

Ribbon SBC SWe Lite Configuration Guide for SIPREC with a BroadSoft AS

Table of Contents

- Document overview
 - SIPREC Overview
 - Non-Goals
 - Audience
- Product and Device Details
- SBC Edge SIPREC Deployment Topology
- Signaling and Media Flow
- Accessing the SBC SWe Lite
- SBC SWe Lite Configuration
 - 1. View License
 - 2. Configure Networking Interfaces
 - 3. Configure Static Routes
 - 4. Configure a Local Registrar
 - 5. Configure a SIP Profile
 - 6. Configure SIP Sever Tables
 - 7. BroadSoft Configuration on SBC SWe Lite
 - 7a. SIP Server Table entry for the BroadSoft FQDN
 - 7b. DNS configuration
 - 8. SIPREC configuration on SBC SWe Lite
 - 8a. SIP Server Table entry for SIPREC
 - 8b. SIP Recording Table entry
 - 9. Configure SIP Message Rule Table
 - 10. Configure Signaling Groups
 - 11. Configure Call Routing Transformation Tables
 - 12. Configure Call Routing Tables
 - 13. Configure Surrogate Registration
 - 14. GIN Registration
- Broadsoft Configuration
 - 1. Network Server
 - 1a. Accessing the Broadsoft Network Server
 - 1b. Adding the SBC SWe Lite Sipsg IP
 - 2. Application Server
 - 2a. Accessing the Broadsoft AS to Assign Services to Users
 - 2b. User Search
 - 2c. Assign Services to the User
 - 2d. Enable Authentication
 - 2e. Handling Incoming Calls
- Features/Services supported on SBC Edge
- Conclusion

Document overview

This document outlines the best practices for configuring Ribbon SBC SWe Lite when it is deployed in hosted mode with a BroadSoft Application Server (AS) for SIPREC feature verification.

SIPREC Overview

SIP Recording (SIPREC) is a recording capability which can be utilized for various purposes: to comply with regulation, to monitor quality of service of representatives, to store call information for quality analysis, and so on. The Ribbon SBC SWe Lite supports SIPREC towards multiple recorders based on the Internet Engineering Task Force(IETF) standard.

The Ribbon SBC SWe Lite SIPREC supports the RFC standard for a SIP recording interface. To support SIPREC, the SBC SWe Lite acts as a Session Recording Client (SRC) initiating a Recording Session (RS) towards a Session Recording Server (SRS). The SBC SWe Lite initiates a recording session for all the Communication Sessions (CS) to be recorded over SIP from the SRC to the SRS. The CS output is based on the SBC SWe Lite's Web UI configuration for enabling recording.

SIP Recording is supported on the SBC SWe Lite for the following purposes:

- Storing call information for quality analysis.
- Recording call and media sessions on a third party recording server.
- Checking the call detail records and determine if a call is being recorded or not.
- Providing call detail records for recorded calls.



References

For additional information on the Ribbon SBC support for SIPREC, refer to <https://ribboncommunications.com/>

Non-Goals

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

Audience

This is a technical document intended for telecommunications engineers tasked with configuring the Ribbon SBC SWe Lite. Steps require navigating through Ribbon SBC configuration and require basic knowledge of TCP/UDP, IP/Routing, SIP/RTP, and the SIPREC feature to complete the configuration and any necessary troubleshooting.



Note

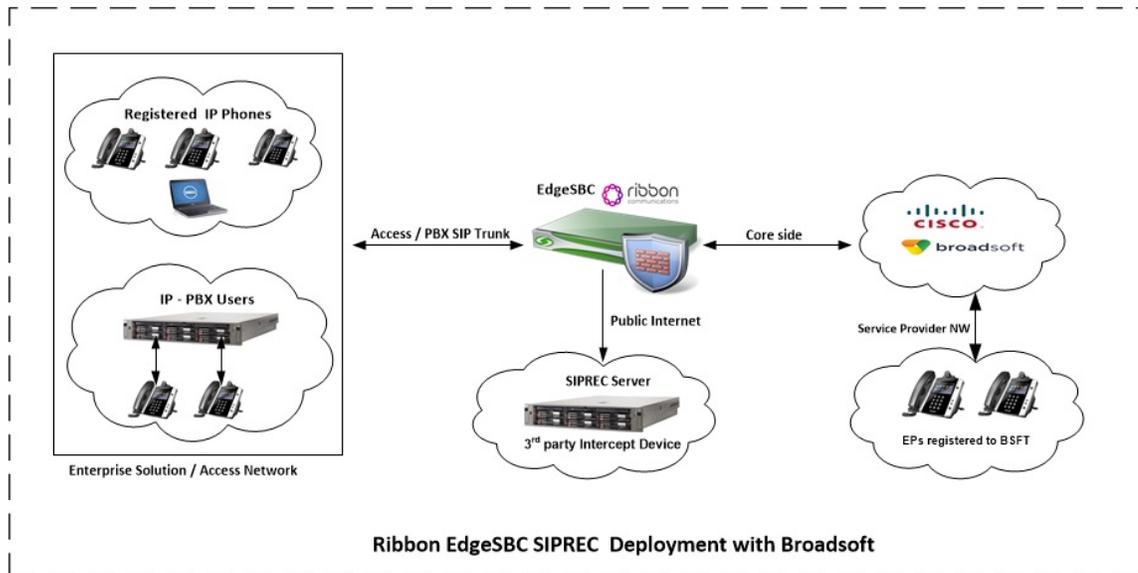
This configuration guide is offered as a convenience to Ribbon customers. The specifications and information regarding the product in this guide are subject to change without notice. All statements, information, and recommendations in this guide are believed to be accurate but are presented without warranty 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.

Product and Device Details

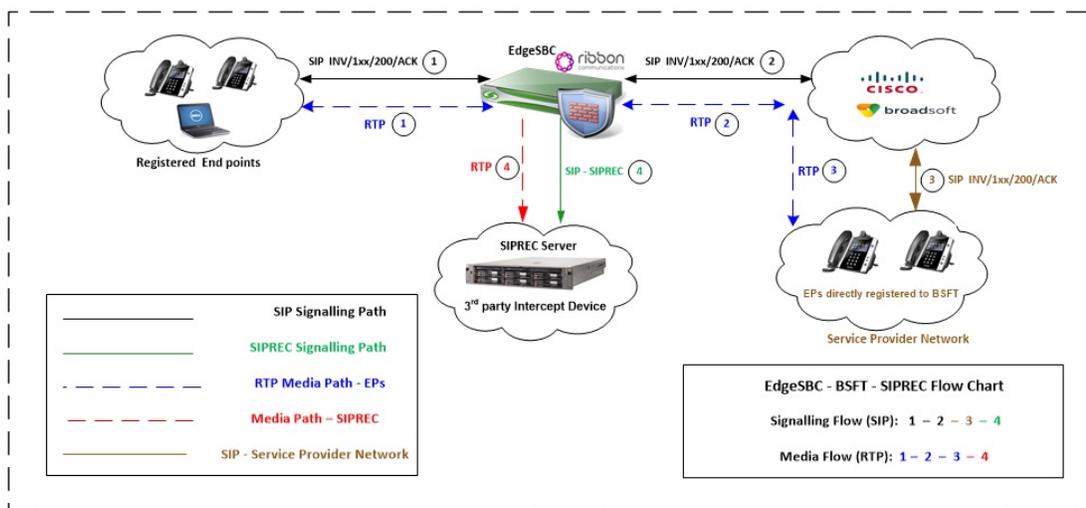
The following equipment and software were used for the sample configuration provided:

