Ribbon ATA SBC Edge 1K_2K R9.0 Interop with Zoom : Interoperability Guide

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Interoperable Vendors

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Document Overview

This document outlines the configuration best practices for the Ribbon solution covering the Edge series ATA (Analog Telephone Adaptor)/IAD (Integrated Access Device) when deployed with Zoom.

The Ribbon Edge is a low-density analog gateway or ATA/IAD device that gives small businesses, SOHOs and branch offices with analog voice infrastructures an easy, cost-effective way to capitalize on Voice over Internet Protocol (VoIP) services. The Ribbon Edge ATA/IAD offers a survivable branch office solution, providing support for integrating analog endpoints and the Public Switched Telephone Network (PSTN) and support for all Session Initiation Protocol (SIP) calls. The Ribbon Edge supports any-to-any connectivity between analog and SIP devices, enabling branch offices to rapidly migrate analog phones onto SIP-based networks and communicate seamlessly.

The interoperability compliance testing focuses on verifying inbound and outbound call flows between Ribbon Edge ATA & Zoom Cloud.

This guide contains the following configuration sections:

- Section A: Ribbon SBC Edge Configuration
    - Captures general Edge ATA/IAD configurations for provisioning with Zoom.
- Section B: Zoom Configuration
    - Captures the Zoom configuration.

Non-Goals

It is not the goal of this guide to provide detailed configurations that meets the requirements of every customer. Use this guide as a starting point and build the SBC configurations as ATA in consultation with network design and deployment engineers.

Audience

This is a technical document intended for telecommunications engineers with the purpose of configuring the Ribbon SBC.

To perform this interop, you need:

- to use graphical user interface (GUI) or command line interface (CLI) of the Ribbon product.
- to understand the basic concepts of TCP/UDP/TLS and IP/Routing.
- to have SIP/RTP/SRTP to complete the configuration and for troubleshooting.

> **Note**
> This configuration guide is offered as a convenience to Ribbon customers. The specifications and information regarding the product in this guide are subject to change without notice. All statements, information, and recommendations in this guide are believed to be accurate but are presented without warranty of any kind, express or implied, and are provided “AS IS”. Users must take full responsibility for the application of the specifications and information in this guide.

Prerequisites

The following aspects are required before proceeding with the interop:

- Ribbon Edge series
- Public IP Addresses
- Zoom Go account - a special type of Zoom account that has option to provision the ATA/IAD device.
- TLS Certificates for Ribbon Edge series
    - Refer to TLS Configuration between Ribbon Edge and Zoom

Product and Device Details

The following equipment and software were used for the sample configuration provided:

Table 1: Requirements

	Equipment	Software Version
Ribbon Communications	Ribbon Edge SBC 1K	V9.0.4b595
Zoom	Zoom Desktop app	5.7.7 (1105)
	Zoom Mobile app	5.8.1 (2403)
Third-party Phones	Beetel Analog Phone	NA

> **Note**
>
> - The Ribbon Edge portfolio includes the SBC 1000 and SBC 2000. As a result, this configuration guide is valid for both devices.
> - Zoom Desktop app version is 5.7.7 (1105) or later.
> - Zoom Mobile app version is 5.8.1 (2403) or later.

Network Topology Diagram

This section covers the Ribbon Edge deployment topology and the Interoperability Test Lab Topology.

Ribbon Edge Deployment Topology

Figure 1: Ribbon Edge Deployment Topology

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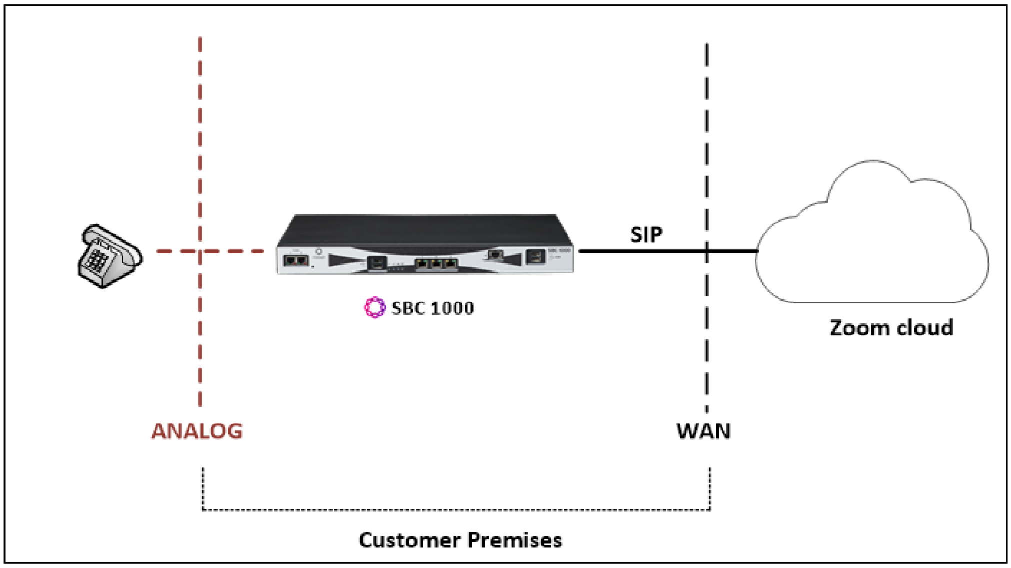
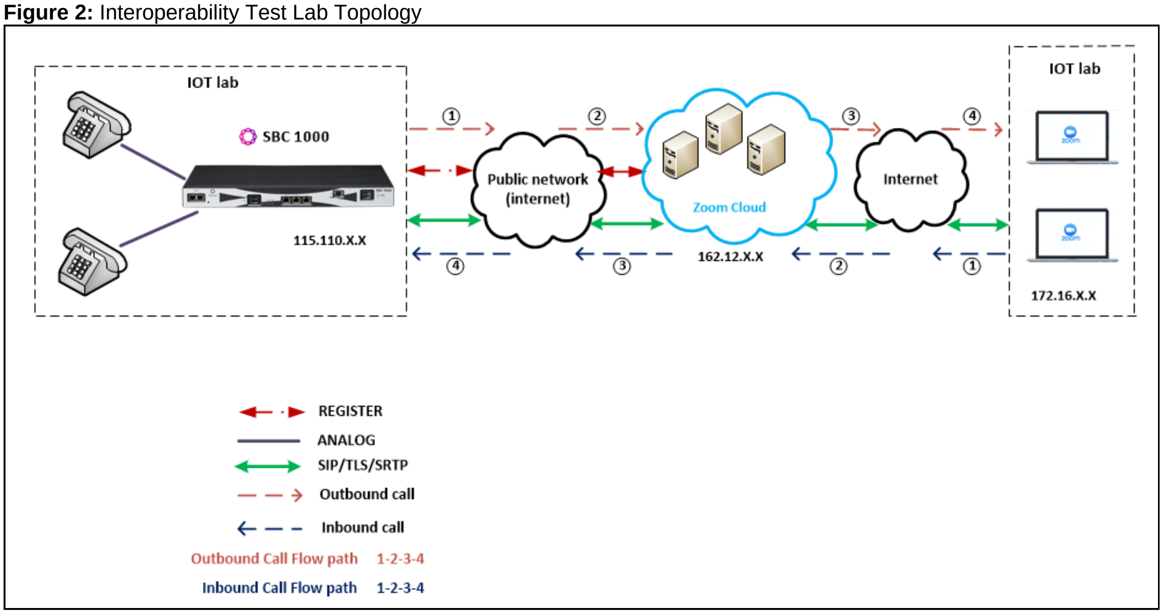


Interoperability Test Lab Topology

The following lab topology diagram shows connectivity between Zoom and Ribbon Edge ATA/IAD.

Figure 2: Interoperability Test Lab Topology



Section A: Ribbon SBC Edge Configuration

The following SBC Edge configurations are included in this section:

1. Connectivity
2. Network
3. Static Routes
4. TLS Configuration between Ribbon SBC Edge and Zoom
5. Media Profile
6. SRTP Profile
7. SIP Profile
8. Analog Leg Configuration
9. Zoom Leg Configuration

- The SBC Edge can connect to the network as mentioned in Connectivity and Network.
- Zoom prefers transport as TLS. Establishing a TLS connection between the SBC Edge and Zoom is covered under TLS Configuration between Ribbon SBC Edge and Zoom.
- Generic configurations related to the SBC Edge are covered under Media Profile, SRTP Profile and SIP Profile.

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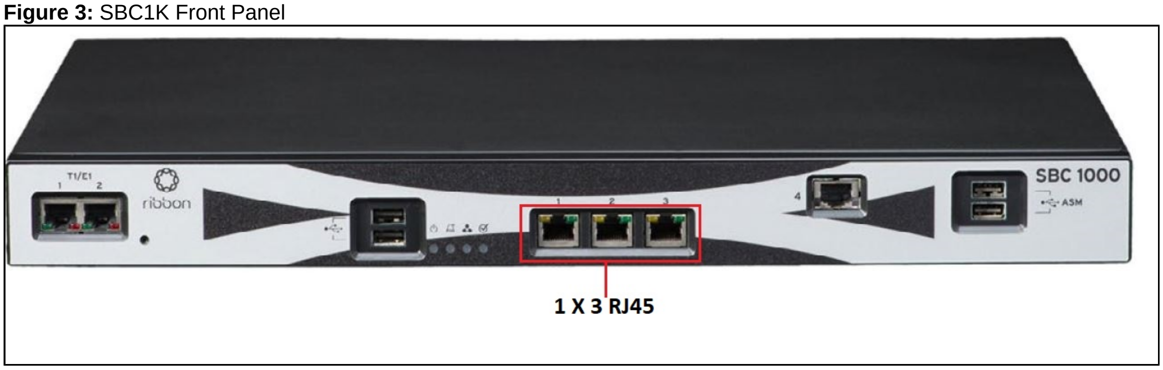
- The SBC Edge specific configuration related to PSTN is covered under Analog Leg Configuration.
- The SBC Edge specific configuration related to Zoom is covered under Zoom Leg Configuration.

1. Connectivity

Figure 3: SBC1K Front Panel



> **Note**
> The SBC 1000/2000 is connected to the network as follows:
>
> **Ethernet 1:** RJ45 "1" is connected towards the PSTN leg.
>
> **Ethernet 2:** RJ45 "2" is connected towards the Zoom leg.

2. Network

Configure Ethernet 1 and Ethernet 2 of SBC 1000/2000 with the IP as follows:

Navigate to **Node Interfaces > Logical Interfaces.**

Figure 4: Logical Interfaces

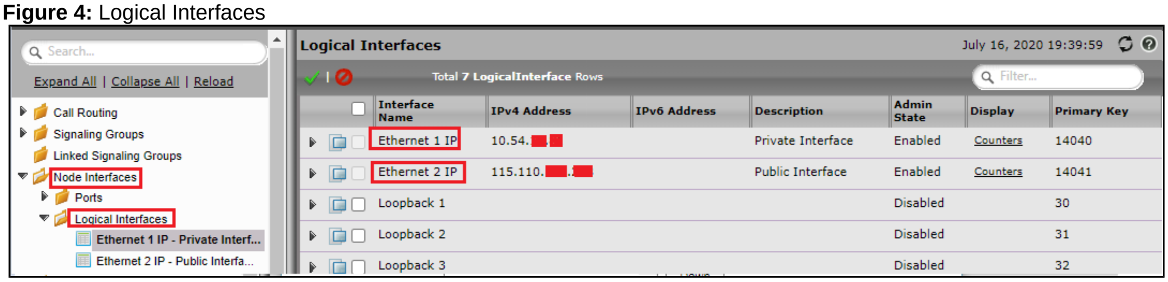


Figure 5: Ethernet 1

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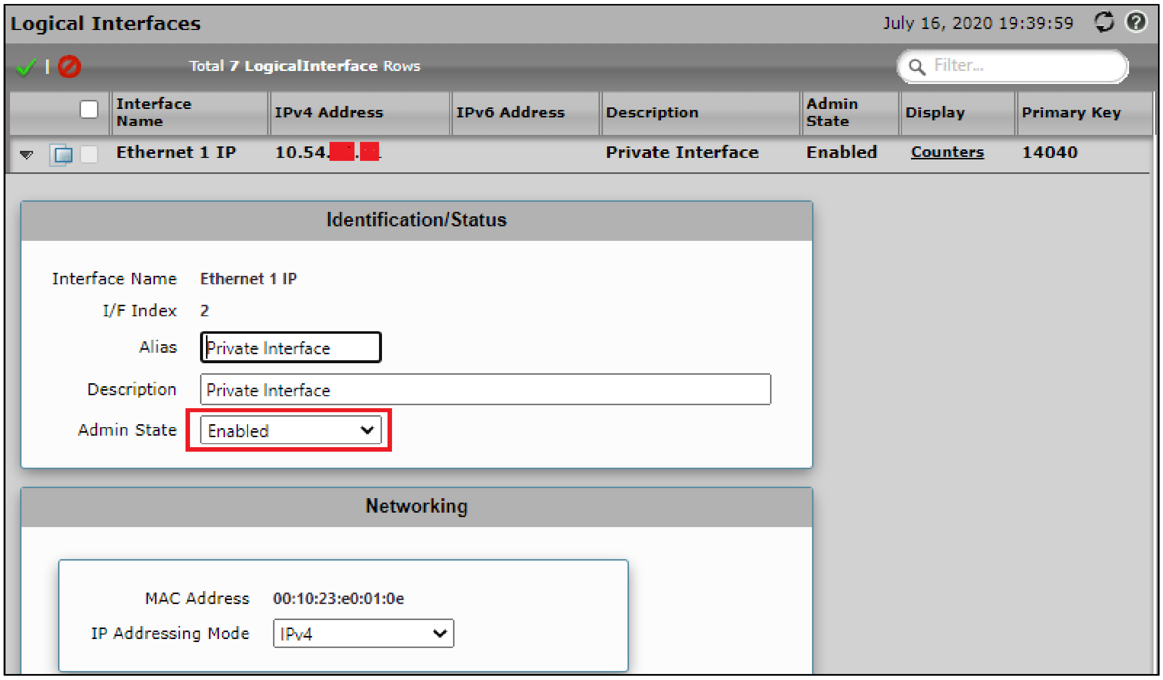


