Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Avaya Aura® Communication Manager 10.1, Avaya Aura® Session Manager 10.1, Avaya Aura® Experience Portal 8.1 and Avaya Session Border Controller for Enterprise 10.1 to support Clearcom SIP Trunking Service – Issue 1.0

Abstract

These Application Notes describe the procedures for configuring Session Initiation Protocol (SIP) Trunking Service on an enterprise solution consisting of Avaya Aura® Communication Manager 10.1, Avaya Aura® Session Manager 10.1, Avaya Aura® Experience Portal 8.1 and Avaya Session Border Controller for Enterprise 10.1 to interoperate with Clearcom SIP Trunking service using Transport Layer Security (TLS).

The test was performed to verify SIP trunk features including basic calls, call forward (all calls, busy, no answer), call transfer (blind and consult), conference, and voice mail. The calls were placed to and from the PSTN with various Avaya endpoints.

The Clearcom SIP Trunking service provides customers with PSTN access via a SIP trunk between the enterprise and the Clearcom network, as an alternative to legacy analog or digital trunks. This approach generally results in lower cost for the enterprise.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as the observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

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1. Introduction

These Application Notes describe the procedures for configuring Session Initiation Protocol (SIP) Trunking Service between the Clearcom network and an Avaya SIP-enabled enterprise solution using Transport Layer Security (TLS). The Avaya solution consists of Avaya Aura® Communication Manager 10.1 (Communication Manager), Avaya Aura® Session Manager 10.1 (Session Manager), Avaya Aura® Experience Portal 8.1 (Experience Portal), Avaya Session Border Controller for Enterprise 10.1 (Avaya SBCE) and various Avaya endpoints, listed in **Section 4**.

The Clearcom SIP Trunking service referenced within these Application Notes is designed for business customers. Customers using this service with this Avaya enterprise solution are able to place and receive PSTN calls via a broadband WAN connection and the SIP protocol. This converged network solution is an alternative to traditional PSTN trunks such as analog and/or ISDN-PRI.

The terms “Service Provider” or “Clearcom” will be used interchangeably throughout these Application Notes.

2. General Test Approach and Test Results

A simulated CPE site containing all the equipment for the Avaya SIP-enabled enterprise solution was installed at the Avaya Solution and Interoperability Lab. The enterprise site was configured to connect to the network via a broadband connection to the public Internet.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member’s solution.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in this DevConnect Application Note included the enablement of supported encryption capabilities in the Avaya products (private network side) and between the simulated enterprise and Clearcom (public network side). Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

2.1. Interoperability Compliance Testing

To verify SIP trunk interoperability, the following features and functionality were covered during the interoperability compliance test:

- SIP Trunk Registration (Dynamic Authentication).
- Response to SIP OPTIONS queries.
- Incoming calls from the PSTN were routed to DID numbers assigned by Clearcom. Incoming PSTN calls were terminated to the following endpoints: Avaya J129 IP Deskphones (SIP), Avaya J179 IP Deskphones (H.323), Avaya 2420 Digital Deskphones, Avaya one-X® Communicator softphone (H.323 and SIP), Avaya Workplace client for Windows (SIP) and analog Deskphones.
- Inbound and outbound PSTN calls to/from Remote Workers using Avaya Workplace client for Windows (SIP).
- Outgoing calls to the PSTN were routed via Clearcom network to various PSTN destinations.
- Proper disconnect when the caller abandons the call before the call is answered.
- Proper disconnect via normal call termination by the caller or the called parties.
- Proper disconnect by the network for calls that are not answered (with voicemail off).
- Proper response to busy endpoints.
- Proper response/error treatment when dialing invalid PSTN numbers.
- Proper codec negotiation and two-way speech-path. Testing was performed with codecs: G.729, G.711A and G.711MU.
- No matching codecs.
- DTMF tone transmissions as out-of-band RTP events as per RFC2833:
  - Outbound call to PSTN application requiring DTMF (e.g., an IVR or voice mail system).
  - Inbound call from PSTN to Avaya CPE application requiring DTMF (e.g., Aura® Messaging, Avaya vector digit collection steps).
- Experience Portal use of SIP REFER to redirect inbound calls, via the Avaya SBCE, to the appropriate Communication Manager agent extension.
- Inbound caller interaction with Experience Portal applications, including prompting, caller DTMF input, wait treatment.
- Call and two-way talk path establishment between callers and Communication Manager agents following redirection from Experience Portal.
- Calling number blocking (Privacy).
- Call Hold/Resume (long and short duration).
- Call Forward (unconditional, busy, no answer).
- Blind Call Transfers.
- Consultative Call Transfers.
- Station Conference.
- EC500 (Extension to Cellular) calls.
- Routing inbound vector call to call center agent queues.
- Simultaneous active calls.
- Long duration calls (over one hour).
- Proper response/error treatment to all trunks busy.

- Proper response/error treatment when disabling SIP connection.

Note – Remote Worker was tested as part of this solution. The configuration necessary to support remote workers is beyond the scope of these Application Notes and is not included in these Application Notes. Consult reference [**9**] in the **References** section for additional information on this topic.

The following items were not tested:

- Inbound toll-free calls, outbound Toll-Free calls, 911 calls (emergency), "0" calls (Operator), 0+10 digits calls (Operator Assisted) and local directory assistance calls were not tested.
- The SIP REFER method for call redirection was not tested for reasons noted in **Section 2.2**

2.2. Test Results

Interoperability testing of the Clearcom SIP Trunking Service with the Avaya SIP-enabled enterprise solution was completed with successful results for all test cases with the observations/limitations noted below:

- **SIP REFER method**: PSTN calls that were transferred back to the network using the SIP REFER method did not work properly. The REFER message was not accepted by Clearcom with a "202" message, with Clearcom eventually sending a BYE message. For these reasons testing was done with REFER disabled in Communication Manager (**Network Call Redirection** set to "**n**" under the **trunk-group**, refer to **Section 5.7**). With REFER disabled, blind and attended call transfers to the PSTN completed successfully, with the caveat that Communication Manager trunk channels were not released from the call path after the call was transferred, two trunk channels remained busy/connected for the entire duration of the call.
- **Fax support**: Fax calls using the T.38 protocol failed during the compliance test. G.711 pass-through fax was also tested, but it behaved unreliably. The issue related to G.711 pass-through fax failing during the compliance test may be related to the unpredictability of G.711 pass-through techniques, which only works well on networks with very few hops and with limited end-to-end delay. The issue related to T.38 fax calls failing is related to the PSTN carriers used by Clearcom in Mexico to route calls to the PSTN, not all PSTN carriers used by Clearcom in Mexico support T.38. This issue could be resolved by Clearcom selecting specific PSTN carriers that do support T.38 and routing T.38 fax traffic via these PSTN carriers.
- **Outbound Calling Party Number (CPN) Blocking**: To support user privacy on outbound calls (calling party number blocking), when enabled by the user, Communication Manager sends "anonymous" as the calling number in the SIP "From" header and includes "Privacy: id" in the INVITE message, while the actual number of the caller is sent in the "P-Asserted-Identity" header. On the called PSTN phone, the calling party number was not blocked, the main DID number (pilot number) assigned to the trunk was displayed, instead of "anonymous".
- **Caller ID display on Outbound Calls, Call Forwards and Call transfers to the local PSTN in Mexico**: For outbound calls, calls from the local PSTN in Mexico to

Communication Manager that were Forwarded or calls that were transferred back out to the local PSTN in Mexico, the caller ID number displayed at the SIP softphone (local PSTN in Mexico) was always of the main DID number (pilot number) assigned to the trunk, regardless of the PSTN number being used to originate the call.

- **Caller ID display on EC500 extension to cellular**: For EC500 extension to cellular calls the Caller ID display at the Mobile/cellular station was always of the main DID number (pilot number) assigned to the trunk, regardless of the PSTN number being used to originate the call.
- **From Header Manipulation**: Clearcom uses SIP trunk registration and digest authentication in order to accept calls from the enterprise into their network. Additionally, Clearcom requires the username associated with the SIP trunk credentials to be present in the "From" header of all outbound calls from the enterprise. Otherwise, the call is rejected with a "403 Username=From not allowed" message. A Signaling Script was created in the Avaya SBCE to include the SIP trunk credential's username in the "From" header of all outbound calls. (refer to **Sections 7.8** and **Appendix A**).
- **Request-URI Header Manipulation**: Clearcom sends the username associated with the SIP trunk credentials in the "Request URI" header of all inbound calls, while the actual DID number of the party dialed is sent in the "To" header. Since the routing decision in Session Manager is based on Dial Patterns, by inspecting the number present in the "Request URI" header of the incoming call, a Signaling Script was created in the Avaya SBCE to populate the "Request URI" header with the number present in the "To" header of inbound calls, refer to **Section 8.8** and **Appendix B**.
- **SIP OPTION Messages**: During the compliance test Clearcom did not send SIP OPTION messages to Avaya, Session Manager did send SIP OPTION messages to Clearcom, this was sufficient to keep the SIP trunk up in-service.
- **SIP header optimization**: There are multiple SIP headers and parameters used by Communication Manager and Session Manager, some of them Avaya proprietary, that had no significance in the service provider's network. These headers were removed with the purpose of blocking enterprise information from being propagated outside of the enterprise boundaries, to reduce the size of the packets entering the service provider's network and to improve the solution interoperability in general. The following headers were removed from outbound messages using an Adaptation in Session Manager: AV-Global-Session-ID, AV-Correlation-ID, Alert-Info, Endpoint-View, P-AV-Message-id, P-Charging-Vector and P-Location (**Section 7.4**). Additionally, the parameters "gsid" and "epv" were removed from outbound Contact headers using a Signaling Script in the Avaya SBCE, refer to **Section 8.8** and **Appendix B**.

2.3. Support

For support of Clearcom SIP Trunking Service visit the corporate Web page at: http://www.clearcom.mx/

For technical support on the Avaya products described in these Application Notes visit http://support.avaya.com

3. Reference Configuration

Figure 1 illustrates the sample Avaya SIP-enabled enterprise solution, connected to the Clearcom SIP Trunking Service through a public Internet WAN connection.

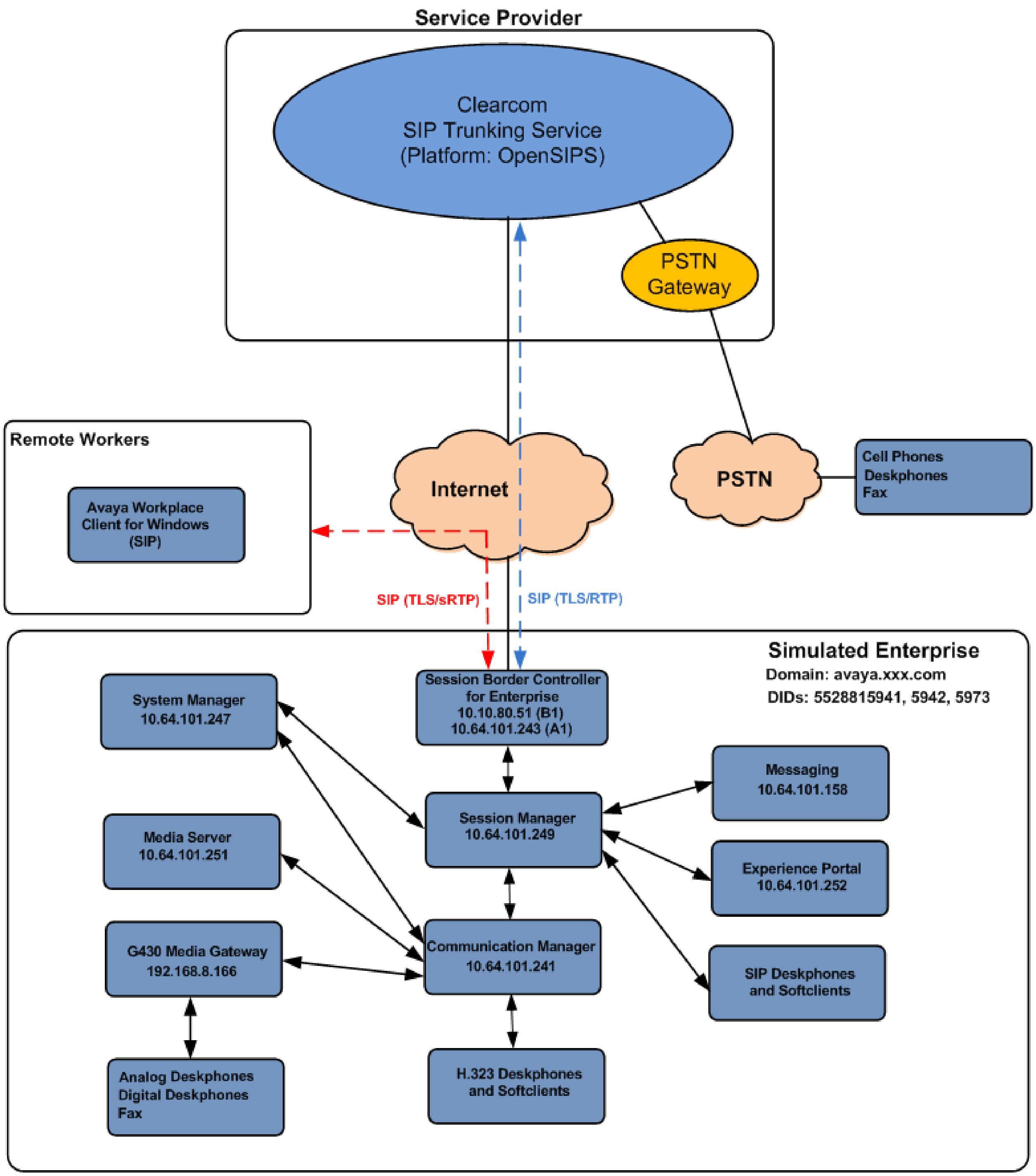


Figure 1: **Avaya SIP Enterprise Solution connected to Clearcom SIP Trunking Service**

The Avaya components used to create the simulated enterprise customer site included:

- Avaya Aura® Communication Manager.
- Avaya Aura® Session Manager.
- Avaya Aura® System Manager.
- Avaya Session Border Controller for Enterprise.
- Avaya Messaging
- Avaya Aura® Media Server.
- Avaya Experience Portal.
- Avaya G430 Media Gateway.
- Avaya 96x1 Series IP Deskphones (H.323 and SIP).
- Avaya J179 IP Deskphones (H.323).
- Avaya J129 IP Deskphones (SIP).
- Avaya one-X® Communicator softphones (H.323 and SIP).
- Avaya Workplace Client for Windows softphone (SIP).
- Avaya Agent for Desktop (SIP).
- Avaya digital and analog telephones.
- Ventafax fax software.

Additionally, the reference configuration included remote worker functionality. A remote worker is a SIP endpoint that resides in the untrusted network, registered to Session Manager at the enterprise via the Avaya SBCE. Remote workers offer the same functionality as any other endpoint at the enterprise. This functionality was successfully tested during the compliance test using only the Avaya Workplace Client for Windows (SIP). Other Avaya SIP endpoints that are supported in a Remote Worker configuration deployment were not tested.

The configuration tasks required to support remote workers are beyond the scope of these Application Notes; hence they are not discussed in this document. Consult reference [**9**] in the **References** section for additional information on this topic.

The Avaya SBCE was located at the edge of the enterprise. Its public side was connected to the public Internet, while its private side was connected to the enterprise infrastructure. All signaling and media traffic entering or leaving the enterprise flowed through the Avaya SBCE, protecting in this way the enterprise against any SIP-based attacks. The Avaya SBCE also performed network address translation at both the IP and SIP layers.

For inbound calls, the calls flowed from the service provider to the Avaya SBCE then to Session Manager. Session Manager used the configured dial patterns (or regular expressions) and routing policies to determine the recipient (Communication Manager or Experience Portal) and on which link to send the call.

Outbound calls to the PSTN were first processed by Communication Manager for outbound feature treatment such as automatic route selection and class of service restrictions. Once Communication Manager selected the proper SIP trunk, the call was routed to Session Manager.

Session Manager once again used the configured dial patterns (or regular expressions) and routing policies to determine the route to the Avaya SBCE for egress to the Clearcom network.

A separate SIP trunk was created between Communication Manager and Session Manager to carry the service provider traffic. This was done so that any trunk or codec settings required by the service provider could be applied only to this trunk without affecting other enterprise SIP traffic. This trunk carried both inbound and outbound traffic.

Communication Manager incorporates the ability to use the Avaya Aura® Media Sever (AAMS) as a media resource. The AAMS is a software-based, high density media server that provides DSP resources for IP-based sessions. Media resources from both the AAMS and a G430 Media Gateway were utilized during the compliance test. The configuration of the AAMS is not discussed in this document. For more information on the installation and administration of the AAMS in Communication Manager refer to the AAMS documentation listed in the **References** section.

The Avaya Messaging was used during the compliance test to verify voice mail redirection and navigation, as well as the delivery of Message Waiting Indicator (MWI) messages to the enterprise telephones. Since the configuration tasks for Avaya Messaging are not directly related to the interoperability tests with the Clearcom network SIP Trunking service, they are not included in these Application Notes.

The Avaya Experience Portal was also used during the compliance test to verify various SIP call flow scenarios with the Avaya SIP Trunking service.

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya	
Avaya Aura® Communication Manager	10.1.0.0.0 Service Pack 0.1 (01.0.974.0-27293)
Avaya Aura® Session Manager	10.1.0.0 (10.1.0.0.1010019)
Avaya Aura® System Manager	10.1.0.0 Build No. 10.1.0.0.537353 Software Update Rev. No. 10.1.0.0.0614119
Avaya Session Border Controller for Enterprise	ASBCE 10.1 10.1.0.0-32-21432
Avaya Messaging	10.8 Service Pack 1 (IXM-10.8.20.1406)
Avaya Aura® Media Server	8.0.2.218_2022.01.05
Avaya Experience Portal	8.1.1.0.0121
Avaya G430 Media Gateway	g430_sw_42.4.0
Avaya 100 Series IP Deskphones (SIP)	Version 4.0.7.0.7
Avaya J179 IP Deskphones (H.323)	Version 6.8402
Avaya one-X® Communicator (H.323, SIP)	6.2.14.15-SP14-Patch7
Avaya Workplace Client for Windows (SIP)	3.25.0.73
Avaya Agent for Desktop (Windows) (SIP)	2.0.6.19.3004
Avaya 2420 Series Digital Deskphones	N/A
Avaya 6210 Analog Deskphones	N/A
Clearcom	
OpenSIPS Softswitch	2.6.2
OpenSIPS Session Border Controller	2.6.2

The specific configuration above was used for the compliance testing. Note that this solution will be compatible with other Avaya Servers and Media Gateway platforms running similar versions of Communication Manager and Session Manager.

Note – The Avaya Aura® servers and the Avaya SBCE used in the reference configuration and shown on the previous table were deployed on a virtualized environment. These Avaya components ran as virtual machines over VMware® (ESXi 6.7.0) platforms. Consult the installation documentation on the **References** section for more information.

5. Configure Avaya Aura® Communication Manager

This section describes the procedure for configuring Communication Manager to work with the Clearcom SIP Trunking Service. A SIP trunk is established between Communication Manager and Session Manager for use by signaling traffic to and from the service provider. It is assumed that the general installation of Communication Manager, the Avaya G430 Media Gateway and the Avaya Media Server has been previously completed and is not discussed here.

The Communication Manager configuration was performed using the System Access Terminal (SAT). Some screens in this section have been abridged and highlighted for brevity and clarity in presentation. Some screens capture will show the use of the **change** command instead of the **add** command, since the configuration used for the testing was previously added.

5.1. Licensing and Capacity

Use the **display system-parameters customer-options** command to verify that the **Maximum Administered SIP Trunks** value on **Page 2** is sufficient to support the desired number of simultaneous SIP calls across all SIP trunks at the enterprise including any trunks to and from the service provider. The example shows that **40000** licenses are available and **220** are in use. The license file installed on the system controls the maximum values for these attributes. If a required feature is not enabled or there is insufficient capacity, contact an authorized Avaya sales representative.

```
display system-parameters customer-options                      Page   2 of  12
                                OPTIONAL FEATURES

IP PORT CAPACITIES                                          USED
                 Maximum Administered H.323 Trunks: 12000      0
       Maximum Concurrently Registered IP Stations: 18000      1
         Maximum Administered Remote Office Trunks: 12000      0
Max Concurrently Registered Remote Office Stations: 18000      0
          Maximum Concurrently Registered IP eCons:  414       0
     Max Concur Reg Unauthenticated H.323 Stations:   100      0
                    Maximum Video Capable Stations:  41000     0
               Maximum Video Capable IP Softphones:  18000     6
                   Maximum Administered SIP Trunks: 40000    220
  Max Administered Ad-hoc Video Conferencing Ports: 24000      0
   Max Number of DS1 Boards with Echo Cancellation: 999    0




        (NOTE: You must logoff & login to effect the permission changes.)
```

5.2. System Features

Use the **change system-parameters features** command to set the **Trunk-to-Trunk Transfer** field to **all** to allow incoming calls from the PSTN to be transferred to another PSTN endpoint. If for security reasons incoming calls should not be allowed to transfer back to the PSTN, then leave the field set to **none**.

```
display system-parameters features                              Page   1 of  19
                            FEATURE-RELATED SYSTEM PARAMETERS
                               Self Station Display Enabled? n
                                    Trunk-to-Trunk Transfer: all
              Automatic Callback with Called Party Queuing? n
    Automatic Callback - No Answer Timeout Interval (rings): 3
                       Call Park Timeout Interval (minutes): 10
        Off-Premises Tone Detect Timeout Interval (seconds): 20
                                 AAR/ARS Dial Tone Required? y

              Music (or Silence) on Transferred Trunk Calls? all
              DID/Tie/ISDN/SIP Intercept Treatment: attendant
    Internal Auto-Answer of Attd-Extended/Transferred Calls: transferred
                  Automatic Circuit Assurance (ACA) Enabled? n




             Abbreviated Dial Programming by Assigned Lists? n
       Auto Abbreviated/Delayed Transition Interval (rings): 2
                    Protocol for Caller ID Analog Terminals: Bellcore
    Display Calling Number for Room to Room Caller ID Calls? n
```

On **Page 9** verify that a text string has been defined to replace the Calling Party Number (CPN) for restricted or unavailable calls. This text string is entered in the two fields highlighted below. The compliance test used the value of **restricted** for restricted calls and **unavailable** for unavailable calls.

```
display system-parameters features                              Page   9 of  19
                        FEATURE-RELATED SYSTEM PARAMETERS

CPN/ANI/ICLID PARAMETERS
   CPN/ANI/ICLID Replacement for Restricted Calls: restricted
  CPN/ANI/ICLID Replacement for Unavailable Calls: unavailable

DISPLAY TEXT
                                       Identity When Bridging: principal
                                        User Guidance Display? n
 Extension only label for Team button on 96xx H.323 terminals? n

INTERNATIONAL CALL ROUTING PARAMETERS
                 Local Country Code:
          International Access Code:

SCCAN PARAMETERS
   Enable Enbloc Dialing without ARS FAC? n

CALLER ID ON CALL WAITING PARAMETERS
     Caller ID on Call Waiting Delay Timer (msec): 200
```

5.3. IP Node Names

Use the **change node-names ip** command to verify that node names have been previously defined for the IP addresses of Communication Manager (**proc**r) and the Session Manager security module (**SM**). These node names will be needed for defining the service provider signaling group in **Section 5.6**.

```
change node-names ip                                          Page   1 of   2
                                  IP NODE NAMES
    Name                  IP Address
ASBCE_A1               10.64.101.243
SM                     10.64.101.249
default                0.0.0.0
media_server           10.64.101.251
procr                  10.64.101.241
procr6                 ::

( 6  of 6    administered node-names were displayed )
Use 'list node-names' command to see all the administered node-names
Use 'change node-names ip xxx' to change a node-name 'xxx' or add a node-name
```

5.4. Codecs

Use the **change ip-codec-set** command to define a list of codecs to use for calls between the enterprise and the service provider. For the compliance test, ip-codec-set 2 was used for this purpose. Enter the corresponding codec in the **Audio Codec** column of the table. Clearcom supports audio codecs **G.729, G.711A** and **G.711MU**.

```
change ip-codec-set 2                                          Page   1 of   2

                          IP MEDIA PARAMETERS
    Codec Set: 2

    Audio        Silence      Frames   Packet
    Codec        Suppression  Per Pkt  Size(ms)
 1: G.729___________  n          2_       20
 2: G.711A__________  n          2_       20
 3: G.711MU_________  n          2_       20
 4: ________________  _          __
 5: ________________  _          __
 6: ________________  _          __
 7: ________________  _          __

     Media Encryption                   Encrypted SRTCP: best-effort
 1: 1-srtp-aescm128-hmac80
 2: none
 3:
 4:
 5:
```

On **Page 2**, set the **Fax Mode** to **off** (refer to **Section 2.2**).

```
change ip-codec-set 2                                          Page   2 of   2

                          IP MEDIA PARAMETERS

                              Allow Direct-IP Multimedia? n



                                                  Redun-                    Packet
                    Mode                          dancy                     Size(ms)
FAX                 off                           0
Modem               off                           0
TDD/TTY             US                            3
H.323 Clear-channel n                             0
SIP 64K Data        n                             0                          20


Media Connection IP Address Type Preferences
 1: IPv4
 2:
```

5.5. IP Network Regions

Create a separate IP network region for the service provider trunk group. This allows for separate codec or quality of service settings to be used (if necessary) for calls between the enterprise and the service provider versus calls within the enterprise or elsewhere. For the compliance test, IP Network Region 2 was chosen for the service provider trunk. Use the **change ip-network-region 2** command to configure region 2 with the following parameters:

- Set the **Authoritative Domain** field to match the SIP domain of the enterprise. In this configuration, the domain name is **avaya.xxx.com** as assigned to the shared test environment in the Avaya test lab. This domain name appears in the "From" header of SIP messages originating from this IP region.
- Enter a descriptive name in the **Name** field.
- Leave both **Intra-region** and **Inter-region IP-IP Direct Audio** set to **yes**, the default setting. This will enable **IP-IP Direct Audio** (shuffling), to allow audio traffic to be sent directly between IP endpoints without using media resources in the Avaya Media Gateway and Media Server. Shuffling can be further restricted at the trunk level on the Signaling Group form if needed.
- Set the **Codec Set** field to the IP codec set defined in **Section 5.4**.
- Default values may be used for all other fields.

```
change ip-network-region 2                                      Page   1 of  20
                               IP NETWORK REGION
  Region: 2         NR Group: 2
Location: 1         Authoritative Domain: avaya.    .com
    Name: SP Region               Stub Network Region: n
MEDIA PARAMETERS                  Intra-region IP-IP Direct Audio: yes
      Codec Set: 2                Inter-region IP-IP Direct Audio: yes
   UDP Port Min: 2048                        IP Audio Hairpinning? n
   UDP Port Max: 3349
DIFFSERV/TOS PARAMETERS
 Call Control PHB Value: 46
        Audio PHB Value: 46
        Video PHB Value: 26
802.1P/Q PARAMETERS
 Call Control 802.1p Priority: 6
        Audio 802.1p Priority: 6
        Video 802.1p Priority: 5      AUDIO RESOURCE RESERVATION PARAMETERS
H.323 IP ENDPOINTS                                       RSVP Enabled? n
  H.323 Link Bounce Recovery? y
 Idle Traffic Interval (sec): 20
   Keep-Alive Interval (sec): 5
            Keep-Alive Count: 5
```

On **Page 4**, define the IP codec set to be used for traffic between region 2 and region 1 (the rest of the enterprise). Enter the desired IP codec set in the **codec set** column of the row with destination region (**dst rgn**) 1. Default values may be used for all other fields. The following example shows the settings used for the compliance test. It indicates that codec set **2** will be used for calls between region 2 (the service provider region) and region 1 (the rest of the enterprise).

```
change ip-network-region 2                                      Page   4 of  20

 Source Region: 2     Inter Network Region Connection Management      I       M
                                                                      G  A    t
 dst codec direct   WAN-BW-limits   Video       Intervening       Dyn A  G    c
 rgn  set    WAN  Units     Total Norm  Prio Shr Regions          CAC R  L    e
 1    2      y    NoLimit                                             n       t
 2    2                                                                  all
 3
 4
 5
 6
 7
 8
 9
 10
 11
 12
 13
 14
 15
```

5.6. Signaling Group

Use the **add signaling-group** command to create a signaling group between Communication Manager and Session Manager for use by the service provider trunk. This signaling group is used for inbound and outbound calls between the service provider and the enterprise. For the compliance test, signaling group 2 was used and was configured using the parameters highlighted below, shown on the screen on the next page:

- Set the **Group Type** field to **sip**.
- Set the **IMS Enabled** field to **n**. This specifies the Communication Manager will serve as an Evolution Server for the Session Manager.
- Set the **Transport Method** to the transport protocol to be used between Communication Manager and Session Manager. For the compliance test, **tls** was used.
- Set the **Peer Detection Enabled** field to **y**. The **Peer-Server** field will initially be set to **Others** and cannot be changed via administration. Later, the **Peer-Server** field will automatically change to **SM** once Communication Manager detects its peer is a Session Manager.

Note: Once the **Peer-Server** field is updated to **SM**, the system changes the default values of the following fields, setting them to display–only:

- **Prepend '+' to Outgoing Calling/Alerting/Diverting/Connected Public Numbers?** is changed to **y**.
- **Remove '+' from Incoming Called/Calling/Alerting/Diverting/Connected Numbers?** is changed to **n**.
- Set the **Near-end Node Name** to **procr**. This node name maps to the IP address of the Communication Manager as defined in **Section 5.3**.
- Set the **Far-end Node Name** to **SM**. This node name maps to the IP address of Session Manager, as defined in **Section 5.3**.
- Set the **Near-end Listen Port** and **Far-end Listen Port** to a valid unused port instead of the default well-known port value. (For TLS, the well-known port value is 5061). This is necessary so Session Manager can distinguish this trunk from the trunk used for other enterprise SIP traffic. The compliance test was conducted with the **Near-end Listen Port** and **Far-end Listen Port** set to **5071**.
- Set the **Far-end Network Region** to the IP network region defined for the Service Provider in **Section 5.5**.
- Set the **Far-end Domain** to the domain of the enterprise.
- Set the **DTMF over IP** field to **rtp-payload**. This value enables Communication Manager to send DTMF transmissions using RFC 2833.
- Set **Direct IP-IP Audio Connections** to **y**.
- Default values may be used for all other fields.

```
change signaling-group 2                                        Page   1 of   2
                                SIGNALING GROUP

 Group Number: 2             Group Type: sip
  IMS Enabled? n       Transport Method: tls
        Q-SIP? n
     IP Video? n                                    Enforce SIPS URI for SRTP? y
  Peer Detection Enabled? y  Peer Server: SM                       Clustered? n
 Prepend '+' to Outgoing Calling/Alerting/Diverting/Connected Public Numbers? y
Remove '+' from Incoming Called/Calling/Alerting/Diverting/Connected Numbers? n
Alert Incoming SIP Crisis Calls? n
   Near-end Node Name: procr                   Far-end Node Name: SM
 Near-end Listen Port: 5071                  Far-end Listen Port: 5071
                                          Far-end Network Region: 2

Far-end Domain: avaya.[redacted].com
                                             Bypass If IP Threshold Exceeded? n
Incoming Dialog Loopbacks: eliminate                 RFC 3389 Comfort Noise? n
         DTMF over IP: rtp-payload            Direct IP-IP Audio Connections? y
Session Establishment Timer(min): 3                     IP Audio Hairpinning? n
         Enable Layer 3 Test? n                  Initial IP-IP Direct Media? n
H.323 Station Outgoing Direct Media? n          Alternate Route Timer(sec): 6
```

5.7. Trunk Group

Use the **add trunk-group** command to create a trunk group for the signaling group created in **Section 5.6**. For the compliance test, trunk group 2 was configured using the parameters highlighted below.

- Set the **Group Type** field to **sip**.
- Enter a descriptive name for the **Group Name**.
- Enter an available trunk access code (TAC) that is consistent with the existing dial plan in the **TAC** field.
- Set the **Service Type** field to **public-ntwrk**.
- Set the **Signaling Group** to the signaling group shown in **Section 5.6**.
- Set the **Number of Members** field to the number of trunk members in the SIP trunk group. This value determines how many simultaneous SIP calls can be supported by this trunk.
- Default values were used for all other fields.

```
change trunk-group 2                                            Page   1 of   4
                                TRUNK GROUP

Group Number: 2                    Group Type: sip          CDR Reports: y
  Group Name: Service Provider             COR: 1        TN: 1       TAC: 602
   Direction: two-way        Outgoing Display? n
 Dial Access? n                                  Night Service:
Queue Length: 0
Service Type: public-ntwrk          Auth Code? n
                                             Member Assignment Method: auto
                                                      Signaling Group: 2
                                                    Number of Members: 10
```

On **Page 2**, verify that the **Preferred Minimum Session Refresh Interval** is set to a value acceptable to the service provider. This value defines the interval that re-INVITEs must be sent to keep the active session alive. The default value of **600** seconds was used.

```
change trunk-group 2                                            Page   2 of   4
      Group Type: sip

TRUNK PARAMETERS

     Unicode Name: auto

                                            Redirect On OPTIM Failure: 5000

            SCCAN? n                               Digital Loss Group: 18
                      Preferred Minimum Session Refresh Interval(sec): 600

 Disconnect Supervision - In? y  Out? y


             XOIP Treatment: auto    Delay Call Setup When Accessed Via IGAR? n




 Caller ID for Service Link Call to H.323 1xC: station-extension
```

On **Page 3**:

- Set the **Numbering Format** field to **public**. This field specifies the format of the calling party number (CPN) sent to the far-end. When **public** format is used, Communication Manager automatically inserts a "+" sign, preceding the numbers in the "From", "Contact" and "P-Asserted Identity" (PAI) headers. The **Numbering Format** was set to **public** and the **Numbering Format** in the route pattern was set to **pub-unk** (see **Section 5.10**).
- Set the **Replace Restricted Numbers** and **Replace Unavailable Numbers** fields to **y**. This will allow the CPN displayed on local endpoints to be replaced with the value set in **Section 5.2**, if the inbound call has enabled CPN block.

```
change trunk-group 2                                            Page   3 of   4
TRUNK FEATURES
          ACA Assignment? n            Measured: none
                                                           Maintenance Tests? y



   Suppress # Outpulsing? n  Numbering Format: public
                                                  UUI Treatment: service-provider

                                                   Replace Restricted Numbers? y
                                                  Replace Unavailable Numbers? y


                                     Modify Tandem Calling Number: no




 Show ANSWERED BY on Display? y
```

On **Page 4**:

- Set the **Network Call Redirection** field to **n**. With this setting, Communication Manager will not use the SIP REFER method for the redirection of PSTN calls that are transferred back to the SIP trunk (refer to **Section 2.2**).
- Set the **Send Diversion Header** field to **n** and **Support Request History** to **n**.
- Set the **Telephone Event Payload Type** to **101**, the value preferred by Clearcom.
- Verify that **Identity for Calling Party Display** is set to **P-Asserted-Identity**.
- Default values were used for all other fields.

```
change trunk-group 2                                            Page   4 of   4
                              PROTOCOL VARIATIONS

                                       Mark Users as Phone? n
Prepend '+' to Calling/Alerting/Diverting/Connected Number? n
                       Send Transferring Party Information? n
                                  Network Call Redirection? n

                                     Send Diversion Header? n
                                   Support Request History? n
                              Telephone Event Payload Type: 101


                        Convert 180 to 183 for Early Media? n
                  Always Use re-INVITE for Display Updates? n
     Resend Display UPDATE Once on Receipt of 481 Response? n
                        Identity for Calling Party Display: P-Asserted-Identity
              Block Sending Calling Party Location in INVITE? n
                   Accept Redirect to Blank User Destination? n
          Enable Q-SIP? n
          Interworking of ISDN Clearing with In-Band Tones: keep-channel-active
                              Request URI Contents: may-have-extra-digits
```

5.8. Calling Party Information

The calling party number is sent in the SIP "From", "Contact" and "PAI" headers. Since public numbering was selected to define the format of this number (**Section 5.7**), use the **change public-unknown-numbering** command to create an entry for each extension which has a DID assigned. DID numbers are provided by the SIP service provider. Each DID number is assigned in this table to one enterprise internal extension or Vector Directory Numbers (VDNs). In the example below, two DID numbers assigned by the service provider are shown. These DID numbers were used as the outbound calling party information on the service provider trunk when calls were originated from the mapped extensions. The country code for Mexico (52) may not be require for local calls within Mexico (only require for international dialing).

```
change public-unknown-numbering 1                                Page   1 of   2
                    NUMBERING - PUBLIC/UNKNOWN FORMAT
                                              Total
Ext Ext                   Trk       CPN             CPN
Len Code                  Grp(s)    Prefix          Len
                                                       Total Administered: 4
 4  3                                                4       Maximum Entries: 9999
 4  5                                                4
 4  3041                  2         525528815941    12  Note: If an entry applies to
 4  3044                  2         525528815942    12  a SIP connection to Avaya
                                                        Aura(R) Session Manager,
                                                        the resulting number must
                                                        be a complete E.164 number.

                                                        Communication Manager
                                                        automatically inserts
                                                        a '+' digit in this case.
```

5.9. Inbound Routing

In general, the “incoming call handling treatment” form for a trunk group can be used to manipulate the digits received for an incoming call if necessary. Since Session Manager is present, Session Manager can be used to perform digit conversion using an Adaptation, and digit manipulation via the Communication Manager incoming call handling table may not be necessary. If the DID number sent by Clearcom is left unchanged by Session Manager, then the DID number can be mapped to an extension using the incoming call handling treatment of the receiving trunk group. Use the **change inc-call-handling-trmt** command to create an entry for each DID. The country code for Mexico (52) may not be require for local calls within Mexico (only require for international dialing).

```
change inc-call-handling-trmt trunk-group 2                    Page   1 of  30
                          INCOMING CALL HANDLING TREATMENT
 Service/      Number   Number      Del  Insert
 Feature        Len     Digits
 public-ntwrk    12 525528815941     12   3041
 public-ntwrk    12 525528815942     12   3044
 public-ntwrk
 public-ntwrk
 public-ntwrk
 public-ntwrk
 public-ntwrk
 public-ntwrk
 public-ntwrk
 public-ntwrk
 public-ntwrk
 public-ntwrk
 public-ntwrk
 public-ntwrk
 public-ntwrk
 public-ntwrk
 public-ntwrk
 public-ntwrk
```

5.10.Outbound Routing

In these Application Notes, the Automatic Route Selection (ARS) feature is used to route outbound calls via the SIP trunk to the service provider. In the sample configuration, the single digit 9 is used as the ARS access code. Enterprise callers will dial 9 to reach an "outside line". This common configuration is illustrated below with little elaboration. Use the **change dialplan analysis** command to define a dialed string beginning with **9** of length **1**, as a feature access code (**fac**).

```
change dialplan analysis                                        Page   1 of  12
                              DIAL PLAN ANALYSIS TABLE
                                   Location: all            Percent Full: 2

    Dialed     Total  Call     Dialed     Total  Call     Dialed     Total  Call
    String     Length Type     String     Length Type     String     Length Type
 0              13   udp
 1              4    dac
 2              4    ext
 3              4    ext
 4              4    udp
 5              4    ext
 6              3    dac
 7              4    ext
 8              1    fac
 9              1    fac
 *              3    dac
 #              2    dac
```

Use the **change feature-access-codes** command to configure **9** as the **Auto Route Selection (ARS) – Access Code 1**.

```
change feature-access-codes                                     Page   1 of  11
                               FEATURE ACCESS CODE (FAC)
         Abbreviated Dialing List1 Access Code: ____
         Abbreviated Dialing List2 Access Code: ____
         Abbreviated Dialing List3 Access Code: ____
Abbreviated Dial - Prgm Group List Access Code: ____
                      Announcement Access Code: #7__
                       Answer Back Access Code: ____
                         Attendant Access Code: __
      Auto Alternate Routing (AAR) Access Code: 8___
    Auto Route Selection (ARS) - Access Code 1: 9___    Access Code 2: ____
                 Automatic Callback Activation: ____     Deactivation: ____
Call Forwarding Activation Busy/DA: ____   All: ____     Deactivation: ____
   Call Forwarding Enhanced Status: ____   Act: ____     Deactivation: ____
                         Call Park Access Code: ____
                       Call Pickup Access Code: ____
CAS Remote Hold/Answer Hold-Unhold Access Code: ____
                  CDR Account Code Access Code: ____
                        Change COR Access Code: ____
                   Change Coverage Access Code: ____
            Conditional Call Extend Activation: ____     Deactivation: ____
                   Contact Closure   Open Code: ____       Close Code: ____
```

Use the **change ars analysis** command to configure the routing of dialed digits following the first digit 9. The example below shows a subset of the dialed strings tested as part of the compliance test. See **Section 2.1** for the complete list of call types tested. All dialed strings are mapped to route pattern 2, which contains the SIP trunk group to the service provider.

For international call to the U.S. (e.g., dialing: 90017863311234):

```
change ars analysis 001                                         Page   1 of   2
                             ARS DIGIT ANALYSIS TABLE
                                  Location: all          Percent Full: 1

          Dialed            Total    Route    Call   Node  ANI
          String           Min  Max  Pattern  Type   Num   Reqd
    001                    13   18   2        intl         n
    01                     12   12   2        natl         n
    011                    10   18   2        intl         n
    040                    3    3    2        svcl         n
    045                    13   13   2        natl         n
    101xxxx0               8    8    deny     op           n
    101xxxx0               18   18   deny     op           n
    101xxxx01              16   24   deny     iop          n
    101xxxx011             17   25   deny     intl         n
    101xxxx1               18   18   deny     fnpa         n
    10xxx0                 6    6    deny     op           n
    10xxx0                 16   16   deny     op           n
    10xxx01                14   22   deny     iop          n
    10xxx011               15   23   deny     intl         n
    10xxx1                 16   16   deny     fnpa         n
```

For local calls within Mexico (e.g., dialing: 928815943):

```
change ars analysis 2                                           Page   1 of   2
                           ARS DIGIT ANALYSIS TABLE
                                Location: all            Percent Full: 1

          Dialed             Total    Route    Call   Node  ANI
          String            Min  Max  Pattern  Type   Num   Reqd
    2                        8    8    2       hnpa         n
    3                        7    7    1       hnpa         n
    4                        7    7    1       hnpa         n
    407                      10   10   2       hnpa         n
    411                      3    3    2       svcl         n
    443                      10   10   2       hnpa         n
    5                        7    7    2       hnpa         n
    5005                     4    4    2       locl         n
    5006                     4    4    2       locl         n
    5007                     4    4    2       locl         n
    5008                     4    4    2       locl         n
    555                      7    7    deny    hnpa         n
    6                        7    7    2       hnpa         n
    611                      3    3    2       svcl         n
    61293                    11   11   2       hnpa         n
```

The route pattern defines which trunk group will be used for the call and performs any necessary digit manipulation. Use the **change route-pattern** command to configure the parameters for the service provider trunk route pattern in the following manner. The example below shows the values used for route pattern 2 in the compliance test.

- **Pattern Name**: Enter a descriptive name.
- **Grp No**: Enter the outbound trunk group for the SIP service provider.
- **FRL**: Set the Facility Restriction Level (**FRL**) field to a level that allows access to this trunk for all users that require it. The value of **0** is the least restrictive level.
- **Numbering Format**: Set to **pub-unk**. All calls using this route pattern will use the public numbering table. See setting of the **Numbering Format** in the trunk group form for full details in **Section 5.7**.

```
change route-pattern 2                                          Page   1 of   4
                    Pattern Number: 2       Pattern Name: Serv. Provider
    SCCAN? n     Secure SIP? n     Used for SIP stations? n

    Grp FRL NPA Pfx Hop Toll No.  Inserted                            DCS/ IXC
    No          Mrk Lmt List Del  Digits                              QSIG
                             Dgts                                     Intw
 1: 2    0                                                             n   user
 2:                                                                    n   user
 3:                                                                    n   user
 4:                                                                    n   user
 5:                                                                    n   user
 6:                                                                    n   user

     BCC VALUE  TSC CA-TSC    ITC BCIE Service/Feature PARM Sub  Numbering LAR
    0 1 2 M 4 W     Request                                 Dgts Format
 1: y y y y y n  n            rest                                pub-unk   none
 2: y y y y y n  n            rest                                          none
 3: y y y y y n  n            rest                                          none
 4: y y y y y n  n            rest                                          none
 5: y y y y y n  n            rest                                          none
 6: y y y y y n  n            rest                                          none
```

Note - Enter the **save translation** command (not shown) to save all the changes made to the Communication Manager configuration in the previous sections.

6. Configure Avaya Aura® Experience Portal

These Application Notes assume that the necessary Experience Portal licenses have been installed and basic Experience Portal administration has already been performed. Consult [**9**] in the **References** section for further details if necessary.

6.1. Background

Experience Portal consists of one or more Media Processing Platform (MPP) servers and an Experience Portal Manager (EPM) server. A single "server configuration" was used in the reference configuration. This consisted of a single MPP and EPM, running on a VMware environment, including an Apache Tomcat Application Server (hosting the Voice XML (VXML) and/or Call Control XML (CCXML) application scripts), that provide the directives to Experience Portal for handling the inbound calls.

References to the Voice XML and/or Call Control XML applications are administered on Experience Portal, along with one or more called numbers for each application reference. When an inbound call arrives at Experience Portal, the called party DID number is matched against those administered called numbers. If a match is found, then the corresponding application is accessed to handle the call. If no match is found, Experience Portal informs the caller that the call cannot be handled and disconnects the call[1].

For the sample configuration described in these Application Notes, a simple VXML test application was used to exercise various SIP call flow scenarios with the Avaya SIP Trunking service. In production, enterprises can develop their own VXML and/or CCXML applications to meet specific customer self-service needs or consult Avaya Professional Services and/or authorized Avaya Business Partners. The development and deployment of VXML and CCXML applications is beyond the scope of these Application Notes.

