

AirDefense Services Platform Commissioning

Part Number: COM-ADSP-STD

Motorola's AirDefense Service Platform (ADSP) Commissioning provides on-site installation and integration of the Motorola AirDefense ADSP appliance and sensors into a customer's wireless infrastructure. This service provides deployment of one (1) ADSP appliance in a single location with basic functionality, standard platform configuration and one-half (1/2) day of hands-on training. ADSP Commissioning is also available with the following add-on module options, each purchased, licensed and commissioned separately based on the engagement and the customer's specific requirements:

- Wireless Intrusion Prevention System (WIPS) Module: OPT-ADSP-WIPS
- Wireless Vulnerability Assessment: OPT-ADSP-WVA
- WLAN Management: OPT-ADSP-WLAN
- Advanced Troubleshooting: OPT-ADSP-ADTS
- Live RF: OPT-ADSP-LRF
- Advanced Forensics: OPT-ADSP-ADF
- Additional ADSP Appliance Commissioning Module — includes Centralized Management Console (CMC) commissioning: OPT-ADSP-APPL

Motorola Responsibilities

1. **Motorola Advanced Services Consultant.** Motorola will provide an Advanced Services consultant for one (1) customer engagement, consisting of an off-site pre-visit planning and technical review with customer team and up to three (3) days of on-site work — including commissioning of the Spectrum Analysis module if a license for this module is purchased prior to the Advanced Services consultant arriving on site. **NOTE:** Additional days may be required on site, depending upon optional commissioning modules purchased, required licenses obtained and customer requirements as needed to complete the ADSP appliance commissioning.
2. **Pre-Commissioning Documentation.** Prior to arrival on site, the Advanced Services consultant will provide pre-commissioning documentation that details the information necessary for the successful commissioning of an ADSP appliance. This documentation shall be completed by customer representatives and reviewed with the consultant at least one (1) week prior to the scheduled on-site arrival to provide ample time for review of documented requirements. Pre-commissioning documentation may include but is not limited to a checklist for network operating parameters, request for authorization and Simple Network Management Protocol (SNMP) credentials, tree structure, and device import templates, as needed to complete the ADSP Commissioning service.
3. **ADSP Commissioning Process.** Motorola will complete the integration process and commissioning of the ADSP appliance, which consists of the following phases:
 - a. **Systems Planning and Assessment.** During this off-site phase, Motorola will develop an ADSP system implementation design tailored to the customer's specific wireless security requirements. In addition, an Advanced Services opportunity manager will:
 - Schedule and coordinate the on-site visit and required customer resources.
 - Complete a pre-on-site review with the customer.
 - Review individual module features, as appropriate, to meet the needs of the customer and or network requirements.
 - Create a Bill of Materials (BOM).

Motorola Responsibilities (continued)

- b. **Solution Analysis and Design.** During this off-site phase, Motorola will review existing security policies, network infrastructure and WLAN sensor coverage requirements, and will assist customer in establishing ADSP policy configuration. In addition, the Advanced Services consultant will:
- Gather all security and network infrastructure requirements and details, including but not limited to completion of the pre-commissioning documentation, network topology discovery, security policy design, and review of different infrastructure configurations.
 - Establish security standards, policies and alarm settings to be configured in the ADSP software.
 - Develop and/or design integration procedures.
 - Document the ADSP solution for the customer's records.
- c. **Appliance Implementation.** During this on-site phase, the Advanced Services consultant will:
- Install one (1) ADSP appliance and configure it to communicate and monitor Access Points/Ports (APs) as required by the customers' network, switches, sensors and Basic Service Set (BSS) at the engagement site.
 - Install the ADSP appliance(s) and firmware, and perform initial startup operations.
 - License the ADSP appliance software and sensor(s). **NOTE:** Customer must provide licenses prior to the Advanced Services consultant arriving on site.
 - Verify sensors are reporting into the ADSP software Graphical User Interface (GUI).
 - Complete initial configuration and reporting function management within the ADSP Dashboard Interface dependant upon policies, alarm tuning and commissioning of individual modules per the customer ADSP deployment needs.
 - Deliver configuration summary ("as-built" documentation) detailing the ADSP appliance installed configuration.
- d. **ADSP End-User Training.** In conjunction with the completion of all on-site ADSP appliance implementation activities, Motorola will provide on-site hands-on administrator training at the customer's location, including:
- Use of the production ADSP system.
 - Specific user training for customer staff with regard to policy-based management, auto classification, alarms and rogue devices, as well as an overall review of the ADSP software.
 - Review of the ADSP operations and icon key guides.
- NOTE:** The length of training is based on the type of implementation and additional modules purchased. One half (1/2) to two (2) full days of training is provided, along with a hands-on knowledge transfer throughout the commissioning process.
4. **Module-Specific Motorola Responsibilities.** Required licenses for each module and individual module commissioning services are sold separately. Licenses must be purchased prior to the Advanced Services consultant arriving on site. Responsibilities are based on customer purchasing both the required licenses and specific module commissioning services. The commissioning of the Spectrum Analysis module is included in ADSP Commissioning, provided the license is purchased by the customer and available to the Advanced Services consultant while on site.
- a. **Additional ADSP Appliance Module.** The Motorola Advanced Services consultant will:
- Configure and set up the auto synchronization between the primary and redundant or additional primary ADSP appliances as required. **NOTE:** A maximum of five (5) additional ADSP appliances (defined as up to two [2] additional primary and three [3] redundant ADSP appliances) are available to be commissioned under this module. Custom ADSP Commissioning service agreements are available for larger, more complex engagements.
 - Set up CMC as part of this service module, if the required license for CMC is purchased. If the CMC license is purchased, Motorola will license the ADSP appliance with the CMC console and train the customer's IT staff as needed to operate the features of the CMC.
 - Configure up to six (6) total appliances and train customer how to complete further appliance installation.
- NOTE:** The Motorola Advanced Services consultant will remain on site one (1) additional day for every two (2) ADSP appliances that will be commissioned.

