SIP Server HA Deployment Guide

Basic Deployment

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Basic Deployment

The following tasks are required to deploy basic SIP Business Continuity in your environment. Unless otherwise stated, refer to the Framework 8.1 SIP Server Deployment Guide for information about the configuration options.

Deploying Basic SIP Business Continuity

1. Create the peer switch.

For each DR pair required, use the Sync Switch Wizard in Genesys Administrator to create a new peer switch or use an existing switch as the peer. Each switch in the DR pair must be located at a separate site. The Wizard sets up the switches as peers, synchronizes switch-related elements between them, and then keeps them synchronized.

For remote agents, before using the Sync Switch Wizard in Genesys Administrator to create a new peer switch:

1. Configure the **contact** option with the value equal the FQDN of the media gateway for all remote agent DNs or a softswitch.
2. Configure local DNS servers for each peer to resolve this FQDN to respective gateway addresses.

> ### Important
> The switches are not synchronized automatically for changes made outside of Genesys Administrator. However, you can re-synchronize these switches at any time by using the Sync Switch Wizard. For more information about the Sync Switch Wizard, refer to *Genesys Administrator 8.1 Help*.

2. Interconnect the DR peers.

On each DR peer:

1. Configure the **contact** option on a Trunk DN pointing to the other peer.
2. Assign to each DN a unique prefix (by setting the option named **prefix**) that does not match a possible dialed number to avoid the DN being mistaken for use by an outbound call. The options **oos-check** and **oos-force** must be configured to enable Active Out Of Service Detection.
   Note: Use the names of these DNs when configuring the Application option **dr-peer-trunk**.

3. Set the **dr-peer-location** option to the name of the Switch object of the other SIP Server in the DR pair.

4. Do not configure the **auto-redirect-enabled** option.

5. (Optional) Consider configuring the **replace-prefix** option to replace initial characters of the call's destination name.

3. Configure ISCC COF between the DR peer switches.

Refer to the Framework 8.1 SIP Server Deployment Guide for instructions. Set the following options in the **[extrouter]** section on each SIP Server:

- **cof-feature**=true
- **default-network-call-id-matching**=sip

4. Set up default routing.

Do one or both of the following, as appropriate:

- If you are using premise SIP Servers at the network level, use the configuration options **router-timeout** and **default-dn**.
- If you are using Network SIP Servers, use the configuration option **default-route-destination**.

5. Configure routing from premise to peer.

On each premise SIP Server, use the configuration option **dr-peer-trunk** to identify that the SIP Server is a part of a DR pair, and to identify the Trunk DN that points to the other SIP Server in the pair. Genesys also recommends the following:

- Add the addresses of a DR peer to the list of addresses in the option **enforce-external-domains**, to ensure that the call parties are properly recognized based on the Host element of the contacts. This configuration should apply to both SIP Servers in a DR pair.
- Use the option **dr-forward** at the Application or DN level to define the mode of forwarding inbound and internal calls when SIP Server is operating in Business Continuity mode. Set this option to one of the following values, as appropriate:
    - no-agent—for call center deployments or for an agent's DNs
    - oos—for Alcatel-Lucent and Bria IP phones that do not support simultaneous registrations on two sites
    - off—for office (that is, non-agent) deployments of endpoints

6. Configure ADDP.

Advanced Disconnect Detection Protocol (ADDP) must be configured in the Stat Server application on the connection to SIP Server. It is also recommended to configure ADDP in other components on the connection to SIP Server.

7. Configure Places.

When you configure Place objects for agents, assign the preferred Extension DN and the peer Extension DN to the same Place.

Note: Stat Server 8.1.2 or later must be used to properly support SIP Business Continuity environment.

8. (Optional) Configure the preferred site for agents.

Workspace Desktop Edition (formerly, Interaction Workspace) supports preferred-site connections for agents. Other agent desktops must use the same mechanism as used by Workspace for configuring preferred-site connections. For configuration details, see the Workspace Deployment Guide.