

Process Flow

SIP Trunk Interoperability Testing by LC/Region or Channel Partner

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Document Owner: Rick Jezierny
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Hofmannstraße 51
D-81359 Munich, Germany

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SIP Trunk Interoperability Testing by LC/Region or Channel Partner Process Flow

Overview:

The following process allows for SIP trunk interoperability testing with OpenScape Voice to be conducted by an LC/local region or by a channel partner and, assuming the test results are successful, be recognized by the Product House as a valid certification and therefore be supported by Unity Large Enterprise IP Product Management, Development and Service organizations.

This process is supported for the current (latest) released version of OpenScape Voice. It is also supported for older versions of OpenScape Voice up until that version reaches the M44 milestone, in order to fulfill the SIP trunking needs of customers still using the older version.

Note: The LC, local region, or channel partner must ensure it has all of the necessary local technical resources with proper skills and training to perform the testing and to produce the required deliverables upon conclusion of the testing BEFORE beginning this process. If it does not have the resources to do this then an alternative would be to engage a CSL (by NPR process) to perform the certification testing instead.

Process Description:

1. To initiate this process, the LC/local region or channel partner shall submit a PSR (via OSIRIS) to request support of the SIP trunk interoperability testing to be performed. The PSR shall be assigned in OSIRIS to one of the following products depending on whether OpenScape SBC or OpenScape Branch will be used in the SIP trunk interface configuration for the SIP trunk testing:

- Unified Communications - OpenScape - Session Border Controller - OpenScape SBC
- Unified Communications - OpenScape - Session Border Controller - OpenScape Branch

The PSR shall state that the reason for the PSR is for testing OpenScape SIP trunking with SIP service provider XYZ to be performed by the LC/local region or channel partner.

In addition to the required PSR standard form information, the PSR request shall provide the following additional minimum information:

- The name of the SIP Service Provider (SSP) and the SIP Trunk service(s), including version information, if applicable, to be tested.
- The name of the customer project that is driving the PSR request. If the PSR is being submitted to test a new SSP in order to make new business where there is not yet an actual customer project then enter, "All OpenScape Voice customers served by <SSP name>", as the customer name.
- All available support documentation from the SSP, eg, SIP trunk specification, test plan, softswitch platform that is used, etc. These documents should be attached to the PSR request.
- The Unity platform/version (eg, OpenScape Voice Vx Rx) that will be tested for interoperability with the SSP.

- The type of customer-premises SBC that will be used in the configuration to be tested.
 - The name and contact information of the qualified technician/engineer that will be responsible for conducting the tests.
 - A test schedule so that Unify Large Enterprise IP Development/System Test can plan for the review of the test results/report upon completion of the tests. At minimum, the planned completion date for when the required deliverables will be sent to Product Management (step 9 below) shall be provided.
2. Upon receipt of the PSR, the responsible Product Manager will obtain the necessary approvals from Unify Large Enterprise IP Development/System Test and Service HQ.

Note: For SIP trunk testing with OpenScape Voice, the responsible PM will open an FRN (type=PSR) in FRDB with status “B130 – Planning”, for tracking purposes.

3. The PSR request shall then be processed in accordance with the normal PSR procedures, except for the following minor differences:
- Instead of the PSR being a request for one specific customer project, the PSR shall serve as a request for the general interoperability testing and approval of a particular SSP’s SIP Trunk service with a particular Unify Large Enterprise IP platform version and customer-premises SBC model and version. The successful completion of the testing and approval of the test results shall allow for deployment of the tested configuration of the SSP SIP Trunk service and Unify Large Enterprise IP platform and customer-premises SBC at any customer project that uses the tested configuration.
 - Approval of the PSR in OSIRIS is NOT an immediate approval to deploy the SIP trunk at a customer project but rather an approval for the LC/local region or channel partner to proceed with the interoperability testing. To ensure this is clear, the PSR approval statement will include a standard set of conditions that must be met before the SIP trunk can be deployed. The conditions shall require successful completion of testing and delivery of a test report to be reviewed and approved by Unify Large Enterprise IP Development/System Test. Only after all of the stated PSR approval conditions are met can the SIP trunk be deployed in a customer project.

Note: “B130 committed” status in FRDB is declared when the PSR is approved. The planned B600 date is determined based on the test schedule provided by the LC/local region or channel partner plus the planned interval for Unify Large Enterprise IP Development/System Test to review and approve the test report.

4. The LC/local region or channel partner shall use the Unify Large Enterprise IP generic “SIP-Trunk tests with SIP-Provider Test List” (stored [here](#) in G-DMS) as the MINIMUM set of test cases to be run. The LC/local region or channel partner shall also run any and all additional tests cases that are required by the SSP. This may include the requirement to execute a second complete test plan as supplied by the SSP.
5. Testing shall be conducted in the LC/local region or channel partner’s test lab or at the customer site with the desired type and version of the Unify Large Enterprise IP platform and customer-premises SBC, using test resources

supplied by the LC/local region or channel partner. All time and material costs for the testing shall be borne by the LC/local region or channel partner.

6. Local service engineers and technical support shall be used for all necessary setup and testing.
7. The LC/local region or channel partner shall use the latest software load released by Unify Large Enterprise IP Product House (on SWS) for the version of customer-premises equipment (eg, platform and SBC) that is being tested . If problems (defects) associated with the Unify Large Enterprise IP software are discovered during testing, GSI.flow ticket(s) shall be created. Only legitimate defects reported by GSI.flow tickets will be fixed. If any enhancements to the Unify Large Enterprise IP software are required, for example, to develop a new configurable option or SIP method to allow interworking with the SSP being tested, an RQ will need to be created in TopInfo-R. GSI.flow tickets and RQs will be handled in accordance with the normal established processes.