Motorola Responsibilities (continued)

- b. **WIPS Module.** The Motorola Advanced Services consultant will:
- License the ADSP appliance and complete sensor configuration.
 - Set up the automated configuration for up to four (4) security policies and their associated device classifications.
 - Configure optimal rogue detection and mitigation for the customer environment.
 - Define and tune threat monitoring policy.
 - Provide training to customer's IT staff to complete this for the remaining inventory of assets.

NOTE: The Motorola Advanced Services consultant will remain on site for one (1) additional day for every two (2) ADSP appliances that require WIPS module commissioning.

- c. **Wireless Vulnerability Assessment Module.** The Motorola Advanced Services consultant will:
- License and configure the ADSP appliance for the Wireless Vulnerability Assessment module.
 - Provide one quarter (1/4) day training on the use of the Wireless Vulnerability system and one quarter (1/4) day reviewing current security policies and procedures to allow implementation of those policies on the new ADSP system.

NOTE: The Motorola Advanced Services consultant will remain on site an additional one half (1/2) day for the commissioning of this module.

- d. **WLAN Management Module.** The Motorola Advanced Services consultant will:
- License the ADSP appliance.
 - Configure the relay server.
 - Create the device profile template.
 - Build reports.
 - Install firmware updates and upgrades as needed per the network requirements.
 - Create and import two (2) templates — one (1) for wireless controllers and one (1) for APs — as required by the customer's network.
 - Train the customer's IT staff to import the remaining inventory of assets.

NOTE: The Motorola Advanced Services consultant will remain on site for one (1) day for each ADSP appliance that requires regional configuration of WLAN Management module commissioning.

- e. **Advanced Troubleshooting Module.** The Motorola Advanced Services consultant will:
- License the ADSP appliance.
 - Provide one quarter (1/4) day of training on how to complete AP testing for both on demand and scheduled events, and one quarter (1/4) day to review prerequisites to understand the network design wired and wireless so the data path of the wireless applications can properly be executed.

NOTE: The Motorola Advanced Services consultant will remain on site one half (1/2) day for the commissioning and customer training on the features of this module.

- f. **Live RF Module.** The Motorola Advanced Services consultant will:
- License the ADSP appliance.
 - Import the maps as required for specific floors.
 - Demonstrate map importation for up to three (3) floors; additional mapping will be completed by the customer.

NOTE: The Motorola Advanced Services consultant will remain on site for one (1) additional day to import up to 10 maps with 10 APs and 10 sensors per map, as required by the customer's network, and train customers to import the remaining inventory of assets to complete the commissioning of this module.

- g. **Advanced Forensics Module.** The Motorola Advanced Services consultant will:
- License the ADSP appliance.
 - Train the customer's IT staff as needed to operate the features of the Advanced Forensics module.

NOTE: The Motorola Advanced Services consultant will remain on site one half (1/2) day for commissioning and customer training of this module.

Motorola Responsibilities (continued)

- h. **Spectrum Analysis Module.** The Motorola Advanced Services consultant will:
- License the ADSP appliance.
 - Train the customer's IT staff as needed to operate the features of the Spectrum Analysis module.
- NOTE:** Commissioning of this module is included with the ADSP Commissioning service.

