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Technical Bulletin CS-11-01

OAI Gateway Interoperability with Windows

This technical bulletin explains interoperability issues some customers encounter when integrating OAI with Microsoft© Windows systems.

System Affected

Spectralink OAI Gateway (MOG7xx) – All Software Versions

Description

Customer environments operating with OAI application services running on a Windows Server 2008, 2012 or later platforms, or Windows 7 or later desktop versions are likely to encounter an issue where they perceive that the OAI Gateway delays responses to handsets for as much as 20 seconds, experience issues navigating within the OAI gateway, performing file transfer delays with the OAI and other IP related delays.

By reviewing network packet captures of the OAI Gateway it is easy to identify that the OAI Gateway is responding to all messages between the OAI Application Server and the OAI Gateway with 1-byte frames. Because the size of the message response may be quite large this can result in great delays between messages as the OAI Gateway sends multiple frames in response to message requests from the OAI Application.

It has been identified that this occurs in environments using Windows 2008 Server, Windows 2012 Server, Windows 7 and Windows 8 systems. It is likely this issue will exist any environment to have these or later systems that interact with the OAI Gateway via IP. These systems will be able to communicate with OAI via Serial connection without impacting the OAI.

In order to resolve this issue and allow the OAI Gateway to resume operating properly a command must be entered at the command line on all Windows sytems that will communicate with the OAI Gateway.

From a command prompt issue the command:

netsh interface tcp set global autotuninglevel=disabled

It is necessary to restart the Windows system after issuing this command before it will take effect. Note that you will also need to reboot the OAI Gateway to ensure the issue has been cleared from the OAI as well.

There are a number of KB Articles on Microsoft's website that discuss this command if you have any additional questions about it and how it works.

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