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Introduction

A chief advantage of Avaya solutions is the ability to deliver the right features to the right users independent of network or endpoint device. With Avaya solutions, system architects and planners have the advantage to choose the endpoint, application or gateway that satisfies the user’s needs and delivers “Fit for Purpose” services across an entire enterprise.

The Avaya solution includes a complete portfolio of communications components including endpoints, applications, servers, gateways, and other devices needed for a comprehensive enterprise solution. The Avaya Session Border Controller for Enterprise (Avaya SBCE) is the pivot point for SIP communication and the critical device needed for a comprehensive enterprise solution. This document specifies how SIP trunks are tested and supported via the Avaya SBCE.

Avaya Session Border Controller for Enterprise Interoperability Guidelines

The Avaya Session Border Controller for Enterprise plays a critical role in Avaya architectures, as shown in the Figures 1, 2 and 3:

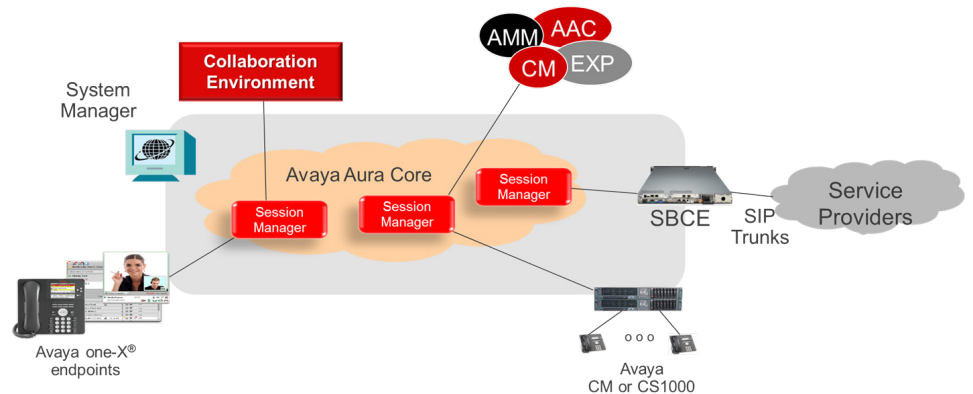


Figure 1 - SIP Trunking with Session Manager for Applications

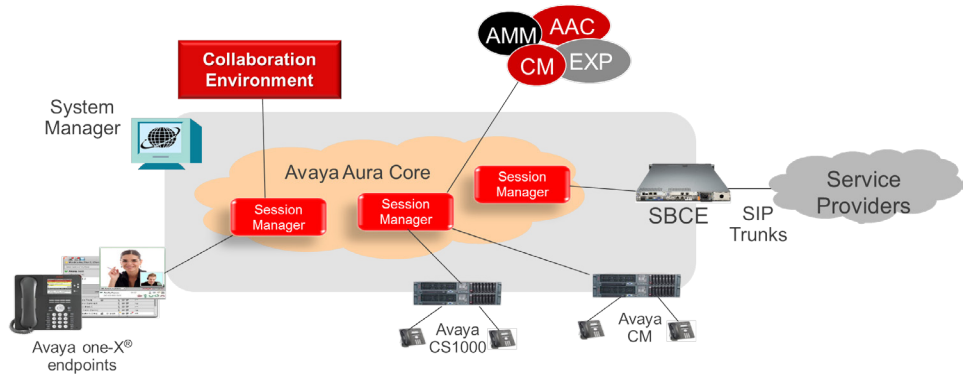


Figure 2 - SIP Trunking with Communication Manager and CS1000

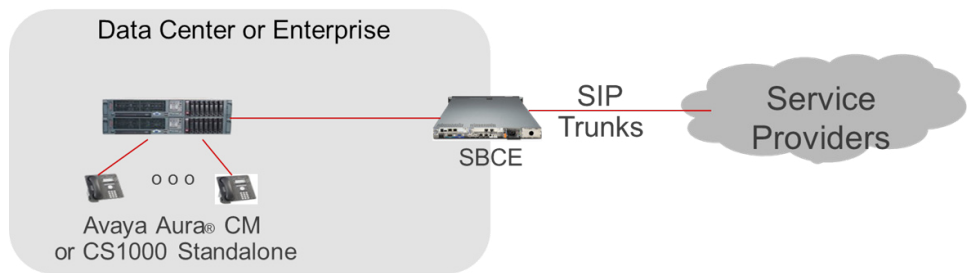


Figure 3 - SIP Trunking to Avaya Core without Session Manager

****Note:** The Configuration in Figure 3 is **only** applicable when no SIP applications are deployed in the environment. If any application that interfaces with Avaya Aura® Communication Manager or Avaya Communication Server 1000 uses SIP, Session Manager must be added to the configuration, and the customer will deploy the configuration shown in Figure 1. Applications that interface with Communication Manager via a non-SIP protocol (e.g., PRI or QSIG) are acceptable.