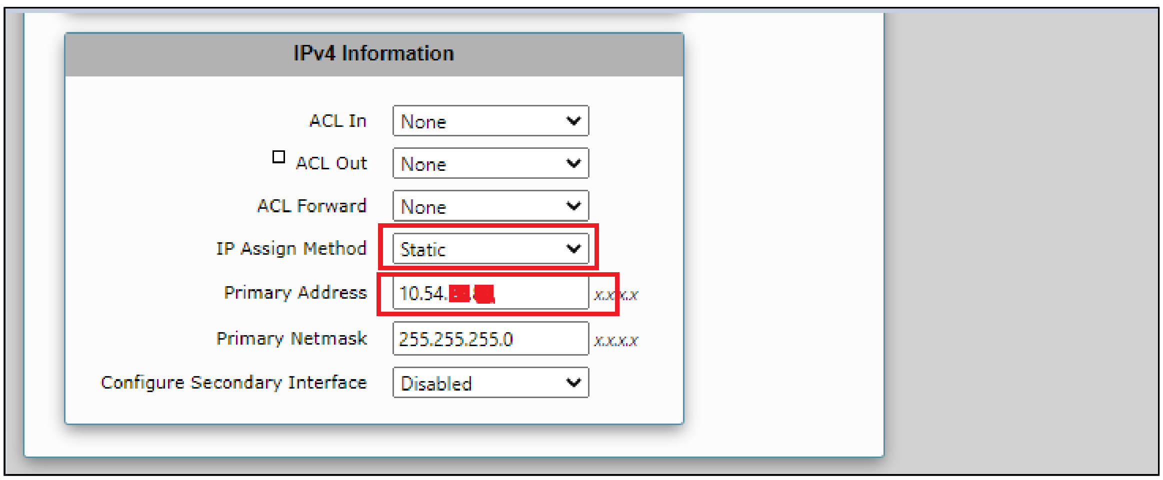
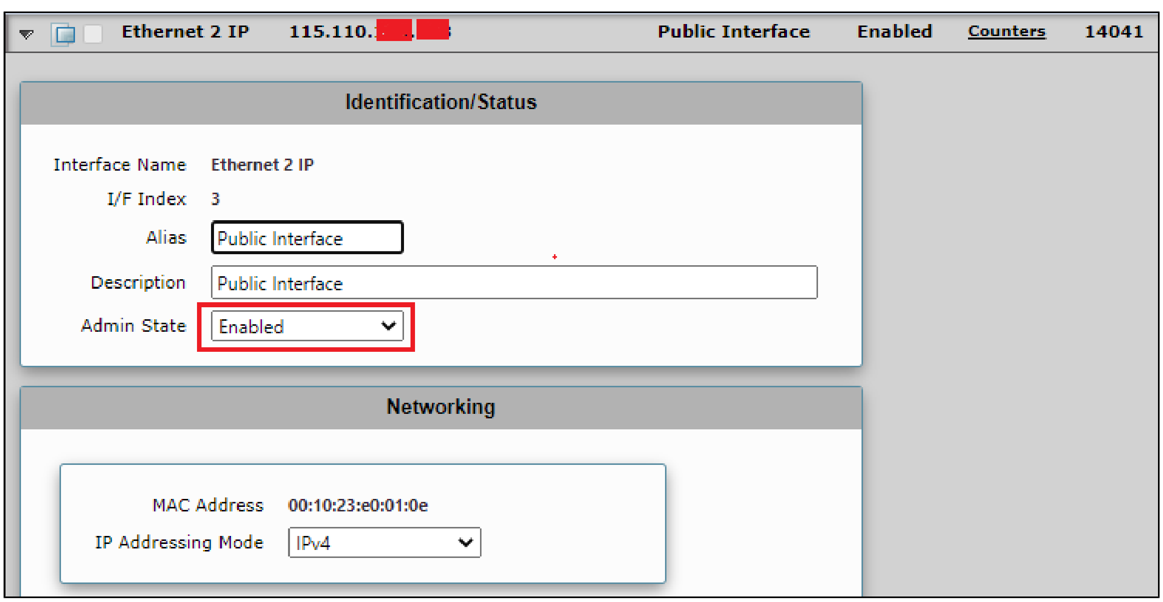
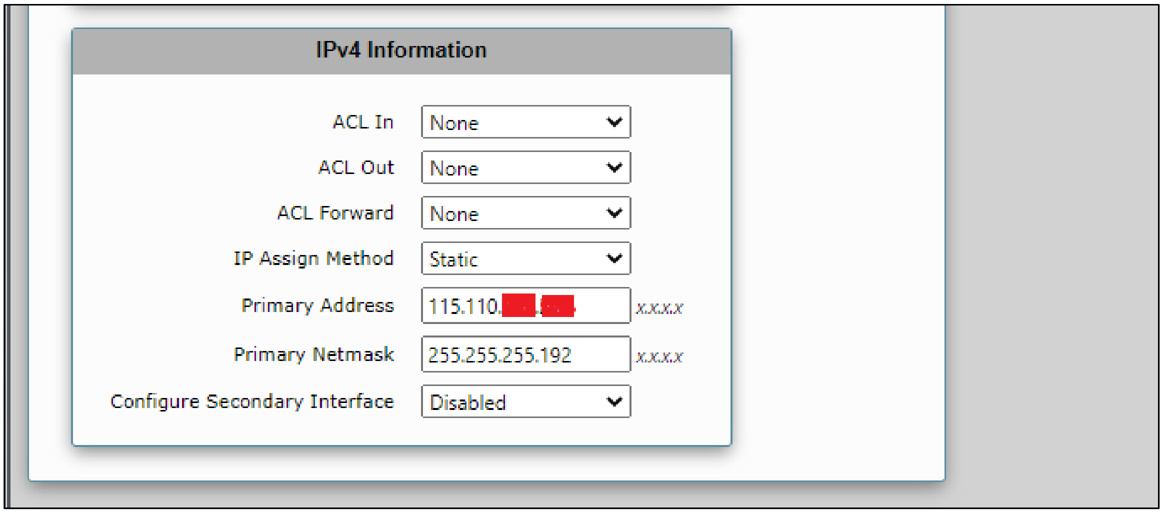


Figure 6: Ethernet 2





3. Static Routes

Static routes are used to create communication to remote networks. In a production environment, static routes are mainly configured for routing from a specific network to a network that can only be accessed through one point or one interface (single path access or default route).

Tip

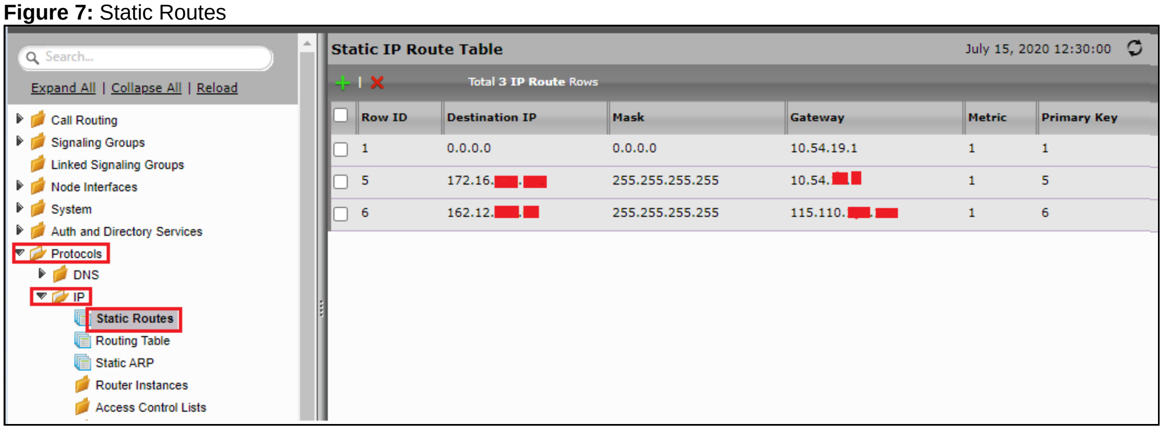
- For smaller networks with just one or two routes, configuring static routing is preferable. This is often more efficient since a link is not being wasted by exchanging dynamic routing information.
- For networks that have a LAN side Gateway on Voice VLAN or Multi-Switch Edge Devices (MSEs) with Voice VLAN towards the SBC Edge static routing configurations are not required.

Add Static routes need to be added towards Eth1 interface 172.16.X.X(PSTN) and Eth2 interface 162.12.X.0(Zoom), as Zoom uses multiple IPs in this subnet.

Default static route is towards the Eth1 that is in a private network.

- Navigate to **Settings > Protocol > IP > Static Routes** to configure the routes.

Figure 7: Static Routes



4. TLS Configuration Between Ribbon SBC Edge and Zoom

Prerequisites:

- For TLS to work on the public side of network, a trusted CA (Certificate Authority) is needed. In this scenario, use GoDaddy as a Trusted CA.
- Enable Zoom trunk with TLS/SRTP.

Request a certificate for the SBC and configure it based on the example using GoDaddy as follows:

1. Generate a Certificate Signing Request (CSR) and obtain the certificate from a Certification Authority.
2. Import the Public CA Root/Intermediate Certificate and SBC certificate on the SBC.

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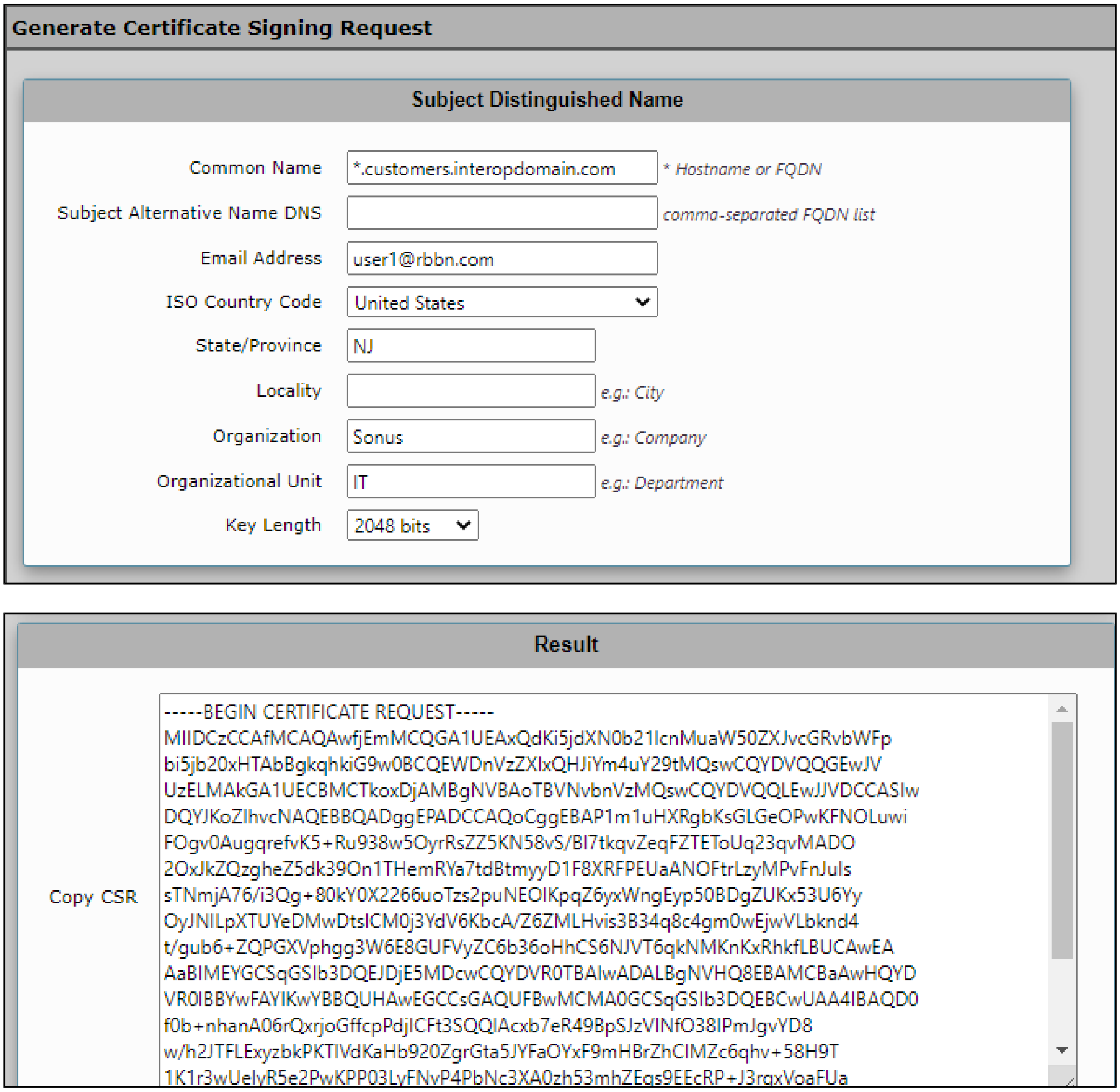
Step 1: Generate a Certificate Signing Request and obtain the certificate from a Certification Authority (CA).