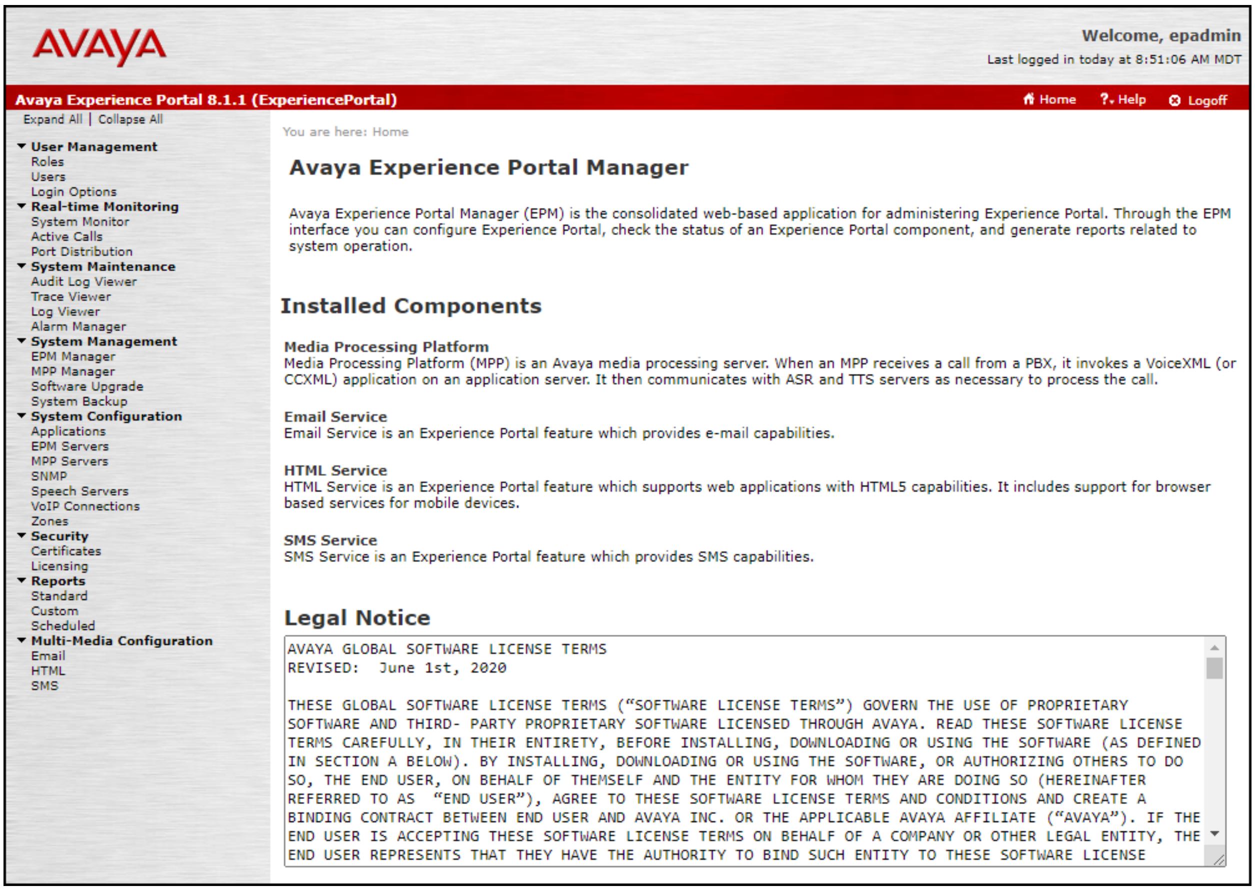
[1] An application may be configured with "inbound default" as the called number, to process all inbound calls that do not match any other application references.

6.2. Logging in and Licensing

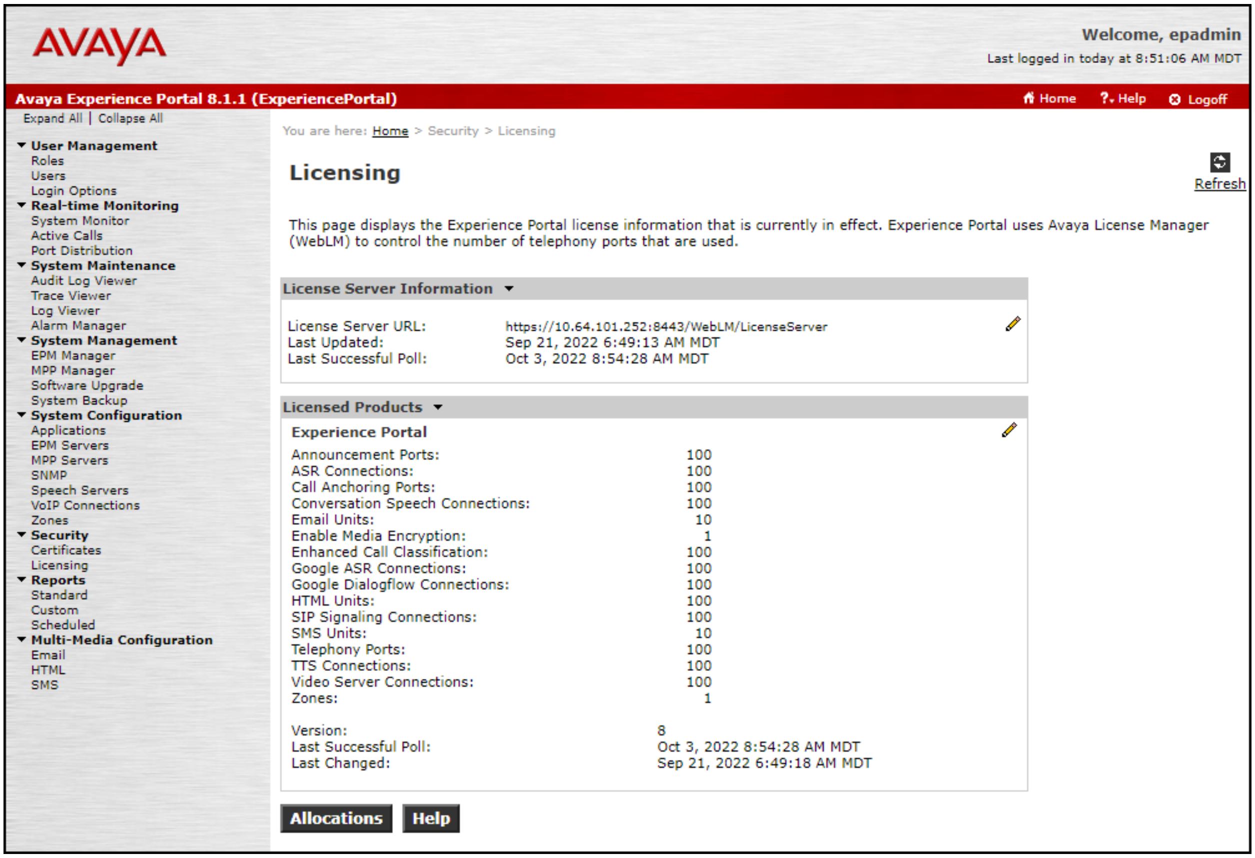
This section describes the steps on Experience Portal for administering a SIP connection to the Session Manager.

Step 1 - Launch a web browser, enter http://<IP address of the Avaya EPM server>/ in the URL, log in with the appropriate credentials and the following screen is displayed.

Note – All page navigation described in the following sections will utilize the menu shown on the left pane of the screenshot below.



Step 2 - In the left pane, navigate to **Security→Licensing**. On the **Licensing** page, verify that Experience Portal is properly licensed. If required licenses are not enabled, contact an authorized Avaya account representative to obtain the licenses.

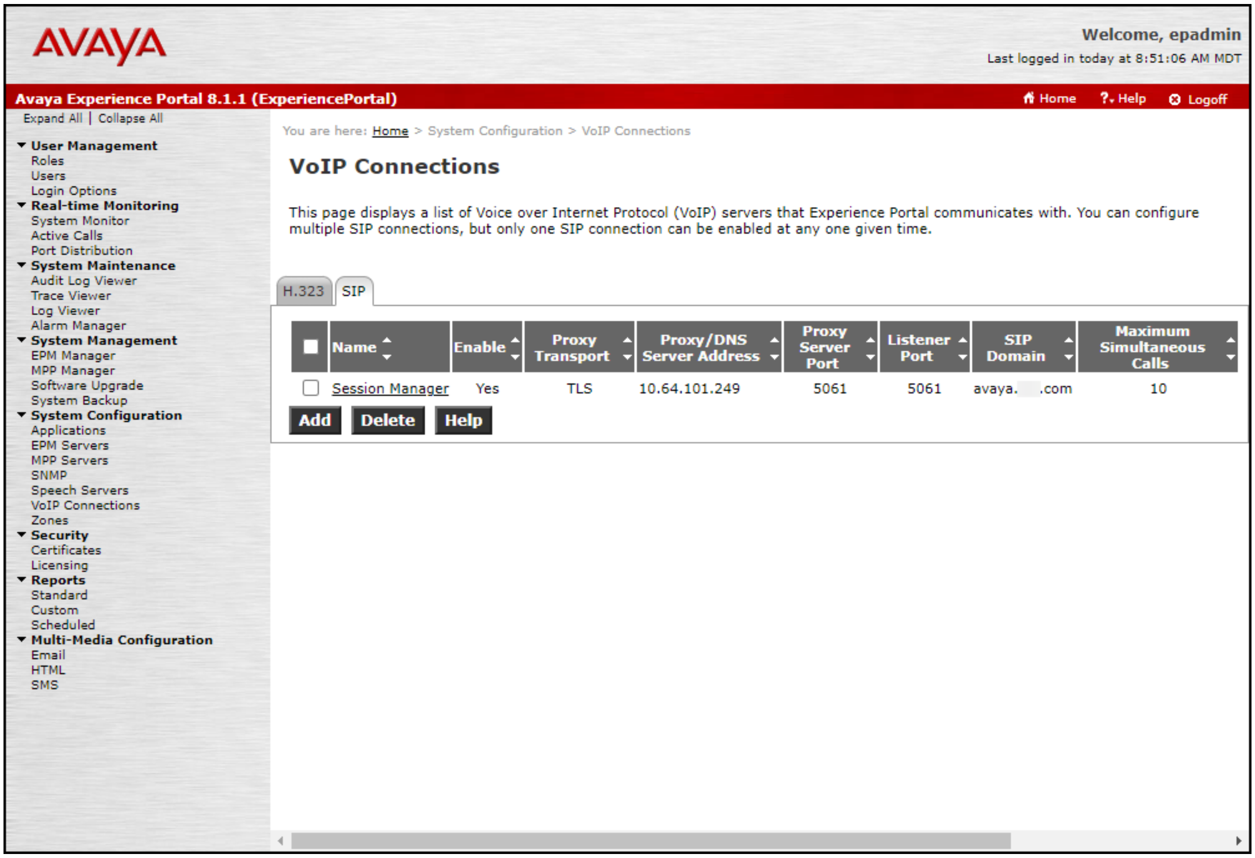


6.3. VoIP Connection

This section defines a SIP trunk between Experience Portal and Session Manager (**Sections 7.5 and 7.6**).

Step 1 - In the left pane, navigate to **System Configuration→VoIP Connections**. On the **VoIP Connections** page, select the **SIP** tab and click **Add** to add a SIP trunk.

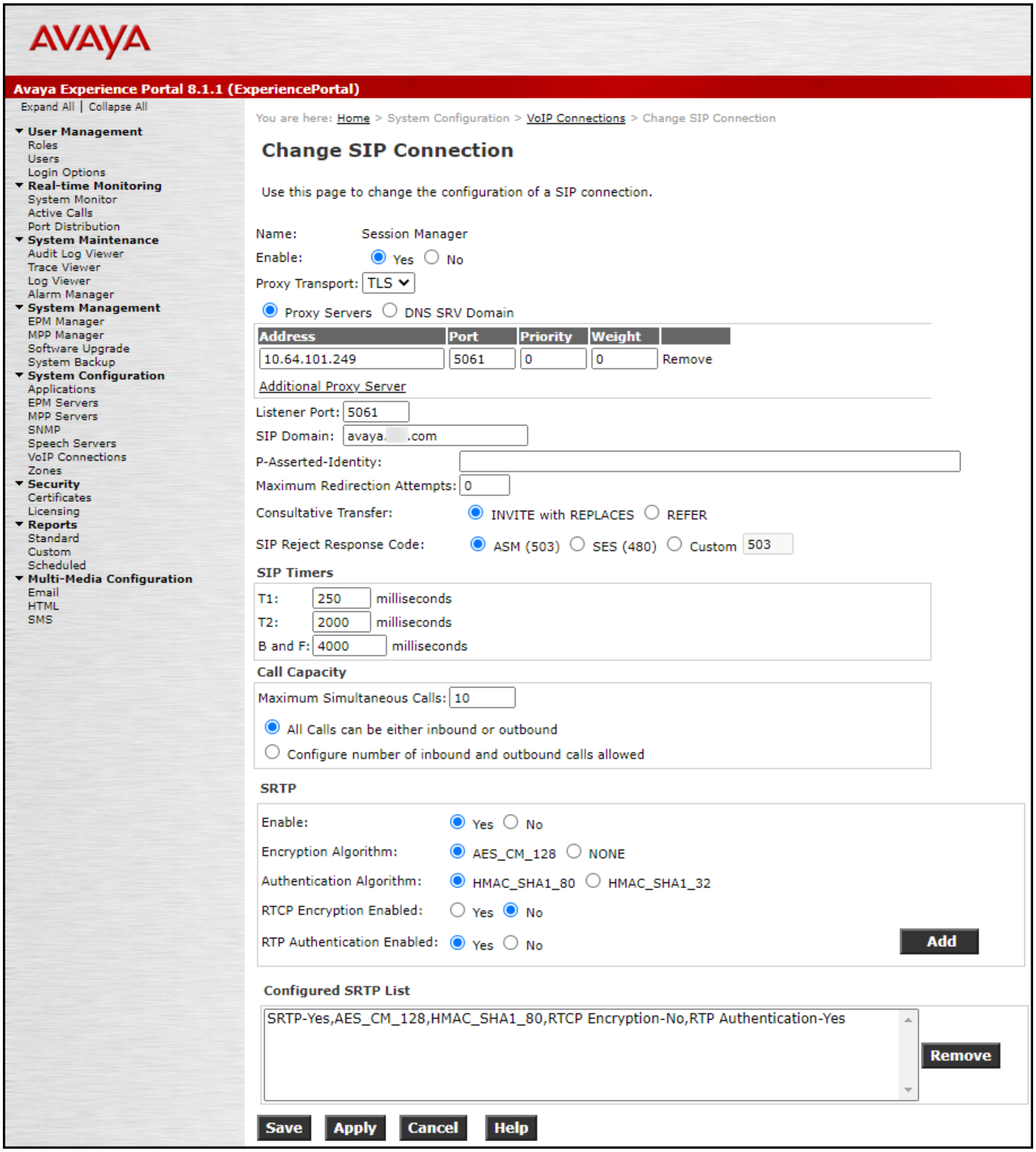
Note – Only **one** SIP trunk can be active at any given time on Experience Portal.



Step 2 - Configure a SIP connection as follows:

- **Name** – Set to a descriptive name (e.g., **Session Manager**).
- **Enable** – Set to **Yes**.
- **Proxy Server Transport** – Set to **TLS**.
- Select **Proxy Servers**, and enter:
  - **Proxy Server Address** = **10.64.101.249** (the IP address of the Session Manager signaling interface defined in **Section 7.5**).
  - **Port** = **5061**
  - **Priority** = **0** (default)
  - **Weight** = **0** (default)
- **Listener Port** – Set to **5061**.

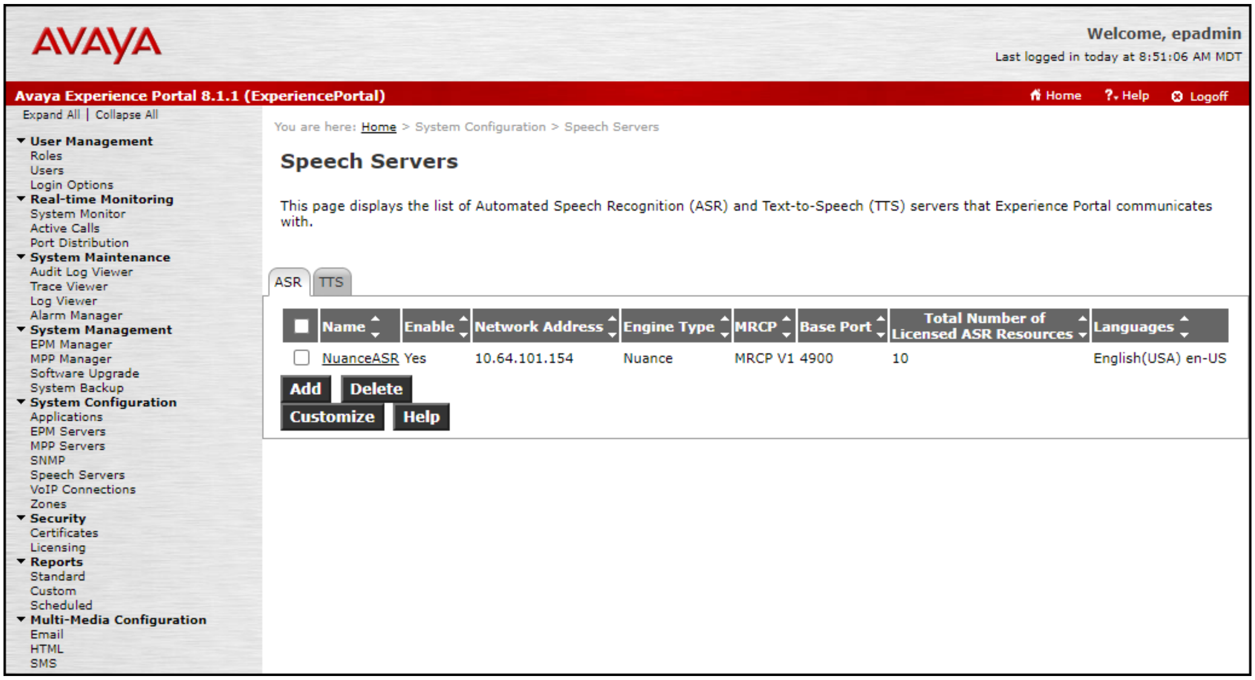
- **SIP Domain** – Set to **avaya.xxx.com** (see **Section 7.2)**.
- **Consultative Transfer** – Select **INVITE with REPLACES**.
- **SIP Reject Response Code** – Select **ASM (503)**.
- **Maximum Simultaneous Calls** – Set to a number in accordance with licensed capacity. In the reference configuration a value of **100** was used.
- Select **All Calls can be either inbound or outbound**.
- **SRTP Enable** = **Yes**
- **Encryption Algorithm** = **AES_CM_128**
- **Authentication Algorithm = HMAC_SHA1_80**
- **RTCP Encryption Enabled** = **No**
- **RTP Authentication Enabled** = **Yes**
- Click on **Add** to add SRTP settings to the **Configured SRTP List**
- Use default values for all other fields.
- Click **Save**.


AVAYA
Avaya Experience Portal 8.1.1 (ExperiencePortal)
Expand All | Collapse All
User Management
Roles
Users
Login Options
Real-time Monitoring
System Monitor
Active Calls
Port Distribution
System Maintenance
Audit Log Viewer
Trace Viewer
Log Viewer
Alarm Manager
System Management
EPM Manager
MPP Manager
Software Upgrade
System Backup
System Configuration
Applications
EPM Servers
MPP Servers
SNMP
Speech Servers
VoIP Connections
Zones
Security
Certificates
Licensing
Reports
Standard
Custom
Scheduled
Multi-Media Configuration
Email
HTML
SMS
You are here: Home > System Configuration > VoIP Connections > Change SIP Connection
Change SIP Connection
Use this page to change the configuration of a SIP connection.
Name: Session Manager
Enable: Yes No
Proxy Transport: TLS
Proxy Servers DNS SRV Domain
Address Port Priority Weight
10.64.101.249 5061 0 0 Remove
Additional Proxy Server
Listener Port: 5061
SIP Domain: avaya. .com
P-Asserted-Identity:
Maximum Redirection Attempts: 0
Consultative Transfer: INVITE with REPLACES REFER
SIP Reject Response Code: ASM (503) SES (480) Custom 503
SIP Timers
T1: 250 milliseconds
T2: 2000 milliseconds
B and F: 4000 milliseconds
Call Capacity
Maximum Simultaneous Calls: 10
All Calls can be either inbound or outbound
Configure number of inbound and outbound calls allowed
SRTP
Enable: Yes No
Encryption Algorithm: AES_CM_128 NONE
Authentication Algorithm: HMAC_SHA1_80 HMAC_SHA1_32
RTCP Encryption Enabled: Yes No
RTP Authentication Enabled: Yes No
Add
Configured SRTP List
SRTP-Yes,AES_CM_128,HMAC_SHA1_80,RTCP Encryption-No,RTP Authentication-Yes
Remove
Save Apply Cancel Help

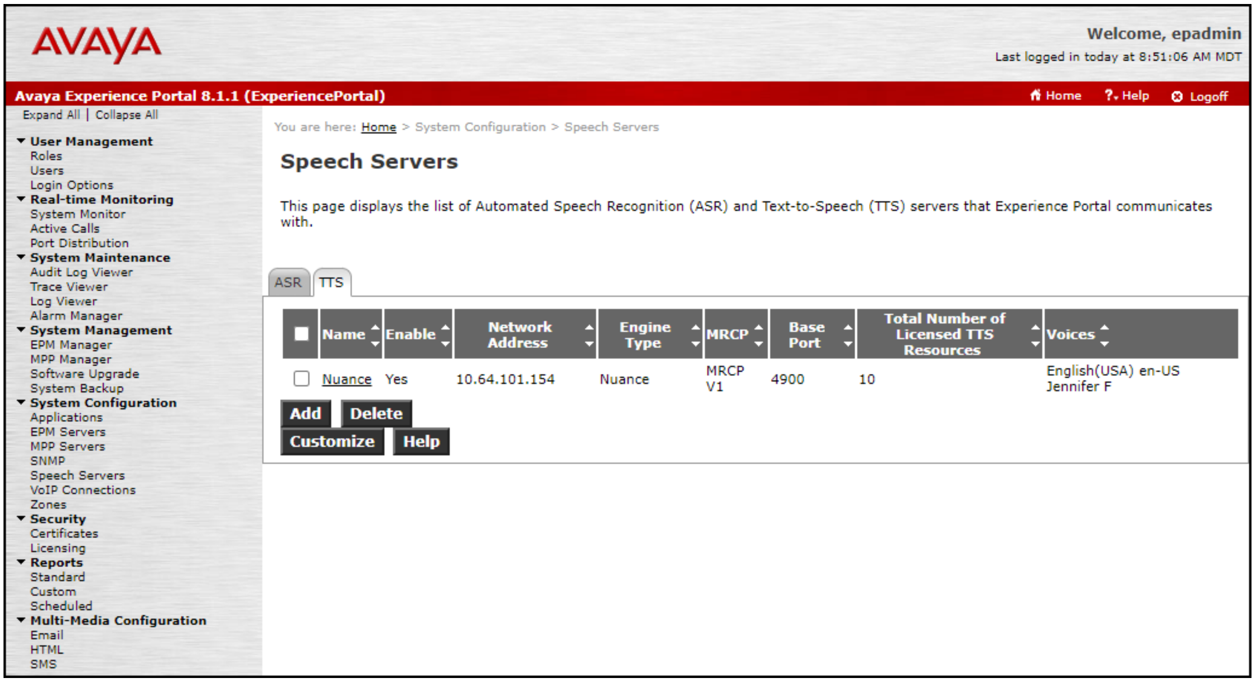
6.4. Speech Servers

The installation and administration of the ASR and TSR Speech Servers are beyond the scope of this document. Some of the values shown below were defined during the Speech Server installations. Note that in the reference configuration the ASR and TTS servers used the same IP address.

ASR speech server:



TTS speech server:

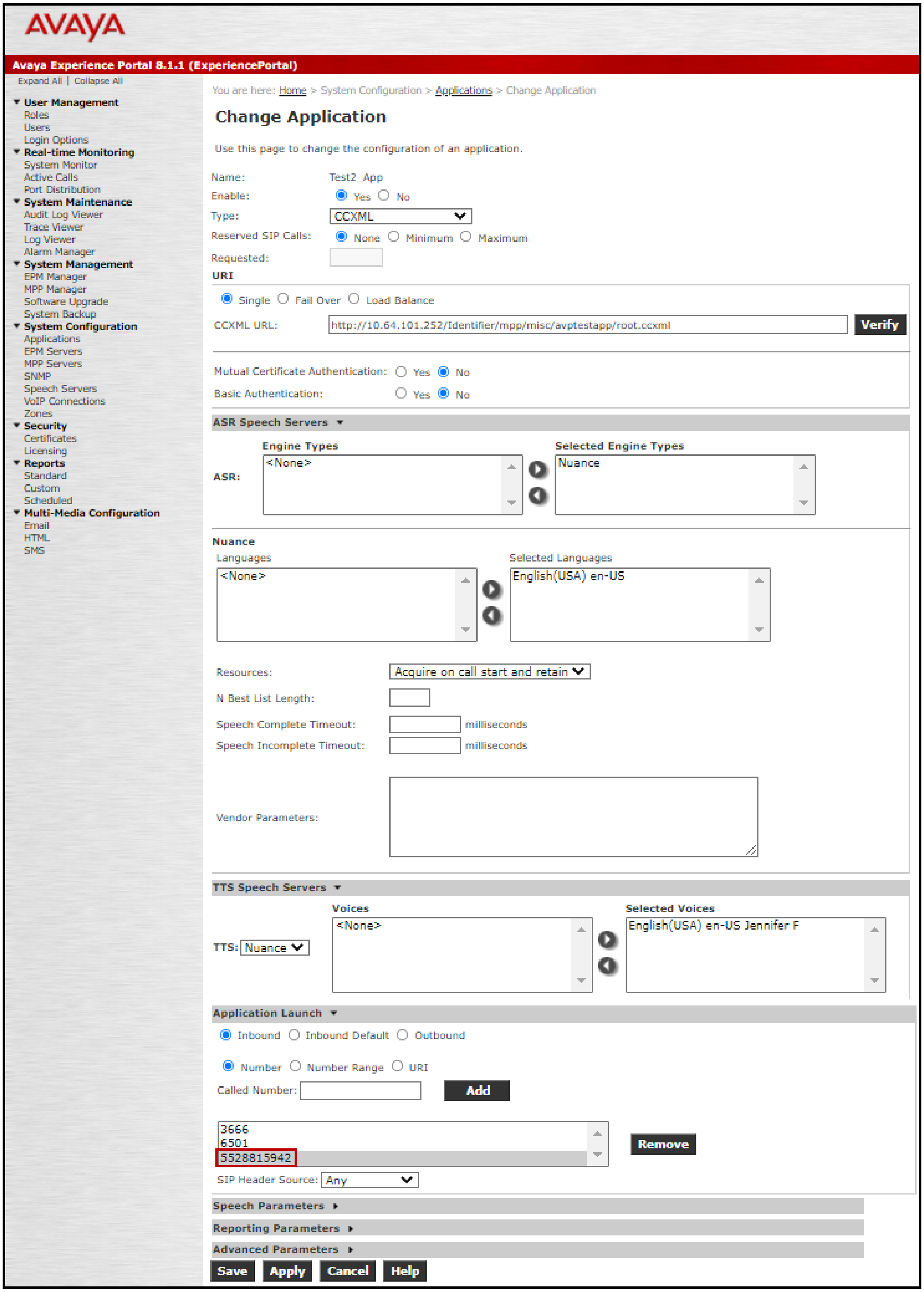


6.5. Application References

This section describes the steps for administering a reference to the VXML and/or CCXML applications residing on the application server. In the sample configuration, the applications were co-resident on one Experience Portal server, with IP Address 10.64.101.252.

Step 1 - In the left pane, navigate to **System Configuration→Applications**. On the **Applications** page (not shown), click **Add** to add an application and configure as follows:

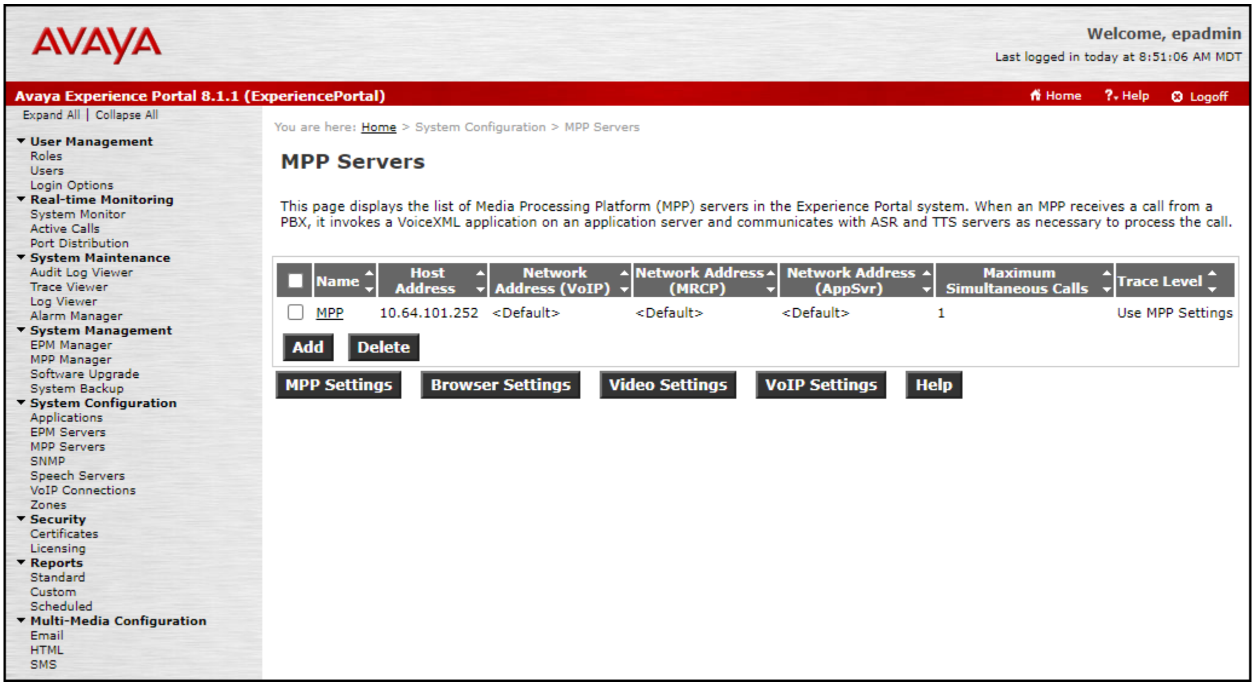
- **Name** – Set to a descriptive name (e.g., **Test2_APP**).
- **Enable** – Set to **Yes**. This field determines which application(s) will be executed based on their defined criteria.
- **Type** – Select **VoiceXML**, **CCXML**, or **CCXML/VoiceXML** according to the application type.
- **VoiceXML** and/or **CCXML URL** – Enter the necessary URL(s) to access the VXML and/or CCXML application(s) on the application server. In the sample screen below, the Experience Portal test application on a single server is referenced.
- **Speech Servers ASR** and **TTS** – Select the appropriate ASR and/or TTS servers as necessary.
- **Application Launch** – Set to **Inbound**.
- **Called Number** – Enter the number to match against an inbound SIP INVITE message and click **Add**. In the sample configuration illustrated in these Application Notes, the dialed DID number **5528815942** provided by the service provider was used. Inbound calls with this called party number will be handled by the application defined in this section.


AVAYA
Avaya Experience Portal 8.1.1 (ExperiencePortal)
Expand All | Collapse All
User Management
Roles
Users
Login Options
Real-time Monitoring
System Monitor
Active Calls
Port Distribution
System Maintenance
Audit Log Viewer
Trace Viewer
Log Viewer
Alarm Manager
System Management
EPM Manager
MPP Manager
Software Upgrade
System Backup
System Configuration
Applications
EPM Servers
MPP Servers
SNMP
Speech Servers
VoIP Connections
Zones
Security
Certificates
Licensing
Reports
Standard
Custom
Scheduled
Multi-Media Configuration
Email
HTML
SMS
You are here: Home > System Configuration > Applications > Change Application
Change Application
Use this page to change the configuration of an application.
Name: Test2_App
Enable: Yes No
Type: CCXML
Reserved SIP Calls: None Minimum Maximum
Requested:
URI
Single Fail Over Load Balance
CCXML URL: http://10.64.101.252/Identifier/mpp/misc/avptestapp/root.ccxml
Verify
Mutual Certificate Authentication: Yes No
Basic Authentication: Yes No
ASR Speech Servers
Engine Types
Selected Engine Types
ASR:
<None>
Nuance
Nuance
Languages
Selected Languages
<None>
English(USA) en-US
Resources: Acquire on call start and retain
N Best List Length:
Speech Complete Timeout: milliseconds
Speech Incomplete Timeout: milliseconds
Vendor Parameters:
TTS Speech Servers
Voices
Selected Voices
TTS: Nuance
<None>
English(USA) en-US Jennifer F
Application Launch
Inbound Inbound Default Outbound
Number Number Range URI
Called Number:
Add
3666
6501
5528815942
Remove
SIP Header Source: Any
Speech Parameters
Reporting Parameters
Advanced Parameters
Save Apply Cancel Help

6.6. MPP Servers and VoIP Settings

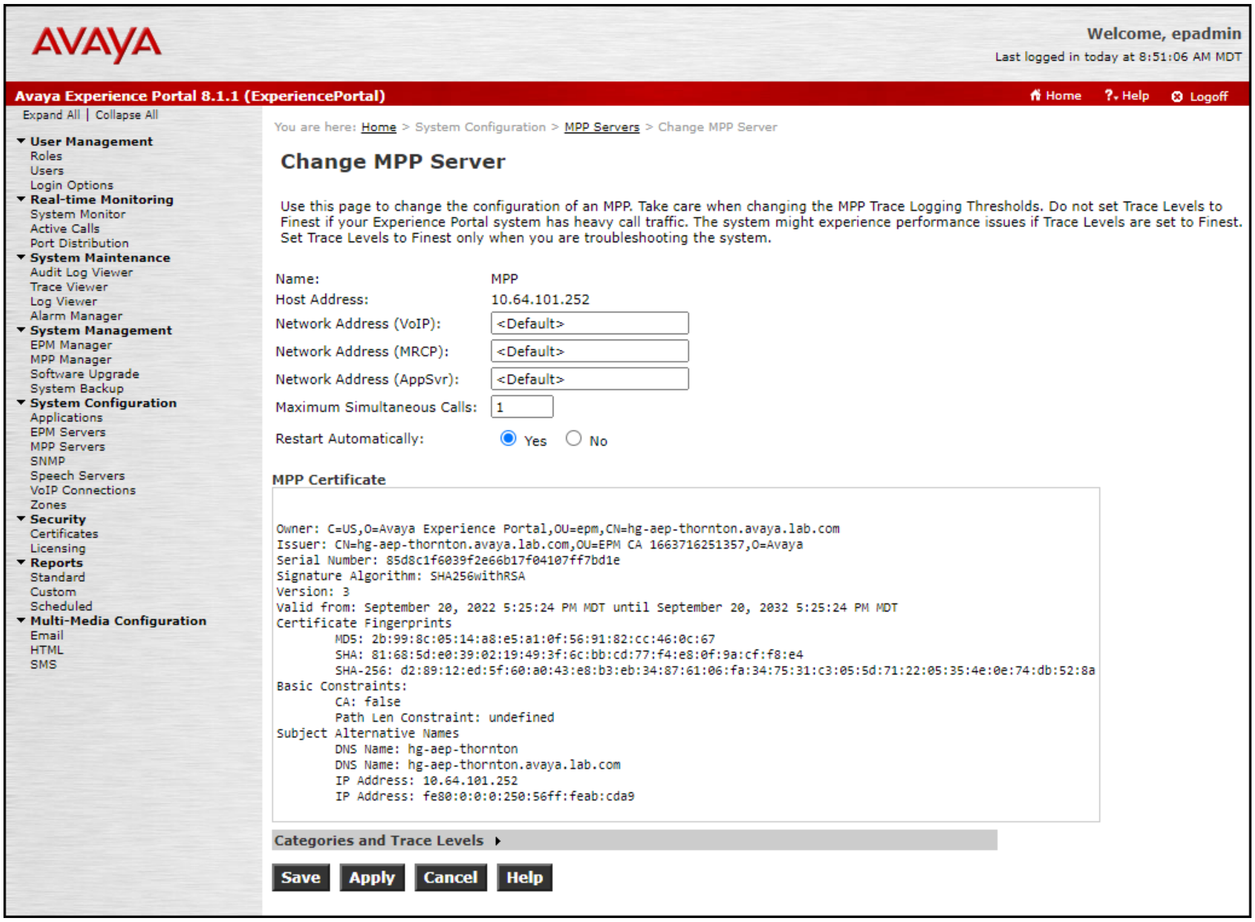
This section illustrates the procedure for viewing or changing the MPP Settings. In the sample configuration, the MPP Server is co-resident on a single server with the Experience Portal Management server (EPM).

Step 1 - In the left pane, navigate to **System Configuration→MPP Servers** and the following screen is displayed. Click **Add**.



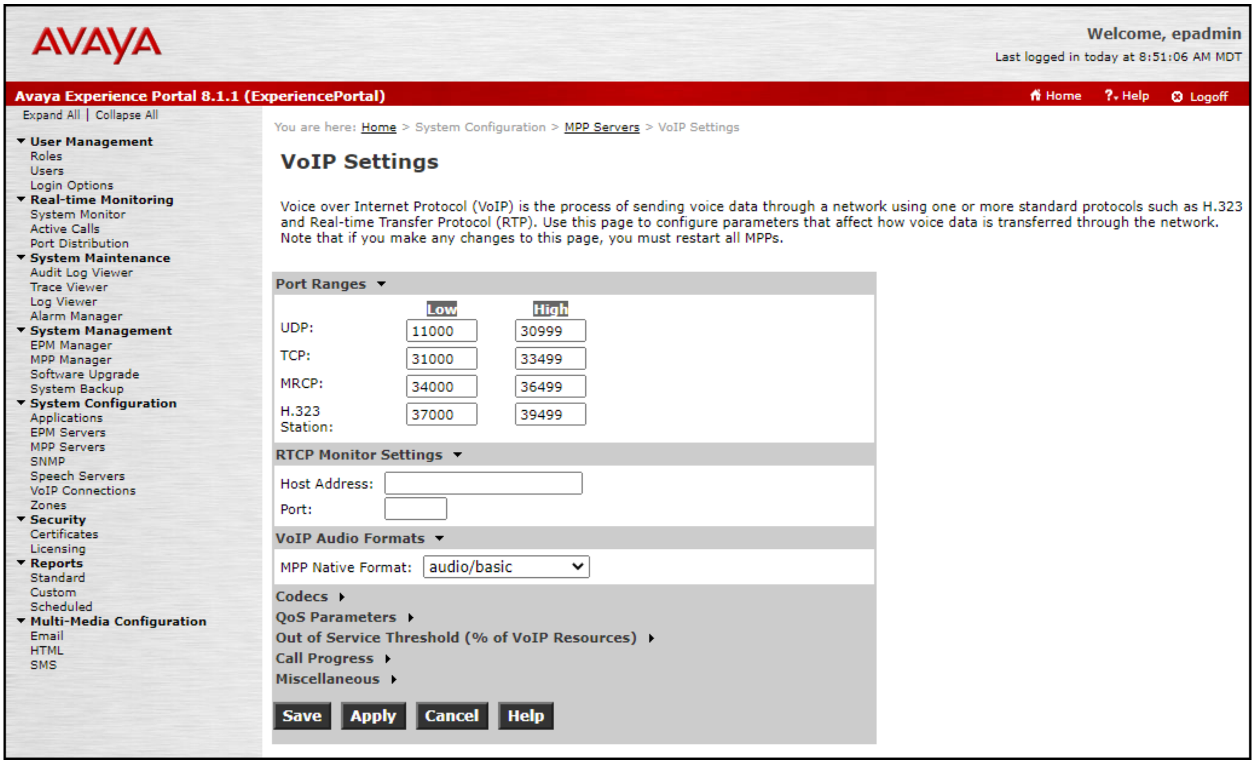
Step 2 - Enter any descriptive name in the **Name** field (e.g., **MPP**) and the IP address of the MPP server in the **Host Address** field and click **Continue** (not shown). Note that the Host Address used is the same IP address assigned to Experience Portal.

Step 3 - The certificate page will open. Check the **Trust this certificate** box (not shown). Once complete, click **Save**.



Step 4 - Click **VoIP Settings** tab on the screen displayed in **Step 1**, and the following screen is displayed.

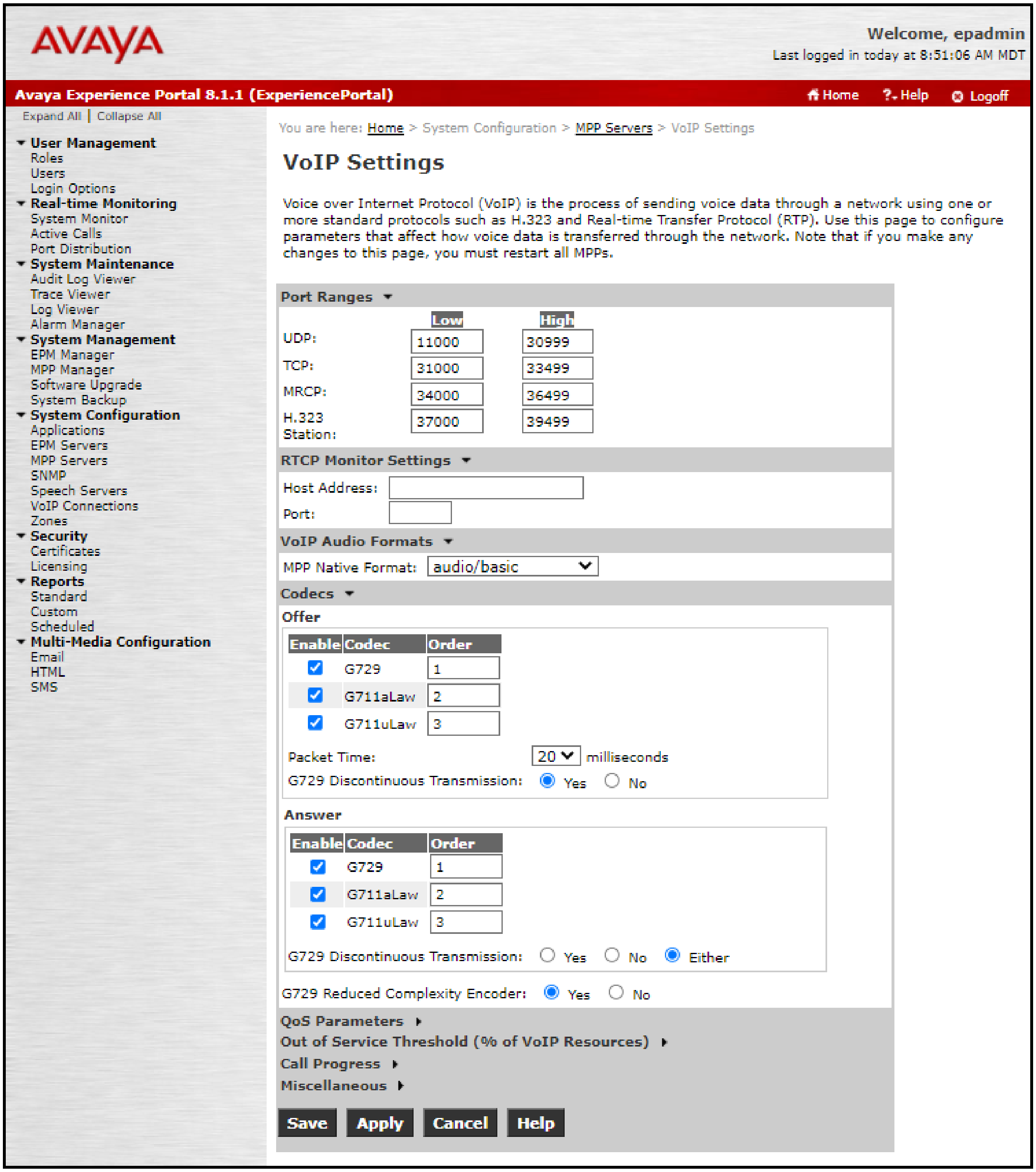
- In the Port Ranges section, default ports were used.



- In the Codecs section set:
    - Set **Packet Time** to **20**.
    - Verify Codecs **G729**, **G711aLaw**, **G711uLaw** are enabled (check marks). Set the **Offer** and Answer **Order** as shown. In the sample configuration **G729** is the preferred codec, with **Order 1**, followed by **G711aLaw** with **Order 2** and **G711uLaw** with **Order 3**.
    - On the codec Answer set **G729 Discontinuous Transmission** to **Either**.

- Use default values for all other fields.

Step 5 - Click on **Save** (not shown).


