

# Avaya Solution & Interoperability Test Lab

Application Notes for Configuring the Talari Networks Adaptive Private Networking Solution with Avaya Aura® Communication Manager, Avaya Aura® Session Manager and Avaya IP Telephones in a Multi-Site Converged VoIP and Data Network - Issue 1.0

# **Abstract**

These Application Notes describe procedures for configuring the Talari Networks Adaptive Private Networking Solution with an Avaya Aura® Telephony Infrastructure including Avaya Aura® Communication Manager, Avaya Aura® Session Manager and Avaya IP Telephones in a Multi-Site Converged VoIP and Data Network

The Talari T730 provides the enterprise with multiple connections to the WAN for redundancy and provides traffic redirection on the WAN links. In addition, the T730 provides load balancing, Layer2/Layer3 Quality of Service, bandwidth management and traffic shaping. The compliance testing focused on how these feature sets provide improved access of remote site IP telephony users to the telephony applications at the main enterprise site in light of heavy link utilization and failures.

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.

# 1. Introduction

These Application Notes document how to configure the Talari Networks Adaptive Private Networking Solution with an Avaya Aura® Telephony Infrastructure including Avaya Aura® Communication Manager, Avaya Aura® Session Manager and Avaya IP Telephones in a Multi-Site Converged VoIP and Data Network

The Talari T730 provides the enterprise with multiple connections to the WAN for redundancy and provides traffic redirection on the WAN links. In addition, the T730 provides load balancing, Layer2/Layer3 Quality of Service (Qos), bandwidth management and traffic shaping. The compliance testing focused on how these feature sets provide improved access of remote site IP telephony users to the telephony applications at the main enterprise site in light of heavy link utilization and failures.

# 2. General Test Approach and Test Results

The general test approach was to configure a Multi-Site Voice over IP (VoIP) Solution using the Talari Networks Adaptive Private Networking Solution with Aura® Communication Manager, Avaya Aura® Session Manager and Avaya IP Telephones with emphasis placed on voice quality while the Talari enforced load balancing, Layer2/Layer3 Quality of Service, and traffic shaping polices. The configuration, (shown in **Figure 1**) was used to exercise the features and functionality listed in **Section 2.1** 

# 2.1. Interoperability Compliance Testing

Interoperability compliance testing covered, feature functionality, serviceability, and performance testing. Compliance testing emphasis was placed on verifying voice quality in a multi-site converged VoIP and data network scenario. Specifically, compliance testing verified that the Avaya IP telephones retain good voice quality between the corporate and branch sites while the Talari T730 enforced, load balancing, Layer2/Layer3 Quality of Service, and traffic shaping polices.

### Feature functionality tested:

- Enforce Layer2/Layer3 Quality of Service
- VLANs
- Best path link with traffic
- Link Failover
- Traffic shaping

### **Telephony features verified to operate correctly included:**

- Attended/Unattended transfer
- Conference call add/drop/participation
- Multiple call appearances
- Caller ID operation
- Call forwarding
- Call Park/Call pick-up
- Bridged call appearances
- Voicemail using Communication Manager Messaging and Avaya Modular Messaging
- Message Waiting Indicator (MWI)
- Hold/Return from hold
- Direct IP Media (Shuffling)
- G.711 and G.729 codecs

### **Serviceability testing:**

 Serviceability testing was conducted to verify the ability of the Avaya/Talari solution to recover from adverse conditions, such as power cycling devices and disconnecting cables between the LAN interfaces. In all cases, the ability to recover after the network normalized was verified.

### 2.2. Test Results

The Talari Networks Adaptive Private Networking Solution with Aura® Communication Manager, Avaya Aura® Session Manager and Avaya IP Telephones passed compliance testing.

# 2.3. Support

Technical support for Talari can be obtained through the following:

• Phone: +1 408 689 0400

• Web support: http://www.talari.com/support

• Email: <u>support@talari.com</u>

# 3. Reference Configuration

The network diagram shown in Figure 1 illustrates the network environment used for the compliance test. The Talari Networks Adaptive Private Networking Solution provides network connectivity for the voice and data traffic between the Corporate and Remote Sites.

# The Avaya and Talari components used to create the corporate site included:

- Avaya S8300D Server running Avaya Aura® Communication Manager & Avaya Aura® Communication Manager Messaging
- Avaya S8800 Server running Avaya Aura® Session Manager
- Avaya S8800 Server running Avaya Aura® System Manager
- Avaya G450 Media Gateway
- Avaya Modular Messaging Server (MAS) and (MSS)
- Avaya 9600-Series IP telephone (H.323)
- Avaya 9600-Series IP telephone (SIP)
- Avaya 2410 digital telephone
- Talari Networks T730 Appliance
- LAN router/switch
- DHCP/HTTP/TFTP Server

### The Avaya and Talari components used to create the remote site included:

- Avaya 9600-Series IP telephone (H.323)
- Avaya 9600-Series IP telephone (SIP)
- Talari Networks T730 Appliance
- LAN router/switch

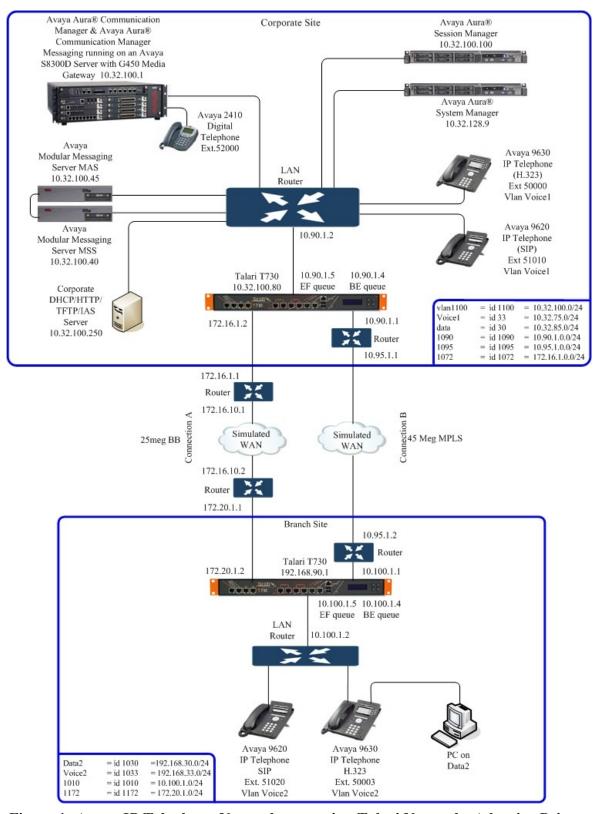


Figure 1: Avaya IP Telephony Network traversing Talari Networks Adaptive Private Networking Solution