	Equipment	Software Version
Ribbon Communications	Ribbon SBC SWe Lite	V09.00.00_246
BroadSoft	Broadsoft Network Server	Rel_22.0_1.1123
	Broadsoft Application Server	Rel_22.0_1.1123
Third-Party Equipment	Kapanga Softphone	1.00
	Zoiper	5.4.5
	Polycom	5.5.2.12475

SBC Edge SIPREC Deployment Topology

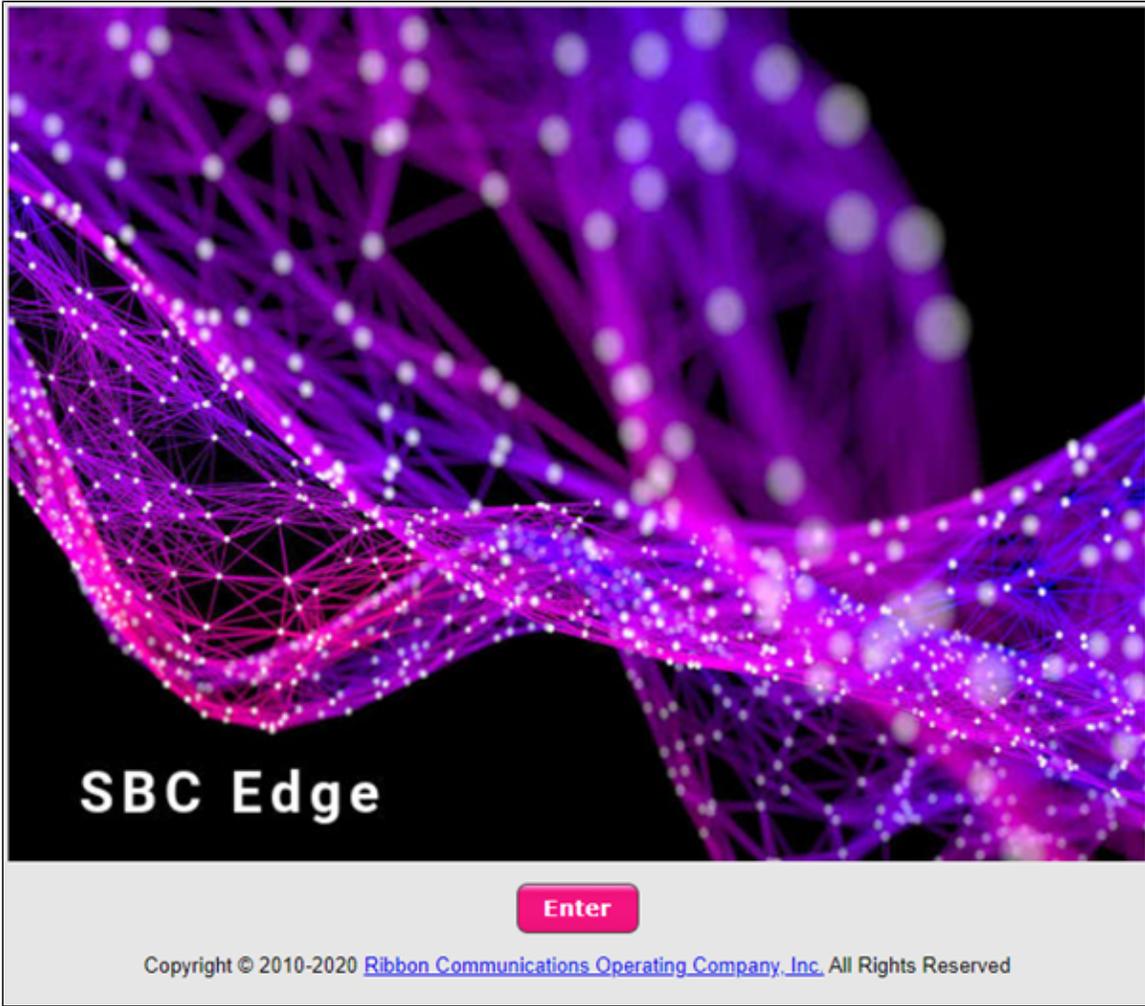


Signaling and Media Flow



Accessing the SBC SWe Lite

Open a browser and enter the SBC SWe Lite IP address.



Click on **Enter** and then log in using admin credentials.

Welcome to Ribbon SBC SWe Lite

Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. Any or all uses of this system and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized site, customer administrative, and law enforcement personnel, as well as authorized officials of government agencies, both domestic and foreign. By using this system, the user consents to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of authorized personnel.

Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties. By continuing to use this system you indicate your awareness of and consent to these terms and conditions of use. CANCEL YOUR LOGIN IMMEDIATELY if you do not agree to the conditions stated in this warning.

User Name

Password

Copyright © 2010-2020 [Ribbon Communications Operating Company, Inc.](#) All Rights Reserved

SBC SWe Lite Configuration

1. View License

This page describes how you can view the status of each license along with a copy of the license keys installed on your SBC.

Navigate to **System > Licensing > Current Licenses**

Current Licenses
Historical Usage | Download License File

License Format Version 3

Feature Licenses

Total 5 Feature License Rows

Feature	Licensed	Total Licenses	Available Licenses
SIP Signaling Sessions	✓	300	300
Enhanced Media Sessions with Transcoding	✓	100	100
Enhanced Media Sessions without Transcoding	✓	3000	3000
AMR-WB	✓	Unlimited	Unlimited
SIP Recording	✓	300	300

2. Configure Networking Interfaces

This section contains information about how to manage the way the Ribbon SBC SWe Lite interfaces with the network. The SBC SWe Lite supports five system-created logical interfaces (known as **Administrative IP**, **Ethernet 1 IP**, **Ethernet 2 IP**, **Ethernet 3 IP**, and **Ethernet 4 IP**). In addition to the system-created logical interfaces, the SBC SWe Lite supports user-created VLAN logical sub-interfaces.

Configure Ethernet 1 and Ethernet 2 IPs for SBC SWe Lite as follows:

Navigate to **Networking Interfaces > Logical Interfaces**

Interface Name	IPv4 Address	IPv6 Address	Description	Admin State
Admin IP	10.54.183.61			Enabled
Ethernet 1 IP	10.54. . .			Enabled
Ethernet 2 IP	10.54. . .			Enabled
Ethernet 3 IP	11.11.11.11			Enabled
Ethernet 4 IP	12.12.12.12			Enabled

Ethernet 1 IP

Ethernet 1 IP 10.54. . .