1. Navigate to **Settings > Security > SBC Certificates.**
2. Click **Generate SBC Edge CSR.**
3. Enter data in the required fields.
4. Click **OK**. After the Certificate Signing request finishes generating, copy the result to the clipboard.

Figure 8: Generate Certificate Signing Request



5. Use the generated CSR text from the clipboard to obtain the certificate.

Step 2: Deploy the Root/Intermediate and SBC Certificates on the SBC.

After receiving the certificates from the certification authority, install the SBC Certificate and Root/Intermediate Certificates as follows:

1. Obtain Trusted Root and Intermediary signing certificates from your certification authority.
2. To install Trusted Root/Intermediate Certificates, go to **Settings > Security > SBC Certificates > Trusted Root Certificates.**
3. Click **Import** and select the trusted root certificates.
4. To install the SBC certificate, open **Settings > Security > SBC Certificates > SBC Edge Certificate.**
5. Validate the certificate is installed correctly.

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Figure 9: Trusted CA certificate table

Trusted CA Certificate Table July 16, 2020 15:48:59

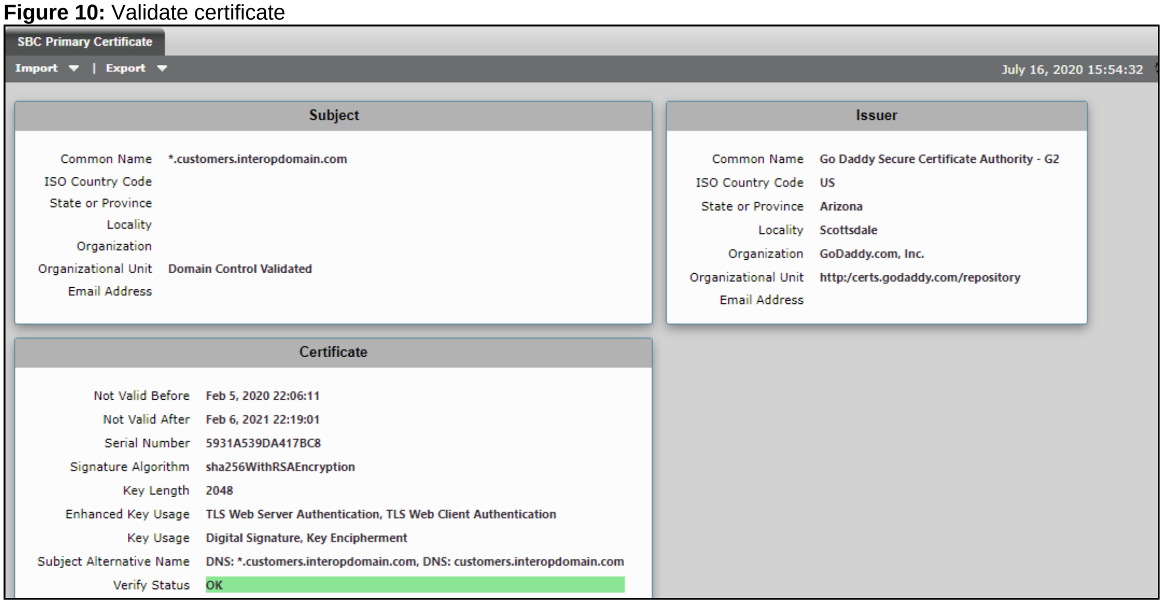
Total 3 Certificate Rows

Common Name	Issuer	Start Validity	Expiration	Key Length	Display	Primary Key
Go Daddy Secure Cert...	Go Daddy Root Certif...	May 3, 2011	May 3, 2031	2048		2
Go Daddy Root Certif...	Go Daddy Root Certif...	Aug 31, 2009	Dec 31, 2037	2048		3

6. Click **Import** and select **X.509 Signed Certificate.**

7. Validate the certificate is installed correctly.

Figure 10: Validate certificate



The following certificates need to be downloaded from Zoom Portal and uploaded into an SBC Edge Under Trusted CA Certificate.

Figure 11: Zoom Certificates

Trusted CA Certificate Table October 29, 2021 16:37:43

Total 8 Certificate Rows

Common Name	Issuer	Start Validity	Expiration	Key Length	Display	Primary Key
DigiCert Global Root...	DigiCert Global Root...	Nov 10, 2006	Nov 10, 2031	2048		2
DigiCert Global Root...	DigiCert Global Root...	Aug 1, 2013	Jan 15, 2038	2048		3
DigiCert Global Root...	DigiCert Global Root...	Aug 1, 2013	Jan 15, 2038	384		4

As mentioned in Zoom Portal "Please download DigiCert Global Root CA, DigiCert Global Root G2, DigiCert Global Root G3 and import to your IP phone if they are not in the trust list of the device."

TLS Profile

TLS Profile is required for the TLS handshake between the SBC Edge and Zoom. This profile defines cipher suites supported by the SBC Edge.

Default TLS Profile need to be attached to SIP Server Table on Zoom leg.

Navigate to **Security > TLS Profiles**. Use the Default TLS Profile with the following modifications:

- TLS Protocol as "TLS 1.0-1.2 ".
- Mutual Authentication "Disabled".
- Certificate as "SBC Edge Certificate".

Figure 12: Default TLS Profile

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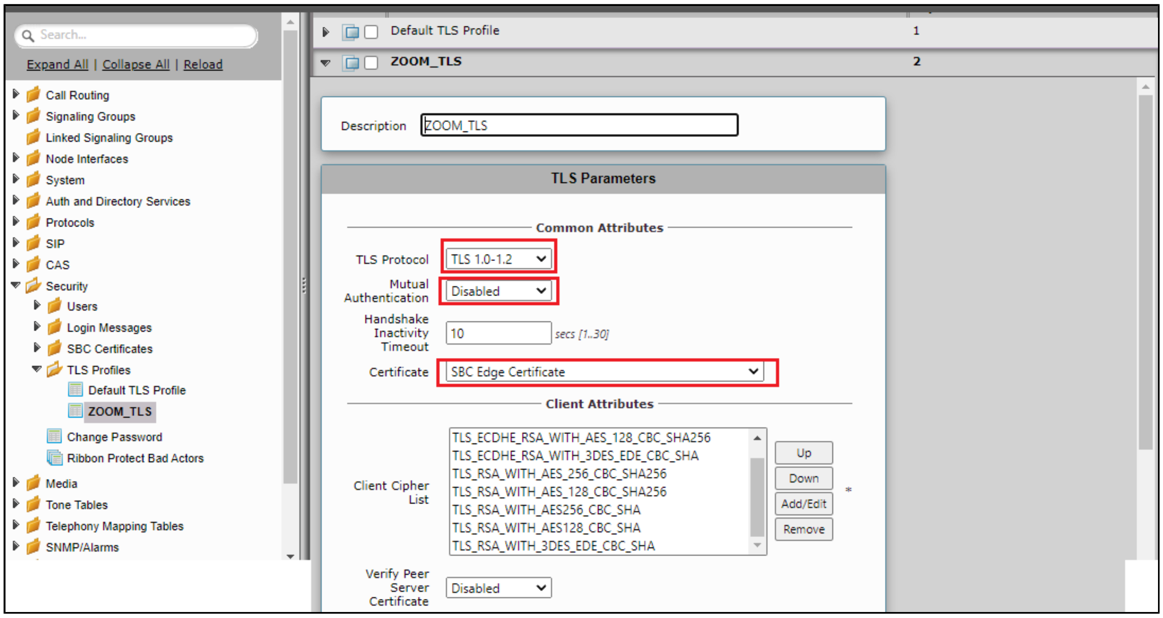

5. Media Profile

To create a Media Profile:

- Navigate to **Settings > Media > Media Profiles.**
- From the drop-down select **Create Media Profile > Voice Codec Profile.**

Figure 13: Media Profile

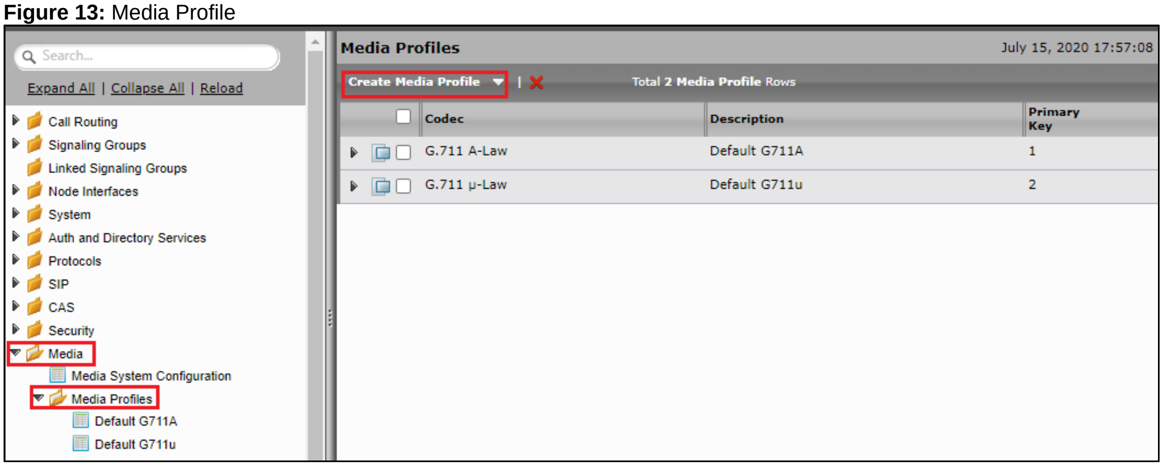

Figure 14: G711-A law

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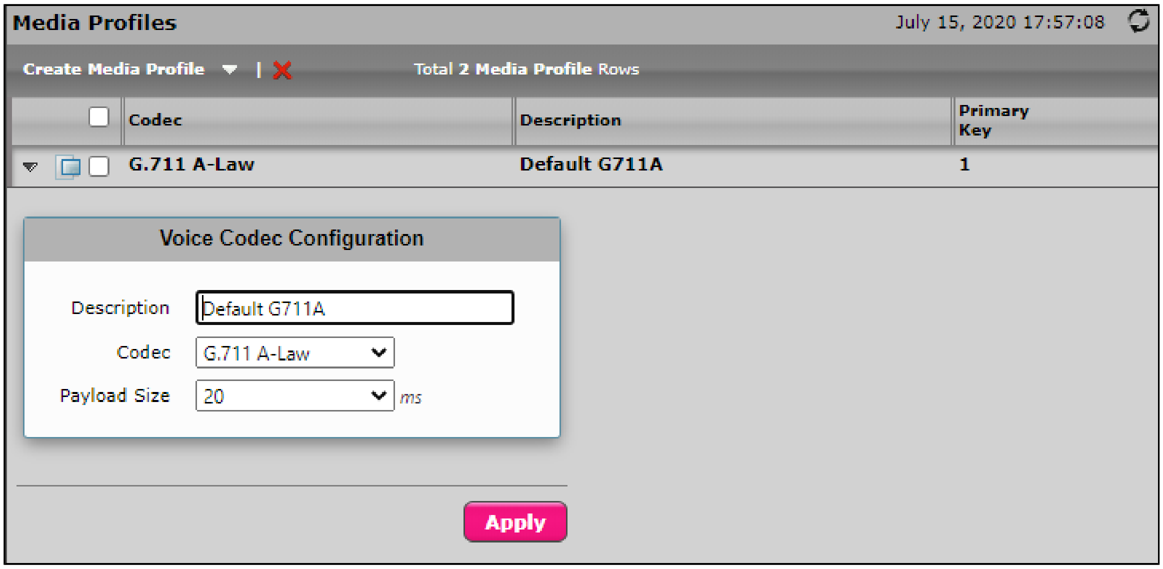
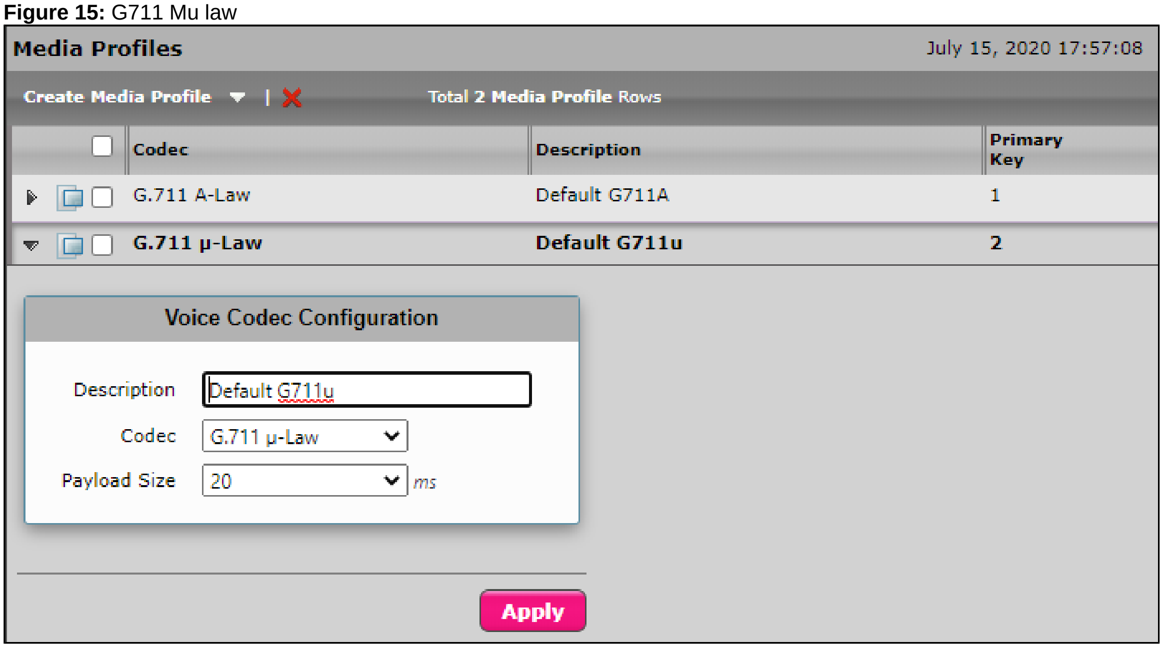


