

INDEX

Symbols

^ (caret), translation rule syntax, 26

A

AAL2 (ATM Abstraction Layer 2) CPS, 77 managed voice and data services, 75-77 profiles, 79 **SSCS**, 77 access rules, 144-145 ACLs (access control lists), traffic classification, 90-91 aggregation routers, call agent architecture, 58 A-links, SS7 interconnection, 67 AMA (Automatic Message Accounting), 67 Amphenol connectors, 113 application servers, H.232 VoIP networks, 35-36 architecture, managed voice and data service, 73-74 AAL2.75-77 DS1/T1 access. 74–75 archiving and reporting database, VoIP management architecture, 173 ASCII messages, harvesting VoIP management data, 179 ASR (Answer Seizure Ratio), 140 extracting from VoIP network data, 174 assigning alternate DGKs, 154 alternate gatekeepers, 151–152 associated signaling, 67 authentication CHAP. 158 H.323 RAS, 157-160 AVBO (Advanced Voice Busyout), 102 avoiding congestion, 100-101

В

B channels, 121 bandwidth, overprovisioning, 86 bearer channels, 33 best effort, 87 billing systems, 67–68 reconciliation, 68–69 bit stuffing, C-bit parity method, 116 BML (Business Management Layer), TMN framework, 169 busy hour, estimating, 139

С

CAC (call admission control), 101 local CAC, 102 network CAC, 103 RSVP CAC, 103 call agent architectures, 19 aggregation routers, 58 call agent signaling, 54-55 edge routers, 58 feature servers, 59 gateways, 57-58 interworking, 56 local access services, 52-53 MGCP, 52 solutions, 73 voice services, 49, 51 VoIP services, 49 call centers, screen pop applications, 61 call legs, 23 call settlement, 9 calling card services, 9-10 carrier IDs, 27 carrier sensitive routing, 65 carrier systems, 109-110 CAS (channel associated signaling), T1 trunks, 117-119 case studies, VoIP network direct IP interconnect, 111-113 categories of service providers, 62 C-bits, 116 cCallHistory MIB as SLA indictor source, 177 CDRs (call detail records), 68 example, 69-70 reconciling billing data, 69 related MIBs, 177

central database, VoIP management architecture, 172 - 173CHAP (Challenge Handshake Authentication Protocol), 158 characteristics of call legs, 23 of DS3, 117 CIC mapping, SS7, 130 CID (channel ID) field (CPS packets), 79 circuit types, 109-110 Cisco access tokens, 158 Cisco IOS Software gateways, enhanced number translation, 27 rotary calling pattern feature, 150 Class 4 switches, 63 Class 5 switches, 75 classification, 89 CB-marking, 95 QPPB, 96-97 clear channel connections, 116 clearinghouse peering arrangements, 63 CLECs (competitive local exchange carriers), direct IP interconnect with DS3, 115-117 clients, SIP, 39 clipping, 85-86 clustering SIP servers, 42 coloring, 90 congestion avoidance in VoIP networks, 100-101 congestion management, LLQ, 98-100 control plane architecture, IntServ, 87 correlating harvested VoIP management data, 183-184 CPS (common part sublayer), 77 CSRs (Campus Switch Routers), 35 CSUs (channel service units), 114-115

D

D channel, 121 NFAS, 124–125 data plane architecture, DiffServ, 87 databases, harvesting VoIP management data, 180 delay variance, effect on voice quality, 85

QoS, DiffServe, 90–92 VoIP networks, 13 designing VoIP networks, 20 DGK sizing, 147 dial peers, 141-143 dial plan administration, 146 gateway and gatekeeper, 135-138 high availability, 148-154 normalization rules, 143-145 **GKTMP. 146** requirements, 19 traffic engineering, grade of service requirements, 139 zones, 141 devices Class 5 switches, 75 security, 161-162 Tandem Switches, 75 DGKs (directory gatekeepers) call routing, 65 dial plan administration, 146 high availability, 153-154 peering, 63 sizing, 147 dial peers, 22-23, 141-143 dial plans, 22 administration, 146 normalization rules, 143-145 **GKTMP**, 146 translation rules, 26 DiffServ. 87-88 DSCP, traffic classes, 88 EF PHB, 92 implementing, 90-95 services, 89 direct IP interconnect carrier systems, 109-110 signaling types in-band, 110 out-of-band, 111 with DS3, 115–117 with E1, 115 with PRI trunks, 121 digit sending method, 125 incoming digit format, 126 NFAS, 124-125 Q.921 protocol, 121-122