Identification/Status

Interface Name: Ethernet 1 IP
 I/F Index: 8
 Alias:
 Description:
 Admin State: Enabled

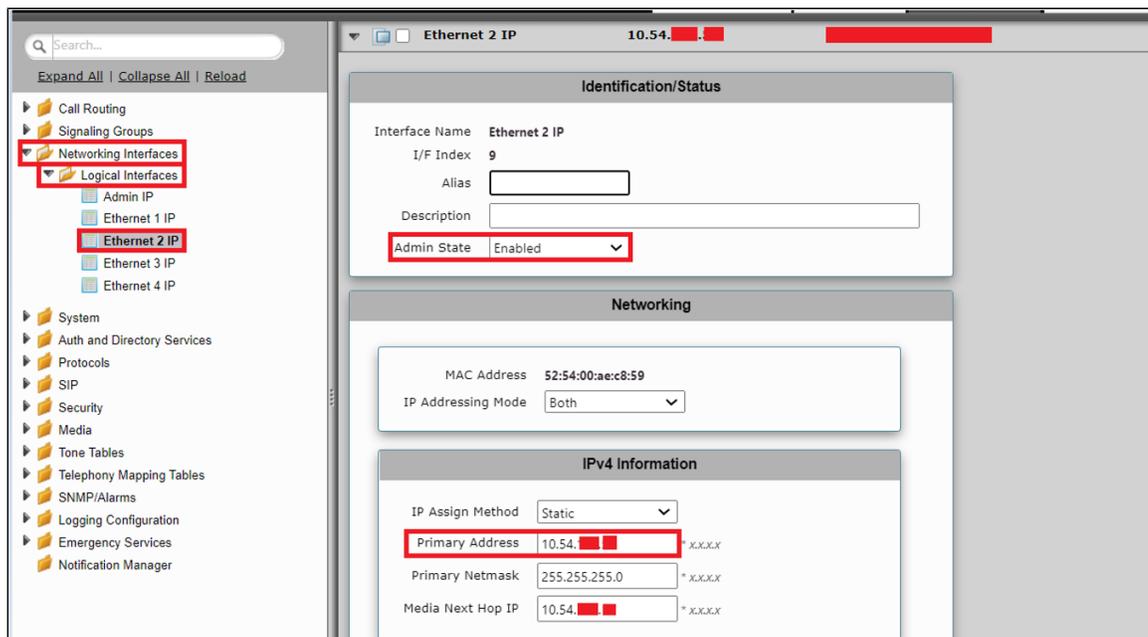
Networking

MAC Address: 52:54:00:81:0a:3a
 IP Addressing Mode: Both

IPv4 Information

IP Assign Method: Static
 Primary Address: 10.54. . .
 Primary Netmask: 255.255.255.0
 Media Next Hop IP: 10.54. . .

Ethernet 2 IP



3. Configure 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 another network that can only be accessed through one point or one interface (single path access or default route).

- 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.

Destination IP

Specifies the destination IP address

Mask

Specifies the network mask of the destination host or subnet. If the 'Destination IP Address' field and 'Mask' field are both 0.0.0.0, the static route is called the 'default static route'.

Gateway

Specifies the IP address of the next-hop router to use for this static route.

Navigate to **Protocols > IP > Static Routes**

Row ID	Destination IP	Mask	Gateway	Administrative Distance
1	0.0.0.0	0.0.0.0	10.54.1.1	1
2	10.54.1.0	255.255.255.0	10.54.1.1	1
3	10.54.1.0	255.255.255.0	10.54.1.1	1
4	10.54.1.0	255.255.255.0	10.54.1.1	1
5	10.54.1.0	255.255.255.0	10.54.1.1	1

4. Configure a Local Registrar

SIP provides a registration function that allows users to upload their current locations for use by proxy servers. Registration creates bindings in a location service for a particular domain that associates an address-of-record URI with one or more contact addresses.

Registration entails sending a REGISTER request to a special type of UAS (User-Agent Server) known as a registrar. A registrar acts as the front-end to the location service for a domain, reading and writing mappings based on the contents of REGISTER requests.

In this interop, the Broadsoft AS handles the registration for its users with authentication.



Warning

Registration on SBC Edge with the reg-key parameter will be supported in the upcoming release. During this interop, incoming routes were configured for each user/endpoint as a workaround.

Navigate to **SIP > Local Registrars**

5. Configure a SIP Profile

SIP Profiles control the how the SBC Edge communicates with SIP devices. They control important characteristics such as: session timers, SIP header customization, SIP timers, MIME payloads, and option tags.

Navigate to **SIP > SIP Profiles**

6. Configure SIP Sever Tables

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 protocols used to communicate with each server.

3 SIP devices are used in this case.

Navigate to **SIP > SIP Server Tables**

UAC

The screenshot shows the configuration page for a UAC SIP Server. The left sidebar contains a tree view with 'SIP' expanded, and 'SIP Server Tables' and 'UAC' highlighted. The main area is titled 'UAC' and 'Create SIP Server'. A table at the top shows the configuration for a single SIP Server Row with Host/Domain '10.70.10.70', Server Lookup 'IP/FQDN', Port '5060', and Protocol 'UDP'. Below the table are three configuration panels: 'Server Host' (Priority 1, Host FQDN/IP 10.70.10.70, Port 5060, Protocol UDP), 'Transport' (Monitor None), and 'Remote Authorization and Contacts' (Remote Authorization Table None, Contact Registrant Table None, Session URI Validation Liberal). An 'Apply' button is at the bottom right.

UAC2

The screenshot shows the configuration page for a UAC2 SIP Server. The left sidebar contains a tree view with 'SIP' expanded, and 'SIP Server Tables' and 'UAC2' highlighted. The main area is titled 'UAC2' and 'Create SIP Server'. A table at the top shows the configuration for a single SIP Server Row with Host/Domain '10.54.10.54', Server Lookup 'IP/FQDN', Port '5060', and Protocol 'UDP'. Below the table are three configuration panels: 'Server Host' (Priority 1, Host FQDN/IP 10.54.10.54, Port 5060, Protocol UDP), 'Transport' (Monitor None), and 'Remote Authorization and Contacts' (Remote Authorization Table None, Contact Registrant Table None, Session URI Validation Liberal). An 'Apply' button is at the bottom right.

7. BroadSoft Configuration on SBC SWe Lite

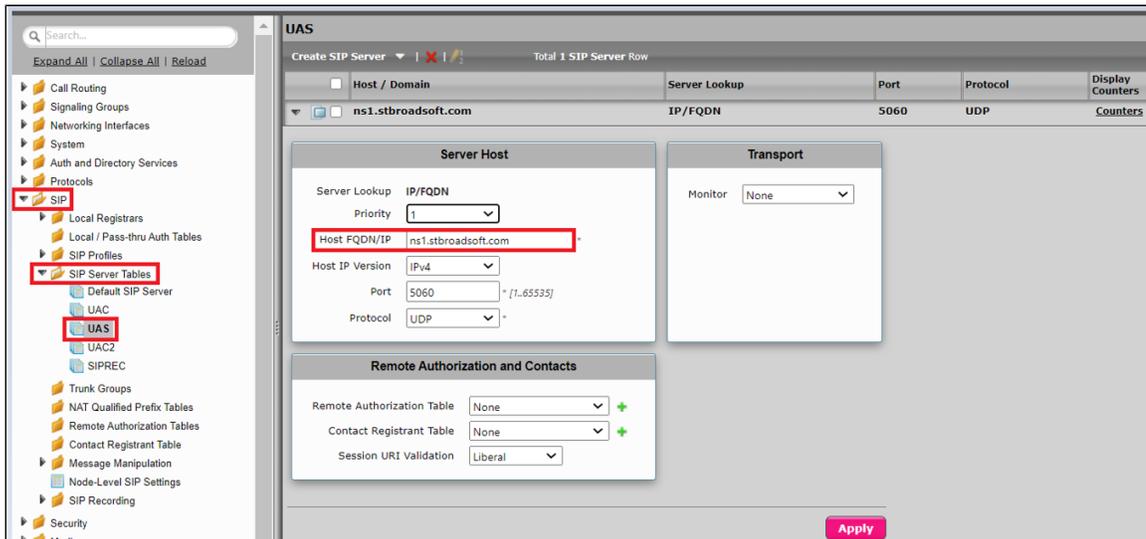
7a. SIP Server Table entry for the BroadSoft FQDN



warning

3xx SIP response handling on SBC Edge with maddr in the Contact header will be supported in the upcoming release.

