

Technical Bulletin CS-11-01

OAI Gateway Interoperability with Windows 2008 Server



Problem

Customers running their OAI application on a Microsoft© Windows 2008 Server platform may intermittently encounter issues with delayed message delivery.

System Affected

SpectraLink OAI Gateway (MOG7xx) – All software versions

Description

Customer environments operating with OAI application services running on a Windows 2008 Server platform may intermittently encounter an issue where they perceive that the OAI Gateway delays responses to handsets for as much as 20 seconds.

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 only in Windows 2008 Server environments and does not appear to affect any other server platforms.

Resolution

In order to resolve this issue and allow the OAI Gateway to resume operating properly a command must be entered on the Windows 2008 Server.

From a command prompt issue the command:

netsh interface tcp set global autotuninglevel=disabled

It is necessary to restart the Windows 2008 Server after issuing this command before it will take effect.

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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