The Avaya SBCE is for SIP interoperability with Service Providers, ongoing support, and security of an Avaya enterprise SIP solution. Avaya strongly recommends the deployment of the Avaya SBCE as part of a secure, supportable, and reliable Avaya Aura® communications solution. **Avaya recommends, tests, and Compliance tests the Avaya Session Border Controller for Enterprise for customers deploying the Avaya Aura® Platform, Avaya Communication Server 1000, and the Avaya IP Office™ Platform with SIP trunking.**

Service Providers' SIP Trunk Compliance Testing

Avaya fully supports Service Provider SIP interconnectivity testing only when the testing configuration includes the Avaya Session Border Controller for Enterprise.

- For a configuration utilizing Avaya Communication Manager or Avaya Communication Server 1000, Avaya requires all Service Providers to test with an Avaya Session Border Controller for Enterprise to ensure the solution supports the Avaya recommended SBC and is functional, maintainable, and secure. Avaya recommends the Avaya SBCE be used whenever SIP trunks are deployed.
- Compliance testing is completed through the Avaya Global SP SIP Compliance Program (GSSCP).
- Avaya Services will support Avaya configurations with the Avaya SBCE after compliance testing with a Service Provider has been completed and documented accordingly. For customers who have valid maintenance contracts for the Avaya solution, including the supported Avaya SBCE, Avaya Services will use the documented interoperability test results as the basis to work with the Service Provider to resolve interoperability issues. Any configurations outside of what has been documented via a DevConnect/Solution and Interoperability Lab (SIL) application note may be subject to T&M charges, per the terms of the Avaya maintenance contracts for customers with valid maintenance contracts.

Avaya DevConnect will issue Application Notes that detail the necessary steps for attaining interoperability based on a “known good” configuration (as tested). These Application Notes are published to the Avaya Support and the DevConnect websites:

<http://support.avaya.com>

<http://www.avaya.com/devconnect>

Small to Medium Enterprise Solutions

Approved Service Providers can test SIP trunks against Avaya IP Office without the Avaya SBCE

Direct SIP Trunk connectivity to Avaya IP Office is supported without first testing with the Avaya SBCE. Avaya IP Office is a single box solution and does not require the same level of normalization to the Service Provider for SIP application interoperability. That being said, these solutions/services still need to be tested through DevConnect and documented via DevConnect/SIL Application Notes and an Avaya SBCE is always recommended for termination of SIP trunks.

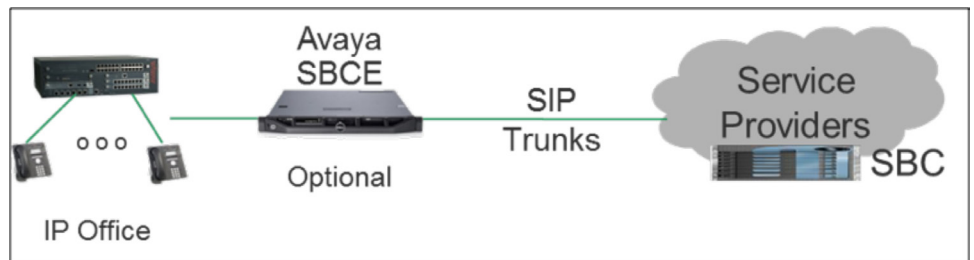


Figure 4 - IP Office SIP Trunking testing (Avaya SBCE optional)

Grandfathered Solutions

Service Providers and customers using existing DevConnect / SIL Application Notes published prior to these guidelines (e.g., SIP Trunking on Communication Manager R5.2.1 with SIP Enablement Services 5.2, or a Third-party SBC with an Avaya Core), remain supported to the degree that they align with the Avaya Product Lifecycle Policy for the product releases involved.

Avaya will no longer include third-party SBCs or third-party sessions managers as part of standard DevConnect or Avaya SIL SIP trunk tests.

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit www.avaya.com.