AVAYA
Welcome, epadmin
Last logged in today at 8:51:06 AM MDT
Avaya Experience Portal 8.1.1 (ExperiencePortal)
Home
Help
Logoff
Expand All | Collapse All
User Management
Roles
Users
Login Options
Real-time Monitoring
System Monitor
Active Calls
Port Distribution
System Maintenance
Audit Log Viewer
Trace Viewer
Log Viewer
Alarm Manager
System Management
EPM Manager
MPP Manager
Software Upgrade
System Backup
System Configuration
Applications
EPM Servers
MPP Servers
SNMP
Speech Servers
VoIP Connections
Zones
Security
Certificates
Licensing
Reports
Standard
Custom
Scheduled
Multi-Media Configuration
Email
HTML
SMS
You are here: Home > System Configuration > MPP Servers > VoIP Settings
VoIP Settings
Voice over Internet Protocol (VoIP) is the process of sending voice data through a network using one or more standard protocols such as H.323 and Real-time Transfer Protocol (RTP). Use this page to configure parameters that affect how voice data is transferred through the network. Note that if you make any changes to this page, you must restart all MPPs.
Port Ranges
Low
High
UDP: 11000 30999
TCP: 31000 33499
MRCP: 34000 36499
H.323 Station: 37000 39499
RTCP Monitor Settings
Host Address:
Port:
VoIP Audio Formats
MPP Native Format: audio/basic
Codecs
Offer
Enable Codec Order
G729 1
G711aLaw 2
G711uLaw 3
Packet Time: 20 milliseconds
G729 Discontinuous Transmission: Yes No
Answer
Enable Codec Order
G729 1
G711aLaw 2
G711uLaw 3
G729 Discontinuous Transmission: Yes No Either
G729 Reduced Complexity Encoder: Yes No
QoS Parameters
Out of Service Threshold (% of VoIP Resources)
Call Progress
Miscellaneous
Save
Apply
Cancel
Help

6.7. Configuring RFC2833 Event Value Offered by Experience Portal

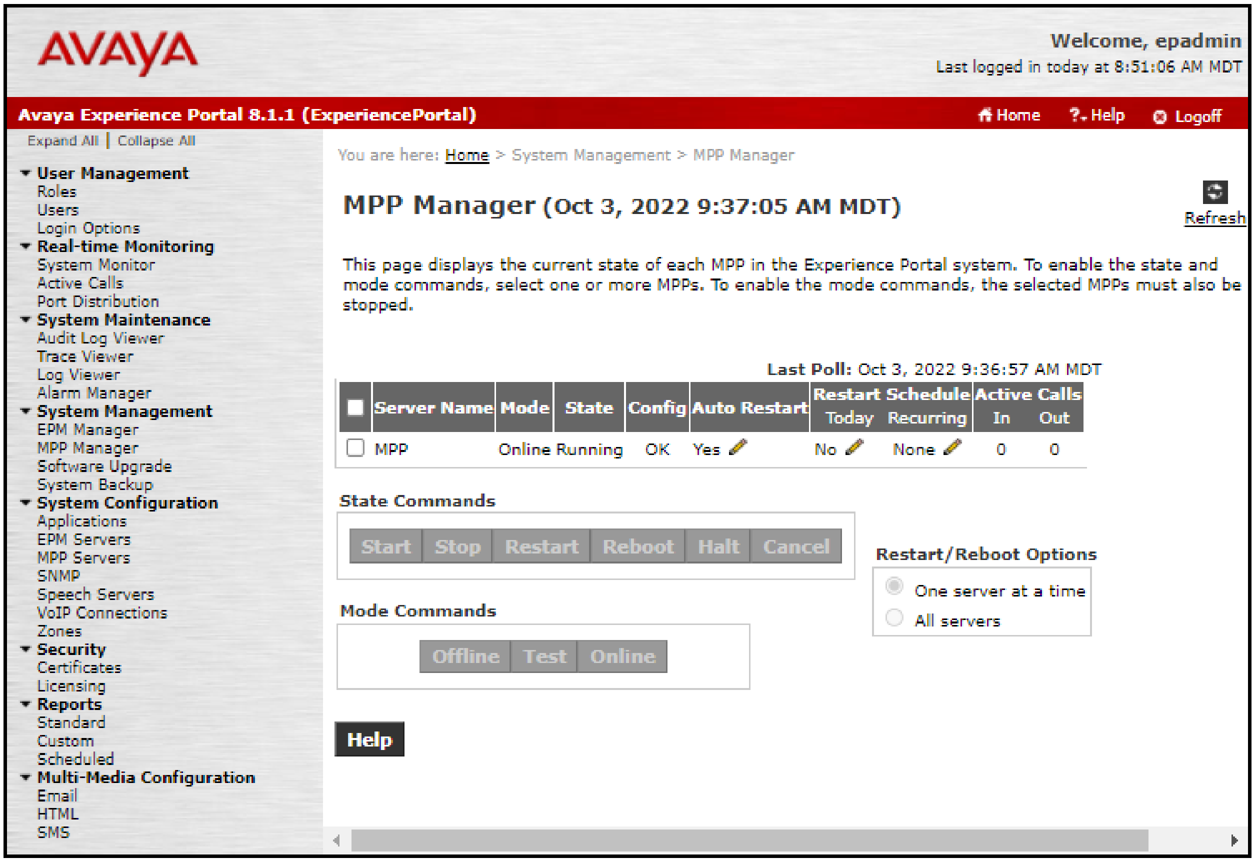
The configuration change example noted in this section was not required for any of the call flows illustrated in these Application Notes. For incoming calls from the service provider to Experience Portal, the service provider specifies the value 101 for the RFC2833 telephone-events that signal DTMF digits entered by the user. When Experience Portal answers, the SDP from Experience Portal matches the service provider offered value.

When Experience Portal sends an INVITE with SDP as part of an INVITE-based transfer (e.g., bridged transfer), Experience Portal offers the SDP. By default, Experience Portal specifies the value 127 for the RFC2833 telephone-events. Optionally, the value that is offered by Experience Portal can be changed, and this section outlines the procedure that can be performed by an Avaya authorized representative.

- Access Experience Portal via the command line interface.
- Navigate to the following directory: /opt/Avaya/ ExperiencePortal/MPP/config
- Edit the file mppconfig.xml.
- Search for the parameter "mpp.sip.rfc2833.payload". If there is no such parameter specified add a line such as the following to the file, where the value 101 is the value to be used for the RFC2833 events. If the parameter is already specified in the file, simply edit the value assigned to the parameter.
  ```
  <parameter name="mpp.sip.rfc2833.payload">101</parameter>
  ```
- In the verification of these Application Notes, the line was added directly above the line where the sip.session.expires parameter is configured.

After saving the file with the change, restart the MPP server for the change to take effect. As shown below, the MPP may be restarted using the **Restart** button available via the Experience Portal GUI at **System Management → MPP Manager**.

Note that the **State** column shows when the MPP is running after the restart.



7. Configure Avaya Aura® Session Manager

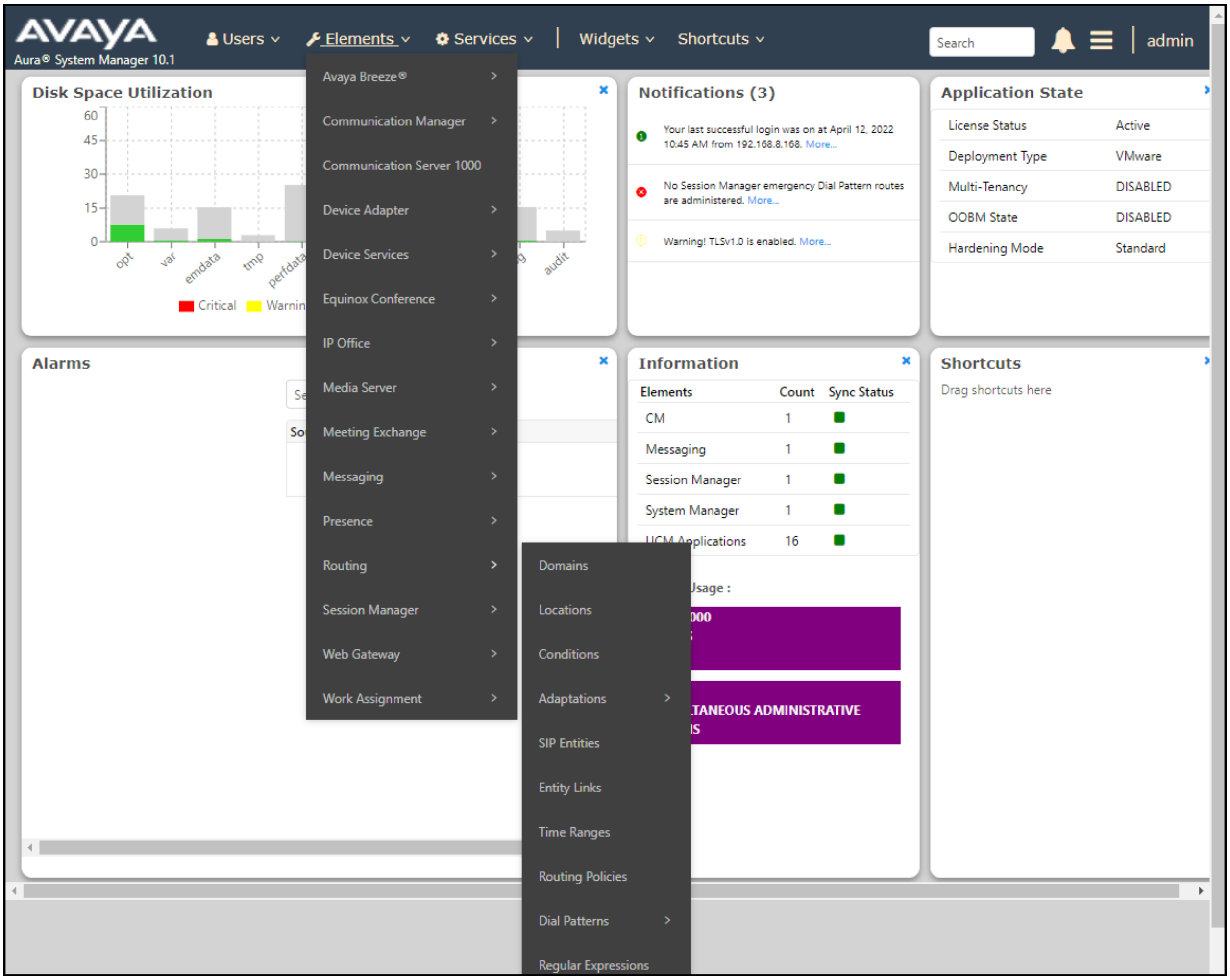
This section provides the procedures for configuring Session Manager. The procedures include adding the following items:

- SIP domain.
- Logical/physical Locations that can be occupied by SIP Entities.
- Adaptation module to perform header manipulations.
- SIP Entities corresponding to Communication Manager, Session Manager, Experience Portal and the Avaya SBCE.
- SIP Entities corresponding to Communication Manager, Session Manager and the Avaya SBCE.
- Entity Links, which define the SIP trunk parameters used by Session Manager when routing calls to/from SIP Entities.
- Routing Policies, which control call routing between the SIP Entities.
- Dial Patterns, which govern to which SIP Entity a call is routed.

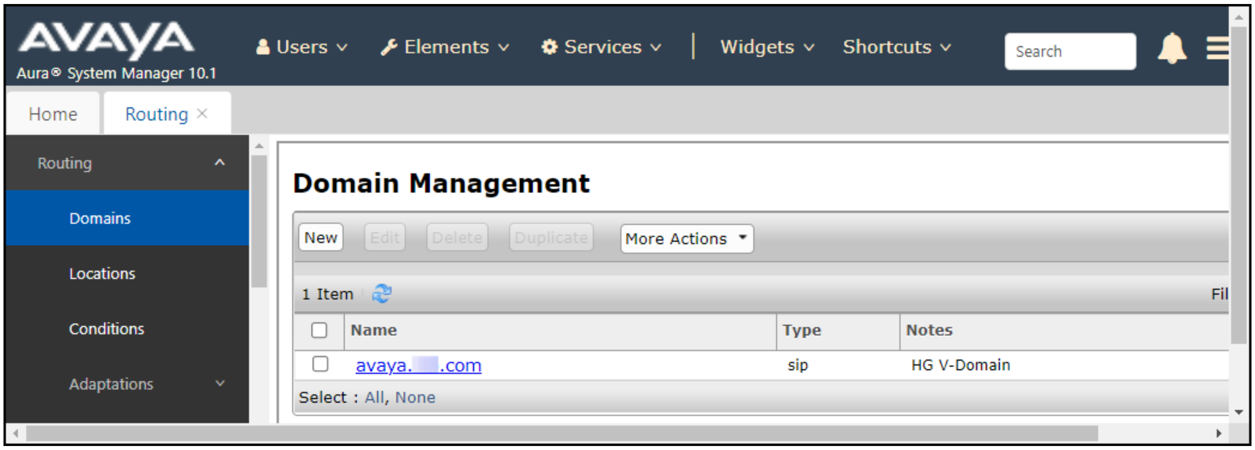
The following sections assume that the initial configuration of Session Manager and System Manager has already been completed, and that network connectivity exists between System Manager and Session Manager.

7.1. System Manager Login and Navigation

Session Manager configuration is accomplished by accessing the browser-based GUI of System Manager, using the URL "https://<ip-address>/SMGR", where "<ip-address>" is the IP address of System Manager. Log in with the appropriate credentials and click on **Log On** (not shown). The screen shown below is then displayed; under **elements** select **Routing → Domains**.



The navigation tree displayed in the left pane below will be referenced in subsequent sections to navigate to items requiring configuration. Most items discussed in this section will be located under the **Routing** link shown below.

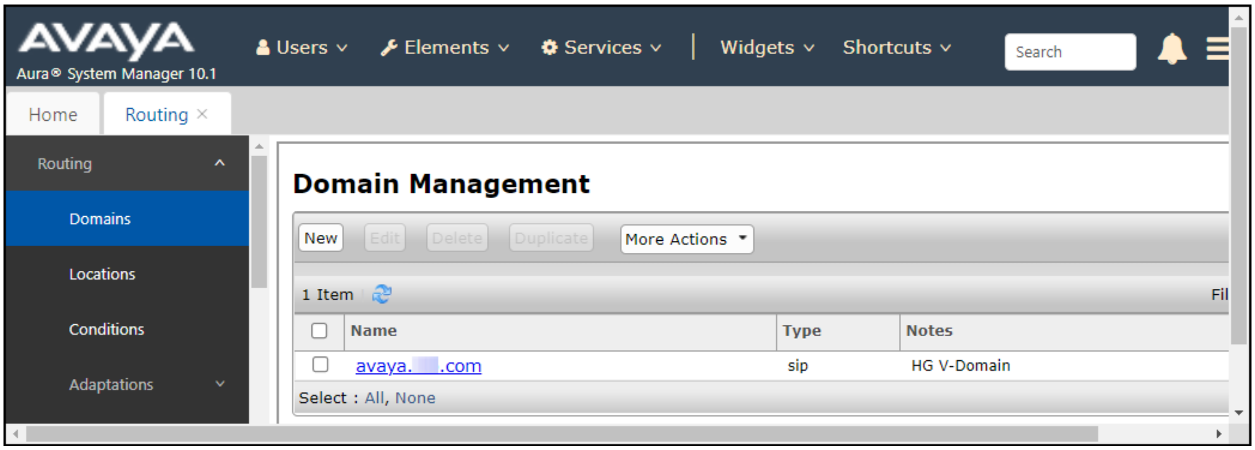


7.2. SIP Domain

Create an entry for each SIP domain for which Session Manager will need to be aware in order to route calls. For the compliance test, this was the enterprise domain, **avaya.xxx.com**. Navigate to **Routing → Domains** in the left-hand navigation pane and click the **New** button in the right pane (not shown). In the new right pane that appears (shown below), fill in the following:

- **Name:** Enter the domain name.
- **Type:** Select **sip** from the pull-down menu.
- **Notes:** Add a brief description (optional).
- Click **Commit** to save (not shown).

The screen below shows the entry for the enterprise domain.

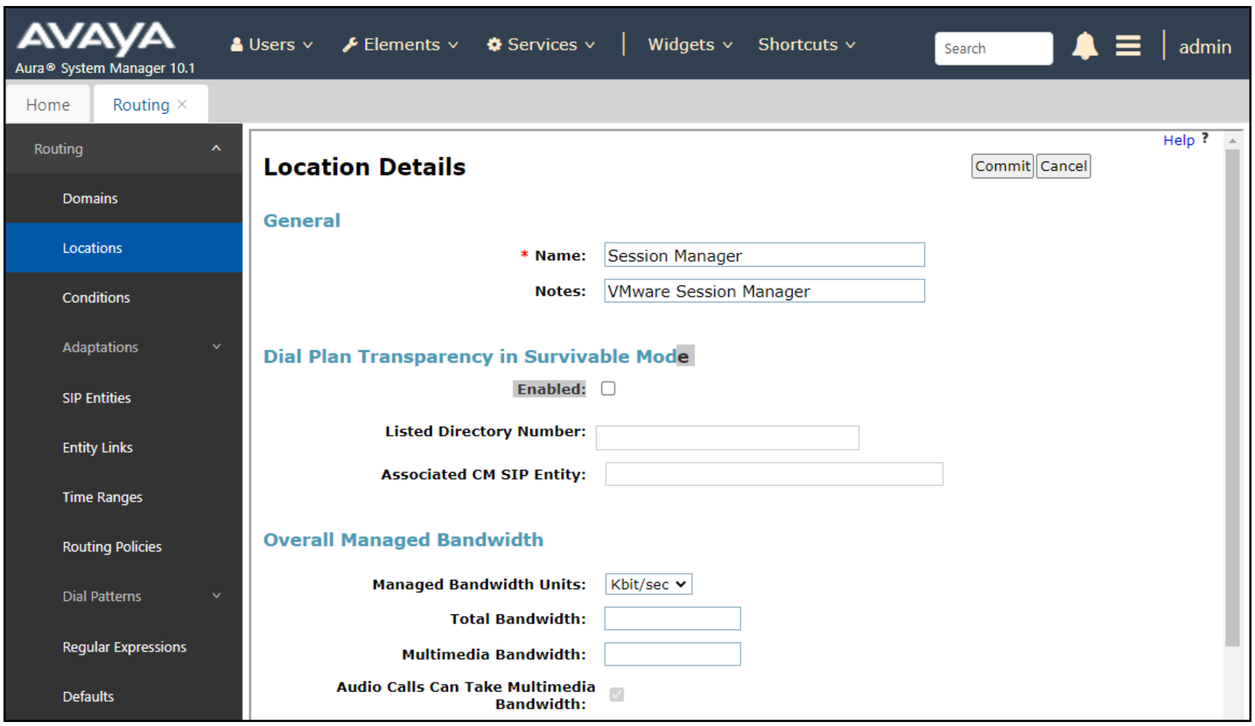


7.3. Locations

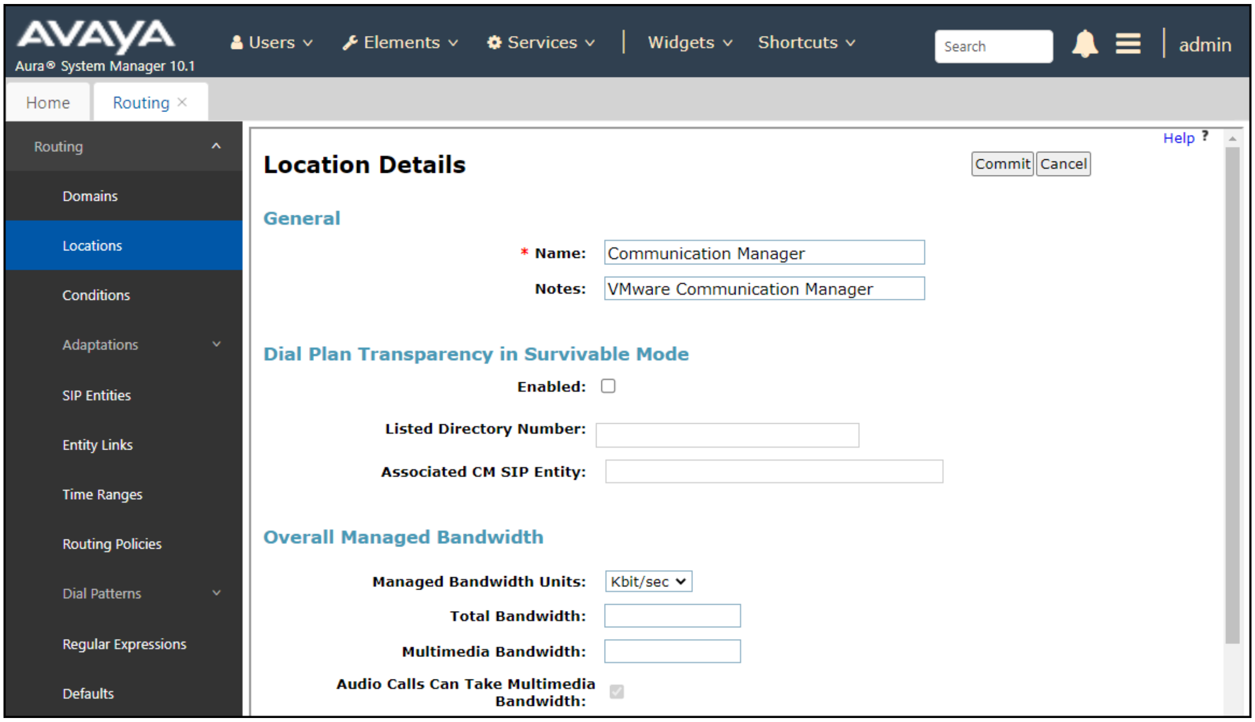
Locations can be used to identify logical and/or physical locations where SIP Entities reside for purposes of bandwidth management, call admission control and location-based routing. To add a location, navigate to **Routing → Locations** in the left-hand navigation pane and click the **New** button in the right pane (not shown). In the **General** section, enter the following values:

- **Name:** Enter a descriptive name for the location.
- **Notes:** Add a brief description (optional).
- Click **Commit** to save.

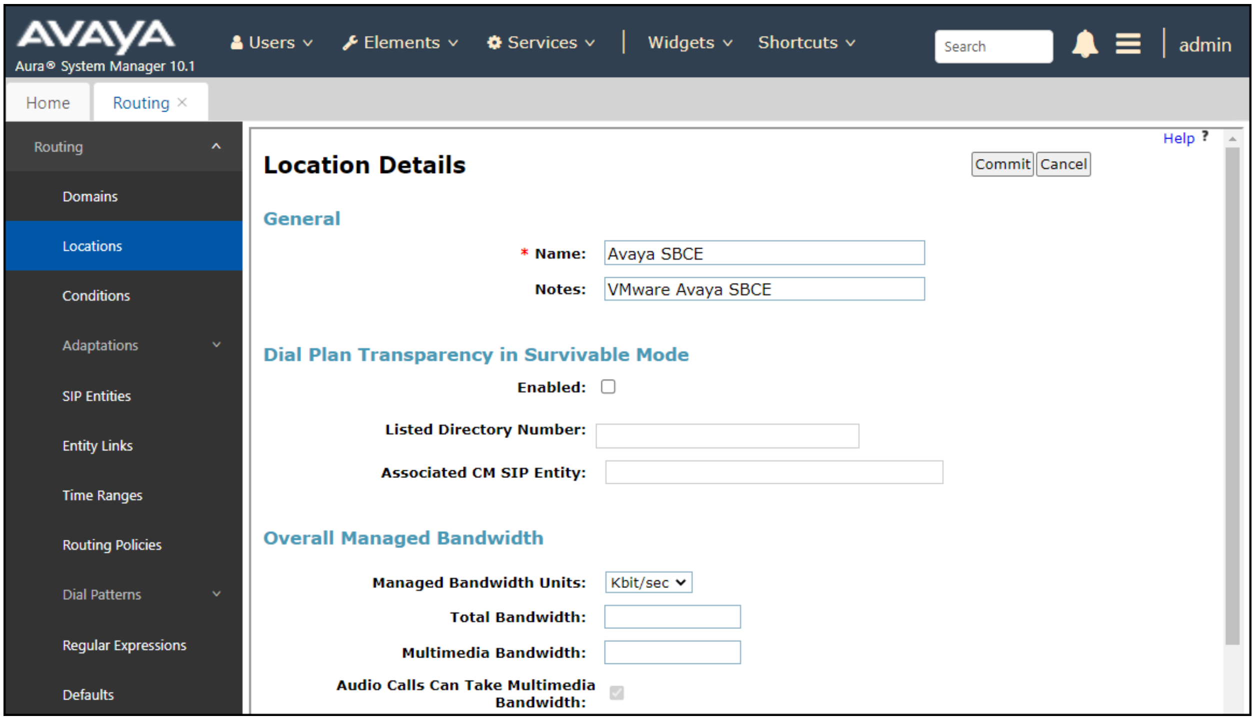
The following screen shows the location details for the location named **Session Manager**. Later, this location will be assigned to the SIP Entity corresponding to Session Manager. Other location parameters (not shown) retained the default values.



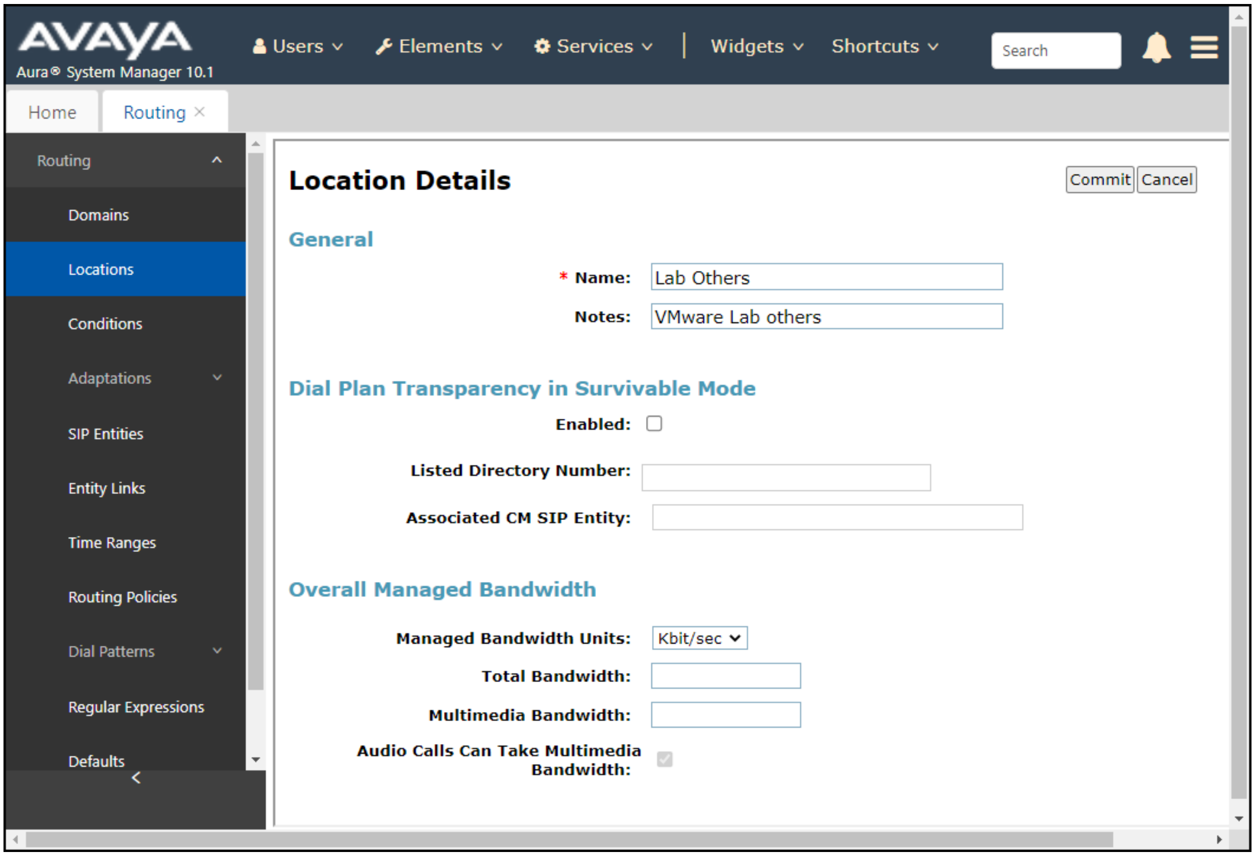
The following screen shows the location details for the location named **Communication Manager**. Later, this location will be assigned to the SIP Entity corresponding to Communication Manager. Other location parameters (not shown) retained the default values.



The following screen shows the location details for the location named **Avaya SBCE**. Later, this location will be assigned to the SIP Entity corresponding to the Avaya SBCE. Other location parameters (not shown) retained the default values.



The following screen shows the location details for the location named **Lab Others**. Later, this location will be assigned to the SIP Entity corresponding to the Experience Portal. Other location parameters (not shown) retained the default values.



7.4. Adaptations

In order to improve interoperability with third party elements, Session Manager 10.1 incorporates the ability to use Adaptation modules to remove specific headers that are either Avaya proprietary or deemed excessive/unnecessary for non-Avaya elements.

For the compliance test, an Adaptation named **CM_Outbound_Header_Removal** was created to block the headers listed below before they were forwarded to the Avaya SBCE. These headers contain private information from the enterprise, which should not be propagated outside of the enterprise boundaries. They also add unnecessary size to outbound messages, while they have no significance to the service provider.

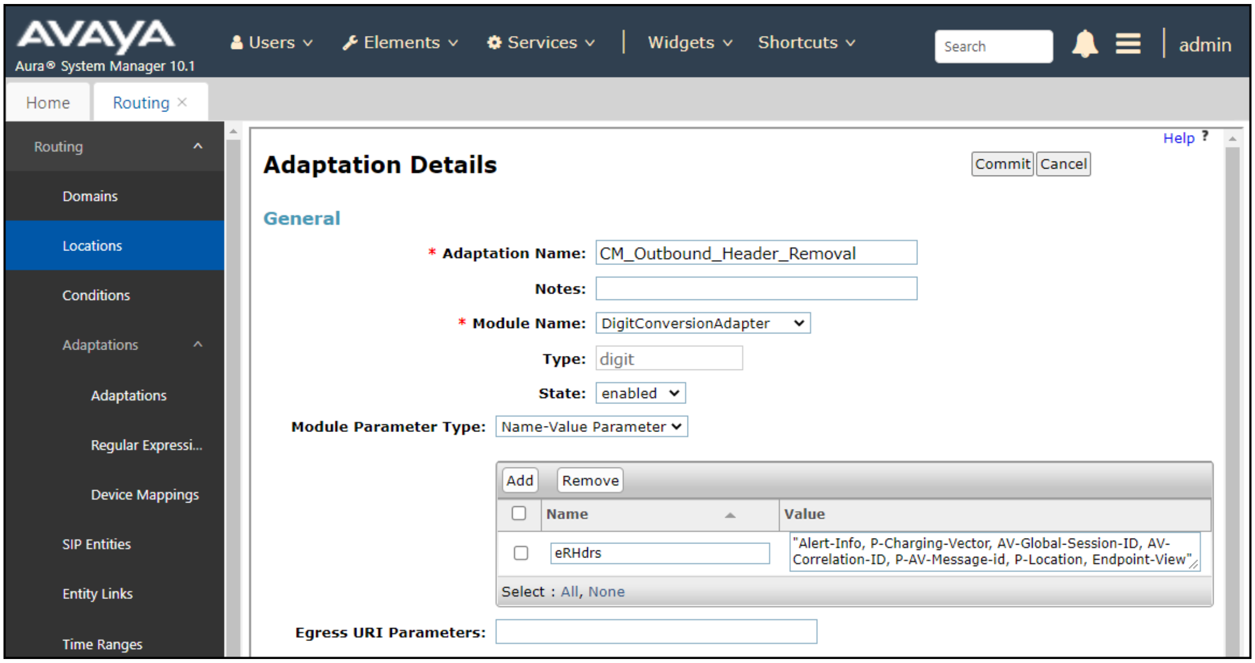
Navigate to **Routing → Adaptations** in the left-hand navigation pane and click the **New** button in the right pane (not shown). In the new right pane that appears (shown below), fill in the following:

- **Adaptation Name**: Enter an appropriate name.
- **Module Name**: Select the **DigitConversionAdapter** option.
- **Module Parameter Type**: Select **Name-Value Parameter**.

Click **Add** to add the name and value parameters, as follows:

- **Name**: Enter **eRHdrs**. This parameter will remove the specified headers from messages in the egress direction.
- **Value**: Enter **"Alert-Info**, **P-Charging-Vector**, **AV-Global-Session-ID**, **AV-Correlation-ID**, **P-AV-Message-Id**, **P-Location**, **Endpoint-View"**.
- Click **Commit** to save.

The screen below shows the adaptation created for the compliance test. This adaptation will later be applied to the SIP Entity corresponding to the Avaya SBCE. All other fields were left at their default values.

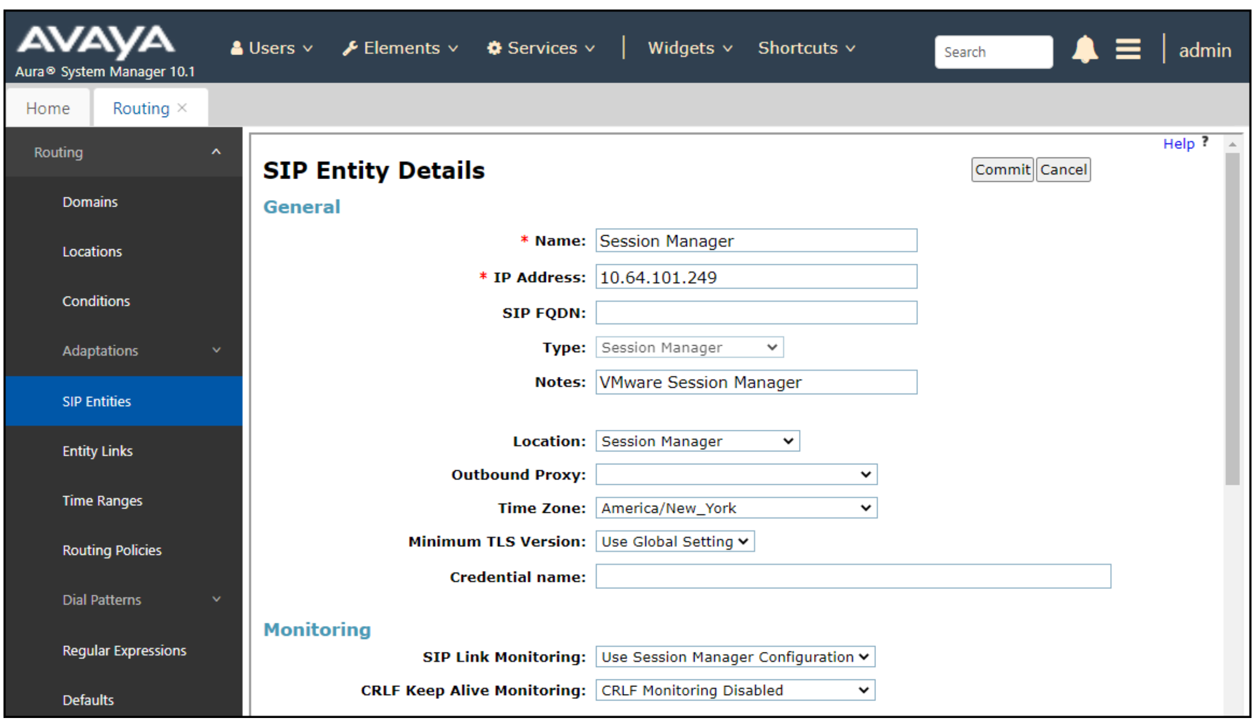


7.5. SIP Entities

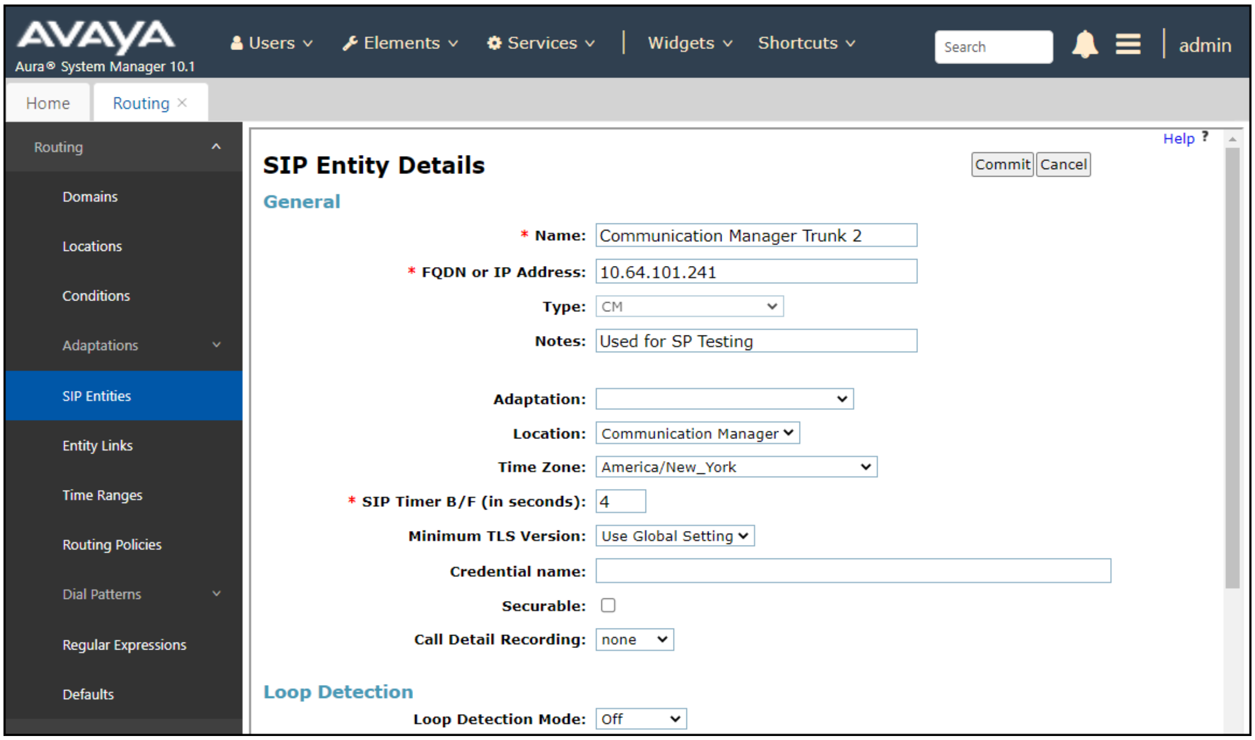
A SIP Entity must be added for Session Manager and for each SIP telephony system connected to it, which includes Communication Manager, Avaya SBCE and Experience Portal. Navigate to **Routing → SIP Entities** in the left navigation pane and click on the **New** button in the right pane (not shown). In the **General** section, enter the following values. Use default values for all remaining fields:

- **Name:** Enter a descriptive name.
- **FQDN or IP Address:** Enter the FQDN or IP address of the SIP Entity that is used for SIP signaling (see **Figure 1**).
- **Type:** Select **Session Manager** for Session Manager, **CM** for Communication Manager, **SIP Trunk** (or **Other**) for the Avaya SBCE and **Voice Portal** for the Experience Portal.
- **Adaptation:** This field is only present if **Type** is not set to **Session Manager** If Adaptations were to be created, here is where they would be applied to the entity.
- **Location:** Select the location that applies to the SIP Entity being created, defined in **Section 7.3**.
- **Time Zone:** Select the time zone for the location above.
- Click **Commit** to save.

The following screen shows the addition of the **Session Manager** SIP Entity for Session Manager. The IP address of the Session Manager Security Module is entered in the **FQDN or IP Address** field.

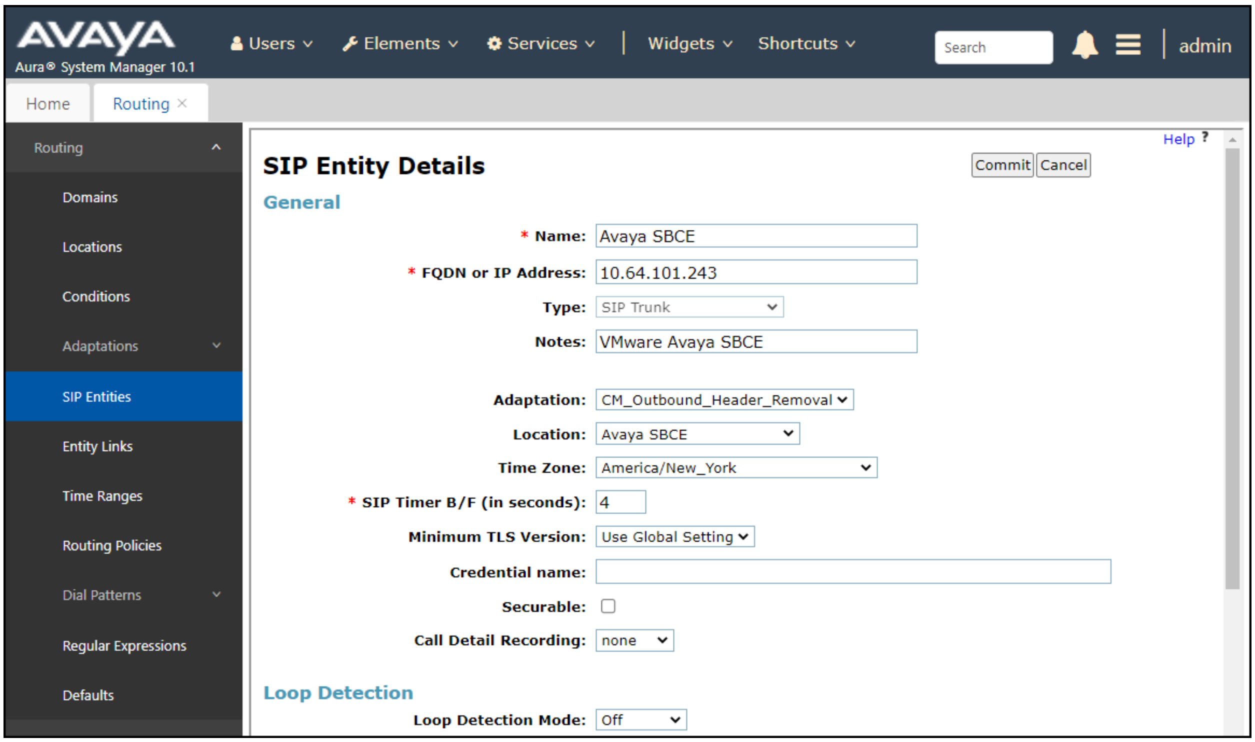


The following screen shows the addition of the **Communication Manager Trunk 2** SIP Entity for Communication Manager. In order for Session Manager to send SIP service provider traffic on a separate entity link to Communication Manager, the creation of a separate SIP entity for Communication Manager is required. This SIP Entity should be different than the one created during the Session Manager installation, used by all other enterprise SIP traffic. The **FQDN or IP Address** field is set to the IP address of the "**procr**" interface in Communication Manager, as seen in **Section 5.3**. For **Type** Select **CM** for Communication Manager. Select the location that applies to the SIP Entity being created, defined in **Section 7.3**. Select the **Time Zone**. Click **Commit** to save.



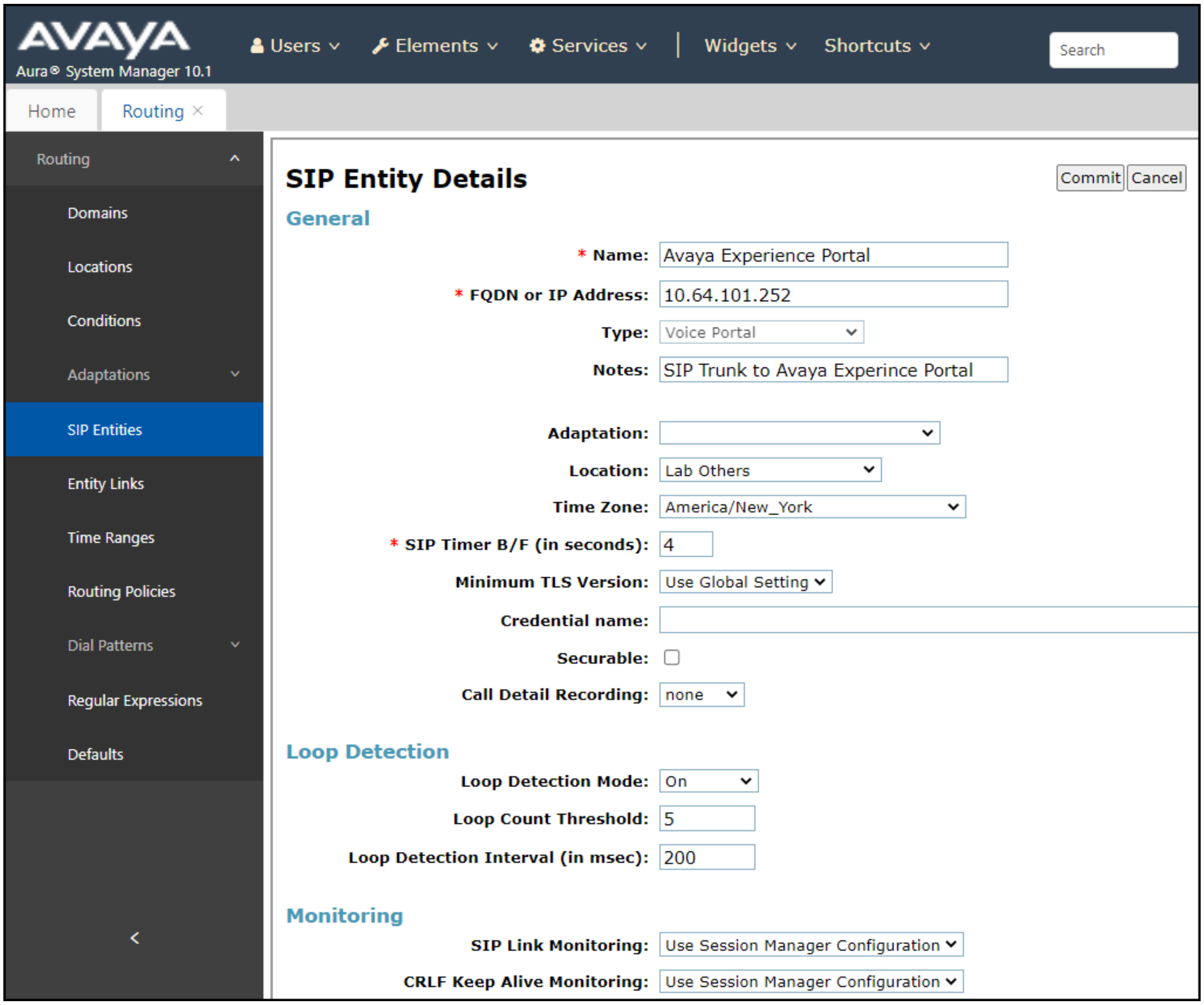
The following screen shows the addition of the **Avaya SBCE** SIP Entity for the Avaya SBCE:

- The **FQDN or IP Address** field is set to the IP address of the SBC private network interface (see **Figure 1**).
- For **Type** Select **SIP Trunk**.
- On the **Adaptation** field, the adaptation module **CM_Outbound_Header_Removal** previously defined in **Section 7.4** was selected.
- Select the location that applies to the SIP Entity being created, defined in **Section 7.3**.
- Select the **Time Zone**.
- Click **Commit** to save.