Figure 15: G711 Mu law



6. SRTP Profile

To create a SRTP Profile:

- Navigate to **Settings > Media > SDES-SRTP Profiles.**
- Select the Crypto Suite as "AES_CM_128_HMAC_SHA1_32".
- Set the LifeTime Value as shown in the diagram.

Figure 16: SDES-SRTP Profile

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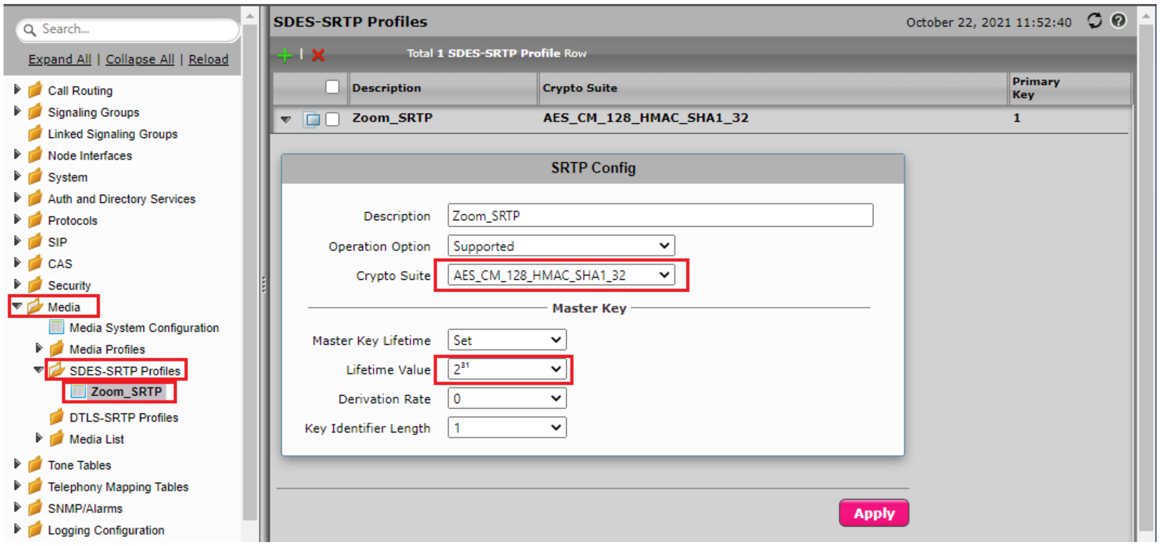
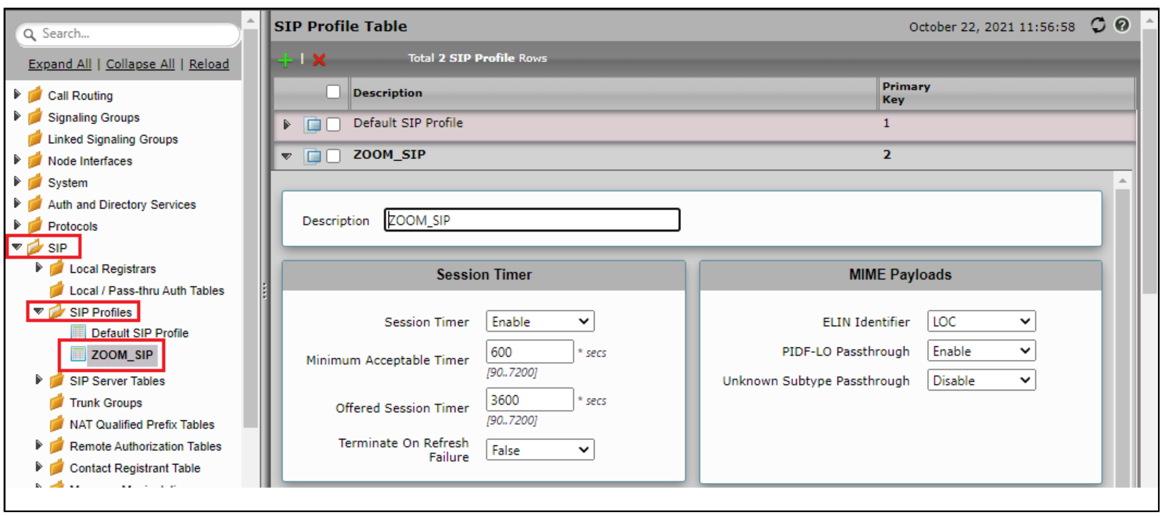


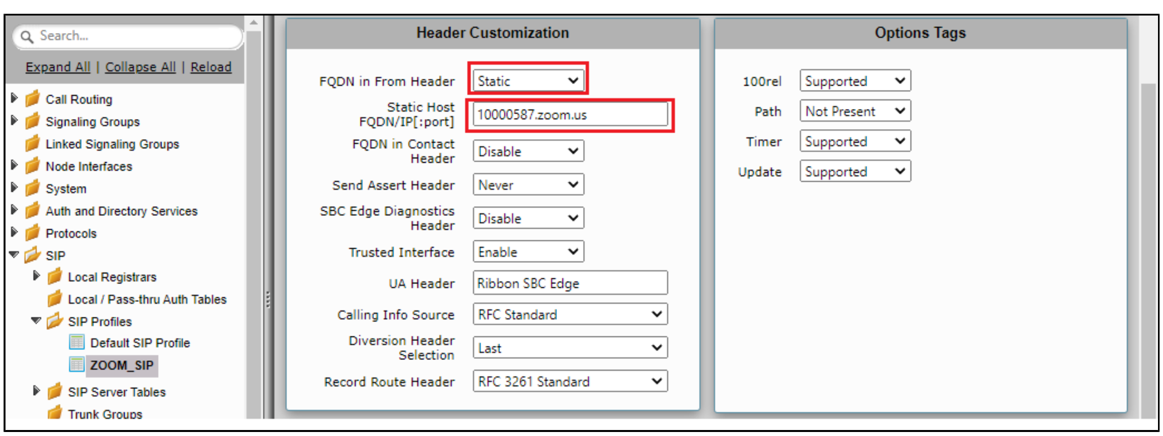
7. SIP Profile

A SIP profile is used to modify the different SIP parameters like Session timers, SIP Header Customization, and SDP Customization. Create a new SIP Profile "ZOOM_SIP".

- Navigate to **SIP > SIP Profiles > ZOOM_SIP.**

Figure 17: SIP profile





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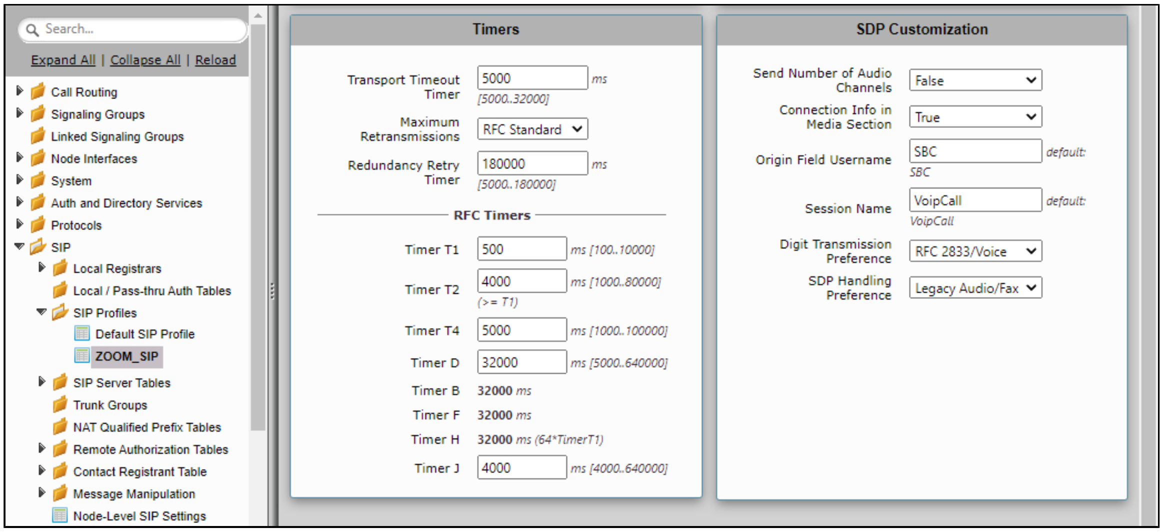

8. Analog Leg Configuration

Create profiles with a specific set of characteristics corresponding to Analog (PSTN). This includes configuration of the following entities on the Analog leg:

1. CAS Profile
2. Signaling Groups
3. Transformation
4. Call Routing Table

1. CAS Profile

- Navigate to **CAS > CAS Signaling Profiles > Create CAS Profile.**

Figure 18: CAS Profile

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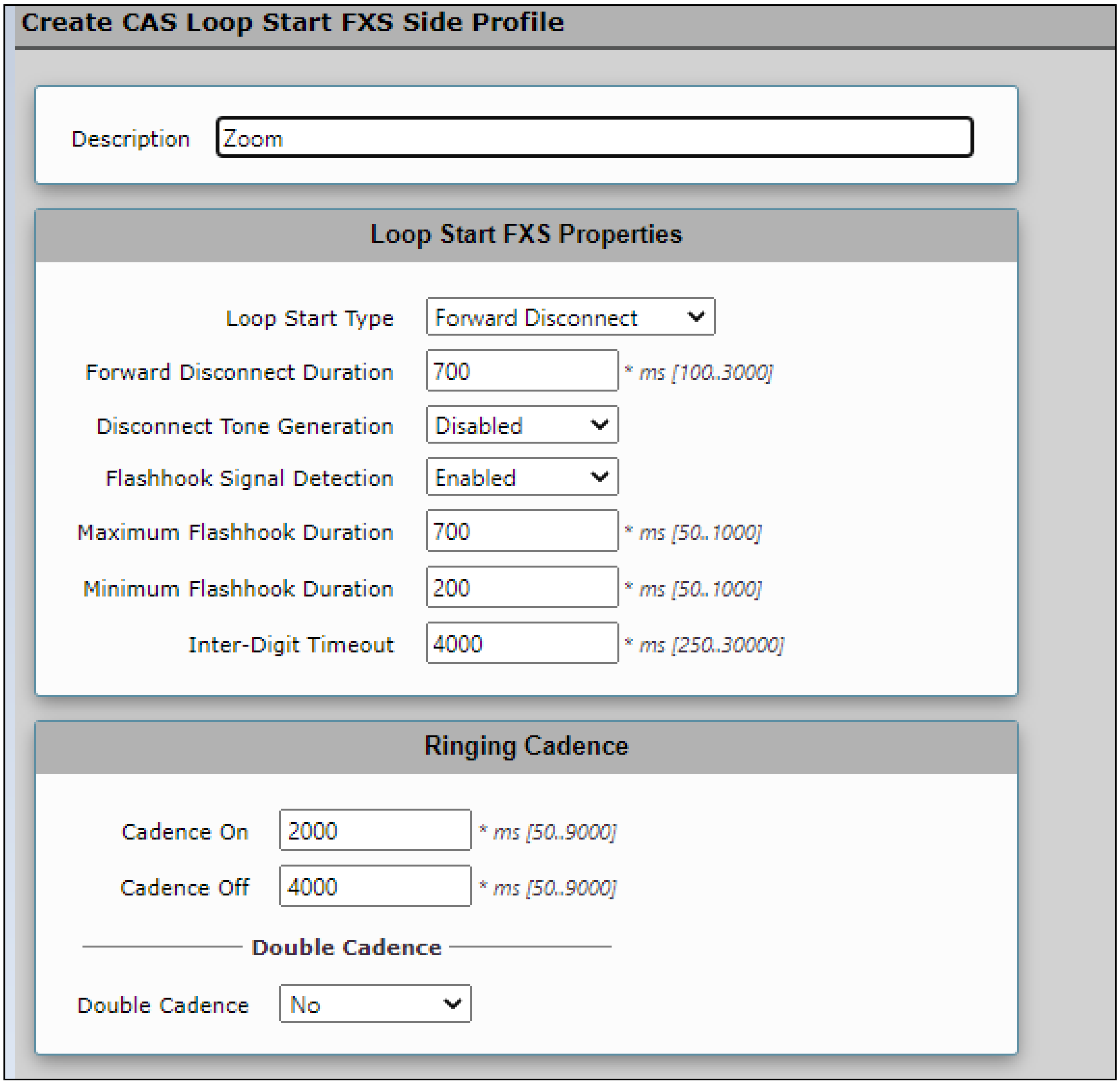

2. Signaling Groups

Signaling groups allow telephony channels to be grouped together for the purposes of routing and shared configuration. The signaling groups are the entity where calls are routed, as well as the location where Call Routes are selected. They are also the location where the Tone Tables and Action Sets are selected.