Navigate to **SIP > SIP Server Tables**



7b. DNS configuration

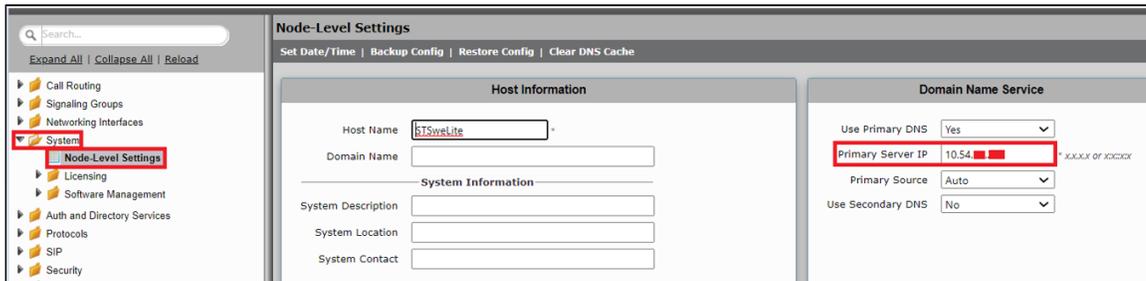
Use Primary DNS

Specifies whether or not the SBC uses DNS. Available options: **Yes** or **No**.

Primary Server IP

Specifies the IPv4 or IPv6 address of the Primary DNS server. Field is displayed when the Use Primary DNS field is set to **Yes**.