The following screen shows the addition of the **Avaya Experience Portal** SIP Entity:

- The **FQDN or IP Address** field is set to the IP address of the Experience Portal (see **Figure 1**).
- Select the location that applies to the SIP Entity being created, defined in **Section 7.3**.
- Select the **Time Zone**.

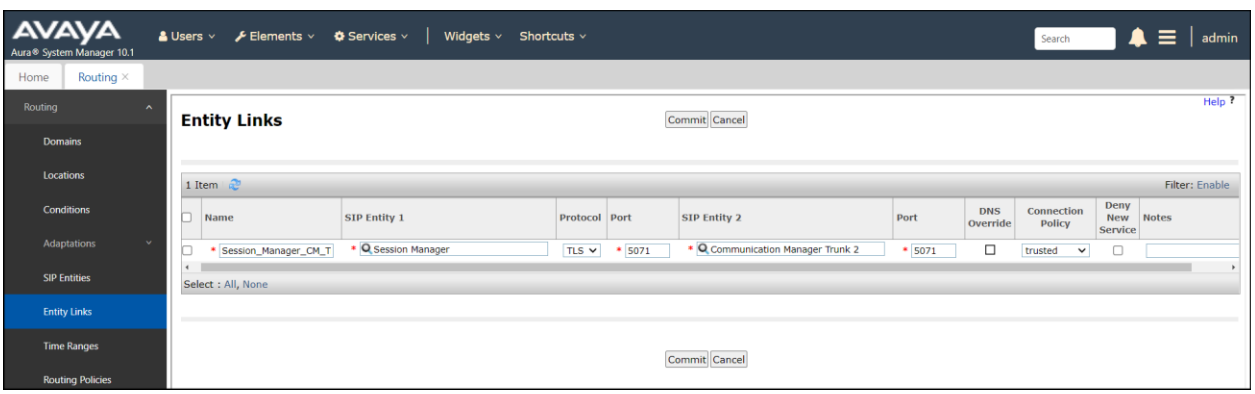


7.6. Entity Links

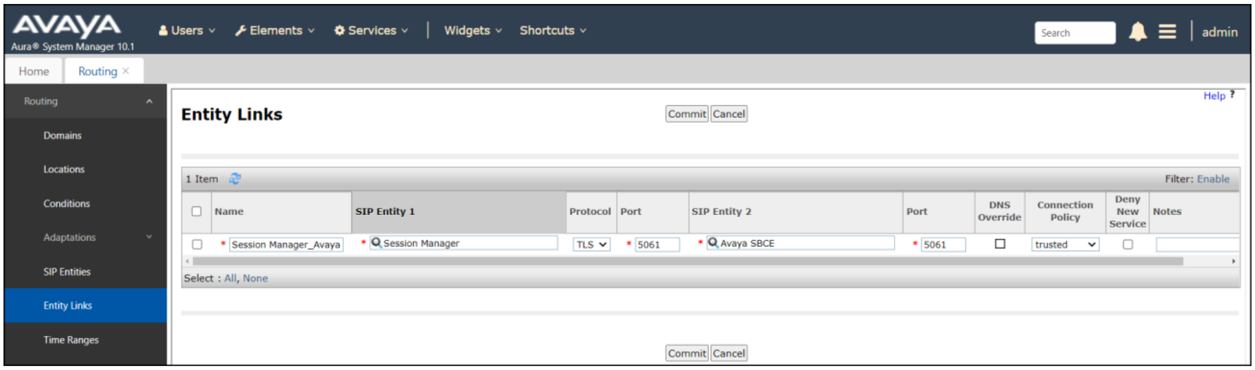
A SIP trunk between Session Manager and a telephony system is described by an Entity Link. Two Entity Links were created; an entity link to Communication Manager for use only by service provider traffic, an entity link to the Avaya SBCE and an entity link to Experience Portal. To add an Entity Link, navigate to **Routing → Entity Links** in the left navigation pane and click on the **New** button in the right pane (not shown). Fill in the following fields in the new row that is displayed:

- **Name:** Enter a descriptive name.
- **SIP Entity 1:** Select the Session Manager from the drop-down menu (**Section 7.5**).
- **Protocol:** Select the transport protocol used for this link (**Section 5.6**).
- **Port:** Port number on which Session Manager will receive SIP requests from the far-end (**Section 5.6**).
- **SIP Entity 2:** Select the name of the other system from the drop-down menu (**Section 7.5**).
- **Port:** Port number on which the other system receives SIP requests from Session Manager (**Section 5.6**).
- **Connection Policy:** Select **Trusted** to allow calls from the associated SIP Entity.
- Click **Commit** to save.

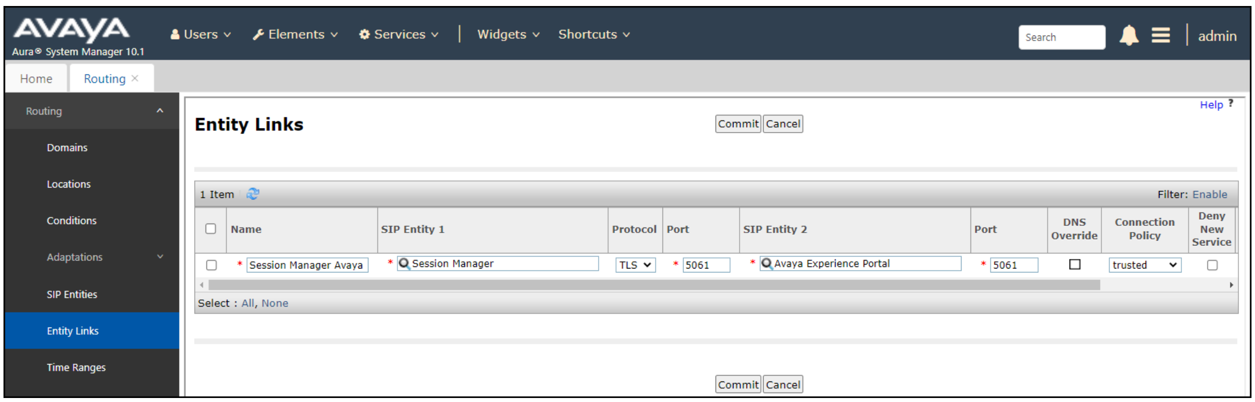
The screen below shows the Entity Link to Communication Manager. The protocol and ports defined here must match the values used on the Communication Manager signaling group form in **Section 5.6**. **TLS** transport and port **5071** were used.



The Entity Link to the Avaya SBCE is shown below; **TLS** transport and port **5061** were used.



The Entity Link to the Experience Portal is shown below; **TLS** transport and port **5061** were used.

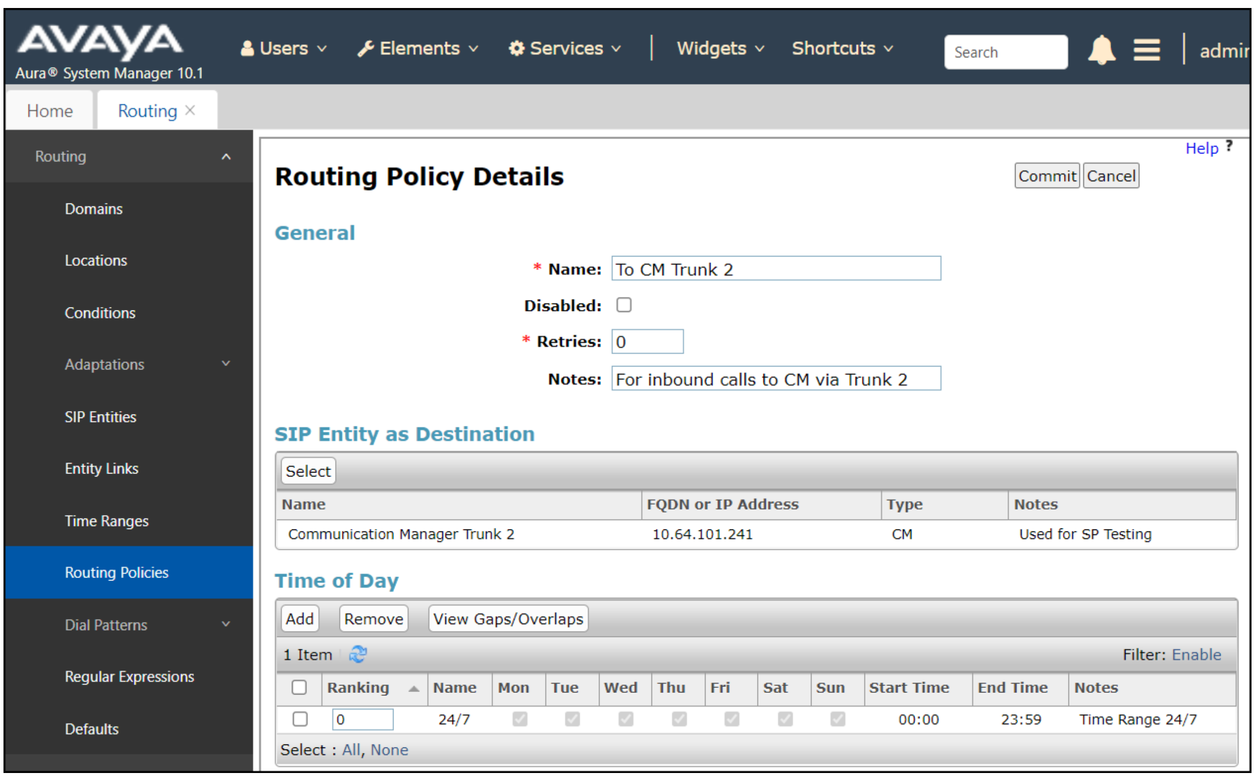


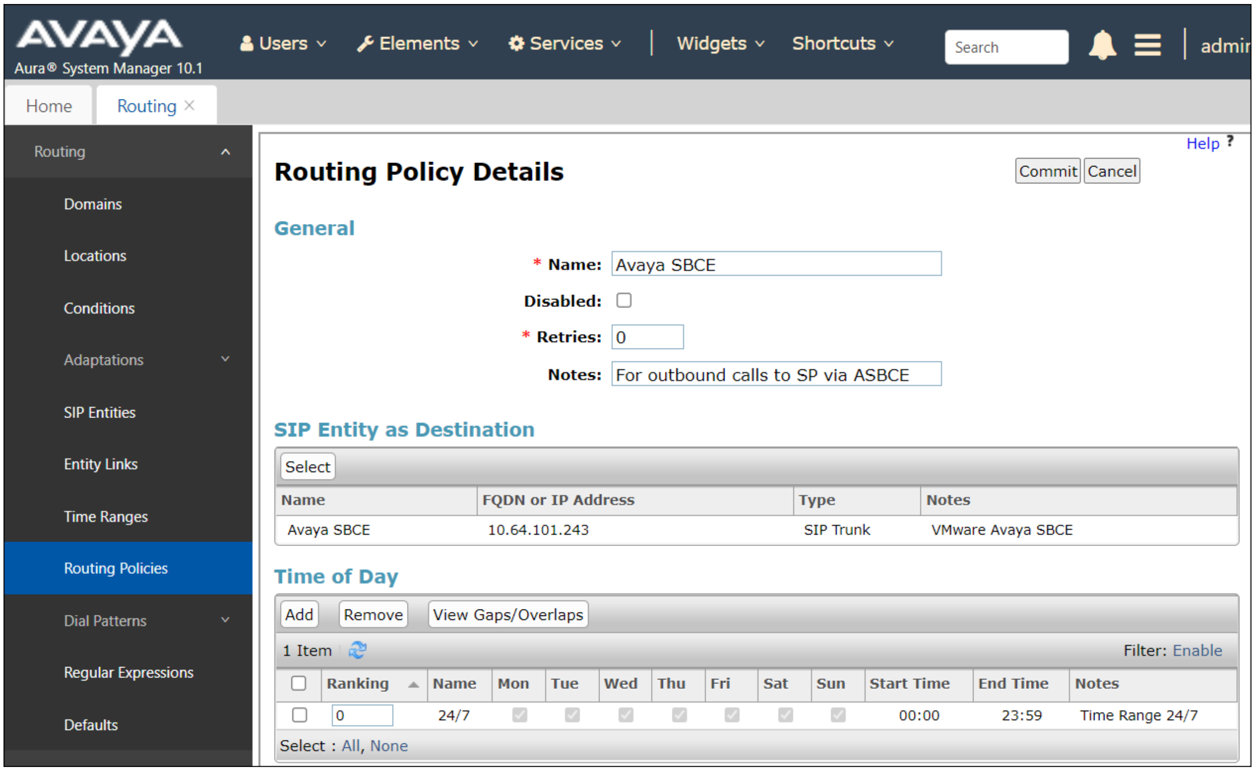
7.7. Routing Policies

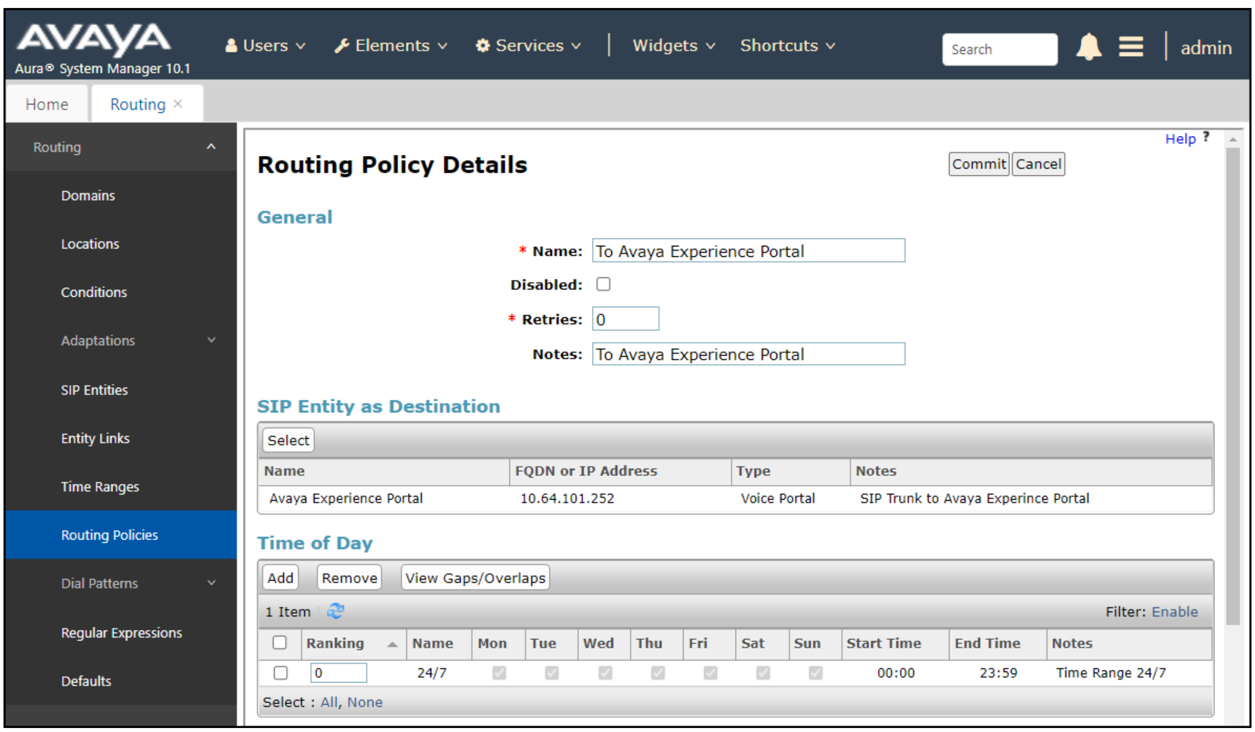
Routing policies describe the conditions under which calls will be routed to the SIP Entities specified in **Section 7.5**. Two routing policies were added: An incoming policy with Communication Manager as the destination, an outbound policy with the Avaya SBCE as the destination and an incoming policy with Experience Portal as the destination. To add a routing policy, navigate to **Routing → Routing Policies** in the left navigation pane and click on the **New** button in the right pane (not shown). The following screen is displayed:

- In the **General** section, enter a descriptive **Name** and add a brief description under **Notes** (optional).
- In the **SIP Entity as Destination** section, click **Select**. The **SIP Entity List** page opens (not shown). Choose the appropriate SIP entity to which this routing policy applies (**Section 7.5**) and click **Select**. The selected SIP Entity displays on the **Routing Policy Details** page as shown below.
- Use default values for remaining fields.
- Click **Commit** to save.

The following screens show the Routing Policies for Communication Manager, the Avaya SBCE and the Experience Portal.




AVAYA
Aura® System Manager 10.1
Users
Elements
Services
Widgets
Shortcuts
Search
admin
Home
Routing
Routing
Domains
Locations
Conditions
Adaptations
SIP Entities
Entity Links
Time Ranges
Routing Policies
Dial Patterns
Regular Expressions
Defaults
Help ?
Routing Policy Details
Commit
Cancel
General
* Name: Avaya SBCE
Disabled:
* Retries: 0
Notes: For outbound calls to SP via ASBCE
SIP Entity as Destination
Select
Name
FQDN or IP Address
Type
Notes
Avaya SBCE
10.64.101.243
SIP Trunk
VMware Avaya SBCE
Time of Day
Add
Remove
View Gaps/Overlaps
1 Item
Filter: Enable
Ranking
Name
Mon
Tue
Wed
Thu
Fri
Sat
Sun
Start Time
End Time
Notes
0
24/7
00:00
23:59
Time Range 24/7
Select : All, None


AVAYA
Aura® System Manager 10.1
Users
Elements
Services
Widgets
Shortcuts
Search
admin
Home
Routing
Routing
Domains
Locations
Conditions
Adaptations
SIP Entities
Entity Links
Time Ranges
Routing Policies
Dial Patterns
Regular Expressions
Defaults
Help ?
Routing Policy Details
Commit
Cancel
General
* Name: To Avaya Experience Portal
Disabled:
* Retries: 0
Notes: To Avaya Experience Portal
SIP Entity as Destination
Select
Name
FQDN or IP Address
Type
Notes
Avaya Experience Portal
10.64.101.252
Voice Portal
SIP Trunk to Avaya Experince Portal
Time of Day
Add
Remove
View Gaps/Overlaps
1 Item
Filter: Enable
Ranking
Name
Mon
Tue
Wed
Thu
Fri
Sat
Sun
Start Time
End Time
Notes
0
24/7
00:00
23:59
Time Range 24/7
Select : All, None

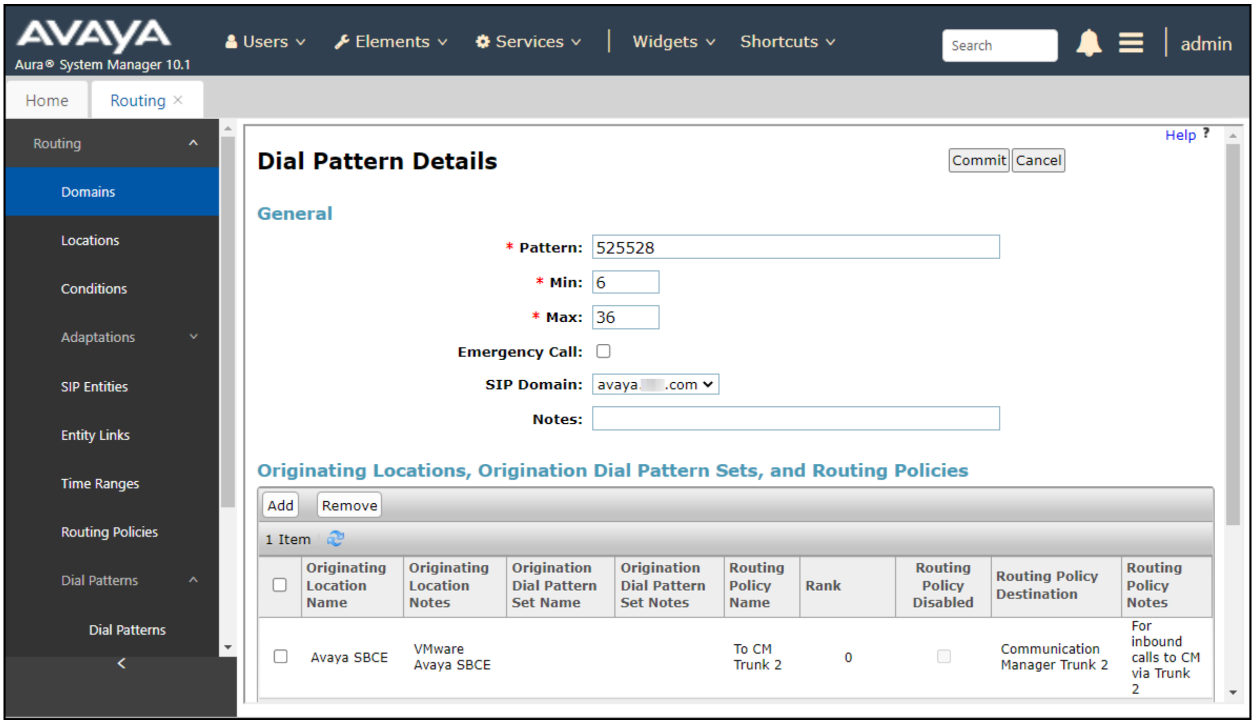
7.8. Dial Patterns

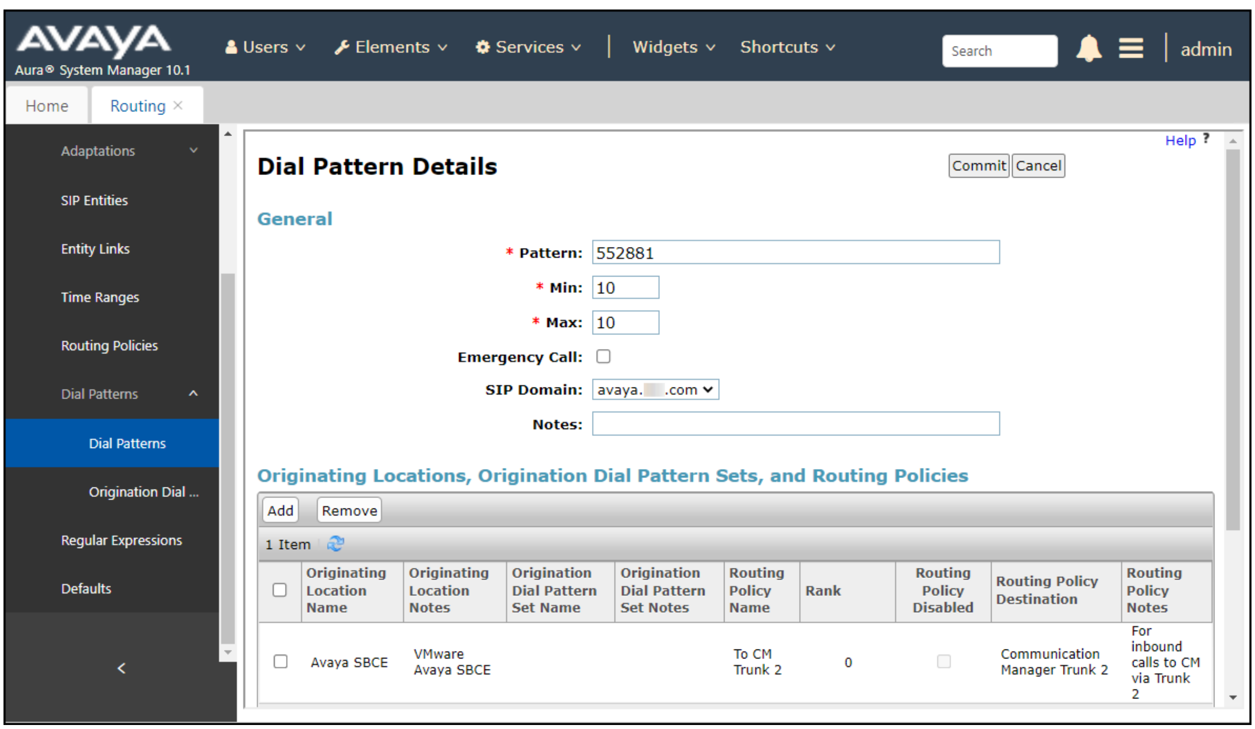
Dial Patterns are needed to route specific calls through Session Manager. For the compliance test, dial patterns were needed to route calls from Communication Manager and from Experience Portal to the service provider and vice versa. Dial Patterns define which route policy will be selected for a particular call based on the dialed digits, destination domain and originating location. To add a dial pattern, navigate to **Routing → Dial Patterns** in the left navigation pane and click on the **New** button in the right pane (not shown). Fill in the following, as shown in the screens below:

In the **General** section, enter the following values:

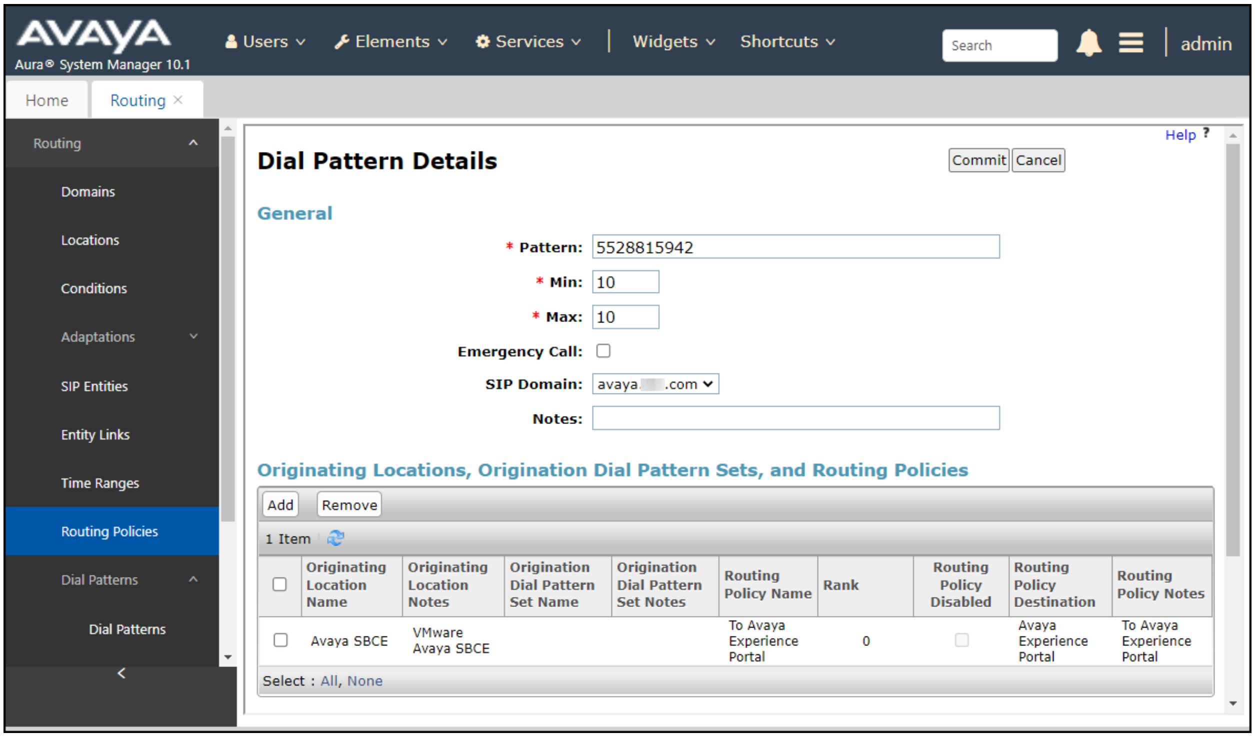
- **Pattern:** Enter a dial string that will be matched against the Request-URI of the call.
- **Min:** Enter a minimum length used in the match criteria.
- **Max:** Enter a maximum length used in the match criteria.
- **SIP Domain:** Enter the destination domain used in the match criteria, or select "**ALL**" to route incoming calls to all SIP domains.
- **Notes:** Add a brief description (optional).
- In the **Originating Locations and Routing Policies** section, click **Add**. From the **Originating Locations and Routing Policy List** that appears (not shown), select the appropriate originating location for use in the match criteria (**Section 7.3**).
- Lastly, select the routing policy from the list that will be used to route all calls that match the specified criteria (**Section 7.7**). Click **Select** (not shown).
- Click **Commit** to save.

The following screen illustrates an example dial pattern used to verify inbound PSTN calls to Communication Manager. In the examples, calls to 12-digit numbers starting with **525528** and 10-digit numbers starting with **552881** arriving from location **Avaya SBCE**, used route policy **To CM Trunk 2** to Communication Manager. The SIP Domain was set to **avaya.xxx.com**.

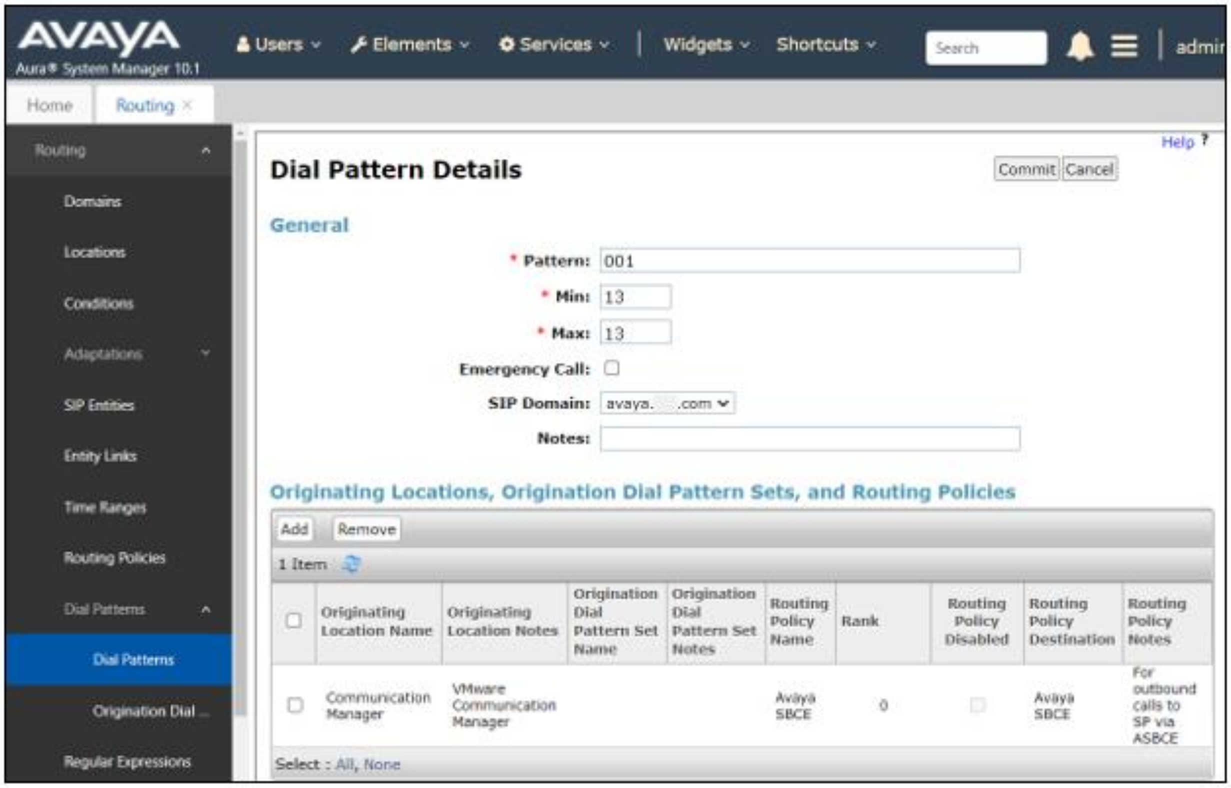




The following screen illustrates an example dial pattern used to verify inbound calls from the PSTN to Experience Portal. In the sample configuration one of the DID numbers provided by the service provider (5528815942) was used as a test number to route calls from the PSTN to Experience Portal, arriving from location **Avaya SBCE**, used routing policy **To Avaya Experience Portal**. The SIP Domain was set to **avaya.xxx.com**.



The example in this screen shows the 13-digit dialed numbers for outbound calls, beginning with **001**, arriving from the **Communication Manager** location, will use route policy **Avaya SBCE**, which sends the call out to the PSTN via Avaya SBCE and the service provider SIP trunk. The SIP Domain was set to **avaya.xxx.com**.



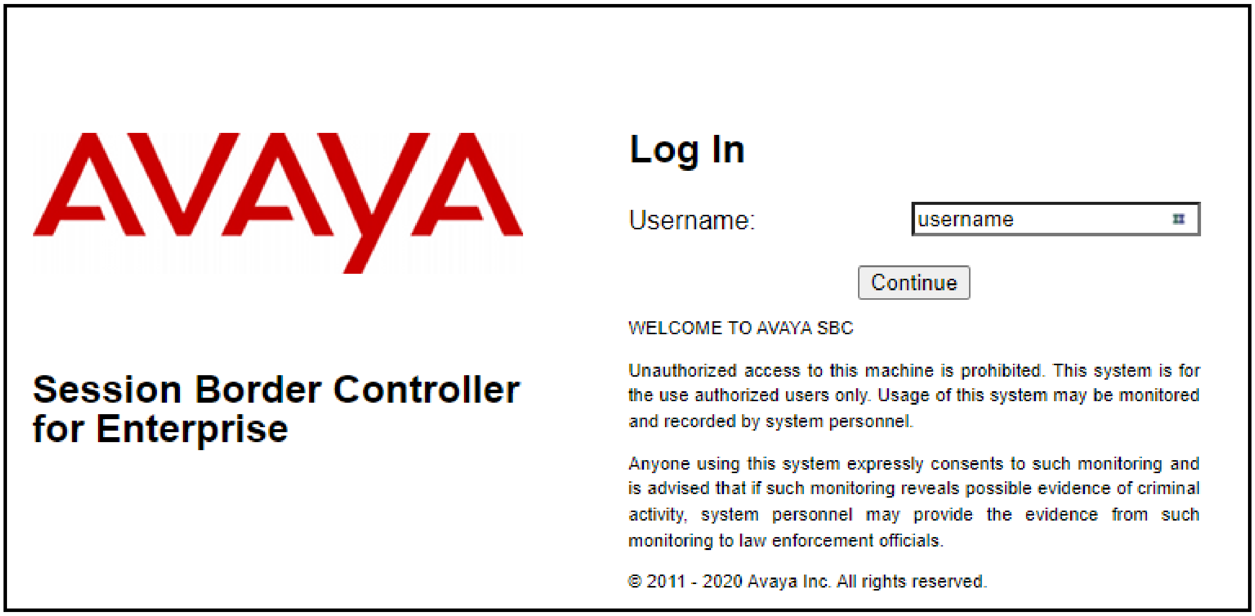
Repeat the above procedures as needed to define additional dial patterns.

8. Configure Avaya Session Border Controller for Enterprise

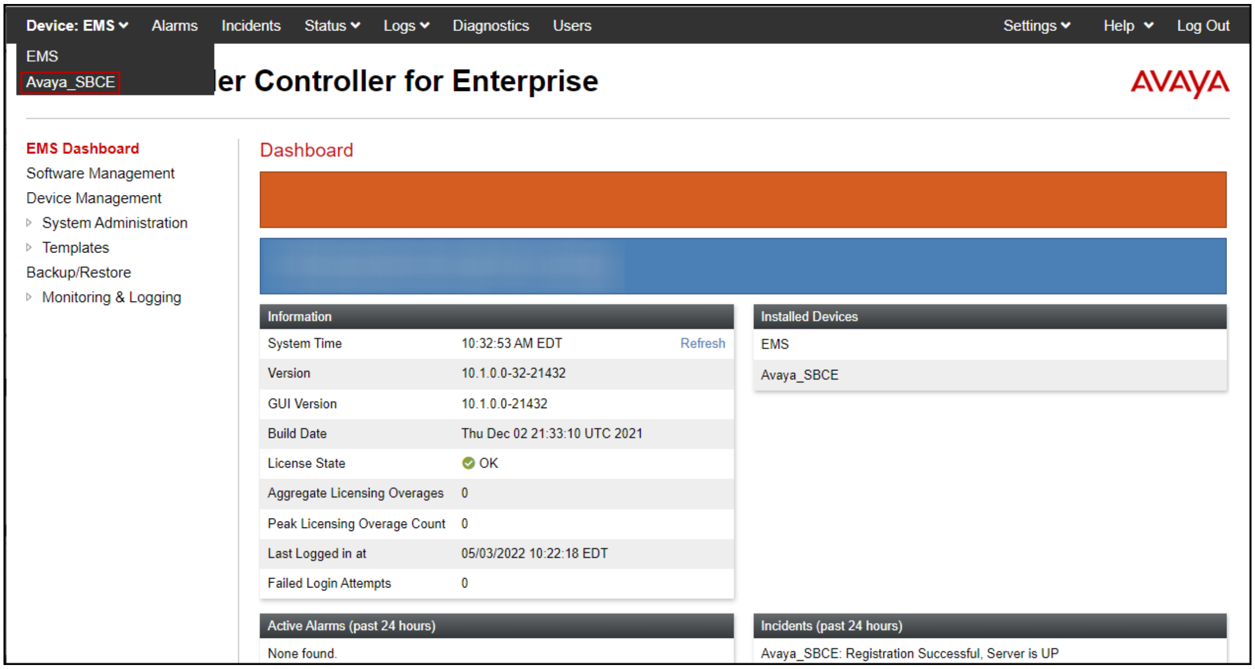
This section describes the configuration of the Avaya SBCE. It is assumed that the initial installation of the Avaya SBCE, the assignment of the management interface IP Address and license installation have already been completed; hence these tasks are not covered in these Application Notes. For more information on the installation and initial provisioning of the Avaya SBCE consult the Avaya SBCE documentation in the **References** section.

8.1. System Access

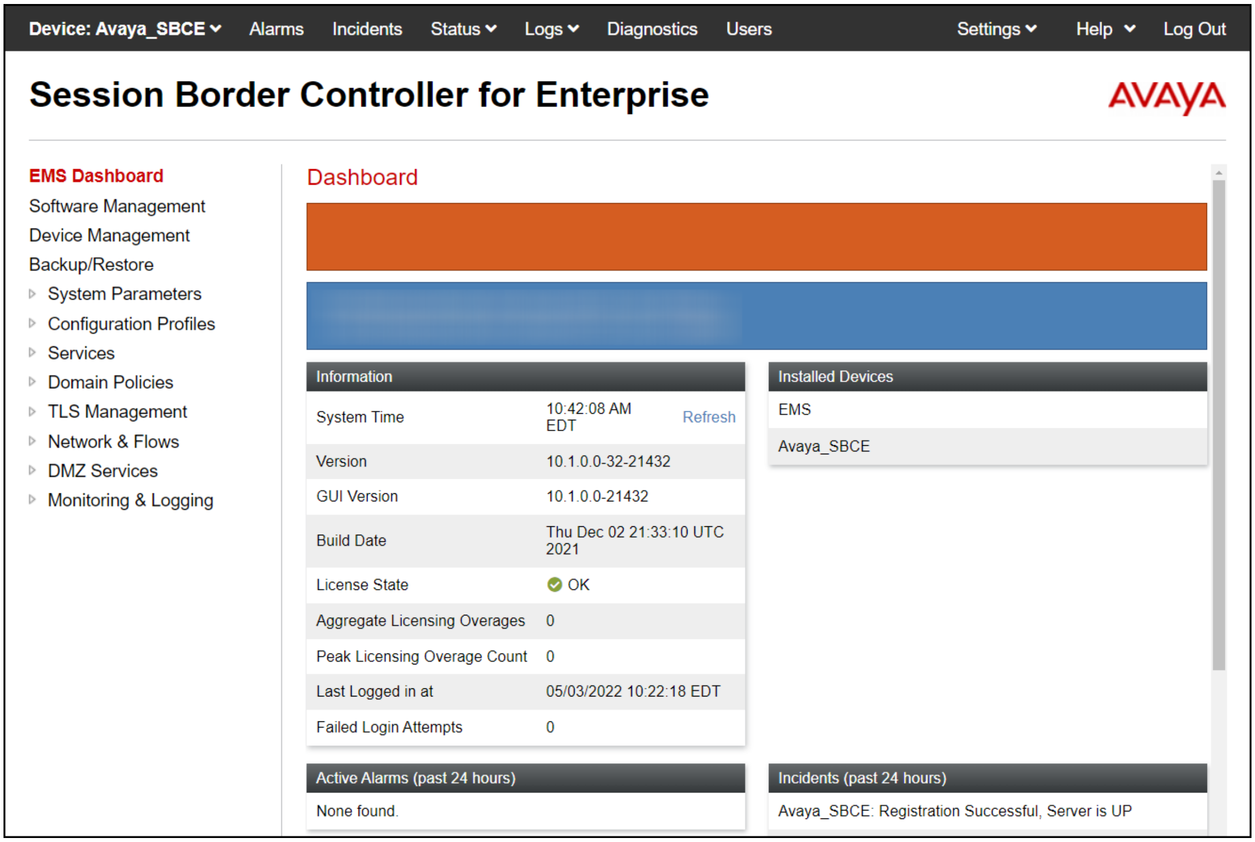
Access the Session Border Controller web management interface by using a web browser and entering the URL **https://<ip-address>**, where **<ip-address>** is the management IP address configured at installation. Log in using the appropriate credentials.



Once logged in, on the top left of the screen, under **Device:** select the device being managed, **Avaya_SBCE** in the sample configuration.

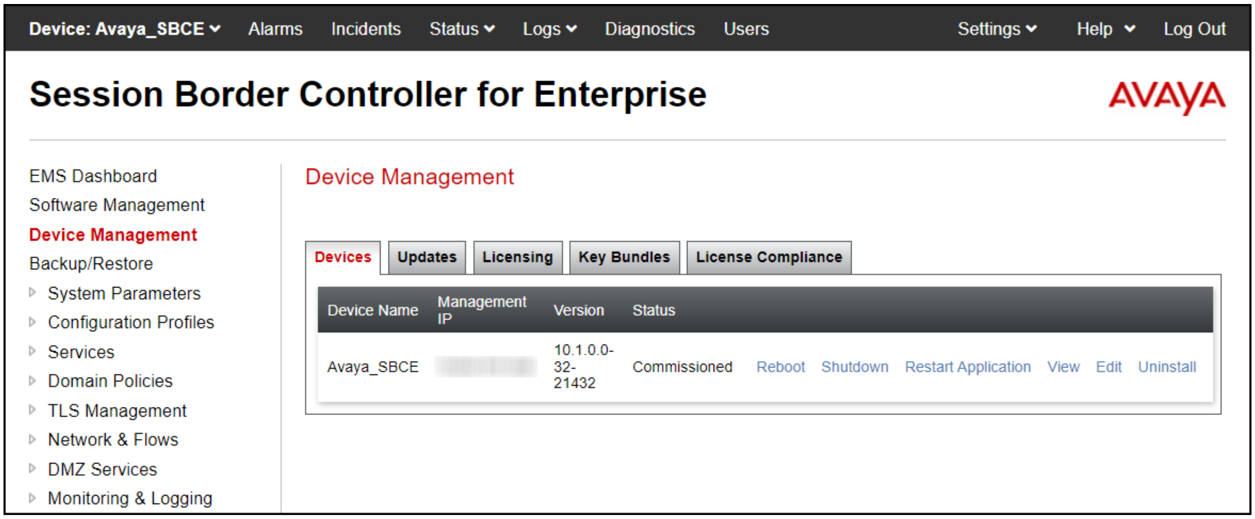


The left navigation pane contains the different available menu items used for the configuration of the Avaya SBCE. Verify that the status of the **License State** field is **OK**, indicating that a valid license is present. Contact an authorized Avaya sales representative if a license is needed.