- Navigate to **Settings > Signaling Groups > Create Signaling Group.**
- From the drop-down select "CAS Signaling Group".
- Set CAS Signaling Profile as "(FXS)Zoom".
- Set Tone Table as "Default Tone Table".
- Assign the Channel Phone Number "809" for Port 1:1.
- Assign the Channel Phone Number "810" for Port 1:2.

> **Tip**
> Set Call Routing table as "Analog_Zoom" that is created in the Call Routing Table section.

Figure 19: Signalling Groups

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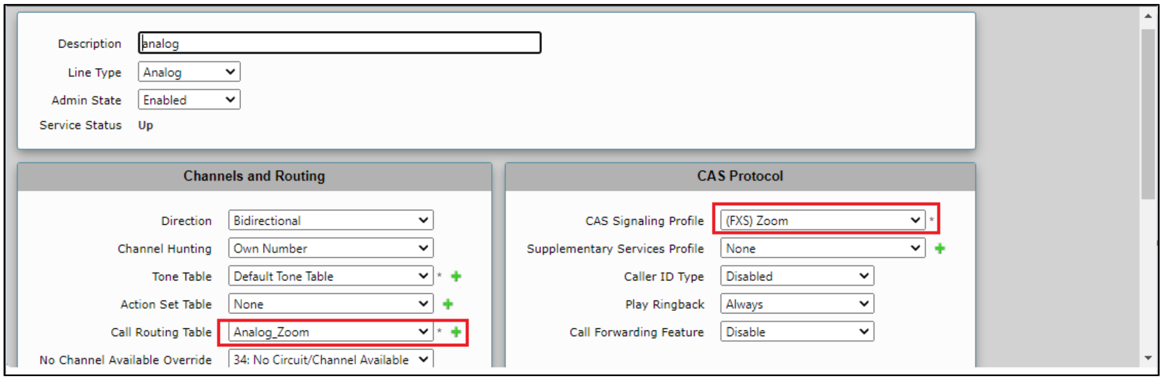

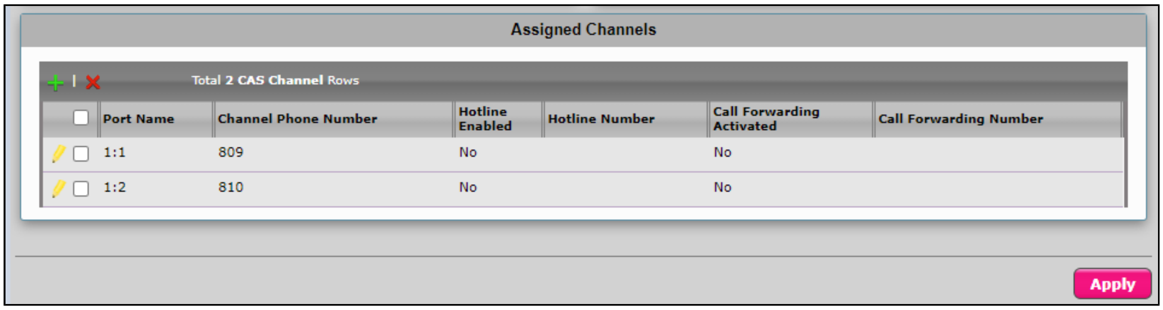

3. Transformation

Transformation table is used to map the 3 digit analog line to 20 digit Zoom Username. In the current setup, "analog_sip" transformation rule applied for outgoing call towards Zoom.

Navigate to **Settings > Call Routing > Transformation.**

Figure 20: Transformation

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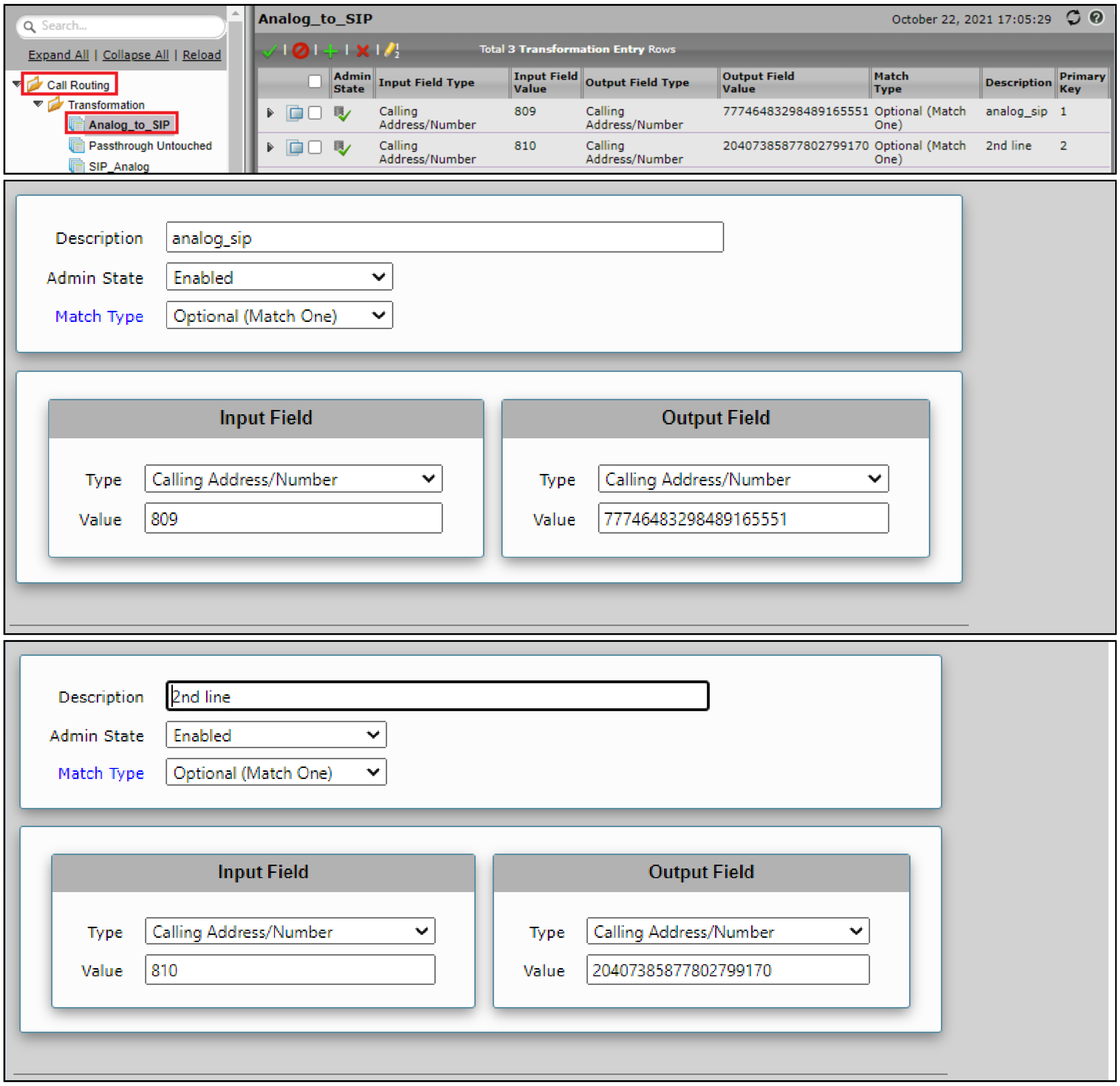

4. Call Routing Table

Call Routing allows calls to be carried between signaling groups, thus allowing calls to be carried between ports, and between protocols (like ISDN to SIP). Routes are defined by Call Routing Tables, which allow for flexible configuration where calls are carried and how they are translated. These tables are one of the central connection points of the system, linking Transformation Tables, Message Translations, Cause Code Reroute Tables, Media Lists and the three types of Signaling Groups (ISDN, SIP and CAS).

- Navigate to **Settings > Call Routing > Call Routing Table.**
- Set Number/Name Transformation Table as "Add_plusOne" as created in an earlier step.
- Destination Signaling Groups as "(SIP)Zoom_SG" in the Media. Select the following options:
    - Audio/Fax Stream Mode as "DSP".
    - Media Transcoding as "Disabled".
    - Media list as "Default Media List".

> **Tip**
> Attach the Media List and Destination Signaling Groups that are created in Zoom Leg Configuration.

Figure 21: Call Routing Table

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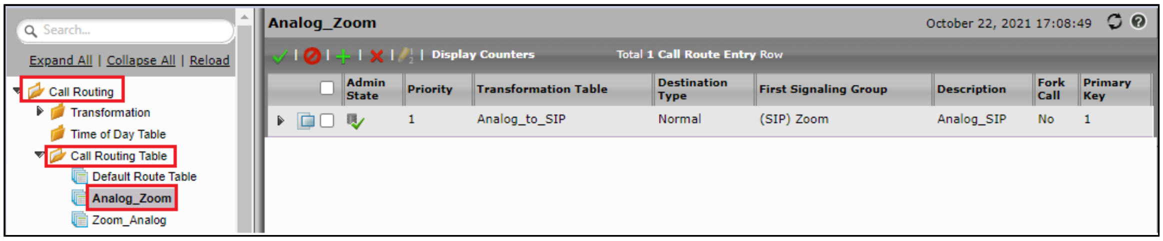

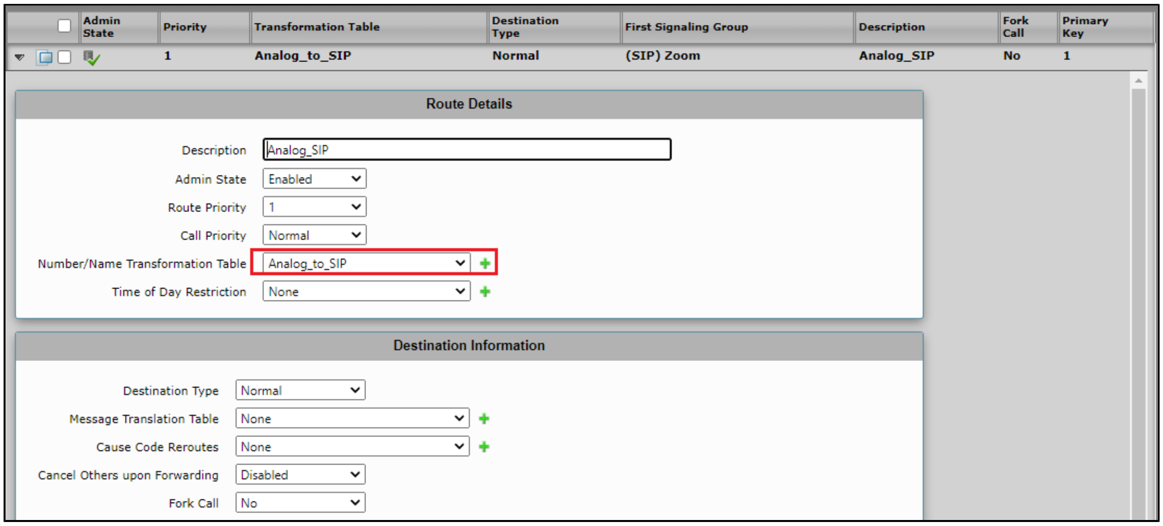

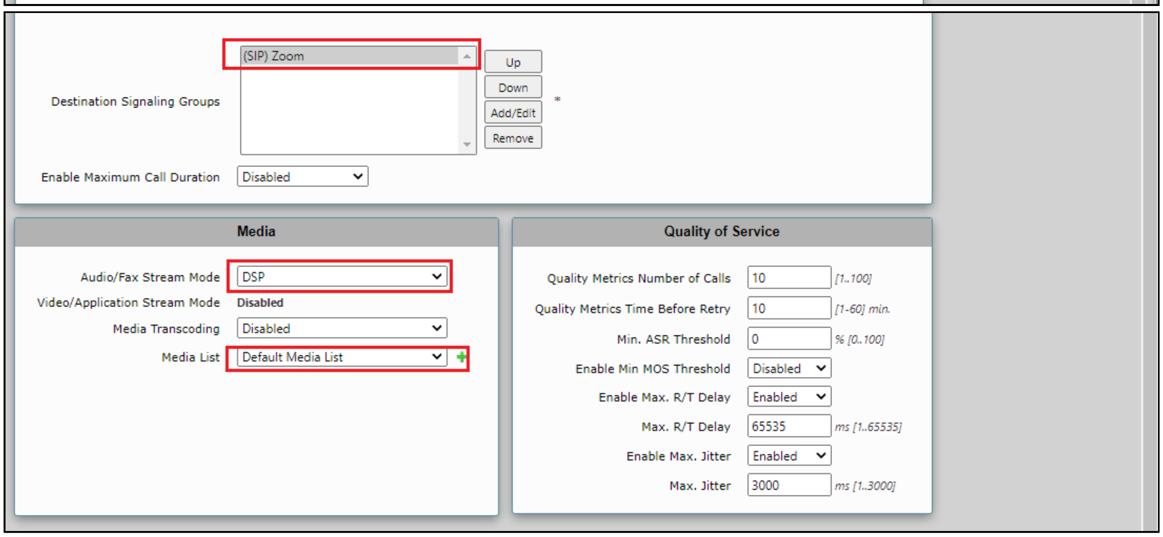

9. Zoom Leg Configuration

Create profiles with a specific set of characteristics corresponding to Zoom. This includes configuring the following entities on the Zoom leg:

1. Media List.
2. Contact Registrant Table.
3. Remote Authorization Tables.
4. SIP Server Tables.
5. Signaling Group.
6. Transformation.
7. Call Routing Table.