Navigate to **System > Node-Level Settings**

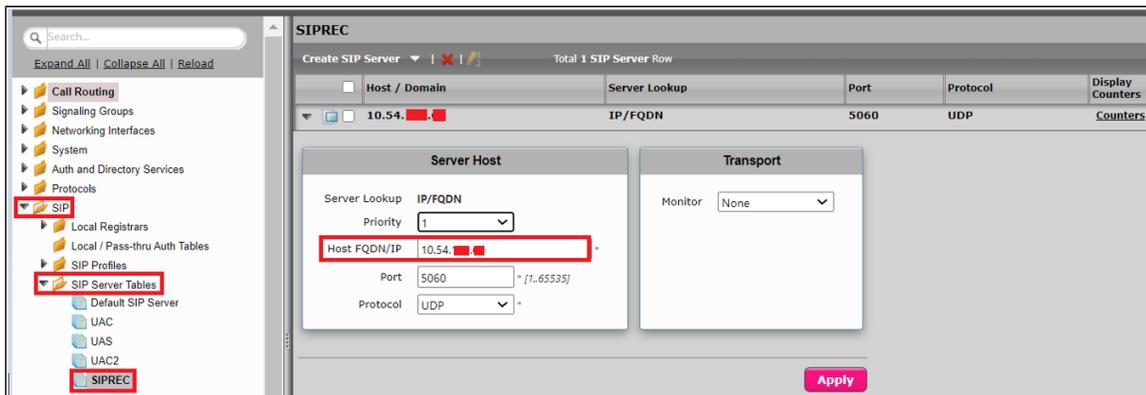


8. SIPREC configuration on SBC SWe Lite

8a. SIP Server Table entry for SIPREC

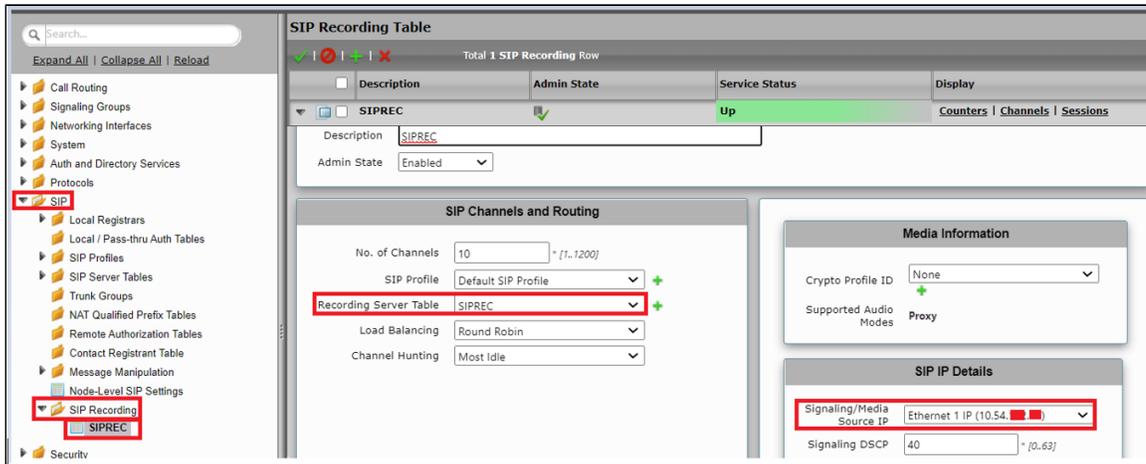
Navigate to **SIP > SIP Server Tables**

SIPREC



8b. SIP Recording Table entry

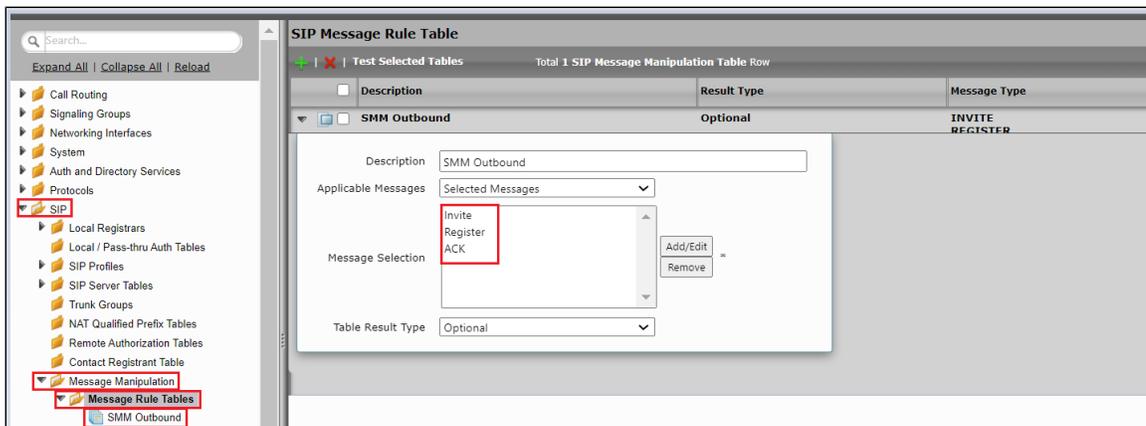
Navigate to SIP > SIP Recording



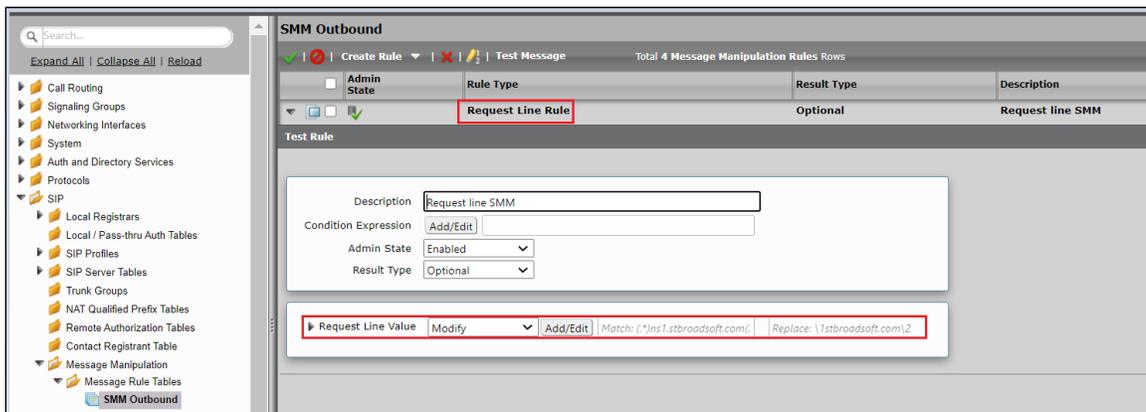
9. Configure SIP Message Rule Table

The SBC Edge allows a maximum of 100 SIP Message Rule Tables and a maximum of 32 SIP Message rules per table. The maximum of 32 SIP Message rules per table includes all SIP rule types: Header, Request, Status, and Raw.

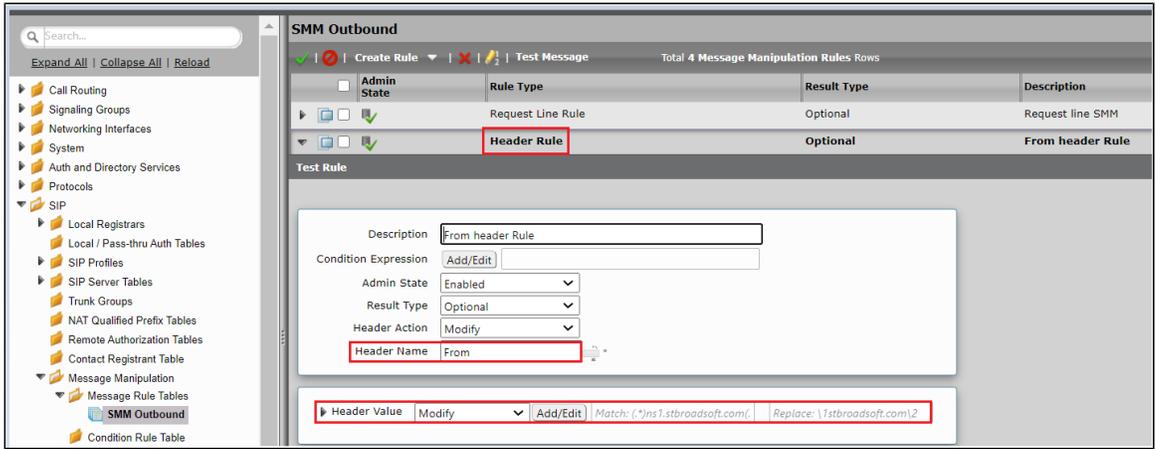
Navigate to SIP > Message Manipulation > Message Rule Tables



- Add a Request Line Rule to modify "ns1.stbroadsoft.com" to "stbroadsoft.com" in the "Request Line"



- Add a Header Rule to modify "ns1.stbroadsoft.com" in the "From" header to "stbroadsoft.com"



- Follow the same procedure to add Header Rules for "To" and "PAI" headers

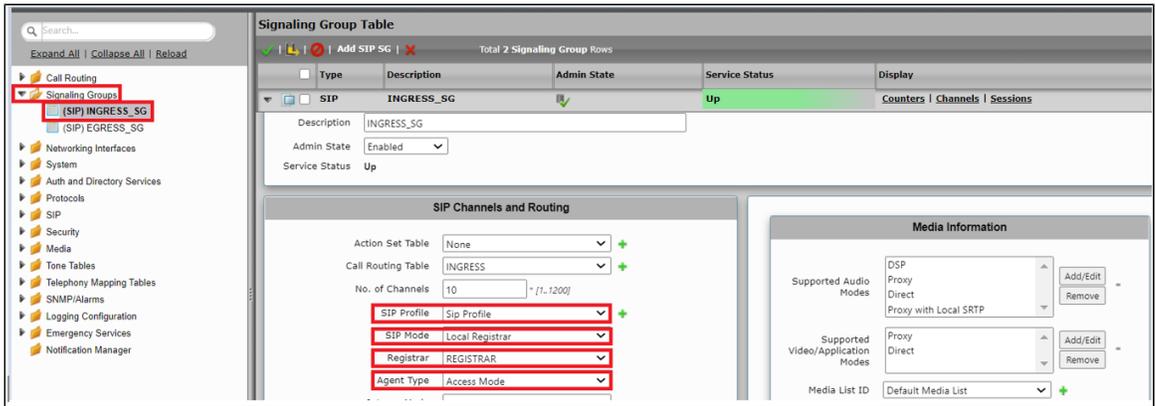
10. Configure Signaling Groups

Signaling groups allow telephony channels to be grouped together for the purposes of routing and shared configuration. They are the entity to which calls are routed, as well as the location from which Call Routes are selected.

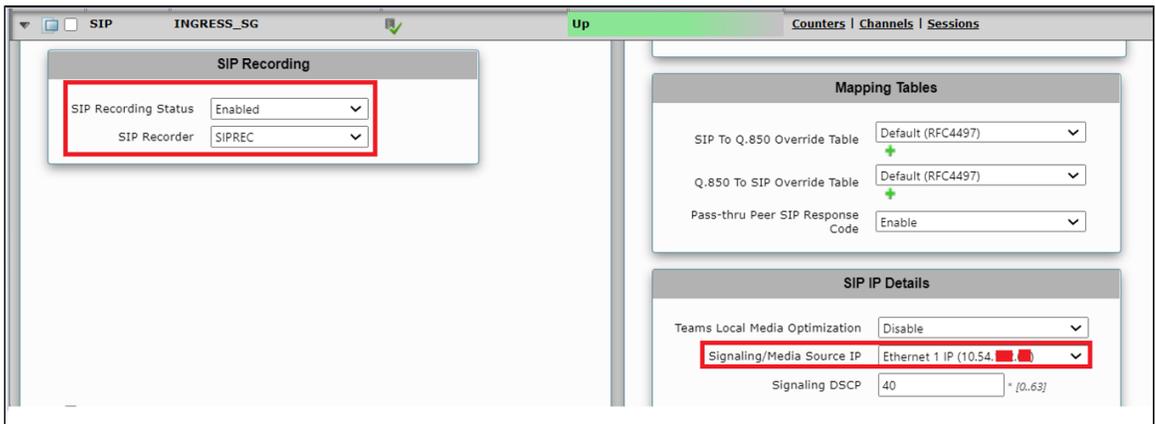
Navigate to **Signaling Groups (Add SIP SG)**

INGRESS_SG

- In **SIP Profile**, choose the "Sip Profile" created in step 5.
- In **SIP Mode**, select **Local Registrar** and attach the SIP Local Registrar created in step 4.
- In Agent Type, select **Access Mode**.



- Enable SIP recording and attach the Recording Server Table created for SIP recording.
- Select Ethernet 1 as the **Signaling/Media Source IP**.



- Configure A1 and A2 IP addresses as the Federated IPs for the INGRESS_SG.