deploying

Q.931 protocol, 122-123 with SS7 trunks, 127 CIC mapping, 130 FAS. 128 link speeds, 129 point codes, 129-130 with T1s, 113-114 line termination, 114–115 punchdown blocks, 113 direct mode gatekeepers, H.323, 31 direct peering, 63 directory gatekeepers H.232 VoIP networks, 32-33 peering, 33 dropping packets, 91 DS1 architecture, managed voice and data services, 74-75 DS3 architecture characteristics, 117 interconnecting to CLECs, 115-117 unframed connections, 116 DSCP (Diffserv Codepoint), 87 PHBs, EF, 92-95 traffic classes, 88 DSUs (data service units), 115 DSX-3 interfaces, 117

Ε

E&M signaling on T1 lines, 118 E1 lines interconnecting to PTT, 115 multiframe, 115 edge routers, call agent architecture, 58 EML (element management layer), TMN framework, 169 end-to-end delay, effect on voice quality, 84 enterprise services H.323 VoIP networks, 20 managed voice and data service architecture, customers, 74 ERD (entity relationship diagram), 179 Erlangs, calculating VoIP trunking requirements, 140 ESF (Extended Super Frame) format, 120 estimating busy hour, 139

executive level views, correlated SLA data, 185 extracting SLA indicators from VoIP network data, 174

F

FAS (Facility Associated Signaling), 111 FEAC (far end alarm and control), 116 feature servers, call agent architecture, 59 fields of CDRs. 68 of CPS packets, 78-79 FIFO (first in first out) queuing, 91 filtering harvested VoIP data, 183-184 firewalls, 161 fixed delay, effect on voice quality, 84 F-links, SS7 interconnection, 67 fragmentation, 92 framing mode, T1, 120 FRR (Fast Re-Route), 106 fully associated signaling, SS7, 128 functionality of gatekeepers, 28

G

G.704 framing methods, 120 gatekeepers, 13, 154 clustering, 29 dial peers, 141-143 dial plan administration, 146 H.232 VoIP networks, 28-29 high availability, 151–153 load balancing, 152–153 normalization rules, 143-145 **GKTMP**, 146 signaling, 29 sizing, 147 troubleshooting, 155 VoIP network design, 135–137 bandwidth requirements, 137-138 zones, 141 gateways, 11 call agent architecture, 57-58 Cisco IOS Software supported features, 27-28 dial peers, 141-143

dial plan administration, 146 direct mode, 31 H.232 VoIP networks, 22-25 Cisco IOS Software supported features, 27 - 28interconnecting to PSTN, 33-34 translation rules, 26 high availability, 148-151 normalization rules, 143-145 **GKTMP. 146** OGW, call establishment, 24 signaling, 29 SIP network architecture, 40-41 translation rules, 26 troubleshooting, 155 VoIP network design, 135–137 bandwidth requirements, 137-138 zones, 141 GKTMP (Gatekeeper Transaction Message Protocol), 28, 146 call routing, 65 grade of service, traffic engineering requirements, 139

Η

H.225 protocol in H.232 VoIP networks, 30-31 H.245 protocol in H.232 VoIP networks, 31 H.323 VoIP network architecture, 17, 20 application servers, 35-36 directory gatekeepers, 32-33 enterprise services, 20 gatekeepers, 28-29 gateways, 22-25 Cisco IOS Software supported features, 27 - 28translation rules, 26 H.225.30-31 H.245.31 **RAS. 30** authentication, 157-160 retail services. 21 RTP, 31 signaling, 29 SIP interworking, 47-48

SS7, 33–34 wholesale services, 20 hairpin, 143 harvesting VoIP management data, 174 HEC (Header Error Control) field (CPS packets), 79 hierarchical structure of international call routing, 32 high availability, 148 DGKs, 153–154 gatekeepers, 151–153 gateways, 148–151 hop-off zone, 142 hunt groups, 150

identifying SLA indicator data sources, 175 MIBs, 176-183 idle channel suppression, 77 ILECs (incumbent local exchange carriers), 11 call agent architecture, 19 direct IP interconnect with T1s, 113-115 migration to TDM-based architecture, 62-63 impetus for IP/voice convergence, 4-5 implementing device security, 161-162 DiffServe, requirements, 90-92 EF behavior, 93-95 VoIP networks, 13 IMTs (Inter-Machine Trunks), 33, 67 in-band signaling, 110 indication bit, 116 integrated access architecture, AAL2, 75 interface layer MIBs as SLA indictor source, 178 interLATA toll calls, 113 international call routing, hierarchical structure, 32 interworking, call agent architecture, 56 intraLATA calls, 75 IntServ architecture, 87 **INVITE** messages, 45 IP packets, precedence bits (ToS field), 89 IPSec (IP Security), 163