# 4. Equipment and Software Validated

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

Equipment	Software/Firmware
Avaya PBX Products	
Avaya S8300D Server running Avaya Aura®	Avaya Aura® Communication
Communication Manager	Manager 6.0
Avaya G450 Media Gateway (Corporate Site)	
MGP	30 .13 .2
MM712 DCP Media Module	HW9
Avaya Aura® Session Manager	
Avaya Aura® Session Manager	6.0
Avaya Aura® System Manager	6.0
Avaya Messaging (Voice Mail) Products	
Avaya Modular Messaging - Messaging Application Server (MAS)	5.2
Avaya Modular Messaging - Message Storage Server (MSS)	5.2
Avaya Aura® Communication Manager Messaging (CMM)	6.0
Avaya Telephony Sets	
Avaya 9600 Series IP Telephones	(H.323 3.1.1) and (SIP 2.6.4)
Avaya 2410 Digital Telephone	5.0
Talari Network Products	
Talari T730	2.1 GA_P1
MS Products	
DHCP/HTTP/TFTP/IAS Server	Microsoft Windows 2003 Server

**Table 1: Equipment and Software Tested** 

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

# 5. Avaya Aura® Communication Manager

There is no Talari specific configuration required on Avaya Aura® Communication Manager and Avaya Aura® Session Manager to support this solution. It is assumed that all Aura® Telephony components and appropriate licenses and authentication files have been configured already, e.g., trunks, dial plans, etc, and will not be covered in this document. For detailed information on the installation, maintenance, and configuration of Communication Manager and Session Manager, please reference Section 9. Sections 5.1 and 5.2 are supplied for reference only; no special configuration is required.

# 5.1. Verify OPS Capacity

Using the SAT, verify that the Off-PBX Telephones - OPS feature is enabled on the **Optional Features** form. The license file installed on the system controls these options. If a required feature is not enabled, contact an authorized Avaya sales representative. On **Page 1**, verify that the number of OPS stations allowed in the system is sufficient for the number of SIP endpoints that will be deployed.

```
display system-parameters customer-options
                                                                      1 of 11
                               OPTIONAL FEATURES
    G3 Version: V16
                                                Software Package: Enterprise
      Location: 2
                                                 System ID (SID): 1
                                                 Module ID (MID): 1
      Platform: 28
                                                             USED
                               Platform Maximum Ports: 6400 143
                                    Maximum Stations: 2400 44
                            Maximum XMOBILE Stations: 2400
                   Maximum Off-PBX Telephones - EC500: 9600
                   Maximum Off-PBX Telephones - OPS: 9600
                   Maximum Off-PBX Telephones - PBFMC: 9600
                   Maximum Off-PBX Telephones - PVFMC: 9600
                   Maximum Off-PBX Telephones - SCCAN: 0
                        Maximum Survivable Processors: 313
        (NOTE: You must logoff & login to effect the permission changes.)
```

# 5.2. Verify QoS

IP networks were originally designed to carry data on a best-effort delivery basis, which meant that all traffic had equal priority and an equal chance of being delivered in a timely manner. As a result, all traffic had an equal chance of being dropped when congestion occurred. QoS is now utilized to prioritize VoIP traffic and should be implemented throughout the entire network.

In order to achieve prioritization of VoIP traffic, the VoIP traffic must be classified. The Avaya Aura® telephony infrastructure supports both IEEE 802.1p and DiffServ.

The DiffServ and 802.1p/Q values configured here will be downloaded to the Avaya H.323 IP Telephones via Communication Manager. Avaya SIP IP Telephones will get QoS settings by downloading the 46xxsettings file from the HTTP server. For more information on QoS settings refer to **Section 9**.

On Page 1 of the change ip-network-region form, verify the Differentiated Services Code Points. The Differentiated Services Code Point for Call Control PHB Value and Audio PHB Value are 46 and the Call Control 802.1p Priority and Audio 802.1p Priority are set to 6.

```
change ip-network-region 1
                                                                     1 of 20
                                                              Page
                              IP NETWORK REGION
 Region: 1
Location:
                Authoritative Domain: dev4.com
   Name: Main
MEDIA PARAMETERS
                              Intra-region IP-IP Direct Audio: yes
     Codec Set: 1
                             Inter-region IP-IP Direct Audio: yes
  UDP Port Min: 2048
                                       IP Audio Hairpinning? n
  UDP Port Max: 3329
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? v
Idle Traffic Interval (sec): 20
  Keep-Alive Interval (sec): 5
          Keep-Alive Count: 5
```

# 6. Configure the Corporate Talari T730

It is assumed that all appropriate Talari licenses are installed. For instructions, refer to Section 9.

# 6.1. Connecting the Talari T730 to a PC

By default, the IP interface of the Talari T730 Aux mgt port (#5) is configured with 192.168.0.2/30.

