AVAYA DevConnect

Avaya SIP Trunk Interoperability Testing
Guidelines for Service Providers, Partners, and Customers

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Introduction

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

Avaya solutions include a complete portfolio of communications components including endpoints, applications, servers, gateways, and other devices needed for a comprehensive enterprise solution.

The Avaya Session Border Controllers 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 with Avaya solutions, including the Avaya SBCE.

In all tests, Avaya conducts testing in the Avaya DevConnect labs with the most recent shipping version of Avaya software.

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 Figure 1.

The Avaya SBCE is a key component 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.

Note: Avaya will no longer include third-party SBCs or third-party sessions managers as part of standard DevConnect SIP trunk testing.
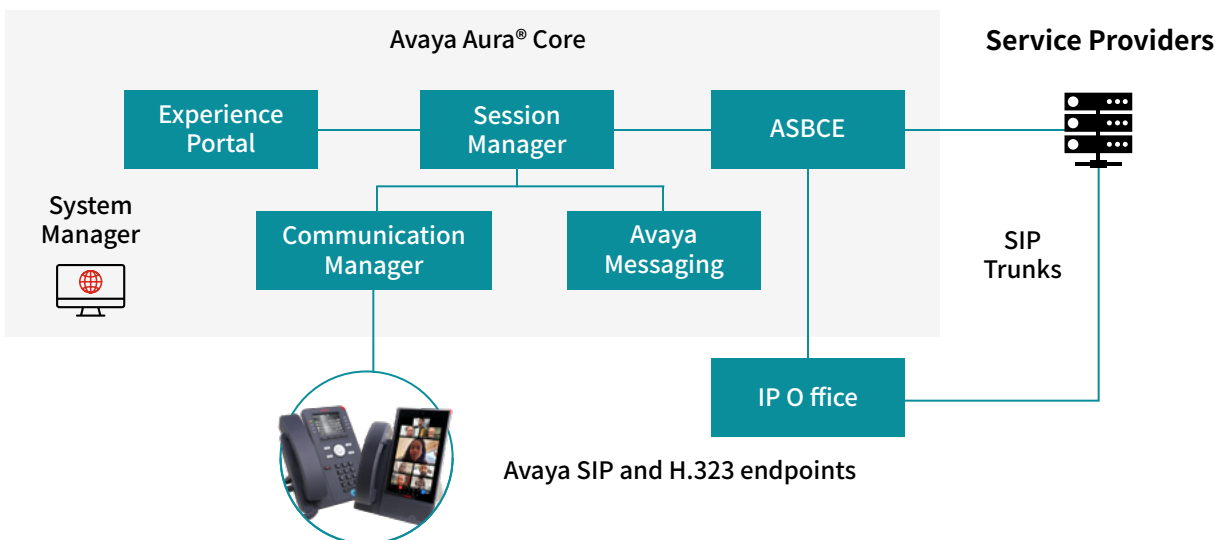
Figure 1 - SIP Trunking with Avaya Aura® and Avaya IP Office™

The Avaya Session Border Controllers for Enterprise (Avaya SBCE) device is the pivot point for SIP communication and critical for a comprehensive enterprise solution.

Medium to Large Enterprise 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 Aura Communication Manager, 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. The Avaya SBCE is part of the approved Avaya Aura configuration.

- Compliance testing is completed through the Avaya DevConnect program, with guidance from the Avaya Global Service Provider SIP Compliance Program.

- 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 application note may be subject to T&M charges, per the terms of the Avaya maintenance contracts for customers with valid maintenance contracts.

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Avaya recommends, tests, and compliance tests the Avaya Session Border Controller for Enterprise for customers deploying the Avaya Aura and Avaya IP Office Platforms with SIP trunking.

Once testing is successfully completed, 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 on the Avaya Support and DevConnect websites.

Small to Medium Enterprise Solutions

Approved Service Providers can test SIP trunks against the Avaya IP Office platform with or without the Avaya SBCE, with each configuration recognized as a separate test event.

Direct SIP Trunk connectivity to Avaya IP Office is supported without 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. However, these solutions/services still need to be tested through DevConnect and documented via DevConnect Application Notes. An Avaya SBCE is always recommended for termination of SIP trunks.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

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