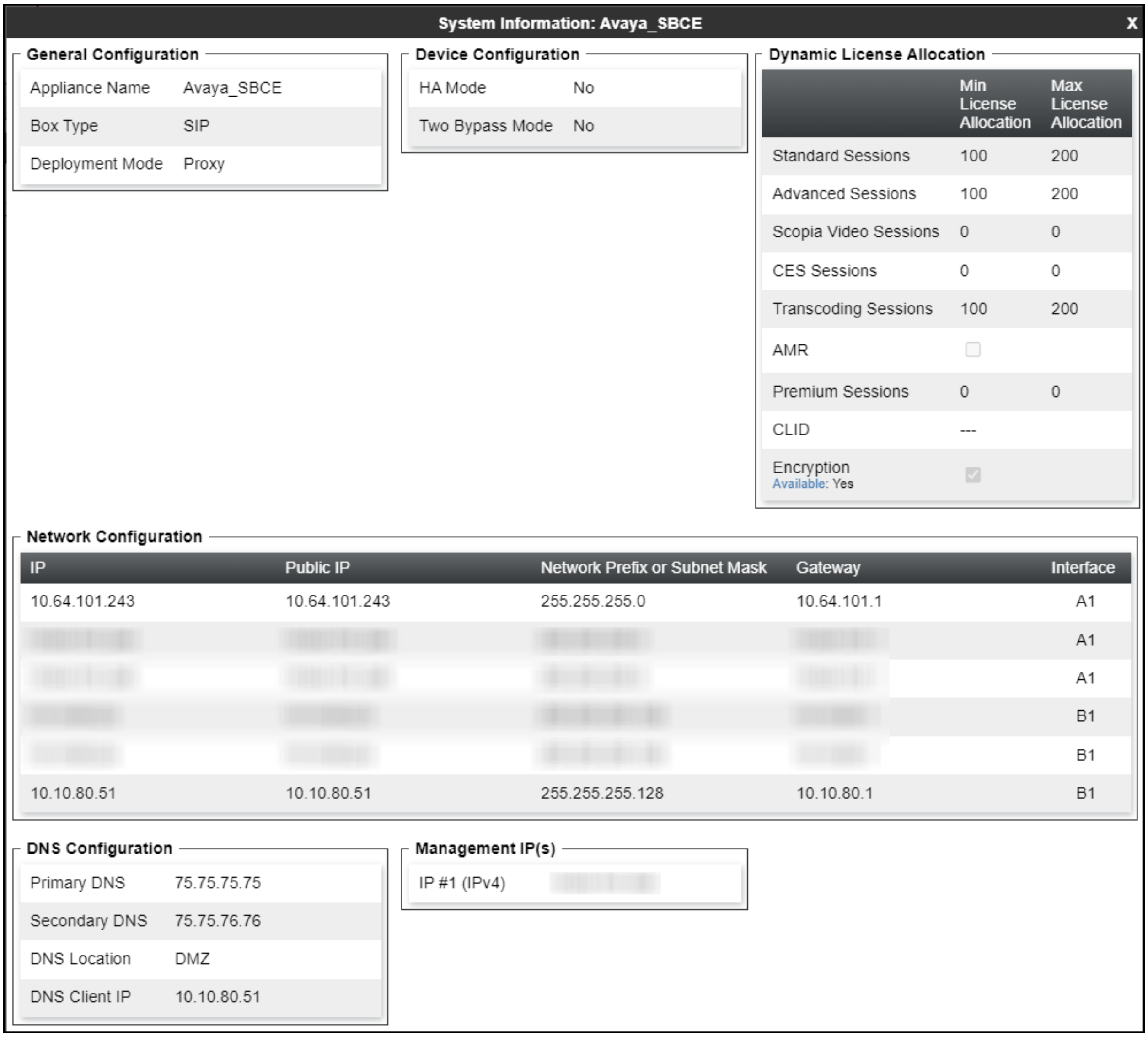


8.2. Device Management

To view current system information, select **Device Management** on the left navigation pane. In the reference configuration, the device named **Avaya_SBCE** is shown. The management IP address that was configured during installation is blurred out for security reasons; the current software version is shown. The management IP address needs to be on a subnet separate from the ones used in all other interfaces of the Avaya SBCE, segmented from all VoIP traffic. Verify that the **Status** is **Commissioned**, indicating that the initial installation process of the device has been previously completed, as shown on the screen below.



To view the network configuration assigned to the Avaya SBCE, click **View** on the screen above. The **System Information** window is displayed, containing the current device configuration and network settings. Note that **DNS configuration** is required for this solution.



The highlighted IP addresses in the **System Information** screen shown above are the ones used for the SIP trunk to Clearcom and are the ones relevant to these Application Notes. Other IP addresses assigned to the Avaya SBCE **A1** and **B1** interfaces are used to support remote workers and other SIP trunks, and they are not discussed in this document. Also note that for security purposes, any public IP addresses used during the compliance test have been masked in this document.

In the reference configuration, the private interface of the Avaya SBCE (10.64.101.243) was used to connect to the enterprise network, while its public interface (10.10.80.51) was used to connect to the public network. See **Figure 1**.

On the **License Allocation** area of the **System Information**, verify that the number of **Standard Sessions** is sufficient to support the desired number of simultaneous SIP calls across all SIP trunks at the enterprise. The number of sessions and encryption features are primarily controlled by the license file installed.

8.3. TLS Management

Note – Testing was done with System Manager signed identity certificates to enable TLS encryption inside of the enterprise (private network side). Also, testing was done with identity certificates signed by a 3rd party trusted certificate authority (CA) for enhanced security to enable TLS encryption outside of the enterprise (public network side). The procedure to create/obtain the required TLS certificates is outside the scope of these Application Notes and it's not discussed in these Application Notes.

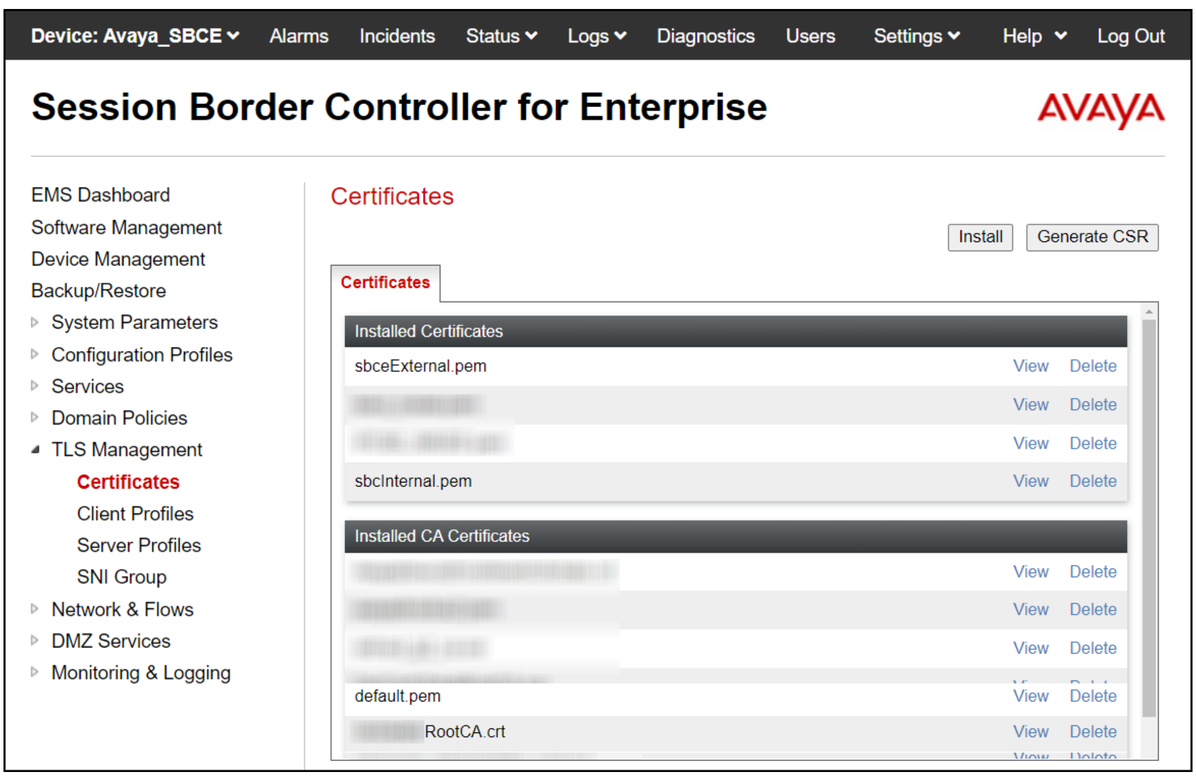
The following procedures show how to create the client and server profiles to support TLS encryption in the Avaya SBCE.

8.3.1. Verify TLS Certificates – Avaya Session Border Controller for Enterprise

Once logged in, on the top left of the screen, under **Device:** select the device being managed, **Avaya_SBCE** in the sample configuration.

Step 1 - Select **TLS Management → Certificates** from the left-hand menu. Verify the following:

- Verify the System Manager Root CA certificate is present in the **Installed CA Certificates** area, this certificate is required to enable TLS encryption inside of the enterprise (private network side). This Root CA certificate needs to be manually downloaded from System Manager and installed in the Avaya SBCE; this Root CA certificate doesn't come pre-loaded in the Avaya SBCE. Certificates from a 3rd party trusted Certificate Authority (CA) could be used for TLS encryption inside of the enterprise (private network side) instead of using Avaya System Manager as the Certificate Authority.
- Verify the Root CA certificates for the trusted certificate authority being used by the Service Provider are present in the **Installed CA Certificates** area, required to enable TLS encryption outside of the enterprise (public network side). These Root CA certificates need to be manually loaded/installed in the Avaya SBCE; these Root CA certificates don't come pre-loaded in the Avaya SBCE. The Service Provider could provide the Root CA certificates to the customer or the customer can download them directly from the 3rd party trusted Certificate Authority web/home page. The name of the 3rd party trusted Certificate Authority will be required when downloading from the 3rd party trusted Certificate Authority web/home page. The Service provider can guide the customer on how to obtain the necessary certificates.
- Verify the identity certificate signed by the System Manager CA is present in the **Installed Certificates** area.
- Verify the Private key associated with the identity certificate signed by the System Manager CA is present in the **Installed Keys** area (not shown).



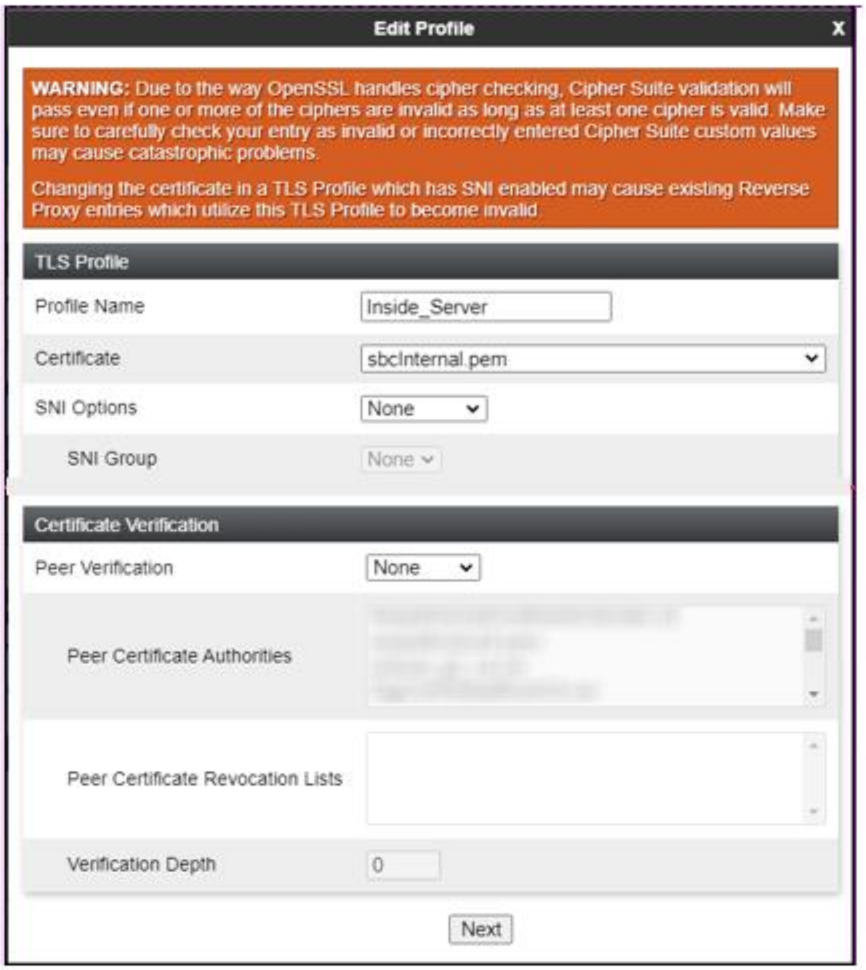
8.3.2. Server Profiles

8.3.2.1 Inside Server Profile

Step 1 - Select **TLS Management → Server Profiles** and click on **Add**. Enter the following:

- **Profile Name:** enter descriptive name, **Inside_Server** was used.
- **Certificate:** select the identity certificate, e.g., **sbceInternal.pem**, from pull down menu.
- **Peer Verification** = **None**.
- Click **Next**.

Step 2 - Accept default values for the next screen (not shown) and click **Finish**.

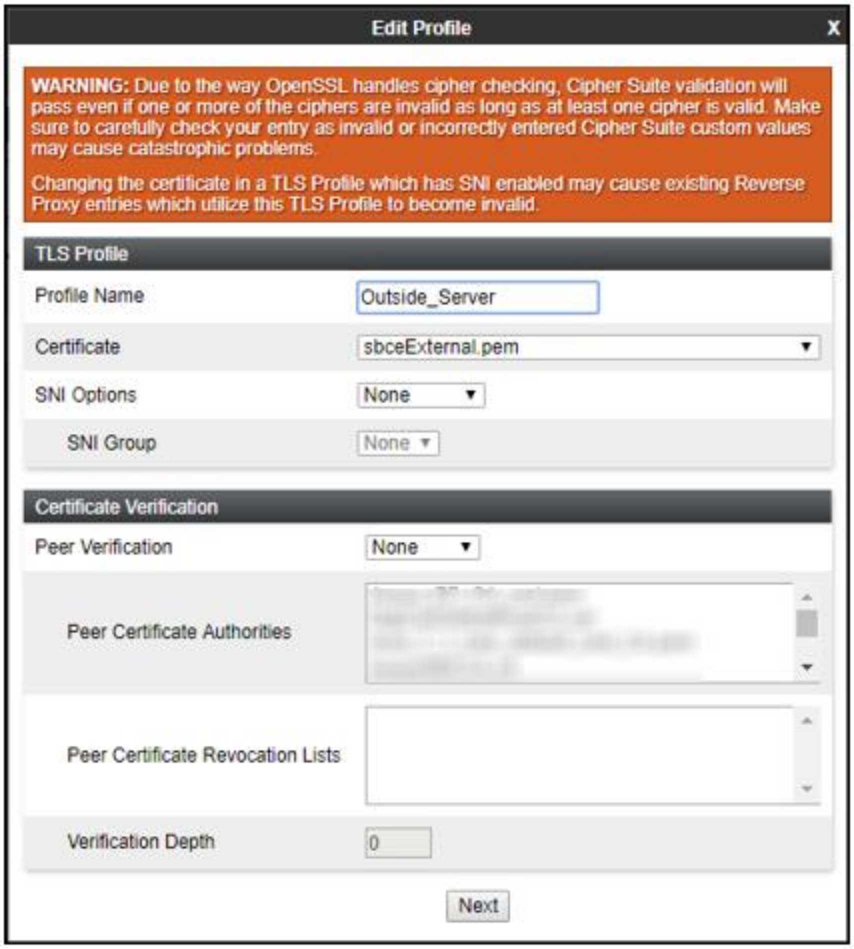


8.3.2.2 Outside Server Profile

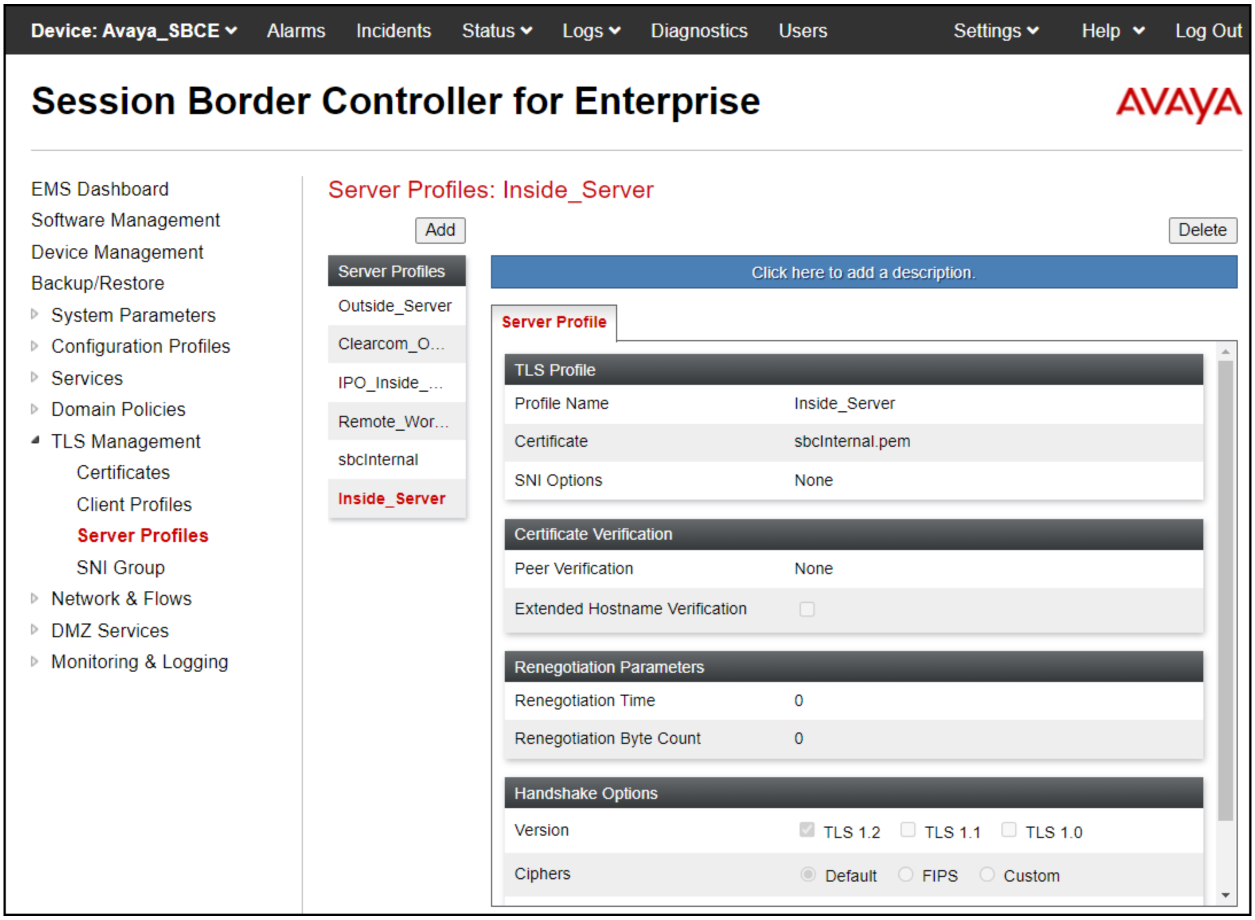
Step 1 - Select **TLS Management → Server Profiles** and click on **Add**. Enter the following:

- **Profile Name**: enter a descriptive name, **Outside_Server** was used.
- **Certificate**: select the identity certificate, e.g., **sbceExternal.pem**, from the pull-down menu.
- **Peer Verification**: Select **None** from the pull-down menu.
- Click **Next**.

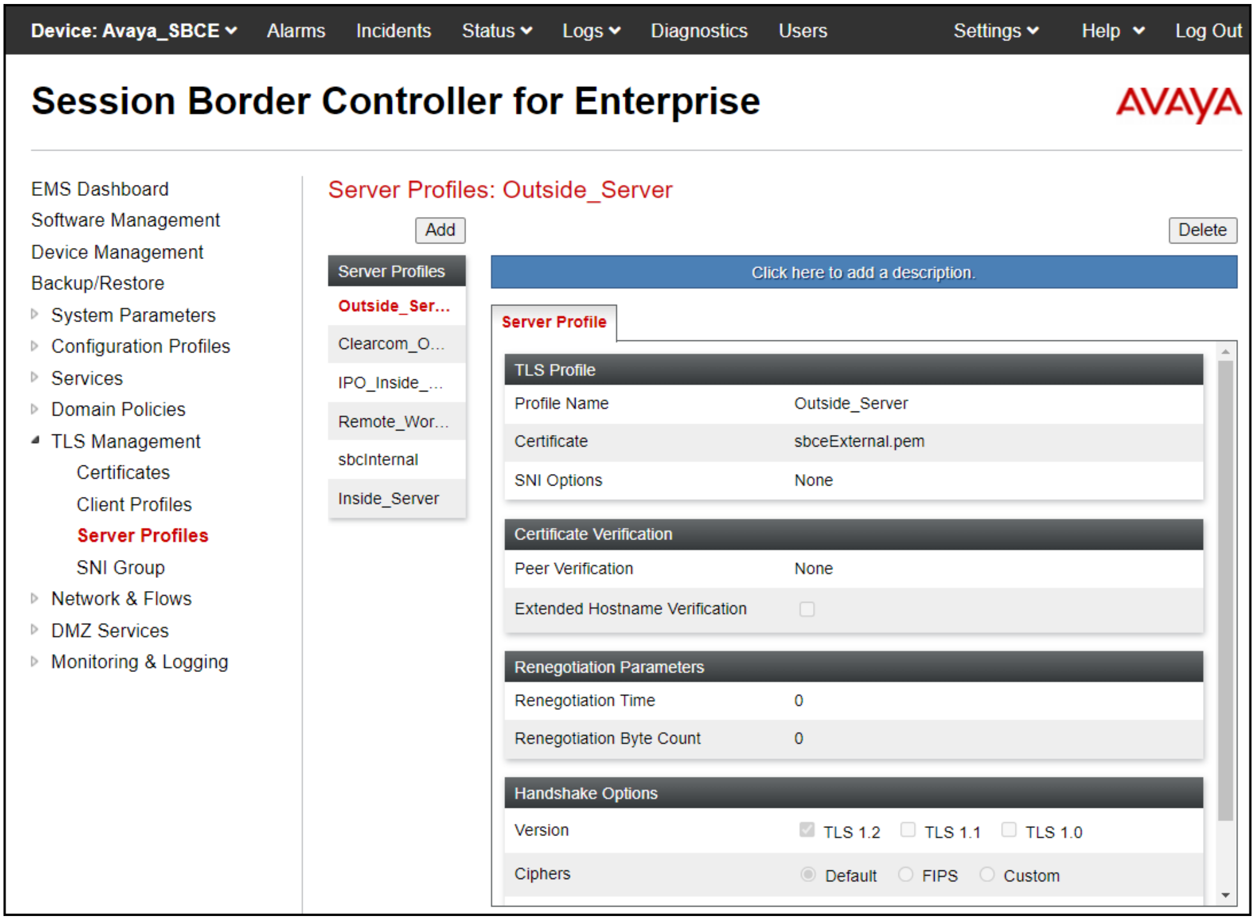
Step 2 - Accept default values for the next screen (not shown) and click **Finish**



The following screen shows the completed **Inside_Server** profile form:



The following screen shows the completed **Outside_Server** profile form:



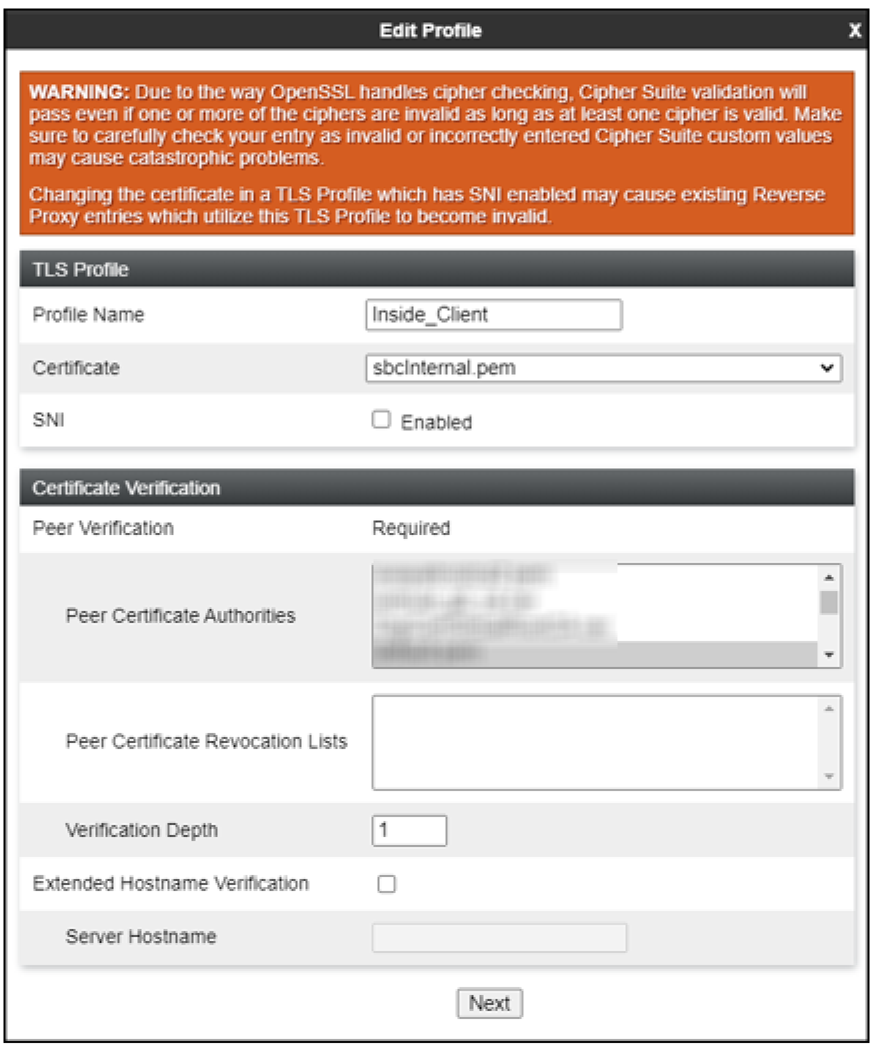
8.3.3. Client Profiles

8.3.3.1 Inside Client Profile

Step 1 - Select **TLS Management → Client Profiles** and click on **Add**. Enter the following:

- **Profile Name**: enter a descriptive name, **Inside_Client** was used.
- **Certificate**: select the identity certificate, e.g., **sbceInternal.pem**, from the pull-down menu.
- **Peer Verification**: Select **Required** from the pull-down menu.
- **Peer Certificate Authorities**: select the Root CA certificate used to verify the identity certificate received from Session Manager, e.g., **default.pem**.
- **Verification Depth**: enter **1**.
- Click **Next**.

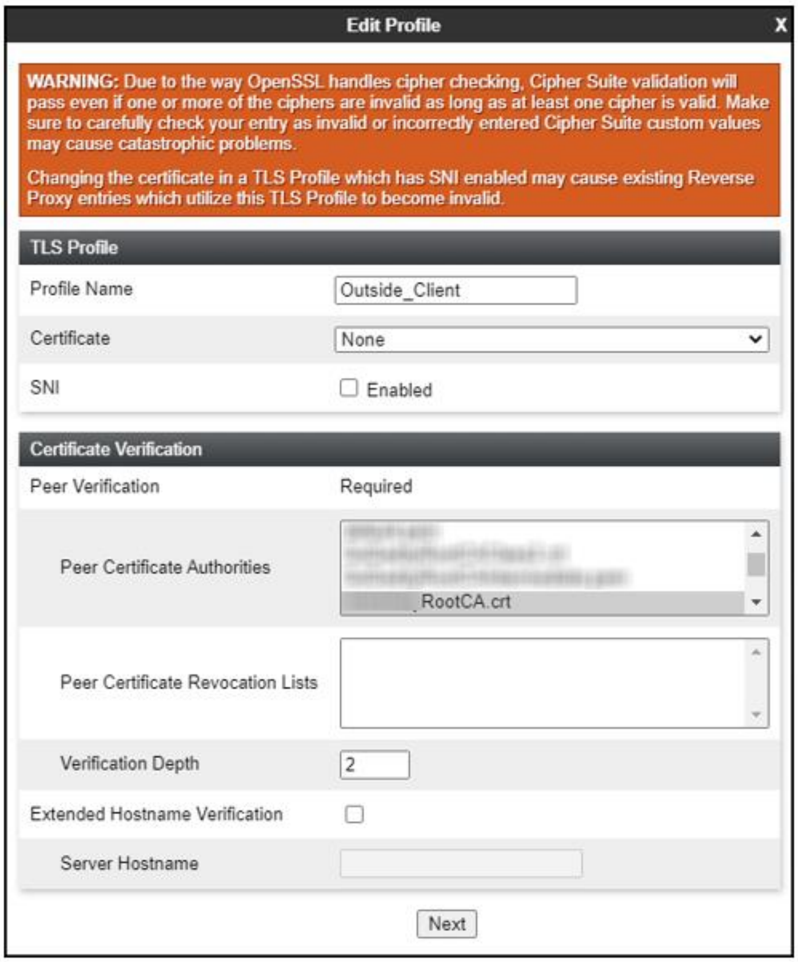
Step 2 - Accept default values for the next screen (not shown) and click **Finish**.



8.3.3.2 Outside Client Profile

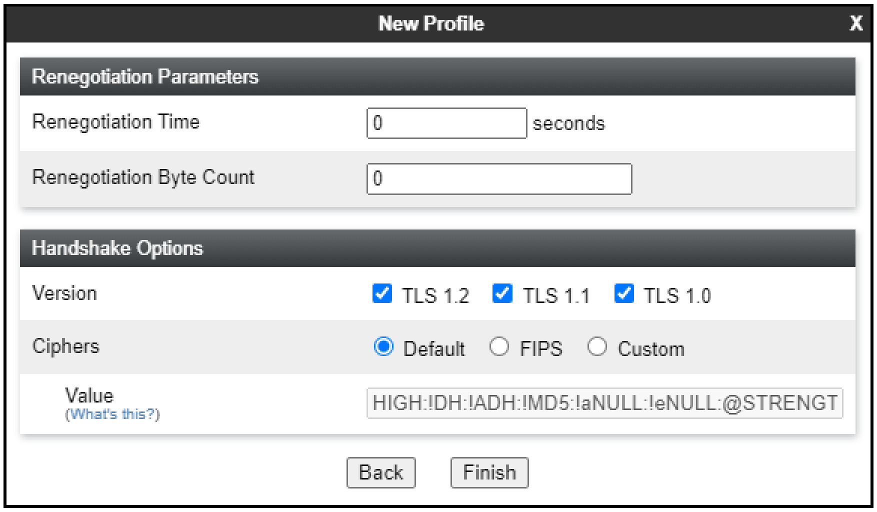
Step 1 - Select **TLS Management → Client Profiles** and click on **Add**. Enter the following:

- **Profile Name**: enter a descriptive name, **Outside_Client** was used.
- **Certificate**: select **None** from the pull-down menu.
- **Peer Verification**: **Required** from the pull-down menu.
- **Peer Certificate Authorities**: select the Root CA certificates used to verify the identity certificate received from the Service Provider, e.g., **xxxxxxRootCA.crt**. (Note: for security reasons part of the Root CA certificate name was blurred out).
- **Verification Depth**: enter **2**.
- Click **Next**.

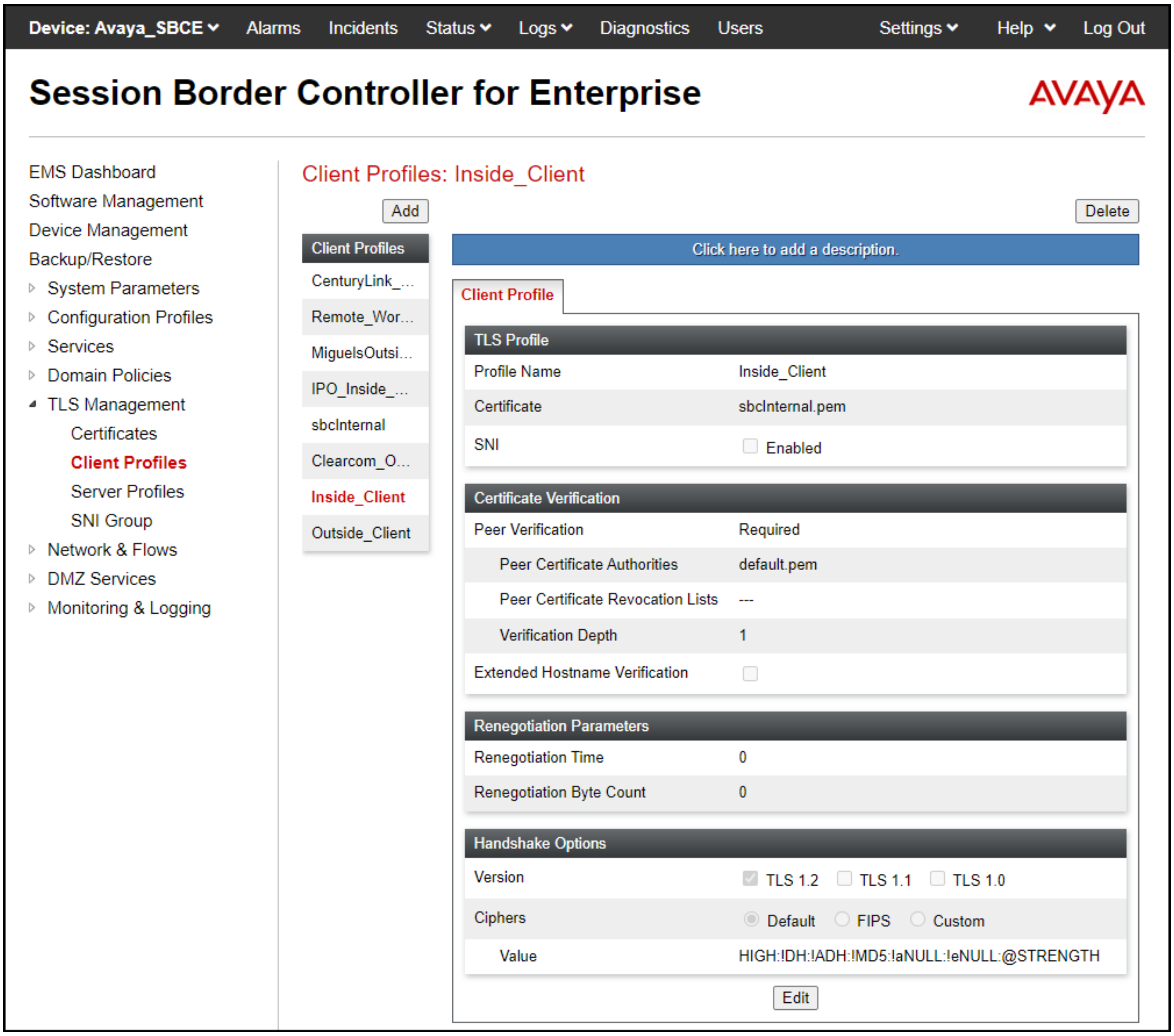


Step 2 – Under **Handshake Options**, select **TLS 1.1** and **TLS 1.0** and click **Finish**.

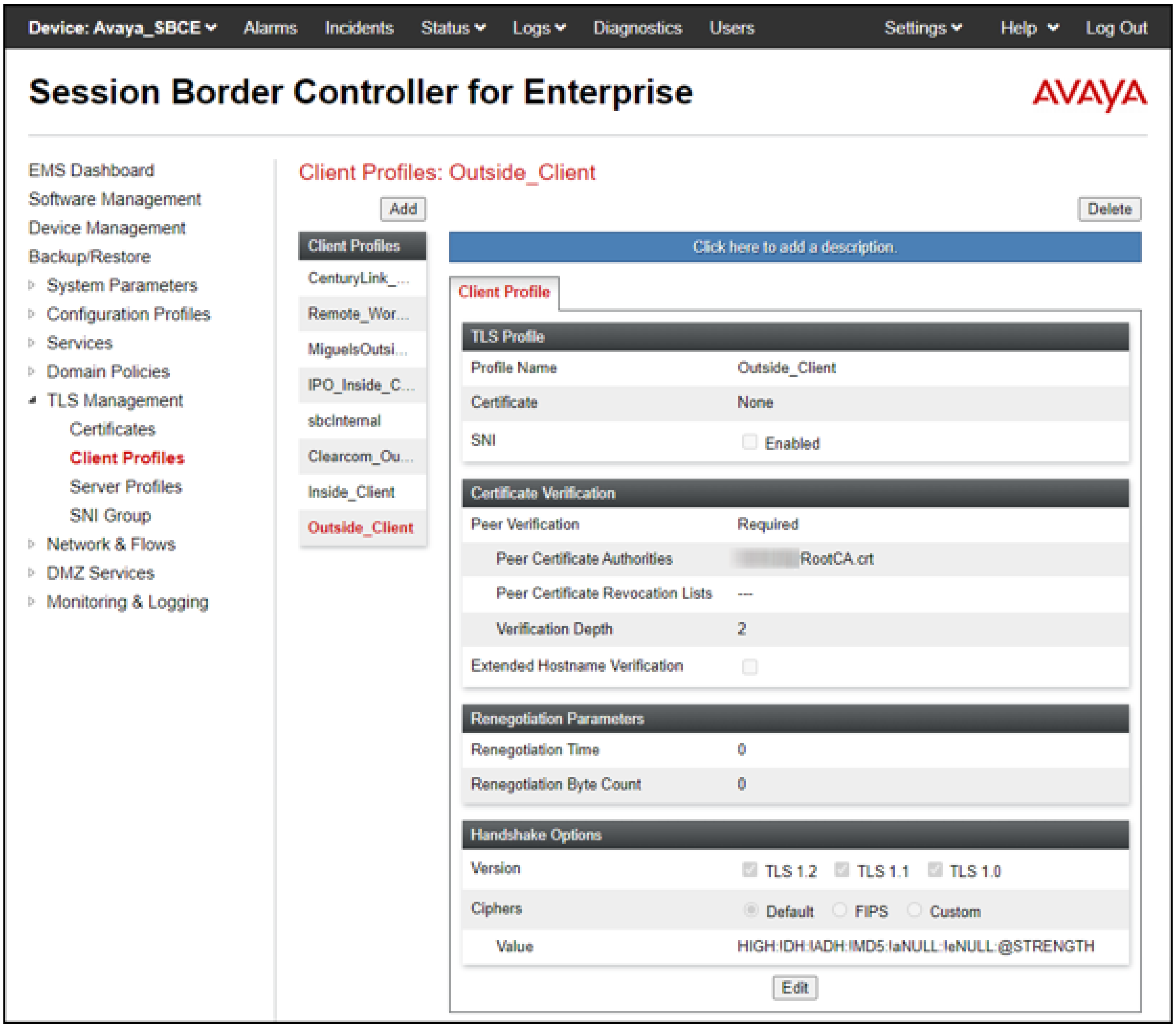
Note – Currently Clearcom only supports TLS Version 1.0



The following screen shows the completed **Inside_Client** profile form:



The following screen shows the completed **Outside_Client** profile form:

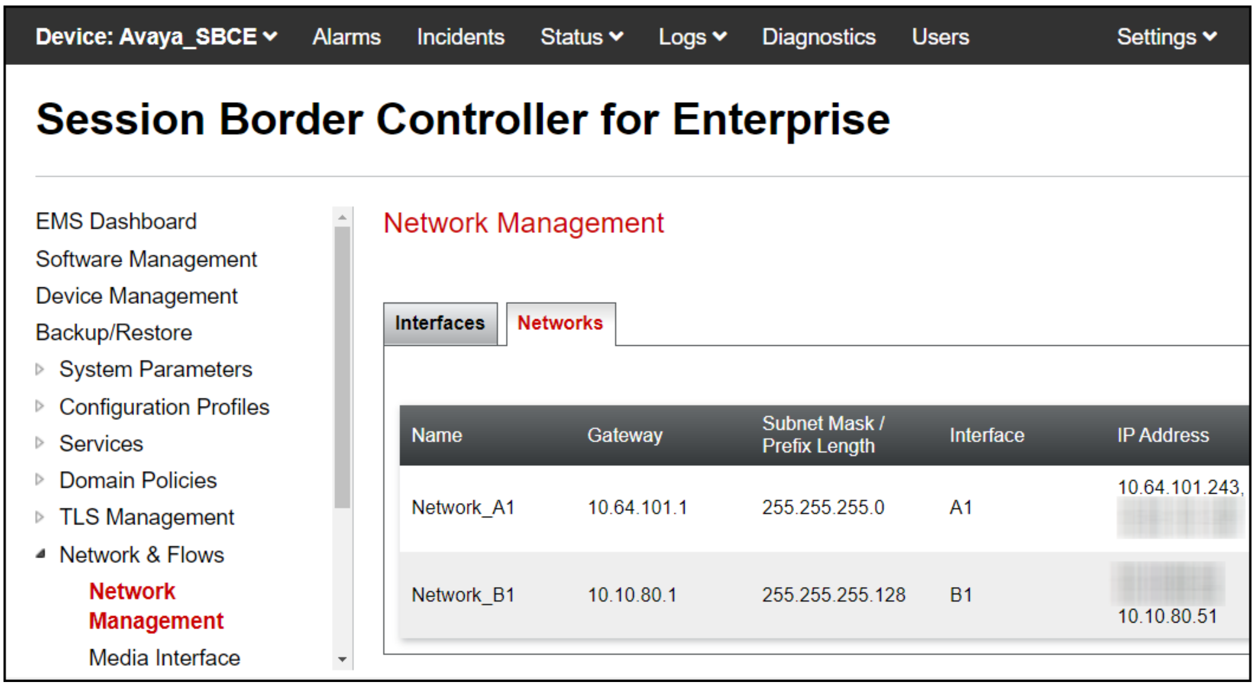


8.4. Network Management

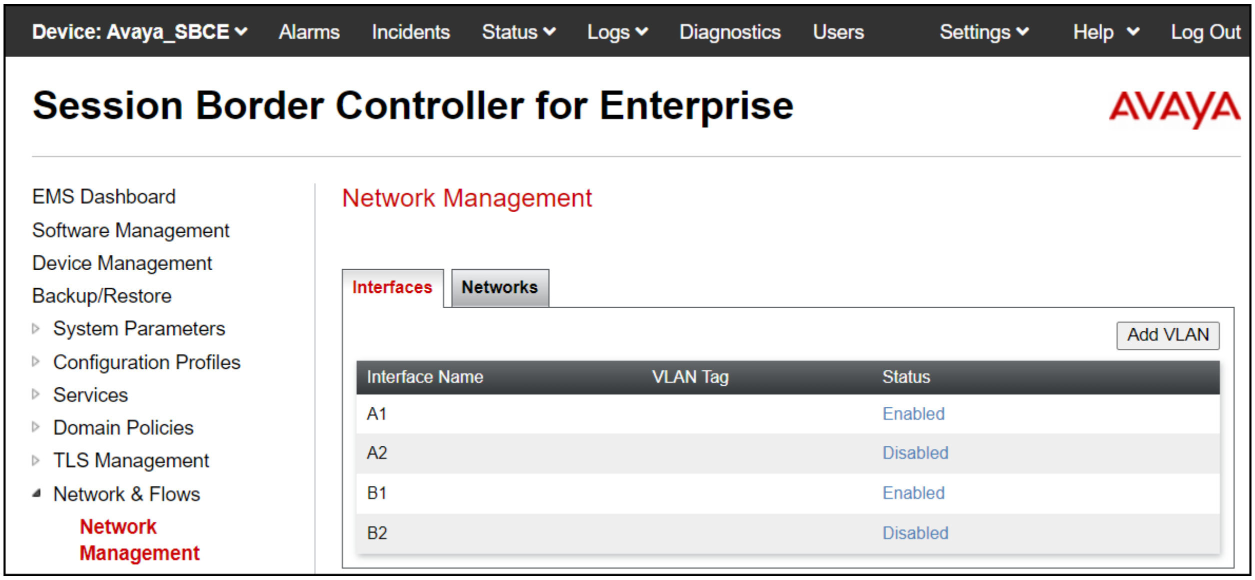
The network configuration parameters should have been previously specified during installation of the Avaya SBCE. In the event that changes need to be made to the network configuration, they can be entered here.

Select **Network Management** from the **Network & Flows** on the left-side menu. On the **Networks** tab, verify or enter the network information as needed.

Note that in the configuration used during the compliance test, the IP addresses assigned to the private (**10.64.101.243**) and public (**10.10.80.51**) sides of the Avaya SBCE are the ones relevant to these Application Notes.



On the **Interfaces** tab, verify the **Administrative Status** is **Enabled** for the **A1** and **B1** interfaces. Click the buttons under the **Status** column, if necessary, to enable the interfaces.

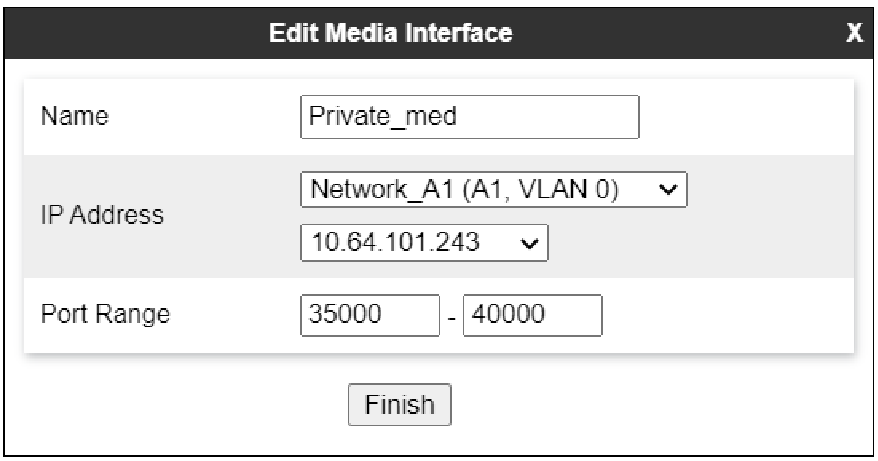


8.5. Media Interfaces

Media Interfaces were created to specify the IP address and port range in which the Avaya SBCE will accept media streams on each interface. Packets leaving the interfaces of the Avaya SBCE will advertise this IP address, and one of the ports in this range as the listening IP address and port in which it will accept media from the Call Server or the trunk server.