Configure a PC with the following IP Address information:

- IP address 192.168.0.1
- Subnet Mask 255.255.255.252

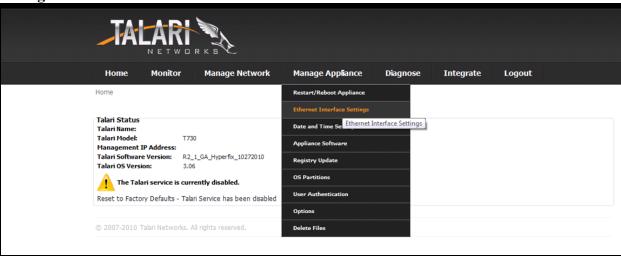
Configure the Talari T730 using the built-in web-based APNA Web console. Access this tool by establishing a web browser connection to the Talari. Connect the LAN port of the computer being used to LAN port 5 on the Talari T730. Start the web browser and enter https://192.168.0.2 to access the Talari APNA Web console. The **System Administrator Login** page is displayed. Log into the Talari T730 using default credentials which can be obtained from the Talari T730 documentation, refer to **Section 9.** 



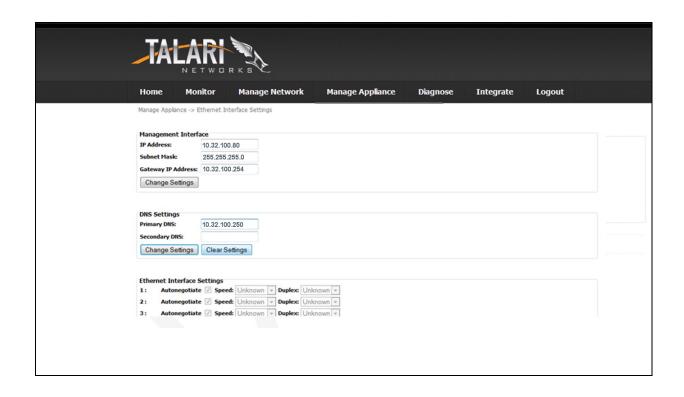
# 6.2. Configuring the IP Management interface of the T730

Perform this task to update the IP interface settings of an operational or newly installed Talari T730.

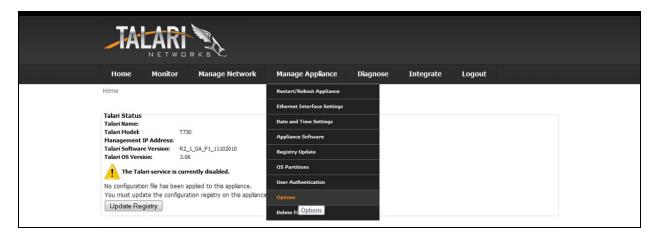
**Step 1:** From the Administration menu, select **Manage Appliance** → **Ethernet interface settings.** 



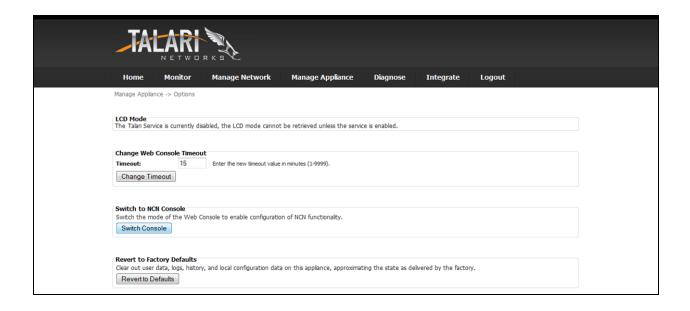
Step 2: The Manage Appliance → Ethernet interface settings page is displayed. Update the Management Interface attributes for the IP Address, Subnet Mask, Gateway IP Address and DNS settings with the information shown in Figure 1. Select Change Settings to continue.



**Step 3:** Enable the NCN (network control node) so the APN GUI editor can be used. From the Administration menu, select **Manage Appliance** → **Options** 

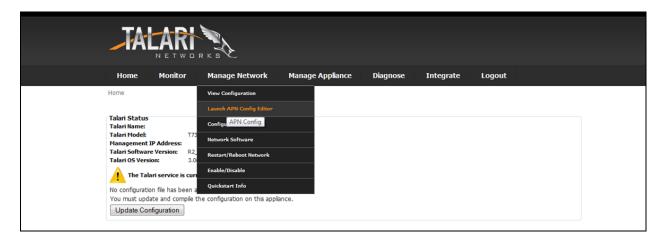


The **Manage Appliance** → **Options** page is displayed. Select **Switch Console** to enable the APN Configuration Editor.



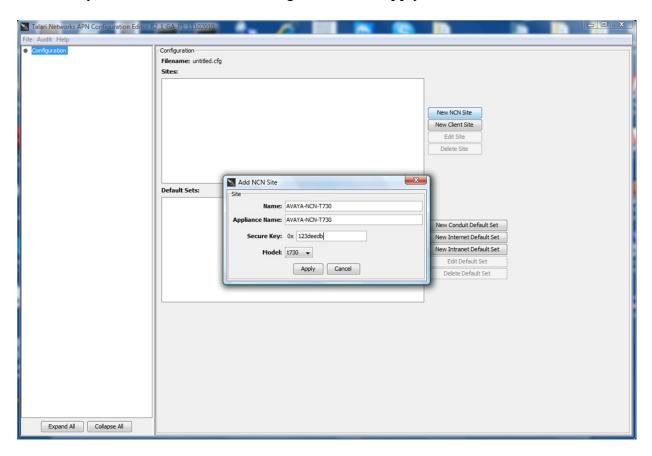
# Step 4: Start the APN Configuration Editor. From the Administration menu, select Manage Network → Launch APN Config Editor.