ISDN (Integrated Services Digital Network) PRI signaling, 121 digit sending method, 125 incoming digit format, 126 NFAS, 124–125 Q.921 protocol, 121–122 Q.931 protocol, 122–123 variants, 124 ISPs (Internet service providers), 62 ITU-T (International Telecommunications Union Telecommunication Standardization Sector), G.704 framing standards, 120 IVR (interactive voice response) applications, 12, 36 IZCT (Inter-Zone Clear Token), 157

J

JIT (Jim's International Traffic), VoIP network case study, 111–113 jitter effect on voice quality, 85 latency swing, 174

LATAs (interlocal access and transport areas), 113 latency, effect of end-to-end delay on voice quality, 84 latency swing, 174 layers of TMN framework, 168-169 LBO (long-range build out), 117 LCR (Least Cost Routing), 8, 64–65 LI (Length Indicator) field (CPS packets), 79 limitations of IPSec security, 163 line coding, T1, 119 link speeds, SS7, 129 LLQ (Low Latency Queuing), congestion management, 98-100 load balancing, gatekeepers, 152-153 local access services, call agent architecture, 52-53 local CAC, 102 loopback testing on T1 lines, 132

Μ

managed voice and data service architecture, 73-74 AAL2 architecture, 75-77 CPS, 77 **SSCS**, 77 T1/DS1 access architecture, 74-75 management architecture (VoIP) harvesting data, 174 SLAs, identifying data sources of, 175-183 marking, 90 CB-marking, 95 QPPB, 96-97 messages RAI, 148-150 syslog, 172 harvesting VoIP management data, 179 MGCP (Media Gateway Control Protocol), call agent architecture, 52 MIBs (management information bases) as SLA indicator source, 176-177 cCallHistory MIB, 177 interface layer MIB, 178 physical layer MIB, 178 resource management layer MIB, 178 migrating from TDM to VoIP architecture, 61-63 billing systems, 67-68 reconciliation, 68-69 LCR, 64-65 SS7 support, 65-67 motivation for IP/voice convergence, 4-5 MPLS TE (Multi-Protocol Layer Switching Traffic Engineering), 104–105 FRR. 106 MQC (modular QOS CLI), 95 MSN Messenger PC-to-Phone, 17 multiframe, 115

Ν

NAM (Network Applications Manager), 35 NANP (North American Numbering Plan), 126 NetFlow, harvesting VoIP management data, 182–183 network access security, 160-161 network CAC, 103 network management H.323 VoIP networks, 36 SLAs, requirements for VoIP networks, 170 - 171TMN framework, 168-169 VoIP management architecture archiving and reporting database, 173 central database, 172-173 trouble ticket application, 173 NFAS (Non-Facility Associated Signaling), 111, 124-125 NML (network management level), TMN framework, 169 Non-Facility Associated Signaling (NFAS), 111, 124-125 normalization rules, 143-145 **GKTMP**, 146

0

OGW (originating gateway), call establishment, 24 one-stage dialing, 24 one-way hashing algorithms, 158 OOS (out-of-service) conditions, local CAC, 102 operational level views of correlated SLA data, 185 OPT (Open Packet Telephony), 10 OSP (Open Settlement Protocol), 9, 63, 157 access tokens, 160 server functions, 63 out-of-band signaling, 111 outpulsing (ISDN), 125 overprovisioning, 86

Ρ

packet loss effect on voice quality, 85–86 extracting from VoIP network data, 174 packets, marking, 90 PDD (post dial delay), 84 extracting from VoIP network data, 174 peering arrangements directory gatekeepers, 33 wholesale VoIP, 63 peering partner views of correlated SLA data, 186 - 187PGW 2200 servers, interconnecting H.323 gateways to PSTN. 34 PHBs (per-hop behaviors), EF, 92 implementing, 93-95 physical layer MIBs as SLA indicator source, 178 point codes, SS7, 129-130 policing, 90 POPs (points of presence), 11, 63, 75 traffic engineering, grade of service requirements, 139 POTS (plain-old telephone service) dial peers, 22 precedence bits, 89 prefixes, 141 hop-off zone, 142 presenting correlated SLA data, 187-188 proxy servers in SIP network architecture, 41 PSTN (public switched telephone network), connecting with SS7, 66-67 PTT (Post, Telephone, and Telegraph), direct IP interconnect with E1s, 115 punchdown blocks, 113