Note: In the case when testing takes a long time to complete, the LC/local region needs to keep the software load for the equipment being tested current and upgrade to the latest available software load *at least* every 2 months. It is not necessary to restart testing; just upgrade and continue testing, and indicate in the test report when the software load was upgraded.

8. If as a result of the testing fixes are provided to the customer-premises equipment (eg, platform or SBC), or if fixes are provided to the SSP's SIP trunk interface, the LC/local region or channel partner shall be responsible for re-testing the fixes as part of the interoperability testing and documenting the results based on the fixes in the test report.
9. Upon completion of testing, the LC/local region or channel partner shall send (eg, by email) a copy of the following deliverables to the responsible Product Manager (eg, Rick Jezierny for OSV with OpenScape SBC, or Robert Sengberg for OSV with OpenScape Branch).

Test Report: Using the "SIP Trunk Test Lab Setup and SIP Service Provider Test List" (stored [here](#) in G-DMS) document as a template, the LC/local region or channel partner shall produce a final test report that includes the following minimum information:

- a. The equipment configuration that was tested (ie, a network drawing).
- b. The software version numbers of the relevant components that were tested.
- c. All relevant parameter settings (eg, ordering options) for the SSP's SIP Trunk interface that was tested.
- d. The pass/fail test results for each test case that was run
 - For test cases that failed, additional information shall be provided about the nature of the failure.

Parameter Settings: All relevant parameter settings for OpenScape Voice and the customer-premises SBC that was used shall be documented.

- Forms to be used for documenting OpenScape Voice, OpenScape SBC and OpenScape Branch parameter settings are stored [here](#) in G-DMS.

- Alternately, the relevant parameter settings can be captured by means of Administration GUI "screen shots" that are copied into a Customer Configuration Guide or Application Note.

Trace Files: Either wireshark traces shall be taken from both the LAN-side and WAN-side interface of the SBC or a network trace can be taken from the OpenScape SBC or Branch. A separate trace (eg, pcap file) shall be provided for each test case. The name of each trace file should correspond to the test case number and title from the Test List, for example, the first basic call test case in the Test List should be named "01-01 BC AB1.pcap".

Customer Configuration Guide or Application Note (optional): This deliverable is necessary only if required by the SSP as part of their certification process. This document shall comply with the format and content requirements as specified by the SSP, for example, by using a template provided by the SSP.

10. The responsible Product Manager will arrange to have the test report reviewed by Unify Large Enterprise IP Development/System Test. If the test report is missing required information or is otherwise deemed to be inadequate, the LC/local region or channel partner will be notified of the issues, and then they must fix the issues and resubmit the corrected test report.
11. Once the test report is approved by Unify Large Enterprise IP Development/System Test, the submitter of the PSR will be informed by Product Management (eg, by email) that the SIP trunk can be deployed in the customer project(s) and, if applicable, also be informed of any restrictions or conditions that may apply.

Note: "B600 - Achieved" status is declared in FRDB when this step is finished.

12. After successful operation in the initial customer project, the tested and approved SIP trunk configuration can then be used in additional customer projects.

Note: "M3" status is declared in FRDB when this step is finished. The Product Manager will arrange for the final (approved) test report to be stored [here](#) in G-DMS as a general approval that can be used in other customer projects.

Unify Large Enterprise IP Product House does not issue a "certificate" for SIP trunk interop testing/certifications that are performed. Certificates are generally issued by the SSP but not all of them issue certificates either. The final test report and related documentation serves as confirmation that an SSP has been tested/certified from Unify Large Enterprise IP perspective.

Applicability of approval to other SIP trunk configurations/versions:

This process (or another equivalent supported SIP trunk certification process) usually needs to be repeated whenever a new major release of the SSP's SIP Trunk service or a new major release of Unify Large Enterprise IP platform version (or a different

SIP trunk interface configuration, eg, using a different customer-premises SBC) needs to be supported.

Since the SIP trunk interface supported by Unify Large Enterprise IP platforms are designed to be backwards compatible with previous versions, repeating this (or an equivalent) process for a new version of the Unify Large Enterprise IP platform (assuming the SIP trunk interface configuration is the same) may be waived if recertification is not mandated by the SSP. In this case, a PSR requesting a waiver together with a certificate or written statement from the SSP indicating that they accept the previous certification as being applicable to the new release of the Unify Large Enterprise IP platform needs to be submitted (via OSIRIS) for approval by Unify Large Enterprise IP Product House.

Summary of Responsibilities:

The LC/local region or channel partner is 100% responsible for driving steps 1, 4, 5, 6, 7, 8 and 9 of the above process flow and for performing all of the work associate with those steps.

The appropriate Unify Large Enterprise IP Product Manager drives steps 2 and 3 when a PSR is received from the local region (step 1). The Product Manager also drives steps 10, 11 and 12 after the local region finishes step 9. The process is completed and the tested SIP trunk configuration is officially recognized by the Unify Large Enterprise IP Product House as certified for use in OSV projects at the conclusion of step 12.

External channel partners should contact their responsible channel partner manager to submit the PSR (step 1) in OSIRIS and to obtain the necessary templates and forms the may need for the test results deliverables (step 9).