Note: the **APN Config Editor** is a standalone JAVA app (java 6 recommended)



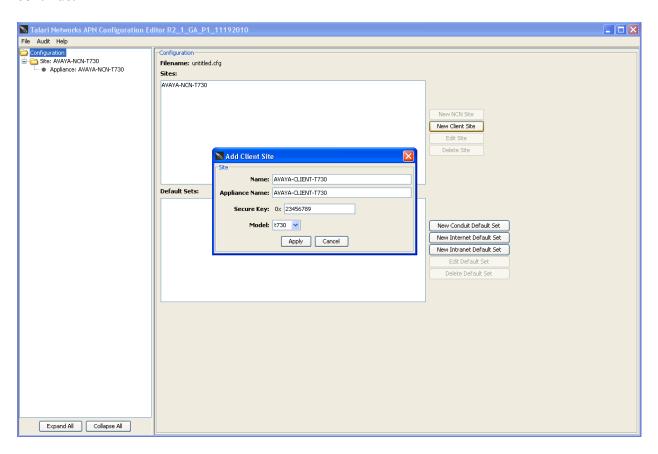
### **Step 5:** Create NCN Site

Once the Talari APN Configuration Editor page is displayed, select **New NCN Site.** The **Add NCN Site** dialogue box is displayed. Enter a unique **Name, Appliance Name,** 8 digit hex **Secure Key,** Select the Talari **Model** being used. Select **Apply** to continue.



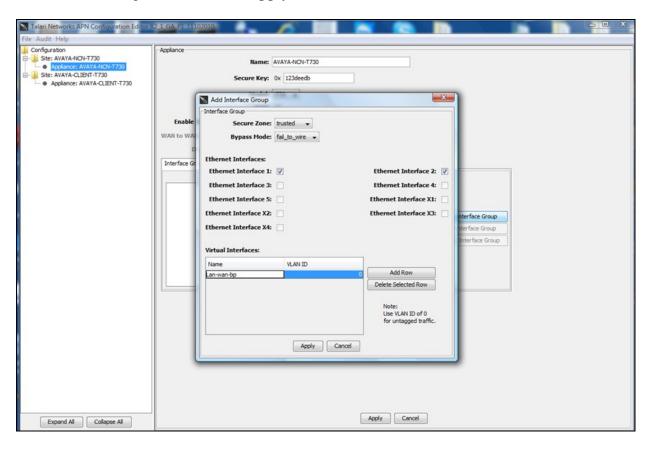
### Step 6: Add Client Site

Select New Client Site. The Add Client Site dialogue box is displayed. Enter a unique Name, Appliance Name, 8 digit hex Secure Key, Select the Talari Model being used. Select Apply to continue.

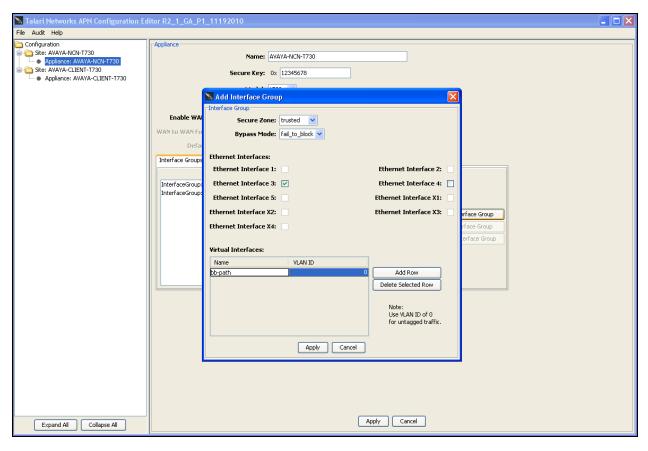


### Step 7: Create fail-to-wire Path

From the Configuration menu, select the NCN site created in Step 5. Select Appliance → Interface Groups → New Interface Group. The Add Interface Group dialogue box is displayed, Select trusted from the Secure Zone: dropdown menu. Select fail\_to\_wire from the Bypass Mode: dropdown menu. Select the desired interfaces to be used, Ethernet Interface 1: and Ethernet Interface 2: were used for compliance testing. Select the Add Row button. Under Name, enter a unique Name. Select Apply to continue.

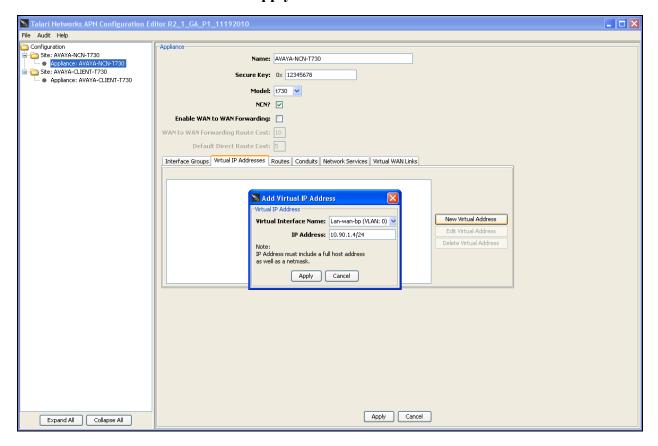


Step 8: Create fail-to-block Path (Secondary Interface Group for alternate path)
Select New Interface Group. The Add Interface Group dialogue box is displayed. Select
trusted from the Secure Zone: dropdown menu. Select fail\_to\_block from the Bypass Mode:
dropdown menu. Select the desired interfaces to be used, Ethernet Interface 1: and Ethernet
Interface 2: were used for compliance testing. Select the Add Row tab. Under Name, enter a
unique Name. Select Apply to continue.



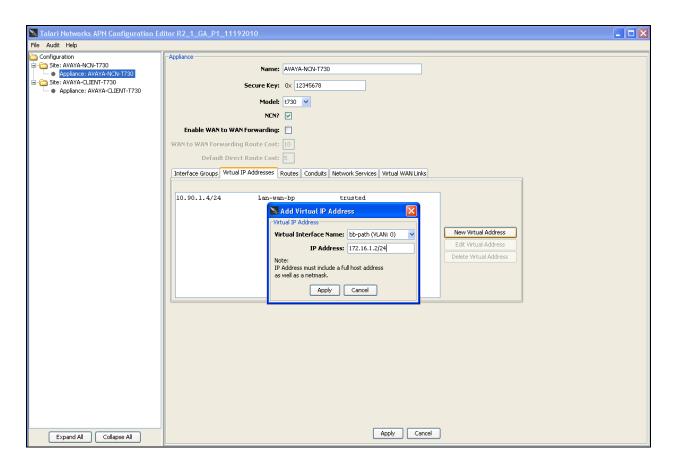
# Step 9: Create a Virtual IP for the fail-to-wire Path

Select Virtual IP Addresses  $\rightarrow$  New Virtual Address. The Add Virtual IP Address dialogue box is displayed. Select the name created in Step 7 from the Virtual Interface Name dropdown menu. Enter the IP Address. Select Apply to continue.