Listen Ports			Federated IP/FQDN	
Total 3 SIP Listen Port Rows			Total 2 SIP Federated IP Rows	
Port	Protocol	TLS Profile ID	IP/FQDN	Netmask/Prefix
5060	UDP	N/A	10.70. . .	255.255.255.255
5060	TCP	N/A	10.70. . .	255.255.255.255
5061	TLS	Default TLS Profile		

Message Manipulation Disabled

EGRESS SG

- In **SIP Profile**, choose the "Sip Profile" created in step 5.
- In **SIP Mode**, select **Basic Call**.
- In **Agent Type**, select **Access Mode** from the drop down.

SIP EGRESS_SG Up

Description: EGRESS_SG
Admin State: Enabled
Service Status: Up

SIP Channels and Routing

Action Set Table: None
Call Routing Table: EGRESS
No. of Channels: 10
SIP Profile: Sip Profile
SIP Mode: Basic Call
Agent Type: Access Mode
Interop Mode: Standard

Media Information

Supported Audio Modes: DSP, Proxy, Direct, Proxy with Local SRTP
Supported Video/Application Modes: Proxy, Direct
Media List ID: Default Media List

- Select **UAS** as the **SIP Server Table**.

SIP EGRESS_SG Up

Agent Type: Access Mode
Interop Mode: Standard
Registrant TTL: 3600
SIP Server Table: UAS
Load Balancing: Round Robin
Channel Hunting: Most Idle
Notify Lync CAC Profile: Disable
Challenge Request: Disable
Outbound Proxy IP/FQDN:
Outbound Proxy Port: 5060
Call Setup Response Timer: 255
Call Proceeding Timer: 180
Forked Call Answered Too Soon: Disable

Modes:
Media List ID: Default Media List
Proxy Local SRTP: None
Crypto Profile ID: None
Play Ringback: Auto on 180
Tone Table: Default Tone Table
Play Congestion Tone: Disable
Early 183: Disable
Allow Refresh SDP: Enable
Music on Hold: Disabled
RTCP Multiplexing: Disable

Mapping Tables

- Enable **SIP Recording Status** and attach the Recording Server Table created for SIP recording.
- Select **Ethernet 2** as the **Signaling/Media Source IP**.

SIP Recording

SIP Recording Status: Enabled
SIP Recorder: SIPREC

SIP To Q.850 Override Table: Default (RFC4497)
Q.850 To SIP Override Table: Default (RFC4497)
Pass-thru Peer SIP Response Code: Enable

SIP IP Details

Teams Local Media Optimization: Disable
Signaling/Media Source IP: Ethernet 2 IP (10.54. . .)
Signaling DSCP: 40
Static NAT - Outbound
Outbound NAT Traversal: None

- Enable **Message Manipulation** for the Egress SG.
- Configure "stbroadsoft.com" as the Federated IP/FQDN.

The screenshot shows two configuration panels. The left panel, titled "Total 3 SIP Listen Port Rows", contains a table with the following data:

Port	Protocol	TLS Profile ID
5060	UDP	N/A
5060	TCP	N/A
5061	TLS	Default TLS Profile

The right panel, titled "Total 1 SIP Federated IP Row", contains a table with the following data:

IP/FQDN	Netmask/Prefix
stbroadsoft.com	255.255.255.255

Below these panels, the "Message Manipulation" dropdown is set to "Enabled". The "Outbound Message Manipulation" section shows a "Message Table List" with "SMM Outbound" selected.

11. Configure Call Routing Transformation Tables

Transformation Tables facilitate the conversion of names, numbers and other fields when routing a call. They can, for example, convert a public PSTN number into a private extension number, or into a SIP address (URI). Every entry in a Call Routing Table requires a Transformation Table, and they are selected from there.

Navigate to **Call Routing > Transformation**

The screenshot shows the "ROUTING" configuration page. The left sidebar has "Call Routing" and "Transformation" highlighted. The main area shows a "Transformation Entry Row" configuration:

- Description:** MY_NUM
- Admin State:** Enabled
- Match Type:** Mandatory (Must Match)

Below the configuration are two sections for defining fields:

- Input Field:** Type: Called Address/Number, Value: (*)
- Output Field:** Type: Called Address/Number, Value: \1

12. Configure Call Routing Tables

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 of which calls are carried, and how they are translated.

Navigate to **Call Routing > Call Routing Table**

INGRESS

- Attach the Transformation Table entry created in the previous step.
- Select the **Destination Signaling Group** as EGRESS_SG.

EGRESS

- Attach the Transformation Table entry created in the previous step.
- Select the **Destination Signaling Group** as INGRESS_SG.

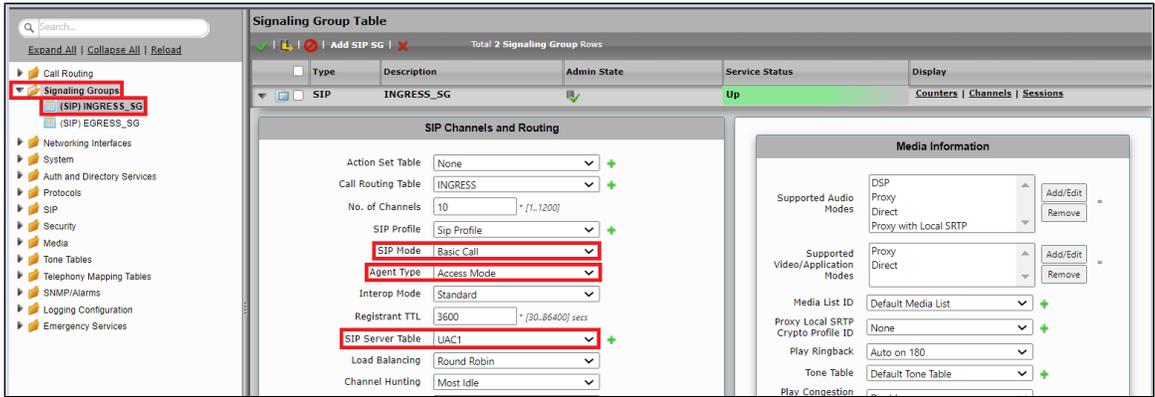
13. Configure Surrogate Registration

This section verifies the DUT's capability to provide a surrogate registration to BroadWorks for a non-registering IP-PBX, trunking gateway, or other device.

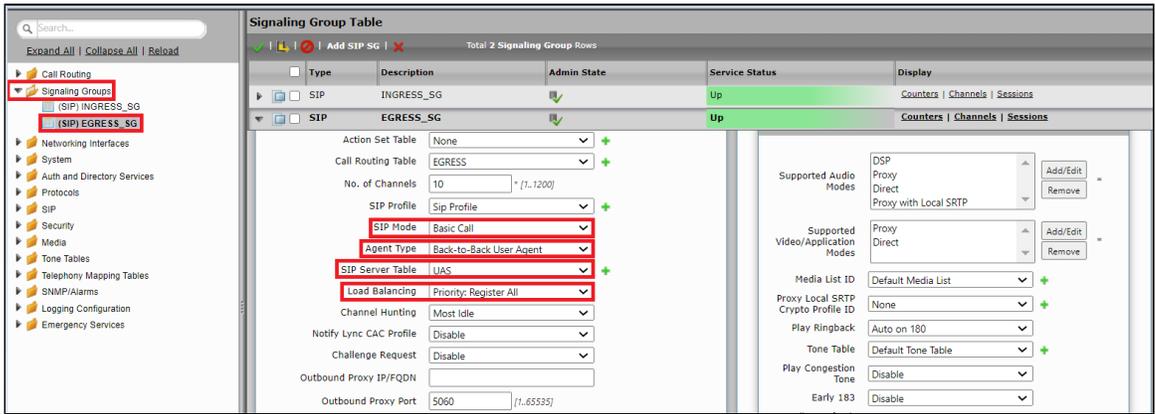
Ensure all the users are configured in SBC SWe Lite if surrogate registration is expected from SBC SWe Lite towards BroadSoft.

warning
 Surrogate registration is currently not supported with redirect 3xx response. During this interop, SBC SWe Lite was pointed directly to the BroadSoft AS.