Q

Q.921 protocol, 121–122 Q.931 protocol, 122-123 QoS (quality of service) best effort, 87 CAC, 101 local CAC, 102 network CAC, 103 RSVP CAC, 103 DiffServ, 87-88 EF PHB, 92-95 requirements for implementing, 90-92 services, 89 IntServ, 87 MOC, 95 OPPB. 96-97 selecting mechanism of, 86

SLAs, 170 traffic classes, 88 QPPB (QoS Policy Propagation through BGP), 96–97 quasi-associated signaling, SS7, 128 queuing mechanisms, 91 LLQ congestion management, 98–100

R

RADIUS (Remote Authentication Dial-In User Service), 12 billing records, 35 RAI (Resource Availability Indicator) messages, 28, 148-150 RAS (registration, admission, and status) authentication, 158 H.232 VoIP networks, 30 RCFs (registration confirms), 29 real-time data collectors, harvesting VoIP management data with NetFlow, 182-183 reconciling billing data, 68-69 redirect servers, SIP network architecture, 42 **REGISTER** messages, 45 registrar servers, SIP network architecture, 42 relational databases, harvesting VoIP management data, 180 Remote Zone Priority, 65 reporting correlated SLA data, 187-188 requirements for DiffServe deployment, 90-92 for SLA support on VoIP networks, 170-171 VoIP network design, 135-137 bandwidth, 137-138 high availability, 148-154 resource management layer MIBs as SLA indictor source, 178 retail VoIP services H.323 networks, 21 **OPT**, 10 OSP, 9-10 RJ-48C interface, 113 rotary calling pattern feature (Cisco IOS Software), 150 rotary dial peers, 25 route servers, 35 RRQs (registration requests), 29

RSVP (Resource Reservation Protocol), CAC, 103 RTD (round trip delay), extracting from VoIP network data, 174 RTP (Real-Time Transport Protocol), H.232 VoIP networks, 31 RUDP (Reliable User Datagram Protocol), 67

S

SA Agents, harvesting VoIP management data, 180 - 182screen pop applications, 61 security devices. 161-162 firewalls, 161 H.323 RAS authentication, 157-160 **IPSec.** 163 network access, 160 selecting QoS mechanisms, 86 best effort, 87 DiffServ, 87-88 IntServ, 87 servers OSP, functions of, 63 SIP network architecture, 41 proxy servers, 41 redirect servers, 42 registrar servers, 42 service providers categories of, 62 migration to VoIP architecture, 62-63 billing systems, 67-69 LCR, 64-65 SS7 support, 65-67 services (QoS), 89 SF (Super Frame) format, 120 shaping traffic, 92 signaling call agent architecture, 54-55 E&M on T1 lines, 118 H.232 VoIP networks, 29 ISDN PRI, 121 digit sending method, 125 incoming digit format, 126 NFAS. 124-125 Q.921 protocol, 121-122

Q.931 protocol, 122-123 variants, 124 SIP H.323 interworking, 47-48 messages, 45 services. 46-47 SS7.127 CIC mapping, 130 FAS, 128 link speeds, 129 point codes, 129-130 T1 CAS schemes, 117-119 single-stage dialing, 13 SIP (Session Initiation Protocol) network architecture, 37 clients. 39 gateways, 40-41 H.323 interworking, 47-48 servers, 41 proxy servers, 41 redirect servers, 42 registrar servers, 42 services, 46-47 signaling messages INVITE, 45 REGISTER, 45 third-party registration, 45 UAs, 38 wholesale services, 38 sizing gatekeepers, 147 trunks, 140 dial peers, 141-143 dial plan administration, 146 **GKTMP**, 146 normalization rules, 143-145 zones, 141 SLAs (Service Level Agreements), 170 correlated data executive-level views, 185 operational-level views, 185 peering partner views, 186-187 presenting, 187-188 reporting, 187-188