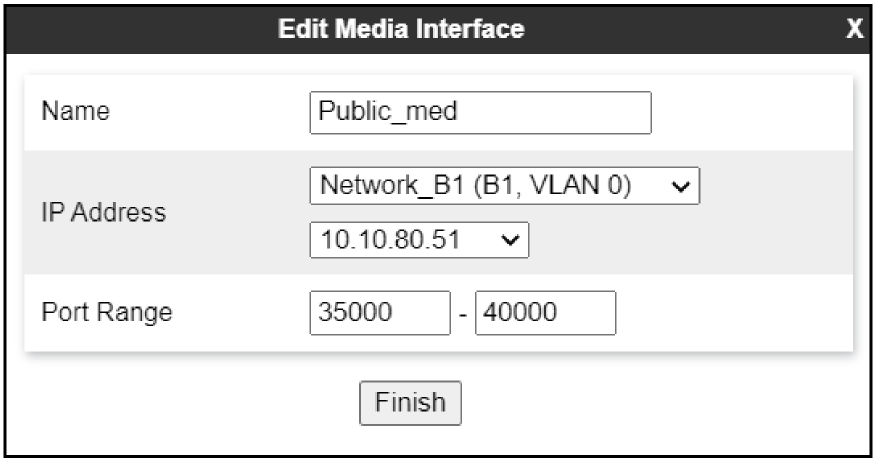
To add the Media Interface in the enterprise direction, select **Media Interface** from the **Network & Flows** menu on the left-hand side, click the **Add** button (not shown).

- On the **Add Media Interface** screen, enter an appropriate **Name** for the Media Interface.
- Under **IP Address**, select from the drop-down menus the network and IP address to be associated with this interface.
- The **Port Range** was left at the default values of **35000-40000**.
- Click **Finish**.



A Media Interface facing the public side was similarly created with the name **Public_med**, as shown below.

- Under **IP Address**, the network and IP address to be associated with this interface was selected.
- The **Port Range** was left at the default values of **35000-40000**.
- Click **Finish**.

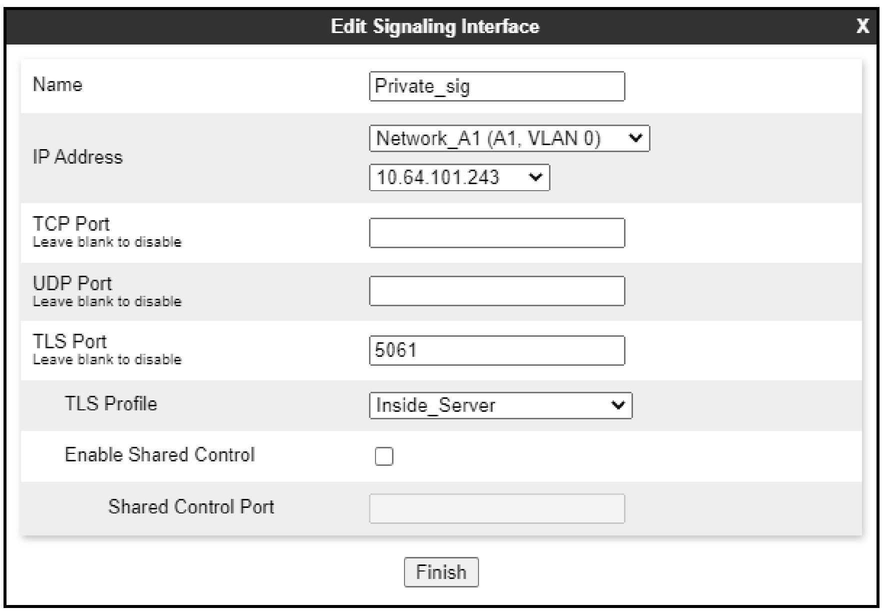


8.6. Signaling Interfaces

Signaling Interfaces are created to specify the IP addresses and ports in which the Avaya SBCE will listen for signaling traffic in the connected networks.

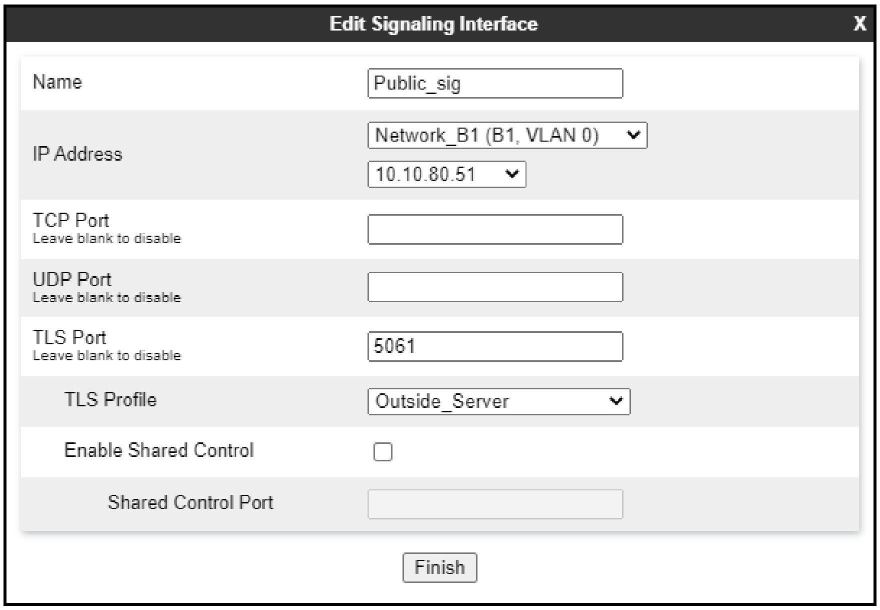
To add the Signaling Interface in the enterprise direction, select **Signaling Interface** from the **Network & Flows** menu on the left-hand side, click the **Add** button (not shown).

- On the **Add Signaling Interface** screen, enter an appropriate **Name** for the interface.
- Under **IP Address**, select from the drop-down menus the network and IP address to be associated with this interface.
- Enter **5061** for **TLS Port**, since TLS port 5061 is used to listen for signaling traffic from Session Manager in the sample configuration, as defined in **Section 7.6**.
- Select a **TLS Profile** (**Section 8.3.2.1**).
- Click **Finish**.



A second Signaling Interface with the name **Public_sig** was similarly created in the service provider's direction.

- Under **IP Address**, select from the drop-down menus the network and IP address to be associated with this interface.
- Enter **5061** for **TLS Port**, since TLS port 5061 is used to listen for signaling traffic from Clearcom in the sample configuration.
- Select a **TLS Profile** (**Section 8.3.2.2**).
- Click **Finish**.

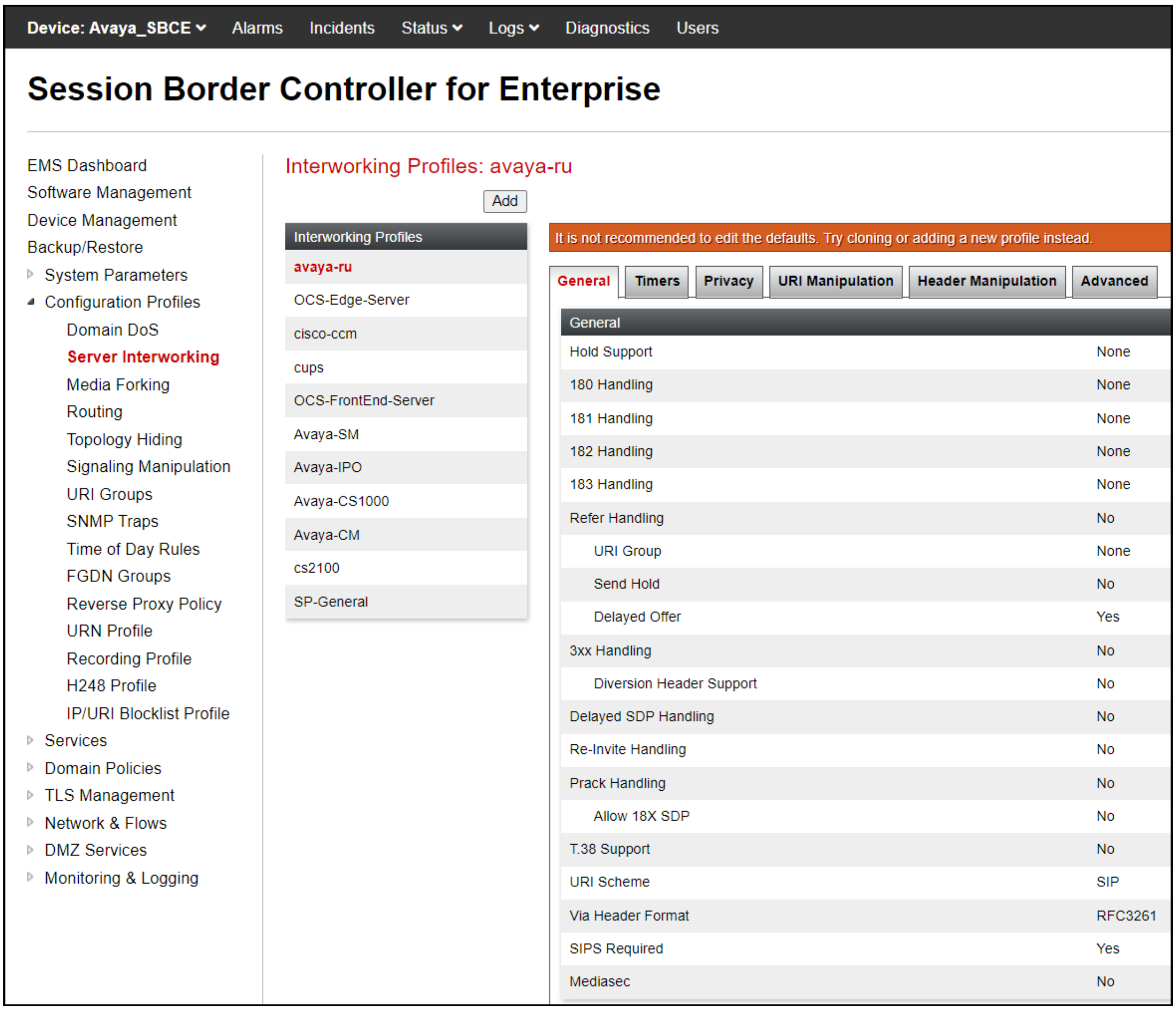


8.7. Server Interworking

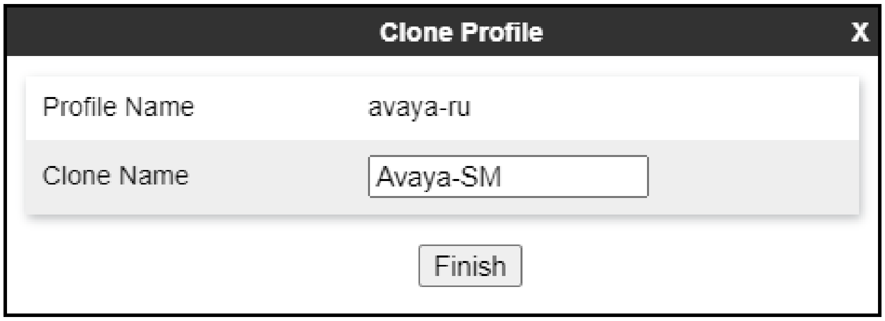
Interworking Profile features are configured to facilitate the interoperability between the enterprise SIP-enabled solution (Call Server) and the SIP trunk service provider (Trunk Server).

8.7.1. Server Interworking Profile – Enterprise

Interworking profiles can be created by cloning one of the pre-defined default profiles, or by adding a new profile. To configure the interworking profile in the enterprise direction, select **Configuration Profiles → Server Interworking** on the left navigation pane. Under **Interworking Profiles**, select **avaya-ru** from the list of pre-defined profiles. Click **Clone** (not shown).



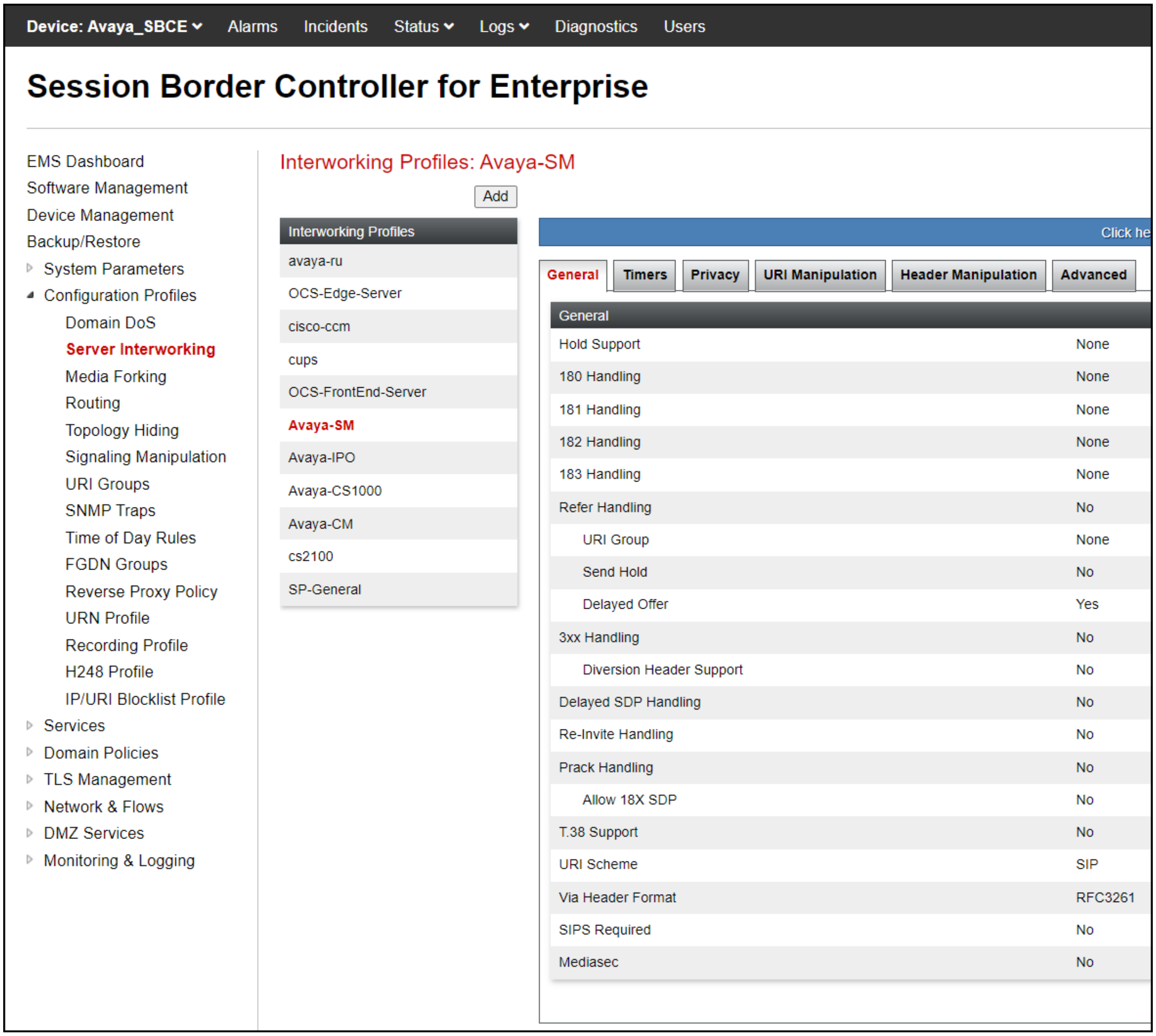
- Enter a descriptive name for the cloned profile.
- Click **Finish**.



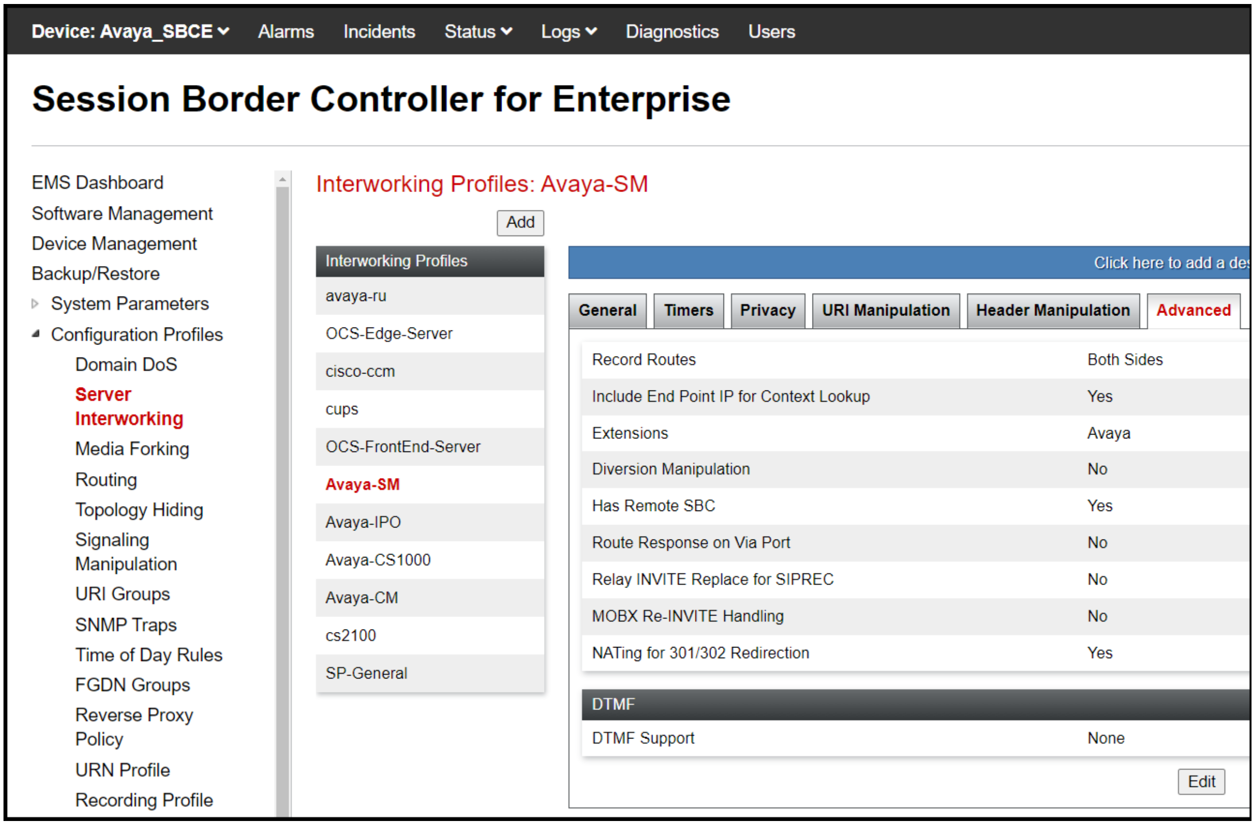
Click **Edit** on the newly cloned **Avaya-SM** interworking profile:

- On the **General** tab, set **SIPS** Required to **No**.
- Leave remaining fields with default values.
- Click **Finish** (not shown).

The **General** tab settings are shown on the screen below:



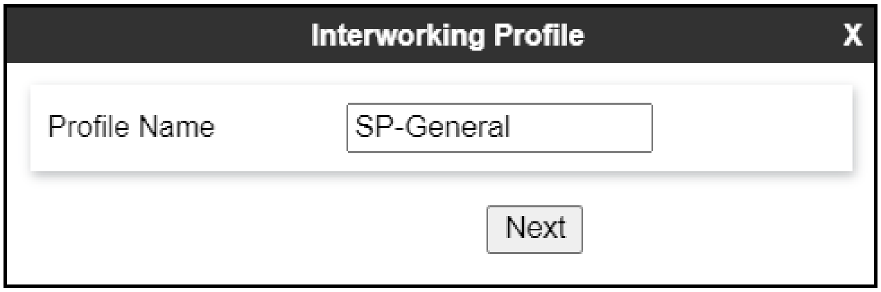
The **Advanced** tab settings are shown on the screen below:



8.7.2. Server Interworking Profile – Service Provider

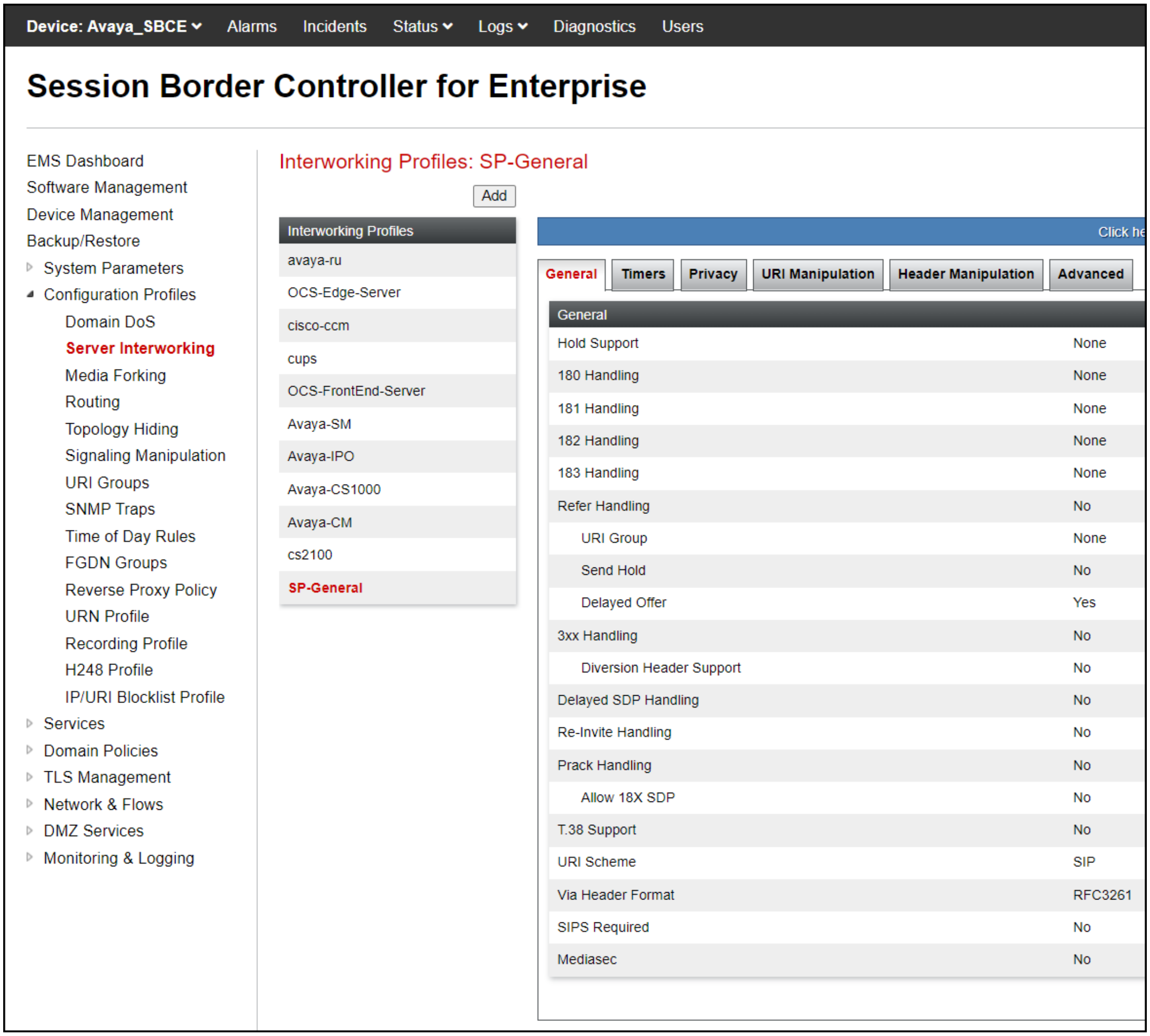
A second interworking profile in the direction of the SIP trunk was created, by adding a new profile in this case. Select **Global Profiles → Server Interworking** on the left navigation pane and click **Add** (not shown).

- Enter a descriptive name for the new profile.
- Click **Next**.
- On the **General** tab, set **SIPS** Required to **No** (not shown).

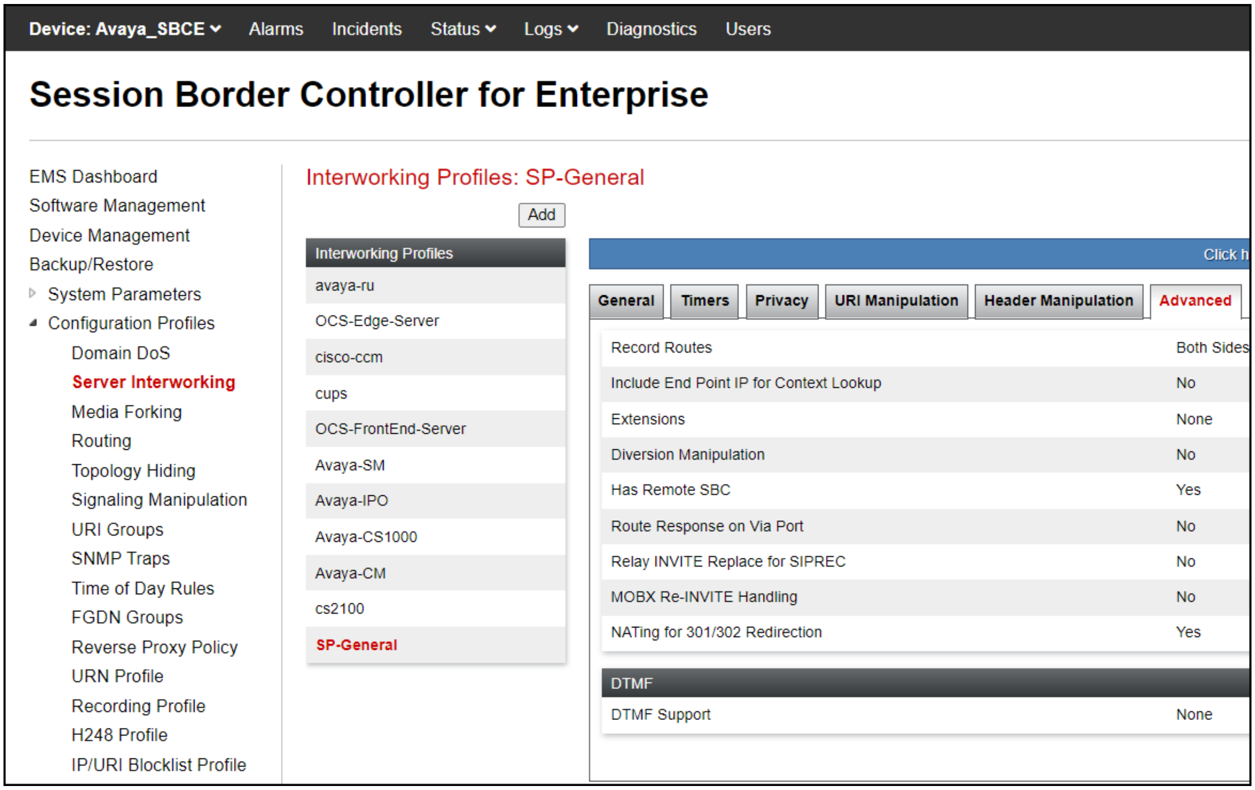


- Click **Next** until the last tab is reached then click **Finish** on the last tab leaving remaining fields with default values (not shown).

The **General** tab settings are shown on the screen below:



The **Advaced** tab settings are shown on the screen below:



8.8. Signaling Manipulation

The Signaling Manipulation feature of the Avaya SBCE allows an administrator to perform granular header manipulations on the headers of the SIP messages, which sometimes is not possible by direct configuration on the web interface. This ability to configure header manipulation in such a highly flexible manner is achieved by the use of a proprietary scripting language called SigMa.

The script can be created externally as a regular text file and imported in the Signaling Manipulation screen, or they can be written directly in the page using the embedded Sigma Editor. In the reference configuration, the Editor was used. A detailed description of the structure of the SigMa scripting language and details on its use is beyond the scope of these Application Notes. Consult reference **[8]** in the **References** section for more information on this topic.

A single Sigma script was created during the compliance test to correct the following interoperability issues (refer to **Section 2.2**):

- Copy the destination DID number present in the "To" header of incoming calls to the "Request-URI" header.
- Include the SIP trunk credential's username in the "From" header of all outbound calls.
- Remove the "gsid" and "epv" parameters from outbound "Contact" headers.
- Remove the P-Location header.

The scripts will later be applied to the Server Configuration profile corresponding to the Service Provider (toward Clearcom) in **Section 8.9.2**.

To create the SigMa script to be applied to the Server Configuration Profile corresponding to the Service Provider, on the left navigation pane, select **Configuration Profiles → Signaling Manipulation**. From the **Signaling Manipulation Scripts** list, select **Add**.

- For **Title** enter a name, the name **Clearcom_Script** was chosen in this example.
- Copy the complete script from **Appendix B**.

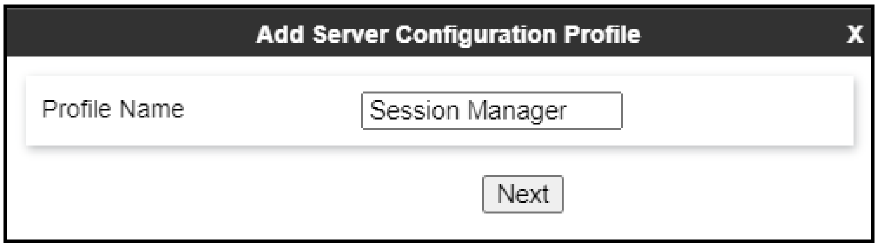
8.9. Server Configuration

Server Profiles are created to define the parameters for the Avaya SBCE peers; Session Manager (Call Server) at the enterprise and Clearcom SIP Proxy (Trunk Server).

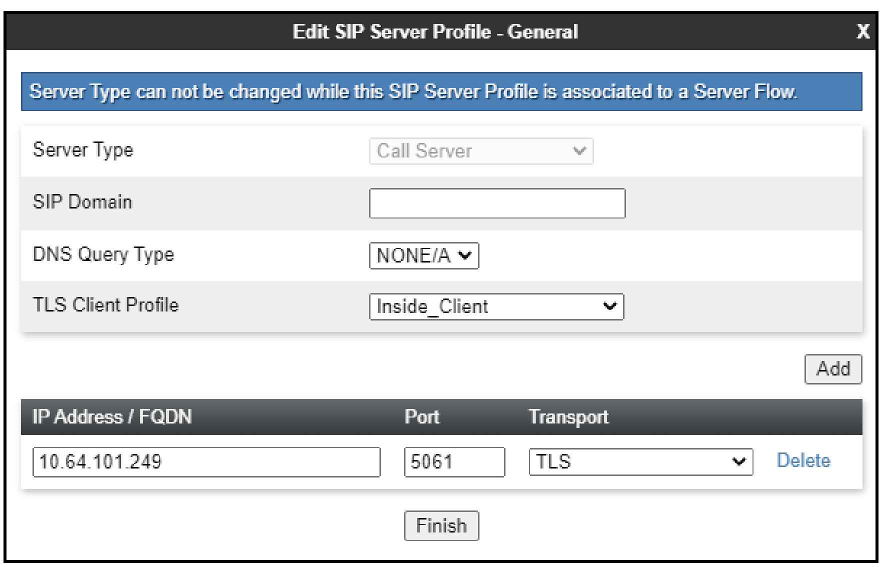
8.9.1. Server Configuration Profile – Enterprise

From the **Services** menu on the left-hand navigation pane, select **SIP Servers** and click the **Add** button (not shown) to add a new profile for the Call Server.

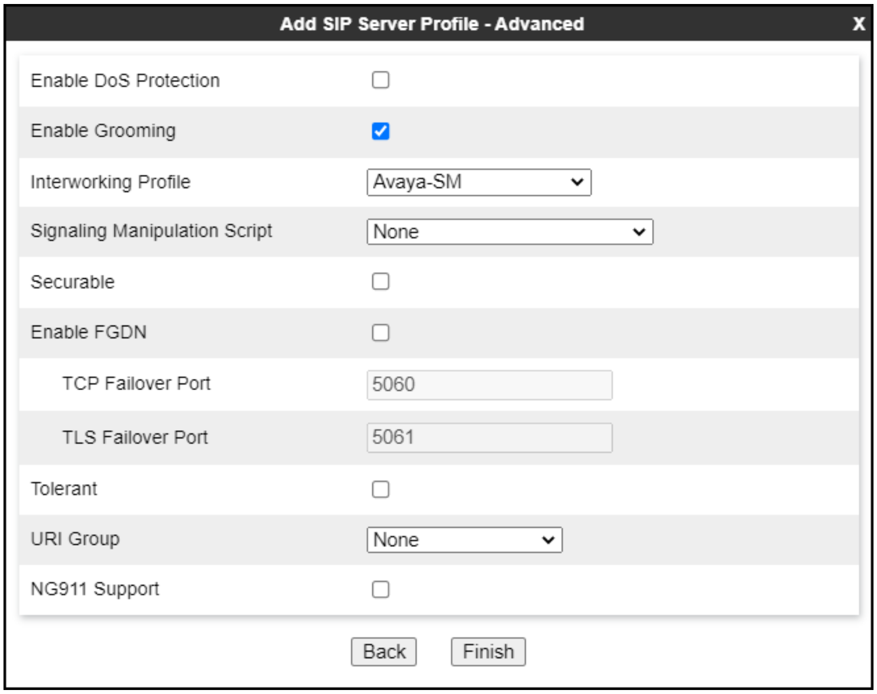
- Enter an appropriate **Profile Name** similar to the screen below.
- Click **Next**.



- On the **Edit SIP Server Profile – General** tab select **Call Server** from the drop-down menu under the **Server Type**.
- On the **IP Addresses / FQDN** field**,** enter the IP address of the Session Manager Security Module (**Section 7.5)**.
- Enter **5061** under **Port** and select **TLS** for **Transport**. The transport protocol and port selected here must match the values defined for the Entity Link to the Session Manager previously created in **Section 7.6**.
- Select a **TLS Profile** (**Section 8.3.3.1**).
- Click **Next** (not shown).



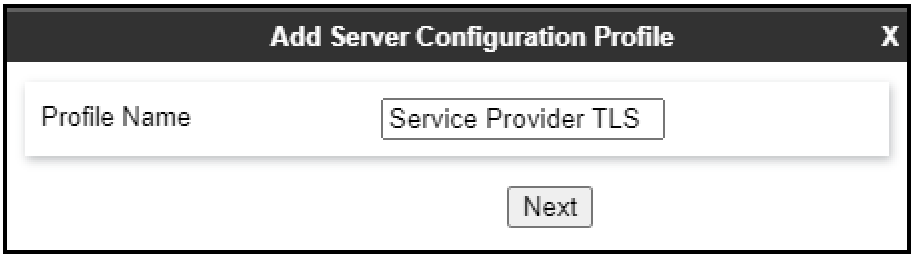
- Click **Next** until the **Add Server Configuration Profile – Advanced** tab is reached (not shown).
- On the **Add Server Configuration Profile – Advanced** tab:
  - Check **Enable Grooming** (required for TLS transport).
  - Select **Avaya-SM** from the **Interworking Profile** drop-down menu (**Section 8.7.1**).
- Click **Finish**.



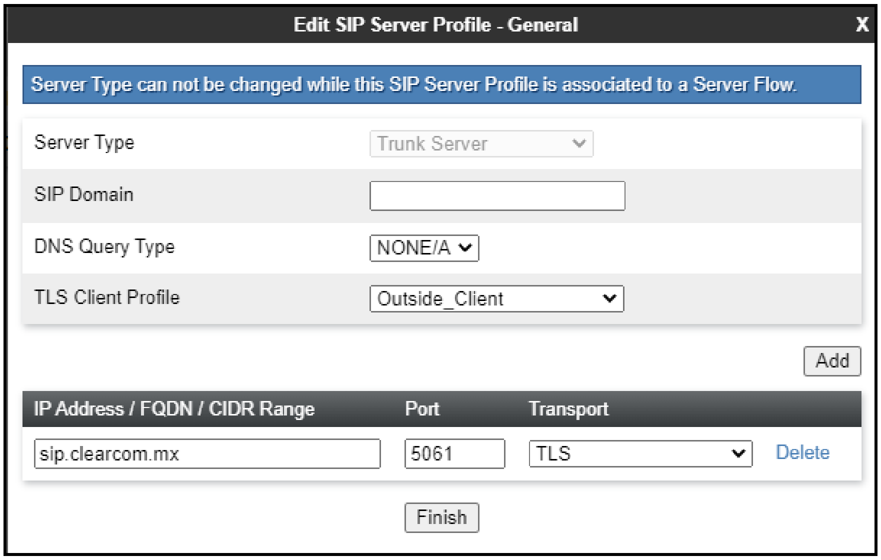
8.9.2. Server Configuration Profile – Service Provider

Similarly, to add the profile for the Trunk Server, click the **Add** button on the **Server Configuration** screen (not shown).

- Enter an appropriate **Profile Name** similar to the screen below (**Service Provider TLS** was used).
- Click **Next**.

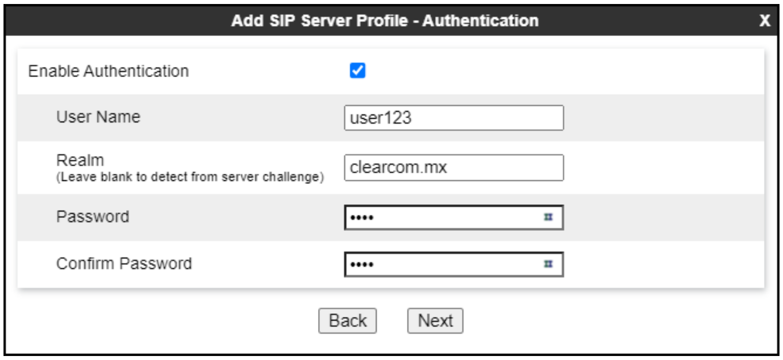


- On the **Edit Server Configuration Profile - General** Tab select **Trunk Server** from the drop-down menu for the **Server Type**.
- On the **IP Addresses / FQDN** field, enter **sip.clearcom.mx** (Clearcom SIP proxy server FQDN). This information was provided by Clearcom.
- Enter **5061** under **Port** and select **TLS** for **Transport**.
- Select a **TLS Profile** (**Section 8.3.3.2**).
- Click **Next**.



On the **Add SIP Server Profile - Authentication** tab:

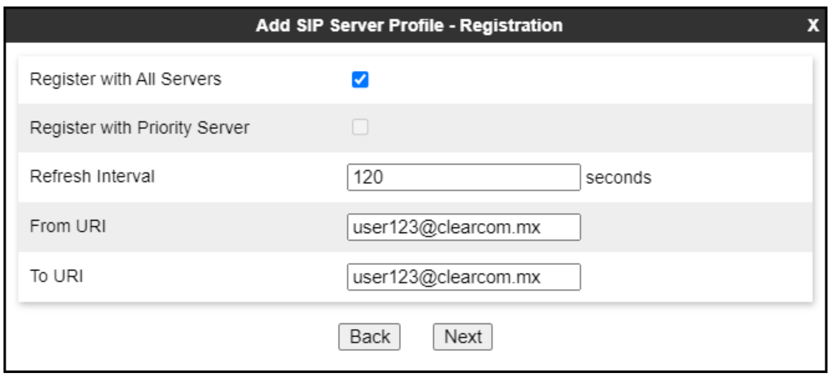
- Check the **Enable Authentication** box.
- Enter the **User Name** credential provided by the service provider for SIP trunk registration.
- Enter the **Realm** credential provided by the service provider for SIP trunk registration. Note that the Service Provider's Domain Name was used.
- Enter **Password** credential provided by the service provider for SIP trunk registration.
- Click **Next**.



- Click **Next** on the **Add Server Configuration Profile - Heartbeat** window (not shown).

On the **Add SIP Server Profile - Registration** tab:

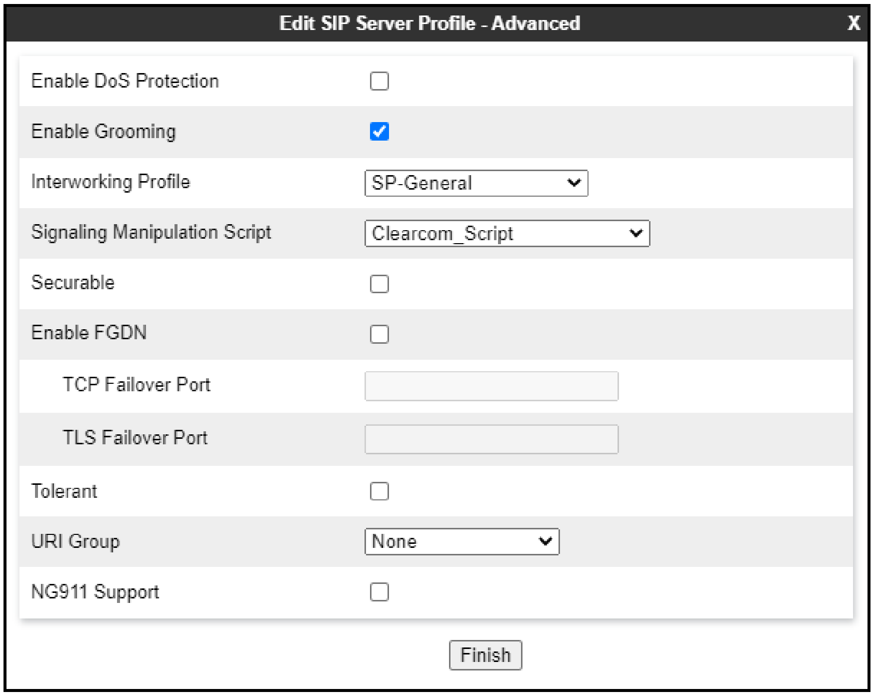
- Check the **Register with All Servers** box.
- **Frequency**: Enter the amount of time (in seconds) between REGISTER messages that will be sent from the enterprise to the Service Provider Proxy Server to refresh the registration binding of the SIP trunk. This value should be chosen in consultation with the service provider. **120** seconds was the value used during the compliance test.
- The **From URI** and **To URI** entries for the REGISTER messages are built using the following:
  - **From URI**: Use the **User Name** entered above in the **Authentication** screen (**user123**) and the Service Provider's domain name (**clearcom.mx**), as shown on the screen below.
  - **To URI**: Use the **User Name** entered above in the **Authentication** screen (**user123**) and the Service Provider's domain name (**clearcom.mx**), as shown on the screen below.
  - Click **Next**.



Click **Next** on the **Add SIP Server Profile - Ping** window (not shown).

On the **Add SIP Server Profile - Advanced** window:

- Check **Enable Grooming** (required for TLS transport).
- Select **SP-General** from the **Interworking Profile** drop-down menu (**Section 8.7.2)**.
- Select the **Clearcom_Script** from the **Signaling Manipulation Script** drop down menu (**Sections 8.8** and **Appendix B**).
- Click **Finish**.



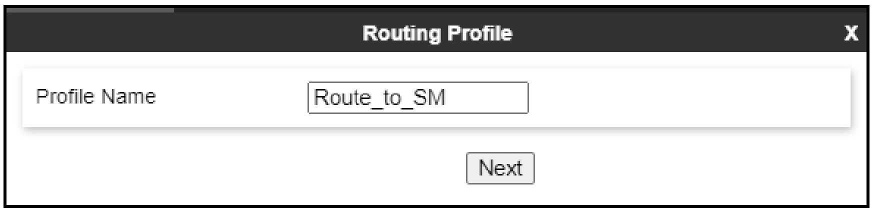
8.10. Routing

Routing profiles define a specific set of routing criteria that is used, in addition to other types of domain policies, to determine the path that the SIP traffic will follow as it flows through the Avaya SBCE interfaces. Two Routing Profiles were created in the test configuration, one for inbound calls, with Session Manager as the destination, and the second one for outbound calls, which are routed to the service provider SIP trunk.

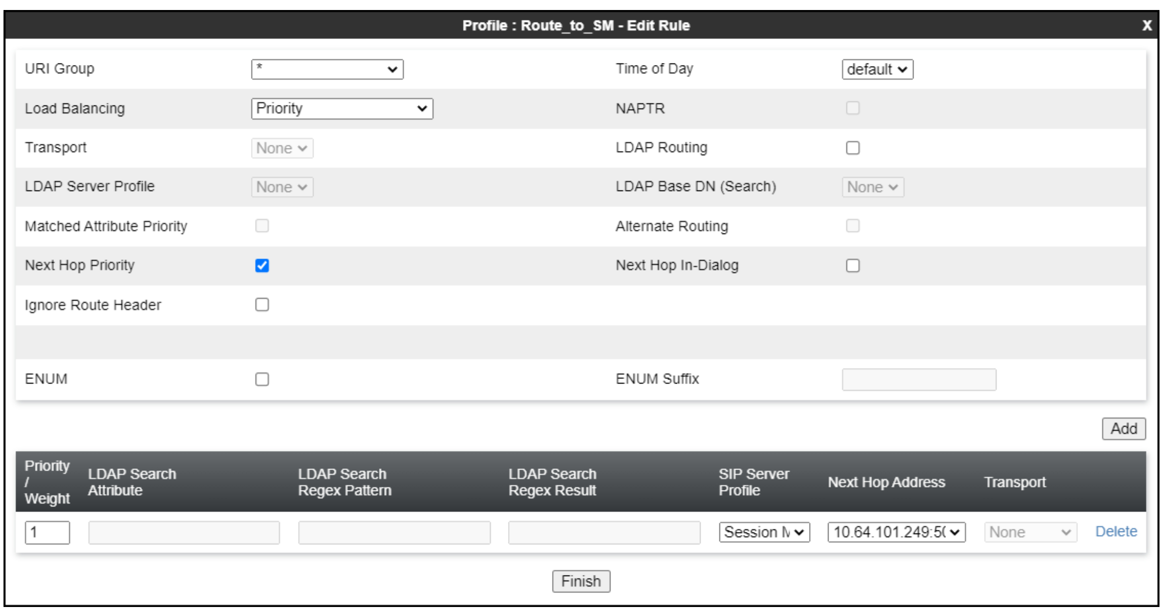
8.10.1. Routing Profile – Enterprise

To create the inbound route, select the **Routing** tab from the **Configuration Profiles** menu on the left-hand side and select **Add** (not shown).