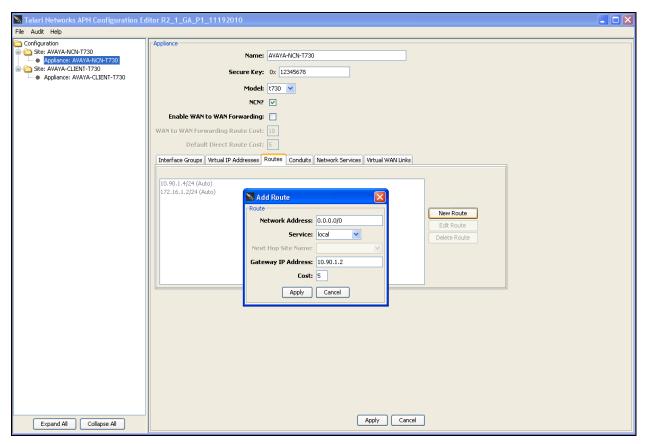


### **Step 10:** Create a Virtual IP for the fail-to-block Path

Select Virtual IP Addresses  $\rightarrow$  New Virtual Address. The Add Virtual IP Address dialogue box is displayed. Select the name created in Step 8 from the Virtual Interface Name dropdown menu. Enter the IP Address. Select Apply to continue.



Step 11: Create default routes for local downstream subnet(s)
Select Routes → New Route. The Add Route dialogue box is displayed. Enter the Network
Address 0.0.0.0/0, Select local from the Service dropdown menu. Enter the Gateway IP
Address. Select Apply to continue.



Step 12: Create the Conduit Relationship between the two sites Select Conduit → New Conduit. The Add Conduit dialogue box is displayed. Select the remote site created in Step 6 from the Remote Site Name dropdown menu. Check the Reverse Also? checkbox. Select Apply to continue.

Note: The Client Site must be created before the conduit relationship can be made between them. Configuration Site: AVAYA-NCN-T730 Name: AVAYA-NCN-T730 Appliance: AVAYA-NC)

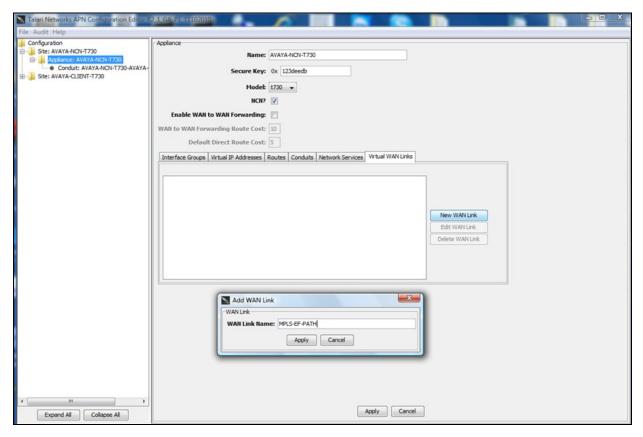
Appliance: AVAYA-NC)

Site: AVAYA-CLIENT-T730 Appliance: AVAYA-CLIENT-T730 Model: t730 ▼ NCN? V Enable WAN to WAN Forwarding: WAN to WAN Forwarding Route Cost: 10 Default Direct Route Cost: 5 Interface Groups | Virtual IP Addresses | Routes | Conduits | Network Services | Virtual WAN Links New Conduit Add Conduit Local Site Name: AVAYA-NCN-T730 Remote Site Name: AVAYA-CLIENT-T730 ▼ Reverse Also? Apply Cancel

Apply Cancel

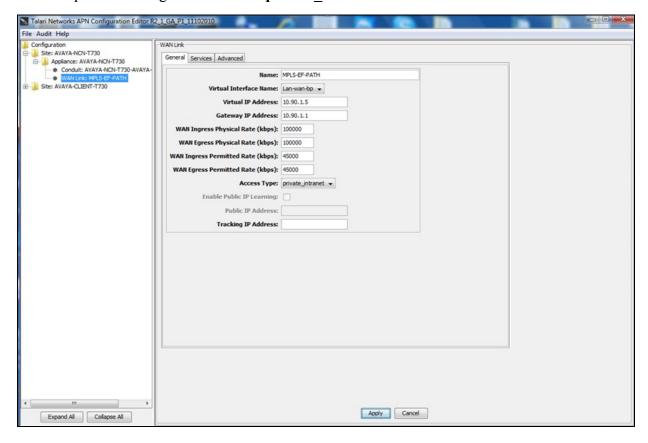
Expand All Collapse All

Step 13: Create the Virtual WAN links (Main Site)
Select Virtual WAN links → New WAN links. The Add WAN links dialogue box is displayed. Enter a unique WAN Link Name. Select Apply to continue.



From the left navigation tree, select the added WAN link, then select the **General** tab in the right WAN Link pane. Select the Virtual Interface created in **Step 7** from the **Virtual Interface Name** dropdown menu. Enter the **Virtual IP Address**, **Gateway IP Address** and the Physical Bandwidth (ingress and egress) information.