1. Media List

Media List allows you to specify a set of codecs used for the call. They contain a list of codecs, defined in Media Profile.

- "Add/Edit" to add the different Media profile as created earlier.

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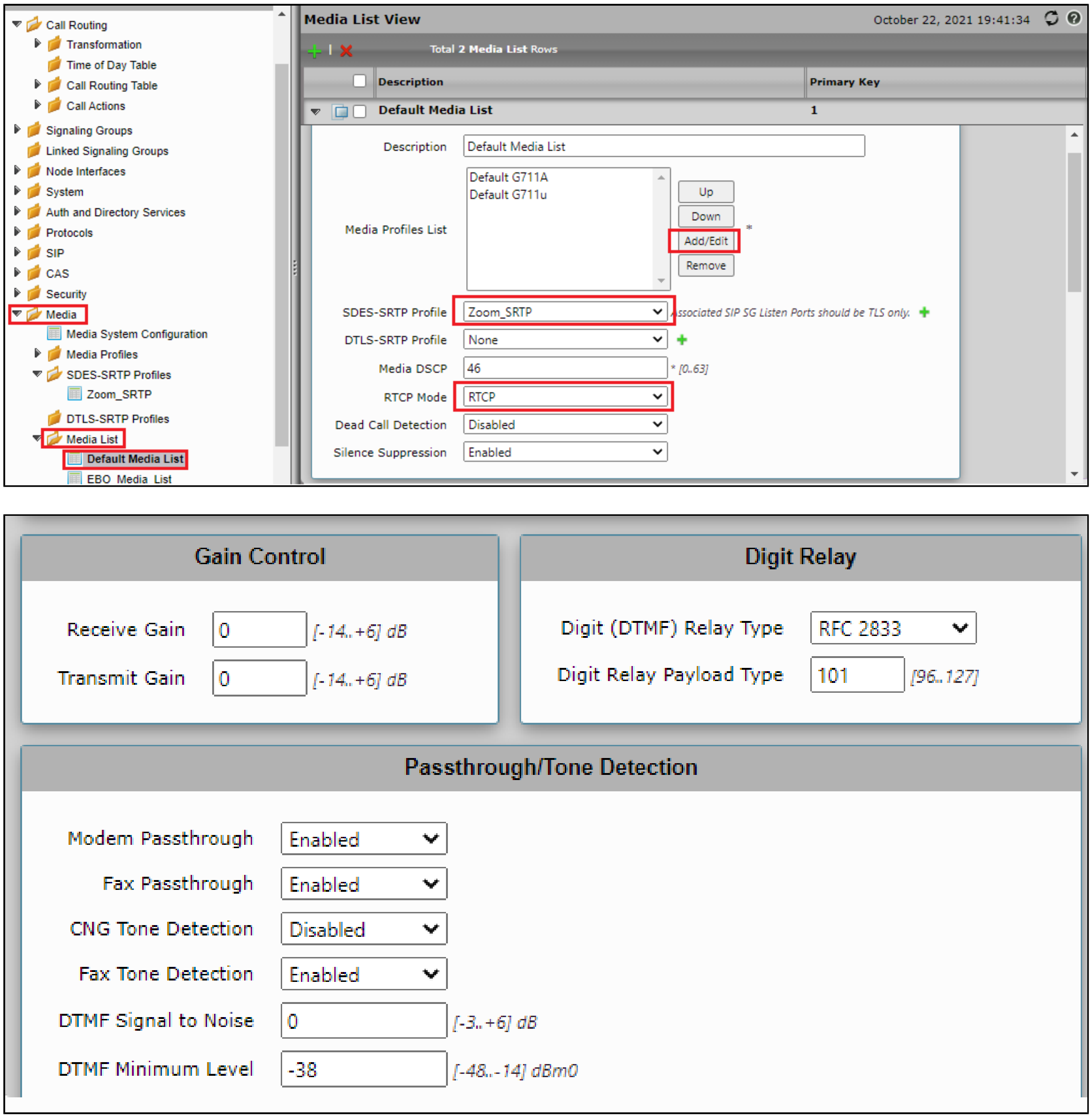
- As the Zoom leg would be SRTP, attach the SDES-SRTP Profile as "Zoom_SRTP" as created earlier.
- Set RTCP mode to "RTCP".
- Set Silence Suppression to "enabled".

Figure 22: Media List



2. Contact Registrant Table

The Contact registrant table contains the address of record URI required for REGISTER with Zoom.

- Navigate to **Settings > SIP > Contact Registrant Table.**
- Type of Address of Record "Remote".
- Address of Record URI.
- Add the Contact URI Username.

Figure 23: Contact Registrant Table - Port 1 Config

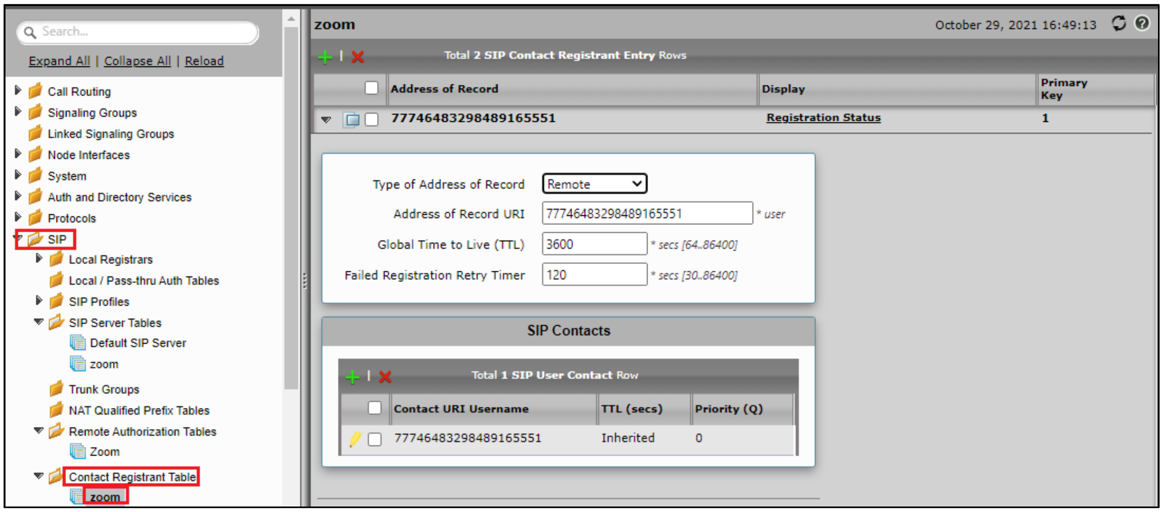
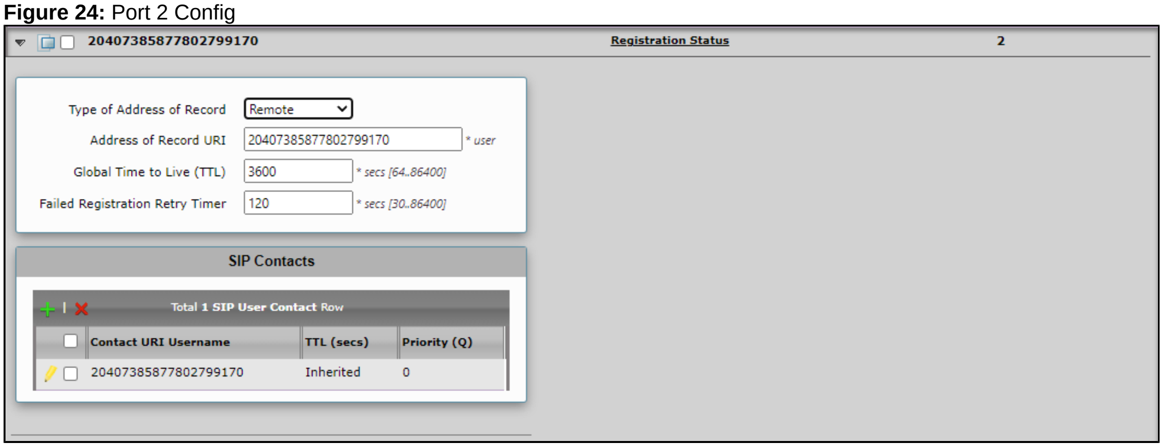


Figure 24: Port 2 Config



3. Remote Authorization Tables

A Remote authorization table contains a realm, authentication ID and password, used when the REGISTER and INVITE is challenged by Zoom.

- Navigate to **Settings > SIP > Remote Authorization Tables.**
- Realm as "10000587.zoom.us".
- Authentication ID .
- From URI User Match "Regex".