Customer Responsibilities

1. **Project Manager.** Customer shall appoint a project manager for the duration of ADSP Commissioning service implementation to act as an interface to Motorola's Advanced Services team and to schedule pre-visit and on-site activities. In addition, the project manager must have the authority to acknowledge completion of the service.
2. **Infrastructure Requirements and Documentation.** Prior to the Advanced Services consultant's arrival on site, customer must complete any and all prior infrastructure requirement documentation including the ADSP pre-commissioning documentation, as well as cabling, power over Ethernet, specifics of the ADSP appliance being installed, site survey reports and/or WLAN installation. In addition, customer must provide Motorola with documentation pertaining to work processes, WAN/WLAN network details, and network performance data as found in the pre-installation documentation or as discovered from any previous network analyses.
3. **Contacts.** Customer must provide reasonable access to all necessary resources, including but not limited to site management and team leaders, as requested by the Motorola engagement team, to answer technical questions related to all phases related to the installation and commissioning of the ADSP appliance. Customers, partners or consultants involved in the ADSP Commissioning project shall likewise provide access to their resources, and shall not restrict access by Motorola to customer resources.
4. **ADSP Appliance Readiness.** Customer must use one of the following ADSP appliances:
 - AirDefense Model 1250 – for smaller deployments (up to 100 sensors per appliance)
 - AirDefense Model 1252 – for smaller deployments (up to 100 sensors per appliance)
 - AirDefense Model 3650 – for medium sized deployments (up to 400 sensors per appliance)
 - AirDefense Model 3652 – for medium sized deployments (up to 400 sensors per appliance)
 - AirDefense Model 4250 – for larger deployments (up to 750 sensors per appliance)
5. **Reasonable Access to Information.** Customer must provide Motorola with reasonable access to any information necessary to facilitate ADSP Commissioning. Such requests may include temporary network access, passwords, and authorization to examine wireless network traffic using commercial software "sniffing" utilities (provided by Motorola).
6. **Access to Network Infrastructure and Mobile Terminals.** Customer must provide reasonable access to network equipment rooms, appliance equipment and managed wireless infrastructure (such as wireless switches, APs and managed mobile devices) for the purpose of configuring, installing, testing and troubleshooting of the ADSP solution during the commissioning process.
7. **Access to Telephone and Internet.** Customer must provide access to telephone and Internet connectivity to Motorola during the commissioning engagement. This access will be used solely for contacting Motorola technical resources during the ADSP Commissioning project should it be necessary to expedite troubleshooting of unexpected problems. In addition, an Internet connection is required during the licensing process of the ADSP software and optional modules.
8. **Additional End-User Training.** Although most of the hands-on training will take place in the IT facility/ server room and/or at the customer's personal workstation, some formal training may be required. The Motorola Advanced Services consultant will train up to three (3) customer IT staff members as needed to operate the ADSP appliances and features of selected modules. One half (1/2) to two (2) full days of training will be provided based on specific modules selected by customer. Therefore, the customer must make the following tools and facilities available for the Motorola Advanced Services consultant to provide ADSP end-user training:

Customer Responsibilities (continued)

- a. Conference room accommodating attendees, trainer and equipment described below
 - b. Windows-based PCs for each individual equipped with Ethernet and WLAN network interface and Internet Explorer 6 or higher
 - c. A PC equipped as described is also required for the trainer if network access for his/her personal laptop is not granted
 - d. Ethernet and WLAN network access from the training room to the ADSP appliance(s) and managed sites so that users may access the live production network during training
 - e. Projector with standard Windows PC interface for use by the trainer
 - f. Access to printer or copy center to produce hard copy material, as needed
9. **Additional Module-Specific Customer Responsibilities.** Customer must purchase licenses for each individual module and module commissioning service separately, prior to the Advanced Services consultant arriving on site. Additional customer responsibilities required are based on the individual modules ordered.
- a. **WIPS Module Option.** Motorola will set up the automated configuration for up to four (4) security policies and their associated device classifications. Customer is responsible for completing configuration for the remaining inventory of assets.
 - b. **WLAN Management Module Option.** Customer must provide all necessary authentication and/or SNMP credentials to provide network access to configure the WLAN Management module.
 - c. **Advanced Troubleshooting Module Option.** Customer must supply Advanced Troubleshooting license.
 - d. **LiveRF Module Option.** This service includes three (3) floors and 10 maps with 10 APs as required by the customer's network and 10 sensors per map. Customer is responsible for remaining map importation. Customer must also provide required maps in one (1) of the following formats: .dwg, .jpg or .bmp.
 - e. **Spectrum Analysis Module Option.** Licenses for Spectrum Analysis are assigned to individual sensors by Machine Access Code (MAC) address and are not interchangeable once assigned. Customer must provide a list of sites/locations or a list of sensors that will require Spectrum Analysis. Commissioning of this module is included under the ADSP Commissioning service agreement (COM-ADSP-STD); however, the license is not included and must be provided by the customer.
 - f. **Additional ADSP Appliance Commissioning Module Option.** Customer must provide additional ADSP appliance, license, power and data cabling requirements as needed. If commissioning of CMC is required, customer must also provide the license for the CMC module.