**Note:** If this is a private Wan link (i.e MPLS or point to point) the **Access Type** is set to **private\_intranet**. If this is a public internet link set **Access Type** to **public\_internet**. For Compliance testing this was set to **private intranet** 

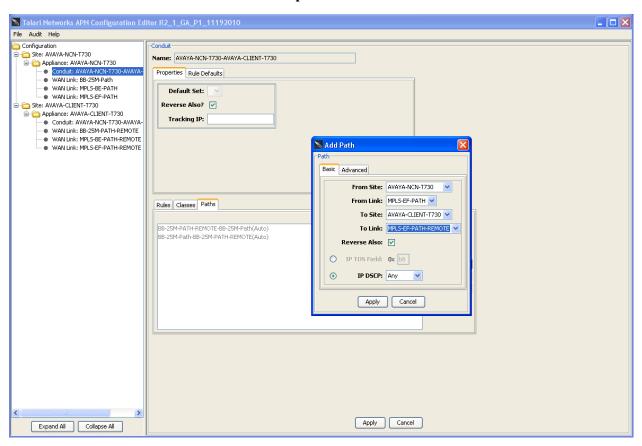


**Step 14:** Repeat **Step 13** to create the **MPLS-BE-PATH** and **BB-25M-PATH** with smaller throughput settings.

Step 15: Repeat Steps 7 through 14 for the Client Site Talari 730.

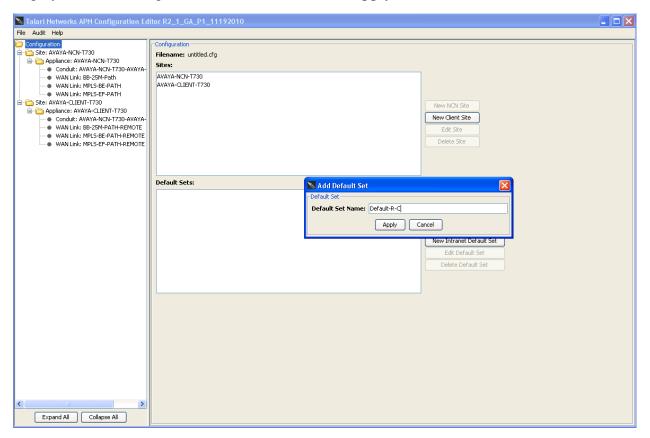
# Step 16: Add the conduit paths to the conduit

From the Configuration menu, select the NCN Appliance site created in Step 5. Select the Conduit created in Step 12. Select the Paths tab, and then select the New Path button. The Add Path dialogue box is displayed. From the From Site dropdown menu, select the site created in Step 5. From the From Link dropdown menu, select the link created in Step 13. From the To Site dropdown menu, select the site created in Step 6. From the To Link dropdown menu, select the link to the client site created in Step 15:



**Step 17:** Create a Conduit Default Set

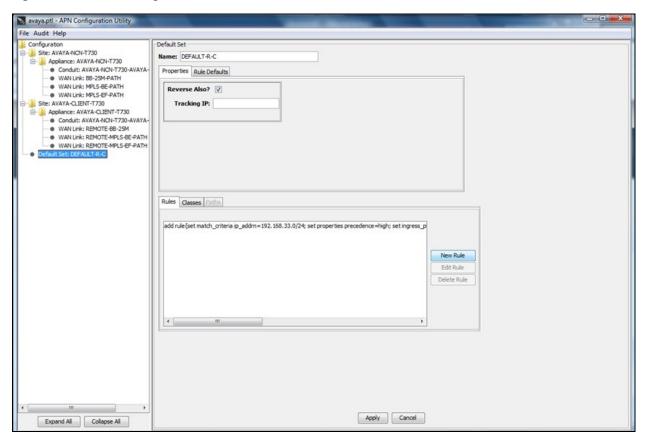
From Configuration  $\rightarrow$  New Conduit Default Set. The Default Set Name dialogue box is displayed. Enter a unique Default Set Name. Select Apply to continue.



### Step 18: Add Application Rules and Class configurations

The application rules govern how the Talari will prioritize and optimize each type of traffic flow. There is a match and a set condition. A basic rule is shown as an example. In real deployments, rules will vary per customer requirements. Please refer to the Talari Network deployment guide for more information or consult with Talari technical support.

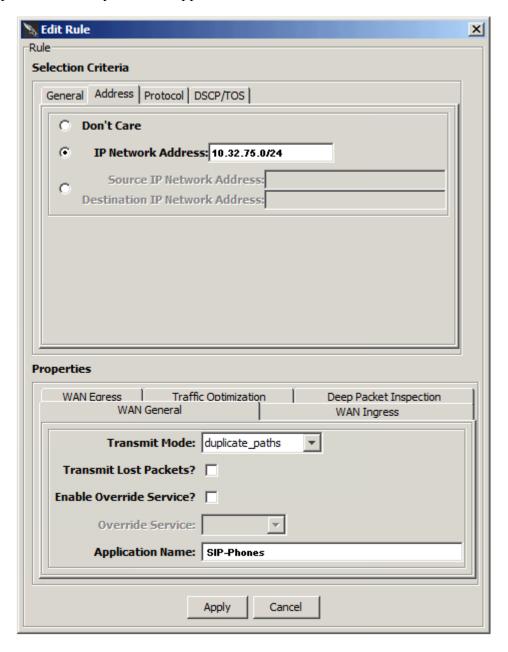
Select the Default Set created in **Step 17** in the left navigation tree, then select **New Rule** in the right-side Default Set pane.



### Step 19: Create a rule for the VOIP traffic.

The Edit Rule dialogue box is displayed. Under Selection Criteria, select the Address tab. Identify the SIP calls by the IP address subnet of the Phones. Under Properties, select the WAN ingress tab, select realtime class 0 (not shown). Select the WAN General tab, select duplicate\_paths from the Transmit Mode: dropdown menu. Assign an Application Name to the rule, for example, "SIP-Phones". Select Apply to continue