Figure 25: Remote Authorization Table - Port 1 Config

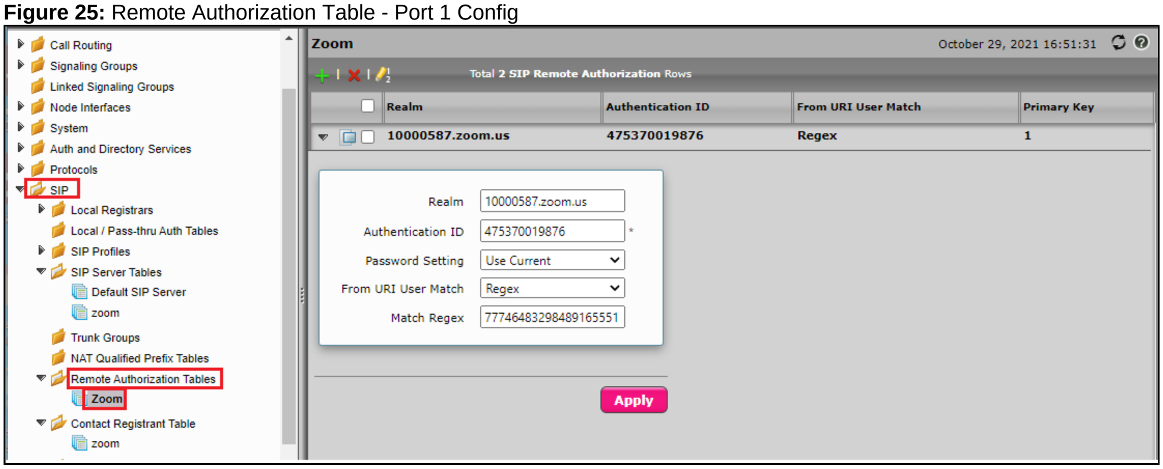


Figure 26: Port 2 Config

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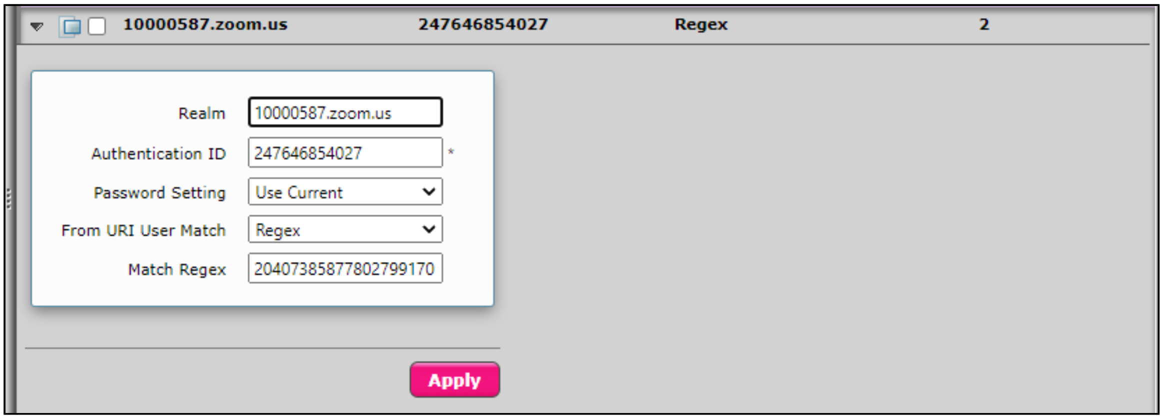
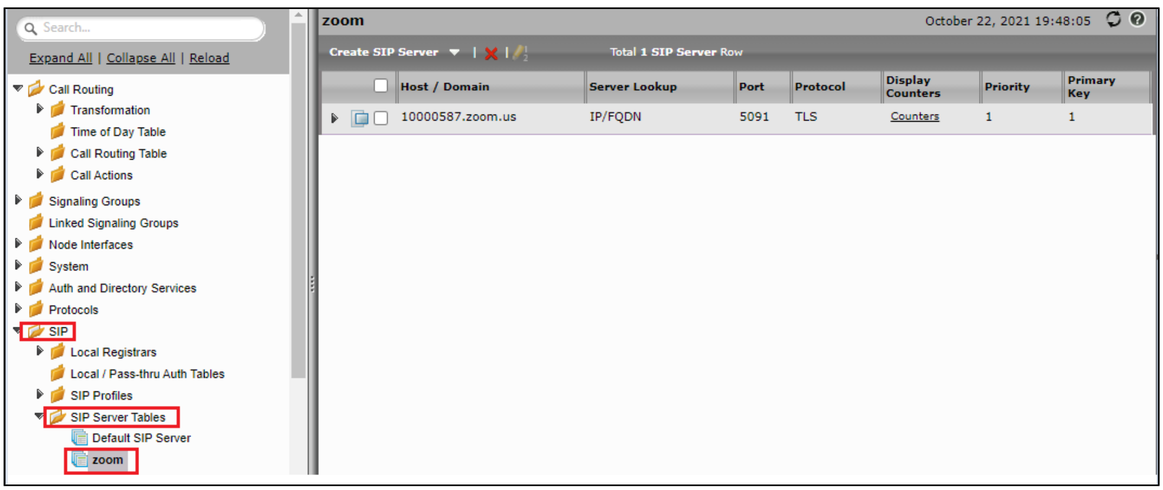


4. SIP Server Tables

The SIP Server Tables contain information about the SIP devices connected to the SBC Edge. The entries in the tables provide information about the IP Addresses, ports and transport protocols used to communicate with each server.

- Navigate to **Settings > SIP > SIP Server Tables >Create SIP Server.**
- From the drop-down select "IP/FQDN".
- Configure the SIP server table with Zoom Fqdn (for example, 10000587.zoom.us in our case).
- Port as "5091".
- Configure Transport protocol as "TLS".
- Set TLS Profile as "ZOOM_TLS" as created in the section TLS Profile.

Figure 27: SIP



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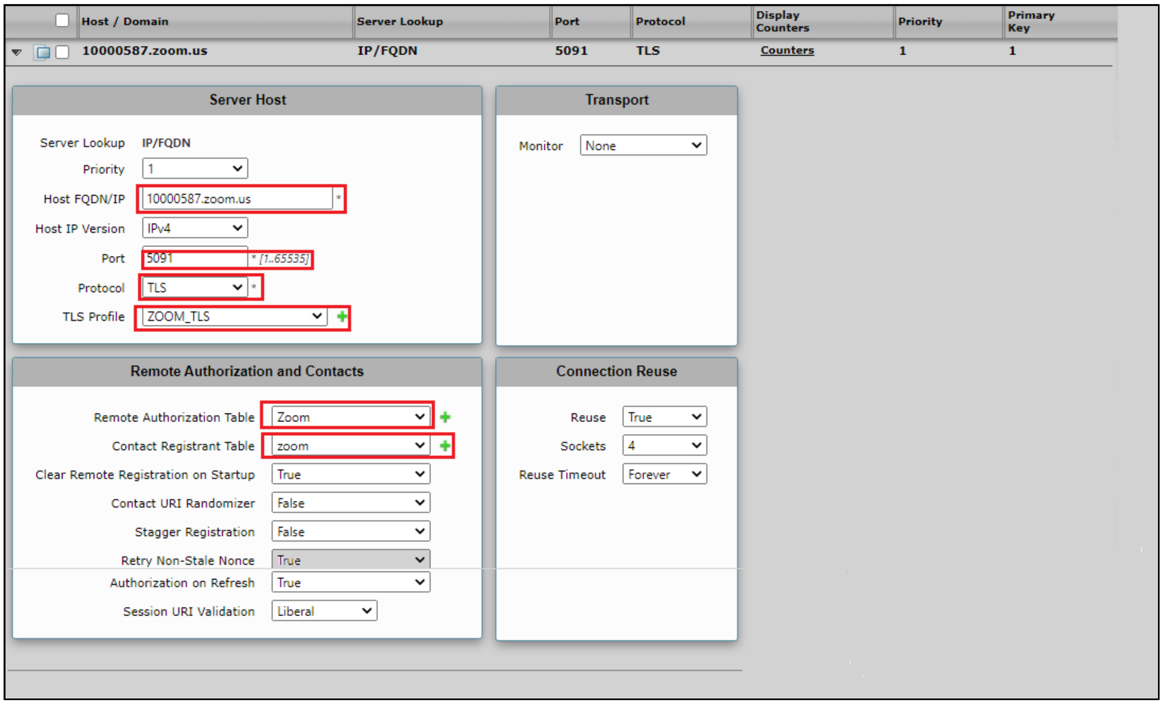


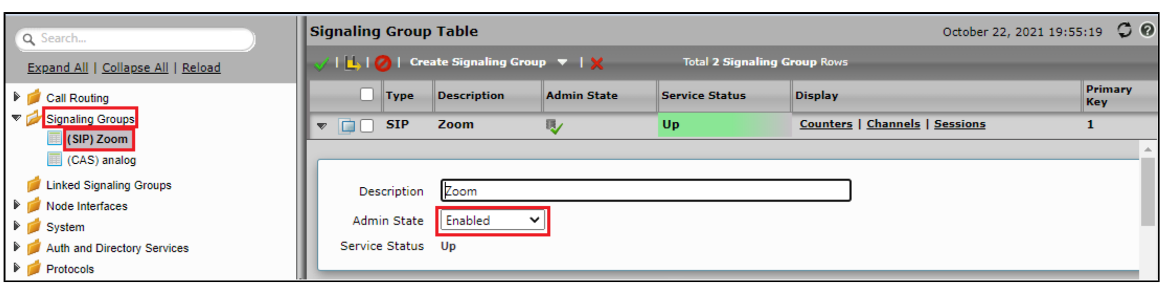
5. Signaling Groups

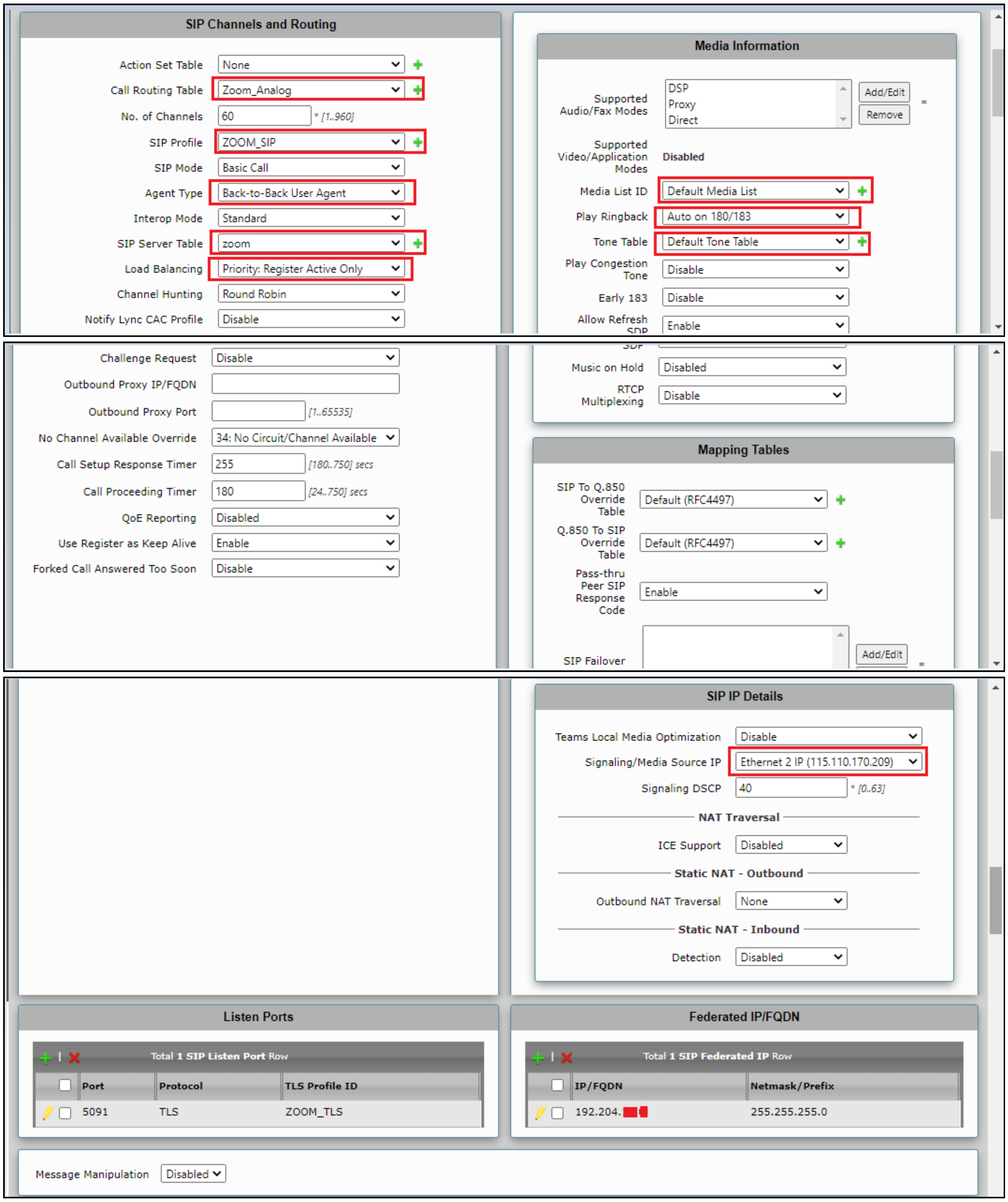
Signaling groups allow telephony channels to be grouped together for the purposes of routing and shared configuration. The signaling groups are the entity where calls are routed, as well as the location where Call Routes are selected. They are also the location where Tone Tables and Action Sets are selected. In the case of SIP, they specify protocol settings and link to server, media and mapping tables.

- Navigate to **Settings > Signaling Groups > Create Signaling Group.**
- From the drop-down select "SIP Signaling Group".
- Set SIP Profile as "ZOOM_SIP".
- Set SIP Server Table as "zoom".
- Set Media List ID as "Zoom_ML".
- Set Signaling/Media Source IP as "Ethernet 2 IP(115.110.X.X)".
- Configure Federated IP as Zoom IP (162.12.X.X).

Tip
Set the Call Routing table as "Zoom_RT" as created in the Call Routing Table section.

Figure 28: Signalling Groups



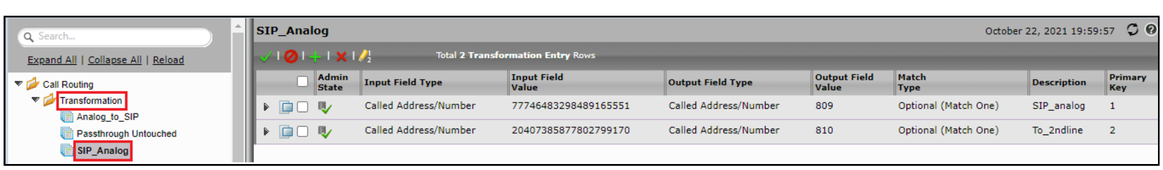


6. Transformation

The "Remove_plusOne" transformation rule is required for the call towards PSTN.

