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SIP Server HA Deployment Guide

Using SIP Proxy

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Using SIP Proxy

Complete these steps to set up SIP Server HA using SIP Proxy. The procedure applies to both Windows and Linux deployments.

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Configure the sip-outbound-proxy DN

1. In the SIP Server Switch, create a DN of type Voice over IP Service. For a multi-site deployment, you must create several DNs of this type, one for each Switch/Site served by a SIP Server HA pair.
2. In the Options > **[TServer]** section, configure the following mandatory options:
 - **contact**—Set this option to the SIP Proxy FQDN resolved into a single or multiple SRV records.
 - **external-contact**—Set this option to the SIP Proxy address using the host:port format.
 - **oos-check**—Specify how often, in seconds, SIP Server checks SIP Proxy for out-of-service status.
 - **oos-force**—Specify the time interval, in seconds, that SIP Server waits before placing an unresponsive SIP Proxy in out-of-service state when the **oos-check** option is enabled.
 - **service-type**—Set this option to sip-outbound-proxy.

Important

Active Out-of-Service Detection feature (**oos-check** and **oos-force** options) must be enabled for SIP Proxy to work.

Configure SIP Proxy

1. Create a SIP Proxy Application of the *Genesys Generic Server* type by importing the SIP Proxy Application Template `SIPProxy_811.apd` from the product installation package. A SIP Proxy Application must be created for each SIP Proxy instance.
2. On the Server Info tab, set the following parameters:

- **Host**—Specify the host on which this SIP Proxy is installed.
 - **Port IDs**—Specify the following SIP Proxy ports:
 - **sip-port**, Connection Protocol: sip
 - **http-port**, Connection Protocol: http (Optional)
3. On the Options tab, create a section named **sipproxy**. In the **[sipproxy]** section, add the following options:
- **applications**—For a multi-site environment, specify the application names of all primary SIP Servers in the environment, separated by a comma.
 - **oos-check**—Set to 5 by default.
 - **oos-force**—Set to 5 by default.
 - **serving-sipserver**—Specify the primary SIP Server application name to which all requests from endpoints and media gateways will be forwarded.
 - **sipproxy-role**—Set to 10.
4. (Optional) On the Options tab, in the **[log]** section, you can add log options as necessary. Refer to the [Framework 8.1 SIP Server Deployment Guide](#) for detailed information about log options.
5. Install SIP Proxy by completing the following steps:
1. On the product CD, navigate to the SIP Proxy [/media_layer/SIP_Proxy/windows_x64/] folder, and open the subdirectory windows.
 2. Double-click Setup.exe to start the InstallShield installation wizard.
 3. Follow the InstallShield wizard instructions to install SIP Proxy. InstallShield creates a batch file in the folder of the component it installs.
 4. Open the batch file and ensure that it includes the parameter **-app <appname>**, where appname is the name of the SIP Proxy application object that you have created in the Configuration Layer.

Configure primary and backup SIP Servers

- In the Options > **[TServer]** section, configure the following options in both primary and backup SIP Server Applications:
 - **sip-address**—Set this option to the IP address of the SIP interface of SIP Server.
 - **sip-outbound-proxy**—Set this option to true.
 - **sip-enable-rfc3263**—Set this option to true.
 - **sip-enable-gdns**—Ensure this option is set to true.

Important

Both primary and backup SIP Servers must have the same **sip-port** setting.

Configure multi-site call handling

In the SIP Server Switch, create DNs of type Trunk. In the Options > **[TServer]** section, configure the mandatory options depending on whether DNS resolution is used:

- **If DNS resolution is used**, configure the following mandatory options:
 - **contact**—Set this option to the FQDN resolved into the SRV records of the primary and backup SIP Servers at the destination site.
 - **oos-check**
 - **oos-force**
 - **peer-proxy-contact**—Specify the address of the SIP Proxy pool that serves the remote SIP Server. The value must be the same as the value of the **external-contact** option of the sip-outbound-proxy DN at the remote switch.
 - **resolve-external-contact**—Set this option to `true` on all trunks that have **peer-proxy-contact** configured.
 - **replace-uri-contact**—Set this option to `true`.

Important

For a Business Continuity deployment, DNS resolution must be used.

- **If DNS resolution is not used**, create one Trunk DN for each SIP Server in an HA pair.
 - In the first Trunk DN, configure the following mandatory options:
 - **contact**—Set this option to the `host:port` of the primary SIP Server at the destination site.
 - **oos-check**
 - **oos-force**
 - **peer-proxy-contact**—Specify the address of the SIP Proxy pool that serves the remote SIP Server. The value must be the same as the value of the **external-contact** option of the sip-outbound-proxy DN at the remote switch.
 - In the second Trunk DN, configure the following mandatory options:
 - **contact**—Set this option to the `host:port` of the backup SIP Server at the destination site.
 - **oos-check**
 - **oos-force**
 - **peer-proxy-contact**—Specify the address of the SIP Proxy pool that serves the remote SIP Server. The value must be the same as the value of the **external-contact** option of the sip-outbound-proxy DN at the remote switch.

Important

For additional configuration options that might be configured for a particular device, see the [Framework 8.1 SIP Server Deployment Guide](#).