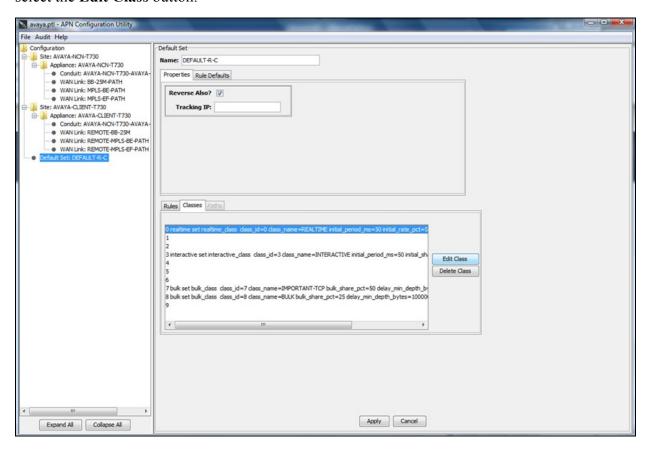
**Note:** Repeat as necessary for other applications



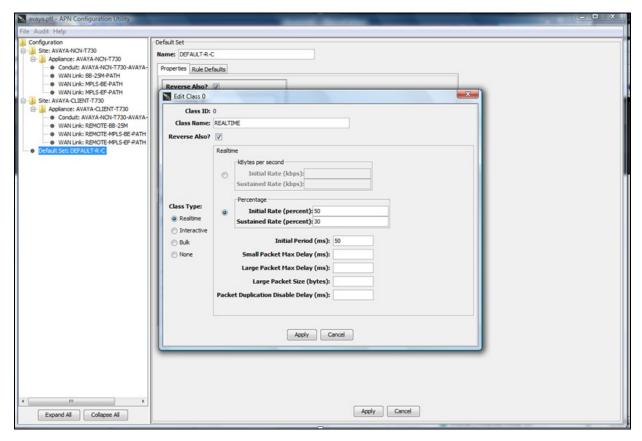
### Step 20: Create QoS rule

The Talari QoS classes define how traffic is managed onto the WAN links. Each class can be defined as Real time, Interactive or Bulk, and the QoS parameters can be adjusted. Please refer to the Talari Network Deployment guide or consult with Talari Technical support for more information.

From Configuration → Default Set:Default-R-C, select the Classes tab. Select class 0 and select the Edit Class button.

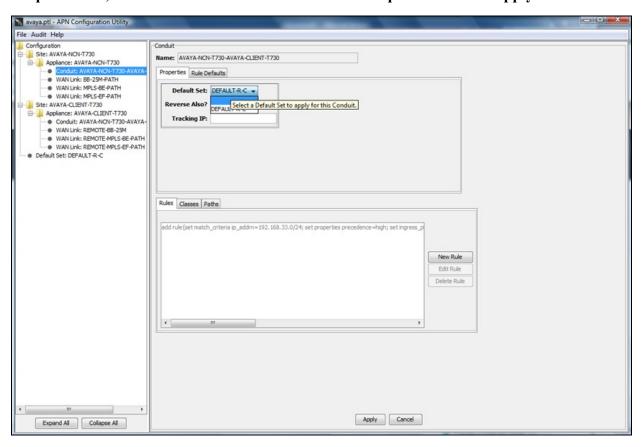


The Edit Class 0 dialogue box is displayed. Enter Class Name, for example, "REAL TIME". Select the Reverse Also? checkbox, select the Realtime radio button, select the radio button for Percentage. Enter the rates for Initial Rate (percent):, Sustained Rate (percent): and Initial Period (ms):. For compliance testing, 50 was used for Initial Rate (percent):, 30 for Sustained Rate (percent): and 50 for Initial Period (ms):. Select Apply to continue.



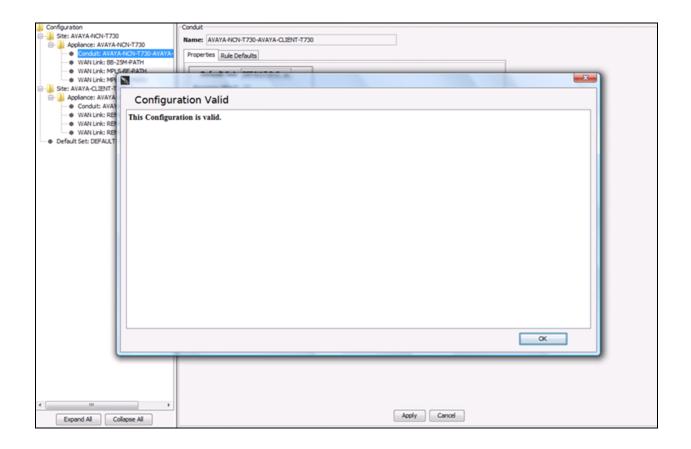
### Step 21: Apply the conduit default set

From Configuration  $\rightarrow$  Appliance: Avaya-NCN..., select the Conduit created in Step 12 and edit the existing conduit (not shown). From the **Default Set** drop down menu under the **Properties** tab, select the conduit default set created in Step 17. and select Apply.



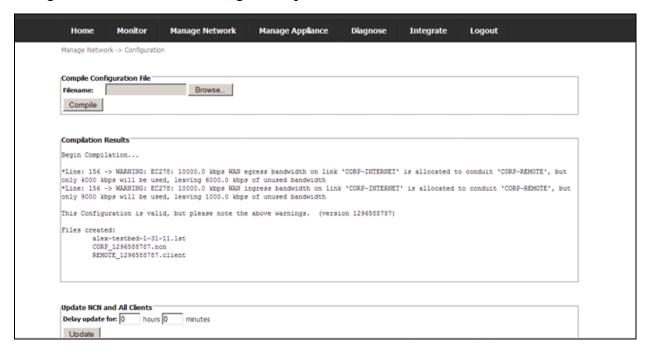
# Step 22: Audit and Save Configuration

From the **APN** Menu, select **Audit**  $\rightarrow$  **Audit Configuration** (not shown). Select OK to continue. Select **File** and save the configuration as **<filename>.cfg**.