- Enter an appropriate **Profile Name** similar to the example below.
- Click **Next**.



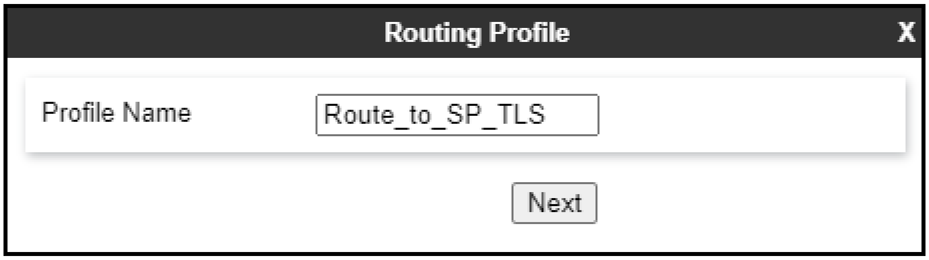
- On the **Routing Profile** tab, click the **Add** button to enter the next-hop address.
- Under **Priority/Weight** enter **1**.
- Under **SIP Server Profile**, select **Session Manager**. The **Next Hop Address** field will be populated with the IP address, port and protocol defined for the Session Manager Server Configuration Profile in **Section 8.9.1**.
- Defaults were used for all other parameters.
- Click **Finish**.



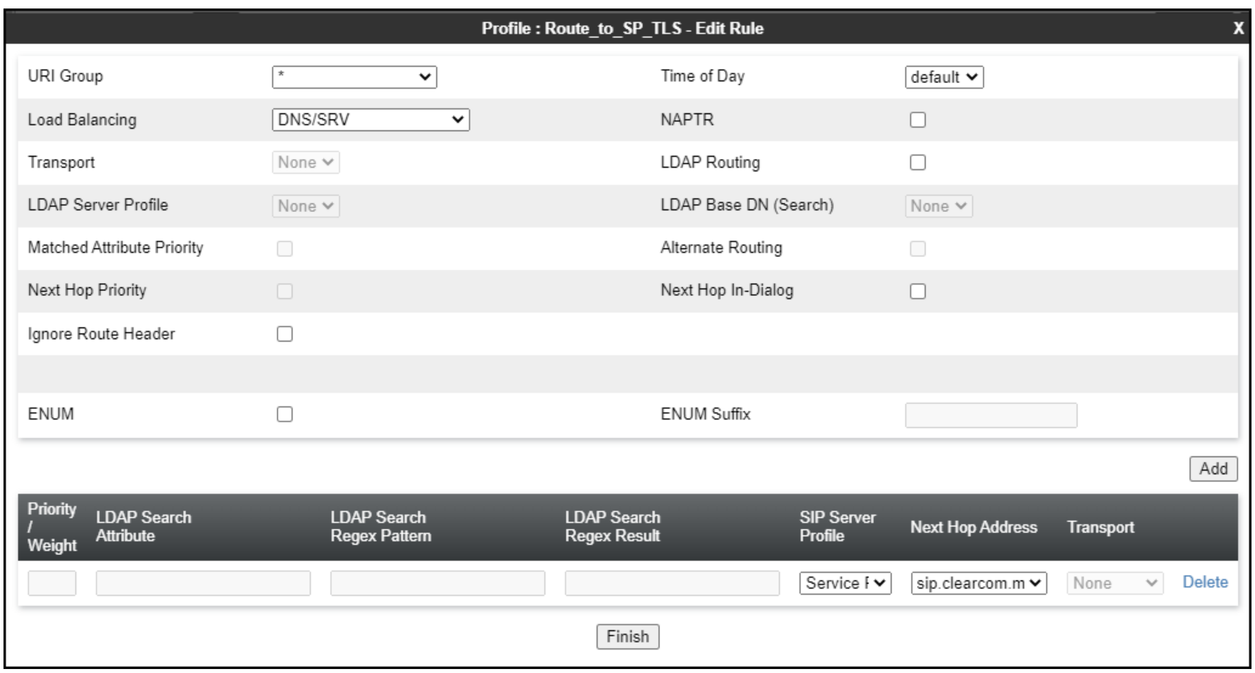
8.10.2. Routing Profile – Service Provider

Back at the **Routing** tab, select **Add** (not shown) to repeat the process in order to create the outbound route.

- Enter an appropriate **Profile Name** similar to the example below (**Route_to_SP_TLS** was used).
- Click **Next**.



- Under **Load Balancing** select **DNS/SRV**.
- Click the **Add** button to enter the next-hop address.
- Under **SIP Server Profile**, select **Service Provider TLS**.
- The **Next Hop Address** is populated automatically with **sip.clearcom.mx:5061 (TLS)**. Clearcom SIP Proxy FQDN, Port and Transport, Server Configuration Profile defined in **Section 8.9.2**.
- Click **Finish**



8.11. Topology Hiding

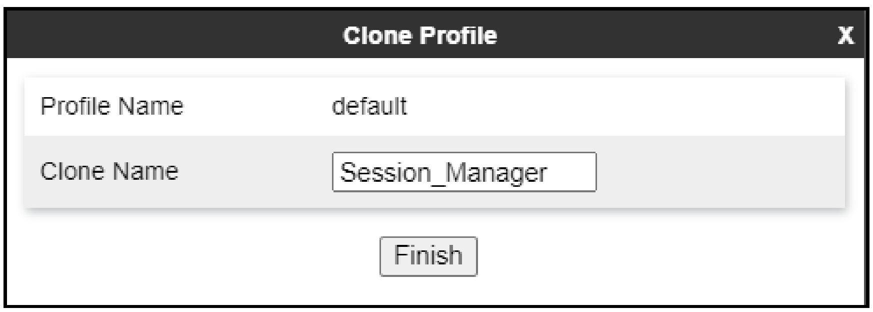
Topology Hiding is a security feature that allows the modification of several SIP headers, preventing private enterprise network information from being propagated to the untrusted public network.

Topology Hiding can also be used as an interoperability tool to adapt the host portion in the SIP headers to the IP addresses or domains expected on the service provider and the enterprise networks. For the compliance test, the default Topology Hiding Profile was cloned and modified accordingly. Only the minimum configuration required to achieve interoperability on the SIP trunk was performed. Additional steps can be taken in this section to further mask the information that is sent from the enterprise to the public network.

8.11.1. Topology Hiding Profile – Enterprise

To add the Topology Hiding Profile in the enterprise direction, select **Topology Hiding** from the **Configuration Profiles** menu on the left-hand side, select **default** from the list of pre-defined profiles and click the **Clone** button (not shown).

- Enter a **Clone Name** such as the one shown below.
- Click **Finish**.



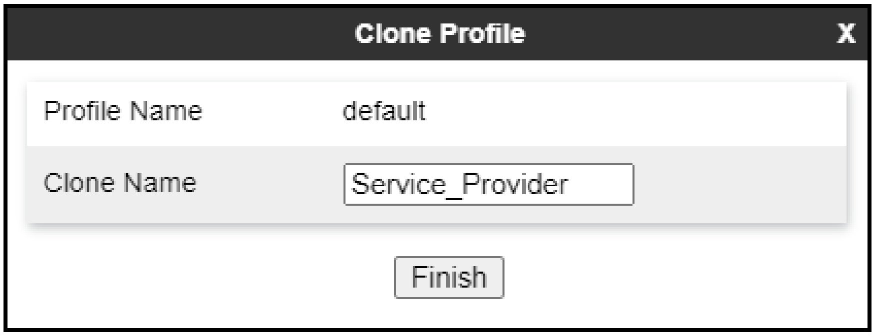
On the newly cloned **Session_Manager** profile screen, click the **Edit** button (not shown).

- For the, **From**, **To** and **Request-Line** headers, select **Overwrite** in the **Replace Action** column and enter the enterprise SIP domain **avaya.xxx.com**, in the **Overwrite Value** column of these headers, as shown below. This is the domain known by Session Manager, defined in **Section 7.2**.
- Default values were used for all other fields.
- Click **Finish**.

8.11.2. Topology Hiding Profile – Service Provider

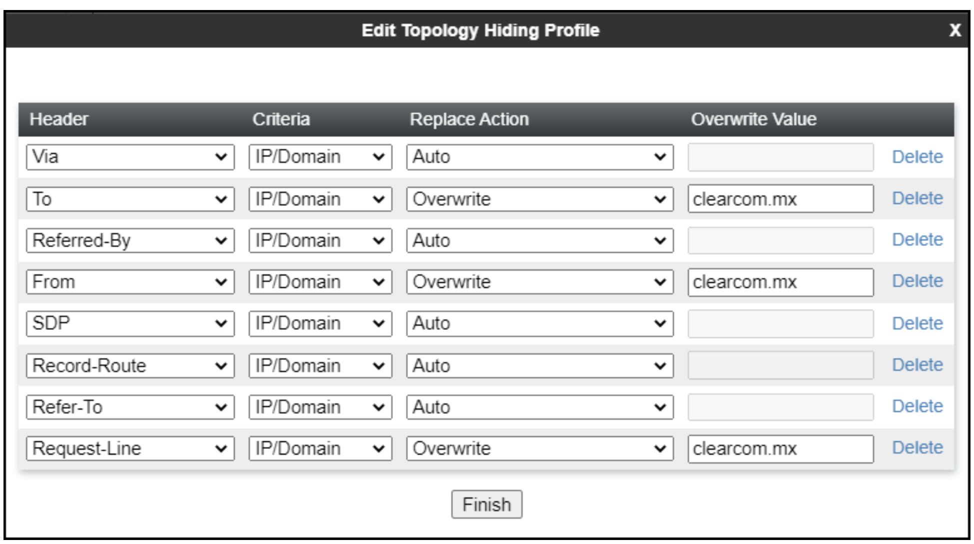
To add the Topology Hiding Profile in the service provider direction, select **Topology Hiding** from the **Global Profiles** menu on the left-hand side, select **default** from the list of pre-defined profiles and click the **Clone** button (not shown).

- Enter a **Clone Name** such as the one shown below.
- Click **Finish**.



On the newly cloned **Service_Provider** profile screen, click the **Edit** button (not shown).

- For the, **From, To** and **Request-Line** headers, select **Overwrite** in the **Replace Action** column and enter the enterprise SIP domain **clearcom.mx**, in the **Overwrite Value** column of these headers, as shown below. This is the service provider's domain name.
- Default values were used for all other fields.
- Click **Finish**.



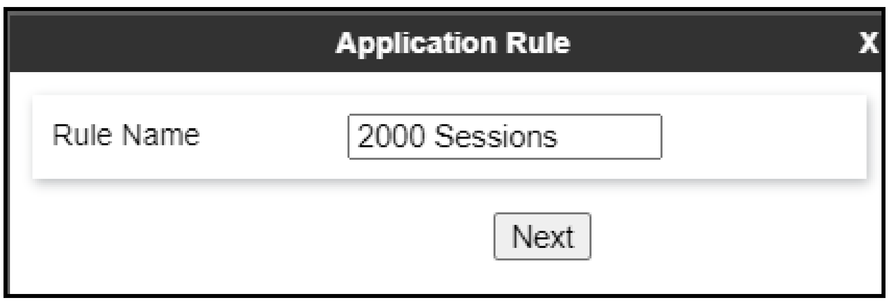
8.12. Domain Policies

Domain Policies allow the configuration of sets of rules designed to control and normalize the behavior of call flows, based upon various criteria of communication sessions originating from or terminating in the enterprise. Domain Policies include rules for Application, Media, Signaling, Security, etc.

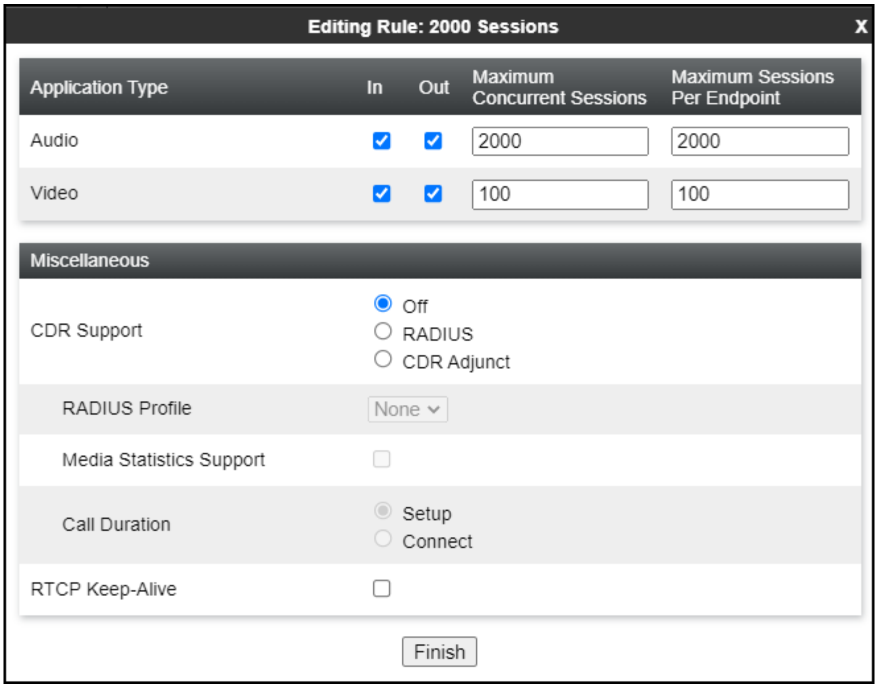
8.12.1. Application Rules

Application Rules define which types of SIP-based Unified Communications (UC) applications the UC-Sec security device will protect voice, video, and/or Instant Messaging (IM). In addition, Application Rules define the maximum number of concurrent voice sessions the network will process in order to prevent resource exhaustion. From the menu on the left-hand side, select **Domain Policies → Application Rules**, click on the **Add** button to add a new rule.

- Under **Rule Name** enter the name of the profile, e.g., **2000 Sessions**.
- Click **Next**.



- Under **Audio** check **In** and **Out** and set the **Maximum Concurrent Sessions** and **Maximum Sessions Per Endpoint** to recommended values, the value of **2000** for Audio. Repeat for video if needed, 100 sessions each was used for video in the sample configuration.
- Click **Finish**.

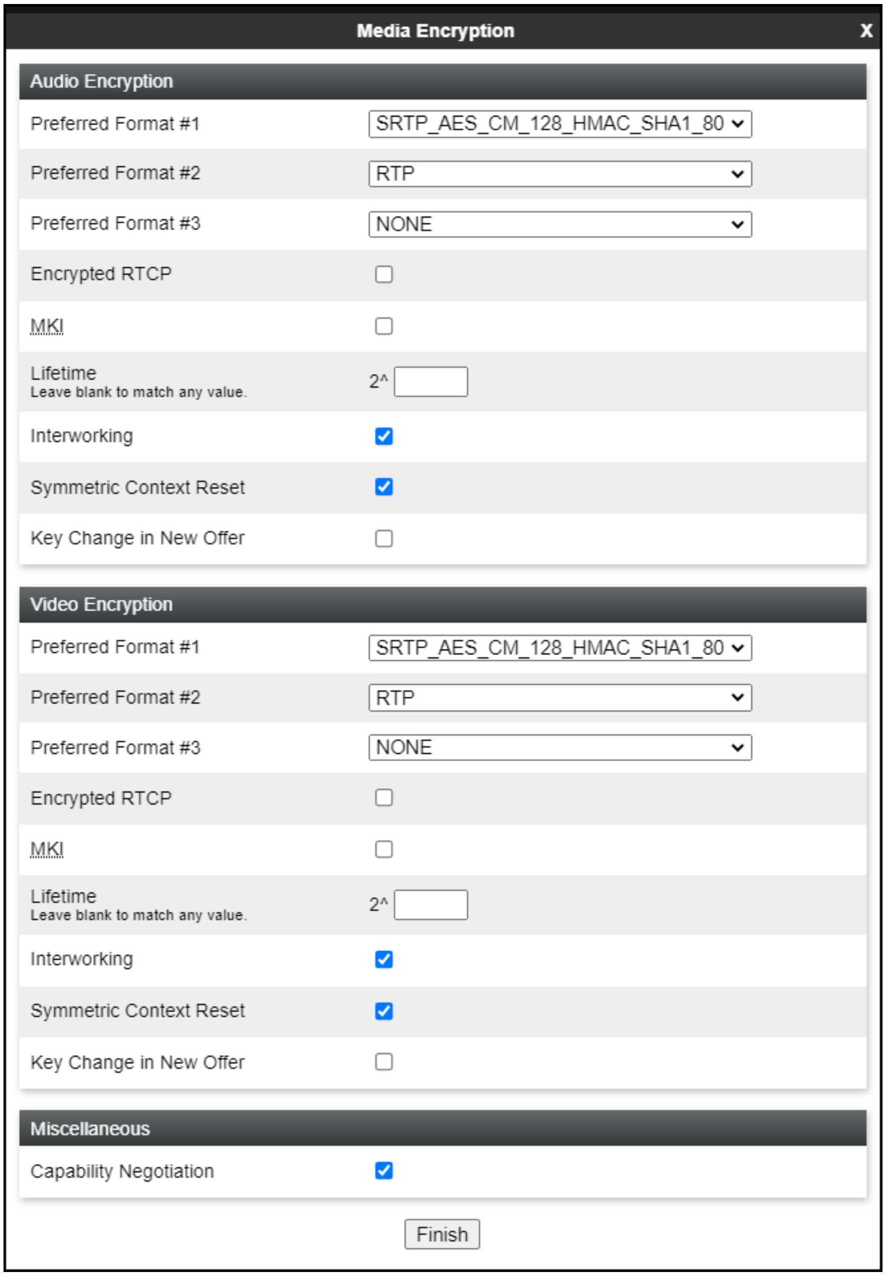


8.12.2. Media Rules

Media Rules allow one to define RTP media packet parameters such as prioritizing encryption techniques and packet encryption techniques. Together these media-related parameters define a strict profile that is associated with other SIP-specific policies to determine how media packets matching these criteria will be handled by the Avaya SBCE security product. For the compliance test, two media rules (shown below) were used; one toward Session Manager and one toward the Service Provider.

To add a media rule in the Session Manager direction, from the menu on the left-hand side, select **Domain Policies → Media Rules**.

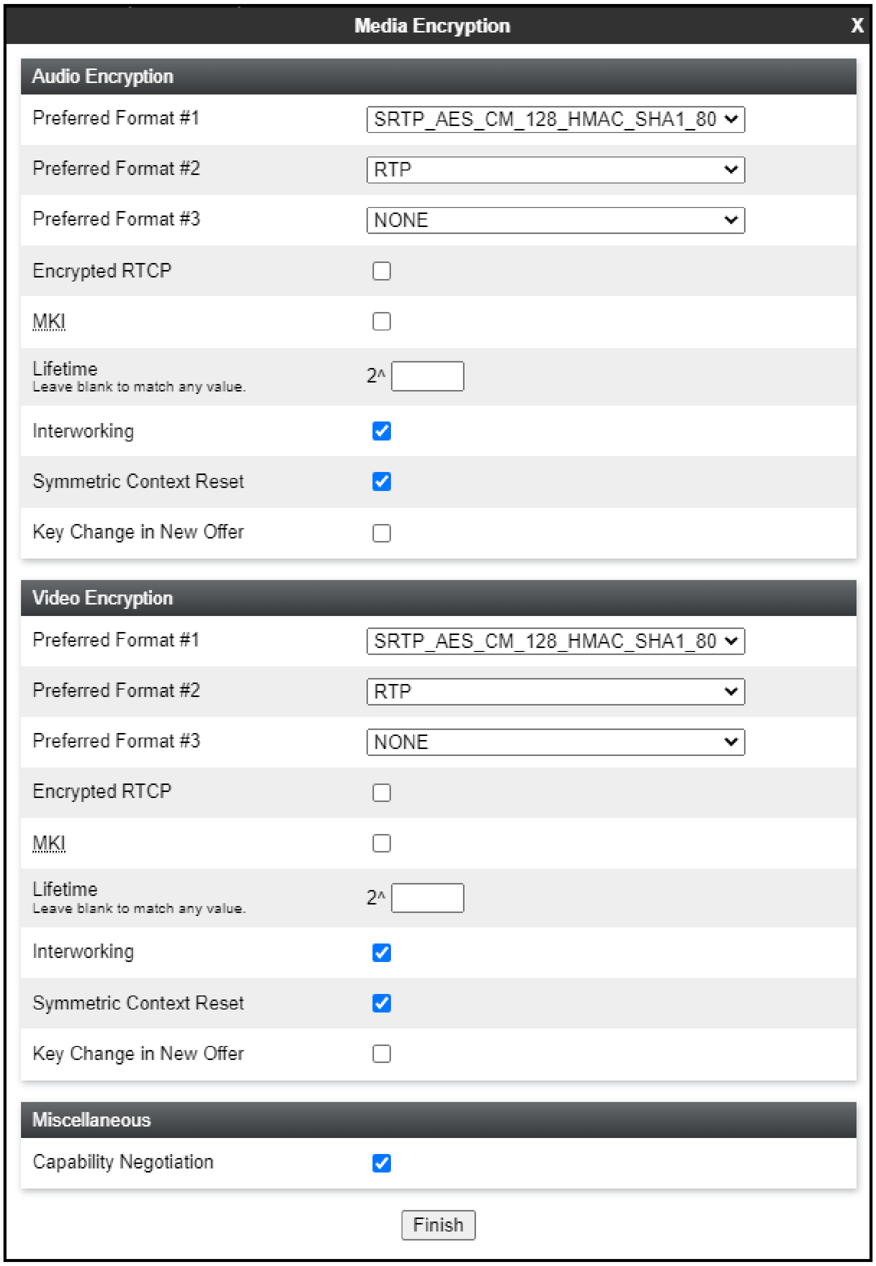
- Click on the **Add** button to add a new media rule (not shown).
- Under **Rule Name** enter **SM_SRTP**.
- Click **Next** (not shown).
- Under Audio Encryption, **Preferred Format #1**, select **SRTP_AES_CM_128_HMAC_SHA1_80**.
- Under Audio Encryption, **Preferred Format #2**, select **RTP**.
- Under Audio Encryption, uncheck **Encrypted RTCP**.
- Under Audio Encryption, check **Interworking**.
- Repeat the above steps under Video Encryption, if needed.
- Under Miscellaneous verify that **Capability Negotiation** is checked.
- Click **Next**.



- Accept default values in the remaining sections by clicking **Next** (not shown), and then click **Finish** (not shown).

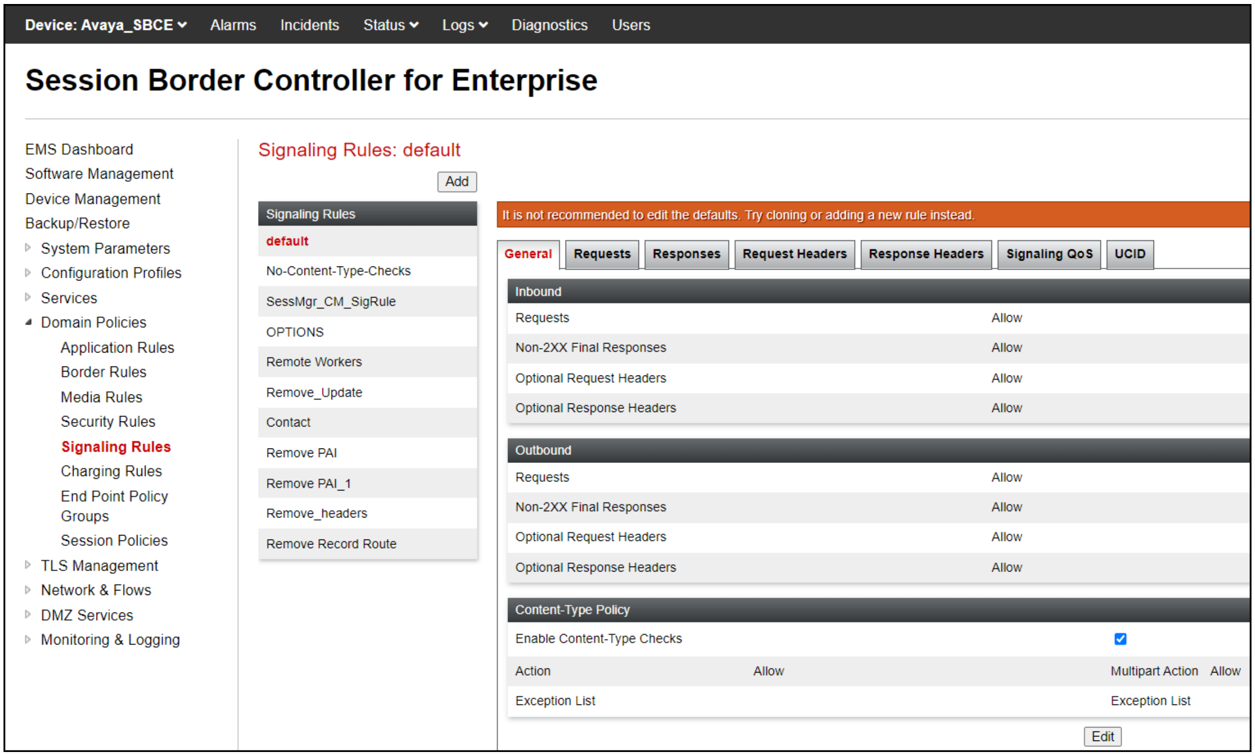
To add a media rule in the Service Provider direction, from the menu on the left-hand side, select **Domain Policies → Media Rules**.

- Click on the **Add** button to add a new media rule (not shown).
- Under **Rule Name** enter **ServiceProvider_SRTP** (not shown).
- Click **Next** (not shown).
- Under Audio Encryption, **Preferred Format #1**, select **SRTP_AES_CM_128_HMAC_SHA1_80**.
- Under Audio Encryption, **Preferred Format #2**, select **RTP**.
- Under Audio Encryption, uncheck **Encrypted RTCP**.
- Under Audio Encryption, check **Interworking**.
- Repeat the above steps under Video Encryption.
- Under Miscellaneous verify that **Capability Negotiation** is checked.
- Click **Next**.


Media Encryption
X
Audio Encryption
Preferred Format #1
SRTP_AES_CM_128_HMAC_SHA1_80
Preferred Format #2
RTP
Preferred Format #3
NONE
Encrypted RTCP
MKI
Lifetime
Leave blank to match any value.
2^
Interworking
Symmetric Context Reset
Key Change in New Offer
Video Encryption
Preferred Format #1
SRTP_AES_CM_128_HMAC_SHA1_80
Preferred Format #2
RTP
Preferred Format #3
NONE
Encrypted RTCP
MKI
Lifetime
Leave blank to match any value.
2^
Interworking
Symmetric Context Reset
Key Change in New Offer
Miscellaneous
Capability Negotiation
Finish

8.12.3. Signaling Rules

For the compliance test, the **default** signaling rule was used.



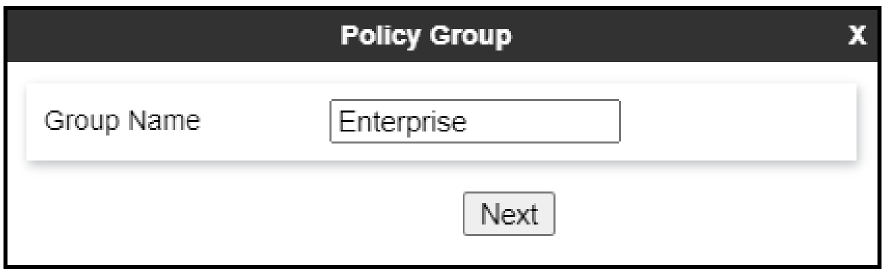
8.13.End Point Policy Groups

End Point Policy Groups associate the different sets of rules under Domain Policies (Media, Signaling, Security, etc.) to be applied to specific SIP messages traversing through the Avaya SBCE. Please note that changes should not be made to any of the default rules used in these End Point Policy Groups.

8.13.1. End Point Policy Group – Enterprise

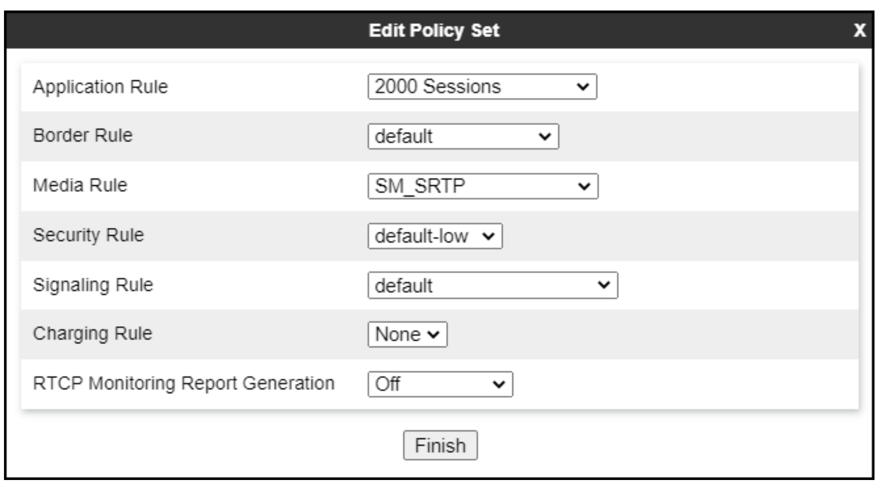
To create an End Point Policy Group for the enterprise, select **End Point Policy Groups** under the **Domain Policies** menu and select **Add** (not shown).

- Enter an appropriate name in the **Group Name** field.
- Click **Next**.



Under the **Policy Group** tab enter the following:

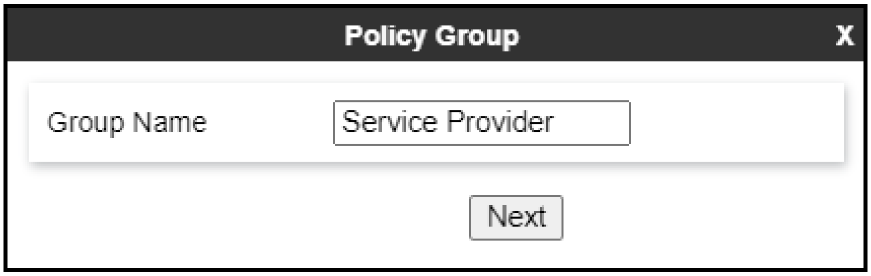
- **Application Rule: 2000 Sessions** (**Section 8.12.1**).
- **Border Rule: default**.
- **Media Rule: SM_SRTP** (**Section 8.12.2**).
- **Security Rule: default-low**.
- **Signaling Rule: default** (**Section 8.12.3**).
- Click **Finish**.



8.13.2. End Point Policy Group – Service Provider

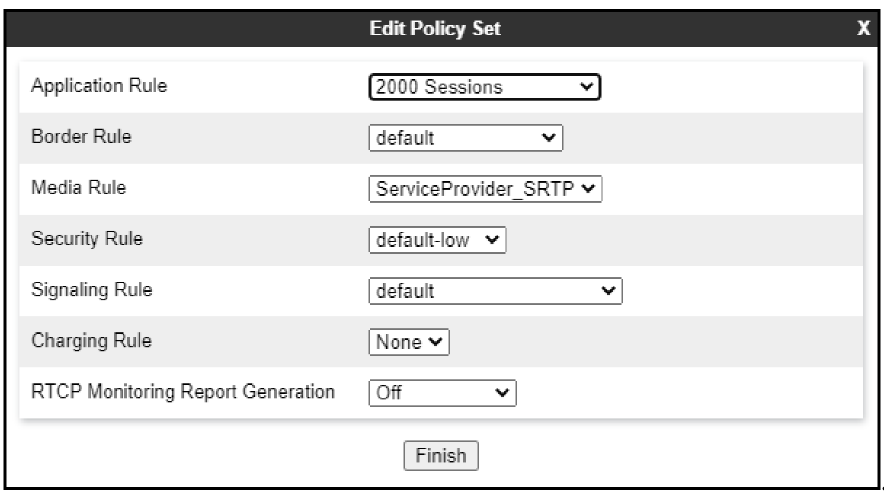
To create an End Point Policy Group for the Service Provider, select **End Point Policy Groups** under the **Domain Policies** menu and select **Add** (not shown).

- Enter an appropriate name in the **Group Name** field (**Service Provider** was used).
- Click **Next**.



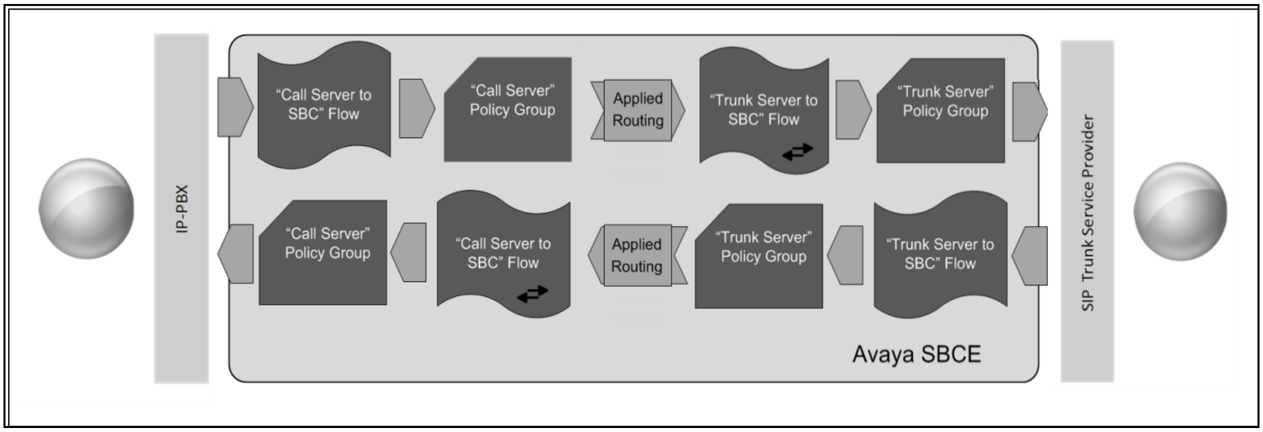
Under the **Policy Group** tab enter the following:

- **Application Rule: 2000 Sessions** (**Section 8.12.1**).
- **Border Rule: default**.
- **Media Rule: ServiceProvider_SRTP** (**Section 8.12.2**).
- **Security Rule: default-low**.
- **Signaling Rule: default** (**Section 8.12.3**).
- Click **Finish**.



8.14.End Point Flows

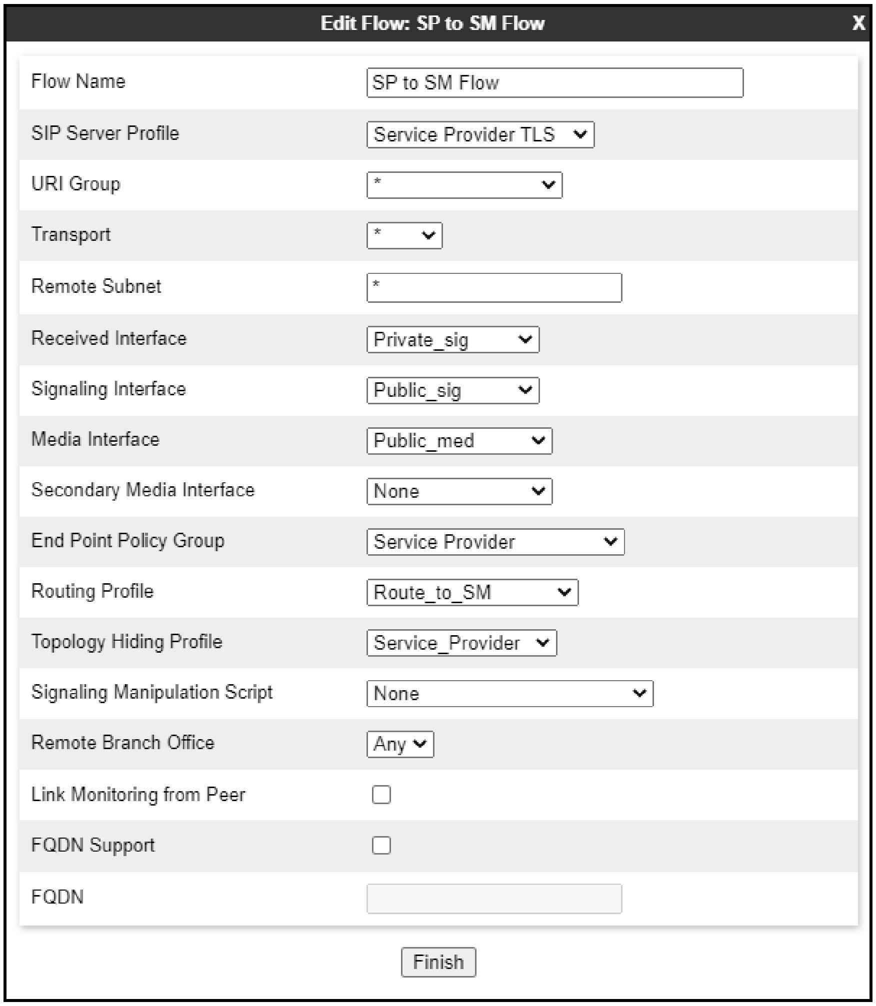
When a packet is received by Avaya SBCE, the content of the packet (IP addresses, URIs, etc.) is used to determine which flow it matches. Once the flow is determined, the flow points to a policy group which contains several rules concerning processing, privileges, authentication, routing, etc. Once routing is applied and the destination endpoint is determined, the policies for this destination endpoint are applied. The context is maintained, so as to be applied to future packets in the same flow. The following screen illustrates the flow through the Avaya SBCE to secure a SIP trunk call.



The **End-Point Flows** defines certain parameters that pertain to the signaling and media portions of a call, whether it originates from within the enterprise or outside of the enterprise.

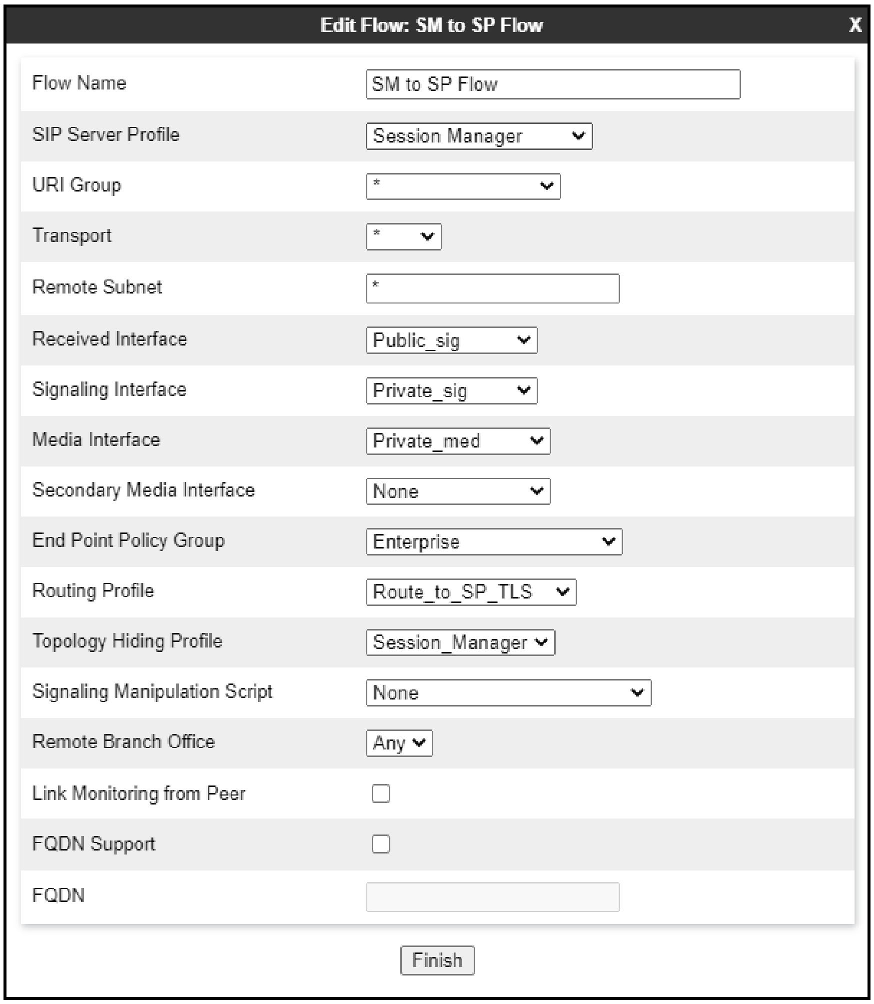
8.14.1. End Point Flow – SP to SM Flow

To create the call flow toward the enterprise, from the **Device Specific** menu, select **End Point Flows**, then select the **Server Flows** tab. Click **Add** (not shown), set parameters as shown below, click **Finish**. The screen below shows the flow named **SP to SM Flow** created in the sample configuration. The flow uses the interfaces, policies, and profiles defined in previous sections.



8.14.2. End Point Flow – SM to SP Flow

A second Server Flow with the name **SM to SP Flow** was similarly created in the Service Provider direction. To create the call flow toward the Service Provider, from the **Device Specific** menu, select **End Point Flows**, then select the **Server Flows** tab. Click **Add** (not shown), set parameters as shown below, click **Finish**. The flow uses the interfaces, policies, and profiles defined in previous sections.



9. Clearcom SIP Trunking Service Configuration

To use Clearcom SIP Trunking Service, a customer must request the service from Clearcom using the established sales processes. The process can be started by contacting Clearcom via the corporate web site at: http://www.clearcom.mx/

During the signup process, Clearcom and the customer will discuss details about the preferred method to be used to connect the customer's enterprise network to Clearcom network.

Clearcom will provide the following information:

- The **Root CA** certificates for the trusted certificate authority being used by the Clearcom, required to enable TLS encryption outside of the enterprise (public network side). The customer can download the **Root CA** certificates directly from the 3rd party trusted Certificate Authority web/home page, the name of the 3rd party trusted Certificate Authority will be needed when downloading from their web/home page, Clearcom can guide the customer on how to obtain the necessary certificate.
- SIP Trunk registration credentials (user name, password, SIP domain).
- Fully Qualified Domain Name of the Clearcom SIP proxy server.
- DID numbers.
- Public DNS IP addresses.
- Supported codecs and order of preference.
- Any IP addresses and port numbers used for signaling or media that will need access to the enterprise network through any security devices (firewall).

10. Verification and Troubleshooting

This section provides verification steps that may be performed in the field to verify that the solution is configured properly. This section also provides a list of commands that can be used to troubleshoot the solution.

10.1. General Verification Steps

- Verify that endpoints at the enterprise site can place calls to the PSTN and that the call remains active for more than 35 seconds. This time period is included to verify that proper routing of the SIP messaging has satisfied SIP protocol timers.
- Verify that endpoints at the enterprise site can receive calls from the PSTN and that the call can remain active for more than 35 seconds.
- Verify that the user on the PSTN can end an active call by hanging up.
- Verify that an endpoint at the enterprise site can end an active call by hanging up.

10.2. Communication Manager Verification

The following commands can be entered in the Communication Manager SAT terminal to verify the SIP trunk functionality:

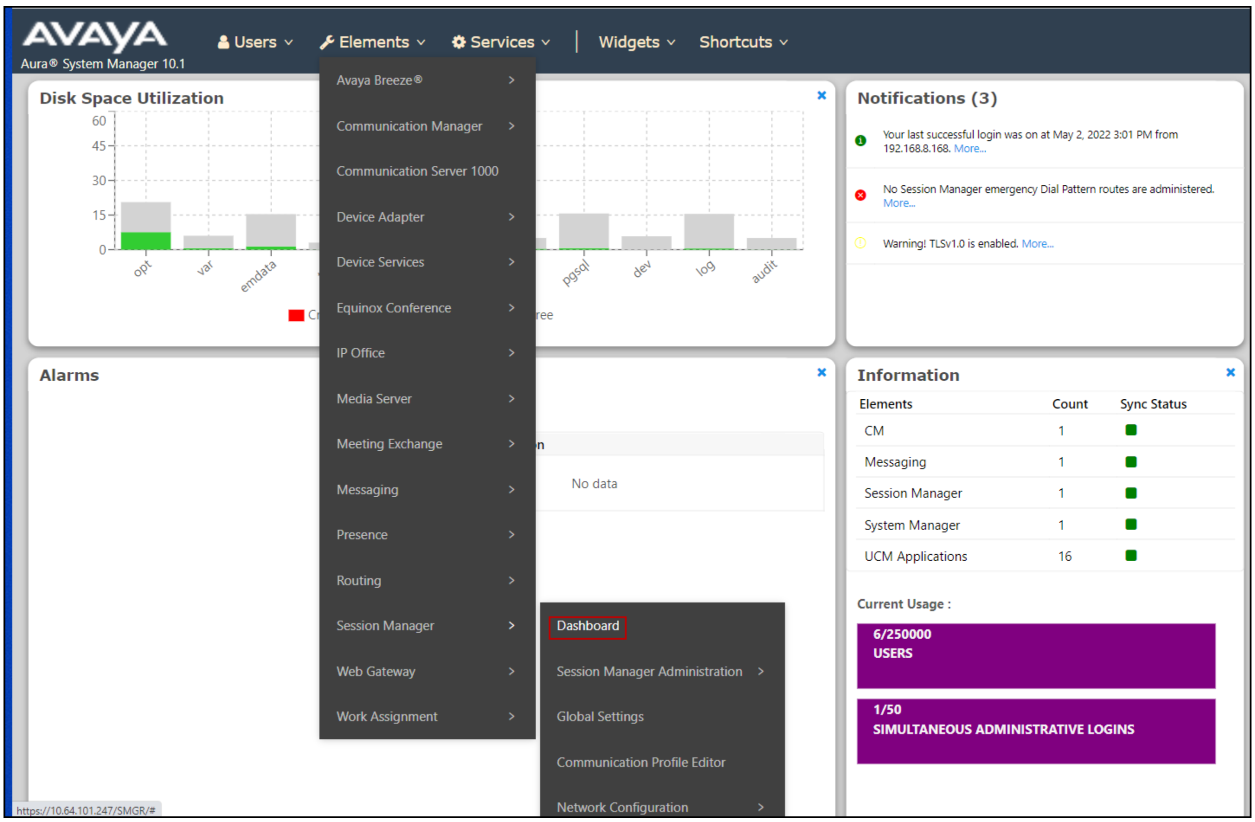
- **list trace station** <extension number>
  Traces calls to and from a specific station.