Limitations and Restrictions

1. The ADSP Commissioning service applies only to Motorola ADSP appliances. The appliance will arrive pre-installed with the required software. No other software/firmware will be allowed to be installed onto the appliance, except Motorola-approved ADSP software upgrades or updates, as needed.
2. ADSP Commissioning is provided specifically for one (1) ADSP appliance and the configuration of template-based policies and classifications as described above, plus one half (1/2) day of end-user training. Custom ADSP Commissioning service agreements are available for larger, more complex engagements.
3. Motorola does not include a network or sensor site survey as part of this service. A network or sensor site survey, if required, must be ordered separately.
4. Unless otherwise defined, Motorola on-site activities for this project will take place at the customer's location where the ADSP appliance(s) and firmware is installed. Remote activities will be independently completed by customer's resources to be determined based on sites involved.
5. This service does not cover any third-party software applications or customer-developed applications.
6. This service does not cover upgrading or downgrading customer's wireless infrastructure (such as switches and APs) and/or firmware to be supported by ADSP.

Limitations and Restrictions (continued)

7. ADSP end-user training is intended as a “train-the-trainer” session for the team leads overseeing core ADSP user staff and system administrators. Its purpose is to acquaint these individuals with the basic functionality of ADSP. It is not a substitute for in-depth, classroom technical training on the ADSP appliance, software, or associated WLAN and mobile terminal technologies. This on-site familiarization may not eliminate the need for further training at customer expense.
8. This service may require at least two (2) weeks lead time after receipt of customer’s purchase order, completion of pre-site work and signed agreement of Statement of Work to commence engagement activities.
9. This service does not include commissioning of any secondary deployments of additional add-on modules, unless Motorola conducted the initial ADSP Commissioning service. Commissioning of additional modules for secondary deployments to be purchased separately.
10. This service does not include commissioning for the following modules: Mobile Workforce Protection, Legacy Encryption Protection and Mobile Laptop Analyzer. Commissioning work for these optional add-on modules can only be completed under a custom ADSP Commissioning service agreement.

Module-Specific Limitations and Restrictions

1. Individual module licenses and commissioning services are not included in the ADSP Commissioning service and must be purchased separately prior to the Advanced Services consultant arriving on site:
 - a. Additional ADSP Appliance Commissioning Module Option. A maximum of five (5) additional ADSP appliances (defined up to as two [2] additional primary and three [3] redundant ADSP appliances) are available to be commissioned under this service. If an additional appliance is a redundant appliance, an auto-synchronization will be completed. If multiple primary servers are to be commissioned, the use of the CMC is recommended; however, not mandatory. CMC commissioning is part of this additional ADSP appliance module service; however, the license for the CMC Console is not included.
 - b. WIPS Module Option. This service does not include the installation of infrastructure, including but not limited to routers, sensors, APs as required by the customer’s network, wireless switches, Power over Ethernet switches, power supplies and so on. Configuration allocation will be completed per customer's preference but based on what the Advanced Services consultant deems necessary per network requirements. License not included; must be provided by customer.
 - c. Wireless Vulnerability Assessment Module Option. This service simulates attacks to the network and will identify exposure to sensitive data. It will not automatically correct any identified gaps in security. Identified gaps must be corrected by the customer’s system administrator. License not included; must be provided by the customer.
 - d. LiveRF Module Option. Sensor or network site survey not included in this service. Customer must provide required maps in one (1) of the following formats: dwg (preferred), .jpg or .bmp.
 - e. Spectrum Analysis Module Option. This module identifies the source of interference but will not eliminate it. Customer’s system administrator is responsible for correcting sources of interference.
 - f. Advanced Troubleshooting Module Option. License not included; must be provided by customer.

Availability

Motorola’s AirDefense Services Platform Commissioning is available in the United States, Canada, and Europe, the Middle East and Africa (EMEA). To check availability in a particular country or for further details, please contact an Enterprise Mobility Services representative by visiting: www.motorola.com/enterprise/contactus.