# **Step 23: Compile the configuration file:**

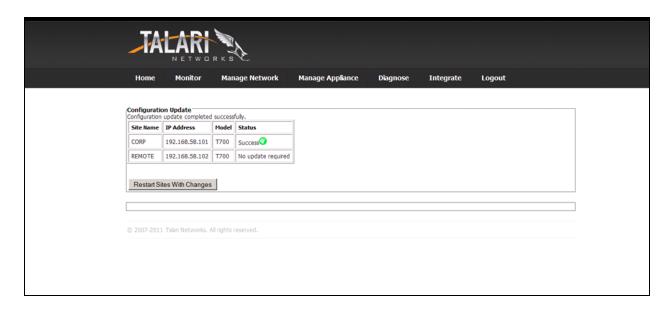
From the NCN management console, select Manage Network  $\rightarrow$  Configuration. Select the Browse box under Compile Configuration File. The Chose file dialogue box is displayed. Select the file saved from Step 22, select Open, select Compile. Once the compile is complete, select the Update box to load the configuration to each node. If this is the first time loading the configuration to the remote client, go to Step 25 to continue.



# **Step 24: Configuration Update**

The Configuration Update dialog page is displayed. Select Restart Sites With Changes to continue.

**Note:** this will reset the Talari.



**Step 25:** If this is the first time loading the configuration to the remote client, it must be uploaded via the remote client management port:

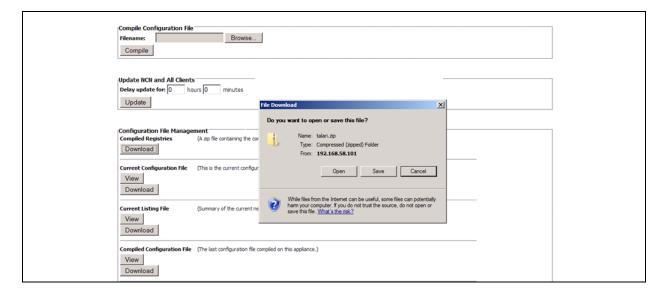
Connect a PC to the IP interface of the Client Talari T730 (configured with 192.168.0.2/30).

Configure a PC with the following IP Address information:

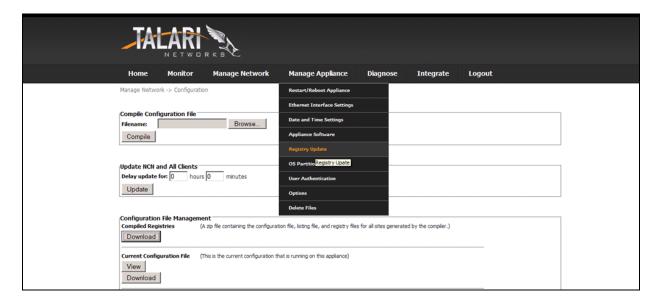
- IP address 192.168.0.1
- Subnet Mask 255.255.255.252

Start the web browser and enter https://192.168.0.2 to access the Talari APNA Web console. The **System Administrator Login** page is displayed. Log into the Talari T730.

From the NCN management console, select Manage Network 
Configuration 
Configuration File Management, select Download, and Save the talari.zip file.



At the remote Talari management console, select **Manage Appliance**  $\rightarrow$  **Registry Update**, browse for the talari.zip file and upload. Once the update is complete, select the remote talari configuration and select **Update** (not shown). This will load the configuration file to the remote Talari for the first time.



# 7. Verification Steps

This section provides the steps for verifying end-to-end network connectivity and QoS. In general, the verification steps include:

- Place calls between the corporate and remote site Avaya IP Telephones.
- Place calls between the Avaya 2410 Digital Telephone and Avaya IP Telephones at the remote site.
- Verify DHCP relay is functioning by confirming that the Avaya IP Telephones in the remote site received their IP addresses from the DHCP server connected to the corporate network
- From the Communication Manager SAT, use the **status signaling-group** command to verify that the SIP signaling group connecting Communication Manager and Session Manager is in-service.
- From the Communication Manager SAT, use the status trunk-group command to verify that the SIP trunk group connecting Communication Manager and Session Manager is inservice.
- From System Manager web administration interface, verify that all remote endpoints are registered with Session Manage. To view user registration status, navigate to Elements
   → Session Manager → System Status → User Registrations.
- Verify that the Avaya IP endpoints have successfully registered with Avaya Communication Manager by the **list registered-ip-stations** command at the SAT.

# 8. Conclusion

These Application Notes describe the configuration necessary for integrating the Talari Networks Adaptive Private Networking Solution into an Avaya Aura® Telephony Infrastructure including Avaya Aura® Communication Manager, Avaya Aura® Session Manager and Avaya IP Telephones in a Multi-Site Converged VoIP and Data Network.

For the configuration described in these Application Notes, the Talari Networks Adaptive Private Networking Solution was responsible for network connectivity for the voice and data traffic between the Corporate and Remote Sites and enforcing load balancing, Layer2/Layer3 Quality of Service, and traffic shaping polices. Good voice quality was successfully achieved in the Avaya/Talari configuration described herein.

### 9. Additional References

This section references the documentation relevant to these Application Notes. Additional Avaya product documentation is available at <a href="http://support.avaya.com">http://support.avaya.com</a>.

- [1] Installing and Configuring Avaya Aura® System Platform, Release 6, June 2010.
- [2] Administering Avaya Aura® System Platform, Release 6, June 2010.
- [3] Administering Avaya Aura® Communication Manager, May 2009, Document Number 03-300509.
- [4] Avaya Aura® Communication Manager Feature Description and Implementation, May 2009, Document Number 555-245-205.
- [5] Avaya one-X Deskphone Edition for 9600 Series IP Telephones Administrator Guide, November 2009, Document Number 16-300698.
- [6] Avaya one-X Deskphone SIP for 9600 Series IP Telephones Administrator Guide, Release 2.0, Document Number 16-601944.
- [7] Modular Messaging, Release 5.0 with the Avaya MSS Messaging Application Server (MAS) Administration Guide, January 2009.
- [8] Avaya Aura® Communication Manager Messaging Installation and Initial Configuration.

The product documentation is provided by Talari. For additional product and company information, visit <a href="http://www.talari.com/">http://www.talari.com/</a>

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