To configure the profile for surrogate registration, navigate to **Signaling Groups > INGRESS_SG** and make the following changes.



Navigate to **Signaling Groups > EGRESS_SG**



14. GIN Registration

This section verifies the DUT's interoperability with BroadWorks for GIN registration. With GIN registration, the access device, an IP-PBX or PBX-trunking gateway, registers a trunk as a single contact address, which implicitly registers all PBX subscribers. The single register Address of Record (AoR) is the trunk main line or pilot number.

For GIN registration, a PBX sends a REGISTER request to the service provider's registrar for a specially designated AoR, with a specially formatted Contact URI without a user portion and containing a bnc parameter, and with a Require header field containing the value "gin".

The registered contact address is used in the Request-URI for calls from BroadWorks to the DUT. BroadWorks populates the user portion with the specific PBX user's number.



warning

Reg-key support is required for GIN registration of a Pilot number and incoming calls for PBX users. GIN registration will be supported along with reg-key implementation in the upcoming release

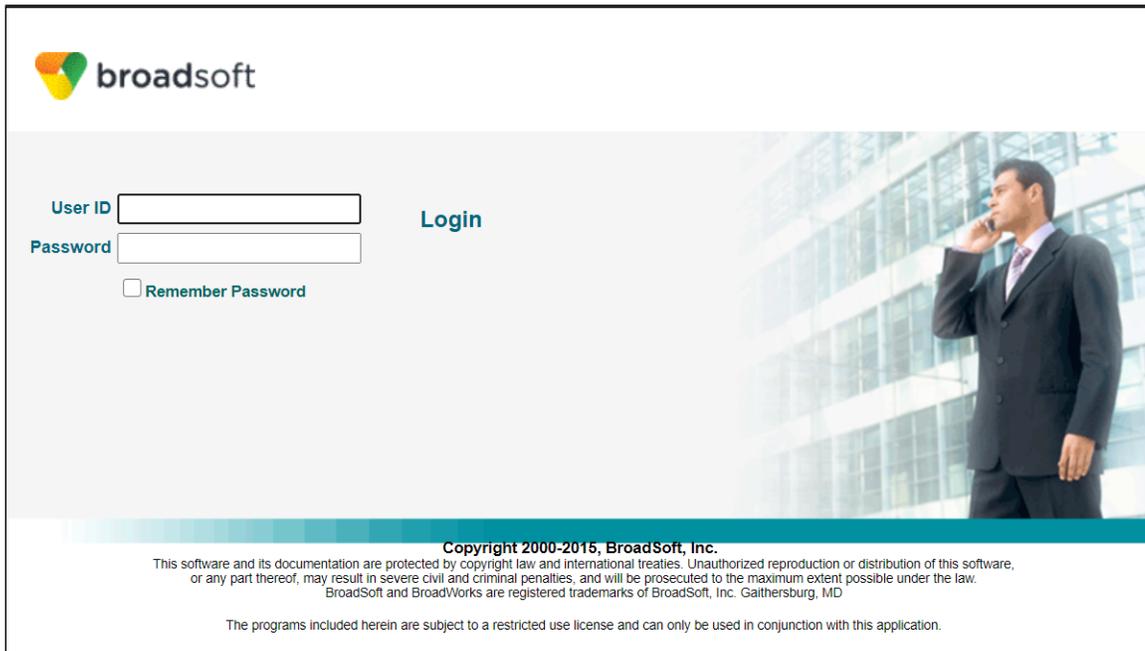
Broadsoft Configuration

1. Network Server

Make sure the SBC SWe Lite SipSg IP (configured towards Broadsoft) is added in the network server in order to receive 3xx Redirect response with multiple AS FQDNs in the Contact header.

1a. Accessing the Broadsoft Network Server

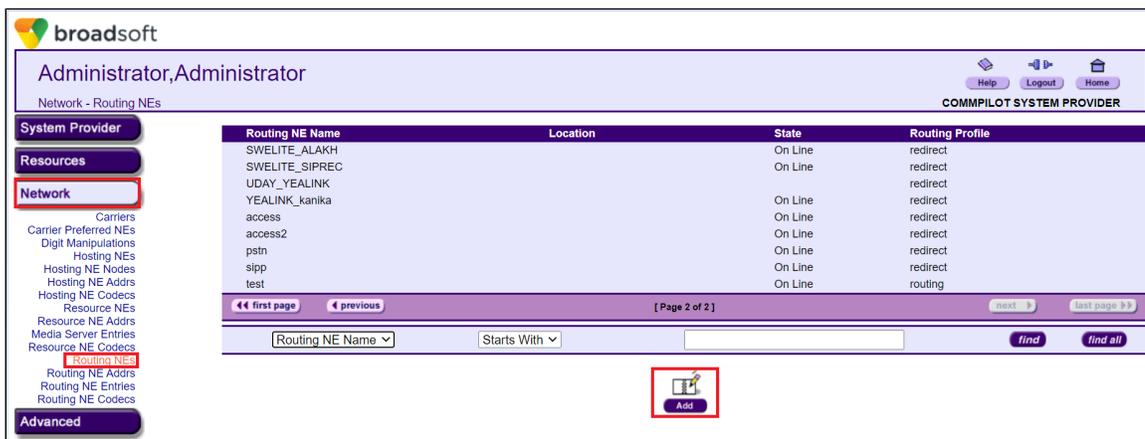
Open a browser and enter the Broadsoft Network Server IP.



Enter the username and password and then click **Login**.

1b. Adding the SBC SWe Lite Sipsg IP

Navigate to **Network > Routing NEs**, click **Add**.



This page allows the user to add routing network elements (NEs). Once added, the routing NE appears on the **Routing NEs** page. A routing NE is a network element that provides connectivity to remote networks, for example, the PSTN. A routing NE is a system provider-owned device. It can either be a network gateway or a proxy server used to "front" network gateways.