- **list trace tac** <trunk access code number>
  Trace calls over a specific trunk group.
- **status signaling-group** <signaling group number>
  Displays signaling group service state.
- **status trunk** <trunk group number>
  Displays trunk group service state.
- **status station** <extension number>
  Displays signaling and media information for an active call on a specific station.

10.3.Session Manager Verification

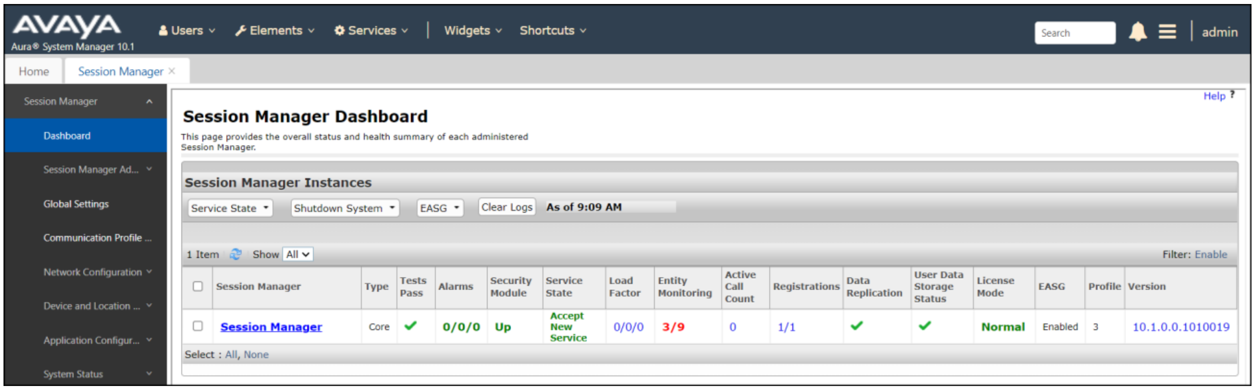
The Session Manager configuration may be verified via System Manager.

Step 1 - Using the procedures described in **Section 7**, access the System Manager GUI. From the **Home** screen, under the **Elements** heading, select **Session Manager**, then select **Dashboard**.

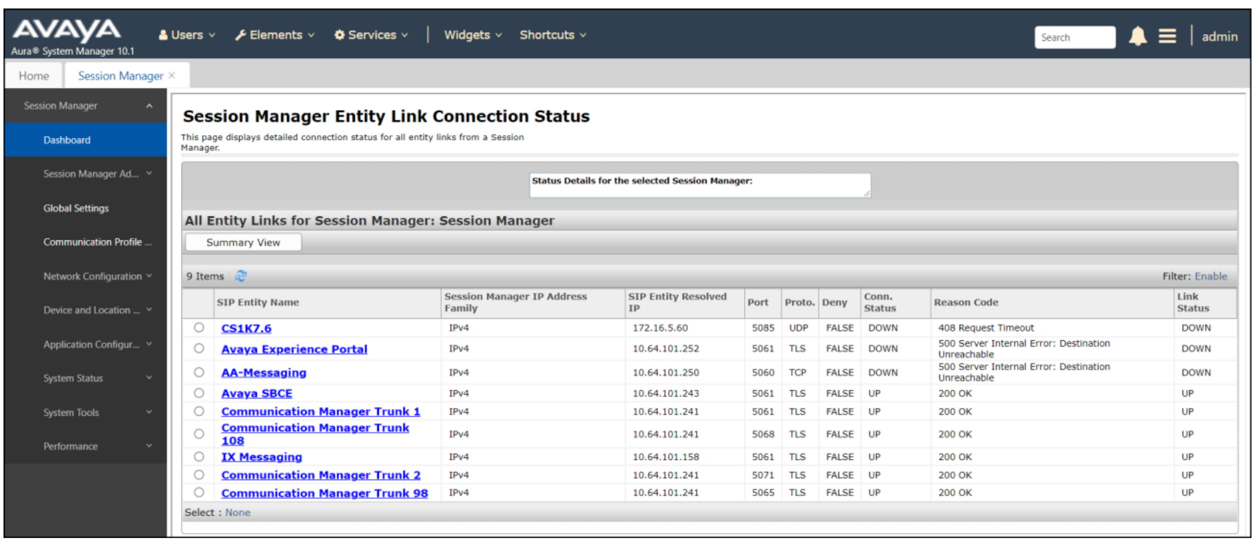


Step 2 - The Session Manager Dashboard is displayed. Note that the **Test Passed**, **Alarms**, **Service State**, and **Data Replication** columns all show good status.

In the **Entity Monitoring** column, Session Manager shows that there are **1** alarm out of the **7** Entities defined.



Verify that the state of the Session Manager links under the **Conn. Status** and **Link Status** columns are **UP**, like shown on the screen below.



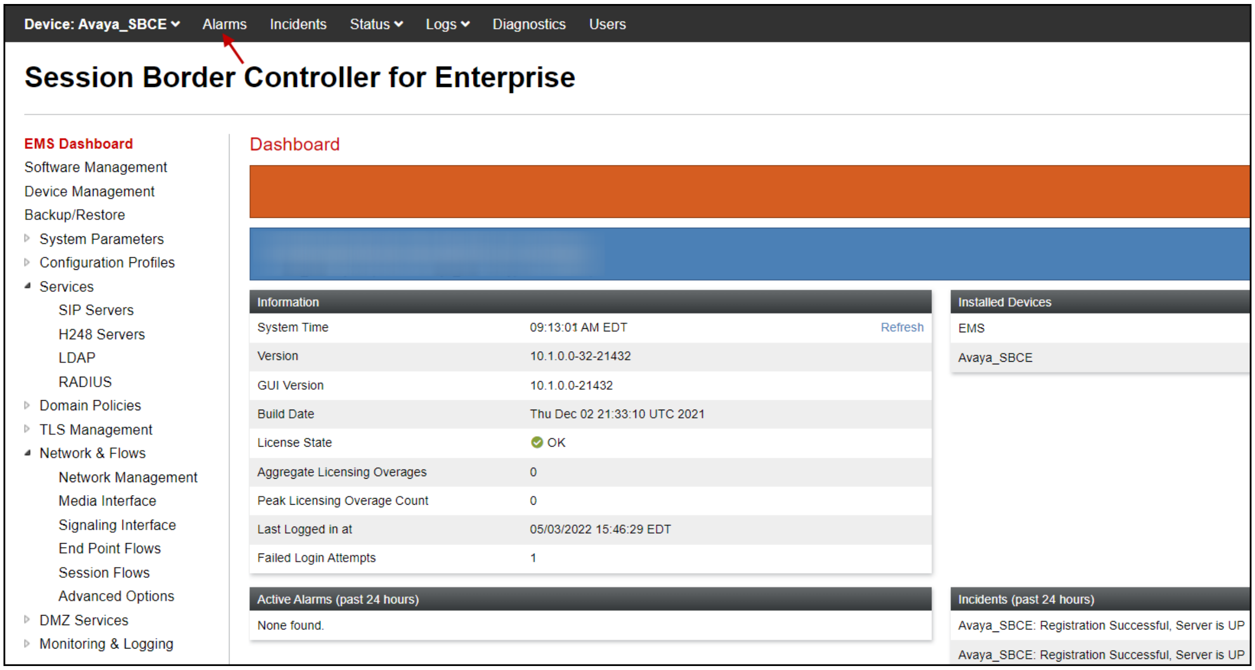
Other Session Manager useful verification and troubleshooting tools include:

- **traceSM** – Session Manager command line tool for traffic analysis. Login to the Session Manager command line management interface to run this command.
- **Call Routing Test** – The Call Routing Test verifies the routing for a particular source and destination. To run the routing test, from the System Manager Home screen navigate to **Elements → Session Manager →System Tools → Call Routing Test**. Enter the requested data to run the test.

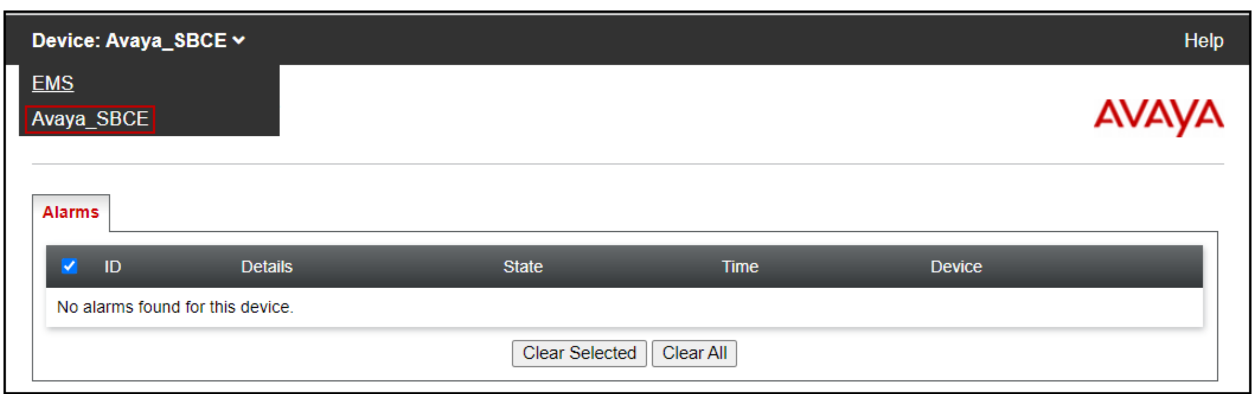
10.4. Avaya SBCE Verification

There are several links and menus located on the taskbar at the top of the screen of the web interface that can provide useful diagnostic or troubleshooting information.

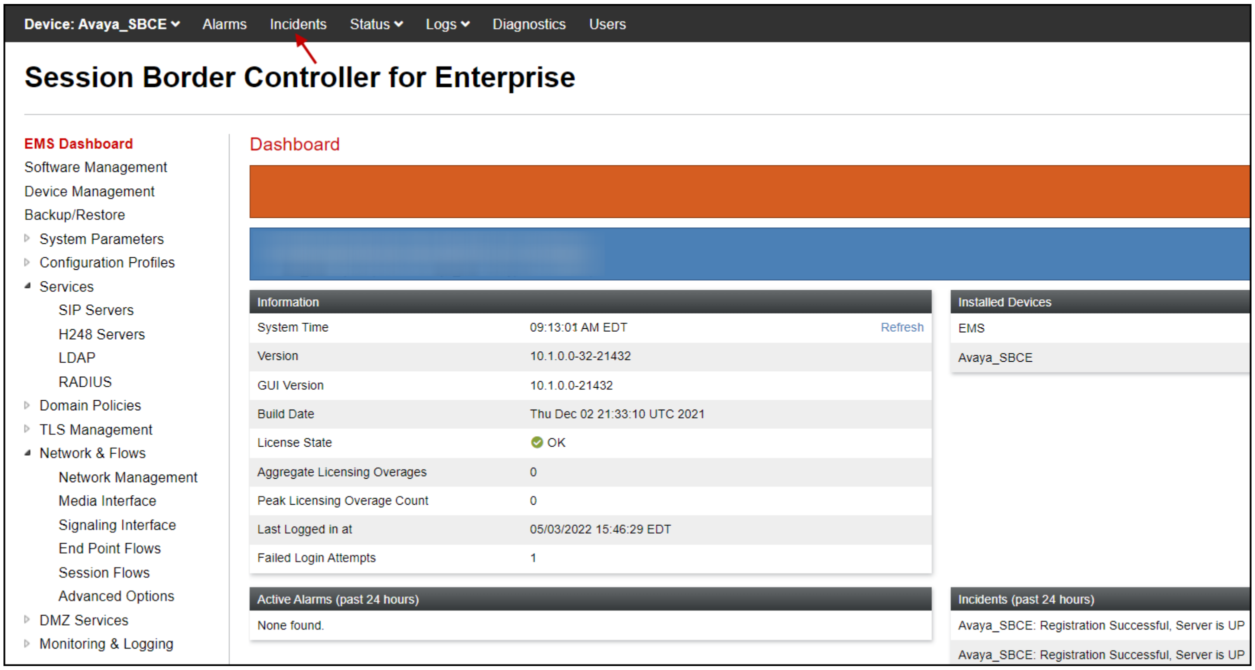
Alarms: This screen provides information about the health of the SBC.



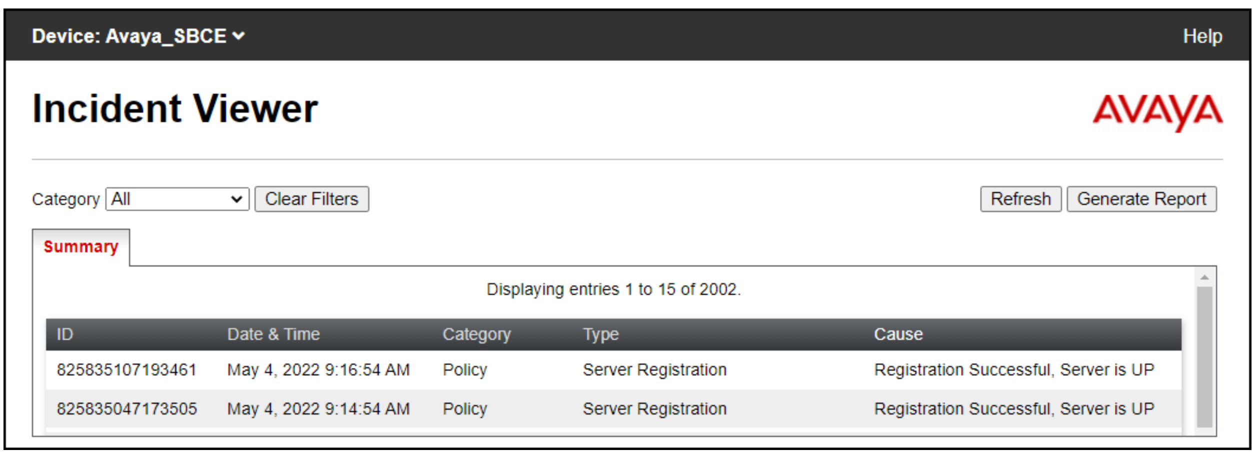
The following screen shows the **Alarm Viewer** page.



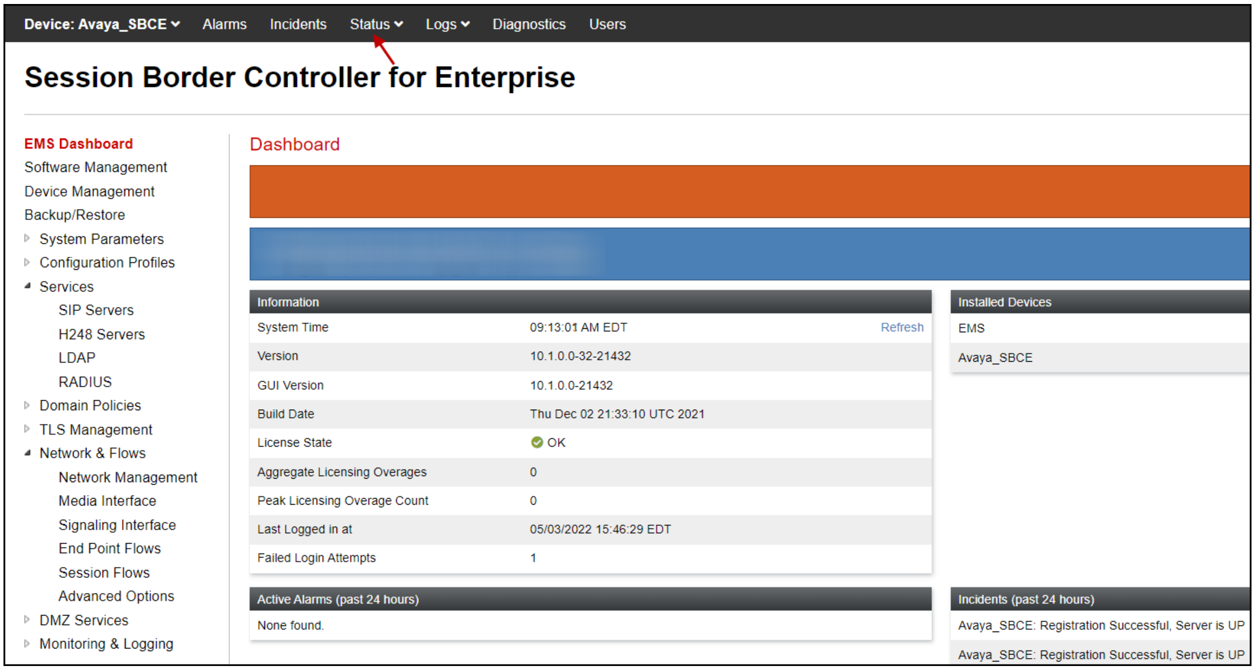
Incidents : Provides detailed reports of anomalies, errors, policies violations, etc.



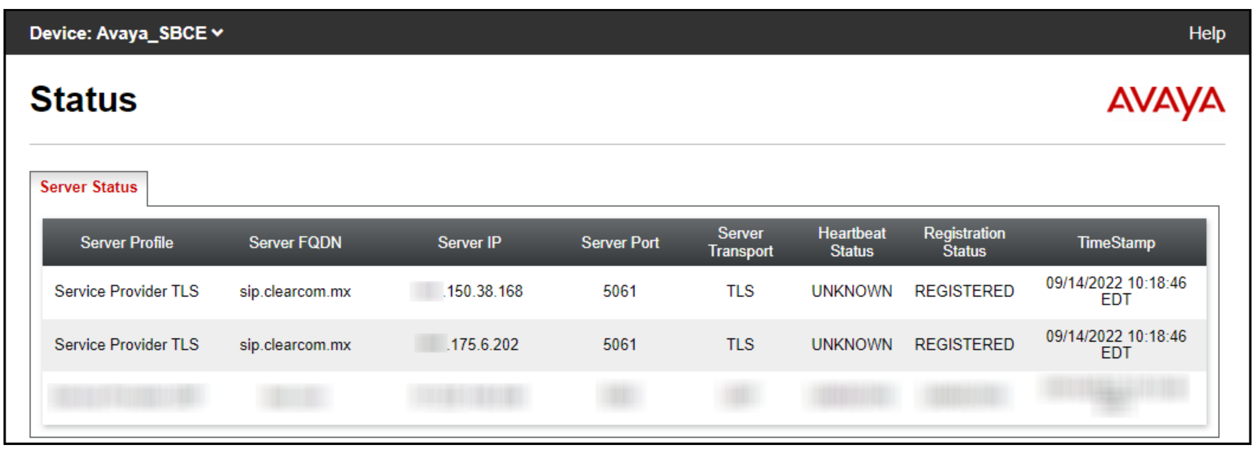
The following screen shows the Incident Viewer page.



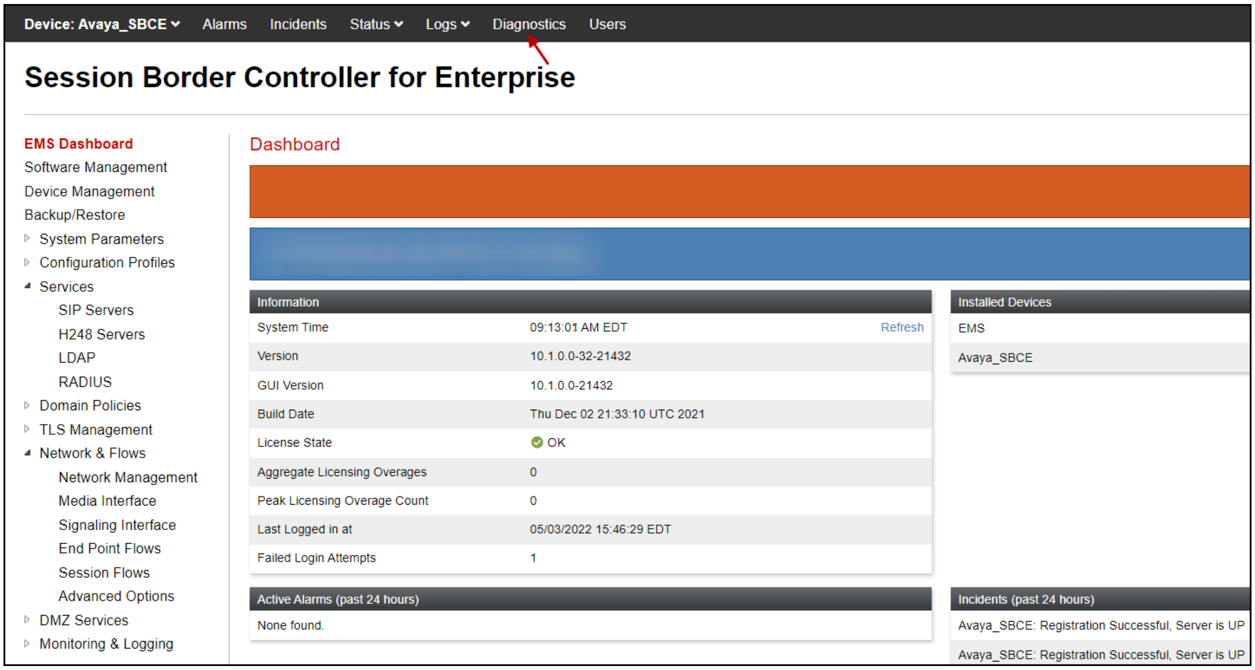
Status: This screen provides the registration status of the servers.



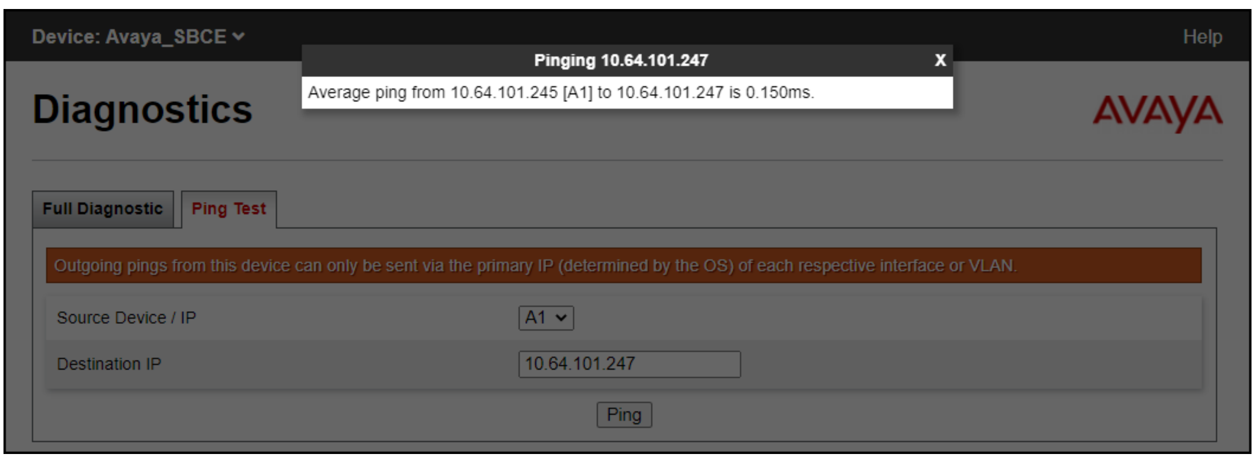
The following screen shows the Clearcom server registration status.



Diagnostics: This screen provides a variety of tools to test and troubleshoot the Avaya SBCE network connectivity.

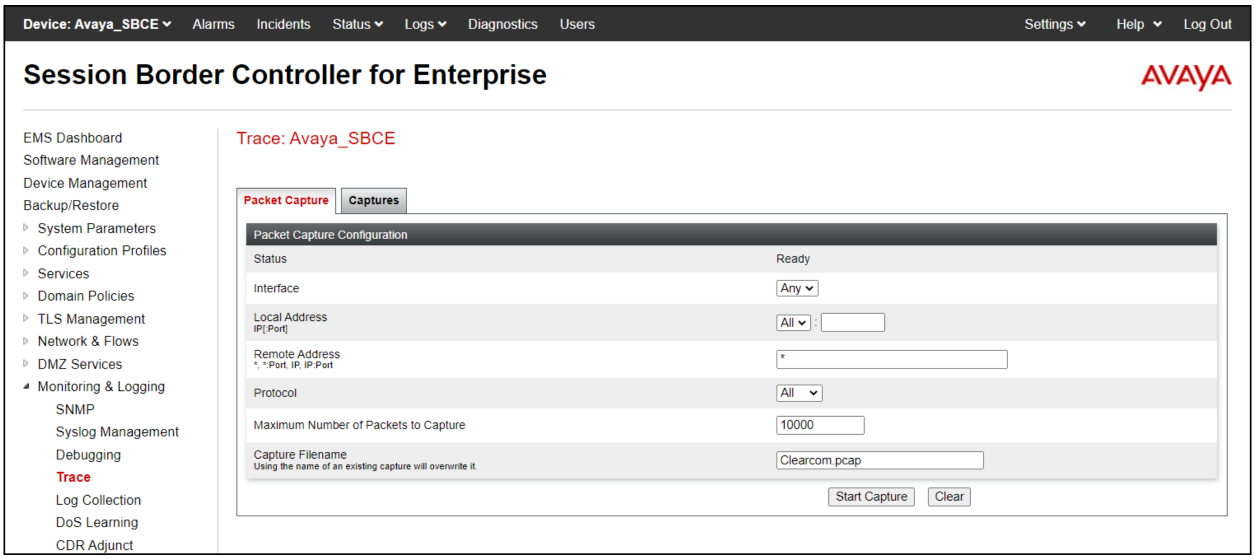


The following screen shows the Diagnostics page with the results of a ping test.

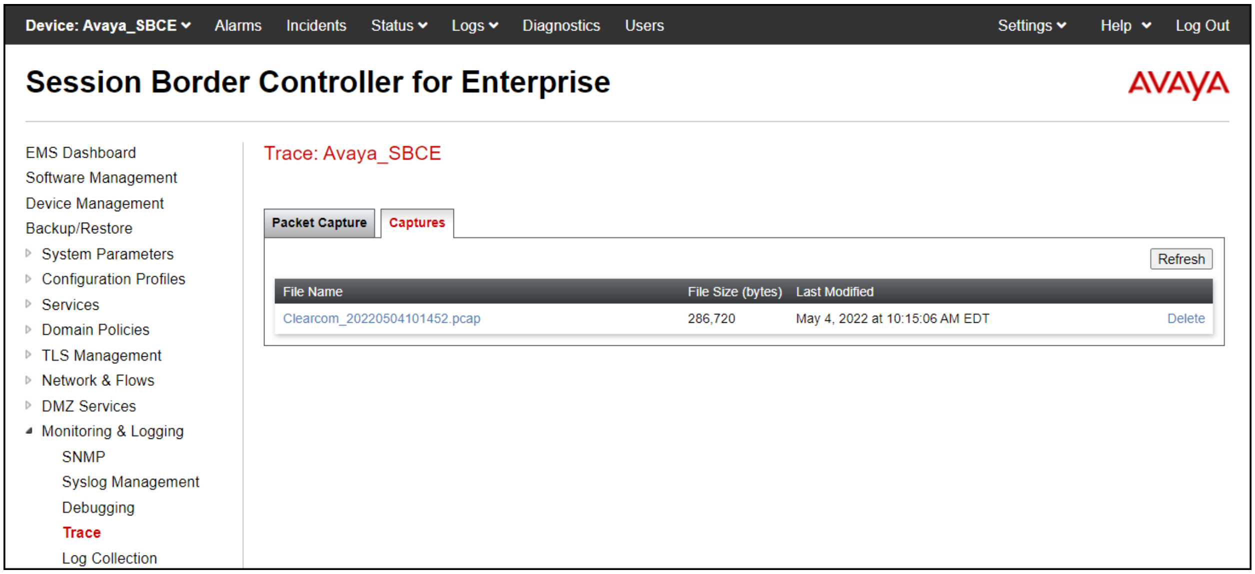


Additionally, the Avaya SBCE contains an internal packet capture tool that allows the capture of packets on any of its interfaces, saving them as .pcap files. Navigate to **Monitor & Logging → Trace**. Select the **Packet Capture** tab, set the desired configuration for the trace and click **Start Capture**.

Note – Since TLS is being used inside of the enterprise (private network side) and outside of the enterprise (public network side) the Avaya SBCE internal packet capture tool shown below cannot be used since it cannot decrypt TLS encrypted data, instead the Avaya SBCE packet trace tool "**traceSBC**" should be used.



Once the capture is stopped, click the **Captures** tab and select the proper .pcap file. Note that the date and time is appended to the filename specified previously. The file can now be saved to the local PC, where it can be opened with an application such as Wireshark.



11. Conclusion

These Application Notes describe the procedures required to configure Avaya Aura® Communication Manager 10.1, Avaya Aura® Session Manager 10.1, Avaya Aura® Experience Portal 8.1 and Avaya Session Border Controller for Enterprise 10.1, to connect to the Clearcom SIP Trunking service, as shown in **Figure 1**.

Interoperability testing of the sample configuration was completed with successful results for all test cases with the observations/limitations described in **Sections 2.1** and **2.2**.

12. References

This section references the documentation relevant to these Application Notes. Additional Avaya product documentation is available at http://support.avaya.com.

[1] Deploying Avaya Aura® Communication Manager in a Virtualized Environment, Release 10.1, Issue 3, April 2022.
[2] Administering Avaya Aura® Communication Manager, Release 10.1, Issue 1, December 2021.
[3] Administering Avaya Aura® System Manager for Release 10.1.x, Issue 5, April 2022.
[4] Deploying Avaya Aura® System Manager in a Virtualized Environment, Release 10.1.x, Issue 2, March 2022.
[5] Deploying Avaya Aura® Session Manager and Avaya Aura® Branch Session Manager in a Virtualized Environment , Release 10.1., Issue 2, March 2022.
[6] Administering Avaya Aura® Session Manager, Release 10.1.x, Issue 3, April 2022.
[7] Deploying Avaya Session Border Controller for Enterprise on a Virtualized Environment Platform, Release 10.1, Issue 1, December 2021.
[8] Administering Avaya Session Border Controller for Enterprise, Release 10.1, Issue 1, December 2021.
[9] Application Notes for Configuring Remote Workers with Avaya Session Border Controller for Enterprise 10.1 on the Avaya Aura® Platform - Issue 1.0.
[10] Deploying and Updating Avaya Aura® Media Server Appliance, Release 10.1.x, Issue 1, April 2022.
[11] Administering Avaya Experience Portal, Release 8.1.1, Issue 2, February 2022
[12] Implementing Avaya Experience Portal on a single server, Release 8.1.1, Issue 1, January 2022
[13] RFC 3261 SIP: Session Initiation Protocol, http://www.ietf.org/
[14] RFC 2833 RTP Payload for DTMF Digits, Telephony Tones and Telephony Signals, http://www.ietf.org/

13. Appendix A – Avaya Session Border Controller for Enterprise – Refer Handling

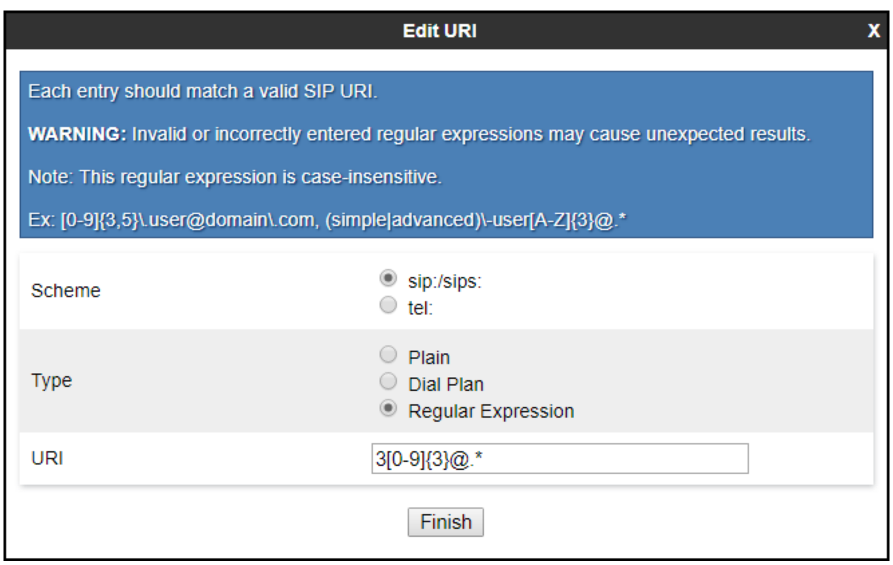
One of the capabilities important to the Experience Portal environment is the Avaya SBCE Refer Handling option. Experience Portal inbound call processing may include call redirection to Communication Manager agents, or other CPE destinations. This redirection is accomplished by having Experience Portal send SIP REFER messaging to the Avaya SBCE. Enabling the Refer Handling option causes the Avaya SBCE to intercept and process the REFER and generate a new SIP INVITE messages back to the CPE (e.g., Communication Manager).

As an additional option, the Refer Handling feature can also specify URI Group criteria as a discriminator, whereby SIP REFER messages matching the URI Group criteria are processed by the Avaya SBCE, while SIP REFER messages that do not match the URI Group criteria, are passed through to the Service Provider.

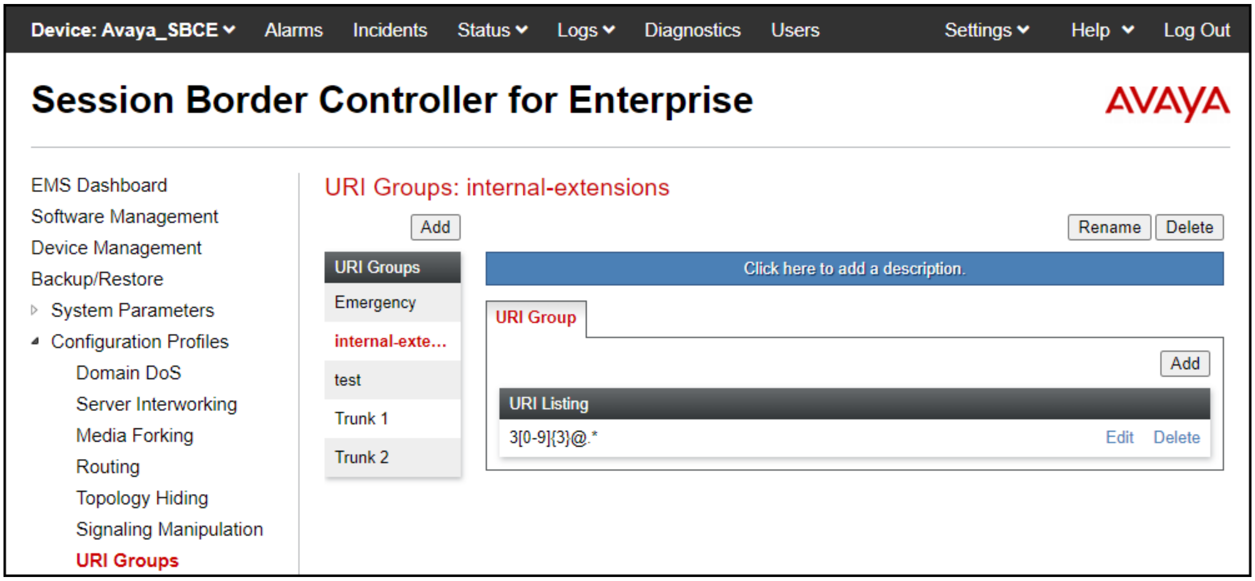
Note – If Experience Portal is not included as part of the Avaya Enterprise equipment Refer Handling should not be used, it should be left unchecked/disabled.

Create a URI Group for numbers intended for Communication Manager.
Step 1 - Select **Configuration Profiles → URI Groups** from the left-hand menu.
Step 2 - Select **Add** and enter a descriptive **Group Name**, e.g., **internal-extension**, and select **Next** (not shown).
Step 3 - Enter the following:

- **Scheme**: **sip:/sips:**
- **Type: Regular Expression**
- **URI: 3[0-9]{3}@.*** This will match 4-digit local extensions starting with 3, e.g., 3041 or 3042.
- Select **Finish**.



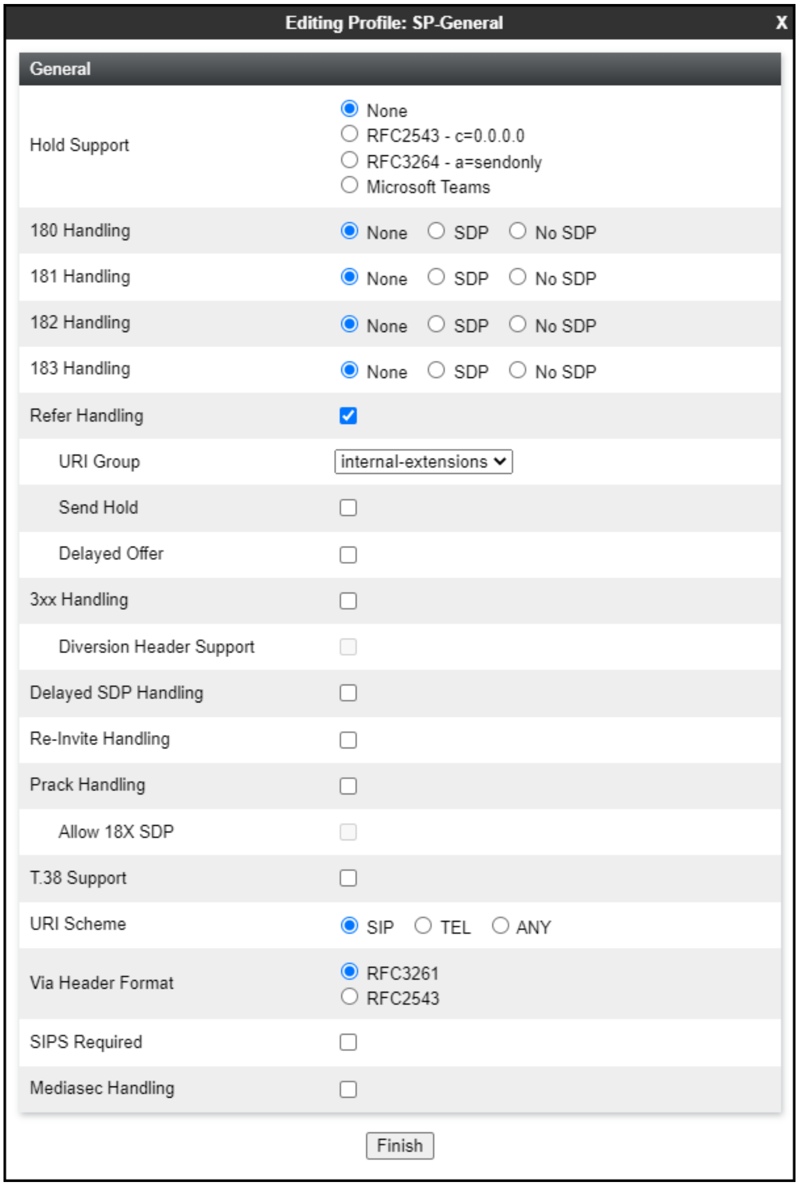
Step 4 - For additional entries, select **Add** on the right-hand side of the URI Group tab and repeat **Step 3**.



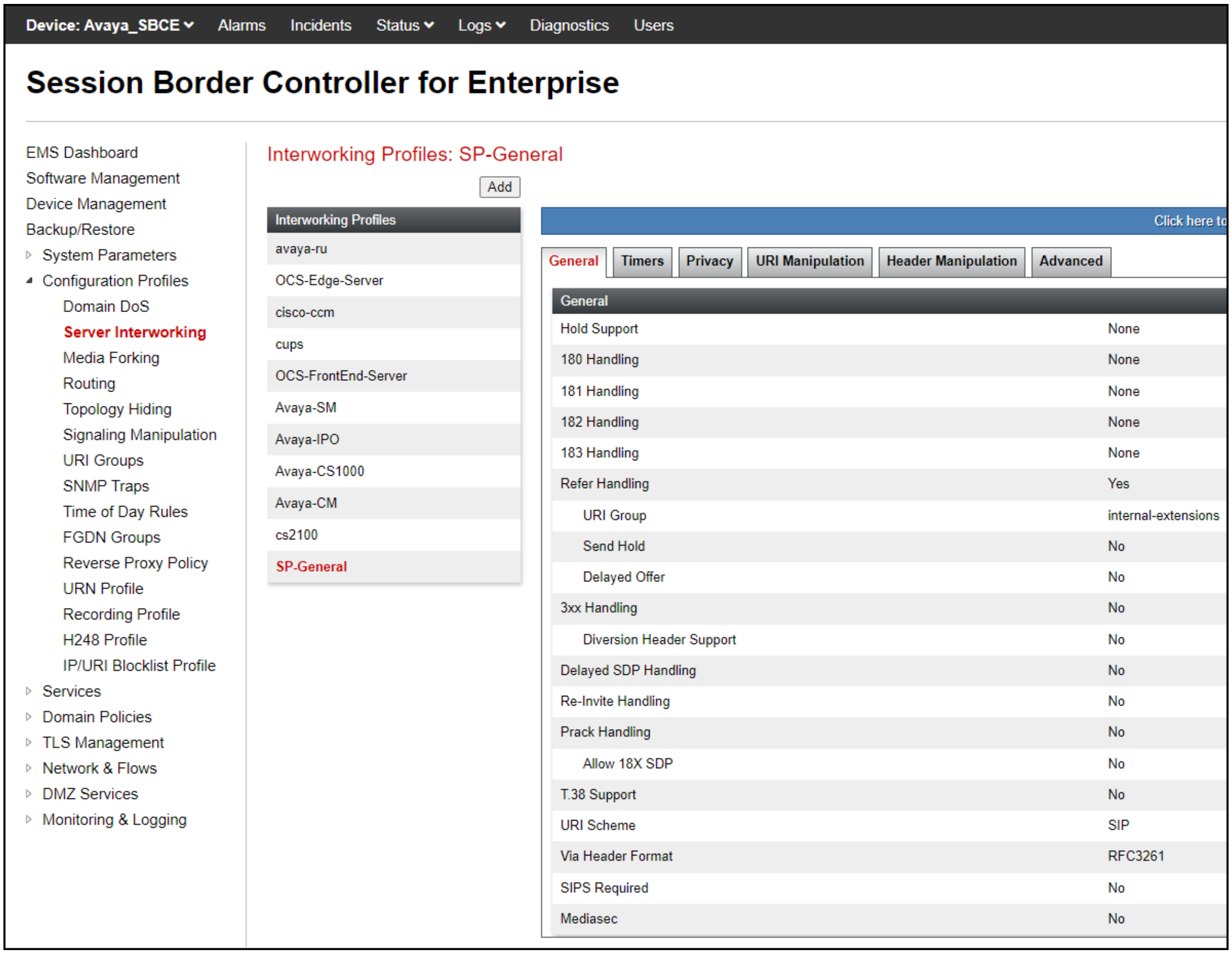
Edit the existing **SP-General** Server Interworking Profile to enable Refer Handling.

Step 1 - Select **Configuration Profiles → Server Interworking** from the left-hand menu (not shown).
Step 2 - Select the **SP-General** Server Interworking Profile created in **Section 8.7.2** and click **Edit**

- Check **Refer Handling**.
- **URI Group: internal-extensions**.
- Select **Finish**.



Following is the SP-General Server Interworking profile after editing.



14. Appendix B – SigMa Scripts

Following are the Signaling Manipulation script that was used in the configuration of the Avaya SBCE. Add the scripts as instructed in **Sections 8.8**, enter a name for the script in the Title and copy/paste the entire scripts shown below.

```
//Replace Username in "REQUEST-LINE" with "TO" number on Inbound
within session "ALL"
{
act on message where %DIRECTION="INBOUND" and %ENTRY_POINT="PRE_ROUTING"
{
%HEADERS["Request_Line"][1].URI.USER = %HEADERS["To"][1].URI.USER;
}
}

//Insert Username in the FROM header on Outbound
within session "ALL"
{
act on request where %DIRECTION="OUTBOUND" and
%ENTRY_POINT="POST_ROUTING"
{
%fromuser = %HEADERS["From"][1].URI.USER;
%HEADERS["From"][1].URI.USER = "user123";
}
}

//Remove gsid and epv parameters in outbound Contact header
//Remove P-Location parameter
within session "ALL"
{
act on message where %DIRECTION="OUTBOUND" and
%ENTRY_POINT="POST_ROUTING"
{
remove(%HEADERS["Contact"][1].URI.PARAMS["gsid"]);
remove(%HEADERS["Contact"][1].URI.PARAMS["epv"]);
remove(%HEADERS["P-Location"][1]);

}
}
```

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.