data sources of correlating harvested data, 183-184 filtering harvested data, 183-184 identifying, 175-183 extracting from VoIP network data, 174 smart jacks, line termination, 114 SMBs (server message blocks), managed voice and data services, 73-75 AAL2, 75-77 T1/DS1 architecture, 74-75 SML (Service Management Layer), TMN framework, 169 SNMP (Simple Network Management Protocol), MIBs as SLA indicator source, 176-178 softswitches, call agent architecture aggregation routers, 58 call agent signaling, 54-55 edge routers, 58 feature servers, 59 gateways, 57-58 interworking, 56 local access services, 52-53 MGCP, 52 voice services, 49, 51 VoIP services, 49 sRTP (Secure Real-Time Transport Protocol), 163 SS7 (Signaling System 7) H.232 VoIP networks, interconnecting gateways to PSTN, 33-34 wholesale VoIP implementations, 65-67 SSCS (service-specific convergence sublayer), 77 Start field (CPS packets), 78 statistical gains, 5 STPs (signal transfer points), 111 syslog messages, 172 harvesting VoIP management data, 179

Τ

T1 architecture CAS schemes, 117–119 direct IP interconnect, 113–114 line termination, 114–115 punchdown blocks, 113 E&M signaling, 118

framing mode, 120 line coding, 119 loopback testing, 132 managed voice and data services, 74-75 Tandem Switches, 63, 75 tandem voice services, 20 TDM-based architecture, migration to VoIP, 61-63 billing systems, 67-69 LCR, 64-65 SS7 support, 65–67 terminating T1 circuits, 113-114 TMN (Telecommunication Management Network) framework, layers of, 168-169 toll calls, LATA, 113 ToS field (IP packets), precedence bits, 89 traffic CAC, 101 local CAC, 102 network CAC, 103 RSVP CAC, 103 classification, 88-89 CB-marking, 95 congestion avoidance in VoIP networks, 100-101 congestion management, LLQ, 98-100 fragmentation, 92 marking, 90 policing, 90 queuing, 91 shaping, 92 SLAs. 170 traffic engineering grade of service requirements, 139 MPLS, 104-105 FRR, 106 transit voice services, 20 translation rules, 26, 144-145 triggers (database), harvesting VoIP management data, 180 trouble ticket applications, 173 troubleshooting gateways and gatekeepers, 155 trunks, 131-133 trunk groups, 27 trunks, 110 conditioning, local CAC, 102 DS3s, 115-117

E1.115 in-band signaling, 110 ISDN PRI digit sending method, 125 incoming digit format, 126 NFAS, 124-125 Q.931, 122-123 out-of-band signaling, 111 sizing, 140 SS7, direct IP interconnect, 127-130 T1, 113-115 CAS, 117, 119 E&M signaling, 118 framing mode, 120 line coding, 119 line termination, 114-115 punchdown blocks, 113 troubleshooting, 131-133 tunnels, MPLS-TE, 105 two-stage dialing, 12, 24

U

UAs (User-Agents), 38 unframed connections, DS3, 116 unified messaging, 10 UUI (User-to-User Indication) field (CPS packets), 79

V

voice services, impetus for, 4–5 VoIP (Voice over IP) benefit to service providers, 5 gatekeepers, 13 gateways, 11 H.323, 20 application servers, 35–36 directory gatekeepers, 32–33 enterprise services, 20 gatekeepers, 28–29 gateways, 22, 24–28 H.225, 30–31 H.245, 31 interworking, 47–48

RAS.30 retail services, 21 RTP, 31 signaling, 29 SS7, 33-34 wholesale services, 20 management architecture archiving and reporting database, 173 central database, 172-173 harvesting data, 174 SLA indicators, identifying data sources of, 176-183 trouble ticket application, 173 network deployment, 13 peers, 22 retail services **OPT**, 10 OSP, 9-10 services, 46-47 signaling messages INVITE, 45 REGISTER, 45 SIP, 37 clients, 39 gateways, 40-41 servers, 41-42 UAs, 38 wholesale services, 38 SLA support, 170-171 wholesale services, 6, 61-63 billing systems, 67-69 call settlement, 9 LCR, 8, 64-65 OSP,9 peering arrangements, 63 peering partner selection, 8 SS7 support, 65-67

peering arrangements, 63 peering partner selection, 8 SS7 support, 65–67 SIP network architecture, 38

X-Y-Z

XP operating system (Windows), MSN Messenger PC-to-Phone, 17

zones, 141 hop-off zone, 142

W

wholesale VoIP services, 6, 61–63 H.323 networks, 17, 20 billing systems, 67–69 call settlement, 9 LCR, 8, 64–65 OSP, 9