Navigate to **Settings > Call Routing > Transformation.**

Figure 29: Transformation



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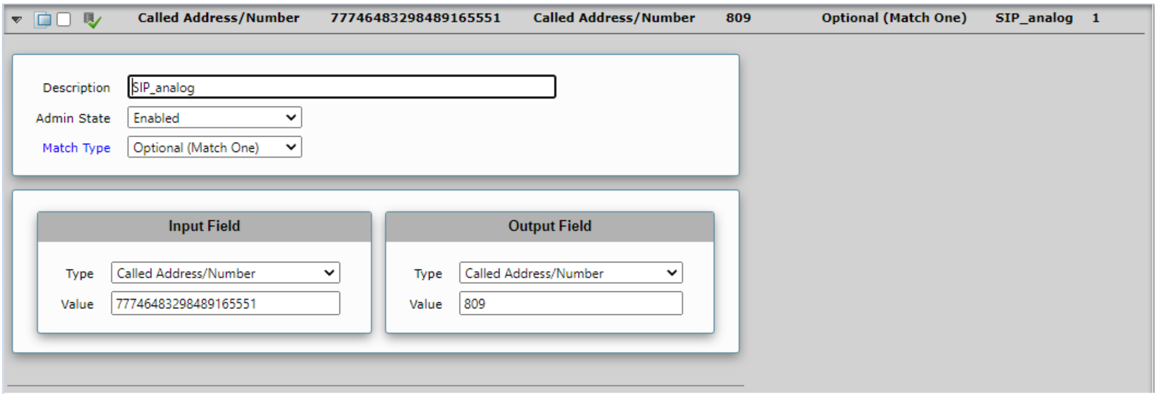

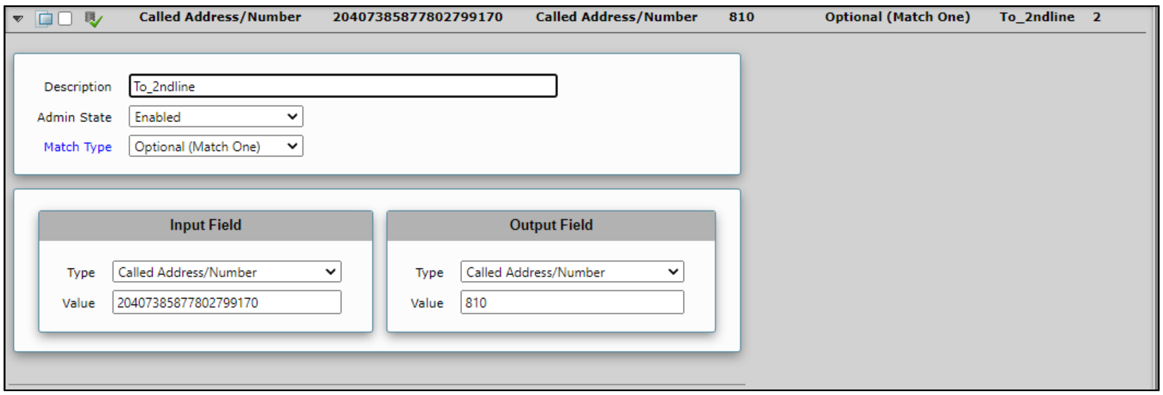

7. Call Routing Table

Call Routing allows calls to be carried between signaling groups, thus allowing calls to be carried between ports, and between protocols (such as ISDN to SIP). Routes are defined by Call Routing Tables, which allow for flexible configuration where calls are carried, and how they are translated. These tables are one of the central connection points of the system, linking Transformation Tables, Message Translations, Cause Code Reroute Tables, Media Lists and the three types of Signaling Groups (ISDN, SIP and CAS).

- Navigate to **Settings >Call Routing > Call Routing Table.**
- Set Number/Name Transformation Table as "Remove_plusOne" as created in an earlier step.
- Destination Signaling Groups as "(SIP)IP_PBX_SG" In the Media, select the following options:
  - Audio/Fax Stream Mode as "DSP".
  - Media Transcoding as "Enabled".
  - Media list as "Default Media List".

> **Tip**
> Attach the Media List and Destination Signaling Groups that are created in the Analog Leg Configuration section.

Figure 30: Call Routing Table

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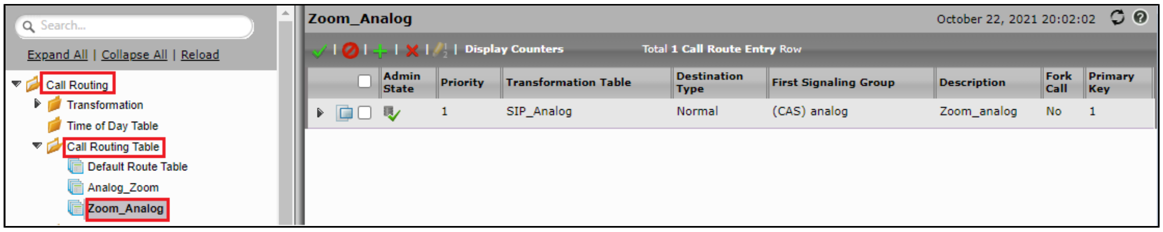

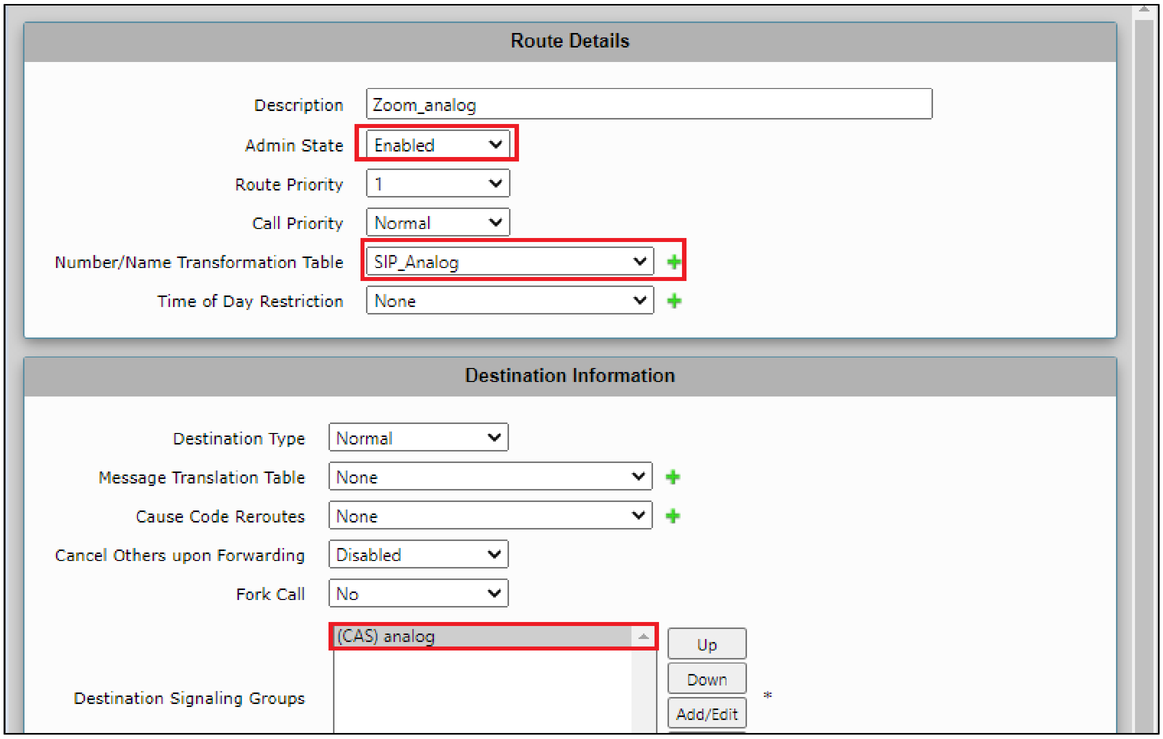

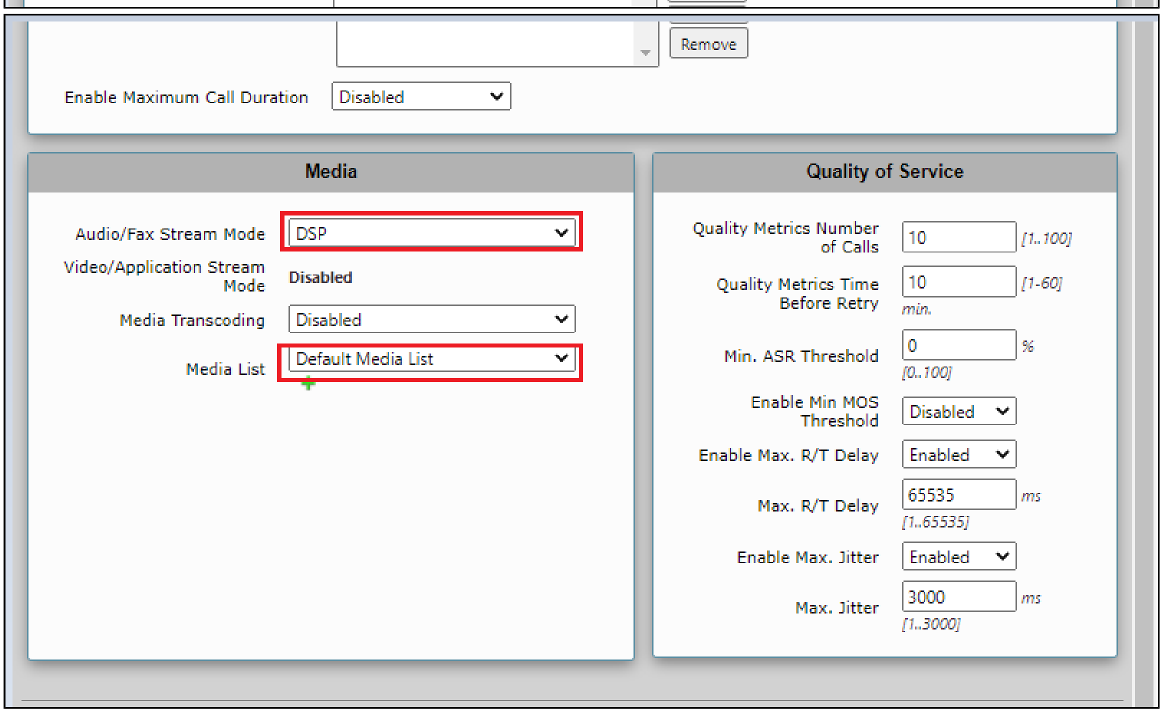

Section B: Zoom Configuration

The SBC 1000 can be provisioned as an ATA/IAD with Zoom, contact Zoom for Provisioning details.

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The details provided by Zoom to configure Analog(FXS) Port 1 and Port 2 for the SBC 1000 are as follows:

```
Ribbon SBC 1K Generic Device Account details
MAC: 00:10:23:e1:04:2f

SIP Account SBC-1K-FXS1
Extension: 809

1. SIP Domain: 10000587.zoom.us
2. Outbound Proxy: gosip0h.sc.zoom.us:5091
3. User Name: 77746483298489165551
4. Authorization ID: 475370019876
5. Password: xxxxx
=============================================

SIP Account 1SBC-1K-FXS2
Extension: 810

1. SIP Domain: 10000587.zoom.us
2. Outbound Proxy: gosip0h.sc.zoom.us:5091
3. User Name: 20407385877802799170
4. Authorization ID: 247646854027
5. Password: xxxxx
```

Configuring Supplementary Services on Zoom

Zoom supports multiple supplementary services. To configure different supplementary services in Zoom, refer to the following links:

- Auto Receptionist: https://support.zoom.us/hc/en-us/articles/360001297663-Getting-started-with-Zoom-Phone-admin-#h_a625f531-94c6-4291-909e-3d68ad685b68
- Call Flip: https://support.zoom.us/hc/en-us/articles/360034613311-Using-Call-Flip
- Shared Line Appearance (SLA) or Call Delegation: https://support.zoom.us/hc/en-us/articles/360032881731
- Shared Line Group (SLG): https://support.zoom.us/hc/en-us/articles/360038850792/

Supplementary Services and Features Coverage

The following checklist depicts the set of services/features covered through the configuration defined in this Interop Guide.

Sr. No.	Supplementary Features/Services	Coverage
1	Basic Registration over TLS	✔
2	Basic Call Setup	✔
3	Basic Call Termination	✔
4	Auto Receptionist (Auto Attendant)	✔
5	Call Hold/Resume	✔
6	Call Transfer - Blind (Cold transfer)	✔
7	Call Transfer - Consult (Warm transfer)	✔
8	Conference	✔
9	Call Waiting	✔
10	Call Queue	✔
11	Shared Line Group (SLG)	✔
12	Shared Line Appearance (SLA) or Call Delegation	✔
13	Call Recording	✔
14	Call Flip	✔

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15	Call Park	✓

Legend

✓	Supported
✗	Not Supported
N/A	Not Applicable

Caveats

The following issues are observed during the testing:

- Ringback tone not heard on analog phone, when call is dialed from Analog Phone behind SBC 1K/2K to Zoom Client.
- The SBC Edge sends 503 Service Unavailable for the Out-of-Dialog NOTIFY received from Zoom Server.

The issues above must fixed in the upcoming SBC 1000 and 2000 software release.

Support

For any support related queries about this guide, contact your local Ribbon representative, or use the details below:

- Sales and Support: 1-833-742-2661
- Other Queries: 1-877-412-8867
- Website: https://ribboncommunications.com/about-us

References

For detailed information about Ribbon products & solutions, refer to:

https://ribboncommunications.com/products

For information about Zoom products & solutions, refer to:

https://zoom.us/

Conclusion

This Interoperability Guide describes a successful configuration covering Zoom interop with Ribbon Edge ATA/IAD.

All features and capabilities tested are detailed within this document - any limitations, notes or observations are also recorded in order to provide the reader with an accurate understanding of what has been covered, and what has not.

Configuration guidance is provided to enable the reader to replicate the same base setup - there maybe additional configuration changes required to suit the exact deployment environment.

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