Enter the **Routing NE Name**, select the appropriate **Routing Profile**, and click **Save**.

broadsoft
Administrator,Administrator
Network - Routing NEs Add

System Provider
Resources
Network

- Carriers
- Carrier Preferred NEs
- Digit Manipulations
- Hosting NEs
- Hosting NE Nodes
- Hosting NE Addr
- Hosting NE Codecs
- Resource NEs
- Resource NE Addr
- Media Server Entries
- Resource NE Codecs
- Routing NEs**
- Routing NE Addr
- Routing NE Entries
- Routing NE Codecs

Advanced

*Routing NE Name: SWELITE_SIPREC
Location:
 Inbound Only
 Access Routing NE
 * Static Cost: 1
 * Static Weight: 50
 * State: On Line Off Line
 Poll
 * Routing Profile: redirect

Signaling Attributes

- Disable Dynamic Routing
- E.164 Compliant
- Forking
- Use Originator-Based Screening
- Call Trigger Required
- SIP IPv4 Not Supported
- SIP IPv6 Not Supported

Save

Navigate to **Network > Routing NE Addr**s, click **Add**.

broadsoft
Administrator,Administrator
Network - Routing NE Addresses

System Provider
Resources
Network

- Carriers
- Carrier Preferred NEs
- Digit Manipulations
- Hosting NEs
- Hosting NE Nodes
- Hosting NE Addr
- Hosting NE Codecs
- Resource NEs
- Resource NE Addr
- Media Server Entries
- Resource NE Codecs
- Routing NEs**
- Routing NE Addr**s
- Routing NE Entries
- Routing NE Codecs

Advanced

Routing NE Name	Address
QSBC_BSFT	
SALESAPAC	
SBC-ALYSSUM	
SBC-HARITHA	
SBC-POOJA	
SBC_KANIKA	
SBC_SINGTEL2	
SBC_STSBX09	
SBX-AVARSA	
SBX_CORPORATE	

first page previous [Page 1 of 2]

Routing NE Name Starts With

Add

From this screen, add routing network element (NE) addresses. Once added, the routing NE address displays on the **Routing NE Addr**s screen.

To add, select the **Routing NE Name** created in the previous step from the drop down.

Add the Sipsg IP and port and then click **Save**.

2. Application Server

2a. Accessing the Broadsoft AS to Assign Services to Users

Open a browser and enter the Broadsoft Application Server IP address.

Enter the user credentials and click **Login**.

2b. User Search

From the BroadSoft home page, navigate to **Profile > Users**

This page displays users in a group or department. You can display all users or look for specific users.

To display all users: Click on **Search**.

Or, you can search for users by User ID, Last Name, First Name, Phone Number, Extension, Department, and whether the user is in a Trunk Group. To display specific users: Enter your search criteria and click **Search**.

System Help - Home
Welcome Default Administrator [Logout]

Options:
 Profile
 Resources
 Services
 System Services
 Call Center
 Communication Barring
 Meet-Me Conferencing
 Utilities

Users
 Search for users in the system.

OK

Enter search criteria below

Extension: [v] Starts With: [v] 9036 [v] Search

User ID	Last Name	First Name	Phone Number	Extension	In Trunk Group	Edit
ucone_android36	ucone_android36	ucone36	+1-2407209036	9036		Edit

[Page 1 of 1]

OK

2c. Assign Services to the User

Click **Assign Services** to assign or unassign services and service packs to a user. If a service or service pack is unassigned, the service data that has been filled out will be lost.

System > bsft-test > bsft > Users : ucone_android36 Help - Home
Welcome Default Administrator [Logout]

Options:
 Profile
 Incoming Calls
 Outgoing Calls
 Call Control
 Calling Plans
 Client Applications
 Messaging
 Communication Barring
 Collaborate
 Utilities

Profile

Basic
 Profile
 Display and configure profile information such as your name, department and address.
 Addresses
 Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.
 Announcement Repository
 Manage the announcements for a user
 Passwords
 Set web access and portal passwords.
 Schedules
 Add, modify, or remove schedules.

Advanced
 Alternate User IDs
 Allows you to view and maintain the list of alternate user IDs for the user.
 Assign Services
 Assign or unassign services and service packs.
 Call Application Policies
 Select Call Control Applications enabled for a user.
 Call Policies
 Configure user Call Policies
 Call Processing Policies
 Configure user-level Call Processing Policies
 Communication Barring Authorization Codes
 Configure Communication Barring Authorization codes for a user.
 Device Policies
 Configure user Device Policies.
 Privacy
 Set your visibility within the Enterprise or Group
 Office Zone

Use this page to display the service packs and individual services available to be assigned to a user.

Using this page, you can also:

- Assign service packs to a user
- Unassign service packs from a user
- Assign services to a user
- Unassign services from a user

Ensure all the required services like **Authentication**, supplementary services like **Call Forwarding**, **Call Transfer**, **Call Waiting**, and so on, are assigned to the user.

Assign Services
Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.

Available Service Packs: [Empty list]

User Service Packs: [Empty list]

Available Services:

- BroadWorks Agent
- BroadWorks Receptionist - Enterprise
- BroadWorks Receptionist - Office
- BroadWorks Receptionist - Small Business
- BroadWorks Supervisor
- Business Communicator Desktop
- Business Communicator Desktop - Audio
- Business Communicator Mobile
- Business Communicator Mobile - Audio
- Business Communicator Tablet
- Business Communicator Tablet - Audio

User Services:

- Advice Of Charge
- Alternate Numbers
- Anonymous Call Rejection
- Authentication
- Automatic Callback
- Automatic Hold/Retrieve
- Barge-in Exempt
- Basic Call Logs
- BroadWorks Anywhere
- BroadWorks Mobility
- Business Communicator Desktop - Video

2d. Enable Authentication

Navigate to **Profile > Users > Utilities**. Click **Authentication**.

Utilities

Basic

Authentication
Perform authentication upon the registration of an IP phone to prevent unauthorized access to the system.

Basic Call Logs
Display the most recently received, missed, or placed calls.

Enhanced Call Logs
Display the most recently received, missed, or placed calls.

Feature Access Codes
Display the feature access codes (star codes) for your services.

Enterprise Directory
Display the enterprise directory list.

Intercept User - Off
Allows the system to intercept calls terminated to or originated from a line that has been decommissioned.

Push Notification Registrations
Displays all push notification registrations for a user.

Registrations
Displays all the static and dynamic registrations for a user.

Prepaid - Off
Enable Prepaid calling for a user.

Security Classification - On
Configure the Security Classification setting for this user.

Use this page to change the user's authentication password. This password is used to authenticate an IP phone, which allows calls to be made over Internet Protocol (IP) based networks.

The authentication password and user name can be different from the system password and user ID that are used at initial system login. While you can choose to use the same name and password for authentication and initial login, the credentials allow access to different services. The password restrictions may differ.

Enter the user name and password. Click **Apply**.

2e. Handling Incoming Calls

As required, enable or disable the services to handle the incoming calls by navigating to **Profile > Users > Incoming Calls**

This page displays menu items used to handle incoming calls. You can activate or deactivate some of the services by turning them on or off on the page for the service. To access the page for a particular service, click on the link for that service.

Features/Services supported on SBC Edge

Sr.no	Features/Services	Supported
1	Basic Registration with Authentication	✓
2	Basic Registration with reg-key	✗
3	3xx Response handling with maddr	✗
4	Basic calls	✓
5	CANCEL Scenario	✓
6	User Busy	✓
7	Session Audit	✓
8	Session Timers	✓
9	Music on Hold	✗
10	Remote Ringback	✗

11	Local Ringback followed by Remote Ringback	✗
12	Call Forward	✓
13	Voice Portal	✓
14	Anonymous call: Trusted and Non-trusted endpoint	✓
15	Calling Name with Unicode Characters	✓
16	DIVERSION Header: Single and Multiple Redirects	✓
17	HISTORY-INFO	✓
18	Blind Transfer	✗
19	Attended Transfer	✗
20	Local Conference	✓
21	Network Conference	✗
22	Surrogate Registration	✗
23	GIN registration	✗

Legend

✓	Supported
✗	Not supported

Conclusion

This document provides detailed description required for the configuration of Ribbon SBC SWe Lite with the SIPREC feature enabled and the configuration of BroadSoft Application Server users in a hosted mode.