR means an official IWR exists which is posted on the Alcatel-Lucent Enterprise Business Portal and mentions the same release/version of the software of both parties as those of the current customer installation (Or an official agreement between Alcatel-Lucent and the Third-Party exists to support the customer installation if the release/version doesn't match those mentioned in the latest IWR).

If there is an interworking issue, both parties, Alcatel-Lucent and the Application Partner, are engaged:

Case 1: the responsibility can be established 100% on Alcatel-Lucent side.
In that case, the problem must be escalated by the ALU Business Partner to the Alcatel-Lucent Support Center using the standard process: open a ticket (eService Request –eSR)

Case 2: the responsibility can be established 100% on Application Partner side.
In that case, the problem must be escalated directly to the Application Partner by opening a ticket through the Partner Hotline. In general, the process to be applied for the Application Partner is described in the IWR.

Case 3: the responsibility can not be established.
In that case the following process applies:

- The Application Partner shall be contacted first by the Business Partner (responsible for the application, see figure in previous page) for an analysis of the problem.

- The Alcatel-Lucent Business Partner will escalate the problem to the Alcatel-Lucent Support Center only if the Application Partner has demonstrated with traces a problem on the Alcatel-Lucent side or if the Application Partner (not the Business Partner) needs the involvement of Alcatel-Lucent.

In that case**,** the Alcatel-Lucent Business Partner must provide the reference of the Case Number on the Application Partner side. The Application Partner must provide to Alcatel-Lucent the results of its investigations, traces, etc, related to this Case Number.

Alcatel-Lucent reserves the right to close the case opened on his side if the investigations made on the Application Partner side are insufficient or do no exist.

IMPORTANT NOTE 1: The possibility to configure the Alcatel-Lucent PBX with ACTIS quotation tool in order to interwork with an external application is not a guarantee of the availability of the solution. Please check the availability of the Inter-Working Report on the AAPP (Url: https://private.applicationpartner.alcatel-lucent.com) or Enterprise Business Portal (Url: Enterprise Business Portal) web sites.

IMPORTANT NOTE 2: Involvement of the Alcatel-Lucent Business Partner is mandatory, the access to the Alcatel-Lucent platform (remote access, login/password) being the Business Partner responsibility.

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13.3 Escalation in case of non-certified application/product

If an Alcatel-Lucent Business Partner escalates an issue where a 3rd party application is involved and the following conditions apply:

1. no IWR exist (not available on the Enterprise Business Portal for Business Partners or on the Alcatel-Lucent Application Partner web site) ,

2. Or the 3rd party company is referenced as AAPP participant but with no existing IWR,

3. Or the existing IWR is available but the release/version of the both parties (Alcatel-Lucent and 3rd-party) are not the same than those currently deployed at the customer site (see exception in Note 2).

In this case, the only responsibility of the Alcatel-Lucent Technical Support is to verify that the Alcatel-Lucent platform is correctly installed and configured for a standard use and that the Alcatel-Lucent equipments perform as expected. If that's the case, Alcatel-Lucent will be forced to close the case.

If the Alcatel-Lucent Business Partner, the customer or the 3rd party company need additional and specific involvement from Alcatel-Lucent, there are two options:

- Either request a quote for specific investigation and diagnosis (with no agreement to fix the issue),

- Or the AAPP program process is followed to officially certify the 3rd party application/product.

For both options, just send the request to the AAPP team (by opening an e-SR).

IMPORTANT NOTE 1: Even if the 3rd party company is able to demonstrate the issue is on the Alcatel-Lucent side, there is no obligation from Alcatel-Lucent to fix it (there is no official IWR established between the two parties).

IMPORTANT NOTE 2: For case 3, Alcatel-Lucent and the Third-Party company may decide to provide a document specifying the possible extension of the IWR by mentioning the list of releases/versions officially supported. (Another way is to update an existing IWR with new release/version compatibility).

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13.4 Technical Support access

The Alcatel-Lucent **Support Center** is open 24 hours a day; 7 days a week:

- e-Support from the Application Partner Web site (if registered Alcatel-Lucent Application Partner): http://applicationpartner.alcatel-lucent.com
- e-Support from the Alcatel-Lucent Business Partners Web site (if registered Alcatel-Lucent Business Partners): https://businessportal.alcatel-lucent.com click under "Let us help you" the *eService Request* link
- e-mail: Ebg_Global_Supportcenter@alcatel-lucent.com
- Fax number: +33(0)3 69 20 85 85
- Telephone numbers:

Alcatel-Lucent Business Partners Support Center for countries:

Country	Supported language	Toll free number
France	French	+800-00200100
Belgium		
Luxembourg		
Germany	German	
Austria		
Switzerland		
United Kingdom	English	
Italy		
Australia		
Denmark		
Ireland		
Netherlands		
South Africa		
Norway		
Poland		
Sweden		
Czech Republic		
Estonia		
Finland		
Greece		
Slovakia		
Portugal		
Spain	Spanish	

For other countries:

English answer : + 1 650 385 2193
French answer : + 1 650 385 2196

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German answer : + 1 650 385 2197
Spanish answer : + 1 650 385 2198

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